APPENDIX A:

Mail Questionnaire



Redmond Resident Survey

Please answer the questions below and return the survey in the pre-paid envelope provided by October 9, 2009.

OR respond online by going to the following website: www.redmondsurvey.com. Enter your PIN number (located on the top right of your survey) in the box provided. If you have questions, please contact Cassie at (800) 573-4498 Thank you for participating!

1.	How long have you lived in the City of Redmond? Less than one year 10-19 years 1 to less than 2 years 20-29 years 2-4 years 30-39 years 5-9 years		40-49 yea 50 years o Do not cui		e City of Rec	lmond	
2.	Overall, how would you rate the quality of life in Redmor Excellent Above Average Average	n d? verage	☐ Belo	w Average	□ P	oor [Don't Know /
2a.	Why did you choose the above answer?						
3.	In your opinion what are the top issues, other than edu	cation, faci	ng Redmo	nd today?			
	1 2			3			
P4.	How satisfied are you overall with the services provide ☐ Very Satisfied ☐ Satisfied ☐ Neither Satisfied] Very Dissa	atisfied 🗌	Don't Know/ Not Sure
5.	Within the past year, have you had contact or interaction (This includes Police, Fire, Sewer, Paramedics, etc.) ☐ Yes	-	-	-		most rece	
	(if yes) 5b. How wor contact ☐ Excellent ☐	with?					•
P6.	How well do you think Redmond City Government keep Excellent Good Fair Somewhat poor Very poor A Why do you feel to			•			Not Sure
7.	☐ Don't Know / Not Sure How much do you agree with this statement: "I believe to the statement of the stat	he City is o isagree ☐	pen to con Disagree	nmunity ideas Totally [and willing Disagree [to act on ☐ Don't K	them." now / Not Sure
8.	Beginning in 2008, the City developed its budget ba informed. Do you feel Redmond City government's improved, gotten worse or stayed the same? ☐ Improved ☐ Gotten worse ☐ Stayed the same	efforts to	be transp	arent about h			
9. F	Please rate each of the following as to how useful it migh	nt be to keep	p you info	rmed or involv	ed in City is Not	sues and Not at	decisions.
			Very Useful	Somewhat Useful	Very Useful	all Useful	Know/ Not sure
В							
C	government access TV station) Receiving direct mail postcards or flyers about specific Cit Visiting the City website (Redmond.gov)						
F	Attending community meetings Signing up for electronic publications, invitations, etc. to be	e e-					
G	mailed to you Attending small discussion groups in your neighborhood						
9h.	Do you receive a City of Redmond utility bill for your ho ☐ Yes	useful recei med about	City issue	S	-		oill might be Don't know/
	,		_	, _			Not sure

C9j. If you were given a choice, which would be your preferred manner and method of receiving quarterly news information from the City of Redmond? PLEASE CHOOSE ONLY ONE Printed 8-page newsletter mailed by USPS (US Postal Service) Electronic magazine Don't know / Not sure							
10.	How satisfied are you with the Po Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't know / Not sure			ay?			
	How safe do you feel walking ald ☐ Very Safe ☐ Safe	one in your neighbo		. ? safe □ Don't Kno	ow / Not Sure	;	
10c.	How safe do you feel walking alo ☐ Very Safe ☐ Safe	ne in downtown R	edmond at night 	nt, such as after a safe ☐ Don't Kno	dinner or m ow / Not Sure	ovie?	
	Police services: Indicate if you t	hink the CITY sho	uld put more er	mphasis on it, les	s emphasis	on it, or if	
A B C D	General patrol in neighborhoods Personal safety education General patrol in business district Crime prevention programs in sch Neighborhood Watch crime preve	iools	The City should put more emphasis	The City should put less emphasis	Okay as it is now	Don't Know/ Not sure	
F	Focused traffic operations for spe driving						
P12. How satisfied are you with the fire response service in Redmond? ☐ Very Satisfied ☐ Satisfied ☐ Neither Satisfied nor Dissatisfied ☐ Dissatisfied ☐ Very Dissatisfied ☐ Don't Know / Not Sure P12a. How satisfied are you with emergency response service the Redmond fire department provides? ☐ Very Satisfied ☐ Satisfied ☐ Neither Satisfied nor Dissatisfied ☐ Dissatisfied ☐ Very Dissatisfied ☐ Don't Know /							
	Fire services: Indicate if you things okay as it is now.	nk the CITY should	d put more emp	ohasis on it, less	emphasis or		Not Sure
			The City should put <u>more</u> emphasis	The City should put <u>less</u> emphasis	Okay as it is now	Don't Know/ Not sure	
A B C D	Fire response time Emergency medical response tim Disaster preparedness education Fire prevention	e					
P14.	Does your family have a plan in ☐ Yes ☐ No ☐ Not su	case of disaster? ure / Don't know					
P14a. Does your family have an emergency supply kit for at least three days? Yes No Not sure / Don't know							
P15.	How satisfied are you with the a ☐ Very Satisfied ☐ Satisfied			own businesses? sfied \(\square\) Dissatis	fied 🗌 Ver	ry Dissatisfied 🗌	
P16.	How satisfied are you with the C ☐ Very Satisfied ☐ Satisfied	City's ability to kee Neither Satis	p maj or roadwa sfied nor Dissatis	ays open during s sfied ☐ Dissatis	evere weath fied	er events? ry Dissatisfied	Not Sure Don't Know / Not Sure
17. F	Please indicate how satisfied you	are when traveling Very		within Redmond under Satisfied	ising each o	f the following me Very	thods: Don't Know/
Α	Traveling on foot		atisfied nor	Dissatisfied D	issatisfied	Dissatisfied	Not sure
В	Traveling on bicycle						
	Traveling in a carpool or vanpool Traveling on a bus						
E	Traveling on a bus Traveling alone in your car		H		H	H	H

<u>Thi</u> s	s does not include to		o, from, and wasfied nor Dissa			-	ad Danib Kr	/
	_	. —			Dissatisfied	Very Dissatisfie	- Not Su	
P19. Wh	en thinking about	maintaining the City's infras	structure, plea	ise indicate h	now satisfied yo Neither	ou are with each	h:	Don't
			Very Satisfied S		Satisfied nor Dissatisfied	Dissatisfied D	Very Dissatisfied	Know / Not sure
A The		e efforts regarding pothole						
	ewalk trip hazards							
	eet sweeping adway markings (str	ining buttons turn						
arro	ows, crosswalks)	,						
	buildings other that	n schools trails, and open space			$-\Box$			
	•	•						
spa	nking of Redmond' ces in Redmond? Very Satisfied	's park system and recreation Satisfied Neither Sat			are you overal	-	•	now/
	thin the last year, I Very Frequently	how frequently have you use Som ewhat Frequently		Redmond pa ery Frequentl		All □ Don't	know / Not sure	Э
	low satisfied are years. Very Satisfied	ou with the recreation program Satisfied Neither Sat	ams and servi isfied nor Dissa	i ces in Redm atisfied [] [ond? Dissatisfied	Very Dissatisfi	ed 🗌 Don't K Not Su	
P21. Ple	ease indicate if hav	ve you attended or participa	ted in any of t	he following	events or prog	rams within the		-
P21a-d.	For each event/pro	ogram attended or participa	ted, please ind	dicate how sa	atisfied you are			
		Please check the box if you have attended or participated in the last two years	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Don't Know/ Not sure
	Days (Redmond	☐ If yes, please rate your						
	er festival) nond Lights	satisfaction level →						
(Redm festiva	nond winter	☐ If yes, please rate your satisfaction level →						
	travaganza er egg hunt)	☐ If yes, please rate your satisfaction level →						
D. Digita	ıl Arts Festival	☐ If yes, please rate your satisfaction level →						
P22. How engaged or involved are you in community events in Redmond? Very Involved Somewhat Involved Not Very Involved Not at All Involved Don't know / Not sure 23. Parks and Recreation system: Indicate if you think the CITY should put more emphasis on it, less emphasis on it, or if it is okay								
	t is now.	•	The City	•	•	•		-
			should put	t The	City Okay	as Don't		
			more	should				
A. Pı	urchase land for nev	v parks or open space	emphasis	emph	nasis now	/ Not sure ☐		
B De	evelop currently own	ned but underdeveloped						
	arklands rovide teen program	s or events	$\overline{\Box}$	Г	_ i	$\overline{}$		
D Pr	Provide senior programs or events Provide arts and cultural opportunities for the				j 🗀			
	ovide arts and cultu ommunity	iral opportunities for the						
B of	y 2022, the City ex	parding Redmond's future. Topects to accommodate 20,00 in Downtown and Overlake Satisfied Neither Sat	00 more reside . How satisfie	ents and 28,0 d are you wit	000 more jobs.	The City plans	to accommod odate this gro	ate most wth? now /

P25	. Ininking of Redmond's future would you say the City is neaded						
	☐ Definitely in the right direction ☐ Somewhat in the right direction						
	Somewhat in the wrong direction P25a. Why did you choose that answer?						
	Definitely in the wrong direction						
	☐ Don't know / Not sure						
P26	i. How satisfied are you with the variety of entertainment, services, and retail businesses available in Redmond?						
	☐ Very Satisfied ☐ Satisfied						
	Neither Satisfied nor Dissatisfied						
	☐ Dissatisfied ☐ Very Dissatisfied ☐ Ve						
	Don't know / Not sure						
P28	S. Thinking about Redmond's past, how aware are you of the history or historical places of Redmond? Uery Aware Somewhat Aware Not Very Aware Not at All Aware Don't know / Not sure						
29.	The following is a list of environmental initiatives the City is working on. Please indicate how important each is to you:						
	Very Somewhat Not Very Not at all Don't Know/						
Α	Important Important Important Important Not sure Energy conservation and carbon reduction						
В	Waste management and resource conservation						
С	Sustainable development and green infrastructure						
D	Ecosystem conservation and stewardship						
30.	How satisfied are you with Redmond's recycling program?						
	☐ Very Satisfied						
	☐ Satisfied ☐ Neither Satisfied nor Dissatisfied						
	Dissatisfied C30 Why are you dissatisfied?						
	Very bissatistica						
	Don't know / Not sure						
30 b	. How could the City improve its recycling program?						
	 ☐ More education or darity on what can be recycled ☐ More opportunities to recycle difficult items (batteries, scrap metal, tires, etc.) 						
	☐ More hazardous waste recycling opportunities						
	Don't know / Not sure No improvement necessary Other (please specify:)						
31.	When you think of the types of social services those living in Redmond might need, what services come to mind?						
31a	. (Overall) How easy or difficult do you think it is for those living in Redmond to access those social services?						
	☐ Very Easy ☐ Somewhat Easy						
	☐ Soffiewhat Lasy ☐ Neither Easy nor Difficult						
	Somewhat Difficult 31b What makes it difficult to access those services?						
	Very Difficult						
	☐ Don't know / Not sure						
T L -	and the second is a second to be a second control of the second s						
me	ese last questions are to help us group your answers with the answers of other Redmond residents in the study.						
32.	What is your age? 33. Are there children under 18 living in your household? \(\subseteq \text{ Yes} \subseteq \text{ No} \)						
34.	Is your home a ☐ Single Family Residence (includes manufactured or mobile home) ☐ Townhouse or Condominium ☐ Duplex, Triplex,						
35.	Do you or your family currently own or rent your residence? Own Rent						
	What is the primary language spoken in your home?						
37.	Which best describes your telephone usage?						
	☐ Cell phone only ☐ Landline only ☐ Cell phone mainly but have landline ☐ Landline mainly but have cell phone ☐ Use cell phone and landline equally						
38.	Please indicate your gender						