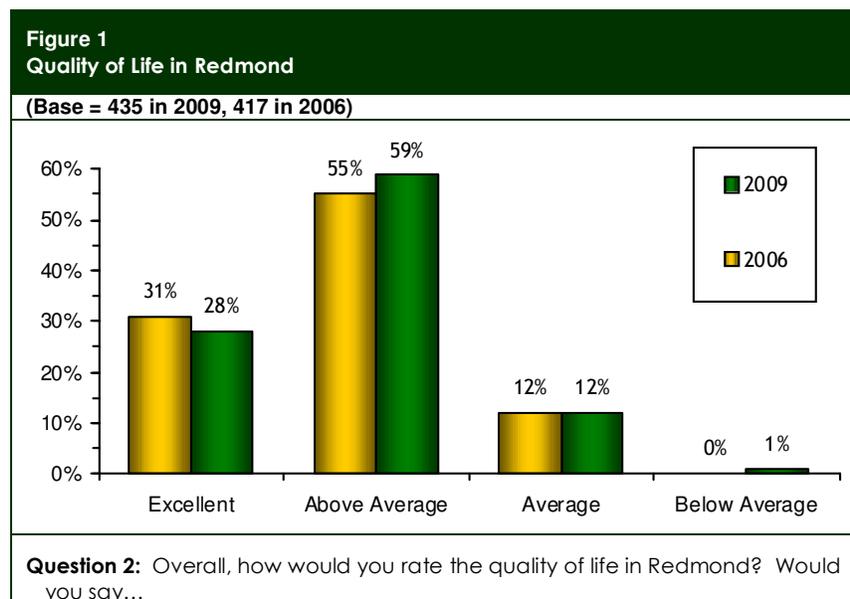


## DETAILED FINDINGS

### Quality of Life in Redmond

The majority of Redmond residents consider their quality of life in Redmond to be either excellent or above average (87% overall). Resident views of life in Redmond have not changed in the past three years as 86% felt their quality of life was excellent or above average in 2006.

Aspects of Redmond that contribute to a positive quality of life include its closeness to shopping and parks, its safe atmosphere and low crime rate, the beautiful parks, its strong education system, and the cleanliness of the city. A few attributes that take away from resident's quality of life are the traffic and congestion on city roads as well as over-development and growth in the city.



**Table 3**  
**Quality of Life in Redmond**

	2009			
	Total (371)	Excellent (110)	Above Average (212)	Average or Less (48)
<b>(Base)</b>				
<b>Positive Comments</b>	277	104	165	8
<b>Community Characteristics:</b>				
It is safe/low crime rate	68	31	37	0
City is clean	44	18	26	0
Ambiance/small town feel	30	16	14	0
Nice neighborhoods	20	8	10	2
Active residents/sense of community	28	10	18	0
Friendly people	25	8	17	0
Family friendly	6	2	4	0
Good parks/beautiful parks	58	25	32	1
Good network of walking and biking trails	17	8	8	1
Like the natural setting	25	14	10	1
Open spaces are plentiful	7	5	2	0
Beautiful area	4	0	4	0
Well-planned city	8	2	6	0
Provides great balance of living, working, and shopping areas	17	8	9	0
Compares positively with other places lived	9	0	6	3
<b>Public Services and Amenities:</b>				
Excellent/good schools	49	16	33	0
Quality and number of city services provided	31	15	16	0
Availability of sports and recreation programs	22	9	13	0
Excellent fire and police services	11	5	6	0
Good bus and transit system	9	4	5	0
Well run government	7	5	2	0
Well developed infrastructure	4	1	3	0
<b>Other Amenities and Issues:</b>				
Close to shopping, parks and other amenities	74	43	30	1
Like Redmond Town Center	8	2	6	0
Close to Seattle and/or other cities	8	3	5	0
Close to work	8	3	5	0
New businesses moving in	2	2	0	0
Approve of the growth management	2	0	2	0
Proximity to major freeways	5	3	2	0
<b>Economics:</b>				
Overall prosperity of residents	7	1	6	0
Good employment opportunities	6	2	4	0
Other positive comments*	33	10	21	2
<b>Negative Comments:</b>	79	4	45	29
Traffic congestion	29	0	18	10
Over-development/Too much growth	13	0	8	5
Need more affordable housing	8	0	4	4
Need more shopping/stores	7	0	5	2
Poorly run government	7	1	3	3
Losing small town ambiance	6	1	3	2
Lack of entertainment/night life	5	0	2	3
Needs more restaurants	4	0	2	2
Taxes are too high, too many taxes	4	1	1	1
City has no character or culture	3	0	3	0
Other negative*	22	3	11	8
Unrelated response	36	5	21	10
Don't know	5	0	2	3

**Question 2A:** Why do you say that (about the quality of life in Redmond?)  
\*None of these comments could be further categorized into either new or existing code categories.

## Top Issues Facing Redmond Today

Residents feel that traffic and congestion on the roadways (55%) is the top issue facing Redmond today. Other issues mentioned by 10% or more of respondents include growth in the population or over-crowding (16%), transportation and mass transit (15%), over-building big buildings and apartments (11%), and street repair and bicycle lanes (10%).

- Those who have lived in Redmond for more than 10 years are significantly more likely to list traffic/congestion as an issue (64%) than those who have lived in the City for less than 10 years (47%).
- Residents who own their homes are more likely than those who rent to view traffic (58% of owners compared to 43% of renters) and growth (18% of owners compared to 7% of renters) as issues facing the city.
- Renters are more likely to consider affordable housing as an issue today (20% compared to 5% of home owners).

A few resident thoughts on top issues facing Redmond today:

*“There is too much construction going on, too many condo buildings are going up which is causing Redmond to lose some of its small town charm.”*

*“The ability to grow without sacrificing the environment and traffic of course....Microsoft doesn't end in Redmond...we have seen a tremendous amount of traffic coming through in order to get to outlying areas such as Woodinville, Monroe, Carnation....etc. I can't wait for the train!”*

**Table 4**  
**Top Three Issues Facing Redmond Today (other than Education)**

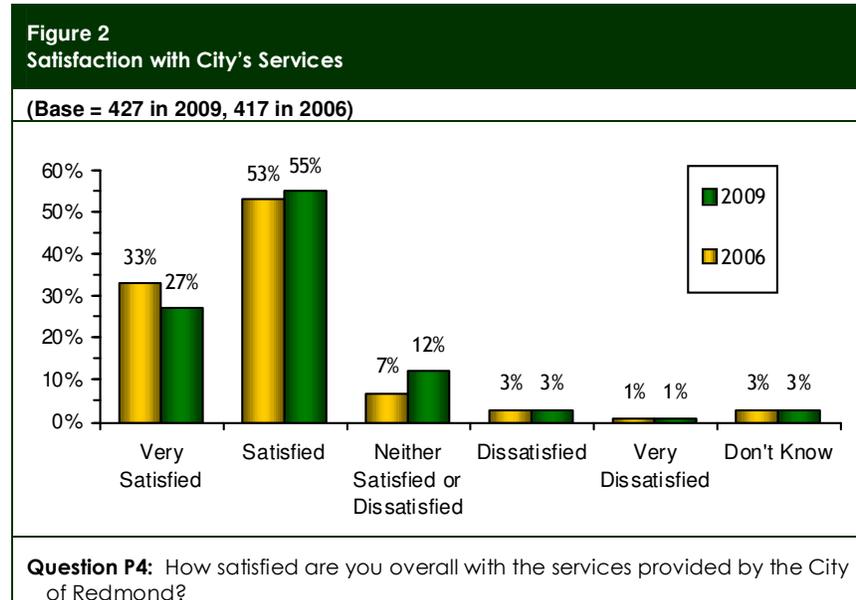
	<b>Total</b>
<b>(Base)</b>	<b>(404)</b>
Traffic/congestion	55%
Growth/sprawl/overcrowding population	16%
Transportation/mass transit/light rail	15%
Over building/too many apartments	11%
Streets/repair/more lanes/bike lanes	10%
Affordable housing	8%
Crime/safety	7%
Need more business development/keep local businesses	6%
Taxes/property taxes	5%
Parks and recreation maintenance	5%
Government spending/planning/zoning	5%
Budget	4%
Maintaining the environment/water/air	4%
Employment	4%
Infrastructure/not keeping up with growth	4%
Community center/youth programs	3%
Economy/property values	3%
Emergency preparedness/medical services	3%
Open spaces	2%
Snow removal	2%
Construction	2%
Welfare/social services	2%
Parking	2%
Old downtown revitalization	2%
Lack of entertainment/night life	2%
Utilities cost/management	2%
Small town identity	1%
Art/culture in the community	1%
Lack of restaurants/need more variety	1%
Other	4%
No issues	2%
Don't know	5%

**Question 3:** In your opinion, what are the top issues, other than education, facing Redmond today?

## City Services

Overall satisfaction with services provided by the City of Redmond continues to be high as 82% are either satisfied or very satisfied with the services (86% in 2006).

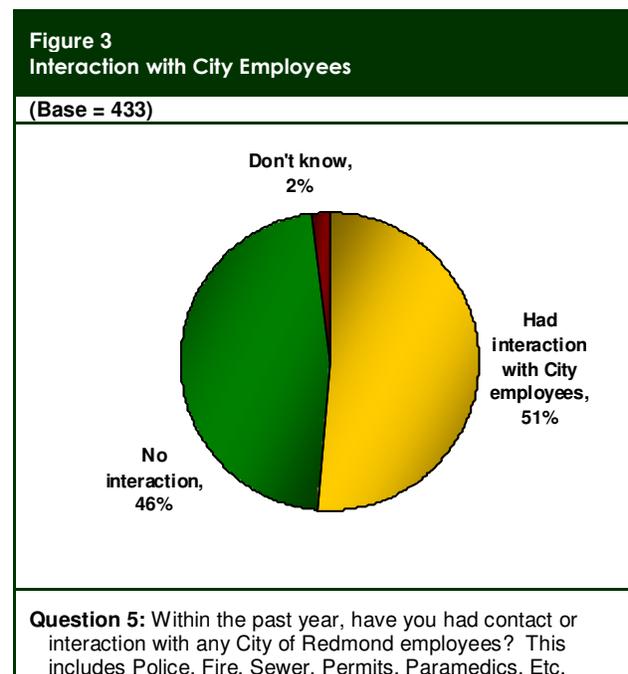
- Those who own their homes are more likely to be satisfied with the services Redmond provides (84% satisfaction compared to 74% of renters).



## Contact with City Employees

Just over one-half of residents surveyed have had contact or interaction with a City of Redmond employee in the past year (51%).

- Residents are more likely than their subgroup counterparts to have interaction with a City of Redmond employee if they own their own home (54% compared to 41% of renters), live in a single-family home (56% compared to 41% in an apartment or condo), or have children in their home (60% compared to 46% without children in their homes).



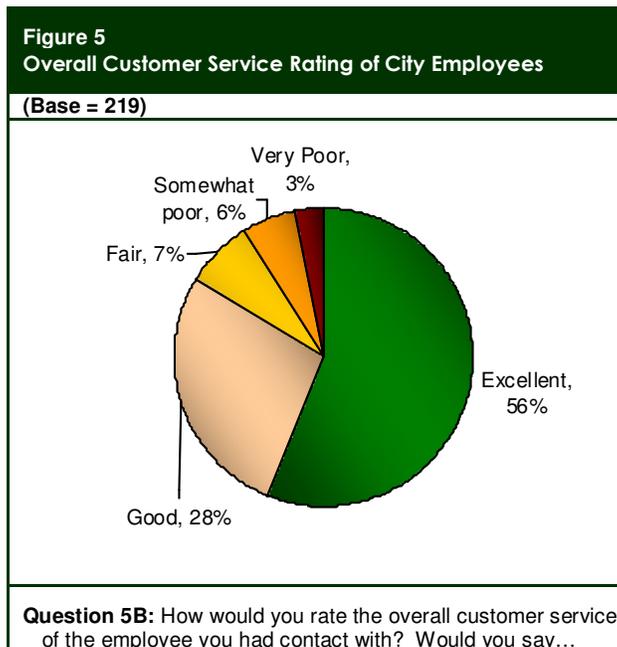
City of Redmond employees were likely to be contacted for Police services (34% of those who contacted the city), Fire or Emergency services (18%), or to obtain a building, tree, or business permit (16%).

Overall, 56% of residents who contacted a City employee considered their experience an “excellent” one, with only 8% rating it a poor experience.

- Demographic subgroups who are more likely than their counterparts to rate the overall customer service as “excellent” include:
  - Females (64% compared to 49% of males)
  - Respondents age 65 and older (81% compared to 53% under age 65)
  - Households without children (64% compared to 46% of households with children)

<b>Table 4 Reason for Contacting City Employee</b>	
<b>(Base=209)</b>	<b>%</b>
Police Services	34%
Fire/Emergency Services	18
Permit/licenses	16
Recreational events/meetings	10
General questions/comments	8
Water/utilities bill	8
Alarm went off/questions about alarms	4
Noisy neighbors	4
Dumpsite/waste/garbage/recycle	3
Sewer issues	2
Snow removal	2
City planning	1
Safety concerns	1
Other	3
Don't know/not sure	1

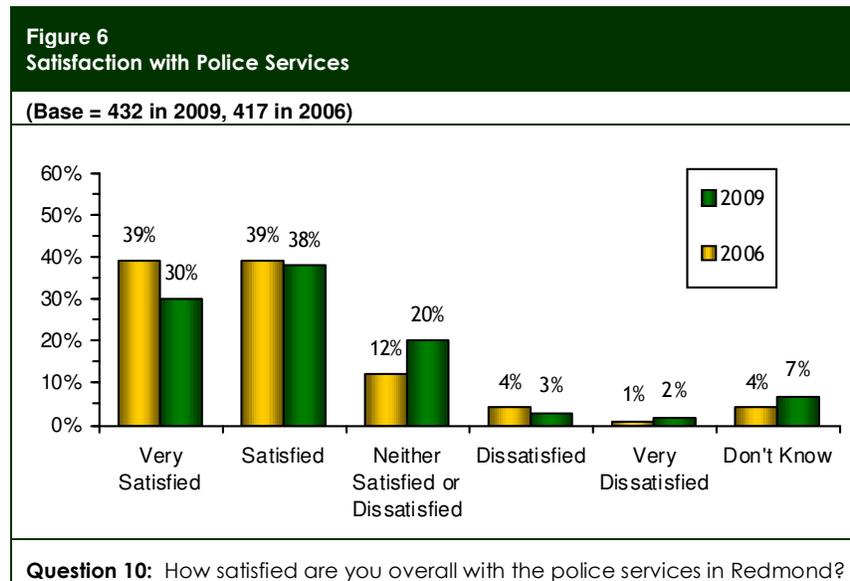
**Question 5A:** What was the reason for contacting them? If more than one, what was the reason for the most recent contact?



## Police Services

Nearly seven out of ten residents are satisfied with the Police services in Redmond (69%).

- Those who have been residents for 10 years or longer (76% compared to 62% of residents for less than 10 years) and those who own their homes (73% compared to 52% of renters) are more likely to be satisfied with police services.



Residents who are dissatisfied with police services (19 cases total) feel that Redmond Police are too concerned with traffic tickets (10 cases), officers need to concentrate more on crime/safety (5 cases), more patrolling officers are needed (2 cases), and that profiling is taking place with the department (2 cases).

Residents who were dissatisfied with Redmond Police had these comments:

*"I am very happy that there is little crime, but there are way too many policemen giving speeding tickets. If that's our biggest problem, we should reduce our police force. If there were major accidents causing deaths, that's one thing but I've found the community to be very safe and the speed limits to be overly conservative. For instance, 30 mph in downtown Redmond by the QFC is absurd!"*

*"They seem overly focused on traffic infractions, and not focused enough on public safety and property crime/investigations."*

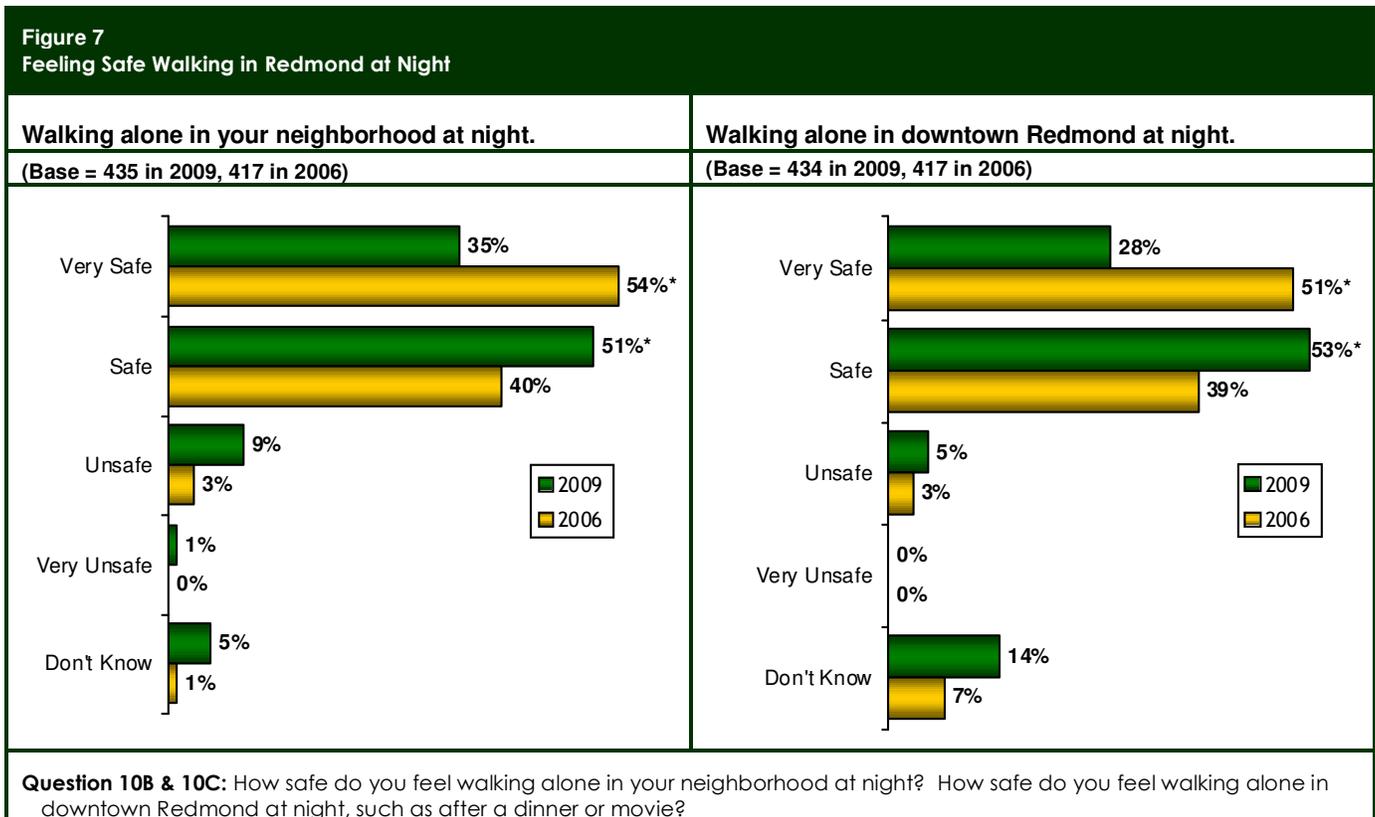
### Safety While Walking Alone

Over eight out of ten residents feel safe or very safe walking alone in their neighborhood at night (86%). This proportion is similar to residents who felt safe or very safe in 2006 (94%), but the proportion who feel “very safe” walking alone in their neighborhood at night has dropped significantly from 54% in 2006 to 35% in 2009.

- Males (46%) are more likely than females (27%) to feel “very safe” walking in their neighborhood alone at night.

Eight out of ten residents feel safe or very safe walking alone in downtown Redmond at night (81%). There has also been a significant decrease in residents who feel “very safe” walking in downtown alone from 51% in 2006 to 28% in 2009.

- Males are more likely to be comfortable walking around downtown alone at night (34%) than females (23%).



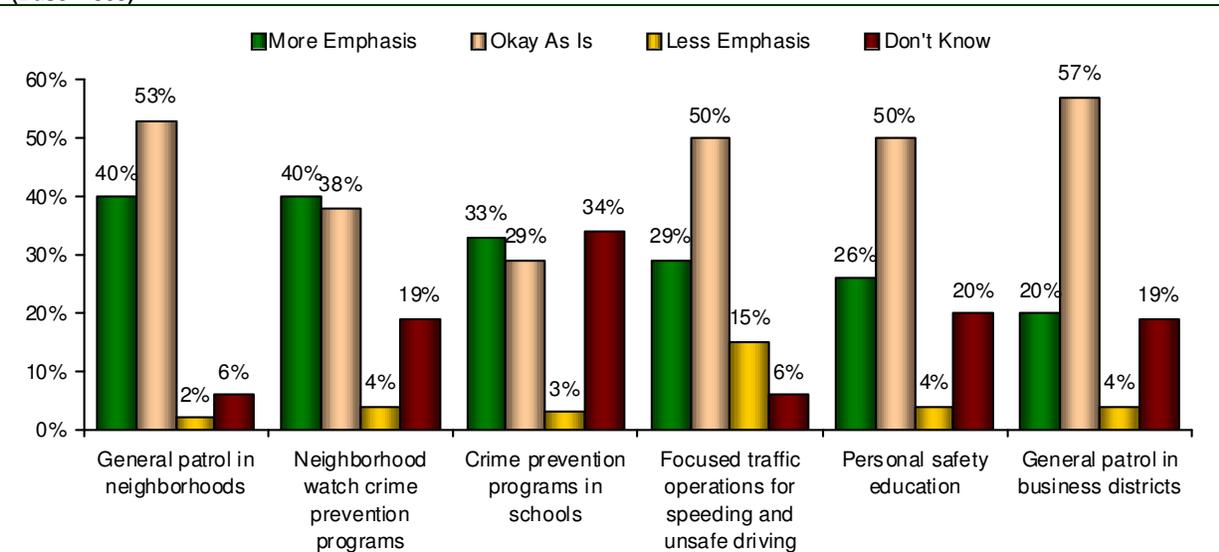
## Areas of Emphasis for Police

Four out of ten residents are asking for City Police to place more emphasis on general patrol in neighborhoods (40%) and an equal proportion would like emphasis on neighborhood watch prevention programs (40%).

- Renters (39%) are more likely than home-owners (23%) to want more emphasis placed on personal safety education.
- Redmond residents with children in their home are more likely to want more emphasis placed on crime prevention programs in schools (42%) compared to those without children in their homes (29%).
- Males (22%) are more likely than females (8%) to want *less* emphasis placed on focused traffic operations for speeding and unsafe driving.

**Figure 8**  
Emphasis Needed on Police Services

(Base = 395)

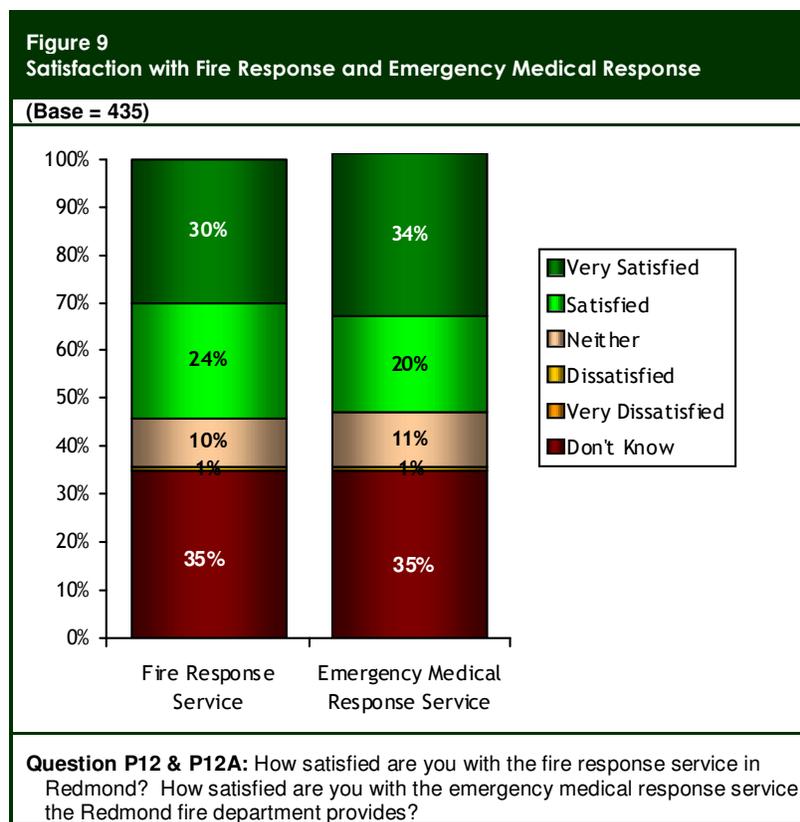


**Question 11A-F:** I'm going to read you some areas of responsibility the police department has. Please tell me if you think the City should put more emphasis on it, less emphasis on it, or if it is okay as it is now.

## Fire Department

Just over half of residents are satisfied with both Redmond's Fire Department (54%) and the Emergency Response Service (53%). Over one-third of residents "don't know" how to rate their satisfaction which could be due to the fact that they have not had any experience with Redmond's Fire Department services (35% each, which is significantly higher than the 12% who said "don't know" in 2006).

- Those who have been residents of Redmond for 10 or more years are more likely than those with shorter residency to be satisfied with both the Fire Department (65% and 44%, respectively) and the Emergency Medical Response Service (65% and 41%, respectively).

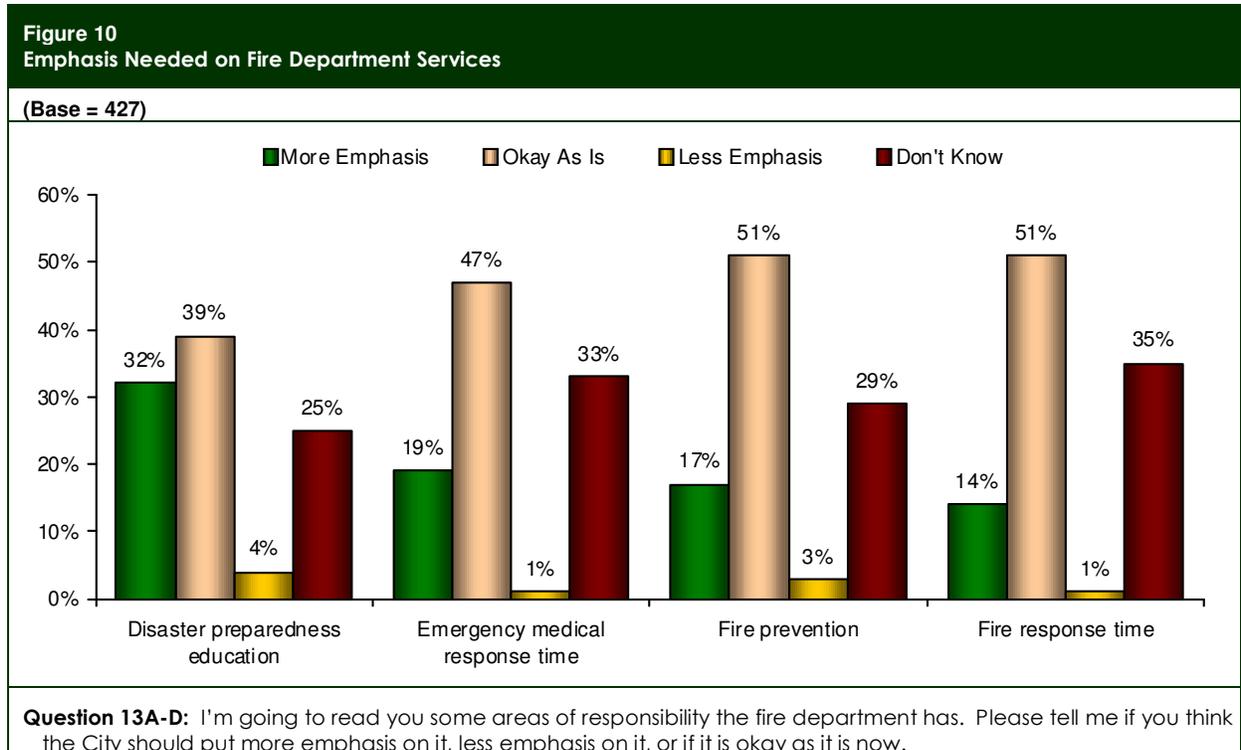


When excluding "don't know" responses from the analysis, 82% are satisfied with the Fire Department and 81% are satisfied with the Emergency Response Service which is consistent with the proportion satisfied in 2006 when 82% were satisfied with the Fire Department and 81% were satisfied with the Emergency Response Service (excluding "don't know" responses).

## Areas of Emphasis for the Fire Department

One out of every three residents would like the Redmond Fire Department to place more emphasis on disaster preparedness education for the community. Again, many residents did not know how to rate services provided by the Fire Department.

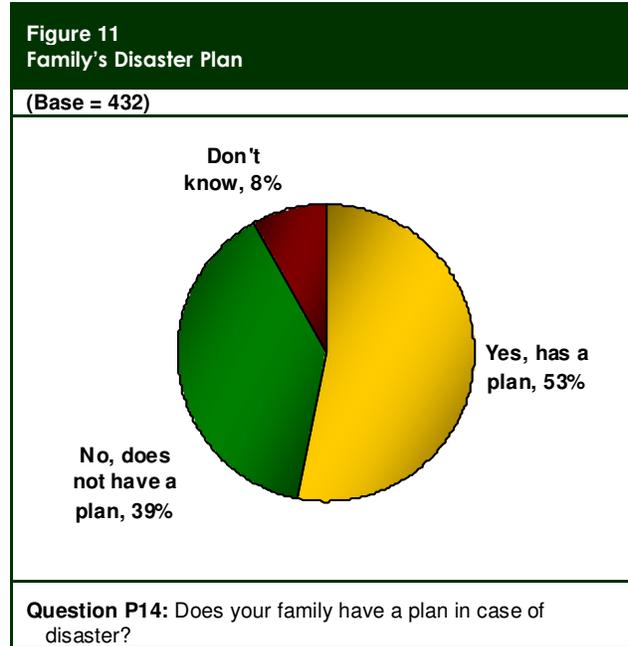
- Younger residents (under age 45) are more likely than older residents (age 45 and older) to “not know” how to rate each attribute.



## Family Prevention Plans

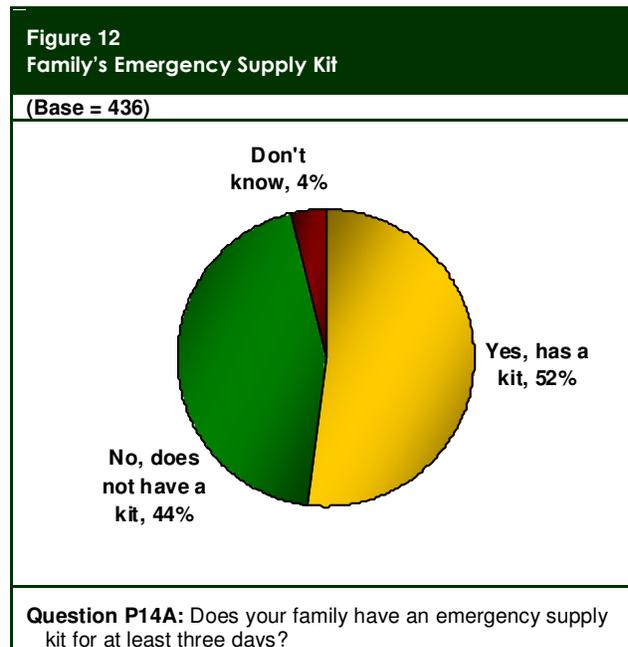
Just over half of Redmond residents have a family plan in case of disaster (53%).

- The following demographic subgroups are significantly more likely to have a family plan in case of disaster than their subgroup counterparts:
  - Residents over the age of 45 (65% compared to 42% under age 45).
  - Those who have lived in Redmond for 10 or more years (65% compared to 42% of those with less than 10 years residency).
  - Households with no children (57% compared to 46% with children living at home).



Half of residents have an Emergency Supply Kit that could last their family at least three days (52%).

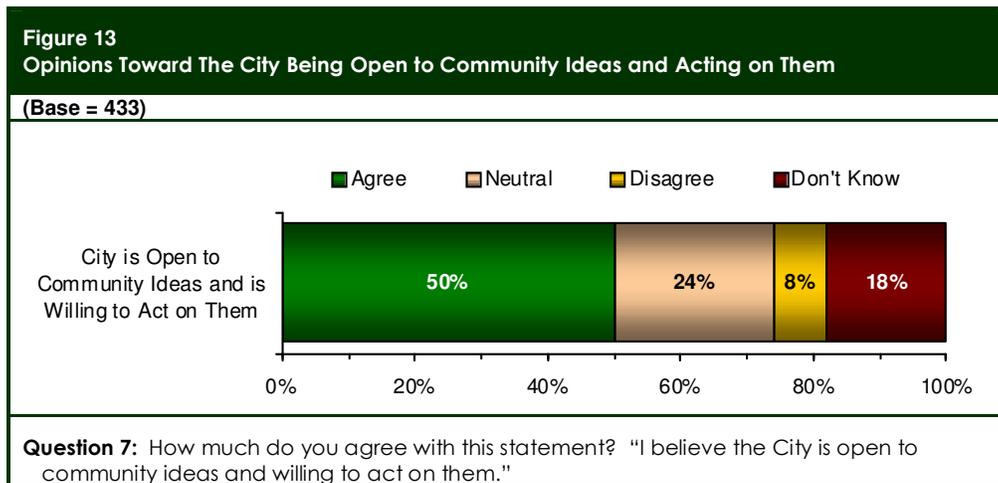
- The following demographic subgroups are significantly more likely to have an Emergency Supply Kit in case of disaster than their subgroup counterparts:
  - Those age 45 and over (61% compared to 39% under age 45).
  - Residents living in Redmond for over 10 years (63% compared to 42% with less than 10 years residency).
  - Home-owners (56% compared to renters 35%)
  - Those living in a single-family home (57% compared to 42% in apartments or condos).



## City Government

Half of Redmond residents agree that the City is open to community ideas and is willing to act on them (50%). Only 8% of residents disagreed with this statement.

- Residents age 35 and over are more likely to agree (54%) than residents under the age of 35 (36%).
- Those with longer residency in Redmond (living in Redmond 10 or more years) are more likely to agree (57%) than those who have residency in Redmond for less than 10 years (43%).

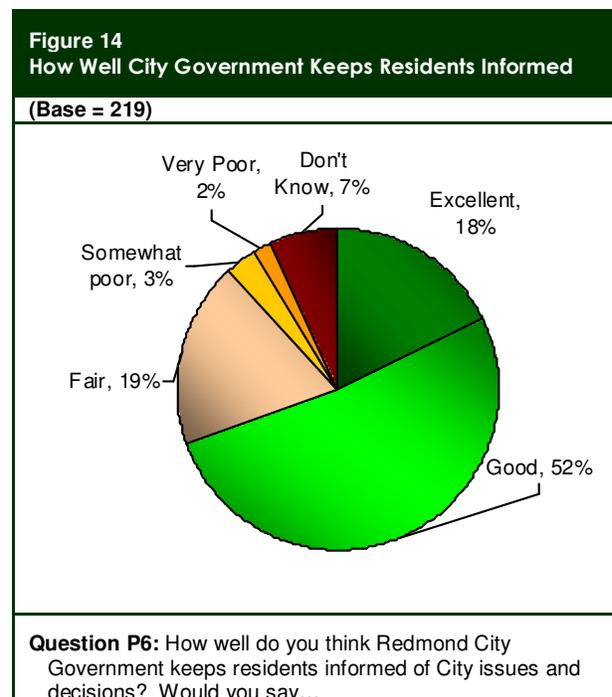


## Communications

Overall, 70% of Redmond residents feel that the Redmond City Government does a good or excellent job of keeping residents informed of City issues and decisions.

- Residents who have lived in Redmond for 10 or more years are more likely to consider the City's communication "excellent" (22%) than those with shorter residency (14%).

Only 5% feel that the City does a poor job of keeping residents informed. Of those who rated the City's efforts to inform residents as poor, 13 out of 20 claim they have no idea of what goes on because they believe that the City does not inform them of anything.



A few respondent comments to explain why they feel communications are poor:

*“There is often no or very little communication that reach the actual people who live or work in Redmond.”*

*“Most of the real important going-ons within City government are not shared with the public such as how funds are spent within the mayor's office.”*

*“We don't ever hear about what's happening except the Focus on Redmond.”*

About a quarter of Redmond residents have seen an improvement in the Government's efforts to be transparent about how tax dollars are spent (27%). Three out of ten feel that nothing has changed since this was set as a priority in 2008 (30%), and four out of ten residents did not know enough to evaluate the situation (41%).

- Residents living in Redmond for 10 or more years are more likely to either see an improvement in City communication (32% compared to 23% with residency of less than 10 years) or feel it has stayed the same (35% compared to 25% with residency of less than 10 years), and those living in Redmond for less than 10 years are more likely to not know how to respond (50% “don't know” compared to 31% of those with 10 or more years of residency).

If those who responded “don't know” are removed from the analysis, 46% of those who rated the City's efforts to keep residents informed feel that communication has improved, 51% feel it has stayed the same, and 4% think communication has gotten worse since 2008.

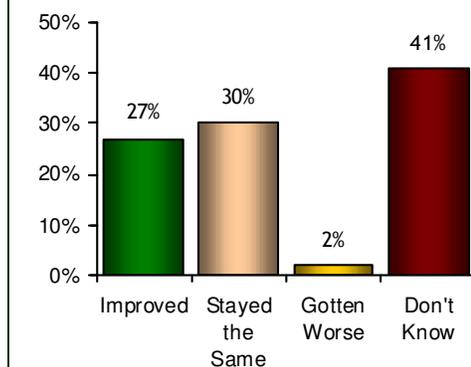
### **Preferred Methods of Communication**

In order to keep residents better informed of City issues and decisions, the majority of residents find it useful to have information printed in the Focus on Redmond mailed newsletter (90%) or in postcards or flyers about specific city issues sent to their homes (82%).

- Females (52%) are more likely than males (41%) to consider direct mail postcards or flyers as “very useful.”
- Residents under the age of 55 (77%) are more likely than those age 55 and older (55%) to find visiting the Redmond website as a useful way to gather information.

**Figure 15**  
**Keeping Residents Informed**

(Base = 433)

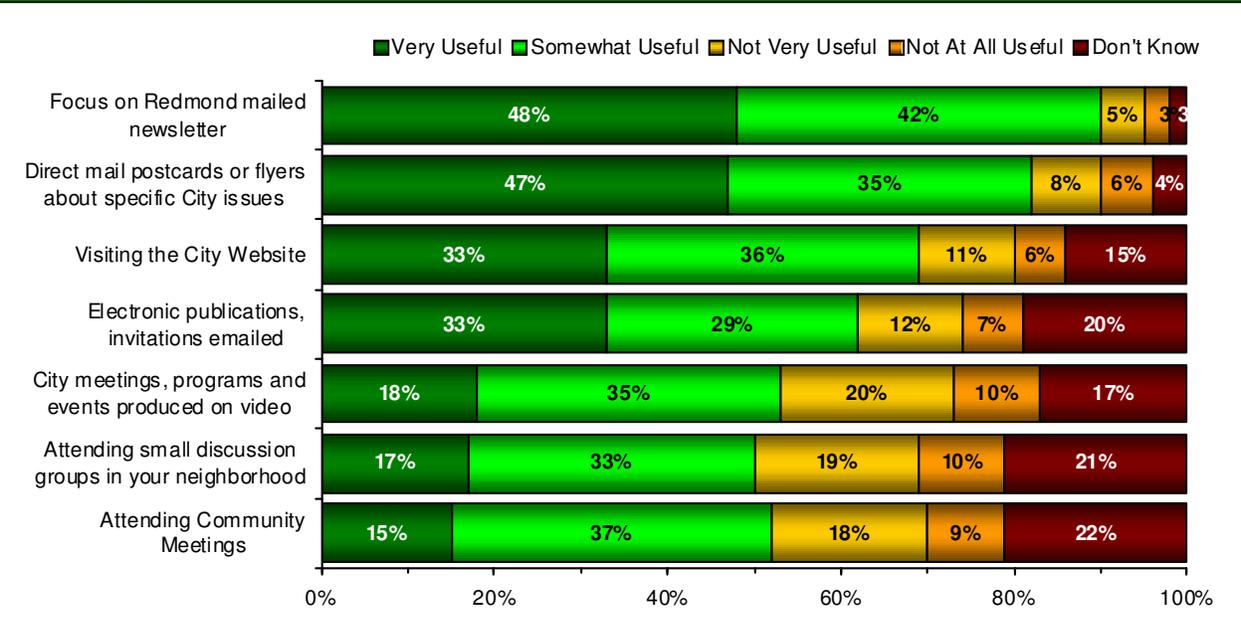


**Question 8:** Beginning in 2008, the City developed its budget based on the community's priorities, one of which is to keep residents informed. Do you feel Redmond City government's efforts to be transparent about how your tax dollars are spent have improved, gotten worse, or stayed the same?

- Those living in Redmond for 10 or more years are more likely to find the Focus on Redmond newsletter as “very useful” (53%) than those living in Redmond less than 10 years (42%).
- The Focus on Redmond newsletter is more useful for residents living in a single-family home (93%) than those living in an apartment or condo (83%).
- Homes with children are more likely than those without children to find the City’s website (76% compared to 65% without children), electronic publications (74% compared to 56% without children), and small neighborhood discussion groups (57% compared to 46% without children) as useful sources for City issues and decisions, and are more likely than those households without children to consider city meetings, programs, and events recorded on video as a “not very useful” or “not at all useful” source of information (39% compared to 25% without children).

**Figure 16  
Redmond Communication**

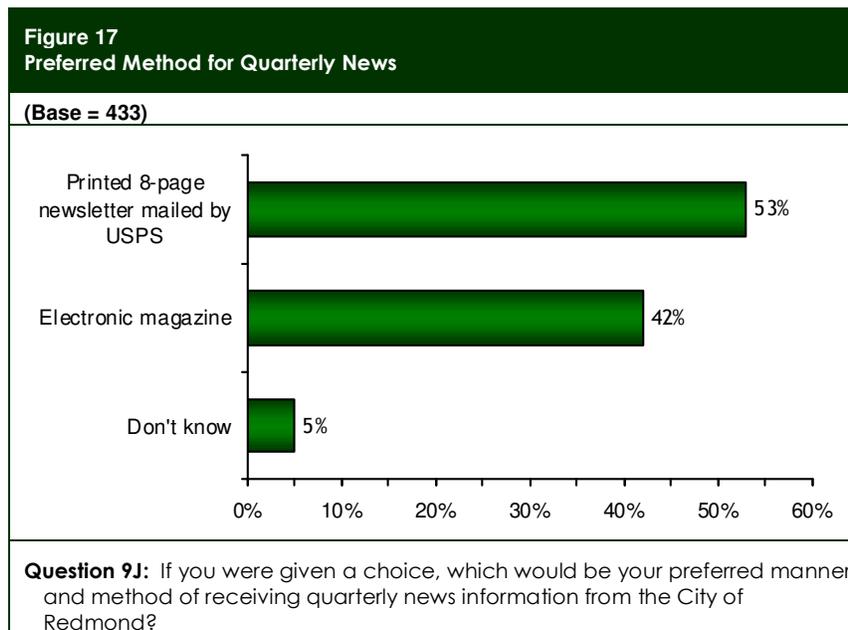
(Base = 428)



**Question 9A-G:** Please rate each of the following as to how useful it might be to keep you informed or involved in City issues and decisions.

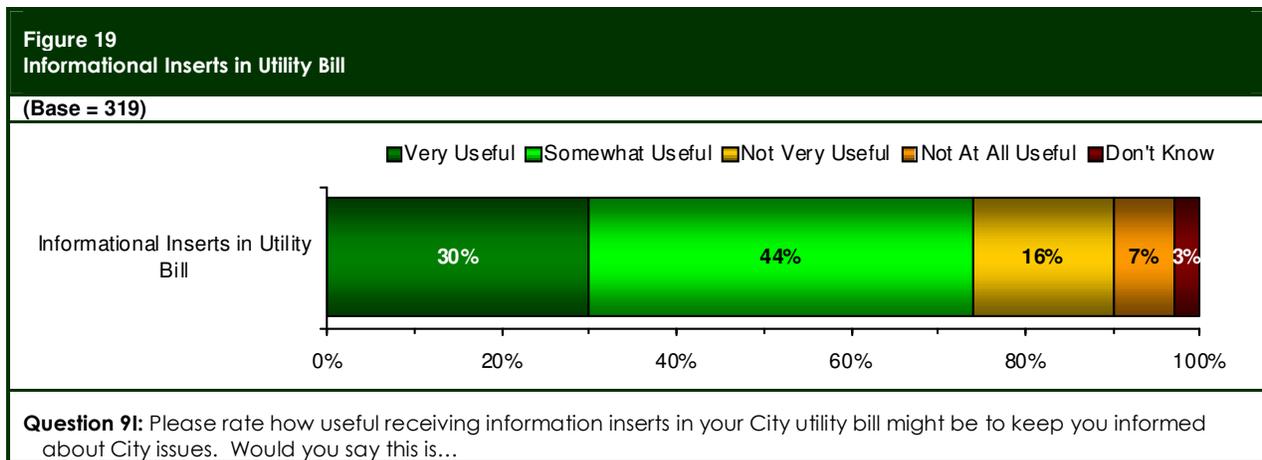
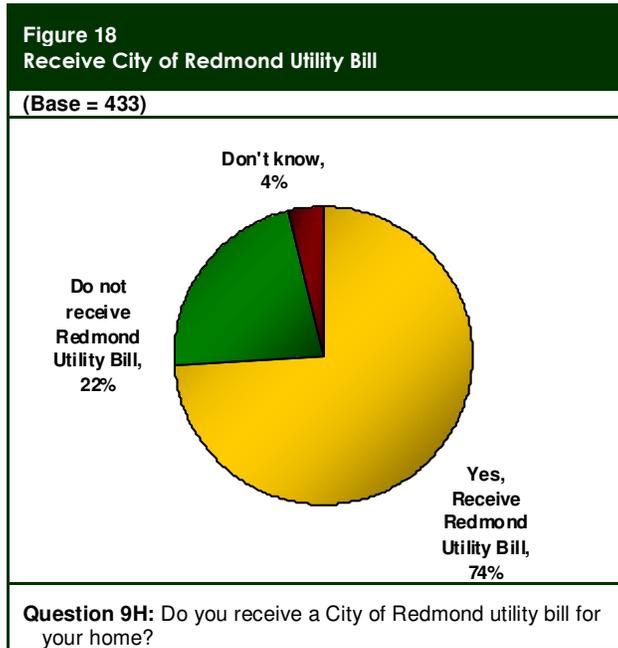
If given a choice, just over half of survey respondents would prefer to receive quarterly news information through a printed 8-page newsletter that is mailed to them (53%), but four out of ten would still prefer an electronic magazine (42%).

- Those who prefer the printed newsletter include:
  - Residents age 55 and older (66% compared to 46% of those under age 55).
  - Residents with no children in their homes (57% compared to 47% with children).
- Those who prefer the electronic magazine include:
  - Males (47% compared to 37% of females).
  - Residents under the age of 55 (49% compared to 28% of those age 55 and older).
  - Homes with children (49% compared to 38% without children).



Three out of four residents receive a Redmond utility bill for their home (74%). Of those who do receive a bill, three out of four (74%) would consider informational inserts in their bill as a useful way to keep them informed about City issues.

- Residents living in an apartment or condo (45%) are more likely than those living in a single-family home (28%) to find inserts in their utility bill as “very useful.”



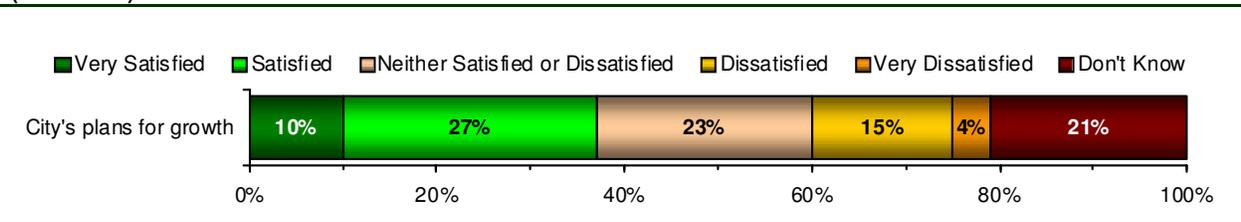
## City's Plan for Growth

After hearing the City's plan to accommodate growth, less than four out of ten residents are satisfied with the plan (37%), two out of ten are dissatisfied (19%), and two out of ten do not know how they feel about it (21%).

- There are no statistically significant differences among demographic subgroups with regard to satisfaction with the City's plans for growth.

**Figure 20**  
Satisfaction with City's Plan for Growth

(Base = 433)



**Question P24:** The State requires all cities to accommodate their share of the state's growth. By 2022, the City expects to accommodate 20,000 more residents and 28,000 more jobs. The City plans to accommodate most of the future growth in Downtown and Overlake. How satisfied are you with the City's plans to accommodate this growth?

## Direction of City's Government

As far as Redmond's future is concerned, three out of four residents feel that the City is headed in the right direction (76%). They feel the City is headed in the right direction because the City is already planning and preparing for growth, the downtown area is developing, and because Redmond is just a nice place to live.

- Those living in Redmond for fewer than 10 years are more likely to feel Redmond is definitely headed in the right direction (26%) than residents of Redmond for 10 or more years (16%).
- Households with children (83%) are more likely than those without children (72%) to feel the City is headed in the right direction, and households without children (13%) are more likely to feel the City is headed in the wrong direction than those with children (7%).

One in ten residents feel the City is heading in the wrong direction (11%). This is mainly attributed to the traffic on the roads, the development of tall buildings, apartments, and condos, and the population growth the City is experiencing.

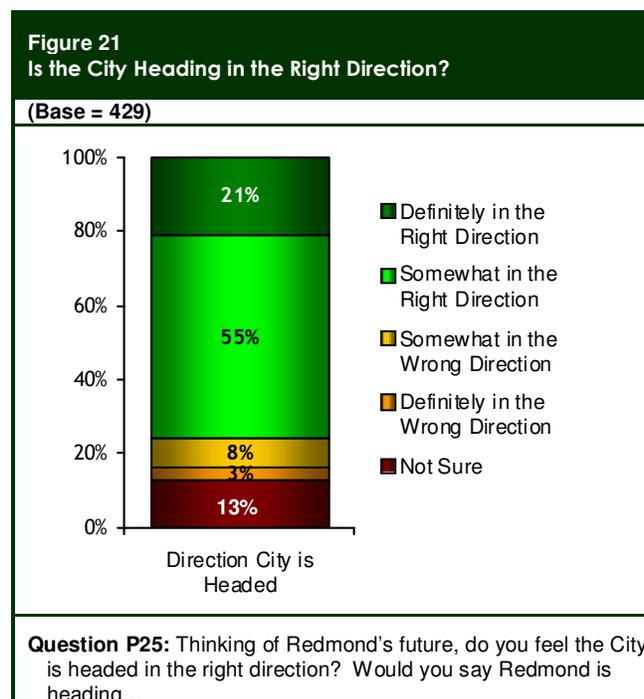
These comments capture some feelings expressed about the direction the City is headed:

*"I think isolating the growth to these areas is a tremendous win for the residents of Redmond who moved here, not to be a metropolis, but to be part of a community/city where the environment is number one and we don't keep growing out towards other areas.....we should have a great downtown and leave the outlying areas as untouched and green as we possibly can for generations to come."*

*"I feel that the current plans are thoughtful and deliberate. I would like to see more emphasis on accommodating non-motorized transportation around the city as we move to reduce auto emissions and progress toward alternative energy sources."*

*"I understand we have to accommodate more people. But I don't want to see high buildings here. I definitely don't want to see more houses crammed on small lots. And I want them to keep their open spaces clear."*

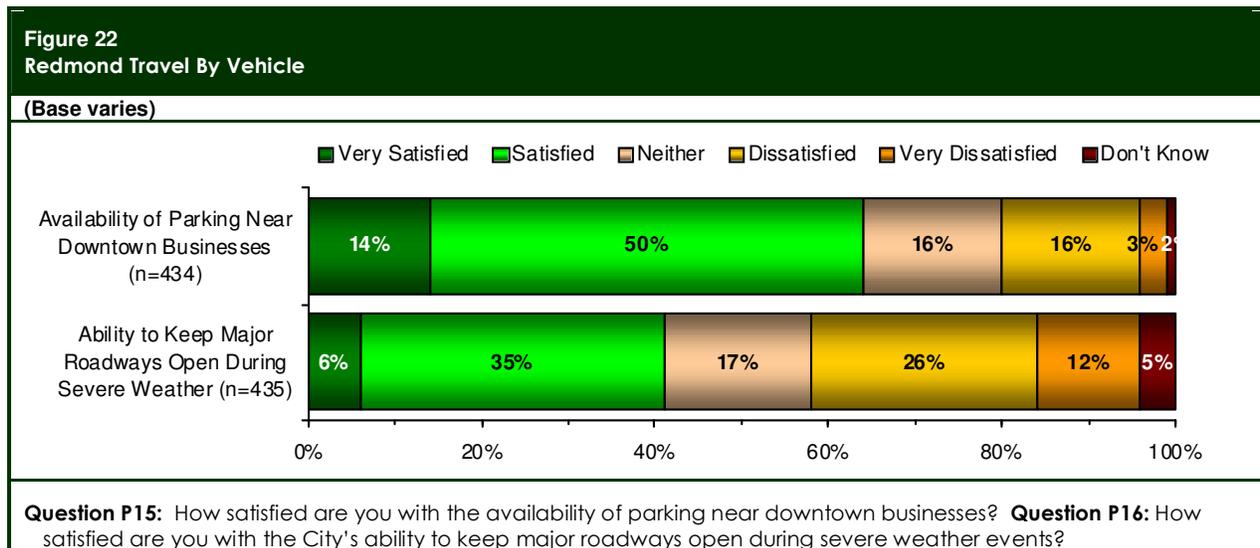
*"We'll have too much growth without the needed road infrastructure."*



## Roads and Infrastructure

Nearly two out of three residents are satisfied with the availability of parking near businesses in downtown Redmond (63%) and one out of three are less than satisfied with the current parking availability (34%).

Four out of ten Redmond residents are satisfied with the City's ability to keep major roadways open during severe weather (41%) with a nearly equal proportion being dissatisfied (38%).



Overall, two out of three residents are satisfied with their experience in traveling to, from, and within Redmond (64%). One out of five residents are dissatisfied with traveling in Redmond (19%) and 2% are very dissatisfied overall.

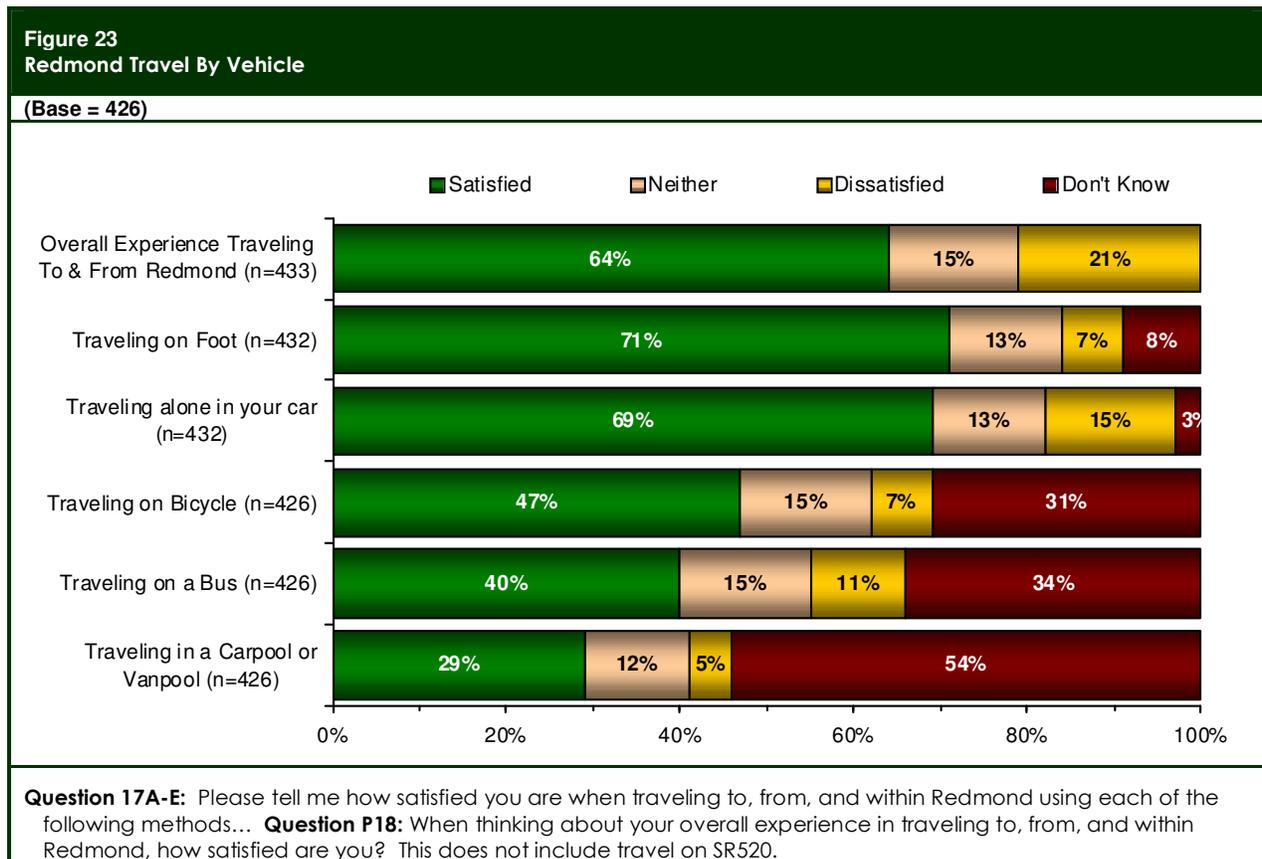
- Those living in an apartment or condo are more likely to be satisfied with traveling in Redmond overall (71%) than single-home residents (60%).

More residents are satisfied with traveling around Redmond on foot (71%) or alone in their car (69%) than by bicycle (47%), bus (40%), or carpool (29%), but many residents also do not know or have experience with these alternate means of transportation.

- Males are more likely than females to be satisfied with traveling around Redmond by bicycle (51% male satisfaction, 42% female).
- Residents living in Redmond for less than 10 years are more likely to be satisfied traveling in a carpool or vanpool (34%) than those with longer residency (25%).

- Those who rent their home are more likely to be satisfied traveling by foot (80%) than those who own their home (69%).
- Residents living in a single-family home are more likely to be less than satisfied than those in an apartment or condo to travel by bicycle (26% less than satisfied in a single-family home compared to 14% in an apartment or condo) or by bus (29% in a single-family home, 21% in an apartment or condo).
- Those with children (28%) are more likely than those without children in their home (17%) to be less than satisfied with traveling by foot around Redmond.

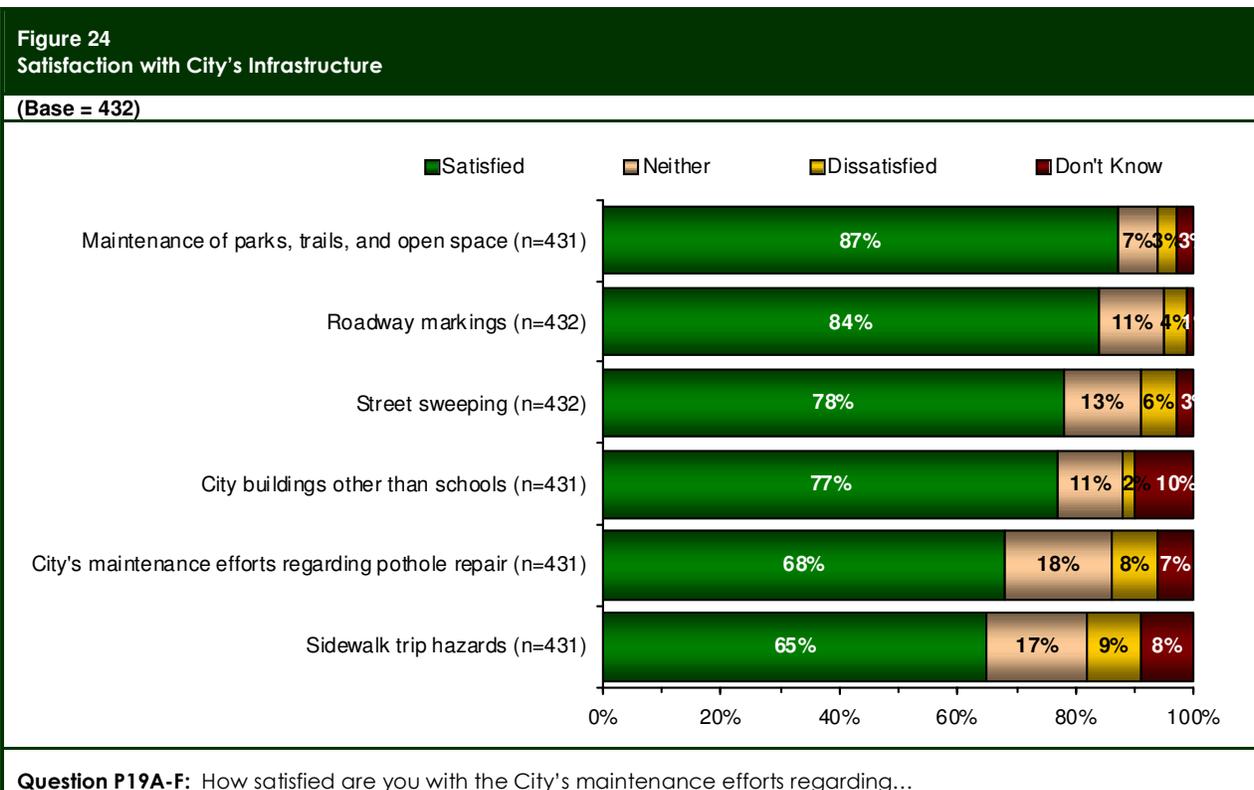
Of those who rated each travel method (excluding “don’t know” responses), respondents are still most satisfied with traveling around Redmond on foot (77%), then traveling alone in their car (71%). Bicycle (68%), carpool/vanpool (63%), and bus (61%) transportation satisfaction is much higher when computed from those who rated satisfaction (excluding “don’t know” responses from the base).



## City Infrastructure

Redmond residents are relatively pleased with the City's infrastructure, with over three out of four residents being satisfied with maintenance of parks, trails, and open space (87%), roadway markings (84%), street sweeping (78%), and City buildings (77%).

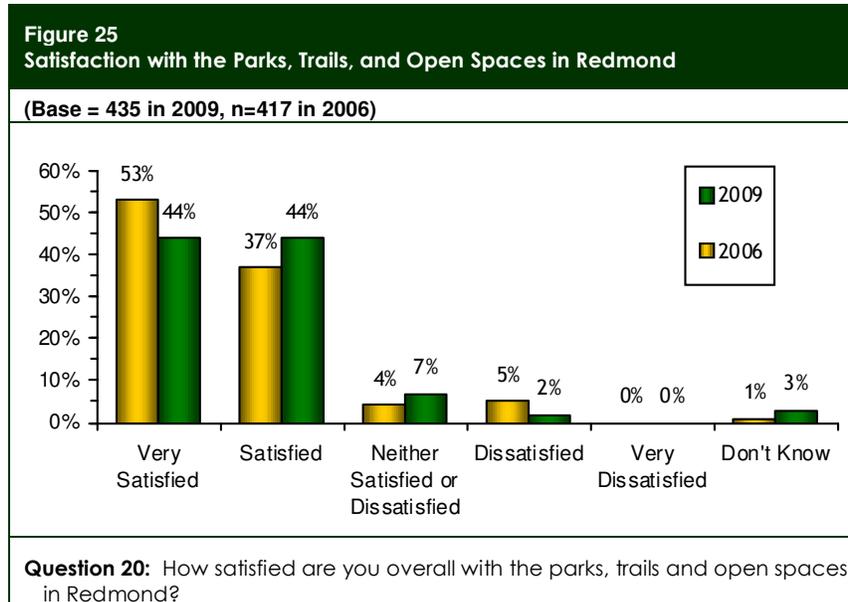
- Home-owners are more likely to be less than satisfied with pothole repair (28% compared to 17% of renters) and sidewalk trip hazards (29% compared to 18% of renters); renters are more likely to be satisfied with maintenance of parks, trails, and open space (93% compared to 86% of owners).
- Those in a single-family home are more likely to be less than satisfied with pothole repair (29%) than those in an apartment or condo (20%).
- Homes with children are more likely to be satisfied with sidewalk trip hazards (72%) than those without children in their homes (61%).



## Parks and Recreation

Nearly nine out of ten residents are satisfied overall with the parks, trails, and open spaces in Redmond (88%) which is very similar to satisfaction in 2006 (90%).

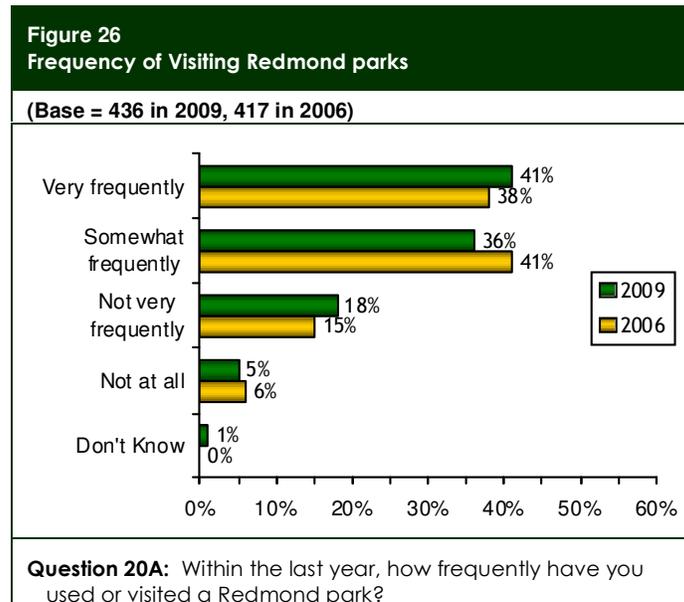
- Residents living in a single-family home are more likely to be satisfied with the parks and trails overall (90%) than those living in an apartment or condo (83%).



## Frequency of Park Visitors

Three out of four residents visit a Redmond Park frequently (76%) with four out of ten visiting parks “very frequently” (41%). Frequency of park visits has not significantly changed since 79% visited frequently in 2006.

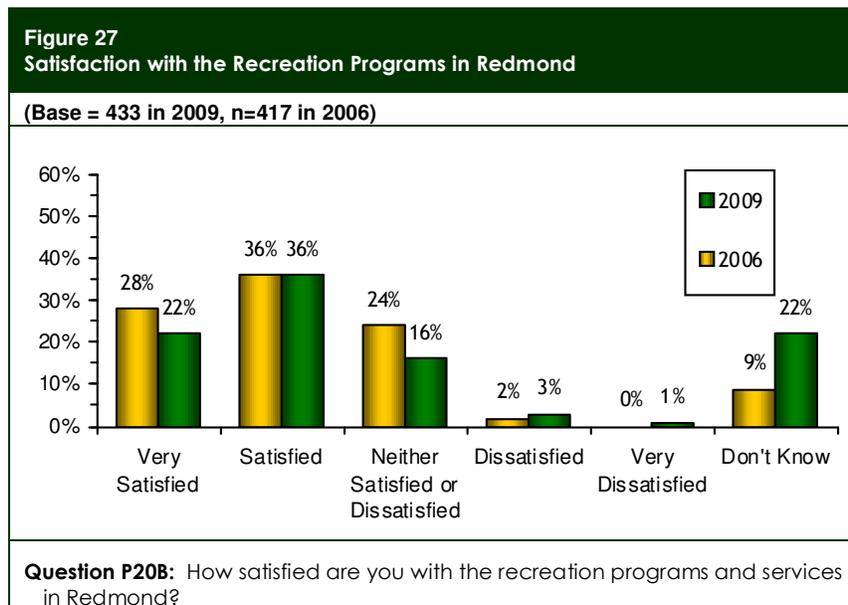
- Younger residents under the age of 55 (53%) are more likely than residents age 55 and over (18%) to visit parks “very frequently.”
- Newer residents living in Redmond for less than 10 years are more likely to visit parks “very frequently” (49%) than those who have lived in Redmond for 10 or more years (32%).
- Households with children (61%) are more likely than those without children (30%) to visit parks “very frequently.”



## Satisfaction with Recreation Programs

About six out of ten residents are satisfied with the recreation programs and services (58%), two out of ten are less than satisfied (20%), and two out of ten do not know how to evaluate the recreation programs and services (22%). Satisfaction with Redmond recreation this year (58%) is similar to the proportion who were satisfied in 2006 (64%).

- Demographic subgroups who are significantly more likely than their subgroup counterpart to be satisfied with Redmond’s recreation programs include:
  - Females (68% satisfied compared to 49% of males)
  - Home-owners (61% compared to 45% of renters)
  - Single-family home residents (63% compared to 49% in apartments or condos)
  - Homes with children (76% compared to 49% with no children)



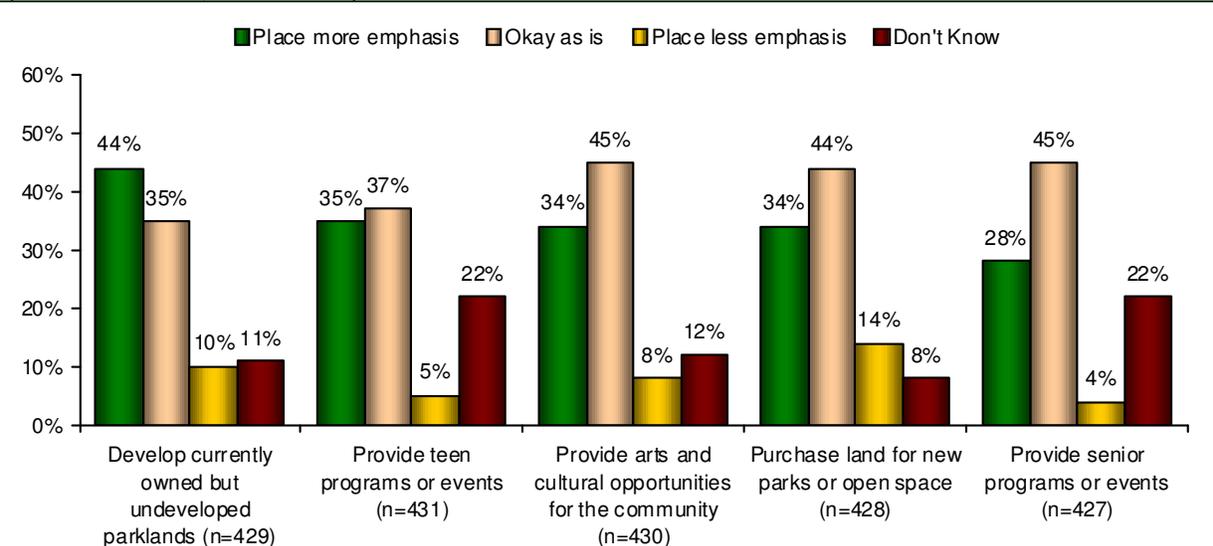
## Areas of Emphasis for Parks and Recreation Systems

For Redmond's Parks and Recreation system, 44% of residents would like to see more emphasis placed on developing currently owned but underdeveloped parklands. About one-third of residents would also like to see more emphasis placed on teen programs or activities (35%), arts and cultural events in the community (34%), and purchasing land for new parks and open spaces (34%).

- Residents over the age of 45 (41% compared to 12% of those under age 45), those living in Redmond for 10 or more years (36% compared to 21% living in Redmond for less than 10 years), and households without children (33% compared to 17% with children) are more likely to want more emphasis placed on senior programs or events than their subgroup counterparts.
- Those living in Redmond for less than 10 years (39% compared to 29% living in Redmond for 10 or more years), home renters (46% compared to 31% of homeowners), and residents of apartments or condos (42% compared to 30% in single-family houses) are more likely to want more emphasis placed on arts and cultural opportunities for the community than their subgroup counterparts.

**Figure 28**  
Improvements to Parks and Recreation that need "More Emphasis"

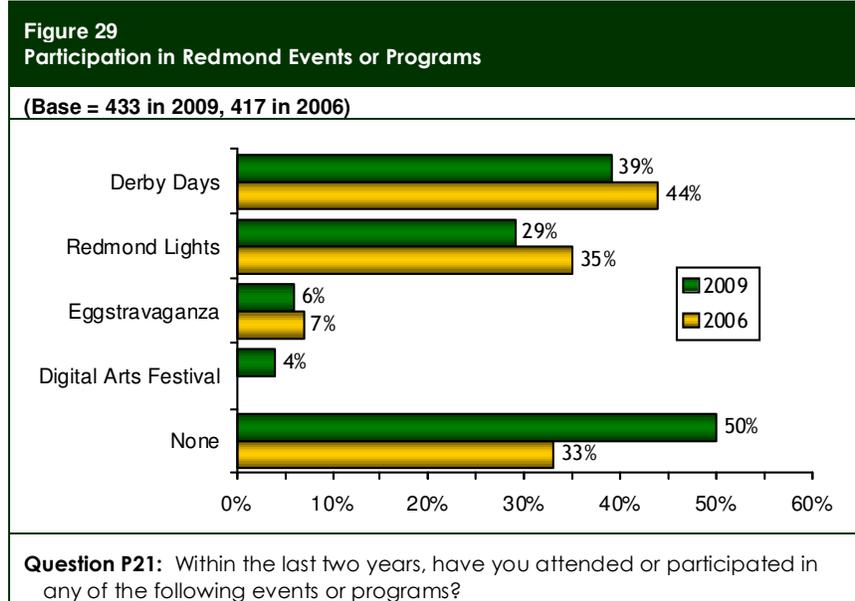
(Base = 433 in 2009, n=417 in 2006)



**Question 23A-E:** For each item in the Parks and Recreation system, do you think the City should put more emphasis on it, less emphasis on it, or if it is okay as it now

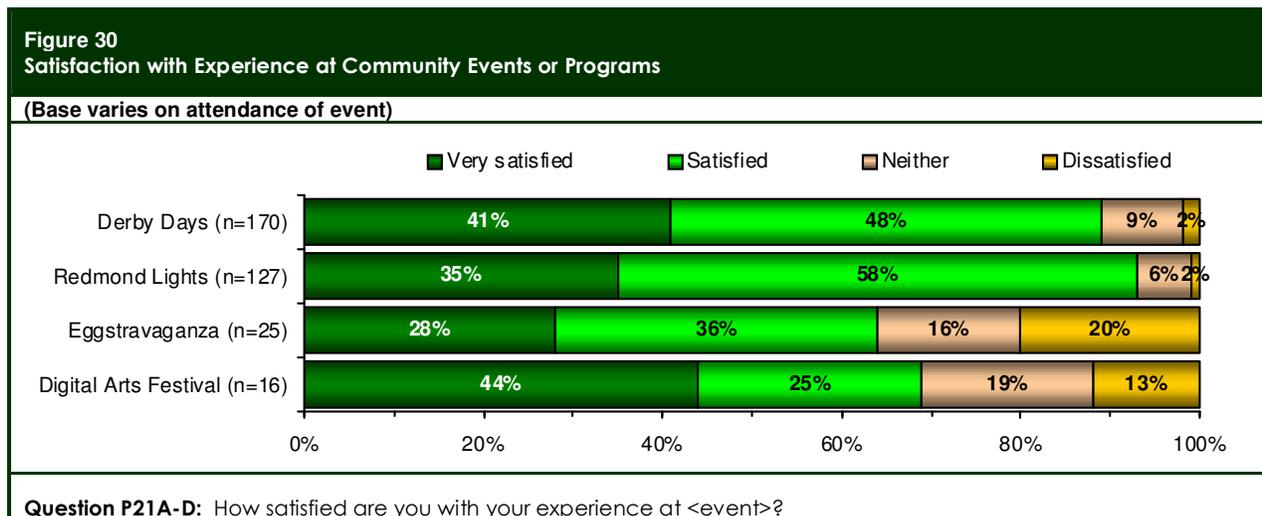
## Community Events

One-half of Redmond residents have attended at least one of the measured community events or programs in the past two years (50%). Derby Days was attended by 40% of residents, Redmond Lights by 29%, Eggstravaganza by 6%, and the Digital Arts Festival by 4%. Participation rates are similar to those recorded in 2006.



- Residents with children are more likely than those without children to attend Derby Days (54% compared to 32% without children), Redmond Lights (38% compared to 25% without children), and Eggstravaganza (12% compared to 3% without children).
- Home-owners are more likely to participate in Redmond Lights (32%) than home renters (16%).

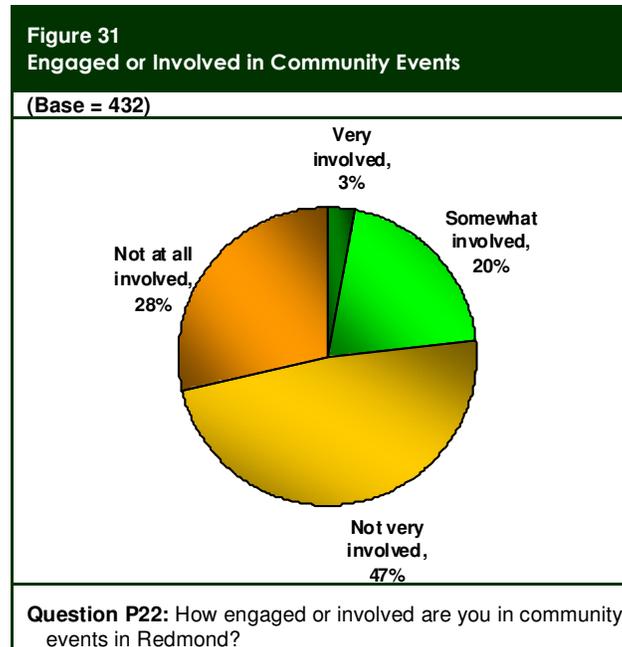
Satisfaction rates are high among those who attended each event as 89% of those who attended Derby Days were satisfied with their experience, 93% of attendees were satisfied with Redmond Lights, 64% were satisfied with Eggstravaganza, and 69% were satisfied with the Digital Arts Festival.



## Involvement in Community Events

Only 24% of Redmond residents consider themselves involved in community events, and 28% are not involved at all.

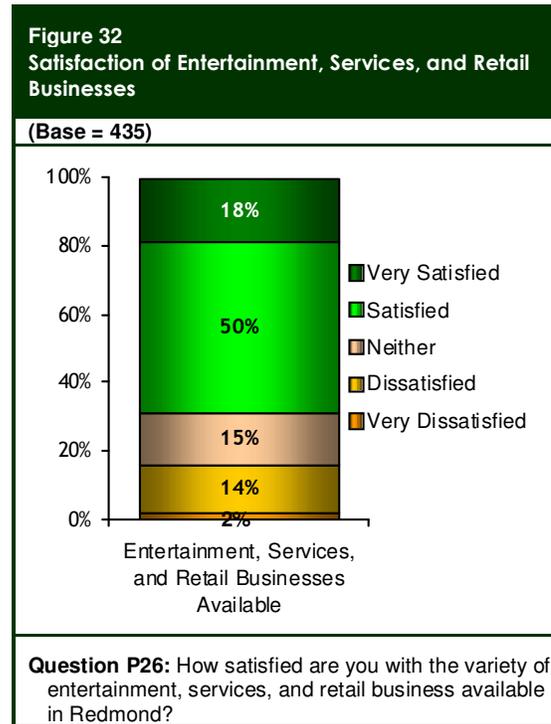
- Households with children are more likely to be involved in community events (33%) than households without children (18%).



## Entertainment

More than two-thirds of residents are satisfied with the variety of entertainment, services, and retail businesses available in Redmond (68%).

- Those living in an apartment or condo are more likely to be “very satisfied” with Redmond’s entertainment (25%) than those living in a single-family home (14%).



Residents who are dissatisfied with Redmond’s entertainment, services, and retail businesses (68 total) were asked what was missing. At the top of the list of what is missing from Redmond are ethnic restaurants (15 cases), places to shop (15 cases), late night activities (11 cases), and entertainment or live music (10 cases).

**Table 5**  
Entertainment, Services, and Retail Businesses Missing from Redmond

(Base=64)

	%
Restaurants/multi-cultural/ethnic	23%
More shopping areas/shopping opportunities	23%
Late night activities	17%
Entertainment/live music	16%
Theater	9%
Costco/Department Stores	8%
Recreation for children	6%
An activity/community center	6%
Arts Center	5%
Bars	3%
Parking	3%
Budget friendly shops/too many boutiques	2%
Longer hours of bus services	2%
Other	13%
Don't know/not sure	2%

**Question 26A:** What is Redmond missing in this area? (Asked of those dissatisfied with entertainment, services, and retail businesses)

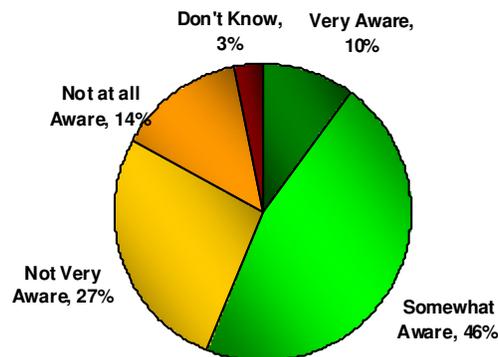
## Redmond's Historical Places

Just over half of Redmond residents are aware of Redmond's history and historical places (57%) and four out of ten are not very familiar with Redmond's past (41%).

- The following demographic subgroups are more likely to be familiar with Redmond's past than their subgroup counterparts:
  - Females (62% compared to 51% of males)
  - Residents over age 35 (64% compared to 25% of those under age 35)
  - Those living in Redmond for 10 or more years (76% compared to 38% living in Redmond for less than 10 years)
  - Home-owners (60% compared to 41% of renters)

**Figure 33**  
Aware of History or Historical Places in Redmond

(Base = 428)



**Question P28:** Thinking about Redmond's past, how aware are you of the history or historical places of Redmond?

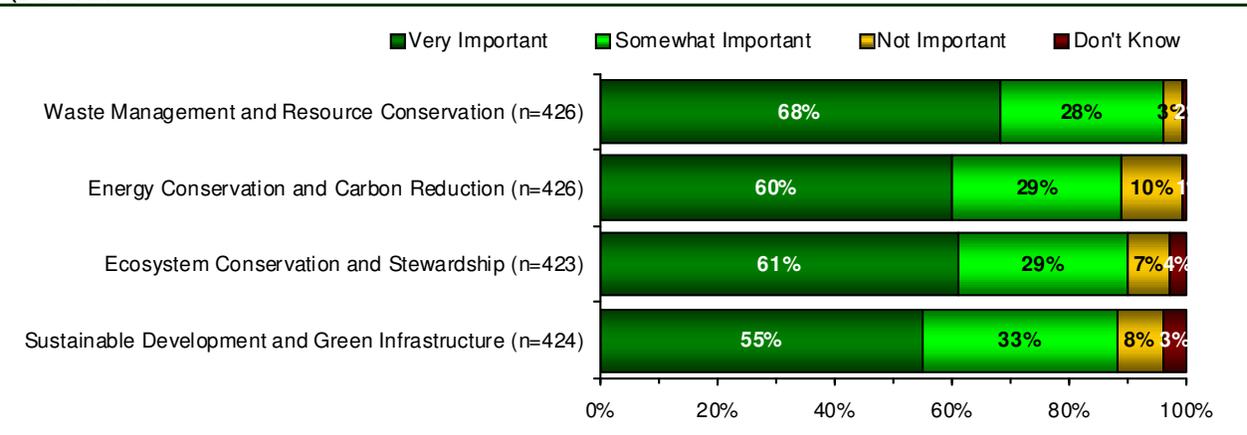
## Environment Initiatives and Recycling

Environmental initiatives are very important to residents of Redmond as nearly nine out of ten residents find importance in each initiative. Waste management and resource conservation is considered very important by 68% of residents, the highest rating of the four initiatives.

- Females (94%) are more likely than males (85%) to find importance in energy conservation and carbon reduction.
- Residents living in an apartment or condo (99%) are more likely than those living in a single-family home (94%) to consider waste management and resource conservation important.
- More importance is placed on sustainable development and green infrastructure by households with children (93%) than those without children (86%) and those who live in apartments or condos (94%) than those in a single-family home (86%).

**Figure 34**  
Importance of Environmental Initiatives

(Base varies)



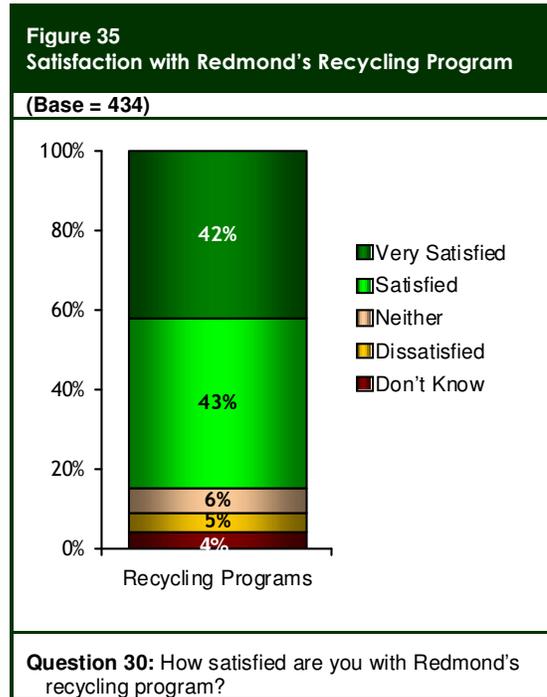
**Question 29A-D:** The following is a list of environmental initiatives the City is working on. Please indicate how important each is to you.

## Redmond's Recycling Program

When it comes to Redmond's recycling program, the majority of residents are satisfied overall (85%).

- Demographic subgroups significantly more likely to be satisfied with Redmond's recycling programs than their subgroup counterpart include:
  - Residents of 10 or more years (92% compared to 77% living in Redmond for less than 10 years)
  - Home-owners (92% compared to 56% of renters)
  - Those living in a single-family home (91% compared to 72% in an apartment or condo)

Of the 12% who are dissatisfied with Redmond's recycling program, common reasons for the dissatisfaction include that recycling is not available at apartment complexes, more variety of plastics should be able to be recycled, recycling needs to be enforced, and that more recycling bins are needed.

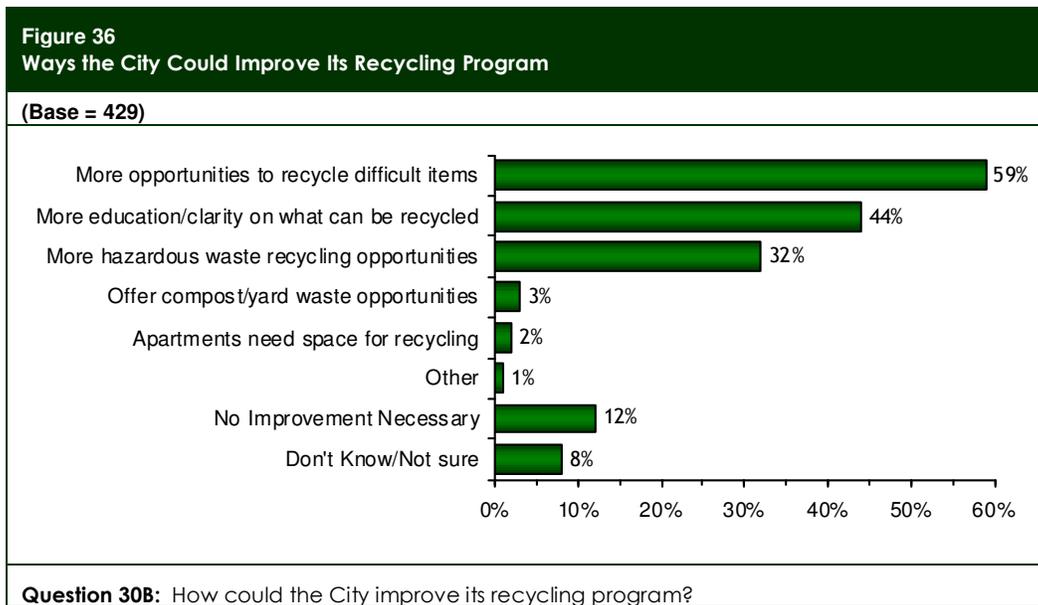


**Table 6**  
Why Dissatisfied with Recycling Program  
(Base=24)

Reason	Cases
No recycling at apartment complexes	7
Show all more variety of plastics to be recycled	6
Others aren't recycling, it needs to be enforced	4
More recycling bins are needed to broaden the area of recycling	4
Other	7

Question C30: (If dissatisfied with Redmond's recycling program) Why are you dissatisfied?

All respondents were asked how the City could improve its recycling program and the most frequently mentioned suggestion was to allow more opportunities for difficult items (scrap metal, batteries, tires, etc.) to be recycled. Residents also asked for more education or clarity on what can be recycled and for more opportunities to recycle hazardous waste items.



## Social Services

When asked what types of social services Redmond residents might need, nearly a quarter responded with aging or senior citizen services (22%). Food or clothing banks (15%), youth or teen programs (11%), and medical healthcare or dentistry (10%) were also mentioned as services Redmond residents might need.

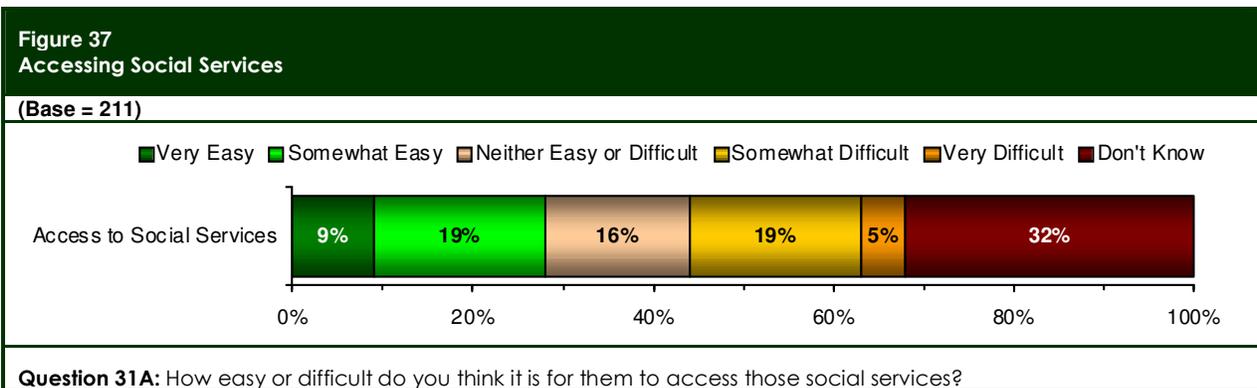
**Table 7**  
**Social Services Needed in Redmond**

(Base=272)	%
Aging/senior services/assisted living/senior activities	22%
Food/clothing banks	15%
Youth/teen programs	11%
Medical/healthcare/dentistry	10%
Transportation/bus service	9%
Shelters for homeless	7%
Low income family assistance	7%
Housing	7%
Jobs/job training	5%
Community activities/centers	5%
Family support	4%
Emergency services/fire/police	4%
Mental health services/counseling	4%
Language/interpreters	3%
Childcare	3%
Hope link	3%
Parks and recreation	3%
Domestic violence/shelters for women	2%
More awareness is required/advertise services	2%
Other	6%
Nothing	3%
Don't know/not sure	25%

**Question 31:** When you think of the types of social services those living in Redmond might need, what services come to mind?

## Accessing Social Services

With regard to accessing social services, resident opinions are split as 28% think it is easy for those in need of services to access them, and 25% think the services are difficult to access. Several residents feel that accessing social services would be difficult because people who need the services may not know that such services are available to them, that they will not be able to afford the services, or that the program that is needed may not be available.



**Table 8**  
**Why It Is Difficult To Access Social Services**  
(Base=48)

Reason	Cases
Lack of knowledge/awareness of services	18
Couldn't afford services	7
More services/programs needed	7
Couldn't find service	6
Transportation/buses	6
Service isn't available in Redmond	4
Not everyone uses the computer/internet	4
Need to accommodate the elderly/disabled	4
Wasn't eligible	3
Understaffed/staff not helpful	3
Language or cultural barriers	2
Other	6

**Question 31B:** (Asked if respondent thought it difficult to access services) In your opinion, what makes it difficult to access those services?