



SPRING OUTREACH SUMMARY: PUBLIC MEETINGS AND QUESTIONNAIRE

This summary memo includes highlights from the second set of public meetings with the Redmond community and seniors on March 24, 2021 and the 414 community questionnaires collected from March 24 to April 14, 2021. These data are to inform conversations underway between the Parks staff, the Recreation Stakeholder Group, and City Council.

The public involvement findings ensure project alignment on the senior and community priorities of this project, which were developed with the Recreation Stakeholder Group. These priorities have been shared since early March in briefings with community groups, City Council, and the public.

Senior Priorities

- ✓ Welcoming, inviting, and feels like a second home
- ✓ Flexible, user-friendly spaces
- ✓ Designate senior spaces with priority access during peak hours for senior program use
- ✓ Increase the square footage of spaces for programs that were at or near capacity before closure
- ✓ Safety and noise control
- ✓ Proximity of senior spaces to facility entrance, with more ADA and van space
- ✓ Increase active older adult and healthy aging options with dedicated fitness and wellness space

Community Priorities

- ✓ Larger, enhanced, and dedicated senior activities, services, and programs that are welcoming and accessible to serve our displaced senior population
- ✓ Increasing accessibility and services for all ages with more flexible rooms and universal design
- ✓ Implementing environmentally sustainable building materials, programs (e.g., community solar panels), and operations
- ✓ Designing activities, services, and program areas that meet the needs of the community today and tomorrow
- ✓ Building community across ages and cultures
- ✓ Providing varied and affordable recreation and fitness programs
- ✓ Providing community rental space for cultural gatherings and events

Public input opportunities

Public review and input are essential components of the planning and design of the proposed Redmond Senior & Community Center. The objective of public outreach is to promote awareness, listen to community input, gain feedback on design elements that are high priorities, and collect questions and comments from seniors and the community. Members of



the community have been invited to participate at key points in the project to ensure alignment with the senior and community priorities. Additional efforts to reach the displaced senior population and receive their input have been made.

Two public meetings were held on March 24 and an online questionnaire was open March 24 through April 14.

Outreach efforts to promote the Public Meetings and Community Questionnaire included:

- *Facebook and Instagram:* City of Redmond's Parks and Recreation Facebook page promoted the questionnaire on March 27, March 29, April 1, and April 14 to over 10,000 followers.
- *Outreach to Seniors:* Over 100 seniors picking up lunch on March 24 and March 31 received a printed copy of the information from the public meeting with physical comment cards to be returned. Phone calls were made to seniors who did not receive lunches. Monthly updates have been made in the Encore Newsletter mailed to over 1,500 seniors each month.
- *E-News blurb:* City and Parks E-News promoted the questionnaire through 5 stories, to over 28,000 subscribers.
- *Staff outreach:* City staff emailed a link to the questionnaire to current and past renters, community partners, activity and league participants, volunteers, and community groups through email.
- *Project Website:* The questionnaire link was posted to the main project website starting March 24. Promotions for the public meeting were made with duplicate links and banners beginning in early March.



HELP SHAPE THE DESIGN



Redmond
SENIOR & COMMUNITY CENTER
Building our future TOGETHER

YOUR INPUT MAKES A DIFFERENCE



Help Shape the Design of the Redmond Senior & Community Center

We want to hear from you! Redmond plans to build a new Redmond Senior and Community Center on the site of the former Redmond Senior Center. The new facility is proposed to be a larger, expanded facility with a dedicated senior center, large community room, active recreation area, and enhanced outdoor areas.

In our first questionnaire last month, we heard from nearly 750 community members about the priorities and interests. Now is the time to provide input on the amenities, programs, and facility design features that will guide schematic design.

Questionnaire #2 Overview and Key Takeaways

A total of 414 responses were submitted online. The results presented in this summary were not weighted and reflect the distribution of responses received.

Table 1.0: Participant Demographics

Subgroup	% of Questionnaire	Subgroup	% of Questionnaire
Female	73%	Caucasian	76%
Male	24%	People of color	15%
Under 50	27%	Live in Redmond	77%
50-62	44%	Work in Redmond	34%
Seniors 62+	27%	Shop, socialize, or recreate in Redmond	74%

The purpose of the second questionnaire was to:

- Determine **if respondents agree** the proposed program adjacencies meet the needs and priorities of the project
- Identify **top features and additional needs** within the Community Room, senior-dedicated program areas, and active recreation spaces
- Assess demand and **projected usage** of different classes or activities in the new facility

Overall responses emphasized the following overarching themes:

- Flexibility in how different rooms can be used
- Improved accessibility features that prioritize comfort and safety
- Increased program capacity to serve Redmond now and in the future
- An inviting and friendly atmosphere in the senior-dedicated spaces

Over 85% of questionnaire respondents agree that the proposed concepts for the Community Center, senior program areas, and recreation spaces meet the defined project need.

There are small, insignificant differences by age with widespread consensus that the room concepts fulfill the project priorities. The most common suggestions for the Community Room that would enhance enjoyment and usage included:

- Acoustics that can be customized for different programs and users
- Large windows and natural light
- Easy access to the outdoor terrace
- Consideration given to sound and acoustics for multiple programs throughout the facility

Seniors over age 62 expressed the priorities listed above but additional listed priorities focused on:

- Accessibility in all spaces for all mobility needs
- Access to restrooms
- Features that create a welcoming and friendly feel in the building
- Access to food and beverages in addition to senior lunches and coffee
- Computer workstations

Senior comments focused on concerns that space will be in high demand and that senior dedicated spaces would not be used for these purposes. Among seniors over 62 years of age:

- 61% would use the Community Room (46% weekly, 15% daily)
- 75% would use senior-designated spaces (55% weekly, 20% daily)
- 72% would attend fitness classes or use the gym weekly (63% weekly, 9% daily)

The age group of rising seniors, those between 50 and 62 years of age indicated:

- 31% would use the Community Room (26% weekly, 5% daily)
- 44% would use senior-designated spaces (40% weekly, 4% daily)
- 55% would attend fitness classes or use the gym (43% weekly, 12% daily)

Younger respondents prioritize flexible room layouts, technology/acoustics, and how and which rooms could be used by rental groups. Among those under 50 years of age:

- 13% would use the Community Room (11% weekly, 2% daily)
- 41% would attend fitness classes or use the gym (35% weekly, 6% daily)

In responding to the potential design of recreation and fitness areas, all ages prioritized flexible design and a divisible gymnasium area for multiple uses. Respondents under 50 ranked indoor sports such as basketball higher than seniors and expressed slightly higher interest in the locker room amenities. Additional suggestions for recreation areas included:

- mirrored walls in the weights and group exercise group,
- space in the gym for table tennis,
- good ventilation,
- space for large fitness classes (40+ people),
- vary times where seniors are given priority usage,

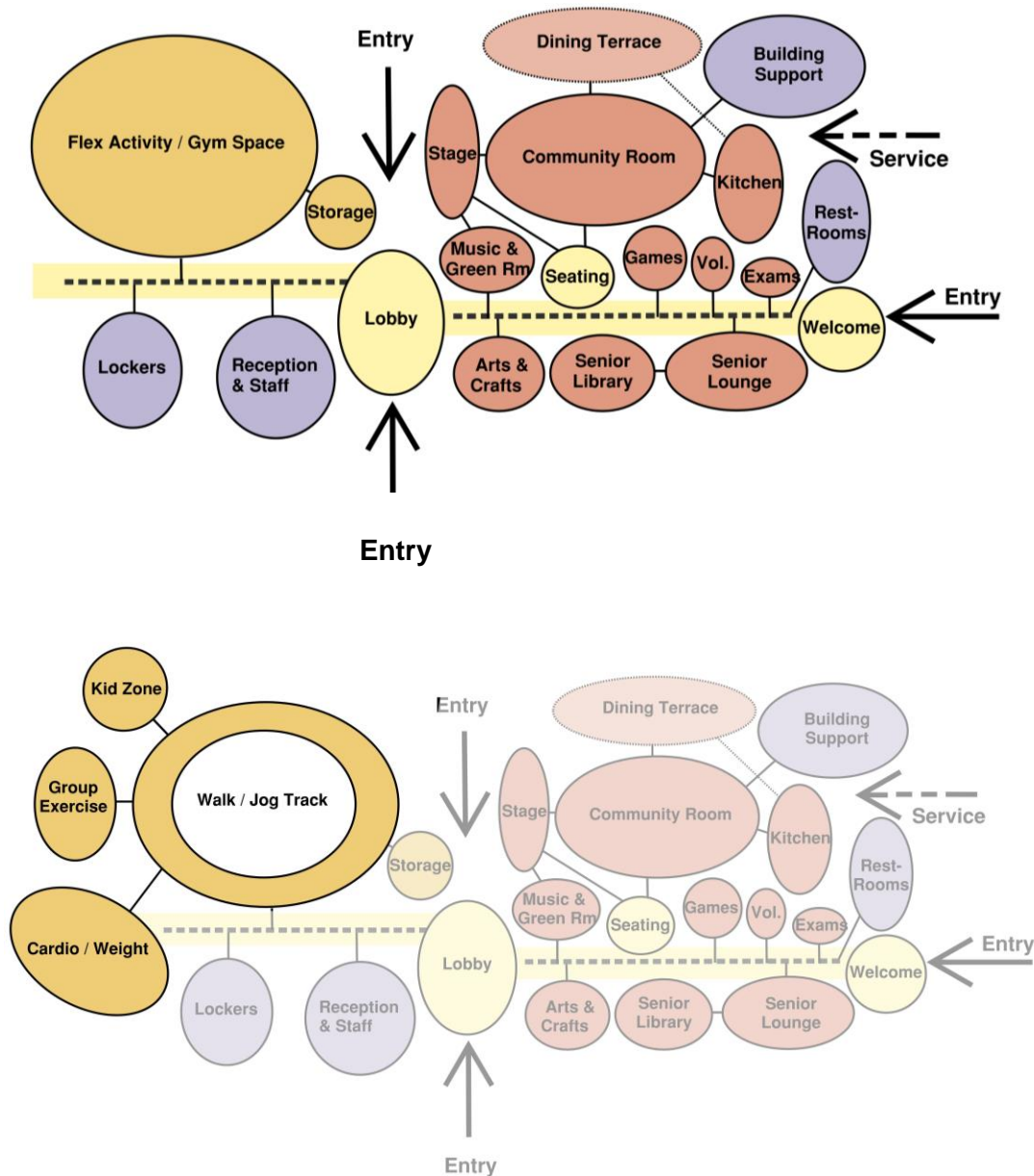
It is notable that many comments suggest the public believes this facility will include aquatics.

Respondents were asked to share how the City of Redmond could more effectively inform the community about the project. About 50 people (14%) provided suggestions of what the City could do to help them stay engaged with the project. Over 30% of all the suggestions were to provide regular email updates on the project. Other suggestions included: dialogue with City Councilmembers, social media postings, mailers, and questionnaires.

Public Meeting #2 Overview and Key Takeaways

On March 24, the City offered two public meeting sessions to inform and update the community about the project timeline and priorities, share program adjacencies, and listen to the needs and priorities of residents. A senior only session occurred during the day, and a community session in the evening.

The proposed program adjacencies were presented in these sessions for the first time.



Over 100 people attended the daytime or evening session with city staff and design team representatives.

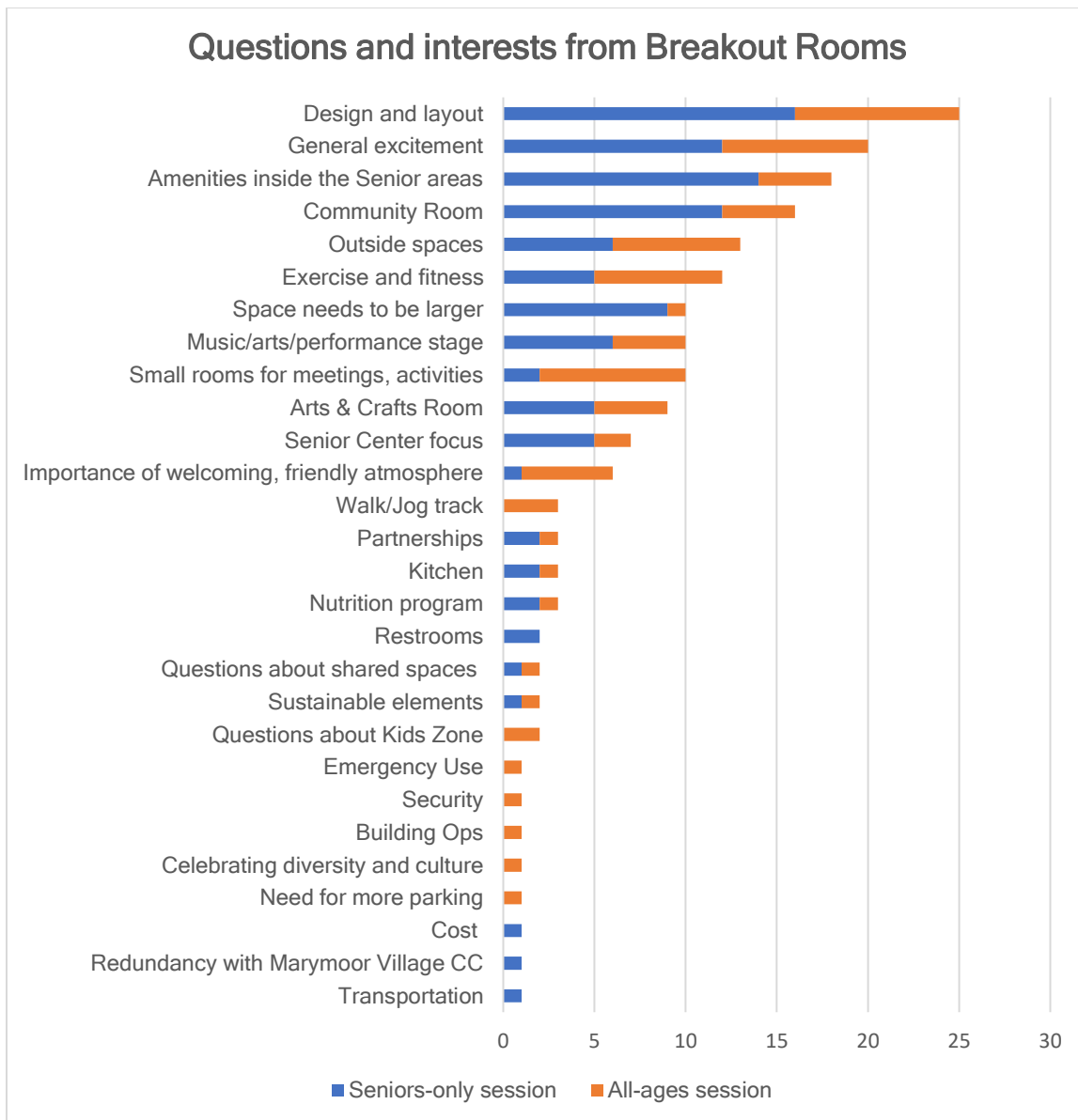
Both sessions included many positive comments about the design and efforts being made to listen to the community. Participants expressed appreciation that input from the first public meetings and first questionnaire were sewn into the program adjacencies shared.

In the seniors-only session, the participants were passionate about senior-dedicated spaces such as the lounge and library areas. Many participants said the square footage of spaces in the former Senior Center were inadequate and too small. As a result, there was strong interest in optimizing the large Community Room to serve more lunches, accommodate multiple programs at once, and leverage access to the proposed outdoor dining terrace. Suggestions related to accessibility continued to be a strong theme (e.g. entrance ramps, ADA restrooms, and wide hallways and walkways for all seniors, but especially users in walkers and wheelchairs.)

In the all-ages session, participants expressed the need for reservable community meeting rooms (i.e. for book clubs, HOA meetings, etc.) and fitness classes, and shared excitement about resuming pickleball, jazzercise, and popular community events. There was strong interest about program schedules, prioritization of activities, and best practices for operating an all-ages community center.

A synthesis of the questions and comments received in breakout room discussions illustrates the topics of interest to public meeting attendees:

Questions and interests from Breakout Rooms



Conclusions from Public Involvement

The program phase of design is now complete. Schematic design is underway. Since January 2021, when the first phase of outreach began, the continued priorities of the community have been:

- Support for **a larger facility** (42,000 to 46,000 square feet) compared to the former Senior Center;
- An expansion of city-owned **recreation space** such as a gym, including more fitness classes, and healthy aging programs;
- A building that is **inclusive and welcoming** for all, especially Redmond's displaced senior population
- A **project budget** of up to \$40 million

- **Improved accessibility** throughout the new building
- **A partner** that meets the city's criteria of timing, finances, and synergy
- A thoughtful design and implementation/operations plan that supports the unique needs of seniors, but also accommodates **the growing demand for community space** from younger age groups

Next Steps

Public involvement will continue during the schematic design phase in the following ways:

- ✓ Visit the project website at www.RedmondCommunityCenter.org and leave a comment
- ✓ Email the project inbox at comment@redmondcommunitycenter.org
- ✓ Mail a comment or question to the Parks Department
- ✓ Call the Redmond Customer Service phone number (425-556-2900) to speak with someone about the project
- ✓ Attend upcoming City Council meetings through July