## **APPENDIX B:**

**Mail Questionnaire** 



## Redmond Resident Survey

PIN:

Please answer the questions below and return the survey in the pre-paid envelope provided by October 14. 2011.

OR respond online by going to the following website: <a href="www.redmondsurvev.com">www.redmondsurvev.com</a>. Enter your PIN number (located on the top right of your survey) in the box on the first screen. If you have questions, please contact Rachel at Gilmore Research (866) 722-3134. Thank you for participating!

1.		long have you li Less than one ye 1 to less than 2 y 2-4 years 5-9 years		Redmond? 10-19 yes 20-29 yes 30-39 yes	ars	☐ 40-49 years ☐ 50 years ☐ Do not cu	or longer	ne City of Redmon	d
2.		rall, how would y Excellent	ou rate the qualit		dmond?  Average	☐ Bel	ow Average	☐ Poor	☐ Don't Know Not Sure
3.	ln yo	our opinion what	are the top 3 iss	ues, other tha	n education, t	facing Redm	ond today?		
	1			2			3		
P4	l. Ho	w satisfied are y Very Satisfied	ou overall with th	e services pro Neither Sati	ovided by the sfied nor Diss	City of Redratisfied	nond? Dissatisfied [	☐ Very Dissatisfie	d Don't Know
5.			have you had co				dmond employ	rees?	Not oure
		Yes No Don't know / Not		if yes) 5a. Wha	it was the rea	son for cont	acting them (t	hink of your most	t recent contact)?
						rate the over	all customer s	ervice of the emp	loyee you had
					tact with?	☐ Fair ☐	Somewhat Po	oor 🗌 Very Poo	Don't Know
		An Excellent Job A Good Job A Fair Job A Poor Job A Very Poor Job Don't Know / No	• ►6a	. Why do you t				onice of only 1334	ues and decisions:
7.	City	of Redmond?					•		disseminated by the
7a	$\Box$	you receive a Cit Yes No		o. Please rate l you informe	how useful re d about City i	issues			ility bill is to keep
8a		Be part of a Foo	us Group community worksho	-	Information		n website/newsl		Not sure ou in this process?
8b	. The	<ul> <li>Responsible</li> </ul>	ses six priorities e government reen environmen	• S	ning how you afe city ommunity bu		<ul> <li>Healthy</li> </ul>	ent. They are: business environ octure keeping pa	
			gree that these she Somewhat				☐ Somewhat		ery Much Disagree
8c			top priorities the (if yes) 8d.					□ Do	on't Know / Not Sure
		Don't know / Not	sure						
9.									act on them." ery Much Disagree on't Know / Not Sure

Very Connected Somewhat Connected Not Very Connected Not At All Connected Don't Know / Not Sure											
11. lr	n the last 12 months, about how often did y		2.2	4.0	Lass These	^	Makin dan	D'4			
		3 or More Times a Month	2-3 Times a Month	1-2 Times a Month	Less Than Once a Month	Once or Twice a Year		Don't Know / Not Sure			
Α	Volunteer your time to some group or										
В	activity in Redmond Attend a City sponsored meeting										
č	Participate in a City recreation program				ä	⊟		H			
D	Visit a City park				П	Ä					
E	Talk to or visit with immediate neighbors										
F	Engage in conversation with or contact a City of Redmond elected official										
F	Visit one of the City's Facebook pages										
P12. How strongly do you agree or disagree with this statement: "The City provides leadership in seeking solutions to regional issues." (Such as transportation/transit, water resources, social services, and court and jail services)  Strongly Agree Agree Don't Know / Not Sure											
	The State requires all cities to accommoda nore residents and 42,000 more jobs. The										
	low satisfied are you with this plan to put t					IIII DOMIN	own and oven	unc.			
	☐ Very Satisfied ☐ Satisfied ☐ Neith			ed D	issatisfied	Very Di	ssatisfied 🗌 🛭	On't Know / Not Sure			
14. How satisfied are you with the Police services in Redmond?  Very Satisfied  Satisfied											
	Neither Satisfied nor Dissatisfied										
	Dissatisfied Very Dissatisfied Don't know / Not sure	Why do you	feel this wa	y?							
	How safe do you feel walking alone in you	r naighborh	ood at night	2							
					Oon't Know /	Not Sure					
14c. How safe do you feel walking alone in downtown Redmond at night, such as after a dinner or a movie?  Very Safe Safe Dunsafe Don't Know / Not Sure											
15. Police services: Indicate if you think the Police Department should put more emphasis on it, less											
•	emphasis on it, or if it is okay as it is now.		-								
				uld put iore	Should put less	t <u>Okav</u> a itis	s Don't Know/				
			_	ohasis	emphasis		Not sure				
Α	General patrol in neighborhoods				<u> </u>						
В	Investigative case follow-up										
D	General patrol in business districts Crime prevention programs in schools										
Ē	Neighborhood Watch crime prevention progr	ams		Ħ		H	H				
F	Focused traffic operations for speeding and				ă	ă	ă				
P16	How satisfied are you with the fire respons	se service in	Redmond?								
	☐ Very Satisfied ☐ Satisfied ☐ Neith				issatisfied	☐ Very Di	ssatisfied 🗌 🛭	Oon't Know / Not Sure			
P16a. How satisfied are you with emergency response service the Redmond fire department provides?  Very Satisfied Satisfied Don't Know /  Not Sure											
17. Fire services: Indicate if you think the Fire Department should put more emphasis on it, less emphasis on it, or if it is okay as it is now.											
		Should put more emphasis	Should les emph	5	it is	Don't (now/ ot sure					
Α	Fire response time										
В	Emergency medical response time	□									
C	Disaster preparedness education			]		R					
D	Fire prevention				Ш						
P18. Does your family have a plan in case of disaster?  Yes No Not sure / Don't know											
	P19. Does your family have an emergency supply kit for at least three days?  Yes No Not sure / Don't know										

P20. How satisfied are you with the availability of parking near downtown businesses?  Very Satisfied Satisfied Dissatisfied Dissatisfied Very Dissatisfied Don't Know / Not Sure											
P21. How satisfied are you with the City's ability to keep major roadways open during severe weather events?  Very Satisfied Satisfied Don't Know / Not Sure											
22.	Please indicate how satisfied you	are when traveling			Redmond usi	ng each of the		ethods:			
		Very		ither ied nor		Very	Don't Know /	Not			
		Satisfied Satisfie	d Dissa	tisfied	Dissatisfied	Dissatisfied	Not sure	Applicable			
A	Traveling on foot		Ţ								
B	Traveling on bicycle Traveling in a carpool or vanpool			╡	H	$\Box$	H	H			
Ď	Traveling in a carpool of varipool	H H	ř	_	H	H	H	H			
Е	Traveling alone in your car		Ī	<u> </u>							
P23	3. Thinking of your overall experie	ence in traveling to, t	from, and	within Red	dmond, how s	atisfied are you	1?				
	This does not include travel on SR520.  Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't Know / Not Sure										
24.	24. The following transportation projects are proposed for the next few years. Please indicate which of the following are, in your opinion, the THREE most important to the community using a "1" for the most important, "2" for second most important, and "3" for third most important.										
	Complete the streets downto	wn into a connected,	two-way gr	id							
	Construct a roundabout at Be	ellevue-Redmond Roa	ad and Wes	st Lake Sar	mmamish Park	way					
	Complete missing connections for several major trails, sidewalks and bike lanes (e.g. Bear Creek Trail, 148 <sup>th</sup> over SR 520, Redmond Way sidewalk, etc)										
	Continue incentives to Redm	ond businesses and r	esidents to	encourag	e they car or va	anpool, ride tran	sit or bicycle	s or walk			
	instead of driving alone			_							
	Complete the sidewalks, land	dscaping and storm se	ewers on N	E 116 <sup>th</sup> Str	eet between R	ed-Wood and A	vondale Roa	ds			
P25	i. Infrastructure: Please indicate I	how satisfied you are	e with eacl	h.							
			Very		Neither Satisfied nor		Very	Don't Know /			
	The Cit I am in the control of the c			Satisfied	_	Dissatisfied	_	Not sure			
В	The City's maintenance efforts reg Sidewalk trip hazards	arding potnole repair									
С	Street sweeping		Ħ	Ħ		H	ă	d			
D	Roadway markings (striping, buttor	ns, tum-arrows,									
Е	crosswalks) City buildings other than schools				П	П	П				
F	Maintenance of parks, trails, and o	pen space									
26.	How satisfied are you with Redm Very Satisfied Somewhat			nor Dissat	isfied No	t Very Satisfied	☐ Notata	I Satisfied			
27	How could the City improve its re	eveling program?					☐ Don't kn	ow / Not sure			
21.	now could the City improve its re	ecycling program?									
P28	3. Thinking of Redmond's park sy Redmond?	stem, how satisfied	are you ov	verall with	the quality of	the parks, trail	s and open	spaces in			
	☐ Very Satisfied ☐ Satisfied	■ Neither Satisfie	d nor Dissa	atisfied [	7 Dissatisfied	☐ Very Diss	atisfied 🗆 I	Oon't Know /			
						_ ·c.yo.ss		Not Sure			
P29	New satisfied are you with the r     Very Satisfied	ecreation programs  Neither Satisfie	and servio	es in Red atisfied	Imond? Dissatisfied	☐ Very Diss	atisfied 🗌 l	Don't Know / Not Sure			
30.	30. The following park projects are proposed for the next few years. Please indicate which of the following are, in your opinion, the THREE most important to the community using a "1" for the most important, "2" for second most important, and "3" for third most important.										
	Develop neighborhood parks (on currently owned, undeveloped land)										
	Improve or expand Community parks (e.g. Perrigo, Farrel-McWhirter, etc)										
	Develop the Redmond Central Connector (urban downtown trail)										
	Build an indoor aquatics center (swimming pool)										
	Build a community center with fitness and meeting spaces										
	Build an indoor sports arena	_	-								
	Build a cultural arts center										

P31/P32. Within the last two years, have you attended or participated in any of the following events or programs? For each event/program attended, please indicate how satisfied you are.

A. Derby Days (Redmond summer festival)	Please check the box if you have attended or participated in the last two years  If yes, please rate your satisfaction level →	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Don't Know / Not sure					
B. Redmond Lights (Redmond winter festival)	☐ If yes, please rate your satisfaction level →											
C. Eggstravaganza (Easter egg hunt)	If yes, please rate your satisfaction level →											
D. Arts in the Parks (summer concert series)	☐ If yes, please rate your satisfaction level →											
33. Which of the following art and cultural experiences would you like to see more of in Redmond (choose your <u>TOP 3</u> )?  Art classes Funding for local arts groups Space to show art None of the above												
P34. How satisfied are you with the range of entertainment, services, and retail businesses available in Redmond?  Very Satisfied  Satisfied  Neither Satisfied or Dissatisfied  Dissatisfied  Very Dissatisfied  Don't know / Not sure												
36. The following is a list of environmental initiatives the City is working on. Please indicate which TWO of the four are most important to you:    Energy conservation and carbon reduction   Waste management and resource conservation   Sustainable development and green infrastructure   Ecosystem conservation and stewardship												
7. The following is a list of human services offered in Redmond. Please indicate the FIVE that are most important for the City of Redmond to provide assistance in funding.    Aging/senior services   Homeless shelter   Assistance for non-English speaking residents     Youth services   Medical/dental services   Medical/dental services     Low-income housing   Affordable childcare   Mental health services     Emergency housing vouchers   Food/clothing banks   Domestic violence assistance												
P38. Thinking of Redmond's future, do you feel the City is headed  Definitely in the right direction Somewhat in the wrong direction Definitely in the wrong direction Don't know / Not sure												
These last questions are to help us group your answers with the answers of other Redmond residents in the study.												
	41. Are the	re children ur	nder 18 living	in your househ	old? 🗌 Yes	□ No						
☐ Single Family Resid	Single Family Residence (includes manufactured or mobile home)											
43. Do you or your family	currently own or rent your r	esidence?	Own 🗆	Rent								
44. What is the primary la	inguage spoken in your hom	e?										
45. Which best describes your telephone usage?  Cell phone only Cell phone mainly but have landline Landline mainly but have cell phone Use cell phone and landline equally												
46. Please indicate your (	gender 🗆 Maie 🗆	Female										

THANK YOU VERY MUCH! Please return your completed survey in the Business Reply Envelope provided by October 14, 2011