

FY21 Title VI Annual Report

Fiscal Year 2021 (July 2020 – June 2021)



PUGET SOUND
Clean Air Agency





Overview

The Puget Sound Clean Air Agency (the Agency) continued its work towards increasing and improving access to the public through additional updating of our Title VI Plan. The sections below outline changes we have made in the past fiscal year, which spans from July 2020 through June 2021.

I. Accomplishments + Updates

In the continued effort to further embed equity principles in the Agency, we went through an organization-wide equity review process to examine internal processes that may either have unintended consequences for low-income and Black, Indigenous, and People of Color (BIPOC) communities, or processes that could be improved to ensure that equitable considerations are made up-front to avoid or minimize disproportionate impacts. Many processes were examined and are in the process of being updated in order to increase access to the public.

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 FY21, 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.

In FY21, our region was experiencing the challenges of the COVID-19 pandemic. The Agency continued to make our services and outreach efforts accessible to our constituents while adapting to these challenges. The Agency created opportunities for constituents to engage virtually and improved our online resources to meet the needs of community members.

The Agency began working on implementing the processes put forth in the recently updated 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 continued to work 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 2020 – June 2021.

- Wood heating letter that was sent to residents in the Agencies jurisdiction was translated into six languages other than English.
- The Agency produced fact sheets for do-it-yourself filter fan kits as a mitigation resource from air pollution. The fact sheets were translated into nine languages other than English.
- The Agency implemented a usage survey to recipients of filter fan kits. The survey was translated into ten languages other than English.
- The Agency implemented a Clean Burning Challenge to provide the public with tools to stay warm during the winter months and to help prevent air quality burn bans. Educational materials were translated in one additional language other than English.
- The Agency also continued updating a series of educational materials for short haul drayage truck drivers which were translated into six additional languages other than English.
- 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	604
Chinese - Simplified	1,045
Chinese - Traditional	1,874
Korean	1,045
Marshallese	1,874
Oromo	604
Punjabi	604
Russian	1,528
Somali	1,392
Spanish	3,793
Tagalog	1,045
Ukrainian	2,131

LIVE INTERPRETATION

Verbal interpretation over the phone was conducted as follows:

Language	Calls	Minutes
Korean	13	67
Mandarin	2	5
Russian	24	42
Spanish	43	164
Tagalog	1	2
Vietnamese	0	0

IN-PERSON INTERPRETATION

There was no in-person interpretation in FY21.

A. PUBLIC MEETINGS

The Agency hosted three public meetings through July 2020 – June 2021. Due to public health concerns and guidelines related to the COVID-19 pandemic all meetings were held online, recorded, and published on the Agency's website.

B. HIRING + RECRUITING

The Agency's hiring and recruiting practices continue to monitor progress and diversity. We continue to request demographic information from applicants. This information is provided voluntarily and kept separate from all applicant materials provided for review. This demographic tracking will help our Agency determine whether there are any patterns to our screening/interview process regarding diversity and advancement. Providing this information is voluntary and has no impact on employment status. The following table shows open recruitments conducted throughout FY21 and corresponding information pertaining to diversity factors.

Position	# of Applicants	Gender	Race	Interview	Offer
Senior HR Analyst	28	22 F 6 M	3 Asian 4 Black or African American 2 Hispanic or Latino 4 Two or More 11 white 4 Chose not to identify	5 white females	1 white female

Position	# of Applicants	Gender	Race	Interview	Offer
Equity + Engagement Specialist	67	50 F 13 M 4 Chose not to identify	1 American Indian or Alaska Native 12 Asian 11 Black 10 Hispanic or Latino 1 Native Hawaiian or Other Pacific Islander 4 Two or More 21 white 7 Chose not to identify	1 Asian Male 1 Asian Female 3 Hispanic or Latino Females 1 Two or more race, no gender identified 1 White Female 1 Chose not to identify	1 Asian Female
Payroll Administrator	24	19 F 4 M 1 Chose not to identify	5 Asian 1 Black 2 Hispanic or Latino 1 Two or More 13 white 2 Chose not to identify	3 White Females 1 White Male	1 White Female

Position	# of Applicants	Gender	Race	Interview	Offer
Engineer I	45	16 F 27 M 2 Chose not to identify	17 Asian 4 Black 3 Hispanic or Latino 2 Two or More 17 white 2 Chose not to Identify	1 Asian Female 1 Black Male 1 White Female 1 White Male 1 Chose not to identify	1 Black Male 1 White Male
Engineer II	12	5 F 7 M 2 Chose not to Identify	6 Asian 4 white 10 white 3 Chose not to Identify	1 Asian Female 1 Asian Male 1 White Female 1 White Male	1 White Male
Inspector II	15	4 F 10 M 1 Chose not to identify	1 Black 1 Two or More 10 white 3 Chose not to Identify	1 Black Male 1 White Female 2 White Male 1 Chose not to identify	1 White Female
Manager - Inspection	6	2 F 4 M	1 Black 2 Hispanic or Latino 3 white	1 Black Female 1 Hispanic or Latino Male 1 Hispanic or Latino Male 1 White Female 2 White Male	1 Hispanic or Latino Male

C. 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.

One of the goals of the Agency's Finance Department was to enhance and broaden access to Women- and Minority-Owned Businesses (WMBEs) for selecting vendors. Currently, through its purchasing policies, the Agency encourages use of the Washington state-certified WMBE list. Some other jurisdictions (e.g. the City of Seattle) allow businesses to self-certify as a WMBE without having to go through the state-certification process. They do audits periodically to ensure that the businesses are indeed women- and/or minority-owned. We have modified our purchase request form, with links to both the state-certified and the City of Seattle's WMBE lists.

We are evaluating the next step of informing our own vendors of the City of Seattle WMBE list and encouraging them to apply as another way to expand our use of WMBE vendors.

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
NVL Labs	FY21

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 + SURVEYS

The Agency did not make any updates in FY21.





PLEASE CONTACT US
for questions, concerns,
and suggestions.

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