



2016 Bellevue Budget Survey

Final Report

DATE SUBMITTED:

4/07/2016

SUBMITTED TO:

City of Bellevue, WA

Northwest Research Group, LLC

[Blank page inserted for pagination purposes.]

TABLE OF CONTENTS

CONTENTS

Table of Contents	3
• Contents	3
• List of Figures	5
Executive Summary	7
• Background and Methodology	7
• Key Metrics	7
• Priorities for City Services	8
• Budget Priorities	10
• Traffic and Congestion	10
• Environmental Stewardship	10
Project Overview	11
• Background and Objectives	11
• Questionnaire	11
• Methodology	12
• Margin of Error	13
• Demographic Profile and Weighting	13
• Quality Standards and Reporting Conventions	13
• Reporting Conventions	14
Key Findings—Quality of Life	15
• Quality of Life in Bellevue	15
• Biggest Problem Facing Bellevue	17
• Biggest Problem Facing Bellevue by Neighborhood	18
• Neighborhood Quality of Life	19
Key Findings—Taxes and Services	21
• Value of Services	21
• Funding of City Services and Facilities	23
• Services to Increase / Decrease – Charts and Percentages	24

Key Findings—Priorities for City Services27

- Importance of City Services27
- Satisfaction with Service Delivery29
- Quadrant Analysis31

Key Findings—Budget Priorities.....35

Key Findings—Special Topics37

- Traffic and Congestion37
- Environmental Stewardship.....39

Appendix I—Address Based Sampling41

Appendix II—Weighting43

Appendix III—Unweighted and Weighted Base Sizes.....45

Appendix IV—MaxDiff/Budget Priorities Comparison.....46

Appendix II—Response Rates47

Appendix VI—Questionnaire48

LIST OF FIGURES

Figure 1: Unweighted vs. Weighted Distribution of Interviews by Bellevue Neighborhood.....	14
Figure 2: City of Bellevue as a Place to Live	15
Figure 3: City of Bellevue as a Place to Live by Neighborhood	16
Figure 4: Top Five Mentioned Biggest Problems Facing Bellevue	17
Figure 5: Neighborhood as a Place to Live	19
Figure 6: Neighborhood as a Place to Live by Neighborhood.....	20
Figure 7: Value of Services	21
Figure 8: Taxes and Funding of Services and Facilities	23
Figure 9: Services to Increase – 159 Respondents.....	24
Figure 10: Services to Decrease	24
Figure 11: Importance of City Services	28
Figure 12: Satisfaction with City Services	30
Figure 13: Quadrant Analysis	32
Figure 14: Overall Budget Priorities	35

[Blank page inserted for pagination purposes.]

EXECUTIVE SUMMARY

BACKGROUND AND METHODOLOGY

The City of Bellevue’s Budget Survey has been performed on a biennial basis since 1998 and is designed to provide a statistically valid tool to enhance the city’s knowledge of Bellevue residents’ perceptions about the city and to better understand community priorities for and expectations regarding city services. The 2016 survey was conducted between February 1 and March 3, 2016, using a mixed-mode address-based methodology and resulted in a total of 443 interviews—137 completed over landline, 111 via cell phone and 195 via the Web.

KEY METRICS

Bellevue receives high ratings for all of its key metrics. These key metrics provide an overall picture of the health of the city from the perspective of its residents:

- Ninety-six percent (96%) of all residents rate the quality of life in Bellevue as good (48%) or excellent (48%)—this has remained unchanged since 2012.
- The vast majority (91%) of Bellevue residents feel that the quality of life in their neighborhood is good (44%) or excellent (47%)—this has remained unchanged compared to 2014.
- Four out of five (81%) Bellevue residents feel they are “strongly” (32%) or “somewhat” (49%) getting their money’s worth—however, there has been a significant shift from “strongly” to “somewhat” each cycle from 2012.¹

A new taxation question was asked in 2016 indicating that 68 percent of residents are willing to pay more in taxes increase services provided by the city (36%) or if needed to maintain current service levels (32%).

Traffic (42%), continues to be the most commonly mentioned response when residents were asked to name the biggest problems facing Bellevue. There has been a significant increase in residents who mention the lack of affordable housing as well as lack of public transportation. These two issues are now in the top 5 biggest problems facing Bellevue.

¹ Results exclude “don’t know” responses.

PRIORITIES FOR CITY SERVICES

<p>Most (27 of 39) city services evaluated are considered to be at least somewhat important, receiving a rating of 5 or higher on a 7-point scale. All city services received a rating of 4 or higher (4 is the midpoint)</p> <p>The seven most important services are similar to 2014 and in generally the same rank order. Maintaining street lights and traffic signals dropped in 2014, but has returned to be one of the top 7 most important services in 2016.</p>	<p><i>Table 1: Top Importance Services</i></p> <table border="1"> <thead> <tr> <th>Rank 2010</th> <th>Rank 2012</th> <th>Rank 2014</th> <th>Rank 2016</th> <th>Service Description</th> </tr> </thead> <tbody> <tr> <td>2</td> <td>3</td> <td>2</td> <td>1</td> <td>Responding to calls for police assistance</td> </tr> <tr> <td>1</td> <td>1</td> <td>1</td> <td>2</td> <td>Responding to fires</td> </tr> <tr> <td>3</td> <td>4</td> <td>4</td> <td>3</td> <td>Investigating and solving felony crimes</td> </tr> <tr> <td>4</td> <td>2</td> <td>3</td> <td>4</td> <td>Providing emergency medical services</td> </tr> <tr> <td>5</td> <td>5</td> <td>5</td> <td>5</td> <td>Protecting water in lakes and streams</td> </tr> <tr> <td>7</td> <td>7</td> <td>6</td> <td>6</td> <td>Maintaining existing streets and sidewalks</td> </tr> <tr> <td>6</td> <td>6</td> <td>9</td> <td>7</td> <td>Maintaining Street lights and traffic signals</td> </tr> </tbody> </table> <p><i>Ranking is based on standardized scores for importance. Base: Two groups of randomly selected respondents</i></p>	Rank 2010	Rank 2012	Rank 2014	Rank 2016	Service Description	2	3	2	1	Responding to calls for police assistance	1	1	1	2	Responding to fires	3	4	4	3	Investigating and solving felony crimes	4	2	3	4	Providing emergency medical services	5	5	5	5	Protecting water in lakes and streams	7	7	6	6	Maintaining existing streets and sidewalks	6	6	9	7	Maintaining Street lights and traffic signals
Rank 2010	Rank 2012	Rank 2014	Rank 2016	Service Description																																					
2	3	2	1	Responding to calls for police assistance																																					
1	1	1	2	Responding to fires																																					
3	4	4	3	Investigating and solving felony crimes																																					
4	2	3	4	Providing emergency medical services																																					
5	5	5	5	Protecting water in lakes and streams																																					
7	7	6	6	Maintaining existing streets and sidewalks																																					
6	6	9	7	Maintaining Street lights and traffic signals																																					
<p>Satisfaction with city services remains high, with residents giving just over half (21 of 39) services a score of 5 or higher, and nearly all services received a score of 4 or higher on a 7-point scale. Only one service, reducing traffic problems in downtown Bellevue, received a mean score lower than 4.</p> <p>Many of the seven highest rated services are the same as in previous years. Ensuring clean and well-maintained parks and maintaining street lights and traffic signals dropped in satisfaction during 2014, but have now returned to pre-2014 levels.</p>	<p><i>Table 2: Top Performing Services</i></p> <table border="1"> <thead> <tr> <th>Rank 2010</th> <th>Rank 2012</th> <th>Rank 2014</th> <th>Rank 2016</th> <th>Service Description</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>1</td> <td>1</td> <td>1</td> <td>Responding to fires</td> </tr> <tr> <td>2</td> <td>4</td> <td>2</td> <td>4</td> <td>Providing emergency medical services</td> </tr> <tr> <td>5</td> <td>2</td> <td>3</td> <td>5</td> <td>Responding to calls for police</td> </tr> <tr> <td>7</td> <td>7</td> <td>4</td> <td>3</td> <td>Keeping Bellevue streets clean</td> </tr> <tr> <td>3</td> <td>3</td> <td>5</td> <td>2</td> <td>Ensuring clean and well-maintained parks and facilities</td> </tr> <tr> <td>4</td> <td>5</td> <td>9</td> <td>6</td> <td>Maintaining street lights and traffic signals</td> </tr> <tr> <td>6</td> <td>6</td> <td>7</td> <td>7</td> <td>Protecting water in lakes and streams</td> </tr> </tbody> </table> <p><i>Ranking is based on standardized scores for satisfaction. Base: Two groups of randomly selected respondents</i></p>	Rank 2010	Rank 2012	Rank 2014	Rank 2016	Service Description	1	1	1	1	Responding to fires	2	4	2	4	Providing emergency medical services	5	2	3	5	Responding to calls for police	7	7	4	3	Keeping Bellevue streets clean	3	3	5	2	Ensuring clean and well-maintained parks and facilities	4	5	9	6	Maintaining street lights and traffic signals	6	6	7	7	Protecting water in lakes and streams
Rank 2010	Rank 2012	Rank 2014	Rank 2016	Service Description																																					
1	1	1	1	Responding to fires																																					
2	4	2	4	Providing emergency medical services																																					
5	2	3	5	Responding to calls for police																																					
7	7	4	3	Keeping Bellevue streets clean																																					
3	3	5	2	Ensuring clean and well-maintained parks and facilities																																					
4	5	9	6	Maintaining street lights and traffic signals																																					
6	6	7	7	Protecting water in lakes and streams																																					

A quadrant analysis was done to identify how to best allocate resources across these services based on what is most important to residents and relative satisfaction with these items.

The analysis showed that Bellevue is doing a good job providing for most of the services that are most important to city residents. These are areas where current efforts should be maintained.

Table 3: Services with Above-average Importance and Satisfaction

Importance Rank	Satisfaction Rank	Service Description
1	5	Responding to citizen calls for police assistance
2	1	Responding to fires
3	8	Investigating and solving felony crimes
4	4	Providing emergency medical services such as Medic One
5	7	Protecting the quality of water in Bellevue's lakes and streams
6	13	Maintaining existing streets and sidewalks
7	6	Maintaining street lights and traffic signals
9	3	Keeping Bellevue streets clean
12	9	Preserving open spaces and natural areas
14	18	Community policing
15	2	Ensuring clean and well-maintained parks and park facilities
16	17	Promoting jobs and economic development

The analysis also identified seven areas that are of above-average importance but received at- or below-average satisfaction scores. These are areas where additional resources and efforts may be needed.

While not on this list, reducing traffic problems in downtown Bellevue and affordability of housing receive the lowest satisfaction of all service elements.

Table 4: Services with Above-average Importance and Below-average Satisfaction

Importance Rank	Satisfaction Rank	Service Description
8	29	Managing Bellevue's residential development through planning and zoning
14	26	Providing support services for residents in need
12	32	Preparing for natural disasters, such as earthquakes and major storms
16	30	Managing development in downtown Bellevue through planning and zoning
23	39	Reducing traffic problems in downtown Bellevue
18	21	Providing recreation programs for youth, seniors, and residents with special needs
19	34	Connecting people to where they want to go through an adequate and accessible system of walkways

Ranking is based on standardized scores for importance and satisfaction.

Base: Two groups of randomly selected respondents

Ranking is based on standardized scores for importance and satisfaction.

Base: Two groups of randomly selected respondents

BUDGET PRIORITIES

	Priority	Priority	Priority	Priority	Service Description
	2010	2012	2014	2016	
Improving traffic and transportation services as well as providing public safety services remain the top two priorities.	6	2	1	1	Improved Mobility: Improving traffic and transportation services
	1	1	1	2	Safe Community: Providing public safety services
Economic growth and competitiveness has declined each year from 2012 and is now the lowest priority.	2	4	3	3	Healthy and Sustainable Environment: Managing water/waste management/open spaces
	6	7	5	4	Innovative, Vibrant, and Caring Community: Maintaining city parks, fields, community programs
Having an innovative, vibrant, and caring community has continued to increase as a priority.	5	5	4	5	Responsive Government: Maintaining a responsive city government
	3	6	7	6	Quality neighborhoods: Providing quality neighborhood services
	4	3	6	7	Economic Growth and Competitiveness: Attracting businesses to Bellevue

*Note: Descriptions for each of the priorities changed in 2014 to be more specific as to what is included in each budget area. Priorities were determined using MaxDiff analysis.
Base: All respondents (n = 443)*

TRAFFIC AND CONGESTION

While the vast majority (85%) Bellevue residents agree that the city should work with regional transit agencies to improve local and regional public transportation serving Bellevue, the percent of those who “strongly” agree has dropped for the first time since 2010, and has decreased significantly compared to 2014.

Support for widening major city roads has been increasing slightly each survey cycle and is significantly higher than it was in 2010 and 2012.

Bellevue residents have mixed opinions as to whether to divert traffic away from local neighborhoods, even if it increases travel time.

ENVIRONMENTAL STEWARDSHIP

Environmental stewardship by managing water, waste management, and open spaces is considered to be a moderately high priority by Bellevue residents—it ranks as number three on budget priorities. Agreement with having safe drinking water and clean air has increased significantly every cycle.

Nine out of ten residents recognize that careful and balanced stewardship of the environment will result in a long-term increase in the quality of life. This continues to be significantly higher than 2010 and 2012 levels.

Eighty-five percent (85%) also recognize that careful and balanced stewardship of the environment will result in a long-term increase in the economic vitality of Bellevue. Agreement with this has increased over the years and is significantly higher than 2010 and 2012 levels.

PROJECT OVERVIEW

BACKGROUND AND OBJECTIVES

The City of Bellevue's budget is produced every two years and includes a seven-year capital improvement plan. The budget serves as a major policy document and describes how the city intends to finance its services and infrastructure. The city government is responsible for building and repairing roads; providing police and fire protection; and maintaining parks, open space, and recreational centers, which help contribute to the high quality of life Bellevue residents enjoy.

The Budget Survey is designed to provide a statistically valid tool to enhance the city's knowledge of Bellevue residents' perceptions of the city and to better understand community priorities for and expectations regarding city services. It has been performed on a biennial basis since 1998 to help support decision making for each upcoming budget. The 2016 Budget Survey is one part of the greater framework for making city budget decisions.

The survey addresses the following areas:

- Attitudes toward quality of life at citywide and neighborhood levels,
- Biggest problems at citywide and neighborhood levels,
- Importance and satisfaction ratings for specific city facilities and services,
- Priority outcomes for the city budget,
- Preferences on strategies for addressing traffic congestion, and
- Value received for tax dollars and opinion of tax and service levels.

QUESTIONNAIRE

Each cycle, the questionnaire is carefully reviewed. Key measures are retained, and questions are dropped or revised to provide higher-quality data. New questions are also added to address current issues. The average survey time for the 2016 survey was 17 minutes and included questions regarding:

- Bellevue as a place to live
- Taxes and spending
- Budget priorities
- Environmental stewardship
- 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 Budget Survey. In the past, a random-digit dialing (RDD) telephone survey was used. The new methodology, introduced in 2010 and improved upon for 2016, uses an address-based sample and a mixed mode of data collection.

The sample frame consisted of all households in Bellevue including those indicating that post office boxes are the only way they get mail. The City of Bellevue provided NWRG with a complete list of census blocks within the city limits. NWRG drew a random sample of households within the City limits. The sample was then matched against a comprehensive database in an effort to append a cellular or landline telephone number. Approximately 35 percent of the total sample drawn had an associated cell phone number and an additional 23 percent had an associated landline number. A sample of these households was contacted by telephone.

	MATCHING ABS LANDLINE NUMBERS	MATCHING ABS CELL PHONE NUMBERS	NO MATCHING NUMBERS (MAIL TO ONLINE)	TOTAL
SAMPLE DRAWN	3,236	4,949	5,815	14,000
SAMPLE USED	2,535	3,955	5,815	12,305
COMPLETED INTERVIEWS	137	111	195	443

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 443 total interviews—137 completed over landline, 111 via cell phone and 195 via the Web.

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

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

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 Budget Survey is generally no greater than plus or minus 4.6 percentage points at a 95 percent confidence level.

DEMOGRAPHIC PROFILE AND WEIGHTING

Post-stratification weighting was used to ensure that results of the 2016 Budget Survey are generally representative of the population of Bellevue according to the 2013 American Community Survey 1-Year Estimates. Details on the weighting methods used and a comparison of the weighted and unweighted sample to the Bellevue population can be found in Appendix II.

QUALITY STANDARDS AND REPORTING CONVENTIONS

ISO

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

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

REPORTING CONVENTIONS

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

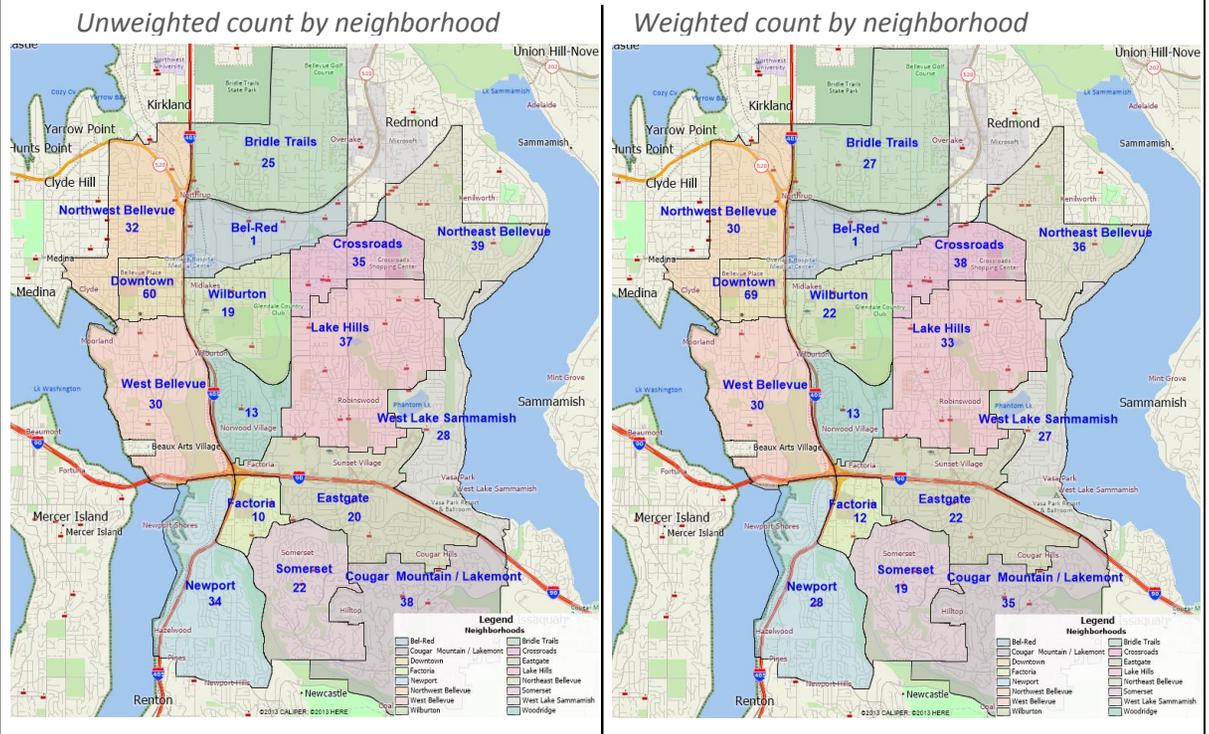
- Bel-Red
- Newport
- Bride Trails
- Northeast Bellevue
- Cougar Mountain / Lakemont
- Northwest Bellevue
- Crossroads
- Sammamish
- Downtown
- Somerset
- Eastgate
- West Bellevue
- Factoria
- Wilburton
- Lake Hills
- Woodridge

The left side of Figure 1 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 1 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 Figures 1 and 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 sample sizes are smaller and caution should be used in projecting the results (e.g. neighborhood findings).

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



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

- Bel-Red ($n=1$)
- Factoria ($n=10$)
- Eastgate ($n=25$)
- Somerset ($n=22$)
- Wilburton ($n=19$)
- Woodridge ($n=13$)

KEY FINDINGS—QUALITY OF LIFE

QUALITY OF LIFE IN BELLEVUE

Similar to previous years, nearly all (96%) residents rate the quality of life in Bellevue as good (48%) or excellent (48%).

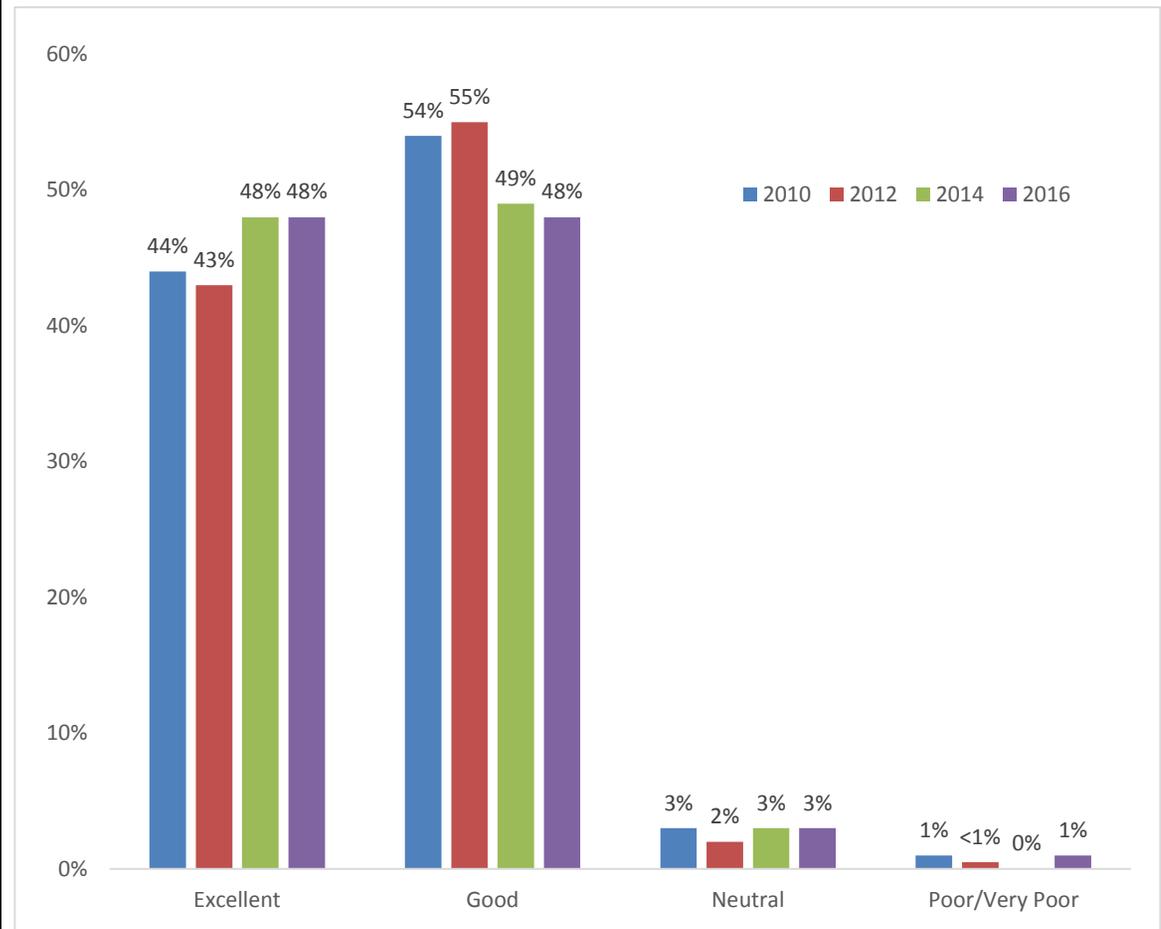
- This has remained unchanged to 2014
- There is a significant shift from “good” to “excellent” when compared to 2012.

Respondents in West Bellevue provide the highest rating for Bellevue; all of them rate the overall quality of life in Bellevue as “good” or “excellent”.

Respondents in Bridle Trails have the lowest rating. This is due to three times as many respondents rating Bellevue as “good” rather than “excellent”.

Ratings for the overall quality of life are similar across varying demographic groups of Bellevue residents.

Figure 2: City of Bellevue as a Place to Live



QA1—How do you rate the quality of life in Bellevue? Mean based on 5-point scale where “1” means “very poor” and “5” means “excellent.”

Base: All respondents (n2010 = 745; n2012 = 462; n2014 = 403, n2016=443)

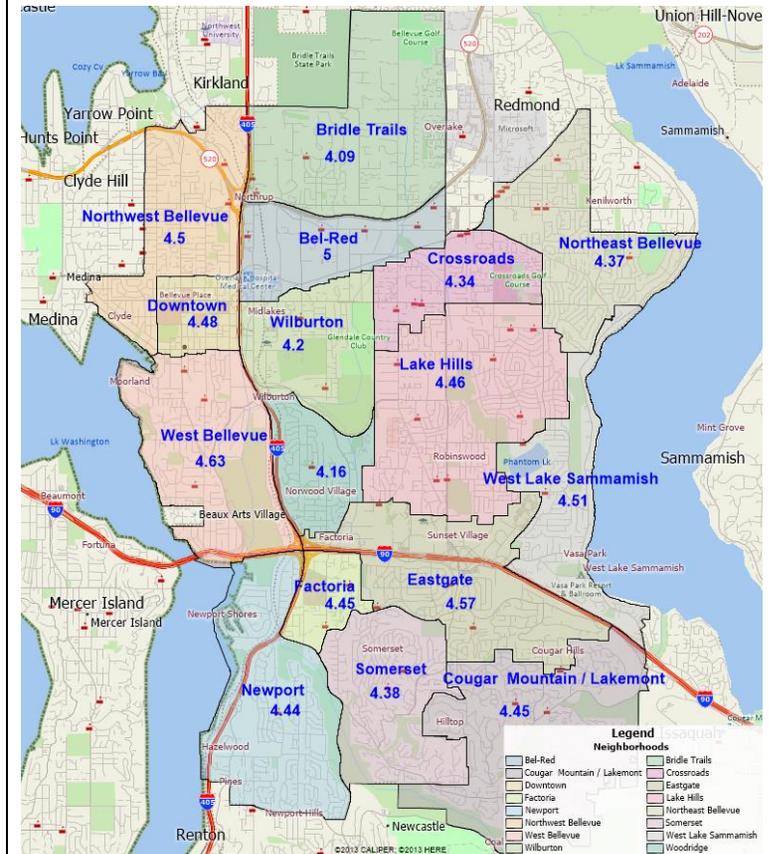
Table 5: City of Bellevue as a Place to Live by Neighborhood

	Overall (n=443)	Bel-Red (n=1)	Bridle Trails (n=27)	Cougar Mountain / Lakemont (n=35)	Crossroads (n=38)	Downtown (n=69)
Excellent	48%	100%	23%	53%	36%	64%
Good	48%	0%	66%	41%	61%	27%
Neutral	3%	0%	8%	3%	3%	5%
Poor/Very Poor	1%	0%	3%	3%	0%	4%
Mean	4.42	5.00	4.09	4.45	4.34	4.48
	Eastgate (n=22)	Factoria (n=12)	Lake Hills (n=33)	Newport (n=28)	NE Bellevue (n=36)	NW Bellevue (n=31)
Excellent	57%	45%	46%	44%	37%	56%
Good	43%	55%	54%	56%	63%	38%
Neutral	0%	0%	0%	0%	0%	6%
Poor/Very Poor	0%	0%	0%	0%	0%	0%
Mean	4.57	4.45	4.46	4.44	4.37	4.50
	Sammamish (n=27)	Somerset (n=19)	W Bellevue (n=30)	Wilburton (n=22)	Woodridge (n=13)	
Excellent	55%	38%	63%	34%	29%	
Good	40%	62%	37%	55%	59%	
Neutral	5%	0%	0%	6%	12%	
Poor/Very Poor	0%	0%	0%	4%	0%	
Mean	4.50	4.38	4.63	4.20	4.16	

QA1—How do you rate the quality of life in Bellevue? Mean based on 5-point scale where “1” means “very poor” and “5” means “excellent.”

Base: All respondents (n = 443)

Figure 3: City of 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 5-point scale.

BIGGEST PROBLEM FACING BELLEVUE

Traffic continues to be the most commonly mentioned response when residents were asked to name the biggest problems facing Bellevue.

- Traffic receives the most mentions across all neighborhoods except for Factoria.
- Older residents are significantly more likely than those under 35 years to mention traffic—52 percent of those 55 and older vs 28 percent of residents under 35 mention traffic as the biggest problem.

There has been a significant increase in residents who mentioned Affordable Housing as the biggest issue facing Bellevue—from 6 to 12 percent.

- Nearly half of respondents who live in Factoria mentioned affordable housing.
- Additionally, 29 percent of respondents living in Wilburton and 23 percent of respondents in Woodridge and Bridle Trails.
- Residents who are under 35 years older are significantly more likely than older residents to mention this. Mentions of affordability among young residents have increased significantly from 6 percent in 2014 to 19 in 2016.

Lack of Public Transportation is a new category in 2016 and accounts for nearly 1 in 10 mentions.

- This was mentioned most by residents in Wilburton and Cougar Mountain / Lakemont
- Asian residents are twice as likely as Caucasian residents to mention lack of public transportation as the biggest issue facing Bellevue—15 percent vs. 7 percent respectively.

Figure 4: Top Five Mentioned Biggest Problems Facing Bellevue

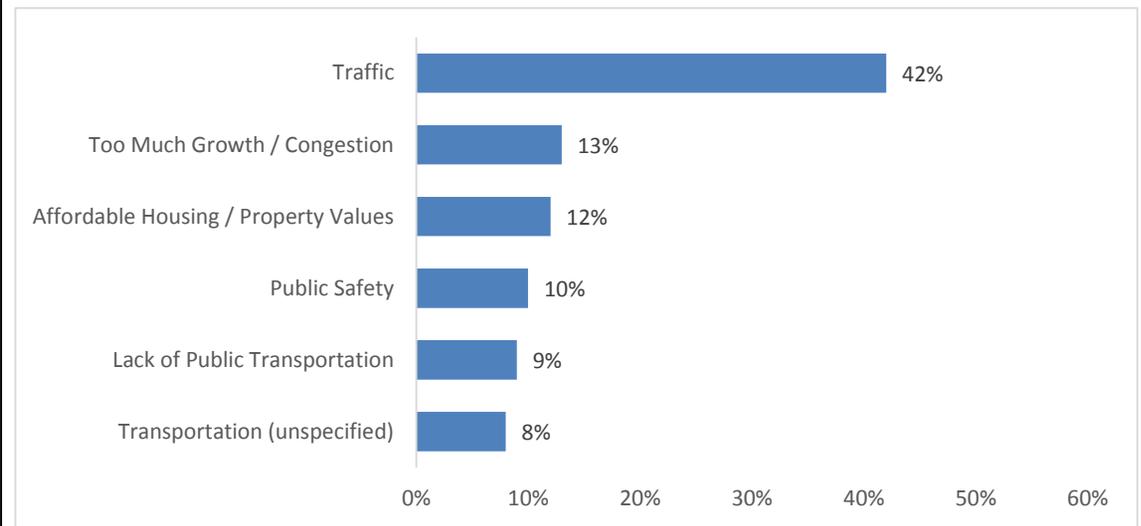


Table 6: Biggest Problem Facing Bellevue by Neighborhood - Key Demographic Differences

		Traffic	Growth	Affordable Housing	Lack of Public Transit
Age	18-34	28%	6%	19%	14%
	35-54	41%	15%	13%	7%
	55-64	53%	22%	6%	9%
	65+	51%	8%	7%	7%
Years Lived in Bellevue	<4	30%	9%	17%	15%
	4-9	33%	17%	19%	5%
	10+	52%	13%	7%	8%
Dwelling Type	Multi-Family	38%	11%	18%	8%
	Single-Family	45%	15%	6%	10%
Household Composition	Single Person	40%	10%	22%	9%
	Adults Only	41%	15%	9%	10%
	Children Present	43%	11%	10%	8%

QA1A—What, if anything, is the biggest problem facing Bellevue that you feel the city should do something about over the next two years?

Base: All respondents (n = 443). Open-ended multiple-response question: sums may add to greater than 100%.

Circle represents significantly higher number of mentions when compared to italicized groups.

BIGGEST PROBLEM FACING BELLEVUE BY NEIGHBORHOOD

Table 7: Biggest Problem Facing Bellevue by Neighborhood

	Overall (n=443)	Bel-Red (n=1)	Bridle Trails (n=27)	Cougar Mountain / Lakemont (n=35)	Crossroads (n=38)	Downtown (n=69)	Eastgate (n=22)	Factoria (n=12)	Lake Hills (n=33)
Traffic	42%	0%	55%	45%	30%	30%	69%	25%	28%
Growth / Congestion	13%	0%	3%	11%	5%	22%	0%	9%	17%
Affordable Housing / Property Values	12%	100%	23%	4%	19%	17%	4%	47%	3%
Public Safety	10%	0%	13%	20%	9%	5%	11%	0%	18%
Lack of Public Transit	9%	0%	4%	19%	9%	10%	3%	13%	10%
Transportation (unspecified)	8%	0%	0%	9%	3%	9%	0%	0%	17%
	Newport (n=28)	NE Bellevue (n=36)	NW Bellevue (n=31)	Sammamish (n=27)	Somerset (n=19)	W Bellevue (n=30)	Wilburton (n=22)	Woodridge (n=13)	
Traffic	53%	47%	38%	47%	51%	44%	37%	50%	
Growth / Congestion	12%	16%	14%	9%	8%	29%	4%	7%	
Affordable Housing / Property Values	3%	7%	6%	14%	0%	4%	29%	23%	
Public Safety	12%	12%	7%	3%	26%	8%	4%	0%	
Lack of Public Transit	3%	8%	5%	8%	7%	11%	23%	0%	
Transportation (unspecified)	0%	18%	14%	0%	10%	5%	4%	16%	

QA1A—What, if anything, is the biggest problem facing Bellevue that you feel the city should do something about over the next two years?

Base: All respondents (n = 443)

NEIGHBORHOOD QUALITY OF LIFE

The vast majority (91%) of Bellevue residents feel that the quality of life in their neighborhood is good (44%) or excellent (47%).

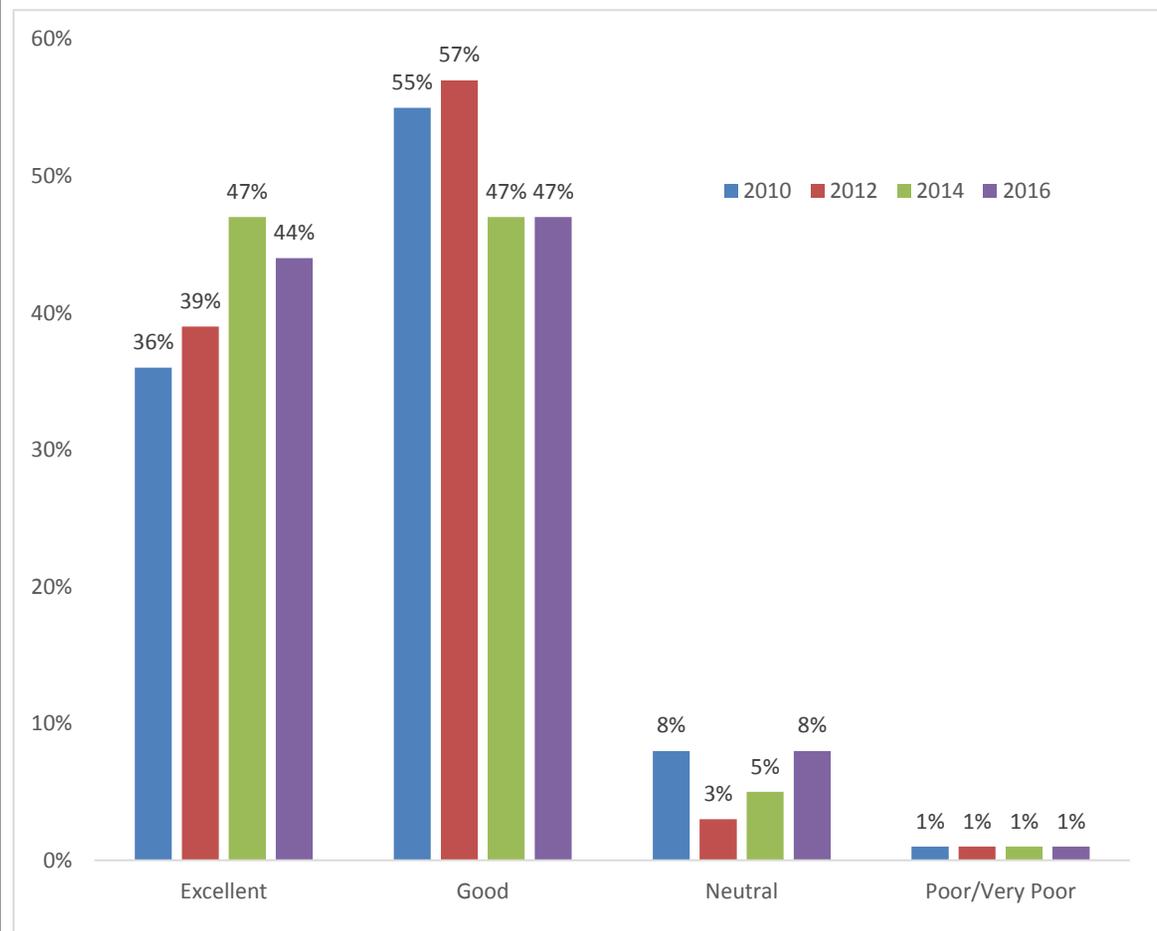
- There are no significant changes when compared to 2012 and ratings of “excellent” continue to be significantly higher than in 2010.

There are a few differences in the total percentage giving their neighborhoods a combined good or excellent rating:

- Respondents in Cougar Mountain provide the highest score. Nearly all respondents (98%) say the quality of life in their neighborhood is good or excellent.
- Respondents in Newport give the lowest ratings.

Ratings for quality of life in the neighborhood are also fairly uniform across varying demographic groups of Bellevue residents.

Figure 5: Neighborhood as a Place to Live



Q1B—How do you rate the quality of life in your own neighborhood? Mean based on 5-point scale where “1” means “very poor” and “5” means “excellent.”

Base: All respondents (n2010 = 745; n2012 = 462; n2014 = 403, n2016=443)

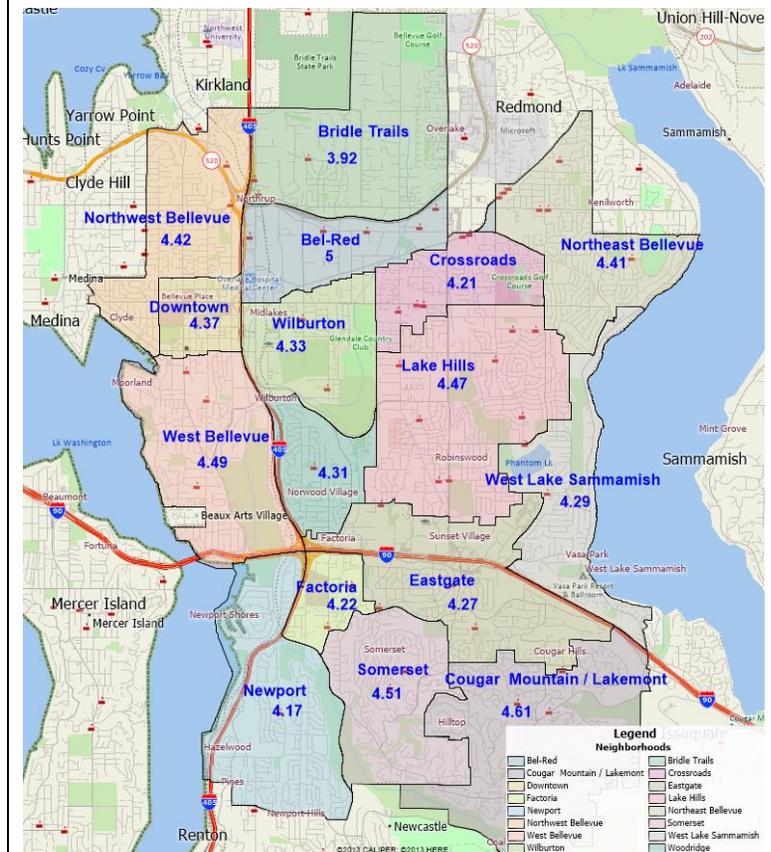
Table 8: Neighborhood as a Place to Live by Neighborhood

	Overall (n=443)	Bel-Red (n=1)	Bridle Trails (n=27)	Cougar Mountain / Lakemont (n=35)	Crossroads (n=38)	Downtown (n=69)
Excellent	44%	100%	18%	63%	32%	53%
Good	47%	0%	66%	35%	58%	35%
Neutral	8%	0%	7%	2%	10%	9%
Poor/Very Poor	1%	0%	9%	0%	0%	2%
Mean	4.35	5.00	3.92	4.61	4.21	4.37
	Eastgate (n=22)	Factoria (n=12)	Lake Hills (n=33)	Newport (n=28)	NE Bellevue (n=36)	NW Bellevue (n=31)
Excellent	42%	22%	47%	28%	45%	48%
Good	44%	78%	53%	61%	51%	45%
Neutral	14%	0%	0%	11%	4%	6%
Poor/Very Poor	0%	0%	0%	0%	0%	0%
Mean	4.27	4.22	4.47	4.17	4.41	4.42
	Sammamish (n=27)	Somerset (n=19)	W Bellevue (n=30)	Wilburton (n=22)	Woodridge (n=13)	
Excellent	48%	57%	53%	39%	42%	
Good	32%	37%	42%	55%	47%	
Neutral	20%	6%	5%	6%	11%	
Poor/Very Poor	0%	0%	0%	0%	0%	
Mean	4.29	4.51	4.49	4.33	4.31	

QA1—How do you rate the quality of life in Bellevue? Mean based on 5-point scale where “1” means “very poor” and “5” means “excellent.”

Base: All respondents (n = 443)

Figure 6: Neighborhood 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 5-point scale.

KEY FINDINGS—TAXES AND SERVICES

VALUE OF SERVICES

Respondents were told which key services—such as fire, police, recreation, and transportation were paid for by city tax dollars. Then they were asked if they felt they were getting value for their tax dollars.

There continues to be a shift in attitude from “strongly” to “somewhat” getting money’s worth. While the year-over-year shift is not large enough to be statistically significant, the difference becomes significant when compared to 2010.

The shift from “Strongly” to “Somewhat” is driven by two groups.

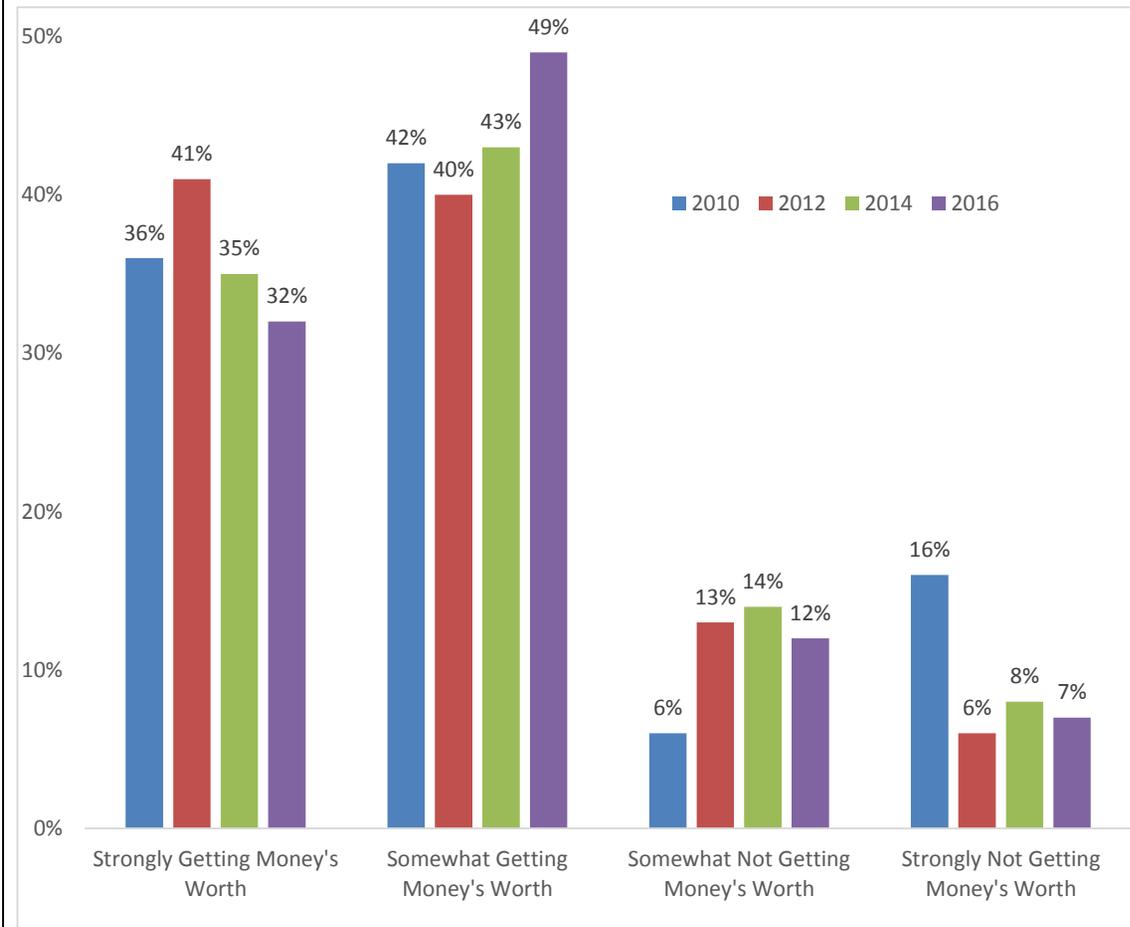
Residents under 35:

- The percent who say they are “somewhat” getting their money’s worth has increased from 48 to 58 percent since 2010 and now these residents are twice as likely to say they are “Somewhat” rather than “Strongly” getting their money’s worth.

Asian residents:

- Similar to the change seen in young residents, the percent of Asian residents who say they are “somewhat” getting their money’s worth has increased from 43 to 57 percent since 2010 and now these residents are also twice as likely to say they are “Somewhat” rather than “Strongly” getting their money’s worth.

Figure 7: Value of Services



Q4L—Thinking about City of Bellevue services and facilities, do you feel you are getting your money's worth for your tax dollars or not? (Excludes “Don’t Know” responses)

Base: All respondents (n2010 = 745; n2012 = 462; n2014 = 403, n2016=443)

Table 9: Value of Services by Neighborhood

	Overall (n=443)	Bel-Red (n=1)	Bridle Trails (n=27)	Cougar Mountain / Lakemont (n=35)	Crossroads (n=38)	Downtown (n=69)	Eastgate (n=22)	Factoria (n=12)	Lake Hills (n=33)
Strongly Getting Money's Worth	32%	100%	35%	34%	21%	39%	32%	31%	40%
Somewhat Getting Money's Worth	49%	0%	42%	54%	56%	42%	52%	41%	53%
Somewhat Not Getting Money's Worth	12%	0%	12%	5%	14%	12%	8%	18%	5%
Strongly Not Getting Money's Worth	7%	0%	10%	6%	9%	7%	9%	10%	2%
	Newport (n=28)	NE Bellevue (n=36)	NW Bellevue (n=31)	Sammamish (n=27)	Somerset (n=19)	W Bellevue (n=30)	Wilburton (n=22)	Woodridge (n=13)	
Strongly Getting Money's Worth	28%	28%	15%	43%	30%	37%	29%	27%	
Somewhat Getting Money's Worth	47%	55%	60%	43%	37%	54%	56%	27%	
Somewhat Not Getting Money's Worth	22%	8%	17%	7%	26%	4%	10%	34%	
Strongly Not Getting Money's Worth	3%	9%	8%	7%	7%	4%	4%	12%	

Q4L—Thinking about City of Bellevue services and facilities, do you feel you are getting your money's worth for your tax dollars or not? (Excludes "don't know" responses)

Base: All respondents (n = 443)

FUNDING OF CITY SERVICES AND FACILITIES

In previous years, residents were asked if the City should increase taxes and services, decrease taxes and services, or keep taxes and services the same. During the years that question was asked, the majority of residents said to keep taxes and services the same; the balance of residents was split nearly evenly between increase and decrease taxes and services. The question was revised in 2016 and respondents were asked to pick from four statements that more accurately reflect the real-world issues the City faces.

The new question shows that 68 percent of residents are willing to pay more in taxes.

- Thirty-six percent (36%) say that they are willing to pay more in taxes only if it will result in an increase in the level of services.
- Thirty-two percent (32%) say they are willing to pay more in taxes if it is necessary to support the increased costs of providing the current levels of service.

One quarter of respondents do not want any tax increases.

- Eighteen percent (18%) say they are not willing to pay more taxes even if that means the city must reduce services due to increased costs.
- Seven percent (7%) want the city to reduce the services provided in hopes it will provide tax cuts.

Figure 8: Taxes and Funding of Services and Facilities

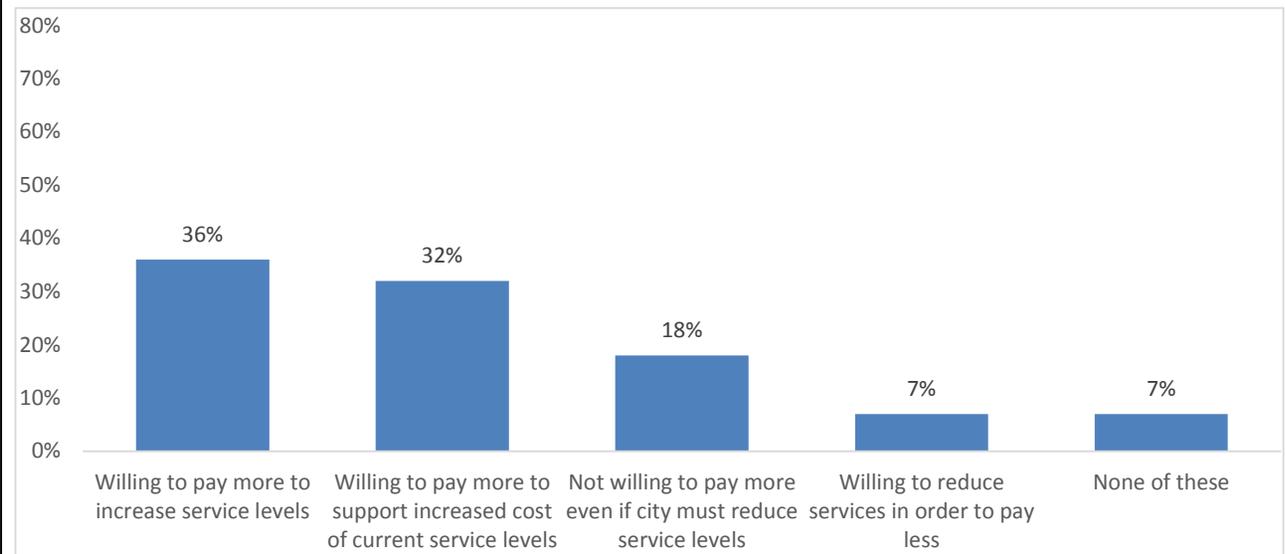


Table 10: Biggest Problem Facing Bellevue by Neighborhood - Key Demographic Differences

		Pay More to Increase Levels	Pay More to Maintain Levels	Not Pay More Even if Must Reduce Levels	Reduce Levels to Pay Less	None of These
Age	18-34	39%	30%	15%	7%	8%
	35-54	38%	30%	17%	5%	10%
	55-64	29%	35%	20%	14%	2%
	65+	37%	36%	22%	5%	1%
Years Lived in Bellevue	<4	46%	23%	20%	3%	9%
	4-9	34%	38%	12%	9%	7%
	10+	32%	35%	20%	9%	5%

Q58—You support city services and facilities through a portion of property, sales and other taxes.

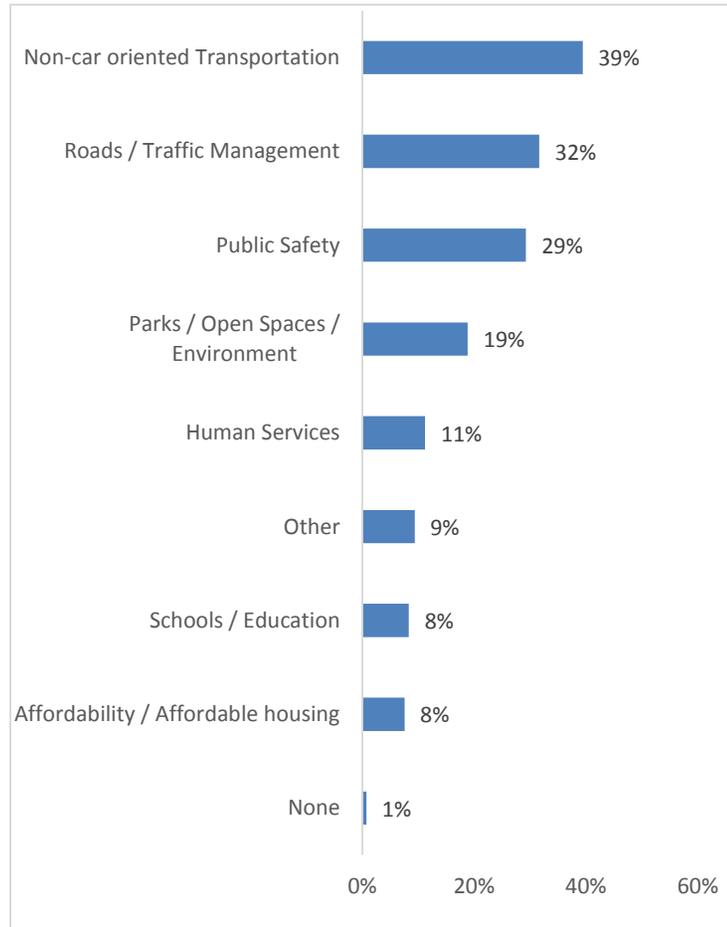
Considering all city services on the one hand and taxes on the other, which of the following statements comes closest to your view? Base: All respondents (n=443) – EXACT RESPONSE WORDING BELOW

- I am willing to have the City reduce the level of services currently provided if it means my property taxes would be lower
- I am not willing to pay more taxes than I currently do even if it means the city must reduce services due to increased cost of providing the current levels of services
- I am willing to pay more in taxes if it is necessary to support the increased costs of providing the current levels of service
- I am willing to pay more in taxes only if it will result in an increase in the level of services
- NONE OF THE ABOVE IS ACCEPTABLE TO ME [UNREAD]

Circle represents significantly higher number of mentions when compared to italicized groups.

SERVICES TO INCREASE / DECREASE – CHARTS AND PERCENTAGES

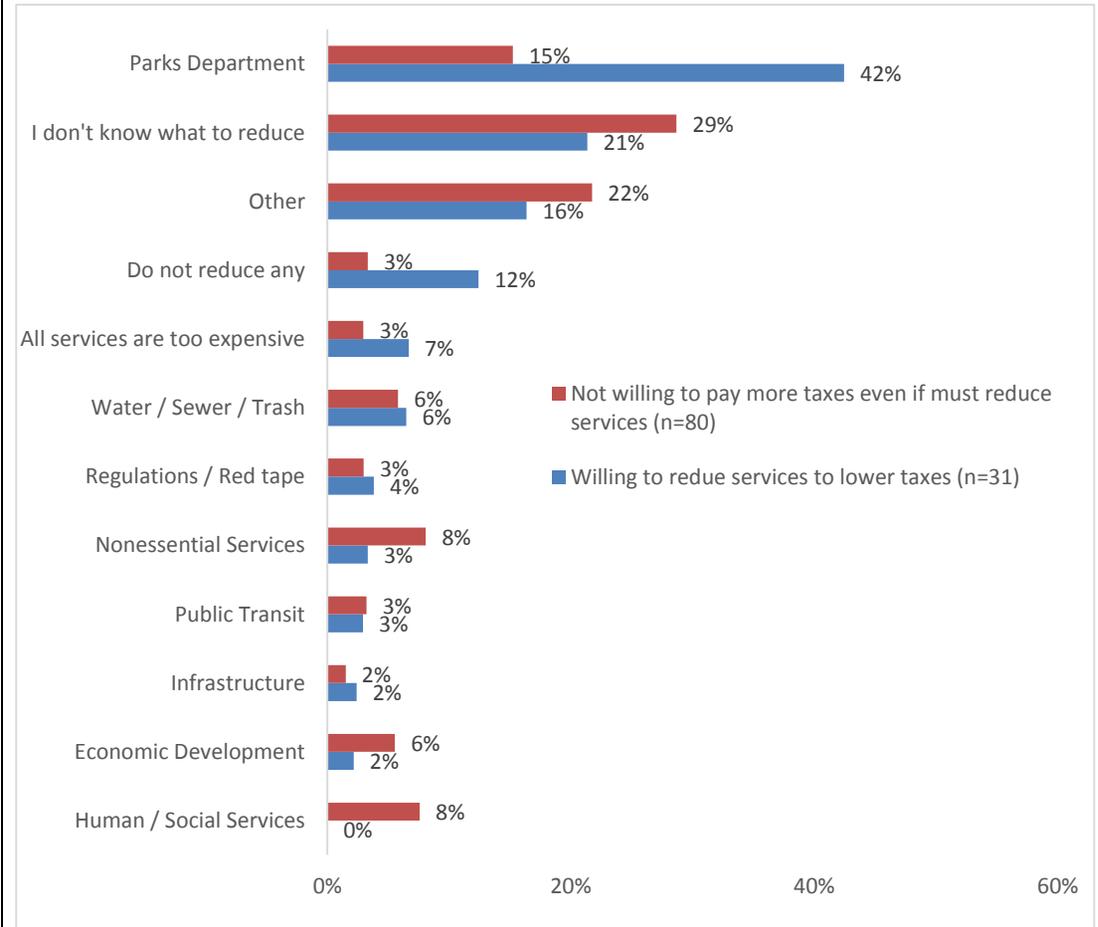
Figure 9: Services to Increase – 159 Respondents



Q58B—What services of facilities should be increased?

Base: Respondents who said they would be willing to pay more taxes to increase services (n=159)

Figure 10: Services to Decrease – Not willing to pay more 80 respondents, willing to reduce services 31 respondents



Q58B—What services of facilities should be decreased?

Base: Respondents who said they would be willing reduce services to lower property taxes (n=31) and Respondents who said they are not willing to pay more taxes even if the city must reduce services due to increased costs (n=80)

Table 11: Taxes and Funding of Services and Facilities by Neighborhood

	Overall (n=443)	Bel-Red (n=1)	Bridle Trails (n=27)	Cougar Mountain / Lakemont (n=35)	Crossroads (n=38)	Downtown (n=69)	Eastgate (n=22)	Factoria (n=12)	Lake Hills (n=33)
Willing to Pay More to Increase Service Levels	36%	100%	46%	42%	34%	24%	30%	46%	39%
Willing to Pay More to Support Increased Cost of Current Service Levels	32%	0%	25%	33%	32%	41%	30%	23%	48%
Not Willing to Pay More Even if the City Must Reduce Service Levels	18%	0%	14%	11%	21%	22%	20%	8%	6%
Willing to Reduce Servicers in Order to Pay Less	7%	0%	4%	8%	8%	6%	10%	23%	0%
None of These Options Work for Me	7%	0%	11%	6%	5%	7%	10%	0%	6%
	Newport (n=28)	NE Bellevue (n=36)	NW Bellevue (n=31)	Sammamish (n=27)	Somerset (n=19)	W Bellevue (n=30)	Wilburton (n=22)	Woodridge (n=13)	
Willing to Pay More to Increase Service Levels	29%	37%	58%	19%	32%	35%	45%	46%	
Willing to Pay More to Support Increased Cost of Current Service Levels	25%	37%	26%	26%	37%	10%	32%	31%	
Not Willing to Pay More Even if the City Must Reduce Service Levels	29%	14%	13%	22%	11%	39%	18%	23%	
Willing to Reduce Servicers in Order to Pay Less	7%	6%	3%	22%	16%	6%	0%	0%	
None of These Options Work for Me	11%	6%	0%	11%	5%	10%	5%	0%	

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

Base: All respondents (n = 443)

[Blank page inserted for pagination purposes.]

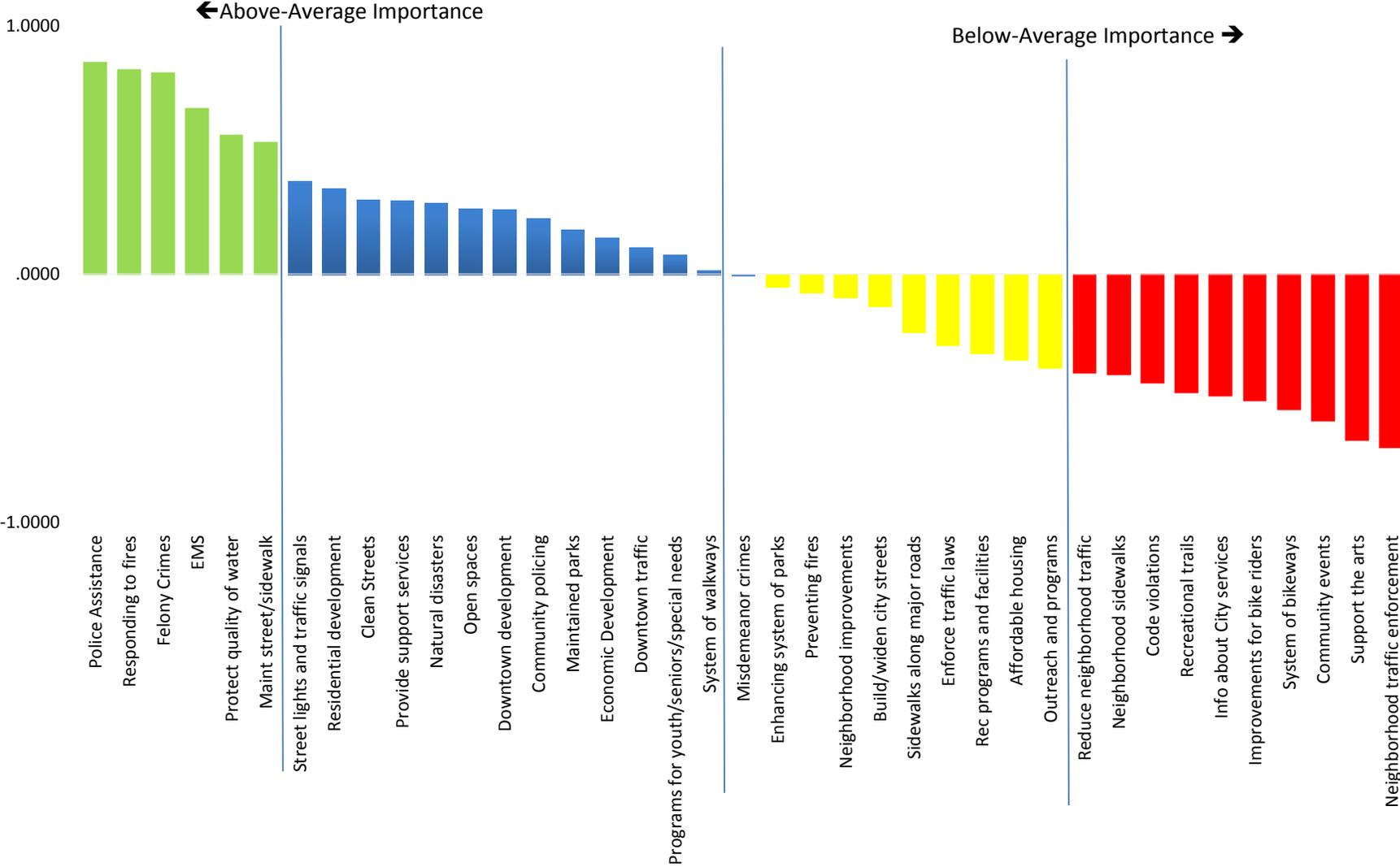
KEY FINDINGS—PRIORITIES FOR CITY SERVICES

IMPORTANCE OF CITY SERVICES

Respondents were read a list of 39 city services and programs and were asked to indicate the importance of each. Because of the large number of items to be rated, respondents were randomly assigned to one of two groups; each rated a subset of items.

<p>Most (27 of 39) city services evaluated are considered to be at least somewhat important, receiving a rating of 5 or higher on a 7-point scale. All city services received a rating of 4 or higher (4 is the midpoint)</p> <p>The seven most important services are similar to 2014 and in generally the same rank order. Maintaining street lights and traffic signals dropped in 2014, but has returned to be one of the top 7 most important services in 2016.</p>	<p><i>Table 12: Most Important Services</i></p> <table border="1"> <thead> <tr> <th>Rank 2010</th> <th>Rank 2012</th> <th>Rank 2014</th> <th>Rank 2016</th> <th>Service Description</th> </tr> </thead> <tbody> <tr> <td>2</td> <td>3</td> <td>2</td> <td>1</td> <td>Responding to calls for police assistance</td> </tr> <tr> <td>1</td> <td>1</td> <td>1</td> <td>2</td> <td>Responding to fires</td> </tr> <tr> <td>3</td> <td>4</td> <td>4</td> <td>3</td> <td>Investigating and solving felony crimes</td> </tr> <tr> <td>4</td> <td>2</td> <td>3</td> <td>4</td> <td>Providing emergency medical services</td> </tr> <tr> <td>5</td> <td>5</td> <td>5</td> <td>5</td> <td>Protecting water in lakes and streams</td> </tr> <tr> <td>7</td> <td>7</td> <td>6</td> <td>6</td> <td>Maintaining existing streets and sidewalks</td> </tr> <tr> <td>6</td> <td>6</td> <td>9</td> <td>7</td> <td>Maintaining Street lights and traffic signals</td> </tr> </tbody> </table> <p><i>Ranking is based on standardized scores for importance. Base: Two groups of randomly selected respondents</i></p>	Rank 2010	Rank 2012	Rank 2014	Rank 2016	Service Description	2	3	2	1	Responding to calls for police assistance	1	1	1	2	Responding to fires	3	4	4	3	Investigating and solving felony crimes	4	2	3	4	Providing emergency medical services	5	5	5	5	Protecting water in lakes and streams	7	7	6	6	Maintaining existing streets and sidewalks	6	6	9	7	Maintaining Street lights and traffic signals																									
Rank 2010	Rank 2012	Rank 2014	Rank 2016	Service Description																																																														
2	3	2	1	Responding to calls for police assistance																																																														
1	1	1	2	Responding to fires																																																														
3	4	4	3	Investigating and solving felony crimes																																																														
4	2	3	4	Providing emergency medical services																																																														
5	5	5	5	Protecting water in lakes and streams																																																														
7	7	6	6	Maintaining existing streets and sidewalks																																																														
6	6	9	7	Maintaining Street lights and traffic signals																																																														
<p>Twelve additional items were also identified as important.</p> <p>While most services in this tier are the same as in previous years, keeping Bellevue streets clean has dropped from top-tier and reducing traffic in downtown Bellevue has moved up from third-tier importance.</p>	<p><i>Table 13: Second-Tier Importance</i></p> <table border="1"> <thead> <tr> <th>Rank 2010</th> <th>Rank 2012</th> <th>Rank 2014</th> <th>Rank 2016</th> <th>Service Description</th> </tr> </thead> <tbody> <tr> <td>N/A</td> <td>20</td> <td>8</td> <td>8</td> <td>Managing residential development</td> </tr> <tr> <td>11</td> <td>17</td> <td>7</td> <td>9</td> <td>Keeping Bellevue Streets Clean</td> </tr> <tr> <td>15</td> <td>13</td> <td>14</td> <td>10</td> <td>Supporting residents in need</td> </tr> <tr> <td>9</td> <td>9</td> <td>12</td> <td>11</td> <td>Preparing for natural disasters, such as earthquakes and major storms</td> </tr> <tr> <td>13</td> <td>14</td> <td>11</td> <td>12</td> <td>Preserving open spaces</td> </tr> <tr> <td>N/A</td> <td>21</td> <td>16</td> <td>13</td> <td>Managing downtown development</td> </tr> <tr> <td>22</td> <td>12</td> <td>17</td> <td>14</td> <td>Community policing</td> </tr> <tr> <td>8</td> <td>16</td> <td>13</td> <td>15</td> <td>Clean and well-maintained parks</td> </tr> <tr> <td>12</td> <td>8</td> <td>10</td> <td>16</td> <td>Promoting jobs and economic development</td> </tr> <tr> <td>N/A</td> <td>10</td> <td>23</td> <td>17</td> <td>Reduce traffic problems in downtown Bellevue</td> </tr> <tr> <td>23</td> <td>30</td> <td>18</td> <td>18</td> <td>Providing recreation programs for youth, seniors, and residents with special needs</td> </tr> <tr> <td>N/A</td> <td>N/A</td> <td>19</td> <td>19</td> <td>Connecting people to where they want to go through an adequate and accessible system of walkways*</td> </tr> </tbody> </table> <p><i>*New question in 2014. Ranking is based on standardized scores for importance. Base: Two groups of randomly selected respondents</i></p>	Rank 2010	Rank 2012	Rank 2014	Rank 2016	Service Description	N/A	20	8	8	Managing residential development	11	17	7	9	Keeping Bellevue Streets Clean	15	13	14	10	Supporting residents in need	9	9	12	11	Preparing for natural disasters, such as earthquakes and major storms	13	14	11	12	Preserving open spaces	N/A	21	16	13	Managing downtown development	22	12	17	14	Community policing	8	16	13	15	Clean and well-maintained parks	12	8	10	16	Promoting jobs and economic development	N/A	10	23	17	Reduce traffic problems in downtown Bellevue	23	30	18	18	Providing recreation programs for youth, seniors, and residents with special needs	N/A	N/A	19	19	Connecting people to where they want to go through an adequate and accessible system of walkways*
Rank 2010	Rank 2012	Rank 2014	Rank 2016	Service Description																																																														
N/A	20	8	8	Managing residential development																																																														
11	17	7	9	Keeping Bellevue Streets Clean																																																														
15	13	14	10	Supporting residents in need																																																														
9	9	12	11	Preparing for natural disasters, such as earthquakes and major storms																																																														
13	14	11	12	Preserving open spaces																																																														
N/A	21	16	13	Managing downtown development																																																														
22	12	17	14	Community policing																																																														
8	16	13	15	Clean and well-maintained parks																																																														
12	8	10	16	Promoting jobs and economic development																																																														
N/A	10	23	17	Reduce traffic problems in downtown Bellevue																																																														
23	30	18	18	Providing recreation programs for youth, seniors, and residents with special needs																																																														
N/A	N/A	19	19	Connecting people to where they want to go through an adequate and accessible system of walkways*																																																														

Figure 11: Importance of City Services

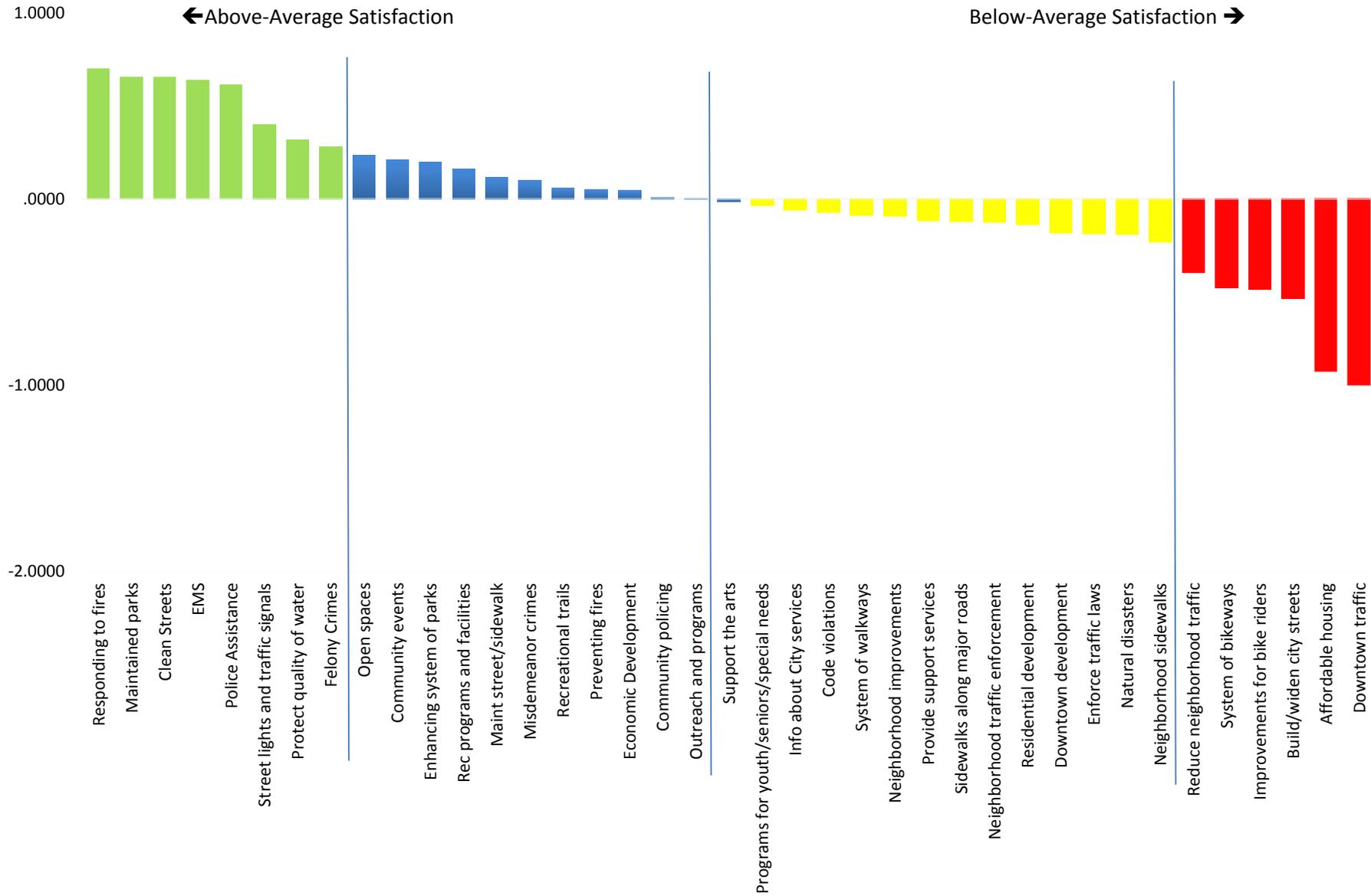


SATISFACTION WITH SERVICE DELIVERY

Satisfaction with city services remains high, with residents giving just over half (21 of 39) services a score of 5 or higher, and nearly all services received a score of 4 or higher on a 7-point scale. Only one service, reducing traffic problems in downtown Bellevue, received a mean score lower than 4.

<p>Seven items were rated the highest. Six of the seven are the same as in 2010 and 2012.</p> <ul style="list-style-type: none"> Maintaining street lights and traffic signals has moved up from 9th in 2014 to 6th in 2016. Satisfaction with maintaining existing streets and sidewalks has dropped from 6th in 2014 to 13th in 2016. <p>Reducing traffic problems in downtown Bellevue continues to be the lowest rated service.</p>	<p><i>Table 14: Top Performing Services</i></p> <table border="1"> <thead> <tr> <th>Rank 2010</th> <th>Rank 2012</th> <th>Rank 2014</th> <th>Rank 2016</th> <th>Service Description</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>1</td> <td>1</td> <td>1</td> <td>Responding to fires</td> </tr> <tr> <td>2</td> <td>4</td> <td>2</td> <td>4</td> <td>Providing emergency medical services</td> </tr> <tr> <td>5</td> <td>2</td> <td>3</td> <td>5</td> <td>Responding to calls for police</td> </tr> <tr> <td>7</td> <td>7</td> <td>4</td> <td>3</td> <td>Keeping Bellevue streets clean</td> </tr> <tr> <td>3</td> <td>3</td> <td>5</td> <td>2</td> <td>Ensuring clean and well-maintained parks and facilities</td> </tr> <tr> <td>4</td> <td>5</td> <td>9</td> <td>6</td> <td>Maintaining street lights and traffic signals</td> </tr> <tr> <td>6</td> <td>6</td> <td>7</td> <td>7</td> <td>Protecting water in lakes and streams</td> </tr> </tbody> </table> <p><i>Ranking is based on standardized scores for importance. Base: Two groups of randomly selected respondents</i></p>	Rank 2010	Rank 2012	Rank 2014	Rank 2016	Service Description	1	1	1	1	Responding to fires	2	4	2	4	Providing emergency medical services	5	2	3	5	Responding to calls for police	7	7	4	3	Keeping Bellevue streets clean	3	3	5	2	Ensuring clean and well-maintained parks and facilities	4	5	9	6	Maintaining street lights and traffic signals	6	6	7	7	Protecting water in lakes and streams
Rank 2010	Rank 2012	Rank 2014	Rank 2016	Service Description																																					
1	1	1	1	Responding to fires																																					
2	4	2	4	Providing emergency medical services																																					
5	2	3	5	Responding to calls for police																																					
7	7	4	3	Keeping Bellevue streets clean																																					
3	3	5	2	Ensuring clean and well-maintained parks and facilities																																					
4	5	9	6	Maintaining street lights and traffic signals																																					
6	6	7	7	Protecting water in lakes and streams																																					
<p>While still receiving satisfaction ratings above the midpoint (4) on the seven-point scale, six items have the lowest satisfaction scores and represent areas for improvement.</p> <ul style="list-style-type: none"> Satisfaction with reducing traffic problems downtown now has the lowest satisfaction, the only service with a mean score lower than 4. Satisfaction with affordable housing remains the second lowest service for the third cycle in a row. 	<p><i>Table 15: Areas for Improvement</i></p> <table border="1"> <thead> <tr> <th>Rank 2010</th> <th>Rank 2012</th> <th>Rank 2014</th> <th>Rank 2016</th> <th>Service Description</th> </tr> </thead> <tbody> <tr> <td>N/A</td> <td>37</td> <td>39</td> <td>39</td> <td>Reducing traffic problems downtown</td> </tr> <tr> <td>35</td> <td>38</td> <td>38</td> <td>38</td> <td>Affordable housing</td> </tr> <tr> <td>31</td> <td>33</td> <td>37</td> <td>37</td> <td>Building or widening streets</td> </tr> <tr> <td>29</td> <td>34</td> <td>36</td> <td>36</td> <td>Improvements for bicycle riders</td> </tr> <tr> <td>N/A</td> <td>N/A</td> <td>35</td> <td>35</td> <td>Connecting people through an adequate system of bikeways</td> </tr> <tr> <td>30</td> <td>35</td> <td>30</td> <td>34</td> <td>Reducing traffic problems in residential neighborhoods</td> </tr> </tbody> </table> <p><i>*New question in 2014. Ranking is based on standardized scores for importance. Base: Two groups of randomly selected respondents</i></p>	Rank 2010	Rank 2012	Rank 2014	Rank 2016	Service Description	N/A	37	39	39	Reducing traffic problems downtown	35	38	38	38	Affordable housing	31	33	37	37	Building or widening streets	29	34	36	36	Improvements for bicycle riders	N/A	N/A	35	35	Connecting people through an adequate system of bikeways	30	35	30	34	Reducing traffic problems in residential neighborhoods					
Rank 2010	Rank 2012	Rank 2014	Rank 2016	Service Description																																					
N/A	37	39	39	Reducing traffic problems downtown																																					
35	38	38	38	Affordable housing																																					
31	33	37	37	Building or widening streets																																					
29	34	36	36	Improvements for bicycle riders																																					
N/A	N/A	35	35	Connecting people through an adequate system of bikeways																																					
30	35	30	34	Reducing traffic problems in residential neighborhoods																																					

Figure 12: Satisfaction with City Services



QUADRANT ANALYSIS

As in previous years, quadrant analysis was done to identify how best to allocate resources across these services based on what is most important to residents and their relative satisfaction with city services. Overall, most services have similar ratings to the 2012 and 2014 surveys.

- **Quadrant A—Above-Average Importance/Above-Average Satisfaction:** This quadrant contains those elements of service that are of above-average importance and for which current perceptions of service are also above average. This quadrant represents Bellevue’s greatest strengths in terms of service delivery. Current levels of service should be maintained for all attributes in this quadrant. Particular attention should be paid to maintaining or even improving social resources such as:
 - Promoting Jobs and Economic Development—while satisfaction has increased bringing this from Quadrant B in 2014 to Quadrant A in 2016, it still receives relatively low satisfaction ratings and should continue being maintained.
 - Community policing—importance has increased and satisfaction has decreased from 2014 to 2016 putting this right on the borderline with Quadrant B.
- **Quadrant B—Above-Average Importance/Below-Average Satisfaction:** This quadrant also contains those elements of service that are of above-average importance. However, current perceptions of service are below average. These elements of service should be considered potential problem areas, and resources should be allocated for improvements to improve resident satisfaction:
 - Providing recreation programs for youth, seniors, and residents with special needs—this was identified in the 2014 quadrant analysis as an area of focus due to relatively low satisfaction and has shifted from Quadrant A to Quadrant B in 2016.
 - Providing support services for residents in need—this is also an area that was identified in the 2014 quadrant analysis as an area of focus due to relatively low satisfaction and has shifted from Quadrant A to Quadrant B in 2016.
 - Downtown traffic—in 2014 this moved from Quadrant B to Quadrant C. In 2016 this has increased in importance and decreased in satisfaction relative to previous years and is back in Quadrant B. This still remains the lowest rated attribute.
- **Quadrant C—Below-Average Importance/Below-Average Satisfaction:** This quadrant contains elements of service for which current perceptions of service are below average. However, they are less important elements of service than those in Quadrant B and should be considered secondary problem areas. If additional resources are available, they should be allocated to the items in this quadrant.
 - Affordable housing—importance has increased and satisfaction has decreased since 2014. This attribute has the second lowest satisfaction of all attributes in Quadrant C. Second lowest satisfaction overall only to traffic.
 - Build/widen city streets—while this was in Quadrant C in 2014 as well, importance has increased since then and should be monitored over the next few cycles.
 - Improvements for bike riders—while this was in Quadrant C in 2014, satisfaction has decreased in 2016.
- **Quadrant D—Below-Average Importance/Above-Average Satisfaction:** This quadrant contains those elements of service for which current perceptions of service are above average but that are less important to citizens. Like Quadrant A, this quadrant also represents Bellevue’s strengths. However, these elements are somewhat less important than those strengths noted in Quadrant A. No additional resources should be allocated to items in this area.

Figure 13: Quadrant Analysis

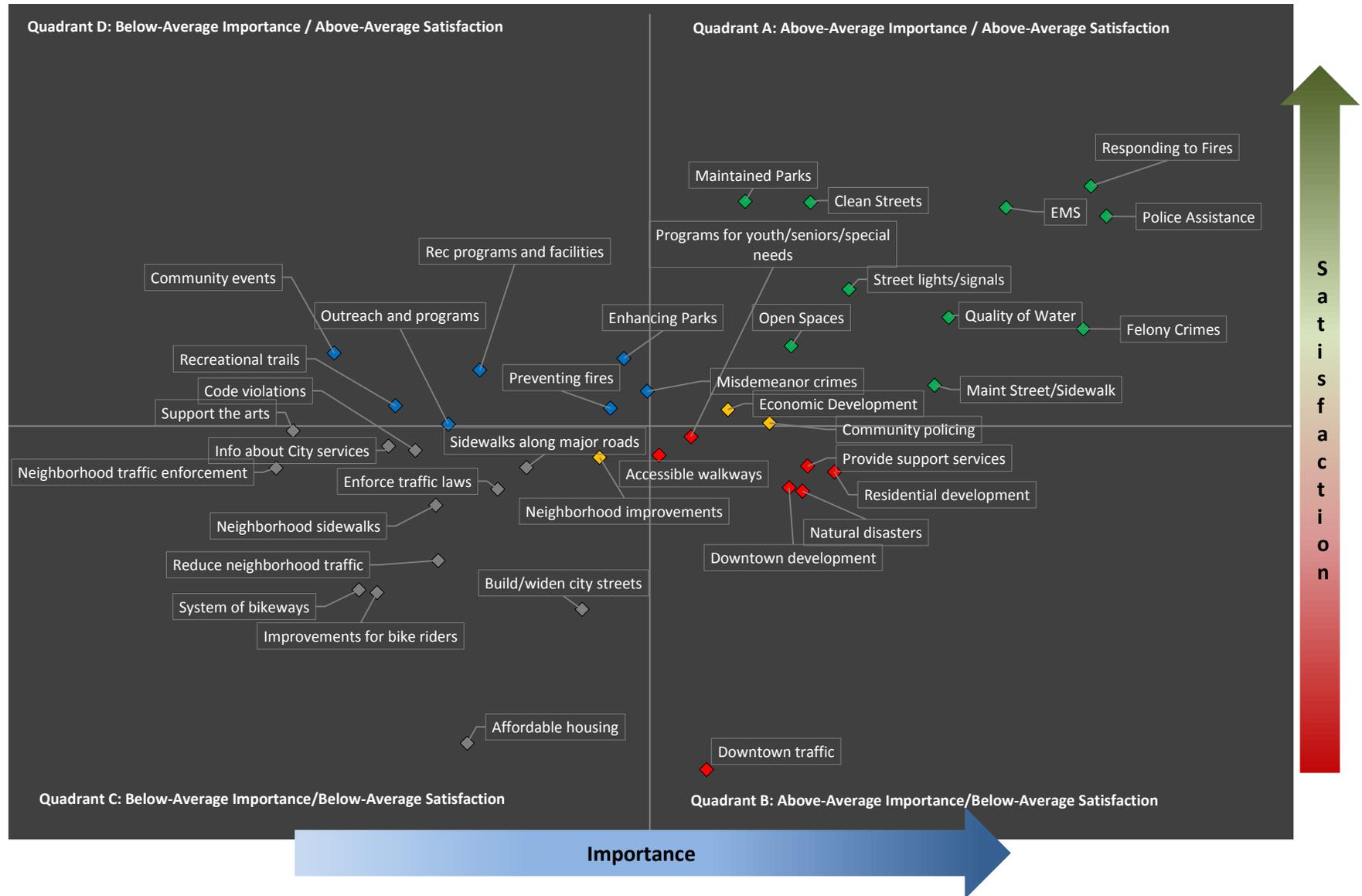
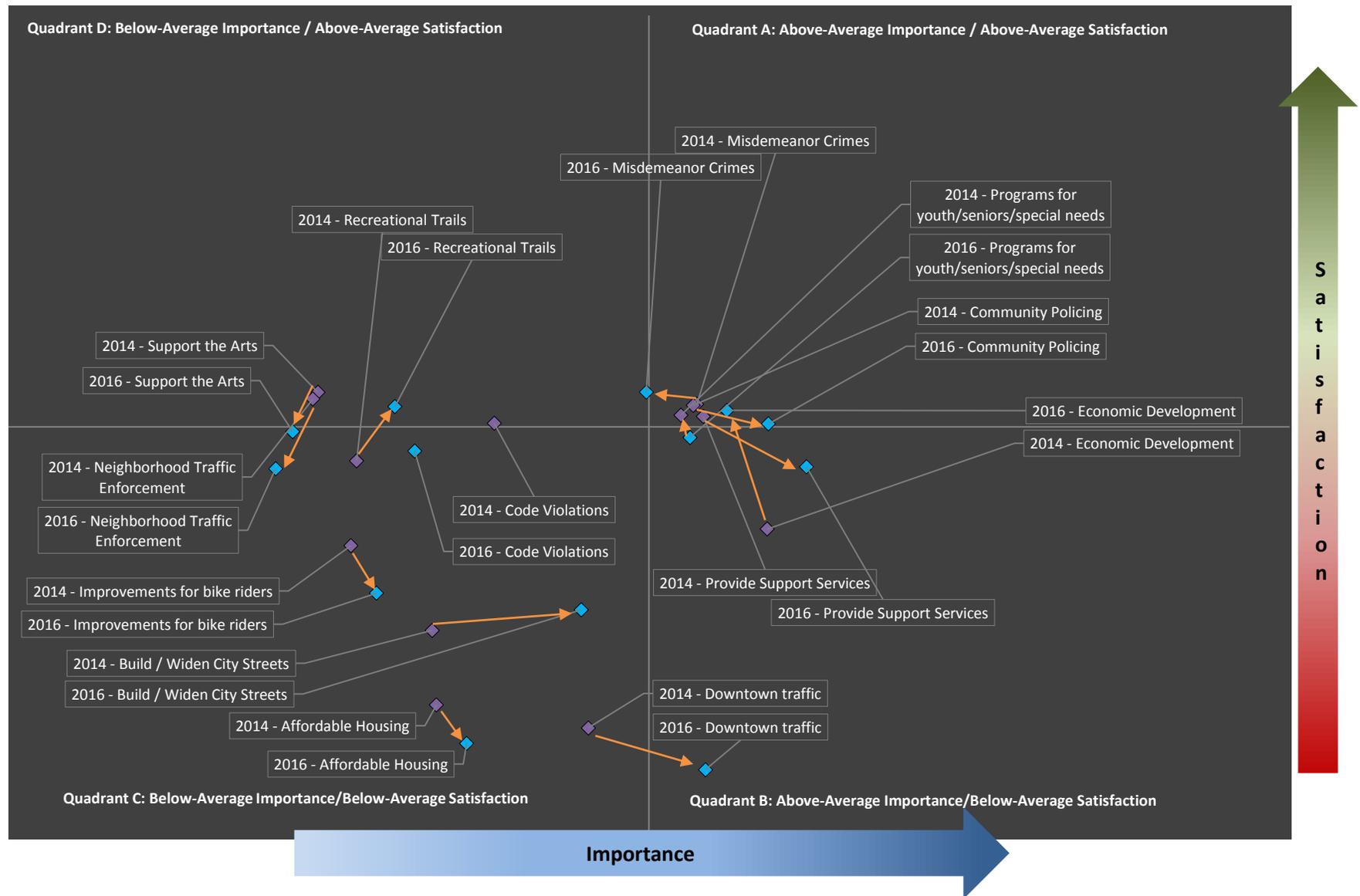


Figure 14: Quadrant Analysis – Key Changes from 2014 to 2016



Key: ◆ = 2014 Importance / Satisfaction; ◆ = 2016 Importance / Satisfaction

Table 16: Quadrant Analysis Key

Phrase	Question Text
Rec programs and facilities	Providing recreation programs and facilities for individuals to lead healthy and active lifestyles
Maintained parks	Ensuring clean and well maintained parks and park facilities
Enhancing system of parks	Enhancing its system of parks as the community grows
Open spaces	Preserving open spaces and natural areas
Protect quality of water	Protecting the quality of water in Bellevue's lakes and streams
Recreational trails	Expanding the system of recreational trails
Enforce traffic laws	Reducing traffic accidents through enforcing traffic laws
Build/widen city streets	Building or widening City streets and roads to help ease traffic congestion
Reduce neighborhood traffic	Reducing traffic problems in residential neighborhoods
Downtown traffic	Reducing traffic problems in downtown Bellevue
Street lights and traffic signals	Maintaining street lights and traffic signals
Neighborhood traffic enforcement	Providing police traffic enforcement in residential neighborhoods
Preventing fires	Preventing fires through public education and safety inspections
Responding to fires	Responding to fires
EMS	Providing emergency medical services such as Medic One
Natural disasters	Preparing for natural disasters, such as earthquakes and major storms
Affordable housing	Promoting affordable housing for City residents
Info about City services	Making it easy to get information about City services and programs
Programs for youth/seniors/special needs	Providing recreation programs for youth, seniors, and residents with special needs
Community events	Sponsoring community festivals and events
Provide support services	Providing support services for residents in need
Support the arts	Supporting the arts
Outreach and programs	Providing outreach and programs to give neighborhoods better access to City services
Neighborhood improvements	Neighborhood improvements, such as sidewalks and crosswalks
Maint street/sidewalk	Maintaining existing streets and sidewalks
Neighborhood sidewalks	Building additional neighborhood sidewalks
Sidewalks along major roads	Building additional sidewalks along major roads
Improvements for bike riders	Making improvements for bicycle riders
Clean Streets	Keeping Bellevue streets clean
System of walkways	Connecting people to where they want to go through an adequate and accessible system of walkways
System of bikeways	Connecting people to where they want to go through an adequate system of bikeways
Code violations	Responding to citizens' complaints about code violations, like illegal housing additions or junk vehicles
Community policing	Community policing
Police Assistance	Responding to citizen calls for police assistance
Felony Crimes	Investigating and solving felony crimes
Misdemeanor crimes	Prosecuting misdemeanor and gross misdemeanor crimes committed in Bellevue
Residential development	Managing Bellevue's residential development through planning and zoning
Downtown development	Managing development in downtown Bellevue through planning and zoning
Economic Development	Promoting jobs and economic development

KEY FINDINGS—BUDGET PRIORITIES

In 2010 and 2014 and 2016, MaxDiff Scaling was used to determine budget priorities. MaxDiff is a technique to derive importance or preference scores by showing respondents groupings of four (4) elements and asking them to indicate which is the most important and which is the least important city service. The results are preference scores, which add up to 100. In 2014 the wording of each budget priority was changed to make them easier for respondents to understand what services are included in each budget priority area. The wording has remained unchanged between 2014 and 2016. See Appendix IV for details on the 2014 wording change. Note, a slightly different methodology known as partial ranking was used in 2012, which may account for some of the movement seen in 2012 when compared to other years. However, improved mobility and a safe community have been trending steadily through each cycle.

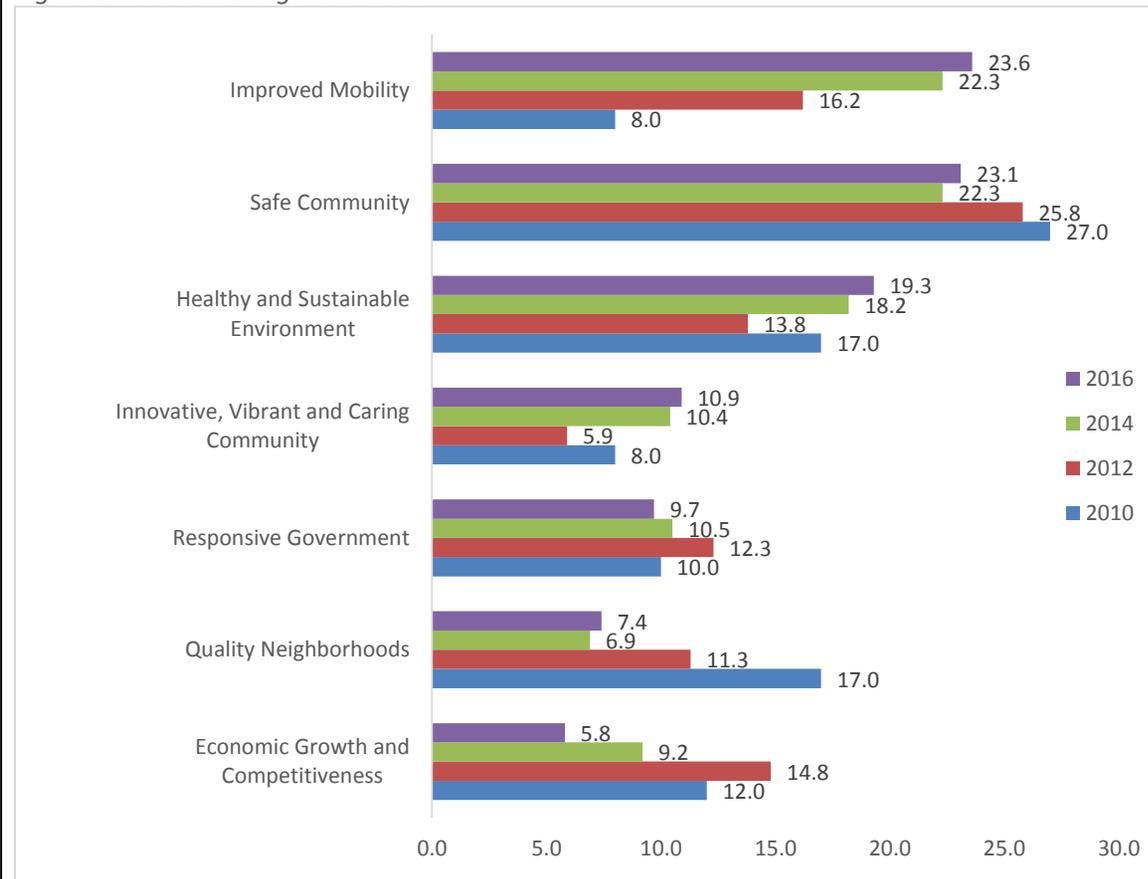
Prioritization of improved mobility has increased every survey cycle from 2010 and is now the top overall budget priority for the first time.

Safe community still remains high but has decreased significantly in 2014 and has not changed in 2016.

Healthy and sustainable environment as well as responsive government and innovative, vibrant, and caring Community have returned to near 2010 levels.

Economic growth and competitiveness has declined each year from 2012 and is now the lowest priority.

Figure 15: Overall Budget Priorities



MaxDiff analysis Base: All respondents (n2010 = 745; n2012 = 462; n2014 = 403, n2016=443)

Table 17: Budget Priorities by Neighborhood

	Overall (n=443)		Bel-Red (n=1)		Bridle Trails (n=27)		Cougar Mountain / Lakemont (n=35)		Crossroads (n=38)		Downtown (n=69)		Eastgate (n=22)		Factoria (n=12)		Lake Hills (n=33)	
	Rank	Rank Score	Rank	Rank Score	Rank	Rank Score	Rank	Rank Score	Rank	Rank Score	Rank	Rank Score	Rank	Rank Score	Rank	Rank Score	Rank	Rank Score
Improved Mobility	1	23.6	6	0.8	2	22.3	1	27.8	3	20.1	1	25.6	2	19.5	1	21.8	2	21.1
Safe Community	2	23.1	2	31.9	3	21.3	2	24.3	1	22.9	3	20.1	1	25.5	2	21.2	1	22.9
Healthy and Sustainable Environment	3	19.3	1	33.3	1	23.1	3	13.5	2	20.4	2	21.2	3	19.4	3	16.2	2	21.1
Innovative, Vibrant, and Caring Community	4	10.9	3	20.9	4	13.7	4	10.1	6	9.2	4	10.3	5	10.4	5	10.5	4	10.3
Responsive Government	5	9.7	7	0.3	5	8.0	6	8.4	4	10.8	7	9.8	4	10.8	4	11.9	3	12.5
Quality Neighborhoods	6	7.4	4	10.8	6	5.9	5	9.0	5	9.3	4	6.3	7	6.4	4	11.9	5	6.5
Economic Growth and Competitiveness	7	5.8	5	1.9	7	5.8	7	7.0	7	7.1	6	6.7	6	8.1	6	6.5	6	5.6
	Newport (n=28)		NE Bellevue (n=36)		NW Bellevue (n=31)		Sammamish (n=27)		Somerset (n=19)		W Bellevue (n=30)		Wilburton (n=22)		Woodridge (n=13)			
	Rank	Rank Score	Rank	Rank Score	Rank	Rank Score	Rank	Rank Score	Rank	Rank Score	Rank	Rank Score	Rank	Rank Score	Rank	Rank Score		
Improved Mobility	1	25.3	2	21.8	2	24.6	1	24.5	1	26.4	2	23.7	1	22.6	1	19.7		
Safe Community	1	25.5	1	26.1	1	25.2	2	20.0	2	24.6	1	23.8	3	20.9	2	18.6		
Healthy and Sustainable Environment	2	19.5	3	22.1	3	17.2	3	16.2	3	18.3	3	15.5	2	22.5	1	19.7		
Innovative, Vibrant, and Caring Community	5	7.7	4	13.3	6	8.6	4	15.5	4	10.8	6	9.4	4	15.0	4	12.3		
Responsive Government	3	9.9	6	6.6	5	9.2	5	10.2	5	8.8	5	10.4	5	7.6	5	10.9		
Quality Neighborhoods	4	8.0	5	7.5	4	9.9	6	8.2	6	7.9	7	6.1	7	5.3	3	13.3		
Economic Growth and Competitiveness	6	4.1	7	2.7	7	5.3	7	5.4	7	3.1	4	11.1	6	6.2	6	5.4		

MaxDiff analysis Base: All respondents (n = 443)

KEY FINDINGS—SPECIAL TOPICS

TRAFFIC AND CONGESTION

Residents’ opinions on how to handle traffic and congestion remain similar to previous years.

While the vast majority (85%) Bellevue residents agree that the city should work with regional transit agencies to improve local and regional public transportation serving Bellevue, the percent of those who “strongly” agree has dropped for the first time since 2010, and has decreased significantly compared to 2014.

Agreement with encouraging people to choose alternative transportation modes has remained the same compared to 2014.

With just over half (55%) agreeing, the idea of creating additional capacity by widening the roads received only modest support. Support for this has been increasing slightly each survey cycle and is significantly higher than it was in 2010 and 2012.

Bellevue residents have mixed opinions as to whether to divert traffic away from local neighborhoods, even if it increases travel time—51 percent agree, 29 percent disagree, and 20 percent are neutral. Support for this has remained relatively unchanged since 2010.

New to 2014, residents were asked about agreement on working with the state to widen highways. Sixty-five percent (65%) residents agree with this statement. This has remained unchanged from 2014.

Table 18: Preferred Ways to Manage Increased Traffic Congestion

	2010	2012	2014	2016
Work with Regional Agencies to Improve Transit Service				
Strongly Agree	60%	61%	65%	55%
Somewhat Agree	24%	22%	25%	30%
Neither Agree nor Disagree	4%	5%	6%	9%
Disagree	12%	11%	5%	6%
Encourage People to Choose Alternative Transportation Modes				
Strongly Agree	45%	n/a	49%	53%
Somewhat Agree	29%	n/a	31%	28%
Neither Agree nor Disagree	8%	n/a	9%	9%
Disagree	18%	n/a	11%	9%
Widen Major City Roads				
Strongly Agree	21%	18%	23%	25%
Somewhat Agree	29%	28%	28%	30%
Neither Agree nor Disagree	14%	17%	17%	16%
Disagree	35%	37%	33%	29%
Divert Traffic Away from Neighborhoods				
Strongly Agree	18%	15%	19%	24%
Somewhat Agree	28%	32%	29%	27%
Neither Agree nor Disagree	22%	18%	18%	20%
Disagree	32%	34%	34%	29%
Work with the State to Widen Highways				
Strongly Agree	n/a	n/a	33%	35%
Somewhat Agree	n/a	n/a	27%	30%
Neither Agree nor Disagree	n/a	n/a	14%	14%
Disagree	n/a	n/a	26%	21%

Q56—In order to deal with increase traffic congestion, the city should...

Base: All respondents (n = 443)

Table 19: Preferred Ways to Manage Increased Traffic Congestion by Neighborhood (Top Box Scores)

	Overall (n=443)	Bel-Red (n=1)	Bridle Trails (n=27)	Cougar Mountain / Lakemont (n=35)	Crossroads (n=38)	Downtown (n=69)	Eastgate (n=22)	Factoria (n=12)	Lake Hills (n=33)
Work with Regional Agencies	85%	100%	83%	94%	86%	80%	83%	82%	83%
Encourage Alternative Transportation	81%	100%	79%	90%	88%	77%	79%	82%	83%
Widen Major Roads	55%	0%	60%	70%	55%	54%	46%	78%	55%
Divert Traffic Away from Neighborhoods	51%	100%	32%	47%	51%	40%	42%	35%	44%
Work with state to Widen Highways	65%	0%	69%	80%	67%	59%	74%	91%	65%
	Newport (n=28)	NE Bellevue (n=36)	NW Bellevue (n=31)	Sammamish (n=27)	Somerset (n=19)	W Bellevue (n=30)	Wilburton (n=22)	Woodridge (n=13)	
Work with Regional Agencies	85%	90%	88%	83%	92%	79%	85%	89%	
Encourage Alternative Transportation	85%	86%	78%	80%	92%	63%	82%	89%	
Widen Major Roads	52%	48%	46%	58%	66%	50%	43%	45%	
Divert Traffic Away from Neighborhoods	46%	62%	66%	64%	62%	69%	45%	70%	
Work with state to Widen Highways	64%	52%	55%	74%	63%	48%	63%	87%	

Q56—In order to deal with increase traffic congestion, the city should...

Base: All respondents (n = 443)

ENVIRONMENTAL STEWARDSHIP

Environmental stewardship by managing water, waste management, and open spaces is considered to be a moderately high priority by Bellevue residents—it ranks as number three on budget priorities. Agreement with having safe drinking water and clean air has increased significantly every cycle.

Nine out of ten residents recognize that careful and balanced stewardship of the environment will result in a long-term increase in the quality of life. This continues to be significantly higher than 2010 and 2012 levels.

Eighty-five percent (85%) also recognize that careful and balanced stewardship of the environment will result in a long-term increase in the economic vitality of Bellevue. Agreement with this has increased over the years and is significantly higher than 2010 and 2012 levels.

The city has been improving on facilitating and encouraging environmentally sustainable practices in the community. Three-quarters (72%) of residents are happy with Bellevue’s environmental and sustainable practices.

Table 20: Support for Environmental Stewardship

	2010	2012	2014	2016
Having safe drinking water and clean air are important factors for quality of life				
Strongly Agree	83%	83%	86%	89%
Somewhat Agree	7%	8%	8%	8%
Neither Agree nor Disagree	2%	2%	1%	2%
Disagree	8%	7%	5%	1%
Stewardship of our environment and resources will increase the quality of life				
Strongly Agree	58%	57%	66%	66%
Somewhat Agree	24%	23%	23%	24%
Neither Agree nor Disagree	4%	5%	5%	5%
Disagree	14%	16%	6%	5%
Stewardship of our environment and resources will increase the economic vitality				
Strongly Agree	45%	41%	54%	54%
Somewhat Agree	32%	37%	26%	31%
Somewhat Agree	8%	9%	10%	11%
Neither Agree nor Disagree	15%	14%	10%	5%
Disagree				
I am happy with how much the City is doing to facilitate and encourage environmentally sustainable practices				
Strongly Agree	29%	25%	28%	27%
Somewhat Agree	39%	44%	46%	45%
Neither Agree nor Disagree	15%	15%	18%	18%
Disagree	17%	16%	8%	11%

Q5–Q6—Please tell me how much you agree or disagree with the following statements.

Base: All respondents (n = 443)

Table 21: Environmental Stewardship by Neighborhood (Top Box Scores)

	Overall (n=443)	Bel-Red (n=1)	Bridle Trails (n=27)	Cougar Mountain / Lakemont (n=35)	Crossroads (n=38)	Downtown (n=69)	Eastgate (n=22)	Factoria (n=12)	Lake Hills (n=33)
Safe Water and Clean Air	97%	100%	96%	96%	100%	90%	100%	100%	100%
Stewardship Increases Quality of Life	90%	100%	93%	93%	94%	78%	92%	84%	98%
Stewardship Increases Economic Vitality	85%	100%	89%	83%	91%	75%	91%	71%	92%
Happy with the City's Sustainable Practices	72%	100%	58%	79%	81%	67%	62%	82%	67%
	Newport (n=28)	NE Bellevue (n=36)	NW Bellevue (n=31)	Sammamish (n=27)	Somerset (n=19)	W Bellevue (n=30)	Wilburton (n=22)	Woodridge (n=13)	
Safe Water and Clean Air	100%	96%	92%	93%	100%	100%	100%	100%	
Stewardship Increases Quality of Life	93%	95%	88%	81%	88%	95%	90%	100%	
Stewardship Increases Economic Vitality	81%	88%	82%	83%	77%	85%	94%	85%	
Happy with the City's Sustainable Practices	76%	67%	82%	68%	58%	81%	70%	75%	

Q5–Q6—Please tell me how much you agree or disagree with the following statements.

Base: All respondents (n = 443)

APPENDIX I—ADDRESS BASED SAMPLING

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

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

Table 22: Distribution of Landline versus Cell Phone Households

	Unweighted			Weighted <i>(displays impact weights had on phone type)</i>				Population Estimate (King County) ³	
	Landline	Cell Phone	Web	Landline	Landline	Cell Phone	Web		Total Sample
Only have a cell phone	6%	49%	68%	44%	7%	53%	71%	51%	46%
Primarily use a cell phone	29%	25%	13%	21%	29%	23%	13%	20%	17%
Use landline and cell phone	41%	21%	11%	23%	40%	19%	9%	19%	21%
Primarily use a landline	22%	5%	7%	11%	22%	5%	6%	9%	10%
Only have a landline	2%	0%	1%	1%	2%	0%	1%	1%	5%

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

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

Table 23: Distribution of Landline versus Cell Phone Households- Unweighted

	Gender			Household Type			Age			Length of Residence					
	Landline	Cell Phone	Web		Landline	Cell Phone	Web		Landline	Cell Phone	Web		Landline	Cell Phone	Web
Male	50%	56%	56%	Single Family	77%	63%	34%	18 to 34	2%	25%	33%	0-3 years	3%	19%	43%
Female	50%	44%	44%	Multi-Family	23%	37%	66%	35 to 54	35%	36%	42%	4-9 years	12%	26%	24%
								55+	63%	39%	25%	10 years or more	85%	55%	33%

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

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

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

APPENDIX II—WEIGHTING

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

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

Table 24: Weighting—Unweighted and Weighted Data Compared to Bellevue Population

	2010 Budget Survey (unweighted)	2012 Budget Survey (unweighted)	2014 Budget Survey (unweighted)	2016 Budget Survey (unweighted)	Bellevue Population*	2016 Budget Survey (weighted)
Gender						
Male	58%	60%	51%	54%	51%	51%
Female	42%	40%	49%	46%	49%	49%
Age**						
18–34	20%	20%	9%	21%	29%	27%
35–54	39%	41%	44%	38%	37%	38%
55 Plus	41%	39%	47%	41%	33%	34%
Household Size						
Single Adult	30%	34%	24%	23%	26%	25%
Two or More Adults	70%	66%	76%	77%	74%	75%
Children in Household						
None	73%	70%	67%	69%	69%	70%
One or More	27%	30%	33%	31%	31%	30%
Dwelling Type						
Single-Family	57%	52%	71%	55%	51%	47%
Multi-Family	43%	48%	29%	45%	49%	53%
Income						
Less than \$35,000	10%	8%	6%	6%	17%	6%
\$35,000–\$75,000	24%	27%	20%	16%	24%	17%
\$75,000–\$150,000	46%	40%	41%	42%	49%	42%
\$150,000 or Greater	21%	25%	34%	36%	24%	35%

	2010 Budget Survey (unweighted)	2012 Budget Survey (unweighted)	2014 Budget Survey (unweighted)	2016 Budget Survey (unweighted)	Bellevue Population*	2016 Budget Survey (weighted)
Race/Ethnicity						
White	78%	78%	81%	68%	66%	65%
Asian	20%	20%	18%	23%	31%	24%
African American	1%	2%	1%	2%	3%	3%
Other	3%	6%	4%	5%	5%	6%
% Hispanic	1%	2%	4%	2%	6%	2%
Years Lived in Bellevue						
0–3	25%	23%	18%	24%		29%
4–9	22%	17%	17%	21%	n.a.	22%
10 or More	53%	60%	64%	55%		49%
Mean	15.1	17.0	17.9 yrs.	15.5 yrs.		13.5 yrs.

*Source for population figures: All data are 2013 American Community Survey five-year estimates.

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

APPENDIX III—UNWEIGHTED AND WEIGHTED BASE SIZES

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

Weighted versus Unweighted Base Sizes	
All Respondents	By Neighborhood
2010 (n = 745)	Bel-Red (n = 1, nw = 1)
2012 (n = 462)	Bridle Trails (n = 25, nw = 27)
2014 (n = 403)	Cougar Mountain / Lakemont (n = 38, nw = 35)
2016 (n = 443)	Crossroads (n = 35, nw = 38)
	Downtown (n = 60, nw = 69)
	Eastgate (n = 20, nw = 22)
	Factoria (n = 10, nw = 12)
	Lake Hills (n = 37, nw = 33)
	Newport (n = 34, nw = 28)
	N.E Bellevue (n = 39, nw = 36)
	N.W. Bellevue (n = 32, nw = 31)
	Sammamish (n = 28, nw = 27)
	Somerset (n = 22, nw = 19)
	W. Bellevue (n = 30, nw = 30)
	Wilburton (n = 19, nw = 22)
	Woodridge (n = 13, nw = 13)
Groups of Respondents	
Group 1	
2010 (n1 = 355, n1 weighted = 365)	
2012 (n1 = 263, n1 weighted = 263)	
2014 (n1 = 202, n1 weighted = 199)	
2016 (n1 = 222, n1 weighted = 222)	
Group 2	
2010 (n2 = 364, n2 weighted = 366)	
2012 (n2 = 199, n2 weighted = 199)	
2014 (n2 = 201, n2 weighted = 204)	
2016 (n2 = 221, n2 weighted = 221)	

APPENDIX IV—MAXDIFF/BUDGET PRIORITIES COMPARISON

In 2014, MaxDiff scaling was used to determine budget priorities. MaxDiff is a technique to derive importance or preference scores by showing respondents groupings of four (4) elements and asking them to indicate which is the most important and which is the least important city service. The results are preference scores, which add up to 100. The wording of each budget priority was changed to make them easier for respondents to understand what services are included in each budget priority area.

2014/16 Budget Wording	Wording Prior to 2014
Maintaining a Responsive City Government	Responsive government
Managing water, waste management and open spaces	Healthy and sustainable environment
Maintaining city parks, sports fields and community programs	Innovative, vibrant and caring community
Providing quality neighborhood services	Quality neighborhoods
Providing public safety services	Safe community
Improving traffic and transportation services	Improved mobility
Attracting businesses to Bellevue	Economic growth and competitiveness

APPENDIX V—RESPONSE RATES

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

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

Table 25: Response Rates by Mode – Resident Survey

	ABS LANDLINE	ABS CELL	TOTAL PHONE	WEB	GRAND TOTAL
TOTAL COMPLETED INTERVIEWS	137	111	248	195	443
RESPONSE RATE	13.20%	10.49%	11.77%	10.3%	6.12%
CONTACT RATE	39.45%	24.07%	29.81%	10.3%	50.15%
COOPERATION RATE	33.94%	44.85%	40.40%	100%	12.29%

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

APPENDIX VI—QUESTIONNAIRE

**CITY OF BELLEVUE, WA 2014 BUDGET SURVEY
NWRG Project Number BEL_1550406000_2015_BUDGET**

02/08/2016

INSTRUMENT CONVENTIONS:

DENOTES PROGRAMMING INSRUCTIONS

• **DENOTES INTERVIEWER INSTRUCTIONS**

- Text in ALLCAPS is not read to respondents
- Text in [ALLCAPS SURROUNDED BY BRACKETS] are interviewer and CATI programming instructions, not read to respondents
- Text in [ALLCAPS SURROUNDED BY BRACKETS BOLD TYPE] are interviewer and CATI programming instructions, not read to respondents
- Question marks (?) and 'X' or 'x' indicate information needed or to be determined in conjunction with the client
- (Response options in parenthesis) are read to respondents as necessary
- For web – do not show don't know / prefer not to answer response options unless respondent attempts to skip question
- For web – changes response options that are all in CAPS to Sentence case (Capitalize first letter of word / phrase only)
- For web rating scales display grid as illustrated below:

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

SAMPLE PLAN

Of Completes

Total	400 Quotas
-------	---------------

Men
Women
18 to 34
55 Plus

Minimum 180
Maximum 220
Minimum 75
Maximum 160

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

INTROTEL Hello. This is _____ with Northwest Research Group, calling on behalf of the City of Bellevue. We are conducting a survey to help the City build its budget for 2017 to 2018 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.

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.

PRESCR Do you live within the Bellevue city limits?

1 YES

2 NO **[SKIP TO THANK1]**

999 DON'T KNOW/REFUSED **[SKIP TO THANKDK]**

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?

- 1 YES
- 2 NO **[ASK TO SPEAK TO AN ADULT 18 OR OLDER.]**
- 999 DON'T KNOW/REFUSED **[SKIP TO THANKDK]**

SCR2 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 REFUSED

SCR3 Do you own or rent your residence?

- 1 OWN
- 2 RENT
- 3 OTHER (SPECIFY)
- 998 DON'T KNOW
- 999 REFUSED

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
- 95 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)

99 OTHER/NONE (Q2= 95, 998, 999)

AGE

PHONE SHOW: Just to make sure that our study is representative of the City of Bellevue, may I please have your age?

WEB SHOW: Please enter your age.

[INTERVIEWER NOTE: ENTER "99" IF AGE IS 100+]

____ ENTER AGE [RANGE 18:99] **[IF UNDER 18 TERMINATE – THANK2]**

998 DON'T KNOW

999 REFUSED

ASK AGE_CAT IF AGE = 998 OR 999

AGE_CAT Which of the following categories does your age fall into?

[READ OPTIONS]

- 1 18-24
- 2 25-34
- 3 35-44
- 4 45-54
- 5 55-64
- 6 65 or older
- 7 **[unread]** Under 18
- 998 DON'T KNOW
- 999 REFUSED

TERMINATE IF RESPONDENT IS LESS THAN 18 (INDICATED IN AGE OR AGE_CAT)

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

VALUE LABELS FOR AGE (LOGIC IN PARENTHESIS)

01 18 TO 34 [((AGE GE 18) AND (AGE LE 34)) OR (AGE_CAT = 01, 02)]

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

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

99 UNKNOWN [AGE_CAT = 998, 999]

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

WEB SHOW: Are you . . .

- 1 MALE
- 2 FEMALE
- 998 DON'T KNOW
- 999 REFUSED

GENERAL FEELINGS TOWARD CITY AND NEIGHBORHOOD / COMMUNITY NEEDS

[BASE: ALL]

[NEW SECTION FOR TIMING]

Q1A How do you rate the overall quality of life in Bellevue? Would you say it is...

[WEB ONLY: ROTATE ORDER OF ANSWER PRESENTATION 1 TO 5 AND 5 TO 1]

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

Q1A_1 What, if anything, is the biggest problem **FACING BELLEVUE** that you feel the City should do something about over the next two years?

[OPEN-END]

[PROBE TO CLARIFY]

[WEB ONLY: ROTATE ORDER OF ANSWER PRESENTATION 1 TO 5 AND 5 TO 1]

Q1B How do you rate the quality of life in your own neighborhood? Would you say it is...

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

Q5INT Do you “strongly agree”, “somewhat agree”, “neither agree nor disagree”, “somewhat disagree”, or “strongly disagree” with the following

statements.

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

RANDOMIZE Q5 THROUGH Q6

- Q5 Careful and balanced stewardship of our natural environment and natural resources will result in a long term increase in the quality of life in Bellevue.
- Q5a Careful and balanced stewardship of our natural environment and natural resources will result in a long term increase in the economic vitality of Bellevue.
- Q5b I am happy with how much the City is doing to facilitate and encourage environmentally sustainable practices in the community.
- Q6 Having safe drinking water and clean air are important factors in the quality of life in Bellevue.

PRIORITIES FOR CITY SERVICES
[BASE: ALL]
[NEW SECTION FOR TIMING]

INTA

PHONE SHOW:

I am going to read you a list of services and facilities provided by the city and I would like you to rate the **Importance** of each of these services.

Please tell me how **important** it is that the City provide each of these services and facilities. Please use a 1 to 7 scale, with 1 meaning “not at all important,” and 7 meaning “extremely important.”

As you think about each item, please consider that the City must set priorities and make tradeoffs for use of limited funds.

[IF RESPONDENT SAYS “IT DEPENDS”, RESPOND WITH: “Thinking about [this item] in general, how important is it to you?”]

WEB SHOW:

For this section you will be shown a list of services and facilities provided by the City. Please read each one and indicate the **Importance** of each of these services.

Please indicate how **important** it is that the City provide each of these services and facilities. Please use a 1 to 7 scale, with 1 meaning “not at all important,” and 7 meaning “extremely important.”

As you think about each item, please consider that the City must set priorities and make tradeoffs for use of limited funds.

SAMPLE WILL BE SPLIT INTO TWO GROUPS AND ASKED A SUBSET OF QUESTIONS AS NOTED

GROUP 1 WILL BE ASKED BLOCKS 01, 02, 03, AND 04

GROUP 2 WILL BE ASKED BLOCKS 05, 06, 07, AND 08

RANDOMIZE THE ORDER THE BLOCKS ARE SHOWN

BLOCK 1 – ASKED OF GROUP 1, RANDOMIZE ORDER OF QUESTIONS

IMP_1 Providing recreation programs and facilities for individuals to lead healthy and active lifestyles **[AS NEEDED:** “Such as ball fields, trails, swimming, etc.”]

IMP_2 Ensuring clean and well-maintained parks and park facilities

IMP_3 Enhancing its system of parks as the community grows

IMP_4 Preserving open spaces and natural areas

IMP_5 Protecting the quality of water in Bellevue’s lakes and streams

[AS NEEDED: within parks and between major destinations.]

IMP_6 Expanding the system of recreational trails

BLOCK 2 – ASKED OF GROUP 1, RANDOMIZE ORDER OF QUESTIONS

IMP_7 Reducing traffic accidents through enforcing traffic laws.
IMP_8 Building or widening City streets and roads to help ease traffic congestion
IMP_9 Reducing traffic problems in residential neighborhoods
IMP_10 Reducing traffic problems in downtown Bellevue
IMP_11 Maintaining street lights and traffic signals.
IMP_12 Providing police traffic enforcement in residential neighborhoods

BLOCK 3 – ASKED OF GROUP 1, RANDOMIZE ORDER OF QUESTIONS

IMP_13 Preventing fires through public education and safety inspections
IMP_14 Responding to fires
IMP_15 Providing emergency medical services such as Medic One
IMP_16 Preparing for natural disasters, such as earthquakes and major storms

BLOCK 4 – ASKED OF GROUP 1, RANDOMIZE ORDER OF QUESTIONS

IMP_17 Promoting affordable housing for City residents
IMP_18 Making it easy to get information about City services and programs

BLOCK 5 – ASKED OF GROUP 2, RANDOMIZE ORDER OF QUESTIONS

IMP_19 Providing recreation programs for youth, seniors, and residents with special needs
[AS NEEDED: “Such as the disabled”]
IMP_20 Sponsoring community festivals and events
IMP_21 Providing support services for residents in need
[AS NEEDED: “Such as crisis hot lines, local food banks, and help to victims of domestic violence.”]
IMP_22 Supporting the arts
IMP_23 Providing outreach and programs to give neighborhoods better access to City services
[AS NEEDED: An example would be the mini-City Hall at Crossroads.]

BLOCK 6 – ASKED OF GROUP 2, RANDOMIZE ORDER OF QUESTIONS

IMP_24 Neighborhood improvements, such as sidewalks and crosswalks

- IMP_25 Maintaining existing streets and sidewalks.
- IMP_26 Building additional neighborhood sidewalks
- IMP_27 Building additional sidewalks along major roads
- IMP_28 Making improvements for bicycle riders
- IMP_29 Keeping Bellevue streets clean.
- IMP_30 Connecting people to where they want to go through an adequate and accessible system of walkways.
- IMP_31 Connecting people to where they want to go through an adequate system of bikeways

BLOCK 7 – ASKED OF GROUP 2, RANDOMIZE ORDER OF QUESTIONS

- IMP_32 Responding to citizens’ complaints about code violations, like illegal housing additions or junk vehicles
- IMP_33 Community policing
[AS NEEDED: Bike patrols and neighborhood police officers.]
- IMP_34 Responding to citizen calls for police assistance
- IMP_35 Investigating and solving felony crimes
[AS NEEDED: “The federal government defines a felony as a crime punishable by death or imprisonment in excess of one year Murder, rape, aggravated assault, arson etc.”]
- IMP_36 Prosecuting misdemeanor and gross misdemeanor crimes committed in Bellevue
[AS NEEDED: “Such as: thefts of less than \$250 in value, driving under the influence of alcohol or driving with a suspended license, and misdemeanor assaults involving domestic violence]
[AS NECESSARY: “The County is responsible for handling prosecution of all felony crimes in King County while prosecution of misdemeanors that occur in cities is handled by cities. Given this, how important is it that the City is prosecuting misdemeanor crimes committed in Bellevue?”]

BLOCK 8 – ASKED OF GROUP 2, RANDOMIZE ORDER OF QUESTIONS

- IMP_37 Managing Bellevue’s residential development through planning and zoning
- IMP_38 Managing development in downtown Bellevue through planning and zoning
- IMP_39 Promoting jobs and economic development

SCALE FOR ABOVE IMPORTANCE QUESTIONS

- 1 NOT AT ALL IMPORTANT
- 2
- 3
- 4
- 5

6
7 EXTREMELY IMPORTANT
998 DON'T KNOW
999 REFUSED

SATISFACTION WITH CITY SERVICES

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

- INTROB** **PHONE SHOW:**
- Now, I am going to re-read the same list. This time I would like you to rate your Satisfaction with each of these services. Using a 1 to 7 scale, with 1 meaning “not at all satisfied” and 7 meaning “completely satisfied.”
- [IF NECESSARY:** “I understand that you may not have personal experience with this, however to preserve the validity of the survey we are required to ask everyone the same questions. If you do not know, please feel free to say so. However, please keep in mind that your answers do not need to be based on personal experience with each item, but may be based on your general perceptions.”**]**
- WEB SHOW:**
- Now, you will be shown the same list of city services and facilities. This time, please read each one and indicate your Satisfaction with each service.
- Please indicate how **satisfied** you are with each of the following. Using a 1 to 7 scale, with 1 meaning “not at all satisfied” and 7 meaning “completely satisfied.”
- Your answers do not need to be based on personal experience with each item, but may be based on your general perceptions.”

SAMPLE WILL BE SPLIT INTO TWO GROUPS AND ASKED A SUBSET OF QUESTIONS AS NOTED

GROUP 1 WILL BE ASKED BLOCKS 01, 02, 03, AND 04

GROUP 2 WILL BE ASKED BLOCKS 05, 06, 07, AND 08

RANDOMIZE THE ORDER THE BLOCKS ARE SHOWN

BLOCK 1 – ASKED OF GROUP 1, RANDOMIZE ORDER OF QUESTIONS

- SAT_1 Providing recreation programs and facilities for individuals to lead healthy and active lifestyles **[AS NEEDED:** “Such as ball fields, trails, swimming, etc.”**]**
- SAT_2 Ensuring clean and well-maintained parks and park facilities
- SAT_3 Enhancing its system of parks as the community grows
- SAT_4 Preserving open spaces and natural areas
- SAT_5 Protecting the quality of water in Bellevue’s lakes and streams
[AS NEEDED: within parks and between major destinations.**]**

BLOCK 2 – ASKED OF GROUP 1, RANDOMIZE ORDER OF QUESTIONS

SAT_7	Reducing traffic accidents through enforcing traffic laws.
SAT_8	Building or widening City streets and roads to help ease traffic congestion
SAT_9	Reducing traffic problems in residential neighborhoods
SAT_10	Reducing traffic problems in downtown Bellevue
SAT_11	Maintaining street lights and traffic signals.
SAT_12	Providing police traffic enforcement in residential neighborhoods

BLOCK 3 – ASKED OF GROUP 1, RANDOMIZE ORDER OF QUESTIONS

SAT_13	Preventing fires through public education and safety inspections
SAT_14	Responding to fires
SAT_15	Providing emergency medical services such as Medic One
SAT_16	Preparing for natural disasters, such as earthquakes and major storms

BLOCK 4 – ASKED OF GROUP 1, RANDOMIZE ORDER OF QUESTIONS

SAT_17	Promoting affordable housing for City residents
SAT_18	Making it easy to get information about City services and programs

BLOCK 5 – ASKED OF GROUP 2, RANDOMIZE ORDER OF QUESTIONS

SAT_19	Providing recreation programs for youth, seniors, and residents with special needs [AS NEEDED: “Such as the disabled”]
SAT_20	Sponsoring community festivals and events
SAT_21	Providing support services for residents in need [AS NEEDED: “Such as crisis hot lines, local food banks, and help to victims of domestic violence.”]
SAT_22	Supporting the arts
SAT_23	Providing outreach and programs to give neighborhoods better access to City services [AS NEEDED: An example would be the mini-City Hall at Crossroads.]

BLOCK 6 – ASKED OF GROUP 2, RANDOMIZE ORDER OF QUESTIONS

SAT_24	Neighborhood improvements, such as sidewalks and crosswalks
SAT_25	Maintaining existing streets and sidewalks.

SAT_26	Building additional neighborhood sidewalks
SAT_27	Building additional sidewalks along major roads
SAT_28	Making improvements for bicycle riders
SAT_29	Keeping Bellevue streets clean.
SAT_30	Connecting people to where they want to go through an adequate and accessible system of SAT_.
SAT_31	Connecting people to where they want to go through an adequate system of bikeways

BLOCK 7 – ASKED OF GROUP 2, RANDOMIZE ORDER OF QUESTIONS

SAT_32	Responding to citizens’ complaints about code violations, like illegal housing additions or junk vehicles
SAT_33	Community policing [AS NEEDED: Bike patrols and neighborhood police officers.]
SAT_34	Responding to citizen calls for police assistance
SAT_35	Investigating and solving felony crimes [AS NEEDED: “The federal government defines a felony as a crime punishable by death or imprisonment in excess of one year Murder, rape, aggravated assault, arson etc.”]
SAT_36	Prosecuting misdemeanor and gross misdemeanor crimes committed in Bellevue [AS NEEDED: “Such as: thefts of less than \$250 in value, driving under the influence of alcohol or driving with a suspended license, and misdemeanor assaults involving domestic violence] [AS NECESSARY: “The County is responsible for handling prosecution of all felony crimes in King County while prosecution of misdemeanors that occur in cities is handled by cities. Given this, how important is it that the City is prosecuting misdemeanor crimes committed in Bellevue?”]

BLOCK 8 – ASKED OF GROUP 2, RANDOMIZE ORDER OF QUESTIONS

SAT_37	Managing Bellevue’s <u>residential</u> development through planning and zoning
SAT_38	Managing development in <u>downtown</u> Bellevue through planning and zoning
SAT_39	Promoting jobs and economic development

SCALE FOR ABOVE SATISFACTION QUESTIONS

- 1 NOT AT ALL SATISFIED
- 2
- 3
- 4
- 5
- 6
- 7 COMPLETELY SATISFIED

998 DON'T KNOW
999 REFUSED

BUDGET PRIORITIES
[BASE: ALL]
[NEW SECTION FOR TIMING]

- MAXDIFF** Respondents will be shown four elements from the list below and asked to indicate which of these is the most important aspect of service and which is the least important as illustrated below. They will then be shown another four elements and asked the same question. The number of times they will be shown groupings of 4 elements and asked to identify most / least important is dependent on the number of attributes
- BUD1A** **Maintaining a Responsive City Government**
[AS NEEDED: Maintaining services within the city government such as the City Attorney’s office, legal advice services for the city, city management, and the City Council.]
- BUD1B** **Managing water, waste management and open spaces**
[AS NEEDED: Managing clean water, sewer, trash and recycling, open spaces and green areas such as Nature Parks and visitor centers.]
- BUD1C** **Maintaining city parks, sports fields and community programs**
[AS NEEDED: Maintaining community programs and services such as city parks; community, art and learning centers; sports fields; and youth centers.]
- BUD1D** **Providing Quality neighborhood services**
[AS NEEDED: Such as neighborhood parks, code compliance, mediation and family services.]
- BUD1E** **Providing Public Safety services**
[AS NEEDED: Such as police and fire services, ticket enforcement, criminal prosecution, youth programs and the public defender’s office.]
- BUD1F** **Improving traffic and transportation services**
[AS NEEDED: Such as road maintenance, traffic signaling, modeling, and planning; connections to public transportation, and the creation and maintenance of bike and pedestrian pathways.]
- BUDG** **Attracting businesses to Bellevue**
[AS NEEDED: Developing and attracting businesses to Bellevue through planning, business marketing, and land use..]

TABLE BELOW FOR ILLUSTRATIVE PURPOSES ONLY

Thinking about where the City of Bellevue should prioritize it’s budget, among the three attributes shown here, which of these is the most and least important?		
Most Important		Least Important
<input type="radio"/>	Maintaining a Responsive City Government	<input type="radio"/>
<input type="radio"/>	Managing water, waste management and open spaces	<input type="radio"/>
<input type="radio"/>	Maintaining city parks, sports fields and community programs	<input type="radio"/>

TRANSPORTATION AROUND BELLEVUE

[BASE: ALL]

[NEW SECTION FOR TIMING]

Q56INT Do you “strongly agree”, “somewhat agree”, “neither agree nor disagree”, “somewhat disagree”, or “strongly disagree” with the following statements.

ROTATE Q56A TO Q56E

- Q56A In order to help people get around in Bellevue, the city should widen major City roads.
- Q56B In order to help people get around in Bellevue, the city should work with regional agencies to improve local and regional transit services within and coming into Bellevue.
- Q56C In order to address the issue of non-local traffic cutting through Bellevue neighborhoods, the city should divert traffic away from local neighborhoods even if it may increase travel time.
- Q56D In order to help people get around in Bellevue, the city should encourage and make it more attractive for people to choose transportation alternatives.
- Q56E In order to help people get around in Bellevue, the city should work with the State Department of Transportation to widen highways.

SCALE FOR ABOVE IMPORTANCE QUESTIONS

- 1 STRONGLY AGREE
- 2 SOMWHAT DISAGREE
- 3 NEITHER AGREE NOR DISAGREE
- 4 SOMEWHAT AGREE
- 5 STRONGLY AGREE
- 998 DON'T KNOW
- 999 REFUSED

GENERAL SERVICE LEVELS AND SPENDING

[BASE: ALL]

[NEW SECTION FOR TIMING]

- Q4L Thinking about City of Bellevue services and facilities, do you feel you are getting your money’s worth for your tax dollar?
 - 1 YES, GETTING MONEY’S WORTH
 - 2 NO, NOT GETTING MONEY’S WORTH
 - 998 DON'T KNOW
 - 999 REFUSED

ASK Q4L_1 IF Q4L = 1

- Q4L_1 Would that be strongly or somewhat getting your money's worth?
- 1 STRONGLY GETTING MONEY'S WORTH
 - 2 SOMEWHAT GETTING MONEY'S WORTH
 - 998 DON'T KNOW
 - 999 REFUSED

ASK Q4L_2 IF Q4L = 2

- Q4L_2 Would that be strongly or somewhat not getting your money's worth?
- 1 STRONGLY NOT GETTING MONEY'S WORTH
 - 2 SOMEWHAT NOT GETTING MONEY'S WORTH
 - 998 DON'T KNOW
 - 999 REFUSED

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

[PHONE ONLY -READ ALL 4 OPTIONS BEFORE ACCEPTING ANSWER – DO NOT READ THE 5TH OPTION]

[PROGRAMMING: ROTATE ORDER DISPLAYED AS EITHER 1,2,3,4,5 OR 4,3,2,1,5]

- 1 I am willing to have the City reduce the level of services currently provided if it means my property taxes would be lower
- 2 I am not willing to pay more taxes than I currently do even if it means the city must reduce services due to increased cost of providing the current levels of services
- 3 I am willing to pay more in taxes if it is necessary to support the increased costs of providing the current levels of service
- 4 I am willing to pay more in taxes only if it will result in an increase in the level of services
- 5 **[DO NOT READ]** NONE OF THE ABOVE IS ACCEPTABLE TO ME
- 999 REFUSED

ASK Q58A IF Q58 = 1 OR Q58=2

- Q58a What services or facilities should be decreased?

[OPEN-END] [PROBE TO CLARIFY]

ASK Q58B IF Q58 = 4

Q58b

What services or facilities should be increased?

[OPEN-END] [PROBE TO CLARIFY]

ASK Q58C IF Q58 = 5

Q58c

You said that none of the taxation options are acceptable. What would be an acceptable option?

[OPEN-END] [PROBE TO CLARIFY]

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

INTRO_DEMO The following question are for classification purposed only.

Q71 Including yourself, how many people currently live in your household in each of the following age categories?

- _____ 18 and over
- _____ 15 to 17
- _____ 10 to 14
- _____ 5 to 9
- _____ Under the age of 5
- 998 DON'T KNOW
- 999 REFUSED

RACE Which of the following categories do you consider yourself?

[READ LIST AND SELECT ALL THAT APPLY]

- 1 White
- 2 Hispanic, Latino, or Spanish origin
- 3 Black or African American
- 4 Asian
- 5 American Indian or Alaskan Native
- 6 Middle Eastern or North African
- 7 Native Hawaiian or other Pacific Islander
- 888 OTHER (SPECIFY)
- 999 DON'T KNOW / REFUSED

INCOME What is the approximate total annual income of all members of your household? Would you say it is. . .

[READ LIST AND STOP WHEN RESPONDENT SAYS YES TO CATEGORY]

- 1 Less than \$20,000,
- 2 \$20,000 to less than \$35,000,
- 3 \$35,000 to less than \$50,000,
- 4 \$50,000 to less than \$75,000,

- 5 \$75,000 to less than \$100,000,
- 6 \$100,000 to less than \$150,000,
- 7 \$150,000 to less than \$200,000
- 8 \$200,000 or more?
- 998 Don't know
- 999 Refused

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

- 1 Only have a cell phone (to make or receive calls)
- 2 Primarily use a cell phone
- 3 Use both a landline or cell phone equally
- 4 Primarily use a landline
- 5 Only have a landline (to make or receive calls)
- 999 DON'T KNOW / REFUSED

[NEW SECTION FOR TIMING]

Q81 Would you be willing to participate in additional research about the City of Bellevue?

[IF NEEDED: "Such as focus groups around important topics, or responding over the internet to short surveys from time to time."]

- 1 Yes
- 2 No

ASK Q81_A IF Q81 = 01

Q81_A Is it best to reach you via phone or email?
1 PHONE
2 EMAIL

ASK Q81_PHONE IF Q81_A = 01

Q81_PHONE May I please get the best number to reach you?

ASK Q81_WEB IF Q81_A = 02

Q81_WEB What is your email address _____ **VERIFY EMAIL**

THANK YOU
[BASE: ALL]
[NEW SECTION FOR TIMING]

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

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

THANK2 I'm sorry we are only interviewing those who are 18 years of age or older. Those are all the questions we have. Have a good day/evening.

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

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