CITY OF KNOXVILLE

Title VI Annual Report

2016

Submitted to:

Mayor Madeline Rogero

Submitted by:

Avice Evans Reid
Acting Title VI Coordinator
Senior Director, Community Relations Department

www.KnoxvillleTN.gov

CITY OF KNOXVILLE

Community Relations
Avice Evans Reid
Senior Director

Date: May 19, 2016

To: Mayor Madeline Rogero
Senior/Executive Directors

From: Avice Reid, Acting Title VI Coordinator and Senior Director, Community Relations

Subject: Title VI Annual Report

Pursuant to Article III, Section 306, of the City Charter, and as part of our efforts to ensure that the City is inclusive in its hiring, contracting and decision-making processes, I respectfully submit the enclosed Title VI Annual Report.

Please let me know if you have any questions.

c: Vice Mayor and Members, Knoxville City Council

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EXECUTIVE BRANCH SECTION 303

The City of Knoxville's Charter Article III, entitled "Executive Branch," Section 303 has been amended by referendum adding a new Section 306.

Section 306 requires annual reports of agencies, boards and commissions. Each agency, board, and commission of the City shall make an annual report to its board of directors/commissioners certifying that the organization:

1) Has not subjected any person to discrimination on the basis of race, color or national origin under any of its programs or activities,

2) Has not excluded any person from participation in any of its programs or activities on the basis of race, color or national origin and,

3) Has not denied any person the benefits of any of its programs or activities on the basis of race, color or national origin.

A copy of such report shall be provided to the Mayor and to each member of City Council on or before May 1 of each year. The first report shall be made on or before May 1, 2005 following the adoption of this charter amendment.

Not with standing any other charter provision or ordinance to the contrary, this requirement shall apply to all agencies, boards, and commissions created by this charter or by ordinance, including, without limitation, the Metropolitan Knoxville Airport Authority, the Knoxville Utilities Board, the Knoxville Transportation Authority, and Knoxville's Community Development Corporation. This requirement shall apply whether or not an agency, board, or commission is required to comply with Title VI of the Civil Rights Act of 1964 because the organization has received federal funds.

(Ord. No. 0-126-03, Sec. 2, 4-15-03, ratified 8-5-04)

TITLE VI COORDINATORS

City of Knoxville

Title VI Departmental/Division Coordinators

Mayor's Office	Avice Reid
311	Shawana Tipton
Civil Service Department	Carol Mahler
Community Development Division	Gwen Winfrey
Parks and Recreation Division	Aaron Browning
Public Service Division	Nicholas Bradshaw
Finance and Accountability Department	Sherry Bennett
Fire Department	Pat Armstrong
City Court	Valerie Coleman
Law Department	Devin Lyon
Inspections Division	Angelia Rooks
Engineering Division	Steve King
Fleet Division	Keri Collins
Police Department	Chief Cindy Gass
KEMA	Diane Foxx
Communications	Jesse Mayshark
Public Assembly Facilities	Connie Spicer
Policy & Redevelopment	Kim Scarborough

CITY OF KNOXVILLE
TITLE VI PLAN

OVERVIEW

On June 17, 1997, the City of Knoxville's City Council approved a resolution adopting the City's policy and procedure manual for compliance with the Title VI of the Civil Rights Act of 1964. The purpose of Title VI is to prohibit programs that receive federal funds from discriminating against participants or clients on the basis of race, color, or national origin. The intent of the law is to ensure that all persons are allowed to participate in these federal programs. To ensure that the City of Knoxville meets its compliance responsibility, a comprehensive plan was developed to provide for monitoring of Title VI activities and complaint processing in all operations and programs receiving federal funding.

The City of Knoxville worked closely with a broad cross section of individuals and groups to develop its Title VI Program. The Title VI Plan was reviewed by a Mason Tillman Associate, a national leader in equal opportunity consulting.

The City of Knoxville's Title VI Plan establishes a structure to manage compliance. The Title VI Administrative Officer has the responsibility of ensuring that all City Departments comply with the plan provisions. Each department has appointed a Title VI Department Coordinator who works closely with the Administrative Officer on compliance activities. The Department Coordinators are responsible for collecting and analyzing data of any federally- financed services provided through their respective departments.

As part of the monitoring process, meetings are held with Department Coordinators to review Title VI activities and compliance issues. The Title VI Plan includes a formal complaint procedure whereby a person may file a complaint with the Administrative Officer. The Administrative Officer works with the Department Coordinator to resolve complaints. Once the investigation is complete, the Administrative Officer will prepare a written report of the findings and any proposed remedial action.

The Equal Business Opportunity Program was created as a remedial activity of Title VI to increase the participation of minorities and women in the City's procurement process.

TITLE VI DEPARTMENT COORDINATORS RESPONSIBILITIES

The responsibility for coordinating Title VI compliance within the City of Knoxville is assigned to, and divided among, respective departments. Each department has appointed a Title VI Departmental Coordinator. The Departmental Coordinator will be responsible for administering the compliance procedures and Title VI complaint processing for the respective departments.

A. DEPARTMENTAL REPORTING

1. Each Departmental Coordinator will:
   (a) Collect, analyze and report the statistical data (race, color and national origin) of participants in, or beneficiaries of, federal financially-assisted services provided through each respective department; such statistical data will be cross-tabulated by race and ethnic origin and variables as (1) the number of program participants, (2) the size of the population to whom the program is directed, and where appropriate, (3) the number of applicants. The analysis will be used to: determine how effectively programs are reaching eligible groups; assist in the selection of locations for compliance reviews; identify areas for additional outreach efforts; and provide status reports to measure progress of projected delivery.
   (b) Prepare a Title VI Departmental Self-Survey.
   (c) Prepare an annual compliance report based upon the department's compliance efforts.

B. SUB-RECIPIENT REPORTING

1. The Departmental Coordinators will be responsible for ensuring that the City of Knoxville sub-recipients are in compliance with Title VI of the Civil Rights Act of 1964.

2. Prior to considering any entity as a potential sub-recipient through contracts with the City of Knoxville, Departmental Coordinators will follow the pre-award monitoring system.
   (a) Compliance determinations will be made in writing and based on written information provided by the potential sub-recipients.

(b) On-site compliance reviews may be conducted if the potential sub-recipient provides inadequate information and site compliance reviews may be unannounced.

(c) If there are weaknesses in the potential sub-recipient's program(s), action will be deferred pending prompt remedial action on the part of the potential sub-recipient.

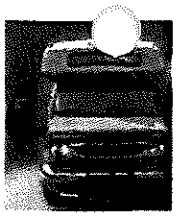
3. Sub-recipients are expected to collect, analyze and report the statistical data (race, color and national origin) of participants on, and beneficiaries of, federal financially-assisted services provided through each such sub-recipient to the respective Departmental Coordinator. Departmental Coordinators will conduct post-award on-site reviews, if necessary.

It is the policy of the City of Knoxville that all its services and activities be administered in conformance with the requirements of Title VI.

TITLE VI OF THE 1964 CIVIL RIGHTS ACT

"Nondiscrimination in Federally Assisted Programs"
"No person in the United States shall, on the ground of race, color or origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."
42 U.S.C. Section 2000 et seq.

The purpose of Title VI of the Civil Rights Act of 1964 is to prohibit programs which receive federal funds from discriminating against participants or clients on the basis of race, color, or national origin. The intent of the law is to ensure that all persons, regardless of their race, color or national origin, are allowed to participate in federally funded programs.



TITLE VI COVERS THE FOLLOWING AREAS:

- Construction
- Procurement
- Transportation
- Parks and Recreation
- Community Block Grants
- The Location of Facilities
- Law Enforcement
- Contracting
- The Distribution of Benefits and Services
- Tax Benefits (private, fraternal, and non-profit organizations
- Hiring
- Equipment and Building Loans

ACTIVITIES

- Monitoring of community grants
- Review of board appointments
- Survey and review of City contractors
- Coordinate departmental Title VI Coordinator's meetings and trainings
- Collect and Analyze the Departmental Title VI surveys
- Develop and distribute community outreach information
- Limited English Proficiency Preparation (outreach, informational sessions, Spanish orientation class)
- Contract Compliance Reviews(internal and external)

REMEDIAL ACTIVITIES

- Equal Business Opportunity Program - outreach, certification, minority & women owned business directory and technical assistance.

TITLE VI ENFORCEMENT PLAN FOR SUB-RECIPIENTS

POST -AWARD COMPLIANCE

Each entity that receives a subcontract from the City of Knoxville must agree to comply with the requirements of Title VI in the regard to the provision of nondiscrimination in federally assisted programs. The sub-recipient, by signing the contract, agrees to the following provision, which is included in the terms of the contract:

> *The subcontractor must comply with Title VI of the Civil Rights Act of 1964, as codified in 42 U.S.C 200d.The successful bidder must follow Title VI guidelines in all areas including hiring practices, open facilities, insurance and wages. The City of Knoxville reserves the right to review all compliance records by a contract compliance officer designated by the City.*

By signing the contract, the sub-recipient agrees to the Title VI Assurance statement and has met the pre-award criteria.

PRE-AWARD COMPLIANCE

The City of Knoxville annually surveys sub-recipients for compliance with Title VI regulations. The City of Knoxville will collect and monitor sub-recipients responses. The Title VI Coordinator will determine the sub-recipients compliance based on the survey responses.

TRAININGS & WORKSHOPS

In the past, the Title VI Coordinator provided instructor-based training for grant recipients, contractors, sub-recipients and departments upon request. The City has now created an online Title VI Training accessible via the internet.

The Civil Service Departmental Coordinator discusses Title VI with all new hires. Diversity training is offered annually to employees through the Civil Service Department.

TITLE VI RECOMMENDATIONS

General

- Appoint a permanent Title VI Coordinator.
- Review and update Title VI Compliance Plan, Procedures and FAQs.
- Require annual equity, inclusion and diversity training for all Title VI Department Coordinators.
- Require Title VI Department Coordinators to share their learning with their respective Departments on a routine basis.
- Use high-quality on-line tools for Title VI training as appropriate.
- Continue to assist Civil Service with Title VI recruitment, hiring and retention goals.
- Continue to diversify boards, committees and commission members by gender and race.
- Continue to celebrate milestones such as the Civil Rights Act of 1964 50th Anniversary and the Voting Rights Act of 1965.

TITLE VI RECOMMENDATIONS

Contract Compliance

- Continue to conduct Title VI compliance reviews on primary/subcontractors.

- Continue to diversify all Evaluation Committees.
    - Include a Title VI Departmental Coordinator when possible.
    - Record race and gender of committee members.

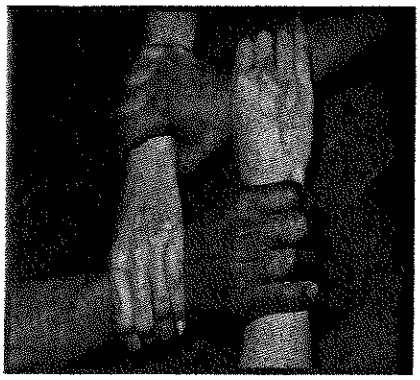
- Continue to track the following data on all bids:
    - Minority or women-owned.
    - Certifications, e.g. TDOT, WEBC, Governor's Office of Diversity, Small Business Administration.

Public Participation

- Advertise business and employment opportunities in diverse media outlets.

- Continue to provide resources for people of Limited English Proficiency. Note use of translator or interpreter for future planning.

EQUAL BUSINESS OPPORTUNITY PROGRAM



The policy of the City of Knoxville prohibits discrimination against any person in pursuit of business opportunities on the basis of race, color, national origin, religion, sex, age, disability or veteran status.

It is also the policy of the City to provide minorities, women and small businesses equal opportunity for participation in all aspects of the City's contracting and procurement programs including, but not limited to, construction, development projects, procurement, professional services and lease agreements.

Mission Statement

A broader vision for financial inclusion of Minority, Women, Service Disabled Veteran Owned Businesses, and Small Businesses so they reap greater profit opportunities from contracts with the City of Knoxville and other identified entities.

Goals and Objectives

- To increase participation of Minorities, Women, Service Disabled Veteran Owned Businesses, and Small Businesses in the City of Knoxville, KCDC, KAT, PBA, KUB, and MKAA in contracting, procurement, and professional services contracts.
- To provide a concise method for increasing Minority, Women, Service Disabled Veteran Owned Businesses and Small Business participation.
- Review and recommend "numerical goals" and benchmarks for increased participation of Minority, Women, Service Disabled Veteran Owned Businesses and Small Businesses annually.
- To increase capacity of Minority, Women, Service Disabled Veteran Owned Businesses and Small Businesses.

INTRODUCTION

The City of Knoxville's Equal Business Opportunity Program (EBOP) was created September 11, 1999, by Executive Order. The program is an outreach program to increase minority, women and small businesses' participation in the City's procurement process. Procurement includes construction, goods and services. The Equal Business Opportunity Program's Implementation Plan has six components.

- Creation of a Minorities, Women, Small Business Program
- Certification Component
- Technical Assistance/ Mentor Protégé
- Numerical Goals
- Pilot Projects
- Evaluation

COMPONENTS OF EVALUATION

I. CREATION OF A MINORITIES, WOMEN, SMALL BUSINESS PROGRAM

II. CERTIFICATION

The Equal Business Opportunity Program offers certification to minorities and women free of charge. Certification is not a requirement for contractual eligibility. Certification is encouraged through EBOP community outreach activities and events. The Title VI Office maintains a certification directory accessible via the City's website.

III. NUMERICAL GOALS

The EBOP has targeted numerical goals for businesses owned by minorities and women. The goals are 10 percent of the total dollars for construction, goods and services.

IV. TECHNICAL ASSISTANCE

As we continue to restructure the EBOP, we are referring small businesses to the Tennessee Small Business Development Center, Knoxville Entrepreneur Center, SCORE and the Knoxville Area Urban League, to receive technical assistance

V. ACCOMPLISHMENTS

The EBOP Advisory Committee has drafted By-Laws, which strengthens the governance of the committee.

VI. RECOMMENDATIONS

Outreach /Relationship Building

- Ask Purchasing staff to reexamine the EBOP Advisory Committee and recommend improvements.

- Establish an annual conference to facilitate minority participation in City procurement processes. The event will be open to corporations, staff, and small businesses. Potential partners for this event are KCDC, KAUL, KCDC, Knox County, MKAA, UTK, TVA, and Scripps.

Daily Operations

- End redundant certification.

- Update and refine the existing small and minority-owned business directory. Make sure all departments know about and have access to the list.

- Add veterans and disabled veterans to the list of monitoring categories.

- Revise the EBOP Brochure to reflect these improvements.

- Adopt the revised mission statement for the EBOP that was created during the retreat in 2011.

These efforts allow the City to go beyond mere compliance to include training, accessibility, and connectivity. With sustained efforts in these qualitative areas, we expect the quantitative results, i.e. minority business participation, to improve over time.

BOARDS & COMMISSIONS

2016

Board/Commission Name	Appointed By	Term (yrs)	Total Seats	White	Non-White	Vacant	Male	Female
Animal Control Board	Mayor	4	7	7	0	0	2	5
Beer Board	Elected	4	9	8	1	0	8	1
Better Building Board	Mayor	3	5	4	1	0	3	2
Board of Environmental Appeals	Mayor	5	5	5	0	0	2	3
Board of Zoning Appeals	Mayor	5	5	4	1	0	4	1
Building Board of Adjustments & Appeals	Mayor & Inspector	5	9	7	2	0	8	1
Business Advisory Council	Mayor	2	12	9	3	0	8	4
Central Business Improvement District	Various	3	11	11	1	0	10	2
City Tree Board	Mayor	4	11	11	0	0	10	2
Civil Service Merit Board	Mayor	5	5	3	2	0	2	3
Community Health Council	Various	3	21	16	5	0	4	17
Community Television of Knoxville	Various	3	9	8	1	0	4	5
Deferred Compensation Committee	Mayor/ Various	3	7	6	1	0	2	5
Development Corporation of Knox County	Various	5	12	8	3	0	8	3
Downtown Design Review Board	Mayor	3	10	10	0	0	5	5
East Tennessee Development District	Various	4	4	4	0	0	2	2
East Tennessee Historical Society	Various	3	44	42	2	0	32	12
ET Human Resources Agency Policy Council	Various	4	24	20	4	0	16	6
Electrical Board of Examination, Review, Adjustment and Appeals	Mayor	3	7	6	1	0	6	1
Emergency Communications District	Various	4	11	10	1	0	9	2
Food Policy Council	Mayor & County Mayor	3	11	9	2	0	2	9
Greenways Commission	Mayor	3	20	18	2	0	13	7
Historic Zoning Commission	Mayor	5	9	8	1	0	6	3
Industrial Development Board	Mayor	6	9	9	0	0	7	2
KAT Community Advisory Committee	Various	2	17	15	2	2	8	9
KGIS Policy Board	Ex Officio	N/A	3	3	0	0	1	2
Knox County Air Pollution Control Board	Pellissippi State Rep.	4	9	8	1	0	7	2
Knox County Solid Waste Board	Mayor/County Mayor	6	5	5	0	0	3	2
Knox County Tax Equalization Board	City Mayor/County Commission	2	6	5	1	0	5	1
Knoxville Golf Course Advisory Committee	Mayor/ Council	4	12	11	1	0	10	2
Knoxville Regional Transportation Planning Organization - Technical	Various	N/A	19	19	0	0	13	6
Knoxville Transportation Authority	Mayor/Council	4	9	4	5	0	5	4
Knoxville Utilities Board	Mayor	7	7	5	2	0	3	4
Knoxville Volunteer Rescue Squad Board	Rescue Squad Board	3	13	13	0	0	12	1
Knoxville Zoological Gardens	Zoo Board/ Mayor	3	22	20	2	0	16	6
Knoxville-Knox County Community Action Committee	Various	2	18	16	2	0	12	6

Board/Commission Name	Appointed By	Term (yrs)	Total Seats	White	Non-White	Vacant	Male	Female
Knoxville's Community Dvlpmt Corp.	Mayor	5	7	4	3	0	4	3
Mayor's Council on Disability Issues	Mayor	3	20	16	4	0	5	15
Mech/Gas Board of Examination & Review	Mayor	5	7	6	1	0	5	2
Metro Drug Coalition	Various	3	33	30	3	0	26	7
Metropolitan Knoxville Airport Authority	Mayor	7	9	8	1	0	6	3
Metropolitan Planning Commission	Mayor/County Mayor	4	15	14	1	0	11	4
Neighborhood Advisory Council	Mayor	3	15	11	4	0	5	10
O'Connor Senior Center Advisory Board	Mayor/County Mayor	2	23	22	1	0	13	10
Pension Board	Mayor	3	9	9	0	0	7	2
Plumbing Examination & Review Board	Mayor	5	6	6	0	0	5	1
Police Advisory & Review Committee	Mayor	3	7	4	3	0	4	3
Public Art Committee	Mayor	3	14	12	10	0	9	5
Public Assembly Facilities Advisory Board	Mayor/City Council	3	11	8	3	0	6	5
Public Building Authority	Mayor/County Mayor	6	11	8	3	0	8	3
Public Property Naming Committee	Council/Mayor	2	15	12	3	0	7	8
Richard L. Bean Juvenile Service Center Board of Trustees	Various	3	10	7	2	1	6	3
Solicitations Board	Mayor	4	9	6	2	1	2	7
Visit Knoxville	Various	3	11	9	2	0	5	6
Wrecker Services Commission	Mayor	2	7	7	0	0	3	4

CITY OF KNOXVILLE WORKFORCE ANALYSIS / CIVIL SERVICE REPORT

2016

SECTION SUMMARY City of Knoxville

	Name	Number
FUND	General	100
DEPARTMENT	Boards	8
DIVISION	Civil Service	17
SECTION	Civil Service	00

DESCRIPTION

The Civil Service Department provides City employees with a comprehensive personnel administration program as well as a merit system, which ensures fair and equitable treatment of all employees. Major areas of responsibility include employee hiring and promotions, exam development, employment testing, personnel policy development, classification and compensation system administration, training program administration, performance appraisal system, review of employee actions, and maintenance of employee records.

GOAL STATEMENT

Based upon a foundation of integrity and commitment to excellence in public service, the Civil Service Department will administer a progressive and comprehensive human resource management system resulting in a competent and productive work force capable of providing a broad range of services to the citizens of Knoxville.

OBJECTIVES

(1) To improve staffing processes and communication with departments to ensure that staffing requirements of City departments are met as efficiently and satisfactorily as possible.
- (a) Average processing times for New Hire.
- (b) Turnover rate.
- (c) Percentage of minority applicants.
- (d) Percentage of minority hires.

(2) To improve the Classification/Compensation Plan and ensure that it continues to meet City needs by working to improve the difference between COK pay ranges and surveyed results.
- (a) Percentage increase in City of Knoxville average salaries compared to previous year.
- (b) Number of classifications reviewed to ensure suitability.

(3) To improve the marketing, quality, and availability of training programs/services and other developmental resources offered to employees and to increase satisfaction with programs.
- (a) Percentage of employees who have had Harassment and/or Drug/Alcohol training.
- (b) Cost savings of in house training vs. outside training per employee trained.
- (c) Total number of employees trained.
- (d) Percentage of KPD uniformed employees who have completed their college degree.
- (e) Average $ usage of Tuition Reimbursement for the fiscal year.

Civil Service Mission Statement

Based upon a foundation of integrity and commitment to excellence in public service, the Civil Service Department will administer a progressive and comprehensive human resource management system resulting in a competent and productive work force capable of providing a broad range of services to the citizens of Knoxville.

Executive Summary

The Civil Service Department had another highly successful year in 2015.

The Civil Service department assisted with the Mayor's office in continuing the "Summer in the City" intern program. Civil Service continued development of the Summer in the City Intern Program to bring applicants ages 17 to 22 to work at the City for six weeks from providing paid work experience and interactive weekly workshops to enhance their professional skills. This year's program increased the number of applicants, the number of hours worked, and the length of the program.

Civil Service reviewed payroll procedures and initiated a process to provide PeopleSoft integrated time clocks and web punch options for all FLSA non-exempt employees to simplify and improve accuracy of payroll.

Civil Service once again participated with the University of Tennessee and the Municipal Technical Advisory Service for a statewide benchmarking study to increase efficiency in government operations. Civil Service also continued the Twitter feed to keep applicants advised of job openings @cityofknoxjobs.

Civil Service completed a comprehensive salary survey for 2014 - 2015.

The department conducted promotional processes for Police Sergeant and Police Lieutenant.

Training continued to be an important focus for Civil Service in 2015. Multiple training sessions were offered during the calendar year. In addition, Civil Service presented additional drug/alcohol policy information to safety sensitive employees and new hires to move along to our goal of 100% of employees trained in this class.

Finally, the Civil Service Department continued its role administering the City's selection and hiring process. Over the course of 2015, overall hiring and application numbers continued to increase due to increasing interest in City jobs. Civil Service staff administered tests for the positions that were filled through the Civil Service process.

Strategic Projects

In an effort to promote the continual improvement and education of City employees, the Civil Service department conducted multiple training workshops. Civil Service is in the process of a comprehensive overhaul of the training program with the hiring of a full time training Coordinator.

As responsible stewards of taxpayer money, Civil Service staff continued to pursue a variety of ways to cut costs including the following:

- In-house printing rather than outsourcing whenever possible
- E-mail notifications whenever possible including reduced mailing due to new PeopleSoft application procedures
- Reduction in mail and other costs through the use of online requisitions and applications
- Use of Federal & SHRM websites for most updated HR legal information
- Update of process/procedure to utilize more electronic capabilities
- Working with Standard and Associates to update all uniform tests

Finally, the department participated in various activities throughout the year in order to promote community involvement and enthusiasm for the City. A Civil Service booth was provided at the Mayor's Annual Health & Benefits Fair to provide information, answer questions, and create contacts between employees and other departments. Civil Service also provided staffing at the Employee Recognition Luncheon. To further promote community knowledge about City employment opportunities, Civil Service staff participated in multiple Career Fairs in 2015.

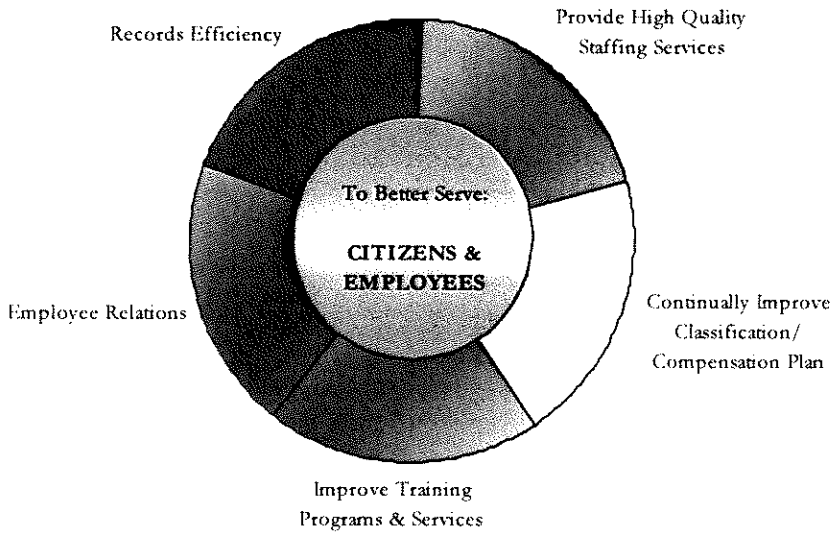
Performance Measurement: 2015

The City of Knoxville has developed a broad program "Knoxville Works" for measuring the performance of each department, and the Civil Service Department participates in this measurement of departmental performance. These efforts are implemented in order to provide greater value for the citizens and employees of the City. This information is tracked on a fiscal year basis (July to June) rather than the calendar year used for the rest of this report.

Who?

How?

Why?



Employment Statistics
April 2016

Hiring Process Data:

Average Timeframes for February 28, 2015 through March 31, 2016
(Combined Uniformed & Non-Uniformed)

- **From initiation of Requisition in Department until received in Civil Service: 3 days**
  (this includes requisition going to Senior Department Director, to Finance, and finally to Civil Service)

- **From receipt of Requisition in CS until applicants are referred to the department for interviews: 34 days**
  (This includes conducting job analyses as needed, creating or updating selection procedures as needed, preparing the job posting announcement; advertising the position for a minimum of 10 days; scheduling, administering, scoring and sending grades for civil service exam(s); preparing referral of top 5 applicants)

- **From receipt of applicant list by department until selected applicant is returned to Civil Service: 23 days**
  (this includes the department's scheduling and conducting of interviews and making an applicant selection)

- **From employee selection to actual start date: 19 days**
  (this includes scheduling, conducting, and receiving results of drug test (if applicable) and pre-employment medical tests—appointments and results contingent upon provider; background results; salary approval by Finance; 2-week notice given to former employer; and start date that is the beginning of a week)

Total Process: 79 days

Summary: In comparison with the last fiscal year, the hiring process is slightly slower than the pace set last year. Civil Service has maintained the hiring pace even though applications received continues to increase most likely due to labor market factors and turnover rates. The timeframe that has experienced a slowdown is the "receipt of requisition in CS until applicants are referred." We have recently had multiple requests from departments to repost jobs in order to obtain additional applicants, forcing us to repost many job announcements more than once. This takes additional time. Additionally, we are in the process of a comprehensive review of all of the job analyses for each position that is requisitioned and posted. This has slowed the posting process as well. Civil Service processes are running about as quickly as they can, given time constraints that are dictated by rules and scheduling constraints for the testing process.

EEO Data:

Most recent US Census data for Knox County (2010):

13.1% Racial Minority
51.5% Female
(based on total population, not workforce)

Minority Employees as Percentage of Total City Workforce

	March 2016
Racial Minority	17.8%
Female	27.3%

All employees including temporary employees & events payroll (e.g., athletic officials)

Minority Employees as Percentage of Regular City Workforce

	2016	2015	2014	2012
Racial Minority	10.4%	10.3%	10%	10%
Female	21.3%	21.6%	21%	21%

Minority New Hires as Percentage of Total City New Hires*

	2016	2015	2014	2012
Racial Minority	17.8%	16.0%	21%	19%
Female	30.7%	37.9%	39%	34%

*All employees including temporary employees & events payroll (e.g., athletic officials)

Minority New Hires as Percentage of Regular City New Hires

	2016	2015	2014	2012
Racial Minority	13.4%	10.5%	13%	17%
Female	24.8%	28.1%	27%	25%

Minority Regular Employees by Department as of March 2016

Department Name	% Racial Minority	% Female
Administration	29.0%	74.2%
City Court	15.4%	76.9%
Civil Service	10.0%	80.0%
Community Development	20.0%	60.0%
Emergency Management	0.0%	50.0%
Engineering	4.5%	17.1%
Finance	11.9%	69.5%
Fire	8.1%	7.5%
Fleet	5.9%	9.8%
Information Systems	7.7%	42.3%
Inspections	16.1%	22.6%
Law	0.0%	61.5%
Public Service	13.2%	7.3%
Parks & Recreation	34.0%	46.9%
Police	7.8%	22.4%
Public Assemblies	13.0%	17.4%

Breakdown of Minority and Female Regular Employees by Pay Grade and Pay Plan

	Total Employees	Ethnic Min. #	Ethnic Min %	Female #	Female %
Civilian/Gen. Gov					
Pay Grades 1-5	453	69	15.2%	117	25.8%
Pay Grades 6-10	297	30	10.1%	117	39.4%
Pay Grades 11-14, DIR	60	5	8.3%	24	40.0%
Fire Uniformed					
Recruit/Firefighter	32	5	15.6%	2	6.3%
Senior/Master Firefighter	185	16	8.7%	10	5.4%
Supervisory Ranks	107	6	5.6%	6	5.6%
Police Uniformed					
Recruit/Police Officer	35	4	11.4%	4	11.4%
Police Officer I/II	95	6	6.3%	5	5.3%
Police Officer III/IV	168	16	9.5%	26	15.5%
Supervisory Ranks	98	3	3.1%	12	12.2%
Notes: Minority females are included in both columns.					

KPD Police Recruit Hiring Data

Year	Number of Recruits at beginning of academy	Racial Minorities	Females
2004	19	1 (5%)	3 (16%)
2005	44	4 (9%)	4 (9%)
2006	39	3 (8%)	2 (5%)
2007	27	4 (15%)	5 (19%)
2008	40	3 (8%)	2 (5%)
2009	44	1 (2%)	1 (2%)
2011	35	6 (17%)	4 (11%)
2013	32	5 (16%)	6 (19%)

Summary: We are still slightly below minority targets for regular employees and these numbers have been steady. We are above target on whole workforce (temporary and seasonal included). We could improve in Female hires; however, 72% of our workforce is made up of male dominated jobs (Public Service, Fleet, Police, & Fire), making this a difficult target to realistically reach. By pay grade breakdown, more minorities and females are in the lower civilian pay grades, the mid-range Fire grades, and higher non-supervisory Police grades. We are preparing to accept applications for a new police recruit class so the data for KPD hiring will be updated in next year's report.

Turnover Data:

Overall Fiscal Year Turnover

2004	7%
2005	9%
2006	9%
2007	9.4%
2008	4.2%
2009	5.1%
2010	2.7%
2011	2.6%
2012	2.9%
2013	5.2%
2014	5.4%
2015	

Includes terminations, resignations, deaths, and retirements.

Summary: There had been a great drop in turnover in the previous fiscal years, potentially tied to instability in the private sector job market, making public sector jobs more desirable/secure. The turnover rate has increased during the past two fiscal years, most likely due to an improving private sector job market.

Age Demographic Data:

Regular Employee Age Breakdown

Under 25:	4.0%
25 – 34:	20.9%
35 – 44:	24.2%
45 – 54:	31.2%
55 or older:	19.7%

Average employee age: 44.6 years old

Summary: 19.7% of the city's workforce is at least 55 years of age indicating a large number are currently eligible, or will soon be eligible for retirement.

Salary Data:

Average Pay for Regular Employees

	Average Pay*	Average % Increase
August, 2007	$38,175.69	N/A
August, 2008	$39,123.58	2.5%
August, 2009	$40,484.94	3.5%
August, 2010	$41,229.01	2.2%
August 2011	$42,597.88	3.3%
September 2012	$43,597.37	2.3%
July 2013	$44,497.75	2.1%
July 2014	$45,479.53	2.2%
March 2015	$45,819.26	0.8%
March 2016	$46,784.56	2.1%

***Includes longevity, night shift & educational incentive pay if applicable**

Salary Changes in KFD (Post Segal Study)

Rank	March 2014 Average Salary	March 2015 Average Salary	March 2016 Average Salary	% Difference 2014 to 2016
Firefighter	$33,178	$38,054	$36,863	11.1%
Sr FF	$38,880	$42,941	$43,421	11.7%
Master FF	$45,972	$47,982	$50,201	9.2%
Fire Officer	$52,995	$56,159	$57,664	8.8%
Assistant Chief	$60,266	$62,588	$64,998	7.9%
Deputy Chief	$77,600	$79,442	$81,331	4.8%

Includes longevity.

Salary Changes in KPD (Post Segal Study)

Rank	March 2014 Average Salary	March 2015 Average Salary	March 2016 Average Salary	% Difference 2014 to 2016
PO	$34,808	$37,117	$37,221	6.9%
PO I	$38,403	$40,145	$40,837	6.3%
PO II	$42,603	$43,392	$44,049	3.4%
PO III	$47,460	$48,399	$48,037	1.2%
PO IV	$53,334	$54,970	$56,085	5.2%
Sergeant	$55,072	$57,122	$57,394	4.2%
Lieutenant	$62,111	$64,208	$64,981	4.6%
Captain	$72,861	$73,114	$73,872	1.4%
Deputy Chief	$81,605	$85,954	$88,043	7.9%

Includes longevity & educational incentive.

Summary: On average, regular employee salaries are approximately 2.1% higher than they were in March 2015. Average City pay is currently $46,784.56.

LIMITED ENGLISH PROFICIENCY PLAN

LIMITED ENGLISH PROFICIENCY PLAN

Executive Order 11366

In August 2000, an order "Improving Access to Services for Persons with Limited English Proficiency" directed federal agencies to:

- Publish guidance on how their recipients can provide access to LEP persons.
- Improve the language accessibility of their programs.
- Break down language barriers by implementing consistent standards of language assistance across federal agencies and amongst all recipients of federal financial assistance.

The Order covers all federal and federally assisted programs and activities.

Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English these individuals may be entitled to language assistance with respect to a particular type of service, benefit, or encounter.

Recipients and sub-recipients of federal assistance are required to take reasonable steps to ensure meaningful access to their programs and activities by LEP persons. Four factors that should be considered:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or grantee;
2. The frequency with which LEP individuals come in contact with the program;
3. The nature and importance of the program, activity, or service provided by the program to people's lives; and
4. The resources available to the grantee/recipient or agency, and costs.

Guidance/Resources

- The U.S. Department of Transportation Guidance to Recipients on Special Language Services to Limited English Proficient Beneficiaries, Federal Register/Vol.66, No.14/Monday, January 22,2001
- The U.S. DOJ Policy Guidance , Enforcement of title VI of the Civil Rights Act of 1964- National Origin Discrimination Against Persons with Limited English Proficiency, Federal Register /Vol.65 No. 159/Wednesday, August 16, 2000 www.usdoj.gov/crt/cor
- U.S. Department of Justice Clarifying Memorandum , dated October 26, 2001 www.usdoj.gov/crt/lep/oct26background
- www.lep.gov

Purpose and Authority

The City must be capable of delivering services to all individuals regardless of their English proficiency. The ability to deliver services in different languages also makes the City a more hospitable location for newcomers to settle, promotes the development of small businesses, and facilitates sound emergency management planning.

An Employee Guide has been created to assist in the development and implementation of the LEP policy by various City departments (see appendix for guide).

CITY OF KNOXVILLE

LIMITED ENGLISH PROFICIENCY POLICY

In compliance with Title VI of the 1964 Civil Rights Act and Executive Order 13166, the City of Knoxville (the "City") will take reasonable steps to ensure that persons with Limited English Proficiency ("LEP") have meaningful access and an equal opportunity to participate in all services, activities, and programs. LEP individuals are those who are unable to speak, read, write, or understand the English language at a level that permits them to interact effectively with the City's service providers. The policy of the City is to ensure meaningful communication with persons that experience LEP and their authorized representatives. This policy also provides for the communication of information contained in vital documents, meaning any document containing information that is critical for accessing services, activities, and programs, e.g., letters or notices requiring the response of an LEP individual and documents that inform LEP individuals of free language assistance. All interpreters, translators, and other aids needed to comply with this policy shall be provided without cost to the person being served.

The City's LEP Policy governs the City, City employee functions and actions, and sub recipients of federal funds through the City. This Policy does not govern organizations that make use of City space for non-City events.

Language assistance will be provided through the use of competent bilingual staff, staff interpreters, contracts or formal arrangements with organizations providing interpretation or translation services, or technology and telephonic interpretation services. All staff will be provided notice of this policy and procedure, and staff that may have direct contact with LEP individuals will be trained in effective communication techniques, including the effective use of an interpreter. The City will conduct a regular review of the language access needs of its service population and will update and monitor the implementation of this LEP Policy, as necessary.

PROCEDURES:

1. **WRITTEN NOTICE OF LANGUAGE ACCESS RIGHTS**

Language access statements will inform LEP individuals of the following:

(a) Information about available LEP services, including their ability to utilize qualified interpreter services at no cost to them;

(b) Basic instructions on accessing services, activities, and programs, including directions to appropriate City offices; and

(c) Their ability to file a grievance about the language access services provided to them.

Language access statements will be distributed in the major LEP languages appropriate for the City. Distribution decisions (i.e., what documents will contain language-access statements and where they will be located) will be based on the importance or urgency of the service and the volume of public contact. Distribution will occur through the following methods:

(a) Posting of signs in lobbies and waiting areas;
(b) Posting of signs on bulletin boards located in areas of public access; and
(c) Statements in brochures, booklets, outreach, recruitment information, and other materials that are routinely disseminated to the public.

City departments will post signs containing language access statements within each of their departments.

2. **IDENTIFYING LEP PERSONS AND THEIR LANGUAGES**

The City will promptly identify the language and communication needs of the LEP person. If necessary, staff will use a language identification card ("I speak cards") or posters to determine the language. In addition, when records are kept of past interactions with individuals or their family members, the language used to communicate with the LEP person will be included as part of the record. These records may be used to determine the level of LEP services and make and evaluate changes to LEP services.

3. OBTAINING A QUALIFIED INTERPRETER

Qualified interpreters are persons with a demonstrated proficiency in English and another language, a demonstrated knowledge in both languages of relevant specialized terms or concepts, and documentation of completion of training on the skills and ethics of interpretation and awareness of relevant cultural issues. Qualified interpreters will be required to comply with the City's confidentiality policies and the ethics provision in the Knoxville Code when interpreting or translating.

The City's Title VI Coordinator is responsible for maintaining an accurate and current list showing the name, language, phone number, and hours of availability of bilingual staff, which is provided on the Community Relations' intranet website at http://insideknoxville.knx/ComRelation/default.aspx. City departments may use this list to contact the appropriate bilingual staff member to interpret if an employee who speaks the needed language is available and is qualified to interpret. City departments may also obtain an outside interpreter if a bilingual staff or staff interpreter is not available or does not speak the needed language.

Fluent Language Line has agreed to provide qualified interpreter services, which are available 24/7. The agency's telephone number is 1-855-869-7238.

Some LEP persons may prefer or request to use a family member or friend as an interpreter. However, family members or friends of the LEP person will not be used as interpreters unless specifically requested by that individual in writing **after** the LEP person has understood that an offer of an interpreter at no charge to the person has been made by the department. Such an offer and the response will be documented in the person's file. If the LEP person chooses to use a family member or friend as an interpreter, issues of competency of interpretation, confidentiality, privacy, and conflict of interest will be considered. If the family member or friend is not competent or appropriate for any of these reasons, competent interpreter services will be provided to the LEP person, and the LEP person may not use the family member or friend as an interpreter.

Children (i.e., persons under the age of 18) will **not** be used to interpret to ensure confidentiality of information and accurate communication.

Public meeting notices will include a statement explaining that interpreters will be provided upon request if requested at least 5 business days before the meeting.

4. PROVIDING WRITTEN TRANSLATIONS

When translation of vital documents is needed, each department in the City will submit documents for translation into frequently encountered languages to the Title VI Coordinator. Original documents being submitted for translation will be in final, approved form.

The City will set benchmarks for translation of vital documents into additional languages over time.

All restrictions placed upon interpreters and their interpretations detailed in Section 3 of this LEP Policy equally apply to written translators and their translations.

5. MONITORING LANGUAGE NEEDS AND IMPLEMENTATION

On an ongoing basis, the City will assess changes in demographics, types of services, or other needs that may require reevaluation of this LEP Policy and its procedures. In addition, the City will regularly assess the efficacy of these procedures, including, but not limited to, mechanisms for securing interpreter services, equipment used for the delivery of language assistance, complaints filed by LEP persons, and feedback from the public and community organizations.

6. EMPLOYEE TRAINING

All City employees will receive LEP training. Employees should know their obligations to provide LEP individuals with meaningful access to City services, programs, and activities. The more frequent the contact with LEP individuals, the greater the need for in-depth training. Employees with little or no contact with LEP individuals must be aware of this LEP Policy and their Department-Specific LEP Policy ("DSP"). Employees in management positions, even if they do not interact regularly with LEP individuals, must be fully aware of and understand this LEP Policy and their respective DSP so that they can reinforce the importance and ensure the implementation of the policies.

LEP training on a City-wide level will be planned and carried out by the Title VI Coordinator. The Title VI Coordinator will conduct "train-the-trainer" sessions for all of the LEP department liaisons on an annual basis and by request. LEP department liaisons will be expected to lead the training efforts for their respective departments and employees.

Each City department will be responsible for the LEP training of all of its employees. Each City department will develop its training program based on this LEP Policy and the department's DSP. The training will be led by the designated LEP department liaison.

At a minimum, the City will ensure that:

- All City employees know about the City's LEP Policy;
- All City employees who are in public contact positions will be trained to work effectively with in-person and telephone interpreters and translators; and
- The City will provide training, including a copy of the City's LEP Policy, as part of the City's orientation for new City employees.

PUBLIC PARTICIPATION

PUBLIC PARTICIPATION

- Public meetings are held for a variety of reasons and different levels of public input are expected. Meetings may be specially scheduled public hearings, project or plan specific. Public meeting may also be regularly scheduled meetings of task forces or focus groups. Actions of meetings may result in the adoption or approval/disapproval of project or plan.

- Early involvement with local community leaders assist in determining suitable meeting forums and information formats to foster valuable input, especially when soliciting input from target populations.

- Public Hearings provide a formal setting for citizens to provide comments to the City. They are recorded and transcribed for the record.

- All City of Knoxville meetings and public review shall be held at a location and time that is convenient and accessible. When there are a series of public meetings being held throughout the City on a certain plan or program at least one-quarter of these meetings shall be held at a time and locations that is accessible by public transportation. All locations must be ADA approved.

PARTICIPATION/INFORMATION TOOLS

The City has utilized these tools to design a public outreach strategy:

Meeting Types • Translators/Interpreters as Needed•

- Public Hearings
- Public Meetings
- Workshops
- Small Group meetings
- Town Hall Meetings

Participation Tools

- Citizen Advisory Committees
- Comment Forms
- Contact Person
- Internet Message Boards
- Public Comment Period
- Stakeholder and Community Interviews
- Survey
- Questionnaires
- Taskforces
- Website

Information Tools

- Community TV
- Press Release and Press Kits
- Public Service Announcement
- Direct Mail
- Email
- Newsletter Publication
- Display Ad
- Door-to-Door Canvassing

TITLE VI SURVEY ANALYSIS CALENDAR YEAR

JAN.-DEC. 2015

CITY OF KNOXVILLE

2015 Title VI Departmental Survey Summary

Total racial composition of the Advisory Group or Governing Board for reporting departments:

TOTAL:
Whites: 70
Blacks: 15
Hispanics: 2
Native Americans: 0
Others: _

b. How are members selected?

72% Appointed by Mayor
21% Appointed by Mayor/Confirmed by Council
7% Statutory or Internal Department

c. Length of term members serves on the Advisory Group or Board?

37% -5 years
32% -3 years
31% - indefinite (Employee Benefits Committee)

d. If no minorities are on the Advisory Group or Board and they represent at least 5% of the population in the geographical service area, what steps will be taken to obtain minority representation on the Advisory Group or Board?

- Seek minority nominations to present to the Mayor as vacancies open, current members serve five- year term.

7. Does a written policy exist stating that services will be provided to all persons without regards to race, color, or national origin?

Yes 100% No ___ No Answer ___

8. Posters:
Are posters containing Title VI information prominently displayed within the Departments' facility?

Yes: 100% No: _____

Do the posters show the name of the Title VI Coordinator to whom complaints should be referred?
Yes 100%

9. Describe below any complaints received in this report period:

____ Did not answer this question

100% Answered no complaints

10. Are permanent records kept of all Title VI Complaints?

Yes _100%___ Did not answer _____

b. Has this Department been monitored for Title VI compliance by a State or Federal Agency?

Yes _0%_ No 100%

If yes give date:_____ Results: ___

_____ Results: _____

11. Is Title VI information disseminated to employees, sub-recipients and clients?

Yes 100% No_____

If yes, describe how:

- Displayed posters(informal mostly one-on-one)
- Brochures, newsletters, workshops, posters
- Posted notification
- Orally & Via Posters
- Staff meetings, Pre-construction meetings
- Civil Service New Employee Orientation
- In all City Contracts prepared by law dept
- With grant applications and award contracts
- Through reading material signed by employees

12. Are applicants aware of their rights under Title VI, including the right to file a complaint?

Yes 100% Not applicable ___

13. Are staff members periodically re-oriented on information concerning their Title VI responsibilities?

Yes 100% No _

If yes, state by whom and how:

- 39% During staff meetings by employee supervisor
- 5% Orally via posters
- 5% Via KFD training & Civil Service
- 49% Title VI representative for the department
- 1% Title VI training by TN. Military
- 1% Discussed at annual staff retreat and again periodically by administration at staff meeting
- Title VI Online- Test

14. Compliance Assurance: Do all contracts to provide direct services to clients contain a Title VI statement of compliance?

Yes 100% No ___ N/A _10%__

If yes, attach a copy of the Title VI statement included in such contracts.

40% Attached a copy of info
10% Did not answer
10% Stated from City Code
30% Rely on Purchasing to have info in contracts

15. Are recipients and vendors, if any, aware of the City of Knoxville's commitment to Title VI?

Yes_100%__No___ N/A __

16. Does your staff address individuals without regard to race, color, or national origin, in both oral and written communications?

Yes 100% No_____

17. Has your department developed policies and procedures for identifying and assessing language needs for LEP applicants/clients? Yes 100 % No ___

18 Has your department provided for a range of oral language assistance options; written material in LEP circumstances? Yes 100% No____

If yes explain how:

- Account with Language Line and conversion of some documents in to Spanish
- All handouts such as brochures, applications and program descriptions are in English as well as Spanish. We have requested the same with all sub-recipients
- Handouts, Posters, Language Line
- Access to the Language line; and translated rules , signage in parks, for participants based on population of the community
- Language line or 311

19. Has your department provided notice to LEP persons in their native language about their right to free language assistance? Yes _90%_ No _10%__

If yes explain how:

- Signage
- Currently, Community Development has not had a request for language assistance. Each notice of a Community Development public meeting includes a sentence instructing individuals who need language assistance to contact their office
- Parks and recreation has not encountered a situation yet to access services
- KPD uses Posters, Postings
- Civil Service reports that there is no assistance required for employment

CITY OF KNOXVILLE
FY 2015 & MID –YEAR 2016
DISADVANTAGE BUSINESS ENTERPRISE REPORT

TO: City of Knoxville Council Members

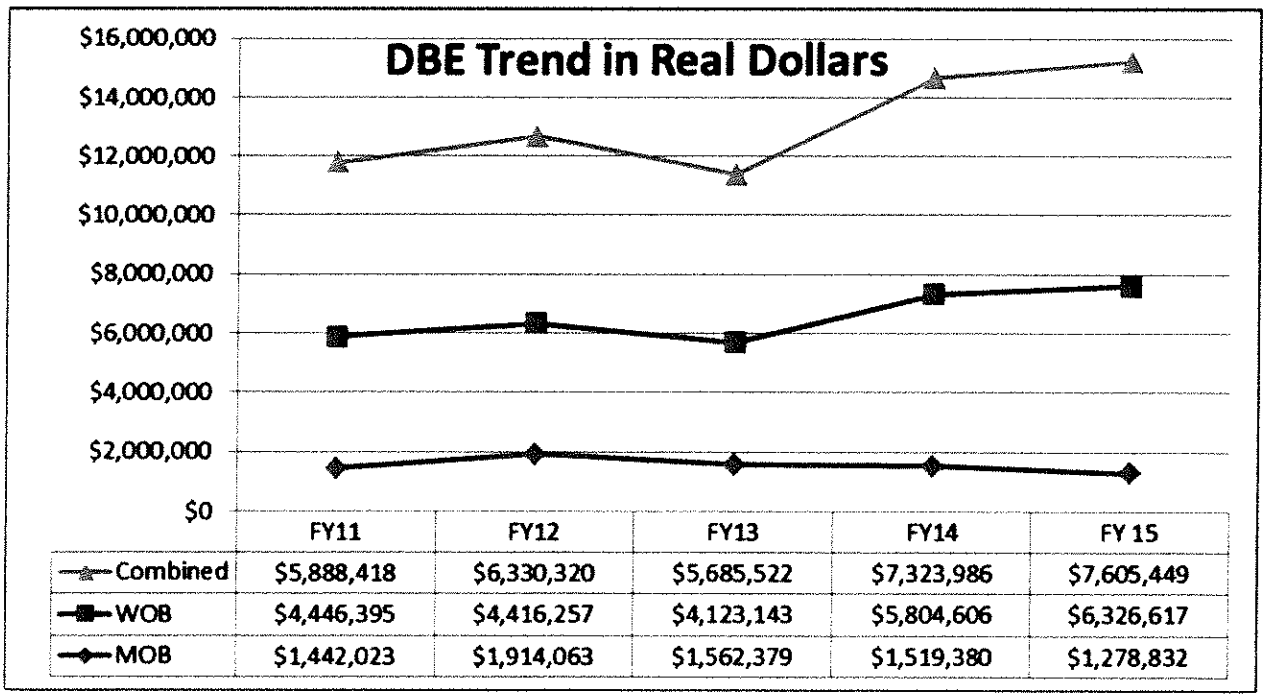
FROM: Boyce H. Evans, Purchasing Agent

SUBJECT: FY 15 Disadvantaged Business Enterprise Report

DATE: September 18, 2015

This memorandum provides the FY 15 Disadvantaged Business Enterprise (DBE) Report which describes how the City of Knoxville performed with regard to conducting business with minority-owned businesses (MOBs), woman-owned businesses (WOBs), and small businesses (SBs). All information is current as of June 30, 2015.

Overview: Minority- and Woman-Owned Businesses. During FY 15, the City conducted 2.09 % of its business with MOBs for a total of $1.3M and 10.3 % of its business with WOBs for approximately $6.3M. This means the City conducted 12.43% of its business with M/WOBs combined for a dollar value of $7.6M. The following chart depicts the City's DBE expenditure trend over the past five years in terms of real dollars. The MOB spend has remained relatively flat over the past five years with a recent slight downturn from $1.5M in FY 14 to $1.3M during FY 15. The WOB expenditures, however, have shown a modest recent increase from the $5.8M level in FY 14 to $6.3M in FY 15. As a result the overall combined minority/woman owned business expenditures rose from $7.3M in FY 14 to $7.6M in FY 15.

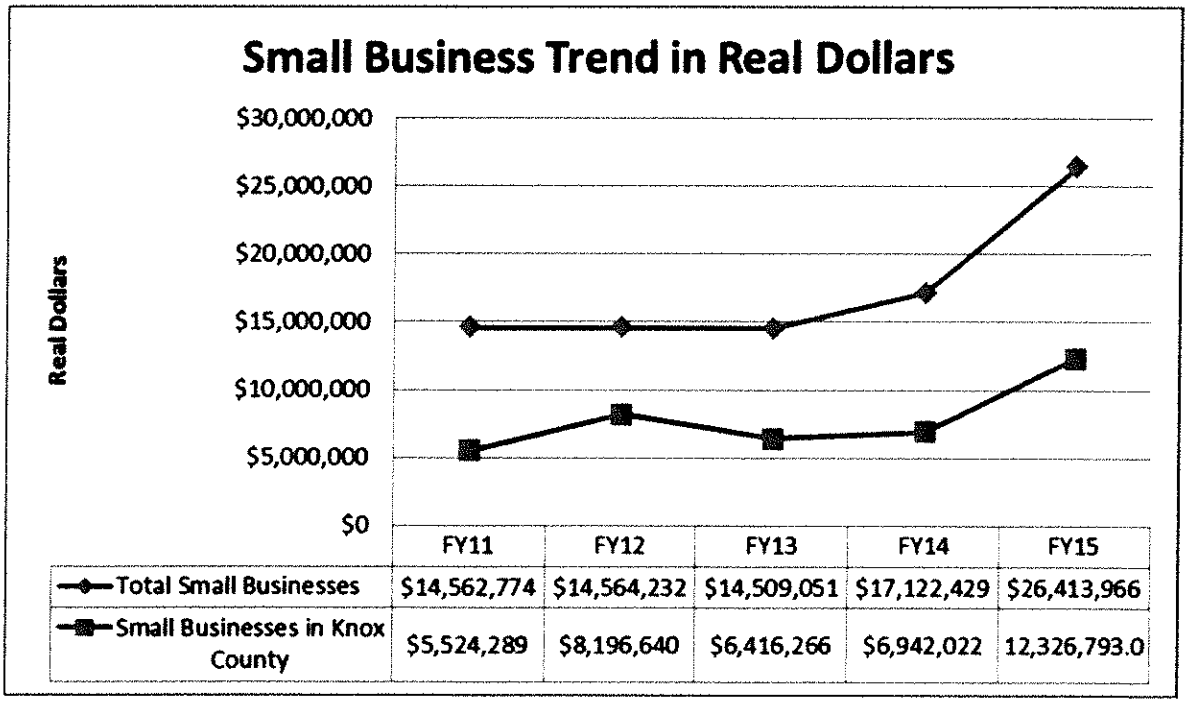


	FY11	FY12	FY13	FY14	FY 15
Combined	$5,888,418	$6,330,320	$5,685,522	$7,323,986	$7,605,449
WOB	$4,446,395	$4,416,257	$4,123,143	$5,804,606	$6,326,617
MOB	$1,442,023	$1,914,063	$1,562,379	$1,519,380	$1,278,832

Procurement Categories. The next chart depicts how the City performed with regard to DBE's in the categories of Goods & General Services, Professional Services, and Construction.

GOODS & GENERAL SERVICES	FY 15 %	FY 15 $$$
Minority-Owned	3.6	$1.016,561
Woman-Owned	11.25	$3,195,680
Combined	14.8	$4,212,241
PROFESSIONAL SERVICES	**FY 15 %**	**FY 15 $$$**
Minority-Owned	0.85	$42,788
Woman-Owned	16.4	$823,302
Combined	17.2	$866,091
CONSTRUCTION	**FY 15 %**	**FY 15 $$$**
Minority-Owned	0.79	$219,483
Woman-Owned	8.3	$2,307,635
Combined	9.10	$2,527,118

Small Business Overview. The City conducted 43.2% of its total competitive business with small businesses for a total of approximately $26.4M. Included in the $26.4M is the $12.3M worth of business conducted with small businesses in Knox County. The following chart depicts the City's small business expenditures over the last five years. The last two years of accelerated growth are due, in part, to the increased outreach the City conducts to acquire small business bids and correcting some of the information in the vendor database so that small businesses are truly classified as small. Overall the City is doing relatively well in the small business area.



Moving Forward. To further support the amount of business conducted with DBE's, the City plans to implement an "Accountability Executive Order," in the near future, which requires all departments to set annual DBE goals for small, minority-owned, woman-owned, and disabled veteran-owned businesses for review and approval by the Mayor. Directors will report their progress in reaching these goals to the Mayor semi-annually while PBA, KCDC, and the Airport Authority will submit their results annually. Additionally, the City is disappointed in the FY15 minority-owned business results and is trying to ascertain why there was a slight drop in the numbers this past FY. Specifically, we are working to find out if we simply had few minority-owned businesses that submitted bids, whether the submittals we received did not win because they were not competitive enough, or a combination of the two. Knowing this information will help us formulate a plan to increase the amount of business we conduct with minority-owned businesses in the future.

For questions regarding this report, please feel free to contact me at 865-215-2069 or by email at bhevans@cityofknoxville.org

cc: Madeline Rogero, Mayor, City of Knoxville
cc: Christi Branscom, Chief Operating Officer and Deputy to the Mayor
cc: Bill Lyons, Chief Policy Officer and Deputy to the Mayor
cc: Thomas Strickland, Director, Community Relations
cc: James York, Director, Finance & Accountability Department

Goods & General Services

	Male	%	Female	%	Total	%
Asian	97,918.80	0.77%	2,857.20	0.02%	100,776.00	0.79%
Black	119,372.81	0.94%	39,610.72	0.31%	158,983.53	1.25%
Hispanic	51,451.43	0.41%	493.18	0.00%	51,944.61	0.41%
Native American	59,336.74	0.47%	55,843.56	0.44%	115,180.30	0.91%
Pacific Islander	-	0.00%	-	0.00%	-	0.00%
Middle Eastern	-	0.00%	-	0.00%	-	0.00%
Non-Minority Small	4,394,466.96	34.65%	636,838.99	5.02%	5,031,305.95	39.67%
Non-Minority Large	6,566,328.57	51.78%	657,045.01	5.18%	7,223,373.58	56.96%
TOTAL	11,288,875.31	89.02%	1,392,688.66	10.98%	12,681,563.97	100.00%

Minority Owned	426,884.44	3.37%	Small	5,457,017.25	43.03%
Woman Owned	1,293,884.00	10.20%	Purchasing Card Included		
COMBINED	1,720,768.44	13.57%			

Professional Services

	Male	%	Female	%	Total	%
Asian	-	0.00%	-	0.00%	-	0.00%
Black	18,070.77	0.59%	2,580.00	0.08%	20,650.77	0.68%
Hispanic	2,200.00	0.07%	-	0.00%	2,200.00	0.07%
Native American	-	0.00%	-	0.00%	-	0.00%
Pacific Islander	-	0.00%	-	0.00%	-	0.00%
Middle Eastern	-	0.00%	-	0.00%	-	0.00%
Non-Minority Small	405,752.16	13.28%	362,861.31	11.87%	768,613.47	25.15%
Non-Minority Large	2,264,633.14	74.10%	-	0.00%	2,264,633.14	74.10%
TOTAL	2,690,656.07	88.04%	365,441.31	11.96%	3,056,097.38	100.00%

Minority Owned	22,850.77	0.75%	Small	814,154.17	26.64%
Woman Owned	362,861.31	11.87%	Engineering included		
COMBINED	385,712.08	12.62%	Redevelopment included		

Construction and Related Services

	Male	%	Female	%	Total	%
Asian	-	0.00%	-	0.00%	-	0.00%
Black	46,362.50	0.41%	-	0.00%	46,362.50	0.41%
Hispanic	-	0.00%	-	0.00%	-	0.00%
Native American	-	0.00%	-	0.00%	-	0.00%
Pacific Islander	-	0.00%	-	0.00%	-	0.00%
Middle Eastern	-	0.00%	-	0.00%	-	0.00%
Non-Minority Small	3,293,518.06	29.42%	791,565.54	7.07%	4,085,083.60	36.49%
Non-Minority Large	7,038,897.80	62.88%	24,207.50	0.22%	7,063,105.30	63.09%
TOTAL	10,378,778.36	92.71%	815,773.04	7.29%	11,194,551.40	100.00%

Minority Owned	46,362.50	0.41%	Small	4,783,063.50	42.73%
Woman Owned	815,773.04	7.29%	Community Development Included		
COMBINED	862,135.54	7.70%			

Community Relations Department

Title VI/EBOP

400 Main St Suite 691

Knoxville, TN. 37901

865.215.2536

areid@knoxvilletn.gov

Knoxville Utilities Board

Knoxville Utilities Board

April 8, 2016

Dr. Avice Reid, Director
Community Relations
City of Knoxville
P.O. Box 1631
Knoxville, TN 37901

HAND DELIVERED

Dear Dr. Reid:

I am pleased to submit to the City of Knoxville, KUB's Title VI compliance report. I trust you will distribute the enclosed copies of the report to the Mayor, each member of City Council and the other city officials referenced below.

This submission is in response to Article III of the City of Knoxville's Charter, which was amended in 2003 to require independent agencies, boards and commissions to report on compliance with Title VI of the Civil Rights Act of 1964.

Please do not hesitate to call me at 594-7531 if you have any questions.

Sincerely,

Mintha Roach

Mintha Roach
President and CEO

Enclosure

C (Enclosure):
Madeline Rogero, Mayor
Members of City Council
Charles Swanson, City Law Director
Rob Frost, City Council Attorney
Will Johnson, City Recorder
KUB Board of Commissioners
Nikitia Thompson, KUB Board Chair
Bill Coley, KUB General Counsel
Susan Edwards, Sr. Vice President and CAO
Dennis Upton, Vice President
Leslye Hartsell, KUB Communications Manager

Title VI Report
Knoxville Utilities Board
Date Submitted: April 12, 2016
Period Covered: July 1, 2014 to June 30, 2015

I. Equal Employment Opportunity Affirmative Action Policy

KUB's Equal Employment Opportunity Policy is included as attachment #1.

II. Name and title of person responsible for Equal Opportunity and Affirmative Action

Dennis R. Upton
Vice President
Knoxville Utilities Board
445 S. Gay Street
Knoxville, Tennessee 37950-9017
(865) 594 -7591
Email: Title6Admin@kub.org

III. Number of Employees by Job Categories

JOB CATEGORIES	NUMBER OF EMPLOYEES - AS OF JUNE 30, 2015												
		Male						Female					
	Overall Totals (Sum of Columns B - M)	White (Not of Hispanic Origin)	Black (Not of Hispanic Origin)	Hispanic	Asian or Pacific Islander	American Indian or Alaskan Native	Other	White (Not of Hispanic Origin)	Black (Not of Hispanic Origin)	Hispanic	Asian or Pacific Islander	American Indian or Alaskan Native	Other
	A	B	C	D	E	F	G	H	I	J	K	L	M
Officials & Administrators*	61	48	1	0	0	0	0	10	1	1	0	0	0
Professionals	176	89	6	1	1	0	0	71	4	2	2	0	0
Technicians	172	140	13	2	1	0	0	15	1	0	0	0	0
Protective Services	0	0	0	0	0	0	0	0	0	0	0	0	0
Paraprofessionals	144	42	9	1	0	0	0	70	21	0	1	0	0
Administrative Support	102	29	4	0	0	0	0	52	16	1	0	0	0
Skilled Craft	200	178	15	1	2	0	0	3	1	0	0	0	0
Service Maintenance	125	104	19	2	0	0	0	0	0	0	0	0	0
TOTALS	980	630	67	7	4	0	0	221	44	4	3	0	0

KUB's employment data is presented on fiscal year basis per guidelines of the Equal Employment Opportunity Commission.
*This total includes 31-employees that comprise the KUB management group. The U.S. Equal Employment Opportunity Commission guidelines exclude elected and appointed officials, vice presidents, directors and managers from this job category, but KUB added to reflect total employment. Also, for FY 2015 minority employees represent 13.16 % of the workforce (African-American employees represent 11.33 % of the total workforce).

IV. Minority Owned Businesses/Suppliers (24 - Total MBE Businesses)

A-1 Couriers	$21,362
ABC Professional Tree Services	$3,618,918
Allen Sign Company	$2,634
B&B Lawn Services	$180,217
BenefitsAssist	$4,718
Bhate Geosciences Corporation	$243,807
Edith N Wagner	$4,400
Edwards Supply	$5,512
En Pointe Technologies Sales, Inc.	$104,304
Environmental, Safety & Health	$3,563
G2	$393,752
GMB Consulting and Training Services	$18,150
GNC Consulting	$3,843,802
MESA Associates, Inc.	$103,027
Melissa A. Meyer	$3,713
Newegg.com	$16,720
Pennsylvania Transformer	$356
Premiere Building Maintenance	$22,709
Redhawk Network Security, LLC	$1,130
Scientific Sales, Inc.	$3,641
SHI International, Inc.	$39,665
Tessco Incorporated	$3,933
US Payments	$12,421
Y and S Technologies	$62,200
Subtotal	$8,714,654

Women Owned Businesses/Suppliers (59 - Total WBE Businesses)

AIRL, Inc.	$2,840
ARK Engineering & Technical Services, Inc.	$57,600
ASD Pool Supply	$1,649
Accusource, Inc.	$2,105
Advantage Electronics	$19,551
Adventure Scuba Diving	$1,750
AirGas Mid America/USA	$95,838
All-Star Promotions	$723
American Continental Techlabs	$6,183
Analytical Services, Inc.	$3,053
Bingham Group, Inc.	$7,000
Brown Construction Consolidated, Inc.	$2,542,460
Brown Pearman Russell, LLC	$22,385
Cannon & Cannon, Inc.	$799,984
Cheryl D. Barksdale	$4,475
Civic Engineering and Information	$10,404
Dal Kawa Cycle Center, Inc.	$45,347
Dycho Company, Inc.	$1,983,931
East Tennessee Technical Services, Inc.	$64,475
Energy Worldnet, Inc.	$42,530
F. M. George Save & Lock Co.	$9,751
Farwest Corrosion Control Company	$6,883
Fastenal Company Retail	$5,888
Gas Transmission Systems, Inc.	$220,684
Govdirect, Inc.	$45,251
Graphic Creations, Inc.	$1,750
Graphic Touch/Printer's Touch	$786
Haggard Plumbing	$477,098
Intuitive Technologies	$74,268
Knoxville Blue Print	$6,841
KVA, Inc.	$4,820
Lunchbox Restaurant	$1,482
MPB Facilities	$269,431
Magnolia River Services, Inc.	$132,478
Mayer Electric Supply Company, Inc.	$500
Morpac Industries, Inc.	$20,400
Moxley Carmichael, Inc.	$143,225
Mystery Shoppers	$3,600
New Horizons Computer Learning	$44,595
Powell Fluid Connectors	$1,039
Power Partners, Inc.	$1,309,152

PRI of East Tennessee, Inc.	$353,881
Prosys Information Systems	$101,895
Revenue Recovery Corporation	$28,467
SDF Professional Computers, Inc.	$48,496
Service One Electric	$1,487,758
Sherry Walsh	$4,600
Simplified Technology Solutions, Inc.	$9,397
Starboard Consulting, LLC	$599,405
Tennessee Erosion Control, LLC	$13,964
Tennessee Occupational Health, Inc.	$316
Torco Testing Services, Inc.	$13,038
Universe Technical Translation, Inc.	$8,871
Vcloud Tech, Inc.	$34,394
Vexus International	$255
WW Components	$7,843
Walden Security	$647,494
Westside Psychology and EAP	$51,825
Subtotal	$11,906,104

Total MBE/WBE spending of $20,620,758 represents 10.4% of overall KUB spending during FY 2015

V. Outreach and Efforts to Reach Minorities

Employment

The success of any organization is dependent upon the number of qualified, trained employees brought into the workforce. KUB's long-standing objective is to hire the best-qualified candidates in the job market while creating a diverse, flexible workforce that reflects the customers served by KUB. There are several strategies utilized to accomplish this important objective, some of which are listed below:

- **Employment Outcomes**
  The Human Resources department advertised 86 external job postings in FY 2015 and received 8,628 job applications. During FY 2015, 115 employees were hired including full-time, part-time and students. 66 full-time positions were filled, of which 18 were minorities, representing 27 percent of the full-time hires. Also, 49 employees were hired into part-time or student positions, of which 23 were minority employees, representing 47 percent of the part-time and students hired in FY 2015.

  As of June 30, 2015 minority employees represented 13.16 percent of the workforce, with African-American employees comprising 11.33 percent of the workforce.

- **Recruiting**
  KUB provides job listings to college campus minority centers, the Knoxville Area Urban League, the Heart of Knoxville Career Center, and local minority churches, all of which are utilized in the recruiting process. KUB continues outreach to minorities by using recruiting sources such as the Black Graduate and Professional Student Organization, Centro Hispano and the National Society of Black Engineers.

- **TeenWork Program**
  The TeenWork Program began 21 years ago as a school-to-work initiative for high school juniors and seniors from Austin-East Magnet High School. Since the inception of the program, 365 students have completed the 13-week orientation program to compete for a summer internship. Through 2015, 287 students completed summer employment at KUB. The goal is to develop a pool of qualified minority candidates with practical work experience in the utility industry.

In 2015, the total TeenWork payroll was approximately $15,697. In addition, KUB invested more than 250 direct labor hours annually to administer the TeenWork program. However, given the importance of developing a viable, minority-recruiting resource for KUB, the benefits of the TeenWork program clearly outweigh the costs. Because of KUB's success with the TeenWork program, other area businesses have offered similar programs. In 2015, the Knoxville Chamber also hired a TeenWork student during the summer. As of June 30, 2015, 10 former TeenWork participants were holding full-time professional or technical jobs at KUB, and the average salary of these employees was $43,234.

V. Outreach Efforts to Reach Minority Owned and Women-Owned Businesses

Procurement

Procurement is the acquisition of appropriate goods and services at the best possible total cost to meet the operational needs of KUB departments. An important function of Procurement is to acquire goods and services that meet the quality, quantity, time, and location requirements of all

departments. During FY 2015 the Procurement Department administered a system that resulted in the purchase of $198 million of goods, services, and materials from hundreds of contractors, suppliers, and vendors. The acquisition of such goods, services and materials allow KUB to conduct day-to-day business and provide safe, reliable utility services to more than 400,000 customers over a multi-county region.

Minority Business Enterprise Program

Since KUB procurement activity is impacted by regulations from different sources, an important function of the Minority Business Enterprise (MBE) program is to find the right balance between three legal requirements:

- State and local requirements for fair, open and competitive bidding
- Federal requirement that contractors and suppliers do not discriminate based on race, color, sex, religion or ethnic origin
- KUB Procurement Guidelines to create a diverse supplier community that reflects the communities served by KUB

A prime objective of the MBE program is to ensure that all business opportunities are provided in a non-discriminatory, equal opportunity, and inclusive manner to all qualified businesses, including minority and women-owned businesses.

KUB uses a variety of communication channels to distribute business opportunity information, including: Builder's Exchange, *News Sentinel* newspaper, KUB website, bid telephone line, e-mail, direct mail, faxed data, and the Procurement Department bulletin board. Further, KUB provides technical assistance to contractors and suppliers who endeavor to enter the local market. The technical assistance can involve communicating a better understanding of our competitive bidding procedures and arranging for prospective contractors to observe certain construction techniques in the field.

The direct services available to all qualified businesses, including minority and women-owned businesses, are:

- Awareness
- Education & Outreach
- Technical Assistance
- Monitoring & Reporting

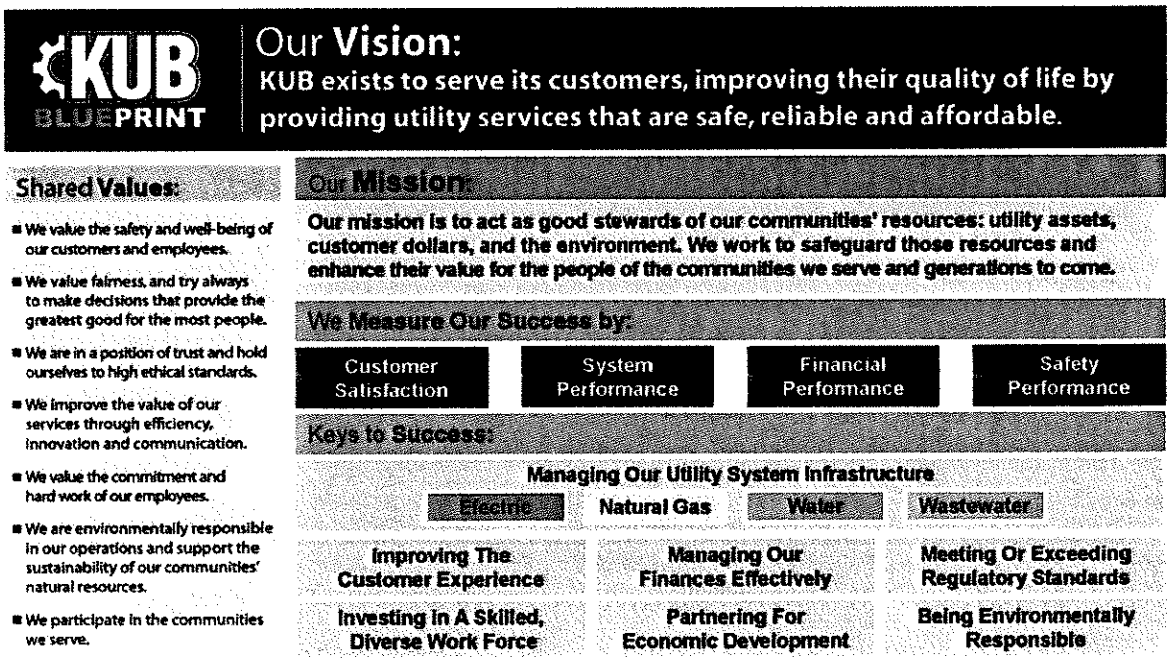
FY 2015 MBE/WBE Contract Awards

Total MBE/WBE spending in FY 2015 was $20,620,758 or 10.4 percent of overall KUB procurement activity. KUB's performance in contract awards to MBE/WBE businesses over the past five fiscal years is outlined in the chart below:

Fiscal Year	Percent MBE / WBE Contract Awards	Total Value MBE / WBE Contract Awards	Percent Majority Contract Awards	Total Value Majority Contract Awards	Total Expenditures
2011	10.7%	$ 14.8 Million	89.3 %	$ 124.1 Million	$ 139 Million
2012	10.5%	$ 18.8 Million	89.5 %	$ 161.2 Million	$ 180 Million
2013	10.9%	$ 19.4 Million	89.1%	$ 158.6 Million	$ 178 Million
2014	10.0%	$ 18.6 Million	90.0%	$ 167.4 Million	$ 186 Million
2015	10.4%	$20.6 Million	89.6%	$177.4 Million	$198 Million

VI. Method of informing staff of agency's Affirmative Action Policy

- **KUB Blueprint**
  The KUB Blueprint is a one-page mission and vision statement that defines the reasons for KUB's existence and how success is determined within a large utility company. The KUB Blueprint goes even further by articulating the keys to success and the shared values that define KUB's culture and the high aspirations of a diverse work environment. Also, the KUB Blueprint expresses its commitment to fairness, equal treatment, well being of KUB employees, as well as valuing the benefits of a diverse workforce. On a daily basis, KUB employees receive input about the Blueprint from a variety of sources because the KUB Blueprint is integrated in virtually every activity or task that is performed. A copy of the KUB Blueprint is below:



- **New Employee Orientation**
  All new employees receive training on KUB's Equal Employment Opportunity policy, as well as several other relevant policies, during orientation. The importance of striving for nondiscrimination in every facet of our organization is communicated in orientation and employees are provided information regarding the process to pursue and whom to talk to if they believe they are the victim of discrimination or harassment.

- **Diversity Training**
  Diversity Training is designed to inform employees of KUB's core values and that equal opportunity, equal access and nondiscrimination are ideals that are routinely promulgated. Board-wide diversity training sessions are scheduled periodically by KUB's Learning Center.

- **Employee Newsletter**
  The monthly employee newsletter is another venue for communicating organizational goals and values.

VII. Assurance of Compliance of Title VI of the Civil Rights Act of 1964 (SEE ATTACHED FORM)

VIII. Summary of efforts and program activities to comply with Title VI of the Civil Rights Act of 1964

Over the past several years, KUB has taken several steps to address the requirements of Title VI. The administration of the Title VI program is assigned to the Procurement Section and all records, related documentation and program information are available for review during normal business hours. The specific activities are outlined below:

- Adopted a Title VI Policy and Implementation Plan.
- Designated Dennis R. Upton as Title VI program administrator.
- Conducted Title VI training for employees to explain KUB's commitment to preventing discrimination in all programs, services and activities.
- Instituted employee training that includes information on how to file a Title VI or any other discrimination complaint.
- Included Title VI training in the new employee orientation curriculum.
- Developed a formal process to receive, record and resolve Title VI complaints received, regardless of whether the complaint was registered online, verbally or as a written complaint.
- Added the Title VI Policy and Implementation Plan to KUB's webpage, including information for citizens to file online Title VI complaints.
- Included Title VI compliance provisions in contracts with alliance suppliers, contractors and hotels/motels used during storm restoration.

- Mailed letters to alliance suppliers, contractors and hotel/motel owners advising them of their responsibilities under Title VI.
- Mailed Title VI sub-recipient surveys to all relevant vendors advising them of their obligations and received written confirmation of non-discrimination.
- KUB has established a policy, a process, and a structure to ensure that all requirements of Title VI are being met.
- KUB has added Title VI language to all bids and contract documents.

IX. Limited English Proficiency Plan

The Knoxville Utilities Board has developed specific operating procedures and processes within select departments to address the language assistance requirements of persons with Limited English Proficiency (LEP).

- **Communications Department**
  A primary function is working directly with external customers to ensure that KUB documents are translated and interpreted into non-English languages. This service is particularly important when major projects, particularly construction and tree trim projects, are implemented in KUB's service area. An example is KUB's tree trim program within the 750 square mile electric service area. This project impacts thousands of customers who both demand and require timely, accurate information about tree trimming processes and how their trees and property are affected. The Communications Department translates the tree trim policy and all relevant information into the different languages that reflect the neighborhoods and communities in our service area. Also, the contractors performing tree trim and construction services for KUB are required to have at least one English translator on work crews with a predominance of Spanish speaking employees. When performing tree trim and construction services in diverse neighborhoods, the Communications Department provides written complaint and appeal procedures in different languages so KUB customers clearly understand how to present objections to work that adversely affects their property and quality of life. Further, any person seeking internal documents through the Open Records policy can request those documents to be translated into their native language at no cost to them (Open Records Policy does require reimbursement for copying charges beyond a reasonable level). The Communications Department utilizes an external vendor, Universe Translation Services, to provide the language assistance in the delivery of the services described above.

- **Customer Service Department**
  KUB's Customer Service Department annually receives and processes more than 800,000 telephone calls. As the Greater Knoxville Area population grows and becomes more diverse, the number of telephone contacts from persons with limited English proficiency increases. The Customer Service Department employs several options to effectively communicate with customers or potential customers who speak different languages. For example, in May 2015 the Customer Service Department installed an option for callers to select English or Spanish menu options through KUB's Interactive Voice Response (IVR) telephone system. This option is available to customers or potential customers who contact KUB's payment vendor by telephone and all KUB's payment Kiosk offer bi-lingual operations. Second, the Customer Service Department continues to utilize Universe Translation Services which provides translation of more than 200 languages on a 24/7 basis whenever customers or potential customers require language assistance to better understand utility services. Here is an example of how this service is provided. A customer or potential customer places a telephone call to the Customer Service

Department and typically a trained Customer Service Representative recognizes when language assistance is needed. The caller is placed on hold until the Customer Service Representative contacts Universe Translation Services. Soon a representative from Universe Translation Services is able to communicate in the same language as the caller and serves as a third party interpreter. The role of the third party interpreter is to articulate the customer or potential customer service request to the Customer Service Representative and communicate KUB's response to the service request to the customer or potential customer. External customers and potential customers have access to this language assistance service at no cost for as many times as is necessary to conclude their business. This service is especially effective in resolving customer billing issues, claims, explanation of services, and conflict resolution. Finally, the Customer Service Department has three full-time Customer Service Representatives who are bi-lingual and assist customers with limited English skills.

- **Human Resources Department**
  The Human Resources Department will assist any applicant or employee who needs assistance regarding employment opportunities, application processing, corporate policies & benefits, and registering a complaint. The Career Section of the KUB website has information on how to contact Human Resources by phone or fax as well as directions and a map to the Human Resources office. Human Resources have staff on-site that speaks fluent Spanish and is available for interpreting or translating information if needed. If there are needs for assistance with other languages, Human Resource staff will contact KUB Customer Service and arrange assistance through the Universe Translation Services. Once again, this is a free service provided at any time by the Human Resources Department to any person needing language assistance.

- **KUB Website**
  KUB's official website has a tab that directs Spanish speaking persons to a telephone number where they can obtain printed and verbal information in their preferred language.

Assurance of Compliance Under Title VI of the Civil Rights Act of 1964

Knoxville Utilities Board
Name of Organization

Hereby certifies that it has not subjected any persons to discrimination on the basis of race, color or national origin under any of its programs or activities, has not excluded any person from participation in any of its programs or activities on the basis of race, color or national origin and has not denied any person the benefits of its programs or activities on the basis of race, color or national origin, as set forth in Title VI of the Civil Rights Act of 1964 (P.L. 88-352) and as required by the City of Knoxville's Charter, Article III, Section 306.

4/8/16
Date

Mike Roach
Chief Executive Officer

Britia Simpson
Board Chair

Knoxville Community Development Corporation

KCDC
Knoxville's Community Development Corporation

Arthur W. Cate Jr., Executive Director/CEO
901 Broadway, N.E. • Knoxville, TN 37917-6699
865.403.1100 • Fax 865.403.1117
800.848.0298 (Tennessee Relay Center)
www.kcdc.org

April 6, 2016

Avice Reid, Director
Community Relations
City of Knoxville
PO Box 1631
Knoxville, Tennessee 37901

VIA EMAIL and HAND DELIVERY

RE: Title VI Report

Dear Ms. Reid:

Per your letter of March 29, 2016, you will find enclosed twelve (12) hard copies of the Title VI report requested for Knoxville's Community Development Corporation. This information will be shared with our Board of Commissioners at the April 29, 2016 board meeting.

Please let me know if you need any additional information.

Sincerely,

Arthur W. Cate, Jr.
Executive Director/CEO

AWC:jlr
Enclosures

TITLE VI REPORT

Please provide the following information in your report:

1. Your Equal Employment Opportunity Affirmative Action Policy.

   Attached

2. Name and title of person responsible for Equal Employment Opportunity and Affirmative Action.

   Denise Campbell, Ph.D., SHRM-SCP, SPHR, Human Resources Director

3. Number of Employees by job categories (Form I Enclosed)

   Attached

4. Minority/Women subcontractors/Vendors (Form 2 Enclosed)

   Attached

5. Outreach and recruitment efforts to reach minorities.

   Outreach efforts will continue to stress providing information about opportunities for participation and benefits to all members of the low-income population. The efforts of various components will reflect special efforts made to reach minority individuals, women, the aged, and the handicapped.

6. Method of informing staff of agency's Affirmative Action Policy.

   KCDC's Affirmative Action Plan and Equal Employment Opportunity Statement is included in the Employee Handbook. The Employee Handbook will also describe the agency's grievance procedures for discrimination complaint processing. The Human Resources Office will provide each employee a copy of the Employee Handbook and discuss these policies during new employee orientation. In addition, Equal Employment Opportunity posters will be prominently displayed in all KCDC offices.

7. Assurance of Compliance of Title VI of the Civil Rights Act of 1964 (Form 3 Enclosed)

   Attached

8. Summary of Efforts to comply with Title VI of the Civil Rights Act of 1964.

   KCDC will analyze, monitor, and update its policies and procedures to ensure all activities comply with state and federal laws and regulations that promulgate equal opportunity. All supervisory staff members will be trained regarding employment laws and equal employment opportunity requirements. Supervisors shall be informed that acts of discrimination will not be tolerated. Employees who commit such acts shall be subject to disciplinary action up to and including dismissal.

   KCDC encourages individuals to report all incidents of discrimination to one of the following reporting officers at KCDC: employee's immediate supervisor, Human Resources Director, Vice President Finance & Administration, General Counsel, Chief Operating Officer, or Executive Director/CEO. The purpose of having several persons to whom complaints may be made is to avoid a situation where an individual is faced with complaining to the person, or a close associate of the person, who would be the subject of the complaint.

9. Submit a copy of your Limited English Proficiency Plan.

   Attached

10. Submit an Electronic Copy of your Title VI report and twelve hard copies.

SECTION XIII
AFFIRMATIVE ACTION PLAN

A. STATEMENT OF POLICY

KCDC shall establish, implement, and maintain this Affirmative Action Plan which shall have the ultimate goal of making available all levels of employment within our agency to all persons who can perform the required duties regardless of race, color, creed, religion, sex, natural origin, age, sexual orientation, or disability. The goal of the Affirmative Action Plan is not to bias the process in favor of any group. It is to eliminate KCDC procedures that may work against people who have background or other characteristics different from the majority.

No individual shall be discriminated against in employment by this Agency. In addition, individuals will not be excluded from participation in or denied the benefits of any program because of race, color, creed, religion, sex, natural origin, age, sexual orientation, or disability. It is also the policy of KCDC to use its resources and influence to bring about changes in institutional practices, laws and regulations that are discriminatory and otherwise adversely affect disadvantaged individuals and groups. KCDC will analyze, monitor, and update its policies and practices to ensure all activities comply with state and federal laws and regulations that promulgate equal opportunity. KCDC shall be governed by the following statement of Equal Opportunity:

> No person in the United States shall, on grounds of race, color, political affiliation, religion, age, sex, disability, sexual orientation, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program which KCDC operates. It is further stated that no employee of this agency may directly or through contractual or other arrangements, on the grounds or race, religion, sex, age, color, national origin sexual orientation, or political affiliation or belief, deny an individual services, financial aid, or other benefits provided through KCDC's programs, provide any service, financial aid or other benefit to an individual which is different, or is provided in any different manner from that provided to others under the program subject an individual to segregation or separate treatment in any matter related to the individual's receipt of any service, financial aid, or other benefit under the program; restrict an individual in any way in enjoyment of any advantage or privilege enjoyed by others receiving any service, financial aid or other benefits under the program; treat an individual differently from others in determining whether he/she satisfies any admission, enrollment quota, eligibility, membership or other requirement or condition which individuals must meet in order to provide any service, financial aid, or other benefit including employment provided under the program; deny any individual an opportunity to do so which is different than that afforded others in the program, including the opportunity to participate in the program as an employee; nor may personnel of KCDC, through contractual or other arrangements, utilize criteria or methods of administration which have the effect of subjecting individuals to discrimination because of their race, color, religion, age, sex, disability, national origin, sexual orientation, or political affiliation or belief, or have the effect of defeating or substantially impairing accomplishment of the objectives of the program with respect to individuals of a particular race, color, religion, sex, age, national origin, sexual orientation, or political affiliation or belief, and, employees shall be aware that this prohibition against discrimination includes the receipt and utilization of non-federal share contributions, volunteer services, or any direct or indirect benefit or asset to KCDC.

B. PUBLICITY AND MARKETING PRACTICES

1. Employee Handbook – KCDC's Affirmative Action Plan and Equal Employment Opportunity Statement will be included in the KCDC Employee Handbook. The Employee Handbook will also describe the agency's grievance procedures. The Human Resources Office will provide each employee a copy of the Employee Handbook and discuss these policies during new employee orientation.

2. EEO Posters - Equal Employment Opportunity posters will be prominently displayed in all KCDC offices.

3. Use of EEO Clause - An Equal Employment Opportunity clause will be made a part of all leases, advertisements, contracts, and letters of agreement. All KCDC forms, brochures, letterheads, written correspondence, job announcements, and advertisements concerning employment shall bear the phrase An Equal Opportunity Employer.

C. EMPLOYMENT PRACTICES

KCDC's employment practices, including terms and conditions of employment, shall be based on the merit principle without regard to race, color, creed, national origin, physical or mental disability (except where physical or mental requirements are a bona fide occupational qualification), sex, age, or political affiliation. It is and shall be the policy of KCDC to assure equal employment opportunities for all individuals. Employment opportunities shall be open to all qualified applicants solely on the basis of their knowledge, skills, and abilities.

A job announcement will be prepared for each vacant position to notify the public of the job duties, minimum education and experience requirements, method of application, and deadline for submitting an application. Job announcements shall be disseminated to community development agencies, educational institutions, and other recruitment sources maintained by the Human Resources Office. Each KCDC housing development shall post such announcements on the official KCDC bulletin board available to staff, residents, program participants, and the general public.

Promotions shall be based entirely on an individual's knowledge, skills, abilities, job performance, and attitude. If two employees are equally qualified, then years of service will be the determining factor.

D. ANNUAL REPORTS

Annual reports of employee characteristics shall be required.

E. TRAINING AND CAREER DEVELOPMENT

The agency's career development program is an individualized program providing tuition reimbursement, flextime schedules, and other incentives to enable employees to prepare for upward or lateral movement within the agency. Staff will work with each employee to identify special training needs and design a career development plan that addresses each individual's interests and goals.

F. EXPECTATIONS OF SUPERVISORY STAFF

1. Staff Meetings - At least one administrative staff meeting annually will be devoted to a presentation and discussion of some phase of the Affirmative Action Plan as it relates to the responsibilities of all supervisors.

2. Disciplinary Action - All supervisory staff members will be trained regarding employment law and equal employment opportunity requirements. Supervisors shall be informed that acts of discrimination will not be tolerated. Employees who commit such acts shall be subject to disciplinary action up to and including dismissal.

3. Performance Appraisals - Certain positions within the Agency have the authority to directly impact EEO activities; staff holding such positions will be evaluated in regard to implementing the Affirmative Action Plan. However, KCDC does not view the implementation of the Affirmative Action Plan as the sole responsibility of individual supervisors, rather it is an agency-wide commitment impacting all supervisory staff.

G. PROGRAM PARTICIPANTS

1. Outreach efforts will continue to stress providing information about opportunities for participation and benefits to all members of the low-income population. The efforts of various components will reflect special efforts made to reach minority individuals, women, the aged, and the handicapped.

2. Statistical information on the social and economic characteristics of the low-income and the potential recipients of various programs and services shall be kept up-to-date and used as a basis for evaluating program performance along with other criteria.

H. REPORTING A COMPLAINT OF DISCRIMINATION

1. Reporting Officers - KCDC encourages individuals to report all incidents of discrimination to one of the following reporting officers:

   a. Employee's Immediate Supervisor

   b. KCDC's Human Resources Director

   c. Any Vice President of a KCDC department

   d. KCDC's Chief Development Officer or Chief Operating Officer

   e. KCDC's President/CEO

   The purpose of having several persons to whom complaints may be made is to avoid a situation where an individual is faced with complaining to the person, or a close associate of the person, who would be the subject of the complaint. The Reporting Officer notified will report the incident to the Human Resources Director for investigation and resolution.

2. Retaliation Against Complainant - Retaliation against any individual who has articulated any concern of discrimination is prohibited. Retaliation is a serious violation of this policy and should be reported immediately. Any person found to have retaliated against another individual for reporting discrimination will be subject to disciplinary action up to and including termination.

3. Investigating the Complaint - The reporting officer who received the complaint and the Human Resources Director will investigate all allegations of discrimination. All complaints will be investigated promptly. Confidentiality will be maintained throughout the investigative process to the extent practical and appropriate under the circumstances. All officers and employees are required to cooperate in the investigation of any complaints made pursuant to this policy. In pursuing the investigation, KCDC staff will take the wishes of the complainant under consideration, but will thoroughly investigate the matter as they see fit, keeping the complainant informed as to the status of the investigation.

4. Resolving the Complaint - Upon completing the investigation, a decision as to whether discrimination has occurred, proposed corrective action, and recommended disciplinary action will be communicated to the President/CEO. If the President/CEO is the subject of the complaint, the finding and recommendations will be communicated to the Chairman of the Board of Commissioners. If the panel of reporting officers determines that no discriminatory activities have occurred, this finding will be communicated to the complainant in an appropriately sensitive manner.

5. False Accusation - False accusations of discrimination make the investigation of valid complaints more difficult. If an investigation results in a clear finding that the complainant

falsely accused another of discrimination knowingly or in a malicious manner, the complainant will be appropriately disciplined up to and including termination.

6. Appeal Process - If either party directly involved in a discrimination investigation is dissatisfied with the outcome or resolution, that individual has the right to appeal the decision in accordance with the provisions of Section X: Grievance Procedure of this manual. An appeal of this type would go directly to Step 3 of the Grievance Procedure.

7. Harassment Complaints - For information on how to report complaints of harassment, refer to Section VIII, L. Harassment Policy.

EQUAL EMPLOYMENT OPPORTUNITY (EEO) WORKFORCE PROFILE

JOB CATEGORIES	NUMBER OF EMPLOYEES										
	Overall Totals (Sum of Columns B Through K)	MALE					FEMALE				
		White	Black	Hispanic	Asian or Pacific Islander	American Indian or Alaskan Native	White	Black	Hispanic	Asian or Pacific Islander	American Indian or Alaskan Native
	A	B	C	D	E	F	G	H	I	J	K
Officians/Administrators	9	4	0	0	0	0	5	0	0	0	0
Professionals	38	14	1	0	0	0	18	4	0	1	0
Technicians	0	0	0	0	0	0	0	0	0	0	0
Sales Workers	0	0	0	0	0	0	0	0	0	0	0
Office/Clerical	40	2	1	0	0	0	27	10	0	0	0
Craft Workers (skilled)	46	34	11	0	0	0	1	0	0	0	0
Craft Workers (semi-skille	0	0	0	0	0	0	0	0	0	0	0
Laborers	0	0	0	0	0	0	0	0	0	0	0
Service Workers	10	4	4	0	0	0	0	1	1	0	0
TOTALS	143	58	17	0	0	0	51	15	1	1	0

KCDC 2016

Form 1

NAME: Knoxville's Community Development Corporation (KCDC)

FORM 2

Please provide the following information in your report:

1. Minority/Women subcontractors/vendors.

Minority Owned Businesses

Name	Dollars	MBE
Andrews A/C Electric Inc.	$1,806	$1,806
Arm & Rage LLC	$2,550	$2,550
AT Battery	$94	$94
B & B Lawn Services Inc.	$9,100	$9,100
COBRAssist, Inc. dba BenefitsAssist Inc.	$11,902	$11,902
Dan's Advantage Towing & Recovery Service	$1,145	$1,145
Dansen & Associates LLC	$16,239	$16,239
Echols Enterprises Inc.	$5,645	$5,645
Environmental Safety & Health Inc.	$2,250	$2,250
Hunley Turner Service	$437	$437
Jim McMichael Signs & Truck Painting	$875	$875
Jose Hernandez	$18,898	$18,898
Jostes Carpet Inc.	$103,876	$103,876
KMF III Services LLC	$206,420	$206,420
Knoxville Area Urban League	$75	$75
NewEgg	$2,116	$2,116
Pioneer Builders Inc.	$265,696	$265,696
Premiere Building Maintenance Corp.	$22,464	$22,464
Randles Sign Graphics	$6,695	$6,695
Shanklin & Sons Carpet Inc.	$121,714	$121,714

Equals approximately 9.63%

Woman Owned Businesses

Name	Dollars	WBE
A G Heins Company, Inc.	$211	$211
A&W Supply	$4,972	$4,972
Air Quest America	$134,547	$134,547
All Things Identification	$1,026	$1,026
Arm & Rage LLC	$2,550	$2,550
Backflow Specialty Company Inc.	$2,105	$2,105
Brown Industries	$326	$326
C & S Forklift Inc.	$205	$205
Cannon & Cannon Inc.	$1,250	$1,250
Celeste H. Herbert	$188	$188
COBRAssist, Inc. dba BenefitsAssist Inc.	$11,902	$11,902
DSK Pro Inc. dba Servpro of North Knoxville	$1,140	$1,140
Elliott's Tennessee Boot	$3,850	$3,850
Express Employment Professionals	$14,762	$14,762
F.M. George Safe & Lock	$5,804	$5,804
FBL Porcelains	$3,460	$3,460
Fenco Supply Company, Inc.	$369	$369
First Place Finish Inc.	$10,392	$10,392
Foreign Language Academy	$1,586	$1,586
Fountain City Florist & Greenhouse Inc.	$245	$245
Gary L Roth Jr dba Roth Land Surveying	$18,400	$18,400
Hines Fine Soils	$1,507	$1,507
KMF III Services LLC	$206,420	$206,420
Knoxville Blueprint	$216	$216
LBK Appraisal Services LLC	$2,000	$2,000
Lennisa F Mostella	$2,500	$2,500
Lenny's Sub Shop	$110	$110
Maclocks.com	$3,035	$3,035
McCright & Associates, LLC	$133,678	$133,678
Midwest Inspections	$28,893	$28,893
Moxley Carmichael, Inc.	$59,892	$59,892
Nan McKay and Associates, Inc.	$3,611	$3,611
National Elevator of Tennessee Inc.	$52,205	$52,205
Petree's Flowers	$100	$100
Revenue Recovery Corporation	$467	$467
Seelbach and Company Inc.	$13,390	$13,390
South Eastern Management and Associate	$3,000	$3,000
Spectra Associates	$175	$175
Supreme Products	$990	$990

Syscom Technologies Inc.	$6,640	$6,640
Tennant Sales & Service Company	$35,775	$35,775
The Visibility Company	$4,200	$4,200
West Knoxville Glass	$92,081	$92,081
Williamsburg Mailing Services Inc.	$4,359	$4,359

Equals approximately 10.52%

2. Outreach and recruitment efforts to reach minorities.

For procurement purposes, KCDC:

a. Sends a copy of every solicitation (all formal bids and most written quotes) to the:
   - ✓ Associated Women Contractors
   - ✓ Black Contractors Association
   - ✓ Business on Demand radio show
   - ✓ City's Small Business Specialist
   - ✓ City's Title VI Coordinator
   - ✓ County's Supplier Diversity Coordinator
   - ✓ Hispanic Chamber of Commerce
   - ✓ KCDC Webpage
   - ✓ KCDC properties for posting on the Resident Bulletin Boards
   - ✓ Knoxville Area Urban League
   - ✓ Knoxville Builder's Exchange
   - ✓ Knoxville Chamber Partnership (Doug Minter)
   - ✓ Mid-South Minority Business Council
   - ✓ Public Housing Authorities Directors Association
   - ✓ Southeastern Regional Council of the National Association of Housing and Redevelopment Officials
   - ✓ Tennessee Associated General Contractors
   - ✓ Tennessee Minority Supplier Development Council
   - ✓ U.S. Department of Commerce Minority Business Development Agency
   - ✓ Vendor Registry Service

b. Participates in the City's EBOP programs and seminars.

c. Spearheads the multi-government "East Tennessee Business Matchmaking Event" each year.

d. Attends meetings of the Tennessee Minority Supplier Development Council and the East Tennessee Hispanic Chamber of Commerce.

Form 3

Assurance of Compliance Under Title VI of the Civil Rights Act of 1964

Knoxville's Community Development Corporation
Name of Organization

Hereby certifies that it has not subjected any persons to discrimination on the basis of race, color or national origin under any of its programs or activities, has not excluded any person from participation in any of its programs or activities on the basis of race, color or national origin and has not denied any person the benefits of its programs or activities on the basis of race, color or national origin, as set forth in Title VI of the Civil Rights Act of 1964 (P.L. 88-352) and as required by the City of Knoxville's Charter, Article III, Section 306.

April 6, 2016
Date

Arthur W. Cate, Jr., Chief Executive Officer

Daniel P. Murphy, Board Chair

KNOXVILLE'S COMMUNITY DEVELOPMENT CORPORATION'S LANGUAGE ACCESS PLAN FOR LIMITED ENGLISH PROFICIENT PERSONS

INTRODUCTION

Knoxville's Community Development Corporation (KCDC) is committed to ensuring equal access to its programs and services by all residents, regardless of primary language spoken. Title VI and Executive Order 13166 require recipients of federal financial assistance to take reasonable steps to ensure meaningful access to their programs and services by Limited English Proficient (LEP) persons. Persons who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English can be considered LEP persons.

On January 22, 2007, the U.S. Department of Housing and Urban Development (HUD) issued Final Guidance to recipients of HUD funding concerning compliance with the Title VI prohibition against national origin discrimination affecting LEP persons. HUD's Final Guidance defines a four-factor self-assessment method which assists agencies receiving HUD funds in determining the extent of their obligations to provide LEP services. Based on the Final Guidance and the Voluntary Compliance Agreement dated September 27, 2007, KCDC completed an LEP self-assessment.

Using the LEP self-assessment as a guide, KCDC has prepared this Language Assistance Plan (LAP) which defines the actions to be taken by KCDC to ensure Title VI compliance with respect to LEP persons. KCDC will periodically review and update this LAP in order to ensure continued responsiveness to community needs and compliance with Title VI.

GOALS OF THE LANGUAGE ASSISTANCE PLAN

The goals of KCDC's Language Assistance Plan include:

- To ensure meaningful access to KCDC's public housing and Housing Choice Voucher programs by all eligible individuals regardless of primary language spoken.
- To ensure that all LEP individuals are made aware that KCDC will provide free oral interpretation services to facilitate their contacts with and participation in KCDC programs.
- To provide written translations of vital documents to LEP individuals
- To ensure that KCDC staff are aware of available language assistance services and how these services need to be used when serving LEP individuals.
- To provide for periodic review and updating of language assistance plans and services in accordance with community needs.

LEP INDIVIDUALS WHO NEED LANGUAGE ASSISTANCE

Knoxville is becoming a more diverse community and is beginning to see more LEP households than in previous years. According to census data, it is estimated that between 6 and 7 percent of all Knoxville residents over age 5 speak a language other than English at home. This equates

to approximately 8,600 individuals. Of non-English speaking households, 40% speak Spanish, 30% speak Indo-European languages, approximately 21 % speak Asian and Pacific Island languages, and around 9% speak languages other than these. A table below breaks this information down between language groups.

KNOXVILLE, TN LANGUAGE DATA

Total Population Over 5 Years of Age = 163,524

Language Spoken	Number of Knoxville Residents
English	154,875
Spanish	3,488
Other Indo-European	2,693
Asian/Pacific Island	1,839
Other/Unidentified	629

TYPES OF ASSISTANCE NEEDED BY LEP PERSONS

The majority of contacts between KCDC and LEP persons are meetings, written communications and phone calls where information is exchanged. Examples include interactions by applicants with KCDC Admissions during the application process leading up to housing, as well as periodic contacts between residents and KCDC staff related to management, maintenance and lease compliance issues. Oral interpretation services may be needed for these contacts.

Other contacts involve the exchange and review of printed materials, some of which may be considered "vital documents". HUD's Final Guidance defines vital documents as, "any document that is critical for ensuring meaningful access to the recipients' major activities and programs by beneficiaries generally and LEP persons specifically". The list of documents considered vital by KCDC includes the following for public housing and HCV as applicable:

- Application(s) for housing and related notices*
- Consent forms
- Lease including lease addenda*
- Grievance Procedure and related notices*
- Recertification related forms and related notices
- Rent change notices
- Transfer policies and procedures*

KCDC will periodically review and update this list to reflect those documents which are considered vital to applicants and/or residents. With respect to these vital documents, KCDC will endeavor to maintain items with an asterisk in Spanish, since it is the predominant non-English language spoken in Knoxville, with the aim of gathering other Spanish translation documents within 24 months of the initial LEP/LAP effective date.

LANGUAGE ASSISTANCE TO BE PROVIDED

In order to promote equal access to KCDC programs and services by LEP individuals, KCDC will implement the following array of language assistance services.

A) Identification of LEP Persons and Notices

Use of "I Speak Cards": In order to help identify LEP individuals and determine the appropriate language assistance, KCDC will post and make available ISpeak Cards at its central office reception area and site based management offices. Applicants, public housing residents and HCV participants can use these cards to indicate their primary language. KCDC staff at the point of entry will then make appropriate arrangements for interpretation services, generally using language service via the internet, bilingual staff, or a telephone interpretation service.

Notices of Oral Interpretation Services: KCDC will provide free access to language service via the internet, bilingual staff, or a telephone interpretation service for LEP individuals. Multi-lingual notices will be posted at its central office and KCDC site -based management offices. The KCDC website shall indicate that free oral interpretation services are available upon request.

Language Preferences of Residents and Applicants: KCDC will ask applicants and residents to identify their primary language on a language preference form at initial application (for new applicants) and at recertification (for existing residents/participants), and to identify their language preference for receiving written communications. The language identification form will also ask the applicant, resident/participant if translations services are necessary. This information will be included in the paper files and in the electronic record (upon implementation of KCDC's next five-year agency plan to be enacted July 1, 2015.)

B) Language Assistance Measures

Oral Interpretation – Bilingual Staff: Where feasible, bi-lingual KCDC staff will be deployed to communicate with LEP individuals in their native languages and to assist them in reviewing KCDC materials, answering questions about KCDC programs, and responding to KCDC forms and information requests. Currently, KCDC employs only one staff member able to speak Spanish, the language spoken most frequently by eligible persons served by KCDC. Therefore there will be a heavy reliance on Internet and Person-to-person services.

Oral Interpretation – Internet Interpretation Services: KCDC will use a free, web-based translation service (Google Translate) when a staff person is not available. The LEP individual will use an ISpeak card to signify that they speak a non-English language and trained staff will assist them once the language has been identified through use of service. When these contacts involve submission of an application, lease signing, annual reexamination, grievance, eviction or termination, KCDC will schedule an appointment for the individual with an interpreter in person (see below).

Oral Interpretation - In Person Assistance: In instances where telephone interpretation services or the use of bilingual KCDC staff are determined insufficient to ensure meaningful access, KCDC will provide qualified in-person interpretation services at no cost to the LEP individual through the *Foreign Language Academy of Knoxville,* which provides interpreters in over 25 languages for a reasonable hourly fee. Examples of contacts where in-person assistance is likely to be required include submission of an application, lease signing, annual reexamination, grievance, eviction or termination. Due to the expense involved in providing in-person assistance, KCDC will generally strive to use such assistance for matters of potential significance or complexity impacting the applicant or resident's housing status, rent payments, or lease compliance issues. If the LEP person does not wish to use the KCDC-provided interpretation services, the LEP person may provide their own qualified interpreters at their own expense; however, see below regarding use of family and friends as interpreters.

Oral Interpretation - Use of Other Interpreters not provided by KCDC: As noted above, LEP individuals will be informed that KCDC will provide them with free access to oral interpretation services via bilingual KCDC staff or qualified, trained contractors as needed. If the LEP individual requests their own qualified, trained interpreter this will be allowed at the individual's own expense. Use of family members and friends, especially minor children, as interpreters will generally be discouraged. Exceptions may be made where the contact with the LEP person is of a routine nature, one that does not involve confidential matters, or significant/complex matters impacting the applicant or resident's housing status, rent payments, or lease compliance issues and the LEP person signs a release that indicates alternative services were offered and waived. Staff will be advised to be alert to the potential for any conflict of interest or competency issues that may arise from the involvement of family or friends. If staff has questions about the appropriateness of allowing family and friends as interpreters, they will consult with Compliance Office for guidance.

Written Translation: KCDC will translate the vital documents listed above into the most frequently used non-English languages.

Telephone Communication: For callers to KCDC's offices, Spanish callers will be transferred to bi-lingual KCDC staff when available. If needed, KCDC will attempt to place a three-party call to the oral interpretation telephone service to determine if the service is able to identify the language spoken and provide an interpreter.

C) Staff Training and Coordination

KCDC will provide training on LEP awareness and required assistance actions under the Language Assistance Plan for employees. This will include:

Mandatory training: A mandatory training will be scheduled for all employees to review the Language Assistance Plan elements, review new procedures related to the LAP, and to inform staff of their responsibilities relative to LEP persons. On an ongoing basis, periodic refresher training will be provided to staff that regularly interact with KCDC clients.

LEP Coordinator: KCDC will designate a staff member as LEP Coordinator, responsible for ongoing updates of the LEP analysis, addressing staff and public questions and issues related to LEP matters, and providing ongoing LEP training.

D) Providing Notice to LEP Persons

To ensure that LEP persons are aware of the language services available to them, KCDC will take the following actions:

- Post LEP notices in KCDC's offices and on website
- Partner with community agencies
- Inform resident associations of language assistance services.
- The LAP will be reviewed and updated annually as part of KCDC's annual plan process.
    - The review will assess:
        - Whether there have been any significant changes in the composition or language needs of the LEP population in Knoxville;
        - a review to determine if additional vital documents require translation;
        - a review of any issues or problems related to serving LEP persons which may have emerged during the past year; and,
        - identification of any recommended actions to provide more responsive and effective language services.

Knoxville Area Transit

kat
KNOXVILLE
AREA TRANSIT

301 Church Avenue• Knoxville, Tennessee • 37915

April 4, 2016

Ms. Avice Reid
Director, Community Relations
City of Knoxville

Dear Ms. Reid:

Pursuant to your letter of March 29, 2016, requesting information on KAT's Civil Rights programs, I am forwarding copies of information to you. I am enclosing KAT's most recent EEO Program Update document, which includes the most recent EEO Employer Information Report. I am enclosing a copy of the most recent Title VI Report to FTA, which was approved by FTA in February, 2014. The Title VI Report includes KAT's LEP plan, which begins on Page 117 of that Program Plan document. KAT's efforts to comply with Title VI of the Civil Rights Act of 1964 are described in the comprehensive Program Plan document.

All of KAT's purchases are made through the City Purchasing Department, so their vendor list and expenditure information would apply to us as well. Please be advised that we use the DBE vendor list on the TDOT Civil Rights Office website for reporting purposes for purchases made under federal transportation grants, since the Uniform Certification Program went into effect in Tennessee.

I trust that the information you need to report on civil rights activities at KAT is included in this material. If you have any questions or concerns, please call me at extension 57824 or email me at ddistler@katbus.com.

Sincerely,

Dawn Distler, Director of Transit
City of Knoxville

Enclosures

co= 7853197
u= 7853197

EQUAL EMPLOYMENT OPPORTUNITY
2015 EMPLOYER INFORMATION REPORT
SINGLE ESTABLISHMENT REPORT - TYPE 1

SECTION B - COMPANY IDENTIFICATION

1. KTRANS MGMT INC
301 CHURCH AVE
KNOXVILLE, TN 37915

2.a. KTRANS MGMT INC
301 CHURCH AVE
KNOXVILLE, TN 37915

KNOX COUNTY
c. Y

SECTION C - TEST FOR FILING REQUIREMENT

1-Y 2-N 3-N DUNS NO.:926804402 EIN :621525853

SECTION E - ESTABLISHMENT INFORMATION

NAICS: 485113 Bus and Other Motor Vehicle Transit Systems

SECTION D - EMPLOYMENT DATA

JOB CATEGORIES	HISPANIC OR LATINO		NOT-HISPANIC OR LATINO												OVERALL TOTALS
			********** MALE **********						********** FEMALE **********						
	MALE	FEMALE	WHITE	BLACK OR AFRICAN AMERICAN	NATIVE HAWAIIAN OR PACIFIC ISLANDER	ASIAN	AMERICAN INDIAN OR ALASKAN NATIVE	TWO OR MORE RACES	WHITE	BLACK OR AFRICAN AMERICAN	NATIVE HAWAIIAN OR PACIFIC ISLANDER	ASIAN	AMERICAN INDIAN OR ALASKAN NATIVE	TWO OR MORE RACES	
EXECUTIVE/SR OFFICIALS & MGRS	0	0	1	1	0	0	0	0	3	0	0	0	0	0	5
FIRST/MID OFFICIALS & MGRS	0	0	10	7	0	0	0	0	1	3	0	0	0	0	21
PROFESSIONALS	0	0	1	0	0	0	0	0	1	0	0	0	0	0	2
TECHNICIANS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SALES WORKERS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ADMINISTRATIVE SUPPORT	0	0	4	1	0	0	0	0	3	9	0	0	0	0	17
CRAFT WORKERS	0	0	22	3	0	0	0	0	0	0	0	0	0	0	25
OPERATIVES	1	0	55	50	0	0	0	0	27	41	0	0	0	0	174
LABORERS & HELPERS	0	0	7	7	0	0	0	0	2	0	0	0	0	0	16
SERVICE WORKERS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	1	0	100	69	0	0	0	0	37	53	0	0	0	0	260
PREVIOUS REPORT TOTAL	1	0	100	66	0	0	0	0	40	48	0	0	0	0	255

SECTION F - REMARKS

DATES OF PAYROLL PERIOD: 07/13/2015 THRU 07/26/2015

SECTION G - CERTIFICATION

CERTIFYING OFFICIAL: BEVERLY CAMPBELL
EEO-1 REPORT CONTACT PERSON: SANDRA HOLBROOK
EMAIL: SHOLBROOK@KATBUS.COM

TITLE: CHIEF OPERATING OFFICER
TITLE: HUMAN RESOURCES
TELEPHONE NO: 8652157845

CERTIFIED DATE[EST]: 08/31/2015 12:33 PM

U.S. Department
Of Transportation
Federal Transit
Administration

Region IV

230 Peachtree Street, NW
Suite 1400
Atlanta, GA 30303

June 11, 2015

Ms. Melissa B. Roberson, EEO Officer
K-TRANS Management, Inc., DBE Knoxville Area Transit (KAT)
301 Church Avenue
Knoxville, TN 37915

Via E-mail: mroberson@katbus.com

Re: ***EEO Program Concurrence: KAT Recipient ID No. 1124***

Dear Ms. Roberson:

This letter is to inform you that we received KAT's Equal Employment Opportunity (EEO) Program submitted on February 20, 2015 and an updated version on June 4, 2015, in response to the Federal Transit Administration's (FTA) April 6, 2015 comments. This submission is required pursuant to Title VII of the Civil Rights Act of 1964; Title 49, Chapter 53, Section 5332 of the United States Code; and the FTA's Circular 4704.1, "Equal Employment Opportunity Program Guidelines for Grant Recipients," dated July 26, 1988.

We have reviewed the complete EEO Program and determined that it meets the requirements set out in the FTA's EEO Circular 4704.1. Your EEO Program is valid until **March 22, 2018**. Please submit an updated EEO program 30 days in advance of the expiration date or by February 22, 2018. Please delete any versions of the EEO program in TEAM that this submission is replacing. If you encounter problems with FTA's TEAM-Web system, please contact the TEAM Helpdesk at 888-443-5305 or *Team.Helpdesk@dot.gov*.

Thank you for your ongoing cooperation to meet FTA Civil Rights program requirements. A copy of this letter has been attached to your Recipient Profile in TEAM for your reference. If you have any questions, please contact me at aida.douglas.ctr@dot.gov or (512) 567-7176.

Sincerely,

Aida B. Douglas

Aida B. Douglas
Civil Rights Program Analyst
FTA Office of Civil Rights

cc: Dr. Yvette G. Taylor, FTA Regional Administrator, Region IV (Electronic)
Monica McCallum, Regional Operations Division Chief (Electronic)
Carlos A. Gonzalez, Region IV Civil Rights Officer (Electronic)

Knoxville Area Transit (KAT)
Knoxville, Tennessee

EQUAL EMPLOYMENT OPPORTUNITY PROGRAM UPDATE

June, 2015

Contact: Melissa B. Roberson, EEO Officer
K-TRANS Management, Inc., DBA Knoxville Area Transit (KAT)
301 Church Avenue
Knoxville, Tennessee 37915-2590
TEL: 865-215-7830
FAX: 865-215-7820
EMAIL: mroberson@katbus.com

POLICY STATEMENT

K- TRANS Management, Inc., DBA Knoxville Area Transit (KAT) is fully committed to equal employment opportunity as a matter of policy. Consistent with this policy, we provide equal opportunity to all applicants and employees without regard to race, color, religion, national origin, sex, physical or mental disability, or age. Employment practices include but are not limited to recruitment, selection, promotion, termination, transfers, layoffs, compensation, training, benefits, and other terms and conditions of employment. Consistent with this policy and the law, employees should expect a workplace free from discrimination or harassment and should conduct themselves with consideration and dignity for others that such a philosophy requires.

This company is also committed to the principle of affirmative action. Consistent with this commitment, we shall continue to develop and implement such affirmative action programs, including goals and timetables, as are required to ensure the achievement of equal employment opportunity.

The Director of Transit, Dawn Distler, retains overall responsibility for program accomplishment. The Chief Administrative Officer, Melissa Roberson, serves as the EEO Officer and is responsible for implementation and oversight of these policies and functions. Applicants and employees have the right to file complaints alleging discrimination under these policies with the EEO Officer (at mroberson@katbus.com, 865-215-7830, 301 Church Avenue, Knoxville, TN 37915), through the grievance procedure in the current labor agreement, or the U.S. Equal Employment Opportunity Commission (EEOC), toll free 800-669-EEOC, TDD 800-800-3302.

The success of the EEO program will be a reflection of the performance of managers, supervisors, etc., the same as other agency goals. KAT recognizes that the successful achievement of EEO goals will provide benefits to the City of Knoxville through fuller utilization and development of previously underutilized human resources.

Signed: _____

Dawn Distler
Director of Transit
City of Knoxville

Dated: 06-01-15

PROGRAM AND POLICY DISSEMINATION

K- TRANS Management, Inc., DBA Knoxville Area Transit (KAT) has established procedures to publicize and disseminate its EEO policy, as well as appropriate elements of the program, to its employees, applicants, and to the general public.

These procedures and mechanisms include:

1) Written communication from the Director of Transit;

2) Inclusion of the E EO policy in its employee handbook;

3) Periodic programs at employee meetings;

4) Non-discrimination agreement included in Memorandum of Agreement between local union and company;

5) Posting policy statement in Human Resources Coordinator's office, on bulletin boards, electronic notification systems, in common areas, etc.;

6) Inclusion of EEO program in employee orientation;

7) Communication of program to recruitment sources such as state employment agencies, educational institutions, etc.

8) Identification of company as an "EEO employer" in all advertisements for personnel.

Designation of Personnel

The Equal Employment Opportunity officer (Melissa Roberson, the KAT Chief Administrative Officer) reports directly to the Director of Transit, who will seek to promote Equal Employment Opportunity.

The Equal Employment Opportunity officer will develop and recommend Equal Employment Opportunity policies, including the written EEO program, and internal and external communication procedures; collect and analyze data related to employment, identify problem areas, set goals and timetables, and develop programs to achieve goals; implement and monitor internal reports to measure program effectiveness, to determine where progress has been made and where further action is needed. The EEO officer will report periodically to the Director of Transit on progress of each unit in relation to the agency's goals; will serve as a liaison between KAT, Federal, State and local governments, regulatory agencies, minority, disabled and women's organizations and other community groups; will assure that current legal information affecting affirmative action is disseminated to responsible officials; will assist in recruiting minority, disabled, and women applicants and establishing outreach sources; will concur in all hires and promotions; and will process employment discrimination complaints.

All KAT managers will work to ensure that opportunity is provided for diverse population members to participate in KAT's employment efforts. Managers will assist in identifying problem areas and establishing goals and objectives. Notice of availability of employment at KAT will be distributed as widely as possible and managers will participate in auditing efforts and results, reviewing qualifications and any complaints, counsel employees and be involved in discussions with other managers to further EEO goals. The Equal Employment Opportunity officer and all other department heads at KAT will remain alert for possible arenas in which to recruit minorities, the disabled and women to work at KAT and will be actively involved in local groups and organizations to further the goals of equal opportunity.

The Human Resources Coordinator collects, analyzes and reports data on Equal Employment Opportunity achievements to the Equal Employment Opportunity officer at KAT. The Equal Employment Opportunity officer at KAT reviews data, identifies areas of concern, and works with all department heads to increase recruitment efforts in those areas. The Equal Opportunity Officer reviews the workforce utilization analysis, promotion analysis, and disciplinary action analysis for discriminatory effects. The Equal Employment Opportunity officer processes EEO complaints with the aid of the relevant department head(s) and appropriate legal counsel.

2015

KAT Organization Chart

Main Phone Number for all Personnel: 865/215-7800
Customer Service Public Phone Number: 865/637-3000

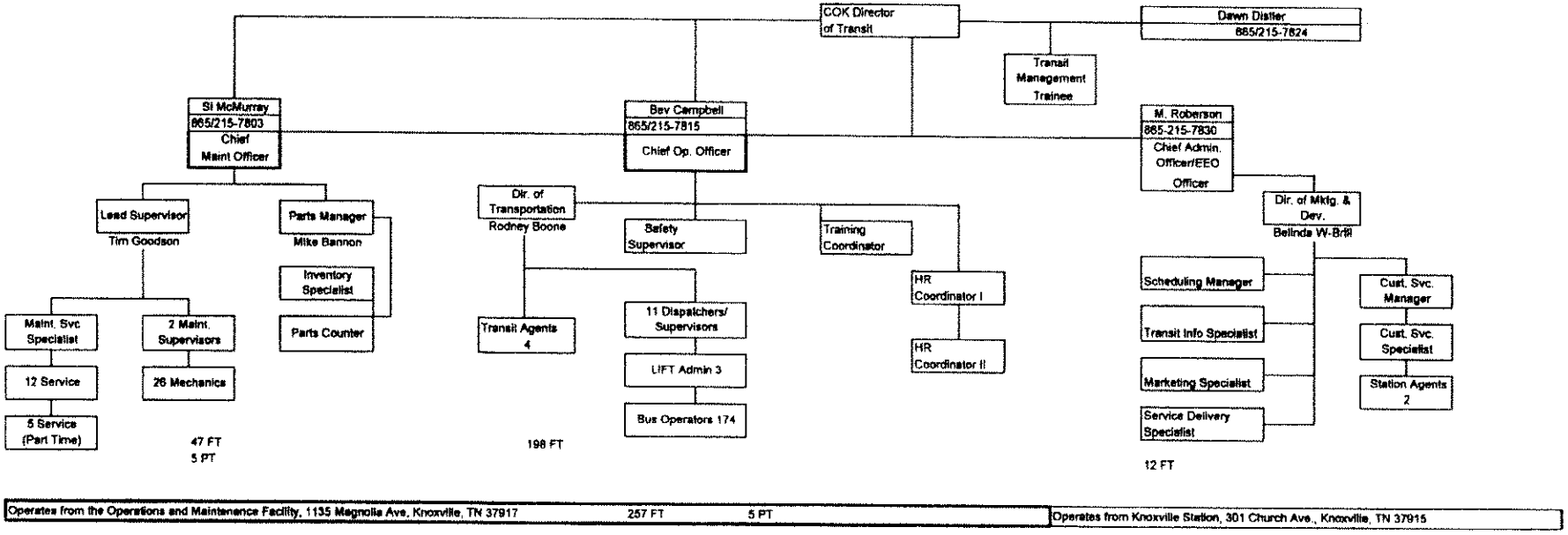


CHART 1

Dept. Job Title or Number	Salary - Hourly	Current Period As Of: 12/31/14																																			
		All Employees			EMPLOYEES															Current				Availability %		% of Under-Utilization		GOAL		PROJECTED % INCREASE							
					MALE							FEMALE								MIN		F								12 MO		2 YR		3 YR		4 YR	
		TOT	M	F	W	AA	HISP	API	AIAN	NHOPI	MULTI	W	AA	HISP	API	AIAN	NHOPI	MULTI	#	%	#	%	MIN	F	MIN	F	MIN	F	MIN	F	MIN	F	MIN	F	MIN	F	MIN	F
Officials and Managers	16.89-43.79	29	19	9	10	5	0	0	0	0	0	4	2	0	0	0	0	0	10	41.7%	9	36.0%	5.0%	37.3%	39.7%	13.4%	5.0%	2.5%		12.0%							
Professionals	18.14-24.12	2	1	1	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0.0%	1	50.0%	5.0%	63.6%	0.0%	23.6%	5.0%	2.5%									
Technicians	0	0	0	0															0		0																
Sales Workers	0	0	0	0															0		0																
Administrative Support Workers	13.89-21.86	17	7	10	6	1	0	0	0	0	0	3	7	0	0	0	0	0	7	41.2%	10	58.8%	8.4%	74.3%	22.7%	15.9%	10.0%	5.0%		15.0%							
Craft Workers	17.28-20.40	23	23	0	21	4	0	0	0	0	0	0	0	0	0	0	0	0	4	19.0%	0	0.0%	5.6%	3.9%	19.0%	3.9%	2.8%	2.8%									
Operatives	13.00-19.47	119	89	30	55	44	0	0	0	0	0	31	39	0	0	0	0	0	75	63.0%	69	57.0%	11.2%	19.6%	51.8%	37.7%	10.0%	10.0%									
Laborers	15.92-18.22	17	16	1	7	9	0	0	0	0	0	1	0	0	0	0	0	0	9	52.9%	1	5.9%	9.9%	16.7%	43.1%	10.8%	10.0%	5.0%		10.0%							
Service Workers	0	0	0	0															0		0																

AA - African American
HISP - Hispanic
API - Asian Pacific Islander

AIAN - American Indian or Alaskan Native
NHOPI - Native Hawaiian or Other Pacific Islander
Multi - Two or More Races

EEO PROGRAM GOALS & TIMETABLES

K-TRANS Management, Inc., DBA Knoxville Area Transit (KAT) has established a goal of diversity in the workplace reflecting the diversity of available workers in the general population of the City of Knoxville.

The Utilization and Goal Chart above shows that the current workforce makeup at KAT exceeds the percentage of available minorities and females. KAT is proud of its successful efforts in equal employment opportunity development. Our short- and long-term goals coincide: to maintain the policies, recruitment efforts, community outreach, training and staff development which produce an environment in which applicants and employees can succeed without regard to race, color, religion, national origin, sex, physical or mental disability, or age.

There are only three areas of KAT's workforce that show a very slight underutilization of females as compared to the availability reflected in Census data: Officials & Managers (total employment = 24) ; Administrative Support Workers (total employment =17); and Laborers (total employment = 17). In the Officials and Managers category, 10 of the total 24 positions are filled by minorities and 6 are filled by females. Statistically, females show a much greater availability than do minorities in the Knoxville area, thus accounting for the apparent underutilization of 2 in the female category. In the Administrative Support Workers category, 8 of the total 17 positions are filled by minorities and 10 are filled by females. Again, statistically females show a much greater availability than do minorities in the Knoxville area, thus accounting for the apparent underutilization of 2 in the female category. In the Laborers category, 9 of the total 17 positions are filled by minorities and 1 by a female, accounting for the apparent underutilization of 1 position in the female category.

KAT has established the following short and long-term **goals:**

Officials & Managers = to hire 2 females or 12% of the personnel in that category

Administrative Support Workers = to hire 2 females or 15% of the personnel in that category

Laborers = to hire1 female or 10% of the personnel in that category

Timetable: As openings occur, KAT is committed to hiring more female workers during the next three years by marketing its job positions through venues that promote the hiring of female workers, as well as by encouraging female workers from within the company to seek any open positions in the underutilized categories. KAT will attempt to find out through conversations with employees and in employee meetings what would make these positions (management, supervision, dispatching, and skilled laborer) more attractive to female applicants. Currently, there are indicators that there will be openings in these categories over the next 12 months through retirements and attrition and KAT will seek to find qualified female applicants for these positions.

EMPLOYMENT PRACTICES ASSESSMENT

K- TRANS Management, Inc., DBA Knoxville Area Transit (KAT) seeks to promote equal employment opportunity and to minimize practices that may operate as employment barriers.

KAT advertises open positions internally as well as externally. Notices of open positions are posted on company bulletin boards and on the internal Electronic Signage system to ensure wide distribution to the current workforce.

Notices are also sent to numerous external employment recruiting resources, such as craigslist, local newsletters and papers, the State of Tennessee Career Center, and job boards affiliated with the University of Tennessee, Pellissippi State Community College and local technical and trade schools. Postings are also made on the City of Knoxville and Knoxville Area Transit's websites. KAT strives for the widest possible distribution of job postings and ease of application for open positions. Applicants may download application materials from the KAT website and submit via email. Applications may also be accepted via mail or fax or in person at KAT's transit center. The application screening and interview process is conducted by HR personnel as well as personnel from the hiring department to ensure fair and inclusive selection processes. The EEO Officer concurs in all new hires.

All newly-hired employees undergo orientation (including awareness of KAT's EEO policy) and safety training as well as training specific to their basic job duties.

An employee who is in a position that is covered under the collective bargaining agreement between K-TRANS Management Inc. DBA KAT and the Amalgamated Transit Union (ATU) Local 1164 receive job transfers/promotions, wage increases, health insurance and paid leave accruals according to the provisions of the applicable labor agreement. Promotions/job transfers that are not governed by the collective bargaining agreement are posted in all common areas within the organization. All employees interested in the open promotion/job transfer are given the opportunity to apply and then interviewed by the applicable hiring committee for that position. The decision to offer a promotion/job transfer to any employee is based on his/her qualifications, education/training and experience. The EEO Officer and the Director of Transit concur in all promotions.

Employee discipline is administered by the appropriate department head and/or immediate supervisor according to applicable labor contract provisions and company policies which are disseminated for employees.

All employees and applicants for employment are placed, trained, promoted and otherwise treated during employment without regard to race, color, religion, sex, national origin or disability.

Action-oriented plan to address identified employment barriers, underrepresentation and/or concentration: KAT is committed to hiring more female workers during the next three years by marketing its job positions through venues that promote the hiring of female workers, as well as by encouraging female workers from within the company to seek any open positions in the underutilized categories. KAT will attempt to find out through conversations with employees and in employee meetings what would make these positions (management, supervision, dispatching, and skilled laborer) more attractive to female applicants. Currently, there are indicators that there will be openings in these categories over the next 12 months through retirements and attrition and KAT will seek to find qualified female applicants for these positions.

EMPLOYMENT PRACTICES WORKSHEET

KAT
2014

		MALE						FEMALE					
	Total Number	Black	%	Hispanic	%	White	%	Black	%	Hispanic	%	White	%
Applicants for Open Positions	69	15	22%	0	0%	34	49%	9	13%	0	0%	11	16%
New Hires	20	7	35%	0	0%	7	35%	3	15%	0	0%	3	15%
Promotions	6	0	0%	0	0%	3	50%	2	33%	0	0%	1	17%
Disciplinary Actions	529	189	36%	4	1%	97	18%	160	30%	0	0%	79	15%
Commendations	50	15	30%	0	0%	17	34%	10	20%	0	0%	8	16%
Voluntary Separations	12	3	25%	1	8%	4	33%	1	8%	0	0%	3	25%
Terminations	10	6	60%	0	0%	2	20%	1	10%	0	0%	1	10%

MONITORING AND REPORTING

KAT collects cumulative data on hiring, promotions, discipline, commendations, voluntary separations and terminations. KAT staff tracks this information on a shared drive on the company computer system. Department heads and managers are encouraged to review and use this information in promoting KAT's EEO program and to offer recommendations for corrective action. This information is discussed at regular staff meetings and Leadership Team meetings. The Director of Transit reviews this information on a periodic basis and discusses the EEO program with the EEO Officer and managers and supervisors.

There are no EEO complaints to report at this time. Any complaint would be logged onto the share-drive to be tracked.

Describe procedures for monitoring sub-contractors: KAT has no sub-contractors.

COMPLAINT PROCEDURES

Any person who believes that he or she, individually, or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color, creed, national origin, sex, age, or handicap may file a written complaint with K-TRANS Management, Inc. All complaints must be in writing and signed by the complainant or his/her representative. Complaints shall state, as fully as possible, the facts and circumstances surrounding the alleged discrimination. Complaints should be filed with the K-TRANS Management, Inc., EEO Officer. A complaint must be filed within 180 days after the date of the alleged discrimination, unless the time for filing is extended by the Director of Transit.

A complaint shall be regarded as meriting investigation unless:

I) It clearly appears on its face to be frivolous or trivial;
2) The party complained against voluntarily concedes noncompliance and agrees to take appropriate remedial action;
3) The complainant withdraws the complaint; or
4) Other good cause for not investigating the complaint exists.

Complaints will be investigated by K- TRANS Management, Inc., in a timely manner. Any findings, recommendations and/or actions will be reported to the complainant.

Any person who believes that he or she, individually, or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color, creed, national origin, sex, age, or handicap may file a written complaint with the Federal Transit Administration or the Secretary of Transportation. A complaint must be filed within 180 days after the date of the alleged discrimination, unless the time for filing is extended by the Secretary.

K-TRANS Management, Inc. (KAT) employees are encouraged to use the dispute resolution process available internally by lodging a complaint with the EEO officer (Chief Administrative Officer)-Melissa Roberson or by following the grievance procedures outlined in the Memorandum of Agreement. Initial contact regarding EEO complaints should be made to Melissa Roberson, KAT EEO Officer, located at 301 Church Avenue, Knoxville, Tennessee, 37915, telephone number 865-215-7830, email is mroberson@katbus.com.

On those cases where the complainant is dissatisfied with the resolution by the use of these processes, or the case is not being resolved in a timely manner, the same complaint may be submitted to FTA, the Secretary, EEOC, or the State of Tennessee Human Rights Commission.

Unless otherwise permitted, the final determination of all EEO complaints affecting programs administered by FTA will be made by the Office of the Secretary, DOT. The regional office of the FTA which may be contacted regarding EEO complaints is located at 230 Peachtree Street, N.W., Suite 800, Atlanta, Georgia, 30303; telephone number: 404-865-5628.

U.S. Department
Of Transportation

Region IV

230 Peachtree Street, N.W.
Suite 800
Atlanta, GA 30303

**Federal Transit
Administration**

February 18, 2014

Melissa B. Roberson
Chief Administrative Officer
Knoxville Area Transit
Knoxville Station
301 Church Avenue
Knoxville, TN 37915-2590

Re: Title VI Program Concurrence – Recipient ID No. 1124

Dear Ms. Roberson:

This letter is to confirm that we have received the Knoxville Area Transit's Title VI Program submitted on January 29, 2014. This Title VI Program submission is required pursuant to Title VI of the Civil Rights Act of 1964; Title 49, Chapter 53, Section 5332 of the United States Code; and the Federal Transit Administration's (FTA) Circular 4702.1B, "Title VI Program Guidelines for Federal Transit Administration Recipients," effective October 1, 2012.

We have reviewed your program and determined that it meets the requirements set out in the FTA's Title VI Circular 4702.1B. Please plan to submit a Title VI Program by February 1, 2017 by attaching it to your Recipient Profile in FTA's TEAM-Web. Please delete any version of the program in TEAM that this submission is replacing. Your Title VI Program will expire 60 days after the due date, on March 31, 2017. If we have not received required information by the time your Title VI Program expires, the Knoxville Area Transit may experience delays in processing grants or draw-down restrictions.

Thank you for your ongoing cooperation in meeting all of the FTA civil rights program requirements. A copy of this letter has been attached to your Recipient Profile in TEAM. Please contact me at (404) 865-5471 or at Carlos.Gonzalez3@dot.gov for any questions.

Sincerely,

Carlos A. Gonzalez

Carlos A. Gonzalez
Regional Civil Rights Officer

cc: Doug Burton, Principal Planner, KATS (Electronic)
Dr. Yvette G. Taylor, Regional Administrator, FTA Region IV (Electronic)
Monica McCallum, Regional Division Chief, FTA Civil Rights (Electronic)

Metropolitan Knoxville Airport Authority

METROPOLITAN
KNOXVILLE
AIRPORT
AUTHORITY

April 11, 2016

Ms. Avice Reid
Senior Director Community Relations
City of Knoxville Community Relations
P.O. Box 1631
Knoxville, TN 37901

RE: Title VI Report for the Metropolitan Knoxville Airport Authority

Dear Ms. Reid:

Please find enclosed the annual Title VI report for the Metropolitan Knoxville Airport Authority (MKAA) as requested.

If you have any questions or if I can be of assistance in any way, please contact me at 865-342-3062 or e-mail: alan.jones@tys.org.

Sincerely,

Alan M. Jones
Manager of Administration
DBE Liaison Officer

McGhee Tyson Airport • P.O. Box 15600 • Knoxville, TN 37901 • 865/342-3000 • FAX 865/342-3050 • email: mcghee@tys.org

CITY OF KNOXVILLE

Community Relations
Avice Evans Reid
Senior Director

RECEIVED
APR 04 2016
M.K.A.A.
McGhee Tyson Airport

March 29, 2016

Mr. Bill Marrison
Metropolitan Knoxville Airport Authority
P.O. Box 15600
Knoxville, TN 37901

Dear Mr. Marrison:

The City of Knoxville's Charter Article III, entitled "Executive Branch," Section 303 has been amended by referendum adding a new Section 306.

Section 306 requires annual reports of agencies, boards and commissions. Each agency, board, and commission of the city shall make an annual report to its board of directors/commissioners certifying that the organization: 1) has not subjected any person to discrimination on the basis of race, color or national origin under any of its programs or activities, 2) has not excluded any person from participation in any of its programs or activities on the basis of race, color or national origin and 3) has not denied any person the benefits of any of its programs or activities on the basis of race, color or national origin.

Enclosed is a list of the information you are required to provide to the City of Knoxville. Please return the information to Avice Reid, Director Community Relations, City of Knoxville, P.O. Box 1631, Knoxville, TN 37901.

The report is due by April 12, 2016. A copy of the report will be provided to Mayor Rogero and each member of City Council.

If you have any questions or need additional information, please contact Indya Kincannon at ikincannon@knoxvilletn.gov or (865) 215-2267.

Sincerely,

Avice Evans Reid

Avice Reid
Director, Community Relations

Enclosures

cc: Devin Lyon, Law Department

CITY COUNTY BUILDING • ROOM 691 • 400 MAIN STREET • P.O. BOX 1631 • KNOXVILLE, TENNESSEE 37901
OFFICE: 865-215-2536 • FAX: 865-215-2085 • EMAIL: AREID@KNOXVILLETN.GOV
WWW.KNOXVILLETN.GOV

TITLE VI REPORT

Please email your report to areid@knoxvilletn.gov as a PDF attachment and be sure to include:

1. Your Equal Employment Opportunity Affirmative Action Policy.

   ATTACHED

2. Name/Title of person responsible for Equal Employment Opportunity and Affirmative Action.

   ALAN JONES, MANAGER OF ADMINISTRATION & DBE LIAISON OFFICER

3. Number of employees by job categories. *(Form 1 Enclosed)*

   ATTACHED

4. Minority/Women subcontractors/vendors. *(Form 2 Enclosed)*

   ATTACHED

5. Outreach and recruitment efforts to reach minorities.

   ATTACHED WITH JOB ANNOUNCEMENT MAILING LIST

6. Method of informing staff of agency's Affirmative Action Policy.

   ATTACHED POLICY DISSEMINATION

7. Assurance of Compliance of Title VI of the Civil Rights Act of 1964. *(Form 3 Enclosed)*

   ATTACHED

8. Summary of efforts to comply with Title VI of the Civil Rights Act of 1964.

   ATTACHED SUMMARY

9. A copy of your Limited English Proficiency Plan.

   ATTACHED

Purpose

The Metropolitan Knoxville Airport Authority (MKAA) is an equal employment opportunity employer. The purpose of our employment and human resources efforts is to ensure that MKAA is in compliance with the Civil Rights Act of 1964, the Age Discrimination Act of 1967, Executive Order 11246 as amended, the Rehabilitation Act of 1973 as amended, the Vietnam Era Veterans Readjustment Assistance Act of 1974 as well as other applicable federal, state and local laws for providing a positive plan of employment practices and the inclusion of underutilized groups and resources. The following programs are intended to guide our pre-employment and post-employment efforts and are maintained in the Administration Office and available for review during normal business hours.

Affirmative Action Program
Special Disabled Veterans and Veterans of the Vietnam Era Program
Individuals with Disabilities Program

Policy Statement: Affirmative Action; Individuals with Disabilities, Special Disabled Veterans and Veterans of the Vietnam Era

The Metropolitan Knoxville Airport Authority is an equal employment opportunity employer. It is our policy and practice not to discriminate and to recruit, employ, train and promote individuals without regard to race, sex, color, religion, creed, national origin, age, disability, veteran status or marital status.

As a non-discriminatory and Affirmative Action Employer, the Metropolitan Knoxville Airport Authority shall:

- Implement the policy and practice of non-discrimination and affirmative action throughout the organization, including wages and benefits;
- Oversee that all members of management are responsible for implementing non-discrimination and affirmative action practices within their respective departments;
- Provide outreach efforts to inform interested individuals of job and career opportunities;
- Post job vacancies consistent with approved policy and procedures;
- Require contractors with the Metropolitan Knoxville Airport Authority to abide by all federal, state and local laws in compliance with such requirements;
- Coordinate and monitor the organization's efforts for non-discrimination and affirmative action. This will be performed by the Manager of Administration and shall include women, minorities, veterans and individuals with disabilities:
    - A review and analysis of recruitment efforts
    - A review and analysis of hiring, transfers and promotions
    - Identification of problem areas, along with recommended solutions

William Marrison, President

Effective Date

Policy Dissemination and Implementation

MKAA's Affirmative Action Policy is available to all employees as outlined in the process below. Additionally, it is represented or included in contracts and agreements, as well as contracting opportunities.

a. Annual Memorandum: Each year the President will send a memorandum reaffirming the AA/EEO Policy Statements to all employees and will continue to include the policy in the organization's policy manual, all publications produced by MKAA, along with information for individuals with disabilities.

b. Affirmative Action Program: MKAA's affirmative action program will continue to be revised annually and distributed by the Manager of Administration to all departments. The Equal Employment Opportunity Policy and federally required Equal Employment Opportunity posters affirming our nondiscrimination policy are posted on bulletin boards in public locations and in work areas.

c. Training- MKAA's AA/EEO Policy is communicated in meetings with supervisory personnel to explain the intent of the policy. It is the President's position that all administrators and supervisors are required to become familiar with their individual responsibility for effective implementation of the contents of the Affirmative Action Plan. Furthermore, all employees shall receive annual training or annual notices regarding MKAA's commitment to equal opportunity and the prohibition against discrimination. Such notices shall be disseminated via such methods as attachments to employee paychecks.

It is the policy of Metropolitan Knoxville Airport Authority ("Authority" or "MKAA") to promote equal employment opportunities through a positive continuing program of special practices desired to ensure the full realization of equal employment opportunities without regard to race, color, religion, sex, or national origin. To implement these policies MKAA will:

- Recruit, hire, train, and promote persons in all job classifications without regard to race, color, religion, sex, or national origin.

- Insure that all personnel actions including, but not limited to, compensation, benefits, transfers, layoffs, return from layoff, company sponsored training, education and tuition assistance, and social and recreational programs, are administered without regard to race, color, religion, sex, or national origin.

- Insure that promotion decisions are in accordance with principles of equal employment opportunity by imposing only valid requirements for promotions.

Non-Discrimination Policy

MKAA shall provide an environment free from any discriminatory practices. All employees shall be able to perform their job responsibilities without intimidation, coercion, harassment and discrimination. Additionally, employees are entitled to work in a positive, realistic environment which is conducive to optimum performance of job responsibilities. MKAA has adopted or embraced a policy of zero tolerance with regard to infringing upon another employee's rights.

Infractions should be reported immediately by employees to their immediate supervisor or to the Manager of Administration. Employees are encouraged to make their concerns known to the appropriate individuals. Additionally, employees may submit their concerns anonymously. However, anonymous concerns without sufficient detailed information may not be able to be investigated fully. Nevertheless, anonymous concerns shall be investigated with the same vigor given to other concerns, in order to fully implement MKAA's non-discrimination policy and zero tolerance of such unwarranted behavior.

It is every employee's responsibility to act accordingly in making their concerns known to members of management. Members of the management team, which include all appropriate positions, such as supervisors, shift leaders, managers, directors, etc., are responsible for policy administration. Each individual employee is responsible for their own personal behavior in complying with the non-discrimination policy. Employees in violation of the policy will be subject to review for MKAA policy infractions.

EQUAL EMPLOYMENT OPPORTUNITY (EEO) WORKFORCE PROFILE

PLEASE PRINT OR TYPE

JOB CATEGORIES	NUMBER OF EMPLOYEES											
	Overall Totals (Sum of Column B Through K	MALE					FEMALE					
		White (Not of Hispanic Origin)	Black (Not of Hispanic Origin)	Hispanic	Asian or Pacific Islander	America n Indian or Alaskan Native	White (Not of Hispanic Origin)	Black (Not of Hispanic Origin)	Hispanic	Asian or Pacific Islander	America n Indian or Alaskan Native
	A	B	C	D	E	F	G	H	I	J	K
Officials and Managers	11	9					2				
Professionals	25	18	2				5				
Technicians	19	16	1				2				
Sales Workers	9	8					1				
Office and Clerical	21	4					17				
Craft Workers (Skilled)	21	21									
Operative (Semi-Skilled)											
Laborers (Unskilled)	22	14	4				4				
Service Workers	24	10	5				9				
TOTALS	152	100	12				40				

NAME: Metropolitan Knoxville Airport Authority

SUBCONTRACTORS/VENDORS

Minority Subcontractors/Vendors/Amount of Contract:

		MOB	WOB	MWOB
Company Name:	GC Electrical Solutions / $65,647	☑	☐	☐
Company Name:	NERCS / $81,058	☑	☐	☐
Company Name:		☐	☐	☐
Company Name:		☐	☐	☐
Company Name:		☐	☐	☐

Women Subcontractors/Vendors/Amount of Contract:

Company Name:	Cable Construction / $27,821	☐	☑	☐
Company Name:	Cannon and Cannon / $18,138	☐	☑	☐
Company Name:	Erosion Solutions / $32,316	☐	☑	☐
Company Name:	Lynn Sanford / $282,581	☐	☑	☐
Company Name:	Southern Safety Supply / $426	☐	☑	☐

Metropolitan Knoxville Airport Authority
FYE 2016
Affirmative Action Program

Job #_____ Job Description _____

Date Mailed _____ Print 20 Copies

Job Announcement Mailing List

Agency Name:	**The University of Tennessee**	**Email to Eugenia: etaylor6@utk.edu**
Address:	Career Services 100 Dunford Hall 915 Volunteer Blvd. Knoxville, TN 37996-4010	
Contact:	Stephanie Kit	
Telephone #:	(865) 974-5435	
Fax #:	(865) 974-6497	

Agency Name:	**Pellissippi Community College**
Address:	Career Services P.O. Box 22990 Knoxville, TN 37933-0990
Contact:	Carolyn Carson
Telephone #:	(865) 694-6554
Fax #:	(865) 539-7001

Agency Name:	**Maryville College**
Address:	Center for Calling and Career 502 E. Lamar Alexander Parkway Maryville, TN 37804
Contact:	Charlotte Morgan
Telephone #:	(865) 981-8220
Fax #:	(865) 273-8852

Agency Name:	**Middle Tennessee State University**
Address:	Career Services 1301 East Main St., Box 2 Murfreesboro, TN 37132
Contact:	Martha Turner
Telephone #:	(615) 898-2500
Fax #:	(615) 898-4698

Metropolitan Knoxville Airport Authority
FYE 2016
Affirmative Action Program

Job Announcement Mailing List Continued

Agency Name:	**Knoxville Urban League**
Address:	1514 E. 5th Ave.
	Knoxville, TN 37917
Telephone #:	(865) 524-5511 ext. 17
Fax #:	(865) 525-5154

Agency Name:	**Heart of Knoxville Career & Resource Center**
Address:	1616 E. Magnolia Avenue
	Knoxville, TN 37917
Contact:	Cynthia Manning

Agency Name:	**YWCA**
Address:	420 Clinch Ave.
	Knoxville, TN 37902
Contact:	Joy Thornton
Telephone #:	(865) 523-6126
Fax #:	(865) 637-5263

Agency Name:	**Tennessee Career Center – TN Dept. Labor & Workforce Dev.**
Address:	2700 Middlebrook Pike Ste 100
	Knoxville, TN 37921
Contact:	Ginger Armstrong
Telephone #:	(865) 594-6908
Fax #:	(865) 594-6266

Metropolitan Knoxville Airport Authority
FYE 2016
Affirmative Action Program

Job Announcement Mailing List Continued

Agency Name: **TN Dept. Labor & Workforce Development – Maryville**
Address: 366 Glascock Street
Alcoa, TN 37701

Agency Name: **Jobs Partnership, Knoxville**
Address: 309 Deadrick Ave.
Knoxville, TN 37921

Contact: Kathy Upton
Telephone #: (865) 981-1988 ext. 209
Fax #: (865) 637-0560

Agency Name: **Veterans Counseling Center**
Address: 2817 E. Magnolia Ave.
Knoxville, TN 37914

Contact: Willard Eldridge
Telephone #: (865) 545-4680
Fax #: (865) 545-4198

Agency Name: **Martin Luther King Center**
Address: 209 E. Franklin St.
Alcoa, TN 37701

Telephone #: (865) 983-1954
Fax #: (865) 983-9863

Agency Name: **East TN Hispanic Chamber of Commerce**
PO Box 31552
Knoxville, TN 37930

Metropolitan Knoxville Airport Authority
FYE 2016
Affirmative Action Program

Job Announcement Mailing List Continue

Agency Name:	**Bethel AME Zion Church**
Address:	2460 Parkview Ave. Knoxville, TN 37917
Telephone #:	(865) 522-6396

Agency Name:	**New Friendship Baptist Church**
Address:	1933 Texas Ave. Knoxville, TN 37921
Contact:	Sharmane Cason
Telephone #:	(865) 523-8813
Fax #:	

Agency Name:	**Mount Olive Baptist Church**
Address:	1601 Dandridge Ave. Knoxville, TN 37915
Contact:	Shirley Dickerson
Telephone #:	(865) 524-1601
Fax #:	(865) 524-2834

Agency Name:	**Red Cross**
Address:	1741 Triangle Park Drive Maryville, TN 37801
Telephone#:	(865) 983-0821

Agency Name:	**National College of Business & Technology**
Address:	Career Center 8415 Kingston Pike Knoxville, TN 37919

Agency Name:	**CAC East Neighborhood Center** **Attn: Employability Case Manager**
Address:	4200 Asheville Hwy. Knoxville, TN 37914

Contact: Annie M. Jones
Telephone #: (865) 546-5125 Fax #: (865) 637-3641

Metropolitan Knoxville Airport Authority
FYE 2016
Affirmative Action Program
Job Announcement Mailing List Continued
Emails:

University of Tennessee
Career Services
Eugenia Email
etaylor6@utk.edu

Roane State College
Kim Harris email information
harriskb@roanestate.edu

Blount County Literacy Council
Marilyn Byrd / Carol Ergenbright
ergenbrtc@blountk12org

King College
Donna Felty: dhfelty@king.edu
Samantha Lane: slane@king.edu

Career Center / Alcoa
Rosa.Martinez@tn.gov

Knox Urban League
info@thekaul.org

MLK, Jr. Center (Alcoa)
mlkcenter@parksrec.com

Blount County Chamber of Commerce
knoxvilleairport ID
pass3361 Pass word

Career Centers Knox & Blount (State of TN)
www.JOBS4TN.GOV
KNOXAIRPORTAUTHORITY ID
Bowler46 Password

***Email Copy: Trevis Gardner**

The Ridge
Attn: Amanda Mann
100 Hamilton Ridge Drive
Maryville, TN 37801

East TN
Hispanic Chamber of Commerce
PO Box 31552
Knoxvile, TN 37930

Assurance of Compliance Under Title VI of the Civil Rights Act of 1964

Metropolitan Knoxville Airport Authority
Name of Organization

Hereby certifies that it has not subjected any persons to discrimination on the basis of race, color or national origin under any of its programs or activities, has not excluded any person from participation in any of its programs or activities on the basis of race, color or national origin and has not denied any person the benefits of its programs or activities on the basis of race, color or national origin, as set forth in Title VI of the Civil Rights Act of 1964 (P.L. 88-352) and as required by the City of Knoxville's Charter, Article III, Section 306.

April 8, 2016
Date

Chief Executive Officer

Board Chair

SUMMARY

Please summarize your efforts to comply with Title VI of the Civil Rights Act of 1964.

METROPOLITAN
KNOXVILLE
AIRPORT
AUTHORITY

Title VI Compliance Summary

The Metropolitan Knoxville Airport Authority Affirmative Action Program is made available to all employees and supervisors. Training in the Title VI and Affirmative Action Program was conducted for management and supervisors. Job announcements are consistently mailed to organizations on the Job Announcement Mailing List as well as advertised in local and other news media vehicles. Job openings are also listed on the MKAA website: www.flyknoxville.org. All advertisements note that MKAA is an EEOE. MKAA participated in EEOC training and Employment Law training. An FAA Title VI consultation was also provided for MKAA to assist with airport compliance training.

Contracting and other business opportunities are also advertised on our website. Outreach efforts to include minority and women owned businesses are conducted through the MKAA Disadvantaged Business Enterprise Program. MKAA anticipates implementation of its Small Business Program in 2015-16.

McGhee Tyson Airport • P.O. Box 15600 • Knoxville, TN 37901 • 865/342-3000 • FAX 865/342-3050 • email: mcghee@tys.org

LIMITED ENGLISH PROFICIENCY (LEP) PLAN

Limited English Proficient (LEP)

Executive Order 11366

In August 2000, this order "Improving Access to Services for Persons with Limited English Proficiency" was issued and directed to federal agencies to:

Publish guidance on how their recipients can provide access to LEP persons.

Improve the language accessibility of their programs.

Break down language barriers by implementing consistent standards of language assistance across federal agencies and amongst all recipients of federal financial assistance.

The Order covers all federal and federally assisted programs and activities.

Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write or understand English may be entitled to language assistance with respect to a particular type of service, benefit, or encounter.

Recipients and sub-recipients of federal assistance are required to take reasonable steps to ensure meaningful access to their programs and activities by LEP persons. Four factors that should be considered include the following:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or grantee;

2. The frequency with which LEP individuals come in contact with the program;

3. The nature and importance of the program, activity, or service provided by the program tp people's lives; and

4. The resources available to the grantee/recipient or agency, and costs.

Guidance/Resources

The U.S. Department of Transportation Guidance to recipients on Special Language Services to Limited English Proficient Beneficiaries, Federal Register/Vol.66, No. 14/ Monday, January 22, 2001

The U.S. DOJ Policy Guidance, Enforcement of Title VI of the Civil Rights Act of 1964 National Origin Discrimination Against Persons with Limited English Proficiency, Federal Register/ Vol.65 No. 159/ Wednesday, August 16, 2000 www.usdol.gov/crt/cor

The U.S. Department of Justice Clarifying Memorandum, dated October 26, 2001 www.usdol.gov/crt/lep/oct26background

www.lep.gov

The Metropolitan Knoxville Airport Authority (MKAA) has taken the following measures to prepare for the impending necessity:

MKAA utilizes Language Line Interpretation Service through a phone system located at the Information desk for the McGhee Tyson Airport. Customer Service Agents are trained to assist passengers and other members of the traveling public using a Language Line Poster for the customer to identify their language.

To facilitate language identification, Interpretation Services Posters are periodically distributed to Airport Security Officers, Safety Department staff, Administrative staff and others who serve the travelling public at our Airport facilities.

MKAA uses bilingual airlines staff for interpretation as appropriate and available.

MKAA collaborates with the Hispanic Chamber of Knoxville, Tennessee.

Interpretation Services Available

English Translation:
Point to your language. An interpreter will be called.
The interpreter is provided at no cost to you.

Arabic عربي أشر إلى لغتك. وسوف يتم جلب مترجم فوري لك. سيتم تأمين المترجم المذ أور مجانا.	**Korean** 한국어 귀하께서 사용하는 언어를 지적하시면 해당 언어 통역 서비스를 무료로 제공해 드립니다.
Armenian Հայերէն Ցույց տուէք ո՞ր մէկ լեզուն կը խօսիք՝ թարգմանիչ մը կանչել կը տանք. թարգմանիչը կը տրամադրուի անվճար.	**Laotian** ພາສາລາວ ຊີ້ບອກພາສາທີ່ເຈົ້າເວົ້າໄດ້. ພວກເຮົາຈະຕິດຕໍ່ນາຍພາສາໃຫ້. ທ່ານບໍ່ຕ້ອງເສຍເງິນຄ່າແປໃຫ້ແກ່ນາຍແປພາສາ.
Cantonese 廣東話 請指認您的語言， 以便為您提供免費的傳譯服務。	**Mandarin** 國語 請指認您的語言， 以便為您提供免費的口譯服務。
French Français Pointez vers votre langue et on appellera un interprète qui vous sera fourni gratuitement.	**Polish** Polski Prosze wskazać swój język i wezwiemy tłumacza. Tłumacza zapewnimy bezpłatnie.
German Deutsch Zeigen Sie auf Ihre Sprache. Ein Dolmetscher wird gerufen. Der Dolmetscher ist für Sie kostenlos.	**Portuguese** Português Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.
Hindi हिंदी अपनी भाषा पर इंगित करें और एक दुभाषिया बुलाया जाएगा। दुभाषिये का प्रबन्ध आप पर बिना किसी खर्च के किया जाता है।	**Russian** Русский Укажите язык, на котором вы говорите. Вам вызовут переводчика. Услуги переводчика предоставляются бесплатно.
Hmong Hmoob Taw rau koj hom lus: Yuav hu rau ib tug neeg txhais lus. Yuav muaj neeg txhais lus yam uas koj tsis tau them dab tsi.	**Spanish** Español Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.
Italian Italiano Puntare sulla propria lingua. Un interprete sarà chiamato. Il servizio è gratuito.	**Tagalog** Tagalog Ituro po ang inyong wika. Isang tagasalin ang ipagkakaloob nang libre sa inyo.
Japanese 日本語 あなたの話す言語を指して下さい。 無料で通訳を提供します。	**Thai** ไทย ช่วยชี้ที่ภาษาที่ท่านพูด แล้วเราจะจัดหาล่ามให้ท่าน การใช้ล่ามไม่ต้องเสียค่าใช้จ่าย
Khmer (Cambodian) ខ្មែរ (កម្ពុជា) សូមចង្អុលភាសាអ្នក។ យើងនឹងហៅអ្នកបកប្រែភាសាមកជូន។ អ្នកបកប្រែភាសានឹងជួយអ្នកដោយមិនគិតថ្លៃ។	**Vietnamese** Tiếng Việt Hãy chỉ vào ngôn ngữ của quý vị. Một thông dịch viên sẽ được gọi đến, quý vị sẽ không phải trả tiền cho thông dịch viên.

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Over-the-phone interpretation and document translation in more than 150 languages.

Language Line Services

METROPOLITAN KNOXVILLE AIRPORT AUTHORITY

TITLE VI OF THE 1964 CIVIL RIGHTS ACT

" Non-discrimination in Federally Assisted Programs"

> " No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."
> 42 U.S.C. section 2000 et seq.

It is the policy of the Metropolitan Knoxville Airport Authority that all its services and activities be administered in conformance with the requirements of Title VI.

Title VI complaints involving recipients and beneficiaries may be filed with The Metropolitan Knoxville Title VI Coordinator

Alan Jones
Manager of Administrator
Title VI Coordinator
P.O. Box 15600
Knoxville, TN 37901-5600
(865) 342-3062
alan.jones@tys.org

William Marrison, President

METROPOLITAN KNOXVILLE AIRPORT AUTHORITY

"TÍTULO VI DE LA LEY DE LOS DERECHOS CIVILES DE 1964"

"Declaración de anti-discriminación en los programas que reciben asistencia federal."

"Ninguna persona en los Estados Unidos será excluida de participar en, ni se le negará los beneficios de, o será objeto de discriminación debido a su raza, color u origen nacional, en cualquier programa o actividad que recibe ayuda financiera federal."
42 U.S.C. (Código de los Estados Unidos de América) sección 2000 y siguientes.

Es la política de la ciudad de Metropolitan Knoxville Airport Authority que todos los servicios y aotividades sean administrados en concordancia con los requerimientos del Título VI.

Las quejas de Título VI que involucren recipientes y beneficiarios pueden ser presentadas con el Coordinador del Título VI de Metropolitan Knoxville Airport Authority

Alan Jones
Manager of Administrator
Title VI Coordinator
P.O. Box 15600
Knoxville, TN 37901-5600
(865) 342-3062
alan.jones@tys.org

William Marrison, President

Tennessee Department of Transportation

Departamento de Transportate de Tennessee
Title VI Nondiscrimination Statement
Título VI Declaración de Prohibición de Discriminación

CIVIL RIGHTS OFFICE

The Tennessee Department of Transportation ensures compliance with Title VI of the Civil Rights Act of 1964; 49 CFR, part 21; related statutes and regulations to the end that no person shall be excluded from participation in or be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance from the U.S. Department of Transportation on the grounds of race, color, sex, or national origin.

El Departamento de Transporte del Estado de Tennessee asegura el cumplimiento del Título VI del Acto de Derechos Civiles de 1964; 49 CFR, Parte 21, relacionados estatutos y normas para asegurar que ninguna persona sea excluida o discriminada, o que se le nieguen los beneficios de cualquier programa o actividad la cual reciba ayuda financiera federal del Departamento de Transporte de los Estados Unidos sin importar su raza, color, sexo, o origen nacional.

Any person who believes he or she has been discriminated against should contact:

Cualquier persona quien crea que ha sido discriminada deberá comunicarse con el:

Tennessee Department of Transportation
Departamento de Transporte de Tennessee

Civil Rights Office – La Oficina de Derechos Civiles

505 Deaderick Street Suite 1800, James K. Polk Building Nashville, TN 37243-0347

TELEPHONE (615) 741-3681 or Toll Free 1-888-370-3647 TELÈFONO

(615) 741-3681 or Llamada Gratis 1-888-370-3647

www.tdot.state.tn.us/civil-rights/titlevi