

Redmond Teen Services Engagement Report

July 2025

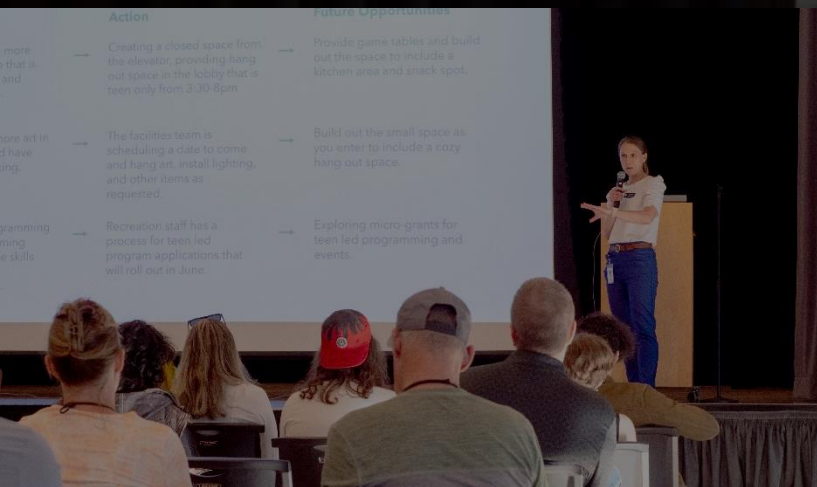


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Executive Summary

In spring 2025, the City of Redmond launched a comprehensive public engagement process to inform the strategic planning of city teen services and programming. This effort aimed to center teen voices and involve a broad spectrum of community members, including current and future families, service providers, and community members. Through a mix of in-person events and online platforms, the City gathered a wide range of input on teens' needs, service and programming access, and effective engagement methods. These findings will help the City plan for future teen services and programming for years to come.

The community engagement process took place from March through June 2025, gathering insights on the following priority areas:

- What Redmond teens need
- How teen services and programming can meet these needs
- Where and how teens access services
- How the City can better support them

The City engaged with the community through workshops, listening sessions, an online questionnaire, community events, and direct outreach to service providers and community organizations.

Communications and Promotions

To promote the teen services engagement website and opportunities to provide input, the City implemented a wide-reaching communications strategy across both physical and digital platforms, including posts on city social media, city email newsletters, and mailers to Redmond residents. The City also displayed posters in public spaces and shared project information through Redmond schools through school newsletters and tabling sessions. Furthermore, direct email outreach was conducted to community organizations, service providers, school groups, and agencies providing services to teens and families in Redmond. This comprehensive approach ensured that engagement opportunities were visible and accessible to a broad audience.

Engagement and Feedback Heard

The City facilitated a range of in-person and online engagement activities to hear from teens, families, and Redmond community members. These included four stakeholder interviews, one meeting with the Redmond Youth Partnership Advisory Committee (RYPAC), one meeting with the Redmond Library Teen Advisory Board (RedTAB), 17 community and school tabling events, two community listening sessions, meetings with six community organizations and agencies, and a city-wide online questionnaire that garnered a total of 317 responses. Additional input came through 28 comments and questions submitted to the City through Q-alert service requests.

Among the diverse perspectives and priorities heard from the community, the following consistent themes emerged:

- Teens and adults expressed a need for **safe, dedicated teen-only spaces** that allow teens to have a sense of ownership and autonomy and where they can safely and comfortably explore their identities without judgement, particularly for low-income and LGBTQIA+ teens.
- Other frequently mentioned needs included **outlets for creative expression and development of life skills** through access to programming and resources in music performance and production, creative arts, career exploration, mental health, financial literacy, mentorship, and volunteering opportunities.
- Teens would like to have **programs designed and led by teens** with the City's support for providing resources for implementation. Suggestions from community members for additional programming include STEM, sports, creative arts, and professional development-related activities.
- Teens and adults frequently emphasized the desire for **free or low-cost accessible services and programming** to reduce barriers to participation for all teens.
- Teens and adults would like **improved transportation access** to and from Redmond neighborhoods and programming locations, with preferences for bus transportation over light rail and suggestions to have shuttle services to residential areas.
- Teens and adults stressed the need for **teen services and programming in a downtown Redmond location** to maintain easy access for teens and their families. **Distributing the locations of programs offered to other areas** such as Marymoor and Overlake could increase access for residential neighborhoods.
- Suggestions on how the City can better support teens include **increased engagement opportunities** related to teen services, programming, and spaces, and **maintaining transparency** about how teen input informs outcomes.
- To **better reach and engage teens in Redmond**, teens suggested communicating through channels such as Instagram, school assemblies, and teen-oriented community events. Teens are also more likely to engage in activities that are endorsed by other teens.
- Teens emphasized the **importance of city teen services staff** who have empathy, shared life experiences, and are relatable to teens.
- Adults recognized that teen services and programs create **positive impacts for families and the broader community**.

Transition of Teen Services Facilities

Occurring alongside the engagement process was the transition of teen services and programming from the Old Fire House Teen Center (OFH) to the Redmond Community Center at Marymoor Village (RCCMV) and other city facilities.

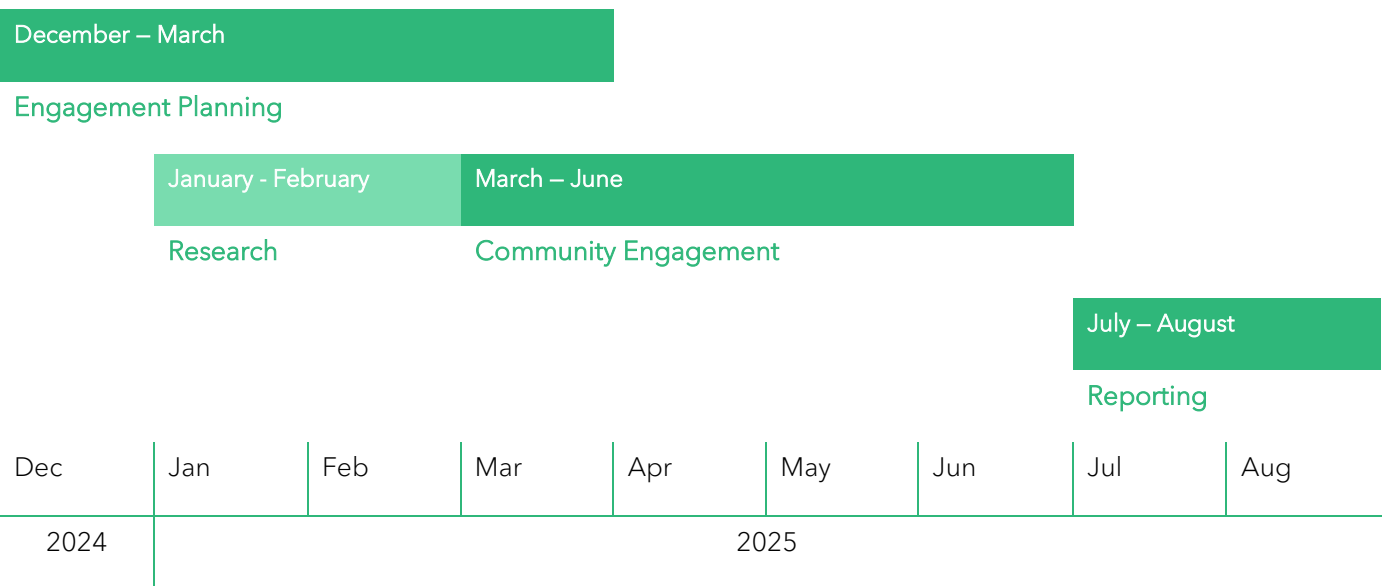
- Many teens and community members expressed connection and emotional ties to OFH, having appreciation for its downtown location as well as its focus on music and arts programming and education.
- Feedback on the new RCCMV teen drop-in space expressed a desire for teens to have increased engagement opportunities around the space's layout and programming.
- Teens expressed an appreciation for the presence of City staff who reflect their identities and values.

Overview

Background

The City of Redmond (City) launched a comprehensive engagement process in spring 2025 to inform the strategic planning of future City teen services and programming. To understand community needs and priorities, the City engaged with current and future teens (ages 11 through 19, or age of high school graduation), parents and families, guardians, caregivers, teen service providers, and the broader Redmond community. The insights gathered about teen needs, preferred service and programming locations, and effective ways for the City to support teen interests will help to inform the planning and development of teen services and programming for years to come.

Planning for the engagement process took place from December 2024 through March 2025. From January through June 2025, the City gathered input from the community through multiple engagement activities, including stakeholder interviews, an online questionnaire, teen workshops, community listening sessions, tabling at community events and schools, and meetings with teen service providers. The City communicated about engagement efforts through the City’s main project webpage, email and social media platforms, and various other channels. The community feedback received was summarized from July through August 2025 through this report to share with the Redmond community. The findings will inform the City’s next steps in planning for future teen services and programming.



TIMELINE OF CITY OF REDMOND'S TEEN SERVICES PROJECT

Engagement Purpose and Objectives

The City’s community engagement on teen services and programming aims to:

- Understand and identify what Redmond teens need and how teen services and programs can address these needs. The City will evaluate current use of teen services and programming in Redmond, identify unmet needs and gaps in services and programming, and forecast what services and programs will be needed for current and future teens.
- Determine the best locations and access methods (e.g., walking, driving, public transit) for teen services and programs in Redmond. The City will analyze existing teen service locations offered by the City and other providers and identify preferred locations and access methods.

Communications and Promotions

The City used a diverse range of in-person and online channels to share key information and updates on the Teen Services Project and promote opportunities to provide community input through various digital and in-person channels.

Communications and Promotions at a Glance

- **One project webpage** on the City of Redmond website with a total of 3,972 page visits from March through June 2025.
- **Two news releases** published by the City of Redmond.
- **7,800 project promotion inserts** mailed to Redmond residents receiving physical utility bills. Digital project promotion inserts were also sent to residents receiving online bills.
- **Project posters** displayed at 10+ city facilities, parks, and other public facilities.
- **55+ social media posts** on the City of Redmond and Redmond Parks Facebook, Instagram, and X pages.
- **Nine email updates** through the City of Redmond and Redmond Parks email newsletters.
- Promotions in **two Redmond City News Now videos**.
- Project promotions on **three monthly city teen programming calendars**.
- Promotions included in various **LWSD Redmond school newsletters** sent to families.
- Emails to **64 teen service providers and Redmond school groups**.
- Participation in **17 community events** and **Redmond school tabling sessions**.

The City's primary communications method for the project was the [Teen Services Project webpage](https://redmond.gov/TeenServices) (redmond.gov/TeenServices), which provided an overview of city teen services and the engagement process, how community members could get involved, and engagement activities completed to-date. The webpage also includes frequently asked questions on the engagement process and the OFH transition.

To announce the launch of the engagement process and encourage community members to visit the project webpage, the City published two news releases on [March 11, 2025](#) and [March 31, 2025](#) and mailed project promotion sheets to 7,800 Redmond residents receiving physical utility bills. Digital project promotion sheets were also sent to residents receiving online utility bills. Project posters were displayed at over 10 city facilities, parks, and other public gathering spaces, such as the Redmond Library.

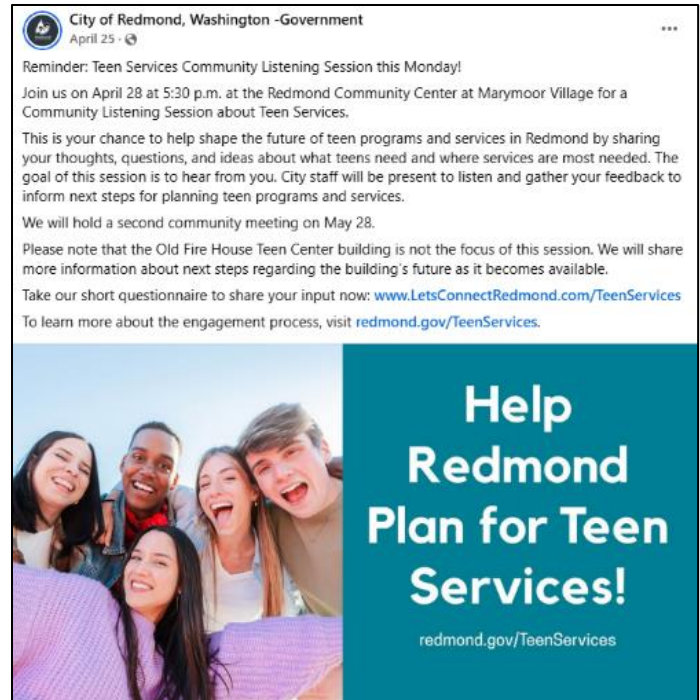
The City also used a variety of online channels to encourage participation in the project, including social media and email newsletters. Community members were encouraged to complete the Teen Services Questionnaire and attend various in-person engagement activities through over 55 posts on the City of Redmond's Facebook, Instagram, and X pages, the Redmond Parks and Recreation (Parks) department's Facebook and Instagram pages, and the Park's OFH Instagram page. The City also encouraged community members to participate in the project through nine City of Redmond and Parks email newsletters and two City News Now videos.

From April through June 2025, QR codes on the City's monthly teen programming calendars directed community members to the project website to learn more and engage. The teen programming calendar was shared at city facilities, on the City of Redmond website, and with Lake Washington School District (LWSD) parents and families through the online PeachJar platform, which has a reach of 12 schools in and around Redmond.

City and Parks staff participated in 17 Redmond community events, fairs, and Redmond school tabling sessions to increase awareness of the project and encourage community members to provide their feedback through the questionnaire and interactive display boards. To learn more about the community events and comments received, see *Appendix F: Community Events Tabling Summary*.

The City shared project information and engagement opportunities with Redmond students and their families through LWSD school newsletters. The City also emailed 64 providers, community organizations, school groups, and agencies providing services to Redmond teens and families. The City invited the following groups to complete the Teen Services Questionnaire, promote the questionnaire on their communications channels and at their facilities, meet with the City to learn more and provide their input, and invite the City to participate at their events:

- 4 Tomorrow
- A Regional Coalition for Housing
- Bellevue School District
- Boys and Girls Club
- Brightmont Academy
- Centro Cultural Mexicano
- Consejo Counseling
- Disability Empowerment Center
- Eastside Pride
- Open Doors for Multicultural Families
- Pride Across the Bridge
- Redmond High School PTSA
- Redmond Library
- Redmond Middle School PTSA
- Redmond United Methodist Church
- Rose Hill Middle School PTSA
- Shining Star - Waldorf Homeschool Community



SOCIAL MEDIA POST ON CITY OF REDMOND'S FACEBOOK PAGE

- Evergreen Middle School PTSA
- Friends of Youth
- Hopelink
- Indian American Community Services
- Islamic Center of Redmond
- King County Housing Authority
- King County Metro
- King County Teen Health Clinics
- Lake Washington High School PTSA
- Lake Washington School District
- Lambert House
- Muslim Association of Puget Sound
- Nikola Tesla STEM High School PTSA
- Sound Transit
- Stella Schola Middle School Parent-Teacher Organization
- The Bear Creek School
- The Overlake School
- Timberline Middle School Parent-Teacher-Student Association (PTSA)
- Together Center
- Washington Teen Link
- Willows Preparatory School
- YMCA
- Youth Eastside Services
- YWCA

Engagement Activities

The City hosted multiple online platforms and in-person engagement activities to gather input from key audiences about the future of teen services and programming and provide updates on engagement completed to-date.

Engagement Activities at a Glance

- **Four interviews** with key stakeholders to understand the context and current usage of teen services and programming and inform the project's communications and engagement activities.
- **Two teen meetings** with RYPAC members, RedTAB members, other teen users of city services and programs.
- **One questionnaire** with a total of 317 responses from community members.
- **28 Service Requests** with questions and comments from community members.
- Participation in **17 community events** and **Redmond school tabling sessions** to share project information and opportunities to provide input.
- **Two community listening sessions** to gather comments, questions, hopes, and ideas about the future of teen services and programming.
- Conversations with **six teen service providers, community organizations, and local agencies** to gather input and discuss potential collaboration opportunities.
- **Four City Council meetings** to provide project updates and share themes of input received.
- **Touchpoints with four Redmond Commissions and Committees** to provide project updates and ask for input on teen services and programming.

In-Person Engagement

Stakeholder Interviews

The City held four interviews in January and February 2025 with city teen services staff, Parks and Recreation staff, members of the Redmond Youth Partnership Advisory Committee (RYPAC), and former OFH supervisors. The objectives of these interviews were to understand the usage of and attitudes toward city teen services, identify underserved populations and their communication preferences, develop targeted messaging strategies, and assess potential risks and benefits with particular attention to socioeconomically vulnerable groups. To learn more about the interviews and insights gained from the conversations, see *Appendix A: Stakeholder Interviews Summary*.

Teen Workshops and Meetings

On April 3, 2025, the City held a co-creation workshop with a total of 30 teen participants, including members of RYPAC and other users of city teen services and programming, to understand how to best communicate and engage with Redmond teens. The City gained an initial understanding of teens' perceptions and questions about the Teen Services Project and worked together to find ways to encourage youth participation in the project. To learn more about the workshop and the feedback received, see *Appendix B: Redmond Youth Partnership Advisory Committee Workshop Summary*. On June 24, 2025, the City also met with 17 members of the Redmond Library Teen Advisory Board (RedTAB) to learn about their needs to feel safe and fulfilled, needs not currently being met, the services and programs that teens would like to see, and how access to these services and programs can be improved. To learn more about the meeting with RedTAB and comments heard, see *Appendix C: Redmond Library Teen Advisory Board Meeting Summary*.

Community Listening Sessions

On April 28 and May 28, 2025, the City held listening sessions to gather comments, hopes, and ideas from community members about city teen services and programming. A total of 26 community members participated in the April 28 listening session, and a total of 20 community members and five City Council members participated in the May 28 listening session. Attendees were divided into groups based on affinity (e.g., teen, family member, alumni of city teen services) for small group listening sessions conducted by city staff members. City staff members asked a series of questions about what participants would like to see in city teen services and programming and recorded the groups' answers. To learn more about the listening sessions and the themes of what was heard, see *Appendix D: April 28 Listening Session Summary* and *Appendix E: May 28 Listening Session Summary*.

Tabling at Community Events

The City participated in a total of 17 community events, fairs, festivals, and Redmond school tabling sessions to provide project information and opportunities for community members to provide input. Community members were encouraged to complete the Teen Services Questionnaire and engage with interactive display boards asking for feedback on where and how residents accessed teen services and programs in Redmond, in addition to how the City can best meet the needs of Redmond teens. Over 1,315 community members and 198 Redmond school teens were reached through this engagement.

To learn more about the community events and the feedback received, see *Appendix F: Community Events Tabling Summary*.



TABLING AT THE JUNE 28 REDMOND CHILDREN'S BUSINESS FAIR

Meetings with Teen Service Providers

The City met with the following teen service providers to provide project information, gather input, and discuss potential partnership and collaboration opportunities to better support city teen services and programming:

- Hopelink
- King County Metro
- Lake Washington School District
- Rotary Club of Redmond
- Youth Eastside Services (YES)
- King County Library System

City Council Meetings

The City attended the following City Council meetings to provide updates on the project to City Council members and community members in attendance:

- April 22, 2025 - Study Session
- May 27, 2025 - Committee of the Whole
- July 22, 2025 - Committee of the Whole
- July 22, 2025 - Study Session

Touchpoints with Redmond Commissions and Committees

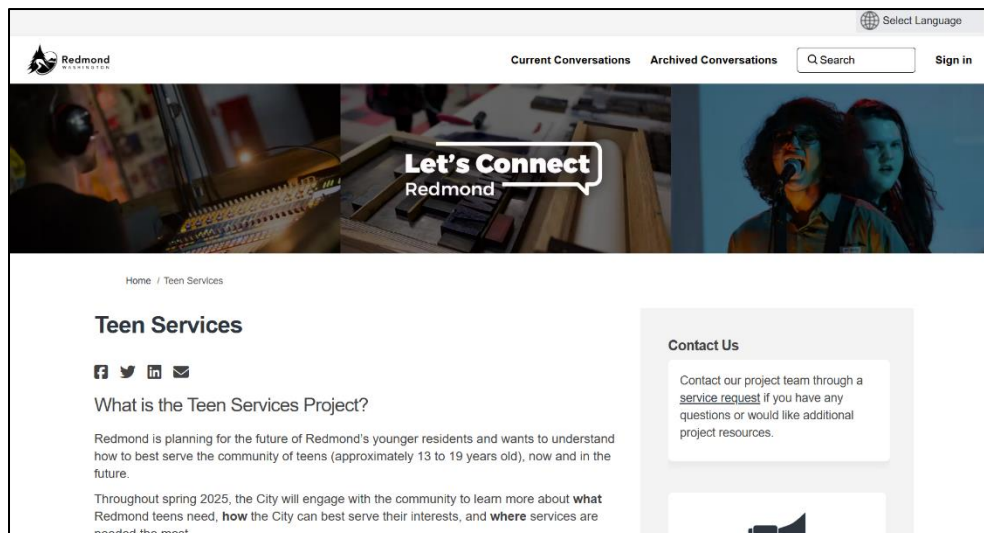
The City conducted touchpoints with RYPAC, the Parks, Trails, and Recreation Commission, the Redmond Arts and Culture Commission, and the Senior Advisory Committee throughout spring 2025 to provide project updates and notify them of the public engagement activities.

Online Engagement

The City provided the following online platforms for community members to learn about the project and provide their comments and questions about teen services and programming:

Let's Connect Redmond Teen Services webpage

The [Let's Connect Redmond webpage for the Teen Services Project](https://LetsConnectRedmond.com/TeenServices) (LetsConnectRedmond.com/TeenServices) hosted the questionnaire where community members shared their thoughts on teen services and programming. The site also offered opportunities to contact the City through a service request and arrange conversations with the City to learn more about the project and provide input. Additional resources and FAQs were available on the main city project webpage at redmond.gov/TeenServices. The Let's Connect Redmond site received a total of about 1,520 visits from March 28 to June 16, 2025. The top methods that site visitors used to access the site include direct URL entry, eNews email newsletters, the redmond.gov/TeenServices page, and City of Redmond and Parks Facebook and Instagram pages.



LET'S CONNECT REDMOND TEEN SERVICES WEBPAGE

Service Requests

Community members were able to submit comments and questions about city teen services and programming through the City's [service requests platform](#) (Q-alert) for city staff to answer and respond. There were a total of 28 service request submissions from the community. To learn more about the service requests submitted, see *Appendix G: Service Requests Summary*.

Redmond Teen Services Questionnaire

The City promoted and encouraged community members to complete a questionnaire to better understand current and preferred usage and access of teen services and programming, how city teen services and programming are meeting the needs of teens, and what improvements the City can make to better serve current and future teens. The questionnaire was open from March 28 to June 16, 2025, and received a total of 317 responses. To learn more about the questionnaire and its results, see *Appendix H: Questionnaire Methodology and Results Summary*.

Engagement Feedback Summary

The following sections highlight key themes found in the community input received from each engagement method. For a more detailed summary of key themes heard from each engagement event or activity, please refer to Appendices A through G.

Early Outreach: Stakeholder Interviews (January – February 2025)

- **Needs:** City staff and stakeholders with experience in teen services and programming described teens who rely on city services, programming, and drop-in spaces as those often underserved by other community programs. Teens who used city services and programming the most gained a sense of autonomy, safety, belonging and cultural inclusion from their peers and the city drop-in spaces.
- **Location:** Interviewees highlighted the importance of physical accessibility through downtown locations and sustained support for teens who may not feel seen or served elsewhere.

Refer to *Appendix A: Stakeholder Interview Summary* for a detailed summary of the stakeholder interviews and key themes heard.

Early Outreach: RYPAC Workshop (April 3, 2025)

- **Needs:** Participants voiced their desire for representation, community-building, and youth-led programming.
- **Communications:** Teens highlighted the importance of peer-to-peer promotion and using social media and in-person outreach in schools to best reach and receive input from teens. Ideas for key messaging included articulating that participation in this project could leave a legacy for future generations and that teen voices matter in shaping future teen services and programming.

Refer to *Appendix B: Redmond Youth Partnership Advisory Committee Workshop Summary* for a detailed summary of the workshop and key themes heard.

RedTAB Listening Session (June 24, 2025)

- **Needs:** Participants identified a need for more free, safe, and recreational spaces and social gathering places, particularly in residential areas that currently lack teen-friendly amenities.
- **Programming:** Participants desire for age-appropriate programming in the arts, sports, and career readiness, as well as better access to volunteer opportunities.
- **Communications:** Key barriers include difficulty finding information about available programs and transportation challenges, especially for those living in areas like Redmond Ridge. Suggestions included creating a centralized database or mapping system to locate services and distributing information through schools and social media.
- **Location:** Services and programs should be located near transit routes and in multiple locations throughout Redmond. Participants called for more sidewalks and bike lanes and for more programming at Redmond parks.

Refer to *Appendix C: Redmond Library Teen Advisory Board Meeting Summary* for a detailed summary of key themes heard.

Community Listening Sessions (April 28 and May 28, 2025)

Participants in the listening sessions included teens, parents, guardians, family members of teens, service providers, alumni of city teen services, and general community members. Both of these sessions surfaced detailed, values-based feedback rooted in past and current experiences with city teen services.

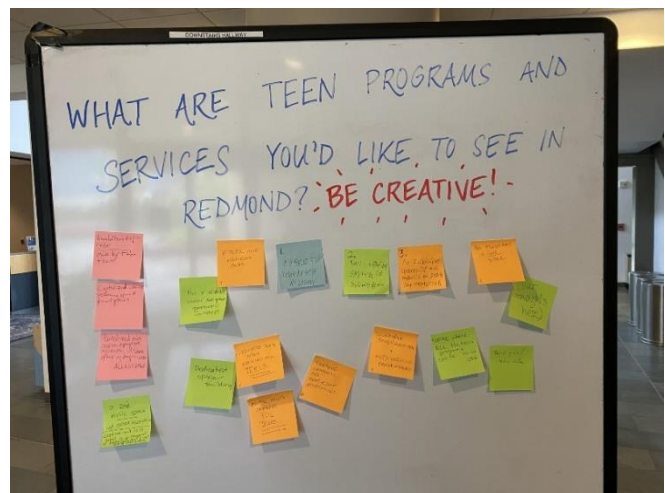
- **Needs:** Teens emphasized the importance of having safe, dedicated spaces for youth, flexible programming, autonomy in decision-making, and access to life skills and mental health support.
- **Programming:** Teens and adults alike expressed interest in culturally inclusive programming and career exposure beyond traditional paths.
- **Location:** Both teens and adults called for increased accessibility, particularly having a central downtown location for services and programming in addition to public transportation options for services and programming in Marymoor Village.
- **Communications:** Teens called for increased transparency in teen services and programming communications and ongoing teen involvement in planning.

The April 28 listening session included display board activities for the participants, asking where and how teens access teen services in addition to how the City can best support teens. Participants shared further ideas and preferences for teen services through Post-it notes. Across both activities, key themes included:

- **Needs:** Comments highlighted the importance of feeling ownership of teen spaces and programming and the desire for teen spaces to be dedicated to teens, inclusive for all identities, encouraging creative expression and inspiring through its décor and design. Services and programming should also be free or low-cost.
- **Programming:** Suggestions for programming included additional mentorship, career exploration, mental health services, and music rehearsal and performance spaces.



MAY 28 COMMUNITY LISTENING SESSION



INTERACTIVE BOARD ACTIVITY AT APRIL 28 COMMUNITY LISTENING SESSION

- **Location:** Comments expressed the desire for services and programs to be offered at a downtown location in addition to being offered across the Redmond neighborhoods. Suggestions also included additional public transportation options to all Redmond community centers. Most teens currently rely on car rides or driving themselves, but prefer walking, biking, or transit-friendly options like buses and shuttles.

Refer to *Appendix D: April 28 Listening Session Summary* and *Appendix E: May 28 Listening Session Summary* for detailed summaries of the listening sessions and key themes heard.

Tabling at Community Events and Redmond Schools (April – June 2025)

Across 17 community events and school tabling sessions, community members expressed appreciation for the City's engagement efforts and Parks programming. The following additional key themes emerged:

- **Programming:** Teens expressed strong interest in volunteering and earning community service hours, while community members offered diverse programming suggestions related to music, arts, sports, STEM, tutoring, debate, and dance.
- **Communications:** Many community members and families didn't know the City offered teen programming and requested information about available services, where services and programming are offered, and how to stay informed.



DISPLAY BOARDS AT A COMMUNITY EVENT

Refer to *Appendix F: Community Events Tabling Summary* for the full list of community events and Redmond schools and key themes heard.

Service Requests for Teen Services (March – June 2025)

The City received 28 service requests related to teen services and programs from March through June 2025. Comments highlighted support for the Old Fire House Teen Center and its music programming, requests for more information about service and program relocation, and invitations from community organizations to collaborate to better support vulnerable teens and teens with disabilities. Additionally, multiple middle and high school students sought volunteer opportunities.

Refer to *Appendix G: Service Requests Summary* for a detailed summary of key themes.

Teen Services Questionnaire (March 28 – June 16, 2025)

A total of 317 people responded to the online questionnaire, with key themes of comments heard detailed below. Refer to *Appendix H: Questionnaire Methodology and Results Summary* for more information about the questionnaire and a detailed summary of the results.

Overview of Teen Needs

The questionnaire reveals that Redmond teens have diverse and interconnected needs that can benefit from city support. Connection and belonging emerged as both the most met and one of the most unmet needs, with 20.2% of teens reporting strong peer connections while 9.0% still lack this support. Parents echoed this finding, identifying belonging as both their top met need (23.2%) and highest unmet need (17.3%).

Teens identified having their voices heard in city decisions as their primary unmet need (22.0%), while only 5.0% feel this need is currently being met.

Core Needs and Desired Services

Primary Needs:

- Connection and belonging with other teens.
- Safe spaces for identity development and community building.
- Creative expression opportunities, particularly music and art creation.
- Increased engagement on activities that impact teens.
- Mental health resources and counseling support.
- Career and academic preparation programs.
- Leadership development opportunities.
- Basic needs support including food security.

Most Requested Programming:

- Expanded arts and creative programming, especially music creation and maker-space activities.
- Increased frequency of existing programs, such as mental health support.
- Employment opportunities, internships, and life skills education.
- Leadership and volunteer opportunities.
- Culturally responsive programming for diverse populations.

Location Preferences and Access

The Old Fire House Teen Center is the top service and programming location preference across all respondent groups, valued for fostering teen autonomy and ownership and for its downtown accessibility. Currently, teens primarily access services through schools and the Redmond Library.

Key Location Findings:

- Strong preference for dedicated teen-only spaces that foster autonomy and ownership.
- Desire for distributed services and programming throughout Redmond neighborhoods.
- Need for services within walking distance of schools.
- Interest in pop-up and satellite locations to improve geographic access.

Transportation Challenges and Solutions

Transportation represents a significant barrier to teen service access. Most teens currently rely on rides from adults or other teens and walking, biking, or rolling, while parents strongly prefer school shuttles that aren't currently available.

Transportation Priorities:

- Assess feasibility of school shuttle services to teen service and programming locations.
- Enhance bus and light rail accessibility.
- Locate services along existing transit routes.
- Support multi-modal transportation options.
- Address current limitations preventing access to non-downtown services.

Recommendations for City Support

Suggestions from respondents for the city to improve teen services and programming include the following:

- Preserve and reinvest in dedicated teen spaces, particularly the Old Fire House Teen Center.
- Create platforms for teen civic engagement
- Expand programming frequency and variety, especially arts and career preparation.
- Ensure all services remain affordable and accessible.
- Develop satellite locations and neighborhood-based programming.
- Implement transportation solutions including shuttles and improved transit access.
- Foster community partnerships to expand resource capacity.
- Enhance outreach and communication to ensure equitable access.
- Design programming that reflects Redmond's diverse teen population.

Responses to the questionnaire indicate that teens value community connections and that the City can improve teen services and programming by providing opportunities for additional civic engagement, transportation access, and program availability and diversity.

Redmond School Affiliation of Respondents

The questionnaire did not ask respondents to identify where they live, however, respondents were asked to choose which school they currently attend, or which school their affiliated teen currently attends.

- ***Similar results whether affiliated with Redmond schools or not:*** When questionnaire results were filtered to represent only responses from respondents affiliated with Redmond area schools versus all schools, **results were strikingly similar across categories** for both current and future teens, and parents, guardians, and caregivers of current or future teens.
- ***Respondents not currently affiliated with a Redmond school tended to have a different Redmond affiliation:*** Some of the respondents who indicated they are not affiliated with Redmond area schools said they live in Redmond and attend school elsewhere, they attend virtual or online school, or their teen recently graduated from a Redmond area school.

Related Topics

During the City's engagement process on teen services and programming, the City also underwent the process of relocating teen services and programs from the OFH to other city facilities. As a part of this process, the City created a new teen drop-in space at the RCCMV. The following sections provide a high-level overview of the engagement activities conducted related to the OFH facility and RCCMV teen drop-in space, in addition to comments received through teen services engagement that directly pertained to both.

Old Fire House Teen Center

Overview

Teen services and programs were transitioned from the OFH to the RCCMV and other city facilities beginning in March 2025 and were operational in their new locations in April. The decision for relocation followed comprehensive facility assessments of the OFH, which found that the building was facing substantial long-term challenges beyond routine maintenance. The proactive relocation allowed the City to ensure continuous teen services and programming while conducting further research and assessments to inform the building's future.



OLD FIRE HOUSE TEEN CENTER
BUILDING

Information and updates about the relocation and OFH were provided on the [Old Fire House Teen Center webpage](https://redmond.gov/OFH) (redmond.gov/OFH). City staff provided a report to City Council on the relocation on March 18, 2025, and provided updates on facility assessments and cost estimates to City Council on April 22 and July 22, 2025.

What We Heard

The following key themes were heard related to the OFH through the teen services and engagement process:

- Many teens, families, and alumni of city teen services made the request to re-open the OFH for teen services and programming.
- Teens who often spent time at the OFH felt a strong sense of ownership, safety, belonging within the building due to the accepting and understanding nature of city teen services staff, commonality of interests and culture with their peers and staff, and the teen-centric nature of the building without needing to share with other community or adult groups.
- The OFH was seen as an important social and creative hub, enabling teens to study, spend time with their peers, access mental health resources, participate in music and arts programming, and play sports in the courtyard space.
- Teens and community members expressed nostalgia and emotional connection to the OFH, recognizing its long history and legacy of empowering teens and fostering community,

particularly with regards to supporting music production, education, and all-ages performances.

- The downtown location of the OFH with access to multiple transportation options made the building accessible to a diverse range of teens.

Teen Drop-In Space at Redmond Community Center at Marymoor Village

Overview

The teen drop-in space at the RCCMV became fully operational in early May 2025, designed and created to provide teens with a unique teen-oriented space within the larger community center. The space features new furniture in addition to art and posters relocated from the OFH.

On May 19, 2025, teens and community members attended a workshop to give additional feedback on further changes and additions to the teen drop-in space. Facilities staff conducted walk-throughs with the attendees to discuss opportunities to expand into other spaces in the building. Based on teens' feedback, further additions to the drop-in space included a snack bar, couches, storage areas, a new TV, video games, and a book nook or sensory-friendly area.



**MAY 19 TEEN WORKSHOP IN THE
RCCMV DROP-IN SPACE**

What We Heard

The following key themes were heard related to the RCCMV teen drop-in space and immediate needs for services and programming through the engagement process:

- Teens expressed a desire to be included in more decisions about RCCMV, particularly around the space layout and furniture, as well as programming.
- Teens emphasized the need for environments that are physically safe and socially and emotionally supportive, especially for LGBTQIA+ and low-income youth.
- Participants expressed a desire for continued or expanded access to resource navigation, including mental health support and staff who reflect their identities and values.
- Teens want to be involved in the evolution of the drop-in space through defined decision-making roles, regular meetings, and clear communication about how their feedback is being used.
- Both teens and adults noted that for the space to succeed, it must feel authentically teen-led, creatively enriching, and culturally inclusive.

Appendix A: Stakeholder Interviews Summary

Overview

The Planning Phase of the Redmond Teen Services project took place from December 2024 through March 2025, and included conducting interviews with select audiences to inform the project's engagement approach and activities.

The objectives of the stakeholder interviews were to:

1. Understand previous and current usage and sentiments of city teen services and programs from community members (e.g., teens, parents and guardians, community members).
2. Gain an understanding of groups to engage and identify underserved audiences.
3. Identify and build profiles of key audiences to engage, including demographics, behaviors, and preferred methods of communication (i.e., methods and channels). Emphasize methods for reaching underserved audiences.
4. Gain an understanding of key messages that will resonate with different groups.
5. Develop an understanding of the potential impacts of this project with regards to risks, consequences, opportunities, and benefits. Identify impacts on underserved audiences and community members with socioeconomic vulnerabilities.

Interview Participants

The City facilitated four one-hour stakeholder interviews with key individuals previously and/or currently involved in city teen services, as outlined in the table below.

KEY STAKEHOLDERS INTERVIEWED FOR TEEN SERVICES PROJECT

Interview Group	Interviewees
Redmond teen services full-time staff	Erica Chua, Recreation Manager Jeff Hagen, Recreation Supervisor Jillian Lowe, Recreation Program Coordinator
Redmond Parks and Recreation Department leadership	Loreen Hamilton, Parks and Recreation Director Zach Houvener, Deputy Parks Director Brittany Pratt, Recreation Business Manager Christina Wilner, Communications & Marketing Project Administrator Erica Chua, Recreation Manager Jason Lederer, Parks Planning Manager

Interview Group	Interviewees
Redmond Youth Partnership Advisory Committee teen leadership	Varnika Bhargava Adhip Ghosh
Former Old Fire House Teen Center directors	Ken Wong Kate Becker

Interview Learnings and Insights

Learnings from the stakeholder interviews directly informed the City's community engagement approach, including the methods and channels used to communicate with key audiences and to promote community input opportunities. Additional themes, learnings, and insights are described below.

- ***City teen services and programs serve a segment of teens who have not found community elsewhere in the myriad offerings for teens in Redmond.*** Many teens in Redmond are motivated and proactively participate in externally organized programs and activities, including sports, volunteering, and other interests. Teens who use and depend on city teen services and programs the most are those who have not found other places or activities to be accessible in terms of finances, safety, and belonging.
- ***For teens, having autonomy is important and unique.*** Historically, teens have had significant ownership over their programming and services offered through the City. Collaborative oversight from the City has provided additional infrastructure, safety, and stability to teen services and programs. Teens have also felt a great sense of ownership over the Old Fire House Teen Center (OFH) and the teen-centered space that the facility provides.
- ***Having a space for teens in Downtown Redmond is important for accessibility.*** Interviewees described this benefit from multiple perspectives, noting that having a safe, free, reliable, and teen-dedicated place to spend time, even a short amount of time between school and other obligations, is not a function currently filled well by other venues, including public libraries, the Redmond Senior & Community Center (RSCC), and coffee shops. Studying, socializing with friends, playing games, and accessing counseling services were all identified as important activities that were made possible at the OFH. This theme also includes the important role of the OFH in giving teens a space for music; teen services in Redmond were initially built on the insight that giving teens space for music would reduce friction between this age group and the broader community.
- ***The OFH and teen services, like teens themselves, were impacted by the COVID-19 pandemic.*** The dynamics of the pandemic, as well as necessary budget cuts, impacted the services and programs that the City could offer at the time. Teen services and programming participation, RYPAC participation, and music show attendance were reduced and/or temporarily paused due to COVID-19 isolation guidelines. As in-person activities resumed in the years following, city teen

services and programming continued to see lower participation and attendance levels than it had previously seen before the COVID-19 pandemic.

- ***The project exists in a broader context that may contribute to a more anxious Redmond community.*** Interviewees noted that teens are experiencing anxiety about actions by the federal government as well as global issues; there is already a sense that teens do not have the power to prevent actions that can negatively impact them or their peers, and this may lead to a desire to maintain control over things that feel within their power. It is crucial to continue to build trust with teens and the broader community and demonstrate the City's commitment to elevating the voices of teens.
- ***Gain input from a diverse range of teens, especially teens who do not proactively engage.*** Among the distinct and interconnected groups who participate in teen services and programming in Redmond are teens who are less likely to readily engage with adults. The history of the OFH is marked by adults becoming some of the first adults in teens' lives to ask about their needs and wants, from the initial work of Kate Becker to venture out and find teens where they are, to the annual Youth Summit and RYPAC group initiated by Ken Wong. Redmond's teen services staff continue to honor this today as authentic advocates for the teens accessing services and programs through the Redmond Parks and Recreation Department.
- ***To engage teens, engage them as teens.*** To best engage teens in Redmond, they should be met in physical spaces where they already gather (e.g., schools, teen-centered events). Teens also value transparency, authenticity, and being respected. Most teens will have access to smartphones, tablets, or other digital devices, where Instagram is the primary platform they currently use to engage with the Redmond Parks and Recreation department and learn about city teen-centered events. Teens are also more motivated to attend events or activities if they hear from and are encouraged to attend by other teens.
- ***The City's music-centered programming and resources enabled a thriving music scene.*** Teen musicians took advantage of instruments that were free to borrow and all-ages music opportunities that increased access through affordability. The amazing legacy of music has also generated a caring and enthusiastic community of teen services alumni.

Appendix B: Redmond Youth Partnership Advisory Committee Workshop Summary

Overview

As part of the City of Redmond's engagement on teen services and programs, the City held an in-person workshop with members of the Redmond Youth Partnership Advisory Committee (RYPAC) and other participants of city teen services and programs on April 3, 2025, from 5:00 to 6:30 p.m. at the Redmond Community Center at Marymoor Village (RCCMV). RYPAC is a longstanding youth leadership board focused on community service, engaging in monthly volunteer opportunities, large-scale community events, and sharing their input with Redmond's City Council and Lake Washington School District.

The objectives of the workshop were to:

1. Catalyze participants of city teen services and programs in Redmond to support and promote the Redmond Teen Services project amongst their peers.
2. Gain an initial understanding of the teens' perceptions, questions, and concerns about the project.
3. Gain input and ideas on messaging, engagement, communications, and promotional strategies to best reach and encourage participation from Redmond teens.
4. Gauge the interest and capacity of the workshop's participants to support further project efforts.
5. Build trust between the City and workshop participants to further support project engagement and relationship building.

Workshop Agenda and Activities

The City provided refreshments for workshop attendees and showed display boards with mockups of the new teen drop-in space at the RCCMV for attendees to view.

The workshop began with a brief introduction from City of Redmond staff. Workshop attendees were then invited to voice their questions and concerns about the project, with their questions answered by various City of Redmond and consultant staff.

Attendees then worked in small groups to develop key messages for introducing the project to other teens and calls-to-action for motivating teen participation on worksheets provided by the City. The worksheets invited attendees to design promotional posters and storyboard potential methods to encourage project participation amongst their peers. The teens shared their work in addition to their thoughts and ideas on engagement and communication strategies to best reach and gain input from Redmond teens.

The workshop ended with an exit survey gauging the interest and capacity of attendees to support further project efforts, including developing promotional materials and staffing at community events.

What We Heard

A total of 30 teens attended the workshop, including RYPAC members and other participants of city teen services and programs.

Questions, Concerns, and Ideas to Encourage Teen Participation

The perceptions, questions, and concerns heard from participants largely pertained to the transition of teen services and programs to the RCCMV, with some comments regarding future teen services and programs. Questions and concerns touched on the following topics:

- Transportation options to RCCMV.
- Continuation of mental health services for teens and the Old Fire House Teen Center (OFH) Instagram page.
- Hiring staff for city teen services.
- Maintenance of an independent and teen-led space at RCCMV.
- Strategies to address the decline in teen satisfaction with the public education system.
- Contribution of ideas for the new space and new teen programs.
- Process for art creation from a diverse group of teens.
- Continuation of teen-led programs and events.
- Continuation of bookings from bands in city facility spaces.
- Provision of creative spaces for teens.
- Engagement of teens who may not proactively engage or provide input.
- Teen safety in mixed-aged spaces.
- Continued conversation between city staff and participants of teen services and programs.

Proposed strategies to better reach and gain input from teens in Redmond included:

- Meeting with teens where they already gather, including coffee shops, teen-oriented events and activities, and extracurricular group meetings. Teens may be more likely to engage and provide input through in-person activities rather than through online channels.
- Speaking and providing input opportunities at school assemblies, events, and classrooms.
- Promoting opportunities to provide input through online channels used by Redmond teens, such as Instagram.
- Working with teen representatives (e.g., RYPAC members) and city teen services staff to help promote the project and encourage engagement from other teens. Teens may be more likely to participate when encouraged to do so by their peers and trusted adults.

Ideas for why teens should participate in the project included:

- Building and being a part of Redmond's teen community.
- Contributing ideas for teens' roles in the broader Redmond community.
- Being a part of an engagement process that will leave a legacy for future teens.
- Having teens' voices heard by the City and the broader Redmond community.
- Contributing to a diverse range of perspectives and ideas for teen services and programs.

Worksheets on Key Messages, Posters, and Project Promotion

Workshop participants were invited to design promotional posters with key messages and storyboard potential methods to encourage project participation amongst their peers.

The following are a selection of the posters and storyboards designed by participants. All hand-drawn posters and storyboards are documented through the worksheets collected after the workshop.



SAMPLE OF POSTER DESIGNS BY WORKSHOP PARTICIPANTS

Appendix C: Redmond Library Teen Advisory Group Meeting Summary

Overview

As part of the City of Redmond's engagement on teen services and programs, the City met with the Redmond Library Teen Advisory Group (RedTAB) on June 24, 2025 at the Redmond Library to gather their input on teen needs, desired services and programs, preferences for access and location, and communications strategies. RedTAB is comprised of teen volunteers who provide input on library services, co-design library programs, and organize projects that serve the Redmond community.

Meeting Agenda and Activities

The meeting began with introductions and an overview of the community engagement process from a City of Redmond staff member. The City staff member then asked RedTAB members a series of questions about their thoughts, hopes, and ideas for teen needs and teen services and programming, with meeting participants verbally providing their answers. To encourage thought and creativity throughout the session, participants were encouraged to write down their answers and share with the group, get into pairs to share their thoughts, and provide their answers in rapid "popcorn-style."

What We Heard

A total of 17 RedTAB members attended the meeting, including 14 high school students and three middle school students. The following are key themes heard from the meeting:

Teen Needs and Current Gaps: Participants identified a critical need for more free, safe recreational spaces where they can socialize, particularly in residential areas that currently lack teen-friendly amenities. They want age-appropriate programming, especially in arts and creative expression, as existing offerings predominantly serve older adults.

Desired Services and Programs: Teens are seeking more career readiness opportunities, STEM events, volunteer programs, and outdoor recreational facilities like volleyball courts that facilitate meeting other young people. They emphasized wanting activities that provide resume-building experiences while also serving their social and recreational needs.

Access and Location Preferences: Participants expressed a desire for services and programs to be located near transit routes, schools, and dispersed across multiple areas rather than only downtown, with travel times kept under an hour by bus to accommodate parental concerns. Teens specifically noted that heavily residential areas such as Redmond Ridge need better access to programming and improved transportation options.

Communication Needs: A major barrier identified was the difficulty of finding relevant programs. Participants recommended a centralized database or mapping system that allows them to search for activities by location. They also suggested better information distribution through schools, ads on social media platforms like Instagram and Spotify, and coordination between service providers.

Infrastructure Improvements: Beyond programming, participants called for more activities and programs at parks, more sidewalks and bike lanes, and faster maintenance response times when facilities break down.

Appendix D: April 28 Listening Session Summary

Overview

As part of the City of Redmond's engagement on teen services and programs, the City held an in-person listening session on April 28, 2025, from 5:30 to 7 p.m. at the RCCMV. The purpose of the listening session was to gather comments and questions from community members about what services teens need and where they need these services. The community input received from this session helped to inform the City's communications and next steps for planning teen services and programs.

The objectives of the listening session were to:

1. Ensure that community members, particularly teens and families, feel heard.
2. Gather input on what teens need and where they need services and invite community members to envision their ideal future for teen services.
3. Encourage further participation with the Teen Services Project by completing the Teen Services Questionnaire and promoting future community events with other community members.

Meeting Promotions

The meeting was promoted to the community through the following channels:

- Teen services email listserv.
- Parks and Recreation eNews, Facebook, and Instagram.
- City of Redmond eNews, Facebook, and Instagram.
- Old Fire House Teen Center (OFH) Instagram.
- Redmond.gov/TeenServices webpage.
- In-person tabling at community events.

Meeting Agenda, Activities, and Materials

The meeting began with a brief introduction from City of Redmond staff. Meeting attendees were then divided into small groups based on the following affinity groups:

- Teens (ages 13 - 19)
- Parents, guardians, caregivers, and teen service providers
- Community members and alumni of city teen services

A City of Redmond staff member facilitated a listening session for each small group by asking a series of questions about teens' needs, sentiments, and ideas for future teen services and programs, with participants verbally providing their answers. A consultant staff member took notes for each listening session in real time.

Activities to further gather community input during the meeting included two interactive display boards and a whiteboard inviting meeting attendees to share their thoughts on the teen services and programs they'd like to see in Redmond, in addition to their current and preferred access to teen services and programs.

APRIL 28 COMMUNITY LISTENING SESSION AGENDA

Time	Activity
5:30 – 5:35 p.m.	Community Listening Session Begins Attendees arrived, signed in, received a welcome handout, enjoyed refreshments, and participated in the interactive activities.
5:35 – 5:45 p.m.	Welcome from Parks and Recreation Director Loreen Hamilton, Redmond Parks and Recreation Director, provided an overview of teen services and programs and the engagement project.
5:45 – 6:55 p.m.	Small Group Listening Sessions Lindsey Falkenburg, Redmond Parks Planning Manager, provided an overview of the small group listening session format and guidelines. The following City of Redmond staff facilitated affinity-based small group listening sessions: <ul style="list-style-type: none"> • Lindsey Falkenburg, Redmond Parks Planning Manager – Listening session with teens • Jeff Hagen, Recreation Supervisor – Listening session with parents, caregivers, guardians, and teen service provider staff • Erica Chua, Recreation Manager – Listening session with community members and alumni of city teen services
6:55 – 7 p.m.	Wrap Up and Adjourn Zach Houvener, Deputy Parks Director, thanked attendees for attending and encouraged them to share feedback on the listening session on index cards, take the online teen services questionnaire, and invite other community members to attend a second community meeting on May 28.

What We Heard

A total of 26 community members attended the meeting. Meeting attendees formed small, self-identified affinity groups for listening session discussions as follows:

- Teens: 10 participants
- Parents, guardians, caregivers, and teen service providers: 8 participants
- Community members and city teen services alumni: 8 participants

Small Group Listening Sessions

The following themes were heard in all small group listening sessions.

Current Needs

- Dedicated, teen-only spaces that foster ownership, safety, and belonging, especially for teens who feel that they do not belong in other teen-centered spaces, such as at school or on sports teams.
- Flexible and large drop-in environments with flexible scheduling where teens can be themselves.
- Creative and cultural expression spaces, especially for music and art (recording studios, art rooms, instruments).
- Accessibility in terms of location and transportation.
 - RCCMV is seen as too far and inaccessible.
 - Bus is preferred; light rail is seen as unsafe/expensive.

Current Sentiments

- Desire for more transparency and communication from the City.
- Desire for teen voices in decision-making processes; some dissatisfaction with the City's engagement efforts.
- Desire for increased funding and maintenance of teen-centered facilities like the OFH. Concern that neglect from the City contributed to the OFH facility's deterioration.
- Interest in prioritizing teen-made and teen-led music and art programming, as well as leadership, career, and volunteer opportunities.
- Positive feedback for experiences with the City's current programs and services and high regard for staff.
- Observation that teen spaces and programs have a broader impact. Participants, particularly in the non-teen groups, recognized that support for teens has a ripple effect that then supports families and the broader community.
- Sentiments that teen programs and services are under-promoted. Many expressed that they do not hear about teen services through most of the channels they follow as teens, parents, or community members.

Ideal Future: What Do Teens Need?

- A new dedicated teen space.
- Music and art programs with City-provided supplies and access to studios.
- Volunteer, leadership, and career exploration opportunities.
- Teen-led programming with City support.
- Transparent budgeting and planning processes.
- Respectful, empowered youth involvement in decision-making (e.g., representation, voting).

Ideal Future: Where Do They Need It?

- Near downtown Redmond or somewhere central and visible (e.g., Redmond Town Center, Education Hill). Interest in satellite locations or improved bus/shuttle access from areas further from downtown.

- Spaces not shared with unrelated groups, to maintain a teen-friendly atmosphere.
- Flexible rooms that teens can use freely.

Ideal Future: How Can We Ensure Accessibility?

- Prioritize accessibility, both physical and social.
- Allow for flexibility in scheduling.
- Enable affordability for programs
- Provide consistent communication and transparency.
- Involve teens in meaningful engagement and participation in the City decisions that affect them.

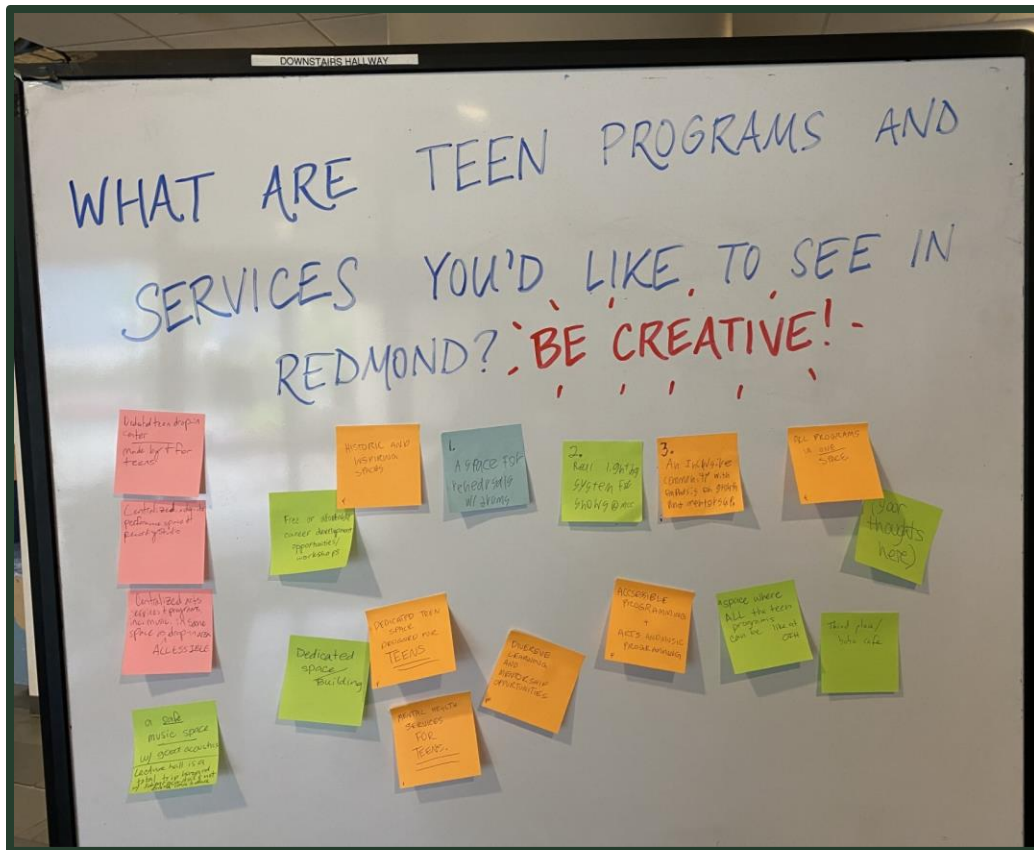
Varying Themes Between Small Group Listening Sessions

The following themes had varying perspectives among the small group listening sessions:

- **Location – Centralized or distributed.** One central location for services creates a stronger sense of community and can ease access for those participating in multiple services or programs. Multiple locations for teen services may enable teens to access services closer to their schools or neighborhoods outside of the downtown core.
- **Schools – Improving partnership or embracing disconnection.** More Redmond teens can be reached through closer partnerships with schools. Simultaneously, teen services attract and represent an important touchpoint for teens who feel disconnected from schools and other typical student groups.
- **Music – Centering this offering or reprioritizing other needs.** While teens and adults alike reinforced the invaluable role and incredible legacy of the City’s historic support of music programs for teens, they also shared a desire to ensure that other interests received similar prioritization and investment.

Post-It Note Activity

Meeting attendees were invited to answer the question of “What are teen programs and services you’d like to see in Redmond? Be creative!” on Post-it notes and display them on a whiteboard. A total of 18 comments were provided.



POST-IT NOTE ACTIVITY

Key Themes: Desired Teen Programs and Services in Redmond

Services and programs desired include:

- Mentorship, growth, learning, career development.
- Teen-focused mental health services.
- Arts, music, and performance.
- Drop-in space.
- Ownership and agency over the space and programming.

Preferred location for services and programs:

- A centralized location in Redmond.
- Space dedicated to teen use that feels distinct from other locations.
- Space that feels inspiring, inclusive, communal, and connecting.

Suggestions to improve accessibility for programs and services:

- Ensure drop-in access.
- Free or affordable programming.
- Ensure transportation accessibility.
- Focus on fostering an environment that feels safe to teens.
- Enable teen ownership, agency, and advocacy.

Display Board Activities

Meeting attendees were invited to provide their input on two interactive display boards.



DISPLAY BOARD ACTIVITIES

Key Themes: Current and Preferred Access to Teen Services and Programs

On the first display board, meeting attendees were invited to answer where and how teens access services and programs in Redmond in terms of current use and preferred use. In summary:

- Most teens currently drive themselves or get a ride from someone else.
- Taking a public bus is the second most common option, followed by pedestrian access.
- Taking a shuttle, public bus, or having pedestrian access are the most preferred transportation options.
- A downtown location for teen services is preferred.

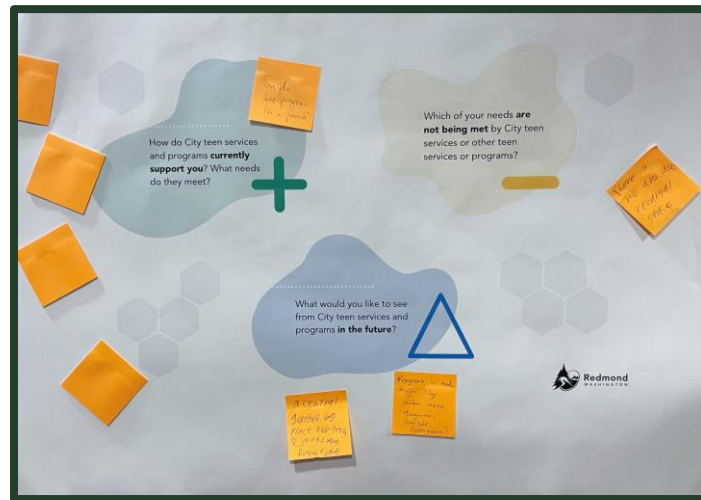


DISPLAY BOARD 1 WITH PARTICIPANT RESPONSES

Key Themes: Teens' Met and Unmet Needs

On the second display board, meeting attendees were invited to answer how city teen services and programs currently support teens' needs, which needs are not being met, and what attendees would like the City to provide in the future. A total of four comments were provided:

- Support for free programs from parents.
- Desire for available rehearsal spaces for music performances.
- Desire for a central, downtown gathering space for teens and musicians.
- Desire for programs in each major city center area (i.e., Marymoor, Overlake, and Downtown).



DISPLAY BOARD 2 WITH PARTICIPANT RESPONSES

Listening Session Feedback

Community members provided the following feedback on the listening session:

What went well:

- Format of small group listening sessions separated by affinity.
- Encouraging conversation and sharing between participants.
- Positive environment.
- Variety of teen services staff representatives.
- Sharing and building on ideas.

Areas to improve:

- Host the community meeting in a location that is more accessible by public transit.
- Introduce conversation norms with more context and sensitivity to build trust and engagement.
- Provide more active facilitation to keep conversations focused and prevent off-topic detours.
- Dedicate more time in future listening sessions for participants to provide more input.
- Refine discussion questions to avoid repetition and prompt deeper exploration of the topic.
- Share cross-group updates or provide access to notes so attendees can learn from other sessions.

Appendix E: May 28 Listening Session Summary

Overview

As part of the City of Redmond's engagement on teen services and programs, the City held an in-person listening session on May 28, 2025, from 6 – 8 p.m. at the Redmond Senior & Community Center. The purpose of the listening session was to gather comments and questions from community members about what services teens need and where they need these services. The community input received from this session helped to inform the City's communications and next steps for planning teen services and programs.

The objectives of the listening session were to:

1. Hear from community members who did not attend the April 28 Listening Session and have not yet provided input.
2. Ensure that community members who have been providing input, including those who attended the April 28 Listening Session, feel like their comments were heard.
3. Gather input on community members' hopes and ideas on the teen programming and services that teens need and where they need them.

Meeting Promotions

The meeting was promoted to the community through the following channels:

- Teen services email listserv.
- Parks and Recreation eNews, Facebook, and Instagram.
- City of Redmond eNews, Facebook, and Instagram.
- Old Fire House Teen Center (OFH) Instagram.
- Redmond.gov/TeenServices webpage.
- In-person tabling at community events and Redmond Schools.
- Redmond school newsletters.
- Event posters displayed at city facilities and parks, the teen drop-in space at the RCCMV, and shared with Redmond schools and the Redmond Library.
- Emails to teen service providers and school groups in Redmond.

Meeting Agenda, Activities, and Materials

The meeting began with a brief introduction from City of Redmond staff, which included an overview of engagement completed to-date for both city teen services and the OFH. Meeting attendees were then divided into small groups based on the following affinity groups:

- Teens (ages 13 – 19)

- Community members, parents, guardians, caregivers, teen service providers, and alumni of city teen services

A City of Redmond staff member facilitated a listening session for each small group by asking questions about teens' needs, sentiments, and ideas for future teen services and programs and allowing participants to verbally provide their answers. A consultant staff member took notes for each listening session in real time. Redmond City Council members were also present and participated in the two groups through observation and asking questions.

MAY 28 COMMUNITY LISTENING SESSION AGENDA

Time	Activity
5:30 – 6:10 p.m.	Community Listening Session Begins Attendees arrived, signed in, received a welcome handout and enjoyed refreshments.
6:10 – 6:25 p.m.	Welcome from Parks and Recreation Deputy Director Zach Houvener, Redmond Parks & Recreation Deputy Director, provided an overview of teen services and programs and the engagement project. He also gave an overview of the City's engagement activities to-date. Erica Chua, Recreation Manager, provided a snapshot of the updates to the teen-drop in space at RCCMV and takeaways from the May 19 teen listening session.
6:25 – 6:30 p.m.	Small Group Listening Sessions Lindsey Falkenburg, Redmond Parks Planning Manager, provided an overview of the small group listening session format and guidelines. City of Redmond staff facilitated the affinity-based small group listening sessions.
6:55 – 7 p.m.	Wrap Up and Adjourn Zach Houvener, Deputy Parks Director, thanked attendees for attending and encouraged them to share feedback on the listening session on index cards and take the online teen services questionnaire.

What We Heard

A total of 20 community members and five City Council members attended the meeting. Attendees formed small groups for listening session discussions, not including City Council members, as follows:

- Teens: 7 participants
- Parents, caregivers, family members, teen service providers, alumni of city teen services, and general community members: 10 participants
- *Note: three community members who joined for the meeting introduction did not participate in the small group listening sessions.*

Small Group Listening Sessions

The following key themes were heard in each of the small group listening sessions.

Key Themes: Listening Session with Teens

Importance of Safety, Community, Culture, and Space

- The OFH's history and uniqueness made teens feel welcome and part of a community. The facility's structure and culture allowed them to feel safe and have a sense of autonomy over the art, decorations, and programming.
- Teens felt the OFH created a safe space for them to explore and express their identities, and that other city facilities don't currently provide the same type of environment.
- Teens commented that other city facilities feel "sterile" and are not as convenient to access.

Trust and Transparency in Decision-Making

- Teens expressed frustration with decisions made without their input, such as with the new furniture in the teen drop-in space at the RCCMV.
- Teens expressed concerns about how their feedback will inform next steps. Some noted experiencing engagement fatigue.

Basic Resources and Support

- Having a kitchen is important as it provides food security and a space for community and events.
- Teens emphasized the need for more resource navigation counselors, such as the Youth Eastside Services counselors.
- Teens would like programming to build life skills not taught at school, such as personal financial literacy and career exploration.
- Teens appreciated that they could approach teen services staff with ideas and visions for teen programming and have the staff's support in their implementation. They expressed a preference for direct communication with staff rather than going through an application process.
- Teens would like city teen services staff who reflect their values and identities (e.g., queer, alternative, culturally competent), can understand and advocate for them, and provide guidance without condescension.

Transparency and Tangible Action

- Teens would like tangible influence and see how their input has informed outcomes and decision-making.
- Suggestions for increased communication include:
 - Bi-weekly meetings at RCCMV during teen drop-in hours.
 - Clearly defined roles for teens in decision-making processes.
 - Additional transparency on feedback gathered and how it will inform next steps.

Key Themes: Listening Session with Parents, Family Members, Teen Service Providers, Alumni of City Teen Services, and General Community Members

Creative Expression and Music-Centered Programs

- Teens want access to music, art, theater, and other creative outlets. There is strong interest in concerts and involvement in music production.
- The City should prioritize non-competitive, collaborative, and community-oriented environments to explore a variety of new interests.

Safe, Youth-Driven Spaces

- Teens felt comfortable at the OFH due to its lived-in and informal character and feeling free from judgement and adult oversight.
- Safe drop-in spaces are critical for teens that identify as low-income and LGBTQIA+.

Career Exposure and Life Skills

- Teens may lack awareness of career diversity beyond high-profile careers (e.g., lawyer, doctor, software engineer).
- There's demand for exposure to trades, city jobs, and creative entrepreneurship (e.g., earning income from music production).
- Classes to learn life skills (e.g., financial literacy, coping skills) may be helpful for teens as these life skills aren't typically taught at schools, but the classes must be made appealing to attract teen attendance.

Mentorship and Representation

- Teen services staff who have empathy for and are relatable to teens are critical to the teens' positive experience and growth, especially staff who have shared life experience, are close in age to the teens, and are alumni of city teen services.

Accessibility and Inclusion

- Transportation to RCCMV is a barrier to participation in teen program and services.
- Teens need environments where they feel like they are allowed to make mistakes and can freely explore their identities and interests.

Youth Voice in Decision-Making

- Teens should be included in the planning of teen services and programs.
- Suggestions for increased youth voice in decision-making included participation in city and partner group commissions as youth advocates and boards.

Listening Session Feedback

Community members provided the following feedback on the listening session.

What went well

- Format of small group listening sessions separated by affinity.
- Encouraging conversation and sharing between participants.
- Variety of the attendees' ages and backgrounds.
- Presence of City staff to answer questions.
- Presence of City Councilmembers.
- Sharing and building on ideas.

Areas to improve

- Host a "mixed" session between affinity groups to hear and learn from other perspectives.
- Introduce conversation norms with more context and sensitivity to build trust and engagement.
- Provide more active facilitation to keep conversations focused and prevent off-topic detours.
- Dedicate separate meetings for specific subtopics so participants can discuss related topics at length.

Appendix F: Community Events Tabling Summary

Overview

The City attended 17 community events and Redmond schools to ask community members for their input on the future of teen services. Community members were asked to provide feedback through the questionnaire and interactive display boards, and direct conversations with project staff. Project staff also shared opportunities to further engage with the project, such as attending the April 28 and May 28 community listening sessions. Interactive display boards translated into Spanish were provided at the Redmond Cinco de Mayo event for Spanish-speaking community members.



REDMOND TEEN SERVICES BOOTH AND INTERACTIVE DISPLAYS AT THE BEAT THE BUNNY 5K COMMUNITY EVENT

List of Community Events and Redmond Schools

The City participated in tabling at the following community events, fairs, and festivals throughout spring 2025. The City reached over 1,315 people through these events.

COMMUNITY EVENTS WITH CITY TEEN SERVICES PARTICIPATION

Event	Date	Approximate Reach
Tour the Teen Drop-In Space at RCCMV	Friday, April 4, 2025	2
Beat the Bunny 5k	Saturday, April 12, 2025	140
Anderson Park Arbor Day Planting	Friday, April 25, 2025	8
Parks, Trails, and Recreation Commission Youth Advocate/Teen Work Party	Saturday, April 26, 2025	21

Event	Date	Approximate Reach
Redmond Cinco de Mayo	Sunday, May 4, 2025	156
Downtown Redmond Link Station Opening Day Event	Saturday, May 10, 2025	385
Marymoor Village Link Station Opening Day Event	Saturday, May 10, 2025	300
Redmond Senior & Community Center's First Birthday Celebration	Saturday, May 17, 2025	60
Shape the Space Workshop	Monday, May 19, 2025	14
Live music event at Redmond Senior & Community Center	Friday, May 23, 2025	12
Evening of Jazz	Friday, May 30, 2025	110
Stella Schola Middle School field trip to City Hall	Friday, June 6, 2025	35
Pride Promenade at Farrel-McWhirter Park	Saturday, June 7, 2025	N/A (project materials were provided with no city staff present)
Veg Fest	Saturday, June 21, 2025	18
FIFA Club World Cup Watch Party at the Redmond Town Center	Monday, June 23, 2025	12
Battle of the Bands	Friday, June 27, 2025	14
Redmond Children's Business Fair	Saturday, June 28, 2025	28

The City also tabled at three Redmond schools to provide project information, encourage attendance at in-person engagement activities, and invite teens to take the teen services questionnaire. The City reached a total of about 198 teens at these schools.

REDMOND SCHOOLS WITH CITY TEEN SERVICES TABLING

School	Date	Approximate Reach
Rose Hill Middle School	Tuesday, Apr 29, 2025	40
Redmond High School	Friday, May 2, 2025	40
Evergreen Middle School	Tuesday, May 6, 2025	78
Redmond Middle School	Thursday, May 8, 2025	40

What We Heard

The following are key themes heard at the community events and Redmond schools:

- **New awareness about teen services:** Many parents and teens expressed that they didn't know the City offered teen programming and asked what kinds of services and programs were available for young kids, pre-teens, and teens.
- **Interest in volunteering and service opportunities:** Teens asked how they could volunteer, earn community service hours, and sign up for opportunities.
- **Desire to stay informed:** Attendees asked how they could receive updates or stay engaged with future teen services and events.
- **Curiosity about OFH and current service locations:** Some asked about the status of the OFH and what will happen with the building. Community members also asked about how to access current teen programs, including those at the RCCMV.
- **Programming suggestions:** Community members offered ideas for teen programs, including music and art spaces, sports, STEM activities, tutoring, debate, dance, and crafts like crochet.
- **Call for inclusive outreach:** A community member recommended expanding outreach to affordable housing sites and underserved communities through partnering with community-based organizations.
- **Support for the engagement effort:** People thanked the City for showing up at events and listening to the community.
- **Previous awareness of the project:** Some visitors mentioned they had already participated or learned about the project through City newsletters or the website.
- **Youth input collection:** City staff used these events to directly ask teens about their daily lives, interests, and ideas for teen services in Redmond.

The input provided on the interactive display boards at community events included the following:

- **Current location:** Many teens and families currently access services and programs at their school, the Redmond Senior & Community Center, and/or the Redmond Library.
- **Preferred location:** Respondents would prefer to have services and programs offered at their school, and the Redmond Library.
- **Access:** While respondents noted that use a variety of methods to access services and programs, preferences included driving themselves, biking, walking, taking the bus, and taking the light rail.

Appendix G: Service Requests Summary

Overview

As a part of the City of Redmond's engagement process on teen services and programming, the City provided community members with the opportunity to ask questions and request additional resources through submitting an online [service request](#) from March 2025 onward. The link to the service request form was available on the City's Teen Services Project webpage (redmond.gov/TeenServices) from March 2025 onward.

Summary of Service Request Submissions

The City received a total of 28 service requests related to teen services and programs from March through June 2025. The following are key themes found in the comments and questions submitted.

- **Support for the Old Fire House Teen Center (OFH):** Community members expressed strong support for keeping teen services and programs operational at the OFH, with particular emphasis on preserving its music programs. Commenters highlighted the OFH's positive impact on teen development and creativity and the vibrant youth music scene the facility has fostered over the years. There were concerns about the lack of teen and taxpayer input in relocation decisions, and requests for clear information about reasons for relocation and next steps for the building.
- **Service Expansion and Collaboration:** Multiple service providers and community organizations reached out seeking collaboration opportunities with the city, particularly around accessibility, youth development, supporting vulnerable teens through physical activities and sports, and expanding opportunities for teens with special needs.
- **Information and Access Needs:** Commenters requested more information about teen services and programs after relocation from the OFH, including registration needs, costs, and how teens can access these services and programs.
- **Volunteer and Community Engagement:** Several community members inquired about volunteer opportunities with the City, including current and future teens with autism, specific skills to contribute, and a desire for community service opportunities.
- **Current Facility Concerns:** While teen services and programs at the OFH remained operational in March 2025, community members raised practical concerns about transportation access (particularly for teens with autism and language barriers) and ADA accommodations.

Appendix H: Questionnaire Methodology and Results Summary

Overview

The City of Redmond (City) conducted a questionnaire from March 28 to June 16, 2025, to gather community input on the needs of current and future teens, current and preferred methods of access to teen services and programming, and how the City can best support teens through future services and programming. The questionnaire was a part of the City's broader comprehensive engagement process in spring 2025 to inform the strategic planning of future teen services and programming.

The questionnaire was available online on the Let's Connect Redmond webpage for the Teen Services Project and was promoted to current and future teens, their parents, caregivers and guardians, owners and operators of teen-related services, and interested community members in Redmond. The option to translate the questionnaire into languages other than English was available through a Google Translations tool on the webpage.

Questionnaire Promotion

Information about the online questionnaire was shared through the following channels:

- City news release.
- Insert in the City's April utility bills mailed to 7,800 residents and included in digital utility bills sent to remaining Redmond residents.
- Project business cards and posters placed at city facilities and parks.
- City of Redmond social media channels on Facebook, Instagram, X.
- Redmond Parks social media channels on Facebook and Instagram.
- City of Redmond eNews email newsletter.
- Redmond Parks eNews email newsletter.
- City teen services email newsletter.
- Updates to city commissions and advisory committees (RYPAC, SAC, PTRC, and RACC)
- Email newsletters belonging to Redmond schools (e.g., Redmond High School).
- PeachJar mailing to 12 area schools, including LWSD middle and high schools.
- Redmond teen calendar promotion via QR code in March, April, and May 2025.
- Emails to schools, community organizations, service providers, and other organizations that provide teen services and resources in Redmond.
- Internal city communications channels.
- Shared during in-person engagement:
 - 17 Community events that project staff tabled at from April through June 2025.
 - Redmond Youth Partnership Advisory Committee (RYPAC) workshop on April 3, 2025.
 - Community listening sessions on April 28 and May 28, 2025.

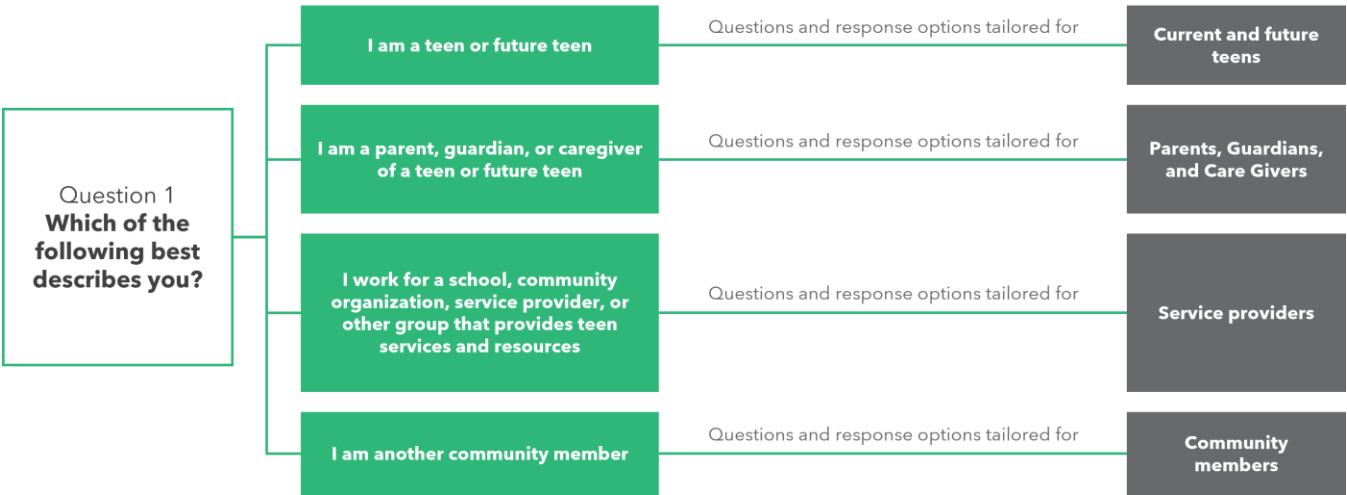
Questionnaire Format and Respondent Categories

To better understand how different groups understand the needs of current and future teens, the questionnaire was designed to gather feedback from four subsets of respondents. The first question

of the questionnaire asked the individual to identify themselves as one of the following four categories of respondents:

- A current or future teen within the ages of 11 and 19. The report will refer to this respondent category as “teens.”
- A parent, guardian, or caregiver of a current or future teen. The report will refer to this respondent category as “parents.”
- A provider of teen services, programming, or resources in Redmond, including those involved with a school, community organization, service provider, agency, or other groups. The report will refer to this respondent category as “service providers.”
- General community member. Respondents who did not identify with the other three categories could select “general community member.” Community outreach and survey comments indicate that respondents who made this selection included former teens who used teen services in the past, parents of former teens who used teen services in the past, business owners who serve teens or have teens as customers, or other community members with an interest in how the City can help support young people in Redmond.

Depending on how the respondent identified, the questionnaire questions that followed were tailored to the respondent category.



Questionnaire Topics

The questionnaire asked respondents to provide input on the following topics:

- Current participation in teen services and programs offered by the City and other providers in Redmond.
- Current and preferred locations for teen programs and services.
- Current ways to get to or access teen services and programs.
- Top needs of teens that are met or unmet by City teen services and programs.
- Top improvements that respondents would like to see from City teen services.
- Demographic questions.

Questionnaire responses were anonymous, with no personally identifying information collected.

Results Summary

In total, the questionnaire received 317 responses. The table below outlines the number of responses for each respondent category.

Total Responses by Respondent Category

Respondents	Number of responses	Percentage of responses
Current and future teens	84	26.5%
Parents, guardians, and caregivers of current or future teen	104	32.8%
Providers of teen services and resources in Redmond, including those involved with a school, community organization, service provider, agency, or other groups	21	6.6%
General community members	108	34.1%
Total	317	100%

Redmond School Affiliation of Respondents

The questionnaire did not ask respondents to identify where they live, however, respondents were asked to choose which school they currently attend, or which school their affiliated teen currently attends.

- **Similar results whether affiliated with Redmond schools or not:** When questionnaire results were filtered to represent only responses from respondents affiliated with Redmond area schools versus all schools, **results were strikingly similar across categories** for both current and future teens, and parents, guardians, and caregivers of current or future teens.
- **Respondents not currently affiliated with a Redmond school tended to have a different Redmond affiliation:** Some of the respondents who indicated they are not affiliated with Redmond area schools said they live in Redmond and attend school elsewhere, they attend virtual or online school, or their teen recently graduated from a Redmond area school.

Overall, questions resulted in the same top responses regardless of a respondent's affiliation with a school in Redmond or elsewhere. A full list of schools identified in the questionnaire can be found in the [Question Topic: School Affiliation](#) section of this report.

Respondents	Number of all questionnaire responses	Number of responses associated with a Redmond area school
Current and future teens	84	43
Parents, guardians, and caregivers of current or future teen	104	75
Total	317	118

Key Themes

What Teens Need

The questionnaire responses show that teens have a broad range of needs that can be addressed through city teen services and programming. Respondents noted that teens need:

- **Connection and belonging** – A stronger sense of belonging and connection with other teens. This emerged as both a top met need and paradoxically a top unmet need.
- **Safe spaces for identity development** – Supportive environments where they can develop their identities and build community with their peers.
- **Creative expression opportunities** – Spaces for music and art creation and practice as forms of self-expression and peer connection.
- **Civic engagement** – A way to have their voices heard in city decisions.
- **Mental health resources** – Access to counseling and behavioral health support.
- **Career and academic support** – Preparation for future success in education and employment.
- **Leadership development** – Opportunities to build skills and give back to the community.
- **Basic needs support** – Food and other essential resources for teens experiencing various forms of insecurity.

The questionnaire data clearly demonstrates these needs through multiple respondent groups:

- Among current and future teens, "a stronger sense of belonging and connection with other teens" was the top met need (20.2% of responses) but also ranked as the fourth highest unmet need (9.0%). This shows that while a portion of teen respondents are in community with their teen peers, some teen respondents may need further support to connect with other teens.
- Similarly, parents identified "a stronger sense of belonging and connection with other teens" as their top met need (23.2%) while also ranking it as their highest unmet need (17.3%).
- A significant finding was that teens identified "a platform to have teen voices heard in city decisions" as their primary unmet need (22.0%), while it ranked very low as a currently met need (5.0%).
- Service providers reinforced these findings, noting that teens they serve need stronger belonging and connection (14.3% of unmet needs) in addition to better access to food and resources (14.3% of unmet needs).
- The demographic data shows the diversity of teens served, with 42.2% of teen respondents identifying as LGBTQIA+, 19.5% as first or second-generation immigrants, and 13.3% as having a disability, highlighting the need for inclusive programming.

Desired Services and Programming

Based on the questionnaire responses, teens and families want expanded and diversified programming. Teen and parent respondents noted that they would like:

- **Expanded arts and creative programming** - More music creation opportunities, creative maker-space activities, and arts programming.
- **Increased program frequency** - More availability of existing valued programs that are currently insufficient in scope and timing.
- **Employment and career preparation** - Job opportunities through city services, internships, apprenticeships, and practical life skills education.
- **Leadership and volunteer opportunities** - Programs that allow teens to give back while building valuable skills.
- **Culturally responsive programming** - Services that reflect diverse backgrounds, including support for immigrants and LGBTQIA+ youth.
- **Life skills education** - College preparation, interview skills, budgeting, financial literacy, and other practical preparation for adulthood.
- **Mental health services** - Expanded behavioral health and counseling support.
- **Academic support** - Tutoring, homework spaces, and educational resources.

The questionnaire data shows that:

- Teen respondents most frequently participate in "teen-centered events and classes at Redmond community centers focused on art, sports, music, and social activities" (39.9% of teens, 35.3% reported by parents), followed by "drop-in spaces to hang out with friends" (29.7% of teens, 24.8% reported by parents).
- When asked about desired improvements, the top three responses were: more service offerings of a particular type like arts (13.7%), greater frequency or availability of programs (12.9%), and wider variety of services and programming (12.8%). Employment opportunities through city teen services ranked high as a desired improvement (9.8% of all responses).
- Service provider respondents reported that they most frequently offer mental or behavioral healthcare services (19.2%), teaching and tutoring (17.3%), and sports and recreation activities (17.3%), indicating alignment between current provider capacity and teen needs.
- The open-ended responses emphasized requests for volunteer opportunities, music recording studio access, leadership opportunities, cultural activities, STEM programming, and maker-space activities.

Current and Preferred Locations for Services and Programming

Teen, parent, and service provider respondents noted that teens currently go to the following locations for services and programming:

- **The Old Fire House Teen Center** was the dominant location when services and programs were offered at the facility, with strong usage across all respondent groups.
- **Schools** are heavily used as current service locations, particularly noted by parents (25 "current use" responses).
- **The Redmond Library** shows strong current usage (16 teen and 29 parent "current use" responses).

Location preferences reveal both strong attachment to some facilities and desire for expanded access:

- The **Old Fire House Teen Center** remains the overwhelming preference across all respondent groups, valued for its conduciveness to teen ownership, comfort, and downtown accessibility.
- **Schools** are currently heavily used for services and programming, though preference is moderate; teens want more diverse locations for services and programming
- The **Redmond Library** is a key location currently used and preferred by many teens and families.
- Respondents have strong interest for **distributed and pop-up locations** to bring programming closer to where teens and families live.
- Parents want **neighborhood-specific locations** so that services and programming are within walkable distance from schools and in areas like Education Hill and Grass Lawn.

The questionnaire data shows that:

- The Old Fire House Teen Center dominated location preferences across all respondent groups. Among teens, it received the highest number of "current and preferred" responses (53), far exceeding the next highest locations (at a school [16] and the Redmond Public Library [13]). Parents similarly ranked it first with 38 "current and preferred" responses, followed by schools (20) and the public library (14). Service providers also identified it as the top "current and preferred" option (9).
- When examining current usage, most teen respondents reported using schools (19 "current" responses) followed by the Redmond Library (16), while most parent respondents reported their teens currently use the Redmond Library (29 responses) and schools (25).
- The data shows strong preference for the Old Fire House Teen Center while teen services and programs were still offered at that location, with respondents specifically noting in open-ended responses the importance of having a "space that teens feel ownership of" and an "accessible location, near downtown amenities and transportation options."

Current and Preferred Transportation Methods

Teen, parent, and service provider respondents noted that teens currently use the following transportation methods to reach services and programming:

- **Getting rides from adults and other teens** dominates current transportation (27 "current" responses from teens and 44 "current" from parents).
- **Walking/cycling/rolling** is commonly used (17 teen responses, 27 parent responses).
- **Taking the bus** shows solid current usage (15 teen responses, 24 parent responses).

Transportation preferences highlight both current barriers and opportunities for expanded access:

- **Current use and preference for being driven** - Most teen and parent respondents report that teens are currently being driven by an adult or other teen, and teen respondents prefer being driven the most out of all other transportation methods.

- **School-based transportation** - Parents strongly prefer their teens to take school shuttles that aren't currently provided or aren't accessible.
- **Active and public transportation opportunities** - There is a high preference among teen and parent respondents for walking, cycling, or rolling and taking bus and light rail to services and programming.
- **Alternative transportation** - There is some interest in school shuttles and bike-share/scooter-share options across respondent groups, though there is limited current usage.
- **Multi-modal accessibility** - Respondents stressed a need for services located along existing transit routes and accessible by multiple transportation modes. Current transportation limitations may prevent some teens from accessing existing services that aren't provided in downtown locations.

The questionnaire data on transportation reveals significant gaps between current reality and preferences:

- Teens currently rely most heavily on "getting a ride from another teen or adult" (27 "current" responses + 33 "current and preferred" = 60 respondents with current usage), followed by walking, cycling, or rolling (17 "current" responses + 14 "current and preferred" = 31 respondents with current usage) and taking the public bus (15 "current" responses + 15 "current and preferred" responses = 30 respondents with current usage).
- Parents show even stronger reliance on providing rides for their teens (44 "current" + 28 "current and preferred" = 72 responses with current usage) but have a strong preference for teens to use school shuttles that currently aren't being provided or aren't accessible (16 "preferred" responses compared to 2 "current" and 4 "current and preferred" responses).
- Parents also prefer that teens take the bus, walk, cycle, or roll, and take the light rail to services and programming.
- Service providers noted that teens use various transportation methods, with public bus ranking high (13 "current" responses + 4 "current and preferred" = 17 respondents with current usage), suggesting that transit-accessible locations are important for service delivery.

How the City Can Best Support Teens

Respondents suggested a variety of strategies for the City to support Redmond's teens:

- **Preserve and invest in dedicated teen spaces** - Respondents called for teen services and programs to be re-offered at the Old Fire House Teen Center or creating other teen-only facilities.
- **Expand service locations** - Create satellite locations or offer temporary programming throughout Redmond neighborhoods to improve geographic access to teen services and programming.
- **Increase programming frequency and variety** - Expand both the types of programs offered and how often they're available.
- **Ensure affordability and accessibility** - Keep services free or low-cost to ensure all families can access services and programming regardless of economic situation.

- **Improve transportation access** - Implement shuttle services or create new bus routes to teen services and programming.
- **Have teen voices heard** - Address teen respondents' primary unmet need to have their voices heard in city decisions.
- **Develop community partnerships** - Collaborate with other organizations, teen centers, and service providers to expand resources to teens.
- **Provide culturally inclusive programming** - Ensure services and programs reflect and support Redmond's diverse teen population, including immigrants, LGBTQIA+ youth, and teens with disabilities.
- **Enhance communication and outreach** - Improve and expand on how teens learn about available services and programs to ensure equitable access.
- **Focus on teen ownership and autonomy** - Design spaces and programs that give teens a sense of ownership.

The questionnaire data shows potential strategies for city support through both quantitative responses and extensive open-ended feedback:

- When asked about desired improvements, respondents prioritized "services offered in locations that I can get to more easily" (10.4% of responses) and "better transportation to services and programs" (7.1%), directly supporting the need for expanded locations and transportation improvements.
- The request to "save the Old Fire House Teen Center" was the most frequent theme in open-ended responses, with respondents emphasizing its importance as "a space that teens feel comfortable in, not limited by the need to share with other adult or community groups."
- The data shows strong demand for "more affordable services and programs" (7.6% of improvement requests) and "employment opportunities available through City teen services" (9.8%).
- Open-ended responses frequently mentioned the need for "providing opportunities for teens to have their voices heard in decision-making," aligning with the quantitative finding that being provided "a platform to have teen voices heard in city decisions" was teen respondents' top unmet need.
- Community members specifically identified the need for "a space to create or practice music and art" (20.6%), "a safe and supportive environment" (20.0%), and "a stronger sense of belonging and connection with other teens" (17.1%) as top priorities for city teen services.

Question-by-Question Results

All questions presented in the questionnaire were required for respondents to complete, except for open-ended questions and questions asking for respondents’ group or identity affiliation and demographics information.

The following sections organize the questions asked of respondents by overall topic and provide a summary of each question’s results for each respondent category (i.e., teens, parents, service providers, and general community members).

Question Topic: Current Participation in City Teen Services and Programs

To understand the current usage of teen services and programs in Redmond, the City:

- Asked teens and parents about the services or programs that they or their teen participate in.
- Asked service providers about the services and programs that they provide for teens.

Respondents could select all answers that applied. A fill-in option was available to identify services or programs that were not listed.

Q. CURRENT AND FUTURE TEENS: *Which city teen services or programs do you participate in? Check all that apply.*

Current and future teen respondents participate the most in teen-centered events and classes at Redmond community centers, followed by community center drop-in spaces.

Current and future teens that used the fill-in response noted that services noted that they participate in volunteer opportunities and used the music recording studio at the Old Fire House Teen Center (OFH). Some teens also participate in RYPAC and counseling services.

TABLE - TEEN RESPONSES FOR CURRENT PARTICIPATION IN CITY TEEN SERVICES AND PROGRAMS

Choice	Number of responses	Percentage of responses
Teen-centered events and classes at Redmond community centers focused on art, sports, music, and social activities	55	39.9%
Redmond community center drop-in spaces to hang out with friends, do homework, use the arts supplies, play games, etc.	41	29.7%
None of the above	16	11.6%
(RYPAC) Redmond Youth Partnership Advisory Committee	11	8.0%
Free counseling services offered through Youth Eastside Services	8	5.8%
Other (fill in)	7	5.1%

Q. PARENTS, GUARDIANS, AND CAREGIVERS: *Which city teen services or programs does your teen participate in? Check all that apply.*

Current and future teens of parent, guardian, and caregiver respondents participate the most in teen-centered events and classes, followed by community center drop-in spaces. This group of

respondents also noted that their teens used a variety of services that were not listed in the questionnaire.

Parents, guardians, and caregivers also noted that their teens use the other listed services, including counseling services, and Redmond Youth Partnership Advisory Committee (RYPAC).

TABLE - PARENT RESPONSES FOR CURRENT PARTICIPATION IN CITY TEEN SERVICES AND PROGRAMS

Choice	Number of responses	Percentage of responses
Teen-centered events and classes at Redmond community centers focused on art, sports, music, and social activities	54	35.3%
Redmond community center drop-in spaces to hang out with friends, do homework, use the arts supplies, play games, etc.	38	24.8%
None of the above	32	20.9%
Other (fill in)	14	9.2%
Free counseling services offered through Youth Eastside Services	9	5.9%
(RYPAC) Redmond Youth Partnership Advisory Committee	6	6.1%

Q. SERVICE PROVIDERS: *Which of the following categories best describes your service or program offerings for Redmond teens? Check all that apply.*

The services or programs most frequently offered by service provider respondents were mental or behavioral healthcare services; sports, athletics, or recreation activities; and teaching, tutoring, or academics.

Service providers also noted that they provide services related to creative arts, music and performance, social services, community or culturally specific services, and science, technology, engineering, and math (STEM).

TABLE - SERVICE PROVIDER RESPONSES FOR CURRENT PARTICIPATION IN CITY TEEN SERVICES AND PROGRAMS

Choice	Number of responses	Percentage of responses
Mental or behavioral health care	10	19.2%
Teaching, tutoring, or academics	9	17.3%
Sports, athletics, or recreation activities	9	17.3%
Music and performance	7	13.5%
Creative arts	7	13.5%
Social services (e.g., housing, food, financial assistance)	6	11.5%
Community or culturally specific services	3	5.8%
Other (fill in)	1	1.9%

Question Topic: Group Identity

To help understand the population of teens using or receiving teen services, the City asked teens, parents, and service providers if they or their teen(s) belonged to a series of groups or identities.

This question was optional to complete, and respondents could select all answers that applied. A fill-in response was available to provide groups or identities that were not listed.

Q. CURRENT AND FUTURE TEENS: *Do you belong or have you belonged to any of the following groups? Check all that apply.*

Most current and future teen respondents identified as LGBTQIA+, followed by identifying as first or second-generation U.S. immigrants and possessing a disability.

Respondents that provided a fill-in response noted that they do not identify with any of the listed groups, that they identified as neurodivergent, and that they have experience with depression.

TABLE - TEEN RESPONSES FOR GROUP IDENTITY OR AFFILIATION

Choice	Number of responses	Percentage of responses
LGBTQIA+	54	42.2%
First or second generation U.S. immigrants	25	19.5%
Possessing a disability	17	13.3%
Experiencing income insecurity	13	10.2%
Experiencing food insecurity	8	6.3%
Experiencing housing insecurity	6	4.7%
Other (fill in)	3	2.3%
Limited English proficiency	1	0.8%
In the foster care system	1	0.8%

Q. PARENTS, GUARDIANS, AND CAREGIVERS: *Does your teen belong or have they belonged to any of the following groups? Check all that apply.*

Parents, guardians, and caregivers noted that their teens use teen services noted that their teens identify most with LGBTQIA+, followed by first- or second-generation U.S. immigrants and possessing a disability.

All specified group identities were selected by one or more parents, guardians, and caregivers, and fill-in-the-blank responses included experiences with mental health challenges and trauma.

TABLE - PARENT RESPONSES FOR GROUP IDENTITY OR AFFILIATION

Choice	Number of responses	Percentage of responses
LGBTQIA+	25	28.4%
First or second generation U.S. immigrants	22	25.0%
Possessing a disability	22	25.0%

Choice	Number of responses	Percentage of responses
Other (fill in)	5	5.7%
Experiencing housing insecurity	4	4.6%
Experiencing income insecurity	4	4.6%
Experiencing food insecurity	3	3.4%
In the foster care system	2	2.3%
Limited English proficiency	1	1.1%

Q. SERVICE PROVIDERS: *Do the teens you serve belong to any of the following groups? Check all that apply.*

Most service provider respondents noted that they serve teens who are first- or second-generation U.S. immigrants, followed by teens who identify as LGBTQIA+ and are experiencing food insecurity.

Fill-in options included teens who identify as neurodivergent and experience challenges with mental health.

TABLE – SERVICE PROVIDER RESPONSES FOR GROUP IDENTITY OR AFFILIATION

Choice	Number of responses	Percentage of responses
First or second-generation U.S. immigrants	20	16.5%
LGBTQIA+	19	15.7%
Experiencing food insecurity	16	13.2%
Experiencing income insecurity	15	12.4%
Experiencing housing insecurity	14	11.6%
Possessing a disability	14	11.6%
Limited English proficiency	11	9.1%
In the foster care system	9	7.4%
Other (fill in)	3	2.5%

Question Topic: Current and Preferred Locations for Teen Services

For a series of service locations and categories listed in the questionnaire (e.g., Redmond public library, Redmond Senior & Community Center), the City asked teens, parents, and caregivers to choose one of the following options:

- **Current:** They (or their teens) currently go to that location for teen services and programs.
- **Preferred:** They (or their teens) prefer to go to that location for teen services and programs.
- **Current and Preferred:** They (or their teens) both currently go to and would prefer to go to that location.

An optional open-ended question was available for respondents to provide other service or programming locations that were not listed in the questionnaire.

Q. CURRENT AND FUTURE TEENS: *Where do you currently go for City teen services or other programs and services beyond school? Which locations do you prefer?*

Most current and future teen respondents noted that their most currently used and preferred location was the Old Fire House Teen Center, followed by their school and the Redmond Library.

Current and future teen respondents who provided a fill-in response noted that they currently go to or would prefer to go to the Sammamish Public Library, Muslim Association of Puget Sound (MAPS), and Farrel-McWhirter Park.

TABLE - TEEN RESPONSES FOR CURRENT AND PREFERRED LOCATIONS FOR TEEN SERVICES

Location	Number of responses		
	Preferred	Current	Current and preferred
Redmond Old Fire House Teen Center (used while open)	8	10	53
At a school	4	19	16
Redmond public library	11	16	13
Distributed locations or pop-ups	5	3	5
Online/ virtually	3	5	4
Other permanent single-location venue	4	8	2
Redmond Community Center at Marymoor Village	3	9	1
Redmond Senior & Community Center	6	6	0

Q. PARENTS, GUARDIANS, AND CAREGIVERS: *Where does your teen currently go to access City teen services or other programs and services beyond school? Which locations do you prefer for your teen?*

When asked where teens go to access services, the top response from parents, guardians, and caregivers for the current and preferred location was the Old Fire House Teen Center. The Redmond Public Library and school were also top responses.

Parents, guardians, and caregivers identified the following as additional locations their teens use, or would like to be able to use, to access services:

- Currently use:
 - Church community
 - Sammamish Boys and Girls Club
 - Private sports clubs
 - Bellevue Public Library
 - Teen THRIVE program
 - The gym
 - Seattle (The Vera Project)
 - Seattle (KEXP opportunities)
 - Centro Cultural Mexicano
 - Kirkland Teen Union Building
- Would like to use:

- Locations within a walkable distance from school
- The Education Hill neighborhood
- The Grass Lawn neighborhood

TABLE – PARENT RESPONSES FOR CURRENT AND PREFERRED LOCATIONS FOR TEEN SERVICES

Location	Number of responses		
	Preferred	Current	Current and preferred
Redmond Old Fire House Teen Center (used while open)	14	9	38
At a school	6	25	20
Redmond public library	8	29	14
Redmond Senior & Community Center	8	5	9
Online/ virtually	7	11	9
Other permanent single-location venue	10	10	7
Distributed locations or pop-ups	6	10	4
Redmond Community Center at Marymoor Village	4	10	2

Q. SERVICE PROVIDERS: *Where do the teens you serve go to receive your services or participate in programs? What are teens' preferred locations for the services you provide?*

Service providers noted that their services were accessed most at the Old Fire House Teen Center (while open), their school, or online/virtually.

TABLE – SERVICE PROVIDER RESPONSES FOR CURRENT AND PREFERRED LOCATIONS FOR TEEN SERVICES

Location	Number of responses		
	Preferred	Current	Current and preferred
Redmond Old Fire House Teen Center (used while open)	2	0	9
At a school	2	7	5
Redmond public library	2	5	3
Other permanent single-location venue	2	4	2
Redmond Senior & Community Center	0	1	1
Redmond Community Center at Marymoor Village	0	2	1
Distributed locations or pop-ups	2	5	1
Online/ virtually	1	8	1

Question Topic: Current and Preferred Transportation Methods

For a series of transportation methods listed in the questionnaire (e.g., driving, public bus), the City asked teens, parents, and caregivers to choose one of the following options:

- **Current:** They (or their teens) currently use that transportation method to reach teen services and programs.
- **Preferred:** They (or their teens) prefer to use that transportation method to reach teen services and programs.
- **Current and Preferred:** They (or their teens) both currently use and prefer to use that transportation method to reach teen services and programs.

An optional open-ended question was available for respondents to provide other transportation methods that were not listed in the questionnaire.

Q. CURRENT AND FUTURE TEENS: *How do you get to or access City teen services or other programs and services beyond school? How do you prefer to get to or access them?*

Between “current,” and “current and preferred” responses, current and future teens noted that they access teen services the most often by getting a ride from another teen or adult, followed by walking, cycling, or rolling; using a public bus; and driving themselves.

TABLE - TEEN RESPONSES FOR CURRENT AND PREFERRED TRANSPORTATION METHODS

Mode of Transportation	Number of responses		
	Preferred	Current	Current and preferred
Getting a ride from another teen or adult	10	27	33
Driving myself	4	3	22
Public bus	6	15	15
Walking, cycling, or rolling	6	17	14
Light rail	8	4	4
Shuttle from school	2	2	2
Online/virtual	3	6	2
Bike-share or scootershare	2	0	0

Q. PARENTS, GUARDIANS, AND CAREGIVERS: *How does your teen get to or access City teen services or other programs and services beyond school? How do you prefer that your teen gets to or accesses them?*

Most parent, guardian, and caregiver respondents noted that their teens get a ride from another teen or adult, followed by the teens themselves driving and walking, cycling, or rolling.

TABLE - PARENT RESPONSES FOR CURRENT AND PREFERRED TRANSPORTATION METHODS

Mode of Transportation	Number of responses		
	Preferred	Current	Current and preferred
Getting a ride from another teen or adult	7	44	28
Driving myself	4	7	12
Walking, cycling, or rolling	13	27	9

Mode of Transportation	Number of responses		
	Preferred	Current	Current and preferred
Public bus	14	24	8
Light rail	13	3	4
Shuttle from school	16	2	4
Online/virtual	7	14	4
Bike-share or scootershare	4	6	1

Q. SERVICE PROVIDERS: *How do the teens you serve get to or access your services or participate in programs? How do you prefer that teens get to or access them?*

Collectively, service providers noted that teens use a variety of ways to access their services. The top responses included getting a ride from another teen or adult, walking, cycling, or rolling, and using the public bus.

In addition to the options provided in the questionnaire, service providers noted that teens access their services or participate in programs at events and festivals, other teen centers, Boys and Girls Clubs, The Bodytite Center, agency locations, and other locations in Seattle.

TABLE - SERVICE PROVIDER RESPONSES FOR CURRENT AND PREFERRED TRANSPORTATION METHODS

Mode of Transportation	Number of responses		
	Preferred	Current	Current and preferred
Light rail	1	2	1
Bike-share or scootershare	1	5	2
Online/virtual	1	8	2
Driving myself	2	7	3
Getting a ride from another teen or adult	2	13	3
Walking, cycling, or rolling	2	12	3
Public bus	1	13	4
Shuttle from school	1	5	4

Question Topic: Teen Needs Met and Unmet

To understand the strengths in teen services and programming, the City asked teens, parents, and service providers to identify:

- The top three needs that **are** being met by city services and programs.
- The top three needs that **are not** being met by services and programs offered in Redmond.

For both types of questions, respondents were provided the same list of options and could select up to three responses. A fill-in response was available for respondents to provide answers that were not listed.

Community members were asked to identify the top three needs that city teen services should address for Redmond teens and were provided the same list of options.

Q. CURRENT AND FUTURE TEENS: *What are the top three needs that City teen services meet for you? Select up to three.*

Most current and future teen respondents noted that their needs currently being met are having a stronger sense of belonging and connection with other teens, followed by having a space to create or practice music and art and having a safe and supportive environment.

TABLE – TEEN RESPONSES FOR TOP NEEDS BEING MET BY CITY TEEN SERVICES

Needs currently being met by city teen services	Number of responses	Percentage of responses
A stronger sense of belonging and connection with other teens	48	20.2%
A space to create or practice music and art	46	19.3%
A safe and supportive environment	44	18.5%
A place to have fun and relax	38	16.0%
Opportunities to develop leadership skills and give back to the community	16	6.7%
A platform to have teen voices heard in City decisions	12	5.0%
Access to resources that support mental health and well-being	11	4.6%
Support for future career and academic success	10	4.2%
None of the above/not applicable	7	2.9%
Other (fill in)	4	1.7%
Access to food or other resources	2	0.8%

Q. CURRENT AND FUTURE TEENS: *Think about which of your needs are not being met by City teen services or other services or programs. What are your top three unmet needs? Select up to three.*

Most current and future teen respondents noted that their top unmet need from teen services is having platform to have their voices heard in city decisions, followed by “none of the above/not applicable” and having support for future career and academic success.

TABLE – TEEN RESPONSES FOR TOP NEEDS NOT BEING MET

Needs not currently being met by city teen services	Number of responses	Percentage of responses
A platform to have teen voices heard in City decisions	39	22.0%
None of the above/not applicable	31	17.5%
Support for future career and academic success	20	11.3%
A stronger sense of belonging and connection with other teens	16	9.0%
A space to create or practice music and art	15	8.5%
A place to have fun and relax	12	6.8%

Needs not currently being met by city teen services	Number of responses	Percentage of responses
Opportunities to develop leadership skills and give back to the community	12	6.8%
A safe and supportive environment	10	5.7%
Access to food or other resources	9	5.0%
Access to resources that support mental health and well-being	9	5.0%
Other (fill in)	4	2.3%

Q. PARENTS, GUARDIANS, AND CAREGIVERS: *What are the top three needs that City teen services meet for your teen? Select up to three.*

Parents, guardians, and caregivers noted that the top needs teen services currently provide include a stronger sense of belonging and connection with other teens, a safe and supportive environment, a space to create or practice music or art, and a place to have fun and relax.

Parents, guardians, and caregivers also noted that one of the top unmet needs is a stronger sense of belonging and connection with other teens.

TABLE – PARENT RESPONSES FOR TOP NEEDS BEING MET BY CITY TEEN SERVICES

Needs currently being met by city teen services	Number of responses	Percentage of responses
A stronger sense of belonging and connection with other teens	65	23.2%
A safe and supportive environment	48	17.1%
A space to create or practice music and art	43	15.4%
Place to have fun and relax	42	15.0%
Access to resources that support mental health and well-being	21	7.5%
Opportunities to develop leadership skills and give back to the community	15	5.4%
Support for future career and academic success	13	4.6%
Other (fill in)	12	4.3%
None of the above/not applicable	9	3.2%
A platform to have teen voices heard in City decisions	7	2.5%
Access to food or other resources	5	1.8%

Q. PARENTS, GUARDIANS, AND CAREGIVERS: *Think about which of your teen's needs are not being met by City teen services or other services or programs. What are your teen's top three unmet needs? Select up to three.*

Parents, guardians, and caregivers noted that one of the top unmet needs is having a stronger sense of belonging and connection with other teens, followed by a place to have fun and relax and support for future career and academic success.

Parents, guardians, and caregivers who provided a fill-in response noted that other top unmet needs are volunteer opportunities, support for sports, hands-on building and making activities, alignment with faith-based values, and capitalizing on social media trends by providing trendy spaces for digital creation.

TABLE - PARENT RESPONSES FOR TOP NEEDS NOT BEING MET

Needs not currently being met by city teen services	Number of responses	Percentage of responses
A stronger sense of belonging and connection with other teens	45	17.3%
Place to have fun and relax	33	12.7%
Support for future career and academic success	30	11.5%
Opportunities to develop leadership skills and give back to the community	30	11.5%
A space to create or practice music and art	27	10.4%
A safe and supportive environment	22	8.5%
None of the above/not applicable	19	7.3%
A platform to have teen voices heard in City decisions	19	7.3%
Access to resources that support mental health and well-being	17	6.5%
Other (fill in)	11	4.2%
Access to food or other resources	7	2.7%

Q. SERVICE PROVIDERS: *What are the top three needs that City teen services meet for the teens you serve? Select up to three.*

Service provider respondents noted that the top needs being met for teens are having a safe and supportive environment, a stronger sense of belonging and connection with other teens, and a place to have fun and relax.

TABLE - SERVICE PROVIDER RESPONSES FOR TOP NEEDS BEING MET BY CITY TEEN SERVICES

Needs currently being met by city teen services	Number of responses	Percentage of responses
A safe and supportive environment	12	22.2%
A stronger sense of belonging and connection with other teens	10	18.5%
Place to have fun and relax	7	13.0%
Access to resources that support mental health and well-being	7	13.0%
A space to create or practice music and art	7	13.0%
None of the above/not applicable	3	5.6%
Support for future career and academic success	3	5.6%
A platform to have teen voices heard in City decisions	2	3.7%
Opportunities to develop leadership skills and give back to the community	2	3.7%

Needs currently being met by city teen services	Number of responses	Percentage of responses
Access to food or other resources	1	1.9%
Other (fill in)	0	0%

Q. SERVICE PROVIDERS: *Think about the needs of the teens you serve that are not being met by City teen services or other services or programs. What are the top three unmet needs for the teens you serve? Select up to three.*

Service providers noted that the top unmet needs provided by teen services were access to food or other resources, a stronger sense of belonging and connection with other teens, and a platform to have teen voices hear in City decisions.

TABLE – SERVICE PROVIDER RESPONSES FOR TOP NEEDS NOT BEING MET

Needs not currently being met by city teen services	Number of responses	Percentage of responses
Access to food or other resources	8	14.3%
A stronger sense of belonging and connection with other teens	8	14.3%
A platform to have teen voices heard in City decisions	7	12.5%
Support for future career and academic success	6	10.7%
Opportunities to develop leadership skills and give back to the community	6	10.7%
Access to resources that support mental health and well-being	5	8.9%
A space to create or practice music and art	5	8.9%
Place to have fun and relax	4	7.1%
A safe and supportive environment	3	5.4%
Other (fill in)	2	3.6%
None of the above/not applicable	2	3.6%

Q. COMMUNITY MEMBERS: *What are the top three needs that City teen services should address for Redmond teens?*

Most respondents who identified themselves as other community members noted that they are a neighbor or community member invested in teen well-being, or they used to use, receive, or participate in Redmond teen services. Other community members also noted that they are a family member or friend of a teen or future teen, an employee in Redmond, or one of the following:

- Parent or grandparent of a former teen who utilized teen services
- Former provider of teen services
- Business owner whose business is supported by teens
- Community member concerned about mental health for teens

Respondents who identified themselves as other community members noted that the top needs that should be addressed by City teen services include a space to create or practice music or art, a safe and supportive environment, and a stronger sense of belonging and connection to other teens.

TABLE - COMMUNITY MEMBER RESPONSES FOR TOP NEEDS BEING MET BY CITY TEEN SERVICES

Needs City teen services should address for Redmond teens	Number of responses	Percentage of responses
A space to create or practice music and art	65	20.6%
A safe and supportive environment	63	20.0%
A stronger sense of belonging and connection with other teens	54	17.1%
A place to have fun and relax	40	12.7%
Access to resources that support mental health and well-being	27	8.6%
Opportunities to develop leadership skills and give back to the community	24	7.6%
A platform to have teen voices heard in City decisions	13	4.1%
Access to food or other resources	11	3.5%
Other (fill in)	10	3.2%
Support for future career and academic success	8	2.5%
None of the above/not applicable	0	0%

Question Topic: Top Three Improvements

To understand the most acute needs and gaps, the City asked all respondents to select the top three improvements that they would like to see in city teen services and programs. A fill-in option was available for respondents to provide their own answer.

Q. All RESPONDENTS: *What are the top three improvements you would like to see from city teen services?*

The top three improvements identified by respondents were:

- More service or program offerings of a particular type (i.e., arts) (13.7%)
- A wider variety of services and programming (12.9%)
- A greater frequency or availability of service or program offerings (12.8%).

TABLE - RESPONSES FROM ALL GROUPS FOR TOP IMPROVEMENTS FROM THE CITY

Improvements respondents would like to see from the City	Number of responses	Percentage of responses
More service or program offerings of a particular type (i.e., arts)	110	13.7%
Greater frequency or availability of service or program offerings	104	12.9%
Wider variety of services and programming	103	12.8%
Services offered in locations that I can get to more easily	84	10.4%

Improvements respondents would like to see from the City	Number of responses	Percentage of responses
Employment opportunities available through City teen services	79	9.8%
More affordable services and programs	61	7.6%
Better transportation to services and programs	57	7.1%
Other (fill in)	53	6.6%
More basic needs met through City teen services (i.e., food)	48	6.0%
Services offered in more locations	47	5.8%
More services and programs that reflect my culture, community, or interests	43	5.3%
Services and programs that are more accessible to my needs and abilities (i.e., adaptive recreation)	17	2.1%

The top three responses for each respondent category varied from the overall result.

CURRENT AND FUTURE TEENS and PARENTS, GUARDIANS, AND CAREGIVERS:

The top three responses from teens and parents aligned with the top three responses found for all respondents.

Other frequent responses from teens and parents included wanting to see:

- Services offered in locations that they can get to more easily.
- Programs and employment opportunities available through city teen services.

SERVICE PROVIDERS:

The top two responses from service providers were wanting to see:

- Better transportation to services and programs.
- More basic needs met through city teen services (i.e., food).

Five other responses were frequently selected, including wanting to see:

- A greater frequency or availability of service or program offerings.
- Services offered in more locations.
- Employment opportunities available through city teen services.
- Wider variety of services and programming.

COMMUNITY MEMBERS:

The top three responses from community members included wanting to see:

- More service or program offerings of a particular type (i.e., arts).
- More basic needs met through city teen services (i.e., food).
- A wider variety of services and programming.

Question Topic: Strategies to Address Teen Needs

The City asked all respondents to respond to an open-ended question about how the City can address teens' needs.


Q. ALL RESPONDENTS: *In your own words, how the City can address these needs?*

(Please note that "these needs" are in reference to the top improvements that respondents had identified they would like to see the City provide in a previous question.)

Based on the responses, most respondents commented that they would like to see the City re-offer teen services and programs at the Old Fire House Teen Center while expanding and improving teen services throughout the city. The following are key themes of the responses:

Re-offer teen services and programs at the Old Fire House Teen Center:

- The overwhelming majority of respondents want the Old Fire House Teen Center to remain operational for teen services and programs.
- There is strong emphasis on preserving the historic, iconic space and unique community culture that has served multiple generations of Redmond youth.
- Community members request that the City repair and renovate the building rather than close it permanently.
- Many responses include calls for fundraising opportunities or increased city investment to address the facility's maintenance issues.
- The artistic legacy of the Old Fire House Teen Center in addition to the sense of belonging and home that it provides to teens is seen as impossible to replicate in other locations.
- Preserving Redmond's character and charm through maintaining historically significant community assets is seen as important.



"The Old Redmond Firehouse teen center has been a cornerstone of youth programming in Redmond for years. Youth culture and music are intertwined, and a program that ties together teen services, events, and activities that all have the opportunity to participate in is a tremendous resource for the city. The OFH has a legacy of 'coolness' that is impossible to recreate, and giving teens the opportunity to perform on the same stage as local music greats is as inspiring as it gets."

Offer teen services and programs at a central and accessible location:

- A downtown location is considered crucial for accessibility via public transit and walking routes.
- The Redmond Community Center at Marymoor Village is widely viewed as too remote and inconvenient for most teens to get to due to transportation barriers.
- Proximity to schools, transit routes, and downtown amenities is seen as important for service and program access.

Provided a dedicated teen-only space:

- There is a strong preference for spaces that are designed and designated for teenagers and not shared with other age groups.
- Teens need a sense of ownership and autonomy over their programming space to feel welcomed.
- Multi-generational community centers are viewed as unable to provide the same sense of belonging and comfort as teen-only facilities.
- Teen-only environments are seen as essential for fostering better peer connections and authentic self-expression.

"Providing a space the teens can call their own- a space used only for teen programs, not a multipurpose room in a community center. Only when a space can provide that sense of belonging and ownership to teens will they show up as fully themselves. The world tells teens they don't have room for them yet, and spaces like the Old Redmond Firehouse are special because they are theirs alone."

Maintain and provide programming focused on music and arts:

- The music venue and performance space capabilities of the Old Fire House Teen Center are highly valued by the community and considered irreplaceable assets.
- Recording studio facilities and live music opportunities are viewed as unique resources that distinguish Redmond's teen programming.
- There is high demand for creative arts programming including music, visual arts, and theater opportunities.

Listen to the voices of teens:

- Respondents encourage the City to involve teenagers directly in decision-making processes that affect their programming and services.
- Community members requested more transparent communication about changes to and challenges facing teen services and programming.
- There are requests to establish formal teen advisory councils for major decisions affecting youth programming.
- Respondents emphasize the importance of gathering input before making significant changes.

"You must listen carefully to a wide variety of teens, teen professionals of all backgrounds, the community and respond with direct action correlated to the information you have gathered from those groups... A community that invests in their youth, invest in the future well being and prosperity of their community."

Ensure accessibility and equity of teen services and programs:

- Teen services must remain free or low-cost to ensure broad participation across all economic backgrounds.

- Transportation challenges disproportionately affect lower-income families and limit their access to programming.
- There is a recognized need for inclusive programming that serves neurodivergent and LGBTQIA+ teenagers.
- Walking and biking distance to services is crucial for teens who don't have access to cars or money for transportation.

“It’s becoming financially very challenging to access these services, if getting community together and involved has to start with roping them in young it has to be diverse and financially subsidized for younger members of society.”

Provide a more diverse range of teen services and programming:

- There is demand for expanded mental health support and professional counseling services for teenagers.
- Community members want to see more STEM education and career development opportunities offered.
- Respondents requested life skills training, including financial literacy and job preparation programming.
- There is interest in expanded sports and fitness programs designed specifically for teens.
- The community supports volunteer opportunities and leadership development programs that engage youth in civic participation.

Open-Ended Response


The City asked all respondents to respond to an open-ended question asking if there was anything else they would like to share with the City.

Q. ALL RESPONDENTS: *Is there anything else you would like to share with us about City teen services or programming?*

The following are key themes of the responses provided.

Importance of the Old Fire House Teen Center:

- Respondents overwhelmingly oppose the closure of the Old Fire House Teen Center, viewing it as a vital community resource that has served teens for 30 years.
- Many express anger and frustration about the lack of transparency, community input, and adequate notice regarding the closure decision.
- The Old Fire House Teen Center is valued as both a historical landmark and a cultural hub that has contributed significantly to the Pacific Northwest music scene.
- Former participants describe the center as "life-changing" and "life-saving," particularly for teens struggling with mental health issues, bullying, or social isolation.
- Many former participants credit the Old Fire House Teen Center with launching music careers and fostering artistic development for countless local musicians.
- Respondents view the building as part of Redmond's identity and history that should be preserved rather than demolished.



“The teen center is a jewel of our community not to be lost, but to be improved even, if possible. Whatever the City can do to help out teens is greatly appreciated!”

Accessibility and location concerns of current teen services and programming:


- The Redmond Community Center at Marymoor Village is viewed as significantly less accessible than downtown locations for teen services and programming.
- Respondents worry that teens will lose independence as getting to the Redmond Community Center at Marymoor Village is easier through car transportation rather than being walkable or easily accessible by public transit.
- Many emphasize that accessibility issues will disproportionately affect teens from less privileged families who cannot rely on parents for transportation.

Unique value of a teen-only facility:

- Respondents stress that teens need their own dedicated space that feels authentically theirs, separate from community centers open to all ages.
- The Old Fire House Teen Center’s teen-dedicated spaces and "cool factor" was seen as crucial for teen engagement and participation.
- Many argue that dispersing teen programs across multiple locations will diminish the sense of community and belonging that the centralized Old Fire House Teen Center provided.

Life-changing impact and mental health benefits of teen centers:

- Many former participants describe teen centers as providing essential support, building confidence, developing life skills, and creating lasting friendships.
- Respondents emphasize that teen centers serve as crucial "third spaces" outside of home and school where youth can develop and thrive.
- Teen centers are seen as vital for keeping youth engaged in positive activities and reducing risky behaviors.



“Teenagers need to have their own exclusive space where they feel free and included—a place where they can develop their ideas and be valued as adolescents within society without being judged. A teen center designed exclusively for their use provides a safe and supportive environment that encourages creativity, builds confidence, fosters social connections, and helps them develop essential life skills in a way that respects their unique stage of life.”

Calls for better communication and teen involvement:

- Respondents request that the City expand their communications and promotions about teen services and programming outside of currently used channels, noting that many teens are unaware of available programs.

- There are calls for greater transparency in decision-making and more involvement of teens in planning their own services and programming.
- Many suggest that teens should have a significant voice in determining the future of teen programming and facilities.

Concerns about alternative solutions:

- The proposed alternative spaces are viewed as inadequate substitutes that lack the unique character and accessibility of the Old Fire House Teen Center.
- Respondents worry that moving to shared community spaces will reduce teen participation and engagement.
- There is skepticism about the City's ability to recreate the special atmosphere and community that existed at the Old Fire House Teen Center.

Programming and services valued:

- Music programs, recording studios, live performance opportunities, and open mic nights are frequently mentioned as especially valuable offerings.
- Art programs, youth advisory boards, leadership development, and drop-in social time are also highly valued.
- Mental health counseling and support services are seen as essential components that teens need in a comfortable, teen-focused environment.

“Provide more interactive learning opportunities or internships to introduce teens to leadership, responsibility and other life skills.”

Question Topic: School Affiliation

The City asked all respondents to choose where they, or their associated teen or teen connections, attend school through a multiple-choice question. A fill-in option was provided for respondents to provide their own answer.

- Most **current and future teens** noted that they are not affiliated with Redmond schools, or they attend Redmond High School.
- **Current and future teens** who do not go to school at one of the options provided on the questionnaire noted that they go to school at one of the following:
 - Woodinville High School
 - Washington’s online program or virtual academy
 - Timbercrest Middle School
 - Renaissance School of Art and Reasoning
 - Northshore Learning Options
 - Homeschool in Sammamish
 - Environmental and Adventure School
 - Eastlake High School
 - Bothell High School
 - Formerly Redmond High School

- Most **parents, guardians, and caregivers** noted that their current and future teens attend Redmond High School.
- **Parents, guardians, and caregivers** who provided a fill-in response noted that their teens or future teens attend the following schools:
 - International Community School
 - Innovation Lab High School
 - Renaissance School of Art and Reasoning
 - Juanita High School
 - Washington's online program or virtual academy
 - Emerson High School
 - Eastlake High School
 - Court day school
 - Bellevue School District
 - BASIS
- **Teen service providers** noted that their current and future teens go to school at Redmond High School, Redmond Middle School, Rose Hill Middle School, and Lake Washington High School.
- Most respondents who identified themselves as other **community members** noted that they are not currently connected to any Redmond Schools.

TABLE - RESPONSES FROM ALL GROUPS FOR SCHOOL AFFILIATION

School / Choice	Current and future teens		Parents, guardians, and caregivers		Service providers		Community members	
	#	%	#	%	#	%	#	%
Brightmont Academy	0	0%	1	0.8%	3	3.3%	1	0.8%
Evergreen Middle School	1	1.2%	7	5.2%	7	7.6%	7	5.4%
Homeschooled in Redmond	2	2.4%	2	1.5%	6	6.5%	4	3.1%
Lake Washington High School	8	9.5%	9	6.7%	9	9.8%	1	0.8%
Nikola Tesla STEM High School	2	2.4%	4	3.0%	8	8.7%	3	2.3%
Not connected with any Redmond schools	26	31.0%	11	8.2%	3	3.3%	57	44.2%
Other (fill in)	15	17.9%	23	17.2%	2	2.2%	14	10.9%
Redmond High School	23	27.4%	46	34.3%	13	14.1%	26	20.2%
Redmond Middle School	3	3.6%	15	11.2%	11	12.0%	10	7.8%
Rose Hill Middle School	1	1.2%	8	6.0%	9	9.8%	1	0.8%

School / Choice	Current and future teens		Parents, guardians, and caregivers		Service providers		Community members	
	#	%	#	%	#	%	#	%
Stella Schola Middle School	0	0%	2	1.5%	3	3.3%	1	0.8%
The Bear Creek School	1	1.2%	0	0%	3	3.3%	2	1.6%
The Overlake School	2	2.4%	0	0%	4	4.4%	2	1.6%
Timberline Middle School	0	0%	5	3.7%	8	8.7%	0	0%
Willows Preparatory School	0	0%	1	0.8%	3	3.3%	0	0%

Redmond-Area Schools

Responses from the questionnaire indicate that current and future teens using teen services are associated with both Redmond area schools and schools outside of Redmond. Some of the respondents who are not affiliated with Redmond area schools noted that they were former Redmond area students, or they live in Redmond and attend school elsewhere. However, when comparing responses throughout the questionnaire, all current and future teens, as well as their parents, guardians, and caregivers, had similar responses whether they indicated they are, or are not, associated with Redmond area schools.

Demographics Questions

To ensure the questionnaire was reaching a broad and diverse population, respondents were asked to complete six optional demographic questions in multiple-choice format.

The responses to this section were reviewed by the outreach and engagement team periodically throughout the open questionnaire period to identify groups who may not have received the questionnaire. If gaps were identified, the team adjusted outreach methods accordingly to try to reach all audiences who may want to provide input about Redmond teen services.

The following demographic questions were included in the questionnaire:

What gender do you identify with?

- 315 people out of a possible 317 provided a response.
- 183 people (53.4%) identified themselves as female, 81 (23.6%) identified themselves as male, 27 (7.8%) identified themselves as non-binary, 23 (6.7%) identified themselves as transgender/gender-variant, 25 (7.3%) noted that they prefer not to answer, and 4 (1.2%) people identified themselves as other.
- Of those who selected other, one person identified as genderqueer, and three people identified as genderfluid.

In which year were you born?

- 314 people out of a possible 317 provided a response.
- Most respondents (87; 27.7%) were born between 2006 and 2012, followed by 66 (21%) born between 1980 and 1989, and 51 (16.2%) between 1970 and 1979.
- Three respondents were born after 2012.

Which of the following best describes your racial and ethnic heritage?

- 316 people out of a possible 317 provided a response.
- Respondents could choose multiple responses. White/Caucasian was the most-selected specified response, followed by Asian American, Hispanic/Latinx, and multiracial.

Do you identify with having a disability?

- 315 out of a possible 317 provided a response.
- 50 (15.9%) respondents identified with having a disability, 46 (14.6%) noted that they prefer not to answer, and 5 (1.6%) chose other and noted that they have experience with autism, Asperger's syndrome, or ADHD.

What language do you primarily speak at home?

- 314 people out of a possible 317 provided a response.
- Respondents could choose multiple responses. English was the primary specified language selected that is spoken at home, followed by Spanish, Arabic and Russian.
- Languages other than English, spoken at home, include Spanish, Arabic, Hindi, Russian, Hebrew, French, Gujarati, Urdu, Turkish, Telugu, Sinhalese, Portuguese, Marathi, Korean, Kazah, German, Filipino, Bengali, Bangla, Afrikan, and Polish.



The City of Redmond assures that no person shall, on the grounds of race, color, national origin, or gender, as provided by Title VI of the Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity. For more information about Title VI, please visit redmond.gov/TitleVI.