



CITY OF KNOXVILLE

# Title VI Annual Report 2017

*Submitted to:*

**Mayor Madeline Rogero**

*Submitted by:*

**Tatia M. Harris**

Grant Manager / Title VI Coordinator  
Community Relations Department

[www.KnoxvilleTN.gov](http://www.KnoxvilleTN.gov)



Date: November 14, 2017

To: Mayor Madeline Rogero  
Senior/Executive Directors

From: Avice Evans Reid, Senior Director, Community Relations

Subject: 2017 Title VI Annual Report Covering Calendar Year 2016

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

In an effort to enhance the Title VI Office, Tatia M. Harris was hired as the Title VI Coordinator. She will be serving in this role in addition to her duties as the Grant Manager for the Save Our Sons Initiative. We have been working with the Law Department to reevaluate the Title VI program, the duties of the Title VI Coordinator, and the responsibilities of the Department Coordinators.

We have also enhanced the Title VI training for City of Knoxville employees and made this training available via the internet. With the help of the Civil Service Department, Title VI training has been incorporated in the new employee orientation and we plan to devise and implement a training schedule for all other City employees beginning in calendar year 2018.

Another notable endeavor is the establishment of the City's Internal Equity and Diversity Committee. This cross-departmental committee's primary goals are to create a concrete understanding of equity and diversity among all employees; determine and implement appropriate training opportunities which strengthen career pathways and reduce workforce disparities facing people of color; to remove implicit biases and barriers to equal participation; and establish appropriate hiring and promotion goals within City Government, reflective of the Knoxville community population.

Thank you for your continued support of the City's Title VI program and I look forward to working with you as we ensure all City of Knoxville services and activities are in conformance with the requirements of Title VI.

Please let me know if you have any questions.

cc: Vice Mayor and Members, Knoxville City Council

## **SECTION SUMMARY**

## **City of Knoxville**

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

### **DESCRIPTION**

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

### **GOAL STATEMENT**

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

### **OBJECTIVES**

- (1) To improve staffing processes and communication with departments to ensure that staffing requirements of City departments are met as efficiently and satisfactorily as possible.
  - (a) Average processing times for New Hire.
  - (b) Turnover rate.
  - (c) Percentage of minority applicants.
  - (d) Percentage of minority hires.
- (2) To improve the Classification/Compensation Plan and ensure that it continues to meet City needs by working to improve the difference between COK pay ranges and surveyed results.
  - (a) Percentage increase in City of Knoxville average salaries compared to previous year.
  - (b) Number of classifications reviewed to ensure suitability.
- (3) To improve the marketing, quality, and availability of training programs/services and other developmental resources offered to employees and to increase satisfaction with programs.
  - (a) Percentage of employees who have had Harassment and/or Drug/Alcohol training.
  - (b) Cost savings of in house training vs. outside training per employee trained.
  - (c) Total number of employees trained.
  - (d) Percentage of KPD uniformed employees who have completed their college degree.
  - (e) Average \$ usage of Tuition Reimbursement for the fiscal year.

### **ACCOMPLISHMENTS**

- Civil Service processed 206 requisitions for vacancies in 2016. This resulted in the processing of more than 4,600 applications and the hiring of 63 new permanent employees and 54 new temporary employees, as well as the promotion of 175 existing employees. Included in the hiring processes for 2016-2017 was the hiring of a new Police Academy

class, which started in February 2017. Civil Service continues to increase training efforts. 1,108 employees were trained in a variety of training courses coordinated by Civil Service to include New Hire Orientation; Drug & Alcohol; Harassment; FLSA; Diversity; Defensive Driving; Injury Prevention; Back Injury Prevention; Self Defense, Awareness, a variety of Safety courses, job specific training in various departments; Tuition Reimbursement; Ergonomic and Safety Training; Supervisory Boot Camp; and an MTAS Municipal Management Academy. The cost savings of conducting this training in house vs. sending employees to outside training is approximately \$111,000. As part of the classification/compensation program, we saw an average increase of 2.5% to employee's salaries. We continue to see a low turnover rate in COK employment.

**SECTION SUMMARY**

**City of Knoxville**

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

PERFORMANCE INDICATORS	Linked objective	2016		2017		2018
		target	actual to date	target	actual to date	target
<b>Quantitative Output:</b>						
* # of classifications reviewed	2	100.00	171.00	150.00	181.00	150.00
* % of COK employees who have had sexual harassment or drug/alcohol training	3	100.00	99.7%	100.00	99.2%	100.00
* Total # of employees trained	3	300.00	691.00	500.00	1,108.00	1,000.00
* % of minority hires	1	13.00	14%	13.50	18.4%	14.00
* % of minority applicants	1	13.00	19%	13.50	17.5%	14.00
* % KPD uniformed employees with college ed.	3	50.00	52%	55.00	55%	60.00
* Average \$ per employee using Tuition Reimbursement.	2	3,000.00	\$2,486	3,000.00	\$2,815	3,000.00
<b>Efficiency:</b>						
* Cost savings of in-house training vs. outside training per employee trained	3	200.00	\$178.00	200.00	\$187.00	200.00
<b>Service Quality:</b>						
* Average time from initiation of requisition by department until receipt in Civil Service.	1	5.00	3	5.00	4	5.00
* Average time from receipt of requisition to referral to department (Non-uniformed)	1	30.00	39	30.00	40	30.00
* Average time from receipt of requisition to referral to department (Uniformed)	1	30.00	1	30.00	11	30.00
* Average time to process Police Academy (posting to academy start date)	1	120.00	N/A	200.00	286	200.00
* Average time from referral to dept. until return to CS with selection (Non-uniformed)	1	28.00	28	28.00	21	28.00
* Average time from referral to dept. until return to CS with selection (Uniformed)	1	30.00	25	30.00	25	28.00
* Average time from employee selection to Start Date (Non-uniformed)	1	20.00	28	20.00	28	20.00
* Average time from employee selection to Start Date (Uniformed)	1	30.00	22	30.00	20	20.00
<b>Qualitative Outcome:</b>						
* Turnover rate - all turnover	1	5.00%	4%	5.00%	4.1%	5.00%
* Turnover rate - less retirees and deaths	1	4.00%	2%	4.00%	2.6%	4.00%
* % increase in COK average salaries compared to previous year	2	2.50%	3.50%	2.50%	2.50%	2.50%
<b>AUTHORIZED POSITIONS</b>						
		2016	2017	2018		
Civil Service Board Exec.Sec./Direct.		1	1	1		
Deputy Director		1	1	1		
Human Resource Analyst Sr.		1	1	1		
Human Resource Analyst		0	1	1		
Human Resource Office Manger		1	1	1		
Executive Assistant		1	1	1		
Human Resource Technician Sr		5	3	3		
Training Coordinator		0	1	1		
<b>TOTAL</b>		<b>10</b>	<b>10</b>	<b>10</b>		
<b>FINANCIAL SUMMARY</b>						
		BUDGET 2016	BUDGET 2017	BUDGET 2018		
Personal Services		\$839,940	\$868,880			
Supplies		13,900	15,450			
Other		248,500	246,620			
Capital		0	0			0
<b>TOTAL</b>		<b>\$1,102,340</b>	<b>\$1,130,950</b>			<b>\$0</b>

## **Employment Statistics**

### **FY 2016 – 2017**

#### **Hiring Process Data:**

Average Timeframes for FY 2016 - 2017  
(Combined Uniformed & Non-Uniformed)

- **From initiation of Requisition in Department until received in Civil Service: 4 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: 40 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: 21 days**  
(this includes the department's scheduling and conducting of interviews and making an applicant selection)
  
- **From employee selection to actual start date: 28 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: 93 days**

**Summary:** In comparison with the last fiscal year, the hiring process is slightly slower than the pace set last year. Civil Service has maintained the hiring pace even though applications received continues to increase most likely due to labor market factors and turnover rates. The timeframe that has experienced a slowdown is the “receipt of requisition in CS until applicants are referred.” We are in the process of a comprehensive review of all of the job analyses for each position that is requisitioned and posted. This has slowed the posting process as well. Civil Service processes are running about as quickly as they can, given time constraints that are dictated by rules and scheduling constraints for the testing process.

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#### **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\***

	<b><u>FY 2016 - 2017</u></b>
Racial Minority	19.74%
Female	26.31%

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

**Minority Employees as Percentage of Regular City Workforce**

	<b><u>FY 2016 - 2017</u></b>	<b>March 2015</b>	<b>2014</b>	<b>2012</b>
Racial Minority	10.4%	10.3%	10%	10%
Female	21.9%	21.6%	21%	21%

**Minority New Hires as Percentage of Total City New Hires\***

	<b><u>FY 2016 - 2017</u></b>	<b>July 2014 – February 2015</b>	<b>2014</b>	<b>2012</b>
Racial Minority	18.3%	16.0%	21%	19%
Female	45.5%	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**

	<b><u>FY 2016 - 2017</u></b>	<b>July 2014 – February 2015</b>	<b>2014</b>	<b>2012</b>
Racial Minority	10.3%	10.5%	13%	17%
Female	43.6%	28.1%	27%	25%

**Minority Regular Employees by Department FY 2016 - 2017**

<b>Department Name</b>	<b>% Racial Minority</b>	<b>% Female</b>
Administration	31.3%	68.8%
City Court	25.0%	83.3%
Civil Service	20.0%	80.0%
Community Development	20.0%	60.0%
Emergency Management	0.0%	66.7%
Engineering	4.5%	18.2%
Finance	10.9%	72.7%
Fire	7.7%	7.4%
Fleet	5.8%	15.4%
Information Systems	7.4%	40.7%
Inspections	19.0%	33.3%

Law	0.0%	61.5%
Public Service	12.5%	5.7%
Parks & Recreation	30.6%	38.8%
Police	7.8%	23.6%

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

	<b>Total Employees</b>	<b>Ethnic Min. #</b>	<b>Ethnic Min %</b>	<b>Female #</b>	<b>Female %</b>
<b>Civilian/Gen. Gov</b>					
Pay Grades 1-5	429	68	15.9%	116	27.0%
Pay Grades 6-10	302	30	9.9%	123	40.7%
Pay Grades 11-14, DIR	61	5	8.2%	24	39.3%
<b>Fire Uniformed</b>					
Recruit/Firefighter	31	5	16.1%	2	6.5%
Senior/Master Firefighter	180	14	7.8%	10	5.6%
Supervisory Ranks	103	6	5.8%	6	5.8%
<b>Police Uniformed</b>					
Recruit/Police Officer	32	3	9.4%	4	12.5%
Police Officer I/II	69	4	5.8%	4	5.8%
Police Officer III/IV	180	17	9.4%	26	14.4%
Supervisory Ranks	98	2	2.0%	11	11.2%

*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%

Includes terminations, resignations, deaths, and retirements.

## **Age Demographic Data:**

### **Regular Employee Age Breakdown**

Under 25:	4.1%
25 – 34:	21.0%
35 – 44:	24.0%
45 – 54:	30.1%
55 or older:	20.8%

Average employee age: 44.6 years old

**Summary:** 20.8% 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**

	<b>Average Pay*</b>	<b>Average % Increase</b>
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%

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



**TO:** City of Knoxville Council Members  
**FROM:**  Boyce H. Evans, Purchasing Agent  
**SUBJECT:** FY 16 Disadvantaged Business Enterprise Report  
**DATE:** September 13, 2016

This memorandum provides the FY 16 Disadvantaged Business Enterprise (DBE) report which describes how the City of Knoxville performed with regard to conducting business with minority-owned businesses (MOBs), woman-owned businesses (WOBs), and small businesses (SBs). All information is current as of June 30, 2016.

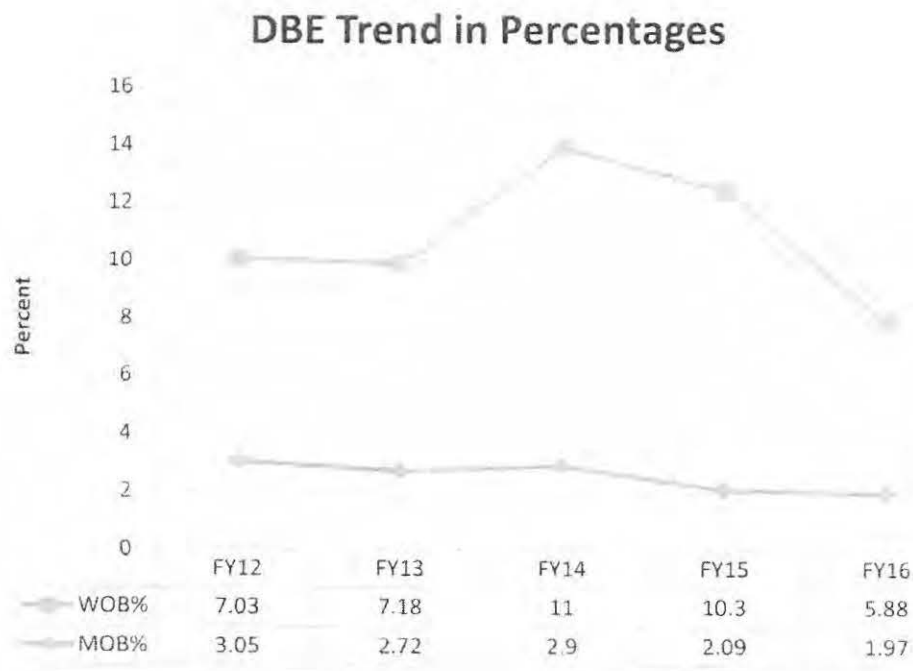
**Minority-Owned Businesses Overview.** During FY 16, the City conducted 1.97 % of its business with MOBs for a total of \$1.6M. This year, we have an unusual situation regarding MOBs: while our real dollar expenditures with MOBs actually increased during FY16 (from \$1.3M in FY15 to \$1.6M in FY16), the corresponding percentage dropped slightly from the FY15 level of 2.09% to 1.97%. The primary reason for this atypical situation is that the City's competitive spend increased from \$61.2M in FY15 to \$81.2M in FY16, due in large measure to the construction of the City's new multi-million dollar Public Works complex.

A key area of concentration for the newly established DBE Office, within the Purchasing Division, is to increase the amount of minority-owned businesses that compete for City procurements and contracts. During FY 16, the City published approximately 188 invitations to bid, requests for proposals, requests for quotes, and requests for qualifications; of the 712 entities that submitted bids, proposals, etc., to compete for these opportunities, only 53 were submitted by MOBs. This number equals only 7.4% of the total submissions received. Simply put, minority-owned firms do not compete for City business in the numbers that are needed to substantially increase the amount of business conducted with MOBs.

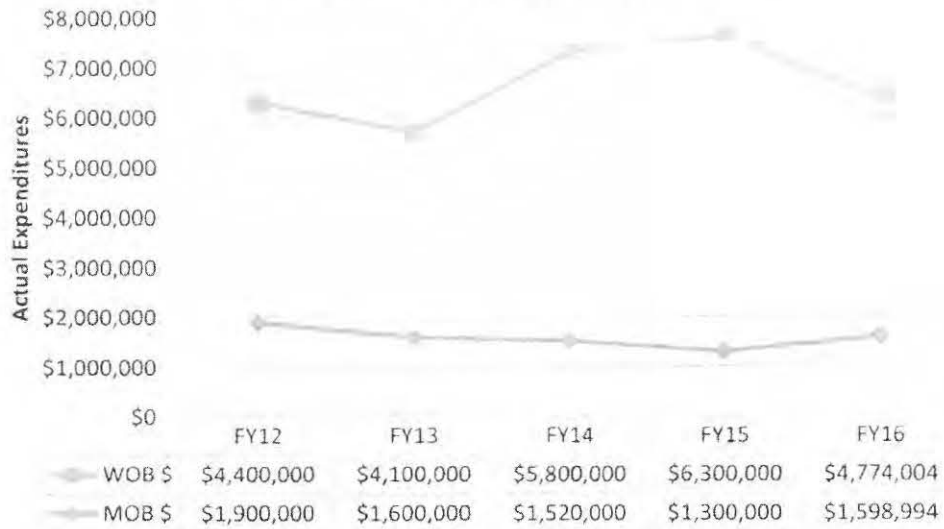
A recent analysis of FY16 awards where MOBs competed reveals that MOBs have a 17% probability of success when they compete for City business, as opposed to all other awardees, which have an 18.5% probability of success. In other words, there was only a 1.5% difference in the probability of winning rate between MOBs and non-MOBs during FY16, so MOBs have a very respectable chance of winning when they compete for City business opportunities. It is particularly frustrating that MOBs only competed for 7.44% of the FY16 bid opportunities, when their potential for success is reasonably strong. Given the small number of times that MOBs competed for awards, the DBE Office is working hard to reach out to local MOBs to encourage them to compete for bidding opportunities.

**Woman-Owned Businesses Overview.** The City conducted 5.88 % of its business with WOBs for approximately \$4.8M. The WOB percentage and expenditures also dropped somewhat, in that the percentage of business done with WOBs dropped from 10.3% in FY15 to 5.9% in FY16 and the expenditures with WOBs dropped from \$6.3M in FY15 to \$4.8M in FY16. The primary reason for this is twofold: 1) our competitive expenditures increased by approximately \$20M and 2) we completed some expensive WOB contracts in FY15 that did not count toward our FY16 results. Specifically, we completed a contract with Jarvis Signs, Inc. for our way-finding signs, that was worth approximately \$1.1M and we completed a contract with MSA Systems, Inc., for purchasing and installing printers in our police cars, that equated to just over a quarter of a million dollars. Both these companies are WOBs. In short, we completed two high dollar contracts with WOBs in FY 15 that we could not count in FY16 and our competitive spend rose by \$20M for much of the work done on the Public Works Complex at Lorain Street. These two factors account for our drop in the amount of business done with WOBs during FY16.

The following two charts depict the MOB and WOB results in terms of percentages and real dollar expenditures respectively.



### DBE Trend in Real Dollars

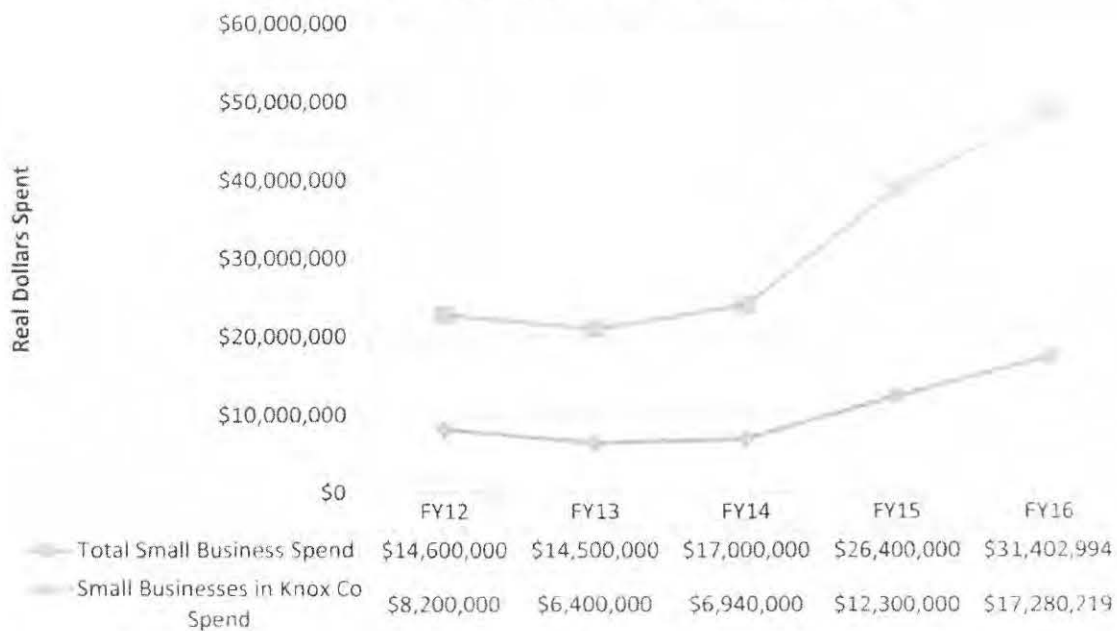


**Procurement Categories.** The next chart depicts how the City performed with regard to DBEs in the categories of Goods & General Services, Professional Services, and Construction.

<b>GOODS &amp; GENERAL SERVICES</b>	<b>FY 16 %</b>	<b>FY 16 \$\$\$</b>
Minority-Owned	3.5	\$1,026,965
Woman-Owned	9	\$2,636,385
<b>PROFESSIONAL SERVICES</b>	<b>FY 16 %</b>	<b>FY 16 \$\$\$</b>
Minority-Owned	0.00	\$0.00
Woman-Owned	17.7	\$746,878
<b>CONSTRUCTION</b>	<b>FY 16 %</b>	<b>FY 16 \$\$\$</b>
Minority-Owned	1.2	\$572,029
Woman-Owned	2.9	\$1,390,742

**Small Business Overview.** The City conducted 38.7% of its total competitive business with small businesses for a total of approximately \$31.4M. Of this \$31.4M, \$17.3M was spent locally (within Knox County). The following chart depicts the City's small business expenditures over the last five years. The last three years of accelerated growth are due to the increased outreach conducted by the City to acquire small business bids, as well as correction of the vendor database to ensure that small businesses are truly classified as small. Overall the City is doing relatively well in the small business area.

### Small Business Trend in Real Dollars



**Moving Forward.** To further support the amount of business conducted with DBEs, the City has also now established a DBE Office, within the Purchasing Division, whose key focus is to increase the amount of business the City does with DBEs. Some of the near-term initiatives that the newly established DBE Office is undertaking are as follows:

- Personally contacting DBEs (via email, phone, and place of business visits) to let them know when a bidding opportunity is published in order to encourage such businesses to compete. We are hopeful that this personalized contact will yield positive results;
- Holding events to promote teaming between large prime contractors and DBE sub-contractors;
- Working with the Tennessee Veteran's Business Association (TVBA) to implement a service-disabled veteran-owned business component as part of the City's overall DBE Office mission;
- Implementing a small purchase reverse trade show to reveal the City's procurement forecast for small purchases. This would be similar to the City's annual business breakfast but would

be specifically focused on purchases under \$25,000 in value as these are the purchase orders and contracts that provide the best fit for small businesses and DBEs in general:

- Hosting a DBE Awards Ceremony to recognize various categories of DBEs who have provided excellent products and services to the City, as well as recognizing City departments and employees who have done an excellent job in encouraging DBE participation for City business opportunities;
- Setting departmental DBE goals, on an annual basis, and having City departments report their results in achieving these goals to the Mayor on a semi-annual basis. This provides focus and emphasis on the program as a whole; and
- Implementing a DBE Executive Order whereby all departments are required to set annual DBE goals for small, minority-owned, woman-owned, and service-disabled veteran-owned businesses for review and approval by the Mayor. Directors will report their progress in reaching these goals to the Mayor semi-annually.

By implementing the projects and initiatives mentioned above, we believe we will indeed increase the amount of business that the City conducts with DBEs.

For questions regarding this report, please feel free to contact me at 865-215-2069 or by email at [bhevans@knoxvilletn.gov](mailto:bhevans@knoxvilletn.gov)

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

APPLICANT STATISTICS  
 CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.  
 FROM 01/01/2016 TO 12/31/2016

Job Code	Number Of				Pending	Curr Elig	Def Elig	Sus Elig																												
	Applications		Applicants																																	
<b>1036</b> Temporary/Clerical	31		29		0	31	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				0.00%											
<b>1042</b> Safety City Aide	56		41		0	6	0	11																												
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants											
W 19	1	0	2	100.00%	2	0	1	100.00%	0	0	0	0.00%	5	1	14	93.33%	1	0	1	100.00%	0	0	0	0.00%	0	0	0	0.00%	9	1	18	94.74%				
HIRED:	0				0				0				0				0				0.00%															
<b>1070</b> Technical Services Tech	53		44		0	22	0	1																												
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants											
W 26	10	1	11	91.67%	1	0	0	0.00%	1	0	0	0.00%	4	0	11	100.00%	1	0	1	100.00%	1	1	1	50.00%	18	2	24	92.31%								
HIRED:	0				0				0				0				0				0.00%															
<b>1076</b> Records Specialist	138		122		0	52	0	2																												
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants											
K 70	10	1	10	90.91%	2	0	0	0.00%	0	0	2	100.00%	33	1	47	97.92%	8	1	6	85.71%	0	1	1	50.00%	53	4	66	94.29%								
W 66	0	1	9	90.00%	0	0	0	0.00%	0	1	1	50.00%	0	6	41	87.23%	0	2	4	66.67%	0	1	0	0.00%	0	11	55	83.33%								
HIRED:	0				0				0				0				0				0.00%															

**APPLICANT STATISTICS**  
**CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.**  
**FROM 01/01/2016 TO 12/31/2016**

Job Code	Number Of:				Pending	Curr Elig	Def Elig	Sus Elig																												
	Applications		Applicants																																	
<b>1078</b> NCIC Operator	112		88		0	22	0	18																												
# 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
K 29	7	0	7	100.00%	0	0	1	100.00%	0	0	1	100.00%	8	1	15	93.75%	2	0	2	100.00%	1	0	2	100.00%	18	1	28	96.55%								
W 75	18	1	20	95.24%	2	0	1	100.00%	0	0	1	100.00%	25	4	40	90.91%	4	1	5	83.33%	3	1	1	50.00%	52	7	68	90.67%								
HIRED:	0 0.00%				0 0.00%				0 0.00%				0 0.00%				0 0.00%																			
<b>2000</b> Administrative Specialist	17		14		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 5	1	0	1	100.00%	0	0	0	0.00%	0	0	1	100.00%	2	1	2	66.67%	0	0	0	0.00%	0	0	0	0.00%	3	1	4	80.00%								
HIRED:	1 100.00%				0 0.00%				0 0.00%				1 33.33%				0 0.00%				2 40.00%															
<b>2001</b> Administrative Supervisor	61		51		0	16	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 20	3	0	5	100.00%	1	0	0	0.00%	0	0	0	0.00%	4	3	12	80.00%	0	0	0	0.00%	1	0	0	0.00%	9	3	17	85.00%								
HIRED:	0 0.00%				0 0.00%				0 0.00%				1 6.67%				0 0.00%				1 5.00%															
<b>2005</b> Administrative Assistant	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
HIRED:	0				0				0				0				0				0 0.00%															



APPLICANT STATISTICS  
 CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.  
 FROM 01/01/2016 TO 12/31/2016

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				
<b>2009</b>	1		1		0	0	0	0																																				
Civic Coliseum Operations Mgr	1		1		0	0	0	0																																				
HIRED:	0				0				0				0				0				0				0.00%																			
<b>2023</b>	98		71		0	0	0	13																																				
Administrative Technician	98		71		0	0	0	13																																				
# 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	DNR	FAL	PAS	%PAS
W 41	4	6	2	25.00%	0	2	0	0.00%	0	0	0	0.00%	11	14	10	41.67%	2	5	0	0.00%	1	2	0	0.00%	18	29	12	29.27%																
HIRED:	0 0.00%				0 0.00%				0 0.00%				1 4.17%				0 0.00%				0 0.00%				1 2.44%																			
<b>2024</b>	42		30		0	13	0	0																																				
Capital Projects Technician	42		30		0	13	0	0																																				
# 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	DNR	FAL	PAS	%PAS
W 20	0	0	2	100.00%	0	0	0	0.00%	0	0	0	0.00%	4	5	10	66.67%	2	0	2	100.00%	2	1	0	0.00%	8	6	14	70.00%																
HIRED:	0 0.00%				0 0.00%				0 0.00%				0 0.00%				0 0.00%				0 0.00%																							
<b>2027</b>	5		3		0	1	0	0																																				
Training Coordinator	5		3		0	1	0	0																																				
# 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				
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	2	100.00%																
HIRED:	1 100.00%				0 0.00%				0 0.00%				0 0.00%				0 0.00%				1 50.00%																							

**APPLICANT STATISTICS**  
**CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.**  
 FROM 01/01/2016 TO 12/31/2016

Job Code	Number Of Applications				Number Of Applicants				Pending				Curr Elig				Def Elig				Sus Elig																							
2035 Public Information Specialist	82				57				55				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				0.00%																			
2037 PARC Executive Director	74				52				37				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	DNR	FAL	PAS	%PAS
HIRED:	0				0				0				0				0				0				0.00%																			
2041 Framing Specialist	79				49				0				0				0				12																							
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants																			
W 27	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				0				0				0				0				0.00%																			
2051 Systems Engineer Sr	22				19				0				5				0				1																							
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants																			
T 9	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				0				0				0				0				0.00%																			

**APPLICANT STATISTICS**  
**CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.**  
**FROM 01/01/2016 TO 12/31/2016**

Job Code	Number Of:				Pending	Curr Elig	Def Elig	Sus Elig																																				
	Applications		Applicants																																									
<b>2059</b> Help Desk Technician	55	38	0	19	0	0	0																																					
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants																			
T 20	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	13	100.00%	0	0	3	100.00%	0	0	2	100.00%	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	20	100.00%								
	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	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%										
<b>2181</b> Codes Enforcement Officer	103	59	0	6	0	17																																						
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants																			
W 38	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	0.00%	0	0.00%	0	0.00%	0	0.00%	1	1	3	75.00%	5	0	5	100.00%	1	1	0	0.00%	1	0	0	0.00%	22	8	30	78.95%																
	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%	1	2.63%																								
<b>2196</b> Asst Neighborhood Coordinator	17	10	0	1	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	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%	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%								
<b>2202</b> Housing Rehabilitation Spec	66	44	0	5	0	2																																						
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants																			
T 9	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
W 10	0	0	8	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	9	100.00%												
HIRED:	1	6.25%	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%	0	0.00%	0	0.00%	0	0.00%	1	5.26%																

APPLICANT STATISTICS  
 CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.  
 FROM 01/01/2016 TO 12/31/2016

Job Code		Number Of:				Pending	Curr Elig	Def Elig	Sus Elig																														
		Applications		Applicants																																			
<b>2504</b> Civic Col Asst General Mgr		45	38	0	0	0	1																																
# 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				0.00%														
<b>3001</b> Recreation Intern II		30	25	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	DNR	FAL	PAS
HIRED:	0				0				0				0				0				0				0.00%														
<b>3002</b> Recreation Intern		85	43	0	3	0	8																																
# 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
HIRED:	0				0				0				1				0				0				1														
<b>3003</b> Intern I		109	62	0	11	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	DNR	FAL	PAS
HIRED:	0				0				0				0				0				0				0.00%														

**APPLICANT STATISTICS**  
**CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.**  
**FROM 01/01/2016 TO 12/31/2016**

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								
<b>3004</b> Intern II	25		16		0	4	0	0																																								
HIRED:	0				0				0				0				0				0				0				0.00%																			
<b>3013</b> City Court Assistant	157		94		0	0	0	35																																								
# 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	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS
K 50	6	0	10	100.00%	1	0	0	0.00%	0	0	0	0.00%	24	2	29	93.55%	4	1	5	83.33%	0	0	3	100.00%	35	3	47	94.00%																				
W 50	0	2	8	80.00%	0	0	0	0.00%	0	0	0	0.00%	0	8	23	74.19%	0	3	3	50.00%	0	0	3	100.00%	0	13	37	74.00%																				
HIRED:	0				0				0				0				0				0				0.00%																							
<b>3015</b> Event Ticket Seller	18		18		0	1	0	0																																								
HIRED:	0				0				0				0				0				0				0.00%																							
<b>3022</b> Accounting Technician	44		35		0	1	0	19																																								
# 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	DNR	FAL	PAS	%PAS				
T 21	0	0	5	100.00%	0	0	1	100.00%	0	0	1	100.00%	0	0	14	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	21	100.00%																				
HIRED:	0				0				0				1				7.14%				0				0.00%				1				4.76%															

**APPLICANT STATISTICS**  
**CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.**  
**FROM 01/01/2016 TO 12/31/2016**

Job Code	Number Of Applications				Pending	Curr Elig	Def Elig	Sus Elig																												
<b>3023</b> Payroll Administrator	75				0	23	0	0																												
# 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
	0	1	7	87.50%	0	0	0	0.00%	0	0	1	100.00%	0	0	13	100.00%	0	0	0	0.00%	0	0	3	100.00%	0	0	0	0.00%	0	0	3	100.00%	0	1	24	96.00%
HIRED:	0 0.00%				0 0.00%				0 0.00%				0 0.00%				0 0.00%				0 0.00%															
<b>3045</b> Parking Patrol	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 0.00%															
<b>3057</b> Procurement Specialist	54				0	12	0	0																												
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants											
T 17	0	0	10	100.00%	0	0	1	100.00%	0	0	1	100.00%	0	0	5	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	17	100.00%				
W 14	3	0	7	100.00%	0	0	1	100.00%	0	1	0	0.00%	0	0	5	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	3	1	13	92.86%				
HIRED:	0 0.00%				0 0.00%				0 0.00%				2 20.00%				0 0.00%				0 0.00%				2 6.45%											
<b>3058</b> Assistant Purchasing Agent	0				0	0	0	0																												
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants											
T 9	0	0	6	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	1	100.00%	0	0	2	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	9	100.00%				
W 9	1	0	6	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	1	100.00%	1	0	2	100.00%	0	0	0	0.00%	0	0	0	0.00%	2	0	9	100.00%				
HIRED:	0 0.00%				0 0.00%				0 0.00%				0 0.00%				1 25.00%				0 0.00%				1 5.56%											

**APPLICANT STATISTICS**  
**CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.**  
**FROM 01/01/2016 TO 12/31/2016**

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
<b>3075</b> Financial Analyst I	33		22		0	13	0	2																																
T 16	0	0	7	100.00%	0	0	1	100.00%	0	0	1	100.00%	0	0	7	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	16	100.00%				
HIRED:	0		0.00%		0		0.00%		0		0.00%		1		14.29%		0		0.00%		0		0.00%		0		0.00%		1		6.25%									
<b>3081</b> Real Estate Acquisition Agent	16		13		0	0	0	3																																
T 4	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%				
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%									
<b>3178</b> Doorman	8		8		0	0	0	5																																
HIRED:	0		0		0		0		0		0		0		0		0		0		0		0		0		0		0.00%											
<b>4001</b> Athletic Official	158		155		0	0	0	0																																
HIRED:	0		0		0		0		0		0		0		0		0		0		0		0		0		0		0.00%											

**APPLICANT STATISTICS**  
**CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.**  
**FROM 01/01/2016 TO 12/31/2016**

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
<b>4010</b> Recreation Center Leader	50		29		0	15	0	0																																
W 18	2	0	8	100.00%	1	1	3	75.00%	0	0	0	0.00%	1	0	4	100.00%	1	1	1	50.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	5	2	16	88.89%				
HIRED:	1		12.50%		1		25.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		2		11.11%									
<b>4018</b> Recreation Outreach Coord	72		48		0	2	0	22																																
T 25	0	0	13	100.00%	0	0	6	100.00%	0	0	0	0.00%	0	0	6	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	25	100.00%				
HIRED:	0		0.00%		0		0.00%		0		0.00%		1		16.67%		0		0.00%		0		0.00%		0		0.00%		1		4.00%									
<b>4025</b> Athletics Coordinator	64		40		0	7	0	0																																
T 8	0	0	6	100.00%	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	0	0.00%	0	0	8	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%									
<b>4035</b> Parks & Rec Deputy Dir	81		51		0	0	0	0																																
# 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
HIRED:	1				0				0				0				0				0				0				1											



**APPLICANT STATISTICS**  
**CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.**  
 FROM 01/01/2016 TO 12/31/2016

Job Code	Number Of				Pending	Curr Elig	Def Elig	Sus Elig																												
	Applications		Applicants																																	
<b>4036</b> Parks & Greenways Coordinator	38		23		0	6	0	0																												
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants											
T 7	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	5	100.00%	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	0	0.00%	0	0	1	100.00%	0	0	7	100.00%
	0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%									
<b>4048</b> Tree Service Technician	4		3		0	0	0	0																												
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants											
HIRED:	1				0				0				0				0				0				0				1							
	1				0				0				0				0				0				1											
<b>4086</b> Rec Prog Spec/Arts&Crafts	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				2				0				0				0				2							
	0				0				0				2				0				0				2											
<b>4092</b> Rec Prog Specialist/Arts&Cr-Sr	24		18		0	5	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:	0	0	1	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	4	100.00%	0	0	0	0.00%	0	0	1	100.00%	0	0	1	100.00%	0	0	6	100.00%				
	0		0.00%		0		0.00%		0		0.00%		1		25.00%		0		0.00%		0		0.00%		1		16.67%									

**APPLICANT STATISTICS**  
**CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.**  
**FROM 01/01/2016 TO 12/31/2016**

Job Code	Number Of:				Pending	Curr Elig	Def Elig	Sus Elig																																
	Applications		Applicants																																					
<b>4100</b> Asst Rec Prog Special/General	62	46	0	8	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				
HIRED:	8	0	7	100.00%	2	2	2	50.00%	0	0	0	0.00%	6	0	3	100.00%	2	1	2	66.67%	0	0	0	0.00%	0	0	0	0.00%	18	3	14	82.35%								
	3 42.86%				0 0.00%				0 0.00%				0 0.00%				0 0.00%				3 17.65%																			
<b>5006</b> Geographic Info Analyst	49	38	0	16	0			5																																
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants															
T 22	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	14	100.00%	0	0	1	100.00%	0	0	1	100.00%	0	0	4	100.00%	0	0	1	100.00%	0	0	1	100.00%	0	0	1	100.00%	0	0	22	100.00%								
	0 0.00%				0 0.00%				0 0.00%				0 0.00%				0 0.00%				0 0.00%																			
<b>5018</b> Civil Engineering Tech I	0	0	0	0	0			0																																
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants															
W 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	2	2	50.00%	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%	0	0	0	0.00%	3	2	3	60.00%								
	0 0.00%				0 0.00%				0 0.00%				1 100.00%				0 0.00%				0 0.00%																			
<b>5033</b> Sign & Marking Supervisor	21	7	0	1	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	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%								
	1 50.00%				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 01/01/2016 TO 12/31/2016**

Job Code	Number Of				Pending	Curr Elig	Def Elig	Sus Elig																																
	Applications		Applicants																																					
<b>5037</b>																																								
Signal Installation Crew Ldr	2		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:		1		100.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		1		100.00%
<b>5038</b>																																								
Signal Repair Tech	12		8		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
W 2		0		100.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%
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%		0		0.00%		0		0.00%
<b>5043</b>																																								
Traffic Engineering Tech I	0		0		0	0	0	0																																
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants															
HIRED:		1				0				0				0				0				0				0				0				1						
<b>5047</b>																																								
Traffic Engineer	0		0		0	0	0	0																																
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants															
HIRED:		1				0				0				0				0				0				0				0				1						

**APPLICANT STATISTICS**  
**CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.**  
**FROM 01/01/2016 TO 12/31/2016**

Job Code	Number Of Applications				Pending	Curr Elig	Def Elig	Sus Elig																																
<b>5049</b> Parking Meter Technician	9				0	6	0	0																																
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants															
W 7	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	16.67%		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%		1	14.29%							
<b>5052</b> Professional Traffic Engineer	6				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:		2	100.00%		0	0.00%		0	0.00%		0	0.00%		0	0.00%		0	0.00%		0	0.00%		0	0.00%		0	0.00%		0	0.00%		2	100.00%							
<b>5056</b> Stormwater Eng Tech I	92				0	22	0	4																																
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants															
W 27	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	4.35%		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%		11	9	18	66.67%					
<b>5060</b> Stormwater Engineer	0				0	0	0	0																																
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants															
W 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:		1	25.00%		0	0.00%		0	0.00%		0	0.00%		0	0.00%		0	0.00%		0	0.00%		0	0.00%		0	0.00%		0	0.00%		0	2	3	60.00%					

**APPLICANT STATISTICS**  
**CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.**  
 FROM 01/01/2016 TO 12/31/2016

Job Code	Number Of:				Pending	Curr Elig	Def Elig	Sus Elig																																
	Applications		Applicants																																					
<b>5061</b> Stormwater Engineer	0		0		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				
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%	0		0.00%						
<b>5062</b> Professional Stormwater Eng	7		4		0	0	0	2																																
# 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
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%	0		0.00%	0		0.00%			
<b>5065</b> Sign&Marking Spec/Pnt Trk Drv	0		0		0	0	0	0																																
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants															
W 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:	1		33.33%	0		0.00%			0		0.00%	0		0.00%			0		0.00%	0		0.00%	0		0.00%	0		0.00%	1		25.00%									
<b>5600</b> Audio-Video Technician	39		31		0	7	0	0																																
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants															
W 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
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%	0		0.00%	0		0.00%			

APPLICANT STATISTICS  
 CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.  
 FROM 01/01/2016 TO 12/31/2016

Job Code	Number Of Applications				Number Of Applicants				Pending	Curr Elig	Def Elig	Sus Elig																																
6021 Hazardous Waste Technician	12				11				0	5	0	0																																
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants																			
W 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:	1 25.00%				0 0.00%				1 100.00%				0 0.00%				0 0.00%				0 0.00%				2 40.00%																			
6028 Permit Technician	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%																			
6069 Experienced Combo Bldg Inspec	11				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				0				0				0 0.00%																			
6070 Combination Building Inspector	55				38				0	7	0	5																																
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants																			
W 24	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 9.09%				0 0.00%				0 0.00%				0 0.00%				0 0.00%				0 0.00%				2 8.33%																			

**APPLICANT STATISTICS**  
**CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.**  
**FROM 01/01/2016 TO 12/31/2016**

Job Code		Number Of:		Pending	Curr Elig	Def Elig	Sus Elig																													
		Applications	Applicants																																	
<b>6081</b> Plumbing/Mechanical Inspector		2	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
T 1	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%
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%	0	0.00%	0	0.00%	1	100.00%													
<b>6097</b> Dep Dir of Plns Revw Bldg Insp		6	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%					
<b>7000</b> Event Security Worker		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
HIRED:		0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
<b>7006</b> EO III - Transfer Station		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:		1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					

**APPLICANT STATISTICS**  
**CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.**  
**FROM 01/01/2016 TO 12/31/2016**

Job Code	Number Of:				Pending	Curr Elig	Def Elig	Sus Elig																																
	Applications		Applicants																																					
7007 EO III - Mini Excavator	0	0	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	%PAS				
HIRED:	1				0				0				0				0				0				1															
7008 Laborer	1	1	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	%PAS	DNR	FAL	PAS	%PAS
HIRED:	0				0				0				0				0				0				0			0	0.00%											
7023 Semi-Truck Driver	81	36	0	2	0	2	0	2																																
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants															
T 17	3	3	8	72.73%	0	3	1	25.00%	1	1	0	0.00%	0	0	0	0.00%	0	1	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	4	8	9	52.94%								
HIRED:	0	0.00%			0	0.00%			0	0.00%			0	0.00%			0	0.00%			0	0.00%			0	0.00%														
7024 Public Service Coordinator	0	0	0	0	0	0	0	0																																
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants															
T 5	0	0	1	100.00%	0	0	0	0.00%	0	0	1	100.00%	0	0	3	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	5	100.00%								
W 4	0	1	0	0.00%	0	0	0	0.00%	0	0	1	100.00%	1	1	1	50.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	1	2	2	50.00%								
HIRED:	0	0.00%			0	0.00%			0	0.00%			2	40.00%			0	0.00%			0	0.00%			2	22.22%														



**APPLICANT STATISTICS**  
**CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.**  
**FROM 01/01/2016 TO 12/31/2016**

Job Code	Number Of:				Pending	Curr Elig	Def Elig	Sus Elig																																
	Applications		Applicants																																					
<b>7025</b> Equipment Operator I	122	75	0	20	0	5																																		
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants															
T 35	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				
	0	1	29	96.67%	0	0	2	100.00%	0	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	1	34	97.14%				
HIRED:	12	40.00%	0	0.00%	1	50.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	13	37.14%																
<b>7026</b> Equipment Operator II	12	8	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
	1	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%	1	0	2	100.00%				
HIRED:	0	0.00%	0	0.00%	1	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	50.00%																		
<b>7030</b> Master Equipment Operator	0	0	0	0	0	0																																		
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants															
P 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
	0	3	2	40.00%	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	3	2	40.00%				
T 6	0	0	6	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	6	100.00%								
HIRED:	1	9.09%	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%	0	0.00%	1	9.09%																
<b>7031</b> 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															
T 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	DNR	FAL	PAS	%PAS
	0	3	8	72.73%	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	0	0	0.00%	0	0	0	0.00%	0	4	8	66.67%				
W 8	0	0	8	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	8	100.00%								
HIRED:	1	5.26%	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%	0	0.00%	1	5.00%																

**APPLICANT STATISTICS**  
**CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.**  
 FROM 01/01/2016 TO 12/31/2016

Job Code	Number Of:				Pending	Curr Elig	Def Elig	Sus Elig																												
	Applications		Applicants																																	
<b>7039</b>																																				
EO III - Multi Purpose Sweeper	0		0		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
	0	0	6	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	6	100.00%
HIRED:		1	16.67%		0	0.00%				0	0.00%				0	0.00%				0	0.00%				0	0.00%		1	16.67%							
<b>7040</b>																																				
EO III - Boom Mower	3		3		0	2	0	0																												
# 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
	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	0	0.00%	0	0	3	100.00%
HIRED:		3	100.00%		0	0.00%				0	0.00%				0	0.00%				0	0.00%				0	0.00%		3	100.00%							
<b>7050</b>																																				
Trades Craftworker	49		38		0	8	0	4																												
# 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
	11	5	13	72.22%	1	0	1	100.00%	0	0	2	100.00%	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%	13	5	16	76.19%
HIRED:		4	22.22%		0	0.00%				0	0.00%				0	0.00%				0	0.00%				0	0.00%		4	19.05%							
<b>7051</b>																																				
Skilled Trades Craftworker	34		25		0	9	0	0																												
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants											
W 16	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
	7	6	10	62.50%	1	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%	9	6	10	62.50%
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 01/01/2016 TO 12/31/2016

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												
7052 Public Service Worker I	105		69		0	28	0	19																																												
T 114	0	0	83	100.00%	0	0	22	100.00%	0	0	4	100.00%	0	1	2	66.67%	0	0	2	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	1	113	99.12%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%
HIRED:	6 7.23%				1 4.55%				0 0.00%				1 33.33%				0 0.00%				0 0.00%				8 7.02%																											
7053 Public Service Worker II	20		15		0	0	0	0																																												
T 11	0	0	8	100.00%	0	0	1	100.00%	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	11	100.00%	0	0	0	0.00%	0	0	0	0.00%								
HIRED:	8 100.00%				1 100.00%				1 100.00%				1 100.00%				0 0.00%				0 0.00%				11 100.00%																											
7055 Public Assem Skilled Trades Cr	16		14		11	0	0	0																																												
# 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	DNR	FAL	PAS	%PAS								
HIRED:	0				0				0				0				0				0				0 0.00%																											
7056 Public Assem Trades Craftswkr	2		2		0	0	0	1																																												
# 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	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS				
HIRED:	0				0				0				0				0				0 0.00%																															

**APPLICANT STATISTICS**  
**CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.**  
**FROM 01/01/2016 TO 12/31/2016**

Job Code	Number Of:				Pending	Curr Elig	Def Elig	Sus Elig																												
	Applications		Applicants																																	
<b>7080</b>																																				
Vehicle Impoundment Assist	0	0	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				
HIRED:	1				0				0				0				0				0				0				0				1			
<b>7083</b>																																				
Vehicle Impoundment Asst II	9	5	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	%PAS
T 4	0	0	2	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	1	100.00%	0	0	1	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	4	100.00%				
HIRED:	2	100.00%	0	0.00%	0	0.00%	0	0.00%	1	100.00%	1	100.00%	0	0.00%	4	100.00%																				
<b>7086</b>																																				
Service Writer	22	17	0	6	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				
W 9	4	1	4	80.00%	0	0	1	100.00%	0	0	1	100.00%	1	1	1	50.00%	0	0	0	0.00%	0	0	0	0.00%	5	2	7	77.78%								
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%																				
<b>7090</b>																																				
Automotive Technician Leader	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								
T 1	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	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%	1	100.00%																				

**APPLICANT STATISTICS**  
**CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.**  
**FROM 01/01/2016 TO 12/31/2016**

Job Code	Number Of Applications				Number Of Applicants				Pending	Curr Elig	Def Elig	Sus Elig																												
<b>7091</b> Equipment Technician I	0				0				0	0	0	0																												
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants															
W 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				
HIRED:		1		25.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		1		25.00%								
<b>7093</b> Equipment Master Technician	11				6				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:		1		50.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		1		50.00%								
<b>7095</b> Equipment & Supply Clerk I	52				43				0	5	0	5																												
# 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		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		1		0.00%		0		0.00%		0		0.00%		11		70.59%				
<b>7097</b> Equipment & Supply Clerk III	9				7				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		0.00%		0		0.00%		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 01/01/2016 TO 12/31/2016

Job Code	Number Of:				Pending	Curr Elig	Def Elig	Sus Elig																																
	Applications		Applicants																																					
<b>7101</b>	4		4		0	0	0	0																																
Fire Apparatus Master Tech	4		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				
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%	0	0	0	0.00%
	2	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	2	100.00%	0	0.00%	0	0.00%	2	100.00%	0	0.00%	0	0.00%						
<b>7120</b>	0		0		0	0	0	0																																
Public Service Construct Mgr	0		0		0	0	0	0																																
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants															
HIRED:	1				0				0				0				0				0				0				1				0				0			
<b>7121</b>	3		3		0	2	0	0																																
EO III - Triple Flail Mower	3		3		0	2	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				0				0			
<b>7123</b>	11		7		0	1	0	0																																
EO II - Front Loader Hi-Lift	11		7		0	1	0	0																																
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants															
T 2	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	1	50.00%	0	0	0	0.00%	0	0	0	0.00%
HIRED:	1	50.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	50.00%	0	0.00%	0	0.00%	1	50.00%	0	0.00%	0	0.00%						

**APPLICANT STATISTICS**  
**CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.**  
**FROM 01/01/2016 TO 12/31/2016**

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				
7124 EO II - Knuckleboom	20		14		0	6	0	0																																				
T 9	0	0	9	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%	0	0	9	100.00%	0	0	9	100.00%
HIRED:	5		55.56%		0	0.00%	0	0.00%																																				
7125 EO II - Right of Way Mower	2		1		0	1	0	0																																				
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	0	0.00%	0	0	3	100.00%	0	0	3	100.00%				
HIRED:	0		0.00%		0	0.00%	0	0.00%																																				
7126 EO II - Pothole Patcher	9		7		0	2	0	0																																				
T 6	0	1	5	83.33%	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	5	83.33%	0	1	5	83.33%				
HIRED:	3		50.00%		0	0.00%	0	0.00%																																				
7130 EO II - Sweeper	14		12		0	3	0	0																																				
T 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	0	0.00%	0	0	0	0.00%	0	0	2	100.00%	0	0	2	100.00%				
HIRED:	0		0.00%		0	0.00%	0	0.00%																																				

**APPLICANT STATISTICS**  
**CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.**  
**FROM 01/01/2016 TO 12/31/2016**

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																
<b>7131</b> EO II - Tandem Dump Truck	4		4		0				0				0				0				0				0				0				0				0				0				0				0			
T 2	1	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	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	1	1	1	50.00%				
HIRED:		1		50.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%	1			50.00%				
<b>7145</b> Stores System Manager	0		0		0				0				0				0				0				0				0				0				0				0				0				0			
T 4	0	0	3	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	0	0.00%	0	0	0	0.00%	0	0	4	100.00%								
W 8	3	3	3	50.00%	0	0	0	0.00%	0	0	1	100.00%	0	0	0	0.00%	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%	3	4	4	50.00%												
HIRED:		1		11.11%		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%	1			8.33%								
<b>7146</b> Logistics and Supply Manager	27		17		0				1				0				5																																			
T 8	0	0	8	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%	0	0	8	100.00%												
W 6	2	0	6	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	6	100.00%																
HIRED:		1		7.14%		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%	1			7.14%								
<b>8043</b> Fire Assistant Chief	46		31		0				17				0				0																																			
W 27	1	3	22	88.00%	0	0	0	0.00%	0	0	1	100.00%	0	0	0	0.00%	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%	1	4	23	85.19%												
HIRED:		5		20.00%		0		0.00%		1		100.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%	6			22.22%								



**APPLICANT STATISTICS**  
**CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.**  
**FROM 01/01/2016 TO 12/31/2016**

Job Code	Number Of:		Pending	Curr Elig	Def Elig	Sus Elig																						
	Applications	Applicants																										
<b>9002</b> Crossing Guard	101	72	0	43	0	18																						
# 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		1		0		0		1															
<b>9017</b> Animal Control Officer	106	79	0	2	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
W 40	25	1	24	96.00%	0	0	4	100.00%	1	0	1	100.00%	4	0	8	100.00%	1	0	0	0.00%	0	0	2	100.00%	31	1	39	97.50%
HIRED:	0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%					
<b>9018</b> Animal Control Officer Sr	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
T 1	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	1	100.00%
HIRED:	2		200.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		2		200.00%					
<b>9020</b> Crime Analyst	77	59	0	20	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
K 33	8	1	13	92.86%	3	1	1	50.00%	0	0	0	0.00%	6	1	15	93.75%	1	0	0	0.00%	0	0	1	100.00%	18	3	30	90.91%
W 30	8	5	8	61.54%	3	1	0	0.00%	0	0	0	0.00%	6	3	12	80.00%	1	0	0	0.00%	0	0	1	100.00%	18	9	21	70.00%
HIRED:	0		0.00%		0		0.00%		0		0.00%		1		3.23%		0		0.00%		0		0.00%		1		1.59%	

**APPLICANT STATISTICS**  
**CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.**  
 FROM 01/01/2016 TO 12/31/2016

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
<b>9032</b> Police Planning & Grant Mgr	43				34				0				1				0				9																			
T 12	0	1	7	87.50%	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%	0	1	11	91.67%				
HIRED:	0		0.00%		0		0.00%		0		0.00%		1		25.00%		0		0.00%		0		0.00%		0		0.00%		1		8.33%									
<b>9036</b> Evidence Technician	223				141				0				14				0				38																			
W 49	11	0	16	100.00%	0	0	1	100.00%	1	0	0	0.00%	24	0	28	100.00%	3	0	2	100.00%	1	0	2	100.00%	40	0	49	100.00%												
HIRED:	1		6.25%		0		0.00%		0		0.00%		1		3.57%		0		0.00%		0		0.00%		0		0.00%		2		4.08%									
<b>9040</b> Police Cadet	304				180				0				8				0				14																			
P 43	12	1	28	96.55%	1	0	6	100.00%	0	0	3	100.00%	4	0	4	100.00%	1	0	0	0.00%	0	0	1	100.00%	18	1	42	97.67%												
W 69	72	19	29	60.42%	10	2	6	75.00%	2	0	2	100.00%	21	1	7	87.50%	4	0	1	100.00%	1	1	1	50.00%	110	23	46	66.67%												
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%									
<b>9043</b> Transportation Officer Sr	14				5				0				0				0				0																			
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	0	0.00%	0	0	3	100.00%				
HIRED:	3		100.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		3		100.00%									

**APPLICANT STATISTICS**  
**CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.**  
**FROM 01/01/2016 TO 12/31/2016**

Job Code	Number Of:				Pending	Curr Elig	Def Elig	Sus Elig																																				
<b>9044</b>	Applications		Applicants																																									
Transportation Officer	60	43	0	0	0	0	15																																					
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants																			
W 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	4	15	78.95%	3	2	1	33.33%	0	1	0	0.00%	5	0	1	100.00%	0	1	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	15	8	17	68.00%												
	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%												
<b>9046</b>	Applications		Applicants		Pending	Curr Elig	Def Elig	Sus Elig																																				
Police Officer Recruit	742	501	0	157	0	77																																						
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants																			
P 260	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 337	15	0	183	100.00%	3	0	22	100.00%	2	0	21	100.00%	1	0	26	100.00%	1	0	2	100.00%	0	0	6	100.00%	22	0	260	100.00%																
HIRED:	105	29	197	87.17%	9	9	25	73.53%	8	7	24	77.42%	9	7	27	79.41%	4	2	2	50.00%	3	2	6	75.00%	138	56	281	83.38%																
	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%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%												
<b>9048</b>	Applications		Applicants		Pending	Curr Elig	Def Elig	Sus Elig																																				
Police Sergeant	0	0	0	0	0	0																																						
# Tests	White Males				Black Males				Other Males				White Females				Black Females				Other Females				Total Applicants																			
HIRED:	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				
	2				0				0				0				0				0				0				2															
<b>9050</b>	Applications		Applicants		Pending	Curr Elig	Def Elig	Sus Elig																																				
Police Officer I	2	2	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	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%	2				2				2				2			

**APPLICANT STATISTICS**  
**CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.**  
 FROM 01/01/2016 TO 12/31/2016

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
<b>9051</b> Police Officer II	40		24		0	1	0	1																																
W 21	0	0	21	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%	0	0	21	100.00%
HIRED:	19		90.48%		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%	0	0.00%	0	0.00%	0	0.00%	19	90.48%										
<b>9052</b> Police Officer III	32		24		0	0	0	0																																
W 23	0	0	20	100.00%	0	0	1	100.00%	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	23	100.00%				
HIRED:	20		100.00%		1	100.00%	1	100.00%	1	100.00%	1	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	23	100.00%												
<b>9053</b> Police Officer IV	17		9		0	0	0	0																																
W 7	0	0	5	100.00%	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	7	100.00%				
HIRED:	6		120.00%		1	100.00%	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%	8	114.29%												
<b>9060</b> Police Lieutenant	22		17		0	6	0	0																																
B 7	0	0	6	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	7	100.00%				
M 14	0	7	6	46.15%	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	7	7	50.00%				
HIRED:	1		5.26%		0	0.00%	0	0.00%	1	50.00%	0	0.00%	1	50.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	2	9.52%												

**APPLICANT STATISTICS**  
**CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.**  
**FROM 01/01/2016 TO 12/31/2016**

Job Code	Number Of Applications				Number Of Applicants				Pending	Curr Elig	Def Elig	Sus Elig																																
<b>9065</b> Police Captain	7				6				0	1	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				
B 2	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	2	100.00%				
M 6	0	1	2	66.67%	0	0	0	0.00%	0	0	0	0.00%	0	3	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	4	2	33.33%	0	4	2	33.33%				
HIRED:	1 20.00%				0 0.00%				0 0.00%				0 0.00%				0 0.00%				0 0.00%				1 12.50%																			
<b>9080</b> Police Deputy Chief	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	%PAS	DNR	FAL	PAS	%PAS	DNR	FAL	PAS	%PAS
HIRED:	1				0				0				0				0				0				1																			
<b>9086</b> Crime Scene Technician 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	DNR	FAL	PAS	%PAS
T 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	0	0.00%	0	0	1	100.00%	0	0	1	100.00%				
HIRED:	0 0.00%				0 0.00%				0 0.00%				1 100.00%				0 0.00%				0 0.00%				1 100.00%																			
<b>9093</b> Emergency Mgmt Oper Officer	113				82				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	DNR	FAL	PAS	%PAS
HIRED:	0				0				0				0				0				0				0 0.00%																			

APPLICANT STATISTICS  
 CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.  
 FROM 01/01/2016 TO 12/31/2016

Job Code

SUMMARY PAGE

Job Code	Number Of:		Pending	Curr Elig	Def Elig	Sus Elig																								
	Applications	Applicants																												
ALL	5,751	4,032	133	833	0	454																								
# 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	9	0	0	8 100.00%	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	9 100.00%			
K	341	50	5	59 92.19%	9	1	2	66.67%	1	0	7	100.00%	150	24	197	89.14%	33	9	23	71.88%	8	4	10	71.43%	251	43	298	87.39%		
M	20	0	8	8 50.00%	0	0	0	0.00%	0	0	0	0.00%	0	3	1	25.00%	0	0	0	0.00%	0	0	0	0.00%	0	11	9	45.00%		
P	308	27	4	213 98.16%	4	0	28	100.00%	2	0	24	100.00%	5	0	30	100.00%	2	0	2	100.00%	0	0	7	100.00%	40	4	304	98.70%		
T	483	5	14	311 95.69%	0	4	42	91.30%	1	1	18	94.74%	0	1	79	98.75%	0	1	6	85.71%	0	0	6	100.00%	6	21	462	95.65%		
W	1,403	378	126	617 83.04%	47	24	51	68.00%	18	16	46	74.19%	207	77	357	82.26%	45	29	30	50.85%	21	10	20	66.67%	716	282	1,121	79.90%		
HIRED:		146		10.63%	5			3.29%		7		6.25%		29		3.77%		2		2.00%		0		0.00%		189		7.37%		

**APPLICANT STATISTICS**  
**CIVIL SERVICE BOARD, CITY OF KNOXVILLE, TN.**  
**FROM 01/01/2016 TO 12/31/2016**

Job Code		Number Of				Pending	Curr Elig	Def Elig	Sus Elig																																				
		Applications		Applicants																																									
<b>1005</b>																																													
Data Entry Operator		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	%PAS									
K	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%	1	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%					
W	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%	1	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%					
HIRED:	1		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		1		0.00%																		
<b>1020</b>																																													
Office Assistant I		42		35		0	16	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					
K	19	2	0	2	100.00%	0	0	0	0.00%	0	0	1	100.00%	5	1	13	92.86%	4	1	0	0.00%	2	1	0	0.00%	13	3	16	84.21%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%
W	16	2	0	2	100.00%	0	0	0	0.00%	0	0	1	100.00%	5	0	13	100.00%	4	0	0	0.00%	2	0	0	0.00%	13	0	16	100.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%
HIRED:	0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%		0		0.00%																		
<b>1021</b>																																													
Exempl Position		122		84		30	0	0	7																																				
# 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		0.00%																		
<b>1022</b>																																													
Office Assistant II		278		214		0	61	0	3																																				
# 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	140	17	3	17	85.00%	3	0	0	0.00%	1	0	3	100.00%	73	18	78	81.25%	14	6	10	62.50%	5	2	3	60.00%	113	29	111	79.29%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%				
W	112	14	2	15	88.24%	1	0	0	0.00%	1	1	2	66.67%	54	16	63	79.75%	12	6	4	40.00%	5	1	2	66.67%	87	26	86	76.79%	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%				
HIRED:	0		0.00%		0		0.00%		0		0.00%		1		0.57%		0		0.00%		0		0.00%		1		0.40%																		

**City of Knoxville Boards and Commissions (as of May 2017)**

<b>Board/Commission Name</b>	<b>Appointed By</b>	<b>Term (Yrs)</b>	<b>Total Seats</b>	<b>White</b>	<b>Non-White</b>	<b>Vacant</b>	<b>Male</b>	<b>Female</b>
Animal Control Board			7	7	0	0	1	6
Beer Board								
Better Building Board			5	4	1	0	3	2
Board of Environmental Appeals			5	5	0	0	2	3
Board of Zoning Appeals			5	4	1	0	4	1
Building Board of Adjustments & Appeals			9	7	2	0	8	1
Business Advisory Council			12	9	3	0	8	4
Central District Improvement District								
City Tree Board			14	13	1	0	9	5
Civil Service Merit Board			5	4	0	0	3	2
Community Health Council								
Community Television of Knoxville			7	6	10	0	2	5
Deferred Compensation Committee			4	3	1	0	2	2
Diversity Business Advisory Council			11	3	8		8	3
Downtown Design Review Board			9	9	0		6	3
Electrical Board of Examination and Review			7	6	1		6	1
Employee Benefits Advisory Council			17	12	5		9	8
Food Policy Council			12	9	3		2	10
Greenways Commission			19	17	2		11	6
Historic Zoning Commission			9	8	1		8	1





Board and Commissions (As of May 2017)

	Full Name	Last Name	Primary Department	Gender	Ethnicity
1	Lisa Chassy	Chassy	Animal Control Board	Female	White
2	Sarah Glass	Glass	Animal Control Board	Female	White
3	Karen Pappas	Pappas	Animal Control Board	Female	White
4	Lisa Skinner	Skinner	Animal Control Board	Female	White
5	Marcy Souza	Souza	Animal Control Board	Female	White
6	Janet Testerman	Testerman	Animal Control Board	Female	White
7	Ronnie Nease	Nease	Animal Control Board	Male	White
1	Carly Baskette	Baskette	Better Building Board & Public O	Female	White
2	Polly Doka	Doka	Better Building Board & Public O	Female	White
3	Terrell Patrick	Patrick	Better Building Board & Public O	Male	Black or African American
4	Gary Bentley	Bentley	Better Building Board & Public O	Male	White
5	Michael Thomas	Thomas	Better Building Board & Public O	Male	White
1	Stacy Bryson	Bryson	Board of Environmental Appeals	Female	White
2	Andrea Ludwig	Ludwig	Board of Environmental Appeals	Female	White
3	Jennifer Stone	Stone	Board of Environmental Appeals	Female	White
4	Randy Kurth	Kurth	Board of Environmental Appeals	Male	White
5	Tony Norman	Norman	Board of Environmental Appeals	Male	White
1	Kristin Grove	Grove	Board of Zoning Appeals	Female	White
2	David H. Dupree	Dupree	Board of Zoning Appeals	Male	Black or African American
3	Don Horton	Horton	Board of Zoning Appeals	Male	White
4	Daniel Odle	Odle	Board of Zoning Appeals	Male	White
5	Charlie Van Beke	Van Beke	Board of Zoning Appeals	Male	White
1	Fanesha Powell	Powell	Building Board of Adjustments &	Female	Black or African American
2	Albert Beasley	Beasley	Building Board of Adjustments &	Male	Black or African American
3	David Icovc	Icovc	Building Board of Adjustments &	Male	White
4	John Kenny	Kenny	Building Board of Adjustments &	Male	White
5	Gregor Smee	Smee	Building Board of Adjustments &	Male	White
6	David Smith	Smith	Building Board of Adjustments &	Male	White
7	Jimmy Taylor	Taylor	Building Board of Adjustments &	Male	White
8	William Waters	Waters	Building Board of Adjustments &	Male	White
9	Doyle Webb	Webb	Building Board of Adjustments &	Male	White
1	Tammy Kaousias	Kaousias	Business Advisory Council	Female	White
2	Dale Mackey	Mackey	Business Advisory Council	Female	White
3	Helen Morton	Morton	Business Advisory Council	Female	White
4	Dominique Oakley	Oakley	Business Advisory Council	Female	White
5	John Davis	Davis	Business Advisory Council	Male	Black or African American
6	Terry Henley	Henley	Business Advisory Council	Male	Black or African American
7	Jorge Sanabria	Sanabria	Business Advisory Council	Male	Hispanic or Latino
8	Rob Glass	Glass	Business Advisory Council	Male	White
9	Nathan Robinette	Robinette	Business Advisory Council	Male	White
10	Justin Sterling	Sterling	Business Advisory Council	Male	White
11	Mike Stevens	Stevens	Business Advisory Council	Male	White
12	Zak Weisfeld	Weisfeld	Business Advisory Council	Male	White
1	Tracy Polite-Johnson	Polite-Johnson	City Tree Board	Female	Black or African American
2	Liz Albertson	Albertson	City Tree Board	Female	White
3	Tracie Hellwinckel	Hellwinckel	City Tree Board	Female	White
4	Beth MacDonald	MacDonald	City Tree Board	Female	White
5	Anna Toon	Toon	City Tree Board	Female	White
6	Tom Simpson	Simpson	City Tree Board	Male	White
7	Craig Walker	Walker	City Tree Board	Male	White
8	Sam Adams	Adams	City Tree Board	Male	White
9	Nick Bridgeman	Bridgeman	City Tree Board	Male	White
10	Curtis Casciano	Casciano	City Tree Board	Male	White
11	Kasey Krouse	Krouse	City Tree Board	Male	White
12	Dale Madden	Madden	City Tree Board	Male	White
13	Kenneth Townsend	Townsend	City Tree Board	Male	White
14	Thomas Welborn	Welborn	City Tree Board	Male	White
1	Marva Martin	Martin	Civil Service Merit Board	Female	Black or African American
2	Amanda Busby	Busby	Civil Service Merit Board	Female	White
3	Debbie Helsley	Helsley	Civil Service Merit Board	Female	White
4	Edgar Mitchell	Mitchell	Civil Service Merit Board	Male	White
5	Michael Pacetti	Pacetti	Civil Service Merit Board	Male	White
1	Avice Reid	Reid	Community Television of Knoxville	Female	Black or African American
2	Peg Beute	Beute	Community Television of Knoxville	Female	White
3	Katy Brown	Brown	Community Television of Knoxville	Female	White
4	Jackie Lane	Lane	Community Television of Knoxville	Female	White
5	Beth Waters	Waters	Community Television of Knoxville	Female	White

6	Louis Crossley	Crossley	Community Television of Knoxville	Male	White
7	Jim Idol	Idol	Community Television of Knoxville	Male	White
1	Kittrin Smith	Smith	Deferred Compensation Committee	Female	Black or African American
2	Jenny Stuart	Stuart	Deferred Compensation Committee	Female	White
3	Monty Houk	Houk	Deferred Compensation Committee	Male	White
4	Christopher Karnes	Karnes	Deferred Compensation Committee	Male	White
1	Gwen Winfrey	Winfrey	Diversity Business Advisory Committee	Female	Black or African American
2	Angie Cannon	Cannon	Diversity Business Advisory Committee	Female	White
3	Lisa Copeland	Copeland	Diversity Business Advisory Committee	Female	White
4	Horace Andrews	Andrews	Diversity Business Advisory Committee	Male	Black or African American
5	Terrence Carter	Carter	Diversity Business Advisory Committee	Male	Black or African American
6	Alan Jones	Jones	Diversity Business Advisory Committee	Male	Black or African American
7	Terry McKee	McKee	Diversity Business Advisory Committee	Male	Black or African American
8	Roberto Martinez	Martinez	Diversity Business Advisory Committee	Male	Hispanic or Latino
9	Nick Bradshaw	Bradshaw	Diversity Business Advisory Committee	Male	White
10	Bruce Hayes	Hayes	Diversity Business Advisory Committee	Male	White
11	Jonathan Williams	Williams	Diversity Business Advisory Committee	Male	White
1	Marleen Davis	Davis	Downtown Design Review Board	Female	White
2	Lorie Huff Matthews	Matthews	Downtown Design Review Board	Female	White
3	Kristina Wright	Wright	Downtown Design Review Board	Female	White
4	Chad Boetger	Boetger	Downtown Design Review Board	Male	White
5	Mark Heinz	Heinz	Downtown Design Review Board	Male	White
6	Brandon Pace	Pace	Downtown Design Review Board	Male	White
7	Brian Pittman	Pittman	Downtown Design Review Board	Male	White
8	Mike Reynolds	Reynolds	Downtown Design Review Board	Male	White
9	Russ Watkins	Watkins	Downtown Design Review Board	Male	White
1	Cayce Smith	Smith	Electrical Board of Examination, Inc.	Female	White
2	Andrew Thomas	Thomas	Electrical Board of Examination, Inc.	Male	Black or African American
3	Bob Affel	Affel	Electrical Board of Examination, Inc.	Male	White
4	Steve Cash	Cash	Electrical Board of Examination, Inc.	Male	White
5	Bobby Colwick	Colwick, Jr.	Electrical Board of Examination, Inc.	Male	White
6	Larry Headla	Headla	Electrical Board of Examination, Inc.	Male	White
7	Charles E. Mink	Mink, Jr.	Electrical Board of Examination, Inc.	Male	White
1	Valerie Coleman	Coleman	Employee Benefits Advisory Committee	Female	Black or African American
2	Pamela Cotham	Cotham	Employee Benefits Advisory Committee	Female	Black or African American
3	Nikki Crutcher	Crutcher	Employee Benefits Advisory Committee	Female	Black or African American
4	Helen Broyles	Broyles	Employee Benefits Advisory Committee	Female	White
5	Christine Fitzgerald	Fitzgerald	Employee Benefits Advisory Committee	Female	White
6	Stephanie Gupta	Gupta	Employee Benefits Advisory Committee	Female	White
7	Jeannine Hager	Hager	Employee Benefits Advisory Committee	Female	White
8	Katie Tanner	Tanner	Employee Benefits Advisory Committee	Female	White
9	Justin Bradley	Bradley	Employee Benefits Advisory Committee	Male	Black or African American
10	Stan Cash	Cash	Employee Benefits Advisory Committee	Male	Black or African American
11	Kevin Faddis	Faddis	Employee Benefits Advisory Committee	Male	White
12	Jeff Johnston	Johnston	Employee Benefits Advisory Committee	Male	White
13	Mark Parker	Parker	Employee Benefits Advisory Committee	Male	White
14	Greg Taylor	Taylor	Employee Benefits Advisory Committee	Male	White
15	Mark Taylor	Taylor	Employee Benefits Advisory Committee	Male	White
16	Mark Wilbanks	Wilbanks	Employee Benefits Advisory Committee	Male	White
17	Bryan Berry	Berry	Employee Benefits Advisory Committee	Male	White
1	Khann Chov	Chov	Food Policy Council	Female	Asian
2	Willa Essie	Essie	Food Policy Council	Female	Black or African American
3	Vivian Williams	Williams	Food Policy Council	Female	Black or African American
4	Kindall Aaron	Aaron	Food Policy Council	Female	White
5	Kristen Faerber	Faerber	Food Policy Council	Female	White
6	Heather Kyle-Harmon	Kyle-Harmon	Food Policy Council	Female	White
7	Fiona McAnally	McAnally	Food Policy Council	Female	White
8	Judith Pelot	Pelot	Food Policy Council	Female	White
9	Kimberly Pettigrew	Pettigrew	Food Policy Council	Female	White
10	Rebecca Saldivar	Saldivar	Food Policy Council	Female	White
11	Brian Blackmon	Blackmon	Food Policy Council	Male	White
12	Robert Wilson	Wilson	Food Policy Council	Male	White
1	Alice Allen	Allen	Greenways Commission	Female	Black or African American
2	Shauna Godlevsky	Godlevsky	Greenways Commission	Female	White
3	Molly Green	Green	Greenways Commission	Female	White
4	Tina Rosling	Rosling	Greenways Commission	Female	White
5	Adrienne Webster	Webster	Greenways Commission	Female	White
6	Ellen Zavisca	Zavisca	Greenways Commission	Female	White
7	Michael Moore	Moore	Greenways Commission	Male	Black or African American
8	Jason Altman	Altman	Greenways Commission	Male	White

# Knoxville Area Transit



301 Church Avenue • Knoxville, Tennessee • 37915

April 25, 2017

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

Dear Ms. Harris:

Pursuant to your email of April 12, 2017, requesting information on KAT's Civil Rights programs, I am forwarding copies of information to you. I am enclosing KAT's most recent EEO Program Update document including FTA's approval letter, as well as the most recent EEO Employer Information Report. I am enclosing a copy of the most recent Title VI Report to FTA, which was submitted to FTA in February, 2017. The Title VI Report includes KAT's LEP plan, which begins on Page 125 of that Program Plan document. KAT's efforts to comply with Title VI of the Civil Rights Act of 1964 are described in the comprehensive Program Plan document.

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

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

Sincerely,

A handwritten signature in black ink, appearing to read "Dawn Distler".

Dawn Distler, 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](mailto: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](mailto: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](mailto: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

OK

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](mailto: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](mailto: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.

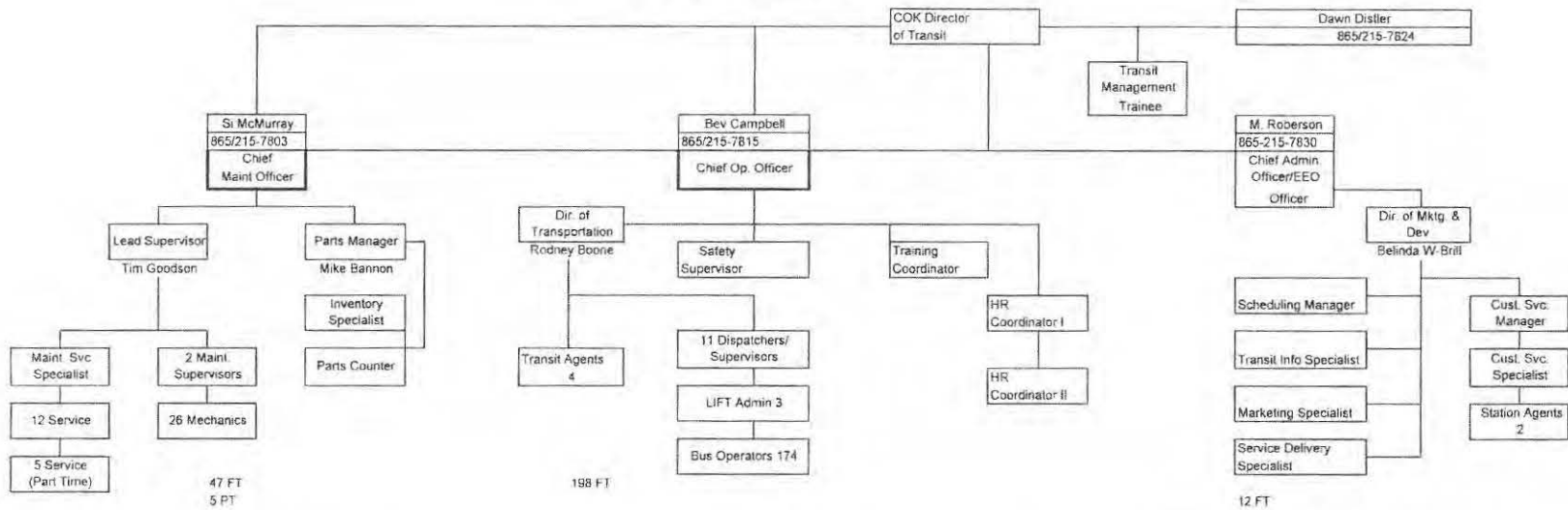
All KAT managers will work to ensure that opportunity is provided for diverse population members to participate in KAT's employment efforts. Managers will assist in identifying problem areas and establishing goals and objectives. Notice of availability of employment at KAT will be distributed as widely 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.

2015

# 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: 12/31/14																Current				Availability %		% of Under-Utilization		GOAL		PROJECTED % INCREASE							
		EMPLOYEES																MIN		F		MIN	F	MIN	F	12 MO		2 YR		3 YR		4 YR			
		All Employees				MALE								FEMALE				MIN	F	MIN	F					MIN	F	MIN	F	MIN	F				
		TOT	M	F	W	AA	HISP	API	AIAN	NHOPI	MULTI	W	AA	HISP	API	AIAN	NHOPI															MULTI	#	%	#
Officials and Managers	16.89-43.79	24	18	6	10	8	0	0	0	0	0	4	2	0	0	0	0	10	41.7%	0	25.0%	5.0%	37.3%	36.7%	-12.3%	(8.80)	2.95	12.0%							
Professionals	18.14-24.12	2	1	1	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0.0%	1	50.0%	5.0%	53.5%	-5.0%	-3.5%	0.10	0.07								
Technicians	0	0	0	0														0		0															
Sales Workers	0	0	0	0														0		0															
Administrative Support Workers	13.89-21.85	17	7	10	6	1	0	0	0	0	3	7	0	0	0	0	0	8	47.1%	10	58.8%	8.4%	74.3%	38.7%	-15.5%	(6.57)	2.63	15.0%							
Craft Workers	17.26-20.40	25	25	0	21	4	0	0	0	0	0	0	0	0	0	0	0	4	15.0%	0	0.0%	5.5%	3.9%	10.5%	-3.0%	(2.63)	0.98								
Operatives	13.00-19.47	170	99	70	55	44	0	0	0	0	31	39	0	0	0	0	0	83	48.8%	70	41.2%	11.2%	19.5%	37.6%	21.7%	(63.96)	(36.85)								
Laborers	15.92-16.22	17	16	1	7	9	0	0	0	0	1	0	0	0	0	0	0	9	52.9%	1	5.8%	9.9%	16.7%	43.0%	-10.8%	(7.32)	1.84	10.0%							
Service Workers	0	0	0	0														0		0															

AA - African American  
HISP - Hispanic  
API - Asian Pacific Islander  
AIAN - American Indian or Alaskan Native  
NHOPI - Native Hawaiian or Other Pacific Islander  
Multi - Two or More Races

## EEO PROGRAM GOALS & TIMETABLES

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

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

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

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

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

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

Laborers = to 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	89	15	22%	0	0%	34	49%	9	13%	0	0%	11	16%
New Hires	20	7	35%	0	0%	7	35%	3	15%	0	0%	3	15%
Promotions	6	0	0%	0	0%	3	50%	2	33%	0	0%	1	17%
Disciplinary Actions	529	189	36%	4	1%	97	18%	160	30%	0	0%	79	15%
Commendations	50	15	30%	0	0%	17	34%	10	20%	0	0%	8	16%
Voluntary Separations	12	3	25%	1	8%	4	33%	1	8%	0	0%	3	25%
Terminations	10	6	60%	0	0%	2	20%	1	10%	0	0%	1	10%



## **MONITORING AND REPORTING**

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

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

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

## COMPLAINT PROCEDURES

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

A complaint shall be regarded as meriting investigation unless:

- 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](mailto: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  
 2016 EMPLOYER INFORMATION REPORT  
 CONSOLIDATED REPORT - TYPE 2

SECTION B - COMPANY IDENTIFICATION

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

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

SECTION C - TEST FOR FILING REQUIREMENT

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

SECTION E - ESTABLISHMENT INFORMATION

NAICS:

SECTION D - EMPLOYMENT DATA

JOB CATEGORIES	HISPANIC OR LATINO		NOT-HISPANIC OR LATINO											OVERALL TOTALS	
	MALE	FEMALE	***** MALE *****						***** FEMALE *****						
			WHITE	BLACK OR AFRICAN AMERICAN	NATIVE HAWAIIAN OR PACIFIC ISLANDER	ASIAN	AMERICAN INDIAN OR ALASKAN NATIVE	TWO OR MORE RACES	WHITE	BLACK OR AFRICAN AMERICAN	NATIVE HAWAIIAN OR PACIFIC ISLANDER	ASIAN	AMERICAN INDIAN OR ALASKAN NATIVE		TWO OR MORE RACES
EXECUTIVE/SR OFFICIALS & MGRS	0	0	1	1	0	0	0	0	3	0	0	0	0	0	5
FIRST/MID OFFICIALS & MGRS	0	0	10	7	0	0	0	0	2	3	0	0	0	0	22
PROFESSIONALS	0	0	1	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
SALES WORKERS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ADMINISTRATIVE SUPPORT	0	0	4	1	0	0	0	0	3	8	0	0	0	0	16
CRAFT WORKERS	0	0	21	3	0	0	0	0	0	0	0	0	0	0	24
OPERATIVES	2	0	53	56	0	0	0	0	22	41	0	0	0	0	174
LABORERS & HELPERS	0	0	6	8	0	0	0	0	1	1	0	0	0	0	16
SERVICE WORKERS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	2	0	96	76	0	0	0	0	31	53	0	0	0	0	258
PREVIOUS REPORT TOTAL															

SECTION F - REMARKS

DATES OF PAYROLL PERIOD: 07/11/2016 THRU 07/24/2016

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]: 09/09/2016 03:13 PM

co= 7853197  
 u= 7853197

EQUAL EMPLOYMENT OPPORTUNITY  
 2016 EMPLOYER INFORMATION REPORT  
 HEADQUARTERS REPORT - TYPE 3

SECTION B - COMPANY IDENTIFICATION

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

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

KNOX COUNTY

SECTION C - TEST FOR FILING REQUIREMENT

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

SECTION E - ESTABLISHMENT INFORMATION

NAICS: 485113 Bus and Other Motor Vehicle  
 Transit Systems

SECTION D - EMPLOYMENT DATA

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

SECTION F - REMARKS

co= 7853197  
 u= GL22602

EQUAL EMPLOYMENT OPPORTUNITY  
 2016 EMPLOYER INFORMATION REPORT  
 INDIVIDUAL ESTABLISHMENT REPORT - TYPE 4

SECTION B - COMPANY IDENTIFICATION

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

2.a. KTRANS MGMT INC  
 1135 MAGNOLIA AVENUE  
 KNOXVILLE, TN 37917

KNOX COUNTY

c.

SECTION C - TEST FOR FILING REQUIREMENT

1-Y 2-N 3-N DUNS NO.:0 EIN :621525853

SECTION E - ESTABLISHMENT INFORMATION

NAICS: 485113 Bus and Other Motor Vehicle  
 Transit Systems

SECTION D - EMPLOYMENT DATA

JOB CATEGORIES	HISPANIC OR LATINO		NOT-HISPANIC OR LATINO											OVERALL TOTALS		
	MALE	FEMALE	***** MALE *****						***** FEMALE *****							
			WHITE	BLACK OR AFRICAN AMERICAN	NATIVE HAWAIIAN OR PACIFIC ISLANDER	ASIAN	AMERICAN INDIAN OR ALASKAN NATIVE	TWO OR MORE RACES	WHITE	BLACK OR AFRICAN AMERICAN	NATIVE HAWAIIAN OR PACIFIC ISLANDER	ASIAN	AMERICAN INDIAN OR ALASKAN NATIVE		TWO OR MORE RACES	
EXECUTIVE/SR OFFICIALS & MGRS	0	0	1	1	0	0	0	0	1	0	0	0	0	0	0	3
FIRST/MID OFFICIALS & MGRS	0	0	9	7	0	0	0	0	1	3	0	0	0	0	0	20
PROFESSIONALS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
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	4	1	0	0	0	0	1	5	0	0	0	0	0	11
CRAFT WORKERS	0	0	21	3	0	0	0	0	0	0	0	0	0	0	0	24
OPERATIVES	2	0	53	56	0	0	0	0	22	41	0	0	0	0	0	174
LABORERS & HELPERS	0	0	6	8	0	0	0	0	1	1	0	0	0	0	0	16
SERVICE WORKERS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	2	0	94	76	0	0	0	0	26	50	0	0	0	0	0	248
PREVIOUS REPORT TOTAL																

SECTION F - REMARKS

**Knoxville Community  
Development Corporation**



Benjamin M. Bentley, Executive Director/CEO

901 Broadway, N.E. • Knoxville, TN 37917

865.403.1100 • Fax 865.403.1117

800.848.0298 (Tennessee Relay Center)

www.kcdc.org

April 24, 2017

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

**VIA EMAIL and  
HAND DELIVERY**

RE: 2017 Title VI Report

Dear Ms. Harris:

Per your letter of April 12, 2017, you will find enclosed twelve (12) hard copies of the Title VI report requested for Knoxville's Community Development Corporation. This information will be shared with our Board of Commissioners at the April 27, 2017 board meeting this week.

Please let me know if you need any additional information.

Sincerely,

Benjamin M. Bentley  
Executive Director/CEO

BMB:jlr  
Enclosures

cc: Board of Commissioners

## Title VI Report

Please email your report to: [tharris@knoxvilletn.gov](mailto:tharris@knoxvilletn.gov) as a PDF attachment and include the following:

1. Your Equal Employment Opportunity Affirmative Action Policy. See attached.
2. Name/Title of person responsible for Equal Employment Opportunity and Affirmative Action. Denise Campbell, Ph.D., SHRM-SCP, SPHR, HR 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. See attached.
6. Method of informing staff of agency's Affirmative Action Policy. See attached.
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. See attached.
9. A copy of your Limited English Proficiency Plan. See attached.



## 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.

## TITLE VI REPORT cont'd

5. Outreach and recruitment efforts to reach minorities.

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

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

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

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.

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

## **INTRODUCTION**

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

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

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

## **GOALS OF THE LANGUAGE ASSISTANCE PLAN**

The goals of KCDC's Language Assistance Plan include:

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

## LEP INDIVIDUALS WHO NEED LANGUAGE ASSISTANCE

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

### KNOXVILLE, TN LANGUAGE DATA

Total Population Over 5 Years of Age = 163,524

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

## TYPES OF ASSISTANCE NEEDED BY LEP PERSONS

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

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

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

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

## **LANGUAGE ASSISTANCE TO BE PROVIDED**

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

### **A) Identification of LEP Persons and Notices**

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

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

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

### **B) Language Assistance Measures**

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

Oral Interpretation – Internet Interpretation Services: KCDC will use a free, web-based translation service (Google Translate) when a staff person is not available. The LEP individual will use an ISpeak card to signify that they speak a non-English language and trained staff will assist them once the language has been identified through use of service. When these contacts



involve submission of an application, lease signing, annual reexamination, grievance, eviction or termination, KCDC will schedule an appointment for the individual with an interpreter in person (see below).

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

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

Written Translation: KCDC will translate the vital documents listed above into the most frequently used non-English languages: Spanish, French/Haitian Creole, and Portuguese. This process will begin in February 2008 and is scheduled for completion by March 31, 2009.

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.
- Once effective, the LAP will be reviewed annually as part of KCDC's annual plan process and updated if needed.
  - 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.

# Equal Employment Opportunity (EEO Workforce Profile)

PLEASE PRINT OR TYPE

JOB CATEGORIES	NUMBER OF EMPLOYEES										
	Overall Totals	MALE					FEMALE				
		White	Black	Hispanic	Asian or Pacific Islander	American Indian or Alaskan Native	White	Black	Hispanic	Asian or Pacific Islander	American Indian or Alaskan Native
A	B	C	D	E	F	G	H	I	J	K	
Officers/Administrators	9	4	0	0	0	0	5	0	0	0	0
Professionals	44	20	2	0	0	0	19	2	0	1	0
Technicians	2	1	0	0	0	0	0	1	0	0	0
Sales Workers	0	0	0	0	0	0	0	0	0	0	0
Office/Clerical	35	1	1	0	0	0	24	9	0	0	0
Craft Workers (skilled)	39	27	12	0	0	0	0	0	0	0	0
Operative (semi-skilled)	2	2	0	0	0	0	0	0	0	0	0
Laborers	0	0	0	0	0	0	0	0	0	0	0
Service Workers	6	2	2	0	0	0	0	1	1	0	0
<b>TOTALS</b>	137	57	17	0	0	0	48	13	1	1	0

KCDC 2017

Form 1

NAME: Knoxville's Community Development Corporation (KCDC)



# CITY OF KNOXVILLE

## Title VI Report

### SUBCONTRACTORS/VENDORS

**Minority Subcontractors/Vendors/Amount of Contract:**

Minority Contractor/Subcontractor	MBE
B & B Lawn Services Inc.	\$35,837
Blueally Technology Solutions LLC	\$43,767
Dan's Advantage Towing And Recovery Service, LLC	\$585
Del Mar Lighting LLC	\$3,824
GovcncTN	\$20,001
Jim McMichael Db a Jim McMichael Signs & Truck Painting	\$3,230
John L Pointer Db a Dansen & Associates LLC	\$10,832
Jostes Carpet Inc. <span style="float: right;">☆☆☆☆</span>	\$22,214
Knoxville Area Urban League Inc. <span style="float: right;">PROGRESS</span>	\$75
LPS Integration, Inc.	\$289
Mitchell & Everett Construction Inc.	\$24,900
Newegg Inc.	\$5,925
Pioneer Builders Inc.	\$267,048
Premiere Building Maintenance Corporation	\$23,698
Steven Randle's db a Randle's Sign Graphics	\$1,855

**Minority Woman Owned Subcontractors/Vendors/Amount of Contract:**

Minority Contractor/Subcontractor	Amount
Allen Sign Co.	\$116
Arm & Rage LLC	\$2,200
Bobcat Of Knoxville	\$1,651
Cobrassist, Inc. Db a Benefitsassist Inc.	\$11,238
Green Cab	\$47
KMF III Services LLC	\$104,413
Rosslyn D Fair	\$300

These equal approximately 7.28%

**Women Subcontractors/Vendors/Amount of Contract:**

All Occasion Catering	\$1,287
A G Heins Company, Inc.	\$475
Air Quest America	\$195,904
All Occasion Catering, LLC	\$2,224
All Things Identification	\$1,214
Backflow Specialty Company Inc.	\$2,019
Baudo's Restaurant	\$16
Buddy's BBQ Office	\$215
Burns Printing Inc., Dba Burns Mailing & Printing	\$8,657
Cannon & Cannon Inc.	\$2,083
Celeste H. Herbert	\$125
Charlotte Kay Ravenscraft Dba Midwest Inspections	\$20,758
DSK Pro Inc. Dba Servpro Of North Knoxville	\$3,910
Electric Motor Service	\$65
F M George Safe & Lock Co.	\$6,279
Faye B & Francis E Levert Dba FBL Porcelains	\$5,142
Fenco Supply Company, Inc.	\$3,195
First Place Finish Inc.	\$27,344
Foreign Language Academy	\$3,688
Gary L Roth Jr Dba Roth Land Surveying	\$78,000
Git-R-Gone Inc.	\$1,757
Hines Fine Soils	\$260
Joyce A Elliott Dba Elliott's Tennessee Boot Company LLC	\$378
Knoxville Blue Print	\$7
LBK Appraisal Services LLC	\$2,000
Lynn Sanford Construction Inc.	\$2,700
Marilyn J Medley Dba South Eastern Management And Associate	\$3,000
McCright & Associates, LLC	\$126,763
Mil-Spec Coatings And Supply Inc.	\$100
Moxley Carmichael, Inc.	\$74,189
Nan McKay and Associates, Inc.	\$30,769
National Elevator Of Tennessee Inc.	\$46,805
Petree's Flowers & Gifts	\$150
Revenue Recovery Corporation	\$308
Russell's Pest Control	\$2,595
Shades	\$12,404
Spectra Associates	\$672
Tennant Sales & Service Company	\$72,643
The Visibility Company	\$4,290
Williamsburg Mailing Services Inc.	\$4,292

Equals approximately 10.81%

**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.

Form 3

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

Knoxville's Community Development Corporation  
Name of Organization

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

April 23 2017  
Date

*Benjamin M. Butler*  
Chief Executive Officer

*Dee C. Murphy*  
Board Chair

# Knoxville Utilities Board





Knoxville Utilities Board

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April 24, 2017

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

**HAND DELIVERED**

Dear Dr. Reid:

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

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

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

Sincerely,

A handwritten signature in blue ink that reads 'Mintha'.

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  
Tatia Harris, Title VI Coordinator  
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  
Dennis Upton, Vice President  
Leslye Hartsell, KUB Communications Manager

**Title VI Report  
Knoxville Utilities Board  
Date Submitted: April 24, 2017  
Period Covered: July 1, 2015 to June 30, 2016**

**I. Equal Employment Opportunity Affirmative Action Policy**

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

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

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

**III. Number of Employees by Job Categories**

JOB CATEGORIES	NUMBER OF EMPLOYEES - AS OF JUNE 30, 2016												
	Overall Totals (Sum of Columns B - M)	Male						Female					
		White (Not of Hispanic Origin)	Black (Not of Hispanic Origin)	Hispanic	Asian or Pacific Islander	American Indian or Alaskan Native	Other	White (Not of Hispanic Origin)	Black (Not of Hispanic Origin)	Hispanic	Asian or Pacific Islander	American Indian or Alaskan Native	Other
		B	C	D	E	F	G	H	I	J	K	L	M
Officials & Administrators*	61	46	1	0	0	0	0	12	1	1	0	0	0
Professionals	177	89	7	1	1	0	0	71	4	2	2	0	0
Technicians	184	154	12	2	1	0	0	14	1	0	0	0	0
Protective Services	0	0	0	0	0	0	0	0	0	0	0	0	0
Paraprofessionals	142	43	11	2	3	0	0	64	17	0	2	0	0
Administrative Support	99	31	5	0	0	0	0	46	15	2	0	0	0
Skilled Craft	216	193	15	1	2	0	0	3	2	0	0	0	0
Service Maintenance	125	102	20	2	1	0	0	0	0	0	0	0	0
<b>TOTALS</b>	<b>1004</b>	<b>658</b>	<b>71</b>	<b>8</b>	<b>8</b>	<b>0</b>	<b>0</b>	<b>210</b>	<b>40</b>	<b>5</b>	<b>4</b>	<b>0</b>	<b>0</b>

KUB's employment data is presented on fiscal year basis per guidelines of the Equal Employment Opportunity Commission. \*This total includes 32-employees that comprise the KUB management group. The U.S. Equal Employment Opportunity Commission guidelines exclude elected and appointed officials, vice presidents, directors and managers from this job category, but KUB added to reflect total employment. Also, for FY 2016 minority employees represent 13.55% of the workforce (African-American employees represent 11.06% of the total workforce).

#### IV. Minority Owned Businesses/Suppliers (38 - Total MBE Businesses)

A-1 Couriers	\$28,188
ABC Professional Tree Services	\$3,785,405
Advance Auto Parts	\$80
Amazing Magnets	\$141
Architect's International, LLC	\$13,093
B&B Lawn Services	\$146,262
BenefitsAssist	\$5,788
Bhate Geosciences Corporation	\$338,903
Brown Construction Company	\$1,669,286
Cjen, Inc.	\$1,436
Edith N. Wagner	\$2,750
Edwards Supply Company, Inc.	\$49,817
En Pointe Technologies Sales, Inc.	\$690,521
Environmental Express	\$991
Environmental, Safety & Health	\$6,308
G2	\$115,156
Galvotec Alloys	\$934
GE Digital Energy	\$772
GMB Consulting and Training Services	\$28,640
GNC Consulting	\$2,341,337
Gwendolyn W. Brown	\$17,820
KMF III Services, LLC	\$52,688
Redhawk Network Security, LLC	\$15,283
Medalcraft Mint, Inc.	\$188
Metroline, Inc.	\$159
Myprojectorlamps.com	\$484
Newegg.com	\$4,162
Premiere Building Maintenance	\$25,066
PPG Paints	\$1,259
Safetysign.com	\$61
Scientific Sales, Inc.	\$2,540
Sensit Technologies	\$86,800
SHI International, Inc.	\$733
Southern States, LLC	\$1,264
The Flag Store	\$787
US Payments	\$15,489
Virginia Transformer Corporation	\$534,951
Weschler Instruments	\$365
<b>Subtotal</b>	<b>\$9,985,907</b>

### Women Owned Businesses/Suppliers (63 - Total WBE Businesses)

Access Solutions, Inc.	\$2,795
Accusource, Inc.	\$25,214
AirGas Mid America/USA	\$103,597
AIRL, Inc.	\$1,100
American Continental Techlabs	\$3,830
Analytical Services, Inc.	\$5,468
Anixter Power Solutions, LLC	\$161,302
ARK Engineering & Technical Services, Inc.	\$24,500
Bingham Group, Inc.	\$15,473
Bobcat of Knoxville	\$152,910
Brentwood Industries, Inc.	\$1,124
Brodart Supplies	\$842
Brown Pearman Russell, LLC	\$16,390
Cannon & Cannon, Inc.	\$830,840
Cheryl D. Barksdale	\$5,400
Chris Haggard Plumbing, LLC	\$195,836
Civic Engineering and Information	\$73,119
Computer Intelligence Association	\$77,615
Customer Service Electric	\$8,417
Dycho Company, Inc.	\$2,096,206
84 Lumber #1203	\$97
Energy Worldnet, Inc.	\$44,240
ErgoDirect, Inc.	\$637
Faster Asset Solutions	\$445
F. M. George Save & Lock Co.	\$8,982
Fastnel Company	\$4,306
GovDirect, Inc.	\$433,453
Graphic Creations, Inc.	\$1,310
Graphic Touch	\$786
Gray Area	\$15,310
Heath Consultants	\$732
Intuitive Technologies, Inc.	\$21,335
Knoxville Blue Print	\$9,345
KVA, Inc.	\$39,154
Lenny's Sub Shop	\$220
Lubrication Equipment Service	\$556
Magnolia River Services, Inc.	\$63,029
Mayer Electric Supply Company, Inc.	\$63,592
Morpac Industries, Inc.	\$13,802
Moxley Carmichael	\$99,177
MPB Facilities Management	\$432,848
Mystery Shoppers, Inc.	\$1,400

New Horizons Computer Learning	\$54,166
Power Partners, Inc.	\$1,151,217
PRI of East Tennessee, Inc.	\$37,645
Revenue Recovery Corporation	\$21,402
Saitech, Inc.	\$67,126
Service One	\$2,877,453
Simplified Technology Solutions, Inc.	\$11,633
Starboard Consulting, LLC	\$50,000
Swaggerty Sausage	\$41
Tennessee Occupational Health, Inc.	\$1,171
The Lunchbox Café	\$416
The Tomato Head, Inc.	\$122
Thompson Photo Product	\$106
Torco Testing Services, Inc.	\$14,502
TLF Petree's Flowers, Inc.	\$110
Tristate Camera and Visual	\$48
Universe Technical Translation, Inc.	\$9,632
VCloud Tech. Inc.	\$25,914
Vexus International	\$262
Walden Security	\$405,126
Westside Psychology & EAP	\$77,753
<b>Subtotal</b>	<b>\$9,862,579</b>

**Total MBE/WBE spending of \$19,848,486 represents 10.1% of overall KUB spending during FY 2016**

## 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 55 external job postings in FY 2016 and received 4,262 job applications. During FY 2016, 115 employees were hired including full-time, part-time and students. 63 full-time positions were filled, of which 9 were minorities, representing 14 percent of the full-time hires. Also, 52 employees were hired into part-time or student positions, of which 24 were minority employees, representing 46 percent of the part-time and students hired in FY 2016.

As of June 30, 2016 minority employees represented 13.62 percent of the workforce, with African-American employees comprising 11.03 percent of the workforce.

- **Recruiting**

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

- **TeenWork Program**

The TeenWork Program began 21 years ago as a school-to-work initiative for high school juniors and seniors from Austin-East Magnet High School. Since the inception of the program, 386 students have completed the 13-week orientation program to compete for a summer internship. Through 2016, 302 students completed summer employment at KUB. The goal is to develop a pool of qualified minority candidates with practical work experience in the utility industry.

In 2016, the total TeenWork payroll was approximately \$17,804. 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 2016, the Knoxville Chamber also hired a TeenWork student during the summer. As of June 30, 2016, 10 former TeenWork participants were holding full-time professional or technical jobs at KUB, and the average salary of these employees was \$45,687.

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

### Procurement

Procurement is the acquisition of appropriate goods and services at the best possible total cost to meet the operational needs of KUB departments. An important function of Procurement is to acquire goods and services that meet the quality, quantity, time, and location requirements of all departments. During FY 2016 the Procurement Department administered a system that resulted in the purchase of \$196 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 453,000 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 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, including: Builder's Exchange, *News Sentinel* newspaper, KUB website, bid telephone line, e-mail, 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 services available to all qualified businesses, including minority and women-owned businesses, are:

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

### **FY 2016 MBE/WBE Contract Awards**

Total MBE/WBE spending in FY 2016 was \$19,848,486 or 10.1 percent of overall KUB procurement activity. KUB's performance in contract awards to MBE/WBE businesses over the past five fiscal years is outlined in the table 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
2012	10.5%	\$ 18.8 Million	89.5 %	\$ 161.2 Million	\$ 180 Million
2013	10.9%	\$ 19.4 Million	89.1%	\$ 158.6 Million	\$ 178 Million
2014	10.0%	\$ 18.6 Million	90.0%	\$ 167.4 Million	\$ 186 Million
2015	10.4%	\$20.6 Million	89.6%	\$177.4 Million	\$198 Million
2016	10.1%	\$19.9 Million	89.9%	\$175.9 Million	\$196 Million

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

- **KUB Blueprint**

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



### Our Vision:

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

**Shared Values:**

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

**Our Mission:**

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

**We Measure Our Success by:**

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

**Keys to Success:**

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



- **New Employee Orientation**  
All new employees receive training on KUB's Equal Employment Opportunity policy, as well as several other relevant policies, during orientation. The importance of striving for nondiscrimination in every facet of our organization is communicated in orientation and employees are provided information regarding the process to pursue and whom to talk to if they believe they are the victim of discrimination or harassment.
- **Diversity Training**  
Diversity Training is designed to inform employees of KUB's core values and that equal opportunity, equal access and nondiscrimination are ideals that are routinely promulgated. Board-wide diversity training sessions are scheduled periodically by KUB's Learning Center.
- **Employee Newsletter**  
The monthly employee newsletter is another venue for communicating organizational goals and values.

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

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

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

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

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

## **IX. Limited English Proficiency Plan**

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

- **Communications Department**

A primary function is working directly with external customers to ensure that KUB documents are translated and interpreted into non-English languages. This service is particularly important when major projects, particularly construction and tree trim projects, are implemented in KUB's service area. An example is KUB's tree trim program within the 750 square mile electric service area. This project impacts thousands of customers who both demand and require timely, accurate information about tree trimming processes and how their trees and property are affected. The Communications Department translates the tree trim policy and all relevant information into the different languages that reflect the neighborhoods and communities in our service area. Also, the contractors performing tree trim and construction services for KUB are required to have at least one English translator on work crews with a predominance of Spanish speaking employees. When performing tree trim and construction services in diverse neighborhoods, the Communications Department provides written complaint and appeal procedures in different languages so KUB customers clearly understand how to present objections to work that adversely affects their property and quality of life. The Communications Department utilizes an external vendor, Universe Translation Services, to provide the language assistance in the delivery of the services described above.

- **Customer Service Department**

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

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

- **Human Resources Department**

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

- **KUB Website**

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

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**ATTACHMENT #1**

**KUB'S EQUAL EMPLOYMENT OPPORTUNITY  
POLICY**

## KUB Official Policy

### General

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

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

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

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

Related Policies:

### Policy

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

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

### Procedures

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

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

Form 2

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

Knoxville Utilities Board  
Name of Organization

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

April 24, 2017  
Date

Minda E. Roach  
Chief Executive Officer

Celeste Herlert  
Board Chair

**Metropolitan Knoxville  
Airport Authority**



METROPOLITAN  
KNOXVILLE  
AIRPORT  
AUTHORITY

April 17, 2017

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](mailto:alan.jones@tys.org).

Sincerely,

Alan M. Jones  
Director of Administration  
DBE Liaison Officer





April 12, 2017

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 306 requires annual reports of agencies, boards and commissions.

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

Enclosed is a list of the information you are required to provide to the City of Knoxville. Please return the information to Tatia M. Harris, TCCRP Grant Manager/Title VI Coordinator, City of Knoxville, P.O. Box 1631, Knoxville, TN 37901.

**The report is due by April 26, 2017.** 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](mailto:tharris@knoxvilletn.gov) or (865) 215-2831.

Sincerely,

Tatia M. Harris  
TCCRP Grant manager/Title VI Coordinator

Enclosures

cc: Devin Lyon, Law Department

## Title VI Report

Please email your report to: [tharris@knoxvilletn.gov](mailto: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.

*ALAN JONES, DIRECTOR OF ADMINISTRATION & DBE LIAISON OFFICER*

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

*ATTACHED*

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

*ATTACHED*

5. Outreach and recruitment efforts to reach minorities.

*ATTACHED WITH JOB ANNOUNCEMENT MAILING LIST*

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

*ATTACHED POLICY DISSEMINATION*

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

*ATTACHED*

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

*ATTACHED SUMMARY*

9. A copy of your Limited English Proficiency Plan.

*ATTACHED*

## Purpose

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

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

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

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

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

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

---

William Marrison, President

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Effective Date

## Policy Dissemination and Implementation

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

- a. Annual Memorandum: Each year the President will send a memorandum reaffirming the AA/EEO Policy Statements to all employees and will continue to include the policy in the organization's policy manual, all publications produced by MKAA, along with information for individuals with disabilities.
- b. Affirmative Action Program: MKAA's affirmative action program will continue to be revised annually and distributed by the Manager of Administration to all departments. The Equal Employment Opportunity Policy and federally required Equal Employment Opportunity posters affirming our nondiscrimination policy are posted on bulletin boards in public locations and in work areas.
- c. Training- MKAA's AA/EEO Policy is communicated in meetings with supervisory personnel to explain the intent of the policy. It is the President's position that all administrators and supervisors are required to become familiar with their individual responsibility for effective implementation of the contents of the Affirmative Action Plan. Furthermore, all employees shall receive annual training or annual notices regarding MKAA's commitment to equal opportunity and the prohibition against discrimination. Such notices shall be disseminated via such methods as attachments to employee paychecks.

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

- Recruit, hire, train, and promote persons in all job classifications without regard to race, color, religion, sex, or national origin.
- Insure that all personnel actions including, but not limited to, compensation, benefits, transfers, layoffs, return from layoff, company sponsored training, education and tuition assistance, and social and recreational programs, are administered without regard to race, color, religion, sex, or national origin.
- Insure that promotion decisions are in accordance with principles of equal employment opportunity by imposing only valid requirements for promotions.

## Non-Discrimination Policy

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

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

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

## Equal Employment Opportunity (EEO Workforce Profile)

PLEASE PRINT OR TYPE

Job Categories	Total	M	F	Hispanic or Latino		Black (Not of Hispanic Origin)		Asian or Pacific Islander		American Indian or Alaskan Native		White (Not of Hispanic origin)	
				M	F	M	F	M	F	M	F	M	F
Officials and Managers	11											9	2
Professionals	25					2						18	5
Technicians	19					1						16	2
Sales Workers	9											8	1
Office and Clerical	21											4	17
Craft Workers (skilled)	21											21	
Operative (Semi-skilled)													
Laborers (unskilled)	22					4						14	4
Service Workers	24					5						10	9
Overall Totals	152					12						100	40



Form 1

**SUBCONTRACTORS/VENDORS**

**Minority Subcontractors/Vendors/Amount of Contract:**

	MOB	WOB	MWOB
Company Name: <u>NORTHERN FLORIDA CONSULTING / \$40,134</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:**

Company Name: <u>MC GUINNESS / \$60,000</u>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Company Name: <u>CANNON &amp; CANNON / \$150,000</u>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Company Name: <u>EROSION SOLUTIONS / \$148,000</u>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Company Name: <u>SUPERIOR TRAFFIC CONTROL / \$124,480</u>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Company Name: <u>CABLE CONSTRUCTION / \$57,930</u>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Form 1

**SUBCONTRACTORS/VENDORS**

**Minority Subcontractors/Vendors/Amount of Contract:**

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

**Women Subcontractors/Vendors/Amount of Contract:**

Company Name: <u>LYNN SANFORD CONST./ \$107,010</u>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Company Name: <u>POZZOLANIC / \$1,259,082</u>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Company Name: <u>LANE HAULING / \$214,233</u>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Company Name: <u>G.E. ELECTRICAL / \$526,167</u>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Company Name: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Metropolitan Knoxville Airport Authority  
FYE 2017  
Affirmative Action Program**

**Job # \_\_\_\_\_ Job Description \_\_\_\_\_**

**Date Mailed \_\_\_\_\_ Print 20 Copies**

**Job Announcement Mailing List**

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

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

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

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

**Metropolitan Knoxville Airport Authority  
FYE 2017  
Affirmative Action Program**

**Job Announcement Mailing List Continued**

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

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

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

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

**Metropolitan Knoxville Airport Authority  
FYE 2017  
Affirmative Action Program**

**Job Announcement Mailing List Continued**

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

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

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

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

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

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

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

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

**Metropolitan Knoxville Airport Authority  
FYE 2017  
Affirmative Action Program**

**Job Announcement Mailing List Continue**

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

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

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

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

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

**Job Announcement Mailing List Continue Emails: [Email to Trevis\\*\\*\\*](#)**

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

Roane State College  
Kim Harris email information  
[harriskb@roanestate.edu](mailto:harriskb@roanestate.edu)

Blount County Literacy Council  
Marilyn Byrd / Carol Ergenbright  
[ergenbrtc@blountk12org](mailto:ergenbrtc@blountk12org)

King College  
Donna Felty: [dhfelty@king.edu](mailto:dhfelty@king.edu)  
Samantha Lane: [slane@king.edu](mailto:slane@king.edu)

Career Center / Alcoa  
[Rosa.Martinez@tn.gov](mailto:Rosa.Martinez@tn.gov)

Knoxville Urban League  
Bill Myers  
Career Counselor  
865-524-5511  
[bmyers@the kaul.org](mailto:bmyers@the kaul.org)

MLK, Jr. Center (Alcoa)  
[mlkcenter@parksrec.com](mailto:mlkcenter@parksrec.com)

Blount County Chamber of Commerce  
knoxvilleairport ID  
pass3361 Pass word

Career Centers Knox & Blount (State of TN)  
[www.JOBS4TN.GOV](http://www.JOBS4TN.GOV)  
KNOXAIRPORTAUTHORITY ID  
Bowler46 Password

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

Knoxville Urban League  
Bill Myers  
Career Counselor  
865-524-5511  
[bmyers@the kaul.org](mailto:bmyers@the kaul.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.

APRIL 13, 2017

Date

Debbi J. Murren

Chief Executive Officer

Edward H. Vogel

Board Chair

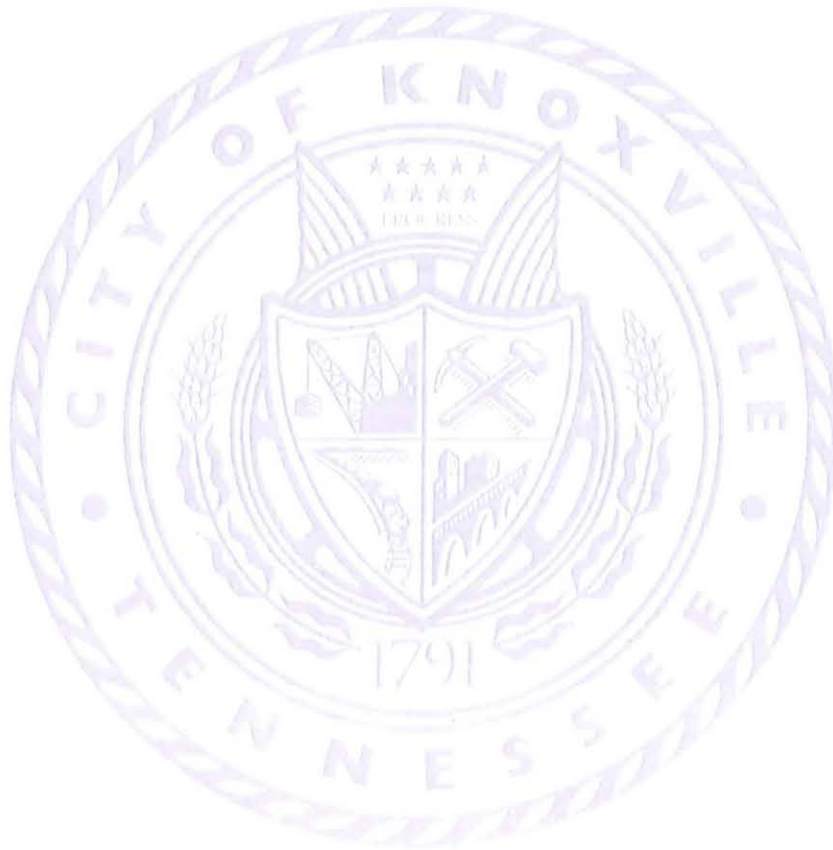
Form 3



## 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](http://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](http://www.usdoj.gov/crt/cor)

The U.S. Department of Justice Clarifying Memorandum, dated October 26, 2001 [www.usdoj.gov/crt/lep/oct26background](http://www.usdoj.gov/crt/lep/oct26background)

[www.lep.gov](http://www.lep.gov)

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

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

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

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

MKAA collaborates with the Hispanic Chamber of Knoxville, Tennessee.



# Interpretation Service Available

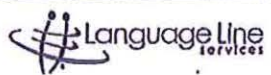
English Translation:

Point to your language. An interpreter will be called.

The interpreter is provided at no cost to you.

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

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# 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 Transportate 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](http://www.tdot.state.tn.us/civil-rights/titlevi)



# Appendix

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## **Appendix A**

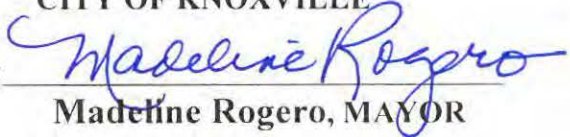
**ASSURANCE OF COMPLIANCE  
UNDER  
TITLE VI OF THE CIVIL RIGHTS ACT OF 1964**

**THE CITY OF KNOXVILLE HEREBY AGREES THAT** it will comply with Title VI of the Civil Rights Act of 1964 (P.L.88-352) and any directives or regulations issued pursuant to that Act, to the effect that, 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 otherwise subject to discrimination under any program or activity for which the City of Knoxville received Federal financial assistance. The City of Knoxville HEREBY GIVES ASSURANCE THAT it will immediately take any measures necessary to effectuate this agreement.

**THIS ASSURANCE** is given in consideration of and for the purpose of obtaining any and all Federal financial assistance, grants and loans of Federal funds, reimbursable expenditures, grant or donation of Federal property and interest in property, the detail of Federal personnel, the sale and lease of, and the permission to use, Federal property or interest in such property or the furnishing of services without consideration or at a nominal consideration, or at a consideration which is reduced for the purpose of assisting the recipient, or in recognition of the public interest to be served by such sale, lease, or furnishing of services to the recipient, or any improvements made with Federal financial assistance extended to the City of Knoxville.

**BY ACCEPTING THIS ASSURANCE**, the City of Knoxville agrees to compile data, maintain records, and submit reports as required to permit effective enforcement of Title VI, and permit authorized personnel, during normal working hours, to review such records, books, and accounts, as needed to ascertain compliance with Title VI. If there are any violations of this assurance, authorized personnel have the right to seek administrative and/or judicial enforcement of this assurance.

This assurance is binding on the City of Knoxville, its successors, transferees, and assignees as long as it receives federal assistance. In the case of real property, this assurance is binding for as long as the property is used for a purpose for which this assistance was intended or for the provision of services or benefits similar to those originally intended. In the case of personal property, this assurance applies for as long as the recipient retains ownership or possession of the property. The person or persons whose signatures appear below are authorized to sign this assurance on the behalf of the City of Knoxville.

**CITY OF KNOXVILLE**  
By:   
**Madeline Rogero, MAYOR**  
Dated: 11/21/17

# CITY OF KNOXVILLE

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

\_\_\_\_\_  
Name of Applicant

**HEREBY AGREES THAT** it will comply with Title VI of the Civil Rights Act of 1964 Act of 1964 (P.L. 88-352) and all requirements imposed by the City of Knoxville, and any directives or regulations issued pursuant to that Act and the Regulations, to the effect that, 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 otherwise subject to discrimination under any program or activity for which the Applicant received financial assistance from the City of Knoxville; and **HEREBY GIVES ASSURANCE THAT** it will immediately take any measures necessary to effectuate this agreement.

**This Assurance** is given in consideration of and for the purpose of obtaining any and all City administered federal financial assistance, grants and loans of City funds, reimbursable expenditures, grant or donations of City property and interest in property, the detail of City personnel, the sale and lease of, and the permission to use, City property or interest in such property or the furnishing of services without consideration or at a nominal consideration, or at a consideration which is reduced for the purpose of assisting the recipient, or in recognition of the public interest to be served by such sale, lease, or furnishing of services to the recipient or any improvement made with City financial assistance extended to the Applicant by the City.

**BY ACCEPTING THIS ASSURANCE,** the applicant agrees to compile data, maintain records, and submit reports as required to permit effective enforcement of Title VI. If there are any violations of this assurance, the City shall have the right to recommend corrective actions or to seek administrative enforcement of this assurance, up to and including termination of federal funds.

This assurance is binding on the applicant, its successors, transferees, and assignees as long as it receives assistance from the City. In the case of real property, this assurance is binding for as long as the property is used for a purpose for which assistance was intended or for the provision of services or benefits similar to those originally intended. In the case of personal property, this assurance applies for as long as the recipient retains ownership or possession of the property. The person or persons whose signatures appear below are authorized to sign this assurance on the behalf of the applicant.

Date \_\_\_\_\_

\_\_\_\_\_  
Applicant

\_\_\_\_\_  
Address of Applicant

By \_\_\_\_\_

---

## **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



## **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

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