



2016 Bellevue Performance Measures

Final Report

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City of Bellevue, WA

Northwest Research Group, LLC

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*Use caution, small sample sizes for these subgroups

TABLE OF CONTENTS

CONTENTS

Table of Contents	3
• Contents	3
• List of Figures	6
• List of Tables.....	8
Executive Summary	11
• Background and Objectives.....	11
• Key Metrics.....	12
• Key Community Indicators	14
• Key Drivers	15
• Other Key Findings	16
Study Background	17
• Background and Objectives.....	17
• Questionnaire Design.....	17
• Methodology.....	18
• Margin of Error.....	19
• Demographic Profile and Weighting.....	19
• Quality Standards.....	19
• Benchmarking	20
• Reporting Conventions.....	21
Key Findings.....	23
• Overall Quality of Life in Bellevue.....	23
• Overall Quality of Life Compared to Benchmark Results.....	25
• Overall Quality of City Services	26
• Overall Quality of Services Compared to Benchmark Results	28
• Comparability to Other Communities.....	29
• Comparability to Other Communities Compared to Benchmark Results.....	31
• Direction City Is Headed.....	32



- Reasons Why City Is Headed in Right or Wrong Direction..... 34
- Coded Results for Reasons why Bellevue is Heading in the Right / Wrong Direction 35
- Direction City Is Headed Compared to Benchmark Results 36
- Value of Services for Tax Dollars Paid 37
- Value for Tax Dollars Paid Compared to Benchmark Results 39
- Bellevue’s 5-Star Rating 41
 - Overall 5-Star Rating 41
 - 5-Star Rating by Neighborhood..... 43
- Perceptions of Bellevue as a Place to Live 45
- Key Community Indicators 49
 - Overall Ratings 49
 - Grouped Ratings..... 52
- Key Drivers Analysis 57
- Bellevue Neighborhoods 65
 - Neighborhood as a Place to Live 65
 - Sense of Community 67
 - Crime-Related Problems 69
- Parks and Recreation 71
 - Use of Parks and Recreation Programs 71
 - Perceptions of Bellevue Parks and Recreation 72
 - Quality of Bellevue’s Parks 74
 - Ratings of Parks 75
- Bellevue Utilities 77
 - Overall Satisfaction 77
 - Value of Bellevue Utility Services 79
 - Services 80
- PCD 83
 - Code Enforcement 83
- Public Safety 85
 - Perceptions of Safety in Neighborhoods and Downtown..... 85



*Use caution, small sample sizes for these subgroups

- Police Contact 86
- Confidence in Fire Department..... 87
- Quality of Fire / EMS Services 88
- Household Safety Measures 89
- Transportation 91
 - Maintenance 91
 - Cleanliness of Streets 93
 - Satisfaction with Neighborhood Street Sweeping 94
 - Availability and Ease of Transportation 95
 - Availability and Ease of Transportation – Trended 96
- City Employees 97
 - Overall Quality of Service..... 97
 - Ratings of Specific Aspects of Service 98
 - City Website 99
- Appendix I—Address-Based Sampling 101
- Appendix II—Weighting 103
- Appendix III—Unweighted and Weighted Base Sizes 105
- Appendix IV—Margin of Error..... 107
- Appendix V—Response Rates 109
- Appendix VI – Key Drivers Explanation—What makes Something a Key Driver..... 111
 - Responsive Government – Why it is a Key Driver 111
 - Improved Mobility – Why it is NOT a Key Driver 112
- Appendix VII –Questionnaire..... 113
- Appendix VIII –Open End Responses to Direction City is Headed..... 151



*Use caution, small sample sizes for these subgroups

LIST OF FIGURES

Figure 1: Unweighted vs. Weighted Distribution of Interviews by Bellevue Neighborhood	21
Figure 2: Overall Quality of Life in Bellevue	23
Figure 3: Overall Quality of Life by Neighborhood.....	24
Figure 4: Overall Quality of Life Benchmarks	25
Figure 5: Overall Quality of City Services	26
Figure 6: Quality of City Services by Neighborhood.....	27
Figure 7: Quality of City Services Benchmarks	28
Figure 8: Comparability to Other Communities	29
Figure 9: Comparability to Other Communities by Neighborhood.....	30
Figure 10: Comparability to Other Communities Benchmarks	31
Figure 11: Direction City Is Headed	32
Figure 12: Direction City Is Headed by Neighborhood.....	33
Figure 13: Direction City is Headed Benchmarks	36
Figure 14: Value of Services for Tax Dollars Paid	37
Figure 15: Value for Tax Dollars Paid by Neighborhood	38
Figure 16: Value for Tax Dollars Paid Benchmarks.....	39
Figure 17: Bellevue’s 5-Star Rating	41
Figure 18: 5-Star Rating by Neighborhood.....	43
Figure 19: Perceptions of Bellevue as a Place to Live	45
Figure 20: Bellevue as a Place to Live by Neighborhood	46
Figure 21: Overall Performance on Key Community Indicator Dimensions	51
Figure 22: Key Drivers Analysis—Overall Dimensions.....	58
Figure 23: Key Drivers Analysis—Engaged Community	59
Figure 24: Key Drivers—Competitiveness.....	60
Figure 25: Key Drivers—Neighborhoods.....	60
Figure 26: Key Drivers—Healthy	61
Figure 27: Key Drivers—Safe Community	61
Figure 28: Key Drivers—Mobility	62
Figure 29: Perceptions of Bellevue’s Neighborhoods	65
Figure 30: Perception of Neighborhood by Neighborhood	66
Figure 31: Perceptions of Bellevue’s Sense of Community.....	67
Figure 32: Sense of Community by Neighborhood	68
Figure 33: Experience with Crime-Related Problems	69
Figure 34: Police-Related Problems in Neighborhoods	69
Figure 35: Overall Satisfaction with Bellevue Parks and Recreation	72



*Use caution, small sample sizes for these subgroups

Figure 36: Satisfaction with Parks by Neighborhood	73
Figure 37: Overall Satisfaction with Bellevue Utilities	77
Figure 38: Satisfaction with Utilities by Neighborhood	78
Figure 39: Value of Bellevue Utility Services	79
Figure 40: Value of Bellevue Utility Services by Neighborhood	80
Figure 41: Problems with Nuisance Lots in Neighborhoods	83
Figure 42: Nature of Police Contact	86
Figure 43: Ratings of Police Contact.....	86
Figure 44: Confidence in Bellevue’s Fire Department Overall	87
Figure 45: Quality of Fire and Emergency Medical Services	88
Figure 46: Bellevue Homes with Smoke Detectors.....	89
Figure 47: Satisfaction with Maintenance of Sidewalks and Walkways	91
Figure 48: Ratings of Neighborhood Street and Road Conditions	92
Figure 49: Cleanliness of Streets	93
Figure 50: Satisfaction with Neighborhood Street Sweeping	94
Figure 51: Overall Satisfaction with Bellevue City Employees by Mode of Contact	97
Figure 52: Overall Satisfaction with Contact with Bellevue City Employees	97
Figure 53: Reason for Visiting Website	99
Figure 54: Overall Satisfaction with Website	99
Figure 5: Scatter Plot Showing Relationship of 5-Star Rating to Engaged Community.....	111
Figure 5: Scatter Plot Showing Relationship of 5-Star Rating to Improve Mobility	112



*Use caution, small sample sizes for these subgroups

LIST OF TABLES

Table 1: Overall Quality of Life in Bellevue by Age and Income Trended	23
Table 2: Overall Quality of Life by Neighborhood.....	24
Table 3: Quality of City Services by Age and Income	26
Table 4: Quality of City Services by Neighborhood.....	27
Table 5: Comparability to Other Communities by Income	29
Table 6: Comparability to Other Communities by Neighborhood	30
Table 7: Overall Quality of Life by Neighborhood Age and Income Trended	32
Table 8: Direction City Headed by Income.....	32
Table 9: Direction City Is Headed by Neighborhood	33
Table 10: Reasons Why Bellevue Is Headed in Right Direction (n=398)	35
Table 11: Reasons Why Bellevue Is Headed in Wrong Direction (n=52)	35
Table 12: Value for Tax Dollars Paid by Neighborhood	38
Table 13: 5-Star Rating by Neighborhood.....	43
Table 14: Quality of City Services by Age and Income	45
Table 15: Bellevue as a Place to Live by Neighborhood.....	46
Table 16: Bellevue’s Best Attributes	48
Table 17: Key Community Indicators and Corresponding Dimensions.....	50
Table 18: Performance on Key Community Indicators—Safe	52
Table 19: Performance on Key Community Indicators—Neighborhoods.....	52
Table 20: Performance on Key Community Indicators—Healthy Living	53
Table 21: Performance on Key Community Indicators—Engaged	53
Table 22: Performance on Key Community Indicators—Competitive	54
Table 23: Performance on Key Community Indicators—Mobility	55
Table 24: Resource Allocation Analysis.....	64
Table 25: Perception of Neighborhood by Income and Dwelling Type	65
Table 26: Perception of Neighborhood by Neighborhood.....	66
Table 27: Sense of Community by Neighborhood	68
Table 28: Usage of Park Facilities and Recreation Programs	71
Table 29: Satisfaction with Parks by Neighborhood	73
Table 30: Quality of Bellevue’s Parks	74
Table 31: Ratings for Bellevue’s Parks.....	75
Table 32: Satisfaction with Utilities by Neighborhood.....	78
Table 33: Value of Bellevue Utility Services by Neighborhood	80
Table 34: Ratings for Bellevue Utilities’ Services – 11 Point Scale Means	81
Table 35: Ratings for Bellevue Utilities’ Services – Top Box.....	81



*Use caution, small sample sizes for these subgroups

Table 36: Key Drivers of Overall Satisfaction with Bellevue Utilities	82
Table 37: Problems with Nuisance Lots by Neighborhood	83
Table 38: Ratings of Neighborhood Safety by Neighborhood	85
Table 39: Perceptions of Safety in Neighborhoods and Downtown	85
Table 40: Confidence in Fire Department by Length of Residency	87
Table 41: Length of Food, Water, and Medication Supplies During a Disaster	89
Table 42: Maintenance of Sidewalks/Walkways by Neighborhood.....	91
Table 43: Satisfaction with Streets and Roads by Neighborhood.....	92
Table 44: Satisfaction with Cleanliness of Streets by Neighborhood	93
Table 45: Satisfaction with Street Sweeping by Neighborhood.....	94
Table 46: Transportation Compared to Other Cities.....	95
Table 47: Transportation Compared to Other Cities – Trended	96
Table 48: Key Drivers of Overall Satisfaction with Bellevue City Employees.....	98
Table 49: Satisfaction with City Employees	98
Table 50: Distribution of Landline versus Cell Phone Households.....	101
Table 51: Distribution of Landline versus Cell Phone Households- Unweighted.....	102
Table 52: Weighting—Unweighted and Weighted Data Compared to Bellevue Population	104
Table 53: Error Associated with Different Proportions at Different Sample Sizes.....	107
Table 54: Response Rates by Mode – Resident Survey.....	109



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EXECUTIVE SUMMARY

BACKGROUND AND OBJECTIVES

The City of Bellevue conducts a Performance Survey annually to gauge residents' satisfaction with services. The survey is intended to collect statistically reliable data that represents all Bellevue residents. Findings contribute to budgetary performance measures, ICMA Performance Analytics reporting (survey measures identified by the International City/County Management Association), and certain survey measures that departments track for their own quality assurance, planning and reporting purposes. This is the 19th Performance Survey conducted by the City. The 2016 survey was conducted February 23 to March 14, 2016, using a mixed-mode address-based methodology and resulted in a total of 511 interviews—269 completed online, 142 completed by landline, and 100 completed by cell phone. Throughout the report, trends in key measures are reported, and changes that are both significant (that is, are unlikely to have occurred by chance or because of sampling) and meaningful are noted.



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KEY METRICS

In 2010, NWRG introduced a proprietary index and benchmarking tool, the 5-Star Rating System, designed to measure quality of governance and vision as a complement to traditional measures of the quality of life and delivery of services in a city. Five powerful measures of performance are used to create the 5-Star Rating.

While top-box ratings for Quality of Life and Comparability to Other Cities decreased, it should be noted that most ratings continue to be near 2013 and other historical scores. It should be noted that, when compared to other years, 2014 had significantly higher scores. The decreases seen in 2015 and 2016, may be a result of results “normalizing” back to historic trends.

	2013	2014	2015	2016	
Overall Quality of Life	% Top Two Box	95%	95%	98%↑	95%↓
	% Greatly Exceeds Expectations	30%	40%↑	35%	32%
	% Exceeds Expectations	65%	55%↓	63%↑	63%
	Mean	4.24	4.32↑	4.33	4.23↓

	2013	2014	2015	2016	
Overall Quality of City Services	% Top Two Box	94%	94%	92%	91%
	% Greatly Exceeds Expectations	29%	38%↑	32%	34%
	% Exceeds Expectations	65%	56%↓	60%	57%
	Mean	4.21	4.28	4.20↓	4.21

	2013	2014	2015	2016	
Compared to Other Cities	% Top Two Box	87%	96%	96%	92%
	% Significantly Better than Other Cities	27%	52%↑	49%	43%
	% Better than Other Cities	60%	44%↓	47%	49%
	Mean	4.09	4.44↑	4.43	4.31↓

	2013	2014	2015	2016	
Value of Services for Tax Dollars Paid	% Top Two Box	83%	85%	81%	83%
	% Strongly Receive Value	23%	27%	23%	22%
	% Somewhat Receive Value	60%	58%	58%	61%
	Mean	3.99	4.06	3.96↓	3.95

	2013	2014	2015	2016	
Direction City Is Headed	% Top Two Box	83%	86%	82%	79%
	% Strongly Right Direction	26%	32%	25%↓	20%↓
	% Somewhat Right Direction	57%	54%	57%	59%
	Mean	4.00	4.12	4.00↓	3.86↓

↑ = Significant increase (95% confidence level) compared to prior year; ↓ = Significant decrease (95% confidence level) compared to prior year

Bellevue maintains its 4.5-Star community rating for three years in a row, and has been a 4-Star community for 5 of the past 7 years since the 5-Star Rating system has been introduced. The exception years were 2012 and 2013 where Bellevue was given a 4-Star rating.



Ratings of Bellevue are comparable to those whose ratings indicate that they live in a 4.5-Star City for four out the five key questions.

Bellevue residents rate the city more in line with ratings given by those whose ratings indicate they live in a 4-Star City for the direction the city is headed. This is the second year in a row where Direction City is headed rates in line with a 4-Star City. The Key Drivers section of this report, beginning on [page 57](#).

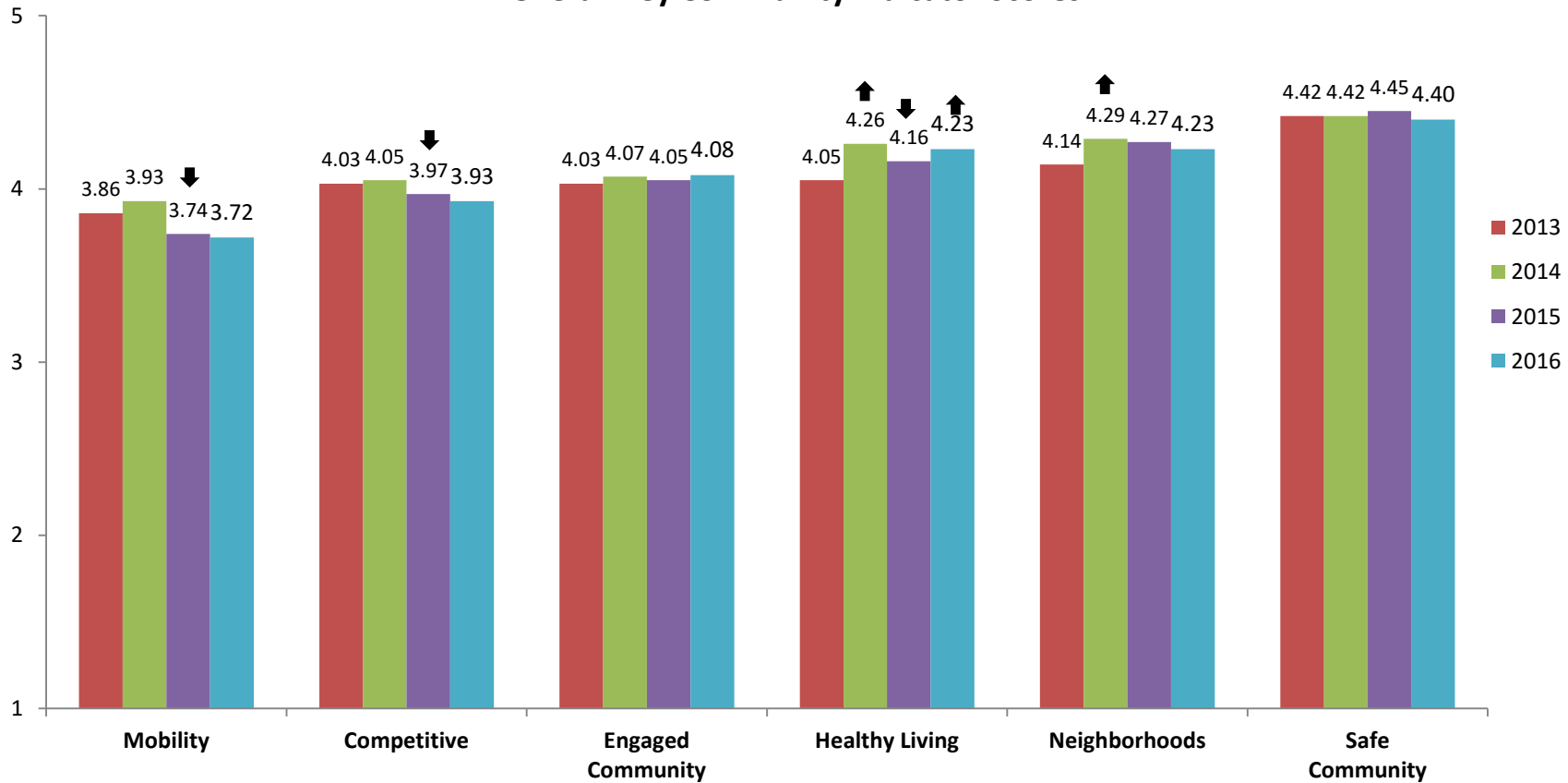


KEY COMMUNITY INDICATORS

The City of Bellevue has identified a total of 27 items as Key Community Indicators (KCI). Respondents were asked the extent to which they agreed or disagreed that each of these indicators described Bellevue. Respondents were asked the extent to which they agreed or disagreed that each of these indicators described Bellevue. Factor analysis was used to identify the major themes or underlying principles among the KCIs.

Bellevue continues to be strongest in terms of being safe, having good neighborhoods, and providing options for healthy living. Issues related to Mobility continue to remain Bellevue’s lowest scoring area.

Overall Key Community Indicator Scores



↑ and/or ↓ indicates a significant difference from prior year.



*Use caution, small sample sizes for these subgroups

KEY DRIVERS

NWRG used factor analysis to create six dimensions of service. These dimensions were run against Bellevue’s key 5-Star rating in a Key Drivers Analysis. All dimensions in the following figure except healthy and mobility have a significant impact on Bellevue’s 5-Star rating:

- Citizen engagement (Engaged Community) is the primary driver of Bellevue’s 5-Star rating, followed by competitiveness.
 - This means that those aspects, such as fostering a diverse community, creating a competitive business environment, fostering creativity, and others (shown in the table on page 55) have the largest impact on Bellevue’s 5-Star Rating. Continued improvements in these key areas will see the biggest gains when it comes to resident’s overall ratings of the City.
- Mobility and Healthy living are **not** drivers.

Key Drivers Analysis uses a combination of factor and regression analysis to identify which of the KCIs have the greatest impact on residents’ overall impressions of Bellevue—as measured by its 5-Star rating. The purpose of these analyses is to determine which KCIs contained in the survey are most closely associated with Bellevue’s 5-Star rating. The KCI-identified drivers are not those that do better or worse in terms of describing Bellevue. Rather, these are the items that explain the variation in Bellevue’s 5-Star rating and are items to focus on to maintain or improve this rating. Competitiveness and Engaged community continue to have the most influence on the 5-Star rating and should continue to be areas of focus. More details on how key driver analysis was performed can be found on [page 57](#) of this report.

	Improve	Maintain	
	<i>(Key Community Indicators receiving below the overall average ratings)</i>	<i>(Key Community Indicators receiving above the overall average ratings)</i>	
Targeted Improvements	Engaged Community	<ul style="list-style-type: none"> • Listening to residents and seeking their input • Promoting a community that encourages citizen engagement 	<ul style="list-style-type: none"> • Keeping residents informed
	Competitive Neighborhoods	<ul style="list-style-type: none"> • Neighborhoods that support families 	<ul style="list-style-type: none"> • Being a good place to raise children • Attractive and well-maintained neighborhoods
	Healthy		<ul style="list-style-type: none"> • Provides an environment that supports my personal health and well-being
	Safe Community	<ul style="list-style-type: none"> • Planning appropriately for major emergencies 	<ul style="list-style-type: none"> • Providing a safe community in which to live, work, and play
	Mobility	<ul style="list-style-type: none"> • Travel within Bellevue in a predictable amount of time 	<ul style="list-style-type: none"> • Providing a safe transportation system for all users

OTHER KEY FINDINGS

Overall Quality of Life	<p>Ninety-five percent of Bellevue residents say that the overall quality of life in Bellevue meets or exceeds their expectations. The mean score for the quality of life decreased significantly after remaining steady for the previous two years and has returned to 2013 levels.</p>
Bellevue's Neighborhoods	<p>Nearly all Bellevue residents feel positive about their neighborhood as a place to live.</p> <p>Ratings for whether or not neighborhoods have a sense of community were relatively unchanged over the past several years.</p> <p>Eleven percent (11%) of Bellevue residents report that there are no is a serious crime related problems in their neighborhood. As in previous years, property crime and burglaries was rated as the most serious problem.</p>
Parks and Recreation Programs	<p>Use of Bellevue parks continues to be high—85 percent of respondents have visited a park facility.</p> <p>Personal participation in recreation programs has remained constant at 16 percent.</p> <p>The majority of Bellevue residents continue to say they are satisfied with Bellevue's parks and recreation programs and facilities.</p>
Bellevue Utilities	<p>Bellevue continues to receive relatively high ratings for all utility services. The city continues to receive highest ratings for maintaining an adequate and uninterrupted supply of water. Ratings for providing effective drainage programs, including flood control fell in 2015, though not significantly it is again the lowest rated utilities service, the city should continue to monitor this attribute.</p>
Fire Department	<p>Nearly all residents have confidence in Bellevue's fire department; nearly three out of four are "very" confident in the ability of the fire department to respond to emergencies.</p>
Public Safety	<p>There have been no significant changes compared with the previous year regarding safety in Bellevue. Naturally, residents feel less safe after dark than during the day, particularly downtown.</p> <p>One in five Bellevue residents had contact with the Police in the last 12 months. The most frequent contacts to ask for information or advice, register a noise complaint, or report a crime or suspicious activity.</p>
Street/Sidewalk Maintenance	<p>The majority of Bellevue residents are satisfied with the maintenance of sidewalks and walkways.</p> <p>Most Bellevue residents describe the condition of streets and roads in their neighborhood as in good condition all over or mostly good with a few bad spots.</p>
City Employees	<p>One-in-five Bellevue residents (21%) have had a recent (in the past 12 months) contact with a city employee.</p> <p>Overall satisfaction with the quality of service received during a contact with a Bellevue city employee is similar to previous years.</p>



*Use caution, small sample sizes for these subgroups

STUDY BACKGROUND

BACKGROUND AND OBJECTIVES

The City of Bellevue conducts an ongoing Performance Survey to gauge Bellevue residents' satisfaction with services delivered by the city. The research is designed to provide a statistically valid survey of resident opinions about the community and services delivered by local government. Findings contribute to Budget One performance measures, ICMA Performance Analytics surveys (survey measures identified by the International City/County Management Association), and survey measures that departments track for their own quality assurance and planning purposes. Results are used by staff, elected officials, and other stakeholders for planning and resource allocation decisions, program improvement, and policy making. This report focuses on the results of the most recent survey, which was conducted between February 23 and March 14, 2016.

QUESTIONNAIRE DESIGN

The questionnaire was carefully reviewed. While key measures were retained, questions were dropped or revised to provide higher quality data. In addition, new questions were added to address current issues. The average phone survey time was 20 minutes and included questions regarding:

- Bellevue as a place to live
- The future direction of the city
- Taxes and spending
- Parks and recreation
- Utilities
- Neighborhood problems
- Public safety
- Contact with city employees/Bellevue police
- City services
- Tourism
- Demographics



*Use caution, small sample sizes for these subgroups

METHODOLOGY

To address the high incidence of cell phone–only households or households whose members primarily use cell phones, a major methodological change was implemented beginning with the 2010 Performance Measures Survey. In the past, a random-digit dialing (RDD) telephone survey was used. The new methodology, introduced in 2010 and improved upon for 2016, uses an address-based sample and a mixed mode of data collection.

The sample frame consisted of all households in Bellevue including those indicating that post office boxes are the only way they get mail. The City of Bellevue provided NWRG with a complete list of census blocks within the city limits. NWRG drew a random sample of households within the City limits. The sample was then matched against a comprehensive database in an effort to append a cellular or landline telephone number. Initially, approximately 36 percent of the total sample drawn had an associated cell phone number and an additional 23 percent had an associated landline number. The sample was screened a second time prior to dialing to ensure TCPA compliance while dialing cell phone numbers. The screening identified that 1,098 numbers initially flagged as landline were actually cellular telephone numbers. This means that 44 percent of the total sample ended up having a matching cell phone number and an additional 15 percent had a matching landline number.

	MATCHING ABS LANDLINE NUMBERS	MATCHING ABS CELL PHONE NUMBERS	NO MATCHING NUMBERS (MAIL TO ONLINE)	TOTAL
SAMPLE DRAWN	2,117	6,025	5,622	13,764
SAMPLE USED	2,024	5,558	5,000	12,582
COMPLETED INTERVIEWS	142	100	269	511

Addresses without a matching landline telephone number were sent a letter signed by the city manager asking them to complete the survey online. Each of these households was also sent a reminder.

Regardless of data-collection mode, respondents were screened to ensure that they were a head of a household in Bellevue who was 18 years of age or older. This approach yielded a total of 511 total interviews—142 completed over landline, 100 via cell phone and 269 via the Web.

Respondents were assured that all responses would be kept confidential. No answers or opinions are tied back to individual residents, and responses are aggregated by neighborhood and analyzed by groups.

More information on address-based sampling and methodology can be found in Appendix I.

Respondents were assured that all responses would be kept confidential. No answers or opinions are tied back to individual residents, and responses are aggregated by neighborhood and analyzed by groups.



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MARGIN OF ERROR

The margin of error is a statistic expressing the amount of random sampling error in a survey's results. The larger the margin of error, the less faith one should have that the survey's reported results are close to the true figures. The margin of error in Bellevue's Performance Measures Survey is generally no greater than plus or minus 4.3 percentage points at a 95 percent confidence level. Appendix IV provides additional insights into the margin of error with different sample sizes.

Total Sample	n = 511
Overall Precision 95% confidence	+/- 4.3%

DEMOGRAPHIC PROFILE AND WEIGHTING

Post-stratification weighting was used to ensure that results of the 2016 Performance Measures Survey are generally representative of the population of Bellevue according to the 2014 American Community Survey 1-Year Estimates. Details on the weighting methods used and a comparison of the weighted and unweighted sample to the Bellevue population can be found in Appendix II.

Unless otherwise noted, **weighted** data is used in this report.

QUALITY STANDARDS

ISO

All work was conducted and is reported in accordance with ISO 20252: 2010 Market Research quality standards, and all respondents were assured that their responses would be kept confidential. No answers or opinions are tied back to individual residents, and responses are aggregated by neighborhood and analyzed by groups.



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BENCHMARKING

Benchmarking is defined as “the routine comparison with similar organizations of administrative processes, practices, costs and staffing, to uncover opportunities to improve services and/or to lower costs.”¹ Benchmarking enables communities such as Bellevue to:

- Quantify measures of performance
- Quantify the gap between your community and best practices
- Encourage focus on outcomes rather than simply performance

NWRG’s benchmarks for these questions are based on a national sample of over 2,400 households. We do not aggregate results from studies we complete for other jurisdictions or that are available in the public domain.

For benchmarking, Bellevue’s results for key questions are compared to

- All respondents Nationwide
- Other respondents in the Pacific West census division (Washington, Oregon, California, Hawaii, and Alaska).
- Other respondents in the Puget Sound Area

The sample frame for the benchmarking data consists of over 2,400 randomly selected households from across the United States. The sample frame was not designed to gather a specific number of completed surveys from a select number of cities. Therefore, there is no specific list of benchmark cities from which to compare. Benchmarking is performed against individuals residing in specific geographic areas.

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¹ Mark Howard & Bill Kilmartin, “Assessment of Benchmarking within Government Organizations,” Accenture White Paper, May 2006.



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REPORTING CONVENTIONS

In addition to analysis by key demographic segments, analysis looks at differences in results by neighborhoods:

- Bel-Red
- Bridle Trails
- Cougar Mountain / Lakemont
- Crossroads
- Downtown
- Eastgate
- Factoria
- Lake Hills
- Newport
- Northeast Bellevue
- Northwest Bellevue
- Somerset
- West Bellevue
- West Lake Sammamish
- Wilburton
- Woodridge

The left side of Figure 2 shows the total unweighted, number of interviews conducted in each neighborhood, and the right side of Figure 2 shows the total weighted number of interviews conducted in each neighborhood.

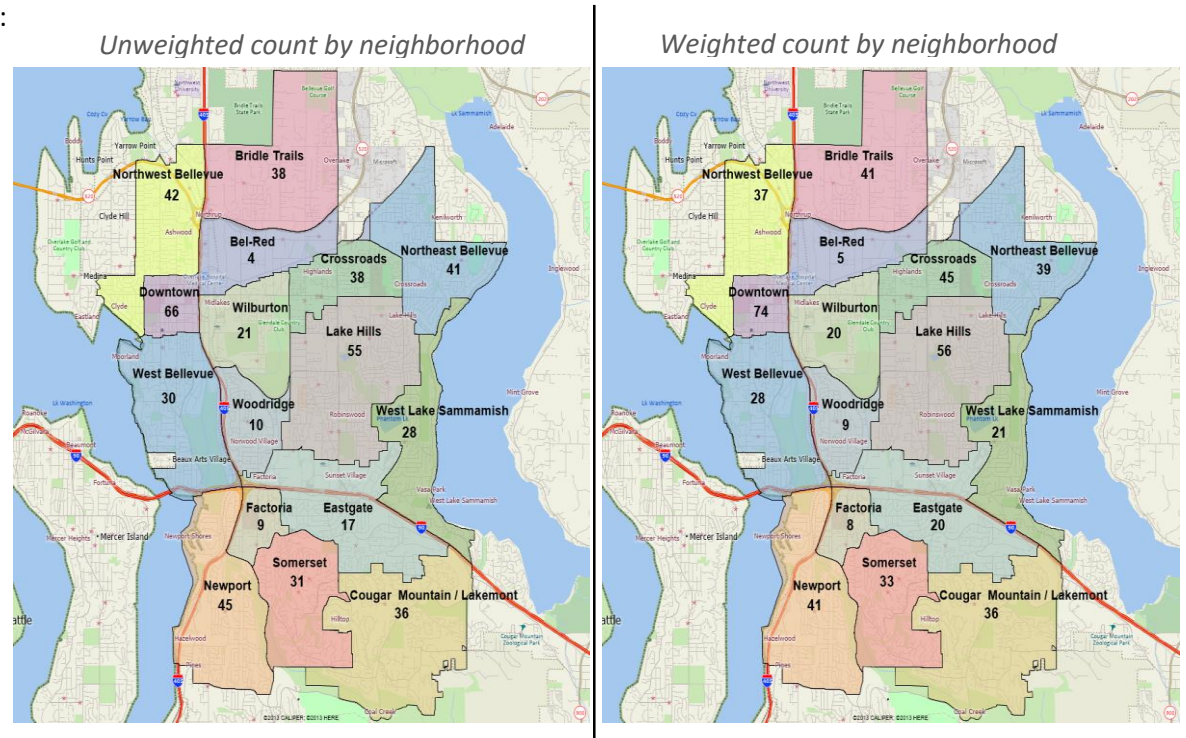
The study was not designed to control for neighborhood level populations, so the number of completed interviews may not match the actual population distribution of Bellevue.

Post-stratification weighting was performed to ensure that the weighted sample closely matched the age and gender characteristics of the entire City of Bellevue. No weighting was done at the neighborhood level. This may change the neighborhood distribution of responses slightly. This is normal and does not impact the integrity of the survey.

Throughout the survey the term “residents” is used when discussing results that can be projected to the population. The term “respondents” is used when **unweighted** sample sizes are smaller, and caution should be used in projecting the results.

Unless otherwise noted, **weighted** data is used throughout this report. More information on weighting is located in Appendix II.

Figure 1: Unweighted vs. Weighted Distribution of Interviews by Bellevue Neighborhood



Care should be used in interpreting results within smaller communities when **unweighted** sample sizes are small ($n \leq 25$). While comparisons by neighborhoods can be made, margins of error and differences between neighborhoods mean responses may not be statistically significant.

- Bel-Red ($n=4$)
- Factoria ($n=9$)
- Eastgate ($n=17$)
- Wilburton ($n=21$)
- Woodridge ($n=10$)

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KEY FINDINGS

OVERALL QUALITY OF LIFE IN BELLEVUE

Ninety-five percent of Bellevue residents say that the overall quality of life in Bellevue meets or exceeds their expectations. The mean score for the quality of life decreased significantly after remaining steady for the previous two years and has returned to 2013 levels.

While the percent saying the quality of life “greatly exceeds” expectations declined from 2015, this is not a significant decline.

Residents age 55 and older give the lowest rating for the overall quality of life than younger residents. This is primarily due to a significantly greater portion of older residents stating that the quality of life “does not meet” expectations—7% compared to 2% and 1% respectively.

Additionally, as Table 1 shows, there has been a significant decrease in the percent of in the percent of older residents stating that the quality of life “greatly” exceeds their expectations.

Generally speaking, the higher household incomes equates with higher ratings for the overall quality of life. This is particularly apparent when comparing households with incomes under \$35 thousand to those with incomes of \$150 thousand or more—11% compared to 39%.

Additionally, there has been a steady and significant decrease in the percent of lower income households stating the quality of life “greatly” exceeds expectations.

Figure 2: Overall Quality of Life in Bellevue

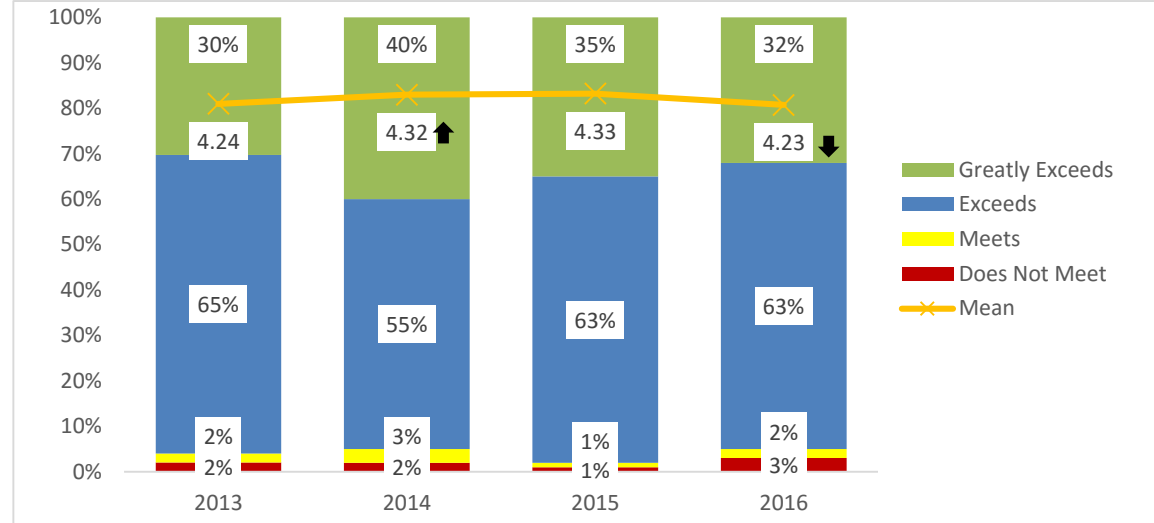
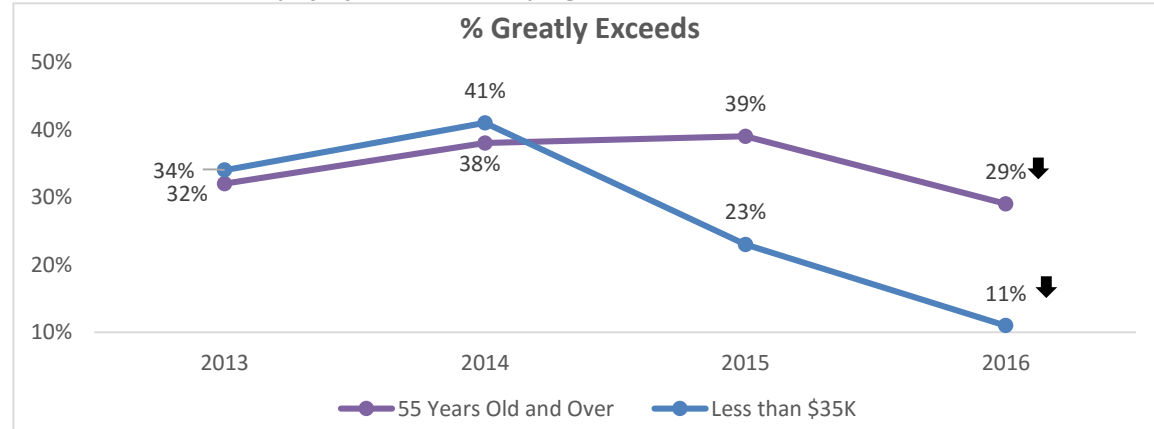


Table 1: Overall Quality of Life in Bellevue by Age and Income Trended



NWRG1—How would you rate the overall quality of life in the City of Bellevue?
 ↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.
 Mean based on five-point scale where “1” means “does not meet expectations at all” and “5” means “greatly exceeds expectation.”
 Base: All respondents 2013 (n = 518); 2014 (n = 491); 2015 (n = 516); 2016 (n = 511)



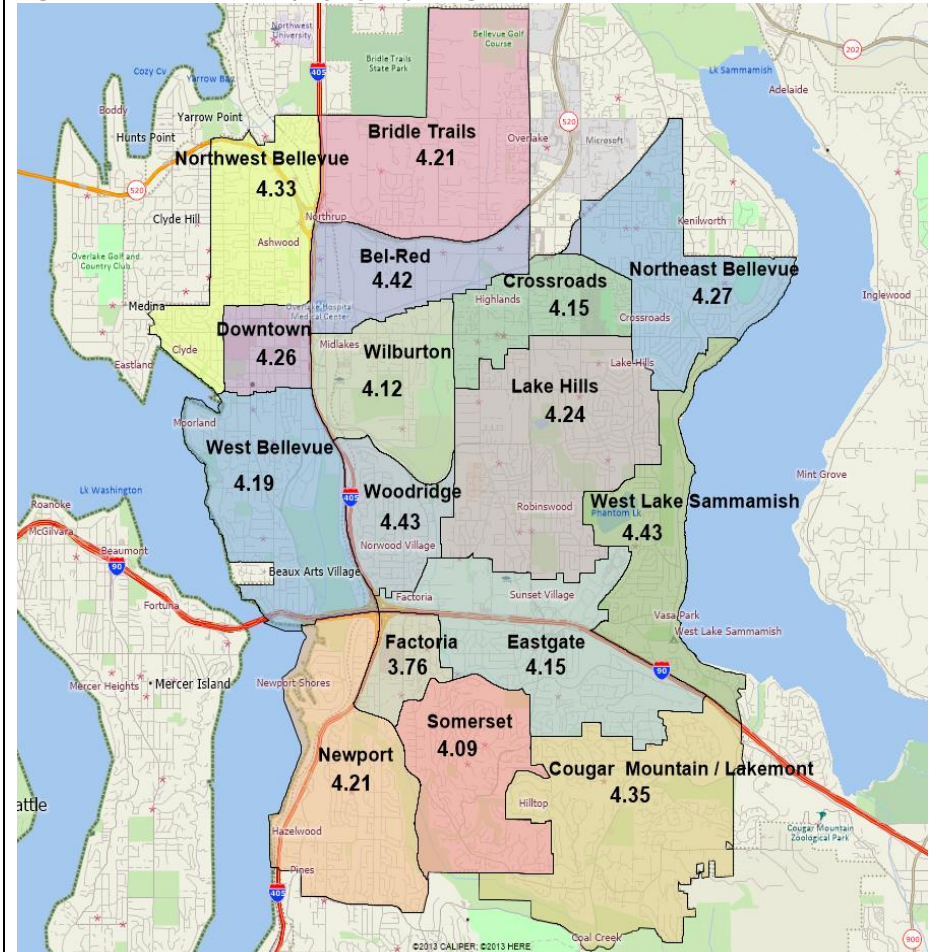
*Use caution, small sample sizes for these subgroups

Table 2: Overall Quality of Life by Neighborhood

	Greatly Exceeds	Exceeds	Meets	Does Not Meet	Mean
Overall	32%	63%	2%	3%	4.23
Bel-Red *	42%	58%	0%	0%	4.42
Bridle Trails	29%	65%	4%	2%	4.21
Cougar Mountain / Lakemont	35%	65%	0%	0%	4.35
Crossroads	26%	68%	0%	6%	4.15
Downtown	39%	54%	2%	5%	4.26
Eastgate *	15%	85%	0%	0%	4.15
Factoria *	13%	68%	8%	10%	3.76
Lake Hills	37%	55%	3%	5%	4.24
Newport	30%	66%	0%	5%	4.21
Northeast Bellevue	43%	47%	6%	5%	4.27
Northwest Bellevue	42%	51%	6%	1%	4.33
West Lake Sammamish	12%	86%	0%	2%	4.09
Somerset	21%	76%	2%	0%	4.19
West Bellevue	47%	50%	0%	2%	4.43
Wilburton *	16%	79%	5%	0%	4.12
Woodridge *	43%	57%	0%	0%	4.43

NWRG1—How would you rate the overall quality of life in the City of Bellevue?
 Mean based on five-point scale where “1” means “does not meet expectations at all” and “5” means “greatly exceeds expectation.” Base: All respondents (n = 511).

Figure 3: Overall Quality of Life by Neighborhood

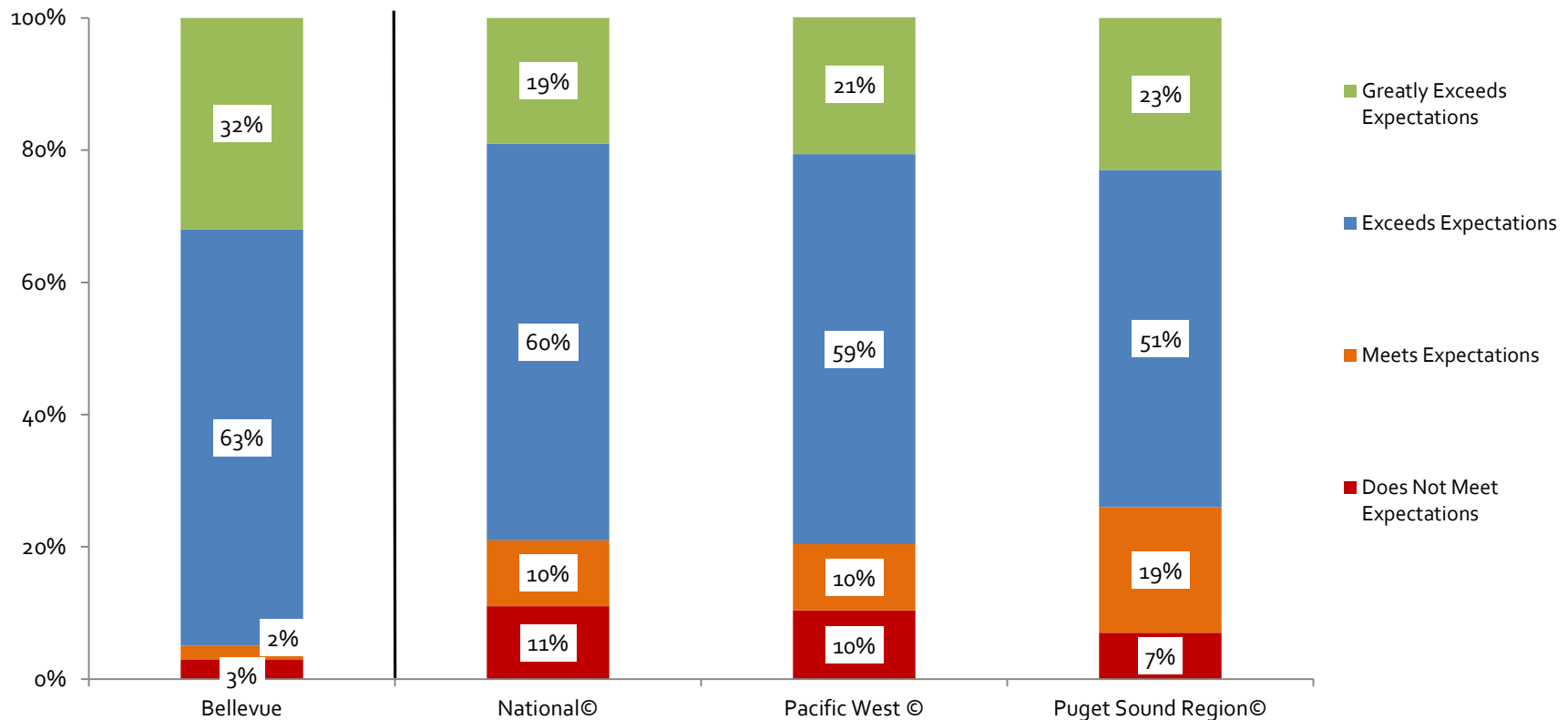


Maps illustrate differences in mean ratings by neighborhood. Note there are few differences in mean scores between neighborhoods and in all cases individual neighborhoods perform higher than the midpoint of 3 on the 5 point scale.

OVERALL QUALITY OF LIFE COMPARED TO BENCHMARK RESULTS

Responses were compared to NWRG’s 2015 Nationwide CityMarks Community Assessment Survey. Bellevue performs well, specifically in regard to the percent of residents who feel that the quality of life “Greatly Exceeds” expectations, when compared to National, Pacific West, and other Puget Sound Cities.

Figure 4: Overall Quality of Life Benchmarks



NWRG1—How would you rate the overall quality of life in the City of Bellevue?

Base: Bellevue all respondents: (n = 511)

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*Use caution, small sample sizes for these subgroups

OVERALL QUALITY OF CITY SERVICES

Ratings for the overall quality of city services have remained fairly constant over the years and there have been no significant changes since 2013.

While age and income do not have as large an impact on ratings for the overall quality of city services, the theme of dissatisfaction among older residents as well as those with lower incomes is seen here as well.

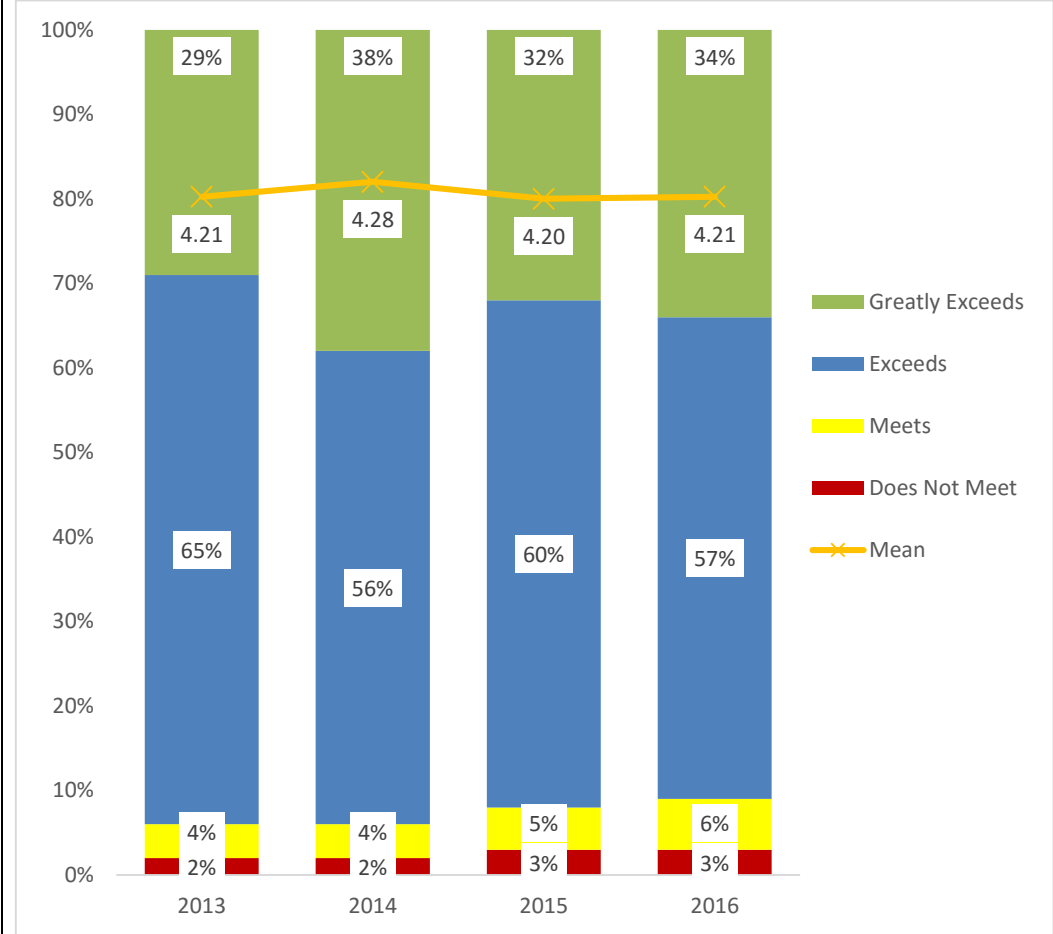
Residents 55 years old and older are significantly more likely than younger residents to say that the quality of services “does not meet” their expectations.

Similarly, residents with household incomes of less than \$75 thousand dollars are also significantly more likely than those with higher incomes to say that the quality of services “does not meet” expectations.

Table 3: Quality of City Services by Age and Income

	Does not Meet	Meets	Exceeds	Greatly Exceeds	Mean
Age					
<35	1%	5%	62%	32%	4.25
35-54	2%	5%	60%	34%	4.25
55+	7% [↑]	7%	49%	37%	4.14
Income					
<\$75,000	8% [↑]	7%	45%	31%	4.07
\$75,000+	1%	6%	58%	35%	4.26

Figure 5: Overall Quality of City Services



NWRG2—How would you rate the overall quality of services provided by the City of Bellevue?

[↑] or [↓] Indicates a significant increase or decrease from the previous year at a 95% confidence level.

Mean based on five-point scale where “1” means “very poor” and “5” means “excellent.”

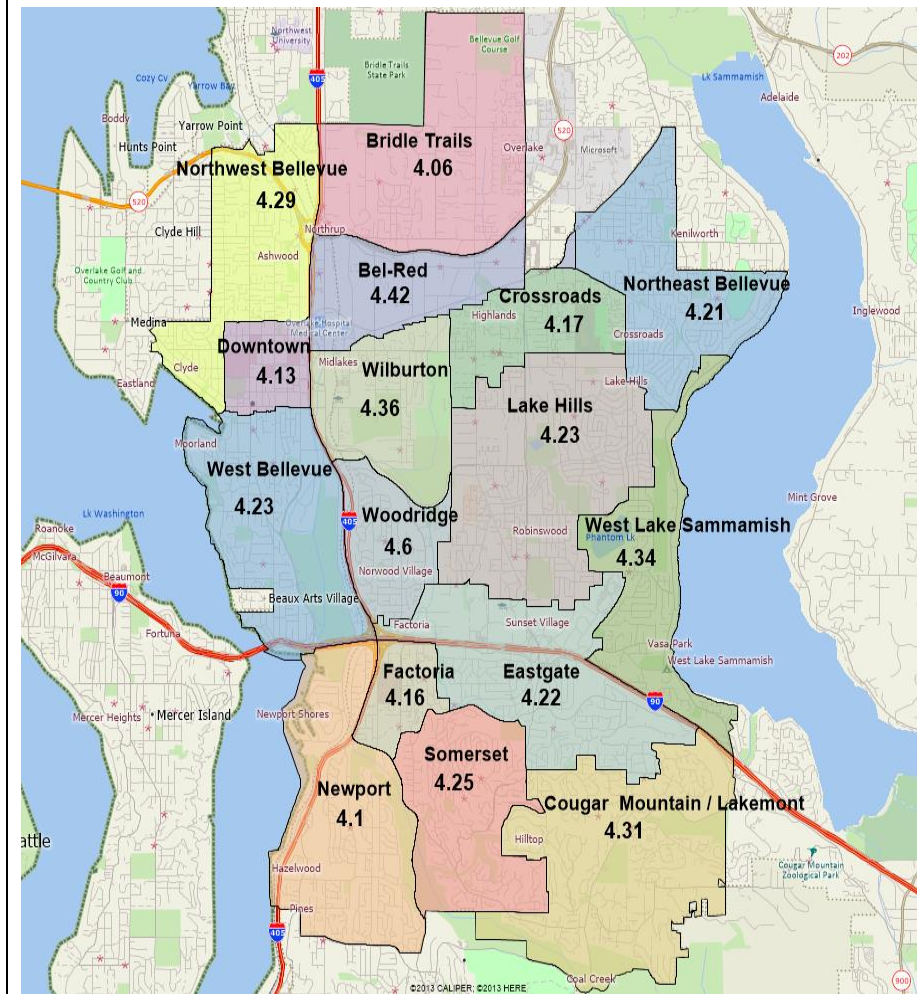
Base: All respondents 2013 (n = 518); 2014 (n = 491); 2015 (n = 516); 2016 (n = 511)

Table 4: Quality of City Services by Neighborhood

	Greatly Exceeds	Exceeds	Meets	Does Not Meet	Mean
Overall	34%	57%	6%	3%	4.21
Bel-Red *	42%	58%	0%	0%	4.42
Bridle Trails	24%	63%	9%	4%	4.06
Cougar Mountain / Lakemont	35%	60%	5%	0%	4.31
Crossroads	31%	61%	3%	6%	4.17
Downtown	30%	59%	4%	6%	4.13
Eastgate *	30%	62%	8%	0%	4.22
Factoria *	53%	29%	8%	10%	4.16
Lake Hills	39%	51%	7%	3%	4.23
Newport	21%	72%	4%	3%	4.10
Northeast Bellevue	40%	47%	9%	5%	4.21
Northwest Bellevue	37%	58%	2%	3%	4.29
West Lake Sammamish	36%	56%	7%	2%	4.25
Somerset	32%	61%	4%	2%	4.23
West Bellevue	42%	49%	9%	0%	4.34
Wilburton *	46%	45%	10%	0%	4.36
Woodridge *	60%	40%	0%	0%	4.60

NWRG2—How would you rate the overall quality of services provided by the City of Bellevue?
 Mean based on five-point scale where “1” means “very poor” and “5” means “excellent.”
 Base: All respondents (n = 511)

Figure 6: Quality of City Services by Neighborhood

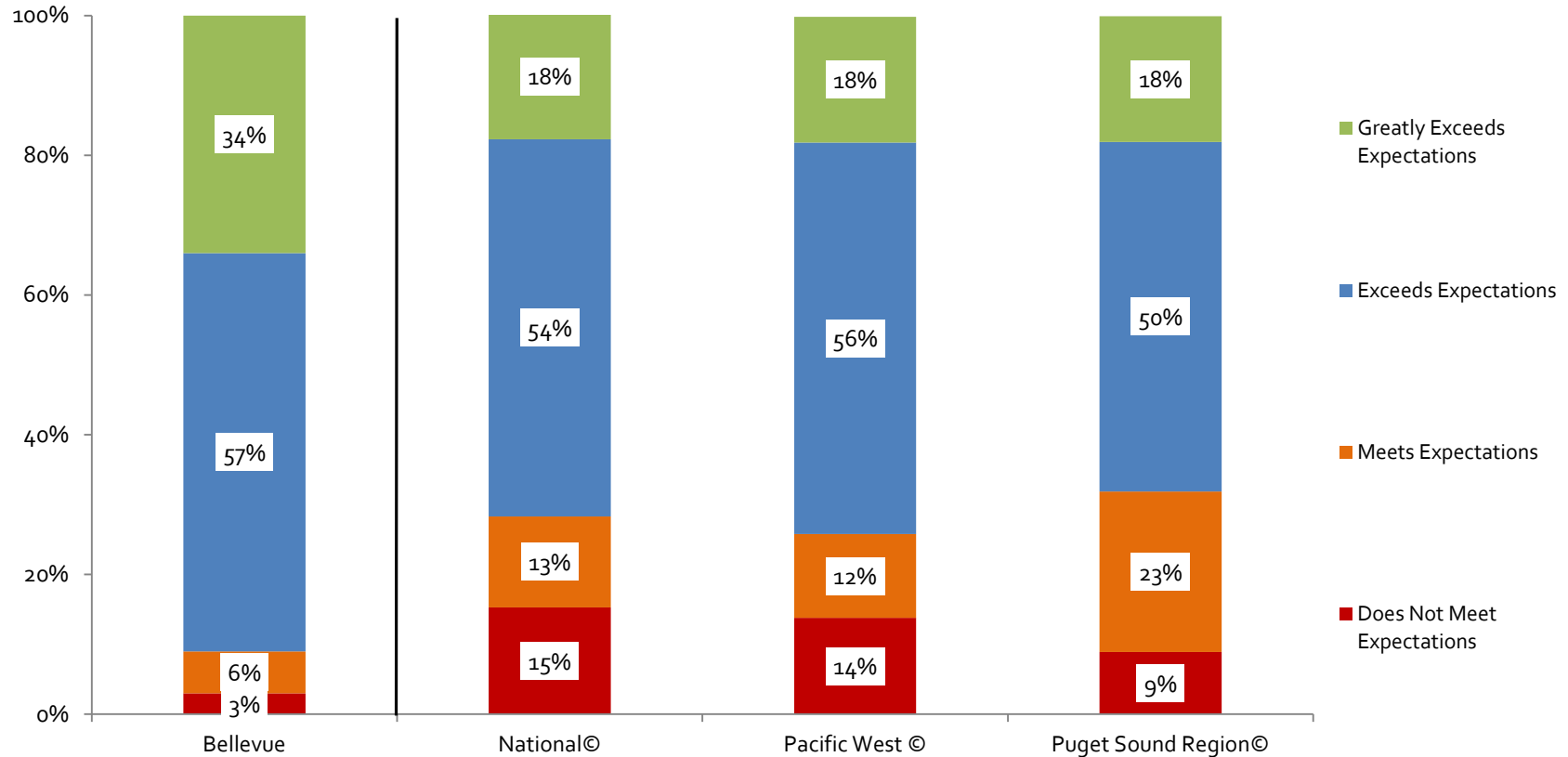


Maps illustrate differences in mean ratings by neighborhood. Note there are few differences in mean scores between neighborhoods and in all cases individual neighborhoods perform higher than the midpoint of 3 on the 5 point scale.

OVERALL QUALITY OF SERVICES COMPARED TO BENCHMARK RESULTS

Responses were compared to NWRG’s 2015 Nationwide CityMarks Community Assessment Survey. Bellevue also outperforms national and regional benchmarks for the overall Quality of Services provided.

Figure 7: Quality of City Services Benchmarks



NWRG2—How would you rate the overall quality of services provided by the City of Bellevue?

Base: Bellevue all respondents: (n = 511)

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*Use caution, small sample sizes for these subgroups

COMPARABILITY TO OTHER COMMUNITIES

The mean score for the comparability to other communities decreased significantly after remaining steady for the previous two years, yet remains above 2013 levels.

The decrease in the mean score is primarily due to small shifts from “Significantly” better to just “better” between 2015 and 2016.

The primary factor in comparability to other communities is household income. Generally speaking, households with incomes of \$75 thousand or more give higher ratings than households with incomes of less than \$75 thousand.

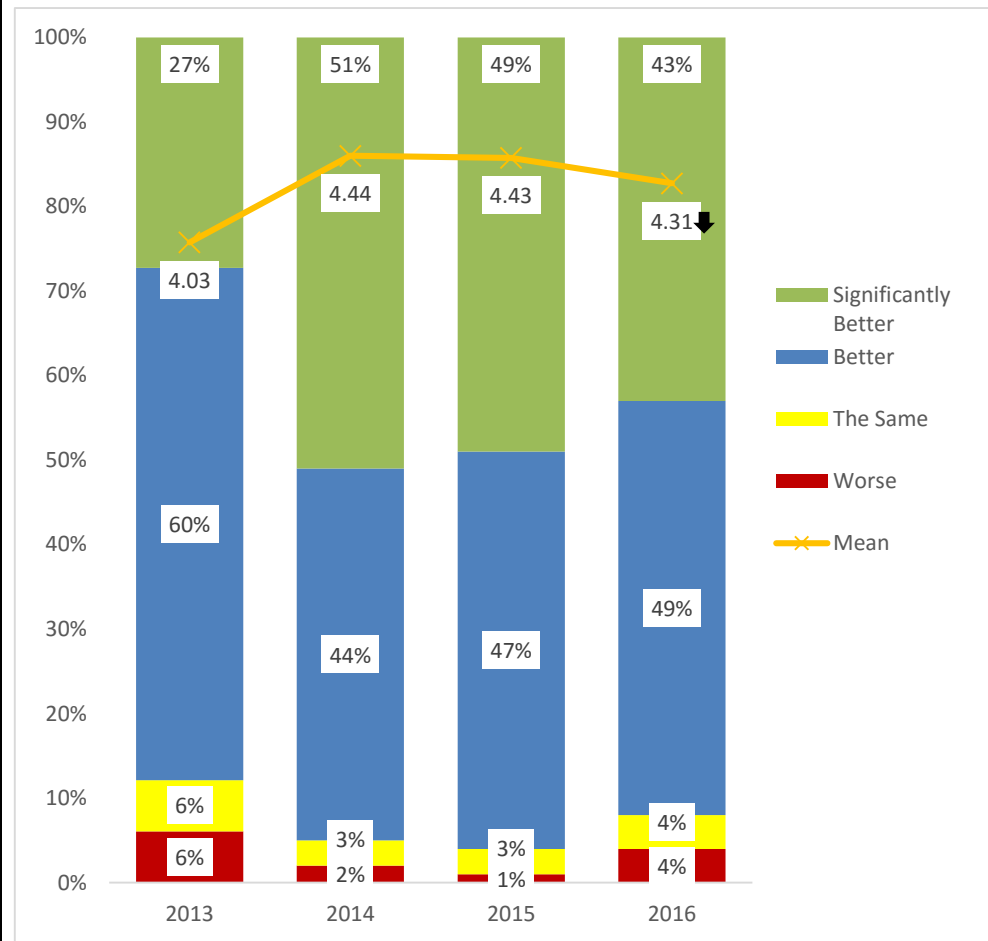
This is particularly true for households with “lower-middle” incomes, that is households with incomes between \$35 thousand and \$75 thousand; 12 percent of these households rate Bellevue as worse than other communities.

This group has also shown a significant decline between 2015 and 2016. In 2015, 54 percent rated Bellevue as “significantly” better than other communities, this has dropped to 34 percent in 2016.

Table 5: Comparability to Other Communities by Income

	Worse	Same	Better	Significantly Better	Mean
<\$35,000	4%	7%	54%	34%	4.16
\$35<\$75K	12% ↑	8%	46%	34%	4.00 ↓
\$75<\$150K	2%	6%	45%	47%	4.38
\$150K+	1%	2%	56%	41%	4.35

Figure 8: Comparability to Other Communities



NWRG3—Compared with other cities and towns, how would you rate Bellevue as a place to live?

Prior to 2014 the question was worded: “How closely does Bellevue match your view of an ‘ideal’ city to live in?”

↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.

Mean based on five-point scale where “1” means “much worse” and “5” means “significantly better.”

Base: All respondents 2013 (n = 518); 2014 (n = 491); 2015 (n = 516); 2016 (n = 511)



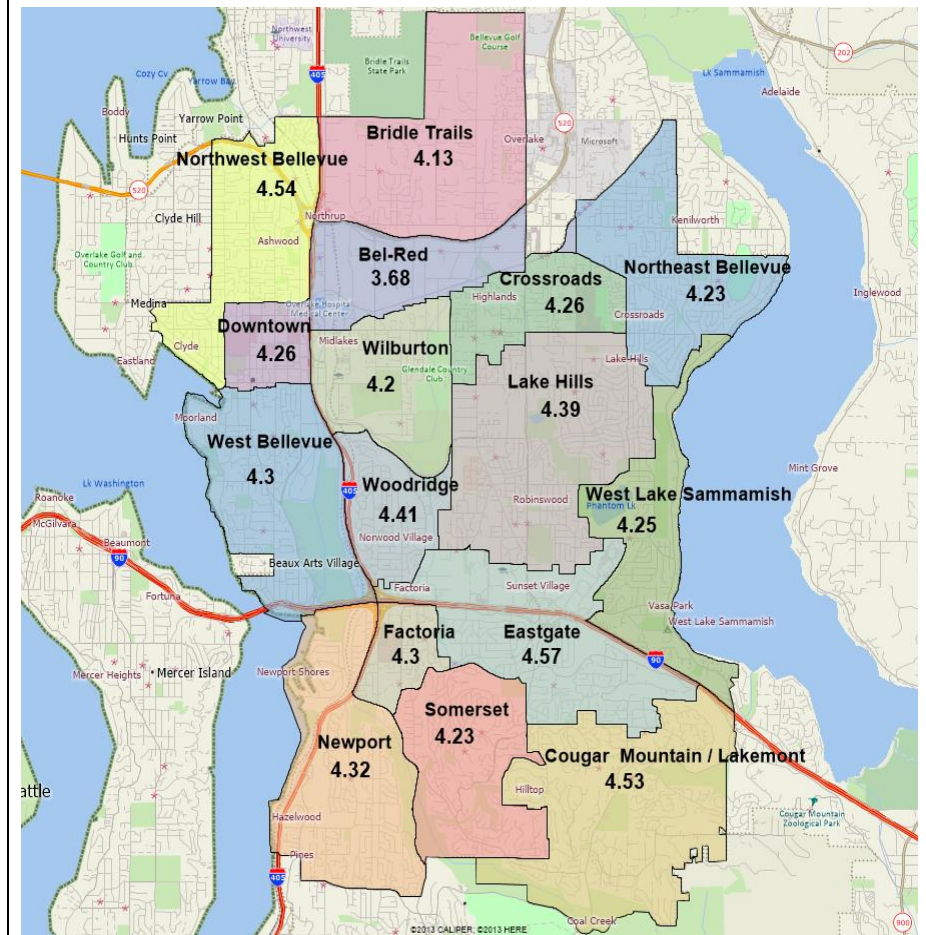
*Use caution, small sample sizes for these subgroups

Table 6: Comparability to Other Communities by Neighborhood

	Significantly Better	Better	The Same	Worse	Mean
Overall	43%	49%	4%	4%	4.31
Bel-Red *	42%	21%	0%	37%	3.68
Bridle Trails	34%	48%	16%	2%	4.13
Cougar Mountain / Lakemont	53%	47%	0%	0%	4.53
Crossroads	33%	59%	7%	0%	4.26
Downtown	41%	51%	2%	6%	4.26
Eastgate *	57%	43%	0%	0%	4.57
Factoria *	60%	31%	0%	10%	4.30
Lake Hills	52%	41%	3%	5%	4.39
Newport	43%	51%	4%	3%	4.32
Northeast Bellevue	40%	50%	3%	7%	4.23
Northwest Bellevue	57%	40%	3%	0%	4.54
West Lake Sammamish	35%	55%	9%	2%	4.23
Somerset	41%	50%	6%	2%	4.30
West Bellevue	34%	61%	3%	2%	4.25
Wilburton *	43%	46%	0%	11%	4.20
Woodridge *	41%	59%	0%	0%	4.41

NWRG3—Compared with other cities and towns, how would you rate Bellevue as a place to live?
 Mean based on five-point scale where “1” means “much worse” and “5” means “significantly better.”
 Base: All respondents (n =511)

Figure 9: Comparability to Other Communities by Neighborhood

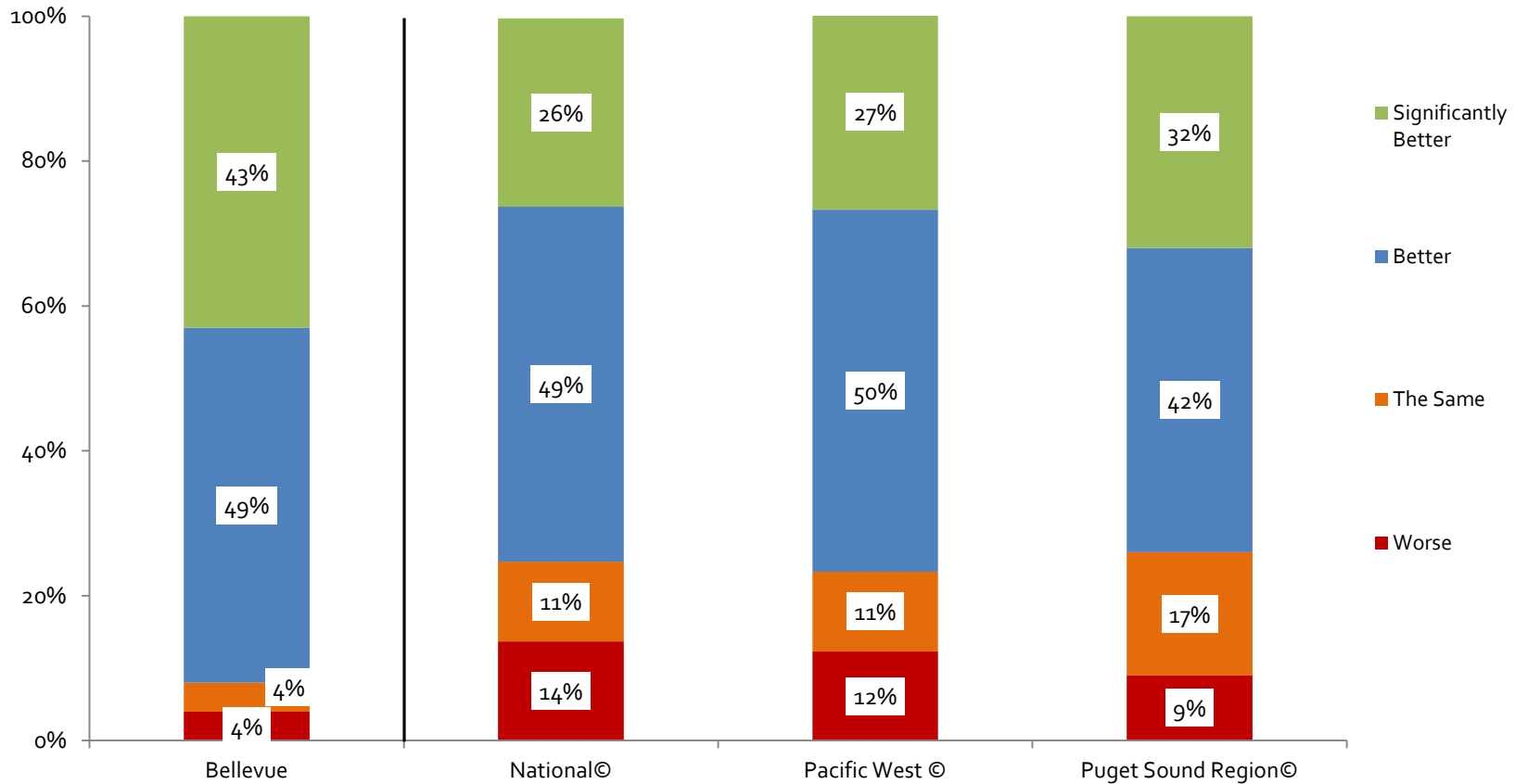


Maps illustrate differences in mean ratings by neighborhood. Note there are few differences in mean scores between neighborhoods and in all cases individual neighborhoods perform higher than the midpoint of 3 on the 5 point scale.

COMPARABILITY TO OTHER COMMUNITIES COMPARED TO BENCHMARK RESULTS

Responses were compared to NWRG’s 2015 Nationwide CityMarks Community Assessment Survey. When compared to national and regional benchmark cities, Bellevue’s performance regarding comparability to other communities is incredibly strong—the strongest performance of the 5-Star Rating questions.

Figure 10: Comparability to Other Communities Benchmarks



NWRG3—Using a scale from 0 to 10 where “0” means “much worse than other cities and towns” and “10” means “significantly better than other cities and towns,” how would you rate Bellevue as a place to live?

Base: Bellevue all respondents: (n = 511)

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DIRECTION CITY IS HEADED

Ratings for the direction the City is headed are the only category where Bellevue ranks below a 4.5-Star city. Ratings for this attribute decreased each year since 2014 and are now the lowest they have been since this question was introduced in 2010.

Fifteen percent (15%) of residents 55 and older indicate Bellevue is headed in the “wrong” direction--significantly higher than younger residents. Additionally, the percent of residents 55 and older who say Bellevue is “strongly” headed in the right direction has been decreasing year over year. It should be noted, that while there are significant differences by age, there are no significant differences in opinion by length of time spent living in Bellevue.

While all income groups have seen declines in the percent who “Strongly” feel that Bellevue is headed in the right direction, those who fall in the mid-to-low income class (\$35-\$75,000) have experienced the sharpest year over year decline—from 29 percent in 2015 to 16 percent in 2016.

Table 8: Direction City Headed by Income

	Wrong	Neutral	Somewhat Right	Strongly Right
<35	5%	11%	63%	20%
35-55	10%	9%	60%	22%
55+	15%↑	12%	55%	18%

Figure 11: Direction City Is Headed

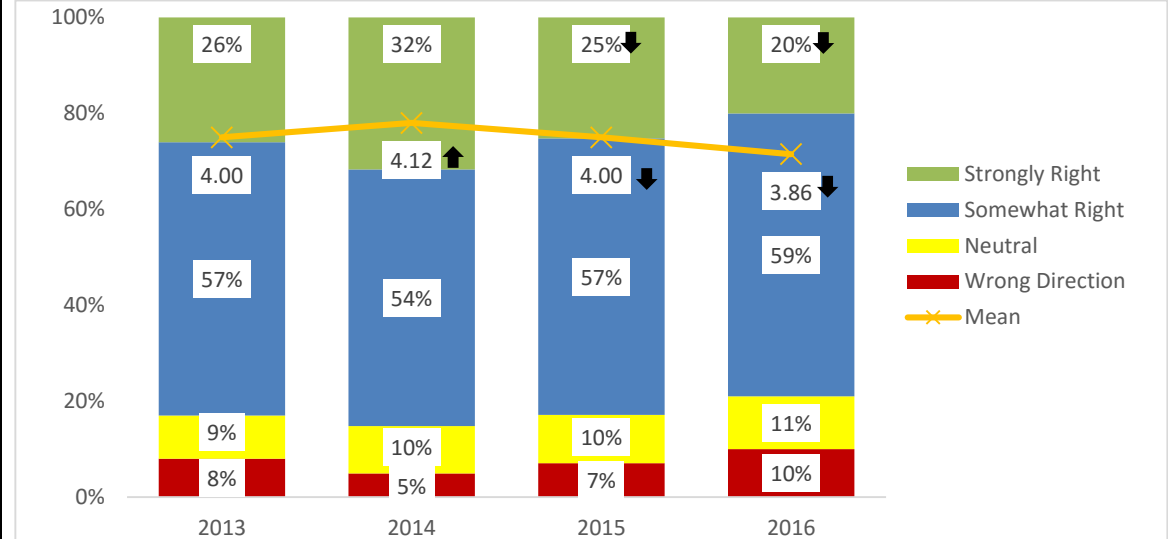
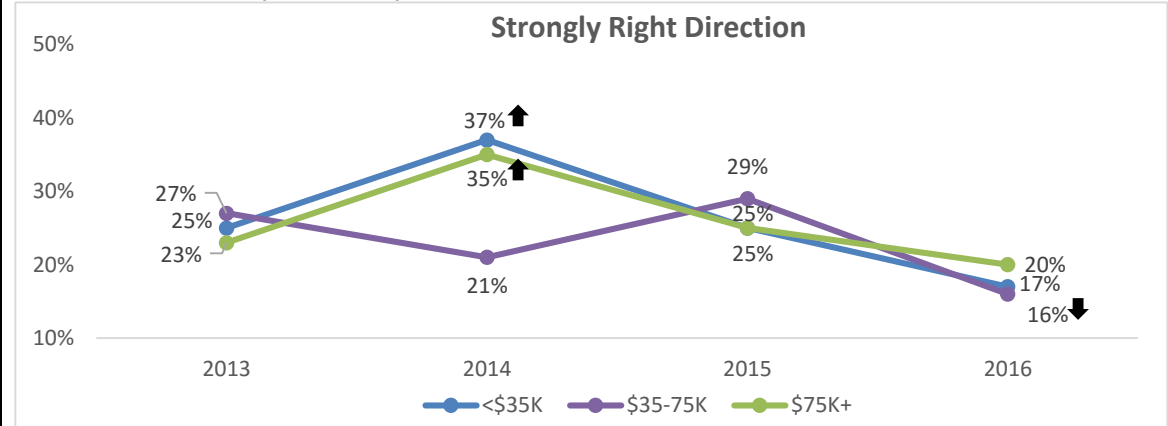


Table 7: Direction City Headed by Income Trended



NWRG4—Overall, would you say that Bellevue is headed in the right or wrong direction?

↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.

Mean based on five-point scale where “1” means “strongly headed in wrong direction” and “5” means “strongly headed in right direction.”

Base: All respondents 2013 (n = 518); 2014 (n = 491); 2015 (n = 516); 2016 (n = 511)



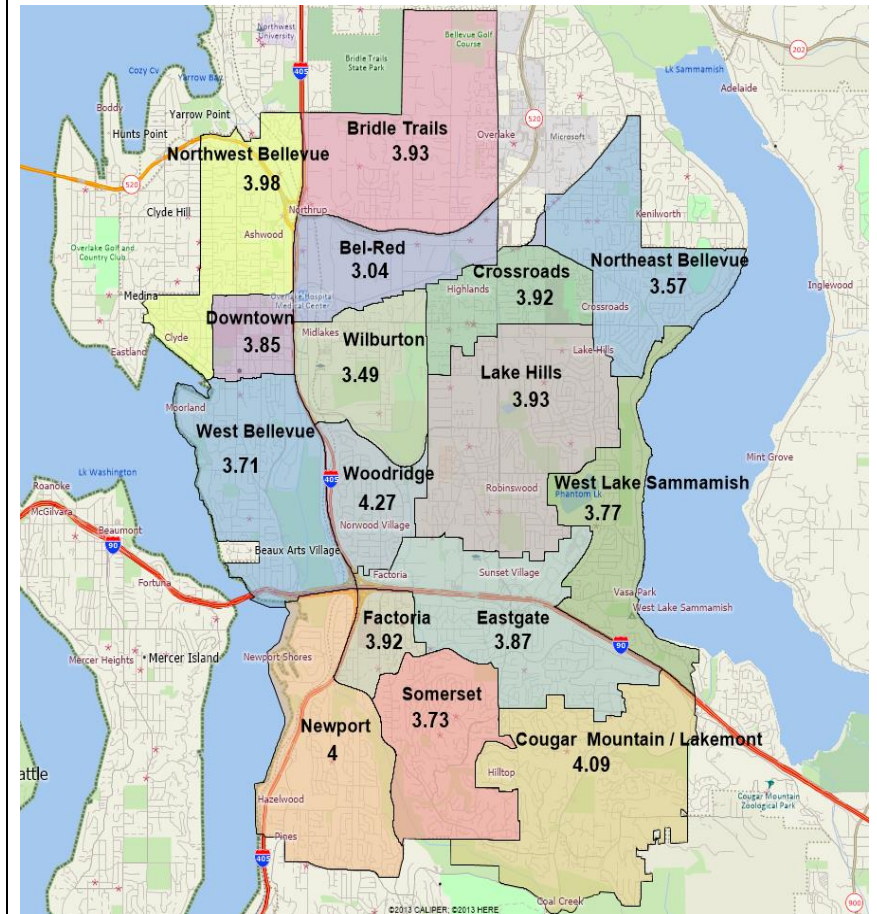
*Use caution, small sample sizes for these subgroups

Table 9: Direction City Is Headed by Neighborhood

	Strongly Right	Somewhat Right	Neutral	Wrong Direction	Mean
Overall	20%	59%	11%	10%	3.86
Bel-Red *	0%	52%	0%	48%	3.04
Bridle Trails	19%	59%	16%	5%	3.93
Cougar Mountain / Lakemont	21%	66%	13%	0%	4.09
Crossroads	14%	71%	9%	6%	3.92
Downtown	22%	55%	11%	12%	3.85
Eastgate *	12%	71%	11%	6%	3.87
Factoria *	41%	30%	20%	10%	3.92
Lake Hills	23%	62%	4%	11%	3.93
Newport	19%	68%	6%	6%	4.00
Northeast Bellevue	9%	65%	8%	18%	3.57
Northwest Bellevue	32%	44%	14%	10%	3.98
West Lake Sammamish	18%	54%	14%	15%	3.73
Somerset	23%	43%	18%	16%	3.71
West Bellevue	19%	52%	20%	8%	3.77
Wilburton *	10%	63%	7%	20%	3.49
Woodridge *	35%	56%	8%	0%	4.27

NWRG4—Overall, would you say that Bellevue is headed in the right or wrong direction?
 Mean based on five-point scale where “1” means “strongly headed in wrong direction” and “5” means “strongly headed in right direction.”
 Base: All respondents (n = 511)

Figure 12: Direction City Is Headed by Neighborhood



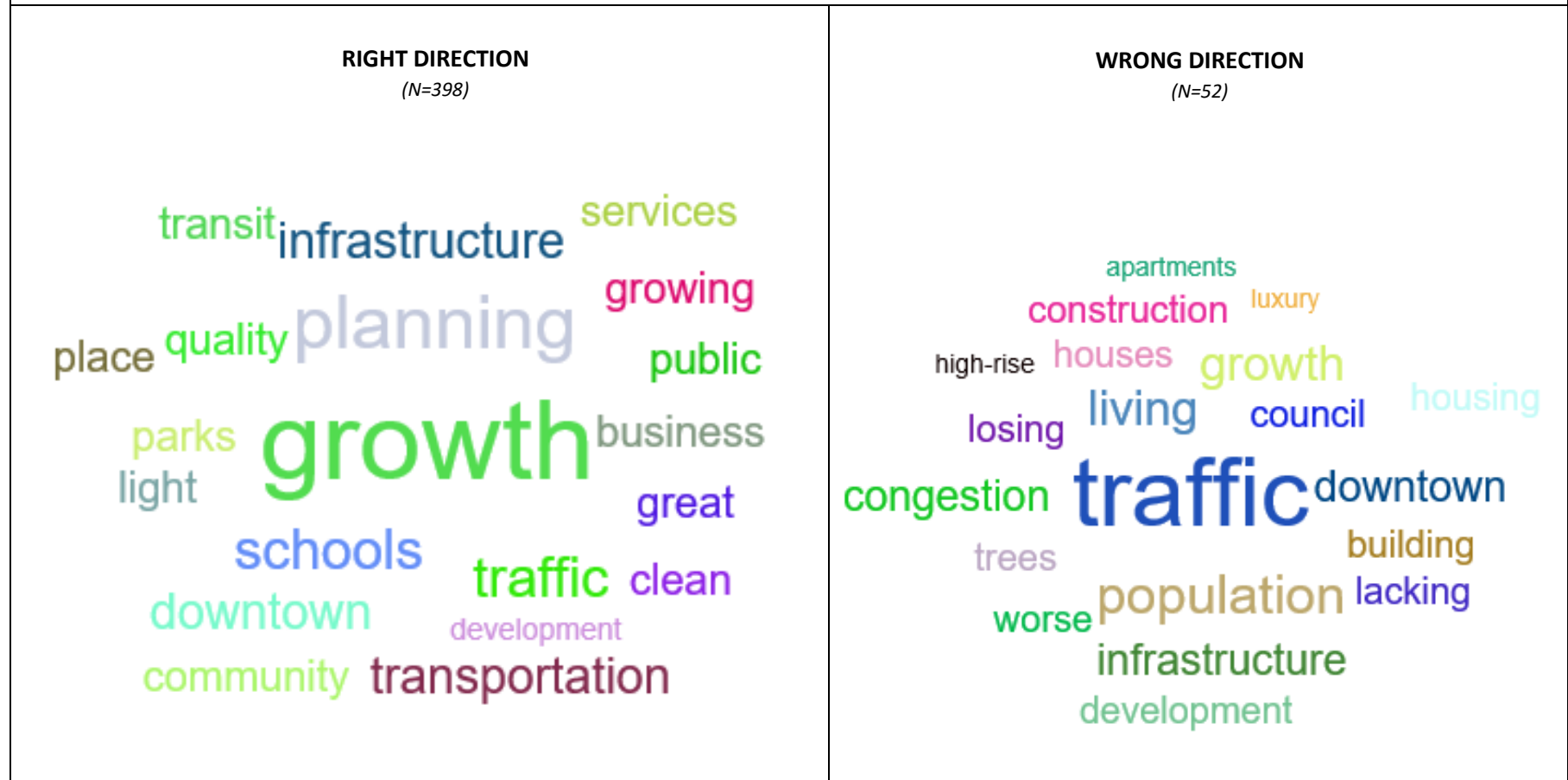
Maps illustrate differences in mean ratings by neighborhood. Note there are few differences in mean scores between neighborhoods and in all cases individual neighborhoods perform higher than the midpoint of 3 on the 5 point scale.

Reasons Why City Is Headed in Right or Wrong Direction

A follow-up question asks respondents their number one and number two reasons why they believe Bellevue is headed in the right or wrong direction.

Among responses received answering the question why Bellevue is headed in the right direction, development, planning for growth and schools are the top reasons.

Very few respondents (n = 52) thought Bellevue is headed in the wrong direction. Among the responses received, issues related to traffic, transportation, development and construction are the top mentioned responses.



*Use caution, small sample sizes for these subgroups

Coded Results for Reasons why Bellevue is Heading in the Right / Wrong Direction

Table 10: Reasons Why Bellevue Is Headed in Right Direction (n=398)

	First Response		Second Response	
	N	%	N	%
Development / Growth	57	15%	23	8%
Business Growth / Friendliness / Economy	38	10%	18	6%
Planning/Infrastructure	34	9%	18	6%
Public Transportation	30	8%	12	4%
I like it / It's good / Quality of Life / Other generic positive statements	26	7%	19	6%
Schools / Education	19	5%	18	6%
Politicians / Leadership / City Council / Government	20	5%	11	4%
Other	20	5%	15	5%
Sense of Community / Family Friendly	14	4%	31	11%
Clean	11	3%	6	2%
Congestion / Crowding / Traffic / Overbuilding	11	3%	9	3%
Environmentally conscious or friendly / Parks	10	3%	22	7%
Services / Utilities / Facilities	10	3%	24	8%
Downtown Development / Redesign / Updating / Modern	12	3%	9	3%

Table 11: Reasons Why Bellevue Is Headed in Wrong Direction (n=52)

	First Response		Second Response	
	N	%	N	%
Development / Growth	12	22%	6	12%
Other	11	21%	5	10%
Congestion / Crowding / Traffic / Overbuilding	8	16%	10	23%
Planning/Infrastructure	5	10%	1	3%
Cost of Living / Expensive / Taxes	5	9%	9	20%
Public Transportation	4	8%	3	7%
Politicians / Leadership / City Council / Government	2	4%	1	1%
Housing	2	4%	2	5%
Crime / Graffiti / Safety	1	2%	4	10%
Services / Utilities / Facilities	1	1%	0	0%

Q6—Using a one or two word phrase, what are the reasons why you think Bellevue is headed in the [right/wrong] direction?

Base: Respondents who believe Bellevue is headed in the right (n = 398) / wrong (n = 52) direction.

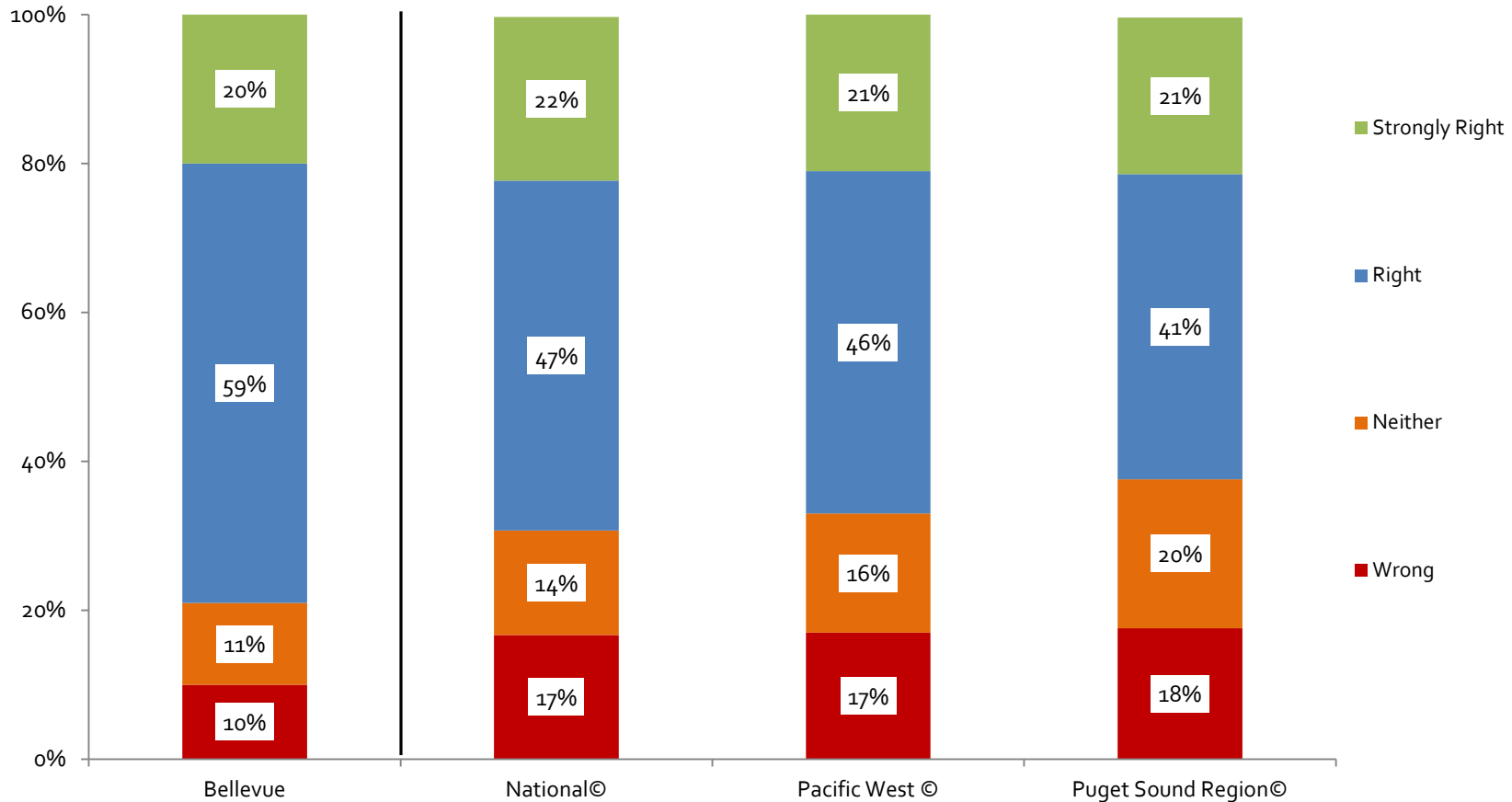


*Use caution, small sample sizes for these subgroups

Direction City Is Headed Compared to Benchmark Results

Responses were compared to NWRG’s 2015 Nationwide CityMarks Community Assessment Survey. While overall, Bellevue performs similar to other cities regarding the direction the city is headed, this is primarily due to the share of residents who feel that Bellevue is headed “Somewhat” in the right direction—the share of those feel the City is “Strongly” headed in the right direction is similar to national and regional benchmarks.

Figure 13: Direction City is Headed Benchmarks



NWRG4—Overall, would you say that Bellevue is headed in the right or wrong direction?

Base: Bellevue all respondents: (n = 511)

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*Use caution, small sample sizes for these subgroups

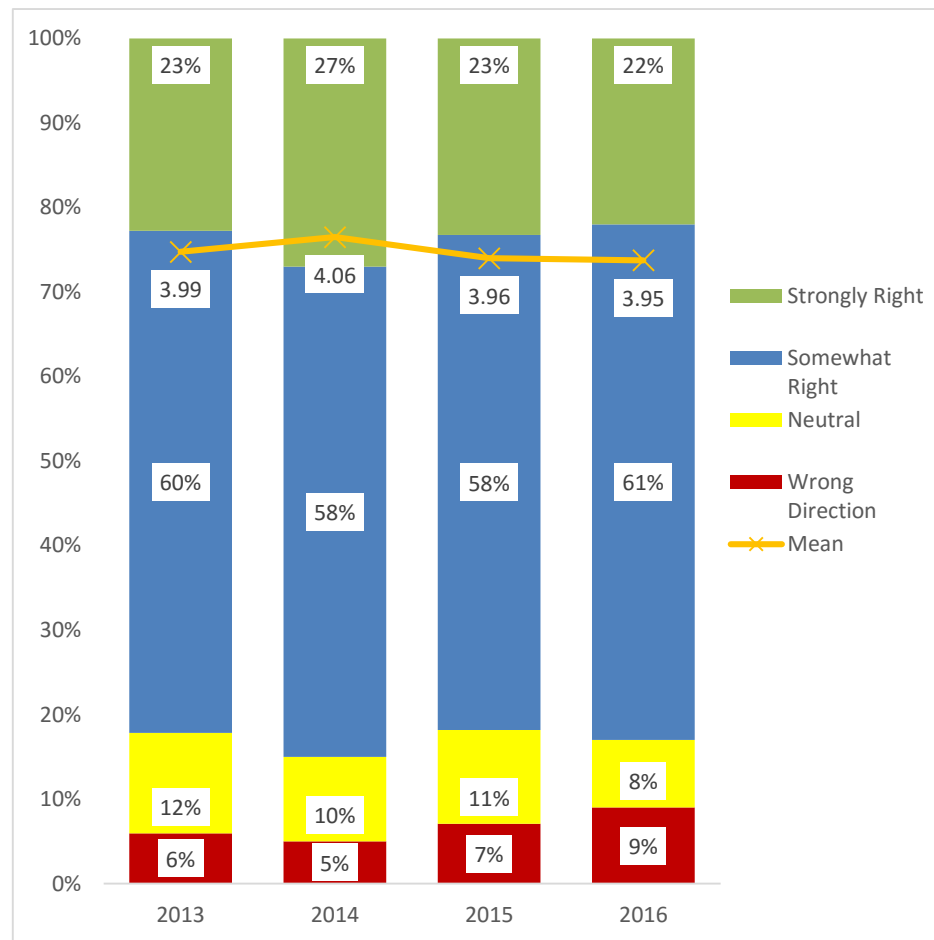
Value of Services for Tax Dollars Paid

With the exception of a spike in 2014, resident's overall feeling towards the value of services for tax dollars paid has remained relatively consistent since 2012.

Similar to findings for other areas, older residents feel that they are getting less value for the money paid—mean score of 3.85 for residents 55 years old or older vs. 4.05 for residents under 35. This is primarily due to older residents being nearly four times as likely to say they are “not” getting their money’s worth than younger residents—11 percent vs. 3 percent.

There are no other notable differences based on demographics. Also, similar to overall scores, ratings within various demographic groups have remained relatively steady over the years.

Figure 14: Value of Services for Tax Dollars Paid



NWRG5—Do you feel you are getting your money’s worth for your city tax dollar?

↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.

Mean based on five-point scale where “1” means “definitely not getting money’s worth” and “5” means “definitely getting money’s worth.”

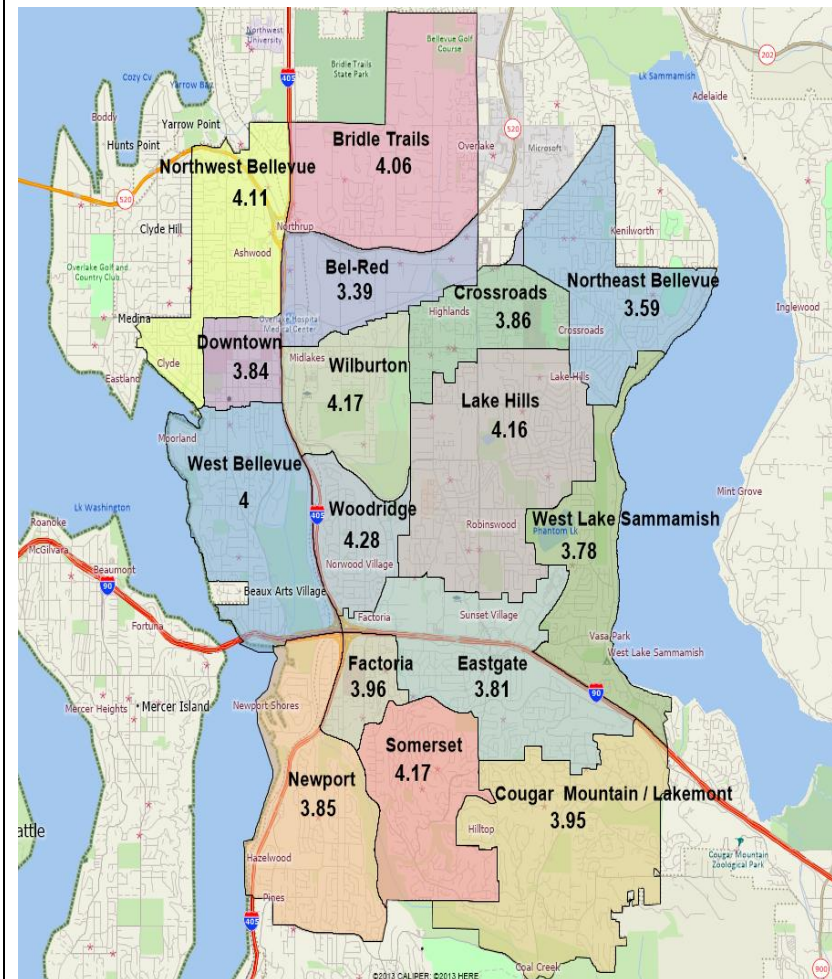
Base: All respondents 2013 (n = 518); 2014 (n = 491); 2015 (n = 516); 2016 (n = 511)

Table 12: Value for Tax Dollars Paid by Neighborhood

	Definitely Getting	Getting	Neutral	Not Getting	Mean
Overall	22%	61%	8%	9%	3.95
Bel-Red *	42%	11%	0%	47%	3.39
Bridle Trails	21%	72%	0%	7%	4.06
Cougar Mountain / Lakemont	12%	78%	4%	6%	3.95
Crossroads	22%	51%	18%	9%	3.86
Downtown	19%	63%	7%	12%	3.84
Eastgate *	13%	66%	13%	8%	3.81
Factoria *	42%	40%	0%	18%	3.96
Lake Hills	42%	44%	6%	9%	4.16
Newport	15%	69%	6%	10%	3.85
Northeast Bellevue	13%	53%	18%	15%	3.59
Northwest Bellevue	32%	52%	12%	5%	4.11
West Lake Sammamish	25%	70%	2%	3%	4.17
Somerset	16%	72%	9%	3%	4.00
West Bellevue	12%	64%	16%	9%	3.78
Wilburton *	22%	73%	5%	0%	4.17
Woodridge *	28%	72%	0%	0%	4.28

NWRG5—Do you feel you are getting your money’s worth for your city tax dollar? Mean based on five-point scale where “1” means “definitely not getting money’s worth” and “5” means “definitely getting money’s worth.” Base: All respondents (n = 511)

Figure 15: Value for Tax Dollars Paid by Neighborhood

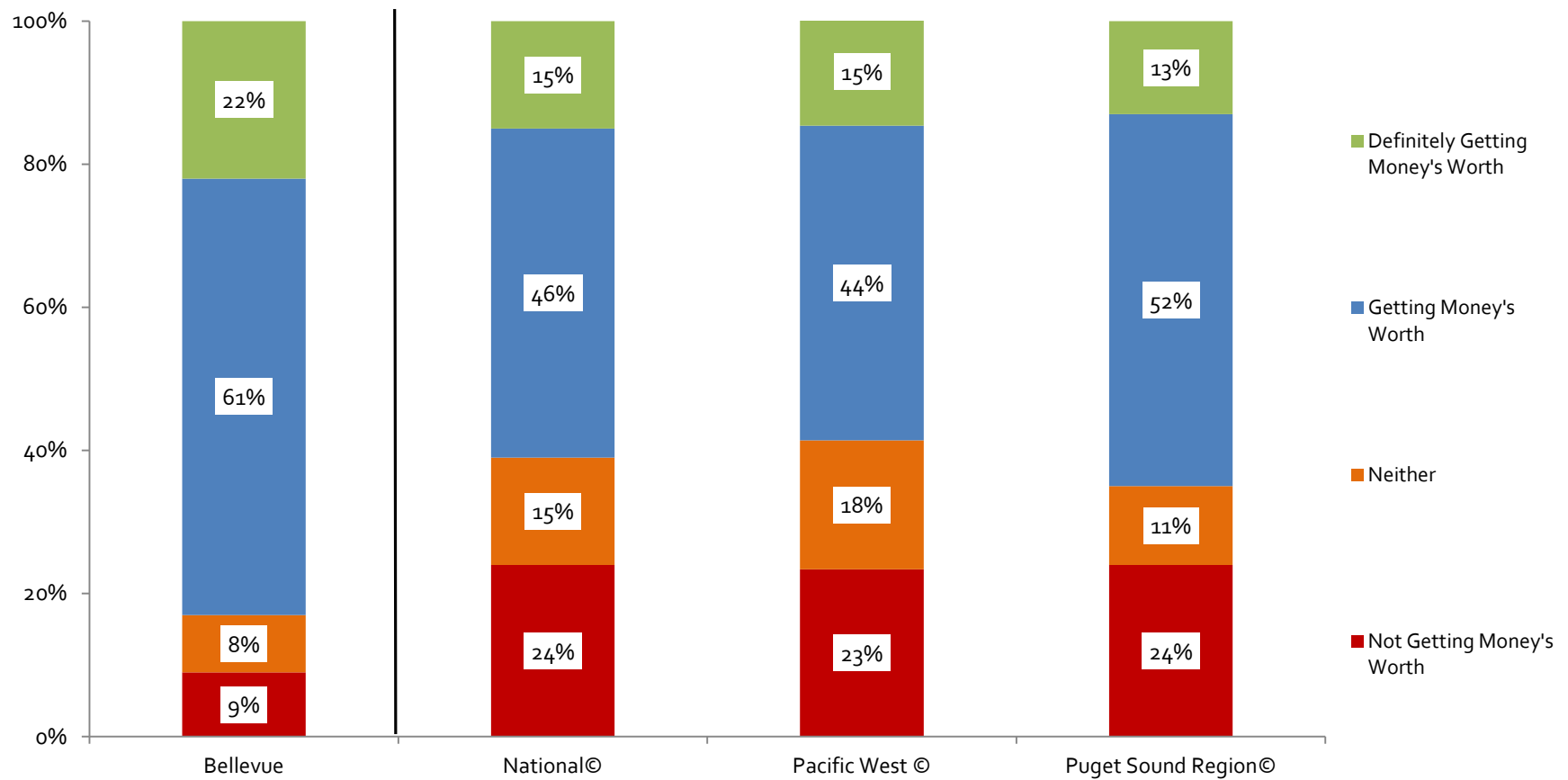


Maps illustrate differences in mean ratings by neighborhood. Note there are few differences in mean scores between neighborhoods and in all cases individual neighborhoods perform higher than the midpoint of 3 on the 5 point scale.

VALUE FOR TAX DOLLARS PAID COMPARED TO BENCHMARK RESULTS

Responses were compared to NWRG's 2015 Nationwide CityMarks Community Assessment Survey. Bellevue outperforms national and regional benchmarks.

Figure 16: Value for Tax Dollars Paid Benchmarks



NWRG5—Do you feel you are getting your money's worth for your city tax dollar?

Base: Bellevue all respondents: (n = 511)

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*Use caution, small sample sizes for these subgroups

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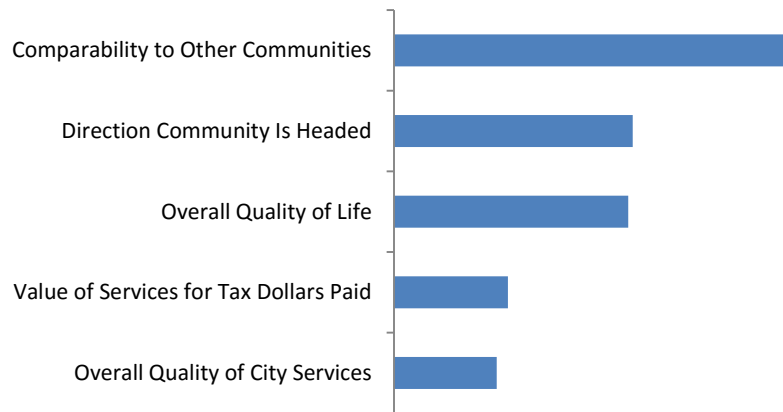
*Use caution, small sample sizes for these subgroups

BELLEVUE'S 5-STAR RATING

OVERALL 5-STAR RATING

The 5-Star Rating is a composite index that captures the essence of how well a city meets the critical needs and expectations of its residents and that uses a robust theoretical and mathematical model. The model is based on a weighted sum of five questions: (1) overall quality of life, (2) overall quality of city services, (3) perceived comparability to other communities (that is, is Bellevue seen as better or worse than other communities), (4) direction the community is headed, and (5) perceived value of services for tax dollars paid.

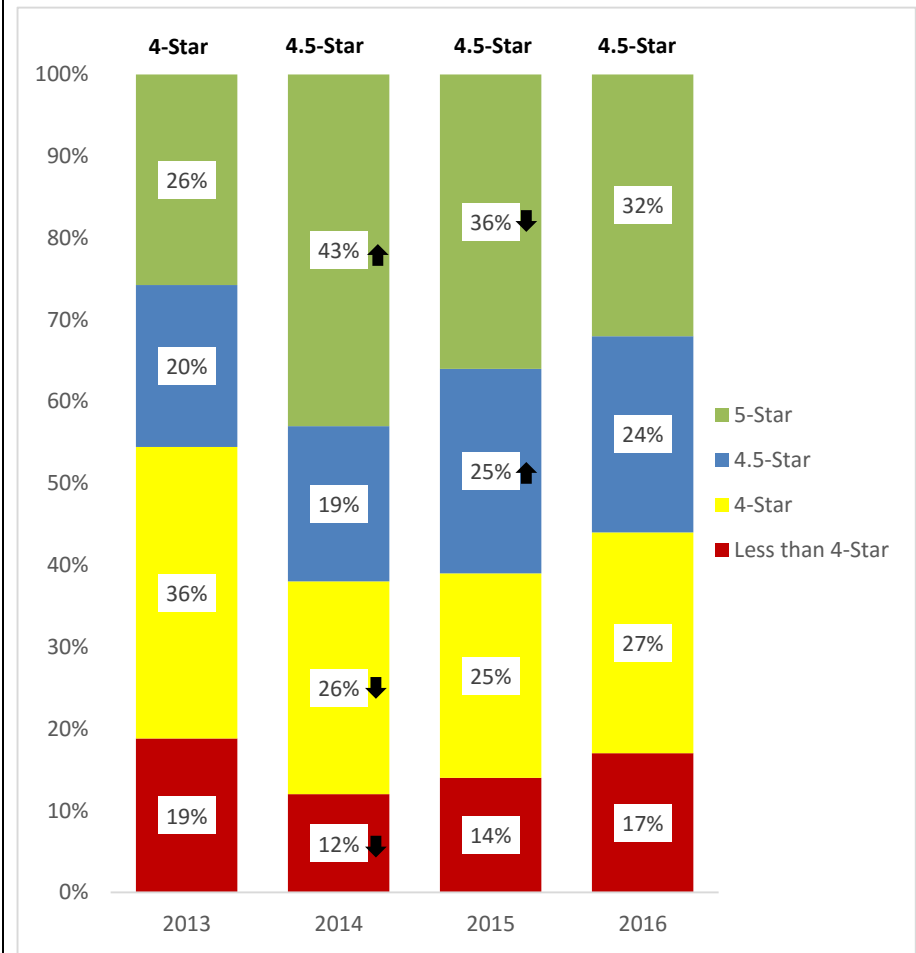
Relative Weight in Model



Bellevue is again rated a 4.5-Star city. While there has been some shifting from 5- and 4.5-Star ratings compared to 2015, none of the shifts are significant.

Similar to 2015 A solid quarter of all residents rate Bellevue as a 4.5-Star city. The percent of residents rating Bellevue as a 5-Star City continues to remain higher than years prior to 2014.

Figure 17: Bellevue's 5-Star Rating



↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.
 Base: All respondents 2013 (n = 518); 2014 (n = 491); 2015 (n = 516); 2016 (n = 511)



*Use caution, small sample sizes for these subgroups

Ratings of Bellevue are comparable to those whose ratings indicate that they live in a 4.5-Star City for four out the five key questions.

Bellevue residents rate the city more in line with ratings given by those whose ratings indicate they live in a 4-Star City for the direction the city is headed. This is the second year in a row where Direction City is headed rates in line with a 4-Star City.

Not surprisingly, Star Ratings follow the age and income observation developed so far with older residents as well as lower income residents providing a lower star rating than younger residents and those with higher incomes.

Nearly one-quarter (23%) of residents 55 and older give a rating of less than 4-Stars—nearly twice the percent of residents under 55.

Similarly, residents with lower household incomes provide lower Star Ratings. This is particularly true of residents with household incomes between \$35 and \$75,000—37 percent of this group give a rating of less than 4-Stars.



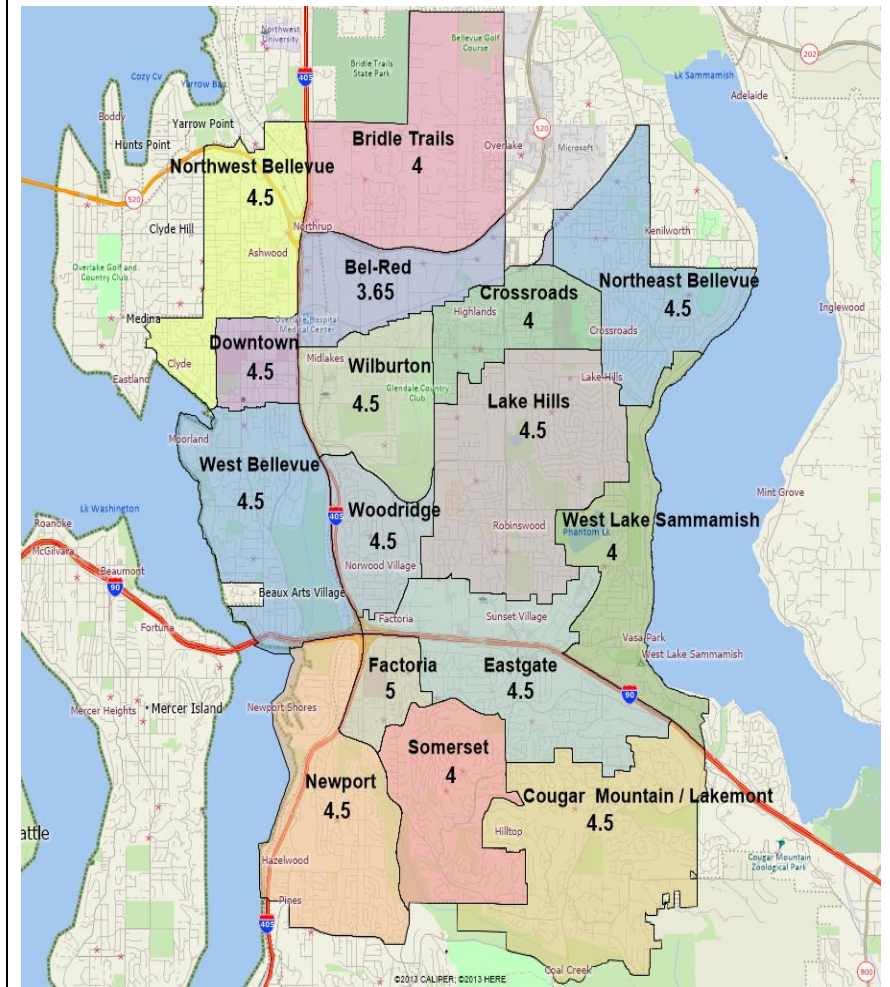
5-STAR RATING BY NEIGHBORHOOD

Table 13: 5-Star Rating by Neighborhood

	Less than 4 Star	4 Star	4.5 Star	5 Star	Median
Overall	17%	27%	24%	32%	4.5
Bel-Red *	58%	0%	0%	42%	3.5
Bridle Trails	25%	34%	12%	30%	4.0
Cougar Mountain / Lakemont	10%	26%	32%	32%	4.5
Crossroads	12%	43%	18%	27%	4.0
Downtown	17%	30%	18%	35%	4.5
Eastgate *	12%	31%	25%	32%	4.5
Factoria *	29%	11%	0%	60%	5.0
Lake Hills	13%	20%	22%	45%	4.5
Newport	15%	26%	34%	26%	4.5
Northeast Bellevue	24%	23%	21%	32%	4.5
Northwest Bellevue	15%	19%	26%	40%	4.5
West Lake Sammamish	19%	40%	17%	24%	4.0
Somerset	23%	9%	48%	20%	4.0
West Bellevue	22%	31%	23%	24%	4.5
Wilburton *	19%	25%	28%	28%	4.5
Woodridge *	0%	5%	54%	41%	4.5

5-Star Rating is a computed variable.
Base: All respondents (n = 511)

Figure 18: 5-Star Rating by Neighborhood



Maps illustrate differences in mean ratings by neighborhood. Note there are few differences in mean scores between neighborhoods and in all cases individual neighborhoods perform higher than the midpoint of 3 on the 5 point scale.

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*Use caution, small sample sizes for these subgroups

PERCEPTIONS OF BELLEVUE AS A PLACE TO LIVE

Similar to previous years, nearly all Bellevue residents continue to say Bellevue is a good or excellent place to live. With the exception of 2014, the overall mean rating remains on-par with previous years.

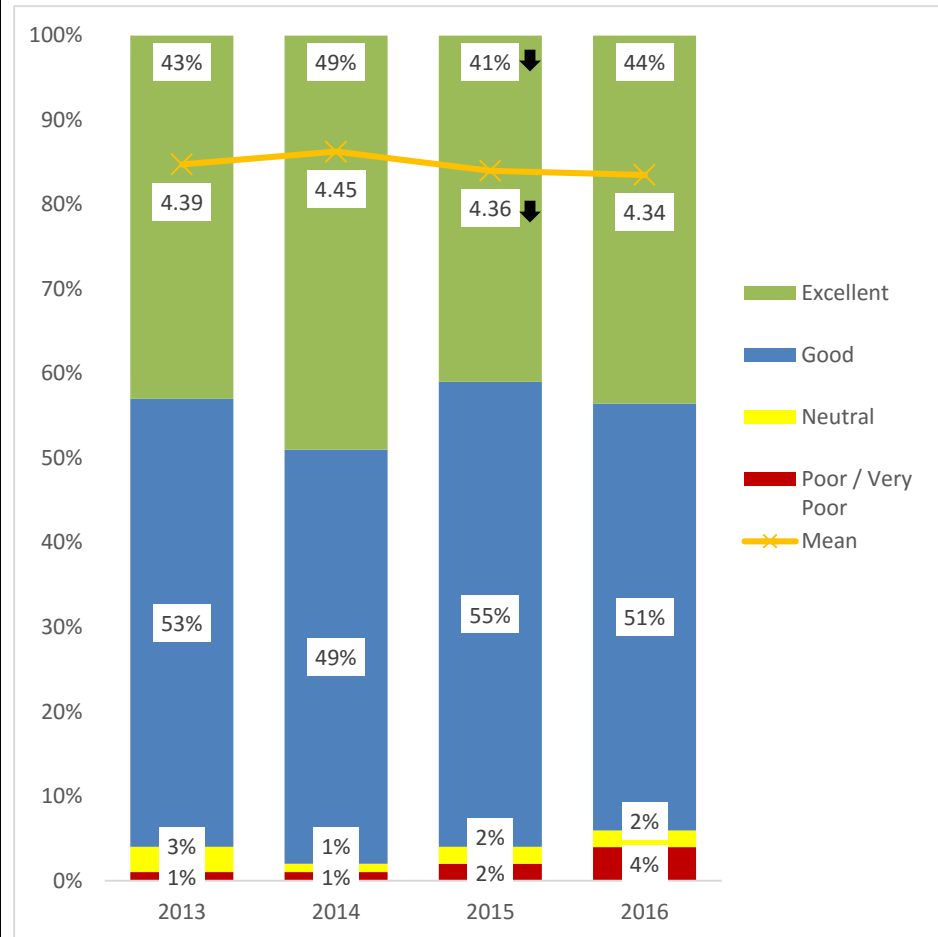
Regardless of age group, over 90 percent of residents feel that Bellevue is a good or excellent place to live. However, there has been some shifting over the years. The 35-54 age group has slowly been increasing in the percent who say Bellevue is an excellent place to live and is now at 41 percent—the highest it has been since 2010.

Income is also a divider as nearly half (46%) of households with incomes of \$75,000 or above say Bellevue is an excellent place to live—compared to just over one-third (34%) of households with incomes of less than \$75,000. The percent “excellent” ratings of lower income residents has steadily been decreasing over the years and is now at the lowest recorded level.

Table 14: Quality of City Services by Age and Income

	Poor / Very Poor	Neutral	Good	Excellent	Mean
Age					
<35	1%	0%	63% ↑	36%	4.34
35-54	3%	2%	45%	51% ↑	4.42 ↑
55+	6%	3%	49%	42%	4.26
Income					
<\$75,000	11%	6%	49%	34%	4.04
\$75,000+	1%	0%	52%	46% ↑	4.43 ↑

Figure 19: Perceptions of Bellevue as a Place to Live



Q1A—Overall, how would you describe the City of Bellevue as a place to live?

↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.

Mean based on five-point scale where “1” means “very poor” and “5” means “excellent.”

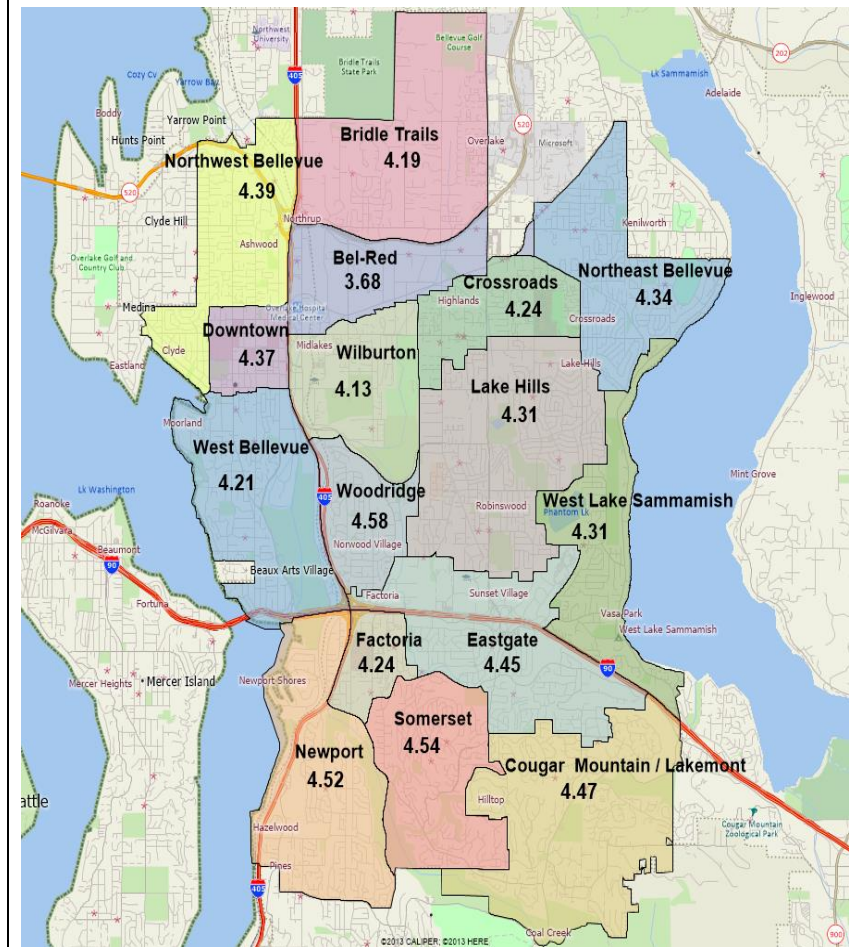
Base: All respondents 2013 (n = 518); 2014 (n = 491); 2015 (n = 516); 2016 (n = 511)

Table 15: Bellevue as a Place to Live by Neighborhood

	Excellent	Good	Neutral	Poor / Very Poor	Mean
Overall	44%	51%	2%	4%	4.34
Bel-Red *	42%	21%	0%	37%	3.68
Bridle Trails	29%	65%	2%	4%	4.19
Cougar Mountain / Lakemont	47%	53%	0%	0%	4.47
Crossroads	35%	59%	0%	6%	4.24
Downtown	46%	50%	1%	3%	4.37
Eastgate *	45%	55%	0%	0%	4.45
Factoria *	53%	37%	0%	10%	4.24
Lake Hills	50%	38%	8%	5%	4.31
Newport	59%	38%	0%	3%	4.52
Northeast Bellevue	38%	60%	0%	1%	4.34
Northwest Bellevue	43%	53%	2%	1%	4.39
West Lake Sammamish	54%	46%	0%	0%	4.54
Somerset	28%	66%	3%	2%	4.21
West Bellevue	36%	61%	0%	2%	4.31
Wilburton *	40%	44%	5%	11%	4.13
Woodridge *	58%	42%	0%	0%	4.58

Q1A—Overall, how would you describe the City of Bellevue as a place to live?
Mean based on five-point scale where “1” means “very poor” and “5” means “excellent.”
Base: All respondents (n = 511)

Figure 20: Bellevue as a Place to Live by Neighborhood



Maps illustrate differences in mean ratings by neighborhood. Note there are few differences in mean scores between neighborhoods and in all cases individual neighborhoods perform higher than the midpoint of 3 on the 5 point scale.

When asked about Bellevue's best attributes residents mentioned several things with parks, schools, safety, and clean city being the most mentioned attributes.



Bellevue's Best Attributes – Coded

Table 16: Bellevue's Best Attributes

	First Response		Second Response	
	N	%	N	%
Clean	64	13%	29	6%
Convenient	5	1%	0	0%
Schools / Education	46	9%	33	7%
Diverse	18	3%	9	2%
Location	46	9%	16	3%
Mall / Shopping	14	3%	27	6%
Parks / Green Space	90	18%	47	10%
Public Transportation	2	0%	3	1%
Safe	83	17%	81	17%
Friendly	4	1%	0	0%
Quiet / Peaceful	0	0%	8	2%
Attractive / Nice Neighborhoods / Pretty / Beautiful	17	3%	21	4%
Easy to get around	28	6%	58	12%
Good atmosphere / Environment / Ambience / Quality of Life	18	4%	16	3%
Upscale / New / Modern / Urban / Up-and-Coming	12	2%	22	5%
Activities	2	0%	4	1%
City Management / Government / Planning	9	2%	11	2%
Infrastructure / Upkeep of roads, sidewalks, etc.	10	2%	4	1%
Community Oriented / Family/Child-Friendly	7	1%	28	6%
Good Services (Including fire, police, library, etc.)	3	1%	23	5%
Other	23	5%	29	6%



*Use caution, small sample sizes for these subgroups

KEY COMMUNITY INDICATORS

OVERALL RATINGS

The City of Bellevue has identified a total of 27 items as Key Community Indicators (KCI). Respondents were asked the extent to which they agreed or disagreed that each of these indicators described Bellevue.

In 2011, NWRG began using factor analysis to analyze the KCIs. Factor analysis is a type of advanced analytics that looks at the responses to multiple questions and group questions with highly correlated responses into factors. For example, all 27 of Bellevue's KCIs were analyzed, and the results showed that many of the answers were highly related (e.g., individual responses to questions dealing with safety were very similar). We then combine the scores of the related questions to create a new variable, in this case called a dimension. Table 12, on the next page, shows which questions were highly related to one another and how they were grouped to create each of the six dimensions: Safe Community, Neighborhoods, Healthy Living, Engaged Community, Mobility, and Competitive. The analysis is performed each year, and the dimensions are updated as needed.

The resulting factors are similar to the city's Key Strategic Planning Areas but more closely represent how Bellevue residents think when grouping the KCIs.

The use of factor analysis to create Bellevue's dimensions simplifies reporting and provides for a more stable model when running other analytics such as the Key Drivers Analysis, discussed on [page 57](#).



*Use caution, small sample sizes for these subgroups

Table 17: Key Community Indicators and Corresponding Dimensions

Dimension	Attributes	2011/12	2013	2014	2015	2016
Competitive	Is a good place to raise children	X	X	X	X	X
	Fosters and supports a diverse community in which all residents have the opportunity to live well, work, and play	X	X	X	X	X
	Is doing a good job helping to create a competitive business environment that supports entrepreneurs and creates jobs	X	X	X	X	X
	Is a visionary community in which creativity is fostered	X	X	X	X	X
	Is doing a good job of planning for growth in ways that add value to the quality of life	X	X	X	X	X
	Is doing a good job of looking ahead and seeking innovative solutions to regional and local challenges	X	X			
	Is doing a good job of looking ahead to meet regional challenges				X	X
	Is doing a good job of looking ahead to meet local challenges				X	X
Engaged Community	Does a good job of keeping residents informed	X	X	X	X	X
	Is a welcoming and supportive community that demonstrates caring for people through its actions	X	X	X	X	X
	Encourages citizen engagement such as volunteering or participating in community activities	X	X	X	X	X
	Listens to its residents and seeks their involvement	X	X	X	X	X
Healthy	Has attractive neighborhoods that are well maintained	X				
	Offers me and my family opportunities to experience nature where we live, work, and play	X	X	X	X	X
	Environment supports my personal health and well-being	X	X	X	X	X
	Is doing a good job of maintaining and enhancing a healthy, natural environment for current and future generations	X	X	X	X	X
	I live in a neighborhood that supports families, particularly those with children	X				
	Can rightfully be called a “city in a park”	X	X	X	X	X
	Provides water, sewer, and waste water services and infrastructure that reliably ensures public health				X	X
	Provides water, sewer, and waste water services and infrastructure that protects the environment				X	X
Safe Community	Is a safe community in which to live, learn, work, and play	X	X	X	X	X
	Is well-prepared to respond to routine emergencies	X	X	X	X	X
	Plans appropriately to respond to major emergencies	X	X	X	X	X
	Has attractive neighborhoods that are safe	X				
Mobility	Neighborhood provides convenient access to my day-to-day activities	X				
	Provides a safe transportation system for all users	X	X	X	X	X
	Allows for travel within the City of Bellevue in a reasonable and predictable amount of time	X	X	X	X	X
	Is doing a good job of planning for and implementing a range of transportation options	X	X	X	X	X
Neighborhoods	Has attractive and well-maintained neighborhoods		X	X	X	X
	Has neighborhoods that are safe		X	X	X	X
	I live in a neighborhood that supports families, particularly those with children		X	X	X	X
	Neighborhood provides convenient access to my day-to-day activities		X	X	X	X

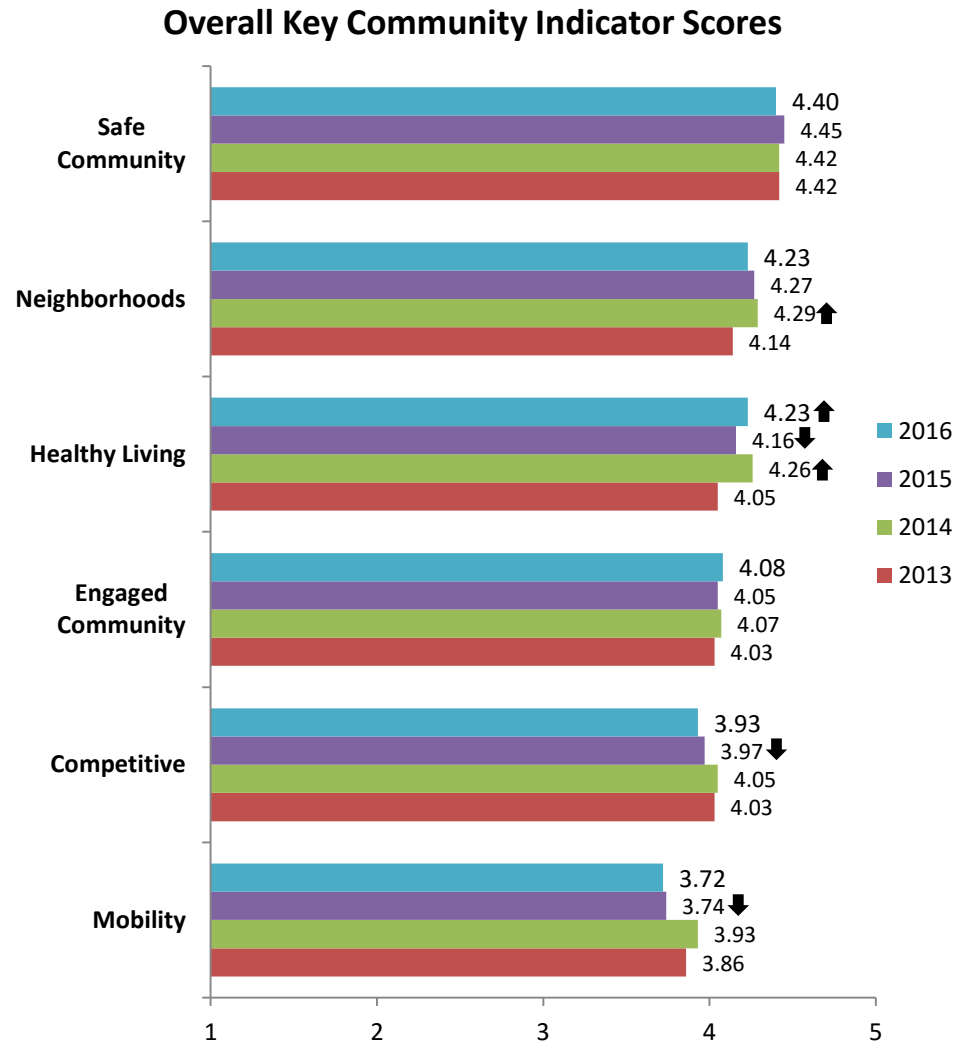
As in previous years, Bellevue does best in terms of its overall performance for being safe. Safe Community has remained the top performing dimension each year since the introduction of the KCI factor analysis.

As with previous years, Bellevue’s ratings for competitiveness and mobility are the lowest and below the average for all KCI dimensions. While ratings for each of these dimensions has remained the same compared to 2015, they continue to remain significantly lower than 2014 ratings.

After a significant decrease in 2015, the rating for Healthy Living has increased in 2016 and is now near the 2014 high.

Ratings for Neighborhoods and Engaged Community have remained steady over the past three years.

Figure 21: Overall Performance on Key Community Indicator Dimensions



Bolding indicates a significant difference from prior year.

GROUPED RATINGS

<p>Respondents were read a list of statements—Key Community Indicators—and asked to indicate their agreement in the following manner:</p> <p><i>To what extent do you agree or disagree with each of the following statements about the City of Bellevue?</i></p> <p>As in previous years, Bellevue's high rating for being a safe community in which to live, learn, work, and play continues to be the primary factor in the safety dimension.</p> <p>Residents feel that while the city is fairly well prepared for routine emergencies, confidence is less when it comes to planning for major emergencies.</p>	<p><i>Table 18: Performance on Key Community Indicators—Safe</i></p> <table border="1"> <thead> <tr> <th>Key Community Indicators</th> <th>2013</th> <th>2014</th> <th>2015</th> <th>2016</th> </tr> </thead> <tbody> <tr> <td>Overall</td> <td>4.42</td> <td>4.42</td> <td>4.45</td> <td>4.40</td> </tr> <tr> <td>Provides a safe community in which to live, learn, work, and play</td> <td>4.56</td> <td>4.61</td> <td>4.61</td> <td>4.55</td> </tr> <tr> <td>Is well prepared to respond to routine emergencies</td> <td></td> <td>4.43</td> <td>4.50</td> <td>4.43</td> </tr> <tr> <td>Plans appropriately to respond to major emergencies</td> <td></td> <td>4.20</td> <td>4.21</td> <td>4.18</td> </tr> </tbody> </table> <p><i>Note: Red dividing lines in tables indicates the overall mean of the KCIs contained in that dimension. ↓ / ↑ = significant decrease/increase (95% confidence). Base: random selection SAFE (see Appendix III)</i></p>	Key Community Indicators	2013	2014	2015	2016	Overall	4.42	4.42	4.45	4.40	Provides a safe community in which to live, learn, work, and play	4.56	4.61	4.61	4.55	Is well prepared to respond to routine emergencies		4.43	4.50	4.43	Plans appropriately to respond to major emergencies		4.20	4.21	4.18					
Key Community Indicators	2013	2014	2015	2016																											
Overall	4.42	4.42	4.45	4.40																											
Provides a safe community in which to live, learn, work, and play	4.56	4.61	4.61	4.55																											
Is well prepared to respond to routine emergencies		4.43	4.50	4.43																											
Plans appropriately to respond to major emergencies		4.20	4.21	4.18																											
<p>Ratings for neighborhoods did not have any significant change over the past three years.</p> <p>Bellevue continues to perform best regarding having attractive and well maintained neighborhoods, safe neighborhoods, and providing convenient access to activities.</p> <p>Neighborhoods that support families, particularly those with children, is the only attribute to rate below the overall Neighborhood mean.</p>	<p><i>Table 19: Performance on Key Community Indicators—Neighborhoods</i></p> <table border="1"> <thead> <tr> <th>Key Community Indicators</th> <th>2013</th> <th>2014</th> <th>2015</th> <th>2016</th> </tr> </thead> <tbody> <tr> <td>Overall</td> <td>4.14</td> <td>4.29↑</td> <td>4.27</td> <td>4.23</td> </tr> <tr> <td>Has attractive and well-maintained neighborhoods</td> <td>4.26</td> <td>4.38</td> <td>4.34</td> <td>4.32</td> </tr> <tr> <td>Bellevue neighborhoods are safe</td> <td>4.28</td> <td>4.45↑</td> <td>4.36</td> <td>4.30</td> </tr> <tr> <td>Neighborhood provides convenient access to activities</td> <td>4.32</td> <td>4.34</td> <td>4.37</td> <td>4.28</td> </tr> <tr> <td>Neighborhoods support families, particularly those with children</td> <td>3.76</td> <td>3.99↑</td> <td>4.02</td> <td>4.02</td> </tr> </tbody> </table> <p><i>Note: Red dividing lines in tables indicates the overall mean of the KCIs contained in that dimension. ↓ / ↑ = significant decrease/increase (95% confidence). Base: random selection NEIGHBORHOODS (see Appendix III)</i></p>	Key Community Indicators	2013	2014	2015	2016	Overall	4.14	4.29↑	4.27	4.23	Has attractive and well-maintained neighborhoods	4.26	4.38	4.34	4.32	Bellevue neighborhoods are safe	4.28	4.45↑	4.36	4.30	Neighborhood provides convenient access to activities	4.32	4.34	4.37	4.28	Neighborhoods support families, particularly those with children	3.76	3.99↑	4.02	4.02
Key Community Indicators	2013	2014	2015	2016																											
Overall	4.14	4.29↑	4.27	4.23																											
Has attractive and well-maintained neighborhoods	4.26	4.38	4.34	4.32																											
Bellevue neighborhoods are safe	4.28	4.45↑	4.36	4.30																											
Neighborhood provides convenient access to activities	4.32	4.34	4.37	4.28																											
Neighborhoods support families, particularly those with children	3.76	3.99↑	4.02	4.02																											



*Use caution, small sample sizes for these subgroups

While Bellevue’s ratings dipped significantly in 2015 with regards to being a community that provides for healthy living, overall ratings have rebounded in 2016 and are have returned to near 2014 levels.

Bellevue continues to be seen as being particularly strong in terms of providing water and sewer that reliably ensure public health.

The rating for Bellevue as a “city in a park” decreased significantly in 2015. Though there was a slight increase in 2016, it is not statistically significant and levels still remain below 2014 ratings.

Table 20: Performance on Key Community Indicators—Healthy Living

Key Community Indicators	2013	2014	2015	2016
Overall	4.05	4.26↑	4.16↓	4.23↑
Provides, water, sewer that reliably ensures public health		4.44	4.44	4.42
Offers opportunities to experience nature where we live, work, and play	4.23	4.35	4.25	4.33
Provides an environment supports my personal health and well-being	4.14	4.28	4.23	4.32
Provides, water, sewer that protects the environment		4.32	4.22	4.28
Does a good job of creating a natural environment that supports healthy living	4.13	4.24	4.16	4.22
Can rightfully be called a “city in a park”	3.69	3.96↑	3.65↓	3.81

*Note: Red dividing lines in tables indicates the overall mean of the KCIs contained in that dimension.
 ↓ / ↑ = significant decrease/ increase (95% confidence). Base: random selection HEALTHY (see Appendix III)*

Bellevue’s ratings for citizen engagement have remained stable over the past several years.

As in previous years, Bellevue does best in terms of keeping its residents informed., and could use improvement in regards to encouraging citizen engagement.

Table 21: Performance on Key Community Indicators—Engaged

Key Community Indicators	2013	2014	2015	2016
Overall	4.03	4.07	4.05	4.08
Keeps residents informed	4.13	4.17	4.15	4.19
Is a welcoming and supportive community that demonstrates caring for people through its actions	4.01	4.11	4.05	4.08
Listens to its residents and seeks their involvement	4.03	4.01	4.02	4.04
Encourages citizen engagement	3.95	4.00	3.99	4.03

*Note: Red dividing lines in tables indicates the overall mean of the KCIs contained in that dimension.
 ↓ / ↑ = significant decrease/increase (95% confidence). Base: random selection ENGAGED (see Appendix III)*



*Use caution, small sample sizes for these subgroups

Following a two-year increase in overall competitiveness, ratings fell significantly in 2015 and has remained low in 2016.

- There was a significant decrease in the rating for how well Bellevue does in fostering and supporting a diverse community and is now the lowest it has been over the past several years.

Table 22: Performance on Key Community Indicators—Competitive

Key Community Indicators	2013	2014	2015	2016
Overall	4.03	4.05	3.97↓	3.93
Is a good place to raise children	4.39	4.37	4.39	4.32
Does a good job of creating a supportive and competitive business environment	3.99	4.03	4.03	4.01
Fosters and supports a diverse community in which all residents have good opportunities	4.05	4.11	4.12	3.94↓
Is a visionary community in which creativity is fostered	3.77	3.92	3.80	3.84
Does a good job of looking ahead to meet local challenges		3.98	3.78↓	3.82
Does a good job of looking ahead to meet regional challenges		3.96	3.82	3.80
Does a good job of planning for growth in ways that add value to quality of life	3.93↑	3.97	3.81	3.78

Note: Red dividing lines in tables indicates the overall mean of the KCIs contained in that dimension.

↓ / ↑ = significant decrease/increase (95% confidence). Base: random selection COMPETITIVE (see Appendix III)

Overall, mobility continues to be the lowest-rated overall indicators and after decreasing significantly in 2015, has remained low in 2016.

The same is true of each attribute of mobility. Each attribute All decreased significantly in 2015, and has not yet recovered.

Bellevue is given the lowest rating for being able to travel within Bellevue in a reasonable and predictable amount of time. Of all 27 indicators, this attribute has received the lowest rating for three consecutive years.

Table 23: Performance on Key Community Indicators—Mobility

Key Community Indicators	2013	2014	2015	2016
Overall	3.86	3.93	3.74↓	3.72
Provides a safe transportation system for all users	4.00	4.13	3.95↓	4.02
Does a good job of planning for and implementing a range of transportation options	3.68	3.86	3.64↓	3.64
Can travel within Bellevue in a reasonable and predictable amount of time	3.90	3.81	3.62↓	3.49

*Note: Red dividing lines in tables indicates the overall mean of the KCIs contained in that dimension.
 ↓ / ↑ = significant decrease/increase (95% confidence). Base: random selection MOBILITY (see Appendix III)*



*Use caution, small sample sizes for these subgroups

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*Use caution, small sample sizes for these subgroups

KEY DRIVERS ANALYSIS

Key Drivers Analysis uses a combination of factor and regression analysis to identify which of Key Community Indicators (KCIs) have the greatest impact on residents' overall impressions of Bellevue as measured by its 5-Star rating. The purpose of these analyses is to determine which KCIs contained in the survey are most closely associated with Bellevue's 5-Star rating. While Key Drivers Analysis is somewhat complex, and a full description is beyond the scope of this report, in its simplest form, Key Drivers Analysis looks for a correlation between a respondent's 5-Star rating and how he or she responded to each of the KCIs. If there is a significant correlation between the two, then the KCI (or dimension) is considered to be a "driver" of the 5-Star rating.

Key Drivers Analysis is useful as it provides the city with specific areas of focus in which to improve. For example, the KCI "listens to residents and seeks their input" is a key driver of Bellevue's 5-Star rating; however, satisfaction is relatively low with this KCI compared to other KCIs. Key Drivers Analysis suggests that if Bellevue were to focus on improving in this area—and residents recognize this improvement— Bellevue's overall 5-Star rating should increase.

Conversely, "doing a good job helping create a competitive business environment" is not a key driver of the 5-Star rating. This does not mean that residents do or do not agree with this statement or that it is not important. In this case it means that there is little variance in resident's feelings and that there is no strong correlation between their agreement with living in a neighborhood that supports families and Bellevue's 5-Star rating.

More information regarding key drivers and examples of attributes that are and are not drivers can be found in Appendix VI.



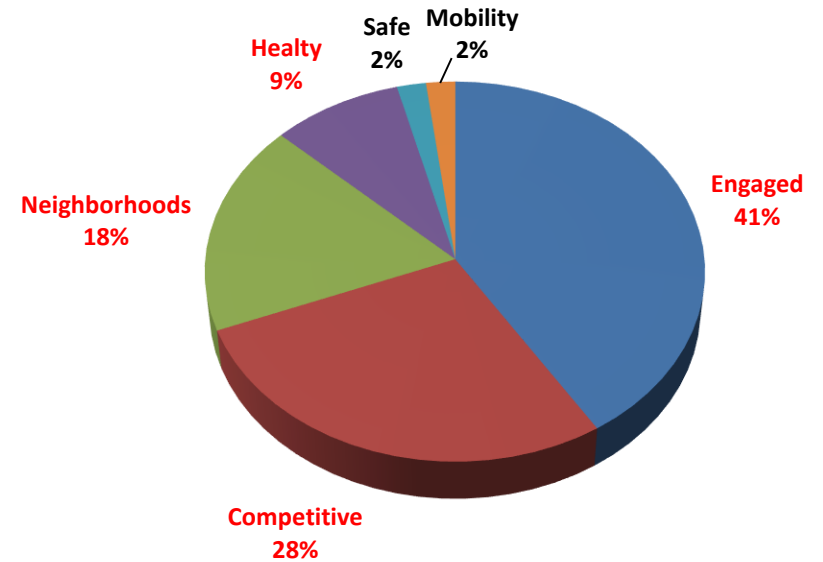
The first step in the analysis identifies the extent to which the five overall dimensions identified earlier impact Bellevue’s 5-Star rating.

All dimensions except Safety and Mobility have a significant impact on Bellevue’s 5-Star rating:

- Similar to previous years Citizen Engagement and Competitiveness continue to be the primary drivers of Bellevue’s 5-Star rating.
- Safety and Mobility are **not** drivers.

Key Drivers Analysis looks at relationships between individual survey questions or combinations of these questions and Bellevue’s 5-Star rating and identifies the questions that have the greatest influence on Bellevue’s 5-Star rating.

Figure 22: Key Drivers Analysis—Overall Dimensions



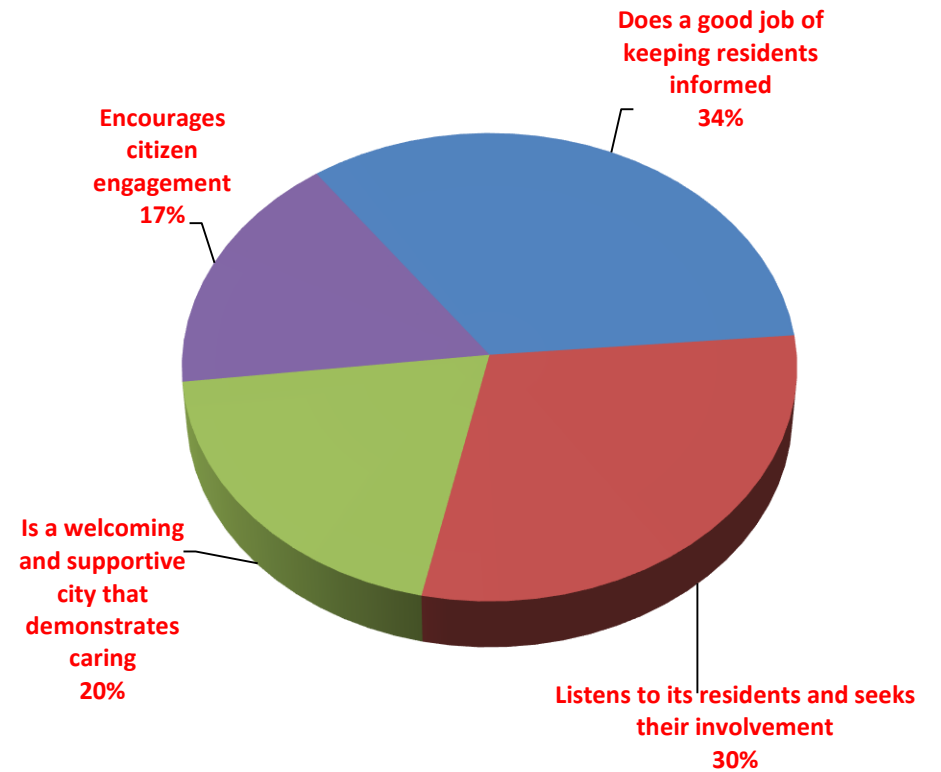
*Those factors in red and bold are key drivers—that is, a change in these areas would have a significant impact on Bellevue’s 5-Star rating.
Those factors in black are not drivers—that is, a change in these areas does not significantly impact Bellevue’s 5-Star Rating.*

The second step in the analysis identifies the extent to which each of the individual KCIs contained within the overall dimension is a key driver. Again regression analysis is used to identify KCIs that drive Bellevue’s 5-Star rating.

Within those dimensions identified as key drivers, the individual KCIs listed below contribute significantly to Bellevue’s rating. The table on page 64 indicates whether each KCI has a positive or negative impact.

- **Engaged**
 - Does a good job of keeping residents informed
 - Listens to its residents and seeks their involvement
 - Welcoming and supportive community that demonstrates it cares about its residents through its actions
 - Encourages citizen engagement
- **Competitiveness**
 - Is a good place to raise children
 - Fosters and supports a diverse community
- **Neighborhoods**
 - Neighborhood provides convenient access to activities
 - Attractive, well-maintained neighborhoods
 - Neighborhoods support families
- **Healthy**
 - Provides an environment that supports my personal health and well-being
- **Safety**
 - Is a safe community in which to live, learn, work, and play
 - Plans appropriately to respond to major emergencies
- **Mobility**
 - Provides a safe transportation system for all users
 - Allows for travel within the City of Bellevue in a reasonable and predictable amount of time

Figure 23: Key Drivers Analysis—Engaged Community



Those factors in red and bold are key drivers—that is, a change in these areas would have a significant impact on Bellevue’s 5-Star rating. Those factors in black are not drivers—that is, a change in these areas does not significantly impact Bellevue’s 5-Star rating.

Figure 24: Key Drivers—Competitiveness

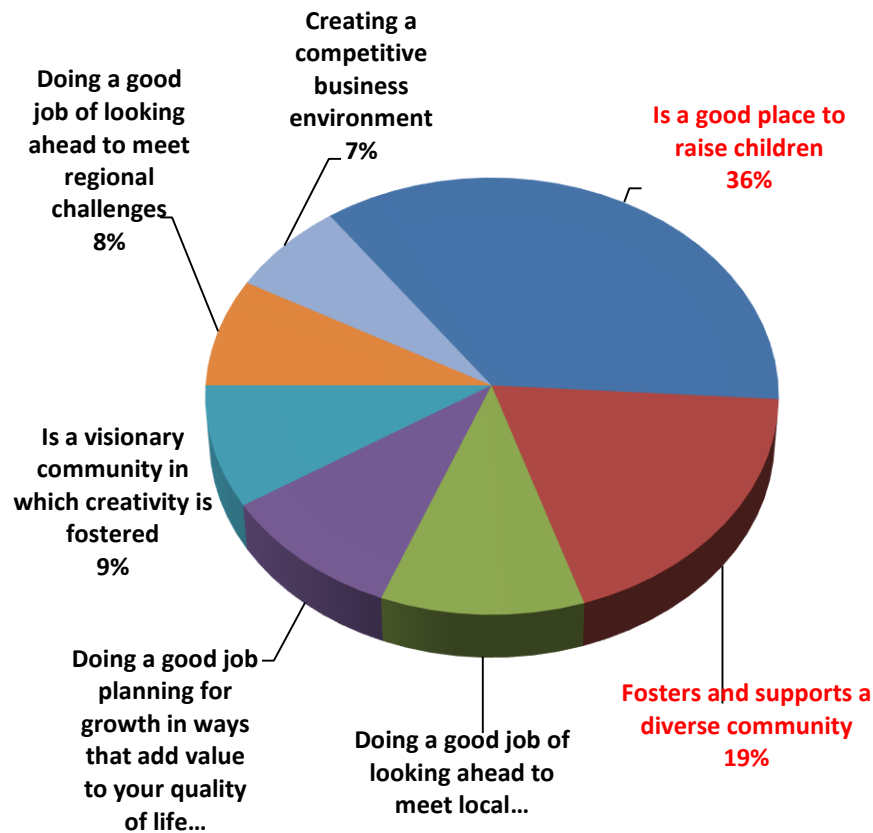
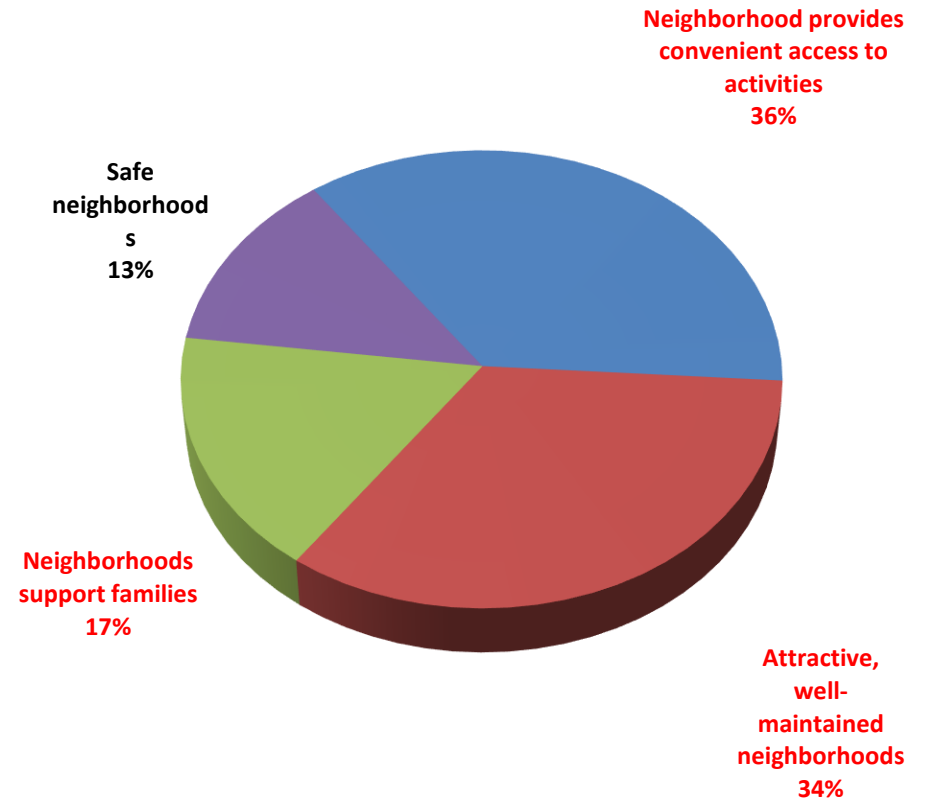


Figure 25: Key Drivers—Neighborhoods



Those factors in red and bold are key drivers—that is, a change in these areas would have a significant impact on Bellevue’s 5-Star rating.

Those factors in black are not drivers—that is, a change in these areas does not significantly impact Bellevue’s 5-Star rating.

Figure 26: Key Drivers—Healthy

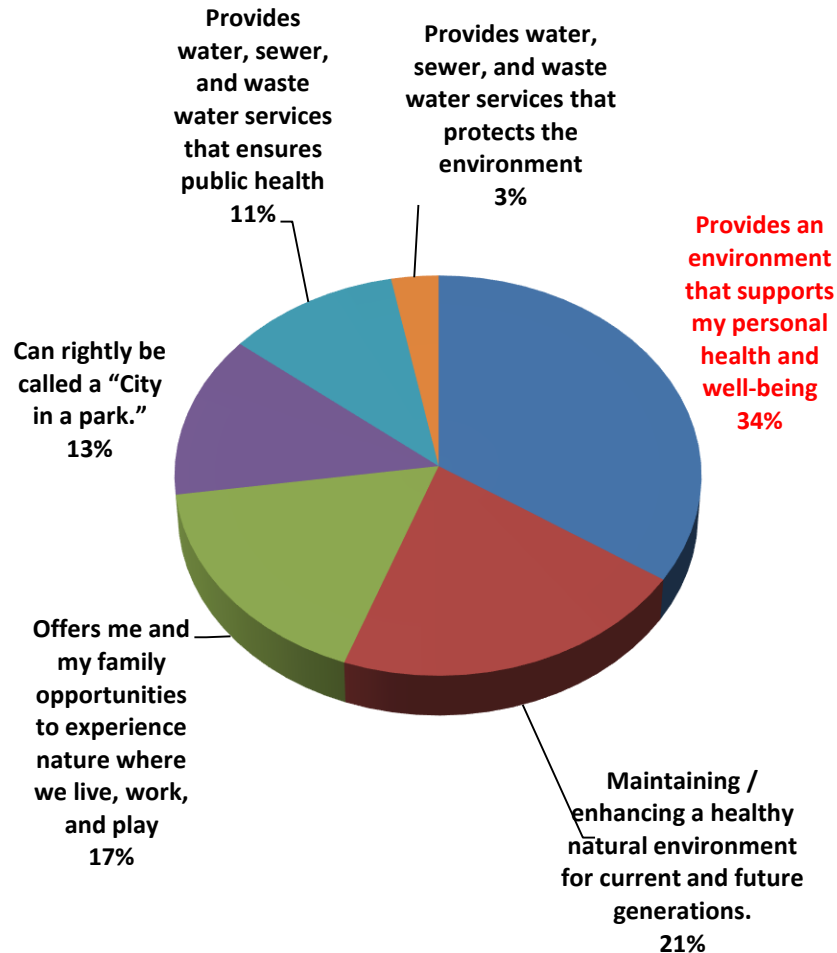
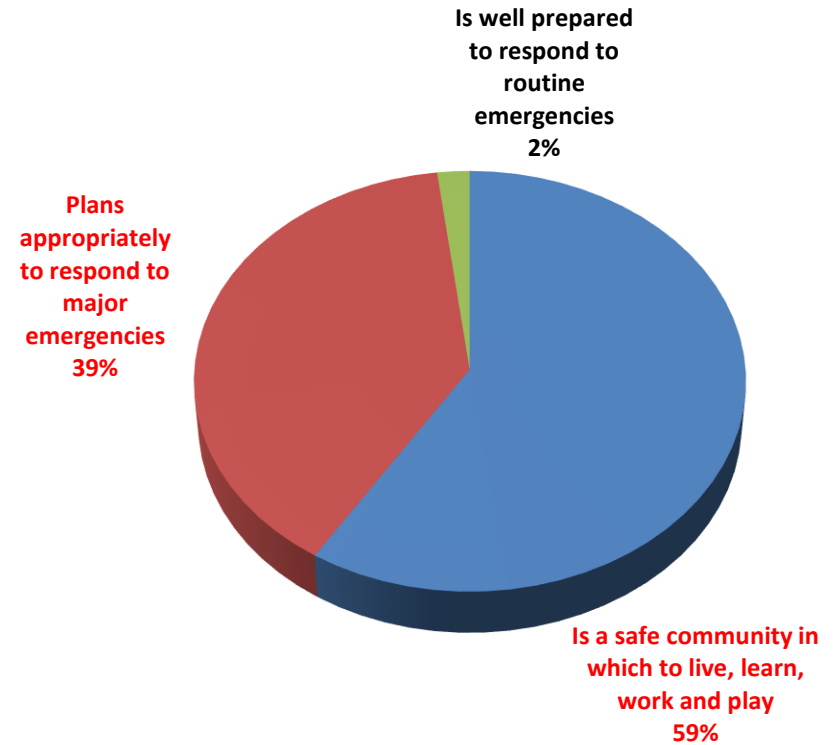
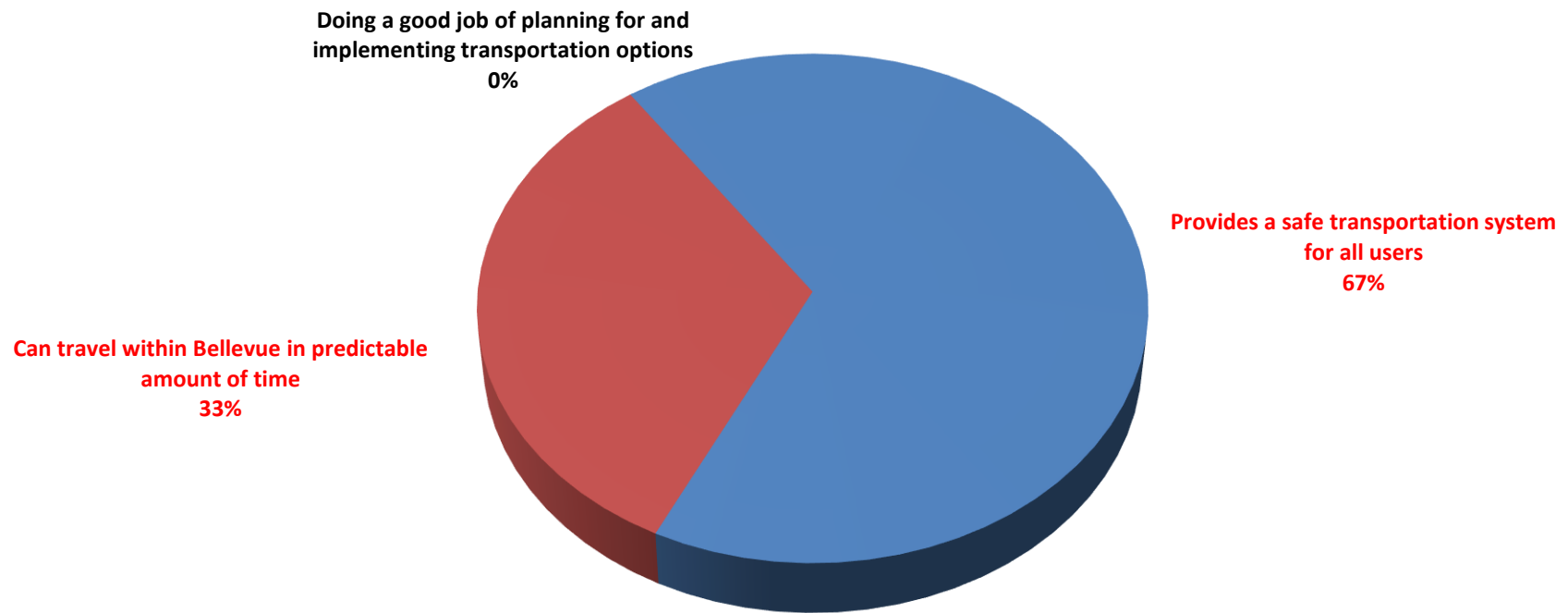


Figure 27: Key Drivers—Safe Community



Those factors in red and bold are key drivers—that is, a change in these areas would have a significant impact on Bellevue’s 5-Star rating.
Those factors in black are not drivers—that is, a change in these areas does not significantly impact Bellevue’s 5-Star rating.

Figure 28: Key Drivers—Mobility



Those factors in red and bold are key drivers—that is, a change in these areas would have a significant impact on Bellevue’s 5-Star rating.

Those factors in black are not drivers—that is, a change in these areas does not significantly impact Bellevue’s 5-Star rating.

The final step in the analysis is to identify key areas where Bellevue may wish to allocate additional resources based on what is most important to residents (i.e., are key drivers of Bellevue’s 5-Star rating) and current performance on the individual KCIs. Four resource allocation strategies are identified:

1. **Invest:** These are areas that are key drivers of Bellevue’s 5-Star rating and where residents’ agreement is below average when compared to the overall mean of the KCIs in each dimension. Investing in these areas would have a significant impact on Bellevue’s 5-Star rating. In the table on the next page, these KCIs are highlighted in dark red.
2. **Maintain:** These are areas identified as key drivers of Bellevue’s 5-Star rating and where residents’ agreement is above average agreement when compared to the overall mean of the KCIs in each dimension. Because of the impact of these items on Bellevue’s rating, it is important to maintain existing levels of service in these areas as a decrease in the level of service would have a negative impact on Bellevue’s 5-Star rating. These KCIs are highlighted in dark green.
3. **Monitor:** These are areas identified as key drivers of Bellevue’s 5-Star rating and where residents’ agreement is at or near average agreement when compared to the overall mean of the KCIs in each dimension. Because of the impact of these items on Bellevue’s rating and their mid-level satisfaction, these are areas to monitor and invest additional resources as available to improve performance. These items are highlighted in dark yellow.
4. **Non-Drivers:** These are areas not identified as key drivers of Bellevue’s 5-Star rating and fall into three categories:
 - a. **Lower than average agreement:** These are areas where residents’ agreement is below average when compared to the overall mean of the KCIs in each dimension. In Table 24 these KCIs are highlighted in light red.
 - b. **Above average agreement:** These are areas where residents’ agreement is above average when compared to the overall mean of the KCIs in each dimension. In Table 24 these KCIs are highlighted in light green.
 - c. **Average Agreement:** These are areas where residents’ agreement is at or near average when compared to the overall mean of the KCIs in each dimension. In Table 24 these KCIs are highlighted in light yellow.

Table 24: Resource Allocation Analysis

Engaged 🗳️	Competitive 🗳️	Neighborhoods 🗳️	Healthy 🗳️	Safe	Mobility
Keeps residents informed 🗳️	Is a good place to raise children 🗳️	I live in a neighborhood that provides convenient access to my day-to-day activities 🗳️	Provides an environment that supports my personal health and well-being 🗳️	Safe community in which to live, work, and play 🗳️	Provides a safe transportation system for all users 🗳️
Listens to residents and seeks their input 🗳️	Fosters and supports a diverse community 🗳️	Has attractive and well-maintained neighborhoods 🗳️	Doing a good job of maintaining and enhancing a healthy natural environment	Plans appropriately for major emergencies 🗳️	Can travel within Bellevue in predictable amount of time 🗳️
Welcoming and supportive community that demonstrably cares about residents 🗳️	Is doing a good job of looking ahead to meet local challenges	I live in a neighborhood that supports families 🗳️	Offers me and my family opportunities to experience nature	Is well-prepared for routine emergencies	Doing a good job of planning for and implementing transportation options
Promotes community that encourages citizen engagement 🗳️	Doing a good job planning for growth in ways that add value to your quality of life	Bellevue neighborhoods are safe	Can rightly be called a "City in a park."		
	Is a visionary community in which creativity is fostered		Provides water, sewer, and waste water that reliably ensures public health		
	Is doing a good job of looking ahead to meet regional challenges		Provides water, sewer, and waste water that protects the environment		
	Doing a good job helping to create a competitive business				

🗳️ = Key Driver;

■ = Key driver, lower-than-average agreement, invest;
 ■ = Key driver, above-average agreement, maintain;
 ■ = Key driver, near average agreement, invest as resources allow;
 ■ = Not a driver, lower than-average agreement;
 ■ = Not a driver, above-average agreement;
 ■ = Not a driver, near average agreement;



*Use caution, small sample sizes for these subgroups

BELLEVUE NEIGHBORHOODS

NEIGHBORHOOD AS A PLACE TO LIVE

Nearly all Bellevue residents feel positive about their neighborhood as a place to live.

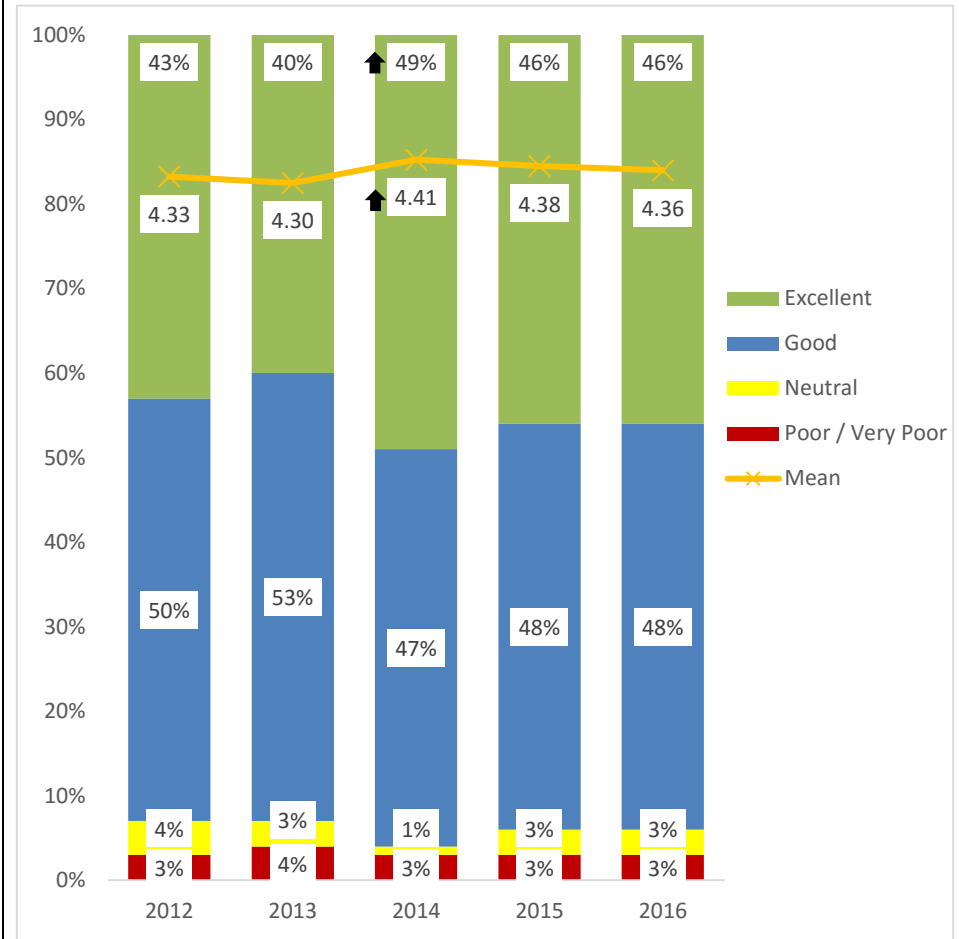
As with other aspects of living in Bellevue, perceptions of the neighborhood vary greatly by income, particularly for lower income households. Residents in household incomes between \$35 thousand and \$75 thousand give the lowest ratings—12 percent rate their neighborhood as poor or very poor, compared to only 1 percent of residents with incomes over \$75 thousand.

Additionally, ratings for neighborhood vary depending on dwelling type with residents living in single-family homes giving significantly higher ratings than those living in multi-family homes.

Table 25: Perception of Neighborhood by Income and Dwelling Type

	Poor / Very Poor	Neutral	Good	Excellent	Mean
Income					
<\$35K	4%	8% ↑	45%	42%	4.26
\$35K < \$75K	12% ↑	7% ↑	46%	35%	3.98
\$75K < \$150K	1%	1%	58% ↑	40%	4.37 ↑
\$150K+	1%	2%	42%	55% ↑	4.51 ↑
Dwelling Type					
Single Family	2%	4%	44%	51% ↑	4.43 ↑
Multi Family	5%	2%	52%	41%	4.28

Figure 29: Perceptions of Bellevue's Neighborhoods



Q5A—Overall, how would you describe your neighborhood as a place to live?

↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.
 Mean based on five-point scale where "1" means "very poor" and "5" means "excellent."
 Base: All respondents 2013 (n = 518); 2014 (n = 491); 2015 (n = 516); 2016 (n = 511)



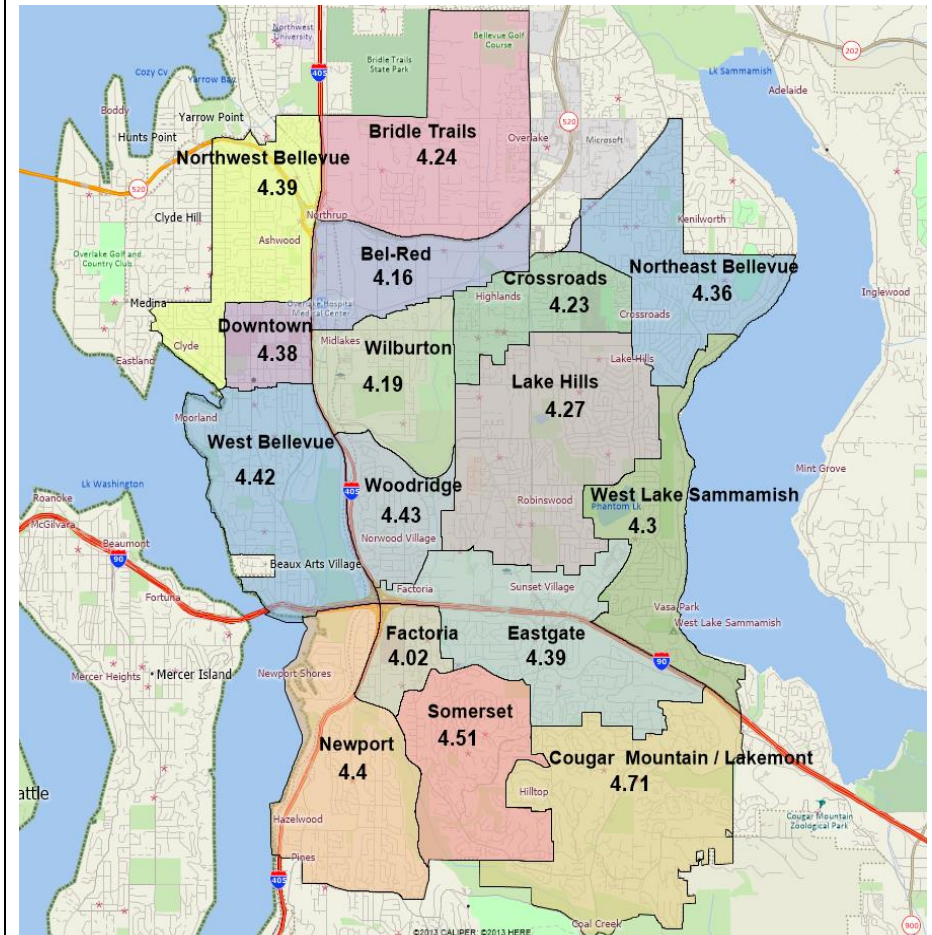
*Use caution, small sample sizes for these subgroups

Table 26: Perception of Neighborhood by Neighborhood

	Excellent	Good	Neutral	Poor / Very Poor	Mean
Overall	46%	48%	3%	3%	4.36
Bel-Red *	53%	10%	37%	0%	4.16
Bridle Trails	38%	53%	4%	5%	4.24
Cougar Mountain / Lakemont	71%	29%	0%	0%	4.71
Crossroads	36%	56%	2%	6%	4.23
Downtown	47%	49%	2%	3%	4.38
Eastgate *	39%	61%	0%	0%	4.39
Factoria *	48%	34%	0%	18%	4.02
Lake Hills	44%	46%	4%	6%	4.27
Newport	43%	55%	0%	2%	4.40
Northeast Bellevue	45%	47%	6%	2%	4.36
Northwest Bellevue	46%	46%	7%	0%	4.39
West Lake Sammamish	54%	44%	0%	2%	4.51
Somerset	44%	54%	2%	0%	4.42
West Bellevue	38%	57%	3%	2%	4.30
Wilburton *	57%	27%	5%	11%	4.19
Woodridge *	49%	46%	5%	0%	4.43

Q5A—Overall, how would you describe your neighborhood as a place to live?
 Mean based on five-point scale where “1” means “very poor” and “5” means “excellent.”
 Base: All respondents (n = 511)

Figure 30: Perception of Neighborhood by Neighborhood



Maps illustrate differences in mean ratings by neighborhood. Note there are few differences in mean scores between neighborhoods and in all cases individual neighborhoods perform higher than the midpoint of 3 on the 5 point scale.

SENSE OF COMMUNITY

Ratings for whether or not neighborhoods have a sense of community were relatively unchanged over the past several years. Feelings regarding the sense of community vary on a few key areas.

Those who have lived in Bellevue for 10 or more years are significantly more likely to say there is a strong sense of community when compared to those who have lived in Bellevue for less than 10 years—22 percent vs. 12 percent respectively.

Residents living in single-family homes are twice as likely as those living in multi-family homes to say there is a strong sense of community 22 percent vs. 11 percent.

Over one-in-three renters (36%) say there is little to no sense of community.

As seen elsewhere, residents with incomes between \$35 thousand and \$75 thousand are less likely than other income groups to say there is a sense of community. Nearly two-in-five (39%) say there is little to no sense of community.

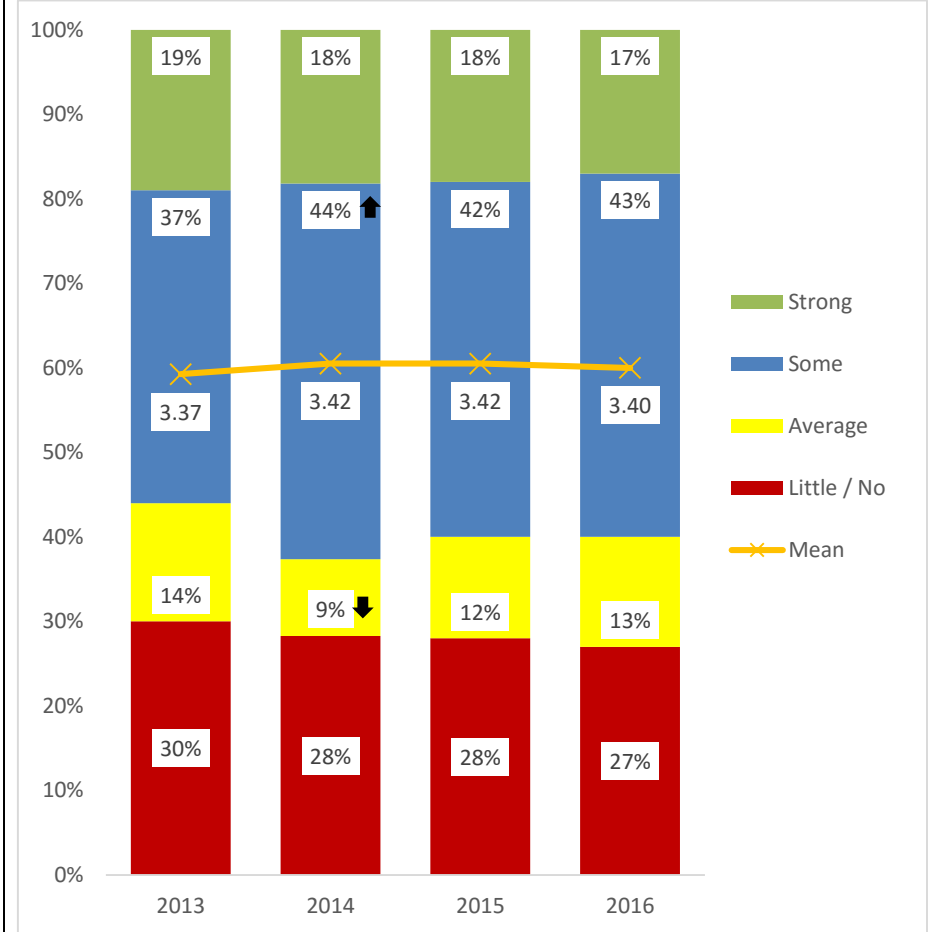
Feelings regarding the sense of community vary by neighborhood. Those neighborhoods with a strong sense of community are:

- Lake Hills – 27 percent “strong” sense of community
- Westlake Sammamish – 24 percent “strong” sense of community
- Northeast Bellevue – 23 percent “strong” sense of community
- Cougar Mountain / Lakemont – 23 percent “strong” sense of community

Conversely, the following neighborhoods have a low sense of community:

- Bridle Trails—46 percent say “little to no” sense of community
- Somerset—44 percent say “little to no” sense of community
- Newport —32 percent say “little to no” sense of community
- Downtown Bellevue—30 percent say “little to no” sense of community

Figure 31: Perceptions of Bellevue’s Sense of Community



Q5B—Some neighborhoods have what is called a “sense of community.” Would you say your neighborhood has a...?

↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.

Mean based on five-point scale where “1” means “very poor” and “5” means “excellent.”

Base: All respondents 2013 (n = 518); 2014 (n = 491); 2015 (n = 516); 2016 (n = 511)

Table 27: Sense of Community by Neighborhood

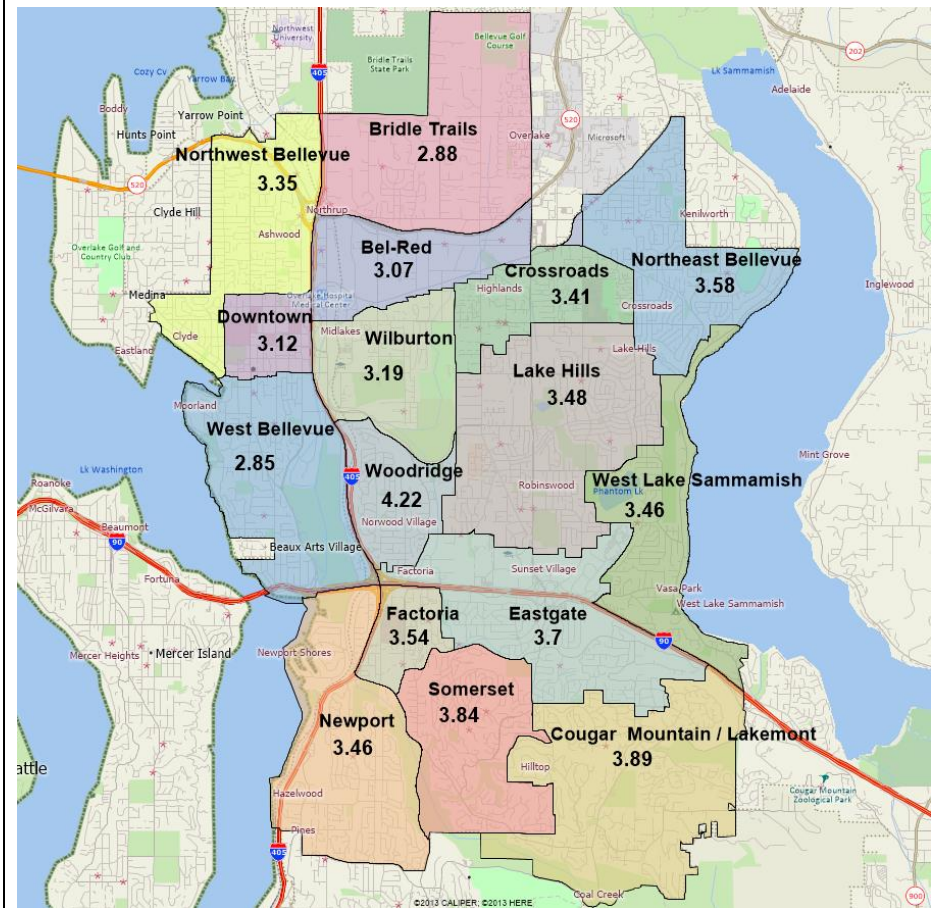
	Strong community	Some community	Average	Little / No	Mean
Overall	17%	43%	13%	27%	3.40
Bel-Red *	11%	42%	0%	47%	3.07
Bridle Trails	7%	36%	11%	46%	2.88
Cougar Mountain / Lakemont	23%	57%	6%	13%	3.89
Crossroads	12%	51%	13%	25%	3.41
Downtown	6%	46%	18%	30%	3.12
Eastgate *	24%	39%	24%	13%	3.70
Factoria *	42%	29%	0%	29%	3.54
Lake Hills	27%	31%	13%	29%	3.48
Newport	18%	49%	1%	32%	3.46
Northeast Bellevue	23%	39%	15%	23%	3.58
Northwest Bellevue	12%	42%	20%	25%	3.35
West Lake Sammamish	24%	49%	17%	10%	3.84
Somerset	12%	29%	16%	44%	2.85
West Bellevue	17%	43%	15%	25%	3.46
Wilburton *	11%	54%	3%	32%	3.19
Woodridge *	50%	29%	12%	8%	4.22

Q5B—Some neighborhoods have what is called a “sense of community.” Would you say your neighborhood has a...?

Mean based on five-point scale where “1” means “very poor” and “5” means “excellent.”

Base: All respondents (n = 511)

Figure 32: Sense of Community by Neighborhood



Maps illustrate differences in mean ratings by neighborhood. Note there are few differences in mean scores between neighborhoods and in all cases individual neighborhoods perform higher than the midpoint of 3 on the 5 point scale.

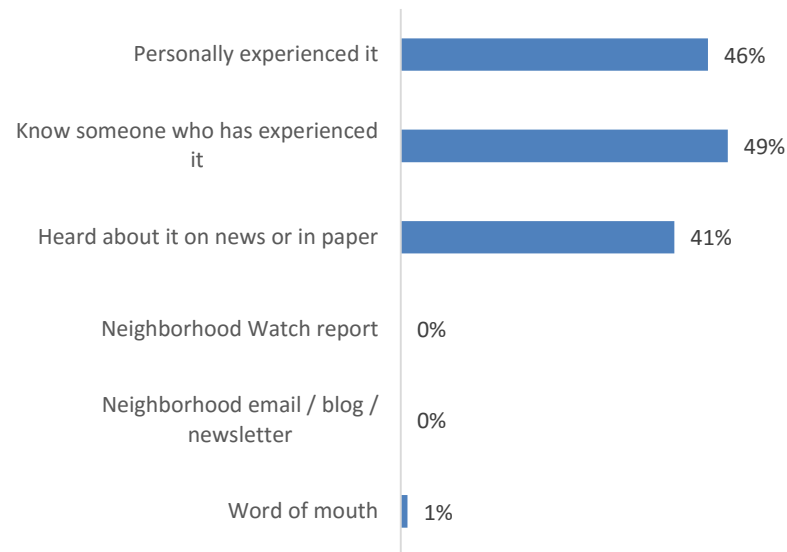
CRIME-RELATED PROBLEMS

Respondents were read a list of police-related problems and then asked which they believe is the most serious police-related problem in their neighborhood. Eleven percent (11%) of Bellevue residents report that there are no serious crime related problems in their neighborhood.

As in previous years, property crime and burglaries was rated as the most serious problem and while the percent who mentioned this has decreased, the change is not a significant one.

Nearly half of the people who mentioned some police-related problem based their response to this question on knowing someone who has experienced the problem, while nearly the same amount have personally seen or experienced the problem (multiple responses were allowed).

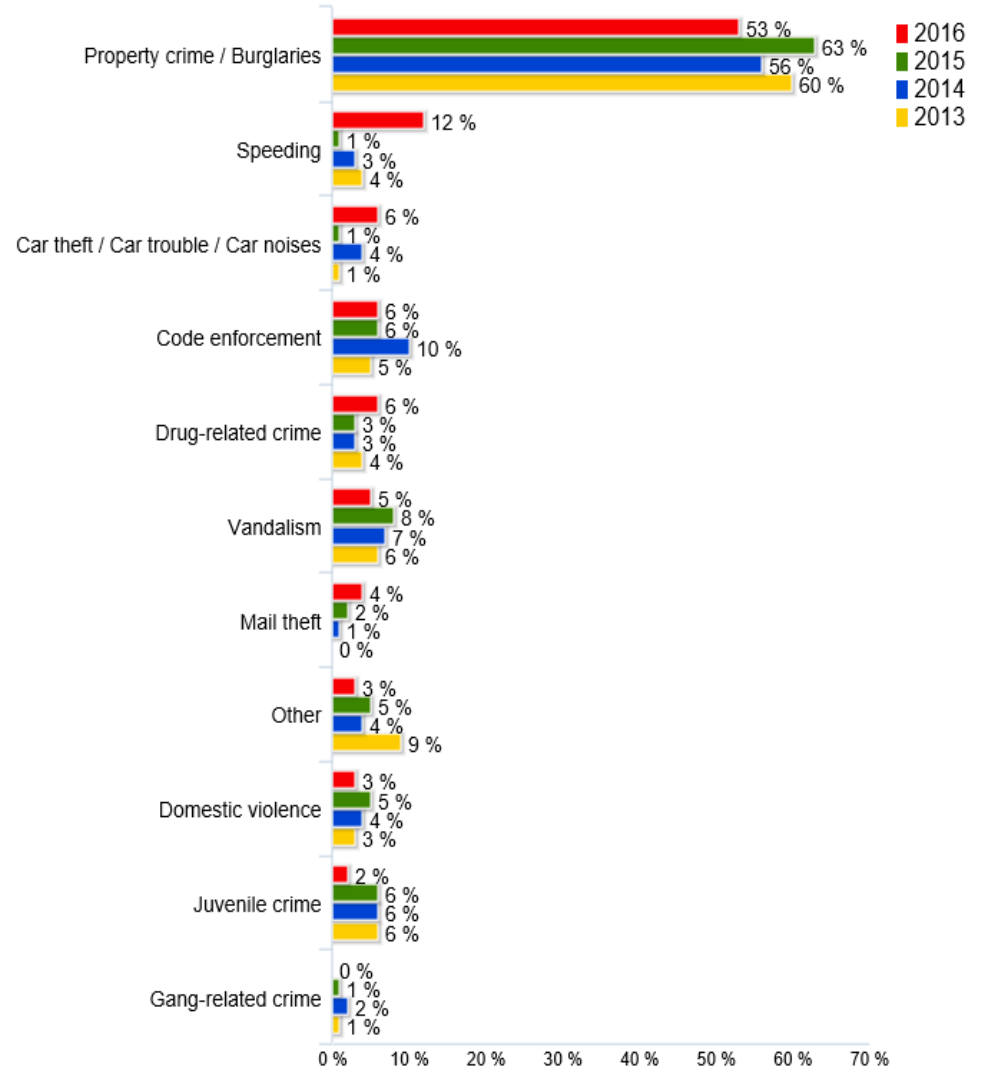
Figure 33: Experience with Crime-Related Problems



Q69A—Do you feel that way because...?

Base: Residents who report problems in their neighborhood (n=426)

Figure 34: Police-Related Problems in Neighborhoods



Q69—What do you believe is the most serious police-related problem in your neighborhood?

Base: All respondents 2013 (n = 518); 2014 (n = 491); 2015 (n = 516); 2016 (n = 511)

Chart excludes respondents stating "none" or "did not know"

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*Use caution, small sample sizes for these subgroups

PARKS AND RECREATION

USE OF PARKS AND RECREATION PROGRAMS

Use of Bellevue’s parks continues to be high—nearly the same number of residents report having personally visited a park or park facility in the past 12 months as in previous years. The percentage of households that report a family member used a park facility has also remained the same over since the previous year.

- Ninety-five percent (95%) of residents with kids in the household have visited a park or park facility in the past year.
- Lower income households, particularly those with incomes below \$35 thousand, are significantly less likely to use parks and park facilities—only 69 percent of these households have had someone utilize the park system.

Participation in a recreation program has also remained constant.

- Forty percent (40%) of residents with kids in the household have participated in a recreation program.
- There are no differences in recreation participation by income.

Table 28: Usage of Park Facilities and Recreation Programs

	Park Facility				Recreation Program			
	2013	2014	2015	2016	2013	2014	2015	2016
Personally Have Used	88%	86%	84%	85%	16%	15%	15%	16%
Family Members Have Used	45%	39% ↓	49% ↑	48%	17%	20%	18%	18%
No One in HH Has Used	9%	12%	12%	11%	74%	73%	75%	76%

Q6A—Have you, yourself, or anyone in your household visited a Bellevue park or park facility in the past 12 months?

Q6B—Have you, yourself, or anyone in your household participated in a Bellevue recreation program in the past 12 months?

↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.

Base: All respondents 2013 (n=518); 2014 (n=491); 2015 (n=516); 2016 (n=511)

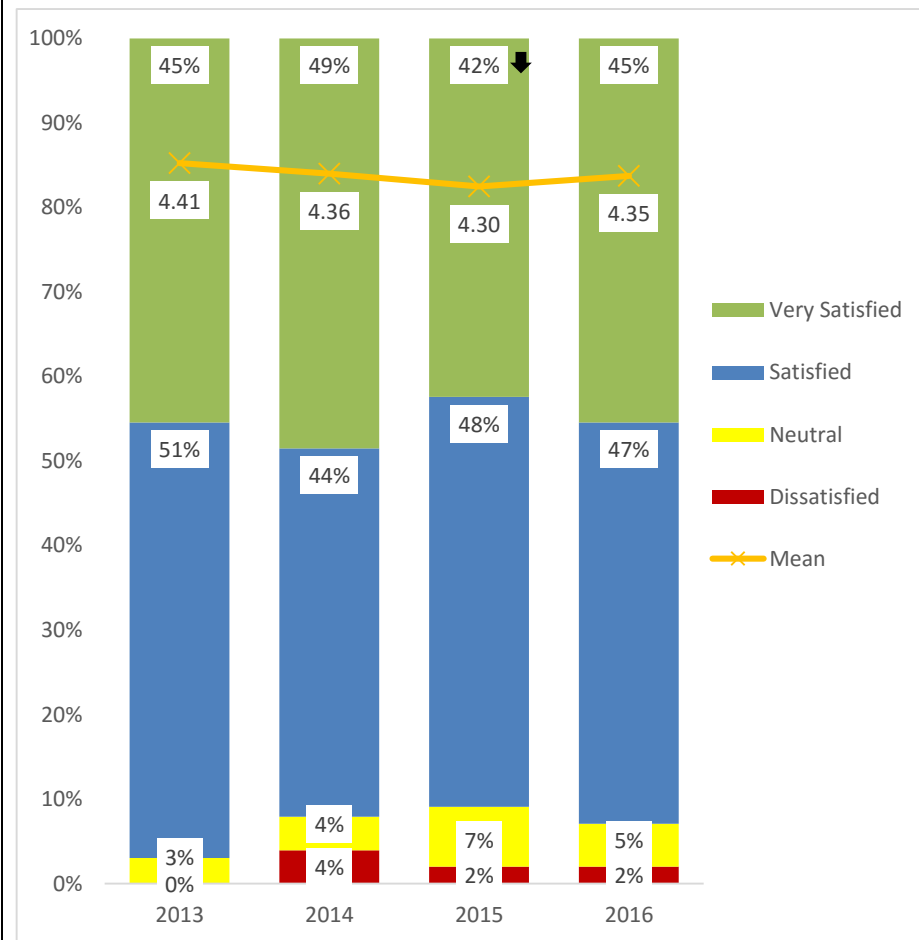
PERCEPTIONS OF BELLEVUE PARKS AND RECREATION

Ninety-two percent (92%) of residents are either “satisfied” or “very satisfied” with Bellevue’s parks and recreation activities.

Respondents in homes where someone has visited a park in the past year are significantly more satisfied than those in households who have not taken advantage of Bellevue’s parks.

There are no differences in satisfaction with Bellevue parks and recreation between households with or without kids, by age, by dwelling type, or ownership.

Figure 35: Overall Satisfaction with Bellevue Parks and Recreation



Q9E—Overall, how satisfied are you with parks and recreation in Bellevue?

↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.

Mean based on five-point scale where “1” means “very poor” and “5” means “excellent.”

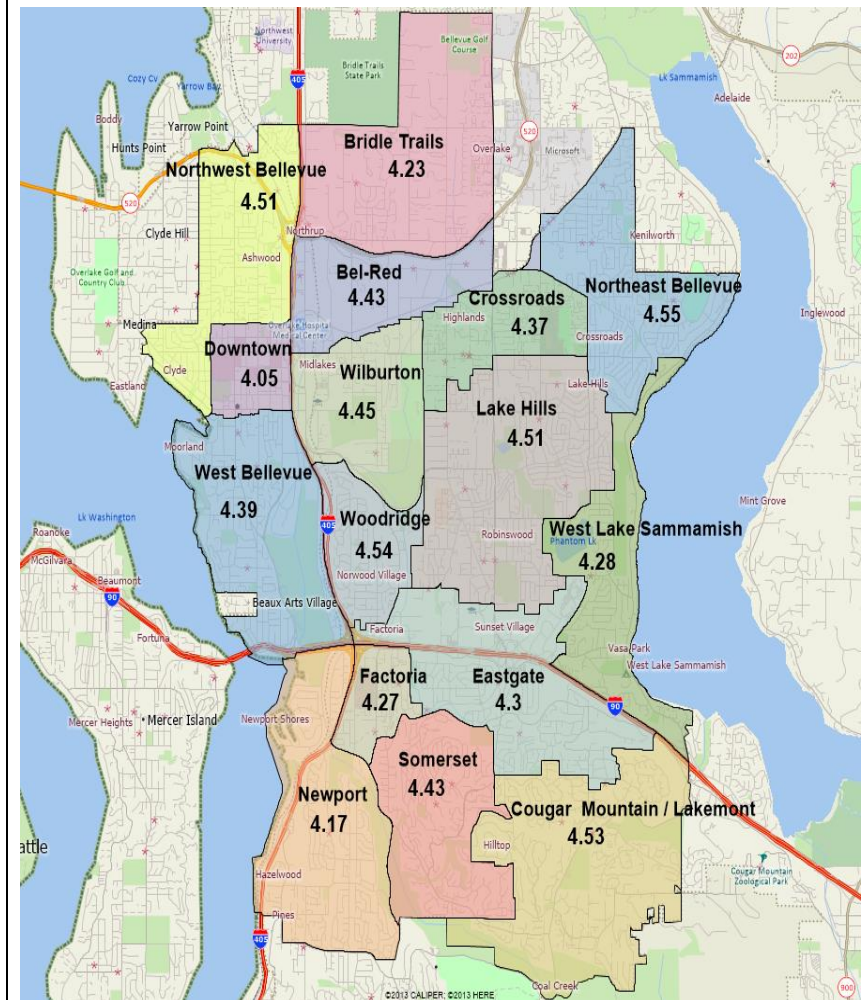
Base: All respondents 2013 (n = 518); 2014 (n = 491); 2015 (n = 516); 2016 (n = 511)

Table 29: Satisfaction with Parks by Neighborhood

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Mean
Overall	45%	47%	5%	2%	4.35
Bel-Red *	53%	37%	10%	0%	4.43
Bridle Trails	28%	68%	4%	0%	4.23
Cougar Mountain / Lakemont	56%	43%	0%	1%	4.53
Crossroads	42%	55%	2%	1%	4.37
Downtown	28%	54%	13%	5%	4.05
Eastgate *	38%	54%	8%	0%	4.30
Factoria *	53%	29%	10%	8%	4.27
Lake Hills	59%	36%	2%	3%	4.51
Newport	41%	46%	7%	6%	4.17
Northeast Bellevue	64%	29%	3%	3%	4.55
Northwest Bellevue	58%	38%	3%	1%	4.51
West Lake Sammamish	49%	50%	0%	2%	4.43
Somerset	41%	57%	2%	0%	4.39
West Bellevue	37%	54%	9%	0%	4.28
Wilburton *	49%	48%	4%	0%	4.45
Woodridge *	59%	35%	5%	0%	4.54

Q9E – Overall, how satisfied are you with parks and recreation in Bellevue?
 Mean based on five-point scale where “1” means “very poor” and “5” means “excellent.”
 Base: All respondents (n = 511)

Figure 36: Satisfaction with Parks by Neighborhood



Maps illustrate differences in mean ratings by neighborhood. Note there are few differences in mean scores between neighborhoods and in all cases individual neighborhoods perform higher than the midpoint of 3 on the 5 point scale.

QUALITY OF BELLEVUE'S PARKS

While there has been some minor fluctuation between 2015 and 2016 regarding the quality of parks and recreation facilities in Bellevue, the percent of respondents who say that the quality “greatly exceeds” their expectations continues to remain significantly higher than 2013.

As in previous years, the biggest area for improvement is recreation centers and classes—only one-quarter of respondents feel that the quality “greatly exceeds” their expectations.

Table 30: Quality of Bellevue’s Parks

		2013	2014	2015	2016
Neighborhood Parks	% Greatly Exceeds Expectations	36%	49% ↑	44%	40%
	Mean	4.26	4.28	4.36	4.27
City Parks	% Greatly Exceeds Expectations	32%	44% ↑	47%	44%
	Mean	4.21	4.24	4.38 ↑	4.30
Recreation Centers & Classes	% Greatly Exceeds Expectations	23%	23%	26%	26%
	Mean	3.99	3.83	3.97	3.96
Sports Fields	% Greatly Exceeds Expectations	N/A	N/A	30%	29%
	Mean			4.09	4.01

Q82A–D—Based on what you have experienced, seen or heard, please rate the quality of parks and recreation facilities in Bellevue.
Base: Respondents who have used Bellevue Parks / Recreation Facilities 2013 (n=238); 2014 (n=234); 2015 (n=214); 2016 (n=209)

RATINGS OF PARKS

As with previous years, Appearance of Parks continues to be the highest rated attribute and Range and Variety of Recreation Activities continues to be the lowest rated.

While the percentage of respondents reporting “excellent” ratings decreased for all four attributes in 2015, they have all remained the same between 2015 and 2016.

Table 31: Ratings for Bellevue’s Parks

		2013	2014	2015	2016
Appearance	% Excellent	49%	56%↑	48%↓	48%
	% Good	47%	41%↓	47%	47%
	Mean	4.44	4.49	4.42	4.41
Safety	% Excellent	46%	51%	47%	44%
	% Good	49%	46%	47%	49%
	Mean	4.39	4.45	4.39	4.33
Number of Parks	% Excellent	44%	50%	40%↓	43%
	% Good	50%	40%↓	47%↑	47%
	Mean	4.36	4.33	4.21↓	4.29
Range and Variety of Recreation Activities	% Excellent	29%	34%	27%↓	28%
	% Good	58%	50%↓	58%↑	51%↓
	Mean	4.12	4.09	4.07	4.08

Q8A–D—Based on what you have experienced, seen or heard, please rate the quality of parks and recreation facilities in Bellevue.

↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.

Base: All respondents 2013 (n = 518); 2014 (n = 491); 2015 (n = 516); 2016 (n = 511)

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BELLEVUE UTILITIES

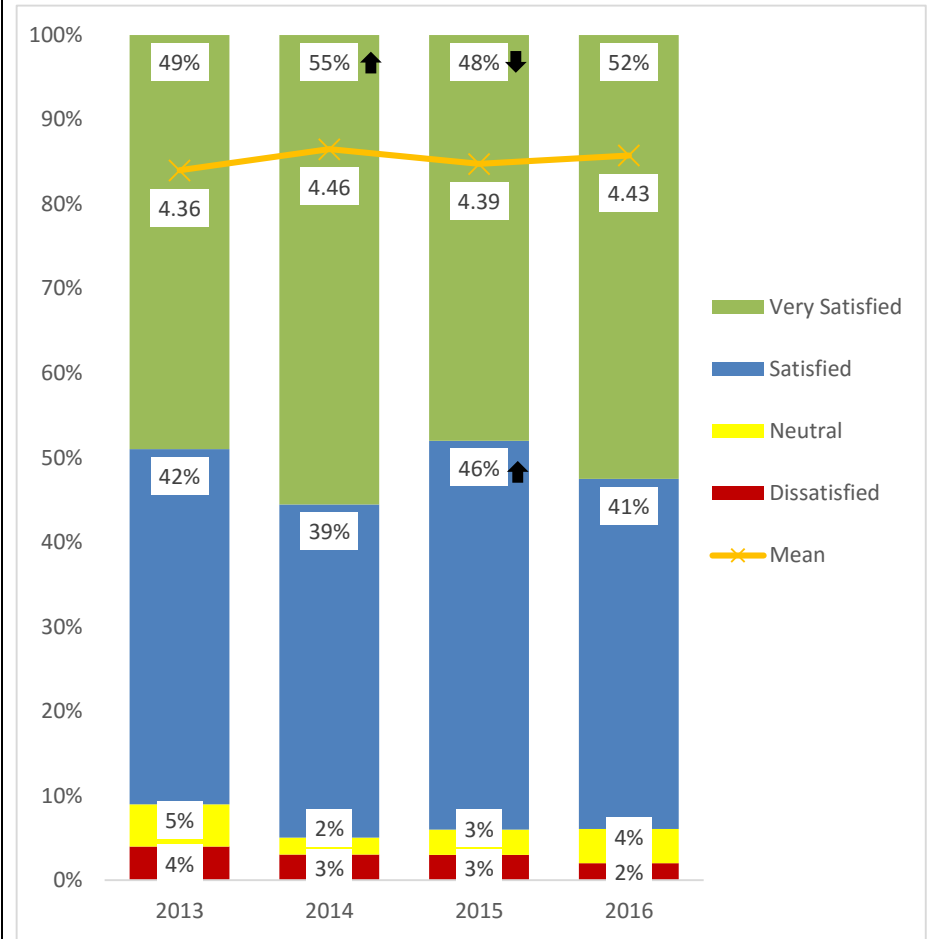
OVERALL SATISFACTION

Overall satisfaction with Bellevue utilities has remained the same over the past several years with only minor, non-significant changes between 2015 and 2016.

There are no differences in satisfaction based on demographic characteristics.

Respondents in Downtown and Northeast Bellevue are the least satisfied, while those in the Cougar Mountain / Lakemont and Eastgate* neighborhoods are the least satisfied.

Figure 37: Overall Satisfaction with Bellevue Utilities



Q16—Overall, how satisfied are you as a customer of the Bellevue Utilities Department?
 ↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.
 Mean based on five-point scale where “1” means “very poor” and “5” means “excellent.”
 Base: All respondents 2013 (n = 518); 2014 (n = 491); 2015 (n = 516); 2016 (n = 511)



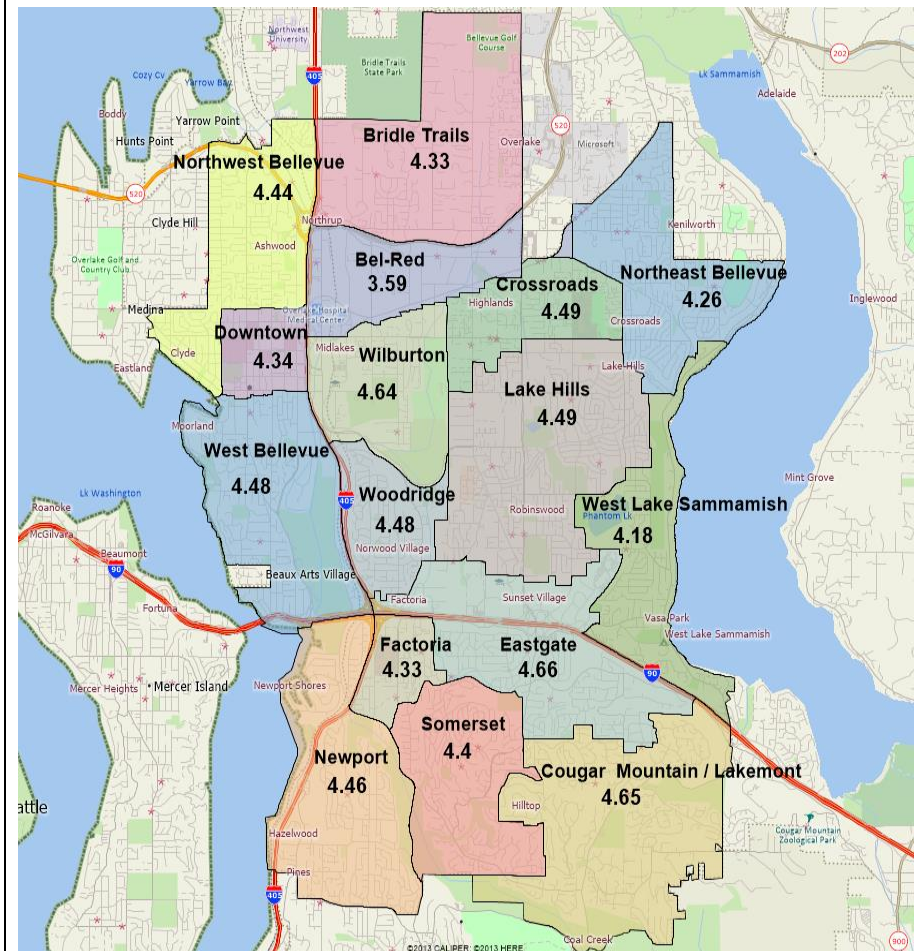
*Use caution, small sample sizes for these subgroups

Table 32: Satisfaction with Utilities by Neighborhood

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Mean
Overall	52%	41%	4%	2%	4.43
Bel-Red *	53%	0%	0%	47%	3.59
Bridle Trails	48%	43%	6%	4%	4.33
Cougar Mountain / Lakemont	68%	29%	3%	0%	4.65
Crossroads	51%	47%	2%	0%	4.49
Downtown	48%	41%	7%	3%	4.34
Eastgate *	66%	34%	0%	0%	4.66
Factoria *	43%	47%	10%	0%	4.33
Lake Hills	60%	33%	5%	2%	4.49
Newport	54%	40%	5%	2%	4.46
Northeast Bellevue	44%	44%	7%	5%	4.26
Northwest Bellevue	49%	47%	4%	0%	4.44
West Lake Sammamish	46%	51%	2%	2%	4.40
Somerset	54%	40%	6%	0%	4.48
West Bellevue	34%	60%	0%	6%	4.18
Wilburton *	64%	36%	0%	0%	4.64
Woodridge *	48%	52%	0%	0%	4.48

Q14—Overall, how satisfied are you as a customer of the Bellevue Utilities Department?
 Mean based on five-point scale where “1” means “very poor” and “5” means “excellent.”
 Base: All respondents (n = 511)

Figure 38: Satisfaction with Utilities by Neighborhood



Maps illustrate differences in mean ratings by neighborhood. Note there are few differences in mean scores between neighborhoods and in all cases individual neighborhoods perform higher than the midpoint of 3 on the 5 point scale.

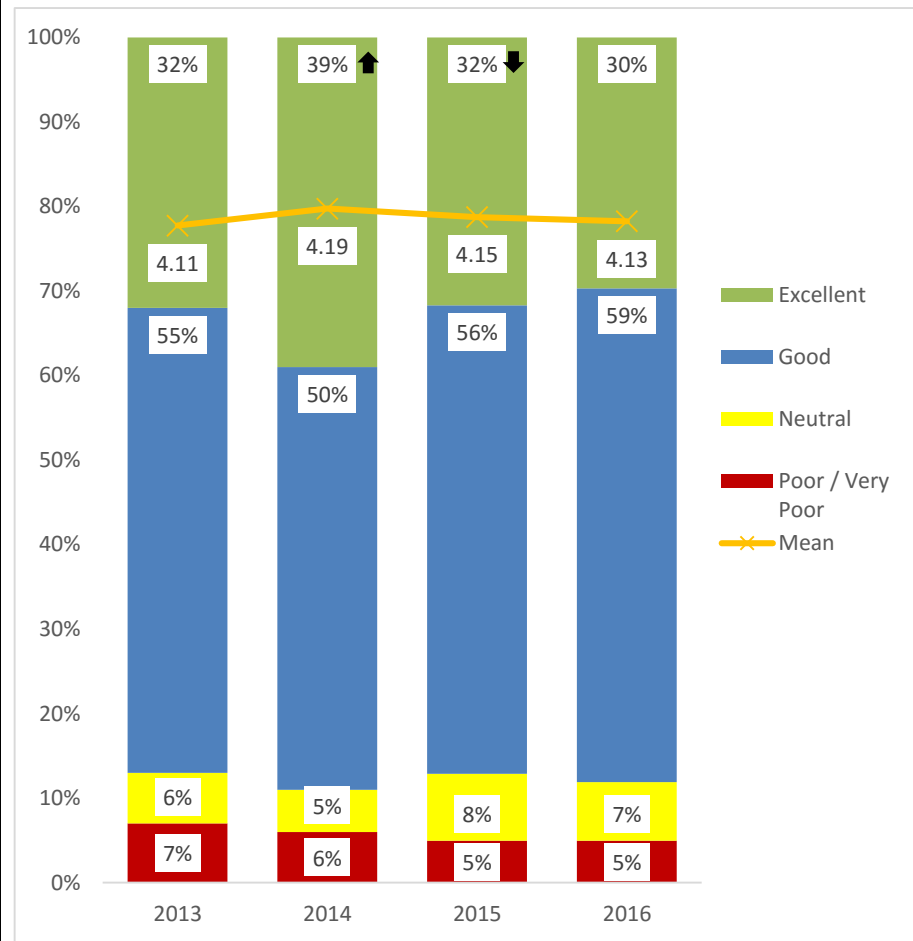
VALUE OF BELLEVUE UTILITY SERVICES

Overall ratings for value received by utilities has remained consistent in 2014 to 2016. While there has been a shift from “excellent” to “good” value when compared to 2015, this is not a statistically significant shift.

There are no differences in perceived value based on demographic characteristics.

There are very few differences by neighborhood, however, respondents in West Bellevue feel they are getting the least value for their money regarding Bellevue’s utility services. While, Bel-Red has a lower mean, score the sample size is very small ($n=4$) and as such is not being counted.

Figure 39: Value of Bellevue Utility Services



Q18—Taking Bellevue utility services as a whole, do you feel you receive good value for your money or poor value for your money?

↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.

Mean based on five-point scale where “1” means “a very poor value” and “5” means “an excellent value.”

Base: All respondents 2013 (n = 518); 2014 (n = 491); 2015 (n = 516); 2016 (n = 511)

Table 33: Value of Bellevue Utility Services by Neighborhood

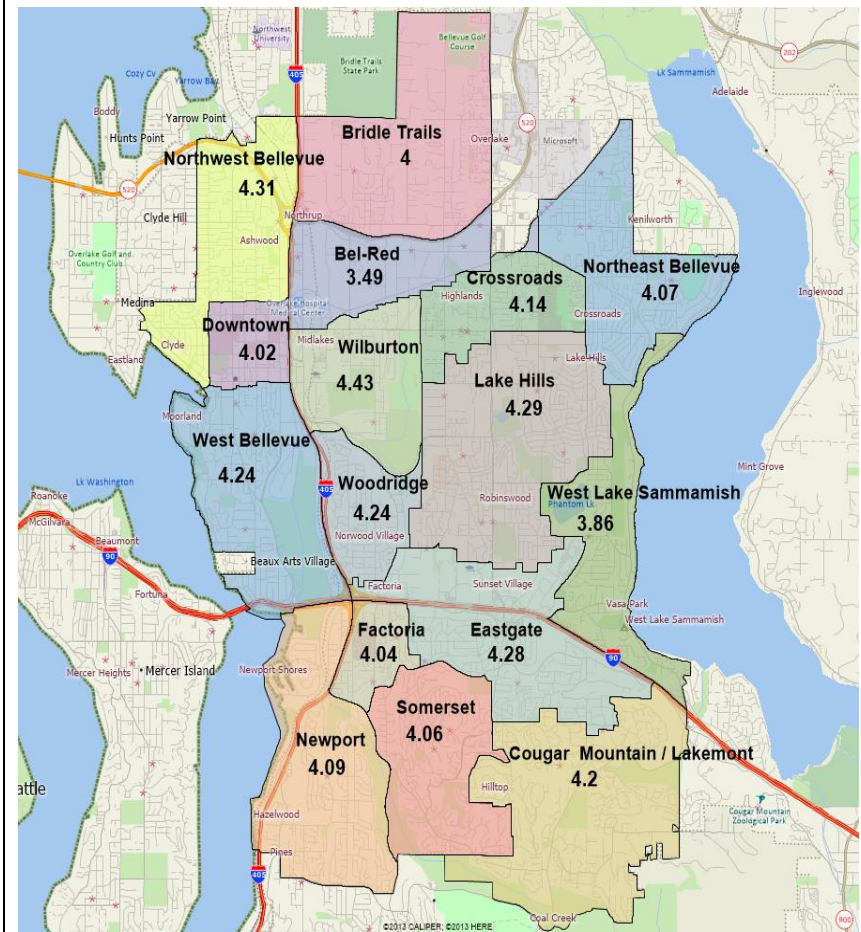
	Excellent	Good	Neutral	Poor / Very Poor	Mean
Overall	30%	59%	7%	5%	4.13
Bel-Red *	42%	11%	0%	47%	3.49
Bridle Trails	20%	66%	8%	5%	4.00
Cougar Mountain / Lakemont	31%	59%	8%	1%	4.20
Crossroads	22%	72%	4%	2%	4.14
Downtown	24%	64%	3%	8%	4.02
Eastgate *	36%	60%	2%	3%	4.28
Factoria *	13%	77%	10%	0%	4.04
Lake Hills	40%	55%	3%	3%	4.29
Newport	37%	42%	13%	7%	4.09
Northeast Bellevue	31%	51%	13%	5%	4.07
Northwest Bellevue	41%	51%	6%	2%	4.31
West Lake Sammamish	18%	73%	5%	4%	4.06
Somerset	33%	59%	9%	0%	4.24
West Bellevue	18%	61%	9%	12%	3.86
Wilburton *	47%	49%	4%	0%	4.43
Woodridge *	32%	59%	8%	0%	4.24

Q18—Taking Bellevue utility services as a whole, do you feel you receive good value for your money or poor value for your money?

Mean based on five-point scale where “1” means “a very poor value” and “5” means “an excellent value.”

Base: All respondents (n = 511).

Figure 40: Value of Bellevue Utility Services by Neighborhood



Maps illustrate differences in mean ratings by neighborhood. Note there are few differences in mean scores between neighborhoods and in all cases individual neighborhoods perform higher than the midpoint of 3 on the 5 point scale.

SERVICES



*Use caution, small sample sizes for these subgroups

Ratings for Bellevue utilities services are nearly the same as previous years.

- Similar to previous years, ratings are highest for maintenance of an adequate and uninterrupted supply of water and lowest for effective drainage programs.

Table 34: Ratings for Bellevue Utilities' Services – Mean Scores

	2013	2014	2015	2016
Maintaining an adequate and uninterrupted supply of water	4.73	4.79	4.73	4.72
Providing reliable, uninterrupted sewer service	4.66	4.67	4.70	4.70
Providing water that is safe and healthy to drink	4.59	4.71	4.66	4.60
Providing reliable recycling, yard waste and garbage collection services	4.50	4.57	4.58	4.50
Protecting and restoring Bellevue's streams, lakes and wetlands	4.26	4.30	4.28	4.31
Providing effective drainage programs, including flood control	4.25	4.37	4.26	4.34

Q10–15—Please tell me how good a job Bellevue is doing on each of these items.
 (+) or (-) Indicates a significant increase or decrease from the previous year.
 Mean based on 5-point scale where "1" means "very poor" and "5" means "excellent"

Table 35: Ratings for Bellevue Utilities' Services – Top Box

		2013	2014	2015	2016
Providing water that is safe and healthy to drink	Excellent	68%	76%	71%	67%
	Good	27%	21%	26%	28%
Maintaining an adequate and uninterrupted supply of water	Excellent	77%	82%	77%	76%
	Good	20%	16%	21%	21%
Providing reliable, uninterrupted sewer service	Excellent	71%	74%	73%	74%
	Good	26%	22%	26%	23%
Providing effective drainage programs, including flood control	Excellent	40%	51%	42%	45%
	Good	49%	40%	49%	47%
Protecting and restoring Bellevue's streams, lakes and wetlands	Excellent	40%	45%	41%	44%
	Good	51%	45%	49%	45%
Providing reliable recycling, yard waste and garbage collection services	Excellent	59%	66%	65%	59%
	Good	34%	29%	32%	35%

Q10–15—Please tell me how good a job Bellevue is doing on each of these items.
 (+) or (-) Indicates a significant increase or decrease from the previous year at a 95% confidence level.
 Base: All respondents 2013 (n = 518); 2014 (n = 491); 2015 (n = 516); 2016 (n = 511)



*Use caution, small sample sizes for these subgroups

Key Drivers Analysis (explained in more detail on [page 57](#)) shows that four of the six services have a significant influence on overall satisfaction with Bellevue utilities. The two that have the greatest impact on satisfaction are:

- Providing reliable recycling, yard waste, and garbage collection services. While performance is high, it is relatively low compared to other utilities measures.
- Providing water that is safe and healthy to drink. Performance in this area is fairly high.

All attributes except for Providing reliable uninterrupted sewer service and maintaining an adequate and uninterrupted supply of water have a significant impact on overall satisfaction. This is not to say that these attributes are not important; rather, satisfaction was very high with each of these and there was so little variance in these questions that they are not seen as drivers.

Table 36: Key Drivers of Overall Satisfaction with Bellevue Utilities

	Impact on Overall Satisfaction	2013 Performance	2014 Performance	2015 Performance	2016 Performance
Providing reliable recycling, yard waste, and garbage collection services	42.2*	8.56	8.70	8.74	8.50
Providing water that is safe and healthy to drink	20.8*	8.73	9.07	8.94	8.81
Protecting and restoring Bellevue’s streams, lakes, and wetlands	16.7*	7.95	8.06	8.01	8.05
Providing effective drainage programs, including flood control	8.9*	7.96	8.20	7.98	8.11
Providing reliable uninterrupted sewer service	7.8	8.95	9.00	9.05	9.02
Maintaining an adequate and uninterrupted supply of water	3.6	9.10	9.23	9.13	9.09
Mean		8.56	8.72	8.65	8.62

* indicates statistical significance

Bold indicates a significant difference from the prior year.

PCD

CODE ENFORCEMENT

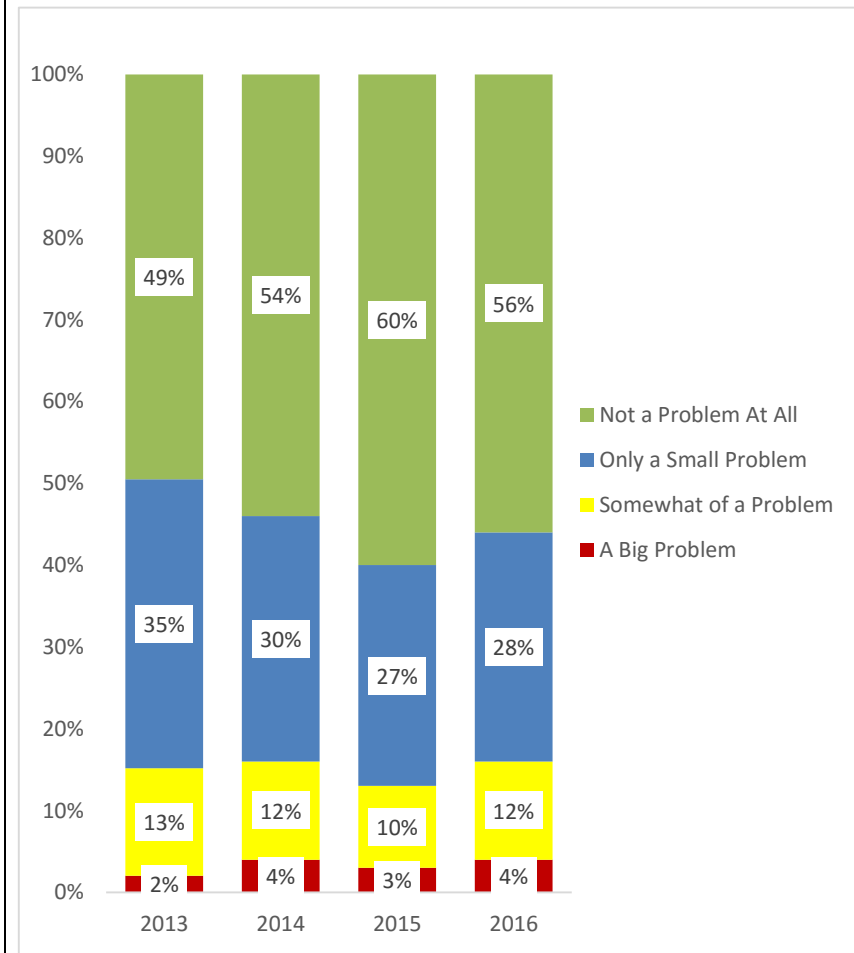
As in past years, the majority of Bellevue residents do not report problems with weed lots, junk lots, graffiti, abandoned automobiles and shopping carts, and dilapidated houses or buildings in their neighborhoods.

Neighborhoods most likely to problems include Crossroads, Newport, and West Bellevue.

Table 37: Problems with Nuisance Lots by Neighborhood

	A big problem	Somewhat of a problem	Only a small problem	Not a problem at all
Overall	4%	12%	28%	56%
Bel-Red *	0%	0%	37%	63%
Bridle Trails	2%	7%	25%	66%
Cougar Mountain / Lakemont	0%	0%	15%	85%
Crossroads	8%	33%	33%	26%
Downtown	2%	10%	37%	52%
Eastgate *	0%	15%	15%	69%
Factoria *	10%	7%	37%	46%
Lake Hills	5%	12%	34%	50%
Newport	5%	15%	37%	42%
Northeast Bellevue	14%	11%	25%	50%
Northwest Bellevue	4%	2%	24%	70%
West Lake Sammamish	2%	11%	15%	72%
Somerset	2%	19%	18%	61%
West Bellevue	0%	18%	34%	48%
Wilburton *	0%	3%	31%	66%
Woodridge *	0%	7%	19%	74%

Figure 41: Problems with Nuisance Lots in Neighborhoods



Q26—To what extent are weed lots, junk lots, graffiti, abandoned automobiles and shopping carts, and dilapidated houses or buildings currently a problem in your neighborhood?

↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level. Base: All respondents 2013 (n = 518); 2014 (n = 491); 2015 (n = 516); 2016 (n = 511)



*Use caution, small sample sizes for these subgroups

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*Use caution, small sample sizes for these subgroups

PUBLIC SAFETY

PERCEPTIONS OF SAFETY IN NEIGHBORHOODS AND DOWNTOWN

There have been no significant changes compared with the previous year regarding safety in Bellevue. Naturally, residents feel less safe after dark than during the day, particularly downtown.

There are no significant differences based on neighborhood.

Table 38: Percent of respondents Who Feel **Unsafe** by Neighborhood

	Walking alone in neighborhood in general	Walking alone in neighborhood after dark	Walking alone in downtown after dark
Overall	2%	7%	7%
Bel-Red *	0% *	0% *	0% *
Bridle Trails	2%	9%	11%
Cougar Mountain / Lakemont	0%	10%	0%
Crossroads	6%	7%	9%
Downtown	2%	5%	8%
Eastgate *	0% *	5% *	8% *
Factoria *	21% *	32% *	0% *
Lake Hills	2%	10%	7%
Newport	2%	9%	5%
Northeast Bellevue	0%	7%	3%
Northwest Bellevue	2%	2%	5%
West Lake Sammamish	2%	6%	21%
Somerset	0%	2%	5%
West Bellevue *	5%	15%	8%
Wilburton *	0% *	9% *	11% *
Woodridge *	0% *	0% *	0% *

*Use caution, small sample sizes

Table 39: Perceptions of Safety in Neighborhoods and Downtown

		2013	2014	2015	2016
Walking alone in downtown business area during the day	% Very Safe	81%	85%	78%↓	79%
	% Safe	18%	14%	22%↑	19%
	% Not safe	1%	1%	0%	2%
	Mean	4.80	4.84	4.77↓	4.77
Walking alone in neighborhood in general	% Very Safe	59%↓	70%↑	65%↓	63%
	% Safe	37%↑	26%↓	32%↑	33%
	% Not safe	4%	4%	3%	1%
	Mean	4.53↓	4.63↑	4.60	4.56
Walking alone in neighborhood after dark	% Very Safe	39%	46%↑	43%	40%
	% Safe	48%	40%↓	43%	45%
	% Not safe	13%	14%	14%	15%
	Mean	4.15	4.19	4.21	4.15
Walking alone in downtown business area after dark	% Very Safe	37%	44%↑	38%	39%
	% Safe	51%	44%↓	49%	47%
	% Not safe	12%	12%	13%	14%
	Mean	4.19	4.24	4.19	4.17

↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.

Base: All respondents 2013 (n = 518); 2014 (n = 491); 2015 (n = 516); 2016 (n = 511)



*Use caution, small sample sizes for these subgroups

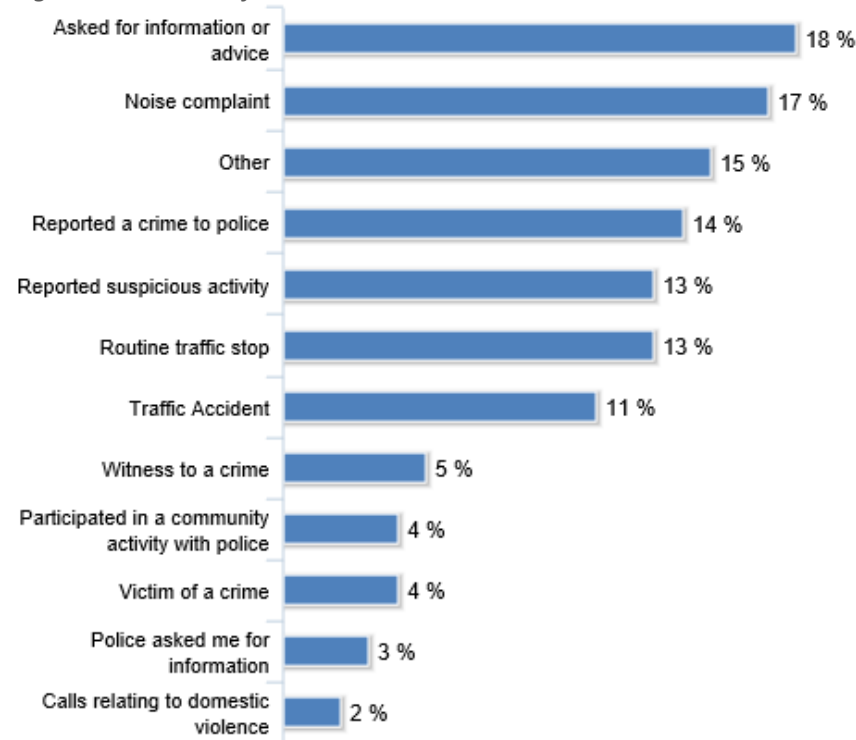
POLICE CONTACT

Thirteen percent (13%) of Bellevue residents say that they or someone in their household was the victim of a crime in the last 12 months. Of those, three quarters (76%) reported the crime to police.

One in five Bellevue residents had contact with the Police in the last 12 months. The most frequent contacts to ask for information or advice, register a noise complaint, or report a crime or suspicious activity.

Eight out of ten residents who had contact with the police reported a positive experience—nearly half said the contact was “excellent.”

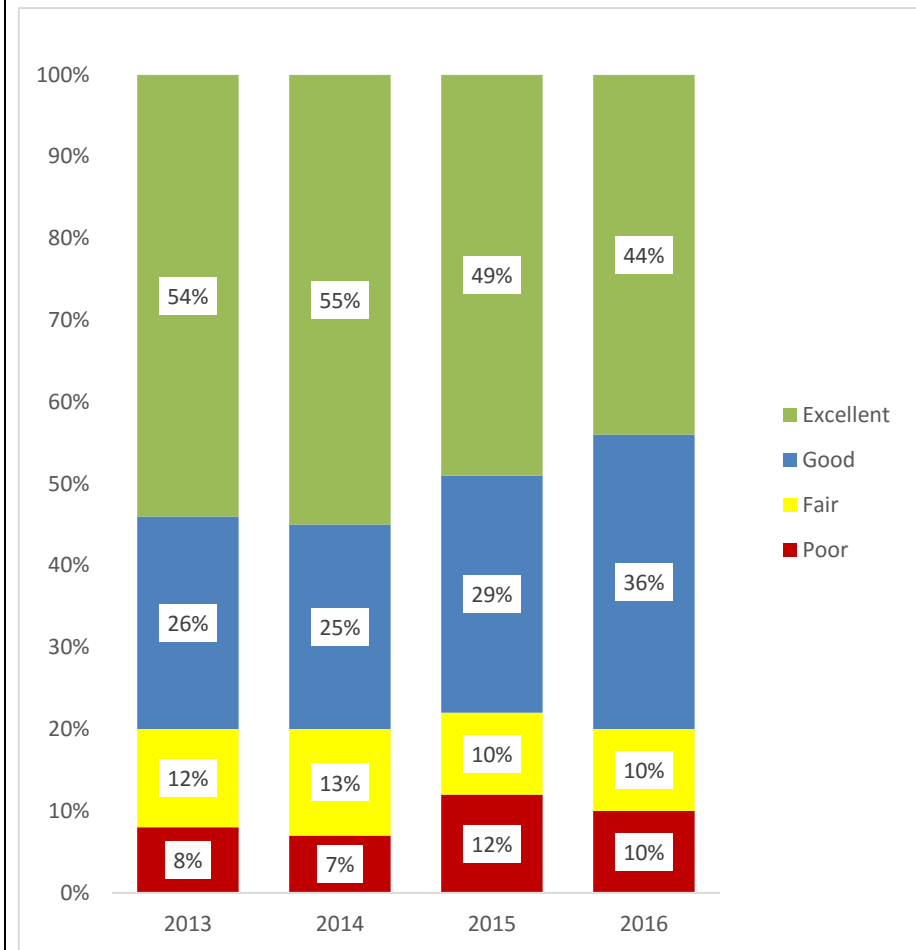
Figure 42: Nature of Police Contact



Q67A—What was the nature of that contact with police?

Base: Had contact with Bellevue's police in past 12 months (n=138)

Figure 43: Ratings of Police Contact



Q68—How would you rate the handling of the contact by police?

(+) or (-) Indicates a significant increase or decrease from the previous year at a 95% confidence level.

Base: Had interaction with Bellevue Police 2013 (n=148) ; 2014 (n=138); 2015 (n=150); 216 (n=138)

CONFIDENCE IN FIRE DEPARTMENT

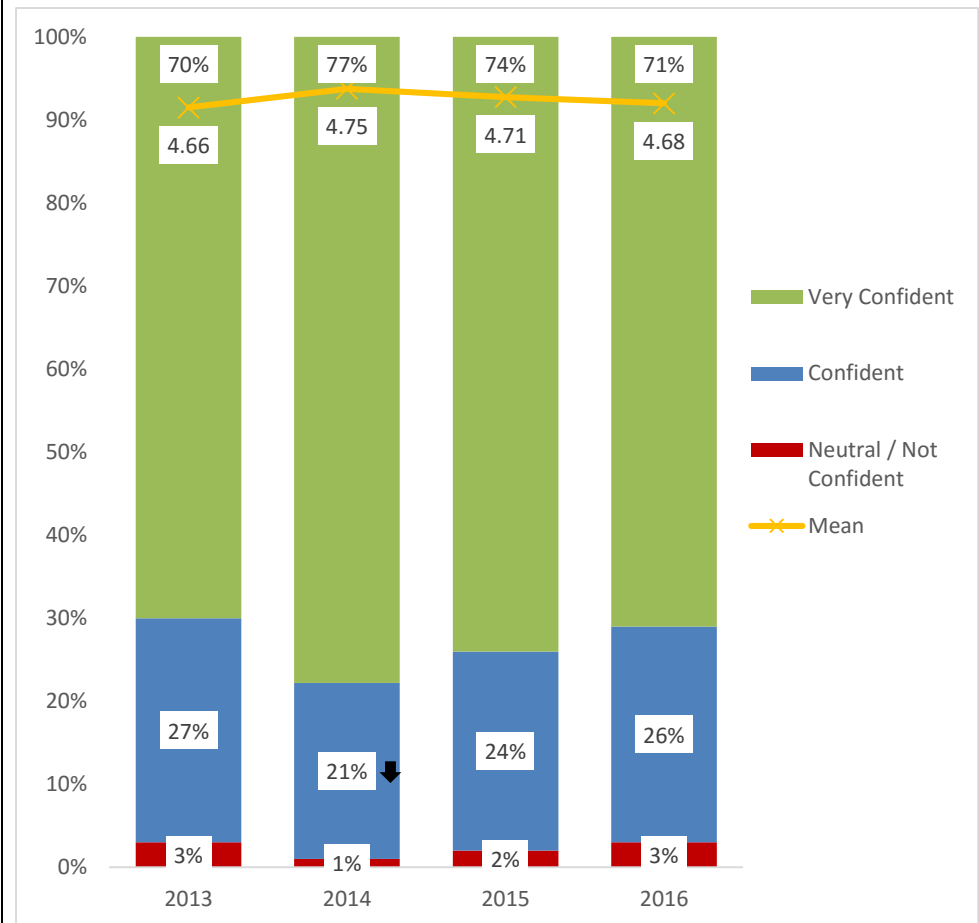
Nearly all residents have confidence in Bellevue’s fire department. The percent of those who are very confident has decreased slightly in 2016; however, seven out of ten Bellevue residents still feel “very confident” in the ability of the fire department to respond to emergencies.

As in 2014, confidence varies by length of residency, with Bellevue’s long-term residents having the highest levels of confidence.

Table 40: Confidence in Fire Department by Length of Residency

	< 4 Years	4-9 years	10+ Years
Very Confident	65%	65%	80% ↑
Confident	31%	32%	18%
Neutral / Not Confident	4%	3%	1%
Mean	4.61	4.62	4.78

Figure 44: Confidence in Bellevue’s Fire Department Overall



Q71—How confident are you in the ability of the Bellevue fire department to respond to emergencies?
 ↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.

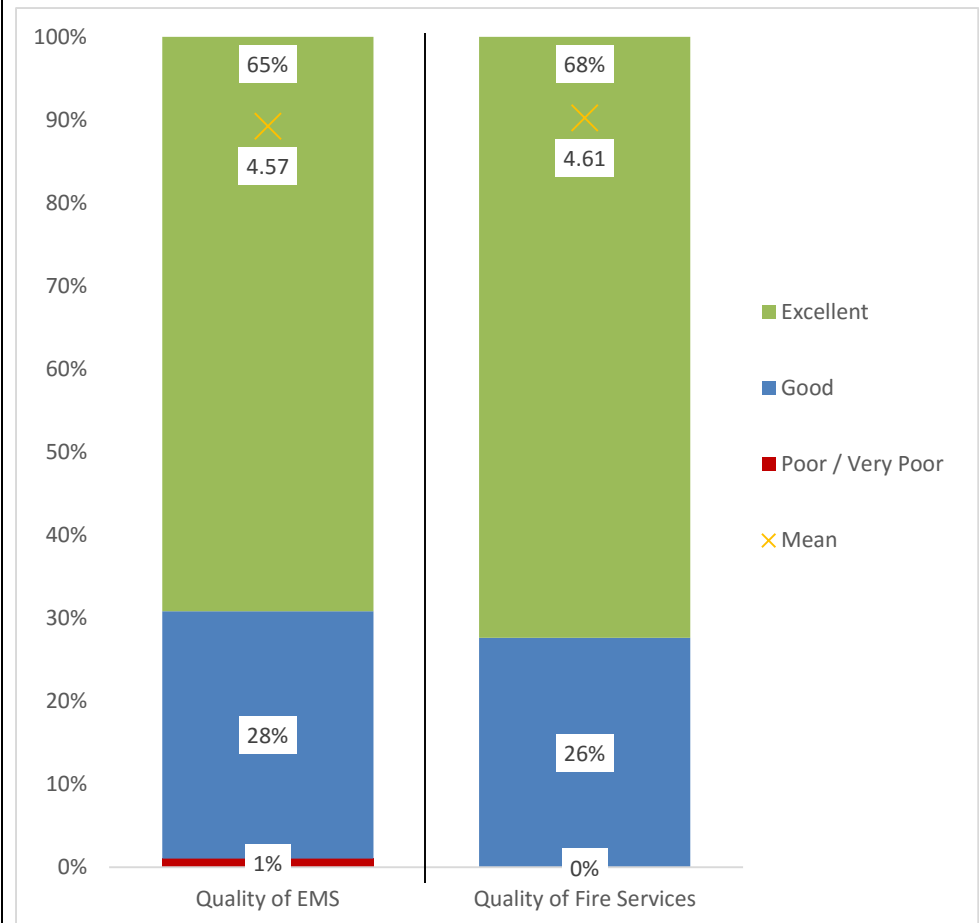
Base: All respondents 2013 (n = 518); 2014 (n = 491); 2015 (n = 516); 2016 (n = 511)

QUALITY OF FIRE / EMS SERVICES

In 2015, Bellevue added two questions to the survey. These questions were kept in 2016. The questions asked respondents to rate the quality of fire services and of Emergency Medical Services.

Nearly all residents rate the quality of both Emergency Medical and Fire services as “good” or “excellent.”

Figure 45: Quality of Fire and Emergency Medical Services



Q70—How would you rate each of the following: quality of Emergency Medical Services / quality of fire services
 ↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.

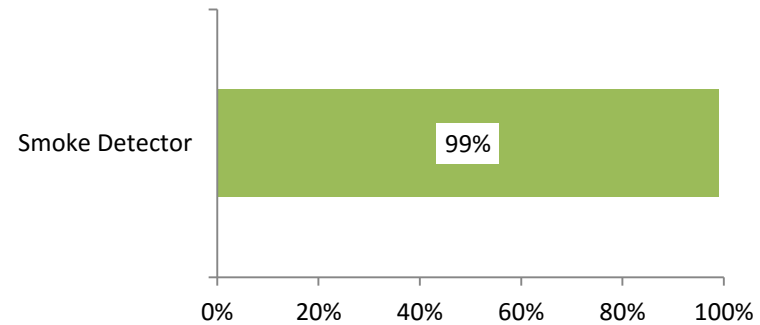
Base: All respondents (n = 511)

HOUSEHOLD SAFETY MEASURES

Nearly all Bellevue residents having a smoke detector in their home.

Sixty percent (60%) of Bellevue residents have enough food, water, medications, etc. to last in a disaster for at least five days.

Figure 46: Bellevue Homes with Smoke Detectors



Q59—Does your home have a smoke detector?

Base: Randomly selected respondents (n=208)

Table 41: Length of Food, Water, and Medication Supplies During a Disaster

0-2 days	18%
3 days	25%
4 days	5%
5 days	12%
6-7 days	23%
8-14 days	12%
15+ days	5%

Q61N—During a disaster, how many days would your current supply of food, water, medications, and other necessary items last?

Base: Randomly selected respondents (n=283)

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*Use caution, small sample sizes for these subgroups

TRANSPORTATION

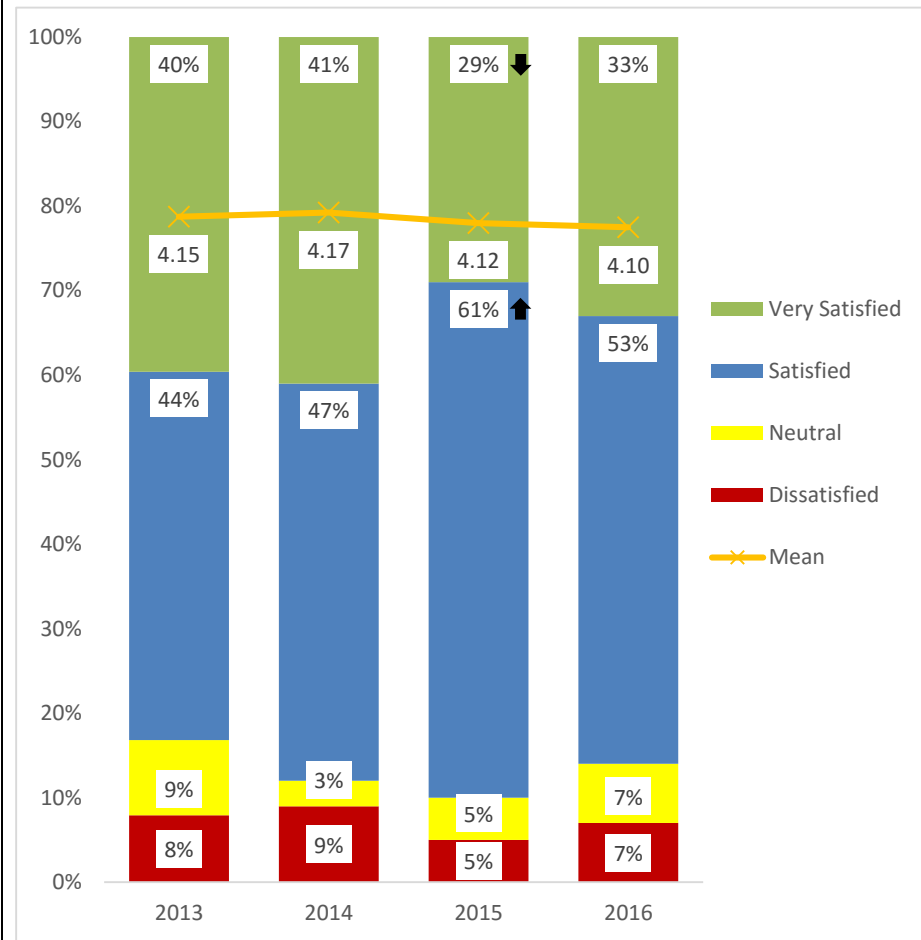
MAINTENANCE

The majority of Bellevue residents are satisfied with the maintenance of sidewalks and walkways. Although more residents are satisfied than “very” satisfied.

Table 42: Maintenance of Sidewalks/Walkways by Neighborhood

Overall	4.10
Bel-Red *	5.00
Bridle Trails *	4.01
Cougar Mountain / Lakemont *	4.27
Crossroads *	4.18
Downtown	3.98
Eastgate *	4.05
Factoria *	3.87
Lake Hills *	4.19
Newport *	3.91
Northeast Bellevue *	4.18
Northwest Bellevue *	4.26
West Lake Sammamish *	3.93
Somerset *	3.55
West Bellevue *	4.35
Wilburton *	4.62
Woodridge *	4.00

Figure 47: Satisfaction with Maintenance of Sidewalks and Walkways



Q29—How satisfied are you with the City’s maintenance of its sidewalks and walkways?
 ↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.
 Mean based on five-point scale where “1” means “very dissatisfied” and “5” means “very satisfied.”
 Randomly selected respondents 2013 (n=229); 2014 (n=234); 2015 (n=218); 2016 (n=239)



*Use caution, small sample sizes for these subgroups

Most Bellevue residents describe the condition of streets and roads in their neighborhood as in good condition all over or mostly good with a few bad spots. This remains nearly unchanged since 2013.

Very few neighborhoods report there are “many bad spots” on streets and roads - Downtown, Wilburton*, and West Bellevue* being the only ones.

Table 43: Satisfaction with Streets and Roads by Neighborhood

	Many bad spots	Mostly good, but a few bad spots here and there	Good condition all over
Overall	5%	57%	38%
Bel-Red *	0%	0%	100%
Bridle Trails *	7%	56%	36%
Cougar Mountain / Lakemont *	0%	31%	69%
Crossroads *	21%	30%	49%
Downtown	2%	47%	51%
Eastgate *	0%	68%	32%
Factoria *	0%	79%	21%
Lake Hills *	0%	51%	49%
Newport *	8%	59%	33%
Northeast Bellevue *	0%	66%	34%
Northwest Bellevue *	2%	88%	9%
West Lake Sammamish *	0%	26%	74%
Somerset *	0%	91%	9%
West Bellevue *	10%	62%	28%
Wilburton *	0%	80%	20%
Woodridge *	0%	43%	57%

Figure 48: Ratings of Neighborhood Street and Road Conditions



Q30—How would you rate the condition of streets and roads in your neighborhood?
 ↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.
 Randomly selected respondents 2013 (n=229); 2014 (n=234); 2015 (n=218); 2016 (n=239)



*Use caution, small sample sizes for these subgroups

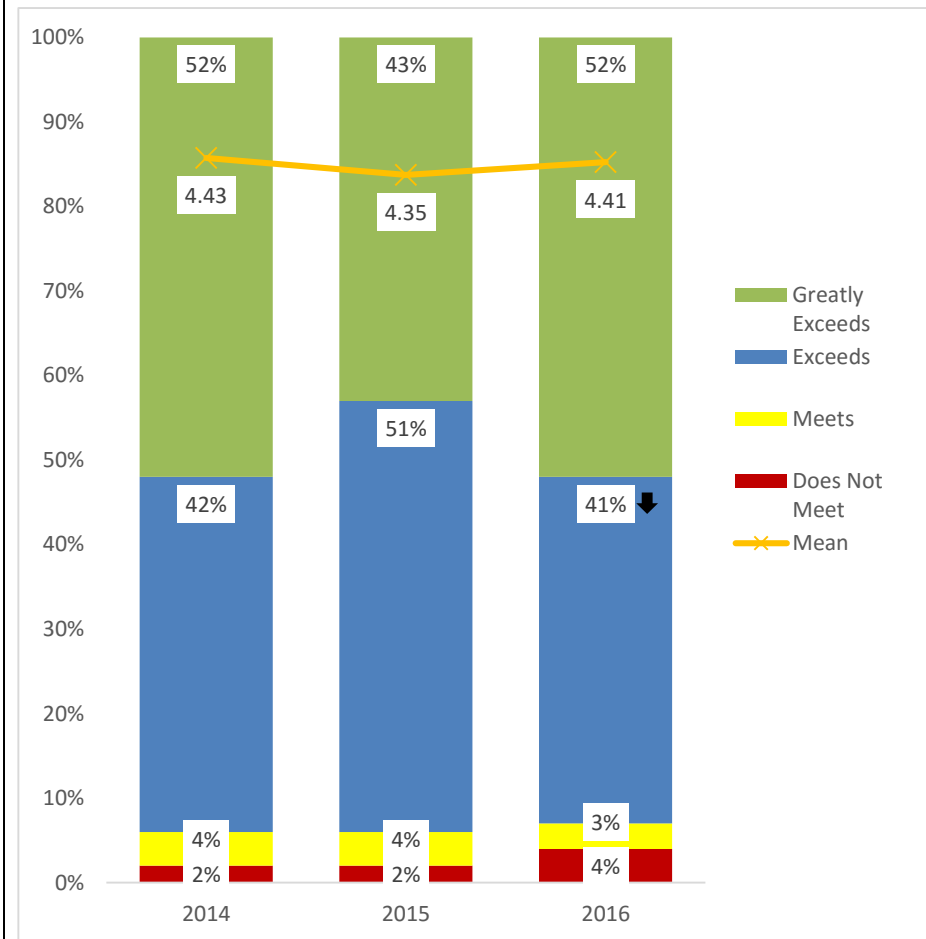
CLEANLINESS OF STREETS

Nearly all Bellevue residents report the cleanliness of streets meets or exceeds their expectations. There was a significant decline in the percent who say cleanliness exceeds their expectations. Most of these respondents shifted to “greatly” exceeds expectations.

Table 44: Satisfaction with Cleanliness of Streets by Neighborhood

Overall	4.41
Bel-Red *	5.00
Bridle Trails *	4.27
Cougar Mountain / Lakemont *	4.74
Crossroads *	4.51
Downtown	4.28
Eastgate *	4.53
Factoria *	3.56
Lake Hills *	4.18
Newport *	4.23
Northeast Bellevue *	4.74
Northwest Bellevue *	4.72
West Lake Sammamish *	4.59
Somerset *	4.24
West Bellevue *	4.16
Wilburton *	4.55
Woodridge *	4.57

Figure 49: Cleanliness of Streets



Q31A—How would you rate the cleanliness of streets in Bellevue?

↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.

Randomly selected respondents 2013 (n=229); 2014 (n=234); 2015 (n=218); 2016 (n=239)



*Use caution, small sample sizes for these subgroups

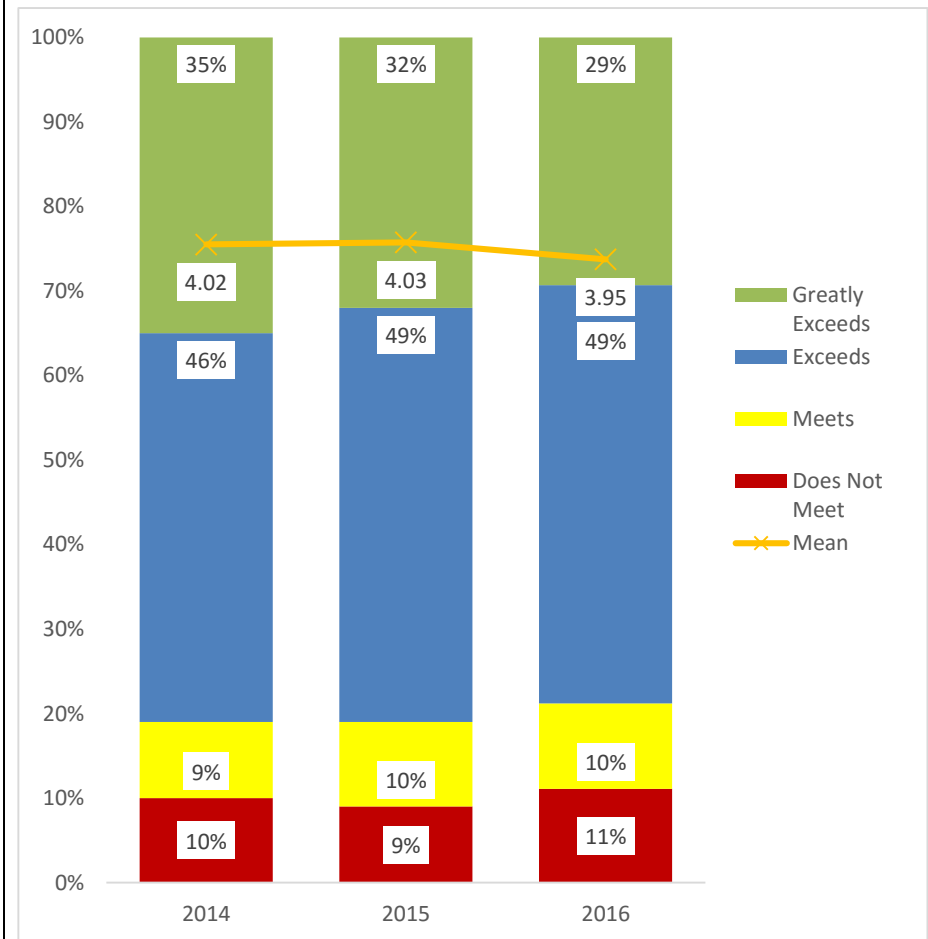
SATISFACTION WITH NEIGHBORHOOD STREET SWEEPING

As in previous years, nearly four out of five residents say that street sweeping exceeds their expectations.

Table 45: Satisfaction with Street Sweeping by Neighborhood

Overall	3.95
Bel-Red *	3.00
Bridle Trails *	3.93
Cougar Mountain / Lakemont *	4.32
Crossroads *	4.14
Downtown	4.20
Eastgate *	4.21
Factoria *	3.35
Lake Hills *	3.53
Newport *	3.75
Northeast Bellevue *	3.77
Northwest Bellevue *	4.28
West Lake Sammamish *	3.62
Somerset *	3.56
West Bellevue *	3.75
Wilburton *	4.12
Woodridge *	3.15

Figure 50: Satisfaction with Neighborhood Street Sweeping



Q31—How would you rate the street sweeping in your neighborhood, specifically the frequency, quality, and availability?

^ In 2012 and 2013, the rating scale was Very Satisfied, Satisfied, Neutral, and Dissatisfied.

↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.

Randomly selected respondents 2013 (n=229); 2014 (n=234); 2015 (n=218); 2016 (n=239)

AVAILABILITY AND EASE OF TRANSPORTATION

It is no surprise that traffic, ease of getting around by car, is an issue Bellevue, and the City rates lower than all benchmarks regards to this measure.

Bicycling is another area of improvement for Bellevue, where ratings are lower than all benchmarks.

Bellevue performs well with regard to availability of public transportation and walkability.

Regarding public transportation, Bellevue is rated higher than national and 4-Star benchmarks regarding the availability of public transportation. However, Bellevue ranks below other Puget Sound cites in this area.

Bellevue performs better than National, Pacific West, and 4-Star cities in regards to walkability, and performs similar to other cities in the region as well as other 4.5-Star cities.

Table 46: Transportation Compared to Other Cities

		Bellevue	National	Pacific West	Puget Sound Cities	4-Star	4.5-Star	5-Star
Easy to Get Around by Car	% Significantly Better	30%	>40%	>40%	>40%	>30%	>50%	>70%
	Mean	3.95						
Availability of Public Transportation	% Significantly Better	21%	>15%	>20%	>30%	>15%	>25%	>40%
	Mean	3.53						
Easy to Walk to Different Places	% Significantly Better	27%	>20%	>20%	>25%	>10%	>20%	>45%
	Mean	3.83						
Easy to Bicycle to Different Places	% Significantly Better	14%	>20%	>20%	>25%	>14%	>30%	>50%
	Mean	3.51						

Q83A-D—From what you have experienced, seen, or heard, how would you rate Bellevue on each of the following statements?

Base: Randomly selected respondents (n=237)

Green shading indicates areas where Bellevue exceeds national benchmarks; yellow shading indicates areas where Bellevue is comparable to national benchmarks; red shading indicates areas where Bellevue is below national benchmarks.

Benchmark data provided is for reference only.

AVAILABILITY AND EASE OF TRANSPORTATION – TRENDED

After a significant drop in 2015, ratings for ease to get around by car have remained fairly steady in 2016, yet still below 2013 and 2014 levels.

Ratings for this measure have dropped across all demographic groupings, but notably large drops are seen from the following people:

- Homeowners, and
- Residents over 35 years old, in particular those 55 and older.

For the first time, ratings for the availability of public transportation also dropped significantly. Ratings for public transportation are lowest among:

- Those living in single family homes,
- Households with children under 18, and
- Homeowners.

Table 47: Transportation Compared to Other Cities – Trended

		2013	2014	2015	2016
Easy to Get Around by Car	% Significantly Better than Other Cities	44%	43%	32% ↓	30%
	Mean	4.21	4.24	3.97 ↓	3.95
Availability of Public Transportation	% Significantly Better than Other Cities	26%	33%	33%	21% ↓
	Mean	3.60	3.78	3.73	3.53
Easy to Walk to Different Places	% Significantly Better than Other Cities	24%	25%	29%	27%
	Mean	3.69	3.70	3.77	3.83
Easy to Bicycle to Different Places	% Significantly Better than Other Cities	18%	20%	22%	14%
	Mean	3.52	3.64	3.63	3.51

Q83A-D—From what you have experienced, seen, or heard, how would you rate Bellevue on each of the following statements?
 Base: Randomly selected respondents 2013 (n=236); 2014 (n=235); 2015 (n=169); 2016 (n=218)

CITY EMPLOYEES

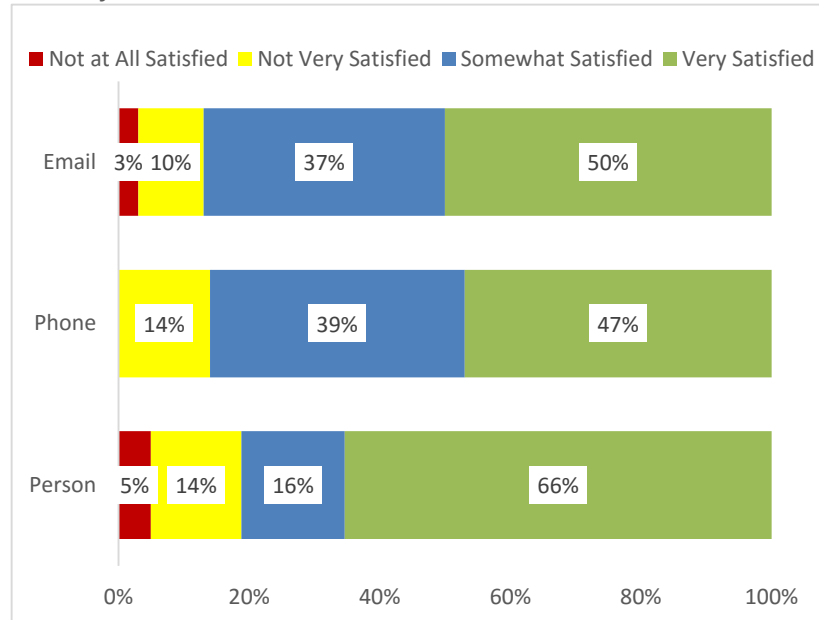
OVERALL QUALITY OF SERVICE

One-in-five Bellevue residents (21%) have had a recent (in the past 12 months) contact with a city employee.

Overall satisfaction with the quality of service received during a contact with a Bellevue city employee is similar to previous years.

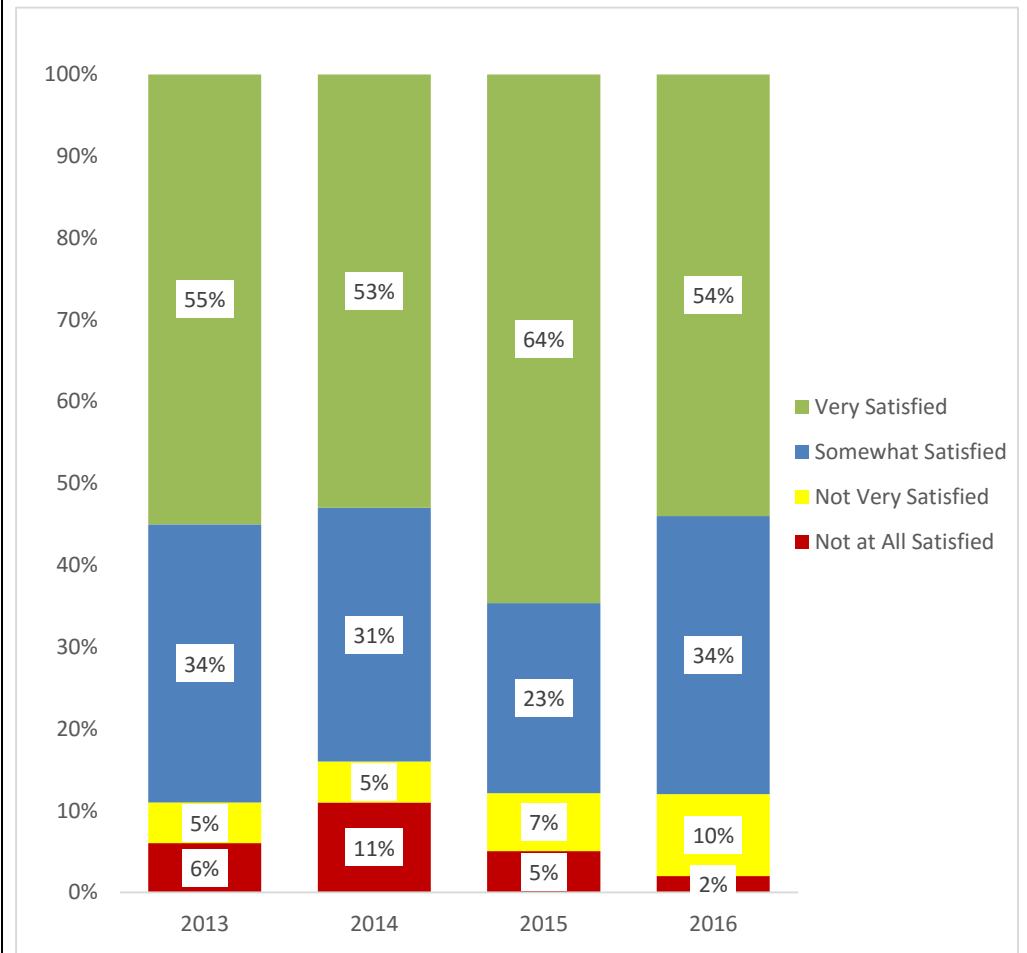
Overall satisfaction is highest for people who had in-person contact with Bellevue employees.

Figure 51: Overall Satisfaction with Bellevue City Employees by Mode of Contact



Base: E-mail (n=40); Phone (n=59); In-person (n=26)

Figure 52: Overall Satisfaction with Contact with Bellevue City Employees



QOS2E—How satisfied are you with the following aspect of your contact with City of Bellevue employees—Overall satisfaction?

↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.

Base: Respondents who had contact 2013 (n=114); 2014 (n=136); 2015 (n=107); 2016 (n=105)



*Use caution, small sample sizes for these subgroups

RATINGS OF SPECIFIC ASPECTS OF SERVICE

Residents who have had contact with Bellevue city employees continue to be most are most satisfied with their courtesy.

Key Drivers Analysis (explained in more detail on [page 57](#)) clearly shows that accuracy of information provided is the most important driver of residents' overall satisfaction with their contacts with Bellevue city employees.

Table 48: Key Drivers of Overall Satisfaction with Bellevue City Employees

	Impact on Overall Satisfaction
Accuracy of information provided	34.5
Responsiveness	27.1
Courtesy	24.7
Easy to reach right person	13.7

* indicates statistical significance

Table 49: Satisfaction with City Employees

		2013	2014	2015	2016
Courtesy	% In Every Way	62%	68%	51%	57%
	% Strongly	32%	21%	34%	31%
	% Neutral	3%	4%	9%	6%
	% Not at all	3%	8%	6%	6%
	Mean	4.52	4.46	4.26	4.39
Responsiveness	% In Every Way	53%	59%	42%	49%
	% Strongly	32%	29%	39%	38%
	% Neutral	6%	3%	9%	3%
	% Not at all	9%	9%	10%	10%
	Mean	4.26	4.32	4.08	4.23
Accuracy of Information Provided	% In Every Way	55%	52%	45%	43%
	% Strongly	31%	37%	33%	38%
	% Neutral	4%	2%	11%	9%
	% Not at all	11%	8%	11%	10%
	Mean	4.27	4.28	4.08	4.08
Easy to reach Right Person	% In Every Way		45%	34%	28%
	% Strongly	New/changed question in 2014	41%	44%	54%
	% Neutral		5%	12%	7%
	% Not at all		8%	10%	11%
	Mean		4.19	3.98	3.97

Base: Respondents who had contact 2013 (n=114); 2014 (n=136); 2015 (n=108); 2016 (n=105).

Response wording change in 2014: 2011–2013 was "satisfaction" scale. 2014-2015 used the extent to which each of the following describes Bellevue's local government employees.

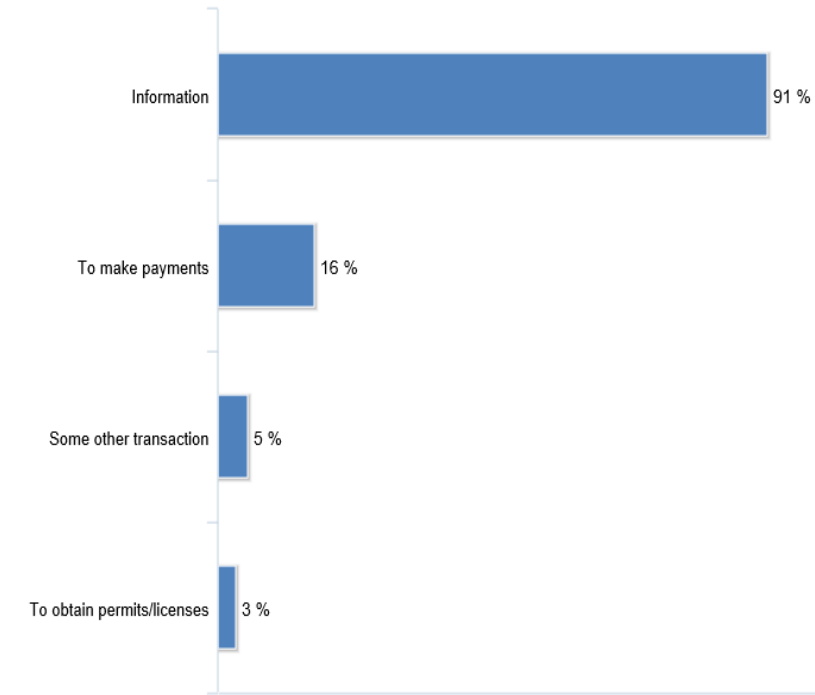
↑ or ↓ indicates significant change from previous year.

CITY WEBSITE

Three out of four (77%) Bellevue residents are familiar with the City of Bellevue’s website. Of those, two-thirds (66%) have used the website in the past 12 months. The majority of visits to the website were to find information.

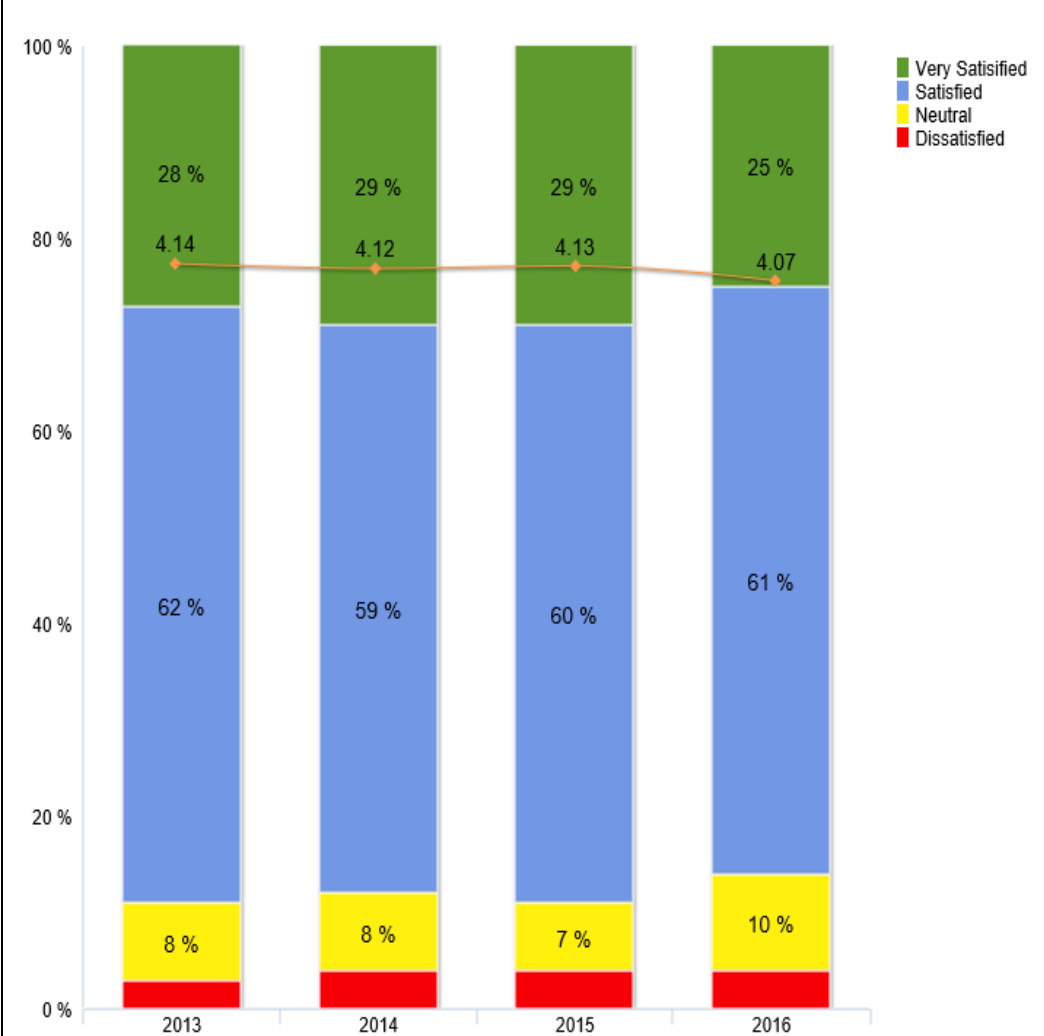
Overall satisfaction with the website has remained constant over the years. It should be noted that twice as many users are simply satisfied as opposed to very satisfied suggesting room for improvement.

Figure 53: Reason for Visiting Website



Q48N—What was the purpose of your visit?
Base: Visited website in past 12 months (n = 257)

Figure 54: Overall Satisfaction with Website



Q48—How satisfied are you with the City of Bellevue’s website?
(+) or (-) Indicates a significant increase or decrease from the previous year at a 95% confidence level.
Base: Respondents who visited website in past 12 months: 2013 (n=264); 2014 (n=262); 2015 (n=261); 2016 (n=257)

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*Use caution, small sample sizes for these subgroups

APPENDIX I—ADDRESS-BASED SAMPLING

In the past, a random-digit dialing (RDD) telephone survey was used. Strict quotas were used to ensure representation of men and women, different age groups, and residents of multi-family versus single-family dwelling types was roughly proportionate to their actual incidence in the population. While RDD telephone survey research continues to be used widely, it has come under increased scrutiny due to the proliferation of cell phones as well as declining response rates. This has called into question the representativeness of surveys conducted using traditional RDD samples. Estimates today are that as many as 46 percent of all households in King County no longer have a landline telephone and rely strictly on a cell phone or other mobile device to make and receive calls. An additional 17 percent of households have both landline and cell phone numbers but rely primarily on their cell phones.²

Some studies address the problem of cell phone sampling by including an RDD or area code targeted cell phone sample. In the case of Bellevue, this type of sample is an expensive and inefficient solution. It is inefficient because it is impossible to target cell phone households living in Bellevue as most of East King County shares the 425 area code. An alternative solution that is being increasingly used is address-based sampling with a dual mode for collecting the data among hard-to-reach populations as well as the growing number of cell phone-only and cell phone-primary households. As described earlier in the report, this study used address based sampling. The table below shows the results.

Table 50: Distribution of Landline versus Cell Phone Households

	Unweighted				Weighted <i>(displays impact weights had on phone type)</i>				Population Estimate (King County) ³
	Landline	Cell Phone	Web	Total Sample	Landline	Cell Phone	Web	Total Sample	
Only have a cell phone	3%	59%	65%	47%	4%	63%	67%	55%	46%
Primarily use a cell phone	18%	24%	15%	18%	18%	22%	14%	18%	17%
Use landline and cell phone	49%	16%	14%	24%	48%	14%	14%	19%	21%
Primarily use a landline	20%	1%	4%	8%	20%	1%	4%	5%	10%
Only have a landline	11%	0%	1%	4%	11%	0%	1%	2%	5%

² National Health Statistics Reports December 18, 2013, “% Distribution of Household Telephone Status for Adults Aged 18 and Over,” <http://www.cdc.gov/nchs/data/nhsr/nhsr070.pdf>



*Use caution, small sample sizes for these subgroups

Additionally, as the table below indicates, residents without landline numbers (those invited to take the survey online) are demographically different from those contacted via telephone. As would be expected, web respondents are more likely to be male, younger, and newer residents—demographics that are more difficult to contact with traditional telephone dialing. For a full break-out of demographics surveyed versus the population of Bellevue, see Appendix II.

Table 51: Distribution of Landline versus Cell Phone Households- Unweighted

	Gender			Household Type			Age			Length of Residence					
	Landline	Cell Phone	Web		Landline	Cell Phone	Web		Landline	Cell Phone	Web		Landline	Cell Phone	Web
Male	45%	58%	57%	Single Family	23%	26%	61%	18 to 34	4%	25%	26%	0-3 years	5%	18%	41%
Female	55%	42%	43%	Multi-Family	76%	74%	39%	35 to 54	21%	52%	43%	4-9 years	9%	27%	24%
								55+	75%	23%	30%	10 years or more	28%	39%	21%

The passage below from Centris Marketing Intelligence sums up a few of the key advantages of using address-based sampling.

Recent advances in database technologies along with improvements in coverage of household addresses have provided a promising alternative for surveys that require representative samples of households. Obviously, each household has an address and virtually all households receive mail from the U.S. Postal Service (USPS)... Given the evolving problems associated with telephone surveys on the one hand, and the exorbitant cost of on-site enumeration of housing units in area probability sampling applications on the other, many researchers are considering the use of [USPS databases] for sampling purposes. Moreover, the growing problem of non-response—which is not unique to any individual mode of survey administration—suggests that more innovative approaches will be necessary to improve survey participation. These are among the reasons why multi-mode methods for data collection are gaining increasing popularity among survey and market researchers. It is in this context that address-based sample designs provide a convenient framework for an effective administration of surveys that employ multi-mode alternatives for data collection.³

³ White Paper, Address Based Sampling, Centris Marketing Intelligence, December 2008.



*Use caution, small sample sizes for these subgroups

APPENDIX II—WEIGHTING

The weights were applied in two stages. The first-stage weight adjusted for sample type (phone vs. online) by taking the proportion in the sample frame and dividing it by the proportion of completed interviews for each sample type (phone vs. online). The second weight is a post-stratification weight to make adjustments for imperfections in the sample and to ensure that the final sample represents the general population in Bellevue. Specifically, a post-stratification weight was applied to ensure that dwelling type, gender, and age distributions of the sample match that of all Bellevue residents.

Because of the change in methodology and the introduction of post-stratification weighting in 2010, comparing the current survey results with those of years prior to 2010 could be misleading. Therefore the 2010 Budget Survey is considered a new baseline measure against which to measure current and future trends.

One of the effects of weighting is that it does realign the distribution of responses by neighborhood. For example, when looking at the unweighted sample, those who live in downtown Bellevue are typically younger, so they receive a larger multiplier—this is why there are more “respondents” in the weighted downtown sample than the unweighted downtown sample. Conversely, those residents who we spoke to in Cougar Mountain were typically older residents—those 55 years old or older—and they received a smaller multiplier, which is why the weighted results have fewer respondents than the unweighted results. Again, this effect was minimized with the enhanced sampling technique used in 2015.

It is important to note that the study was **not** designed to get a representative sample of age within gender at the neighborhood level. The study was specifically designed to get an accurate representation of age within gender at the city level.

Table 52: Weighting—Unweighted and Weighted Data Compared to Bellevue Population

	2016 Performance Survey (unweighted)	2016 Performance Survey (weighted)	Bellevue Population*	2015 Performance Survey (weighted)	2014 Performance Survey (weighted)	2013 Performance Survey (weighted)
Gender						
Male	54%	50%	50%	51%	51%	51%
Female	46%	50%	40%	49%	49%	49%
Age**						
18–34	20%	28%	28%	29%	29%	28%
35–54	39%	38%	38%	37%	37%	37%
55 Plus	41%	34%	34%	34%	34%	35%
Household Size						
Single Adult	25%	23%	27%	21%	30%	33%
Two or More Adults	75%	77%	73%	49%	70%	67%
Children in Household						
None	70%	68%	69%	69%	66%	68%
One or More	30%	32%	31%	31%	34%	32%
Dwelling Type						
Single-Family	56%	53%	51%	53%	49%	51%
Multifamily	43%	47%	49%	46%	51%	49%
Home Ownership						
Own	69%	65%	52%	65%	66%	62%
Rent	31%	35%	40%	35%	34%	38%
Income						
Less than \$35,000	7%	7%	17%	5%	12%	10%
\$35,000–\$75,000	17%	18%	24%	22%	20%	19%
\$75,000–\$150,000	37%	38%	34%	40%	37%	47%
\$150,000 or Greater	40%	37%	25%	33%	31%	23%
Race/Ethnicity						
White	70%	66%	65%	78%	81%	78%
Asian	27%	31%	32%	21%	18%	19%
African American	1%	1%	3%	2%	1%	1%
Other	1%	1%	4%	4%	4%	2%
% Hispanic (multiple responses)	2%	2%	7%	3%	6%	2%
Years Lived in Bellevue						
0–3	26%	27%		26%	27%	32%
4–9	20%	23%	n.a.	19%	20%	20%
10 or More	54%	50%		55%	54%	45%
Mean	16.3 yrs	14.3 yrs		16.2 yrs	15.4 yrs	13.3 yrs
Language Spoken at Home						
English only	64%	60%	61%	74%	73%	71%
Other than English	36%	40%	39%	26%	27%	29%

*Source for population figures: All data are 2014 American Community Survey five-year estimates.

**Note: Age was imputed for respondents who refused their age.

APPENDIX III—UNWEIGHTED AND WEIGHTED BASE SIZES

Unless otherwise noted, all reported statistics are based on weighted base sizes. For reference, the table below provides both weighted and unweighted base sizes for each subgroup of respondents shown in this report.

Weighted versus Unweighted Base Sizes		
All Respondents		By Neighborhood
2012 (n = 405)		Bel-Red (n = 4, n _w = 5)
2013 (n = 518)		Bridle Trails (n = 38, n _w = 41)
2014 (n = 491)		Cougar Mountain / Lakemont (n = 36, n _w = 36)
2015 (n = 516)		Crossroads (n = 38, n _w = 45)
2016 (n = 511)		Downtown (n = 66, n _w = 74)
Groups of Respondents		
KCI Safe		Eastgate (n = 17, n _w = 20)
2012 (n = 274, n _w weighted = 331)	2015 (n = 292, n _w weighted = 292)	Factoria (n = 9, n _w = 8)
2013 (n = 288, n _w weighted = 297)	2016 (n = 302, n _w weighted = 283)	Lake Hills(n = 55, n _w = 56)
2014 (n = 286, n _w weighted = 278)		Newport (n = 45, n _w = 41)
KCI Healthy		Northeast Bellevue (n = 41, n _w = 39)
2012 (n = 273, n _w weighted = 329)	2015 (n = 211, n _w weighted = 213)	Northwest Bellevue (n = 42, n _w = 37)
2013 (n = 225, n _w weighted = 234)	2016 (n = 236, n _w weighted = 217)	Somerset (n = 31, n _w = 33)
2014 (n = 225, n _w weighted = 214)		West Bellevue (n = 30, n _w = 28)
KCI Engaged		West Lake Sammamish (n = 28, n _w = 21)
2012 (n = 277, n _w weighted = 334)	2015 (n = 516, n _w weighted = 516)	Wilburton (n = 21, n _w = 20)
2013 (n = 518, n _w weighted = 518)	2016 (n = 508, n _w weighted = 507)	Woodridge (n = 10, n _w = 9)
2014 (n = 491, n _w weighted = 491)		
KCI Competitive		
2012 (n = 277, n _w weighted = 334)	2015 (n = 211, n _w weighted = 213)	
2013 (n = 227, n _w weighted = 249)	2016 (n = 241, n _w weighted = 213)	
2014 (n = 225, n _w weighted = 249)		
KCI Mobility		
2012 (n = 405, n _w weighted = 405)	2015 (n = 290, n _w weighted = 291)	
2013 (n = 294, n _w weighted = 307)	2016 (n = 300, n _w weighted = 297)	
2014 (n = 286, n _w weighted = 304)		
KCI Neighborhoods		
2012 (n = 405, n _w weighted = 405)	2015 (n = 211, n _w weighted = 213)	
2013 (n = 229, n _w weighted = 239)	2016 (n = 236, n _w weighted = 217)	
2014 (n = 223, n _w weighted = 214)		

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*Use caution, small sample sizes for these subgroups

APPENDIX IV—MARGIN OF ERROR

The margin of error is a statistic expressing the amount of random sampling error in a survey's results. The larger the margin of error, the less faith one should have that the survey's reported results are close to the true figures, that is, the figures for the whole population. The margin of error decreases as the sample size increases, but only to a point. Moreover, the margin of error is greater when there is more dispersion in responses—for example, 50 percent respond yes and 50 percent respond no—than when opinions are very similar—for example, 90 percent respond yes and 10 percent respond no. The margin of error in Bellevue's Performance Measures Survey for the entire sample is generally no greater than plus or minus 4.3 percentage points around any given percentage at a 95 percent confidence level. This means that if the same question were asked of a different sample but using the same methodology, 95 times out of 100 the same result within the stated range would be achieved.

The following table provides additional insights into the margin of error with different sample sizes. The proportions shown in the table below

Table 53: Error Associated with Different Proportions at Different Sample Sizes

Sample Size	Maximum Margin of Error
30	17.8%
50	13.9%
100	9.8%
200	6.9%
300	5.7%
400	4.9%
600	4.0%
800	3.5%

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*Use caution, small sample sizes for these subgroups

APPENDIX V—RESPONSE RATES

Response rates are calculated using formulas provided by the American Association for Public Opinion Research (www.aapor.org). The formula used takes into consideration the number of phone numbers dialed, the number of eligible contacts reached (18+ live in Renton, etc.), and the number of ineligible households dialed (no one over 18, not in Renton, etc.).

The AAPOR calculation is generally only used for telephone based surveys. The reason for this is that precise disposition records can be kept each time a phone number is dialed, specifically for numbers dialed that did not result in a completed survey. With mail or online samples, the specific reasons for non-completion are unknown. While the AAPOR calculation can be applied it is not as exact.

Table 54: Response Rates by Mode – Resident Survey

	ABS LANDLINE	ABS CELL	TOTAL PHONE	WEB	GRAND TOTAL
TOTAL COMPLETED INTERVIEWS	142	100	242	269	511
RESPONSE RATE	12.97%	3.44%	5.97%	14.38%	5.15%
CONTACT RATE	40.35%	16.35%	22.14%	14.38%	18.48%
COOPERATION RATE	38.67%	22.81%	29.32%	100%	30.27%

Contact rate is the proportion of all cases in which some responsible member of the housing unit was reached for the survey. Cooperation rate is the proportion of all cases interviewed of all eligible units contacted. Response rates are the number of completed interviews with reporting units divided by the number of eligible reporting units in the sample.



*Use caution, small sample sizes for these subgroups

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*Use caution, small sample sizes for these subgroups

APPENDIX VI – KEY DRIVERS EXPLANATION—WHAT MAKES SOMETHING A KEY DRIVER

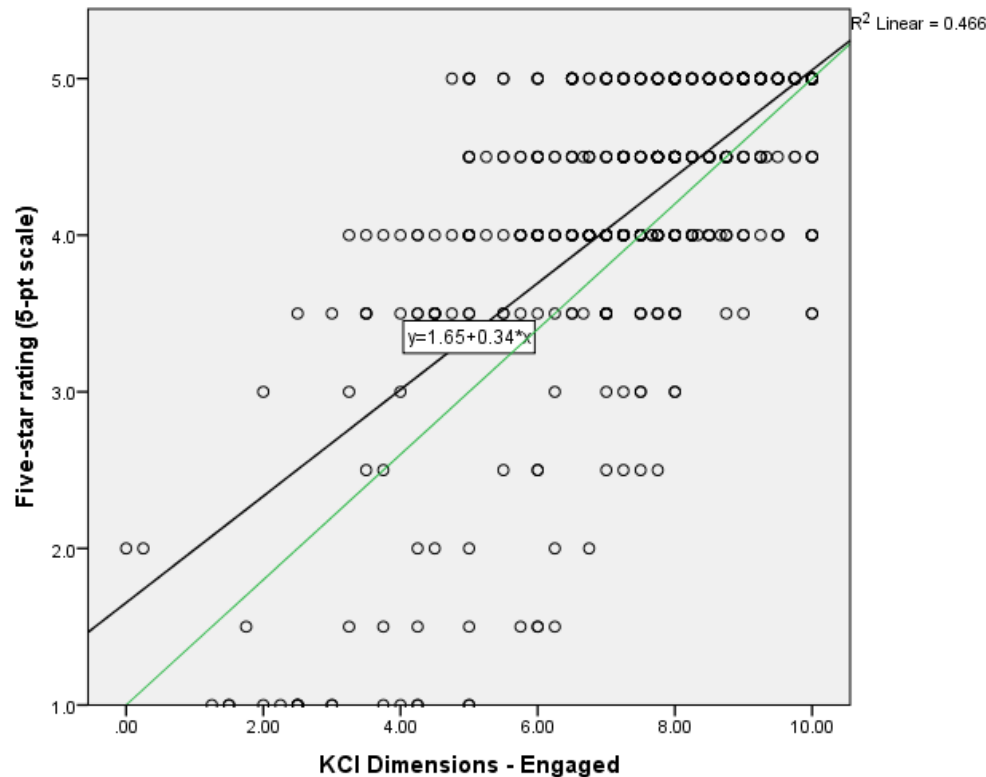
RESPONSIVE GOVERNMENT – WHY IT IS A KEY DRIVER

A simple way to visualize the the relationship between Star Rating and Bellevue’s attributes is through the use of a scatter plot. A scatter plot shows each respondent’s response to question Y, and how it relates to that person’s response to question X (Y- and X-axis respectively). The chart below shows the Star Rating given by each respondent and the Engaged Community score provided for the same respondent. Notice that the general trend that as Responsive Government scores increase, so does the Star Rating.

A perfect correlation means that there is a 1-to-1 ratio between two variables. This is represented by the green line in the chart below. The slope of the black line is calculated using regression analysis and provides us with a graphical illustration of the actual relationship between a given Star Rating and scores for Engaged Community. As you can see, the two lines are fairly close.

While this is not perfect (which would be a 1-to-1 relationship shown), it illustrates the general relationship between Star Rating and Engaged Mobility scores. Scatter Plots for the other drivers look similar to this one.

Figure 55: Scatter Plot Showing Relationship of 5-Star Rating to Engaged Community

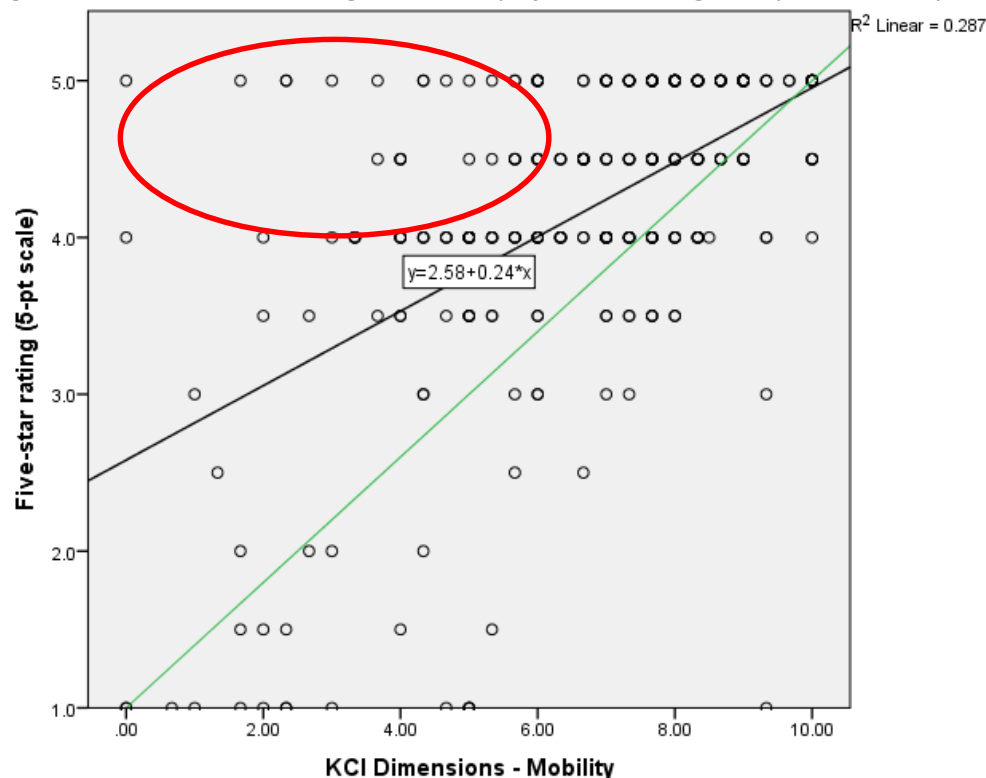


IMPROVED MOBILITY – WHY IT IS NOT A KEY DRIVER

Now let's look at the scatter showing the Star Rating and score for Improved Mobility. Notice how there is much less of a pattern between these two attributes than there was for Engaged Community. As seen earlier, there was a noticeable drop-off in Star Rating as scores for Engaged Community dipped below five. This drop-off isn't really seen when looking at Improved Mobility; respondents continued to give high Star Ratings at virtually every score for Improved Mobility (as noted via the red circle).

You will also notice that the two lines (the green perfect correlation line and black regression line) are much further apart and the slopes are drastically different from one another indicating that there is less of a correlation between responses for Improved Mobility and the ultimate Star Rating provided by the respondents.

Figure 56: Scatter Plot Showing Relationship of 5-Star Rating to Improve Mobility



APPENDIX VII —QUESTIONNAIRE

CITY OF BELLEVUE, WA 2014 PERFORMANCE MEASURES SURVEY
NWRG Project Number: BEL_1650045000_2015_Performance_Measures

FINAL VERSION 02/25/2016

INSTRUMENT CONVENTIONS:

DENOTES PROGRAMMING INSRUCTIONS

• **DENOTES INTERVIEWER INSTRUCTIONS**

- Questions in **pink highlight** are survey measures recognized by the International City and County Management Association (ICMA)
- Text in **light blue highlight** means that the data is benchmarkable against NWRG’s nation-wide CityMarks
- Text in ALLCAPS is not read to respondents
- Text in [ALLCAPS SURROUNDED BY BRACKETS] are interviewer and CATI programming instructions, not read to respondents
- Text in [ALLCAPS SURROUNDED BY BRACKETS BOLD TYPE] are interviewer and CATI programming instructions, not read to respondents
- Question marks (?) and ‘X’ or ‘x’ indicate information needed or to be determined in conjunction with the client
- (Response options in parenthesis) are read to respondents as necessary
- For web – do not show don’t know / prefer not to answer response options unless respondent attempts to skip question
- For web – changes response options that are all in CAPS to Sentence case (Capitalize first letter of word / phrase only)
- For web rating scales display grid as illustrated below:

	Much Worse Than Other Communities										Much Worse Than Other Communities
	0	1	2	3	4	5	6	7	8	9	10
Easy to get around by car	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public transportation available to where I need to go	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



*Use caution, small sample sizes for these subgroups

2015/16 Project Quotas

	Sample Size n=500			
		2016 Sample Plan		
	<u>% of Bellevue Population</u>	<u>Minimum n</u>	<u>Maximum n</u>	<u>% of Sample</u>
<u>Males 18+</u>	<u>51%</u>	<u>232</u>		<u>46%</u>
<u>Females 18+</u>	<u>59%</u>		<u>268</u>	<u>54%</u>
<u>Males 18 - 34</u>	<u>17%</u>	<u>60</u>		<u>12%</u>
<u>Males 35 – 54</u>	<u>20%</u>			
<u>Males 55+</u>	<u>14%</u>		<u>97</u>	<u>19%</u>
<u>Females 18 – 34</u>	<u>12%</u>	<u>36</u>		<u>7%</u>
<u>Females 35 - 54</u>	<u>18%</u>			
<u>Females 55+</u>	<u>19%</u>		<u>119</u>	<u>24%</u>
<u>Single Family</u>	<u>51%</u>		<u>281</u>	<u>56%</u>
<u>Multi-Family</u>	<u>49%</u>	<u>219</u>		<u>44%</u>
<u>White Alone</u>	<u>62%</u>	<u>Monitor Only</u>		
<u>Asian</u>	<u>31%</u>		<u>Monitor Only</u>	



*Use caution, small sample sizes for these subgroups

2015/16 Sample Type Indicators

NWRGID	Internal ID shared with client. Not imported into any dialing or sample procedures	
SAMPLEID	Internal sample id. Not shared with client. This is imported into sample dialing	
SAMPLETYPE	<u>Indicator for type of sample</u> SAMPLETYPE=01 Landline phone number attached SAMPLETYPE=02 Cellular phone number attached SAMPLETYPE=03 No phone number – mail only	
TOMAIL	Indicator that this element was randomly selected to receive a mailer	
UNIQUEID	Unique login ID provided by Bernett. Not shared with client	
GENDER	<u>Indicator for gender (estimated)</u> GENDER=01 Male GENDER=02 Female	
HispanicSurname	Indicator this is a Hispanic household	
AsianSurname	Indicator this is an Asian household	
AGETARGET	<u>Indicator to target for likelihood of age grouping</u> AGETARGET=01 18 to 34 AGETARGET=02 35 to 64 AGETARGET=03 65 and older	
INCOMETARGET	Indicator that his may be a low income (<\$35k) household	
DWELLINGTYPE	<u>Indicator for single vs. multifamily households</u> DWELLINGTYPE=01 Single family home DWELLINGTYPE=02 Multi-family home	
AGE	Reference variable for estimated age of respondent	
INCOME	<u>Reference variable for estimated household income</u> A=\$1,000-\$14,999 B=\$15,000-\$24,999 C=\$25,000-\$34,999 D=\$35,000-\$49,999 E=\$50,000-\$74,999 F=\$75,000-\$99,999	G=\$100,000-\$124,999 H=125,000-\$149,999 I=\$150,000-\$174,999 J=175,000-\$199,999 K=\$200,000-\$249,999 L=\$250,000+ U=Unknown
"Census Variables" CENSUS_18_34 CENSUS_35_64 CENSUS_65 CENSUS_ASIAN CENSUS_MINORITY CENSUS_NON_ENGLISH CENSUS_LOW_INCOME CENSUS_MULTI	These variables indicate a high percent of residnets are of the indicated "type" in that census block (typically 60%+ of households in that census block). These can be used to target dialing if needed.	



*Use caution, small sample sizes for these subgroups

SCREENING QUESTIONS
[BASE: ALL]
[NEW SECTION FOR TIMING]

INTROTEL Hello. This is _____ with **Northwest Research Group**, calling on behalf of the City of Bellevue. We are conducting a survey to help the City improve services for your community and would like to include the opinions of your household.

The information will be used to help Bellevue plan for the future and improve City services to the community. Let me assure you that this is not a sales call. This study is being conducted for research purposes only, and everything you say will be kept strictly confidential. This call may be monitored and/or recorded for quality control purposes.

To ensure equal representation of all residents in the City, our system is designed to first ask for the male, female or youngest head of household. For this particular call, may I speak with the **[RANDOM SELECTION OF MALE / FEMALE/YOUNGEST] head** of household who is age 18 or older?

[IF NECESSARY: Your phone number has been randomly chosen for this study.]

[ONCE CORRECT PERSON IS ON THE LINE, REINTRODUCE AND CONTINUE]

INTROWEB **[DO NOT READ IF CONDUCTING ON THE PHONE]**

Thank you for agreeing to complete this important survey for the City of Bellevue. Your input will be used to improve City services to the community.

Your household is one of a small number of households randomly selected to participate in Bellevue’s annual Community Survey so your participation is vital to the success of this research. Your responses will help the City better meet residents’ needs and expectations, decide how to best use its resources, and set goals.

ASK ALL

PRESCR Do you live within the Bellevue city limits?

- 01 YES
- 02 NO **[SKIP TO THANK]**
- 999 DON'T KNOW/PREFER NOT TO ANSWER **[SKIP TO THANKS]**

SCR1 **PHONE SHOW:** To confirm, are you an adult head of your household and 18 years of age or older?

WEB SHOW: Are you an adult head of your household and 18 years of age or older?

- 01 YES
- 02 NO **[ASK TO SPEAK TO AN ADULT 18 OR OLDER.]**



*Use caution, small sample sizes for these subgroups

999 DON'T KNOW/PREFER NOT TO ANSWER **[SKIP TO THANK8]**

IF (PRESCR2A=999) SCREEN OUT

SCR 2 How many years have you lived in Bellevue?
[ALLOW FRACTIONAL ANSWERS]
[IF LESS THAN 6 MONTHS, ENTER "0"]
[IF 6 MONTHS TO 1 YEAR, ENTER "1"]
 _____ ENTER NUMBER OF YEARS LIVED IN BELLEVUE
 997 DO NOT LIVE IN BELLEVUE
 998 DON'T KNOW
 999 PREFER NOT TO ANSWER

IF (SCR2=997, 998, 999) SCREEN OUT

SCR3A Do you own or rent your residence?
 01 OWN
 02 RENT
 998 DON'T KNOW
 999 PREFER NOT TO ANSWER

SCR3B Do you live in a . . .
[READ LIST AND SELECT ONE ANSWER]
 01 Single-family detached house (AS NEEDED: A house detached from any other house)
 02 Single-family attached house (AS NEEDED: A house attached to one or more houses)
 05 Apartment or Condominium with Two to Four Units
 06 Apartment or Condominium with Five or More Units
 07 Mobile home
 888 OTHER [SPECIFY]
 998 DON'T KNOW
 999 REFUSED



*Use caution, small sample sizes for these subgroups

PROGRAMMER: CREATE VARIABLE, "DWELLING_TYPE" MONITOR FOR DISTRIBUTION IN PORTAL

VALUE LABELS FOR DWELLING_TYPE (LOGIC IN PARENTHESIS)

01 MULTI-FAMILY (Q2 = 02, 05, 06)

02 SINGLE FAMILY (Q2 = 01, 07)

- Q76 Just to make sure that our study is representative of the City of Bellevue, may I please have your age?
 ____ ENTER AGE [RANGE 18:99] **[IF UNDER 18 TERMINATE – THANK22]**
 998 DON'T KNOW
 999 PREFER NOT TO ANSWER

ASK Q76A IF Q76 = 998 OR 999

- Q76A Which of the following categories does your age fall into?
[READ OPTIONS]
 01 18-24
 02 25-34
 03 35-44
 04 45-54
 05 55-64
 06 65 or older
 998 DON'T KNOW
 999 PREFER NOT TO ANSWER

PROGRAMMER: CREATE VARIABLE, "AGE" MONITOR FOR DISTRIBUTION IN PORTAL

VALUE LABELS FOR AGE (LOGIC IN PARENTHESIS)

01 18 TO 34 [((Q76 GE 18) AND (Q76 LE 34)) OR (Q76A = 01, 02)]

02 35 TO 54 [((Q76 GE 35) AND (Q76 LE 54)) OR (Q76A = 03, 04)]

03 55 PLUS [((Q76 GE 55) AND (Q76 LE 98)) OR (Q76A = 05, 06)]

99 UNKNOWN [Q76A = 98, 99]

- Q80 **PHONE SHOW: [RECORD RESPONDENT'S GENDER] [IF NEEDED ASK "Are you male or female?"]**

WEB SHOW: Are you . . .

- 1 MALE
- 2 FEMALE

HISPAR Are you Spanish, Hispanic, or Latino?

[IF NECESSARY: “Are you, or were your ancestors Mexican, Puerto Rican, Cuban, Central or South American, or from Spain?”]

- 01 YES
- 02 NO
- 998 DON’T KNOW
- 999 PREFER NOT TO ANSWER

RACE **PHONE SHOW:** I am going to read a list of race categories. Please choose one or more races you consider yourself to be.

IF RESPONDENT SAYS “HISPANIC” PROBE: “In addition to Hispanic, what other race categories do you consider yourself to be?”]

WEB SHOW: Please choose one or more races you consider yourself to be.

- 01 White
- 02 Black or African American
- 03 American Indian or Alaskan Native
- 04 Asian or Pacific Islander
- 06 **[DO NOT READ]** Hispanic
- 888 **[DO NOT READ]** OTHER (SPECIFY)
- 998 DON’T KNOW
- 999 PREFER NOT TO ANSWER

SCR_INC Is your total household income above or below \$50,000?

- 01 Above
- 02 Below
- 999 PREFER NOT TO ANSWER

KEY PERFORMANCE RATING QUESTIONS
[BASE: ALL]
[NEW SECTION FOR TIMING]

PROGRAMMERS NOTE: DISPLAY QUESTIONS Q1A THROUGH ORC5 ONE-AT-A-TIME ON THEIR OWN SCREEN

Q1A **PHONE SHOW:** Using a scale from 0 to 10 where “0” means “very poor” and “10” means “excellent”, how would you describe the City of Bellevue as a place to live?

WEB SHOW: Overall, how would you describe the City of Bellevue as a **place to live**?

Very Poor											Excellent
0	1	2	3	4	5	6	7	8	9	10	

998 DON'T KNOW

999 PREFER NOT TO ANSWER

QA1HN. Using a **one or two word phrase**, what are Bellevue’s two best attributes?

SMALL OPEN END

PROGRAMMERS NOTE – NEW SECTION FOR TIMING BEGINNING AT ORC1

NWRG1 **PHONE SHOW:** Using a scale from 0 to 10 where “0” means the quality of life in Bellevue “does not meet your expectations at all” and “10” means the quality of life “greatly exceeds your expectations”, how would you rate the overall quality of life in Bellevue?

DK/PREFER NOT TO ANSWER – PROBE FOR ANSWER BEFORE USING THIS OPTION -PLEASE USE YOUR BEST ESTIMATE THERE ARE NO RIGHT OR WRONG ANSWERS

WEB SHOW: How would you rate the overall quality of life in Bellevue?

Does Not Meet Expectations at All											Greatly Exceeds Expectations
0	1	2	3	4	5	6	7	8	9	10	

998 DON'T KNOW

999 PREFER NOT TO ANSWER

NWRG2 **PHONE SHOW:** Using the same expectations scale, how would you rate the overall quality of services provided by the City of Bellevue?

DK/PREFER NOT TO ANSWER – PROBE FOR ANSWER BEFORE USING THIS OPTION -PLEASE USE YOUR BEST ESTIMATE THERE ARE NO RIGHT OR WRONG ANSWERS

WEB SHOW: How would you rate the overall **quality of services** provided by the City of Bellevue?



*Use caution, small sample sizes for these subgroups

Does Not Meet Expectations at All										Greatly Exceeds Expectations
0	1	2	3	4	5	6	7	8	9	10

998 DON'T KNOW
 999 PREFER NOT TO ANSWER

NWRG3

Compared with other cities and towns, how would you rate Bellevue as a place to live?

DK/PREFER NOT TO ANSWER – PROBE FOR ANSWER BEFORE USING THIS OPTION -PLEASE USE YOUR BEST ESTIMATE THERE ARE NO RIGHT OR WRONG ANSWERS

MUCH WORSE THAN OTHER CITIES AND TOWNS										SIGNIFICANTLY BETTER THAN OTHER CITIES AND TOWNS
0	1	2	3	4	5	6	7	8	9	10

998 DON'T KNOW / NOT FAMILIAR WITH OTHER CITIES AND TOWNS
 999 PREFER NOT TO ANSWER

NWRG4

PHONE SHOW: Using a scale from “0” to “10” where “0” means “Strongly headed in the wrong direction” and 10 means “Strongly headed in the right direction”, overall, would you say that Bellevue is headed in the right or wrong direction?

DK/PREFER NOT TO ANSWER – PROBE FOR ANSWER BEFORE USING THIS OPTION -PLEASE USE YOUR BEST ESTIMATE THERE ARE NO RIGHT OR WRONG ANSWERS

WEB SHOW: Overall, would you say that **Bellevue** is headed in the right or wrong direction?

STRONGLY HEADED IN THE WRONG DIRECTION										STRONGLY HEADED IN RIGHT DIRECTION
0	1	2	3	4	5	6	7	8	9	10

998 DON'T KNOW
 999 PREFER NOT TO ANSWER



*Use caution, small sample sizes for these subgroups

PROGRAMMING NOTE FOR Q6:
IF NWRG4 < 5 DISPLAY “think Bellevue is headed in the wrong direction”
IF NWRG4 = 05, 06 DISPLAY “feel this way”
IF NWRG4 > 06 AND < 98 DISPLAY “think Bellevue is headed in the right direction”
IF NWRG4 = 98, 99 SKIP TO ORC5

Q6. Using a **one or two word phrase**, what are the reasons why you **[INSERT TEXT FROM LOGIC ABOVE]**?

SMALL OPEN END

NWRG5 PHONE SHOW: Thinking about services and facilities in Bellevue, do you feel you are getting your money’s worth for your tax dollar or not? Please use a scale from 0 to 10 where “0” means “definitely not getting your money’s worth” and “10” means “definitely getting your money’s worth.”

DK/PREFER NOT TO ANSWER – PROBE FOR ANSWER BEFORE USING THIS OPTION -PLEASE USE YOUR BEST ESTIMATE THERE ARE NO RIGHT OR WRONG ANSWERS

WEB SHOW: Thinking about services and facilities in Bellevue, do you feel you are getting your money’s worth for your tax dollar or not?

DEFINITELY NOT GETTING MY MONEY’S WORTH											DEFINITELY GETTING MY MONEY’S WORTH
0	1	2	3	4	5	6	7	8	9	10	

998 DON'T KNOW

999 PREFER NOT TO ANSWER



*Use caution, small sample sizes for these subgroups

KEY COMMUNITY INDICATORS
[BASE: ALL]
[NEW SECTION FOR TIMING]

PROGRAMMING NOTE:
SPLIT PHONE RESPONDENTS INTO 4 EQUAL GROUPS (LABELED 1-4)
SPLIT WEB RESPONDENTS INTO THREE EQUAL GROUPS (LABELED 5-7)

ASK KCI THROUGH KCI21
IF (SAMPLETYPE = PHONE AND GROUP = 1) OR IF (SAMPLETYPE = WEB AND GROUP = 05, 06)
RANDOMIZE ORDER

KCI **PHONE SHOW:** Using a scale from 0 to 10 where “0” means “strongly disagree” and “10” means “strongly agree”, please tell me the extent to which you agree or disagree with each of the following statements about the City of Bellevue. . .

DK/PREFER NOT TO ANSWER – PROBE FOR ANSWER BEFORE USING THIS OPTION -PLEASE USE YOUR BEST ESTIMATE THERE ARE NO RIGHT OR WRONG ANSWERS

WEB SHOW: To what extent do you agree or disagree with each of the following statements about the City of Bellevue?

- KCI1 Is doing a good job planning for growth in ways that add value to your quality of life.
- KCI2 Is doing a good job helping to create a competitive business environment that supports entrepreneurs and creates jobs.
- KCI9 Fosters and supports a diverse community where all residents have the opportunity to live well, work and play.
- KCI10 Is a visionary community in which creativity is fostered.
- KCI18A Is doing a good job of looking ahead to meet **regional** challenges.
- KCI18B Is doing a good job of looking ahead to meet **local** challenges.
- KCI21 Is a good place to raise children

MUCH WORSE THAN OTHER CITIES											SIGNIFICANTLY BETTER THAN OTHER CITIES
0	1	2	3	4	5	6	7	8	9	10	

998 DON'T KNOW
 999 PREFER NOT TO ANSWER



*Use caution, small sample sizes for these subgroups

NEIGHBORHOODS
[BASE: ALL]
[NEW SECTION FOR TIMING]

Q5A **PHONE SHOW:** Using a scale from 0 to 10 where “0” means “very poor” and “10” means excellent”, how would you describe your neighborhood as a place to live?

DK/PREFER NOT TO ANSWER – PROBE FOR ANSWER BEFORE USING THIS OPTION -PLEASE USE YOUR BEST ESTIMATE THERE ARE NO RIGHT OR WRONG ANSWERS

WEB SHOW: How would you describe your neighborhood as a place to live?

VERY POOR											EXCELLENT
0	1	2	3	4	5	6	7	8	9	10	

998 DON'T KNOW
 999 PREFER NOT TO ANSWER

Q5B **PHONE SHOW:** Some neighborhoods have what is called a “sense of community”. People know their neighbors, may form Block Watches or have block parties, and truly think of the others in the same area as “neighbors.” Using a scale from 0 to 10 where “0” means “no sense of community at all” and “10” means “strong sense of community”, how would you rate your neighborhood?

DK/PREFER NOT TO ANSWER – PROBE FOR ANSWER BEFORE USING THIS OPTION -PLEASE USE YOUR BEST ESTIMATE THERE ARE NO RIGHT OR WRONG ANSWERS

WEB SHOW: Some neighborhoods have what is called a “sense of community”. People know their neighbors, may form Block Watches or have block parties, and truly think of the others in the same area as “neighbors.” How would you rate your neighborhood?

NO SENSE OF COMMUNITY AT ALL											STRONG SENSE OF COMMUNITY
0	1	2	3	4	5	6	7	8	9	10	

998 DON'T KNOW
 999 PREFER NOT TO ANSWER

PROGRAMMING NOTE: NEW SECTION FOR TIMING
ASK KCI THROUGH KCI15
IF (SAMPLETYPE = PHONE AND GROUP = 3) OR IF (SAMPLETYPE = WEB AND GROUP = 06, 07))
RANDOMIZE ORDER

KCI **PHONE SHOW:** Using a scale from 0 to 10 where “0” means “strongly disagree” and “10” means “strongly agree”, please tell me the extent to which you agree or disagree with each of the following statements about the City of Bellevue. . .



*Use caution, small sample sizes for these subgroups

DK/PREFER NOT TO ANSWER – PROBE FOR ANSWER BEFORE USING THIS OPTION -PLEASE USE YOUR BEST ESTIMATE THERE ARE NO RIGHT OR WRONG ANSWERS

WEB SHOW: To what extent do you agree or disagree with each of the following statements about the City of Bellevue?

- KCI13A Bellevue has attractive and well-maintained neighborhoods.
- KCI13B Bellevue neighborhoods are safe.
- KCI14 I live in a neighborhood that supports families, particularly those with children.
- KCI15 I live in a neighborhood that provides convenient access to my day-to-day activities

STRONGLY DISAGREE										STRONGLY AGREE
0	1	2	3	4	5	6	7	8	9	10

- 998 DON'T KNOW
- 999 PREFER NOT TO ANSWER

PARKS
[BASE: ALL]
[NEW SECTION FOR TIMING]

PARKS Next, we'd like to ask you some questions about Parks and Recreation programs and facilities operated by the City of Bellevue. In the past 12 months, have you or anyone in your household . . .

ASK Q6A_P AND Q6B_P ONLY OF PHONE RESPONDENTS.
NOTE PHONE AND WEB HAVE DIFFERENT RESPONSE OPTIONS.

Q6A_P Visited a Bellevue park or park facility?
[IF NECESSARY: "These include trails, nature parks, beach parks, neighborhood parks, golf courses, playgrounds and sports fields."]

Q6B_P Participated in a Bellevue recreation program?
[IF NECESSARY: "This includes recreation activities such as senior and teen activities, day camps, swimming and tennis.]
[INTERVIEWER INSTRUCTIONS: IF RESPONDENT SAYS "YES" PLEASE PROBE: "Did you personally, or was it a family member"]

- 01 Yes – Respondent personally has
- 02 Yes – Family member has
- 03 Yes – Respondent and family member has
- 04 No – No one in the household has
- 998 DON'T KNOW
- 999 PREFER NOT TO ANSWER



*Use caution, small sample sizes for these subgroups

ASK Q6A_W AND Q6B_W ONLY OF WEB RESPONDENTS

Q6A_W Visited a Bellevue park or park facility?
 These include trails, nature parks, beach parks, neighborhood parks, golf courses, playgrounds and sports fields.

Q6B_W Participated in a Bellevue recreation program?
 This includes recreation activities such as senior and teen activities, day camps, swimming and tennis.

- 01 I have personally
- 02 I have not, but a family member has
- 03 Both I and family members have
- 04 No one in the household has
- 998 DON'T KNOW
- 999 PREFER NOT TO ANSWER

Q9E **PHONE SHOW:** Using a scale from 0 to 10 where “0” means “very dissatisfied” and “10” means “very satisfied”, overall, how satisfied are you with parks and recreation in Bellevue?

WEB SHOW: Overall, how satisfied are you with parks and recreation in Bellevue?

VERY DISSATISFIED											VERY SATISFIED
0	1	2	3	4	5	6	7	8	9	10	

- 998 DON'T KNOW
- 999 PREFER NOT TO ANSWER



*Use caution, small sample sizes for these subgroups

ASK Q82 THROUGH Q81C

IF (SAMPLETYPE = PHONE AND GROUP = 2) OR IF (SAMPLETYPE = WEB AND GROUP = 05, 06))

RANDOMIZE ORDER

Q82 **PHONE SHOW:** Using a scale from 0 to 10 where “0” means “does not meet my expectations at all” and “10” means “greatly exceeds my expectations”, based on what you have experienced, seen, or heard, please rate the quality of Bellevue’s . .

DK/PREFER NOT TO ANSWER – PROBE FOR ANSWER BEFORE USING THIS OPTION -PLEASE USE YOUR BEST ESTIMATE THERE ARE NO RIGHT OR WRONG ANSWERS

WEB SHOW: Based on what you have experienced, seen, or heard, please rate the quality of parks and recreation facilities in Bellevue.

Q82A Neighborhood parks

Q82B Citywide parks

Q82C Recreation centers and classes

Q82D Sports fields

DOES NOT MEET MY EXPECTATIONS AT ALL										GREATLY EXCEEDS MY EXPECTATIONS
0	1	2	3	4	5	6	7	8	9	10

998 DON'T KNOW

999 PREFER NOT TO ANSWER

Q8 **PHONE SHOW:** Using a scale from 0 to 10 where “0” means “very poor” and “10” means “excellent”, please rate Bellevue’s parks and recreation activities in terms of . . .

WEB SHOW: How do you rate Bellevue’s parks and recreation activities on each of the following?

RANDOMIZE ORDER SHOWN FOR Q8A THROUGH Q8D

Q8A Number of parks

Q8B Range and variety of recreation activities

Q8C Appearance

Q8D Safety

VERY POOR										EXCELLENT
0	1	2	3	4	5	6	7	8	9	10

998 DON'T KNOW

999 PREFER NOT TO ANSWER



*Use caution, small sample sizes for these subgroups

**ASK KCI THROUGH KC15
IF (SAMPLETYPE = PHONE AND GROUP = 3) OR IF (SAMPLETYPE = WEB AND GROUP = 06, 07))
RANDOMIZE ORDER**

KCI **PHONE SHOW:** Using a scale from 0 to 10 where “0” means “strongly disagree” and “10” means “strongly agree”, please tell me the extent you agree or disagree with each of the following statements about the City of Bellevue. . .

DK/PREFER NOT TO ANSWER – PROBE FOR ANSWER BEFORE USING THIS OPTION -PLEASE USE YOUR BEST ESTIMATE THERE ARE NO RIGHT OR WRONG ANSWERS

WEB SHOW: To what extent do you agree or disagree with each of the following statements about the City of Bellevue

- KCI12 Can rightly be called a “City in a park.”
- KCI3 Offers me and my family opportunities to experience nature where we live, work, and play.
- KCI4 Is doing a good job of maintaining and enhancing a healthy natural environment for current and future generations.
- KCI5 Provides an environment that supports my personal health and well-being
- KCI5A Provides water, sewer, and waste water services and infrastructure that reliably ensures public health
- KCI5B Provides water, sewer, and waste water services and infrastructure that protects the environment

STRONGLY DISAGREE											STRONGLY AGREE
0	1	2	3	4	5	6	7	8	9	10	

998 DON'T KNOW
999 PREFER NOT TO ANSWER



*Use caution, small sample sizes for these subgroups

UTILITIES
[BASE: ALL]
[NEW SECTION FOR TIMING]

INT3 **PHONE SHOW:** The next series of questions deals with the City’s Utilities Department which provides water, sewer and drainage services for most City locations. The City also contracts with Republic Services to provide garbage collection for City residences and businesses. Utilities handled by the City do not include such things as gas, electricity, internet service and telephone service, which are provided by private companies.

Using a scale from 0 to 10 where “0” means “very poor” and “10” means “excellent,” please tell me how well Bellevue is doing on each of the following items. . .

WEB SHOW: The next series of questions deals with the City’s Utilities Department which provides water, sewer and drainage services for most City locations. The City also contracts with Republic Services to provide garbage collection for City residences and businesses. Utilities handled by the City do not include such things as gas, electricity, internet service and telephone service, which are provided by private companies.

How good a job is Bellevue doing on each of the items listed below?

RANDOMIZE ORDER: ALWAYS SHOW Q15 LAST

- Q10 Providing water that is safe and healthy to drink.
- Q11 Maintaining an adequate and uninterrupted supply of water.
- Q12 Providing reliable, uninterrupted sewer service.
- Q13 Providing effective drainage programs, including flood control.
- Q14 Protecting and restoring Bellevue’s streams, lakes and wetlands.
- Q15 Now, thinking about your garbage, recycling, and yard waste collection services. These services are provided by Republic Services, an independent contractor hired by the City of Bellevue. Over the past year, how would you rate the performance Republic Services has done in providing reliable recycling, yard waste and garbage collection services?

VERY POOR										EXCELLENT
0	1	2	3	4	5	6	7	8	9	10

998 DON’T KNOW
 999 PREFER NOT TO ANSWER



*Use caution, small sample sizes for these subgroups

Q16 **PHONE SHOW:** Using a scale from 0 to 10 where “0” means “very dissatisfied” and “10” means “very satisfied”, overall, how satisfied are you as a customer of the Bellevue Utilities Department?

WEB SHOW: Overall, how satisfied are you as a customer of the Bellevue Utilities Department?

VERY DISSATISFIED										VERY SATISFIED
0	1	2	3	4	5	6	7	8	9	10

998 DON'T KNOW

999 PREFER NOT TO ANSWER

Q18 **PHONE SHOW:** Thinking about Bellevue utility services as a whole and using a scale from 0 to 10 where “0” means “a very poor value” and “10” means “an excellent value”, what value do you feel you receive for your money?

WEB SHOW: Taking Bellevue utility services as a whole, what value do you feel you receive for your money?

VERY POOR VALUE										EXCELLENT VALUE
0	1	2	3	4	5	6	7	8	9	10

998 DON'T KNOW

999 PREFER NOT TO ANSWER

PCD – CODE ENFORCEMENT
[BASE: ALL]
[NEW SECTION FOR TIMING]

Q26 **PHONE SHOW:** The next question is about planning and code enforcement. To what extent are graffiti, abandoned automobiles and shopping carts, junk and weed lots, and dilapidated houses or buildings currently a problem in your neighborhood? Would you say they are...

[IF NECESSARY: “A weed lot is an area of dirt or grass full of weeds.”]

WEB SHOW: To what extent are graffiti, abandoned automobiles and shopping carts, junk and weed lots, and dilapidated houses or buildings currently a problem in your neighborhood?

A weed lot is an area of dirt of grass full of weeds.

ROTATE ORDER OF RESPONSE CATEGORIES AS 01 TO 04 AND 04 TO 01

- 01 Not a problem at all
- 02 Only a small problem
- 03 Somewhat of a problem
- 04 A big problem
- 98 DON'T KNOW
- 99 PREFER NOT TO ANSWER

ASK Q26A IF (Q26 = 02, 03, 04)

Q26A Which of the following items are specific problems in your neighborhood?

[READ LIST AND CHECK ALL THAT APPLY]

[IF NECESSARY: “A wee lot is an area of dirt or grass full of weeds.”]

- 01 Weed lots
- 02 Junk lots
- 03 Graffiti
- 04 Abandoned automobiles
- 05 Abandoned shopping carts
- 06 Dilapidated houses or buildings
- 07 Something else [PLEASE DESCRIBE]
- 998 DON'T KNOW
- 999 PREFER NOT TO ANSWER



*Use caution, small sample sizes for these subgroups

TRANSPORTATION
[BASE: ALL]
[NEW SECTION FOR TIMING]

ASK Q29, Q30, Q31, Q31A
IF (SAMPLETYPE = PHONE AND GROUP = 4) OR IF (SAMPLETYPE = WEB AND GROUP = 05, 07))
RANDOMIZE ORDER

Q29 **PHONE SHOW:** The next series of questions relates to the maintenance of Bellevue’s sidewalks and roads.
 Using a scale from 0 to 10 where “0” means “very dissatisfied” and “10” means “very satisfied”, how satisfied are you with the City’s maintenance of its sidewalks and walkways?

WEB SHOW: The next series of questions relates to the maintenance of Bellevue’s sidewalks and roads.
 How satisfied are you with the City’s maintenance of its sidewalks and walkways?

VERY DISSATISFIED										VERY SATISFIED
0	1	2	3	4	5	6	7	8	9	10

998 DON’T KNOW
 999 PREFER NOT TO ANSWER

Q30 **PHONE SHOW:** How would you rate the condition of streets and roads in your neighborhood? Would you say they are in . . . ?
WEB SHOW: How would you rate the condition of streets and roads in your neighborhood?

ROTATE ORDER OF RESPONSE CATEGORIES AS 01 TO 03 AND 03 TO 01

- 01 Good condition all over
- 02 Mostly good, but a few bad spots here and there
- 03 Many bad spots
- 998 DON’T KNOW
- 999 PREFER NOT TO ANSWER



*Use caution, small sample sizes for these subgroups

Q31A **PHONE SHOW:** Using a scale from 0 to 10 where “0” means “does not meet my expectations at all” and “10” means “greatly exceeds my expectations”, how would you rate the cleanliness of streets in Bellevue?

WEB SHOW: How would you rate the cleanliness of streets in Bellevue?

DOES NOT MEET MY EXPECTATIONS AT ALL										GREATLY EXCEEDS MY EXPECTATIONS
0	1	2	3	4	5	6	7	8	9	10

998 DON'T KNOW

999 PREFER NOT TO ANSWER

Q31 **PHONE SHOW:** Using a scale from 0 to 10 where “0” means “does not meet my expectations at all” and “10” means “greatly exceeds my expectations”, how would you rate street sweeping in your neighborhood?

This would include the frequency, quality, and availability of street sweeping.

WEB SHOW: How would you rate street sweeping in your neighborhood?

This would include the frequency, quality, and availability of street sweeping.

DOES NOT MEET MY EXPECTATIONS AT ALL										GREATLY EXCEEDS MY EXPECTATIONS
0	1	2	3	4	5	6	7	8	9	10

998 DON'T KNOW

999 PREFER NOT TO ANSWER

**ASK KCI THROUGH KCIB
IF (SAMPLETYPE = PHONE AND GROUP = 01, 03) OR IF (SAMPLETYPE = WEB AND GROUP = 05, 06)
RANDOMIZE ORDER**

KCI **PHONE SHOW:** Using a scale from 0 to 10 where “0” means “strongly disagree” and “10” means “strongly agree”, please tell me the extent you agree or disagree with each of the following statements about Bellevue. . .

DK/PREFER NOT TO ANSWER – PROBE FOR ANSWER BEFORE USING THIS OPTION -PLEASE USE YOUR BEST ESTIMATE THERE ARE NO RIGHT OR WRONG ANSWERS

WEB SHOW: To what extent do you agree or disagree with each of the following statements about Bellevue



*Use caution, small sample sizes for these subgroups

- KCI6 Provides a safe transportation system for all users.
- KCI7 Allows for travel within the City of Bellevue in a reasonable and predictable amount of time
- KCI8 Is doing a good job of planning for and implementing a range of transportation options.

[IF NECESSARY SAY: “Such as bikeways, walkways, streets and helping transit agencies.”]

[WEB – KCI8 DISPLAY HOVER TEXT “Such as bikeways, walkways, streets and helping transit agencies.”]

STRONGLY DISAGREE											STRONGLY AGREE
0	1	2	3	4	5	6	7	8	9	10	

998 DON'T KNOW

999 PREFER NOT TO ANSWER

ASK Q83 THROUGH Q83D

IF (SAMPLETYPE = PHONE AND GROUP = 03) OR IF (SAMPLETYPE = WEB AND GROUP = 05, 06)

RANDOMIZE ORDER

Q83 PHONE SHOW: Using a scale from 0 to 10 where “0” means “much worse than other cities” and “10” means “significantly better than other cities”, from what you have experienced, seen, or heard, please rate Bellevue on each of the following...

DK/PREFER NOT TO ANSWER – PROBE FOR ANSWER BEFORE USING THIS OPTION -PLEASE USE YOUR BEST ESTIMATE THERE ARE NO RIGHT OR WRONG ANSWERS

WEB SHOW: From what you have experienced, seen, or heard, how would you rate Bellevue on each of the following statements?

- Q83A It is easy to get around by car
- Q83B Public transportation is available from where I live to where I need to go
- Q83C It is easy to walk to many different places in Bellevue
- Q83D It is easy to bicycle to many different places in Bellevue

MUCH WORSE THAN OTHER CITIES											SIGNIFICANTLY BETTER THAN OTHER CITIES
0	1	2	3	4	5	6	7	8	9	10	

998 DON'T KNOW

999 PREFER NOT TO ANSWER



*Use caution, small sample sizes for these subgroups

**INFORMATION TECHNOLOGY – COMPUTER AND
INTERNET**
[BASE: ALL]
[NEW SECTION FOR TIMING]

Q46 PHONE SHOW

Are you aware of the City of Bellevue’s web site – bellevuewa.gov (pronounced “Bellevue-wah”) or cityofbellevue.org?

- 01 YES
- 02 NO
- 998 DON'T KNOW
- 999 PREFER NOT TO ANSWER

WEB SHOW

Are you aware of the City of Bellevue’s web site – www.bellevuewa.gov or www.cityofbellevue.org?

- 01 YES
- 02 NO
- 998 DON'T KNOW
- 999 PREFER NOT TO ANSWER

ASK Q47 IF (Q46 = 01)

Q47 Have you used the web site in the past 12 months?

- 01 YES
- 02 NO
- 998 DON'T KNOW
- 999 PREFER NOT TO ANSWER

ASK Q48N IF (Q47 = 01)
RANDOMIZE RESPONSE OPTIONS 1 AND 2

Q48N What was the purpose of your visit?

[READ LIST AND CHECK ALL THAT APPLY]

- 01 Information
- 02 To make payments
- 03 Some other transaction (specify)
- 998 DON'T KNOW
- 999 PREFER NOT TO ANSWER



*Use caution, small sample sizes for these subgroups

ASK Q48B IF (Q48N = 01)

Q48B What information were you looking for?
OPEN ENDED RESPONSE

ASK Q48 IF (Q47 = 01)

Q48 **PHONE SHOW:** Using a scale from 0 to 10 where “0” means “very dissatisfied” and “10” means “very satisfied”, how satisfied are you with the City of Bellevue’s web site?

WEB SHOW: How satisfied are you with the City of Bellevue’s web site?

VERY DISSATISFIED										VERY SATISFIED
0	1	2	3	4	5	6	7	8	9	10

998 DON'T KNOW
 999 PREFER NOT TO ANSWER

PUBLIC SAFETY
[BASE: ALL]
[NEW SECTION FOR TIMING]

ASK Q59

IF (SAMPLETYPE = PHONE AND GROUP = 02) OR IF (SAMPLETYPE = WEB AND GROUP = 05, 06))

- Q59 Does your home have one or more working smoke detectors?
- 01 YES
 - 02 NO
 - 998 DON'T KNOW
 - 999 PREFER NOT TO ANSWER

ASK Q61N

IF (SAMPLETYPE = PHONE AND GROUP = 01, 02) OR IF (SAMPLETYPE = WEB AND GROUP = 05, 06))

- Q61N During a disaster such as an earthquake, snowstorm, or extended power outage, you might be asked to stay at home for an extended period of time. For how many days would your current supply of food, water, medications and other necessary items last?
- _____ DAYS **[WHOLE NUMBERS ONLY. RANGE: 0 TO 10,000]**
- 998 DON'T KNOW
 - 999 PREFER NOT TO ANSWER
- Q62 **PHONE SHOW:** Using a scale from 0 to 10 where “0” means “very unsafe” and “10” means “very safe”, how do you feel when walking alone. . .

WEB SHOW: How safe or unsafe do you feel in each of the following situations when walking alone in Bellevue?



GROUP Q62A AND Q62B. ALSO GROUPS Q62C AND Q62D.

ROTATE THE ORDER THAT THE GROUPS ARE SHOWN (E.G. SOMETIMES Q62A AND Q62B ARE SHOWN FIRST. SOMETIMES Q62C AND Q62D ARE SHOWN FIRST).

- Q62A In your neighborhood **In General.**
- Q62B In your neighborhood **After Dark.**
- Q62C In downtown Bellevue **During the Day.**
- Q62D In downtown Bellevue **After Dark**

VERY UNSAFE											VERY SAFE
0	1	2	3	4	5	6	7	8	9	10	

- 998 DON'T KNOW
- 999 PREFER NOT TO ANSWER

NEW SECTION FOR TIMING BEGINNING AT Q66A

- Q66A During the past 12 months, were you or anyone in your household the victim of any crime in Bellevue?
- 01 YES
- 02 NO
- 998 DON'T KNOW
- 999 PREFER NOT TO ANSWER

ASK Q66B IF Q66A = 01

- Q66B Did you, or a member of your household report the crime(s) to the police?
- 01 YES
- 02 NO
- 998 DON'T KNOW
- 999 PREFER NOT TO ANSWER

ASK Q67 IF (Q66A = 02) OR (Q66B = 02)

- Q67 Have you had any contact with Bellevue's police during the past 12 months?
- 01 YES
- 02 NO
- 998 DON'T KNOW
- 999 PREFER NOT TO ANSWER



*Use caution, small sample sizes for these subgroups

ASK Q67A IF Q67 = 01

Q67A

What was the nature of that contact?

DO NOT READ LIST

DISPLAY LIST FOR WEB SURVEY

- 01 REPORTED A CRIME TO POLICE
- 02 ROUTINE TRAFFIC STOP
- 03 TRAFFIC ACCIDENT
- 04 ASKED FOR INFORMATION OR ADVICE
- 05 PARTICIPATED IN A COMMUNITY ACTIVITY WITH POLICE
- 06 CALLS RELATING TO DOMESTIC VIOLENCE
- 08 ARRESTED OR SUSPECTED OF A CRIME
- 09 WITNESSED A CRIME
- 10 VICTIM OF A CRIME
- 11 NOISE COMPLAINT
- 888 OTHER TYPE OF CONTACT [PLEASE DESCRIBE] _____
- 998 DON'T KNOW
- 999 PREFER NOT TO ANSWER

ASK Q66 IF (Q66B = 01) OR (Q67 = 01)

Q68

PHONE SHOW: How would you rate the handling of the contact by police? Would you say . . .

WEB SHOW: How would you rate the handling of the contact by police?

- 01 Excellent
- 02 Good
- 03 Fair
- 04 Poor
- 998 DON'T KNOW
- 999 PREFER NOT TO ANSWER

Q69 What do you believe is the **single most** serious police-related problem in your neighborhood?

RANDOMIZE OPTIONS 1-07

- 01 Property crime / burglaries
- 02 Juvenile crime
- 03 Drug-related crime
- 04 Gang-related crime
- 05 Vandalism
- 06 Code enforcement
- 07 Domestic violence
- 09 **[DO NOT READ]** MAIL THEFT
- 10 **[DO NOT READ]** SPEEDING
- 11 **[DO NOT READ]** CAR THEFT/CAR TROUBLE/CAR NOISES
- 888 **[DO NOT READ]** Something else – please describe
- 997 **[DO NOT READ]** NONE
- 998 DON'T KNOW
- 999 PREFER NOT TO ANSWER

ASK Q69A IF (Q69 < 97)

Q69A Do you feel that way because. . .

[SELECT ALL THAT APPLY]

RANDOMIZE OPTIONS 1-3

- 01 You have personally seen or experienced it
- 02 You know someone who has experienced it
- 03 You have heard about incidences on the news or in the newspaper
- 888 **[ONLY READ IF "NO" FOR ALL 3]** For some other reason: (SPECIFY)
- 998 DON'T KNOW
- 999 PREFER NOT TO ANSWER

Q70 **PHONE SHOW:** Using a scale from 0 to 10 where “0” means “very poor” and “10” means “excellent”, how would you rate each of the following?

WEB SHOW: How would you rate each of the following?

Q70A The quality of Emergency Medical Services (EMS)

Q70B The quality of fire services

Very Poor										Excellent
0	1	2	3	4	5	6	7	8	9	10

998 DON'T KNOW

999 PREFER NOT TO ANSWER

Q71 **PHONE SHOW:** Using a scale from 0 to 10 where “0” means “not at all confident” and “10” means “very confident”, how confident are you in the ability of the Bellevue fire department to respond to emergencies?

WEB SHOW: How confident are you in the ability of the Bellevue fire department to respond to emergencies?

NOT AT ALL CONFIDENT										VERY CONFIDENT
0	1	2	3	4	5	6	7	8	9	10

998 DON'T KNOW

999 PREFER NOT TO ANSWER

**ASK KCI – KCI20B
IF (SAMPLETYPE = PHONE AND GROUP = 01, 04) OR IF (SAMPLETYPE = WEB AND GROUP = 06, 07))**

KCI **PHONE SHOW:** Using a scale from 0 to 10 where “0” means “strongly disagree” and “10” means “strongly agree”, please tell me the extent you agree or disagree with each of the following statements about the City of Bellevue.

DK/PREFER NOT TO ANSWER – PROBE FOR ANSWER BEFORE USING THIS OPTION -PLEASE USE YOUR BEST ESTIMATE THERE ARE NO RIGHT OR WRONG ANSWERS

WEB SHOW: To what extent do you agree or disagree with each of the following statements about the City of Bellevue?

KCI19 Is a safe community in which to live, learn, work, and play.

KCI20A Plans appropriately to respond to major emergencies.

[IF NECESSARY SAY: “Such as wind storms and earthquakes.”]

[WEB – KCI20A DISPLAY HOVER TEXT ““Such as wind storms and earthquakes.””]

KCI20B Is well prepared to respond to routine emergencies.

[IF NECESSARY SAY: “Such as fires, calls for police and emergency medical.”]

[WEB – KCI20B DISPLAY HOVER TEXT ““Such as fires, calls for police and emergency medical.””]

STRONGLY DISAGREE											STRONGLY AGREE
0	1	2	3	4	5	6	7	8	9	10	

998 DON'T KNOW

999 PREFER NOT TO ANSWER



*Use caution, small sample sizes for these subgroups

COMMUNICATIONS AND CIVIC INVOLVEMENT

[BASE: ALL]

[NEW SECTION FOR TIMING]

- INTERACTN During the past 12 months, did you contact the City of Bellevue with a question or a problem?
- 01 YES
 - 02 NO
 - 998 DON'T KNOW
 - 999 PREFER NOT TO ANSWER

ASK INTERACT1N IF INTERACTN = 01

- INTERACT1N Was that contact . . .

READ LIST: SELECT ALL THAT APPLY

RANDOMIZE RESPONSE OPTIONS 01 – 04

- 01 By e-mail
- 02 By phone
- 03 In person
- 04 Using social media
- 05 Other (specify)
- 998 DON'T KNOW
- 999 PREFER NOT TO ANSWER



ASK QOS2 IF INTERACTN = 01

QOS2 PHONE SHOW: Using a scale from 0 to 10 where “0” means “not at all” and “10” means “in every way possible”, please specify the extent to which each of the following describes Bellevue’s local government employees....

WEB SHOW: Please specify the extent to which each of the following describes Bellevue’s local government employees....

RANDOMIZE A THROUGH D

- A Respond Promptly to my concerns
- B Courteous and Helpful
- C Provide accurate answers the first time asked
- D Easy to reach the right person

NOT AT ALL										IN EVERY POSSIBLE WAY
0	1	2	3	4	5	6	7	8	9	10

- 998 DON'T KNOW
- 999 PREFER NOT TO ANSWER

ASK QOS2E IF INTERACTN = 01

QOS2E PHONE SHOW: Overall, how satisfied are you with your contact with City of Bellevue employees? Would that be . . .

WEB SHOW: Overall, how satisfied are you with your contact with City of Bellevue employees?

- 04 Very satisfied
- 03 Somewhat satisfied
- 02 Not very satisfied, or
- 01 Not at all satisfied
- 998 DON'T KNOW
- 999 PREFER NOT TO ANSWER



*Use caution, small sample sizes for these subgroups

KCI **PHONE SHOW:** Using a scale from 0 to 10 where “0” means “strongly disagree” and “10” means “strongly agree”, please tell me the extent you agree or disagree that the City of Bellevue.

DK/PREFER NOT TO ANSWER – PROBE FOR ANSWER BEFORE USING THIS OPTION -PLEASE USE YOUR BEST ESTIMATE THERE ARE NO RIGHT OR WRONG ANSWERS

WEB SHOW: To what extent do you agree or disagree with each of the following statements about the City of Bellevue?

RANDOMIZE ORDER OF KC11A – KC16B

- KCI11A Promotes a community that encourages civic engagement
[IF NECESSARY: such as volunteering or participating in community activities]
- KCI11B Is a welcoming and supportive city that demonstrates caring for people through its actions
- KCI16A Does a good job of keeping residents informed.
- KCI16B Listens to its residents and seeks their involvement

STRONGLY DISAGREE										STRONGLY AGREE
0	1	2	3	4	5	6	7	8	9	10

998 DON'T KNOW
999 PREFER NOT TO ANSWER

**NEW SECTION FOR TIMING BEGINNING WITH OPEN
ASK OPEN – OPENA3
IF (SAMPLETYPE = PHONE AND GROUP = 02, 04) OR IF (SAMPLETYPE = WEB AND GROUP = 06, 07))**



*Use caution, small sample sizes for these subgroups

OPEN **PHONE SHOW:** Using a scale from 0 to 10 where “0” means “not at all open or accessible” and “10” means “extremely open or accessible”, please tell me how open and accessible you feel the City’s planning efforts are when you want to be involved with . . .

DK/PREFER NOT TO ANSWER – PROBE FOR ANSWER BEFORE USING THIS OPTION -PLEASE USE YOUR BEST ESTIMATE THERE ARE NO RIGHT OR WRONG ANSWERS

WEB SHOW: How open and accessible do you feel the City’s planning efforts are when you want to be involved with the following?

RANDOMIZE ORDER SHOWN FOR OPENA1 THROUGH OPENA3

- OPENA1 Land Use
- OPENA2 Transportation
- OPENA3 Parks and Community Services Department

NOT AT ALL OPEN / ACCESSIBLE	1	2	3	4	5	6	7	8	9	EXTREMELY OPEN / ACCESSIBLE
0	1	2	3	4	5	6	7	8	9	10

- 998 DON'T KNOW
- 999 PREFER NOT TO ANSWER

DEMOGRAPHICS
[BASE: ALL]
[NEW SECTION FOR TIMING]

INT6 The following questions are for classification purposes only. Your answers will remain strictly confidential and will only be used to help us group your answers with other respondents to the survey

DEMO1 Including yourself, how many people live in your household?

- _____ Enter the number
- 998 Don't know
- 999 Prefer not to answer

ASK DEMO4 IF (DEMO1 > 1)

DEMO4 Including yourself, how many people currently live in your household in each of the following age categories?

[IF NECESSARY: "Please include yourself when answering this question."]

DEMO 4 MUST CONTAIN A RESPONSE IN AGE 18 – 64 OR 65 AND OVER

- _____ Under 5
- _____ 5 – 12
- _____ 13 – 17
- _____ 18 – 64
- _____ 65 and over
- 999 PREFER NOT TO ANSWER

WEB INSTRUCTION: IF DEMO4 DOES NOT HAVE A RESPONSE IN 18 – 64 OR 65 AND OVER, DISPLAY THIS MESSAGE: "Please include yourself when answering this question."

LANG Do you speak a language other than English at home?
 01 YES
 02 NO
 998 DON'T KNOW
 999 PREFER NOT TO ANSWER

**ASK LANG2 IF LANG = 01
 ALLOW FOR MULTIPLE RESPONSES**

LANG2 What language

[DO NOT READ LIST]

01 SPANISH
 02 CHINESE / CANTONESE / MANDARIN
 03 VIETNAMESE
 04 KOREAN
 05 RUSSIAN
 06 JAPANESE
 07 HINDI
 10 GERMAN
 11 FRENCH
 12 TAMIL
 998 DON'T KNOW
 999 PREFER NOT TO ANSWER

ASK INCOME1 IF SCR_INC= 02

INCOME1 What is the approximate total annual family income of all members of your household? Is it. . .

01 Less than \$20,000
 02 \$20,000 to less than \$35,000
 03 \$35,000 to less than \$50,000
 998 DON'T KNOW
 999 PREFER NOT TO ANSWER

ASK INCOME2 IF SCR_INC= 01

INCOME2

What is the approximate total annual family income of all members of your household? Is it. . .

- 01 \$50,000 to less than \$75,000
- 02 \$75,000 to less than \$100,000
- 03 \$100,000 to less than \$150,000
- 04 \$150,000 to less than \$200,000
- 05 \$200,000 or more
- 998 DON'T KNOW
- 999 PREFER NOT TO ANSWER

TEL

Which of the following best describes how you make or receive calls at home

- 01 Only have a cell phone
- 02 Primarily use a cell phone
- 03 Use a landline and cell phone equally
- 04 Primarily use a landline
- 05 Only have a landline at home
- 998 DON'T KNOW
- 999 PREFER NOT TO ANSWER

[Page intentionally left blank for pagination purposes]



*Use caution, small sample sizes for these subgroups

APPENDIX VIII — OPEN END RESPONSES TO DIRECTION CITY IS HEADED

Headed in the right direction (first response)		
Religious community	Good maintenance	Quality of access to most things.
A focus on city development while conserving environment	Good planning	Quality of life
Access for international markets and communities.	Good schools	Quality schools
Addressing traffic	Good schools	Rapid growth
Adoption of light rail	Good Schools	Realistic
Allowing upscale growth of downtown area.	Good upkeep of city infrastructure	Remains safe
Allows growing	Great infrastructure	Responsive
Approved low income housing	Great services	Responsiveness
Are planning on the future	Growing	Responsible planning.
Asian immigration	Growing	Roads consistent
Attention to traffic	Growing city	Safe
Attracting new business	Growing too fast	Safe
Available medical services	Growth	Safety
Balanced development	Growth	Safety is good
Beautiful environment	Growth plan	School distract
Becoming too costly	Growth potential	School.
Becoming too expensive	Gut feeling	Schools
Becoming unaffordable to live in the city for many	Gut response	Sense of Community
Bellevue green and clean city	Happy with development	Services are improving
Bellevue has good business growth	Healthy growth	Services are poor
Bellevue is my home.	Housing market	Services that are offered.
Better transit	I actually don't know where Bellevue is heading to. I will visit the city's website to learn more	Smart growth
Bring in more business to the city	I have lived in big cities, and bigger is not always better. I value the small town-ness	Stable
Bringing in more businesses	I hope the city of Bellevue is rapidly looking to expand public transportation. The congestion has worked significantly in the last couple of years and we are in desperate need of relief. Bellevue is still a small community but it has seemingly transformed	Stable
Building light rail to Seattle	I love living there.	Status Quo
Building safe bike lane	Improve public transit	Staying modern



*Use caution, small sample sizes for these subgroups

Headed in the right direction (first response)

Buses	Improve public transportation	Still safe
Business	Improvement districts	Strength of leadership
Business development	Improvement of public places,	Sustainable growth
Business development	Improvements	Taking care of people
Cap on taxes.	Improving transportation	Taking over from Seattle as the place to be
Changes	Improving transportation.	Taxes and fees
Cherry blossoms	Incomplete agreement	Taxes are low
Citizen participation	Increasing focus on inclusion	Tech industry
City council	Increasing parks	The city council is good.
City development	Infra development	The cost of living is increasing which makes it not a place to a common man like me
City development on public transportation is expanding (ex. Light rail)	Infrastructure improvements	The downtown development is beneficial to the community
City government	Infrastructure is maintained	The facilities
City planning	Intelligent planning	The government is positive.
City planning	Interested residents	The growth
City planning understands neighborhoods priorities	Investing in downtown	The jobs are very diversified.
City service and transparency	Investing in education	The services to the community
Citywide expansions	Investment in this city	The streets are clean
Clean	Investments are appropriate and focused to service population growth	The water, electricity and other resources are well planned to address the potential new business organizations and residents
Clean air and utilities	Involvement	They plan ahead.
Commitment to infrastructure	It's a lovely place to live.	They reach out to the citizens
Communication	It's expanding	They spend too much money.
Communication from the city	It's growing	They're getting the light rails.
Community involvement	Its growing economically	They're master plan seems good.
Community leaders	Job availability	Things are available for retired people.
Community oriented but technologically progressive	Job growth	Thoughtful development
Commuter time	Jobs, jobs, jobs, jobs - they exist here	Thoughtful planning
Commuter improvements	Keep city clean	Too. Much. Traffic.
Competitive	Kemper Freeman	Traffic



*Use caution, small sample sizes for these subgroups

Headed in the right direction (first response)

Concerned about their citizens	Lack of Affordable Condo	Traffic control
Consistency	Large tax base	Traffic Control
Constant growth	Law enforcement	Traffic is an area that needs to be addressed
Construction cranes	Light rail	Traffic planning
Construction projects (expansion)	Light rail	Traffic.
Constructions	Light rail addition	Trails
Continue to expand	Listens to voters	Transit
Continued investment	Live here for 40 years	Transportation
Continued revitalization of downtown core	Local economy	Transportation
Continues to try to keep open spaces	Look at Main St and Bellevue Way-you've added hundreds of apartments-how are you managing the traffic from this?	Transportation could be better
Continuous improvements to overall growth plans	Lots of companies moving in.	Transportation needs
Controlled growth	Lots of families in the area	Transportation needs
Convenient	Low crime	Trying to be more urban
Convenient for shopping	Low Crime	Trying to make it work with a diverse community
Convince	Maintaining current quality	Uncontrolled growth
Crime rates are low	Makes life comfortable	Urban Growth
Currently it looks like a well-managed city	Massive Growth Spurt (cranes, construction, etc.)	Urbanization - is the way that Bellevue should follow
Decent planning	Master planning	Various opportunities in the shops
Development	Metro connectivity	Very active council
Development downtown	More attractive	Very livable.
Development of infrastructure.	More development	We do a good job of maintaining education.
Developments (construction)	More development	Well maintained
Develops expanding	More jobs coming	Well planned
Diverse economy	Mostly conservative	Well thought out
Diverse people	Neighborhood improvements	Well-managed
Diversity	New development	Well-managed growth
Doing improvements to the city	New development	Will have a new transportation like train in the future
Downtown congestion	New housing	With the growth of the area that i've witnessed the past few decades,



*Use caution, small sample sizes for these subgroups

Headed in the right direction (first response)

		Bellevue is progressive but still feels familiar.
Downtown development	New housing build	
Downtown development	New housing schemes are being built very close and in main city	
Downtown is growing	New infrastructures	
Drug shop	New overpasses over I-405	
Economic development	New police chief	
Economic opportunity	New public transportation project	
Economic stability	Nice place to live	
Economics	No problems	
Economy	Non-racist	
Economy development faster than other cities.	Not enough services	
Education	Not following Seattle: high property tax, open drug attitude, homeless camps	
Environmental protection	Our life is better	
Environmentally aware	Over building downtown	
Excellence	Overcrowding	
Excellent fire protection service	Overdevelopment	
Expanding	Panhandlers everywhere	
Expansion of downtown park	Park system is great	
Expensive	Parks	
Feeling of community	Parks	
Feels safe	Parks are progressive	
Financially stable	Peaceful	
Focusing on the school system	People are attracted	
Focused education	People are good	
Forward thinking - staying abreast of the trends	Planned growth.	
Frequent power outages	Planned growth	
Friendly neighborhood	Planning	
Fund use	Planning for the future	
Getting better and better every year.	Planning for transit.	
Getting more businesses/services comparable to the west side	Positive change	



*Use caution, small sample sizes for these subgroups

Headed in the right direction (first response)

Good building codes	Preserving greenbelts	
Good business	Proactive	
Good City government	Proactive services	
Good city government.	Progressive	
Good city planning	Promote development while keeping some identity	
Good city planning and budgeting	Provide good services.	
Good city planning, infrastructure, roads, connectivity	Providing services	
Good economy	Prudent management	
Good economy	Public service	
Good governments	Public transit	
Good growth/development	Public transportation	
Good leadership	Quality development	



*Use caution, small sample sizes for these subgroups

Headed in the right direction (Second response)

Business core	Good environment	People (administration) in Bellevue's public policies are genuinely vested in the city's best interests
City activities	Good government	Planning commission
Nice parks	Good infrastructure	Planning on high density which makes public transportation work
Accessibility	Good Living	Playgrounds
Affluence	Good parks	Police and fire services
Amenities	Good People	Police presence or response
Amenities are nice	Good planning	Policies encourage job growth
Amenities	Good policing	Population support
Ample resources; taxes in particular	Good population growth	Positive city government
Aspirational	Good quality government.	Power consistent
Attract companies come in	Good school district	Pressure due to expansion
Attracting new people	Good school districts.	Proactive planning
Attractive to good citizens & businesses	Good schools	Problem solved easy
Balanced diversity	Good schools	Progressive
Bellevue is an accommodating/accepting place to live, but with citizens holding high standards.	Good Schools.	Promote diversity
Better roads	Good services	PSE manipulation
Better transit	Good services.	Public facilities are better than other cities.
Bikeways	Great amenities	Public transport options
Biking trails	Great libraries.	Quality city planning
Booming	Great schools	Quality of life
Building boom	Green	Quality of life
Bus line	Growing city	Quality of water
Cares about their residents	Growing downtown	Quality schools
Change	Growth plan	Real City
City council is very democratic	High cost of living without many amenities	Real estate up
City planning	High development standards.	Remaining relatively uncrowded
City resources are adequate	High quality of life	Resident participation has increased
City Center development	High tech	Responsive
Civic improvements	Home prices	Retail experience
Clean	Hoping for traffic improvements	Right combination of high-rise and luxury living combined with cost effective apt/malls



*Use caution, small sample sizes for these subgroups

Headed in the right direction (Second response)

Clean	House prices are going up	Rising property values
Cleanliness of city	Housing density	Rising Rents
Cleanliness.	Housing is harder to find	Safe
Close to everything	I can't think of anything else.	Safe environment
Comfortable life	I'm close to my children.	Safety
Commitment to improve	Improvements	School programs
Commitment to livability	Improvements over the year	Schools
Communications	Inclusive decision-making	Services
Community	Inclusive programs for youth	SERVICES
Community activities	Increasing schools (ex. Enatai elementary)	Sex trafficking
Community collaboration - always reaching out to community for input	Infrastructure	Shouldn't have been blindsided about people's response to the biased power initiate
Community focus	Intentional planning	Sky blue full of white cloud
Community investment	International destination	Smart
Community involvement	Investment development	Smart growth
Community services	Involves family/family/people centric	Spending money wisely and on budget
Community services.	It is a very pleasant place to be	Standard of Living
Conscious about residents	It is well cared for.	Still clean
Consideration of transit (not actually good transit yet)	Job opportunities.	Stores
Contemporary	Jobs	Strong Economy
Continued safety	Keeping quality schools	Strong police force, vibrant business environment
Continuing with constructions-too many projects in close proximity which has reduced/eliminated parking and chokes traffic-where are your police to direct this traffic?	Keeping the city growing in a good way.	Talented workforce
Core downtown	Kept the beauty.	Tech savvy
Corrupt politicians	Kid friendly facility	The city administration communicates.
Cost of living is another area that could be addressed	Lack of infrastructure	The city functions well
Crowding	Landscaping of streets	The city is making it a vibrant place.
Cultural development	Light rail	The counsel has a positive attitude.
Decent taxes	Light rail	The facilities in general
Density	Light rail expansion	The general layout
Developing	Listens to neighborhoods	The growth



*Use caution, small sample sizes for these subgroups

Headed in the right direction (Second response)

Developing downtown attracting more investment and companies	Little improvement	The residents are able to access any place of the city with the help of public transport.
Development	Livable downtown	The transportation has a good proximity.
Development	Location	The way the city is run
Different group activities.	Lots of employers close by	There are great education systems.
Diverse community	Maintaining green spaces	They have good service.
Diversity	Maintenance	They have wonderful hospitals and medical facilities.
Doing things to make it a safe place to live.	Maintenance of everything.	They take care of what they have.
Downtown	Maintenance of infrastructure	Thriving real estate market
Downtown bellevue	Management	To much traffic
Downtown expansion	Many jobs	Too much development
Easy Seattle access	Mass Transit	Too Restricted to Business Offices
Easy to get around	Modern city	Traffic
Economic prosperity	Modernization	Traffic congestion
Education	More entertainment	Traffic/transportation are good
Education	More focus on parks and livability	Train to Seattle
Education system is strong	More gentrified	Transformational rebuilding
Electric wire exposed / near trees	More racism observed in downtown	Transit link
Enhancing park	More stores opening	Transportation
ERC development	Most of the head quarter buildings are from Microsoft, City is also going in right direction	Transportation issue focus
Environment	Neighborhood outreach	Transportation system needs improvement/options
Excellent police protection service	New businesses	Trying to be more inclusive
Excellent schools	New jobs	Understands the future needs of the Bellevue community
Expensive housing	Nice People	Updating parks/recreation uses
Family focus.	Nice place to live	Very maintained
Family friendly	Not encourage industries to move in	Vibrant downtown core
Family oriented	Not enough police	Voting republican
Fantastic schools	Organic care of all citizens	Walkable places
Few scandals	Outdoor activities	Well policed
Fire/police protection	Outdoor Space	Well run
Foresight	Overall lifestyle	Will have some new construction for the community



*Use caution, small sample sizes for these subgroups

Headed in the right direction (Second response)

Friendliness	Parks	With addition of new condos, apartments the roads may not accommodate for the growth. Becoming too urban.
Friendly atmosphere	Parks	You have the money/population to maintain parks, offer services, etc.
General maintenance	Parks and recreation	Zero complaints
Good access.	Parks being built.	
Good education for kids	Peace	



*Use caution, small sample sizes for these subgroups

Headed in the Wrong Direction (First Response)

Bureaucracy	Overcrowding.
Boring	Over focused on bike lanes rather than car traffic
Building	Prostitution trafficking
City Council is loaded with growth proponents	Rude people
City services	Sound Transit
Competing with Seattle	Taxes going up higher and higher
Condos parking	The homelessness
Construction and traffic	The transit in the city.
Continuous construction	Their over building downtown
Cost-of-Living Rising	They are over taxing the elderly.
Democrats only	Too much development
Density	Too involved in people's lives
Developing slum	Too many apartment buildings going up in East Bellevue with no traffic plan in place; overcrowding
Development	Too many people
Downtown encroachment on neighborhoods.	Too much construction in the downtown core, especially very tall buildings.
Drug dealing activities are more	Too rigid which affects innocent people
Expensive	Traffic
Freeman dominance	Traffic
Growth	Traffic is horrible.
Increase in High Density Housing. Long term residents getting edged out.	Transit Incompetence
It's not inclusive for all it's people.	Transportation issues
Kemper freeman	Ugly mid-rise developments that will further growth of pollution, traffic, and crime at the expense of small businesses and residents.
Limited road access	Unfettered and uncontrolled growth
Low-income housing	Very poor value for basics (expensive, shoddy housing and expensive water)
Marijuana shops	
No rent protections/civil protections	
Out of control building in downtown Bellevue	
Over building of house, offices and apartments	
Over crowding	
Over development	
Overcrowding	



*Use caution, small sample sizes for these subgroups

Headed in the Wrong Direction (Second Response)

405 traffic.	Rent rates
alcohol marijuana	Rising C.O.L
Ambulance sirens	Shopping parking
bad customer service	So many bonds attached to property taxes
chock full of intrusive, annoying people	Taxes
City isn't doing anything about the traffic.	The city has gone wild about development
Commuting difficulty	Too many condos
Cost of living	Too many high rises
CRIME	Trading quality for quantity. Focus on revenue instead of community.
density	traffic
excessive apartments	Traffic
excessive construction	Traffic congestion
Excessive Construction	Traffic problems
High cost of utilities	Traffic, light rail impacts.
High Density	train
High rises	Transportation
Homelessness	Without parking
It takes care of the rich, not the elderly.	wrong permits for buildings
Lacking community	
less safe	
Low income	
more crime	
Neighbors create problems become my own to solve	
No affordable housing	
No Arena	
no public transportation	
Not providing infrastructure	
over priced	
Overpricing.	
Poor transportation planning	
prices for housing	
Public Transportation	



*Use caution, small sample sizes for these subgroups

Neither Right Nor Wrong Direction (First Response)

Absent of affordable housing	More & more high rise building in downtown meant more people to work in city. More traffic & trouble
Affordable housing	More money
Aging improvement	Needs more focus on schools
Amount of wealth	New apartment buildings not aesthetically pleasing
Being Over-built	No idea
Big enough	Not enough information
Bus transportation	Not safe
Changing demographics	Not sure of current direction
City government	Over crowded
Crowded	Overbearing regulations on everything.
Culture washing	Overpopulated
Don't have all the facts	Protect trees
Don't know where city is "heading"	Public transportation
Downtown congestion	Rapid growth
Excessive traffic	Stores in my neighborhood have disappeared
Focus upon building downtown, garnering core businesses	Sudden over development
Growth challenges	Temper Freeman
Growth congestion	The city is growing too quickly
High Cost of Living; Poor rent control policies by the district	The growth and changing demographics
High housing price	This is a fairly new city still has a lot more growing to do.
High traffic	Too big
I do not see necessary changes	Traffic
Increase in home burglaries	Traffic
Inter-rail (train)	Traffic in my residential area
It's gone all commercial and Microsoft and Kemper Freeman	Traffic/congestion
Lack of affordable housing	Unbridled growth
Lack of parking	Uncontrolled Growth
Lacking infrastructure for rapid growth	
Less High-rises	
Lethargic attitude	
Low housing supply	



*Use caution, small sample sizes for these subgroups

Neither Right Nor Wrong Direction (Second Response)

Bad spending	No interest in finding a solution
Bad traffic	Nothing unique
Becoming extremely crowded in small area	Out of Control
Building too many Condos	Over developed
Bureaucratic	Over-building
Congestion	Overcrowding in community services
Development	Population growth
Diversity issue	Protect light rail
Downtown congestion.	Rents
Every major city has traffic problems it's time to get some kind of mass transportation on 405 from i-5 south center through bellevue	Safe
Focus upon high density, moving away from bedroom community	Safety reasons; inadequate theft prevention measures
Great emphasis on parks and recreation	Seems good
Great trails	The pse power project
Heavy traffic	Too big
It is a city in transition	Too many apartments
It's not a community	Too much property tax
Lack of Transportation	Too planned
Light rail	Traffic
Light rail system sounds good and "may" resolve the traffic	Traffic on connecting freeways
Long commute time	Traffic, constant road construction
Money wastage	What type of residents do u want
Neglected areas	



*Use caution, small sample sizes for these subgroups