



Metropolitan Government  
of Nashville and Davidson County

# Title VI

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## **Compliance Implementation Report**

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**Megan Barry, Mayor**

**2017**

**Department of Human Resources**

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## **INTRODUCTION**

Title VI is a federal law which requires the non-discriminatory delivery of services which are supported by federal financial assistance. It prohibits discrimination on the basis of race, color, or national origin. Other civil rights laws prohibit discrimination on the basis of gender, age, and disability.

## **THE OFFICE OF THE MAYOR**

Megan Barry is the seventh mayor of Metropolitan Nashville and Davidson County following an historic election in which she became the first woman and first member of the Metro Council to be elected Mayor. Mayor Barry's focus as mayor is on improving the educational outcomes at our public schools, engaging regional and state partners to develop a unified vision and plan for transportation, creating more affordable housing options for residents of all backgrounds, and continuing to grow our economy while ensuring all parts of Davidson County share in the prosperity.

### **Executive Office**

The Executive Office is led by the Mayor's Chief Operating Officer who coordinates Metro departments and agencies, and the Chief of Staff, who coordinates the Mayor's staff and policy. The Executive Office is comprised of functions that serve and support the entire Mayor's staff: education, event support, external communication, innovation, legislative relationships, scheduling, and youth. Metro's Chief Diversity Officer is also part of the executive team as are security and administrative mayoral direct support staff.

### **Office of Neighborhoods and Community Engagement**

The mission of the Mayor's Office of Neighborhoods & Community Engagement (ONCE) is to improve the quality of life in Nashville's neighborhoods through a more informed, active and involved citizenry and enhanced governmental response to community needs. The main function of ONCE is to provide constituent services through the Mayor's office, administer neighborhood and community group support, increase community inclusion and to support special initiatives led by Mayor Barry. Within the Mayor's Office of Neighborhoods and Community Engagement, the Mayor's Office of New Americans (MONA) works to engage the immigrant and refugee communities and empower them to participate in our government and our community.



### **Office of Economic and Community Development**

The Mayor's Office of Economic and Community Development (ECD) assists Mayor Barry in recruiting new businesses to the City, helping existing businesses expand and working to ensure that the environment in Nashville is conducive to long-term economic growth. The Economic and Community Development team is committed to supporting businesses of all sizes and types, from new entrepreneurial ventures to relocation of global businesses. ECD works closely with the Nashville Area Chamber of Commerce, the Tennessee Department of Economic and Community Development and other partners to make Nashville a compelling place to work, live, and invest.

### **Office of Economic Opportunity and Empowerment**

The Mayor's Office of Economic Opportunity and Empowerment (OEOE) seeks to ensure that Nashville's growth results in an increased quality of life for all Nashvillians through innovation and collaboration across Nashville's economic opportunity efforts. OEOE routinely engages community partners, efficiently leverages resources, and facilitates long-term planning and coordination to reduce poverty in Nashville. With an emphasis on social, racial, and economic equity, OEOE currently focuses on the following economic opportunity priority areas: affordable housing, workforce development, financial empowerment, and homelessness. As Nashville continues to experience economic growth, Mayor Barry believes it is critical that the benefits of the City's economic success reach all of our residents.

### **Office of Infrastructure**

Mayor Barry's Infrastructure Team provides leadership, accountability, and stakeholder engagement around Nashville's push to create an efficient, equitable transportation network, as well as efforts to incorporate sustainability throughout all operations of Metro Government and the city at-large. The team works closely with the community in the development, coordination, and administration of transportation and growth policies for Nashville, including adherence to and implementation of: NashvilleNext, the countywide General Plan; nMotion, Metro Transit Authority (MTA)/Regional Transit Authority (RTA)'s strategic master plan; and Middle Tennessee Connected, the Metropolitan Planning Organization's (MPO) regional transportation plan that builds on NashvilleNext and nMotion. The team also works closely with citizens, the business community, and Metro departments—including Public Works, Planning, Parks, Metro Nashville Public Schools, Metro Development and Housing Authority, MTA—to update and implement Nashville's policies and plans around sidewalks, bikeways, parks, greenways, and other aspects of the built environment that affect livability, human and environmental health.

## **THE METROPOLITAN COUNCIL**

The Metropolitan Council is the legislative body of Nashville and Davidson County. Members are elected to serve a term of four years. There is one Vice-Mayor, five council members-at-large, and thirty-five district council representatives. Specific information on the Metropolitan Council can be found in Article 3 of the Metropolitan Charter.

The Metropolitan Council meets regularly on the first and third Tuesdays of each month at 6:30 p.m. Meetings are open to the public and are held in the Historic Courthouse at One Public Square, Suite 204.

Meetings on the first Tuesday of odd-numbered months are reserved for public hearings on bills on zoning matters. The Vice-Mayor presides over these meetings. Agendas of the Council meetings and minutes of prior meetings are prepared by the Metropolitan Clerk's Office. Appendix C provides a listing of Metropolitan Council members for the 2011-2015 term.

## **THE DEPARTMENTS OF THE METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY AND FUNCTIONS**

Metro delivers services and performs operations through the activities and functions of its departments, boards, commissions, and other elected offices. The following provides detail with regard to Metro's Executive Departments, semi-autonomous agencies, boards and commissions, and other elected officials which comprise the Metropolitan Government of Nashville and Davidson County. See Appendix D for an organizational chart of the structure of the Operating Departments.

### **Codes Administration**

The Codes Department provides direction and coordination of departmental policy and support for the operating programs. This includes the licensing of Electrical, Plumbing, and Mechanical/Gas contractors, and serving as secretary to six administrative boards.

The mission of the Department of Codes & Building Safety is to provide permit, inspection, enforcement and information products to the Nashville Community so they can experience safe buildings and improved quality of life.

### **Criminal Justice Planning Unit**

The goal of the Criminal Justice Planning Unit is to assist policy makers in better planning for the expected population of correctional facilities, intermediate sanctions, and other criminal justice services and programs. The CJPU's main focus is to forecast inmate populations under correctional supervision by the use of computer modeling. The CJPU currently presents a semiannual report which predicts and assesses the ten-year correctional inmate population for Davidson County. Starting with the 2004 semiannual report, the CJPU will provide five-year correctional population projections. Additionally, the unit is available to provide accurate data and credible analysis to policy makers when making decisions for the Davidson County Justice System.

### **Emergency Communications**

The Operations Division of the Emergency Communications Center consists of the dispatchers who are the voice on the other end of the phone calls made to 9-1-1, 862-8600, and a number of other public safety emergency numbers within Metro. They are also the voice on the other end of the radio for Metro's Police and Fire field personnel. MNPd and NFD field personnel receive calls for service from ECC telecommunicators, who provides the informational support work needed to complete those calls.

The mission of the Emergency Communications Center is to enhance the quality of life for all citizens in our community by processing all 9-1-1 calls and by the dispatching of appropriate emergency responders in an expeditious, courteous, and professional manner; thereby saving lives, protecting property, curbing crime, and preventing major fire losses.

### **Finance**

The Finance Department is charged with administering the financial affairs of the Metropolitan Government in accordance with applicable provisions of the Charter, applicable ordinances, and principles and practices of sound municipal fiscal administration.

The mission of the Department of Finance is to provide financial management, information, and business products to policy makers, departments, agencies, investors, and the Nashville community so they can have confidence in Metro Government, make informed decisions, and achieve their results.

### **Fire**

The Fire Department is charged with providing class 6 to 9 level of fire protection services and a strong first responder emergency medical service

to all residents of the General Services District outside the Urban Services District; to provide class 3 level of fire coverage and first responder emergency medical service to residents of the USD through the following programs: suppression, rescue, communications, training, safety, maintenance and repair, and prevention and required administrative activities; and to provide the highest possible level and quality of emergency medical care and rescue services to the residents of Metropolitan Nashville/Davidson County.

### **General Services**

The General Services Department serves all of the other departments in Metro Nashville Davidson County Government through a system of support services including building maintenance and operation, radio communications, motor pool services, security services, postal services, photographic services and printing services.

The mission of the General Services Department is to provide radio communications, facilities maintenance and operations, photographic, postal, printing, and security products to Metropolitan Government Departments so they can provide the highest level of service to their customers and citizens.

### **Human Resources**

The Department of Human Resources provides information and support in the areas of hiring, training, compensation, benefits, and compliance with all local, state and Federal laws, rules and regulations for active and retired Metropolitan Government employees. Our goal is to provide opportunities that promote the professional development of employees in a diverse municipal workforce.

The mission of the Human Resources Department is to provide human resources business and benefits products to employees and agencies so they can provide quality government services and to retirees so they can receive the benefits to which they are entitled. Both the Metropolitan Employees Benefit Board and the Civil Service Commission are housed in the Department of Human Resources.

### **Information Technology Services**

Information Technology Services Department's Mission Statement:

Work together to deliver exceptional technology solutions that improve the lives of the citizens of Davidson County through the Metropolitan Government entities we serve

## **Law**

The Legal Department provides complete legal advice and representation to all levels of the administrative, legislative and operational divisions of The Metropolitan Government of Nashville and Davidson County. The Department provides legal counsel to all Metro departments, agencies, and commissions; handles all litigation involving the Metropolitan Government; provides legal counsel to the Mayor, Council, and other Metropolitan officials; acts as a liaison with other governmental agencies on legal issues; administers insurance and safety program to identify, analyze, evaluate and make recommendations for treatment of loss risks; and provides loss prevention services.

## **Police**

The Police Department is charged with enforcing the law and to protect the general public in accordance with the provisions of the Metropolitan Charter and ordinances.

The mission of the Police Department is to provide community based police services through crime prevention strategies and partnerships, to ensure a safe and peaceful Nashville. In carrying out its mission, the members of the Police Department will continue to value:

- organizational excellence and professionalism
- the impartial enforcement of the law
- the people we serve and each other
- problem-solving partnerships
- open communication
- ethics and integrity

## **Public Works**

The mission of the Department of Public Works is to deliver a wide range of services that help define the quality of life for Nashville and Davidson County's residents, businesses and visitors by ensuring a safe and convenient complete streets transportation infrastructure; protecting the environment; and creating cleaner, beautiful, and more livable neighborhoods.

## **Soil and Water Conservation**

The Davidson County Soil Conservation District Board is responsible for providing technical assistance on natural resource concerns to individuals and agencies of the government, and for offering educational activities in the area of soil and water conservation for schools. The district cooperates with other governmental agencies in activities relating to soil and water conservation. The district assists land users with the development and

revision of soil and water conservation plans to meet the provisions of the 1995 Farm Bill and the 1990 Food Agricultural Conservation and Trade Act. The farm bill requires individuals receiving United States Department of Agriculture (USDA) benefits to follow an approved conservation plan on their farmland.

The mission of the Soil and Water Conservation Department is to study, plan, and provide technical and educational assistance on soil, water and environment related problems to individuals, groups, and units of government in Davidson County.

### **Water Services**

Water Services works to provide quality water services at an economical price, including construction, operation and maintenance of all water and sanitary sewerage facilities of the Metropolitan Government and for the collection of all charges for the services of such utilities.

## **SEMI-AUTONOMOUS AGENCIES, BOARDS, AND COMMISSIONS**

Metro delivers services and performs operations through the activities and functions of its agencies, boards, commissions, and other elected offices. The following provides detail with regard to Metro's Semi-autonomous agencies, boards, and commissions. Only those entities supported by the Metro Budget are listed below.

### **Agricultural Extension**

The Smith-Lever Act of 1914 established the Agricultural Extension Service (AES). It is the off-campus educational unit of two land grant universities (The University of Tennessee and Tennessee State University). Agricultural Extension Service provides informal educational programs in agriculture, horticulture, family and consumer sciences, and supports and organizes 4-H programs.

The mission of the Agricultural Extension Service is to help people improve their lives through education, using research-based information focused on issues and needs.

### **Arts Commission**

Administrative staff serves as the liaison with the Commission, the Office of the Mayor, and Metro Council. The staff is responsible for budget preparation; seeking outside funding from regional, state, and national sources; overseeing public information programs; planning and managing the department's finances; coordinating Commission and committee work;

and engaging in cultural planning and research pertaining to public policy issues.

The mission of the Metropolitan Nashville Arts Commission is to provide leadership that stimulates and advances the arts to enrich the human experience for the community. In order to create a vibrant, vigorous, healthy community where all the arts flourish and grow, the Arts Commission's goals are to promote organizational stability and growth, foster excellence, generate awareness, increase accessibility, respond to diverse community needs, and facilitate cooperation and partnerships.

### **Auditorium Commission**

The Nashville Municipal Auditorium is a public-service oriented entertainment facility that seeks to attract a broad spectrum of events for the Nashville community and the Middle Tennessee area.

### **Beer Permit Board**

The Beer Board regulates the transportation, storage, sale, distribution, and possession of alcoholic beverages that have less than five percent alcohol by weight. The board is additionally responsible for the issuance of permits to operate dance halls. The board consists of seven members appointed by the Mayor and approved by the Metropolitan Council. Members serve a four year term. Six board staff members are responsible for issuing permits and monitoring and inspecting permitted establishments for compliance with the beer and public dance laws. The board and staff work in conjunction with the Police, Health, Zoning, and Fire Marshall's offices.

### **Convention Center Authority**

The mission of the Music City Center is to create significant economic benefits for the citizens of the greater Nashville region by attracting local and national events while focusing on community inclusion, sustainability and exceptional customer service delivered by our talented team members.

### **Election Commission**

The Election Commission was created to maintain voter registration files and conduct all elections for Davidson County (Federal, State, and Metro) and the six incorporated satellite cities within Davidson County. The Commission is governed by five commissioners appointed by the State Election Commission for two year terms. The commissioners are charged with ensuring compliance with state election laws and operating within Metro's purchasing and budgetary laws.

### **Farmer's Market Board**

Through a collaboration of government and local owner-operators, the Farmer's Market provides a diverse collection of the freshest, highest-quality foods available; service to customers that is second to none, and products that provide a good value for the dollar in an atmosphere that provides a unique shopping experience with an emphasis on Tennessee.

### **Historical Commission**

The Historical Commission seeks to preserve, protect, and document the history, historic places, buildings, and neighborhoods of Davidson County through education, technical assistance, and advocacy. The Historic Zoning Program provides technical/design assistance to property owners within historic zoning areas and works with neighborhoods seeking stabilization and revitalization. They are also responsible for issuing preservation permits and regulatory historic zoning properties.

### **Human Relations**

The mission of the Human Relations Commission is to protect and promote the personal dignity of all people by protecting and promoting their safety, health, security, peace, and general welfare. Human Relations Commissioners are appointed by the Mayor and confirmed by the Metro Council to represent the conscience of the Nashville and Davidson County community. Commissioners are responsible for the oversight, resolution, and addressing of community concern issues and complaints of discrimination (real and perceived).

The Executive Director manages the day-to-day operations of the Human Relations Commission. The Director is responsible for all fiscal, administrative, and program areas of the Commission.

### **Justice Integration Systems Policy Committee**

The mission of the Justice Integration Services Department is to provide comprehensive, integrated justice information management products to Metro Justice and Public Safety agencies, Metro departments, other jurisdictions and the general public so they can benefit from shared justice information and make informed decisions and recommendations that impact the safety and well-being of their communities.

### **Library Board**

The Library Board seeks to collect and make accessible to the public, printed, electronic, audiovisual, non-print, and broadcast information materials to facilitate the informal self-education of all persons, including



the disabled; to enrich and further develop the knowledge of persons undertaking formal education; to encourage recreational reading and constructive use of leisure time; to support the cause of literacy; and to meet the day-to-day informational needs of all persons in the community.

Twenty branch libraries throughout Davidson County provide a full range of library service in local or regional settings. Functions include reference service, children's service, reader's advisory assistance and public programming. Each branch maintains a book collection offering a full range of nonfiction, popular reading, and study materials for all ages. Many provide books-on-tape as well as popular videos. Most branches also furnish copy machines, tax forms, and limited access to the Volunteer Income Tax Assistance Program (VITA) during tax season, Free Application for Federal Student Aid (FAFSA) forms, and magnet school applications. Online catalog terminals and public PCs, available at every location, provide access to the system wide collection and the Internet.

### **Metro Action Commission**

The mission of the Metropolitan Action Commission (MAC) is to administer Head Start, Community Services Block Grant (CSBG), Low Income Home Energy Assistance Program (LIHEAP), USDA Summer Food and other social service programs for Metropolitan Government.

### **Nashville Career Advancement Center**

The mission of the Nashville Career Advancement Center (NCAC) is to provide job readiness, career resource and employment connection products to individuals, employers and organizations so they can make a broader contribution to the economic well-being of the community.

### **Parks and Recreation**

Parks and Recreation works to provide and maintain sufficient acreage, facilities, and programming to effectively offer the most diversified recreational services possible, ensuring that all citizens, regardless of income level, have equal opportunity and choice of participation. In addition, Parks maintains and increases the usability of the region's physical structures for the enjoyment of the citizens of Davidson County and their guests.

### **Planning Commission**

The Planning Commission acts as the official planning agency for the Metropolitan Government and assumes the responsibilities granted to municipal, regional, or metropolitan planning agencies by state law including general planning, zoning, and subdivision regulations.

The mission of the Planning Department is to promote livability and quality growth in Metropolitan Nashville-Davidson County that enhances the built environment, conserves the natural environment, and preserves cultural and historical resources. With this purpose, the Planning Department will:

- Ensure meaningful citizen participation,
- Promote responsible growth and development,
- Encourage development that accommodates a variety of lifestyles, housing, transportation alternatives, and employment opportunities,
- Promote regional cooperation in planning throughout Middle Tennessee, and
- Serve as an accessible resource for information and technical assistance for residents, neighborhoods, and the business community.

### **Public Health Board**

The Public Health Board is responsible for protecting and promoting the health of the residents of the county and the thousands of others who work, shop, and play in the city everyday. The department's employees are committed to providing high quality services.

### **Social Services**

The Metropolitan Social Services Department's primary purpose is to respond to persons in need of assistance, opportunities and information when challenged by economic, social or behavioral problems.

In delivering these services, Metropolitan Social Services will respect the dignity of people in need and support their unique ability to grow, change and succeed through personal choices.

Metropolitan Social Services staff works in conjunction with other agencies to develop professional, comprehensive and effective responses to individual and community challenges and to build understanding and support by the public.

Metropolitan Social Services will provide research and analysis of social problems within the county to other branches and departments of Metropolitan Government as needed.

## **OTHER ELECTED OFFICIALS**

### **Assessor of Property**

The mission of the Assessor of Property is to appraise real property at its market value, and business tangible personal property under schedules provided by law; to classify property correctly under the law; to apply property assessment in accordance with each parcel's proper classification; to maintain accurate public records; to reappraise every real parcel at least every four years and to reappraise all business tangible personal property annually; to provide property owners easy access to appeal rights; to generate annually an assessment roll for the purpose of property taxation by the Metropolitan Council.

### **Board of Education**

The purpose of the Metro Board of Education is to do whatever it takes for all students to acquire the knowledge and skills to become productive, responsible citizens. The vision is to be the top-performing school district in the nation.

### **Circuit Court Clerk**

The Circuit Court Clerk's mission is to serve the eight Circuit Courts, the Civil Division of the General Sessions Court, the Metropolitan Traffic Courts, and the public as a record keeping office; to file and maintain all records associated with Civil Court cases; to collect, disburse and report on funds according to state statutes and court orders.

### **County Clerk**

The County Clerk serves to collect certain state privilege license fees as well as other state and local revenues, fees, commissions, and taxes as provided by law.

### **Criminal Court Clerk**

The Criminal Court Clerk's mission is to serve the courts having criminal jurisdiction, to be responsible for all records generated from arrest through disposal of charges on state warrants or indictments, and as an elective office, to serve the legal, financial, and public communities by rendering service in an efficient manner.

### **District Attorney General**

By authority granted in TCA § 8-7-10, the District Attorney General serves to investigate and prosecute all criminal offenses that occur within

Davidson County where there is sufficient evidence to warrant conviction. All prosecutions are designed to punish offenders, incapacitate violent and repeat criminals, and generally to deter future criminal activity. Additionally, the office is committed to treating victims and witnesses with dignity.

### **General Sessions Court Judges**

Metropolitan General Sessions Court is committed to excellence in administering justice and is a contributing partner working toward a safe and vital community in Nashville-Davidson County.

The Court Judges of the Metropolitan General Sessions Court of Nashville-Davidson County is a high volume, limited jurisdiction Court that was first established in 1937. It has grown to an eleven division Court that handles civil cases with monetary limits not greater than \$15,000. The criminal case jurisdiction covers preliminary hearings in felony cases and misdemeanor trials in which the defendant waives the right to a jury. Since it is not a “court of record,” its decisions are subject to appeal. Since 1971, this Court has been authorized under the Metropolitan Charter to handle Metropolitan ordinance violations involving traffic, environmental, and other county ordinance violations. General Sessions judges are elected to an eight-year term.

In addition to the eleven judges, a part-time referee conducts the initial hearings for environmental cases and the non-traffic Metro ordinance violations, and five law trained judicial commissioners preside over Night Court 24 hours per day, 365 days per year.

The General Sessions Courts have dockets that adjudicate the following types of cases: criminal bond, traffic, civil, driver’s license, jail review, orders of protection, domestic violence, environmental, emergency committals, special committals, state traffic and felony drug, probation, and Mental Health Court.

### **Juvenile Court Clerk**

The Juvenile Court Clerk is responsible for keeping all records of the Court. The Clerk’s Office maintains separate minutes, dockets and records for all matters pertaining to Juvenile Court proceedings. In addition, this office collects payments, fines and restitutions and maintains accounts in excess of \$1.7 million for child victim criminal injuries. The Clerk’s staff files litigation and paternity petitions, sets Court costs and dates and files all motions. The Juvenile Court Clerk is an elected official and maintains a separate budget from the Juvenile Court.

## **Public Defender**

The Metropolitan Public Defender's Office operates under the authority of the Metropolitan Charter, Title II, Section 2-16-010, which states as follows: The public defender shall render legal aid and defend only those indigent defendants who are in jail, charged with the commission of a crime and are unable to make bond, or such other defendants as a court with criminal jurisdiction shall determine to be indigent. In addition, the public defender shall provide guardian *ad litem* services when such services are deemed required by the Davidson County juvenile court for children who are the subject of proceedings in such court and the Metropolitan Government would be required by law to pay reasonable compensation for such services if not provided by the public defender. The Public Defender's Office is staffed with 42 licensed attorneys who represent indigent clients on charges ranging from public drunkenness to first degree murder.

## **Register of Deeds**

The Register of Deeds Office records deeds, mortgages, plats, leases, liens, limited partnership agreements, charters, and service discharges. All documents are imaged and indexed.

The mission of the Register of Deeds is to record all documents pertaining to real estate and documents relative to the Uniform Commercial Code. We also strive to maintain the integrity of all official records and to offer courteous, friendly, and expeditious service to all who use the Register's Office.

## **Sheriff**

With a commitment to excellence, the mission of the Sheriff's Department is to strive to be the leader in the field of corrections, service to civil process, and innovative community based programs, emphasizing: accountability, diversity, integrity, and professionalism.

Since 1963, DCSO has devoted 100% of its efforts and resources to two major areas of critical concern, corrections and civil process. In the mid-1990s, the DCSO Correctional Work Center was awarded national accreditation by the American Correctional Association. The Training Academy followed in 1999, becoming the first local Sheriff's Office Training Academy in America to achieve national ACA accreditation. In January, 2001, DCSO became the first County correctional administration in the United States to be accredited by the ACA. The Criminal Justice Center and the Hill Detention Center were accredited in 2002.

## **State Trial Courts**

State Trial Courts, under Circuit, Criminal and Chancery Judges, consist of the following two divisions.

### **Clerk and Master**

The Clerk and Master serves the four elected chancellors, performs judicial duties pursuant to state law and the Metro Charter, conducts hearings as judicial officer, writes reports of findings to the chancellors upon referred cases, and oversees a staff of 19 clerks.

The Clerk and Master administers the caseload for the four chancellors, including maintenance of books, records and case files; collecting and reporting substantial revenue from delinquent taxes and court costs; issuing process and investing funds held as trustee as an arm of the Chancery Court; and providing public records and information to citizens.

### **Juvenile Court**

The Juvenile Court provides a judicial and non-judicial service delivery system that is fair, accessible, efficient and responsive that will meet the immediate and long term needs of the citizens of Greater Nashville and Davidson County Tennessee in a manner consistent with public safety.

## **Trustee**

The Trustee is responsible for collecting Davidson County's Real Property Tax, Public Utility Tax, Personal Property Tax, and Central Business Improvement District Tax, Vegetation Liens and Demolition Liens each year; and administering the Tax Relief Program for the State of Tennessee and Metro Government. The Office of the Trustee accepts the Certified Real Property and Personal Tax Roll from the Assessor of Property in September each year. The Trustee's office then mails printed tax statements by October 1. The Tennessee Regulatory Authority sends the Utility Tax Roll to the Trustee in December each year, and tax statements are printed and mailed in January. This office also collects and processes the Central Business Improvement District tax receivables.

## **PROGRAM COVERAGE**

Title VI applies to both Metro functions, facilities, operations programs and projects that receive federal funding as well as to services provided by sub-recipients that receive federal financial assistance through contracts from Metro. It is the city's goal that all services be administered in a nondiscriminatory manner.

### **Federal Funding in Metro**

Currently, there are several Metro Departments which benefit from outside funding as a viable programming resource. A variety of mechanisms exist to manage grants in Metro. The Division of Grants Coordination was established to better enable Metro to manage its current grants and to seek additional outside funding.

The Division of Grants Coordination assists Metro departments with identifying funding opportunities, fostering collaborations and developing sound grant proposals; serving as a "gatekeeper" and monitor of grants as they move through the Metro approval process; developing and implementing policies and procedures for grants to Metro; providing technical assistance and grants-related training to departments, maintaining a database of Metro's grants, acting as a liaison between user departments and the Finance Department on grants-related matters and managing Title VI activities.

In that Metro, through the Division of Grants Coordination, is able to comprehensively identify and track all of its federal grants, information regarding those grants is readily available. A list of current Metro grants from Federal sources (including pass thru grants) is found in Appendix D.

## **RESOURCES COMMITTED TO TITLE VI COMPLIANCE**

Metro has committed significant resources to program areas with a direct impact on Title VI implementation planning and compliance review efforts. The Metro Title VI coordination function has been assigned to staff in the

Human Relations Commission; however, each department has an assigned Title VI coordinator with departmental responsibility lying ultimately with the Department Head and overall responsibility for the Metro's compliance lying with the Mayor. Each department is responsible for implementation, compliance and data collection in their respective areas.

Additionally, the Office of Financial Accountability (OFA) in the Office of Management and Budget is responsible for the monitoring of Metro's state and federal grants contracts. This Office also monitors Metro's direct appropriation grant contracts to non-profits organizations. As a part of the grant monitoring reviews, civil rights program issues are reviewed for compliance.

## **TITLE VI PROCEDURES**

The responsibility for coordinating Title VI compliance within the Metropolitan Government of Nashville and Davidson County is assigned to and divided among respective departments. Each department head has appointed a Title VI Departmental Coordinator (See Appendix A). The Departmental Coordinator works closely with the Metro Title VI Coordinator and is responsible for administering the compliance procedures and Title VI complaint processing for the respective departments.

### **COMMUNICATION**

Metro will take appropriate steps to communicate its Title VI policy and program to all Metro employees, sub-recipients and the general public. Sub-recipient notification of Title VI is imperative, and all will be made aware of the importance of Title VI compliance. It is equally important that protected beneficiaries are encouraged to participate in departmental programs and are informed of Metro policies, especially regarding filing complaints.



# **METROPOLITAN ARTS COMMISSION**

## **Authority**

Laurel Fisher, Grants Manager, is the Title VI coordinator for Metro Arts and will respond as appropriate to all Title VI responsibilities.

Phone: 615-862-6744

Email: laurel.fisher@nashville.gov

## **Organizational Environment**

### **Mission**

Drive an equitable and vibrant community through the arts.

### **Vision**

Every Nashvillian Participates in a Creative Life

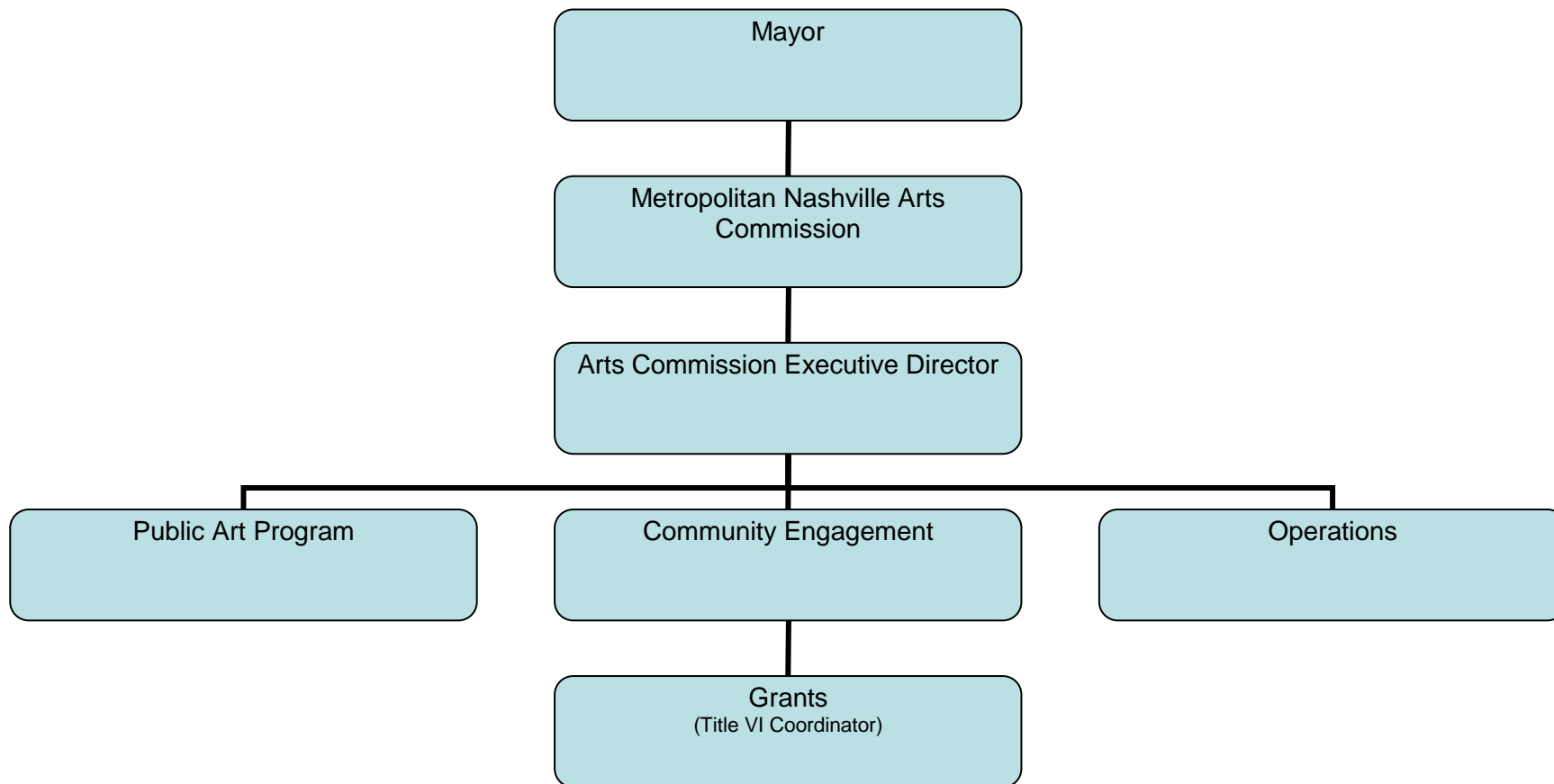
### **Goals**

The Arts Commission's strategic goals are to see improvement in:

- Stronger Creative Workers
- Deeper Cultural Participation
- Vibrant Creative Neighborhoods

We work toward these goals through our Public Art, Community Engagement, and Grants program areas and through partnerships, training, research, and artist development. We highlight the civic and economic power of the arts and artists in Nashville through the following methods:

- Increase Sector Resources
- Drive Equity & Access
- Improve Creative Infrastructure



### **Federal Funding in the Metropolitan Arts Commission**

Federal financial assistance may be used to augment our departmental budget in achieving departmental goals and initiatives.

### **Contracted Program Overview**

Metro Arts uses contracts to engage those with specific experience, knowledge and skills that are needed on a short-term basis.

**Number of Complaints Received Last Year** 0

# METROPOLITAN BEER PERMIT BOARD

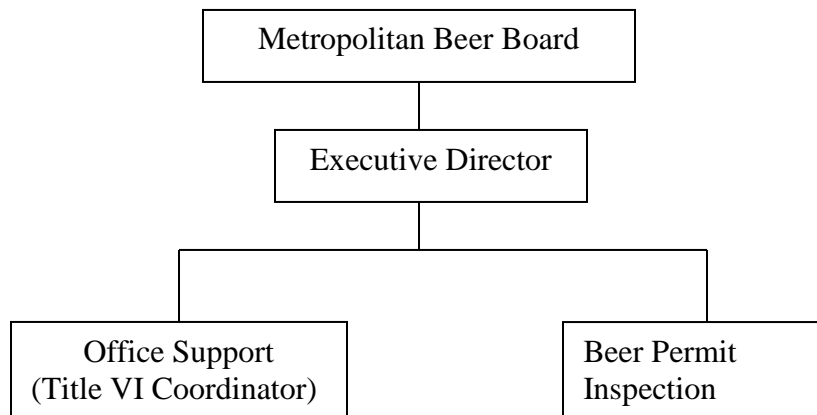
## Authority

Julie Welch – Office Support Specialist II

Accept complaints by citizens, records name, date, phone numbers, and complaint and submit to Executive Director.

## Organizational Environment

Mission Statement of the Beer Board is to license, regulate and control the transportation, storage, sale, distribution, possession, receipt and/or manufacture of beer with an alcoholic content of not more than five percent by weight. To issue and regulate public dance permits.



**Federal Funding in the Metropolitan Beer Permit Board Department**

None

**Contracted Program Overview**

N/A

**Minority Participation on the Board/Commission: 3**

**Number of Complaints Received Last Year: 0**

**Statement of Non-Discrimination:**

The Metropolitan Government of Nashville and Davidson County does not discriminate on the basis of age, race, sex, color, national origin, religion or disability in admission to, access to, or operations its programs, services, or activities. The Beer Permit Board does not discriminate in its hiring or employment practices.

## Metropolitan Department of Codes & Building Safety

### TITLE VI POLICY

#### **Authority:**

Title VI Coordinator for the Department of Codes & Building Safety, in coordination with the City of Nashville's Title VI Coordinator, is charged with the responsibility for implementing, monitoring, and ensuring the department's compliance with Title VI regulations. This responsibility would include:

- Avoiding, minimizing, and/or mitigating disproportionately high and adverse human health or environmental effects, including social and economic effects, on minority populations and low-income populations
- Ensuring the full and fair participation by all potentially affected communities in the decision-making process
- Preventing the denial of, reduction in, or significant delay in the receipt of benefits by minority populations and low-income populations

The Department of Codes & Building Safety's Title VI Coordinator is Roy L. Jones, Assistant Director, 800 2<sup>nd</sup> Avenue, South, Nashville, Tennessee 37210 #(615) 862-6541. Mr. Jones reports directly to the Director of the Department of Codes & Building Safety, Mr. Terry Cobb.

#### **Organizational Environment:**

*Mission statement:* The mission of the Department of Codes & Building Safety is to provide permit, inspection, enforcement, and information products to the Nashville community so they can experience safe buildings and improved quality of life.

#### *Strategic goals:*

By the year 2020, Codes customers will experience improved ability to communicate and access information through improved technology within Codes, as evidenced by:

- 10% increase of customers accessing information online
- 75% of customers who report satisfaction with communications with the department

By the year 2020, citizens of Davidson County will experience cleaner, safer neighborhoods, as evidenced by:

- 10% reduction in substandard housing
- 10% reduction in number of abandoned or inoperable/unlicensed vehicles
- 10% reduction of visual clutter (signs, debris, trash, graffiti)

By the year 2020, Code customers will experience improved response times to their inspection requests, as evidenced by:

- 75% of customers who receive a response within 48 hours including communication of action on service requests

By the year 2020, citizens of and visitors to Davidson County will experience increased Code compliance in new buildings as evidenced by:

- 10% increase in building projects obtaining a Use and Occupancy Letter indicating all required inspections performed and approved

Organizational chart attached

### **Federal Funding in the Department of Codes & Building Safety:**

Number of departmental Federal and state grants:     None

Federal Financial Assistance is used to achieve departmental goals and initiatives by:

- Providing that all department programs will be conducted and/or operated with all requirements imposed by, or pursuant to, the Title VI of the Civil Rights Act of 1964.
- Providing that the department notifies, through the City's Title VI Coordinator, that all minority business enterprises will be afforded full opportunity to submit bids in response to any bid invitation and will not be discriminated against on the grounds of race, color, sex, or national origin in consideration of an award.

### **Contracted Program Overview**

Department of Codes Administration – list of contracts:

1. *Bankers Title & Escrow Corp.* – Contractor shall provide title search services for the department and will be the primary provider of title search services. The Metropolitan Government of Nashville is charged with the responsibility of collecting through litigation proceedings delinquent property taxes and demolition liens. The lawsuits initiated by these actions require serving notice on all delinquent property tax owners, obtaining default judgments, and preparing the properties for sale. The preparation for sale includes conducting a title search to insure that Metro has notified all interested parties as required by statute.
2. *Abernathy Truck Salvage Inc.* – The Department of Codes & Building Safety may have abandoned vehicles towed and destroyed by a demolisher. The contractor shall, upon notification from Codes, take possession of the identified vehicle within 48 hours after notification, and shall have the responsibility for towing and demolishing the vehicle in accordance with all applicable environment, federal, state, and local laws.
3. *RICOH Office Solutions* – All copier and printing products are purchased through this contract that has been established between the contractor and the Metropolitan Government.

All contracts, including those listed above, shall be performed in accordance to individual contract provisions and under all rules and regulations as provided by the Division of Purchasing, Department of Finance, Metropolitan Government of Nashville and Davidson County, Tennessee.

**Minority Participation on the Various Boards/Commission.**

The Department of Codes & Building Safety has no particular Title VI board or commission and would refer this question to the Legal Department, Metropolitan Government of Nashville and Davidson County, Tennessee.

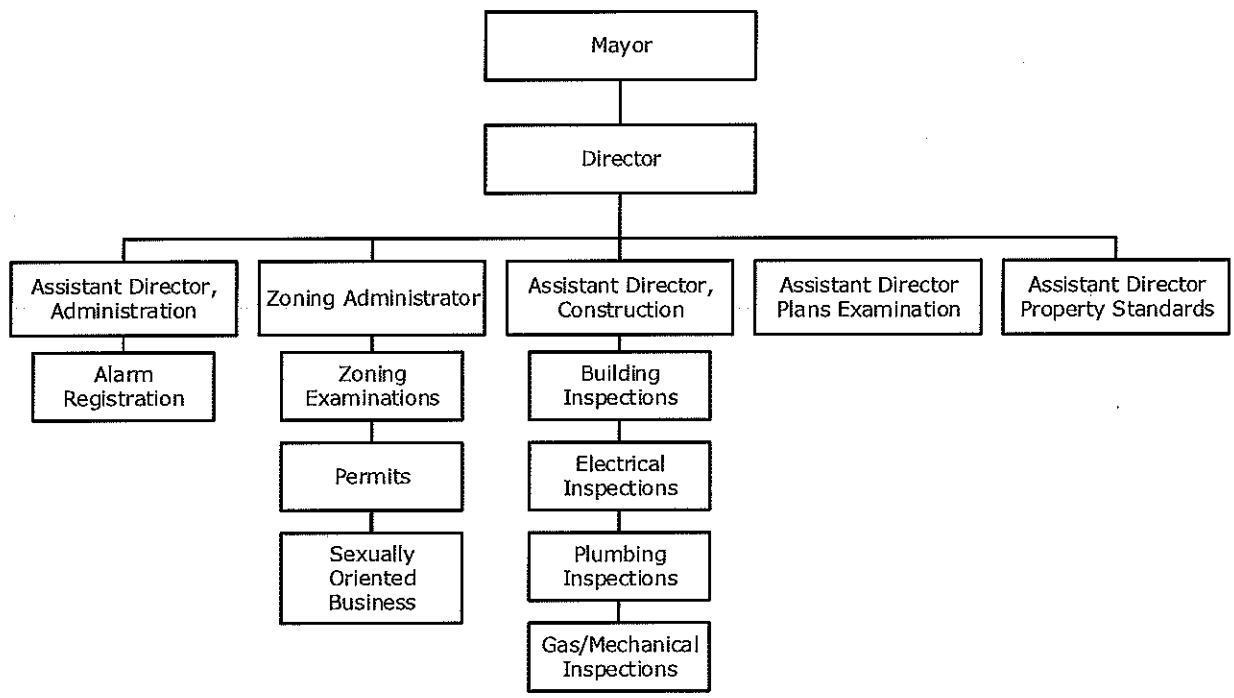
**Number of Complaints Received Last Year :** None

**Department's Non-Discrimination Statement:**

Harassment of any person in the form of verbal or physical conduct based on a person's race, gender, color, religion, national origin, or disability will not be condoned when such conduct:

- Has the purpose or effect of creating an intimidating, hostile, or offensive work environment;
- Has the purpose or effect of unreasonably interfering with an individual's work performance; or
- Otherwise adversely affects an individual's opportunities associated with employment.





## **Community Education Commission 2017 TITLE VI PLAN**

### **1. AUTHORITY**

Title VI of the 1964 Civil Rights Act requires 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 subjected to discrimination under any program or activity receiving federal financial assistance” The Metro Human Relations Commission is committed to compliance with Title VI and all other laws that protect the rights, safety, dignity, and welfare of residents of Nashville and Davidson County.

Title VI Coordinating responsibility falls under the CEC Executive Director. The Executive Director accepts complaints by citizens, records name, date, phone numbers, and complaint and submits to the CEC chairperson.

For information contact:

Mary Beth Harding  
Nashville Community Education  
4805 Park Ave. Suite 123  
Nashville, TN 37209  
Telephone: (615) 298-8050 | Facsimile: (615) 298-8455  
Email: Marybeth.harding@nashville.gov

### **2. ORGANIZATIONAL MISSION & ENVIRONMENT**

The mission of Nashville Community Education Commission is to provide high quality personal and professional enrichment classes to the greater Nashville community.

### **3. TITLE VI INFORMATION AND DISSEMINATION**

Title VI information posters will be publicly displayed in the NCE office.

### **4. SUBCONTRACTORS AND VENDORS**

All subcontractors and vendors who receive payment from NCE where funding originates from any federal assistance, are subject to the provisions of Title VI of the Civil Rights Act of 1964 as amended.

### **5. RECORD KEEPING**

The Title VI Coordinator will maintain records in compliance with Metro and federal records retention policies.

## 6. FEDERAL FUNDING

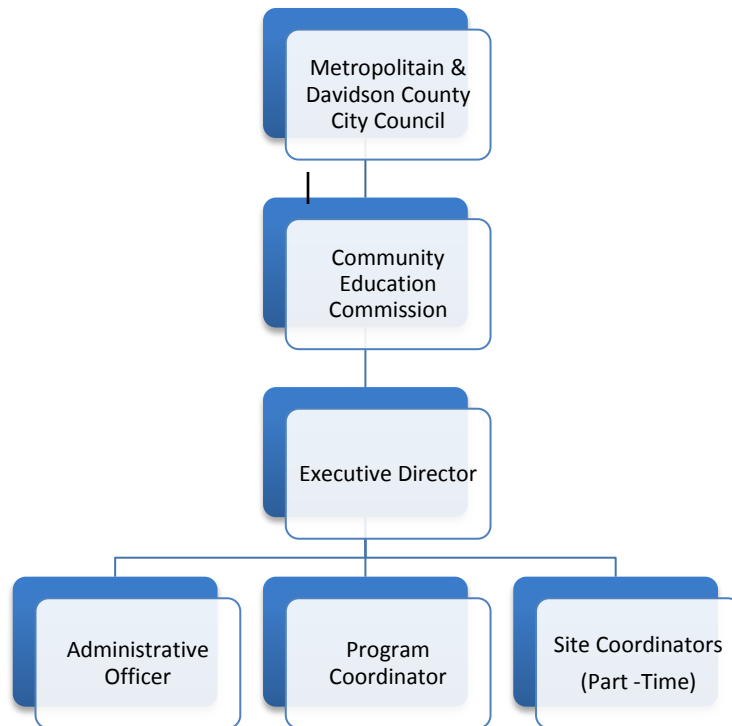
Currently, the CEC receives no direct federal financial assistance from grants or other sources to achieve its goals and initiatives.

## 7. CONTRACTED PROGRAMS

The department currently holds no contracts with outside agencies in the delivery of its programs or services.

## 8. MINORITY PARTICIPATION ON THE BOARD OF COMMISSIONERS

The Community Education Commission is comprised of seven (7) members, (3) of whom meet the criteria for racial/ethnic minority status.



## 9. TITLE VI COMPLAINTS RECEIVED LAST YEAR: 0

**10. DEPARTMENTAL NON-DISCRIMINATION STATEMENT:** The Community Education Commission does not discriminate on the basis of race, color, national origin, sex, gender identity, sexual orientation, age, religion, creed or disability in admission to, access to, or operations of its programs, services, or activities. Discrimination against any person in recruitment, examination, appointment, training, promotion, retention, discipline or any other employment practices because of non-merit factors shall be prohibited.

# **CRIMINAL COURT CLERK**

## **Authority**

Amy Rooker is the Title VI administrator for the Office of the Criminal Court Clerk, and can be reached at (615) 862-5663 or by email at amy.rooker@nashville.gov. Amy Rooker is the HR Director, and additionally serves as the Executive Assistant to Alfred Degrafinreid, Chief Administrative Officer for Criminal Court Clerk Howard Gentry.

## **Organizational Environment**

### **General Mission Statement\Strategic Goals –**

The Criminal Court Clerk's mission is to serve the courts having criminal jurisdiction, to be responsible for all records generated from arrest through final disposition of charges on state warrants or indictments, and as an elective office, to serve the legal, financial, and public communities by rendering service in an efficient manner.

The Criminal Court Clerk of the Metropolitan Government of Nashville and Davidson County performs the clerical duties for the operation of both General Sessions and State Trial Courts. The Clerk is responsible for record management, both hard copy and electronic, and prepares the minutes (official record) for the Criminal State Trial Courts. Pursuant to statute, the Clerk calculates court costs and begins collection of those costs at final disposition. The Criminal Court Clerk prepares all cases under appeal for the Court of Criminal Appeals. Additionally, the Clerk is the official custodian of all records and evidence submitted in the Criminal State Trial Courts.

Currently, the Office of the Criminal Court Clerk staffs five (5) bilingual Deputy Clerks. The Office's current minority workforce consists of 30% African American, as well as 1% Asian, 5% Hispanic, and 6% two or more races. Additionally, 55.5% of the current 81 persons employed with the Office of the Criminal Court Clerk are female.

Due to diligent community outreach and efforts to make the services of the Criminal Court Clerk accessible to all citizens, the number of expunged records has increased 114% since this administration took office in 2011. Community outreach efforts assist many of our customers in securing employment, housing, and aids with other self-development endeavors.

## **Federal Funding in the Metropolitan Criminal Court Clerk**

The Criminal Court Clerk's Office receives no federal financial assistance specific to this office, but may benefit from federal funding received by the Metropolitan Government.

## **Contracted Program Overview**

The Criminal Court Clerk's Office does not enter into contracts other than the vendors and sole sources approved by the Metropolitan Finance Department.

Minority Participation on the     (None)     Board/Commission

There are no Boards/Commissions within the Criminal Court Clerk's Office.

Number of Complaints Received Last Year     (None)    .

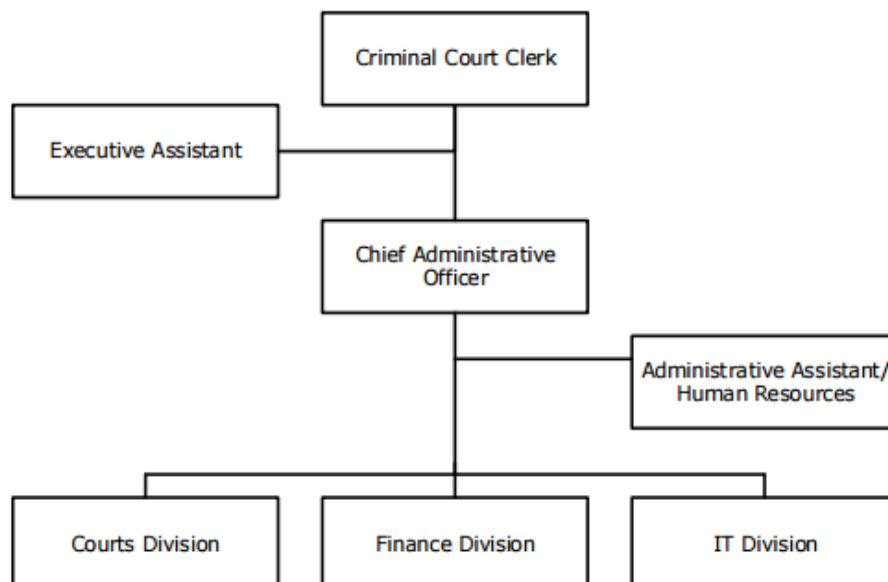
**Please include your department's non-discrimination statement**

The office of Criminal Court Clerk Howard Gentry is an equal opportunity employer. This office is committed to promoting quality of opportunity for all visitors and applicants, and works to ensure that all individuals have equal access to all services provided. The Office of the Criminal Court Clerk prohibits discrimination against any individual based on race, color, national origin, gender, gender identity, sexual orientation, age, religion, creed, or disability.

**Criminal Court Clerk's  
Organizational Chart**

## 24 Criminal Court Clerk-At a Glance

**Organizational Structure**



## THE DEPARTMENT OF EMERGENCY COMMUNICATIONS

### Authority

The Title VI Coordinator for the Metro Nashville Emergency Communications Center (MNECC) is **Lynette S. Dawkins**. She may be reached at (615) 401-6341.

### Organizational Environment

The Mission of the Department of Emergency Communications is to serve as the vital link between the citizens and the emergency responders of Nashville & Davidson County by providing emergency and non-emergency services in a prompt, courteous and efficient manner.

### Goals

- **Citizens and visitors to Davidson County will continue to receive Best in Class Emergency Response Communications while MNECC continues to strive to meet increasing and changing demand for service, through 2017, as measured by:**
  - 90% 911 calls answered in less than 10 seconds
  - 90% 911 calls dispatched for Fire-Suppression in less than 90 seconds
  - 95% 911 calls dispatched for Fire-Emergency Medical Services in less than 90 seconds
  - 90% 911 calls dispatched for Police in less than 90 seconds
- **Through 2017, citizens and visitors to Davidson County will continue to receive Best in Class Emergency Response Communications as a result of highly qualified and supported workforce as measured by:**
  - 1st Responder Partner Survey Responses are satisfied with service 90% or above
  - Citizen Survey Responses are satisfied with service 90% or above
  - Emergency Medical Dispatch Quality Assurance Reviews 93% or above
  - Emergency Fire Dispatch Quality Assurance Reviews 93% or above
- **Through 2017, ECC will continue to improve procedures that will address how not to allow changing technology to have a negative impact on overtime and productivity.**

### Federal Funding in the Department of Emergency Communications

At the present time the Emergency Communications Center does not receive any Federal Financial Assistance in providing our emergency or non-emergency products.

### Contracted Program Overview

The Department of Emergency Communications does not have contracted programs.

Minority Participation on the Board/Commission: \_\_\_\_\_ N/A \_\_\_\_\_

Number of Complaints Received Last Year: \_\_\_\_\_ 0 \_\_\_\_\_

# Nashville Farmers' Market

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## **Mission:**

The mission of the Farmers' Market is to provide retail space, promotion and educational products to regional farmers, local food producers and retail entrepreneurs so they can supply the highest quality products for the Nashville and regional shopping community.

## **Strategic Goals:**

- Continue to improve market management, merchant relations, customer service and the consumer experience at NFM by implementing market policies and improving use of technology;
- Improve the market's financial stability by reducing expenses and evaluating new revenue generating opportunities;
- Increase merchant participation and diversity;
- Invest in facility infrastructure;
- Implement programming to support and incubate small businesses;
- Improve access to low income, at risk populations; and
- Develop and implement a strategic marketing and communications plan.

## **Programs:**

- Farmers' Market - recruitment and management of daily on premises market and management of a seasonal, weekly pop up market at Vanderbilt Medical Center
- Marketing Services - promotion and support provided to merchants through workshops, promotions and materials
- Grow Local Kitchen – monthly workshops, cooking demonstrations and incubation center
- Meet Me at the Farmers' Market - monthly community event
- Fresh Savings - SNAP/EBT ("food stamps") shopping incentives

## **Federal Funding:**

The Nashville Farmers' Market applies to federal, state and local grant opportunities as they arise. Currently, the Nashville Farmers' Market receives pass through grant funds through AARP Foundation that are matched by the USDA.

**Contracted Program Overview:**

The Nashville Farmers' Market works strictly within the guidelines and directives of the Metropolitan Division of Purchases and its Small and Minority Business Office to assure adherence to all laws and requirements related to Title VI.

**Minority Participation on the Board/Commission: 3****Number of Complaints Received Last Year: 0****Statement of Non-Discrimination:**

It is Metro policy not to discriminate on the basis of age, race, sex, color, national origin, sexual orientation, gender identity, disability or handicap in its hiring and employment practices, or in admission to, access to, or operation of its programs, services, and activities. No person shall be excluded from participation in, be denied benefits of, be discriminated against in the admission or access to, or be discriminated against in treatment or employment in Metro's contracted programs or activities, on the grounds of disability or handicap, age, race, sex, color, national origin, sexual orientation, gender identity, or any additional classification protected by federal or Tennessee constitutional or statutory law. Neither shall any person be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination against protected classes designated by federal or Tennessee constitutional or statutory law in the performance of contracts with Metro or in the employment practices of Metro's contractors. Licensees must conform with this nondiscrimination standard.

**Tasha Kennard**

Executive Director  
Nashville Farmers' Market

Learn more: [nashvillefarmersmarket.org](http://nashvillefarmersmarket.org)



# METROPOLITAN DEPARTMENT OF FINANCE

## **Authority**

The Title VI Coordinator for the Finance Department handles questions, concerns, complaints, or requests for additional information regarding Title VI of the Civil Rights Act. The Coordinator provides public notification of rights under Title VI, maintains a Title VI complaint log, and ensures that all complaints are investigated thoroughly. The following person has been designated as this department's Title VI Coordinator:

Kimberly Northern, Administrative Services Officer-4  
Office of Management and Budget  
700 2<sup>nd</sup> Ave South, Ste 201  
Nashville, TN 37210  
Phone: 615-880-1710  
Fax: 615-880-2800

## **Organizational Environment**

### **Mission**

The mission of the Department of Finance is to provide financial management, information, and business products to policy makers, departments, agencies, investors, and the Nashville Community so they can have confidence in Metro government, make informed decisions, and achieve their results.

## **Federal Funding in the Metropolitan Finance Department**

The Department of Finance manages a Public Assistance grant awarded by the Federal Emergency Management Agency (FEMA) due to the Presidential Disaster Declaration from the severe storms and flooding of May 2010. The purpose of the grant is to assist Metro Nashville & Davidson County in their emergency response and recovery efforts. This program provides funding for debris removal, emergency protective measures, and permanent restoration of infrastructure.

## **Contracted Program Overview**

The department of Finance uses a variety of contracts to provide financial management, building construction and renovation and business products to policy makers, departments, agencies, investors, and the Nashville Community. See expenditures for the Department of Finance in the Procurement report in Appendix.

**Minority Participation on Departmentally Supported Board/Commission—No such board exists.**

**Number of Complaints Received Last Year**                      **0** .

# **METROPOLITAN FIRE DEPARTMENT**

## **Authority**

Departmental Coordinator responsibilities include and may not be limited to the following:

- Ensuring that all new and current employees within their respective departments receive Title VI training and information;
- Ensuring that procedures are in place to provide for public notification of rights violation under Title VI;
- Prominently displaying all Title VI resources, to include the investigation procedures manual, Title VI legal manual and posters and brochures in locations managed by their departments that are frequented by the public.
- Employing necessary monitoring techniques to ensure departmental compliance;
- Providing the Metro Title VI Coordinator with departmental information to be include in annual Title VI plan in a timely manner;
- Other duties as necessary to ensure Title VI compliance;

The Title VI coordinators for the Nashville Fire Department are Jamie Summers who can be contacted at 862-5242 or Jaime Natali who can be contacted at 862-5268.

## **Organizational Environment**

Mission statement and strategic goals are listed below.

Org chart sent separately.

## **DEPARTMENT MISSION**

The mission of the Nashville Fire Department is to provide high quality fire, medical, and rescue emergency responses and community support services to the citizens and visitors within Nashville and Davidson County, so they can work and reside in a community where an all hazards response minimizes harm to life property and environment.

### **Strategic Goals**

- ☐ The department will provide a safer working environment for emergency field personnel as evidenced by: The purchase of new cardiac monitors for all Advanced Life Support (ALS) engine companies and ALS Medic Units and the purchase to replace existing Self Contained Breathing Apparatus (SCBA's) with new SCBA's that comply with current NFPA regulations.
- ☐ The Nashville community will experience a 2 percent reduction in response times for our emergency field personnel as evidenced by the replacement of current radio based fire alerting system with an Internet Protocol (IP)/radio based fire alerting system.
- ☐ The Nashville Fire Department will increase the number of Life Safety inspections by 5 percent, improving its Fire Inspection Program as evidenced by: Fire Inspectors conducting life safety and sprinkler inspections in new and existing buildings within 3 business days of requests by customers.
- ☐ The number of residential homes without working smoke detectors will be reduced by working with community groups to identify and install detectors.
- ☐ The Nashville community will experience a fire department with improved effectiveness during emergency field operations and its non-operational workforce as evidenced by: The introduction of new information technology software and hardware considered essential to access emergency field ground information FY17.

### **Federal Funding in the Metropolitan Fire Department**

N/A

### **Contracted Program Overview**

On January 1, 2015 the Nashville Fire Department is in contract with Medical Accounts Receivable System (MARS) for the purpose of billing and collections for our ambulance services.

**Minority Participation on the Board/Commission:** \_\_\_\_N/A\_\_\_\_

**Number of Complaints Received Last Year** \_\_\_\_0\_\_\_\_



**Director-Chief**  
**Nashville Fire Department**  
Rick White

Executive Assistant to  
Director Chief

**Medical Director**

**Deputy Director**  
**Day-to-Day Operations**

Community Services/ Special Events

OEM

**Finance/HR**

**OPERATIONS DIVISION**  
**Deputy Director**

Suppression Section  
Commander

EMS Section  
Commander

Special Operations  
Function

Arson Investigation  
Function

Quality Improvement  
Function

**SERVICES DIVISION**  
**Deputy Director**

Planning/Staffing Section

Training Academy/Safety

FMO  
Development/Special  
Events

Risk Management  
Function

Health/Fitness  
Function

Exposure Control  
Function

**ADMINISTRATIVE DIVISION**  
**Deputy Chief**

Logistics Section

Fleet  
5-YR/3-YR  
Development/Oversight  
Function

Expendable Supplies  
Function

Air Services  
Function

FMO Inspections  
Function

Public Education

Capital Projects  
5-YR/3-YR  
Development/Oversight  
Function

Facility Maintenance  
Section

Durable Supplies  
Function

ISO Compliance  
Function

Budget Control  
Section

Payroll  
Function

Information  
Technology  
Function.

Grants  
Function

Human Resources  
Section

Internal Affairs  
(\*Arson Investigators)  
Function

Labor Relations  
Function

Ambulance Billing  
Section

Medicare  
Medicaid  
Function

Private Contract  
Oversight  
Function

Contract Renewal  
Recommendation  
Function

# **METROPOLITAN GENERAL SERVICES DEPARTMENT**

## **Authority**

The Title VI position within the Department of General Services is organizationally housed in the Division of Building Operations and Support Services. The Title VI Coordinator for the Department of General Services is Jerry Hall, ADA Manager & Safety Coordinator, (615) 862-8960.

## **Organizational Environment**

### **General Services Mission Statement:**

The mission of the Department of General Services is to provide facility and fleet operations, employee security and customer assistance products to government agencies, Metro employees, and the Nashville community so they can meet their goals.

### **Strategic Goals:**

- To provide improved environmental sustainability through recycling, purchase of alternative fuel vehicles, energy savings upgrades, and incorporating green building practices.
- To provide consistent and valued products and services to our customers.
- To provide a work environment that ensures employee satisfaction and high performance.

## **Federal Funding in the Metropolitan General Services Department**

The Department of General Services received \$6.2 million in federal funding for fiscal year 2013. No federal funding was received for fiscal years 2014, 2015, 2016, and 2017.

## **Contracted Program Overview**

The Department of General Services uses several contracts to fulfill its day-to-day operational requirements associated with achieving the departmental mission. Through these contractual agreements, the department acquires the needed supplies, materials, and services to provide facility and fleet operations, employee security, and customer assistance products to government agencies, Metro employees, and the Nashville community so they can meet their goals.

## **Minority Participation on the Board/Commission:**

The Department of General Services does not have any active Boards or Commissions.

## **Number of Complaints Received Last Year:**

Department of General Services did not receive any Title VI complaints last year.

## **Statement of Non-Discrimination**

The Metropolitan Government of Nashville and Davidson County does not discriminate on the basis of age, race, sex, color, national origin, religion, or disability in admission to, access to, or operations of its programs, services, or activities. The Human Resources Department does not discriminate in its hiring or employment practices.

The following department has been designated to handle questions, concerns, complaints, requests for accommodation, or requests for additional information regarding the Americans with Disabilities Act. In addition, inquiries concerning non-discrimination policies other than ADA and Title VI compliance should be forwarded to:

Department of Human Resources  
404 James Robertson Parkway, Suite 1000

Nashville TN 37219  
Phone: (615) 862-6640 / FAX: (615) 862-6654

The following person has been designated as the Metro Title VI Coordinator to handle questions, concerns, complaints, or requests for additional information regarding Title VI of The Civil Rights Act:

Melody Fowler-Green  
Human Relations Commission  
404 James Robertson Parkway, Suite 130  
Nashville, TN 37210  
615-880-3374  
Email: [Melody.Fowler-Green@nashville.gov](mailto:Melody.Fowler-Green@nashville.gov)

# **Title VI Compliance Plan**

## **Metro Public Health Department**



*MetroPublicHealthDept*  
Nashville / Davidson County  
Protecting, Improving, and Sustaining Health

**Submitted by:**

**Director of Health**

**William Paul, M.D.**

-----

**Title VI Coordinator**

**José Cruz, CMI-Spanish**

**May 19, 2017**

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### **Mission:**

The mission of the Metro Public Health Department is to protect and improve the health and well-being of all people in Metropolitan Nashville.

### **Our Vision:**

"People creating healthy conditions everywhere!"

### **Our Goals:**

- Prevent, detect, and alleviate outbreaks of infectious disease and other public health threats and emergencies.
  - Improve the health and well-being of children.
- Prevent death and promote well-being by reducing tobacco use and increasing physical activity and healthy eating in Nashville.
  - Ensure cleaner air and a safer environment.
- Improve access for everyone through needed preventive, medical, and mental health services.

### **Our Core Values:**

**P**rofessionalism

**R**espect

**I**ntegrity

**D**edication

**E**quality

## Our Governance:

A six member Board of Health appointed by the Mayor and confirmed by vote of the Metro Council governs the Department.

Current members are:

Samuel Felker, JD Attorney in private practice (White/Male) Chair	Henry Foster, MD <i>Chairman, Board of Pathfinder International, Boston, Mass. Chairman, National Advisory Committee for the Robert Wood Johnson Foundation Program Common Ground: Transforming Public Health Informatics Systems</i> (Black/Male)
Carol Etherington, MSN, RN, FANN <i>Director of Global Health Studies, Vanderbilt University School of Medicine Assistant Director, Community Health Initiatives, Vanderbilt Institute for Global Health</i> (White/Female)	Thomas Campbell, MD <i>Psychiatrist</i> (White/Male)
Francisca Guzmán <i>Media and Development Advisor Disability Law and Advocacy Center</i> (Hispanic/Female)	Margreete Johnston, MD MPH <i>Pediatrician</i> (White/ Female)

### Funding Sources 2016-2017

<b>Grant Name</b>	<b>Terms</b>	<b>Awarded Amounts</b>	<b>Funded Through</b>
Air Pollution - 103 Grant Amendment 1	040115 - 033118	\$258,809 - \$130,000 additional funding	Federal
Air Pollution - 105 Grant	10/01/14 - 09/30/18	\$738,119 totaling \$2,169,244	Federal
Air Pollution - 105 Grant	10/01/14 - 09/30/18	\$738,119 totaling \$2,169,244	Federal
Public Health Emergency Preparedness Services	070115 - 063016	\$815,700	Federal
Certificate Insurance from Birth Record Data Base	070112 - 063017	\$3.50 search & \$2.00 additional copies	State
Child Fatality Review Services	030115 - 092918	\$28,000	Federal
Children Special Services - CSS	070116 - 063017	\$727,500	State & Federal
Chronic Disease Management & School Health Promotion Services	010114 - 063018	\$353,000	Federal
Environmental Health Services - Inspection & Permits	070112 - 063017	\$6,175,000	State
Environmental Health Specialist - Food Safety Services	100116 - 093017	\$76,300 & \$25,400	Federal
Environmental Health Specialist - Food Safety Services	100115 - 093016	\$96,700	Federal

Family Planning Services	070112 - 063017	\$4,273,000	Interdepartmental
Fetal Infant Mortality Review & Community Infant Mortality Reduction Services	070116 - 063017	\$318,600	Interdepartmental
Food Inspection Training for Food Safety Personnel	01/11/17 - 12/29/17	\$3,000	Federal
Food Inspection Training for Managers & Trainers	01/11/17 - 12/29/17	\$3,000	Federal
Health Promotion Services	070116 - 063017	\$116,000	Federal
HIV/STD/Viral Hepatitis Prevention & Surveillance	01/01/17 - 12/31/17	\$996,500	Federal
Immunization Services	010116 - 033117	\$637,450	State & Federal
Postmortem Examinations & Consultations	010117 - 123121	\$1,191,445	State & Federal
Prenatal Presumptive Eligibility Expansion	070116 - 063017	\$206,600	Interdepartmental
Public Health Emergency Preparedness - Zika Virus Disease Amendment I	070116 - 063017	increase of \$25,104 total of \$800,904	Federal
Public Health Emergency Preparedness	070116 - 063017	\$775,800	Federal
Ryan White - Oasis Center, Inc	123015 - 122920	\$40,000	Federal
Ryan White HIV Emergency Relief	030117 - 022818	\$2,138,569	Federal

Grant			
Ryan White HIV Emergency Relief Grant	030109 - 022817	\$4,679,574	Federal
Ryan White HIV Emergency Relief Grant	030116 - 022817	\$2,597,007	Federal
School Based Oral Disease Prevention Services	070116 - 063018	\$904,361 each year \$1,808,722 total	Interdepartmental
School Nursing Services	080112 - 063017	\$3,767,000	Interdepartmental
TennCare Kids Outreach Services	070116 - 063019	\$671,00, \$606,400, \$306,400 each year	Federal/Interdepartmental
Tennessee Breast and Cervical Early Detection Program Services	070114 - 063017	\$89,000 per year - \$267,000	Federal
Tobacco Prevention Services use & Control Services	010117 - 033120	\$127,500	Federal
Tobacco Prevention Services	040115 - 033117	\$85,000	Federal
Tuberculosis (TB) Control and Prevention	070116 - 063017	\$1,593,900	State & Federal
WIC and CSFP Services	100114 - 093018	\$20,595,200	Federal

## **Title VI Training for MPHD Employees**

All employees at MPHD are required to attend Title VI Training. This includes full and part-time employees.

Each year the Tennessee Department of Health (TDOH) provides us with training information regarding Title VI through a PowerPoint presentation with imbedded videos that can be viewed online or during a group classroom session. This training for our department is typically offered in December of each year. Cards with instructions to access over-the-phone (OTP) interpreting services have been made available to employees.

On April 6, 2016, our Title VI Coordinator attended a Title VI training session offered by the Metro Human Relations Commission at the Sonny West Conference Center. The session was led by Attorney Melody Fowler-Green (Director of the MHRC) and Samantha Perez (Director of Policy and Research). They shared information regarding the basics of Title VI and there was group discussion about ways to prevent and handle Title VI complaints.

On April 21, 2017, our Title VI Coordinator attended a Title VI training session offered by the Metro Human Relations Commission at the Sony West Conference Center. The session was led by Attorney Melody Fowler-Green (Director of the MHRC) and Samantha Perez (Director of Policy and Research). We discussed interpreter assessments and new additions to next year's compliance plan.

Our Title VI Coordinator attends monthly meetings with Nashville Task Force on Refugees & Immigrants. Each meeting offers new resources and helpful information from knowledgeable members of the community. All literature and information collected is used as reference material when the need arises. Our Coordinator also attended a Cultural Sensitivity Training live webcast hosted by the Alabama Department of Public Health (March 20, 2017) and formed part of Metro Public Health Department's Community Advisory Group (March 7, 2017), a group that seeks to be a forum for members of the community to comment about the services offered and services that they wish to see in the future.

## **Addressing the Needs of Clients with Limited English Proficiency (LEP)**

Title VI of the Civil Rights Act of 1964 provides that no person shall be subjected to discrimination on the basis of race, color, or national origin under any program or activity that receives Federal financial assistance. A number of programs in the Metro Public Health Department receive federal financial assistance from the Department of Health and Human Services and, therefore, all programs must comply with the provisions of Title VI. These procedures outlined below help us to ensure that Limited English Proficient (LEP) persons receive the language assistance necessary to afford them meaningful access to public health services.

### **1. Assessment**

#### **A) Data Collection:**

Data is collected in Patient Tracking Billing Management Information System (PTBMIS) a patient tracking system for data in clinics. This data is collected throughout the year concerning the interpreter needs of each patient. Each patient is asked if they need an interpreter during his/her visit. If the patient answers "yes", the primary language field of PTBMIS will be filled out accordingly. If the patient does not need an interpreter, English is coded as the primary language. In addition to the primary language information collected in PTBMIS, the information will also be included in a prominent place in the medical record of each LEP patient.

#### **B) Data Reporting:**

Each year a report is produced within the MPHD that includes:

- 1) Total number of persons served within the clinics
- 2) For those persons for whom English is not the primary language:
  - Number served by language

A PTBMIS report for calendar year 2016 reflects an unduplicated patient count by race, language and national origin. *Please reference Attachment 1.*

#### **C) Data Analysis:**

After reviewing the report described above as well as reports for each clinic, a determination is made regarding the points of contact within the clinics at which interpreter services are needed.

Field staff that encounter LEP clients outside of the clinic setting use an over-the-phone interpreter service to provide appropriate language services.

Some programs have employed full-time interpreters. For all other LEP clients, programs use the services of an over-the-phone interpreter service or approved, qualified interpreters, if available.

#### D) Monitoring

The Title VI Coordinator communicates with clinic managers to discuss the effectiveness of the Title VI program. Our programs will continue to monitor the effectiveness of the Title VI program and our language assistance program.

After reviewing and assessing information regarding our LEP client base, staff meetings are periodically conducted within each clinic to further plan for meeting the needs of our LEP clients.

## **2. Language Access**

#### A) Oral Language Interpretation:

Full-time interpreters and bilingual employees are frequently available throughout the department upon request.

The language skills and interpreter skills of all employees who interpret are assessed by an outside contractor. Only those employees who achieve a satisfactory level during the assessment are allowed to interpret for our clients.

In our efforts to provide competent interpreter services, the majority of our interpreters and bilingual employees have attended training to ensure that they are familiar with the ethics, protocols, etc. to becoming an effective interpreter.

Below is a list of our staff interpreters:



<b>STAFF INTERPRETERS</b>					
<b>LAST NAME</b>	<b>FIRST NAME</b>	<b>WORK LOCATION</b>	<b>CONTACT NAME/ SUPERVISOR</b>	<b>PHONE NUMBER</b>	<b>LANGUAGES</b>
<b>Ahmed</b>	Khadra	TB Elimination	Billy Reagon	615.340.8644	Somali, Arabic, Amharic
<b>Castillo</b>	Nadia	WIC-South Nutrition Center	Lauren Cromer	615.880.3210 ext. 79315	Spanish (WIC calls only)
<b>Cruz</b>	José	Human Resources	Leslie Robeson	615.340.8963 615.330.1546	Spanish
<b>Ferguson</b>	Homer	WIC-East Clinic	Keisha Craddock	615.340.3553	Spanish (WIC +8hrs non-WIC)
<b>Gonzalez</b>	Ronald	Woodbine Clinic	Carline Fanfan	615.880.1078	Spanish
<b>Hanna</b>	Amani	Woodbine Clinic	Carline Fanfan	615.712.4999	Arabic
<b>Hernandez</b>	Rosa	Woodbine Clinic	Carline Fanfan	615.862.7940 ext. 79401	Spanish
<b>Mihic</b>	Igor	WIC- South Nutrition Center	Lauren Cromer	615.880.3213	Serbo-Croatian, German
<b>Pardue</b>	Michelle	Oral Health –East Clinic	Michelle Pardue	615.340.5601	French
<b>Vlatkovic</b>	Dusan	WIC –Adm. (MSE)	Teresa Thomas	615.880.2213	Serbo-Croatian

The Metro Public Health Department also currently contracts with over-the-phone interpreter services that provide (OTP) services for over 200 languages. Our invoices for these services average approximately \$7,000 per month in total.

#### B) Translation of Written Materials:

Based upon the results of the PTBMIS report as well as program needs, many of our documents are translated into Spanish. During 2015, our previous Title VI Coordinator served on an RFP team that selected a company to contract for translations services.

- Consequently, a significant amount of our vital written documents have been translated into Spanish. For those clients who speak languages other than Spanish, we will provide competent oral translation of the documents in a language that is understandable to

the LEP client.

- We also have a contract with a translation company to translate documents into Spanish and other languages as needed.

#### C) Providing Notice to LEP persons

1. A notice is posted on the bulletin board or an area clearly visible for our clients about their right to *free language assistance*. This notice is provided in the most frequently spoken languages of our LEP clients, i.e. Spanish, Arabic, Kurdish, Somali and Vietnamese.
2. Cards have also been made available to assist LEP clients in identifying their language needs.

### **Public Notification**

**A notice is provided to LEP clients indicating that language services are available. This notice has been translated into the most frequently spoken languages of our clients. This notice has been posted in offices and clinics at MPHD.**

#### **ENGLISH**

Please let us know if you need interpreter services that are available to you at no cost. All authorized interpreters for the MPHD have completed HIPAA privacy training and are required to comply with the privacy rules of the MPHD.

We will also provide free oral translation of documents that have not already been translated in written form.

#### **SPANISH**

Por favor, infórmenos si necesita del servicio de interpretación que se encuentra disponible para usted y sin costo alguno. Además, ofrecemos servicio gratuito de traducción oral de documentos que aún no están traducidos por escrito.

Todos los intérpretes autorizados del Departamento Metropolitano de Salud Pública (MPHD) han completado una capacitación sobre privacidad en el

marco de la Ley de Portabilidad y Responsabilidad del Seguro de Salud, HIPAA, y se les exige acatar las normas sobre privacidad del MPHD.

### **ARABIC**

نرجو إعلامنا إن كنت بحاجة الى خدمات الترجمة الفورية و التي نوفرها مجاناً. كذلك نقدم ترجمة شفوية للوثائق التي لم تتم ترجمتها كتابة من قبل مجاناً.

جميع المترجمين الفوريين لدائرة الصحة العامة في واشنطن أنهوا تدريباً على متطلبات قانون HIPAA وهم مطالبون بالتقيد بنظم الخصوصية التي تضعها الدائرة.

### **KURDISH**

ئە گە ر پێویستیت بە خزمەتگوزاریی موته رحیم هه یه ئاگادارمان بکە وە. ئە م خزمەتگوزارییه بە خۆراییی بۆت دابین دەکریت. ئێمه هه روه ها به لگه نامه یه ک که پێشتر به نووسین ته رجه مه نه کرابیته وە، به شیوه یه زاره کی بۆت ته رجه مه ده که یه وە.

هه موو ته رجومانه مؤله ت دراوه کانی MPHD راهینانی خسووسی بوونی HIPAA یان بینیه و داوایان لیکراوه خۆیان له گه ل یاساکانی خسووسی بوونی MPHD دا بگۆنجن.

### **SOMALI**

Fadlan noo soo sheeg haddii aad u baahato adeegyada turjumaanka ee diyaar kuu ah bilaashna ah. Waxaan weliba bilaash ahaan afka uga turjumi doonnaa oo aan hadal ahaan kuugu sheegi doonnaa dukumeentiyada aan hore qoraal ahaan loogu turjumin.

Dhammaan turjumaannada sida rasmiga ah loo ogolaaday ee loogu talagalay MPHD waxay dhammaysteen tababarka xagga sirta ee HIPAA waxaana laga sugayaa inay adeecaan xeerasha sirta la xiriira ee u yaalla MPHD.

## VIETNAMESE

Nếu quý vị cần dịch vụ thông dịch thì chúng tôi sẽ cung cấp miễn phí. Chúng tôi cũng có dịch vụ phiên dịch bằng lời nói miễn phí cho các hồ sơ chưa được dịch trên văn bản.

Tất cả các thông dịch viên chuyên môn của MPHD đều được huấn luyện về luật riêng tư HIPAA và phải tuân hành theo các điều quy về riêng tư của MPHD.

"I Speak" posters and cards have been provided throughout the MPHD.

On the MPHD Intranet, we have included our non-discrimination statement that includes contact information for the Title VI Coordinator. (See below)

### **Statement of Non-Discrimination**

The Metro Public Health Department of Nashville and Davidson County does not discriminate on the basis of age, race, sex, color, national origin, religion, or disability in admission to, access to, or operations of its programs, services, or activities. The Metro Public Health Department of Nashville and Davidson County does not discriminate in its hiring or employment practices.

The following person has been designated to handle questions, concerns, complaints, requests for accommodation, or requests for additional information regarding the Americans with Disabilities Act:

**Todd Baker**

2500 Charlotte Avenue  
Nashville, TN 37209  
Phone: (615) 340.0535  
FAX: (615) 340.8564

The following person has been designated as the Title VI Coordinator to handle questions, concerns, complaints, or requests for additional information regarding Title VI of The Civil Rights Act:

**José Cruz**

2500 Charlotte Avenue  
Nashville, TN 37209  
Phone: (615) 880.1078  
FAX: (615) 880.2194

Inquiries concerning non-discrimination policies other than ADA and Title VI compliance should be forwarded to:

**Leslie Robeson**

2500 Charlotte Avenue

Nashville, TN 37209

Phone: (615) 340.8526

FAX: (615) 340.5665

## **Community Outreach Initiatives (2016 – 2017)**

Examples of a few of our outreach initiatives include the following:

**The Tennessee Breast and Cervical Screening Program (TBCSP)** is a comprehensive screening program available year-round throughout Nashville and Davidson County for medically underserved women. The primary objective of the program is to increase the number of women who receive breast and cervical cancer screening and diagnostic services to detect these cancers early. All services are offered free of charge to eligible women through contracted screening/enrollment health care sites located in Nashville/Davidson County. Informational sessions about program services and where program services are provided were held at the following community events:

<b>2016</b>	<b>2016</b>
All About Women	07/09
New Covenant Community Day	08/06
Christ Church –Ladies Loving Nashville	08/20
GYN Cancer –NGH	09/20
Baptist World Center	10/08
NGH lobby –Breast cancer awareness	10/11
NGH lobby –Breast cancer awareness	10/18
Onedurful 5 Birthday Celebration	10/19
Greater Christ Temple Church	11/11
<b>2017</b>	<b>2017</b>
MWCHC Pap & Mamm Day	01/28
Fisk University	02/03
TSU HPV	02/17
MWCHC Pap & Mamm Day	02/21
STMPs Family Center West Pap & Mammogram	03/29

**The TB Elimination Program** works closely with the Siloam Family Health Clinic and Catholic Charities in providing TB services to the refugees and immigrants in the Nashville Davidson County community. We also work with the INS providers in providing assessments and evaluations to those individuals diagnosed with TB infection. The TB Elimination program is a diverse team of individuals working together to prevent, treat, and eliminate TB. During the 2016-2017 fiscal year, the TB program participated in the World Cultural Day and two church events in effort of educating the community about TB Disease.

**The School Based Dental Sealant Program** targets schools with more than 50% of students on Free and Reduced meal programs. All students in target schools are eligible to participate if they return parental consent. The consent forms and report of Dental Inspection are available in English, Spanish and Arabic. This program works directly with school interpreters to make sure they understand the program so that they can answer parent questions and concerns. Communication with the students also takes visual forms. Tooth models are also used to show larger than life dental sealants. Dental hygienists provide education programs in the schools when allowed time. All parents of participating students are given a Report of Dental inspection along with referral information to the Lentz Dental Clinic where language line can be utilized for further communication.

**The Healthy Beginnings Program/MPHD of Nashville** is a free evidence-based home visiting program for first time parents following the Healthy Families America model. Our purpose is to make becoming a new parent easier and to talk to new parents about keeping their child healthy and safe and how they can become good parents. The Healthy Beginnings Program is available to residents of Davidson County and is open to first time parents as well as parents of a child two weeks old or younger. The referrals for the Healthy Beginnings Program first go through Central Referral to be screened and processed and if eligible for the Healthy Beginnings Program the family is assessed and a home visitor will make a home visit to the family.

**East Clinic** serves a significant number of Hispanics every day due to its proximity to the Hispanic communities in East Nashville/ Madison area. Seventy percent of the clients for whom we provide services are Hispanic. We currently have 2 staff who are bilingual (1 Nurse, 1 Nurse Practitioner) and 2 Spanish interpreters (one six hours a week and one three days a week). We have created a "Welcoming" poster that is located in our lobby to welcome all people to the East community and clinic.

**The Help Us Grow Successfully (HUGS)** program provides home-based intervention services to parents expecting a child or who have a child under the age of 6.

Currently, 48% of our HUGS families are from a non-English speaking country (20% Hispanic, 17% Arabic, 11% Burmese). HUGS has 2 bilingual (English/Spanish) care coordinators. One of these care coordinators participates in the MNPB El Protector Baby Shower. Our care coordinators use interpreters provided through phone interpreter services or one of the in house MNPB interpreters to serve our non-English speaking families.

**Public Health Emergency Preparedness (PHEP)** provides several educational materials, including SMART 911 info sheets, Family Emergency Plan Worksheets and Zika Virus information sheets, in both Spanish and English. The Family Emergency Plan Worksheet is also available in Kurdish. PHEP is also prepared to deliver mass prophylaxis (medication) information sheets during a Point of Distribution activation in 48 languages.

Additionally, for internal use, instructions on what to do during an active shooter even have been made available to our employees in both Spanish and English.

**Lentz Preventive Health Clinic** offers Immunizations and Family Planning services to a culturally diverse population from many different ethnicities and backgrounds including Hispanic, Arabic, Burmese and other ethnicities in the Nashville-Davidson area. In order to provide quality service to these populations, we will utilize our in-house interpreters and as well as utilize the Language Line Services to communicate appropriately with our non-English speaking patients. We also assist in outreach events hosted by the STD Clinic at college campuses and other health fairs throughout Nashville that help promote the Family Planning program for all cultures. The Preventive Health nurses attend a yearly training session on Cultural Competency that helps increase culture awareness in the Nashville area.

**The Immunization Program**, when working to provide immunization records, outreach, perinatal Hepatitis B case management and vaccine preventable disease investigations, provides services to clients of all backgrounds. The entire staff is well versed in the use of our phone interpreter service, Voiance. Signs are kept in our customer service window to show some of the languages available. This sign written in English, as well as, each of the languages being advertised.



**The Children's Special Services (CSS)** program employs a part-time Arabic interpreter for the office site and to assist with home visits with the care coordinators. CSS employs a full-time Spanish speaking care coordinator to serve the needs of Spanish speaking clients. The Spanish speaking care coordinator has participated in the MNPD El Protector Baby Shower and the Onederful Baby Shower. CSS uses Voiance Language Services or staff interpreters for all other languages. All employees' service as interpreters must pass the Language Proficiency Test (LPT) and the Interpreting Skills Test (IST). CSS having two bilingual employees (English/Spanish and English/Arabic) has increased the services provided by our program and has decreased the wait time for an interpreter.

The **Woodbine Clinic** serves a significant number of Hispanic clients every day due to its proximity to the Hispanic communities in the South Nashville/Woodbine area. Fifty percent of the clients for whom we provide services are Hispanic. Over 50% of the staff is bilingual with one full-time Spanish Interpreter. The majority of the English-speaking staff has taken two or more Spanish classes in order to communicate effectively with Spanish-speaking clients and patients. Over 30% of the clients at the Woodbine Clinic are Arabic-speaking. We currently have a part-time Arabic Interpreter that works at the clinic 2 days out of the week. Recently, we also added a bilingual breast feeding peer counselor and a bilingual nutritionist (Spanish -English).

The Woodbine Clinic also offers Spanish and Arabic interpretation for our WIC nutrition classes and one on one "nutrition education" is offered to any individual that may speak a language other than English, Spanish or Arabic. The entire staff is well versed in using Voiance and other over-the-phone language services to assist our diverse clientele.

**WIC** is a nutrition program that helps pregnant women, new mothers, infants and your children eat well, lean about nutrition and stay healthy. Nutrition education and counseling, nutritious foods, and help accessing health care are provided to low-income women, infants and children, popularly known as WIC.

**Mobile Outreach WIC Program** –partners with churches, community centers, libraries, MDHA properties and public service organizations throughout Davidson County to reduce health disparities within the community. The program exemplifies effective community collaboration by teaming with various organizations to utilize their space to bring WIC services to the community. Twenty-two classes are taught each month at twenty locations. Classes are taught in both English and Spanish at most locations. And a Arabic interpreter goes out with the mobile team when needed. Two of the four team members speak Spanish.



**Hospital Outreach WIC Program** –We provide WIC Bedside Service at four Davidson County Hospitals (Centennial, St. Thomas Mid-town, Vanderbilt, and General Hospitals) Five of the seven WIC hospital staff are bilingual (Spanish, German, Serbian, Croatian, Gujarati). Monthly breastfeeding classes are taught in both English and Spanish.

A multitude of languages (Serbian, Croatian, Spanish, Siwu, Ewe, Farsi, Kurdish, Arabic, Portuguese, Tigrigna, Gujarati, German) are spoken by our bi-lingual staff. Twenty-five of the sixty five WIC employees are bilingual.

WIC employs two full-time Spanish interpreters to work in two of our clinics (South Nutrition Center and East WIC). Most all of WIC client printed materials are printed in both English and Spanish.

Davidson County WIC strives to find innovative ways to make vital resources available to all who qualify. Programs like Mobile WIC and Hospital WIC are continually adapting to better serve participants and their changing needs. Creative outreach efforts like these ensure Nashville can continue to prioritize making families healthier and minimize the disparities that currently exist.

**TennCare Kids Community Outreach** is a community preventative health outreach program for families on TennCare or who are eligible for TennCare. TennCare Kids advocates the importance of free yearly medical, dental, hearing and vision exams for children to detect/prevent health conditions that could impair the ability to grow, learn and develop in a healthy manner.

Our goal is to improve the health status of children, ages birth to 20 years of age, who are on TennCare, by increasing the number of children receiving their annual well child check-up. All literature distributed is available in Spanish, including many resource materials. We have two part-time Outreach Workers who speak Arabic.

We have many partnerships with Limited English Proficient communities:

*Metro Parks Celebration of Cultures*

*Cheekwood's El Día de los Muertos (Day of the Dead)*

*All El Protector Sponsored events*

*Catholic Charities of South Nashville –South Nashville Family Resource Center*

*UNA Church of Christ Help Center*

*Donelson Church of Christ Help Center*

*Madison Church of Christ*

*MPHD Woodbine Clinic*

*MPHD South Nutrition Center  
Department of Human Services  
MPHD Mobile WIC  
Metro Public Schools  
All Second Harvest Emergency Food Box locations*

**The Ryan White Program** manages a federal grant that provides \$3.8M of funding to community agencies to provide HIV medical care and services to low income persons living with HIV disease. The Ryan White Program demonstrates compliance with Title VI in the following ways: 1) The Request for Proposal contains language regarding requirements regarding Title VI; 2) Title VI compliance is specified in contracts with funded providers; 3) Funded providers sign a statement acknowledging and assuring compliance with Title VI; 4) Funded providers must have a policy and procedure regarding complaints/ grievances and maintain a written log tracking the filing and resolution; and 5) MPHD monitors providers' complaint/ grievance procedures to assure compliance.

## **Complaints**

There were no Title VI complaints received from clients during the 2016– 2017 fiscal year.

**Unduplicated Count 2016**

62,221

**Race** **Count**

WHITE	33,631
BLACK	24,697
ASIAN	1,894
OTHER	1,757
UNKNOWN	194
AMIND	32
PACIF	12

**Language** **Count**

ENGLISH	44,489
SPANISH	10,791
OTHER	2,348
ARABIC	1,961
UNKNOWN	1,026
ARMENIAN	904
KURDISH	206
VIETNAMESE	82
RUSSIAN	70
CHINESE	66
TAGALOG	53
SWAHILI	47
FRENCH	41
KOREAN	29
HINDI	18
PORTUGUESE	14
TURKISH	13
LAOTIAN	13
ITALIAN	12
JAPANESE	10
SERBO-CROATIAN	8
DANISH	4
SUDANESE	3
THAI	3
GERMAN	2
ZULU	2
ROMANIAN	1
SIGN LANGUAGE	1

**Country of Origin** **Count**

UNITED STATES	49,350
MEXICO	3,532
EGYPT	1,764
HONDURAS	1,294
GUATEMALA	910
EL SALVADOR	806
BURMA	433
IRAQ	395
SOMALIA	321
CONGO	276
ETHIOPIA	234
NIGERIA	178
VENEZUELA	146
NEPAL	138
VIETNAM	136
CUBA	129
SUDAN	123
INDIA	100
BHUTAN	93
AFGHANISTAN	83
CHINA	82
UZBEKISTAN	70
PUERTO RICO	70
GHANA	61
MALAYSIA	57
IRAN	56
KENYA	56
HAITI	54
COLOMBIA	52
JORDAN	49
SAUDI ARABIA	41
KOREA, REPUBLIC OF	39
THAILAND	38
PERU	37
RUSSIA	37
PHILLIPPINES	33
ERITREA	32
UGANDA	31
BRAZIL	29
PAKISTAN	29
NICARAGUA	27
SYRIA	27
DOMINICAN REPUBLIC	26
YEMEN (SANA)	26

JAMAICA	24
TURKEY	24
UNKNOWN	23
ISRAEL	22
ECUADOR	21
YEMEN (ADEN)	20
TANZANIA, UN. REP OF	20
JAPAN	20
LAOS	19
SIERRA LEONE	18
DEMOC REPUBLIC CONGO	17
CANADA	17
GERMANY	15
BURUNDI	15
RWANDA	15
SENEGAL	14
UN OF SOV SOC REP	14
LIBERIA	13
IVORY COAST	12
BOSNIA AND HERCEGOVI	11
BANGLADESH	11
IRAQ-SAUDI ARAB N-ZO	11
CAMEROON	9
SOUTH AFRICA	9
GAMBIA, THE	9
KAZAKHSTAN	8
KOREA,DEM PPL REP OF	8
GUYANA	8
COSTA RICA	8
UKRAINE	8
UNITED KINGDOM	8
ALBANIA	7
NIGER	7
BOLIVIA	7
LEBANON	7
KYRGYZSTAN	7
TRINIDAD & TOBAGO	7
KOSOVO	6
SPAIN	6
BELIZE	6
MOROCCO	6
CAMBODIA	6
SRI LANKA	6
	6

PANAMA (INCL CANAL)	6
KUWAIT	6
YUGOSLAVIA	6
ZAMBIA	6
EQUATORIAL GUINEA	5
TOGO	5
LIBYA	5
CHINA (TAIWAN)	5
ZIMBABWE(S.RHDOESIA)	5
CHILE	4
IRELAND	4
UNITED ARAB EMIRATES	4
ROMANIA	4
TUNISIA	4
KAMPUCHEA(CAMBODIA)	4
BR IND OCEAN TR	3
FRANCE	3
ARMENIA	3
SVALBARD & JAN MAYEN	3
SWAZILAND	3
CROATIA	3
GAZA STRIP	3
ITALY	3
MICRONESIA,FED.STS. 9	3
MAURITANIA	3
CNT AFRICAN REP	3
AUSTRALIA	3
UN.STATES MIS PAC IS	2
BOTSWANA	2
GUADELOUPE	2
BAHAMAS, THE	2
MONACO	2
ANGOLA	2
MAURITIUS	2
HONG KONG	2
ARGENTINA	2
BENIN(DAHOMEY)	2
INDONESIA	2
MARTINIQUE	2
BERMUDA	2
GREENLAND	2
GREECE	2
BARBADOS	2
AMERICAN SAMOA	1

ALGERIA	1
AUSTRIA	1
BELARUS	1
URUGUAY	1
WESTERN SAMOA	1
BRUNEI	1
VIRGIN ISLS OF U.S.	1
BR VIRGIN ISLND	1
ZAIRE	1
GRENADA	1
MARSHALL ISLANDS	1
MALAWI	1
MADAGASCAR	1
MACEDONIA	1
MOLDOVA	1
MONGOLIA	1
MOZAMBIQUE	1
NAMIBIA	1
NETHERLANDS	1
NORFOLK ISLAND	1
NORWAY	1
POLAND	1
PORTUGAL	1
SOLOMON ISLANDS	1
MALDIVES	1
COOK ISLANDS	1
TONGA	1
SWEDEN	1
DJIBOUTI	1
DOMINICA	1
GUINEA-BISSAU	1
SINGAPORE	1
REFUSED INFORMATION	1
FINLAND	1
SERBIA	1
GERMAN DEM REP(EAST)	1
GERMAN FED REP(WEST)	1
SAN MARINO	1
CHAD	1
KIRIBATI(INCL GLBRT)	1

## **METROPOLITAN HISTORICAL COMMISSION**

### **Authority**

The Title VI Coordinator is responsible for educating staff on 1) their responsibilities under Title VI, 2) how to inform clients of their rights under Title VI, 3) how to monitor for compliance with Title VI legislation and, 4) how to maintain and submit any required documentation for Title VI compliance.

Duties may include and may not be limited to the following:

- Conducting annual training for departmental personnel as required;
- Working in conjunction with the Metro Title VI Coordinator to ensure that all new employees to Historical Commission receive Title VI training and information;
- Ensuring that procedures are in place to provide for public notification of rights under Title VI;
- Disseminating all Title VI resources, including posters and brochures, to departmental personnel as required;
- Maintaining Title VI complaint log and conducting any necessary investigations;
- Utilizing necessary monitoring techniques to ensure departmental compliance;
- Other duties as necessary to ensure Title VI compliance;

The Title VI Coordinator for the Metropolitan Historical Commission is:

Yvonne Ogren  
Metro Historical Commission  
3000 Granny White Pike  
Nashville, TN 37204  
615-862-7970  
Email: [yvonne.ogren@nashville.gov](mailto:yvonne.ogren@nashville.gov)

### **Organizational Environment**

#### **Mission statement**

To preserve, protect, and document the history, historic places, buildings, and neighborhoods of Davidson County through education, technical assistance, and advocacy.

### **Federal Funding in the Metropolitan Historical Commission**

The Metro Historical Commission presently does not receive any federal funds. It is a pass through agency.

### **Contracted Program Overview**

The Metro Historical Commission does not host any current contracts.



## **Minority Participation on the Commissions below:**

### **Metro Historical Commission**

Mr. Bob Allen	Caucasian Male
Mr. Clay Bailey	Caucasian Male
Ms. Menié Bell	Asian Female
Mr. Alex Buchanan	Caucasian Male
Mr. David Currey	Caucasian Male
Dr. Don Cusic	Caucasian Male
Mr. Jim Forkum	Caucasian Male
Mr. Bill Hardin	Caucasian Male
Mr. Barrett Hobbs	Caucasian Male
Mr. Jim Hoobler	Caucasian Male
Ms. Lynn Maddox	Caucasian Female
Dr. Bill McKee	Caucasian Male
Mr. Mark Rogers	Caucasian Male
Ms. Gerry Searcy	African-American Female
Ms. Linda Wynn	African-American Female

### **Metro Historic Zoning Commission\***

Ms. Menié Bell	Asian Female (serves on both commissions)
Mr. Sam Champion	Caucasian Male
Ms. Kaitlyn Jones	Caucasian Female
Mr. Aaron Kaalberg	Caucasian Male
Ms. Elizabeth Mayhall	Caucasian Female
Mr. Ben Mosley	Caucasian Male
Ms. Ann Nielson	Caucasian Female
Mr. Cyril Stewart	Caucasian Male
Mr. Brian Tibbs	African-American Male

**Number of Complaints Received Last Year** none (0) .

Statement of Non-Discrimination

*Metro Government does not discriminate on the basis of race, color, national origin, gender, gender identity, sexual orientation, age, religion, creed or disability in admission to, access to, or operations of its programs, services, or activities. Discrimination against any person in recruitment, examination, appointment, training, promotion, retention, discipline or any other employment practices because of non-merit factors shall be prohibited.*



## **METRO HUMAN RELATIONS COMMISSION TITLE VI PLAN 2017**

### **1. AUTHORITY**

Title VI of the 1964 Civil Rights Act requires 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 subjected to discrimination under any program or activity receiving federal financial assistance.” Although the Metro Human Relations Commission does not receive federal financial assistance, we are committed to compliance with Title VI and all other laws that protect the rights, safety, dignity, and welfare of residents of Nashville and Davidson County.

Moreover, the Human Relations Commission is the agency designated to support Metropolitan Government’s system-wide compliance with the provisions of Title VI. Consequently, its internal and external responsibilities include:

- Assisting Metro Government’s Title VI Coordinators to ensure that all new and current employees and directors receive annual Title VI training and information;
- Ensuring that procedures are in place to provide for public notification of rights under Title VI, and that investigation procedures are implemented;
- Engaging necessary monitoring techniques to ensure departmental compliance;
- Other duties as necessary to ensure Title VI compliance.

Title VI Coordinating responsibility falls under the MHRC’s executive leadership. For information contact:

**Melody Fowler-Green**  
**Metro Human Relations Commission**  
**404 James Robertson Parkway, Suite 130**  
**Nashville, Tennessee 37219**  
**Telephone: (615) 880-3374 | Facsimile: (615) 880-3373**  
**Email: melody.fowler-green@nashville.gov**

### **2. ORGANIZATIONAL MISSION & ENVIRONMENT**

The Metro Human Relations Commission is charged with protecting and promoting the personal dignity of all people in Nashville and Davidson County by protecting and promoting their safety, health, security, peace, and general welfare. (Chapter 2.132.020) The commission endeavors to carry out this mission proactively and reactively by:

- Investigating complaints within the general services district regarding perceived discrimination;
- Reviewing allegations of discriminatory misconduct by metropolitan government employees, including but not limited to employees of the police

department, fire department, health department, department of codes administration, public works, metropolitan beer permit board, metropolitan development and housing agency and department of water and sewerage services, and fostering better relations between employees of metropolitan government and the people they seek to serve;

- Lessening and eliminating prejudice and discrimination through educational and awareness-enhancing programs designed to promote tolerance, respect, and the value of diversity;
- Proposing legislation addressing human relations issues in the general services district and enhancing the enforcement of statutes and ordinances that already exist; and
- Fostering mutual understanding, tolerance, and respect among all economic, social, religious, ethnic, and other community groups by working with existing educational, religious, governmental, social and community agencies.

### **3. TITLE VI INFORMATION AND DISSEMINATION**

Title VI information posters will be publicly displayed in the MHRC office. Title VI coordinator contact information is available on the MHRC website along with additional resources related to Metro's nondiscrimination responsibilities.

The provisions of Title VI will be made known to MHRC employees and the board of Commissioners through training and the department's policy manual. During orientation, new employees shall be informed of the provisions of Title VI, and the MHRC's expectations for compliance.

### **4. SUBCONTRACTORS AND VENDORS**

MHRC does not receive federal financial assistance, therefore does not make payments to subcontractors or vendors who are then subject to the provisions of Title VI of the Civil Rights Act of 1964 as amended. Nonetheless, any written contracts shall contain non-discrimination language, either directly or through the bid specification package which becomes an associated component of any contract.

### **5. RECORD KEEPING**

The Title VI Coordinator will maintain records in compliance with Metro and federal records retention policies. These records include, but are not limited to, copies of Title VI complaints and related documentation, records of correspondence to and from complainants, and Title VI investigations.

### **6. TITLE VI COMPLAINT REVIEW PROCESS & PROCEDURES**

MHRC will accept Title VI complaints from constituents with regard to any Metro services. An individual may file a complaint up to 180 days from the date of the alleged discrimination. The MHRC provides a complaint form on its website, and

provides translation services in accordance with the LEP (Limited English Proficiency) requirements of Title VI.

Constituents may initiate a complaint in three ways:

- A. Submit a completed Title VI Complaint Form (Appendix A), by mail to Metro Human Relations Commission, 404 James Robertson Parkway, Suite 130, Nashville, Tennessee 37219, by facsimile to (615) 880-3373, or by email to [mhrc@nashville.gov](mailto:mhrc@nashville.gov).
- B. Submit a Pre-Check form online at <http://www.nashville.gov/Human-Relations-Commission/Title-VI-in-Metro-Government/Filing-an-Inquiry-or-Complaint/Complaint-Pre-Check-Form.aspx>. If Commission staff determine through the pre-check that the complaint is within the protections of Title VI, the complainant will be assisted with filing a full completed complaint form.
- C. Call the MHRC Office at (615)880-3370.

NOTE: The Commission encourages complainants to certify any mail that is sent through the U.S. Postal Service. The signed original copy of any complaint submitted by fax or email must be mailed or delivered to the MHRC Title VI Coordinator as soon as possible, but no later than one hundred eighty (180) days from the alleged date of discrimination.

Minimally, all complaints should be submitted in writing and should include the following:

- Full Name;
- Mailing address;
- Best contact information (i.e., telephone number, email address, etc.);
- Facts related to the incident of perceived discrimination;
- The name and contact information of respondent(s); and
- Names and contact information of any witnesses.

### **What happens to the complaint after it is submitted?**

- a. All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by the MHRC or other entity will be directly addressed for investigation. Through its civil rights compliance functions, the MHRC shall provide appropriate assistance to complainants, including persons with disabilities, or who are limited in their ability to communicate in English.
- b. Acknowledgement of the complaint will be mailed or emailed within seven (7) days. Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint.
- c. Upon determination that the complaint warrants an investigation, the complainant is sent a letter, including the name of the investigator/fact-finder, and is provided with his/her rights under Title VI and related statutes.

- d. The respondent is notified by mail that he/she has been named in a complaint and is provided with his/her rights under Title VI and related statutes. The letter also includes the fact-finder's name and informs the respondent that he/she will be contacted for an interview.
- e. A letter or other official correspondence is sent to the appropriate manager and/or department head when the complainant(s) or respondent(s) are located in Metro Government.
- f. The investigator/fact-finder shall prepare a written plan, which includes but is not limited to:
  - Names of the complainant(s) and respondent(s);
  - Basis for the complaint;
  - Issues, events or circumstances that caused the person to believe that he/she has been discriminated against;
  - Information needed to address the issue;
  - Criteria, sources necessary to obtain the information;
  - Identification of key people;
  - Estimated investigation time line; and
  - Remedy sought by complainant(s).
- g. An investigation addresses only those issues relevant to the allegations in the complaint. Confidentiality will be maintained as much as possible. Interviews will be conducted to obtain facts and evidence regarding the allegations in the complaint. The investigator will ask questions to elicit information about aspects of the case about which witnesses can provide firsthand information. Interviews can be tape recorded with the interviewee's consent.
- h. Within 30 to 60 days of receipt of the complaint (if possible) the fact-finder prepares a written report and submits the report and supporting documentation to the MHRC Executive Director for review. After reviewing the file, the Executive Director makes a determination of "probable cause" or "no cause" and prepares a final decision letter in the matter.
- i. In the event the Executive Director finds the complaint is not substantiated, the complainant is also advised of his or her right to appeal, by providing additional information or seeking redress through another entity.
- j. A copy of the complaint and the investigation report will be kept on file in accordance with required record-retention procedures.

## **7. LIMITED ENGLISH PROFICIENCY**

Individuals who do not speak English as their primary language and who have a limited ability to read, write, speak or understand English can be defined as Limited English Proficient (LEP). Executive Order (EO) 13166 - *Improving Access to Services for Persons with Limited English Proficiency* is directed at implementing the protections afforded by Title VI of the Civil Rights Act of 1964 and related regulations. It prohibits recipients of Federal financial assistance from discriminating based on

national origin by failing to provide meaningful access to services to individuals who are LEP.

The Metro Human Relations Commission recognizes the increasing racial, ethnic, and linguistic diversity in the city and seeks to provide meaningful access to LEP residents through a plan guided by the Department of Justice's (DOJ) four-factor analysis. The four factors, DOJ allows publically-funded entities to consider are:

- a. The number or proportion of LEP persons eligible to be served or likely to be encountered by a recipient of federal assistance
- b. The frequency with which LEP individuals come into contact with the program or service
- c. The nature and importance of the program, activity or service provided by the program to people's lives
- d. The resources available to the grantee/recipient and the associated costs

#### **What are the provisions of the MHRC LEP plan?**

- Use of Language Line to ensure appropriate translation for clients seeking services from the department;
- Publication and distribution of department brochures in Spanish and Arabic;
- Publication and distribution of "Know Your Rights" brochures in Spanish and Arabic;
- Publication and distribution Title VI posters in Spanish; and
- Use of I-Speak cards.

### **8. FEDERAL FUNDING**

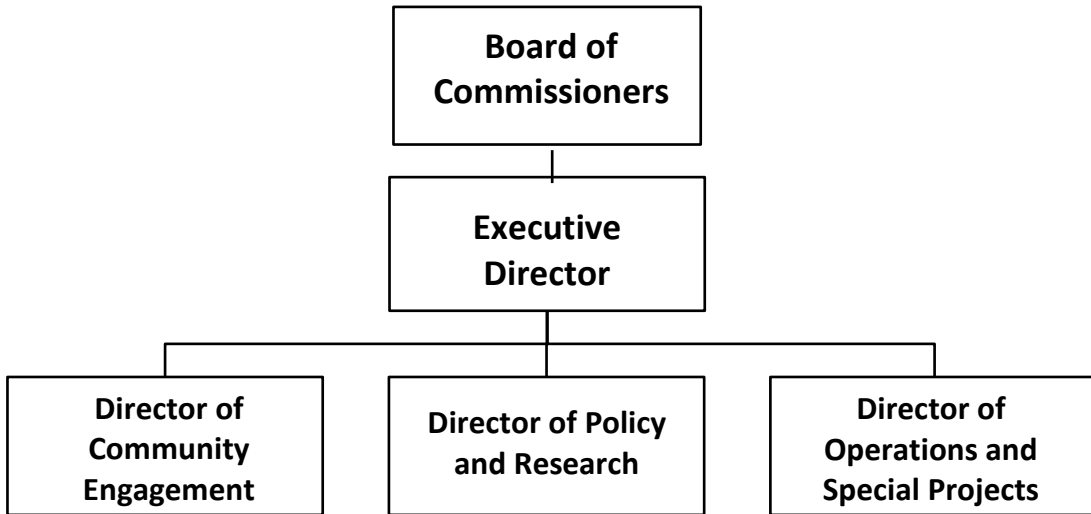
Currently, the MHRC receives no direct federal financial assistance from grants or other sources to achieve its goals and initiatives.

### **9. CONTRACTED PROGRAMS**

Aside from rental agreements for event venues and services, the department currently holds no contracts with outside agencies in the delivery of its programs or services.

### **10. MINORITY PARTICIPATION ON THE BOARD OF COMMISSIONERS**

The MHRC Board of Commissioners is composed of 17 members, 10 of whom meet the criteria for racial/ethnic minority status. There are currently no vacancies on the board.



**11. TITLE VI COMPLAINTS RECEIVED LAST YEAR (either directly or copied from another department): 5**

**12. DEPARTMENTAL NON-DISCRIMINATION STATEMENT:**

The Metro Human Relations Commission does not discriminate on the basis of race, color, national origin, sex, gender identity, sexual orientation, age, religion, creed or disability in admission to, access to, or operations of its programs, services, or activities. Discrimination against any person in recruitment, examination, appointment, training, promotion, retention, discipline or any other employment practices because of non-merit factors shall be prohibited.



# **METRO HUMAN RESOURCES DEPARTMENT**

## **Authority**

The Title VI Coordinator is responsible for educating staff on 1) their responsibilities under Title VI, 2) how to inform clients of their rights under Title VI, 3) how to monitor for compliance with Title VI legislation and, 4) how to maintain and submit any required documentation for Title VI compliance.

Duties may include and may not be limited to the following:

- Conducting annual training for departmental personnel as required;
- Working in conjunction with the Metro Title VI Coordinator to ensure that all new employees to Human Resources receive Title VI training and information;
- Ensuring that procedures are in place to provide for public notification of rights under Title VI;
- Disseminating all Title VI resources, including posters and brochures, to departmental personnel as required;
- Maintaining Title VI complaint log and conducting any necessary investigations;
- Utilizing necessary monitoring techniques to ensure departmental compliance;
- Other duties as necessary to ensure Title VI compliance;

The Title VI Coordinator for the Metropolitan Government Human Resources Department is:

Les Bowron, Human Resources Analyst 3  
Aaron Shelton, Human Resources Analyst 3  
404 James Robertson Parkway, Suite 1000  
Nashville, TN 37219  
615-862-6640  
Email: les.bowron@nashville.gov

## **Organizational Environment**

The mission of the Human Resources Department is to provide human resources business and benefits products to:

- Metropolitan Government employees and agencies so they can provide quality government services, and
- Metropolitan Government retirees so they can receive the benefits to which they are entitled.

## **Federal Funding in the Human Resources Department**

The Metro Human Resources Department does not currently receive any federal funds.

## **Contracted Program Overview**

The Metro Human Resources department uses the myriad of contracts with other parties to fulfill its day-to-day operational requirements associated with achieving its primary mission of providing quality government services and benefits. Metro Human Resources enters into contracts following Metro purchasing guidelines' and procedures, which includes the standard language for title VI requirements.

## **Minority Participation - Employee Benefit Board and Civil Service Commission:**

### **Benefit Board Members**

**Dr. Christine Bradley** (Caucasian Female)

07/21/2015 - 06/30/2018

4248 Jamesborough Place

Nashville, TN 37215

**Dr. Stephanie Coursey Bailey** (Black Female)

9/6/2016 – 6/30/2019

8340 River Road Pike

Nashville TN 37209

**Mr. Charles D. Clariday** (Caucasian Male)

06/19/2015 – 06/30/2018

1600 Holly Street

Nashville TN 37206

Representing: Elected by Fire Department

**Mr. B. R. Hall, Sr.** (Caucasian Male)

07/14/2015 – 06/30/2018

526 Donald Avenue

Goodlettsville TN 37072

Representing: Elected Retiree

**Chief W. Todd Henry** (Caucasian Male)

07/10/2012 – 12/31/2017

200 James Robertson Parkway

Nashville TN 37201

Representing: Elected by Police Department

**Ms. Edna Jones** (Caucasian Female)  
07/01/2014 - 06/30/2017  
740 South 5th Street  
Nashville TN 37206  
Representing: Elected by General Government

**Mr. John P. Kennedy** (Caucasian Male)  
404 James Robertson Pkwy #1000  
Nashville, TN 37219-  
615-862-6640  
Representing: HR Human Resource Director

**Mr. Jerry Hall** (Caucasian Male)  
05/19/2016 – 06/30/2019  
730 Second Avenue South, 2<sup>nd</sup> Floor  
Nashville TN 37210  
Representing: Elected by General Government

**Mr. G. Thomas Curtis** (Caucasian Male)  
07/1/2014 - 06/30/2017  
3102 West End Avenue #600  
Nashville TN 37203

**Ms. Talia Lomax-O'dneal** (Black Female)  
10/01/2015  
106 Metro Courthouse  
Nashville, TN 37201  
(615) 862-6151  
Representing: Finance Director

### **Civil Service Commission Members**

**Ethan Link** (Caucasian Male)  
Commissioner  
11/17/2015 - 03/31/2019

**Steve Corbitt** (Caucasian Male)  
Vice Chairman  
04/05/2016 - 03/31/2021

**William H. Farmer** (Caucasian Male)  
Chairman  
01/04/2000 - 03/31/2018

**Joann North** (White Female)  
Commissioner  
04/21/2015 - 03/31/2020

**D. Billye Sanders** (Black Female)  
Commissioner  
4/18/2017 – 3/31/2022

**Number of Complaints Received Last Year: 0**

## **Statement of Non-Discrimination**

The Metropolitan Government of Nashville and Davidson County does not discriminate on the basis of age, race, sex, color, national origin, religion, or disability in admission to, access to, or operations of its programs, services, or activities. The Human Resources Department does not discriminate in its hiring or employment practices. The following person has been designated to handle questions, concerns, complaints, requests for accommodation, or requests for additional information regarding the Americans with Disabilities Act:

Department of Human Resources  
404 James Robertson Parkway, Suite 1000  
Nashville TN 37219  
Phone: (615)862-6640  
FAX: (615) 862-6654

The following has been designated as the Metro Title VI Coordinator to handle questions, concerns, complaints, or requests for additional information regarding Title VI of The Civil Rights Act:

Metro Human Relations Commission  
404 Parkway Towers  
First Floor  
P.O. Box 196300  
Nashville, Tennessee 37210  
Telephone: (615)880-3391  
Facsimile: (615)880-3373

Inquiries concerning non-discrimination policies other than ADA and Title VI compliance should be forwarded to:  
Department of Human Resources  
404 James Robertson Parkway, Suite 1000  
Nashville TN 37219  
Phone: (615) 862-6640

## **METROPOLITAN INFORMATION TECHNOLOGY SERVICES DEPARTMENT**

### **Authority**

The Title VI contact for Information Technology Services (ITS) Department is Cyndy Maddox 615-880-2573.

### **Organizational Environment**

Information Technology Services Department's Vision Statement:

Deliver leading digital technologies that enable our citizens to thrive.

Information Technology Services Department's Mission Statement:

Work together to deliver exceptional technology solutions that improve the lives of the citizens of Davidson County through the Metropolitan Government entities we serve.

### **ITS Values**

Community:	Serve the greater good
People:	Treat everyone with respect
Service:	Provide exceptional customer service
Collaboration:	Drive excellence through partnership
Innovation:	Embrace and enable progressive change

### **ITS Priorities**

Create value for customers through technology

Maintain reliable shared infrastructure

Secure and safeguard data and services

Use technology and resources to build for the future

### **Federal Funding in the ITS Department**

The ITS Department does not receive Federal Financial Assistance.

### **Contracted Program Overview**

The ITS Department utilizes properly approved contracts to assist them to achieve their departmental vision, mission, values and priorities. Through these contractual agreements, and within budget standards the ITS department acquires services to support the Metropolitan Government of Nashville & Davidson County reach their objectives through technology.

### **Minority Participation on the Board/Commission**

The ITS department does not have any active Boards or Commissions.

### **Number of Complaints Received Last Year.**

The ITS department did not receive any Title VI complaints last year.

## **Statement of Non-Discrimination**

The Metropolitan Government of Nashville and Davidson County does not discriminate on the basis of age, race, sex, color, national origin, religion, or disability in admission to, access to, or operations of its programs, services, or activities. The Human Resources Department does not discriminate in its hiring or employment practices.

The following office has been designated to handle questions, concerns, complaints, requests for accommodation, or requests for additional information regarding the Americans with Disabilities Act:

Human Resources

404 James Robertson Pkwy, Suite 1000

Nashville TN, 37219

Phone: (615) 862-6640

The following person has been designated as the Metro Title VI Coordinator to handle questions, concerns, complaints, or requests for additional information regarding Title VI of The Civil Rights Act:

Melody Fowler-Green

Human Relations Commission

404 James Robertson Pkwy, Suite 130

Nashville, TN 37219

615-880-3370

Inquiries concerning non-discrimination policies other than ADA and Title VI compliance should be forwarded to:

Department of Human Resources

404 James Robertson Pkwy, Suite 1000

Nashville TN, 37219

Phone: (615) 862-6640

**JUVENILE COURT OF  
NASHVILLE AND DAVIDSON COUNTY**  
Title VI Implementation Plan – FY17

**Authority**

The Juvenile Court Title VI Coordinator's role is a collaborative duty of the Juvenile Court's Special Projects Program Manager, Shelley Hudson of the Department's Finance team, and Jessica Oldham of the Department's STAR team (Statistics, Training, Analysis, & Resources<sup>1</sup>).

The responsibilities of the Juvenile Court's Title VI Co-coordinators include, but are not limited to, the following:

- Arrange for and/or conduct training for court personnel on Title VI – related rights and responsibilities and maintain a roster of trained employees.
- Develop and implement a plan for training of new court employees of Title VI issues.
- Function as a departmental resource on Title VI related matters.
- Insure that notices advising JJC visitors of their rights under Title VI are visibly posted in all public access areas of the Juvenile Justice Center facility and in community-based satellite probation office locations.

**Organizational Environment**

<b>DEPARTMENT NAME</b>	Juvenile Court
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<b>DEPARTMENT MISSION</b>	The mission of the Juvenile Court is to ensure that every child and family that come into contact with our court are met with justice, fairness, and hope; while providing "for the care, protection, and wholesome moral, mental and physical development of the children" as according to Tennessee Law.
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<sup>1</sup> The STAR Team is the division of the Court responsible for coordination of all Juvenile Court training.

**JUVENILE COURT OF  
NASHVILLE AND DAVIDSON COUNTY**  
Title VI Implementation Plan – FY17

**Departmental Goals**

- 1. Reduce delinquent offender recidivism, and to maintain the effectiveness and capacity of all other court programs without interruption in the quality of service delivery.**
  - By the year 2017, reduce recidivism rates as evidenced by 90% of children on supervised probation will successfully complete their probation.
- 2. Reduction in the number of youth referred to Juvenile Court for delinquent and status offenses by developing active partnerships with community non-profit, faith-based, and other agencies to develop more effective and proactive intervention strategies.**
  - By the year 2017, reduce the number of youth referred to Juvenile Court for delinquent and status offenses as evidenced by 25% increase in active partnerships with community non-profit, faith-based and other agencies.
- 3. Increase compliance with child support orders and reduce incarceration for contempt of court by adding probation officers who will provide intensive services to non-custodial parents through the child support problem solving courts.**
  - By the year 2017, reduce incarceration rates for non-payment of child support as evidenced by 30% increase in non-custodial parents who obtain employment so they can pay child support<sup>2</sup>.

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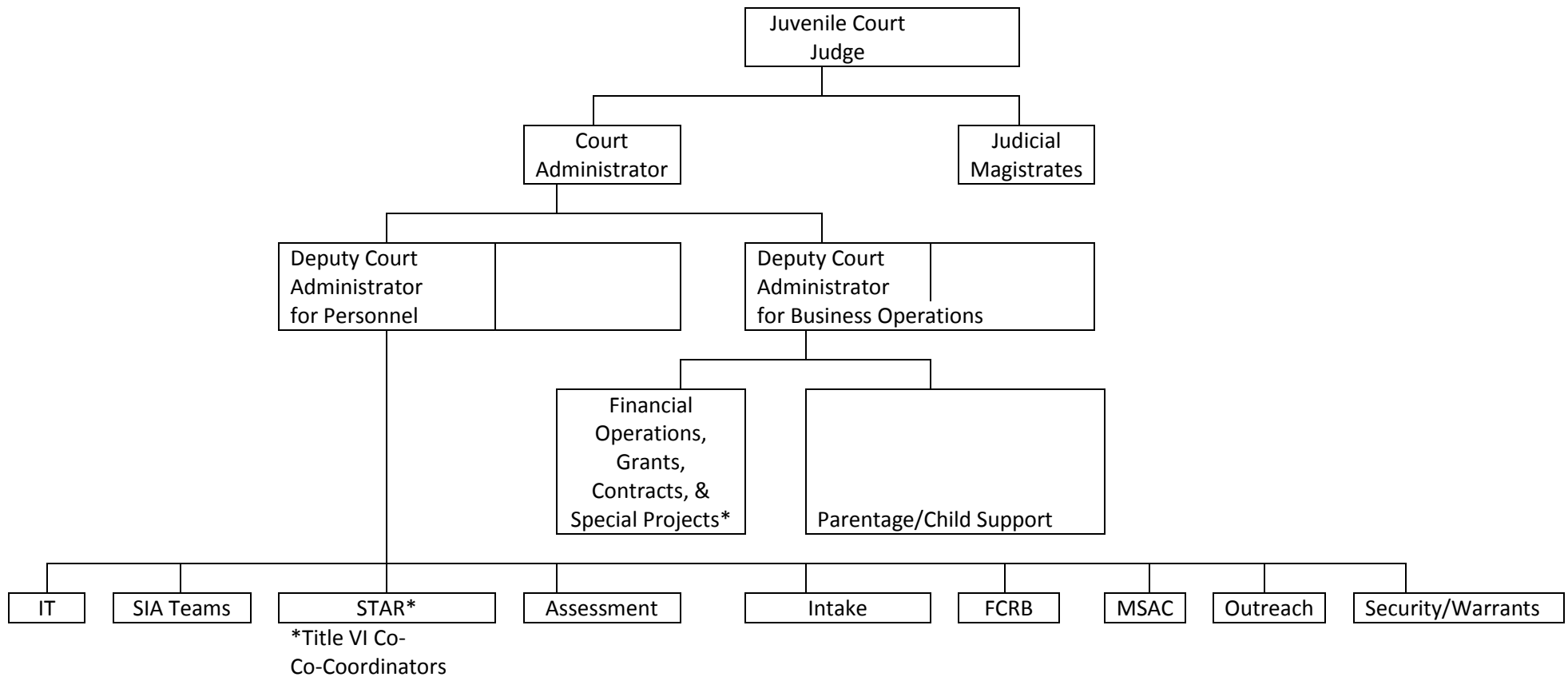
<sup>2</sup> Data for measuring progress towards goal #3 is pending review. The above departmental goals are also under review for potential revision consistent with the priorities of the current Court Administration's vision and objectives.



**JUVENILE COURT OF  
NASHVILLE AND DAVIDSON COUNTY**  
Title VI Implementation Plan – FY17

**JUVENILE COURT OF NASHVILLE and DAVIDSON COUNTY**

**ORGANIZATIONAL CHART**



**JUVENILE COURT OF  
NASHVILLE AND DAVIDSON COUNTY  
Title VI Implementation Plan – FY17**

**FY17 Federal Funding in the Juvenile Court**

**Child Support Enforcement (Title IV-D)**

The Child Support Enforcement Grant provides the Juvenile Court with a combined total of eighteen (18) judicial staff, enforcement personnel, and support staff to fulfill federal child support program objectives for parents who have never been married. These federal funds are passed through to the Juvenile Court via a grant from the Tennessee Department of Human Services.

**Interpreter Services Program**

Beginning the 2<sup>nd</sup> half of FY17, the Administrative Office of the Courts awarded federal pass through funding to the Juvenile Court to hire an Interpreter to provide Hispanic interpretation services and to coordinate the provision of non-Hispanic interpretation services to address the needs of Limited English Proficiency (LEP) individuals with Juvenile Court involvement.

**Contracted Program Overview**

Juvenile Court utilizes contracted services as needed to facilitate the efficient operation of its activities. All current contracted services were secured pursuant to Metro Purchasing requirements following either the Invitation to Bid (ITB) or Request for Proposals (RFP) process. The most significant contract for Juvenile Court is with Youth Opportunity Investments (YOI) for the operation of the Juvenile Detention facility, with an approximate value of \$3,800,000 annually. This contract began on July 1, 2015.

**Minority Participation on the Board/Commission: N/A**

**Number of Complaints Received Last Year: None**

**Significant FY17 Title VI – Related Accomplishments**

In order to provide services to participants with Limited English Proficiency (LEP) in Juvenile Court hearings and related activities, the Court routinely accommodates over 1,200 annual requests for interpreter services. Since 2006 these requests have encompassed over 30 different spoken languages or dialects plus American Sign Language.

The Court maintains a designated a central administration contact for all interpreter requests for all court hearings and other court activities. The designated contact processes interpreter requests from all court-related sources and arranges for

**JUVENILE COURT OF  
NASHVILLE AND DAVIDSON COUNTY  
Title VI Implementation Plan – FY17**

appropriate language certified interpreter services for the requested court dockets. The designated contact additionally maintains a roster of certified interpreters and processes court orders and fee claim paperwork submitted by interpreters to insure payment for these services from the appropriate funding source. The April 2017 addition of a staff Interpreter/Interpreter Services Program Manager shifts most of the described administrative responsibility to that employee, and the AOC will provide 90% of the continued FY18 funding for that court staff position.

An Interpreter Request Form integrated into the Court's Juvenile Information Management System (JIMS) was developed in FY13 and continues to be utilized by Juvenile Court and Juvenile Court Clerk staff. The integration – which connects the interpreter request to the court's information and docketing database system - significantly increases the efficiency of the process of insuring needed interpreter services are provided and significantly enhances the tracking of cases where the need for interpreter services for specific non-English speaking individuals has been previously identified.

Juvenile Court hosted a Title VI Training for its staff and other Metro departments in the Fall of 2016, for which there were 25 participants. The court has also identified online training videos and resources for intermittent trainings for new employees and for AOC grant-funded mediators requiring Title VI training.

# METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY



DAVID A. SMITH  
JUVENILE COURT CLERK

JUVENILE JUSTICE CENTER  
100 WOODLAND STREET  
NASHVILLE, TENNESSEE 37213  
(615) 862-7980

## **Title VI Implementation Plan 2015-2016 of the Nashville Davidson County Juvenile Court Clerk's Office**

### **Mission Statement**

It is the mission of the Juvenile Court Clerk's Office to provide those persons, utilizing the services of the Juvenile Justice System, with the highest level of efficient and courteous service, in a manner which is fiscally responsible to all citizens of Metropolitan Nashville.

### **Overview**

The role of the Juvenile Court Clerk's office is to provide support to the Juvenile Court in several different areas including but not limited to staff in the Courtroom, the filing of all documents with the Court, and the collection of all fees, fines, court costs and restitution owed to the court. The Juvenile Court Clerk is an independent elected officeholder whose primary duty is record keeper for the Juvenile Court. The Clerk currently employs 31 Deputy Clerks who carry out the functions of the office. The racial/gender/national origin of the staff is as follows: 12 of the 31 staff members are African-American which represents 39% of the staff; 2 out of 31 are Hispanic, which represents 6% of the staff and 16 of 31 members of the staff are Caucasian which comprises 53%. There are 24 females (77%) and 7 male (23%) members of the staff. In addition there are 5 white males (16%), 2 African-American males (6%), 10 African-American females (32%), and 12 Caucasian females (39%). The agency has a written non-discrimination policy for hiring its' employees.

### **Limited English Proficiency**

The Department follows the Juvenile Court's procedure in providing interpreters for those persons who have limited English speaking skills while in court. The Clerk's office has hired 2 Hispanic employees to assist with parties and customers whose primary language is Spanish. Also, all of the agency's forms are available in Spanish, since the majority of those persons who utilize the services of the court, with limited English, speak Spanish. However, interpreter services are provided for other languages too.

### **Compliance Review**

The Department does not have any subrecipients.

### **Title VI Training**

The Department will be implementing Title VI training for all of its employees in this fiscal year.

### **Public Notice and Outreach**

The Department will continue to ensure all relevant postings of Title VI material is prominently posted for staff and public view. Also, this agency does not have any related boards or commissions.

### **Federal Dollars received**

In fiscal year 2015-2016, the agency had a budget of \$1,581,000. We generated \$210,604 in federal revenue. These funds came from federal money set aside for Child Support Enforcement under the federal IV-D law. The agency received these funds as a pass through from the Tennessee Department of Human Services.

### **Evaluation Procedures**

The agency has an appointed Title VI coordinator who attends all meetings for the office. This person reports all Title VI activities to the Director of Operations for the agency who in turn reports to the elected Juvenile Court Clerk.

# METROPOLITAN ACTION COMMISSION

## Authority

Cynthia Croom, Executive Director

## Organizational Environment

**Mission Statement** – “Community Action changes people’s lives, embodies the spirit of hope, improves communities, and makes Nashville and Davidson County a better place to live. We care about the entire community and we are dedicated to helping people help themselves and each other.”

## Federal Funding

### **METROPOLITAN ACTION COMMISSION**

P	Summer Food Services Program 16-17	U.S. DEPARTMENT OF AGRICULTURE through the TN DEPT. OF HUMAN SERVICES	\$848,600
P	Child & Adult Care Food Program (10/1/16-9/30/17)	U.S. DEPARTMENT OF AGRICULTURE through the TN DEPT.OF HUMAN SERVICES	\$972,000
P	Community Services Block Grant 16-17	U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES through the TN DEPT. OF HUMAN SERVICES	\$1,637,082.05
P	Low Income Home Energy Assistance Program 16-17	U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES through the TN HOUSING DEVELOPMENT AGENCY	\$5,151,541
D	Head Start 16-17	U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	\$12,383,987

**TOTAL METRO ACTION \$20,993,210.05**

**Minority Participation on the Board/Commission: 9 board members = 53%**

**Number of Complaints Received Last Year**\_\_\_\_\_0\_\_\_\_\_.

## Please include your department’s non-discrimination statement

Administrators and supervisors in the Metropolitan Action Commission shall comply with all laws, regulations and guidelines governing various forms of discrimination.

May 17, 2016

Metropolitan's Clerk's Office  
1 Public Square, Suite 205  
Nashville, Tennessee 37201  
Telephone number: 615-862-6770  
Website: <http://www.nashville.gov/Metro-Clerk.aspx>

Compliance Report  
Title VI, Civil Rights Act of 1964

Authority

The Metropolitan Clerk has the responsibility for Title VI compliance for the Metropolitan Clerk's Office. Shannon B. Hall, Metropolitan Clerk, can be reached by phone at 615-862-6770 or by email at [shannon.hall@nashville.gov](mailto:shannon.hall@nashville.gov) for more information.

Policy

It is the policy of the Metropolitan Clerk's Office to spend no public funds which might encourage, support, or result in discrimination, either actual or perceived.

Organizational environment

The mission of the Metropolitan Clerk's Office is to efficiently and effectively serve as the recordkeeping office for Metropolitan Government for all documents relating to official actions of all Metro Departments and the Metropolitan Government. These duties include the recording and safekeeping of agendas, minutes, rosters, and legislation of the Metropolitan Council and to provide public access as well as protection for these permanent official records. The Clerk's Office also administers Lobbyist Registration and Reporting and the Commercial Solicitation Permits programs for Nashville and Davidson County. The Records Management Center is part of the Clerk's Office which assists departments with the storage and destruction of their records.

Federal Funding

There are no grants administered by the Metropolitan Clerk's Office.

Contracted Program Overview

The Metropolitan Clerk's Office works strictly within the guidelines and directives of the Metropolitan Division of Purchases and its Small and Minority Business Office to assure adherence to all laws and requirements related to Title VI.

The three contracts administered by the Metropolitan Clerk's Office, as itemized on an attachment hereto, include two local large business contractors and one out-of-state contractor. Each of the contracts is entered with the purpose of achieving departmental goals and initiatives.

## **CONTRACTS ADMINISTERED BY METROPOLITAN CLERK'S OFFICE**

### **RICHARDS & RICHARDS**

-Secure records destruction services

-Local large business contractor

### **MAC PAPERS (formerly BOXES, ETC.)**

-Records storage box supplier

-Local large business contractor

### **SOE/SCYTL**

-Legislative voting and management system

-Out-of-state contractor





417 FOURTH AVENUE NORTH, NASHVILLE, TENNESSEE 37201

WEB: <http://www.nashvilleauditorium.com>

EMAIL: [bob.skoney@nashville.gov](mailto:bob.skoney@nashville.gov)

(615) 862-6390 ext. 223 (VOICE) (615) 862-6394 (FAX)

April 28, 2017

## 2017 Title VI Report

- **Department Name and Authority:**  
*Nashville Municipal Auditorium under the direction of the Metropolitan Auditorium Commission*
- **Organizational Environment:**  
The mission of the Nashville Municipal Auditorium is to provide multipurpose venue and event coordination products to the citizens of Nashville so that they can experience a positive economic impact through a variety of public and private events.
- **Federal funding:**  
No federal funding.
- **Contracted Program overview:**  
No contracted programs.
- **Minority Participation on the Board/Commission:**  
*1 black female*  
*1 black male*
- **Number of Title VI Complaints Received last year:**  
None
- **Statement of Non-discrimination:**  
The Nashville Municipal Auditorium does not discriminate on the basis of age, race, sex, color, national origin, religion, or disability in admission to, access to, or operations of its programs, services, or activities.

# **NASHVILLE CAREER ADVANCEMENT CENTER (NCAC)**

## **LWDA 9**

### **TITLE VI PLAN**

#### **1. Authority**

Title VI of the 1964 Civil Rights Act requires 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 subjected to discrimination under any program or activity receiving financial assistance”. NCAC is committed to compliance with Title VI and all other laws that protect the rights, safety, dignity, and welfare of residents within the area that we serve (Nashville and Davidson County, Rutherford County, Trousdale County and Wilson County.)

#### **DEPARTMENT MISSION**

To drive equitable economic prosperity in Middle Tennessee by providing individuals aged 14 and older with increased access to **sustainable career pathways, connecting job seekers to employers, training and counseling at any career stage, and strengthening local businesses** by preparing a workforce that reflects the skill demands of area employers.

#### **2: Designation of Equal Opportunity Officer**

The Title VI Coordinator is in the Administrative Department of NCAC and reports to the Deputy Director and to the Executive Director directly in matters of EO. (See organizational chart attachment).

Constance (Coni) L. Caudle, EO Officer  
1417 Murfreesboro Pike  
Nashville, TN 37219  
Telephone: 615-862-8890 Ext. 77402  
Fax: 615-615-214-3622  
TTY: 1-800-848-0298  
Email: [coni.caudle@nashville.gov](mailto:coni.caudle@nashville.gov)

#### **NCAC Equal Opportunity Officer Responsibilities:**

- Serves as the LWDA liaison with the State WIOA EO Officer (EOO).
- Oversees the implementation of the Method of Administration (MOA).
- Reports on EO matters directly to Chief Executive Officer and shares that information with the State WIOA EOO.

- Monitors for compliance with the nondiscrimination and EO requirements of WIOA
- Ensures that services are provided equitably among substantial segments of the population eligible for WIOA.
- Adopts and publishes procedures for processing complaints that allege a violation of the nondiscrimination and EO requirements of WIOA. Also, ensures that such procedures are followed.
- Ensures that recipient collects appropriate data and maintains appropriate records to make certain the recipient is in compliance with the nondiscrimination and EO requirements of WIOA.
- Coordinates the handling of complaints at the LWDA level.
- Ensures that a log of complaints filed alleging discrimination is maintained in accordance with the nondiscrimination and EO requirements of WIOA.
- Ensures that the initial and continuing notice and publication requirements are in compliance with the nondiscrimination and EO provisions of WIOA.
- Checks facilities and other aids or services to determine compliance with requirements for individuals with disabilities under the nondiscrimination and EO provisions of WIOA.
- Ensures that appropriate data is maintained for a period of not less than 3 years from the close of the applicable program year.
- Ensures that records regarding complaints, and actions taken there under, are maintained for a period of not less than 3 years from the date of the resolution of the complaint.
- Ensures that data collected and records maintained are stored in a manner to make certain confidentiality is maintained and that such information is used for the purposes of record keeping and reporting.
- Receives and provides training to staff as needed.
- The information that has to be collected and maintained shall be submitted, upon request, to the Director, Directorate of Civil Rights, if the Director finds it necessary to determine whether the recipient has complied or is complying with the nondiscrimination and EO provisions of WIOA.

### **3. Notice and Communication**

NCAC disseminates equal opportunity policy in the following ways:

#### **Website**

Prominently displayed in the areas which are accessible to the public, participants, registrants, and employees.

The intake package for all registrants included the EO policy and the Grievance Procedure. All registrants are required to read and sign and they are given a copy for their files.

The EO policy is also in the NCAC Personnel Policies which are given to new employees in the orientation process. Staff also signs an employee affirmation statement which includes the EO Policy.

Material made available to the public includes “tag lines” and accessible telephone numbers. Information is also available to persons with Limited English proficiency.

#### **4: Assurances**

Financial assistance is conditioned on the applicant providing assurances that the program or facility to be benefited with be operated without discrimination. Although the particular form of assurance will need to be specified by each, in substance, the assurance is a contractual obligation through which the recipient promises to comply with Title VI regulations and will take immediate and continuing steps to effectuate this compliance. The assurance obligates the recipient for the period during which federal money is extended. In the case of real or personal property the assurance obligates not only the recipient but also any subsequent transferee for the period during which possession or ownership is retained or during which the property is use for a purpose for which the property has been given. The assurance further acknowledges that the federal financial assistance is extended in reliance on the representations and agreements made in the assurance and that the government has the right to seek judicial enforcement. Assurances should be a part of all contracts extending federal finance assistance from the state agency on through to the state agency’s sub-recipients. A review of the recipient’s operations should be made within one year of the recipient’s initial receipt of funds to determine compliance with the assurances.

NCAC is accessible to persons with disabilities. Auxiliary aids and services will be provided to persons with disabilities upon request. All of our facilities comply with the American’s With Disabilities Act.

NCAC has developed a policy for limited English speaking individuals that became effective in November 2001. This policy establishes a framework from which the local area will determine the scope and quantity of needs to assist limited English speaking individuals. NCAC has either interpretation services on-site or accessible over the phone (Language Line).

NCAC’s Reasonable Accommodation policy is one in which once the need for accommodation for a qualified individual has been indicated, the appropriate reasonable accommodation is best determined through a flexible, interactive process that involves the employer, provider and the qualified individual with a disability.

## 5. Data and Information Collection and Maintenance

Accurate data collection and reporting is vital in determining whether NCAC is in compliance with Title VI. NCAC shall provide for and maintain a system to collect, analyze, and report the eligible population and participation by race and define the parity of the program. The analysis shall 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 program delivery. The system shall also provide report data on compliance reviews conducted. NCAC uses VOS system for collecting and reporting racial/ethnic data. Annually, NCAC will develop a civil rights report from the information gathered. Also, NCAC will establish program targets for the delivery of program benefits to minority groups, and incorporated into their local workforce investment plans.

## 6. Equal Opportunity Monitoring

The NCAC EOO will monitor on a regular basis all of the sub-contractors of NCAC. As part of the monitoring process, the EOO will monitor for Non-Discrimination and Equal Opportunity using Section G of the monitoring manual (see attachment).

## 7. Corrective Actions and Sanctions

A draft monitoring report will be developed and transmitted to the contractor. The report will require the contractor to describe the corrective action it will take to bring the program into compliance. The contractor will be give (30) working days, following the date of the report, to submit their corrective action plan. A follow-up review will be scheduled to ensure the completion of corrective action. Those issues not resolved during follow-up will be determined to be in violation of contractual requirements and sanctions where appropriate will be applied by NCAC.

If an EO complaint is filed and determined to violate the policy, it would be considered a material breach of contract and the contract would be terminated.

## 8. Title VI Complaint Procedures

An individual may file a signed, written complaint up to 180 days from the date of the alleged discrimination. NCAC provides a complaint form. All complaints are investigated unless it:

- It is withdrawn
- The complainant fails to provide required information
- The complaint is not filed within the time period allotted
- Upon review, the issue cited do not involve discrimination on basis of a protected class

The EO of NCAC must maintain a log for which includes:

- Name and Address of complainant
- A description of the complaint
- Date the complaint was filed
- Disposition of the complaint
- Other pertinent information

All information that could lead to the identification of a particular individual having filed a complaint must be kept confidential.

The complaint processing procedure must include:

- Acknowledgement that the complaint has been received notification of the right to be represented;
- A written list of issues raised;
- An issue statement from the recipient regarding acceptance/rejection of the issue for investigation;
- A period of time for fact finding and/or investigation a period in which resolution will be attempted;
- The methods available to resolve the complaint must include Alternative Dispute Resolution; and
- Written Notice of Final Action.

A person wishing to file a complaint must be made aware that he/she has a choice of where to file the complaint. They may file with the LWDA designated person, state EOO, or the Director of CRC.

The State EOO will be notified of all complaints filed with the local EOO and designated persons. In addition, the State EOO will be notified of any administrative enforcement actions or lawsuits filed against NCAC and/or other sub-recipients who allege discrimination with regard to WIOA.

All complaints must be in writing and signed by the complainant or his/her authorized representative. It must contain the name, address, telephone number, and any other means of contacting the complainant. The respondent must be clearly identified. A detailed description of the complainant's allegations must be recorded.

A determination will be made, based on the description, with regard to jurisdiction.

The recipient will issue a statement for each allegation indicating whether it will be accepted for investigation, or rejected.

A reason must be given for each rejected allegation. There must be a period of time set aside for investigation and/or fact finding regarding the circumstances underlying the complaint.

A Notice of Final Action (written is provided the complainant within 90 day of the date on which the complaint was filed.

NCAC has developed its own forms which comply with the policies and procedures set forth on WIOA Memorandum No. E&T 00-6. (Forms attached).

### **Federal Funding in the Nashville Career Advancement Center**

NCAC is funded by the State of Tennessee Department of Labor and Workforce Development, and the US Department of Labor. We serve Adult, Dislocated Workers, Youth Recipients to provide job readiness, career resource and employment connection products to individuals, employer and organizations so they can make a broader contribution to the economic well being of the community that we serve in Davidson, Rutherford, Trousdale and Wilson Counties in our Local Workforce Investment Area.

### **Contracted Program Overview**

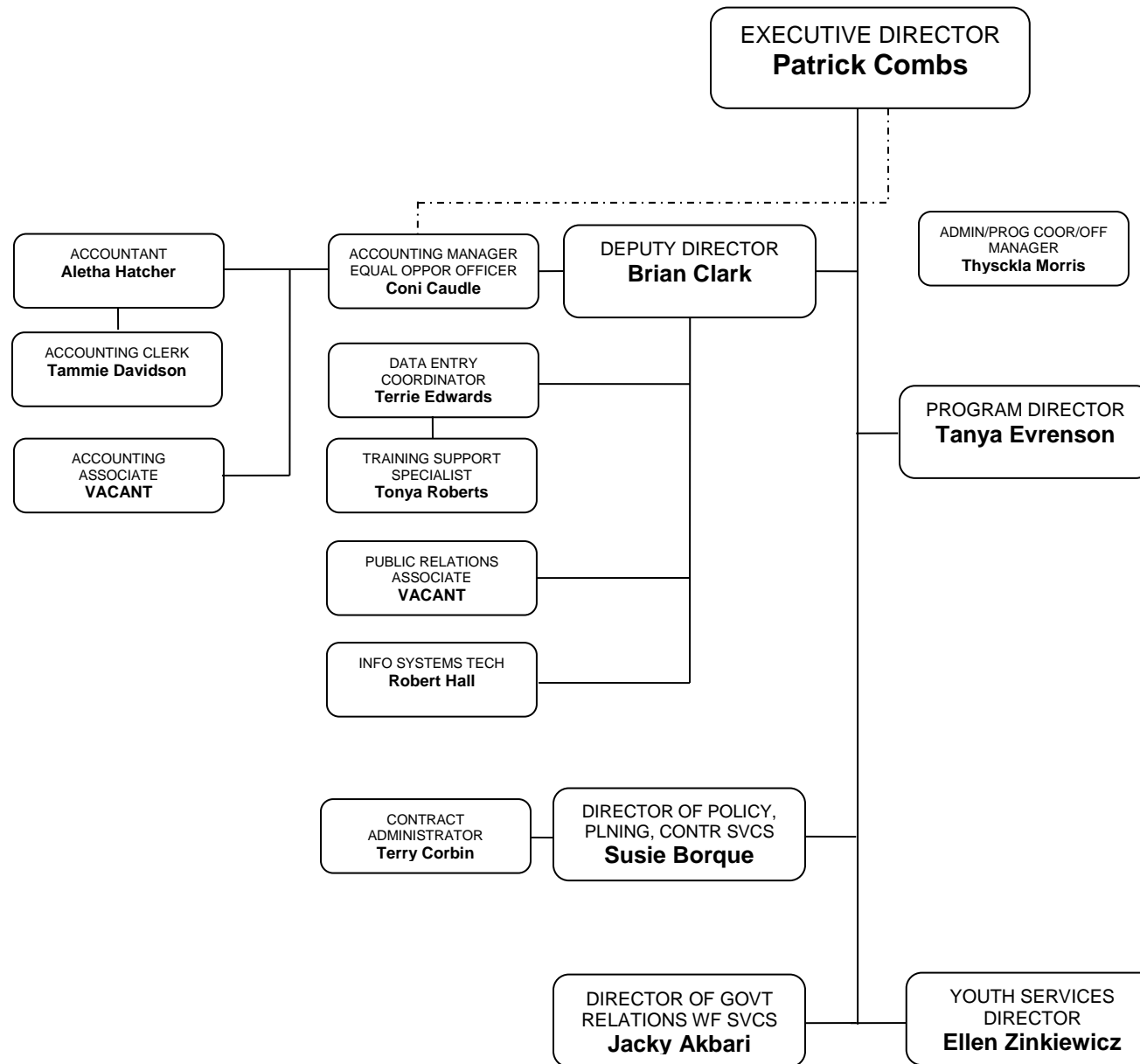
NCAC uses our contractors in the Youth area in order to experience an increase in a linkage to jobs of youth being employed. NCAC will also use contractors to provide On the Job Training (OJT) and Incumbent Worker Training for Adult and Dislocated Worker clients.

### **Minority Participation on the Middle TN Workforce Development Board**

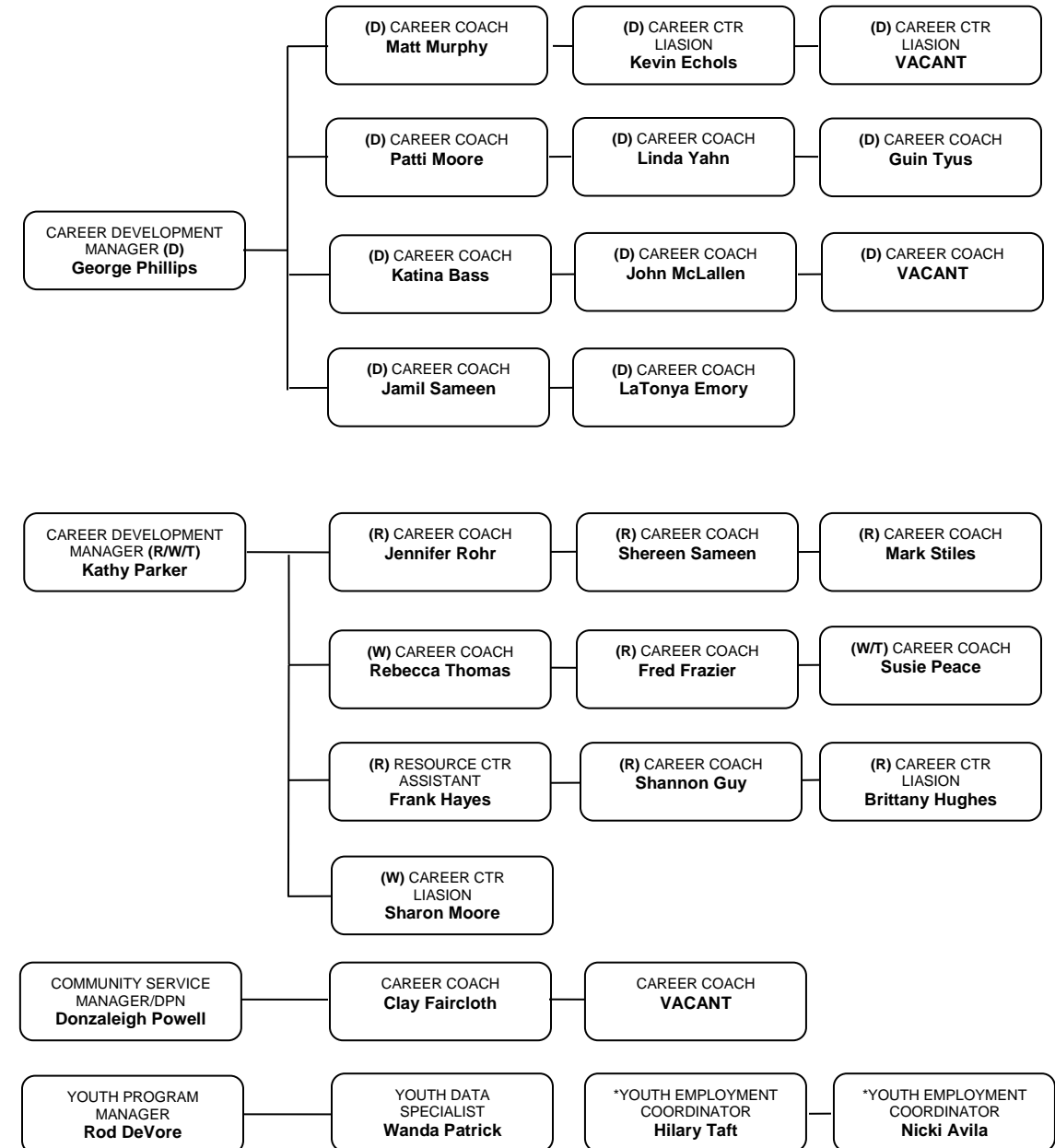
**There are 34 total members on the Workforce Development Board at the Nashville Career Advancement Center. Of the members 3.00% Hispanic, 30.00% African American and 67.00% White. Women make up 44% and Men, 56% of the board members.**

**Number of Complaints Received Last Year: 0**

## NASHVILLE CAREER ADVANCEMENT CENTER ORGANIZATIONAL STRUCTURE



**D**=Davidson County  
**R**= Rutherford County  
**W**=Wilson County  
**T**=Trousdale County



Updated 5-5-17

**\*NON-WIOA**



# **THE NASHVILLE CAREER ADVANCEMENT CENTER**

## **MONITORING MANUAL Youth Contractors**



## SECTION I: NCAC MONITORING PLAN

### A. *Policy Review*

The goals and objectives of the Nashville Career Advancement Center (NCAC) Monitoring Plan are to maintain effective safeguards of federal funds by monitoring programs operated by NCAC contractors effectively and efficiently. This review is to ensure that such programs are in compliance with applicable federal regulations and state policies, contract requirements governing contracts with Metropolitan Nashville government, and to make certain the most in need are being served.

NCAC will conduct annual programmatic and fiscal monitoring visits on all contractors. Formal monitoring reports will be completed and retained on file. Vendors will be reviewed as part of the NCAC internal review. To ensure integrity of billing and performance, NCAC has established internal controls over participant referrals and performance outcomes.

#### **GOALS AND OBJECTIVES:**

**Goal 1: To ensure programs are conducted in accordance with applicable laws, regulations, and local and state plans.**

##### **Objectives:**

- **Preliminary On-Site Review**

Prior to going on-site for review, the Monitor will review all pertinent material relating to the contractor.

- **On-Site Review**

The monitor will visit each contractor at least once during a program year. A complete review of all areas of program activity will be performed.

- **Reporting and Corrective Action Plan**

A detailed report will be compiled by the monitor including findings, recommendations, and a time frame for corrective action. In no event will the time frame for corrective action exceed thirty (30) days unless expressly permitted in writing by NCAC.

**Goal 2: To ensure expenditures are allowable, reasonable and supportable and cost limitations are met.**

##### **Objectives:**

- **Invoice Review**

The Monitor will review invoices submitted to (NCAC) by the contractor for accuracy and completeness.

- **Fiscal Review**

The Monitor will conduct an on-site review of the contractor's cash management and internal controls.

- **Reporting and Corrective Action Plan**

A detailed report will be compiled by the monitor including findings, recommendations, and a time frame for corrective action. In no event will the time frame for corrective action exceed thirty (30) days without the expressed written consent of NCAC.

**Goal 3: To ensure services are provided in accordance with NCAC's Job Training Plan and contract requirements.**

**Objectives:**

- **Contract Review**  
Contracts will be reviewed to identify services offered.
- **Staff Interviews**  
Contractor staff will be interviewed to determine the effectiveness of the program.
- **Performance Outcomes**  
Contracts will be reviewed to determine if performance outcomes are met.
- **Participant Interview**  
Participants will be interviewed at random to ensure that services are being offered in accordance with planned and contractual requirements.

***B. Compliance Review***

**1. Oversight Responsibilities**

The objectives of oversight functions are to determine whether adequate internal controls are in place to ensure the program is conducted in accordance with applicable laws, regulations, state and local plans, contract requirements governing contracts with Metropolitan Nashville government, and that expenditures are allowable, reasonable and supportable, cost limitations are met, and financial reporting is accurate.

**2. Monitoring Schedule**

An annual monitoring schedule will be developed and forwarded to all contractors. The schedule will be flexible so that programs may be reviewed as requested and as the need dictates. An e-mail is sent or a telephone call is placed to the contractor a few days in advance of the visit. This contact will confirm the time of arrival, a general overview of the schedule of monitoring activities, time of the entrance conference and needed contractor staff to be present at entrance. This procedure will be followed except in special cases that warrant an unannounced visit.

## **SECTION II: REVIEWS**

An on-site review should be performed as part of the monitoring process. It is to be conducted in accordance with the Monitoring Manual, federal/state regulations, and policies. A desktop review may often point out potential or current problems within a program. During the on-site review, monitors can observe, identify, and verify firsthand whether those problems exist. The on-site review can also give monitors a “feel” for the program that is not easily quantifiable or cannot be quantified through a preliminary on-site review. Monitors are therefore on-site to observe activities, procedures, behaviors, safety practices, and physical conditions and to conduct interviews, review records, and record/document their findings.

**On-Site Review Defined:** On-site inspections of facilities and records of contractors which focus on the extent to which programs and services are in fiscal, administrative, and programmatic compliance with federal legislation and regulations, as well as any other contractual requirements.

### SECTION III: ADMINISTRATIVE REVIEW PROCEDURES

The following procedures will be used by the Programmatic Monitor(s) to ensure compliance with all Workforce Investment Act contracts and other programs as deemed appropriate. The review will include, but is not be limited to, program areas such as Management and Oversight, Program Objectives and Activities, Labor Standards, and Affirmative Action/Grievance Procedures.

**Contractor Name** \_\_\_\_\_

**Type of Contractor:**

a. Private For Profit	<b>YES</b>	<b>NO</b>
b. Private Non-Profit	<b>YES</b>	<b>NO</b>
c. Public	<b>YES</b>	<b>NO</b>

**Contract Number(s)** \_\_\_\_\_

**Contract Representative** \_\_\_\_\_

**Representative Address** \_\_\_\_\_  
\_\_\_\_\_

**Representative Phone Number** \_\_\_\_\_

**Contract Amount(s)** \_\_\_\_\_

**Contract Period(s)** \_\_\_\_\_

## AVAILABLE YOUTH SERVICES

Check All Youth Services That Are Available	Indicate the Service Provider: YC = Youth Contractor OP = Other Provider	Services
_____	_____	Tutoring, study skills training, and instruction, leading to completion of secondary school, including dropout prevention strategies
_____	_____	Alternative secondary school services, as appropriate
_____	_____	Summer employment opportunities that are directly linked to academic and occupational learning
_____	_____	As appropriate, paid and unpaid work experiences, including internships and job shadowing
_____	_____	Occupational skills training, as appropriate
_____	_____	Leadership development opportunities, which may include community service and peer-centered activities encouraging responsibility and other positive social behaviors during non-school hours, as appropriate
_____	_____	Supportive services
_____	_____	Adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months
_____	_____	Follow-up services for not less than 12 months after the completion of participation, as appropriate
_____	_____	Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, as appropriate

## Program Quality – Provide Statistical Data

Youth Outcome	Number
Planned Service Level	_____
Active Caseload	_____
Total in Follow-up	_____
Total in follow-up and Actives	_____
Total Exiters	_____
Youth diploma or equivalent	_____
Skill attainment rate	_____
Entered employment rate	_____
Credential and employment or credential rates	_____
Six-months retention rate	_____
Six-months earnings change or earnings replacement	_____

### ***A. FEDERAL REQUIREMENTS***

1. Does the contractor ensure that WIA funds are not used to conduct public service employment?  
Yes \_\_\_\_ No \_\_\_\_
2. Does the contractor ensure that individuals are not excluded from participation in, denied the benefits of, subjected to discrimination under, or denied employment in programs or activities because of race, color, religion, sex, or other protected status? (Unified Plan Assurance, Art. VII)  
Yes \_\_\_\_ No \_\_\_\_
3. Does the contractor ensure that WIA funds are not used to provide encouragement or inducement to relocate a business or part of a business if such relocations would result in a loss of employment at the original location?  
Yes \_\_\_\_ No \_\_\_\_
4. Has the contractor/case manager made sure, to the extent practicable, coordination with Higher Education financial aid programs, including Pell grants, when appropriate, so that WIA funds supplement other sources of training grants?  
Yes \_\_\_\_ No \_\_\_\_

5. Are any WIA funds being used for employment generating activities, investment in revolving loan funds, capitalization of business, investment in contract bidding resource centers, economic development activities, or similar activities that are not directly related to training for eligible individuals?

Yes \_\_\_\_ No \_\_\_\_

6. Are WIA funds being used to provide any services to an employer who has relocated, for at least 120 days after the employer begins operation at the new locations, when the relocation resulted in the loss of employment of any employee at the original location?

Yes \_\_\_\_ No \_\_\_\_

7. Does the contractor prohibit participation on political activities and ensure that participants are not employed on the construction, operation, or maintenance of any religious facility?

Yes\_\_\_\_ No\_\_\_\_

8. Are funds being used, or being proposed for use, to encourage or to induce the relocation of an establishment, or part thereof, that resulted in the loss of employment for any employee of such establishment at the original location?

Yes\_\_\_\_ No\_\_\_\_

## ***B. RETENTION AND ACCESS REQUIREMENTS FOR RECORDS***

1. Are records maintained for 3 years following termination or completion of the program/contract?

Yes\_\_\_\_ No\_\_\_\_

2. Are records for non-expendable property retained for a period of three (3) years after final disposition of the property, Section 165 (e)?

Yes\_\_\_\_ No\_\_\_\_

3. How does the contractor ensure that WIA participant records are confidential as provided for in state law and administrative rules?

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4. Describe compliance with the NCAC Information Security Policy dated 10/11/10.

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### ***C. WIA - YOUTH TRAINING PROGRAM***

1. Are individuals who are participating in the program(s) between the ages of 14 through 21 and low-income individuals?

Yes\_\_\_\_ No\_\_\_\_

2. In regards to Hard-to-Serve Youth, are at least 100% of the individuals participating under this grouping included in one (1) or more of the following categories:

- a. Individuals who are basic skills deficient (below 8.1 in reading and/or math).

Yes\_\_\_\_ No\_\_\_\_

- b. An individual who requires additional assistance to complete an educational program or to secure and hold employment.

Yes\_\_\_\_ No\_\_\_\_

- c. Individuals who are pregnant or parenting.

Yes\_\_\_\_ No\_\_\_\_

- d. Individuals with disabilities, including a learning disability.

Yes\_\_\_\_ No\_\_\_\_

- e. Individuals who are homeless, run-away, or foster youth.

Yes\_\_\_\_ No\_\_\_\_

- f. Individuals who are offenders.

Yes\_\_\_\_ No\_\_\_\_

- g. Individuals who are school dropouts.

Yes\_\_\_\_ No\_\_\_\_

3. How are youth assessed to determine basic skill levels and the categories of service that apply to eligible youth and the 5% exception youth?

---

---

4. Are youth assessed to determine their eligibility categories prior to enrollment?

Yes\_\_\_\_ No\_\_\_\_



5. Is there a system to monitor the percentage of non-income youth enrolled in the youth program?

Yes\_\_\_\_ No\_\_\_\_

6. Describe the contractor's system for setting skill attainment goals for younger youth including:

a. The policy for determining basic skills deficiency and how a basic skills goal is attained:

---

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b. The policy for determining work readiness skills and how a work readiness goal is attained:

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---

c. The policy for the need for occupational skills and how an occupational skill goal is attained:

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d. The policy for monitoring progress toward meeting a skill attainment goal:

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7. How is skill attainment documented in the participant's file?

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8. How is program staff trained to ensure that assessments are administered, scored, and evaluated consistently and that proper instruction is given to attain skill goals?

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9. Does the local youth program provide the required ten elements?

Yes\_\_\_\_ No\_\_\_\_

## ***D. NON-DISCRIMINATION AND EQUAL OPPORTUNITY***

### **Provide EEO Officer Info:**

Name \_\_\_\_\_

Position \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Phone Number \_\_\_\_\_

TTY/TDD Number \_\_\_\_\_

1. Has the contractor designated an EO officer whose name/position, address, and phone/TTY/TDD is made public?

Yes\_\_\_\_ No\_\_\_\_

2. Has the contractor defined the role of the “Responsible Person?”

Yes\_\_\_\_ No\_\_\_\_

3. Has the “Responsible Person” undergone training that has been provided by or approved by the NCAC Equal Opportunity officer?

Yes\_\_\_\_ No\_\_\_\_

4. Has the contractor provided initial and continuing notice that it does not discriminate on any prohibited grounds to applicants, eligible applicants, applicants for employment, participants, employees, members of the public, including those with impaired vision or hearing, and unions or professional organizations holding collective bargaining or professional agreements with the contractor?

Yes\_\_\_\_ No\_\_\_\_

5. Has the required notice been made available to each participant?

Yes\_\_\_\_ No\_\_\_\_

6. If yes, has the notice been made a part of the participant’s file?

Yes\_\_\_\_ No\_\_\_\_

7. Do recruitment brochures and other materials, which are ordinarily distributed to the public indicate that the funded program or activity in question is an equal opportunity employer/program, that auxiliary aids/services are available upon request to individuals with disabilities, and provide TDD/TTY?"

Yes\_\_\_ No\_\_\_

8. Is the facility ADA Compliant. Check for ADA review.

Yes\_\_\_ No\_\_\_

9. Are efforts being made to provide equitable services among substantial segments of the population eligible for participation in programs?

Yes\_\_\_ No\_\_\_

10. Are participants aware that non-criminal complaints must be made within one year of the alleged occurrence?

Yes\_\_\_ No\_\_\_

11. Are participants aware that discrimination complaints must be filed no later than 180 days of an alleged discrimination?

Yes\_\_\_ No\_\_\_

12. Interview participants to determine if upon enrollment they receive an orientation, which includes their EEO rights, a description of WIA services, and individual responsibilities.

Yes\_\_\_ No\_\_\_

13. Determine if non-criminal complaint procedures include a method of ensuring that the following conditions have been satisfied:

- a. Participants are informed of the proper filing of complaints with the LWIA/Contractor, employer, State, and Secretary of Labor.

Yes\_\_\_ No\_\_\_

- b. Exhaustion of recipient level procedures.

Yes\_\_\_ No\_\_\_

- c. The hearing is held within 30 days of filing grievance with a decision to be made no later than 60 days after filing.

Yes\_\_\_ No\_\_\_

- d. The complainant has a right to request a review by the governor within 10 days of receipt of the adverse decision or from the date on which the complainant should have received a decision.

Yes\_\_\_\_ No\_\_\_\_

- e. Participants are informed by employers of the grievance procedure they are to follow and that an employer's/contractor's decision can be reviewed by the LWIA and the Governor, if necessary.

Yes\_\_\_\_ No\_\_\_\_

14. Determine if procedures for discrimination complaints include a method for ensuring that the following conditions have been met.

- a. Participants, applicants, employees, and applicants for employment are notified of the proper filing of complaints with the recipient and the Directorate of Civil Rights. Including: (a) Exhaustion of recipient level procedures; (b) Time frame for filing complaint; (c) Time frame for resolution by recipient and Directorate of Civil Rights; (d) The right to request a review by the Directorate of Civil Rights.

Yes\_\_\_\_ No\_\_\_\_

- b. Review documentation and NCAC's log of complaints to determine the disposition of complaints and ensure that proper procedures have been followed, if applicable.

15. Has the contractor made arrangements for:

- a. Auxiliary aids and/or services to people with disabilities?

Yes\_\_\_\_ No\_\_\_\_

- b. Accessibility?

Yes\_\_\_\_ No\_\_\_\_

- c. Contracting or otherwise securing services to provide training to limited English-speaking persons?

Yes\_\_\_\_ No\_\_\_\_

- d. Providing all required posters, covenants, and standard assurances to federally funded programs?

Yes\_\_\_\_ No\_\_\_\_

## ***E. EQUIPMENT AND OTHER PURCHASES***

- a. Review Inventory list for purchases with NCAC funds. Note any deficiencies.

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- b. Is all sensitive equipment tag with “property of” labels and identification number?

Yes\_\_\_\_ No\_\_\_\_

- c. Did contractor obtain prior written approval on all items costing more than \$1000.00?

Yes\_\_\_\_ No\_\_\_\_

- d. Did contractor receive prior written approval for all computer related purchases?

Yes\_\_\_\_ No\_\_\_\_

- e. Did contractor follow procurement procedures for purchases over \$199.99 as contained in the NCAC Financial Management Handbook?

Yes\_\_\_\_ No\_\_\_\_

- f. Review a copy of the procurement policy. Did contractor kept sufficient detail documenting significant history of procurement?

Yes\_\_\_\_ No\_\_\_\_

## **SECTION IV: SUB-RECIPIENT FISCAL REVIEW**

### ***A. FINANCIAL MANAGEMENT***

Subtitle E-Section 184 of the Workforce Investment Act requires that each state shall establish such fiscal controls and fund accounting procedures as may be necessary to assure the proper disbursement of, and accounting for, federal funds allocated to local areas.

### ***B. FISCAL REVIEW GUIDE***

This guide has been prepared as a tool for use by NCAC to review the compliance with this requirement, as well as the financial/accounting requirements contained throughout the 1998 Workforce Investment Act, federal regulations, TDOL Financial Management Handbook, and NCAC Procurement Manual. The

review is not meant to be an audit; however, the reviewer should utilize whatever verification procedures are necessary to properly execute the review and ensure the accuracy of the information obtained. The specific areas to be reviewed are as follows:

- Financial Accounting and Internal Controls
- Payroll, Time and Attendance
- Property Procurement and Accountability

### ***C. MONITORING INSTRUMENT***

This instrument is used to collect information for determining whether a contractor (usually a sub-recipient) with a cost reimbursement contract/agreement follows sound accounting principles, regulatory requirements and its own established policies and procedures in recording and documenting financial transactions.

The Reviewer's Primary Concerns Are:

- Existence and Adequacy of Procedural Guidance;
- Adequacy of Internal Controls;
- Accuracy of Allocation of Costs;
- Control Over Allowable Costs;
- Adequacy of Documentation Supporting Expenditures and Allocations;
- Security of Petty Cash;
- Accrual Basis for Reports;
- Reasonableness of Cost of Space;
- Effectiveness of Cash Management; and
- Effectiveness of Monitoring of Limits for Maximum Expenditures.

## ***FISCAL REVIEW GUIDE***

### ***A. CONTRACT REVIEW: FINANCIAL ACCOUNTING AND INTERNAL CONTROLS***

1. Does the enrolled number of participants correlate with the level of funding spent to date?  
Yes\_\_\_\_ No\_\_\_\_

- a. Calculate the total accumulated expenditures to determine the percent of funds expended for the contract.

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- b. Determine what percent of the contract performance goals have been met.

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- c. Is the level of performance proportionate to the funds expended?

Yes\_\_\_\_ No\_\_\_\_

If no, describe planned measure and actions to be taken to align the contract with planned outcomes.

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2. Financial Reports and Controls:

- a. Have Financial Reports Been Submitted In a Timely Manner?

Yes\_\_\_\_ No\_\_\_\_

- b. Summary of Any Unique Financial Provisions in the Contract:

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3. Contractor is a Multi-Funded Organization?

Yes\_\_\_\_ No\_\_\_\_

4. Indirect Cost Rate of \_\_\_\_\_ % Approved, Or Approved Cost Allocation Plan

Yes\_\_\_\_ No\_\_\_\_

5. Is contractor aware of and following the applicable NCAC Financial Guide?

Yes\_\_\_\_ No\_\_\_\_

6. Date Contractor Was Previously Audited: \_\_\_\_\_ Ask for a copy of the audit.

a. Name(s) of Auditor(s) or Organization \_\_\_\_\_

b. If audited, what were the major findings and what corrective action was taken?

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c. How long are financial records related to audit retained? \_\_\_\_\_ Years

**B. INSTITUTIONAL INTERVIEW: FINANCIAL ACCOUNTING AND INTERNAL CONTROLS:  
PROGRAM INTERVIEW**

**1. Program Overview**

a. Approximately what percentage of the Contractor's income comes from NCAC contracts? \_\_\_\_\_ %

This question is concerned with the percentage of total budget of the organizational entity that shares staff members or otherwise forms an autonomous unit. Note how these funds are divided among titles and if funds are received from another LWIA.

b. Which of the following records does the Contractor maintain?

(1)	General ledger?	YES	NO
(2)	Cash receipts journal?	YES	NO
(3)	Cash disbursement journal?	YES	NO
(4)	General journal?	YES	NO
(5)	Payroll register?	YES	NO
(6)	Accounts receivable ledger?	YES	NO
(7)	Accounts payable ledger?	YES	NO
(8)	Purchase journal?	YES	NO
(9)	Obligation control register?	YES	NO
(10)	Other? _____	YES	NO



- c. Does the manual(s) covering financial procedures adequately cover all areas of financial responsibility?

Yes\_\_\_\_ No\_\_\_\_

- d. Have you received the NCAC Financial Management Handbook?

Yes\_\_\_\_ No\_\_\_\_

- e. Is accounting done:

(1) Accrual basis? **YES NO**

(2) Modified accrual? **YES NO**

- f. Are NCAC funds and expenditures recorded to separate them from those of other activities?

(1) Separate checking account? **YES NO**

(2) Code used to classify expenses? **YES NO**

- g. Does the organization receive any income from the project? How are these funds handled and what controls ensure the proper use of income?

(1) Interest from bank account? **YES NO**

(2) Sales of products? **YES NO**

(3) "Profit"? **YES NO**

(4) Other? \_\_\_\_\_ **YES NO**

- h. Does the Contractor have a source of funds to make reimbursement for costs that might be disallowed?

Yes\_\_\_\_ No\_\_\_\_

If yes, what is the source? \_\_\_\_\_

Is it acceptable?

Yes\_\_\_\_ No\_\_\_\_

**C. DISBURSING AND RECORDING**

1. Complete the worksheet to indicate separation of duties. At the top of each column, enter the names of staff that have responsibilities. Place checkmark below name if person has responsibility for that function. Duplicate worksheet as needed.

<b>FUNCTION</b>	<b>NAME</b>	<b>NAME</b>	<b>NAME</b>	<b>NAME</b>
Approves purchase orders				
Verifies receipt of order				
Prepares request for funds				
Authorizes disbursement				
Prepares checks				
Signs checks- manual/machine				
Custodian of check signing device				
Custodian of blank checks				
Compare checks with vouchers				
Distributes checks				
Post disbursements				
Computes cost allocations				
Receives cash				
Post receipts				
Deposits receipts				
Custodian of petty cash				
Petty cash replenishment				
Audits petty cash				
Bank reconciliation				
Maintains general ledger				
Prepares financial report				
Approves financial reports				

2. How is access to accounting records controlled?

(a) Who has access and what is necessary to gain access?

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(b) Manual records? \_\_\_\_\_

(c) Automated records? \_\_\_\_\_

3. Are procedures for payment of indirect costs different from other disbursements?

Yes\_\_\_\_ No\_\_\_\_

4. Do individuals with check-signing authority have access to accounting records?

Yes\_\_\_\_ No\_\_\_\_

5. Where are blank checks and signature machines kept? Who has access to them?

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6. Are there any automatic teller cards issued?

Yes\_\_\_\_ No\_\_\_\_

7. How many signatures are required on a check? \_\_\_\_\_

8. How are long-term outstanding checks handled?

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9. How are undelivered checks handled?

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10. How are voided checks handled?

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11. When can checks be made out to “cash” or “bearer?”
- |     |                  |            |           |
|-----|------------------|------------|-----------|
| (a) | Petty cash only? | <b>YES</b> | <b>NO</b> |
| (b) | Never?           | <b>YES</b> | <b>NO</b> |
12. When can disbursements be made other than by check?
- |     |                  |            |           |
|-----|------------------|------------|-----------|
| (a) | From petty cash? | <b>YES</b> | <b>NO</b> |
| (b) | Never?           | <b>YES</b> | <b>NO</b> |
13. Is the contractor using a credit card to pay bills? **YES NO**
14. What types of bills are paid with Credit Cards?

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15. How does the Contractor ensure that an invoice is not paid twice?

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16. How often is the bank statement reconciled with the general ledger?

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**D. RECORDS REVIEW OF DISBURSEMENTS**

1. Answer the following based on a sampling of expenses billed to the contract; provide explanation where appropriate.

- (a) Were all transactions traceable to source documents?

Yes\_\_\_\_ No\_\_\_\_

- (b) Were there any discrepancies between the expense amount and the invoice amount?

Yes\_\_\_\_ No\_\_\_\_

- (c) Were any transactions unnecessary, unreasonable or not allowable?

Yes\_\_\_\_ No\_\_\_\_

(d) Did adequate documentation support transactions?

Yes\_\_\_\_ No\_\_\_\_

(e) Were the check numbers entered on all invoices or statements (to indicate that payment was made)?

Yes\_\_\_\_ No\_\_\_\_

2. Ask the person who reconciles the bank statement about the procedures she/he uses to verify that the balance is consistent with ledgers. This should include:

(a) Frequency of bank reconciliation's \_\_\_\_\_

(b) That the recording of disbursements and receipts and the signing of checks is done by another person (than the reconciles)

\_\_\_\_\_

***E. INSTITUTIONAL INTERVIEW: FINANCIAL ACCOUNTING AND INTERNAL CONTROLS:  
COST ALLOCATION***

**1. COST ALLOCATION PLAN AVAILABLE?**

Yes\_\_\_\_ No\_\_\_\_

a. If yes, which costs are sometimes shared by different projects and/or funding sources? (Circle "I" if the following costs are included in the indirect cost pool, "D" if they are direct costs, or "E" if they can sometimes be either.)

▪ Space:	I	D	E
▪ Utilities:	I	D	E
▪ Office supplies:	I	D	E
▪ Office equipment:	I	D	E
▪ Administrative staff:	I	D	E
▪ Program staff:	I	D	E
▪ Postage:	I	D	E
▪ Other:	I	D	E

- b. Were there any major purchases in the past year that are also used by a non-NCAC project?

Yes\_\_\_\_ No\_\_\_\_

If yes, list: \_\_\_\_\_

\_\_\_\_\_

- c. How often is the cost allocation plan reviewed by the Contractor? \_\_\_\_\_

- d. How does the Contractor ensure that expenditures, especially non-routine ones, are charged to the correct project/contract?

\_\_\_\_\_

\_\_\_\_\_

- e. Who actually makes this decision and/or how is this information communicated to the bookkeeper?

\_\_\_\_\_

\_\_\_\_\_

## **2. ALLOCATION OF DIRECT COSTS**

- a. Do the salary allocations appear reasonable given the employee's duties?

Yes\_\_\_\_ No\_\_\_\_

- b. Do the position descriptions reflect the prorations?

Yes\_\_\_\_ No\_\_\_\_

- c. Are utilities (if charged as direct cost) allocated in proportion to space used by NCAC (or by another reasonable method)?

Yes\_\_\_\_ No\_\_\_\_

- d. Is the cost of space (if charged as direct cost) allocated in proportion to the duties of staff who occupy the space or by another reasonable method?

Yes\_\_\_\_ No\_\_\_\_

- e. Are telephone charges and rental fees (if charged as direct cost) allocated according to empirically derived data?

Yes\_\_\_\_ No\_\_\_\_

- f. If allocation of shared salaries is based on time sheet entries each pay day, examine several time sheets or pay entries to see if the reported time varies each pay period or if it seems to be pre-determined.

**Varied** \_\_\_\_\_ **Fixed** \_\_\_\_\_

- g. Does it appear that any entries were charged as a direct cost when they should have been charged to indirect cost under the indirect cost plan?

Yes\_\_\_\_ No\_\_\_\_

- h. CONCLUSIONS: Costs are allocated to the contract in proportion to the benefits received?

Yes\_\_\_\_ No\_\_\_\_

***F. INSTITUTIONAL INTERVIEW: FINANCIAL ACCOUNTING & INTERNAL CONTROLS: PETTY CASH***

1. What is the typical total of petty cash disbursements for a month? \$\_\_\_\_\_

2. What is the maximum withdrawal permitted? \$\_\_\_\_\_

3. Record review for petty cash:

a. Does the contractor have a policy regarding Petty Cash? **YES NO**

b. Does it appear the contractor is following the policy? **YES NO**

4. What is the limit for petty cash expenditures?

Limit Amount: \$\_\_\_\_\_

Maximum balance allowed: \$\_\_\_\_\_

***G. INSTITUTIONAL INTERVIEW: FINANCIAL ACCOUNTING & INTERNAL CONTROLS: TRAVEL***

1. If NCAC funds are used for travel, is the contractor following the Tennessee Comprehensive Travel Regulations?

Yes\_\_\_\_ No\_\_\_\_

2. What are the policies regarding travel advances and their reconciliation?

Clarify procedures used to follow-up on advances and how and where they are recorded. How soon after completion of travel must employees submit vouchers and reimbursement?

\_\_\_\_\_ days.

3. What procedures are required for local travel for both use of personal and organization-owned vehicles?

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4. How is their use controlled/monitored? Is the mileage rate reasonable and is it consistent with that allowed for the organization's other projects?

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5. Allowance:

\_\_\_\_\_ Cents per mile for owner's use

\_\_\_\_\_ Cents per mile for organization owned vehicle

**H. INSTITUTIONAL REVIEW: FINANCIAL ACCOUNTING & INTERNAL CONTROLS: SPACE USE**

1. Does the Contractor ( ) rent or ( ) own the building(s) used to house NCAC activities? (Check One)

2. If space is rented, who owns the building(s)? \_\_\_\_\_

3. Is there a lease purchase agreement?

Yes\_\_\_\_ No\_\_\_\_

4. Was the building constructed with Federal funds?

Yes\_\_\_\_ No\_\_\_\_

5. Is there any type of relationship between the landlord and anyone on the Contractor staff, or anyone at NCAC?

Yes\_\_\_\_ No\_\_\_\_

6. If rented, was a security deposit required?

Yes\_\_\_\_ No\_\_\_\_

7. If so, how was it accounted for in the books of account? \_\_\_\_\_

8. If the building is owned by the contractor, how is the organization compensated for use of its building(s) and how was this amount determined? \_\_\_\_\_

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**I. PAYROLL/TIME AND ATTENDANCE/LABOR STANDARDS**

1. Is payroll handled by:

- |  |               |
|--|---------------|
| a. Separate bank account?                                    | <b>YES NO</b> |
| b. Contracted payroll service?                               | <b>YES NO</b> |
| c. Are there different procedures for staff and participant? | <b>YES NO</b> |

2. Organization responsible for payroll? \_\_\_\_\_

3. Review the following payroll procedures making sure that each is mentioned or its absence is explained. In the space provided, note the staff person responsible for the procedure and summarize the respondent's comments so that you have a good picture of the payroll process.

a. Time and attendance reports are certified by employee/participant and supervisor.

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b. Payrolls are certified by management for accuracy and that all payees are bona-fide staff or participants.

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c. Payments are made by checks or direct deposit.

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d. Payroll clerical operations are independently proofed and verified before the payroll is distributed.

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4. What are the procedures for adding and removing a person from the payroll? For change in a person's rate of pay?

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5. When can salaries be adjusted without approval of funding entity? Are salaries of the top staff the same as at the time the contract/grant was awarded?

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6. Determine whether staff salary adjustments are within the contract guidelines.

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7. Do prior monitoring reports cite any TOSHA violations?

Yes\_\_\_\_ No\_\_\_\_

8. Does the contractor meet the *Fair Labor Standards Act* requirements?

Yes\_\_\_\_ No\_\_\_\_

# CONVENTION CENTER AUTHORITY

## a) Authority

Details about the Title VI Coordinator responsibility and where it lies organizationally as well as the name and contact information of the coordinator.

Erin Hampton, Vice President of Human Resources  
Convention Center Authority  
erin.hampton@nashvillemmc.com

## b) Organizational Environment

Please include your department's mission statement and strategic goals from your results matters plan (if they have been developed). Also please send an organizational chart that highlights the Title VI coordinators position. Workforce demographic information for your department is already attached below.

### Convention Center Authority Mission Statement:

The mission of the Music City Center is to create significant economic benefits for the citizens of the greater Nashville region by attracting local and national events while focusing on community inclusion, sustainability and exceptional customer service delivered by our talented team members.

### Convention Center Authority Organizational Chart (see attached)

c) Federal Funding in the Convention Center Authority –Detail as to how the department uses Federal Financial Assistance to achieve departmental goals and initiatives as well as a listing of all of the department's grants, their value, and a description.

N/A. This department does not receive federal funds.

## d) Contracted Program Overview

Detail as to how the department uses Contracts it enters into with other parties to achieve departmental goals and initiatives as well as a listing of all of the department's contracts, the contractor, and a description: (See below)

Contractor	Description
Allied Waste	Refuse Disposal
Alsco	Linen Services
Amano McGann	Parking Equipment and Software
American Paper & Twine	Janitorial Supplies
American Paper & Twine	Paper - Copy and Printer
American Paper & Twine	Toilet Tissue, Paper Towels and Dispensers
AT&T	Cable TV
AT&T	Neutral Host Distributed Antenna System
Baker Roofing	Roof
Batteries Plus	Batteries
Blink Marketing	Promotional Items and Amenities

Bone McAllester Norton	Legal Services
Carpet Contract Sales	Carpet Storage Facility
Centerplate	Food and Beverage
Cintas	Uniform Rental
CMMS Data Group	MVP (Technical Support)
Coca Cola	Pouring Rights
Convention Production Rigging, Inc.	Rigging
Crawford Door Sales of Nashville, Inc.	Operable Walls
Credo Management Consulting	Meeting Facilitator
Cummings Crosspoint	Generators
Cushion Employer Services	Compensation and Benefits
Custom Windows	Window Coverings
Elite Show Services	Event Security
Ferrell Gas	Propane Services
First Tennessee Bank	ATM's
Grainger	Grainger
Greenrise	Green Roof
Hydro Pro Pressure Washing	Power Clean and Stone Seal Services
Industrial Staffing	Housekeeping
Industrial Staffing	Temporary Labor
ISS 24/7	Command Center Software
Janus Displays	Janus System Maintenance
Johnson Controls	Building Automation
Johnston Technologies	UPS System
Kone	MCC Elevator/Escalator
KPMG	Auditing Services
Lee Company	HVAC Services
Lightwave Solar	Solar Panels
Llovet Filtration	Air Filters
LMG, Inc.	Audio Visual & Production
LMG, Inc.	LED Display Boards
Loomis Armored US, Inc.	Armored Car Services
Med-Star Medical Staffing	Emergency Medical Services
Middle Tennessee Exterminating	Pest Control
Modular Designs DBA Premium Floors Care & Services	Carpet Cleaning
My Office Products	Office Supplies
Nashville Machine	Elevator/Escalator Service
Net Tango	Website Development
Pierremont Media Group	Audio Visual Maintenance
Plants Alive	Interior Landscaping

Plants Alive Holiday	Interior Landscaping Holiday
Presidio	Wired/Wireless Infrastructure
Reed Landscaping	Exterior Landscaping
Ricoh	Printing Services
Select Vending	Vending Machines
Sherwin Williams	Paint Supplies
Simplex Grinnell	Access Control
Simplex Grinnell	CCTV
Simplex Grinnell	Fire Alarm
Songwriters Hall of Fame	Lobby Exhibit Space
The Compost Company	Composting Services
The UPS Store	Business Service Center
Tour Supply	Gaff Tape
Towne Park Ltd., d/b/a Town Park Corporation	Valet Parking

**e) Minority Participation on the Board/Commission: (See Below)**

CCA Members	White Males	African American Males	Other Males
<b><u>Males</u></b>			
Marty Dickens	x		
Randy Rayburn	x		
William E. "Willie" McDonald	x		
Randy Goodman	x		
David McMurry		x	
	4	1	
	White Females	African American Females	Other Females
<b><u>Females</u></b>			
Irwin E. Fisher	x		
Vonda McDaniel		x	
Renata Soto			x
Leigh Walton	x		
	2	1	1

**f) Number of Complaints Received Last Year: None**

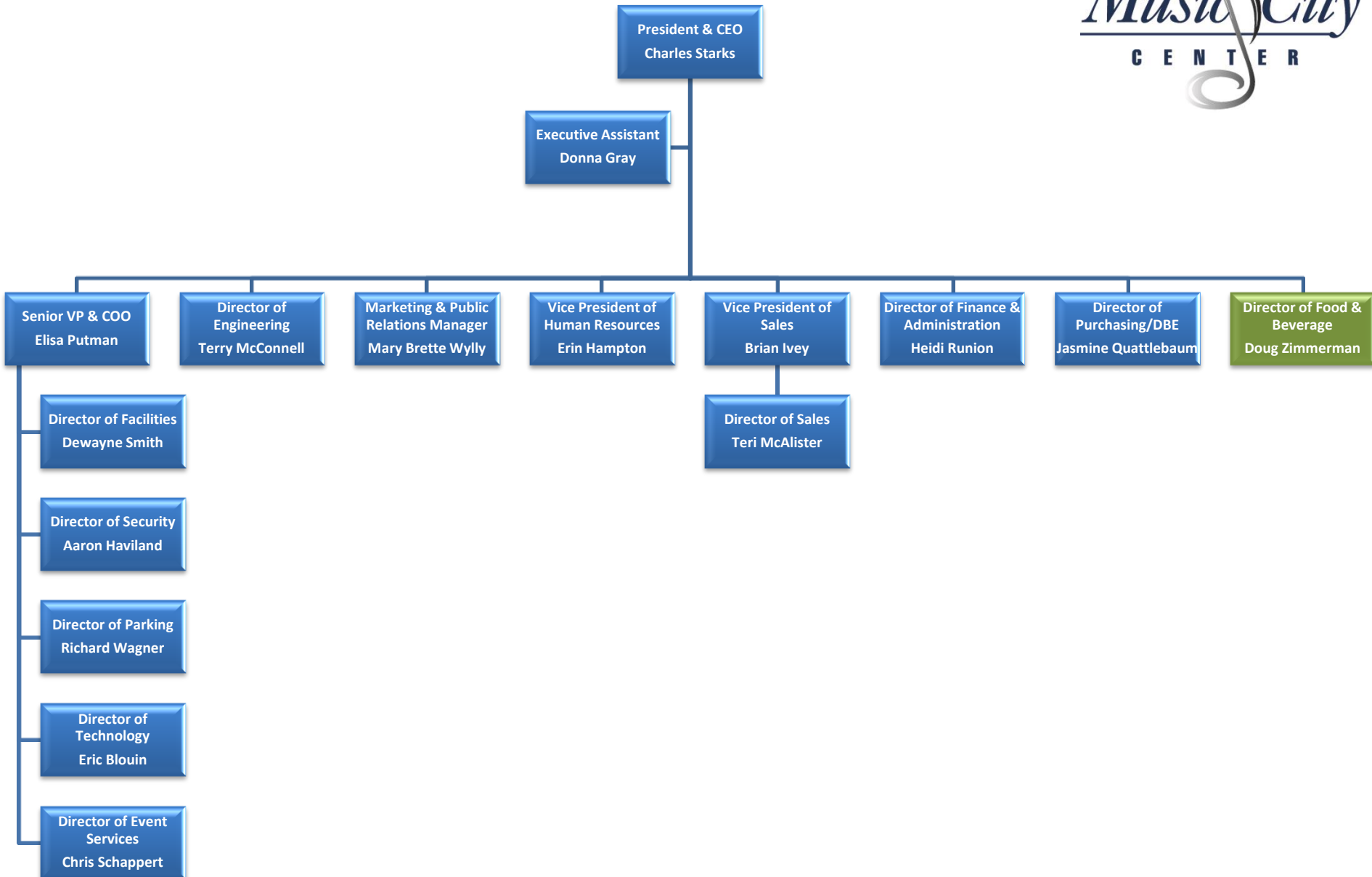
**Please include your department's non-discrimination statement (see below):**



*The Convention Center Authority does not discriminate on the basis of race, color, national origin, gender, gender identity, sexual orientation, age, religion, creed or disability in admission to, access to, or operations of its programs, services, or activities. Discrimination against any person in recruitment, examination, appointment, training, promotion, retention, discipline or any other employment practices because of non-merit factors shall be prohibited. Requests for ADA accommodation should be directed to the ADA Coordinator @ 401-1400.*



# Senior Leadership



# OFFICE OF EMERGENCY MANAGEMENT

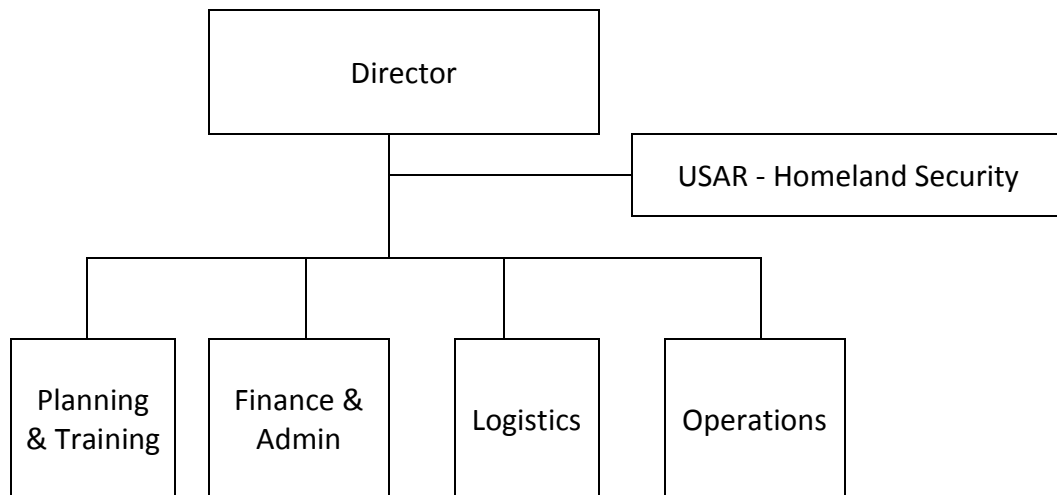
## Authority

The Title VI coordinator for the Office of Emergency Management contact person is Jamie Summers Human Resources Manager 615-862-5242.

## Organizational Environment

The mission of the Office of Emergency Management is to develop, coordinate, and lead the local emergency management program; enabling effective preparation for and efficient response to emergencies and disasters in order to save lives, reduce property loss, and stop human suffering.

### OEM Organizational Chart



## Federal Funding

The Office of Emergency Management has been awarded over \$1.4 in grants that are used to achieve the goals and initiatives as defined in the departmental mission statement. These resources are used to support the building, sustainment and delivery of core capabilities essential to the National Preparedness goal across the five mission areas of Prevention, Protection, Mitigation, Response and Recovery



**Contracted Program Overview**

N/A

**Minority Participation on the Board/Commission: 0**

**Number of Complaints Received Last Year: 0**

**Statement of Non-Discrimination:**

The Metropolitan Government of Nashville and Davidson County does not discriminate on the basis of age, race, sex, color, national origin, religion or disability in admission to, access to, or operations its programs, services, or activities.

## **METROPOLITAN BOARD OF PARKS AND RECREATION**

### **Authority**

The Title VI Coordinator's duty lies with staff in the Consolidated Maintenance Division and reports directly to the Assistant Director – Consolidated Maintenance, Parks and Recreation Department.

The Title VI Coordinator is responsible for educating staff on (1) their responsibilities under Title VI, (2) how to inform clients of their rights under Title VI, (3) how to monitor for compliance with Title VI legislation, and (4) how to maintain and submit any required documentation for Title VI compliance.

Duties may include and may not be limited to the following:

- Conducting annual training for departmental personnel as required;
- Working in conjunction with the Metro Title VI Coordinator to ensure that all new employees to Parks and Recreation receive Title VI training and information;
- Ensuring that procedures are in place to provide for public notification of rights under Title VI;
- Disseminating all Title VI resources, including posters and brochures, to departmental personnel as required;
- Maintaining Title VI complaint log and conducting any necessary investigations;
- Utilizing necessary monitoring techniques to ensure departmental compliance;
- Submitting annual Title VI plan to grantors in a timely manner; and
- Other duties as necessary to ensure Title VI compliance.

The Title VI Coordinator for the Metropolitan Government Board of Parks and Recreation is:

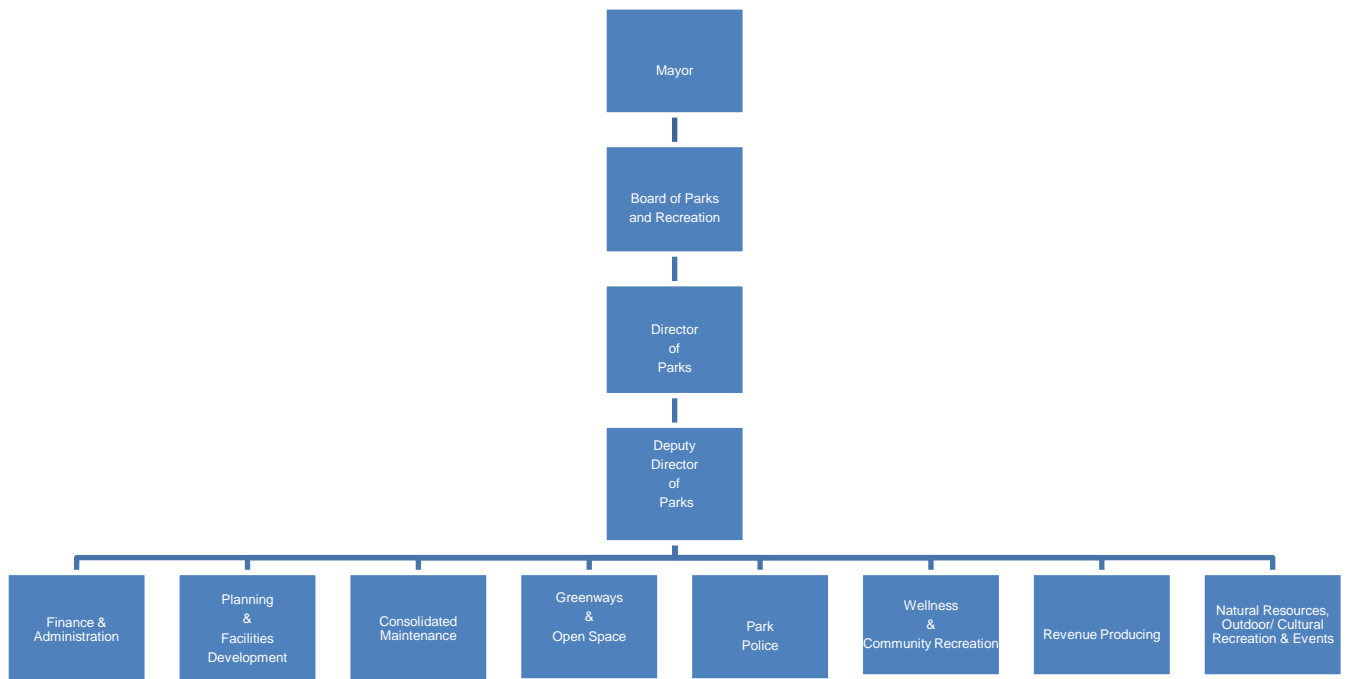
James A. Gray  
Special Projects Manager  
Centennial Park Office  
Nashville, TN 37201  
615-862-8400(v) 615-862-8414(f)  
Email: [james.gray@nashville.gov](mailto:james.gray@nashville.gov)

## Organizational Environment

It is the mission of the Metropolitan Board of Parks and Recreation to provide every citizen of Nashville and Davidson County with an equal opportunity for safe recreational and cultural activities within a network of parks and greenways that preserves and protects the region's natural resources.

Below is an organization chart for the Metropolitan Board of Parks and Recreation.

## Organizational Structure Parks and Recreation



## **Federal Funding in the Metropolitan Parks and Recreation Department**

The Parks and Recreation Department has several goals that are positively impacted through the use of Federal Financial Assistance. The first is the goal to develop public/private partnerships that will maximize current park programs and resources. The accomplishment of this goal would be evidenced by the percentage of supplemental resources gained through partnerships.

The second goal that is impacted by the receipt and use of federal grants is to increase promotion and awareness of all park programs, facilities and services to a growing and diverse population. The funds that are received from the agencies cited in the previous paragraph are used in ways such as building greenways and trails aimed at improving health and wellness.

### **Contracted Program Overview**

The Parks and Recreation Department uses a myriad of contracts with other parties to fulfill its day-to-day operational requirements associated with achieving its primary mission of sustainably and equitably providing everyone in Nashville with an inviting network of parks and greenways that offer health, wellness, and quality of life through recreation, conservation, and community. Through these contractual agreements, the department acquires the needed operational and capital supplies, materials, and support to continue to provide recreational services and facilities to the residents and visitors of Metro Nashville.

**Minority Participation on the 5 of 7 members (71.4%) Board/Commission.**

**Number of Complaints Received Last Year 0.**

### **Statement of Non-Discrimination**

The Metropolitan Government of Nashville and Davidson County does not discriminate on the basis of age, race, sex, color, national origin, religion, or disability in admission to, access to, or operations of its programs, services, or activities.

## **METROPOLITAN PLANNING DEPARTMENT**

### **Authority**

Title VI of the 1964 Civil Rights Act requires 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 subjected to discrimination under any program or activity receiving federal financial assistance.”

The Title VI Coordinator duty lies with staff in the Metropolitan Planning Department. The Title VI Coordinator reports directly to the Administrative Services Officer III.

The Title VI Coordinator duties may include and may not be limited to the following:

- Attending Title VI training
- Ensure all new and current employees attend/receive Title VI training
- Display Title VI posters and brochures
- Maintain records of all Title VI complaints and information
- Develop LEP guidelines
- Know who to contact to get Title VI information and assistance

The Title VI Coordinator for the Metropolitan Planning Department is Josie L. Bass. Ms. Bass can be reached at 615-862-7150, emailed at [josie.bass@nashville.gov](mailto:josie.bass@nashville.gov) or inquiries faxed to 615-880-2450.

On April 6, 2016 the Title VI Coordinator attended a Title VI training session through the Metropolitan Human Relations Commission.

### **Mission Statements**

The **Planning Commission** guides growth and development as Nashville and Davidson County evolve into a more socially, economically and environmentally sustainable community with a commitment to preservation of important assets, efficient use of public infrastructure, distinctive and diverse neighborhood character, free and open civic life, and choices in housing and transportation.

The **Planning Department** helps Nashville and Davidson County evolve into a more sustainable community guided by a commitment to efficient use of infrastructure, distinctive and diverse community character, open and vibrant civic life, and choices in housing and transportation focused on improving the quality of life.

## METROPOLITAN PLANNING COMMISSIONERS

COMMISSIONERS	RACE	TERM EXPIRES
Greg Adkins, Chairman	Caucasian/Male	3/18
Jessica Farr	Caucasian/Female	3/18
Lillian Blackshear	African-American/Female	3/19
Jeff Haynes	Caucasian/Male	3/19
Brian Tibbs	African-American/Male	3/20
Brenda Diaz-Flores	Hispanic/Female	3/20
Dr. Pearl Sims	Caucasian/Female	3/21
Ron Gobell	Caucasian/Male	3/21
Jennifer Hagan-Dier, Mayor	Caucasian/Female	
Barry's Representative		
Burkley Allen, Metro Council	Caucasian/Female	
Representative		
Emily Lamb, Legal	Caucasian/Female	

There were no Title VI complaints received for 2016-17 year.

**Minority Participation on the Commission is:** (3) Caucasian males, (1) African American male, (1) African American female, (5) Caucasian females and (1) Hispanic female

*Below are the composition of the MPO Executive Board, Technical Coordinating Committee, and Staff by Gender and Race.*

*Gender: F = Female, M = Male*

*Race: W = Caucasian, B = African American, H = Hispanic/Latino, A = Asian*

**FY 2017 MPO Executive Board**

<b>Name</b>	<b>Representing</b>	<b>Gender</b>	<b>Race/Ethnicity</b>
The Honorable Jill Burgin	Brentwood	F	W
The Honorable Dean Dickey	Columbia	M	W
The Honorable Patti Carroll	Fairview	F	W
The Honorable Ken Moore	Franklin	M	W
The Honorable Paige Brown	Gallatin	F	W
Mr. Matt Von Lunen	GNRC	M	W
The Honorable John Coombs	Goodlettsville	M	W
The Honorable Bonnette Dawson	Greenbrier	F	W
The Honorable Jamie Clary	Hendersonville	M	W
The Honorable Dennis Waldron	LaVergne	M	W
The Honorable Bernie Ash	Lebanon	M	W
The Honorable Charlie Norman	Maury County	M	W
The Honorable David Briley	Metro Nashville	M	W
The Honorable Megan Barry	Metro Nashville	F	W



The Honorable Timothy Lassiter	Millersville	M	W
The Honorable Ed Hagerty	Mt. Juliet	M	W
The Honorable Shane McFarland	Murfreesboro	M	W
The Honorable Jimmy Alexander	Nolensville	M	W
The Honorable Kenneth Wilber	Portland	M	W
The Honorable Ernest Burgess	Rutherford County	M	W
The Honorable Mary Esther Reed	Smyrna	F	W
The Honorable Ann Schneider	Springfield	F	W
The Honorable Rick Graham	Spring Hill	M	W
The Honorable Bill Haslam	State of Tennessee	M	W
The Honorable Anthony Holt	Sumner County	M	W
The Honorable Michael Arnold	White House	M	W
The Honorable Rogers Anderson	Williamson County	M	W
The Honorable Randall Hutto	Wilson County	M	W
Ms. Pamela Kordenbrock	FHWA	F	W/H
Dr. Yvette Taylor	FTA	F	B

**FY 2017 MPO Technical Coordinating Committee**

<b>Name</b>	<b>Representing</b>	<b>Gender</b>	<b>Race/Ethnicity</b>
Mr. Mike Harris	Brentwood	M	W
Mr. Glenn Harper	Columbia	M	W
Mr. Wayne Hall	Fairview	M	W
Mr. Theresa Claxton	FHWA	F	W
Mr. Jonathan Marston	Franklin	M	W
Ms. Elizabeth Martin	FTA	F	B
Mr. Bill McCord	Gallatin	M	W
Mr. Matt Von Lunen	GNRC	M	W
Mr. Addam McCormick	Goodlettsville	M	W
Mr. Phil Klover	Greenbrier	M	W
Mr. Fred Rogers	Hendersonville	M	W
Ms. Kristin Costanzo	LaVergne	F	W
Ms. Paul Corder	Lebanon	M	W
Mr. Brian Vick	Maury County	M	W
Ms. Talia Lomax-O'Dneal	Metro Finance	F	B
Mr. John Finke	Metro Health Air	M	W

Mr. Doug Sloan	Metro Planning	M	W
Mr. Darrell Moore	Metro Pubic Works	M	<b>W</b>
Mr. Andrew Smith	Metro Public Works	M	W
Ms. Michael Barr	Millersville	M	W
Mr. Andy Barlow	Mt. Juliet	M	W
Mr. Felix Castrodad	MTA	M	H
Mr. Jim Kerr	Murfreesboro	M	W
Mr. Russ Brashear	Murfreesboro	M	W
Mr. Rob Wigington	Nashville Airport	M	W
Mr. Sarah Sitterle	Nolensville	F	W
Ms. Andrew Pieri	Portland	M	W
Ms. Billy Higgins	RTA	F	W
Mr. Doug Vann	Robertson County	M	W
Mr. Doug Demosi	Rutherford County	M	W
Mr. Kevin Rigsby	Smyrna	M	W
Mr. Jon Baughman	Spring Hill	M	W
Mr. Grant Green	Springfield	M	W
Mr. Kim Ark	Sumner County	F	W

Mr. Marc Corrigan	TDEC	M	W
Mr. K. B. Aboagye	TDOT	M	B
Ms. Liza Joffrion	TDOT	F	W
Mr. Paul Degges	TDOT	M	W
Mr. Larry McGoogin	TDOT	M	B
Ms. Debbie Henry	The TMA Group	F	W
Mr. Reed Hillen	White House	M	W
Mr. Joe Horne	Williamson County	M	W
Mr. Tom Brashear	Wilson County	M	W

**FY 2017 MPO Staff**

<b>Name</b>	<b>Position</b>	<b>Gender</b>	<b>Race/Ethnicity</b>
Ms. Michelle Lacewell	Interim Executive Director/Communications Dir./Title VI Coordinator	F	W
Ms. Lou Edwards	Office Manager	F	W
Ms. Rochelle Carpenter	Senior Policy Analyst	F	W
Ms. Mary Connelly	Senior Planner	F	W
Ms. Anna Emerson	Senior Planner	F	W
Mr. Peter Westerholm	Planner II	M	W

Mr. Jeffrey Leach	Accountant	M	W
Mr. Nick Lindeman	Economic & Systems Data Analyst	M	W
Mr. Hary(ono) Prawiranata	Senior Modeler	M	A
Mr. Sam Williams	GIS Analyst	M	W
Ms. Shelly Hazle	Policy Analyst	F	W

### Metro Funded Contracts

The Metropolitan Planning Department currently receives funded contracts for services and commodity.

### Metro Contracted Overview

The Metropolitan Planning Department contracts for community outreach through Economic and Planning Systems, Inc. to develop an inclusionary housing feasibility and policy study beginning August 12, 2015 through August 12, 2020 for a cost of \$109,790.00.

### MPO Federal Funding Sources

The Nashville Area MPO is the federally-designated transportation planning and programming agency for Davidson, Maury, Robertson, Rutherford, Sumner, Williamson, and Wilson counties. The MPO's planning program is funded in large part by grants made available through TDOT from the Federal Highway Administration (FHWA) and Federal Transit Administration (FTA) of the U.S. Department of Transportation (U.S. DOT). Local governments across the area contribute funding through regional annual dues which assess each community of 5,000 or more in population a per capita rate of 11 cents for county governments and 12.5 cents for city governments. Anticipated planning activities and funding sources are published in advance each fiscal year of work as part of the MPO's Unified Planning Work Program (UPWP).

The UPWP is a federally-required document that communicates with the public and stakeholders how their federal transportation dollars are being used on regional planning activities. **MPO plans often are the earliest stage of any major transportation project that is implemented within the region. The UPWP provides the public with information about those activities which provide opportunity for early engagement.**

### Major Products & Publications

In order to carry out its responsibilities, the MPO produces three major work products: a Regional Transportation Plan (also known as the RTP or long range transportation plan), a Transportation Improvement Program (TIP), and a Unified Planning Work Program (UPWP). The MPO also produces a Prospectus which provides further detail on the MPO's organizational structure and planning process, and a Public Participation Plan (PPP) to help communicate to partners and the general public opportunities for involvement in the development of MPO products. The PPP also specifies the process and timelines for adopting and amending MPO plans and programs. All plans and programs are available on the MPO's website at [NashvilleMPO.org](http://NashvilleMPO.org) and at MPO offices located at 800 Second Avenue South, Nashville, 37210.

### MPO Contracted Overview

L-3715	Nashville Area Chamber of Commerce	Assist Nashville Area MPO in preparing, analyzing, and reporting on data indicators for regional policy and planning activities. (Nashville Region's Vital Signs)	10/1/16	9/30/17	\$75,000.00
L-3683	Nashville Civic Design Center NCDC	Transportation Planning and Urban Design activities as outlined in the FY 2017 Unified Planning Work Program (UPWP)	10/1/16	9/30/17	\$50,000.00
L-3684	The TMA Group	Conduct public outreach activities in support of transportation planning services and work in support of the Clean Air Partnership of Middle TN as outlined In the Unified Planning Work Program (UPWP)	10/1/16	9/30/2017	\$45,000.00
L-3665	Greater Nashville Regional Council GNRC	Technical Assistance Multi-Modal Planning as outlined in the	10/1/16	9/30/2017	\$250,000.00

		Unified Planning Work Program (UPWP)			
L-3491	TDOT	Transportation Planning Grant FY 16-18	10/1/2016	9/30/2018	\$4,375,157.00
L-3184	TDOT	Transit Planning Grant	1/1/2014	12/31/2017	\$493,703.00
	TDOT	Transit Planning Grant	1/1/2015	12/31/2018	\$504,254.00
RS2014-1182	TDOT	Active Mobility Grant	9/22/2014	9/22/2019	\$312,500.00
RS2014-1181	Smart Growth America MOU	Kresge Grant	8/8/2014	9/30/2017	\$100,000.00
				Total	\$6,315,404.00

# **METROPOLITAN NASHVILLE POLICE DEPARTMENT**

## **2017/2018**

### **Authority**

The Metropolitan Nashville Police Department's Title VI Coordinator responsibility lies with the Director, Human Resources Division. This individual reports directly to the Deputy Chief of Police for the Administrative Services Bureau.

The Title VI Coordinator is responsible for educating staff on 1) their responsibilities under Title VI, 2) how to inform clients of their rights under Title VI, 3) how to monitor for compliance with Title VI legislation and, 4) how to maintain and submit any required documentation for Title VI compliance.

Duties may include and may not be limited to the following:

- Conducting annual training for departmental personnel as required;
- Working in conjunction with the Metro Title VI Coordinator to ensure that all new employees of the Metropolitan Nashville Police Department receive Title VI training and information;
- Ensuring that procedures are in place to provide for public notification of rights under Title VI;
- Disseminating all Title VI resources, including posters and brochures, to departmental personnel as required;
- Maintaining Title VI complaint log and conducting any necessary investigations;
- Utilizing necessary monitoring techniques to ensure departmental compliance;
- Submitting annual Title VI plan to grantors in a timely manner;
- Other duties as necessary to ensure Title VI compliance;

The Title VI Coordinator for the Metropolitan Nashville Police Department is:

Suzanne Bibb Director, Human  
Resources Division 3055 Lebanon  
PK., Nashville TN 37219  
615-862-7351(p) 615-880-2997(f)

### **Organizational Environment**

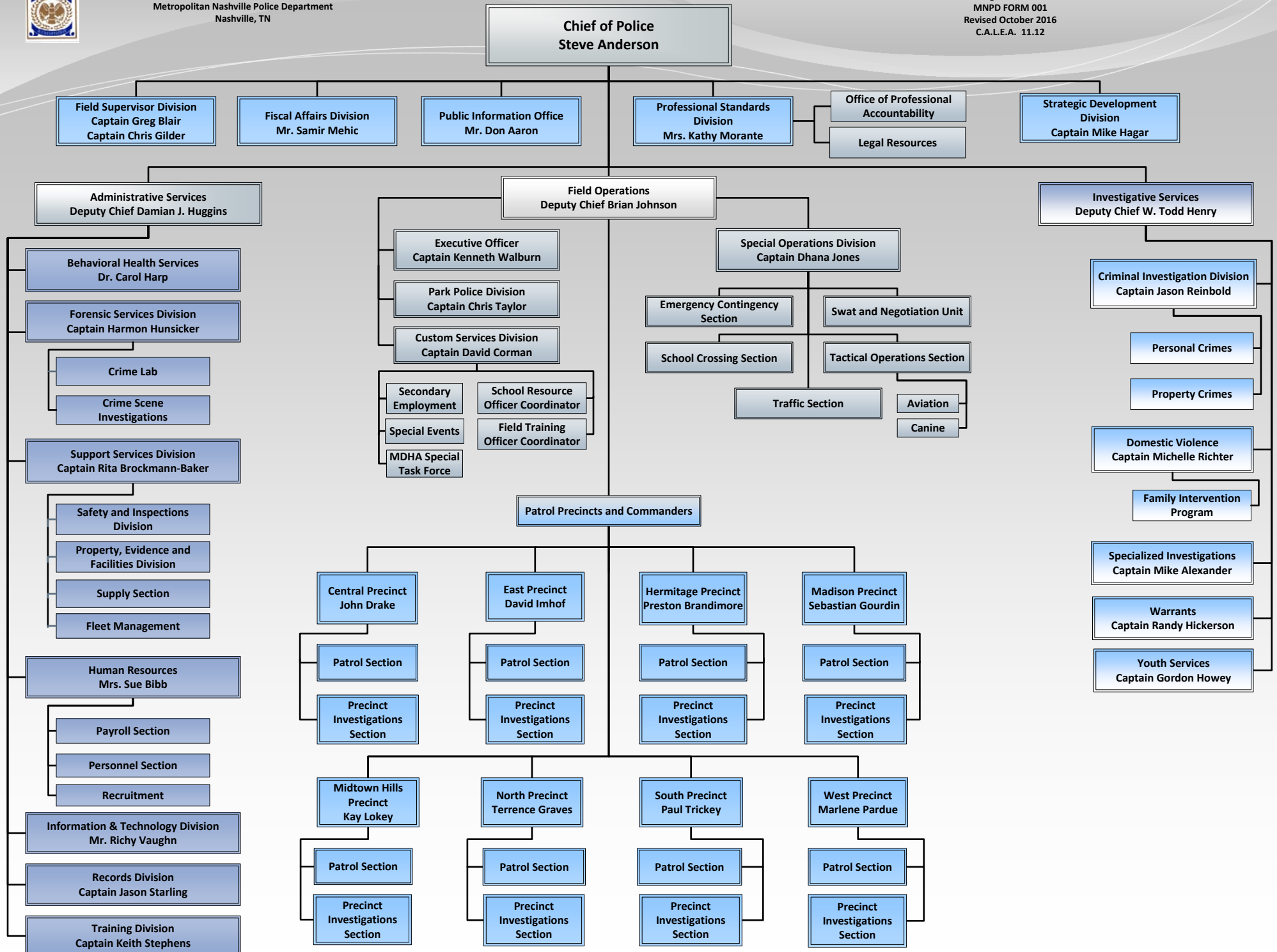
#### **Mission Statement**

The Mission of the Metropolitan Nashville Police Department is to provide community-based police products to the public so they can experience a safe and peaceful Nashville.



**Organizational Chart**

A copy of the MNPB organizational chart is attached.



# **METROPOLITAN PUBLIC DEFENDER**

## **Authority**

The Title VI Coordinator for the Public Defender's Office handle questions, concerns, complaints, or requests for additional information regarding Title VI of the Civil Rights Act. The Coordinator ensures the Office provides public notification of rights under Title VI, maintains a Title VI complaint log, and ensures that all complaints will be investigated thoroughly. The following person has been designated as this department's Title VI Coordinator:

Annette Crutchfield, Administrative Services Manager  
Office of the Metropolitan Public Defender  
404 James Robertson Parkway, Suite 2022  
Nashville, TN 37219  
Phone: (615) 880-3711  
Fax: (615) 313-9352

## **Organizational Environment**

Mission Statement – The mission of the Public Defender's Office is to provide zealous representation and to fight for equal justice for the indigent accused, in accordance with the United States Supreme Court mandate and the Metropolitan Government of Nashville and Davidson County Charter.

### **Strategic Goals:**

Provide high quality effective legal representation to every client we serve.

Serve as a consistent champion in the criminal justice system and the city for fair, just and lawful treatment of the criminally accused.

## **Federal Funding**

The Public Defender's Office currently does not receive federal funding.

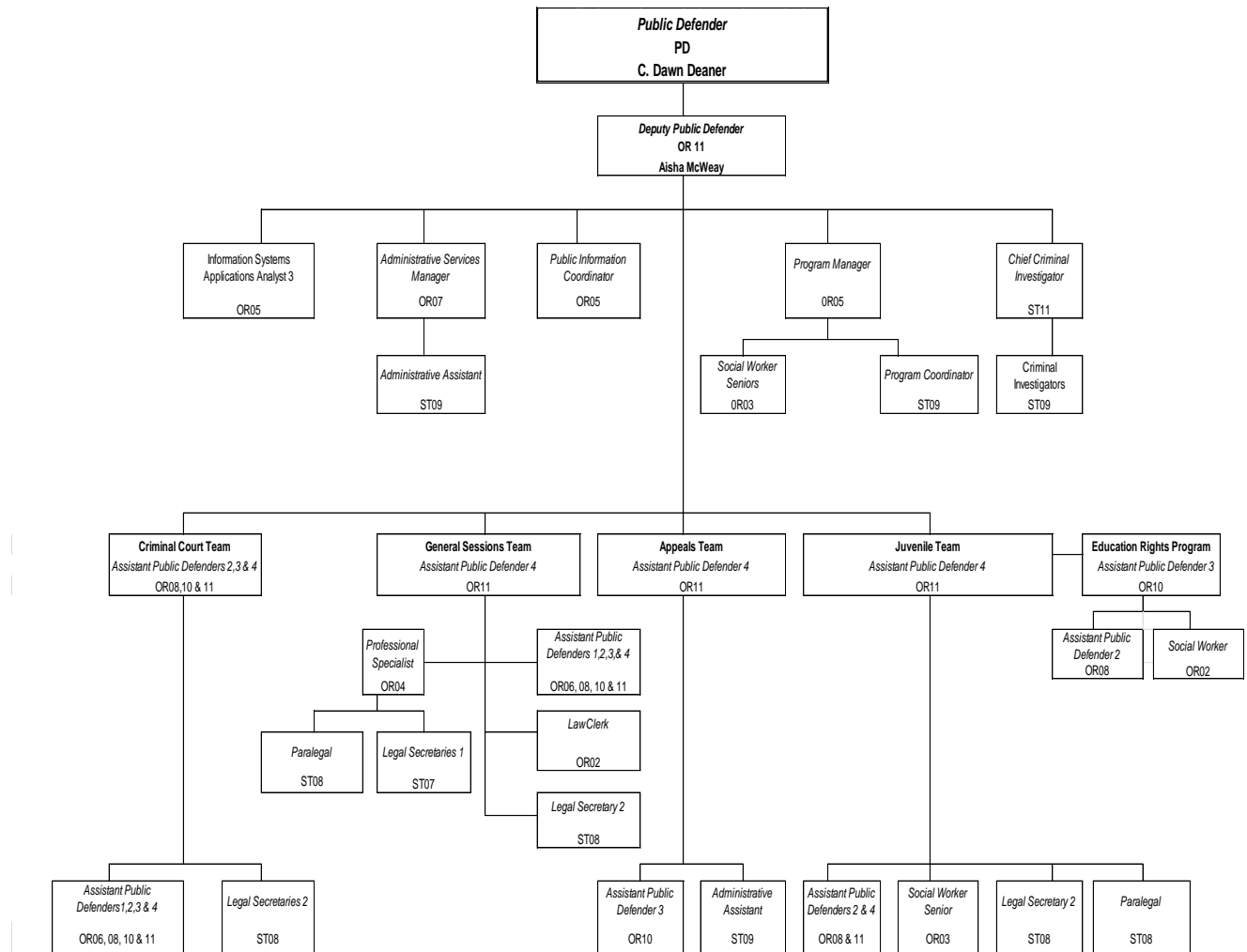
## **Contracted Program Overview**

The Public Defender's Office has no contracted programs.

## Organizational Chart

The Title VI Coordinator is a member of the Office Administrative Services group. See organizational chart included below.

## Metropolitan Public Defender Organizational Chart



Minority Participation on the   X   Not applicable            Board/Commission.

Number of Complaints Received Last Year-   0  

Submitted May 18, 2017

# **METROPOLITAN PUBLIC LIBRARY**

## **Authority**

The Nashville Public Library is governed by a 7 member board and is responsible to collect and make accessible to the public, printed, electronic, audiovisual, non-print, and broadcast information materials to facilitate the informal self-education of all persons, including the disabled; to enrich and further develop the knowledge of persons undertaking formal education; to encourage recreational reading and constructive use of leisure time; to support the cause of literacy; and to meet the day-to-day informational needs of all persons in the community.

The Library's Title VI Co-Coordinator is Associate Director for Administrative Services, Susan Drye and Library Human Resources Manager, Sherry Adams. Title VI responsibilities include compliance planning, monitoring, training and reporting as required by Metro and to various governmental grantors. Ms. Drye is one of 5 Library Assistant Directors and her responsibilities include human resources, finance, facilities, delivery and security management for the library system. Her contact information is as follows:

Office- 880-2614

Cell – 418-0091

Email – [susan.drye@nashville.gov](mailto:susan.drye@nashville.gov)

Ms. Adams is the Library Human Resource Manager. As such, she is responsible for all HR activities including investigating employee complaints of discrimination, harassment, etc. Ms. Adams' contact information is as follows:

Office – 862-5770

Email – [sherry.adams@nashville.gov](mailto:sherry.adams@nashville.gov)

## **Organizational Environment**

See attached organizational chart.

## **DEPARTMENT MISSION**

The mission of the Nashville Public Library is to inspire reading, advance learning and connect our Community.

## **Federal Funding in the Metropolitan Public Library Department**

Listed below are various Federal grants received by the Public Library in FY 16-17:

## **PUBLIC LIBRARY**

LSTA Library Services for Disadvantaged	INSTITUTE OF MUSEUM AND LIBRARY SERVICES	\$ 6,400.00
LSTA Library Services for Technology Svcs	INSTITUTE OF MUSEUM AND LIBRARY SERVICES	\$ 6,200.00
<b>TOTAL</b>	<b>PUBLIC LIBRARY</b>	<b>\$12,600.00</b>

## **Contracted Program Overview**

Listed below are various contract used by the Public Library and a description of how they support our goals and programs

ADECCO – 19658 – Temp Services  
AIMEDIA SOLUYIONS – 19317 – Web Design and Development  
AMERICAN CONSTRUCTORS 18890 Design Build Construction of Goodlettsville Library  
AMERICAN PAPER & TWINE 16254 Copy Paper  
AMERICAN PAPER & TWINE Trash Bags  
ARAMARK - 382307 – Servicing of Mats  
AT&T – 391064 – Telephone and Data Services  
A-Z OFFICE RESOURCE – Furniture and Furnishings  
BATTERIES PLUS – 347950 – Batteries  
BEARD PROPERTY MAINTENANCE – 323717 – Landscape Maintenance for Goodlettsville Library  
BELFORE PROPERTY RESTORATION – 19611 – Emergency Remediation/Disaster Recovery Services  
BRODART CO – 371587 – Furniture and Furnishings  
CDW-368995 – Coordinate Sharepoint Upgrade  
CHILTON TURF CENTER 18111 Small Equipment Maintenance  
COMMERCIAL COPY SERVICES 16008 Copy Machines  
COOK'S PEST CONTROL - Pest Control  
CINTAS CORPORATION - Rental of Mats  
CMS UNIFORM 19346 Uniform Purchases  
DEKALB OFFICE – 405314 – Furniture and Furnishings  
DELL ASAP SOFTWARE  
FACILITY PLANNERS – 374756 – Furniture and Furnishings  
FASTENAL – 405279 – Trash bags  
G4S – 316587 – Security Officer Services  
Goodson dba Tailored Business – 375388 – Temporary Services  
GRAINGER INDUSTRIAL 341269 Various Industrial & Commercial Supplies  
HOSSE & HOSSE SAFE & LOCK CO – 334752 – Lock & Key Service  
HST CORPORATE INTERIORS, LLC – 19735 – Tennsco Shelving  
Industrial Staffing – 390293 – Temporary Services  
KENNY PIPE – 350999 – Plumbing Supplies  
Keystone Ridge Design – 371586 – Furniture and Furnishings  
Lee Company – 368847 – HVAC Service and Repair  
The Library Corporation – 382245 – Provision, Implementation, Training, Continued Support and Maintenance for Carl X Library Automation Software Suite, etc.  
MAC PAPERS, INC (Formerly Boxes, ETC. LLC) – 358788 – Boxes  
Martha O'Bryan Center – 341123 – Coordinating Agency for the Northeast Zone, South

Central Zone, and McGavock Zone of the Nashville After Zone Alliance (NAZA)  
Middle Tennessee Exterminating – 401860 – Provision of Pest Control Services  
MY OFFICE PRODUCTS – 353174 – Office Supplies  
Nashville Office Interiors – 374753 – Furniture and Furnishings  
Oasis Center – Grant Support – L-3669 – Provide on-going support for high school students who participated in Nashville Scholars  
Otis Elevator Company – 384899 – Elevator, Escalator, Lifts Maintenance, Repair and Related Services  
Overhead Door of Nashville – 313325 – Roll Up Door Repair Contract  
Pavement Restorations – 356318 – Surface Treatment Application  
PROTECTION ONE SECURITY SOLUTIONS – 314661 - Monitoring Services  
RAINS ELECTRIC 16228 Electrical  
Randstad North America, Inc. – 390295 – Temporary Services  
Republic Services – 370626 – Provision and collection of waste and recycling containers  
RICHARDS & RICHARDS OFFICE RECORDS MANAGEMENT, INC. - Provide secure document destruction services  
RICOH USA – 309769 – Duplicating Machines  
School Specialty – 371588 – Furniture and Furnishings  
Sherwin Williams – 391102 – Paint and Paint Supplies  
SIEMENS BUILDING TECH Maint Agreement Fire Alarm System  
S. M. Lawrence and Company – 395505 – Plumbing Maintenance, Repair, and Emergency Repair  
Southeast Electric – 362990 – On-Call Electrical Service and Repair  
SOUTHEAST ELECTRIC 340210 Electrical  
TRIGREEN EQUIPMENT 323740 Small Equipment Maintenance, Repair Parts  
UNIQUE MANAGEMENT SERVICES INC 333012 Collection Services  
VANGUARD ID SYSTEMS – 346336 – Library Cards w/Barcodes  
WATSON LABEL – 315835 – Barcode Labels  
WILLIAMS SUPPLY 18566 Electrical Lamps, Hardware & Related Items  
YMCA of Middle Tennessee – Coordinating Agency for the Southeast Zone and the Northwest Zone of the Nashville After Zone Alliance (NAZA)

## **Minority Participation on the Public Library Board**

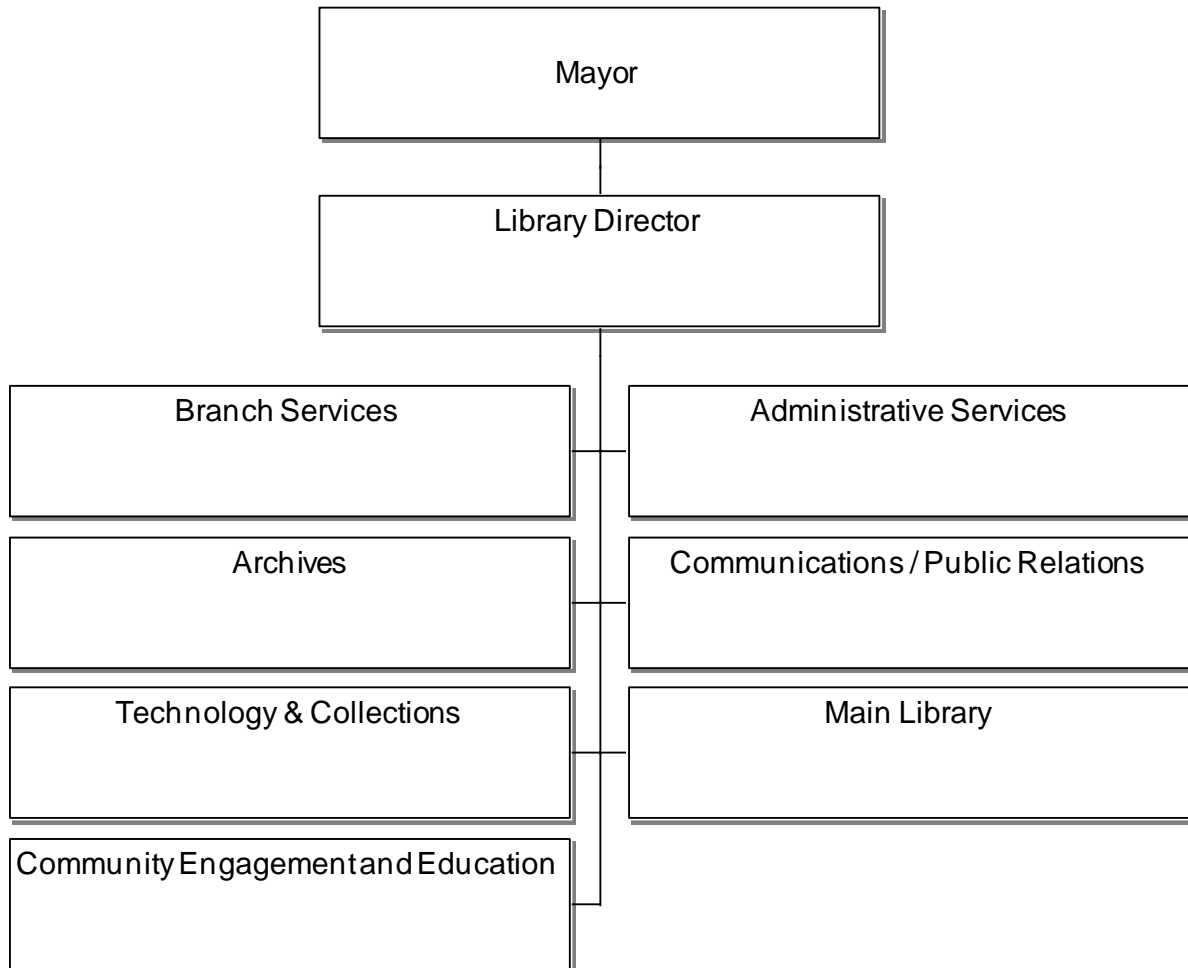
1 Asian Female  
1 Black Female  
1 Other Female  
2 White Females  
2 White Males

## **Number of Title VI Complaints Received Last Year - 0**

## **Statement of Non-Discrimination**

It is the policy of the Public Library that all persons shall have equal access to facilities and services regardless of race, color, national origin, sex, age, religion or handicap.

Nashville Public Library  
Organizational Structure  
FY 2016 – 2017





# **METROPOLITAN PUBLIC WORKS**

## **Authority**

Public Work's Title VI Coordinator is Yvonne Foote, Administrative Specialist. She reports to the Assistant Director of Finance and Administration. The Title VI responsibilities include compliance planning, monitoring, training and reporting to various governmental grantors and as required by Metro. Contact information for Ms. Foote is as follows:

Office: 615-862-8753

E-mail: [Yvonne.foote@nashville.gov](mailto:Yvonne.foote@nashville.gov)

## **Mission**

The mission of Metro Nashville Public Works is to provide professional expertise, transportation, infrastructure and neighborhood environmental products to people who live, work, travel through, or play in Metro Nashville so they can experience clean neighborhoods, safe and efficient transportation.

## **Organizational Environment**

(See attached organizational chart)

## **Federal Funding in the Public Works Department**

The department has been awarded over \$26.4 million in Federal funds that are used to achieve the goals and initiatives as defined in the departmental mission statement. These resources are primarily applied to capital needs for bikeways, sidewalks, traffic signal systems, streets, roads, intersections and bridges.

## **Contracted Program Overview**

The department utilizes contracts with various firms for professional services related to survey, design and construction monitoring of bikeways, sidewalks, traffic signal systems, streets, roads, intersections and bridges county-wide (GSD and USD) which include:

- Engineering, construction, maintenance and repair services for streets, roads, bridges, sidewalks and bikeways; this includes, but is not limited to, traffic signals, signs, pavement markings, and guardrails
- Implementation of FastTrac infrastructure development program including installation of new infrastructure and support systems
- Certain off-street parking facilities and also on-street parking operations and enforcement
- Recycling and disposal of solid waste
- Refuse collection, street cleaning, and street lighting for the Urban Services District (USD) area only
- Communications to general public about all of the above geared to enhance their mobility, safety and health within Davidson County.

These contracts are vital to the department in attaining its goals.

## **Minority Participation on the Solid Waste Regional Board –**

11 Members

- 8 Caucasian
- 2 African-American
- 1 Hispanic

## **Minority Participation on the Traffic and Parking Commission –**

9 Members

- 7 Caucasian
- 2 African-American

**Minority Participation on the Metropolitan Beautification and Environment Commission –**

35 Members

- 22 Caucasian
- 9 African-American
- 4 Vacant

**Minority Participation on the Tree Advisory Committee –**

26 Members

- 24 Caucasian
- 2 African-American

**Minority Participation on the Transportation Licensing Commission -**

7 Members

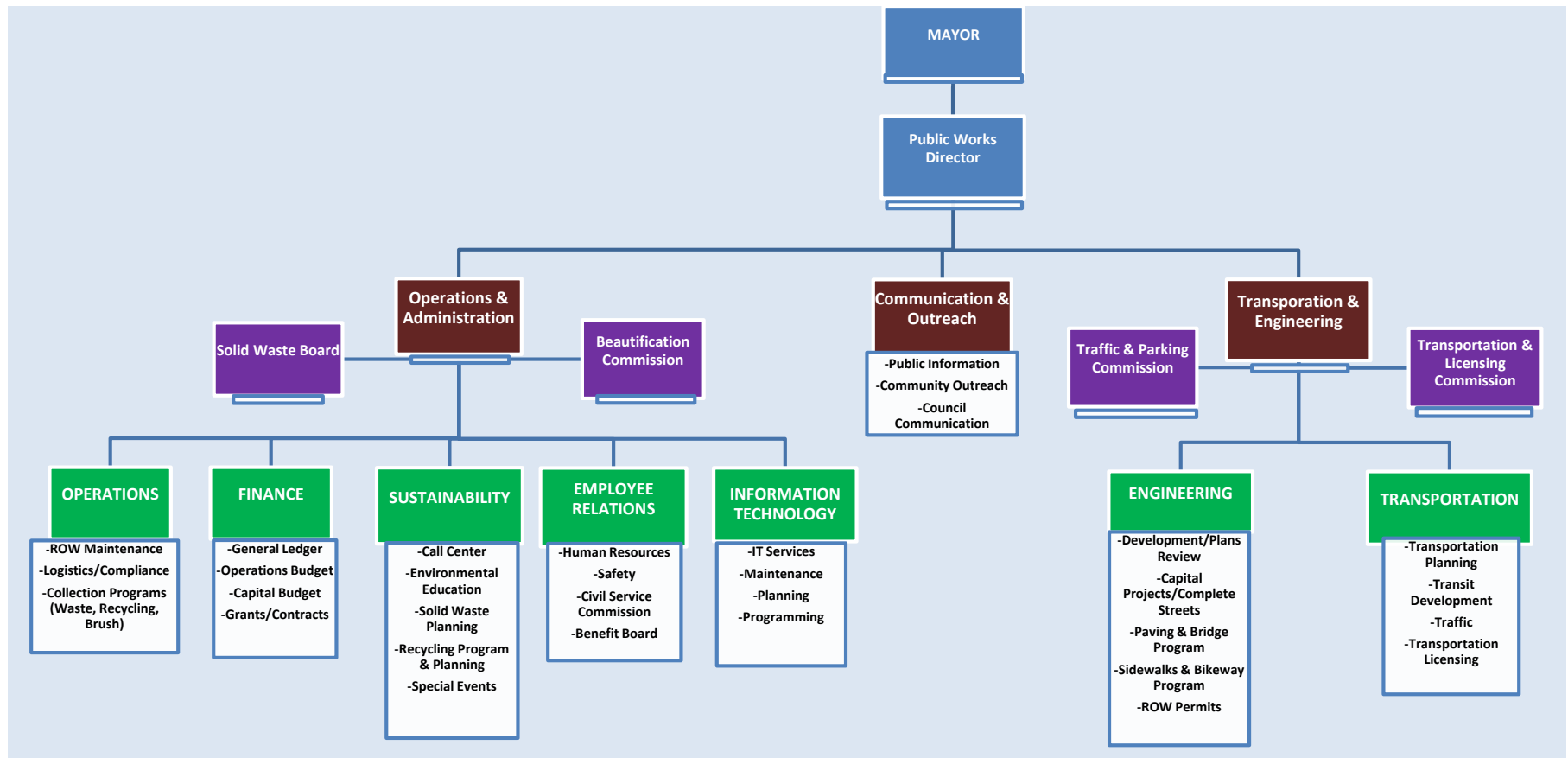
- 6 Caucasian
- 1 African-American

**Number of Complaints Received Last Year – None**

**Statement of Non-discrimination**

In compliance with Title VI of the Civil Rights Act of 1964, Metro Public Works will ensure equal opportunity in all aspects of its programs and services without regard to race, color, or national origin.

PROPOSED PUBLIC WORKS ORG CHART FY - '18



Legend

	Public Works Division
	Boards & Commissions
	Public Works Section



# NASHVILLE SHERIFF

## DAVIDSON COUNTY SHERIFF'S OFFICE

Daron Hall, Sheriff

### **Title VI Report** **May 8, 2017**

#### **Authority**

The Standards Director serves as the Title VI coordinator for the Nashville-Davidson County Sheriff's Office. The Title VI Coordinator reports to the Chief Deputy.

The Title VI coordinator is responsible for training and educating all employees annually under the Title VI statement. New employees, volunteers, and contracted vendors are also trained under these guidelines.

The Title VI Coordinator for the Davidson County Sheriff's

Office is: Marsha Travis, CJM, CCM

P.O. Box 196383

Nashville, TN 37219

615-862-8276

Email: [mtravis@dcsnashville.org](mailto:mtravis@dcsnashville.org)

#### **Agency Mission**

As a law enforcement agency committed to public safety, we strive to be the leader in the field of corrections, service of civil process, and innovative community-based programs, emphasizing: Accountability, Diversity, Integrity, and Professionalism.

#### **Agency Purpose**

The purpose of the Davidson County Sheriff's Office is to provide operation and oversight of county correctional facilities, service of civil process, and innovative community outreach projects to the residents of Davidson County. By achieving these goals, Nashville will experience safer and stronger neighborhoods.

#### **TDOT Funding in the Davidson County Sheriff's Office**

- Z16LIT019 Litter Grant 2016/2017 is used for community outreach to all Davidson County residents, regardless of race, color or national origin. This grant will expire 6/30/17.

#### **Contracted Program Overview**

The Nashville-Davidson County Sheriff's Office enters into contracts following Metro purchasing guidelines' and procedures, which includes the standard language for Title VI requirements.

In a study conducted by Metro Nashville Human Resources, DCSO was noted as being the most diverse large agency within Metro Government.

<b>Number of complaints received in 2016</b>	<b>17</b>
<b>Number of complaints sustained</b>	<b>0</b>
<b>Number of complaints pending</b>	<b>0</b>



# METROPOLITAN SOCIAL SERVICES DEPARTMENT

## Authority

It is the responsibility of the Title VI Coordinator to ensure, demonstrate and substantiate Title VI compliance, throughout the department, by means of training, accessibility and dissemination of information.

MSS Title VI Coordinator: Yuri L. Hancock  
Human Resource Manager  
(615) 862-6405

## Organizational Environment

Mission Statement:

Metropolitan Social Services assesses and documents the patterns of poverty and seeks solutions that promote a positive impact on the most vulnerable people in Davidson County. (Organizational Chart Attached)

## Federal Funding in the Metropolitan Social Services Department

The Senior Nutrition Program receives funding from the Area Agency on Aging and Disability of the Greater Nashville Regional Council, as well as Medicaid Waiver funding from the federal government through two Managed Care Providers (MCO). Additionally, the Metropolitan Homelessness Commission receives federal funding through the Metropolitan Development & Housing Agency (MDHA) as well as through the state. While our contracts are not with federal agencies, these funds originate at the federal level (Older Americans Act funding and Social Services Block Grant). The funding which is received from these grants and local funds are used to operate the programs.

The **Metropolitan Homelessness Commission** is a planning and coordination entity under the auspices of the Metro Social Services Board of Commissioners which focuses on collaborative efforts that support permanent housing solutions to end homelessness.

Positive Program Impacts include:

- **Socialization** - Permanent housing solutions are offered along with mainstream resources and available support services to increase socialization
- **Health** - Maintenance of a permanent healthy living environment

- **Independence** - Enhances the independence of the most vulnerable and chronically homeless individuals by investing in the ability to assist individuals on the path they choose for themselves, rather than in a particular program model that is selected for them
- **Stability and Safety** - Reduce the number of chronically homeless individuals by providing long-term permanent supportive housing solutions

The MSS **Nutrition Program** provides nutritious meals, through senior dining settings, home delivered meals, and nutritional liquid supplements to frail seniors and persons under 60 with disabilities and transportation to congregate meal sites.

#### **Positive Program Impact**

- **Socialization** – The program provides non-homebound seniors with the opportunity for activities and socialization, enhancing well-being and mental health. Congregate site participants interact with other participants, while homebound customers maintain regular communication with staff.
- **Independence** – By providing nutritional meals to homebound seniors/disabled persons, they have the opportunity to thrive at home (rather than in nursing homes)
- **Health/Nutrition** – Daily nutritious meals (including appropriate meals for those on special diets) are an important component for healthy living.
- **Family Assurance** – For caregivers or extended family members (who may be at work or live in other locations) they receive assurance that their senior/disabled person receives a daily nutritional meal and staff contact.

#### **Contracted Program Overview**

The department uses the funding from the contracts to enhance the capacity for providing services to the community. Without the federal funds, the department's level of services would be dramatically decreased. In addition to the contractual arrangement, the department works with the funding sources in various areas, including advocacy and service planning.

Department of Housing & Urban Development (HUD)/ Community Development Block Grant (CDBG)

Substance Abuse & Mental Health Services Agency (SAMSHA)

Area Agency on Aging and Disability of the Greater Nashville Regional Council    Nutrition, Transportation

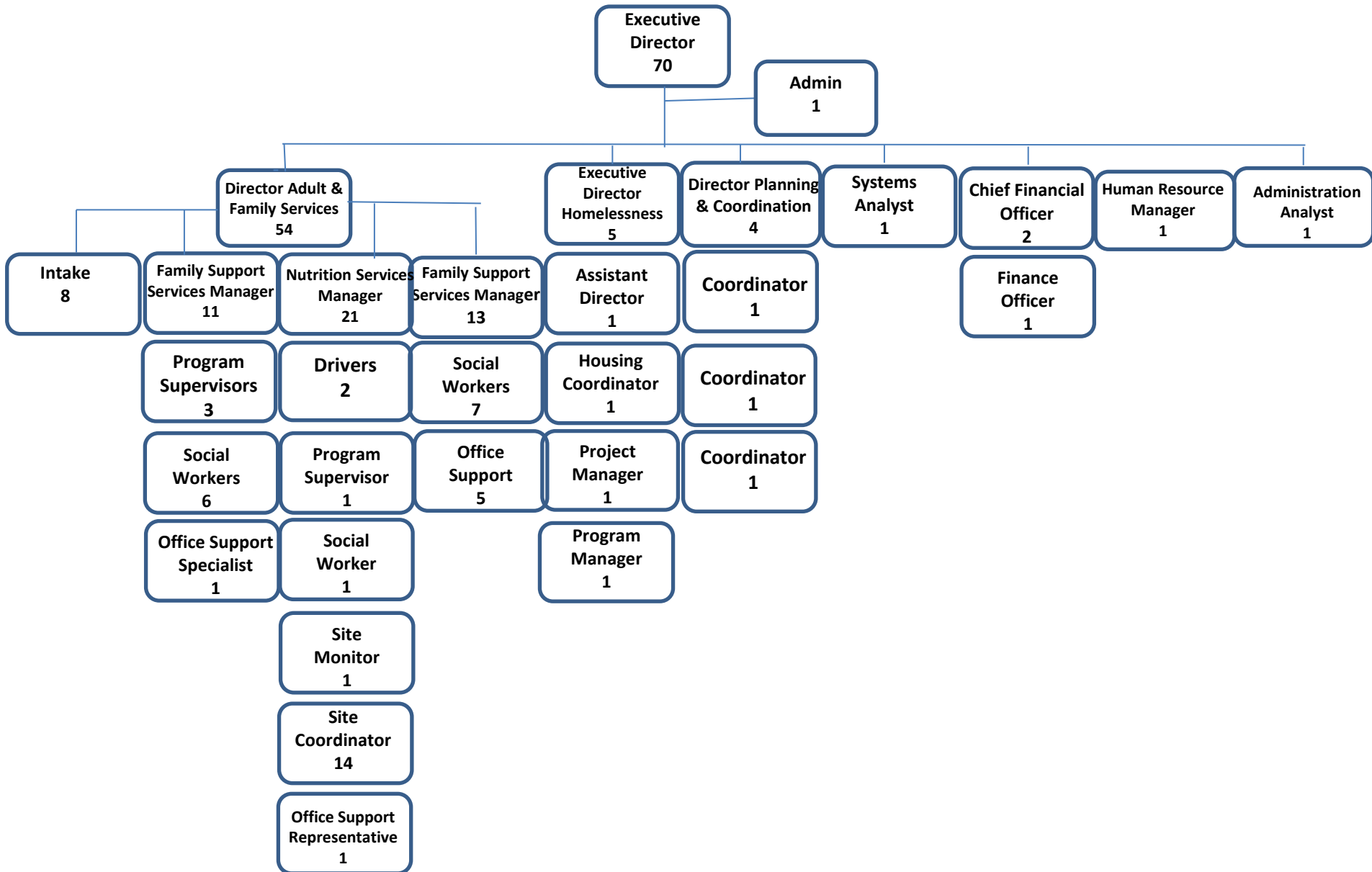
**Minority Participation on the 7 member Board: 4**

**Number of Complaints Received Last Year: 0**

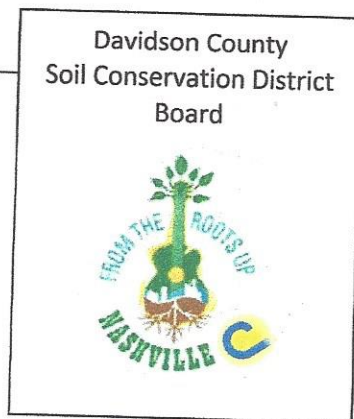
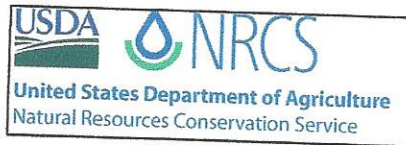


# Metro Social Services

## May 2017



## Metropolitan Nashville Soil & Water Conservation Department



Board Chairman

Administration  
(Title VI Coordinator)

Authority : Carol Edwards- Office Administrator -Administer funds from TDA- NRCS/ USDA to landowners under authority of 5 member board- Minority 1 -3M1F

Mission: The mission of the Davidson County Soil Conservation District is to provide conservation planning, education information and technical assistance products to landowners, groups and units of government so they can enhance and benefit from the proper management of natural resources

Soil & Water Conservation is in compliance. USDA/NRCS reviews the office and reports are filed. A report with the number of minorities receiving service is filed each year with TN Dept. of Agriculture. Soil & Water has only 1 employee. Employee has completed Federal, State & Metro Title VI training.

No Complaints: 0

Statement of Non-Discrimination: (posted on All Material and web-site)

Davidson Soil & water Conservation District offers  
All programs and services are offered and are available on a nondiscriminatory basis without regard to race, color, national origin, age, sex, religion, marital status or disabilities.

What type of corrective action would you like to see taken?

Please attach any documents you have which support this allegation. Date and sign this form in the space below, and send it to the Title VI Coordinator at:

Metro Human Relations Commission  
P.O. Box 196300  
404 James Robertson Parkway, Suite 130  
Nashville, TN 37219

Your signature



Carol Edwards

Print your name

carol.nashville.gov

Email

615-880-2030

Telephone

Date

April 24, 2017

*X*

Soil & Water Conservation is in compliance. USDA/NRCS reviews the office and reports are filed. A report with the number of minorities receiving services is filed with the TN Department of Agriculture annually. Soil & Water has only one Metropolitan Government of Nashville & Davidson Cty employee and no complaints or grievances have been received or filed. The office Administrator has received Metro, State and Federal training and provided the information to the board of supervisors. (Stated on all material) "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."

## Metro Sports Authority FY17 Title VI Report

### Authority

The Title VI Coordinator for the Metro Sports Authority responds to questions, concerns, complaints, or requests for additional information regarding Title VI of the Civil Rights Act. The following person has been designated as this department's Title VI Coordinator:

Ilesha Montesrin, Administrative Assistant  
Metro Sports Authority  
730 Second Avenue South, Suite 103  
Nashville, TN 37210  
Phone: 615-880-1021  
E-mail: [ilesha.montesrin@nashville.gov](mailto:ilesha.montesrin@nashville.gov)

### Organizational Environment

Mission Statement – The mission of the Sports Authority is to acquire, improve, repair, operate and maintain professional sports facilities and their surrounding campuses in Metro Nashville and Davidson County, within the provisions of governing contracts.

The Metro Sports Authority has oversight responsibility for Nissan Stadium, Bridgestone Arena, Ford Ice Center, and First Tennessee Park.

### Federal Funding

The Metro Sports Authority currently receives no federal funding.

### Contracted Program Overview

The Sports Authority typically enters into contracts following Metro Purchasing guidelines' and procedures, which include the standard language for Title VI requirements.

Minority Participation on the Board/Commission: **5 of 13 (38%)**

Number of Complaints Received Last Year: **0**

# METRO WATER SERVICES

## Authority

The Title VI Coordinator is responsible for Title VI plan goals, objectives, implementation and related performance. Responsibilities are outlined in the table below. We have attempted to draft a plan that meets the needs of our Department in proactively achieving the intents and the positive business results of Title VI requirements. Title VI focuses not only on nondiscrimination, but also equity, access, diverse perspective, quality of service, employee and community involvement, and a positive, professional way to act and interact with one another. This recognition results in a commitment to implementation follow-through and performance measurement as critical factors of success. The Title VI Coordinator for Metro Water Services reports to the Director of Metro Water Services and can be contacted as follows:

**Juanita Davis, Title VI Coordinator**  
**615-862-4530 or E-MAIL: [juanita.davis@nashville.gov](mailto:juanita.davis@nashville.gov)**

## LEADERSHIP TEAM AND COORDINATOR RESPONSIBILITIES

<b>Leadership Team</b>	<b>Coordinator</b>
MWS Director and Leadership Team leads and manages plan implementation	The Coordinator supports the Department with planning and compliance review
<u>Plan Development</u> <ul style="list-style-type: none"><li>• Establish values, policy, and goals</li></ul>	<u>Plan Development</u> <ul style="list-style-type: none"><li>• Develop values, policy, goals and strategies</li><li>• Describe MWS process for managing concerns about diversity issues</li><li>• Identify baseline data for collection</li><li>• Develop compliance review and evaluation process</li></ul>
<u>Plan Implementation</u> <ul style="list-style-type: none"><li>• Communicate values, policy, and goals</li><li>• Manage implementation</li><li>• Collect baseline and compliance review data</li><li>• Manage process for managing concerns about diversity issues (considering suggestions and adjudicating complaints)</li><li>• Participate in training</li></ul> Manage public notification of plan, values	<u>Plan Implementation</u> <ul style="list-style-type: none"><li>• Coordinate training</li><li>• Plan public notification of plan, values and MWS process for managing concerns about diversity issues</li></ul>

and MWS process for managing concerns about diversity issues	
<b>Leadership Team Responsibilities Continued</b>	<b>Coordinator Responsibilities Continued</b>
<u>Compliance Review</u> <ul style="list-style-type: none"> <li>• Review periodic compliance review data</li> <li>• Prescribe improvement strategies</li> <li>• Manage implementation of improvement strategies</li> </ul>	<u>Compliance Review</u> <ul style="list-style-type: none"> <li>• Schedule periodic and annual compliance reviews</li> <li>• Analyze compliance review data and general data reflecting performance</li> <li>• Evaluate plan implementation and management</li> <li>• Develop improvement strategies</li> <li>• Report periodic review data and evaluations to Leadership team</li> </ul>
<u>Evaluation</u> <ul style="list-style-type: none"> <li>• Ensure MWS compliance with legal requirements and exemplary achievement through program diversity</li> <li>• Manage continued implementation and implementation of improvement strategies</li> </ul>	<u>Evaluation</u> <ul style="list-style-type: none"> <li>• Report annual compliance review data and evaluation to MWS Leadership Team, and Human Resources</li> <li>• Develop continued implementation and improvement strategies</li> </ul>

## Organizational Environment

### Mission

The mission of Metropolitan Water Services is to supply, treat, manage, and protect our water resources in a sustainable manner for benefit of all who live, work, and play in our community.

### Strategic Goals

#### **Goal One**

MWS customers will continue to enjoy recreational activities using streams that are swimmable and fishable (according to state and federal criteria), as evidenced by:

- a. Reduced mileage of (303(d)) Impaired Streams listed in MWS' service area
- b. 99% compliance for all permitted Stormwater and collection system operations
- c. 99% compliance for wastewater effluent quality

### **Goal Two**

MWS will continue to maintain competitiveness, relative to the top 10 rated large public utilities\*, for clean, safe water services (water and wastewater), as indicated by:

- a. Cost per MG (million gallons) water treated
- b. Cost per MG (million gallons) of wastewater treatment capacity
- c. Billing cost per customer
- d. # of IODs (injuries on duty)
- e. # of at fault vehicular accidents
- f. # of OSHA/TOSHA (Occupational Safety and Health Administration/Tennessee Occupational Safety and Health Administration) violations
- g. % of bad debt to revenue billed
- h. % non-revenue water
- i. Demand for Stormwater Capital Improvements will show a negative trend, as reflected in the comparison of projects completed vs. projects designed.

*\*American Waterworks Association (AWWA), Association of Metropolitan Sewage Agencies (AMSA), and Water Environmental Federation (WEF), as applicable*

### **Goal Three**

Customers of MWS will continue to have clean, safe, drinkable water, at levels meeting EPA (Environmental Protection Agency) water production and distribution water quality standards, as indicated by:

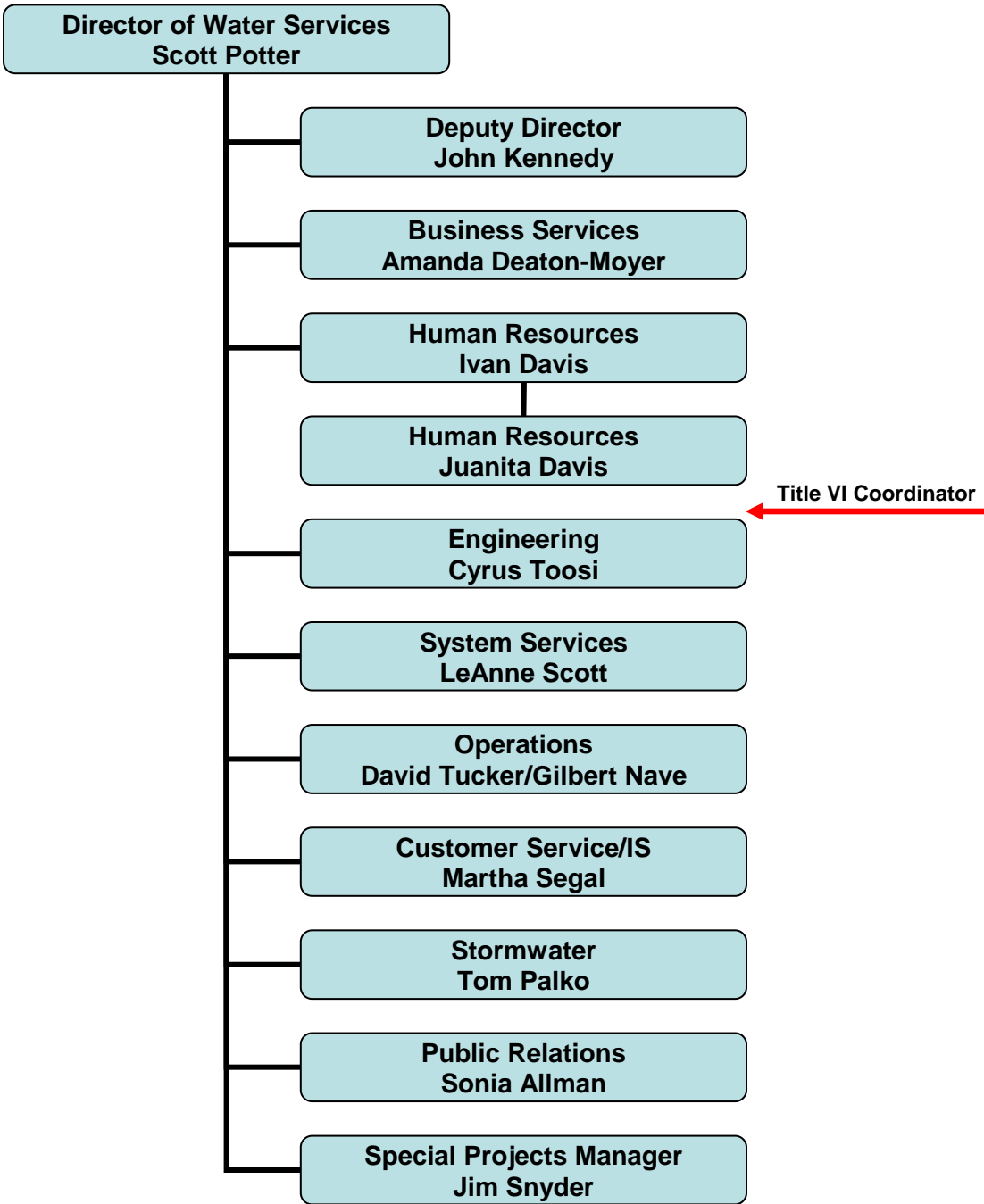
- a) Turbidity levels
- b) Chlorine levels
- c) Bacteria levels
- d) Taste and Odor
- e) Disinfection By-Products

### **Goal Four**

MWS customers will continue to find it easier to do business with MWS and will be provided bills for service that are more accurate and timely, and telephone inquiries, when needed, will be answered more quickly and with less time "on hold". These improvements will be evidenced by:

- a. 5%, plus or minus 3%, on average, of calls where customers hang up before receiving call response (call abandonment) 45 seconds or less, on average, that customers are "on hold"
- b. 99% of customer bills, per month, reflecting accurate meter readings meters read accurately per month 99% of customer bills issued on time

## **Organizational Chart**





## **Federal Funding in the Metropolitan Water Services Department**

Section 404 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act established the Hazard Mitigation Grant Program (HMGP) in November 1988. Regulations governing the HMGP can be found at [44 Code of Federal Regulations 206](#). It was created to assist states and local communities in implementing long-term hazard mitigation measures following a major disaster declaration.

The Program's objectives are:

- To prevent future losses of lives and property due to disasters
- To implement State or local Hazard Mitigation plans
- To enable mitigation measures to be implemented during immediate recovery from a disaster, and
- To provide funding for previously identified mitigation measures that benefit the disaster area.

Any State and local government entity is eligible. State agencies and other divisions that may have projects that help support hazard mitigation objectives include those involved with natural resources, geological hazards, public works, infrastructure regulation or construction, floodplain management, parks and recreation, and community development.

As an eligible entity, Metro Water Services purchases homes in floodplains and has them demolished. The acquired property on which structures are removed will carry a permanent deed restriction providing that the property be maintained for open-space, recreational, or wetlands management purposes only.

## **Contracted Program Overview**

The Goals of the Department as specified in the Metro Procurement Code

### **4.44.030 Mandatory duties of the purchasing agent.**

- A. Assistance within metropolitan government agencies. Where feasible, the purchasing agent shall provide appropriate staff who shall be responsible to the purchasing agent and who shall serve within designated metropolitan government agencies to assist metropolitan government small and disadvantaged businesses in learning how to do business with the metropolitan government.

Metro utilizes the Office of Minority and Women Business Assistance division of Metro Purchasing to provide assistance to SBE's who are seeking to do business with Metro. The Office of Minority and Women Business Assistance works to ensure that both public and private resources are available to support the development and economic prosperity of small and historically underutilized businesses by collaborating with Metropolitan Nashville Government Departments, and other members of the Nashville business community.

- B. Special Publications. The purchasing agent will give special publicity to procurement procedures and issue special publications designed to assist small and disadvantaged businesses in learning how to do business with the metropolitan government.

The Office of Minority and Women Business Assistance serves as a resource to minority and small businesses providing information and technical assistance in general business development.

- C. Source Lists. The purchasing agent shall compile, maintain and make available source lists of small and disadvantaged businesses for the purpose of encouraging procurement from small and disadvantaged businesses.

MWS utilizes the Metro iProcurement purchasing system for all purchases, unless the procurement is to be by RFP / ITB. MWS employees are trained to use SBE vendors when making purchases via procurement cards, where feasible.

- D. Solicitation Mailing Lists. To the extent deemed by such officer to be appropriate and as may be required by regulation, the purchasing agent shall include small and disadvantaged businesses on solicitation mailing lists.

The Office of Minority and Women Business Assistance serves as a resource to minority and small businesses providing information and technical assistance in general business development.

- E. Solicitation of Small and Disadvantaged Businesses. The purchasing agent shall assure that small and disadvantaged businesses are solicited on each procurement under one thousand dollars and on each other procurement for which such businesses may be suited.

Each RFP has a SBE participation component which receives between 10 and 20 percent weight in the overall evaluation of the project bid / response. The Office of Minority and Women Business Assistance works with SBE vendors regarding bidding opportunities listed on the Purchasing Bid Opportunities Bulletin.

- F. Training Programs. The purchasing agent shall develop special training programs to be conducted by the metropolitan government to assist small and disadvantaged businesses in learning how to do business with the metropolitan government

MWS participated in the Metro Small Business Symposium designed to provide information regarding how to do business with MWS. Construction project, as well as all other bidding processes provide for a pre-bid

conference where questions regarding small and disadvantaged business participation are addressed by Purchasing.

**4.44.040 Discretionary duties of the purchasing agent.**

- A. Bonding. Notwithstanding other provisions of this the purchasing agent may reduce the level or change the types of bonding normally required or accept alternative forms of security to the extent reasonably necessary to encourage procurement from small and disadvantaged businesses.

MWS requires all project prime contractors to be bonded for the amount of the project bid.

- B. Progress Payments. The purchasing agent may make such special provisions for progress payments as such officer may deem reasonably necessary to encourage procurement from small and disadvantaged businesses.

It is the goal of MWS to make progress payments to contractors within 15 days of receipt of an approved pay estimate.

**14% Minority Participation on the Stormwater Management Committee.**  
(Ronette Adams-Taylor)

**Number of Complaints Received Last Year: 0.**

**Statement of Non-Discrimination:**

We have implemented a plan that meets the needs of our Department in proactively achieving the intents and the positive business results of Title VI requirements. Title VI focuses, not only on nondiscrimination, but also equity, access, diverse perspective, quality of service, employee and community involvement, and a positive, professional way to act and interact with one another. This recognition results in a commitment to implementation follow-through and performance measurement as critical factors of success.

# State Trial Courts Title VI Plan 2017

## **Authority**

The Title VI Coordinator for the State Trial Courts is responsible for monitoring, training and educating staff on Title VI, handling questions, concerns, complaints, or requests for additional information regarding Title VI of the Civil Rights Act. The Coordinator maintains a Title VI complaint log, and ensures that all complaints will be investigated thoroughly and submits an annual Title VI plan to the Metro Human Relations Commission Title VI Coordinator. The following person has been designated as this department's Title VI Coordinator:

Janet Hobson, Director  
Drug Court  
1406 County Hospital Road  
Nashville, TN 37208  
Phone: 615-862-4230  
Fax: 615-862-4219

## **Organizational Environment**

### **Mission Statement**

The mission of the State Trial Courts is to provide the public with equal and fair access to the judicial branch of government by providing a fair, independent and accessible forum for the just, timely and economical resolution of their legal affairs.

### **Strategic Goals**

- To provide justice to all citizens in a fair impartial manner.
- To help reduce jail overcrowding by providing more felony offenders access to the Davidson County Drug Court.
- To continue to successfully supervise offenders placed in the Community Corrections and DUI Supervision programs
- To improve adjudication of cases involving foreign language barriers by having interpreters available when needed.

## **Federal Funding**

Currently, The State Trial Courts receives no direct federal financial assistance from grants or other sources to achieve its goals and initiatives.

## **Contracted Program Overview**

The department currently holds no contracts with outside agencies in the delivery of its programs or services.

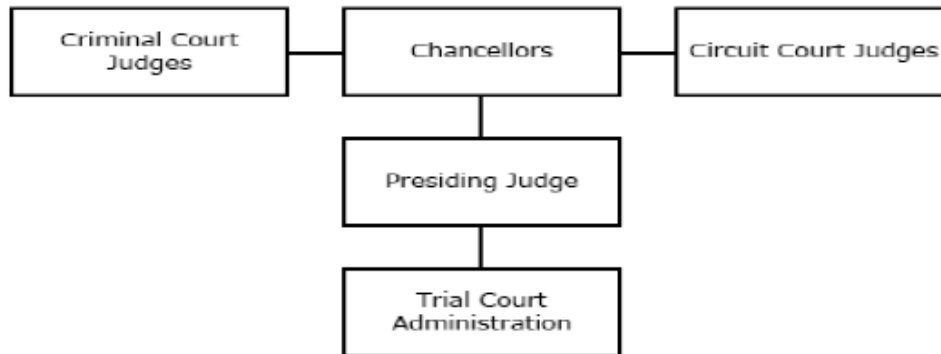
**Number of Complaints Received Last Year- 0**

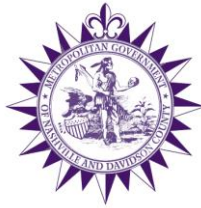
**Statement of Non-discrimination**

The Metro State Trial Courts does not discriminate on the basis of race, color, national origin, sex, gender identity, sexual orientation, age, religion, creed or disability in admission to, access to or operations of its programs, services, or activities.

# STATE TRIAL COURTS

Organizational Structure FY15





OFFICE OF FAMILY SAFETY

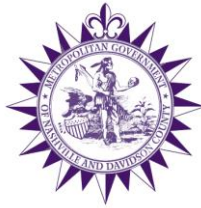
**TITLE VI REPORT –Office of Family Safety, May 10, 2017**

What information is requested from Departments:

- (1) *Authority – Details about the Title VI coordinator responsibility and where it lies organizationally as well as the name and contact information of the coordinator*
  - a. Title VI coordinator Bijal Mehta (Volunteer/Situations Manager)  
[bijalmehta@jis.nashville.org](mailto:bijalmehta@jis.nashville.org) (615) 880-2255
- (2) *Organizational Environment – Please include your department’s mission statement and strategic goals from your results matters plan (if they have been developed). Also please send an organizational chart that highlights the Title VI coordinators position. Workforce demographic information for your department is already attached below.*
  - a. **Mission Statement** The mission of Metropolitan Government of Nashville-Davidson County’s Office of Family Safety is to oversee the services provided by the Jean Crowe Advocacy Center, guide the implementation of the Metropolitan Government’s current and future safety and accountability assessment report(s), and assist in the coordination of services provided to domestic violence and sexual assault victims by Metropolitan Government and nonprofit agencies.
  - b. **Strategic Goals** - Closing Safety Gaps for Domestic Violence Victims report on the Office of Family Safety website
  - c. Organizational charts – see attached
- (3) **Federal Funding** – *Detail as to how the department uses Federal Financial Assistance to achieve departmental goals and initiatives as well as a listing of all the department’s grants, their value, and a description.*

*STOP Grant – State of Tennessee-administered federal grant to provide civil legal advocacy for domestic violence victims. This grant is subcontracted to Legal Aid Society of Middle Tennessee. \$75,000 annually; 8/15/2015-6/30/2018*

*ARREST Grant – Federal grant to correct three top priority victim safety and accountability gaps that exist in 1) assessing and responding to risk/lethality indicators; 2) provision of civil-legal advocacy services, and 3) improving the standardization and*



#### OFFICE OF FAMILY SAFETY

quality of trainings. The objectives of this project are to accomplish these recommendations by having dedicated staff and collaborative multi-disciplinary team leadership. \$706,000 from 10/1/2015-6/30/2018

*VOCA Grant* – State of Tennessee Grant that is for two years and \$100,000 total. VOCA grant funds a Navigator position to assist domestic violence victims with safety related services at the Jean Crowe Advocacy Center. The Navigator also assists with data collection and outcome measurement.

- (4) *Contracted Program Overview – Detail as to how the department uses Contracts it enters into with other parties to achieve departmental goals and initiatives as well as a listing of all of the department's contracts, the contractor, and a description*

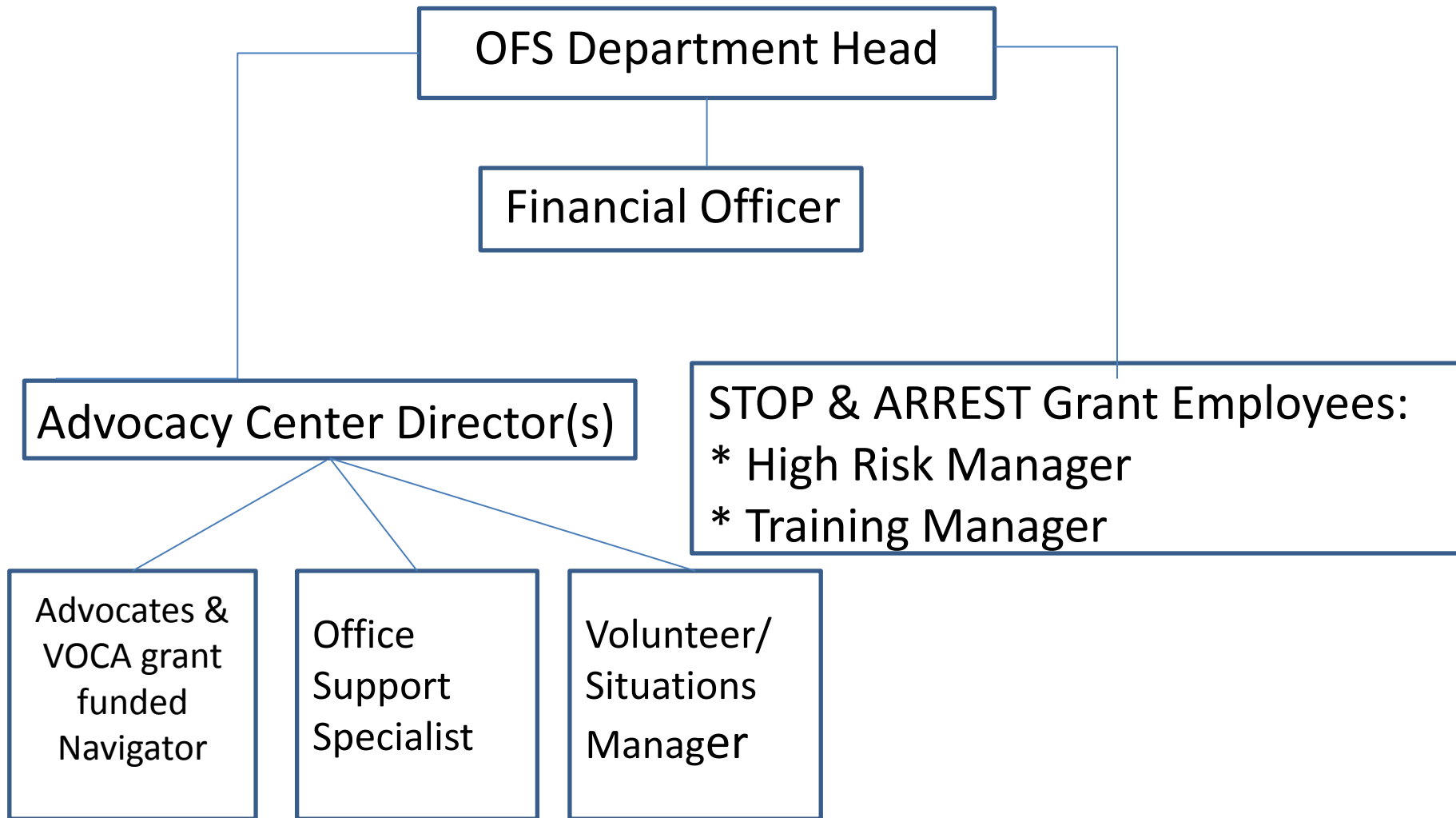
The Office of Family Safety partners with local not for profit entities to further the department mission.

Legal Aid Society of Middle Tennessee – administers and implements the civil legal advocacy program under the STOP and ARREST grants.

- (5) *Minority Participation on Boards and Commissions*-The Office of Family Safety is not governed by a Board or Commission.
- (6) *Number of Title VI complaints*-**none**
- (7) *Statement of Non-Discrimination – Please include your department's non-discrimination statement*
- The Metropolitan Office of Family Safety is committed to promoting the quality of opportunity for all citizens. The Metropolitan Office of Family Safety takes pride in ensuring that people with disabilities are able to access all of the services offered at the Jean Crowe Advocacy Center. The Metropolitan Office of Family Safety continues to modify its programs, policies, or practices, as necessary, to ensure access is provided. The Metropolitan Office of Family Safety does not discriminate on the basis of race, color, national origin, gender, gender identity, sexual orientation, age, religion, creed or disability in admission to, access to, or operations of its programs, services, or activities. Discrimination against any person in recruitment, examination, appointment, training, promotion, retention, discipline or any other employment practices because of non-merit factors shall be prohibited.



## ORGANIZATIONAL CHART FOR METRO'S OFFICE OF FAMILY SAFETY





## TITLE VI PROGRAM

Nashville Metropolitan Transit Authority

430 Myatt Drive  
Madison, TN 37115  
(615) 862-5969

[www.nashvillemta.org](http://www.nashvillemta.org)



### Accessible Formats

This document is available in accessible formats upon request.  
Information regarding accessible formats may be obtained by  
contacting:

ADA Coordinator  
430 Myatt Drive  
Nashville, TN 37115  
615-862-5950

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- K. 2011 Nashville On-Board Transit Survey
- L. 2016 Title VI Compliance Review Closure
- M. 2016 Title VI Plan Concurrence

# **I. NASHVILLE MTA BACKGROUND**

## **A. Mission Statement**

The Nashville MTA provides public transportation services, local and express routes, to citizens and visitors within the Metropolitan Nashville area. The Nashville Metropolitan Transit Authority mission statement is to provide safe, reliable, efficient, customer friendly public transit and alternatives to driving alone. The goal of Nashville MTA is to balance customer needs with taxpayer resources in a manner fair to all.

## **B. Title VI Policy Statement**

Nashville MTA is committed to ensuring that no individual or organization is excluded from participation in, denied the benefits of its programs, activities or services, or subject to discrimination on the basis of race, color, religion, sex or gender, pregnancy, national origin, ethnicity, age, marital status, veteran status, mental or physical disability, sexual orientation, gender identity or any other characteristic protected by law, including Title VI of the Civil Rights Act of 1964, as amended.

Toward that end, every department, division, and employee of Nashville MTA is responsible for carrying out Nashville MTA's commitment to non-discrimination, including the requirements of the Title VI plan. This includes the following:

- Ensure that the level and quality of public transportation services is provided in a nondiscriminatory manner
- Promote full and fair participation in public transportation decision-making without regard to race, color, or national origin
- Ensure meaningful access to transit-related programs and activities by persons with limited English proficiency.

Title VI of the Civil Rights Act prohibits discrimination on the basis of race, color or national origin in programs or activities receiving federal financial assistance. The Presidential Executive Order 12898 addresses environmental justice in minority and low-income populations and the Presidential Executive Order 13166 addresses services to those individuals with limited English speaking proficiency. The rights of women, the elderly and the disabled are protected under related statutes. These Presidential Executive Orders and the related statutes fall under the umbrella of Title VI.

The Nashville MTA is proud of its longstanding policy to ensure that social impacts to communities and people are recognized early and continually throughout the transportation decision-making process.

## **C. Title VI Coordinator**

### **Title VI Coordinator**

The Title VI Coordinator at MTA is Shontrill M Lowe and she can be reached via information below:

Shontrill M Lowe  
Transit Planner/Title VI Coordinator/ADA Coordinator  
Nashville MTA  
430 Myatt Drive  
Nashville, TN 37115  
(615) 862-5625  
[shontrill.lowe@nashville.gov](mailto:shontrill.lowe@nashville.gov)

As authorized by the Chief Executive Officer, the Title VI Coordinator is responsible for initiating, monitoring, and ensuring MTA's compliance with Title VI requirements as follows:

- A. **Program Administration.** Administer the Title VI program and coordinate implementation of the plan. Ensure compliance with the assurances, policy, and program objectives. Perform Title VI program reviews to assess administrative procedures, staffing, and resources; provide recommendations as required to the Chief Executive Officer.
- B. **Complaints.** Review written Title VI complaints that may be received by MTA following the adopted guidelines (see Complaint Procedures). Ensure every effort is made to resolve complaints.
- C. **Data Collection.** Review the statistical data gathering process performed by agency program staff periodically to ensure sufficiency of data for meeting the requirements of Title VI program administration
- D. **Environmental Impact Statements.** Ensure that available census data are included as a part of all Environmental Impact Statements/Assessments (EIS/EIA) conducted for projects receiving Federal assistance.
- E. **Title VI Plan Update.** Review and update the MTA's Title VI Plan as needed or required. Present updated plan to the Chief Executive Officer for approval;
- F. **Public Dissemination.** Ensure implementation of MTA's Public Participation Plan.

MTA provides Title VI information to new employees during training and orientation, as well as current employees through refresher training which is provided on a yearly basis. MTA's goal is to get every employee back through training once a year. A breakdown of MTA employee characteristics is listed below:

Table 1			
2015 Nashville MTA Employee Characteristics			
Characteristic	Number	Characteristic	Number
Female	223	Male	418
White	224	Black or African American	393
American Indian/ Alaska Native	1	Native Hawaiian/ other Pacific Islander	2
Asian	5	Hispanic	16

Source: Nashville MTA Human Resources Department

## II. GENERAL REQUIREMENTS AND GUIDELINES

### A. Notices to Beneficiaries of Protection under Title VI

The MTA regularly provides information to the public regarding our Title VI obligations to inform them of their protections against discrimination. Our statement to beneficiaries is posted on our website, and is also posted in both English and Spanish throughout our main bus terminal, Music City Central. The statement includes that we operate without regard to race, color, and national origin; a description of the procedures that members of the public should follow in order to request additional information regarding our policy; and a description of procedures that members of the public should follow in order to file a discrimination complaint.

### B. Title VI Complaint Procedures

These procedures apply to all complaints filed under Title VI of the Civil Rights Act of 1964, relating to any program or activity administered by MTA or its sub-recipients, consultants, and/or contractors. Intimidation or retaliation of any kind is prohibited by law.

These procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies, or to seek private counsel for complaints alleging discrimination. These procedures are part of an administrative process that does not provide for remedies that include punitive damages or compensatory remuneration for the complainant.

Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and the Title VI Coordinator may be utilized for resolution, at any stage of the process. The Title VI Coordinator will make every effort to pursue a resolution of the complaint. Initial interviews with the complainant and the respondent will request information regarding specifically requested relief and settlement opportunities.

### Process

Below is the complaint process that the Title VI Coordinator will follow

Any individual, group of individuals, or entity that believes they have been subjected to discrimination prohibited by Title VI nondiscrimination provisions may file a written complaint with MTA's Title VI Coordinator. A formal complaint should be filed within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant. The complaint must meet the following requirements:

### Notice to the Public of Rights under Title VI

*"No person in the United States shall, on the grounds 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."*

#### The Nashville Metropolitan Transit Authority and Regional Transportation Authority of Middle Tennessee

- The Nashville Metropolitan Transit Authority (MTA) and Regional Transportation Authority of Middle Tennessee (RTA) operate their programs and services without regard to race, color, and national origin in accordance with the Title VI of the Civil Rights Act. Any person who believes he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Nashville MTA or the RTA.
- For more information on Nashville MTA or RTA Title VI Policy and the procedures to file a complaint, contact the Title VI Administrator at (615) 862-5950; email [customercomments@nashville.gov](mailto:customercomments@nashville.gov); or write to the Title VI Administrator at 430 Myatt Drive, Nashville, TN 37115. For more information visit the Title VI section of our website at [www.nashvillemta.org](http://www.nashvillemta.org) or [RTARedaxandRide.com](http://RTARedaxandRide.com).
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor –TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

*If information is needed in another language, contact (615) 862-5950  
~Si se necesita información en otro idioma llame al (615) 862-5950~*





- A. Complaint shall be in writing and signed by the complainant(s).
- B. Include the date of the alleged act of discrimination (date when the complainant(s) became aware of the alleged discrimination; or the date on which that conduct was discontinued or the latest instance of the conduct).
- C. Present a detailed description of the issues, including names and job titles of those individuals perceived as parties in the complained-of incident.
- D. Allegations received by fax or e-mail will be acknowledged and processed, once the identity/identities of the complainant(s) and the intent to proceed with the complaint have been established. The complainant is required to mail a signed, original copy of the fax or e-mail transmittal for MTA to be able to process it.
- E. Allegations received by telephone will be reduced to writing and provided to complainant for confirmation or revision before processing.
- F. A complaint form will be forwarded to the complainant for him/her to complete, sign, and return to MTA for processing. This form is also available for download from the MTA website.
- G. Upon receipt of the complaint, the Title VI Coordinator will determine its jurisdiction, acceptability, and need for additional information, as well as investigate the merit of the complaint. In cases where the complaint is against one of MTA's sub-recipients of Federal funds, MTA will assume jurisdiction and will investigate and adjudicate the case.

***In order to be accepted, a complaint must meet the following criteria:***

- a. The complaint should be filed within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant.
- b. The allegation(s) must involve a covered basis such as race, color, or national origin.
- c. The allegation(s) must involve a program or activity of a Federal-aid recipient, sub-recipient, or contractor.

***A complaint may be dismissed for the following reasons:***

- a. The complainant requests the withdrawal of the complaint.
- b. The complainant fails to respond to repeated requests for addition information needed to process the complaint.
- c. The complainant cannot be located after reasonable attempts.

Once the complaint is accepted for investigation, the complainant and the respondent will be notified in writing within seven calendar days. The complaint will receive a case number and will then be logged into MTA's records identifying its basis and alleged harm.

In cases where MTA assumes the investigation of the complaint, MTA will provide the respondent with the opportunity to respond to the allegations in writing. The respondent will have 10 calendar days from the date of MTA written notification of acceptance of the complaint to furnish his/her response to the allegations.

MTA's final investigative report and a copy of the complaint will be forwarded to the FTA and affected parties within 60 calendar days of the acceptance of the complaint.

MTA will notify the parties of its final decision.

If complainant is not satisfied with the results of the investigation of the alleged discrimination and practices the complainant will be advised of the right to appeal to the FTA.

The public may obtain a complaint form by request, through the Nashville MTA website, or from Customer Care at the Music City Central main bus terminal. The Title VI Complaint form can be found in the Appendix D.

### **C. Title VI Investigations, Complaints, and Lawsuits**

The MTA maintains a list of all active investigations, complaints, or lawsuits that allege discrimination on the basis of race, color, or national origin. Records will be kept for three years internally then archived for a period of ten years. This log can be found in the Appendix D. There are no active complaints at this time.



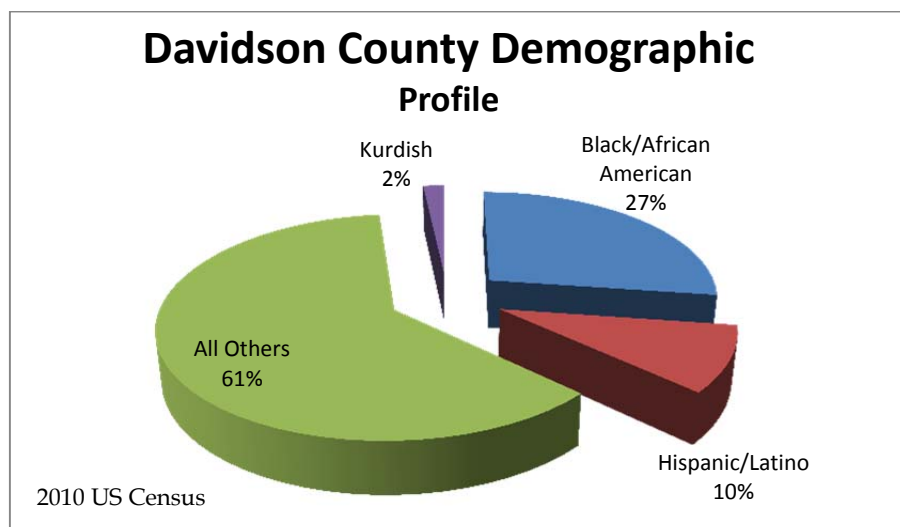
### **D. Public Outreach and Involvement**

The Nashville MTA Title VI Program is responsible for providing leadership, direction and policy to ensure compliance with Title VI of the 1964 Civil Rights Act and environmental justice principles. The Nashville MTA is proud of its longstanding policy to ensure that social impacts to communities and people are sought out and recognized early and continually throughout the transportation decision-making process for minorities, individuals with disabilities, and individuals with Limited English Proficiency (LEP).

In order to better understand Nashville's low-income, minority, and LEP communities the MTA used 2010 census data, as well as estimates from the American Community Survey in order to determine the demographic make-up of our service area. The MTA also used GIS mapping in order to identify the minority block group communities within the MTA service area. By collecting this data the MTA has been able to develop a comprehensive plan that will prevent any of our services from causing a disparate impact to those communities.

Figure 2 provides an overview of the minority communities in Davidson County. In Section VI of this document, detailed information, including minority and low income communities served is provided for each MTA route. As depicted below, the two largest minority groups within our service area are African Americans and Hispanics.

**Figure 1**



### E. Public Engagement and Participation Plan

After careful analysis of the minority and low-income populations in the MTA service area the MTA has developed a plan outlining how to best engage those communities. MTA coordinated with individuals, institutions, and organizations to reach out to members in minority and/or low-income communities. Some of the organizations we work and have met with include:

- Hispanic Chamber of Commerce
- Black Chamber of Commerce
- Martha O'Bryan Center (low-income and minority)
- My City Academy
- NAACP
- Neighborhood Resource Center
- National Association of Black Journalists

Through working with these agencies and organizations the MTA has been able to develop more targeted outreach and public communication methods for the diverse Nashville-Davidson County community.



#### **Public Communication Methods**

MTA uses many outlets to communicate with our customers and Nashville-Davidson County residents. MTA maintains a website ([www.nashvillemta.org](http://www.nashvillemta.org)), staffs a customer service booth at Music City Central, makes printed materials available such as brochures, schedules, and other information, utilizes an e-mail list for sending out notices, and operates a Customer Care Department to answer phone calls. There are currently 800 people signed up for the email list at this time. The MTA Communications Department also works with local media to send out press releases, notices, and other information, as well as placing notices inside the buses. MTA strives to make all of its published documents widely accessible and provides downloadable copies on our website.

MTA utilizes several minority and LEP media outlets for public notices and press releases.

The following is a detailed list of MTA's outreach efforts in the media:

- **Legal Notices.** According to the *Public Participation Plan* a Public Notice of an intended public meeting must be conveyed to the public at least fourteen days prior to the meeting date. The MTA Planning Department places the notice in The City Paper; in the Tennessee Tribune (an area paper marketed to African-Americans), and in Spanish in La Campana Newspaper (see Appendix C).
- **Advertisements.** MTA advertises in The Nashville Scene which is the largest newspaper of record in Nashville-Davidson County. MTA also places advertisements in the *Tennessee Tribune* (a local African American newspaper) and *La Campana*, (an area newspaper marketed towards Hispanics). MTA also occasionally advertises on both television and billboards within the service area as well as on MTA benches and shelters.
- **E-mail Blasts.** MTA uses the power of the web to allow anyone to sign-up on our website for our public information e-mail blasts called "MTA E-News". Press releases, meeting notices, detour announcements and any other MTA related information is sent out to the e-mail list on a regular basis. Currently there are about 800 people signed-up to receive these notices.



- **Press releases.** MTA recognizes that not all citizens read the classified legal ads; therefore the Communications office sends press releases to local newspapers and other stakeholders about meetings or service notices.
- **Organizations.** MTA has established a relationship with the Black Chamber of Commerce and Hispanic Chamber of Commerce. MTA meets with these groups periodically to gather input. MTA has also been actively involved with the Nashville Food Policy Council, whose mission is to increase the availability of and access to healthy and affordable food to low-income individuals whose neighborhoods are considered “food deserts.”
- **MTA website.** Our website serves as the online information hub for MTA. Schedules, information on services, downloadable brochures, service change information can all be found on the website. MTA’s website is accessible 24 hours a day 7 days a week. The website can also be translated into Spanish with a click of a button. Although many households do not own a computer, most public libraries in the area now offer free Internet access to citizens.
- **Social media.** MTA utilizes Facebook and Twitter to give up to the minute information to the public about public meetings, route detours, MTA news, and events. MTA consistently has a presence with riders through social media sites such as Facebook (almost 400 riders) and Twitter (almost 3,000 riders).

### Service Change Process

Prior to making changes to any service, the MTA Planning Department follows the process below:

1. Determine funding available
2. Identify projects in Master Plan
3. Perform Data analysis –includes review of performance measures
4. Review and customer comments
5. Create service proposal and perform Title VI analysis
6. Receive and consider public input (public meetings and comments)
7. Apply changes
8. Ongoing Evaluation

### Public Meetings

Holding public meetings is an important step in the service change process. MTA chooses meeting locations that are fully accessible by bus and meet ADA requirements for accessibility. In general, MTA prefers to hold meetings in downtown Nashville at Music City Central, the transit hub on Charlotte Ave. This centralized location provides the maximum access for all of MTA riders and the citizens of Nashville, particularly minority and/or low-income communities. Aside from a few connector routes, all MTA bus routes begin and end at Music City Central. This provides easy access to our customers to stop in and attend a meeting.

In addition to holding meetings at Music City Central, if a route affects a particular community, MTA will choose an accessible location within that community. This can include library branches, community centers, or churches.

Where possible, MTA holds meetings at various times throughout the day to provide multiple times for citizens to attend meetings. Usually a meeting is held mid-day and again in the evening. However, as was mentioned earlier, the public does not need to attend meetings to provide feedback or comments as we accept comments through e-mail, phone, letter, and fax.



Below is a list of locations public meetings were held over the last three years:

- Music City Central
- Casa Azafrán Community Center
- Madison Branch Library
- Inglewood Branch Library
- Southeast Branch Library
- South Police Precinct
- North Police Precinct
- West Police Precinct
- Cumberland View Towers
- Vine Hill Towers
- E.S. Rose Community Center
- Kayne Avenue Baptist Church
- Metro Human Relations Commission
- Multicultural Alliance on Disability
- Urban League
- Multicultural Alliance on Disability
- Vanderbilt Kennedy Center/TN Disability Pathfinder

### Inclusion of Limited English Proficiency (LEP) Persons in Public Meetings

MTA follows the DOT's policy guidance concerning overcoming LEP barriers to public participation.

- MTA has two bi-lingual Customer Care representatives
- If for some reason a translator cannot be present at a public meeting, staff uses the Language Line to assist customers (see Appendix E). The Language Line is an "over the phone" interpretation service that enables someone to communicate clearly with customers in more than 170 languages within a matter of seconds. The service is available 24 hours a day and 7 days a week from any phone in any country.
- MTA provides all notices, announcements, survey forms, and other outreach materials in both English and Spanish, and most recently Kurdish.
- MTA provides a link to Spanish route schedules on its website and utilizes Google translation services which provide translation in Spanish and many other languages.



## **F. Language Assistance Plan for Limited English Proficiency Populations**

### **Introduction**

This Language Assistance Plan for Limited English Proficiency populations has been prepared to address MTA's responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills. The Plan has been prepared in accordance with Title VI of the Civil rights Act of 1964, 42 U.S.C. 2000d, et seq, and its implementing regulations, which state that no person shall be subjected to discrimination on the basis of race, color or national origin.

Executive Order 13166, titled Improving Access to Services for Persons with Limited English Proficiency, indicates that differing treatment based upon a person's inability to speak, read, write or understands English is a type of national origin discrimination. It directs each federal agency to publish guidance for its' respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies which receive federal funds, including MTA which receives federal assistance through the Federal Transit Administration (FTA).

### **Plan Summary**

MTA has developed this LAP to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access services provided by the transit authority. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English.

This plan outlines how MTA identifies persons who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available.

### **Limited English Speaking Populations and the Four-Factor Framework**

In order to determine how best to continue reaching persons with limited English proficiency in Nashville/Davidson County and improve current ongoing efforts, MTA conducts targeted needs assessments and gathers data to maintain an understanding of the language needs. In doing so, MTA utilizes the recommended "four-factor analysis" per the U.S. Department of Transportation LEP guidance. The four-factor analysis is a flexible and fact-dependent standard that is used to determine the appropriate language assistance services to ensure an LEP individual has meaningful access to MTA's programs and activities.

MTA adheres to the following process:

Factor 1: Determine the number of LEP persons eligible to be served or likely to be encountered by an MTA program, activity, or service.

Factor 2: Determine the frequency with which LEP persons come in contact with MTA programs, activities or services.

Factor 3: Determine the importance of the programs, activities, or services provided by MTA to people's lives.

Factor 4: Determine the resources available by MTA for LEP outreach, as well as the costs associated with that outreach.

A summary of the results of the MTA four-factor analysis is in the following section.



## The Four-Factor Framework

**Factor 1:** *Determine the number of LEP persons eligible to be served or likely to be encountered by an MTA program, activity, or service.*

MTA utilized 2010 census data obtained from the Nashville Area Metropolitan Planning Organization (MPO) as well as data and assistance from the Metro Planning Department (MPD) in order to identify LEP populations in Nashville-Davidson County

### (a) How LEP persons interact with the recipient's agency.

Nashville-Davidson County is roughly 535 square miles with an estimated 2010 population of 626,681. MTA provides local and express fixed route bus services for Nashville-Davidson County. We also provide door-to-door AccessRide paratransit services for people with disabilities and those who are unable to ride the fixed route service. LEP Persons are likely to come into contact with MTA through the following services that we provide:

- Local and regional fixed route bus services
- AccessRide Paratransit services for people with disabilities
- Customer Service at Music City Central
- Calling and Emailing the Customer Care Department
- Ticket Sales windows
- MTA's Website
- Facebook and Twitter
- Public Meetings
- Notices to the Public
- Ridership Surveys conducted by MTA

### (b) Identification of LEP Communities

Table 1 is a data table that breaks down the predominant races/ethnicities within the MTA service area. This data was taken from the 2010-2014 American Community Survey 5 year estimates. The table is broken down by those who only speak English (i.e. English is their first language), those who speak English very well (i.e. those whose first language is not English, however, they speak English very well), and those who do not speak English well.

Table 2: Predominant Race / Ethnicities in Nashville-Davidson County

Race/Ethnicity	Total Population	Speak English Only		Speak English Very Well		Do Not Speak English Well	
White	382,368	316,485	82.8%	23,895	6.2%	19,072	5.0%
Black or African American	176,537	154,357	87.4%	6,246	3.5%	2,746	1.6%
American Indian and Alaska Native	1,638	1,316	80.3%	245	15.0%	0	0.0%
Asian	20,093	2,758	13.7%	8,056	40.1%	7,982	39.7%
Native Hawaiian and Other Pacific Islander	328	178	54.3%	96	29.3%	26	7.9%
Some other race	28,532	1,693	5.9%	7,790	27.3%	15,126	53.0%
Two or more races	14,765	8,953	60.6%	1,723	11.7%	1,198	8.1%

American Community Survey 2010-2014 5 year estimates

As is shown in Table 1, the Hispanic/Latino population is the largest population within Nashville-Davidson County that does not speak English.<sup>1</sup> The predominant language spoken by the Hispanic/Latino population is Spanish. Thus, Nashville MTA provides written and spoken translation of all services and documents in both English and Spanish.<sup>2</sup>

***Factor 2: Determine the frequency with which LEP persons come in contact with MTA programs, activities or services.***

MTA's Customer Care consults directly with LEP persons when conducting monthly surveys on local and express fixed route bus services. Customer Care utilizes surveys in both English and Spanish when conducting the interviews. If surveys in other languages are requested, Customer Care can take down the participants contact information and mail or email a translated survey on a later date.

MTA engages regularly with the Metro Human Relations Commission, the Multicultural Alliance on Disability, the Urban League, and other local agencies and organizations that represent or advocate on behalf of LEP persons. We are partner agencies with the Multicultural Alliance on Disability which is a group of community agencies serving people with disabilities and/or refugees and immigrants, administered by the Vanderbilt Kennedy Center/TN Disability Pathfinder which is tasked with identifying the barriers affecting the service delivery to people with disabilities from other cultures. This relationship provides MTA with opportunities to identify these barriers across all of the services we provide.

Through discussions with MTA departments such as Customer Care and Operations, we developed an understanding of our regular interactions with LEP persons. Below is a breakdown of how often and in what way LEP persons come into contact with the MTA's services:

- Customer Care phone services – an average of 9-10 LEP persons per week
- Ticket Sales – an average of 5 LEP persons per week
- Fixed route transit services – an average of 11 LEP persons per week
- AccessRide paratransit – 11 LEP persons ride on a regular basis
- Community and Sponsored Events
  - Annual Mayor's 1<sup>st</sup> Day Festival (A Spanish speaking Customer Care representative attends the festival and helps disseminate information to LEP persons who are in attendance)
  - Annual Earth Day (MTA schedules and brochures are available to LEP persons who attend Earth Day)
- nMotion Strategic Plan
  - Hispanic focus groups
  - Route surveys

***Factor 3: Determine the importance of the programs, activities, or services provided by MTA to the LEP population.***

MTA provides local and express fixed route bus services for Nashville-Davidson County as well as door-to-door AccessRide paratransit services. Through ridership analysis, Customer Care Representative testimonials, and Customer Care surveys MTA has found that LEP persons come into contact with the MTA predominantly through our local fixed route bus services. Surveys show that this mode of service is used primarily for commuting to and from work. This service is also the least

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<sup>1</sup> The Hawaiian/Pacific Islander population has a large percentage of persons who do not speak English well (58%). However, at only 312 persons, the size of the Hawaiian/Pacific Islander population does not meet the Safe Harbor Threshold of having 5 percent of the total population or 1000 persons who are LEP. Therefore, MTA is not required to have translated written/printed material for the Hawaiian/Pacific Islander LEP population

<sup>2</sup> The Asian population within Nashville-Davidson County is also very large with 17,726 people. 35 percent of that population does not speak English well. The Census Bureau does not break down the Asian race/ethnicity by language. Because of the number of different languages spoken by the Asian population and the constraints imposed by the lack of language data in the Census, the MTA is not capable of determining one Asian language to use for written/printed translation of services.



expensive and the most widely available. There are many transit stops in neighborhoods that have been identified as having a high concentration of LEP persons.

Customer Care on-board surveys indicates that LEP ridership is predominately on the following routes:

- 6 Lebanon Road
- 10 Charlotte
- 15 Murfreesboro Rd
- 18 Elm Hill Pike
- 25 Midtown
- 26 Gallatin Rd
- 27 Old Hickory
- 33X Hickory Hollow
- 34 Opry Mills
- 36X Madison Express
- 38X Antioch Express
- 52 Nolensville Rd
- 55 Murfreesboro BRT
- 56 Gallatin BRT
- 76 Madison



According to on-board surveys these passengers ride multiple times a week and are traveling primarily to and from work. Other important trips that were noted were to and from doctors' appointments and to and from grocery stores and other shopping centers. Most of this group relies on public transit as 46 percent of the passengers surveyed did not have a personal vehicle available at home for their trip. MTA will continue to utilize survey information to better determine the importance of transit services to LEP persons.

MTA is also committed to affording LEP individuals affected by the lack of transit services an opportunity to participate in another transit alternatives process called the Coordinated Human Services Transportation Plan (CHSTP). The purpose of the plan is to improve transportation services for persons with disabilities, older adults and individuals with low incomes by ensuring that communities coordinate transportation resources provided through multiple federal programs. This plan applies to urbanized areas within Davidson, Rutherford counties and will also provide coordination with Cheatham, Dickson, Maury, Robertson, Sumner, Williamson and Wilson counties.

***Factor 4: Determine the resources available to provide translation services and overall cost for LEP assistance.***

MTA provides bus schedules, public notices, announcements, survey forms, and other outreach materials in both English and Spanish. Currently there are fifteen route schedules printed in Spanish. MTA also has two bi-lingual Customer Service Representatives as well as access to the Language Line, which is a call-in service that assists Customer Care Representatives when communicating with non-English speaking customers. MTA provides all of its written and spoken translation services to LEP persons free of charge.

The estimated costs that MTA incurred in 2015 in order to provide written and spoken translation services are as follows:

1) Costs for printing

- Pocket Schedule Printing: \$3,237.10 (two system changes in 2015; we updated but did not reprint several Spanish schedules last year due to routes not being affected by the change)

- Brochure Printing (AccessRide and Travel Trainer Brochures in 2014; did not reprint in 2015):
  - \$606 (AccessRide; printed twice)
  - \$398 (Travel Training)
- 2) Tennessee Foreign Language Institute: \$244.48 (used on three occasions in 2015)
- 3) Publishing Spanish public meeting notices in La Campana Newspaper: \$1155
- 4) Language Line (over last 3 years): \$366.52

### **Language Assistance Plan Overview**

The purpose of this language assistance plan is to make reasonable efforts to eliminate or reduce limited English proficiency as a barrier to accessing Nashville MTA programs or activities. Nashville MTA is committed to providing language assistance services to LEP individuals who wish to access MTA programs.

The plan includes the following five elements:

1. Identifying LEP Individuals who need language assistance
2. Providing language assistance measures
3. Training staff
4. Providing notice to LEP persons
5. Monitoring and updating the plan

### ***Identifying LEP Individuals who need language assistance***

As described previously, MTA has used the Four Factor Analysis in order to identify LEP populations within our service area. The single prominent LEP population within Nashville-Davidson County is the Hispanic/Latino population whose predominant first language is Spanish. Of the nearly 47,000 Hispanics/Latinos, 57 percent reported that they did not speak English well. MTA has determined that both written and spoken translation services are appropriate for Spanish Speaking individuals. All other languages spoken by LEP persons do not meet the Safe Harbor Threshold<sup>3</sup>, however; we can provide them spoken translation services through the Language Line used by our Customer Care Department. If a Customer Care Representative does not recognize the language needed by the LEP caller the Language Line may also be utilized to identify the language needed.

### ***Providing language assistance measures***

There are numerous language assistance measures available to LEP persons in the MTA service area. MTA provides both written and spoken translation for Spanish speaking individuals as well as spoken translation for all other LEP persons through the Language Line. Below are ways that the MTA provides assistance to LEP persons:

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<sup>3</sup> DOT has adopted DOJ's Safe Harbor Provision, which outlines circumstances that can provide a "safe harbor" for recipients regarding translation of written materials for LEP populations. The Safe Harbor Provision stipulates that, if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations. Translation of non-vital documents, if needed, can be provided orally. If there are fewer than 50 persons in a language group that reaches the five percent (5%) trigger, the recipient is not required to translate vital written materials but should provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost.

These safe harbor provisions apply to the translation of written documents only. They do not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable. A recipient may determine, based on the Four Factor Analysis, that even though a language group meets the threshold specified by the Safe Harbor Provision, written translation may not be an effective means to provide language assistance measures. For example, a recipient may determine that a large number of persons in that language group have low literacy skills in their native language and therefore require oral interpretation. In such cases, background documentation regarding the determination shall be provided to FTA in the Title VI Program.

- Written Material Translation for Spanish LEP persons including but not limited to:
  - Bus schedules, AccessRide and Travel Training brochures, public meeting announcements, public notices, survey forms, and other outreach materials
- Spoken Translation:
  - Two bi-lingual (English-Spanish) Customer Care Representatives
  - Language Line service
  - Bus Operator Assistance – if a bus operator needs assistance with an LEP person, they can call dispatch who can then patch them to the language line or a Customer Care Representative who will be able to help bus operator communicate with the LEP person.
- Community outreach: through Customer Care interactions at community events as well as regular participation through various organizations such as the Multicultural Alliance, MTA interacts with community, business, and church organizations whose members are often predominantly LEP. This allows us to provide education about the LEP services MTA provides and to get feedback from LEP persons on the effectiveness of our plan.

### ***Training staff***

As part of MTA new hire training, the training department covers the LAP plan provisions of Title VI. This training is provided for all MTA employees. During training all employees are made aware that MTA is required to take reasonable steps to ensure LEP persons are given meaningful access to all of our services. Employees are informed that MTA provides two Bi-lingual customer care representatives, provides bus schedules, brochures, notices, announcements, survey forms, and other material in both English and Spanish. We also train Customer Care on how to utilize the Language Line services. All employees receive training on Title VI when they are initially hired and given refresher training regularly. Other measures include but are not limited to:

- Title VI guidelines in departmental handbooks
- Title VI bulletin boards at MTA administrative buildings
- Operator sensitivity training for encountering LEP individuals

### ***Providing notice to LEP persons***

MTA provides notice to LEP persons of the availability of language assistance in many ways. The Title VI Policy public notice is printed in English and in Spanish and is posted at all of our facilities including our main hub at Music City Central. This notice informs individuals of their rights under Title VI and also gives contact information for questions, comments, complaints, or if a person is in need of Customer Care assistance. The following is a list of other methods the MTA uses in order to notify the public of our LEP assistance programs:

- Printing of Public Meeting press releases and flyers in both English and Spanish
- Provide Press Release and purchase advertisements for publication in La Campana and La Noticia, two area newspapers marketed to Hispanics
- Implement the use of an automated greeting in both English and Spanish, directing callers to select which language they prefer.
- Continued outreach to business, community, and church organizations whose members are predominantly LEP
- Attend events where there is a high LEP population in order to provide information about MTA services

MTA engages in broad and targeted community outreach to the Hispanic community each year and will continue to print and distribute route maps and schedules, as well as other appropriate materials.

We understand that engaging the LEP community must be done through various mechanisms and approaches.

### ***Monitoring and updating the plan***

Nashville MTA understands that the need for language assistance services has expanded, the diversity of non-English languages encountered has grown nationally, and methods for providing languages services has evolved. Nashville MTA will monitor its LAP regularly, and at least once every three years to assess the following: the current LEP makeup of its service area, the current communication needs of LEP applicants and customers, whether existing assistance is meeting the needs of such persons, whether staff is knowledgeable about policies and procedures and how to implement them, and whether sources of and arrangements for assistance are still current and viable. It is MTA's intent to continually evaluate effectiveness and based on the results, make modifications where necessary. In our annual assessment of our plan, we will look at the following points:

- The number of documented LEP person contacts encountered annually.
- How the needs of LEP persons have been addressed.
- Determination of the current LEP population in the service area.
- Determination as to whether the need for translation services has changed.
- Determine whether local language assistance programs have been effective and sufficient to meet the need.

MTA, in conjunction with lessons learned as a result of its outreach efforts, will continue the development of policies and procedures for providing meaningful access to services for LEP persons.

### **G. Sub-recipient Policy**

The Department of Transportation (USDOT) requires the collection of data and other information to enforce the Title VI statute. Furthermore, the FTA as part of USDOT has established a program of grantee reviews assessing compliance with all Title VI regulations. The review includes an evaluation of each agency's policies, procedures, and record-keeping. As with most FTA requirements many elements are also passed through to grant Sub-recipients. It is Nashville MTA's responsibility to ensure that all Sub-recipients comply with the applicable parts of Title VI.

In order to ensure that our Sub-recipients are in compliance with Title VI the Nashville MTA has developed a system to provide assistance to Sub-recipients in creating a Title VI plan as well as a system for monitoring those Sub-recipients to make sure they stay in compliance. The following is the MTA's plan to assist and monitor Sub-recipients' Title VI plans.

#### **Providing Assistance to Sub-recipients**

Prior to entering into a contract with a potential Sub-recipient the Nashville MTA will take steps to ensure that potential Sub-recipients comply with Federal Title VI regulations. The potential Sub-recipient will receive a package of materials to help guide them in created a Title VI plan that meets Nashville MTA's standards and the Federal standards set by the Federal Transit Administration (FTA).

The package of guidance materials will include the following:

1. A letter to the Sub-recipient informing them of their responsibilities under Title VI (see Appendix D). This letter will also inform the Sub-recipient of how MTA will monitor their Title VI compliance.
2. A copy of Nashville MTA's Title VI Program document. If appropriate the Sub-recipient can elect to adopt MTA's program rather than designing their own.
3. The most up to date Title VI Circular from FTA

4. Demographic data from the US Census as well as maps depicting areas with a high density of minority groups in order to help the Sub-recipient understand the demographics of the areas they serve.
5. Samples of Title VI materials including the Title VI complaint form, complaint log, and Notice to the Public.
6. A list of resources that may help the Sub-recipient in creating a Title VI program (i.e. census.gov, lep.gov).

MTA and its staff are available to any Sub-recipient who needs further guidance.

### **Monitoring Sub-recipients**

Nashville MTA will monitor its Sub-recipients in two distinct ways. First; before entering into a grant contract, we will review and either accept or reject the potential Sub-recipient's Title VI Program. If we do not accept their program we will provide them with further guidance on where they can make improvements. Once their Title VI Program is approved by MTA we will schedule a site visit. These site visits will happen every six months in order to verify the sub-recipients continued compliance. The site visit check list can be found in the Appendix I. The sub-recipient will receive a questionnaire that is to be filled out and sent back to the MTA at least two weeks prior to the scheduled on-site visits. This questionnaire will help prepare both the sub-recipient and the MTA for the visit. The questionnaire can be found in the Appendix I.

Nashville MTA is responsible for ensuring that the contracted sub-recipient is able to document and/or verify the following items:

1. An adopted Title VI Plan (their own or MTA's)
2. Annual Certifications and Assurances are signed and filed with Nashville MTA
3. Sub-recipient has a written Title VI Complaint Procedure
4. Sub-recipient has a written record of Title VI investigations, complaints, or law suits
5. Sub-recipient has made an effort to review up to date demographic data of minority populations in their service area as well as Limited English Proficiency (LEP) populations and has taken reasonable steps to ensure that LEP persons have access to services.
6. Sub-recipient has notified beneficiaries of their rights under Title VI by using the Title VI Notice to the Public that MTA has provided in this packet

*Note: (1) Sub-recipients change annually. (2) A complaint lodged against any Sub-recipient will trigger an automatic site visit.*

### **H. Environmental Justice Equity Analysis on Rehabilitated and Renovated Properties**

#### **MTA Administrative/Maintenance at Myatt Drive**



MTA has existing headquarters, maintenance department, and dispatch at the Nestor Street facility was damaged and temporarily unusable by a flood in 2010. As a result of the flood impacts to the Nestor facility, an alternative location was sought for locating the agency's headquarters and maintenance facility. The Metropolitan Transit Authority in conjunction with Metro Nashville and Davidson County sought to purchase the former Peterbilt Motor company facility at the corner of Myatt Drive and Anderson Lane. The 66-acre site and former truck manufacturing facility had closed after 40 years of operation and sat idle in 2008

before officially closing in 2009. MTA utilizes the existing buildings as an administration facility and maintenance area with interior bus washer additions and exterior bus fueling facilities. The project allowed MTA to invest in transportation infrastructure that will provide long-term economic benefits and enable MTA to increase accessibility to customer, improve efficiency of vehicle movement and operations, and improve MTA's ability to provide quality services to its customers. There were no new buildings built on the property, and no residents were displaced as a result of the acquisition of the land.

#### **Nestor Facility**

As a result of the May 2010 floods, MTA's Nestor facility sustained extensive damage. The Nestor Street location was renovated for use as bus maintenance facility, administrative operations, and office space. The dispatch functions continue to operate from this facility. There were no new buildings built on the property and no residents were displaced as a result of the renovations to the existing facility.

#### **I. Board Approval for Title VI Policy**

Please see the Appendix A for the signed Board Action Item for Approval of the MTA Title VI Program.

### III. SERVICE STANDARDS AND POLICIES

MTA uses a classification system for its fixed-route service: *Most Frequent*, *Frequent*, and *Commuter*. Different minimum service standards are set for each of these classes. *Most Frequent* is routes that have daytime frequencies less than 30 minutes. These key routes generally operate longer hours and at higher frequencies to meet higher levels of passenger demand in high-density travel corridors. The *Most Frequent* bus routes ensure basic geographic coverage of frequent service in the densest areas of the city's core and Davidson County. *Frequent* routes have daytime frequencies between 30 and 60 minutes. *Commuter* routes include limited service and express service.

#### A. VEHICLE LOAD

The vehicle load is the ratio of passengers on a bus compared to the number of seats. A load factor of 1.0 means that all seats on a bus are used and there are no standing passengers. The bus load standard differs for each service class due to the nature of the service. In addition, the load factors for each class will differ by time of day. For example, a *Frequent* route operating a 40-foot bus that seats 42 would have a maximum of 11 customers standing (with a load factor of 1.25) during the peak. In off peak service, all customers should be accommodated with seating.

**Figure 3.1 Maximum Bus Load Standards**

Service Class	Peak Load Factor	Peak Bus Environment	Off Peak Load Factor
<b>Most Frequent</b>	<b>1.25</b>	<b>Standees crowded</b>	<b>1</b>
<b>Frequent</b>	<b>1.25</b>	<b>Standees</b>	<b>1</b>
<b>Commuter</b>	<b>1</b>	<b>No Standees</b>	<b>NA</b>

#### B. VEHICLE HEADWAY



The vehicle headway standard establishes a maximum waiting time (or headway) between buses. By most measures the cores of urban transit systems should have a maximum of 30 minutes for the headway. This means that weekday service on key routes should have buses arriving every 30 minutes or less.<sup>4</sup> A goal for service should be 10-15 minute headways, depending upon the type of service. Passenger loads are the indicator of the need to increase service from the 30 minute headway towards a 15 minute headway. Outside the system core and in hours other than daytime periods,

headways could be longer, but in no case should be longer than 60 minutes. If ridership cannot support a 60 minute headway, another way of providing service should be used, such as flexibly routed service or other non-fixed route options such as vanpools. The MTA standards are shown in Figure 2 by type of service. Please note that midday service is not offered on several "Frequent" routes. Currently, commuter frequency is 2-3 trips rather than frequency.

<sup>4</sup> Detroit Department of Transportation Service Standards, December 2007, p. 19  
Denver Regional Transit District Service Standards, November 2002, p. 6  
AC Transit Short Range Transit Plan FY 2003-FY 2012, May 2004, p. 3-8



**Figure 3.2 Minimum Frequencies by Service Class**

Service Class	Span of Service	Minimum Frequency	Goal Frequency
<b>Most Frequent</b>	Peak	30 minutes	15 minutes
	Midday	30 minutes	20 minutes
	Evening	60 minutes	30 minutes
	Weekends	60 minutes	30 minutes
<b>Frequent</b>	Peak	60 minutes	30 minutes
	Midday	60 minutes	45 minutes
	Evening	60 minutes (if service is provided)	30 minutes
	Weekends	60 minutes (if service is provided)	30 minutes
<b>Commuter</b>	Peak	30 minutes	30 minutes

### **C. ON-TIME PERFORMANCE**

A vehicle is considered on time if it departs a scheduled timepoint no more than 1 minute early and no more than 6 minutes late. The on-time performance goal for MTA is at least 80% of all runs on a particular route at a specified timepoint are completed within the allowed “on-time” window.

### **D. SERVICE AVAILABILITY**

MTA will strive to serve as much of Davidson County as possible as long as the service meets cost and service effectiveness standards. This part of the service policy is characterized as guidelines rather than standards because uniform geographic coverage cannot always be achieved due to constraints such as topographical and street network restrictions. In addition, coverage in some areas may not be possible due to the infeasibility of modifying existing routes without negatively affecting their performance.

***Distance to transit*** is the area within a reasonable walking distance to the bus stop. Many cities define this as ¼ mile of a bus stop while others like Chicago use ¼ mile for high density and ½ mile for low density. Since the MTA service area has a low density (when compared to its peers and overall) the ½ mile standard will be used. Another industry standard is that a population density of around 3 dwelling units per acre is needed to justify fixed route transit, which translates to around 5000 people per square mile. MTA will strive to provide transit service within a ½ mile to residents of areas with a population density of over 5000 persons per square mile. In determining whether such service can be offered, MTA will consider other factors such as the likely performance of the service that might be provided. Request for service from such areas can be another indication of whether such service is needed.

***Pedestrian Access*** is the ability of customers on foot to access transit. The pedestrian environment is an important component of the availability of transit since in most bus systems, 75%-80% of riders walk to transit. Lack of pedestrian access lowers the area of service coverage and potential ridership. Excellent pedestrian environment means available sidewalks, protection from traffic, safe crossings for roadways and a pleasant walking environment. Because an excellent pedestrian environment will encourage transit ridership, the 5000 persons per square mile standard cited above could be relaxed in areas with an excellent pedestrian environment. MTA will strive to provide service within a ½ mile to residents of areas with an excellent pedestrian environment with a population





density as low as 2500 persons per square mile. Service may be flexibly routed or fixed bus service.

***Transit Supportive Areas*** are areas with densities and usage that support and encourage transit use, such as: universities, colleges, shopping centers, major employers, major destinations. MTA will strive to provide transit service within ¼ mile to all universities, medical centers, major malls and employers with over 1000 employees. Service will be provided directly to the doors of these institutions whenever possible.

***Park-and-Ride Access*** expands ridership for routes in areas of low density. MTA will strive to provide park and ride lots every 5 miles outside the Briley Parkway/I-40/I-440 where MTA has *Commuter* service.

## **E. TRANSIT AMENITIES**

MTA implemented Bus Stop and Amenity Placement Procedures that provides guidelines for locating bus stops and amenities such as benches and shelters along fixed routes (see Appendix J).

***Shelters*** should ideally be placed in locations where they will be most heavily utilized by waiting passengers. These are generally in areas with the highest passenger boardings, but special considerations should also be made for transfer points between routes or locations where ridership is steady but buses run infrequently and average wait time is greater. All stops on BRT routes must have a shelter and passenger information display sign (PID) showing scheduled or real-time bus departure information. The minimum average number of boardings required for bus shelter placement at existing bus stops is 40 persons per day (as calculated through manual check, farebox, or automated passenger count data). Emphasis is placed on transfer points and is still data-driven (by number of boardings). More specifically, Nolensville BRT line may not have shelters at every BRT station.

***Benches*** should be placed at all bus stops with greater than 40 boardings per day that do not have a shelter where possible. Benches may also be placed at other existing stops with lower ridership levels for advertising purposes. MTA benches may not be placed at locations that have not been approved as MTA bus stops.

***Route map/schedule schematics*** are an effective way of disseminating route and schedule information to the public. These schematics are posted at bus stops and provide the customer with a reference point on the route map and schedule information. These schematic signs should be placed on *High Frequency* routes, transfer points, and major points of interest.

## **F. VEHICLE ASSIGNMENT**



MTA assigns transit vehicles on routes by mode throughout Nashville/Davidson County and rotates buses throughout the MTA system. Vehicles with more capacity will be assigned to routes with higher ridership during peak periods, but only when the ridership regularly exceeds the capacity of a standard bus. MTA primarily use 35' all-electric buses on the Circuit routes, due to the different branding of the free circulator routes and the frequent stopping downtown. The articulated 60' hybrid vehicles is not at present a defining characteristic of our BRT services – assignment is based on load factors / capacity. These services are limited stops and as such have different

branding. The BRT routes are on high frequency and high traffic corridors that also have local bus service, thus the need for hybrid vehicles. MTA also operates several over-the-road coaches. These are used for the regional express routes that MTA operates under contract with the Regional Transportation

Authority. However, these buses are also rotated throughout the system and used on other MTA express routes.

All buses are equipped with air conditioning, wheelchair ramp or lifts, and automated stop announcement systems. The maintenance department is responsible for rotating buses that are assigned to routes according to the Fleet Management Plan. This rotation ensures that routes receive a range of vehicles that are different ages and that the vehicles are maintained properly and according to FTA guidelines.

## IV. COLLECTING AND REPORTING DEMOGRAPHIC DATA

### A. DEMOGRAPHIC AND SERVICE PROFILE MAPS

Figure 4.1 is a base map of the MTA service area that includes major streets and interstates, both Music City Central transit station and MTA Myatt and Nestor administrative and garage locations, major activity centers and transit trip generators.

MTA utilized Transit Boardings and Estimation Simulation Tool's (TBEST) method to calculate the average Census Block Group household size. For Nashville-Davidson County the data from the 2014 U.S. Census and American Community Survey (ACS), puts the minority percentage at 36.7%.

MTA also used the Department of Health and Human Services (DHHS) poverty-level guidelines to determine the poverty level for the average size household. The DHHS poverty income-level for the Block Group average household size is multiplied by 150% and all households where the income level is below the 150% threshold are considered to be low income. For Nashville-Davidson County the low-income population percentage is 25.6%. Figure 4.2 shades the minority population and Figure 4.3 shades the low-income population, while showing the information above in Figure 4.1.

Poverty Income Levels		
Persons in Household	Poverty Income	150% of Poverty Income
1	\$11,770	\$17,655
2	\$15,930	\$23,895
3	\$20,090	\$30,135
4	\$24,250	\$36,375
5	\$28,410	\$42,615
6	\$32,570	\$48,855
7	\$36,730	\$55,095
8	\$40,890	\$61,335

Figure 4.1: Base Map of MTA Service Area

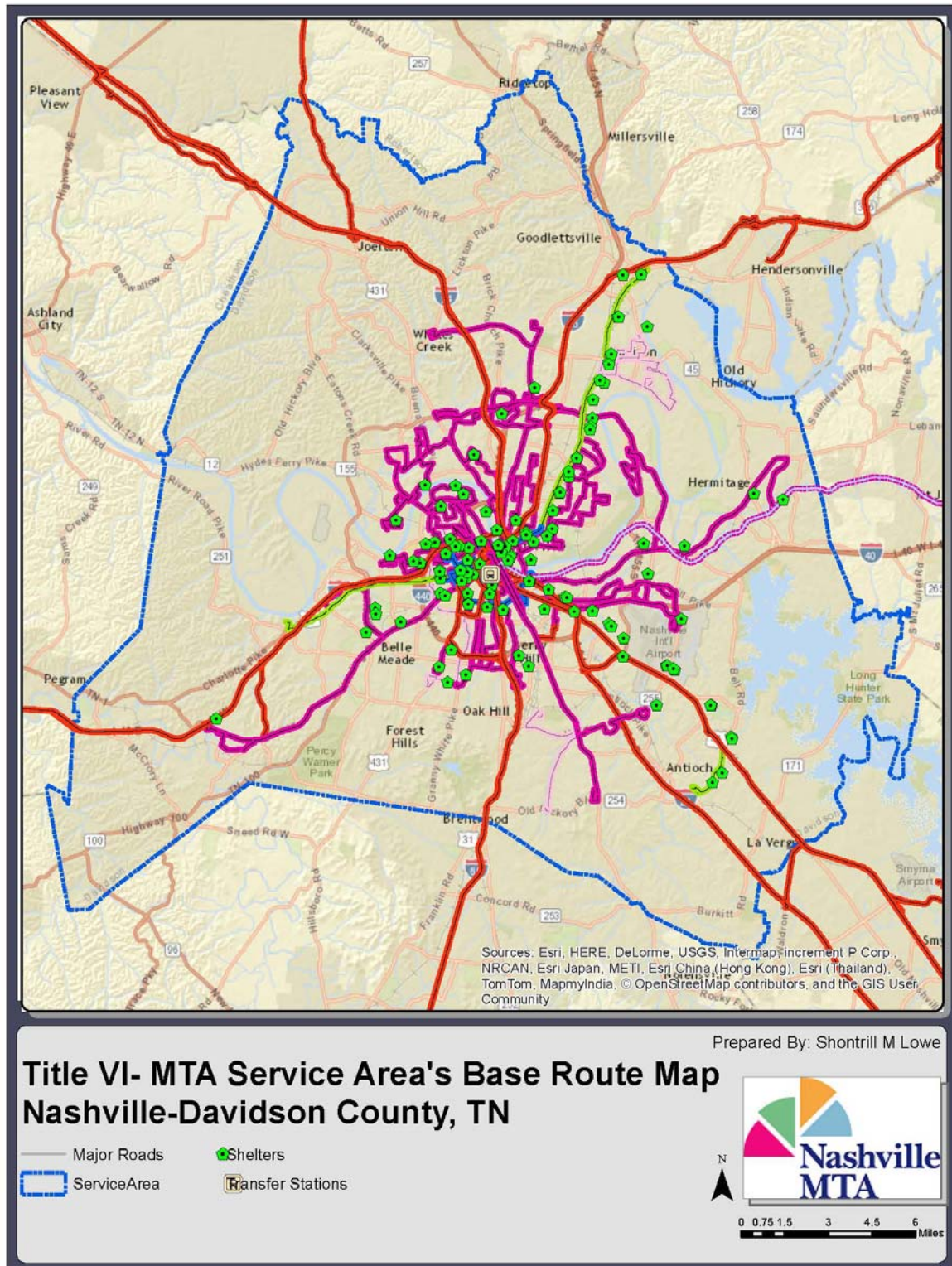




Figure 4.2: Demographic Map of MTA Service Area and Minority Population

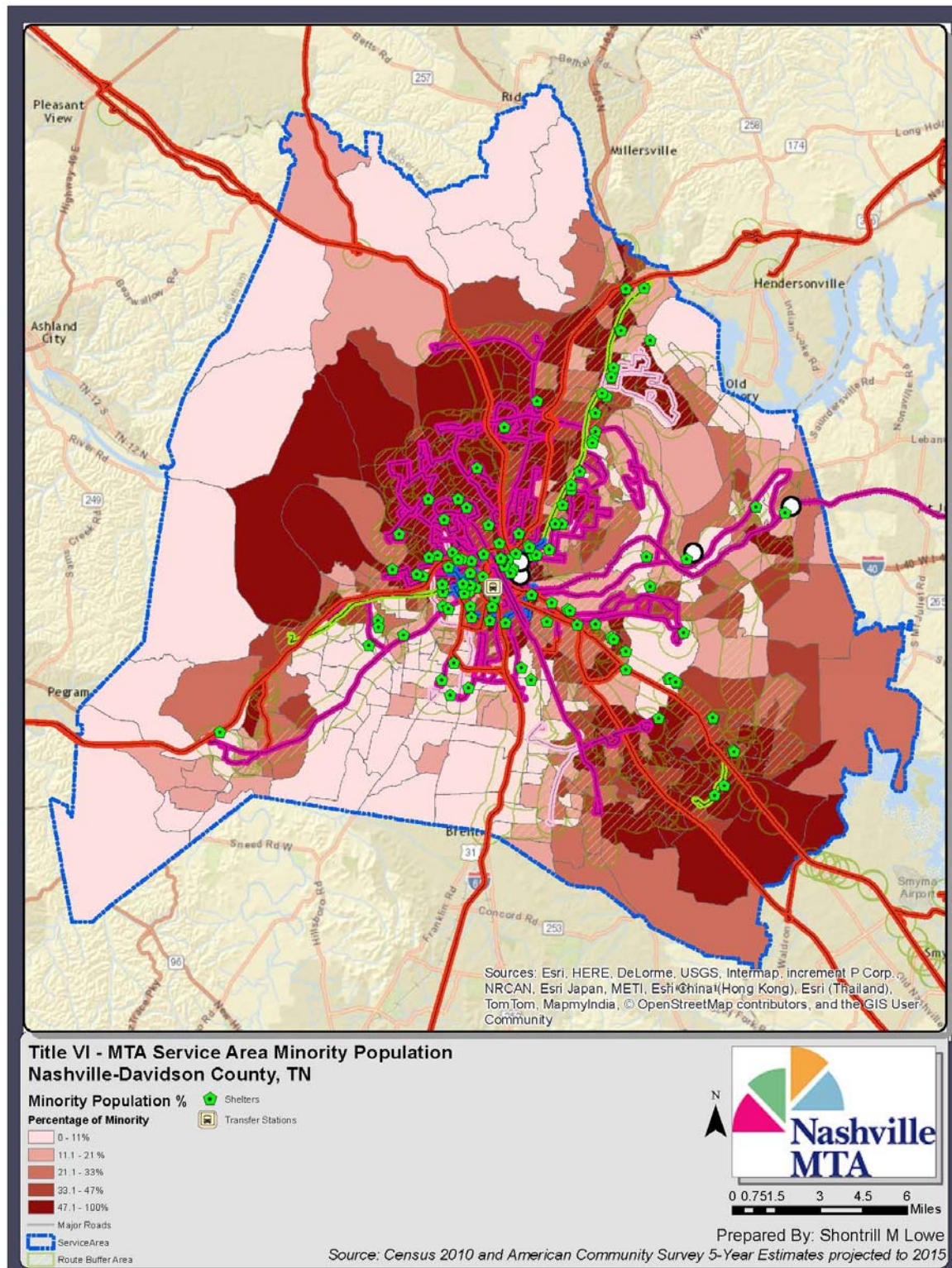
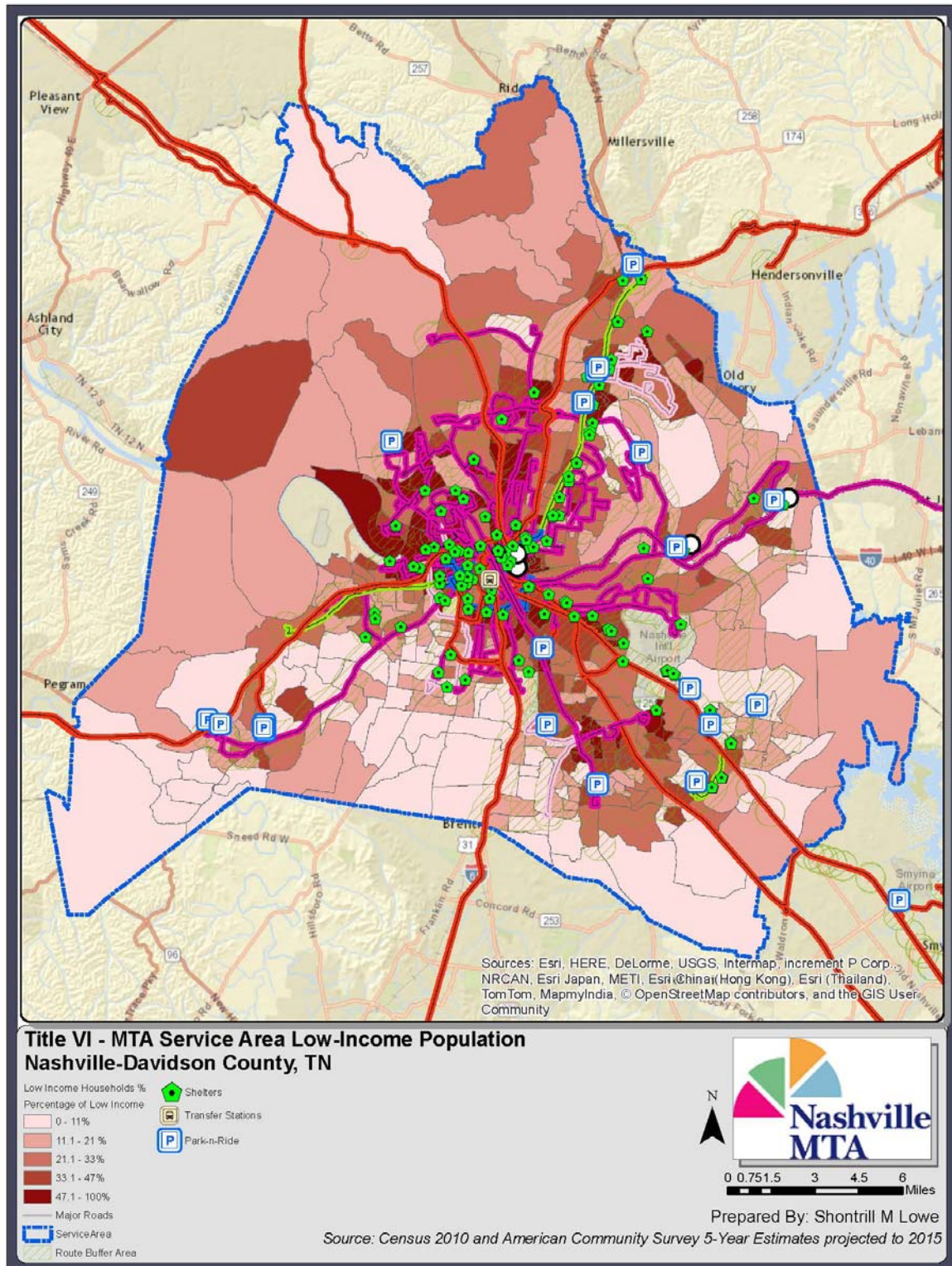




Figure 4.3: Demographic Map of MTA Service Area and Low-Income Population



## **B. DEMOGRAPHIC RIDERSHIP AND TRAVEL PATTERNS**

### **Onboard Survey 2011**

According to FTA Title VI guidelines, the Nashville MTA must conduct onboard surveys of their riders every five years. One such survey was completed in the spring of 2011 with the help of ETC Institute. Although, there are ongoing efforts to complete an onboard survey in calendar year 2017 which will assist the recommendations of the new MTA Strategic Plan, nMotion, the 2011 onboard survey remains our most recent instrument that gauges our public ridership and input.

The 2011 survey covered all 43 routes and the Music City Star regional commuter rail that the MTA and Regional Transportation Authority (RTA) operated at the time. The goal was to obtain usable surveys from at least 3,605 transit riders, which represented approximately 10% of the system ridership. The actual number of completed, usable surveys was 3,936.

The survey was administered as a face-to-face interview and was made available in Spanish. While most respondents completed the survey during their trip, postage-paid return reply envelopes were available for riders who did not have time to complete the survey during their trip. This was done to ensure that short-trips were captured in the survey administration. Each survey contained a serial number that was used by ETC Institute to track the route and sequence in which surveys were completed.

ETC Institute developed a sampling plan to ensure that the overall results of the survey would be statistically valid for the region as a whole. The sampling plan identifies the number of completed surveys that were needed from each route. The sampling plan was designed to obtain completed surveys on from approximately 10% of the ridership on each bus route.

The demographic ridership and travel patterns presented in tabular format below are for MTA routes operated in Nashville-Davidson County. The total number of surveys is 3,139.

### **Race/Ethnicity of Riders**

<u>Ethnicity</u>	<u>Number</u>	<u>Percent</u>
1 = White	1344	40.0 %
2 = Black/African American	1766	52.5 %
3 = Asian	63	1.9 %
4 = Native American	17	0.5 %
5 = Hispanic/Latino	128	3.8 %
6 = Other	43	1.3 %
Total	3361	100.0 %

### **Fare Media Usage by Minority Group**

	Minority	Non-Minority	Overall
Cash Fare	30%	34%	31%
20-Ride Local	4%	6%	5%
20-Ride Express	0%	0%	0%
All-Day Pass	30%	26%	29%
7-Day Pass	10%	4%	8%
31-Day Pass	25%	30%	26%
	100%	100%	100%

### Detailed Fare Media Usage by Low-Income Group

Fare Type	Low-Income		Non Low-Income		Overall	
Cash Fare	Absolute	Percent	Absolute	Percent	Absolute	Percent
Local Fare	290	22%	331	27%	621	24%
Reduced Fare	40	3%	34	3%	74	3%
Youth Fare	37	3%	48	4%	85	3%
Express Fare	3	0%	17	1%	20	1%
<b>Multi-Ride Fare Cards</b>						
20-Ride Local	28	2%	57	5%	85	3%
20-Ride Discount	23	2%	16	1%	39	2%
20-Ride Express	7	1%	2	0%	9	0%
<b>Unlimited Ride Passes</b>						
All-Day	281	21%	230	19%	511	20%
All-Day Discount	87	7%	40	3%	127	5%
All-Day Youth	46	4%	49	4%	95	4%
7-Day	85	6%	96	8%	181	7%
7-Day Youth	11	1%	14	1%	25	1%
31-Day	131	10%	159	13%	290	11%
31-Day Discount	189	14%	76	6%	265	10%
31-Day Youth	51	4%	66	5%	117	5%

### Destination Type by Minority Group

Destination Type	White		Black/African American		Hispanic/Latino		Asian		Other	
Airport	3	0%	1	0%	0	0%	0	0%	0	0%
College/University	28	2%	95	5%	5	4%	5	8%	3	8%
Hotel	4	0%	3	0%	0	0%	0	0%	0	0%
Job Seeking	12	1%	6	0%	0	0%	0	0%	0	0%
Medical Appointment	52	4%	70	4%	4	3%	1	2%	2	5%
Recreation/Site Seeing	34	3%	30	2%	2	2%	1	2%	0	0%
School (K-12)	22	2%	66	4%	2	2%	4	7%	2	5%
Shopping	93	7%	104	6%	9	7%	4	7%	1	3%
Social Visit	155	12%	274	16%	18	15%	2	3%	4	11%
Your Home	526	40%	651	37%	40	33%	29	48%	16	42%
Work	392	29%	442	25%	39	32%	15	25%	10	26%
Other	10	1%	8	0%	4	3%	0	0%	0	0%
Total	1331		1750		123		61		38	



### Number of Vehicles in the Household by Minority Group

Number of Vehicles in the Home	White		Black/African American		Hispanic/Latino		Asian		Other	
None	655	49%	1006	57%	58	73%	21	34%	23	61%
One	366	27%	486	28%	44	56%	22	36%	9	24%
Two	227	17%	186	11%	16	20%	17	28%	6	16%
Three	58	4%	49	3%	2	3%	1	2%	0	0%
Four or More	24	2%	22	1%	3	4%	0	0%	0	0%
Did Not Answer	1	0%	1	0%	0	0%		0%		0%
Total	1331		1750		123		61		38	

### Top Ridership Routes for Black/African American Customers

Route	Number of Black/African American Respondents	
15 Murfreesboro Pike	182	10%
22 Bordeaux	143	8%
56 Gallatin Pike BRT lite	123	7%
23 Dickerson Pike	115	7%
10 Charlotte	102	6%

### Top Ridership Routes for Hispanic/Latino Customers

Route	Number of Hispanic/Latino Respondents	
15 Murfreesboro Pike	20	16%
12 Nolensville Pike	13	10%
56 Gallatin Pike BRT lite	13	10%
7 Hillsboro	11	9%
10 Charlotte	6	5%

### English as a Second Language by Ethnicity

Speaks a Language other than English at Home	White		Black/African American		Hispanic/Latino		Asian		Other	
Yes	55	4%	83	5%	60	49%	30	49%	1	3%
No	1176	88%	1555	89%	50	41%	27	44%	28	74%
Did Not Respond	100	8%	112	6%	13	11%	4	7%	9	24%
Total	1331		1750		123		61		38	

## **V. MONITORING TRANSIT SERVICE**

MTA monitors the performance of our transit system relative to our system-wide service standards and policies discussed in section three. MTA selects a sample of minority and non-minority fixed bus routes to monitor not less than every three years. MTA also monitors any route subject to a proposed major change, as defined in the Public Involvement Policy discussed in section two. A minority transit route is defined by FTA as a route in which at least one-third of the revenue miles are located in a Census block group.

### **A. METHODOLOGY**

For each individual bus line, we defined the geographic area of coverage for each line by including all Census Block Groups within one-half mile walking distance of bus stops and routes, excluding those portions of routes that travel on interstates or are otherwise not accessible to be bordered. We utilized the MTA Master Plan as a guide which uses a one-half mile buffer to determine route access based on the low-density nature of Nashville-Davidson County. At that point we identified the revenue miles of each route that travelled through and served minority block groups. If a route provides more than 33% of its service in minority block groups we classified it as a minority route. See Table 5.1 for each route classification. The highlighted routes were randomly selected for the purposes of this round of monitoring.

**Table 5.1: 2016 MTA Minority Route Classifications**

2016 MTA Minority Route Classifications					
Route		Non-Minority	Minority	Minority Block Group Revenue Miles	Total Revenue Miles
<i><b>Most Frequent</b></i>					
3	West End/White Bridge	XX		7.4%	1,612
4	Shelby		XX	41.6%	2,007
5	West End/Bellevue	XX		3.1%	2,567
7	Hillsboro	XX		2.0%	1,216
10	Charlotte		XX	41.6%	1,553
15	Murfreesboro Pike		XX	57.7%	2,143
17	12th Avenue South	XX		30.8%	1,225
19	Herman		XX	82.1%	980
22	Bordeaux		XX	84.7%	1,401
23	Dickerson Pike		XX	100.0%	1,957
26	Gallatin Pike		XX	54.9%	1,861
28	Meridian		XX	90.3%	772
29	Jefferson		XX	77.7%	866
44	MTA Shuttle		XX	34.0%	42
50	Charlotte BRT lite		XX	38.2%	1,936
52	Nolensville BRT lite		XX	47.9%	1,438
55	Murfreesboro Pike BRT lite		XX	58.5%	3,246
56	Gallatin Pike BRT lite		XX	55.0%	2,920
<i><b>Frequent</b></i>					
2	Belmont	XX		15.8%	163
6	Lebanon Pike	XX		6.2%	774
8	8th Avenue South	XX		26.3%	775
9	Metro Center		XX	91.3%	241
14	Whites Creek		XX	99.6%	1,074
18	Airport/Elm Hill Pike	XX		25.7%	1,292
20	Scott		XX	51.1%	834
21	University Connector		XX	50.2%	1,406
25	Midtown		XX	60.0%	1,231
30	McFerrin		XX	84.5%	710
34	Opry Mills Express	XX		29.9%	1,185
42	St. Cecilia/Cumberland		XX	84.4%	580
43	Hickory Hills		XX	93.5%	279

Table 5.1 Continued: 2016 MTA Minority Route Classifications

2016 MTA Minority Route Classifications, continued					
	Route	Non-Minority	Minority	Minority Block Group Revenue Miles	Total Revenue Miles
<i>Commuter/Limited</i>					
1	100 Oaks	XX		24.7%	85
24X	Bellevue Express	XX		25.6%	199
27	Old Hickory	XX		25.1%	211
33X	Hickory Hollow/Lenox Express		XX	62.3%	150
35X	Rivergate Express		XX	60.0%	124
36X	Madison Express		XX	72.2%	229
37X	Tusculum Express		XX	35.9%	96
38X	Antioch Express		XX	55.1%	187
41	Golden Valley		XX	94.2%	104
84X	Murfreesboro Express	XX		23.0%	101
86X	Smyrna/La Vergne Express		XX	38.3%	101
87X	Gallatin Express	XX		32.2%	87
88X	Dickson Express	XX		9.4%	53
89X	Springfield/Joelton Express	XX		32.6%	95
91X	Franklin Express	XX		8.2%	80
92X	Hendersonville Express		XX	40.6%	70
94X	Clarksville Express	XX		24.2%	105
95X	Spring Hill Express	XX		4.3%	42
96X	Nashville/Murfreesboro Relax & Ride	XX		24.2%	296
<i>Other</i>					
60	Bicentennial Mall - Blue Circuit		XX	68.5%	426
61	Gulch - Green Circuit	XX		28.8%	650
72	Edmondson - Harding Place Connector		XX	34.1%	1,047
76	Madison Connector		XX	79.3%	398
93	Music City Star West End Shuttle	XX		33.0%	43

## B. MONITORING SERVICE STANDARDS

### 1) Vehicle Load Monitoring

Table 5.2 below shows the maximum load factors identified by MTA through the MTA Master Plan 2009. For assessment, average weekday loads on each sample line were determined for AM Peak, Midday, and PM Peak. Table 5.3 below shows the breakdown of vehicle loads for the sample of minority and non-minority bus routes by time of day.

**Table 5.2: Maximum Bus Load Standards**

Service Class	Peak Load Factor	Peak Bus Environment	Off Peak Load Factor
<b>Most Frequent</b>	<b>1.25</b>	<b>Standees crowded</b>	<b>1</b>
<b>Frequent</b>	<b>1.25</b>	<b>Standees</b>	<b>1</b>
<b>Commuter</b>	<b>1</b>	<b>No Standees</b>	<b>NA</b>

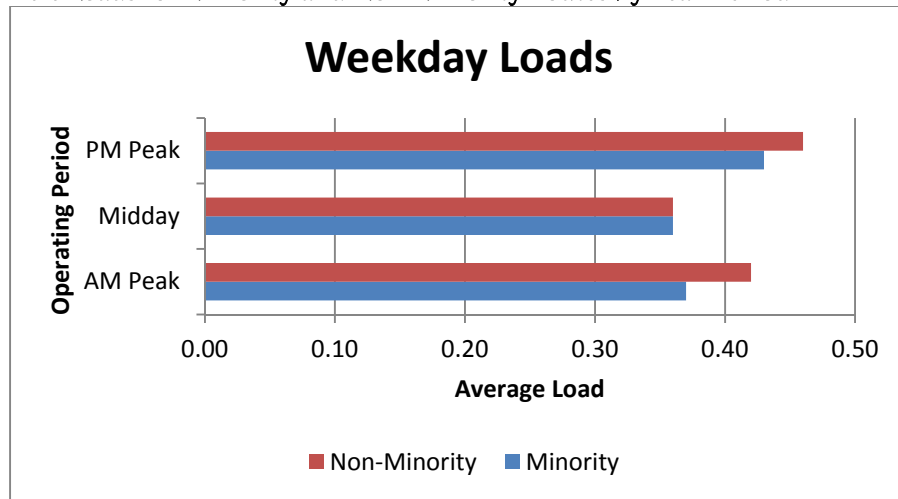
**Table 5.3: Vehicle Loads for Minority and Non-Minority Routes**

Lines	Load/Seats		
	AM Peak IB & OB	Midday IB & OB	PM Peak IB & OB
<b><i>Most Frequent</i></b>			
Route 3 West End/White Bridge	0.42	0.40	0.45
Route 5 West End/Bellevue	0.33	0.32	0.43
Route 7 Hillsboro	0.48	0.31	0.46
Route 15 Murfreesboro Pike	0.53	0.38	0.49
Route 22 Bordeaux	0.39	0.36	0.52
Route 23 Dickerson Pike	0.47	0.56	0.41
Route 52 Nolensville Pike	0.54	0.48	0.45
<b><i>Frequent</i></b>			
Route 6 Lebanon Pike	0.42	0.49	0.49
Route 8 8th Avenue South	0.31	0.36	0.55
Route 14 Whites Creek	0.30	0.34	0.49
Route 20 Scott	0.28	0.22	0.35
Route 30 McFerrin	0.41	0.22	0.30
<b><i>Commuter</i></b>			
Route 24X Bellevue Express	0.63	n/a	0.54
Route 38X Antioch Express	0.24	n/a	0.17
Route 35X Rivergate Express	0.36	n/a	0.38

*Shaded cells indicate minority routes.*

The figure below depict the average loads for the sampled minority and non-minority routes for AM peak, midday peak, and PM peak across all service classes. The load is slightly higher for the non-minority routes in the AM and PM peak periods. The load is the same for both minority and non-minority routes in midday.

Figure 5.1: Vehicle Loads for Minority and Non-Minority Routes by Peak Period



## 2) Vehicle Headway Monitoring

Table 5.4 shows the average headway in minutes for minority and non-minority lines for weekday AM peak, midday, and evening periods. The average span of service in hours and tenths of hours is shown for minority and non-minority lines for weekdays.

Table 5.4: Weekday Headways and Span of Service, for Minority and Non-Minority Routes

Route		Service Begins	AM Peak Headway	Midday Headway	PM Peak Headway	Service Ends	Span (Hours)
<b><i>Most Frequent</i></b>							
3 and 5	West End/Bellevue	4:49a	20	30	20	11:40p	18.35
7	Hillsboro	5:15a	20	20	20	12:01a	18.18
52	Nolensville Road	4:33a	15	28	15	12:11a	18.02
15	Murfreesboro Road	4:21a	20	20	20	11:58p	17.95
22	Bordeaux	4:38a	16	23	17	11:37p	18.08
23	Dickerson Road	4:27a	24	26	21	12:23a	19.32
<b><i>Frequent</i></b>							
6	Lebanon Road	4:44a	23	79	17	9:52p	16.07
8	8th Avenue South	5:08a	35	75	35	8:12p	15.07
14	Whites Creek	5:32a	30	60	30	11:40p	17.47
20	Scott	5:29a	36	63	39	11:45p	17.15
30	McFerrin	5:46a	60	60	60	11:37p	17.32
<b><i>Commuter</i></b>							
24X	Bellevue Express	6:05a	25	n/a	25	6:05p	11.75
35X	Rivergate Express	5:57a	27	n/a	25	8:01p	14.10
38X	Antioch Express	5:38a	40	n/a	60	6:42p	14.14

*Commuter routes only run AM and PM Peak*

### Most Frequent

Of the sampled routes, the total average AM Peak Headway was 20. The minority routes averaged slightly lower headway at 19 and the non-minority routes were slightly higher at 21. This indicates that minority routes have slightly more frequent service along the main corridors. The same was true for midday and PM Peak service. Minority routes also had slightly higher span of service, at an average of 18.32 for the day over 18.27 for non-minority routes.

### Frequent

Of the sampled routes, the minority routes averaged slightly higher headways overall at 49 minutes. The non-minority route averaged 40 minute headways. Therefore *frequent* routes should be monitored to ensure that there is no disparate impact on this classification of service. It is important to note that it could be a function of the sample, as only one non-minority route is sampled versus four minority routes. Minority routes had a slightly longer span of service over non-minority routes, with 16.75 hours and 16.07 hours respectively.

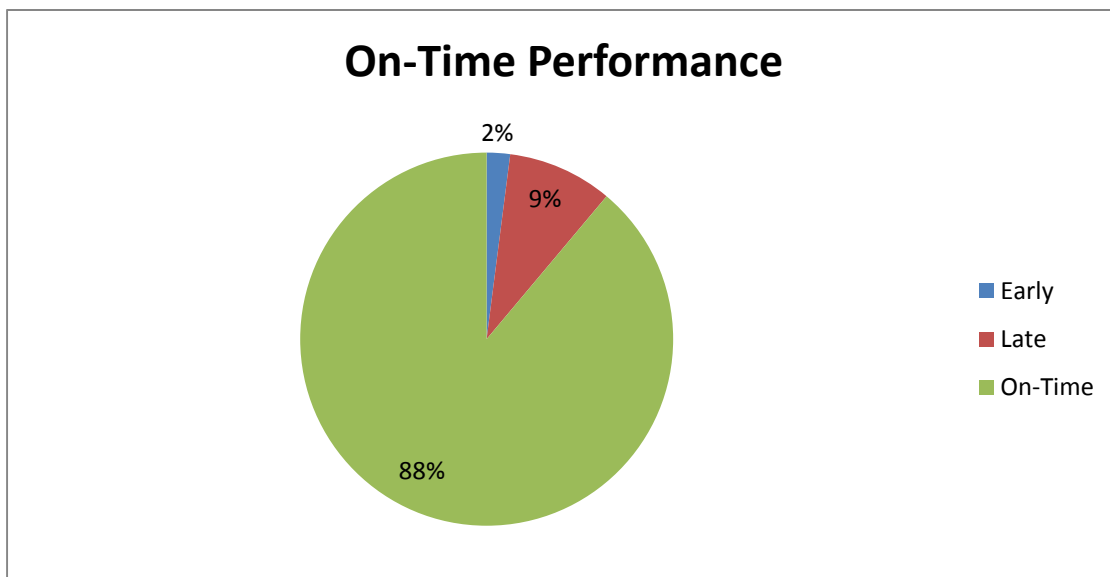
### Commuter

The commuter routes had a similar result to the frequent routes. The minority routes averaged slightly higher headways at 34 minutes. The non-minority route averaged 25 minutes. In the fall of 2013 the non-minority route is proposed to increase headways slightly with the combination of two afternoon trips into one. At that point the commuter routes should be re-evaluated and monitored to ensure there is no disparate impact on minorities. Minority routes had a significantly higher span of service over non-minority routes, with 14.12 and 11.75 hours respectively.

## **3) On-Time Performance Monitoring**

Figure 5.2 shows that 88% of transit vehicles passed time points on time, 2% passed time points early, and 9% passed time points late.

**Figure 5.2: On-Time Performance for Fiscal Year 2013**



The MTA uses a random check program to assess on-time performance. On-time checks are done for a four-hour time period every other day for a randomly selected time point on a randomly selected route. Over the last fiscal year, the program completed a total of 2,188 observations. Of those 2,188 bus trips observed, approximately two (2) percent were found departing a schedule time point early (i.e., more

than 1 minute before the departure time in the printed schedule). Approximately nine (9) percent were found departing a schedule time point late (i.e., more than 5 minutes after the departure time in the printed schedule). These routes on which the late departures were observed were:

- 2 Belmont
- 3 West End/White Bridge
- 5 West End/Bellevue
- 6 Lebanon Pike
- 8 8<sup>th</sup> Avenue South
- 9 MetroCenter
- 10 Charlotte Pike
- 52 Nolensville Pike
- 15 Murfreesboro Pike
- 17 12<sup>th</sup> Avenue South
- 19 Herman
- 20 Scott
- 21 University Connector
- 22 Bordeaux
- 23 Dickerson Pike
- 24X Bellevue Express
- 26 Gallatin Pike
- 28 McFerrin
- 34 Opry Mills
- 56 Gallatin Pike BRT lite
- 60 Music City Circuit – Blue Route
- 76 Madison Connector

Of those 22 routes, 17 are classified as minority routes. These findings suggest that additional monitoring of on-time performance to assess potential disparate impacts is warranted. MTA will initiate additional on-time performance monitoring as part of the current program.

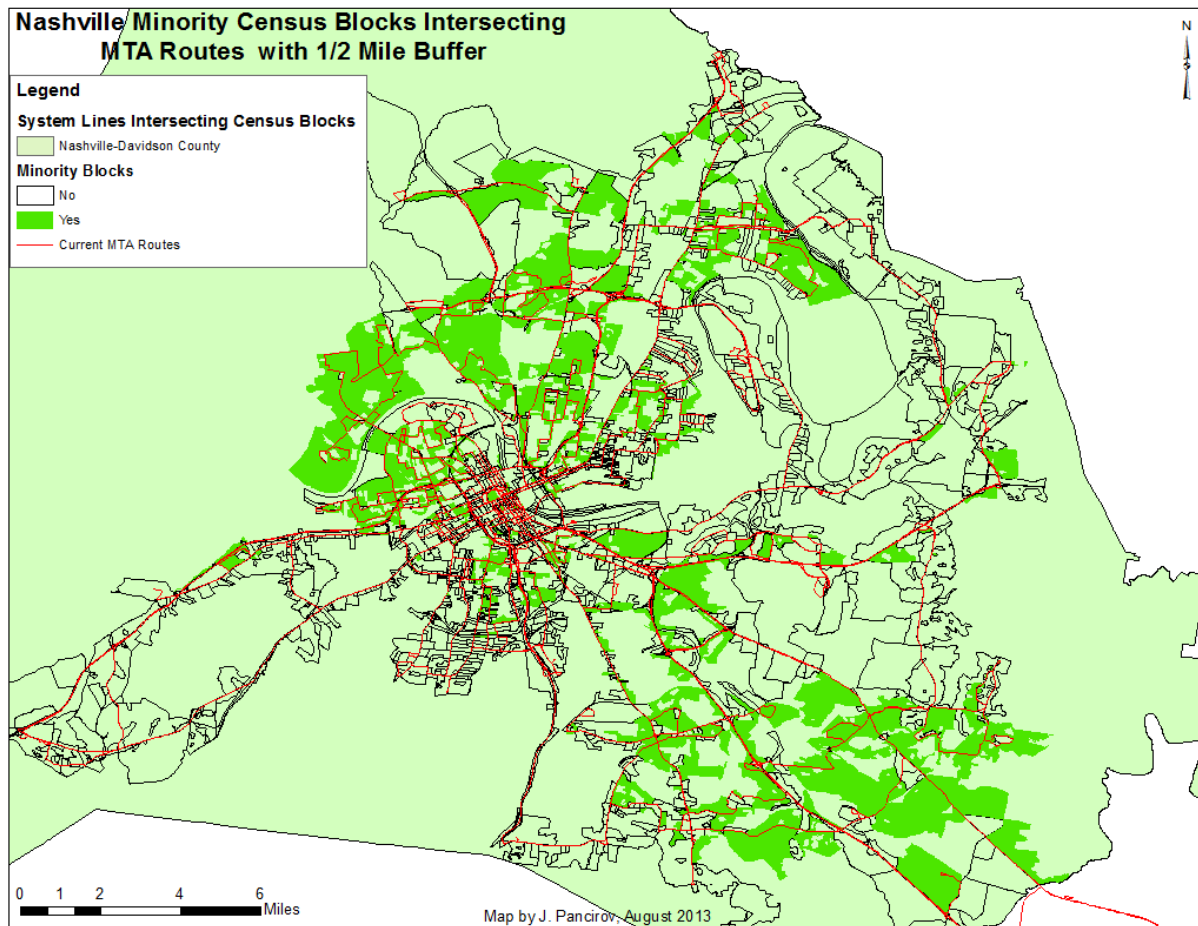
#### **4) Service Availability Monitoring**

Figure 5.3 shows the minority Census blocks that are within a ½-mile walk of MTA bus routes. All residents of Census blocks where the geographic center of the block is within ½-mile walk of a bus stop is considered within ½-mile of service.

Using GIS analysis and Census 2010 data, we found that 62% of the minority population in Nashville-Davidson County is within a ½-mile walk of MTA bus routes. The percentage of the non-minority population within ½-mile walk of MTA bus routes was 35%.



Figure 5.3: Map of Nashville Minority Census Blocks within ½-Mile of MTA Service



## 5) Vehicle Assignment Monitoring

Table 5.5 shows the average age of buses in relation to minority population served. The only case where the average age of buses was older for minority routes over non-minority routes was in the frequent category. Overall, the minority routes sampled average bus was six years old while the non-minority routes sampled average bus was seven years old.

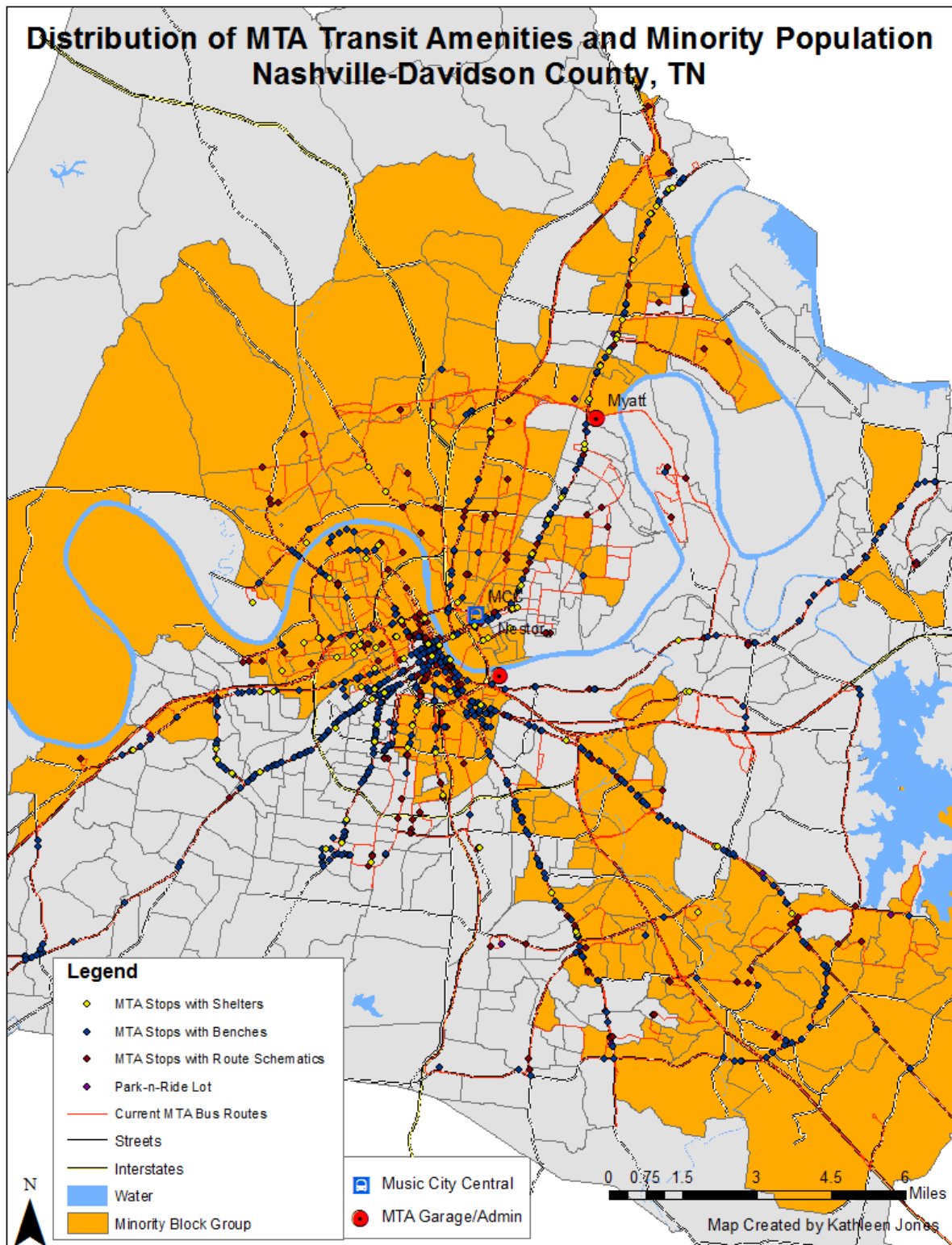
Table 5.5: Average Vehicle Age by Classification for Minority Routes

Classification	Minority	Avg. Year of Purchase	Average Age of Buses
Most Frequent	Minority	2008	7
	Non-Minority	2007	7
Frequent	Minority	2010	8
	Non-Minority	2006	7
Commuter	Minority	2009	7
	Non-Minority	2004	9
System		2010	8

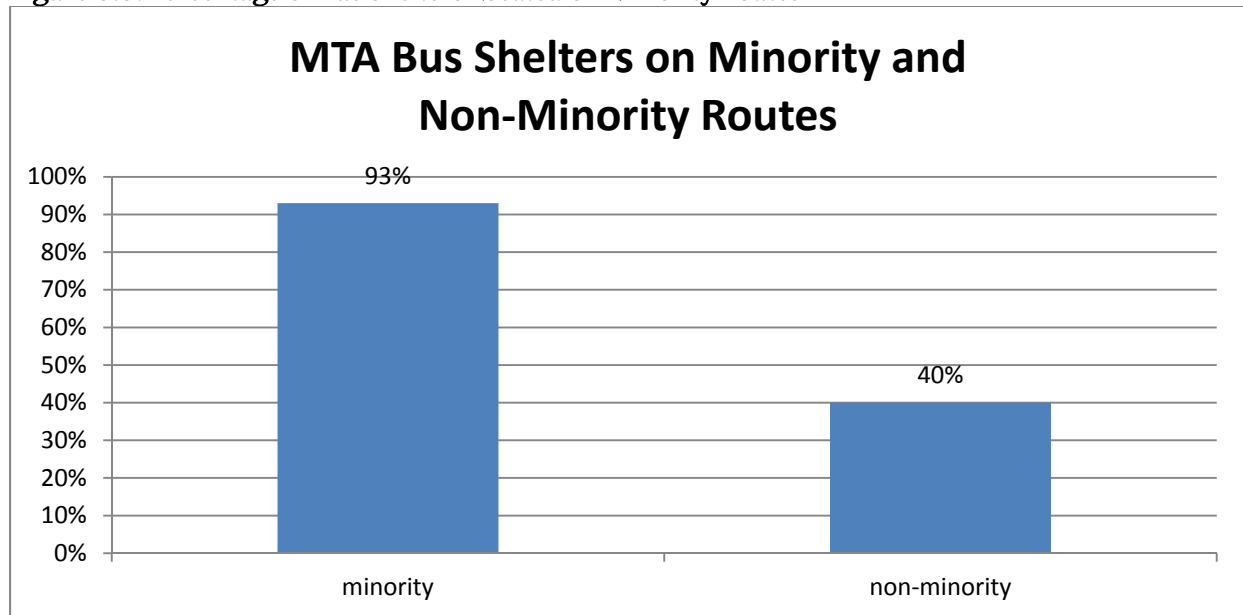
## **6) Transit Amenities Monitoring**

The overlay map below (Figure 5.4) shows the locations of many of the transit agency's amenities, including, the Music City Center transit facility, bus shelters, benches, and Park-n-Ride lots, relative to the locations of bus routes and the locations of minority and non-minority populations. Figures 5.5 and 5.6 below depict the percentage of bus shelters on minority versus non-minority routes and minority versus non-minority block groups. There are 118 bus shelters (93%) on minority bus routes versus 51 bus shelters (40%) on non-minority bus routes. The bus shelters are located within 68% of the minority block groups versus 32% of the non-minority block groups. Therefore we did not find disparate impact on the distribution of bus shelters on minority routes.

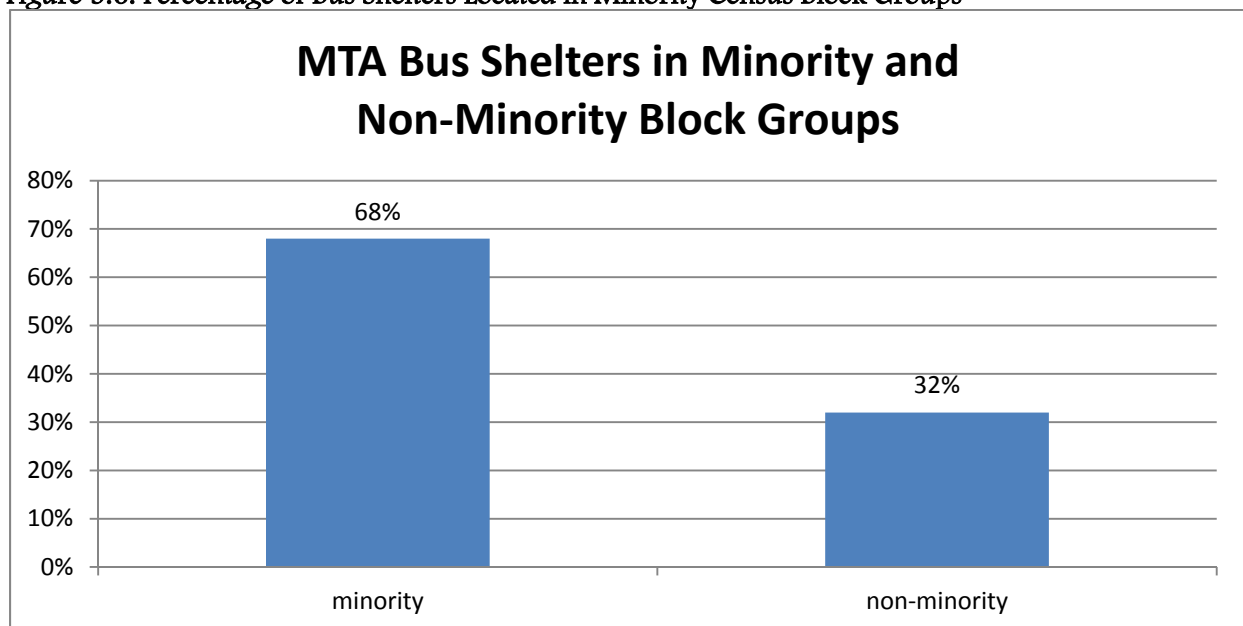
Figure 5.4: Transit Amenities Overlay Map



**Figure 5.5: Percentage of Bus Shelters Located on Minority Routes**



**Figure 5.6: Percentage of Bus Shelters Located in Minority Census Block Groups**



## **VI. EVALUATION OF SERVICE AND FARE CHANGES**

### **A. SERVICE AND FARE EQUITY ANALYSIS**

#### **Major Service and Fare Change Policy**

The MTA has established a definition of a fare or major service change, though the Public Meeting Requirements for Transit Services (see Appendix B). A fare or major service change is when:

1. There is a change in any fare or fare media related to all services of fixed route and AccessRide.
2. There is any change in service of twenty-five percent (25%) or more of the number of a transit route's revenue service miles computed on a daily basis for the day of the week for which the change is made.
3. A new transit route is established or eliminated.

In an emergency situation, a service change may be implemented immediately. Evaluations and public meetings must be held if the change is in effect over 180 days. Examples of emergency service changes include but are not limited to those made because of the inaccessibility of a bridge over which a bus route passes, major road construction, or inadequate supply of fuel.

Experimental service changes may be instituted for 180 days or less. Evaluations and a public meeting will be required if the experimental service change exceeds 180 days.

#### **Adverse Effects**

An adverse effect is a geographical or temporal reduction in service which includes but is not limited to: elimination of a route; shortening a route; re-routing an existing line; and an increase in headways. MTA recognizes that additions to service may also result in disparate impacts and disproportionate burdens, particularly if the additions come at the expense of reductions in service on other lines.

When a major service change is proposed, MTA evaluates the impact of the service and/or fare change by assessing the adverse effects of those changes on the minority and low-income population.

#### **Disparate Impact and Disproportionate Burden Policy**

The Federal Transit Administration (FTA) defines "disparate impacts" and "disproportionate burdens" as neutral policies or practices that have the effect of disproportionately excluding or adversely affecting members of a group protected under Title VI, and the recipient's policy or practice lacks a substantial legitimate justification. The Disparate Impact Policy establishes a threshold for determining whether proposed fare or service changes have a disparate impact on minority populations versus non-minority populations. The Disproportionate Burden Policy establishes a threshold for determining whether proposed fare or service changes have an impact on low-income vs non-low-income populations.

The threshold is the difference between the burdens or benefits borne by minority or low-income populations compared to the non-minority or non-low-income populations. Exceeding the threshold means that a fare or service change either negatively impacts these protected populations more than the non-protected populations or that the change benefits non-minority and non-low income populations more than minority and low-income populations.

The following is the Nashville MTA Disparate Impact and Disproportionate Burden Policy:

When a positive or negative change of greater than 5% is identified for minority or low-income populations, we are proposing to follow the Four Fifths Rule for both policies. The Four Fifths Rule states that there could be evidence of disparate impact or disproportionate burden if:

- Transit services are being provided to minority or low-income populations at a rate less than 80% (four-fifths) than the benefits being provided to non-minority or non-low-income populations
- Adverse effects are being borne by the minority or low-income populations at a rate more than 20% (four-fifths) of the adverse effects being borne by the non-minority or non-low-income populations

If a potential disparate impact is found, FTA requires that recipients analyze alternatives. A provider may modify the proposed change to avoid, minimize, or mitigate potential disparate impacts. A transit provider may also proceed with the proposed change if there is a substantial legitimate justification and no legitimate alternatives exist that still accomplishes the provider's legitimate program goals.

### **Public Participation**

In order to ensure awareness of Nashville MTA Title VI policy proposals, MTA discuss the Title VI changes at a total of four public meetings. These meetings will occur in May 2016 to gather information about the proposed Title VI policy. These meetings are to be held at Music City Central in Downtown Nashville, which is a central location for all parts of the community and provides the easiest and best access for our riders.

### **Results of Service and Fare Equity Analyses**

For a Title VI evaluation of the most recent service and fare changes that MTA implemented, please see Appendix H. Please note that all service and fare changes analyzed utilized the FTA C 4702.1B circular as guidance.



Appendix A - Title VI Coordinators

DEPARTMENT	TITLE VI COORDINATOR
Arts Commission	Laurel Fisher
Beer Board	Julie Welch
Codes Administration	Roy Jones
Community Education Commission	Mary Beth Harding
Criminal Court Clerk	Amy Rooker
Davidson County Sheriff's Office (DCSO)	Lynn Norris, Marsha Travis & Jason Saad
Election Commission	Joan Nixon
Emergency Communications – 911 (ECC)	Lynnette Dawkins
Fairgrounds	Kristi Harris
Finance	Kimberly Northern
Fire	Jamie Summers
General Services	Velvet Hunter
Historical Commission	Yvonne Ogren
Human Relations Commission	Melody Fowler-Green
Human Resources	Les Bowron
Information Technology Services (ITS)	Leslie Mayo
Internal Audit	Qian Yuan
JIS	Nathalie Stiers

Appendix A - Title VI Coordinators

Juvenile Court	Jessica L. Oldham & Shelly Hudson
Juvenile Court Clerk	Julius Sloss
Legal	Mark Murray
Metro Action Commission (MAC)	Cassandra Johnson-Payne
Metro Clerk	Austin Kyle
Metro Council Office	Roseanne Hayes & Mike Jameson
Metro Nashville Police Department (MNPd)	Sue Bibb
Metro Nashville Public Schools (MNPS)	Julie McCargar
Metro Office of Family Safety	Bijal Mehta
Metro Public Health	Jose Cruz
Metro Sports Authority	Monica Fawknorton & Ilesha Montesrin
Metro Transit Authority (MTA)	Shontrill Lowe
Metropolitan Development & Housing Agency (MDHA)	Pat Thicklin
Municipal Auditorium	Sharon Hill
Music City Center (MCC)	Erin Hampton
Nashville Career Advancement Center (NCAC)	Constance L. Caudle
Nashville Farmer's Market	Tasha Kennard (Bandy)
Nashville Public Library	Susan L. Drye & Sherry Adams
Office of Emergency Management	Jamie Summers
Parks & Recreation	James Gray



Appendix A - Title VI Coordinators

Planning Commission	Josie Bass
Public Defender	Annette Crutchfield
Public Works	Yvonne Foote
Social Services	Yuri Hancock
Soil & Water Conservation	Carol M. Edwards
State Trial Courts (STC)	Janet Hobson
Water Services (WS)	Juanita Davis

**APPENDIX B****MEMBERS OF THE METROPOLITAN COUNCIL  
2015-2019****Telephone****VICE MAYOR**

BRILEY, David	1 Public Square #204	37201	(615) 880-3357	(615) 238-6300
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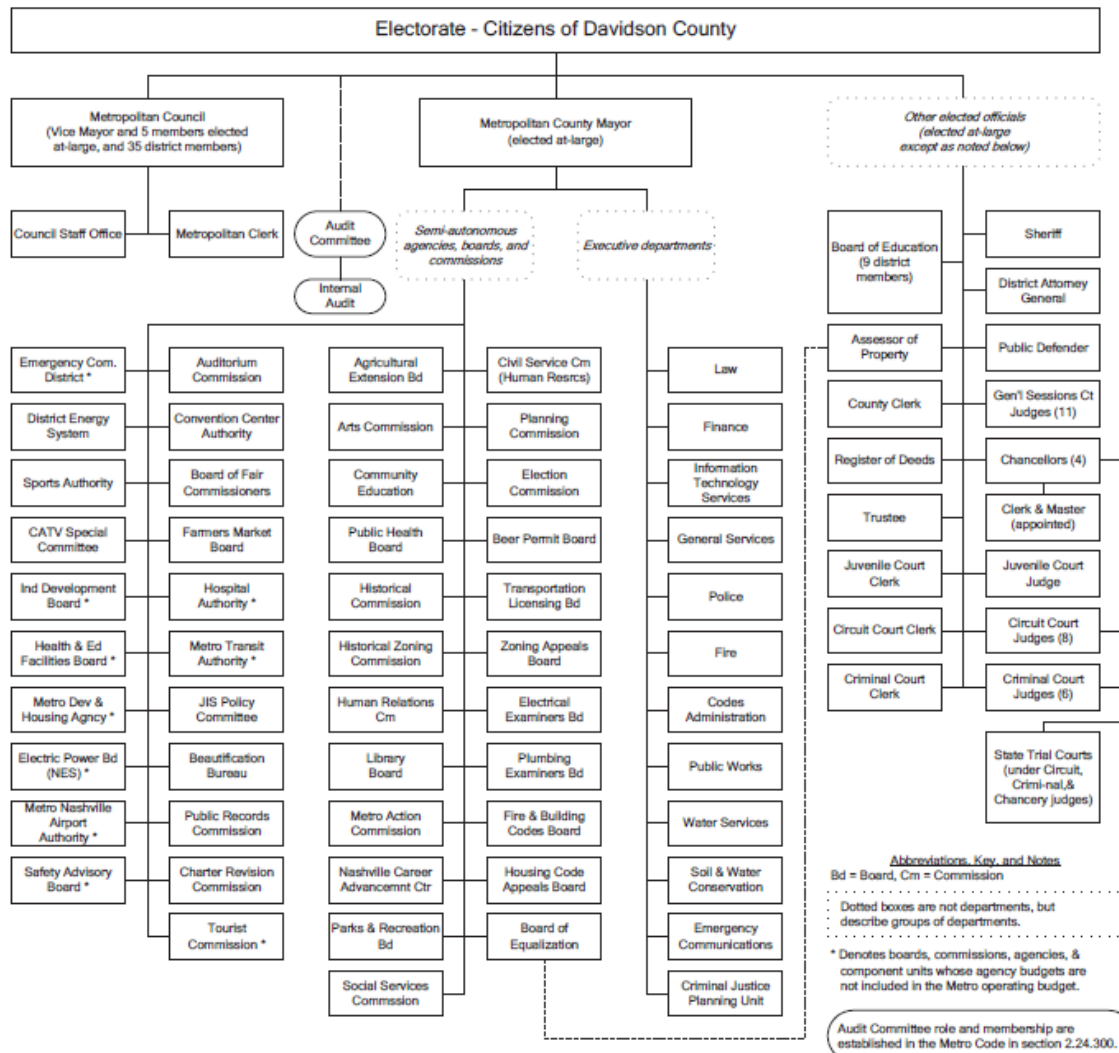
**COUNCIL MEMBERS AT LARGE**

COOPER, John	3925 Woodlawn Drive	37205		(615) 969-4444
GILMORE, Erica	P O Box 22277	37202	(615) 862-6780	
MENDES, Bob	416 Fairfax Avenue	37212		(615)-756-3533
HURT, Sharon	6316 Willow Oak Drive	37221		(615) 726-5867
SHULMAN, Jim	2 Foxhall Close	37215		(615) 584-1082

**DISTRICT COUNCIL MEMBERS**

1	LEONARDO, Nick	4599 Dry Fork Road, Whites Creek	37189		(615) 509-6334
2	HASTINGS, DeCosta	2412 14th Avenue North	37208		(615) 779-1565
3	HAYWOOD, Brenda	4101 Brick Church Pike, Whites Creek	37189		(615) 473-8339
4	SWOPE, Robert	5025 Marc Drive	37211		(615) 308-0577
5	DAVIS, Scott	1010 Pennock Avenue	37207		(615) 554-9730
6	WITHERS, Brett	1113 Granada Avenue	37206		(615) 427-5946
7	DAVIS, Anthony	1516 Dugger Drive	37206		(615) 775-8746
8	VANREECE, Nancy	209 Marlin Court, Madison	37115		(615) 576-0488
9	PRIDEMORE, Bill	1537 Neelys Bend Road, Madison	37115		(615) 915-1419
10	PARDUE, DOUG	2086 Graceland Drive, Goodlettsville	37072	(615) 305-3945	(615) 859-9370
11	HAGAR, Larry	108 Cherry Branch Lane, Old Hickory	37138		(615) 972-4335
12	GLOVER, Steve	4156 Central Pike, Hermitage	37076		(615) 883-1378
13	HUEZO, Holly	516 Dunailie Drive	37217		(615) 891-4517
14	RHOTEN, Kevin	5312 Highland Place Way, Hermitage	37076		(615) 483-9535
15	SYRACUSE, Jeff	222 Graeme Drive	37214		(615) 886-9906
16	FREEMAN, Mike	264 Tanksley Avenue	37211		(615) 512-0121
17	SLEDGE, Colby	614 Moore Avenue	37203		(615) 812-2157
18	ALLEN, Burkley	3521 Byron Avenue	37205		(615) 383-6604
19	O'CONNELL, Freddie	1821 6th Avenue North	37208		(615) 260-0005
20	ROBERTS, Mary Carolyn	P O Box 90291	37209		(615) 977-9262
21	KINDALL, Edward	2512 Scovel Street	37208		(615) 321-2343
22	WEINER, Sheri E.	417 W.F. Rust Court	37221		(615) 347-7544
23	JOHNSON, Mina	6600 Fox Hollow Road	37205		(615) 429-7857
24	MURPHY, Kathleen	231 Orlando Avenue	37209		(615) 828-4713
25	PULLEY, Russ	843 Battlefield Drive #B	37204		(615) 308-4972
26	ELROD, Jeremy	5373 Trousdale Drive	37220		(615) 852-7197
27	BLALOCK, Davette	769 Huntington Parkway	37211	(615) 485-6563	(615) 831-5525
28	VERCHER, Tanaka	901 Split Oak Drive, Antioch	37013		(615) 878-5653
29	JOHNSON, Karen Y.	2928 Moss Spring Drive, Antioch	37013		(615) 977-6721
30	POTTS, Jason	3914 East Ridge Drive	37211	(615) 491-6857	(615) 332-0568
31	BEDNE, Fabian	6649 Sugar Valley Drive	37211		(615) 829-6226
32	DOWELL, Jacobia	2609 Welshcrest Drive, Antioch	37013		(615) 731-3177
33	VACANT				
34	HENDERSON, Angie	112 Clydelan Court	37205		(615) 260-5530
35	ROSENBERG, Dave	7429 Riverfront Drive	37221		(615) 427-2705

## Appendix C – Metro Organizational Structure



## *Title VI Report, FY16-FY17*

<i>GRANTOR</i>	<i>TITLE</i>	<i>AWARD</i>	<i>GRANT END DATE</i>
<b>ARTS COMMISSION</b>			
NATIONAL ENDOWMENT FOR THE ARTS	Creativity Connects 17-18	\$85,000.00	1/1/2018
NATIONAL ENDOWMENT FOR THE ARTS	Major Cultural Institution 17	\$67,700.00	6/30/2017
NATIONAL ENDOWMENT FOR THE ARTS	Arts Our Town 15-17	\$75,000.00	9/1/2017
<b>DISTRICT ATTORNEY</b>			
U.S. DEPARTMENT OF JUSTICE	VOCA Hispanic, Child, and Family 15-18	\$474,948.00	6/30/2018
<b>FINANCE DEPARTMENT</b>			
U.S. DEPARTMENT OF HOMELAND SECURITY	Flood Public Assistance 10-15	\$671,065.94	4/29/2020
<b>HEALTH DEPARTMENT</b>			
ENVIRONMENTAL PROTECTION AGENCY	Air Pollution Section 103 15-16	\$62,565.00	3/31/2018
ENVIRONMENTAL PROTECTION AGENCY	Air Pollution 105 14-16	\$2,937,703.00	9/30/2018
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Food Safety Service 16-17	\$101,700.00	9/30/2017
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Tuberculosis Control, Prevention and Outreach Services 17	\$1,593,900.00	6/30/2017
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Children's Special Services 17	\$727,500.00	6/30/2017
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Tobacco Use Prevention Services 17-20	\$127,500.00	3/31/2020
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	HIV Emergency Relief 16-17	\$4,679,574.00	2/28/2017
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Immunization Service 16-16 Amend. 1	\$125,050.00	3/31/2017
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Environmental Health Specialist Network 15-16	\$96,700.00	9/30/2016
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Children Special Services 18	\$727,500.00	6/30/2018
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	HIV-AIDS Prevention, Surveillance, STD, Rapid Testing 16-16	\$946,000.00	12/31/2016
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Tobacco Use Prevention Services 15-17	\$85,000.00	3/31/2017
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Women, Infant and Children (WIC) and Commodity Supplemental Food Program 14-18	\$20,501,600.00	9/30/2018

<i><b>GRANTOR</b></i>	<i><b>TITLE</b></i>	<i><b>AWARD</b></i>	<i><b>GRANT END DATE</b></i>
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Help Us Grow Successfully (HUGS) 14-19	\$3,051,000.00	6/30/2019
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Breast and Cervical Cancer Screening 14-17	\$267,000.00	6/30/2017
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Chronic Disease Management and School Health Promotion Services 14-18	\$373,000.00	6/30/2018
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Family Planning 12-17	\$4,273,000.00	6/30/2017
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Health Promotion Services 17	\$116,000.00	6/30/2017
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Public Health Emergency Preparedness 17 (Formerly Bioterrorism)	\$800,904.00	6/30/2017
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Health Promotion Services 18	\$116,000.00	6/30/2018
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	HIV-AIDS Prevention, Surveillance, STD, Rapid Testing 17-17	\$996,500.00	12/31/2017
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	HIV Emergency Relief 17-18	\$2,138,569.00	2/28/2018
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Immunization Service 17-18	\$125,050.00	6/30/2018
U.S. FOOD AND DRUG ADMINISTRATION	Food Inspector Training	\$3,000.00	12/29/2017
U.S. FOOD AND DRUG ADMINISTRATION	Food Environmentalist Training 17-18	\$3,000.00	12/29/2017
U.S. FOOD AND DRUG ADMINISTRATION	Food Inspection Self-Assessment 15-16	\$2,500.00	9/30/2016
U.S. FOOD AND DRUG ADMINISTRATION	Food Inspector Training 15-16	\$3,000.00	9/30/2016
U.S. DEPARTMENT OF HEALTH	Women, Infant & Children Mobile Outreach 16-16	\$110,000.00	9/30/2016
<b>HISTORICAL COMMISSION</b>			
U.S. DEPARTMENT OF INTERIOR	THC CLG TRAINING GRANT 16-16	\$5,000.00	9/30/2016
U.S. DEPARTMENT OF INTERIOR	2015 THC Two Rivers MP 16	\$30,000.00	9/30/2016
<b>JUVENILE COURT</b>			
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Child Support Enforcement, Title IV-D 13-17	\$3,960,489.10	6/30/2017
<b>METRO ACTION</b>			
U.S. DEPARTMENT OF AGRICULTURE	Child and Adult Care Food Program NAZA 15-16	\$57,000.00	9/30/2016
U.S. DEPARTMENT OF AGRICULTURE	Child and Adult Care Food Program HS 15-16	\$915,000.00	9/30/2016
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Low Income Home Energy Assistance Program (LIHEAP) 15-16	\$3,538,577.48	9/29/2016

<i>GRANTOR</i>	<i>TITLE</i>	<i>AWARD</i>	<i>GRANT END DATE</i>
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Low Income Home Energy Assistance Program (LIHEAP) 16-17	\$5,151,541.00	6/30/2017
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Head Start/Early Head Start 17	\$12,383,987.00	6/30/2017
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Community Service Block Grant 17	\$338,015.34	6/30/2017
<b>NCAC</b>			
U.S. DEPARTMENT OF LABOR	RESEA 17-17	\$14,150.00	12/31/2017
U.S. DEPARTMENT OF LABOR	WIA Dislocated Worker 15-17	\$305,516.00	6/30/2017
U.S. DEPARTMENT OF LABOR	Supplemental Nutrition Assistance Program (SNAP) 17-17	\$15,250.00	9/30/2017
U.S. DEPARTMENT OF LABOR	WIA Adult 16-18	\$217,784.00	6/30/2018
U.S. DEPARTMENT OF LABOR	Apprenticeship-Heat and Frost Insulators 16-17	\$25,000.00	1/31/2017
U.S. DEPARTMENT OF LABOR	WIA Youth 15-17	\$2,028,122.00	6/30/2017
U.S. DEPARTMENT OF LABOR	WIA Dislocated Worker 16-18	\$375,887.00	6/30/2018
U.S. DEPARTMENT OF LABOR	Apprenticeship 15-17	\$25,000.00	1/31/2017
U.S. DEPARTMENT OF LABOR	Funds For Incumbent Worker Training 17-17	\$0.00	6/30/2017
U.S. DEPARTMENT OF LABOR	Incumbent Worker 17-17	\$100,000.00	6/30/2017
U.S. DEPARTMENT OF LABOR	Dislocated Worker 16-18	\$1,992,836.00	6/30/2018
U.S. DEPARTMENT OF LABOR	Incumbent Worker 16-16	\$75,000.00	12/31/2016
U.S. DEPARTMENT OF LABOR	WIA Adult 15-17 (b)	\$1,696,512.00	6/30/2017
U.S. DEPARTMENT OF LABOR	WIA Adult 15-17	\$154,715.00	6/30/2017
U.S. DEPARTMENT OF LABOR	Adult 16-18	\$1,485,063.00	6/30/2018
U.S. DEPARTMENT OF LABOR	WIA Dislocated Worker 15-17 (b)	\$1,713,895.00	6/30/2017
U.S. DEPARTMENT OF LABOR	Resource Sharing Agreement 17	\$96,055.00	6/30/2017
U.S. DEPARTMENT OF LABOR	Incentive 17	\$30,000.00	6/30/2017
U.S. DEPARTMENT OF LABOR	Supplemental Nutrition Assistance Program (SNAP) 16-16	\$431,103.00	9/30/2016
U.S. DEPARTMENT OF LABOR	WIA Youth 16-18	\$1,888,445.00	6/30/2018
U.S. DEPARTMENT OF LABOR	Reemployment Service and Eligibility Assessment Program (RESEA) 16-16	\$24,100.00	3/31/2017

<i><b>GRANTOR</b></i>	<i><b>TITLE</b></i>	<i><b>AWARD</b></i>	<i><b>GRANT END DATE</b></i>
<b>OFFICE OF EMERG. MGMT.</b>			
U.S. DEPARTMENT OF HOMELAND SECURITY	Port Security Program 16-19	\$849,000.00	8/30/2019
U.S. DEPARTMENT OF HOMELAND SECURITY	Emergency Management Performance Grant (EMPG) 15-17	\$188,350.00	6/30/2017
U.S. DEPARTMENT OF HOMELAND SECURITY	2015 February Ice Storm FEMA-4211-DR-TN 15-20	\$525,258.48	2/14/2020
U.S. DEPARTMENT OF HOMELAND SECURITY	2015 Homeland Security 15-18	\$244,633.00	4/30/2018
U.S. DEPARTMENT OF HOMELAND SECURITY	2016 Homeland Security 16-19	\$149,270.00	4/30/2019
<b>OFFICE OF FAMILY SAFETY</b>			
U.S. DEPARTMENT OF JUSTICE	VOCA Family Justice Center Advocate Navigator 16-18	\$100,000.00	6/30/2018
U.S. DEPARTMENT OF JUSTICE	STOP Civil Legal Advocacy 15-16	\$225,000.00	6/30/2018
U.S. DEPARTMENT OF JUSTICE	OVW Encourage Arrest Policies and Enforcement of Protection Orders 15-18	\$706,464.00	9/30/2018
<b>PARKS &amp; RECREATION</b>			
NATIONAL INSTITUTES OF HEALTH/NATIONAL HEART,LUNG, AND BLOOD INSTITUTE	Growing Right Onto Wellness (GROW) 10-17	\$883,556.67	4/30/2017
<b>PLANNING COMMISSION</b>			
NATIONAL ENDOWMENT FOR THE ARTS	Our Town 17	\$50,000.00	8/1/2017
U.S. DEPARTMENT OF TRANSPORTATION	Short-Range Transit Planning Activities 15-16 (No. 2)	\$52,065.00	10/30/2016
U.S. DEPARTMENT OF TRANSPORTATION	Regional Bicycle-Pedestrian Planning & Coordination Activities 14-19	\$250,000.00	6/30/2019
U.S. DEPARTMENT OF TRANSPORTATION	Short-Range Transit Planning Activities 15-18	\$504,254.00	12/31/2018
U.S. DEPARTMENT OF TRANSPORTATION	Nashville Expanded Urbanized Area 16-17	\$771,077.00	9/30/2017
U.S. DEPARTMENT OF TRANSPORTATION	Transportation Planning and Coordination 15-18	\$4,375,157.00	9/30/2018
U.S. DEPARTMENT OF TRANSPORTATION	Short-Range Transit Planning Activities 15-16	\$13,110.35	10/30/2016
U.S. DEPARTMENT OF TRANSPORTATION	Short-Range Transit Planning Activities 14-17	\$493,703.00	12/31/2017
<b>POLICE DEPARTMENT</b>			
U.S. DEPARTMENT OF JUSTICE	Justice Assistance Grant 13-17	\$532,216.00	9/30/2017

<i><b>GRANTOR</b></i>	<i><b>TITLE</b></i>	<i><b>AWARD</b></i>	<i><b>GRANT END DATE</b></i>
U.S. DEPARTMENT OF JUSTICE	Crime Victim Assistance-Victims of Crime (VOCA) 15-18	\$656,245.00	6/30/2018
U.S. DEPARTMENT OF JUSTICE	Justice Assistance Grant 16-19	\$504,412.00	9/30/2019
U.S. DEPARTMENT OF JUSTICE	Justice Assistance Grant 13-16	\$490,328.00	9/30/2016
U.S. DEPARTMENT OF JUSTICE	Justice Assistance Grant 15-18	\$471,673.00	9/30/2018
U.S. DEPARTMENT OF TRANSPORTATION	Governor's Highway Safety Alcohol Saturation 15-16	\$399,989.17	9/30/2016
<b>PUBLIC LIBRARY</b>			
INSTITUTE OF MUSEUM AND LIBRARY SERVICES	LSTA Technology 16-17	\$6,195.00	4/30/2017
<b>PUBLIC WORKS</b>			
U.S. DEPARTMENT OF TRANSPORTATION	Intersection Improvements 08-17	\$1,701,250.00	12/31/2017
U.S. DEPARTMENT OF TRANSPORTATION	Shelby Ave. Gateway Blvd. 09-17	\$5,200,000.00	10/1/2017
U.S. DEPARTMENT OF TRANSPORTATION	Harding Place Sidewalk and Bikeways 10-15	\$862,840.20	8/25/2015
U.S. DEPARTMENT OF TRANSPORTATION	ATIS Phase 1B - Traffic Detection and Monitoring System 11-14	\$1,640,000.00	12/31/2014
U.S. DEPARTMENT OF TRANSPORTATION	Signal System Upgrade Phase 3B 11-14	\$600,000.00	12/31/2014
U.S. DEPARTMENT OF TRANSPORTATION	Harding Place Pedestrian Network Enhancement: Phase 1 - Nolensville Pike to Tampa Drive 11-16	\$1,933,300.00	8/1/2017
U.S. DEPARTMENT OF TRANSPORTATION	Hermitage Avenue (SR024) Railroad Crossing 348-622S - 17	\$143,209.00	6/30/2017
U.S. DEPARTMENT OF TRANSPORTATION	Flood May 2010 Reimbursements 14-16	\$265,826.14	6/1/2016
U.S. DEPARTMENT OF TRANSPORTATION	Hart Lane Pedestrian Safety Improvements - Construction 15-20	\$1,499,979.40	11/1/2020
U.S. DEPARTMENT OF TRANSPORTATION	Harding Place Sidewalk Improvements, Phase 3 15-20	\$4,720,000.00	3/1/2020
U.S. DEPARTMENT OF TRANSPORTATION	Lebanon Pike Sidewalk Improvements 15-20	\$3,040,000.00	5/30/2020
U.S. DEPARTMENT OF TRANSPORTATION	Jefferson Street Intersection Improvement 08-17	\$920,808.00	6/1/2017
U.S. DEPARTMENT OF TRANSPORTATION	Dickerson Pike Sidewalk Improvements 15-20	\$4,920,000.00	5/30/2020
U.S. DEPARTMENT OF TRANSPORTATION	Intersection Improvements County Wide (.01) 15-20	\$3,211,249.60	3/31/2020
U.S. DEPARTMENT OF TRANSPORTATION	Intersection Improvements County Wide (.02) 15-20	\$937,500.00	3/31/2020



<i><b>GRANTOR</b></i>	<i><b>TITLE</b></i>	<i><b>AWARD</b></i>	<i><b>GRANT END DATE</b></i>
<b>SHERIFF</b>			
U.S. DEPARTMENT OF TRANSPORTATION	Sheriff's Alcohol Awareness For Everyone (S.A.A.F.E.) 15-16	\$15,900.00	9/30/2016
<b>SOCIAL SERVICES</b>			
CORPORATION FOR NATIONAL AND COMMUNITY SERVICE	AmeriCorps VISTA 14-17	\$0.00	5/27/2017
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Cooperative Agreement to Benefit Homeless Individuals (TN-CABHI) 16-17	\$510,000.00	9/29/2017
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	GNRC Nutrition Services 17	\$902,208.00	6/30/2017
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Cooperative Agreement to Benefit Homeless Individuals (TN-CABHI) 15-16	\$510,000.00	9/30/2016
U.S. DEPARTMENT OF HOUSING & URBAN DEV.	Housing Emergency Solutions 17	\$84,000.00	6/30/2017
U.S. DEPARTMENT OF HOUSING & URBAN DEV.	HUD CDBG Five Year Plan 14-16	\$200,000.00	7/21/2016
U.S. DEPARTMENT OF HOUSING & URBAN DEV.	HUD CDBG Five Year Plan 17	\$0.00	6/30/2017
<b>STATE TRIAL COURTS</b>			
U.S. DEPARTMENT OF TRANSPORTATION	Governor's Highway Safety Office 17	\$59,639.83	9/30/2017
U.S. DEPARTMENT OF TRANSPORTATION	Governor's Highway Safety Office 15-16	\$58,000.32	9/30/2016
<b>WATER &amp; SEWER</b>			
U.S. DEPARTMENT OF HOMELAND SECURITY	Flood Benzing Road/Park Terrace Home Buyout 11-14	\$2,840,317.79	6/30/2017
U.S. DEPARTMENT OF HOMELAND SECURITY	Flood Pennington Bend Home Buyout 11-14	\$2,235,557.41	6/30/2017

Fiscal Year 2017 Disadvantaged Business Report  
FY 17 Fiscal Yr. (July 1, 2016 - May 18, 2017)

																Totals		
						Disadvantaged Business												
Ethnic Minority Male Only						Woman Owned												
African American	Hispanic	Asian	Native American	Non-Specific Male Minority	Total Male Ethnic Minority	African American	Hispanic	Asian	Native American	Non-Specific Female Minority	Non-Ethnic Female	Total Woman Owned	OS&E*	Total Disadvantaged Business	Non-Ethnic Male	Total of All Business		
1 Agricultural Extension	0	0	0	0	0	\$0	0	0	0	0	0	0	\$0	0	\$0	0	\$0	
2 Arts Commission Auditorium	0	0	0	0	0	\$0	0	0	0	0	0	0	\$0	0	\$0	0	\$0	
3 Commisssion	0	0	0	0	0	\$0	0	0	0	0	0	0	\$0	0	\$0	0	\$0	
4 Beer Permit Board	0	0	0	20	0	\$20	0	0	0	0	0	467	\$467	0	\$487	4,445	\$4,932	
5 Community Education	0	0	0	0	0	\$0	0	0	0	0	0	0	\$0	0	\$0	0	\$0	
6 Convention Center Election	14645	0	0	0	0	\$14,645	0	0	0	0	0	1,003	\$1,003	0	\$15,648	65461	\$81,109	
7 Commission	0	0	0	668	0	\$668	4,923	0	0	0	0	5,005	\$9,928	0	\$10,596	1225111	\$1,235,707	
8 Farmer's Market	248112	0	0	0	0	\$248,112	0	0	0	258	651	835	\$1,744	0	\$249,856	217580	\$467,436	
9 Historical Commission	0	0	0	0	0	\$0	0	0	0	0	0	72	\$72	0	\$72	239522	\$239,594	
10 Human Relations	0	0	0	0	0	\$0	0	0	0	0	0	300	\$300	0	\$300	8,041	\$8,341	
11 Justice Integration Systems	0	0	0	0	0	\$0	0	0	0	0	0	0	\$0	0	\$0	642685	\$642,685	
12 Library	83117	0	2,691	130056	0	\$215,864	0	0	0	408764	0	569767	\$978,531	0	\$1,194,395	18281285	\$19,475,680	
13 Metro Action Commission	34,501	1,500	455	9,570	0	\$46,026	28,560	0	0	0	137621	88397	\$254,578	0	\$300,604	7775423	\$8,076,027	
14 Nashville Career Advancement Ctr	3,192	0	0	8,199	0	\$11,391	0	0	0	0	0	74445	\$74,445	0	\$85,836	2716220	\$2,802,056	
15 Parks and Recreation	378582	0	0	27149	0	\$405,731	23949	8,234	0	0	595081	1568388	\$2,195,652	0	\$0	44062449	\$44,062,449	
16 Planning Commission	0	0	0	522	0	\$522	0	0	0	0	0	7,765	\$7,765	0	\$8,287	2238687	\$2,246,974	
17 Public Health	55065	20,400	6	5,313	0	\$80,784	0	0	0	0	86525	168072	\$254,597	0	\$335,381	7475766	\$7,811,147	
18 Social Services	196223	1,280	0	2,971	0	\$200,474	0	0	0	0	0	13,328	\$13,328	0	\$213,802	2548303	\$2,762,105	

19	Transportation Licensing	0	0	0	0	0	\$0	0	0	0	0	0	0	\$0	0	\$0	0	\$0
20	Codes Administration	21,320	0	0	0	0	\$21,320	0	0	0	0	0	1133800	\$1,133,800	0	\$1,155,120	285063	\$1,440,183
21	Criminal Justice Planning Unit	0	0	0	0	0	\$0	0	0	0	0	0	0	\$0	0	\$0	7,384	\$7,384
22	Emergency Communications	0	0	0	30	0	\$30	0	0	0	0	0	61183	\$61,183	0	\$61,213	60564	\$121,777
23	Finance	14,500	0	0	532	0	\$15,032	0	0	0	0	0	1,471	\$1,471	0	\$16,503	370077	\$386,580
24	Fire	15,280	0	1,875	10260058	0	\$10,277,213	0	0	0	0	40	616825	\$616,865	0	\$10,894,078	8740818	\$19,634,896
25	General Services	10177513	585	1,915	4543242	0	\$14,723,255	2,238	0	0	13565	835	1325804	\$1,342,442	0	\$16,065,697	64119211	\$80,184,908
26	Human Resources Information	2,658	0	0	179	0	\$2,837	0	0	0	0	770	1,442	\$2,212	0	\$5,049	477558	\$482,607
27	Technology Serc.	807879	0	0	49547	0	\$857,426	0	0	0	0	0	0	\$317,438	0	\$1,174,864	26592251	\$27,767,115
28	Law	0	0	0	5,600	0	\$5,600	0	0	0	0	0	6,855	\$6,855	0	\$12,455	267671	\$280,126
29	Police	533646	0	155	3,483	0	\$537,284	18,817	0	0	11638	870	1246299	\$1,277,624	0	\$1,814,908	8430517	\$10,245,425
30	Public Works	219980	59,901	0	673973	0	\$953,854	0	0	0	0	0	19,846,358	\$19,846,358	0	\$20,800,212	121468801	\$142,269,013
31	Soil & Water Conservation	0	0	0	0	0	\$0	0	0	0	0	0	0	\$0	0	\$0	0	\$0
32	Water Services	5511606	0	0	227944	0	\$5,739,550	980	0	302,566	111111	147548	4163406	\$4,725,611	0	\$10,465,161	197803909	\$208,269,070
33	Assessor of Property	0	0	0	71	0	\$71	0	0	0	0	790	12,303	\$13,093	0	\$13,164	625418	\$638,582
35	Circuit Court Clerk	0	0	0	41954	0	\$41,954	0	0	0	0	40	2,441	\$2,481	0	\$44,435	140254	\$184,689
36	County Clerk	394	0	0	0	0	\$394	0	0	0	0	0	567	\$567	0	\$961	213689	\$214,650
37	Criminal Court Clerk	0	0	0	557	0	\$557	0	0	0	0	450	1,187	\$1,637	0	\$2,194	63,375	\$65,569
38	District Attorney General	3,295	0	0	15,378	0	\$18,673	0	0	0	0	0	6,557	\$6,557	0	\$25,230	196939	\$222,169
39	General Sessions Court Judges	525	0	0	0	0	\$525	0	0	1,180	0	0	6,525	\$7,705	0	\$8,230	250827	\$259,057
40	Juvenile Court Clerk	0	6,668	2,278	39686	0	\$48,632	0	0	0	0	0	11068	\$11,068	0	\$59,700	425482	\$485,182
41	Public Defender	0	0	0	2,106	0	\$2,106	0	0	0	0	0	1,095	\$1,095	0	\$3,201	11762	\$14,963
42	Register of Deeds	0	0	0	0	0	\$0	0	0	0	0	0	0	\$0	0	\$0	9,549	\$9,549
43	Sheriff	8,056	0	2,088	277314	0	\$287,458	0	0	0	0	3,347	404479	\$407,826	0	\$695,284	7972364	\$8,667,648

44	State Trial Courts	359	0	0	48731	0	\$49,090	0	0	0	0	2,645	\$2,645	0	\$51,735	630807	\$682,542	
45	Trustee	0	0	0	984	0	\$984	0	0	0	0	157	\$157	0	\$1,141	54271	\$55,412	
	Totals	\$18,330,448	\$90,334	\$11,463	\$16,375,837	\$0	\$34,808,082	\$79,467	\$8,234	\$303,746	\$545,336	\$974,568	\$31,350,311	\$33,579,100	\$0	\$65,785,799	\$526,719,539	\$592,505,338
							5.9%							5.7%	0.0%	11.1%	88.9%	100.0%
							52.9%							51.0%	0.0%	100.0%		

\* OS&E (Other Socially and Economically disadvantaged Business) includes disabled and veteran owned businesses.

Agricultural Extension		MALE						FEMALE					
		BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL	BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL
PROFESSIONALS	4	0	3	0	0	0	3	1	0	0	0	0	1
Average Annual Salary:	\$37,010.60	0.00%	75.00%	0.00%	0.00%	0.00%	75.00%	25.00%	0.00%	0.00%	0.00%	0.00%	25.00%
Department Totals:	4	0	3	0	0	0	3	1	0	0	0	0	1
Agricultural Extension	100.00%	0.00%	75.00%	0.00%	0.00%	0.00%	75.00%	25.00%	0.00%	0.00%	0.00%	0.00%	25.00%

Arts Commission		MALE						FEMALE					
TOTAL		BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL	BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL
OFFICIALS AND ADMINISTRATORS	5	0	1	0	0	0	1	0	4	0	0	0	4
Average Annual Salary:	\$83,792.59	0.00%	20.00%	0.00%	0.00%	0.00%	20.00%	0.00%	80.00%	0.00%	0.00%	0.00%	80.00%
PROFESSIONALS	6	1	0	0	0	0	1	3	2	0	0	0	5
Average Annual Salary:	\$50,962.96	16.67%	0.00%	0.00%	0.00%	0.00%	16.67%	50.00%	33.33%	0.00%	0.00%	0.00%	83.33%
Department Totals:	11	1	1	0	0	0	2	3	6	0	0	0	9
Arts Commission	100.00%	9.09%	9.09%	0.00%	0.00%	0.00%	18.18%	27.27%	54.55%	0.00%	0.00%	0.00%	81.82%

<i>Assessor of Property</i>		MALE						FEMALE					
		BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL	BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL
<b>ELECTED OFFICIALS</b>	1	0	0	0	0	0	0	1	0	0	0	0	1
Average Annual Salary:	\$127,838.00	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	100.00%
<b>OFFICIALS AND ADMINISTRATORS</b>	31	5	17	0	0	0	22	3	6	0	0	0	9
Average Annual Salary:	\$53,921.58	16.13%	54.84%	0.00%	0.00%	0.00%	70.97%	9.68%	19.35%	0.00%	0.00%	0.00%	29.03%
<b>PROFESSIONALS</b>	24	3	9	0	0	0	12	3	9	0	0	0	12
Average Annual Salary:	\$57,879.74	12.50%	37.50%	0.00%	0.00%	0.00%	50.00%	12.50%	37.50%	0.00%	0.00%	0.00%	50.00%
<b>TECHNICIANS</b>	1	0	0	0	0	0	0	0	1	0	0	0	1
Average Annual Salary:	\$42,082.88	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%
<b>ADMINISTRATIVE SUPPORT</b>	15	0	0	0	0	0	0	6	8	1	0	0	15
Average Annual Salary:	\$42,020.20	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	40.00%	53.33%	6.67%	0.00%	0.00%	100.00%
<b>SERVICE MAINTENANCE</b>	3	0	2	0	0	0	2	1	0	0	0	0	1
Average Annual Salary:	\$19,773.96	0.00%	66.67%	0.00%	0.00%	0.00%	66.67%	33.33%	0.00%	0.00%	0.00%	0.00%	33.33%
<b>Department Totals:</b>	75	8	28	0	0	0	36	14	24	1	0	0	39
<i>Assessor of Property</i>	100.00%	10.67%	37.33%	0.00%	0.00%	0.00%	48.00%	18.67%	32.00%	1.33%	0.00%	0.00%	52.00%

Beer Board		MALE						FEMALE					
		BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL	BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL
OFFICIALS AND ADMINISTRATORS	3	2	0	0	0	0	2	1	0	0	0	0	1
Average Annual Salary:	\$55,102.53	66.67%	0.00%	0.00%	0.00%	0.00%	66.67%	33.33%	0.00%	0.00%	0.00%	0.00%	33.33%
ADMINISTRATIVE SUPPORT	1	0	0	0	0	0	0	0	1	0	0	0	1
Average Annual Salary:	\$47,594.10	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%
Department Totals:	4	2	0	0	0	0	2	1	1	0	0	0	2
Beer Board	100.00%	50.00%	0.00%	0.00%	0.00%	0.00%	50.00%	25.00%	25.00%	0.00%	0.00%	0.00%	50.00%



<i>Circuit Court Clerk</i>	TOTAL	MALE					TOTAL	FEMALE					TOTAL
		BLACK	WHITE	HISP	ASIAN	OTHER		BLACK	WHITE	HISP	ASIAN	OTHER	
<b>OFFICIALS AND ADMINISTRATORS</b>	1	0	1	0	0	0	1	0	0	0	0	0	0
Average Annual Salary:	\$84,368.67	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>PROFESSIONALS</b>	7	0	2	0	0	0	2	0	4	0	0	1	5
Average Annual Salary:	\$52,078.08	0.00%	28.57%	0.00%	0.00%	0.00%	28.57%	0.00%	57.14%	0.00%	0.00%	14.29%	71.43%
<b>PROTECTIVE SERVICE WORKERS</b>	11	2	4	0	0	0	6	3	2	0	0	0	5
Average Annual Salary:	\$47,696.90	18.18%	36.36%	0.00%	0.00%	0.00%	54.55%	27.27%	18.18%	0.00%	0.00%	0.00%	45.45%
<b>ADMINISTRATIVE SUPPORT</b>	19	1	5	0	0	0	6	5	7	1	0	0	13
Average Annual Salary:	\$40,479.19	5.26%	26.32%	0.00%	0.00%	0.00%	31.58%	26.32%	36.84%	5.26%	0.00%	0.00%	68.42%
<b>Department Totals:</b>	38	3	12	0	0	0	15	8	13	1	0	1	23
<i>Circuit Court Clerk</i>	100.00%	7.89%	31.58%	0.00%	0.00%	0.00%	39.47%	21.05%	34.21%	2.63%	0.00%	2.63%	60.53%

<i>Circuit Court Satellite</i>		MALE					TOTAL	FEMALE					TOTAL
	TOTAL	BLACK	WHITE	HISP	ASIAN	OTHER		BLACK	WHITE	HISP	ASIAN	OTHER	
<b>ELECTED OFFICIALS</b>	1	0	1	0	0	0	1	0	0	0	0	0	0
Average Annual Salary:	\$141,451.45	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>OFFICIALS AND ADMINISTRATORS</b>	1	0	0	0	0	0	0	0	1	0	0	0	1
Average Annual Salary:	\$58,024.68	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%
<b>PROFESSIONALS</b>	38	1	7	0	0	3	11	1	17	0	0	9	27
Average Annual Salary:	\$58,382.19	2.63%	18.42%	0.00%	0.00%	7.89%	28.95%	2.63%	44.74%	0.00%	0.00%	23.68%	71.05%
<b>ADMINISTRATIVE SUPPORT</b>	36	1	11	1	1	0	14	4	16	1	0	1	22
Average Annual Salary:	\$45,982.22	2.78%	30.56%	2.78%	2.78%	0.00%	38.89%	11.11%	44.44%	2.78%	0.00%	2.78%	61.11%
<b>Department Totals:</b>	76	2	19	1	1	3	26	5	34	1	0	10	50
<i>Circuit Court Satellite</i>	100.00%	2.63%	25.00%	1.32%	1.32%	3.95%	34.21%	6.58%	44.74%	1.32%	0.00%	13.16%	65.79%

<i>Clerk and Master</i>	TOTAL	MALE					TOTAL	FEMALE					TOTAL
		BLACK	WHITE	HISP	ASIAN	OTHER		BLACK	WHITE	HISP	ASIAN	OTHER	
<b>PROFESSIONALS</b>	11	1	1	0	0	0	2	1	7	1	0	0	9
Average Annual Salary:	\$65,158.11	9.09%	9.09%	0.00%	0.00%	0.00%	18.18%	9.09%	63.64%	9.09%	0.00%	0.00%	81.82%
<b>ADMINISTRATIVE SUPPORT</b>	5	0	0	0	0	0	0	3	2	0	0	0	5
Average Annual Salary:	\$32,827.17	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	60.00%	40.00%	0.00%	0.00%	0.00%	100.00%
<b>Department Totals:</b>	16	1	1	0	0	0	2	4	9	1	0	0	14
<i>Clerk and Master</i>	100.00%	6.25%	6.25%	0.00%	0.00%	0.00%	12.50%	25.00%	56.25%	6.25%	0.00%	0.00%	87.50%

<i>Codes Administration</i>	TOTAL	MALE					TOTAL	FEMALE					TOTAL
		BLACK	WHITE	HISP	ASIAN	OTHER		BLACK	WHITE	HISP	ASIAN	OTHER	
<b>OFFICIALS AND ADMINISTRATORS</b>	78	5	64	0	0	0	69	4	4	1	0	0	9
Average Annual Salary:	\$54,932.92	6.41%	82.05%	0.00%	0.00%	0.00%	88.46%	5.13%	5.13%	1.28%	0.00%	0.00%	11.54%
<b>PROFESSIONALS</b>	11	1	5	0	0	0	6	1	4	0	0	0	5
Average Annual Salary:	\$65,576.30	9.09%	45.45%	0.00%	0.00%	0.00%	54.55%	9.09%	36.36%	0.00%	0.00%	0.00%	45.45%
<b>TECHNICIANS</b>	1	0	0	0	0	0	0	0	1	0	0	0	1
Average Annual Salary:	\$45,021.50	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%
<b>ADMINISTRATIVE SUPPORT</b>	17	0	0	0	0	0	0	5	11	0	1	0	17
Average Annual Salary:	\$31,823.16	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	29.41%	64.71%	0.00%	5.88%	0.00%	100.00%
<b>Department Totals:</b>	107	6	69	0	0	0	75	10	20	1	1	0	32
<i>Codes Administration</i>	100.00%	5.61%	64.49%	0.00%	0.00%	0.00%	70.09%	9.35%	18.69%	0.93%	0.93%	0.00%	29.91%

Community Ed Commission		MALE						FEMALE					
TOTAL		BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL	BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL
OFFICIALS AND ADMINISTRATORS	1	0	0	0	0	0	0	0	1	0	0	0	1
Average Annual Salary:	\$67,551.12	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%
PROFESSIONALS	2	0	1	0	0	0	1	0	0	1	0	0	1
Average Annual Salary:	\$39,787.50	0.00%	50.00%	0.00%	0.00%	0.00%	50.00%	0.00%	0.00%	50.00%	0.00%	0.00%	50.00%
Department Totals:	3	0	1	0	0	0	1	0	1	1	0	0	2
Community Ed Commission	100.00%	0.00%	33.33%	0.00%	0.00%	0.00%	33.33%	0.00%	33.33%	33.33%	0.00%	0.00%	66.67%

<i>Convention Center Authority</i>		MALE						FEMALE					
	TOTAL	BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL	BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL
<b>OFFICIALS AND ADMINISTRATORS</b>	4	0	2	0	0	0	2	0	2	0	0	0	2
Average Annual Salary:	\$157,270.88	0.00%	50.00%	0.00%	0.00%	0.00%	50.00%	0.00%	50.00%	0.00%	0.00%	0.00%	50.00%
<b>PROFESSIONALS</b>	35	3	15	0	0	0	18	3	14	0	0	0	17
Average Annual Salary:	\$67,878.50	8.57%	42.86%	0.00%	0.00%	0.00%	51.43%	8.57%	40.00%	0.00%	0.00%	0.00%	48.57%
<b>TECHNICIANS</b>	8	1	5	0	1	0	7	0	1	0	0	0	1
Average Annual Salary:	\$44,348.20	12.50%	62.50%	0.00%	12.50%	0.00%	87.50%	0.00%	12.50%	0.00%	0.00%	0.00%	12.50%
<b>PROTECTIVE SERVICE WORKERS</b>	26	13	9	1	0	0	23	1	2	0	0	0	3
Average Annual Salary:	\$29,556.00	50.00%	34.62%	3.85%	0.00%	0.00%	88.46%	3.85%	7.69%	0.00%	0.00%	0.00%	11.54%
<b>PARA-PROFESSIONALS</b>	1	0	1	0	0	0	1	0	0	0	0	0	0
Average Annual Salary:	\$43,243.20	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>ADMINISTRATIVE SUPPORT</b>	29	5	1	0	0	0	6	10	12	0	0	1	23
Average Annual Salary:	\$34,612.69	17.24%	3.45%	0.00%	0.00%	0.00%	20.69%	34.48%	41.38%	0.00%	0.00%	3.45%	79.31%
<b>SKILLED CRAFT WORKERS</b>	11	4	6	0	0	0	10	0	1	0	0	0	1
Average Annual Salary:	\$45,985.02	36.36%	54.55%	0.00%	0.00%	0.00%	90.91%	0.00%	9.09%	0.00%	0.00%	0.00%	9.09%
<b>SERVICE MAINTENANCE</b>	40	23	8	0	0	2	33	6	1	0	0	0	7
Average Annual Salary:	\$30,442.36	57.50%	20.00%	0.00%	0.00%	5.00%	82.50%	15.00%	2.50%	0.00%	0.00%	0.00%	17.50%
<b>Department Totals:</b>	154	49	47	1	1	2	100	20	33	0	0	1	54
<i>Convention Center Authority</i>	100.00%	31.82%	30.52%	0.65%	0.65%	1.30%	64.94%	12.99%	21.43%	0.00%	0.00%	0.65%	35.06%

<i>County Clerk</i>		MALE						FEMALE					
	TOTAL	BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL	BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL
<b>ELECTED OFFICIALS</b>	1	0	0	0	0	0	0	1	0	0	0	0	1
Average Annual Salary:	\$127,838.00	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	100.00%
<b>PROFESSIONALS</b>	21	0	3	0	0	0	3	3	13	2	0	0	18
Average Annual Salary:	\$44,873.34	0.00%	14.29%	0.00%	0.00%	0.00%	14.29%	14.29%	61.90%	9.52%	0.00%	0.00%	85.71%
<b>TECHNICIANS</b>	1	0	0	0	0	0	0	1	0	0	0	0	1
Average Annual Salary:	\$31,764.70	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	100.00%
<b>PARA-PROFESSIONALS</b>	1	0	0	0	0	0	0	0	1	0	0	0	1
Average Annual Salary:	\$18,297.76	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%
<b>ADMINISTRATIVE SUPPORT</b>	41	6	5	0	0	1	12	16	10	3	0	0	29
Average Annual Salary:	\$31,757.41	14.63%	12.20%	0.00%	0.00%	2.44%	29.27%	39.02%	24.39%	7.32%	0.00%	0.00%	70.73%
<b>SERVICE MAINTENANCE</b>	7	2	1	0	0	0	3	3	1	0	0	0	4
Average Annual Salary:	\$15,313.67	28.57%	14.29%	0.00%	0.00%	0.00%	42.86%	42.86%	14.29%	0.00%	0.00%	0.00%	57.14%
<b>Department Totals:</b>	72	8	9	0	0	1	18	24	25	5	0	0	54
<i>County Clerk</i>	100.00%	11.11%	12.50%	0.00%	0.00%	1.39%	25.00%	33.33%	34.72%	6.94%	0.00%	0.00%	75.00%

<i>Criminal Court Clerk</i>		MALE					TOTAL	FEMALE					TOTAL
		BLACK	WHITE	HISP	ASIAN	OTHER		BLACK	WHITE	HISP	ASIAN	OTHER	
<i>ELECTED OFFICIALS</i>	1	1	0	0	0	0	1	0	0	0	0	0	0
Average Annual Salary:	\$139,821.80	100.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<i>OFFICIALS AND ADMINISTRATORS</i>	1	1	0	0	0	0	1	0	0	0	0	0	0
Average Annual Salary:	\$106,057.07	100.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<i>PROFESSIONALS</i>	15	2	7	0	0	0	9	3	2	1	0	0	6
Average Annual Salary:	\$48,540.75	13.33%	46.67%	0.00%	0.00%	0.00%	60.00%	20.00%	13.33%	6.67%	0.00%	0.00%	40.00%
<i>ADMINISTRATIVE SUPPORT</i>	65	4	21	1	0	0	26	15	21	2	1	0	39
Average Annual Salary:	\$43,650.70	6.15%	32.31%	1.54%	0.00%	0.00%	40.00%	23.08%	32.31%	3.08%	1.54%	0.00%	60.00%
<b>Department Totals:</b>	82	8	28	1	0	0	37	18	23	3	1	0	45
<i>Criminal Court Clerk</i>	100.00%	9.76%	34.15%	1.22%	0.00%	0.00%	45.12%	21.95%	28.05%	3.66%	1.22%	0.00%	54.88%



<i>Criminal Justice Planning Unit</i>		MALE						FEMALE					
		BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL	BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL
<i>OFFICIALS AND ADMINISTRATORS</i>	1	0	0	0	0	0	0	0	1	0	0	0	1
Average Annual Salary:	\$116,058.07	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%
<i>PROFESSIONALS</i>	3	0	0	0	0	0	0	0	2	0	0	1	3
Average Annual Salary:	\$70,779.70	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	66.67%	0.00%	0.00%	33.33%	100.00%
Department Totals:	4	0	0	0	0	0	0	0	3	0	0	1	4
<i>Criminal Justice Planning Unit</i>	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	75.00%	0.00%	0.00%	25.00%	100.00%

<i>District Attorney</i>		MALE						FEMALE					
	TOTAL	BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL	BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL
<b>ELECTED OFFICIALS</b>	1	0	1	0	0	0	1	0	0	0	0	0	0
Average Annual Salary:	\$20,000.00	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>OFFICIALS AND ADMINISTRATORS</b>	3	0	2	0	0	0	2	0	0	1	0	0	1
Average Annual Salary:	\$78,526.00	0.00%	66.67%	0.00%	0.00%	0.00%	66.67%	0.00%	0.00%	33.33%	0.00%	0.00%	33.33%
<b>PROFESSIONALS</b>	59	4	15	1	0	0	20	9	26	4	0	0	39
Average Annual Salary:	\$56,318.48	6.78%	25.42%	1.69%	0.00%	0.00%	33.90%	15.25%	44.07%	6.78%	0.00%	0.00%	66.10%
<b>PROTECTIVE SERVICE WORKERS</b>	3	0	2	0	0	0	2	1	0	0	0	0	1
Average Annual Salary:	\$39,050.46	0.00%	66.67%	0.00%	0.00%	0.00%	66.67%	33.33%	0.00%	0.00%	0.00%	0.00%	33.33%
<b>ADMINISTRATIVE SUPPORT</b>	21	0	1	0	0	0	1	9	10	0	1	0	20
Average Annual Salary:	\$40,266.27	0.00%	4.76%	0.00%	0.00%	0.00%	4.76%	42.86%	47.62%	0.00%	4.76%	0.00%	95.24%
<b>SERVICE MAINTENANCE</b>	1	0	1	0	0	0	1	0	0	0	0	0	0
Average Annual Salary:	\$9,999.05	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Department Totals:</b>	88	4	22	1	0	0	27	19	36	5	1	0	61
<i>District Attorney</i>	100.00%	4.55%	25.00%	1.14%	0.00%	0.00%	30.68%	21.59%	40.91%	5.68%	1.14%	0.00%	69.32%

<i>Election Commission</i>		MALE						FEMALE					
	TOTAL	BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL	BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL
<b>OFFICIALS AND ADMINISTRATORS</b>	8	1	4	0	0	0	5	1	2	0	0	0	3
Average Annual Salary:	\$36,064.86	12.50%	50.00%	0.00%	0.00%	0.00%	62.50%	12.50%	25.00%	0.00%	0.00%	0.00%	37.50%
<b>PROFESSIONALS</b>	6	0	3	0	0	0	3	2	1	0	0	0	3
Average Annual Salary:	\$57,320.85	0.00%	50.00%	0.00%	0.00%	0.00%	50.00%	33.33%	16.67%	0.00%	0.00%	0.00%	50.00%
<b>TECHNICIANS</b>	3	0	2	0	0	0	2	0	1	0	0	0	1
Average Annual Salary:	\$66,727.93	0.00%	66.67%	0.00%	0.00%	0.00%	66.67%	0.00%	33.33%	0.00%	0.00%	0.00%	33.33%
<b>ADMINISTRATIVE SUPPORT</b>	24	0	3	0	0	0	3	5	11	0	0	5	21
Average Annual Salary:	\$30,864.61	0.00%	12.50%	0.00%	0.00%	0.00%	12.50%	20.83%	45.83%	0.00%	0.00%	20.83%	87.50%
<b>Department Totals:</b>	41	1	12	0	0	0	13	8	15	0	0	5	28
<i>Election Commission</i>	100.00%	2.44%	29.27%	0.00%	0.00%	0.00%	31.71%	19.51%	36.59%	0.00%	0.00%	12.20%	68.29%

<i>Emergency Communication Center</i>		MALE						FEMALE					
	TOTAL	BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL	BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL
<b>OFFICIALS AND ADMINISTRATORS</b>	8	0	2	0	0	0	2	2	4	0	0	0	6
Average Annual Salary:	\$85,677.61	0.00%	25.00%	0.00%	0.00%	0.00%	25.00%	25.00%	50.00%	0.00%	0.00%	0.00%	75.00%
<b>PROFESSIONALS</b>	6	1	3	0	0	0	4	2	0	0	0	0	2
Average Annual Salary:	\$60,554.23	16.67%	50.00%	0.00%	0.00%	0.00%	66.67%	33.33%	0.00%	0.00%	0.00%	0.00%	33.33%
<b>TECHNICIANS</b>	2	0	1	0	0	0	1	1	0	0	0	0	1
Average Annual Salary:	\$55,603.06	0.00%	50.00%	0.00%	0.00%	0.00%	50.00%	50.00%	0.00%	0.00%	0.00%	0.00%	50.00%
<b>ADMINISTRATIVE SUPPORT</b>	169	5	49	1	0	0	55	22	86	5	0	1	114
Average Annual Salary:	\$46,927.80	2.96%	28.99%	0.59%	0.00%	0.00%	32.54%	13.02%	50.89%	2.96%	0.00%	0.59%	67.46%
<b>Department Totals:</b>	185	6	55	1	0	0	62	27	90	5	0	1	123
<i>Emergency Communication Center</i>	100.00%	3.24%	29.73%	0.54%	0.00%	0.00%	33.51%	14.59%	48.65%	2.70%	0.00%	0.54%	66.49%

Farmer's Market		MALE						FEMALE					
		BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL	BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL
OFFICIALS AND ADMINISTRATORS	1	0	0	0	0	0	0	0	1	0	0	0	1
Average Annual Salary:	\$93,820.48	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%
PROFESSIONALS	4	1	0	0	0	0	1	0	3	0	0	0	3
Average Annual Salary:	\$45,594.27	25.00%	0.00%	0.00%	0.00%	0.00%	25.00%	0.00%	75.00%	0.00%	0.00%	0.00%	75.00%
ADMINISTRATIVE SUPPORT	1	0	0	0	0	0	0	1	0	0	0	0	1
Average Annual Salary:	\$38,939.72	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	100.00%
Department Totals:	6	1	0	0	0	0	1	1	4	0	0	0	5
Farmer's Market	100.00%	16.67%	0.00%	0.00%	0.00%	0.00%	16.67%	16.67%	66.67%	0.00%	0.00%	0.00%	83.33%

<i>Finance</i>	TOTAL	MALE					TOTAL	FEMALE					TOTAL
		BLACK	WHITE	HISP	ASIAN	OTHER		BLACK	WHITE	HISP	ASIAN	OTHER	
<b>OFFICIALS AND ADMINISTRATORS</b>	26	2	12	0	0	1	15	3	8	0	0	0	11
Average Annual Salary:	\$105,806.99	7.69%	46.15%	0.00%	0.00%	3.85%	57.69%	11.54%	30.77%	0.00%	0.00%	0.00%	42.31%
<b>PROFESSIONALS</b>	58	7	15	0	0	0	22	17	17	0	1	1	36
Average Annual Salary:	\$58,878.09	12.07%	25.86%	0.00%	0.00%	0.00%	37.93%	29.31%	29.31%	0.00%	1.72%	1.72%	62.07%
<b>TECHNICIANS</b>	7	1	0	0	0	0	1	4	2	0	0	0	6
Average Annual Salary:	\$44,878.08	14.29%	0.00%	0.00%	0.00%	0.00%	14.29%	57.14%	28.57%	0.00%	0.00%	0.00%	85.71%
<b>PARA-PROFESSIONALS</b>	1	0	0	0	0	0	0	0	1	0	0	0	1
Average Annual Salary:	\$18,906.16	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%
<b>ADMINISTRATIVE SUPPORT</b>	5	0	1	0	0	0	1	2	2	0	0	0	4
Average Annual Salary:	\$43,058.23	0.00%	20.00%	0.00%	0.00%	0.00%	20.00%	40.00%	40.00%	0.00%	0.00%	0.00%	80.00%
<b>Department Totals:</b>	97	10	28	0	0	1	39	26	30	0	1	1	58
<i>Finance</i>	100.00%	10.31%	28.87%	0.00%	0.00%	1.03%	40.21%	26.80%	30.93%	0.00%	1.03%	1.03%	59.79%

<i>Fire</i>	TOTAL	MALE					TOTAL	FEMALE					TOTAL
		BLACK	WHITE	HISP	ASIAN	OTHER		BLACK	WHITE	HISP	ASIAN	OTHER	
<b>OFFICIALS AND ADMINISTRATORS</b>	35	3	12	0	0	0	15	6	12	0	0	2	20
Average Annual Salary:	\$77,090.53	8.57%	34.29%	0.00%	0.00%	0.00%	42.86%	17.14%	34.29%	0.00%	0.00%	5.71%	57.14%
<b>PROFESSIONALS</b>	224	32	165	3	1	6	207	1	15	0	1	0	17
Average Annual Salary:	\$79,489.87	14.29%	73.66%	1.34%	0.45%	2.68%	92.41%	0.45%	6.70%	0.00%	0.45%	0.00%	7.59%
<b>TECHNICIANS</b>	513	31	378	7	4	16	436	9	65	1	0	2	77
Average Annual Salary:	\$62,175.10	6.04%	73.68%	1.36%	0.78%	3.12%	84.99%	1.75%	12.67%	0.19%	0.00%	0.39%	15.01%
<b>PROTECTIVE SERVICE WORKERS</b>	379	43	285	11	2	16	357	6	15	0	0	1	22
Average Annual Salary:	\$58,768.97	11.35%	75.20%	2.90%	0.53%	4.22%	94.20%	1.58%	3.96%	0.00%	0.00%	0.26%	5.80%
<b>ADMINISTRATIVE SUPPORT</b>	24	1	8	0	0	0	9	4	11	0	0	0	15
Average Annual Salary:	\$39,451.33	4.17%	33.33%	0.00%	0.00%	0.00%	37.50%	16.67%	45.83%	0.00%	0.00%	0.00%	62.50%
<b>SKILLED CRAFT WORKERS</b>	5	1	4	0	0	0	5	0	0	0	0	0	0
Average Annual Salary:	\$51,335.79	20.00%	80.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Department Totals:</b>	1180	111	852	21	7	38	1029	26	118	1	1	5	151
<i>Fire</i>	100.00%	9.41%	72.20%	1.78%	0.59%	3.22%	87.20%	2.20%	10.00%	0.08%	0.08%	0.42%	12.80%

<i>General Services</i>		MALE						FEMALE					
		BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL	BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL
<b>OFFICIALS AND ADMINISTRATORS</b>	19	1	10	0	0	0	11	0	7	0	1	0	8
Average Annual Salary:	\$90,291.57	5.26%	52.63%	0.00%	0.00%	0.00%	57.89%	0.00%	36.84%	0.00%	5.26%	0.00%	42.11%
<b>PROFESSIONALS</b>	19	0	10	0	0	0	10	0	9	0	0	0	9
Average Annual Salary:	\$61,506.71	0.00%	52.63%	0.00%	0.00%	0.00%	52.63%	0.00%	47.37%	0.00%	0.00%	0.00%	47.37%
<b>TECHNICIANS</b>	6	0	2	0	0	0	2	1	3	0	0	0	4
Average Annual Salary:	\$48,512.99	0.00%	33.33%	0.00%	0.00%	0.00%	33.33%	16.67%	50.00%	0.00%	0.00%	0.00%	66.67%
<b>PARA-PROFESSIONALS</b>	2	0	2	0	0	0	2	0	0	0	0	0	0
Average Annual Salary:	\$45,413.09	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>ADMINISTRATIVE SUPPORT</b>	23	7	9	0	1	0	17	1	5	0	0	0	6
Average Annual Salary:	\$41,033.77	30.43%	39.13%	0.00%	4.35%	0.00%	73.91%	4.35%	21.74%	0.00%	0.00%	0.00%	26.09%
<b>SKILLED CRAFT WORKERS</b>	55	7	42	2	1	1	53	2	0	0	0	0	2
Average Annual Salary:	\$45,615.83	12.73%	76.36%	3.64%	1.82%	1.82%	96.36%	3.64%	0.00%	0.00%	0.00%	0.00%	3.64%
<b>SERVICE MAINTENANCE</b>	4	0	4	0	0	0	4	0	0	0	0	0	0
Average Annual Salary:	\$35,138.57	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Department Totals:</b>	128	15	79	2	2	1	99	4	24	0	1	0	29
<i>General Services</i>	100.00%	11.72%	61.72%	1.56%	1.56%	0.78%	77.34%	3.13%	18.75%	0.00%	0.78%	0.00%	22.66%



<i>General Sessions Court</i>		MALE						FEMALE					
	TOTAL	BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL	BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL
<b>ELECTED OFFICIALS</b>	11	0	5	0	0	0	5	3	3	0	0	0	6
Average Annual Salary:	\$155,018.18	0.00%	45.45%	0.00%	0.00%	0.00%	45.45%	27.27%	27.27%	0.00%	0.00%	0.00%	54.55%
<b>OFFICIALS AND ADMINISTRATORS</b>	11	0	9	0	0	0	9	1	1	0	0	0	2
Average Annual Salary:	\$79,847.85	0.00%	81.82%	0.00%	0.00%	0.00%	81.82%	9.09%	9.09%	0.00%	0.00%	0.00%	18.18%
<b>PROFESSIONALS</b>	58	3	26	1	0	0	30	15	13	0	0	0	28
Average Annual Salary:	\$40,150.87	5.17%	44.83%	1.72%	0.00%	0.00%	51.72%	25.86%	22.41%	0.00%	0.00%	0.00%	48.28%
<b>PROTECTIVE SERVICE WORKERS</b>	33	6	22	0	1	0	29	1	3	0	0	0	4
Average Annual Salary:	\$52,061.61	18.18%	66.67%	0.00%	3.03%	0.00%	87.88%	3.03%	9.09%	0.00%	0.00%	0.00%	12.12%
<b>PARA-PROFESSIONALS</b>	1	0	0	0	0	0	0	1	0	0	0	0	1
Average Annual Salary:	\$32,418.78	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	100.00%
<b>ADMINISTRATIVE SUPPORT</b>	24	1	1	0	0	0	2	5	12	5	0	0	22
Average Annual Salary:	\$42,361.81	4.17%	4.17%	0.00%	0.00%	0.00%	8.33%	20.83%	50.00%	20.83%	0.00%	0.00%	91.67%
<b>SERVICE MAINTENANCE</b>	1	0	0	1	0	0	1	0	0	0	0	0	0
Average Annual Salary:	\$0.00	0.00%	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Department Totals:</b>	139	10	63	2	1	0	76	26	32	5	0	0	63
<i>General Sessions Court</i>	100.00%	7.19%	45.32%	1.44%	0.72%	0.00%	54.68%	18.71%	23.02%	3.60%	0.00%	0.00%	45.32%

<i>Health</i>	TOTAL	MALE					TOTAL	FEMALE					TOTAL
		BLACK	WHITE	HISP	ASIAN	OTHER		BLACK	WHITE	HISP	ASIAN	OTHER	
<b>OFFICIALS AND ADMINISTRATORS</b>	59	4	22	0	0	0	26	10	18	4	1	0	33
Average Annual Salary:	\$74,800.32	6.78%	37.29%	0.00%	0.00%	0.00%	44.07%	16.95%	30.51%	6.78%	1.69%	0.00%	55.93%
<b>PROFESSIONALS</b>	261	7	24	1	1	0	33	75	142	8	3	0	228
Average Annual Salary:	\$50,473.92	2.68%	9.20%	0.38%	0.38%	0.00%	12.64%	28.74%	54.41%	3.07%	1.15%	0.00%	87.36%
<b>TECHNICIANS</b>	14	2	2	0	0	0	4	3	6	1	0	0	10
Average Annual Salary:	\$35,253.28	14.29%	14.29%	0.00%	0.00%	0.00%	28.57%	21.43%	42.86%	7.14%	0.00%	0.00%	71.43%
<b>PROTECTIVE SERVICE WORKERS</b>	3	1	2	0	0	0	3	0	0	0	0	0	0
Average Annual Salary:	\$47,594.10	33.33%	66.67%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>PARA-PROFESSIONALS</b>	25	1	2	2	1	0	6	12	5	2	0	0	19
Average Annual Salary:	\$27,047.56	4.00%	8.00%	8.00%	4.00%	0.00%	24.00%	48.00%	20.00%	8.00%	0.00%	0.00%	76.00%
<b>ADMINISTRATIVE SUPPORT</b>	86	7	9	1	0	0	17	28	25	15	1	0	69
Average Annual Salary:	\$38,405.74	8.14%	10.47%	1.16%	0.00%	0.00%	19.77%	32.56%	29.07%	17.44%	1.16%	0.00%	80.23%
<b>SKILLED CRAFT WORKERS</b>	1	0	1	0	0	0	1	0	0	0	0	0	0
Average Annual Salary:	\$46,002.86	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>SERVICE MAINTENANCE</b>	32	10	7	3	0	0	20	2	10	0	0	0	12
Average Annual Salary:	\$34,369.08	31.25%	21.88%	9.38%	0.00%	0.00%	62.50%	6.25%	31.25%	0.00%	0.00%	0.00%	37.50%
<b>Department Totals:</b>	481	32	69	7	2	0	110	130	206	30	5	0	371
<i>Health</i>	100.00%	6.65%	14.35%	1.46%	0.42%	0.00%	22.87%	27.03%	42.83%	6.24%	1.04%	0.00%	77.13%

<i>Historical Commission</i>		MALE						FEMALE					
	TOTAL	BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL	BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL
<b>OFFICIALS AND ADMINISTRATORS</b>		0	1	0	0	0	1	0	0	0	0	0	0
Average Annual Salary:	\$95,573.70	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>PROFESSIONALS</b>		0	3	0	0	0	3	0	6	0	0	0	6
Average Annual Salary:	\$53,472.22	0.00%	33.33%	0.00%	0.00%	0.00%	33.33%	0.00%	66.67%	0.00%	0.00%	0.00%	66.67%
<b>ADMINISTRATIVE SUPPORT</b>		0	0	0	0	0	0	0	1	0	0	0	1
Average Annual Salary:	\$47,693.79	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%
<b>Department Totals:</b>		0	4	0	0	0	4	0	7	0	0	0	7
<i>Historical Commission</i>	100.00%	0.00%	36.36%	0.00%	0.00%	0.00%	36.36%	0.00%	63.64%	0.00%	0.00%	0.00%	63.64%

Human Relations Commission		MALE						FEMALE					
TOTAL		BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL	BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL
OFFICIALS AND ADMINISTRATORS	1	0	0	0	0	0	0	0	1	0	0	0	1
Average Annual Salary:	\$100,825.88	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%
PROFESSIONALS	3	0	1	0	0	0	1	1	0	1	0	0	2
Average Annual Salary:	\$53,172.51	0.00%	33.33%	0.00%	0.00%	0.00%	33.33%	33.33%	0.00%	33.33%	0.00%	0.00%	66.67%
Department Totals:	4	0	1	0	0	0	1	1	1	1	0	0	3
Human Relations Commission	100.00%	0.00%	25.00%	0.00%	0.00%	0.00%	25.00%	25.00%	25.00%	25.00%	0.00%	0.00%	75.00%

<i>Human Resources</i>	TOTAL	MALE					TOTAL	FEMALE					TOTAL
		BLACK	WHITE	HISP	ASIAN	OTHER		BLACK	WHITE	HISP	ASIAN	OTHER	
<b>OFFICIALS AND ADMINISTRATORS</b>	6	1	1	0	0	0	2	0	4	0	0	0	4
Average Annual Salary:	\$104,990.17	16.67%	16.67%	0.00%	0.00%	0.00%	33.33%	0.00%	66.67%	0.00%	0.00%	0.00%	66.67%
<b>PROFESSIONALS</b>	38	6	9	1	0	0	16	8	13	0	1	0	22
Average Annual Salary:	\$58,039.57	15.79%	23.68%	2.63%	0.00%	0.00%	42.11%	21.05%	34.21%	0.00%	2.63%	0.00%	57.89%
<b>TECHNICIANS</b>	3	0	0	0	0	0	0	0	3	0	0	0	3
Average Annual Salary:	\$53,304.69	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%
<b>ADMINISTRATIVE SUPPORT</b>	7	1	1	0	0	0	2	2	2	0	0	1	5
Average Annual Salary:	\$44,457.22	14.29%	14.29%	0.00%	0.00%	0.00%	28.57%	28.57%	28.57%	0.00%	0.00%	14.29%	71.43%
<b>Department Totals:</b>	54	8	11	1	0	0	20	10	22	0	1	1	34
<i>Human Resources</i>	100.00%	14.81%	20.37%	1.85%	0.00%	0.00%	37.04%	18.52%	40.74%	0.00%	1.85%	1.85%	62.96%

<i>Information Technology Service</i>		MALE						FEMALE					
		BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL	BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL
<b>OFFICIALS AND ADMINISTRATORS</b>	56	1	35	0	1	0	37	2	16	0	1	0	19
Average Annual Salary:	\$92,251.20	1.79%	62.50%	0.00%	1.79%	0.00%	66.07%	3.57%	28.57%	0.00%	1.79%	0.00%	33.93%
<b>PROFESSIONALS</b>	63	4	41	1	1	0	47	2	13	0	0	1	16
Average Annual Salary:	\$58,461.31	6.35%	65.08%	1.59%	1.59%	0.00%	74.60%	3.17%	20.63%	0.00%	0.00%	1.59%	25.40%
<b>TECHNICIANS</b>	30	4	18	0	1	0	23	2	5	0	0	0	7
Average Annual Salary:	\$34,682.40	13.33%	60.00%	0.00%	3.33%	0.00%	76.67%	6.67%	16.67%	0.00%	0.00%	0.00%	23.33%
<b>Department Totals:</b>	149	9	94	1	3	0	107	6	34	0	1	1	42
<i>Information Technology Service</i>	100.00%	6.04%	63.09%	0.67%	2.01%	0.00%	71.81%	4.03%	22.82%	0.00%	0.67%	0.67%	28.19%

Internal Audit		MALE						FEMALE					
		BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL	BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL
OFFICIALS AND ADMINISTRATORS	1	0	1	0	0	0	1	0	0	0	0	0	0
Average Annual Salary:	\$149,536.00	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
PROFESSIONALS	9	1	4	0	1	0	6	0	2	0	1	0	3
Average Annual Salary:	\$67,672.65	11.11%	44.44%	0.00%	11.11%	0.00%	66.67%	0.00%	22.22%	0.00%	11.11%	0.00%	33.33%
Department Totals:	10	1	5	0	1	0	7	0	2	0	1	0	3
Internal Audit	100.00%	10.00%	50.00%	0.00%	10.00%	0.00%	70.00%	0.00%	20.00%	0.00%	10.00%	0.00%	30.00%

<i>Justice Integration Services</i>		MALE						FEMALE					
		BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL	BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL
<b>OFFICIALS AND ADMINISTRATORS</b>	9	1	5	0	0	1	7	0	2	0	0	0	2
Average Annual Salary:	\$86,172.02	11.11%	55.56%	0.00%	0.00%	11.11%	77.78%	0.00%	22.22%	0.00%	0.00%	0.00%	22.22%
<b>PROFESSIONALS</b>	9	1	6	0	0	0	7	0	1	0	0	1	2
Average Annual Salary:	\$66,530.19	11.11%	66.67%	0.00%	0.00%	0.00%	77.78%	0.00%	11.11%	0.00%	0.00%	11.11%	22.22%
<b>Department Totals:</b>	18	2	11	0	0	1	14	0	3	0	0	1	4
<i>Justice Integration Services</i>	100.00%	11.11%	61.11%	0.00%	0.00%	5.56%	77.78%	0.00%	16.67%	0.00%	0.00%	5.56%	22.22%



<i>Juvenile Court</i>		MALE						FEMALE					
	TOTAL	BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL	BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL
<b>ELECTED OFFICIALS</b>	1	0	0	0	0	0	0	1	0	0	0	0	1
Average Annual Salary:	\$170,520.00	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	100.00%
<b>OFFICIALS AND ADMINISTRATORS</b>	11	1	5	0	0	0	6	2	3	0	0	0	5
Average Annual Salary:	\$103,452.30	9.09%	45.45%	0.00%	0.00%	0.00%	54.55%	18.18%	27.27%	0.00%	0.00%	0.00%	45.45%
<b>PROFESSIONALS</b>	65	15	7	0	0	0	22	19	23	1	0	0	43
Average Annual Salary:	\$51,912.81	23.08%	10.77%	0.00%	0.00%	0.00%	33.85%	29.23%	35.38%	1.54%	0.00%	0.00%	66.15%
<b>PROTECTIVE SERVICE WORKERS</b>	17	5	5	2	0	0	12	1	4	0	0	0	5
Average Annual Salary:	\$44,613.15	29.41%	29.41%	11.76%	0.00%	0.00%	70.59%	5.88%	23.53%	0.00%	0.00%	0.00%	29.41%
<b>PARA-PROFESSIONALS</b>	5	0	0	0	0	0	0	4	1	0	0	0	5
Average Annual Salary:	\$33,531.54	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	80.00%	20.00%	0.00%	0.00%	0.00%	100.00%
<b>ADMINISTRATIVE SUPPORT</b>	19	2	1	0	0	0	3	6	10	0	0	0	16
Average Annual Salary:	\$39,743.21	10.53%	5.26%	0.00%	0.00%	0.00%	15.79%	31.58%	52.63%	0.00%	0.00%	0.00%	84.21%
<b>Department Totals:</b>	118	23	18	2	0	0	43	33	41	1	0	0	75
<i>Juvenile Court</i>	100.00%	19.49%	15.25%	1.69%	0.00%	0.00%	36.44%	27.97%	34.75%	0.85%	0.00%	0.00%	63.56%

<i>Juvenile Court Clerk</i>		MALE						FEMALE					
	TOTAL	BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL	BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL
<b>ELECTED OFFICIALS</b>	1	0	1	0	0	0	1	0	0	0	0	0	0
Average Annual Salary:	\$127,838.00	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>OFFICIALS AND ADMINISTRATORS</b>	1	1	0	0	0	0	1	0	0	0	0	0	0
Average Annual Salary:	\$73,234.65	100.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>PROFESSIONALS</b>	1	0	0	0	0	0	0	0	1	0	0	0	1
Average Annual Salary:	\$51,283.00	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%
<b>ADMINISTRATIVE SUPPORT</b>	28	1	4	0	0	0	5	8	12	1	0	2	23
Average Annual Salary:	\$34,354.24	3.57%	14.29%	0.00%	0.00%	0.00%	17.86%	28.57%	42.86%	3.57%	0.00%	7.14%	82.14%
<b>Department Totals:</b>	31	2	5	0	0	0	7	8	13	1	0	2	24
<i>Juvenile Court Clerk</i>	100.00%	6.45%	16.13%	0.00%	0.00%	0.00%	22.58%	25.81%	41.94%	3.23%	0.00%	6.45%	77.42%

<i>Law</i>	TOTAL	MALE					TOTAL	FEMALE					TOTAL
		BLACK	WHITE	HISP	ASIAN	OTHER		BLACK	WHITE	HISP	ASIAN	OTHER	
<b>OFFICIALS AND ADMINISTRATORS</b>	5	1	4	0	0	0	5	0	0	0	0	0	0
Average Annual Salary:	\$144,486.85	20.00%	80.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>PROFESSIONALS</b>	32	1	12	0	0	0	13	2	17	0	0	0	19
Average Annual Salary:	\$88,372.05	3.13%	37.50%	0.00%	0.00%	0.00%	40.63%	6.25%	53.13%	0.00%	0.00%	0.00%	59.38%
<b>PARA-PROFESSIONALS</b>	7	0	1	0	0	0	1	2	4	0	0	0	6
Average Annual Salary:	\$40,684.74	0.00%	14.29%	0.00%	0.00%	0.00%	14.29%	28.57%	57.14%	0.00%	0.00%	0.00%	85.71%
<b>ADMINISTRATIVE SUPPORT</b>	3	0	0	0	0	0	0	1	2	0	0	0	3
Average Annual Salary:	\$51,292.00	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	33.33%	66.67%	0.00%	0.00%	0.00%	100.00%
<b>Department Totals:</b>	47	2	17	0	0	0	19	5	23	0	0	0	28
<i>Law</i>	100.00%	4.26%	36.17%	0.00%	0.00%	0.00%	40.43%	10.64%	48.94%	0.00%	0.00%	0.00%	59.57%

<i>Mayor's Office</i>		MALE						FEMALE					
	TOTAL	BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL	BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL
<b>ELECTED OFFICIALS</b>	1	0	0	0	0	0	0	0	1	0	0	0	1
Average Annual Salary:	\$180,000.00	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%
<b>OFFICIALS AND ADMINISTRATORS</b>	10	2	5	0	0	0	7	1	2	0	0	0	3
Average Annual Salary:	\$109,785.42	20.00%	50.00%	0.00%	0.00%	0.00%	70.00%	10.00%	20.00%	0.00%	0.00%	0.00%	30.00%
<b>PROFESSIONALS</b>	19	1	5	0	0	0	6	5	7	1	0	0	13
Average Annual Salary:	\$79,125.20	5.26%	26.32%	0.00%	0.00%	0.00%	31.58%	26.32%	36.84%	5.26%	0.00%	0.00%	68.42%
<b>ADMINISTRATIVE SUPPORT</b>	2	0	0	0	0	0	0	0	2	0	0	0	2
Average Annual Salary:	\$71,125.00	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%
<b>Department Totals:</b>	32	3	10	0	0	0	13	6	12	1	0	0	19
<i>Mayor's Office</i>	100.00%	9.38%	31.25%	0.00%	0.00%	0.00%	40.63%	18.75%	37.50%	3.13%	0.00%	0.00%	59.38%

<i>Metro Action Commission</i>		MALE						FEMALE					
	TOTAL	BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL	BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL
<b>OFFICIALS AND ADMINISTRATORS</b>	4	0	1	0	0	0	1	3	0	0	0	0	3
Average Annual Salary:	\$98,257.91	0.00%	25.00%	0.00%	0.00%	0.00%	25.00%	75.00%	0.00%	0.00%	0.00%	0.00%	75.00%
<b>PROFESSIONALS</b>	122	4	3	0	0	0	7	88	25	0	1	1	115
Average Annual Salary:	\$43,303.63	3.28%	2.46%	0.00%	0.00%	0.00%	5.74%	72.13%	20.49%	0.00%	0.82%	0.82%	94.26%
<b>TECHNICIANS</b>	6	1	0	0	0	0	1	4	1	0	0	0	5
Average Annual Salary:	\$31,623.47	16.67%	0.00%	0.00%	0.00%	0.00%	16.67%	66.67%	16.67%	0.00%	0.00%	0.00%	83.33%
<b>PARA-PROFESSIONALS</b>	29	1	3	0	1	0	5	22	2	0	0	0	24
Average Annual Salary:	\$39,002.18	3.45%	10.34%	0.00%	3.45%	0.00%	17.24%	75.86%	6.90%	0.00%	0.00%	0.00%	82.76%
<b>ADMINISTRATIVE SUPPORT</b>	92	5	2	0	0	0	7	56	17	6	0	6	85
Average Annual Salary:	\$23,603.15	5.43%	2.17%	0.00%	0.00%	0.00%	7.61%	60.87%	18.48%	6.52%	0.00%	6.52%	92.39%
<b>SERVICE MAINTENANCE</b>	55	17	6	0	0	0	23	27	5	0	0	0	32
Average Annual Salary:	\$28,890.04	30.91%	10.91%	0.00%	0.00%	0.00%	41.82%	49.09%	9.09%	0.00%	0.00%	0.00%	58.18%
<b>Department Totals:</b>	308	28	15	0	1	0	44	200	50	6	1	7	264
<i>Metro Action Commission</i>	100.00%	9.09%	4.87%	0.00%	0.32%	0.00%	14.29%	64.94%	16.23%	1.95%	0.32%	2.27%	85.71%

Metropolitan Clerk		MALE						FEMALE					
TOTAL		BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL	BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL
PROFESSIONALS	4	0	2	0	0	0	2	0	2	0	0	0	2
Average Annual Salary:	\$63,843.62	0.00%	50.00%	0.00%	0.00%	0.00%	50.00%	0.00%	50.00%	0.00%	0.00%	0.00%	50.00%
ADMINISTRATIVE SUPPORT	2	0	1	0	0	0	1	0	1	0	0	0	1
Average Annual Salary:	\$32,228.13	0.00%	50.00%	0.00%	0.00%	0.00%	50.00%	0.00%	50.00%	0.00%	0.00%	0.00%	50.00%
Department Totals:	6	0	3	0	0	0	3	0	3	0	0	0	3
Metropolitan Clerk	100.00%	0.00%	50.00%	0.00%	0.00%	0.00%	50.00%	0.00%	50.00%	0.00%	0.00%	0.00%	50.00%

<i>Metropolitan Council</i>		MALE						FEMALE					
	TOTAL	BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL	BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL
<b>ELECTED OFFICIALS</b>	39	4	22	0	0	0	26	5	8	0	0	0	13
Average Annual Salary:	\$15,051.31	10.26%	56.41%	0.00%	0.00%	0.00%	66.67%	12.82%	20.51%	0.00%	0.00%	0.00%	33.33%
<b>OFFICIALS AND ADMINISTRATORS</b>	3	0	2	0	0	0	2	0	1	0	0	0	1
Average Annual Salary:	\$82,863.41	0.00%	66.67%	0.00%	0.00%	0.00%	66.67%	0.00%	33.33%	0.00%	0.00%	0.00%	33.33%
<b>PROFESSIONALS</b>	6	1	2	0	0	0	3	1	2	0	0	0	3
Average Annual Salary:	\$55,996.19	16.67%	33.33%	0.00%	0.00%	0.00%	50.00%	16.67%	33.33%	0.00%	0.00%	0.00%	50.00%
<b>ADMINISTRATIVE SUPPORT</b>	4	0	0	0	0	0	0	1	2	0	0	1	4
Average Annual Salary:	\$40,090.13	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	25.00%	50.00%	0.00%	0.00%	25.00%	100.00%
<b>Department Totals:</b>	52	5	26	0	0	0	31	7	13	0	0	1	21
<i>Metropolitan Council</i>	100.00%	9.62%	50.00%	0.00%	0.00%	0.00%	59.62%	13.46%	25.00%	0.00%	0.00%	1.92%	40.38%

<i>Municipal Auditorium</i>	TOTAL	MALE					TOTAL	FEMALE					TOTAL
		BLACK	WHITE	HISP	ASIAN	OTHER		BLACK	WHITE	HISP	ASIAN	OTHER	
<b>OFFICIALS AND ADMINISTRATORS</b>	1	0	1	0	0	0	1	0	0	0	0	0	0
Average Annual Salary:	\$102,923.79	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>PROFESSIONALS</b>	4	0	1	0	0	0	1	1	2	0	0	0	3
Average Annual Salary:	\$55,193.82	0.00%	25.00%	0.00%	0.00%	0.00%	25.00%	25.00%	50.00%	0.00%	0.00%	0.00%	75.00%
<b>SKILLED CRAFT WORKERS</b>	3	0	3	0	0	0	3	0	0	0	0	0	0
Average Annual Salary:	\$45,752.18	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>SERVICE MAINTENANCE</b>	1	1	0	0	0	0	1	0	0	0	0	0	0
Average Annual Salary:	\$43,218.06	100.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Department Totals:</b>	9	1	5	0	0	0	6	1	2	0	0	0	3
<i>Municipal Auditorium</i>	100.00%	11.11%	55.56%	0.00%	0.00%	0.00%	66.67%	11.11%	22.22%	0.00%	0.00%	0.00%	33.33%



NCAC	TOTAL	MALE					TOTAL	FEMALE					TOTAL
		BLACK	WHITE	HISP	ASIAN	OTHER		BLACK	WHITE	HISP	ASIAN	OTHER	
<b>OFFICIALS AND ADMINISTRATORS</b>	4	0	3	0	0	0	3	0	1	0	0	0	1
Average Annual Salary:	\$87,185.93	0.00%	75.00%	0.00%	0.00%	0.00%	75.00%	0.00%	25.00%	0.00%	0.00%	0.00%	25.00%
<b>PROFESSIONALS</b>	29	1	7	0	0	0	8	7	14	0	0	0	21
Average Annual Salary:	\$48,723.16	3.45%	24.14%	0.00%	0.00%	0.00%	27.59%	24.14%	48.28%	0.00%	0.00%	0.00%	72.41%
<b>ADMINISTRATIVE SUPPORT</b>	8	0	1	0	0	0	1	4	3	0	0	0	7
Average Annual Salary:	\$37,074.34	0.00%	12.50%	0.00%	0.00%	0.00%	12.50%	50.00%	37.50%	0.00%	0.00%	0.00%	87.50%
<b>SERVICE MAINTENANCE</b>	1	0	0	0	0	0	0	1	0	0	0	0	1
Average Annual Salary:	\$20,800.00	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	100.00%
<b>Department Totals:</b>	42	1	11	0	0	0	12	12	18	0	0	0	30
<b>NCAC</b>	100.00%	2.38%	26.19%	0.00%	0.00%	0.00%	28.57%	28.57%	42.86%	0.00%	0.00%	0.00%	71.43%

Office of Emergency Mgmt		MALE						FEMALE					
		BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL	BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL
PROFESSIONALS	11	0	6	0	0	0	6	0	5	0	0	0	5
Average Annual Salary:	\$38,615.61	0.00%	54.55%	0.00%	0.00%	0.00%	54.55%	0.00%	45.45%	0.00%	0.00%	0.00%	45.45%
Department Totals:	11	0	6	0	0	0	6	0	5	0	0	0	5
Office of Emergency Mgmt	100.00%	0.00%	54.55%	0.00%	0.00%	0.00%	54.55%	0.00%	45.45%	0.00%	0.00%	0.00%	45.45%

Office of Family Safety	TOTAL	MALE					TOTAL	FEMALE					TOTAL
		BLACK	WHITE	HISP	ASIAN	OTHER		BLACK	WHITE	HISP	ASIAN	OTHER	
<b>OFFICIALS AND ADMINISTRATORS</b>	1	0	0	0	0	0	0	0	1	0	0	0	1
Average Annual Salary:	\$96,060.85	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%
<b>PROFESSIONALS</b>	13	0	3	0	0	0	3	5	3	1	1	0	10
Average Annual Salary:	\$44,868.26	0.00%	23.08%	0.00%	0.00%	0.00%	23.08%	38.46%	23.08%	7.69%	7.69%	0.00%	76.92%
<b>PARA-PROFESSIONALS</b>	1	0	0	0	0	0	0	1	0	0	0	0	1
Average Annual Salary:	\$38,750.00	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	100.00%
<b>Department Totals:</b>	15	0	3	0	0	0	3	6	4	1	1	0	12
<b>Office of Family Safety</b>	100.00%	0.00%	20.00%	0.00%	0.00%	0.00%	20.00%	40.00%	26.67%	6.67%	6.67%	0.00%	80.00%

<i>Parks</i>	TOTAL	MALE					TOTAL	FEMALE					TOTAL
		BLACK	WHITE	HISP	ASIAN	OTHER		BLACK	WHITE	HISP	ASIAN	OTHER	
<b>OFFICIALS AND ADMINISTRATORS</b>	11	1	5	0	0	0	6	1	4	0	0	0	5
Average Annual Salary:	\$97,665.25	9.09%	45.45%	0.00%	0.00%	0.00%	54.55%	9.09%	36.36%	0.00%	0.00%	0.00%	45.45%
<b>PROFESSIONALS</b>	146	37	41	0	0	1	79	25	40	1	0	1	67
Average Annual Salary:	\$37,456.52	25.34%	28.08%	0.00%	0.00%	0.68%	54.11%	17.12%	27.40%	0.68%	0.00%	0.68%	45.89%
<b>TECHNICIANS</b>	4	1	2	0	0	0	3	0	1	0	0	0	1
Average Annual Salary:	\$32,868.57	25.00%	50.00%	0.00%	0.00%	0.00%	75.00%	0.00%	25.00%	0.00%	0.00%	0.00%	25.00%
<b>PROTECTIVE SERVICE WORKERS</b>	21	7	12	1	0	0	20	0	1	0	0	0	1
Average Annual Salary:	\$47,011.03	33.33%	57.14%	4.76%	0.00%	0.00%	95.24%	0.00%	4.76%	0.00%	0.00%	0.00%	4.76%
<b>PARA-PROFESSIONALS</b>	228	69	36	3	0	2	110	50	58	6	1	3	118
Average Annual Salary:	\$13,883.35	30.26%	15.79%	1.32%	0.00%	0.88%	48.25%	21.93%	25.44%	2.63%	0.44%	1.32%	51.75%
<b>ADMINISTRATIVE SUPPORT</b>	49	4	15	0	0	0	19	4	23	0	3	0	30
Average Annual Salary:	\$25,848.25	8.16%	30.61%	0.00%	0.00%	0.00%	38.78%	8.16%	46.94%	0.00%	6.12%	0.00%	61.22%
<b>SKILLED CRAFT WORKERS</b>	13	1	12	0	0	0	13	0	0	0	0	0	0
Average Annual Salary:	\$40,801.93	7.69%	92.31%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>SERVICE MAINTENANCE</b>	264	66	150	4	4	2	226	9	26	2	1	0	38
Average Annual Salary:	\$25,723.02	25.00%	56.82%	1.52%	1.52%	0.76%	85.61%	3.41%	9.85%	0.76%	0.38%	0.00%	14.39%
<b>Department Totals:</b>	736	186	273	8	4	5	476	89	153	9	5	4	260
<i>Parks</i>	100.00%	25.27%	37.09%	1.09%	0.54%	0.68%	64.67%	12.09%	20.79%	1.22%	0.68%	0.54%	35.33%

<i>Planning Commission</i>		MALE						FEMALE					
	TOTAL	BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL	BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL
<b>OFFICIALS AND ADMINISTRATORS</b>	5	0	3	0	0	0	3	0	2	0	0	0	2
Average Annual Salary:	\$103,985.34	0.00%	60.00%	0.00%	0.00%	0.00%	60.00%	0.00%	40.00%	0.00%	0.00%	0.00%	40.00%
<b>PROFESSIONALS</b>	40	2	15	0	0	2	19	3	16	0	0	2	21
Average Annual Salary:	\$67,763.92	5.00%	37.50%	0.00%	0.00%	5.00%	47.50%	7.50%	40.00%	0.00%	0.00%	5.00%	52.50%
<b>TECHNICIANS</b>	5	1	2	0	0	0	3	0	2	0	0	0	2
Average Annual Salary:	\$41,618.19	20.00%	40.00%	0.00%	0.00%	0.00%	60.00%	0.00%	40.00%	0.00%	0.00%	0.00%	40.00%
<b>ADMINISTRATIVE SUPPORT</b>	1	0	0	0	0	0	0	0	1	0	0	0	1
Average Annual Salary:	\$47,693.79	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%
<b>SERVICE MAINTENANCE</b>	2	1	0	0	0	0	1	1	0	0	0	0	1
Average Annual Salary:	\$42,889.60	50.00%	0.00%	0.00%	0.00%	0.00%	50.00%	50.00%	0.00%	0.00%	0.00%	0.00%	50.00%
<b>Department Totals:</b>	53	4	20	0	0	2	26	4	21	0	0	2	27
<i>Planning Commission</i>	100.00%	7.55%	37.74%	0.00%	0.00%	3.77%	49.06%	7.55%	39.62%	0.00%	0.00%	3.77%	50.94%

<i>Police</i>	TOTAL	MALE					TOTAL	FEMALE					TOTAL
		BLACK	WHITE	HISP	ASIAN	OTHER		BLACK	WHITE	HISP	ASIAN	OTHER	
<b>OFFICIALS AND ADMINISTRATORS</b>	28	3	13	0	1	0	17	0	11	0	0	0	11
Average Annual Salary:	\$109,008.38	10.71%	46.43%	0.00%	3.57%	0.00%	60.71%	0.00%	39.29%	0.00%	0.00%	0.00%	39.29%
<b>PROFESSIONALS</b>	185	5	116	2	0	0	123	14	44	2	2	0	62
Average Annual Salary:	\$68,791.69	2.70%	62.70%	1.08%	0.00%	0.00%	66.49%	7.57%	23.78%	1.08%	1.08%	0.00%	33.51%
<b>TECHNICIANS</b>	252	24	192	1	3	0	220	9	22	1	0	0	32
Average Annual Salary:	\$70,207.56	9.52%	76.19%	0.40%	1.19%	0.00%	87.30%	3.57%	8.73%	0.40%	0.00%	0.00%	12.70%
<b>PROTECTIVE SERVICE WORKERS</b>	1336	147	881	21	19	4	1072	101	158	5	0	0	264
Average Annual Salary:	\$50,271.40	11.00%	65.94%	1.57%	1.42%	0.30%	80.24%	7.56%	11.83%	0.37%	0.00%	0.00%	19.76%
<b>ADMINISTRATIVE SUPPORT</b>	157	15	25	1	0	0	41	40	75	1	0	0	116
Average Annual Salary:	\$41,518.38	9.55%	15.92%	0.64%	0.00%	0.00%	26.11%	25.48%	47.77%	0.64%	0.00%	0.00%	73.89%
<b>SKILLED CRAFT WORKERS</b>	2	0	1	1	0	0	2	0	0	0	0	0	0
Average Annual Salary:	\$39,214.18	0.00%	50.00%	50.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Department Totals:</b>	1960	194	1228	26	23	4	1475	164	310	9	2	0	485
<i>Police</i>	100.00%	9.90%	62.65%	1.33%	1.17%	0.20%	75.26%	8.37%	15.82%	0.46%	0.10%	0.00%	24.74%

<i>Public Defender</i>		MALE						FEMALE					
	TOTAL	BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL	BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL
<b>ELECTED OFFICIALS</b>	1	0	0	0	0	0	0	0	1	0	0	0	1
Average Annual Salary:	\$148,505.00	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%
<b>OFFICIALS AND ADMINISTRATORS</b>	2	0	0	0	0	0	0	1	1	0	0	0	2
Average Annual Salary:	\$103,103.12	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	50.00%	50.00%	0.00%	0.00%	0.00%	100.00%
<b>PROFESSIONALS</b>	55	2	16	0	1	0	19	6	29	1	0	0	36
Average Annual Salary:	\$71,103.29	3.64%	29.09%	0.00%	1.82%	0.00%	34.55%	10.91%	52.73%	1.82%	0.00%	0.00%	65.45%
<b>PROTECTIVE SERVICE WORKERS</b>	5	1	1	1	0	0	3	1	1	0	0	0	2
Average Annual Salary:	\$46,269.43	20.00%	20.00%	20.00%	0.00%	0.00%	60.00%	20.00%	20.00%	0.00%	0.00%	0.00%	40.00%
<b>PARA-PROFESSIONALS</b>	1	0	0	0	0	0	0	0	1	0	0	0	1
Average Annual Salary:	\$50,167.52	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%
<b>ADMINISTRATIVE SUPPORT</b>	15	0	0	0	0	0	0	4	8	2	0	1	15
Average Annual Salary:	\$44,788.47	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	26.67%	53.33%	13.33%	0.00%	6.67%	100.00%
<b>Department Totals:</b>	79	3	17	1	1	0	22	12	41	3	0	1	57
<i>Public Defender</i>	100.00%	3.80%	21.52%	1.27%	1.27%	0.00%	27.85%	15.19%	51.90%	3.80%	0.00%	1.27%	72.15%

<i>Public Library</i>	TOTAL	MALE					TOTAL	FEMALE					TOTAL
		BLACK	WHITE	HISP	ASIAN	OTHER		BLACK	WHITE	HISP	ASIAN	OTHER	
<b>OFFICIALS AND ADMINISTRATORS</b>	4	0	2	0	0	0	2	0	1	0	0	1	2
Average Annual Salary:	\$105,625.73	0.00%	50.00%	0.00%	0.00%	0.00%	50.00%	0.00%	25.00%	0.00%	0.00%	25.00%	50.00%
<b>PROFESSIONALS</b>	115	5	24	0	0	0	29	16	66	2	0	2	86
Average Annual Salary:	\$56,687.26	4.35%	20.87%	0.00%	0.00%	0.00%	25.22%	13.91%	57.39%	1.74%	0.00%	1.74%	74.78%
<b>TECHNICIANS</b>	9	0	6	0	0	0	6	0	3	0	0	0	3
Average Annual Salary:	\$45,395.61	0.00%	66.67%	0.00%	0.00%	0.00%	66.67%	0.00%	33.33%	0.00%	0.00%	0.00%	33.33%
<b>PROTECTIVE SERVICE WORKERS</b>	4	1	3	0	0	0	4	0	0	0	0	0	0
Average Annual Salary:	\$35,669.38	25.00%	75.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>PARA-PROFESSIONALS</b>	109	8	29	1	2	0	40	22	43	0	2	2	69
Average Annual Salary:	\$30,757.46	7.34%	26.61%	0.92%	1.83%	0.00%	36.70%	20.18%	39.45%	0.00%	1.83%	1.83%	63.30%
<b>ADMINISTRATIVE SUPPORT</b>	98	4	14	0	1	0	19	23	49	2	4	1	79
Average Annual Salary:	\$25,076.65	4.08%	14.29%	0.00%	1.02%	0.00%	19.39%	23.47%	50.00%	2.04%	4.08%	1.02%	80.61%
<b>SKILLED CRAFT WORKERS</b>	2	0	2	0	0	0	2	0	0	0	0	0	0
Average Annual Salary:	\$55,767.56	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>SERVICE MAINTENANCE</b>	30	10	9	0	1	0	20	5	5	0	0	0	10
Average Annual Salary:	\$33,873.15	33.33%	30.00%	0.00%	3.33%	0.00%	66.67%	16.67%	16.67%	0.00%	0.00%	0.00%	33.33%
<b>Department Totals:</b>	371	28	89	1	4	0	122	66	167	4	6	6	249
<i>Public Library</i>	100.00%	7.55%	23.99%	0.27%	1.08%	0.00%	32.88%	17.79%	45.01%	1.08%	1.62%	1.62%	67.12%



<i>Public Works</i>	TOTAL	MALE					TOTAL	FEMALE					TOTAL
		BLACK	WHITE	HISP	ASIAN	OTHER		BLACK	WHITE	HISP	ASIAN	OTHER	
<b>OFFICIALS AND ADMINISTRATORS</b>	25	1	18	0	0	0	19	0	6	0	0	0	6
Average Annual Salary:	\$78,720.17	4.00%	72.00%	0.00%	0.00%	0.00%	76.00%	0.00%	24.00%	0.00%	0.00%	0.00%	24.00%
<b>PROFESSIONALS</b>	43	7	23	0	0	0	30	3	10	0	0	0	13
Average Annual Salary:	\$70,387.23	16.28%	53.49%	0.00%	0.00%	0.00%	69.77%	6.98%	23.26%	0.00%	0.00%	0.00%	30.23%
<b>TECHNICIANS</b>	19	3	11	0	0	0	14	1	4	0	0	0	5
Average Annual Salary:	\$49,940.65	15.79%	57.89%	0.00%	0.00%	0.00%	73.68%	5.26%	21.05%	0.00%	0.00%	0.00%	26.32%
<b>ADMINISTRATIVE SUPPORT</b>	22	3	2	0	0	0	5	5	11	1	0	0	17
Average Annual Salary:	\$47,414.20	13.64%	9.09%	0.00%	0.00%	0.00%	22.73%	22.73%	50.00%	4.55%	0.00%	0.00%	77.27%
<b>SKILLED CRAFT WORKERS</b>	3	2	1	0	0	0	3	0	0	0	0	0	0
Average Annual Salary:	\$35,253.26	66.67%	33.33%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>SERVICE MAINTENANCE</b>	267	90	167	5	0	2	264	1	2	0	0	0	3
Average Annual Salary:	\$37,407.92	33.71%	62.55%	1.87%	0.00%	0.75%	98.88%	0.37%	0.75%	0.00%	0.00%	0.00%	1.12%
<b>Department Totals:</b>	379	106	222	5	0	2	335	10	33	1	0	0	44
<i>Public Works</i>	100.00%	27.97%	58.58%	1.32%	0.00%	0.53%	88.39%	2.64%	8.71%	0.26%	0.00%	0.00%	11.61%

<i>Register of Deeds</i>	TOTAL	MALE					TOTAL	FEMALE					TOTAL
		BLACK	WHITE	HISP	ASIAN	OTHER		BLACK	WHITE	HISP	ASIAN	OTHER	
<b>OFFICIALS AND ADMINISTRATORS</b>	1	0	1	0	0	0	1	0	0	0	0	0	0
Average Annual Salary:	\$127,837.92	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>PROFESSIONALS</b>	21	1	9	0	0	0	10	0	11	0	0	0	11
Average Annual Salary:	\$67,122.86	4.76%	42.86%	0.00%	0.00%	0.00%	47.62%	0.00%	52.38%	0.00%	0.00%	0.00%	52.38%
<b>ADMINISTRATIVE SUPPORT</b>	7	0	1	0	0	0	1	1	5	0	0	0	6
Average Annual Salary:	\$48,299.43	0.00%	14.29%	0.00%	0.00%	0.00%	14.29%	14.29%	71.43%	0.00%	0.00%	0.00%	85.71%
<b>Department Totals:</b>	29	1	11	0	0	0	12	1	16	0	0	0	17
<i>Register of Deeds</i>	100.00%	3.45%	37.93%	0.00%	0.00%	0.00%	41.38%	3.45%	55.17%	0.00%	0.00%	0.00%	58.62%

<i>Sheriff</i>	TOTAL	MALE					TOTAL	FEMALE					TOTAL
		BLACK	WHITE	HISP	ASIAN	OTHER		BLACK	WHITE	HISP	ASIAN	OTHER	
<b>ELECTED OFFICIALS</b>	1	0	1	0	0	0	1	0	0	0	0	0	0
Average Annual Salary:	\$154,603.98	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>OFFICIALS AND ADMINISTRATORS</b>	22	1	12	0	0	0	13	4	5	0	0	0	9
Average Annual Salary:	\$98,346.16	4.55%	54.55%	0.00%	0.00%	0.00%	59.09%	18.18%	22.73%	0.00%	0.00%	0.00%	40.91%
<b>PROFESSIONALS</b>	192	34	60	2	1	1	98	42	46	4	2	0	94
Average Annual Salary:	\$50,720.02	17.71%	31.25%	1.04%	0.52%	0.52%	51.04%	21.88%	23.96%	2.08%	1.04%	0.00%	48.96%
<b>TECHNICIANS</b>	15	3	6	0	0	0	9	2	4	0	0	0	6
Average Annual Salary:	\$49,129.73	20.00%	40.00%	0.00%	0.00%	0.00%	60.00%	13.33%	26.67%	0.00%	0.00%	0.00%	40.00%
<b>PROTECTIVE SERVICE WORKERS</b>	415	118	210	9	1	4	342	45	27	1	0	0	73
Average Annual Salary:	\$43,984.62	28.43%	50.60%	2.17%	0.24%	0.96%	82.41%	10.84%	6.51%	0.24%	0.00%	0.00%	17.59%
<b>PARA-PROFESSIONALS</b>	3	0	0	0	0	0	0	2	1	0	0	0	3
Average Annual Salary:	\$41,470.95	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	66.67%	33.33%	0.00%	0.00%	0.00%	100.00%
<b>ADMINISTRATIVE SUPPORT</b>	244	57	78	0	1	0	136	61	44	2	1	0	108
Average Annual Salary:	\$37,406.35	23.36%	31.97%	0.00%	0.41%	0.00%	55.74%	25.00%	18.03%	0.82%	0.41%	0.00%	44.26%
<b>SERVICE MAINTENANCE</b>	16	1	15	0	0	0	16	0	0	0	0	0	0
Average Annual Salary:	\$46,749.06	6.25%	93.75%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Department Totals:</b>	908	214	382	11	3	5	615	156	127	7	3	0	293
<i>Sheriff</i>	100.00%	23.57%	42.07%	1.21%	0.33%	0.55%	67.73%	17.18%	13.99%	0.77%	0.33%	0.00%	32.27%

<i>Social Services</i>		MALE						FEMALE					
	TOTAL	BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL	BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL
<b>OFFICIALS AND ADMINISTRATORS</b>	6	1	0	0	0	0	1	4	1	0	0	0	5
Average Annual Salary:	\$100,013.06	16.67%	0.00%	0.00%	0.00%	0.00%	16.67%	66.67%	16.67%	0.00%	0.00%	0.00%	83.33%
<b>PROFESSIONALS</b>	36	9	5	0	0	0	14	14	6	1	1	0	22
Average Annual Salary:	\$56,826.11	25.00%	13.89%	0.00%	0.00%	0.00%	38.89%	38.89%	16.67%	2.78%	2.78%	0.00%	61.11%
<b>PARA-PROFESSIONALS</b>	14	1	1	0	0	0	2	9	3	0	0	0	12
Average Annual Salary:	\$19,167.06	7.14%	7.14%	0.00%	0.00%	0.00%	14.29%	64.29%	21.43%	0.00%	0.00%	0.00%	85.71%
<b>ADMINISTRATIVE SUPPORT</b>	15	0	0	0	0	0	0	11	4	0	0	0	15
Average Annual Salary:	\$32,693.08	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	73.33%	26.67%	0.00%	0.00%	0.00%	100.00%
<b>SERVICE MAINTENANCE</b>	2	1	0	0	0	0	1	0	1	0	0	0	1
Average Annual Salary:	\$33,226.27	50.00%	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%	50.00%	0.00%	0.00%	0.00%	50.00%
<b>Department Totals:</b>	73	12	6	0	0	0	18	38	15	1	1	0	55
<i>Social Services</i>	100.00%	16.44%	8.22%	0.00%	0.00%	0.00%	24.66%	52.05%	20.55%	1.37%	1.37%	0.00%	75.34%

Soil and Water Conservation		MALE						FEMALE					
TOTAL		BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL	BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL
ADMINISTRATIVE SUPPORT	1	0	0	0	0	0	0	0	1	0	0	0	1
Average Annual Salary:	\$50,499.24	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%
Department Totals:	1	0	0	0	0	0	0	0	1	0	0	0	1
Soil and Water Conservation	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%

Sports Authority		MALE						FEMALE					
		BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL	BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL
OFFICIALS AND ADMINISTRATORS	1	0	0	0	0	0	0	1	0	0	0	0	1
Average Annual Salary:	\$102,917.51	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	100.00%
PROFESSIONALS	2	1	0	0	0	0	1	0	1	0	0	0	1
Average Annual Salary:	\$38,590.00	50.00%	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%	50.00%	0.00%	0.00%	0.00%	50.00%
Department Totals:	3	1	0	0	0	0	1	1	1	0	0	0	2
Sports Authority	100.00%	33.33%	0.00%	0.00%	0.00%	0.00%	33.33%	33.33%	33.33%	0.00%	0.00%	0.00%	66.67%

State Fair Board	TOTAL	MALE					TOTAL	FEMALE					TOTAL
		BLACK	WHITE	HISP	ASIAN	OTHER		BLACK	WHITE	HISP	ASIAN	OTHER	
<b>OFFICIALS AND ADMINISTRATORS</b>	1	0	1	0	0	0	1	0	0	0	0	0	0
Average Annual Salary:	\$51,537.41	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>PROFESSIONALS</b>	4	1	2	0	0	0	3	0	1	0	0	0	1
Average Annual Salary:	\$62,300.95	25.00%	50.00%	0.00%	0.00%	0.00%	75.00%	0.00%	25.00%	0.00%	0.00%	0.00%	25.00%
<b>ADMINISTRATIVE SUPPORT</b>	8	0	3	0	0	1	4	1	2	0	0	1	4
Average Annual Salary:	\$28,872.79	0.00%	37.50%	0.00%	0.00%	12.50%	50.00%	12.50%	25.00%	0.00%	0.00%	12.50%	50.00%
<b>SKILLED CRAFT WORKERS</b>	1	0	1	0	0	0	1	0	0	0	0	0	0
Average Annual Salary:	\$67,002.33	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>SERVICE MAINTENANCE</b>	55	10	19	0	0	3	32	6	15	0	0	2	23
Average Annual Salary:	\$6,532.24	18.18%	34.55%	0.00%	0.00%	5.45%	58.18%	10.91%	27.27%	0.00%	0.00%	3.64%	41.82%
<b>Department Totals:</b>	69	11	26	0	0	4	41	7	18	0	0	3	28
<b>State Fair Board</b>	100.00%	15.94%	37.68%	0.00%	0.00%	5.80%	59.42%	10.14%	26.09%	0.00%	0.00%	4.35%	40.58%

<i>State Trial Courts</i>		MALE						FEMALE					
	TOTAL	BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL	BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL
<b>OFFICIALS AND ADMINISTRATORS</b>	8	1	5	0	0	0	6	1	1	0	0	0	2
Average Annual Salary:	\$85,595.00	12.50%	62.50%	0.00%	0.00%	0.00%	75.00%	12.50%	12.50%	0.00%	0.00%	0.00%	25.00%
<b>PROFESSIONALS</b>	106	9	41	0	0	1	51	9	45	1	0	0	55
Average Annual Salary:	\$50,717.39	8.49%	38.68%	0.00%	0.00%	0.94%	48.11%	8.49%	42.45%	0.94%	0.00%	0.00%	51.89%
<b>PROTECTIVE SERVICEC WORKERS</b>	15	3	3	0	0	0	6	1	8	0	0	0	9
Average Annual Salary:	\$60,003.67	20.00%	20.00%	0.00%	0.00%	0.00%	40.00%	6.67%	53.33%	0.00%	0.00%	0.00%	60.00%
<b>PARA-PROFESSIONALS</b>	2	1	0	0	0	0	1	0	1	0	0	0	1
Average Annual Salary:	\$33,974.08	50.00%	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%	50.00%	0.00%	0.00%	0.00%	50.00%
<b>ADMINISTRATIVE SUPPORT</b>	6	1	0	0	0	0	1	1	4	0	0	0	5
Average Annual Salary:	\$36,658.33	16.67%	0.00%	0.00%	0.00%	0.00%	16.67%	16.67%	66.67%	0.00%	0.00%	0.00%	83.33%
<b>SERVICE MAINTENANCE</b>	23	8	2	0	0	0	10	10	3	0	0	0	13
Average Annual Salary:	\$17,781.36	34.78%	8.70%	0.00%	0.00%	0.00%	43.48%	43.48%	13.04%	0.00%	0.00%	0.00%	56.52%
<b>Department Totals:</b>	160	23	51	0	0	1	75	22	62	1	0	0	85
<i>State Trial Courts</i>	100.00%	14.38%	31.88%	0.00%	0.00%	0.63%	46.88%	13.75%	38.75%	0.63%	0.00%	0.00%	53.13%



<i>Trustee</i>	TOTAL	MALE					TOTAL	FEMALE					TOTAL
		BLACK	WHITE	HISP	ASIAN	OTHER		BLACK	WHITE	HISP	ASIAN	OTHER	
<b>ELECTED OFFICIALS</b>	2	0	2	0	0	0	2	0	0	0	0	0	0
Average Annual Salary:	\$66,227.80	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>OFFICIALS AND ADMINISTRATORS</b>	3	0	1	0	0	0	1	0	2	0	0	0	2
Average Annual Salary:	\$68,908.00	0.00%	33.33%	0.00%	0.00%	0.00%	33.33%	0.00%	66.67%	0.00%	0.00%	0.00%	66.67%
<b>PROFESSIONALS</b>	16	0	1	0	0	0	1	2	13	0	0	0	15
Average Annual Salary:	\$41,641.69	0.00%	6.25%	0.00%	0.00%	0.00%	6.25%	12.50%	81.25%	0.00%	0.00%	0.00%	93.75%
<b>ADMINISTRATIVE SUPPORT</b>	1	1	0	0	0	0	1	0	0	0	0	0	0
Average Annual Salary:	\$7,215.00	100.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>SERVICE MAINTENANCE</b>	3	0	2	0	0	0	2	0	1	0	0	0	1
Average Annual Salary:	\$3,266.10	0.00%	66.67%	0.00%	0.00%	0.00%	66.67%	0.00%	33.33%	0.00%	0.00%	0.00%	33.33%
	1	0	0	0	0	0	0	0	1	0	0	0	1
Average Annual Salary:	\$5,483.40	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%
<b>Department Totals:</b>	26	1	6	0	0	0	7	2	17	0	0	0	19
<i>Trustee</i>	100.00%	3.85%	23.08%	0.00%	0.00%	0.00%	26.92%	7.69%	65.38%	0.00%	0.00%	0.00%	73.08%

Water Services	TOTAL	MALE					TOTAL	FEMALE					TOTAL
		BLACK	WHITE	HISP	ASIAN	OTHER		BLACK	WHITE	HISP	ASIAN	OTHER	
<b>OFFICIALS AND ADMINISTRATORS</b>	42	10	19	1	0	0	30	3	9	0	0	0	12
Average Annual Salary:	\$96,726.68	23.81%	45.24%	2.38%	0.00%	0.00%	71.43%	7.14%	21.43%	0.00%	0.00%	0.00%	28.57%
<b>PROFESSIONALS</b>	143	13	72	1	1	1	88	18	36	0	1	0	55
Average Annual Salary:	\$66,103.29	9.09%	50.35%	0.70%	0.70%	0.70%	61.54%	12.59%	25.17%	0.00%	0.70%	0.00%	38.46%
<b>TECHNICIANS</b>	113	26	70	0	1	0	97	3	13	0	0	0	16
Average Annual Salary:	\$54,070.75	23.01%	61.95%	0.00%	0.88%	0.00%	85.84%	2.65%	11.50%	0.00%	0.00%	0.00%	14.16%
<b>PROTECTIVE SERVICE WORKERS</b>	1	1	0	0	0	0	1	0	0	0	0	0	0
Average Annual Salary:	\$42,082.88	100.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>PARA-PROFESSIONALS</b>	1	0	0	0	0	0	0	0	1	0	0	0	1
Average Annual Salary:	\$33,531.54	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%
<b>ADMINISTRATIVE SUPPORT</b>	91	4	9	0	0	0	13	44	34	0	0	0	78
Average Annual Salary:	\$42,075.00	4.40%	9.89%	0.00%	0.00%	0.00%	14.29%	48.35%	37.36%	0.00%	0.00%	0.00%	85.71%
<b>SKILLED CRAFT WORKERS</b>	227	52	157	7	1	0	217	2	6	1	1	0	10
Average Annual Salary:	\$49,478.08	22.91%	69.16%	3.08%	0.44%	0.00%	95.59%	0.88%	2.64%	0.44%	0.44%	0.00%	4.41%
<b>SERVICE MAINTENANCE</b>	153	78	70	0	0	0	148	3	1	1	0	0	5
Average Annual Salary:	\$39,885.99	50.98%	45.75%	0.00%	0.00%	0.00%	96.73%	1.96%	0.65%	0.65%	0.00%	0.00%	3.27%
<b>Department Totals:</b>	771	184	397	9	3	1	594	73	100	2	2	0	177
<b>Water Services</b>	100.00%	23.87%	51.49%	1.17%	0.39%	0.13%	77.04%	9.47%	12.97%	0.26%	0.26%	0.00%	22.96%

		MALE						FEMALE					
	TOTAL	BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL	BLACK	WHITE	HISP	ASIAN	OTHER	TOTAL
Metro General Government Totals:	9526	1331	4371	102	57	71	5932	1315	2082	108	35	54	3594
	100.00%	13.97%	45.88%	1.07%	0.60%	0.75%	62.27%	13.80%	21.86%	1.13%	0.37%	0.57%	37.73%