

## Stakeholder Outreach Summary

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### A. INTRODUCTION

Obtaining stakeholder feedback is one of several tools the City of Bellevue uses to plan its biennial budget. As part of the 2009-2010 Budget process, the City of Bellevue conducted a telephone survey to obtain resident feedback on budget priorities and three public hearings will be held.

### B. BELLEVUE BUDGET SURVEY

Each budget cycle, the City of Bellevue conducts a statistically valid survey of residents' perceptions of community needs and services. The Budget Survey is designed to enhance the City's knowledge of Bellevue residents' perceptions about the City and to help City leaders better understand community priorities and expectations regarding City services. The survey has been conducted on a biennial basis since 1998 to help support decision making for each upcoming budget. The City Council and management staff used the 2008 Budget Survey along with other information to help understand the broader community context for making decisions regarding the 2009-2010 Budget and the 2009-2015 Capital Investment Plan.

The 2008 survey was based on past surveys to facilitate trend analysis but contained some changes and enhancements. City staff developed the questionnaire and overall research design; the Finance Department oversees the fielding of the survey and reports the results; and Opinion Research Northwest (ORC-NW, formally Northwest Research Group) conducted the 2008 survey, analyzed the results and authored the survey report with input from City staff. A total of 410 residents were interviewed by phone between March 6 and March 18. For a survey sample of this size, the margin of sampling error is about plus or minus 5% at the 95% level of confidence.

The survey addresses the following areas:

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

The 2008 survey instrument is very similar to the Operating Budget/CIP Surveys that were conducted in 1998, 2000, 2002, 2004, and 2006. However, the 2008 survey includes new questions which ask respondents to rate the Bellevue Police Department on a variety of measures. The new questions are related to six service characteristics: professionalism, courtesy, honesty, fair and equal treatment, responsiveness, and communication skills. Respondents were also asked to report awareness and satisfaction with the Bellevue Police

Department. Some of the 2008 Operating Budget Survey results can also be compared to results from the 1996 Bellevue Services Survey and the 1997 Capital Facilities Survey, given these surveys were the foundation for the biennial Budget Survey. A copy of the most recent Operating Budget Survey questionnaire can be found in Appendix A.

## SURVEY HIGHLIGHTS

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

- Eighty-one percent (81%) of respondents indicate they are getting their money's worth for their tax dollar.
- The majority of respondents also report that taxes and services should remain at their current levels (77% each, respectively). Fewer respondents say that tax levels and services should increase (13%); and an even smaller percentage of respondents say that tax and service levels should be decreased (8%, respectively).
- Newly added to the 2008 Budget Survey were a series of questions about the Bellevue Police Department. Respondents were asked a series of six questions regarding their satisfaction with the BPD. Of these questions, the Bellevue Police Department receives the greatest proportion of good and excellent ratings for responsiveness and professionalism.

## **SURVEY METHODOLOGY**

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

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

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

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

### **Survey Instrument – Changes over Time**

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

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

### **Interpretation of Data: Note to Reader**

There are practical limitations to the representativeness of any survey. Typically, some residents tend to be under-represented in telephone surveys, including younger residents and (in the case of English-language surveys) residents whose main language is not English. All survey research results are also subject to sampling error. For the total citywide sample of 400,

the sampling error is about plus or minus 4.9% at the 95% level of confidence. Due to the survey length, the Priorities for City Services section was administered to at least 50% of the sample population, or approximately 200. The sampling error for these questions at the 95% level of confidence is +/- 6.93%.

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

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

**ERROR ASSOCIATED WITH DIFFERENT PROPORTIONS AT DIFFERENT SAMPLE SIZES**

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

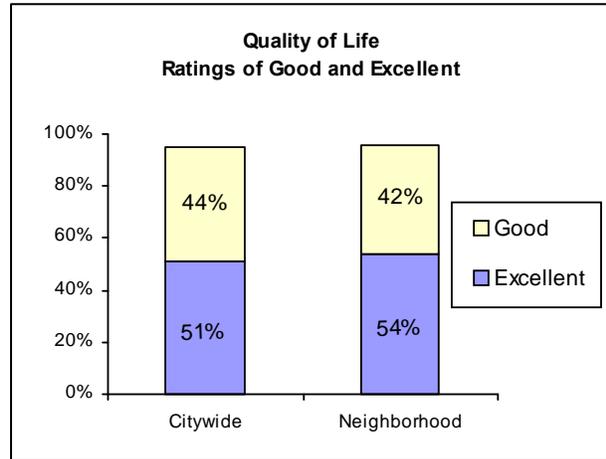
There are several open-ended questions in this survey. Open-ended questions are very valuable in that they explain reasons why people feel the way they do about certain issues. In-depth opinions are very time sensitive. They are a snap shot of current opinion at a particular point in time, and can be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

## Weighting

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

**QUALITY OF LIFE**

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



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

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

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

### **Demographic Differences in Quality of Life Ratings**

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

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

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

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

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

At the citywide level:

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

At the neighborhood level:

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

<b>WHAT WOULD IMPROVE QUALITY OF LIFE TO BE GOOD OR EXCELLENT MOST FREQUENT RESPONSES*</b>			
<b>(BASE: RESPONDENTS GIVING RATINGS OF "GOOD" AND BELOW)</b>			
<b>CITYWIDE</b> (n = 203)		<b>NEIGHBORHOOD</b> (n = 189)	
<b>IMPROVE TRANSPORTATION</b>	<b>62%</b>	<b>IMPROVE TRANSPORTATION</b>	<b>34%</b>
<b>Control / Reduce Traffic</b>	<b>37%</b>	<b>Reduce Traffic</b>	<b>13%</b>
<b>Misc. Comments on Roads</b>	<b>14%</b>	<b>Ped-Bike Improvements (sub-net)</b>	<b>10%</b>
Misc. Comments About Roads (5%)		Improve/Add Sidewalks, Crosswalks, etc. (10%)	
Improve Roads – General (4%)		Improvements for Bicyclists (1%)	
Comments About Traffic Lights (2%)		<b>Misc. Comments on Roads</b>	<b>7%</b>
Better Maintain Roads/Repair Roads (1%)		Improve Road Access And Routes (2%)	
Complete I-405 / Access Downtown (1%)		Better Snow Removal (1%)	
Better Snow Removal (1%)		Synchronize Traffic Lights (1%)	
<b>Improve Bus/Transit Service</b>	<b>11%</b>	Other Comments About Roads (1%)	
<b>Ped-Bike Improvements (sub-net)</b>	<b>6%</b>	Reduce Noise/ Disruptions From Construction (1%)	
Improve/Add Sidewalks, Crosswalks, etc. (4%)		Improve Roads (General) (1%)	
Improvements for Bicyclists (2%)		<b>Improve Bus/Transit Service</b>	<b>5%</b>
<b>Bus/ Transit Accessibility</b>	<b>5%</b>	<b>More Available Parking</b>	<b>2%</b>
<b>More Available Parking</b>	<b>2%</b>	<b>Enforce Speeding/ Traffic Laws</b>	<b>1%</b>
<b>Enforce Speeding/ Traffic Laws</b>	<b>1%</b>		
<b>Improve Access To Seattle</b>	<b>1%</b>		
		<b>IMPROVE NEIGHBORHOOD AESTHETICS</b>	<b>7%</b>
<b>CONTROL TAXES</b>	<b>8%</b>	Improve Physical Appearance/Landscaping (6%)	
		Better/ New Housing (1%)	
		Get Rid Of Junk Cars in Front of Homes (<1%)	
<b>LIMIT MANAGE GROWTH</b>	<b>5%</b>	<b>LIMIT MANAGE GROWTH</b>	<b>7%</b>
<b>IMPROVE PHYSICAL APPEARANCE</b>	<b>5%</b>	<b>MORE POLICE/ LESS CRIME/ ENHANCE SAFETY</b>	<b>7%</b>
<b>MORE AMENITITES</b>	<b>5%</b>	<b>IMPROVE SENSE OF FAMILY/ COMMUNITY</b>	<b>7%</b>
<b>IMPROVE AFFORDABILITY</b>	<b>5%</b>	<b>UTILITIES</b>	<b>7%</b>
Provide Affordable Housing (4%)		Improve Utilities 5%; Put Utilities / Telephone Lines Underground (2%)	
More Affordable (Gen'l) (2%)		<b>KEEP NOISE LEVELS DOWN</b>	<b>4%</b>
<b>MORE POLICE/ LESS CRIME/ ENHANCE SAFETY</b>	<b>4%</b>		
<b>MORE PARKS/OPEN SPACE/ RECREATION</b>	<b>3%</b>		
More Parks/ Green or Open Space (2%)			
Enhance Rec. Opportunities/ Facilities (1%)			
<b>OTHER</b>	<b>10%</b>	<b>ZONING</b>	<b>4%</b>
<b>DON'T KNOW</b>	<b>6%</b>	<b>AFFORDABILITTY</b>	<b>3%</b>
		<b>NOTHING</b>	<b>9%</b>
		<b>DON'T KNOW</b>	<b>10%</b>

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

## BIGGEST PROBLEMS RESIDENTS WANT CITY TO ADDRESS

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

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

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

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

### Demographic Differences in Quality of Life Ratings

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

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

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

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

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

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

While traffic is the most often cited, transportation problems *at the citywide level*, improving and adding more sidewalks or improvements for bicyclists are the most often cited transportation problems *at the neighborhood level* –18% in 2008 which is significantly higher than in 2006 (8%)

and 2004 (6%). Of note, the percentage of respondents who report the amount of crime needs to be reduced has significantly decreased (10% in 2008 report crime as issue to be address compared to 22% in 2006).

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

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

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

<b>BIGGEST PROBLEM RESIDENTS WANT CITY TO ADDRESS OVER THE NEXT TWO YEARS MOST FREQUENT RESPONSES*</b>			
<b>CONTINUED</b>			
<b>PARKS/OPEN SPACE/ RECREATION</b>	<b>4%</b>	<b>REDUCE CRIME/ENHANCE PUBLIC SAFETY</b>	<b>10%</b>
Enhance Rec. Opportunities/ Facilities	2%	Improve/ Increase Police	6%
More Parks/ Open Spaces	1%	Reduce Crime (Gen'l)	5%
		Reduce Youth Violence	1%
<b>GOVERNMENT EFFICIENCY</b>	<b>3%</b>	<b>UTILITIES</b>	
Control Taxes	3%	<b>UNDERGROUND UTILITIES</b>	<b>3%</b>
Control Gov't Spending	1%	<b>UTILITIES: GARBAGE</b>	<b>3%</b>
Ped-Bike Improvements (sub-net)	2%	<b>IMPROVE DRAINAGE</b>	<b>1%</b>
Improve/Add Sidewalks, Crosswalks, etc. (2%)		<b>UTILITIES: WATER</b>	<b>1%</b>
Improvements for Bicyclists (<1%)			
More Parking	1%		
Enforce Speeding/ Traffic Laws	<1%		
<b>ENTERTAINMENT/ CULTURE/ MUSEUMS</b>	<b>2%</b>	<b>HOUSING</b>	<b>8%</b>
<b>UTILITIES</b>	<b>2%</b>	Affordable Housing (1%)	
<b>MAINTAIN QUALITY OF LIFE</b>	<b>1%</b>	<b>GOVERNMENT EFFICIENCY</b>	<b>1%</b>
<b>BUILD A SENSE OF COMMUNITY</b>	<b>1%</b>	<b>SUPPORT/ IMPROVE SCHOOLS &amp; EDUCATION</b>	<b>1%</b>
<b>NOTHING</b>	<b>4%</b>		
<b>DON'T KNOW</b>	<b>9%</b>		

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

<b>DEMOGRAPHIC DIFFERENCES: BIGGEST PROBLEM FOR CITY TO ADDRESS</b>
<p><b>Neighborhood Problem:</b></p> <p>Respondents who reside in zip code 98005 are more likely than residents in other zip codes to say that <u>transportation and traffic issues</u> is the biggest neighborhood problem that the City should do something about.</p> <p>Single-family residents are more likely than multi-family residents to comment about <u>transportation and traffic issues</u> as the problem in their neighborhood that the City should do something about.</p> <p>Respondents who have resided in Bellevue for 25 years or longer are more likely than residents of less than 25 years to comment that <u>transportation and traffic issues</u> is the biggest problem the City needs to address in the next two years.</p> <p><b>Citywide Problem:</b></p> <p>Respondents in zip codes 98004 and 98008 are significantly more likely to say that <u>transportation and traffic issues</u> is the biggest problem the City should do something about over the next two years compared to residents in other Bellevue zip codes.</p> <p>Respondents over the age of 65 are more likely than their younger counterparts to report that <u>transportation and traffic issues</u> is the biggest problem the City should do something about over the next two years.</p>

## IMPORTANCE OF RESOURCES

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

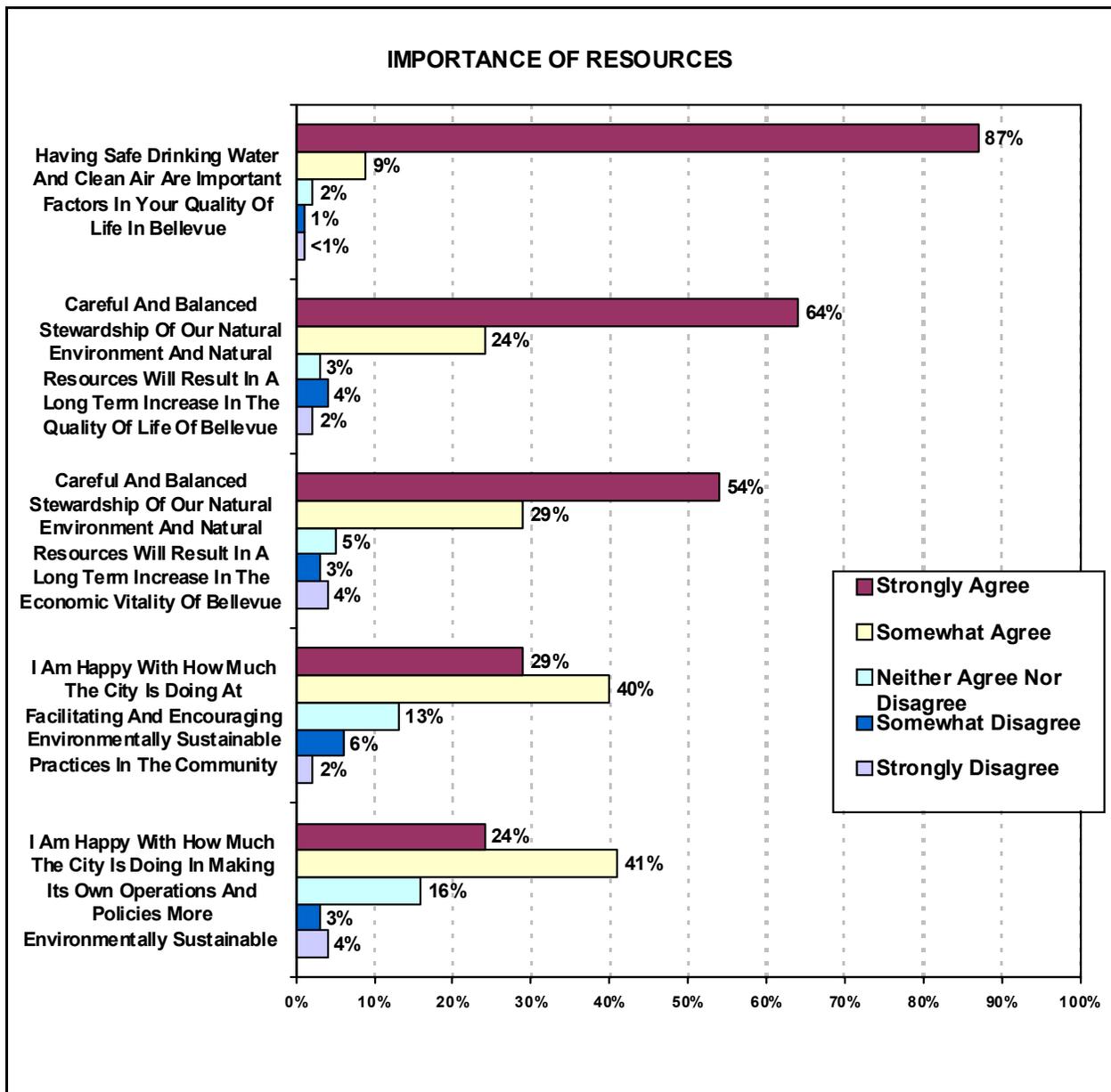
Almost all respondents (96%) either somewhat or strongly agree, that having safe drinking water and clean air are important factors in the quality of life in Bellevue. These findings are similar to the 2006 Budget Survey results (97%). Nearly nine in ten respondents (87%) strongly agree (the highest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

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

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

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

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



### SATISFACTION WITH BELLEVUE POLICE DEPARTMENT

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

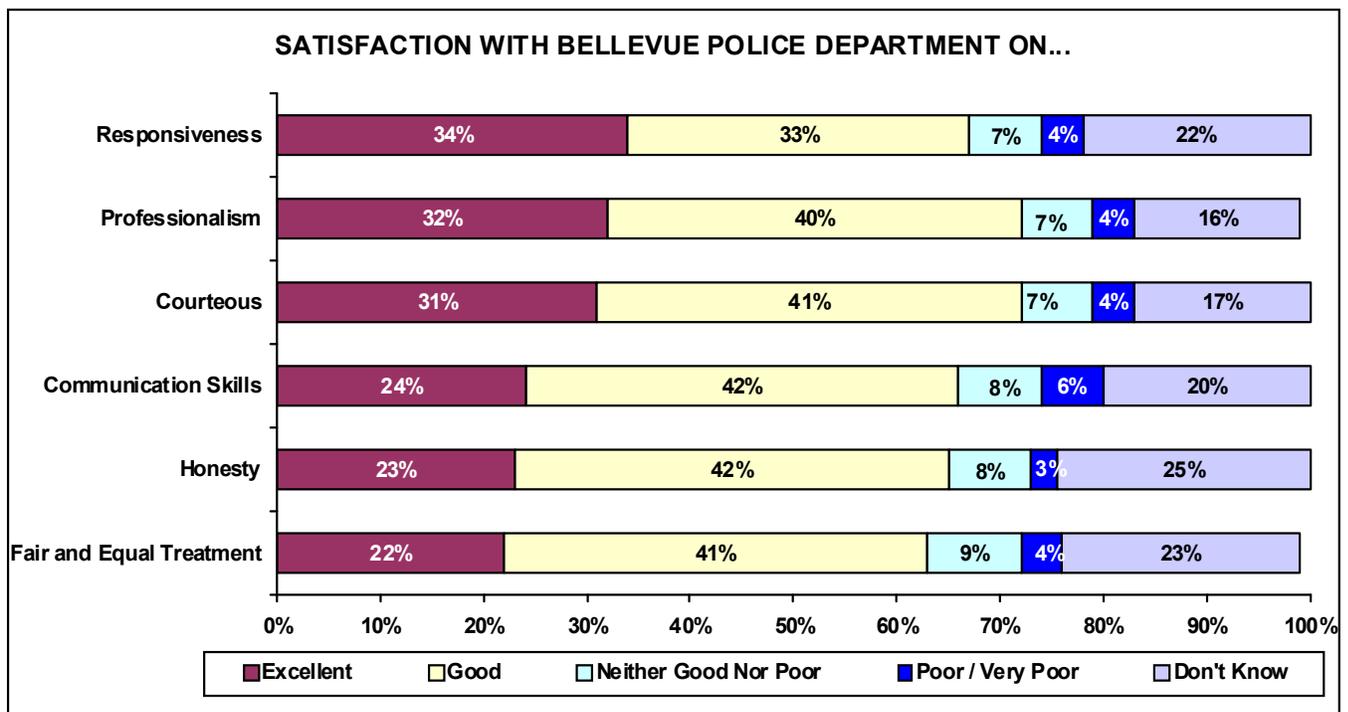
Respondents’ average ratings of Bellevue Police Department services range from 4.02 to 4.23 on a “1” to “5” scale where “1” means the Bellevue Police Department does a “very poor” job and “5” means the Bellevue Police Department does an “excellent” job. The percentage of 4 and 5 ratings (considered very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

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

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

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

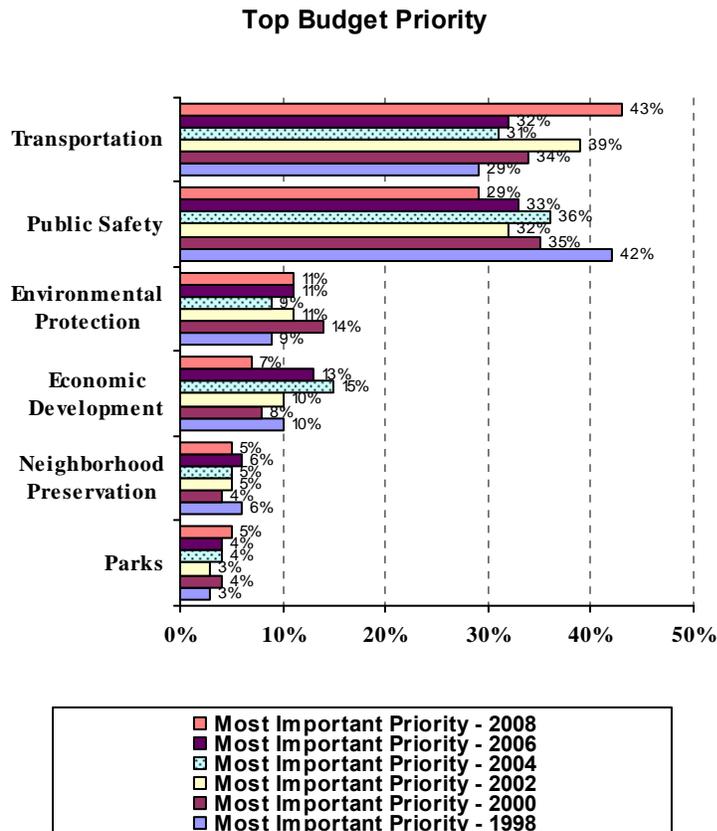
Notably, for every service measure more than one in seven respondents (16% or more) state they are unsure of how to rate their satisfaction with the Bellevue Police Department on each of these six measures. A quarter of respondents are unsure of how honest (25%) the Police Department is or don't know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



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

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

## BUDGET PRIORITIES



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

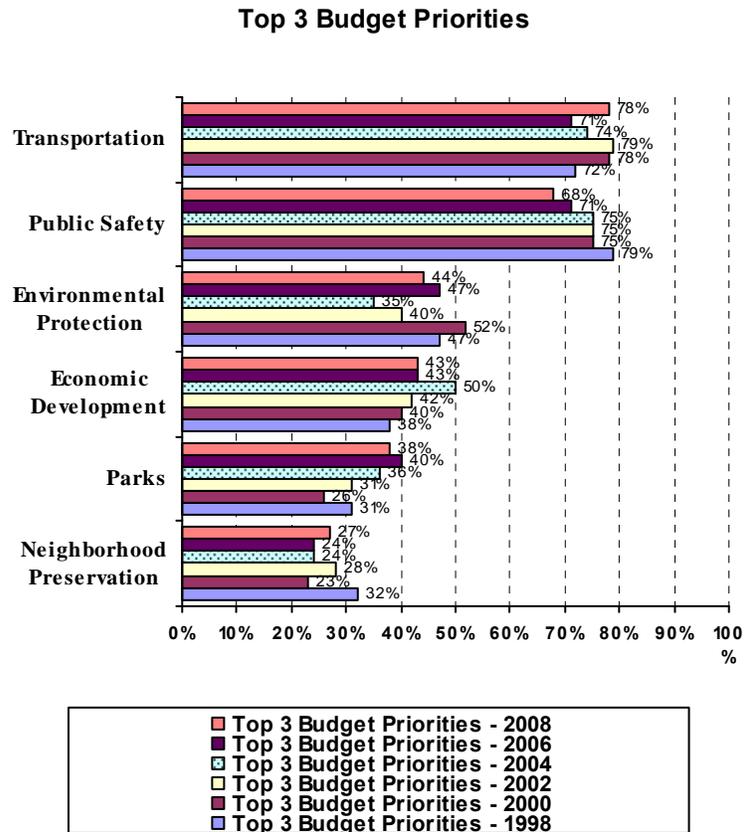
The percentage of respondents who indicate Environmental Protection as the top budget priority remains relatively stable, 11% in both 2008 and 2006. Significantly fewer respondents in 2008 (7%) say that Economic Development is a top

priority issue compared to 2006 (13%) and 2004 (14%), although it remains only slightly lower than in 2002 (10%). Five percent of respondents report that Parks (5%) or Neighborhood Preservation (5%) is a top budget priority, similar to recent years.

### Top 3 Budget Priorities

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

- Seventy-eight percent (78%) of respondents name Transportation as either a first, second or third budget priority. This is higher than in 2006 (71%) and 2004 (74%) and similar to 2002 (74%) and 2000 (79%).
- Slightly lower than previous years, two-thirds (68%) of respondents say Public Safety should be the first, second or third budget priority – this is a slight decline when compared to the combined percentage in 2006 (71%), 2004 (75%) and in 2002 (75%).
- Down from 2006, less than half (44%) of respondents in 2008 consider Environmental Protection to be one of the top three budget priorities, compared to 47% in 2006.
- Forty-three percent (43%) say that Economic Development is a first, second or third budget priority. This is the same as the combined percentage in 2006 (43%), and is significantly lower than in 2004 (50%).
- Parks is considered the first, second or third priority by thirty-eight percent (38%) of respondents. This remains fairly stable from previous surveys (40% in 2006, 36% in 2004 and 31% in 2002).
- Neighborhood Preservation is considered a first, second or third budget priority by the fewest respondents in 2008 (27%). One quarter of respondents reported this as a budget priority in previous surveys (24% in 2006, 24% in 2004, 28% in 2002 and 23% in 2000).



### **Demographic Differences in the Top Budget Priority Named by Respondents**

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

Transportation: Male respondents

Public Safety: Respondents with at least 25 years of residency, residents older than 54, and female respondents

Environmental Protection: Respondents who have children living in their household

Economic Development: No statistically significant differences by demographic groups

Parks: No statistically significant differences by demographic groups

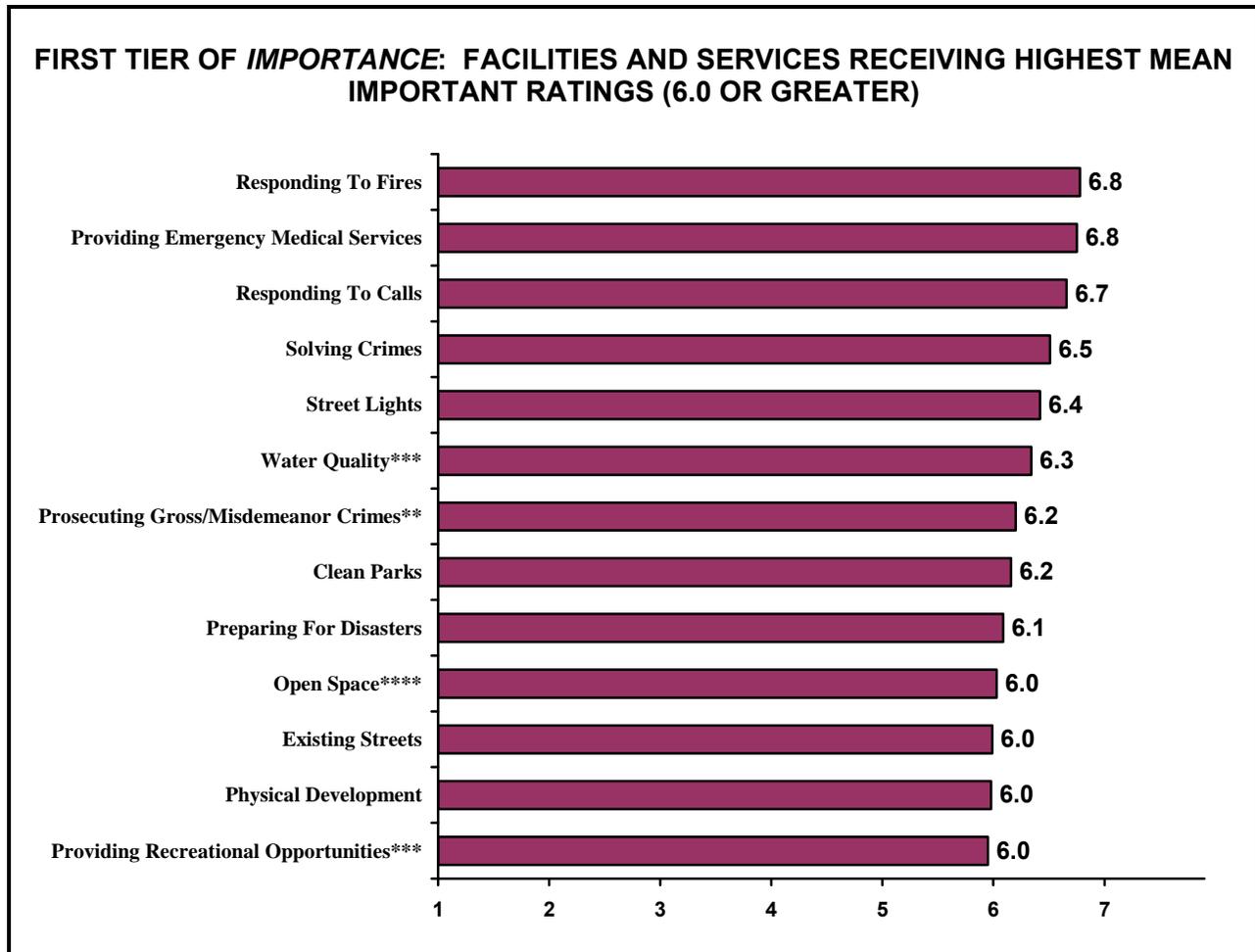
Neighborhood Preservation: Respondents 65 years of age and older as well as respondents with children in their household

### **IMPORTANCE AND SATISFACTION RATINGS FOR FACILITIES AND SERVICES**

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

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

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



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

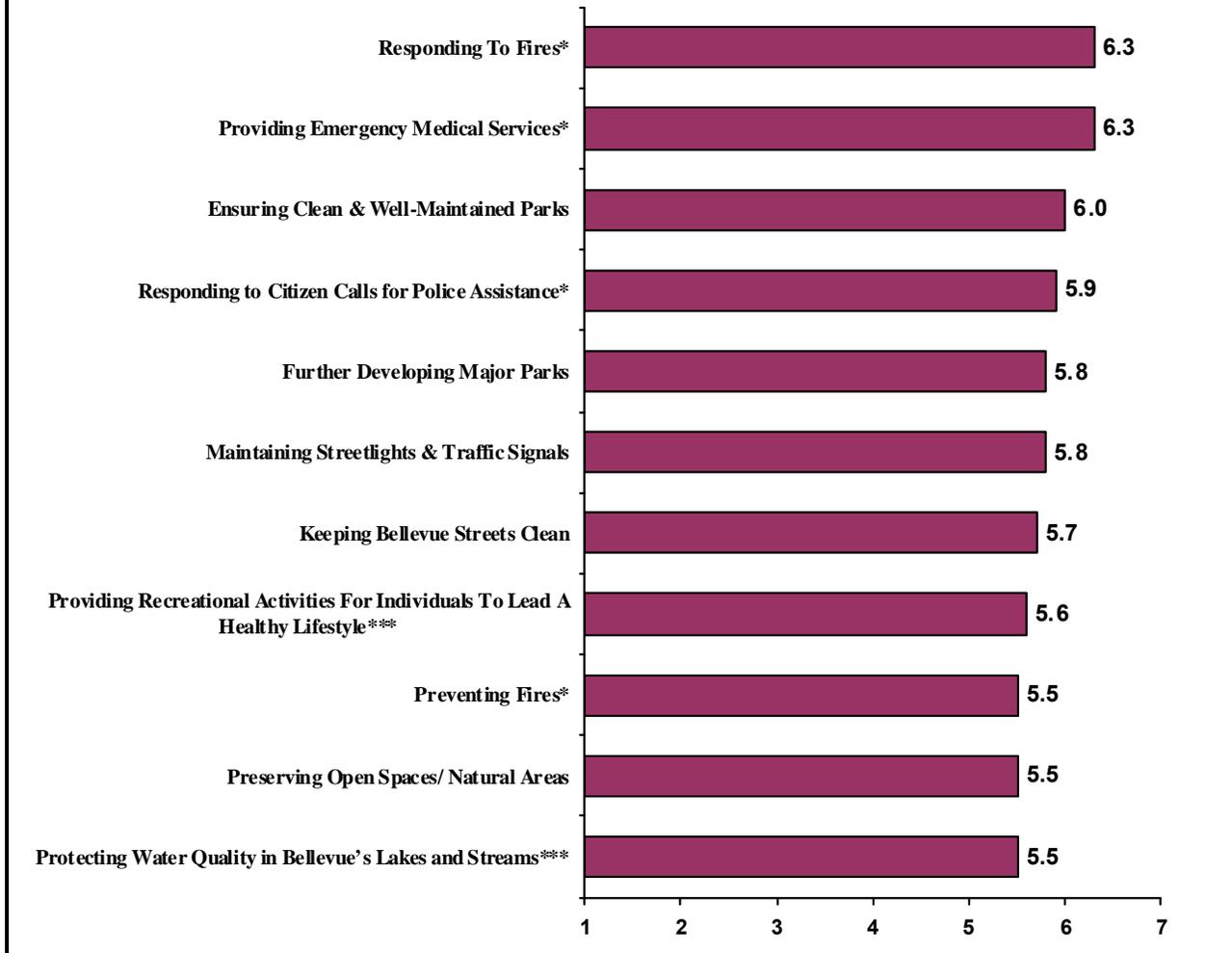
\*\*\*The service items “water quality” and “providing recreational opportunities” was new to the 2006 Budget Survey.

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

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

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

**FIRST TIER OF SATISFACTION: FACILITIES AND SERVICES RECEIVING HIGHEST MEAN SATISFACTION RATINGS (5.5 OR HIGHER)**



\*High Percentage of respondents (20% or more) report "don't know" for service area satisfaction.

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

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

In evaluating satisfaction ratings, it is important to note that "don't know" responses are quite common for several areas. Seven (7) out of 36 areas receive responses of "don't know" from 20 percent or more of respondents, and four (4) areas receive "don't know" responses from 17 to 19 percent of respondents. As in the past, there may be opportunities for the City to build

awareness among residents about the City's work in these areas. It should be noted that in the areas which receive high percentages of "don't know" responses in relation to the satisfaction questions, such as "prosecuting misdemeanor & gross misdemeanor crimes", only a small amount of respondents have direct experience. Furthermore, the percentage of "don't know" responses is much less common when respondents rate importance of services rather than satisfaction of services.

## IMPORTANCE AND SATISFACTION RATINGS

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

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

### IMPORTANCE AND SATISFACTION RATINGS, Cont.

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

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

#### Demographic Differences in Importance and Satisfaction Ratings

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

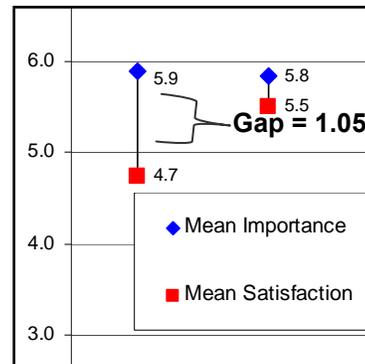
Females, older respondents and respondents with lower annual household incomes also tend to be more highly satisfied with the City's services and facilities.

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

## Gaps Between Importance and Satisfaction

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

### Building or Widening City Roads



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

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

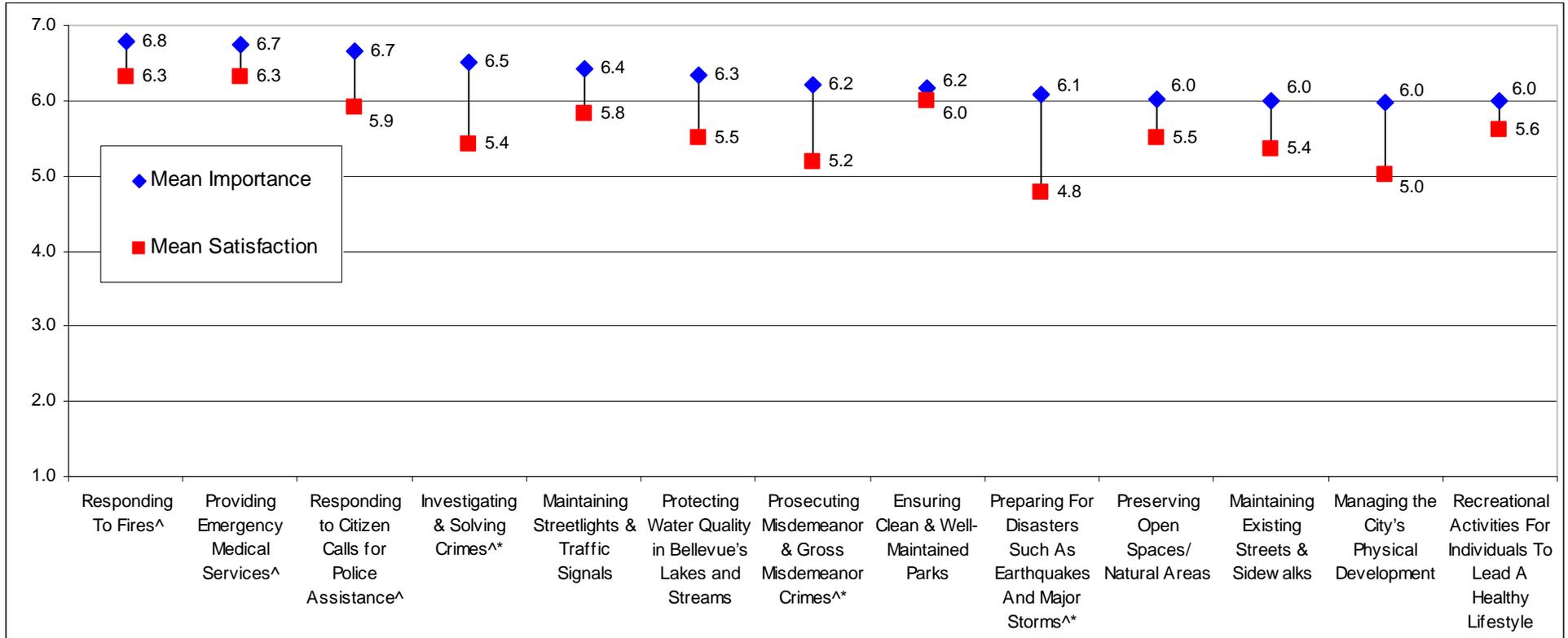
The charts on the next page show the gap scores for those services with large gaps in 2006 and 2008.

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

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

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

**GAP ANALYSIS 2008**  
**FIRST TIER OF IMPORTANCE (MEAN 6.0 OR GREATER)**

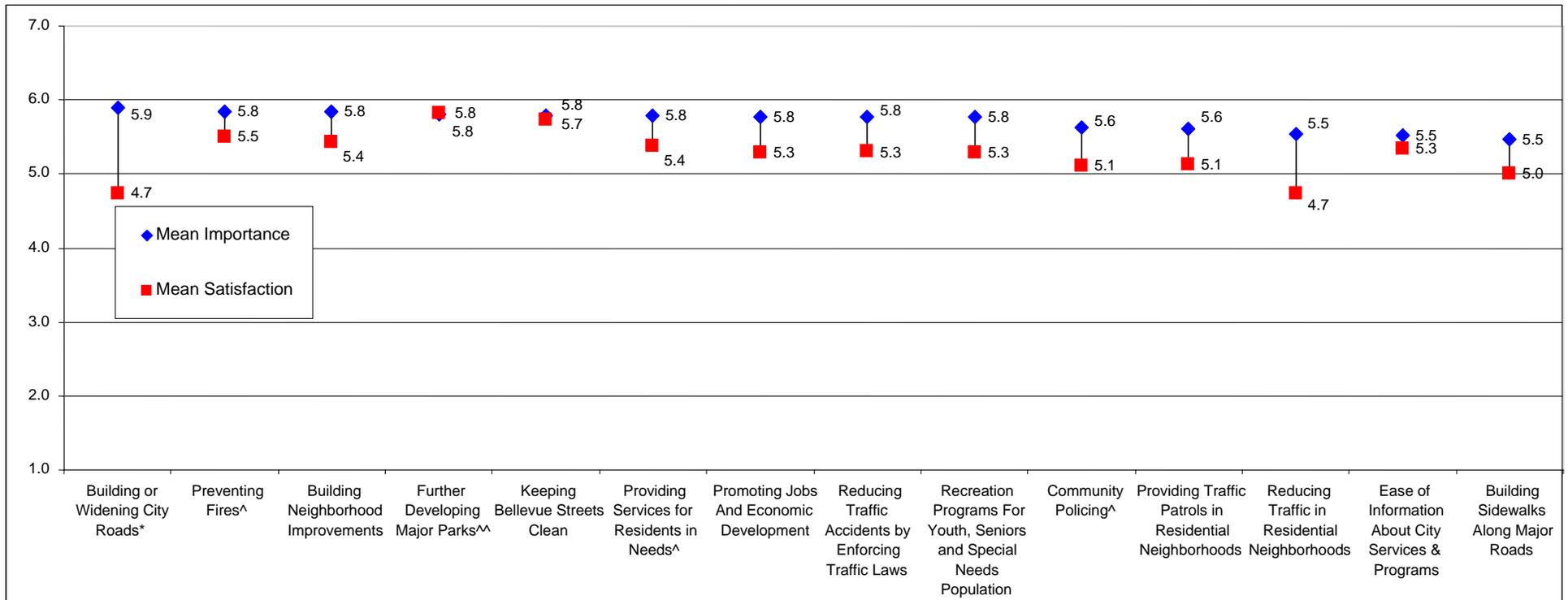


^High percentage of respondents don't know how satisfied they are with the service

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

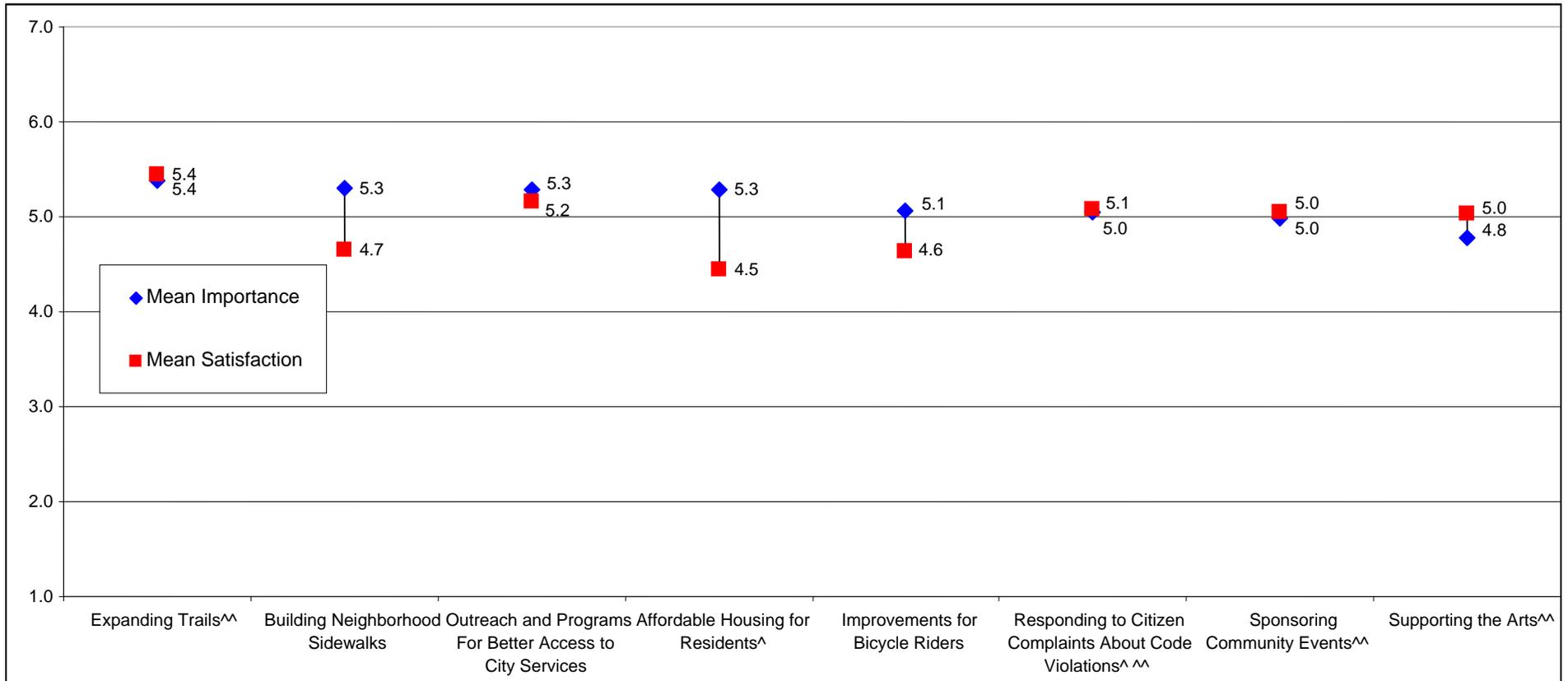
^Note, the mean satisfaction rating is greater than the mean importance rating

**GAP ANALYSIS 2008**  
**SECOND TIER OF IMPORTANCE (MEAN OF AT LEAST 5.5 AND LESS THAN 6.0)**



^High percentage of respondents don't know how satisfied they are with the service  
 \* Services or facilities with a gap score of 1.0 or greater have an asterisk  
 ^^Note, the mean satisfaction rating is greater than the mean importance rating

**GAP ANALYSIS 2008**  
**THIRD TIER OF IMPORTANCE (MEAN LESS THAN 5.5)**



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

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

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

## Trends in Importance and Satisfaction Ratings

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

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

- Building or widening City roads to help ease traffic congestion
- Keeping Bellevue streets clean
- Reducing traffic accidents through enforcing traffic laws
- Community policing such as bike patrols and neighborhood Police officers
- Reducing traffic problems in residential neighborhoods
- Promoting affordable housing for City residents
- Responding to citizen complaints about code violations
- Supporting the arts

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

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

- Responding to citizen calls for police assistance
- Preserving open spaces and natural areas
- Maintaining existing sidewalks and streets
- Managing City's physical development
- Building or widening City roads to help ease traffic congestion
- Further developing major parks
- Providing services for residents in need
- Keeping Bellevue streets clean
- Reducing traffic Accidents Through Enforcing Traffic Laws
- Community policing such as bike patrols and neighborhood police officers

- Making it easier to get information about City services and programs
- Reducing traffic problems in residential neighborhoods
- Building additional sidewalks along major roads
- Expanding trails
- Promoting affordable housing for City residents
- Responding to citizen complaints about code violations
- Supporting the arts

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

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

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

## TRENDS IN IMPORTANCE AND SATISFACTION RATINGS AND GAPS FOR ALL CITY SERVICES AND FACILITIES

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

### First Tier of Importance

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

**First Tier of Importance *continued***

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

## Second Tier Of Importance

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

**Second Tier Of Importance *continued***

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

Third Tier Of Importance

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

## STRATEGIES FOR ADDRESSING TRAFFIC CONGESTION

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

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

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

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

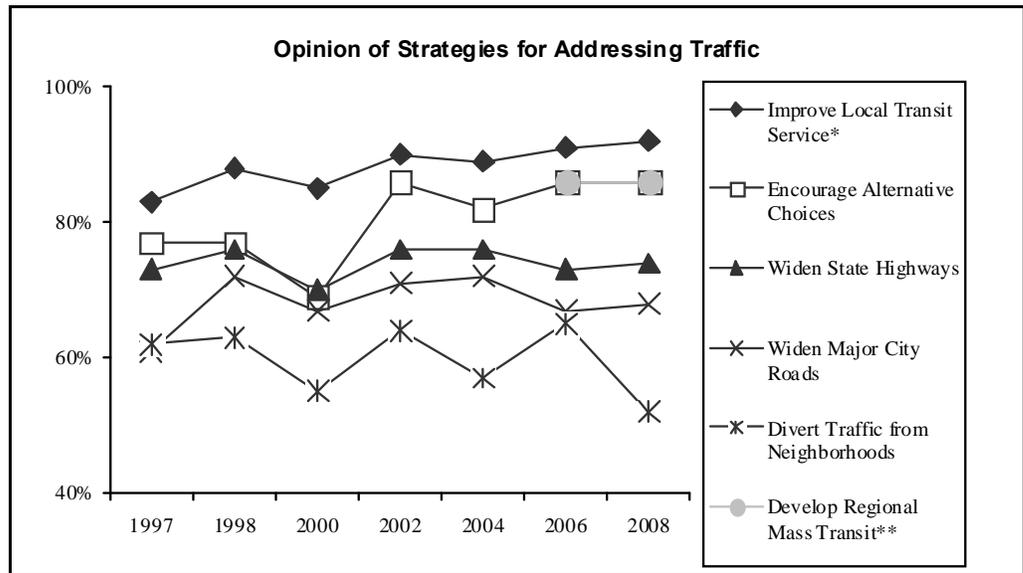
The table on the next page breaks out the percentage of agreement and disagreement ratings given for each of the five strategies.

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

<p align="center"><b>OPINIONS REGARDING TRANSPORTATION STRATEGIES</b>  <b>2008 Survey</b></p>						
	Strongly Agree	Somewhat Agree	Neither Agree Nor Disagree	Somewhat Disagree	Strongly Disagree	Don't Know
<p>Work with Regional Agencies to Improve Local Transit Service within Bellevue  <i>(wording changed slightly in 2006 survey)</i></p>	68%	24%	2%	3%	2%	1%
	92%			5%		
<p>Work with Regional Agencies to Develop A Reliable Regional Mass Transit System</p>	68%	18%	2%	5%	6%	1%
	86%			11%		
<p>Encourage and Make it More Attractive for People to Choose Transportation Alternatives</p>	67%	19%	3%	4%	6%	<1%
	86%			10%		
<p>Encourage The State To Widen State Highways*</p>	45%	29%	5%	13%	7%	1%
	74%			19%*		
<p>Widen Major City Roads</p>	34%	34%	8%	15%	8%	1%
	68%			23%		
<p>Divert Traffic Away From Local Neighborhoods Even If It May Increase Travel Time</p>	19%	33%	7%	20%	19%	2%
	52%			39%		

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

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



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

\*Opinions of Strategies for Addressing Traffic – "Improve Local Transit Service" wording changed from "within Bellevue" to "local" in 2006.  
 \*\*"Developing Mass Transit" was added in 2006 – it has yielded the same scores as "Encourage Alternative Choices".

### Survey Changes

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

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

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

Widen major City roads: Respondents under the age of 35 as well as respondents without children in the household.

Encourage the state to widen state highways: Single-family residents, males, and respondents living in the 98007 zip code.

Work with regional agencies to improve local transit service within Bellevue: Male respondents, under the age of 35, and those respondents who have lived in Bellevue between 3 and 9 years.

Work with regional agencies to develop a reliable mass transit system: Multi-family residents, respondents who have children, respondents with an annual household income between \$35,000 and \$100,000, respondents under the age of 35, as well of those whose residency tenure is between 3 and 9 years.

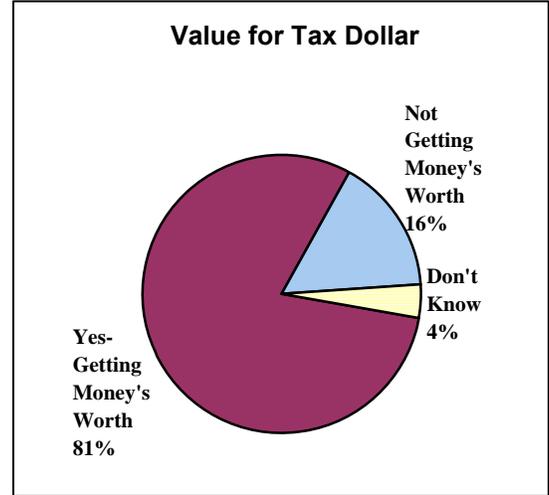
Divert traffic away from local neighborhoods: Female respondents, without children in their household, residents of zip code 98004, and respondents aged 35 or older.

Encourage and make it more attractive for people to choose transportation alternatives: Multi-family residents and respondents who have lived in Bellevue between 3 and 9 years.

**OPINIONS REGARDING TAXES AND SERVICE LEVELS**

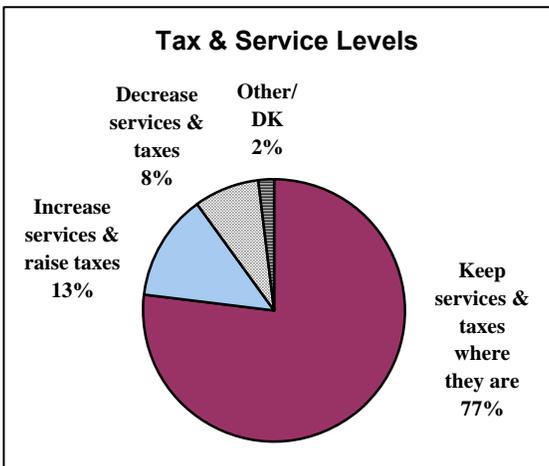
The Budget Survey asks residents whether they feel they are getting their money’s worth for the taxes they pay for city services. The majority of respondents (81%) feel they are getting their money’s worth for their tax dollar, this remains stable compared to 2006 (82%). Sixteen percent (16%) of respondents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

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



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

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



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

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

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

### **Demographic Differences in Tax and Service Level Preferences**

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

### **SUGGESTED SERVICES/ FACILITIES TO INCREASE OR DECREASE**

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

Among the fifty-two (52) respondents who say the City should increase services and taxes, almost three-quarters (72%) of respondents say that transportation services (such as road improvement & maintenance, transit and traffic improvements) should be increased. One in five respondents cite Police (22%) or recreation (20%) services as needing more funding. Development/zoning/planning yields eight percent (8%) of comments by respondents, followed by schools and education (7%), providing outreach programs (3%) and government efficiency / lowering taxes (2%) as services to be increased. Four percent (4%) of respondents do not know which services should be increased. Please see the Field Services Report under separate cover for "other" verbatim responses.

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

**OTHER COMMENTS**

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

## DEMOGRAPHICS - SURVEY RESPONDENT PROFILE

### Household Size

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

### Children in Household

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

### Dwelling Type

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

### Years Lived in Bellevue

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

### Gender

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

### Age

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

### Ethnicity/Race

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

### Annual Household Income

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

## C. PUBLIC HEARINGS

Although only a single public hearing is required by State of Washington code, the City of Bellevue held three public hearings on the 2009-2010 Budget to provide stakeholders multiple opportunities to officially comment on the budget. Two public hearings -- one in May and the other in July -- were held prior to the submission of the Preliminary Budget to the Council. These two public hearings offered residents and other stakeholders the opportunity to let the Council know what issues were important to them before City management leaders formulated their budget request. The third public hearing was held in November, after the Council received the Preliminary Budget, to give interested parties the chance to address new budget proposals, comment on significant budget issues, and ask the Council to include funding for initiatives not recommended by City managers.

During the first two public hearings, approximately 15 stakeholders addressed the Council. The majority of comments focused either on transportation infrastructure improvements in the medical district and downtown, or on increasing funding for affordable housing. Requests were also made for arts programs and various human services.

Following are the highlights from the public hearings.

### **1<sup>st</sup> Public Hearing – May 19<sup>th</sup> 8:00 PM**

Hal Ferris – Planning Commission / Urban Land Institute Workforce Housing Committee / Common Ground / St. Andrews / Lord & Associates

*Issue:* Requesting substantial increase in funding for ARCH

Rachel Krefetz – Housing Development Consortium

*Issues:*

- Requesting that City reevaluate housing assistance goals.
- Requesting another dedicated funding source for ARCH, in addition to the General Fund and CDBG grants

Leslie Lloyd – Bellevue Downtown Association

*Issues:*

- Requesting continued capital improvements for the Downtown
- Requesting a budget for cultural tourism

Shannon Boldizar – Bellevue Chamber of Commerce

*Issue:* Requesting no new taxes, and that Council engage the business community in the budget process

### **2<sup>nd</sup> Public Hearing – July 21<sup>st</sup> 8:00 PM**

Betina Finley – Arts Commission Chair

*Issues:*

- Arts funding hasn't changed since 2001
- A weak economy and more residents in the downtown
- Will return to Council in September to talk in more detail

\$\$\$\$:

- Increase annual funding by \$75,000 to help fund for local arts organizations, Bel-Red's arts district, and diversity celebration programming
- \$300,000 CIP and \$55,000 ongoing to help build and support "black box" theater in downtown
- Convert LTE (expiring in 2009) to FTE

Caitlin Hillary – Vice President of Strategic Planning and Marketing at Overlake Hospital

*Issues:*

- Access to and traffic in and around the medical district
- City of Bellevue, GroupHealth, Overlake and WSDOT have formed a committee to coordinate activities and address transportation-related issues in and around the medical district. Meet regularly on a monthly basis.

\$\$\$\$: Presented the following prioritized CIP projects that would help maintain access to the hospital and medical district (projects are in order of priority):

- Extend NE 4<sup>th</sup> Street between 116<sup>th</sup> Ave NE and 120<sup>th</sup> Ave NE
- Widen NE 12<sup>th</sup> Street east of 112<sup>th</sup> to east of 116<sup>th</sup> Ave NE and improve the intersections at 116<sup>th</sup> Ave NE/NE 12<sup>th</sup> Street and 112<sup>th</sup> Ave NE/NE 12<sup>th</sup> Street
- Widen and realign 120<sup>th</sup> Ave NE between Northup and NE 4<sup>th</sup> Street
- Widen 124<sup>th</sup> Ave NE between Northup and Bel-Red Road
- Widen 116<sup>th</sup> Ave NE north of NE 12<sup>th</sup> Street

Bill Biggs – Executive director for administrative services for GroupHealth.

*Note: Brought a letter from Jill Oster, who is GroupHealth's representative on the Eastside.*

*Issues:*

- Access to and traffic in and around the medical district
- City of Bellevue, GroupHealth, Overlake and WSDOT have formed a committee to coordinate activities and address transportation-related issues in and around the medical district. Meet regularly on a monthly basis.

\$\$\$\$: Presented same prioritized CIP project list as Caitlin Hillary (see above)

Marty Jacobs – Family Services Director at Child Care Resources

*Issue:* Child care is hard to find on the Eastside, expensive, and can present a hardship for those with limited incomes or homeless

\$\$\$\$: Requesting additional funding for Child Care Resources

Jennifer Fisher – BDA / Bellevue Jazz Festival Advisory Committee

\$\$\$\$: BDA is requesting City's support for the 2009 & 2010 Bellevue Jazz Festival

Scott Ketron – Artistic Director - Music Works Northwest

*Issue:* Supports 2009 Bellevue Jazz Festival

Shannon Boldizsar -- Bellevue Chamber of Commerce Government Affairs Director

*Issues:*

- Agrees with citizen survey – Transportation and Mobility are primary concern, and projects “above & beyond” the CIP should focus on improving this infrastructure
- Avoid overtaxing business community
- Long term bonding should be considered to help fund capital projects
- M&O transfer—maintenance and operating expenses should be transferred from the CIP to the operating budget

Kirk Ishizaki – Eastside Domestic Violence program

*Issue:* Thanked Council for their support of the Eastside Domestic Violence Program

Megan Altimore – Hopelink – Director for Asset Building

\$\$\$\$: Requesting an increase in support of the ARCH housing trust fund

Leslie Lloyd – BDA

*Issues:*

- Estimates that the downtown brings in 22% of City’s tax revenue on 2% of the land
- Estimates that the impact of the current building boom in the downtown will generate an additional \$249 million over the next 20 years, net of cost of providing additional city services. Would like Council to reinvest this into the downtown.
- Concerned about increasing traffic as new downtown development comes on line
- Continue to support regional transportation projects (especially NE 10<sup>th</sup>)
- Concerned that the downtown park completion project will reduce available parking. Would like to see an increase of available parking for that park.
- Meeting weekly with the Chamber of Commerce to work on budget priorities

Dorothy Lengyel – DASH

*Issue:* Funding for affordable housing has not kept up with rising costs of real estate

\$\$\$\$:

- Use zoning to promote affordable housing
- ARCH should have a permanent, dedicated funding source
- ARCH policies and goals should be re-evaluated

## **Final Public Hearing – November 17<sup>th</sup> 8:00 PM**

The following individual(s) came forward to comment on the 2009-2010 Biennial Budget and potential property tax increase. Speakers are categorized by subject. Content has been summarized.

### **Ten20 Theater Project**

Betina Finley – Arts Commission Chair

- Convert Public Art Program – Art Program Coordinator LTE to an FTE.
- Earmark \$300,000 towards capital improvements for the Ten20 theater conditioned on private leadership emerging and acquiring matching funds.
- Provide \$25,000 annually to implement Compass initiatives that can't be funded through the CIP.

Van Diep -- Su Development

Approve capital and operating funding for the Ten20 Theater project at 108<sup>th</sup> Ave NE & NE 10<sup>th</sup>.

Rik Deskin -- Eclectic Theater Co. Artistic Director / Eastside Arts Commission Vice President

Support Ten20 Theater project.

### **A Regional Coalition for Housing (ARCH)**

Linda Hall -- Housing with YWCA Senior Director

Preserve and increase the annual contribution to ARCH, along with finding a dedicated funding source for ARCH.

Bob Riley -- Housing at the Crossroads Vice President

Advocates increased funding for ARCH.

Rachael Krefetz -- Housing Development Consortium

- Advocates for inflation to Bellevue's contribution to ARCH.
- Advocates for a dedicated funding source for ARCH.
- Requests for Bellevue to be a regional leader in addressing the challenges of affordable housing on the eastside.

Helen Leuzzi -- Bellevue First Congregational Church Outreach Chairman

Please consider increasing the annual contribution to ARCH.

### **Bel-Red LID**

T J Woosley

Opposes LID as a funding mechanism in favor of a broader based funding mechanism for transportation infrastructure in Bel-Red area.

Todd Woosley -- Hal Woosley Properties

- Do not include the LID cost on businesses. Reject or delay imposition of costs.
- Provide an economic impact analysis of LID.
- Provide a benefit analysis on LID prior to making a decision.
- Question fairness of impact on existing businesses.

Eric Nichols -- Nichols Realty

- Reject LID on existing businesses.
- Consider broader measures to pay for infrastructure development.

## Hopelink

Marilyn Mason-Plunkett -- Hopelink President and CEO

Thank you for ongoing support of Hopelink programs and services as indicated in the preliminary budget.

## King County Sexual Assault Resource Center (KCSARC)

Mary Robinson -- KCSARC Board Member

Thank you for 4% funding currently in preliminary budget.

Julia May – KCSARC Board Member

Urge the King County Council and Executive to find a solution to the crisis of possible elimination of core funding from King County.

## Other

David Plummer

- CMO should develop and implement life cycle cost analysis procedure for CIP projects. Council should ask for a briefing from the Utilities Department on the subject.
- Proposed Waterworks Utility rate increases are exorbitant and should be lowered by reducing the piping and meter replacement rates and other ongoing planned maintenance.
- Utilities FTE request should be reduced by at least 50%.
- Utilities Department should develop separate rate schedules for infrastructure projects that benefit only a limited number of utility customers.
- Tax rates on all utility services should be reduced.
- Proposed CIP projects are not justified by adequate rationale or life cycle cost estimates and can be eliminated, reconfigured, or rescheduled.
- Council should revise the methods and schedules for obtaining citizen input on the budget.

Charlie Klinge -- Somerset Recreation Club President

- Keep funding in W-85 for Somerset Reservoir #1.
- Support that Somerset Reservoir #1 should be replaced starting in September 2009.



Questionnaire

**City of Bellevue  
BUDGET SURVEY**

Final Questionnaire 2/29/08

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

**INTRODUCTION/SCREENING QUESTIONS**

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

1 YES [CONTINUE]

2 NO [ PROBE FIRST: Is there someone available who is 18 or older? – REINTRODUCE OR SCHEDULE CALLBACK WITH PERSON 18 OR OLDER] [SKIPTO THANK22 – DISPOS = 22]

9 DON'T KNOW / REFUSED [SKIPTO THANK8 – DISPOS = 8]

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

1 YES [SKIPTO THANK29 – DISPOS = 29]

2 NO [CONTINUE]

8 DON'T KNOW [CONTINUE]

9 REFUSED [SKIPTO THANK8 – DISPOS=8]

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

1 YES [CONTINUE]

2 NO [SKIP TO THANK1 – DISPOS = 23]

9 DON'T KNOW / REFUSED [SKIP TO THANK8 – DISPOS = 8]

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

Qzip What is your zip code?

\_\_\_\_\_ [ENTER 5 DIGIT ZIP CODE]

99999 [REFUSED] [SKIP TO THANK8 – DISPOS = 8]

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

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

**Q80** [RECORD RESPONDENT'S GENDER]

- 1 MALE
- 2 FEMALE

**[QAL STATEMENT HERE]**

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

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

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

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

<b>GENERAL FEELINGS TOWARD CITY AND NEIGHBORHOOD/COMMUNITY NEEDS</b>
--

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

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

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

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

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

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

- Q1a Are there any other citywide issues you feel the City of Bellevue should do something about over the next two years? **[IF YES, PROBE: And what is that?]**  
[OPEN-END] [PROBE TO CLARIFY]
- Q1b **How do you rate the quality of life in your own neighborhood? Would you say...**
- 1 Excellent,
  - 2 Good,
  - 3 Neither good nor poor,
  - 4 Poor, or
  - 5 Very poor?
  - 8 DON'T KNOW
  - 9 REFUSED
- Q1c **[IF Q1B < 3] What makes the quality of life in your neighborhood [insert rating]?**  
[OPEN-END] [PROBE TO CLARIFY]  
[PROBE ONCE FOR ANY OTHER REASONS]
- Q1d **[IF Q1B = 2] In your opinion, what would need to change or improve for the quality of life in your neighborhood to be excellent?**  
[OPEN-END] [PROBE TO CLARIFY]  
[PROBE ONCE FOR ANY OTHER REASONS]
- Q1e **[IF Q1B = 3, 4 OR 5] In your opinion, what would need to change or improve for the quality of life in your neighborhood to be good or excellent?**  
[OPEN-END] [PROBE TO CLARIFY]  
[PROBE ONCE FOR ANY OTHER REASONS]
- Q3 Is there any problem in your own neighborhood that you think the City should do something about over the next two years?
- 1 YES
  - 2 NO **[SKIPTO Q5INTRO]**
  - 8 DON'T KNOW **[SKIPTO Q5INTRO]**
  - 9 REFUSED **[SKIPTO Q5INTRO]**
- Q4 **[IF Q3=1] What problem is that?**  
**[OPEN-END] [PROBE TO CLARIFY]**

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

**[ROTATE Q5 TO Q6]**

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

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

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

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

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

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

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

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

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

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

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

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

**[ROTATE Q7A-Q7F]**

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

**Would you say...**

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

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

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

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

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

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

### PRIORITIES FOR CITY SERVICES

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

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

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

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

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

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

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

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

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

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

**HOUSING**

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

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

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

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

Q12a / q12b Promoting affordable housing for City residents

**FIRE AND MEDIC**

Q14a / Q14b Preventing fires through public education and safety inspections

Q15a / Q15b Responding to fires

Q17a / Q17b Providing emergency medical services such as Medic One

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

**RECREATION**

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

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

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

\*\*\*\*\*

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

**DEVELOPMENT / ZONING / PLANNING**

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

**POLICE, CRIME-RELATE**

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

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

### **STREETS / TRAFFIC**

Q42a / Q42b Maintaining existing streets and sidewalks.

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

Q44a / Q44b Building additional neighborhood sidewalks.

Q45a / Q45b Building additional sidewalks along major roads.

Q46a / Q46b Making improvements for bicycle riders.

Q47a / Q47b Reducing traffic problems in residential neighborhoods.

Q48a / Q48b Keeping Bellevue streets clean.

### **OTHER**

Q49a / Q49b Supporting the arts.

Q50a / Q50b Maintaining street lights and traffic signals.

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

Q51c / Q51d Providing police traffic enforcement in residential neighborhoods

<b>BUDGET PRIORITIES</b>
--------------------------

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

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

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

**[ROTATE LIST]**

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

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

Q55a1 Which one is the most important?

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

Q55a2 Which one is the second most important?

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

Q55a3 Which one is the third most important?

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

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

**[ROTATE Q56A TO Q56E]**

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

**Widen major City roads.**

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

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

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

**Encourage the state to widen state highways.**

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

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

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

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

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

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

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

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

<b>GENERAL SERVICE LEVELS &amp; SPENDING</b>
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Q57 Thinking about City of Bellevue services and facilities, do you feel you are getting your money's worth for your tax dollar or not?

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

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

**[READ ALL 3 OPTIONS BEFORE ACCEPTING ANSWER]**

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

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

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

<b>GENERAL COMMENTS</b>
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Q59 Do you have any additional comments for the City regarding needs and priorities for the next two-year budget?

**[OPEN-END] [PROBE TO CLARIFY]**

<b>DEMOGRAPHICS</b>
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**INTROB THE FOLLOWING QUESTIONS ARE FOR CLASSIFICATION PURPOSES ONLY**

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

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

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

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

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

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

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

[NOTES TO INTERVIEWER: RECORD VERBATIM RESPONSE.]

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

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

Q103 How many years have you lived in Bellevue?

[IF LESS THAN 1 YEAR, ENTER 1]

\_\_\_ ENTER NUMBER OF YEARS

99 DON'T KNOW / REFUSED

VOTE Are you registered to vote in Bellevue?

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

Q105 What is your age?

\_\_\_ ENTER RESPONDENT'S AGE

99 DON'T KNOW / REFUSED

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

1 18-24,

2 25-34,

3 35-44,

3 45-54,

4 55-64,

5 65-74, or

6 75 or over?

8 DON'T KNOW

9 REFUSED

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

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

Q107 Which of the following ethnic groups describe your background?

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

Q108 What is your approximate annual household income?

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

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

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

Q112 May I please have your correct phone number?

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

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

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

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

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

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

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

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

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

**[DISPOS = 23]**

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

**[DISPOS = 28]**

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

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

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

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

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

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

**[DISPOS = 8]**

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

**[DISPOS = 22]**

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

**[DISPOS = 29]**

