



Redmond
WASHINGTON



City of Redmond
Community Survey Results
April-May 2026

Project Purpose and Methodology

- ▶ Project goal is to measure general satisfaction with Redmond City government and residents' priorities for future planning and improvements
- ▶ Survey of Redmond residents conducted April 6 – May 3, 2026
- ▶ Like previous surveys, the survey universe includes all residents, using a randomized Address-Based Sampling (ABS) approach; a supplemental text, email, and outbound phone outreach approach was added for the 2026 survey to enhance outreach to a representative pool of survey respondents
 - This could result in small differences compared to prior surveys
- ▶ A total of 528 interviews were conducted; margin of error ± 4.3 percentage points at the 95% confidence interval
- ▶ Survey offered in English, Spanish, Chinese, and Hindi
 - While 99.3% of respondents chose to complete the survey in English, 4% self-identified as living in Spanish-speaking households, and 8% in households that speak one or more Asian and Pacific Island language
- ▶ Where applicable, results are compared to past Redmond Community surveys
- ▶ Public access version of the survey is currently in progress and open to all interested residents at Redmondsurvey.com

Postcard invitation:



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



TO COMPLETE ONLINE:

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

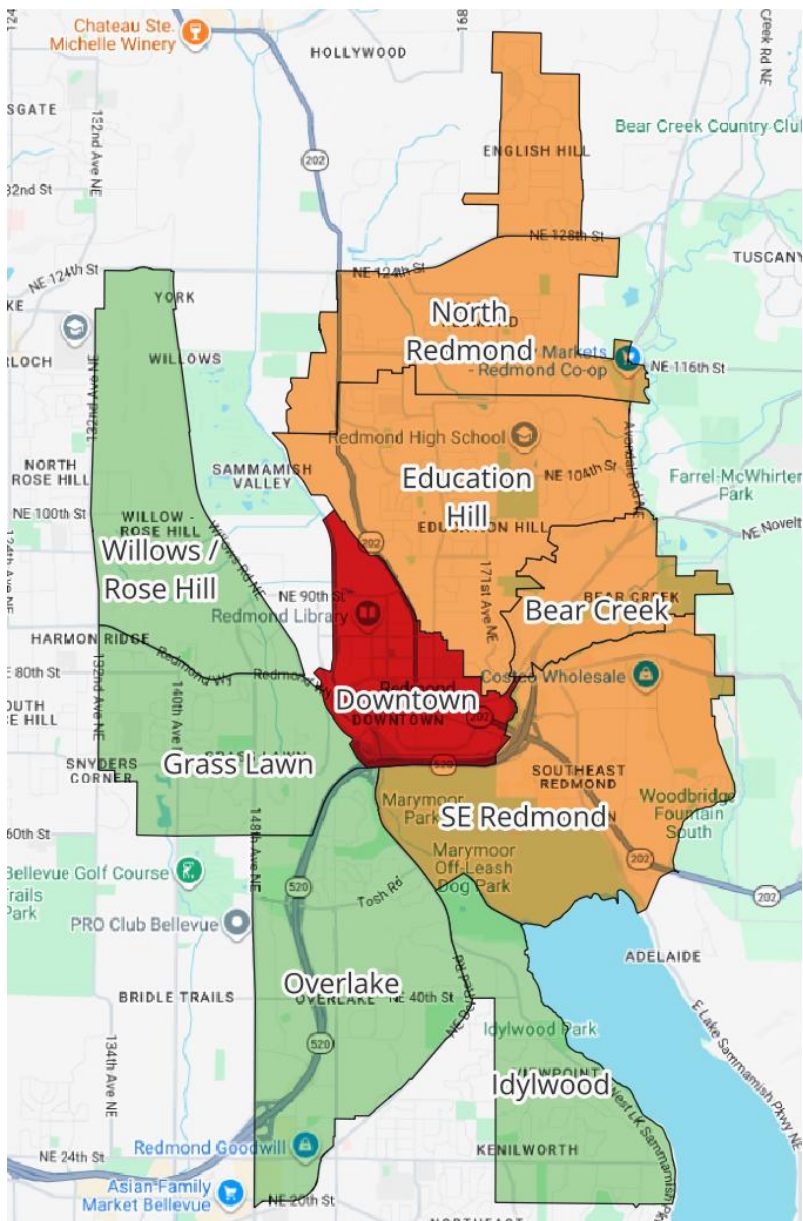


BY PHONE:

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

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

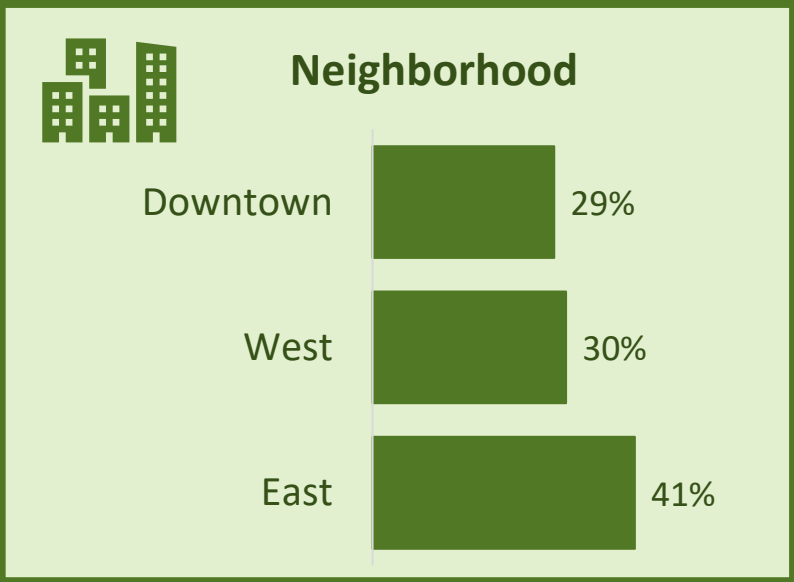
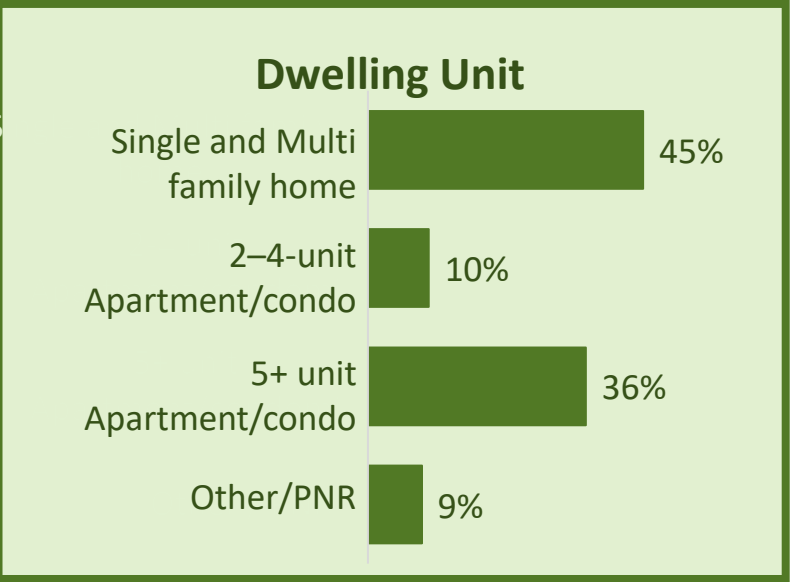
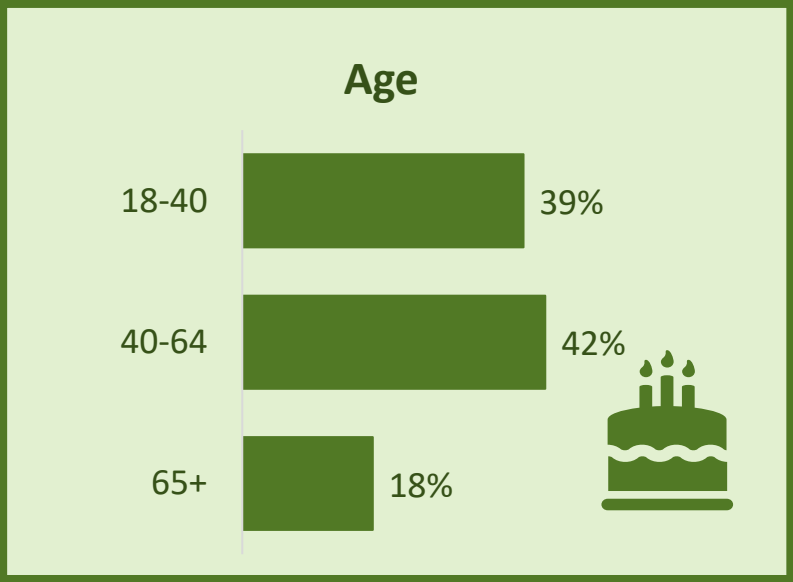
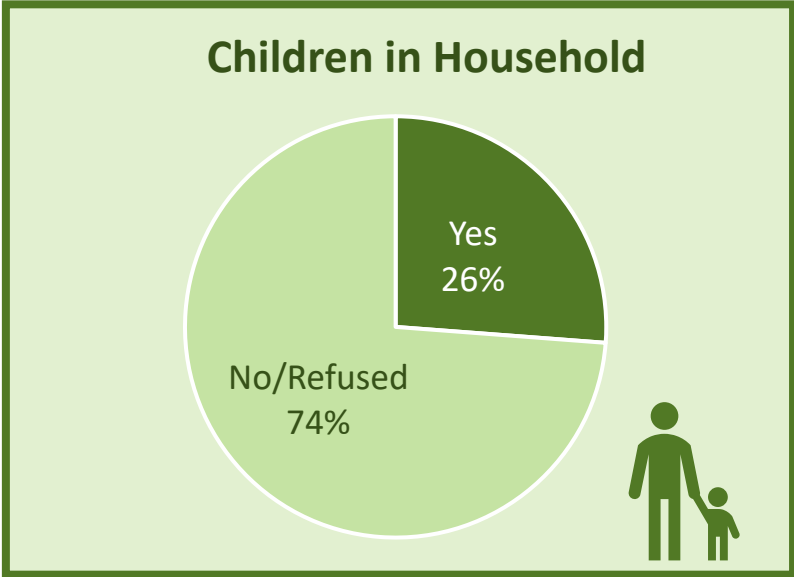
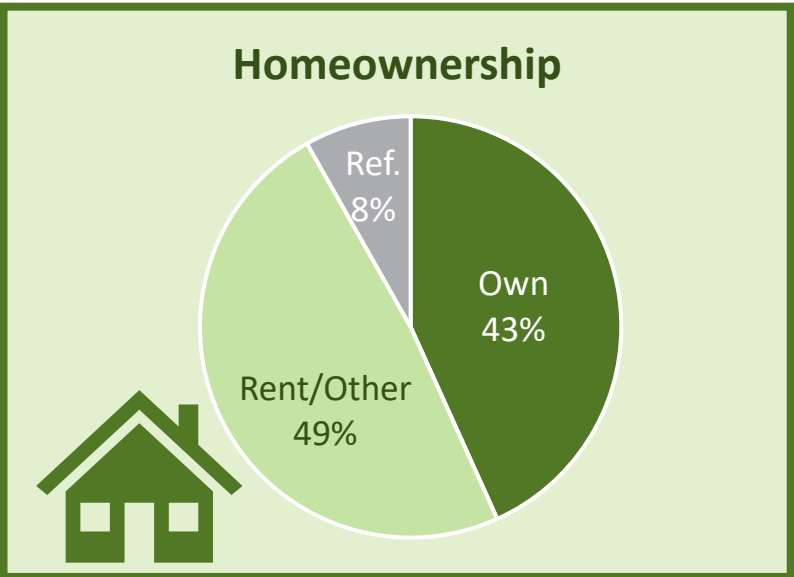
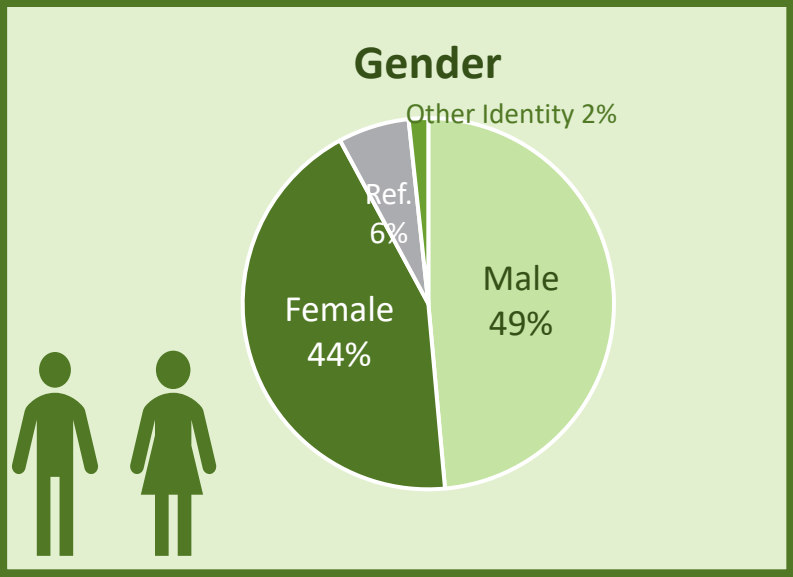
Region Map



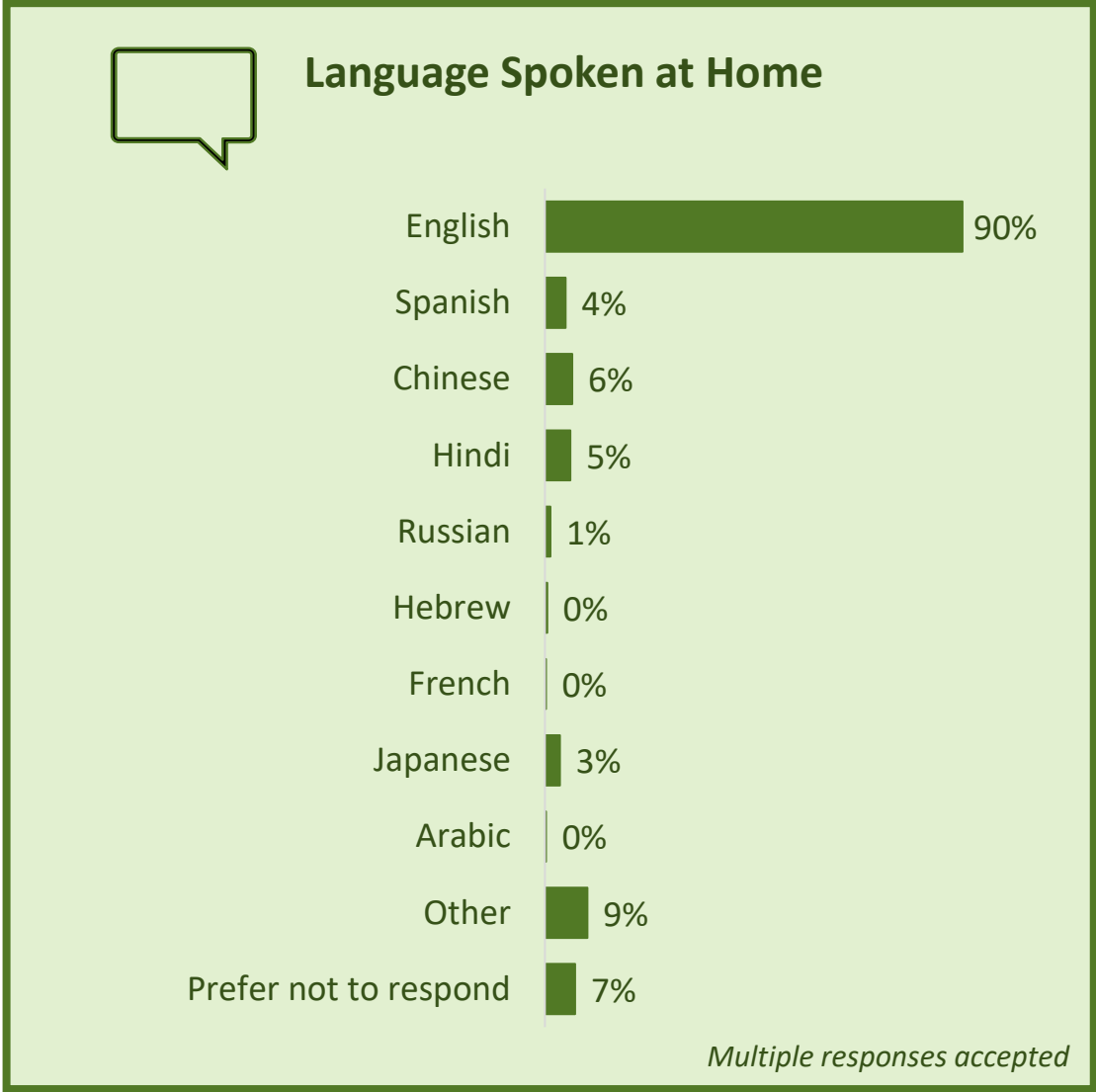
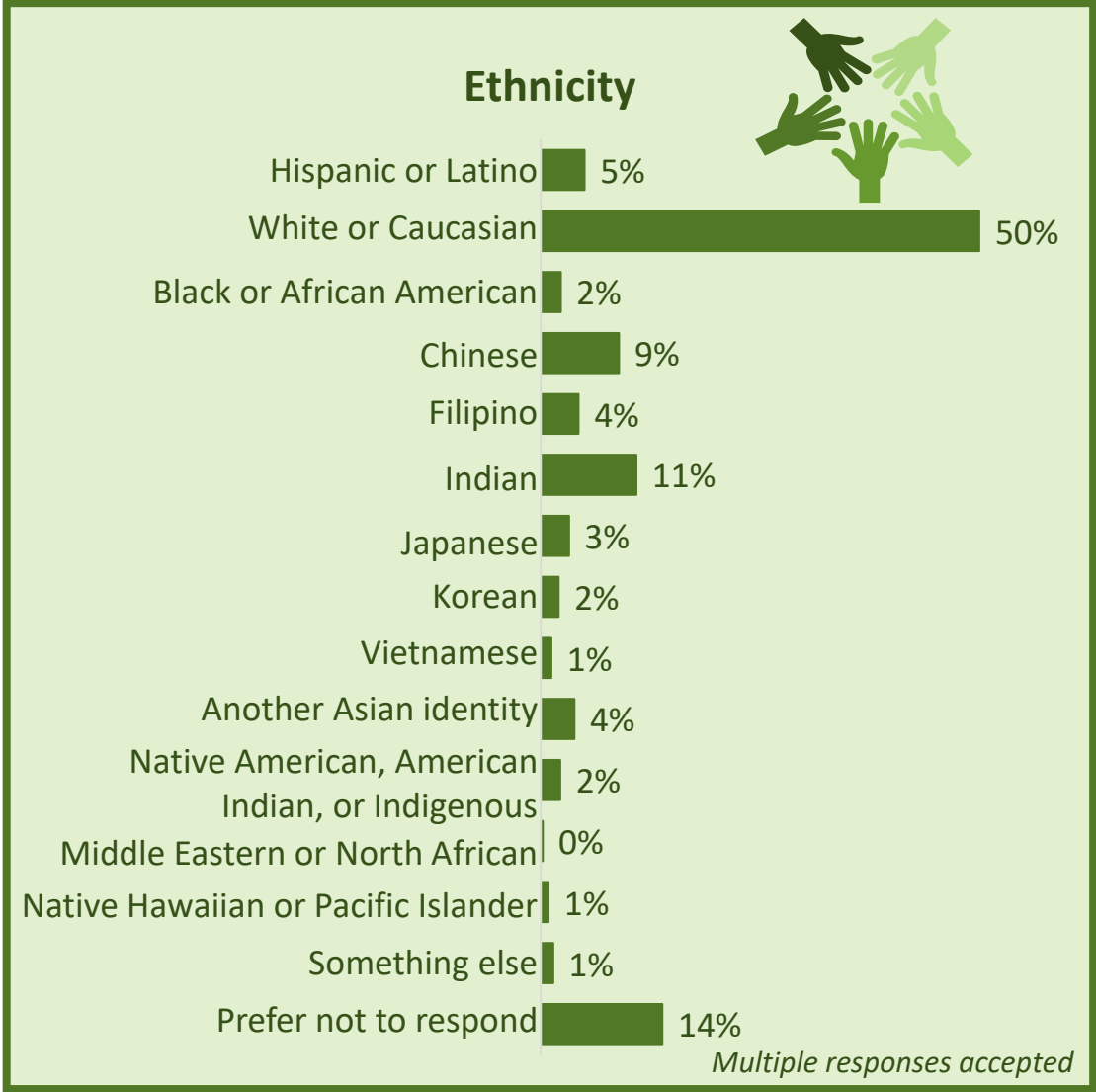
City of Redmond

	Downtown	(29%)
	East	(41%)
	West	(30%)

Respondents' Demographic Profile



Respondents' Demographic Profile



04-24-2026 | NEWS

Tech layoffs update: Meta, Nike, Snap, and others join the growing list of companies slashing jobs in April 2026

LOCAL NEWS

Speed cameras go live in Redmond school zones with brief 'warning period'

Seattle Light Rail is Now Open for Eastside Residents

A NEW ERA OF TRANSPORTATION BEGINS NOW IN THE SEATTLE AREA.

🕒 April 12, 2026 👤 Katrina Swett 📁 News 💬 0

Redmond, WA sees surge of riders with Crosslake Connection light rail

By Lauren Donovan | Published April 9, 2026 6:08pm PDT | Redmond | FOX 13 Seattle | ➡

The Hub at Willows: New 139,000 SQFT Manufacturing & Flex Development Coming to Redmond

 The Registry • April 14, 2026 • ⌚ 2 Mins Read

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Microsoft in Redmond to offer early May buyouts to about 8,750 U.S. employees

by Associated Press | Thu, April 23, 2026 at 4:07 PM
Updated Sat, April 25, 2026 at 6:27 PM

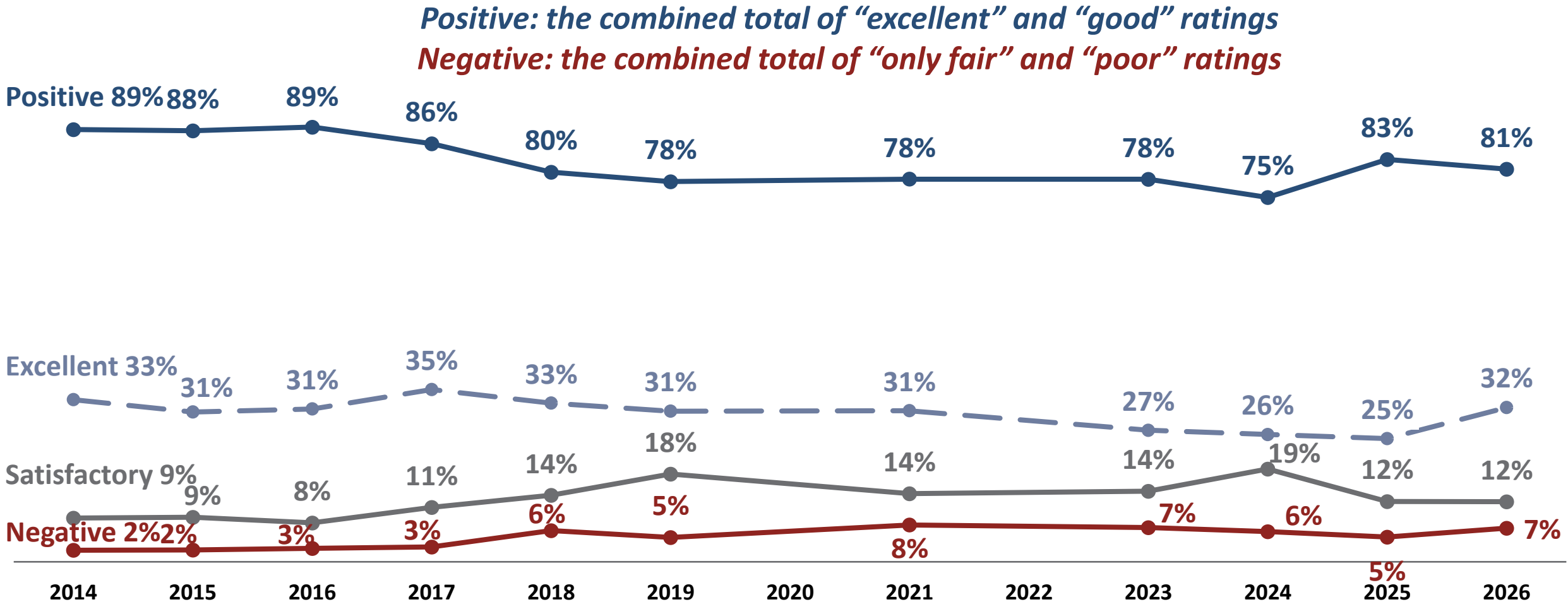




Quality of Life and Overall Environment

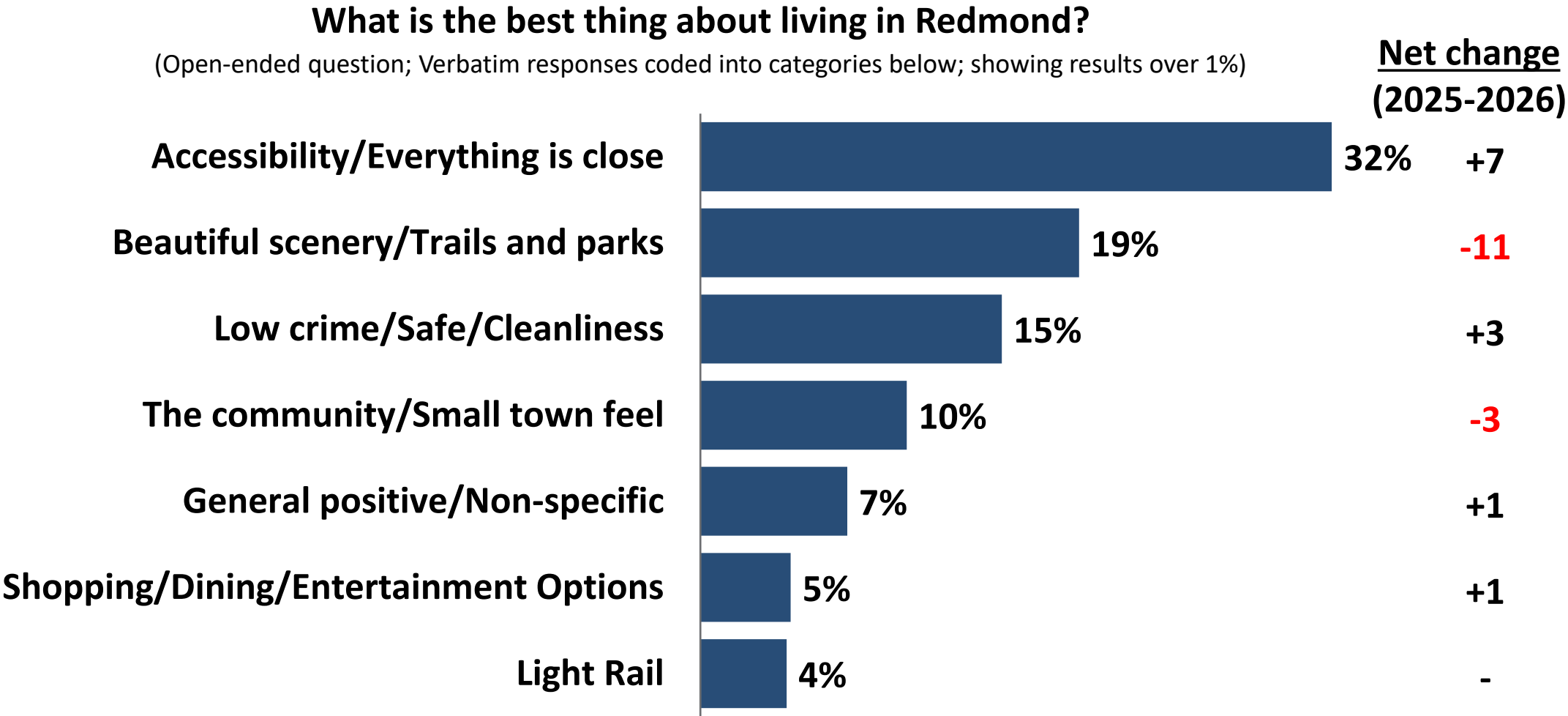
Quality of Life in Redmond – Trend

Overall positive ratings of the quality of life remain stable, while “excellent” ratings have increased since last year to over thirty percent for the first time since 2021.



Top-of-Mind Positives

Accessibility, scenery and parks, and safety rank highly among residents' top-of-mind favorite things about living in Redmond.



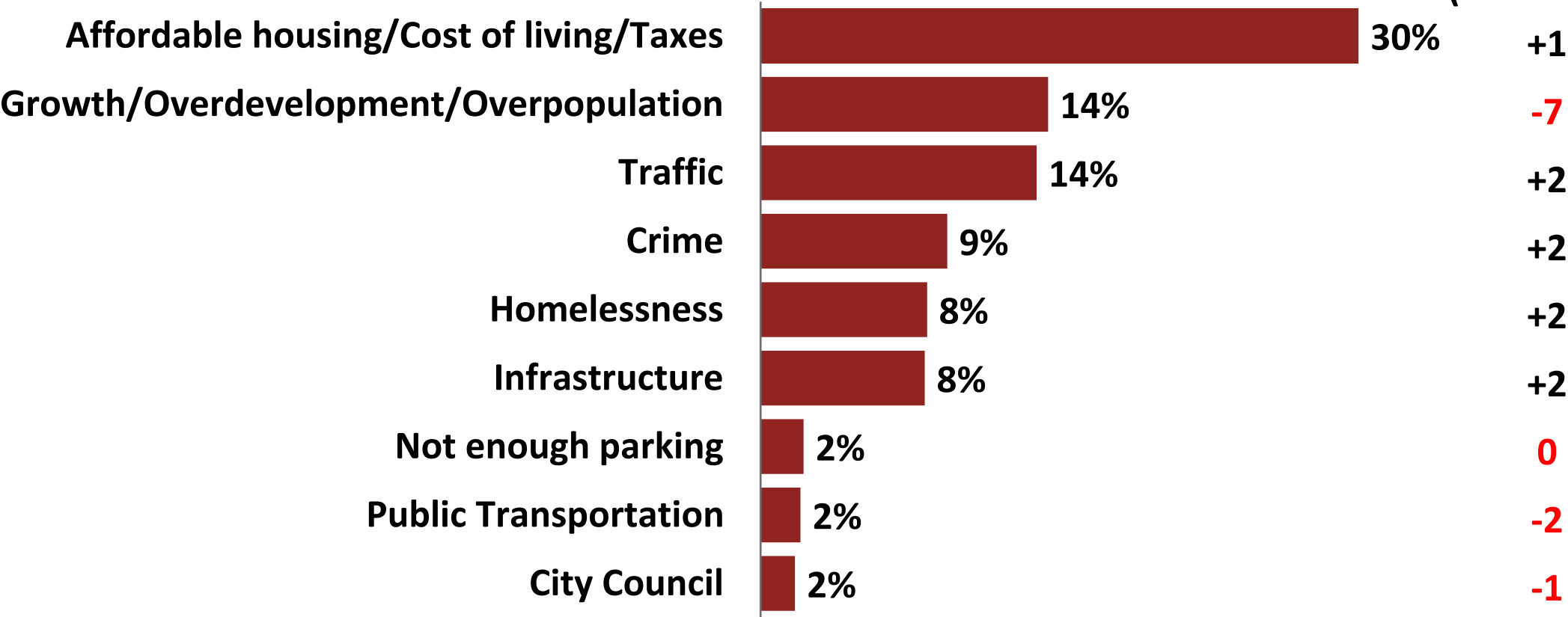
Top-of-Mind Concerns

While residents' primary concerns continue to be affordability/cost of living, growth/overdevelopment, and traffic, concern about growth/overdevelopment has decreased by 7 points since last year.

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

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

Net change
(2025-2026)



Top-of-Mind Concerns Over Time

Affordability remains the biggest top-of-mind problem for residents. Concern about overdevelopment has decreased to 2024 levels after rising last year.

Note: Showing categories over 1%

	2019	2021	2023	2024	2025	2026
Affordable housing/Cost of living/Taxes	13%	21%	25%	28%	29%	30%
Growth/Overdevelopment/Overpopulation	29%	26%	25%	15%	21%	14%
Traffic	31%	16%	13%	11%	12%	14%
Crime	3%	6%	7%	15%	7%	9%
Homelessness	4%	11%	4%	9%	6%	8%
Infrastructure	2%	3%	9%	8%	6%	8%
Not enough parking	1%	1%	0%	1%	2%	2%
Public transportation	1%	2%	4%	4%	4%	2%
City Council	-	-	-	3%	2%	2%

Q4. And what do you think is the most important problem facing the City of Redmond today? (OPEN-END; VERBATIMS CODED INTO CATEGORIES)

Top-of-Mind Concern by Region

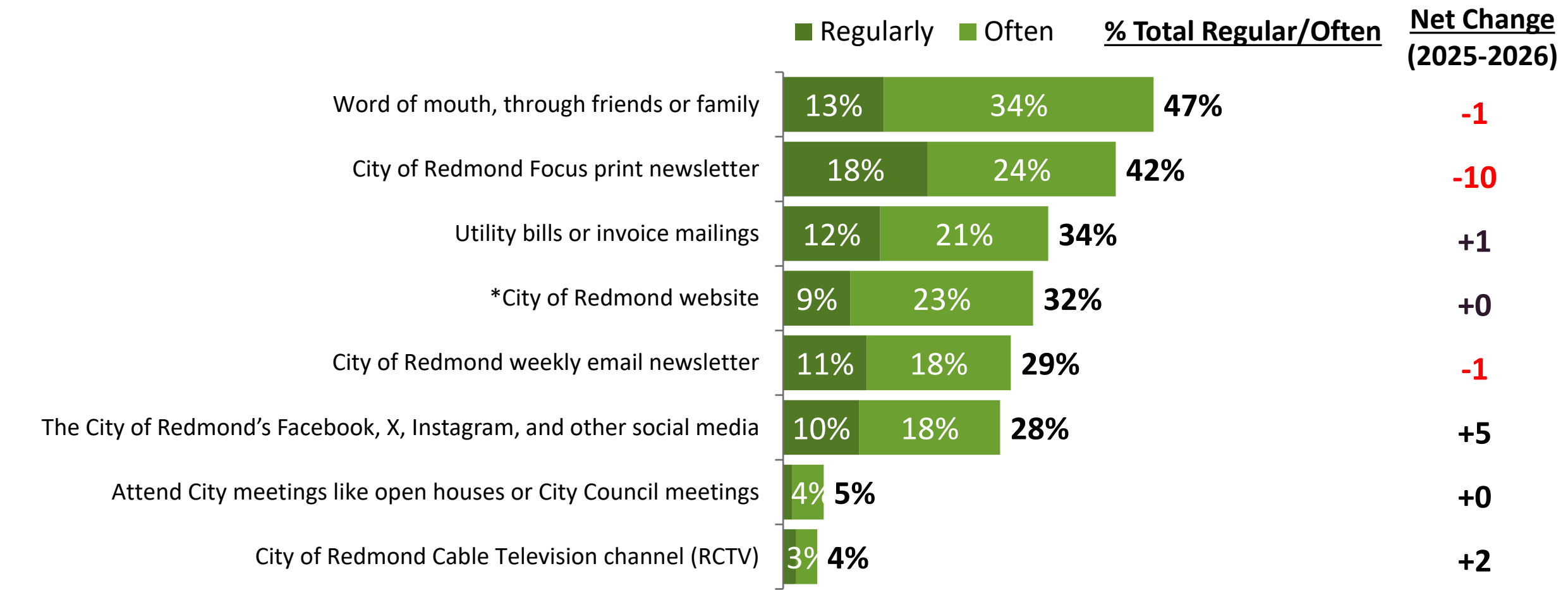
Affordability and the cost of living is the most-mentioned concern for residents across the City. Traffic is a higher concern among residents West of Downtown.

Note: Showing categories over 1%

	Overall	Downtown (n=120)	West of Downtown (n=180)	East of Downtown (n=226)
Affordable housing/Cost of living/Taxes	30%	34%	32%	25%
Growth/Overdevelopment/Overpopulation	14%	10%	16%	16%
Traffic	14%	11%	19%	12%
Crime	9%	8%	9%	10%
Homelessness	8%	12%	5%	8%
Infrastructure	8%	5%	9%	9%
Not enough parking	2%	2%	0%	3%
Public Transportation	2%	3%	1%	2%
City Council	2%	1%	3%	1%

Redmond Information Sources

Word of mouth and the Focus Print Newsletter are the top two information sources for Redmond residents. Around a third rely on utility bills and the City website. Use of the City’s social media pages is up slightly compared to 2025.



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



City Ratings and Priorities

City of Redmond's Current Priorities

Nearly 9 out of 10 Redmond residents agree with the four guiding statements as the city's top priorities, consistent with last year.

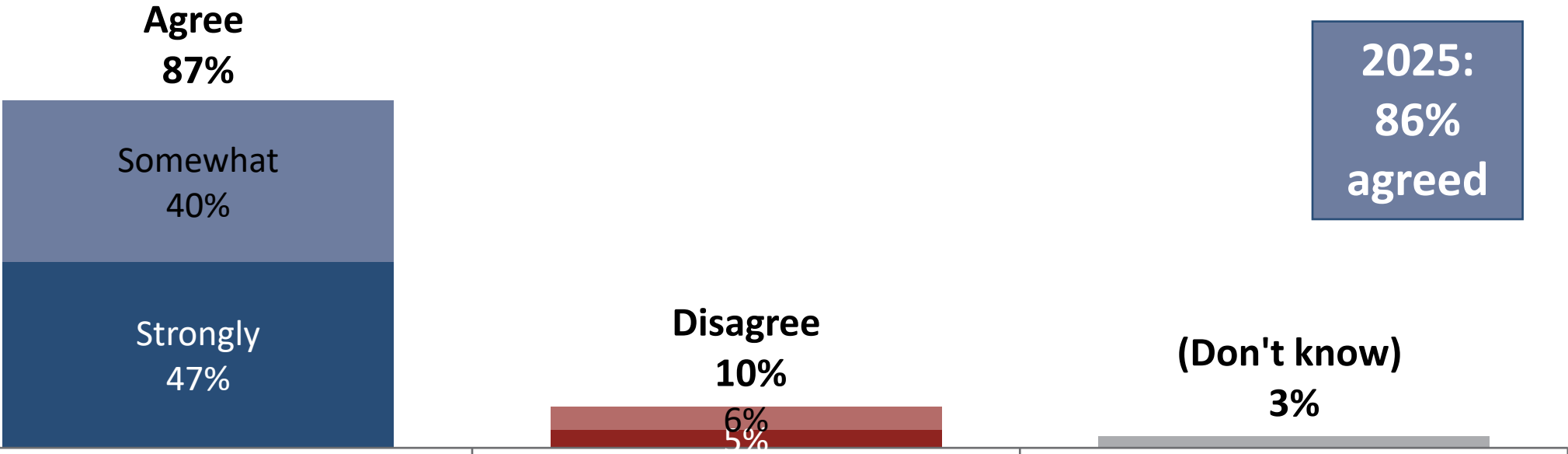
The City of Redmond uses four guiding priority statements when determining how your tax dollars should be spent. These statements say that the programs, initiatives, and priorities the City will fund should be:

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

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

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

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

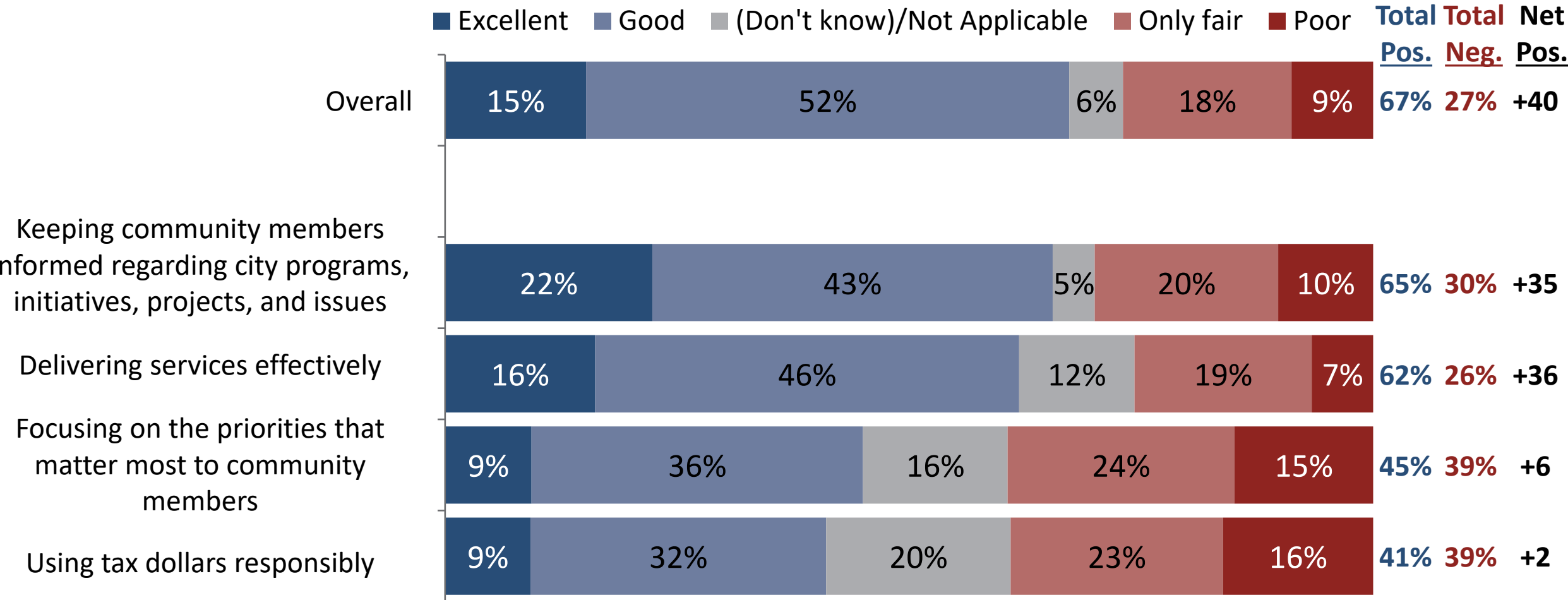


Q12. Do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree, that these should be the City's top priorities?

City of Redmond Job Ratings



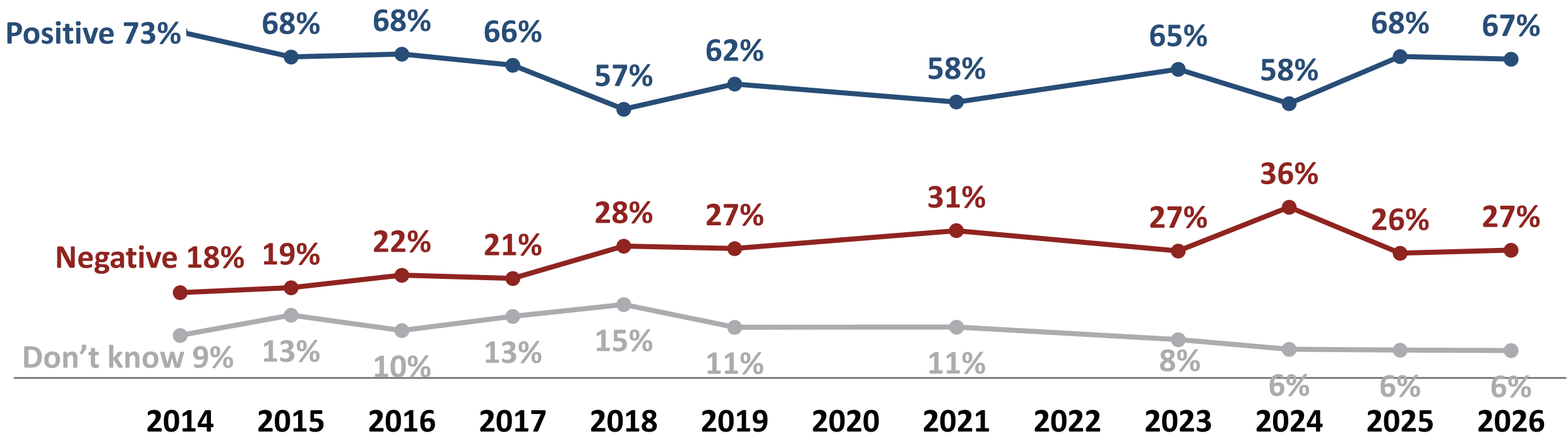
About two-thirds of residents rate the job the City of Redmond is doing overall and keeping community members informed as “excellent” or “good.”



City of Redmond Overall Job Rating – Trend

The City’s overall job rating remains consistent with 2025 ratings, with two-thirds giving the City a positive rating.

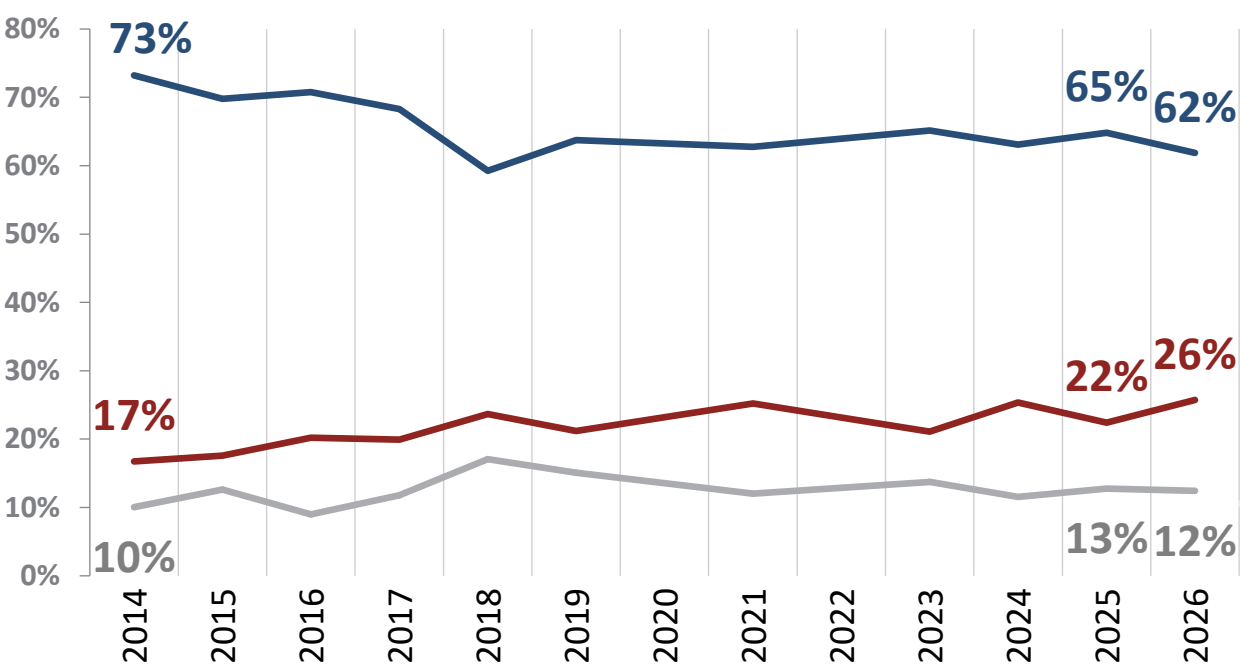
Positive: the combined total of “excellent” and “good” ratings
Negative: the combined total of “only fair” and “poor” ratings



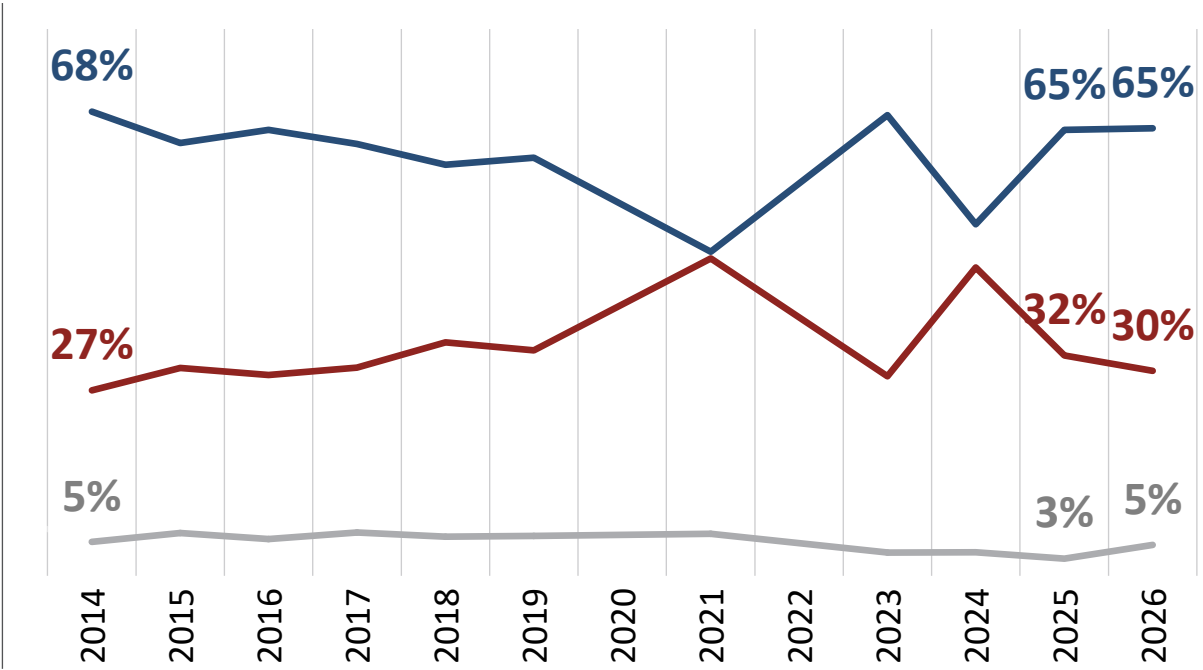
City of Redmond Job Ratings – Trend

Job ratings remain mostly consistent with 2025 ratings.

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



*Delivering services effectively



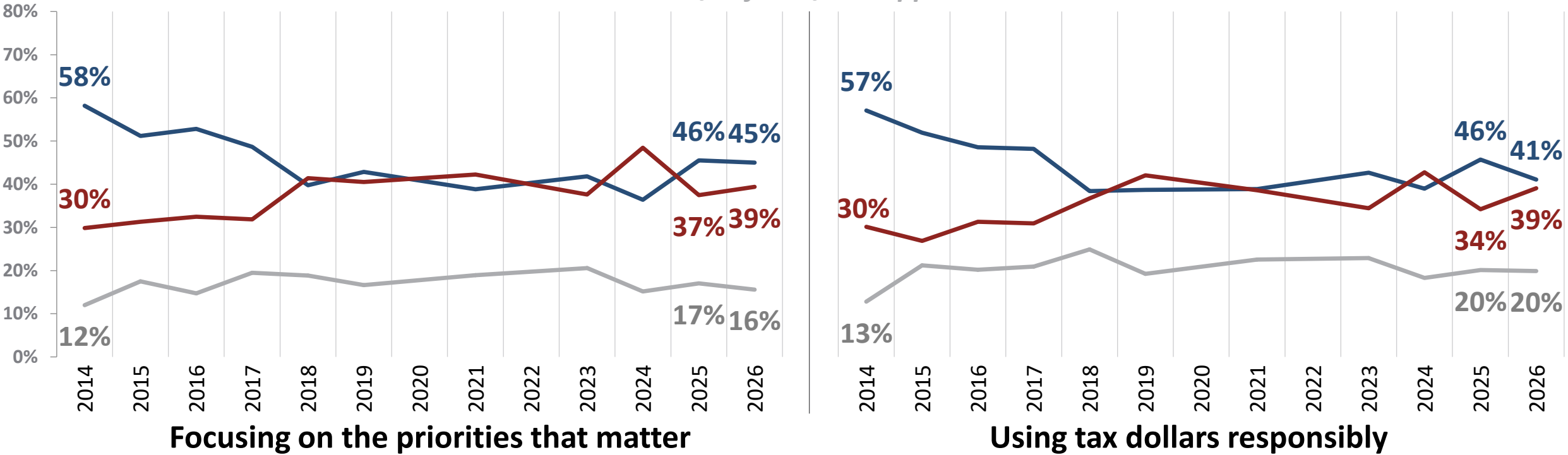
**Keeping community members informed

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

City of Redmond Job Ratings – Trend

Job ratings remain mostly consistent with 2025 ratings, with a slight decrease in positive ratings on the job the City is doing using tax dollars responsibly.

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



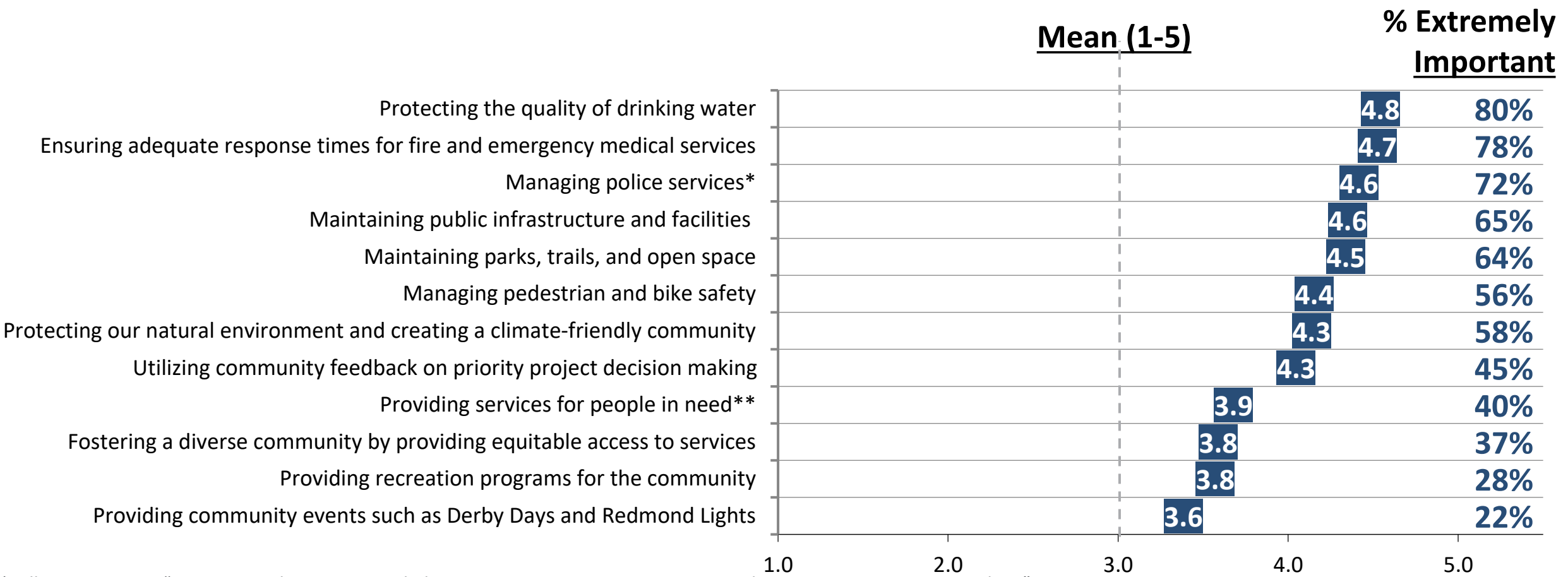


City Services Gap Analysis

City Service/Function Importance Ratings



Protecting drinking water quality, adequate emergency response times, and managing police services are rated highest in importance among Redmond residents.



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

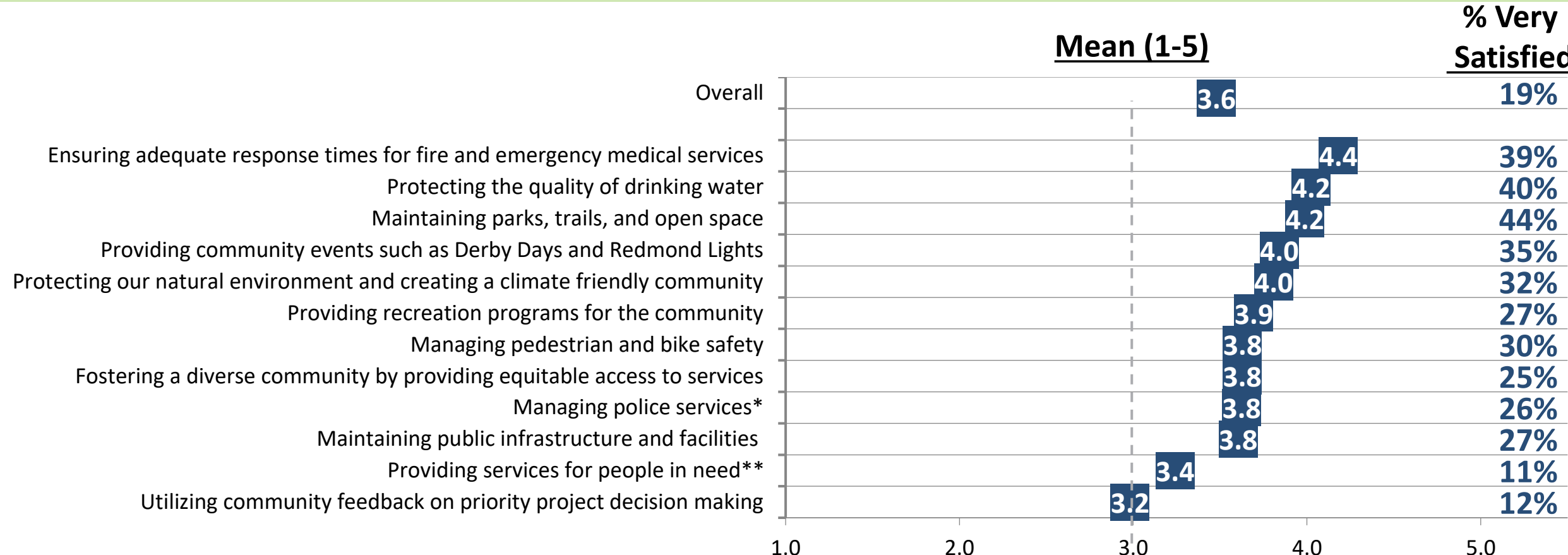
**Full Question text updated in 2025 to: “Providing services for people in need including alternative crisis care and mental health services”

Q26-Q37. Next you will see the same city services and functions. After each, please indicate how important that city service or function is to you and your household.

City Service/Function Performance Ratings



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

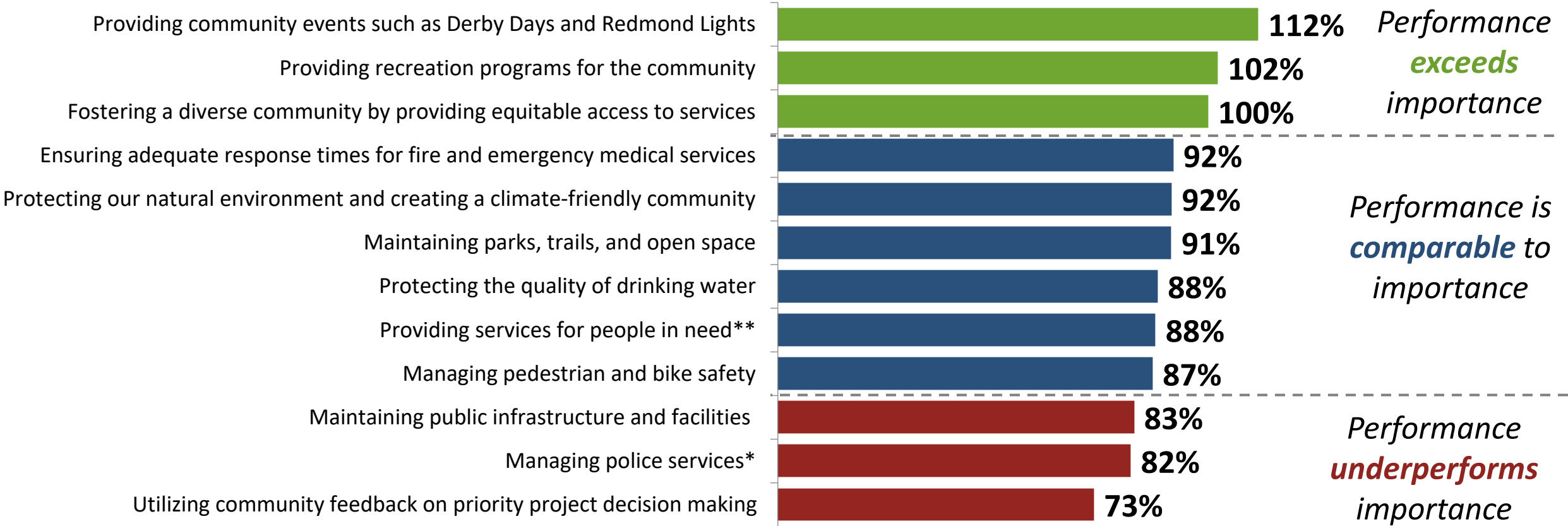


*Full Question text: “Managing police services including response time, preventing crime and protecting community members”
**Full Question text updated in 2025 to: “Providing services for people in need including alternative crisis care and mental health services”

Gap Analysis: Performance as Percentage of Importance

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

Performance as a percentage of importance



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

Gap Analysis - Trend

Changes in the size of the gap are driven by changes in perceptions of importance and/or performance. The most significant area for improvement continues to be utilizing community feedback.

<u>Gap Analysis: Performance as Percentage of Importance</u>	2025	2026	Net Gap Change ('25-'26)
Providing community events such as Derby Days and Redmond Lights	118%	112%	-6%
Providing recreation programs for the community	105%	102%	-3%
Fostering a diverse community by providing equitable access to services	101%	100%	-1%
Ensuring adequate response times for fire and emergency medical services	92%	92%	+0%
Protecting our natural environment and creating a climate-friendly community	90%	92%	+2%
Maintaining parks, trails, and open space	92%	91%	-1%
Protecting the quality of drinking water	89%	88%	-1%
Providing services for people in need**	85%	88%	+3%
Managing pedestrian and bike safety	81%	87%	+6%
Maintaining public infrastructure and facilities	81%	83%	+2%
Managing police services*	81%	82%	+1%
Utilizing community feedback on priority project decision making	74%	73%	-1%

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

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

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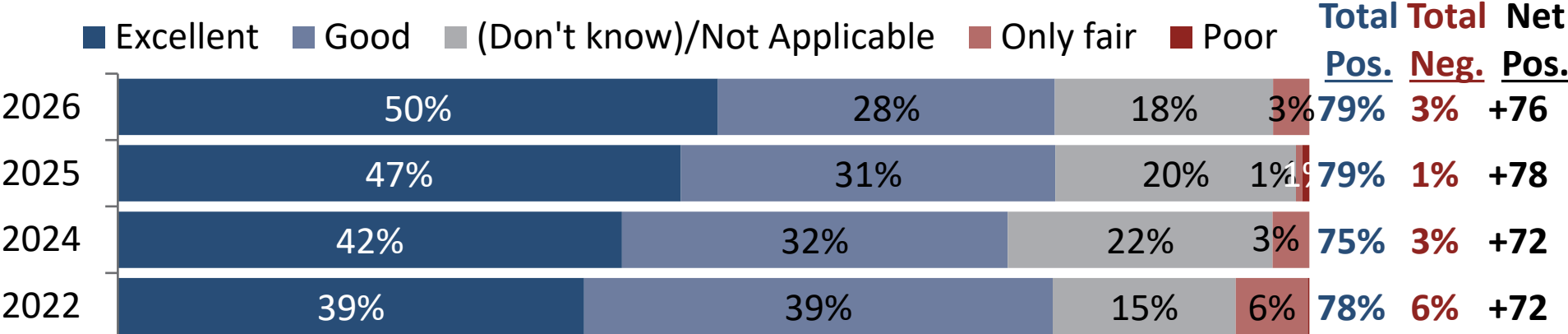
Public Safety

RFD & RPD Job Ratings Over Time

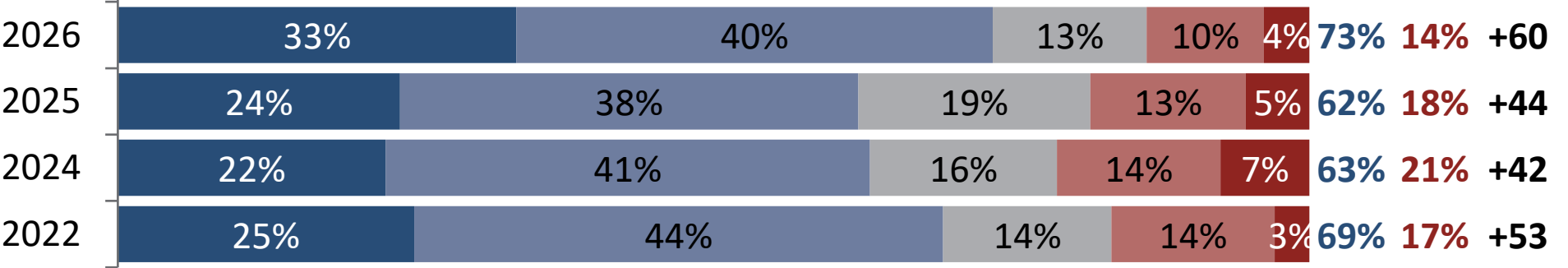
Over three-quarters of residents continue to rate the job RFD does positively. The share of residents rating the job RPD does positively has increased 11 points since last year.

How would you rate...

The job Redmond Fire Department (RFD) is doing overall



The job Redmond Police Department (RPD) is doing overall

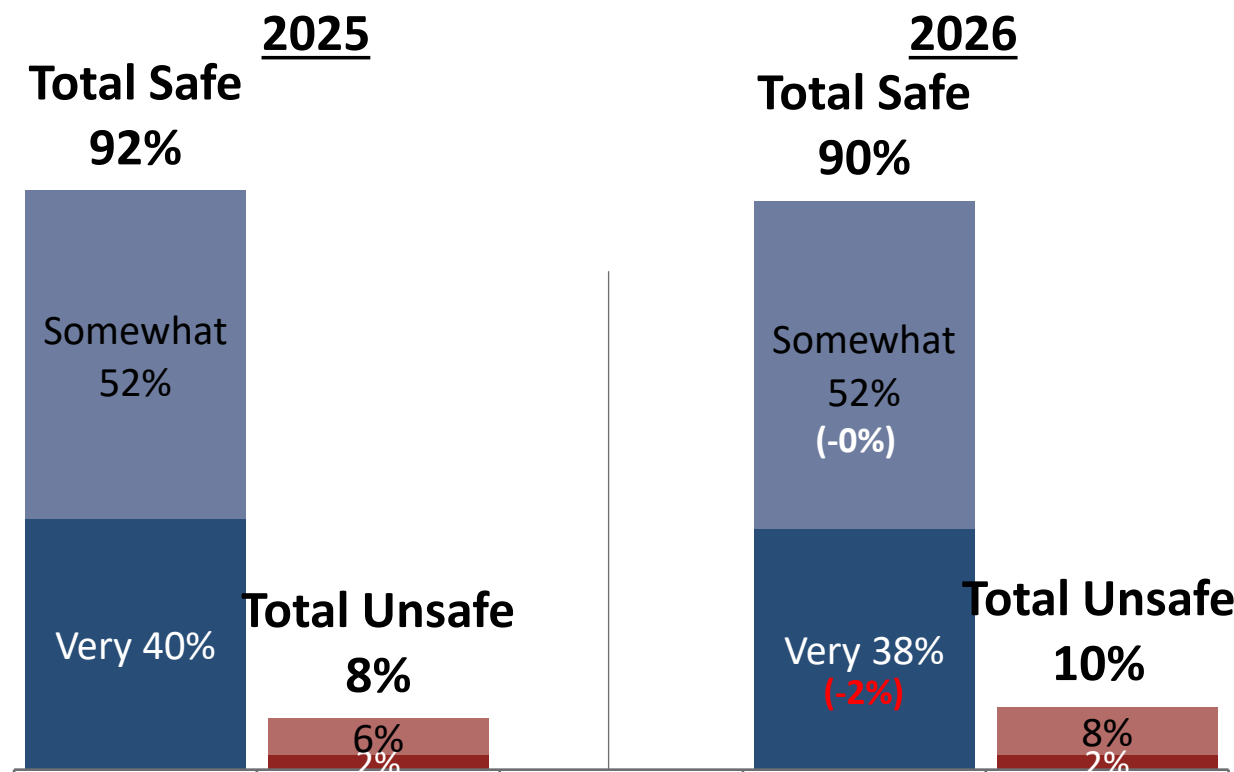


*In 2022, only “don’t know” was offered. “Not applicable” was not a response option.

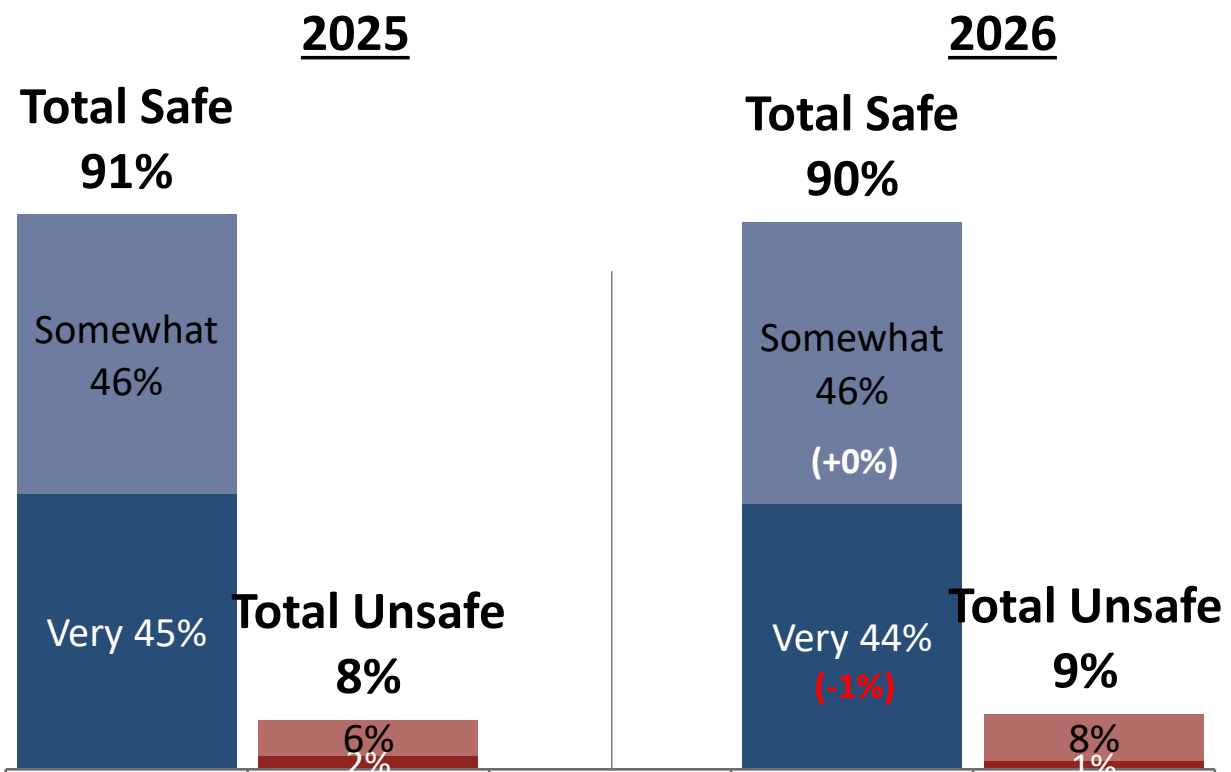
Safety in Redmond

The share of residents feeling safe in Remond and walking alone in their neighborhood remain consistent with 2025.

In general, how safe do you feel in Redmond?



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



Findings Summary

- ▶ Ratings of the quality of life and City services continue to be positive.
- ▶ Residents continue to find affordability the most important issue facing Redmond. While concern around growth and overdevelopment remains a top issue for residents, mentions of it have declined over the past year.
- ▶ Redmond residents continue to rate the job the city does on most of its core responsibilities positively, while ratings on using tax dollars responsibly dipped slightly.
- ▶ Most residents feel that Redmond is a safe place to live, and while job ratings for public safety departments continue to increase, managing police services and utilizing community feedback remain areas for improvement.



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