

FY20 Title VI Annual Report

Fiscal Year 2020 (July 2019 – June 2020)



PUGET SOUND
Clean Air Agency



Overview

The Puget Sound Clean Air Agency (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 2019 through June 2020.

I. Accomplishments + Updates

A. COMMUNICATIONS AND PUBLIC ENGAGEMENT

The Agency continued to provide proactive as well as responsive service to individuals and businesses with limited English proficiency. In FY20, the Agency continued taking proactive steps to address language needs of our constituents, both in verbal as well as written communication across the Agency's functions.

The Agency began updating the Limited English Proficiency and Access Plan to ensure meaningful access to the Agency's programs and activities. In addition to using certified translation and interpretation service providers, the Agency also worked with community-based organizations to ensure that translations were appropriate in context and tone for the focus audience. The Agency has instituted a third party review process for most translation materials.

The Agency translated multiple printed and digital materials for a variety of different audiences and projects. The languages that each collateral was translated to was dependent on the audience and needs of different community partners. The list below provides the variety of materials that were translated from July 2019 – June 2020:

- The Agency participated in a region-wide outreach effort about wildfire smoke awareness. All of the messaging was translated into ten additional languages other than English. The messaging was also shared with community partners in the Agency's environmental justice focus communities to help amplify to a diverse audience.
- The Agency also translated key messaging for wildfire smoke awareness into seven additional languages other than English in addition to the wildfire smoke webpage content translated into ten additional languages.
- Filter fan checklists were translated into three languages.
- Electric vehicle educational videos were translated into eight additional languages other than English.
- Electric vehicle educational fact sheets were translated into six additional languages other than English.

- The Agency also continued updating a series of videos for short haul drayage truck drivers which were translated into six additional languages other than English.
- Wood stove program flyer translated into Spanish.
- The Agency continues to make compliance information as accessible as possible and has translated Notice of Violations (NOVs), email correspondence, and notification letters in various languages as needed per request.

Written Translation

Written translation efforts are measured by words per language. The following table shows our volume of language translations provided, which was accompanied by robust outreach using the translated materials.

Language	Total Words
Amharic	3,809
Chinese - Simplified	3,033
Chinese - Traditional	3,033
Korean	2,648
Oromo	963
Punjabi	963
Russian	3,224
Somali	3,801
Spanish	4,816
Tagalog	2,586
Ukrainian	1,719
Vietnamese	3,916

Live Interpretation

Verbal interpretation over the phone was conducted as follows:

Language	Calls	Minutes
Spanish	57	216
Vietnamese	32	100
Russian	30	51
Korean	4	18
Tagalog	3	6
Mandarin	2	14

In-person Interpretation

In-person, verbal interpretation was also provided in FY20. The following table show the details.

Language	Total Hours
Korean	4
American Sign Language	1



B. PUBLIC MEETINGS

Much like in the previous year, the Agency participated in events that were primarily hosted by partner organizations and agencies.

The Agency did host four public meetings through July 2019 – June 2020. In order to accommodate the public throughout our region these meetings were held in each county in our jurisdiction including Kitsap, King, Pierce, and Snohomish Counties. Each meeting space was ADA compliant and near public transportation routes. We offered interpretation services upon request and provided public transit routes for each meeting.

C. HIRING + RECRUITING

The Agency's hiring and recruiting practices continue to monitor progress and diversity. We continue to request demographic information from applicants when they are selected for in-person interviews. In FY20, the Agency updated its process to request optional demographic information during the initial application process, which has helped us better track candidate status throughout the entire recruitment process. This longer-term tracking will help our Agency determine whether there are any patterns to our screening/interview process with regard to diversity and advancement. Providing this information is voluntary and has no impact on employment status.

The following table shows open recruitments conducted throughout FY20 and corresponding information pertaining to diversity factors.

Position	# of Applicants	Gender	Race	Interview	Offer
Engineering Manager	5	1 F 4 M	1 Asian 1 Hispanic or Latino 3 white	2 white 2 Male	White Male
Grants Analyst	30	13 F 13 M 4 Not Specified	6 Asian 3 Black or African American 6 Not Specified 2 Two or More Races 13 white	5 white 5 Female	White Female
Air Resource Specialist (x2)	20	11 F 9 M	5 Asian 1 Black or African American 1 Not Specified 1 Native Hawaiian or Other Pacific Islander 12 white	3 Asian 5 white 5 Female 3 Male	1 Asian Female 1 White Female
Inspector II	13	3 F 10 M	3 Hispanic or Latino 1 Two or More Races 9 White	2 Hispanic or Latino 4 white 2 Female 4 Male	1 Hispanic or Latino Male

Position	# of Applicants	Gender	Race	Interview	Offer
Senior HR Analyst	14	12 F	1 American Indian or Alaska Native	1 Hispanic or Latino	1 white female
		2 M		1 Asian	
			4 Asian	1 white	
			1 Hispanic or Latino	3 Female	
			8 white		

In addition, a current employee was the ideal candidate for and was promoted to the Air Resource Specialist position, that employee being an Asian female.

D. CONTRACTS AND GRANTS

The Agency supports and promotes RFP/RFQ opportunities among Minority and Women-Owned Business Enterprises (MWBE). To date, the following vendors our Agency has worked with are certified as being MWBE. However, this list does not reflect the actual number of minority and women-owned businesses that our Agency has worked with over the past year. This is largely due to the fact that our reporting is based on businesses that are formally certified through the state of Washington, which may be a barrier for smaller women and minority-owned businesses.

We are currently exploring additional ways to both promote Agency-opportunities among MWBE businesses and develop a way to capture the full scope of MWBE businesses the Agency works with, whether they are certified through the state or independent, as we believe there are many barriers for a MWBE to go through the certification process. Part of our work in the upcoming year will aim to understand what some of the barriers for participation in the MWBE certification process are so our agency can offer resources and information to encourage potential and existing vendors who may qualify to, in fact, be formally recognized. In addition, the other part of our research around best practices to support MWBE will involve understanding other ways we can either certify or acknowledge the women and minority-owned businesses the Agency does work with.

MWBE Vendor	Engagement Period
Ad Specialties and Promotions, Inc.	FY16 – FY19
Cultures Connecting, LLC	FY17
Electrical Systems Solutions, Inc.	FY17
Language Translation Services	FY18
Med-Tox	FY20
NVL Labs	FY20

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.

III. FORMS AND SURVEYS

The Agency updated demographic information on all of the voluntary forms to include an option under the gender category for “non-binary and self-describe” and an option under the race category for “two or more races.”

The following page is an example of a form that reflects the aforementioned changes.



PLEASE CONTACT US

for questions, concerns,
and suggestions.

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