

TITLE VI FY18 Annual Report

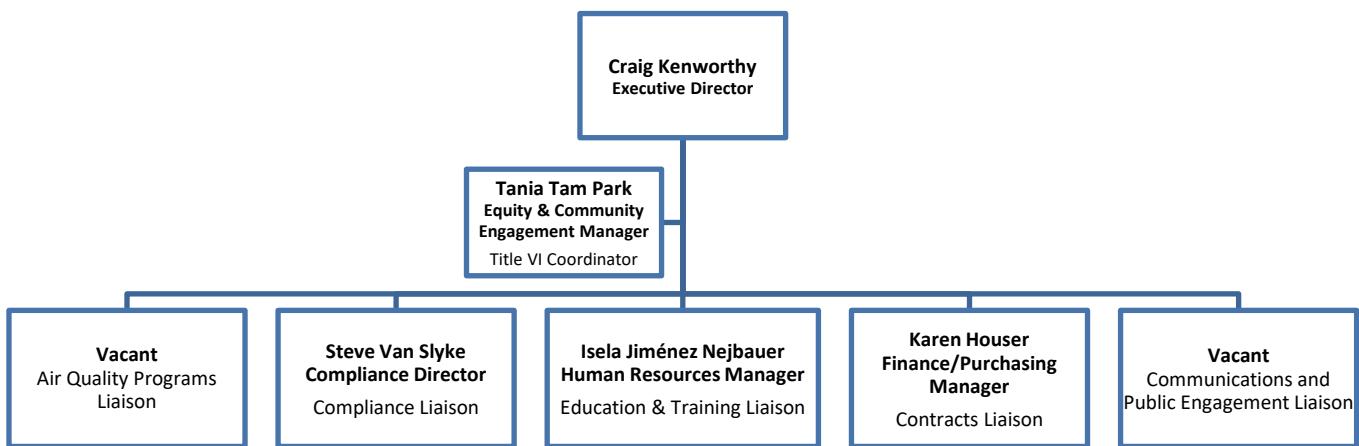


The Agency continued its work towards increasing access to the public through additional fine-tuning of our Title VI Plan. The sections below outline changes we have made in the past fiscal year, which spans from July 2017 through June 2018.

I. ACCOMPLISHMENTS & UPDATES

A. Title VI Organizational Chart

Over the course of the past year, our Agency experienced staffing changes that resulted in temporary gaps in terms of our Title VI organizational chart of responsibilities.



As of June 2018

B. Communications and Public Engagement

The Agency continued to provide proactive as well as responsive service to individuals and businesses with limited English proficiency. In September 2017, the Agency launched an updated website, which included Google Translate as a feature intended to aid in very basic website translation. While we recognize this is an imperfect solution for all Agency-related information and public needs, we are committed to finding ways to make our website and Agency information as accessible as possible. We intend to continue to find more effective ways to do so on our website.

In terms of education and community engagement, FY18 was the second year in which we experienced significant summertime smoke events, which resulted in a high level of need to communicate the risks of smoke with the public. Not only did the Agency need to create and amplify information to the general public about PM 2.5 health impacts from wildfire smoke, but we also needed to make sure that vulnerable communities had access to the same information and resources in relevant languages. This required timely translation of materials and coordination with local jurisdictions and community-based organizations to ensure that populations with languages other than English were well-informed about the health issues and equipped with resources to take proper precautions.

In addition, the Agency embarked on a large outreach project to support short-haul drayage truck drivers who operate out of the Ports of Seattle and Tacoma. The majority of these truck drivers/operators primarily use languages other than English. Specifically, our Agency developed a video training series to help drivers minimize maintenance issues and better understand the newer technology in engines that satisfy updated port emissions requirements. This seven-part series provides visual and voiceover interpretation and text in seven languages: Amharic, Oromo, Punjabi, Russian, Somali, Spanish, and English. We anticipate this training series will be a useful tool for the drayage community in our local region as well as relevant for drivers outside of our region who may be dealing with similar issues or concerns.

This project constituted a significant portion of our translation needs in FY18.

Language	Total Words
Amharic	6,997
Chinese - Simplified	450
Korean	1,170
Marshallese	214
Oromo	6,997
Punjabi	6,997
Russian	7,718
Somali	6,997
Spanish	7,718
Vietnamese	181

For in-person, live interpretation, the following information is indicative of the targeted outreach that our Compliance division conducted among dry cleaning businesses in our jurisdiction, the majority of which are owned and operated by Korean-speaking individuals.

Clinic	Language	Total Hours
Korean American Grocers Assn.	Korean	15
Family Cleaners	Korean	2
North Bend Cleaners	Korean	2
Puget Sound Clean Air Agency Offices	Korean	6.5
Sun Cleaners	Korean	2
Ultra Cleaners	Korean	2
Wallingford Dry Cleaning Center	Korean	2

Also, FY18 was the first full year we partnered with a third-party organization to provide real-time phone interpretation services at no cost to the public. We are encouraged to know that the service is being utilized by staff and members of the public.

LANGUAGE	CALLS	MINUTES
SPANISH	19	101
RUSSIAN	4	15
KOREAN	11	76
MANDARIN	15	125
TAGALOG	4	14
VIETNAMESE	1	5

C. Public Meetings

Much like in the previous year, the Agency participated in events that were primarily hosted by partner organizations and agencies, which means that we did not distribute, nor collect questionnaires pertaining to participant demographics.

D. Hiring and Recruiting

The Agency's hiring and recruiting practices continue to evolve in order to attract a diversity of talent and perspective. In order to get a concrete understanding of what that diversity looks like in terms of gender, race, and ethnicity, we continue to request demographic information from applicants when they are selected for phone screening interviews. Providing this information is voluntary and has no impact on employment status.

In August 2017, Human Resources began conducting a process to redact any identifying candidate information from resumes before routing applications to hiring managers for review. Over the course of a few years, we intend to see if this practice changes the rate of women, people of color, and people with disabilities or veteran status who make it to the final round for consideration.

Position	# of Applicants	Gender	Race	Veteran Status	Disability Status	Phone Screen	Interview	Offer
Engineer I/II	9	5 F 4 M	2 Asian 6 white	0	0	9	n/a	White Female
Electronic Records Administrator	2	1 F	1 white	n/a	n/a	2	n/a	White Female
Communications Specialist, ECE	7	3 F 3 M	1 Black/Af Am 1 Asian 3 Hisp./Latino 2 White	0	0	7	4	White Female
Computer Systems Analyst	1	M	White	n/a	n/a	n/a	1	White Male

Position	# of Applicants	Gender	Race	Veteran Status	Disability Status	Phone Screen	Interview	Offer
Attorney	4	3 F 1 M	4 white	1	1		4	White Female
Inspector II	6	3 F 1 M	5 white	0	0	6	6	2x White Female
Network Website Support Technician	1	M	W	0	0	1	1	None
Engineer I/II	7	3 F 1 M	3 Asian 1 Hisp/Latino 4 White	0	0	0	7	White Female
Air Resource Specialist	1	F	White	n/a	n/a	1	1	White Female
Inspector II	6	2 F 4 M	2 Asian 2 Afr. Amer 3 white	0	0	6	6	1 Af. Amer Male 1 Male

E. Contracts and Grants

Due to significant staffing absences and vacancies related to contracts and grants throughout FY18, the Agency was unable to proceed with additional data collection from the Title VI contracts questionnaire. We will resume our implementation process in FY19 and FY20.

Our Agency continues to support Minority and Women-Owned Business Enterprises (MWBE). In FY18, we worked with the following MWBE vendors who are certified through the state of Washington:

Minority + Women-Owned Business Enterprise Vendors
Ad Specialties and Promotions, Inc.
Language Translation Services

II. COMPLAINTS

During the past year, the Agency did not receive any complaints on the basis of discrimination or unequal treatment. Discrimination on the grounds of race, color, sex, national origin, creed, religion, gender identity, sexual orientation, age, disability, marital or veteran status will be addressed by our Agency, following our discrimination complaint procedures in the plan.