CONCLUSIONS

Overall, the 2011 City of Redmond survey found that most residents continue to be satisfied with the quality of life and services that the City of Redmond offers them.

Findings from the 2011 survey when compared to results from 2009 show:

- Residents are more comfortable walking around both the downtown area and their own neighborhoods at night.
- The Police Department has been doing a better job patrolling neighborhoods, putting together neighborhood crime prevention programs, educating children in schools about crime prevention, and monitoring reckless driving.
- The City's plan for growth resonates better with residents now than in 2009.
- Redmond has improved its abilities to keep roadways clear during inclement weather.
- More residents are satisfied with Redmond's parks and open spaces.
- There has been an increase in participation in Redmond's Derby Days and Redmond Lights events, but satisfaction of Redmond's Lights has decreased since 2009.
- Traveling in and around Redmond is easier overall as fewer residents are "dissatisfied" with their experience.
- The informational inserts that come in the City utility bill are not as useful to keep residents informed about City issues as they once were.

Less than half of the community is currently equipped with a family disaster plan or emergency supply kit in their home. Residents expect the Fire Department to educate them on disaster preparedness, and this education is most need by residents under the age of 45 who rent homes in multi-family housing communities (apartments, condos, and duplexes).

Safety is a bigger concern in neighborhoods with apartments, condos, and duplexes than it is in single family home areas. Increasing neighborhood patrols or instilling neighborhood crime watch programs in apartment and condo communities could help to improve the feelings of safety at night.

The younger demographic (under the age of 45) has a very different view of Redmond than that of residents age 45 or older. Younger residents find themselves outside in parks more often and want the focus of the City to be on completing the missing sections of major trails and sustainable development rather than completing the grid downtown or on waste management (the focus of older residents). This demographic is also more likely to follow information disseminated through social media platforms, which could be a way to make the younger population feel more connected to the community.



There is an opportunity to make issues facing the City more transparent to Redmond residents. They are currently looking for information about the City's agenda in the local newspaper and would like to know more about how the City is handling current tax dollars and what level of involvement the City has in regional issues.

Parking and transportation continue to be sore spots for residents as traffic and congestion topped the list of issues facing Redmond today. Respondents shared that there is a lack of public transportation options and there is some dissatisfaction among those who currently ride the bus.

The recycling program remains strong, however, respondents feel it could be strengthened by introducing an education system or information pamphlet that goes into detail instructing residents on what can and cannot be recycled.

