

ANNUAL UPDATE AND ACCOMPLISHMENT REPORT

For agencies under 100,000

City of Kirkland

(Name of Recipient)

May 15, 2014

(Report Submission Date)

January 1, 2013 – December 31, 2013

(Reporting Period)

Reference: WSDOT's Local Agency Guidelines Manual, Chapter 28

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.

This is the third report the City of Kirkland has completed.
Pam Bissonnette was Kirkland's Interim Public Works Director for 2013.

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 Washington State Office of Financial Management (WSOFM), the 2013 population of Kirkland was 81,730 (published April 1, 2014).

The US Census Bureau, American Community Survey, 2005-2009 shown on King County Language Tiers Maps lists the following breakdown of non-English speaking residents in Kirkland Neighborhoods.

Spanish:

10.01 to 37 percent	North Rose Hill
7.6 to 10 percent	Kingsgate, Bridle Trails, North Rose Hill, South Rose Hill, Totem Lake
5.1 to 7.5 percent	Juanita and Finn Hill
2.6 to 5 percent	Moss Bay, South Rose Hill, North Rose Hill, Norkirk, Highlands, Everest, Juanita

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Chinese

10.01 to 37 percent	None
7.6 to 10 percent	None
5.1 to 7.5 percent	North Rose Hill, Kingsgate
2.6 to 5 percent	Juanita, Finn Hill, Lakeview

Vietnamese

10.01 to 37 percent	None
7.6 to 10 percent	None
5.1 to 7.5 percent	None
2.6 to 5 percent	Finn Hill, Juanita

Russian

10.01 to 37 percent	None
7.6 to 10 percent	None
5.1 to 7.5 percent	None
2.6 to 5 percent	Finn Hill, Juanita

Korean

10.01 to 37 percent	None
7.6 to 10 percent	None
5.1 to 7.5 percent	None
2.6 to 5 percent	North Rose Hill

African Languages

10.01 to 37 percent	None
7.6 to 10 percent	None
5.1 to 7.5 percent	None
2.6 to 5 percent	None

The most recent [published Census information \(2008-2012\)](#) for the City of Kirkland shows there is 6.1% of the total population below poverty. 21.1% of the population in Kirkland speaks a language other than English at home. 10.9% of the population is over 65 years old.

The most recent [Business QuickFacts \(2007\)](#) shows .5% black-owned firms, 4.6% Asian-owned firms, 1.5% Hispanic-owned firms, and 24.1% Women-owned firms (8,021 total firms).

See the Lake Washington School District Elementary School enrollment breakdown in Attachment A.

- 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. The City of Kirkland is in the process of finalizing the [2014 Community Profile](#) which describes Kirkland through statistics and trends in demographics, housing, economy, and land use. This document will be a great resource for directing Title VI outreach activities.
 - b. How was the information utilized or Title VI provisions and needs applied in each study or activity? Once the [2014 Community Profile](#) is finalized, Kirkland's Title VI coordinator will work on incorporating the trends into community outreach planning. Prior to the 2014 Community Profile, Kirkland used the [2004 Community Profile](#) to help identify Title VI needs.
3. List any Public outreach activities during the reporting period such as, public announcements and/or communications for meetings, hearings, project notices.

The outreach activities listed below are being used in all Public Works Capital Improvement Projects (regardless of the source of funding).

Project Web sites: All projects have a project web site with information on the project scope, timeline, and contact information. The following language is posted in the template for all Transportation project web pages.

Alternative Formats: Persons with disabilities may request materials in alternative formats. Persons with hearing impairments may access the Washington State Telecommunications Relay Service at 711.

Title VI: It is the City of Kirkland's policy to ensure full compliance with Title VI of the Civil Rights Act of 1964 by prohibiting discrimination against any person on the basis of race, color, national origin or sex in the provision of benefits and services resulting from programs and activities. Any person who believes his/her Title VI protection has been violated, may file a complaint with the City of Kirkland. For questions regarding Kirkland's Title VI Program, or to file a complaint with the City of Kirkland contact the City's Title VI Coordinator at 425-587-3011 or TitleVICoordinator@kirklandwa.gov.

Project Notices: All projects have a project notice that is mailed or hand delivered to residents and businesses within the area. The notices include the above language about Alternative Formats and Title VI. The project notices also get sent to the school district bus service to make sure coordination with school bus routes and children with special needs. Notices are also sent to King County Metro for coordination with their services.

Construction Hot Line: Although not translated into other languages, updated information about Public Works Capital Projects are included on the hot line. See Language Line below (for how the City responds to language translation).

Neighborhood Meetings: Presentations are made at neighborhood and the Kirkland Alliance of Neighborhoods at various stages in design and construction. Meetings are physically accessible and posted on our web site.

Personal Contact: Project fact sheets are hand delivered to immediate property owners prior to construction. At this time businesses and/or residents with special language needs are identified. The City uses this as an opportunity to inventory the language needs during this process and, if necessary, would follow up with a volunteer translator to help with communication about the project.

Reader Boards: Electronic reader boards have been used on arterials when construction is significant enough to warrant broad messaging.

Language Line: The City of Kirkland contracts with Language Line Personal Interpreter Service for translation services when needed. Language Line instructions are distributed to "front line" employees.

Door Hangers: A "door hanger" is placed on the door of homes along streets scheduled for an overlay or slurry seal prior to construction. The "door hanger" explains when the street is scheduled for construction, what the impacts will be for residents along the street, and who to contact or where to go for more information. All door hangers include the translated statement listed in 3.b. below.

City Web Site: [How to Use 711](#) is a new web page on the City's web site to help residents with disabilities access our relay service. Telecommunications guide, national association of the deaf, Washington school for the deaf, and Washington State Emergency Resources are links also posted on this site.

A link to the [Title VI](#) notice is now part the City's web site and part of the main navigation for Kirkland's site, showing up at the bottom of all pages. Additional information and forms are being developed. The City aims to have a Title VI specific web site, available to the public, launched in 2014. In addition, the City aims to launch an internal web site with staff resources related to Title VI compliance in 2014 as well.

Staff Education: The City of Kirkland has made significant strides in its internal education efforts to City staff in all departments about Title VI responsibilities and opportunities.

On February 27, 2013 the City of Kirkland's Communications Team (including representatives from all City Departments) received training on Title VI. The Team learned about the history of Title VI, the implications on how the City does business, the wide scope of the regulations impacting all of what we do, and how Kirkland has been making strides to improve their Title VI compliance. A Title VI committee will be set up for Citywide implementation.

On April 26, 2013, Kirkland's staff Diversity Committee (a volunteer group of Kirkland staff coming together with the mission to cultivate the development of an inclusive workplace using organizational values for strategic planning, and to guide us in the creation of a shared workplace culture) held their annual "Diversity Fair" open to and promoted to all City employees, and used Title VI as its 2013 Theme. The Fair included different information stations which included: Educational videos on Title VI and its implementation at the City; An interactive station where employees were exposed to discrimination types and their impacts; An interactive station where employees listed what they considered to be their department's "vital documents"; The exercise generated a list of 28 documents for further discussion and consideration. Displaying citywide language maps; Information cards were made for staff to take with them for accessing the language line: Copies of Title VI language used at the bottom of flyers were displayed, and everyone learned who to contact for assistance with Title VI implementation.

On September 10, 2013, Kirkland staff participated in a Title VI Workshop hosted by the City of Bellevue. Kirkland's multi-media staff video-taped the workshop, providing a copy of the taping to the City of Bellevue as well as making it available to Kirkland staff for viewing.

Title VI Compliance is a standing agenda item on the internal Grants Service Team quarterly agenda.

Source Control Business Inspection Program: Inspectors distribute the King County Hazardous Waste information sheet which is translated in Spanish. The Spill Kit Program (which serves as a follow-up to the audit/inspection) includes a translated spill and clean-up instruction kit in 6 different languages (English, Spanish, Korean, Vietnamese, Simplified Chinese, Somali).

Private Storm Drain Marker Program: Kirkland works with property owners to place markers/buttons on private storm drains educating the public on where the storm drain goes (Puget Sound). These markers contain the Spanish translation *!no contamine!*.

- a. How were special language needs assessed? List the special language needs assessments conducted. Kirkland is utilizing King County's language translation resources which are based on five sources of Limited English Proficiency data. The County's language translation resources include GIS "language maps" that identify the language needs of Limited-English Proficient populations throughout King County and specifically within the City of Kirkland's various neighborhoods. In addition, Kirkland uses the Lake Washington School District Enrollment profiles for neighborhood schools to help supplement this information. Special language needs assessment techniques and processes will continue to be developed to ensure that public communication materials and vital documents can be understood by target audiences, including people with limited English proficiency.

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- 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). Spanish speaking residents represent the largest foreign language spoken in Kirkland. Public Works Department uses a “door hanger” for notifying residents of upcoming street maintenance (overlay and slurry seal) impacts and schedule which includes the following statement: *Materiales disponibles en Espanol si solicitadoes (425) 587-3828*. Spanish speaking residents are asked to call this number for translation services. The staff person who answers this phone speaks Spanish fluently. The goal is to include this statement in all project notifications in areas with documented levels of Spanish speaking residents. Kirkland is considering a similar statement in Chinese to be used in areas with higher concentrations of Chinese speaking residents or businesses. There is a staff person who can receive these calls.
- 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. No language service needs were identified or requested during this contract period. However, the following statement offering translation for free is included in all project notices and outreach material. Kirkland is looking into including a similar statement in Chinese.
- *Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.*
- d. List any costs incurred for translations and interpreters for each activity. No costs were incurred for translations and interpreters for 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.)

See Attachment B.

- Include dollar value of each
See Attachment B.
- Other than advertising in your local legal publication, what outreach was made to DMWBE firms that a contracting opportunity existed within your agency? Bidding and Request for Proposal opportunities are posted on the “Doing Business with the City” webpage on the City’s website. Kirkland’s standard nondiscrimination language is in all non-public works RFPs, RFQs and IFBs.

In 2014, Kirkland will move ahead with implementing the City’s own Job Order Contracting (JOC) program. As part of a JOC program RCW 39.10.450(3) requires that:

“A public body may issue no work orders under a job order contract until it has approved, in consultation with the office of minority and women’s business enterprises or the equivalent local agency, a plan prepared by the job order contractor that equitably spreads certified women and minority business enterprise subcontracting opportunities, to the extent permitted by the Washington state civil rights act, RCW 49.60.400, among the various subcontract disciplines.”

- Identify the DMWBE contracts that were awarded and their dollar amount. Kirkland tried to set up a system to track DMWBE contractors in 2013. It was inefficient and not comprehensive. The staff group is working on alternative methods and anticipates being able to report these in 2014.
- Is there a Title VI Non-Discrimination statement included in all contracts and public notices? Yes. Kirkland includes non-discrimination and Title VI statements in all contracts.

- How did your organization ensure that minority, women, and disadvantaged firms were provided equal opportunity to participate in the contracting arena? Kirkland includes the following non-discrimination language in Federal public bid/RFP solicitations.

The City of Kirkland, in accordance with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d to 2000-4 and Title 49, Code of Federal Regulations, Department of Transportation, subtitle A, Office of Secretary, Part 21, nondiscrimination in federally assisted programs of the Department of Transportation issued pursuant to such Act, hereby notifies all bidders that it will affirmatively insure that in any contract entered into pursuant to this advertisement, disadvantaged business enterprises will be afforded full opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color or national origin in consideration for an award.

Also, minority, women and disadvantaged businesses can register as such when they sign up to be on the Shared Procurement Portal rosters. It is the City's policy to notify all contractors in a category on the Small Works Roster when soliciting bids for projects estimated to be more than \$35,000. When soliciting 3 or more Small Works Roster quotes for projects less than \$35,000, Kirkland takes steps to include those contractors who have self-identified as DMWBE firms.

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:

No one was displaced with any of the projects during this reporting period. Minimal noise and impacts resulted from the projects during this reporting period. The following are two examples of how we made special accommodations:

- Park Lane is a small pedestrian oriented street in downtown Kirkland with a large scale "makeover" being planned. One business owner is not proficient in English. Staff has been using google translators to communicate with this business owner to his satisfaction.
- NE 85th Street Improvements include undergrounding of utility wires, new sidewalks where none exist, intelligent transportation at signalized intersections, new water main, and a street overlay. In 2013, the undergrounding of utility wires was completed. Since this is a long term project spanning several years and involving over 90 businesses, outreach staff hand delivers important flyers and makes sure all businesses understand the planned impacts. There have been business owners who are less proficient in English identified and accommodated in the outreach efforts.

- How impacts were minimized/mitigated.
- 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. As part of the City's 2012 Street Levy, the street overlay program has doubled. Included in each overlay is a complete reconstruction of all noncompliant sidewalk ramps. In 2013, seventy ADA curb ramps were installed as part of the enhanced overlay program.

Two sidewalk projects were completed in 2013 (124th Avenue NE and NE 112th Street). Both improved access to transit facilities and added ADA compliant curb ramps where needed.

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

NE 85th Street Corridor Improvements required acquisition of portions of property for sidewalk and street improvements. No one was displaced.

124th Avenue NE Sidewalks (part of the NE 85th Street Improvements) required acquisition of portions of property for sidewalk and street improvements. No one was displaced.

120th Street is a new road which required acquisition of portions of business properties. The Transportation Contract for this project was executed in 2014. No one was displaced.

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- Identify the number of minority, low-income, elderly and disabled persons affected. **No low-income, elderly or disabled persons were affected.**
 - The efforts that were made to address Limited English Proficiency issues (including use and cost of translators, outreach efforts for each reported activity). **No limited English Proficiency issues were identified.**
 - Describe any concerns raised by minorities and women regarding appraisals, negotiations, relocation assistance, and payments. What actions were taken to resolve those issues? **No concerns or complaints were raised by minorities or women regarding acquisitions.**
7. List and describe any Title VI related complaints, as a result of transportation activities and projects. Include: **N/A. No complaints have been filed.**
- What was the allegation or concern?
 - Procedures used
 - Action taken
 - Resolution

Attachment A

Lake Washington School District Elementary School Enrollment

Source: Lake Washington School District

School	TOTAL	Hispanic/Latino of any race		American Indian/Alaskan Native		Asian		Black / African American		Native Hawaiian / Other Pacific Islander		White		Two or More Races	
	Head Count Total	Head Count	%	Head Count	%	Head Count	%	Head Count	%	Head Count	%	Head Count	%	Head Count	%
Bell Elementary	352	61	17.30%	1	0.30%	44	12.50%	2	0.60%	1	0.30%	215	61.10%	28	8.00%
Franklin Elementary	441	38	8.60%	0	0.00%	118	26.80%	6	1.40%	0	0.00%	242	54.90%	37	8.40%
Frost Elementary	408	105	25.70%	0	0.00%	45	11.00%	9	2.20%	1	0.20%	211	51.70%	37	9.10%
Juanita Elementary	354	52	14.70%	2	0.60%	42	11.90%	13	3.70%	0	0.00%	190	53.70%	55	15.50%
Keller Elementary	349	51	14.60%	2	0.60%	43	12.30%	17	4.90%	2	0.60%	200	57.30%	34	9.70%
Kirk Elementary	520	26	5.00%	3	0.60%	39	7.50%	3	0.60%	0	0.00%	422	81.20%	27	5.20%
Lakeview Elementary	477	49	10.30%	3	0.60%	33	6.90%	8	1.70%	5	1.00%	355	74.40%	24	5.00%
Muir Elementary	386	75	19.40%	0	0.00%	111	28.80%	1	0.30%	0	0.00%	178	46.10%	21	5.40%
Rose Hill Elementary	351	89	25.40%	0	0.00%	53	15.10%	12	3.40%	1	0.30%	166	47.30%	30	8.50%
Sandburg Elementary	516	39	7.60%	0	0.00%	42	8.10%	5	1.00%	0	0.00%	404	78.30%	26	5.00%
Thoreau Elementary	284	15	5.30%	2	0.70%	36	12.70%	7	2.50%	0	0.00%	199	70.10%	25	8.80%
Twain Elementary	614	80	13.00%	3	0.50%	103	16.80%	12	2.00%	2	0.30%	355	57.80%	59	9.60%
TOTALS:	5,052	680	13.46%	16	0.32%	709	14.03%	95	1.88%	12	0.24%	3,137	62.09%	403	7.98%

Rules for October 1st Enrollment Report: (2013)

1. Student is enrolled on October 1st.
2. School is student's primary school.
3. If Student is in Pre-K, that student must also be in special Ed program of the district on October 1st in order to be counted.

Attachment B Transportation Contracts Executed 1/1/2013-12/31/13

Grant	CIP/ REF #	Project Description	Neighborhood	Budget
	Non-Motorized			
	NM-0024-101/SW	CKC Master Plan	City-wide	\$ 500,000
Grant	NM-0034 001/423	NE 100th Street at Spinney Homestead Park sidewalk	Highlands	\$ 512,600
Grant	NM-0051	Rose Hill Business District sidewalks	N/S Rose Hill	\$ 4,338,350
Grant	NM-0053	NE 112th St. Sidewalk (N Side)	N/S Rose Hill	\$ 618,500
Grant	NM-0059	6th Street Sidewalk	Moss Bay	\$ 265,000
Grant	NM-0064/SW	Park Lane Ped Corridor Enhancements, Ph. II	Moss Bay	\$ 2,238,900
	NM-1312	2013 Crosswalk Upgrade Program	City-wide	\$ 70,000
	Street Improvements			
	ST-0082	Juanita Drive Corridor Study	Juanita/Finn Hill	\$ 280,000
	ST-0083	100th Ave NE Corridor Study	North Juanita	\$ 50,000
	ST-1306	'13 Street Preservation Program	City-wide	\$ 1,750,000
	ST-1306-003	'13 Street Maint - Ped Safety	City-wide	\$ 2,345,000
	ST-1380	2013 Annual Striping Program	City-wide	\$ 300,000
	Traffic Signal/ Intersection			
Grant	TR-0078	NE 85th St/132nd Ave NE Intersection Imps	N/S Rose Hill	\$ 2,564,400
	TR-0083	100th Ave / NE 132nd Intersection Imps	N/S Rose Hill	\$ 350,000