



# Title VI Annual Report

## KNOXVILLE, TENNESSEE



**May 2011**

**Honorable Mayor Daniel T. Brown**





# Table of Contents

|  |            |
|--|------------|
| Title VI Advisory Committee .....                      | 3          |
| Departmental Coordinators .....                        | 4          |
| Executive Branch Section 303.....                      | 5          |
| Title VI Overview .....                                | 6          |
| Title VI Department Coordinators Responsibilities..... | 7          |
| Title VI Civil rights Act 1964.....                    | 8          |
| Title VI Covers the following areas.....               | 9          |
| Title VI Sub-recipients .....                          | 10         |
| Equal Business Opportunity Program .....               | 11         |
| EBOP Accomplishments/Recommendations.....              | 15         |
| Title VI Accomplishments /Recommendations.....         | 16         |
| Boards & Commission .....                              | 18         |
| City Workforce Analysis .....                          | 19         |
| Limited English Proficiency .....                      | 22         |
| Public Participation .....                             | 25         |
| Title VI Survey Analysis .....                         | 27         |
| City of Knoxville.....                                 | Appendix A |
| Knoxville Utility Board .....                          | Appendix B |
| Knoxville’s Community Development Board .....          | Appendix C |
| Knoxville Area Transit .....                           | Appendix D |
| Metropolitan Knoxville Airport Authority .....         | Appendix E |

**CITY OF KNOXVILLE  
KNOXVILLE UTILITIES BOARD  
KNOXVILLE COMMUNITY  
DEVELOPMENT CORPORATION  
KNOXVILLE AREA TRANSIT  
METROPOLITAN KNOXVILLE AIRPORT  
AUTHORITY**

**MAY 2011**



CITY OF KNOXVILLE

**SUBMITTED BY:**

**COMMUNITY RELATIONS DIRECTOR  
THOMAS STRICKLAND JR.**

**JOSHALYN HUNDLEY  
TITLE VI/EBOP COORDINATOR**



## **TITLE VI ADVISORY COMMITTEE**

Lysette Aviles-Kok  
Scripps Networks

Mrs. Marva Rudolph  
The University of Tennessee

Mr. Reginald Strong  
Tennessee Department of Workforce and Labor

Dr. Tom Kim  
Free Medical Clinic

Rose Napier  
Oak Ridge Associated Universities



## **TITLE VI DEPARTMENTAL COORDINATORS**

Mayor's Office  
Civil Service Department  
Parks and Recreation Division  
Public Service Division  
Inspections Division  
Engineering Division  
Purchasing  
Community Development Division  
Fire Department  
Law Department  
Fleet Division  
Police Department  
Public Assembly Facilities  
Knoxville Emergency Management

Joshalyn Hundley  
Valerie Coleman  
Valerie Upton  
Chad Weth  
Nicholas Bradshaw  
Robin Hodge  
Sherry Bennett  
Gwen Winfrey  
Pat Armstrong  
Lisa Hatfield  
Keri Sokoloski  
Cindy Gass  
Kim Hodges Thompson  
Diane Foxx

## EXECUTIVE BRANCH SECTION 303

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

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

- 1) Has not subjected any person to discrimination on the basis of race, color or national origin under any of its programs or activities,
- 2) Has not excluded any person from participation in any of its programs or activities on the basis of race, color or national origin and
- 3) Has not denied any person the benefits of any of its programs or activities on the basis of race, color or national origin.

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

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

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



# **CITY OF KNOXVILLE**

## **TITLE VI PLAN**

### **OVERVIEW**

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

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

The City of Knoxville's Title VI Plan established a structure whereby compliance activities can be effectively managed. The Title VI Administrative Officer has the responsibility of ensuring that all City Departments comply with the plan provisions. Each department has appointed a Title VI Department Coordinator who works closely with the Administrative Officer on compliance activities. The Department Coordinators are responsible for collecting and analyzing statistical data of participants in and beneficiaries of federal financially assisted services provided through each respective department.

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

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

# **TITLE VI DEPARTMENT COORDINATORS RESPONSIBILITIES**

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

## **A. DEPARTMENTAL REPORTING**

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

## **B. SUB RECIPIENT REPORTING**

1. The Departmental Coordinators will be responsible for ensuring that the City of Knoxville Sub-recipients is in compliance with Title VI of the Civil Rights Act of 1964.
2. Prior to considering any entity as a potential sub-recipient through contracts with the City of Knoxville, Departmental Coordinators will follow the pre-award monitoring system.
  - (a) Compliance determinations will be made in writing and based on written information provided by the potential sub-recipients.
  - (b) On-site compliance reviews may be conducted if the potential sub-recipient provides inadequate information and site compliance reviews may be unannounced.
  - (c) If there are weaknesses in the potential sub-recipient's program(s), action will be deferred pending prompt remedial action on the part of the potential sub-recipient.
3. Sub-recipients are expected to collect, analyze and report the statistical data (race, color and national origin) of participants on and beneficiaries of federal financially-assisted services provided through each such sub-recipient to the respective Departmental Coordinator. Departmental Coordinators will conduct post-award on-site reviews, if necessary.



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

## **TITLE VI OF THE 1964 CIVIL RIGHTS ACT**

“Nondiscrimination in Federally Assisted Programs”



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



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



## **TITLE VI COVERS THE FOLLOWING AREAS:**

- Construction
- Procurement
- Transportation
- Parks and Recreation
- Community Block Grants
- The Location of Facilities
- Law Enforcement
- Contracting
- The distribution of benefits and services
- Tax benefits enjoyed by private fraternal and non-profit organizations
- Hiring
- Equipment and building loans

## **ACTIVITIES**

- Monitoring of community grants
- Review of board appointments
- Survey and review of City contractors
- Coordinate Departmental Title VI Coordinator's meetings and trainings
- Collect and Analyze the Departments Title VI surveys
- Develop and distribute community outreach information
- Limited English Proficiency Preparation - (Outreach, Informational Sessions, Spanish Orientation Class)
- Contract Compliance Reviews –internal and external

## **REMEDIAL ACTIVITIES**

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



## **TITLE VI ENFORCEMENT PLAN FOR SUB-RECIPIENTS**

- **POST AWARD COMPLIANCE**

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

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

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

- **PRE-AWARD COMPLIANCE**

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

## **TRAININGS & WORKSHOPS**

- The Title VI Coordinator will provide training for departments and grant recipients upon request by simply calling or e-mailing to arrange a date:
- Hold Annual non-profit grant sub-recipients Title VI training
- Title VI Coordinator presented the Title VI training in the “Supervisory Boot Camp” hosted by Civil Service.
- The Civil Service Departmental Coordinator discusses Title VI with all new hires



## **EQUAL BUSINESS OPPORTUNITY PROGRAM**



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

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

### **GOALS AND OBJECTIVES**

- To increase participation of minorities, women and small businesses in the City of Knoxville contracting, procurement and professional services contracts.
- To provide concise method of increasing minority, women, and small business participation.
- To establish numerical goals/benchmarks for increased participation of M/WBEs.
- To increase capacity of M/W/SBEs.



# **EQUAL BUSINESS OPPORTUNITY PROGRAM ADVISORY COMMITTEE**

Mrs. Melissa Roberson  
Knoxville Area Transit

Mrs. Gwen Winfrey  
City of Knoxville Community Development

Mr. Terry McKee  
Knoxville Community Development Corporation

Mr. David Smith  
Johnson & Galyon, Inc.

Mrs. Frances Hall  
Hall Communication, Inc.

Angel Rich Johnson  
Associated Women in Construction

Lisa Hatfield  
City Law Department

Ms. Marva Martin  
Community Rep.

Mr. John Sibley  
The Literacy Imperative

Mr. Jim York  
City of Knoxville, Finance

Mr. Boyce Evans  
City of Knoxville, Purchasing Agent

Mrs. Sherry Bennett  
City of Knoxville, Small Business Specialist



# INTRODUCTION

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

- Creation of a Minorities, Women, Small Business Program
- Certification Component
- Numerical Goals
- Pilot Projects
- Evaluation

# COMPONENTS OF EVALUATION

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

The “Good Faith Inclusion Plan” of the Equal Business Opportunity Program requires documentation of prime contractors’ efforts to include minorities and women in the contracting process. The plan includes language in contracts, request for proposals and request for qualifications encouraging partnerships and joint ventures.

The “Good Faith Inclusion Plan” is a part of all construction bid packages, and has been included with request for proposals or request for qualifications.

The City’s Procurement Policies and Procedures has been updated to allow the City to allocate for RFQ’s up to 10 evaluation points (on a 100 point scale) to how well an entity states it plans to employ small business in order to help the City meet its goal of conducting business with small businesses. The more business it plans to provide to small businesses for the project at hand, the more points it will receive of these potential 10 points (pg38 Procurement Policies).

## II. CERTIFICATION

The Equal Business Opportunity Program offers certification to minorities and women free of charge. Certification is not a requirement for contractual eligibility. Certification is encouraged through the EBOP community outreach activities and events.

### **III. NUMERICAL GOALS**

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

### **IV. OUTREACH EFFORTS FOR 2010/11**

- Knoxville Area Urban League Small Business Loan Committee member
- Monthly Title VI Outreach Group Meeting (State, TDOT, UTK, Knox County, MKAA)
- Tennessee Department of Transportation TDOT Conference
- Tennessee Department of Transportation annual DBE meetings
- Facilitated a ‘focus group’ that consisted of DBE’s and community leaders to identify reasons for the lack of minority firms bidding on City projects and develop an action plan to address the particulars.
- NMP email list serve
- Advertisement on grassroots talk show “Business on Demand” 1580 AM
- Advertisement in the community newspaper “Fountain City Focus” and “Halls Shopper” as well as the “Knoxville News Sentinel” and the “Business Journal”.
- Attended Associated Women in Construction, Knoxville and Hispanic Chamber events
- Collaborated with the Purchasing Department to host a breakfast “City Business Opportunities” at the Foundry. This event attracted close to two hundred participants that came to receive information on upcoming projects within the City.

### **V. TECHNICAL ASSISTANCE**

- The EBOP hosted the annual small business conference in partnership with Pellissippi State Community College and the regional Women Business Enterprise Council. We served approximately 62 constituents. Of the 62 attending 9 were minority owned and 20 were women owned businesses and all in attendance were small businesses
- EBOP certified 11 businesses in fiscal year 2011
- The enhanced Mentor Protégé program served one business this year. There were two enrolled and one dropped-out due to their increased workload. Our Protégé and SCORE reached a mutual agreement in March 2010, after one year, that SCORE’s meetings were productive in broadening the Protégé’s outlook and the protégé appreciated their expertise and input.
- Established a relationship with the Womens Business Enterprise National Council (WBENC) as a result thee City recognizes WBENC’s certification

# EQUAL BUSINESS OPPORTUNITY PROGRAM ACCOMPLISHMENTS



- Established a goal setting committee – the committee would consist of construction staff, Title VI Coordinator and a project manager. Setting a mandated goal on TDOT projects certainly provides experience in selecting the most suitable commercially use full function to consider subcontracting. These same functions could be cited as areas for subcontracting on City contracts.
- Departmental Goals for minority participation were set for each department should work within their budget ascertaining a reasonable annual goal based upon their intended annual purchases and submit these goals to the Purchasing Dept and the EBOP Coordinator at the beginning of the fiscal year

## RECOMMENDATIONS

The following recommendations are a result of the Equal Business Opportunity Program evaluation:

- Continue to research aggressive measures that specifically addresses the inclusion of minority and women owned businesses (Ex: incentives, discounts).
- Continue outreach activities to reach minorities and women business owners.
- Continue to improve on subcontractor data collection methods.
- Improve on accessible and flexible options for the small business conference
- Continue to increase awareness of purchase card holders of the opportunities to purchase from minority and women owned businesses via an extensive online directory of vendors.
- Increase compliance measures that enforce the intent of the EBOP forms and program

## TITLE VI ACCOMPLISHMENT



- Initiated annual Title VI training with Civil Service
- Maintained EEO and Title VI logs
- Conducted community grant recipients Title VI training for CCDBG, Parks & Recreation, and Community Grants program
- Participated in 8 Hours of Title VI training from Tennessee Human Rights Commission
- Attending Pre-Bid and Pre-con meetings reiterating

Title VI clause in all contracts.

## **THE TITLE VI COORDINATOR RECOMMENDS THE FOLLOWING:**

### **General**

- Include a diversity component led by the Title VI Coordinator, during the annual Mayor's retreat for senior and junior staff **preferably** on the first day of the retreat.
- Continue to host events with UTK-Black Cultural Center and the Alumni Association
- Utilize the Municipal Technical Advisory Service (**MTAS**) for additional diversity Training
- Each department should provide their Title VI coordinator an annual opportunity to reiterate the Civil Rights Act of 1964 and to reiterate the value of diversity in the work place.
- Continue to diversify Boards, Committees and Commission members by gender and race Each Senior and Junior director should have a preliminary outline on how their department will specifically meet the LEP requirements.
- Participate in the "Diversity Champions" initiative

### **Grants**

- Continue to host Title VI training for all grant recipients

### **Contract Compliance**

- Continue to conduct at least five compliance reviews per year on primary/sub-contractors
- Evaluation Committees on all projects, Request for Proposals and Request for Qualifications, etc... must be diverse in race and gender. When possible should include a Title VI departmental coordinator.
- All Evaluation Committee members must sign in on a sign in sheet that includes the following:
  - a) original date,
  - b) name of specific project,
  - c) original signature of specific members.
- The EBOP Forms that address the intent to use minority and women owned businesses be thoroughly explained to the contractors and inspected **before** the "Bid" is accepted or opened by Purchasing, preferably by the EBOP Coordinator.
- Require all prime contractors to submit copies of all subcontractors' contracts at the Pre-con meeting. To verify the contract amount that the Title VI Language is included
- Before a project begins to ensure that the intent of the "Good Faith Effort" has been met all (GFE) compliance documentation required and consequences should be reiterated by the Purchasing Dept. and all GFE correspondence timely communicated to the EBOP Coordinator to confirm that the GFE intent has been met before the project starts
- All six of the EBOP forms should be included in every contract.
- Reiterate that every contractor is expected to comply regardless if the prime is a minority or women owned business.
- Add the following fields to the bid tabulation form and select all that applies on each bid:
  - a) minority or women owned –

- b) Certified and list type of certification (TDOT, WEBC, Governor's Office, SBA)

### **Employment**

- Civil Service Department should continue to work towards providing:
  - a) a telephone recording in Spanish
  - b) a translator as needed
  - c) Spanish classes for City employees
  - d) applications in Spanish

### **Public Participation**

- Create a standard Form for Public Meetings, that includes title & date of meeting or hearing, name, gender & race of attendees as well as other information needed for the project
- Advertise in minority and neighborhood newspapers
- Continue to place summary of meeting notes or minutes from the meetings with the project
- Summarize response to public comment cards and attach to the public meeting documentation. When possible please date your response.
- Always note use of a translator or interpreter when appropriate

# **BOARDS & COMMISSION**

**2011**

| <b>Name</b>                                  | <b>Appointed by</b>          | <b>Term</b> | <b>White</b> | <b>Non-White</b> | <b>Vacant</b> | <b>Total</b> | <b>Gender<br/>Female/<br/>Male</b> |
|--|------------------------------|-------------|--------------|------------------|---------------|--------------|------------------------------------|
| Accident Review Board                        | Mayor                        | N/A         | 8            | 2                | 1             | 11           | 3F/7M                              |
| Affordable Housing Trust Fund Advisory Board | “ “                          | 3yrs.       | 7            | 3                | 0             | 10           | 3F/7M                              |
| Animal Control Board                         | “ “                          | 4 yrs.      | 8            | 0                | 0             | 8            | 6F/2M                              |
| Beer Board                                   | Elected City Council Members | N/A         | 8            | 1                | 0             | 9            | 2F/7M                              |
| Better Building Board                        | Mayor Appt.                  | 3 yrs.      | 4            | 1                | 0             | 5            | 4F/1M                              |
| Board of Adjustments & Appeals               | Mayor & Inspector            | 3 yrs.      | 8            | 1                | 0             | 9            | 1F/8M                              |
| Board of Electrical Examinations & Review    | Mayor                        | 3 yrs       | 7            | 1                | 0             | 8            | 8M                                 |
| Board of Environment Appeals                 | “ “                          | 5 yrs       | 5            | 0                | 0             | 5            | 2F/3M                              |
| Board of Zoning Appeals                      | “ “                          | 5 yrs.      | 3            | 2                | 0             | 5            | 3F/2M                              |
| Central Business Improvement District        | ** see footnote              | N/A         | 10           | 1                | 0             | 11           | 4F/7M                              |
| City Tree Board                              | Mayor                        | 4 yrs.      | 9            | 1                | 1             | 11           | 3F/7M                              |
| Civil Service Merit Board                    | “ “                          | 5 yrs.      | 4            | 1                | 0             | 5            | 2F/3M                              |
| Community Development Advisory Committee     | “ “                          | Ad Hoc      | 9            | 10               | 0             | 19           | 5F/14M                             |
| Community Television Knoxville               | ** see footnote              | 3 yrs       | 10           | 1                | 0             | 11           | 3F/8M                              |
| Development Corporation of Knox County       | ** see footnote              | 5 yrs       | 9            | 2                | 0             | 11           | 2F/9M                              |
| Downtown Advisory Committee                  | Mayor                        | N/A         | 9            | 1                | 0             | 10           | 5F/5M                              |
| East Tenn. Dev. Dist.                        | ** see footnote              | 4 yrs       | 4            | 0                | 3             | 7            | 4M                                 |
| East Tenn. Hist. Soc.                        | ** see footnote              | 3 yrs.      | 35           | 1                | 2             | 38           | 11F/27M                            |
| East Tenn. Hum. Res. Agency Policy           | ** see footnote              | 4 yrs       | 4            | 0                | 3             | 7            | 4M                                 |
| East Tenn. Reg. Juv. Serv. Ctr.              | ** see footnote              | 3 yrs.      | 9            | 1                | 0             | 10           | 2F/8M                              |
| Election Commission                          | Legislative                  | 2 yrs       | 4            | 1                | 0             | 6            | 2F/3M                              |
| Emergency Comm. Dist.                        | **see footnote               | N/A         | 9            | 1                | 1             | 11           | 1F/9M                              |
| Employee Benefits & Mayor Advisory Committee | Mayor & Staff                | 1 yr        | 24           | 2                | 1             | 27           | 9F/16M                             |
| Ending Chronic Homelessness Task             | Mayor                        | Ad Hoc      | 14           | 2                | 0             | 16           | 7F/9M                              |

|   |                              |                 |    |    |    |    |         |
|---|------------------------------|-----------------|----|----|----|----|---------|
| Force   |                              |                 |    |    |    |    |         |
| Fair Housing Hearing Board                    | Mayor                        | 5 yr            | 3  | 2  | 0  | 5  | 3F/2M   |
| Flood Management Planning Committee           | “ “                          | N/A             | 7  | 0  | 2  | 9  | 1F/6M   |
| Food Policy Council                           | Mayor & Co. Mayor            | 3 yrs           | 10 | 1  | 2  | 13 | 7F/4M   |
| Greenways Commission                          | Mayor (currently not active) | 3 yrs           |    |    | 28 | 28 |         |
| Historic Zoning Commission                    | Mayor                        | 5 yrs           | 7  | 2  | 0  | 9  | 4F/5M   |
| Homelessness Comm.                            | City & Co. Mayors            | N/A             | 2  | 0  | 0  | 2  | 2M      |
| Industrial Dev. Brd.                          | Mayor                        | 6 yrs           | 8  | 1  | 1  | 10 | 1F/8M   |
| Investment Adv. Brd.                          | Mayor                        | 2 yrs           | 3  | 1  | 1  | 5  | 1F/3M   |
| James White Pkwy Task Force                   | “ “ (currently not active)   | 2 yrs           |    |    |    |    |         |
| KAT Community Advisory Committee              | ** see footnote              | 2 yrs           | 12 | 5  | 0  | 17 | 7F/10M  |
| Knox County Air Pollution Control Board       | ** see footnote              | 4 yrs           | 9  | 0  | 0  | 9  | 1F/8M   |
| Knox County Tax Equalization Board            | ** see footnote              | 2 yrs           | 8  | 0  | 0  | 8  | 3F/5M   |
| Knoxville Reg. Trans. Png. Org                | ** see footnote              | N/A             | 19 | 2  | 0  | 21 | 4F/17M  |
| Knoxville Tour & Sprts. Corp.                 | ** see footnote              | 3 yrs           | 17 | 3  | 3  | 23 | 10F/10M |
| Knoxville Transit Authority                   | Mayor                        | 4 yrs           | 6  | 4  | 0  | 10 | 3F/7M   |
| Knoxville Utility Board                       | “ “                          | 7 yrs.          | 6  | 2  | 0  | 8  | 3F/5M   |
| Knoxville Volunteer Rescue Squad Board        | “ “                          | 3 yrs           | 23 | 2  | 2  | 27 | 6F/19M  |
| Knoxville Zoological Gardens                  | “ “                          | N/A             | 17 | 2  | 0  | 19 | 3F/16M  |
| Knoxville –Knox County Animal Welfare Board   | **see footnote               | 3 yrs & 2 terms | 10 | 1  | 0  | 11 | 6F/5M   |
| Knoxville-Knox County CAC                     | ** see footnote              | N/A             | 17 | 12 | 1  | 30 | 13F/16M |
| Knoxville-Knox Co. – KUB GIS                  | **see footnote               |                 | 14 | 0  | 0  | 14 | 3F/11M  |
| Knoxville Community Development Corporation   | Mayor                        | 5 yrs           | 5  | 2  | 0  | 7  | 3F/4M   |
| Mayors Council on Disability Issues           | “ “                          | 3 yrs           | 16 | 4  | 2  | 22 | 15F/5M  |
| Mechanical /Gas Board of examination & Review | “ “                          | 5 yrs           | 6  | 1  | 0  | 7  | 7M      |
| Metropolitan Drug                             | ** see footnote              | N/A             | 23 | 2  | 0  | 25 | 6F/19M  |

|   |                                   |        |    |    |    |    |         |
|---|-----------------------------------|--------|----|----|----|----|---------|
| Commission  |                                   |        |    |    |    |    |         |
| Metropolitan Knoxville Airport Authority          | Mayor                             | 7 yrs  | 8  | 1  | 0  | 9  | 2F/6M   |
| Metropolitan Planning Commission                  | City & Co Mayors                  | 4 yrs  | 13 | 2  | 0  | 15 | 4F/11M  |
| O'Connor Senior Advisory Board                    | City & Co Mayors                  | 2 yrs  | 20 | 1  | 1  | 2  | 9F/12M  |
| Pension Board                                     | ** see footnote                   | 3 yrs  | 8  | 0  | 0  | 8  | 2F/6M   |
| Plumbing Examination & Review Board               | Mayor                             | 5 yrs  | 6  | 0  | 0  | 6  | 1F/5M   |
| Police Advisory & Review Board                    | Mayor                             | 3 yrs  | 3  | 4  | 0  | 7  | 4F/3M   |
| Public Assembly Facilities Board                  | City Council Members              | 3 yrs  | 9  | 2  | 0  | 11 | 4F/7M   |
| Public Building Authority                         | City & Co . Mayor                 | 6 yrs  | 10 | 1  | 0  | 11 | 4F/7M   |
| Public Property Naming Committee                  | City Council members              | Ad Hoc | 12 | 2  | 0  | 14 | 5F/9M   |
| Recreation Center Task Force                      | Mayor ( currently inactive)       | N/A    | 17 | 0  | 0  | 17 | 6F/11M  |
| Residential Neighborhood Traffic Safety Committee | ** see footnote                   | N/A    | 16 | 0  | 0  | 16 | 6F/10M  |
| Solicitation Board                                | Mayor                             | 4 yrs  | 8  | 1  | 0  | 9  | 5F/4M   |
| Student Advisory Board                            | Mayor                             | 1 yr   | 14 | 4  | 0  | 18 | 8F/10M  |
| Urban Transportation Issues Committee             | ** see footnote                   | 2 yrs  | 2  | 1  | 0  | 3  | 1F/2M   |
| William H. Hastie Park Task Force                 | Recreation ( currently disbanded) | N/A    |    |    | 18 | 18 | N/A     |
| Workforce Connection Board                        | City & Co. Mayors                 | 2 yrs  | 22 | 11 | 0  | 43 | 14F/29M |
| Wrecker Services Commission                       | Mayor                             | 2 yrs  | 7  | 0  | 0  | 7  | 3F/4M   |

**\*\*The below task forces and committees are comprised in the following ways :**

**Central Improvement Business District** –House, Senate, Mayor, Property Owners

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

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

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

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

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

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

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

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

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

**Knoxville-Knox County CAC-** Mayor, Co. Mayor, CAC, Knox Co. Legislator, DHS, HeadStart, Council on Aging, MPC, Bar Assn., Health Dept., Knox County Commission, Schools, KCDC, O'Connor Ctr., Building Trades, Knox Ministerial , Women Voters, CLFO  
**Knoxville-Knox County – KUB- GIS-** MPC, KUB Mapping, Operations, , Knox Co. & City Information Systems, City & County Engineering, City & County Mayor, KGIS  
**Metropolitan Drug Commission-** City Council, County Commission, City & county Mayors, School Supt., Dist. Atty. General, Director of Health Dept., Police Chief, Sheriff, School Board, Juvenile Court Judge, Public Defender, 311 Manager, Past President, Rural Metro, Fulton High student, FBI, Pharmacy Mgr., Police Academy, UT Police Dept., PARC Director, Attorney  
**Pension Board –** Fire , Schools, General Govt., Police, Council, Mayor, Finance Director  
Residential Traffic Safety Committee- a person from each district appt by City Council, Police , Law Dept., Engineering, Council members  
**Urban Trans. Committee-** Knox Co. Rep., Mayor or Vice Mayor chooses a rep., Alcoa Rep.,

# CITY OF KNOXVILLE WORKFORCE ANALYSIS

## 2011







**CITY OF KNOXVILLE WORKFORCE ANALYSIS  
SUMMARY PAGE BY EEO CATEGORY  
MAY 2011**

| Job Categories             | Employee Totals           | Male  |     |      |     |      |       | Female |     |      |     |      |       |
|----------------------------|---------------------------|-------|-----|------|-----|------|-------|--------|-----|------|-----|------|-------|
|                            |                           | White | Blk | Hisp | Asn | Pcls | AmInd | White  | Blk | Hisp | Asn | Pcls | AmInd |
| Managers(1)                | 93                        | 70    | 3   | 1    |     |      |       | 15     | 4   |      |     |      |       |
| Professionals(2)           | 219                       | 161   | 10  | 1    | 1   |      |       | 41     | 4   |      |     |      |       |
| Technical(3)               | 142                       | 100   | 8   |      | 1   |      |       | 28     | 4   |      |     |      |       |
| Protective Services(4)     | 575                       | 459   | 29  | 4    | 2   |      | 1     | 74     | 5   |      |     |      |       |
| Para Professionals(5)      | 159                       | 66    | 16  |      |     |      |       | 59     | 17  |      |     |      |       |
| Admin. Services (6)        | 180                       | 29    | 1   |      |     |      |       | 133    | 15  | 1    |     |      |       |
| Skilled Craft(7)           | 188                       | 173   | 12  |      |     |      | 1     | 2      |     |      |     |      |       |
| Unskilled(8)               | 207                       | 134   | 23  | 2    |     |      |       | 45     | 1   |      |     |      | 1     |
| Total Minority Percentages | 9.6%<br>(=169 employees ) | 67.6  | 5.8 | 0.5  | 0.2 | 0    | 0.1   | 22.5   | 2.8 | 0.1  | 0   | 0    | 0.1   |
| Totals                     | 1316                      | 1194  | 103 | 8    | 4   | 0    | 2     | 398    | 50  | 1    | 0   | 0    | 1     |

Data collected from Civil Service Report KJP283 report dated 6/3/2011  
Prepared for the fiscal year 2010/2011 Title VI Report

- Totals include temporary, full-time, part-time and seasonal employees.
- Does not include athletic officials and other similar positions
- Due to rounding percentages will not equal 100

- Many of the City jobs are traditionally male (Fire, Police, Public Service), but Civil Service is making strides in those areas to attract a larger female applicant pool. The applicant pool drives the hiring

# LIMITED ENGLISH PROFICIENCY PLAN

# 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 own programs
- Break down language barriers by implementing consistent standards of language assistance across federal agencies and amongst all recipients of federal financial assistance

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

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

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

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

### ***Guidance/Resources***

- The U.S. Department of Transportation Guidance to Recipients on Special Language Services to Limited English Proficient Beneficiaries, Federal Register/Vol.66, No.14/Monday, January 22, 2001
- The U.S. DOJ Policy Guidance , Enforcement of title VI of the Civil Rights Act of 1964- National Origin Discrimination Against Persons with Limited English Proficiency, Federal Register /Vol.65 No. 159/Wednesday, August 16, 2000 [www.usdoj.gov/crt/cor](http://www.usdoj.gov/crt/cor)
- 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 City is taking progressive measures preparing for the impending necessity.

- At the click of a mouse, our website can be translated into various languages.
- The KAT (Knoxville Area Transit System) has bi-lingual schedules and telephone information services. Our 311 department which is our catch all customer service line and complaint disseminator utilizes language line ([www.languageline.com](http://www.languageline.com)) as a resource for limited English speaking customers. The Language line is also available to other departments via password.
- Our Police Department has multilingual officers and detectives. The Police Advisory Review Committee and Title VI department each has bi-lingual brochures and posters.
- In addition, we also provide our various departments the multi-language poster the Census provides that asks the person in several languages to point to the language they are speaking. The employee can utilize 311's City Contract with Language Line ([www.languageline.com](http://www.languageline.com) or 1-866-874-3972). The Department Heads should contact the 311 manager for instruction on how to access this resource. Additionally, TDOT offers assistance to municipalities thru their foreign language provider Open Communication's International Inc. ([www.state.tn.us/generalserv/purchasing/kont](http://www.state.tn.us/generalserv/purchasing/kont)) and they too will provide over the phone interpreting.
- The City of Knoxville advertises in two Latino newspapers and the Knoxville News Sentinel and the City collaborates with the Latino Task Force of Community Economic Development Network of East Tennessee and the Hispanic Chamber.
- The Knoxville Police Department LEP plan is listed on the LEP.gov website as a best practice by the Department of Justice

# **PUBLIC PARTICIPATION**

- Public meetings are held for a variety of reasons and different levels of public input are expected. Meetings may be specially scheduled public hearings, project or plan specific. Public meeting may also be regularly scheduled meetings of task forces or focus groups. Actions of meetings may result in the adoption or approval/disapproval of project or plan.
- Early involvement with local community leaders assist in determining suitable meeting forums and information formats to foster valuable input, especially when soliciting input from target populations.
- Public Hearings provide a formal setting for citizens to provide comments to the City They are recorded and transcribed for the record.
- All city of Knoxville meetings and public review shall be held at a location and time that is convenient and accessible. When there are a series of public meetings being held throughout the City on a certain plan or program at least one-quarter of these meetings shall be held at a time and locations that is accessible by public transportation. All locations must be ADA approved.

## **Participation/Information Tools**

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

### Meeting Types \* Translators/Interpreters as Needed\*

Public Hearings  
 Public meetings  
 Workshops  
 Small Group meetings  
 Town Hall Meetings

### Participation Tools

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

### Information Tools

Community TV  
 Direct Mailings  
 Display AD  
 Door-Door Canvassing  
 Emailing  
 Newsletter Publications  
 Press Release and Press Kits  
 Public Service Announcement

**TITLE VI  
SURVEY ANALYSIS**

**CALENDAR YEAR**

**2011**

Date: February 29, 2012

To: Mayor Madeline Rogero  
All Senior Directors  
All other Directors and Extended Staff

From: Joshalyn Hundley, Title VI Coordinator  
CC: Thomas Strickland Jr. Director of Community Relations

Subject: 2011 Title VI Survey Analysis

According to the City of Knoxville Compliance Plan p.13, the responsibility for coordinating Title VI compliance within the City of Knoxville is assigned to the Title VI Coordinator and divided among respective departments. Each department has appointed a Title VI Departmental Coordinator and they meet twice a year or as needed.

The Departmental Coordinator is responsible for:

- Administering the compliance procedures and Title VI complaint processing for the respective departments.
- Submitting an annual survey to the Title VI Coordinator's office each January.

The Coordinators efforts have facilitated some significant improvements and highlighted concerns pertaining to Title VI. Such as:

- Total racial composition of the Advisory Group or Governing Board has been improved. Minority participation is up from 14.2% in FY2010 to 17% in FY2012.  
Reporting of existing and newly formed Boards and Advisory groups increased.
- Two departments improved the frequency of Title VI training.
- Thirty percent of the reporting departments depend upon Purchasing to ensure that Title VI assurance statements are provided to clients whom the City provides direct services. The departments should also assume this responsibility.
- Only one draft LEP Plan (Limited English Proficiency Plan) has been sent to the Title VI Coordinator. The KPD final LEP plan was approved by the Dept. of Justice in 2009.

As we continue to adhere to compliance the following suggestions/recommendations should keep us on course:

- Each Department should prepare a preliminary outline on how their department will specifically meet the Limited English Proficiency requirements (see Title VI Report for guidelines) by June 2012. Once approved by the Title VI Coordinator implementation should follow immediately.
- Directors should make Title VI a subject for quarterly staff meetings.
- Endorse and assist Civil Service with the implementation of extended certifications for minority male and females in underutilized EEO categories.
- Include a diversity component led by the Title VI Coordinator, during the annual Mayor's retreat for senior and junior staff **preferably** on the first day of the retreat.
- Continue to diversify Boards, Committees and Commission members by gender and race.

The annual survey summary of findings is attached.

**CITY OF KNOXVILLE  
TITLE VI COORDINATOR**

**Joshalyn Hundley**

Title VI Coordinator  
Room 654C  
City/County Building  
400 Main Street  
Knoxville, Tennessee 37902

Telephone: (865) 215-3867  
Fax: (865) 215-2085  
E-mail: [jhundley@cityofknoxville.org](mailto:jhundley@cityofknoxville.org)

---

---

City of Knoxville  
Title VI Departmental and Division Coordinators

|   |                   |
|---|-------------------|
| Mayor's Office                                      | Joshalyn Hundley  |
| Civil Service Department                            | Nicholas Bradshaw |
| <b><u>Community and Neighborhood Services</u></b>   |                   |
| Community Development Division                      | Gwen Winfrey      |
| Parks and Recreation Division                       | Valerie Upton     |
| Public Service Division                             | Chad Weth         |
| Finance and Accountability Department               | Sherry Bennett    |
| Fire Department                                     | Pat Armstrong     |
| Law Department                                      | Lisa Hatfield     |
| <b><u>Operations and Engineering Department</u></b> |                   |
| Inspections Division                                | Robert Clark      |
| Engineering Division                                | Robin Tipton      |
| Fleet Division                                      | Keri Collins      |
| Police Department                                   | Chief Cindy Gass  |
| KEMA  | Diane Foxx        |
| Public Assembly Facilities                          | Kim Thompson      |



# 2011 Title VI Survey Statistical Data Analysis

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

**TOTAL: 228**  
**Whites: 189**  
**Blacks: 32**  
**Hispanics: 4**  
**Native Americans: 3**  
**Others: 0**

**b. How are members selected?**

**44% Appointed by Mayor**  
**44% Appointed by Mayor/Confirmed by Council**  
**1% Popular vote by Rank & Shift**  
**5% Nominated and appointed annually**  
**6% Consultation between senior & department director**

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

**44% -5 years**  
**22% -3 years**  
**11% -2 years**  
**5 %- 1- year**  
**18% - indefinites**

**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?**

- Plans to discuss with Mayor before next selection is made**
- Seek minority nominations to present to the Mayor as vacancies open**
- Director plan to discuss with mayor before next selection is made**

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

**Yes 98%    No 1%    No Answer 1%**

**8. Posters:**

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

**Yes: 100% No: \_\_\_\_\_**

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

**Yes 100%**

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

30% Did not answer this question

70% Answered no complaints

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

Yes 98% Did not answer 2%

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

Yes 1% No 98% No Answer 1%

If yes give date: 5/20/2011 Results: compliance xx (KEMA) .

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

Yes 100% No \_\_\_\_\_

If yes, describe how:

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

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

Yes 99% Not applicable 1%

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

Yes 100% No \_

If yes, state by whom and how:

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

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

Yes 80% No \_\_\_ N/A 20%

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

40% Attached a copy of info

20% Did not answer

10% Stated from City Code

30% Rely on Purchasing to have info in contracts

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

Yes 100% No \_\_\_ N/A \_\_\_

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

Yes 100% No \_\_\_\_\_

**TO:** CITY OF KNOXVILLE COUNCIL MEMBERS

**FROM:** BOYCE H. EVANS, PURCHASING AGENT

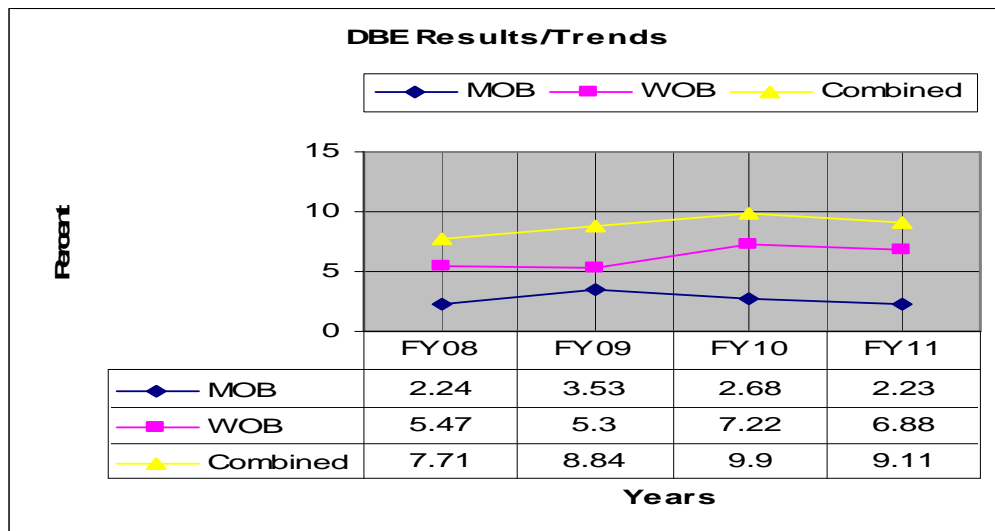
**SUBJECT:** FY 11 ANNUAL DISADVANTAGED BUSINESS ENTERPRISE REPORT

**DATE:** AUGUST 5, 2011

This memorandum provides the annual Disadvantaged Business Enterprise (DBE) Report for FY 11 to describe how the City of Knoxville is performing with regard to reaching its goal of conducting 10% of all business with minority- and women-owned businesses combined. All information is as of June 30, 2011.

**Overview: Minority- and Women-Owned Businesses.** As depicted in the following chart, the total percentage of business the City did with minority-owned businesses (MOBs) in FY 11 was 2.23%, for a total of \$1.44M. The City conducted 6.88% of its business with women-owned businesses (WOBs) for a total of \$4.45M. This means the total amount of business the City did with M/WOBs combined was 9.11%, for a total dollar value of 5.89M, which is a decrease of almost half of a percentage point from last FY. Both the women-owned and minority-owned business percentages dropped slightly from FY10 to FY 11. In sum, we are less than a percentage point (0.89%) from reaching our 10% goal which equates to roughly \$574K in value.

Of particular note, is the fact that the business conducted with minority-owned businesses has remained relatively flat for the past several years. Part of this is due to overall national economic conditions. We believe that the initiatives developed by the Purchasing Division and the Black Business Contractor’s Association, as well as the contract with Minter & Associates, will push the trend upward. Those initiatives are discussed later in this memorandum.



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

- Goods & General Services.** The City conducted a combined total of 13.57% of its business with M/WOBs (\$5.26M), which actually exceeds the City’s goal of 10% in this specific area. However, the majority of this achievement is due to the amount of business the City conducted with women-owned businesses (10.26%). Minority-owned businesses did not fare as well in that only 3.31% of the business was conducted with minority-owned firms in this area.
- Professional Services.** This remains a significant “challenge area” in that we spent \$7.15M on professional services during FY 11, and none of this amount went to minority-owned firms. Moreover, only 1.1% (\$79K) of this business was conducted with women-owned firms. The City must strive to find qualified M/WOBs to perform some of this work for FY 12 and efforts are underway in that regard. This is a significant challenge in that there are relatively few DBEs in the local area which provide professional services such as architectural, engineering, accounting, medical, and other professional services.

- **Construction.** Construction contracting for both minority- and women-owned firms remains a significant challenge area in that the City spent just over \$18.7M on construction-related projects in FY 11 but only 0.85% (\$158,747) of that amount went to MOB's and only 2.09% (\$390,574) went to WOBs. This resulted in a combined total of 2.94% (\$549,321) going to M/WOBs. Clearly, the City needs to increase the amount of capital improvement dollars that go to minority- and women- owned businesses.

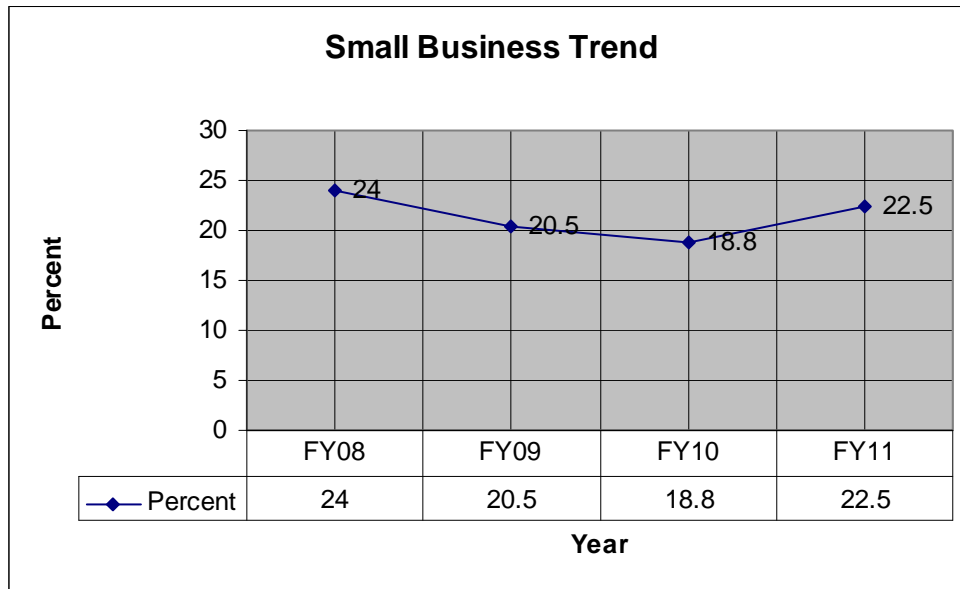
| <b>GOODS &amp; GENERAL SERVICES</b> | <b>FY 11 %</b> | <b>FY 11 \$\$\$</b> |
|-------------------------------------|----------------|---------------------|
| Minority-Owned                      | 3.31           | \$1,283,276         |
| Woman-Owned                         | 10.26          | \$3,977,042         |
| Combined                            | 13.57          | \$5,260,318         |
|                                     |                |                     |
| <b>PROFESSIONAL SERVICES</b>        | <b>FY 11 %</b> | <b>FY 11 \$\$\$</b> |
| Minority-Owned                      | 0              | \$0                 |
| Woman-Owned                         | 1.1            | \$78,780            |
| Combined                            | 1.1            | \$78,780            |
|                                     |                |                     |
| <b>CONSTRUCTION</b>                 | <b>FY 11 %</b> | <b>FY 11 \$\$\$</b> |
| Minority-Owned                      | 0.85           | \$158,747           |
| Woman-Owned                         | 2.09           | \$390,574           |
| Combined                            | 2.94           | \$549,321           |

**Small Business Overview:** With regard to small businesses, the City of Knoxville yielded admirable results for FY 11. Specifically, we spent approximately \$14.6M on small businesses nationwide, which equates to 22.53% of the City's total business expenditures. The following chart shows that we spent \$8.1M (or 12.5%) with small businesses in Knox and the surrounding counties. Closer to home, we spent \$5.5M with small businesses in Knox County, which amounts to 8.6% of our total expenditures. The following chart depicts the amount spent by county and the corresponding percentages.

| <b>COUNTY</b>      | <b>AMOUNT</b>       | <b>PERCENTAGE</b> |
|--------------------|---------------------|-------------------|
| Anderson           | 99,243.86           | 0.15%             |
| Blount             | 129,364.22          | 0.20%             |
| Campbell           | 69,076.59           | 0.11%             |
| Grainger           | 154,357.46          | 0.24%             |
| Hamblen            | 1,819,894.71        | 2.82%             |
| Jefferson          | 119,011.78          | 0.18%             |
| Knox               | 5,524,288.87        | 8.55%             |
| Loudon             | 7,431.67            | 0.01%             |
| Sevier             | 150,824.84          | 0.23%             |
| <b>TOTAL</b>       | <b>8,073,494.00</b> | <b>12.49%</b>     |
|                    |                     |                   |
| <b>Total Spend</b> | <b>64,624,196.6</b> |                   |

|                             |                                 |               |
|-----------------------------|---------------------------------|---------------|
|                             | <b>8</b>                        |               |
|                             |                                 |               |
| <b>Total Small Business</b> | <b>14,562,774.3</b><br><b>5</b> | <b>22.53%</b> |

As depicted in the next chart, during FY11 the City actually reversed the downward trend it had been on for several years with regard to small businesses. Specifically, we increased the amount of business conducted with small businesses from 18.8% in FY10 to 22.5% in FY11. We still need to improve in this area, but these results are refreshing and we hope they will continue.



**Fourteen Planned Initiatives for FY 12.** To increase the amount of business the City conducts with both minority- and women-owned companies, we shall implement the following initiatives during FY 12. Note that these initiatives were developed jointly between the Purchasing Division and the Black Business Contractor’s Association at the request of the Mayor. We believe these will yield positive results. Planned FY12 initiatives follow:

1. Use the results of departmental M/WOB utilization as criteria for evaluating staff performance for departmental directors and division chiefs.
2. Attempt to advertise opportunities in a timely manner in M/WOB general circulation publications.
3. Raise the bond threshold (with City Council’s approval) for contracts requiring bid bonds from \$10,000 to \$100,000.
4. Adjust evaluation criteria in RFPs and RFQs to consider prime contractor’s past record of using small businesses as sub-contractors on non-publicly funded projects. The adjustment would consist of asking prime contractors to describe their track record with regard to utilizing small businesses as sub-contractors. The past performance would be considered as part of the point allocation. The intent is to encourage primes to use small businesses as part of their ongoing endeavors.
5. Send notifications soliciting quotes, bids, qualifications, and proposals to M/WOBs and local small businesses.
6. Strive to include more minority representation on evaluation committees for RFPs, RFQs, etc.

7. Publish a bimonthly contracting outreach newsletter which states: who won various contracts and the scope of services entailed; supplier prices; and upcoming procurement opportunities. The newsletter would also state the results of our purchases between \$5K and \$25K which will be beneficial to small businesses.
8. Reduce size of contracts and un-bundle large purchases of goods/services where practical.
9. Initiate joint venture programs.
10. Publish procurement opportunities requiring at least three quotes (\$5,000 to \$25,000 category) on the procurement website and publish the results of these purchases on the website.
11. Develop a “certified” M/WOB vendor directory.
12. Provide frequent orientations to departments depicting where they stand regarding conducting business with M/WOBs and small businesses.
13. Compile and disseminate a list of sureties. Purchasing will post this list on its website in order to let firms know who they can contact to acquire bonds. The list will also be referenced in our ITBs, RFPs, RFQs, and LOIs.
14. Develop a prompt payment policy for small businesses that is quicker than the City’s normal “net 30” policy.

**Improving the Amount of Business Conducted with Minority-Owned Businesses.** A primary reason that the amount of business conducted with minority-owned businesses remains relatively flat is that the City receives very few bids from minority-owned firms. To rectify this situation, the City recently contracted with Minter & Associates to: 1) determine why the City does not receive more bids, proposals, and qualifications from MOBs and 2) develop an action plan to increase the amount of submissions the City receives from MOBs.

**Summary.**

The City of Knoxville conducted 9.11% of its business with minority- and women-owned firms for FY 11 for a total value of \$5.89M. This is 0.89% short of the 10% goal which equates to roughly \$574K in value. The focus area for FY 12 is to increase the amount of business conducted with minority-owned firms. To yield more positive results in this area the City is decisively engaged in a contract with a consulting firm to help determine why the City does not receive more bids from the minority-owned business community and to develop an action plan to rectify that situation. We hope to begin implementing said action plan during FY 13. Moreover, we believe that execution of the fourteen initiatives developed by the Purchasing Division and the Black Business Contractor’s Association will also markedly improve performance in this area.

For questions regarding this report, please contact the Purchasing Agent (Boyce H. Evans) at 865-215-2069 or by email at [bhevans@cityofknoxville.org](mailto:bhevans@cityofknoxville.org)

Annual DBE Report  
 Fiscal Year 2011  
 July 1, 2010 - June 30, 2011  
 Construction and Related Services

|                      | <b>Male</b>          | <b>Female</b>     | <b>Total</b>         |
|----------------------|----------------------|-------------------|----------------------|
| Asian                | 12,974.92            | 2,780.34          | 15,755.26            |
| Black                | 74,797.75            | 1,853.56          | 76,651.31            |
| Non-Minority (Small) | 1,762,357.42         | 390,574.20        | 2,152,931.62         |
| Non-Minority (Large) | 16,402,060.24        | -                 | 16,402,060.24        |
| Hispanic             | 39,464.05            | 926.77            | 40,390.82            |
| Native American      | 15,755.26            | 10,194.58         | 25,949.84            |
| Other                | -                    | -                 | -                    |
| Pacific Islander     | -                    | -                 | -                    |
| <b>TOTAL</b>         | <b>18,307,409.64</b> | <b>406,329.45</b> | <b>18,713,739.09</b> |

|                      |               |              |                |
|----------------------|---------------|--------------|----------------|
| Asian                | 0.07%         | 0.01%        | 0.08%          |
| Black                | 0.40%         | 0.01%        | 0.41%          |
| Non-Minority (Small) | 9.42%         | 2.09%        | 11.50%         |
| Non-Minority (Large) | 87.65%        | 0.00%        | 87.65%         |
| Hispanic             | 0.21%         | 0.00%        | 0.22%          |
| Native American      | 0.08%         | 0.05%        | 0.14%          |
| Other                | 0.00%         | 0.00%        | 0.00%          |
| Pacific Islander     | 0.00%         | 0.00%        | 0.00%          |
| <b>TOTAL</b>         | <b>97.83%</b> | <b>2.17%</b> | <b>100.00%</b> |

**Ameresco sub-contractors included**  
**Community Development sub-contractors included**