



CITY OF KNOXVILLE

Title VI Annual Report 2018

Submitted to:

Mayor Madeline Rogero

Submitted by:

Tatia M. Harris

Grant Manager / Title VI Coordinator
Community Relations Department

www.KnoxvilleTN.gov



Date: November 10, 2018

To: Mayor Madeline Rogero
Senior/Executive Directors

From: Avice Evans Reid, Senior Director, Community Relations

Subject: 2018 Title VI Annual Report Covering Calendar Year 2017

I am pleased to provide the 2017 Title VI Annual Report pursuant to Article III, Section 306, of the City Charter, and as part of our efforts to ensure that the City is inclusive in its hiring, contracting and decision-making processes.

Since 1997, when City Council approved a resolution for Title VI monitoring, the City has worked diligently to ensure compliance among all departments.

As a recipient of federal financial assistance and part of Executive Order 13166, the City of Knoxville must provide access to individuals with limited ability to speak, write, or understand the English language. The City of Knoxville must not restrict an individual in any way from the enjoyment of any advantage or privilege enjoyed by others receiving any service, financial aid, or other benefit under its programs or projects. Individuals may not be subjected to criteria or methods of administration which cause adverse impact because of their race, color, or national origin, or have the effect of defeating or substantially impairing accomplishment of the objectives of the program because of race, color or religion. Therefore, the primary goals and objectives of City of Knoxville's Title VI Program are:

- To assign roles, responsibilities, and procedures for ensuring compliance with Title VI of the Civil Rights Act of 1964 and related regulations and directives;
- To ensure that people affected by City of Knoxville's programs and projects receive the services, benefits, and opportunities to which they are entitled without regard to race, color, or national origin.
- To prevent discrimination in City of Knoxville programs and activities, whether those programs and activities are federally funded or not;
- To establish procedures for identifying impacts in any program, service, or activity that may create an illegal adverse impact on any person because of race, color, or national origin; or on minority populations, low-income populations, the elderly, persons with disabilities, all interested persons and affected Title VI populations;
- To establish procedures to annually review Title VI compliance within specific program areas within, City of Knoxville
- To set forth procedures for filing and processing complaints by persons who believe they have been subjected to illegal discrimination under Title VI in a City of Knoxville service, program or activity.



The City of Knoxville's efforts to prevent such discrimination must address, but not be limited to, a program's impacts, access, benefits, participation, treatment, services, contracting opportunities, training, investigation of complaints, allocation of funds, prioritization of projects, and the overarching functions of planning, project development and delivery, right-of-way, construction, and research.

The City of Knoxville has developed this Title VI Plan to assure that services, programs, and activities of the department are offered, conducted, and administered fairly, without regard to race, color, national origin or beneficiaries of federally funded programs, services, or activities.

This report provides a summary of the services and accomplishments of the Title VI Program. It is with great satisfaction to report that no complaints were filed during this reporting period. We will continue to maintain and monitor to ensure that each department maintains compliance with Title VI requirements.

Your support of the City's Title VI program is appreciated. I look forward to a continued partnership in ensuring that all City of Knoxville services and activities are in compliance with the requirements of Title VI.

Thank you.

cc: Vice Mayor and Members, Knoxville City Council

Employment Statistics

FY 2017 – 2018

Hiring Process Data:

Average Timeframes for FY 2017 - 2018
(Combined Uniformed & Non-Uniformed)

- **From initiation of Requisition in Department until received in Civil Service: 3 days**
(this includes requisition going to Senior Department Director, to Finance, and finally to Civil Service)
- **From receipt of Requisition in CS until applicants are referred to the department for interviews: 30 days**
(This includes conducting job analyses as needed, creating or updating selection procedures as needed, preparing the job posting announcement; advertising the position for a minimum of 10 days; scheduling, administering, scoring and sending grades for civil service exam(s); preparing referral of top 5 applicants)
- **From receipt of applicant list by department until selected applicant is returned to Civil Service: 26 days**
(this includes the department's scheduling and conducting of interviews and making an applicant selection)
- **From employee selection to actual start date: 22 days**
(this includes scheduling, conducting, and receiving results of drug test (if applicable) and pre-employment medical tests—appointments and results contingent upon provider; background results; salary approval by Finance; 2-week notice given to former employer; and start date that is the beginning of a week)

Total Process: 81 days

Summary: In comparison with the last fiscal year, the hiring process is faster than the pace set last year. Civil Service has increased the hiring pace due to the fact that many of the required job analyses have been completed over the past few years. Civil Service processes are running about as quickly as they can, given time constraints that are dictated by rules and scheduling constraints for the testing process.

EEO Data:

Most recent US Census data for Knox County (2010):
13.1% Racial Minority
51.5% Female
(based on total population, not workforce)

Minority Employees as Percentage of Total City Workforce*

	<u>FY 2017 - 2018</u>
Racial Minority	19.5%
Female	26.8%

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

Minority Employees as Percentage of Regular City Workforce

	<u>FY 2017 - 2018</u>	March 2015	2014	2012
Racial Minority	10.8%	10.3%	10%	10%
Female	22.3%	21.6%	21%	21%

Minority New Hires as Percentage of Total City New Hires*

	<u>FY 2017 - 2018</u>	July 2014 – February 2015	2014	2012
Racial Minority	17.0%	16.0%	21%	19%
Female	44.4%	37.9%	39%	34%

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

Minority New Hires as Percentage of Regular City New Hires

	<u>FY 2017 - 2018</u>	July 2014 – February 2015	2014	2012
Racial Minority	13.9%	10.5%	13%	17%
Female	35.4%	28.1%	27%	25%

Minority Regular Employees by Department FY 2017 - 2018

Department Name	% Racial Minority	% Female
Administration	28.6%	65.7%
City Court	26.7%	66.7%
Civil Service	18.2%	81.8%
Community Development	21.1%	68.4%
Emergency Management	0.0%	66.7%
Engineering	3.5%	17.4%
Finance	12.3%	73.7%
Fire	7.4%	7.7%
Fleet	3.8%	15.1%
Information Systems	7.7%	34.6%
Inspections	17.9%	33.3%
Law	0.0%	61.5%
Public Service	12.0%	5.5%
Parks & Recreation	34.0%	44.7%
Police	9.5%	22.9%

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

	Total Employees	Ethnic Min. #	Ethnic Min %	Female #	Female %
Civilian/Gen. Gov					
Pay Grades 1-5	427	64	15.0%	178	41.7%
Pay Grades 6-10	296	31	10.5%	62	21.0%
Pay Grades 11-14, DIR	63	5	7.9%	23	36.5%
Fire Uniformed					
Recruit/Firefighter	2	0	0.0%	0	0.0%
Senior/Master Firefighter	175	14	8.0%	10	5.7%
Supervisory Ranks	122	9	7.4%	7	5.7%
Police Uniformed					
Recruit/Police Officer	51	14	27.5%	5	9.8%
Police Officer I/II	78	5	6.4%	6	7.7%
Police Officer III/IV	175	16	9.1%	23	13.1%
Supervisory Ranks	92	2	2.2%	11	12.0%

Notes: Minority females are included in both columns.

Turnover Data:

Overall Fiscal Year Turnover

2004	7%
2005	9%
2006	9%
2007	9.4%
2008	4.2%
2009	5.1%
2010	2.7%
2011	2.6%
2012	2.9%
2013	5.2%
2014	5.4%
2015	3.9%
2016	3.9%
2017	4.1%
2018	5.1%

Includes terminations, resignations, deaths, and retirements.

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

Under 25:	4.3%
25 – 34:	20.1%
35 – 44:	23.6%
45 – 54:	31.3%
55 or older:	20.7%

Average employee age: 44.7 years old

Summary: 20.7% of the city's workforce is at least 55 years of age indicating a large number are currently eligible, or will soon be eligible for retirement.

Salary Data:**Average Pay for Regular Employees**

	Average Pay*	Average % Increase
August, 2007	\$38,175.69	N/A
August, 2008	\$39,123.58	2.5%
August, 2009	\$40,484.94	3.5%
August, 2010	\$41,229.01	2.2%
August 2011	\$42,597.88	3.3%
September 2012	\$43,597.37	2.3%
July 2013	\$44,497.75	2.1%
July 2014	\$45,479.53	2.2%
March 2015	\$45,819.26	0.8%
March 2016	\$46,784.56	2.1%
June 2017	\$47,482.72	1.5%
April 2018	\$48,648.15	2.5%

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

APPLICANT STATISTICS
CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.
FROM 01/01/2017 TO 12/31/2017

Job Code	Number Of				Pending	Curr	Def	Sus																																				
	Applications		Applicants			Elig	Elig	Elig																																				
1002 Customer Serv Representative	60	57			0	17	0	0																																				
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants																			
K 29	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS								
W 18	8	3	6	66.67%	2	1	0	0.00%	0	0	1	100.00%	12	3	9	75.00%	4	4	1	20.00%	1	0	1	100.00%	27	11	18	62.07%																
HIRED:	0	0	0	0.00%	0	0	0	0.00%	0	0	1	100.00%	0	0	0	0.00%	0	0	1	100.00%	0	0	1	100.00%	0	0	1	100.00%	0	0	1	100.00%	0	0	1	100.00%	0	0	1	100.00%				
1020 Office Assistant I	67	55			0	8	0	0																																				
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants																			
K 15	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS				
W 10	7	2	1	33.33%	1	2	0	0.00%	1	0	0	0.00%	18	1	8	88.89%	3	0	1	100.00%	0	0	0	0.00%	30	5	10	66.67%																
HIRED:	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	1	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%
1024 Office Assistant III	11	8			0	0	0	1																																				
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants																			
K 6	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS				
W 6	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	1	0	6	100.00%	0	0	0	0.00%	0	0	0	0.00%	1	0	6	100.00%																
HIRED:	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	5	0	6	41.67%	0	0	0	0.00%	0	0	0	0.00%	0	0	6	100.00%	5	0	6	41.67%												
1036 Temporary/Clerical	14	14			0	14	0	0																																				
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants																			
K 6	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS				
W 6	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	1	0	6	100.00%	0	0	0	0.00%	0	0	0	0.00%	1	0	6	100.00%																
HIRED:	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%				

APPLICANT STATISTICS
CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.
FROM 01/01/2017 TO 12/31/2017

Job Code	Number Of Applications				Number Of Applicants				Pending	Curr Elig	Def Elig	Sus Elig																												
1037 Principal Secretary	109				91				0	4	0	32																												
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants															
	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS
K 47	2	0	1	100.00%	0	1	0	0.00%	0	0	0	0.00%	23	4	34	89.47%	5	1	3	75.00%	2	1	2	66.67%	32	7	40	85.11%												
W 40	2	0	1	100.00%	0	0	0	0.00%	0	0	0	0.00%	23	3	31	91.18%	5	0	3	100.00%	2	1	1	50.00%	32	4	36	90.00%												
HIRED:	0 0.00%				0 0.00%				0 0.00%				1 1.39%				0 0.00%				0 0.00%				1 1.15%															
1040 Executive Assistant	1				1				0	0	0	0																												
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants															
HIRED:	0				0				0				0				0				0				0 0.00%															
1042 Safety City Aule	40				32				0	11	0	5																												
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants															
HIRED:	0				0				0				0				0				0				0 0.00%															
1076 Records Specialist	122				105				0	49	0	4																												
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants															
K 71	6	0	11	100.00%	1	0	3	100.00%	0	0	0	0.00%	18	3	19	92.80%	7	4	7	61.64%	2	1	3	75.00%	34	8	63	88.73%												
W 64	6	3	9	75.00%	1	0	3	100.00%	0	0	0	0.00%	18	6	33	84.62%	7	0	7	100.00%	2	0	3	100.00%	34	9	55	85.94%												
HIRED:	0 0.00%				0 0.00%				0 0.00%				1 1.23%				0 0.00%				0 0.00%				1 0.74%															

APPLICANT STATISTICS
CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.
FROM 01/01/2017 TO 12/31/2017

Job Code	Number Of:		Pending	Curr Elig	Def Elig	Sus Elig																																		
	Applications	Applicants																																						
2005 Administrative Assistant	2	2	0	0	0	0																																		
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants															
	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS				
HIRED:	0		0		0		0		0		0		0		0		0		0		0		0		0		0		0.00%											
2010 Administrative Manager I	1	1	0	0	0	0																																		
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants															
	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS
HIRED:	0		0		0		0		0		0		0		0		0		0		0		0		0		0		0.00%											
15 Administrative Manager II	2	2	0	0	0	0																																		
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants															
	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS
HIRED:	0		0		0		0		0		0		0		0		0		0		0		0		0		0		0.00%											
2023 Administrative Technician	209	166	0	13	0	18																																		
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants															
W 94	7	13	7	35.00%	0	2	1	33.33%	0	2	2	50.00%	32	33	23	41.67%	5	4	1	20.00%	1	5	1	16.67%	45	59	35	37.23%												
HIRED:	0		0.00%		0		0.00%		0		0.00%		2		3.57%		0		0.00%		0		0.00%		2		2.13%													

APPLICANT STATISTICS
CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.
 FROM 01/01/2017 TO 12/31/2017

Job Code	Number Of				Pending	Curr	Def	Sus																																
	Applications		Applicants			Elig	Elig	Elig																																
2024 Capital Projects Technician	44		37		0	11	0	1																																
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants															
W 17	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS
HIRED	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	16	4	13	76.47%
2049 Information Processing Spec	3		3		0	0	0	1																																
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants															
HIRED:	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%
051 Systems Engineer Sr	10		8		0	1	0	0																																
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants															
HIRED:	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%
2073 Law Clerk	2		2		0	0	0	0																																
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants															
HIRED	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%				

APPLICANT STATISTICS
CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.
 FROM 01/01/2017 TO 12/31/2017

Job Code	Number Of				Pending	Curr	Def	Sus																																				
	Applications		Applicants			Elig	Elig	Elig																																				
2082 Benefits Coordinator	62		38		0	9	0	0																																				
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants																			
T 21	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS								
HIRED	0	0	2	40.00%	0	1	0	0.00%	0	0	0	0.00%	0	6	6	50.00%	0	0	1	100.00%	0	0	1	50.00%	0	1	1	50.00%	0	11	10	47.62%	0	0	0	0.00%	0	0	0	0.00%				
2088 Warranty Administrator	4		4		0	0	0	0																																				
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants																			
W 2	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS				
HIRED	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	1	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	1	1	50.00%	0	0	0	0.00%	1	0	0	0.00%
96 Training & Safety Coord	42		33		0	12	0	0																																				
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants																			
T 13	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS				
HIRED	0	0	9	100.00%	0	0	1	100.00%	0	0	0	0.00%	0	0	3	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	13	100.00%	0	0	0	0.00%	0	0	0	0.00%
2164 Applications Services Manager	20		15		0	3	0	0																																				
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants																			
B 4	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS				
HIRED	0	0	3	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	1	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	4	100.00%	0	0	4	100.00%	0	0	0	0.00%

APPLICANT STATISTICS
CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.
FROM 01/01/2017 TO 12/31/2017

Job Code	Number Of				Pending	Curr	Def	Sus																												
	Applications		Applicants			Elig	Elig	Elig																												
2168 Enterprise Support Manager	47		27		0	4	0	10																												
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants											
	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS
B 15	0	0	13	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	2	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	15	100.00%
T 20	1	3	14	82.35%	1	0	0	0.00%	0	0	0	0.00%	0	1	2	66.67%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	2	4	16	80.00%				
HIRED:	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%				
2199 Loan Technician	103		74		0	23	0	0																												
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants											
	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS
W 31	8	3	11	78.57%	0	0	2	100.00%	0	0	1	100.00%	11	2	6	75.00%	1	0	4	100.00%	0	1	1	50.00%	20	6	25	80.65%								
HIRED:	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%								
31 recreation Intern II	16		9		0	0	0	0																												
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants											
	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS
HIRED:	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%				
3002 Recreation Intern	65		32		0	10	0	5																												
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants											
	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS
HIRED:	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%				

APPLICANT STATISTICS
CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.
 FROM 01/01/2017 TO 12/31/2017

Job Code	Number Of		Pending	Curr Elig	Def Elig	Sus Elig																														
	Applications	Applicants																																		
3015 Event Ticket Seller	16	16	2	0	0	0																														
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants											
	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS
HIRED:	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%
3022 Accounting Technician	8	8	0	2	0	0																														
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants											
T 3	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	3	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	3	100.00%				
HIRED:	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	1	33.33%	0	0.00%	0	0.00%	0	0.00%	1	33.33%														
3023 City Administrator	0	0	0	0	0	0																														
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants											
HIRED:	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	1	100.00%	0	0.00%	0	0.00%	0	0.00%	1	100.00%														
3058 Assistant Purchasing Agent	7	4	0	0	0	0																														
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants											
W 1	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	1	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	1	100.00%				
HIRED:	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	1	100.00%	0	0.00%	0	0.00%	0	0.00%	1	100.00%														

APPLICANT STATISTICS
CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.
 FROM 01/01/2017 TO 12/31/2017

Job Code	Number Of		Pending	Curr Elig	Def Elig	Sus Elig																																		
	Applications	Applicants					White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants									
# Tests	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS
3066 Collections Specialist	119	100			0				1				0				41																							
W 56	13	1	14	93.33%	0	2	2	50.00%	2	0	3	100.00%	19	3	21	87.50%	3	1	5	83.33%	1	2	2	50.00%	38	9	47	81.93%												
HIRED:	1		6.67%	0		0.00%	0		0		0.00%	1		4	17%	1		16.67%	0		0.00%	0		0.00%	3		5	30%												
3069 Contract Manager	82	63			0				20				0																											
W 25	5	2	11	84.62%	2	0	1	100.00%	1	0	0	0.00%	2	1	9	90.00%	0	0	0	0.00%	0	0	1	100.00%	10	3	22	88.00%												
HIRED:	0		0.00%	0		0.00%	0		0		0.00%	1		10	10.00%	0		0.00%	0		0.00%	0		0.00%	1		4	4.00%												
81 State Acquisition Agent	24	13			0				4				0																											
T 5	0	0	2	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	1	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	5	100.00%												
HIRED:	0		0.00%	0		0.00%	0		0		0.00%	0		0	0.00%	0		0.00%	0		0.00%	0		0.00%	0		0.00%													
4001 Athletic Official	142	142			3				0				0																											
HIRED	0				0				0				0				0				0				0				0											

APPLICANT STATISTICS
CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.
 FROM 01/01/2017 TO 12/31/2017

Job Code	Number Of:		Pending	Curr Elig	Def Elig	Sus Elig																																						
	Applications	Applicants																																										
5011 Civil Engineer Tech Proj Mgr	10	7	0	3	0	1																																						
# Tests	White Males		Black Males		Other Males		White Females		Black Females		Other Females		Total Applicants																															
T 5	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS												
HIRED:	1	20.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	20.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	20.00%												
501H Civil Engineering Techn	32	25	0	4	0	0																																						
# Tests	White Males		Black Males		Other Males		White Females		Black Females		Other Females		Total Applicants																															
W 21	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS				
HIRED:	1	5.88%	0	0.00%	0	0.00%	0	0.00%	1	2	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	1	15	6	28.57%	1	15	6	28.57%	1	15	6	28.57%	1	15	6	28.57%	1	15	6	28.57%				
030 Sign & Marking Crew Leader	1	1	0	0	0	0																																						
# Tests	White Males		Black Males		Other Males		White Females		Black Females		Other Females		Total Applicants																															
W 1	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS				
HIRED:	1	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	1	100.00%	0	0.00%	0	0.00%	0	0.00%	1	100.00%										
5041 Traffic Systems Supervisor	5	4	0	0	0	0																																						
# Tests	White Males		Black Males		Other Males		White Females		Black Females		Other Females		Total Applicants																															
T 2	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS				
HIRED:	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0	1	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%

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CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.
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Job Code	Number Of:		Pending	Curr Elig	Def Elig	Sus Elig																																														
	Applications	Applicants					White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants																					
# Tests	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS												
5043 Traffic Engineering Tech I	1	1			0				0				0				0				0				0				0				0				0				0				0							
HIRED:	0				0				0				0				0				0				0				0				0				0				0				0				0			
5049 Parking Meter Technician	47	35			0				10				0				0				0				0				0				0				0				0				0							
W 13	9	1	9	90.00%	5	1	0	0.00%	3	0	0	0.00%	3	0	1	100.00%	1	0	0	0.00%	0	0	1	100.00%	21	2	11	84.62%																								
HIRED:	0				0				0				0				0				0				0				0				0				0				0				0							
052 Professional Traffic Engineer	4	3			0				0				0				0				0				0				0				0				0				0				0							
HIRED:	0				0				0				0				0				0				0				0				0				0				0				0							
5056 Stormwater Eng Tech I	49	37			0				10				0				0				0				0				0				0				0				0				0							
W 38	18	11	17	60.71%	2	3	2	40.00%	1	0	1	100.00%	1	1	3	75.00%	2	0	0	0.00%	0	0	0	0.00%	24	15	23	60.53%																								
HIRED:	0				0				0				0				0				0				0				0				0				0				0				0							

APPLICANT STATISTICS
CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.
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Job Code	Number Of				Pending	Curr	Def	Sus																																
	Applications		Applicants			Elig	Elig	Elig																																
6017 Solid Waste Manager	21		18		0	9	0	0																																
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants															
T 10	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS				
HIRED:	0	0	7	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	3	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	10	100.00%	0	0	0	0.00%				
6028 Permit Technician	50		40		0	8	0	4																																
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants															
W 19	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS
HIRED:	0	0	8	80.00%	1	2	1	33.33%	0	0	0	0.00%	4	1	5	83.33%	2	0	0	0.00%	2	0	0	0.00%	18	5	14	77.68%	0	0	0	0.00%								
609 Experienced Combo Bldg Inspec	8		6		0	1	0	0																																
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants															
T 2	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS
HIRED:	0	0	2	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	2	100.00%	0	0	0	0.00%				
6070 Combination Building Inspector	31		22		0	3	0	0																																
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants															
W 11	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS
HIRED:	1	6	5	45.45%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	5	6	5	45.45%	1	0	0	0.00%				

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CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.
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Job Code	Number Of		Pending	Curr Elig	Def Elig	Sus Elig																																														
	Applications	Applicants					White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants																					
# Tests	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS												
6077	7	6	0	3	0	0																																														
Building & Plans Review Chief																																																				
# Tests	0	0	4	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	4	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%
HIRED:	0	0	0.00%	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%		
6081	1	1	0	0	0	0																																														
Plumbing/Mechanical Inspector																																																				
# Tests	0	0	1	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	1	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%				
HIRED:	1	1	100.00%	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	1	1	1	100.00%	0	0	0	0.00%	0	0	0	0.00%						
484	2	2	0	0	0	0																																														
Electrical Inspector Sr																																																				
# Tests	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%				
HIRED:	1	0	0.00%	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	1	0	0	0.00%	0	0	0	0.00%						
7007	2	2	0	1	0	0																																														
EO III - Mast Excavator																																																				
# Tests	0	1	1	50.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	1	1	50.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%				
HIRED:	1	1	50.00%	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	1	1	1	50.00%	0	0	0	0.00%										

APPLICANT STATISTICS
CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.
FROM 01/01/2017 TO 12/31/2017

Job Code	Number Of				Pending	Curr	Def	Sus																												
	Applications		Applicants			Elig	Elig	Elig																												
7020 Public Service Foreman I	12		12		0	6	0	1																												
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants											
T 8	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS
W 9	0	1	7	87.50%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	1	7	87.50%
HIRED:	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%
7023 Semi-Truck Driver	33		15		0	2	0	1																												
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants											
T 6	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS
HIRED:	1	1	3	50.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	1	1	3	50.00%
7025 Equipment Operator I	82		41		0	5	0	9																												
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants											
T 25	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS
HIRED:	7	7	22	100.00%	1	1	2	100.00%	0	0	0	0.00%	0	0	1	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	23	100.00%				
7026 Equipment Operator II	17		10		0	0	0	0																												
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants											
HIRED:	2	2	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	2	2	0	0.00%				

APPLICANT STATISTICS
CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.
 FROM 01/01/2017 TO 12/31/2017

Job Code	Number Of		Pending		Curr Elig		Def Elig		Sus Elig																																			
	Applications	Applicants																																										
7031 Pub Serv Construction Foreman	21	16	0		7		0		0																																			
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants																			
	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS				
HIRED	0				0				0				0				0				0				0				0				0				0				0			
7040 EO III - Boom Motor	3	3	0		1		0		0																																			
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants																			
T 2	0	0	1	100.00%	0	0	0	0.00%	0	0	1	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	2	100.00%								
HIRED	1			100.00%	0			0.00%	0			0.00%	0			0.00%	0			0.00%	0			0.00%	0			0.00%	1			50.00%												
J41 EO III - Sewer Track	8	7	0		4		0		0																																			
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants																			
T 5	0	0	4	100.00%	0	0	0	0.00%	0	0	1	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	5	100.00%								
HIRED	1			25.00%	0			0.00%	0			0.00%	0			0.00%	0			0.00%	0			0.00%	0			0.00%	1			20.00%												
7043 EO III - Track Hoc	7	6	0		3		0		0																																			
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants																			
T 4	1	0	4	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	1	0	4	100.00%								
HIRED	0			0.00%	0			0.00%	0			0.00%	0			0.00%	0			0.00%	0			0.00%	0			0.00%	0			0.00%												

APPLICANT STATISTICS
CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.
 FROM 01/01/2017 TO 12/31/2017

Job Code	Number Of				Pending	Curr Elig	Def Elig	Sus Elig																												
	Applications	Applicants																																		
7045 Public Service Crew Leader	12	9		0	4	0	0																													
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants											
	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS
T 3	0	0	3	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	3	100.00%				
W 4	0	1	3	75.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	1	3	75.00%				
HIRED	1	14.29%			0	0.00%			0	0.00%			0	0.00%					0	0.00%			0	0.00%	0	0.00%	1	14.29%								
7049 Public Service Construct Wkr	13	10		0	0	0	0																													
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants											
	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS
W 3	5	1	1	50.00%	0	0	0	0.00%	0	1	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	5	2	1	33.33%				
HIRED	0	0.00%			0	0.00%			0	0.00%			0	0.00%					0	0.00%			0	0.00%	0	0.00%	0	0.00%								
7050 Trades Craftsworker	16	9		0	3	0	0																													
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants											
	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS
W 4	4	0	4	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	4	0	4	100.00%				
HIRED	0	0.00%			0	0.00%			0	0.00%			0	0.00%					0	0.00%			0	0.00%	0	0.00%	0	0.00%								
7051 Skilled Trades Craftsworker	8	8		0	4	0	0																													
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants											
	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS
W 7	0	0	5	100.00%	0	1	0	0.00%	0	1	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	2	5	71.43%				
HIRED	2	40.00%			0	0.00%			0	0.00%			0	0.00%					0	0.00%			0	0.00%	0	0.00%	2	28.57%								

APPLICANT STATISTICS
CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.
 FROM 01/01/2017 TO 12/31/2017

Job Code	Number Of:				Pending	Curr Elig	Def Elig	Sus Elig																												
	Applications		Applicants																																	
7052 Public Service Worker I	219		125		0	40	0	40																												
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants											
T 102	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS
HIRED:	0	0	73	100.00%	0	0	17	100.00%	0	0	5	100.00%	0	0	5	100.00%	0	0	2	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	102	100.00%				
	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%						
7053 Public Service Worker II	10		7		0	0	0	0																												
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants											
T 6	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS
HIRED:	3	0	3	100.00%	3	0	3	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	6	100.00%				
	3	0	100.00%	3	0	100.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%						
080 Vehicle Impoundment Asst	16		15		0	3	0	0																												
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants											
W 6	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS
HIRED:	0	0	3	100.00%	1	2	0	0.00%	1	0	0	0.00%	0	0	0	0.00%	0	0	1	100.00%	0	0	0	0.00%	0	0	0	0.00%	6	2	4	66.67%				
	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%						
7083 Vehicle Impoundment Asst II	3		2		0	0	0	0																												
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants											
T 1	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS
HIRED:	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	1	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	1	100.00%				
	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	1	100.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	1	100.00%								

APPLICANT STATISTICS
CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.
FROM 01/01/2017 TO 12/31/2017

Job Code	Number Of:				Pending	Curr Elig	Def Elig	Sus Elig																																																																																															
	Applications		Applicants																																																																																																				
7087 Automotive Technician I	1		1		0	0	0	0																																																																																															
# Tests	<table border="1"> <thead> <tr> <th colspan="4">White Males</th> <th colspan="4">Black Males</th> <th colspan="4">Other Males</th> <th colspan="4">White Females</th> <th colspan="4">Black Females</th> <th colspan="4">Other Females</th> <th colspan="4">Total Applicants</th> </tr> <tr> <th>DNR</th><th>FAL</th><th>PAS</th><th>%PAS</th> <th>DNR</th><th>FAL</th><th>PAS</th><th>%PAS</th> <th>DNR</th><th>FAL</th><th>PAS</th><th>%PAS</th> <th>DNR</th><th>FAL</th><th>PAS</th><th>%PAS</th> <th>DNR</th><th>FAL</th><th>PAS</th><th>%PAS</th> <th>DNR</th><th>FAL</th><th>PAS</th><th>%PAS</th> <th>DNR</th><th>FAL</th><th>PAS</th><th>%PAS</th> <th>DNR</th><th>FAL</th><th>PAS</th><th>%PAS</th> </tr> </thead> <tbody> <tr> <td>0</td><td>0</td><td>1</td><td>100.00%</td> <td>0</td><td>0</td><td>0</td><td>0.00%</td> <td>0</td><td>0</td><td>0</td><td>0.00%</td> <td>0</td><td>0</td><td>0</td><td>0.00%</td> <td>0</td><td>0</td><td>0</td><td>0.00%</td> <td>0</td><td>0</td><td>0</td><td>0.00%</td> <td>0</td><td>0</td><td>0</td><td>0.00%</td> <td>0</td><td>0</td><td>1</td><td>100.00%</td> </tr> </tbody> </table>				White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants				DNR	FAL	PAS	%PAS	0	0	1	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	1	100.00%	0	0	0	0	0	0	0																												
White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants																																																																															
DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS																																																																								
0	0	1	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	1	100.00%																																																																								
HIRED:	0		0		0	0	0	0																																																																																															
7088 Automotive Technician II	2		2		0	0	0	0																																																																																															
# Tests	<table border="1"> <thead> <tr> <th colspan="4">White Males</th> <th colspan="4">Black Males</th> <th colspan="4">Other Males</th> <th colspan="4">White Females</th> <th colspan="4">Black Females</th> <th colspan="4">Other Females</th> <th colspan="4">Total Applicants</th> </tr> <tr> <th>DNR</th><th>FAL</th><th>PAS</th><th>%PAS</th> <th>DNR</th><th>FAL</th><th>PAS</th><th>%PAS</th> <th>DNR</th><th>FAL</th><th>PAS</th><th>%PAS</th> <th>DNR</th><th>FAL</th><th>PAS</th><th>%PAS</th> <th>DNR</th><th>FAL</th><th>PAS</th><th>%PAS</th> <th>DNR</th><th>FAL</th><th>PAS</th><th>%PAS</th> <th>DNR</th><th>FAL</th><th>PAS</th><th>%PAS</th> <th>DNR</th><th>FAL</th><th>PAS</th><th>%PAS</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>0</td> <td>0</td> <td>100.00%</td> <td>0</td> <td>0</td> <td>0</td> <td>0.00%</td> <td>0</td> <td>0</td> <td>1</td> <td>100.00%</td> </tr> </tbody> </table>				White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants				DNR	FAL	PAS	%PAS	1	0	0	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	1	100.00%	0	0	0	0	0	0	0																												
White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants																																																																															
DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS																																																																								
1	0	0	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	1	100.00%																																																																								
HIRED:	1		100.00%		0	0	0	0.00%																																																																																															
7091 Automotive Technician I	25		14		0	0	0	1																																																																																															
# Tests	<table border="1"> <thead> <tr> <th colspan="4">White Males</th> <th colspan="4">Black Males</th> <th colspan="4">Other Males</th> <th colspan="4">White Females</th> <th colspan="4">Black Females</th> <th colspan="4">Other Females</th> <th colspan="4">Total Applicants</th> </tr> <tr> <th>DNR</th><th>FAL</th><th>PAS</th><th>%PAS</th> <th>DNR</th><th>FAL</th><th>PAS</th><th>%PAS</th> <th>DNR</th><th>FAL</th><th>PAS</th><th>%PAS</th> <th>DNR</th><th>FAL</th><th>PAS</th><th>%PAS</th> <th>DNR</th><th>FAL</th><th>PAS</th><th>%PAS</th> <th>DNR</th><th>FAL</th><th>PAS</th><th>%PAS</th> <th>DNR</th><th>FAL</th><th>PAS</th><th>%PAS</th> <th>DNR</th><th>FAL</th><th>PAS</th><th>%PAS</th> </tr> </thead> <tbody> <tr> <td>8</td> <td>2</td> <td>6</td> <td>25.00%</td> <td>0</td> <td>0</td> <td>0</td> <td>0.00%</td> <td>0</td> <td>0</td> <td>0</td> <td>0.00%</td> <td>0</td> <td>0</td> <td>0</td> <td>0.00%</td> <td>1</td> <td>0</td> <td>0</td> <td>0.00%</td> <td>0</td> <td>0</td> <td>0</td> <td>0.00%</td> <td>3</td> <td>6</td> <td>2</td> <td>25.00%</td> </tr> </tbody> </table>				White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants				DNR	FAL	PAS	%PAS	8	2	6	25.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	1	0	0	0.00%	0	0	0	0.00%	3	6	2	25.00%	0	0	0	0	0	0	0																																
White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants																																																																															
DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS																																																																								
8	2	6	25.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	1	0	0	0.00%	0	0	0	0.00%	3	6	2	25.00%																																																																												
HIRED:	0		0.00%		0	0	0	0.00%																																																																																															
7092 Equipment Technician II	5		4		0	0	0	0																																																																																															
# Tests	<table border="1"> <thead> <tr> <th colspan="4">White Males</th> <th colspan="4">Black Males</th> <th colspan="4">Other Males</th> <th colspan="4">White Females</th> <th colspan="4">Black Females</th> <th colspan="4">Other Females</th> <th colspan="4">Total Applicants</th> </tr> <tr> <th>DNR</th><th>FAL</th><th>PAS</th><th>%PAS</th> <th>DNR</th><th>FAL</th><th>PAS</th><th>%PAS</th> <th>DNR</th><th>FAL</th><th>PAS</th><th>%PAS</th> <th>DNR</th><th>FAL</th><th>PAS</th><th>%PAS</th> <th>DNR</th><th>FAL</th><th>PAS</th><th>%PAS</th> <th>DNR</th><th>FAL</th><th>PAS</th><th>%PAS</th> <th>DNR</th><th>FAL</th><th>PAS</th><th>%PAS</th> <th>DNR</th><th>FAL</th><th>PAS</th><th>%PAS</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>0</td> <td>0</td> <td>0.00%</td> </tr> </tbody> </table>				White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants				DNR	FAL	PAS	%PAS	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0	0	0	0																																
White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants																																																																															
DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS																																																																								
0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%																																																																												
HIRED:	0		0		0	0	0	0																																																																																															

APPLICANT STATISTICS
CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.
FROM 01/01/2017 TO 12/31/2017

Job Code	Number Of				Pending	Curr	Def	Sus																																				
	Applications		Applicants			Elig	Elig	Elig																																				
7093	6		5		0	0	0	1																																				
Equipment Master Technician																																												
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants																			
T 2	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS				
HIRED:	0	0	2	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	2	100.00%	0	0	0	0.00%				
7094	2		2		0	2	0	0																																				
Equipment Technician Leader																																												
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants																			
T 2	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS
HIRED:	0	0	2	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	2	100.00%	0	0	0	0.00%				
7098	23		14		0	1	0	2																																				
Age Supervisor																																												
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants																			
T 2	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS
HIRED:	2	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	2	0	0	0.00%	0	0	0	0.00%				
7121	0		0		0	0	0	0																																				
FD III - Triple Flail Mower																																												
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants																			
T 3	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS
HIRED:	1	0	2	100.00%	0	0	1	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	1	0	1	100.00%	0	0	0	0.00%				

APPLICANT STATISTICS
CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.
FROM 01/01/2017 TO 12/31/2017

Job Code		Number Of:		Pending	Curr Elig	Def Elig	Sus Elig																														
		Applications	Applicants					White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants					
# Tests		DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS
7123		2		0	1	0	0																														
EO II - Front Loader Ho-Lift		2		0	1	0	0																														
# Tests		White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants											
T	1	1	0	1	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	1	0	1	100.00%		
HIRED:		1		100.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		1		100.00%			
7124		3		0	0	0	1																														
EO II - Knuckleboom		3		0	0	0	1																														
# Tests		White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants											
T	1	1	0	1	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	1	0	1	100.00%
HIRED:		1		100.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0		0.00%	1		100.00%
26		3		0	1	0	0																														
J - Pothole Patcher		3		0	1	0	0																														
# Tests		White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants											
T	2	1	0	2	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	1	0	2	100.00%
HIRED:		1		50.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0		0.00%	1		50.00%
7127		10		0	1	0	3																														
EO II - Roll-Back Dump Truck		10		0	1	0	3																														
# Tests		White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants											
T	6	1	0	5	100.00%	0	0	0	0.00%	0	0	1	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	1	0	6	100.00%
HIRED:		2		40.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0		0.00%	2		33.33%

APPLICANT STATISTICS
CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.
FROM 01/01/2017 TO 12/31/2017

Job Code	Number Of Applications				Number Of Applicants				Pending	Curr Elig	Def Elig	Sus Elig																												
7129 EO II - Slope Master	6				3				0	0	0	0																												
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants															
T 1	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS				
HIRED:	1		100.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		1		100.00%					
7130 EO II - Sweeper	0				0				0	0	0	0																												
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants															
T 5	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS
HIRED:	2		66.67%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		2		33.33%		2		66.67%					
34 Fighter Recruit	634				421				0	196	0	1																												
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants															
P 166	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS
W 217	78	16	126	88.73%	10	1	6	85.71%	2	0	7	100.00%	8	5	4	44.44%	0	0	1	100.00%	0	0	0	0.00%	0	0	0	0.00%	98	22	144	80.75%	98	22	144	80.75%				
HIRED:	0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%					
8039 Master Firefighter	149				89				0	66	0	0																												
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants															
W 87	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS
HIRED:	0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%					

APPLICANT STATISTICS
CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.
FROM 01/01/2017 TO 12/31/2017

Job Code	Number Of		Pending	Curr Elig	Def Elig	Sus Elig																						
	Applications	Applicants																										
8041 Fire Officer	117	64	0	17	0	2																						
# Tests	White Males			Black Males			Other Males			White Females			Black Females			Other Females			Total Applicants									
	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS
W 56	1	8	40	83.33%	0	2	1	33.33%	0	0	2	100.00%	0	2	1	33.33%	0	0	0	0.00%	0	0	0	0.00%	1	12	44	78.57%
HIRED:	17 35.42%			1 33.33%			2 100.00%			1 33.33%			0 0.00%			0 0.00%			21 37.50%									
9002 Crossing Guard	78	59	0	37	0	11																						
# Tests	White Males			Black Males			Other Males			White Females			Black Females			Other Females			Total Applicants									
	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS
HIRED:	0			0			0			0			0			0			0 0.00%									
07 In Vol Program Coordinator	49	33	0	17	0	2																						
# Tests	White Males			Black Males			Other Males			White Females			Black Females			Other Females			Total Applicants									
	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS
T 20	0	0	3	100.00%	0	0	1	100.00%	0	0	0	0.00%	0	0	14	100.00%	0	0	1	100.00%	0	0	1	100.00%	0	0	20	100.00%
HIRED:	0 0.00%			0 0.00%			0 0.00%			0 0.00%			0 0.00%			1 100.00%			1 5.00%									
9009 ICAC Elec Evld Coll Proc Spec	10	10	0	4	0	0																						
# Tests	White Males			Black Males			Other Males			White Females			Black Females			Other Females			Total Applicants									
	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS
T 4	0	0	2	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	2	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	4	100.00%
HIRED:	0 0.00%			0 0.00%			0 0.00%			0 0.00%			0 0.00%			0 0.00%			0 0.00%									

APPLICANT STATISTICS
CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.
FROM 01/01/2017 TO 12/31/2017

Job Code	Number Of:				Pending	Curr Elig	Def Elig	Sus Elig																																
	Applications		Applicants																																					
9017 Animal Control Officer	46	32			0	7	0	6																																
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants															
W 13	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS				
HIRED:	0	0	7	100.00%	1	0	1	100.00%	3	0	0	0.00%	2	0	4	100.00%	2	0	0	0.00%	0	0	1	100.00%	0	0	0	0.00%	0	0	0	0.00%	17	0	13	100.00%				
	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%								
9018 Animal Control Officer Sr	4	1			0	0	0	0																																
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants															
T 1	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS
HIRED:	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	1	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	1	100.00%				
	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	1	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%								
921 Ats Violence Prgm Coord	0	0			0	0	0	0																																
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants															
T 1	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS
HIRED:	0	0	1	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	1	100.00%				
	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%								
9024 Crime Analyst Sr	5	3			0	0	0	0																																
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants															
	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS
HIRED:	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%				

APPLICANT STATISTICS
CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.
FROM 01/01/2017 TO 12/31/2017

Job Code	Number Of Applications				Number Of Applicants	Pending	Curr Elig	Def Elig	Sus Elig																															
9027 Victim Services Advocate	115				71	0	21	0	16																															
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants															
W 39	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS				
HIRED:	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%				
9036 Evidence Technician	90				64	0	22	0	1																															
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants															
W 62	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS
HIRED:	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%				
740 Cadet	137				93	0	5	0	14																															
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants															
P 91	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS
W 49	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS
HIRED:	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%				
9044 Transportation Officer	105				75	0	3	0	13																															
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants															
W 32	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS
HIRED:	0	0	0	0.00%	0	0	0	0.00%	1	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	1	0	0	0.00%				

APPLICANT STATISTICS
CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.
FROM 01/01/2017 TO 12/31/2017

Job Code		Number Of				Pending	Curr	Def	Sus																										
		Applications		Applicants		Elig	Elig	Elig																											
9046																																			
Police Officer Recruit		522		353	0	62	0	64																											
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants										
	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS
P	422	23	37	274	88.10%	3	5	36	87.80%	2	2	13	86.67%	3	10	37	78.72%	2	0	2	100.00%	1	2	4	66.67%	34	56	366	86.73%						
W	224	69	21	144	87.27%	12	6	16	72.73%	5	1	7	87.50%	15	1	23	95.83%	6	1	1	50.00%	2	0	3	100.00%	109	30	194	86.61%						
HIRED:		3		0.63%	1		1.59%			1		4.35%			0		0.00%			0		0.00%			0		5		0.77%						
9048																																			
Police Sergeant		0		0	0	0	0	0																											
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants										
	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS
HIRED:		1		0		0		0		0		0		0		0		0		0		0		0		1		1		100.00%					
9050																																			
Police Officer I		46		25	0	2	0	0																											
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants										
	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS
W	26	0	0	19	100.00%	0	0	2	100.00%	0	0	0	0.00%	0	0	3	100.00%	0	0	1	100.00%	0	0	1	100.00%	0	0	26	100.00%						
HIRED:		19		100.00%	2		100.00%			0		0.00%			3		100.00%			0		0.00%			0		0		0.00%						
9051																																			
Police Officer II		5		4	0	0	0	0																											
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants										
	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS
W	2	0	0	1	100.00%	0	0	1	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	2	100.00%						
HIRED:		2		200.00%	1		100.00%			0		0.00%			0		0.00%			0		0.00%			0		0		0.00%						

APPLICANT STATISTICS
CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.
FROM 01/01/2017 TO 12/31/2017

Job Code	Number Of:		Pending	Curr Elig	Def Elig	Sus Elig																																		
9052	Applications	Applicants																																						
Police Officer III	14	12	0	0	0	0																																		
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants															
W 12	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS				
HIRED:	10	100.00%	0	0.00%	0	0	0	0.00%	1	100.00%	0	0.00%	1	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	12	100.00%	0	0	0	0.00%								
9053	Applications	Applicants	Pending	Curr Elig	Def Elig	Sus Elig																																		
Police Officer IV	19	12	0	0	0	1																																		
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants															
W 11	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS
HIRED:	7	87.50%	0	0.00%	0	0	0	0.00%	0	0.00%	0	0.00%	3	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	10	90.91%	0	0	0	0.00%								

APPLICANT STATISTICS
 CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.
 FROM 01/01/2017 TO 12/31/2017

Job Code

SUMMARY PAGE

Job Code	Number Of		Pending				Curr Elg				Def Elg				Sus Elg															
	Applications	Applicants																												
ALL	5,514	3,884	7				1,004				0				402															
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants					
	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS		
B	19	0	0	16	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	3	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	19	100.00%	
K	258	17	6	32	84.21%	7	5	6	54.55%	1	0	1	100.00%	129	14	146	91.25%	24	11	20	64.52%	11	4	13	76.47%	209	40	218	84.50%	
P	679	108	66	450	87.21%	13	6	46	88.46%	4	2	24	92.31%	11	17	55	76.19%	2	0	7	100.00%	1	2	4	66.67%	139	93	586	86.10%	
T	361	8	14	208	93.69%	1	2	29	93.55%	0	1	9	90.00%	0	10	75	88.24%	1	0	7	100.00%	0	1	5	83.33%	10	28	331	92.24%	
W	1,575	405	165	712	81.19%	61	41	54	56.84%	31	7	31	81.58%	324	76	377	83.22%	66	18	45	71.43%	21	14	15	71.43%	908	321	1254	79.62%	
HIRED		103		0.17%		9		4.76%			5		6.67%		32		4.14%			1		0.91%			1		1.28%		151	5.22%

Knoxville Utilities Board



Knoxville Utilities Board

February 26, 2018

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

Re: KUB Title VI Report

Dear Ms. Harris:

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

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

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

Sincerely,

A handwritten signature in cursive script that reads 'Mintha Roach'.

Mintha Roach
President and CEO

Enclosure

C (Enclosure):

Madeline Rogero, Mayor
Members of City Council
Charles Swanson, City Law Director
Rob Frost, City Council Attorney
Will Johnson, City Recorder
KUB Board of Commissioners
Celeste Herbert, KUB Board Chair
Bill Coley, KUB General Counsel
Susan Edwards, Sr. Vice President and CAO
Leslye Hartsell, KUB Director, External Relations
Elba Marshall, KUB Director, Corporate Services and Title VI Coordinator

Electricity • Gas • Water • Wastewater

P.O. Box 59017 • Knoxville, TN 37950-9017 • (865) 524-2911 • www.kub.org

**Title VI Report
Knoxville Utilities Board
Date Submitted: February 26, 2018
Period Covered: July 1, 2016 to June 30, 2017**

I. Equal Employment Opportunity Affirmative Action Policy

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

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

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

III. Number of Employees by Job Categories

JOB CATEGORIES	NUMBER OF EMPLOYEES - AS OF JUNE 30, 2017												
	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
A	B	C	D	E	F	G	H	I	J	K	L	M	
Officials & Administrators*	68	49	1	0	0	0	0	15	2	1	0	0	0
Professionals	176	93	10	2	2	1	0	59	4	3	2	0	0
Technicians	192	162	10	2	1	0	0	15	2	0	0	0	0
Protective Services	0	0	0	0	0	0	0	0	0	0	0	0	0
Paraprofessionals	132	39	8	2	2	0	0	64	13	1	3	0	0
Administrative Support	95	29	5	1	0	0	0	44	15	1	0	0	0
Skilled Craft	206	185	15	1	2	0	0	2	1	0	0	0	0
Service Maintenance	156	123	28	3	2	0	0	0	0	0	0	0	0
TOTALS	1025	680	77	11	9	1	0	199	37	6	5	0	0

KUB's employment data is presented on fiscal year basis per guidelines of the Equal Employment Opportunity Commission. *This total includes 34-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 2017 minority employees represent 14.24% of the workforce (African-American employees represent 11.12% of the total workforce).

IV. Minority Owned Businesses/Suppliers (34 Total)

A-1 Couriers	\$18,592
ABC Professional Tree Services	\$4,985,245
Advance Auto Parts	\$35
AED Professionals	\$36,946
Architect's International, LLC	\$5,625
B&B Lawn Services	\$207,845
BenefitsAssist, Inc	\$5,112
Bhate Geosciences Corporation	\$137,442
Brown Construction	\$1,522,281
Cjen, Inc	\$1,436
Courtyard By Marriott	\$882
Crown Technical Systems	\$2,238,462
Edison Electric	\$91,678
Edith N. Wagner	\$2,750
Forestry Suppliers	\$734
GE Digital Energy	\$1,199
GMB Consulting and Training Services	\$23,388
GNC Consulting, Inc	\$625
Gwendolyn W. Brown	\$33,248
KMF III Services, LLC	\$111,475
Metroline, Inc	\$339
PPG Paints	\$551
Premiere Building Maintenance	\$10,279
Professional Training Solutions	\$7,500
Safetysign.Com	\$696
Scientific Sales, Inc	\$14,655
Sensit Technologies	\$66,046
Servpro of North Knoxville	\$29,429
Shi International, Inc	\$25,592
Southern States, LLC	\$32,739
The Medalcraft Mint, Inc	\$155
The Webstaurant Store	\$288
U.S. Payments	\$29,461
Zones, Inc	<u>\$83,306</u>
Subtotal	\$9,726,036

Women Owned Businesses/Suppliers (61 Total)

Access Solutions, Inc	\$625
Accusource, Inc	\$23,595
Advantage Electronics, Inc	\$250
Airgas USA, LLC	\$82,577
AIRL, Inc	\$900
All-Star Promotions	\$1,557
American Continental Techlabs	\$992
Analytical Services, Inc	\$4,737
Anderson Busby PLLC	\$2,668
Anixter Power solutions, LLC	\$217,998

Ark Engineering and Technical Services, Inc	\$48,600
Bingham Group, Inc	\$1,040
Bobcat of Knoxville	\$415,771
Brentwood Industries, Inc.	\$979
Cannon & Cannon, Inc.	\$849,377
Ceeco	\$652
Chris Haggard Plumbing, LLC	\$167,200
Clancy's Service Stamp Company	\$65
Consumer Awareness Management	\$788
Customer Service Electric	\$2,977
DHE Computer Systems	\$21,603
Divers Supply	\$120
Dycho Company, Inc.	\$2,198,819
F.M. George Safe & Lock Co.	\$41,682
Fastenal Company	\$38,943
Flosource, Inc	80,841
Franklin Covey Products	\$31
Gil Sulate International, Inc	\$3,096
GovDirect, Inc	\$235,578
Gray Area	\$4,330
Health Consultants	\$1,875
Herman's Tool Repair	\$945
Industrial Training Services, Inc	\$45,169
Innerface Architectural	\$488
Intuitive Technologies, Inc	\$15,850
Knoxville Blue Print	\$7,575
KVA, Inc	\$115,075
Leah Gray	\$100
Mayer Electric Supply Company, Inc	\$89,693
Medius Cisco Marketplace	\$1,238
Moxley Carmichael	\$51,727
MPB Facilities Management	\$256,731
New Horizons Computer Learning	\$100,553
Power Partners, Inc	\$1,108,617
PRI of East Tennessee, Inc	\$542,819
Promo Managers, Inc	\$850
Pureline Design and Print, Inc	\$1,930
Revenue Recovery Corporation	\$1,970
Saitech, Inc	\$83,495
SDF Professional Computers, Inc	\$420,000
Service One, Inc.	\$5,048,690
Starboard Consulting	\$516,997
Teachme2day	\$27,500
Technology Express	\$13,380
Tennessee Occupational Health, Inc	\$300
The Lilly Company	\$514
Thompson Photo Product	\$248
Torco Testing Services, Inc	\$16,040
Universe Technical Translation, Inc	\$11,833
Vexus International	\$30

Westside Psychology and EAP
Subtotal

\$44,083
\$12,974,706

Total MBE/WBE Spending of \$22,700,742 Represents 11.7% of KUB Spending During Fiscal Year 2017

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 73 external job postings in FY 2017 and received 3,590 job applications. During FY 2017, 130 employees were hired including full-time, part-time and students. Eighty-five full-time positions were filled, of which 28 were minorities, representing 33 percent of the full-time hires. Also, forty-five employees were hired into part-time or student positions, of which 22 were minority employees, representing 49 percent of the part-time and students hired in FY 2017.

As of June 30, 2017, minority employees represented 14.24 percent of the workforce, with African-American employees comprising 11.12 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, the Hispanic Chamber of Commerce, 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 22 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, 392 students have completed the 13-week orientation program and completed summer employment at KUB. The goal is to develop a pool of qualified minority candidates with practical work experience in the utility industry.

In 2017, the total TeenWork payroll was approximately \$17,331. In addition, KUB invested more than 250 direct labor hours annually to administer the TeenWork program. However, given the importance of developing a viable, minority-recruiting resource for KUB, the benefits of the TeenWork program clearly outweigh the costs. Because of KUB's success with the TeenWork program, other area businesses have offered similar programs. In 2017, the Knoxville Chamber also hired a TeenWork student during the summer. As of June 30, 2017, ten former TeenWork participants were holding full-time professional or technical jobs at KUB, and the average salary of these employees was \$52,000.

Procurement

Procurement is the acquisition of appropriate goods and services at the best possible total cost to meet the operational needs of KUB Departments. An important function of Procurement is to acquire goods and services that meet the quality, quantity, time and location requirements of all departments. During FY 2017, the Procurement Department administered a system that resulted in the purchase of \$194 million of goods, services, and materials from hundreds of contractors, suppliers, and vendors. The acquisition of such goods, services and materials allow KUB to conduct day-to-day business and provide safe, reliable utility services to more than 456,000 customers over a multi-county region.

Minority Business Enterprise Program

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

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

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

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

The direct service available to all qualified businesses, including minority and women owned business are:

Awareness

Education & Outreach

Technical Assistance

Monitoring & Reporting

FY 2017 MBE/WBE Contract Awards

Total MBE/WBE spending in FY 2017 was \$22,700,739 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
2013	10.9%	\$ 19.4 Million	89.1%	\$ 158.6 Million	\$ 178 Million
2014	10.0%	\$ 18.6 Million	90.0%	\$ 167.4 Million	\$ 186 Million
2015	10.4%	\$20.6 Million	89.6%	\$177.4 Million	\$198 Million
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

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. The KUB Blueprint expresses KUB's commitment to fairness, equal treatment, well-being of KUB employees, as well as valuing the benefits of a diverse workforce. A copy of the KUB Blueprint is shown below:



Our Vision:

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

Shared Values:

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

Our Mission:

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

We Measure Our Success by:

Customer Satisfaction	System Performance	Financial Performance	Safety Performance
-----------------------	--------------------	-----------------------	--------------------

Keys to Success:

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

- **New Employee Orientation**

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

- **Diversity Training**

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

- **Employee Newsletter**

The monthly employee newsletter is another venue for communicating organizational goals and values.

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

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

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

- Adopted a Title VI Policy and Implementation Plan.
- Designated Elba Marshall as Title VI program administrator.
- Included Title VI training in the new employee orientation curriculum.
- Developed a formal process to receive, record and resolve Title VI complaints received, regardless of whether the complaint was registered online, verbally or as a written complaint.
- Added the Title VI Policy and Implementation Plan to KUB's webpage, including information for citizens to file online Title VI complaints.
- Included Title VI compliance provisions in contracts with alliance suppliers, contractors and hotels/motels used during storm restoration.
- KUB has established a policy, a process, and a structure to ensure that all requirements of Title VI are being met.
- KUB has added Title VI language to all bids and contract documents.

IX. Limited English Proficiency Plan

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

- Communications Department**

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

KUB's Customer Service Department annually receives and processes over a million customer interactions. As the Greater Knoxville Area population grows and becomes more diverse, the number of contacts from persons with limited English proficiency increases. The Customer Service Department employs several options to effectively communicate with customers or potential customers who speak different languages. In May 2015, the Customer Service Department upgraded its Interactive Voice Response (IVR) telephone system to provide an option for callers to select to hear English or Spanish menu options. Additionally, the Customer Service Department utilizes Universe Translation Services, Inc. to provide translation of more than 180 languages whenever callers or visitors require language assistance. This service allows a Customer Service Representative to contact a translator by phone to serve as an interpreter during an interaction at our call and walk-in centers. In addition to this service, two of KUB's full time Customer Service representatives are bi-lingual and can assist customers with limited English skills. Other ways that we serve customers with limited English proficiency is by offering bi-lingual menus and prompts on KUB's payment kiosks and pay by phone vendor. Also, many of KUB's publications are offered in English and Spanish. Customers and potential customers have access to these language assistance services at no cost.
- Human Resources Department**

The Human Resources Department will assist any applicant or employee who needs assistance regarding employment opportunities, application processing, corporate policies & benefits, and registering a complaint. The Career Section of the KUB website has information on how to contact Human Resources by phone or fax as well as directions and a map to the Human Resources office. Human Resources have staff on-site that speak fluent Spanish and are available for interpreting or translating information if needed. If there are needs for assistance with other languages, Human Resource staff

will contact KUB Customer Service and arrange assistance through the Universe Translation Services. Once again, this is a free service provided at any time by the Human Resources Department to any person needing language assistance.

- **KUB Website**

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

KUB Official Policy

General

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

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

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

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

Related Policies:

Policy

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

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

Procedures

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

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

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.

February 15, 2018

Date

Mirtta Roach

Chief Executive Officer

Celeste H. Herbert

Board Chair

**Metropolitan Knoxville
Airport Authority**



METROPOLITAN
KNOXVILLE
AIRPORT
AUTHORITY

February 27, 2018

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

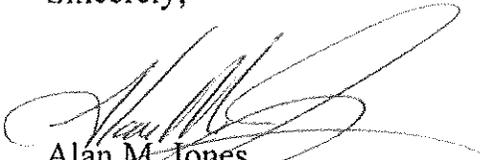
RE: Title VI Report for the Metropolitan Knoxville Airport Authority

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,


Alan M. Jones
Director of Administration
DBE Liaison Officer



January 23, 2018

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

Dear Mr. Marrison:

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

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

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

The report is due by March 5, 2018. A copy of the report will be provided to Mayor Rogero and each member of City Council.

If you have any questions or need additional information, please contact Tatia M. Harris at tharris@knoxvilletn.gov or (865) 215-2831.

Sincerely,

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

Tatia M. Harris
TCCRP Grant Manager/Title VI Coordinator

Enclosures

cc: Devin Lyon, Law Department

Title VI Report

Please email your report to: lharris@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

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

William Marrison, President

Effective Date

Policy Dissemination and Implementation

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

- a. Annual Memorandum: Each year the President will send a Memorandum reaffirming the AA/EEO Policy Statements to all employees and will continue to include the policy in the organization's policy manual, all publications produced by MKAA, along with information for individuals with disabilities.
- b. Affirmative Action Program: MKAA's affirmative action program will continue to be revised annually and distributed 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.

Employees by Job Categories:

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

EQUAL EMPLOYMENT OPPORTUNITY COMMISSION STATE AND LOCAL GOVERNMENT INFORMATION (EEO4)				APPROVED BY OMB 30460008
EXCLUDE SCHOOL SYSTEMS AND EDUCATIONAL INSTITUTIONS (Read attached instructions prior to completing this form)				EXPIRES 12/31/2005
DO NOT ALTER INFORMATION PRINTED IN THIS BOX CONTROL NUMBER : 47504660 Survey Year : 17			MAIL COMPLETED FORM TO: EEO-4 Reporting Center PO Box 8127 Reston VA 20195	
A. TYPE OF GOVERNMENT (Check one box only)				
<input type="checkbox"/> 1. State	<input type="checkbox"/> 2. County	<input type="checkbox"/> 3. City	<input type="checkbox"/> 4. Township	<input checked="" type="checkbox"/> 5. Special District
<input type="checkbox"/> 6. Other (Specify)				
B. IDENTIFICATION				
1. NAME OF POLITICAL JURISDICTION (If same as label, skip to Item C)				
METRO KNOXVILLE AIRPORT AUTH				
2. Address Number and Street PO BOX 15600	CITY/TOWN KNOXVILLE	COUNTY KNOX	STATE/ZIP TN-37901	EEOC USE ONLY A B
C. FUNCTION				
(Check one box to indicate the function(s) for which this form is being submitted. Data should be reported for all departments and agencies in your government covered by the function(s) indicated. If you cannot supply the data for every agency within the function(s) attach a list showing name and address of agencies whose data are not included.)				
<input type="checkbox"/> SUMMARY FUNCTION				
<input type="checkbox"/>	1. FINANCIAL ADMINISTRATION. Tax billing and collection, budgeting, purchasing, central accounting and similar financial administration carried on by a treasurer's, auditor's or comptroller's office and GENERAL CONTROL. Duties usually performed by boards of supervisors or commissioners, central administration offices and agencies, central personnel or planning agencies, all judicial offices and employees (judges, magistrates, bailiffs, etc.)	<input type="checkbox"/>	8. HEALTH. Provision of public health services, outpatient clinics, visiting nurses, food and sanitary inspections, mental health, alcohol rehabilitation service, etc.	
<input type="checkbox"/>	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"/>		<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 (\$1,000-\$12,500)	RACE/ETHNICITY														TOTALS (COLUMN 5A-N)
		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	
Skilled Craft Workers	49.80.1-15.9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	50.16.0-19.9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	51.20.0-24.9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	52.25.0-32.9	0	0	11	0	0	0	0	0	0	0	0	0	0	0	11
	53.33.0-42.9	0	0	5	0	0	0	0	0	0	0	0	0	0	0	5
	54.43.0-54.9	0	0	5	0	0	0	0	0	0	0	0	0	0	0	5
	55.55.0-69.9	0	0	2	0	0	0	0	0	0	0	0	0	0	0	2
	56.73.0 P1-a	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service-Maintenance	57.80.1-15.9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	58.16.0-19.9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	59.20.0-24.9	0	0	2	1	0	0	0	0	0	0	0	0	0	0	3
	60.25.0-32.9	0	0	8	4	0	0	0	0	7	0	0	0	0	0	19
	61.33.0-42.9	0	0	1	0	0	0	0	0	2	0	0	0	0	0	3
	62.43.0-54.9	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
	63.55.0-69.9	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
	64.73.0 P1-a	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
65. TOTAL FULL TIME (L1-cv1-64)	1	0	94	8	0	0	0	0	35	0	0	0	0	0	138	

2. OTHER THAN FULLTIME EMPLOYEES (Including temporary employees)

66 OFFICIALS/ADMIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
67 PROFESSIONALS	0	0	0	0	0	0	0	0	3	0	0	0	0	0	3
68 TECHNICIANS	0	0	2	0	0	0	0	0	0	0	0	0	0	0	2
69 PROTECTIVE SERVICE	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
71 ADMIN. SUPPORT	0	0	3	1	0	0	0	0	7	0	0	0	0	0	11
72 SKILLED CRAFT	0	0	6	1	0	0	0	0	0	0	0	0	0	0	7
73 SERVICE-MAINTENANCE	0	0	1	1	0	0	0	0	0	0	0	0	0	0	2
74. TOTAL OTHER THAN FULL TIME (L1-cv1-73)	0	0	12	3	0	0	0	0	10	0	0	0	0	0	25

3. NEW HIRES DURING FISCAL YEAR Permanent full time only JULY 1 - JUNE 30

75 OFFICIALS/ADMIN	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
76 PROFESSIONALS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
77 TECHNICIANS	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
78 PROTECTIVE SERVICE	0	0	6	2	0	0	0	0	0	0	0	0	0	0	8
79 PARA-PROFESSIONAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
80 ADMIN. SUPPORT	0	0	1	0	0	0	0	0	1	0	0	0	0	0	2
81 SKILLED CRAFT	0	0	2	0	0	0	0	0	0	0	0	0	0	0	2
82 SERVICE-MAINTENANCE	0	0	3	0	0	0	0	0	1	0	0	0	0	0	4
83. TOTAL NEW HIRES (L1-cv1-82)	0	0	12	3	0	0	0	0	3	0	0	0	0	0	18

FUNCTION TYPE 12

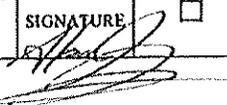
REMARKS (List National Crime Information Center (NCIC) number assigned to any Criminal Justice Agencies whose data are included in this report)

NA

LIST AGENCIES INCLUDED ON THIS FORM

Metropolitan Knoxville Airport Authority

CERTIFICATION. I certify that the information given in this report is correct and true to the best of my knowledge and was reported in accordance with accompanying instructions. (Willfully false statements on this report are punishable by law, US Code, Title 18, Section 1001.)

NAME OF PERSON TO CONTACT REGARDING THIS FORM <i>ALAN JONES</i>		TITLE <i>DIRECTOR OF ADMINISTRATION</i>	
ADDRESS (Number and Street, City, State, Zip Code) <i>P.O. Box 15600 Knoxville, TN 37901-5600</i>		TELEPHONE NUMBER <i>865-342-3062</i>	Ext FAX NUMBER <i>865-342-1690</i>
DATE <i>9-28-17</i>	EMAIL <i>ALAN.JONES@TKA.TN.GOV</i>	TYPED NAME/TITLE OF AUTHORIZED OFFICIAL <i>ALAN JONES / DIRECTOR OF ADMIN.</i>	SIGNATURE 

SUBCONTRACTORS/VENDORS

Minority Subcontractors/Vendors/Amount of Contract:

	MOB	WOB	MWOB
Company Name: <u>NORTHFLORIDA CONSULTING / \$18,714,718</u>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Company Name: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Company Name: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Company Name: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Company Name: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Women Subcontractors/Vendors/Amount of Contract:

	MOB	WOB	MWOB
Company Name: <u>CABLE CONSTRUCTION / \$252,248</u>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Company Name: <u>EROSION SOLUTIONS / \$559,723</u>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Company Name: <u>POZZOLANO CONSTRUCTION / \$1,209,082</u>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Company Name: <u>LANE HAULING / \$659,212</u>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Company Name: <u>TRIPSTAR SERVICE CONTRACTORS / \$266,494</u>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

SUBCONTRACTORS/VENDORS

Minority Subcontractors/Vendors/Amount of Contract:

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

Women Subcontractors/Vendors/Amount of Contract:

	MOB	WOB	MWOB
Company Name: <u>GC Electrical / \$596,227</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"/>

**Metropolitan Knoxville Airport Authority
FYE 2018
Affirmative Action Program**

Job # _____ **Job Description** _____

Date Mailed _____

Print 16 Copies

Job Announcement Mailing List:

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

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

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

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

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

**Metropolitan Knoxville Airport Authority
FYE 2018
Affirmative Action Program**

Job Announcement Mailing List Continued

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

Agency Name: Tennessee Career Center – TN Dept. Labor & Workforce Dev.
Address: 2700 Middlebrook Pike Ste 100
Knoxville, TN 37921

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

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

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

**Metropolitan Knoxville Airport Authority
FYE 2018
Affirmative Action Program**

Job Announcement Mailing List Continued

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

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

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

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

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

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

Job Announcement Mailing List Continued

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

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

**King College
Donna Felty: dhfelty@king.edu
Samantha Lane: slane@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 County Chamber of Commerce
knoxvilleairport ID
pass3361 Pass word**

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

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

**Blount Family Promise
asmith@blountfamilypromise.org**

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

Metropolitan Knoxville Airport Authority
Name of Organization

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

February 19, 2018

Date

Will J. Marm
President

Eue K
Board Chair

Form 3

SUMMARY

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



METROPOLITAN
KNOXVILLE
AIRPORT
AUTHORITY

Title VI Compliance Summary

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

Contracting and other business opportunities are also advertised on our website. Outreach efforts to include minority and women owned businesses are conducted through the MKAA Disadvantaged Business Enterprise Program. MKAA participates in outreach activities with other governmental agencies including The City of Knoxville's Diversity Business Advisory Committee, Knox County, East Tennessee Purchasing Association, The Governor's Office of Diversity Business Enterprises, Hispanic Chamber, Knoxville Area Urban League, etc. to encourage participation in our Small Business Programs.

LIMITED ENGLISH PROFICIENCY (LEP) PLAN

Limited English Proficient (LEP)

Executive Order 11366

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

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

Improve the language accessibility of their programs.

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

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

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

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

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

Guidance/Resources

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

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

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

www.leg.gov

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

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

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

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

MKAA collaborates with the Hispanic Chamber of Knoxville, Tennessee.

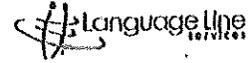


English Translation Service

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

Arabic  عربي أشرف إلى الغتك، وسوف يتم جلب مترجم لوري لك. سيتم تأمين المترجم المذآرر مجاناً.	Arabic  한국어 귀하께서 사용하는 언어를 지적하시면 해당 언어 통역 서비스를 무료로 제공해 드립니다.
Azerbaijani  Azərbaycan Əngiz tənizə n'p dliq tənizə qıq [suu]p' dıwıq dıwıq dıq [wıd]dıq qıq tıwıq. dıwıq dıwıq dıq tıwıq dıwıq dıwıq.	Lao  ພາສາລາວ ຊື່ບອກພາສາທີ່ເຈົ້າເວົ້າໄດ້. ພວກເຮົາຈະຕິດຕໍ່ນາຍພາສາໃຫ້. ທ່ານບໍ່ຕ້ອງເສຍເງິນຄ່າແປໃຫ້ແກ່ນາຍແປພາສາ.
Cantonese  廣東話 請指認您的語言， 以便為您提供免費的傳譯服務。	Standard  國語 請指認您的語言， 以便為您提供免費的口譯服務。
Breton  Français Pointez vers votre langue et on appellera un interprète qui vous sera fourni gratuitement.	Polish  Polski Proszę wskazać swój język i wezwieniemy tłumacza. Tłumacza zapewnimy bezpłatnie.
German  Deutsch Zeigen Sie auf Ihre Sprache. Ein Dolmetscher wird gerufen. Der Dolmetscher ist für Sie kostenlos.	Portuguese  Português Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.
Hindi  हिंदी अपनी भाषा पर इशारे करें और एक दुभाषिया बुलाया जाएगा। दुभाषिये का प्रबंध आप पर बिना किसी खर्च के किया जाता है।	Russian  Русский Укажите язык, на котором вы говорите. Вам вызовут переводчика. Услуги переводчика предоставляются бесплатно.
Hmong  Hmoob 'Taw rau koj hom lus: Yuav hu rau lb (ug neeg txhals lus. Yuav muaj neeg txhals lus yam uas koj tsis tau them dab ts!	Spanish  Español Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.
Italian  Italiano Puntare sulla propria lingua. Un interprete sarà chiamato. Il servizio è gratuito.	Tagalog  Tagalog Iuro po ang inyong wika. Isang tagasalin ang ipagkakaloob nang libre sa inyo.
Japanese  日本語 あなたの話す言語を指して下さい。 無料で通訳を提供します。	Thai  ไทย ช่วยชี้ที่ภาษาที่ท่านพูด แล้วเราจะจัดหาส่วนให้ท่าน. การใช้ส่วนนี้ไม่ต้องเสียค่าใช้จ่าย
Khmer (Cambodian)  ខ្មែរ (កម្ពុជា) សូមបង្ហាញភាសាអ្នក។ យើងនឹងហៅអ្នកបរិប្រាកដមកជូន។ អ្នកបរិប្រាកដនឹងឆ្លើយអ្នកដោយឥតគិតថ្លៃ។	Vietnamese  Tiếng Việt Hãy chỉ vào ngôn ngữ của quý vị. Một thông dịch viên sẽ được gọi đến, quý vị sẽ không phải trả tiền cho thông dịch viên.

Printed on Recycled paper 5/05



METROPOLITAN KNOXVILLE AIRPORT AUTHORITY

TITLE VI OF THE 1964 CIVIL RIGHTS ACT

“ Non-discrimination in Federally Assisted Programs”

“ No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

42 U.S.C. section 2000 et seq.

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

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

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

William Marrison, President

METROPOLITAN KNOXVILLE AIRPORT AUTHORITY

**“TÍTULO VI DE LA LEY DE LOS DERECHOS
CIVILES DE 1964”**

**“Declaración de anti-discriminación en los programas
que reciben asistencia federal.”**

“Ninguna persona en los Estados Unidos será excluida de participar en, ni se le negará los beneficios de, o será objeto de discriminación debido a su raza, color u origen nacional, en cualquier programa o actividad que recibe ayuda financiera federal.”

42 U.S.C. (Código de los Estados Unidos de América) sección 2000 y siguientes.

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

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

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

William Marrison, President

Tennessee Department of Transportation

Departamento de Transporte de Tennessee



Title VI Nondiscrimination Statement Título VI Declaración de Prohibición de Discriminación



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

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

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

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

Tennessee Department of Transportation
Departamento de Transporte de Tennessee

Civil Rights Office -- La Oficina de Derechos Civiles

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

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

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

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

**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

March 1, 2018

Tatia M. Harris
TCCRP Grant Manager/Title VI Coordinator
City of Knoxville
400 Main Street
Knoxville, Tennessee 37902

VIA HAND DELIVERY

RE: 2018 Title VI Report

Dear Ms. Harris:

Per your letter of January 23, 2018, you will find enclosed twelve (12) copies of the Title VI report requested for distribution to the Mayor and City Council.

Please let me know if you need any additional information.

Sincerely,

A handwritten signature in cursive script that reads "Benjamin M. Bentley".

Benjamin M. Bentley
Executive Director/CEO

BMB:jlr
Enclosures

cc: KCDC Board of Commissioners





CITY OF KNOXVILLE

Title VI Report

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

1. Your Equal Employment Opportunity Affirmative Action Policy. **Attached**
2. Name/Title of person responsible for Equal Employment Opportunity and Affirmative Action.
Denise Roper, Ph.D., SHRM-SCP, SPHR, Human Resources Director
3. Number of employees by job categories. *(Form 1 Enclosed)*
4. Minority/Women subcontractors/vendors. *(Form 2 Enclosed)*
5. Outreach and recruitment efforts to reach minorities.
Outreach efforts will continue to stress providing information about opportunities for participation and benefits to all members of the low-income population. The efforts of various components will reflect special efforts made to reach minority individuals, women, the aged, and the handicapped.
6. Method of informing staff of agency's Affirmative Action Policy.
KCDC's Affirmative Action Plan and Equal Employment Opportunity Statement is included in the Employee Handbook. The Employee Handbook also describes the agency's grievance procedures for discrimination complaint processing. The Human Resources Office will provide each employee a copy of the Employee Handbook and discuss these policies during new employee orientation. In addition, Equal Employment Opportunity posters will be prominently displayed in all KCDC offices.
7. Assurance of Compliance of Title VI of the Civil Rights Act of 1964.
(Form 3 Enclosed)
8. Summary of efforts to comply with Title VI of the Civil Rights Act of 1964.
KCDC will analyze, monitor, and update its policies and procedures to ensure all activities comply with state and federal laws and regulations that promulgate equal opportunity. All supervisory staff members will be trained regarding employment laws and equal employment opportunity requirements. Supervisors shall be informed that acts of discrimination will not be tolerated. Employees who commit such acts shall be subject to disciplinary action up to and including dismissal.

KCDC encourages individuals to report all incidents of discrimination to one of the following reporting officers at KCDC: employee's immediate supervisor, Human Resources Director, Chief Financial Officer, Senior Vice President of Housing, Vice President-Strategic Planning, Vice President-Legal Services or Executive Director/CEO. The purpose of having several persons to whom complaints may be made is to avoid a situation where an individual is faced with complaining to the person, or a close associate of the person, who would be the subject of the complaint.
9. A copy of your Limited English Proficiency Plan. **Attached**

Equal Employment Opportunity (EEO Workforce Profile)

**KCDC
FORM 1**

Job Categories	Total	M	F	Hispanic or Latino		Black (Not of Hispanic Origin)		Asian or Pacific Islander		American Indian or Alaskan Native		White (Not of Hispanic origin)	
				M	F	M	F	M	F	M	F	M	F
Officials and Managers	10	4	6									4	6
Professionals	41	16	25					1				16	24
Technicians													
Sales Workers													
Office and Clerical	31	2	29				9					2	20
Craft Workers (skilled)	42	42				11						31	
Operative (Semi-skilled)	2	2				1						1	
Laborers (unskilled)	10	8	2			1	3	1				5	
Service Workers													
Overall Totals	136	74	62			1	15	10		1		59	50

Form 2

SUBCONTRACTORS/VENDORS

Minority Subcontractors/Vendors/Amount of Contract:

Minority Contractor/Subcontractor	
Andrews Electric	\$76,564
Blueally Technology Solutions LLC	\$7,974
Dan's Advantage Towing	\$840
Jostes Carpet Inc.	\$9,495
Knoxville Area Urban League Inc.	\$75
OfficeMate	\$25
Pioneer Builders Inc.	\$7,392
Premiere Building Maintenance Corporation	\$21,659
ProClean	\$2,100
Residence Inn	\$250
T&M Specialties	\$8,719
Train Up	\$150

Woman Owned Minority Contractor/Subcontractor	
Allen Sign Co.	\$105
Arm & Rage	\$1,000
CobraAssist	\$10,783
KMF III	\$136,112

Women Subcontractors/Vendors/Amount of Contract:

Woman Contractor/Subcontractor	MBE
All Occasion Catering	\$2,249
A G Heins Company, Inc.	\$211
Active Forever	\$160
Air Quest America	\$148,014
All Things Identification	\$1,548
Alliance Rubber	\$20
Allied Industrial Equipment	\$10,800
Allen Sign	\$105
Arm & Rage LLC	\$1,000
Backflow Specialty Company Inc.	\$1,550
Buddy's BBQ Office	\$779
Burns Printing Inc., dba Burns Mailing & Printing	\$3,337
Charlotte Kay Ravenscraft dba Midwest Inspections	\$28,407

Woman Contractor/Subcontractor	MBE
CobraAssist	\$10,783
Conner Siding & Windows	\$3,368
Diverise ID Products of Florida	\$1.00
DSK ServoPro	\$20,155
E. Luke Green	\$38,850
Express Services	\$8,045
F M George Safe & Lock Co.	\$3,254
Fenco Supply Company, Inc.	\$862
First Place Finish Inc.	\$163,616
Foreign Language Academy	\$4,519
Gary L Roth Jr dba Roth Land Surveying	\$60,500
Git-R-Gone Inc.	\$142,964
Green Building Supply	\$2,495
Hines Fine Soils	\$650
Industrial Blasting & Coatings	\$7,000
Jen-Hill Construction	\$3,683
KMFIII	\$136,112
Knoxville Blue Print	\$23
Kubota of Knoxville	\$35,176
LBK Appraisal Services LLC	\$2,000
Marilyn J Medley dba South Eastern Management And Associate	\$3,000
McCright & Associates, LLC	\$133,980
Mil-Spec Coatings And Supply Inc.	\$501
Moxley Carmichael, Inc.	\$50,362
Nan McKay and Associates, Inc.	\$4,246
National Elevator Of Tennessee Inc.	\$71,504
Petree's Flowers & Gifts	\$243
Recreational Concepts	\$29,927
Reliant Title	\$1,712
Shades	\$12,404
Smead	\$1,555
Spectra Associates	\$85
Tennant Sales & Service Company	\$39,011
The Visibility Company	\$4,290
Waters & Company	\$31,902
Williamsburg Mailing Services Inc.	\$3,545

Procurement Outreach Efforts include:

1. Sending copies of every solicitation (whether bid, RFP, RFQ or request for written quotes), to:

- KCDC's Web Page
- KCDC's Registered Vendors
- Associated Construction Women
- Associated General Contractors of Tennessee
- Black Contractors Association
- Construction Market Data
- Dodge Data & Analytics
- Hispanic Chamber of Commerce
- Knox County's Supplier Diversity Office
- Knoxville Area Urban League
- Knoxville Builder's Exchange
- Knoxville Chamber Partnership
- Knoxville's EBOP Office
- Radio on Demand/Robert Minter
- SCORE
- SERC
- Tennessee Small Business Development Center
- Tennessee Minority Supplier Development Council
- Small Business Administration
- U.S. Department of Commerce Minority Business Development Agency

2. Participation in the City's EBOP (now called Diversity Business Committee) programs and seminars.

3. Participation in the annual "City of Knoxville Business Breakfast"

4. Service on the steering committee for the multi-government "East Tennessee Business Matching Event" each year.

5. Attendance/membership/participation with the Tennessee Minority Supplier Development Council and the East Tennessee Hispanic Chamber of Commerce as appropriate.

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

Knoxville's Community Development Corporation
Name of Organization

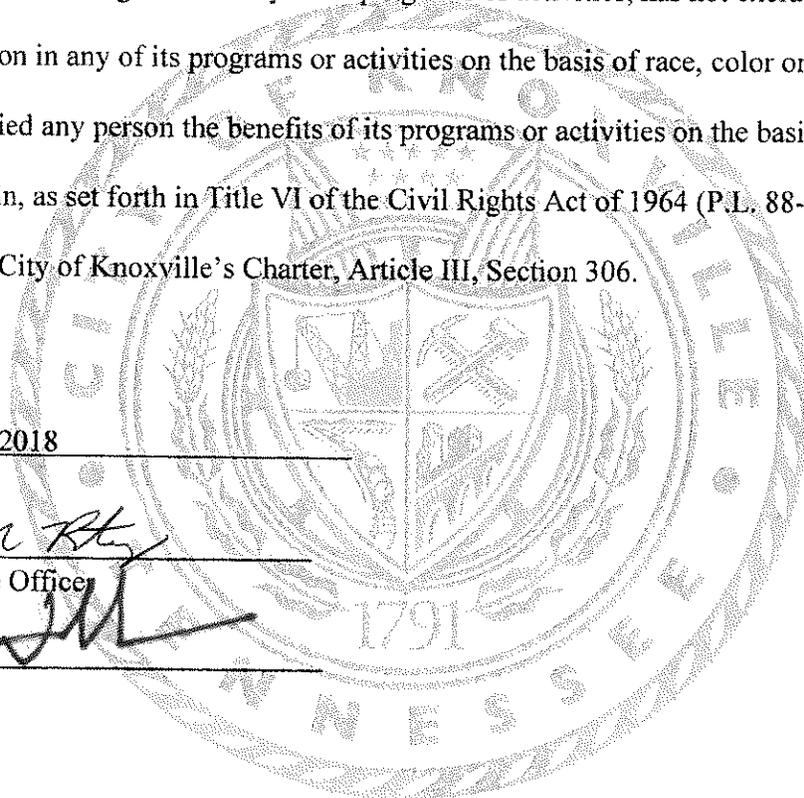
Hereby certifies that it has not subjected any persons to discrimination on the basis of race, color or national origin under any of its programs or activities, has not excluded any person from participation in any of its programs or activities on the basis of race, color or national origin and has not 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.

February 28 2018

Date

Byron M. Rhy
Chief Executive Officer

[Signature]
Board Chair



AFFIRMATIVE ACTION PLAN

A. STATEMENT OF POLICY

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

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

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

B. PUBLICITY AND MARKETING PRACTICES

1. Employee Handbook – KCDC's Affirmative Action Plan and Equal Employment Opportunity Statement will be included in the KCDC employee handbook (Employee Handbook). The Employee Handbook will also describe the corporation's grievance procedures. The human resources office will provide each employee a copy of the Employee Handbook and discuss these policies during new employee orientation.
2. EEO Posters - Equal Employment Opportunity posters will be prominently displayed in all KCDC offices.
3. Use of EEO Clause - An Equal Employment Opportunity clause will be made a part of all leases, advertisements, contracts, and letters of agreement. All KCDC forms, brochures, letterheads, written correspondence, job announcements, and advertisements concerning employment shall bear the phrase *An Equal Opportunity Employer*.

C. EMPLOYMENT PRACTICES

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

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

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

D. ANNUAL REPORTS

Annual reports of employee characteristics shall be required.

E. TRAINING AND CAREER DEVELOPMENT

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

F. EXPECTATIONS OF SUPERVISORY STAFF

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

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

G. PROGRAM PARTICIPANTS

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

H. REPORTING A COMPLAINT OF DISCRIMINATION

1. Reporting Officers - KCDC encourages individuals to report all incidents of discrimination to one of the following reporting officers:
 - a. Employee's Immediate Supervisor
 - b. KCDC's Human Resources Director
 - c. A KCDC department vice president or senior vice president
 - d. KCDC's Chief Operating Officer
 - e. KCDC's Chief Financial Officer
 - f. KCDC's Executive Director/CEO

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

2. Retaliation Against Complainant - Retaliation against any individual who has articulated any concern of discrimination is prohibited. Retaliation is a serious violation of this policy and should be reported immediately. Any person found to have retaliated against another individual for reporting discrimination will be subject to disciplinary action up to and including termination.
3. Investigating the Complaint - The reporting officer who received the complaint and the Human Resources Director will investigate all allegations of discrimination. All complaints will be investigated promptly. Confidentiality will be maintained throughout the investigative process to the extent practical and appropriate under the circumstances. All officers and employees are required to cooperate in the investigation of any complaints made pursuant to this policy. In pursuing the investigation, KCDC staff will take the

wishes of the complainant under consideration, but will thoroughly investigate the matter as they see fit, keeping the complainant informed as to the status of the investigation.

4. Resolving the Complaint - Upon completing the investigation, a decision as to whether discrimination has occurred, proposed corrective action, and recommended disciplinary action will be communicated to the Executive Director/CEO. If the Executive Director/CEO is the subject of the complaint, the finding and recommendations will be communicated to the Chairman of the Board of Commissioners. If the panel of reporting officers determines that no discriminatory activities have occurred, this finding will be communicated to the complainant in an appropriately sensitive manner.
5. False Accusation - False accusations of discrimination make the investigation of valid complaints more difficult. If an investigation results in a clear finding that the complainant falsely accused another of discrimination knowingly or in a malicious manner, the complainant will be appropriately disciplined up to and including termination.
6. Appeal Process - If either party directly involved in a discrimination investigation is dissatisfied with the outcome or resolution, that individual has the right to appeal the decision in accordance with the provisions of Part IV: Section 10 Grievance Procedure. An appeal of this type would go directly to Step 3 of the Grievance Procedure.
7. Harassment Complaints - For information on how to report complaints of harassment, refer to Part IV: Section 8(C) Harassment Policy.

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

INTRODUCTION

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

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

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

GOALS OF THE LANGUAGE ASSISTANCE PLAN

The goals of KCDC's Language Assistance Plan include:

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

LEP INDIVIDUALS WHO NEED LANGUAGE ASSISTANCE

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

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

KNOXVILLE, TN LANGUAGE DATA

Total Population Over 5 Years of Age = 163,524

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

TYPES OF ASSISTANCE NEEDED BY LEP PERSONS

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

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

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

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

LANGUAGE ASSISTANCE TO BE PROVIDED

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

A) Identification of LEP Persons and Notices

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

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

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

B) Language Assistance Measures

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

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

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

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

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

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

C) Staff Training and Coordination

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

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

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

D) Providing Notice to LEP Persons

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

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

Knoxville Area Transit



301 Church Avenue • Knoxville, Tennessee • 37915

November 28, 2018

Tatia M. Harris
Grant Manager/Title VI Administrator
City of Knoxville

Dear Ms. Harris:

Pursuant to your email of November 8, 2018, requesting information on KAT's EEO program, I am forwarding copies of information to you. I am enclosing KAT's most recent EEO Program Update document including FTA's approval letter. FTA updated their EEO circular and changed due dates for updated program plans. Knoxville's current plan will remain in effect until the update is due March 1, 2020, then every four years after that. I am attaching the 2017 EEO-1/EEO Employer Information Report.

I trust that the information you need regarding KAT's EEO program is included in this material. If you have any questions or concerns, please call me at extension 57830 or email me at mroberson@katbus.com.

Sincerely,

A handwritten signature in cursive script that reads "Melissa Roberson".

Melissa Roberson, Interim Director of Transit
City of Knoxville

Enclosures



U.S. Department
Of Transportation
**Federal Transit
Administration**

Region IV

230 Peachtree Street, NW
Suite 1400
Atlanta, GA 30303

June 11, 2015

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

Via E-mail: mroberson@katbus.com

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

Dear Ms. Roberson:

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

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

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

Sincerely,

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

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

Knoxville Area Transit (KAT)
Knoxville, Tennessee

EQUAL EMPLOYMENT
OPPORTUNITY PROGRAM
UPDATE

June, 2015

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

POLICY STATEMENT

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

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

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

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

Signed: 

Dawn Distler
Director of Transit
City of Knoxville

Dated: 06-01-15

PROGRAM AND POLICY DISSEMINATION

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

These procedures and mechanisms include:

- 1) Written communication from the Director of Transit;
- 2) Inclusion of the EEO policy in its employee handbook;
- 3) Periodic programs at employee meetings;
- 4) Non-discrimination agreement included in Memorandum of Agreement between local union and company;
- 5) Posting policy statement in Human Resources Coordinator's office, on bulletin boards, electronic notification systems, in common areas, etc.;
- 6) Inclusion of EEO program in employee orientation;
- 7) Communication of program to recruitment sources such as state employment agencies, educational institutions, etc.
- 8) Identification of company as an "EEO employer" in all advertisements for personnel.

Designation of Personnel

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

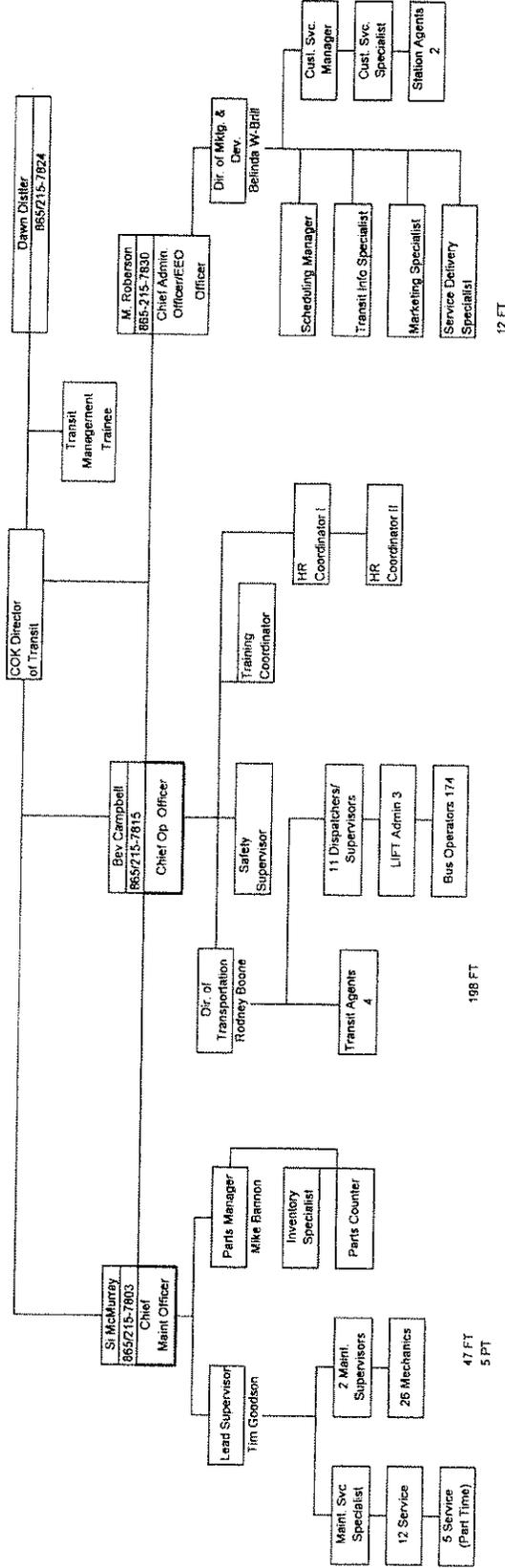
The Equal Employment Opportunity officer will develop and recommend Equal Employment Opportunity policies, including the written EEO program, and internal and external communication procedures; collect and analyze data related to employment, identify problem areas, set goals and timetables, and develop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

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

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

KAT Organization Chart

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



Operates from the Operations and Maintenance Facility, 1135 Magnolia Ave., Knoxville, TN 37917

257 FT 5 PT

Operates from Knoxville Station, 301 Church Ave., Knoxville, TN 37915

CHART 1

Dept. Job Title or Number	Salary - Hourly	Current Period As Of: 12/31/11																				Comm	Availability %		N. of Under-Utilization		GOAL		PROJECTED % INCREASE											
		EMPLOYEES																											MIN		F		12 MO		2 YR		3 YR		4 YR	
		All Employees																											#	%	#	%	MIN	F	MIN	F	MIN	F	MIN	F
		TOT	M	F	W	AA	HSP	AI	MI	NI	MA	PO	PI	AIAN	NIOP	MULT	W	AA	PO	PI	AIAN								NIOP	MULT	MIN	F	MIN	F	MIN	F	MIN	F		
Officials and Managers	16.85-43.78	25	18	8	10	8	0	0	0	0	0	0	0	0	4	2	0	0	0	0	0	0	38	41.2%	7	28.3%	5.0%	37.3%	38.7%	12.8%	18.80	1.84	12.0%							
Professionals	15.14-24.52	4	3	1	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	3	0.0%	7	25.8%	5.0%	53.5%	4.8%	12.5%	0.18	0.09								
Technicians		0	0	0	0																																			
Skilled Workers		0	0	0	0																																			
Unskilled Workers	12.89-21.88	17	7	10	0	1	0	0	0	0	0	0	0	0	3	7	0	0	0	0	0	0	4	17.1%	10	38.5%	6.4%	74.3%	18.7%	18.9%	18.2%	1.83	1.83	16.0%						
Craft Workers	17.28-25.40	25	25	0	21	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	16.0%	0	0.0%	5.5%	3.0%	16.2%	1.9%	12.83	0.86								
Operatives	13.60-19.47	170	92	78	65	44	0	0	0	0	0	0	0	0	21	39	0	0	0	0	0	27	48.8%	107	31.7%	11.2%	18.6%	37.5%	21.7%	163.00	100.00									
Laborers	11.92-18.22	17	18	1	7	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	8	27.8%	7	8.9%	9.9%	16.7%	48.8%	112.0%	17.33	1.84	10.0%							
Service Workers		0	0	0	0																																			

AA - African American
 HSP - Hispanic
 AI - Asian Pacific Islander
 AIAN - American Indian or Alaskan Native
 NIOP - Native Hawaiian or Other Pacific Islander
 Multi - Two or More Races

EEO PROGRAM GOALS & TIMETABLES

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

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

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

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

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

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

Laborers = to hire 1 female or 10% of the personnel in that category

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

EMPLOYMENT PRACTICES ASSESSMENT

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

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

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

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

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

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

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

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

KAT
2014

EMPLOYMENT PRACTICES WORKSHEET

	Total Number	MALE						FEMALE					
		Black	%	Hispanic	%	White	%	Black	%	Hispanic	%	White	%
Applicants for Open Positions	69	15	22%	0	0%	34	49%	9	13%	0	0%	11	16%
New Hires	20	7	35%	0	0%	7	35%	3	15%	0	0%	3	15%
Promotions	5	0	0%	0	0%	3	60%	2	33%	0	0%	1	17%
Disciplinary Actions	529	189	36%	4	1%	97	18%	160	30%	0	0%	79	15%
Commendations	50	15	30%	0	0%	17	34%	10	20%	0	0%	8	16%
Voluntary Separations	12	3	25%	1	8%	4	33%	1	8%	0	0%	3	25%
Terminations	10	6	60%	0	0%	2	20%	1	10%	0	0%	1	10%

MONITORING AND REPORTING

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

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

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

COMPLAINT PROCEDURES

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

A complaint shall be regarded as meriting investigation unless:

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

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

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

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

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

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

CO= 7853197
 u= 7853197

EQUAL EMPLOYMENT OPPORTUNITY
 2017 EMPLOYER INFORMATION REPORT
 CONSOLIDATED REPORT - TYPE 2

SECTION B - COMPANY IDENTIFICATION

1. KTRANS MGMT INC
 301 CHURCH AVE

KNOXVILLE, TN 37915

SECTION C - TEST FOR FILING REQUIREMENT

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

2.a. KTRANS MGMT INC
 301 CHURCH AVE

KNOXVILLE, TN 37915

SECTION E - ESTABLISHMENT INFORMATION

c. Y

SECTION D - EMPLOYMENT DATA

JOB CATEGORIES	HISPANIC OR LATINO		NOT-HISPANIC OR LATINO										OVERALL TOTALS					
	MALE	FEMALE	***** MALE *****					***** FEMALE *****										
			WHITE	BLACK OR AFRICAN AMERICAN	NATIVE HAWAIIAN OR PACIFIC ISLANDER	ASIAN	AMERICAN INDIAN OR ALASKAN NATIVE	TWO OR MORE RACES	WHITE	BLACK OR AFRICAN AMERICAN	NATIVE HAWAIIAN OR PACIFIC ISLANDER	ASIAN		AMERICAN INDIAN OR ALASKAN NATIVE	TWO OR MORE RACES			
EXECUTIVE/SR OFFICIALS & MGRS	0	0	1	0	0	0	0	0	0	0	0	3	0	0	0	0	0	4
FIRST/MID OFFICIALS & MGRS	0	0	10	5	0	0	0	0	0	0	0	2	2	0	0	0	0	19
PROFESSIONALS	0	1	2	0	0	0	0	0	0	0	0	1	0	0	0	0	0	4
TECHNICIANS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SALES WORKERS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ADMINISTRATIVE SUPPORT	0	0	6	2	0	0	0	0	0	0	0	5	5	0	0	0	0	0
CRAFT WORKERS	0	0	22	4	0	0	0	0	0	0	0	0	0	0	0	0	0	19
OPERATIVES	1	0	62	67	0	0	0	0	0	0	0	25	39	0	0	0	1	195
LABORERS & HELPERS	0	0	6	8	0	0	0	0	0	0	0	1	0	0	0	0	0	15
SERVICE WORKERS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	1	1	109	86	0	0	0	0	0	0	0	37	46	0	0	0	2	282
PREVIOUS REPORT TOTAL	2	0	96	76	0	0	0	0	0	0	0	31	53	0	0	0	0	258

SECTION F - REMARKS

DATES OF PAYROLL PERIOD: 10/02/2017 THRU 10/15/2017

SECTION G - CERTIFICATION

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

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

CERTIFIED DATE[EST]: 03/23/2018 03:08 PM

CO= 7853197
U= 7853197

EQUAL EMPLOYMENT OPPORTUNITY
2017 EMPLOYER INFORMATION REPORT
HEADQUARTERS REPORT - TYPE 3

SECTION B - COMPANY IDENTIFICATION

1. KTRANS MGMT INC
301 CHURCH AVE

2.a. KTRANS MGMT INC
301 CHURCH AVE

KNOXVILLE, TN 37915

KNOXVILLE, TN 37915
KNOX COUNTY
c. Y

SECTION C - TEST FOR FILING REQUIREMENT

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

SECTION E - ESTABLISHMENT INFORMATION

NAICS: 485113 Bus and Other Motor Vehicle
Transit Systems

SECTION D - EMPLOYMENT DATA

JOB CATEGORIES	HISPANIC OR LATINO		NOT-HISPANIC OR LATINO										OVERALL TOTALS			
	MALE	FEMALE	WHITE	BLACK OR AFRICAN AMERICAN	NATIVE HAWAIIAN OR PACIFIC ISLANDER	ASIAN	AMERICAN INDIAN OR ALASKAN NATIVE	TWO OR MORE RACES	WHITE	BLACK OR AFRICAN AMERICAN	NATIVE HAWAIIAN OR PACIFIC ISLANDER	ASIAN		AMERICAN INDIAN OR ALASKAN NATIVE	TWO OR MORE RACES	
EXECUTIVE/SR OFFICIALS & MGRS	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	2
FIRST/MID OFFICIALS & MGRS	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
PROFESSIONALS	0	1	1	0	0	0	0	0	1	0	0	0	0	0	0	3
TECHNICIANS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SALES WORKERS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ADMINISTRATIVE SUPPORT	0	0	3	0	0	0	0	0	2	2	0	0	0	0	1	8
CRAFT WORKERS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
OPERATIVES	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABORERS & HELPERS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SERVICE WORKERS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	1	4	0	0	0	0	0	6	2	0	0	0	0	1	14
PREVIOUS REPORT TOTAL	0	0	2	0	0	0	0	0	5	3	0	0	0	0	0	10

SECTION F - REMARKS

CO= 7853197
 U= GL22602

EQUAL EMPLOYMENT OPPORTUNITY
 2017 EMPLOYER INFORMATION REPORT
 INDIVIDUAL ESTABLISHMENT REPORT - TYPE 4

SECTION B - COMPANY IDENTIFICATION

1. KTRANS MGMT INC
 301 CHURCH AVE

KNOXVILLE, TN 37915

SECTION C - TEST FOR FILING REQUIREMENT

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

2.a. KTRANS MGMT INC
 1135 MAGNOLIA AVENUE

KNOXVILLE, TN 37917
 KNOX COUNTY
 c. Y

SECTION E - ESTABLISHMENT INFORMATION

NAICS: 485113 Bus and Other Motor Vehicle
 Transit Systems

SECTION D - EMPLOYMENT DATA

JOB CATEGORIES	HISPANIC OR LATINO		***** MALE *****										***** FEMALE *****					OVERALL TOTALS	
	MALE	FEMALE	WHITE	BLACK OR AFRICAN AMERICAN	NATIVE HAWAIIAN OR PACIFIC ISLANDER	ASIAN	AMERICAN INDIAN OR ALASKAN NATIVE	TWO OR MORE RACES	WHITE	BLACK OR AFRICAN AMERICAN	NATIVE HAWAIIAN OR PACIFIC ISLANDER	ASIAN	AMERICAN INDIAN OR ALASKAN NATIVE	TWO OR MORE RACES					
EXECUTIVE/SR OFFICIALS & MGRS	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
FIRST/MID OFFICIALS & MGRS	0	0	10	5	0	0	0	0	0	0	0	0	0	0	2	0	0	0	18
PROFESSIONALS	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
TECHNICIANS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SALES WORKERS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ADMINISTRATIVE SUPPORT	0	0	3	2	0	0	0	0	0	0	0	0	0	0	3	0	0	0	11
CRAFT WORKERS	0	0	22	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	26
OPERATIVES	1	0	62	67	0	0	0	0	0	0	0	0	0	0	39	0	0	1	195
LABORERS & HELPERS	0	0	6	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	15
SERVICE WORKERS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	1	0	105	86	0	0	0	0	0	0	0	0	0	0	44	0	0	1	268
PREVIOUS REPORT TOTAL	2	0	94	76	0	0	0	0	0	0	0	0	0	0	50	0	0	0	248

SECTION F - REMARKS

CO= 7853197
U= 7853197

EQUAL EMPLOYMENT OPPORTUNITY
2017 EMPLOYER INFORMATION REPORT
HEADQUARTERS REPORT - TYPE 3

SECTION B - COMPANY IDENTIFICATION

1. KTRANS MGMT INC
301 CHURCH AVE

SECTION C - TEST FOR FILING REQUIREMENT

2.a. KTRANS MGMT INC
301 CHURCH AVE

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

KNOXVILLE, TN 37915

KNOXVILLE, TN 37915
KNOX COUNTY
c. Y

SECTION E - ESTABLISHMENT INFORMATION

NAICS: 485113 Bus and Other Motor Vehicle
Transit Systems

SECTION D - EMPLOYMENT DATA

JOB CATEGORIES	HISPANIC OR LATINO		***** MALE *****										***** FEMALE *****				OVERALL TOTALS				
	MALE	FEMALE	WHITE	BLACK OR AFRICAN AMERICAN	NATIVE HAWAIIAN OR PACIFIC ISLANDER	ASIAN	AMERICAN INDIAN OR ALASKAN NATIVE	TWO OR MORE RACES	NOT-HISPANIC OR LATINO	WHITE	BLACK OR AFRICAN AMERICAN	NATIVE HAWAIIAN OR PACIFIC ISLANDER	ASIAN	AMERICAN INDIAN OR ALASKAN NATIVE	TWO OR MORE RACES						
EXECUTIVE/SR OFFICIALS & MGRS																					
FIRST/MID OFFICIALS & MGRS																					
PROFESSIONALS																					
TECHNICIANS																					
SALES WORKERS																					
ADMINISTRATIVE SUPPORT																					
CRAFT WORKERS																					
OPERATIVES																					
LABORERS & HELPERS																					
SERVICE WORKERS																					
TOTAL	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	5	3	0	0	0	10
PREVIOUS REPORT TOTAL																					

SECTION F - REMARKS

CO= 7853197
 U= GL22602

EQUAL EMPLOYMENT OPPORTUNITY
 2017 EMPLOYER INFORMATION REPORT
 INDIVIDUAL ESTABLISHMENT REPORT - TYPE 4

SECTION B - COMPANY IDENTIFICATION

1. KTRANS MGMT INC
 301 CHURCH AVE

KNOXVILLE, TN 37915

SECTION C - TEST FOR FILING REQUIREMENT

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

2.a. KTRANS MGMT INC
 1135 MAGNOLIA AVENUE

KNOXVILLE, TN 37917
 KNOX COUNTY
 c. Y

SECTION E - ESTABLISHMENT INFORMATION

NAICS: 485113 Bus and Other Motor Vehicle
 Transit Systems

SECTION D - EMPLOYMENT DATA

JOB CATEGORIES	HISPANIC OR LATINO		NOT-HISPANIC OR LATINO										OVERALL TOTALS			
	MALE	FEMALE	BLACK OR AFRICAN AMERICAN	WHITE	ASIAN	AMERICAN INDIAN OR ALASKAN NATIVE	TWO OR MORE RACES	WHITE	BLACK OR AFRICAN AMERICAN	NATIVE HAWAIIAN OR PACIFIC ISLANDER	ASIAN	AMERICAN INDIAN OR ALASKAN NATIVE		TWO OR MORE RACES		
EXECUTIVE/SR OFFICIALS & MGRS																
FIRST/MID OFFICIALS & MGRS																
PROFESSIONALS																
TECHNICIANS																
SALES WORKERS																
ADMINISTRATIVE SUPPORT																
CRAFT WORKERS																
OPERATIVES																
LABORERS & HELPERS																
SERVICE WORKERS																
TOTAL	2	0	94	76	0	0	0	0	0	0	26	50	0	0	0	248
PREVIOUS REPORT TOTAL																

SECTION F - REMARKS

Appendix



CITY OF KNOXVILLE

TITLE VI DOCUMENTATION DEPARTMENTAL SURVEY

1. Date of Survey: _____

2. Type of Survey: Initial _____ Annual _____ Other _____

3. Department: _____

4. Department Director: _____

5. Title VI Departmental Coordinator: _____

6. Advisory Group or Advisory Board

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

TOTAL: _____

Number of Whites: _____

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

b. How are members selected? _____

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

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

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

Yes _____ No _____

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

Yes: _____ No: _____

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

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

Name of Complainant	Race	Charge	Findings

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

Yes _____ No _____

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

Yes _____ No _____

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

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

Yes _____ No _____

If yes, describe how: _____

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

Yes _____ No _____

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

Yes _____ No _____

If yes, state by whom and how: _____

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

Yes _____ No _____

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

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

Yes _____ No _____

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

Yes _____ No _____

Limited English Proficiency

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

If no, please explain: _____

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

If yes explain how: _____

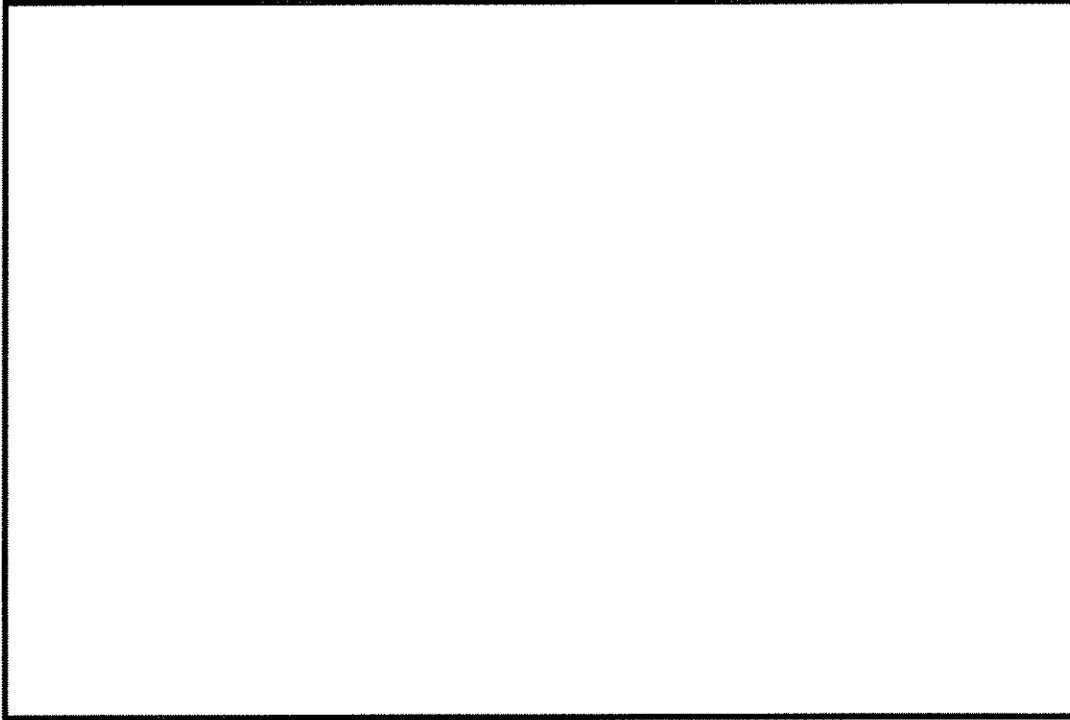
If no, please explain: _____

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

If yes Please explain how: _____

If no, please explain: _____

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



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

Signature of person Completing Survey

Date

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

Signature of Title VI Coordinator

Date

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

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

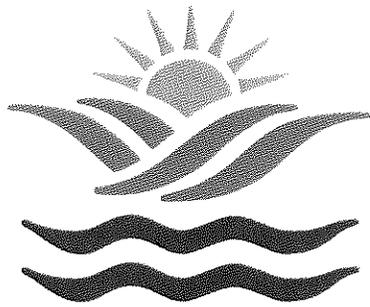
(Owner/Board of Director's Ethnicity and Gender of Vendor and/or Sub-Contractor)

Ethnicity	Male	Female
Black/African-American		
Hispanic		
American Indian/Alaskan Native		
Asian		
Caucasian		
Native Hawaiian/other Pacific Islander		
Other (please specify)		
National Origin		

Contract Name _____
Contract NO. _____

Name of Company _____
Owner's Name _____
Type of Business _____
Amount Spent with this vendor/sub-contractor \$ _____

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



CITY OF KNOXVILLE

Title VI Procedures

(See p. 13 of the Compliance Plan)

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

- (1) Collect, analyze and report the statistical data (race, color, and national origin) of participants in, or beneficiaries of federal financially- assisted services provided through each respective department; such statistical data will be cross-tabulated by race and ethnic origin and variables as

- (a) The number of program participants:

Program	# Participants

- (b) The size of the populations to whom the program is directed, and where appropriate; number of applicants

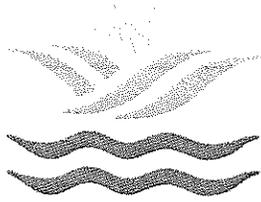
Size of Population	Whom the program is directed	# Of applicants

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

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

Appendix B



CITY OF KNOXVILLE

TITLE VI DOCUMENTATION SUB-RECIPIENT SURVEY

1. Date of Survey: _____
2. Type of Survey: Initial _____ Annual _____ Other _____
3. Sub-Recipient: _____
4. Sub-Recipient Director: _____
5. Title VI Departmental Coordinator: _____
6. Advisory Group or Advisory Board
 - a. Racial composition of the Advisory Group or Governing Board:
TOTAL: _____
Number of Whites: _____
Number of Blacks: _____ Hispanics: _____ Native Americans: _____ Others: _____
 - b. How are members selected? _____
 - c. Length of term members serve on the Advisory Group or Board?

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

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

Yes _____ No _____

8. Posters:

Are posters containing Title VI information prominently displayed within the Sub-Recipient facility?

Yes: _____ No: _____

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

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

Name of Complainant	Race	Charge	Findings

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

Yes _____ No _____

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

Yes _____ No _____

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

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

Yes _____ No _____

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

Yes _____ No _____

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

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

Yes _____ No _____

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

Yes _____ No _____

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

Signature of person Completing Survey

Date

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

Signature of Title VI Coordinator

Date



CITY OF KNOXVILLE

**CITY OF KNOXVILLE
TITLE VI DOCUMENTATION**

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

Name of Potential Subrecipient

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

Appendix C



CITY OF KNOXVILLE

CITY OF KNOXVILLE
TITLE VI DOCUMENTATION

DEPARTMENTAL SURVEY

1. Date of Survey: _____

2. Type of Survey: Initial _____ Annual _____ Other _____

3. Department: _____

4. Department Director: _____

5. Title VI Departmental Coordinator: _____

6. Advisory Group or Advisory Board

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

TOTAL: _____

Number of Whites: _____

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

b. How are members selected? _____

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

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

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

Yes _____ No _____

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

Yes: _____ No: _____

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

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

Name of Complainant	Race	Charge	Findings

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

Yes _____ No _____

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

Yes _____ No _____

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

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

Yes _____ No _____

If yes, describe how: _____

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

Yes _____ No _____

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

Yes _____ No _____

If yes, state by whom and how: _____

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

Yes _____ No _____

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

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

Yes _____ No _____

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

Yes _____ No _____

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

Signature of person Completing Survey

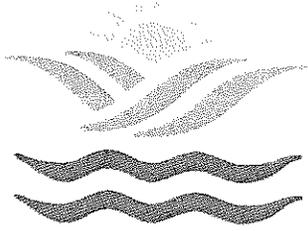
Date

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

Signature of Title VI Coordinator

Date

Appendix D



CITY OF KNOXVILLE

SUBRECIPIENT APPEAL PROCEDURE

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

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

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

Appendix E



CITY OF KNOXVILLE

TITLE VI COMPLAINT LOG

Date	Complainant	Department	Type	Disposition	Date Closed



CITY OF KNOXVILLE

**CITY OF KNOXVILLE
TITLE VI DOCUMENTATION**

COMPLAINT OF DISCRIMINATION

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

1. Complainant

Name _____

Street Address: _____

City, State & Zip Code: _____

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

Name: _____

Street Address: _____

City, State & Zip Code: _____

Telephone Number(s) Home () _____ Business() _____

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

Yes _____

No _____

If yes, please complete the following:

Attorney's Name: _____

Street Address: _____

City, State & Zip Code: _____

Telephone Number: _____

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

Name: _____

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

Race _____ Color _____ National Origin _____

6. Date of the alleged discrimination: _____

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

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

If yes what is the status of the grievance?

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

Name: _____

Title: _____

9. Have you filed a complaint of the alleged discrimination with a Federal, State or Local agency; or with a state or federal court?
Yes _____ No _____

If yes, check all that apply:

Federal	_____	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

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