
City of Bellevue 2008 Budget Survey (Conducted March 2008)

Report On Findings

June 2008



City of Bellevue 2008 Budget Survey

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June, 2008

City of Bellevue



Opinion Research Northwest

FORMERLY NORTHWEST RESEARCH GROUP, INC.

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TABLE OF CONTENTS

SURVEY HIGHLIGHTS	2
SURVEY PURPOSE & METHODOLOGY	4
QUALITY OF LIFE	7
BIGGEST PROBLEMS RESIDENTS WANT CITY TO ADDRESS	11
IMPORTANCE OF RESOURCES	14
SATISFACTION WITH BELLEVUE POLICE DEPARTMENT.....	16
BUDGET PRIORITIES	18
IMPORTANCE AND SATISFACTION RATINGS FOR FACILITIES AND SERVICES	21
IMPORTANCE AND SATISFACTION RATINGS	24
GAPS BETWEEN IMPORTANCE AND SATISFACTION	26
TRENDS IN IMPORTANCE AND SATISFACTION RATINGS	31
TRENDS IN IMPORTANCE AND SATISFACTION RATINGS AND GAPS FOR ALL CITY SERVICES AND FACILITIES	34
STRATEGIES FOR ADDRESSING TRAFFIC CONGESTION.....	40
OPINIONS REGARDING TAXES AND SERVICE LEVELS.....	44
SUGGESTED SERVICES/ FACILITIES TO INCREASE OR DECREASE.....	45
DEMOGRAPHICS - SURVEY RESPONDENT PROFILE.....	47
Household Size	47
Children in Household	47
Dwelling Type	47
Years Lived in Bellevue.....	47
Gender.....	47
Age.....	47
Ethnicity/Race.....	47
Annual Household Income	48
APPENDICES.....	A
Examples Of Responses Naming Transportation As Biggest Problem:.....	C
Questionnaire	G
Zip Code Map.....	V

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Survey Highlights

- The majority of respondents indicate the quality of life in the city and in their own neighborhood as “good” or “excellent.” The majority of respondents (95%) in the Budget Survey say the quality of life in the City is either “good” or “excellent.” A similarly high percentage (96%) of respondents rate the quality of life in their own neighborhood as “good” or “excellent.”
- As in 2006, traffic and roads are the highest concern among respondents who did not give an “excellent” rating regarding quality of life in their City or neighborhood was.
- When respondents were asked what they consider to be the biggest budget priority among six service areas in allocating funds to programs and services, transportation is ranked highest, followed by public safety among six service areas. It is notable that in prior Budget Surveys public safety has been ranked as the highest budget priority. The percentage of respondents who indicate transportation is the top budget priority has significantly increased. Environmental protection is listed as the third top priority, followed by economic development, neighborhood preservation, and parks, respectively.
- City services and facilities are generally perceived as important. All City services receive mean importance scores of at least a 4.8 (greater than the mid-point on the 1 to 7 importance scale). Similar to 2006 results, police, fire and emergency services tend to rank as most important to respondents. In addition to the emergency services provided, maintaining streetlights & traffic signals, protecting water quality in Bellevue’s lakes & streams, ensuring clean & well-maintained parks, preparing for disasters such as earthquakes and major storms, preserving open spaces/ natural areas, maintaining existing streets & sidewalks, as well as managing the city’s physical development are also in the top tier of importance.
- City services and facilities also receive generally high satisfaction scores –all areas have at least a mean satisfaction score of a 4.5 (greater than the mid-point on the 1 to 7 satisfaction scale). Many of the areas that are rated with the greatest importance also receive the greatest average satisfaction ratings.
- Four service/ facility items have a gap (when comparing the mean importance score to the average satisfaction score) of greater than 1.0, indicating that residents’ satisfaction is lower than their perception of how important they perceive a service to be: investigating & solving crimes, prosecuting misdemeanor & gross misdemeanor crimes, preparing for disasters such as earthquakes and major storms, and building or widening city roads.
- Respondents most often agree that the City should “work with regional agencies to improve local transit service within Bellevue”, “encourage and make it more attractive for people to choose transportation alternatives” and “work with regional agencies to develop a reliable regional mass transit system” when assessing their agreement with strategies designed to deal with increased traffic.
- Eighty-one percent (81%) of respondents indicate they are getting their money’s worth for their tax dollar.
- The majority of respondents also report that taxes and services should remain at their current levels (77% each, respectively). Fewer respondents say that tax levels and services should increase (13%); and an even smaller percentage of respondents say that tax and service levels should be decreased (8%, respectively).

- Newly added to the 2008 Budget Survey were a series of questions about the Bellevue Police Department. Respondents were asked a series of six questions regarding their satisfaction with the BPD. Of these questions, the Bellevue Police Department receives the greatest proportion of good and excellent ratings for responsiveness and professionalism.

Survey Purpose & Methodology

Objectives

The Operating Budget Survey is designed to provide a statistically valid tool to enhance the City's knowledge of Bellevue residents' perceptions about the City and to better understand community priorities and expectations regarding City services. It has been performed on a biennial basis since 1998 to help support decision making for each upcoming budget. The 2008 Budget Survey is one part of the greater framework for making City budget decisions.

The survey addresses the following areas:

- General feelings about the direction in which the City is headed;
- Attitudes toward quality of life at citywide and neighborhood levels;
- Biggest problems at citywide and neighborhood levels;
- Satisfaction with the Bellevue Police Department on different measures;
- Importance and satisfaction ratings for specific City facilities and services;
- Priorities for the City Budget;
- Preferences on strategies for addressing traffic congestion; and
- Value received for tax dollars and opinion of tax and service levels.

The 2008 survey instrument is very similar to the Operating Budget/CIP Surveys that were conducted in 1998, 2000, 2002, 2004, and 2006. However, the 2008 survey includes new questions which ask respondents to rate the Bellevue Police Department on a variety of measures. The new questions are related to six service characteristics: professionalism, courtesy, honesty, fair and equal treatment, responsiveness, and communication skills. Respondents were also asked to report awareness and satisfaction with the Bellevue Police Department. Some of the 2008 Operating Budget Survey results can also be compared to results from the 1996 Bellevue Services Survey and the 1997 Capital Facilities Survey, given these surveys were the foundation for the biennial Budget Survey. A copy of the most recent Operating Budget Survey questionnaire can be found in Appendix A.

Methodology

This telephone survey is designed to collect statistically valid data that can be projected to the general population of residents in Bellevue households. The survey sample was randomly selected from households in Bellevue. Both listed and unlisted telephone numbers were included.

A total of 410 Bellevue City residents were interviewed. All respondents were asked to verify that they live within Bellevue City limits. Quotas were used to ensure that the proportion of single-family and multi-family households in the sample were representative of the proportions in the larger Bellevue population (55% single-family; 45% multi-family).

The interview averaged 23.64 minutes in length. Interviews were conducted Wednesday, March 5th through Wednesday, March 19th, 2008. Interviews were conducted weekday evenings, and on Saturday and Sunday. To help yield survey findings representative of the Bellevue population a variation of dates and times were used throughout data collection to capture responses from a variety of demographic subgroups.

As the average survey length well exceeded the budget parameters early in data collection, a decision was made to administer the “Priorities for City Services” questions to a random selection of 50% of the Bellevue population, thereby reducing the overall survey length, on average, as well as minimizing respondent burden.

City staff developed the questionnaire and overall research design. The Finance Department oversees the fielding of the survey and reports the results. Opinion Research Northwest (formerly Northwest Research Group) administered the 2008 Budget Survey and authors the survey report with input from City of Bellevue staff.

The results of the Budget Survey provide City leaders with valuable insights into residents’ concerns and priorities. These survey results need to be viewed in context and as a complement to the many other tools and sources of information available for making budget allocation decisions.

Survey Instrument – Changes over Time

The following changes were made to the 2008 Budget Survey instrument.

- The following questions were new in the 2008 survey: Q5b, Q5c, Q7a-Q7f, Q8
- The following questions were deleted from the 2006 Budget Survey: Q16a/b & Q61a/b
- The Priorities for City Services section was administered to at least 50% of the sample population

Interpretation of Data: Note to Reader

There are practical limitations to the representativeness of any survey. Typically, some residents tend to be under-represented in telephone surveys, including younger residents and (in the case of English-language surveys) residents whose main language is not English. All survey research results are also subject to sampling error. For the total citywide sample of 400, the sampling error is about plus or minus 4.9% at the 95% level of confidence. As noted above, the Priorities for City Services section was administered to at least 50% of the sample population, or approximately 200. The sampling error for these questions at the 95% level of confidence is +/- 6.93%.

This report also includes references to data for subgroups of respondents, such as respondents living in multi-family and single-family dwellings, men, women, etc. *Given that the margin of error (sampling error) is related to the size of the sample, these subgroups have wider margins of sampling error.*

The following table provides further detail of the sampling error at different sample sizes. The 50% / 50% proportion assumes the worst-case scenario, or the greatest margin of error at the various sample sizes. The proportion refers to the percentage of respondents who answer a question in a particular way. For example, if half of all respondents answer “yes” and half answer “no” to a question, the 50% / 50% scenario should be used to determine the margin of error for that question – while if a large majority (90%) of all respondents say “yes” and only 10% say “no,” the associated margin of error is assumed to be smaller.

ERROR ASSOCIATED WITH DIFFERENT PROPORTIONS AT DIFFERENT SAMPLE SIZES					
Sample Size	10% / 90%	20% / 80%	30% / 70%	40% / 60%	50% / 50%
30	10.74%	14.31%	16.40%	17.53%	17.89%
50	8.32%	11.09%	12.70%	13.58%	13.86%
100	5.88%	7.84%	8.98%	9.60%	9.80%
200	4.16%	5.54%	6.35%	6.79%	6.93%
300	3.39%	4.53%	5.19%	5.54%	5.66%
400	2.94%	3.92%	4.49%	4.80%	4.90%

There are several open-ended questions in this survey. Open-ended questions are very valuable in that they explain reasons why people feel the way they do about certain issues. In-depth opinions are very time sensitive. They are a snap shot of current opinion at a particular point in time, and can be influenced by many factors, including the media. Results from open-ended questions should not be used to gauge how people would vote or their level of support for specific issues.

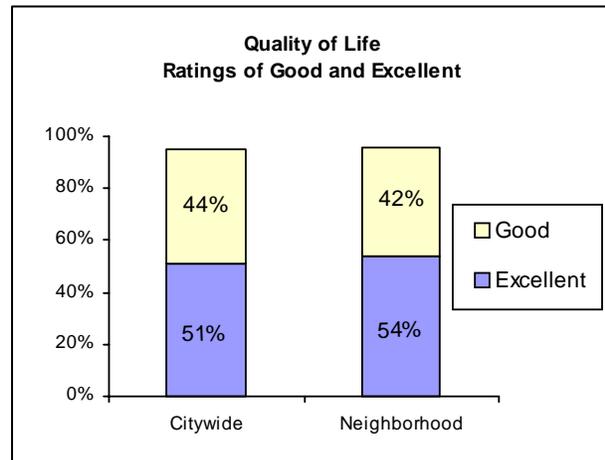
Weighting

Virtually all samples today require some degree of weighting to ensure the results can be projected to the general population of interest. As appropriate, weights can be developed and applied to the survey to accurately represent the number of households or individuals that a respondent represents within the region. Weighting is a process that attempts to make the estimates from the survey representative of the total population that was sampled by accounting for the chances of selecting units into the sample and making adjustments for imperfections in the sample. To account for minor over- or under- sampling of population segments or geographies which may occur during the study (either intentionally or not), ORC-NW develops and applies appropriate cross-sectional sample weights. All weighting done on a post-stratification basis uses known and reliable population parameters (e.g. updated Census figures). This is the final step in ensuring a representative sample and will allow valid inferences to be made of the entire population. ORC-NW develops and completely documents the final weighting procedures, ensuring that the data will withstand all scrutiny and that the process can be replicated.

Quality of Life

The majority of respondents view the quality of life in the city and in their own neighborhood as “good” or “excellent.”

The majority of respondents (95%) in the Budget Survey say the quality of life in the City is either “good” or “excellent.” A similar percentage (96%) rate the quality of life in their own neighborhood as “good” or “excellent.” As in the 2006 Budget Survey, respondents are significantly more likely to give an “excellent” rating to both the quality of life in Bellevue and their neighborhood in the 2008 survey than in past years (39% in 2004 and 35% in 2002 respectively citywide; and 46% in both 2004 and 2002 respectively for their neighborhood).



The table below summarizes the reasons respondents most commonly gave for rating quality of life in the city and in their own neighborhood as “good” or “excellent.”

REASONS FOR GOOD/EXCELLENT QUALITY OF LIFE MOST FREQUENT RESPONSES* <small>(BASE: RESPONDENTS GIVING RATING OF “GOOD” OR “EXCELLENT”)</small>			
CITYWIDE <small>(n = 390)</small>		NEIGHBORHOOD <small>(n = 393)</small>	
Location/Convenience	36%	Nice People/Sense of Community	34%
Public Safety/Low Crime Rates	32%	Location/Convenience	29%
Parks/Recreation/Open Space/The Environment	29%	Quiet/Peaceful	24%
Clean City/Attractive/Well-Planned	21%	Safe/ Police/ Fire Services	19%
Quality Schools	19%	Nice/Well-Maintained Homes	17%
Good Transportation/Streets/Public Transportation	15%	Parks/Recreation/Open Space	16%
Good Neighborhood(s)/Sense of Community	15%	Good Transportation/Streets	7%
General Availability of Amenities & Services	10%	Quality Schools	6%
Like It Here / Good Place To Live	7%		
City Gov’t Doing a Good Job	5%		
Arts and Culture Opportunities	5%		
Other	4%	Other	7%

**Respondents could give more than one response (in more than one net category or within a net category); therefore percentages may add to more than 100%. Top responses of 5% or more are shown.*

Demographic Differences in Quality of Life Ratings

Respondents who indicate they are getting their money's worth for their tax dollar are significantly more likely than those who feel they are not to rate their neighborhood as "excellent" or "good." Those who rate "Parks" and "Economic Development" as a primary budget priority are significantly more likely to indicate the quality of life in Bellevue is "good" or "excellent".

*Significantly more residents living in the 98004, 98006, and 98008 zip codes rate the quality of life in their neighborhood as "excellent" than respondents in zip codes 98005 and 98007.**

** (A map outlining the zip code boundaries in Bellevue is shown in the appendix of this report.)*

For both the citywide and the neighborhood quality of life questions, **respondents giving a rating below “excellent” were asked to indicate what would need to change or improve to make the quality of life “excellent.”** As reported for the 2006 Budget Survey, both respondents in 2008 who rate their own neighborhood as less than excellent and those rating the City as less than excellent most often cite transportation related issues as the things that would need to improve to make their neighborhood or the City “excellent.” As previously seen in the 2006 Budget Survey among the transportation issues mentioned in 2008 **traffic is most often cited as the problem that would need to improve** to make the quality of life “excellent”,

The table on the following page shows the percentages of survey participants giving responses within each of the categories into which responses were coded. Responses within some categories (for example, the “improve transportation” category) were also organized into sub-categories, which are also shown in the table. Note that respondents were allowed to name more than one issue or problem that would need to change or improve, therefore percentages may add to more than one hundred percent and as well, respondents’ comments may be coded into more than one code within each net response code.

Responses to the two questions about what would need to improve at the neighborhood and citywide differ in their relative importance compared to responses given in 2006.

At the citywide level:

- Significantly more respondents in 2008 mention transportation system improvements (62% in 2008, compared to 49% in 2006 and 51% in 2004).

At the neighborhood level:

- One third of respondents (34%) cite a transportation related issue that affects their quality of life in their neighborhood in 2008 – although not a significant increase, fewer (25%) report a similar concern in 2006.
- It should be noted that significantly fewer respondents “don’t know” what would change their opinion of the quality of life in their neighborhood (10% in 2008 compared to 18% in 2006).

**WHAT WOULD IMPROVE QUALITY OF LIFE TO BE GOOD OR EXCELLENT
MOST FREQUENT RESPONSES***

(BASE: RESPONDENTS GIVING RATINGS OF "GOOD" AND BELOW)

CITYWIDE (n = 203)		NEIGHBORHOOD (n = 189)	
IMPROVE TRANSPORTATION	62%	IMPROVE TRANSPORTATION	34%
Control / Reduce Traffic	37%	Reduce Traffic	13%
Misc. Comments on Roads	14%	Ped-Bike Improvements (sub-net)	10%
- Misc. Comments About Roads (5%)		- Improve/Add Sidewalks, Crosswalks, etc. (10%)	
- Improve Roads – General (4%)		- Improvements for Bicyclists (1%)	
- Comments About Traffic Lights (2%)			
- Better Maintain Roads / Repair Roads (1%)		Misc. Comments on Roads	7%
- Complete I-405 / Access Downtown (1%)		- Improve Road Access And Routes (2%)	
- Better Snow Removal (1%)		- Better Snow Removal (1%)	
Improve Bus/Transit Service	11%	- Synchronize Traffic Lights (1%)	
Ped-Bike Improvements (sub-net)	6%	- Other Comments About Roads (1%)	
- Improve/Add Sidewalks, Crosswalks, etc. (4%)		- Reduce Noise/ Disruptions From Construction (1%)	
- Improvements for Bicyclists (2%)		- Improve Roads (General) (1%)	
Bus/ Transit Accessibility	5%	Improve Bus/Transit Service	5%
More Available Parking	2%	More Available Parking	2%
Enforce Speeding/ Traffic Laws	1%	Enforce Speeding/ Traffic Laws	1%
Improve Access To Seattle	1%		
CONTROL TAXES	8%	IMPROVE NEIGHBORHOOD AESTHETICS	7%
LIMIT MANAGE GROWTH	5%	Improve Physical Appearance/ Landscaping	6%
		Better/ New Housing	1%
		Get Rid Of Junk Cars in Front of Homes	<1%
IMPROVE PHYSICAL APPEARANCE	5%	LIMIT MANAGE GROWTH	7%
MORE AMENITITES	5%	MORE POLICE/ LESS CRIME/ ENHANCE SAFETY	7%
IMPROVE AFFORDABILITY	5%	IMPROVE SENSE OF FAMILY/ COMMUNITY	7%
Provide Affordable Housing	4%	UTILITIES	7%
More Affordable (Gen'l)	2%	Improve Utilities	5%
MORE POLICE/ LESS CRIME/ ENHANCE SAFETY	4%	Put Utilities / Telephone Lines Underground	2%
MORE PARKS/OPEN SPACE/ RECREATION	3%	KEEP NOISE LEVELS DOWN	4%

WHAT WOULD IMPROVE QUALITY OF LIFE TO BE GOOD OR EXCELLENT MOST FREQUENT RESPONSES* (BASE: RESPONDENTS GIVING RATINGS OF "GOOD" AND BELOW)			
CITYWIDE (n = 203)		NEIGHBORHOOD (n = 189)	
More Parks/ Green or Open Space	2%		
Enhance Rec. Opportunities/ Facilities	1%		
OTHER	10%	ZONING	4%
DON'T KNOW	6%	AFFORDABILILTY	3%
		NOTHING	9%
		DON'T KNOW	10%

**Respondents could give more than one response (in more than one net category or within a net category); therefore percentages may add to more than 100%. Top responses of 3% or more (of nets) are shown.*

Biggest Problems Residents Want City to Address

All respondents were asked to consider the "city as a whole" and identify the biggest problem that they feel the City should do something about over the next two years. **More than three in five respondents (62%) indicate that traffic and/or transportation issues are the biggest problems the City should address over the next two years.** Specifically, respondents most frequently cite issues about traffic needing to be reduced (42%), a need for improved transit service and public transportation (11%), and comments about roads (15%). As in 2006 (6%), significantly more respondents feel the City needs to manage and limit growth (7% in 2008 compared to 1% in 2004).

Notably, the percentage mentioning overall traffic and transportation issues is significantly higher than in 2006 and only slightly lower than 2004, however the difference compared to 2004 is not significant.

- 62% mentioned overall transportation/ traffic issues in 2008; 52% mentioned these issues in 2006 and 63% in 2004.
- Further, significantly fewer respondents in 2008 say there is not a problem the City needs to address over the next two years (4% in 2008 compared to 12% in 2006).

When asked if there was any problem in the respondent's own neighborhood that the City should do something about over the next two years, nearly **four in ten (39%) respondents said that there was a problem in their own neighborhood** that the City should do something about. This percentage is similar to what was reported in 2006 (39%), 2004 (34%) and 2002 (35%).

Demographic Differences in Quality of Life Ratings

Female respondents are more likely than male respondents to report there is an issue in their neighborhood that needs to be addressed over the next two years.

As annual household income increases on the spectrum from low to high, so does the likelihood to report there is a problem in the neighborhood that the City should do something about.

Respondents in zip code 98005 and 98008 are more likely than respondents residing in other zip codes to report there is a problem in their neighborhood.

Single-family resident are more likely to report there is a problem in their neighborhood compared to multi-family residents.

Those who have lived in Bellevue for more than 25 years are most likely – compared to other groups - to report there is a problem in their neighborhood that needs to be addressed.

Sixty-two percent (62%) of those respondents, who said there was a problem, say that transportation and traffic related issues are the problem in their neighborhood*. This is significantly higher compared to those who mentioned transportation issues in 2004 (46%), and slightly higher than reported in 2006 (52%).

While traffic is the most often cited, transportation problems *at the citywide level*, improving and adding more sidewalks or improvements for bicyclists are the most often cited transportation problems *at the neighborhood level* –18% in 2008 which is significantly higher than in 2006 (8%) and 2004 (6%). Of note, the percentage of respondents who report the amount of crime needs to be reduced has significantly decreased (10% in 2008 report crime as issue to be address compared to 22% in 2006).

*Selected traffic and transportation-related responses to the questions asking about the problem the City should address at the City or neighborhood level are shown in the appendix of this report.

The table below illustrates, in more detail, the top responses given as the biggest citywide and neighborhood problems.

BIGGEST PROBLEM RESIDENTS WANT CITY TO ADDRESS OVER THE NEXT TWO YEARS MOST FREQUENT RESPONSES*			
CITYWIDE (BASE: ALL RESPONDENTS: n = 410)		NEIGHBORHOOD (BASE: RESPONDENTS W/PROBLEM IN NEIGHBORHOOD: n = 158)	
IMPROVE TRANSPORTATION	62%	IMPROVE TRANSPORTATION	60%
Reduce Traffic	42%	Ped-Bike Improvements	18%
Misc. Comments on Roads (sub-net)	15%	– Improve Sidewalks (17%)	
– Complete I-405/ Access Downtown (8%)		– Bicycle Improvement (1%)	
– Misc. Road Comments (2%)		Misc. Comments on Roads (sub-net)	16%
– Better Maintain/ Repair Roads (2%)		– Comments About Street Lights (4%)	
– Synchronize Traffic Lights (1%)		– Better Snow Removal on Roads (3%)	
– Improve Roads – General (1%)		– Speed Bumps/ Stop Signs (3%)	
– Improve Street Lighting (<1%)		– Misc. Road Comments (2%)	
– Reduce Noise/ Disruption from Road Construction (<1%)		– Improve Roads – General (2%)	
– Expand Roads/ Addt'l Roads (<1%)		– Better Maintenance / Repair (2%)	
– Improve Road Routes/Access (<1%)		– Expand Roads/ Addt'l Roads (1%)	
Improve Bus/Transit Service	11%	Control / Reduce Traffic	21%
Manage / Limit Growth	7%	Reduce Speeding	9%
Improve Transport. System (Gen'l)	5%	Improve Bus/Transit Service	6%
Housing	4%	Address Parking Problems	1%
– Increase Supply of Affordable Housing (3%)		ENHANCE NEIGHBORHOOD LIVABILITY (MISC)	20%
– Housing (Gen'l) (1%)		Parks & Recreation	6%
		Property Clean Up	5%
		Manage/Limit Growth	4%

BIGGEST PROBLEM RESIDENTS WANT CITY TO ADDRESS OVER THE NEXT TWO YEARS			
CONTINUED			
MOST FREQUENT RESPONSES*			
REDUCE CRIME/ ENHANCE PUBLIC SAFETY	6%	Enforce Leash Law	3%
Reduce Crime (Gen'l)	3%	Trees Blocking View/ Too Tall	2%
Improve/ Increase Police	2%	Zoning Comments	1%
Reduce Youth Violence	1%	Reduce Disruption from Constn	1%
Reduce Car Theft	1%		
PARKS/OPEN SPACE/ RECREATION	4%	REDUCE CRIME/ENHANCE PUBLIC SAFETY	10%
Enhance Rec. Opportunities/ Facilities	2%	Improve/ Increase Police	6%
More Parks/ Open Spaces/	1%	Reduce Crime (Gen'l)	5%
		Reduce Youth Violence	1%
GOVERNMENT EFFICIENCY	3%	UTILITIES	8%
Control Taxes	3%	Underground Utilities	3%
Control Gov't Spending	1%	Utilities- Garbage	3%
		Improve Drainage	1%
		Utilities- Water	1%
Ped-Bike Improvements (sub-net)	2%	HOUSING	1%
– Improve/Add Sidewalks, Crosswalks, etc. (2%)		– Affordable Housing (1%)	
– Improvements for Bicyclists (<1%)			
More Parking	1%		
Enforce Speeding/ Traffic Laws	<1%		
ENTERTAINMENT/ CULTURE/ MUSEUMS	2%	GOVERNMENT EFFICIENCY	1%
UTILITIES	2%	SUPPORT/ IMPROVE SCHOOLS & EDUCATION	1%
MAINTAIN QUALITY OF LIFE	1%		
BUILD A SENSE OF COMMUNITY	1%		
NOTHING	4%		
DON'T KNOW	9%		

*Respondents could give more than one response (in more than one net category or within a net category); therefore percentages may add to more than 100%. Top responses are shown.

Demographic Differences: Biggest Problem for City to Address

Neighborhood Problem:

Respondents who reside in zip code 98005 are more likely than residents in other zip codes to say that transportation and traffic issues is the biggest neighborhood problem that the City should do something about.

Single-family residents are more likely than multi-family residents to comment about transportation and traffic issues as the problem in their neighborhood that the City should do something about.

Respondents who have resided in Bellevue for 25 years or longer are more likely than residents of less than 25 years to comment that transportation and traffic issues are the biggest problem the City needs to address in the next two years.

Citywide Problem:

Respondents in zip codes 98004 and 98008 are significantly more likely to say that transportation and traffic issues are the biggest problems the City should do something about over the next two years compared to residents in other Bellevue zip codes.

Respondents over the age of 65 are more likely than their younger counterparts to report that transportation and traffic issues are the biggest problems the City should do something about over the next two years.

Importance of Resources

Beginning with the 2006 Budget Survey a series of questions were asked about natural resources and their effect on the quality of life in Bellevue. The questions were further expanded during the 2008 Budget Survey to also ask how happy respondents were with “how much the City is doing at facilitating and encouraging environmentally sustainable practices in the community” and “how much the City is doing in making its own operations and policies more environmentally sustainable.”

Almost all respondents (96%) either somewhat or strongly agree, that having safe drinking water and clean air are important factors in the quality of life in Bellevue. These findings are similar to the 2006 Budget Survey results (97%). Nearly nine in ten respondents (87%) strongly agree (the highest rating) with this statement. There are no significant differences to report between demographic subgroups.

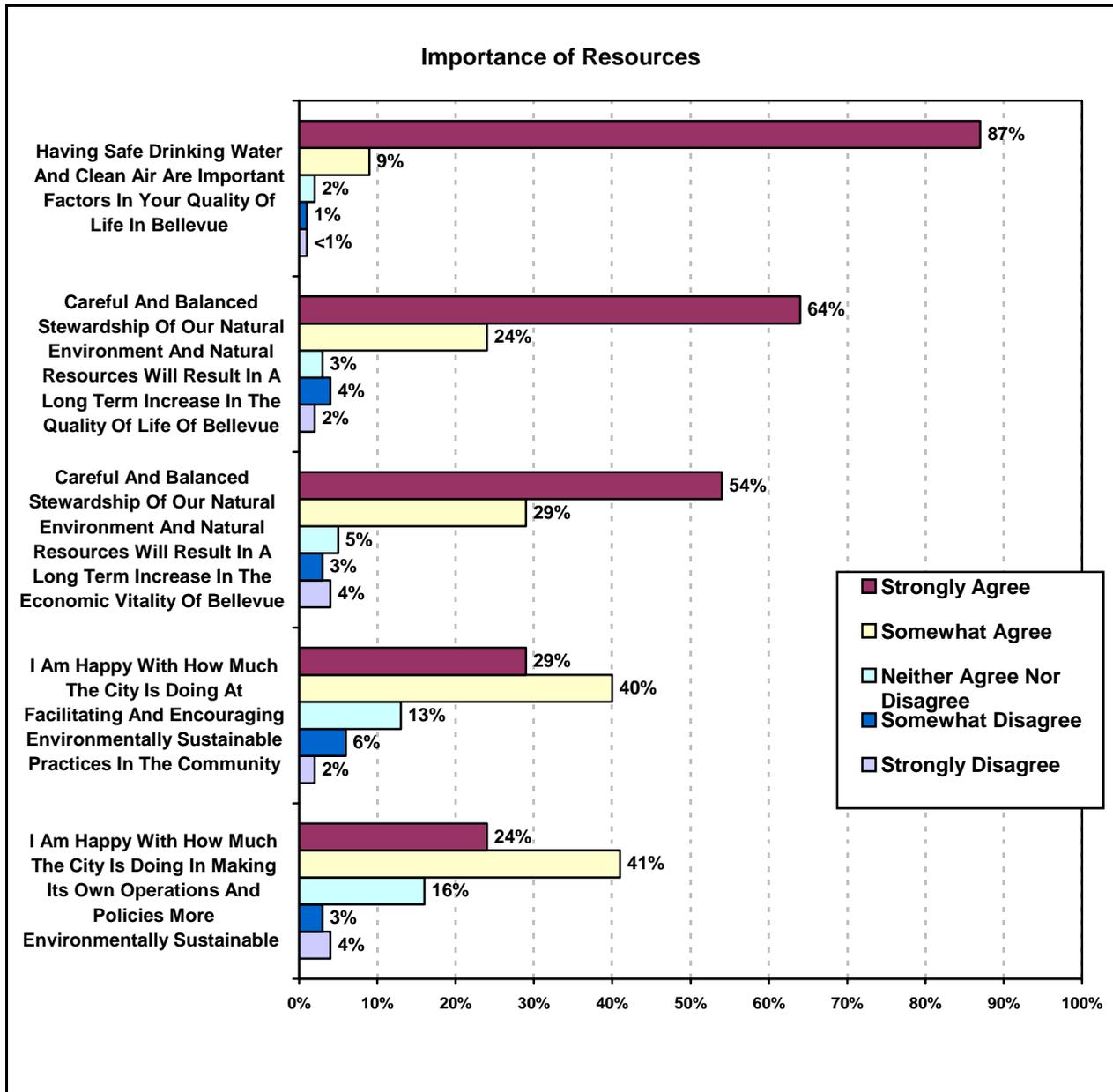
Nine in ten respondents (88%) agree (somewhat or strongly) that careful and balanced stewardship of our natural environment and natural resources will result in a long-term increase in the quality of life of Bellevue, however this has significantly declined from 2006 where ninety-three percent (93%) of respondents agree with this statement. Two in three (64%) respondents strongly agree (the highest rating) with this statement. Respondents with children in their household, compared to those without, are significantly more likely to agree with this statement, as are female respondents compared to their male counterparts. Furthermore, residents who have lived in Bellevue between 3 and 9 years and respondents who are under the age of 35 are most likely to agree that this will increase the quality of life in Bellevue.

Fewer respondents in the 2008 Budget Survey agree (somewhat or strongly) that careful and balanced stewardship of our natural environment and natural resources will result in a long-term increase in the economic vitality for Bellevue compared to the 2006 Budget Survey (83% vs. 87%, respectively, however this decrease is not significant). More than half of those respondents (54%) strongly agree with the statement. A significantly greater percentage of respondents between the age of 35 and 54 agree, compared to other age groups, that the natural resources have an effect on the economic vitality of Bellevue.

Newly added to the 2008 Budget Survey, seven in ten (69%) respondents agree, either somewhat or strongly, that they are happy with the job the City is doing at facilitating and encouraging environmentally sustainable practices in the community (40% somewhat agree and 29% strongly agree). Multi-family residents, residents of zip code 98004 and 98006, and respondents under the age of 55 are significantly more likely to *strongly agree* with

this statement compared to their respective counterparts. Female respondents are more likely to agree, either somewhat or strongly, that the City is facilitating and encouraging sustainable practices compared to male respondents.

Sixty-five percent (65%) of respondents either somewhat or strongly agree (41% and 24%, respectively) with the statement that they are happy with how much the City is doing in making its own operations and policies more environmentally sustainable. Residents living in zip code 98007 are significantly more likely than any other zip code to agree with this statement as are multi-family residents.



Satisfaction with Bellevue Police Department

A new series of questions were added to the 2008 Budget Survey about the Bellevue Police Department. Respondents were asked a series of six questions regarding their satisfaction with the Bellevue Police Department on: professionalism, courtesy, honesty, fair and equal treatment, responsiveness and communications skills. Respondents evaluated the six questions using a scale that ranged from “excellent,” “good,” “neither good nor poor,” “poor,” to “very poor.”

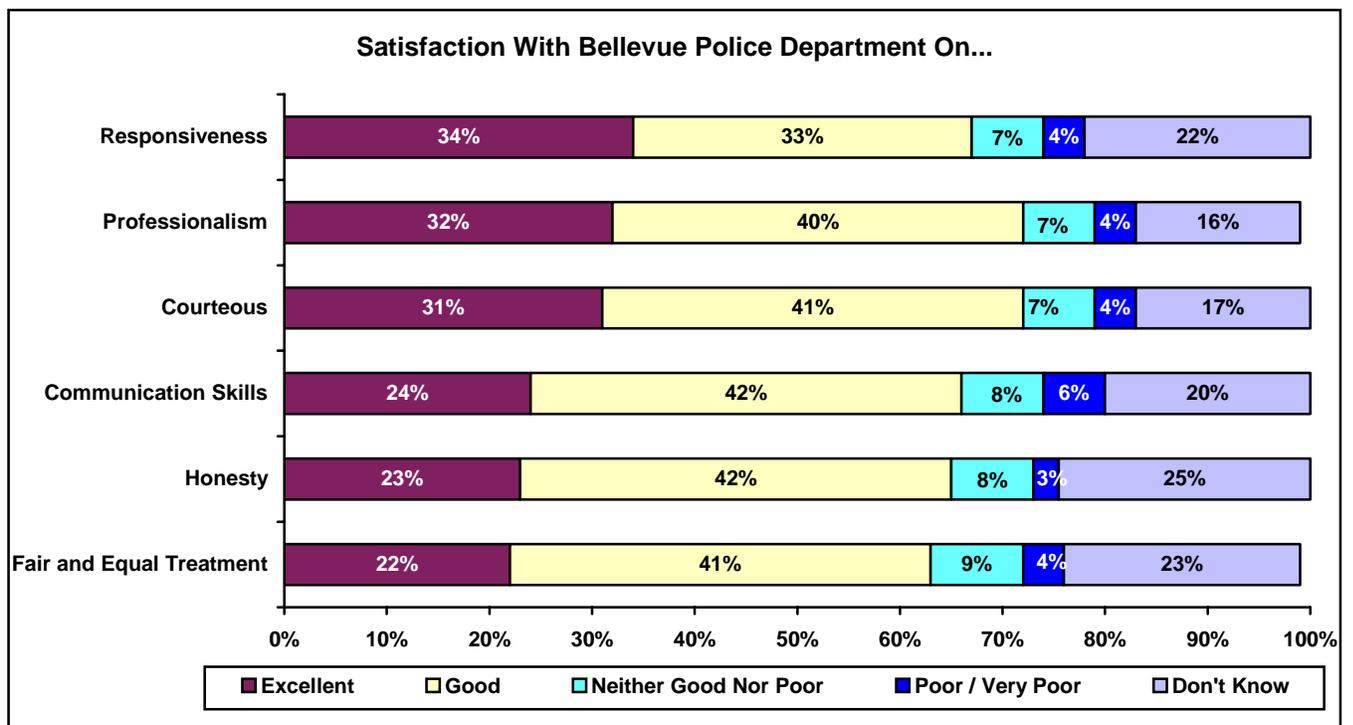
Respondents’ average ratings of Bellevue Police Department services range from 4.02 to 4.23 on a “1” to “5” scale where “1” means the Bellevue Police Department does a “very poor” job and “5” means the Bellevue Police Department does an “excellent” job. The percentage of 4 and 5 ratings (considered very good or excellent) ranges from 64% up to 73%.

With mean ratings of 4.23 and 4.19, respectively, the Bellevue Police Department receives the greatest proportion of 4 and 5 ratings for responsiveness (67%) and for professionalism (73%).

More than seven in ten respondents rate the Bellevue Police Department as very good or excellent for being courteous (72%) while slightly less feel the Police Department is honest (64%). The two measures also receive somewhat high mean ratings – 4.16 and 4.11, respectively.

The Bellevue Police Department rates lowest for communication skills (mean score of 4.02 and very good/excellent ratings among 66% of respondents) and for providing fair and equal treatment (mean score of 4.02 and very good/excellent ratings among 63% of respondents).

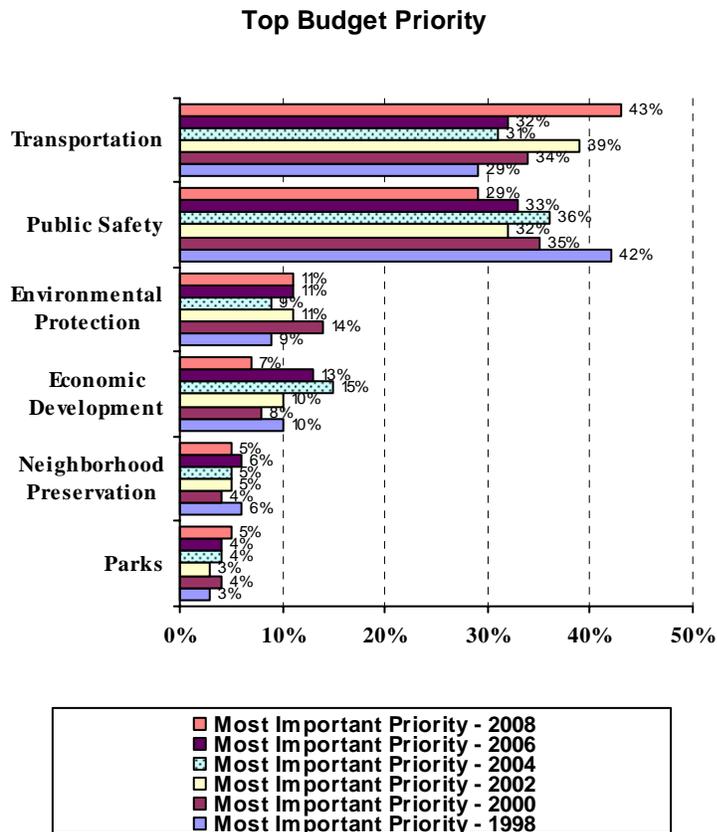
Notably, for every service measure more than one in seven respondents (16% or more) state they are unsure of how to rate their satisfaction with the Bellevue Police Department on each of these six measures. A quarter of respondents are unsure of how honest (25%) the Police Department is or don’t know if they provide fair and equal treatment (23%). It may be that people have not had contact with Police and are therefore unsure or do not feel able to rate the Police Department on these measures.



Respondents most frequently mention that their primary source of information about the Bellevue Police Department is through direct contact with the police (40%), followed by the newspaper (18%), word of mouth (9%), the radio or television (6%), or online (4%).

On a “1” to “7” scale where “1” means “not at all satisfied” and “7” means “very satisfied”, sixty percent (60%) of respondents report they are satisfied, a 6 or 7 rating, with the quality of services provided by the Bellevue Police Department. A third of respondents (33%) give a neutral rating (3, 4, or 5), while very few respondents indicate they are not satisfied (2%), a rating less than 3, with the BPD.

Budget Priorities



TOP BUDGET PRIORITY:

Similar to past surveys, respondents were asked to select their top budget priority from among six general service areas. **Transportation is ranked as the top budget priority by 43% of 2008 respondents. Public safety is considered a top budget priority by nearly a third of respondents (29%).** Public Safety has formerly been ranked as the highest priority by respondents in previous Budget Surveys, however the percentage of respondents who indicate Transportation is the top budget priority has significantly increased (43% in 2008 compared to 32% in 2006 and 31% in 2004) ranking it above Public Safety.

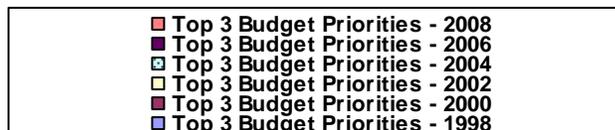
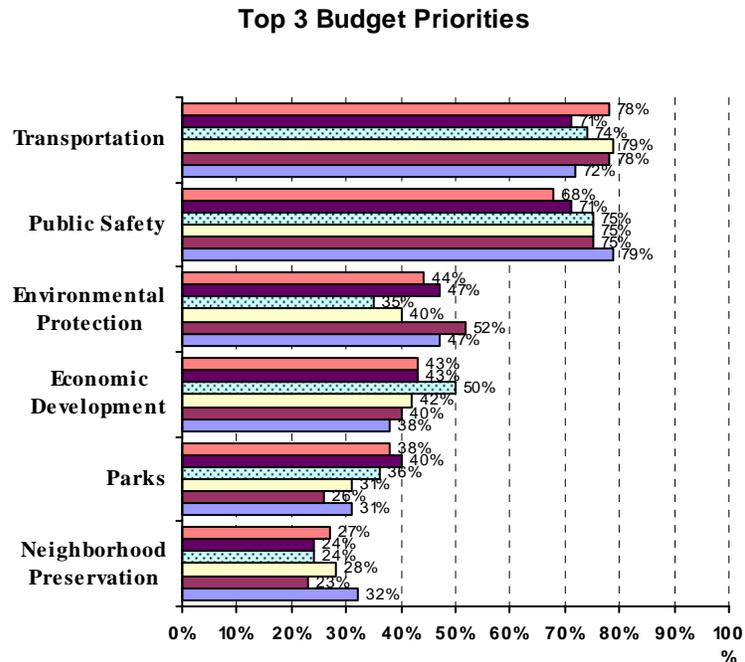
The percentage of respondents who indicate Environmental Protection as

the top budget priority remains relatively stable, 11% in both 2008 and 2006. Significantly fewer respondents in 2008 (7%) say that Economic Development is a top priority issue compared to 2006 (13%) and 2004 (14%), although it remains only slightly lower than in 2002 (10%). Five percent of respondents report that Parks (5%) or Neighborhood Preservation (5%) is a top budget priority, similar to recent years.

TOP 3 BUDGET PRIORITIES:

In addition, respondents were also asked to name their second and third budget priorities. Results were combined for each service area to ascertain which service areas were most often considered as one of the top three budget priorities.

- Seventy-eight percent (78%) of respondents name Transportation as either a first, second or third budget priority. This is higher than in 2006 (71%) and 2004 (74%) and similar to 2002 (78%) and 2000 (79%).
- Slightly lower than previous years, two-thirds (68%) of respondents say Public Safety should be the first, second or third budget priority – this is a slight decline when compared to the combined percentage in 2006 (71%), 2004 (75%) and in 2002 (75%).



- Down from 2006, less than half (44%) of respondents in 2008 consider Environmental Protection to be one of the top three budget priorities, compared to 47% in 2006.
- Forty-three percent (43%) say that Economic Development is a first, second or third budget priority. This is the same as the combined percentage in 2006 (43%), and is significantly lower than in 2005 (50%).
- Parks are considered the first, second or third priority by thirty-eight percent (38%) of respondents. This remains fairly stable from previous surveys (40% in 2006, 36% in 2004 and 31% in 2002).
- Neighborhood Preservation is considered a first, second or third budget priority by the fewest respondents in 2008 (27%). One quarter of respondents reported this as a budget priority in previous surveys (24% in 2006, 24% in 2004, 28% in 2002 and 23% in 2000).

Demographic Differences in the Top Budget Priority Named by Respondents

Listed below are groups more likely than others to name the following as their top budget priority:

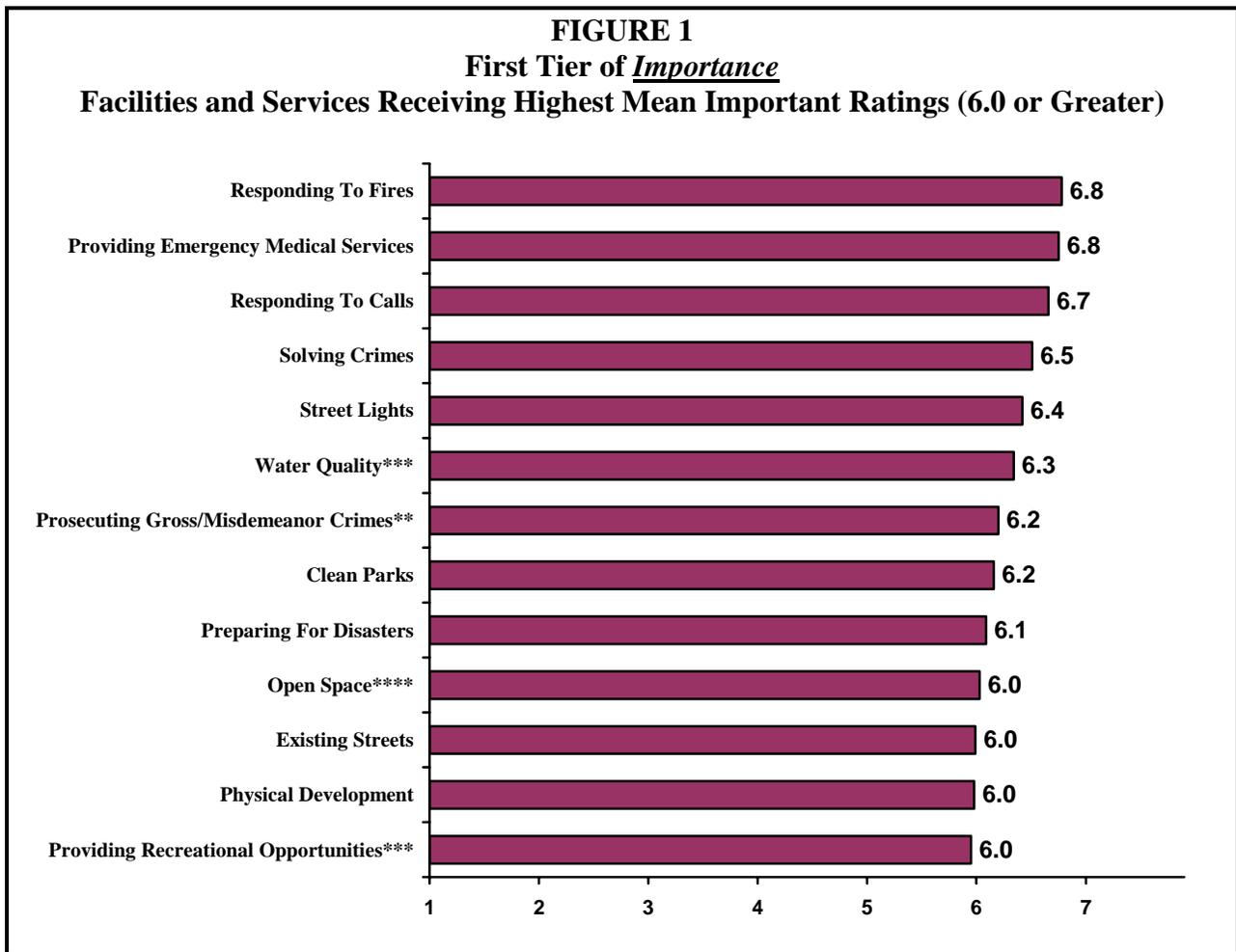
- ***Transportation***: Male respondents
- ***Public Safety***: Respondents with at least 25 years of residency, residents older than 54, and female respondents
- ***Environmental Protection***: Respondents who have children living in their household
- ***Economic Development***: No statistically significant differences by demographic groups
- ***Parks***: No statistically significant differences by demographic groups
- ***Neighborhood Preservation***: Respondents 65 years of age and older as well as respondents with children in their household

Importance and Satisfaction Ratings for Facilities and Services

The heart of the Budget Survey is a series of questions asking respondents to rate 36 specific types of services and facilities on 1) how important they believe it is for the City to provide the service or facility and 2) how satisfied they are with the City’s job in providing the service or facility. Respondents were asked to provide ratings on a 1 to 7 scale with 7 being the highest rating for both importance and satisfaction.

Similar to the mean importance ratings reported in 2006, in the 2008 survey every service item receives a mean rating of at least 4.8 ranging upward to a high mean rating of 6.8.

The First Tier of Importance continues to generally be comprised of those services and facilities relating to public safety. This year, respondents rated one service area above 6.0 in importance that had been rated lower than 6.0 in 2006. These are denoted with a ****.



***The service item “prosecuting misdemeanor and gross misdemeanor crimes committed in Bellevue” was new to the 2004 Budget Survey.*

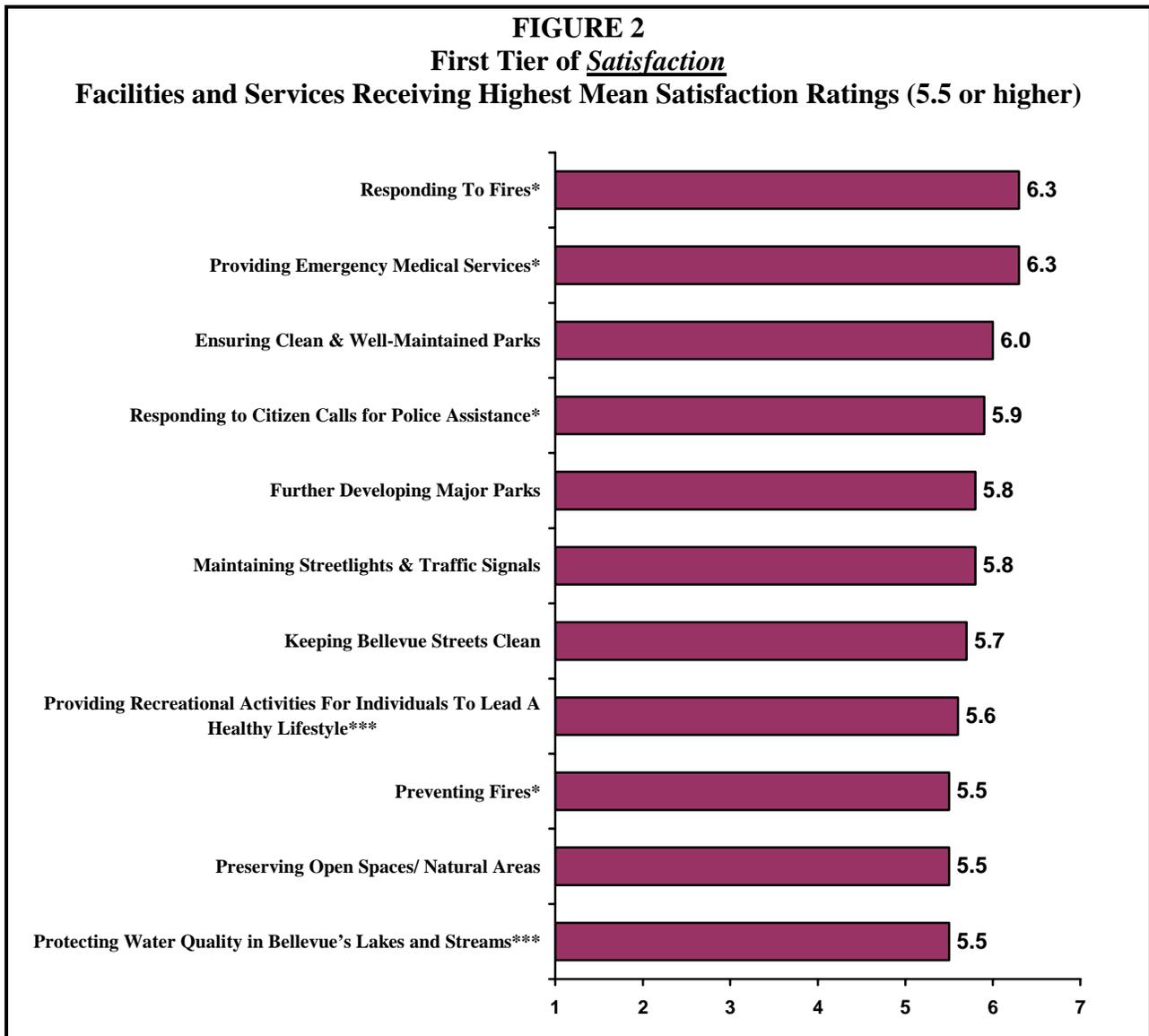
****The service items “water quality” and “providing recreational opportunities was new to the 2006 Budget Survey.*

***** The service items marked with an asterisk (****) were reported in the Second Tier of Importance in the 2006 Budget Survey.*

^ These service areas were in the 2006 Second Tier of Importance.

As in 2006, in 2008 all service and facility items were given average satisfaction ratings of at least a 4.5. Those services garnering the greatest satisfaction among respondents received mean satisfaction ratings of almost 6.3.

Among the eleven services receiving a mean satisfaction rating of 5.5 or greater – the First Tier of Satisfaction – seven of those services are also most important to respondents (in the First Tier of Importance). Services that were rated as the most important but that are not in the first tier of satisfaction are investigating & solving crimes, preparing for disasters such as earthquakes and major storms, maintaining existing streets & sidewalks, and managing the city’s physical development. The differences between those services that are most important to respondents and the satisfaction level with services are discussed in more detail on the following pages.



*High Percentage of respondents (20% or more) report “don’t know” for service area satisfaction.

***The service items “water quality” and “providing recreational opportunities were new to the 2006 Budget Survey.

The two-page table beginning on the next page shows importance and satisfaction ratings for all services included in the 2008 survey. The order in which services and facilities are listed is based on mean importance ratings, with areas receiving the highest ratings shown first. On this table, mean importance ratings and satisfaction ratings are shown for each service and facility about which the survey asked. This table then shows both the percentages giving the highest possible rating (a “7”) and the combined percentages giving a rating of “6” or “7.” The last column shows the percentage giving a response of “don’t know” concerning satisfaction with each service or facility.

In evaluating satisfaction ratings, it is important to note that “don’t know” responses are quite common for several areas. Seven (7) out of 36 areas receive responses of “don’t know” from 20 percent or more of respondents, and four (4) areas receive “don’t know” responses from 17 to 19 percent of respondents.* As in the past, there may be opportunities for the City to build awareness among residents about the City’s work in these areas. It should be noted that the areas which receive high percentages of “don’t know” responses in relation to the satisfaction questions, such as “prosecuting misdemeanor & gross misdemeanor crimes”, only a small amount of respondents have direct experience. Furthermore, the percentage of “don’t know” responses is much less common when respondents rate importance of services than satisfaction of services.

IMPORTANCE AND SATISFACTION RATINGS

	Importance				Satisfaction			
	Mean	% Rating 7	% Rating 6 or 7	Don't Know [^]	Mean	% Rating 7	% Rating 6 or 7	Don't Know [^]
<i>1st Tier of Importance</i> <i>(Mean Rating of 6.0 or More)</i>								
Responding To Fires	6.78	85%	92%	2%	6.32	46%	66%	<u>21%</u>
Providing Emergency Medical Services	6.75	82%	93%	4%	6.32	52%	68%	<u>18%</u>
Responding to Citizen Calls for Police Assistance	6.66	70%	86%	8%	5.92	29%	56%	<u>23%</u>
Investigating & Solving Crimes	6.51	64%	84%	7%	5.42	16%	40%	<u>27%</u>
Maintaining Streetlights & Traffic Signals	6.42	62%	85%	0.20%	5.82	38%	68%	1%
Protecting Water Quality in Bellevue's Lakes and Streams	6.34	52%	88%	1%	5.50	17%	55%	7%
Prosecuting Misdemeanor & Gross Misdemeanor Crimes	6.20	49%	76%	6%	5.19	13%	32%	<u>28%</u>
Ensuring Clean & Well-Maintained Parks	6.16	52%	76%	0.15%	5.99	42%	71%	4%
Preparing for Disasters	6.09	50%	70%	4%	4.78	14%	23%	<u>20%</u>
Preserving Open Spaces/ Natural Areas	6.03	43%	73%	0.12%	5.51	24%	51%	1%
Maintaining Existing Streets & Sidewalks	5.99	37%	70%	1%	5.36	18%	51%	1%
Managing the City's Physical Development	5.98	43%	70%	3%	5.01	12%	36%	7%
Providing Recreational Activities For Individuals To Lead A Healthy Lifestyle	5.95	43%	73%	1%	5.61	25%	58%	4%
<i>2nd Tier of Importance</i> <i>(Mean Rating of 5.5 to 5.9)</i>								
Building or Widening City Roads	5.89	42%	72%	0.20%	4.73	6%	27%	2%
Preventing Fires	5.85	38%	61%	3%	5.51	21%	46%	<u>17%</u>
Building Neighborhood Improvements	5.84	39%	64%	0.17%	5.43	24%	48%	3%
Further Developing Major Parks	5.81	44%	63%	0.32%	5.82	33%	67%	3%
Keeping Bellevue Streets Clean	5.80	36%	63%	0.08%	5.74	25%	63%	1%
Providing Services for Residents in Needs	5.80	35%	64%	4%	5.38	15%	31%	<u>25%</u>
Promoting Jobs And Economic Development	5.78	36%	59%	5%	5.30	11%	42%	12%
Reducing Traffic Accidents by Enforcing Traffic Laws	5.78	39%	64%	0.45%	5.31	17%	49%	4%
Providing Recreation Programs For Youth, Seniors and Special Needs Population	5.77	45%	61%	2%	5.29	18%	42%	9%
Community Policing	5.63	28%	58%	4%	5.12	14%	36%	<u>17%</u>
Providing Traffic Patrols in Residential Neighborhoods	5.61	38%	57%	1%	5.14	20%	43%	5%
Reducing Traffic in Residential Neighborhoods	5.53	33%	56%	2%	4.73	7%	26%	5%
Making it Easier to Get Information About City Services & Programs	5.53	27%	54%	2%	5.34	18%	45%	8%

Service areas with a high proportion of don't know responses have their 'don't know' results in bold and underlined.

IMPORTANCE AND SATISFACTION RATINGS, Cont.

	Importance				Satisfaction			
	Mean	% Rating 7	% Rating 6 or 7	Don't Know^	Mean	% Rating 7	% Rating 6 or 7	Don't Know^
3rd Tier of Importance <i>(Mean Rating of Less than 5.5)</i>								
Building Sidewalks Along Major Roads	5.47	30%	53%	3%	5.01	13%	36%	6%
Expanding Trails	5.39	27%	48%	1%	5.44	15%	45%	5%
Building Neighborhood Sidewalks	5.30	27%	47%	2%	4.66	9%	27%	7%
Outreach and Programs For Better Access to City Services	5.29	22%	47%	6%	5.16	11%	36%	14%
Affordable Housing for Residents	5.29	28%	48%	3%	4.45	6%	19%	18%
Improvements for Bicycle Riders	5.06	18%	43%	3%	4.63	9%	22%	10%
Responding to Citizen Complaints About Code Violations	5.04	19%	37%	8%	5.08	11%	30%	26%
Sponsoring Community Events	4.98	18%	38%	3%	5.04	20%	40%	9%
Supporting the Arts	4.78	16%	32%	1%	5.04	14%	33%	11%

Service areas with a high proportion of don't know responses have their 'don't know' results in bold and underlined.

Demographic Differences in Importance and Satisfaction Ratings

There are some demographic groups of respondents who are more likely to give services and facilities greater importance ratings. These groups include older respondents (age 65 or older), females, respondents with lesser household incomes, and residents who have lived in the City of Bellevue for 25 years or more.

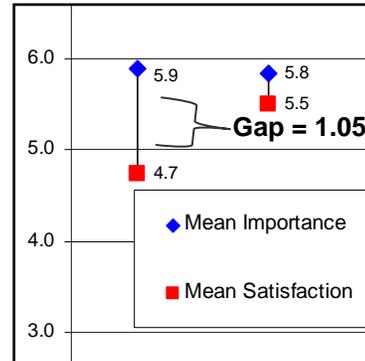
Females, older respondents and respondents with lower annual household incomes also tend to be more highly satisfied with the City's services and facilities.

These results probably indicate real differences among groups of residents in the importance they ascribe to City services and their satisfaction with the City's job in providing these services. However, some of these findings may also be revealing differences in response styles, with some groups of respondents being more likely than others to answer in what they perceive would be viewed as a positive way by the City.

Gaps between Importance and Satisfaction

As noted, services that residents feel are most important tend also to be those with which they are most satisfied. Useful insights are, however, provided by analyzing the size of gaps between the mean importance and satisfaction ratings given by respondents. An example is provided below of how gaps between mean importance and satisfaction ratings are calculated.

Building or Widening City Roads



Generally, on the Budget Survey, services are given somewhat higher importance than satisfaction ratings. **Relatively large gaps**—in which the mean rating of importance is at least 1.0 rating points higher than the mean rating of satisfaction—merit a particularly close look by the City. **A gap of 1.0 or more may signal a need for more public education and outreach** regarding a particular facility or service. Or, **such a gap may signal that resources are not adequate, or are not deployed as well as they could be.** Large gaps may also reflect broad frustration with challenges that have aspects that are regional in scope and that local government has limited ability to impact.

Results of the 2008 Budget Survey reveal that four services have gap scores of 1.0 or greater; compared to two services in 2006 (and 6 in 2004).

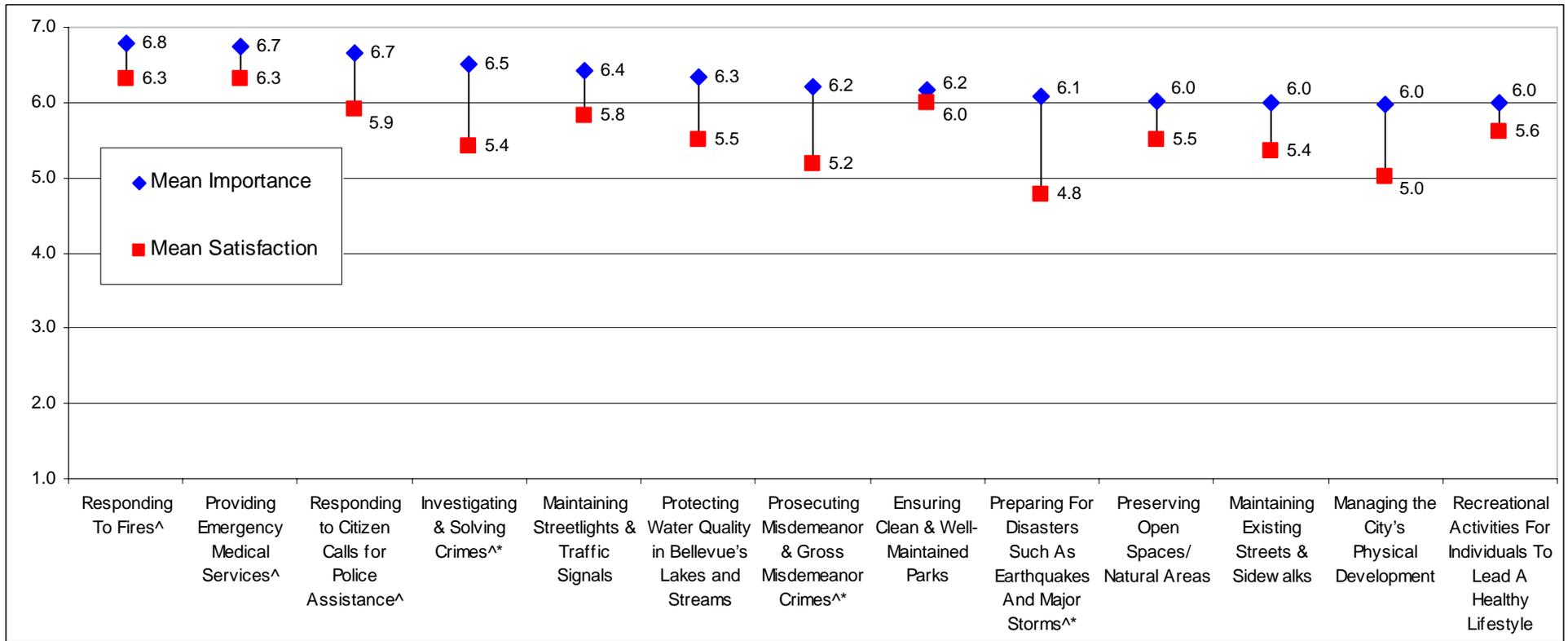
The charts on the next page show the gap scores for those services with large gaps in 2006 and 2008.

SERVICES AND FACILITIES WITH LARGEST GAPS IN 2008 SURVEY		
	<i>2006 Budget Survey Gap (Importance > Satisfaction)</i>	<i>2008 Budget Survey Gap (Importance > Satisfaction)</i>
<i>1st Tier of Importance (6.0 or higher):</i>		
Investigating & Solving Crimes	0.89	1.09
Protecting Water Quality in Bellevue's Lakes and Streams	0.84	0.85
Prosecuting Misdemeanor & Gross Misdemeanor Crimes	0.74	1.01
Preparing For Disasters Such As Earthquakes And Major Storms	0.94	1.31
<i>2nd Tier of Importance (5.5 – 6.0):</i>		
Managing the City's Physical Development	0.76	0.97
Building or Widening City Roads	1.05	1.16
Reducing Traffic in Residential Neighborhoods	0.58	0.80
Affordable Housing for Residents	1.01	0.84

**In figuring gaps between importance and satisfaction, importance and satisfaction ratings were carried out to two decimal places before the gaps were calculated. Only then were the gaps rounded to one decimal place.*

A series of three charts is provided next to show the size of gaps between average importance and satisfaction ratings for all service areas about which the 2008 survey asked. The services are arranged by tier of importance.

Gap Analysis 2008 First Tier of Importance (Mean 6.0 or Greater)

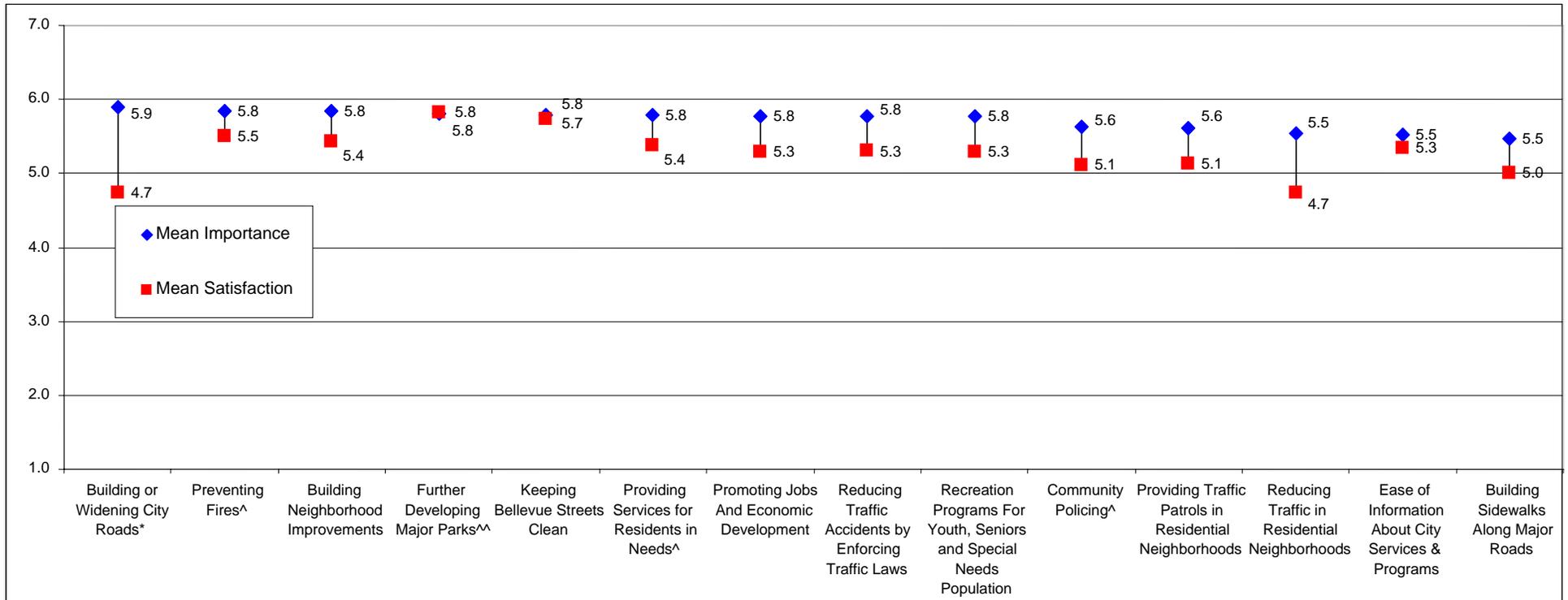


^High percentage of respondents don't know how satisfied they are with the service

* Services or facilities with a gap score of 1.0 or greater have an asterisk

^^Note, the mean satisfaction rating is greater than the mean importance rating

Gap Analysis 2008 Second Tier of Importance (Mean of at least 5.5 and less than 6.0)

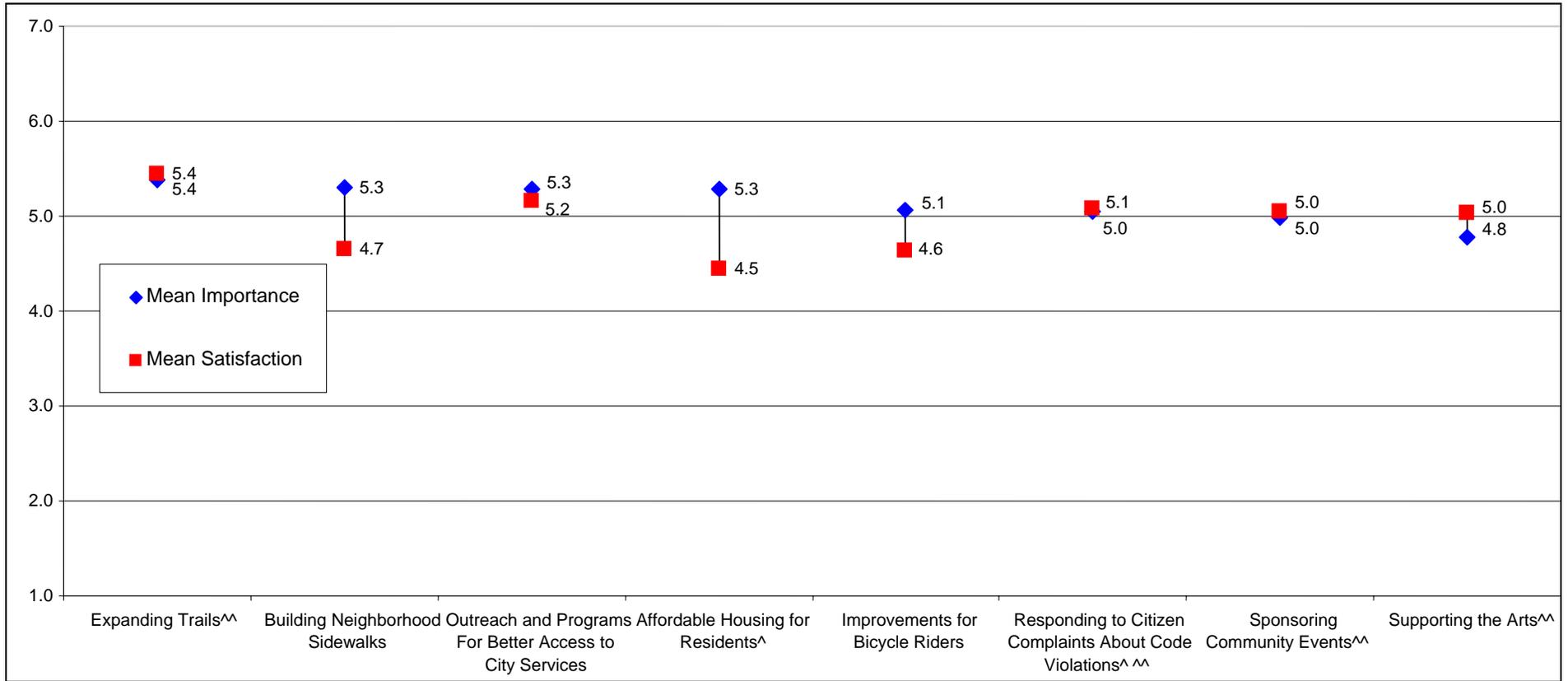


^High percentage of respondents don't know how satisfied they are with the service

*** Services or facilities with a gap score of 1.0 or greater have an asterisk**

^^Note, the mean satisfaction rating is greater than the mean importance rating

Gap Analysis 2008 Third Tier of Importance (Mean less than 5.5)



^High percentage of respondents don't know how satisfied they are with the service

* Services or facilities with a gap score of 1.0 or greater have an asterisk

^^Note, the mean satisfaction rating is greater than the mean importance rating

Trends in Importance and Satisfaction Ratings

When making a direct comparison between mean scores in 2008 and mean scores in 1998, the majority of service areas increased in their *importance* ratings rather than decreased. At the same time, the majority of service areas increased in their *satisfaction* ratings.

There are **8** service areas of *importance* where the 2008 mean score has decreased in comparison to the 1998 score, included below, however the means scores, while lower, are not significantly different:

- **Building or widening City roads to help ease traffic congestion**
- **Keeping Bellevue streets clean**
- **Reducing traffic accidents through enforcing traffic laws**
- **Community policing such as bike patrols and neighborhood Police officers**
- **Reducing traffic problems in residential neighborhoods**
- **Promoting affordable housing for City residents**
- **Responding To Citizen Complaints About Code Violations**
- **Supporting the arts**

With the exception of responding to fires, every service area *satisfaction* rating has improved when comparing 1998 and 2008 mean scores.

There are trends of **increasing *satisfaction*** for several service areas. In addition, these areas with increasing satisfaction have also shown decreasing gaps in the disparity between the importances of the service compared to the satisfaction with the service area:

- **Responding To Citizen Calls For Police Assistance**
- **Preserving Open Spaces And Natural Areas**
- **Maintaining Existing Sidewalks And Streets**
- **Managing City's Physical Development**
- **Building Or Widening City Roads To Help Ease Traffic Congestion**
- **Further Developing Major Parks**
- **Providing Services For Residents In Need**
- **Keeping Bellevue Streets Clean**
- **Reducing Traffic Accidents Through Enforcing Traffic Laws**
- **Community Policing Such As Bike Patrols And Neighborhood Police Officers**
- **Making It Easier To Get Information About City Services And Programs**
- **Reducing Traffic Problems In Residential Neighborhoods**
- **Building Additional Sidewalks Along Major Roads**
- **Expanding Trails**
- **Promoting Affordable Housing For City Residents**

- **Responding To Citizen Complaints About Code Violations**
- **Supporting The Arts**

The table on the next page shows trends for service areas that have had **substantial gaps** between importance and satisfaction ratings in 1998, 2000, 2002, 2004, 2006 and/or 2008. Gap scores that are statistically greater than that reported in another year are shown in bold.

An indication is also made regarding whether the gap score (importance minus satisfaction) has widened, narrowed or remained stable between 1998 and 2008.

Importance and Satisfaction Trends:							
Services with substantial gaps in 1998, 2000, 2002, 2004, 2006 and/or 2008							
	<u>Gap</u>						<u>Trends 1998 to 2008</u>
	<u>1998</u>	<u>2000</u>	<u>2002</u>	<u>2004</u>	<u>2006</u>	<u>2008</u>	-
<i>1st Tier of Importance</i>							
Investigating And Solving Crimes	1.06	1.09	0.98	0.90	0.89	1.09	Narrowing until 2006, and stabilizing from previous years
Building Or Widening City Roads To Help Ease Traffic Congestion	1.72	1.37	1.66	1.35	1.05	1.16	Appears to be narrowing (Note that gap will be influenced by transit and construction projects on Bellevue roads and freeways)
Maintaining Existing Streets & Sidewalks	0.96	0.96	1.08	0.81	0.68	0.63	Narrowing overall with slight increase in gap score in 2002
Providing Services For Residents In Need	0.83	1.08	0.71	0.95	0.69	0.42	Narrowing overall with increase in gap score in 2000
Preparing For Disasters Such As Earthquakes And Major Storms	1.14	0.74	0.79	0.56	0.94	1.31	Narrowing since 2004, but now widening
Managing City's Physical Development	1.25	1.16	1.22	0.83	0.76	0.97	Narrowing overall
Preserving Open Spaces And Natural Areas	1.01	1.11	0.80	0.53	0.40	0.52	Narrowing overall
<i>2nd Tier of Importance</i>							
Promoting Jobs and Economic Development	0.42	0.36	0.90	1.12	0.60	0.48	Narrowing through 2000; widened gap in 2002-2004, but currently declining
Reducing Traffic Problems In Residential Neighborhoods	1.41	1.02	1.29	0.99	0.58	0.80	Narrowing until 2006 however increasing in 2008
<i>3rd Tier of Importance</i>							
Promoting Affordable Housing For City Residents	1.43	1.21	0.88	1.03	1.01	0.84	Narrowing overall with slight increase in gap score in 2004 and 2006

Trends in Importance and Satisfaction Ratings and Gaps for all City Services and Facilities

The tables on the next few pages summarize trends in ratings and gaps for *all service areas between 1998 and 2008*. Importance and satisfaction mean scores that have increased significantly over any of the previous survey years are in **bold**. Within the table, City services are listed in descending order by the average importance score in 2008 (by tier of importance).

First Tier of Importance

	<u>Importance</u>						<u>Satisfaction</u>						<u>Gap</u>					
	<u>1998</u>	<u>2000</u>	<u>2002</u>	<u>2004</u>	<u>2006</u>	<u>2008</u>	<u>1998</u>	<u>2000</u>	<u>2002</u>	<u>2004</u>	<u>2006</u>	<u>2008</u>	<u>1998</u>	<u>2000</u>	<u>2002</u>	<u>2004</u>	<u>2006</u>	<u>2008</u>
Responding To Fires	Stable						Stable; Slightly Decreasing In 2008						Stable Over Time; Significant Decrease In 2006					
	6.77	6.80	6.78	6.81	6.77	6.78	6.36	6.37	6.44	6.41	6.47	6.32	0.41	0.43	0.34	0.40	0.30	0.46
Providing Emergency Medical Services Such As Medic One	Stable Over Time						Stable						Stable Over Time; Significant Decrease In 2006					
	6.66	6.81	6.78	6.75	6.70	6.75	6.26	6.35	6.41	6.41	6.40	6.32	0.40	0.46	0.37	0.34	0.31	0.43
Responding To Citizen Calls For Police Assistance	Stable						Significant Increase In 2004 & 2006						Narrowing Since 2002; Significant Decrease In 2006					
	6.57	6.57	6.52	6.62	6.58	6.66	5.75	5.75	5.74	5.93	5.96	5.92	0.82	0.82	0.78	0.69	0.62	0.74
Investigating And Solving Crimes	Stable						Generally Increasing						Narrowing Until 2006; Significant Increase In 2008					
	6.44	6.40	6.45	6.46	6.47	6.51	5.38	5.31	5.47	5.56	5.58	5.42	1.06	1.09	0.98	0.90	0.89	1.09
Maintaining Street Lights & Traffic Signals	Significant Decrease In 2006						Stable						Significantly Narrowing In 2006					
	6.27	6.37	6.42	6.46	6.32	6.42	5.73	5.69	5.72	5.77	5.78	5.82	0.54	0.68	0.70	0.69	0.54	0.61
Protecting Water Quality In Bellevue's Lakes And Streams (<i>New In 2006</i>)	Stable						Stable						Stable					
	*	*	*	*	6.36	6.34	*	*	*	*	5.52	5.50	*	*	*	*	0.84	0.85
Prosecuting Misdemeanor And Gross Misdemeanor Crimes (<i>Added In 2004</i>)	Slightly Decreasing						Slightly Decreasing						Significantly Narrowing In 2006					
	*	*	*	6.26	6.13	6.20	*	*	*	5.31	5.38	5.19	*	*	*	0.95	0.74	1.01
Ensuring Clean And Well-Maintained Parks & Park Facilities	Increasing						Slight Decreases In 2000 And 2002; Significant Increase In Since 2004						Significantly Narrowing In 2006 And Generally Declining					
	5.88	5.90	6.00	6.14	6.16	6.16	5.70	5.61	5.62	5.82	5.99	5.99	0.18	0.29	0.38	0.32	0.16	0.17
Preparing For Disasters Such As Earthquakes And Major Storms	Increasing Over Time						Peaked In 2004; Significant Decrease In 2008						Significant Decrease In 2004					
	5.77	5.84	6.06	5.97	6.13	6.09	4.63	5.10	5.27	5.41	5.19	4.78	1.14	0.74	0.79	0.56	0.94	1.31
Preserving Open Spaces And Natural Areas	Increasing						Generally Increasing With A Significant Increase Since 2004						Narrowing With A Significant Decrease In 2006					
	5.98	5.81	5.81	5.82	5.98	6.03	4.97	4.70	5.01	5.29	5.58	5.51	1.01	1.11	0.80	0.53	0.40	0.52

	Importance						Satisfaction						Gap					
	<u>1998</u>	<u>2000</u>	<u>2002</u>	<u>2004</u>	<u>2006</u>	<u>2008</u>	<u>1998</u>	<u>2000</u>	<u>2002</u>	<u>2004</u>	<u>2006</u>	<u>2008</u>	<u>1998</u>	<u>2000</u>	<u>2002</u>	<u>2004</u>	<u>2006</u>	<u>2008</u>
Maintaining Existing Streets And Sidewalks	Stable Over Time						Significant Increase Since 2004						Narrowing Overall With Significant Decrease In 2008					
	5.98	6.00	6.06	6.09	6.01	5.99	5.02	5.04	4.98	5.28	5.33	5.36	0.96	0.96	1.08	0.81	0.68	0.63
Managing City's Physical Development	Stable						Significant Increase Since 2004						Narrowing With A Significant Decrease In 2006					
	5.94	5.80	5.92	5.89	5.94	5.98	4.69	4.64	4.70	5.06	5.18	5.01	1.25	1.16	1.22	0.83	0.76	0.97
Providing Opportunities For Individuals To Lead Healthy And Active Lifestyles (<i>New In 2006</i>)	Slight Decrease In 2008						Stable						Significant Decrease In 2008					
	*	*	*	*	6.04	5.95	*	*	*	*	5.61	5.61	*	*	*	*	0.43	0.34

Second Tier Of Importance

	Importance						Satisfaction						Gap					
	1998	2000	2002	2004	2006	2008	1998	2000	2002	2004	2006	2008	1998	2000	2002	2004	2006	2008
Building Or Widening City Roads To Help Ease Traffic Congestion	Generally Stable With A Significant Increase In 2004						Significant Increase Since 2004						Appears To Be Narrowing; Significant Decrease In 2006 (Note That Gap Will Be Influenced By Transit And Construction Projects On Bellevue Roads And Freeways)					
	5.90	5.80	6.00	6.11	5.85	5.89	4.18	4.43	4.34	4.76	4.80	4.73	1.72	1.37	1.66	1.35	1.05	1.16
Preventing Fires	Stable						Increasing Until 2006; Slight Decrease In 2008						No Trend Varying Gap					
	5.65	5.76	5.88	5.86	5.77	5.85	5.31	5.47	5.51	5.54	5.70	5.51	0.34	0.29	0.37	0.32	0.07	0.34
Building Neighborhood Improvements Such As Sidewalks, Crosswalks & Neighborhood Parks	Generally Increasing With Significant Increases In 2006						Increasing						Significant Decreased In 2004					
	5.48	5.46	5.73	5.68	5.90	5.84	5.03	5.04	5.11	5.34	5.43	5.43	0.45	0.42	0.62	0.34	0.46	0.41
Further Developing Major Parks	Increasing						Increasing						No Trend Varying Gap					
	5.47	5.50	5.66	5.80	5.80	5.81	5.40	5.52	5.58	5.72	5.91	5.82	0.07	-0.02	0.08	0.08	-0.10	-0.01
Providing Services For Residents In Need	Significant Increase In 2004						Increasing Since 1998						No Trend - Varying Gap					
	5.77	5.92	5.91	6.07	5.84	5.80	4.94	4.84	5.20	5.12	5.14	5.38	0.83	1.08	0.71	0.95	0.69	0.42
Keeping Bellevue Streets Clean	Relatively Stable						Significant Increase Since 2004						Stable Over Time; Significantly Narrowing In 2008					
	5.84	5.81	5.84	5.93	5.89	5.80	5.72	5.60	5.60	5.81	5.81	5.74	0.12	0.21	0.24	0.12	0.09	0.05
Reducing Traffic Accidents Through Enforcing Traffic Laws	Relatively Stable						Relatively Stable; Significant Increase In 2006						Relatively Stable; Significant Decrease In 2008					
	5.81	5.71	5.87	5.96	5.88	5.78	5.17	5.14	5.13	5.30	5.34	5.31	0.64	0.57	0.74	0.66	0.54	0.46
Promoting Jobs And Economic Development	Relatively Stable Since 2002						Generally Increasing With A Significant Increase In 2006 & 2008						Significant Increase In 2002 - 2006. Significant Decrease In 2008					
	5.43	5.50	5.70	5.80	5.77	5.78	5.01	5.14	4.80	4.68	5.17	5.30	0.42	0.36	0.90	1.12	0.60	0.48
Providing Recreation Programs For Youth, Seniors, And Special Needs Populations (New In 2006)	Slight Decrease In 2008						Slight Decrease In 2008						Significant Increase In 2008					
	*	*	*	*	5.83	5.77	*	*	*	*	5.40	5.29	*	*	*	*	0.43	0.48
Community Policing Such As Bike Patrols And Neighborhood Police Officers	Stable						Generally Narrowing; Significant Increase In 2006						Generally Narrowing; Significant Decrease In 2006					
	5.83	5.69	5.72	5.83	5.78	5.63	5.08	5.09	5.26	5.25	5.44	5.12	0.75	0.60	0.46	0.58	0.35	0.51
Providing Traffic Patrols In Residential Neighborhoods	Stable Over Time						Slightly Increasing						Relatively Stable Over Time; Significantly Narrowing In 2006					
	5.59	5.26	5.59	5.63	5.70	5.61	5.11	5.14	5.24	5.20	5.38	5.14	0.48	0.12	0.35	0.43	0.32	0.48

	Importance						Satisfaction						Gap					
	1998	2000	2002	2004	2006	2008	1998	2000	2002	2004	2006	2008	1998	2000	2002	2004	2006	2008
Making It Easier To Get Information About City Services And Programs	Relatively Stable						Significant Increase In 2004						Narrowing					
	5.32	5.23	5.43	5.42	5.57	5.53	4.96	4.96	5.20	5.22	5.39	5.34	0.36	0.27	0.23	0.20	0.18	0.19
Reducing Traffic Problems In Residential Neighborhoods	Stable Over Time With Significant Increase In 2002						Generally Increasing With Significant Increase Since 2004						Generally Narrowing; Significant Decrease In 2006					
	5.76	5.52	5.79	5.73	5.56	5.53	4.35	4.50	4.50	4.74	4.99	4.73	1.41	1.02	1.29	0.99	0.58	0.80
Building Additional Sidewalks Along Major Roads	Generally Stable						Significant Increase In 2004; Becoming Stable						Narrowing					
	5.32	5.23	5.40	5.50	5.55	5.47	4.76	4.60	4.77	4.99	4.93	5.01	0.56	0.63	0.63	0.51	0.63	0.46

Third Tier Of Importance

	Importance						Satisfaction						Gap					
	1998	2000	2002	2004	2006	2008	1998	2000	2002	2004	2006	2008	1998	2000	2002	2004	2006	2008
Expanding The System Of Recreational Trails Within Parks And Between Major Destinations	Stable Over Time 5.12 5.20 5.30 5.37 5.50 5.39						Increasing With Significant Increase Since 2004 4.97 5.02 5.09 5.33 5.43 5.44						Generally Narrowing 0.15 0.18 0.21 0.04 0.07 -0.06					
Building Additional Neighborhood Sidewalks	Significantly Increasing Since 2002 4.94 4.94 5.18 5.29 5.32 5.30						Generally Increasing With Significant Increase Since 2004 4.66 4.59 4.71 4.95 4.96 4.66						Slightly Increasing 0.28 0.35 0.47 0.34 0.36 0.64					
Providing Outreach And Programs To Give Neighborhoods Better Access To City Services.	Increasing 5.05 5.15 5.30 5.33 5.30 5.29						Increasing 4.93 4.93 5.06 5.12 5.16 5.16						Significantly Narrowing In 2008 0.12 0.22 0.24 0.21 0.14 0.13					
Promoting Affordable Housing For City Residents	Stable Over Time 5.35 5.23 5.23 5.34 5.44 5.29						Increasing 3.92 4.02 4.35 4.31 4.43 4.45						Narrowing Through 2002; Widened Gap In 2004-2006 And Narrowing In 2008 1.43 1.21 0.87 1.03 1.01 0.84					
Responding To Citizen Complaints About Code Violations Like Illegal Housing Additions Or Junk Vehicles.	Significant Increase In 2002 And Declining Since 5.13 5.11 5.35 5.28 5.25 5.04						Increasing 4.74 4.98 4.97 5.09 5.19 5.08						Significantly Narrowing In 2008 0.39 0.13 0.38 0.19 0.06 -0.03					
Making Improvements For Bicycle Riders	Significant Increase In 2006 4.89 4.82 4.90 5.02 5.23 5.06						Increasing Since 2000 With Significant Increase In 2004 4.42 4.36 4.57 4.81 4.78 4.63						Significantly Widening In 2006 0.47 0.46 0.33 0.21 0.46 0.44					
Sponsoring Community Festivals And Events <i>(New In 2006)</i>	Stable * * * * 5.01 4.98						Slight Decrease * * * * 5.24 5.04						Significantly Widening In 2008 * * * * -0.02 -0.06					
Supporting The Arts	Stable Over Time 4.83 4.69 4.85 4.97 4.98 4.78						Relatively Stable 4.90 4.85 5.00 4.84 5.01 5.04						No Trend, Varying Gap -0.07 -0.16 -0.15 0.13 -0.03 -0.26					

Strategies for Addressing Traffic Congestion

The 2008 Budget Survey asks respondents to state how strongly they agree or disagree with six different strategies (listed below) the City could employ to deal with increased traffic congestion.

- Widen major City roads.
- Encourage the state to widen state highways.
- Work with regional agencies to improve local transit service within Bellevue.
- Work with regional agencies to develop a reliable regional mass transit system.
- Divert traffic away from local neighborhoods even if it may increase travel time.
- Encourage and make it more attractive for people to choose transportation alternatives such as riding the bus, carpooling, and vanpooling. This could include building more carpool lanes and working to get more reliable and frequent bus service.

Nearly all respondents (92%) agree that in order to deal with increased traffic congestion, the City should work with regional agencies to improve local transit service within Bellevue (68% strongly agree and 24% somewhat agree with this strategy).*

As in 2006, respondents report the second greatest percentage of agreement ratings, eighty-six percent (86%) of respondents somewhat or strongly agree that the City should work with regional agencies to develop a reliable regional mass transit system. Furthermore, eighty-six percent (86%) of respondents also agree (somewhat or strongly) that the City should encourage and make it more attractive for people to choose transportation alternatives. Similar to 2006, respondents in 2008 agree (somewhat or strongly) that the City should encourage the state to widen state highways (73% in 2006 and 74% in 2008), or widen major City roads (67% in 2006 and 68% in 2008). The smallest proportion of people agree with the statement that the City should divert traffic away from local neighborhoods – significantly fewer respondents agree with this statement in 2008 (52%) compared to 2006 (65%) and 2002 (64%).

The table on the next page breaks out the percentage of agreement and disagreement ratings given for each of the five strategies.

** Note that the wording on this question was slightly altered in 2006. In the 2004 survey the phrase was: “Work with regional agencies to improve transit service for Bellevue.” In 2006 it was changed to: “Work with regional agencies to improve local transit service within Bellevue.”*

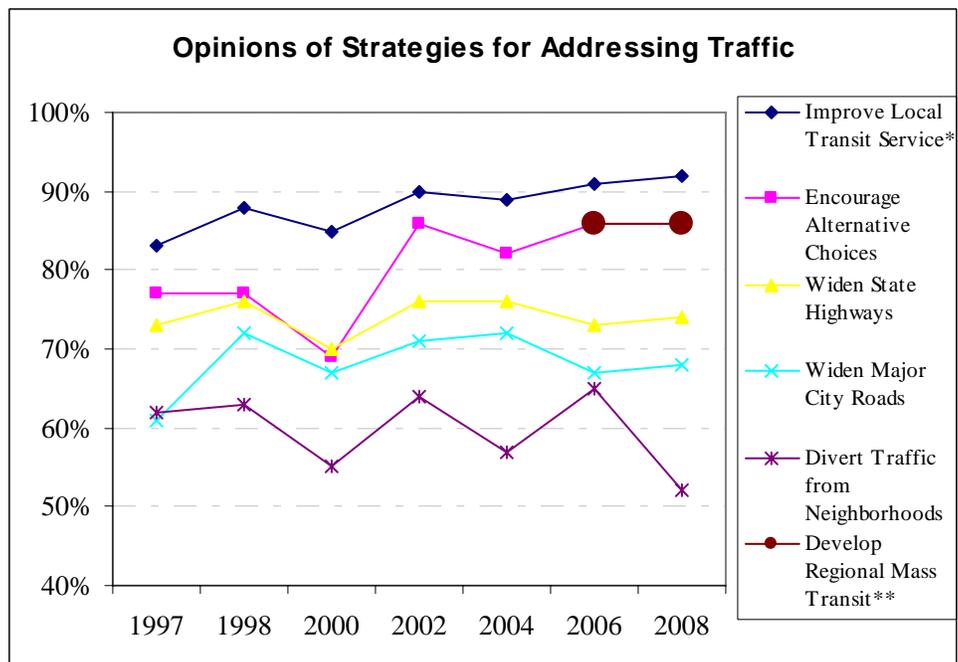
(see table on next page)

**OPINIONS REGARDING TRANSPORTATION STRATEGIES
2008 Survey**

	Strongly Agree	Somewhat Agree	Neither Agree Nor Disagree	Somewhat Disagree	Strongly Disagree	Don't Know
Work with Regional Agencies to Improve Local Transit Service within Bellevue <i>(wording changed slightly in 2006 survey)</i>	68%	24%	2%	3%	2%	1%
	92%			5%		
Work with Regional Agencies to Develop A Reliable Regional Mass Transit System	68%	18%	2%	5%	6%	1%
	86%			11%		
Encourage and Make it More Attractive for People to Choose Transportation Alternatives	67%	19%	3%	4%	6%	<1%
	86%			10%		
Encourage The State To Widen State Highways*	45%	29%	5%	13%	7%	1%
	74%			19%*		
Widen Major City Roads	34%	34%	8%	15%	8%	1%
	68%			23%		
Divert Traffic Away From Local Neighborhoods Even If It May Increase Travel Time	19%	33%	7%	20%	19%	2%
	52%			39%		

**Individual percentages do not add exactly to combined sum due to rounding.*

The chart on the right shows trends in the transportation strategy series since it was first asked in 1997. In each survey year, every strategy has garnered a majority of support. Prior years have also yielded similar patterns in responses in which transit service-related strategies and strategies to help people choose alternatives to driving alone are most popular.



Over the years respondent’s level of agreement with strategies for addressing traffic has remained fairly stable. However, the percentage of respondents that agree with the statement “in order to deal with increased traffic congestion, the city should divert traffic away from local neighborhoods even if it may increase travel time” significantly decreased from 65% in 2006 to 52% in 2008.

**Opinions of Strategies for Addressing Traffic – “Improve Local Transit Service” wording changed from “within Bellevue” to “local” in 2006.*

***“Developing Mass Transit” was added in 2006 – it has yielded the same scores as “Encourage Alternative Choices”.*

Survey Changes

As has been noted since the 2004 Budget Survey, the percent agreeing has trended significantly upward between 1997 and 2002 for several of these strategies: improving transit, encouraging alternative choices, and widening major city roads. The steep increase between 2000 and 2002 in the percent agreeing with encouraging alternative transportation choices is likely partly related to the change in wording on this item. In 2000 and prior years, it was worded: “Develop ways that encourage individuals to change the ways in which they travel.” In 2002, it was changed to provide respondents more detail on how the City can encourage use of alternatives, as follows: “Encourage and make it more attractive for people to choose transportation alternatives such as riding the bus, carpooling, and vanpooling. This could include building more carpool lanes and working to get more reliable and frequent bus service.”

“Work[ing] with Regional Agencies to Improve Local Transit Service within Bellevue” has been the most popular strategy for dealing with congestion each year this series has been on a budget survey. In 2000 and prior years this question was worded slightly differently to read “Work with Metro to provide Bellevue with better bus service, and from 2002 to 2004 the question read “Work[ing] with Regional Agencies to Improve Transit Service for Bellevue.” The question was again changed in 2006 to read: “Work with Regional Agencies to Improve Local Transit Service within Bellevue”).

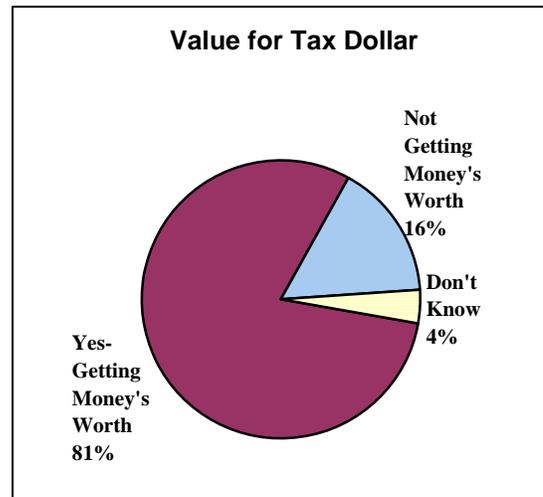
Demographic Differences Agreement with Traffic Strategies
Respondents Most Likely To Either Somewhat or Strongly Agree With Each Strategy

- ***Widen major City roads:*** Respondents under the age of 35 as well as respondents without children in the household.
- ***Encourage the state to widen state highways:*** Single-family residents, males, and respondents living in the 98007 zip code.
- ***Work with regional agencies to improve local transit service within Bellevue:*** Male respondents, under the age of 35, and those respondents who have lived in Bellevue between 3 and 9 years.
- ***Work with regional agencies to develop a reliable mass transit system:*** Multi-family residents, respondents who have children, respondents with an annual household income between \$35,000 and \$100,000, respondents under the age of 35, as well of those whose residency tenure is between 3 and 9 years.
- ***Divert traffic away from local neighborhoods:*** Female respondents, without children in their household, residents of zip code 98004, and respondents aged 35 or older.
- ***Encourage and make it more attractive for people to choose transportation alternatives:*** Multi-family residents and respondents who have lived in Bellevue between 3 and 9 years.

Opinions regarding Taxes and Service Levels

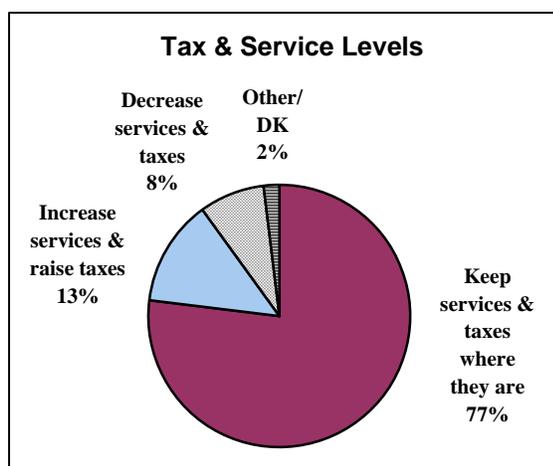
The Budget Survey asks residents whether they feel they are getting their money's worth for the taxes they pay for city services. **The majority of respondents (81%) feel they are getting their money's worth for their tax dollar, this remains stable compared to 2006 (82%).** Sixteen percent (16%) of respondents do not feel they are getting their money's worth for their tax dollar.

Although slightly down in 2008 from 2006 the, overall the percentage of respondents who report getting their money's worth for their tax dollar has been trending upwards since 1996. The table below shows the percentage reporting they are getting their money's worth and the percentage who report they are not getting their money's worth during each survey year.



In general, there are few statistically significant differences between demographic groups; however, single-family residents are significantly more likely than multi-family residents to report they do not feel they are getting their money's worth for their tax dollar.

VALUE FOR TAX DOLLAR: TRENDS IN RESPONSES							
(BASE: ALL RESPONDENTS)							
	1996	1998	2000	2002	2004	2006	2008
Getting Money's Worth	72%	73%	78%	79%	81%	82%	81%
Not Getting Money's Worth	20%	22%	16%	16%	16%	14%	16%
Don't Know / Refused	8%	5%	6%	5%	3%	4%	4%



A second question asks respondents to weigh the corresponding relationship between services received for their tax dollar to identify the preferred level of taxes and services.

Similar to the previous survey wave, three-quarters (77%) of all respondents say that the City should keep taxes and services about where they are. Thirteen percent (13%) indicate they would prefer to see an increase in service levels and taxes, while eight percent (8%) of respondents say they want a decrease in taxes and service levels.

TAX AND SERVICE LEVELS: TRENDS IN RESPONSES							
(BASE: ALL RESPONDENTS)							
	1996	1998	2000	2002	2004	2006	2008
Keep Where They Are	77%	74%	74%	76%	75%	75%	77%
Increase	10%	10%	9%	15%	15%	17%	13%
Decrease	9%	8%	9%	6%	8%	7%	8%
Don't Know / Refused / It Depends	4%	8%	8%	3%	2%	2%	3%

Demographic Differences in Tax and Service Level Preferences

- *Multi-family residents are significantly more likely to support increased levels of services and taxes than are single-family residents.*

Suggested Services/ Facilities to Increase or Decrease

Respondents who said the City should either increase or decrease services and taxes were asked to suggest what services or facilities should be increased or decreased.

Among the fifty-two (52) respondents who say the City should increase services and taxes, almost three-quarters (72%) of respondents say that transportation services (such as road improvement & maintenance, transit and traffic improvements) should be increased. One in five respondents cite Police (22%) or recreation (20%) services as needing more funding.

Development / zoning/ planning yields eight percent (8%) of comments by respondents, followed by schools and education (7%), providing outreach programs (3%) and government efficiency / lowering taxes (2%) as services to be increased. Four percent (4%) of respondents do not know which services should be increased. Please see the Field Services Report under separate cover for “other” verbatim responses.

Among the thirty-one (31) respondents who say the City should decrease services and taxes, twenty-three percent (23%) suggest cutting parks and recreation services, as well as providing outreach programs (17%). One in ten (11%) suggest cutting police services, or schools and education (10%). Less than one in ten respondents also indicate the following services should be decreased: streets / traffic (6%), government / efficiency / lower taxes (3%), and development / zoning / planning (2%). More than one-quarter (26%) of respondents do not know which services should be decreased. Please see the Field Services Report for “other” verbatim responses.

Other Comments

Interviewers asked respondents whether they had any additional comments for the City regarding needs and priorities for the next two-year budget. Two-thirds (64%) of respondents did not offer any final comments. Of the respondents who did have a concern regarding budget priorities, transportation/ traffic/ roads is perceived as the most important.

Demographics - Survey Respondent Profile

Household Size

A majority (65%) of respondents surveyed in the 2008 Budget Survey report they have two adults (including themselves) living in their household. One-fifth (22%) of respondents report they are the only adult in their household while one in ten respondents (10%) report they have three or more adults living in their household.

Children in Household

Sixty-five percent (65%) of respondents do not have children currently living in their household, while 13% have one child and 15% have two children living in their household. Six percent (6%) of respondents report they have three or more children in their household. As reported in previous Budget Surveys, respondents who live in a multi-family dwelling are more likely than single-family dwelling residents to *not* have any children (92% of multi-family residents have no children compared to 64% of single-family residents).

Dwelling Type

Fifty-six percent (56%) of survey respondents interviewed live in single-family dwellings; 44% live in multiple family dwellings. The survey proportion is representative of households in Bellevue and was ensured with a screening quota.

Years Lived in Bellevue

In conjunction with previous survey results, on average, respondents have lived in the City of Bellevue for fifteen (15.2) years. Thirteen percent (13%) of respondents have lived in Bellevue for 2 years or less. More than a third of respondents (36%) report living in Bellevue for three to nine years, while less have lived in Bellevue for 10 to 24 years (29%) or 25 or more years (22%).

Gender

Half of survey respondents interviewed are male (51%); half are female (49%). Quotas were employed during respondent screening to ensure an equal split between proportions of males and females.

Age

Equal to the 2006 survey four out of ten (40%) respondents are between the ages of 35 to 54. One quarter of respondents (29%) of respondents are under the age of 35. One in seven respondents report being 55 to 64 years old or 65 years or older (15% and 16%, respectively). Multi-family residents are more likely than single-family residents to be under the age of 35 (11% compared to 5%, respectively). Furthermore, single-family residents are more likely than multi-family residents to be between the ages of 35 and 54 (43% compared to 25%).

Ethnicity/Race

The majority of respondents are white (71%). Fifteen percent (15%) are of Asian descent, while three percent (3%) of respondents say they are African American; 3% are Native American; 2% say they are Eastern European; 1% are Hispanic / Latino; and 4% refused to disclose their ethnic background.

Annual Household Income

One in ten (10%) respondents has an annual household income of less than \$35,000, slightly lower than in 2006 (15%) and significantly lower than 2004 and 2002 (both 18%). One in three respondents (33%) report annual household incomes of \$35,000 to \$75,000, and fifty-seven percent (57%) of respondents have annual household incomes of \$75,000 or more. More than one in five respondents (23%) of respondents refused to disclose their income.

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Appendices

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2008 Budget Survey

Examples Of Responses Naming Transportation As Biggest Problem: Citywide & In Neighborhoods

CITYWIDE QUESTION: Considering the City as a whole, what, if anything, is the biggest problem you feel the City should do something about over the next two years?

REDUCE TRAFFIC:

General Comments on Traffic

- Reducing the traffic flow.
- The traffic situation due to the construction.
- Traffic congestion especially around rush hour.
- Transportation congestion.
- Well if they are going to continue to build condos then they need to improve the infrastructure so there is less traffic congestion.
- Stop the transit from going through my neighborhood.

I405/ 520/ I-90:

- Traffic flow, specifically 405.
- Improvements to I-405.
- Traffic. Better management on the 405. All the traffic that is flowing thru here. 148. It becomes cumbersome in the evening.
- Traffic/the 405 and downtown Bellevue.
- Traffic. 520 bridge.
- I think the transportation should improve access to I 90 and 405 and 520 from Bellevue because it is getting worse.
- Traffic along the 405 corridor.
- Transportation on the 405.
- The 520 bridge needs to be replaced and traffic on the 405 needs to be improved.
- I think that the whole problem with the 520 bridge. The problem is that we have some citizens with money and influence who want to make that bridge into six or eight lanes. They are completely ignoring mass transit.

COMMENTS ON ROADS:

Improve Synchronize/ More Traffic Lights:

- Synchronize the stop lights; you can't drive all the way down any street without having to stop 15 times.
- Study the traffic lights, and try to get rid of some of the cross lights.
- I think computerized and coordinated street signals can improve our way of traffic.
- Coordinate stop light's.

Repair/ Better Maintain Roads:

- Fix some of the city roads
- Road maintenance.
- Roads improvements.

IMPROVE BUS/TRANSIT SERVICE:

- Public transportation, buses to run more and hard to get around.
- Transportation fine-tuning the bus service, and committing to rail.
- Transportation. There is a transit center, but there is no parking and no way to get there in town.
- Maybe have more public transportation.
- More transit lines, bus lines
- Public transportation mostly because energy prices are so high.
- Work on the public transportation issues.
- Work on the bus services, and traffic in the rural parts of Bellevue.
- Public transportation, suburban contained accesses to public construction.

NEIGHBORHOOD QUESTION: Is there any problem in your own neighborhood that you think the City should do something about over the next two years?[IF YES: What problem is that? (BASE = 158 respondents)]

COMMENTS ON ROADS:

Repair/ Better Maintain Roads

- Some paving work is necessary.
- They should fix the roads.
- There is some pot holes that need attention. And there is some traffic that vastly exceeds the speed limit.
- Just pave our street for us.
- Maybe some road maintenance.
- Road maintenance in the winter .Gravel the road's

Improve/ More Streetlights

- Street lights, and traffic control.
- Need lights, and walkways, and drainage,
- Street lights, and Side walks.

Traffic Signals/Speed Bumps

- A lot of speeders in the neighborhood. Wish they would put speed bumps in our street.
- Speeding. I think speed bumps would go a long ways.

REDUCE TRAFFIC GENERAL:

- Deal with traffic problems.
- Improve the traffic flow.
- Traffic control.

REDUCE TRAFFIC –NEIGHBORHOOD SPECIFIC:

- More speeding control on 99th. Wish not as much speeding traffic on 99th.
- The traffic. There is one major roadway that is a connector. It is 128 SE Ave.

REDUCE SPEEDING:

- We live by the Lake Hills school on SE 8th St. It is supposed to be twenty five mph and people are always going around forty mph through there. They need to do something about that. They sometimes have police out there handing out tickets but it doesn't seem to have any lasting effect.
- There is some high speed traffic that comes through. More control.
- Speeding and traffic.

PEDESTRIAN/BIKE IMPROVEMENTS:

- Probably look into widening the road and adding bike lanes.
- Again, sidewalks, and bike lanes.

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Questionnaire

City of Bellevue
BUDGET SURVEY
Final Questionnaire 2/29/08

INTRO Good afternoon/evening. I'm _____ of Opinion Research Northwest calling on behalf of the City of Bellevue. We're conducting a survey of Bellevue residents to understand community needs and service priorities. This will be used to help the City make decisions for the 2009-2010 City Budget, which covers both City services, like providing police protection and park programs; and City facilities, like building and maintaining streets.

INTRODUCTION/SCREENING QUESTIONS

SCR1 For quality purposes, this call may be monitored. Are you 18 years or older? (IF NO - ASK TO SPEAK TO SOMEONE WHO IS)

- 1 YES [CONTINUE]
- 2 NO [PROBE FIRST: Is there someone available who is 18 or older? – REINTRODUCE OR SCHEDULE CALLBACK WITH PERSON 18 OR OLDER] [SKIPTO THANK22 – DISPOS = 22]
- 9 DON'T KNOW / REFUSED [SKIPTO THANK8 – DISPOS = 8]

PRESCR Have you participated in a survey for the City of Bellevue within the past 6 months?

- 1 YES [SKIPTO THANK29 – DISPOS = 29]
- 2 NO [CONTINUE]
- 8 DON'T KNOW [CONTINUE]
- 9 REFUSED [SKIPTO THANK8 – DISPOS=8]

Q60 Just to verify, do you live in the City of Bellevue, that is within the City limits?

- 1 YES [CONTINUE]
- 2 NO [SKIP TO THANK1 – DISPOS = 23]
- 9 DON'T KNOW / REFUSED [SKIP TO THANK8 – DISPOS = 8]

[INTERVIEWER NOTE: BEAUX ARTS, CLYDE HILL, HUNTS POINT, MEDINA, YARROW BAY AND EASTGATE ARE NOT LOCATED IN BELLEVUE CITY LIMITS.]

Qzip What is your zip code?

- _____ [ENTER 5 DIGIT ZIP CODE]
- 99999 [REFUSED] [SKIP TO THANK8 – DISPOS = 8]

Q2 In what kind of home do you live? **[READ LIST]**
[SELECT ONE]

- 1 Apartment, [MULTI-FAMILY]
- 2 A one family house detached from any other house, [SINGLE-FAMILY]
- 3 Trailer or mobile home, [SINGLE-FAMILY SEPARATE]
- 4 Townhouse, or [MULTI-FAMILY SEPARATE]
- 5 Condominium? [MULTI-FAMILY]
- 6 OTHER - SPECIFY [CODE AS APPROPRIATE [SINGLE-FAMILY SEPARATE]
- 7 DON'T KNOW [PROBE: Which of these best describes the home in which you live?] [SKIP TO THANK8, DISPOS=8]
- 8 REFUSED [SKIP TO THANK8, DISPOS=8]

Q80 [RECORD RESPONDENT'S GENDER]

- 1 MALE
- 2 FEMALE

[QAL STATEMENT HERE]

[IF (Q2 = 1, 4 or 5) AND Q80=1] QUOTA = MULTI-FAMILY MALE, N=91

[IF (Q2 = 1, 4 or 5) AND Q80=2] QUOTA = MULTI-FAMILY FEMALE, N=91

[IF (Q2 = 2, 3 or 6) AND Q80=1] QUOTA = SINGLE-FAMILY MALE, N=111

[IF (Q2 = 2, 3 or 6) AND Q80=2] QUOTA = SINGLE-FAMILY FEMALE, N=111

GENERAL FEELINGS TOWARD CITY AND NEIGHBORHOOD/COMMUNITY NEEDS
--

QA1 How do you rate the quality of life in Bellevue? Would you say...

- 1 Excellent,
- 2 Good,
- 3 Neither good nor poor,
- 4 Poor, or
- 5 Very poor?
- 8 DON'T KNOW
- 9 REFUSED

QA1a [IF QA1 = 1 OR 2] What makes the quality of life in Bellevue [insert rating]?
[OPEN-END] [PROBE TO CLARIFY]

QA1b [IF QA1 = 2] In your opinion, what would need to change or improve for the quality of life in Bellevue to be excellent?
[OPEN-END] [PROBE TO CLARIFY]

QA1c [IF QA1 = 3, 4 OR 5] In your opinion, what would need to change or improve for the quality of life in Bellevue to be good or excellent?
[OPEN-END] [PROBE TO CLARIFY]

Q1 Considering the City as a whole, what, if anything, is the biggest problem you feel the City should do something about over the next two years?
[OPEN-END] [PROBE TO CLARIFY]

Q1a Are there any other citywide issues you feel the City of Bellevue should do something about over the next two years? **[IF YES, PROBE: And what is that?]**
[OPEN-END] [PROBE TO CLARIFY]

Q1b How do you rate the quality of life in your own neighborhood? Would you say...

- 1 Excellent,
- 2 Good,
- 3 Neither good nor poor,
- 4 Poor, or
- 5 Very poor?
- 8 DON'T KNOW
- 9 REFUSED

Q1c [IF Q1B < 3] What makes the quality of life in your neighborhood [insert rating]?
[OPEN-END] [PROBE TO CLARIFY]
[PROBE ONCE FOR ANY OTHER REASONS]

Q1d [IF Q1B = 2] In your opinion, what would need to change or improve for the quality of life in your neighborhood to be excellent?
[OPEN-END] [PROBE TO CLARIFY]
[PROBE ONCE FOR ANY OTHER REASONS]

Q1e [IF Q1B = 3, 4 OR 5] In your opinion, what would need to change or improve for the quality of life in your neighborhood to be good or excellent?
[OPEN-END] [PROBE TO CLARIFY]
[PROBE ONCE FOR ANY OTHER REASONS]

Q3 Is there any problem in your own neighborhood that you think the City should do something about over the next two years?
1 YES
2 NO **[SKIPTO Q5INTRO]**
8 DON'T KNOW **[SKIPTO Q5INTRO]**
9 REFUSED **[SKIPTO Q5INTRO]**

Q4 **[IF Q3=1]** What problem is that?
[OPEN-END] [PROBE TO CLARIFY]

Q5INTRO Please tell me if you “strongly agree”, “somewhat agree”, “neither agree nor disagree”, “somewhat disagree”, or “strongly disagree” with the following statements.

[ROTATE Q5 TO Q6]

Q5. Careful and balanced stewardship of our natural environment and natural resources will result in a long term increase in the quality of life of Bellevue.

- 1 STRONGLY DISAGREE
- 2 SOMEWHAT DISAGREE
- 3 NEITHER AGREE NOR DISAGREE
- 4 SOMEWHAT AGREE
- 5 STRONGLY AGREE
- 8 DON'T KNOW
- 9 REFUSED

Q5a Careful and balanced stewardship of our natural environment and natural resources will result in a long term increase in the economic vitality of Bellevue.

- 1 STRONGLY DISAGREE
- 2 SOMEWHAT DISAGREE
- 3 NEITHER AGREE NOR DISAGREE
- 4 SOMEWHAT AGREE
- 5 STRONGLY AGREE
- 8 DON'T KNOW
- 9 REFUSED

Q5b I am happy with how much the City is doing at facilitating and encouraging environmentally sustainable practices in the community.

- 1 STRONGLY DISAGREE
- 2 SOMEWHAT DISAGREE
- 3 NEITHER AGREE NOR DISAGREE
- 4 SOMEWHAT AGREE
- 5 STRONGLY AGREE
- 8 DON'T KNOW
- 9 REFUSED

Q5c I am happy with how much the City is doing in making its own operations and policies more environmentally sustainable.

- 1 STRONGLY DISAGREE
- 2 SOMEWHAT DISAGREE
- 3 NEITHER AGREE NOR DISAGREE
- 4 SOMEWHAT AGREE
- 5 STRONGLY AGREE
- 8 DON'T KNOW
- 9 REFUSED

Q6. Having safe drinking water and clean air are important factors in your quality of life in Bellevue.

- 1 STRONGLY DISAGREE
- 2 SOMEWHAT DISAGREE
- 3 NEITHER AGREE NOR DISAGREE
- 4 SOMEWHAT AGREE
- 5 STRONGLY AGREE
- 8 DON'T KNOW
- 9 REFUSED

INTPD The next few questions are about the Bellevue Police Department.

Q7. How would you rate the staff of the Bellevue Police Department on...

[ROTATE Q7A-Q7F]

- A. Professionalism
- B. Being courteous
- C. Honesty
- D. Fair and equal treatment
- E. Responsiveness
- F. Communication skills

Would you say...

- 5 Excellent,
- 4 Good,
- 3 Neither good nor poor,
- 2 Poor, or
- 1 Very poor?
- 8 DON'T KNOW
- 9 REFUSED

Q7G. What would you say is your primary source of information about the Bellevue police department and its officers?

[DO NOT READ LIST - SELECT PRIMARY SOURCE OF INFORMATION]

- 1 WORD OF MOUTH: FRIENDS / FAMILY / CO-WORKERS
- 2 NEWSPAPER (SPECIFY:_____)
- 3 RADIO TELEVISION
- 4 CONTACT DIRECTLY WITH THE POLICE
- 5 ONLINE / INTERNET
- 6 MAILER / FLYER / SOMETHING IN THE MAIL
- 7 OTHER (SPECIFY:)
- 8 DON'T RECALL
- 88 DON'T KNOW
- 99 REFUSED

Q8. Overall, how satisfied are you with the quality of services provided by the Bellevue Police Department? Would you say 7 meaning "completely satisfied," 1 meaning "not at all satisfied," or some number in between?

- 1 NOT AT ALL SATISFIED
- 2
- 3
- 4
- 5
- 6
- 7 COMPLETELY SATISFIED
- 8 DON'T KNOW
- 9 REFUSED

PRIORITIES FOR CITY SERVICES

INTROA I'm going to read you a list of services and facilities provided by the City.

First, I would like you to tell me how important it is that the City provide each of these services and facilities. Then tell me how satisfied you are with the job the City is doing at providing that service or facility.

Each will use a 7 to 1 scale, with 7 being the highest rating and 1 being the lowest. As you think about each item, please consider that the City must set priorities and make tradeoffs for use of limited funds.

WILL NEED TO PROVIDE THE FOLLOWING TO INTERVIEWERS SO THAT IS AVAILABLE TO THEM DURING INTERVIEWS:

IF ROOM, ADD THIS TO EACH IMPORTANCE SCREEN: [IF NEEDED/IF RESPONDENT ASKS: Remember, as you think about each item, consider that the City must set priorities and make tradeoffs for use of limited funds.]

GO OVER THE BELOW DURING TRAINING AND PROVIDE TO DCS ON PAPER IF NECESSARY:

[IF NECESSARY: I understand that you may not have personal experience with this, however to preserve the validity of the survey we are required to ask everyone the same questions. If you do not know, please feel free to say so. However, please keep in mind that your answers do not need to be based on personal experience with each item, but may be based on your general perceptions.]

[IF RESPONDENT SAYS "IT DEPENDS": Then thinking about [this item] in general, how important is it to you?/How satisfied are you with the job the City is doing on this?]

[ROTATE BLOCKS, I.E. HOUSING, FIRE & MEDIC, ETC.]

[GROUP 1 = YELLOW, GROUP 2 = GREEN] – RANDOM SECTION DISTRIBUTION

HOUSING

Q11a First, how **important** is it that the City is **Responding to citizens' complaints about code violations like illegal housing additions or junk vehicles?**
Would you say 7 - "extremely important," 1 - "not at all important," or some number in between?

- 1 NOT AT ALL IMPORTANT
- 2
- 3
- 4
- 5
- 6
- 7 EXTREMELY IMPORTANT
- 8 DON'T KNOW
- 9 REFUSED

Q11b And how **satisfied** are you with the job the City is doing on this? **(Responding to citizens' complaints about code violations like illegal housing additions or junk vehicles?)**
Would you say 7 meaning "completely satisfied," 1 meaning "not at all satisfied," or some number in between?

- 1 NOT AT ALL SATISFIED
- 2
- 3
- 4
- 5
- 6
- 7 COMPLETELY SATISFIED
- 8 DON'T KNOW
- 9 REFUSED

Q12a / q12b Promoting affordable housing for City residents

FIRE AND MEDIC

Q14a / Q14b Preventing fires through public education and safety inspections

Q15a / Q15b Responding to fires

Q17a / Q17b Providing emergency medical services such as Medic One

Q18a / Q18b Preparing for disasters, such as earthquakes and major storms

RECREATION

NOTE: This section is split into two parts: Q20-Q27 & Q28-Q30, noted by the line. Respondents will randomly get one of the two sections.

Q20c/Q20d Providing recreation programs for youth, seniors, and special needs populations such as the disabled

- Q21c/Q21d Providing opportunities for individuals to lead healthy and active lifestyles, including ball fields, trails, swimming . etc.
- Q22c/Q22d Sponsoring community festivals and events in the City and its neighborhoods
- Q25a / Q25b Ensuring clean and well-maintained parks and park facilities
- Q27a / Q27b Further developing major parks *servicing all areas of the City*, such as the Downtown Park, Botanical Garden, and Crossroads Park.

- Q28a / Q28b Providing services for residents in need, such as support for crisis hot lines, local food banks, and help to victims of domestic violence. **[NOTE: MOVE TO "OTHER CATEGORY in Final Report"]**
- Q29a / Q29b Preserving open spaces and natural areas for people, fish, birds, and other animals
- Q29c/ Q29d Protecting water quality in Bellevue's lakes and streams
- Q30a / Q30b Expanding the system of recreational trails within parks and between major destinations.

DEVELOPMENT / ZONING / PLANNING

- Q33a / Q33b Managing the City's physical development through planning and zoning.
- Q34a / Q34b Promoting jobs and economic development.
- Q35a / Q35b Making it easier to get information about City services and programs.
- Q36a / Q36b Building neighborhood improvements, such as sidewalks, crosswalks and neighborhood parks.

POLICE, CRIME-RELATE

- Q37a / Q37b Community policing, such as bike patrols and neighborhood police officers.
- Q38a / Q38b Responding to citizen calls for police assistance.
- Q39a / Q39b Reducing traffic accidents through enforcing traffic laws.
- Q40a / Q40b Investigating and solving crimes.
- Q40c / Q40d **[THIS ITEM MUST ALWAYS FOLLOW INVESTIGATING AND SOLVING CRIMES]**
Prosecuting misdemeanor and gross misdemeanor crimes committed in Bellevue, such as: thefts of less than \$250 in value, driving under the influence of alcohol or driving with a suspended license, and misdemeanor assaults involving domestic violence.

[IF THE RESPONDENT SAY'S "DON'T KNOW" WHEN ASKED TO PROVIDE AN IMPORTANCE RATING OR ASKS FOR CLARIFICATION, READ FOLLOWING STATEMENT AND PROBE AGAIN FOR AN IMPORTANCE RATING:] "I can tell you that the County is responsible for handling prosecution of all felony crimes in King County while prosecution of misdemeanors that occur in cities is handled by cities. Given this, how important is it that the City is prosecuting misdemeanor crimes committed in Bellevue?"

STREETS / TRAFFIC

Q42a / Q42b Maintaining existing streets and sidewalks.

Q43a / Q43b Building or widening City roads to help ease traffic congestion.

Q44a / Q44b Building additional neighborhood sidewalks.

Q45a / Q45b Building additional sidewalks along major roads.

Q46a / Q46b Making improvements for bicycle riders.

Q47a / Q47b Reducing traffic problems in residential neighborhoods.

Q48a / Q48b Keeping Bellevue streets clean.

OTHER

Q49a / Q49b Supporting the arts.

Q50a / Q50b Maintaining street lights and traffic signals.

Q51a / Q51b Providing outreach and programs to give neighborhoods better access to City services.

Q51c / Q51d Providing police traffic enforcement in residential neighborhoods

BUDGET PRIORITIES

Q55A Later this year, the City of Bellevue will be developing and adopting its budget for the 2009 to 2010 time period. What would you like the City to make its biggest budget priority when allocating funding to programs and services?
[OPEN-END] [PROBE TO CLARIFY]

INTRO55 Next is a question that gets at budget priorities in a slightly different way. I'm going to read you a list of six budget priorities. After I read through the list, please tell me which one you believe is the most important for the City to give priority to over the next two years.

[NOTE TO INTERVIEWERS: READ LIST SLOWLY AND READ ENTIRE LIST TWICE BEFORE ACCEPTING FIRST RESPONSE.]

[ROTATE LIST]

[INTERVIEWER: The budget priorities are.../And again those are...]

- 1 Transportation
- 2 Public Safety
- 3 Parks
- 4 Neighborhood Preservation
- 5 Economic Development
- 6 Environmental Protection

Q55a1 Which one is the most important?

- 1 (Transportation)
- 2 (Public Safety)
- 3 (Parks)
- 4 (Neighborhood Preservation)
- 5 (Economic Development)
- 6 (Environmental Protection)
- 8 DON'T KNOW
- 9 REFUSED

Q55a2 Which one is the second most important?

- 1 (Transportation)
- 2 (Public Safety)
- 3 (Parks)
- 4 (Neighborhood Preservation)
- 5 (Economic Development)
- 6 (Environmental Protection)
- 8 DON'T KNOW
- 9 REFUSED

Q55a3 Which one is the third most important?

- 1 (Transportation)
- 2 (Public Safety)
- 3 (Parks)
- 4 (Neighborhood Preservation)
- 5 (Economic Development)
- 6 (Environmental Protection)
- 8 DON'T KNOW
- 9 REFUSED

Q56INT Please tell me if you “strongly agree”, “somewhat agree”, “neither agree nor disagree”, “somewhat disagree”, or “strongly disagree” with the following statements.

[ROTATE Q56A TO Q56E]

Q56a In order to deal with increased traffic congestion, the city should

Widen major City roads.

Do you agree or disagree? (Do you strongly or somewhat agree / disagree?)

- 1 STRONGLY DISAGREE
- 2 SOMEWHAT DISAGREE
- 3 NEITHER AGREE NOR DISAGREE
- 4 SOMEWHAT AGREE
- 5 STRONGLY AGREE
- 8 DON'T KNOW
- 9 REFUSED

Q56b In order to deal with increased traffic congestion, the city should

Encourage the state to widen state highways.

Q56c In order to deal with increased traffic congestion, the city should

Work with regional agencies to improve local transit service within Bellevue.

Q56c1 In order to deal with increased traffic congestion, the city should

Work with regional agencies to develop a reliable regional mass transit system.

Q56d In order to deal with increased traffic congestion, the city should

Divert traffic away from local neighborhoods even if it may increase travel time.

Q56e In order to deal with increased traffic congestion, the city should

Encourage and make it more attractive for people to choose transportation alternatives such as riding the bus, carpooling, and vanpooling. This could include building more carpool lanes and working to get more reliable and frequent bus service.

GENERAL SERVICE LEVELS & SPENDING

Q57 Thinking about City of Bellevue services and facilities, do you feel you are getting your money's worth for your tax dollar or not?

- 1 YES, GETTING MONEY'S WORTH
- 2 NO, NOT GETTING MONEY'S WORTH
- 8 DON'T KNOW
- 9 REFUSED

Q58 You support City services and facilities through a portion of property, sales and other taxes. Considering all City services on the one hand, and taxes on the other, which of the following statements comes closest to your view?

[READ ALL 3 OPTIONS BEFORE ACCEPTING ANSWER]

- 1 Decrease services and taxes,
- 2 Keep taxes and services about where they are, or
- 3 Increase services and raise taxes?
- 4 NO OPINION/DON'T KNOW
- 5 IT DEPENDS
- 6 REFUSED

Q58a **[IF Q58=1]** What services or facilities should be decreased?
[OPEN-END] [PROBE TO CLARIFY]

Q58b **[IF Q58=3]** What services or facilities should be increased?
[OPEN-END] [PROBE TO CLARIFY]

GENERAL COMMENTS

Q59 Do you have any additional comments for the City regarding needs and priorities for the next two-year budget?

[OPEN-END] [PROBE TO CLARIFY]

DEMOGRAPHICS

INTROB THE FOLLOWING QUESTIONS ARE FOR CLASSIFICATION PURPOSES ONLY

Q100 How many adults age, 18 or older currently live in your home, including yourself?

- ___ ENTER NUMBER OF ADULTS
99 DON'T KNOW / REFUSED

Q101 How many children under age 18 currently live in your home?

- ___ ENTER NUMBER OF CHILDREN
99 DON'T KNOW / REFUSED

Q100e Is your residence located to the North of Interstate 90 or to the South of Interstate 90?

- 1 NORTH OF I-90
- 2 SOUTH OF I-90
- 8 DON'T KNOW
- 9 REFUSED

Q102 What are the two closest major cross streets to your home?

[NOTES TO INTERVIEWER: RECORD VERBATIM RESPONSE.]

[BE SURE TO INCLUDE DIRECTIONAL NOTATIONS, E.G., NW, SE, ETC.]

[IF REFUSES TO PROVIDE ONE OR BOTH CROSS STREETS, INDICATE SO.]

Q103 How many years have you lived in Bellevue?

[IF LESS THAN 1 YEAR, ENTER 1]

___ ENTER NUMBER OF YEARS

99 DON'T KNOW / REFUSED

VOTE Are you registered to vote in Bellevue?

- 1 YES
- 2 NO
- 8 DON'T KNOW
- 9 REFUSED

Q105 What is your age?

___ ENTER RESPONDENT'S AGE

99 DON'T KNOW / REFUSED

Q106 [IF Q105=99] Into which of the following ranges is your age?

1 18-24,

2 25-34,

3 35-44,

3 45-54,

4 55-64,

5 65-74, or

6 75 or over?

8 DON'T KNOW

9 REFUSED

Q106B Do you have access to the Internet at home? And how about at work?

- 1 AT HOME ONLY
- 2 AT WORK ONLY
- 3 BOTH AT HOME AND AT WORK
- 4 NEITHER
- 8 DON'T KNOW
- 9 REFUSED

Q107 Which of the following ethnic groups describe your background?

- 1 African American,
- 2 Hispanic/Latino,
- 3 Asian/Pacific Islander,
- 4 Eastern European,
- 5 Native American, or
- 6 Caucasian?
- 8 DON'T KNOW
- 9 REFUSED

Q108 What is your approximate annual household income?

- 1 (Less than \$20,000,)
- 2 (\$20,000 to less than \$35,000,)
- 3 (\$35,000 to less than \$50,000,)
- 4 (\$50,000 to less than \$60,000,)
- 5 (\$60,000 to less than \$75,000,)
- 6 (\$75,000 to less than \$100,000,)
- 7 (\$100,000 to less than \$150,000, or)
- 8 (\$150,000 or more?)
- 9 DON'T KNOW / REFUSED

Q111 And finally, just to verify, did I reach you by dialing (###) ### - ####?

- 1 YES **[SKIP TO PART]**
- 2 NO **[SKIP TO Q112]**
- 9 DON'T KNOW / REFUSED **[SKIP TO PART]**

Q112 May I please have your correct phone number?

(###) ### - #### ENTER CORRECT 10 DIGIT NUMBER DIALED
(999) 999 - 9999 DON'T KNOW REFUSED

PART Would you be interested in participating in future research with the City of Bellevue?

- 1 YES
- 2 NO **[SKIPTO THANK]**
- 9 DON'T KNOW/REFUSED **[SKIPTO THANK]**

NAME May I please get your first and last name so the City will know who to contact?
[OPEN-END][CLARIFY SPELLING]

EMAIL And do you have an email address that the City can contact you at?

[IF YES, PROBE: What is your email address?]
[OPEN-END] [CLARIFY SPELLING OF EMAIL ADDRESS]

THANK YOU

THANK Those are all the questions we have. On behalf of the City of Bellevue and Northwest Research Group I'd like to thank you for participating in our survey today/tonight. Your opinions are important to us! If you would like any additional information about programs and services provided by the City of Bellevue, please call the City Hall Information Desk at (425) 452-6800 or I can provide you with the City's Website address if you would like. (BellevueWA.gov)
[DISPOS = 40]

THANK1 I'm sorry we are only interviewing those who live within the City of Bellevue. Those are all the questions we have. Have a good day/evening.

[ALTERNATE THANK / LIVE IN NON-BELLEVUE AREA (BEAUX ARTS, CLYDE HILL, HUNTS POINT, MEDINA, YARROW BAY, OR EASTGATE:
I'm sorry, but we have completed the number of interviews needed in your area. Those are all the questions we have. Have a good day / evening.]

[DISPOS = 23]

THANK2 I'm sorry we have completed the number of interviews needed for the group you represent. Those are all the questions we have. Have a good day/evening.

[DISPOS = 28]

THANKOQ I'm sorry we have completed the number of interviews needed for the group you represent. Those are all the questions we have. Have a good day/evening.

[IF (Q2 = 1 OR 3) AND Q80=1] DISPOS = 24

[IF (Q2 = 1 OR 3) AND Q80=2] DISPOS = 25

[IF (Q2 = 2) AND Q80=1] DISPOS = 26

[IF (Q2 = 2) AND Q80=2] DISPOS = 27

THANK8 I'm sorry we cannot continue without that information. Those are all the questions we have. Have a good day/evening.

[DISPOS = 8]

THANK22 I'm sorry we are only interviewing those who are 18 years of age or older. Those are all the questions we have. Have a good day/evening.

[DISPOS = 22]

THANK29 Great. Thank you for participating in that survey with the City of Bellevue; we won't take up any more of your time with another survey. Have a good day/evening.

[DISPOS = 29]

Zip Code Map

