



# The City of Bellevue, Washington

## A Report to our Community



### Key Outcomes

Bellevue's budget and policy priorities pursue the following outcomes

#### **Responsive Government:**

We provide high quality services and excellent value for tax dollars and keep residents involved in governance.

#### **Healthy and Sustainable Environment:**

We provide a natural environment that supports healthy living for current and future generations.

#### **Innovative, Vibrant and Caring Community:**

We are a caring community that values our diversity; we are a "City in a Park".

#### **Quality Neighborhoods:**

We provide safe, well-maintained neighborhoods with convenient access to daily activities.

#### **Safe Community:**

Bellevue is a safe place to: live, learn, work, and play.

#### **Improved Mobility:**

We provide convenient and reliable transportation, connecting people and the good to the places they want and need to go.

#### **Economic Growth and Competitiveness:**

We promote growth that enhances quality of life and opportunities for economic prosperity.

**Mission:** *Provide exceptional customer service, uphold the public interest and advance the Community Vision.*

**Vision:** *Be a collaborative and innovative organization that is future focused and committed to excellence.*

## Bellevue Vital Signs Point to a Healthy City

**The City of Bellevue**, with a diverse population of more than 134,000, combines a high-tech, metropolitan business community, marked by a downtown skyline of high-rises, with ideal suburban amenities of vibrant neighborhoods, spacious parks and competitive retail spaces.

Spanning more than 33.5 miles from Lake Washington to Lake Sammamish, Bellevue's open green spaces, lush neighborhoods, and recreational opportunities inspire citizens to call the City of Bellevue "a City in a Park."

Managing a city the size of Bellevue is, in many ways, like managing a large for-profit corporation that serves a group of stakeholders with diverse product and service lines. In Bellevue, these stakeholders take the form of residents, business owners, and other patrons of the City.

Unlike for-profit corporations that measure success in dividends and profits, the City measures its success by its performance in matching the expectations and values of the community which cannot be expressed in dollar amounts alone. Do we have the right mix of quality, effectiveness and mix of programs that reflect our resident's values?

How do we know that municipal programs are successful?

To help answer these questions, the City of Bellevue publishes an annual Performance Report to provide information on the City's performance, as well as statistically valid survey results of resident opinions of the city and its performance. Intended for public review, the Annual Performance Report contains 140 data elements which serve to evaluate the success of the City in achieving both Key Outcomes and departmental targets.

This snapshot features Bellevue's Vital Signs, a key set of performance metrics drawn from our Annual Performance Report, that collectively give the reader a sense of the city's overall health by comparing performance to targeted outcomes that constitute seven Key Outcomes chosen by the City Council.

Considering that the values and expectations of residents are not stagnant, this snapshot also includes information detailing a demographic shift in Bellevue residents. As expectations and values of residents change, so too does the meaning of performance.

# City of Bellevue Vital Signs

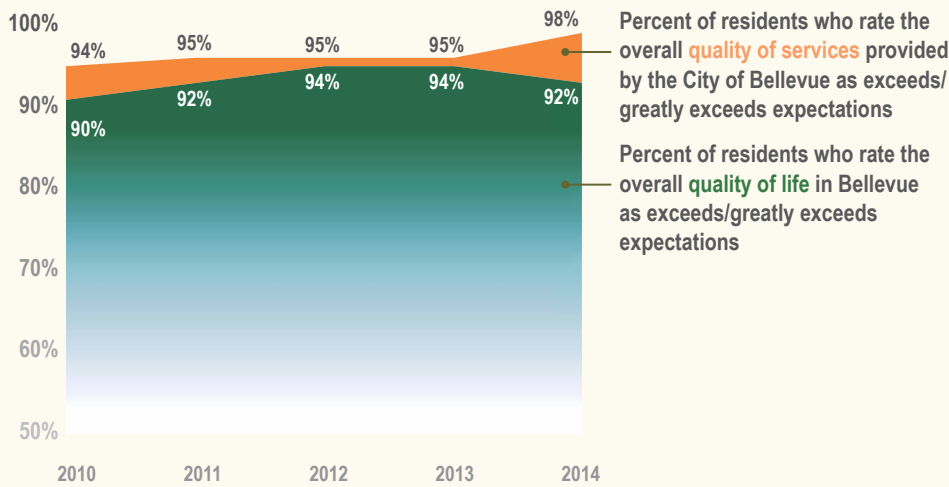
2012 Value	2013 Value	2014 Value	2014 Target	2014 Status
------------	------------	------------	-------------	-------------

<b>Outcome: Economic Growth and Competitiveness</b>					
Residents who say the city is headed in the right direction/strongly headed in the right direction	83%	86%	82%	83%	▲
Residents who agree Bellevue is doing a good job in planning for growth	83%	76%	76%	80%	▲
<b>Outcome: Healthy and Sustainable Environment</b>					
Unplanned water service interruptions per 1,000 customer accounts	1.37	1.15	1.85	3	●
Percent of days per year in compliance with state and federal drinking water regulations	100%	100%	100%	100%	●
<b>Outcome: Improved Mobility</b>					
Mobility Management Areas (MMAs) meeting level of service and concurrency standards	100%	100%	100%	100%	●
Average pavement rating across the residential roadway system	87	87	87	72	●
Neighborhood street sweeping – somewhat/very satisfied	86%	81%	81%	74%	●
<b>Outcome: Innovative, Vibrant, &amp; Caring Community</b>					
Overall somewhat/very satisfied with parks and recreation in Bellevue?	96%	93%	90%	93%	▲
<b>Outcome: Quality Neighborhoods</b>					
Percent of residents who rate their neighborhood as a good/excellent place to live	93%	96%	94%	94%	●
<b>Outcome: Responsive Government</b>					
Maintain Aaa bond rating	Yes	Yes	Yes	Yes	●
Percent of residents who rate Bellevue as a good/excellent place to live	96%	98%	96%	97%	▲
Percent of residents getting/definitely getting their money's worth for their tax dollars	83%	85%	81%	84%	▲
<b>Outcome: Safe Community</b>					
Fires confined to room of origin	83%	92%	91%	85%	●
Cardiac arrest survival rate	51%	59%	58%	50%	●
Part One UCR Crimes per 1,000 citizens	30	31	35	33	▲
Priority One call response times	3.44	3.06	3.08	3.30	●

Meeting or exceeding target ●  
 Close to target ▲  
 Not close to target ✖

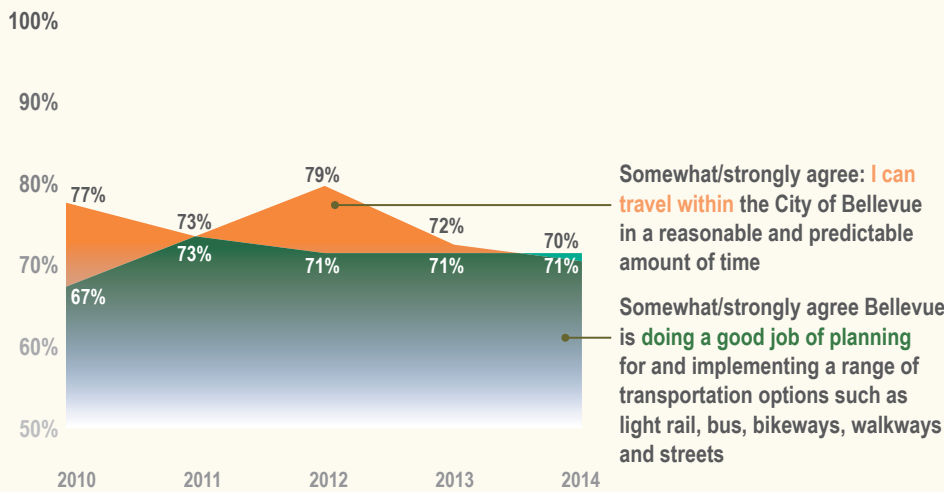
# Listening to Our Stakeholders

## Quality of Life and Services



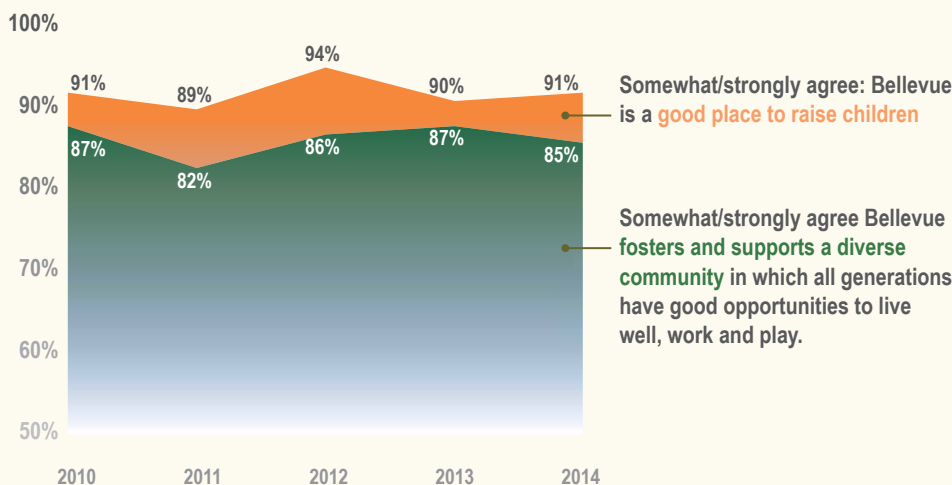
Bellevue residents continue to rate the quality of life in Bellevue highly – 98% of respondents stating the quality of life either exceeds or greatly exceeds expectations. The quality of services provided by the City also scores highly with 92% of residents rating the quality of service as exceeding or greatly exceeding expectations.

## Ease of Mobility



Despite traffic being cited frequently as an issue in Bellevue, 70% of residents agree or strongly agree that one can travel around the City in a reasonable and predictable amount of time. Seventy-one percent of residents agree or strongly agree that Bellevue is doing a good job planning for and implementing a range of transportation options.

## Community Culture



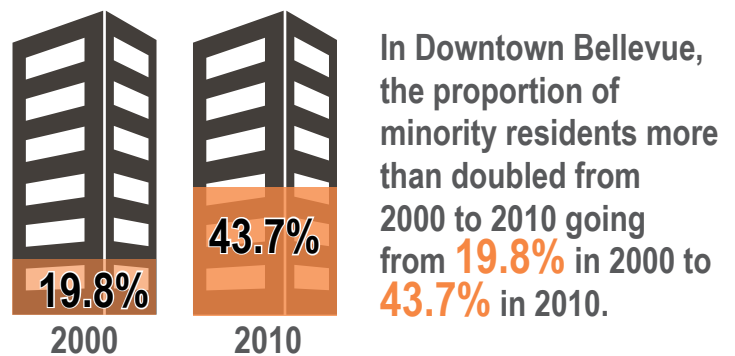
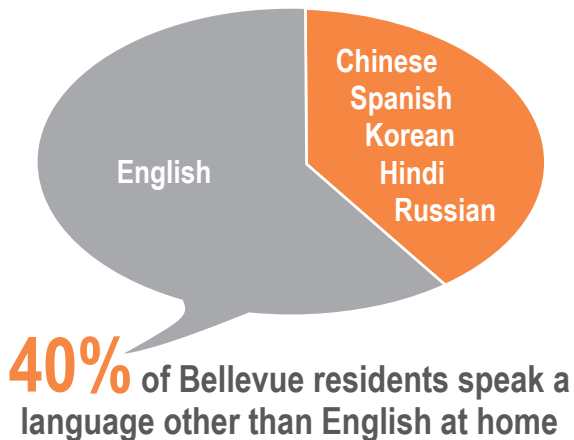
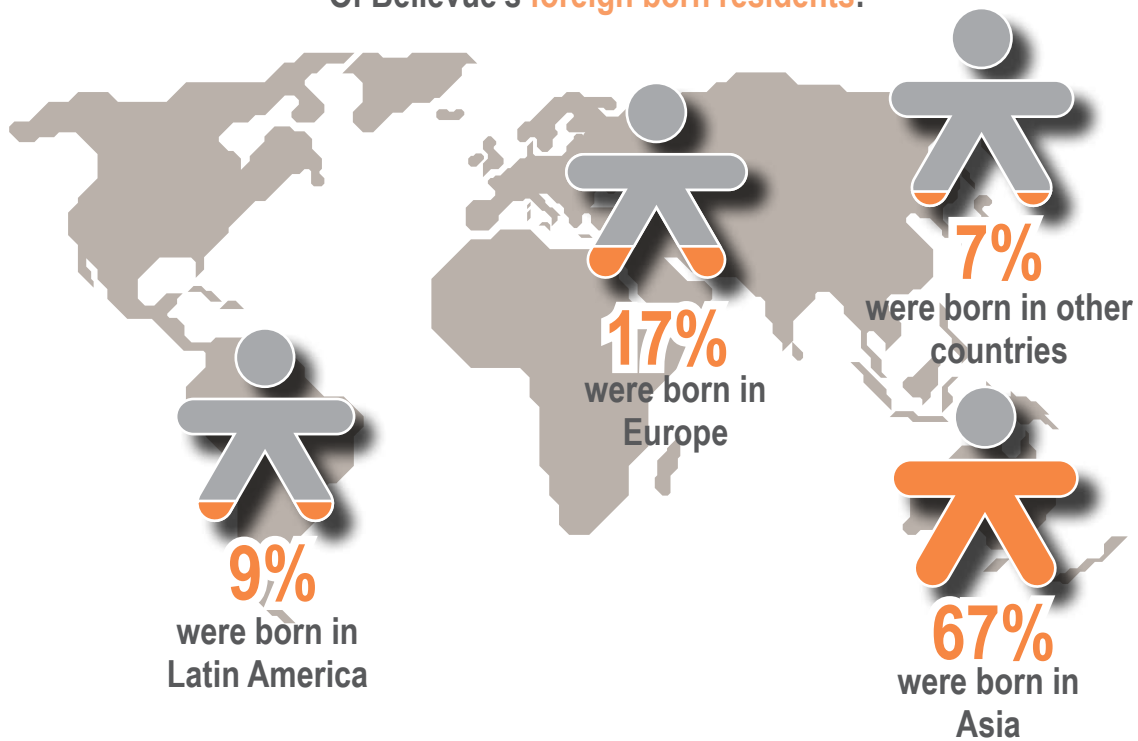
Eighty-five percent of residents agree or strongly agree that Bellevue is a city that supports and fosters a diverse population of varied cultures, ethnicities, and ages, which is consistently high over previous years. Bellevue also remains a favorable environment to raise children according to 91% of residents who agree or strongly agree.

## Our diversity is our strength

About one out of every three Bellevue residents was born either in Washington State, elsewhere in the U.S. or in a foreign country.



Of Bellevue's **foreign born** residents:



Sources: U.S. Census Bureau: 2000 Census, 2010 Census, and 2011-2013 American Community Survey

With special thanks to Emily Chen and Jiayi Hu of the Bellevue Interlake High School Gifted Program and to Wesley Edwards, summer volunteer from Claremont McKenna College, for their generous help with this publication.