

ORC*International*

City of Bellevue
2012 Budget Survey
February 2012



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Executive Summary

Background and Objectives

The City of Bellevue’s Operating 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 and expectations regarding city services. The 2012 survey was done using a mixed-mode address-based methodology and resulted in a total 462 interviews—251 completed over the telephone, and 211 completed 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:

- 98 percent of all residents rate the quality of life in Bellevue as good (55%) or excellent (43%)—this is the same as in 2010.
- The vast majority (96%) of Bellevue residents feel that the quality of life in their neighborhood is good (57%) or excellent (39%)—a slight increase from 2010 (91% top box).
- Four out of five (81%) Bellevue residents feel they are “strongly” (41%) or “somewhat” (40%) getting their money’s worth—a slight increase from 2010 (78%).

Three out of four (75%) residents feel that Bellevue should keep both taxes and services at their current levels. This is the same as in 2010.

Traffic (39%), followed closely by transportation issues (21%) are the most commonly mentioned responses when residents were asked to name the biggest problems facing Bellevue.

Priorities for City Services

All city services evaluated are considered to be at least somewhat important, receiving a rating of 4 or higher on a 7-point scale (4 is the midpoint).

The seven most important services are the same as in 2010. And in general the rank order is also the same, with the exception of providing emergency medical services, which is now the second most important service. The four most important city services are those related to public safety.

Rank 2010	Rank 2012	Service Description
1	1	Responding to fires
4	2	Providing emergency medical services
2	3	Responding to calls for police assistance
3	4	Investigating and solving felony crimes
5	5	Protecting water in lakes and streams
6	6	Maintaining street lights and traffic signals
7	7	Maintaining existing streets and sidewalks

Ranking is based on standardized scores for importance.

Satisfaction with city services remains high with residents giving all services a score of 4 or higher on a 7-point scale.

Seven items were rated the highest (highlighted in green in Figure 10). These are the same seven services ranked as the top performing services in 2012. However, it is noteworthy that responding to calls for police jumped to the second highest rated service—up from fifth in 2010.

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 the seven services that are most important to city resident. These are areas where current efforts should be maintained.

Importance Rank	Satisfaction Rank	Service Description
1	1	Responding to fires
2	2	Providing emergency medical services
3	3	Responding to calls for police assistance
6	4	Maintaining streetlights / traffic signals
5	6	Protecting water in lakes and streams
16	5	Well-maintained parks
17	7	Clean streets
14	8	Preserving open spaces
11	13	Prosecuting misdemeanor crimes
15	18	Provide recreation programs / facilities to promote healthy lifestyles

Table 1: Top Performing Services

Rank 2010	Rank 2012	Service Description
1	1	Responding to fires
5	2	Responding to calls for police
3	3	Ensuring clean and well-maintained parks and facilities
2	4	Providing emergency medical svcs
4	5	Maintaining street lights / traffic signals
6	6	Protecting water in lakes and streams
7	7	Keeping Bellevue streets clean

*Ranking is based on standardized scores for satisfaction.

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.

Two services—community policing and neighborhood improvements—have moved to this quadrant because they are more important than in 2010. Reducing traffic problems downtown is a new service that was added to the survey.

Importance Rank	Satisfaction Rank	Service Description
8	36	Promoting jobs/economic development
10	37	Reducing traffic problems downtown
9	24	Planning for emergencies
12	21	Community policing
13	20	Providing support services for residents in need
4	17	Investigating and solving felony crimes
7	19	Maintaining existing streets / sidewalks

Budget Priorities

Budget priorities are similar to those set in 2010; public safety is still the top priority, and the environment and responsive government are still second and third.

Improved mobility is ranked as more important most likely due to additional information provided as to what this meant.

Quality neighborhoods are relatively less important.

Priority 2010	Priority 2012	Service Description
1	1	Safe Community
6	2	Improved Mobility
4	3	Economic Growth and Competitiveness
2	4	Health and Sustainable Environment
5	5	Responsive Government
3	6	Quality Neighborhoods
6	7	Innovative, Vibrant, and Caring Community

Note: mobility has moved to a top priority in 2012 from a lower priority in 2010. There was a wording change in 2010 that most likely explains the drop in score for that year.

Traffic and Congestion

Most Bellevue residents agree that the city should work with regional transit agencies to improve local and regional public transportation serving Bellevue. Three out of five (61%) residents **strongly agree** with this strategy.

With just under half (46%) agreeing, the idea of creating additional capacity by widening the roads received only modest support.

Bellevue residents have mixed opinions as to whether to divert traffic away from local neighborhoods, even if it increases travel time—47 percent agree; 34 percent disagree.

Environmental Stewardship

Environmental stewardship is considered to be a moderate priority by Bellevue residents—it ranks as number four on budget priorities. Yet, there appears to be room for improvement in the extent to which the city facilitates and encourages sustainable practices. While 70 percent of residents are happy with Bellevue’s environmental and sustainable practices, only one quarter (25%) “strongly” agree that they are happy with Bellevue’s environmental and sustainable practices.

Four out of five (80%) residents recognize that careful and balanced stewardship of the environment will result in a long term increase in the quality of life and 78 percent also recognize that careful and balanced stewardship of the environment will result in a long term increase in the economic vitality of Bellevue. This is similar to 2010 when 82 percent said careful and balanced stewardship of the environment will result in an increased quality of life and 77 percent agreed that it will increase economic vitality.

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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 about the city and to better understand community priorities and expectations regarding city services. It has been performed on a biennial basis since 1998 to help support decision making for each upcoming budget. The 2012 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 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 2012 survey was 20 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, uses an address-based sample and a mixed mode of data collection.

The sample frame consisted of all households in Bellevue excepting those with Post Office boxes. The sample frame was then matched against a comprehensive database to determine if the household had a listed or published telephone number. These households were sent an advance letter notifying them of the survey and indicating that they would be contacted by telephone.

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

Regardless of data collection mode, respondents were screened to ensure that they were a head of a household in Bellevue who was 18 years of age or older. This approach yielded a total of 462 total interviews—251 completed over the telephone and 211 completed via the Web. Due to the changes in the survey methodology comparisons are limited to 2010 and 2012. More information on address-based sampling and methodology can be found in Appendix II.

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

Margin of Error

The margin of error is a statistic expressing the amount of random sampling error in a survey's results. The larger the margin of error, the less faith one should have that the surveys' 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 4.5 percentage points at a 95 percent confidence level. Appendix IV provides additional insights into the margin of error with different sample sizes.

Demographic Profile and Weighting

Post-stratification weighting was used to ensure that results of the 2012 Budget Survey are generally representative of the population of Bellevue according to the 2010 census data. Details on the weighting methods used and a comparison of the weighted and unweighted sample to the Bellevue population can be found in Appendix III.

Reporting Conventions

In addition to analysis by key demographic segments, analysis looks at differences in results by neighborhoods. Neighborhoods are defined by census blocks as follows:

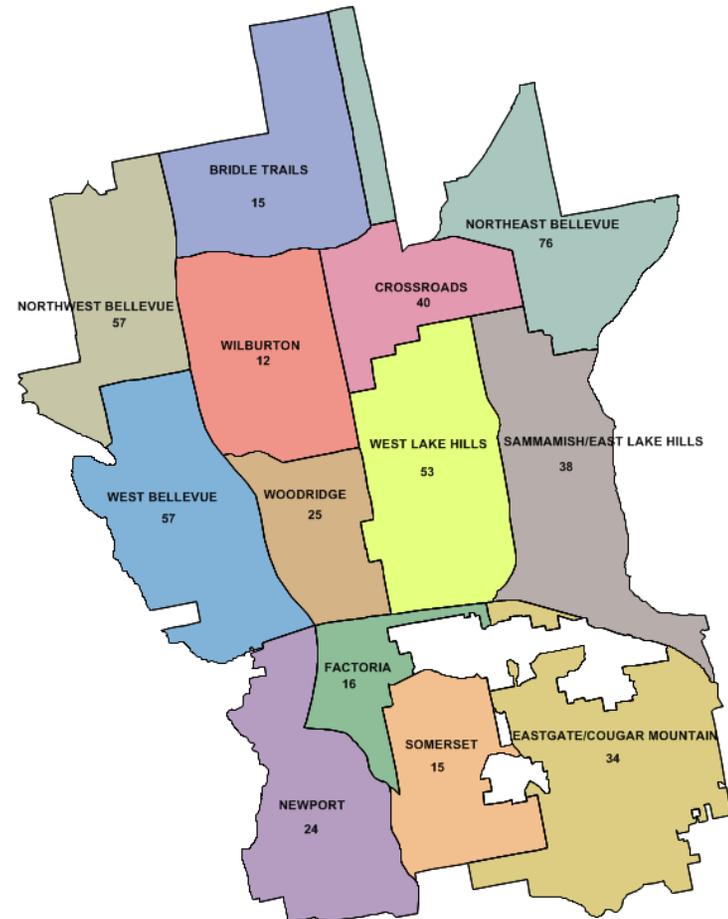
- Bridle Trails
- Crossroads
- Eastgate / Cougar Mountain
- Factoria
- Newport
- Northeast Bellevue
- Northwest Bellevue
- Sammamish / East Lake Hills
- Somerset
- West Bellevue
- West Lake Hills
- Wilburton
- Woodridge

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

The adjacent map illustrates the locations of these neighborhoods and the number of respondents in each neighborhood. Sample sizes are small ($n < 25$) in several neighborhoods:

- Bridle Trails ($n=15$)
- Factoria ($n=16$)
- Newport ($n=24$)
- Somerset ($n=15$)
- Wilburton ($n=12$)

Figure 1: Bellevue Neighborhoods



Key Findings – Quality of Life

Quality of Life in Bellevue

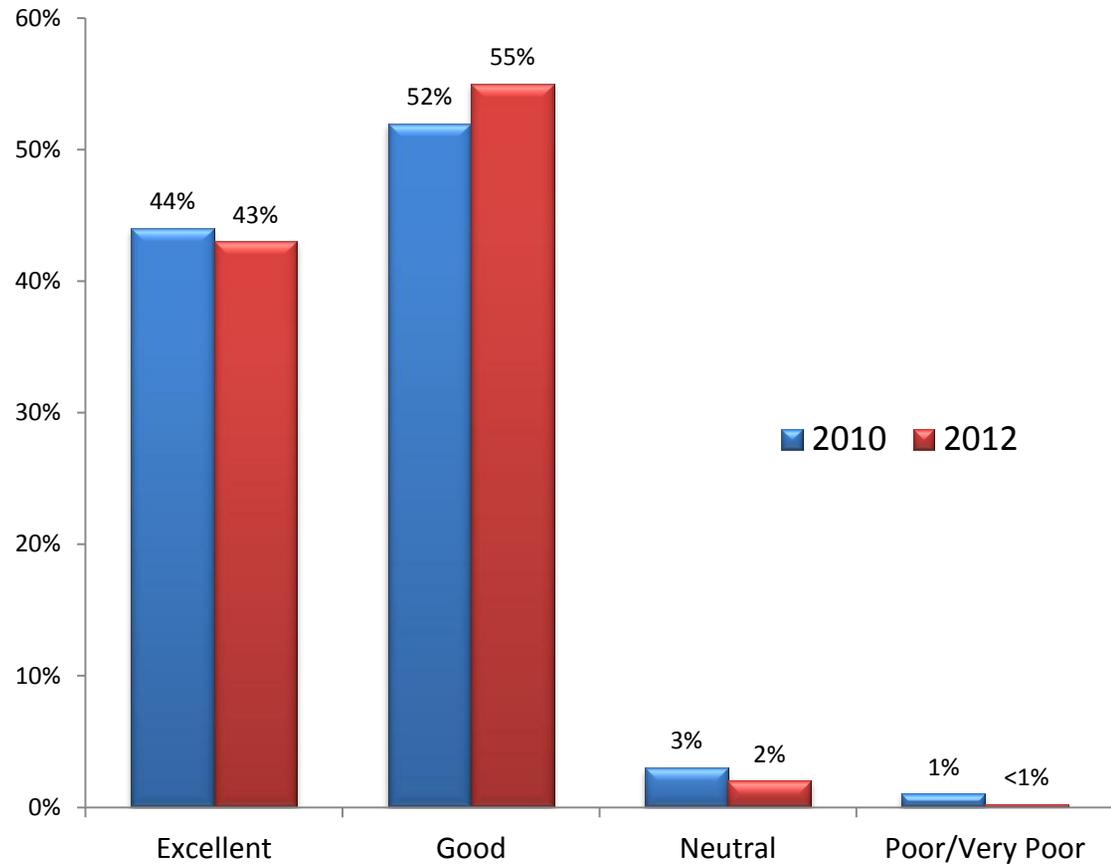
Similar to 2010, Nearly all (98%) residents rate the quality of life in Bellevue as good (55%) or excellent (43%).

Although average (mean) ratings are comparable across the neighborhoods in terms of perceptions of Bellevue as a place to live, residents in Woodridge and Eastgate are the most likely to report that the city is an excellent place to live—70 percent and 62 percent respectively.

- While Wilburton (4.15) and Crossroads (4.18) have the lowest mean scores, this is primarily due to respondents rating the quality of life as “good” rather than “excellent”.

Additionally, Longer term residents—those living in Bellevue for four or more years—rate the quality of life higher than new 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.”

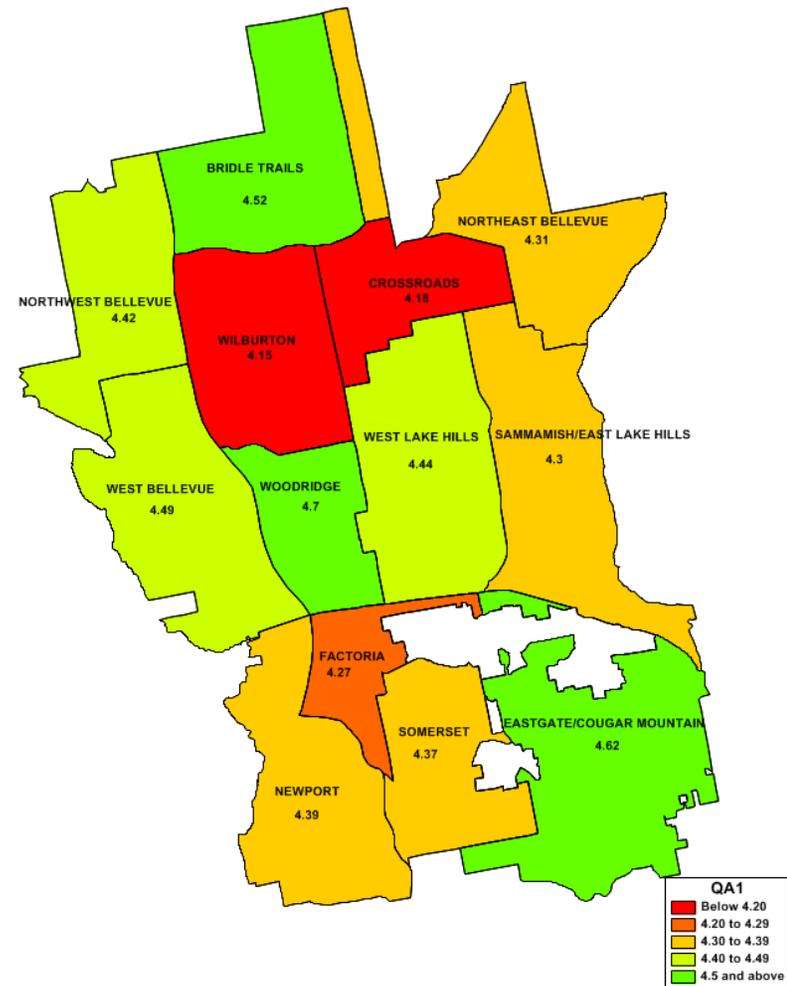
Base: All respondents (n = 462)

Table 2: City of Bellevue as a Place to Live by Neighborhood

	Overall (n=462)	Bridle Trails (n=15)	Crossroads (n=40)	Eastgate / Cougar Mtn (n=34)	Factoria (n=16)
Excellent	43%	52%	24%	62%	27%
Good	55%	48%	69%	38%	73%
Neutral	2%	0%	7%	0%	0%
Poor/Very Poor	<1%	0%	0%	0%	0%
Mean	4.41	4.52	4.18	4.62	4.27
	Newport (n=24)	N.E. Bellevue (n=76)	N.W. Bellevue (n=57)	Sammamish / East Lake Hills (n=38)	Somerset (n=15)
Excellent	39%	33%	48%	35%	37%
Good	61%	65%	48%	61%	63%
Neutral	0%	1%	3%	5%	0%
Poor/Very Poor	0%	<1%	1%	0%	0%
Mean	4.39	4.31	4.42	4.30	4.37
	W. Bellevue (n=57)	W. Lake Hills (n=53)	Wilburton (n=12)	Woodridge (n=25)	
Excellent	52%	45%	15%	70%	
Good	46%	54%	85%	30%	
Neutral	2%	1%	0%	0%	
Poor/Very Poor	0%	0%	0%	0%	
Mean	4.49	4.44	4.15	4.70	

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.”

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 mid-point on a five-point scale.

Base: All respondents (n = 462) Significance indicated by bolding.

Biggest Problem Facing Bellevue

Traffic (39%) is the most commonly mentioned response when residents were asked to name the biggest problems facing Bellevue.

- Traffic is mentioned by most by residents who live in Newport (71%) and West Lake Hills (61%)

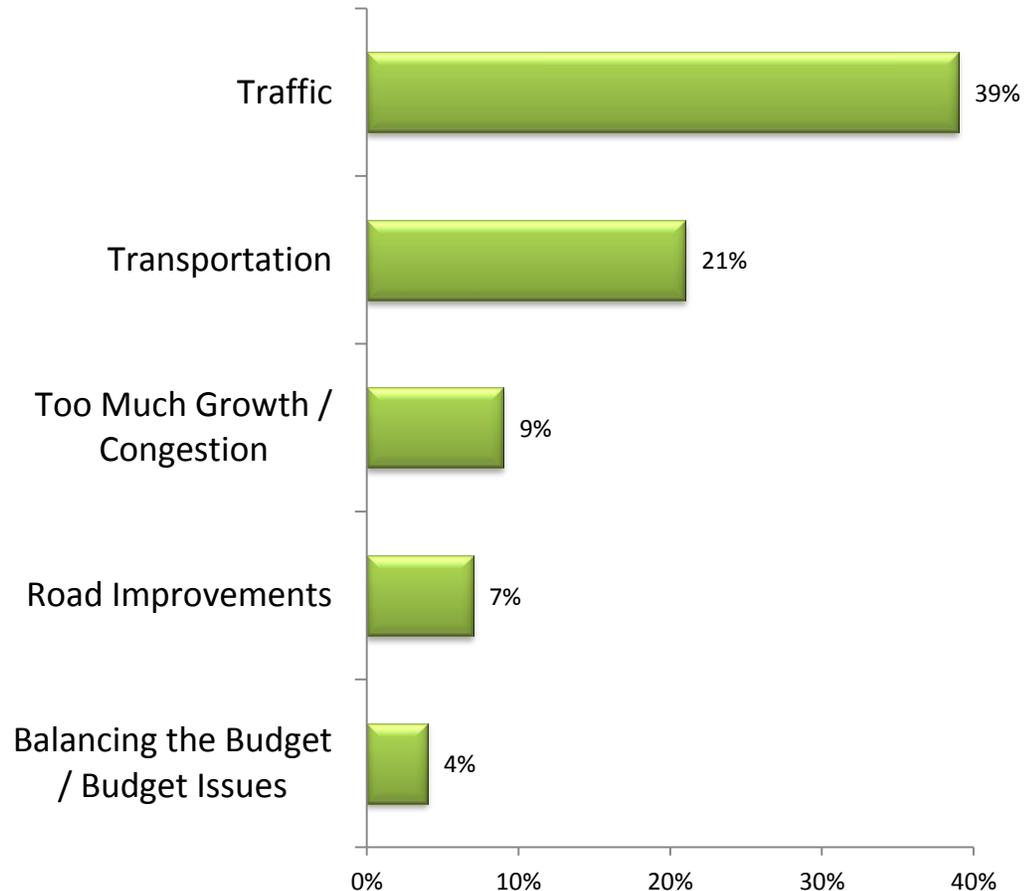
One in five (21%) Bellevue residents feel that transportation (not including traffic issues) is the biggest problem facing Bellevue.

- There are no significant differences in the frequency of transportation as a response by neighborhoods or across demographics

Growth and congestion are also problems—9 percent overall—especially for residents living in Bridle Trails. Over half (52%) of these residents feel that growth and congestion are the biggest problems facing Bellevue.

Verbatim responses to this question are provided in a separate document.

Figure 4: Top 5 Mentioned Biggest Problems Facing Bellevue



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 = 462) Open ended multiple response question: sums may

add to greater than 100%.

Biggest Problem Facing Bellevue by Neighborhood

Table 3: Biggest Problem Facing Bellevue by Neighborhood

	Overall (n=462)	Bridle Trails (n=15)	Crossroads (n=40)	Eastgate / Cougar Mtn (n=34)	Factoria (n=16)	Newport (n=16)	Northeast Bellevue (n=76)
Traffic	39%	37%	48%	50%	47%	71%	35%
Transportation	21%	5%	26%	35%	0%	20%	18%
Too Much Growth / Congestion	9%	52%	0%	0%	0%	0%	14%
Road Improvements	7%	0%	17%	4%	0%	3%	13%
Balancing the Budget / Budget Issues	4%	0%	0%	12%	0%	0%	0%
	Northwest Bellevue (n=57)	Sammamish / East Lake Hills (n=38)	Somerset (n=15)	West Bellevue (n=57)	West Lake Hills (n=53)	Wilburton (n=12)	Woodridge (n=25)
Traffic	33%	22%	24%	33%	61%	0%	20%
Transportation	22%	26%	32%	23%	15%	0%	16%
Too Much Growth / Congestion	11%	0%	30%	4%	4%	0%	9%
Road Improvements	16%	7%	0%	9%	0%	0%	0%
Balancing the Budget / Budget Issues	0%	14%	0%	5%	5%	30%	0%

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 = 462) Significance indicated by bolding.

Quality of life in Neighborhood

The vast majority (96%) of Bellevue residents feel that the quality of life in their neighborhood is good (57%) or excellent (39%).

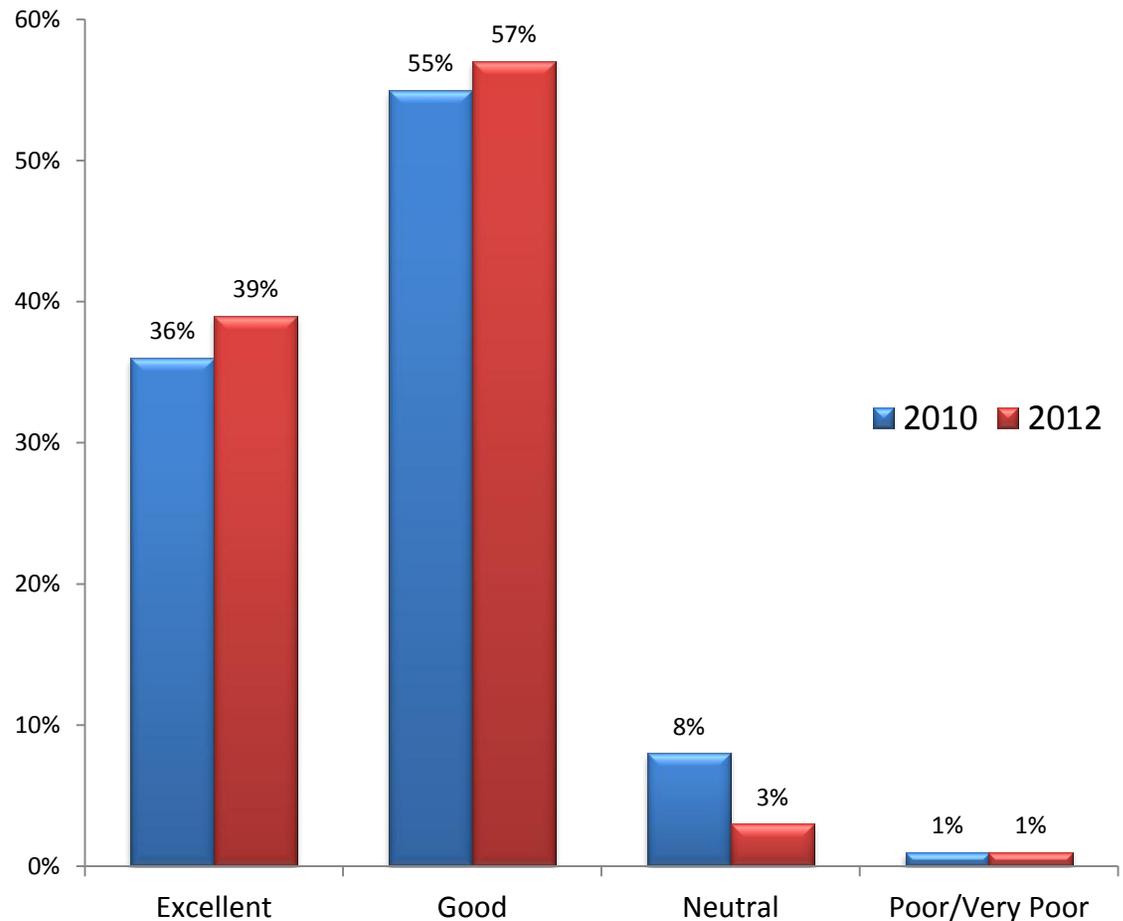
- This has improved significantly compared to 2010—from 91 percent top-two box in 2010 to 96 percent top-two box in 2012.

While there are few differences in the total percentage giving their neighborhoods a combined good or excellent rating, there are differences between neighborhoods in terms of those giving excellent versus good ratings:

- The highest percent of excellent ratings occurs in Eastgate (59%), West Bellevue (54%), and Woodridge (51%).
- Residents in Factoria have the lowest mean score (4.04), but this is primarily due to a high percentage who rate their neighborhood a good (83%) as opposed to excellent (11%).

Older residents—sixty-five or older—are the most satisfied; over half (51%) rate their neighborhood as excellent.

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.”

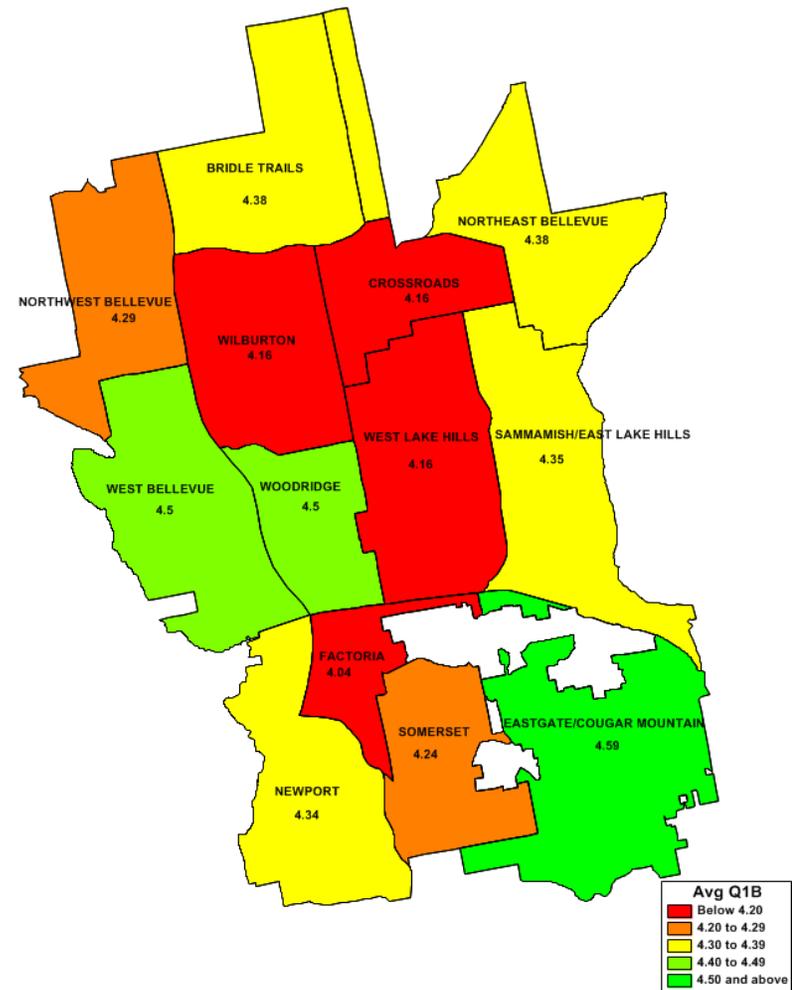
Base: All respondents (n = 462)

Table 4: Neighborhood as a Place to Live by Neighborhood

	Overall (n=462)	Bridle Trails (n=15)	Crossroads (n=40)	Eastgate / Cougar Mtn (n=34)	Factoria (n=16)
Excellent	39%	38%	25%	59%	11%
Good	57%	62%	66%	41%	83%
Neutral	3%	0%	9%	0%	7%
Poor/Very Poor	1%	0%	0%	0%	0%
Mean	4.34	4.38	4.16	4.59	4.04
	Newport (n=24)	N.E. Bellevue (n=76)	N.W. Bellevue (n=57)	Sammamish / East Lake Hills (n=38)	Somerset (n=15)
Excellent	34%	41%	43%	37%	34%
Good	66%	55%	48%	61%	61%
Neutral	0%	3%	4%	2%	0%
Poor/Very Poor	0%	0%	5%	0%	5%
Mean	4.34	4.38	4.29	4.35	4.24
	W. Bellevue (n=57)	W. Lake Hills (n=53)	Wilburton (n=12)	Woodridge (n=25)	
Excellent	54%	22%	16%	51%	
Good	43%	72%	84%	48%	
Neutral	4%	6%	0%	1%	
Poor/Very Poor	0%	0%	0%	0%	
Mean	4.50	4.16	4.16	4.50	

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.”

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 mid-point on a five-point scale.

Key Findings – Taxes and Services

Value of Services

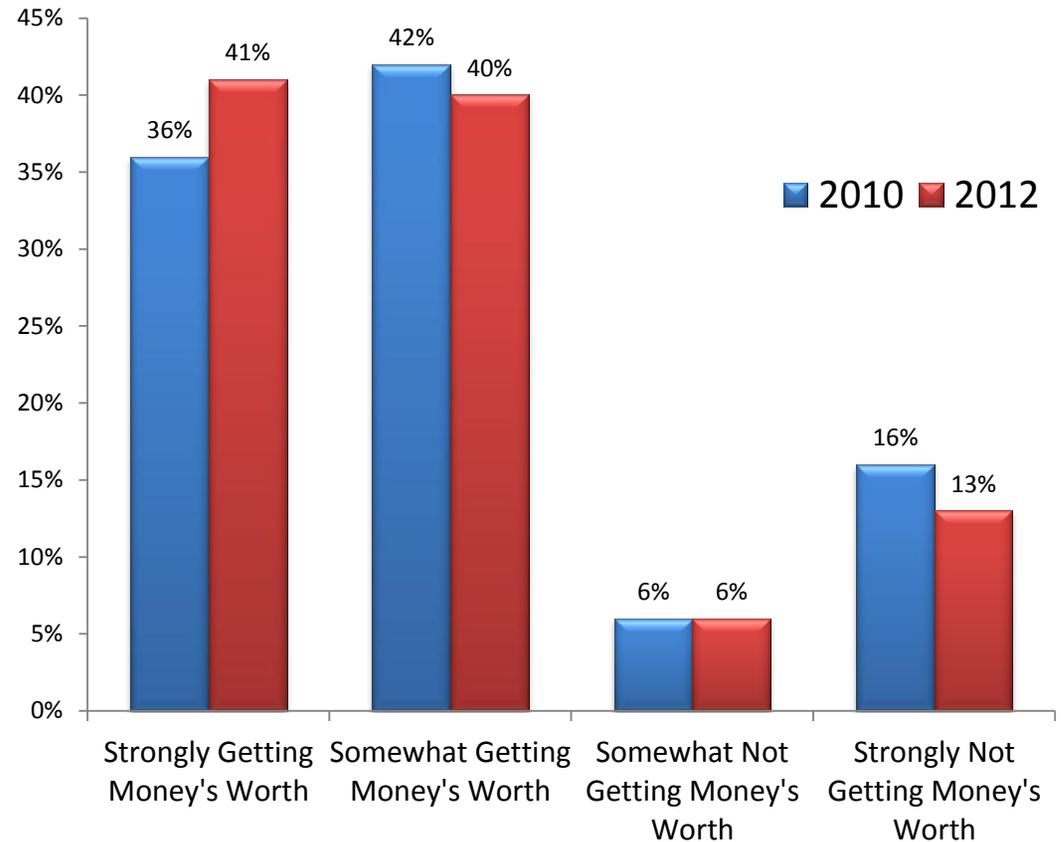
Respondents were told which key services such as fire, police, recreation, and transportation were paid for by city tax dollars. Then they were asked if they felt they were getting value for their tax dollars.

A significant portion (17%) of respondents replied “don’t know.” While this is still a large group of respondents, it is significantly less than those who responded “don’t know” in 2010 (22%). The chart and analysis in this report examines only those who gave an opinion.

Four out of five (81%) of residents feel they are getting value for their tax dollars.

- There has been a slight increase in the total percentage of those in 2012 saying they are getting their money’s worth since 2010—78 percent compared to 82 percent, respectively.
- This is due to shifts in three categories—fewer saying they strongly feel they are not getting their money’s worth or are just somewhat getting their money’s worth and more saying they strongly feel they are getting their money’s worth. T
- his difference is not statistically significant at the 95 percent confidence level but is significant at the 90 percent level.

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?

Base: All respondents (n = 462)

While there are no significant differences across demographics the perceived value of tax dollars varies across neighborhoods.

- Residents living in Eastgate (59%) and Westlake Hills (60%) are significantly more likely to say “strongly” getting money’s worth.
- Those living in Sammamish (33%), Crossroads (24%), and Northeast Bellevue (28%) are the most likely to feel they are not getting money’s worth.

Table 5: Value of Services by Neighborhood

	Overall (n=462)	Bridle Trails (n=15)	Crossroads (n=40)	Eastgate / Cougar Mtn (n=34)	Factoria (n=16)	Newport (n=24)	Northeast Bellevue (n=76)
Strongly Getting Money’s Worth	41%	34%	24%	59%	42%	27%	32%
Somewhat Getting Money’s Worth	40%	52%	53%	26%	49%	51%	40%
Somewhat Not Getting Money’s Worth	6%	0%	5%	7%	0%	4%	7%
Strongly Not Getting Money’s Worth	13%	14%	19%	7%	9%	18%	21%
	Northwest Bellevue (n=57)	Sammamish / East Lake Hills (n=38)	Somerset (n=15)	West Bellevue (n=57)	West Lake Hills (n=53)	Wilburton (n=12)	Woodridge (n=25)
Strongly Getting Money’s Worth	34%	38%	35%	54%	60%	21%	47%
Somewhat Getting Money’s Worth	42%	29%	56%	40%	28%	79%	38%
Somewhat Not Getting Money’s Worth	6%	18%	9%	3%	3%	0%	3%
Strongly Not Getting Money’s Worth	19%	15%	0%	3%	9%	0%	12%

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 (n = 462) Significance indicated by bolding.

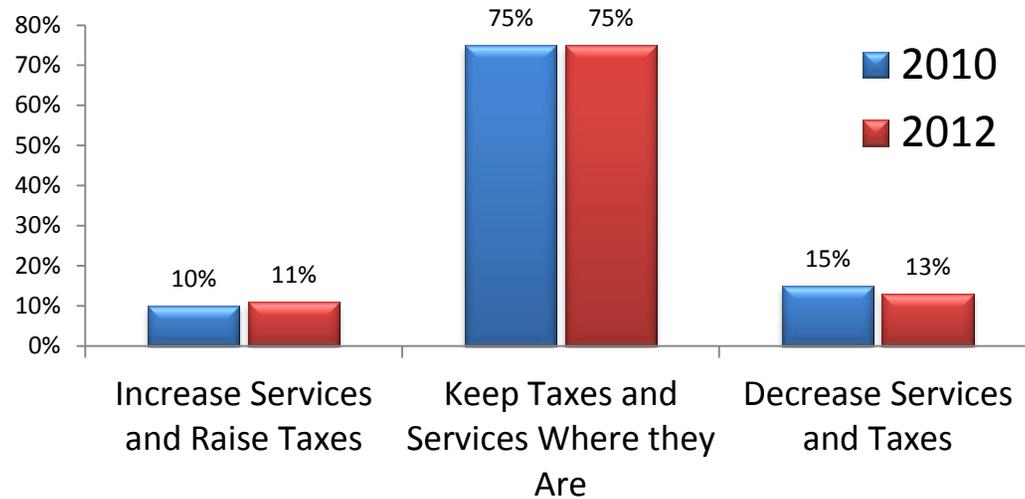
Funding of City Services and Facilities

Asked whether residents would like to see taxes and services increased, decreased, or kept at current levels, a significant portion say “it depends” (13%) or have no opinion (7%). The chart and analysis below examines only those who gave an opinion. Full statistics including and excluding “don’t know ”or “it depends” responses are available in the banners under a separate cover.

Three out of four (75%) Bellevue residents feel the city should strive to maintain its current levels of services and taxes. This similar to the 2010 results.

One out of eight (13%) Bellevue residents feel the city should decrease services and taxes, and 11 percent suggest that services and taxes should be increased.

Figure 8: Taxes and Funding of Services and Facilities



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 = 462)

One quarter of the residents living in Northeast Bellevue (24%) and Sammamish/East Lake Hills would prefer to decrease taxes and services.

- At the same time, 28 percent of residents living in Sammamish/East Lake Hills would prefer to increase taxes and services.

NOTE: Because so few respondents provided answers to what services and facilities need to be decreased / increased, analysis was not on those segments.

Table 6: Services and Facilities to be Decrease

Services to Decrease	Frequency	Percent
No Change	n=462	75%
Human Services	n=12	3%
Parks Department	n=11	2%
Regulations / Red tape	n=6	1%
Nonessential Services	n=2	<1%
Other	n=12	33%

Q58a – What services or facilities should be decreased?

Base: Respondents who feel the City should decrease services and taxes (n = 49)

*Multiple response, total may add to greater than 100%

Table 7: Services and Facilities to be Increased

Services to Increase	Frequency	Percent
No Change	n=462	75%
Transportation	n=18	4%
Roads	n=13	3%
Public Safety	n=7	2%
Schools/Education	n=5	1%
Human Services	n=3	1%
Other	n=5	1%

Q58b – What services or facilities should be increased?

Base: Respondents who feel the City should decrease services and taxes (n = 61)

*Multiple response, total may add to greater than 100%

Table 8: Taxes and Funding of Services and Facilities by Neighborhood

	Overall (n=462)	Bridle Trails (n=15)	Crossroads (n=40)	Eastgate / Cougar Mtn (n=34)	Factoria (n=16)	Newport (n=24)	Northeast Bellevue (n=76)
Increase Services and Raise Taxes	11%	7%	4%	9%	10%	7%	15%
Keep Taxes and Services Where they Are	75%	81%	89%	75%	76%	92%	61%
Decrease Services and Taxes	13%	12%	7%	16%	13%	2%	24%
	Northwest Bellevue (n=57)	Sammamish / East Lake Hills (n=38)	Somerset (n=38)	West Bellevue (n=57)	West Lake Hills (n=53)	Wilburton (n=12)	Woodridge (n=25)
Increase Services and Raise Taxes	19%	28%	14%	7%	3%	0%	13%
Keep Taxes and Services Where they Are	69%	47%	74%	83%	86%	89%	84%
Decrease Services and Taxes	12%	25%	11%	10%	10%	11%	3%

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 = 462) Significance indicated by bolding.

Key Findings – Priorities for City Services

Importance of City Services

Respondents were read a list of 38 city services and programs and were asked to indicate the importance of each. Note that in 2012 three services were split to provide greater differentiation between neighborhoods and downtown Bellevue. 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.

All services were considered to be at least “somewhat” important, receiving a rating of 4 or higher on a 7-point scale (4 is the midpoint). Therefore, to identify what services are most versus least important, for each respondent ratings across all items were standardized and then ranked from most to least important.

The seven most important services are the same as in 2010. And in general the rank order is also the same, with the exception of providing emergency medical services, which is now the second most important service. The four most important city services are those related to public safety.

Table 9: Most Important Services

Rank 2010	Rank 2012	Service Description
1	1	Responding to fires
4	2	Providing emergency medical services
2	3	Responding to calls for police assistance
3	4	Investigating and solving felony crimes
5	5	Protecting water in lakes and streams
6	6	Maintaining street lights and traffic signals
7	7	Maintaining existing streets and sidewalks

Ranking is based on standardized scores for importance.

Ten additional items were also identified as important (highlighted in yellow in Figure 9).

While most services in this tier are the same as in 2010, community policing moved from the third tier of services in 2010 to this tier in 2012.

Reflecting the continuing slow economic growth, promoting jobs and economic development is now the 8th most important city service, up from 12th in 2010. Community policing is also ranked significantly higher in 2012 than in 2010.

On the other hand, citizens appear to suggest that while important, maintenance of parks and streets are lower priorities than in the past.

Table 10: Second Tier Importance

Rank 2010	Rank 2012	Service Description
12	8	Promoting jobs and economic development
9	9	Preparing for emergencies
n.a.	10	Reducing traffic problems downtown
14	11	Prosecuting misdemeanor crimes
22	12	Community policing
15	13	Supporting residents in need
13	14	Preserving open spaces
17	15	Provide recreation programs / facilities to promote healthy lifestyles
8	16	Clean and well-maintained parks
11	17	Keeping streets clean

Ranking is based on standardized scores for importance. Four services were split in 2012 to provide further differentiation between neighborhoods and downtown Bellevue. These services are not included in the 2010 ranking.

While still important (mean rating greater than 4 on a 7-point scale), the remaining 19 items are comparatively less important than those discussed previously (highlighted in blue in Figure 9).

Table 11: Less Important Services

Rank 2010	Rank 2012	Service Description
18	18	Building or widening streets
19	19	Enforcing traffic laws
n.a.	20	Managing residential development
n.a.	21	Managing downtown development
26	22	Traffic enforcement in neighborhoods
20	23	Preventing fires through education
17	24	Neighborhood improvements
n.a.	25	Reducing residential traffic
27	26	More sidewalks along major roads
31	27	Easy to get information on services
30	28	Building neighborhood sidewalks
32	29	Improvements for bicycle riders
23	30	Recreation programs for youth, seniors, residents with special needs
33	31	Outreach for access to services
28	32	Responding to code violations
34	33	Sponsoring festivals and events
29	34	Affordable housing
n.a.	35	Develop neighborhood parks
35	36	Support the arts
24	37	Developing major parks
25	38	More recreation trails

Ranking is based on standardized scores for importance. Four services were split in 2012 to provide further differentiation between neighborhoods and downtown Bellevue. These services are not included in the 2010 ranking.

Two items are significantly more important in 2012 than in 2010:

Table 12: Significant Changes in Importance

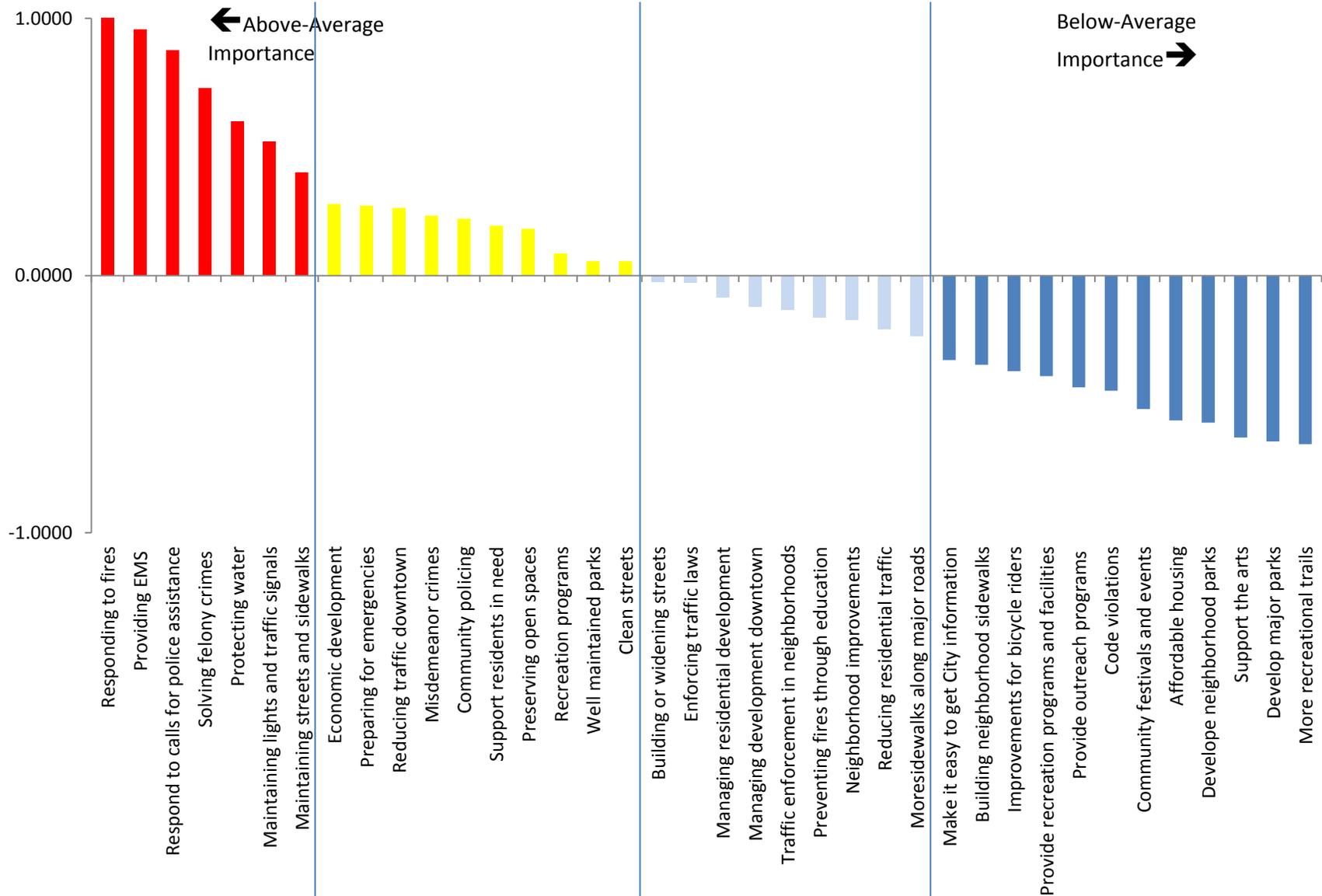
	2010	2012
Promoting jobs and economic development	5.50	5.75
Making it easier to get information about city parks and programs	4.50	5.08

While the following are significantly less important:

	2010	2012
Responding to fires	6.56	6.37
Ensuring clean and well-maintained parks and park facilities	5.71	5.47
Providing services for residents in need	5.32	5.03
Providing opportunities for leading healthy, active lifestyles	5.42	5.02
Building or widening city roads to help ease traffic congestion	5.20	4.72
Reducing traffic accidents through enforcing traffic laws	5.19	4.64
Building neighborhood improvements	5.25	4.61
Reducing traffic problems in residential neighborhoods	5.11	4.58
Providing traffic enforcement in residential neighborhoods	4.91	4.55
Further developing major parks	4.96	4.55
Building additional sidewalks along major road	4.81	4.54
Providing outreach and programs to give neighborhoods better access to city services	4.42	3.99

The decreases in importance seem to reflect residents' recognition of limited funding as a result of the continuing economic conditions. Appendix VI provides further details on trends in importance over the past 10 years.

Figure 9: Importance of City Services



Satisfaction with Service Delivery

Consistent with the earlier finding that the overall quality of city services meets or exceeds Bellevue residents' expectations, their satisfaction with each of these individual aspects of city services received relatively high ratings—a mean of 4.32 or greater on a 7-point scale. As with the importance ratings, for each respondent, items were standardized and ranked from most to least satisfied.

Seven items were rated the highest (highlighted in green in Figure 10). These are the same seven services ranked as the top performing services in 2012. However, it is noteworthy that responding to calls for police jumped to the second highest rated service—up from fifth in 2010.

Table 13: Top Performing Services

Rank 2010	Rank 2012	Service Description
1	1	Responding to fires
5	2	Responding to calls for police
3	3	Ensuring clean and well-maintained parks and facilities
2	4	Providing emergency medical svcs
4	5	Maintaining street lights / traffic signals
6	6	Protecting water in lakes and streams
7	7	Keeping Bellevue streets clean

⁺Ranking is based on standardized scores for satisfaction.

While still receiving satisfaction ratings above the mid-point (4) on the seven-point scale, six items have the lowest satisfaction scores and represent areas for improvement (highlighted in red in Figure 10).

- Affordable housing continues as the lowest ranked city service.
- Promoting jobs and economic development decreased in rank order—that is, despite no change in the percent satisfied, relative to other services residents are less satisfied.
- Reducing traffic problems downtown is a new service added in 2012 to provide further differentiation between downtown and residential areas. It is clear that downtown traffic is a greater problem than neighborhood traffic.
- Managing residential development is another new service added in 2012 to provide further differentiation between downtown and residential areas. In this case, residential development is a greater problem than downtown development.

Table 14: Areas for Improvement

Rank 2010	Rank 2012	Service Description
35	38	Affordable housing
n.a.	37	Reducing traffic problems downtown
28	36	Promoting jobs and economic development
n.a.	35	Managing residential development
29	34	Improvements for bicycle riders
31	33	Building or widening streets

Ranking is based on standardized scores for satisfaction. Four services were split in 2012 to provide further differentiation between neighborhoods and downtown Bellevue

There were few changes in satisfaction ratings since 2010. Exceptions are listed below. Appendix VI provides further details on trends in satisfaction over the past 10 years.

Four items have significantly higher satisfaction ratings than in 2010:

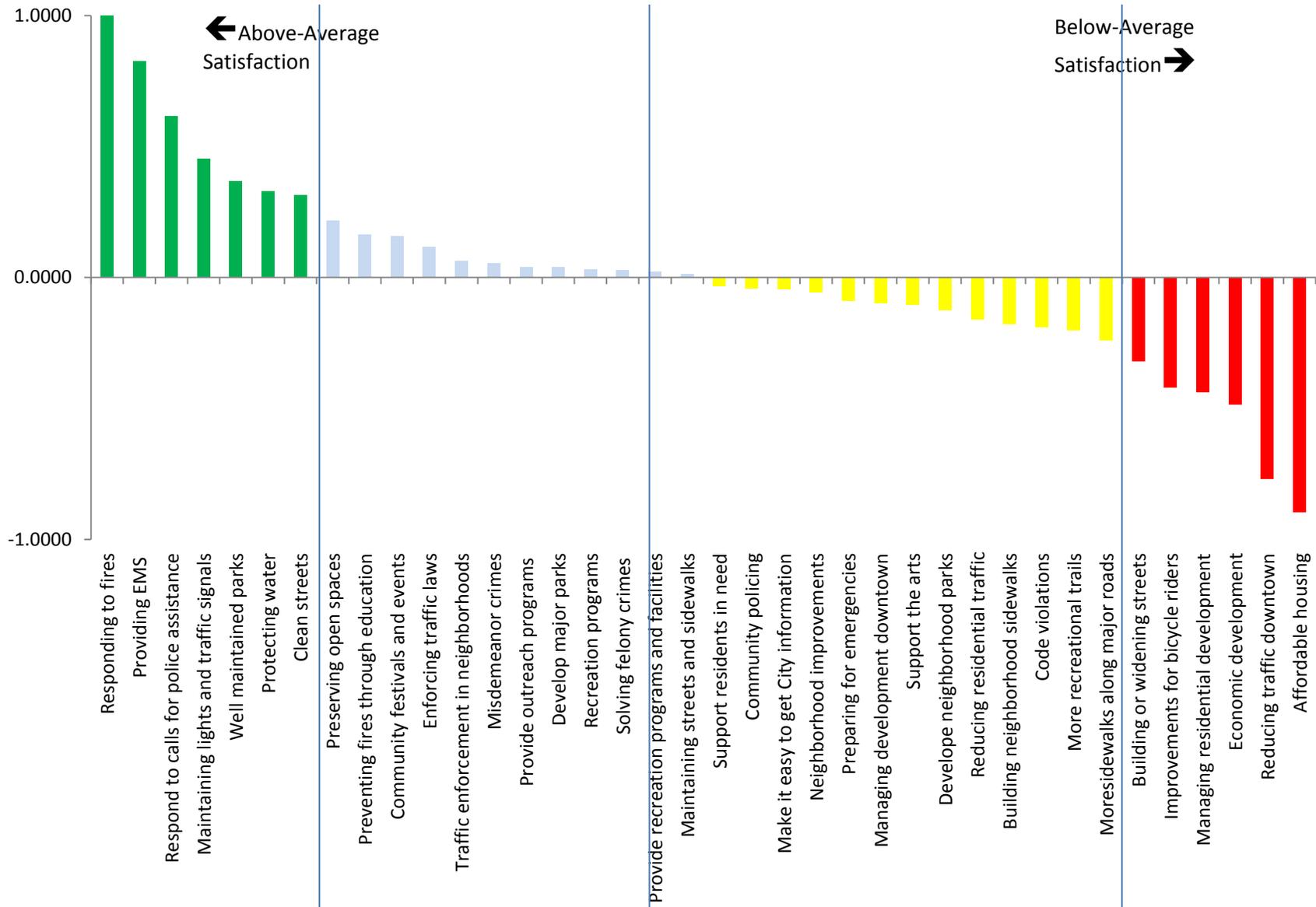
Table 15: Significant Changes in Satisfaction Ratings

	2010	2012
Making It easier to get information about city services and programs	5.13	5.46
Responding to citizen complaints about code violations	4.99	5.41
Preparing for emergencies such as earthquakes and major storms	5.11	5.40
Reducing traffic problems in residential neighborhoods	4.63	4.94

Six items have significantly lower satisfaction than in 2010:

	2010	2012
Providing emergency medical services such as medic one	6.12	5.78
Ensuring clean and well-maintained parks and park facilities	5.97	5.78
Providing recreation programs for youth, seniors, and special-needs populations	5.51	5.15
Supporting the arts	5.53	5.13
Providing services for residents in need	5.41	5.04
Prosecuting misdemeanor and gross misdemeanor crimes	5.31	4.93

Figure 10: Satisfaction with Delivery of City Services



Quadrant Analysis

A 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. While, overall most services have similar ratings as when this study was performed in 2010, there have been several notable changes. The changes primarily occur in services moving from Quadrant C in 2010 to Quadrant B in the 2012 survey meaning that while satisfaction with these services has remained below average, residents now feel that these services are of higher importance now than they were in 2010. These services are called out in the Quadrant B text and should be made a priority for the City of Bellevue

- **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 resources for:
 - Maintaining streets and sidewalks—this attribute has the lowest satisfaction rating of any service in this quadrant.
 - Investigating and solving felony crimes—this attribute has the second lowest satisfaction rating of any service in this quadrant and fourth highest importance overall. This was listed as a priority for this quadrant in 2010 as well.
- **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:
 - Community policing – Moved from Quadrant C in 2010 to Quadrant B in 2012
 - Reducing traffic downtown
 - Supporting neighborhood improvements – Moved from Quadrant C in 2010 to Quadrant B in 2012
 - Supporting residents in need
 - Preparing for emergencies
 - Providing for jobs and economic development

Those moving from Quadrant C to Quadrant B are due to the increased relative importance of these services.

- **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. Notably, additional resources should be considered for the following items as they are only slightly below average in importance:
 - Building or widening streets
 - Managing residential development
 - Managing development downtown
 - Neighborhood improvements
- **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.

Key Findings – Budget Priorities

In 2012, Partial Ranking was used to determine budget priorities. Partial Ranking is a technique to derive importance/preference scores from simple partial ranking questions (e.g. a series of best/worst questions). Partial ranking gives much of the power and insight of MaxDiff techniques, but with significantly easier respondent exercises. This makes it especially useful for phone survey modes. It produces comparable scores to MaxDiff, but at the segment (not respondent) level. The results are preference ‘scores’, which add up to 100. In effect we can consider the results as analogous to a 100-point allocation exercise.

Results suggest that there are four priorities for city spending:

- Priority One: Public safety and Improved Mobility*
- Priority Two: Economic Growth and Competiveness and Healthy and Sustainable Environment
- Priority Three: Responsive Government and Quality Neighborhoods
- Priority Four: Innovative, Vibrant and Caring Community

*It should be noted that in years prior to 2010, transportation improvements were ranked fairly high. It was suggested in 2010 that changing the term to “improved mobility” had an effect on the relative importance of transportation. In this study, improved mobility is highly rated again suggesting that the results in 2010 were unusually low.

Figure 12: Overall Budget Priorities

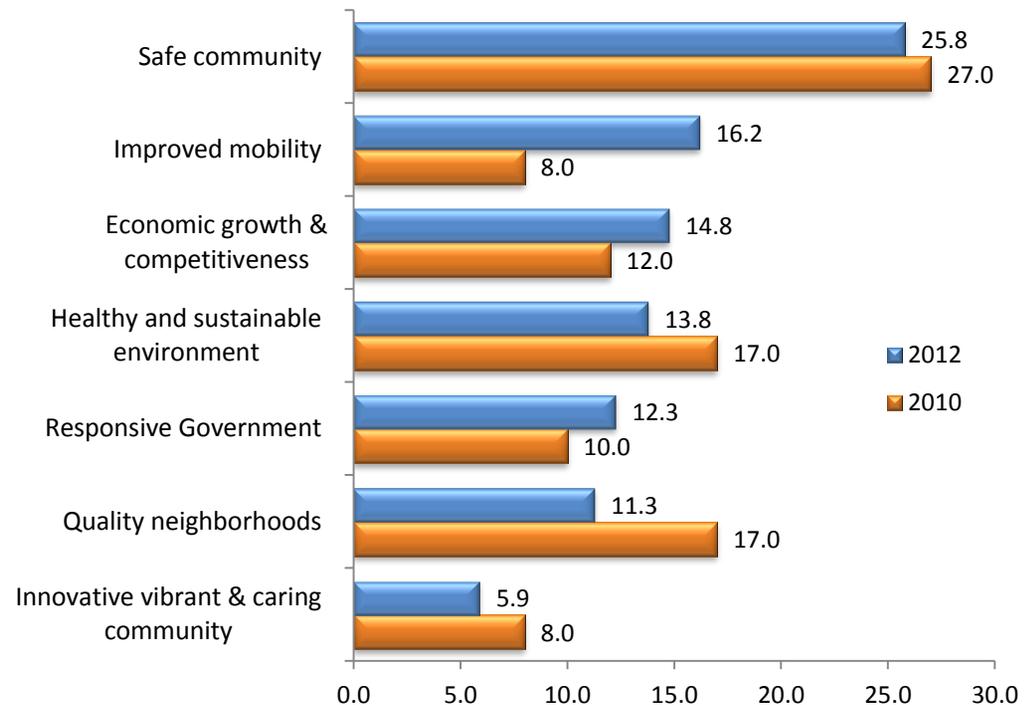


Table 16: Budget Priorities by Neighborhood

	Overall (n=462)		Bridle Trails (n=15)		Crossroads (n=40)		Eastgate / Cougar Mtn (n=34)		Factoria (n=16)		Newport (n=24)		Northeast Bellevue (n=76)	
	Rank	Rank Score	Rank	Rank Score	Rank	Rank Score	Rank	Rank Score	Rank	Rank Score	Rank	Rank Score	Rank	Rank Score
Safe community	1	25.79	1	33.28	1	25.61	1	28.44	1	20.50	2	23.03	1	21.37
Improved mobility	2	16.19	2	18.57	2	21.62	2	19.09	7	5.25	3	15.43	2	20.69
Economic growth & competitiveness	3	14.77	3	11.67	4	14.06	3	16.33	3	16.58	1	24.83	3	14.52
Healthy and sustainable environment	4	13.79	4	11.17	3	17.18	4	11.05	5	15.36	4	11.47	5	12.96
Responsive Government	5	12.27	6	10.02	5	8.55	5	10.96	4	16.51	5	10.36	4	13.41
Quality neighborhoods	6	11.28	5	10.15	6	7.26	6	9.75	2	18.44	6	9.54	6	11.32
Innovative vibrant & caring community	7	5.91	7	5.14	7	5.72	7	4.37	6	7.36	7	5.34	7	5.72
	Northwest Bellevue (n=57)		Sammamish / East Lake Hills (n=38)		Somerset (n=15)		West Bellevue (n=57)		West Lake Hills (n=53)		Wilburton (n=12)		Woodridge (n=25)	
	Rank	Rank Score	Rank	Rank Score	Rank	Rank Score	Rank	Rank Score	Rank	Rank Score	Rank	Rank Score	Rank	Rank Score
Safe community	1	24.81	1	25.75	1	21.52	1	26.76	1	36.13	1	34.55	2	20.01
Improved mobility	2	19.07	6	7.64	4	12.97	2	15.61	4	11.65	5	9.45	1	20.33
Economic growth & competitiveness	4	13.46	3	15.84	3	16.75	3	15.13	5	11.06	4	11.35	4	11.78
Healthy and sustainable environment	3	16.45	5	11.14	5	11.03	5	11.36	2	14.30	2	15.34	3	17.83
Responsive Government	6	10.22	2	17.91	2	20.56	4	14.45	6	9.89	6	7.98	6	11.26
Quality neighborhoods	5	10.68	4	14.30	6	10.10	6	10.74	3	12.33	3	14.81	5	11.52
Innovative vibrant & caring community	7	5.30	7	7.42	7	7.07	7	5.95	7	4.65	7	6.50	7	7.27

Key Findings – Special Topics

Traffic and Congestion

Residents’ opinions on how to handle traffic and congestion remain the similar to 2010.

Bellevue residents agree most strongly that the city should work with regional transit agencies to improve local and regional public transportation serving Bellevue. Three out of five (61%) residents strongly agree with this strategy.

- With the exception of West Bellevue, support is uniformly high across all neighborhoods. Reflecting the impacts of major transportation improvement projects West Bellevue, residents’ opinions here are split—68 percent agree that there should be improvements to public transportation while 24 percent disagree.

The idea of creating additional capacity by widening the roads received modest support.

- Only two out of five (18%) residents “strongly” support adding additional capacity by widening the roads; an additional 28 percent “somewhat” agree (total residents who agree equals 46%). New residents, those living Bellevue for three years or less, are the most likely to agree (58%) that Bellevue should add additional capacity to current roads.

Bellevue residents have mixed opinions as to whether to divert traffic away from local neighborhoods, even it if increases travel time—47 percent agree; 34 percent disagree.

While opinions on this approach are similar across most neighborhoods, those living in Factoria (78%) and Wilburton (82%) are the most likely to agree with this strategy to manage traffic congestion.

Table 17: Preferred Ways to Manage Increased Traffic Congestion

	2010	2012
Work with Regional Agencies to Improve Transit Service		
Strongly Agree	60%	61%
Somewhat Agree	24%	22%
Neither Agree nor Disagree	4%	5%
Disagree	12%	11%
Encourage People to Choose Alternative Transportation Modes		
Strongly Agree	45%	n/a
Somewhat Agree	29%	n/a
Neither Agree nor Disagree	8%	n/a
Disagree	18%	n/a
Widen Major City Roads		
Strongly Agree	21%	18%
Somewhat Agree	29%	28%
Neither Agree nor Disagree	14%	17%
Disagree	35%	37%
Divert Traffic Away from Neighborhoods		
Strongly Agree	18%	15%
Somewhat Agree	28%	32%
Neither Agree nor Disagree	22%	18%
Disagree	32%	34%

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

Base: All respondents (n = 462)

Table 18: Preferred Ways to Manage Increased Traffic Congestion by Neighborhood (Top Box Scores)

	Overall (n=462)	Bridle Trails (n=15)	Crossroads (n=40)	Eastgate / Cougar Mtn (n=34)	Factoria (n=16)	Newport (n=24)	Northeast Bellevue (n=76)
Work with Regional Agencies	84%	88%	83%	79%	93%	98%	79%
Widen Major Roads	46%	47%	50%	55%	52%	49%	47%
Divert Traffic Away from Neighborhoods	47%	45%	33%	56%	78%	49%	46%
	Northwest Bellevue (n=57)	Sammamish / East Lake Hills (n=38)	Somerset (n=15)	West Bellevue (n=57)	West Lake Hills (n=53)	Wilburton (n=12)	Woodridge N=25)
Work with Regional Agencies	85%	85%	93%	68%	92%	83%	91%
Widen Major Roads	39%	51%	36%	41%	42%	64%	41%
Divert Traffic Away from Neighborhoods	59%	57%	32%	38%	32%	82%	54%

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

Base: All respondents (n = 462) Significance indicated by bolding.

Environmental Stewardship

As the budget analysis shows, environmental stewardship is a moderate priority for the citizens of Bellevue—it ranks as number four on budget priorities.. There appears to be room for improvement in the extent to which the city facilitates and encourages sustainable practices in the community. While 70 percent of residents are happy with Bellevue’s environmental and sustainable practices, only one quarter (25%) “strongly” agree.

Those most likely to agree:

- Live in Factoria—63 percent “strongly” agree,
- Live in Wilburton—88 percent agree, ten percent “strongly”,
- Live in Newport—86 percent agree, and Those under the age of 35—37 percent “strongly” agree.

Those most likely to disagree live in:

- Crossroads—21 percent disagree, five percent “strongly”
- Northwest Bellevue—24 percent disagree, and Northeast Bellevue—23 percent degree.

Four out of five residents recognize that careful and balanced stewardship of the environment will result in a long term increase in the quality of life in Bellevue.

While agreement is high across the majority of neighborhoods there is a significant amount of disagreement by those living in Crossroads (22%), Northwest Bellevue (23%), and West Bellevue (27%); approximately one-quarter of those residents “somewhat” or “strongly” disagree with the question.

Residents also recognize that careful and balanced stewardship of the environment will result in a long term increase in the economic vitality of Bellevue.

Table 19: Support for Environmental Stewardship

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

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

Base: All respondents (n = 462)

Table 20: Environmental Stewardship by Neighborhood (Top Box Scores)

	Overall (n=462)	Bridle Trails (n=15)	Crossroads (n=40)	Eastgate / Cougar Mtn (n=34)	Factoria (n=16)	Newport (n=24)	Northeast Bellevue (n=76)
Safe Water and Clean Air	91%	100%	85%	92%	93%	100%	84%
Stewardship Increases Quality of Life	80%	95%	76%	76%	69%	82%	83%
Stewardship Increases Economic Vitality	78%	98%	83%	81%	83%	89%	74%
Happy with the City's Sustainable Practices	70%	69%	65%	75%	90%	86%	66%
	Northwest Bellevue (n=57)	Sammamish / East Lake Hills (n=38)	Somerset (n=15)	West Bellevue (n=57)	West Lake Hills (n=53)	Wilburton (n=12)	Woodridge (n=25)
Safe Water and Clean Air	90%	90%	100%	86%	95%	100%	98%
Stewardship Increases Quality of Life	71%	77%	91%	66%	93%	88%	89%
Stewardship Increases Economic Vitality	68%	65%	86%	73%	85%	70%	79%
Happy with the City's Sustainable Practices	59%	67%	49%	71%	81%	88%	57%

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

Base: All respondents (n = 462) Significance indicated by bolding.

Appendix I – Questionnaire

**City of Bellevue
BUDGET SURVEY**

SCR 2 How many years have you lived in Bellevue?

____ ENTER NUMBER OF YEARS

998 DON'T KNOW

999 REFUSED

SCR3A Do you own or rent your residence?

1 OWN

2 RENT

8 DON'T KNOW

9 REFUSED

Q2 Do you live in a . . .

1 Duplex or Two Family House, [MULTI-FAMILY]

2 Apartment or Condominium with Two to Four Units, [MULTI-FAMILY]

3 Apartment or Condominium with Five or More Units, [MULTIFAMILY]

4 Townhouse with 2-4 Units [MULTI FAMILY]

5 Townhouse with 5 or more units [MULTI-FAMILY]

6 Single Family House? [SINGLE FAMILY]

7 Trailer or Mobile home [SINGLE FAMILY]

8 OTHER [SPECIFY] [SINGLE FAMILY]

98 DON'T KNOW - TERMINATE

99 REFUSED - TERMINATE

Q76 Just to make sure that our study is representative of the City of Bellevue, may I please have your age?

____ ENTER AGE

998 DON'T KNOW

999 REFUSED

Q80 Are you.....

1 Male

2 Female

GENERAL FEELINGS TOWARD CITY AND NEIGHBORHOOD/COMMUNITY NEEDS

- QA1 How do you rate the overall quality of life in Bellevue? Would you say it is...
- 5 Excellent,
 - 4 Good,
 - 3 Neither good nor poor,
 - 2 Poor, or
 - 1 Very poor?
 - 8 DON'T KNOW
 - 9 REFUSED
- QA1A 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]
- 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?
 - 8 DON'T KNOW
 - 9 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
 - 8 DON'T KNOW
 - 9 REFUSED
- 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

INTA 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.

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

[SAMPLE SPLIT INTO TWO GROUPS AND ASKED A SUBSET OF QUESTIONS AS NOTED]

- Q11A [GROUP1] Responding to citizens’ complaints about code violations, like illegal housing additions or junk vehicles
- Q12A [GROUP1] Promoting affordable housing for City residents
- Q14A [GROUP1] Preventing fires through public education and safety inspections
- Q15A [GROUP2] Responding to fires
- Q17A [GROUP2] Providing emergency medical services such as Medic One
- Q18A [GROUP1] Preparing for emergencies, such as earthquakes and major storms
- Q20C [GROUP2] Providing recreation programs for youth, seniors, and residents with special needs [AS NEEDED: such as the disabled]
- Q21C [GROUP1] Providing recreation programs and facilities for individuals to lead healthy and active lifestyles [AS NEEDED: ball fields, trails, swimming . etc.]
- Q22C [GROUP2] Sponsoring community festivals and events
- Q49A [GROUP2] Supporting the arts.
- Q25A [GROUP1] Ensuring clean and well-maintained parks and park facilities
- Q27A [GROUP1] Further developing major parks [AS NEEDED: the Downtown Park, Botanical Garden, and Crossroads Park.]
- Q27AA [GROUP1] Further developing neighborhood parks
- Q29A [GROUP1] Preserving open spaces and natural areas
- Q28A [GROUP2] Providing support services for residents in need [AS NEEDED: such as crisis hot lines, local food banks, and help to victims of domestic violence.]
- Q29C [GROUP1] Protecting the quality of water in Bellevue’s lakes and streams

- Q30A [GROUP1] Expanding the system of recreational trails [AS NEEDED: within parks and between major destinations.]
- Q33A [GROUP1] Managing Bellevue's residential development through planning and zoning
- Q33AA [GROUP1] Managing development in downtown Bellevue through planning and zoning
- Q34A [GROUP1] Promoting jobs and economic development.
- Q35A [GROUP1] Making it easy to get information about City services and programs.
- Q37A [GROUP2] Community policing, [AS NEEDED: Bike patrols and neighborhood police officers.]
- Q38A [GROUP1] Responding to citizen calls for police assistance.
- Q39A [GROUP2] Reducing traffic accidents through enforcing traffic laws.
- Q40A [GROUP1] 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.]
- Q40C [GROUP2] 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?"
- Q36A [GROUP2] Neighborhood improvements, such as sidewalks and crosswalks
- Q42A [GROUP1] Maintaining existing streets and sidewalks.
- Q43A [GROUP2] Building or widening City streets and roads to help ease traffic congestion.
- Q44A [GROUP2] Building additional neighborhood sidewalks.
- Q45A [GROUP2] Building additional sidewalks along major roads.
- Q46A [GROUP2] Making improvements for bicycle riders.
- Q47A [GROUP2] Reducing traffic problems in residential neighborhoods.
- Q47AA [GROUP2] Reducing traffic problems in downtown Bellevue
- Q48A [GROUP1] Keeping Bellevue streets clean.
- Q50A [GROUP1] Maintaining street lights and traffic signals.
- Q51A [GROUP2] Providing outreach and programs to give neighborhoods better access to City services [AS NEEDED: An example would be the mini-City Hall at Crossroads.]
- Q51C [GROUP2] Providing police traffic enforcement in residential neighborhoods

INTRO B Now I would like you to tell me 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.”

[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.]

[SAMPLE SPLIT INTO TWO GROUPS AND ASKED A SUBSET OF QUESTIONS AS NOTED]

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

- Q11B [GROUP1] Responding to citizens' complaints about code violations like illegal housing additions or junk vehicles?
- Q12B [GROUP1] Promoting affordable housing for City residents
- Q14B [GROUP1] Preventing fires through public education and safety inspections
- Q15B [GROUP2] Responding to fires
- Q17B [GROUP2] Providing emergency medical services such as Medic One
- Q18B [GROUP1] Preparing for emergencies, such as earthquakes and major storms
- Q20D [GROUP2] Providing recreation programs for youth, seniors, and residents with special needs [AS NEEDED: such as the disabled]
- Q21D [GROUP1] Providing recreation programs and facilities for individuals to lead healthy and active lifestyles [AS NEEDED: ball fields, trails, swimming . etc.]
- Q22D [GROUP2] Sponsoring community festivals and events
- Q49B [GROUP2] Supporting the arts.
- Q25B [GROUP1] Ensuring clean and well-maintained parks and park facilities
- Q27B [GROUP1] Further developing major parks [AS NEEDED: , the Downtown Park, Botanical Garden, and Crossroads Park.]
- Q27BB [GROUP1] Further developing neighborhood parks
- Q29B [GROUP1] Preserving open spaces and natural areas
- Q28B [GROUP2] Providing support services for residents in need [AS NEEDED: , such as crisis hot lines, local food banks, and help to victims of domestic violence.]
- Q29D [GROUP1] Protecting the quality of water in Bellevue's lakes and streams
- Q30B [GROUP1] Expanding the system of recreational trails [AS NEEDED: within parks and between major destinations.]
- Q33B [GROUP1] Managing Bellevue's residential development through planning and zoning
- Q33BB [GROUP1] Managing development in downtown Bellevue through planning and zoning
- Q34B [GROUP1] Promoting jobs and economic development.

- Q35B [GROUP1] Making it easy to get information about City services and programs.
- Q37B [GROUP2] Community policing, [AS NEEDED: Bike patrols and neighborhood police officers.]
- Q38B [GROUP1] Responding to citizen calls for police assistance.
- Q39B [GROUP2] Reducing traffic accidents through enforcing traffic laws.
- Q40B [GROUP1] 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.]
- Q40D [GROUP2] 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]
- Q36B [GROUP2] Neighborhood improvements, such as sidewalks and crosswalks
- Q42B [GROUP1] Maintaining existing streets and sidewalks.
- Q43B [GROUP2] Building or widening City streets and roads to help ease traffic congestion.
- Q44B [GROUP2] Building additional neighborhood sidewalks.
- Q45B [GROUP2] Building additional sidewalks along major roads.
- Q46B [GROUP2] Making improvements for bicycle riders.
- Q47B [GROUP2] Reducing traffic problems in residential neighborhoods.
- Q47BB [GROUP2] Reducing traffic problems in downtown Bellevue
- Q48B [GROUP1] Keeping Bellevue streets clean.
- Q50B [GROUP1] Maintaining street lights and traffic signals.

- Q51B [GROUP2] Providing outreach and programs to give neighborhoods better access to City services [AS NEEDED: An example would be the mini-City Hall at Crossroads.]
- Q51D [GROUP2] Providing police traffic enforcement in residential neighborhoods

BUDGET PRIORITIES

- BUD1 Which one of these seven items should be Bellevue's **highest budget priority** and which one should be its **lowest budget priority**.
- BUD2 Now of the remaining five items, please tell me which should be Bellevue's **highest budget priority** and which should be its **lowest**.
- BUD1A **Responsive Government**
[AS NEEDED: A government that listens to its community, keeps residents informed, seeks their involvement, and provides high quality service and excellent value for their tax dollar.]
- BUD1B **Healthy and sustainable environment**
[AS NEEDED: Promotes a healthy and sustainable natural environment for current and future generations in which to live, work, and play.]
- BUD1C **Innovative, vibrant & caring community.**
[AS NEEDED : Maintains a diverse, innovative and caring community that has opportunities for all generations to live, work and play well and encourages civic engagement.]
- BUD1D **Quality neighborhoods**
[AS NEEDED: Supports quality neighborhoods that are attractive, well-maintained and safe.]
- BUD1E **Safe community**
AS NEEDED: Ensures a safe community where we live, work, and play and is prepared to respond to emergencies, such as earthquake or adverse weather.]
- BUD1F **Improved mobility**
[AS NEEDED: Improves our transportation infrastructure so that it is safe, convenient and reliable and connects people to where they want to go by car, public transportation, walking, or bicycling.]
- BUDG **Economic growth & competitiveness**
[AS NEEDED: Supports the economic prosperity of the community and encourages a business environment that is competitive, and creates jobs.]

Q56INT 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
- 8 DON'T KNOW
- 9 REFUSED

Q56A In order to deal with increased traffic congestion, the city should...
Widen major City roads.

Q56C In order to deal with increased traffic congestion, the city should...
Work with regional agencies to improve local and regional transit services within and coming into Bellevue.

Q56D In order to deal with increased local traffic congestion on city streets, the city should...
Divert traffic away from local neighborhoods even if it may increase travel time.

GENERAL SERVICE LEVELS & SPENDING

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
- 8 DON'T KNOW
- 9 REFUSED

Q4L.1 [ASKIF Q4L EQ 1] Would that be strongly or somewhat getting your money's worth?

- 1 STRONGLY GETTING MONEY'S WORTH
- 2 SOMEWHAT GETTING MONEY'S WORTH
- 8 DON'T KNOW
- 9 REFUSED

Q4L.2 [ASKIF Q4L EQ 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
- 8 DON'T KNOW
- 9 REFUSED

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

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

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

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

DEMOGRAPHICS

INTROB 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
- 9999 REFUSED

HISPAR Are you Spanish, Hispanic, or Latino?

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

RACE Please choose one or more races you consider yourself to be: [SELECT ALL THAT APPLY]

- 1 White
- 2 Black or African American
- 3 American Indian or Alaskan Native
- 4 Asian or Pacific Islander
- 6 HISPANIC
- 9 DON'T KNOW / REFUSED
- 77 OTHER SPECIFY

Q80 What is the approximate total annual income of all members of your household? Would you say it is . . .

- 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?
- 98 Don't know
- 99 Refused

Q81 [ONLINE] Would you be willing to participate in additional research about the City of Bellevue? (if asked, ... such as focus groups around important topics, or responding over the internet to short surveys from time to time).

- 1 Yes
 - 2 No
- IF YES, what is your email address _____ VERIFY EMAIL

Appendix II – 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 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 20 to 30 percent of all individuals no longer have a landline telephone and rely strictly on a cell phone or other mobile device to make and receive calls. An additional 20 to 35 percent have both landline and cell phone numbers but rely primarily on their cell phones.

Some studies address the problem of cell phone sampling by including a cell phone sample. In the case of Bellevue, this is an expensive and inefficient solution. It is inefficient because it is impossible to target cell phone households living in Bellevue as most of East King County shares the 425 area code. An alternative solution that is being increasingly used is address-based sampling with a dual mode for collecting the data among hard-to-reach populations as well as the growing number of cell phone–only and cell phone–primary households. The benefits of address-based sampling are described in the passage below from Centris Marketing Intelligence.

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.¹

¹ White Paper, Address Based Sampling, Centris Marketing Intelligence, December 2008.

Appendix III – Demographics and Weighting

The weights were applied in two stages. The first-stage weight adjusted for the response rates between the two survey modes. 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 the 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 21: Weighting – Unweighted and Weighted Data Compared to Bellevue Population

	2010 Budget Survey (unweighted)	2012 Budget Survey (unweighted)	Bellevue Population*	2012 Budget Survey (weighted)
Gender				
Male	58%	60%	50%	50%
Female	42%	40%	50%	50%
Age**				
18–34	20%	20%	27%	27%
35–54	39%	41%	39%	39%
55 Plus	41%	39%	34%	34%
Household Size				
Single Adult	30%	34%	28%	32%
Two or More Adults	70%	66%	72%	68%
Children in Household				
None	73%	70%	70%	70%
One or More	27%	30%	30%	30%
Dwelling Type				
Single-Family	57%	52%	54%	54%
Multi-Family	43%	48%	46%	46%
Income				
Less than \$35,000	10%	8%	20%	7%
\$35,000–\$75,000	24%	27%	27%	26%
\$75,000–\$150,000	46%	40%	33%	41%
\$150,000 or Greater	21%	25%	20%	27%
Median	\$81,012	\$101,020	\$80,500	\$106,169
Race / Ethnicity				
White	78%	78%	66%	72%
Asian	20%	20%	30%	28%
African American	1%	2%	3%	1%
Other	3%	6%	5%	6%
% Hispanic	1%	2%	7%	2%

	2010 Budget Survey (unweighted)	2012 Budget Survey (unweighted)	Bellevue Population*	2012 Budget Survey (weighted)
Years Lived in Bellevue				
0–3	25%	23%	n.a.	30%
4–9	22%	17%		20%
10 or More	53%	60%		50%
Mean	15.1	17.0		14.4 yrs.

*Source for Population Figures: Household Income data are 2010 American Community Survey one-year estimates. All other population data are from the 2010 Census.

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

Appendix IV – Margin of Error

The margin of error is a statistic expressing the amount of random sampling error in a survey's results. The larger the margin of error, the less faith one should have that the surveys' reported results are close to the true figures; that is, the figures for the whole population. The margin of error decreases as the sample size increases, but only to a point. The margin of error in Bellevue's Budget Survey for the entire sample is generally no greater than plus or minus 4.5 percentage points around any given percent at a 95 percent confidence level. This means that if the same question were asked of a different sample but using the same methodology, 95 times out of 100, the same result within the stated range would be achieved.

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

Table 22: Error Associated with Different Proportions at Different Sample Sizes

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

Appendix V –Sample Banner Pages

An example of a cross-tabulation follows. A capital letter under a percentile refers to a nearby column letter (and associated variable) for which there is a 95 percent confidence of statistically significant difference between the two variables.

Figure 13: Banner 1

City of Bellevue
2010 Budget Survey

SCR2 - How many years have you lived in Bellevue?
BASE = ALL RESPONDENTS

	Region						Years in City			Age				HH w/kids		Gender		HH Income				Type of Residence		Survey Mode	
	2010 Total	West 98004	Cen W 98005	South 98006	Cen E 98007	East 98008	0-3	4-9	10+	<35	35-54	55-64	65+	Yes	No	Male	Female	<\$35k	\$35k-\$75k	\$75k-\$150k	\$150k+	Multi	Single	Phone	Online
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)
TOTAL	745	201	150	164	112	117	207	166	369	150	297	135	155	189	556	364	381	66	140	264	124	355	390	115	630
TOTAL RESPONDING	742	200	150	162	112	117	207	166	369	148	297	134	155	189	553	364	378	65	140	264	124	353	389	115	627
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	745	191	140	170	112	131	188	161	394	145	289	137	168	199	546	430	315	59	142	274	126	319	426	205	540
0 to 1 years	115	45	15	21	27	6	115	-	-	55	39	6	12	28	87	62	54	18	24	38	13	87	28	2	113
	16%	23%	10%	13%	24%	5%	55%			37%	13%	4%	8%	15%	16%	17%	14%	28%	17%	15%	11%	25%	7%	2%	18%
		CDF		F	CDF					KLM	L							TU				W			X
2 to 5 years	166	54	37	24	27	24	92	73	-	70	70	17	8	59	107	91	75	6	19	70	39	108	58	11	155
	22%	27%	24%	15%	24%	21%	45%	44%		47%	23%	13%	5%	31%	19%	25%	20%	10%	14%	27%	32%	31%	15%	9%	29%
		D	D							KLM	LM	M		O					RS	RS		W			X
6 to 10 years	125	28	25	39	18	14	-	92	32	12	75	20	18	44	81	61	64	9	21	46	24	54	71	17	108
	17%	14%	17%	24%	16%	12%		56%	9%	8%	25%	15%	11%	23%	15%	17%	17%	14%	15%	17%	19%	15%	18%	15%	17%
				BF				I			JLM			O											
11 to 15 years	68	20	12	14	7	16	-	68	2	46	12	9	25	43	31	37	9	4	24	19	27	41	13	55	
	9%	10%	8%	8%	6%	13%		18%	1%	16%	9%	6%	13%	8%	8%	10%	14%	3%	9%	15%	8%	11%	11%	9%	
										JLM	J	J					S	S	S						
16 to 20 years	61	10	10	18	13	9	-	61	4	25	19	10	13	48	28	32	6	14	20	6	22	38	15	45	
	8%	5%	7%	11%	12%	8%		16%	3%	8%	14%	7%	7%	7%	9%	8%	9%	10%	8%	5%	6%	10%	13%	7%	
										J	JM													Y	

Comparison Groups: BCDEF/GHI/JKLM/NO/PQ/RSTU/VW/XY
Independent T-Test for Means, Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Prepared by infogroup/ORC

Capital letter indicates significant difference between column H and I at the 95% Confidence Interval.

Appendix VI – Trends in Importance and Satisfaction

The tables on the next few pages summarize trends in ratings and gaps for all service areas between 2002 and 2012. Importance and satisfaction mean scores that have increased significantly over any of the previous survey years are in **bold**. Between 2010 and 2012 only, significant decreases are in **red bold** and significant increases are in **green bold**. Within the tables, city services are listed in descending order by the average importance score in 2012 (by tier of importance).

Table 23: Trends in Importance and Satisfaction

	Importance									Satisfaction					
	2002	2004	2006	2008	2010	2012	Order 2008	Order 2010	Order 2012	2002	2004	2006	2008	2010	2012
Responding to Citizen Calls for Police Assistance	Rank order increased slightly									Continued decrease since 2006. Stable since 2010					
	6.52	6.62	6.58	6.66	6.50	6.43	3	2	1	5.74	5.93	5.96	5.92	5.83	5.94
Responding to Fires	Rank order decreased slightly									Decreasing since 2006					
	6.78	6.81	6.77	6.78	6.56	6.37	1	1	2	6.44	6.41	6.47	6.32	6.22	6.13
Investigating and Solving Felony Crimes	Rank order increased slightly (2012 wording change: added "felony")									Significant increase					
	6.45	6.46	6.47	6.51	6.39	6.34	4	3	3	5.47	5.56	5.58	5.42	5.60	5.48
Protecting Water Quality in Bellevue's Lakes and Streams (New in 2006)	Rank order increased slightly (slight wording change in 2012)									Stable from 2010					
	*	*	6.36	6.34	6.14	6.18	6	5	4	*	*	5.52	5.50	5.75	5.71
Providing Emergency Medical Services such as Medic One	Rank order decreased slightly									Significant decrease					
	6.78	6.75	6.70	6.75	6.26	6.06	2	4	5	6.41	6.41	6.40	6.32	6.12	5.78
Maintaining Street Lights and Traffic	Increased significantly in 2012 but below previous years									Slight increase					

	Importance									Satisfaction					
	2002	2004	2006	2008	2010	2012	Order 2008	Order 2010	Order 2012	2002	2004	2006	2008	2010	2012
Signals	6.42	6.46	6.32	6.42	5.81	5.96	5	6	6	5.72	5.77	5.78	5.82	5.90	5.72
Maintaining Existing Streets and Sidewalks	Rank order stable									Stable					
	6.06	6.09	6.01	5.99	5.81	5.94	11	7	7	4.98	5.28	5.33	5.36	5.33	5.38
Promoting Jobs and Economic Development	Rank order increased significantly									Significantly increase from 2010					
	5.70	5.80	5.77	5.78	5.50	5.75	19	12	8	4.80	4.68	5.17	5.30	4.85	5.03
Preparing for Emergencies such as Earthquakes and Major Storms	Rank order stable (2012 wording change replaced "disasters" with "emergencies."									Increased significantly					
	6.06	5.97	6.13	6.09	5.58	5.71	9	9	9	5.27	5.41	5.19	4.78	5.11	5.40
Preserving Open Spaces and Natural Areas	Rank order increased									Generally increasing with a significant increase since 2004					
	5.81	5.82	5.98	6.03	5.50	5.70	10	12	10	5.01	5.29	5.58	5.51	5.61	5.60
Keeping Bellevue Streets Clean	Rank order decreased significantly									Stable					
	5.84	5.93	5.89	5.8	5.56	5.57	18	10	11	5.6	5.81	5.81	5.74	5.71	5.7
Ensuring Clean and Well-Maintained Parks and Park Facilities	Rank order decreased significantly									Slight decrease					
	6	6.14	6.16	6.16	5.71	5.47	8	8	12	5.62	5.82	5.99	5.99	5.97	5.78
Prosecuting Misdemeanor and Gross Misdemeanor Crimes (Added in 2004)	Rank order decreased									Significant decrease					
	*	6.26	6.13	6.20	5.54	5.33	7	11	13	*	5.31	5.38	5.19	5.31	4.93

	Importance									Satisfaction					
	2002	2004	2006	2008	2010	2012	Order 2008	Order 2010	Order 2012	2002	2004	2006	2008	2010	2012
Managing Bellevue's residential development through planning and zoning (new in 2012)	New in 2012 (split from Managing City's Planning and Zoning)									New in 2012 (split from Managing City's Planning and Zoning)					
	*	*	*	*	*	5.24	*	*	14	*	*	*	*	*	4.98
Preventing Fires	Rank order increased significantly									Increasing					
	5.88	5.86	5.77	5.85	5.14	5.19	15	19	15	5.51	5.54	5.70	5.51	5.46	5.68
Managing development in downtown Bellevue through planning and zoning (new in 2012)	New in 2012 (split from Managing City's Planning and Zoning)									New in 2012 (split from Managing City's Planning and Zoning)					
	*	*	*	*	*	5.19	*	*	16	*	*	*	*	*	5.35
Reducing traffic problems in downtown Bellevue	New in 2012									New in 2012					
	*	*	*	*	*	5.08	*	*	17	*	*	*	*	*	4.31
Making It Easier to Get Information About City Services And Programs	Rank order increased significantly									Significantly increased to highest levels recorded					
	5.43	5.42	5.57	5.53	4.50	5.08	23	30	18	5.20	5.22	5.39	5.34	5.13	5.46
Providing Services for Residents in Need	Rank order decreased significantly									Decreased					
	5.91	6.07	5.84	5.80	5.32	5.03	18	14	19	5.20	5.12	5.14	5.38	5.41	5.04
Providing Opportunities for Leading Healthy, Active Lifestyles+	Rank order decreased significantly									Decreased					
	*	*	6.04	5.95	5.42	5.02	13	13	20	*	*	5.61	5.61	5.51	5.43
Community Policing such as Bike	Rank order decreased									Stable after significant decrease from 2006					

	Importance									Satisfaction					
	2002	2004	2006	2008	2010	2012	Order 2008	Order 2010	Order 2012	2002	2004	2006	2008	2010	2012
Patrols and Neighborhood Police Officers	5.72	5.83	5.78	5.63	5.15	4.93	21	18	21	5.26	5.25	5.44	5.12	5.14	5.07
Responding to Citizen Complaints About Code Violations Like Illegal Housing Additions or Junk Vehicles	Rank order increased significantly									Significant increase					
	5.35	5.28	5.25	5.04	4.77	4.88	29	27	22	4.97	5.09	5.19	5.08	4.99	5.41
Providing Recreation Programs for Youth, Seniors, and Special-Needs Populations (New in 2006)	Rank order decreased slightly									Significant decrease					
	*	*	5.83	5.77	4.99	4.83	20	22	23	*	*	5.40	5.29	5.51	5.15
Building or Widening City Roads to Help Ease Traffic Congestion	Rank order decreased significantly									Slight decrease					
	6.00	6.11	5.85	5.89	5.20	4.72	14	16	24	4.34	4.76	4.80	4.73	4.73	4.69
Expanding the System of Recreational Trails Within Parks and Between Major Destinations	Rank order decreased slightly									Decreased					
	5.3	5.37	5.50	5.39	4.92	4.70	25	24	25	5.09	5.33	5.43	5.44	5.4	5.15
Promoting Affordable Housing for City Residents	Rank order increased									Significant increase to highest levels recorded					
	5.23	5.34	5.44	5.29	4.59	4.69	27	28	26	4.35	4.31	4.43	4.45	4.37	4.66
Reducing Traffic Accidents Through Enforcing Traffic Laws	Rank order decreased significantly									Slight decrease, returning to normal levels prior to 2010					
	5.87	5.96	5.88	5.78	5.19	4.64	19	17	27	5.13	5.30	5.34	5.31	5.47	5.24
Further developing neighborhood parks (new in 2012)	New in 2012 (split from making neighborhood improvements)									New in 2012 (split from making neighborhood improvements)					
	*	*	*	*	*	4.62	*	*	28	*	*	*	*	*	5.30

	Importance									Satisfaction					
	2002	2004	2006	2008	2010	2012	Order 2008	Order 2010	Order 2012	2002	2004	2006	2008	2010	2012
Building Neighborhood Improvements such as Sidewalks, Crosswalks, and Neighborhood Parks+	Rank order decreased significantly (note, split Neighborhood parks into new question in 2012)									Significantly decreased after increasing					
	5.73	5.68	5.90	5.84	5.25	4.61	16	15	29	5.11	5.34	5.43	5.43	5.14	4.99
Reducing Traffic Problems in Residential Neighborhoods	Rank order decreased significantly									Significant increase to highest levels since 2006					
	5.79	5.73	5.56	5.53	5.11	4.58	23	21	30	4.50	4.74	4.99	4.73	4.63	4.94
Providing Traffic Enforcement in Residential Neighborhoods	Rank order decreased significantly (slight wording change in 2012)									Decreased					
	5.59	5.63	5.70	5.61	4.91	4.55	22	25	31	5.24	5.20	5.38	5.14	5.35	5.14
Further Developing Major Parks	Rank order decreased significantly									Significant increase					
	5.66	5.80	5.80	5.81	4.96	4.55	17	23	32	4.77	4.99	4.93	5.01	4.91	5.58
Building Additional Sidewalks Along Major Roads	Rank order decreased significantly									Stable after significant decrease from 2006					
	5.40	5.50	5.55	5.47	4.81	4.54	24	26	33	4.77	4.99	4.93	5.01	4.91	4.92
Making Improvements for Bicycle Riders	Rank order decreased									Slight decrease from 2010					
	4.9	5.02	5.23	5.06	4.42	4.51	28	31	34	4.57	4.81	4.78	4.63	4.83	4.72
Building Additional Neighborhood Sidewalks	Rank order decreased significantly									Stable					
	5.18	5.29	5.32	5.30	4.52	4.38	26	29	35	4.71	4.95	4.96	4.66	4.91	4.91
Sponsoring Community Festivals	Rank order decreased									Slight decrease from 2010					

	Importance									Satisfaction					
	2002	2004	2006	2008	2010	2012	Order 2008	Order 2010	Order 2012	2002	2004	2006	2008	2010	2012
and Events (<i>New in 2006</i>)	*	*	5.01	4.98	4.07	4.13	30	32	36	*	*	5.24	5.04	5.50	5.32
Providing Outreach and Programs to Give Neighborhoods Better Access to City Services.	Rank order decreased significantly									Slight decrease from 2010					
	5.3	5.33	5.30	5.29	4.42	3.99	27	31	37	5.06	5.12	5.16	5.16	5.34	5.27
Supporting the Arts	Rank order decreased significantly									Significantly increased					
	4.85	4.97	4.98	4.78	3.98	3.91	31	33	38	5.00	4.84	5.01	5.04	5.53	5.13
Managing the City's Planning and Zoning+	Changed / split into two questions in 2012									Decreasing since 2006. Slight increase from 2010					
	5.92	5.89	5.94	5.98	5.54	n/a	12	11	n/a	4.70	5.06	5.18	5.01	4.89	n/a

Appendix IV – Map of Respondent Locations

Figure 14: Map of Respondent Locations

