Washington State Department of Transportation

City of Redmond
(Name of Recipient)

2021
(Reporting year, based on end date of reporting period)

October 1, 2020 – September 30, 2021
(Reporting period)

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: Angela Birney
Title: Mayor

Planning Director:

Name: Carol Helland
Title: Planning & Community Development Director

Title VI Coordinator:

Name: Cecilia Martinez-Vasquez
Title: DEI Program Manager

Submitted by:

Signature
Cecilia Martinez-Vasquez
Typed/Printed Name
DEI Program Manager
Title
November 9, 2021
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.).

Diversity, Equity, and Inclusion Program Manager (responsible for Title VI reporting), Cecilia Martinez-Vasquez (Latinx/female)

**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.**

Mayor, Angela Birney (no change in race/gender)
Planning Director, Carol Helland (no change in race/gender)

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 Census, on April 1, 2020 our population was estimated at 73,256. An increase of 32.0% since April 1, 2010. The city continues to become more diverse; people of color now make up 49.2%; 45.4% of households speak a language other than English at home; and self-identified females make up 49.1% of the City’s population.

Redmond has a relatively highly educated population with 97.0% of people living in the city over the age of 25 are high school graduates or higher and 71.8% hold bachelor’s degrees or higher. On the other hand, the percentage of people living in poverty is 5.4% including 18.7% of whom do not hold a high school diploma. Unemployment in 2020 stood at 3.5%.

2018 American Community Survey data show the top languages in Redmond after English are Chinese, Spanish, Russian, Korean, and Arabic. These data are incomplete however as languages of India are combined into an “Other Indo-European languages” category. We know from the 2018 Public Use Microdata Sample that in Northwest King County, which includes the cities of Redmond, Kirkland and Inglewood and Finn Hill areas, that the third most common language after Spanish and Chinese is Hindi. We cannot tease out what proportion of the 4,047 Hindi speakers live within Redmond city limits but might assume that they outnumber speakers of Russian.

<table>
<thead>
<tr>
<th>Language</th>
<th>Number of Speakers</th>
<th>Margin of Error</th>
<th>% of Population</th>
<th>LEP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chinese</td>
<td>4,778</td>
<td>±739</td>
<td>7.6%</td>
<td>39.0%</td>
</tr>
<tr>
<td>Spanish</td>
<td>3,783</td>
<td>±800</td>
<td>6.0%</td>
<td>29.6%</td>
</tr>
<tr>
<td>Russian</td>
<td>2,132</td>
<td>±494</td>
<td>3.4%</td>
<td>33.8%</td>
</tr>
<tr>
<td>Korean</td>
<td>612</td>
<td>±243</td>
<td>1.0%</td>
<td>32.0%</td>
</tr>
<tr>
<td>Arabic</td>
<td>578</td>
<td>±228</td>
<td>0.9%</td>
<td>22.9%</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.**
N/A

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

Annual update of data from the American Community Survey regarding language usage and changes to racial makeup of residents. This information was used to determine which languages to translate basic city service information into for printed materials (see Appendix A) as well as on the city website https://www.redmond.gov/984/New-Residents.

3. List any Public outreach activities during the reporting period such as, public announcements and/or communications for meetings, hearings, project notices.

### Redmond 2050 Outreach Activities

<table>
<thead>
<tr>
<th>Date</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/24/20</td>
<td>Community Workshop on Growth</td>
</tr>
<tr>
<td>Q4 2020</td>
<td>Redmond 2050 SEPA Scoping online questionnaire</td>
</tr>
<tr>
<td>Q4 2020</td>
<td>Redmond 2050 “Pains and Gains Round 1” online questionnaire</td>
</tr>
<tr>
<td>2/8/21</td>
<td>Transportation Master Plan briefing to Pedestrian-Bicycle Advisory Committee</td>
</tr>
<tr>
<td>2/25/21</td>
<td>Transportation Master Plan briefing to OneRedmond Government Affairs</td>
</tr>
<tr>
<td>Q1 2021</td>
<td>Redmond 2050 Redmond Youth Partnership Advisory Committee stakeholder interview</td>
</tr>
<tr>
<td>Q1 2021</td>
<td>Redmond 2050 Overlake small business roundtable</td>
</tr>
<tr>
<td>Q1 2021</td>
<td>Redmond 2050 “Pains and Gains Round 2” online questionnaire</td>
</tr>
<tr>
<td>Q1-Q2 2021</td>
<td>Redmond 2050 minority and small business stakeholder interviews (7 total)</td>
</tr>
<tr>
<td>4/1/21</td>
<td>Redmond 2050 overview with Parks &amp; Trails Commission</td>
</tr>
<tr>
<td>6/24/21</td>
<td>Growth Scenarios briefing to OneRedmond Government Affairs</td>
</tr>
<tr>
<td>Q2 2021</td>
<td>Redmond 2050 Design Principles online questionnaire</td>
</tr>
<tr>
<td>Q2 2021</td>
<td>Redmond 2050 Look and Feel online questionnaire</td>
</tr>
<tr>
<td>8/4/21</td>
<td>Redmond 2050 overview with Redmond Zoning Code ReWrite stakeholders</td>
</tr>
<tr>
<td>8/6/21</td>
<td>Redmond 2050 outreach at Rockin’ on the River (day 1)</td>
</tr>
<tr>
<td>8/7/21</td>
<td>Redmond 2050 outreach at Rockin’ on the River (day 2)</td>
</tr>
<tr>
<td>8/9/21</td>
<td>Transportation outreach to Pedestrian-Bicycle Advisory Committee</td>
</tr>
<tr>
<td>8/18/21</td>
<td>Workshop: Policy options &amp; alternatives: Transportation &amp; Economic Vitality</td>
</tr>
<tr>
<td>8/19/21</td>
<td>Workshop: Equity in our Built Environment: Equitable, Sustainable, and Resilient Transit-Oriented Development (TOD)</td>
</tr>
<tr>
<td>8/25/21</td>
<td>Workshop: Policy options &amp; alternatives: Housing options &amp; alternatives</td>
</tr>
<tr>
<td>8/26/21</td>
<td>Redmond 2050 overview to Sustainability Advisory Committee</td>
</tr>
<tr>
<td>9/2/21</td>
<td>Workshop: Overlake: Accommodating Growth in Overlake – zoning and land use changes (touch on Overlake as a Metro Center)</td>
</tr>
<tr>
<td>9/2/21</td>
<td>Parks, Arts, Recreation, Conservation, and Culture briefing to Parks &amp; Trails Commission</td>
</tr>
<tr>
<td>9/30/21</td>
<td>Workshop: Equity in our Built Environment: Inclusive / Universal Design</td>
</tr>
<tr>
<td>9/30/21</td>
<td>Workshop: Equity in our Built Environment: General Needs of our Community; Services &amp; Amenities Needs (including: What do families need in taller buildings?)</td>
</tr>
</tbody>
</table>
Monthly meetings regarding Redmond Senior & Community Center project. Community Advisory Committee consisting of all ages representing project.

Planning Commission Outreach

- 25 public meetings
- Of those meetings, seven included public hearings

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

- Consulted demographic data to determine top-five non-English languages spoken in the community

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).

- All activities are promoted via city’s two primary websites, Redmond.gov and LetsConnectRedmond.com which both have Google Translate tool activated.
- Translated top-level messages for Redmond 2050 into top-five non-English languages spoken in Redmond
- Created Redmond 2050 website that is compatible with web-based translation services
- Conducted targeted outreach to small and minority-owned businesses for Redmond 2050
- Consulted local social services agencies as part of Redmond 2050 outreach
- Recruited a diverse Redmond 2050 Community Advisory Committee that meets monthly to advise City staff

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.**

<table>
<thead>
<tr>
<th>Product</th>
<th>Translated By</th>
<th>Month Provided</th>
<th># Persons Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Posters</td>
<td>Dynamic Language</td>
<td>September 2020</td>
<td>Posted around town (hard to estimate)</td>
</tr>
<tr>
<td>Weather-related emergency messaging</td>
<td>Dynamic Language</td>
<td>January 2021</td>
<td>Citywide</td>
</tr>
<tr>
<td>Community Strategic Plan web-based document</td>
<td>Google Translate</td>
<td>September 2020</td>
<td>Citywide</td>
</tr>
<tr>
<td>Yard signs</td>
<td>Dynamic Language</td>
<td>September 2020</td>
<td>Posted around town (hard to estimate)</td>
</tr>
<tr>
<td>Social media images and content</td>
<td>Dynamic Language</td>
<td>September 2020</td>
<td>Posted to City’s FB page multiple times</td>
</tr>
</tbody>
</table>
d. List any costs incurred for translations and interpreters for each activity.

We are still reporting during a time when COVID-19 pandemic restriction and plans to reopen are still under consideration due to the emergence of the Delta Variant. Some in-person public meetings and activities were allowed, others were reconsidered and adjusted, yet many of the normal outreach activities are either not taking place or taking place with restrictions. At the moment, hybrid, online and virtual activities have continued, and concerted efforts have been made to connect with community-based organizations to ensure that limited English-speaking residents receive relevant information and were able to participate in city activities, meetings and surveys.

City staff continue to work with Centro Cultural Mexicano, Chinese Information and Service Center, Eastside Refugee and Immigrant Coalition, Hopelink, Immigrant Women’s Community Center, Indian American Community Services, Muslim Community Resource Center, Muslim Community and Neighborhood Association, 4Tomorrow, and the YWCA among others to outreach to minority, women, low-income and LEP population groups.

Pre-pandemic, the City contracted with Language Line to provide real time interpretation and public facing staff had been trained in its use. This was used one time for Spanish interpretation on February 12, 2020. City Hall closed to the public from March 13, 2020 to July 1, 2021. Since then, interpretation services have been made available for callers to City Hall. Cost was $5.96.

Redmond contracts with Dynamic Language to translate written and graphic communications. We invested approximately $4,600 during this reporting period on translation.
We are researching other tools and strategies for future use.

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.)

See attachments.

a. Include dollar value of each

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

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

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

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

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:  
N/A

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.

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?
7. List and describe any Title VI related complaints, as a result of transportation activities and projects. Include:
N/A
a. What was the allegation or concern?

b. Procedures used

c. Action taken

d. Resolution
Welcome to Redmond!

City Services

General Assistance
Call (425) 556-2900 (extension 7) to:
- Report issues like graffiti or broken sidewalks.
- Ask questions on topics like utility billing.
- Request special modifications for attending City programs.
- Receive language interpretation to better understand city services.

Emergency services
Call 911 for police, fire and emergency medical attention.

Social services
Call 211 for assistance with rent, food, employment, legal issues, or related issues.

Transportation
Learn how to travel through Redmond on roads, trails, buses, and trains.
redmond.gov/243/Getting-Around-Redmond

Parks and Recreation
Visit our parks and trails. Rent picnic shelters and rooms for parties. Register for recreational classes, camps, and activities for all ages. Fee assistance is available.
redmond.gov/parks

Community Events
Attend community events in Redmond that are open and free to the public.
redmond.gov/Events

Business Licenses
Apply for or renew a City business license, which is required to conduct business inside of the Redmond city limits.
redmond.gov/businesslicense

Permits and Regulations
If you plan to remodel or construct your home or building, or change the use of your property, contact the City at 425-556-2900.
redmond.gov/1031/Construction-and-Permits

Let’s Connect
Tell us what you think about proposed plans and projects.
Let’sConnectRedmond.com

City of Redmond
15670 NE 85th Street, Redmond, WA

Notice of nondiscrimination is available at redmond.gov/TITLEVI. This flyer is available in Spanish, Chinese, Hindi, Russian, and Arabic translations.

Language interpretation is available in person at City Hall or by phone at (425) 556-2900 (extension 7).
Appendix A

Chinese

欢迎来到 Redmond!

公共服务

一般援助
致电 (425) 556-2900 (分机 7) 以便：
- 举报或举报诈骗和欺诈等行为
- 解决公众事务（水电费、气费等）和单类问题
- 提高特定问题的公众参与
- 获得有关公共服务的更好理解

紧急服务
拨打 911 报警，火警和紧急医疗救援。

社会服务
拨打 211 寻求宿舍、食物、就业、法律问题等相关服务的帮助。

交通
了解如何在 Redmond 的道路和小径中行驶，以及如何使用公交车和火车在 Redmond 内出行。

公园和娱乐
到公园里游玩，在小径上漫步。为聚会租用租赁场所和设施。报名参加适合所有年龄层的娱乐课程。夏令营和活动。可提供设施援助。
redmond.gov/parks

社区活动
参加 Redmond 对公众免费开放的社区活动。
redmond.gov/Events

营业执照
申请城市营业执照或对营业执照进行更新。若要在 Redmond 市内进行业务需要这一执照。
redmond.gov/businesslicense

许可和法规
如果您计划改造或建造您的房屋或建筑物，或更改您的房产的用途，请拨打 425-556-2494 与市府联系。
redmond.gov/1351/Construction-and-Permits

Let’s Connect Redmond

告诉我们您对提议的计划和项目的看法。

City of Redmond

Redmond City Hall
15670 NE 85th Street, Redmond, WA

口译服务可于市政厅当面获得或致电 (425) 556-2900 (分机 7) 获得。
redmond.gov/Welcome
SERVICIOS DE LA CIUDAD

¡Bienvenido a Redmond!

Asistencia general
Llame al (425) 556-2900 (extensión 7) para:
- Reportar problemas como graffiti o aceras rotas
- Hacer preguntas sobre temas como la facturación de servicios públicos
- Solicitar modificaciones especiales para asistir a programas de la ciudad
- Recibir interpretación en otro idioma para entender mejor los servicios de la ciudad.

Servicios de emergencia
Llame al 911 para la policía, los bomberos y la atención médica de emergencia.

Servicios sociales
Llame al 211 para obtener ayuda con el alquiler, la comida, el empleo, los asuntos legales o problemas relacionados.

Transporte
Aprenda cómo viajar por Redmond en carreteras, senderos, autobuses y trenes. redmond.gov/243/Getting-Around-Redmond

PARA OBTENER MÁS INFORMACIÓN, VISITE redmond.gov/Welcome

Parques y Recreación
Visite nuestros parques y senderos. Alquile áreas techadas para pícnic y salones para fiestas. Regístrese en clases recreativas, campamentos y actividades para todas las edades. La asistencia para pagos está disponible. redmond.gov/parks

Eventos comunitarios
Asista a los eventos comunitarios en Redmond que, son abiertos y gratuitos para el público. redmond.gov/Events

Licencias Comerciales
 Solicite la licencia comercial, que se requiere para realizar negocios dentro de los límites de la ciudad de Redmond. redmond.gov/businesslicense

Permisos y Regulaciones
Si planea remodelar o construir su casa o edificio, o cambiar el uso de su propiedad, comuníquese con la ciudad al 425-556-2494. redmond.gov/1031/Construction-and-Permits

Let’s Connect Redmond

Cuéntenos qué le parecen los planes y proyectos propuestos.

Let’sConnectRedmond.com

City of Redmond

Redmond City Hall
15670 NE 85th Street, Redmond, WA

El aviso de no discriminación está disponible en redmond.gov/TitleVI. Este folleto está disponible en español, chino, hindi, ruso y arabe.

La interpretación de idiomas está disponible en persona en la Alcaldía o por teléfono al (425) 556-2900 (extensión 7).
Non-Discrimination Agreement
Annual Report
Population under 100,000

Appendix A

Hindi

उदयन और मनोरंजन
हमारे ऊद्योगों और गलियों में जाएं। यात्रियों के
लिए विशेष गतिविधियों का आयोजन करने पर हमें
बप्पति है। मैं हमारे ऊद्योगों के लिए मनोरंजन संबंधी
कार्यों, फिल्मों और मित्रता की तरह
परिवहन करने की निर्देशन है।
redmond.gov/parks

सामाजिक कार्यक्रम
Redmond में सामाजिक कार्यक्रमों में भाग लें, जो
जनता के लिए मनोरंजक और शानदार हैं।
redmond.gov/events

व्यवसाय लाइसेंस
शहर के व्यवसाय लाइसेंस या उसे नीतियों को भले
के लिए आवेदन करें। जो Redmond शहर की जीवन के
अंदर व्यवसाय करने के लिए हैकरी है।
redmond.gov/business-license

प्रस्तावित योजनाओं और
परिवहन कार्यों के बारे में
हमें अपनी राय बताएं।

Let's Connect
Redmond

Let'sConnectRedmond.com

City of Redmond
15670 NE 85th Street, Redmond, WA

अधिक जानने के लिए, यहां जाएं
redmond.gov/Welcome

भाषा की व्यवहार सिद्धि हॉल में व्यक्तिगत
रूप से या (425) 556-2900(विस्तारक 7) पर
फोन से उपलब्ध है।
Добро пожаловать в Redmond!

Городские услуги

Помощь по общим вопросам
Обращайтесь по телефону (425) 556-2900 (дополненный 7), чтобы:
- Сообщить о проблемах, например, граффити или неполадки с дорогами
- Задать вопросы на такие темы, как санитария
- Попросить о предоставлении услуг для участия в программах
- С помощью устного переводчика лучше разобраться в предоставляемых услугах

Аварийные службы
За помощью полиции, пожарной охраны и неотложной медицинской помощи обращаться по телефону 911.

Социальные услуги
За помощью в вопросах съезда жилья, продуктов питания, трудоустройства, решения правовых и сопутствующих проблем обращаться по телефону 211.

Транспорт
Узнайте, как передвигаться по Redmond по дорогам, деревням, на автобусах и поездах.
redmond.gov/243/Getting-Around-Redmond

Дополнительную информацию можно найти по адресу redmond.gov/Welcome

Парки и места отдыха
Посетите наши парки и пешие маршруты. Снимайте места для пикников и помещения для вечеринок. Записываться на здравоохранительные занятия, в лагеря и на мероприятия для людей всех возрастов.
redmond.gov/parks

Общественные мероприятия
Посетите проводимые в Redmond открытые и бесплатные общественные мероприятия.
redmond.gov/Events

Лицензии на ведение коммерческой деятельности
Положите заявление об обналичении городской лицензии на ведение коммерческой деятельности, которая требуется для ведения коммерческой деятельности в центре города Redmond.
redmond.gov/businesslicense

Разрешения и нормативы
Если вы планируете реконструировать свой дом или здание, постройте его или изменить его назначение, позвоните в муниципалитет по телефону 425-556-2494.
redmond.gov/1031/Construction-and-Permits

Let’s Connect Redmond
LetsConnectRedmond.com

Redmond City Hall
15670 NE 85th Street, Redmond, WA

Уведомление о недопущении дискриминации опубликовано по адресу redmond.gov/TitleVI.
Эта листовка переиздана на испанском, китайском, русском и арабском языках, а также на нидерландском.

Устный перевод предлагается либо у порядка личного присутствия в муниципалите, либо по телефону (425) 556-2900 (дополненный 7).
Non-Discrimination Agreement
Annual Report
Population under 100,000

Appendix A

Arabic
Non-Discrimination Agreement
Annual Report
Population under 100,000

Appendix B
Appendix B