
KEY FINDINGS

Quality of Life

Nearly three out of ten respondents rated the quality of life in Redmond *excellent* (28%), and nearly six in ten rated it *above average* (59%). Positive aspects such as Redmond's closeness to shopping and parks, the safe atmosphere, and beautiful parks add to the quality of life, while negative aspects such as traffic and congestion take away from resident's quality of life.

Top Issues Redmond is Facing Today

The top issue facing Redmond today is traffic and congestion on the roadways (mentioned by 55%). Growth in the population, transportation/mass transit, and over-building big buildings and apartments are also main concerns of Redmond residents.

Satisfaction with City Services

Just over one-quarter of residents are *very satisfied* with services provided by the City (27%) and another 55% are still *satisfied* with services. This satisfaction rating of 82% is similar to the 86% who were satisfied overall with City services in 2006.

About half of residents have had contact with a City employee in the past year (51%), and 56% of those who had contact reported an *excellent* customer service experience. The top reasons residents contacted City employees were to obtain permits, talk to police, or for information regarding a recreational meeting or event.

Police Services

Over two-thirds of residents are satisfied with services provided by Redmond's Police Department (68%). Those who are dissatisfied feel that Police are too concerned with issuing traffic tickets and that the focus should be more on crime/safety.

The proportion of residents who feel *very safe* walking alone both in their neighborhoods and in downtown Redmond at night has significantly decreased from 2006 to 2009. Residents would like more emphasis from City Police on general patrol in neighborhoods (40%) and on neighborhood watch prevention programs (40%).

Fire Department Services

Over one-half of residents are satisfied with the services provided by Redmond's Fire Department (54%) and Emergency Response Service (53%). There were also a large proportion of residents who did not rate their satisfaction with Fire Department services (35% each). When excluding "don't know" responses from the analysis, 82% are satisfied with the Fire Department and 81% are satisfied with the Emergency Response Service which is consistent with the proportion satisfied in 2006 when 82% were satisfied with the Fire Department and 81% were satisfied with the Emergency Response Service (excluding "don't know" responses).

Residents would like the Fire Department to place more emphasis on Disaster Preparedness Education (32%) as only just over half of Redmond residents have a family disaster plan (53%) or emergency supply kit (52%) for their family in case of emergency.

City Government Communications

Half of Redmond's residents agree that the City is open to community ideas and is willing to act on them (50%) and 70% feel that the City does a good job of keeping Residents informed of City issues and decisions. Those who do not feel that the City keeps them informed feel that they have no idea what the City is doing with tax dollars.

About a quarter of residents have seen an improvement in the City Government's efforts to be transparent about how tax dollars are spent (27%), but 30% have not noticed a difference. Many respondents do not feel they know enough to voice an opinion.

The majority of residents feel that two useful ways for the City to communicate issues and decisions is to print information in the Focus on Redmond newsletter (90%) or to mail postcards or flyers about specific issues to resident's homes (82%). The preferred way to receive quarterly news for 53% of survey respondents is through a printed newsletter, but another 42% would prefer quarterly news in an electronic magazine.

Currently, 74% of residents receive a City of Redmond utility bill at their home, and three out of four (74%) would consider informational inserts in their bill as a useful way for the City of keep residents informed of City issues and decisions.

City's Plan for the Future

After hearing the City's plan to accommodate for future growth, 37% are satisfied with the plan and 42% are less than satisfied with the plan.

Three out of four residents feel that the City is headed in the right direction for the future (76%), 21% believing the City is *definitely* headed in the right direction. This positive outlook is a result of the City already having plans for growth and the development currently occurring in the downtown area. Those who feel the City is heading in the wrong direction (11%) attribute this to the traffic/congestion on the roads, the development of tall buildings, apartments, and condos, and the population growth that the city is experiencing.

Roads and Infrastructure

Two-thirds of residents are satisfied with parking available by downtown businesses (63%) and just over half are satisfied with the City's ability to keep roads open during severe weather (54%).

Overall, 64% of residents are satisfied with their experience traveling to, from, and within Redmond. Residents are most satisfied traveling around the city by foot (71%) or alone in their cars (69%).

Satisfaction with the City's infrastructure is high as 87% of residents are satisfied with the City's maintenance of trails, parks, and open spaces, 84% are satisfied with roadway markings, 78% are satisfied with street sweeping, and 77% are satisfied with maintenance of City buildings. The lowest rated infrastructure items were sidewalk trip hazards (65% satisfaction) and the City's maintenance regarding pothole repair (68% satisfaction).

Parks and Recreation

Nearly nine out of ten residents are satisfied overall with the parks, trails, and open spaces in Redmond (88%). Three out of four residents visit a park frequently (76%) which is similar to the 79% of residents who frequently visited a park in 2006.

Six out of ten residents are satisfied with the recreation programs and services Redmond offers (58%) and 22% did not know how to rate their satisfaction with recreation programs.

Residents would like the Parks and Recreation Department to place more emphasis on developing currently owned but under-developed parklands (44%) in the future as well as on providing teen programs or events (35%), providing arts and cultural opportunities for the community (34%), purchasing land for new parks or open spaces (34%), and providing senior programs or events (28%).

Community Events and Involvement

One-half of Redmond residents have been to at least one of the measured community events in the past two years (50%). Derby Days was attended by 40% of residents and 89% were satisfied with their experience at Derby Days. Three out of ten residents attended Redmond Lights (29%) and 93% were satisfied. Only 6% participated in Eggstravaganza and 4% in the Digital Arts Festival, but participants were still satisfied with each event as 64% were satisfied with Eggstravaganza and 69% were satisfied with the Digital Arts Festival.

One quarter of residents consider themselves involved in community events (24%) and 75% recognize that they are not very or not at all involved in community events.

Entertainment

Two-thirds of residents are satisfied with the variety of entertainment, services, and retail businesses available in Redmond (68%). Those who are dissatisfied (16%) think that Redmond is missing ethnic restaurants, places to shop, late night activities, and entertainment and live music that would enhance Redmond's entertainment offerings.

Redmond's History

Just over half of Redmond's residents are aware of Redmond's history and the historical places in Redmond.

Environment Initiatives

Nine out of ten residents find importance in each environment initiative and the highest rated initiative was waste management and resource conservation, rated *very important* by 68% of residents. Ecosystem conservation and stewardship is *very important* for 61% of residents, energy conservation and carbon reduction is *very important* for 60%, and sustainable development and green infrastructure is *very important* for 55%.

Recycling Program

Overall, the majority of residents are satisfied with Redmond's recycling program (85%). Of those who are dissatisfied with the recycling program (12%), cited reasons are that

apartments/condos do not offer recycling at complexes, that more plastics should be able to be recycled, and that recycling needs to be enforced.

Residents feel that the recycling program could be improved if there were more opportunities for difficult items to be recycled (batteries, tires, scrap metal, etc.) or if residents were more informed as to what can be recycled.

Social Services

Respondents felt that Redmond residents could be in need of senior citizen services (25%), food or clothing banks (15%), youth or teen programs (11%), and medical care or dentistry (10%).

One-quarter of respondents think it would be easy for those who need social services to access services in Redmond (28%), but another quarter thought it would be difficult for those who need the services to access the service (25%). The services might be difficult to access because those who need the service may not know that the service is available, they may not be able to afford the service, or the needed service may not be available in Redmond.