



# 2014 Bellevue Performance Measures

Final Report

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City of Bellevue, WA

Northwest Research Group, LLC

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## EXECUTIVE SUMMARY

### BACKGROUND AND OBJECTIVES

The City of Bellevue conducts a Performance Measures Survey annually to gauge residents' satisfaction with services. The survey is intended to collect statistically reliable data that represents all Bellevue residents. Findings contribute to budgetary performance measures, ICMA Comparable Cities reporting (survey measures identified by the International City/County Management Association), and certain survey measures that departments track for their own quality assurance and planning purposes. This is the 17th Performance Measures Survey conducted by the City. The 2013 survey was conducted January 31 to February 27, 2014, using a mixed-mode address-based methodology and resulted in a total of 491 interviews—247 completed over the telephone and 244 completed via the Web. Throughout the report, trends in key measures are reported, and changes that are both significant (that is, are unlikely to have occurred by chance or because of sampling) and meaningful are noted.

## KEY METRICS

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

This year, ratings have increased over 2013 on all five questions related to the 5-Star Rating—significantly for those who feel that the overall quality of life and the overall quality of city services “greatly” exceeds their expectations. Additionally there was a significant increase in those who feel that Bellevue is “significantly” better than other cities.

	2011	2012	2013	2014	
<b>Overall Quality of Life</b>	<b>% Top Two Box</b>	94%	95%	95%	95%
	% Greatly Exceeds Expectations	35%	30%	30%	40%↑
	% Exceeds Expectations	59%	65%	65%	55%↓
	Mean	4.28	4.24	4.24	4.32

	2011	2012	2013	2014	
<b>Compared to Other Cities</b>	<b>% Top Two Box</b>	90%	91%	87%	96%
	% Significantly Better than Other Cities	37%	29%	27%	52%↑
	% Better than Other Cities	53%	62%↑	60%	44%↓
	Mean	4.22	4.17	4.09	4.44

	2011	2012	2013	2014	
<b>Overall Quality of City Services</b>	<b>% Top Two Box</b>	90%	92%	94%	94%
	% Greatly Exceeds Expectations	30%	28%	29%	38%↑
	% Exceeds Expectations	60%	64%	65%	56%↓
	Mean	4.16	4.15	4.21	4.28

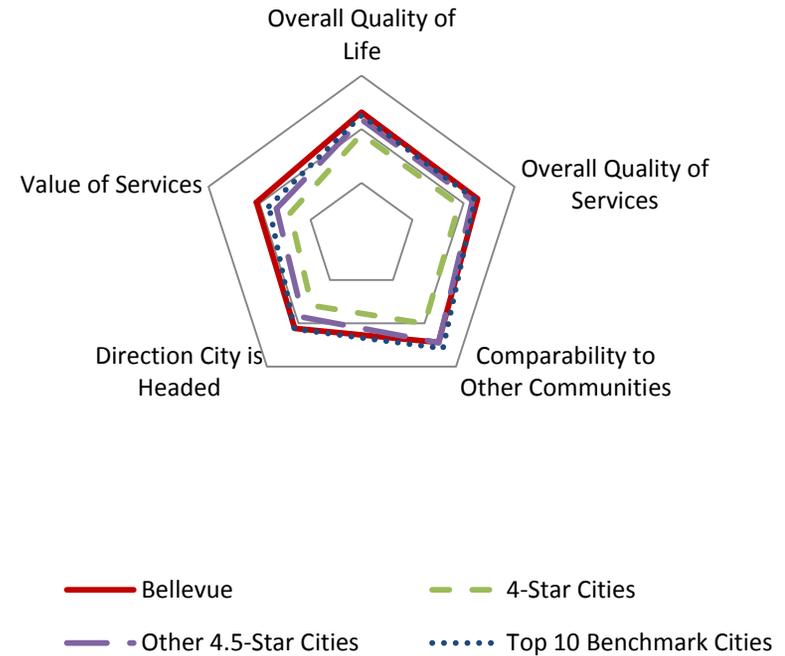
	2011	2012	2013	2014	
<b>Value of Services for Tax Dollars Paid</b>	<b>% Top Two Box</b>	85%	82%	83%	85%
	% Strongly Receive Value	38%	20%↓	23%	27%
	% Somewhat Receive Value	47%	62%↑	60%	58%
	Mean	4.16	3.94↓	3.99	4.06

	2011	2012	2013	2014	
<b>Direction City Is Headed</b>	<b>% Top Two Box</b>	84%	79%	83%	86%
	% Strongly Right Direction	38%	22%↓	26%	32%
	% Somewhat Right Direction	46%	57%↑	57%	54%
	Mean	4.12	3.92↓	4.00	4.12

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

With all ratings increasing over 2013, Bellevue has become a 4.5-star city.	<b>2014</b>	
The City should carefully consider which actions have impacted their star rating and continue to monitor these.	<b>2013</b>	

In general, Bellevue is comparable to other 4.5-star cities nationwide and rates similar to NWRG’s Top 10 benchmark cities. While Bellevue outperforms other 4.5-star cities on four of the five dimensions and in fact is similar to the Top 10 benchmark cities on most, Bellevue’s ratings for *Comparability to Other Communities* is lower than that achieved by other 4.5-star cities and the Top 10 benchmark cities.



## KEY COMMUNITY INDICATORS

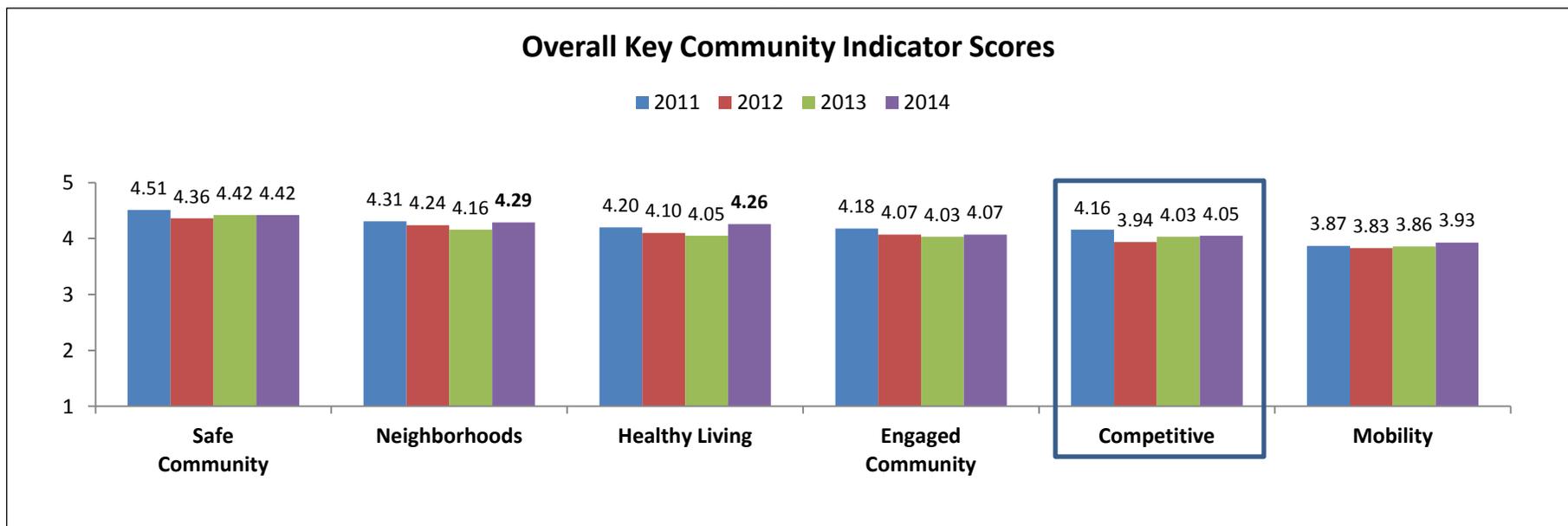
In 2011, Bellevue identified 24—now expanded to 27—items as Key Community Indicators (KCI). Respondents were asked the extent to which they agreed or disagreed that each of these indicators described Bellevue. Factor analysis was used to identify the major themes or underlying principles among the KCIs. From this analysis the items were grouped into five dimensions or categories. These five categories were named based on the indicators included in each of the categories.

In 2013, the factor analysis was repeated to confirm that the dimensions were still the same. A new dimension emerged that focused specifically on neighborhoods. This Key Drivers Analysis delivered better results than previous years using the now six dimensions including neighborhoods.

The 2014 survey introduced some additional KCIs, and the factor analysis was repeated. The analysis resulted in the same six dimensions used in 2013, and the new questions fit into the existing categories. For more information on factor analysis, see the full description on page 45 of this report.

Bellevue continues to be strongest in terms of being safe. Neighborhoods continues to be Bellevue’s second strongest area.

While still relatively high, Bellevue’s ratings are lower and below the midpoint for its competitiveness and mobility. Competitiveness, however, has continued to improve since 2012. This may be a reflection of an improving economy.



**Bold** indicates a significant difference from prior year.

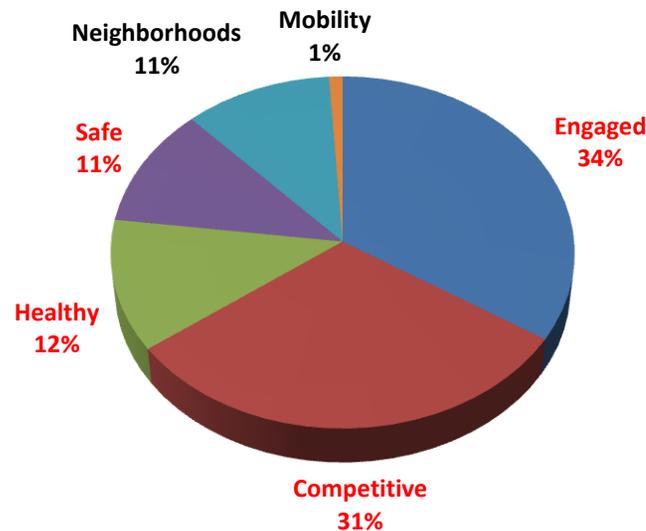
## KEY DRIVERS

The same dimensions created during the factor analysis were run against Bellevue’s key 5-Star rating in a key drivers analysis. All dimensions in the following figure except neighborhoods and mobility have a significant impact on Bellevue’s 5-Star rating:

- Citizen engagement (Engaged Community) continues to be the primary driver of Bellevue’s 5-Star rating, followed—as in 2013—by competitiveness.
- Mobility and Neighborhoods living are **not** drivers.

Key drivers analysis uses a combination of factor and regression analysis to identify which of the KCIs have the greatest impact on residents’ overall impressions of Bellevue—as measured by its 5-Star rating. The purpose of these analyses is to determine which KCIs contained in the survey are most closely associated with Bellevue’s 5-Star rating. The KCI-identified drivers are not those that do better or worse in terms of describing Bellevue. Rather, these are the items that explain the variation in Bellevue’s 5-Star rating and are items to focus on to maintain or improve this rating. Engaged community and competitiveness continue to have the most influence on the 5-Star rating and should continue to be areas of focus. More details on how key drivers analysis was performed can be found on page 52 of this report.

Figure 1: Key Drivers of Bellevue’s 5-Star Rating



Improve

Maintain

## Targeted Improvements

*(Key Community Indicators receiving below the overall average ratings)*

*(Key Community Indicators receiving above the overall average ratings)*

<b>Mobility</b>	<ul style="list-style-type: none"> <li>• Can travel within Bellevue in a predictable amount of time</li> </ul>	<ul style="list-style-type: none"> <li>• Providing a safe transportation system</li> </ul>
<b>Healthy</b>	<ul style="list-style-type: none"> <li>• Doing a good job of maintaining and enhancing a healthy natural environment</li> <li>• Providing an environment that supports personal health and well-being</li> </ul>	<ul style="list-style-type: none"> <li>• Providing water, sewer, and waste water that reliably ensures public health</li> </ul>
<b>Competitive</b>	<ul style="list-style-type: none"> <li>• Planning for growth in ways that add value to the quality of life</li> </ul>	<ul style="list-style-type: none"> <li>• Being a good place to raise children</li> <li>• Fostering and supporting a diverse community</li> </ul>
<b>Safe Community</b>	<ul style="list-style-type: none"> <li>• Planning appropriately for major emergencies</li> </ul>	<ul style="list-style-type: none"> <li>• Providing a safe community in which to live, work, and play</li> </ul>
<b>Engaged Community</b>	<ul style="list-style-type: none"> <li>• Listening to residents and seeking their input</li> </ul>	<ul style="list-style-type: none"> <li>• Creating a welcoming and supportive community that demonstrably cares about residents</li> </ul>
<b>Neighborhoods</b>	<ul style="list-style-type: none"> <li>• Neighborhoods that provide convenient access to day-to-day activities</li> </ul>	<ul style="list-style-type: none"> <li>• Attractive and well-maintained neighborhoods</li> </ul>

## OTHER KEY FINDINGS

### Overall Quality of Life

Nearly all (95%) Bellevue residents feel that the overall quality of life in Bellevue meets or exceeds their expectations. This has been consistent over the past three years and is an indication that overall Bellevue is meeting the needs of its residents.

### Bellevue's Neighborhoods

Nearly all (96%) Bellevue residents continue to describe their neighborhoods as a good to excellent place to live, and nearly half (49%) rate their neighborhood as excellent. This is the highest rating in recent years, significantly higher than in 2013.

At the same time, the extent to which Bellevue residents feel there is a sense of community in their neighborhood has rebounded and is near 2012 levels again—from 56 percent in 2013 to 62 percent in 2014. The percentage who feel that their neighborhood has a strong sense of community has remained consistent. The increase is primarily due to a shift from a neutral to a somewhat strong sense of community—37 percent “somewhat” in 2013 to 44 percent in 2014.

Over half (54%) of Bellevue residents do not have a problem with code enforcement in their neighborhoods; this is up slightly from 49 percent in 2013. Two neighborhoods in particular—Factoria/Eastgate and Crossroads—are more likely to report problems.

### Parks and Recreation Programs

Use of Bellevue parks continues to be high—86 percent of all Bellevue residents have visited a park in the past year.

Personal participation in recreation programs has remained constant at 15 percent.

The majority (93%) of Bellevue residents continue to say they are satisfied with Bellevue’s parks and recreation programs and facilities; the percentage “very satisfied” showed a slight increase in 2014—to 49 percent from 45 percent in 2013.

### Bellevue Utilities

As with many other key measures, overall satisfaction with Bellevue utilities continues to be high (94%) with a slight increase in those very satisfied from 49 percent in 2013 to 55 percent in 2014.

Bellevue also receives relatively high ratings for all utility services. The city receives lower-than-overall-average ratings for protecting and restoring Bellevue’s streams, lakes, and wetland as well as providing effective drainage programs, including flood control. However, satisfaction with these services is beginning to tick up and is near 2011 levels. Bellevue should pay particular attention to this service during winter and spring periods when run-off is significant.

*(Note: data collection was conducted prior to the landslide in Oso, WA)*

### Fire Department

Nearly all (99%) residents have confidence in Bellevue’s fire department; the percentage of those who are “very” confident is at the highest level recorded—77 percent in 2014 compared to the previous high of 74 percent in 2011.

**Public Safety**

In general, Bellevue residents continue to feel safe walking in Bellevue’s business area during the day. Feeling “very safe” in the neighborhood in general has increased significantly—from 60 percent in 2013 to 72 percent in 2014. Respondents in Cougar Mountain report feeling the safest.

Residents who indicate they feel “very safe” after dark in Downtown Bellevue (47%) and in their neighborhoods (48%) remain fairly consistent to previous years. <sup>+</sup>

Over one out of five (22%) residents say there are *no* serious police-related problems in their neighborhoods. This is the same as last year.

Of those saying there are problems, property crimes and burglaries remain the most serious problem—56 percent of respondents mentioned this. This is similar to 2013.

Nearly one in four (24%) Bellevue residents had contact with the police in the past year. Among those with a contact, the percent saying the experience was “excellent” has remained similar to 2013 at 56 percent.

**Street/Sidewalk Maintenance**

The majority (88%) of Bellevue residents are satisfied with the maintenance of sidewalks and walkways.

Although the scale labels changed, the results are similar between the two years. In 2014, more than nine out of ten (94%) Bellevue residents feel the cleanliness of streets exceed expectations—this is similar to 2013 where 96 percent were satisfied with the cleanliness of streets.

**City Employees**

Slightly more than one-quarter (28%) of Bellevue residents have had a recent (in the past 12 months) contact with a City of Bellevue employee. While up from 2013 (22%), this is still lower than in previous years when a third of residents had contact.

The overall satisfaction (85%) with the quality of service received during a contact with a Bellevue city employee is similar to 2013 (89%). The percent who are very satisfied has remained stable in 2014 (54%). No matter how the contact was made (email, phone, in-person), satisfaction levels are similar.

**Outreach**

While overall satisfaction with the city’s website is high—88 percent satisfied—those who are very satisfied has continued to remain fairly low (29%)—suggesting that the website may no longer meet resident needs as they become increasingly sophisticated in using the Internet when communicating with government agencies and more familiar with other Internet resources.

<sup>+</sup> “Neutral” responses removed from the base

## STUDY BACKGROUND

### BACKGROUND AND OBJECTIVES

The City of Bellevue conducts an ongoing Performance Measures Survey to gauge Bellevue residents' satisfaction with services delivered by the city. The research is designed to provide a statistically valid survey of resident opinions about the community and services delivered by local government. Findings contribute to Budget One performance measures, ICMA Comparable Cities surveys (survey measures identified by the International City/County Management Association), and survey measures that departments track for their own quality assurance and planning purposes. Results are used by staff, elected officials, and other stakeholders for planning and resource allocation decisions, program improvement, and policy making. This report focuses on the results of the most recent survey, which was conducted between January 31 and February 27, 2014.

### QUESTIONNAIRE DESIGN

The questionnaire was carefully reviewed. While key measures were retained, questions were dropped or revised to provide higher quality data. In addition, new questions were added to address current issues. The average survey time was just over 21 minutes and included questions regarding:

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

### METHODOLOGY

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

The sample frame consisted of all households in Bellevue including those indicating that post office boxes are the only way they get mail. The sample frame was then matched against a comprehensive database to determine if the household had a listed or published telephone number. These households were sent an advance letter notifying them of the survey and indicating that they would be contacted by telephone.

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

Regardless of data-collection mode, respondents were screened to ensure that they were a head of a household in Bellevue who was 18 years of age or older. This approach yielded a total of 491 total interviews—247 completed over the telephone and 244 completed via the Web. More information on address-based sampling and methodology can be found in Appendix I.

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

### MARGIN OF ERROR

The margin of error is a statistic expressing the amount of random sampling error in a survey's results. The larger the margin of error, the less faith one should have that the survey's reported results are close to the true figures. The margin of error in Bellevue's Performance Measures Survey is generally no greater than plus or minus 4.4 percentage points at a 95 percent confidence level. Appendix IV provides additional insights into the margin of error with different sample sizes.

<b>Total Sample</b>	<b>n = 491</b>
Overall Precision 95% confidence	+/- 4.4%

### DEMOGRAPHIC PROFILE AND WEIGHTING

Post-stratification weighting was used to ensure that results of the 2014 Performance Measures Survey are generally representative of the population of Bellevue according to 2012 American Community Survey (ACS) census data. Reflecting the growing number of multifamily dwelling types in Bellevue, the percentage of residents who are renters has increased significantly since 2011. Renters are typically newer residents and are less engaged. It is important for Bellevue to understand this segment's unique needs and expectations; they might not always be renters and will ultimately look to buy depending on the economy and economic circumstances.

Details on the weighting methods used and a comparison of the weighted and unweighted sample to the Bellevue population can be found in Appendix II.

## BENCHMARKING

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

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

NWRG’s benchmark data is based on interviews with residents living in a random sample of 104 cities across the United States. A list of benchmark cities is included in Appendix V. Within each selected city, a random sample of residents was surveyed, using an online probability sample. Quotas were established to ensure representation of men and women and all age groups. NWRG’s benchmarks are updated regularly. The most recent update was completed in March 2013.

NWRG’s benchmarks for these questions are based on a national sample of over 5,000 households. We do not aggregate results from studies we complete for other jurisdictions or that are available in the public domain.

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

- All benchmark cities
- Other communities in the Pacific West census division (Washington, Oregon, California, Hawaii, and Alaska).
- Other 4.5-Star cities
- 5-Star cities
- Top 10 benchmark cities in the USA: Carmel, IN; Overland Park, KS; Oak Park, IL; Eden Prairie, MN; Ann Arbor, MI; Tuscaloosa, AL; Rockville, MD; Edmond, OK; Laguna Niguel, CA; Salt Lake City, UT
- Other Puget Sound cities randomly included in the benchmarking: Auburn, Redmond, Renton, Shoreline, Seattle

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

## REPORTING CONVENTIONS

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

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

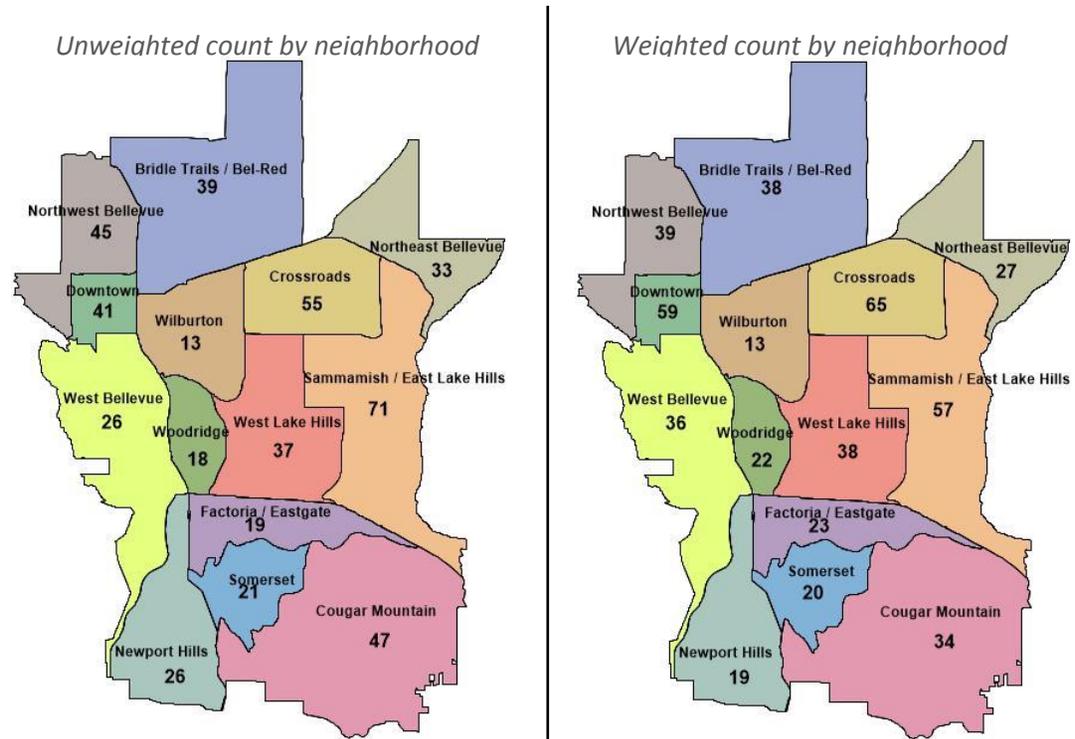
The left side of Figure 2 shows the total unweighted, number of interviews conducted in each neighborhood. The study was not designed to control for neighborhood level populations, so the number of completed interviews may not match the actual population distribution of Bellevue.

The right side of Figure 2 shows the total weighted number of interviews conducted in each neighborhood. Post-stratification weighting was performed to ensure that the weighted sample closely matched the age and gender characteristics of the entire City of Bellevue. No weighting was done at the neighborhood level. Once the data was weighted, the distribution of weighted interviews across neighborhoods did change (see Figure 2). This is normal and does not impact the integrity of the data or the survey results.

Throughout the survey the term “residents” is used when discussing results that can be projected to the population (e.g., city-wide findings). The term “respondents” is used when **unweighted** sample sizes are smaller, and caution should be used in projecting the results (e.g., neighborhood findings).

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

Figure 2: Unweighted vs. Weighted Distribution of Interviews by Bellevue Neighborhood



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

- Factoria/Eastgate ( $n=19$ )
- Somerset ( $n=21$ )
- Wilburton ( $n=13$ )
- Woodridge ( $n=18$ )

## KEY FINDINGS

### OVERALL QUALITY OF LIFE IN BELLEVUE

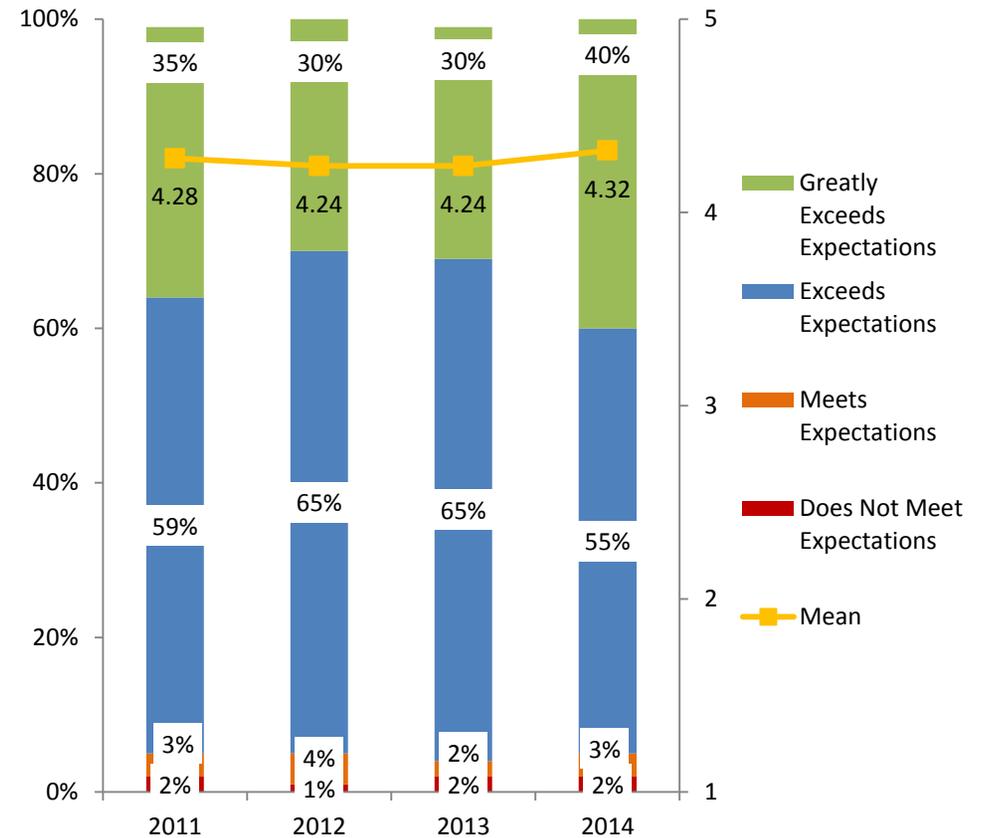
Nearly all (95%) Bellevue residents feel that the overall quality of life in Bellevue meets or exceeds their expectations. While the total percentage stating the quality of life exceeds expectations is unchanged from 2013, the percent saying it “greatly exceeds” expectations is significantly higher than previous years. This is a result of a significant decline in those stating Bellevue simply “exceeds” expectations moving to “greatly exceeds.”

The quality of life is rated highest by West Bellevue respondents—nearly two-thirds (63%) say that the quality of life greatly exceeds their expectations for a mean of 4.57.

While still rating it fairly high, respondents in West Lake Hills and Cougar Mountain give the lowest ratings for quality of life—mean scores of 4.00 and 4.17, respectively.

- This is primarily due to the high proportion of respondents in these neighborhoods who give a rating of 4 out of 5—58 percent for West Lake Hills and 63 percent for Cougar Mountain.

Figure 3: Overall Quality of Life in Bellevue



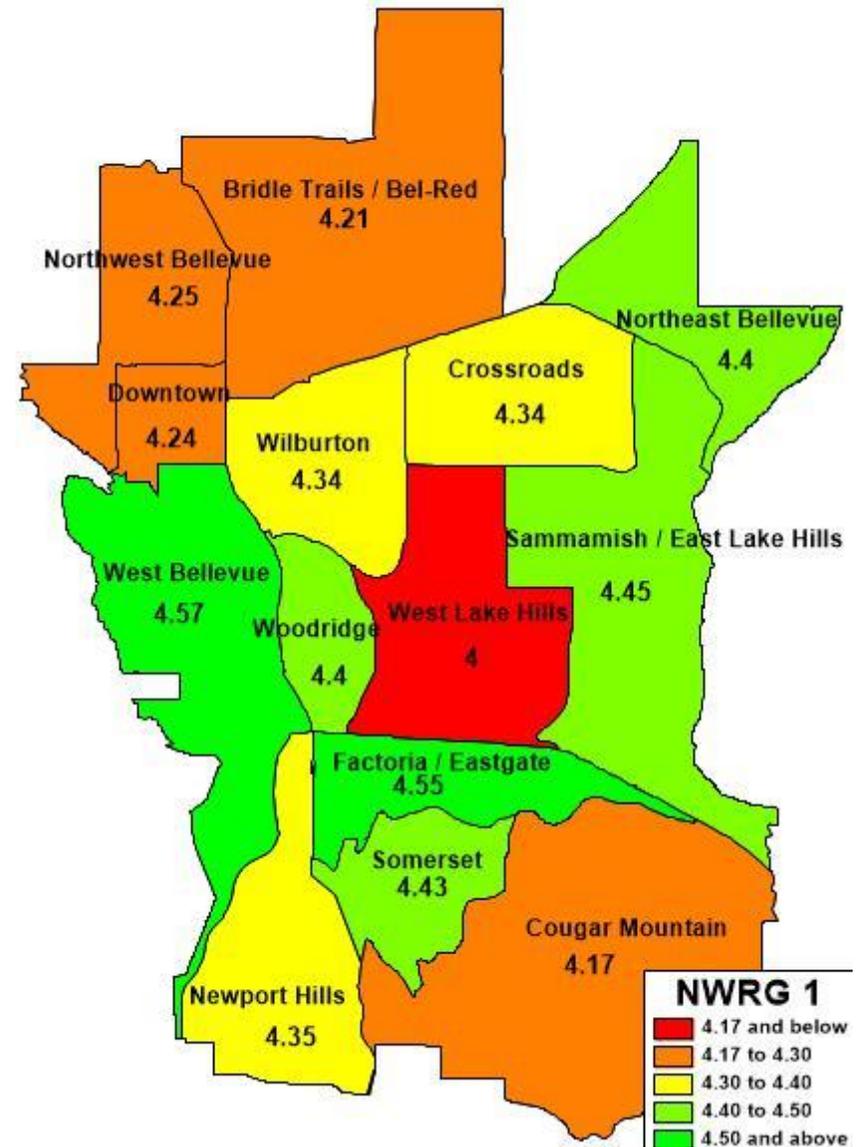
NWRG1—How would you rate the overall quality of life in the City of Bellevue?  
 Base: All respondents 2011 (n = 515); 2012 (n = 405); 2013 (n = 518); 2014 (n = 491)

Table 1: Overall Quality of Life by Neighborhood

	Overall (n <sub>w</sub> = 491)	Bridle Trails/ Bel-Red (n <sub>w</sub> = 38)	Cougar Mtn (n <sub>w</sub> = 34)	Crossroads (n <sub>w</sub> = 65)	Downtown (n <sub>w</sub> = 59)
Greatly Exceeds	40%	35%	30%	37%	33%
Exceeds	55%	59%	63%	61%	61%
Meets	3%	1%	2%	2%	1%
Does Not Meet	2%	5%	4%	–	4%
Mean	4.32	4.21	4.17	4.34	4.24
	Factoria*/ Eastgate (n <sub>w</sub> = 23)	Newport Hills (n <sub>w</sub> = 19)	NE Bellevue (n <sub>w</sub> = 27)	NW Bellevue (n <sub>w</sub> = 39)	Sammamish/ E. Lake Hills (n <sub>w</sub> = 57)
Greatly Exceeds	55%	40%	40%	36%	47%
Exceeds	45%	55%	60%	53%	50%
Meets	–	5%	–	11%	2%
Does Not Meet	–	–	–	–	–
Mean	4.55	4.35	4.40	4.25	4.45
	Somerset* (n <sub>w</sub> = 20)	W. Bellevue (n <sub>w</sub> = 36)	W. Lake Hills (n <sub>w</sub> = 38)	Wilburton* (n <sub>w</sub> = 13)	Woodridge* (n <sub>w</sub> = 22)
Greatly Exceeds	47%	63%	25%	34%	40%
Exceeds	49%	30%	58%	66%	60%
Meets	4%	6%	9%	–	–
Does Not Meet	–	–	8%	–	–
Mean	4.43	4.57	4.00	4.34	4.40

NWRG1—How would you rate the overall quality of life in the City of Bellevue?  
 Mean based on five-point scale where “1” means “does not meet expectations at all” and “5” means “greatly exceeds expectation.” Base: All respondents (n = 491).  
 \*Use caution, small n size

Figure 4: Overall Quality of Life by Neighborhood

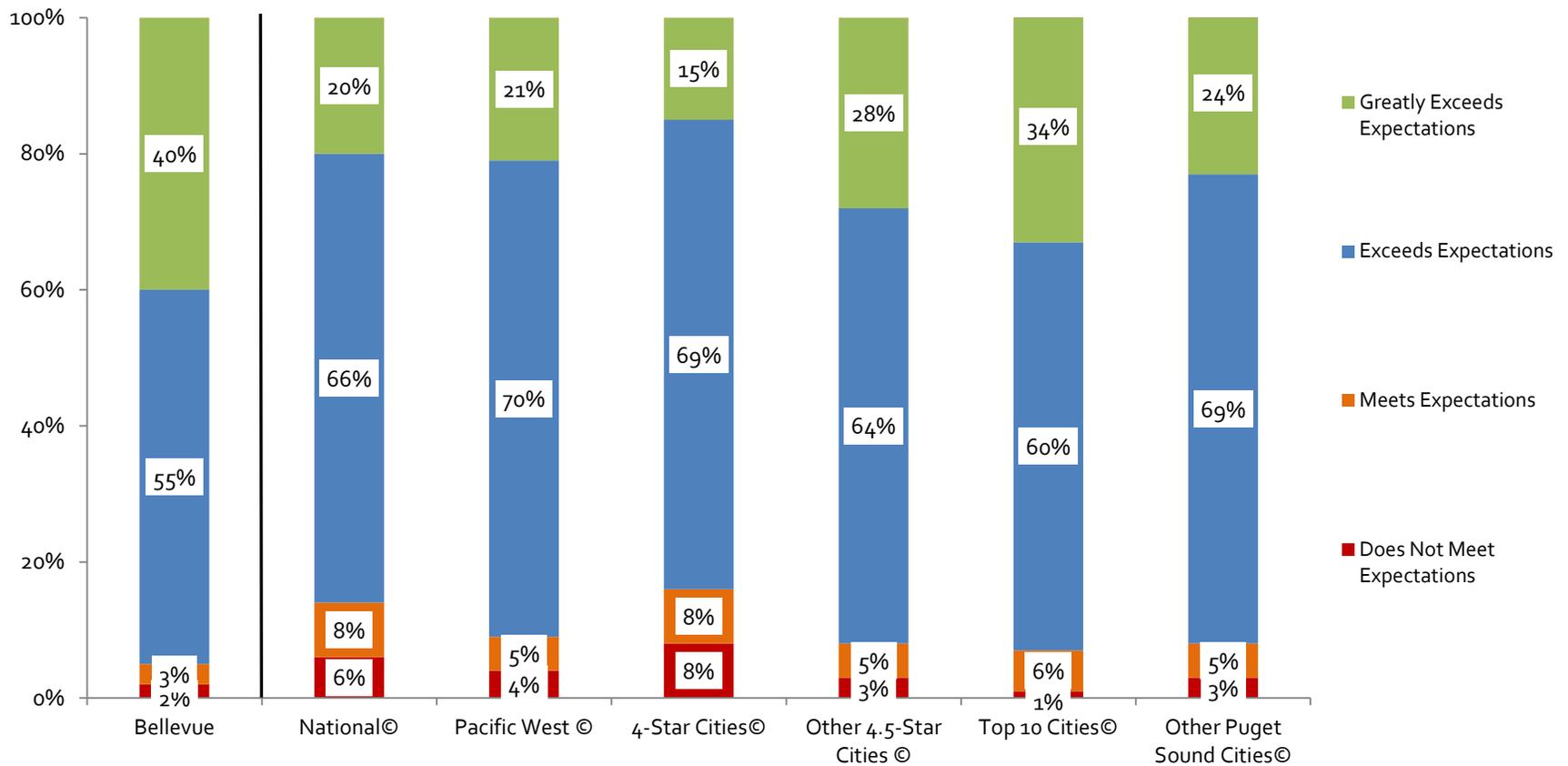


Maps illustrate differences in mean ratings by neighborhood showing how neighborhoods compare on a relative basis. In all instances, neighborhoods score above the midpoint on a five-point scale.

## Overall Quality of Life Compared to Benchmark Results

Bellevue performs well when compared to National and Pacific West benchmarks. Bellevue’s rating is higher than the ratings given by those living in 4.5-Star cities and cities in Washington. Bellevue’s ratings are comparable to those of NWRG’s Top 10 Benchmark Cities. ©

Figure 5: Overall Quality of Life Benchmarks



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

Base: Bellevue all respondents: (n = 491)

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## OVERALL QUALITY OF CITY SERVICES

The overall quality of city services increased in 2014, with a significant increase who say that Bellevue greatly exceeds expectations.

All neighborhoods rate the quality of services above average—meaning a 4 or greater on a five-point scale. Notable neighborhood findings are as follows:

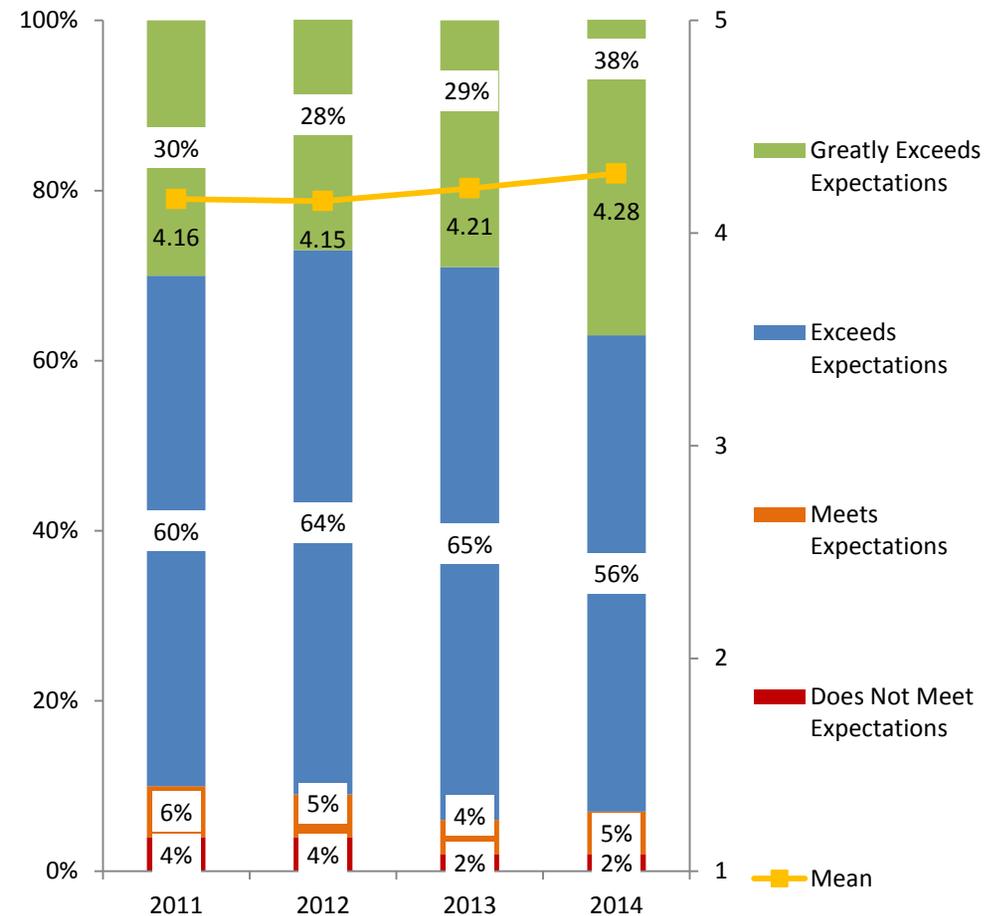
- Respondents in Crossroads and West Bellevue give the highest overall rating (mean scores of 4.55 and 4.45, respectively).
- Respondents in Bridle Trails and Cougar Mountain deserve the most attention as these neighborhoods give the lowest ratings—mean score of 4.06.

Bellevue’s oldest residents and those with incomes under \$35,000 give the highest ratings for service—48 percent and 58 percent say that the overall quality of city services greatly exceeds their expectations.

Table 2: Ratings for Overall Quality of City Services by Age

	18–34	35–54	55–64	65 Plus
Greatly Exceeds Expectations	37%	33%	39%	<b>48%</b>
Exceeds Expectations	56%	61%	53%	48%
Meets Expectations	6%	4%	6%	3%
Does Not Meet Expectations	2%	3%	3%	2%
Mean	4.28	4.23	4.27	<b>4.42</b>

Figure 6: Overall Quality of City Services



NWRG2—How would you rate the overall quality of services provided by the City of Bellevue?  
 Base: All respondents 2011 (n = 515); 2012 (n = 405); 2013 (n = 518); 2014 (n = 491)

Table 3: Quality of City Services by Neighborhood

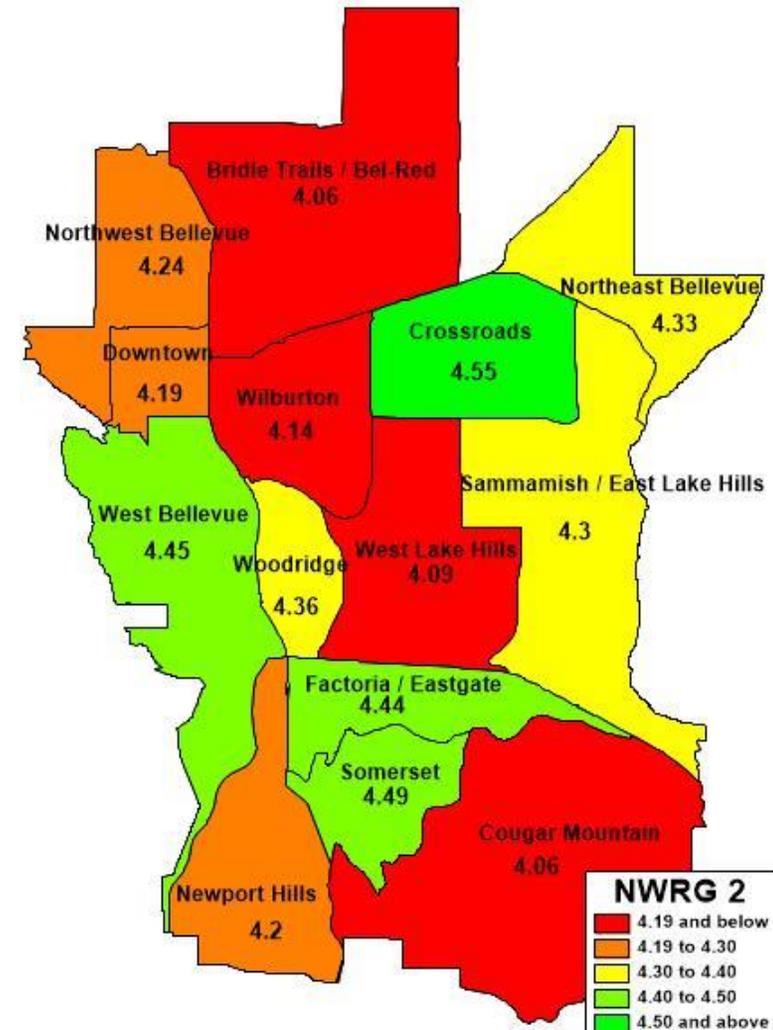
	Overall (n <sub>w</sub> = 491)	Bridle Trails/ Bel-Red (n <sub>w</sub> = 38)	Cougar Mtn (n <sub>w</sub> = 34)	Crossroads (n <sub>w</sub> = 65)	Downtown (n <sub>w</sub> = 59)
Greatly Exceeds	38%	28%	28%	59%	21%
Exceeds	56%	56%	59%	39%	77%
Meets	5%	13%	8%	1%	2%
Does Not Meet	2%	3%	5%	1%	–
Mean	4.28	4.06	4.06	4.55	4.19
	Factoria*/ Eastgate (n <sub>w</sub> = 23)	Newport Hills (n <sub>w</sub> = 19)	NE Bellevue (n <sub>w</sub> = 27)	NW Bellevue (n <sub>w</sub> = 39)	Sammamish/ E. Lake Hills (n <sub>w</sub> = 57)
Greatly Exceeds	45%	27%	40%	34%	37%
Exceeds	54%	65%	57%	59%	57%
Meets	1%	8%	–	4%	4%
Does Not Meet	–	–	4%	3%	2%
Mean	4.44	4.20	4.33	4.24	4.30
	Somerset* (n <sub>w</sub> = 20)	W. Bellevue (n <sub>w</sub> = 36)	W. Lake Hills (n <sub>w</sub> = 38)	Wilburton* (n <sub>w</sub> = 13)	Woodridge* (n <sub>w</sub> = 22)
Greatly Exceeds	49%	58%	25%	33%	36%
Exceeds	51%	32%	64%	49%	64%
Meets	–	6%	5%	18%	–
Does Not Meet	–	4%	6%	–	–
Mean	4.49	4.45	4.09	4.14	4.36

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

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

Base: All respondents (n = 491) \*Use caution; small n size

Figure 7: Quality of City Services by Neighborhood

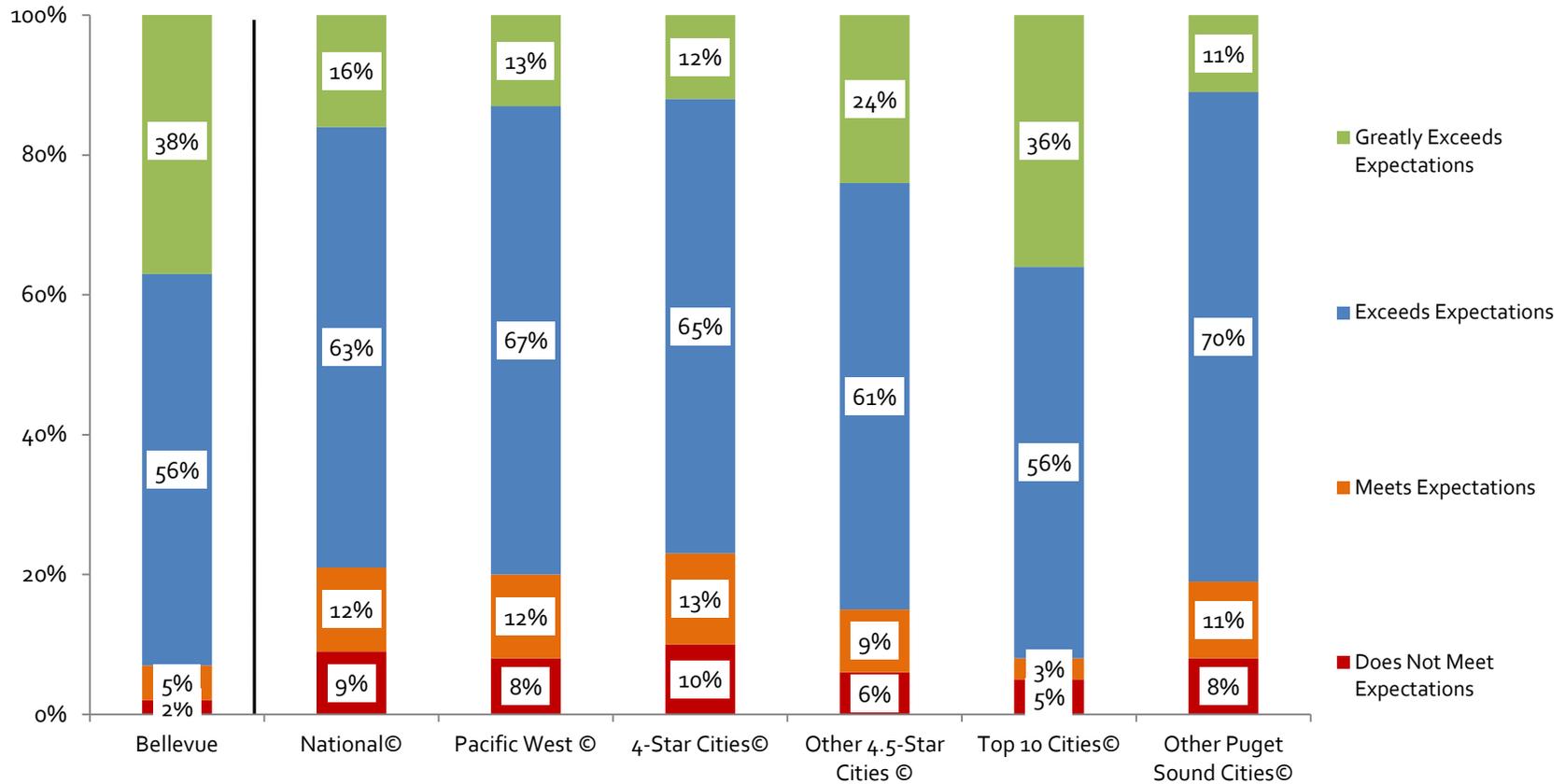


Maps illustrate differences in mean ratings by neighborhood showing how neighborhoods compare on a relative basis. In all instances, neighborhoods score above the midpoint on a five-point scale.

## Overall Quality of Services Compared to Benchmark Results

Bellevue outperforms national benchmarks for overall quality of services provided and other 4.5 Star cities. Bellevue’s rating is similar to NWRG’s Top 10 Benchmark Cities.©

Figure 8: Quality of Services Benchmarks



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

Base: Bellevue all respondents: (n = 491)

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## COMPARABILITY TO OTHER COMMUNITIES

Those who say that Bellevue is significantly better has increased significantly over 2013 and is at an all-time high of 52 percent. Potential explanations for this increase are noted in the key drivers section; however, it should be noted that the data collection period took place after the Seahawks playoff run and Superbowl XLVIII win. This could have created a strong shift in how residents see their city and will need to be monitored annually.

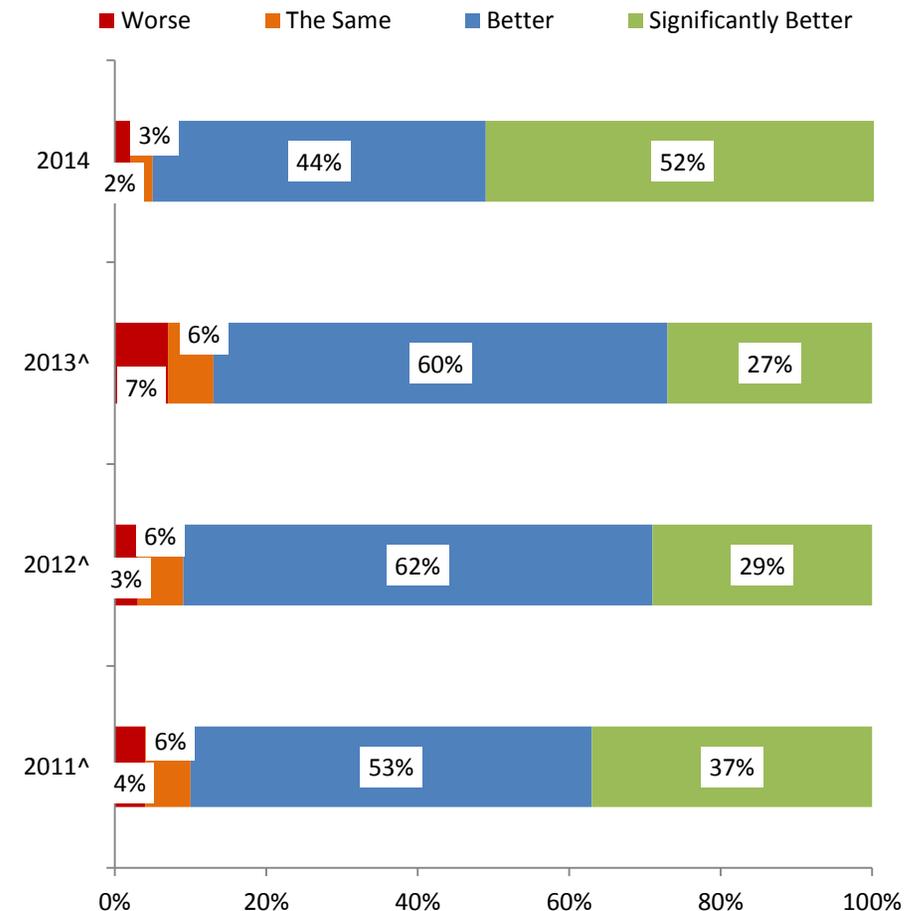
Neighborhoods where residents believe Bellevue is significantly better than other communities are the following:

- Factoria\* (mean rating of 4.70): Nearly three in four (71%) of these respondents feel that Bellevue is significantly better than other communities.
- West Bellevue (mean rating of 4.62): Over two-thirds (68%) feel that Bellevue is significantly better than other communities

Neighborhoods deserving attention include

- West Lake Hills (mean rating of 4.07): Just over one in ten (13%) of these respondents say Bellevue is neutral when compared to other cities, and 6 percent say Bellevue is worse than other cities.

Figure 9: Comparability to Other Communities



\*Use caution; small n size.

NWRG3—Compared with other cities and towns, how would you rate Bellevue as a place to live?  
<sup>^</sup> In 2011 and 2012 the question was worded: "How closely does Bellevue match your view of an 'ideal' city to live in?"

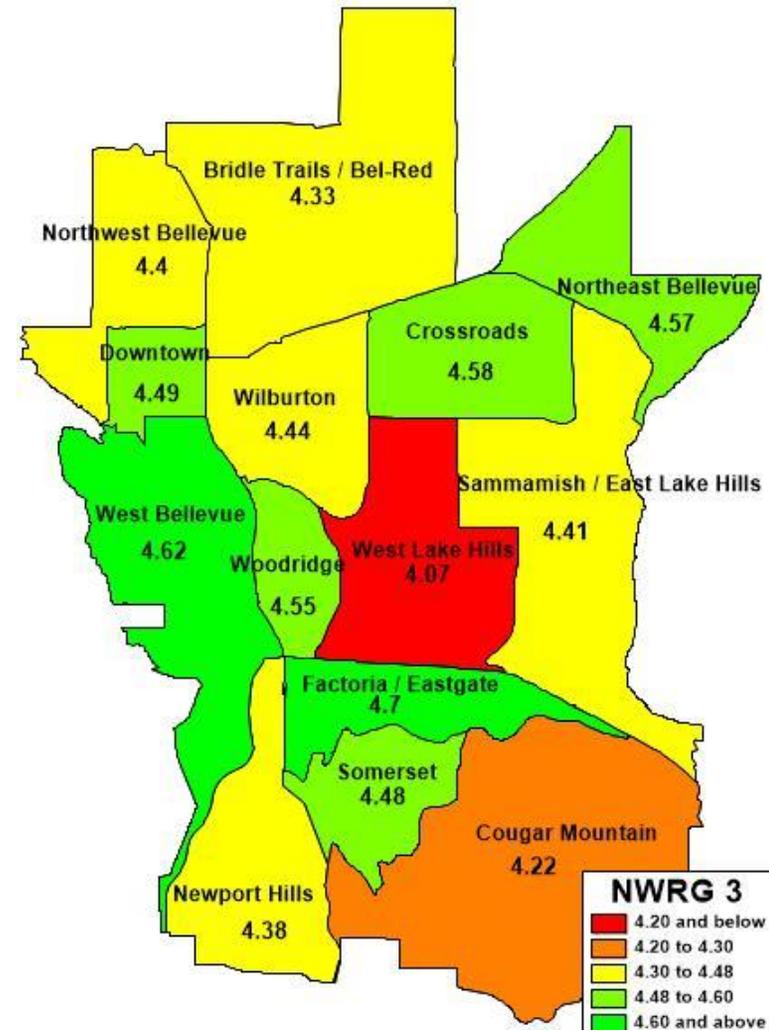
Base: All respondents 2011 (n = 515); 2012 (n = 405); 2013 (n = 518); 2014 (n = 491)

Table 4: Comparability to Other Communities by Neighborhood

	Overall (n <sub>w</sub> = 491)	Bridle Trails/ Bel-Red (n <sub>w</sub> = 38)	Cougar Mtn (n <sub>w</sub> = 34)	Crossroads (n <sub>w</sub> = 65)	Downtown (n <sub>w</sub> = 59)
Significantly Better	52%	47%	47%	63%	54%
Better	44%	48%	41%	33%	44%
The Same	3%	–	3%	3%	–
Worse	2%	5%	10%	1%	3%
Mean	4.44	4.33	4.22	4.58	4.49
	Factoria* / Eastgate (n <sub>w</sub> = 23)	Newport Hills (n <sub>w</sub> = 19)	NE Bellevue (n <sub>w</sub> = 27)	NW Bellevue (n <sub>w</sub> = 39)	Sammamish/ E. Lake Hills (n <sub>w</sub> = 57)
Significantly Better	71%	38%	57%	46%	43%
Better	28%	62%	43%	52%	55%
The Same	1%	–	–	1%	2%
Worse	–	–	–	2%	–
Mean	4.70	4.38	4.57	4.40	4.41
	Somerset * (n <sub>w</sub> = 20)	W. Bellevue (n <sub>w</sub> = 36)	W. Lake Hills (n <sub>w</sub> = 38)	Wilburton * (n <sub>w</sub> = 13)	Woodridge* (n <sub>w</sub> = 22)
Significantly Better	51%	68%	33%	44%	55%
Better	46%	25%	48%	56%	45%
The Same	3%	7%	13%	–	–
Worse	–	–	6%	–	–
Mean	4.48	4.62	4.07	4.44	4.55

NWRG3—Compared with other cities and towns, how would you rate Bellevue as a place to live?  
 Mean based on five-point scale where “1” means “much worse” and “5” means “significantly better.”  
 Base: All respondents (n = 491)  
 \*Use caution; small n size

Figure 10: Comparability to Other Communities by Neighborhood

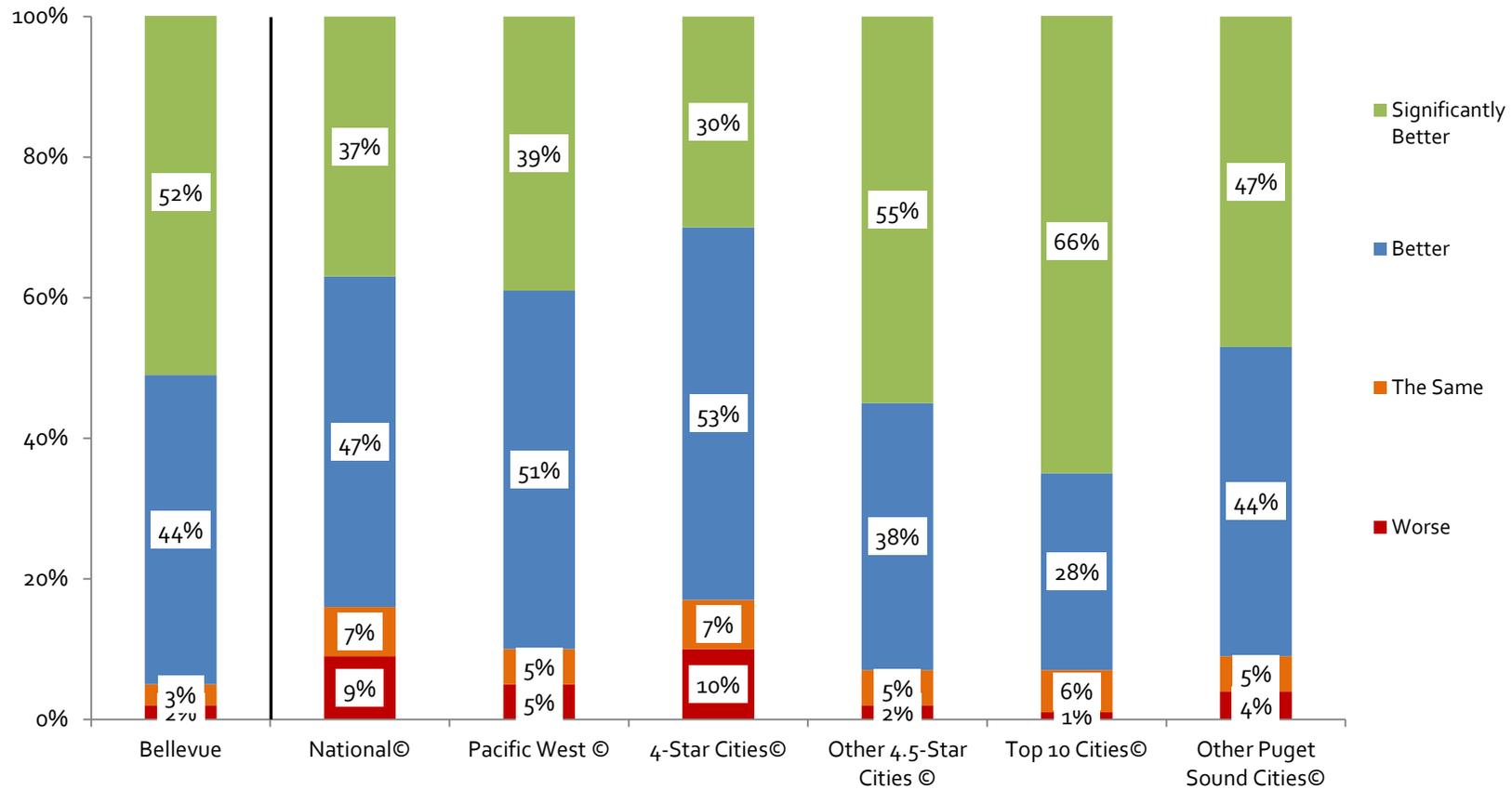


Maps illustrate differences in mean ratings by neighborhood showing how neighborhoods compare on a relative basis. In all instances, neighborhoods score above the midpoint on a five-point scale.

## Comparability to Other Communities Compared to Benchmark Results

The significant increases in how Bellevue residents compare themselves to other communities makes Bellevue’s scores similar to other 4.5-Star cities as well as other cities in Washington. However, Bellevue’s scores are below to NWRG’s Top 10 Benchmark Cities.©

Figure 11: Comparability to Other Communities Benchmarks



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

Base: Bellevue all respondents: (n = 491)

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## DIRECTION CITY IS HEADED

The majority (86%) of Bellevue residents continue to feel the city is headed in the right direction. While the shift is not significant when compared to 2013, it is significantly higher than 2012 and the highest this has been.

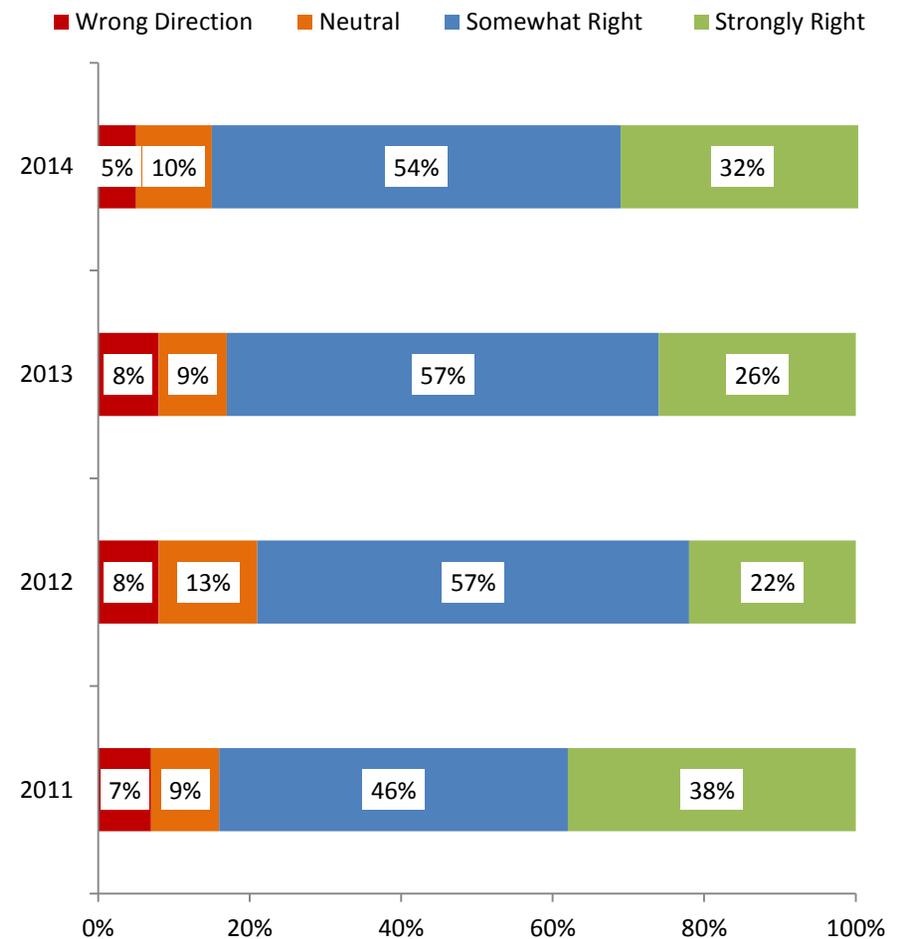
Views on the direction the city is headed vary by neighborhood. While 91 percent of Crossroads and 87 percent of West Bellevue respondents feel the city is heading in the right direction, just over one out of ten (14%) Cougar Mountain respondents feel Bellevue is heading in the wrong direction.

Unlike previous years, there are no significant differences based on demographics such as how long a resident has lived in Bellevue.

Table 5: Direction City Is Headed by Length of Residency

	0–3 Years	4–9 Years	10–24 Years	25+ Years
Strongly Right Direction	35%	34%	29%	28%
Right Direction	49%	54%	57%	56%
Neutral	10%	10%	9%	10%
Wrong Direction	5%	3%	5%	5%
Mean	4.15	4.17	4.09	4.08

Figure 12: Direction City Is Headed



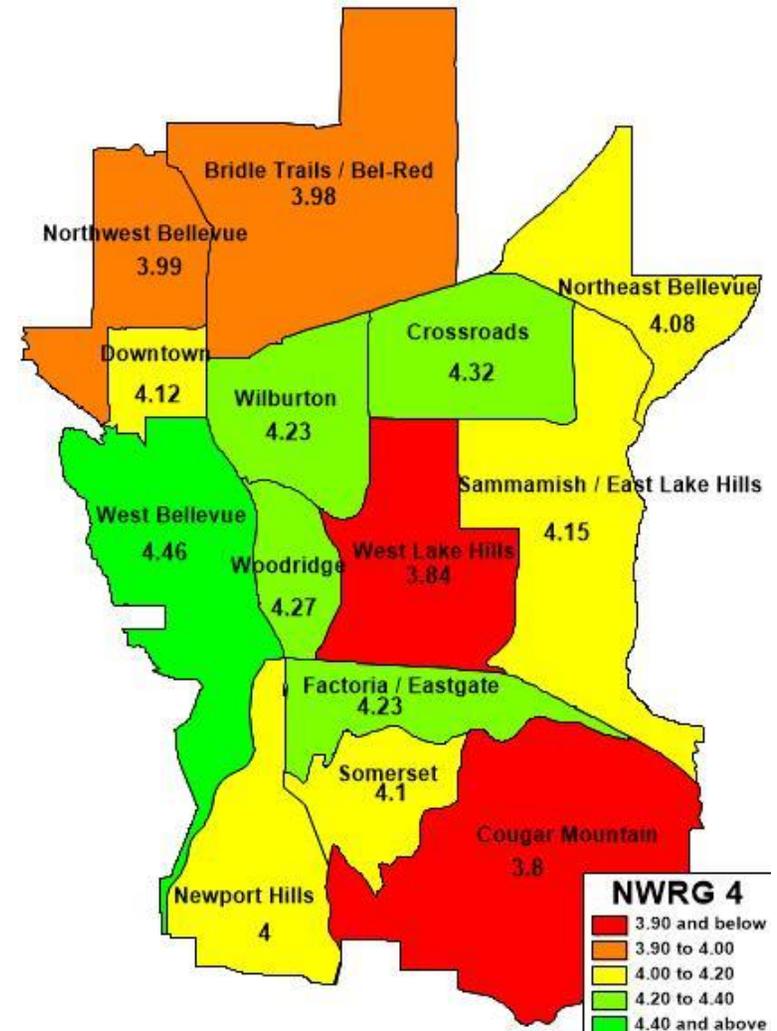
NWRG4—Overall, would you say that Bellevue is headed in the right or wrong direction?

Base: All respondents 2011 (n = 515); 2012 (n = 405); 2013 (n = 518); 2014 (n = 491)

Table 6: Direction City Is Headed by Neighborhood

	Overall (n <sub>w</sub> = 491)	Bridle Trails/ Bel-Red (n <sub>w</sub> = 38)	Cougar Mtn (n <sub>w</sub> = 34)	Crossroads (n <sub>w</sub> = 65)	Downtown (n <sub>w</sub> = 59)
<b>Strongly Right</b>	32%	24%	22%	45%	22%
<b>Somewhat Right</b>	54%	65%	52%	46%	72%
<b>Neutral</b>	10%	1%	13%	7%	2%
<b>Wrong Direction</b>	5%	11%	14%	2%	4%
<b>Mean</b>	4.12	3.98	3.80	4.32	4.12
	Factoria*/ Eastgate (n <sub>w</sub> = 23)	Newport Hills (n <sub>w</sub> = 19)	NE Bellevue (n <sub>w</sub> = 27)	NW Bellevue (n <sub>w</sub> = 39)	Sammamish/ E. Lake Hills (n <sub>w</sub> = 57)
<b>Strongly Right</b>	42%	13%	28%	31%	29%
<b>Somewhat Right</b>	39%	76%	56%	48%	59%
<b>Neutral</b>	19%	10%	12%	11%	11%
<b>Wrong Direction</b>	–	2%	4%	11%	1%
<b>Mean</b>	4.23	4.00	4.08	3.99	4.15
	Somerset* (n <sub>w</sub> = 20)	W. Bellevue (n <sub>w</sub> = 36)	W. Lake Hills (n <sub>w</sub> = 38)	Wilburton* (n <sub>w</sub> = 13)	Woodridge* (n <sub>w</sub> = 22)
<b>Strongly Right</b>	31%	60%	21%	42%	31%
<b>Somewhat Right</b>	54%	27%	50%	40%	66%
<b>Neutral</b>	9%	14%	18%	18%	4%
<b>Wrong Direction</b>	6%	–	10%	–	–
<b>Mean</b>	4.10	4.46	3.84	4.23	4.27

Figure 13: Direction City Is Headed by Neighborhood



Maps illustrate differences in mean ratings by neighborhood showing how neighborhoods compare on a relative basis. In all instances, neighborhoods score above the midpoint on a five-point scale.

NWRG4—Overall, would you say that Bellevue is headed in the right or wrong direction?  
 Mean based on five-point scale where “1” means “strongly headed in wrong direction” and “5” means “strongly headed in right direction.”

Base: All respondents (n = 491) \*Use caution; small n size

## REASONS WHY CITY IS HEADED IN RIGHT OR WRONG DIRECTION

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

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

Very few respondents ( $n_w = 24$ ) thought Bellevue is headed in the wrong direction. Among the responses received, 16 respondents mentioned congestion and traffic—11 as their first response and 5 as their second response.

Table 7: Reasons Why Bellevue Is Headed in Right Direction (Top 2 Mentions combined)\*

	First Response	Second Response
Growth/Development	14%	6%
Public Transportation	8%	8%
Politicians/Leadership/City Council/Government	8%	4%
Schools/Education	8%	7%
Business Growth/Friendliness/Economy	6%	7%
Light Rail	6%	2%
Environmentally Conscious or Friendly/Parks	5%	9%

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

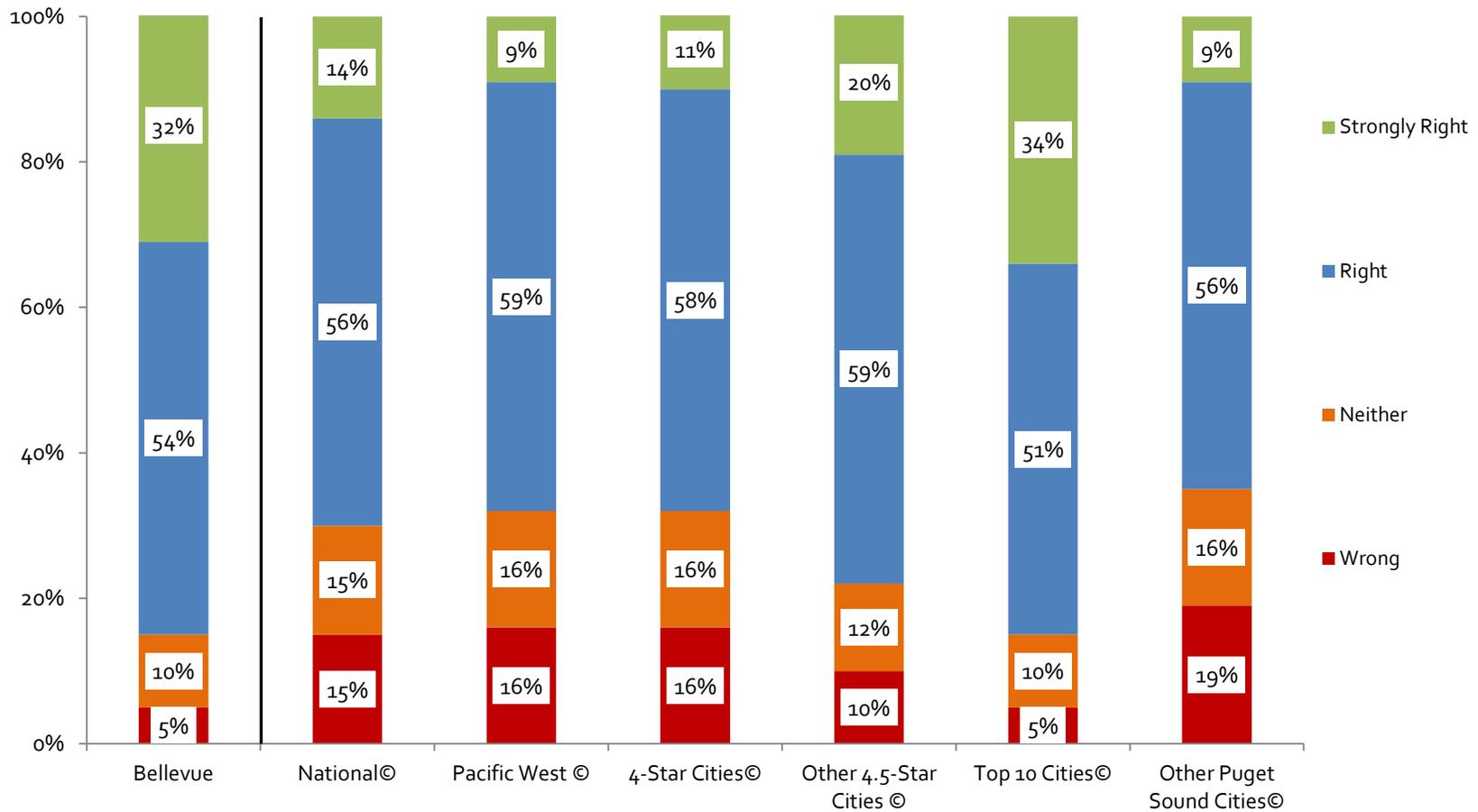
\*Only response categories with 5 percent or more are shown.

Base: Respondents who believe Bellevue is headed in the right direction—response of 4 or 5 on a 5 point scale ( $n = 399$   $n_w = 415$ ).

## Direction City Is Headed Compared to Benchmark Results

Bellevue residents' ratings for the direction the city is headed are higher than other 4.5-Star cities and, while still lower, are similar to NWRG's Top 10 Benchmark Cities. ©.

Figure 14: Direction City Is Headed Benchmarks



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

Base: Bellevue all respondents: (n = 491)

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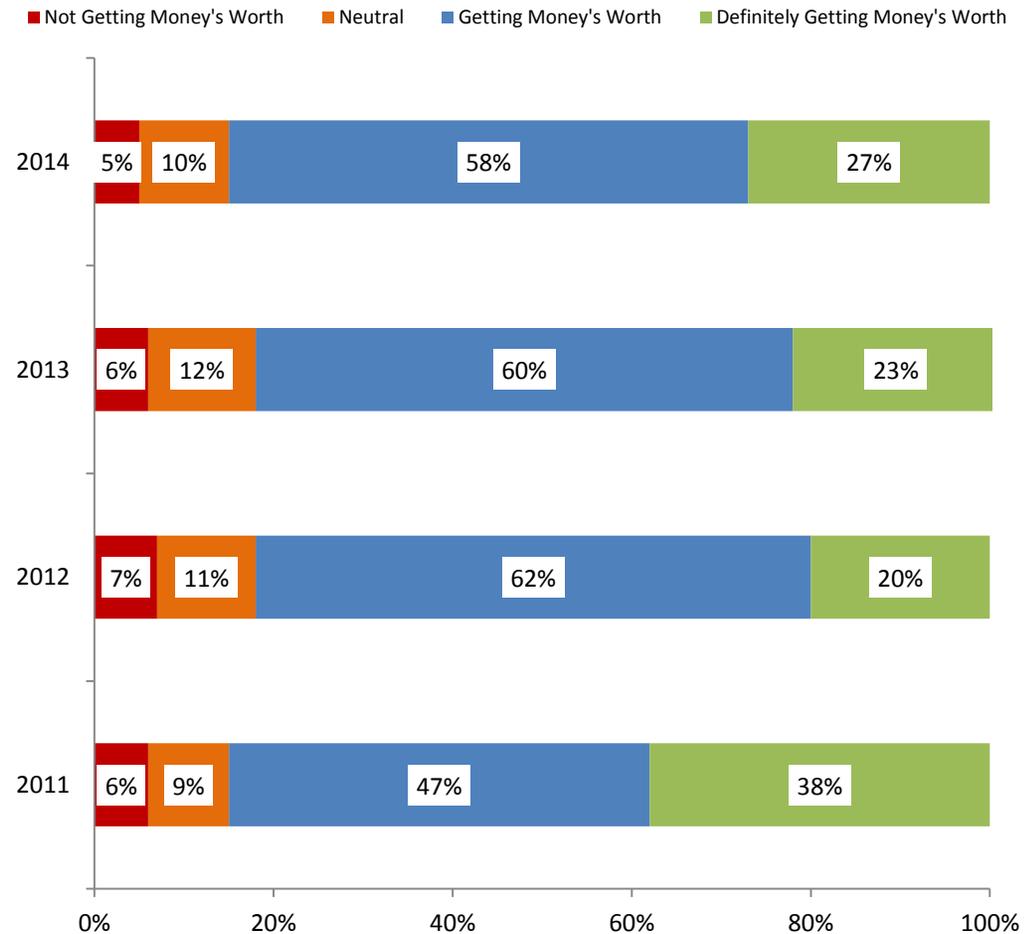
## VALUE OF SERVICES FOR TAX DOLLARS PAID

While the majority (85%) of Bellevue residents continue to feel they are getting their money’s worth for the tax dollars they pay, those who feel they are “definitely” getting their money’s worth continues to lag significantly behind 2011 levels.

New residents (0-3 years) are more likely to say they are somewhat getting their money’s worth than definitely getting it.

Residents of West Bellevue (100%) and Crossroads (89%) are the most likely to feel they are getting their money’s worth, while Cougar Mountain is the neighborhood with the largest percentage (13%) of residents who feel they are not getting their money’s worth.

Figure 15: Value of Services for Tax Dollars Paid

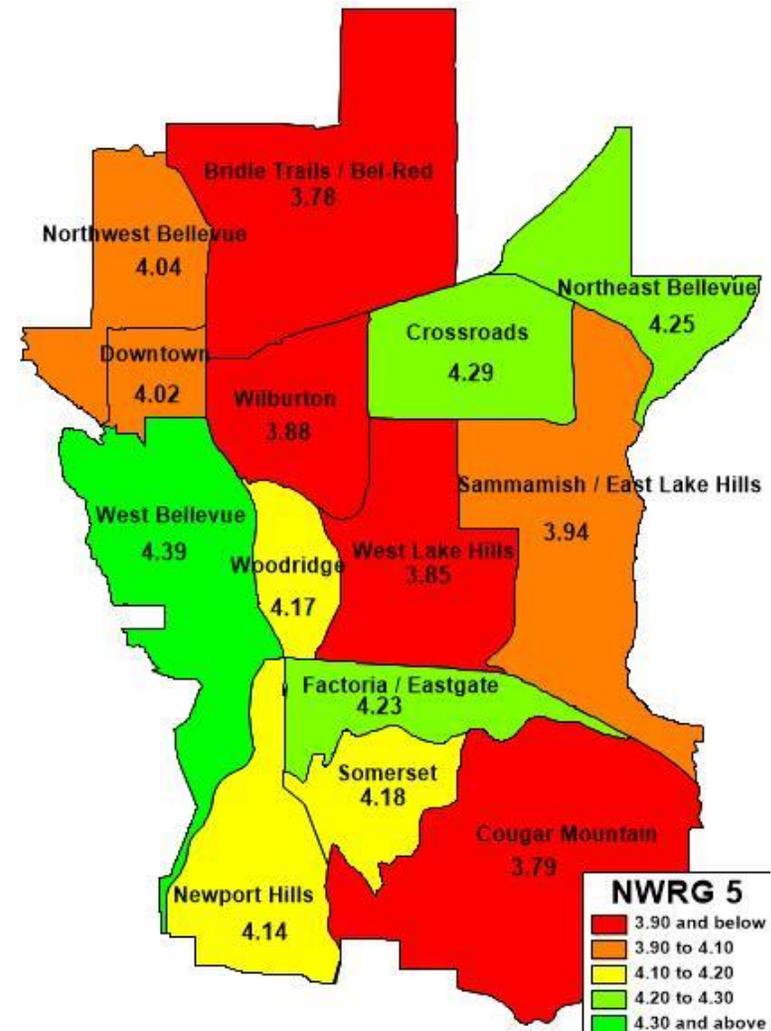


NWRG5—Do you feel you are getting your money’s worth for your city tax dollar?  
 Base: All respondents 2011 (n = 515); 2012 (n = 405); 2013 (n = 518); 2014 (n = 491)

Table 8: Value for Tax Dollars Paid by Neighborhood

	Overall (n <sub>w</sub> = 491)	Bridle Trails/ Bel-Red (n <sub>w</sub> = 38)	Cougar Mtn (n <sub>w</sub> = 34)	Crossroads (n <sub>w</sub> = 65)	Downtown (n <sub>w</sub> = 59)
<b>Definitely Getting</b>	27%	23%	18%	45%	16%
<b>Getting</b>	58%	46%	60%	44%	70%
<b>Neutral</b>	10%	21%	9%	7%	12%
<b>Not Getting</b>	5%	10%	13%	4%	1%
<b>Mean</b>	4.06	3.78	3.79	4.29	4.02
	Factoria*/ Eastgate (n <sub>w</sub> = 23)	Newport Hills (n <sub>w</sub> = 19)	NE Bellevue (n <sub>w</sub> = 27)	NW Bellevue (n <sub>w</sub> = 39)	Sammamish/ E. Lake Hills (n <sub>w</sub> = 57)
<b>Definitely Getting</b>	24%	28%	36%	26%	19%
<b>Getting</b>	75%	64%	57%	58%	64%
<b>Neutral</b>	1%	2%	4%	11%	11%
<b>Not Getting</b>	–	6%	4%	5%	5%
<b>Mean</b>	4.23	4.14	4.25	4.04	3.94
	Somerset* (n <sub>w</sub> = 20)	W. Bellevue (n <sub>w</sub> = 36)	W. Lake Hills (n <sub>w</sub> = 38)	Wilburton* (n <sub>w</sub> = 13)	Woodridge* (n <sub>w</sub> = 22)
<b>Definitely Getting</b>	35%	40%	15%	26%	32%
<b>Getting</b>	54%	60%	66%	36%	54%
<b>Neutral</b>	4%	<1%	10%	38%	15%
<b>Not Getting</b>	6%	–	10%	–	–
<b>Mean</b>	4.18	4.39	3.85	3.88	4.17

Figure 16: Value for Tax Dollars Paid by Neighborhood



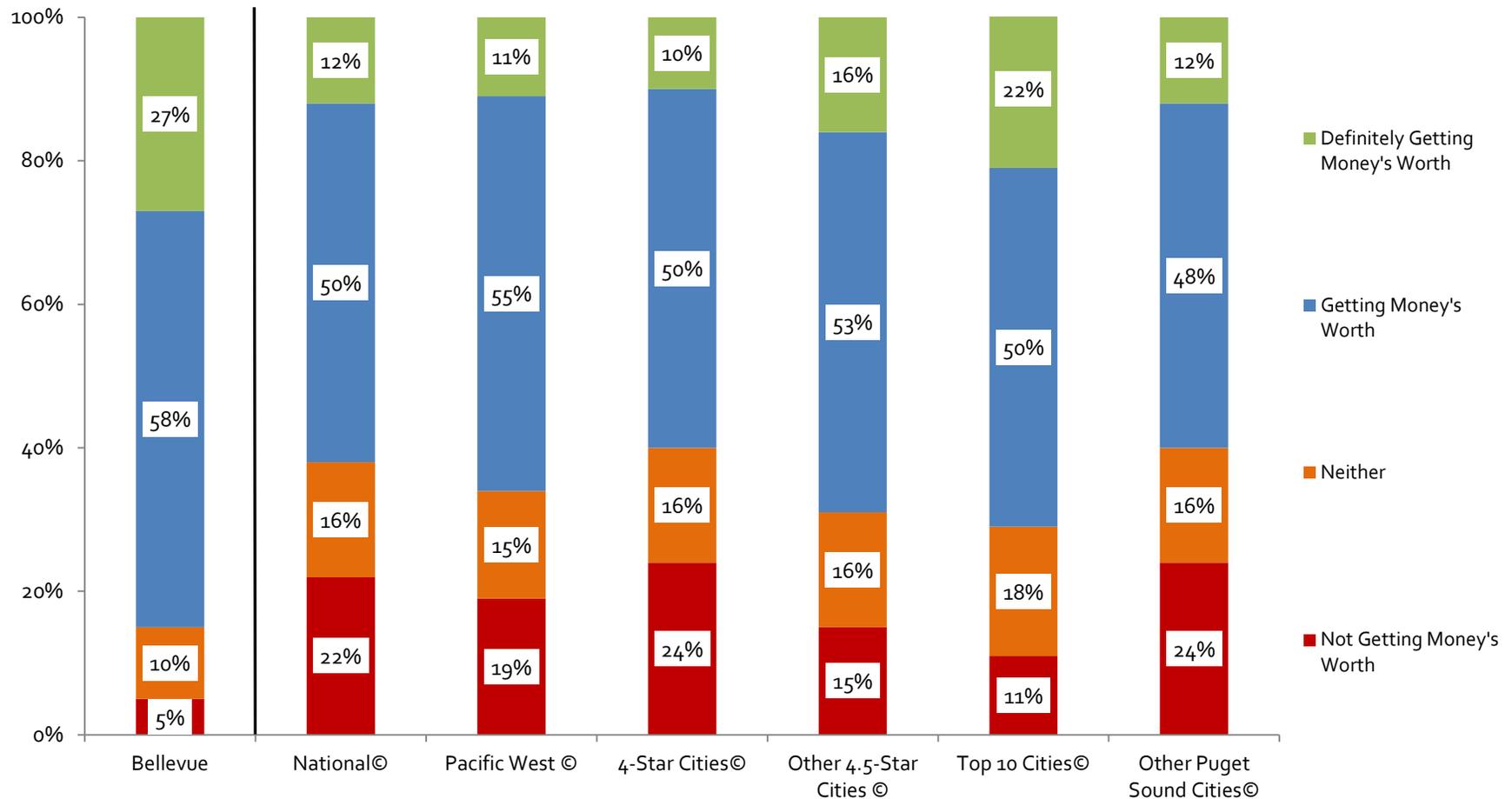
Maps illustrate differences in mean ratings by neighborhood showing how neighborhoods compare on a relative basis. In all instances, neighborhoods score above the midpoint on a five-point scale.

NWRG5—Do you feel you are getting your money’s worth for your city tax dollar? Mean based on five-point scale where “1” means “definitely not getting money’s worth” and “5” means “definitely getting money’s worth.” Base: All respondents (n = 491) \*Use caution; small n size

## Value for Tax Dollars Paid Compared to Benchmark Results

While below 2011 levels, Bellevue outperforms all other benchmarks, including NWRG's Top 10 Benchmark Cities© in the value of services for the tax dollars paid by residents.

Figure 17: Value for Tax Dollars Paid Benchmarks



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

Base: Bellevue all respondents: (n = 491)

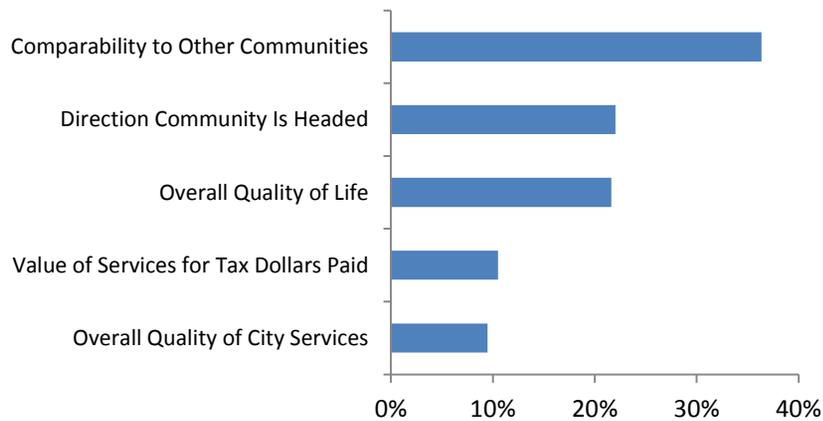
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# BELLEVUE'S 5-STAR RATING

## OVERALL 5-STAR RATING

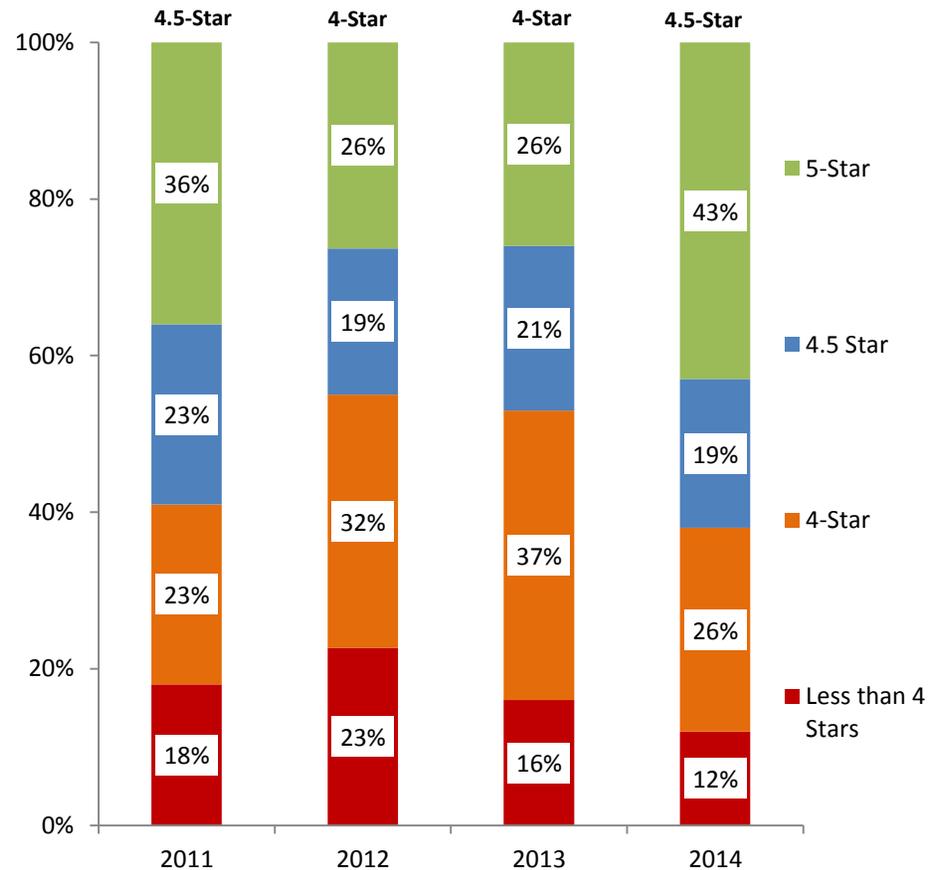
The 5-Star Rating is a composite index that captures the essence of how well a city meets the critical needs and expectations of its residents and that uses a robust theoretical and mathematical model. The model is based on a weighted sum of five questions: (1) overall quality of life, (2) overall quality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

### Relative Weight in Model



Bellevue is again a 4.5-Star city and poised to keep improving. Just over two out of five (43%) Bellevue residents rate Bellevue as a 5-Star city, the highest level reported since this rating was computed (in 2011), while only one in ten (12%) rate Bellevue below 4 stars.

Figure 18: Bellevue's 5-Star Rating



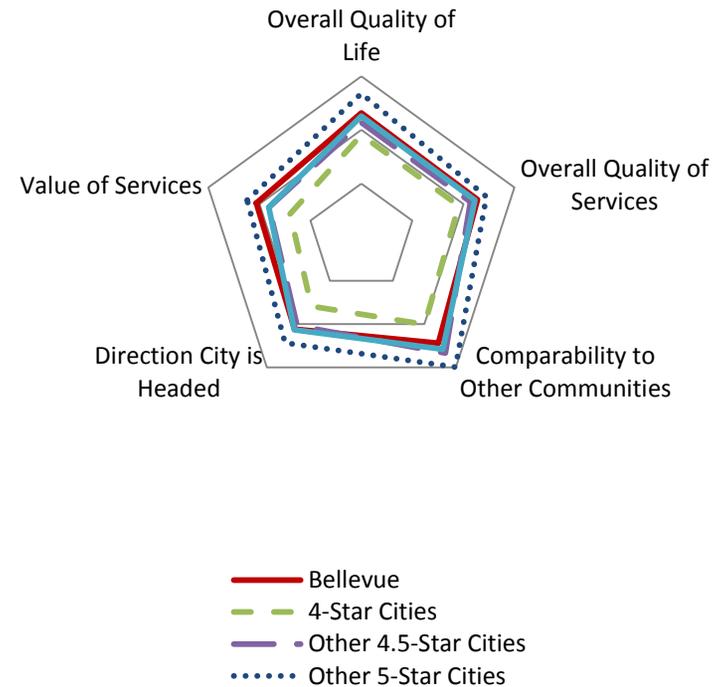
Base: All respondents 2011 (n = 515); 2012 (n = 405); 2013 (n = 518); 2014 (n = 491)

Bellevue significantly outperforms other 4.5-Star cities on three of the five dimensions—overall quality of life, quality of city services, and value of services for tax dollars paid—and somewhat outperforms these cities on direction the city is headed. Bellevue is comparable to the Top 10 benchmark cities on these measures and significantly outperforms these cities on the value of services for taxes paid.

Despite significant increases in ratings for comparability to other communities, Bellevue’s ratings remains lower than that achieved by other 4.5-Star cities and the Top 10 benchmark cities.

Respondents in Crossroads and West Bellevue rate the City of Bellevue as a 5-Star city, whereas respondents in West Lake Hills rate Bellevue as a 4-Star city.

Figure 19: Bellevue’s Performance versus National Benchmarks



## 5-STAR RATING BY NEIGHBORHOOD

Table 9: 5-Star Rating by Neighborhood

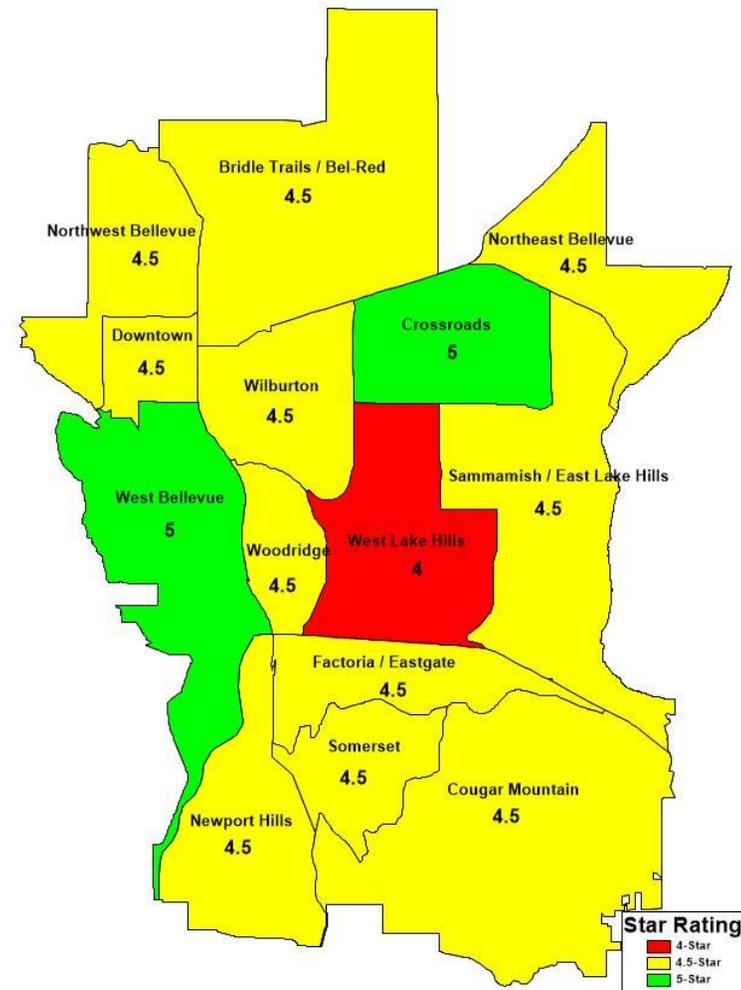
	<b>Overall</b> (n <sub>w</sub> = 491)	<b>Bridle Trails/ Bel-Red</b> (n <sub>w</sub> = 38)	<b>Cougar Mtn</b> (n <sub>w</sub> = 34)	<b>Crossroads</b> (n <sub>w</sub> = 65)	<b>Downtown</b> (n <sub>w</sub> = 59)
<b>5 Star</b>	43%	46%	36%	61%	38%
<b>4.5 Star</b>	19%	8%	18%	10%	17%
<b>4 Star</b>	26%	34%	23%	20%	36%
<b>Less than 4 Star</b>	12%	12%	23%	9%	9%
<b>Median</b>	4.50	4.50	4.50	5.00	4.50
	<b>Factoria*/ Eastgate</b> (n <sub>w</sub> = 23)	<b>Newport Hills</b> (n <sub>w</sub> = 19)	<b>NE Bellevue</b> (n <sub>w</sub> = 27)	<b>NW Bellevue</b> (n <sub>w</sub> = 39)	<b>Sammamish/ E. Lake Hills</b> (n <sub>w</sub> = 57)
<b>5 Star</b>	48%	30%	45%	33%	33%
<b>4.5 Star</b>	32%	38%	23%	20%	34%
<b>4 Star</b>	14%	21%	25%	32%	21%
<b>Less than 4 Star</b>	6%	11%	6%	14%	11%
<b>Median</b>	4.50	4.50	4.50	4.50	4.50
	<b>Somerset*</b> (n <sub>w</sub> = 20)	<b>W. Bellevue</b> (n <sub>w</sub> = 36)	<b>W. Lake Hills</b> (n <sub>w</sub> = 38)	<b>Wilburton*</b> (n <sub>w</sub> = 13)	<b>Woodridge*</b> (n <sub>w</sub> = 22)
<b>5 Star</b>	38%	66%	29%	44%	36%
<b>4.5 Star</b>	27%	10%	7%	16%	22%
<b>4 Star</b>	26%	14%	31%	21%	42%
<b>Less than 4 Star</b>	9%	10%	33%	18%	—
<b>Median</b>	4.50	5.00	4.00	4.50	4.50

5-Star Rating is a computed variable.

Base: All respondents (n = 491)

\*Use caution; small n size

Figure 20: 5-Star Rating by Neighborhood



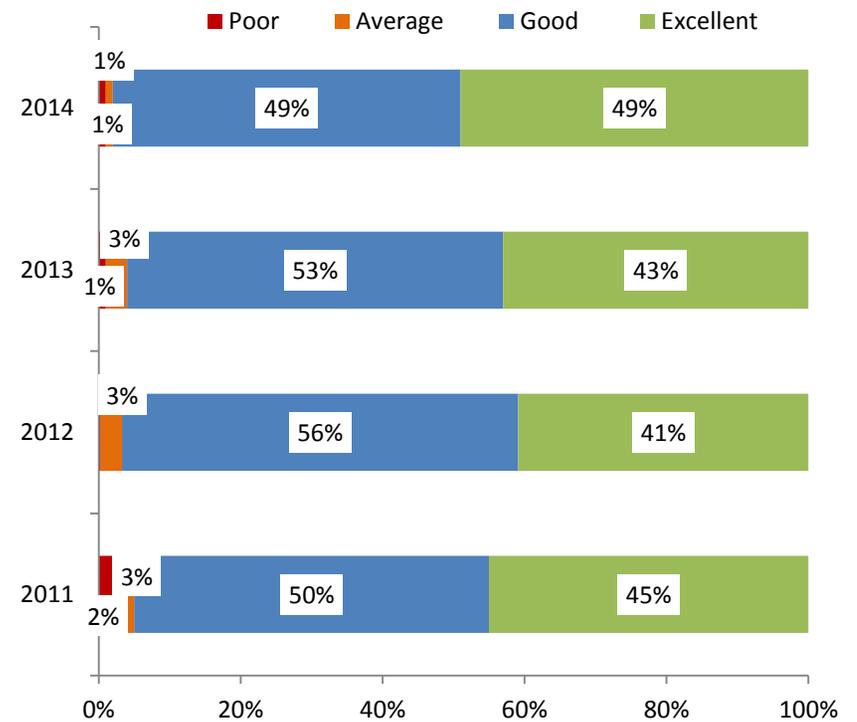
Maps illustrate differences in mean ratings by neighborhood showing how neighborhoods compare on a relative basis. In all instances, neighborhoods score above the midpoint on a five-point scale.

## PERCEPTIONS OF BELLEVUE AS A PLACE TO LIVE

Nearly all (98%) Bellevue residents continue to say Bellevue is a good or excellent place to live, similar to 2013.

Respondents from West Bellevue rate the city the highest—74 percent say Bellevue is an excellent place to live.

Figure 21: Perceptions of Bellevue as a Place to Live



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

Base: All respondents 2011 (n = 515); 2012 (n = 405); 2013 (n = 518); 2014 (n = 491)

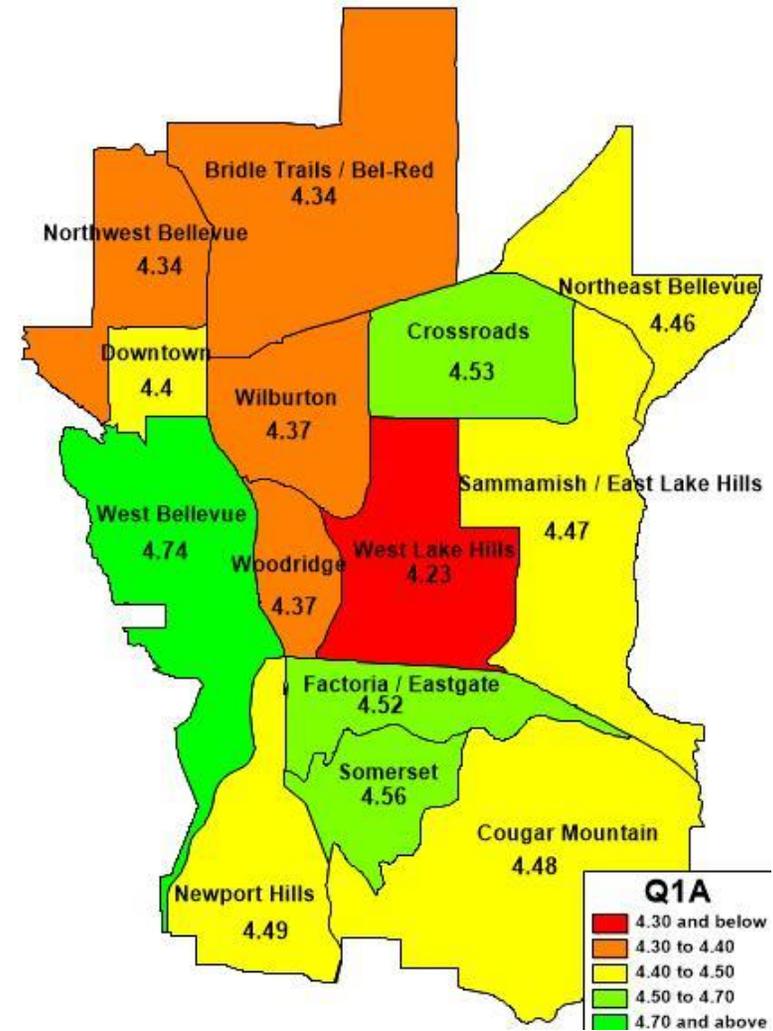
Table 10: Bellevue as a Place to Live by Neighborhood

	Overall (n <sub>w</sub> = 491)	Bridle Trails/ Bel-Red (n <sub>w</sub> = 38)	Cougar Mtn (n <sub>w</sub> = 34)	Crossroads (n <sub>w</sub> = 65)	Downtown (n <sub>w</sub> = 59)
Excellent	49%	48%	52%	54%	40%
Good	49%	46%	47%	45%	60%
Neutral	1%	1%	–	1%	–
Poor/Very Poor	1%	5%	2%	–	–
Mean	4.45	4.34	4.48	4.53	4.40
	Factoria*/ Eastgate (n <sub>w</sub> = 23)	Newport Hills (n <sub>w</sub> = 19)	NE Bellevue (n <sub>w</sub> = 27)	NW Bellevue (n <sub>w</sub> = 39)	Sammamish/ E. Lake Hills (n <sub>w</sub> = 57)
Excellent	53%	49%	46%	41%	52%
Good	46%	51%	54%	53%	46%
Neutral	1%	–	–	3%	1%
Poor/Very Poor	–	–	–	3%	1%
Mean	4.52	4.49	4.46	4.34	4.47
	Somerset* (n <sub>w</sub> = 20)	W. Bellevue (n <sub>w</sub> = 36)	W. Lake Hills (n <sub>w</sub> = 38)	Wilburton* (n <sub>w</sub> = 13)	Woodridge* (n <sub>w</sub> = 22)
Excellent	59%	74%	35%	37%	37%
Good	39%	26%	59%	63%	63%
Neutral	3%	–	–	–	–
Poor/Very Poor	–	–	6%	–	–
Mean	4.56	4.74	4.23	4.37	4.37

Q1—Overall, how would you describe the City of Bellevue as a place to live?  
 Mean based on five-point scale where “1” means “very poor” and “5” means “excellent.”  
 Base: All respondents (n = 491)

\*Use caution; small n size

Figure 22: Bellevue as a Place to Live by Neighborhood



Maps illustrate differences in mean ratings by neighborhood showing how neighborhoods compare on a relative basis. In all instances, neighborhoods score above the midpoint on a five-point scale.

When asked about Bellevue’s best attributes, being a safe place to live was mentioned most often as the number one attribute, followed by parks and green space and cleanliness.

Residents also feel that Bellevue has good schools—10 percent mentioned schools as the number one attribute, and an additional 8 percent mentioned it as the number 2 attribute.

Table 11: Bellevue’s Best Attributes

	#1 Attribute	#2 Attribute
Low Crime/Safe	18%	13%
Parks/Green Space	16%	9%
Schools/Education	10%	8%
Clean	8%	8%
Location	7%	8%
Good Atmosphere/Ambience	6%	5%

A1HN—Using a one or two word phrase, what are Bellevue’s two best attributes?

Base: All respondents (n = 491)

## KEY COMMUNITY INDICATORS

### OVERALL RATINGS

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

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

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

The use of factor analysis to create Bellevue's dimensions simplifies reporting and provides for a more stable model when running other analytics such as the Key Drivers Analysis, discussed on page 52.

Table 12: Key Community Indicators and Corresponding Dimensions

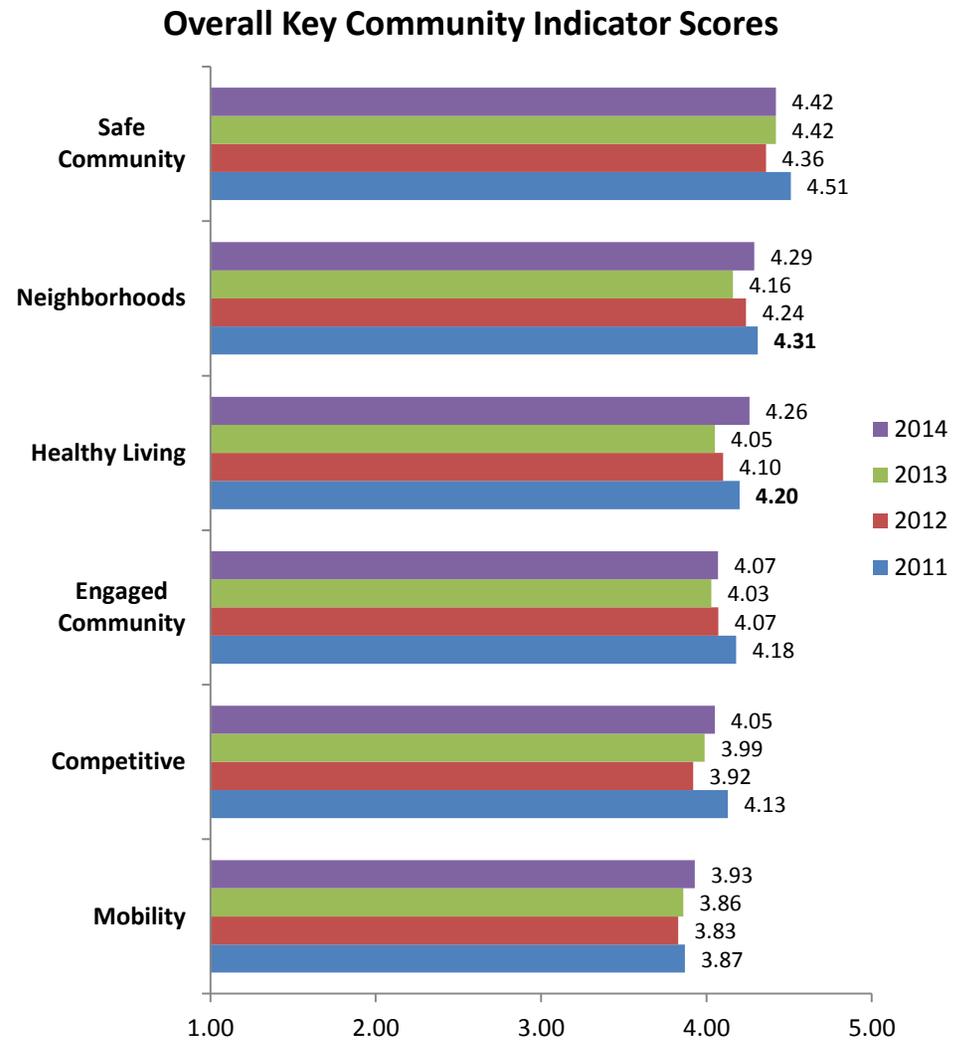
Dimension	Attributes	2011/2012	2013	2014
Competitive	Is a good place to raise children	X	X	X
	Fosters and supports a diverse community in which all residents have the opportunity to live well, work, and play	X	X	X
	Is doing a good job helping to create a competitive business environment that supports entrepreneurs and creates jobs	X	X	X
	Is a visionary community in which creativity is fostered	X	X	X
	Is doing a good job of planning for growth in ways that add value to the quality of life	X	X	X
	Is doing a good job of looking ahead and seeking innovative solutions to regional and local challenges	X	X	
	Is doing a good job of looking ahead to meet regional challenges			X
	Is doing a good job of looking ahead to meet local challenges			X
Engaged Community	Does a good job of keeping residents informed	X	X	X
	Is a welcoming and supportive community that demonstrates caring for people through its actions	X	X	X
	Encourages citizen engagement such as volunteering or participating in community activities	X	X	X
	Listens to its residents and seeks their involvement	X	X	X
Healthy	Has attractive neighborhoods that are well maintained	X		
	Offers me and my family opportunities to experience nature where we live, work, and play	X	X	X
	Environment supports my personal health and well-being	X	X	X
	Is doing a good job of maintaining and enhancing a healthy, natural environment for current and future generations	X	X	X
	I live in a neighborhood that supports families, particularly those with children	X		
	Can rightfully be called a “city in a park”	X	X	X
	Provides water, sewer, and waste water services and infrastructure that reliably ensures public health			X
	Provides water, sewer, and waste water services and infrastructure that protects the environment			X
Safe Community	Is a safe community in which to live, learn, work, and play	X	X	X
	Is well-prepared to respond to routine emergencies	X	X	X
	Plans appropriately to respond to major emergencies	X	X	X
	Has attractive neighborhoods that are safe	X		
Mobility	Neighborhood provides convenient access to my day-to-day activities	X		
	Provides a safe transportation system for all users	X	X	X
	Allows for travel within the City of Bellevue in a reasonable and predictable amount of time	X	X	X
	Is doing a good job of planning for and implementing a range of transportation options	X	X	X
Neighborhoods	Has attractive and well-maintained neighborhoods		X	X
	Has neighborhoods that are safe		X	X
	I live in a neighborhood that supports families, particularly those with children		X	X
	Neighborhood provides convenient access to my day-to-day activities		X	X

As in previous years, Bellevue does best in terms of its overall performance for being safe.

While still relatively high, Bellevue’s ratings are lower and below the average for all KCI dimensions for its competitiveness and mobility.

Ratings are generally stable between 2013 and 2014 with the exception of Neighborhoods and Healthy Living—both of these dimensions increased significantly.

Figure 23: Overall Performance on Key Community Indicator Dimensions



**Bolding** indicates a significant difference from prior year.

## GROUPED RATINGS

Bellevue's high rating for being a safe community in which to live, learn, work, and play continues to be the primary factor in the safety dimension.

In 2014, the attribute “plans appropriately to respond to emergencies” was split into two attributes:

- Is well prepared to respond to routine emergencies
- Plans appropriately to respond to major emergencies

Residents feel that while the city is well prepared for routine emergencies, confidence is slightly less when it comes to planning for major emergencies.

Ratings for two aspects of neighborhoods—safety and support for families—increased significantly in 2014. Neighborhood safety is now at its highest level in the past four years, and ratings for support for families are returning to near 2011 levels.

- Those living in multifamily dwellings are significantly more likely than those in single-family homes to strongly agree Bellevue neighborhoods are safe—63 percent compared to 44 percent, respectively. Younger residents are also more likely than older residents to strongly agree Bellevue neighborhoods are safe—68 percent compared to 48 percent, respectively.

Neighborhoods with convenient access to activities has remained stable from 2013.

Table 13: Performance on Key Community Indicators—Safe

Key Community Indicators	2011	2012	2013	2014
Overall	4.51	4.36↓	4.42	4.42
Provides a safe community in which to live, learn, work, and play	4.58	4.52	4.56	4.61
Is well prepared to respond to routine emergencies				4.43
Plans appropriately to respond to major emergencies				4.20
Plans appropriately to respond to emergencies	4.48	4.28↓	4.34	

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

Table 14: Performance on Key Community Indicators—Neighborhoods

Key Community Indicators	2011	2012	2013	2014
Overall	4.31	4.24↓	4.16↓	4.29↑
Bellevue neighborhoods are safe	4.39	4.34	4.28	4.45↑
Has attractive and well-maintained neighborhoods	4.39	4.31	4.26	4.38
Neighborhood provides convenient access to activities	4.38	4.35	4.32	4.34
Neighborhoods support families, particularly with small children	4.08	3.94	3.76↓	3.99↑

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

Bellevue continues to be seen as being particularly strong in terms of offering opportunities for families to experience nature.

The overall rating for healthy living increased significantly between 2013 and 2014. While all attributes increased year over year, only one attribute increased significantly.

- Bellevue residents living in multifamily dwelling types as well as younger residents give higher ratings for Bellevue as a “city in a park.”

Table 15: Performance on Key Community Indicators—Healthy Living

Key Community Indicators	2011	2012	2013	2014
Overall	4.20	4.10↓	4.05	4.26↑
Provides, water, sewer that reliably ensures public health				4.44
Offers opportunities to experience nature where we live, work, and play	4.32	4.25	4.23	4.35
Provides, water, sewer that protects the environment				4.32
Provides an environment supports my personal health and well-being	4.29	4.19	4.14	4.28
Does a good job of creating a natural environment that supports healthy living	4.27	4.15	4.13	4.24
Can rightfully be called a “city in a park”	3.92	3.81	3.69	3.96↑

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

Bellevue’s ratings for engagement continue to be lower than for other indicators.

As in previous years, Bellevue does best in terms of keeping its residents informed. However, ratings for this indicator remain lower than 2011.

While ratings increased for most indicators in this group, none were significant.

Table 16: Performance on Key Community Indicators—Engaged

Key Community Indicators	2011	2012	2013	2014
Overall	4.18	4.07↓	4.03	4.07
Keeps residents informed	4.29	4.15↓	4.13	4.17
Is a welcoming and supportive community that demonstrates caring for people through its actions	4.15	4.06	4.01	4.11
Listens to its residents and seeks their involvement	4.12	4.03	4.03	4.01
Encourages citizen engagement	4.14	4.05	3.95	4.00

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

After decreasing significantly between 2011 and 2012, resident perceptions of Bellevue’s competitiveness rebounded in 2013 and continued to improve in 2014, although all remain lower than in 2011.

None of the increases between 2013 and 2014 are statistically significant.

Bellevue continues to be seen as a good place to raise children.

Table 17: Performance on Key Community Indicators—Competitive

Key Community Indicators	2011	2012	2013	2014
Overall	4.13	3.92↓	3.99↑	4.05
Is a good place to raise children	4.43	4.29↓	4.39	4.37
Fosters and supports a diverse community in which all residents have good opportunities	4.22	4.06↓	4.05	4.11
Does a good job of creating a supportive and competitive business environment	4.10	3.86↓	3.99	4.03
Does a good job of looking ahead to meet local challenges				3.98
Does a good job of planning for growth in ways that add value to quality of life	4.00	3.77↓	3.93↑	3.97
Does a good job of looking ahead to meet regional challenges				3.96
Is a visionary community in which creativity is fostered	4.04	3.74↓	3.77	3.92
Does a good job of looking ahead and seeking innovative solutions	3.99	3.80↓	3.81	

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

Overall, mobility continues as one of the lowest-rated overall indicators. Moreover, there has been no change in ratings overall or for the individual indicators over the years.

Bellevue is given the lowest rating for being able to travel within Bellevue in a reasonable and predictable amount of time. Of all 27 indicators, this continues to receive the lowest rating.

Table 18: Performance on Key Community Indicators—Mobility

Key Community Indicators	2011	2012	2013	2014
Overall	3.87	3.83	3.86	3.93
Provides a safe transportation system for all users	4.06	3.97	4.00	4.13
Does a good job of planning for and implementing a range of transportation options	3.70	3.71	3.68	3.86
Can travel within Bellevue in a reasonable and predictable amount of time	3.85	3.82	3.90	3.81

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

## KEY DRIVERS ANALYSIS

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

Key drivers analysis is useful as it provides the city with specific areas of focus in which to improve. For example, the KCI "doing a good job planning for growth in ways that add value to your quality of life" is a key driver of Bellevue's 5-Star rating; however, satisfaction is relatively low with this KCI compared to other KCIs. Key drivers analysis suggests that if Bellevue were to focus on improving in this area—and residents recognize this improvement—Bellevue's overall 5-Star rating should increase.

Conversely, "Bellevue being well-prepared for routine emergencies" is not a key driver of the 5-Star rating. This does not mean that residents do or do not agree with this statement or that it is not important. In this case it means that there is little variance in resident's feelings and that there is no strong correlation between their agreement with Bellevue being well-prepared for routine emergencies and Bellevue's 5-Star rating.

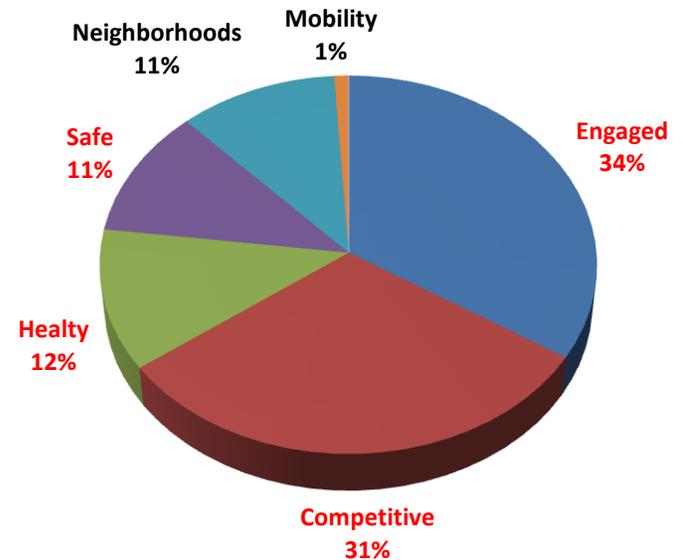
The first step in the analysis identifies the extent to which the five overall dimensions identified earlier impact Bellevue’s 5-Star rating.

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

- Citizen engagement (Engaged Community) continues to be the primary driver of Bellevue’s 5-Star rating, followed—as in 2013—by Competitiveness.
- Mobility and Neighborhoods living are **not** drivers.

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

Figure 24: Key Drivers Analysis—Overall Dimensions



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

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

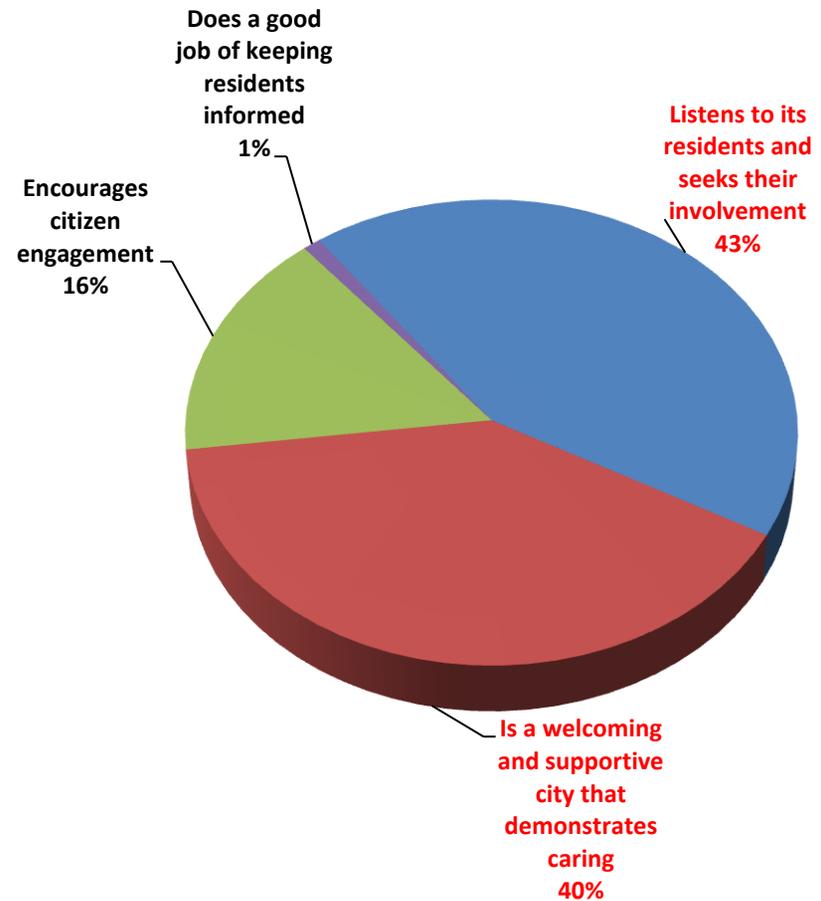
The second step in the analysis identifies the extent to which each of the individual KCIs contained within the overall dimension is a key driver. Again regression analysis is used to identify KCIs that drive Bellevue’s 5-Star rating.

Within those dimensions identified as key drivers, the following individual KCIs contribute significantly to Bellevue’s rating:

- Engaged
  - Listens to residents and seeks their involvement
  - Welcoming and supportive community that demonstrates it cares about its residents through its actions
- Competitiveness

Figure 25: Key Drivers Analysis—Engaged Community

- Is a good place to raise children
- Is doing a good job planning for growth in ways that add value to your quality of life
- Fosters and supports a diverse community
- Healthy
  - Maintaining and enhancing a healthy natural environment for current and future generations
  - Provides water, sewer, and waste water services that ensures public health
  - Provides an environment that supports my personal health and well-being
- Safety
  - Is a safe community in which to live, learn, work, and play
  - Plans appropriately to respond to major emergencies
- Neighborhoods
  - Attractive, well-maintained neighborhoods
  - Neighborhood provides convenient access to activities
- Mobility
  - Provides a safe transportation system for all users
  - Ability to travel within predictable amount of time



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

Figure 26: Key Drivers—Competitiveness

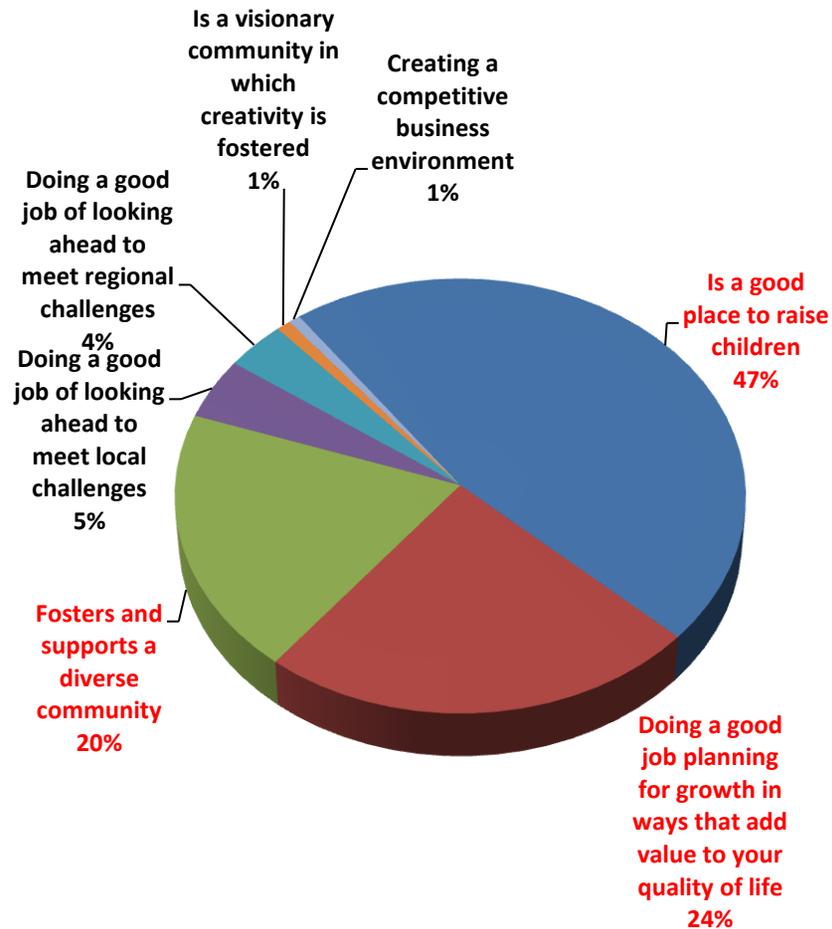
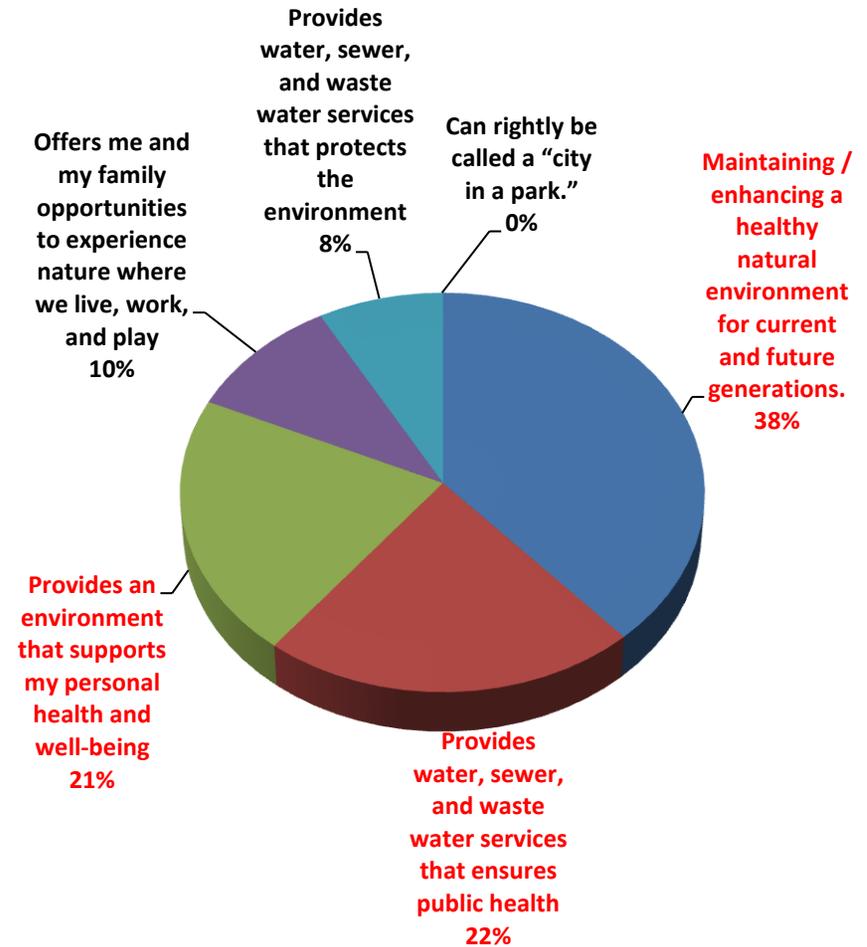


Figure 27: Key Drivers—Healthy



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

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

Figure 28: Key Drivers—Safe Community

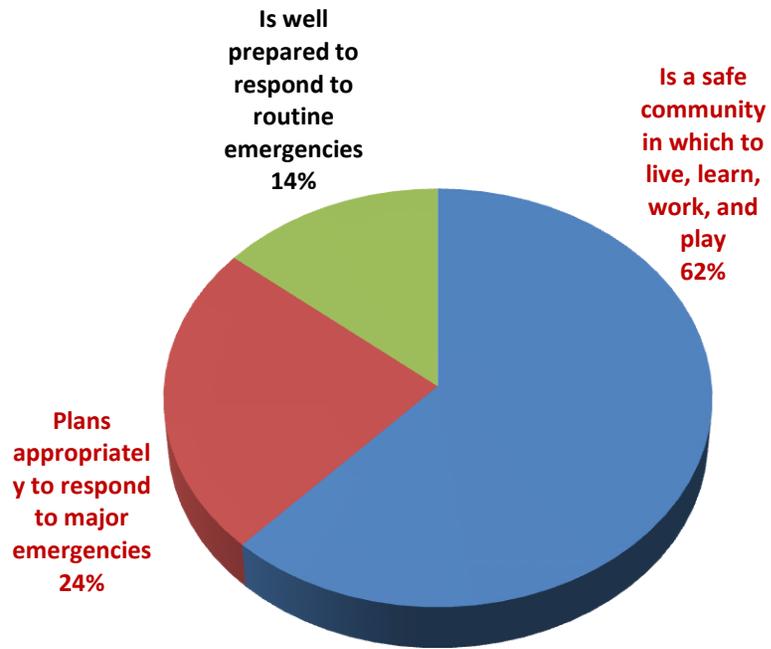
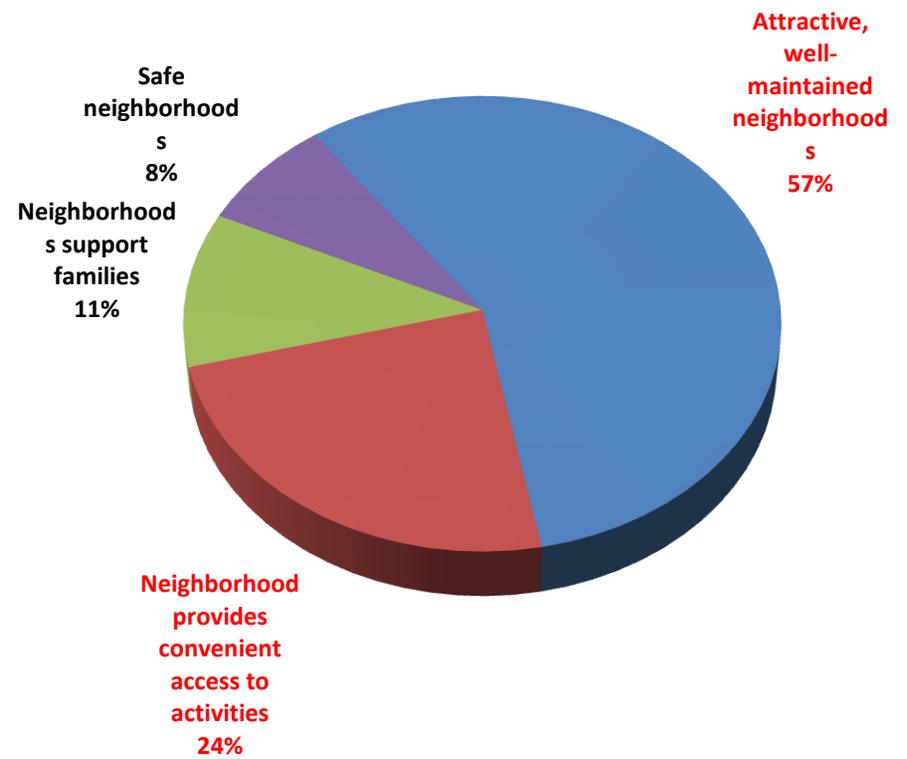
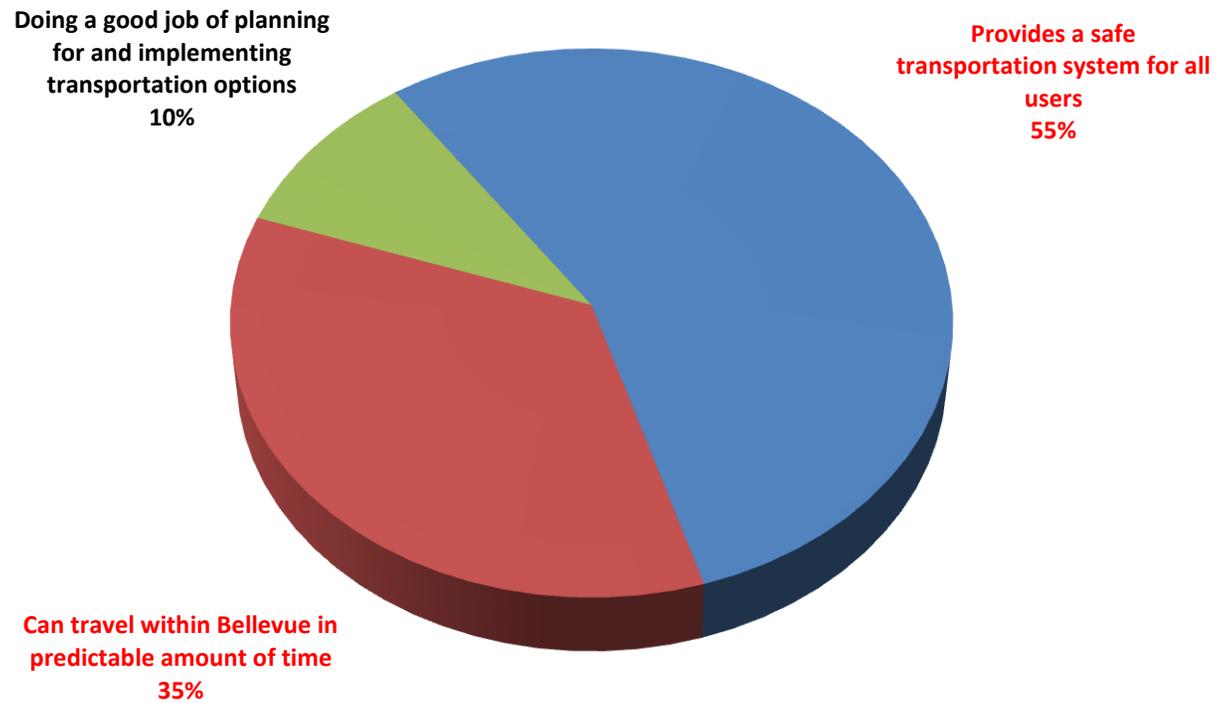


Figure 29: Key Drivers—Neighborhoods



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

Figure 30: Key Drivers—Mobility



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

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

1. **Invest:** These are areas that are key drivers of Bellevue’s 5-Star rating and where residents’ agreement is below average when compared to the overall mean of the KCIs in each dimension. Investing in these areas would have a significant impact on Bellevue’s 5-Star rating. In Table 19, on the next page, these KCIs are highlighted in dark red.
2. **Maintain:** These are areas identified as key drivers of Bellevue’s 5-Star rating and where residents’ agreement is above average agreement when compared to the overall mean of the KCIs in each dimension. Because of the impact of these items on Bellevue’s rating, it is important to maintain existing levels of service in these areas as a decrease in the level of service would have a negative impact on Bellevue’s 5-Star rating. These KCIs are highlighted in dark green.
3. **Monitor:** These are areas identified as key drivers of Bellevue’s 5-Star rating and where residents’ agreement is at or near average agreement when compared to the overall mean of the KCIs in each dimension. Because of the impact of these items on Bellevue’s rating and their mid-level satisfaction, these are areas to monitor and invest additional resources as available to improve performance. These items are highlighted in dark yellow.
4. **Non-Drivers:** These are areas not identified as key drivers of Bellevue’s 5-Star rating and fall into three categories:
  - a. **Lower than average agreement:** These are areas where residents’ agreement is below average when compared to the overall mean of the KCIs in each dimension. In Table 19 these KCIs are highlighted in light red.
  - b. **Above average agreement:** These are areas where residents’ agreement is above average when compared to the overall mean of the KCIs in each dimension. In Table 19 these KCIs are highlighted in light green.
  - c. **Average Agreement:** These are areas where residents’ agreement is at or near average when compared to the overall mean of the KCIs in each dimension. In Table 19 these KCIs are highlighted in light yellow.

Table 19: Resource Allocation Analysis

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

🗳️ = Key Driver;

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

## BELLEVUE NEIGHBORHOODS

### NEIGHBORHOOD AS A PLACE TO LIVE

Ninety-six percent (96%) describe their neighborhood as a good or excellent place to live. Although this is similar to 2013, there is a significant increase in the percentage rating Bellevue as an excellent place to live, making this the highest year since 2011.

Older residents (65+ years old) are the most likely to describe their neighborhood as an excellent place to live (56%).

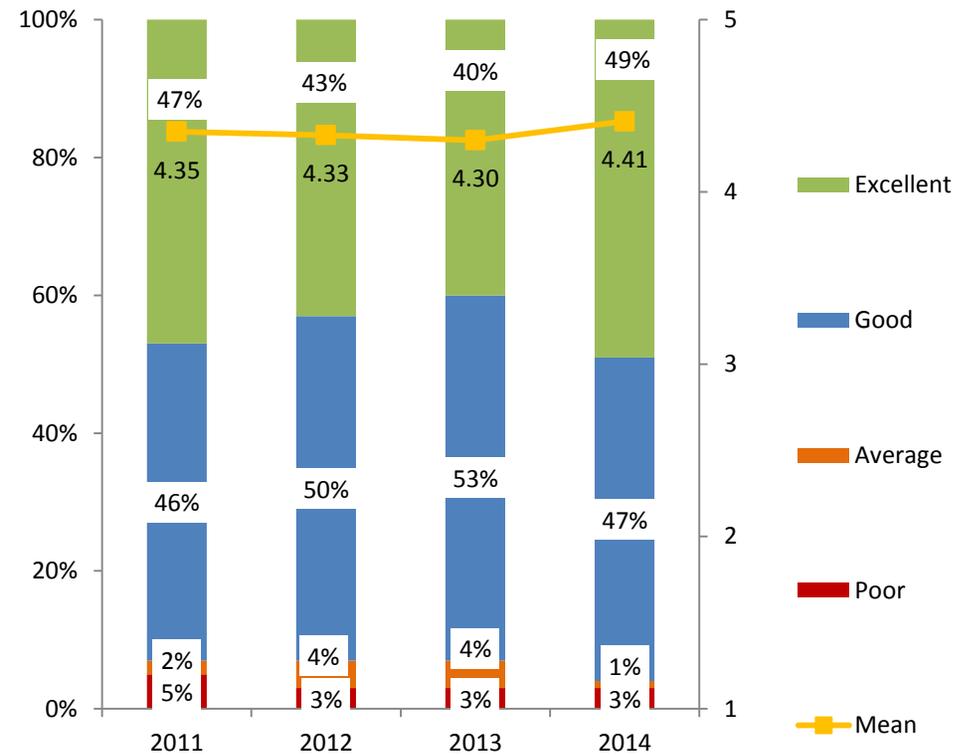
Notable findings across neighborhoods include the following:

- All respondents living in Downtown, Northeast Bellevue, Somerset, West Bellevue, Wilburton, and Woodridge rate their neighborhood as a good or excellent place to live.

The neighborhoods with the lowest mean scores are as follows:

- West Lake Hills—mean score of 4.13. The score is brought down because 10 percent of respondents rated the quality of their neighborhood as poor.
- Bridle Trails/Bell-Red—mean score of 4.17. Five percent (5%) rated the quality of their neighborhood as poor, and 1 percent said it is neutral.

Figure 31: Perceptions of Bellevue’s Neighborhoods



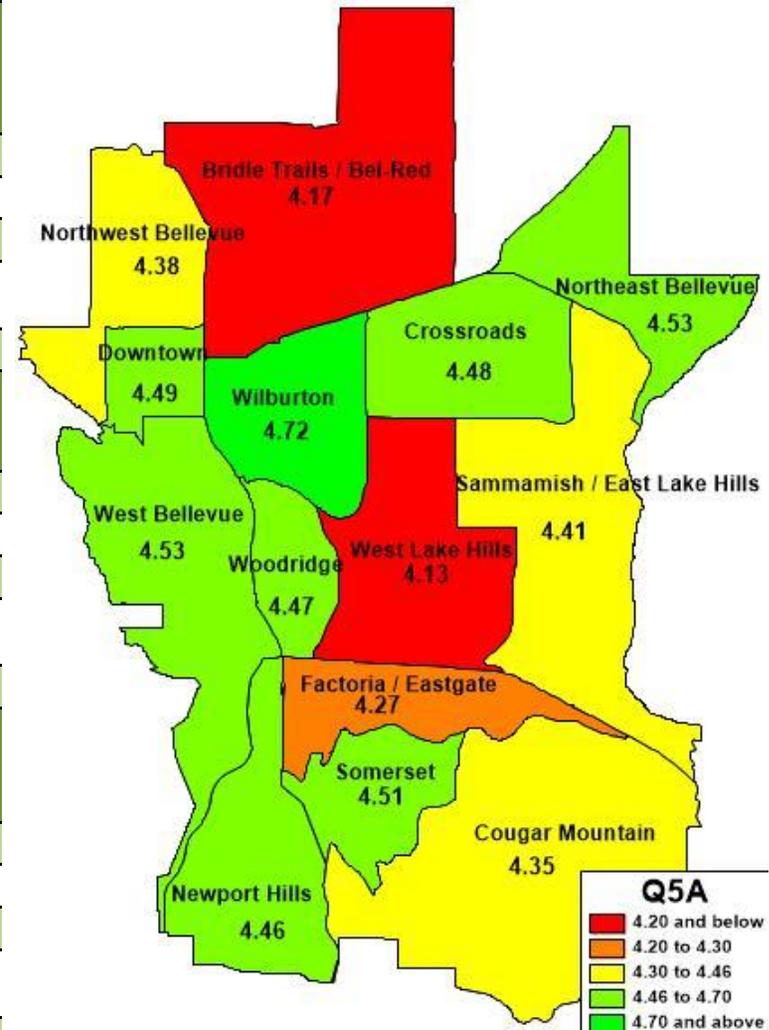
Q5A—Overall, how would you describe your neighborhood as a place to live?  
 Base: All respondents 2011 (n = 515); 2012 (n = 405); 2013 (n = 518); 2014 (n=491)

Table 20: Perception of Neighborhood by Neighborhood

	Overall (n <sub>w</sub> = 491)	Bridle Trails/ Bel-Red (n <sub>w</sub> = 38)	Cougar Mtn (n <sub>w</sub> = 34)	Crossroads (n <sub>w</sub> = 65)	Downtown (n <sub>w</sub> = 59)
Excellent	49%	31%	53%	56%	49%
Good	47%	63%	41%	38%	51%
Neutral	1%	1%	–	3%	–
Poor/Very Poor	3%	5%	7%	2%	–
Mean	4.41	4.17	4.35	4.48	4.49
	Factoria*/ Eastgate (n <sub>w</sub> = 23)	Newport Hills (n <sub>w</sub> = 19)	NE Bellevue (n <sub>w</sub> = 27)	NW Bellevue (n <sub>w</sub> = 39)	Sammamish/ E. Lake Hills (n <sub>w</sub> = 57)
Excellent	37%	53%	53%	51%	52%
Good	58%	44%	47%	44%	41%
Neutral	–	–	–	1%	5%
Poor/Very Poor	5%	3%	–	4%	3%
Mean	4.27	4.46	4.53	4.38	4.41
	Somerset* (n <sub>w</sub> = 20)	W. Bellevue (n <sub>w</sub> = 36)	W. Lake Hills (n <sub>w</sub> = 38)	Wilburton* (n <sub>w</sub> = 13)	Woodridge* (n <sub>w</sub> = 22)
Excellent	51%	53%	33%	72%	47%
Good	49%	47%	58%	28%	53%
Neutral	–	–	–	–	–
Poor/Very Poor	–	–	10%	–	–
Mean	4.51	4.53	4.13	4.72	4.47

Q5A—Overall, how would you describe your neighborhood as a place to live?  
 Mean based on five-point scale where “1” means “very poor” and “5” means “excellent.”  
 Base: All respondents (n = 491)  
 \*Use caution; small n size

Figure 32: Perception of Neighborhood by Neighborhood



Maps illustrate differences in mean ratings by neighborhood showing how neighborhoods compare on a relative basis. In all instances, neighborhoods score above the midpoint on a five-point scale.

## SENSE OF COMMUNITY

Nearly two out of three (62%) Bellevue residents feel that their neighborhood has a sense of community. While this is higher than 2013, the difference is not significant at the 95 percent confidence level. The percentage who feel that their neighborhood has a strong sense of community has remained relatively stable since 2012.

Houses with children, particularly those respondents who own their own home, are the most likely to say their neighborhood has a strong sense of community.

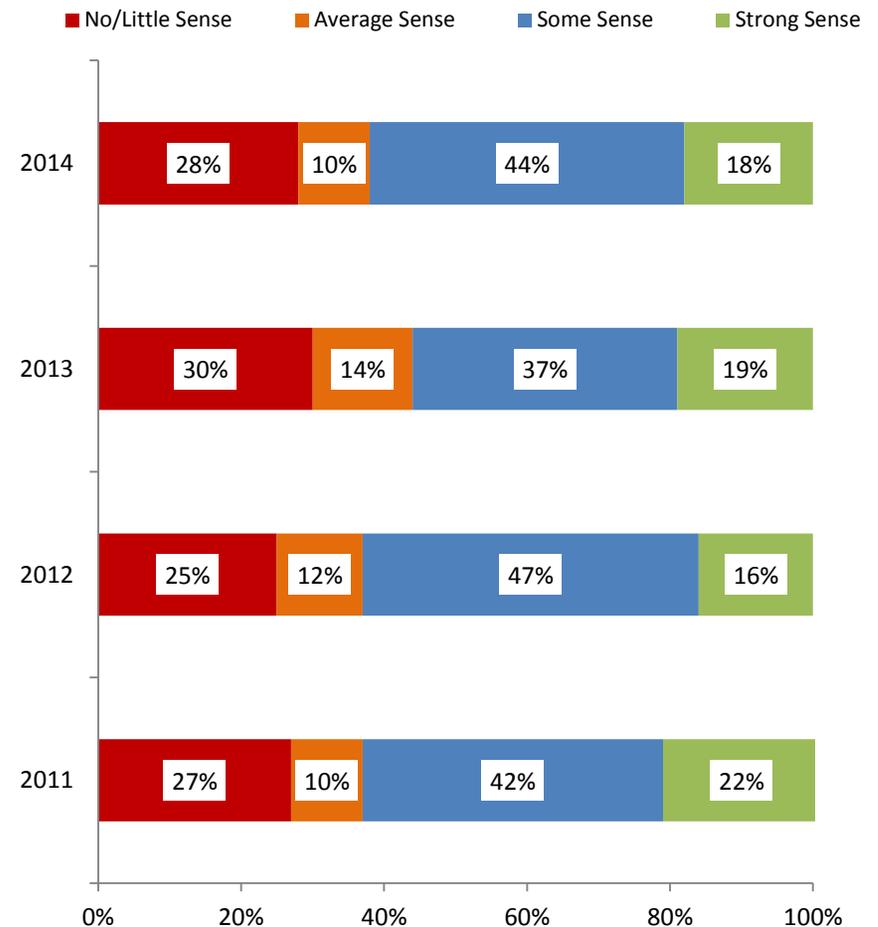
On the other hand, younger residents (under 35 years old) and especially new residents (living in Bellevue three years or less) are the most likely to say that their neighborhood has little or no sense of community.

Neighborhoods that report the strongest sense of community include the following:

- Newport Hills—85 percent feel that their neighborhood has some (49%) or a strong (36%) sense of community.
- Northeast Bellevue—83 percent feel that their neighborhood has some (60%) or a strong (23%) sense of community.

Those neighborhoods reporting a comparatively low sense of community include are Bridle Trails (56% “some” or “strong”), West Bellevue (56% “some” or “strong”), and Crossroads (59% “some” or “strong”).

Figure 33: Perceptions of Bellevue’s Sense of Community



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

Base: All respondents 2011 (n = 515); 2012 (n = 405); 2013 (n = 518); 2014 (n = 491)

Table 21: Sense of Community by Neighborhood

	Overall (n <sub>w</sub> = 491)	Bridle Trails/ Bel-Red (n <sub>w</sub> = 38)	Cougar Mtn (n <sub>w</sub> = 34)	Crossroads (n <sub>w</sub> = 65)	Downtown (n <sub>w</sub> = 59)
<b>Strong</b>	18%	12%	17%	12%	10%
<b>Some</b>	44%	44%	62%	47%	54%
<b>Average</b>	10%	6%	3%	13%	5%
<b>Little/no</b>	28%	38%	17%	28%	31%
<b>Mean</b>	3.42	3.20	3.74	3.23	3.28
	Factoria*/ Eastgate (n <sub>w</sub> = 23)	Newport Hills (n <sub>w</sub> = 19)	NE Bellevue (n <sub>w</sub> = 27)	NW Bellevue (n <sub>w</sub> = 39)	Sammamish/ E. Lake Hills (n <sub>w</sub> = 57)
<b>Strong</b>	15%	36%	23%	17%	19%
<b>Some</b>	39%	49%	60%	37%	27%
<b>Average</b>	28%	13%	10%	11%	13%
<b>Little/no</b>	18%	3%	7%	35%	40%
<b>Mean</b>	3.47	4.17	3.99	3.32	3.14
	Somerset* (n <sub>w</sub> = 20)	W. Bellevue (n <sub>w</sub> = 36)	W. Lake Hills (n <sub>w</sub> = 38)	Wilburton* (n <sub>w</sub> = 13)	Woodridge* (n <sub>w</sub> = 22)
<b>Strong</b>	35%	33%	20%	9%	20%
<b>Some</b>	37%	24%	35%	72%	64%
<b>Average</b>	7%	6%	10%	–	5%
<b>Little/no</b>	22%	38%	35%	18%	11%
<b>Mean</b>	3.68	3.22	3.33	3.54	3.92

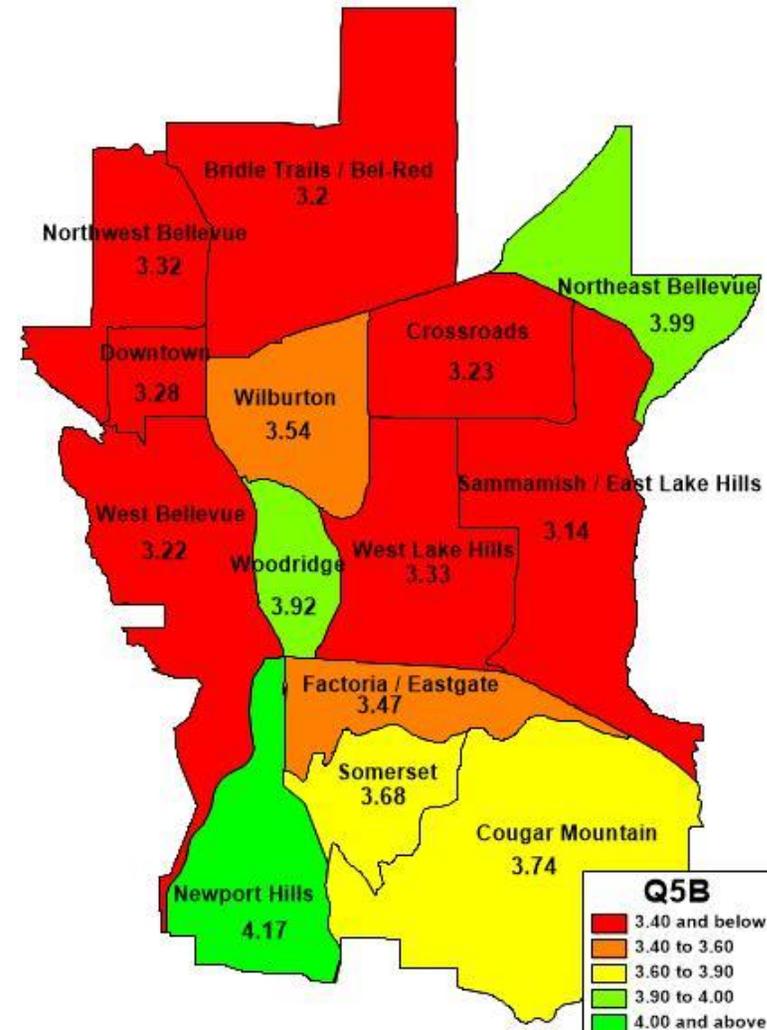
Q5B—Some neighborhoods have what is called a “sense of community.” Would you say your neighborhood has a...?

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

Base: All respondents (n = 491)

\*Use caution; small n size

Figure 34: Sense of Community by Neighborhood



Maps illustrate differences in mean ratings by neighborhood showing how neighborhoods compare on a relative basis. In all instances, neighborhoods score above the midpoint on a five-point scale.

## COMMUNITY FEATURES

The choices Bellevue provides for employment opportunities are rated high when compared to other cities—higher even than NWRG’s Top 10 Benchmark Cities.©

Bellevue’s choices in arts, events, and entertainment are similar to other Pacific West cities and lower than other Puget Sound cities, 4.5-Star cities, and the Top 10 benchmark cities.

Health care facilities are above the 4.5-Star benchmark but below the Top 10 benchmark cities.

Parks and recreational facilities and educational opportunities choices are above the 4.5-Star benchmark but are below the Top 10 benchmark cities.

Employment opportunities in Bellevue exceed all benchmarks.

Table 22: Choices in Community Features

		<i>Bellevue</i>	<i>National</i>	<i>Pacific West</i>	<i>Puget Sound Cities</i>	<i>4-Star Cities</i>	<i>4.5-Star Cities</i>	<i>Top 10 Cities</i>
Retail Shopping	% Plenty of Choices	62%						
	Mean	4.50						
Arts, Events, Entertainment	% Plenty of Choices	27%						
	Mean	3.78						
Health Care Facilities	% Plenty of Choices	52%						
	Mean	4.41						
Parks & Recreational Facilities	% Plenty of Choices	52%						
	Mean	4.41						
Employment Opportunities	% Plenty of Choices	38%						
	Mean	4.02						
Educational Opportunities	% Plenty of Choices	39%						
	Mean	4.21						

Q81A-F—For each Bellevue community feature below, please rate the choices available to you nearby.

Base: Randomly selected respondents (n = 225; n<sub>w</sub> = 234)

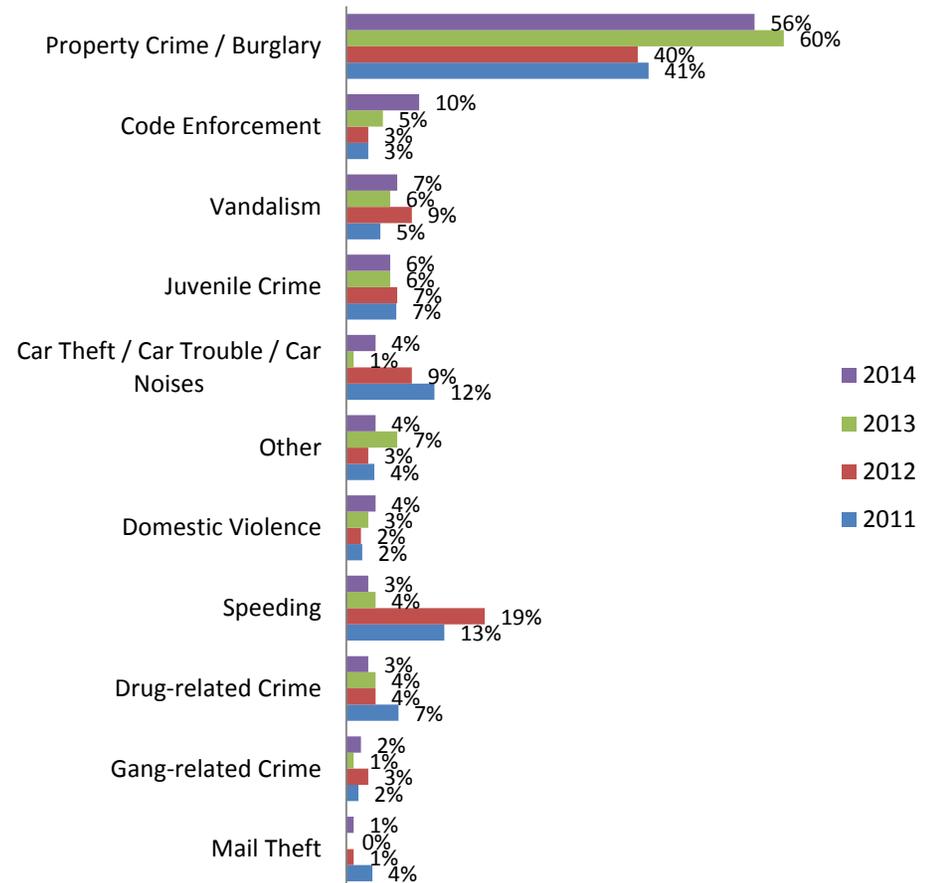
**Green** shading indicates areas where Bellevue exceeds national benchmarks; **yellow** shading indicates areas where Bellevue is comparable to national benchmarks; **red** shading indicates areas where Bellevue is below national benchmarks.

## POLICE-RELATED PROBLEMS

Respondents were read a list of police-related problems and then asked which they believe is the most serious police-related problem in their neighborhood. Nearly two out of five (39%) based their response to this question on having personally seen or experienced the problem; this is the same as in 2013. The percentage of residents who have heard about it in the news is also the same as in 2013 (43%). Just over half (54%) said they know someone who has experienced the problem—also the same as in 2013.

- Over one out of five respondents (22%) said that there were no serious police-related problems in their neighborhood. This is similar to the results in 2012 when 24 percent said there was no serious police-related problem in their neighborhood.
- Of those who reported experiencing or knowing someone who experienced police-related problems, 56 percent of respondents said property crimes and burglaries were by far the single most serious neighborhood crime problem.
- Respondents in Northwest Bellevue and West Bellevue\* are the least likely to report having problems—29 percent of respondents say they have no police-related problems.
- Property crime is considered more of a problem by respondents living in Somerset\* (78%), Newport Hills (76%), and Cougar Mountain (69%).

Figure 35: Police-Related Problems in Neighborhoods



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

Base: All respondents 2011 (n = 515); 2012 (n = 405), 2013 (n = 518), 2014 (n = 491)

Chart excludes respondents stating “none” or “did not know”

\*Use caution; small n size.

## PARKS AND RECREATION

### USE OF PARKS AND RECREATION PROGRAMS

Use of Bellevue’s parks continues to be high—nearly the same number of residents report having personally visited a park or park facility in the past 12 months in 2014 as in previous years—86 percent. At the same time, the percentage reporting that no one in their household has visited a park is relatively unchanged.

- Bellevue’s oldest residents (those 65 and older) are the most likely to indicate they have not visited a park in the past year—26 percent.
- While there are relatively few differences in park use across neighborhoods, respondents from Wilburton\* (71%) and Downtown (69%) are the most likely to say they have visited a park in the past 12 months.

Participation in a recreation program has remained constant.

- Those ages 35–54 are the most likely to have a household member participate—25 percent.
- Respondents from Wilburton\* (87%), Downtown (87%), and Northwest Bellevue (86%) are the least likely to claim personal or household member participation in a recreation activity in the past 12 months.

Table 23: Usage of Park Facilities and Recreation Programs

	Park Facility				Recreation Programs			
	2011	2012	2013	2014	2011	2012	2013	2014
Personally Have Used	85%	86%	88%	86%	16%	21%	16%	15%
Family Members Have Used	36%	42%	45%	39%	15%	19%	17%	20%
No One in Household Has Used	11%	11%	9%	12%	74%	68%	74%	73%

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

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

**Bold indicates significant difference from prior year. Base: All respondents 2011 (n = 515); 2012 (n = 405); 2013 (n = 518); 2014 (n = 491)**

\*Use caution; small n size.

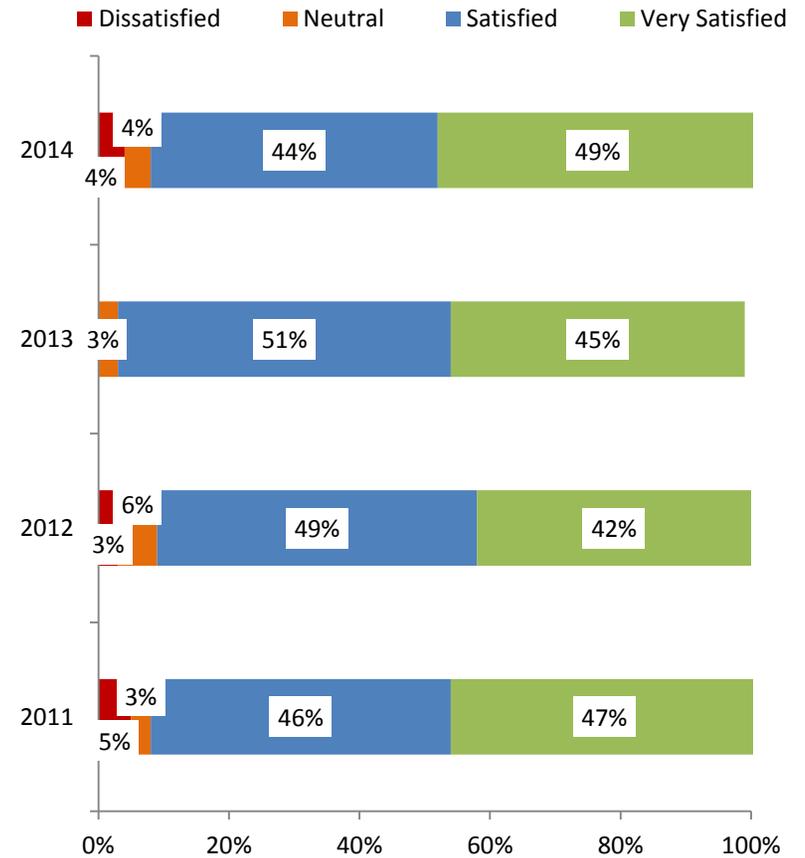
## PERCEPTIONS OF BELLEVUE PARKS AND RECREATION

Top-box satisfaction with Bellevue’s parks and recreation activities shows a slight decrease—93 percent are satisfied. This is due to a significant increase in the percentage of dissatisfied responses, from 0 percent in 2013 to 4 percent in 2014.

There are a few differences when satisfaction is examined across neighborhoods:

- Respondents in Wilburton\* are the most satisfied with their parks. Nearly all (95%) are very satisfied with the parks and recreation opportunities in Bellevue.
- Although still rating it very high, respondents living Downtown are the least satisfied—only 22 percent are very satisfied.

Figure 36: Overall Satisfaction with Bellevue Parks and Recreation



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

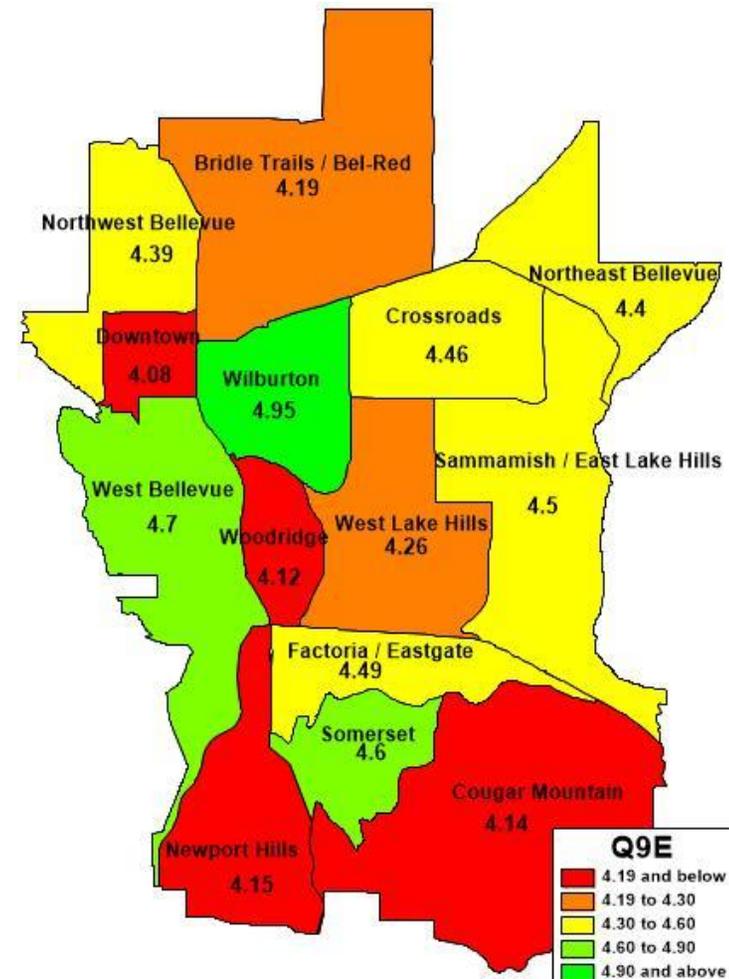
Base: All respondents 2011 (n = 515); 2012 (n = 405); 2013 (n = 518); 2014 (n = 491)

Table 24: Satisfaction with Parks by Neighborhood

	Overall (n <sub>w</sub> = 491)	Bridle Trails/ Bel-Red (n <sub>w</sub> = 38)	Cougar Mtn (n <sub>w</sub> = 34)	Crossroads (n <sub>w</sub> = 65)	Downtown (n <sub>w</sub> = 59)
<b>Very satisfied</b>	49%	46%	34%	57%	22%
<b>Satisfied</b>	44%	42%	53%	37%	70%
<b>Neutral</b>	4%	4%	8%	1%	3%
<b>Dissatisfied</b>	4%	9%	5%	5%	5%
<b>Mean</b>	4.36	4.19	4.14	4.46	4.08
	Factoria*/ Eastgate (n <sub>w</sub> = 23)	Newport Hills (n <sub>w</sub> = 19)	NE Bellevue (n <sub>w</sub> = 27)	NW Bellevue (n <sub>w</sub> = 39)	Sammamish/ E. Lake Hills (n <sub>w</sub> = 57)
<b>Very satisfied</b>	62%	36%	43%	54%	58%
<b>Satisfied</b>	30%	50%	55%	35%	36%
<b>Neutral</b>	4%	11%	2%	6%	5%
<b>Dissatisfied</b>	3%	3%	–	4%	1%
<b>Mean</b>	4.49	4.15	4.40	4.39	4.50
	Somerset* (n <sub>w</sub> = 20)	W. Bellevue (n <sub>w</sub> = 36)	W. Lake Hills (n <sub>w</sub> = 38)	Wilburton* (n <sub>w</sub> = 13)	Woodridge* (n <sub>w</sub> = 22)
<b>Very satisfied</b>	67%	70%	42%	95%	32%
<b>Satisfied</b>	29%	30%	48%	5%	57%
<b>Neutral</b>	1%	–	3%	–	3%
<b>Dissatisfied</b>	3%	–	6%	–	8%
<b>Mean</b>	4.60	4.70	4.26	4.95	4.12

Q9E – Overall, how satisfied are you with parks and recreation in Bellevue?  
 Mean based on five-point scale where “1” means “very poor” and “5” means “excellent.”  
 Base: All respondents (n = 518) \*Use caution; small n size

Figure 37: Satisfaction with Parks by Neighborhood



Maps illustrate differences in mean ratings by neighborhood showing how neighborhoods compare on a relative basis. In all instances, neighborhoods score above the midpoint on a five-point scale.

## QUALITY OF BELLEVUE'S PARKS



Most of Bellevue’s parks and recreation offerings are above to the overall national benchmarks, other cities in the Pacific West, and other Washington cities.

However, the city is well below ratings given for 4.5-Star cities as well as the Top 10 benchmark cities for recreation centers and classes.

City parks and sports fields are on par with other 4.5-Star cities but below Top 10 cities.

Table 25: Quality of Bellevue’s Parks

		<i>Bellevue</i>	<i>National</i>	<i>Pacific West</i>	<i>WA Cities</i>	<i>4-Star Cities</i>	<i>4.5-Star Cities</i>	<i>Top 10 Cities</i>
Neighborhood Parks	% Greatly Exceeds Expectations	49%						
	Mean	4.28						
City Parks & Sports Fields	% Greatly Exceeds Expectations	44%						
	Mean	4.24						
Recreation Centers & Classes	% Greatly Exceeds Expectations	24%						
	Mean	3.83						

Q82A-C—Based on what you have experienced, seen or heard, please rate the quality of parks and recreation facilities in Bellevue.

Base: Randomly selected respondents (n = 225; n<sub>w</sub> = 234)

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

## RATINGS OF PARKS

Ratings for all four attributes of Bellevue’s parks are fairly consistent with 2013.

Bellevue’s parks receive the highest ratings for their appearance—97 percent “good” or “excellent.”

While still relatively high, Bellevue’s parks continue to receive the lowest rating for the range and variety of recreation activities—84 percent “good” or “excellent”.

Table 26: Ratings for Bellevue’s Parks

		2011	2012	2013	2014
Appearance	% Excellent	56%	47%	49%	56%
	% Good	39%	<b>50%</b>	47%	41%
	Mean	4.49	4.43	4.44	4.49
Safety	% Excellent	50%	42%	46%	51%
	% Good	44%	53%	49%	46%
	Mean	4.41	4.35	4.39	4.45
Number of Parks	% Excellent	49%	43%	44%	50%
	% Good	41%	<b>50%</b>	50%	40%
	Mean	4.34	4.31	4.36	4.33
Range and Variety of Recreation Activities	% Excellent	39%	28%	29%	34%
	% Good	46%	<b>59%</b>	58%	50%
	Mean	4.18	4.11	4.12	4.09

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

Base: All respondents 2011 (n = 515); 2012 (n = 405); 2013 (n = 518); 2014 (n = 491)

# BELLEVUE UTILITIES

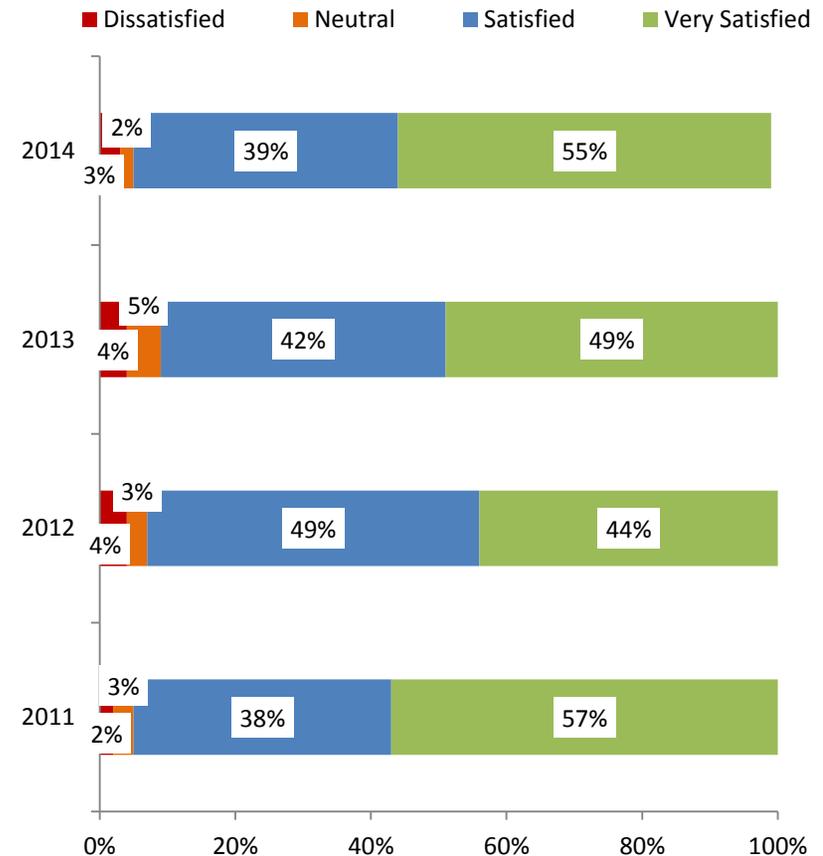
## OVERALL SATISFACTION

While overall satisfaction with Bellevue utilities has remained the same between 2013 and 2014, there is a slight shift in those who say they are very satisfied from 49 percent in 2013 to 55 percent in 2014.

There are a few key differences across neighborhoods:

- Respondents living in Wilburton\* (79%) and West Bellevue (72%) have the highest percentage very satisfied.
- While satisfaction is still quite high, respondents living in Bridle Trails and Cougar Mountain have the highest dissatisfaction rating—8 percent of residents in both neighborhoods say they are dissatisfied with the service.

Figure 38: Overall Satisfaction with Bellevue Utilities



\*Use caution, small n size

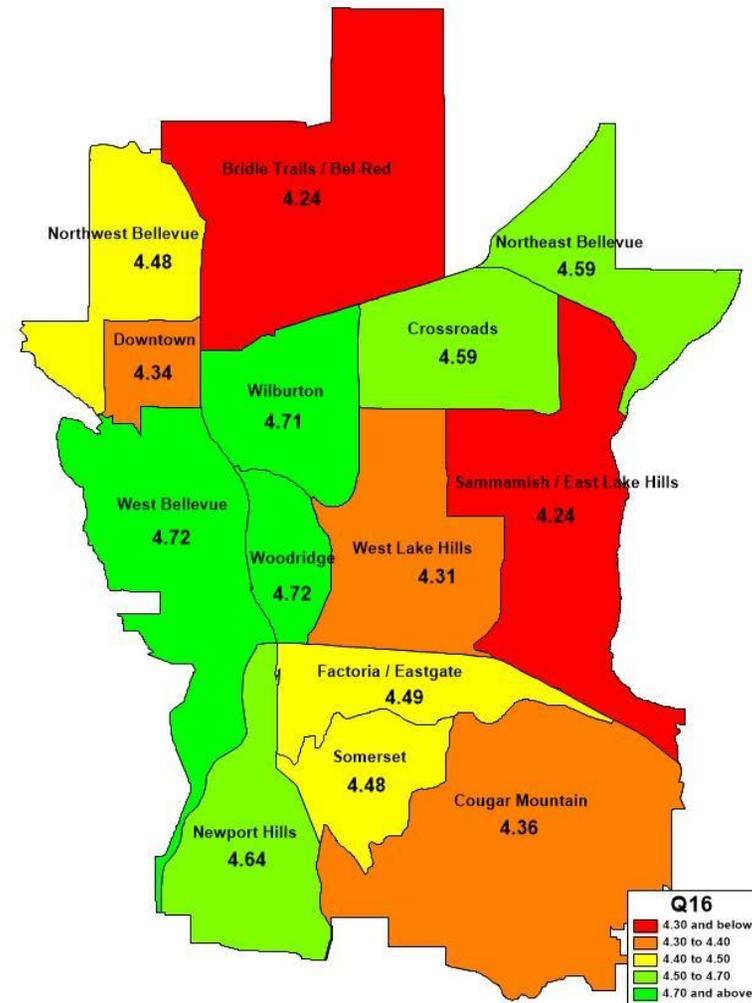
Q16—Overall, how satisfied are you as a customer of the Bellevue Utilities Department?  
 Base: All respondents 2011 (n = 515); 2012 (n = 405); 2013 (n = 518); 2014 (n = 491)

Table 27: Satisfaction with Utilities by Neighborhood

	Overall (n <sub>w</sub> = 491)	Bridle Trails/ Bel-Red (n <sub>w</sub> = 38)	Cougar Mtn (n <sub>w</sub> = 34)	Crossroads (n <sub>w</sub> = 65)	Downtown (n <sub>w</sub> = 59)
<b>Very satisfied</b>	55%	42%	53%	64%	36%
<b>Satisfied</b>	39%	50%	39%	33%	63%
<b>Neutral</b>	2%	–	–	3%	2%
<b>Dissatisfied</b>	3%	8%	8%	1%	–
<b>Mean</b>	4.46	4.24	4.36	4.59	4.34
	Factoria*/ Eastgate (n <sub>w</sub> = 23)	Newport Hills (n <sub>w</sub> = 19)	NE Bellevue (n <sub>w</sub> = 27)	NW Bellevue (n <sub>w</sub> = 39)	Sammamish/ E. Lake Hills (n <sub>w</sub> = 57)
<b>Very satisfied</b>	59%	67%	63%	60%	43%
<b>Satisfied</b>	36%	31%	34%	34%	45%
<b>Neutral</b>	–	–	4%	–	6%
<b>Dissatisfied</b>	5%	2%	–	6%	6%
<b>Mean</b>	4.49	4.64	4.59	4.48	4.24
	Somerset* (n <sub>w</sub> = 20)	W. Bellevue (n <sub>w</sub> = 36)	W. Lake Hills (n <sub>w</sub> = 38)	Wilburton* (n <sub>w</sub> = 13)	Woodridge* (n <sub>w</sub> = 22)
<b>Very satisfied</b>	48%	72%	54%	79%	76%
<b>Satisfied</b>	52%	28%	33%	14%	19%
<b>Neutral</b>	–	–	8%	7%	4%
<b>Dissatisfied</b>	–	–	5%	–	–
<b>Mean</b>	4.48	4.72	4.31	4.71	4.72

Q16—Overall, how satisfied are you as a customer of the Bellevue Utilities Department?  
 Mean based on five-point scale where “1” means “very poor” and “5” means “excellent.”  
 Base: All respondents (n = 491)  
 \*Use caution; small n size

Figure 39: Satisfaction with Utilities by Neighborhood



Maps illustrate differences in mean ratings by neighborhood showing how neighborhoods compare on a relative basis. In all instances, neighborhoods score above the midpoint on a five-point scale.

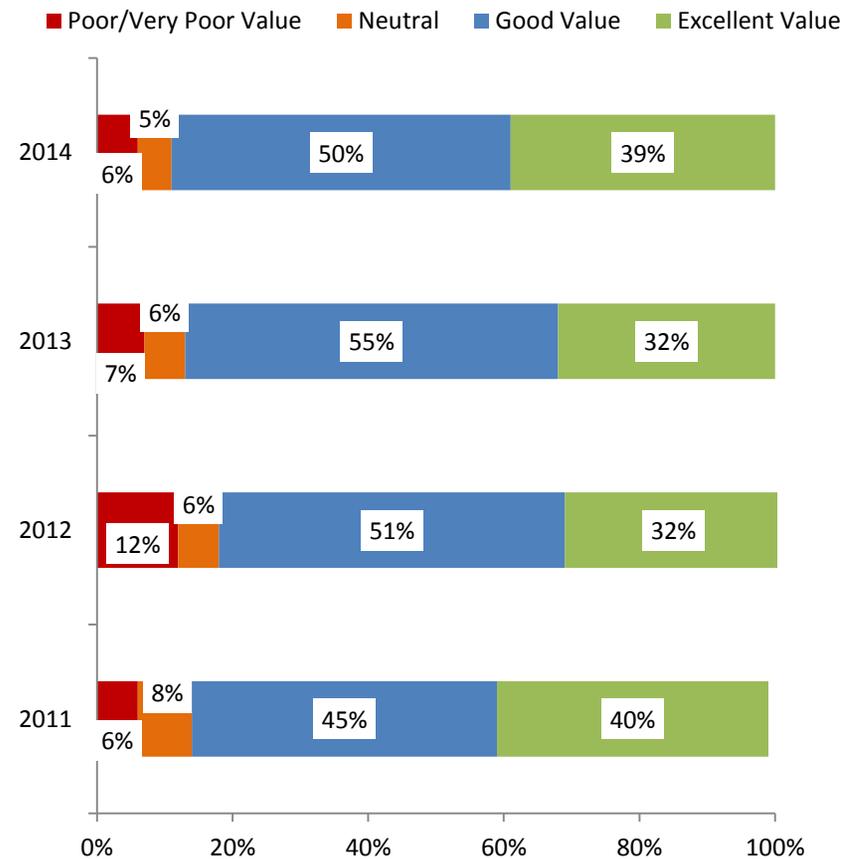
## VALUE OF BELLEVUE UTILITY SERVICES

As with overall satisfaction for Bellevue utilities, the “good” to “excellent” value rating for Bellevue utility services has remained relatively stable from 2013 to 2014. There has been a slight increase in the percentage of residents rating services as an excellent value in 2014.

Residents living in multifamily households (45%) and single-person households (49%) are the most likely to say that they are getting an excellent value.

Also, respondents in West Bellevue (63%) are the most likely to say that they are getting excellent value.

Figure 40: Value of Bellevue Utility Services



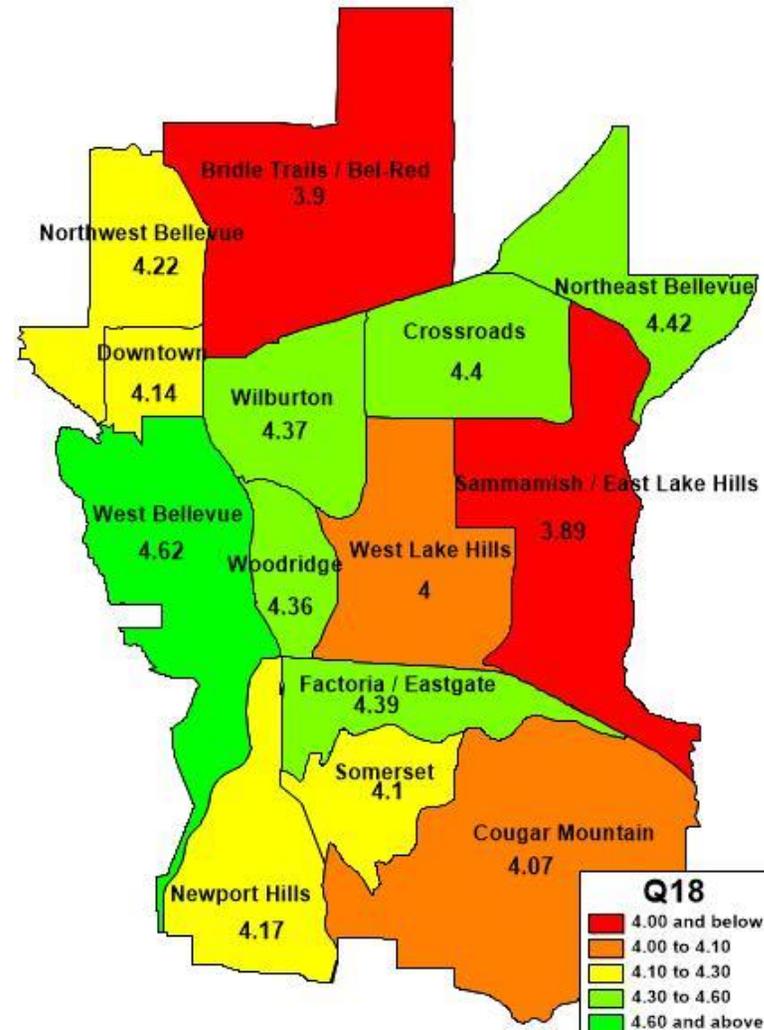
Q18—Taking Bellevue utility services as a whole, do you feel you receive good value for your money or poor value for your money?

Base: All respondents 2011 (n = 515); 2012 (n = 405); 2013 (n = 518); 2014 (n = 491)

Table 28: Value of Bellevue Utility Services by Neighborhood

	Overall (n <sub>w</sub> = 491)	Bridle Trails/ Bel-Red (n <sub>w</sub> = 38)	Cougar Mtn (n <sub>w</sub> = 34)	Crossroads (n <sub>w</sub> = 65)	Downtown (n <sub>w</sub> = 59)
<b>Excellent</b>	39%	32%	38%	49%	22%
<b>Good</b>	50%	43%	44%	43%	74%
<b>Neutral</b>	5%	9%	11%	7%	3%
<b>Poor/Very Poor</b>	6%	15%	8%	1%	2%
<b>Mean</b>	4.19	3.90	4.07	4.40	4.14
	Factoria*/ Eastgate (n <sub>w</sub> = 23)	Newport Hills (n <sub>w</sub> = 19)	NE Bellevue (n <sub>w</sub> = 27)	NW Bellevue (n <sub>w</sub> = 39)	Sammamish/ E. Lake Hills (n <sub>w</sub> = 57)
<b>Excellent</b>	53%	34%	42%	39%	26%
<b>Good</b>	40%	50%	58%	52%	54%
<b>Neutral</b>	1%	14%	–	3%	9%
<b>Poor/Very Poor</b>	6%	2%	–	7%	12%
<b>Mean</b>	4.39	4.17	4.42	4.22	3.89
	Somerset* (n <sub>w</sub> = 20)	W. Bellevue (n <sub>w</sub> = 36)	W. Lake Hills (n <sub>w</sub> = 38)	Wilburton* (n <sub>w</sub> = 13)	Woodridge* (n <sub>w</sub> = 22)
<b>Excellent</b>	23%	63%	44%	44%	43%
<b>Good</b>	71%	37%	36%	48%	51%
<b>Neutral</b>	–	1%	–	7%	7%
<b>Poor/Very Poor</b>	6%	–	20%	–	–
<b>Mean</b>	4.10	4.62	4.00	4.37	4.36

Figure 41: Value of Bellevue Utility Services by Neighborhood



Maps illustrate differences in mean ratings by neighborhood showing how neighborhoods compare on a relative basis. In all instances, neighborhoods score above the midpoint on a five-point scale.

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

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

Base: All respondents (n = 491). \*Use caution; small n size

## SERVICES

Ratings for Bellevue utilities are at their highest levels and similar to those in 2013.

- Providing water that is safe and healthy to drink has increased significantly—both for the mean score and the percentage of resident saying “excellent.”
- Similar to previous years, ratings are highest for maintenance of an adequate and uninterrupted supply of water.
- While relatively low, ratings for protection and restoration of streams, lakes, and wetlands and for providing effective drainage programs have nearly returned to 2011 levels.

Table 29: Ratings for Bellevue Utilities’ Services

		2011	2012	2013	2014
Maintaining an adequate and uninterrupted supply of water	% Excellent / Very Good	78%	72%	77%	82%
	Mean	9.22	<b>9.02</b>	9.10	9.23
Providing reliable uninterrupted sewer service	% Excellent / Very Good	75%	<b>67%</b>	71%	74%
	Mean	9.14	<b>8.88</b>	8.95	9.00
Providing water that is safe and healthy to drink	% Excellent / Very Good	74%	<b>67%</b>	68%	<b>76%</b>
	Mean	8.96	8.82	8.73	<b>9.07</b>
Providing reliable recycling, yard waste, and garbage collection services	% Excellent / Very Good	67%	<b>59%</b>	59%	66%
	Mean	8.79	<b>8.50</b>	8.56	8.70
Protecting and restoring Bellevue’s streams, lakes, and wetlands	% Excellent / Very Good	52%	46%	40%	45%
	Mean	8.31	<b>8.05</b>	7.95	8.06
Providing effective drainage programs, including flood control	% Excellent / Very Good	53%	<b>44%</b>	40%	<b>51%</b>
	Mean	8.31	<b>7.94</b>	7.96	8.20

Q10–15—Please tell me how good a job Bellevue is doing on each of these items.

Base: All respondents 2011 (n = 515); 2012 (n = 405); 2013 (n = 518); 2014 (n = 491)

**Bold** indicates a significant difference from the prior year.

Key drivers analysis (explained in more detail on page 52) shows that five of the six services have a significant influence on overall satisfaction with Bellevue utilities. The two that have the greatest impact on satisfaction are:

- Providing reliable, uninterrupted sewer service. Performance is above average in this area.
- Providing water that is safe and healthy to drink. Performance in this area is fairly high.

All attributes except for maintaining an adequate and uninterrupted supply of water have a significant impact on overall satisfaction. This is not to say that maintaining the water supply is not important; rather, satisfaction was very high—82 percent rated this excellent. Because there was so little variance in this question, it is not seen as a driver.

Table 30: Key Drivers of Overall Satisfaction with Bellevue Utilities

	Impact on Overall Satisfaction	2011 Performance	2012 Performance	2013 Performance	2014 Performance
Providing reliable uninterrupted sewer service	21.6*	9.14	<b>8.88</b>	8.95	9.00
Providing water that is safe and healthy to drink	19.0*	8.96	8.82	8.73	<b>9.07</b>
Protecting and restoring Bellevue’s streams, lakes, and wetlands	15.2*	8.31	<b>8.05</b>	7.95	8.06
Providing effective drainage programs, including flood control	13.9*	8.31	<b>7.94</b>	7.96	8.20
Providing reliable recycling, yard waste, and garbage collection services	11.3*	8.79	<b>8.50</b>	8.56	8.70
Maintaining an adequate and uninterrupted supply of water	9.6	9.22	<b>9.02</b>	9.10	9.23
Mean		8.79	<b>8.54</b>	8.56	<b>8.59</b>

\* indicates statistical significance

**Bold** indicates a significant difference from the prior year.

# PCD

## CODE ENFORCEMENT

As in the past three years, the majority of Bellevue residents do not report problems with weed lots, junk lots, graffiti, abandoned automobiles and shopping carts, and dilapidated houses or buildings in their neighborhoods. In 2014, there is a slight shift of residents who do not think there is a problem back toward 2012 and 2011 levels.

Neighborhoods most likely to report no problems include Cougar Mountain and Wilburton.\*

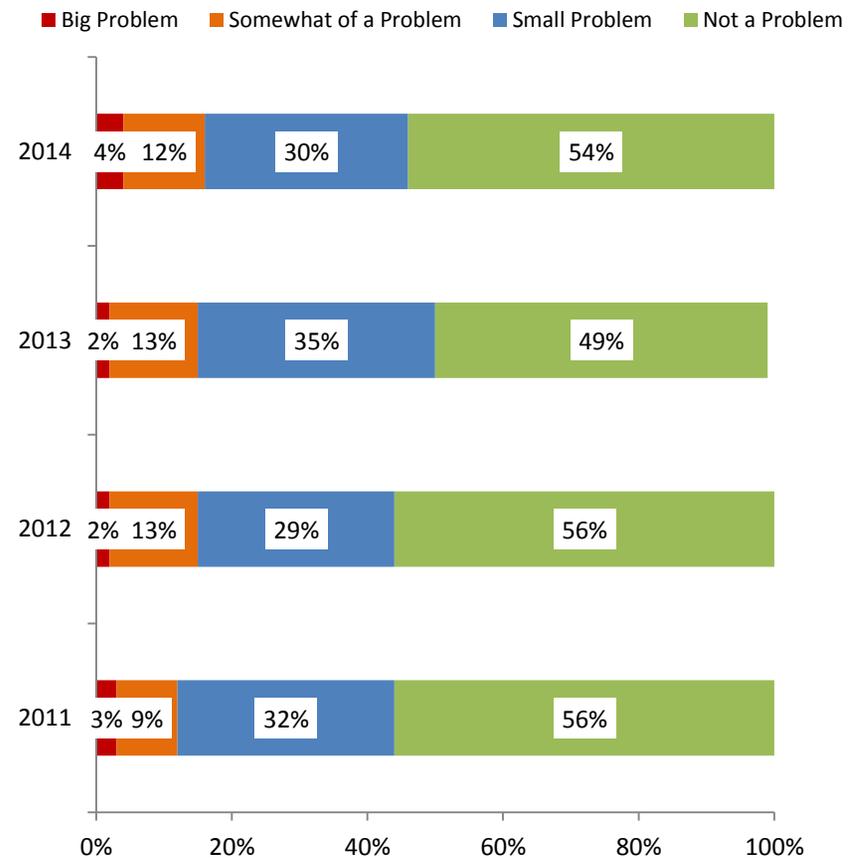
Neighborhoods that report the greatest problems (combined “big” and “somewhat a problem”) include Factoria/Eastgate\* and Crossroads.

Table 31: Problems with Nuisance Lots by Neighborhood

	Big Problem	Somewhat a Problem	Small Problem	Not a Problem
Factoria/Eastgate*	17%	10%	44%	29%
Crossroads	7%	16%	49%	27%
Woodridge*	7%	14%	41%	39%
Sammamish/East Lake Hills	5%	12%	23%	60%
Downtown	4%	5%	21%	70%
Cougar Mountain	4%	5%	16%	75%
Bridle Trails/Bel-Red	3%	4%	22%	71%
Northwest Bellevue	2%	13%	31%	54%
Newport Hills	-	18%	22%	60%
Northeast Bellevue	-	32%	31%	37%
Somerset*	-	5%	31%	64%
West Bellevue	-	16%	25%	59%
West Lake Hills	-	16%	38%	46%
Wilburton*	-	-	28%	72%

\*Use caution, small n size

Figure 42: Problems with Nuisance Lots in Neighborhoods



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

Base: All respondents 2011 (n = 515); 2012 (n = 405); 2013 (n = 518); 2014 (n = 491)

## PUBLIC SAFETY

### PERCEPTIONS OF SAFETY IN NEIGHBORHOODS AND DOWNTOWN

Keeping with the trend over the past several years, residents feel safe in downtown Bellevue during the day. More than four out of five (86%) residents say they feel very safe walking alone in the downtown business area during the day.

Perceptions of safety in all areas have increased from 2013. It is noteworthy that perceptions of safety while walking alone in neighborhoods in general significantly increased with 72 percent reporting feeling very safe in 2014, up from 60 percent in 2013.

Wilburton\* and West Bellevue are rated as the safest neighborhoods in general. Wilburton\* is also the safest neighborhood after dark. The greatest differences in neighborhood safety in general and after dark are in Woodridge\* (average overall, low after dark) and Factoria/Eastgate\* (average overall, low after dark).

Table 32: Ratings of Neighborhood Safety by Neighborhood

	Neighborhood in General*	Neighborhood After Dark*
Wilburton*	4.91	4.83
West Bellevue	4.91	4.29
Somerset*	4.89	4.62
Cougar Mountain	4.80	4.49
Factoria/Eastgate*	4.78	4.02
Woodridge*	4.77	3.67
Downtown	4.69	4.45
Newport Hills	4.67	4.42
Northeast Bellevue	4.67	4.46
Sammamish/East Lake Hills	4.64	4.19
Crossroads	4.62	4.16
Bridle Trails/Bel-Red	4.61	4.27
Northwest Bellevue	4.56	4.17
West Lake Hills	4.45	3.82

\*Use caution; small n size. \*\* The overlap between Downtown neighborhood and downtown business area is unknown. Excludes neutral category.

Table 33: Perceptions of Safety in Neighborhoods and Downtown

		2011**	2012**	2013	2014
Walking alone in downtown business area during the day	% Very Safe	83%	84%	81%	86%
	% Safe	17%	16%	18%	14%
	% Unsafe	<1%	-	1%	1%
	Mean	4.83	4.84	4.80	4.84
Walking alone in neighborhood in general	% Very Safe	70%	71%	<b>60%</b>	<b>72%</b>
	% Safe	29%	28%	<b>38%</b>	27%
	% Unsafe	1%	1%	3%	2%
	Mean	4.69	4.68	<b>4.54</b>	<b>4.69</b>
Walking alone in downtown business area after dark	% Very Safe	45%	45%	40%	47%
	% Safe	47%	48%	54%	47%
	% Unsafe	8%	7%	6%	7%
	Mean	4.27	4.31	4.26	4.32
Walking alone in neighborhood after dark	% Very Safe	45%	47%	41%	48%
	% Safe	45%	43%	50%	41%
	% Unsafe	11%	10%	9%	11%
	Mean	4.21	4.26	4.20	4.24

\*\*To maintain comparability over the years, the neutral category is excluded for all years. **Bol** indicates a significant difference from the prior year.

Base: All respondents 2011 (n = 515); 2012 (n = 405); 2013 (n = 518); 2014 (n = 491)

## POLICE CONTACT

Nearly one in four (24%) Bellevue residents had contact with the police in the past year—this is the same as in 2013.

Most contacts were to report a crime (24%); this is significantly less than in 2011 (34%) and 2012 (30%). The next most frequent contacts were to ask for information or advice (18%) and a traffic accident (17%). Only 3 percent of those with police contact indicated that they were a victim of a crime.

Eight out of ten (81%) residents who had contact with the police reported a positive experience—56 percent “excellent” and 25 percent “good.” This has remained similar to 2013.

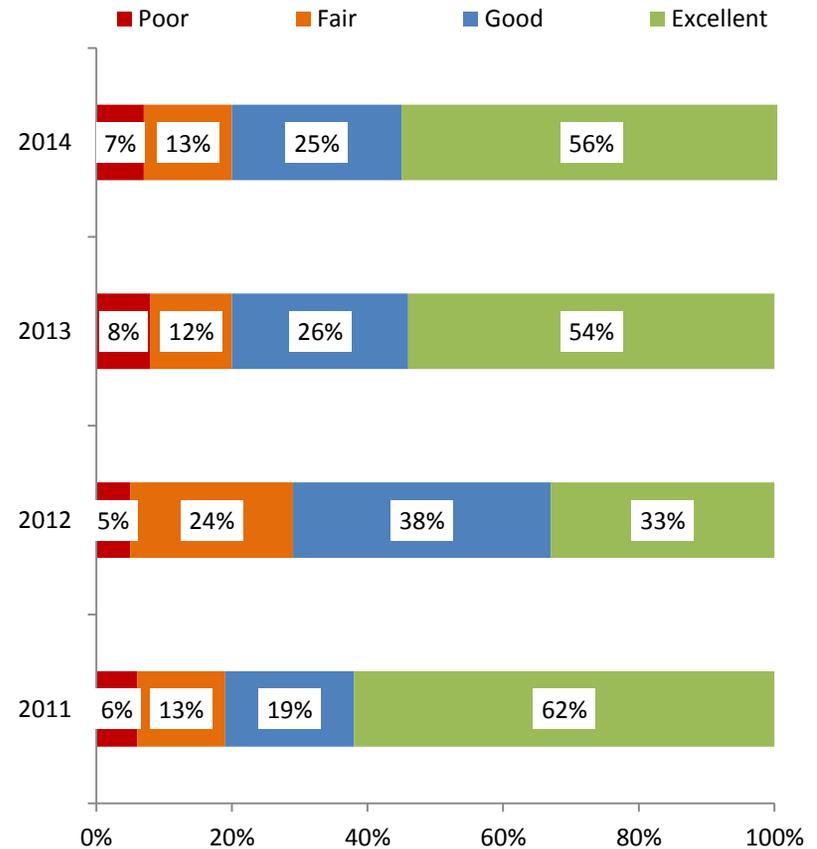
Bellevue residents report that their primary source of information about the police is the Internet (20%), followed by the *Bellevue Reporter* (19%) and word of mouth (17%).

Table 34: Satisfaction with Police Contact by Type of Contact

	Report a Crime ( $n_w = 26$ )*	Routine Traffic Stop ( $n_w = 12$ )*
Excellent	49%	9%
Good	16%	37%
Fair	25%	25%
Poor	10%	29%

\*Use caution; small n size

Figure 43: Ratings of Police Contact



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

Base: Had contact with Bellevue's police in past 12 months 2011 (n = 154,  $n_w = 159$ ); 2012 (n = 104,  $n_w = 111$ ); 2013 (n = 157,  $n_w = 148$ ); 2014 (n = 143,  $n_w = 138$ )

## CONFIDENCE IN FIRE DEPARTMENT

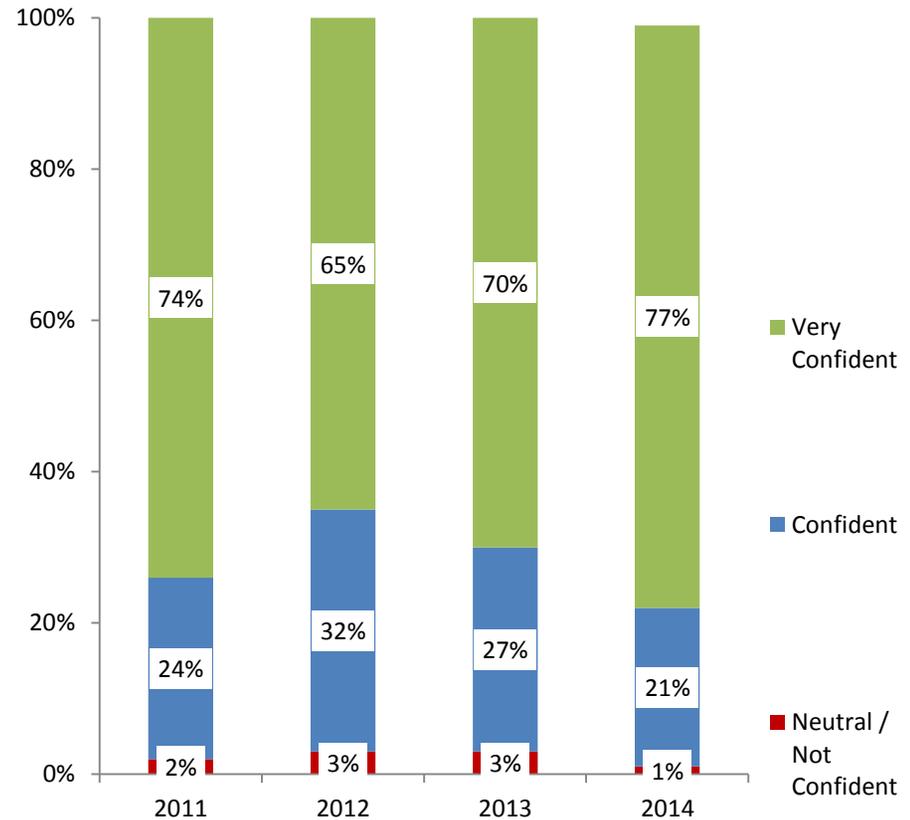
Nearly all (98%) residents have confidence in Bellevue’s fire department. The percent of those who are very confident has increased significantly—77 percent in 2014 and 70 percent in 2013. This metric is moving back at 2011 ratings.

Confidence varies by length of residency, with Bellevue’s long-term residents (25 or more years) having the highest levels of confidence—86 percent.

Table 35: Confidence in Fire Department by Length of Residency

	0–3 Years	4–9 Years	10–24 Years	25 Plus Years
Very Confident	76%	76%	74%	<b>86%</b>
Confident	<b>22%</b>	23%	26%	13%
Neutral/Not Confident	3%	2%	1%	1%

Figure 44: Confidence in Bellevue’s Fire Department Overall and by Length of Residency



Q71—How confident are you in the ability of the Bellevue fire department to respond to emergencies?  
 Base: All respondents 2011 (n = 515); 2012 (n = 405); 2013 (n = 518); 2014 (n = 491)

## CONFIDENCE IN QUALITY OF EMERGENCY MEDICAL SERVICES (EMS)

Bellevue residents' confidence in the quality of emergency medical services exceeds most benchmarks and is comparable to ratings given by residents in the Top 10 benchmark cities.

Bellevue's response time to emergencies is exceeds even Top 10 city benchmarks.

Table 36: Confidence in Quality of EMS Provided by Fire Department

		<i>Bellevue</i>	<i>National</i> ©	<i>Pacific West</i>	<i>Puget Sound Cities</i>	<i>4-Star Cities</i>	<i>4.5-Star Cities</i>	<i>Top 10 Cities</i>
Response Time to Emergencies Meets Community's Needs	% Greatly Exceeds Expectations	60%						
	Mean	4.53						
Support from 911 Dispatchers in Community	% Greatly Exceeds Expectations	59%						
	Mean	4.52						
EMS Personnel are Well-Trained	% Greatly Exceeds Expectations	59%						
	Mean	4.51						

Q84A-C—From what you have experienced, seen or heard, how would you rate your confidence in the quality of emergency medical services provided by Bellevue's fire department?

Base: Randomly selected respondents (n = 214; n<sub>w</sub> = 228)

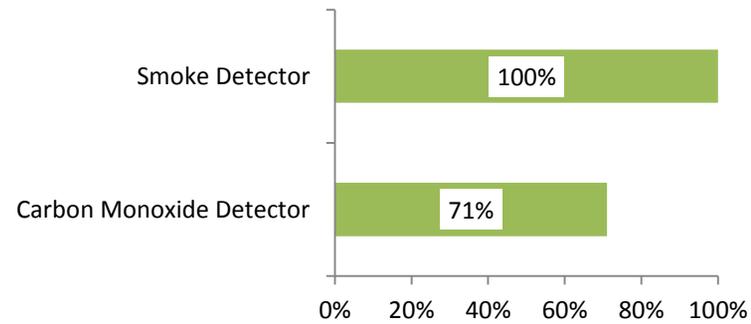
**Green** shading indicates areas where Bellevue exceeds national benchmarks; **yellow** shading indicates areas where Bellevue is comparable to national benchmarks

## HOUSEHOLD SAFETY MEASURES

All Bellevue residents have a smoke detector in their home, and nearly three-quarters (71%) have a carbon monoxide detector.

Three out of five (60%) residents have food, water, and medication supplies in their homes for five or more days during a disaster.

Figure 45: Bellevue Homes with Smoke and Carbon Monoxide Detectors



Q59—Does your home have a smoke detector?

Base: Randomly selected respondents (n = 225; n<sub>w</sub> = 234)

Q60—Is your home equipped with carbon monoxide detectors?

Base: Randomly selected respondents (n = 225; n<sub>w</sub> = 234)

Table 37: Length of Food, Water, and Medication Supplies During a Disaster

0-2 days	12%
3 days	19%
4 days	8%
5 days	19%
6-7 days	14%
8-14 days	20%
15+ days	6%

Q61N—During a disaster, how many days would your current supply of food, water, medications, and other necessary items last? Base: Randomly selected respondents (n = 283; n<sub>w</sub> = 298)

# TRANSPORTATION

## MAINTENANCE

The majority (88%) of Bellevue residents are satisfied with the maintenance of sidewalks and walkways. Although not significant, there has been a slight increase in residents who are very satisfied. This is back to near 2011 levels.

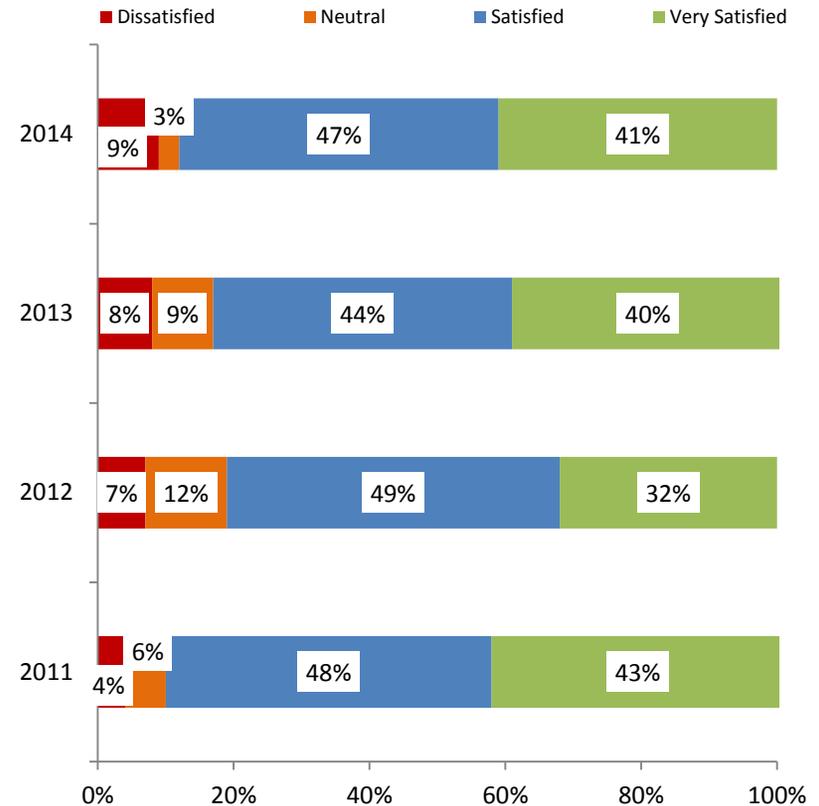
- Ratings are highest in Woodridge,\* Crossroads, and Downtown.
- Bridle Trails/Bel-Red, Cougar Mountain (for the second year), Northeast Bellevue (for the second year), Newport Hills, and Sammamish/East Lake Hills have the lowest ratings with mean scores below 4.00.

Table 38: Satisfaction with Maintenance of Sidewalks and Walkways by Neighborhood

	Mean Rating (based on 5-point scale)
Woodridge*	4.49
Crossroads	4.48
Downtown	4.42
Somerset*	4.39
Wilburton*	4.34
West Lake Hills	4.33
Factoria/Eastgate*	4.32
West Bellevue	4.17
Northwest Bellevue	4.04
Sammamish/East Lake Hills	3.98
Newport Hills	3.96
Northeast Bellevue	3.85
Cougar Mountain	3.78
Bridle Trails/Bel-Red	3.54

\*Use caution; small n size

Figure 46: Satisfaction with Maintenance of Sidewalks and Walkways



Q29—How satisfied are you with the City’s maintenance of its sidewalks and walkways?  
 Base: All respondents 2011 (n = 515); 2012 (n = 405);  
 Randomly selected respondents 2013 (n = 222, n<sub>w</sub> = 229) ; 2014 (n = 223, n<sub>w</sub> = 234);

Most Bellevue residents describe the condition of streets and roads in their neighborhood as in good condition all over (42%) or mostly good with a few bad spots (53%). This is similar to 2013.

Ratings are highest in Somerset\* and Downtown.

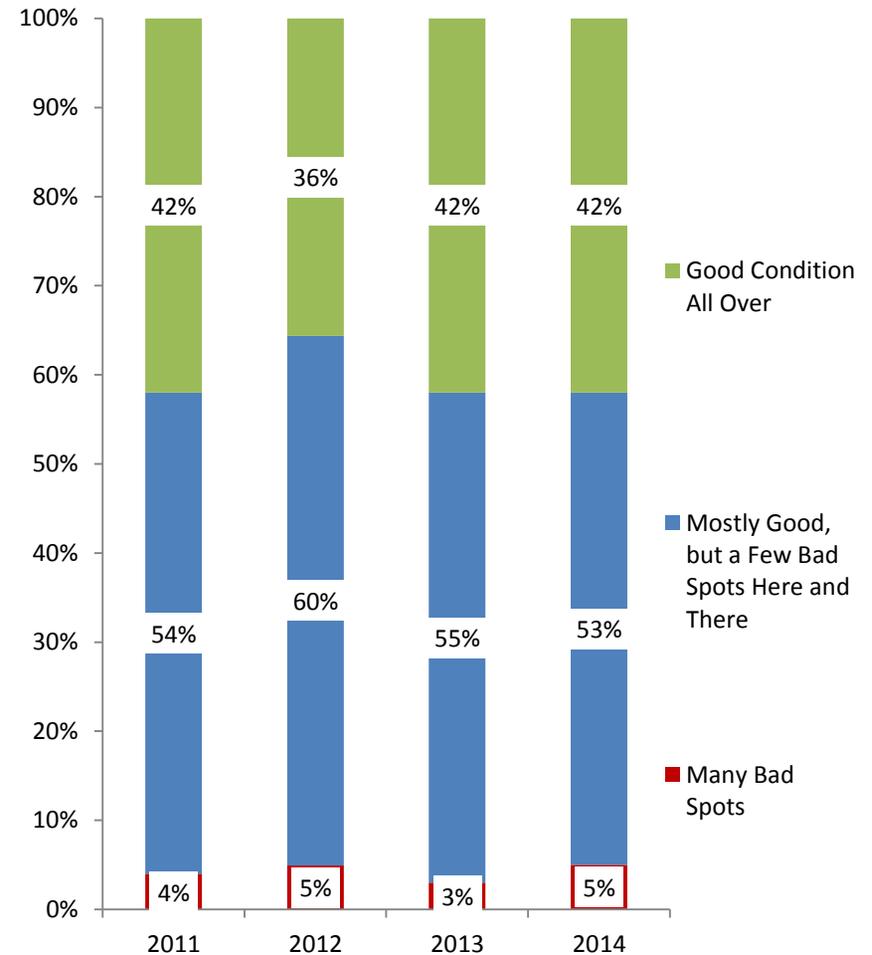
Two neighborhoods—Northeast Bellevue and Newport Hills—are the most likely to report problem areas.

Table 39: Satisfaction with Streets and Roads by Neighborhood

	Good Condition All Over	Mostly Good/Some Bad Spots	Many Bad Spots
Somerset*	73%	10%	17%
Downtown	62%	38%	-
Cougar Mountain	57%	43%	-
Northwest Bellevue	52%	44%	5%
Bridle Trails/Bel-Red	50%	44%	6%
Crossroads	42%	58%	-
West Lake Hills	41%	59%	-
Factoria/Eastgate*	38%	62%	-
Newport Hills	36%	45%	19%
Sammamish/East Lake Hills	32%	51%	17%
Woodridge*	29%	71%	-
Northeast Bellevue	26%	55%	19%
West Bellevue	18%	74%	8%
Wilburton*	17%	83%	-

\*Use caution, small n size

Figure 47: Ratings of Neighborhood Street and Road Conditions



Q30—How would you rate the condition of streets and roads in your neighborhood?  
 Base: All respondents 2011 (n = 515); 2012 (n = 405);  
 Randomly selected respondents 2013 (n = 224, n<sub>w</sub> = 229); 2014 (n = 225, n<sub>w</sub> = 234)

## CLEANLINESS OF STREETS

In 2014 the response options for this question changed from an “excellence” rating to an “expectations” rating. The majority (94%) of Bellevue residents state that the cleanliness of streets exceeds expectations—this is slightly lower than in 2013 (96%).

Ratings are highest in Woodridge\* and Downtown.

They are lowest in two areas: Cougar Mountain\* and NE Bellevue. Five additional areas are below the average:

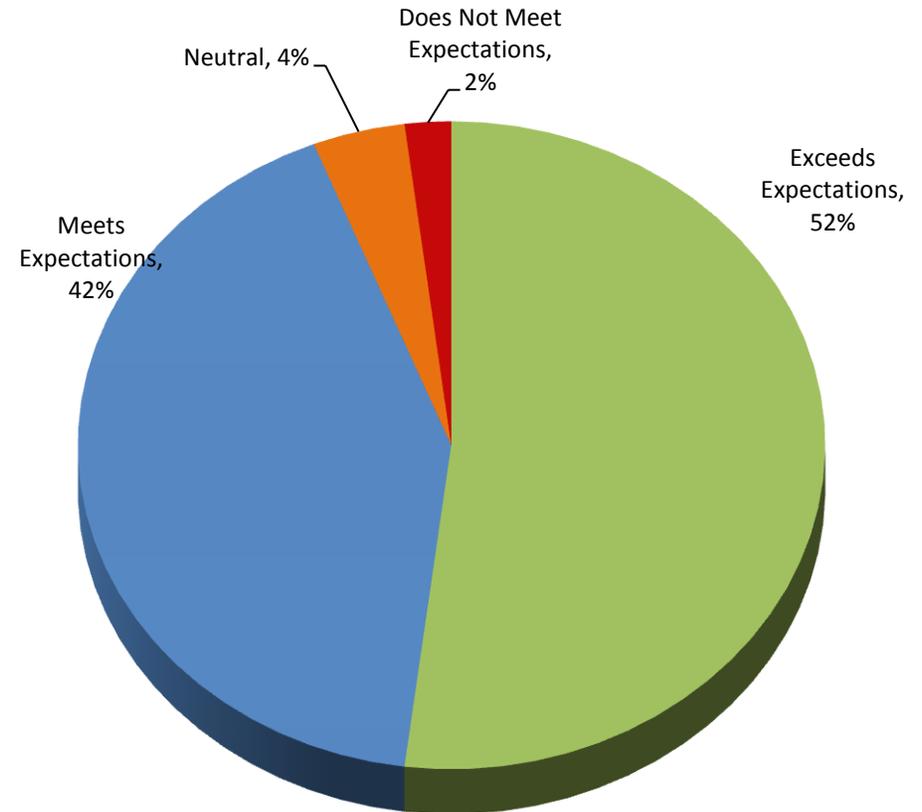
- W Bellevue, Wilburton,\* Newport Hills, Sammamish/East Lake Hills, and Somerset\*

Table 40: Satisfaction with Cleanliness of Streets by Neighborhood

	Mean Rating (based on 5-point scale)
Woodridge*	4.79
Downtown	4.54
Crossroads	4.51
Factoria/Eastgate*	4.49
Northwest Bellevue	4.48
West Lake Hills	4.47
Bridle Trails/Bel-Red	4.43
Somerset*	4.35
Sammamish/East Lake Hills	4.33
Newport Hills	4.32
Wilburton*	4.31
West Bellevue	4.25
Northeast Bellevue	4.24
Cougar Mountain	3.94

\*Use caution, small n size

Figure 48: Cleanliness of Streets



Q31A—How would you rate the cleanliness of streets in Bellevue?  
Base: Randomly selected respondents (n = 225; nw = 234)

## SATISFACTION WITH NEIGHBORHOOD STREET SWEEPING

In 2014 the response options changed from a “satisfaction” scale to an “expectations” scale. Four out of five (81%) residents say that street sweeping exceeds their expectations. This is a slight decrease from 2013 (86%).

Ratings are highest in Somerset,\* Downtown, and Factoria/Eastgate.\*

They are lowest in Newport Hills and Wilburton.\*

An additional four neighborhoods are below average:

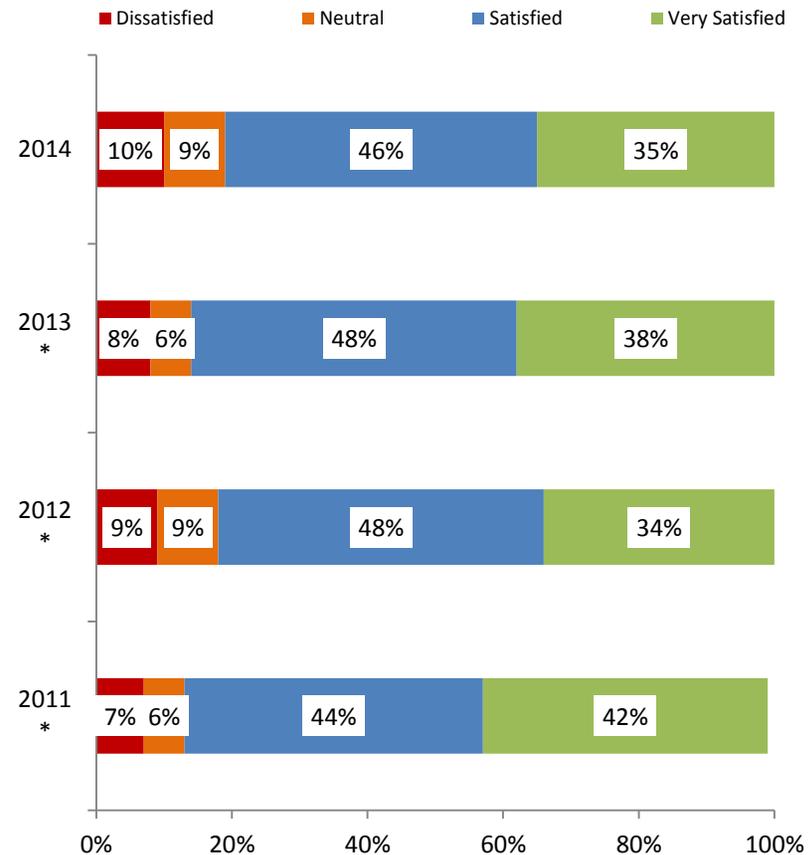
- Sammamish/East Lake Hills, Cougar Mountain, Northeast Bellevue, Northwest Bellevue.

Table 41: Satisfaction with Neighborhood Street Sweeping by Neighborhood

	Mean Rating (based on 5-point scale)
Somerset*	4.41
Downtown	4.39
Factoria/Eastgate*	4.24
West Bellevue	4.22
Crossroads	4.21
Woodridge*	4.19
West Lake Hills	4.17
Bridle Trails/Bel-Red	4.06
Northwest Bellevue	3.88
Northeast Bellevue	3.71
Cougar Mountain	3.63
Sammamish/East Lake Hills	3.55
Wilburton*	3.52
Newport Hills	3.35

\*Use caution; small n size

Figure 49: Satisfaction with Neighborhood Street Sweeping



Q31—How would you rate the street sweeping in your neighborhood, specifically the frequency, quality, and availability? \* In 2011, 2012 and 2013, the rating scale was Very Satisfied, Satisfied, Neutral, and Dissatisfied.

Base: All respondents 2011 (n = 515); 2012 (n = 405);

Randomly selected respondents 2013 (n = 224; nw = 229); 2014 (n = 225; nw = 234)

## AVAILABILITY AND EASE OF TRANSPORTATION

Bellevue residents rate Bellevue higher than do residents of other Pacific West and Puget Sound cities as well as other 4-Star cities for ease of getting around by car. Bellevue is comparable to 4.5-Star cities but below the Top 10 benchmark cities.

Bellevue is rated higher than most benchmarks on walkability and is comparable to Top 10 city benchmarks.

Bicycling is an area of improvement for Bellevue. While ratings are comparable to national, Pacific West, and Puget Sound cities, Bellevue is below other 4.5 Star cities and Top 10 cities.

Table 42: Transportation Compared to Other Cities

		Bellevue	National	Pacific West	Puget Sound Cities	4-Star Cities	4.5-Star Cities	Top 10 Cities
Easy to Get Around by Car	% Significantly Better	43%						
	Mean	4.24						
Availability of Public Transportation	% Significantly Better	33%						
	Mean	3.78						
Easy to Walk to Different Places	% Significantly Better	25%						
	Mean	3.70						
Easy to Bicycle to Different Places	% Significantly Better	20%						
	Mean	3.64						

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

Base: Randomly selected respondents (n = 224, n<sub>w</sub> = 235)

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

## BELLEVUE'S CITY GOVERNMENT

New questions were added in 2013 to gauge resident's perceptions of city government. Overall, the city performed similarly to 2013 with the only significant change being an increase in those saying that Bellevue commits enough resources to important projects.

Table 43: Bellevue's City Government

		2013	2014
Clear Strategy for the Future	% Every Possible Way	12%	18%
	% Most Possible Ways	64%	56%
	% Neutral	18%	13%
	% Not at all	7%	13%
	Mean	3.79	3.76
Finds Better Ways to Solve Problems	% Every Possible Way	12%	16%
	% Most Possible Ways	62%	52%
	% Neutral	19%	23%
	% Not at all	6%	9%
	Mean	3.81	3.72
Finds New Ways to Improve Quality of Life	% Every Possible Way	12%	18%
	% Most Possible Ways	65%	55%
	% Neutral	16%	15%
	% Not at all	7%	13%
	Mean	3.82	3.74
Commits Enough Resources to Important Projects	% Every Possible Way	14%	<b>23%</b>
	% Most Possible Ways	63%	55%
	% Neutral	17%	12%
	% Not at all	6%	10%
	Mean	3.85	3.89

Q80A–D—From what you have experienced, seen, or heard, please specify the extent to which each of the following statements describes Bellevue's city government.

Base: Randomly selected respondents 2013 (n = 216, n<sub>w</sub> = 222); 2014 (n = 220, n<sub>w</sub> = 211)

Bellevue residents rate its city government higher than do residents of most other benchmark cities. It is generally comparable to the Top 10 benchmark cities and exceeds the Top 10 benchmark cities in terms of committing enough resources to important projects.

Table 44: City Government Compared to Other Cities

		Bellevue	National	Pacific West	Puget Sound Cities	4-Star Cities	4.5-Star Cities	Top 10 Cities
Clear Strategy for Future	% Positive	74%	Green					
	Mean	3.75	Green					
Finds Better Ways to Solve Problems	% Positive	68%	Green					
	Mean	3.72	Green					
Finds New Ways to Improve Quality of Life	% Positive	73%	Green					
	Mean	3.74	Green					
Commits Enough Resources to Important Projects	% Positive	78%	Green					
	Mean	3.89	Green					

Q80A–D—From what you have experienced, seen, or heard, please specify the extent to which each of the following statements describes Bellevue’s city government?

Base: Randomly selected respondents (n = 220, n<sub>w</sub> = 211)

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

## CITY EMPLOYEES

### OVERALL QUALITY OF SERVICE

Just over one-quarter (28%) of Bellevue residents have had a recent (in the past 12 months) contact with a city employee; this is higher than 2013 but lower than in 2011 and 2012, when a third of residents had contact.

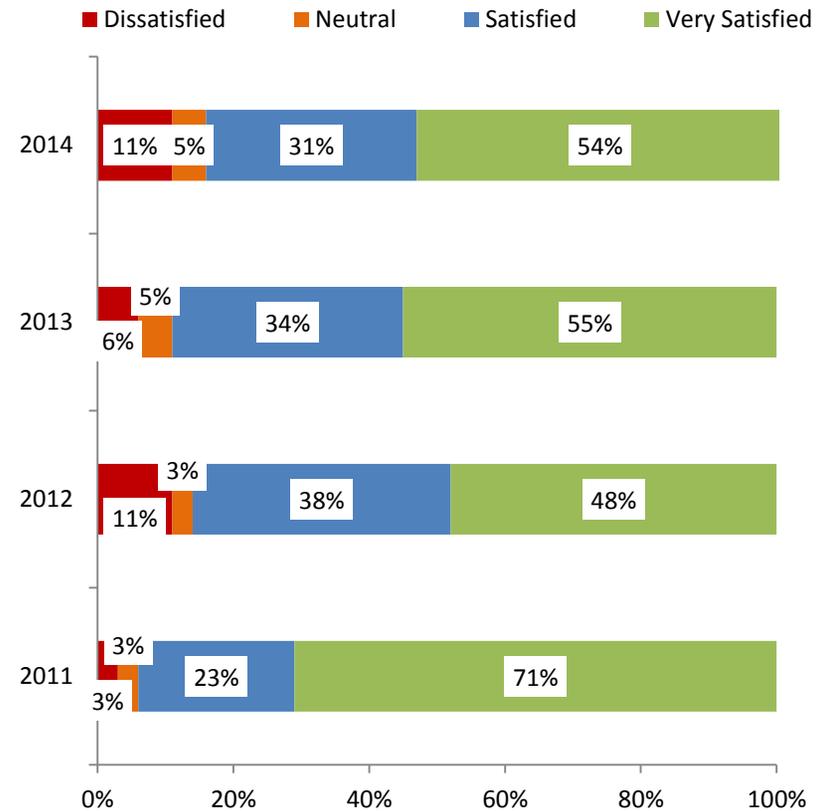
Overall satisfaction (85%) with the quality of service received during a contact with a Bellevue city employee is slightly lower than in 2013 (89%).

Overall satisfaction is highest for phone and email contacts with Bellevue city employees—55 and 51 percent very satisfied, respectively.

Table 45: Overall Satisfaction with Bellevue City Employees by Mode of Contact

	Email (n= 52, n <sub>w</sub> =43)	Phone (n= 92, n <sub>w</sub> =75)	In-Person (n= 44, n <sub>w</sub> =39)
Very Satisfied	51%	55%	38%
Satisfied	27%	33%	48%
Neutral	3%	3%	9%
Dissatisfied	19%	9%	6%

Figure 50: Overall Satisfaction with Contact with Bellevue City Employees



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

Base: Respondents who had contact 2011 (n = 190, n<sub>w</sub> = 194);

2012 (n = 156, n<sub>w</sub> = 136); 2013 (n = 127, n<sub>w</sub> = 114); 2014 (n = 161, n<sub>w</sub> = 136)

## Ratings of Specific Aspects of Service

Keeping with the trend, residents who have had contact with Bellevue city employees are most satisfied with their courtesy. Satisfaction with all aspects has remained consistent with 2013.

Key drivers analysis (explained in more detail on page 52) clearly shows that responsiveness and the ease of reaching the right person (new measure in 2014) are the most important drivers of residents' overall satisfaction with their contacts with Bellevue city employees.

Table 46: Key Drivers of Overall Satisfaction with Bellevue City Employees

	Impact on Overall Satisfaction
Responsiveness	66.9*
Easy to reach right person <sup>+</sup>	18.8*
Courtesy	11.1
Accuracy of information provided	3.2

\* indicates statistical significance

+ New or changed question in 2014

Table 47: Satisfaction with City Employees

		2011	2012	2013	2014
Courtesy	% In Every Way	77%	<b>56%</b>	62%	68%
	% Strongly	18%	<b>34%</b>	32%	21%
	% Neutral	2%	3%	3%	4%
	% Not at all	3%	7%	3%	8%
	Mean	4.66	<b>4.37</b>	4.52	4.46
Easy to reach Right Person	% In Every Way				45
	% Strongly				41%
	% Neutral	New/changed question in 2014			5%
	% Not at all				8%
	Mean				4.19
Accuracy of Information Provided	% In Every Way	71%	<b>52%</b>	55%	52%
	% Strongly	25%	36%	31%	37%
	% Neutral	1%	6%	4%	2%
	% Not at all	3%	6%	11%	8%
	Mean	4.61	4.33	4.27	4.28
Responsiveness	% In Every Way	70%	<b>49%</b>	53%	59%
	% Strongly	21%	<b>42%</b>	32%	29%
	% Neutral	2%	3%	6%	3%
	% Not at all	7%	6%	9%	9%
	Mean	4.51	<b>4.30</b>	4.26	4.32

Base: Respondents who had contact 2011 (n = 190, n<sub>w</sub> = 194); 2012 (n = 156, n<sub>w</sub> = 136); 2013 (n = 127, n<sub>w</sub> = 114); 2014 (n = 161, n<sub>w</sub> = 136). Response wording change in 2014: 2011–2014 was “satisfaction” scale. 2014 used the extent to which each of the following describes Bellevue’s local government employees. **Bold** indicates significant change from previous year.

## CITY WEBSITE

### USE OF CITY WEBSITE

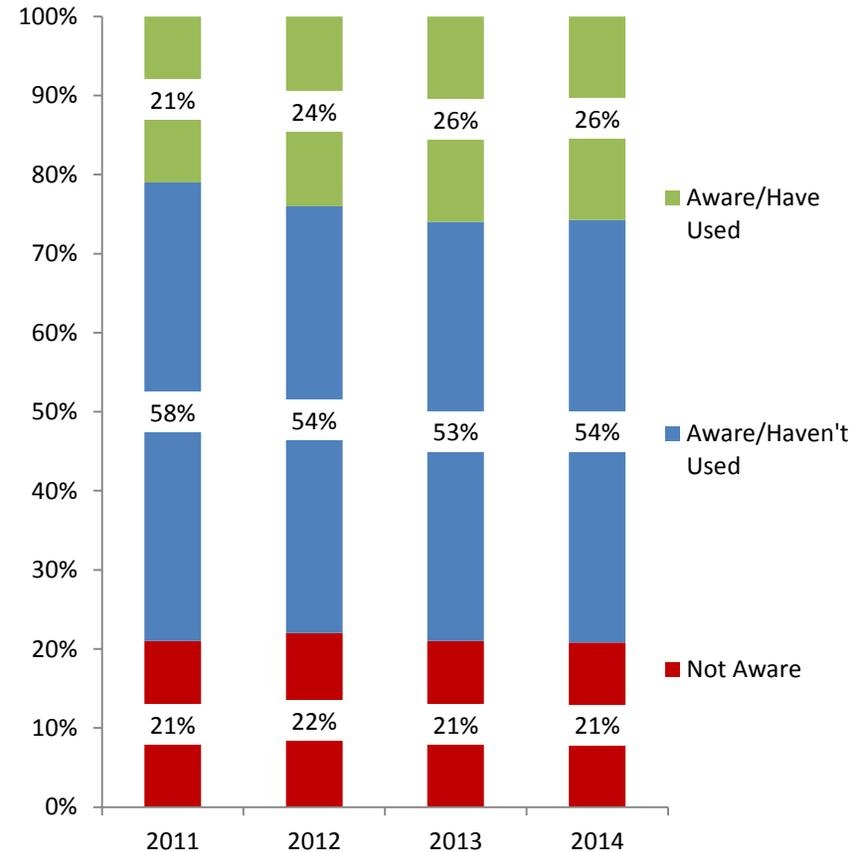
Four out of five (80%) Bellevue residents are aware of the city’s website—this is unchanged from previous years. Awareness of Bellevue’s website is lower among newer residents—67 percent of those living in Bellevue three or fewer years—while 86 percent of those who have lived in Bellevue between 4 and 24 years and 80 percent of long-term residents (25+ years) are aware of the website.

Among those aware, families with kids are the most likely to have used the website (80%).

Table 48: Use of City’s Website

	2014
<b>To look for information (overall)</b>	<b>22%</b>
<b>Type of information looking for</b>	
Parks and Recreation	27%
City Planning	13%
Utilities	7%
Waste Collection/Recycling	7%
Permits	7%
<b>Bill payment</b>	<b>13%</b>

Figure 51: Awareness and Use of City’s Website



Q46—Are you aware of the City of Bellevue’s website ([www.bellevuewa.gov](http://www.bellevuewa.gov) or [www.cityofbellevue.org](http://www.cityofbellevue.org))?

Q47—Have you used it (City of Bellevue’s website)?

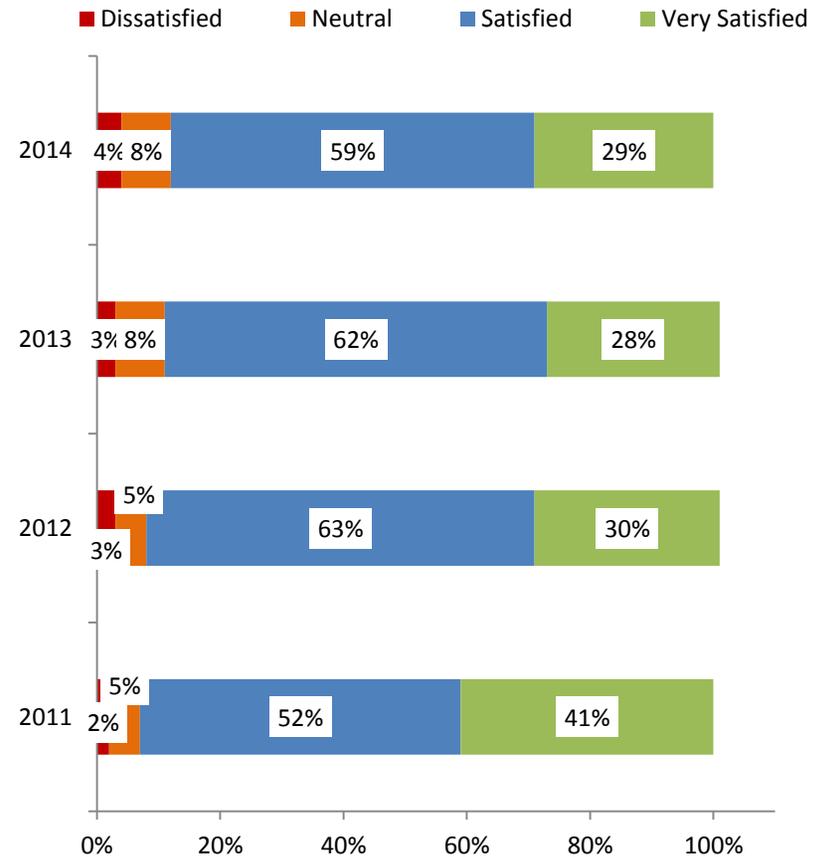
Q48N—What was the purpose of your visit?

Base: All respondents 2011 (n = 515); 2012 (n = 405); 2013 (n = 518); 2014 (n = 491)

## SATISFACTION WITH WEBSITE

Overall satisfaction with the city’s website continues to be lower than previous years—88 percent satisfied, compared to 90 percent in 2013 and 93 percent in 2011 and 2012. The decline over the years is not significant but should continue to be monitored.

Figure 52: Overall Satisfaction with City’s Website



Q48—How satisfied are you with it (City of Bellevue’s website)?  
 Base: Website users 2011 (n = 283, n<sub>w</sub> = 291); 2012 (n = 209, n<sub>w</sub> = 206); 2013 (n = 267, n<sub>w</sub> = 264). 2014 (n = 264, n<sub>w</sub> = 262)

## APPENDIX I—ADDRESS-BASED SAMPLING

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

Some studies address the problem of cell phone sampling by including a cell phone sample. In the case of Bellevue, this is an expensive and inefficient solution. It is inefficient because it is impossible to target cell phone households living in Bellevue as most of East King County shares the 425 area code. An alternative solution that is being increasingly used is address-based sampling with a dual mode for collecting the data among hard-to-reach populations as well as the growing number of cell phone-only and cell phone-primary households. As described earlier in the report, this study used address-based sampling. The table below shows the results. As expected, just over one-quarter (28%) of households contacted by phone report only or primarily having a cell phone, whereas 63 percent of those contacted via an invitation to take the survey online are cell phone-only or cell phone-primary households.

Table 49: Distribution of Landline versus Cell Phone Households

	Unweighted			Weighted			Population Estimate (King County) <sup>3</sup>
	Phone Sample	Web Sample	Total Sample	Phone Sample	Web Sample	Total Sample	
<b>Only have a cell phone</b>	1%	39%	20%	2%	57%	31%	46%
<b>Primarily use a cell phone</b>	17%	22%	20%	20%	16%	18%	17%
<b>Use landline and cell phone</b>	42%	24%	33%	45%	17%	30%	21%
<b>Primarily use a landline</b>	30%	14%	22%	25%	9%	16%	10%
<b>Only have a landline</b>	10%	2%	6%	9%	1%	5%	5%

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

Additionally, as Table 50 indicates, residents without landline numbers (those invited to take the survey online) are demographically different from those contacted via telephone. As would be expected, Web respondents are more likely to be male, younger, and newer residents—demographics that are more difficult to contact with traditional telephone dialing. For a full break-out of demographics surveyed versus the population of Bellevue, see Appendix II.

Table 50: Respondent Demographics by Phone versus Web Sample (unweighted)

Gender		Household Type			Age			Length of Residence			
	Phone Sample	Web Sample		Phone Sample	Web Sample		Phone Sample	Web Sample		Phone Sample	Web Sample
Male	48%	60%	Single Family	58%	64%	18 to 34	2%	18%	0-3 years	9%	27%
Female	52%	40%	Multi-Family	42%	36%	35 to 54	30%	48%	4-9 years	11%	20%
						55+	68%	34%	10 years or more	81%	54%

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

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

<sup>3</sup> White Paper, Address Based Sampling, Centris Marketing Intelligence, December 2008.

## APPENDIX II—WEIGHTING

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

While quotas were created to minimize the differences between the sampled population and the actual population, it is common to find that older individuals—those 55 years old and older—are over-represented in general population studies. Conversely, younger residents—those between 18 and 24 years of age—are under-represented in general population studies. In addition, this ensures that differences in responses over the years are not a factor of differences in the characteristics of the respondents in the final sample. The purpose of weighting is to create a multiplier to adjust the final sample distribution so that the survey results better reflect the population. This is done by applying a multiplier to each individual based on that person’s age and gender. Older residents receive a smaller multiplier (e.g., 0.8) while younger residents receive a higher multiplier (e.g., 1.2).

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

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

Table 51: Weighting—Unweighted and Weighted Data Compared to Bellevue Population

	2014 Performance Survey (unweighted)	2014 Performance Survey (weighted)	Bellevue Population*	2013 Performance Survey (weighted)	2012 Performance Survey (weighted)
Gender					
Male	54%	51%	51%	51%	50%
Female	46%	49%	49%	49%	50%
Age**					
18–34	10%	29%	29%	28%	27%
35–54	39%	37%	37%	37%	39%
55 Plus	51%	34%	34%	35%	34%
Household Size					
Single Adult	28%	30%	29%	33%	26%
Two or More Adults	72%	70%	71%	67%	74%
Children in Household					
None	70%	66%	71%	68%	71%

	2014 Performance Survey (unweighted)	2014 Performance Survey (weighted)	Bellevue Population*	2013 Performance Survey (weighted)	2012 Performance Survey (weighted)
One or More Dwelling Type	30%	34%	29%	32%	29%
Single-Family	61%	49%	53%	51%	51%
Multifamily	39%	51%	47%	49%	49%
Home Ownership					
Own	76%	66%	54%	62%	65%
Rent	24%	34%	46%	38%	35%
Income					
Less than \$35,000	13%	12%	18%	10%	10%
\$35,000–\$75,000	21%	20%	21%	19%	26%
\$75,000–\$150,000	34%	37%	38%	47%	43%
\$150,000 or Greater	33%	31%	24%	23%	21%
Median	\$103,526	\$109,457	\$91,449	\$106,306	\$91,029
Race/Ethnicity					
White	83%	81%	64%	78%	75%
Asian	16%	18%	34%	19%	24%
African American	1%	1%	4%	1%	2%
Other	3%	4%	5%	2%	2%
% Hispanic (multiple responses)	4%	6%	5%	2%	1%
Years Lived in Bellevue					
0–3	18%	27%		32%	27%
4–9	15%	20%	n.a.	20%	27%
10 or More	67%	54%		45%	46%
Mean	19.4 yrs	15.4 yrs		3%	n.a.,
13.3 yrs				13.3 yrs	14.5 yrs.
Language Spoken at Home					
English only	78%	73%	58%	71%	66%
Other than English	22%	27%	42%	29%	34%

\*Source for population figures: All data are 2012 American Community Survey one-year estimates.

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

## APPENDIX III—UNWEIGHTED AND WEIGHTED BASE SIZES

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

Weighted versus Unweighted Base Sizes	
All Respondents	By Neighborhood
2011 (n = 515)	Bridle Trails / Bel-Red (n = 39, n <sub>w</sub> = 38)
2012 (n = 405)	Cougar Mountain (n = 47, n <sub>w</sub> = 34)
2013 (n = 518)	Crossroads (n = 55, n <sub>w</sub> = 65)
2014 (n = 491)	Downtown (n = 41, n <sub>w</sub> = 59)
<b>Groups of Respondents</b>	Factoria / Eastgate (n = 19, n <sub>w</sub> = 23)
<b>KCI Safe</b>	Newport Hills (n = 26, n <sub>w</sub> = 19)
2011 (n = 515, n <sub>w</sub> weighted = 515)	Northeast Bellevue (n = 33, n <sub>w</sub> = 27)
2012 (n = 274, n <sub>w</sub> weighted = 331)	Northwest Bellevue (n = 45, n <sub>w</sub> = 39)
2013 (n = 288, n <sub>w</sub> weighted = 297)	Sammamish / East Lake Hills (n = 71, n <sub>w</sub> = 57)
2014 (n = 286, n <sub>w</sub> weighted = 278)	Somerset (n = 21, n <sub>w</sub> = 20)
<b>KCI Healthy</b>	West Bellevue (n = 26, n <sub>w</sub> = 36)
2011 (n = 515, n <sub>w</sub> weighted = 515)	West Lake Hills (n = 37, n <sub>w</sub> = 38)
2012 (n = 273, n <sub>w</sub> weighted = 329)	Wilburton (n = 13, n <sub>w</sub> = 13)
2013 (n = 225, n <sub>w</sub> weighted = 234)	Woodridge (n = 18, n <sub>w</sub> = 22)
2014 (n = 225, n <sub>w</sub> weighted = 214)	
<b>KCI Engaged</b>	
2011 (n = 515, n <sub>w</sub> weighted = 515)	
2012 (n = 277, n <sub>w</sub> weighted = 334)	
2013 (n = 518, n <sub>w</sub> weighted = 518)	
2014 (n = 491, n <sub>w</sub> weighted = 491)	
<b>KCI Competitive</b>	
2011 (n = 515, n <sub>w</sub> weighted = 515)	
2012 (n = 277, n <sub>w</sub> weighted = 334)	
2013 (n = 227, n <sub>w</sub> weighted = 249)	
2014 (n = 225, n <sub>w</sub> weighted = 249)	
<b>KCI Mobility</b>	
2011 (n = 515, n <sub>w</sub> weighted = 515)	
2012 (n = 405, n <sub>w</sub> weighted = 405)	
2013 (n = 294, n <sub>w</sub> weighted = 307)	
2014 (n = 286, n <sub>w</sub> weighted = 304)	
<b>KCI Neighborhoods</b>	
2011 (n = 515, n <sub>w</sub> weighted = 515)	
2012 (n = 405, n <sub>w</sub> weighted = 405)	
2013 (n = 229, n <sub>w</sub> weighted = 239)	
2014 (n = 223, n <sub>w</sub> weighted = 214)	

## APPENDIX IV—MARGIN OF ERROR

The margin of error is a statistic expressing the amount of random sampling error in a survey's results. The larger the margin of error, the less faith one should have that the survey's reported results are close to the true figures, that is, the figures for the whole population. The margin of error decreases as the sample size increases, but only to a point. Moreover, the margin of error is greater when there is more dispersion in responses—for example, 50 percent respond yes and 50 percent respond no—than when opinions are very similar—for example, 90 percent respond yes and 10 percent respond no. The margin of error in Bellevue's Performance Measures Survey for the entire sample is generally no greater than plus or minus 4.4 percentage points around any given percentage at a 95 percent confidence level. This means that if the same question were asked of a different sample but using the same methodology, 95 times out of 100 the same result within the stated range would be achieved.

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

*Table 52: Error Associated with Different Proportions at Different Sample Sizes*

Sample Size	Proportions				
	10% / 90%	20% / 80%	30% / 70%	40% / 60%	50% / 50%
30	10.7%	14.3%	16.4%	17.5%	17.8%
50	8.3%	11.1%	12.7%	13.6%	13.9%
100	5.9%	7.8%	9.0%	9.6%	9.8%
200	4.2%	5.5%	6.4%	6.8%	6.9%
300	3.4%	4.5%	5.2%	5.5%	5.7%
400	2.9%	3.9%	4.5%	4.8%	4.9%
600	2.4%	3.2%	3.7%	3.9%	4.0%
800	2.1%	2.8%	3.2%	3.4%	3.5%

## APPENDIX V—BENCHMARK CITIES

The 104 cities included in NWRG’s 2013 benchmarks are as follows:

Community	Star-Rating	Top 10 / Top 25	Community	Star-Rating	Community	Star-Rating	Community	Star-Rating
Ann Arbor, MI	5-Star	Top 10	San Diego, CA	4.5-Star	Boston, MA	4-Star	Providence, RI	4-Star
Overland Park, KS	5-Star	Top 10	San Buenaventura (Ventura), CA	4.5-Star	Medford, MA	4-Star	Columbia, SC	4-Star
Rockville, MD	5-Star	Top 10	Marietta, GA	4.5-Star	Portland, ME	4-Star	Johnson, TN Metro Area	4-Star
Oak Park, IL	5-Star	Top 10	Novi, Michigan	4.5-Star	Southfield, MI	4-Star	Irving, TX	4-Star
Carmel, IN	5-Star	Top 10	Fargo, North Dakota	4.5-Star	St. Paul, MN	4-Star	Temple, TX	4-Star
Eden Prairie, MN	5-Star	Top 10	Virginia Beach, Virginia	4.5-Star	St. Charles, MN	4-Star	Orem, Utah	4-Star
Edmond, OK	5-Star	Top 10	Casper, Wyoming	4.5-Star	St. Louis, MO	4-Star	Seattle, WA	4-Star
Salt Lake City, UT	4.5-Star	Top 10	Anchorage, Alaska	4-Star	Missoula, MT	4-Star	Vancouver, WA	4-Star
Tuscaloosa, Alabama	4.5-Star	Top 10	Mobile, Alabama	4-Star	Wilmington, NC	4-Star	Pasco, WA	4-Star
Laguna Niguel, CA	4.5-Star	Top 10	Fayetteville, AR	4-Star	Gastonia, NC	4-Star	Renton, WA	4-Star
Nashville, TN	4.5-Star	Top 25	Yuma, AZ	4-Star	Winston-Salem, NC	4-Star	Auburn, WA	4-Star
Gilbert town, AZ	4.5-Star	Top 25	Berkeley, CA	4-Star	Nashua, NH	4-Star	Redmond, WA	4-Star
Little Rock, AR	4.5-Star	Top 25	Ontario, CA	4-Star	Las Vegas, NV	4-Star	Appleton, WI	4-Star
Fort Collins, CO	4.5-Star	Top 25	Buena Park, CA	4-Star	Sparks, NV	4-Star	Charleston, WV	4-Star
Lafayette, LA	4.5-Star	Top 25	La Habra, CA	4-Star	Syracuse, NY	4-Star	Rockford, IL	Below 4-Star
Sioux Falls, SD	4.5-Star	Top 25	Turlock, CA	4-Star	Hempstead, NY	4-Star	Kenner, LA	Below 4-Star
Mount Prospect, IL	4.5-Star	Top 25	Stamford, CT	4-Star	Buffalo, NY	4-Star	Gulfport, MS	Below 4-Star
Cerritos, CA	4.5-Star	Top 25	Kissimmee, FL	4-Star	Cleveland, OH	4-Star	Pawtucket, RI	Below 4-Star
Livermore, CA	4.5-Star	Top 25	Plantation City, FL	4-Star	Gresham, OR	4-Star	Midland, TX	Below 4-Star
Shawnee, KS	4.5-Star	Top 25	Columbus, GA	4-Star	Eugene, OR	4-Star	Hemet, CA	Below 4-Star
Fayetteville, NC	4.5-Star	Top 25	Valdosta, GA	4-Star	Salem, OR	4-Star	Waterloo, IA	Below 4-Star
League City, TX	4.5-Star	Top 25	Pocatello, Idaho	4-Star	Hillsboro, OR	4-Star	Portsmouth, VA	Below 4-Star
Bellingham, WA	4.5-Star	Top 25	Bolingbrook, IL	4-Star	Springfield, OR	4-Star	Waukegan, IL	Below 4-Star
North Little Rock, AR	4.5-Star	Top 25	Fort Wayne, IN	4-Star	Medford, OR	4-Star	Elyria, OH	Below 4-Star
Shoreline, WA	4.5-Star	Top 25	Lexington, KY	4-Star	Pittsburgh, PA	4-Star	New Britain, CT	Below 4-Star
			New Orleans, LA	4-Star	Lancaster, PA	4-Star	Springfield, OH	Below 4-Star
							Monroe, LA	Below 4-Star

## APPENDIX VI —QUESTIONNAIRE

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

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

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

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

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

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

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

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

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

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

01 YES

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

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

**[ASK PRESR IF SCREENERFLAG=1]**

PRESCR Do you live within the Bellevue city limits?  
 01 YES  
 02 NO **[SKIP TO THANK]**  
 999 DON'T KNOW/PREFER NOT TO ANSWER **[SKIP TO THANKS]**

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

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

Q2 Do you live in a . . .  
**[READ LIST AND SELECT ONE ANSWER]**  
 01 Single-family detached house (AS NEEDED: A house detached from any other house)  
 02 Single-family attached house (AS NEEDED: A house attached to one or more houses)  
 05 Apartment or Condominium with Two to Four Units  
 06 Apartment or Condominium with Five or More Units  
 07 Mobile home  
 888 OTHER [SPECIFY]  
 998 DON'T KNOW  
 999 REFUSED

**PROGRAMMER: CREATE VARIABLE, "DWELLING\_TYPE" MONITOR FOR DISTRIBUTION IN PORTAL**

**VALUE LABELS FOR DWELLING\_TYPE (LOGIC IN PARENTHESIS)**

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

**02 SINGLE FAMILY (Q2 = 01, 07)**

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

**ASK Q76A IF Q76 = 998 OR 999**

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

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

**VALUE LABELS FOR AGE (LOGIC IN PARENTHESIS)**

- 01 18 TO 34 [((Q76 GE 18) AND (Q76 LE 34)) OR (Q76A = 01, 02)]**  
**02 35 TO 54 [((Q76 GE 35) AND (Q76 LE 54)) OR (Q76A = 03, 04)]**  
**03 55 PLUS [((Q76 GE 55) AND (Q76 LE 98)) OR (Q76A = 05, 06)]**  
**99 UNKNOWN [Q76A = 98, 99]**

- Q80 **PHONE SHOW: [RECORD RESPONDENT'S GENDER] [IF NEEDED ASK "Are you male or female?"]**  
**WEB SHOW: Are you . . .**
- 1 MALE  
 2 FEMALE

**KEY PERFORMANCE RATING QUESTIONS**

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

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

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

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

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

998      DON'T KNOW

999      PREFER NOT TO ANSWER

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

#1 Attribute

#2 Attribute

**PROGRAMMERS NOTE – NEW SECTION FOR TIMING BEGINNING AT ORC1**

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

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

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

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

998      DON'T KNOW

999      PREFER NOT TO ANSWER

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

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

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

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

998 DON'T KNOW  
 999 PREFER NOT TO ANSWER

**NWRG3**

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

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

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

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

**NWRG4**

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

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

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

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

998 DON'T KNOW  
 999 PREFER NOT TO ANSWER

**PROGRAMMING NOTE FOR Q6:**

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



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

#1 Attribute

#2 Attribute

**NWRGS**

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

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

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

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

998 DON’T KNOW  
999 PREFER NOT TO ANSWER

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

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

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

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

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

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

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

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

998 DON'T KNOW

999 PREFER NOT TO ANSWER

**ASK Q80 THROUGH Q80D  
IF (SAMPLETYPE = PHONE AND GROUP = 2) OR IF (SAMPLETYPE = WEB AND GROUP = 06, 07)  
RANDOMIZE ORDER**

**Q80** **PHONE SHOW:** Using a scale from 0 to 10 where “0” means “not at all” and “10” means “in every possible way”, please tell me from what you have experienced, seen or heard, the extent to which Bellevue’s city government....

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

**WEB SHOW:** From what you have experienced, seen or heard, please specify the extent to which each of the following statements describe Bellevue’s city government.

- Q80A Has a clear strategy for the future.
- Q80B Finds better ways to solve problems.
- Q80C Finds new ways to improve quality of life.
- Q80D Commits enough resources to important projects.

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

998 DON'T KNOW  
999 PREFER NOT TO ANSWER

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

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

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

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

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

998 DON'T KNOW  
999 PREFER NOT TO ANSWER

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

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

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

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

998 DON'T KNOW

999 PREFER NOT TO ANSWER

**PROGRAMMING NOTE: NEW SECTION FOR TIMING**

**ASK KCI THROUGH KCI15**

**IF (SAMPLETYPE = PHONE AND GROUP = 3) OR IF (SAMPLETYPE = WEB AND GROUP = 06, 07))**

**RANDOMIZE ORDER**

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

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

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

**KCI13A** Bellevue has attractive and well-maintained neighborhoods.

**KCI13B** Bellevue neighborhoods are safe.

**KCI14** I live in a neighborhood that supports families, particularly those with children.

**KCI15** I live in a neighborhood that provides convenient access to my day-to-day activities

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

998 DON'T KNOW

999 PREFER NOT TO ANSWER

**ASK Q81 THROUGH Q81F  
IF (SAMPLETYPE = PHONE AND GROUP = 4) OR IF (SAMPLETYPE = WEB AND GROUP = 05, 07))  
RANDOMIZE ORDER**

**Q81** **PHONE SHOW:** Next, I'd like you to tell me about the amount of choices you have nearby for several Bellevue community features.

Using a scale from 0 to 10 where "0" means "no choices at all" and "10" means "plenty of choices", please rate the availability of choices you have nearby for...

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

**WEB SHOW:** For each Bellevue community feature below, please rate the choices available to you nearby

- Q81A Retail shopping
- Q81B Arts, events and entertainment
- Q81C Health care facilities
- Q81D Parks and recreational facilities
- Q81E Employment Opportunities
- Q81F Educational opportunities

NO CHOICES AT ALL											PLENTY OF CHOICES
0	1	2	3	4	5	6	7	8	9	10	

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

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

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

**ASK Q6A\_P AND Q6B\_P ONLY OF PHONE RESPONDENTS.  
NOTE PHONE AND WEB HAVE DIFFERENT RESPONSE OPTIONS.**

**Q6A\_P** Visited a Bellevue park of park facility?  
**[IF NECESSARY:** "These include trails, nature parks, beach parks, neighborhood parks, golf courses, playgrounds and sports fields."]

Q6B\_P Participated in a Bellevue recreation program?

**[IF NECESSARY:** “This includes recreation activities such as senior and teen activities, day camps, swimming and tennis.]

**[INTERVIEWER INSTRUCTIONS: IF RESPONDENT SAYS “YES” PLEASE PROBE:** “Did you personally, or was it a family member”]

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

**ASK Q6A\_W AND Q6B\_W ONLY OF WEB RESPONDENTS**

Q6A\_W Visited a Bellevue park of park facility?  
 These include trails, nature parks, beach parks, neighborhood parks, golf courses, playgrounds and sports fields.

Q6B\_W Participated in a Bellevue recreation program?  
 This includes recreation activities such as senior and teen activities, day camps, swimming and tennis.

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

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

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

- Q8A Number of parks
- Q8B Range and variety of recreation activities
- Q8C Appearance
- Q8D Safety

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

998 DON’T KNOW



999 PREFER NOT TO ANSWER

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

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

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

998 DON'T KNOW

999 PREFER NOT TO ANSWER

**ASK Q82 THROUGH Q81C**

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

**RANDOMIZE ORDER**

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

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

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

Q82A Neighborhood parks

Q82B City parks and sports fields

Q82C Recreation centers and classes

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

998 DON'T KNOW

999 PREFER NOT TO ANSWER

**ASK KCI THROUGH KCIS**

**IF (SAMPLETYPE = PHONE AND GROUP = 3) OR IF (SAMPLETYPE = WEB AND GROUP = 06, 07))**



**RANDOMIZE ORDER**

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

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

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

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

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

998 DON'T KNOW  
 999 PREFER NOT TO ANSWER

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

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

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

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



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

**RANDOMIZE ORDER**

- Q10 Providing water that is safe and healthy to drink.
- Q11 Maintaining an adequate and uninterrupted supply of water.
- Q12 Providing reliable, uninterrupted sewer service.
- Q13 Providing effective drainage programs, including flood control.
- Q14 Protecting and restoring Bellevue’s streams, lakes and wetlands.
- Q15 Providing reliable recycling, yard waste and garbage collection services.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**ROTATE ORDER OF RESPONSE CATEGORIES 01 TO 04**

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

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

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

[READ LIST AND CHECK ALL THAT APPLY]

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

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

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

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

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

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

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

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

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

**ROTATE ORDER OF RESPONSE CATEGORIES 01 TO 03**

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

**Q31A**      **PHONE SHOW:** Using a scale from 0 to 10 where “0” means “very poor” and “10” means “Excellent”, how would you rate the cleanliness of streets in Bellevue?

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

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

998 DON'T KNOW

999 PREFER NOT TO ANSWER

Q31 **PHONE SHOW:** Using a scale from 0 to 10 where “0” means “very dissatisfied” and “10” means “very satisfied”, how satisfied are you with street sweeping in your neighborhood?

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

**WEB SHOW:** How satisfied are you with street sweeping in your neighborhood?

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

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

998 DON'T KNOW

999 PREFER NOT TO ANSWER

**ASK KCI THROUGH KC18  
IF (SAMPLETYPE = PHONE AND GROUP = 01, 03) OR IF (SAMPLETYPE = WEB AND GROUP = 05, 06)  
RANDOMIZE ORDER**

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

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

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

KCI6 Provides a safe transportation system for all users.

KCI7 Allows for travel within the City of Bellevue in a reasonable and predictable amount of time

KCI8 Is doing a good job of planning for and implementing a range of transportation options.

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

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

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

998 DON'T KNOW  
999 PREFER NOT TO ANSWER

**ASK Q83 THROUGH Q83D  
IF (SAMPLETYPE = PHONE AND GROUP = 03) OR IF (SAMPLETYPE = WEB AND GROUP = 05, 06)  
RANDOMIZE ORDER**

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

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

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

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

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

998 DON'T KNOW  
999 PREFER NOT TO ANSWER

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

- Q46 Are you aware of the City of Bellevue’s web site – [www.bellevuewa.gov](http://www.bellevuewa.gov) or [www.cityofbellevue.org](http://www.cityofbellevue.org)?
  - 01 YES
  - 02 NO
  - 998 DON'T KNOW
  - 999 PREFER NOT TO ANSWER



**ASK Q47 IF (Q46 = 01)**

Q47 Have you used the web site in the past 12 months?  
 01 YES  
 02 NO  
 998 DON'T KNOW  
 999 PREFER NOT TO ANSWER

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

Q48N What was the purpose of your visit?  
**[READ LIST AND CHECK ALL THAT APPLY]**  
 01 Information  
 02 To make payments  
 03 Some other transaction (specify)  
 998 DON'T KNOW  
 999 PREFER NOT TO ANSWER

**ASK Q48B IF (Q47 = 01)**

Q48B What information were you looking for? **OPEN ENDED RESPONSE**

**ASK Q48 IF (Q47 = 01)**

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

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

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

998 DON'T KNOW  
 999 PREFER NOT TO ANSWER

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

**ASK Q59**

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

- Q59 Does your home have a smoke detector?
- 01 YES
  - 02 NO
  - 998 DON'T KNOW
  - 999 PREFER NOT TO ANSWER

**ASK Q61N**

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

- Q61N During a disaster such as an earthquake, snowstorm, or extended power outage, you might be asked to stay at home for an extended period of time. For how many days would your current supply of food, water, medications and other necessary items last?
- \_\_\_\_\_ DAYS **[WHOLE NUMBERS ONLY. RANGE: 0 TO 10,000]**
- 998 DON'T KNOW
  - 999 PREFER NOT TO ANSWER

- Q62 **PHONE SHOW:** Using a scale from 0 to 10 where “0” means “very unsafe” and “10” means “very safe”, how do you feel when walking alone. . .

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

**GROUP Q62A AND Q62B. ALSO GROUP Q62C AND Q62D.**

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

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

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

998 DON'T KNOW

999 PREFER NOT TO ANSWER

**NEW SECTION FOR TIMING BEGINNING AT Q66A**

Q66A During the past 12 months, were you or anyone in your household the victim of any crime in Bellevue?

01 YES

02 NO

998 DON'T KNOW

999 PREFER NOT TO ANSWER

**ASK Q66B IF Q66A = 01**

Q66B Did you, or a member of your household report the crime(s) to the police?

01 YES

02 NO

998 DON'T KNOW

999 PREFER NOT TO ANSWER

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

Q67 Have you had any contact with Bellevue's police during the past 12 months?

01 YES

02 NO

998 DON'T KNOW

999 PREFER NOT TO ANSWER

**ASK Q67A IF Q67 = 01**

Q67A What was the nature of that contact?

**DO NOT READ LIST**

**DISPLAY LIST FOR WEB SURVEY**

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

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

Q68 **PHONE SHOW:** How would you rate the handling of the contact by police? Would you say . . .?

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

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

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

**RANDOMIZE OPTIONS 01 – 07**  
**WEB – DO NOT SHOW OPTIONS 09 – 11**

- 01 Property crime / burglaries
- 02 Juvenile crime
- 03 Drug-related crime
- 04 Gang-related crime
- 05 Vandalism

- 06 Code enforcement
- 07 Domestic violence
- 09 **[DO NOT READ]** MAIL THEFT
- 10 **[DO NOT READ]** SPEEDING
- 11 **[DO NOT READ]** CAR THEFT/CAR TROUBLE/CAR NOISES
- 888 **[DO NOT READ]** something else – please describe
- 997 **[DO NOT READ]** NONE
- 998 DON'T KNOW
- 999 PREFER NOT TO ANSWER

**ASK Q69A IF (Q69 < 97)**

Q69A Why do you feel that way? Is it because . . .

**[SELECT ALL THAT APPLY]**

- 01 You have personally seen or experienced it
- 02 You know someone who has experienced it
- 03 You have heard about incidences on the news or in the newspaper
- 888 OTHER (SPECIFY)
- 998 DON'T KNOW
- 999 PREFER NOT TO ANSWER

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

**WEB: SHOW LIST**

**[DO NOT READ LIST]**

- 01 WORD OF MOUTH: FRIENDS / FAMILY / CO-WORKERS
- 02 NEWSPAPER: SEATTLE TIMES
- 03 NEWSPAPER: BELLEVUE REPORTER
- 04 NEWSPAPER: OTHER (SPECIFY)
- 05 RADIO TELEVISION
- 06 CONTACT DIRECTLY WITH THE POLICE
- 07 ONLINE / INTERNET
- 08 MAILER / FLYER / SOMETHIN IN THE MAIL
- 09 OTHER (SPECIFY)
- 10 NONE / NO PRIMARY SOURCE
- 998 DON'T KNOW
- 999 PREFER NOT TO ANSWER

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

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

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

998 DON'T KNOW

999 PREFER NOT TO ANSWER

**ASK Q84 – Q84C**

**IF (SAMPLETYPE = PHONE AND GROUP = 02) OR IF (SAMPLETYPE = WEB AND GROUP = 05, 07))**

**Q84** **PHONE SHOW:** Using a scale from 0 to 10 where “0” means “does not meet my expectations at all” and “10” means “greatly exceeds my expectations”, from what you have experienced, seen, or heard, please rate your confidence in the quality of emergency medical services provided by Bellevue’s fire department in terms of...

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

**WEB SHOW:** From what you have experienced, seen, or heard, please rate your confidence in the quality of **emergency medical services** provided by Bellevue’s **fire department** in terms of...

Q84A Response times to emergencies meets the community’s needs.

Q84B Support from 911 dispatchers in my community.

Q84C EMS personnel are well trained.

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

998 DON'T KNOW

999 PREFER NOT TO ANSWER

**ASK KCI – KCI20B**



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

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

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

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

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

KCI20A Plans appropriately to respond to natural disasters.

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

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

KCI20B Is well prepared to respond to routine emergencies.

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

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

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

998 DON'T KNOW

999 PREFER NOT TO ANSWER

**COMMUNICATIONS AND CIVIC INVOLVEMENT**  
**[BASE: ALL]**  
**[NEW SECTION FOR TIMING]**

INTERACTN During the past 12 months, did you contact the City of Bellevue with a question or a problem?

01 YES

02 NO

998 DON'T KNOW

999 PREFER NOT TO ANSWER

**ASK INTERACT1N IF INTERACTN = 01**

INTERACT1N Was that contact . . .

**READ LIST: SELECT ALL THAT APPLY**

**RANDOMIZE RESPONSE OPTIONS 01 – 04**

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

**ASK QOS2 IF INTERACTN = 01**

**QOS2** **PHONE SHOW:** Using a scale from 0 to 10 where “0” means “very dissatisfied” and “10” means “very satisfied”, how satisfied are you with your contact with City of Bellevue employees in terms of...

**WEB SHOW:** How satisfied are you with each of the following aspects of your contact with City of Bellevue employees?

**RANDOMIZE A THROUGH D**

- A Responsiveness
- B Knowledge
- C Courtesy
- D Accuracy of information provided

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

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

**ASK QOS2E IF INTERACTN = 01**

**QOS2** **PHONE SHOW:** Using the same satisfaction scale, **overall**, how satisfied are you with your contact with City of Bellevue employees?

**[IF NECESSARY:** “Using a scale from 0 to 10 where “0” means “very dissatisfied” and “10” means “very satisfied”.]

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

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

998 DON'T KNOW  
999 PREFER NOT TO ANSWER

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

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

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

**RANDOMIZE ORDER OF KC11A – KC16B**

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

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

998 DON'T KNOW  
999 PREFER NOT TO ANSWER

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

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

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

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

OPENA1 Land Use

OPENA2 Transportation  
 OPENA3 Parks and Community Services Department

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

998 DON'T KNOW  
 999 PREFER NOT TO ANSWER

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

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

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

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

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

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

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

HISPAR Are you Spanish, Hispanic, or Latino?

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

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

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

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

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

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

LANG Do you speak a language other than English at home?

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

**ASK LANG2 IF LANG = 01**

LANG2 What language

**[DO NOT READ LIST]**

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

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

- 01 Less than \$20,000
- 02 \$20,000 to less than \$35,000

- 03 \$35,000 to less than \$50,000
- 04 \$50,000 to less than \$75,000
- 05 \$75,000 to less than \$100,000
- 06 \$100,000 to less than \$150,000
- 07 \$150,000 to less than \$200,000
- 08 \$200,000 or more
- 998 DON'T KNOW
- 999 PREFER NOT TO ANSWER

TEL

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

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

