



**CITY OF REDMOND**  
**Title VI Civil Rights Plan**

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## INTRODUCTION

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color and national origin in programs and activities receiving Federal financial assistance.

The City of Redmond (City) assures that no person shall on the grounds of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964, and the Civil Rights Restoration Act of 1987 (P.L. 100.259), be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity. In addition, the City of Redmond also incorporates other State and Federal classes such as disability, religion, age, sex, sexual orientation, gender identity, marital status, or source of income. The City of Redmond assures every effort will be made to ensure nondiscrimination in all of its programs and activities, whether those programs and activities are federally funded or not.

### TITLE VI COMPLAINT PROCEDURES

In order to comply with 28 CFR Section 42.106(b), the City of Redmond has developed procedures for investigating and tracking Title VI complaints filed against them. These procedures are available to members of the public upon request. Complainants, or their representative, may file a written complaint with the ADA/Title VI Coordinator at any time within one hundred and eighty (180) days from the date of the alleged discriminatory act.

If you believe you have been subjected to discrimination under Title VI, you may file a complaint.

#### **How to file a Title VI Complaint**

You may file a signed, written complaint up to one hundred and eighty (180) days from the date of alleged discrimination. The complaint should include the following information:

- Your name, mailing address, and how to contact you (i.e., telephone number, email address, etc.)
- Name, address, phone number and relationship of Representative to Complainant, if applicable
- How, when, where and why you believe you were discriminated against. Include the location, names and contact information of any witnesses.
- Other information that you deem significant

A form is available at [www.ci.redmond.or.us](http://www.ci.redmond.or.us), which may be completed for this purpose.

**The complaint may also be filed in writing with the City of Redmond at the following address:**

City of Redmond  
ADA/Title VI Coordinator  
411 SW 9<sup>th</sup> Street  
By phone: (541) 504-3036  
By fax: (541) 548-5790  
By email: [Access@ci.redmond.or.us](mailto:Access@ci.redmond.or.us)

*NOTE: The City of Redmond encourages all complainants to certify all mail that is sent through the U.S. Postal Service and/or ensure that all written correspondence can be tracked easily. For complaints originally submitted by facsimile, an original, signed copy of the complaint must be mailed to the ADA/Title VI Coordinator as soon as possible, but no later than 180 days from the alleged date of discrimination.*

### What happens to your complaint after it is submitted to the City of Redmond?

All complaints alleging discrimination in a service or benefit provided by the City will be directly addressed. The discrimination may be based on race, color, national origin or on protections afforded under other civil rights statutes such as religion, sex, sexual orientation, gender identity, age or source of income. The City Manager, or designee, will investigate the complaint and make a determination. Formal investigation of the complaint will be confidential and will include, but is not limited to, details of the specific incident, frequency and dates of occurrences and names of any witnesses. Customer will be notified of resolution.

The City of Redmond shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, the City shall make every effort to address all complaints in an expeditious and thorough manner.

In instances where additional information is needed for investigation of the complaint, the City Manager, or designee, will contact the complainant in writing. Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information within ten (10) calendar days from the date of the request may result in the administrative closure of the complaint.

### How will you be notified of the outcome of your complaint?

Once sufficient information for investigating the complaint is received by the City, a written response will be drafted, and may be reviewed by the City's legal counsel. The City will send a final written response to the complainant which will be either an administrative closure letter or a letter of finding. Every effort will be made to respond to Title VI complaints within 60 working days of receipt of such complaints, if not sooner.

An administrative closure letter summarizes the allegations and states there was not a Title VI violation and the case will be closed. A letter of finding summarizes the allegations and the interviews regarding the alleged incident and explains whether any disciplinary action, additional training of staff, or other action will occur.

### How can I appeal a notification?

If the complainant desires to appeal either letter, the appeal must be made in writing within ten (10) calendar days of the notification. The written appeal must include the customer's name, address, and telephone contact number. It is recommended that the appeal include a statement of reason(s) why the complainant believes the denial of accommodation request or access to services was inappropriate. The City will set a mutually agreed-upon time and place for the review process with the complainant and/or representatives within 30 days of the request. The complainant may submit documents or other information to be included with the record and considered in the review process.

The right of the complainant to a prompt and equitable resolution of the complaint must not be impaired by the complainant's pursuit of other remedies, such as filing of a complaint with the Department of Justice or other appropriate federal agency or the filing of a suit in state or federal court. Use of this procedure is not a prerequisite to the pursuit of other remedies.

In addition to the complaint process described above, a complainant may file a Title VI complaint or lawsuit with the following offices:

State of Oregon  
Bureau of Labor & Industry  
Civil Rights Division  
800 NE Oregon St., Suite 1045  
Portland, OR 97232  
[www.oregon.gov/boli/CRD/Pages/contact\\_us.aspx](http://www.oregon.gov/boli/CRD/Pages/contact_us.aspx)  
Voice (English): 971-673-0764  
Voice (Español): 971-673-2818  
Fax: 971-673-0765  
Email: [crdemail@boli.state.or.us](mailto:crdemail@boli.state.or.us)

U.S. Department of Justice  
Civil Rights Division  
950 Pennsylvania Ave, NW  
Office of the Assistant Attorney General, Main  
Washington, DC 20530  
[www.justice.gov/crt/contact/](http://www.justice.gov/crt/contact/)  
Voice: 202-514-4609  
TTY: 202-514-0716

*For transit-related issues/complaints:*

Federal Transit Administration  
Office of Civil Rights  
Attn: Title VI Program Coordinator  
East Building, 5<sup>th</sup> Floor-TCR  
1200 New Jersey Ave., SE,  
Washington, DC 20590

*For housing-related issues/complaints:*

Seattle Fair Housing Enforcement Center  
U.S. Department HUD  
909 First Avenue  
Seattle, WA 98104  
Voice: 206-220-5304

Disposition of Complaints and Resolution

**Sustained Complaints-** If the complaint is substantiated and a probable cause of a discriminatory practice based on race, color, or national origin or on protections afforded under other civil rights statutes, is found to exist, the City shall endeavor to eliminate said practice by means of a Remedial Action Plan. The Remedial Action Plan shall include: a list of all corrective actions accepted by the City; description of how the corrective action will be implemented; and a written assurance that the City will implement the accepted corrective action in the manner discussed in the plan.

**Unsustained Complaints-** If there is insufficient evidence to either prove or disprove the allegation(s) both parties to the complaint will be informed of the reason(s) for this disposition.

**Unfounded Complaint-** If it is determined that an act reported pursuant to this policy/procedure did not in fact occur, a finding of unfounded shall be made.

**Exonerated Complaints-** If it is determined that an act reported pursuant to this policy/procedure did in fact occur, but was lawful and proper within the guidelines established herein, a finding of exonerated shall be made.

Recording Title VI Investigations, Complaints and Lawsuits

In order to comply with 28 CFR Section 42.106(b), the City of Redmond prepares and maintains a list of any active investigations conducted by state or federal agencies, lawsuits, or complaints naming the City of Redmond that allege discrimination on the basis of race, color, or national origin, or on protections afforded under other civil rights statutes. This list includes the date of the investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response to the investigation, lawsuit, or complaint. The ADA/Title VI Coordinator maintains these files until closed. The ADA/Title VI Coordinator will also maintain a log of all complaints received. Records will be stored according to state and federal record retention requirements. Tracked information may be reported to grantors of federal funds and other agencies.

Additional Information Upon Request

Additional information may be requested, in writing, from the City of Redmond in order to investigate complaints of discrimination or to resolve concerns about possible noncompliance with Title VI requirements. The City’s ADA/Title VI Coordinator is available to provide additional information as needed and to respond to any inquiries.

**RECORD OF TITLE VI OR OTHER CIVIL RIGHTS  
INVESTIGATIONS, COMPLAINTS OR LAWSUITS**

To date, there have been no Title VI investigations, complaints or lawsuits.

## COUNCIL COMPOSITION

The City of Redmond is overseen by an elected City Council. The table below depicts Council membership as of July 2018. The demographics below are based upon the July 1, 2017 population estimates per the United States Census Bureau.

	Caucasian	Hispanic or Latino (of any race)	Black or African American	Asian	Native Hawaiian	American Indian or Alaskan Native	Some Other Race Alone	Two or more races
Deschutes County	159,574	13,029	824	1,742	177	854	2,618	5,024
Redmond City Council	7	0	0	0	0	0	0	0

## LIMITED ENGLISH PROFICIENCY (LEP) PLAN

The City of Redmond is committed to breaking down language barriers by implementing consistent standards of language assistance across its service area.

The United States is home to millions of national origin minority individuals with Limited English Proficiency (LEP). That is, their primary language is not English and they cannot speak, read, write or understand the English language at a level that permits them to participate effectively in City of Redmond programs and activities, whether those programs and activities are federally funded or not.

Due to language differences and the inability to effectively speak or understand English, persons with LEP may be subject to exclusion from programs or activities, experience delays or denials of services. These individuals may be entitled to language assistance with respect to a particular type of service. The federal government and those receiving assistance from the federal government must take reasonable steps to ensure that LEP persons have meaningful access to the programs, services, and information those entities provide. This will require agencies to establish solutions to address the needs of this growing population of individuals, for whom English is not their primary language.

The City will use the most recent American Community Survey to identify LEP groups that speak English “less than very well.” And for those that exceed the safe harbor threshold of five percent or 1,000 persons, the City will translate vital documents into the language spoken “very well.”

## ANALYSIS OF FACTORS

**Factor No. 1: The number or proportion of LEP persons in the service area.**

The City of Redmond is largely English speaking. The vast majority of the population with which we interact is proficient in English. According to the 2016 American Community Survey, 94% of the population of Deschutes County age five and up speaks English only, while 6.4% speak a language other than English.

Language	Deschutes County Population		Speak English Only or “Very Well”		Speak English Less Than “Very Well”	
	#	%	#	%	#	%
Spanish	7,103	4.4%	4,579	64.5%	2,524	35.5%
Other Indo-European	1,765	1.1%	1,537	87.1%	228	12.9%
Asian & Pacific Island	1,167	0.7%	692	59.3%	475	40.7%
Other	259	0.2%	212	81.9%	47	18.1%

**Factor No. 2. The frequency with which LEP individuals come into contact with the service.**

Contacts with the City of Redmond are made at City Hall, the police department, the public works department, Roberts Field Municipal Airport, through our website at [www.ci.redmond.or.us](http://www.ci.redmond.or.us), our Facebook pages, and our staff who make presentations and build networks among public agencies and private employers in the central Oregon region.

The City has minimal interactions that require translation, however, the City has begun to utilize translation services of regional partner organizations to produce publications in Spanish.

**Factor No. 3: The nature and importance of service provided by the City of Redmond.**

The City of Redmond provides important mobility management and transportation coordination services to the public through Cascades East Transit and a contract with Central Oregon Intergovernmental Council which runs the program. The City also provides vital utility and public safety services, as well as operates the regional commercial airport.

**Factor No. 4. The resources available to the recipient of the federal funds to assure meaningful access to the service by LEP persons.**

The City’s current in-house language capabilities are English, with very limited Spanish. The City has not encountered a need to have language services in other languages besides Spanish. The City has also conducted public outreach meetings with LEP persons.

## **RESULTS OF ANALYSIS**

The City of Redmond has identified that there are over 1,000 Spanish-speaking individuals in our community that speak English “less than very well.” Therefore, Redmond has translated the Title VI and ADA complaint forms into Spanish.

## **IMPLEMENTATION PLAN**

The City of Redmond is committed to promoting inclusive public participation. The City will review its implementation plan every three years, including contacts with LEP persons, to determine the frequency of contacts, the language used, and how the contacts were handled. In addition, the City will continually explore the use of partnerships, technology and other options to ensure the needs of LEP persons are met.

The City of Redmond identifies LEP persons in the service area through telephone, personal contact, and regional demographics. The City partners with regional organizations to provide translation services when necessary.

In the event that the City distributes Federal aid funds to another governmental entity, the City will include Title VI language in all written agreements and will monitor for compliance.

City employees will ensure that there are no barriers to service or accommodation that would prevent usage or access to City services. Employees will notify the ADA/Title VI Coordinator in writing of the circumstances surrounding any reported allegations of discrimination as soon as possible, but no later than five (5) business days following the alleged occurrence.

## **NOTIFYING BENEFICIARIES OF THEIR RIGHTS UNDER TITLE VI**

Our website includes our Title VI Compliance Statement and Complaint Form. The City’s Title VI Compliance Statement and complaint form are also available at City Hall (located at 411 SW 9<sup>th</sup> Street, Redmond, OR). Individuals who believe they have been discriminated against may request a complaint form from the ADA/Title VI Coordinator.

## **ANALYSIS OF CONSTRUCTION PROJECTS**

Over the last three years the City of Redmond has not constructed a facility that required a Title VI equity analysis with regard to the location of the facility.

## **INCLUSIVE PUBLIC PARTICIPATION**

Community Outreach is a requirement of Title VI. The City of Redmond and its sub-recipients shall seek out and consider the viewpoints of minority and low-income populations in the course of conducting public outreach. Recipients have wide latitude to determine what specific measures are most appropriate and should make this determination based on the composition of the affected population, the public involvement process, and the resources of the City. The City of Redmond engages the public in its planning and decision-making processes. The City also follows public notification regulations as required by any federal funds received.



**TITLE VI DISCRIMINATION COMPLAINT FORM**

**Section I:**

Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	

**Section II:**

Are you filing this complaint on your own behalf?		Yes*		No	
*If you answered "yes" to this question, go to Section III.					
If you answered "no", please supply the name and relationship of the person for whom you are complaining:					
Please explain why you have filed for a third party:					
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.		Yes		No	

**Section III:**

I believe the discrimination I experienced was based on (check all that apply):

Race       Color       National Origin       Other \_\_\_\_\_

Date of Alleged Discrimination (Month, Day, Year):

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.

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<b>Section IV:</b>			
Have you previously filed a Title VI complaint with this agency?	Yes		No
<b>Section V:</b>			
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?	Yes		No
If yes, check all that apply: <input type="checkbox"/> Federal Agency: _____ <input type="checkbox"/> Federal Court: _____ <input type="checkbox"/> State Agency: _____ <input type="checkbox"/> State Court: _____ <input type="checkbox"/> Local Agency: _____			
Please provide information about a contact person at the agency/court where the complaint was filed.			
Name:		Agency:	
Title:		Telephone:	
Address:			
<b>Section VI:</b>			
Name of agency complaint is against:			
Contact person:			
Title:			
Telephone number:			

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Please submit this form in person at the address below, or mail, fax or email this form to:  
 City of Redmond  
 ADA/Title VI Coordinator  
 411 SW 9<sup>th</sup> Street  
 Redmond, OR 97756  
 Fax: 541-548-5790  
 Email: Access@ci.redmond.or.us



**FORMULARIO DE QUEJA SOBRE LA DISCRIMINACION TITLE VI**

<b>Sección I:</b>				
Nombre:				
Dirección:				
Teléfono (Casa):			Teléfono (Trabajo):	
Dirección de correo electrónico:				
Requiere algún formato específico?	Letra grande		Grabación	
	TDD		Otro	
<b>Sección II:</b>				
Está presentando esta queja siendo la persona dañada?			Sí *	No
*Si respondió que "sí" a esta pregunta, vaya a la Sección III.				
Si respondió que "no", favor de proveer el nombre y relación que usted tiene con la persona que tiene la queja:				
Por favor, explique porqué usted está presentando esta queja para otra persona:				
Por favor, confirme que usted ha obtenido el permiso de la persona dañada.			Sí	No
<b>Sección III:</b>				
Yo creo que la discriminación que experimenté fue por (seleccione todas que aplican):				
<input type="checkbox"/> Mi raza <input type="checkbox"/> Mi color <input type="checkbox"/> Mi nacionalidad <input type="checkbox"/> Otra _____				
Fecha de la discriminación alegada (Mes, Día, Año):				
Explique de una manera muy clara de qué manera y porqué usted cree que ha sufrido la discriminación. Describa a todas las personas involucradas. Incluya el nombre e información de contacto de la(s) persona(s) quien le discriminó a usted (si se sabe) y también los nombres e información de contacto de cualquier testigo(s). Si necesita más espacio, favor de utilizar el otro lado de esta hoja.				

<b>Sección IV:</b>				
Anteriormente, ha presentado una queja Title VI a esta agencia?	Sí		No	
<b>Sección V:</b>				
Ha presentado esta queja a alguna otra agencia o corte federal, estatal o local?	Sí		No	
Si respondió que "sí", seleccione todas que aplican:				
[ ] Agencia federal: _____				
[ ] Corte federal: _____				
[ ] Agencia estatal: _____				
[ ] Corte estatal: _____				
[ ] Agencia local: _____				
Por favor, provea la información de contacto del representante de la agencia o corte indicada.				
Nombre:		Agencia:		
Título:		Teléfono:		
Dirección:				
<b>Sección VI:</b>				
Nombre de la agencia que le discriminó:				
Representante:				
Título:				
Número de teléfono:				

Usted puede adjuntar cualquier material escrito u otra información que se considera relevante a su queja.

Se requiere su firma y fecha abajo:

\_\_\_\_\_

Firma

\_\_\_\_\_

Fecha

Por favor, presente este formulario en persona en la dirección indicada abajo, o por correo, fax o correo electrónico a:

City of Redmond  
 Attn: ADA/Title VI Coordinator  
 411 SW 9<sup>th</sup> Street  
 Redmond, OR 97756  
 Fax: 541-548-5790  
 Email: Access@ci.redmond.or.us

## NOTIFICATION OF COMPLIANCE WITH TITLE VI

In order to comply with 28 CFR Section 42.106(d) the City of Redmond has posted information for the public regarding the Title VI obligations and protections against discrimination afforded to the public by Title VI on the City of Redmond website [www.ci.redmond.or.us](http://www.ci.redmond.or.us). The City of Redmond has also posted the following notice of compliance with Title VI, which is visible to the public at City Hall and directs the public to the City website and to the appropriate phone number to inquire for more information. This information is also available upon request.



### Notification of Compliance with Title VI

The City of Redmond hereby gives public notice that it is the City's policy to assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and related statutes and regulations in all programs and activities. Title VI requires that no person shall, on the grounds of race, color, or national origin be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any Federal Aid Highway program or other activity for which the City of Redmond receives federal financial assistance.

Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of Redmond. Any such complaint must be in writing and filed with the City of Redmond within one hundred and eighty (180) days following the date of the alleged discriminatory occurrence.

Information on the City of Redmond's civil rights program, and the obligations and procedures to file a complaint, can be found on the City of Redmond website at [www.ci.redmond.or.us](http://www.ci.redmond.or.us). This information is also available upon request, please visit City Hall at 411 SW 9<sup>th</sup> Street, Redmond, OR 97756 or contact the ADA/Title VI Coordinator at (541) 504-3036 or [Access@ci.redmond.or.us](mailto:Access@ci.redmond.or.us).

A complainant may also file a complaint directly with the Federal Transit Administration: Office of Civil Rights, Attn: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.