KEY FINDINGS

Quality of Life

Nearly one out of three respondents rated the quality of life in Redmond as excellent (33%), and nearly six in ten rated it above average (58%). Scores for quality of life are similar to scores in 2009.

Top Issues Redmond is Facing Today

The top issue facing Redmond today is traffic and congestion on the roadways (mentioned by 48%). Transportation/mass transit and growth in the population are also main concerns of Redmond residents.

Satisfaction with City Services

Just over one-quarter of residents are *very satisfied* with the services provided by the City (27%) and another 57% are *satisfied* with services. This satisfaction rating of 84% is similar to the 82% who were satisfied overall with City services in 2009.

About half of residents have had contact with a City employee in the past year (47%), and 53% of those who had contact reported an *excellent* customer service experience. The top reasons residents contacted City employees were to talk to police, obtain permits, or for fire or emergency services.

Police Services

Four out of five residents are satisfied with services provided by Redmond's Police Department (81%). Those who are dissatisfied feel the Police are too concerned with issuing traffic tickets and that the focus should be more on crime and safety. Results are similar to those found in 2009.

The proportion of residents who feel *very safe* walking alone both in their neighborhoods and in downtown Redmond at night has significantly increased since 2009. Residents would like more emphasis from City Police on neighborhood watch prevention programs (42%) and crime prevention in schools (40%).



Fire Department Services

When excluding "don't know" responses from the analysis, nearly nine out of ten residents are satisfied with the services provided by Redmond's Fire Department (88%) and Emergency Response Service (89%). There were a large proportion of residents who did not rate their satisfaction with Fire Department services, this may be due to not interacting at all with these services (32% for Fire and 29% for Emergency Response). Results are similar to those found in 2009.

Residents would like the Fire Department to place more emphasis on Disaster Preparedness Education (46%) as just under half of Redmond residents have a family disaster plan (47%) or emergency supply kit (47%) for their family in case of emergency.

City Government Communications

Half of Redmond's residents agree that the City is open to community ideas and is willing to act on them (52%) and 68% feel that the City does a good job of keeping Residents informed of City issues and decisions. Those who do not feel that the City keeps them informed feel that the City is not informing citizens of all issues of importance.

If the City used a social media platform to disseminate information to residents, 37% are at least somewhat likely to follow it, but another 37% are not at all likely to follow the City on a social media site.

Currently, 70% of residents receive a City of Redmond utility bill at their home, and two out of three (67%) consider informational inserts in their bill as a useful way for the City to keep residents informed of City issues and decisions; a significantly lower portion than reported in 2009.

Residents would prefer to be engaged in the City of Redmond budget process either through a website or newsletter (41%) or by answering a short survey (34%). Most residents agree that the City's six current priorities should be the top priorities for tax dollars (88%).

City's Plan for the Future

After hearing the City's plan to accommodate for future growth, 67% are satisfied with the plan and 12% are dissatisfied with the plan.

Four out of five residents feel that the City is headed in the right direction for the future (83%), of these 30% believe the City is *definitely* headed in the right direction. This positive outlook is a result of the City already having plans for growth and the development currently occurring in the downtown area. Those who feel the City is heading in the wrong direction (7%) attribute this to the traffic/congestion on the roads, the population growth that the city is experiencing, and the development of tall buildings, apartments, and condos. Support for



the direction of the City is significantly higher than in 2009 when 76% felt the City was headed in the right direction.

Four out of ten respondents feel the City provides leadership in seeking solutions to regional issues, but over half are unsure as to the City's involvement in regional issues (52%).

Roads and Infrastructure

Nearly two-thirds of residents are satisfied with the parking available by downtown businesses (63%) and just over half are satisfied with the City's ability to keep roads open during severe weather (57%).

Overall, 70% of residents are satisfied with their experience traveling to, from, and within Redmond. Of those who travel by carpool/vanpool, foot, bicycle, or alone in their car, three out of four are satisfied with their transportation around the city. However, one out of five who ride the bus around Redmond are dissatisfied with their experience (20%).

Satisfaction with the City's infrastructure is high as 86% of residents are satisfied with the City's maintenance of trails, parks, and open spaces, 79% are satisfied with roadway markings, 75% are satisfied with street sweeping, and 75% are satisfied with maintenance of City buildings. The lowest rated infrastructure items were sidewalk trip hazards (60% satisfaction) and the City's maintenance regarding pothole repair (65% satisfaction).

Completing the streets downtown into a connected two-way grid is the most important of the projected transportation projects according to residents (valued by 76% of respondents).

Parks and Recreation

More than nine out of ten residents are satisfied overall with the parks, trails, and open spaces in Redmond (91%). Six out of ten residents are satisfied with the recreation programs and services Redmond offers (60%) and 24% did not know how to rate their satisfaction or do not have experience with Redmond's recreation programs.

When looking at proposed park projects, residents place the most importance on developing the Redmond Central Connector, the urban downtown trail or developing neighborhood parks on currently owned but undeveloped land (each supported by 56% of respondents).

Community Events and Involvement

Two out of three Redmond residents have been to at least one of the measured community events in the past two years (64%). Derby Days was attended by 48% of residents and 85% were satisfied with their experience at Derby Days. Four out of ten residents attended Redmond Lights (39%) and 86% were satisfied. Arts in the Parks was attended by 30% of



respondents where 85% of attendees were satisfied with their experience. Only 8% attended Eggstravaganza, but over half of the participants were satisfied with the event (57%).

Performance or public art (58%) and art festivals (55%) are the top two art and cultural experiences Redmond residents would like to see more of in their community.

Connection to Community

Six out of ten residents feel at least somewhat connected to their community (61%), 38% are not very or not at all connected with Redmond.

Talking with immediate neighbors and visiting city parks are two things that residents of Redmond engage in on at least a monthly basis. More than half of residents are not currently participating in recreation programs, volunteering in a group, talking with City elected officials, attending City meetings, or visiting the City's Facebook pages on even a yearly basis.

Entertainment

Two-thirds of residents are satisfied with the variety of entertainment, services, and retail businesses available in Redmond (66%). Those who are dissatisfied (12%) think that Redmond is missing ethnic restaurants, places to shop, a Costco or department store, late night activities, and entertainment and live music that would enhance Redmond's entertainment offerings.

Environment Initiatives

Waste management is the most important environmental initiative that the City is working on according to residents. The age of the respondent does dictate which initiative the respondents feel is most important. Younger residents feel that sustainable development and green infrastructure is the most important initiative for the City.

Recycling Program

Overall, the majority of residents are satisfied with Redmond's recycling program (83%); similar to 85% in 2009. Only 3% are currently dissatisfied with the recycling program and satisfaction could increase if the City provided information to residents on what can and cannot be recycled.

Social Services

Residents feel it is important for the City of Redmond to provide assistance in funding for both senior services and youth services for those in their community.

