As stipulated in this agency’s Title VI Program Non-Discrimination Agreement, WSDOT’s approval letter to that agreement, and WSDOT’s Highways and Local Programs Local Agency Guidelines Manual (Chapter 28), the annual accomplishment and update report for the reporting period reflected above is hereby submitted.

Current Chief Executive Officer:
- Name: John Marchione
- Title: Mayor

Planning or Public Works Director:
- Name: Erika Vandenbrande
- Title: Planning Director

Title VI Coordinator:
- Name: Alaric Bien
- Title: Senior Planner

SUBMITTED by: ____________________________________________
Signature
__________________________________________
Alaric Bien
Typed/Printed Name
Senior Planner
Title
Nov 25, 2019
Date
1. Report any changes in the organizational structure since the last reporting period. (Example: New Title VI Coordinator, new planning or public works director, etc.).
   a. Report should identify the changes in the racial/gender composition of those persons involved in the transportation decision making, including planning and advisory staff.
   b. If no changes have been made, please indicate that accordingly.

   New Public Works Director, Dave Juarez
   New Parks & Recreation Director, Carrie Hite
   New Title VI Coordinator (effective Oct 1, 2019), Alaric Bien

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

   The demographic data provided in Figure 1 are based on the 2017-2019 estimates provided by the Washington State Office of Financial Management and the 2017 Household Travel Survey conducted by the Puget Sound Regional Council in coordination with the City of Redmond.

   Generally, the population has grown by 3% and housing by 2% since the prior year. The City continues to become more diverse, with a 5% increase in diverse populations since 2010. Insignificant changes have occurred within age groups, with 66% of the population represented by working age adults.

   The City has a diverse, growing and well-educated population due to strong economic sectors in technology, manufacturing and healthcare. 3.2% of the population is unemployed with 4.3% of households on food stamps. Table 1 provides Limited English Proficiency (LEP) data from the 2015 American Community Survey.

<table>
<thead>
<tr>
<th>Primary language</th>
<th>Population</th>
<th>Percentage of Total Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chinese languages</td>
<td>1,477</td>
<td>2.7%</td>
</tr>
<tr>
<td>Spanish</td>
<td>1,459</td>
<td>2.6%</td>
</tr>
<tr>
<td>Russian</td>
<td>519</td>
<td>0.9%</td>
</tr>
<tr>
<td>Other Asian</td>
<td>416</td>
<td>0.7%</td>
</tr>
<tr>
<td>Portuguese</td>
<td>271</td>
<td>0.5%</td>
</tr>
</tbody>
</table>

   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.

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

   **Community Engagement**

   The City is currently conducting its annual citizen survey to shape budget priorities. This information is used to evaluate concerns regarding affordable housing/cost of living, transportation and other issues. The survey also provides information about how the public obtains information about City projects and activities, which is used to evaluate Title VI needs and priorities. The 2019-2020 budget reflected survey results to build more connections between our diverse communities by implementing a new **Community Strategic Plan** and launching its Cultural Inclusion Initiative in July to
focus on ensuring that all residents can fully access city services and influence city policy and direction.

**ADA Facilities Audit for Parks and Recreational Facilities**

Parks and Recreation conducted an ADA audit for parks and trails last year, and started an audit of its buildings this year. These audits assist in the development of an ADA develop a transition plan to improve facilities such that they are accessible to everyone. A stakeholder advisory committee was formed to assist in establishing priorities. The committee included service providers, caregivers, parents of those with developmental disabilities and community members with visual disabilities and mobility issues, service providers, caregivers and parents of those with developmental disabilities.

**Title VI Compliance Review**

Title VI compliance reviews were conducted for two transportation projects to evaluate current processes and identify areas for improvement to the City’s Title VI program. Communications efforts for transportation projects have improved, with ongoing improvements described in the Community Engagement section above.

**Improving the Title VI Program**

The City's implemented a new website to improve online translation services and provide better access for all members of the community. Communications has also added the Title VI program policy and translation access to all City flyers, maps and materials provided to the public.

The Title VI complaint form was integrated with the City’s QAlert system to provide better tracking and ease of access to all members of the community. QAlert is available via mobile app or the new City website with automated language translation services for those with limited English proficiency or disabilities.

The City has also implemented new translation services at customer services desks within City facilities by providing language identification placards and telephone translation services for those needing assistance in a language City staff cannot provide directly. City Hall is also running a pilot digital translator at its main service desk.

Communications staff are currently working on an implementation plan that define all vital documents that need translation. The actual translation work is anticipated in 2020.

**Title VI Training**

The City’s Title VI Transportation liaison took WSDOT Title VI training on February 28, 2019.

3. List any Public outreach activities during the reporting period such as, public announcements and/or communications for meetings, hearings, project notices.
Refer to our online Communications section for an index of all public announcements via press releases and social media. See Appendix A for examples of public outreach and community engagement activities.

All meetings are available via the City’s Meeting Information Center. This includes agendas, meetings, hearings, public notices and audio-visual recordings. Meetings are also broadcast live and repeatedly on Redmond City TV Comcast Channel 21 and Frontier Channel 34.

Anyone can sign up to speak at the meeting directly to the Mayor and City Council at the beginning of each meeting. Speakers are generally limited to three minutes; however, accommodations are made for persons with disabilities or use English as a second language.

Assistance for the hearing or visually impaired is available at Council and public meetings with one-week notice made by contacting the City Clerk’s office.

All transportation plan and project activities are available the online Plans & Projects section, which includes project summaries, current bid advertisements and community engagement activities for all plans and projects throughout the City. See Table 2 for outreach activities for transportation-related projects.

Other public outreach activities and events related to transportation options, incentives and resources are provided through the Go Redmond! Commuter assistance site goredmond.com.

Table 2. Transportation-related public outreach activities during reporting period.

<table>
<thead>
<tr>
<th>Project</th>
<th>Public Outreach Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>NE 31st Street Improvements</td>
<td>Weekly updates to business owners in region affected during construction</td>
</tr>
<tr>
<td>NE 51st Street Improvements</td>
<td>Postcard flyer to community in region impacted; King County Metro assisted with outreach to transit users about temporary bus stop relocations.</td>
</tr>
<tr>
<td>Willows Road Rehabilitation</td>
<td>Weekly updates to business owners in region affected during construction</td>
</tr>
<tr>
<td>187th Ave NE Pavement Management</td>
<td>Weekly updates to residents and business owners in region affected during construction</td>
</tr>
</tbody>
</table>
Figure 1. 2017-2018 City Demographics

Estimated Population & Households

Age

- Child (0-17) 12%
- Younger Adult (18-34) 22%
- Older Adult (35-64) 28%
- Senior (65+) 38%

Income

- Low Income (50% AMI)
  - $51,699 or less 21%
  - $51,700 to $82,599 45%
  - $82,700 to $99,999 12%
  - $100,000 or more 22%

Racial Identity

- White 51%
- African American or Black 31%
- Native American or Pacific Islander 5%
- Asian 1%
- Multiple or Other 2%

Ethnicity

- Hispanic 8%
- Non-Hispanic 92%

Gender Identity

- Female 49%
- Male 51%
a. How were special language needs assessed? List the special language needs assessments conducted.

The City conducts a demographic review to evaluate the potential for special language needs; two languages have been identified as meeting the Safe Harbor threshold: Simplified Chinese and Spanish (Table 1). Translation and interpreter services (Table 3) are also evaluated to determine where language assistance is needed most.

Special language assessments are also conducted with each new capital improvement project using the Environmental Justice Screening and Mapping Tool.

The Human Services division works with local non-profit groups to assess needs and receives guidance from the Human Services Commission on priorities

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).

Social media and online tools that have language translation capabilities are used to promote City events and announce upcoming community meetings and project-related activities. Bid opportunities are advertised through the Washington State MWBE site as well as all available local publications.

City of Redmond staff and language translation telephone services are available to provide special languages services when needed. In-person services can also be requested with advance notice at public outreach activities and Council meetings. Translation information is now provided on all public outreach materials.

The Human Services division has partnered with several local social services agencies to ensure that minorities, seniors, women and low-income groups are included in outreach activities. These agencies provide outreach activities in multiple languages to meet community needs. The City’s homelessness outreach coordinator provided direct assistance to ### people in 2019.

c. 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.

The new City website is equipped with Google Translate to convert content into multiple languages and improve ADA accessibility.

The City of Redmond has thirty-eight (38) staff members that are available to speak sixteen (16) different languages to provide services to the public. Languages provided include Cantonese, Mandarin, Shanghai, Czech, Dutch, French, German, Haitian Creole, Hindi, Italian, Kannada, Korean, Marathi, Portuguese, Romanian, Russian, Sign Language, Spanish, Telugu, and Vietnamese. The City does not maintain a formal list of the number of persons served when direct staff communication is available.

In 2018, the City initiated a new service request portal called “Your Redmond”. This service provides digital translation services to request services or report issues via a website or mobile app.
Consultant language services are used when City staff are unable to provide direct communication. Refer to Table 3 for details.

Table 3. Contracted translation and interpreter languages services provided in reporting period.

<table>
<thead>
<tr>
<th>Timeframe</th>
<th>Persons Served</th>
<th>Written Translation</th>
<th>Verbal/Sign Language Interpreter</th>
<th>Languages</th>
</tr>
</thead>
<tbody>
<tr>
<td>1Q FFY2019</td>
<td>71</td>
<td>14</td>
<td>57</td>
<td>51 Spanish</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>7 Mandarin</td>
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<td></td>
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<td></td>
<td></td>
<td>3 Russian</td>
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<td></td>
<td>3 Telugu</td>
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<td></td>
<td></td>
<td>2 Farsi</td>
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<td>2 Korean</td>
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<td>1 Hindi</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td>1 Turkish</td>
</tr>
<tr>
<td>2Q FFY 2019</td>
<td>65</td>
<td>16</td>
<td>49</td>
<td>42 Spanish</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>6 Korean</td>
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<td>5 Mandarin</td>
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<td>4 Russian</td>
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<td>3 Portuguese</td>
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<td>1 Amharic</td>
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<td>1 Arabic</td>
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<td>1 Cambodian</td>
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<td>1 Punjabi</td>
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<td>1 Telugu</td>
</tr>
<tr>
<td>3Q FFY 2019</td>
<td>37</td>
<td>17</td>
<td>20</td>
<td>18 Spanish</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td>8 Russian</td>
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<td></td>
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<td>1 Simplified Chinese</td>
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<tr>
<td>4Q FFY 2019</td>
<td>59</td>
<td>21</td>
<td>38</td>
<td>44 Spanish</td>
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<td>4 Mandarin</td>
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<td>1 Romanian</td>
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<td></td>
<td>1 Simplified Chinese</td>
</tr>
</tbody>
</table>
d. List any costs incurred for translations and interpreters for each activity.

Consultant language service translations and interpreters cost $9,848 during this reporting period.

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.)

a. Include dollar value of each

See Appendix B.

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

In addition to including the Title VI statement when advertising in local publications, the City of Redmond uses the Shared Procurement Portal to notify vendors of contracting opportunities. The Portal provides discounted half-price fees to certified MWBE firms. Refer below for more details. A description of bidding and contracting policies is available online http://www.redmond.gov/business/biddingContracting/.

c. Identify the MWBE contracts that were awarded and their dollar amount.

See Appendix B.

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

The City’s non-discrimination policy is included in all contracts, including federally-funded and all other contracts. All federally funded contracts administered by the City of Redmond contain additional Title VI provisions (FHWA form 1273) defining Title VI requirements included in the contract documents with a requirement that these provisions be included in all amendments, supplements and lower tier contracts entered into by the contractor. Contract documents also include GSP 01-07.11 language relating to the Requirements for Non-discrimination.

The Title VI Policy is posted on the city website with reference to it on all site pages, including public notices, contracts and contract opportunities. The policy is also available in Spanish and Simplified Chinese.

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

All City of Redmond contracts contain non-discrimination provisions to ensure and heighten awareness that the City of Redmond will not tolerate discriminatory practices. As part of the City of Redmond’s outreach efforts to use minority and female contractors, when appropriate, proposals include a Minority and Women’s Business Enterprise (MWBE) goal. Certified MWBE firms can encompass small minority and women-owned firms. As a condition of award, the successful bidder must make good faith efforts to meet this MWBE goal. The proposer establishes good faith efforts when it documents that
it has obtained enough participation to meet the goal: or documents that it has made adequate efforts to do so although unsuccessful. Refer to Appendix B for a listing of MWBE contracts.

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:

   a. How impacts were minimized/mitigated.

   b. 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.

   No negative impacts to minorities and/or low-income EJ populations were identified during this reporting period.

   Projects during this period that improve access for minority and low-income populations by providing sidewalks, creating and updating ADA-accessible ramps, creating non-motorized connections and access to transit include:

   • NE 51\textsuperscript{st} St improvements, including bicycle lanes and new curb ramps
   • NE 31\textsuperscript{st} St improvements, including bicycle lanes and new curb ramps

   The City of Redmond has multiple budgeted programs to improve access to all populations, including:

   • Pedestrian Projects, Target Safety Improvements and Neighborhood Traffic Calming programs - funding transportation services for low-income, elderly and disabled populations, adding sidewalks, trails, bicycle lanes, crosswalks and pedestrian safety signals from low-income and minority communities to provide safe access to schools and social services

   • Transit - working with King Country Metro and Sound Transit to improve access to transit by strategically adding bus stops and services to multicultural and low-income neighborhoods

   • Go Redmond - providing multiple transportation options, including promoting ORCA Lift for low-income persons through incentives and events

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

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

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

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

   See Appendix B.

7. List and describe any Title VI related complaints, as a result of transportation activities and projects. Include:
d. What was the allegation or concern?
e. Procedures used
f. Action taken
g. Resolution

The City provides Title VI complaint forms via its QAlert system that allows a person to submit service requests or issues online or via mobile app. The Customer Service Center is also available via phone, Skype, email or in person to receive concerns and provides language translation services. Two Title VI complaints were received during this period (Table 4) with none related to transportation activities.

Table 4. Title VI complaints in reporting period.

<table>
<thead>
<tr>
<th>Date</th>
<th>Concern</th>
<th>Procedures Used</th>
<th>Action Taken</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>4/24/2019</td>
<td>Complaint about incident with police at a local business.</td>
<td>• Complaint received from QAlert system.</td>
<td>• Followed up with liaisons and responded to complainant with their information.</td>
<td>Complainant satisfied with response. Issue closed 4/25/2019.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Contacted complainant for information.</td>
<td>• Police liaisons, Mayor and Director contacted.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Police liaisons, Mayor and Director contacted.</td>
<td>• Police liaisons determined complaint was unfounded and followed up with complainant with incident report number and contact to Prosecuting Attorney.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Followed up with liaisons and responded to complainant with their information.</td>
<td>• Followed up with liaisons and responded to complainant with their information.</td>
<td></td>
</tr>
<tr>
<td>9/18/2019</td>
<td>Complaint about a health care clinic discrimination</td>
<td>• Complaint received from QAlert system.</td>
<td>• Followed up with Executive and Human Services and responded to complainant with appropriate contacts.</td>
<td>Complainant satisfied with response. Issue closed 9/23/2019.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Notified Mayor and COO regarding complaint.</td>
<td>• COO and Human Services liaisons determined that the issue is outside of City jurisdiction and provided state contacts and health advocacy association.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Followed up with complainant with appropriate contacts.</td>
<td>• Followed up with Executive and Human Services and responded to complainant with appropriate contacts.</td>
<td></td>
</tr>
</tbody>
</table>
Appendix A - Samples

Title VI Program Policy, using new website translation tools (Hindi)
Appendix A - Samples

“Your Redmond” App to submit a Title VI complaint (Simplified Chinese version)

Interactive Traffic Alert Maps
Appendix A - Samples

Go Redmond Commute Trip Reduction Program with Title VI notice (Spanish version)

Sus opciones para trasladarse por Redmond:

Transporte compartido en automóvil: Comparta un viaje al trabajo u ofrezca llevar en su automóvil a otras personas que vivan y trabajen cerca de usted.
- Cree una cuenta gratuita en GoRedmond.com para usar nuestra herramienta "Ride Matching" (coincidencias de recorrido)
- Comuníquese con las personas con quien comparte recorrido para organizar un transporte compartido en automóvil, dividir el costo del combustible e ingresar en el carril de transporte compartido para evitar el tráfico

Autobús: Redmond cuenta con un excelente servicio de transporte público para ayudarlo a ir a trabajar o hacer recados. Todas las agencias de transporte locales usan un pase de autobús ORCA o puede pagar en efectivo.
- Go Redmond ofrece un pase de autobús ORCA gratuito de 1 mes para que pruebe viajar en el autobús
- Se acepta ORCA en Community Transit, Everett Transit, King County Metro Transit, Kitsap Transit, Pierce Transit, Sound Transit y Washington State Ferries
- Puede encontrar una ruta de autobús utilizando Google Maps o el Planificador de viajes de King County Metro

Transporte compartido en camioneta: Los transportes compartidos en camioneta son grupos de 5 o más pasajeros que usan una camioneta provista por una agencia de transporte, como King County Metro, para compartir el viaje al trabajo.
- El combustible y el mantenimiento de la camioneta están cubiertos a través de la tarifa
- Cree una cuenta gratuita en GoRedmond.com para utilizar nuestra herramienta «Ride Matching» (coincidencias de recorrido) para buscar camionetistas para transportar compartido o iniciar su propio transporte compartido en camioneta
- El conductor de la camioneta puede utilizar el vehículo para realizar algunos viajes personales
- Go Redmond le ayudará a pagar hasta $50 por mes durante el primer año de las tarifas del transporte compartido en camioneta de un nuevo pasajero

Bici y caminata: Redmond tiene millas de calles y senderos aptos para bicicletas.
- Planifique su ruta con nuestro mapa para bicicletas de Redmond
- Go Redmond ofrece recursos y recomenda para que caminar y andar en bicicleta sean seguros y divertidos

Teletrabajo y semana laboral comprimida: Ajuste su horario para evitar un viaje al trabajo o trabajo desde su casa.

¡Únase a Go Redmond!

1. Visite GoRedmond.com
Cree una cuenta gratuita para explorar sus opciones de transporte. Realice un viaje

2. Realice un viaje
Agregue sus viajes en autobús, transporte compartido en automóvil o camioneta, caminatas, las veces que ande en bicicleta y el teletrabajo a su calendario en línea de Go Redmond

3. Gane recompensas
Sus viajes se convierten en chances para sorteos de premios y otras recompensas de Go Redmond por no conducir solo

¿No está seguro por dónde comenzar?
Obtenga un Plan de viaje personalizado gratis de Go Redmond.

GoRedmond.com

Notice of nondiscrimination is available at redmond.gov/TITLEVI.

¿Aviso contra la discriminación está disponible en redmond.gov/TITLEVI.

City of Redmond
Title VI Report – FY2019
Public Hearing Notice (Russian)

Городской совет
19 ноября 2019 - Уведомление о предложенных законодательных мерах в отношении предложенных изменений в Редмонде градостроительного зонирования.

19 ноября 2019 - Уведомление о публичных слушаниях по Quadrant Homes Генплану и соглашения в области развития. 19 ноября 2019 - Уведомление о публичных слушаниях по 2030-2026 программу улучшения транспорта.

Комиссия по планированию
Ничего планируется в это время.

Комиссия людей Услуги
Ничего планируется в это время.

Redmond социальной и стали № 2014-1
Ничего планируется в это время.

Redmond социальной и стали № 2016-1
Ничего планируется в это время.

липо, ведущее опрос или допрос при коллективном слушании дела
9 сентября 2019 - DigiPen Условный Использование разрешений LAND-2019-00545

Общественные слушания расположены в зале - палата Совета, 15670 NE 85th Street, если иное не указано.
Appendix A - Samples

ADA Accessible Website (Audio Eye Reader Capability for dyslexic persons)
Appendix A - Samples

Let’s Connect Redmond – Community Involvement Activities

Visit LetsConnectRedmond.com to View Several New Topics and Share Your Thoughts

**Environmental Sustainability**
Input will help identify the community’s ideas for how the City will achieve our environmental sustainability vision.
[Learn more](#)

**Electric Scooter Share Pilot Program**
Community input will be shared with City Council as part of the evaluation of the electric scooter share pilot program.
[Learn more](#)

**Westside Park Renovation**
Feedback will help inform an update and refinement to the existing Westside Park master plan concept to be constructed in 2020.
[Learn more](#)