



Redmond
WASHINGTON

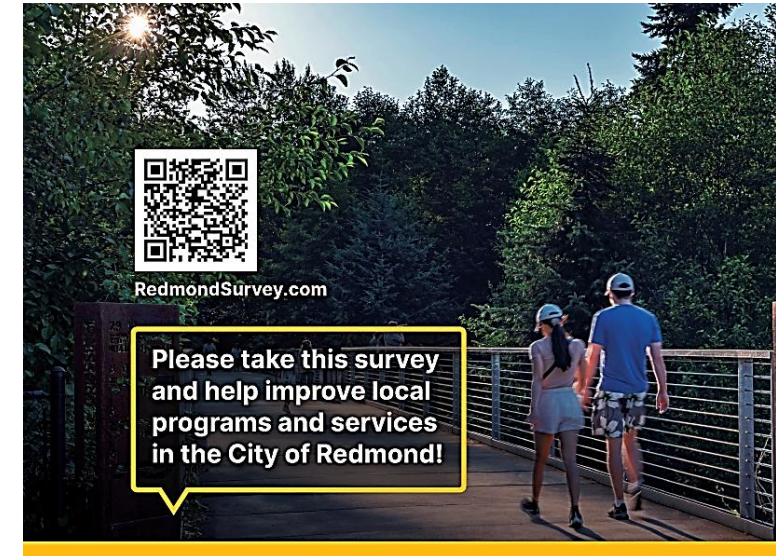


City of Redmond
Community Survey Results
March-April 2025

Project Purpose and Methodology

- ▶ Project goal is to measure general satisfaction with Redmond City government and residents' priorities for future planning and improvements
- ▶ Survey of Redmond residents conducted March 27 – April 28, 2025
- ▶ Like 2023 and 2024, the 2025 survey universe includes all residents, using a randomized Address-Based Sampling (ABS) approach
 - This results in some small differences versus surveys conducted prior to the 2023 survey
- ▶ A total of 536 interviews were conducted; margin of error ± 4.2 percentage points at the 95% confidence interval
- ▶ Survey offered in English, Spanish, Chinese, and Hindi but 99.5% of respondents completed it in English
- ▶ Where applicable, results are compared to past Redmond Community surveys

Postcard invitation:



The City of Redmond, in partnership with EMC Research, is conducting a survey about local issues and priorities. Please take a few minutes to share your opinions by completing this survey. This study is being conducted on a statistical basis and your input will be kept strictly confidential. The results from this study will be used for research purposes only.



TO COMPLETE ONLINE:

Visit RedmondSurvey.com or scan the QR code above. Enter the six-character code on the other side of this card.



BY PHONE:

Call 800-903-2521 and leave your name, phone number, survey ID code, and the best time of day to call you back.

Please note that due to rounding, some percentages may not add up to exactly 100%.

Developer plans thousands of apartments near Microsoft’s Redmond headquarters

AvalonBay’s proposal calls for development of up to 2,500 units



AvalonBay’s proposed master-planned project would connect its existing Avalon Redmond Campus apartments, above, with up to 2,500 new units to be built over the next several years. (GoStar)

By Randy Drummer
CoStar News

March 25, 2025 | 4:19 P.M.



Light rail extension into downtown Redmond, WA just weeks away

By Ramsey Pfeffinger | Published April 2, 2025 11:25am PDT | Transportation | FOX 13 Seattle | ➔

Redmond Council faces community outcry over Old Firehouse Teen Center closure

April 17, 2025 | [Redmond](#), [King County](#), [Washington](#)

Redmond seeks to move resources from popular Old Fire House Teen Center

by Jackie Kent, KOMO News Reporter | Thu, March 27th 2025 at 5:01 PM



LOCAL

New Redmond light rail stations set to open soon



By KIRO 7 News Staff

April 01, 2025 at 10:56 pm PDT

News Releases

Posted on: April 17, 2025

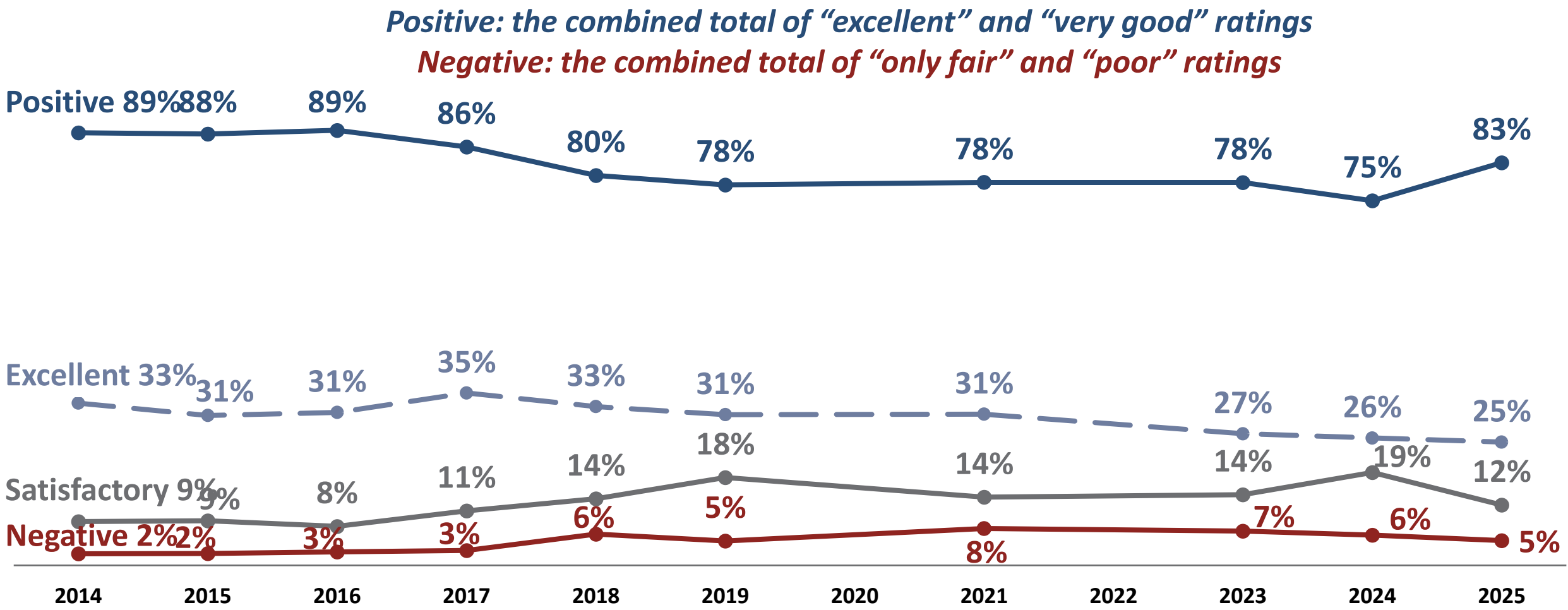
Redmond Police Department to Host Firearm Exchange to Promote Public Safety



Quality of Life and Priorities

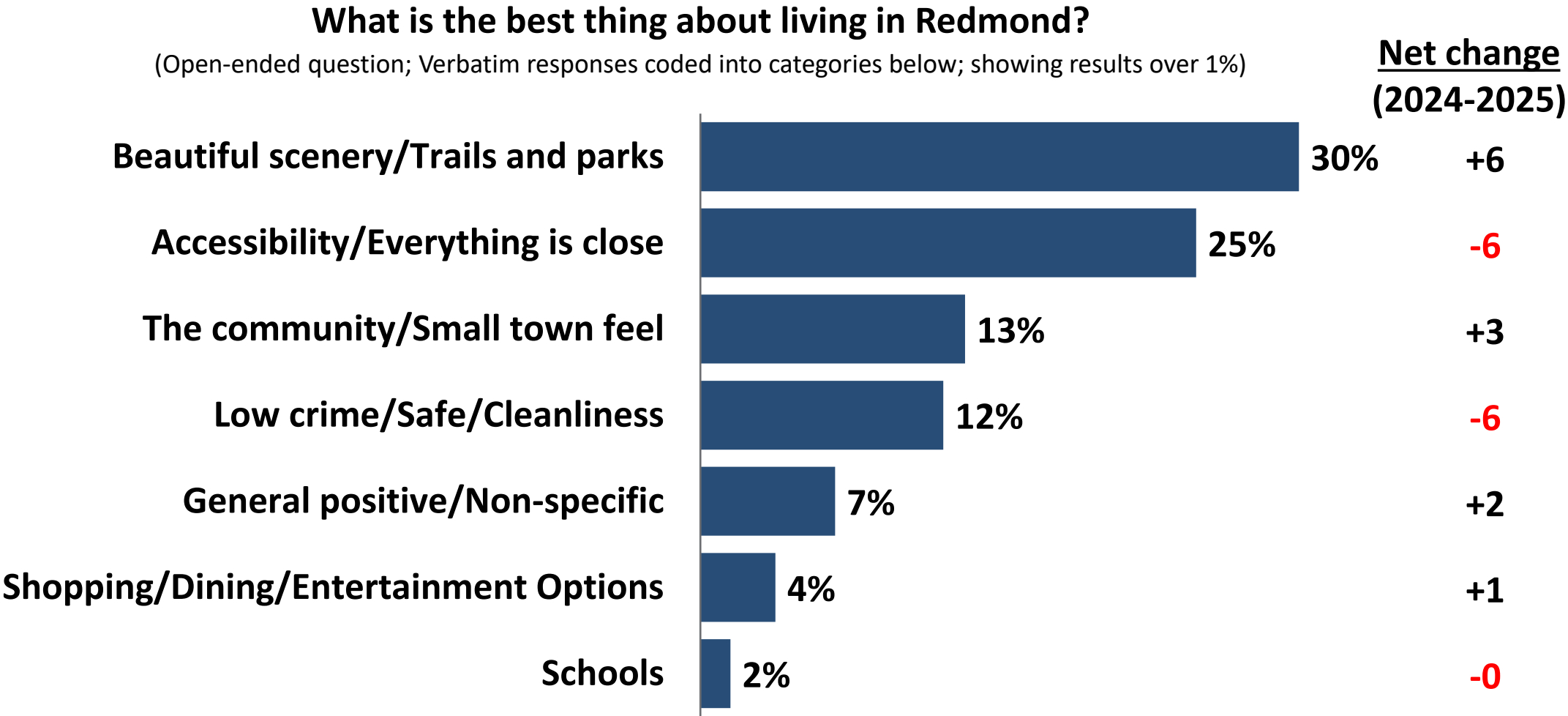
Quality of Life in Redmond – Trend

While “excellent” ratings remain stable, overall positive ratings of the quality of life have increased since last year and are now over eighty percent for the first time since 2018.



Top-of-Mind Positives

Scenery and parks, accessibility, and the small-town feel continue to rank among residents' favorite top-of-mind things about living in Redmond.



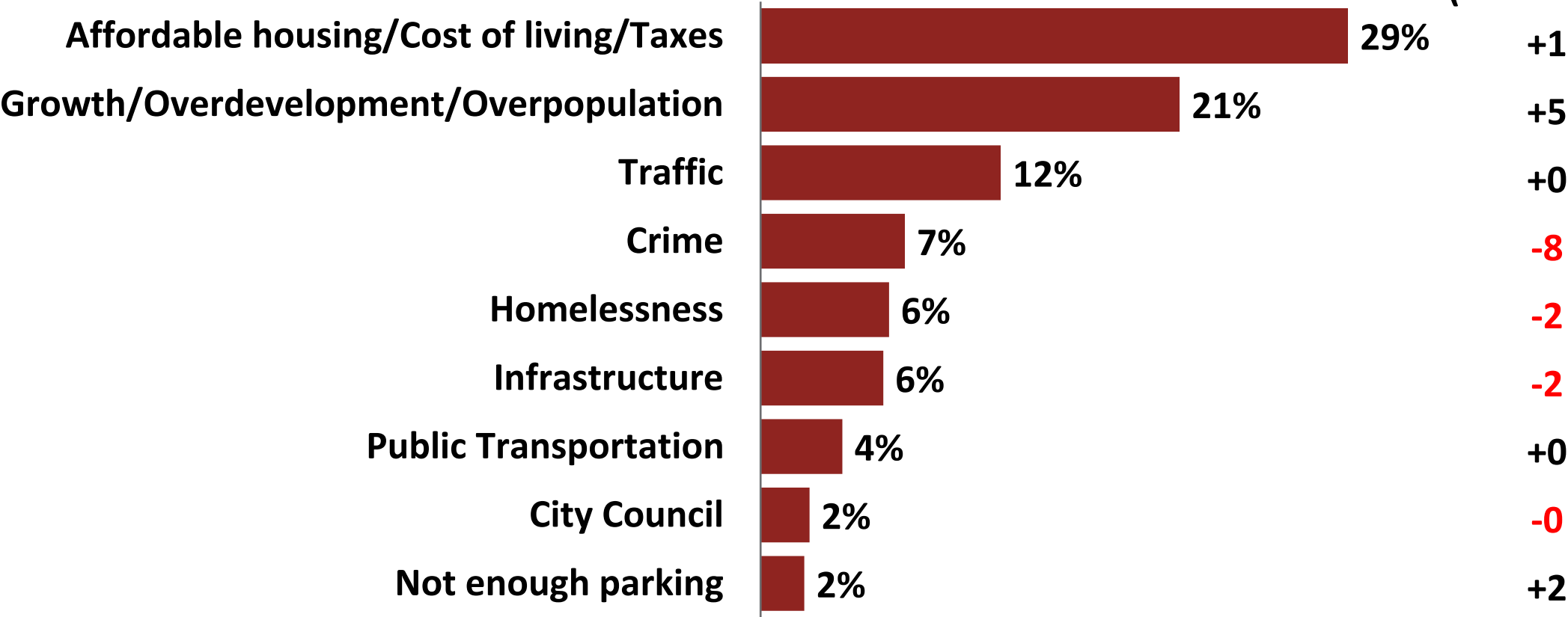
Top-of-Mind Concerns

Residents' primary concerns include affordability/cost of living, growth/overdevelopment, and traffic. Concern about crime has decreased by eight points since last year.

What do you think is the most important problem facing the City of Redmond today?

(Open-ended question; Verbatim responses coded into categories below; showing results over 1%)

Net change
(2024-2025)



Top-of-Mind Concerns Over Time

Affordability remains the biggest top-of-mind problem. Overdevelopment is a concern to a smaller share of residents than in pre-2024 surveys, but is still up compared to last year. Mentions of crime have decreased to 2023 levels.

Note: Showing categories over 1%

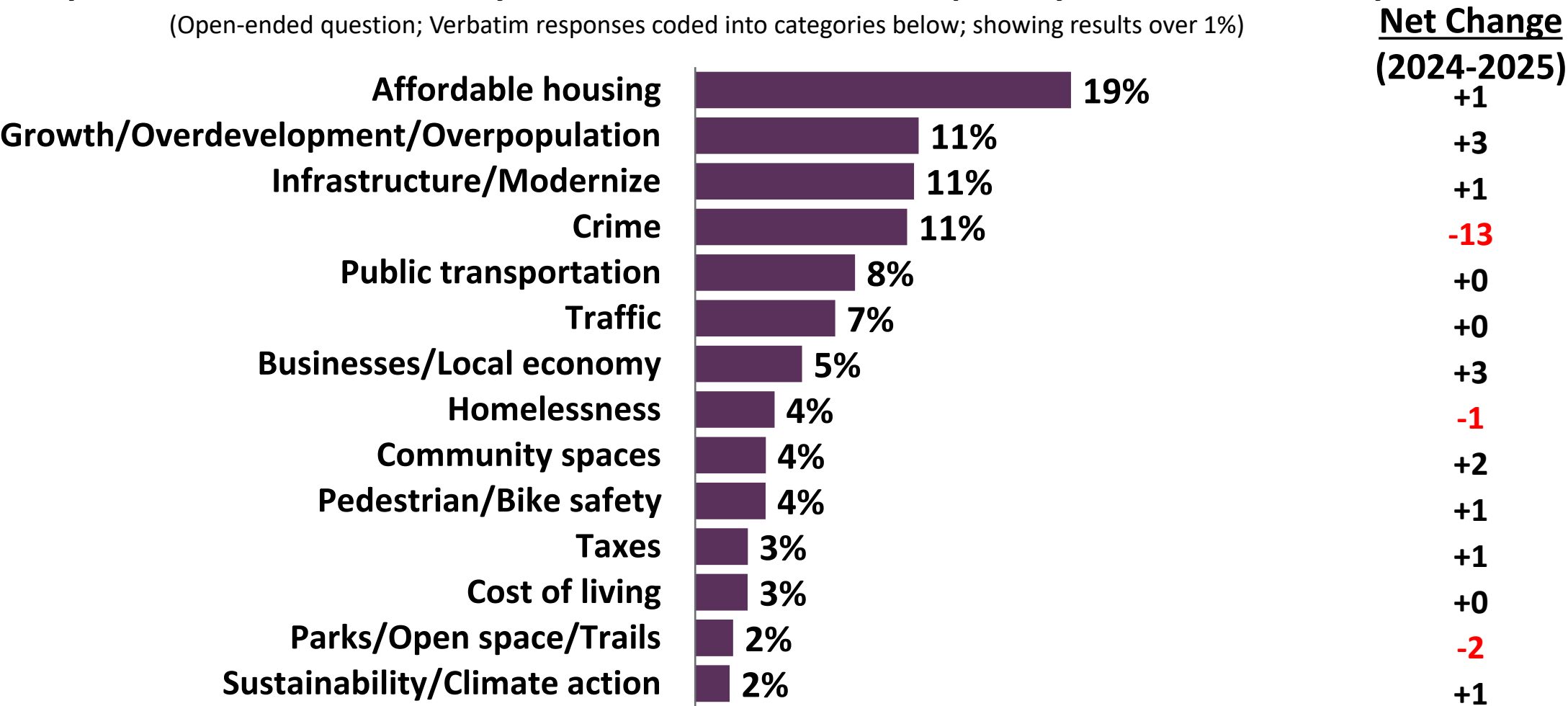
	2019	2021	2023	2024	2025
Affordable housing/Cost of living/Taxes	13%	21%	25%	28%	29%
Growth/Overdevelopment/Overpopulation	29%	26%	25%	15%	21%
Traffic	31%	16%	13%	11%	12%
Crime	3%	6%	7%	15%	7%
Homelessness	4%	11%	4%	9%	6%
Infrastructure	2%	3%	9%	8%	6%
Public transportation	1%	2%	4%	4%	4%
City Council	-	-	-	3%	2%
Not enough parking	1%	1%	0%	1%	2%

Number One Priority

*Affordable housing and overdevelopment continue to be top priorities for the City to focus on over the next couple of years.
Mentions of crime have decreased over 10 points since last year.*

What do you think should be the City of Redmond’s number one priority over the next two years?

(Open-ended question; Verbatim responses coded into categories below; showing results over 1%)



Number One by Region

While affordability is a significantly higher priority among residents living in downtown Redmond, it is the most mentioned priority across the city.

Note: Showing categories over 1%

	Overall	Downtown (n=101)	West of Downtown (n=208)	East of Downtown (n=227)
Affordable housing	19%	32%	14%	16%
Growth/Overdevelopment/Overpopulation	11%	11%	12%	11%
Infrastructure/Modernize	11%	9%	9%	14%
Crime	11%	11%	11%	10%
Public Transportation	8%	9%	10%	6%
Traffic	7%	3%	7%	9%
Businesses/Local economy	5%	5%	6%	5%
Homelessness	4%	3%	3%	6%
Community spaces	4%	4%	4%	3%
Pedestrian/Bike safety	4%	4%	5%	2%
Taxes	3%	-	4%	3%
Cost of living	3%	1%	4%	2%
Parks/Open space/Trails	2%	-	3%	2%
Sustainability/Climate action	2%	2%	3%	1%

Q5. What do you think should be the City of Redmond's number one priority over the next two years?
(Open-ended question; Verbatim responses coded into categories)

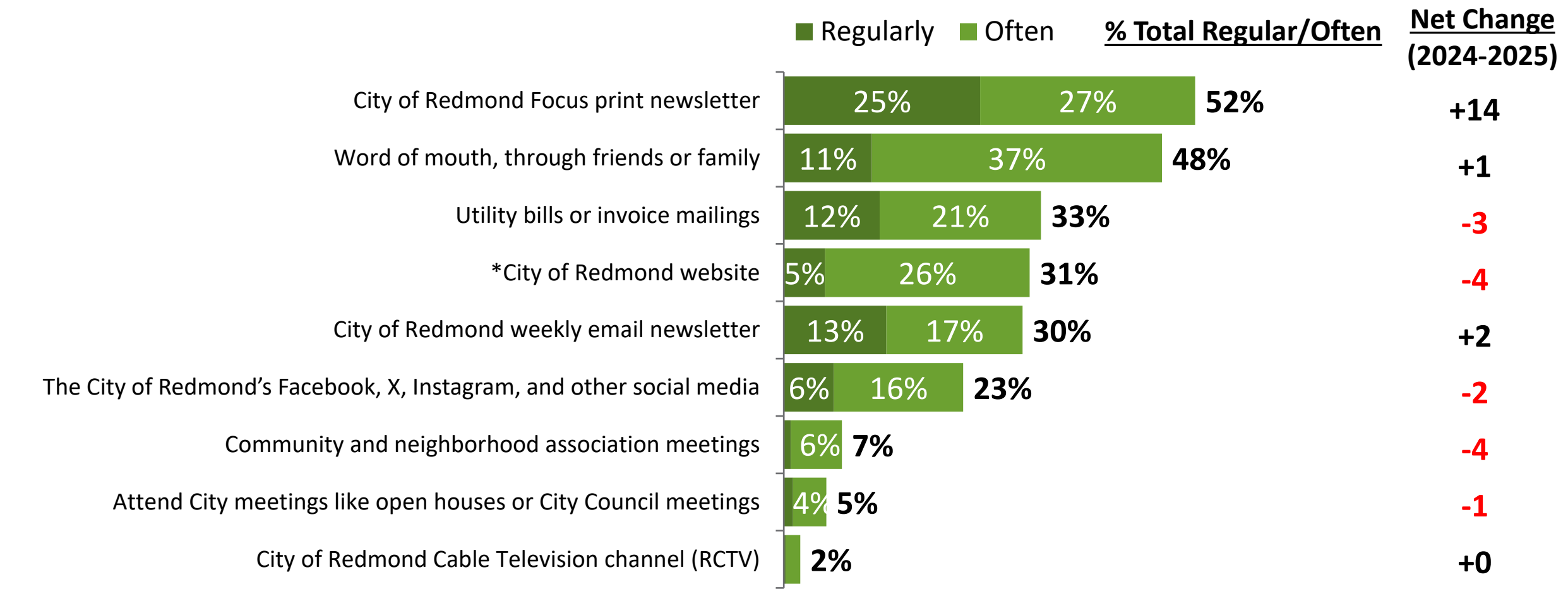
Note: Small subgroup size may impact statistical validity.



City Ratings and Priorities

Information Sources

Half of Redmond residents report getting information about the City via the Focus Print newsletter and word of mouth. Around a third rely on utility bills, the City website, and email newsletter. Use of the print newsletter is up compared to 2024



*Full Question text: “City of Redmond website – www.redmond.gov and/or www.LetsConnectRedmond.com”

City of Redmond's Current Priorities

Consistent with last year, nearly nine-out-of-ten residents of Redmond agree with the four guiding statements as the city's top priorities.

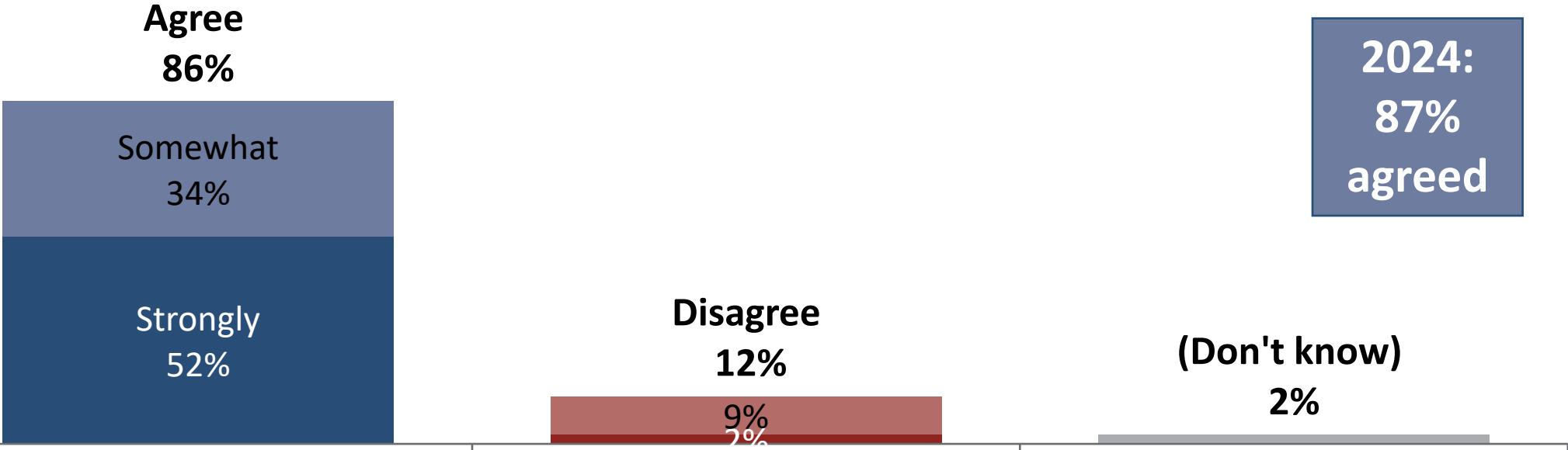
The City of Redmond uses four guiding priority statements when determining how your tax dollars should be spent. These statements say that the programs, initiatives, and priorities the City will fund should be:

- (1) Strategic and Responsive** - We value a city that is welcoming, service oriented, and fiscally responsible

(2) Healthy and Sustainable - We value a healthy environment that supports an active community

(3) Safe and Resilient - We value a thriving community where all people feel safe

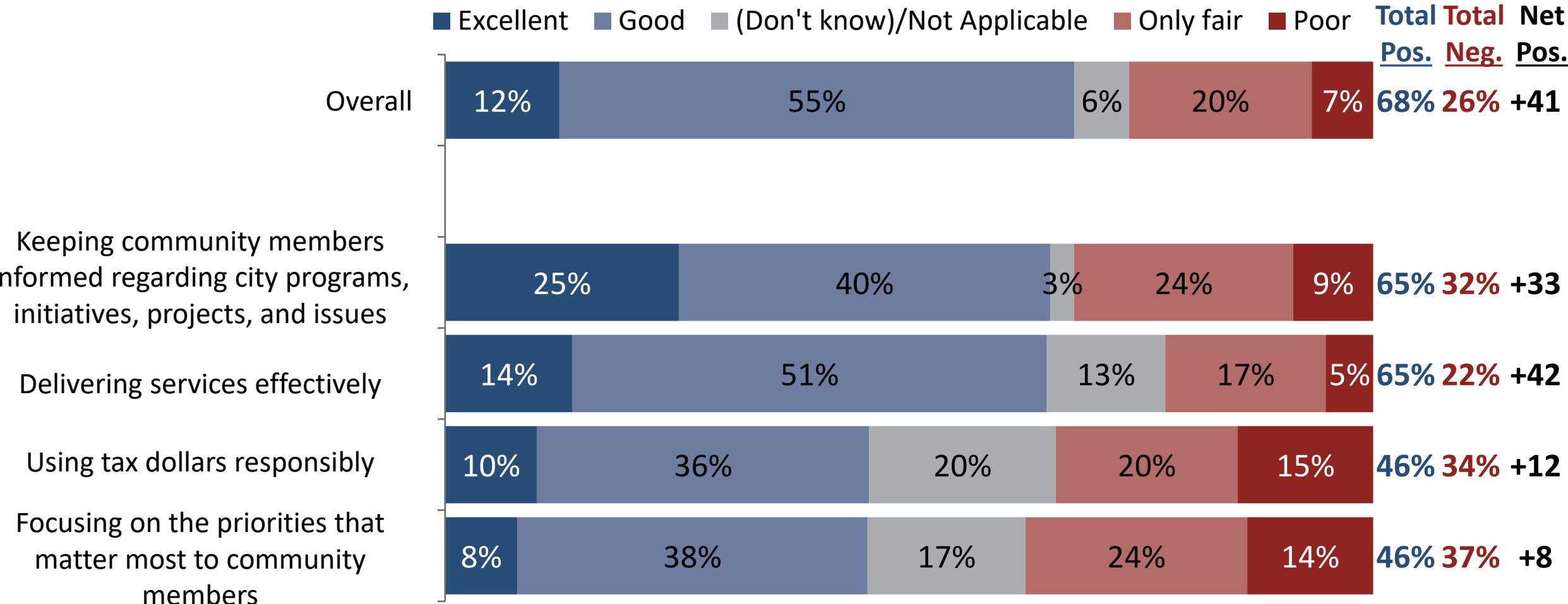
(4) Vibrant and Connected - We value a well-planned and supported community that provides a sense of place



Q13. Do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree, that these should be the City's top priorities?

City of Redmond Job Ratings

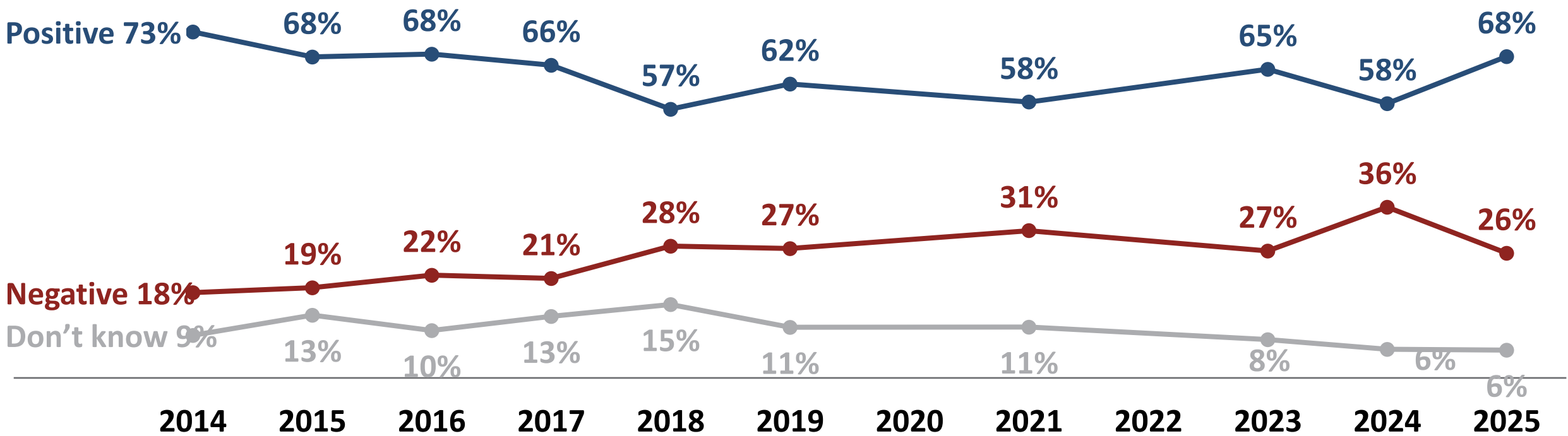
About two-thirds of residents rate the job the City of Redmond is doing overall, keeping community members informed, and delivering services as “excellent” or “good.”



City of Redmond Overall Job Rating – Trend

The City’s overall job rating has increased ten points since 2024.

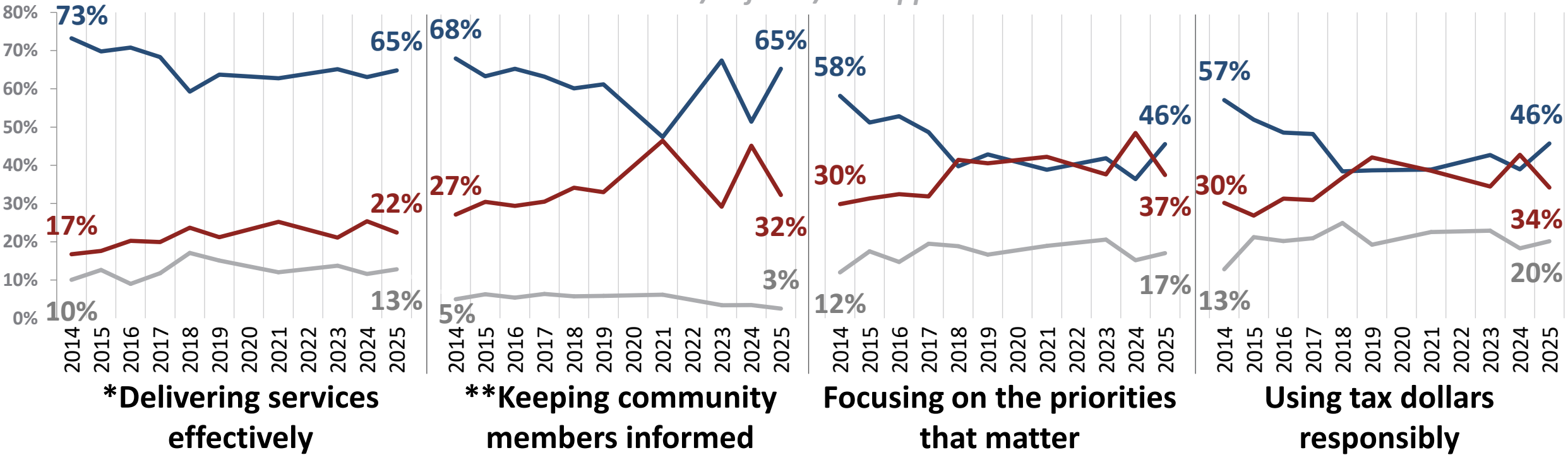
Positive: the combined total of “excellent” and “very good” ratings
Negative: the combined total of “only fair” and “poor” ratings



City of Redmond Job Ratings – Trend

Job ratings have improved across the board, with the most significant increase in the job the City is doing keeping community members informed.

Positive: the combined total of “excellent” and “good” ratings
Negative: the combined total of “only fair” and “poor” ratings
Don’t know/Refused/Not applicable



*Pre-2021, question text was “...delivering services efficiently” **Updated in 2023 to “keeping community members informed regarding city programs, initiatives, projects, and issues”

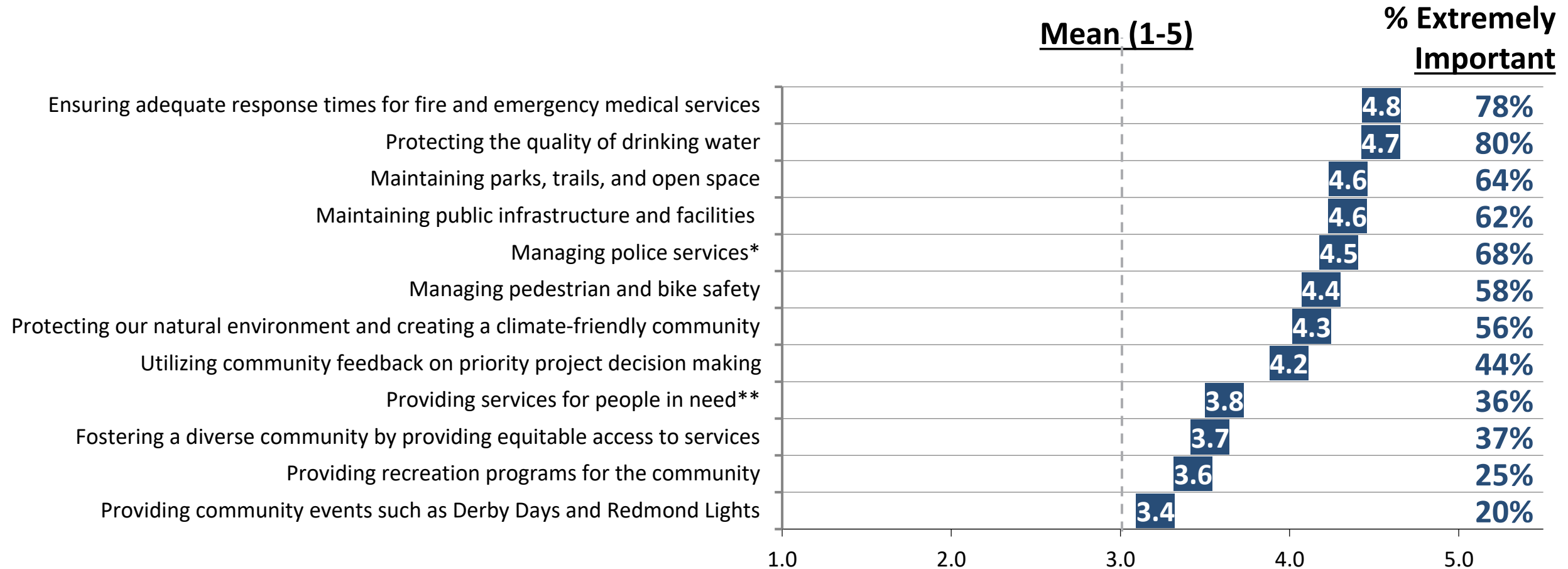
Q6-Q10 Please tell me how you think Redmond City government is doing in each of the following areas. Use a scale of excellent, good, only fair, or poor.



City Services Gap Analysis

City Service/Function Importance Ratings

Adequate emergency response times, protecting drinking water, and maintaining parks, trails, and open spaces are rated highest in importance among Redmond residents.



*Full Question text: "Managing police services including response time, preventing crime and protecting community members"

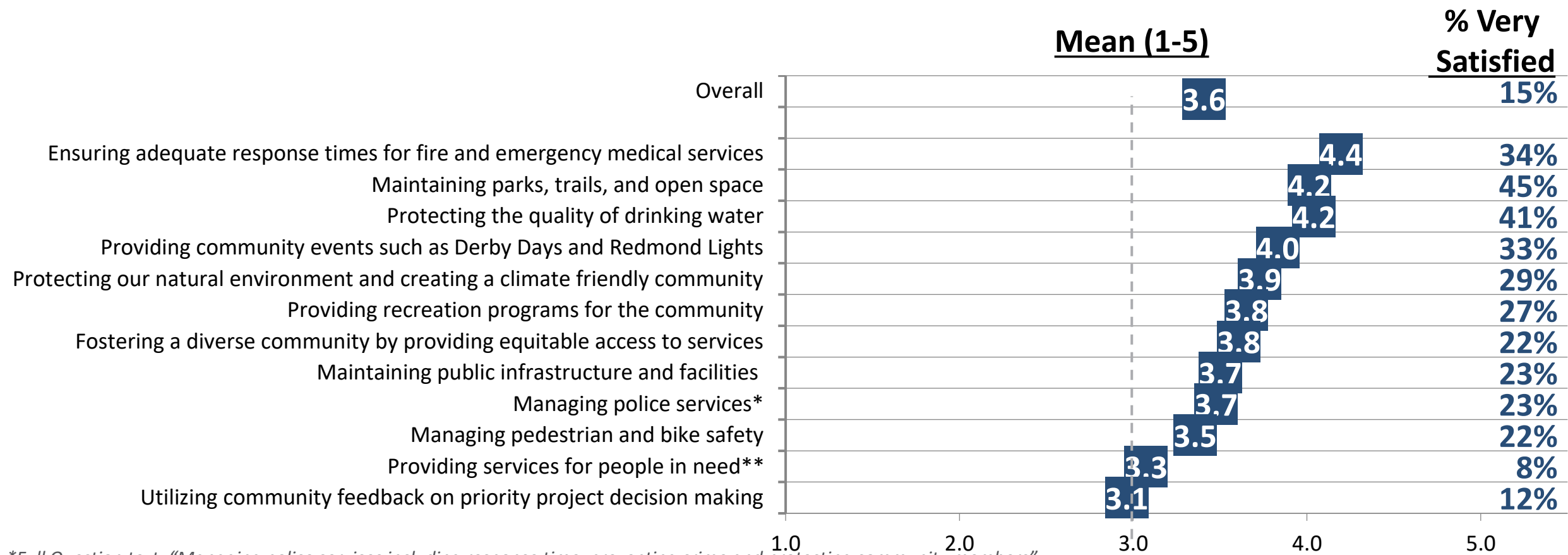
**Full Question text updated in 2025 to: "Providing services for people in need including alternative crisis care and mental health services"

Q27-Q38. Next you will see the same city services and functions. After each, please indicate how important that city service or function is to you and your household.

City Service/Function Performance Ratings



The City’s overall performance rating (3.6 out of 5) is on par with most services. Performance ratings are highest for fire/EMS, parks/open space, drinking water, and providing community events, and are lowest for pedestrian safety, services for people in need, and utilizing community feedback in decision making.



*Full Question text: “Managing police services including response time, preventing crime and protecting community members”
**Full Question text updated in 2025 to: “Providing services for people in need including alternative crisis care and mental health services”

Gap Analysis: Performance as Percentage of Importance



The "gap" is a measure of how well the City is doing based on community members' perceived importance. The area where the City underperforms importance most significantly is its use of community feedback. Most other services have a performance rating equivalent to their importance, or where the City exceeds service importance.

Performance as a percentage of importance



*Full Question text: "Managing police services including response time, preventing crime and protecting community members"
**Full Question text updated in 2025 to: "Providing services for people in need including alternative crisis care and mental health services"

Gap Analysis - Trend

Changes in the size of the gap are driven by changes in perceptions of importance and/or performance. While there has been improvement compared to 2024, the most significant area for improvement remains around utilizing community feedback.

Gap Analysis: Performance as Percentage of Importance	2024	2025	Net Gap Change ('24-'25)
Providing community events such as Derby Days and Redmond Lights	119%	118%	-1%
Providing recreation programs for the community	103%	105%	+3%
Fostering a diverse community by providing equitable access to services	99%	101%	+2%
Maintaining parks, trails, and open space	93%	92%	-0%
Ensuring adequate response times for fire and emergency medical services	90%	92%	+2%
Protecting our natural environment and creating a climate-friendly community	86%	90%	+4%
Protecting the quality of drinking water	87%	89%	+2%
Providing services for people in need**	87%	85%	-2%
Managing police services*	78%	81%	+4%
Maintaining public infrastructure and facilities	79%	81%	+2%
Managing pedestrian and bike safety	78%	81%	+2%
Utilizing community feedback on priority project decision making	66%	74%	+8%

*Full question text: “Managing police services including response time, preventing crime, and protecting community members”

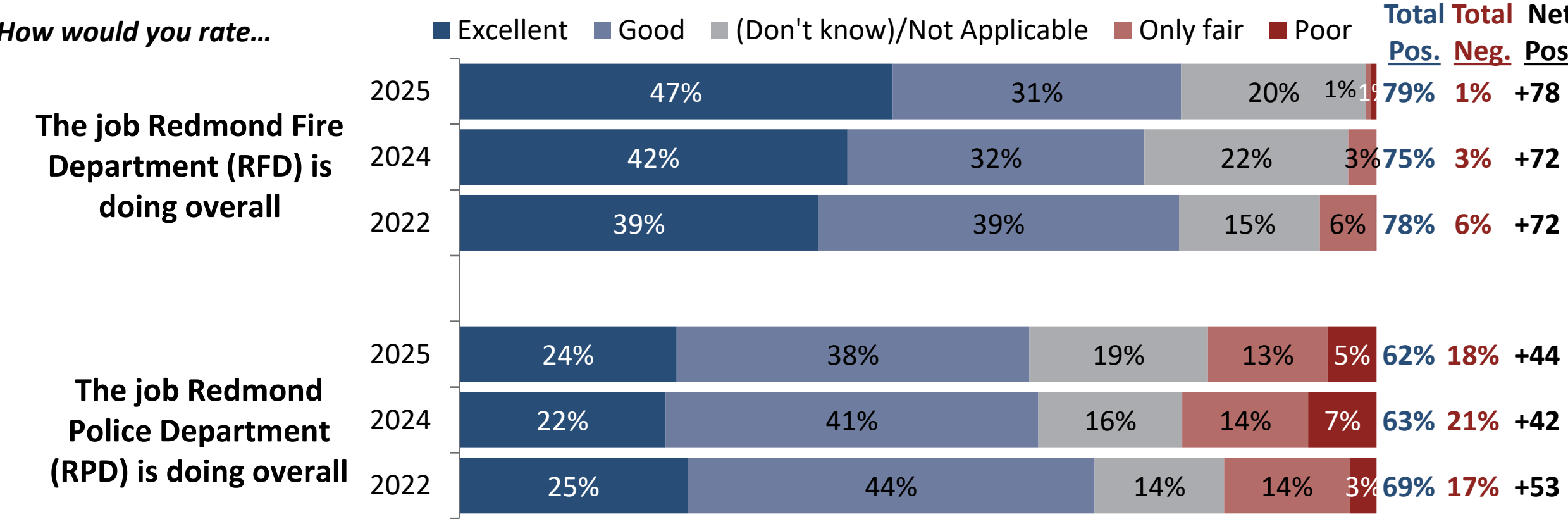
**Full Question text updated in 2024 to: “Providing services for people in need including alternative crisis care and mental health services”



Public Safety

RFD & RPD Job Ratings Over Time

Over three-quarters of residents continue to rate the job RFD does positively, with the share of “excellent” ratings increasing since last year.

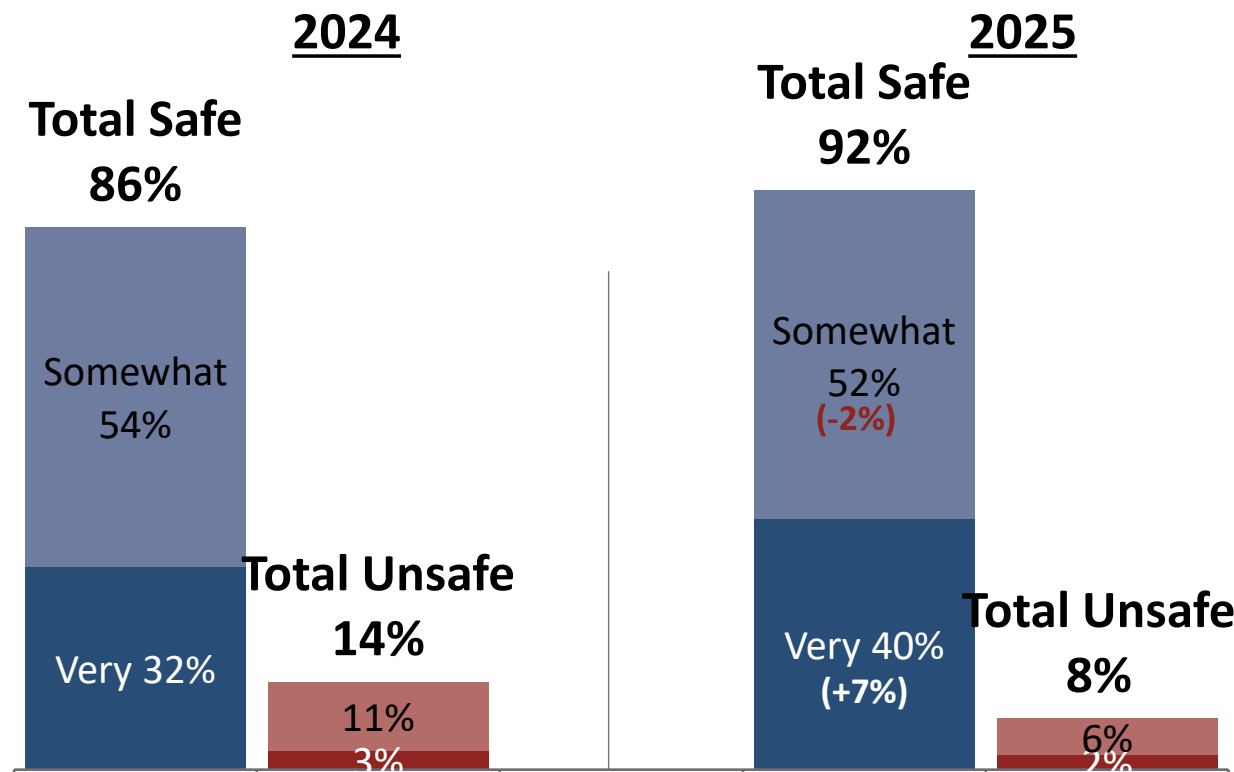


*In 2022, only “don’t know” was offered. “Not applicable” was not a response option.

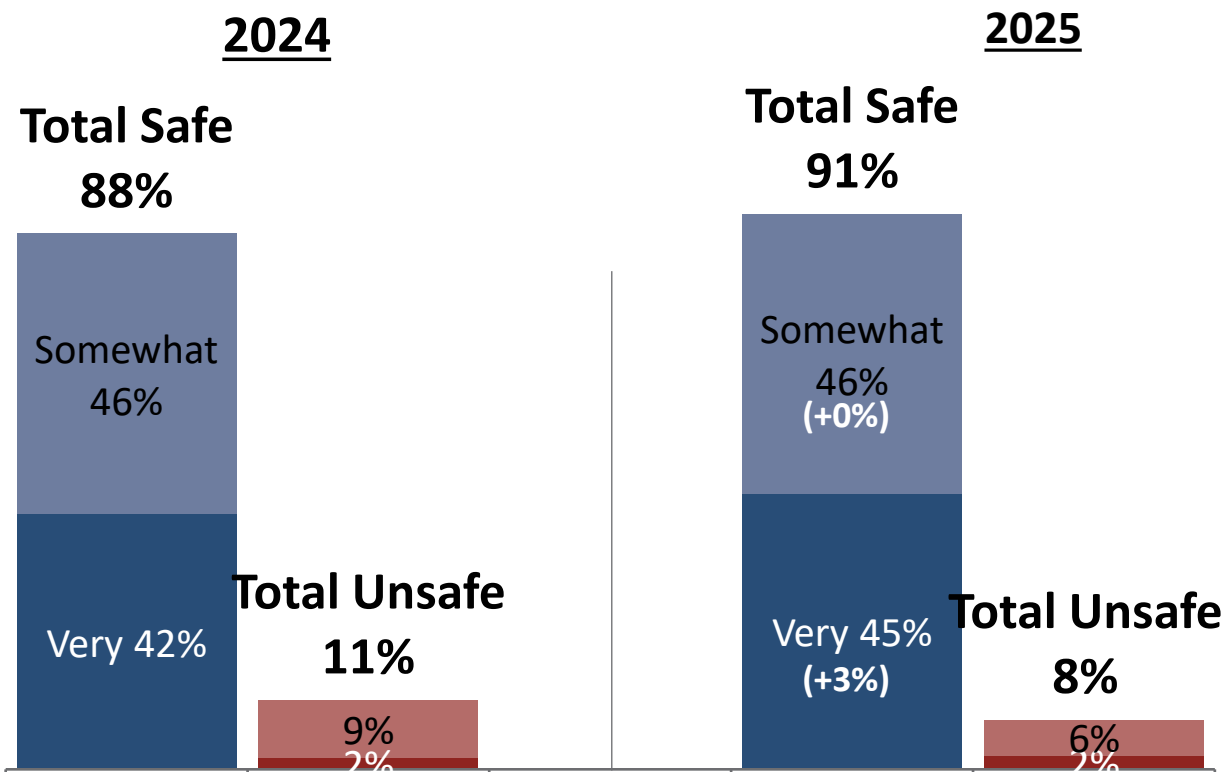
Safety in Redmond

The share of residents feeling safe in Redmond and walking alone in their neighborhood have increased slightly since 2024.

In general, how safe do you feel in Redmond?



And how safe do you feel walking alone in your neighborhood?

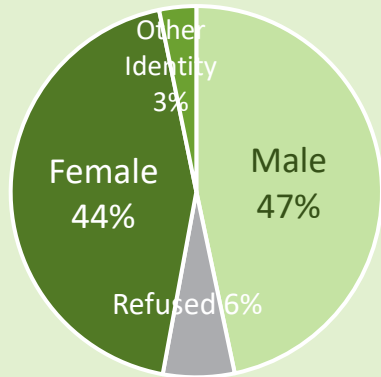


Findings Summary

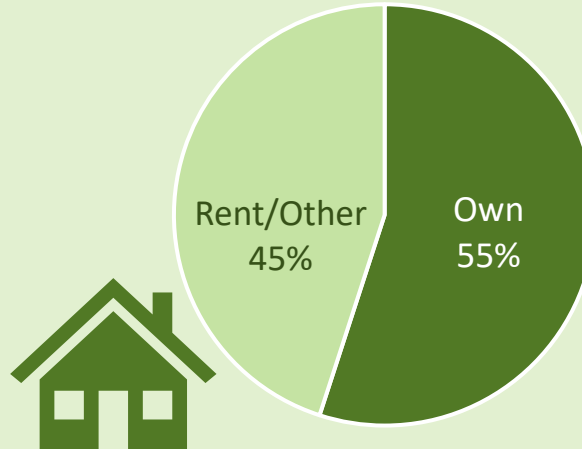
- ▶ Ratings and attitudes have improved in many areas, including quality of life, concern about crime, perceptions of safety, and many of the City's functions and core services.
- ▶ Residents continue to find affordability the most important issue facing Redmond, and it is the top-mentioned priority residents think the City should focus on over the next two years. Concern around growth and overdevelopment is also increasing.
- ▶ Ratings of the job the City does focusing on priorities that matter and using tax dollars responsibly have both improved, reversing declines seen in the 2024 survey.
- ▶ The share of residents who say the City keeps community members informed has also risen, as has the number of residents reporting they get their information from the Redmond focus newsletter. However, utilizing community feedback continues to be an area for improvement.

Respondents' Demographic Profile

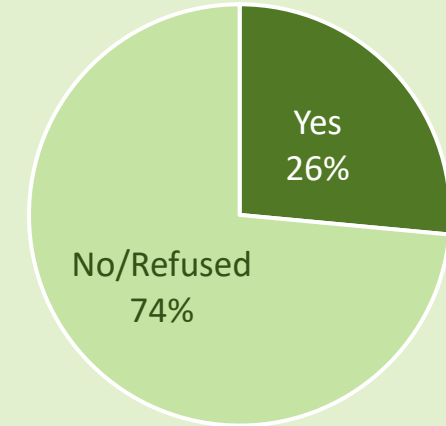
Gender



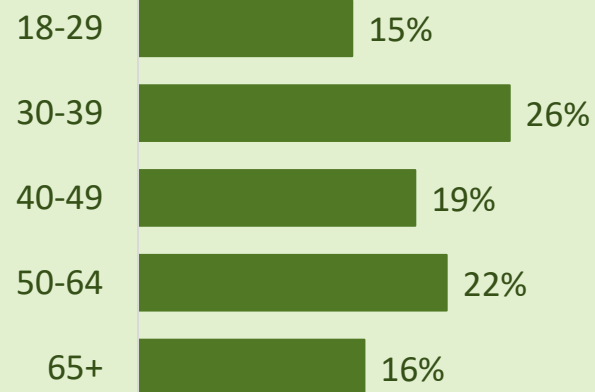
Homeownership



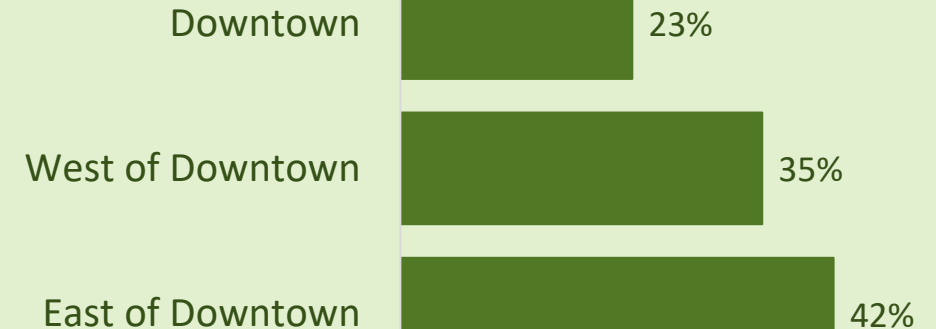
Children in Household



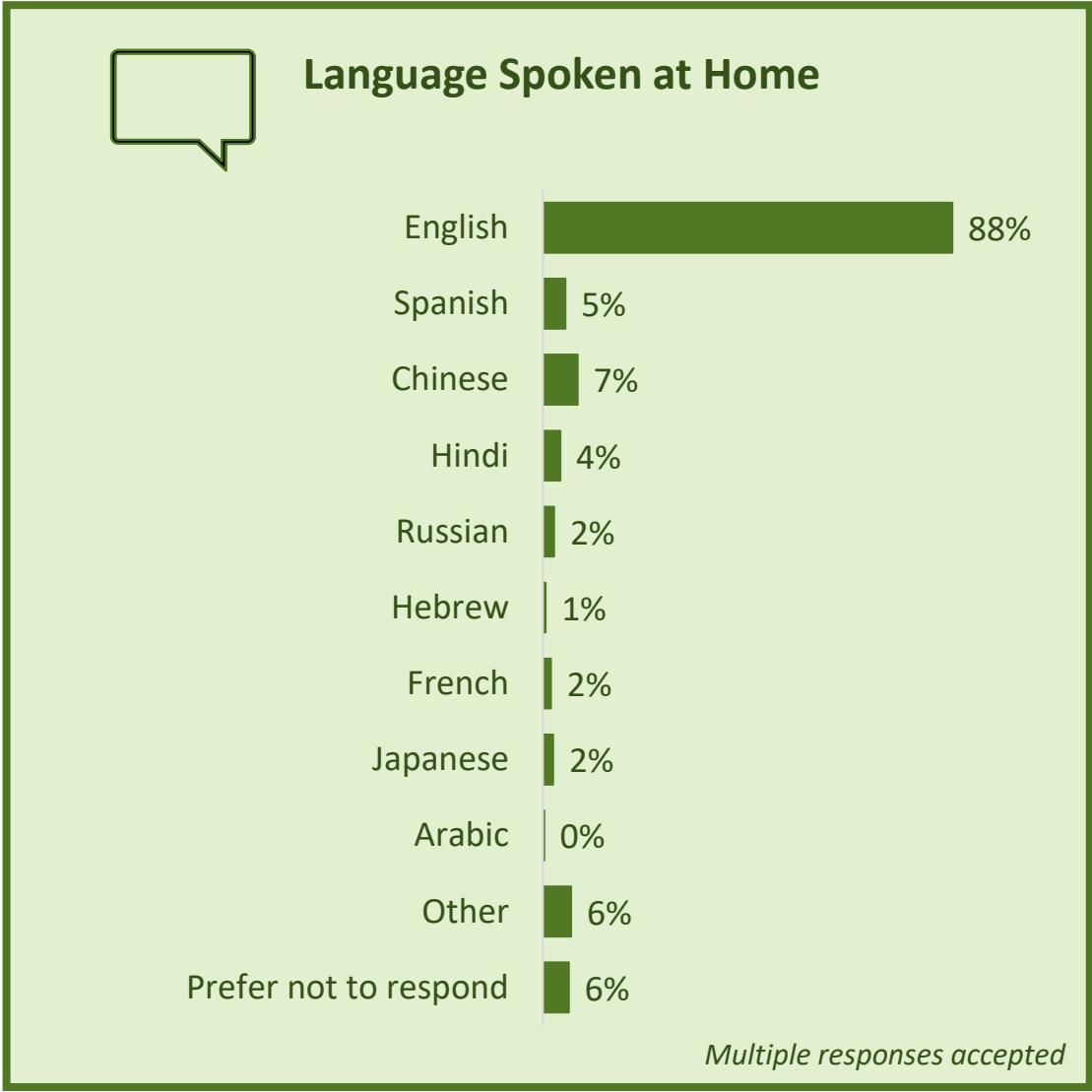
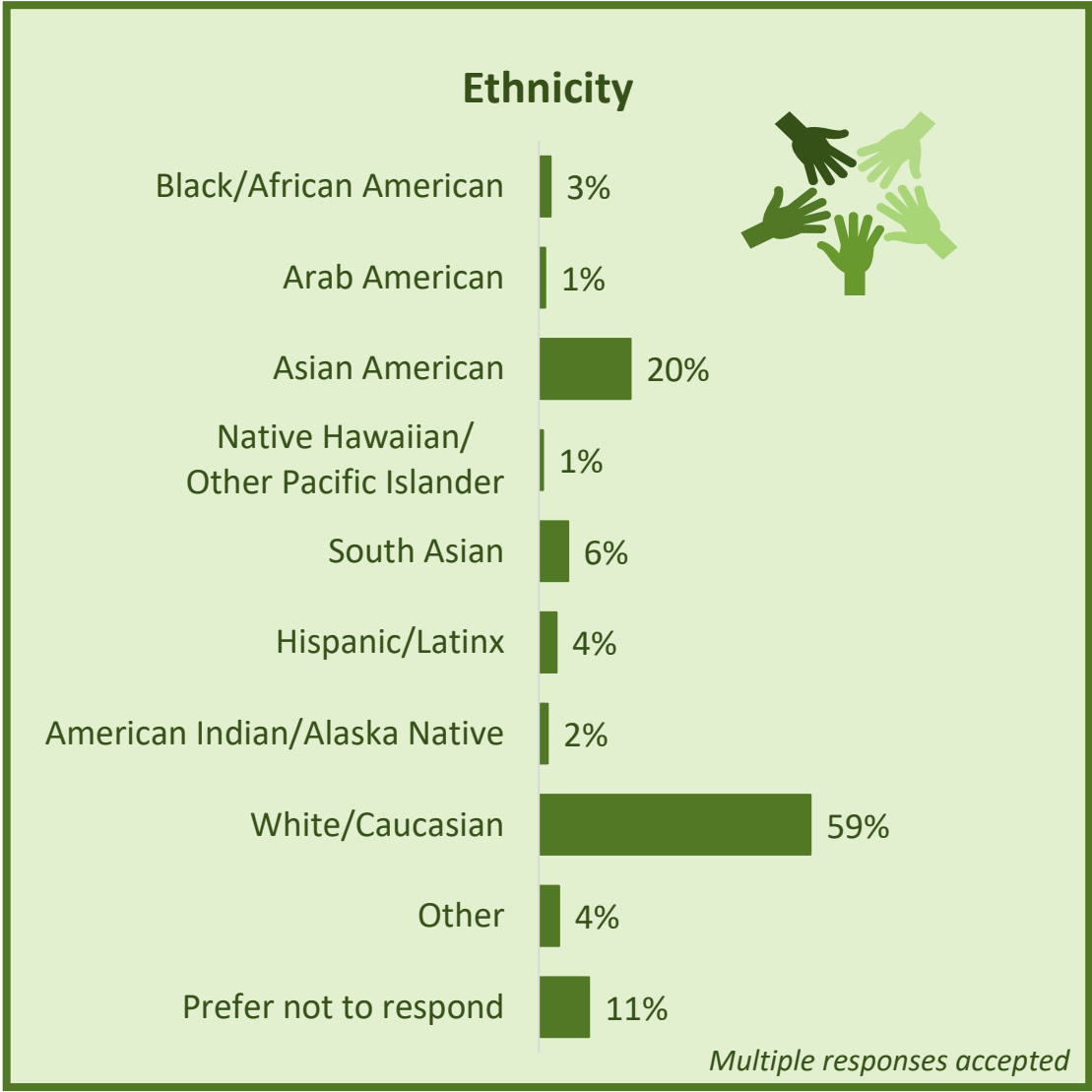
Age



Neighborhood



Respondents' Demographic Profile





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