Community Priorities for the Future of Redmond’s Community Centers
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Executive Summary

In October 2016, the City of Redmond initiated a public engagement effort to educate the community about challenges and opportunities facing Redmond’s Community Centers. After two months of outreach to raise awareness about the project, the City sought the community’s opinions on the level of urgency to take action, priority spaces and locations, and funding options for community centers.

Throughout the process, which engaged more than 3,600 community members, the City convened a stakeholder group. The stakeholders assisted in the public engagement effort and distilled the data collected from the broader community into a set of recommendations that are presented in this report. In April, representatives of the stakeholder group received motions of support from the Parks & Trails and Arts & Culture commissions to present the recommendations to City Council. On April 11, 2017, representatives from the stakeholder group will present the recommendations presented in this report to City Council and seek the Council’s endorsement of the recommendations and commitment to implement them.
Values

Redmond’s Community Centers contribute to a high quality of life. Regardless of whether community members are users of the City’s community centers or not, the community believes community centers are central to:

- Building community across neighborhoods
- Building community across cultures
- Providing space and activities for teens to build skills
- Providing space and activities for seniors to be active and healthy
- Providing children with skill building and new experiences in arts, fitness, and group activities

The stakeholder group synthesized feedback from the community into a set of recommendations for City Council, which align with these community values. Their recommendations are summarized below.

Recommendations

**Urgency:** Within five years, provide community center(s) to meet Redmond’s most urgent needs

**Spaces:** Meet Redmond’s needs for priority spaces, including:
- Aquatics and fitness
- Flexible spaces for cultural arts and events
- Flexible community spaces for meetings, classes, and gatherings

**Partnerships:** Explore a variety of partnership models

**Location:** Locate future community center(s) in Downtown and the Marymoor subarea of Southeast Redmond

**Funding:** Develop a funding package that leverages funding from a variety of sources, such as city funds, grants, private contributions, partnerships, and a possible property tax increase

**Community Engagement:** Continue strong communications about progress and engage the community in interim decisions throughout the process
Next Steps

The stakeholder group is committed to continuing their work through the alternatives analysis phase, and recommends that City Council take the following actions toward implementing these recommendations:

<table>
<thead>
<tr>
<th>Action</th>
<th>Deadline</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Endorse</strong> the stakeholder group recommendations</td>
<td>April 11, 2017</td>
</tr>
<tr>
<td><strong>Develop</strong> a public communications program</td>
<td>Immediately</td>
</tr>
<tr>
<td><strong>Authorize</strong> the analysis of alternatives</td>
<td>2Q 2017</td>
</tr>
<tr>
<td><strong>Lead</strong> an investigation of partnership opportunities</td>
<td>4Q 2017</td>
</tr>
<tr>
<td><strong>Develop</strong> a plan that will support and interim continuity of services</td>
<td>4Q 2017</td>
</tr>
<tr>
<td><strong>Define</strong> a financing plan for the preferred alternative</td>
<td>1Q 2018</td>
</tr>
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Chapter 1: Introduction
Introduction

1.1 Purpose
The City of Redmond is planning for the future of Redmond’s Community Centers to ensure the spaces available meet current and future programming needs, and have the flexibility to respond to our growing and changing community. This report summarizes a community engagement campaign that will shape the future of Redmond’s Community Centers.

Today, the City provides recreation, fitness, and cultural arts programming in four existing community centers: Old Redmond Schoolhouse Community Center (ORSCC), Redmond Pool at Hartman Park (Redmond Pool), Old Fire House Teen Center (Teen Center), and Redmond Senior Center (Senior Center). Our community members value our centers and programs, which provide places to build relationships across neighborhoods and cultures and provide opportunities for growth and healthy lifestyles.

![Figure 1: Current Usage](image)

**CURRENT USAGE**
Number of visits at each community facility per year

- **Community Center**: 170,000 visits
- **Pool**: 90,000 visits
- **Senior Center**: 45,000 visits
- **Teen Center**: 15,000 visits

*Figure 1*
After several years of assessing the physical condition of the four community centers, market conditions, and community demand for services, the City Council wanted to ensure community support for potential future significant investments in Redmond’s Community Centers. Therefore, City Council asked staff to conduct a broad-reaching, inclusive public outreach campaign that would examine the following key topics:

- Community values and priorities about community centers in Redmond
- The sense of urgency to renovate, replace, or develop new community centers in Redmond
- Priority spaces needed in community centers
- A preference for one or more centers
- The desired locations of community centers
- Whether partnerships should be considered in the development and/or operation of community centers
- Types of funding mechanisms the community would support

The City Council was also motivated to answer these questions as more information became available about the condition of the community centers and other risks, including:

- Redmond Pool is on “life support” maintenance. The costs to reinvest in the pool outweigh the replacement costs. Further, the current aquatics spaces do not meet the needs of the community
- The Teen Center has failing structural and mechanical systems
- The Senior Center needs renovations, mechanical system replacement, and expansion to accommodate growth in programs
- The Lake Washington School District (LWSD) needs space for preschool programming to accommodate its growing school population and is working with the City to transition City programs out of ORSCC by June 2018
- Redmond’s Community Centers do not meet our community members’ needs due to capacity constraints and the lack of key spaces such as aquatics, fitness, and cultural art and events spaces

The goal of this community engagement campaign was to hear from as many community members as possible so that feedback would be reflective of Redmond’s diverse populations, various user groups of the existing community centers, and non-users.
1.2 Approach

The City of Redmond hired EnviroIssues, a public engagement consulting firm, to assist with the community engagement campaign. EnviroIssues provided third-party facilitation of a stakeholder group, marketing and communications strategy, support for the project, and public engagement strategies and resources over three active project phases. Some guiding principles of this effort included:

- To actively listen to the community
- To share information with the community
- To engage the community through a variety of methods
- To provide transparency throughout the process

![Figure 2](image_url)

1. Education and Awareness

The project began in late October 2016 with the rollout of Phase 1, the Education and Awareness campaign. The goal of this phase, which lasted through early December 2016, was to raise awareness about the status of the existing community centers in Redmond and invite the community to provide feedback. Activities during this phase included:

- Launching the project website and online poll
- Convening the stakeholder group
- Distributing branded materials throughout Redmond, including yard signs, posters, table tents, and information cards
- Tabling and conducting intercept surveys at community events
- Meeting with community groups to share information about the status of the community centers and upcoming community conversations
- Sharing information via City newsletters, press releases, and social media
2. Community Conversations

Phase 2 featured active data gathering and listening through “community conversations” held from December 2016 to early March 2017. During this period, staff conducted outreach to diverse groups, target populations, and the stakeholder group to identify community values and preferences regarding the future of Redmond’s Community Centers. Community input was solicited through a variety of engagement methods detailed in the next section.

3. Reporting Out

During Phase 3, from March to April 2017, the stakeholder group and staff summarized data, developed recommendations, and prepared the report for the community and City Council that will be delivered on April 11, 2017. At this presentation, members of the stakeholder group will ask City Council to begin the next phase of the project—the alternatives analysis phase—where the project team will propose options for delivering on the recommendations for the community to consider.
1.3 Methods of Engagement

The project team employed numerous methods of community engagement, including: convening a stakeholder group, hosting community conversations, soliciting feedback on the website through an online poll and email comments, engaging with people out in the community through hosting information tables at community events and use of an intercept survey, facilitating focus groups, and conducting a statistically valid telephone survey. By offering a variety of engagement opportunities, the team sought inclusivity and the diverse opinions of as many people as possible. Figure 4 shows the number of people that provided input from each engagement effort during the Awareness and Education and Community Conversations phases.

**COMMUNITY TOUCHES**
Various feedback mechanisms resulted in close to **3,600 touches**
Stakeholder group
The City of Redmond and EnvirosIssues convened a stakeholder group of close to 30 community volunteers representing the various interests of aquatics, fitness, athletics, seniors, teens, families, arts and culture, community groups, renters, and program partners. The City sought volunteers to participate in the group and invited some members to fill gaps in representing user groups, neighborhoods, and key demographics. The stakeholder group met once during each phase of the project (three times in-person) with an additional virtual meeting in late February 2017.

During the first meeting, the stakeholder group developed shared values relating to Redmond’s Community Centers, including:

- **Community wellbeing** – Health, fitness, wellness, enrichment, fun
- **Inclusion** – Diversity of cultures, beliefs, and abilities; community-building; shared space for a variety of experiences
- **Affordability** – Accessible opportunities for all socio-economic levels

![Figure 5: Stakeholder Group Shared Values](image)
These shared values were the foundation of how the stakeholder group worked together to:

- Provide their perspectives on Redmond’s Community Centers
- Be a bridge to the broader community to support the community dialogue
- Become informed community representatives and share information through their networks
- Provide access and entree to community groups and cohorts
- Facilitate community conversations
- Listen to and digest feedback from the community to develop recommendations for the Parks and Trails Commission, Arts and Culture Commission, and City Council that reflect the community’s insights, expectations, and values in addressing the challenges of Redmond’s Community Centers

The stakeholder group is committed to continuing their work in advising the City Council, Parks and Trails Commission, and Arts and Culture Commission on next steps in the Redmond’s Community Centers process. The list of stakeholder group members can be found in the acknowledgements on page 1.
Education & Awareness

In total, the City has had conversations with about 1,450 people since the onset of the project. From October to December 2016, the City of Redmond hosted 16 meetings and events to educate community members about the challenges and opportunities facing Redmond’s Community Centers and gather initial feedback to gain an understanding of their priorities and values. More than 900 people participated. These events were used to encourage people to discuss the issues with staff and stakeholders, participate in intercept polls, take the online poll, and attend the future community conversations.

<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
</tr>
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<tbody>
<tr>
<td>Oct 27</td>
<td>Redmond Historical Society</td>
</tr>
<tr>
<td>Nov 3</td>
<td>Parks and Trails Commission</td>
</tr>
<tr>
<td>Nov 9</td>
<td>Sports &amp; fitness groups at ORSCC</td>
</tr>
<tr>
<td>Nov 10</td>
<td>Arts &amp; Culture Commission</td>
</tr>
<tr>
<td>Nov 15</td>
<td>Northstar HOA</td>
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<tr>
<td>Nov 15</td>
<td>YABA at the Teen Center</td>
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<tr>
<td>Nov 17</td>
<td>RYPAC</td>
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<tr>
<td>Nov 17</td>
<td>Senior Advisory Committee</td>
</tr>
<tr>
<td>Nov 19</td>
<td>Poultry Predictor</td>
</tr>
<tr>
<td>Dec 3</td>
<td>Redmond Lights</td>
</tr>
<tr>
<td>Dec 4</td>
<td>Explorer Community School PTA</td>
</tr>
<tr>
<td>Dec 7</td>
<td>Planning Commission</td>
</tr>
<tr>
<td>Dec 10</td>
<td>Tabling at ORSCC</td>
</tr>
<tr>
<td>Dec 10</td>
<td>Tabling at Redmond Town Center</td>
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<tr>
<td>Dec 12</td>
<td>PBAC</td>
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<tr>
<td>Dec 12</td>
<td>Human Services Commission</td>
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</table>

Figure 6: Education & Awareness Meetings & Events

Poultry Predictor participants show their support for a new indoor/outdoor pool

A pool-goer writes his idea for the future of Redmond’s Community Centers
Community Conversations

In January and February 2017, staff and stakeholders facilitated 31 community conversations throughout the city (see Figure 7), involving more than 535 participants. After a quick overview of the challenges facing Redmond’s Community Centers, these meetings gave participants a chance to discuss the issues with other members of their community and provide feedback on the key project questions. For the discussion guide and worksheet used in the facilitated conversations, please see Appendix A.

Project website and online poll

The City of Redmond hosted a project website and an online poll on the Redmond’s Community Centers website from October 2016 through February 15, 2017. The poll questions asked participants if the existing centers were meeting their needs and about their priorities for spaces and location for a future center(s). The website and poll questions were shared widely through City publications, social media, and via a banner on the homepage of the City of Redmond website and Active Net. A total of 1,209 unique poll responses were submitted (see Appendix B for the results of the online poll).

Intercept surveys, tabling events, and posters at community centers

To raise visibility about the status of the existing community centers, staff distributed materials, answered questions and conducted short intercept surveys on iPads at four community events, including: the Poultry Predictor 5K Run and Walk, Redmond Lights, opening day for basketball at ORSCC, Redmond Town Center, and a swim meet at the Redmond Pool. A total of 285 intercept surveys were completed (see Appendix C). Staff also handed out materials about community conversations and collected paper versions of the online poll at Redmond Senior Center and the Redmond Library. At these events and for several months at each community center, staff also solicited comments on large poster displays. The posters summarized the status of each community center, then asked participants to write their top priority for the future of Redmond’s Community Centers.
Focus groups
EnvirolIssues facilitated three focus groups in January and February 2017. All three sessions were held at ORSCC. The focus groups provided participants the opportunity to express their awareness of issues and priorities and to describe what information is valuable to them in forming their opinions about the future of Redmond’s Community Centers.

A total of 27 participants participated over three evening sessions, with two of the groups made up of subpopulations that can be typically harder to reach: renters and lower-income residents (see Figure 7). Participants were recruited and screened through an online survey and phone calls. Please see Appendix D for the Focus Group Summary Report.

Telephone survey
EnvirolIssues and the City of Redmond developed a 15-minute questionnaire that was administered by telephone to a statistically valid sample of current Redmond residents (N=400). This survey was conducted from February 21 – 24, 2017 by an independent market research company, Mountain West Research. Participants were called from purchased lists of residential telephone numbers and a registered voter list. The voter list was purchased with built-in weighting for gender, age, and zip code. Voters were called first knowing that the list would result in more completed surveys per hour. When the voter list was exhausted, additional calls were made to a residential list of people living in Redmond. It is estimated that about 85 percent of all completed surveys were conducted with registered voters. The completed surveys were weighted by neighborhood to match the City’s residential population in ten neighborhoods. With N=400 surveys, the results are statistically valid citywide with a margin of error +/- 5%.

The telephone survey was an effective approach to reach deeper into the community, reaching households that were not necessarily active users of the community centers and/or may not have already participated in the online poll, intercept surveys at public events, or community conversations. Please see Appendix E for the topline responses from the telephone survey.
1.4 Background

Since 2009, the City of Redmond has been exploring how to renovate, expand, or replace its four existing community centers. Several studies have been completed that provide a good analysis of existing conditions, market conditions, and community priorities for spaces. This information is helpful in understanding the baseline and opportunities to evaluate in the future. However, the purpose of the current work is to be open minded about other options and to design solutions that are strongly supported by the community.

The following is a summary of the studies; the complete documents are available on the project website.

2009-2011 Recreation Buildings Design Study & Citizen Survey
SHKS Architects and team evaluated the condition of buildings, assessed the market and community demand for recreational services, consulted with the community through a statistically valid survey, and provided recommendations. The recommendations included:

- Replacing the ORSCC and Redmond Pool on a new site with leisure pool and fitness spaces
- Renovating and expanding the Senior Center and Teen Center
- Further evaluating the feasibility of performing arts space
2013-2014 Facilities Condition Assessment
The city hired MENG Analysis to evaluate the condition of all 20 of the City’s buildings, rate their condition, and estimate costs for observed deficiencies and future maintenance and replacement costs.

2014-2015 Recreation Buildings Master Plan
NAC Architecture followed up on the recommendations from the Recreation Buildings Design Study & Citizen Survey by evaluating sizes, programs, operating models, sites, costs of construction for a new combined recreation and aquatics facility, a new teen center, and an expanded Senior Center. Multiple sites and concepts were considered. Throughout the master planning process, staff consulted with the community through focus groups and public meetings.

2015 Cultural Facilities Feasibility Study
The 2011 Recreation Buildings Design Study, 2011 Comprehensive Plan policies, and the 2013 Downtown Cultural Corridor Master Plan identified dedicated arts and cultural facilities as a top community priority for the city. AMS Planning & Research evaluated the market demand for a cultural arts facility and the type of cultural infrastructure and programs that will best serve the Redmond community and accommodate future growth. Staff consulted with the community through focus groups and public meetings throughout this process. The report proposed a flexible space of about 25,000 square feet for cultural arts performances, programs, classes, and exhibits that could be located in Downtown, Marymoor Subarea, or Overlake Village.

2016 Citywide Facilities Strategic Master Plan
A Facilities Strategic Master Plan is underway to provide guidance on how to best operate, maintain, and upgrade all city buildings in the short and long term. This effort will identify opportunities to make best use of City resources and accommodate future needs. A new community center could be the City’s largest facility investment for the next 20 years, influencing the availability of land and funding for other facility’s needs.

Lake Washington School District Capital Plan
In addition to these studies, another major factor that creates urgency for this work is the outcome of the 2015 LWSD capital planning process and the 2016 LWSD bond. Due to significant growth of the student body in Redmond, the LWSD engaged the community in developing options for adding new classroom space to the system. A recommendation was made to provide a centralized preschool program in the Old Redmond Schoolhouse, which was approved in the LWSD’s 2016 bond package. LWSD is working with the City on a plan to transition recreation programs from ORSCC before the summer of 2018. The City will be able to develop a transition plan for the City- and community-based programs that use the ORSCC after the LWSD verifies space needs in early 2017.
Chapter 2: Key Findings
Key Findings

2.1 Urgency

Through our conversations with the community, we heard a clear sense of urgency about Redmond’s Community Centers. Residents want the city to implement recommendations within five years and continue to provide a consistent level of service in recreation programming even if facilities are lost in the meantime. This urgency is evident in the community’s valuation of its centers.

Figure 10
Community values

Community centers are highly valued in Redmond by users and non-users alike. When asked about the value community centers bring to Redmond, residents surveyed via telephone agreed that centers provide benefits such as:

- Providing space and activities for seniors to be active and healthy (74%)
- Providing children with skill building and new experiences in arts, fitness, and group activities (69%)
- Providing space and activities for teens to build skills (67%)
- Building community across cultures (67%)
- Building community across neighborhoods (63%)

Residents indicate that community centers contribute positively to what makes Redmond a great place to live. In their desire to maintain Redmond’s quality of life, residents have come together to urge the city to support community centers as spaces to take care of seniors, children and teens, and build community across neighborhoods and cultures.

Continuity of services

There is strong support for the City to take immediate action to maintain the current level of services during the transition of ORSCC back to LWSD and the potential for Redmond Pool to close due to increasingly expensive maintenance issues. Citywide, about a third of residents have heard about the loss of ORSCC and the age and condition of the Redmond Pool. Once these and additional details were known, people expressed a need for urgent action whether they use the community centers or not. This also speaks to a need for City leaders to continue boosting awareness about current and pending problems threatening the sustainability of community center programs.

Current users of the centers are especially concerned about a potential discontinuation of classes and programs, such as adaptive recreation, Jazzercize, and swimming opportunities. Many referred to participating in past planning efforts and surveys led by the City with a sense of frustration that, after several years of planning, their beloved programs were still not secure. Community members want the City to come through with a strong interim action plan that will limit impacts to the current level of service while longer term plans for replacement and repair of community centers can be put in motion.

Replacement and renovation

In addition to immediate actions to protect current services held at Redmond’s existing community centers, residents want to see the City of Redmond move forward with the citywide Facilities Strategic Plan.

“The ORSCC lease ends in 2018 and there are a lot of programs and activities. What will happen? Why don’t we have an interim/long term plan yet?”

– Focus group participant

“I am very concerned about the future of the Redmond Hub, the program for young adults with developmental disabilities. This program has been a life saver for my son.”

– Online poll respondent

“We need a plan, not just a Band-Aid for the situation.”

– Focus group participant
Master Plan to address long-term maintenance and replacement needs and to plan for facilities that will address Redmond’s projected long-term growth. The community telephone survey found that support for addressing replacement and renovation needs at the four existing community centers was at above 60 percent within the next 10 years.

2.2 Spaces

Redmond residents are interested in community center spaces that reflect community values, but do not have a strong preference if combined center with all spaces in one central location or two separate centers would be better. The cost and timing of one center versus two separate centers may ultimately be top factors as residents learn more about the Council’s priorities and parallel facilities planning efforts.

Top spaces reflect community values
The eight spaces that ranked highest in the telephone survey correspond directly to the strong community value statements described above. All eight spaces were desired by at least 65 percent of all residents (see Figure 11). The most desirable facility or facilities would contain some combination of these features. Residents who participated in community conversations and online echoed many of the same priority spaces, such as aquatics and flexible meeting space. Other frequently mentioned spaces from community conversations included locker rooms, parking, and kitchen space.

![COMMUNITY VALUES](image)

- **74%**
  - Prioritize providing space for seniors, teens, and youth to be active and healthy
  - Amenities needed:
    - Play area
    - Lap pool
    - Leisure pool
    - Gymnasium

- **67%**
  - Prioritize building community across cultures
  - Amenities needed:
    - Flexible space for cultural arts and events

- **63%**
  - Prioritize building community across neighborhoods
  - Amenities needed:
    - Flexible space for classes and meetings

**Figure 11**
Split on one versus two community centers

Initial response to whether Redmond should build one center (with combined aquatics, fitness, and community meeting and events space) or two centers (one as a stand-alone aquatics and fitness center and a second with meeting rooms and arts and community events space), is mixed, with 47 percent in support of two centers, and 42 percent in support of one center. One in four people who completed the online poll said they were not sure when asked their preference for one combined community center or separate sites.

Focus group participants saw the benefits of both a larger center downtown, but also separate facilities with other distinct features, such as cultural arts. Arts enthusiasts in the community conversations echoed similar sentiments, expressing a desire for separation between cultural arts events and classroom space from fitness and aquatics facilities with the hope that art spaces would have a higher quality of design and a different location to separate such different uses with competing needs related to sound, storage, and use.

Location and access considerations also played a factor in people’s responses, as a balance between convenience of one central location and the reality of enough physical space to accommodate adequate parking for a major community destination. Stakeholder group members also stated support for the need for flexibility in the number of facilities as we continue to evaluate partnerships and sites.

Additionally, current users and the greater community value the separation afforded by having separate senior and teen centers. However, the community and stakeholders recognize that these separate programs may exist in one larger building, on the same campus as another community center, or may change over time to be more integrated.
2.3 Partnerships

Across all methods of input, residents encourage the City to pursue partnerships for Redmond’s Community Centers. Both operating and capital partners are intriguing at this stage. In fact, among telephone survey respondents, there was greater than 64 percent support for all partnership types tested. Non-profit or corporate partnerships ranked the highest, with only a slightly lower interest in partnering with a regional entity or a shared-use partnership.

**Figure 12**

**PARTNERSHIPS ARE POSITIVE!**

76% of residents who gave feedback had a positive reaction to hearing more about various partnerships for Redmond’s Community Centers

- **Positive towards nonprofits**: 86%
- **Positive towards corporations**: 82%
- **Positive towards regional entities**: 79%
- **Positive towards shared use**: 64%

Make sure partnerships benefit Redmond

Redmond residents and current users of Redmond’s existing community centers value how the City currently runs its programs, with some involving partnerships and some independently run. One minority opinion from the community is a concern that certain partnership models could result in added membership fees for Redmond residents or dilute the hometown, community feel of the community centers. Residents want strong Redmond ownership of any partnership, and ask City leaders to be transparent and thoroughly investigate the potential risks and rewards associated with any potential partnership affecting Redmond residents.
2.4 Location

Deciding where to site Redmond’s Community Centers will undoubtedly be a challenge with increased residential growth in Redmond and rising land costs. However, the results of the community input clearly indicate Redmond residents want the community centers to be highly accessible by a variety of travel modes and show a strong preference for locations in Downtown and the new Marymoor Subarea of Southeast Redmond. In the telephone survey, more than 80 percent of residents named either Marymoor or Downtown as their first choice. Proximity to Downtown also ranked highly on the online poll (41 percent).

While people generally accept that the Overlake area is projected to grow to be one of the most populated regions of Redmond—with the future light rail expansion—most don’t support major community center facilities there at this time. Overlake could be considered a future community center location, past the urgent five- to ten-year period most Redmond residents are currently concerned about.
Accessible locations are a priority

The community values access by personal vehicle, transit, and trails while also valuing locations near other destinations for shopping and recreation. Furthermore, a community center located in a residential neighborhood was projected to cause congestion and impact street parking for residents. A strong 73 percent of telephone survey respondents answered that the City should prioritize a location near one of four future light rail stations that will open in Redmond over a neighborhood location that won’t have a transit station.

Transit access and parking are not mutually exclusive. Residents want the option to choose their travel mode. Among online poll respondents, parking was the most desired amenity identified by 67 percent of those accessing the online poll, followed by easy access by personal vehicle (45 percent). Easy access by public transportation (37 percent) and easy access to walk or bike (30 percent) were also in the top five responses. Redmond residents know their community is growing, and want to see assets like the community centers built somewhere that is easy to access.

2.5 Funding

The majority of Redmond residents (77 percent) are willing to contribute personally toward a $26-40 million project, and some are willing to go even higher. Residents were asked to consider how much they would be willing to pay in additional annual property taxes to support some kind of community center project. The increase was based on $0.10 - $0.15 per $1,000 value of a $600,000 home, which is the average cost of a home in Redmond (see Figure 13).

Residents expect to be asked to contribute financially to support the future of Redmond’s community centers. However, residents believe other resources and partnerships can be effective in keeping costs down and to make sure the community centers will be financially accessible to all.
Accessibility for all a community value
Residents strongly value financial accessibility and want the community centers to be affordable to all. While there is high interest in new community center spaces, there is also a parallel call for the city to make financially responsible choices. The community wants Redmond to have updated and modern community centers, but not at the expense of high participant costs or membership fees that would exclude low-income users. Partnerships are seen as a key strategy for the City to finance new spaces without high costs to users.

“Whatever changes are made please keep in mind to keep it affordable and accessible to all income levels.”
– Online poll respondent

FUNDING
A property tax increase of $60-$90 per year (based on a home valued at $600,000) equates to $26M to $40M in capital revenue for a community center project.
Chapter 3: Recommendations
3.1 Recommendations

The recommendations in this chapter follow the key questions City Council asked staff to answer about community values and priorities for community centers in Redmond. The highlights of the recommendations include:

**Urgency:** Within five years, provide community center(s) to meet Redmond’s most urgent needs

**Spaces:** Meet Redmond’s needs for priority spaces, including:
- Aquatics and fitness
- Flexible spaces for cultural arts and events
- Flexible community spaces for meetings, classes, and gatherings

**Partnerships:** Explore a variety of partnership models

**Location:** Locate future community center(s) in Downtown and the Marymoor subarea of Southeast Redmond

**Funding:** Develop a funding package that leverages funding from a variety of sources, such as city funds, grants, private contributions, partnerships, and a possible property tax increase

**Community Engagement:** Continue strong communications about progress and engage the community in interim decisions throughout the process

The recommendations support the community’s values relating to community centers, recreation programming, and cultural arts, including:

- Building community across neighborhoods
- Building community across cultures
- Providing space and activities for teens to build skills
- Providing space and activities for seniors to be active and healthy
- Providing children with skill building and new experiences in arts, fitness, and group activities

These recommendations were approved by the stakeholder group in their meeting on March 15, 2017. On March 30, 2017, the Parks & Trails Commission and Arts & Culture Commission jointly passed a motion encouraging City Council to accept the stakeholder group’s recommendations and take immediate action to implement them.
3.1 Urgency

1. Provide, within five years – by April 2022, community center(s) to meet Redmond’s most urgent needs, which are:
   - Aquatics and fitness
   - Flexible spaces for cultural arts and events
   - Flexible community spaces for meetings, classes, and gathering

   This five-year timeline must have interim milestones that are flexible enough to accommodate securing land, investigating and finalizing partnership opportunities, and development of a funding package.

2. Complete a long-term community centers plan for renovations and major maintenance of the Senior Center and Teen Center as part of the citywide Facilities Strategic Master Plan, which should be completed by the end of 2017. This plan would:
   - Detail urgent maintenance needs as well as ongoing “wear and tear”
   - Prioritize efforts to keep facilities open during construction and extend the life of the Redmond Senior Center and the Old Fire House Teen Center buildings

3. Support a process to address the needs for facilities and programming aimed at teens and older adults.

4. Finalize a plan that ensures the continuity of current programs and services and share it with the community within 6 months – by November 2017. The plan should be ready for implementation in accordance with the end of the City’s lease on ORSCC and/or in the event of a change in operational status at Redmond Pool at Hartman Park.

The needs at the existing community centers require urgent action
3.2 Spaces

1. Provide spaces and programs that are of highest priority to the community, including but not limited to:

   - **Aquatics and fitness**: Lap pool, leisure pool, therapy pool, gym, fitness space, locker rooms and showers, indoor children’s play area
   - **Cultural events**: Flexible space to host touring artists and local cultural arts groups for performances, events, and exhibits, which could also be rented for community events
   - **Classes and meetings**: Flexible community spaces for meetings, classes, and gathering

2. Envision creative and innovative ideas that serve the needs of the community today and are flexible enough to accommodate new programs or needs that aren’t being offered currently. Redmond has an important opportunity to present a community centers plan that is not bound by current programs or facility types.

3. Design and operate spaces and facilities for inclusivity across all ages, abilities, backgrounds, and incomes.

4. Maintain flexible spaces for teens and seniors that enhance programming opportunities.

*Flexible spaces for fitness and aquatics, cultural events, and classes and meetings are top priorities*
3.3 Partnerships

1. Explore partnerships to provide cost efficiencies and evaluate new opportunities within a year. There is strong support for a variety of partnership models, including:
   - Capital funding partnerships
   - Service-level partnerships
   - Regional partnerships with other public agencies
   - Joint-use partnerships

2. Consider community priorities when evaluating potential partnerships. These priorities include:
   - The city retains overall ownership and control of land and operations
   - Partnership agreements meet the urgency of a five-year timeline
   - Partnership opportunities will benefit affected user groups and maintain the interests of the community

3. Actively engage with other Eastside communities and King County regarding regional aquatics facilities and encourage a work plan, schedule, location, spaces, costs, and programs that meets Redmond's needs. Otherwise, Redmond should evaluate its own, more comprehensive, aquatics facility.

*City of Sammamish and YMCA partnered for capital investment to build the New Y in Sammamish.*

*The City owns the building and YMCA operates and maintains it.*
3.4 Location

1. Identify and secure existing public land or partner properties for community center(s) in Downtown and/or in the new Marymoor Subarea of Southeast Redmond due to proximity to future transit, trail development, and residential growth.

2. Prepare for future community center needs in Overlake. In the short term, evaluate potential partnerships and opportunities to serve the City’s needs and continue communication with the community to raise awareness that Overlake is an urban growth center.

3.5 Funding

1. Develop a financing package that has strong community support and allows for project delivery within five years. This package may include a variety of funding sources such as: park impact fees, a property tax lid lift, grants, a non-profit fundraising organization, partner contributions, involvement from the business community, Capital Improvement Plan (CIP) funds, and a special taxing district.

2. Commit to clear communication with residents on all details related to funding alternatives when it comes to evaluating future project packages. For example, residents should be informed about estimated capital and operating costs, how a package relates to other taxes paid by the community, changes in the availability of federal, state or regional funding, costs to property owners, and expected pay-per-use calculations.
### 3.6 Community Engagement

1. Continue engagement with the community and the stakeholder group. The majority of stakeholder group members are committed to continuing their work through the next steps of planning for Redmond’s Community Centers. The group is energized and expressed that many interim milestones are best achieved together.

Examples of how the group would like to stay involved and continue to engage with the broader community include:

- Identifying the location opportunities and learning more about building renovation needs through the Facilities Strategic Planning process
- Evaluating partnership opportunities
- Reviewing proposals for building and amenity types and concepts
- Evaluating costs and financing models and delivery methods

The stakeholder group looks forward to a productive and collaborative working relationship with the City to implement these recommendations.

2. Develop a Community Outreach Plan and Communications Plan for the next phase of work that focuses on sharing the facts of the project and feedback from the community, stakeholders, commissions, and City Council.
Appendices
Sample Discussion Guide

Begin with overview of problems for each of Redmond’s Community Centers.  
(Slide show or handouts, depending on venue and number of people.)

1. Establish rapport (round robin discussion)  
   a. How many of you use one or more of Redmond’s Community Centers?

2. Urgency  
   a. What is your sense of urgency about these issues?  
   b. What is your priority for repair or replacement of these facilities?

Other possible questions (don’t ask them all)  
   c. If pool went away today how quickly do we need to address that?  
   d. If the school district says yes we will need the whole building by June 2018 what do we need to do to fill that gap and how urgent is it?  
   e. We’ve heard from many people that it is urgent that these problems be addressed.  
   f. What issues do you think are most urgent?  
   g. What should be considered when determining how soon and in what order to address these challenges?  
   h. If only one community center’s issues could be addressed in the next couple of years, which one would you prioritize?

3. Priorities: These are the top features from the online survey – what is most important to you, these or something else?  
   • Lap Pool  
   • Leisure Pool  
   • Meeting Rooms (Flexible for community groups, recreation classes, arts)  
   • Flexible performance/events space  
   • Dedicated fitness space with locker rooms (individual – free weights and machines or group classes)

4. Combined facilities  
   a. The city’s four community centers currently each serve different purposes. Do you prefer this approach?  
      What do you think about combining and/or adding purposes? For example:  
      i. Combine cultural arts and community meeting rooms and third place  
      ii. Combine aquatics and recreational facility with community meeting rooms  
      iii. Combine cultural arts and teen center  
      iv. Combine aquatics and recreation center with a teen center  
      v. What combination(s) would you propose?  
   b. What concerns you?  
   c. Intrigues you?

5. Location criteria/preference for centrally located facilities or separate sites  
   a. Currently the city’s four community centers. Three are located in Downtown and the pool is on Education Hill.  
   b. Thinking about the future of Redmond, with Overlake Village and Downtown becoming the most populated neighborhoods, which will be served by light rail, do you have thoughts about where our
6. Partnering

Operating Partnership - It has been suggested that the city should partner with other services (e.g. YMCA running a recreation center or an arts non-profit running a cultural arts center, etc.) – requirements for operations and maintenance. What do you think about that? Example – Sammamish YMCA

a. Shared Space Partnership – Share community center space and potentially programming roles:
   i. Girls and Boys Club
   ii. Non-profits
      Example – South Bellevue Community Center

b. Shared Building or Site/ Separate Spaces:
   i. Affordable Housing
   ii. Non-profit offices
   iii. School (with some sharing of space)
   iv. Commercial space
      Example – 12th Avenue Arts, community schools

c. Agency partnership with other agencies – shared space with neighboring cities or county.
   i. Would you use a regional community center located in a neighboring city?
   ii. How far would you go?
   iii. What services would you be willing to drive to?

d. Financial Partnership
   i. What ideas for partners do you have?
   ii. What concerns you?
   iii. Intrigues you?

7. If you had the City Council’s ear for one minute, what would you say to them? What advice would you give them about solving the problems with Redmond’s Community Centers? (Call out and flip chart or individually write responses on cards, depending on size of group)

Other prompts if having trouble spurring conversation:

a. Share what you find most valuable about the center(s) you use.

b. If you don’t use the community centers, why not? (Is there an amenity missing, not convenient to you, quality, other?)

c. What would you envision happening at a future community center that may not be happening today?

d. Having heard about the problems each of the centers face, what excites you the most about addressing these problems?

e. What’s your biggest concern about solving these problems?
Listening Session Worksheet

Priority Activity
Below are the top priorities for community center features from responses to the online survey. Please rank them in order of most importance to you.

RANK THEM (1-5, with 1 being your highest priority)

___ Lap pool
___ Leisure pool
___ Meeting rooms (Flexible for community groups, recreation classes, arts)
___ Flexible performance/events space
___ Dedicated fitness space with locker rooms (Individual, free weights and machines, or group classes)

Any priorities missing from this list you would add?
________________________________________________________
________________________________________________________
________________________________________________________

City Council Activity
If you had the City Council’s ear for one minute, what would you say to them? What advice would you give them about solving the problems with Redmond’s Community Centers?

________________________________________________________
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Location Activity
Below is a map showing Redmond’s neighborhoods and locations of the four existing community centers (three are Downtown and the pool is on Education Hill). Overlake and Downtown are expected to become Redmond’s most populated neighborhoods in the future, and will also be served by light rail.

Please mark on the map where you think our community centers should be located.
Toplines from the Online Poll

Please share with us your thoughts for the future of Redmond’s Community centers. Feel free to answer the questions that are most important to you.

Are Redmond’s recreation centers currently meeting your needs?

Redmond Pool at Hartman Park
- Yes, meeting all my needs: 13%
- Yes, meeting some of my needs: 22%
- No, not meeting my needs: 32%
- I do not use: 33%

Old Redmond Schoolhouse Community Center
- Yes, meeting all my needs: 19%
- Yes, meeting some of my needs: 34%
- No, not meeting my needs: 11%
- I do not use: 36%

Old Fire House Teen Center
- Yes, meeting all my needs: 9%
- Yes, meeting some of my needs: 8%
- No, not meeting my needs: 5%
- I do not use: 78%

Redmond Senior Center
- Yes, meeting all my needs: 6%
- Yes, meeting some of my needs: 14%
- No, not meeting my needs: 3%
- I do not use: 77%
What community center features are needed to meet your needs and the needs of members of your household? (please check the appropriate box)

<table>
<thead>
<tr>
<th>Feature</th>
<th>Strongly Needed</th>
<th>Somewhat Needed</th>
<th>Not Needed</th>
<th>Unsure</th>
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<tbody>
<tr>
<td>Indoor recreation/leisure pool with play features</td>
<td>66%</td>
<td>20%</td>
<td>10%</td>
<td>4%</td>
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<tr>
<td>Indoor competitive lap pool</td>
<td>55%</td>
<td>20%</td>
<td>19%</td>
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<td>Indoor therapy pool</td>
<td>32%</td>
<td>30%</td>
<td>24%</td>
<td>13%</td>
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<tr>
<td>Indoor running track</td>
<td>26%</td>
<td>32%</td>
<td>32%</td>
<td>10%</td>
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<tr>
<td>Gym for basketball, volleyball, sports</td>
<td>48%</td>
<td>29%</td>
<td>15%</td>
<td>8%</td>
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<tr>
<td>Indoor playground</td>
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<td>8%</td>
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<tr>
<td>Community meeting spaces</td>
<td>45%</td>
<td>34%</td>
<td>13%</td>
<td>8%</td>
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<tr>
<td>Multi-purpose classes/activities</td>
<td>56%</td>
<td>31%</td>
<td>7%</td>
<td>5%</td>
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<tr>
<td>Cardio/weights</td>
<td>32%</td>
<td>34%</td>
<td>24%</td>
<td>10%</td>
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<tr>
<td>Group exercise/fitness classes</td>
<td>45%</td>
<td>34%</td>
<td>13%</td>
<td>8%</td>
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<tr>
<td>Locker rooms and showers</td>
<td>53%</td>
<td>27%</td>
<td>14%</td>
<td>6%</td>
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<tr>
<td>Spaces for performing arts and lectures</td>
<td>46%</td>
<td>33%</td>
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<tr>
<td>Birthday parties/family gatherings</td>
<td>28%</td>
<td>32%</td>
<td>26%</td>
<td>14%</td>
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</tbody>
</table>

Are there other community center features we should consider? (n=320)

- Outside space (dog run, outdoor pool, martial arts, bike racks, yoga) 37%
- Add’l artist studio space 16%
- Court space 11%
- Day center 8%
- Game room 6%
What do you consider the most important criteria for the location of a future community center or centers? (Select top 3)

- Parking 67%
- Easy access by personal vehicle 45%
- Proximity to Downtown Redmond 41%
- Easy access by public transportation 37%
- Easy access to walk or bike 30%
- Proximity to Civic Campus 21%
- Proximity to existing community centers 11%
- Proximity to Marymoor Park area 9%
- Proximity to Overlake area 2%
- Other: _____________________________ 5%

Should the City of Redmond consider a suitable partner (i.e. another city department, local nonprofit, Lake Washington School District, other public agencies, corporation or private developer) for the following:

...Joint use of a community center? (i.e. Joint use with schools, Boys & Girls Club, or another city)

- Yes, consider partners 67%
- No, do not consider partners 14%
- Unsure 19%

...Shared use of a site? (i.e. site with fire station and community center or housing or business offices on upper floors of a community center building)

- Yes, consider partners 60%
- No, do not consider partners 22%
- Unsure 18%
Which of these alternatives are you most interested in?

- A project where community center facilities (i.e. Pool, Teen Center, etc.) are combined into one building or located on the same site in Redmond - 45%
- A project where community center facilities (i.e. Pool, Teen Center, etc.) are located on separate sites throughout the city - 31%
- Unsure - 24%

Do you have any other questions or comments?

- Growth/general comments about development - 32%
- One location, one center - 15%
- Don’t pursue partners - 15%
- Separate centers - 11%
- Pursue partners - 10%
- Fees, affordability, cost - 10%
- Parking - 6%
- Jazzercise - 3%
- Don’t forget the arts - 3%
- Act now! - 1%
- Other, misc. - 22%

To help us know how people across the city are responding, please tell us a little bit about yourself.

What neighborhood do you live in?

- Bear Creek - 6%
- Downtown - 9%
- Education Hill - 32%
- Grass Lawn - 6%
- Idylwood - 3%
- North Redmond - 10%
- Overlake - 3%
- Sammamish Valley - 2%
- Southeast Redmond - 3%
o Willows/Rose Hill 4%
o I am not a Redmond resident 9%
o Other: ___________________ 13%

What is your age?
o Under 18 years 4%
o 18-24 years 3%
o 25-34 years 10%
o 35-44 years 39%
o 45-54 years 25%
o 55-64 years 10%
o 65+ years 7%
o Prefer not to answer 2%

How long have you lived in Redmond?
o Less than one year 3%
o Less than 3 years 6%
o 3-9 years 28%
o 10+ years 54%
o I don’t live in Redmond 10%

To receive information about the project, please share your name and email address. (optional)

Name: ___________________________

E-mail: ___________________________
Appendix C

Report for Short Community Center Survey

Response Counts

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<tr>
<th>Completion Rate:</th>
<th>100%</th>
<th>Complete</th>
<th>285</th>
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Total: 285
1. How important are these indoor community center features to you?

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<th>Feature</th>
<th>Not important</th>
<th>Somewhat important</th>
<th>Important</th>
<th>Very important</th>
<th>No opinion</th>
<th>Responses</th>
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<tr>
<td>Multi-purpose rooms (for meetings, events, recreational classes)</td>
<td>23 (30.7%)</td>
<td>40 (20.0%)</td>
<td>93 (21.0%)</td>
<td>120 (18.4%)</td>
<td>6 (13.6%)</td>
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<td>Performing arts space (for cultural events, dance, concerts, theater)</td>
<td>15 (20.0%)</td>
<td>24 (12.0%)</td>
<td>100 (22.6%)</td>
<td>138 (21.2%)</td>
<td>4 (9.1%)</td>
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<td>Fitness elements (fitness class studios, gymnasium, weights, locker rooms)</td>
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<td>46 (23.0%)</td>
<td>78 (17.6%)</td>
<td>139 (21.4%)</td>
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<td>Leisure/play pool</td>
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<td>46 (23.0%)</td>
<td>78 (17.6%)</td>
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<td>Lap pool</td>
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<td>1</td>
</tr>
<tr>
<td>More room</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Count</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.2%</td>
<td>0.0%</td>
<td>1</td>
</tr>
<tr>
<td>Private shower with curtains</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Count</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.2%</td>
<td>0.0%</td>
<td>1</td>
</tr>
<tr>
<td>Swim lessons</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Count</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.2%</td>
<td>0.0%</td>
<td>1</td>
</tr>
<tr>
<td>Water aerobics classes</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Count</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.2%</td>
<td>0.0%</td>
<td>1</td>
</tr>
<tr>
<td>Total</td>
<td>5.3%</td>
<td>14.2%</td>
<td>31.4%</td>
<td>46.1%</td>
<td>3.1%</td>
<td>1413</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>100.0%</td>
</tr>
</tbody>
</table>
2. What do you consider the most important location for a future community center? (Select up to 3)

<table>
<thead>
<tr>
<th>Value</th>
<th>Percent</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Downtown</td>
<td>45.0%</td>
<td>127</td>
</tr>
<tr>
<td>Easy to drive to and park</td>
<td>40.4%</td>
<td>114</td>
</tr>
<tr>
<td>Near Marymoor Park</td>
<td>34.0%</td>
<td>96</td>
</tr>
<tr>
<td>Near Redmond’s other civic buildings (i.e. City Hall, library)</td>
<td>31.9%</td>
<td>90</td>
</tr>
<tr>
<td>Near public transportation</td>
<td>23.0%</td>
<td>65</td>
</tr>
<tr>
<td>Near walking and biking paths</td>
<td>19.9%</td>
<td>56</td>
</tr>
<tr>
<td>Overlake</td>
<td>8.9%</td>
<td>25</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>0.7%</td>
<td>2</td>
</tr>
</tbody>
</table>
# Statistics

<table>
<thead>
<tr>
<th>Skipped</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Responses</td>
<td>282</td>
</tr>
</tbody>
</table>

## Other (please specify) | Count

| As is | 1 |
| At the senior center | 1 |
| Total | 2 |
3. Where do you live?

### Value

<table>
<thead>
<tr>
<th>Value</th>
<th>Percent</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Redmond (98052)</td>
<td>65.2%</td>
<td>184</td>
</tr>
<tr>
<td>Other (zip code)</td>
<td>24.1%</td>
<td>68</td>
</tr>
<tr>
<td>Redmond (98053)</td>
<td>10.6%</td>
<td>30</td>
</tr>
</tbody>
</table>

**Total: 282**

### Statistics

<table>
<thead>
<tr>
<th>Statistics</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Skipped</td>
<td>3</td>
</tr>
<tr>
<td>Total Responses</td>
<td>282</td>
</tr>
<tr>
<td>Other (zip code)</td>
<td>Count</td>
</tr>
<tr>
<td>-----------------</td>
<td>-------</td>
</tr>
<tr>
<td>98074</td>
<td>11</td>
</tr>
<tr>
<td>98033</td>
<td>7</td>
</tr>
<tr>
<td>98077</td>
<td>7</td>
</tr>
<tr>
<td>98034</td>
<td>6</td>
</tr>
<tr>
<td>98008</td>
<td>5</td>
</tr>
<tr>
<td>98072</td>
<td>4</td>
</tr>
<tr>
<td>98004</td>
<td>3</td>
</tr>
<tr>
<td>98006</td>
<td>2</td>
</tr>
<tr>
<td>98019</td>
<td>2</td>
</tr>
<tr>
<td>98021</td>
<td>2</td>
</tr>
<tr>
<td>98027</td>
<td>2</td>
</tr>
<tr>
<td>98075</td>
<td>2</td>
</tr>
<tr>
<td>I don't know</td>
<td>2</td>
</tr>
<tr>
<td>90877</td>
<td>1</td>
</tr>
<tr>
<td>98005</td>
<td>1</td>
</tr>
<tr>
<td>98011</td>
<td>1</td>
</tr>
<tr>
<td>98029</td>
<td>1</td>
</tr>
<tr>
<td>98040</td>
<td>1</td>
</tr>
<tr>
<td>98053</td>
<td>1</td>
</tr>
<tr>
<td>98058</td>
<td>1</td>
</tr>
<tr>
<td>Total</td>
<td>68</td>
</tr>
<tr>
<td>Other (zip code)</td>
<td>Count</td>
</tr>
<tr>
<td>-----------------</td>
<td>-------</td>
</tr>
<tr>
<td>98065</td>
<td>1</td>
</tr>
<tr>
<td>98125</td>
<td>1</td>
</tr>
<tr>
<td>98270</td>
<td>1</td>
</tr>
<tr>
<td>98296</td>
<td>1</td>
</tr>
<tr>
<td>E</td>
<td>1</td>
</tr>
<tr>
<td>I do not know</td>
<td>1</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>68</strong></td>
</tr>
</tbody>
</table>
City of Redmond
Focus Group Summary Report

Prepared by EnvirolIssues
Research Objectives

• Identify the benchmark value perceptions and behaviors around community centers and other issues in Redmond
  ➢ Urgency
• Gather initial reactions to various elements of studying Redmond’s Community Centers
  ➢ Location
  ➢ Amenities
  ➢ Partnerships
  ➢ Cost
• Test frameworks and messages that resonate with community priorities
• Identify what information still needs to be collected in 2017
• Determine topics and questions to include in the upcoming poll
Focus Group Methodology

- 3 evening sessions held at Old Redmond Schoolhouse Community Center (ORSCC)
- Participants recruited online and via phone
  - 7 men and 20 women
  - 8 participants were non-white or spoke a second language at home
  - Mix of ages
- $75 cash incentive
- Moderation and note-taking provided by EnviroIssues

The focus groups were also designed to complement the influx of input to the website and during in-person community conversations and tabling events

<table>
<thead>
<tr>
<th>Criteria for Attendance</th>
<th>Number of Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan 25 Renters</td>
<td>9 participants</td>
</tr>
<tr>
<td>Jan 26 General population, no criteria other than residency</td>
<td>10 participants</td>
</tr>
<tr>
<td>Feb 2 Incomes &lt; $50K</td>
<td>8 participants</td>
</tr>
</tbody>
</table>

27 total
Focus group participants came from across Redmond.
Key Findings

Top Issues
• Participants share a strong concern about rapid development in Redmond that has led to issues with traffic, construction, and a loss of character
• It is possible residents would connect new community centers with re-establishing community and smart planning for growth but not everyone connects those dots today

Urgency
• Participants agree the time is now to plan for 2018 and beyond

Usage
• Many participants use other cities’ community centers because their perception is that there are newer facilities and programs and more accessible (i.e. no wait for swim lessons)
• A majority of participants in all three groups belong to private gyms
• Among current users, there is high satisfaction with ORSCC and the Senior Center in particular
**Key Findings**

**Initial Reactions and Needs**
- Both parking and transit access were priorities; residents expect both to be integrated into future plans.
- Participants are split on the virtue of one consolidated center versus separate locations; however, if one center is built, it should be downtown.
- Participants support renovating the Senior Center.
- Arts, culture programs and space are important; residents are open to a second center to showcase Redmond’s diversity and would rather have this than one consolidated location.
- Participants agree that center offerings should reflect the interest of all users of facilities (i.e. disabled users, teens).
- Participants want the City to pursue corporate and non-profit partnerships to lower costs for residents.

**Best Messages**
- The top rated message addresses the importance of community centers for everyone, including the broader benefits to non-users.
Hello. This is ________. I’m calling on behalf of the City of Redmond. May I please speak with ________? Is there another adult over 18 at home?

We would like you to participate in a research survey about Redmond’s Community Centers. This is an important opportunity for residents to give feedback. We’ve been collecting feedback from many places so far, including focus groups, online surveys and conversations with the community.

Even if you’ve attended a meeting or submitted input online, the statistically-significant results from this survey will inform City Council action this spring.

(IF NECESSARY): The questions take about 15 minutes. All your answers will be strictly confidential; no individual responses are shared with anyone, at any time.

1. Can you confirm that we’ve reached you at your home address in Redmond?

   Yes .............................. 100%
   No ............................... 0%

2. Record gender

   Male ............................... 52%
   Female ........................... 48%

3. To make sure we have a representative sample of residents who take the survey, please tell me your age. (DO NOT READ, RECORD AGE INTO CATEGORY)

   18-24 .................................. 6%
   25-34 .................................. 11%
   35-44 .................................. 21%
   45-59 .................................. 31%
   60-74 .................................. 22%
   Over 75 ................................ 6%
   Refused ................................ 3%

4. The City of Redmond has four community centers. As I read the names, (READ EACH NAME SLOWLY) can you tell me if you have visited any of them, and if so, if you’d consider yourself a frequent user today or not? And if you don’t know anything about each center, please just say so. First, _________. (READ NAMES, ROTATE)

   FREQ. OCCASIONAL NON (DON’T USER USER USER READ) NHO
   ( ) A. Redmond Pool at Hartman Park 9% 19% 55% 17%
5. In general, do Redmond’s community centers provide benefits in the way of: (READ, ROTATE)

<table>
<thead>
<tr>
<th>YES THEY DO</th>
<th>NO THEY DON'T READ</th>
<th>DK</th>
</tr>
</thead>
<tbody>
<tr>
<td>()A. Building community across neighborhoods</td>
<td>63%</td>
<td>13%</td>
</tr>
<tr>
<td>()B. Building community across cultures</td>
<td>67%</td>
<td>12%</td>
</tr>
<tr>
<td>()C. Providing space and activities for teens to build skills</td>
<td>67%</td>
<td>7%</td>
</tr>
<tr>
<td>()D. Providing space and activities for seniors to be active and healthy</td>
<td>74%</td>
<td>6%</td>
</tr>
<tr>
<td>()E. Providing children with skill building and new experiences in arts, fitness and group activities</td>
<td>69%</td>
<td>7%</td>
</tr>
</tbody>
</table>

6. Before today, were you aware that: __________? (READ, ROTATE)

<table>
<thead>
<tr>
<th>YES AWARE</th>
<th>NOT AWARE READ</th>
<th>DK</th>
</tr>
</thead>
<tbody>
<tr>
<td>()A. The Teen Center needs significant investments in structural and mechanical systems</td>
<td>21%</td>
<td>77%</td>
</tr>
<tr>
<td>()B. The Senior Center needs significant investments in structural and mechanical systems</td>
<td>15%</td>
<td>83%</td>
</tr>
<tr>
<td>()C. The Redmond Pool is 40 years old and at the end of its useful life. It is on a month-to-month operating schedule now</td>
<td>34%</td>
<td>63%</td>
</tr>
<tr>
<td>()D. When the community approved the school district bond in 2016, it called for repurposing the Old Redmond Schoolhouse as a pre-school. Therefore, the city's lease of this building will end before the summer of 2018</td>
<td>28%</td>
<td>70%</td>
</tr>
</tbody>
</table>

7. The City is likely to pursue and interim and a long-term plan for the future of Redmond’s Community Centers. Would you support: __________ in less than 5 years, between 5 and 10 years or in 10 years or not at all? (READ, ROTATE)

| LESS IN 5- IN 10 DON'T SUPPORT READ DK |
|---------------------------------------|----------------|--------|--------|----------------|--------|
| ()A. Replacing Redmond’s pool | 47% | 20% | 8% | 15% | 9% |
| ()B. Replacing the Old Redmond Schoolhouse Community Center with a new center | 32% | 28% | 9% | 15% | 15% |
| ()C. Renovating the Senior Center | 36% | 31% | 10% | 10% | 12% |
| ()D. Renovating the Teen Center | 41% | 28% | 5% | 13% | 13% |

7b. Of these, which would be your top priority? (DO NOT READ, RECORD FIRST ANSWER)

- Replacing the pool 31%
- Replacing the community center 19%
- Renovating the Senior Center 22%
- Renovating the Teen Center 16%
- (DON’T READ) None of these 5%
- (DON'T READ) DK 6%
8. If the city were to replace the current pool, would you like to see ________? (READ, ROTATE)

<table>
<thead>
<tr>
<th>Yes Include</th>
<th>Don't Include</th>
<th>(Don't Include) DK</th>
</tr>
</thead>
<tbody>
<tr>
<td>( ) A. A lap pool included to accommodate swim teams and fitness swimmers</td>
<td>80%</td>
<td>17%</td>
</tr>
<tr>
<td>( ) B. A dive pool</td>
<td>51%</td>
<td>42%</td>
</tr>
<tr>
<td>( ) C. A leisure pool for families to play in, separate from lap swim</td>
<td>78%</td>
<td>15%</td>
</tr>
<tr>
<td>( ) D. A therapy pool for water exercise and rehabilitation</td>
<td>72%</td>
<td>21%</td>
</tr>
</tbody>
</table>

9. Separate from a pool, would you like to see a community center with: (READ, ROTATE)

<table>
<thead>
<tr>
<th>Yes Include</th>
<th>Don't Include</th>
<th>(Don't Include) DK</th>
</tr>
</thead>
<tbody>
<tr>
<td>( ) A. A gymnasium</td>
<td>65%</td>
<td>32%</td>
</tr>
<tr>
<td>( ) B. Fitness equipment and classrooms</td>
<td>63%</td>
<td>34%</td>
</tr>
<tr>
<td>( ) C. Flexible meeting space and classrooms</td>
<td>71%</td>
<td>27%</td>
</tr>
<tr>
<td>( ) D. Event space for performers, community groups and parties</td>
<td>71%</td>
<td>27%</td>
</tr>
<tr>
<td>( ) E. Child care</td>
<td>58%</td>
<td>36%</td>
</tr>
<tr>
<td>( ) F. Space for art classes such as pottery, music and dance</td>
<td>77%</td>
<td>21%</td>
</tr>
<tr>
<td>( ) G. A children’s play area</td>
<td>81%</td>
<td>17%</td>
</tr>
</tbody>
</table>

10. So far, we’ve talked about a variety of activities and classes you might find in a community center. Of these proposals, which is your preference? First, (READ, ROTATE): one center with aquatics, fitness and community meeting and events space. OR two centers, one as a stand-alone aquatics and fitness center and a separate, second community center facility that includes meeting rooms and arts and community event space?

<table>
<thead>
<tr>
<th>One center</th>
<th>Two centers</th>
<th>(Don’t Read) DK</th>
</tr>
</thead>
<tbody>
<tr>
<td>42%</td>
<td>47%</td>
<td>11%</td>
</tr>
</tbody>
</table>

10a. Which of these locations would be your first choice for a community center: (READ, ROTATE):

<table>
<thead>
<tr>
<th>Downtown</th>
<th>Overlake Village, near Microsoft</th>
<th>Near Marymoor Park, where a future transit station will be</th>
<th>In a neighborhood, (specify)</th>
<th>(Don’t Read) DK</th>
</tr>
</thead>
<tbody>
<tr>
<td>30%</td>
<td>10%</td>
<td>51%</td>
<td>5%</td>
<td>4%</td>
</tr>
</tbody>
</table>

11. Four light trail stations will be opening in Redmond between 2023 and 2024. I know that’s a long way off, but considering new community center locations, should the city prioritize a location near one of these stations in Overlake, near Marymoor, or Downtown over a neighborhood location that won’t have a transit station?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>(Don’t Read) DK</th>
</tr>
</thead>
<tbody>
<tr>
<td>73%</td>
<td>21%</td>
<td>6%</td>
</tr>
</tbody>
</table>
12. Let's talk about the current Teen Center for a moment. There are significant repairs and renovations needed to improve operations and future needs. Would you prefer to see this building renovated or replaced?

<table>
<thead>
<tr>
<th>Option</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Renovated</td>
<td>50%</td>
</tr>
<tr>
<td>Replaced</td>
<td>24%</td>
</tr>
<tr>
<td>(DON'T READ) Neither</td>
<td>4%</td>
</tr>
<tr>
<td>(DON'T READ) DK</td>
<td>22%</td>
</tr>
</tbody>
</table>

12a. If it is replaced, should it be: (READ, ROTATE, RECORD ONE ANSWER)

<table>
<thead>
<tr>
<th>Option</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Co-located with a new community center</td>
<td>28%</td>
</tr>
<tr>
<td>A stand-alone location downtown, as it is</td>
<td>36%</td>
</tr>
<tr>
<td>A stand-alone central location to draw</td>
<td>31%</td>
</tr>
<tr>
<td>(DON'T READ) DK</td>
<td>5%</td>
</tr>
</tbody>
</table>

13. Partners might be considered as part of the city's long-term strategy for its community centers. Partnerships could come in many varieties. For instance, do you have a mostly positive or mostly negative reaction to hearing the city could partner with:

<table>
<thead>
<tr>
<th>Option</th>
<th>Mostly Positive</th>
<th>Mostly Negative</th>
<th>(DON'T READ) DK</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. A corporation that provides sponsorship of a new community center to help with capital construction costs. The city would operate the building for the community</td>
<td>82%</td>
<td>14%</td>
<td>4%</td>
</tr>
<tr>
<td>B. Nonprofit partners who would share in the construction and operations of a community center</td>
<td>86%</td>
<td>11%</td>
<td>4%</td>
</tr>
<tr>
<td>C. A regional entity, like King County or a group of Eastside cities, to help with funding and operations</td>
<td>79%</td>
<td>16%</td>
<td>5%</td>
</tr>
<tr>
<td>D. A mix of groups that would operate their own distinct spaces for nonprofits, while the city operates a community center at the same site</td>
<td>64%</td>
<td>29%</td>
<td>7%</td>
</tr>
</tbody>
</table>

14. We've talked about a lot of things so far. The city will continue evaluating the most cost effective ways to deliver these projects. In addition, they will seek sponsorships, grants and using land they currently own to reduce the cost for taxpayers. The different combinations of projects could range from $25 million to $75 million. (PAUSE)

Knowing what you know now, should the city ask Redmond residents to consider an annual property tax increase of ______ based on a home valued at six hundred thousand dollars?

<table>
<thead>
<tr>
<th>Option</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>$141 to $175 dollars</td>
<td>15%</td>
</tr>
<tr>
<td>$111 to $140 dollars</td>
<td>15%</td>
</tr>
<tr>
<td>$91 to $110 dollars</td>
<td>18%</td>
</tr>
<tr>
<td>$60 to 90 dollars</td>
<td>29%</td>
</tr>
<tr>
<td>(DON'T READ) None of these</td>
<td>23%</td>
</tr>
</tbody>
</table>
We’re just about finished and just have a few demographic questions for you.

A. What ethnic group do you consider yourself a part of or feel closest to? (DO NOT READ, MULTIPLE ANSWERS OK)

- African-American or black --------------- 3%
- Asian, Pacific Islander or Indian subcontinent ---- 19%
- Caucasian or white --------------------------------------- 67%
- Hispanic or Latino/Latina ----------------------------- 3%
- Native American Indian -------------------------------- <1%
- Other, specify -------------------------------------------- <1%
- (DON’T READ) Prefer not to answer -------------- 11%

B. How many children under 18 live at home with you?

- None ------------------------------------------------------- 58%
- 1 -------------------------------------------------------- 12%
- 2 -------------------------------------------------------- 21%
- 3 or more------------------------------------------------ 8%
- (DON’T READ) Refused---------------------------------- 0%

C. What neighborhood is home for you? (READ ONLY IF NECESSARY OR IF RESPONDENT OFFERS A NAME THAT IS NOT ON THIS LIST)

- Bear Creek --------------------------------------------- 10%
- Downtown --------------------------------------------- 15%
- Education Hill ----------------------------------------- 18%
- Grass Lawn -------------------------------------------- 14%
- Idylwood --------------------------------------------- 10%
- North Redmond ---------------------------------------- 6%
- Overlake --------------------------------------------- 12%
- SE Redmond ------------------------------------------ 7%
- Willow/Rose Hill/Sammamish Valley ------------------ 8%

THAT’S ALL WE HAVE TODAY. Thank you very much for your time and opinions.