
TITLE VI ANNUAL REPORT FY2020

Mayor Indya Kincannon

submitted by:
Tatia M. Harris
Title VI, Diversity and Inclusion Officer



OCTOBER 20, 2021

CITY OF KNOXVILLE
www.knoxvilletn.gov

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OVERVIEW

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.

The City of Knoxville amended Charter Article III adding Section 306 requiring 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:

- Has not subjected any person 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 any of its programs or activities on the basis of race, color or national origin.
- (Ord. No. 0-126-03, Sec.2, 4-15-03, ratified 8-5-04)

ACTIVITIES OF THE TITLE VI OFFICE:

- Monitor community grants
- Review board appointments
- Survey and review City contractors and sub-contractors
- Coordinate Title VI Department Coordinator meetings and trainings
- Collect and analyze Department Title VI surveys
- Develop and distribute community outreach information
- Implement a public participation plan
- Work with Human Resources Department to develop supervisor training curriculum.
- Define Title VI Compliance responsibilities with Human Resources and Civil Service
- Limited English Proficiency (outreach, informational sessions, translation services and Spanish orientation class).
- Investigate Title VI Complaints and make recommendations.
- Contract Compliance Reviews - both the City's compliance and compliance by the outside vendor is reviewed.
- Lead Internal Equity Committee - Advance systems level changes through best practices and implement a strong foundation that promotes equity across departments, services and policies

Title VI Department Coordinators Responsibilities

A. DEPARTMENT REPORTING

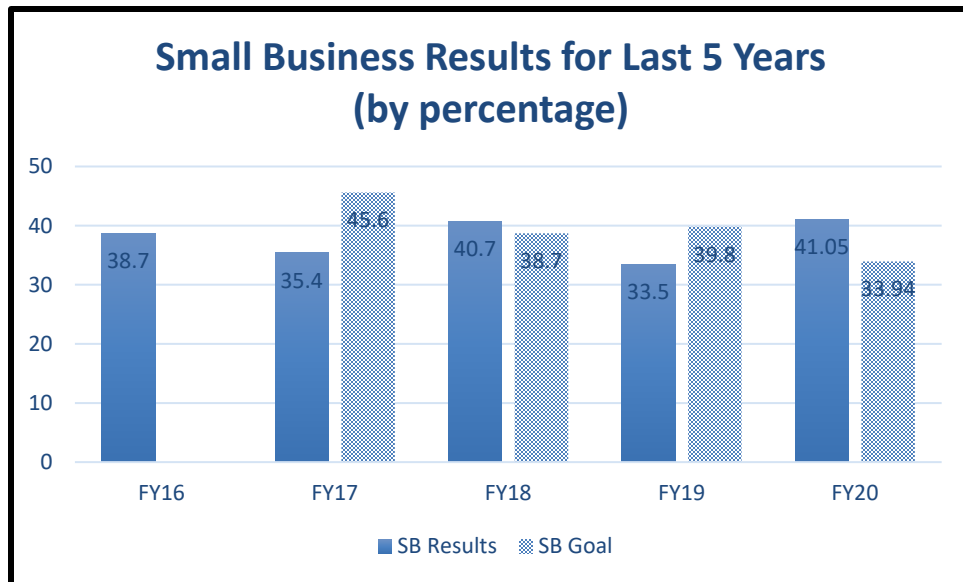
1. Each Department Coordinator will:
 - a. Collect, analyze, and report statistical data (race, color, and national origin) of participants in, or beneficiaries of, federal financially-assisted services provided through their respective department; such statistical data will be cross-tabulated by race, 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.

SUBRECIPIENTS REPORTING

FY 20 DBE stats for the City were as follows:

GOODS & GENERAL SERVICES	FY20%	FY20 \$\$
Minority-Owned	7.04%	\$2,921,297
Women-Owned	13.39%	\$5,551,348
PROFESSIONAL SERVICES	FY20%	FY20 \$\$
Minority-Owned	0.75%	\$49,968
Women-Owned	9.34%	\$625,273
CONSTRUCTION	FY20 \$\$	FY20 \$\$
Minority-Owned	4.92%	\$1,377,649
Women-Owned	4.72%	\$1,321,070

The results for Minority Owned Businesses (MOBs) is a good news story for the third year in a row. Minority businesses must be at least 51% minority-owned, managed and controlled. The City conducted 5.71% of its business with minority-owned businesses during FY20 for a total of \$4.3M. This is an increase in percentage of spend over last year of 0.35%, again resulting in an all-time high percentage of City spending with minority-owned businesses. The resulting dollar amount of spend did decrease from \$4.7M in 2019 to \$4.3M this year, primarily due to the completion of the City's multi-million dollar streetlight retrofit project and an overall decrease in City spend. (Annual competitive spend decreased by 17% from FY19.) The 5.71% result also exceeds the City's MOB 4.82% goal for FY20 by 0.89%.



The City conducted 9.84% of its business with women-owned businesses for a total of \$7.5M. While this shows improvement of nearly 0.75% over last year's results, the total dollar spend in this category also decreased and did not meet the FY20 goal of doing 10.73% of its business with WOBs. In addition, The City conducted 0.32% of its business with Disabled Veteran Owned Businesses (SDVOBs) for a total of \$246,826.

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. Post-award on-site reviews will be conducted if necessary.

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.

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 Officer will determine each subrecipient's compliance based on the survey responses.

POST-AWARD COMPLIANCE

The City requires contractors to comply with all applicable federal, state, and local laws, including, but not limited to, Title VI.

PUBLIC OUTREACH

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 can be viewed in several different languages using the website's translation tools. The City also provided interpreter assistance to individuals taking beer license classes, holding community and neighborhood meetings and participating in Parks and Recreation summer programs. In 2020 Language Line/Pacific Interpreters language translation expenditures were \$4,101.00. Statistics regarding usage of the translation services are summarized below:

Language	Calls	Total Minutes
Arabic	1	43
Burmese	1	6
Haitian Creole	1	9
Japanese	1	53
Kinyarwanda	1	19
Liberian Pidgin English	1	10
Nepali	1	24
Rohingya	1	6
Rundi	3	59
Russian	1	22
Spanish	296	2,913
Swahili	13	250
Vietnamese	1	7

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 Diversity, Inclusion and Title VI Officer, Human Resources and Civil Service Departments worked together to provide updated training material to increase performance, engagement and retention. In addition, The City has provided training to businesses externally so that they may remain in compliance and be eligible for federal grants and funding.

Job Categories	Employee Totals	Male							Female						
		Wht	Blk	Hisp	Asn	Pcls	Amlnd	2 / 2 +	Wht	Blk	Hisp	Asn	Pcls	Amlnd	2 / 2 +
Managers (1)	127	74	2	1				1	36	11	1	1			
Professionals (2)	220	162	5	2	2	1	1		43	3	1				
Technical (3)	137	96		3	1				28	4	2	2			1
Protective Services (4)	553	424	29	8	2	2	1	2	75	4	4				2
Para Professionals (5)	70	17	8	1					36	7					1
Admin Services (6)	173	50	2	2	3			1	99	12	3				1
Skilled Craft (7)	182	167	6	2			3	2	1			1			
Unskilled (8)	611	298	111	7	1		3	2	113	65	8	2			1
Totals	2073	1288	163	26	9	3	8	8	431	106	19	6	0	0	6
Total Minority Percentage	17.1		7.9	1.3	0.4	0.1	0.4	0.4		5.1	0.9	0.3			0.3

Data Collected from
EEO Report
5/19/2021

Managers- Occupations in which employees plan, direct, strategize, and set policies.

Professionals- Occupations which require specialized knowledge which is usually acquired through college training or through work experience.

Technicians- Occupations which require a combination of basic scientific or technical knowledge and manual skills which can be obtained through specialized post-secondary school education or through equivalent on-the-job training.

Protective Service Workers- Occupations in which workers are entrusted with public safety, security, and protection.

Paraprofessionals- Occupations in which workers perform some of the duties of a professional or technician in a supportive role, which usually requires less formal training and/or experience than normally required for professionals or technical status.

Administrative Services- Occupations in which workers are responsible for clerical duties and retrieval of data and/or information and other paperwork required in an office.

Skilled Craft Workers- Occupations in which workers perform jobs which require special manual skill and a thorough and comprehensive knowledge of the process involved in the work, which is acquired through on-the-job training and experiences or through apprenticeship or other formal training programs.

Unskilled- Occupations in which workers perform service and maintenance duties.

2/2+ - Identifies with multiple ethnicities.

****** These definitions are for reporting purposes only and are not meant to alter existing job descriptions/classifications******

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.

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 determine resolution, remedial action development if necessary and implementation. A copy of the complaint log, complaint of discrimination form and investigator’s worksheet are located in Appendix G.

The City of Knoxville received three Title VI Complaints for FY2020.

- Title VI Complaint filed March 13, 2020- Discrimination- City Court-No discrimination found during the course of investigation.
- Title VI Complaint filed June 2, 2020- Discrimination – Office of Housing and Neighborhood- No discrimination found during the course of investigation.
- Title VI Complaint filed September 10, 2020 – Discrimination – Office of Housing and Neighborhood- Investigation pending.

2020 ACCOMPLISHMENTS

- The Diversity, Inclusion and Title VI Officer provided workshops and training regarding implicit bias, diversity and equity to five external groups and businesses.
- Provided interpreter services externally:
 - Grassroots organizations
 - Start-up Neighborhood Groups
 - Individuals seeking services/testing
 - Enrollment in youth/recreation programs
- Provided internal equity, diversity and Title VI Training to employees.

TITLE VI RECOMMENDATIONS FOR 2021

- Continue to define responsibilities and assist Civil Service and Human Resources 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.
- Conduct public engagement activities on an ongoing and continuous basis with the communities that our projects and activities serve.
- Improve relationships with underserved communities impacted by our projects and activities.
- Identifying and documenting primary language data of the individuals in the service area of the project or activity to ensure that the most common languages spoken are captured and recorded.
- Ensuring that a record is maintained related to public engagement activities with underserved communities.
- Forms and processes related to Title VI complaint investigations will continue to be updated and made available online.
- Enhanced implicit bias and cultural competency training for departments and supervisors.
- Increased technical assistance for persons applying for or utilizing City programs.

CONCLUSION

The Covid-19 pandemic brought about many changes and exposed how the virus disproportionately affected black, brown and immigrant communities. The City of Knoxville prioritized being intentional about ensuring that existing policies did not exclude or present barriers to resources and services. In addition the City developed outreach strategies and processes that specifically focused on the needs of LEP populations within the city by providing workshops and roundtables to allow smaller, minority –led grassroots organizations access to funding opportunities to address the immediate needs of vulnerable populations and neighborhoods.

The goal of The City’s Title VI plan is not just to maintain compliance, but to document and enhance opportunities for all populations within the city to have a meaningful voice and receive equal benefits.

APPENDIX A

Knoxville Area Transit



March 15, 2021

Mr. Issac Thorne
Knoxville Area Transit
301 Church Avenue
Knoxville, TN 37915

Dear Issac:

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, Diversity, Inclusion and Title VI Officer, City of Knoxville, P.O. Box 1631, Knoxville, TN 37901.

The report is due by April 27, 2021. A copy of the report will be provided to Mayor Kincannon 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
Diversity, Inclusion and Title VI Officer

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.
Attached, and also found on KAT's website: <https://katbus.com/247/Equal-Employment-Opportunity-Policy>
 2. Name/Title of person responsible for Equal Employment Opportunity and Affirmative Action.
Jacob Wright, Director of Finance
 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.
Outreach efforts are summarized in the Title VI Report for 2020, specifically on pages 23-33: <https://knoxtpo.org/wp-content/uploads/2020/01/KAT-Title-VI-Report-2020.pdf>
- In addition, KAT is currently actively recruiting minority populations via WJBE radio, as well as through the Knoxville Area Urban League's Young Professionals, among other efforts.**
6. Method of informing staff of agency's Affirmative Action Policy.
Staff meetings and organization-wide safety meetings, leadership team meetings.
 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.
An explanation of KAT's efforts to comply with Title VI can be found within the 2020 Title VI Plan. The full Title VI report for 2020 can be found here: <https://knoxtpo.org/wp-content/uploads/2020/01/KAT-Title-VI-Report-2020.pdf>

The report covers all aspects of the FTA requirements from Circular 4702.1b. This includes information posting and complaints procedures; outreach efforts; LEP Plan; service standards including loads, frequency of service, fleet age and type, and amenities distribution; and board approval of service changes meeting Title VI analysis thresholds.

9. A copy of your Limited English Proficiency Plan.
This is found on pages 95-107 of the Title VI report: <https://knoxtpo.org/wp-content/uploads/2020/01/KAT-Title-VI-Report-2020.pdf>

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, Jacob F. Wright serves 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 jfwright@katbus.com, 865-215-7844, 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: _____

Isaac Thorne
Director of Transit
City of Knoxville
Date: 03/01/2021

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	29					7	3					14	5
Professionals	4												4
Technicians	1											1	
Sales Workers													
Office and Clerical	13					1	6					3	3
Craft Workers (skilled)	25					4						21	
Operative (Semi-skilled)	178			1		61	37					57	22
Laborers (unskilled)	18					7						9	2
Service Workers													
Overall Totals	268			1		80	46					105	36

**KAT Department
FY21 Mid Year**

	FY21 Mid Year DBE Spend		FY21 Goals
	Sub-total	Actuals %	Goals %
Minority-Owned	\$ 218,837	7.85%	7.00%
Woman-Owned	\$ 179,276	6.43%	6.00%
Small Business	\$ 624,429	22.40%	25.00%

Total Competitive Spend \$ 2,787,560

Vendor Name	Acct Name	DBE	Amount
1 DAY SIGNS Total	P-card	WOSB	449.20
2019 TENNESSEE SUS Total	P-card	NonDBE	105.00
ABSOLUTEACCESS Total	P-card	WOSB	175.00
Adrian Hale Pest Control, Inc. Total	Repair and Maintenance Services	Small	1,521.25
Advance Auto Parts Total	Parts	NonDBE	220.18
Alliance Bus Group, Inc. Total	Parts	NonDBE	3,175.66
Alternator & Starter Specialis Total	Parts	Small	1,375.24
AMAZON Total	P-card	NonDBE	1,467.36
American Techlabs LLC Total	Parts	WOSB	1,318.50
APPLIED MSS Total	P-card	NonDBE	5,423.63
APPLIED MSS LLC 6503 Total	P-card	NonDBE	479.99
APPLIED MSS LLC 6508 Total	P-card	NonDBE	3,814.06
Arrow Crane Service, Inc. Total	Misc. Professional Services	Small	5,916.84
A-Welders & Medical Supply Total	Parts	Small	1,877.16
A-Z OFFICE RESOURCE, INC. Total	Office Supplies	WOB	38,612.78
BARNES & NOBLE #2838 Total	P-card	NonDBE	25.00
Batteries Plus Bulbs Total	Parts	Small	11,975.35
BESTHYBRID Total	P-card	NonDBE	1,279.00
BK Technologies Total	Parts	NonDBE	925.00
BRANDON'S Total	P-card	Small	36.00
Bridgestone Americas Tire Total	Parts	NonDBE	53,117.35
Buckeye Cleaning Center - Knox Total	Operating Supplies	NonDBE	3,638.50
BUFORD C SMITH COMPANY IN Total	P-card	Small	77.66
Cable Car Classics, Inc. Total	Parts	WOSB	4,528.58
CANVA Total	P-card	NonDBE	119.40
CDW Government, Inc. Total	Laptop Computers	NonDBE	3,217.08
Central States Bus Sales Total	Parts	NonDBE	172.28
Certified Laboratories Total	Inventory - Oil	NonDBE	106,491.44
CES Total	P-card	NonDBE	92.48
Cintas Corporation 2 Total	Other Shop Expense Supplies	NonDBE	160.65
Cintas Corporation 207 Total	Uniforms	NonDBE	22,703.91
CivicPlus Total	Misc. Professional Services	NonDBE	8,029.38
Clarity Polishing Total	Parts	NonDBE	7,880.00
Clarke Power Services Total	Parts	NonDBE	34,640.46
Clear Fuel, LLC Total	Oil	Small	10,396.62
Clever Devices Ltd. Total	Parts	NonDBE	3,507.30

Clinton Hwy. Wrecker Service Total	Misc. Professional Services	Small	4,225.00
COASTAL WIPERS OF TENN Total	P-card	NonDBE	5,998.03
Coastal Wipers of Tennessee Total	Parts	NonDBE	972.00
COMMERCIAL HYDRAULICS, Total	P-card	Small	2,000.00
CORNWELL DS TOOLS & ST Total	P-card	NonDBE	2,728.44
Cortese Tree Specialists, Inc. Total	Repair and Maintenance Services	NonDBE	2,700.00
Creative Bus Sales, Inc. Total	Parts	NonDBE	6,378.76
CROWN UPHOLSTER Total	P-card	NonDBE	6,303.60
CROWNE PLAZA ATLANTA MID Total	P-card	NonDBE	182.69
Cummins Crosspoint LLC Total	Parts	NonDBE	258,739.05
CUMMINS INC - A7 Total	P-card	NonDBE	750.00
Custom Products Corp. Total	Other Shop Expense Supplies	NonDBE	2,631.71
CUSTOMER SERVICE ELECTRIC Total	P-card	NonDBE	218.86
D&D Hose and Supply, Inc. Total	Parts	Small	135.24
Dominos Pizza Total	P-card	NonDBE	119.88
DRUGTESTSINBULK.COM Total	P-card	NonDBE	3,185.75
EAST TENNESSEE MEDICA Total	P-card	NonDBE	3,545.66
ELLIOTTS - ALCOA Total	P-card	WOSB	806.80
ELLIOTTS - CORPORATE Total	P-card	WOSB	333.57
ELLIOTTS - KNOXVILLE Total	P-card	WOSB	5,684.97
ELLIOTTS - MORRISTOWN Total	P-card	WOSB	114.98
EnfoPoint Solutions, LLC Total	Computer Maintenance	Small	648.00
Enterprise Waste Oil Co., Inc. Total	Environmental Services	Small	15,532.00
Expoquip, Inc. Total	Parts	MOSB	211,187.52
FALCON COMPANY TACTIC Total	P-card	NonDBE	3,239.50
Fastenal Company Total	Parts	NonDBE	22.05
FEDEX Total	P-card	NonDBE	78.91
FIREHOUSE SUBS Total	P-card	NonDBE	109.18
First Transit, Inc. Total	Misc. Professional Services	NonDBE	2,895.00
Fleet Pride, Inc. Total	Parts	NonDBE	177.00
Flickr Total	P-card	NonDBE	49.99
Ford of Murfreesboro Total	Machinery And Equipment	NonDBE	120,010.00
Foreign Language Academy Total	Publicity	WOSB	65.00
Frantz, McConnell & Seymour Total	Legal - Outside Counsel	Small	15,683.05
Galls, LLC Total	Uniforms	NonDBE	8,955.48
GLOBAL ROSE Total	P-card	NonDBE	569.97
GRAINGER Total	P-card	NonDBE	700.74
Graning Paint Co., Inc. Total	Parts	WOB	35.57
Graphic Creations, Inc Total	Publicity	Small	10,207.76
GRAPHIC PRODUCTS, INC. Total	Other Shop Expense Supplies	WOSB	1,035.02
Gray Manufacturing Company, In Total	Parts	NonDBE	2,164.04
GRCADVISORY Total	P-card	NonDBE	220.50
Greenlee's Bicycle Store Total	Operating Supplies	Small	79.99
HALS SUPPLY INC Total	P-card	Small	44,017.28
Hal's Tire Supply, Inc. Total	Parts	Small	38,596.49
HARBOR FREIGHT TOOLS Total	P-card	NonDBE	3,463.69
Hart Graphics, Inc. Total	Publicity	WOB	260.00

Hawk Equipment Company Total	Other Shop Expense Supplies	Small	617.85
HEALTH CONNECTION LLC Total	P-card	NonDBE	4,056.00
Heavy Duty Lift & Equipment, I Total	Parts	NonDBE	4,429.04
HOMEDEPOT.COM Total	P-card	NonDBE	399.00
Hornsby Brand Design Total	Publicity	WOSB	145.00
ID Theft Protection Total	P-card	NonDBE	199.99
IDROPPED OF KNOXVILLE Total	P-card	NonDBE	159.98
Insight Public Sector, Inc. Total	Computer Software	NonDBE	267.93
JERSEY MIKES Total	P-card	NonDBE	75.41
JIMMY JOHNS Total	P-card	NonDBE	38.68
JOANN STORES Total	P-card	NonDBE	229.71
JOE HAYNES SNAP ON Total	P-card	NonDBE	359.99
JOTFORM INC. Total	P-card	NonDBE	390.00
KATOM RESTAURANT SUPPLY, INC. Total	Operating Supplies	WOB	2,232.80
Kelsan, Inc. Total	Parts	NonDBE	656.76
Ken Smith Auto Parts Total	Parts	NonDBE	602.86
KIMBALL MIDWEST Total	P-card	NonDBE	1,433.02
KIMBALL MIDWEST PAYEEZY Total	P-card	NonDBE	593.65
Kirk's Automotive, Inc. Total	Parts	NonDBE	90.00
Knox Fire Extinguisher Co., In Total	Other Shop Expense Supplies	Small	454.50
KNOXVILLE BLUE PRINT Total	P-card	WOSB	33.00
KNOXVILLE RURAL KING 95 Total	P-card	NonDBE	1,133.71
Kolob Industries, LLC Total	Misc. Furniture/Fixtures	NonDBE	13,395.20
KROGER Total	P-card	NonDBE	71.94
Lance Cunningham Ford Total	Parts	NonDBE	183.78
LITTLE CAESARS Total	P-card	NonDBE	64.00
LOCKE PLUMBING & ELECTRI Total	P-card	Small	87.28
LOWE'S Total	P-card	NonDBE	2,207.48
Luminator Technology Group, In Total	Parts	MOSB	3,683.14
LYNX SUPPLY Total	P-card	WOSB	1,230.00
MAC TOOLS - KNOXVILLE Total	P-card	NonDBE	513.99
McMahon Berger, P.C. Total	Legal - Outside Counsel	Small	510.00
METRO COMMUNICATIONS LLC Total	P-card	NonDBE	131.25
Mid South Gear Specialists Total	Parts	Small	155.55
Midwest Bus Corporation Total	Parts	NonDBE	2,208.06
Mohawk Manufacturing & Supply Total	Parts	NonDBE	864.59
MOUSER ELECTRONICS INC Total	P-card	NonDBE	137.84
MSDSonline, Inc. Total	Repair and Maintenance Services	NonDBE	2,999.00
Napa Auto Parts Total	Operating Supplies	NonDBE	1,536.90
NAPA STORE Total	P-card	NonDBE	29.98
NATIONAL AUTO PARTS COMPANY Total	Parts	WOSB	10,213.62
National Systems, Inc. Total	Parts	WOB	6,969.75
Newbegin Enterprises, Inc. Total	Parts	NonDBE	25,970.55
Newman Signs, Inc. Total	Misc. Furniture/Fixtures	NonDBE	15,015.00
NOREGON SYSTEMS Total	P-card	NonDBE	400.00
NORTHERN TOOL EQUIPMNT Total	P-card	NonDBE	2,095.95
Novatech, Inc. Total	Copier Charges	NonDBE	9,169.22

OFFICE DEPOT Total	P-card	NonDBE	475.87
OLE SMOKY DISTILLERY, Total	P-card	NonDBE	1,000.00
O'REILLY AUTO PARTS Total	Parts	NonDBE	9,783.45
Outlet Key Shop Total	Parts	NonDBE	440.00
Parrott Printing Total	Operating Supplies	Small	15,356.58
Partsmaster Total	Operating Supplies	NonDBE	6,964.11
Pete's Alignment Service Total	Other Shop Expense Supplies	Small	189.00
Petree's Flowers, Inc. Total	Grants & Benevolences	WOSB	369.25
Piedmont Plastics, Inc. Total	Parts	NonDBE	225.00
PRO CHEM, INC. Total	P-card	Small	390.61
Professional Compressed Total	Other Shop Expense Supplies	WOSB	8,938.92
Quest International, Inc. Total	Computer Maintenance	NonDBE	1,437.63
Quick-O Muffler, Inc. Total	Parts	Small	526.50
RED WING SHOE Total	P-card	NonDBE	1,846.89
REV PARTS LLC Total	P-card	NonDBE	(186.79)
RISEVISION Total	P-card	NonDBE	529.00
Rogers Petroleum, Inc. Total	Inventory - Fuel	NonDBE	1,195,459.85
Royal Brass & Hose, Inc. Total	Parts	Small	2,235.43
Russell Printing Options Total	Duplication Services	WOSB	23,734.00
S&A Systems, Inc. Total	Parts	Small	183.04
Sardo Bus & Coach Upholstery Total	Parts	NonDBE	9,088.20
SCHOOL SPECIALTY Total	P-card	NonDBE	99.13
Scientific Sales, Inc. Total	Parts	MWOSB	3,374.10
SHI International, Inc. Total	Computer Software	MWOB	234.51
SHIELDS ELECTRONICS SUPPLY, IN Total	Parts	Small	279.97
SHOE MALL Total	P-card	NonDBE	89.95
SINGLE SOURCE, INC. Total	Parts	Small	6,919.73
Slaven Auto Glass Total	Parts	WOSB	551.10
SNAPON TOOLS Total	P-card	NonDBE	3,161.47
Southern Coach Parts Total	Parts	Small	17,783.72
Southern Pump & Tank Co. Total	Parts	NonDBE	16,946.87
SOUTHERN SAFETY SUPPLY LL Total	P-card	WOSB	2,874.62
Southern Safety Supply, LLC Total	Parts	WOSB	427.50
Speciality Metals & Supply Total	Parts	NonDBE	1,883.79
Spectra Environmental Group, I Total	Repair and Maintenance Services	Small	5,100.25
STANDARD WILSON CORPORATION Total	Misc. Professional Services	NonDBE	1,163.12
Stokes Electric Co. Total	Parts	Small	415.62
Ted Russell Ford Lincoln Total	Parts	NonDBE	16,363.91
The Aftermarket Parts Company, Total	Parts	NonDBE	1,726.91
THE BRENMAR COMPANY Total	P-card	NonDBE	120.03
THE COR-TEN CO LLC Total	P-card	Small	4,208.40
The Cor-tenn Co LLC Total	Parts	Small	4,164.85
THE HOME DEPOT Total	P-card	NonDBE	3,649.49
The Janek Corporation Total	Parts	WOSB	7,108.20
The Lilly Company Total	Repair and Maintenance Services	NonDBE	3,403.84
THE SCHOOL BOX Total	P-card	NonDBE	51.48
Thermo King Of Knoxville, Inc. Total	Parts	NonDBE	14,670.37

Time And Pay Total	Misc. Professional Services	NonDBE	1,400.00
Tolar Manufacturing Co., Inc. Total	Misc. Furniture/Fixtures	NonDBE	5,940.00
TOYOTA OF KNOXVILLE Total	P-card	NonDBE	165.46
TRANSTAR INDUSTRIES Total	P-card	NonDBE	74.26
TransTrack Systems, Inc. Total	Computer Maintenance	NonDBE	6,000.00
Truck Pro, Inc. Total	Parts	NonDBE	15,578.03
Truck Tire Center Of Knoxville Total	Parts	Small	3,695.83
Turner Industrial Supply Inc Total	Parts	Small	677.37
Unicorn HRO, LLC Total	Misc. Professional Services	Small	15,930.85
United Laboratories, Inc. Total	Parts	NonDBE	446.04
USPS Total	P-card	NonDBE	32.25
VEHICLE MAINTENANCE PROG Total	P-card	WOSB	1,653.40
Vehicle Maintenance Program In Total	Parts	WOSB	5,024.37
VOL RADIATOR SERVICE Total	P-card	NonDBE	325.00
Volunteer Auto Wash, Inc. Total	Misc. Professional Services	MOSB	358.15
WAL-MART Total	P-card	NonDBE	332.78
WASHING EQUIPMENT OF TN Total	Operating Supplies	Small	34,027.29
William S. Trimble Company Total	Operating Supplies	Small	910.65
Wood Printing Company Total	Office Supplies	WOSB	1,927.80
WORLD CLUTCH DISTRIBUTORS Total	P-card	NonDBE	60.00
WWW.PROJECTACTION.COM Total	P-card	NonDBE	725.00
YELLOWLIFT Total	P-card	NonDBE	60.50
Y-PERS, INC Total	P-card	NonDBE	2,495.13
Ziggurat Development, LLC Total	Repair and Maintenance Services	WOSB	48,813.62
Grand Total			<u>\$ 2,787,560.21</u>

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.

April 15, 2021

Date


Chief Executive Officer


Board Chair

APPENDIX B

Knoxville Community Development
Corporation



Benjamin M. Bentley, Executive Director/CEO

901 Broadway, N.E. ♦ Knoxville, TN 37917
865.403.1100 ♦ Fax 865.403.1117
800.848.0298 (Tennessee Relay Center)
www.kcdc.org

April 26, 2021

Tatia M. Harris
Diversity and Inclusion Officer
City of Knoxville
Post Office Box 1631
Knoxville, Tennessee 37901

RE: 2021 Title VI Report

Dear Ms. Harris:

Per your letter of March 15 2021, you will find attached the Title VI report requested for distribution to the Mayor and City Council.

Please let me know if you need any additional information.

Sincerely,

Benjamin M. Bentley
Executive Director/CEO

BMB:jl
Enclosures

cc: KCDC Board of Commissioners



2021 Title VI Report for Knoxville's Community Development Corporation

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

1. **Your Equal Employment Opportunity Affirmative Action Policy.**
Item 1 Attachment
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 Attachment**
4. **Minority/Women subcontractors/vendors.** **Form 2 Attachment**
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 Attachment**
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, Vice President of Housing, 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.** **Item 9 Attachment**

Item 1 Attachment

AFFIRMATIVE ACTION PLAN

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

F. EXPECTATIONS OF SUPERVISORY STAFF

1. Staff Meetings - At least one administrative staff meeting annually will be devoted to a presentation and discussion of some phase of the Affirmative Action Plan as it relates to the responsibilities of all supervisors.
2. Disciplinary Action - All supervisory staff members will be trained regarding employment law and equal employment opportunity requirements. Supervisors shall be informed that acts of discrimination will not be tolerated. Employees who commit such acts shall be subject to disciplinary action up to and including dismissal.
3. Performance Appraisals - Certain positions within the Agency have the authority to directly impact EEO activities; staff holding such positions will be evaluated in regard to implementing the Affirmative Action Plan. However, KCDC does not view the implementation of the Affirmative Action Plan as the sole responsibility of individual supervisors, rather it is an agency-wide commitment impacting all supervisory staff.

G. PROGRAM PARTICIPANTS

1. Outreach efforts will continue to stress providing information about opportunities for participation and benefits to all members of the low-income population. The efforts of various components will reflect special efforts made to reach minority individuals, women, the aged, and the handicapped.
2. Statistical information on the social and economic characteristics of the low-income and the potential recipients of various programs and services shall be kept up to date and used as a basis for evaluating program performance along with other criteria.

H. REPORTING A COMPLAINT OF DISCRIMINATION

1. Reporting Officers - KCDC encourages individuals to report all incidents of discrimination to one of the following reporting officers:
 - a. Employee's Immediate Supervisor
 - b. KCDC's Human Resources Director
 - c. 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.

Form 1 Attachment

Equal Employment Opportunity (EEO Workforce Profile)

EQUAL EMPLOYMENT OPPORTUNITY (EEO) WORKFORCE PROFILE

JOB CATEGORIES	Total	Male	Female	Hispanic or Latino		Black (Not of Hispanic Origin)		Asian or Pacific Islander		American Indian or Alaskan Native		White (Not of Hispanic Origin)	
				Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
Officers/Managers	14	8	6	0	0	0	0	0	0	0	0	8	6
Professionals	41	13	28	0	0	1	4	0	1	0	0	12	23
Technicians	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
Office/Clerical	45	6	39	0	0	2	13	0	0	0	0	4	26
Craft Workers (skilled)	40	40	0	0	0	13	0	0	0	0	0	27	0
Operative (semi-skilled)	0	0	0	0	0	0	0	0	0	0	0	0	0
Laborers (unskilled)	6	4	2	0	1	3	1	0	0	0	0	1	0
Service Workers	0	0	0	0	0	0	0	0	0	0	0	0	0
OVERALL TOTALS	146	71	75	0	1	19	18	0	1	0	0	52	55

KCDC 2021

Form 1

NAME: Knoxville's Community Development Corporation (KCDC)

Form 2 Attachment

SUBCONTRACTORS/VENDORS

Minority Subcontractors/Vendors/Amount of Contract:

Name	Amount	MOB
Ability One	\$83	Yes
Acro Service Corporation	\$8,324	Yes
Andrews Electric Services LLC	\$9,320	Yes
Arm & Rage LLC	\$2,400	Yes
Avero LLC	\$34,880	Yes
Computer Upgrades Inc.	\$2,250	Yes
Dan's Advantage Towing and Recovery Service	\$120	Yes
Fox Moving and Storage of East Tennessee LLC	\$11,609	Yes
Identity Group	\$44	Yes
KMF III Services LLC	\$153,637	Yes
Robert E Wilder Jr DBA ProClean Power & Soft	\$5,160	Yes
Scientific Sales, Inc.	\$1,282	Yes

Women Subcontractors/Vendors/Amount of Contract:

Name	Amount	WBE
A & B Termite & Pest Control	\$6,171	Yes
A Walk of Elegance	\$746,935	Yes
Aerial Innovations Southeast Inc	\$535	Yes
Air Quest America	\$137,337	Yes
All Things Identification	\$592	Yes
Arm & Rage LLC	\$2,400	Yes
Burns Printing Inc dba Burns Mailing & Printing	\$6,869	Yes
Carol E Wilson dba CEW Advertising	\$15,942	Yes
Chris Haggard Plumbing LLC	\$42,425	Yes
Computer Upgrades Inc.	\$2,250	Yes
Cotton's Doors	\$6,842	Yes
Doorway Services and Solutions LLC	\$24,486	Yes
Electric Motor Service	\$200	Yes

ES Robbins	\$52	Yes
F. M. George Safe & Lock Co., Inc.	\$7,342	Yes
First Place Finish Inc	\$8,200	Yes
Foreign Language Academy	\$5,755	Yes
Forestry Services LLC	\$45,337	Yes
Fox Moving and Storage of East Tennessee LLC	\$11,609	Yes
Grayson Concrete Works	\$707,425	Yes
Jen Hill Construction Materials	\$15,300	Yes
JLM Wholesale	\$9,859	Yes
KMF III Services LLC	\$153,637	Yes
Management Solutions LLC	\$49,564	Yes
McCright & Associates, LLC	\$117,042	Yes
Moxley Carmichael, Inc.	\$60,004	Yes
Nan McKay and Associates, Inc.	\$717	Yes
National Elevator of Tennessee Inc	\$57,732	Yes
Petree's Flowers Incorporated	\$226	Yes
Ross Business Development Inc	\$29,450	Yes
Scientific Sales Inc	\$669	Yes
Scientific Sales, Inc.	\$613	Yes
Shades Inc	\$44,700	Yes
SpaceBound	\$795	Yes
The Visibility Company	\$4,290	Yes
Volunteer Auto Wash Inc	\$9	Yes
Williamsburg Mailing Services Inc	\$6,908	Yes
Witt Bldg. Material Co	\$225	Yes

Form 3

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

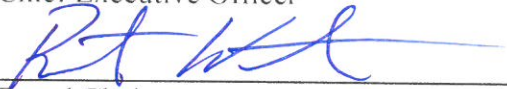
Knoxville's Community Development Corporation
Name of Organization

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

April 26, 2021

Date


Chief Executive Officer


Board Chair

Item 9 Attachment

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

INTRODUCTION

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

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

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

GOALS OF THE LANGUAGE ASSISTANCE PLAN

The goals of KCDC's Language Assistance Plan include:

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

LEP INDIVIDUALS WHO NEED LANGUAGE ASSISTANCE

Knoxville is becoming a more diverse community and is beginning to see more LEP households than in previous years. According to census data, it is estimated that between 6 and 7 percent of all Knoxville residents over age 5 speak a language other than English at home. This equates to approximately 8,600 individuals. Of non-English speaking households, 40% speak Spanish, 30% speak Indo-European languages, approximately 21 % speak Asian and Pacific Island languages, and around 9% speak languages other than these. A table below breaks this information down between language groups.

KNOXVILLE, TN LANGUAGE DATA

Total Population Over 5 Years of Age = 163,524

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

TYPES OF ASSISTANCE NEEDED BY LEP PERSONS

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

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

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

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

LANGUAGE ASSISTANCE TO BE PROVIDED

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

A) Identification of LEP Persons and Notices

Use of "I Speak Cards": In order to help identify LEP individuals and determine the appropriate language assistance, KCDC will post and make available ISpeak Cards at its

central office reception area and site based management offices. Applicants, public housing residents and HCV participants can use these cards to indicate their primary language. KCDC staff at the point of entry will then make appropriate arrangements for interpretation services, generally using language service via the internet, bilingual staff, or a telephone interpretation service.

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

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

B) Language Assistance Measures

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

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

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

Oral Interpretation - Use of Other Interpreters not provided by KCDC: As noted above, LEP individuals will be informed that KCDC will provide them with free access to oral interpretation services via bilingual KCDC staff or qualified, trained contractors as needed. If the LEP individual requests their own qualified, trained interpreter this will be allowed at the individual's own expense. Use of family members and friends, especially minor children, as interpreters will generally be discouraged. Exceptions may be made where the contact with the LEP person is of a routine nature, one that does not involve confidential matters, or significant/complex matters impacting the applicant or resident's housing status, rent payments, or lease compliance issues

and the LEP person signs a release that indicates alternative services were offered and waived. Staff will be advised to be alert to the potential for any conflict of interest or competency issues that may arise from the involvement of family or friends. If staff has questions about the appropriateness of allowing family and friends as interpreters, they will consult with Compliance Office for guidance.

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

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

C) Staff Training and Coordination

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

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

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

D) Providing Notice to LEP Persons

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

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

APPENDIX C

Knoxville Utilities Board



Knoxville Utilities Board

April 5, 2021

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,

Gabriel J. Bolas II
President and CEO

Enclosure

C (Enclosure):

Indya Kincannon, Mayor
Members of City Council
Charles Swanson, City Law Director
Rob Frost, City Council Attorney
Will Johnson, City Recorder
KUB Board of Commissioners
The Reverend Dr. Jerry Askew, KUB Board Chair
Bill Coley, KUB General Counsel
Susan Edwards, Sr. Vice President and CAO
Darrin Rhines, Manager, Communications and External Relations
Elba Marshall, KUB Director, Corporate Services, Diversity and Title VI Coordinator

**Title VI Report
Knoxville Utilities Board
Date Submitted: April 5, 2021
Period Covered: July 1, 2019 to June 30, 2020**

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 & Diversity
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, 2020												
	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*	64	49	0	0	0	0	0	12	2	1	0	0	0
Professionals	249	139	10	3	3	0	0	83	7	2	2	0	0
Technicians	194	170	6	1	0	0	0	16	1	0	0	0	0
Protective Services	0	0	0	0	0	0	0	0	0	0	0	0	0
Paraprofessionals	146	64	5	3	2	0	0	65	6	1	0	0	0
Administrative Support	62	5	4	1	0	0	0	38	13	1	0	0	0
Skilled Craft	208	190	13	2	3	0	0	0	0	0	0	0	0
Service Maintenance	165	135	26	2	2	0	0	0	0	0	0	0	0
TOTALS	1088	752	64	12	10	0	0	214	29	5	2	0	0

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

*This total includes 32-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 2020 minority employees represent 11.21% of the workforce.

IV. Minority Owned Businesses/Suppliers (37 Total)

<u>MBE/WBE Name</u>	<u>MBE</u>
ABC Professional Tree Services	\$ 6,267,748
KIMCO	\$ 758,255
Virginia Transformer Corporation	\$ 573,942
MESA Accociates, Inc.	\$ 432,631
SHI International, Inc.	\$ 429,623
Zones, Inc	\$ 307,666
KMF III Services LLC	\$ 221,045
LH GLOBAL RESOURCES, LLC	\$ 69,399
Sensit Technologies	\$ 64,719
B & B Lawn Services	\$ 61,884
Securance LLC	\$ 55,924
US Payments	\$ 48,756
GNC Consulting	\$ 48,300
M&W Drilling, LLC	\$ 48,000
GMB Consulting and Training Services	\$ 34,688
Scientific Sales, Inc	\$ 32,944
Cjen Inc	\$ 31,430
DBMS Consulting	\$ 30,386
Industrial Training Services Inc	\$ 22,844
Orange Lab Media	\$ 21,378
Hypertec Direct	\$ 21,016
ServPro of North Knoxville	\$ 20,874
Mvation Worldwide, Inc.	\$ 14,251
Expoquip, Inc.	\$ 13,113
TNT Digital Printing	\$ 8,540
Grade A Apparel	\$ 5,875
BenefitsAssist	\$ 5,489
A-1 Couriers	\$ 5,363
Edith N Wagner	\$ 2,800
Soul Elegance Catering	\$ 2,395
Edwards Supply	\$ 1,995
Andrews A/C Electric Co.	\$ 1,614
Southern States, LLC	\$ 1,250
Planet Cellular, Inc.	\$ 810
Ford Consulting	\$ 700
Various ProCard Purchases	\$ 566
MPI Business Solutions, Inc.	\$ 252
	<u>\$ 9,668,463</u>

Women Owned Businesses/Suppliers (57 Total)

<u>MBE/WBE Name</u>	<u>WBE</u>
The Dycho Company, Inc.	\$ 2,664,620
Cleary Construction, Inc.	\$ 2,535,697
Service One Electric	\$ 2,046,954
Silex	\$ 1,674,069
Seelbach & Company, Inc.	\$ 1,320,357
Cannon & Cannon, Inc.	\$ 1,156,358
Power Partners, Inc.	\$ 776,419
East Tennessee Technical Services, Inc.	\$ 649,696
PRI of East Tennessee, Inc.	\$ 513,834
Starboard Consulting, LLC	\$ 486,389
Bobcat of Knoxville	\$ 306,378
Farwest Corrosion Control Company	\$ 275,000
Brown Construction Consolidated, Inc.	\$ 274,152
Chris Haggard Plumbing, LLC	\$ 247,048
MPB Facilities	\$ 240,477
Moxley Carmichael, Inc.	\$ 195,717
JH Excavating	\$ 160,720
The Wakefield Corp.	\$ 128,000
Anixter, Inc.	\$ 126,661
Smart Views, LLC	\$ 119,504
CTR Coatings	\$ 74,000
Vcloud Tech, Inc.	\$ 72,014
Fleming Machine & Welding Shop	\$ 70,628
Ultra Oil and Chemical, LLC	\$ 69,606
Metro Communications LLC	\$ 57,503
SDF Professional Computers, Inc.	\$ 54,680
360water	\$ 49,800
Fastenal Company Retail	\$ 43,788
McMillan's Roofing	\$ 41,761
Total Depth Drilling, Inc.	\$ 41,712
American Innovations, LTD	\$ 39,975
Westside Psychology and EAP	\$ 38,917
Torco Testing Services, Inc.	\$ 24,975
Cheryl D. Barksdale	\$ 24,500
Spotter RF LLC	\$ 23,069
Diversified Supply, Inc.	\$ 22,308
First Place Finish, Inc.	\$ 22,175
Mayer Electric Supply Company, Inc.	\$ 20,129
CPR Choice, LLC	\$ 19,098

<u>MBE/WBE Name</u>	<u>WBE</u>
Accusource, Inc.	\$ 18,936
Various ProCard Purchases	\$ 17,590
KVA, Inc.	\$ 15,975
F. M. George Safe & Lock Co.	\$ 15,929
CEW Advertising	\$ 14,456
Bradford Catered Events	\$ 14,032
AirGas Mid America/USA	\$ 12,092
Advantage Electronics	\$ 11,715
Benson & Company, LLC	\$ 11,295
Barr Technical Services, LLC	\$ 11,044
E. Luke Greene Company	\$ 9,500
Universe Technical Translation, Inc.	\$ 8,952
Computer Intelligence Association	\$ 8,236
Steel Plate Fabricators	\$ 7,861
Pro Logo Depot	\$ 7,712
Planet, Inc.	\$ 6,903
AED Brands	\$ 5,675
New Horizons Computer Learning	\$ 5,670
Turnkey Technical Services, Inc.	\$ 4,700
Patricia Egen Consulting, LLC	\$ 4,400
The Bingham Group, Inc.	\$ 3,950
Print-A-Scent, Inc.	\$ 3,800
Regenerations, LLC	\$ 3,761
Cumberland Gap Distributors	\$ 3,072
SaiTech Inc	\$ 2,812
Direct Mail Services	\$ 2,283
Lynx Supply Inc.	\$ 1,513
Anderson Busby PLLC	\$ 1,265
Access Solutions, Inc.	\$ 845
Kapture, LLC	\$ 599
Waffley Good	\$ 465
Sister South Fine Foods	\$ 380
All-Star Promotions	\$ 68
	<u>\$ 16,946,170</u>

Total MBE/WBE Spending of \$26,614,633 represented 11.7% of total KUB expenditures during Fiscal Year 2020

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 64 external job postings in FY 2020 and received 3,463 job applications. During FY 2020, 117 employees were hired including full-time, part-time and students. Seventy-nine full-time positions were filled, of which thirteen were minorities, representing 16.46 percent of the full-time hires. Also, thirty-eight employees were hired into part-time or student positions, of which 10 were minority employees, representing 26.32 percent of the part-time and students hired in FY 2020.

As of June 30, 2020, minority employees represented 11.21 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 25 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, 434 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.

Due to the pandemic in 2020, KUB postponed the 2020 TeenWork program. The program resumed in 2021 and includes students from the 2020 and 2021 classes.

Procurement

During FY 2020, the Procurement Department administered a process that resulted in the purchase of \$227.6 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 468,000 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

KUB uses a variety of communication channels to distribute business opportunity information, including: BidSync.com, KUB website, Twitter, e-mail, and the Procurement Department bulletin board. Furthermore, KUB provides technical assistance to contractors and suppliers who endeavor to enter the KUB bidding community. 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 2020 MBE/WBE Expenditures

Total MBE/WBE spending in FY 2020 was \$26,614,633 or 11.7 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
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
2019	9.2%	\$21.3 Million	90.8%	\$210.7 Million	\$232 Million
2020	11.7%	\$26.6 Million	88.3%	\$201.0 Million	\$228 Million

FY 20 performance of 11.7% represents an increase from the previous fiscal year, which reflects a \$4.6 million rise in vegetation removal projects awarded to MBE/WBE entities. In addition, total dollars spent with MBE/WBE suppliers rose \$5.3 million and reflects payments to 51 suppliers that did not receive payment from KUB the previous fiscal year.

KUB employs a Supplier Diversity Program Coordinator, Nikitia Thompson. Mrs. Thompson provides assistance to minority, woman owned, small, and majority owned business firms. Through a wide range of activities, Mrs. Thompson functions as a liaison between KUB and the MBE/WBE community, and majority owned firms seeking business opportunities. Mrs. Thompson reaches out regularly to MBE, WBE and majority owned firms upon request to resolve communication issues; assist firms to meet pre-qualification and bid standards; invite contractors, suppliers and vendors to pre-bid meetings; and offer valuable feedback and suggestions regarding existing policies, procedures, and activities.

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

• KUB Blueprint

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



- **New Employee Orientation**

All new employees receive Title VI and Equal Employment Opportunity policy training, 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 process to pursue and whom to talk to if they believe they are the victim of discrimination or harassment.

- **Diversity Training**

Diversity Training is designed to inform employees of KUB's core values and that equal opportunity, equal access and nondiscrimination are ideals that are routinely promulgated. At the end of FY 2020, KUB kicked off an engagement with The Winters Group, Inc., a global diversity and inclusion firm, to help KUB develop a strategic plan that focuses on fostering inclusion and developing cultural competence at all levels of the organization.

- **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 regard to safety, performance management, employee relations, and enforcement of KUB policy and nondiscrimination legislation, including Title VI, Civil Rights Act, ADEA, and ADA.

- **Employee Internal News Website**

The internal employee news website 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 Director of Corporate Services and Diversity 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.
- Established a policy, a process, and a structure to ensure that all requirements of Title VI are being met.
 - Instituted new hire and annual employee training that explains KUB's commitment to preventing discrimination in all programs, services and activities and includes information on how to file a Title VI or any other discrimination complaint.
 - Added the Title VI Policy and Implementation Plan to KUB's webpage, including information for citizens to file online Title VI complaints.
 - Developed a formal process to receive, record and resolve Title VI complaints received, regardless of whether the complaint was registered online, verbally or as a written complaint.

- Instituted Title VI compliance provisions in contracts with contractors and consultants and bid documents.
- Adopted a Limited English Proficiency Plan.

IX. Limited English Proficiency Plan

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

- **Communications Department**

A primary function is working directly with external customers to ensure that KUB documents are translated and interpreted into non-English languages. This service is particularly important when major projects, particularly construction and tree trim projects, are implemented in KUB's service area. An example is KUB's tree trim program within the 750 square mile electric service area. This project impacts thousands of customers who 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 English and Spanish so KUB customers clearly understand how to present concerns about work that affects their property.

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 use 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 Spanish speaking 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. KUB also offers bi-lingual menus and prompts on payment kiosks and through our 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 & 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. 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.

March 31, 2021

Date

Laery Boles

Chief Executive Officer

James

Board Chair

APPENDIX D

Metropolitan Knoxville Airport Authority



April 27, 2021

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 (MKAA) as requested.

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

Sincerely,

A handwritten signature in blue ink, appearing to read "Alan M. Jones".

Alan M. Jones
Director of Administration
DBE Liaison Officer



March 15, 2021

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

Dear Patrick:

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 27, 2021. A copy of the report will be provided to Mayor Kincannon 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
Diversity, Inclusion and Title VI Officer

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 LEP 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.

Equal Employment Opportunity (EEO Workforce Profile)

PLEASE PRINT OR TYPE

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	11	8	3									8	3
Professionals	22	16	6			1						15	6
Technicians	19	14	5			1				1		12	5
Sales Workers													
Office and Clerical	13	2	11									2	11
Craft Workers (skilled)	19	19	0									19	0
Operative (Semi-skilled)													
Laborers (unskilled)	23	20	3	1		4	2					15	1
Service Workers	33	21	12			3						18	12
Overall Totals	140	100	40	1	0	9	2	0	0	1	0	89	38

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 : 19			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"/> 2. STREETS AND HIGHWAYS. Maintenance, repair, construction and administration of streets, alleys, sidewalks, roads, highways and bridges.	<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"/> 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"/> 10. COMMUNITY DEVELOPMENT. Planning, zoning, land development, open space, beautification, preservation.			
<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"/> 11. CORRECTIONS. Jails, reformatories, detention homes, halfway houses, prisons, parole and probation activities			
<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"/> 12. UTILITIES AND TRANSPORTATION. Includes water supply, electric power, transit, gas, airports, water transportation and terminals			
<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"/> 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"/> 7. HOSPITALS AND SANATORIUMS. Operation and maintenance of institutions for inpatient medical care.	<input type="checkbox"/> 14. EMPLOYMENT SECURITY STATE GOVERNMENTS ONLY			
		<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														TOTALS (COLUMN S A-N)
		HISPANIC OR LATINO		NON-HISPANIC OR LATINO												
				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	
Officials and Administrators	1 \$0.1-15.9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2 16.0-19.9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	3 20.0-24.9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	4 25.0-32.9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	5 33.0-42.9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	6 43.0-54.9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	7 55.0-69.9	0	0	2	0	0	0	0	0	0	0	0	0	0	0	2
	8 70.0 Plus	0	0	6	0	0	0	0	0	3	0	0	0	0	0	9
Professionals	9 \$0.1-15.9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	10 16.0-19.9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	11 20.0-24.9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	12 25.0-32.9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	13 33.0-42.9	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
	14 43.0-54.9	0	0	1	0	0	0	0	1	0	0	0	0	0	0	2
	15 55.0-69.9	0	0	7	0	0	0	0	2	0	0	0	0	0	0	9
	16 70.0 Plus	0	0	7	1	0	0	0	2	0	0	0	0	0	0	10
Technicians	17 \$0.1-15.9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	18 16.0-19.9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	19 20.0-24.9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	20 25.0-32.9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	21 33.0-42.9	0	0	3	0	0	0	1	0	0	0	0	0	0	0	4
	22 43.0-54.9	0	0	3	1	0	0	0	3	0	0	0	0	0	0	7
	23 55.0-69.9	0	0	6	0	0	0	0	2	0	0	0	0	0	0	8
	24 70.0 Plus	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Protective Service Workers	25 \$0.1-15.9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	26 16.0-19.9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	27 20.0-24.9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	28 25.0-32.9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	29 33.0-42.9	0	0	5	3	0	0	0	0	2	0	0	0	0	0	10
	30 43.0-54.9	1	0	10	1	0	0	0	1	0	0	0	0	0	0	13
	31 55.0-69.9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	32 70.0 Plus	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Paraprofessionals	33 \$0.1-15.9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	34 16.0-19.9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	35 20.0-24.9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	36 25.0-32.9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	37 33.0-42.9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	38 43.0-54.9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	39 55.0-69.9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	40 70.0 Plus	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Administrative Support	41 \$0.1-15.9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	42 16.0-19.9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	43 20.0-24.9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	44 25.0-32.9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	45 33.0-42.9	0	0	2	0	0	0	0	5	0	0	0	0	0	0	7
	46 43.0-54.9	0	0	0	0	0	0	0	4	0	0	0	0	0	0	4

D EMPLOYMENT DATA AS OF JUNE 30

FISCAL YEAR 2020

1. FULL TIME EMPLOYEES (Temporarily employees are not included)

JOB CATEGORIES	ANNUAL SALARY (Thousands)	RACE/ETHNICITY														TOTALS (COLUMN 8 & 9)
		HISPANIC OR LATINO		NON-HISPANIC OR LATINO												
				MALE						FEMALE						
		MALE A	FEMALE B	WHITE C	BLACK OR AMERICAN INDIAN D	ASIAN E	NATIVE HAWAIIAN OR OTHER ISLANDER F	AMERICAN INDIAN OR ALASKAN NATIVE G	TWO OR MORE RACES H	WHITE I	BLACK OR AMERICAN J	ASIAN K	NATIVE HAWAIIAN OR OTHER ISLANDER L	AMERICAN INDIAN OR ALASKAN NATIVE M	TWO OR MORE RACES N	
Skilled Craft Workers	49 50.0-54.9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	50 18.0-19.9	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	
	52 25.0-32.9	0	0	4	0	0	0	0	0	0	0	0	0	0	4	
	53 33.0-42.9	0	0	5	0	0	0	0	0	0	0	0	0	0	5	
	54 43.0-54.9	0	0	8	0	0	0	0	0	0	0	0	0	0	8	
	55 55.0-69.9	0	0	2	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	
Service-Maintenance	57 50.0-54.9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	58 18.0-19.9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	59 20.0-24.9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	60 25.0-32.9	0	0	8	2	0	0	0	7	0	0	0	0	0	17	
	61 33.0-42.9	0	0	9	1	0	0	0	4	0	0	0	0	0	14	
	62 43.0-54.9	0	0	1	0	0	0	0	1	0	0	0	0	0	2	
	63 55.0-69.9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	64 70.0 Plus	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
65 TOTAL FULL TIME (Lines 1-64)		1	0	89	9	0	0	1	0	38	2	0	0	0	140	

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	1	0	0	0	0	0	1
68 TECHNICIANS	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
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	8	0	0	0	0	0	12
72 SKILLED CRAFT	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
73 SERVICE/MAINTENANCE	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	3
74 TOTAL OTHER THAN FULL TIME (Lines 66-73)		0	0	8	1	0	0	0	0	9	0	0	0	0	0	18

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	0	0	0	0	0	0	0
76 PROFESSIONALS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
77 TECHNICIANS	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
78 PROTECTIVE SERVICE	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	4
79 PARA-PROFESSIONAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
80 ADMIN SUPPORT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
81 SKILLED CRAFT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
82 SERVICE/MAINTENANCE	0	0	1	0	0	0	0	0	1	3	0	0	0	0	0	5
83 TOTAL NEW HIRES (Lines 75-82)		0	0	6	0	0	0	0	1	3	0	0	0	0	0	10

FUNCTION TYPE 12				
REMARKS (List National Crime Information Center (NCIC) number assigned to any Criminal Justice Agencies whose data are included in this report)				
LIST AGENCIES INCLUDED ON THIS FORM				
Metropolitan Knoxville Airport Authority (MCAA) Downtown Knoxville Airport (DKX)				
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		
Alan Jones		Director of Administration		
ADDRESS (Number and Street, City, State, Zip Code)		TELEPHONE NUMBER	Ext	FAX NUMBER
PO Box 15600, Knoxville, TN, 37901-5600		865-342-3062		865-342-1690
DATE	EMAIL	TYPED NAME/TITLE OF AUTHORIZED OFFICIAL		SIGNATURE <input checked="" type="checkbox"/>
2019-09-30	alan.jones@tys.org	Alan Jones		

Minority/Women Subcontractors/Vendors

Form 1

SUBCONTRACTORS/VENDORS

Minority Subcontractors/Vendors/Amount of Contract:

	MOB	WOB	MWOB
Company Name: <u>NERCS \$18,150</u>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Company Name: <u>ARCHANGEL PROTECTIVE SERVICES/</u>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Company Name: <u>\$111,263</u>	<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: <u>CLASSIC SHINE / \$900.00</u>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Company Name: <u>AIRFIELD ETC. / \$1,311,765</u>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Company Name: <u>EROSION SOLUTIONS / \$175,293</u>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Company Name: <u>POZZOLINI / \$550,199</u>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Company Name: <u>CABLE TRUCKING / \$327,314</u>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Form 1

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: <u>TEN HILL / \$ 893,110</u>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Company Name: <u>KIMBERLY / \$ 39,505</u>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Company Name: <u>LANE HAULING / \$ 72,256</u>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Company Name: <u>CANNON & CANNON / \$ 257,128</u>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Company Name: <u>MCGUINNESS UNLIMITED / \$ 21,416</u>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Form 1

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: <u>SPEIDEL CONSTRUCTION / \$54,536</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"/>
Company Name: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Minority Outreach Efforts

**Metropolitan Knoxville Airport Authority
FYE 2020
Affirmative Action Program**

Job # _____ **Job Description** _____

Date Mailed _____

Print 8 Copies

Job Announcement Mailing List:

Agency Name: **The University of Tennessee**
Career Services
100 Dunford Hall
Volunteer Blvd.
Knoxville, TN 37996-4010

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: **YWCA**
Address: 420 Clinch Ave.
Knoxville, TN 37902

**Metropolitan Knoxville Airport Authority
FYE 2020
Affirmative Action Program**

Job Announcement Mailing List Continued

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
366 Glascock Street
Suite 100
Alcoa, TN 37701

Agency Name: American Job Center
2700 Middlebrook Pike
Suite 100
Knoxville, TN 37921

Job Announcement E-Mailing List FYE 2020

Pellissippi Community College
Cindy Atchley
careerservices@pstcc.edu

Roane State College
Kim Harris
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
April Smith
asmith@blountfamilypromise.org

CAC Knoxville-Knox County Community Action Committee
www.knoxcac.org

Blount County Chamber of Commerce

American Job Center
www.Jobs4TN.Gov

Title VI Assurance Documentation

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

Metropolitan Knoxville Airport Authority

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.

Date

April 22, 2020

President

Patrick W. Wilson

Board Chair

Ene

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, Knoxville Area Urban League, along with Latino and Asian Business Networks, etc. to encourage participation in our Small Business Programs.

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

Patrick Wilson, President

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

Title VI Nondiscrimination Statement



TDOT

Department of Transportation

Departamento de Transportate de Tennessee

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 Gratis 1-888-370-3647

www.tn.gov/tdot/civil-rights/title-vi-program

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.ten.gov

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

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

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

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

MKAA collaborates with the Hispanic Chamber of Knoxville, Tennessee.

The interpreter is provided at no cost to you.

Printed on recycled paper 5/05

APPENDIX E

Public Building Authority



March 15, 2021

Ms. Jayne Burritt
Public Building Authority
City County Building
400 Main Street; Suite M-22
Knoxville, TN 37901

Dear Jayne:

The City of Knoxville's Charter Article III, entitled "Executive Branch," Section 306 requires annual reports of agencies, boards and commissions.

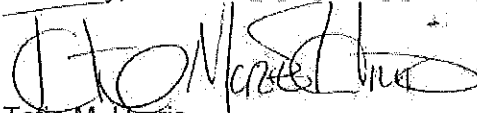
Each agency, board, and commission of the city shall make an annual report to its board of directors/commissioners certifying that the organization: 1) has not subjected any person to discrimination on the basis of race, color or national origin under any of its programs or activities, 2) has not excluded 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 27, 2021. A copy of the report will be provided to Mayor Kincannon 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
Diversity, Inclusion and Title VI Officer

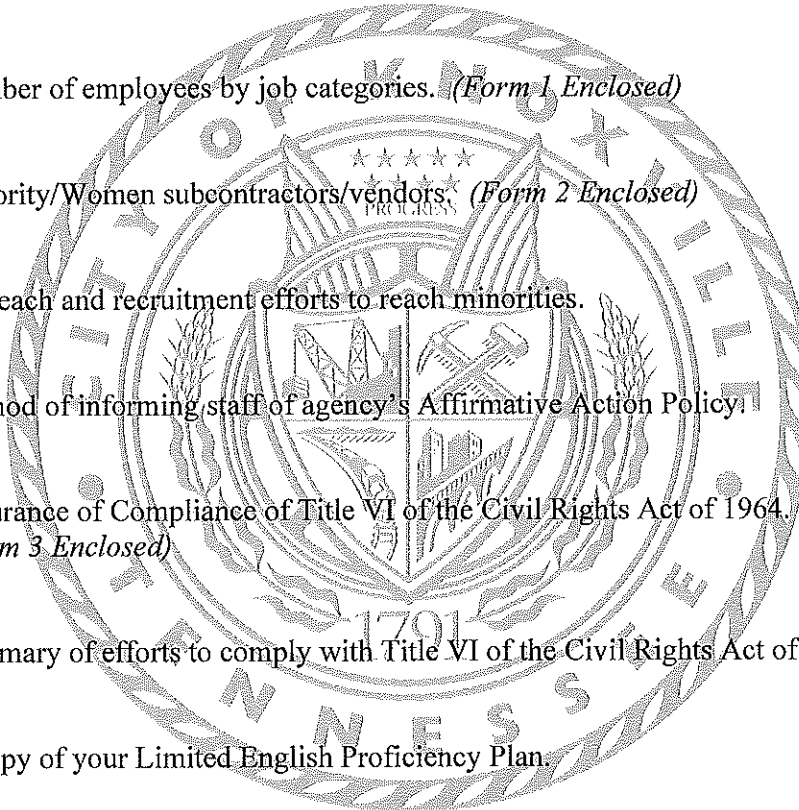
Enclosures

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.
2. Name/Title of person responsible for Equal Employment Opportunity and Affirmative Action.
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.
6. Method of informing staff of agency's Affirmative Action Policy.
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.
9. A copy of your Limited English Proficiency Plan.



Equal Employment Opportunity (EEO Workforce Profile)

**The Public Building
Authority**

See Next Page

State and Federal Policies

Equal Employment Opportunity Policy

PBA maintains an equal employment opportunity policy and does not discriminate in hiring practices or terms and conditions of employment. All applicants and employees receive equal employment opportunities and all personnel decisions, actions, and conditions affecting employees, including, but not limited to assignment, transfer, promotion, and compensation, will be governed by the principles of equal opportunity.

Discrimination against any person in recruitment, examination, appointment, training, promotion, retention, or discipline because of political or religious opinions or affiliations or because of race, religion, national origin, sex, age, sexual orientation, gender identity, disability, genetic information or veteran status is prohibited.

The PBA Administrator/CEO has been designated as the Equal Employment Opportunity (EEO) Officer for PBA. The EEO Officer has overall responsibility for the implementation and monitoring of PBA's EEO Policy, as well as authority over the internal procedures employees use to settle EEO and harassment claims.

Equal Employment Opportunity Grievance Procedures

It is the policy of PBA to establish a procedure for employees to follow in order to bring grievances of discrimination or harassment to the attention of management.

Procedure:

- If there is a question or complaint regarding employment practices that you are unable to resolve with your immediate supervisor, you are encouraged to make that question or complaint known to the PBA Administrator/CEO. You will be asked to state in writing the nature and detail of the complaint. Any employee filing a complaint will not be subject to retaliation.
- The PBA Administrator/CEO will investigate the complaint with your director or department head and any other person with knowledge of the situation.
- You will be advised in writing of the results of the investigation and PBA's decision regarding the complaint.
- A record of the complaint and findings will become a part of the complaint investigation record, and the file will be maintained separately from your personnel file.

Workplace Harassment / Abusive Conduct Prevention Policy

PBA believes that you should be provided with a working environment free from harassment. It is the policy of PBA that verbal or physical conduct by any employee that harasses, disrupts or interferes with another's work performance or that creates an intimidating, offensive, or hostile environment will not be tolerated. As a PBA employee, you are responsible for your own behavior and are prohibited from engaging in harassment of coworkers and others with whom you must interact during your work.

If you believe you are being subjected to sexual, racial, religious, national origin, age, disability, or political harassment, or believe you are being discriminated against, you must bring this to PBA's attention. The nature of harassment often makes it impossible to detect unless the person being harassed registers his or her discontent with the appropriate authorities. You have a responsibility to report or complain as soon as possible to the appropriate supervisor, to your director or to the PBA Administrator/CEO.

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	16	10	6			2						8	6
Professionals	0											0	0
Technicians	17	17				1						16	0
Sales Workers	0											0	0
Office and Clerical	19		19		1							0	18
Craft Workers (skilled)	27	27										27	0
Operative (Semi-skilled)	82	74	7		1	3				1		61	9
Laborers (unskilled)													
Service Workers	18	9	9			2	2					7	7
Overall Totals	179	137	42		2	8	9	0	0	1		119	40

SUBCONTRACTORS/VENDORS

Minority Subcontractors/Vendors/Amount of Contract:

		MOB	WOB	MWOB
Company Name:	PREMIERE BUILDING MAINT/\$275,000	MOB <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Company Name:	P&C CONSTRUCTION, LLC /\$700,000	MOB <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Company Name:	KMFIII SERVICES/\$5,000	MOB <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:	SHELTON GENERAL CONTRACTORS/\$600,000	<input type="checkbox"/> MOB	<input type="checkbox"/> WOB	<input type="checkbox"/>
Company Name:	CHRIS HAGGARD PLUMBING/\$100,000	<input type="checkbox"/> MOB	<input type="checkbox"/> WOB	<input type="checkbox"/>
Company Name:	APEX WINDOW/\$100,000	<input type="checkbox"/> MOB	<input type="checkbox"/> WOB	<input type="checkbox"/>
Company Name:	DPM ENTERPRISES/\$50,000	<input type="checkbox"/> MOB	<input type="checkbox"/> WOB	<input type="checkbox"/>
Company Name:	SPORTS GRAPHICS/\$15,000	<input type="checkbox"/> MOB	<input type="checkbox"/> WOB	<input type="checkbox"/>

Form 2

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

The Public Building Authority
Name of Organization

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

April 23, 2021

Date

[Signature]
Chief Executive Officer

[Signature]
Board Chair

Form 3

SUMMARY

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

We advertise through the following areas:

- Knox County
- Indeed
- UT College
- Barefootstudent.co
- Knox County Senior Centers (flyers for hiring)

We encourage diversity in our workplace and truly find it essential in managing the properties assigned to us.

We have held diversity and inclusion sessions with the City or County present when we are working with a General Contractor in the selection of his sub-contractors as a team effort to assure small, minority and woman owned business have an opportunity. We also make efforts to ensure our purchasing department is reaching out to these businesses when we have RFP's or need quotes for projects or everyday use.

See Below

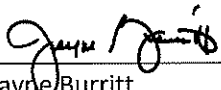


PBA TITLE VI STATEMENT

PBA assures that no person shall be excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any bid, job or activity on the grounds of race, color or national origin as provided by Title VI of the Civil Rights Act of 1964, as amended and the Civil Rights Restoration Act of 1987.

In the event that PBA distributes federal funds to another entity, PBA will include Title VI language in all written agreements and will monitor for compliance.

The PBA CEO acts as Title VI Compliance Coordinator for PBA and responsible for initiating and monitoring Title VI activities, ensuring preparation of required reports and other PBA responsibilities required by any directives or regulations in the 23 Code of Federal Regulations. (CFR) 200 and 49 Code of Federal Regulations 21.



Jayne Burritt
PBA CEO/Administrator

4/23/21

Date

APPENDIX F

Board Appointments

Name	Appointed by	Term	White	Minority	Vacant	Total	Gender F/ M
Affordable Housing Trust Fund Advisory Board	" "	3yrs.	8	2	0	10	5F/5M
Animal Control Board	" "	4 yrs.	8	0	0	0	6F/2M
Beer Board	Elected City Council Members	N/A	8	1	0	9	1F/8M
Better Building Board	Mayor Appt.	3 yrs.	5	1	0	6	2F/4M
Board of Adjustments & Appeals	Mayor & Inspector	3 yrs.	7	2	0	9	1F/8M
Board of Electrical Examinations & Review	Mayor	3 yrs	7	1	0	8	8M
Board of Environment Appeals	" "	5 yrs	5	0	0	5	3F/2M
Board of Zoning Appeals	" "	5 yrs.	4	0	1	5	4M/1F
Business Advisory Council	"Mayor"	2 yrs.	8	3	0	11	3F/8M
Central Business Improvement District	** see footnote	N/A	10	1	0	12	2F/9M
City Tree Board	Mayor	4 yrs.	11	0	0	11	3F/8M
Civil Service Merit Board	" "	5 yrs.	3	3	0	6	3F/3M
Community Television Knoxville	** see footnote	3 yrs	9	1	0	10	3F/ 7M
Community Development Advisory Committee	AD HOC Committee	N/A	9	10	0	19	5F/14M
Development Corporation of Knox County	** see footnote	5 yrs	6	2	3	11	1F/7M
Downtown Design Review Committee	Mayor	2 yr	10	0	0	10	4F/5M
East Tenn. Dev. Dist.	** see footnote	4 yrs	4	0	3	7	1F/3M
East Tenn. Hist. Soc.	** see footnote	3 yrs.	41	1	0	42	15F/27M
East Tenn. Hum. Res. Agency Policy	** see footnote	4 yrs	20	2	2	24	6F/16M
East Tenn. Reg. Juv. Serv. Ctr.	** see footnote	3 yrs.	9	1	0	10	2F/8M
Election Commission	Legislative	2 yrs	4	1	0	5	1F/4M
Emergency Comm. Dist.	**see footnote	N/A	10	1	0	11	3F/8M
Ending Chronic Homelessness Task Force	Mayor	Ad Hoc	14	1	1	15	5F/10M
Fair Housing Hearing	Mayor	5 yr	4	4	0	8	6F/2M

Name	Appointed by	Term	White	Minority	Vacant	Total	Gender F/ M
Flood Management	" "	N/A	7	0	2	9	0F/7M
Food Policy Council	Mayor		21	3	0	24	9F/15M
Greenways Commission	Mayor	3 yrs	22	4	0	22	10F/14M
Historic Zoning Commission	Mayor	5 yrs	7	2	0	9	4F/5M
Homelessness Comm.	City & Co. Mayors	N/A	2	0	0	2	2M
Industrial Dev. Brd.	Mayor	6 yrs	9	0	0	9	2F/7M
Investment Adv. Brd.	Mayor	2 yrs	Being Structured				
KAT Community Advisory Committee	** see footnote	2 yrs	16	2	0	18	6F/12M
Knox County Air Pollution Control Board	** see footnote	4 yrs	8	1	0	9	3F/6M
Knox County Tax Equalization Board			Being Structured				
Knoxville Golf Course Advisory Council			11	1	0	12	2F/10M
Knoxville Reg. Trans. Plng. Org	** see footnote	N/A	14	0	0	14	4F/10M
Knoxville Area Transit	Mayor	4 yrs	5	6	0	11	5F/6M
Knoxville Utility Board	" "	7 yrs.	6	2	0	8	4F/4M
Knoxville Volunteer Rescue Squad Board	" "	3 yrs	23	2	3	28	5F/20M
Knoxville Zoological Gardens	" "	N/A	18	3	0	21	6F/15M
Knoxville –Knox County Animal Welfare Board	**see footnote	3 yrs & 2 terms	Being Structured				
Knoxville-Knox County CAC	** see footnote	N/A	19	8	3	30	14F/13M
Knoxville Community Development Corporation	Mayor	5 yrs	4	3	0	7	3F/4M
Mayors Council on Disability Issues	" "	3 yrs	18	5	2	21	17F/6M
Mechanical /Gas Board of examination & Review	" "	5 yrs	6	1	0	7	7M

Metropolitan Drug Commission	** see footnote	N/A	19	3	3	25	4F/18M
Metropolitan Knoxville Airport Authority	Mayor	7 yrs.	8	1	0	9	2F/7M
Metropolitan Planning Commission	City & Co Mayors	4 yrs	14	1	0	15	4F/11M
O'Connor Senior Advisory Board	City & Co Mayors	2 yrs	20	1	3	24	10F/11M
Pension Board	** see footnote	3 yrs	7	0	0	7	1F/6M
Plumbing Examination & Review Board	Mayor	5 yrs	6	0	0	6	6M
Police Advisory & Review Board	Mayor	3 yrs	2	5	0	7	4F/3M
Public Art Committee	Mayor	3 yrs	12	3	0	15	5F/10M
Public Assembly Facilities Board	City Council Members	3 yrs	8	3	0	11	6F/5M
Public Building Authority	City & Co. Mayor	6 yrs	9	3	0	12	3F/9M
Public Property Naming Committee	City Council members	Ad Hoc	12	2	0	14	1F/13M
Solicitation Board	Mayor	4 yrs	9	1	0	9	6F/4M
City Council Sign Ordinance Task Force	Mayor	Task Force	14	0	0	14	7F/7M
Student Advisory Board	Mayor	Being Structured					
Visit Knoxville	Mayor	3 yr	10	1	0	0	5F/6M
Workforce Connection Board	City & Co. Mayors	2 yrs	27	8	0	35	11F/24M
Wrecker Services Commission	Mayor	2 yrs	7	0	0	7	2F/5M

Community Television – Mayor, Board Chair, Comm. Producer, Knox Co. schools, First Baptist Ch, Council, Co. Commissioner, Knology

Development Corporation of Knox County – Mayor, County Commission, Other

East Tennessee Development District - Development Rep. From each county, District Co. Mayors, District Mayors, House Rep., Mayor, Co. Mayor, Senate Rep.

East Tennessee Historical Society - Appointed City & County Rep., Ex-Officio, Vice President Upper E.T., Head of McClung, President Elect, Vice Pres. Lower E.T., Vice President of Knox, Past President, nominated community members

East Tennessee Regional Juvenile Service Center – Mayor, E.T. Dev. District Rep., Judge, Legislative appointee

Emergency Communication District – citizen, Commission rep. Fire Chief, EMS, Mayor, Sheriff, Police Chief, County Mayor

KAT Community Advisory Committee- each City Council member appoints, Senior Citizen is appointed, Pellissippi State appoints, UTK, Knoxville College, Central Business Improvement District, CAC, Disability Council, and Homeless Coalition

Knox County Air Pollution Control Board – UTK, Tech Society, Citizen –At-Large, Chamber, City of Knoxville, Knox Academy of Med., Knox county, Pellissippi State, Knox. Reg. Planning.

Knox Regional Transportation Planning Org. - City Mayor rep., Governor rep., Farragut rep., E.T. Dev. District rep., Alcoa rep., Knox County rep., City of Maryville rep., Blount Co. rep., Metro Airport Auth., TDOT rep., Knox Commuter Pool, KAT rep., MPO Coordinator

Knoxville-Knox County CAC- Mayor, Co. Mayor, CAC, Knox Co. Legislator, DHS, HeadStart, Council on Aging, MPC, Bar Assn., Health Dept., Knox County Commission, Schools, KCDC, O'Connor Ctr., Building Trades, Knox Ministerial, Women Voters, CLFO

Knoxville-Knox County – KUB- GIS- MPC, KUB Mapping, Operations, Knox Co. & City Information Systems, City & County Engineering, City & County Mayor, KGIS

APPENDIX G

Complaint Process Forms



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	_____	Federal Court	_____
State	_____	State Court	_____
Local	_____		

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

**THE CITY OF KNOXVILLE
TITLE VI DOCUMENTATION**



Complaints of Discrimination

A complaint alleging discrimination against the City of Knoxville may be filed with the Title VI Coordinator.

- a. The Title VI Coordinator has the primary responsibility for receiving acknowledging, and investigating complaints and for reporting the findings. Complaints must be filed in writing, preferably on the Complaint of Discrimination Form found at (Appendix E), and immediately sent to the Title VI Coordinator. The form can be filled out by the complainant or by his/her representative. The Title VI Coordinator will retain the original complaint; the respective Departmental Coordinator will receive a copy of any complaints filed. If the complainant is unwilling to complete the forms, she/he may write, or have written, a letter stating the circumstances of the complaint. The complainant of Discrimination Form on (Appendix E) must then be filled out by the Title VI Coordinator and will be attached to the complainant's letter.
- b. Unless a complaint is being filed externally, all complaints will first be filed with the Title VI Coordinator. The Title VI Coordinator will immediately notify the respective Departmental Coordinator. The Title VI Coordinator's investigative efforts regarding any complaints will be conducted in cooperation with the respective Departmental Coordinator whose Department is the subject of the complaint. Title VI Coordinator, in cooperation with the respective Departmental Coordinator and the City's Law Department, has broad latitude to review a complaint and make a finding. Procedures can include, but are not limited to, discussing the complaint with the complainant, the alleged offender, and the initial reviewer, to determine the facts. The Title VI Coordinator will conduct and complete such fact-finding within thirty (30) consecutive calendar days after receipt of the complaint. In the event that the investigation may not be completed within this thirty (30) day time frame, the Title VI Coordinator and the complainant may mutually agree, in writing, to allow for additional time to determine the facts. Once the investigation is completed, the Title VI Coordinator will prepare a written report of findings. If the report includes a finding of violation of Title VI, the Title VI Coordinator should include any proposed remedial action in the report.
- c. The Title VI Coordinator will maintain a Title VI complaint log to show identifying information, type, and status of each complaint filed. (Appendix E) When any investigation is concluded, the Title VI Coordinator will keep a copy of the report on permanent file. Within five (5) consecutive calendar days after the completion of this report, the

written findings will be communicated to the complainant. At this point, a complainant who wishes to pursue the complaint may choose to appeal the charges externally, if she/he has not done so already.

- d. To allow time to file sequentially with the City of Knoxville and then externally if the complainant chooses, the complaint should be filed no later than thirty (30) calendar days after the alleged discrimination occurred. If it is filed beyond the thirty (30) calendar day period, the Title VI Coordinator is encouraged to still investigate and process the complaint. If the complainant is unsatisfied with the findings or the proposed remedial action, the complainant may still file externally within applicable statutes of limitations.
- e. If a complaint is filed within the City of Knoxville and is filed externally during the same time, the external complaint supersedes the internal complaint filing; accordingly, the City of Knoxville's complaint procedures will be suspended pending outcome of the external complaint.