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Methodology

- Telephone survey of voters in the City of Redmond
- Survey conducted December 15 – 19, 2013 using trained, professional interviewers calling from a central, monitored location
- A total of 362 interviews were conducted, which computes to a margin of error ± 5.2 percentage points at the 95% confidence interval
- The results can be projected to the entire universe of voters in Redmond

Please note that due to rounding, some percentages may not add up to exactly 100%.
Geography

45th LD

48th LD
Q2. Do you feel things in Redmond are generally going in the right direction, or do you feel things have gotten pretty seriously off on the wrong track?
Younger residents and those who pay close attention to City issues are more optimistic about the direction of Redmond.

Q2. Do you feel things in Redmond are generally going in the right direction, or do you feel things have gotten pretty seriously off on the wrong track?
Q3 What do you think is the most important problem facing the City of Redmond today?

Traffic is the most important problem, mentioned nearly three times as often as others.
Most Important Problem

*Growth and public transportation are bigger concerns in the 48th, while the school system is a bigger concern in the 45th*

Q3 What do you think is the most important problem facing the City of Redmond today?

<table>
<thead>
<tr>
<th>Problem</th>
<th>LD 45</th>
<th>LD 48</th>
</tr>
</thead>
<tbody>
<tr>
<td>Traffic</td>
<td>32%</td>
<td>30%</td>
</tr>
<tr>
<td>Growth</td>
<td>7%</td>
<td>15%</td>
</tr>
<tr>
<td>Public Transportation</td>
<td>3%</td>
<td>11%</td>
</tr>
<tr>
<td>School System</td>
<td>15%</td>
<td>4%</td>
</tr>
</tbody>
</table>
Q5 And what is the worst thing about living in Redmond?

When asked in the context of worst thing, traffic goes up in mentions and growth drops.

- Traffic: 38%
- Growth: 6%
- Cost of living: 5%
- Rain: 5%
- Not enough Cultural Events/Restaurants: 4%
- Local Government/City Council: 3%
- Taxes: 3%
- Location: 3%
- Streets/Infrastructure: 3%
- Crime: 2%
- School System: 2%
- No Problems: 9%
- Other: 5%
- No/None/Nothing: 5%
- Don't Know: 6%
Q4 And what is the best thing about living in Redmond?

The Community/People: 26%
The Location/Convenience: 21%
Parks: 9%
Safe: 9%
Beautiful Area: 9%
Everything/I like it in Redmond: 4%
School System: 4%
Services Available: 3%
Other: 8%
No/None/Nothing: 2%
Don't Know: 3%
Quality of Life in Redmond

Redmond has consistently received strong quality of life ratings

Q6 How would you rate the quality of life in Redmond?

- **2011**
  - Excellent: 33%
  - Very Good: 58%
  - Only Fair: 8%

- **2013**
  - Excellent: 33%
  - Very Good: 55%
  - Only Fair: 9%
Quality of Life in Redmond

Redmond has consistently received strong quality of life ratings

Q6 How would you rate the quality of life in Redmond?

2013
- Positive: 89%
- Satisfactory/DK: 9%
- Negative: 9%

<50
- Positive: 92%
- Satisfactory/DK: 5%
- Negative: 5%

50+
- Positive: 85%
- Satisfactory/DK: 13%
- Negative: 13%

Kids
- Positive: 92%
- Satisfactory/DK: 6%
- Negative: 6%

No Kids
- Positive: 87%
- Satisfactory/DK: 11%
- Negative: 11%

LD 45
- Positive: 93%
- Satisfactory/DK: 7%
- Negative: 7%

LD 48
- Positive: 87%
- Satisfactory/DK: 10%
- Negative: 10%
Redmond’s job performance is better on every measure, including more challenging assessments like using tax dollars, than King County.

<table>
<thead>
<tr>
<th>Question</th>
<th>Excellent</th>
<th>Good</th>
<th>DK</th>
<th>Only Fair</th>
<th>Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q10 the job Redmond City government does keeping citizens informed</td>
<td>21%</td>
<td>47%</td>
<td>5%</td>
<td>19%</td>
<td>8%</td>
</tr>
<tr>
<td>Q11 the job Redmond City government does delivering services efficiently</td>
<td>19%</td>
<td>54%</td>
<td>10%</td>
<td>15%</td>
<td>2%</td>
</tr>
<tr>
<td>Q7 the job Redmond City government is doing overall</td>
<td>14%</td>
<td>59%</td>
<td>9%</td>
<td>15%</td>
<td>3%</td>
</tr>
<tr>
<td>Q12 the job Redmond City government does focusing on the priorities that matter most to residents</td>
<td>13%</td>
<td>45%</td>
<td>12%</td>
<td>23%</td>
<td>7%</td>
</tr>
<tr>
<td>Q9 the job Redmond City government is doing using tax dollars responsibly</td>
<td>10%</td>
<td>47%</td>
<td>13%</td>
<td>23%</td>
<td>7%</td>
</tr>
<tr>
<td>Q8 the job King County government is doing overall</td>
<td>4%</td>
<td>50%</td>
<td>7%</td>
<td>29%</td>
<td>9%</td>
</tr>
</tbody>
</table>

Q7-12. Moving on, I’d like you to rate a few items using a scale of excellent, good, only fair, or poor. If you aren’t sure one way or the other on an item, please just say so.
Q28. Moving on, in terms of public services provided by the City of Redmond, do you think that overall the city provides too many services, too few services, or about the right amount of services?
Safety in Redmond

<table>
<thead>
<tr>
<th>Walking alone in your neighborhood during the day?</th>
<th>Very Safe</th>
<th>Mostly Safe</th>
<th>Somewhat Unsafe</th>
<th>Very Unsafe</th>
</tr>
</thead>
<tbody>
<tr>
<td>79%</td>
<td>17%</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Walking alone in your neighborhood at night?</th>
<th>Very Safe</th>
<th>Mostly Safe</th>
<th>Somewhat Unsafe</th>
<th>Very Unsafe</th>
</tr>
</thead>
<tbody>
<tr>
<td>51%</td>
<td>32%</td>
<td>9%</td>
<td>5%</td>
<td>1%</td>
</tr>
</tbody>
</table>

Q41. In general, how safe do you feel walking alone in your neighborhood during the day?
Q42. And how safe do you or would you feel walking alone in your neighborhood at night?
Confidence in Growth

A strong majority are confident in Redmond’s ability to manager growth

Q43. How confident are you that the government of the City of Redmond can manage future growth in the City?

- Very confident: 23%
- Somewhat confident: 56%
- Not very confident: 4%
- Not confident at all: 12%
- DK: 5%
Priorities

Fire, medical, and police services are the top priorities, but protecting drinking water rates very close to them

Q13 - ensuring prompt fire and medical aid call response times
46% 10 - Highest Priority
15% 9
61%

Q14 - ensuring prompt police response times
38% 10 - Highest Priority
20% 9
58%

Q15 - preventing crime and protecting the community
34% 10 - Highest Priority
19% 9
53%

Q16 - preventing groundwater contamination and protecting drinking water quality
34% 10 - Highest Priority
12% 9
46%

Q21 - protecting the environment
23% 10 - Highest Priority
9% 9
32%

Q23 - managing growth
18% 10 - Highest Priority
10% 9
28%

Q26 - preparing for a natural disaster, like an earthquake or a windstorm
15% 10 - Highest Priority
9% 9
24%

Q13-27. For each of the following items, please tell me how high a priority that item should be for the City of Redmond. Use a scale of 1 to 10 where 1 means the lowest priority and 10 means the highest priority. You can use any number from 1 through 10.
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Q29-40. Now I’d like you to think about your level of satisfaction with some characteristics of Redmond, and some city services and programs. For each, you can say very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied. If you don’t know or it doesn’t apply to you, please just say so.
### Service Satisfaction

**This second tier shows higher levels of dissatisfaction, but a strong majority are still satisfied with every item tested.**

<table>
<thead>
<tr>
<th>Question</th>
<th>Very Satisfied</th>
<th>Somewhat Satisfied</th>
<th>Dk/Ref</th>
<th>Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q32 The condition of sidewalks and bike paths</td>
<td>48%</td>
<td>39%</td>
<td>4%</td>
<td>9%</td>
</tr>
<tr>
<td>Q36 The type and variety of community events, programs and volunteer opportunities in...</td>
<td>43%</td>
<td>32%</td>
<td>17%</td>
<td>8%</td>
</tr>
<tr>
<td>Q31 The condition of roads and streets</td>
<td>43%</td>
<td>45%</td>
<td>2%</td>
<td>10%</td>
</tr>
<tr>
<td>Q30 The type and variety of restaurants, retail shops, and services in Redmond</td>
<td>40%</td>
<td>41%</td>
<td>3%</td>
<td>16%</td>
</tr>
<tr>
<td>Q39 Your ability to get around Redmond</td>
<td>36%</td>
<td>43%</td>
<td>2%</td>
<td>20%</td>
</tr>
<tr>
<td>Q40 Your ability to get from Redmond to other cities in the greater Seattle area</td>
<td>32%</td>
<td>39%</td>
<td>2%</td>
<td>26%</td>
</tr>
</tbody>
</table>

**Q29-40.** Now I’d like you to think about your level of satisfaction with some characteristics of Redmond, and some city services and programs. For each, you can say very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied. If you don’t know or it doesn’t apply to you, please just say so.
Communication

A solid core of one in ten pay attention to what the city is doing

- **11%**
  - I follow what city government is doing very closely

- **43%**
  - I follow some issues the city does but not others

- **28%**
  - There are only a few things city government does that I pay attention to

- **18%**
  - I pay almost no attention to what city government is doing

Q43 Which of the following is the best description of how closely you follow what the government of the City of Redmond is doing?
Q43 Which of the following is the best description of how closely you follow what the government of the City of Redmond is doing?

- 15% I follow what city government is doing very closely
- 47% I follow some issues the city does but not others
- 25% There are only a few things city government does that I pay attention to
- 13% I pay almost no attention to what city government is doing

A solid core of one in ten pay attention to what the city is doing
How do you get information

Word of mouth, the Redmond Reporter, the City’s newsletter, and the City’s website are the most popular sources for getting information about what is happening in Redmond.

Q45-53. I'd like to ask about a few sources you regularly use to hear about what Redmond City government is doing or to get information on news and events happening in Redmond. You can say yes or no for each one.
How do you get information

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Web Survey

- After the telephone survey was finished, a web survey was created. A link to the survey was posted on the City’s website.

- The web survey was open from February 3 – March 10, 2014

- A total of 161 people participated in the survey.

- The results of the web survey are not projectable to a larger audience due to the fact that respondents are self-selecting.
Web Survey Findings

- The survey includes respondents who both live and work in Redmond.
- While percentages vary from question to question, the web survey results are generally consistent with the telephone survey findings with some exceptions.
- Web survey respondents rate Redmond’s quality of life lower, while at the same time giving the City better ratings for its job performance.
- The importance of issue priorities for web respondents are similar to the results of the phone survey.
- Service and program satisfaction ratings are consistently lower among web respondents compared with the phone survey, though the order of most to least satisfied is virtually identical.