
TITLE VI ANNUAL REPORT 2019

Mayor Madeline Rogero

submitted by:
Tatia M. Harris
Grant Manager/Title VI Administrator



AUGUST 1, 2019
CITY OF KNOXVILLE
www.knoxvilletn.gov

Table of Contents

Table of Contents	2
Activities	3
Department Coordinator Responsibilities	3
Enforcement Plan for Subrecipients.....	4
Public Outreach	5
Education and Training, and Data Collection	6
Complaint Process	6
Accomplishments.....	7
Recommendations.....	7
Conclusion	7
Appendices	

OVERVIEW

The City of Knoxville City Council approved a resolution on June 17, 1997, adopting the City's policy and procedure manual for compliance with Title VI of the Civil Rights Act of 1964.

The City of Knoxville, assures that no person shall on the grounds of race, color, national origin, or sex, as provided by Title VI of the Civil Rights Act of 1964, and the Civil Rights Restoration Act of 1987 (P.L. 100.259) be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity. The City further assures every effort will be made to ensure non-discrimination in all of its programs and activities, whether those programs and activities are federally funded or not.

The Civil Rights Restoration Act of 1987, broadened the scope of Title VI coverage by expanding the definition of terms "programs or activities" to include all programs or activities of Federal Aid recipients, sub-recipients, and contractors/consultants, whether such programs and activities are federally assisted or not (Public Law 100259 [S.557] March 22, 1988.)

The City includes Title VI language in all written agreements and monitors for compliance in areas to include but are not limited to: Procurement, Construction, Parks and Recreation, Community Block Grants, Law Enforcement, and Contracting.

ACTIVITIES:

- Monitor community grants
- Review board appointments
- Survey and review City contractors
- Coordinate Title VI Department Coordinator meetings and trainings
- Collect and analyze Department Title VI surveys
- Develop and distribute community outreach information
- Limited English Proficiency (outreach, informational sessions, and Spanish orientation class).
- Contract Compliance Reviews (internal and external)

Title VI Department Coordinators Responsibilities

The responsibility for coordinating Title VI compliance within the City of Knoxville is assigned to respective departments. Each department has appointed a Title VI Department Coordinator who is responsible for administering the compliance procedures and Title VI complaint processing for the respective department.

A. DEPARTMENT REPORTING

1. Each Department Coordinator will:
 - a. Collect, analyze, and report statistical data (race, color, and national origin) of participants in, or beneficiaries of, federal financially-assisted services provided through their respective department; such statistical data will be cross-tabulated by race, ethnic origin, and other variables such as (1) the number of program participants, (2) the size of the population to whom the program is directed, and (3) where appropriate, 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 Department Self-Survey.
 - c. Prepare an annual compliance report based on the department's compliance efforts. A copy of the annual compliance report is found in Appendix C.

B. SUBRECIPIENT REPORTING

1. The Department Coordinators will be responsible for ensuring that the City of Knoxville's subrecipients are in compliance with Title VI of the Civil Rights Act of 1964.
2. Prior to considering any entity as a potential subrecipient through contracts with the City of Knoxville, Department Coordinators will follow the pre-award monitoring system to determine compliance.
 - a. Compliance determinations will be made in writing and based on written information provided by the potential subrecipients.
 - b. On-site compliance reviews may be conducted if the potential subrecipient provides inadequate information, and site compliance reviews may be unannounced.
3. Subrecipients are expected to collect, analyze, and report the statistical data (race, color, and national origin) of participants in, and the beneficiaries of, federal financially assisted services provided through each subrecipient to the respective Department Coordinator. Department Coordinators will conduct post-award on-site reviews, if necessary. Subrecipient surveys and documentation are found in Appendix B

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

TITLE VI ENFORCEMENT PLAN FOR SUBRECIPIENTS

FY 18 DBE stats for the City were as follows:

DBE Classification	Percentage of spend FY 18	\$ Spend FY 18
Minority-owned	3.84%	\$2.6M
Woman-owned	8.75%	\$5.9M
Small Business	40.68%	\$27.6M

PRE-AWARD COMPLIANCE

The City of Knoxville annually surveys subrecipients for compliance with Title VI regulations. The City of Knoxville will collect and monitor subrecipient responses. The Title VI Coordinator will determine each subrecipient's compliance based on the survey responses. A copy of the Title VI Documentation Subrecipient Survey is found in Appendix B.

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 regard to the provision of nondiscrimination in federally assisted programs. The subrecipient, 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. 2000d. 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 subrecipient agrees to the Title VI Assurance statement and has met the pre-award criteria.

PUBLIC OUTREACH

For each outreach activity, there was not a specific evaluation done to determine (Limited English Proficiency (LEP) groups and other needs. However, translation services were made available upon request at all meetings through the City's Language Line/Pacific Interpreters services and information posted on the City's website could be viewed in several different languages using the website's translation tools. In 2018 Language Line/Pacific Interpreters language translation expenditures were \$1,511.25. Statistics regarding usage of the translation services are summarized below:

Language	Calls	Minutes
Spanish	149	1,1126
Swahili	2	24
Vietnamese	3	19
Mandarin	3	13
Kunama	1	9
Japanese	1	6
Korean	1	4

TRAINING, WORKSHOPS, AND DATA COLLECTION

The City offers online Title VI Training that is accessible via the internet. Training is available in Spanish and English.

The Title VI Coordinator and Civil Service Department worked together to provide updated Title VI material to present to new hires. Diversity training is offered annually to employees through the Civil Service Department.

Online Training	Classes Taken
Fleet	331
Traffic Engineering	109
Knoxville Fire Department	28
Parks and Recreation	623
Community Development	20
Public Service	446
City Employees (various departments)	420
Title VI	282

TITLE VI COMPLAINT PROCESS

APPEAL PROCESS – The appeal procedure is a resource available to all subrecipients who have contracts or grants from the City of Knoxville. Appeals related to the administration of the Title VI program will be processed by the City’s Title VI Coordinator. The process is outlined in Appendix D.

COMPLAINT TRACKING - An investigation is an official inquiry for the purpose of determining whether there has been a violation of the laws or statutes and includes a determination of appropriate relief where a violation has been found. An investigation requires an objective gathering and analysis of the evidence, which will ensure that the final decision as possible. A copy of the complaint log, complaint of discrimination form and investigator’s worksheet are located in Appendix E.

2018 ACCOMPLISHMENTS

- Began Department Title VI Compliance Training to ensure that all City Departments are trained.
- Translated Materials in Spanish for the Parks and Recreation Department.
- The Title VI Coordinator worked with the NAACP Housing Study Committee to provide a workshop on implicit bias.
- Worked with The Office of Neighborhoods to develop a policy and budget to provide translators for start-up community neighborhood organizations

TITLE VI RECOMMENDATIONS FOR 2019

- Continue to assist Civil Service with Title VI recruitment.
- Continue to diversify boards, committees, and commission members by gender and race.
- Continue to conduct Title VI compliance reviews on primary/subcontractors.
- Continue to advertise business and employment opportunities in diverse media outlets.
- Continue to provide resources for people of Limited English Proficiency.

CONCLUSION

We are building an inclusive community. The City's efforts to comply with Title VI requirements are just a single example of the City's commitment to build a community that encourages all people to engage and participate. From hosting well attended annual community picnics throughout the City to providing technology tools to make it easier for all citizens and businesses to share and receive information, the City's efforts to include all, regardless of race, language, age, sexual orientation, or income are wide and comprehensive.

Various enhancements and improvements are being considered and implemented in 2019. These enhancement focus on two main components of Title VI compliance: 1) Compiling key demographic information and making it available and useful to City staff in planning outreach activities; 2) Development of outreach strategies and processes that specifically focus on the needs of LEP populations within the City.



March 15, 2019

Ms. Tatia M. Harris,
TCCRP Grant Manager/Title VI Coordinator
City of Knoxville
P.O. Box 1631
Knoxville, TN 37901

Re: KUB Title VI Report

Dear Ms. Harris:

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,

A handwritten signature in blue ink, appearing to read "Gabe Bolas", is written over a light blue horizontal line.

Gabe Bolas
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
Kathy Hamilton, KUB Board Chair
Bill Coley, KUB General Counsel
Susan Edwards, Sr. Vice President and CAO
Leslye Hartsell, KUB Director, External Relations
Elba Marshall, KUB Director, Corporate Services and Title VI Coordinator

Title VI Report
Knoxville Utilities Board
Date Submitted: March 15, 2019
Period Covered: July 1, 2017 to June 30, 2018

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

Elba Marshall
 Director of Corporate Services
 Knoxville Utilities Board
 445 S. Gay Street
 Knoxville, Tennessee 37950-9017
 (865) 594 -7535
 Email: Title6Admin@kub.org

III. Number of Employees by Job Categories

JOB CATEGORIES	NUMBER OF EMPLOYEES - AS OF JUNE 30, 2018												
	Overall Totals (Sum of Columns B - M)	Male						Female					
		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
		B	C	D	E	F	G	H	I	J	K	L	M
Officials & Administrators*	65	49	0	0	0	0	0	13	2	1	0	0	0
Professionals	178	95	8	1	2	0	0	66	3	2	1	0	0
Technicians	208	178	9	2	1	0	0	16	2	0	0	0	0
Protective Services	0	0	0	0	0	0	0	0	0	0	0	0	0
Paraprofessionals	144	45	15	1	1	0	0	61	19	1	1	0	0
Administrative Support	94	27	6	0	0	0	0	46	15	0	0	0	0
Skilled Craft	211	192	14	1	2	0	0	1	1	0	0	0	0
Service Maintenance	152	124	24	2	2	0	0	0	0	0	0	0	0
TOTALS	1052	710	76	7	8	0	0	203	42	4	2	0	0

KUB's employment data is presented on fiscal year basis per guidelines of the Equal Employment Opportunity Commission.

*This total includes 36-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 2018 minority employees represent 13.21% of the workforce (African-American employees represent 11.22% of the total workforce).

IV. Minority Owned Businesses/Suppliers (33 Total)

ABC PROFESSIONAL TREE SERVICES	\$	4,136,657.52
EDISON ELECTRIC, LLC	\$	1,308,318.20
BROWN CONSTRUCTION CONSOLIDATED INC.	\$	230,130.26
SHI INTERNATIONAL INC.	\$	158,769.00
B & B LAWN SERVICES	\$	295,230.04
KMF III SERVICES LLC	\$	131,116.69
KEYSTONE ELECTRICAL MFG CO.	\$	107,738.45
PREMIERE BUILDING MAINTENANCE	\$	60,692.32
SERVPRO OF NORTH KNOXVILLE	\$	58,932.23
U.S. PAYMENTS	\$	35,647.35
G&G REBAR, INC.	\$	35,000.00
GWENDOLYN W. BROWN	\$	29,810.00
GMB CONSULTING & TRAINING SERVICES, LLC	\$	27,426.61
EASTERN DATA INC.	\$	27,157.80
INTERNATIONAL RADIO, LLC	\$	26,523.81
UNISTAR-SPARCO COMPUTERS, INC.	\$	21,617.67
HYPERTEC DIRECT	\$	21,517.26
ARCHITECT'S INTERNATIONAL, LLC	\$	17,250.00
XYBION TECHNOLOGY SOLUTIONS	\$	12,325.00
V-SOFT CONSULTING GROUP, INC.	\$	11,875.00
ZONES INC	\$	11,699.00
A-1 COURIERS	\$	11,525.75
SOUTHERN STATES, LLC	\$	9,334.56
EDITH N WAGNER	\$	4,550.00
BENEFITSASSIST, INC.	\$	4,320.00
FIBER INSTRUMENT SALES	\$	3,128.76
CASTLES OF CHOICE, LLC	\$	2,983.28
AED PROFESSIONALS	\$	1,998.00
CJEN INC.	\$	1,896.00
SCIENTIFIC SALES, INC.	\$	1,489.00
ICC THE COMPLIANCE CENTER	\$	153.19
THE WEBSTAUANT STORE	\$	118.26
PPG PAINTS	\$	4.00
	\$	<u>6,806,935.01</u>

Women Owned Businesses/Suppliers (65 Total)

SERVICE ONE	\$	5,063,625.57
DYCHO COMPANY, INC.	\$	2,410,527.19
PRI OF EAST TN, INC.	\$	1,410,681.19
POWER PARTNERS, INC.	\$	889,322.00
CANNON & CANNON, INC.	\$	792,026.09
CLEARY CONSTRUCTION INC.	\$	637,481.45
STARBOARD CONSULTING, LLC	\$	624,187.62
MPB FACILITIES	\$	313,903.54
CHRIS HAGGARD PLUMBING, LLC	\$	290,461.91
MOXLEY CARMICHAEL	\$	150,164.88
MARWELL	\$	92,138.45
SAITECH INC	\$	83,772.50
BS BARNARD	\$	81,660.11
ANIXTER POWER SOLUTIONS, LLC	\$	78,654.06
TEACHME2DAY	\$	76,870.00
ULTRA OIL AND CHEMICAL, LLC	\$	67,888.40
BOBCAT OF KNOXVILLE	\$	64,393.25
AIRGAS USA,LLC	\$	59,153.26
DHE COMPUTER SYSTEMS	\$	49,244.48
CHULY	\$	47,692.00
E. LUKE GREENE COMPANY	\$	46,500.00
NEW HORIZONS COMPUTER LEARNING	\$	46,102.92
FASTENAL COMPANY	\$	39,917.12
MAYER ELECTRIC SUPPLY COMPANY, INC.	\$	30,770.19
WESTSIDE PSYCHOLOGY AND EAP	\$	29,857.50
CEW ADVERTISING	\$	29,821.99
STEEL PLATE FABRICATORS	\$	29,391.55
KVA, INC.	\$	29,185.00
CIVIC ENGINEERING AND INFORMATION	\$	26,714.00
ACCUSOURCE, INC.	\$	26,182.25
ARK ENGINEERING & TECHNICAL SERVICES,INC	\$	23,079.04
INDUSTRIAL TRAINING SERVICES, INC.	\$	20,348.84
GOVDIRECT, INC.	\$	19,743.00
CHERYL D. BARKSDALE	\$	17,600.00
TORCO TESTING SERVICES, INC.	\$	16,142.00
GRAY AREA	\$	12,870.00
BGT RECRUITING & CONSULTING, INC.	\$	11,133.75

TENNESSEE ASSOCIATED ELECTRIC	\$	11,063.00
F. M. GEORGE SAFE & LOCK CO.	\$	10,881.46
GILSULATE INTERNATIONAL, INC.	\$	10,340.98
ADVANTAGE ELECTRONICS INC	\$	8,512.00
UNIVERSE TECHNICAL TRANSLATION, INC.	\$	8,176.52
PATRICIA EGEN CONSULTING, LLC	\$	7,550.00
GRAPHIC CREATIONS, INC.	\$	7,332.28
CPR CHOICE, LLC	\$	6,783.98
ANDERSON BUSBY PLLC	\$	5,948.00
KNOXVILLE BLUE PRINT	\$	5,146.70
CONSUMER AWARENESS MANAGEMENT	\$	4,087.50
BINGHAM GROUP, INC.	\$	2,398.00
RAUKMAN UTILITY PRODUCTS	\$	1,344.00
PURELINE DESIGN AND PRINT, INC.	\$	1,235.20
HEATH CONSULTANTS	\$	1,163.12
INCIDENT PREVENTION	\$	1,099.00
CUSTOMER SERVICE ELECTRIC	\$	1,015.26
SOUTHERN TROPHY HOUSE, INC.	\$	999.60
INNERFACE ARCHITECTUARAL	\$	854.44
ACCESS SOLUTIONS, INC.	\$	615.70
ALL-STAR PROMOTIONS	\$	451.64
BREAKER SERVICE INC	\$	427.91
VEXUS INTERNATIONAL	\$	358.00
CENTURY WIRE PRODUCTS	\$	120.00
FRANKLIN COVEY PRODUCTS	\$	45.15
COMPLIANCE SIGNS	\$	44.50
ELLIOTT'S	\$	37.00
CLANCY'S SERVICE STAMP COMPANY	\$	25.50
	\$	<u>13,837,263.54</u>

Total MBE/WBE Spending of \$20,644,199 represented 10.3% of total KUB contracts during Fiscal Year 2018

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 111 external job postings in FY 2018 and received 4,287 job applications. During FY 2018, 156 employees were hired including full-time, part-time and students. 98 full-time positions were filled, of which five were minorities, representing 5 percent of the full-time hires. Also, 58 employees were hired into part-time or student positions, of which 26 were minority employees, representing 45 percent of the part-time and students hired in FY 2018.

As of June 30, 2018, minority employees represented 13.21 percent of the workforce, with African-American employees comprising 11.22 percent of the workforce.

- **Recruiting**

KUB shares its job announcements with over 100 community resources including a variety of minority venues such as the Knoxville Area Urban League, 100 Black Men of Knoxville, and local churches. KUB recruiting and outreach efforts include campus-based organizations at UT Knoxville, such as the National Society of Black Engineers, Black Cultural Center, Asian and Latin American Student Associations, and several fraternities.

- **TeenWork Program**

The TeenWork Program began 23 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, 412 students have completed the 13-week orientation program and 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 2018, the total TeenWork payroll was approximately \$32,429. 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 2018, the Knoxville Chamber also hired a TeenWork student during the summer. As of June 30, 2018, 10 former TeenWork participants were holding full-time professional or technical jobs at KUB, and the average salary of these employees was \$52,645.

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 2018, the Procurement Department administered a process that resulted in the purchase of \$201 million of goods, services, and materials from hundreds of

contractors, suppliers, and vendors. The acquisition of such goods, services and materials allows KUB to conduct day-to-day business and provide safe, reliable utility services to more than 456,000 customers over a multi-county region.

Minority and Women Business Enterprise Program

Since KUB Procurement activity is impacted by regulations from different sources, an important function of the Minority and Women Business Enterprise (MBE/WBE) 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 that serve to create a diverse supplier community that reflects the communities served by KUB

A prime objective of the MBE/WBE 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. Examples include Builder's Exchange, KUB Website, Procurement Newsletter, email, direct mail, cd's, 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 service available to all qualified businesses, including minority and women owned business are:

Awareness

Education & Outreach

Technical Assistance

Monitoring & Reporting

FY 2018 MBE/WBE Contract Awards

Total MBE/WBE spending in FY 2018 was \$20,644,199 or 10.3 percent of overall KUB procurement activity. KUB's performance in contract awards to MBE/WBE business over the past five fiscal years is outlined 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
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

2016	10.1%	\$19.9 Million	89.9%	\$175.9 Million	\$196 Million
2017	11.7%	\$22.7 Million	88.3%	\$171.0 Million	\$194 Million
2018	10.3%	\$20.6 Million	89.7%	\$180.1 Million	\$201 Million

FY 2018 reflects a 1.4 percent decline from a strong previous fiscal year, which was impacted by a large one-time purchase of electric system equipment. KUB has recently hired a MBE/WBE Program Coordinator to assist with outreach and on-boarding of new contacts. KUB is also seeking additional subcontractor spending information from material suppliers and prime contractors to more accurately reflect MBE/WBE pass through dollars.

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:



Our Vision:

KUB exists to serve its customers, improving their quality of life by providing utility services that are safe, reliable and affordable.

Shared Values:

- We value the safety and well-being of our customers and employees.
- We value fairness, and try always to make decisions that provide the greatest good for the most people.
- We are in a position of trust and hold ourselves to high ethical standards.
- We improve the value of our services through efficiency, innovation and communication.
- We value the commitment and hard work of our employees.
- We are environmentally responsible in our operations and support the sustainability of our communities' natural resources.
- We participate in the communities we serve.

Our Mission:

Our mission is to act as good stewards of our communities' resources: utility assets, customer dollars, and the environment. We work to safeguard those resources and enhance their value for the people of the communities we serve and generations to come.

We Measure Our Success by:

Customer Satisfaction	System Performance	Financial Performance	Safety Performance
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Keys to Success:

Managing Our Utility System Infrastructure			
Electric	Natural Gas	Water	Wastewater
Improving The Customer Experience	Managing Our Finances Effectively	Meeting Or Exceeding Regulatory Standards	
Investing in A Skilled, Diverse Work Force	Partnering For Economic Development	Being Environmentally Responsible	

- **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 nondiscrimination in every facet of KUB is communicated in orientation and employees are provided information regarding the reporting process 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.

- **Human Resources Essentials**

All employees who are chosen for supervisory roles are required to attend a seven session series titled "HR Essentials." Within these sessions, they are trained on their responsibilities in regards to safety, performance management, employee relations, and enforcement of KUB policy and nondiscrimination legislation, including Title VI, Civil Rights Act, ADEA, and ADA.

- **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 Executive Department 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 Elba Marshall 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, 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 website, including information for citizens to file online Title VI complaints.
- Included Title VI compliance provisions in contracts with contractors and consultants.
- 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

KUB 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 over a million customer interactions. As the Greater Knoxville Area population grows and becomes more diverse, the number of 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. In May 2015, the Customer Service Department upgraded its Interactive Voice Response (IVR) telephone system to provide an option for callers to select to hear English or Spanish menu options. Additionally, the Customer Service Department utilizes Universe Translation Services, Inc. to provide translation of more than 180 languages whenever callers or visitors require language assistance. This service allows a Customer Service Representative to contact a translator by phone to serve as an interpreter during an interaction at our call and walk-in centers. In addition to this service, three of KUB's full time Customer Service representatives are bi-lingual and can assist customers with limited English skills. While the translator service has traditionally been utilized by Customer Service Representatives, in October 2017, this service was expanded to field staff. Field representatives in work groups that are on customer properties and may enter the home or

business to complete utility work have been trained to use the translator service. Those employees can now contact a translator by speaker phone to assist when needing to communicate on site with limited English-speaking customers. Other ways that we serve customers with limited English proficiency is by offering bi-lingual menus and prompts on KUB's payment kiosks and pay by phone vendor. Also, many of KUB's publications are offered in English and Spanish. Customers and potential customers have access to these language assistance services at no cost to conduct their business

- **Human Resources Department**

The Human Resources Department will assist any applicant or employee who needs assistance regarding employment opportunities, application processing, corporate policies and 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 speak 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.

KUB Official Policy

General

Title: **EQUAL EMPLOYMENT OPPORTUNITY - AFFIRMATIVE ACTION**

Section: Section A - Employment Effective Date: 12/01/89

Reference Number: A-04 Revision Date: 12/14/2009

Governance: Title VII of the Civil Rights Act, Genetic Information Nondiscrimination Act

Related Policies:

Policy

KUB strongly supports the principles of equal employment opportunity and affirmative action in all its employment policies and practices, including recruiting, hiring, compensation, benefits, transfers, training, promotions, layoff and recall, and other terms and conditions of employment. KUB requires that all these practices be administered without regard to race, color, religion, sex, age, national origin, citizenship status, disability, political affiliation, or veteran status, except where such may be a bona fide occupational qualification. KUB does not discriminate against employees or applicants on the basis of genetic information. In compliance with federal and state equal opportunity laws, KUB seeks to create a diverse workforce that reflects the communities it serves.

KUB pledges that it will make a determined and sustained effort to prevent and eliminate any discrimination within the organization, in part by a commitment to affirmative action.

Procedures

It is the responsibility of KUB Management to assure full compliance with all directives and/or acts relating to equal employment opportunity and affirmative action.

Any employee who feels that he/she has been discriminated against in any of the employment processes of KUB may file a written complaint with the Human Resources Department. The Human Resources Department is responsible for investigating or coordinating the investigation of these complaints as appropriate to the individual complaint.

Form 2

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.

3/14/2019
Date

Garry Boles
Chief Executive Officer

Kerry Hamilton
Board Chair



CITY OF KNOXVILLE

2019 Title VI Report

Please email your report to: tharris@knoxvilletn.gov as a PDF attachment and include the following:

1. **Your Equal Employment Opportunity Affirmative Action Policy.**
See Attachment A
2. **Name/Title of person responsible for Equal Employment Opportunity and Affirmative Action.** Denise Roper, Ph.D., SHRM-SCP, SPHR, Human Resources Director
3. **Number of employees by job categories.** *(Form 1 Enclosed)*
4. **Minority/Women subcontractors/vendors.** *(Form 2 Enclosed)*
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 also describes 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)*
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, Chief Financial Officer, Senior Vice President of Housing, Vice President-Strategic Planning, Vice President-Legal Services 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. **A copy of your Limited English Proficiency Plan.** See Attachment B

SUMMARY

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

Procurement Outreach Efforts:

1. Sending copies of every solicitation (whether bid, RFP, RFQ or request for written quotes),
to:
 - KCDC's Web Page
 - KCDC's Registered Vendors
 - Associated Construction Women
 - Associated General Contractors of Tennessee
 - Black Contractors Association
 - Construction Market Data
 - Dodge Data & Analytics
 - Hispanic Chamber of Commerce
 - Knox County's Supplier Diversity Office
 - Knoxville Area Urban League
 - Knoxville Builder's Exchange
 - Knoxville Chamber Partnership
 - Knoxville's Diversity Business Committee
 - Radio on Demand/Robert Minter
 - SCORE
 - SERC
 - Tennessee Small Business Development Center
 - Tennessee Minority Supplier Development Council
 - Small Business Administration
 - U.S. Department of Commerce Minority Business Development Agency
2. Posting of 99% of KCDC's quotes to our webpage and sending such to our bid distribution groups (above) as outreach to small businesses, minority and woman owned businesses.
3. Participation in the City's Diversity Business Committee programs and seminars.
4. Participation in the annual "City of Knoxville Business Breakfast."
5. Service on the steering committee for the multi-government "East Tennessee Business Matching Event" each year.
6. Attendance/membership/participation with the Tennessee Minority Supplier Development Council and the East Tennessee Hispanic Chamber of Commerce as appropriate.

7. Posting of bids/RFPs/RFQs and quotes to KCDC's Facebook, LinkedIn and Twitter accounts for maximum exposure to small, minority and woman owned businesses.
8. Monthly advertisement in minority newspaper The Enlightener.
9. Participated in the Small Business Administration's December presentation in the Burlington Library.
10. Participated in Pellissippi State Community College's Black Business Expo in April 2018.

Equal Employment Opportunity (EEO Workforce Profile)

Form 1

Job Categories	Total	M	F	Hispanic or Latino		Black (Not of Hispanic Origin)		Asian or Pacific Islander		American Indian or Alaskan Native		White (Not of Hispanic origin)	
				M	F	M	F	M	F	M	F	M	F
Officials and Managers	10	5	5									5	5
Professionals	44	18	26			1	4		1			17	21
Technicians													
Sales Workers													
Office and Clerical	30		30				9						21
Craft Workers (skilled)	38	38				12						26	
Operative (Semi-skilled)	3	1	2			1	1						1
Laborers (unskilled)	7	5	2		1	2	1					3	
Service Workers													
Overall Totals	132	67	65		1	16	15		1			51	48

Form 2 SUBCONTRACTORS/VENDORS

Minority Subcontractors/Vendors/Amount of Contract:

Name	MOB	MWOB
All Occasion Catering LLC		\$1,242.00
Arm & Rage LLC		\$2,600.00
COBRAssist, Inc. dba BenefitsAssist Inc		\$7,535.20
Dan's Advantage Towing and Recovery Service LLC	\$435.00	
East Tennessee Enlightener	\$229.00	
Fox Moving and Storage of East Tennessee LLC		\$52,899.50
Jostes Carpet Inc	\$5,838.14	
KMF III Services LLC		\$135,267.89
Mitchell & Everett Construction Inc	\$50,000.02	
Officemate International	\$49.95	
Pioneer Builders Inc	\$2,842.00	
Premiere Building Maintenance Corporation	\$35,796.80	
Robert E Wilder Jr DBA ProClean Power & Soft Wash	\$1,875.00	
Steven Randles Dba Randles Sign Graphics	\$1,250.00	
Trainup.Com	\$395.00	
Viking Equipment Company		\$1,155.00
Volunteer Auto Wash Inc	\$119.00	
Welling Inc		\$525.00

Women Subcontractors/Vendors/Amount of Contract:

Name	Dollars
Air Quest America	\$100,780.10
All Occasion Catering LLC	\$1,242.00
All Things Identification	\$384.91
Arm & Rage LLC	\$2,600.00
Backflow Specialty Company Inc	\$1,265.00
Burns Printing Inc dba Burns Mailing & Printing	\$5,147.77
Cannon & Cannon Inc	\$43,200.00
Charlotte Kay Ravenscraft dba Midwest Inspections	\$21,327.30
COBRAssist, Inc. dba BenefitsAssist Inc	\$7,535.20
Doorway Services and Solutions LLC	\$18,608.34
DSK Pro Inc dba Servpro of North Knoxville	\$16,180.68
E Luke Green	\$419,000.00

Elite Facility Maintenance	\$3,266.94
Express Employment Professionals	\$12,943.47
F M George Safe & Lock	\$20,403.53
Fleming Machine & Welding Shop Inc	\$180.00
Foreign Language Academy	\$5,973.50
Fox Moving and Storage of East Tennessee LLC	\$52,899.50
Gary L Roth Jr dba Roth Land Surveying	\$450.00
Gibbons Industries Inc dba Comprehensive Grants Management	\$2,000.00
Git-R-Gone Inc	\$127,765.00
Hines Fine Soils	\$1,130.00
Jessica's Cleaning and Painting	\$8,125.00
Kitchen Tops Inc	\$420.00
KMF III Services LLC	\$135,267.89
Marilyn J Medley dba South Eastern Management and Assoc.	\$3,500.00
Mayer Electric	\$345,000.00
McCright & Associates, LLC	\$126,159.00
McMillan Roofing & HVAC	\$15,765.00
Moxley Carmichael, Inc.	\$52,124.65
Nan McKay and Associates, Inc.	\$896.00
National Elevator of Tennessee Inc	\$37,133.80
Shades	\$45,700.00
SMEAD Manufacturing	\$454.43
Tennant Sales & Service Company	\$3,072.94
The Visibility Company	\$4,290.00
Viking Equipment Company	\$1,155.00
Welling Inc	\$525.00
Williamsburg Mailing Services Inc	\$4,553.77

FORM 3

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

Knoxville's Community Development Corporation (KCDC)

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 1 2019

Date

Ben Bentley
Ben Bentley, Chief Executive Officer

John Winemiller
John Winemiller, Board Chair

Attachment A

AFFIRMATIVE ACTION PLAN

A. STATEMENT OF POLICY

KCDC shall establish, implement, and maintain this affirmative action plan (Affirmative Action Plan) which shall have the ultimate goal of making available all levels of employment within our corporation 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 corporation. 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 (Employee Handbook). The Employee Handbook will also describe the corporation'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 corporation'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. A KCDC department vice president or senior vice president
 - d. KCDC's Chief Operating Officer
 - e. KCDC's Chief Financial Officer
 - f. KCDC's 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. 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 Executive Director/CEO. If the Executive Director/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 Part IV: Section 10 Grievance Procedure. 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 Part IV: Section 8(C) Harassment Policy.

Attachment B

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 I Speak 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.

Title VI Report

Please email your report to: tharris@knoxvilletn.gov as a PDF attachment and include the following:

1. Your Equal Employment Opportunity Affirmative Action Policy.
attached
2. Name/Title of person responsible for Equal Employment Opportunity and Affirmative Action.
Melissa Roberson, Interim Director of Transit
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.
KAT reached over 4,000 individuals last year through outreach activities.
6. Method of informing staff of agency's Affirmative Action Policy.
Staff meetings, Leadership Team meetings, departmental meetings
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
9. A copy of your Limited English Proficiency Plan.
attached



February 26, 2019

Ms. Melissa Roberson
Knoxville Area Transit
301 Church Avenue
Knoxville, TN 37915

Dear Ms. Roberson:

The City of Knoxville's Charter Article III, entitled "Executive Branch," 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 Tatia M. Harris, Grant Manager/Title VI Coordinator, City of Knoxville, P.O. Box 1631, Knoxville, TN 37901.

The report is due by April 5, 2019. 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 Tatia M. Harris at tharris@knoxvilletn.gov or (865) 215-2831.

Sincerely,

A handwritten signature in black ink, appearing to read "Tatia M. Harris".

Tatia M. Harris
Grant Manager/Title VI Coordinator

Enclosures

cc: Law Department

Equal Employment Opportunity

POLICY STATEMENT

K-TRANS Management, Inc., dba Knoxville Area Transit (KAT) has a strong commitment to the community we serve and our employees. As an equal opportunity employer, we strive to have a workforce that reflects the community we serve. No person is unlawfully excluded from employment opportunities based on race, color, religion, national origin, sex (including gender identity, sexual orientation, and pregnancy), age, genetic information, disability, veteran status, or other protected class.

KAT's Equal Employment Opportunity (EEO) policy applies to all employment actions, including but not limited to, recruitment, hiring, selection for training, promotion, transfer, demotion, layoff, termination, rates of pay or other forms of compensation.

All applicants and employees have the right to file complaints alleging discrimination. Retaliation against an individual who files a charge or complaint of discrimination, participates in an employment discrimination proceeding (such as an investigation or lawsuit), or otherwise engages in protected activity is strictly prohibited and will not be tolerated.

KAT is committed to providing reasonable accommodations to applicants and employees who need them because of a disability or to practice or observe their religion, absent undue hardship.

As KAT's Director, I maintain overall responsibility and accountability for KAT's compliance with its EEO Policy and Program. To ensure day-to-day management, including program preparation, monitoring, and complaint investigation, I serve as the agency's EEO Officer.

All KAT executives, management, and supervisory personnel, however, share in the responsibility for implementing and monitoring KAT's EEO Policy and Program within their respective areas and will be assigned specific tasks to ensure compliance is achieved. KAT will evaluate its managers' and supervisors' performance on their successful implementation of KAT's policies and procedures in the same way KAT assesses their performance regarding other agency goals.

KAT is committed to undertaking and developing a written nondiscrimination program that sets forth the policies, practices and procedures, with goals and timetables, to which the agency is committed and make the EEO Program available for inspection by any employee or applicant for employment upon request.

Applicants and employees may file complaints alleging discrimination under these policies with the EEO Officer (at mroberson@katbus.com, 865-215-7830, 301 Church Avenue, Knoxville, TN 37915) or the U.S. Equal Employment Opportunity Commission (EEOC), toll free 800-669-EEOC, TDD 800-800-3302.

I am personally committed to a workplace that acts upon its daily responsibility to treat all applicants and employees with dignity and respect, as well as equitable under the guidelines of our EEO Policy and Program.

Signed:



Melissa Roberson
Interim Director of Transit
City of Knoxville/KAT EEO Officer

Dated: 04-01-19

KAT information
on attached sheet

[illegible]

Equal Employment Opportunity (EEO Workforce Profile)

PLEASE PRINT OR TYPE

KAT information on attached sheet

CO= 7853197
u= 7853197

EQUAL EMPLOYMENT OPPORTUNITY
2018 EMPLOYER INFORMATION REPORT
CONSOLIDATED REPORT - TYPE 2

SECTION B - COMPANY IDENTIFICATION

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

2a. KTRANS MGMT INC
301 CHURCH AVE
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

SECTION D - EMPLOYMENT DATA

NAICS: 485113 Bus and Other Motor Vehicle
Transit Systems

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	2	1	0	0	0	0	3	0	0	0	0	0	6		
FIRST/MID OFFICIALS & MGRS	0	0	9	4	0	0	0	0	4	2	0	0	0	0	19		
PROFESSIONALS	0	0	3	0	0	0	0	0	1	0	0	0	0	0	4		
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	5	2	0	0	0	0	5	6	0	0	0	0	18		
CRAFT WORKERS	0	0	23	4	0	0	0	0	0	0	0	0	0	0	27		
OPERATIVES	2	0	60	73	0	0	0	0	22	41	0	0	0	1	199		
LABORERS & HELPERS	0	0	5	11	0	0	0	0	1	0	0	0	0	0	17		
SERVICE WORKERS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
TOTAL	2	0	107	95	0	0	0	0	36	49	0	0	0	1	290		
PREVIOUS REPORT TOTAL	1	1	109	86	0	0	0	0	37	46	0	0	0	2	282		

SECTION F - REMARKS

DATES OF PAYROLL PERIOD: 12/10/2018 THRU 12/23/2018
SECTION G - CERTIFICATION

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

TITLE: cfo / deputy director of transit
TITLE: HUMAN RESOURCES
TELEPHONE NO: 8652157845

CERTIFIED DATE[ESTJ: 03/29/2019 09:10 AM

Form 1

KAT

information
on attached
sheets

SUBCONTRACTORS/VENDORS

Minority Subcontractors/Vendors/Amount of Contract:

	MOB	WOB	MWOB
Company Name: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Company Name: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Company Name: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Company Name: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Company Name: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Women Subcontractors/Vendors/Amount of Contract:

Company Name: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Company Name: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Company Name: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Company Name: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Company Name: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

KAT

2019 Mid-Yr DBE Spend		FY 2019 Goals
Sub-total	%	%
Minority Owned Business \$ 197,313	6.84%	3.00%
Woman Owned Business \$ 126,798	4.40%	6.00%
Small Business \$ 1,772,513	61.46%	9.00%

Total Competitive Spend \$ 2,883,788

Vendor Name	Account Name	DBE	Amount
ABG COLLEGE PARK Total	P-CARD	Non DBE	\$ 64.05
Absolute Access ID, LLC Total	Operating Supplies	WOB / Small	\$ 1,236.00
Access Solutions Inc. Total	Operating Supplies	WOB / Small	\$ 1,848.00
Adrian Hale Pest Control, Inc. Total	Environmental Services	Small	\$ 1,243.00
Advance Auto Parts Total	Parts	Non DBE	\$ 26.59
AECOM Technical Services, Inc. Total	Professional Services	Non DBE	\$ 78,082.83
Airgas USA LLC Total	Operating Supplies	Non DBE	\$ 86.40
Amazon.com Total	P-CARD	Non DBE	\$ 210.72
American Continental Techlabs Total	Parts	WOB	\$ 8,943.65
Apollo Video Technology Total	Misc. Electronic Equipment	MOB / Small	\$ 121,404.00
APPLIED MSS Total	P-CARD	Non DBE	\$ 4,220.73
APTA Total	P-CARD	Non DBE	\$ 875.00
Arrow Crane Service, Inc. Total	Professional Services	Small	\$ 9,023.09
A-Welders & Medical Supply Total	Fuel	Small	\$ 1,718.72
Aws Ayad Hussein Total	Professional Services	Small	\$ 625.00
A-Z Office Resource, Inc. Total	Office Supplies	WOB	\$ 13,961.76
Batteries Plus Bulbs Total	Parts	Small	\$ 9,914.70
Brandon's, Inc. Total	Other Safety Expense - KAT	Small	\$ 930.50
Bridgestone Americas Tire Total	Parts	Non DBE	\$ 56,249.85
Broadway Signs Total	Operating Supplies	Small	\$ 246.48
Buford C. Smith Co., Inc. Total	Other Shop Expense Supplies	Small	\$ 74.94
Cable Car Classics, Inc. Total	Parts	WOB / Small	\$ 2,411.61
CANVA FOR WORK YEARLY Total	P-CARD	Non DBE	\$ 119.40
Carrier Transicold South Total	Parts	Non DBE	\$ 540.75
CDM Smith Inc. Total	Professional Services	Non DBE	\$ 2,199.00
Central States Bus Sales Total	Parts	Non DBE	\$ 26,541.23
Certified Laboratories Total	Oil	Non DBE	\$ 28,711.55
Cintas Corporation Total	Uniforms	Non DBE	\$ 13,113.71
Cintas Document Management Total	Parts	Non DBE	\$ 2,682.25
Cintas First Aid & Safety Total	Operating Supplies	Non DBE	\$ 372.81
CivicPlus Total	Computer Maintenance	Non DBE	\$ 7,697.00
Clarke Power Services Total	Professional Services	Non DBE	\$ 5,884.15
Clear Fuel, LLC Total	Oil	Small	\$ 6,510.58
Clever Devices Ltd. Total	Parts	Non DBE	\$ 62,240.64
Clinton Hwy. Wrecker Service Total	Professional Services	Small	\$ 5,750.00
Coastal Wipers of Tennessee Total	P-CARD	Non DBE	\$ 2,880.00
CORNWELL DS TOOLS Total	P-CARD	Non DBE	\$ 2,454.48
Creative Bus Sales, Inc. Total	Parts	Non DBE	\$ 12,782.14
Crosslin & Associates Total	Professional Services	Non DBE	\$ 2,000.00

Vendor Name	Account Name	DBE	Amount
Cummins Crosspoint LLC Total	Professional Services	Non DBE	\$ 188,576.70
Cummins-Allison Corp. Total	Professional Services	Non DBE	\$ 42.00
Davis Hose & Supply, Inc. Total	Other Shop Expense Supplies	Small	\$ 68.00
Dell Marketing L.P. Total	Personal Computers	Non DBE	\$ 1,647.49
Design & Construction Services Total	Professional Services	Small	\$ 165,795.35
DRUGTESTSINBULK COM Total	P-CARD	Non DBE	\$ 2,996.25
Ecolane USA, Inc. Total	Computer Maintenance	Non DBE	\$ 43,824.00
Electronic Data Magnetics Total	Duplication Services	Non DBE	\$ 16,348.00
Elliott's Tennessee Boot Co Total	Uniforms	WOB / Small	\$ 5,845.75
English Mountain Spring Water Total	Operating Supplies	Small	\$ 164.00
Enterprise Waste Oil Co., Inc. Total	Parts	Small	\$ 15,580.00
Expoquip, Inc. Total	Parts	MOB / Small	\$ 74,607.77
Fastenal Company Total	Parts	Non DBE	\$ 254.15
First Transit, Inc. Total	Professional Services	Non DBE	\$ 1,854.00
Fleet Pride, Inc. Total	Parts	Non DBE	\$ 1,130.27
Fleming Machine & Welding Shop Total	P-CARD	WOB / Small	\$ 294.00
FM George Safe & Lock Total	Parts	WOB / Small	\$ 280.75
Frantz, McConnell & Seymour Total	Legal - Outside Counsel	Small	\$ 17,353.26
Galls, LLC Total	Uniforms	Non DBE	\$ 74,975.15
GARD SPECIALISTS CO INC Total	P-CARD	Non DBE	\$ 836.45
Genfare Total	Parts	Non DBE	\$ 8,104.68
Gillig Corporation Total	Parts	Non DBE	\$ 138,011.43
GRAINGER Total	Parts	Non DBE	\$ 1,107.04
Graphic Creations, Inc. Total	Publicity	WOB / Small	\$ 2,018.80
HALS SUPPLY INC Total	P-CARD	Small	\$ 23,264.40
HARBOR FREIGHT TOOLS Total	P-CARD	Non DBE	\$ 3,690.05
Heavy Duty Lift & Equipment Total	Professional Services	Non DBE	\$ 3,917.14
HI-LINE, INC. Total	P-CARD	Non DBE	\$ 613.43
Holston Construction Services Total	Professional Services	Small	\$ 113,256.58
HOME DEPOT Total	P-CARD	Non DBE	\$ 5,522.38
Hornsby Brand Design Total	Publicity	WOB / Small	\$ 390.00
Hunter Oil Company, Inc. Total	Oil	Non DBE	\$ 7,260.15
HYFN Local Total	Publicity	Non DBE	\$ 1,000.00
INTERNATIONAL TRANSACTION Total	P-CARD	Non DBE	\$ 2.38
Jasper Engines & Transmissions Total	Parts	Non DBE	\$ 9,444.00
Kelsan, Inc. Total	Professional Services	Non DBE	\$ 651.06
Ken Smith Auto Parts Total	Parts	Non DBE	\$ 3,712.10
KIMBALL MIDWEST Total	P-CARD	Non DBE	\$ 3,140.82
Kirk's Automotive, Inc. Total	Parts	Non DBE	\$ 7,135.06
Knox Filters, Inc. Total	Parts	Small	\$ 351.60
Knox Fire Extinguisher Co Total	Parts	Small	\$ 539.00
Knoxville Blue Print & Supply Total	Professional Services	WOB / Small	\$ 173.60
KNOXVILLE BOLT & SCR Total	P-CARD	Small	\$ 37.45
KOLOB INDUSTRIES, LLC Total	P-CARD	Non DBE	\$ 789.31
KROGER Total	P-CARD	Non DBE	\$ 5.99
Lamar Texas Limited Partnership Total	Publicity	Non DBE	\$ 6,180.00
LANCE CUNNINGHAM FORD Total	Parts	Non DBE	\$ 586.24
Loomis Armored US, LLC Total	Professional Services	Non DBE	\$ 3,691.25

Vendor Name	Account Name	DBE	Amount
Lowe's Total	P-CARD	Non DBE	\$ 623.42
Lubrication Equipment Service Total	P-CARD	Small	\$ 15.00
LYNX SUPPLY Total	P-CARD	WOB / Small	\$ 720.00
MAC TOOLS - KNOXVILLE Total	P-CARD	Non DBE	\$ 1,088.73
Magaldi & Magaldi, Inc. Total	Parts	Small	\$ 213.12
MATCO TOOLS Total	P-CARD	Non DBE	\$ 330.95
MCI Service Parts, Inc. Total	Parts	Non DBE	\$ 1,260.80
McMahon Berger, P.C. Total	Legal - Outside Counsel	Small	\$ 95,564.84
MHC Kenworth - Knoxville Total	Parts	Non DBE	\$ 53.68
Michael Brady, Inc. Total	Professional Services	Small	\$ 20,200.00
Mid-South Bus Center, Inc. Total	Repair and Maintenance Services	Non DBE	\$ 976.57
Mobile Communications America Total	Repair and Maintenance Services	Non DBE	\$ 6,281.54
Mohawk Ltd. Total	Parts	WOB	\$ 557.40
Mohawk Manufacturing & Supply Total	Parts	Non DBE	\$ 1,527.26
MSDSonline, Inc. Total	Repair and Maintenance Services	Non DBE	\$ 2,409.00
Multicultural Media Group Total	Legal Notices	MOB / Small	\$ 192.00
Muncie Transit Supply Total	Parts	Non DBE	\$ 821.82
MUNICIPAL SIGN AND SUPPLY Total	P-CARD	Non DBE	\$ 1,026.95
Napa Auto Parts Total	Parts	Non DBE	\$ 21,413.50
National Auto Parts Company Total	Parts	WOB / Small	\$ 14,591.75
National Systems, Inc. Total	Parts	WOB	\$ 4,125.68
New Process Radiator Works Total	Parts	Small	\$ 4,035.00
Newbegin Enterprises, Inc. Total	Parts	Non DBE	\$ 11,327.46
NOREGON SYSTEMS INC Total	P-CARD	Non DBE	\$ 670.00
NORTHERN TOOL EQUIPMNT Total	P-CARD	Non DBE	\$ 1,332.70
Novatech, Inc. Total	Copier Charges	Non DBE	\$ 5,531.37
OFFICE DEPOT Total	Office Supplies	Non DBE	\$ 2,254.30
Oliver Appraisal Total	Parts	WOB / Small	\$ 65.00
OLLIES BARGAIN OUTLET Total	P-CARD	Non DBE	\$ 20.99
O'Reilly Auto Parts Total	Parts	Non DBE	\$ 13,181.66
Panera Bread Company Total	Food	Non DBE	\$ 252.64
Parrott Printing Total	Parts	Small	\$ 3,159.78
PARTY CITY Total	P-CARD	Non DBE	\$ 15.96
PAYPAL ANOINTEDLIQ Total	P-CARD	Non DBE	\$ 300.00
PAYPAL BBUSA Total	P-CARD	Non DBE	\$ 85.00
PAYPAL GOODBUYINGG Total	P-CARD	Non DBE	\$ 79.99
PAYPAL GUYS DOLLSFA Total	P-CARD	Non DBE	\$ 154.00
PERFORMANCE PRODUCTS Total	P-CARD	Non DBE	\$ 132.60
Pete's Alignment Service Total	Professional Services	Small	\$ 395.00
Petree's Flowers, Inc. Total	Grants & Benevolences	WOB / Small	\$ 320.50
POST TRAILER REPAIRS INC Total	P-CARD	MOB	\$ 138.26
Professional Compressed Total	Professional Services	WOB / Small	\$ 3,392.50
QUICK-O MUFFLER & BRAKE Total	P-CARD	Small	\$ 1,715.00
RECARO NORTH AMERICA INC Total	P-CARD	Non DBE	\$ 818.72
RED WING SHOE Total	Uniforms	Non DBE	\$ 502.97
RICK MCGILLS AIRPORT TOYOTA Total	P-CARD	Non DBE	\$ 475.55
Ridge Safety Sales, Inc. Total	P-CARD	Small	\$ 88.51
RISEVISION Total	P-CARD	Non DBE	\$ 217.41

Vendor Name	Account Name	DBE	Amount
Rogers Petroleum, Inc. Total	Inventory - Fuel	Small	\$ 905,486.08
Royal Brass & Hose, Inc. Total	Parts	Small	\$ 3,926.06
Rural King Total	P-CARD	Non DBE	\$ 434.92
Russell Printing Options Total	Duplication Services	WOB / Small	\$ 21,731.00
Sardo Bus & Coach Upholstery Total	Parts	Non DBE	\$ 3,116.00
Scientific Sales, Inc. Total	Other Shop Expense Supplies	MOB / WOB /Small	\$ 227.00
Scripps NP Operating, LLC Total	Legal Notices	Non DBE	\$ 151.45
SEARS ROEBUCK Total	P-CARD	Non DBE	\$ 46.00
SHI International, Inc. Total	Computer Software	MOB / WOB	\$ 324.21
Shields Electronics Supply Total	Parts	Small	\$ 377.58
Single Source, Inc. Total	Other Shop Expense Supplies	Small	\$ 25,221.16
SNAPON TOOLS Total	P-CARD	Non DBE	\$ 1,818.28
SOUTHCOMM INC Total	P-CARD	Non DBE	\$ 35.00
Southern Coach Parts Total	Parts	Small	\$ 12,146.86
Southern Pump & Tank Co. Total	Professional Services	Non DBE	\$ 32,129.36
Spectra Environmental Group Total	Environmental Services	Small	\$ 6,108.71
STAPLES Total	Office Supplies	Non DBE	\$ 2,855.55
STEELTOESHOESCOM Total	Uniforms	Non DBE	\$ 214.98
Stokes Electric Co. Total	Parts	Small	\$ 177.36
Superior Van & Mobility Total	Parts	Non DBE	\$ 325.39
TARGET Total	P-CARD	Non DBE	\$ 28.46
Ted Russell Ford Lincoln Total	Parts	Non DBE	\$ 44,938.45
Temp Systems/TSI Industrial Total	Professional Services	WOB / Small	\$ 7,504.00
Tennessee Valley Fasteners Total	Parts	Small	\$ 15.40
The Aftermarket Parts Company, Total	Parts	Non DBE	\$ 7,141.55
The Cor-tenn Co LLC Total	Other Shop Expense Supplies	Small	\$ 2,577.80
The Janek Corporation Total	Parts	WOB / Small	\$ 25,317.00
THE SCHOOL BOX 022 KNOXVILLE Total	P-CARD	Non DBE	\$ 39.90
Thermo King Of Knoxville, Inc. Total	Parts	Non DBE	\$ 9,820.41
Time And Pay Total	Professional Services	Non DBE	\$ 15,947.55
tk Engineered Plastics Total	Parts	Non DBE	\$ 2,654.70
TN-66-VOL VOLVO Total	P-CARD	Non DBE	\$ 573.48
Tolar Manufacturing Co., Inc. Total	Misc. Operating Equipment	Non DBE	\$ 2,010.00
Transit Information Products Total	Publicity	Non DBE	\$ 14,760.00
TRIMARK STRATEGIC - KNOXVILLE Total	P-CARD	Non DBE	\$ 81.96
Triple S Steel Supply Co. Total	Parts	Non DBE	\$ 1,368.23
Truck Pro, Inc. Total	Parts	Non DBE	\$ 19,694.32
Turner Industrial Supply Inc Total	Parts	Small	\$ 2,066.45
Unicorn HRO, LLC Total	Professional Services	Small	\$ 11,662.50
Vehicle Maintenance Program Total	Parts	WOB / Small	\$ 8,953.00
Volunteer Auto Wash, Inc. Total	Professional Services	MOB / Small	\$ 345.00
WAL-MART Total	P-CARD	Non DBE	\$ 311.84
Washing Equipment Of Tn Total	Other Shop Expense Supplies	Small	\$ 9,479.39
Wood Printing Company Total	Office Supplies	WOB / Small	\$ 1,565.35
WTNZ, LLC Total	Publicity	Non DBE	\$ 400.00
Zones, Inc. Total	Misc. Computer Equipment	MOB	\$ 75.00

Total Competitive Spend **\$ 2,883,788**

Form 2

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

Knoxville Area Transit
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.

4/1/2019
Date

Melissa Roberson, Interim Director of Transit
Chief Executive Officer

Doug Lawyer, Chair, Knoxville Transportation Authority
Board Chair

Form 3

SUMMARY

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

KAT information on attached sheets



SUMMARY

TITLE VI REPORT

Explanation of Exhibits Included in Report Following the Table of Contents

Introduction.....	4
Title VI Program Checklist From Appendix A of FTA C 4702.1B.....	6

A brief introduction is provided. As part of the FTA Title VI Requirements Circular a checklist of what should be included in each agency's Title VI Report is provided. FTA highly encourages agencies to stick to the checklist. This Report follows that checklist.

Note: Requirements for transit agencies are broken down into three sections. Section One, General Requirements is to be done by all transit agencies that utilize FTA funding. Section Two, is for those agencies that provide fixed-route services. Section Three, is for those agencies that provide fixed-route services and have over 50 vehicles in peak-hour service and whose service area is within an urbanized area of over 200,000 in population. KAT meets all three of the requirements so they must provide information in all three sections.

General Requirements – Section One.....	9
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This section is required to be completed by all transit agencies that utilize FTA funding.

Title VI Notice & Posting Locations.....	11
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This is a standard Title VI notice that states KAT does not discriminate based on race, color or national origin in accordance with the Title VI act. KAT posts this notice in a variety of locations, including on the website, Knoxville Station, driver training room, KAT Magnolia Offices etc.

Title VI Complaint Procedures.....	15
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Each agency must provide a copy of their Title VI complaint procedures.

Title VI Complaint Form.....	19
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Each agency must provide a copy of their Title VI complaint form.

List of Transit-Related Title VI Investigations, Complaints, and Lawsuits.....	23
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Each agency must list any current Title VI investigations, complaints, and lawsuits. At this time, KAT does not have any Title VI investigations, complaints, or lawsuits.

Public Participation Plan & Information on Outreach Efforts	27
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Each agency must describe how they seek to engage minorities and persons who are of low income. Each agency must also attach their Public Participation Plan with regards to the area's regional Long Range Transportation Plan and Transportation Improvement Plan (TIP). All federal transportation dollars, including those from FTA must be listed in the regional Long Range Transportation Plan and TIP. Those documents are the responsibility of the Knoxville Regional Transportation Planning Organization (TPO) in which KAT works in coordination with to be sure transit projects are included in those documents. As the TPO is responsible for the Long Range Transportation Plan and the TIP, the TPO's public involvement plan is included.

Language Assistance Plan (Limited English Proficiency (LEP) Analysis).....115

Each agency is required to develop a Language Assistance Plan to help those persons who do not speak English well. Using Census data and focusing on the KAT Title VI service area (defined as an area ½ mile to either side of a fixed route) 92.0% of the population speaks only English and 8.0% speaks "Some Other Language." Of those that speak some other language, those that speak Spanish (4.1%) are the most prevalent. Of those that speak Spanish, 47.2% said they speak English very well and 52.8% said they speak English less than very well. The Spanish speaking persons who speak English less than very well represent approximately 2.2% of the total population in the KAT Title VI service area.

The Language Assistance Plan explains how KAT assists those persons who do not speak English at all or very well. KAT's fixed-route timetables include information in Spanish. KAT can provide interpreter or translator services if needed. KAT works with other agencies and non-profits whose focus is providing assistance to those who may have language difficulties.

Table Depicting Membership of Non-Elected Committees.....129

Each agency is required to list the racial composition of any non-elected Board or committee. Both the KTA and Citizens Advisory Committee are included.

Primary Recipient's Description of How It Monitors Sub-Recipients.....133

This section is not applicable as KAT does not have any sub-recipients at this time.

Title VI Equity Analysis if the Recipient has Constructed a Facility.....137

KAT did not have any facility construction projects during the three year review period. The Knoxville Station information was included in the last FTA Title VI Report.

Copy of Minutes and Resolution Documenting the KTA Approval of Title VI Program.....141

Once the KTA approves the Title VI Report a copy of the minutes and the resolution will be placed in this section.

Requirements of Transit Providers – Section Two.....145

Section Two must be completed by those transit agencies that accept FTA funding and provide fixed-route transit services. KAT meets this requirement. Section Two focuses

on the development of required service standards and policies. FTA requires a standard and/or policy for Vehicle Load, Vehicle Headway, One Time Performance, Service Availability, and Transit Amenities. The KTA approved these standards and policies in 2013. An updated report on how KAT is meeting these standards is included with this packet.

Service Standards & Service Policies.....	147
Vehicle Load for Each Mode.....	149
Vehicle Headway for Each Mode.....	149
On Time Performance For Each Mode.....	149
Service Availability For Each Mode.....	149
Transit Amenities for Each Mode.....	149
Vehicle Assignment for Each Mode.....	150

Requirements of Providers With 50 or More Buses in Peak Service – Section Three.....151

This section is required to be completed by those agencies that accept FTA funding and provide fixed-route services and have more than 50 buses in peak service and operate in an urban area of over 200,000 in population. KAT meets this requirement.

Demographic and Service Profile Maps and Charts.....	153
Map 1 – Base Map of KAT Services.....	155
Map 2 – Demographic Map of KAT Service Area.....	157
Map 3 – KAT Service Area – Low Income Population.....	159

Demographic maps and data are included. For KAT's Title VI service area (1/2 mile to either side of a fixed-route), minorities represent approximately 28.8% of the population. For KAT's Title VI service area, approximately 27.3% of the population is of low income. KAT utilizes these maps when evaluating possible Title VI impacts. The maps show the KAT service area, broken down by Census block groups. Any block group that exceeds the percent minority (28.8%) or low income (27.3%) is considered a Title VI area of concern. KAT pays close attention to possible impacts of any proposed service change or fare increase on the identified Title VI areas.

Demographic Ridership and Travel Patterns, Collected By Surveys.....167

The Title VI regulations now require each transit agency to conduct a Title VI survey of its passengers every five years. KAT had a Title VI survey completed (2013) by the consultation firm TranSystems. A copy of the report and the data are included in the Title VI Report. KAT staff will utilize this data along with the other demographic maps and tables when analyzing the potential Title VI impacts of proposed service modifications or fare increases.

Results of the Monitoring Program and Report, Including KTA Approval.....	209
Monitoring Report.....	213-217
Map 4 – KAT Service Availability.....	219
Map 5 – KAT Transit Amenities.....	221

Each agency is required to utilize the demographic data available to determine which of its fixed-routes are considered minority routes. The Title VI regulations state that a minority (or low-income) fixed-route is one in which more than 1/3 of its route travels

through a Title VI area (block groups). Then, KAT must determine how the minority routes compare to the rest of the system when analyzing the Title VI standards and/or policies for Vehicle Load, Vehicle Headway, One Time Performance, Service Availability, and Transit Amenities.

Policy Development and Public Engagement Process.....	225
Major Service Change Policy.....	229
Disparate Impact Policy.....	230
Disproportionate Burden Policy.....	231
Description of the Public Engagement Process for Setting the Policies.....	232-248

Each agency must develop a Major Service Change Policy, a Disparate Impact Policy, and a Disproportionate Burden Policy as related to Title VI. The KTA has already approved these policies in 2013. The policies are included with this packet.

Results of Service and/or Fare Equity Analysis Conducted Since Last Title VI Program.....	249
K2 Demonstration Project.....	xxx
Route Changes – 10, 34, 40, 45.....	xxx
Cumberland Avenue Fare Free Zone.....	xxx
Trolley Redesign.....	xxx
Route Changes – 12, 22, 23, 33.....	xxx

Agencies must provide examples of any recent service changes or fare increases and show that Title VI considerations were included as part of the deliberations. KAT had five service changes that required a Title VI analysis.

Language Assistance Plan

Limited English Proficiency (LEP) Analysis

For

**The City of Knoxville
And
Knoxville Area Transit**

**Updated
December 1, 2017**

Knoxville Area Transit

301 Church Avenue
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FTA Recipient Grantee I.D. #1124

Dawn Distler – Director of Transit

Melissa Roberson – Chief Administrative Officer (Title VI Coordinator)

Belinda Woodiel-Brill – Director of Communications & Service Development

KAT is the public transit provider for the City of Knoxville, Tennessee. KAT is operated by a non-profit organization called K-Trans Management, Inc. Federal grant funding is managed by the City of Knoxville, who is the direct recipient of Federal Transit Administration (FTA) Section 5307 funding. For this report, in most instances, the terms Knoxville Area Transit, KAT, and the City of Knoxville refer to the staff of KAT who are charged with the responsibility of meeting all Federal requirements, including those under Title VI and FTA Circular 4702.1B.

KAT coordinates regional planning activities, including those under Title VI, with the Knoxville Regional Transportation Planning Organization (TPO), the local Metropolitan Planning Organization (MPO) for the Knoxville urban area.

This report was prepared in cooperation with the U.S. Department of Transportation, Federal Highway Administration, Federal Transit Administration, and the Tennessee Department of Transportation.

Title VI Nondiscrimination Statement

The City of Knoxville/Knoxville Area Transit operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act. To request additional information on the civil rights program, or to request a form to file a complaint under this program, persons may submit a "contact" form at www.katbus.com or call 865-637-3000. Or, a complaint may be filed directly with the Federal Transit Administration, Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

For additional Title VI information contact:

Knoxville Area Transit
Attention: Melissa Roberson, Title VI Coordinator
301 Church Avenue
Knoxville, TN 37915
865-215-7800 (Phone)

KAT Language Assistance Plan

KAT has an extremely ambitious goal that there should be no boundary as related to language that should prohibit anyone from riding the bus or utilizing KAT services. KAT feels it is important to give everyone an opportunity to provide input on the various plans, programs, and services it offers. KAT recognizes that some people in the community struggle to understand English and therefore extra efforts must be made in communicating to the community.

Limited English Proficient (LEP) individuals are persons who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English. LEP persons are entitled to language assistance under Title VI of the Civil Rights Act of 1964 with respect to a particular type of service, benefit, or encounter. Recipients of Federal funding are required to take reasonable steps to ensure meaningful access to their programs and activities by LEP persons. While designed to be flexible and a fact-dependent standard, the starting point is an individualized assessment that balances the following four factors: (1) the number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service of the recipient 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 recipient to people's lives; and (4) the resources available to the recipient and costs.

After applying the four-factor analysis to the various kinds of contacts a recipient has with the public, the recipient may conclude that different language assistance measures are sufficient to ensure meaningful access to the different types of programs or activities in which it engages. This document includes the four-factor analysis and then concludes with KAT's Language Assistance Plan (LAP).

This report utilizes several sources but most importantly the following documents.

Department of Transportation Office of the Secretary – *Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons* – Federal Register, Vol. 70, No. 239, Wednesday, December 15, 2005, pages 74087-74100

Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons – A Handbook for Public Transportation Providers prepared by the Federal Transit Administration Office of Civil Rights, April 13, 2007

As, a sub-recipient of Federal funds through the Tennessee Department of Transportation (TDOT), KAT also utilizes *The Tennessee Department of Transportation Language Access Assessment and Planning Tool for Limited English Proficiency Individuals*, 2012.

U.S. Census Bureau, *American Community Survey*, 2010-2014 5-Year Estimates.

On-Board Survey and Title VI Data Collection for Knoxville Area Transit by TranSystems with RLS & Associates, November 2013.

The Outreach Plan, Your Seat At The Table by the Knoxville Regional Transportation Planning Organization, April 25, 2012 (amended October 16, 2013).

It should also be noted that this Language Assistance Plan (LAP) and the Four-Factor Limited English Proficiency Analysis are considered part of KAT's Federal Transit Administration (FTA) Title VI Report.

Four-Factor Analysis

Factor 1: The Number and Proportion of LEP Persons Served or Encountered In the Eligible Service Population:

Knoxville Area Transit (KAT) provides transit service generally within the corporate limits of the City of Knoxville. KAT, through the City of Knoxville, is a designated recipient of FTA Section 5307 funding for transit providers within Metropolitan urban areas with a population of 200,000 or greater. The Knoxville Regional Transportation Planning Organization (TPO) is the local Metropolitan Planning Organization (MPO) for the Knoxville urban area.

KAT defines its service area as ½ mile to either side of a fixed route. For this analysis Census Block Groups were used. Because, KAT's service area does not conform to any census boundaries, an estimation had to be done for any Census Block Group that was not totally within the KAT service area. So, if 1/3 of a block group was within the service area 1/3 of that Block Group's population data was included in this analysis. The data set used is the U.S. Census Bureau, 2010-2014 *American Community Survey* (see data tables at the end of this document). The total population of the KAT LEP/Service Area is 158,786. For the LEP analysis, the population segment of those persons who are 5 Years or Older is used. For the KAT LEP/Service Planning Area, the Total Population 5 Years or Older is 149,548.

FTA's *LEP Handbook* suggests using Census data which reports the number of persons whose primary language is not English ("Some Other Language" category). At the time the *LEP Handbook* was published, the Census further breaks down the "Some Other Language" category into those persons who Speak English Very Well, Well, Not Well, and Not At All. However, starting in 2010, the *American Community Survey* no longer uses these same categories. The *American Community Survey* has streamlined the data into two sets – those that "Speak English Very Well" and those who "Speak English Less Than Very Well". Essentially, they have eliminated the middle step, as the FTA recommends adding the Speaks English Well, Not Well, and Not At All together into a new "Speaks Less Than Very Well" category.

Of the Total Population 5 Years or Older in the KAT LEP Planning Area, 92.0% speak only English and 8.0% speak "Some Other Language". The category "Some Other Language" includes Spanish, Other Indo-European Languages, Asian and Pacific Island Languages, and Other Languages. Following the FTA guidance, the LEP target group includes those persons who "Speak English Less Than Very Well." With all of the languages combined together, 6,187 persons or 4.1% of the Total Population 5 Years and Older in the KAT LEP Planning Area said they "Speak English Very Well" and 5,848 persons or 3.9% said they "Speak English Less Than Very Well."

In the KAT LEP Planning Area, Spanish is the predominant language spoken in the "Some Other Language" category. Of the Total Population 5 Years and Older, there are 6,111 persons or 4.1% that speak Spanish as their primary language. Those persons who

Speak Spanish represent 50.8% of the total population that speaks another language besides English. So, the remaining 49.8% is comprised of the people that speak one of all the other languages. Of persons who speak Spanish, 2,882 said they "Speak English Very Well" and 3,229 said they "Speak English Less Than Very Well." Therefore, the most predominate group of persons who "Speak English Less Than Very Well" in the KAT LEP Planning Area is Spanish speaking and those persons represent 2.2% of the Total Population 5 Years and Older in the KAT LEP/Service area.

Factor 2: The Frequency with which LEP Individuals Come into Contact with Your Programs, Activities, and Services:

KAT evaluated the frequency with which LEP individuals have come into contact with KAT programs and services. The most frequent contact occurs out on the bus routes. There is some contact at KAT offices in the customer service area or at locations where bus passes can be purchased. KAT also participates in monthly Knoxville Transportation Authority Board meetings and holds public meetings on a variety of issues such as fare increases or route modifications. Contact at these meetings can occur but documented incidents are extremely low.

KAT had an onboard passenger survey conducted during September and October of 2013. Part of the survey focused on providing demographic data on KAT's passengers. In order to achieve a +/- 3% level of confidence for system-wide results, the consultant conducted 1,841 passenger surveys. From the surveys, 1.5% of the passengers identified themselves as Hispanic. Also, 4.2% of those surveyed said that English was not their native language and less than one percent (0.7%) said they understood English "Less Than Very Well." This is less than the 3.9% estimated from the Census calculations (based on all languages) and the 2.2% estimated based on those who speak Spanish.

KAT also works with other partners including the City of Knoxville, Knoxville Regional TPO, Knox County CAC Transit, East Tennessee Human Resource Agency, Knoxville Knox County Community Action Committee, Knox County Health Department, and the University of Tennessee. In discussing LEP issues with KAT partners it was determined that the incident of contact with persons not speaking English was extremely low.

Factor 3: The Importance to LEP Persons of Your Programs, Activities and Services:

KAT reviewed the importance to LEP persons to its programs, activities and services. KAT has an extremely ambitious goal that there should be no boundary as related to language that should prohibit anyone from riding the bus or utilizing KAT services. KAT feels it is important to give everyone an opportunity to provide input on the various plans, programs, and services it offers. Besides the basic Census data, KAT has mapped Census Block Groups that show those areas where higher concentrations of people who do not speak English well reside. This map helps KAT analyze services and programs and remain aware that while as a region the amount of people who do not speak English well is extremely low, there are persons who may need language assistance.

Factor 4: The Resources Available to the Recipient and Costs:

KAT weighed the demand for language assistance throughout the agency and in the various programs and examined the financial costs and other resources necessary to implement the Language Assistance Plan. People who speak Spanish as a primary language are the most prevalent of those people who do not speak English as their first language. And, based on the U.S. Census, 2.2% of the Spanish speaking persons speak English "Less Than Well." And, based on a recent KAT ridership survey the percentage may be less than one percent.

Over the last few years KAT has had several budget impacts with the rise of the costs in fuel, health/insurance, and labor. Plus, recent changes in the urban area boundary have other transit agencies, for the first time, competing for the Section 5307 and Section 5339 funding that KAT has used regularly as part of its budget. KAT's budget is extremely lean with regards to marketing and public outreach. With that said, the City of Knoxville continues to invest in KAT. New funding resources mainly go to improve KAT services by extending routes, adding later or earlier service, or adding more frequency. Despite shifting budget issues and the extremely low amount of people who speak English "Less Than Very Well," KAT is dedicated to making sure all persons who wish to utilize KAT services and programs can do so. The LAP presented below took all of these factors into careful consideration.

KAT's Language Assistance Plan (LAP)

KAT's LAP includes the following actions:

- KAT includes Spanish translation on the bus route timetables. An example is included with this document.
- KAT has a bus route card hailing program that allows persons who do not speak or read English or have low vision to hold up card the corresponds with the route they want to ride and the bus drivers are trained to look for these cards and stop for passengers. Drivers are also instructed to look for passengers holding up route timetables as an alternate form of hailing the bus.
- KAT is working with other transit providers in the region and the Knoxville Regional TPO to develop a picture board for non-verbal communication.
- KAT has the ability to target a message to the local Hispanic community by publishing notices or articles in the local Hispanic newspaper - Mundo Hispano. KAT can also utilize the Enlightencer newspaper that has a high percentage of minority readers.
- KAT has access to the telephone language interpreter service offered through the City of Knoxville's 311 telephone service.

- If notified in timely manner, KAT can offer free interpreter services at meetings or at the office.
- KAT will post signs at entry points to meetings notifying the public of translator services when KAT anticipates attendance of persons who do not speak English well.
- KAT can offer written translation of vital KAT documents if requested. Multiple copies can be made available if financially feasible. Notification of this service will be stated in vital KAT outreach documents. If documents can not be translated KAT will offer assistance from an interpreter to explain the contents of the document.
- If meetings or services are in areas where KAT knows there is a concentration of persons who do not speak English well, KAT will look to partner with agencies or organization in those areas whose mission is to provide assistance to these disadvantage groups. An example may be meeting with the Hispanic Chamber of Commerce or the Knox County Health Department.
- KAT will continue public outreach efforts, especially targeting disadvantaged socio-economic groups by working with other agencies or organization whose primary services target these groups.
- KAT staff will receive training to ensure they know about LEP policies and procedures and are able to provide assistance when needed.
- KAT regularly reminds operators of LEP procedures via KAT's internal electronic messaging system.
- The City of Knoxville Mayor is dedicated to being sure persons of all races or ethnicity are represented on the transit board – Knoxville Transportation Authority. Currently, two of the nine members are Hispanic.

POPULATION BY LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH

Universe: Population 5 years and over

Source data: U.S. Census Bureau, 2010-2014 American Community Survey, 5-Year Estimates

Compiled by Knoxville/Knox County Metropolitan Planning Commission, September 21, 2016

Area	Total Population	English Only	Speak Spanish			Speak Some Other Language			Speak Non-English Language			Share (%) of Total Population that Speak English less than very well
			Spanish	Speak English very well	Speak English less than very well	Some Other Language	Speak English very well	Speak English less than very well	Non-English	Speak English very well	Speak English less than very well	
Totals	149,548	137,513	6,111	2,882	8,229	5,924	3,305	2,419	12,035	6,187	5,848	3.9
Census Tract 1, Block Group 1	1,916	1,806	16	13	3	94	47	47	110	60	50	2.6
Census Tract 8, Block Group 1	1,699	1,579	112	74	38	8	8	0	120	82	38	2.2
Census Tract 8, Block Group 2	869	869	0	0	0	0	0	0	0	0	0	0.0
Census Tract 8, Block Group 3	922	917	5	5	0	0	0	0	5	5	0	0.0
Census Tract 9.01, Block Group 1	2,006	1,813	43	43	0	150	104	46	193	147	46	2.3
Census Tract 9.02, Block Group 1	1,331	1,181	28	15	13	122	64	58	150	79	71	5.3
Census Tract 9.02, Block Group 2	2,728	2,631	26	9	17	71	61	10	97	70	27	1.0
Census Tract 14, Block Group 1	952	621	301	209	92	30	30	0	331	239	92	9.7
Census Tract 14, Block Group 2	432	413	19	4	15	0	0	0	19	4	15	3.5
Census Tract 14, Block Group 3	1,023	877	125	26	99	21	12	9	146	38	108	10.6
Census Tract 15, Block Group 1	1,456	1,418	18	11	7	20	20	0	38	31	7	0.5
Census Tract 15, Block Group 2	901	842	23	23	0	36	10	26	59	33	26	2.9
Census Tract 15, Block Group 3	1,037	811	178	0	178	48	18	30	226	18	208	20.1
Census Tract 16, Block Group 1	1,046	987	31	31	0	28	11	17	59	42	17	1.6
Census Tract 16, Block Group 2	1,684	1,676	0	0	0	8	8	0	8	8	0	0.0
Census Tract 17, Block Group 1	1,314	1,278	20	9	11	16	7	9	36	16	20	1.5
Census Tract 17, Block Group 2	956	859	0	0	0	97	52	45	97	52	45	4.7
Census Tract 18, Block Group 1	1,237	1,207	30	14	16	0	0	0	30	14	16	1.3
Census Tract 18, Block Group 2	1,022	1,022	0	0	0	0	0	0	0	0	0	0.0
Census Tract 19, Block Group 1	1,831	1,712	62	18	44	57	0	57	119	18	101	5.5
Census Tract 20, Block Group 1	1,113	1,113	0	0	0	0	0	0	0	0	0	0.0
Census Tract 20, Block Group 2	1,465	1,339	106	0	106	20	20	0	126	20	106	7.2
Census Tract 20, Block Group 3	485	485	0	0	0	0	0	0	0	0	0	0.0
Census Tract 21, Block Group 1	1,411	1,161	240	82	158	10	10	0	250	92	158	11.2
Census Tract 21, Block Group 2	1,200	1,180	0	0	0	20	20	0	20	20	0	0.0
Census Tract 22, Block Group 1	994	932	21	21	0	41	41	0	62	62	0	0.0
Census Tract 22, Block Group 2	1,849	1,793	56	56	0	0	0	0	56	56	0	0.0
Census Tract 22, Block Group 3	437	437	0	0	0	0	0	0	0	0	0	0.0
Census Tract 23, Block Group 1	1,353	1,175	82	40	42	96	96	0	178	136	42	3.1
Census Tract 23, Block Group 2	1,624	1,556	35	35	0	33	20	13	68	55	13	0.8
Census Tract 24, Block Group 1	1,950	1,738	122	91	30	91	64	27	213	155	58	3.0
Census Tract 24, Block Group 2	1,607	1,550	50	39	12	7	7	0	57	45	12	0.7
Census Tract 26, Block Group 1	706	548	93	0	93	65	45	20	158	45	113	16.0
Census Tract 26, Block Group 2	1,584	1,389	61	40	21	134	59	75	193	99	96	6.1
Census Tract 27, Block Group 1	1,022	935	53	0	53	34	8	26	87	8	79	7.7
Census Tract 27, Block Group 2	1,554	1,149	262	145	117	143	23	120	405	168	237	15.3
Census Tract 28, Block Group 1	2,637	2,215	78	34	44	344	265	79	422	299	123	4.7
Census Tract 28, Block Group 2	1,520	1,457	18	18	0	45	29	16	63	47	16	1.1
Census Tract 29, Block Group 1	1,683	1,679	6	6	0	0	0	0	6	6	0	0.0
Census Tract 29, Block Group 2	1,610	1,610	0	0	0	0	0	0	0	0	0	0.0
Census Tract 30, Block Group 1	1,187	1,163	0	0	0	24	12	12	24	12	12	1.0
Census Tract 30, Block Group 2	1,582	1,582	0	0	0	0	0	0	0	0	0	0.0
Census Tract 30, Block Group 3	1,240	1,205	10	0	10	25	11	14	35	11	24	1.9
Census Tract 31, Block Group 1	1,275	1,241	19	18	1	15	15	0	34	33	1	0.1

POPULATION BY LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH

Universe: Population 5 years and over

Source data: U.S. Census Bureau, 2010-2014 American Community Survey, 5-Year Estimates

Compiled by Knoxville/Knox County Metropolitan Planning Commission, September 23, 2016

Area	Total Population	English Only	Speak Spanish			Speak Some Other Language			Speak Non-English Language			Share (%) of Total Population that Speak English less than very well
			Spanish	Speak English very well	Speak English less than very well	Some Other Language	Speak English very well	Speak English less than very well	Non-English	Speak English very well	Speak English less than very well	
Census Tract 31, Block Group 2	1,001	924	0	0	0	77	42	35	77	42	35	8.5
Census Tract 32, Block Group 1	1,425	1,285	0	0	0	140	84	56	140	84	56	3.9
Census Tract 32, Block Group 2	1,435	1,426	9	9	0	0	0	0	9	9	0	0.0
Census Tract 33, Block Group 1	800	783	8	8	0	8	8	0	16	16	0	0.0
Census Tract 34, Block Group 1	992	982	5	5	0	5	5	0	10	10	0	0.0
Census Tract 34, Block Group 2	1,135	1,048	23	18	5	64	53	11	87	71	17	1.5
Census Tract 35, Block Group 1	801	757	0	0	0	45	28	16	45	28	16	2.0
Census Tract 35, Block Group 2	304	295	4	0	4	4	0	4	8	0	8	2.7
Census Tract 35, Block Group 3	2	2	0	0	0	0	0	0	0	0	0	0.0
Census Tract 37, Block Group 1	1,624	1,303	178	35	143	143	101	42	921	136	185	11.4
Census Tract 37, Block Group 2	327	284	7	7	0	36	12	24	43	19	24	7.3
Census Tract 37, Block Group 3	725	721	0	0	0	4	0	4	4	0	4	0.6
Census Tract 38.01, Block Group 1	1,575	1,335	0	0	0	240	151	89	240	151	89	5.7
Census Tract 38.01, Block Group 2	1,484	1,234	157	0	157	99	31	62	250	31	219	14.8
Census Tract 38.01, Block Group 3	1,416	1,275	21	22	0	119	55	64	141	77	64	4.5
Census Tract 38.02, Block Group 1	156	140	14	5	9	1	1	0	15	6	9	5.8
Census Tract 38.02, Block Group 2	141	122	19	12	7	0	0	0	19	12	7	4.9
Census Tract 39.01, Block Group 1	1,781	1,734	7	7	0	39	39	0	47	47	0	0.0
Census Tract 39.01, Block Group 2	1,939	1,588	156	85	71	195	59	136	851	144	207	10.7
Census Tract 39.02, Block Group 1	905	759	146	91	55	0	0	0	146	91	55	6.1
Census Tract 39.02, Block Group 2	1,812	1,805	0	0	0	7	2	5	7	2	5	0.3
Census Tract 40, Block Group 1	2,043	1,985	58	0	58	0	0	0	58	0	58	2.8
Census Tract 40, Block Group 2	1,837	1,750	87	49	38	0	0	0	87	49	38	2.1
Census Tract 41, Block Group 1	2,065	2,024	16	6	10	25	14	11	41	20	21	1.0
Census Tract 41, Block Group 2	1,942	1,886	12	12	0	44	44	0	56	56	0	0.0
Census Tract 42, Block Group 1	1,360	1,209	131	90	41	20	13	7	151	103	48	3.5
Census Tract 42, Block Group 2	1,271	1,182	20	20	0	69	36	33	89	56	33	2.6
Census Tract 43, Block Group 1	641	617	3	3	0	20	14	7	24	17	7	1.1
Census Tract 43, Block Group 2	1,392	1,244	109	0	109	39	0	39	148	0	148	10.6
Census Tract 44.01, Block Group 1	329	309	2	2	0	19	11	8	20	13	8	2.4
Census Tract 44.01, Block Group 2	1,658	1,257	0	0	0	401	105	296	401	105	296	17.9
Census Tract 44.03, Block Group 2	1,252	1,034	182	62	120	36	26	10	218	87	131	10.4
Census Tract 44.03, Block Group 3	164	164	0	0	0	0	0	0	0	0	0	0.0
Census Tract 44.04, Block Group 1	614	585	6	6	0	23	10	12	29	17	12	2.0
Census Tract 44.04, Block Group 2	1,546	1,419	4	4	0	123	77	46	127	81	46	3.0
Census Tract 45, Block Group 1	1,584	977	466	203	263	141	97	44	607	300	307	19.4
Census Tract 45, Block Group 2	669	598	28	6	22	44	32	11	71	38	33	4.9
Census Tract 45, Block Group 3	1,252	1,043	70	70	0	140	49	91	209	118	91	7.3
Census Tract 45, Block Group 4	1,306	1,153	0	0	0	153	68	85	153	68	85	6.5
Census Tract 46.09, Block Group 1	1,425	1,083	0	0	0	343	221	122	343	221	122	8.6
Census Tract 46.10, Block Group 1	2,159	1,709	397	89	308	53	53	0	450	142	308	14.3
Census Tract 46.10, Block Group 2	981	964	0	0	0	17	17	0	17	17	0	0.0
Census Tract 46.10, Block Group 3	1,383	1,261	92	0	92	30	27	4	122	27	96	6.9
Census Tract 46.11, Block Group 1	668	639	0	0	0	29	26	3	29	26	3	0.5
Census Tract 46.14, Block Group 2	556	408	78	4	74	70	15	55	148	20	128	23.1

POPULATION BY LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH

Universe: Population 5 years and over

Source data: U.S. Census Bureau, 2010-2014 American Community Survey, 5-Year Estimates

Compiled by Knoxville/Knox County Metropolitan Planning Commission, September 21, 2016

Area	Total Population	English Only	Speak Spanish			Speak Some Other Language			Speak Non-English Language			Share (%) of Total Population that Speak English less than very well
			Spanish	Speak English very well	Speak English less than very well	Some Other Language	Speak English very well	Speak English less than very well	Non-English	Speak English very well	Speak English less than very well	
Census Tract 46.15, Block Group 1	2,175	2,036	67	20	46	70	28	42	136	48	88	4.1
Census Tract 47, Block Group 1	299	285	4	2	2	9	2	7	13	4	9	3.1
Census Tract 48, Block Group 1	1,143	958	163	139	24	22	9	13	186	148	37	3.3
Census Tract 48, Block Group 2	1,020	954	66	66	0	0	0	0	66	66	0	0.0
Census Tract 48, Block Group 3	914	845	29	21	8	39	22	17	69	43	25	2.8
Census Tract 49, Block Group 1	1,644	1,569	60	35	25	15	15	0	75	50	25	1.5
Census Tract 49, Block Group 2	321	306	3	3	0	12	5	6	15	8	6	2.0
Census Tract 50, Block Group 1	568	560	4	0	4	4	4	0	8	4	4	0.7
Census Tract 50, Block Group 2	515	508	7	7	0	0	0	0	7	7	0	0.0
Census Tract 50, Block Group 3	1,138	1,137	2	2	0	0	0	0	2	2	0	0.0
Census Tract 51, Block Group 2	898	848	30	30	0	20	14	5	50	44	5	0.6
Census Tract 52.01, Block Group 3	21	21	0	0	0	0	0	0	0	0	0	0.0
Census Tract 52.02, Block Group 2	144	142	2	2	0	1	1	0	3	3	0	0.0
Census Tract 55.01, Block Group 1	248	244	2	2	0	2	2	0	3	3	0	0.0
Census Tract 55.01, Block Group 2	138	137	0	0	0	1	1	0	1	1	0	0.0
Census Tract 56.03, Block Group 1	476	452	14	14	0	10	10	0	24	24	0	0.0
Census Tract 56.03, Block Group 2	302	284	19	19	0	0	0	0	19	19	0	0.0
Census Tract 57.04, Block Group 2	1,293	1,140	67	67	0	87	33	53	154	101	53	4.1
Census Tract 57.06, Block Group 1	353	136	3	3	1	14	10	4	17	13	4	2.7
Census Tract 57.06, Block Group 2	310	273	9	5	4	28	26	2	37	31	6	1.9
Census Tract 60.02, Block Group 2	1,025	959	65	65	0	0	0	0	65	65	0	0.0
Census Tract 61.04, Block Group 1	33	28	4	2	2	2	1	0	5	3	2	5.6
Census Tract 66, Block Group 1	1,409	1,357	34	28	6	18	18	0	52	46	6	0.4
Census Tract 66, Block Group 2	1,822	1,784	16	16	0	22	22	0	38	38	0	0.0
Census Tract 67, Block Group 1	631	587	39	16	23	5	5	0	44	21	23	3.6
Census Tract 67, Block Group 2	845	639	6	6	0	0	0	0	6	6	0	0.0
Census Tract 67, Block Group 3	1,255	1,203	52	52	0	0	0	0	52	52	0	0.0
Census Tract 68, Block Group 1	1,471	1,348	73	0	73	50	0	50	123	0	123	8.4
Census Tract 68, Block Group 2	1,588	1,584	4	4	0	0	0	0	4	4	0	0.0
Census Tract 68, Block Group 3	1,504	1,356	148	53	95	0	0	0	148	53	95	6.3
Census Tract 68, Block Group 4	56	56	0	0	0	0	0	0	0	0	0	0.0
Census Tract 69, Block Group 1	2,103	2,043	16	16	0	44	23	21	60	39	21	1.0
Census Tract 69, Block Group 2	3,213	2,922	108	43	65	183	72	111	291	115	176	5.5
Census Tract 69, Block Group 3	1,766	1,709	33	33	0	24	11	13	57	44	13	0.7
Census Tract 70, Block Group 1	1,309	1,240	10	3	7	59	24	35	69	27	42	3.2
Census Tract 70, Block Group 2	1,013	959	0	0	0	74	41	33	74	41	33	3.2
Census Tract 71, Block Group 1	1,399	1,320	50	50	0	23	14	9	73	64	9	0.6
Census Tract 71, Block Group 2	1,169	1,082	30	0	30	57	49	8	87	49	38	3.3
Census Tract 71, Block Group 3	873	847	8	0	8	18	18	0	26	18	8	0.9

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March 28, 2019

Ms. Tatia M. Harris
TCCRP Grant Manager/Title VI Coordinator
City of Knoxville Community Relations
P.O. Box 1631
Knoxville, TN 37901

RE: Title VI Report for the Metropolitan Knoxville Airport Authority

Dear Ms. Harris:

Please find enclosed the annual Title VI report for the Metropolitan Knoxville Airport Authority (MCAA) 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
Director of Administration
DBE Liaison Officer

CITY OF KNOXVILLE



Community Relations

Avice Evans Reid
Senior Director

February 26, 2019

Mr. Patrick Wilson
Metropolitan Knoxville Airport Authority
P.O. Box 15600
Knoxville, TN 37901

Dear Mr. Wilson:

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 Tatia M. Harris, Title VI Coordinator, City of Knoxville, P.O. Box 1631, Knoxville, TN 37901/ tharris@knoxvilletn.gov

The report is due by April 5, 2019. 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 Tatia M. Harris at tharris@knoxvilletn.gov or (865) 215-2831.

Sincerely,

Tatia M. Harris
TCCRP Grant Manager/Title VI Coordinator

Enclosures

cc: Law Department

Title VI Report

Please email your report to: tharris@knoxvilletn.gov as a PDF attachment and include the following:

1. Your Equal Employment Opportunity Affirmative Action Policy.

See Attached Policy

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

Alan Jones/ Director of Administration & DBE Liaison Officer

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

See attached EEO-4 Report

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

See attached documentation

5. Outreach and recruitment efforts to reach minorities.

See attached job announcement mailing list

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

See attached policy dissemination

7. Assurance of Compliance of Title VI of the Civil Rights Act of 1965. *(Form 3 Enclosed)*

See attached Title VI Assurance documentation

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

See attached summary

9. A copy of your Limited English Proficiency Plan.

See attached IEP Plan

EEO/Affirmative Action Policy

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 of 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 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

Patrick Wilson , 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 to all departments by the Manager of Administration. The Equal Employment Opportunity Policy and federally required Equal Employment Opportunity posters affirming our non-discrimination policy are posted on bulletin boards in public locations and 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 the 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 unwanted 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, manager, 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.

EEO-4 Report

Employees by Job Categories:

Job Categories	Total	M	F	Hispanic or Latino		Black (not of Hispanic Origin)		Asian or Pacific Islander		American Indian or Alaskan Native		White (not of Hispanic origin)	
				M	F	M	F	M	F	M	F	M	F
Officials and Managers	12											9	3
Professionals	19					1						12	6
Technicians	20					1						16	3
Sales Workers													
Office and Clerical	17											5	12
Craft Workers (skilled)	23											23	
Operative (semi-skilled)													
Laborers (unskilled)	20			1	1							17	1
Service Workers	27					5						12	10
Overall Totals	138	103	35	1		8						94	35

EQUAL EMPLOYMENT OPPORTUNITY COMMISSION STATE AND LOCAL GOVERNMENT INFORMATION (EEO4)				APPROVED BY OMB 30460008	
EXCLUDE SCHOOL SYSTEMS AND EDUCATIONAL INSTITUTIONS (Read attached instructions prior to completing this form)				EXPIRES 12/31/2005	
DO NOT ALTER INFORMATION PRINTED IN THIS BOX CONTROL NUMBER : 47504660 Survey Year : 17				MAIL COMPLETED FORM TO: EEO-4 Reporting Center PO Box 8127 Reston VA 20195	
A. TYPE OF GOVERNMENT (Check one box only)					
<input type="checkbox"/> 1. State	<input type="checkbox"/> 2. County	<input type="checkbox"/> 3. City	<input type="checkbox"/> 4. Township	<input checked="" type="checkbox"/> 5. Special District	
<input type="checkbox"/> 6. Other (Specify)					
B. IDENTIFICATION					
1. NAME OF POLITICAL JURISDICTION (If same as label, skip to Item C) METRO KNOXVILLE AIRPORT AUTH					
2. Address Number and Street PO BOX 15600	CITY/TOWN KNOXVILLE	COUNTY KNOX	STATE/ZIP TN-37901	EEOC USE ONLY A B	
C. FUNCTION					
(Check one box to indicate the function(s) for which this form is being submitted. Data should be reported for all departments and agencies in your government covered by the function(s) indicated. If you cannot supply the data for every agency within the function(s) attach a list showing name and address of agencies whose data are not included.)					
<input type="checkbox"/> SUMMARY FUNCTION					
<input type="checkbox"/> 1. Financial Administration Tax billing and collection, budgeting, purchasing, central accounting and similar financial administration carried on by a treasurer's, auditor's or comptroller's office and GENERAL CONTROL. Duties usually performed by boards of supervisors or commissioners, central administration offices and agencies, central personnel or planning agencies, all judicial offices and employees (judges, magistrates, bailiffs, etc.)			<input type="checkbox"/> 8. HEALTH Provision of public health services, outpatient clinics, visiting nurses, food and sanitary inspections, mental health, alcohol rehabilitation service, etc. <input type="checkbox"/> 9. HOUSING. Code enforcement, low rent public housing, fair housing ordinance enforcement, housing for elderly, housing rehabilitation, rent control.		
<input type="checkbox"/> 2. STREETS AND HIGHWAYS. Maintenance, repair, construction and administration of streets, alleys, sidewalks, roads, highways and bridges.			<input type="checkbox"/> 10. COMMUNITY DEVELOPMENT. Planning, zoning, land development, open space, beautification, preservation.		
<input type="checkbox"/> 3. PUBLIC WELFARE. Maintenance of homes and other institutions for the needy administration of public assistance. (Hospitals and sanatoriums should be reported as item 7.)			<input type="checkbox"/> 11. CORRECTIONS Jails, reformatories, detention homes, halfway houses, prisons, parole and probation activities		
<input type="checkbox"/> 4. POLICE PROTECTION. Duties of a police department sheriff's, constable's, coroner's office, etc., including technical and clerical employees engaged in police activities.			<input checked="" type="checkbox"/> 12. UTILITIES AND TRANSPORTATION. Includes water supply, electric power, transit, gas, airports, water transportation and terminals		
<input type="checkbox"/> 5. FIRE PROTECTION. Duties of the uniformed fire force and clerical employees. (Report any forest fire protection activities as item 6.)			<input type="checkbox"/> 13. SANITATION AND SEWAGE Street cleaning, garbage and refuse collection and disposal. Provision, maintenance and operation of sanitary and storm sewer systems and sewage disposal plants.		
<input type="checkbox"/> 6. NATURAL RESOURCES. Agriculture, forestry, forest fire protection, irrigation drainage, flood control, etc., and PARKS AND RECREATION. Provision, maintenance and operation of parks, playgrounds, swimming pools, auditoriums, museums, marinas, zoos, etc.			<input type="checkbox"/> 14. EMPLOYMENT SECURITY STATE GOVERNMENTS ONLY		
<input type="checkbox"/> 7. HOSPITALS AND SANATORIUMS Operation and maintenance of institutions for inpatient medical care.			<input type="checkbox"/> 15. OTHER (Specify on Page Four)		

D. EMPLOYMENT DATA AS OF JUNE 30															FUNCTION TYPE 12	
1. FULL-TIME EMPLOYEES (Temporary employees are not included)																
JOB CATEGORIES	ANNUAL SALARY (In thousands 000)	RACE/ETHNICITY														
		HISPANIC OR LATINO		NON-HISPANIC OR LATINO												TOTALS (COLUMN S-A-N)
				MALE						FEMALE						
		MALE A	FEMALE B	WHITE C	BLACK OR AFRICAN AMERICAN D	ASIAN E	NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER F	AMERICAN INDIAN OR ALASKAN NATIVE G	TWO OR MORE RACES H	WHITE I	BLACK OR AFRICAN AMERICAN J	ASIAN K	NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER, L	AMERICAN INDIAN OR ALASKAN NATIVE M	TWO OR MORE RACES N	
Skilled Craft Workers	49. \$0.1-15.9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	50. 16.0-19.9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	51. 20.0-24.9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	52. 25.0-32.9	0	0	11	0	0	0	0	0	0	0	0	0	0	0	11
	53. 33.0-42.9	0	0	5	0	0	0	0	0	0	0	0	0	0	0	5
	54. 43.0-54.9	0	0	5	0	0	0	0	0	0	0	0	0	0	0	5
	55. 55.0-69.9	0	0	2	0	0	0	0	0	0	0	0	0	0	0	2
	56. 70.0 Plus	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service-Maintenance	57. \$0.1-15.9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	58. 16.0-19.9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	59. 20.0-24.9	0	0	2	1	0	0	0	0	0	0	0	0	0	0	3
	60. 25.0-32.9	0	0	8	4	0	0	0	0	7	0	0	0	0	0	19
	61. 33.0-42.9	0	0	1	0	0	0	0	0	2	0	0	0	0	0	3
	62. 43.0-54.9	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
	63. 55.0-69.9	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
	64. 70.0 Plus	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
65 TOTAL FULL TIME (Lines 1-64)		1	0	94	8	0	0	0	0	35	0	0	0	0	0	138
2. OTHER THAN FULLTIME EMPLOYEES (Including temporary employees)																
66.OFFICIALS/ADMIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
67.PROFESSIONALS	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	3
68.TECHNICIANS	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	2
69.PROTECTIVE SERVICE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
70.PARA-PROFESSIONAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
71.ADMIN. SUPPORT	0	0	3	1	0	0	0	0	0	7	0	0	0	0	0	11
72.SKILLED CRAFT	0	0	6	1	0	0	0	0	0	0	0	0	0	0	0	7
73.SERVICE/MAINTENANCE	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	2
74. TOTAL OTHER THAN FULL TIME (Lines 66-73)	0	0	12	3	0	0	0	0	0	10	0	0	0	0	0	25
3. NEW HIRES DURING FISCAL YEAR Permanent full time only JULY 1 - JUNE 30																
75.OFFICIALS/ADMIN	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
76.PROFESSIONALS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
77.TECHNICIANS	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
78.PROTECTIVE SERVICE	0	0	6	2	0	0	0	0	0	0	0	0	0	0	0	8
79.PARA-PROFESSIONAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
80.ADMIN. SUPPORT	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	2
81.SKILLED CRAFT	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	2
82.SERVICE/MAINTENANCE	0	0	3	0	0	0	0	0	0	1	0	0	0	0	0	4
83 TOTAL NEW HIRES (Lines 75-82)	0	0	12	3	0	0	0	0	0	3	0	0	0	0	0	18

FUNCTION TYPE 12				
REMARKS (List National Crime Information Center (NCIC) number assigned to any Criminal Justice Agencies whose data are included in this report)				
NA				
LIST AGENCIES INCLUDED ON THIS FORM				
Metropolitan Knoxville Airport Authority				
CERTIFICATION. I certify that the information given in this report is correct and true to the best of my knowledge and was reported in accordance with accompanying instructions. (Willfully false statements on this report are punishable by law, US Code, Title 18, Section 1001.)				
NAME OF PERSON TO CONTACT REGARDING THIS FORM			TITLE	
ADDRESS (Number and Street, City, State, Zip Code)			TELEPHONE NUMBER	Ext FAX NUMBER
DATE	EMAIL	TYPED NAME/TITLE OF AUTHORIZED OFFICIAL		SIGNATURE <input type="checkbox"/>

Minority/Women Subcontractors/Vendors

SUBCONTRACTORS/VENDORS

Minority Subcontractors/Vendors/Amount of Contract:

	MOB	WOB	MWOB
Company Name: <u>NFRCS \$20,662</u>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Company Name: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Company Name: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Company Name: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Company Name: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Women Subcontractors/Vendors/Amount of Contract:

	MOB	WOB	MWOB
Company Name: <u>CABLE CONSTRUCTION \$228,882</u>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Company Name: <u>CANNON & CANNON \$131,245</u>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Company Name: <u>EROSION CONTROL \$611,188</u>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Company Name: <u>INTERSTATE SEALANT \$213,150</u>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Company Name: <u>LANE HAULING \$527,379</u>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

SUBCONTRACTORS/VENDORS

Minority Subcontractors/Vendors/Amount of Contract:

	MOB	WOB	MWOB
Company Name: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Company Name: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Company Name: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Company Name: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Company Name: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Women Subcontractors/Vendors/Amount of Contract:

	MOB	WOB	MWOB
Company Name: <u>Mc GUINNESS UNLIMITED \$46,280</u>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Company Name: <u>POZZOLANI CONTRACTING \$510,563</u>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Company Name: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Company Name: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Company Name: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

CLOSE

LIST OF DBE FIRMS

Reporting Period 10/1/2017 to 9/30/2018
 Airport TYS - Mc Ghee Tyson
 Recipient Metropolitan Knoxville Airport Authority

Return

DBE Firms

#	Business Name	Address	Contact	Work Category	NAICS	Value	AIP Grant	Disadvantaged Group	Notes
1	Cable Construction Company	PO Box 5776 Maryville, TN 37802	865-944-4290	Trucking, hauling, stone supplier	423320 484110	\$228,822	3-47-0037-069-2016, 3-47-0037-067-2015, 3-47-0037-066-2014	Non-Minority Women	
2	Cannon & Cannon	8550 Kingston Pike Knoxville, TN 37919	865-670-8555	Engineering, surveying, and mapping	541330 541370	\$131,245	3-47-0037-069-2016	Non-Minority Women	
3	Erosion Control	1026 County Road 439 Athens, SD 37919	423-745-0028	Landscaping, nursery, engineering, concrete foundation, trucking, irrigation systems, site preparation	561730 444220 297990 238110 238910 484230 221310	\$611,188	3-47-0037-069-2016, 3-47-0037-067-2015, 3-47-0037-066-2014	Non-Minority Women	
4	Interstate Sealant & Concrete	540 W24211 Rockwood Waukesha, WI 53189	262-547-6316	concrete sawing, joint sealing, pavement patching, concrete repair	238990	\$213,150	3-47-0037-069-2016, 3-47-0037-067-2015, 3-47-0037-068-2015	Non-Minority Women	
5	Lane Hauling & Excavating	PO Box 1 Clarkrange, TN 38553	931-863-8338	construction, demolition, clearing and grubbing, trucking and hauling, aggregate materials	42320 484110 237310 237990 484220	\$527,373	3-47-0037-069-2016, 3-47-0037-067-2015, 3-47-0037-068-2015	Non-Minority Women	
6	McGuinness Unlimited	15724 Stillwood Avenue Cleveland, OH 44111	440-667-5120	Engineering, surveying, and mapping	541330 541370	\$46,280	3-47-0037-069-2016	Non-Minority Women	
7	Pozzolanic Contracting & Supply	PO Box 14186 Knoxville, TN 37919	865-225-0090	Highway, street and bridge construction	237310	\$510,563	3-47-0037-069-2016, 3-47-0037-067-2015, 3-47-0037-068-2015	Non-Minority Women	

Return

III. Non Car Rental DBE Total

NFRCS Revenues – Republic Park.	\$4,611.29
NFRCS Revenues – Paradies	\$16,051.00
TOTAL	\$20,662.29

IV. Car Rental DBE Total

PARR INDUSTRIES II, INC. 500 11 th Street, Pulaski, TN	\$1735
JAZFAM ASSOC., INC. 104 Calderwood, Amsterdam, NY 12010	\$1019
TOTAL	\$2,754.00

Concessions Totals: \$55,152,011.50

DBE Totals: \$23,416.29

Non Car Rental DBE/ACDBE % Total **.037%**

Car Rental DBE/ACDBE % Total **.004%**

ACDBE COMPLIANCE REPORT

For the Year Ending September 30, 2018

Concessionaire Name	<u>Enterprise / Alamo / National</u>
Gross Concession Revenue for the Year	<u>\$ 15,927,893.00</u>
Total Goods and Services Purchased during this Year	<u>\$ 1,463,324.00</u>
Percentage of Goods and Services to DBEs	<u>0.19%</u>

DBE Participant's Name/Address/Type of DBE	Cummulative Amount Paid This Year October 1 - September 30
--	--

JAZFAM ASSOCIATES INC 104 Calderwood Rd Amsterdam, NY 12010 ACD BE	\$ 1,019.00
PARR INDUSTRIES II, INC 500 11th Street Pulaski, TN 38478 ACD BE	\$ 1,735.00

Totals	\$ 2,754.00
--------	-------------

Our DBE spend for TYS is \$66,674 and our DBE spend for all our locations is \$307,044 but I only included the TYS airport ACD BE spend on the above report. We are always open to suggestions for ACD BE vendors we could use at the airport. If you are aware of any that we are not currently using please let us know.

By signing this form I certify that the DBE participation requirement of 0.00% for this project was satisfied for the year specified above.

Kristen Schulte, Regional Controller

Name/Title

1/14/2019

Date

Minority Outreach Efforts

**Metropolitan Knoxville Airport Authority
FYE 2019
Affirmative Action Program**

Job # _____ **Job Description** _____

Date Mailed _____

Print 16 Copies

Job Announcement Mailing List:

Agency Name: **The University of Tennessee** **Email to Eugenia: etaylor6@utk.edu**
Career Services
100 Dunford Hall
Volunteer Blvd.
Knoxville, TN 37996-4010

Agency Name: **Pellissippi Community College**
Address: Career Services
P.O. Box 22990
Knoxville, TN 37933-0990

Agency Name: **Maryville College**
Address: Center for Calling and Career
502 E. Lamar Alexander Parkway
Maryville, TN 37804

Agency Name: **Middle Tennessee State University**
Address: Career Services
1301 East Main St., Box 2
Murfreesboro, TN 37132

Agency Name: **Knoxville Urban League**
Address: 1514 E. 5th Ave.
Knoxville, TN 37917

**Metropolitan Knoxville Airport Authority
FYE 2019
Affirmative Action Program**

Job Announcement Mailing List Continued

Agency Name: YWCA
Address: 420 Clinch Ave.
Knoxville, TN 37902

Agency Name: Tennessee Career Center – TN Dept. Labor & Workforce Dev.
Address: 2700 Middlebrook Pike Suite 100
ATTN: David Pope or Tony Whatley / VA Specialists
Knoxville, TN 37921

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

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

**Metropolitan Knoxville Airport Authority
FYE 2019
Affirmative Action Program**

Job Announcement Mailing List Continued

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

Agency Name: Bethel AME Zion Church
Address: 2460 Parkview Ave.
Knoxville, TN 37917

Agency Name: New Friendship Baptist Church
Address: 1933 Texas Ave.
Knoxville, TN 37921

Agency Name: Mount Olive Baptist Church
Address: 1601 Dandridge Ave.
Knoxville, TN 37915

Agency Name: Blount County Education Center
1500 Jett Road
Maryville, TN 37804

Job Announcement Mailing List Continued **FYE 2019**

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

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

King College
Finley Green: flgreen@king.edu

Career Center / Alcoa
Rosa.Martinez@tn.gov

Knoxville Urban League
Bill Myers
Career Counselor
865-524-5511
bmyers@the kaul.org

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

Blount Family Promise
asmith@blountfamilypromise.org

Veterans Counseling Center
Emily.Feedback@va.gov

Veterans Specialists @ Career Center / Knoxville
Davis Pope/Tony Whatley 865-594-6266

Blount County Chamber of Commerce
knoxvilleairport ID
pass3361 Pass word

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

Policy Dissemination

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 to all departments by the Manager of Administration. The Equal Employment Opportunity Policy and federally required Equal Employment Opportunity posters affirming our non-discrimination policy are posted on bulletin boards in public locations and 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 the 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.

Title VI Assurance Documentation

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.

3-27-2019
Date

Deborah W. Wilson
President

Eve
Board Chair

**Title VI Compliance Summary
&
Limited English Proficiency Plan**



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 continues to be 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 participates in EEOC training and Employment Law training at least annually. FAA Title VI consultation is 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 participates in outreach activities with other governmental agencies including The City of Knoxville's Diversity Business Advisory Committee, Knox County, East Tennessee Purchasing Association, The Governor's Office of Diversity Business Enterprises, Hispanic Chamber, Knoxville Area Urban League, etc. to encourage participation in our Small Business Programs.

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 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

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

www.leg.kov

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

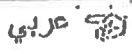



















MCAA utilizes Language Line Interpretation Service through a phone system located at the Information desk for the McGhee Tyson Airport. Customer Service Agents are trained to assist passengers and other members of the traveling public using a Language Line Poster for the customer to identify their language.

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.

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

MCAA collaborates with the Hispanic Chamber of Knoxville, Tennessee.

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

Arabic  أشير إلى لغتك. وسوف يتم جلب مترجم لوري لك. سيتم تأمين المترجم المذاور مجاناً.	Korean  귀하께서 사용하는 언어를 지적하시면 해당 언어 통역 서비스를 무료로 제공해 드립니다.
Azerbaijani  Öncə mənə qulaq salın və dilinizi göstərin. Tərcüməçi çağırılacaq və sizə tərcüməçi təqdim ediləcək.	Laotian  ຊື່ຍອກພາສາທີ່ໃຊ້ເວົ້າໄດ້. ພວກເຮົາຈະຕິດຕໍ່ນາຍພາສາໃຫ້. ທ່ານບໍ່ຕ້ອງເສຍເງິນຄ່າແປໃຫ້ແກ່ນາຍພາສາ.
Cantonese  請指認您的語言， 以便為您提供免費的傳譯服務。	Mandarin  請指認您的語言， 以便為您提供免費的口譯服務。
French  Pointez vers votre langue et on appellera un interprète qui vous sera fourni gratuitement.	Polish  Proszę wskazać swój język i wezwiniemy tłumacza. Tłumacza zapewnimy bezpłatnie.
German  Zeigen Sie auf Ihre Sprache. Ein Dolmetscher wird gerufen. Der Dolmetscher ist für Sie kostenlos.	Portuguese  Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.
Hindi  अपनी भाषा पर इशारा करें और एक बुझाविया बुझाया जाएगा। बुझाविये का भ्रमण आप पर बिना किसी खर्च को किया जाता है।	Russian  Укажите язык, на котором вы говорите. Нам понадобится переводчик. Услуги переводчика предоставляются бесплатно.
Hmong  'Thw rau koj hom lus: Yuav hu rau lb tug neeg txhais lus. Yuav muaj neeg txhais lus yam uns koj tsis tau them dab tsis.	Spanish  Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.
Italian  Puntare sulla propria lingua. Un interprete sarà chiamato. Il servizio è gratuito.	Tagalog  Ituro po ang inyong wika. Isang tagasalin ang ipagkakaloob nang libre sa inyo.
Japanese  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  ช่วยชี้ที่ภาษาที่ท่านพูด แล้วเราจะจัดหาส่วนให้ท่าน. การให้บริการนี้ไม่ต้องเสียค่าใช้จ่าย
Khmer (Cambodian)  សូមបង្ហាញភាសា។ យើងនឹងហៅអ្នកបកប្រែភាសាមក។ អ្នកបកប្រែភាសាមកនេះឥតមានថ្លៃ។	Vietnamese  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.

Printed on Recycled paper 5/25



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 actividades 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 Transporte de Tennessee



Title VI Nondiscrimination Statement Título VI Declaración de Prohibición de Discriminación



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 TELÉFONO

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

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

Employment Statistics

FY 2018 – 2019

Hiring Process Data:

Average Timeframes for FY 2018 - 2019
(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: 29 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: 27 days**
(this includes the department's scheduling and conducting of interviews and making an applicant selection)
- **From employee selection to actual start date: 23 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: 82 days

Summary: In comparison with the last fiscal year, the hiring process is faster than the pace set last year. Civil Service has increased the hiring pace due to the fact that many of the required job analyses have been completed over the past few years. 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*

	<u>FY 2018 - 2019</u>
Racial Minority	20.70%
Female	28.30%

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

Minority Employees as Percentage of Regular City Workforce

	<u>FY 2018 - 2019</u>	2017	2015	2014
Racial Minority	11.18%	10.8%	10.3%	10%
Female	23.33%	22.3%	21.6%	21%

Minority New Hires as Percentage of Total City New Hires*

	<u>FY 2018 - 2019</u>	2017	2015	2014
Racial Minority	14.72%	17.0%	16%	21%
Female	25.7%	44.4%	37.9%	39%

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

Minority New Hires as Percentage of Regular City New Hires

	<u>FY 2018 - 2019</u>	2017	2015	2014
Racial Minority	14.72%	13.9%	10.5%	13%
Female	20.2%	35.4%	28.1%	27%

Minority Regular Employees by Department FY 2018 - 2019

Department Name	% Racial Minority	% Female
Administration	27.5%	75%
City Court	25%	75%
Civil Service	18.2%	90.9%
Community Development	10.5%	63.2%
Emergency Management	0.0%	66.7%
Engineering	4.3%	18.5%
Finance	12.1%	72.4%
Fire	7.8%	7.8%
Fleet	7.2%	20%
Information Systems	9.0%	40%
Inspections	12.8%	33.3%
Law	7.6%	61.5%
Public Service	13.5%	6.2%
Parks & Recreation	32.1%	44.6%
Police	9.3%	24.1%

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	419	48	11.5%	118	28.1%
Pay Grades 6-10	312	33	10.5%	136	43.5%
Pay Grades 11-14, DIR	81	12	14.8%	31	38.2%
Fire Uniformed					
Recruit/Firefighter	35	5	14.3%	3	8.6%
Senior/Master Firefighter	165	12	7.2%	10	6%
Supervisory Ranks	122	9	7.4%	7	5.7%
Police Uniformed					
Recruit/Police Officer	72	13	18%	8	11%
Police Officer I/II	43	5	11.6%	6	13.9%
Police Officer III/IV	175	17	9.7%	23	13.1%
Supervisory Ranks	92	2	2.2%	11	12.0%
<i>Notes: Minority females are included in both columns.</i>					

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	3.9%
2016	3.9%
2017	4.1%
2018	5.1%
2019	9.1%

Includes terminations, resignations, deaths, and retirements.

Age Demographic Data:**Regular Employee Age Breakdown**

Under 25:	6.7%
25 – 34:	18.7%
35 – 44:	22.2%
45 – 54:	30.3%
55 or older:	22%

Average employee age: 43.8 years old

Summary: 22% 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%
June 2017	\$47,482.72	1.5%
April 2018	\$48,648.15	2.5%
June 2019	\$50,171.00	3.13%

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



CITY OF KNOXVILLE

TITLE VI DOCUMENTATION DEPARTMENTAL SURVEY

1. Date of Survey: _____
2. Type of Survey: Initial _____ Annual _____ Other _____
3. Department: _____
4. Department Director: _____
5. Title VI Departmental Coordinator: _____
6. Advisory Group or Advisory Board

a. Racial composition of the Advisory Group or Governing Board:

TOTAL: _____

Number of Whites: _____

Number of Blacks: _____ Hispanics: _____ Native Americans: _____ Others: _____

b. How are members selected? _____

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

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?

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

Yes _____ No _____

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

Yes: _____ No: _____

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

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

Name of Complainant	Race	Charge	Findings

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

Yes _____ No _____

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

Yes _____ No _____

If yes give date: _____ **Results: compliance** _____ **non-compliance** _____

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

Yes _____ No _____

If yes, describe how: _____

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

Yes _____ No _____

13. Are staff members periodically reoriented on information concerning their Title VI responsibilities?

Yes _____ No _____

If yes, state by whom and how: _____

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

Yes _____ No _____

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

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

Yes _____ No _____

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

Yes _____ No _____

Limited English Proficiency

17. Has your department developed policies and procedures for identifying and assessing language needs of LEP applicants/clients (**attach copy of LEP policy**)? Yes ____ No ____

If no, please explain: _____

18. Has your department provided for a range of oral language assistance options; written material in LEP circumstances? Yes ____ No ____

If yes explain how: _____

If no, please explain: _____

19. Has your department provided notice to LEP persons in a language they can understand about the right to free language assistance? Yes ____ No ____

If yes Please explain how: _____

If no, please explain: _____

20. **The City of Knoxville plans to offer some basic Spanish courses, based on the needs of the department. These courses will cover basic terminology tailored to your department. Please comment on your department's interest and offer suggestions:**

Declaration of Department Coordinator: I declare that I have completed the data in this survey and to the best of my knowledge, it is correct and complete.

Signature of person Completing Survey

Date

Declaration of Title VI Coordinator: I declare that I have reviewed and approved the information provided in this survey and to the best of my knowledge, it is correct and complete.

Signature of Title VI Coordinator

Date

This form should be completed on all GHS, TDOT, TDEC, DOJ projects.

****** Contract Monitoring Form ******

(Owner/Board of Director's Ethnicity and Gender of Vendor and/or Sub-Contractor)

Ethnicity	Male	Female
Black/African-American		

Hispanic

American Indian/Alaskan Native

Asian

Caucasian

Native Hawaiian/other Pacific

Islander

Other (please specify)

National Origin

Contract Name _____

Contract NO. _____

Name of Company _____

Owner's Name _____

Type of Business _____

Amount Spent with this vendor/sub-contractor \$ _____

****** Complete one for each vendor and/or sub-contract who received payment for goods and services rendered to your department******

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.

- (2) Prepare an annual **compliance report** based upon the department's compliance efforts. **(Please refer to the compliance plan procedures to comprise your report)**

Please complete the survey and submit it to the Title VI Coordinator- Tatia M. Harris by **March 1, 2018. If you have additional questions or concerns contact Tatia at: tharris@knoxvilletn.gov or 865.215.2831.**

Appendix B



CITY OF KNOXVILLE

TITLE VI DOCUMENTATION SUB-RECIPIENT SURVEY

1. **Date of Survey:** _____
2. **Type of Survey:** Initial _____ Annual _____ Other _____
3. **Sub-Recipient:** _____
4. **Sub-Recipient Director:** _____
5. **Title VI Departmental Coordinator:** _____
6. **Advisory Group or Advisory Board**
 - a. **Racial composition of the Advisory Group or Governing Board:**

TOTAL: _____
Number of Whites: _____
Number of Blacks: _____ Hispanics: _____ Native Americans: _____ Others: _____
 - b. **How are members selected?** _____
 - c. **Length of term members serve on the Advisory Group or Board?**

 - 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?**

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

Yes _____ No _____

8. Posters:
Are posters containing Title VI information prominently displayed within the Sub-Recipient facility?

Yes: _____ No: _____

Do the posters show the name of the Title VI Coordinator to whom complaints Should be referred?

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

Name of Complainant	Race	Charge	Findings

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

Yes _____ No _____

- a. Has this sub-recipient been monitored for Title VI compliance by a state or federal agency?

Yes _____ No _____

If yes give date: _____ Results: Compliance _____ Non-compliance _____

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

Yes _____ No _____

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

Yes _____ No _____

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

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

Yes _____ No _____

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

Yes _____ No _____

Declaration of Department Coordinator: I declare that I have completed the data in this survey and to the best of my knowledge, it is correct and complete.

Signature of person Completing Survey

Date

Declaration of Title VI Coordinator: I declare that I have reviewed and approved the information provided in this survey and to the best of my knowledge, it is correct and complete.

Signature of Title VI Coordinator

Date



**CITY OF KNOXVILLE
TITLE VI DOCUMENTATION**

**TITLE VI CHECKLIST
FOR DETERMINING COMPLIANCE OF POTENTIAL
SUBRECIPIENT AND WRITTEN FINDING OF COMPLIANCE**

Name of Potential Subrecipient

A.	CHECKLIST	YES	NO
1.	Is the data provided by the applicant sufficient for determining that benefits and services are or will be available without discrimination on the basis of race, color, or national origin?		
2.	Did the applicant provide the racial composition of the area serviced?		
3.	Did the applicant provide the population eligible to be serviced by race, color, or national origin?		
4.	Is employment data by race provided? The data should include, where necessary, the use or planned use of bilingual public contact employees to permit effective participation by non-English and limited English speaking beneficiaries?		
5.	Will the location of the existing facilities or relocation of the facility have the effect of or deny access to any person on the basis of race, color, or national origin?		
6.	Does the composition of planning or advisory committees reasonably represent program participation by race, color, or national origin?		
7.	Has the applicant been advised to immediately notify the City of Knoxville Title VI Administrative Officer of any complaints or lawsuits filed against the applicant?		
8.	Does the applicant presently have a pending application for federal assistance with other federal agencies?		
9.	Has a civil rights compliance review been conducted at the applicant's site by any federal or state agency within the last two years?		
10.	Has a federal or state agency found the applicant in noncompliance with any civil rights requirements?		

Appendix C



**CITY OF KNOXVILLE
TITLE VI DOCUMENTATION**

DEPARTMENTAL SURVEY

1. **Date of Survey:** _____
2. **Type of Survey:** Initial _____ Annual _____ Other _____
3. **Department:** _____
4. **Department Director:** _____
5. **Title VI Departmental Coordinator:** _____
6. **Advisory Group or Advisory Board**
 - a. **Racial composition of the Advisory Group or Governing Board:**

TOTAL: _____
Number of Whites: _____
Number of Blacks: _____ Hispanics: _____ Native Americans: _____ Others: _____
 - b. **How are members selected?** _____
 - c. **Length of term members serve on the Advisory Group or Board?**

 - 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?**

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

Yes _____ No _____

8. Posters:

Are posters containing Title VI information prominently displayed within the Departments' facility?

Yes: _____ No: _____

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

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

Name of Complainant	Race	Charge	Findings

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

Yes _____ No _____

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

Yes _____ No _____

If yes give date: _____ Results: compliance _____ non-compliance _____

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

Yes _____ No _____

If yes, describe how: _____

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

Yes _____ No _____

13. Are staff members periodically reoriented on information concerning their Title VI responsibilities?

Yes _____ No _____

If yes, state by whom and how: _____

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

Yes _____ No _____

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

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

Yes _____ No _____

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

Yes _____ No _____

Declaration of Department Coordinator: I declare that I have completed the data in this survey and to the best of my knowledge, it is correct and complete.

Signature of person Completing Survey

Date

Declaration of Title VI Coordinator: I declare that I have reviewed and approved the information provided in this survey and to the best of my knowledge, it is correct and complete.

Signature of Title VI Coordinator

Date

Appendix D



SUBRECIPIENT APPEAL PROCEDURE

The appeal procedure is a resource available to all subrecipients who have contracts or grants from the City of Knoxville. Appeals related to the administration of the Title VI program will be processed by the City's Title VI Coordinator as follows:

1. The appeal must be made in writing to the City of Knoxville Title VI Coordinator.
2. The Title VI Coordinator and other designated City representatives will review the issues of the appeal and may request additional information. Processing of the appeal will be completed within fifteen (15) working days unless circumstances mandate otherwise.
3. A subrecipient who wants to appeal the decision or ruling of the Title VI Coordinator may request an appeal to the Law Director. The final decision will be rendered by the Law Director based upon a review of the records.

Subrecipients not satisfied by the Law Director's decision may avail himself/herself of any remedies available under the law.

Appendix E



CITY OF KNOXVILLE

TITLE VI COMPLAINT LOG

Date	Complainant	Department	Type	Disposition	Date Closed



CITY OF KNOXVILLE

**CITY OF KNOXVILLE
TITLE VI DOCUMENTATION**

COMPLAINT OF DISCRIMINATION

Note: The following information is requested to help in processing your complaint. If you need help in completing this form, please request assistance.

1. Complainant

Name _____

Street Address: _____

City, State & Zip Code: _____

2. Person discriminated against (if someone other than the complainant)

Name: _____

Street Address: _____

City, State & Zip Code: _____

Telephone Number(s) Home () Business ()

3. Are you represented by an attorney for this complaint?

Yes _____

No _____

If yes, please complete the following:

Attorney's Name: _____

Street Address: _____

City, State & Zip Code: _____

Telephone Number: _____

- 4. Which City Department or Subrecipient do you believe discriminated against you?**

Name: _____

- 5. Which of the following best describes the reason you believe the discrimination took place?**

Race _____ **Color** _____ **National Origin** _____

- 6. Date of the alleged discrimination:** _____

- 7. In the space below please describe the alleged discrimination. Explained what happened and who you believe was responsible. (Please print or type)**

- 8. Have you tried to resolve this complaint through the internal grievance procedure? Yes ___ No ___**

If yes what is the status of the grievance?

Name and title of the person who is handling the grievance procedure.

Name: _____

Title: _____

9. Have you filed a complaint of the alleged discrimination with a Federal, State or Local agency; or with a state or federal court?

Yes _____ No _____

If yes, check all that apply:

Federal _____
State _____
Local _____

Federal Court _____
State Court _____

Please provide the name of the Agency where you filed your complaint:

Name: _____

Contact Person: _____

10. Please sign below. You may attach any additional information you think is relevant to your complaint.

Signature of Complainant

Date



**CITY OF KNOXVILLE
TITLE VI DOCUMENTATION**

INVESTIGATOR'S WORKSHEET

CASE NAME	CASE NUMBER
A. FOR COMPLAINT INVESTIGATION	
THE COMPLAINANT(S)	
Name	Address
Telephone Number(s):	
Hours complainant says convenient to call:	
Date complaint received:	
Complainant alleges discrimination based on: Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin <input type="checkbox"/>	
B. FOR COMPLIANCE REVIEW	
Date when compliance review was scheduled:	
Reason why compliance review is scheduled:	
Office requesting a compliance review:	
Date of last compliance review or complaint investigation:	
Signature of Investigator	Date Investigation Concluded