

TITLE VI ACCOMPLISHMENTS & GOALS REPORT

This outline is for LPA and other governmental entities to report Title VI activities that occurred over the past year and report Title VI goals for the upcoming year. Reports must be returned on or before due date to meet eligibility requirements for federal funding. Send to TitleVI@WSDOT.wa.gov

DUE DATES: Refer to Section 28.3 for scheduled reporting period and due date

Contact Information

Name and title of administrator (signature on Standard Assurances): Steve Metruck, Executive Director

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Name and title of designated Title VI coordinator*: Bookda Gheisar, Senior Director of Equity, Diversity, and Inclusion

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*When the Title VI coordinator changes, notify TitleVI@WSDOT.wa.gov within 30 days.

To comply with Title VI requirements, each annual report submission must include signed Standard Assurances (USDOT1050.2A).

Accomplishments

1. Report any changes in the organizational structure since the last reporting period. (Example: New Title VI Coordinator, new planning or public works directors, etc).

Report should identify the changes in the racial/gender composition of those persons involved in the transportation decision making, including planning and advisory staff.

If no changes have been made, please indicate that accordingly.

No changes in 2021.

2. Using the most current data available (through Census or Washington State Office of Financial Management), describe the demographics within your jurisdiction.

According to the 2021 ([latest U.S. Census data](#)) U.S. data, King County demographics are as follows:

White 64.4%, Black 7.2%, American Indian and Alaska Native 1.0%, Asian 20.9%, Hawaiian/Pacific Islander 0.8%, Hispanic/Latino 10.3%, Two or More Races 5.6%

Per capita income in King County (2020) is \$55,374, Median household income, 2016-2020, \$99,158 persons below poverty level, 2020, 7.6%

Language other than English spoken at home, percent of persons age 5 year+, 2016-2020, 28.4%, English Language Learners 3%

- a. Describe any required Title VI activities and/or studies conducted that provided data relative to minority persons, neighborhoods, income levels, physical environment, and travel habits.

During the 2021 reporting year, the Port of Seattle has not initiated studies or collection of statistical data related to minority persons, neighborhoods, income levels, physical environment, and travel habits.

- b. How was the information utilized or Title VI provisions and needs applied in each study or activity?

The Port of Seattle does not have anything to report on this matter during the January 2021 – December 2021 reporting period.

3. Public Meetings – List other public meetings held during this reporting period. Identify efforts used to encourage citizen participation at those meetings. Detail dates, times, locations, attendance, and provide examples of outreach materials.

2021 Equitable Community Engagement Activities

The Port held a few in-person public engagement events due to ongoing COVID-19 health and safety protocols set in along with a re-prioritization of Port projects and activities given a severe downturn in economic conditions and a shifting focus towards economic

recovery. As a result, a number of projects and programs were either cancelled, delayed or moved to virtual formats.

The following activities are ones the Port routinely takes to provide assistance to underserved stakeholders and Non-English Limited Proficiency speakers.

- *Stakeholders requesting assistance are directed to the Port's Language Help Line* and can follow Spanish, Vietnamese, Somali, Khmer, Cantonese, Arabic or English prompts to request assistance at a Port event or to get a question answered.*
- *Translated fact sheets and documents are typically provided in Spanish, Vietnamese, Somali, and Khmer with other languages translated as the need warrants. The Port uses data from the Highline Public Schools District and the City of Seattle Department of Neighborhoods to determine which languages are most prevalent in a community.*
- *The Port runs print ads in local papers and online ads in local and regional news blogs connected to where the various public events are taking place.*
- *The Port submits print and online ads to ethnic media in the greater Seattle-area.*
- *The Port utilizes its website, e-newsletter, listservs and social media channels (using relevant zip code data) to promote events.*
- *Interpreters are made available, with advance request, at in-person events to proactively assist any attendees that request help. Event invitations typically ask for the type of services required so that we are prepared to provide the requested language. At times, translators are scheduled for events that are anticipated to attract attendees requiring specific languages.*
- *Childcare services and food/refreshments are available at in-person events.*
- *Events are often family friendly and include children's activities.*

2021 Public Events

- *April 21st: Virtual public presentation for the Fishermen's Terminal Redevelopment Project.*
- *The events were publicized via invitations that were sent to tenants and customers of Fishermen's Terminal as well as neighborhood groups (Ballard and Queen Anne) as well as informational signs at Fishermen's Terminal, billing inserts and flyers.*
- *We do not have the ability (yet) to offer translation for Microsoft Live events.*

- *April 28th: Virtual International Travel Outlook and Trend report virtual live event. Communications team invited travel reporters, bloggers to hear about industry trends.*
- *We do not have the ability (yet) to offer translation for Microsoft Live events.*

- *April 2021: Jack Block Park Survey: Port conducted a public survey during the month of April 2021 to learn more about how West Seattle residents use Jack Block Park as part of a Pier replacement project. West Seattle residents*

- *We were invited to participate in the survey via online banner ads in the West Seattle blog and Westside Seattle on-line (and newspaper); paid targeted Facebook ads; 16,000 postcards mailed to households in the vicinity of Jack Block park; The Port of Seattle's Connections Newsletter (April 9th edition); Jack Block Park webpage; emails to West Seattle industry groups and community groups and sandwich boards placed in the park. The survey was offered in five languages: English, Spanish, Khmer, Vietnamese, and Somali.*

- *September 16th: State of the Port lunch at Jack Block Park for the West Seattle Chamber. Event is for Chamber members and invitations are sent by the Chamber*

- *September 23rd: Working Waterfront Tour for SODO, Pioneer Square and China Town Business Improvement Associations. Invitations to attend are sent by the Associations to their members.*

Virtual Public Budget Briefings

Public was invited to learn about the Port's proposed 2021 budget, tax levy uses and capital investment plan at two virtual Microsoft Live Event presentations.

- *Maritime and Economic Development – October 20*
- *Aviation – October 21*

The events were publicized via invitations that were sent to the Port's broad distribution lists as well as newsletters and the Port's website. We do not have the ability (yet) to offer translation for Microsoft Live events.

- *November 4th: Grand Opening of the North Satellite at SEA. The event was for invited guests and passengers to celebrate the grand opening of the North Satellite. Invitations were sent to airline industry partners and the event was*

promoted via Connections newsletter and the Port's website.

- *December 9th: Virtual State of the Port – Public was invited to a Virtual State of the Port presentation. The events were publicized via invitations that were sent to the Port's broad distribution lists as well as newsletters and the Port's website. We do not have the ability (yet) to offer translation for Microsoft Live events.*

South King County Fund

- *In 2020, the Port launched the South King County fund with three rounds of funding- Environmental Grants, Economic Recovery Grants, and expansion of WMBE economic development programs. The target audiences for all of these funding rounds were BIPOC communities in South King County and as such, efforts were made to assure equitable access through language support and deep community engagement.*
- *With the support of Alma Villegas Consulting, the Port hired eight community liaisons to support the development of Environmental Grant materials, and to conduct community outreach and engagement to promote the grants and help to drive applications. All liaisons were BIPOC represented South King County communities including Bhutanese, Latinx, Congolese, Pacific Islander, African American, Filipino, and Korean. Materials translation support and interpretation services were utilized to support equitable participation in project activities.*
- *The result of this work was an overall increase in BIPOC-led projects funded through the Environmental Grants program with 6 out of 14 grants going to BIPOC-led organizations.*
- *Additionally, both Environmental and Economic Recovery grants published materials in the top eight spoken languages in South King County and advertised in multiple ethnic media outlets, and provided interpretation services for interested applicants.*
- *In 2021, to increase equity within the program, additional support was provided to two distinct linguistic groups- Spanish and Somali. The Port supported a community liaison from each group to provide in-language support in project development. In addition to several in-person meetings between Port staff, consultant, liaison, and community members which were conducted in-language, three public information sessions were held with the support of interpreters.*
- *This additional work resulted in two contracts from the Latinx community in Burien and one from the Somali community in Des Moines/Federal Way.*

Duwamish Valley Community Equity Program and Port Community Action Team Meetings

Monthly Duwamish Valley Port Community Action Team meetings – not open to the public, but topics included: Duwamish Valley Community Equity Program Updates, Resolution 3767 Duwamish Valley Community Benefits Commitment, Community Projects related to Bike/Pedestrian Safety, Green Jobs, Youth Internships, and more.

- a. How were special language needs assessed? List the special language needs assessments conducted.

No specific assessment was conducted to determine language needs, rather, Port staff are familiar with the language needs of the communities identified as potentially interested in the proposed cruise terminal development at Terminal 46. Actions taken included:

- *Print materials provided in Spanish, Vietnamese, and Traditional Chinese*
- *Social media promotion of the project community engagement opportunities were posted in Spanish, Vietnamese, Traditional Chinese*

- b. What outreach efforts did you utilize to ensure that minority, women, low-income, and LEP population groups were provided equal opportunity to participate in those outreach activities. (Examples: provided materials in other languages, met with local social services agencies, advertised in a minority publication).

No specific assessment was conducted to determine language needs, rather, Port staff are familiar with the language needs of the communities identified as potentially interested in the proposed cruise terminal development at Terminal 46. Actions taken included:

- *Print materials provided in Spanish, Vietnamese, and Traditional Chinese*
- *Social media promotion of the project community engagement opportunities were posted in Spanish, Vietnamese, Traditional Chinese*

- c. List any costs incurred for translations and interpreters for each activity

- *Translation of Duwamish River People’s Park and Shoreline Habitat Quarterly mailer into Spanish, Khmer, Somali and Vietnamese - \$929.50*
- *Translation of T117 Mailer into Spanish, Vietnamese, Khmer and Somali - \$962.50*

- *Translation of South King County Fund Recovery Release into Amharic, Arabic, Russian, Somali, Spanish, Korean and Vietnamese - \$2,678.13*
 - *Translation of South King County Fund Economic Recovery flyer into Amharic, Arabic, Russian, Somali, Spanish, Korean and Vietnamese - \$1,426.88*
 - *Interpretation services at Celebration of the Duwamish River Community Hub – Spanish - \$588.00*
 - *Translation of South King County Fund Environmental Grant into Amharic, Arabic, Russian, Somali, Spanish, Korean and Vietnamese - \$2,850.12*
 - *Translation of South King County Fund Sample Application into Spanish - \$587.71*
 - *Translation of South King County Fund One-Page Recovery Environmental in Spanish - \$431.16*
 - *Translation of Multilingual Travel Blogs into Amharic, Vietnamese and Simplified Chinese - \$611.52*
 - *Translation of Sustainable Airport Master Plan One Pager into Spanish, Vietnamese, Somali, Arabic and Amharic - \$1,746.10*
 - *Translation of Jack Block Survey into Cambodian and Somali - \$603.53*
 - *Translation of Vaccine Clinic FAQs into Spanish, Vietnamese, Amharic, Somali, Simplified Chinese and Tagalog - \$1,890.90*
 - *Translation of Qatar Airways Launch Facebook Post into Arabic, Somali, Amharic and Punjabi - \$815.36*
 - *Interpretation services for virtual meeting – French - \$294.00*
- d. List the special language services provided – note the professional language service provided including the name of the service, date provided, number of persons served, and any other relevant information.

**Port of Seattle Language Help Line*

In 2013, the Port of Seattle set-up a language line for LEP members of the public to leave a message in their own language and receive a return call from someone who speaks their language. The language line continues to be promoted in conjunction with Port of Seattle outreach efforts as a way for members of the public to request the services of an interpreter at a Port event or ask a question or questions in their native language. The language line continues to operate and in 2018, in addition to the four top non-English languages spoken in the airport communities (Spanish, Vietnamese, Cambodian and Somali), Arabic and Cantonese were added to the language line in an effort to reach even more LEP communities.

Translation provided by Universal Language Services

- *No information on number of persons served*

- e. Include examples and experiences in the Report to help the readers understand what is being translated and why.

The Port of Seattle is an equal opportunity and affirmative action employer that values diverse perspectives and life experiences. We encourage people of all backgrounds to apply, knowing decisions concerning the employment relationship will be made without regard to age, race, ethnicity, color, religion, creed, sex (including pregnancy), sexual orientation, gender identity or expression, national origin, marital status, citizenship status, veteran status, the presence of any physical or mental disability, or any other status or characteristic protected by federal, state, or local law, regulations and ordinances. Continuous efforts are made to recruit a diverse candidate pool. Examples of such efforts include:

- *Providing persons with disabilities with reasonable accommodations in order to participate in a selection process. To submit requests for reasonable accommodations for the application process, applicants are asked to contact Talent Acquisition at (206) 787-3000 or the employment mailbox at employment@portseattle.org. Applicants may also contact Washington Relay Service at: TDD/TTY 800-833-3836 STS 877-833-6341.*
- *The Port of Seattle's HR Outreach/Emerging Talent program has translated several internship and fellowship career brochures into various languages including Spanish, Vietnamese, Somali, and Khmer. The Port has also created and distributed coloring books that promote Port related careers. These coloring books have been translated into Tagalog, French, German and Spanish. Similarly, a Port career exploration tool was recently developed that is available on our website that describes various careers that can be found at the Port. This tool has been translated into Spanish.*
- *The Port has hired bilingual youth ambassadors who work within their high schools to promote the Port of Seattle youth opportunities and Port of Seattle careers. We leverage our Employee Resources Groups with community connections to ensure our job opportunities are shared widely.*
- *Working with our local community partners such as Worksource, Indigenous Tribes, Asian Counseling & Referral Service, El Centro De La Raza, and Partners in Employment, the Port continues to communicate career opportunities broadly to a wide and diverse pool of candidates.*
- *Included here are a few examples of how the Port translates pertinent*

material for employees, jobseekers, and community members:

- *The Port's Workforce Development team complies with the Limited English Proficiency (LEP) program by translating job postings to appropriate languages. The SEA Airport employment center operated by Port Jobs provides culturally competent staff who can speak to immigrant and refugee jobseekers, They also provide the language translator on their website: www.portjobs.org.*
 - *Career opportunities at the Port are advertised in several locations. Through Direct Employers, Port of Seattle jobs are posted on over 29 diverse publications, 19 disability sites, and 23 veteran sites.*
 - *The SEA Airport has a team of Airport Customer Service Representatives, known as Pathfinders, who host a total of 24 languages between them. Based on the needs of the passengers, they utilize their own languages to assist the customers as needed. They also reach out to other team members or access the Port's language interpretation phone and video service, Language Line Solutions. Language Line offers more than 240 languages, including ASL (video) and is an on-demand service with connection to a representative of the chosen language within minutes. The Pathfinders also assist with brochure translations of other departments and overhead announcements that are played in the terminals.*
- f. How does the Port document the community reached compared to community impacted by their services/projects.

The Port of Seattle created an Equity Index, an open-source interactive map that displays a visual representation of social and environmental disparities across King County. Using this information, the Port is able to compare communities and how our resources are strategically sited in geographies to improve quality of life and levels of equity for community members.

4. List all the transportation related contracts (Federal and others) that were executed during the reporting period. (Please include construction, consultant agreements for planning, design, engineering, environmental, research, maintenance, etc.)
- *MC-0319874 – Restroom Renovations Phase 4 – FAA Phase 2*
 - *MC-0320308 – 2021 Airfield Pavement Replacement Project*
 - *MC-0320386 - JOC Noise Remediation and Other Small Construction Projects 2021*

Other than advertising in your local legal publication, what outreach was made to DMWBE firms that a contracting opportunity existed within your agency?

The Port of Seattle has an outreach and training program called "Port of Seattle Small Business Generator (PortGen)" that launched in June 2021. This initiative highlights upcoming opportunities prior to publication to WMDBE businesses. These events are held monthly.

Identify the DMWBE contracts that were awarded and their dollar amount

344 WMDBE companies were utilized totaling \$64M of WMDBE spend for 2021.

Is there a Title VI Non-Discrimination statement included in all contracts and public notices?

Yes, contracts and public notices from the Port of Seattle include a Title VI Non-Discrimination statement.

How did your organization ensure that minority, women, and disadvantaged firms were provided equal opportunity to participate in the contracting arena?

The Port of Seattle has a diversity in Contracting Department which enforces a Port-wide policy resolution to ensure WMDBE participation and goals are adhered to.

Procurement and Contracting Process

For all procurements, the Port provides the DBE requirements, as required. Our advertisements include the Title VI language, the DBE goal, and procurement instructions on how to submit bids.

Periodically, the Port reviews its procurement practices to ensure it is providing equal opportunity for minorities, women, and disadvantaged businesses to participate in contracting. When opportunities for improvement are found, adjustments are made to ensure firms were considered and provided an equal opportunity. The Diversity in Contracting department attends pre-proposal meetings and offers tips on how to be

successful in submitting Women and Minority-Owned Business Enterprise inclusion plans and/or DBE Subcontracting plans.

Community Involvement

The Port supports regional and national DWMBE advocacy efforts. These serve as platforms for the DMWBE community and members of government agencies to share concerns and best practices. Such groups are National Association Minority Contractors, Construction Design and Entrepreneurs, Tabor 100. In addition, stakeholders have direct access to Port leadership to address concerns that arise.

Outreach, Engagement, and Training

Port staff regularly conducts outreach and training and has staff dedicated to supporting DWMBE firms. The Diversity in Contracting department holds these trainings regarding upcoming projects to offer Women and Minority-Owned Business firms equal opportunity to participate in the contracting arena. Port of Seattle's training program, Small Business Generator (PortGen) Program is offered monthly. Small Business and DMWBE are invited to learn how to do business with the Port and learn of upcoming contracting. One such PortGen training is How to Do Business the Port.

5. Summarize any transportation projects that identify potential impacts to minority and/or low- income Environmental Justice (EJ) populations (i.e., impacts such as displacements, increased noise, bisecting neighborhoods, et al). Note the following:

How impacts were minimized/mitigated.

The Port of Seattle does not have anything to report on this matter during the January 2021 – December 2021 reporting period.

Also include a statement, if applicable, on projects that specifically benefit community cohesion such as: adding sidewalks, improving access to properties that improve access for EJ populations.

The Port of Seattle does not have anything to report on this matter during the January 2021 – December 2021 reporting period.

6. If Right of Way has been acquired for a transportation project, please describe:

No Right of Way was acquired in the 2021 reporting year.

Identify the number of minority, low-income, elderly and disabled persons affected.

The Port of Seattle does not have anything to report on this matter during the January 2021 - December 2021 reporting period.

The efforts that were made to address Limited English Proficiency issues (including use and cost of translators, outreach efforts for each reported activity).

The Port of Seattle does not have anything to report on this matter during the January 2021 – December 2021 reporting period.

Describe any concerns raised by minorities and women regarding appraisals, negotiations, relocation assistance, and payments. What actions were taken to resolve those issues?

The Port of Seattle did not receive any complaints raised by minorities and women regarding appraisals, negotiations, relocation assistance, and payments in year 2021.

7. List and describe any Title VI related complaints, as a result of transportation activities and projects.

Date of complaint: September 19, 2021

Location: Terminal 18

Allegations: complainant alleged “unprofessional” conduct and a “bad and unpleasant experience” with a “Port shuttle bus driver.” Michal alleged that the driver (name unknown) made “false accusations” about his (Michal’s) conduct and threatened him. Specifically, Michal reported that the unknown driver said, “hey men u need to watch yourself outside.”

Resolution: The incident occurred on Terminal 18 and was not a Port of Seattle employee. The complaint was referred to SSA Terminals, who manage this group and location.

Comments: Note the complainant did not file the complaint via a formal complaint form (he e-mailed the Title VI e-mail address), nor did he alleged the reason for the conduct was related to race, color, gender, creed, or national origin.

Title VI Goals for Upcoming Year

What area(s) of Title VI does your agency plan to focus on in the upcoming year? Describe by particular program area what your agency hopes to accomplish. Include any significant problem areas to focus on and plans to address those.

In 2022, the Port of Seattle will develop a Title VI action plan that will identify gaps and opportunities to strengthen internal Title VI knowledge of employees and reporting structures. We will develop knowledge competencies and actions expected of Port staff considered Title VI coordinators per our Title VI Plan, we will develop a calendar of internal training opportunities as well as share external or local Title VI training opportunities for relevant staff to attend as their schedules allow.

We will examine our website and identify where information can be strengthened and/or clarified for external audiences. Additionally, internal Port stakeholders will work to develop a language access policy proposal to ensure that language access best practices are adopted into Port work across every division and as appropriate for our many lines of business.

Port of Seattle 2021 Title VI accomplishments and goals for 2022

In 2019, Port leadership created its first Office of Equity, Diversity and Inclusion (OEDI). The Office is charged with infusing equity practices throughout Port operations and providing strategic policy direction on equity issues.

OEDI is leading the Port's efforts to become an anti-racist, equitable organization using three primary strategies:

- Transform the Port of Seattle by infusing racial equity principles and practices into all aspects of organizational structure, programs, policies, and processes.*
- Provide equitable and tangible benefits to impacted communities of color and immigrant and refugee communities.*
- Build OEDI capacity and expertise to lead equity change work internally and to be a resource for and partner with external peer agencies.*

In 2021, the Port made progress toward these goals in some of the following ways:

- In 2021, the Port of Seattle engaged in two organizational assessments on*

employee perceptions on the state of equity at the Port and a deeper assessment on workplace culture for women of color employed at the Port of Seattle. The equity assessment covered six focus areas: workplace culture, operations and processes, employment, equity capacity building, engaging WMBEs and small businesses, and engaging impacted communities. The Women of Color assessment was a qualitative survey of thirteen questions regarding workplace culture, barriers to success, HR systems to support employees and employee advancement, employee satisfaction with their specific roles and their compensation, and perceptions on whether the Port's Century Agenda goals and values of diversity, equity, and inclusion are reflected in the work culture and the Executive Leadership Team.

Recommendations and reports of these assessments were published in January 2022.

- *Worked to continue operationalizing the Port's Century Agenda goal of the Port to "Become a Model for Equity, Diversity, and Inclusion." Through this goal, the Port of Seattle has advanced training and learning opportunities to grow knowledge and competencies to center equity at the core of all our work and the principles the Port embodies.*
- *The South King County Community Impact Fund (SKCCIF), an initiative that pledged \$10 million between 2019 and 2023 to develop equity-based partnerships to address noise mitigation, environmental health and sustainability in ethnically and culturally diverse communities.*
 - *On August 31, 2021, SKCCIF opened a round of environmental grants to support short-term or multi-year environmental projects in near-airport communities. Applicants can apply for up to \$20,000 of funds with a total pot of \$385,000 to allocate in cycle two of this funding.*
 - *On September 13, 2021, SKCCIF opened a second round of funds focused on economic recovery in communities hardest hit by COVID-19. Community-based organizations may submit proposals requesting \$100,000 for a single year of funding or up to \$250,000 for multi-year funding for projects with outcomes related to workforce development, job creation, or economic recovery in Port-related industries.*
- *Continuing our commitment to the Port's economic recovery efforts, OEDI invested an additional \$2 million for year two of the Opportunity Youth Initiative. This fund partners with community-based organizations to provide nearly 200 low-income youth and youth of color with paid internships and professional training opportunities in Port-related industries.*
- *In August 2021, the Port opened the Duwamish River Community Hub as part of its community benefits commitment in the Duwamish Valley Community Equity Program. The "Hub" will support activities related to Duwamish Valley*

community engagement and habitat restoration, the Port's Workforce and Economic Development programs, the Port's Green Jobs Initiative, and ongoing port operations at the Duwamish River People's Park.

- *In 2021, OEDI continued convening the Port-wide Change Team, comprised of employees from all departments, teams, and leadership levels. The mission of the Change Team is to engage all teams of the Port in using an equity framework in their daily work and decisions. The Change Team works with leadership to develop Port-wide equity goals, and members of the Change Team work within their respective teams to develop Department-specific equity goals.*

Goals in 2022 to advance the Port's anti-racist goals and vision include:

- *Utilize the Change Team to break-out into sub-committees to identify steps, tools, and/or trainings to operationalize recommendations from the Port's organizational assessments: the 2021 Equity Assessment and 2021 Women of Color Assessment in order to shift systems, culture, and practices towards a workplace culture of inclusion and belonging of all Port employees.*
- *Collaborate with internal Port stakeholders to draft and pass an equity policy directive that will codify internal practices at the Port to support culture and systems change towards more inclusive practices.*
- *The Port of Seattle Title VI team will attend at least one Title VI training offered by the FAA. Additionally, the Title VI coordinator will work to develop internal trainings, including sessions focused on Project Managers of the Design and Construction and Operations and Maintenance Divisions to be led by the Title VI Coordinator and the Title VI designees will document the attendees, job titles, race/color/national origin, and date(s) of the training provided.*