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## CONCLUSIONS

Overall, the 2009 City of Redmond survey found that most residents are satisfied with the quality of life and services that the City of Redmond offers them.

Results show that many residents appear unsure of the City's plan for growth. Currently, 70% of residents feel that the City is headed in the right direction, yet only 37% are satisfied with how the City is planning to accommodate anticipated growth. Nearly half of respondents are "neither satisfied or dissatisfied" (23%) or "don't know" (21%) how they feel about the current plan. Because this is a newly introduced plan, residents will need the City to communicate and inform the public with more details about how the City will implement the plan for growth and what changes that will bring to the community.

One out of three respondents are asking for the Fire Department to place more emphasis on disaster preparedness education (32%), and there appears to be a need for this education as roughly half of respondents do not have a family disaster plan or emergency supply kit in their homes. The disaster preparedness education should target those who are less likely to have a family plan or disaster kit; this includes residents under the age of 45, those with children living in their household, renters, and those living in apartments or condos.

There has been a significant decrease in the proportion of respondents who feel "very safe" walking alone in their neighborhood or in the downtown area at night in 2009 compared to three years ago in 2006. Because of the decline in perceived safety, it is no surprise that residents are asking for more emphasis from the Police Department on general patrol in neighborhoods and neighborhood watch crime prevention programs.

Residents are very satisfied with Redmond's Parks and Recreation services. The majority of residents frequently visit a park, with residents under age 55, those with children, and newer residents to Redmond visiting more frequently than others.

There are several areas where respondents would like the Parks and Recreation departments to place more emphasis, including developing currently owned but under-developed parklands and providing teen programs or events. Older residents, those who have lived in Redmond for over 10 years, and residents without children are more likely to want the City to place more emphasis on providing senior programs or events in the future.

At least one in three respondents are less than satisfied with Redmond's current parking situation in downtown, their overall experience traveling in Redmond, or how well the City is able to keep roads clear in severe weather. With this large group being less than satisfied with the roads and traffic, it is not surprising that residents consider traffic or congestion on the roadways as the top issue facing Redmond today.

While the majority of respondents are satisfied with Redmond's recycling program, residents suggest that the program could be greatly improved by offering recycling at apartment or

condo complexes, by educating the public on what exactly can and cannot be recycled, and by allowing more opportunities for difficult items to be recycled.

Overall, residents who have lived in Redmond for 10 or more years are more likely than newer residents to:

- See traffic and congestion in the city as a top issue facing Redmond
- Be satisfied with services offered by the Police and Fire Departments
- Have a family disaster plan and emergency supply kit
- Recognize that the City is open to community ideas
- Say that the City does an “excellent” job communicating issues and decisions
- See an improvement in the transparency of how tax dollars are spent