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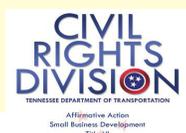
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Title VI Annual Employee Training

On April 3, 2017, the Civil Rights Division's (CRD) Title VI Program staff began its mission of training TDOT's workforce, nearly 4,000 employees. Through the use of TDOT's online Title VI Employee Training module, the Title VI staff is confident it will reach Commissioner Schroer's goal of training 100% of the workforce. As of mid-May, 84% of TDOT employees had successfully completed the training. The Strategic Transportation Investments Division was the first division to complete the training in early April. Director Steve Allen and Debbi Howard, Transportation Manager I - Administration Section and Title VI Liaison, worked in tandem, ensuring its entire staff took advantage of the convenient and informative training. The training can be taken privately on an employee's PC, laptop, tablet, or cell phone. Additionally, it can be administered in a group setting. To receive credit for the training and a certificate of completion, please remember to complete the registration form that follows the quiz. The final date for completion of the training is Friday, June 30th. The link to the training can be accessed on the Transportal at <http://intranet.tdot.tn.gov/>. If you experience difficulties or need assistance, please contact your Title VI Liaison or the CRD for assistance.

The Mission of the Civil Rights Division is to ensure adherence to Equal Employment Opportunities, Title VI, and Small and Disadvantaged Business Initiatives.



2017 Choosing Transportation Summit

TITLE VI E-News

In March, TDOT's Long Range Planning Division's Comprehensive Planning Section and Civil Rights Division were sponsors of the "2017 Choosing Transportation Summit Briefing", a seminar presented by the Southeast Transportation Workforce Center (SETWC) in Memphis. The three day summit began in 2015 as an outgrowth of the SETWC's effort to bring industry stakeholders together to discuss workforce issues and share best practices.

Numerous break-out panels explored various aspects of the transportation field, as well as the need for diversity in the workforce. A number of high ranking executives and entrepreneurs spoke on how they had progressed in their careers and overcame unique difficulties and challenges. TDOT's Pamela Sharp, Title VI Specialist, Calvin Abram, Planning Supervisor, and Nicole Seymour, Community Transportation Planner, spoke about careers available within TDOT to college and high school students.

Some of the highlights of the Summit were:

- **Two-day professional conference** - focused on challenges and opportunities related to attracting, retaining, and developing a skilled transportation workforce.
- **Blue Pump Gala** - a fund raiser that supports scholarships for female students pursuing transportation-related majors at the University of Memphis.
- **Transportation Summit for high school students** - engaging students in a variety of sessions to increase their awareness of (and hopefully interest in) transportation careers.
- **Transportation Expo** - new for 2017, in addition to providing a traditional vendor outlet during the professional conference, the Expo provided an opportunity for participants to reach mid-south area college students through a career fair on March 23, and high school students during a career expo on March 24.

In all, approximately 150-200 professionals and high school and college students were in attendance.



Pamela Sharp speaking to high school students



TDOT Display at the Summit



2017 Chattanooga Transportation Management Area (TMA) Certification Review

TITLE VI E-News

The Federal Highway Administration (FHWA) and Federal Transit Administration (FTA) have joint responsibilities to ensure that the metropolitan transportation planning processes in TMAs meet the Federal planning requirements in Titles 23 and 49 of the United States Code (U.S.C.) and Title 23 of the Code of Federal Regulations (CFR). The regulations require FHWA and FTA to jointly review and evaluate the metropolitan transportation planning process for

each TMA no less than once every four years to determine if the process meets Federal requirements.

During the month of April, TDOT’s Civil Rights Division participated in the Chattanooga MPO Certification Review. Twenty-three entities representing federal and state agencies, and local government, were in attendance. Theresa Claxton, FHWA Tennessee Division, facilitated the review.

Title VI Subrecipient Training Held in Region I

Annually, the CRD conducts training in each region of the state for subrecipients who require Title VI training certification and prefer the classroom experience over the CRD’s online training. In May, CRD Title VI Specialist, Kelsey Finch, kicked off training at the Region 1 TDOT TMC building.

The annual Title VI training was designed to assist the agencies with developing and/or enhancing their Title VI compliance program efforts. The training consisted of seven components; to include, an introduction and overview of Title VI Program responsibilities, Title VI impacts, complaints, compliance and enforcement, and strategies for preventing discrimination.

Subrecipients interested in attending a training may register at: <https://www.tn.gov/tdot/article/title6-training>

Future training dates are listed below:

<p>August 25 - Region 3 TDOT TMC Building 6603 Centennial Blvd. 2nd floor Nashville, TN 37243</p>
<p>August 30 - Region 4 TDOT Region 4 Auditorium 300 Benchmark Place Jackson, TN 38301</p>
<p>September 8 - Region 2 Development Resources Building 1250 Market Street Chattanooga, TN 37402</p>



TDOT HELP Truck Ride-Along

TITLE VI E-News

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color and national origin in all programs and activities that receive federal financial assistance. Among many things, national origin discrimination includes failing to provide meaningful access to federally funded programs and activities to those who are limited English proficient (LEP), meaning limited or no ability to speak, read, write or understand English. The TDOT Civil Rights Division's Title VI Program utilizes data collection and analysis to identify LEP populations affected by transportation decisions. This includes collecting data on usage of language assistance services such as Avaza, the interpreting and translation company used by TDOT. With the onset of increasing technological advances, especially in the smartphone app market, more LEP communication options are available now than ever before. Some of these options may prove to be of great benefit to those within TDOT most likely to have frequent LEP encounters such as the HELP Truck drivers. This interest led Title VI Program staff to study the effectiveness of interpretation smartphone apps and their possible incorporation into TDOT's LEP plan.

As part of the field research, Wes White, Title VI Specialist, and Kelsey Finch, Title VI Specialist, were given the exciting opportunity to spend a day riding along with Region's I and III HELP Truck drivers. White rode with Jerry Owen for the majority of the daytime shift and was able to observe the various types of encounters. On the routes, I-65 from downtown Nashville to Brentwood and I-440 back to I-65, numerous incidents were encountered. Stops for assistance ranged from tire changes, jump-starting cars, removing debris from the road, and the more serious, being first responders to a four-car accident.

In between help stops, White asked questions on LEP encounters and methods used to communicate. Owen has

personally used the smartphone app Google Translate during LEP encounters and has found it helpful. White left the experience appreciating the important role TDOT HELP Truck drivers play in keeping travelers safe on Tennessee highways. The ride-along was an exciting opportunity that proved beneficial to the study and provided helpful insight as to how smartphone app usage could be implemented into TDOT's LEP plan along with data collected for its use.

Finch rode with Greg Higginbotham. Although, he does have the language app on his state i-phone, he has not used it in his four years as a Help Truck driver in Region I. The team worked I-75 from downtown Knoxville to Sevierville/ Gatlinburg exit. During the shift five stops were encountered that required customer interaction. The most impressive part of the ride-along, according to Finch, was the emphasis on customer service by Higginbotham. He performed tire changes and overall welfare checks with enthusiasm and courtesy. And again, there were no encounters with LEP persons.



Kelsey Finch



Wes White



Greg Higginbotham