

City of Bellevue 2010 Performance Measures Survey

Prepared Exclusively For: The City of Bellevue

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EXECUTIVE SUMMARY

Background & Objectives

The City of Bellevue conducts an annual Performance Measures Survey to gauge Bellevue residents' satisfaction with services delivered by the City. The research is designed to provide a statistically valid survey of resident opinions about the community and services provided by local government.

The methodology was changed in 2010 to address the high incidence of cell phone only households or households whose members primarily use cell phones. All Bellevue households were sampled using an address-based sample. Those sampled who have a listed or published telephone number were sent an advance letter notifying them the upcoming survey and were contacted by telephone. Sampled households without a listed or published phone were assumed to be cell phone only or primarily cell phone households. These households were sent a letter and three reminders asking them to participate in the survey by going online or calling a toll-free number. This methodology yielded a total of 636 total interviews – 233 completed over the telephone and 413 completed via the web – a 50 percent increase in the number of surveys completed over previous years for approximately the same budget. In addition, this methodology yielded a much more representative sample, in terms of respondent demographics and household characteristics.

While many questions were retained from previous years, because of the changes in the research design and methodology, most data from 2010 is not compared to results from the previous years. Instead, results from the 2010 Performance Measures Survey should be used to establish a new baseline for performance going forward.

Key Metrics

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

- 97 percent of all residents rate Bellevue as a good (46%) to excellent (51%) place to live.
- 84 percent feel that the quality of life in Bellevue either exceeds (67%) or greatly exceeds (17%) expectations; all but 2 percent of Bellevue residents say the city meets or exceeds their expectations for quality of life.
- 75 percent rate Bellevue as being close to very close to meeting their expectations for an ideal quality of life.
- 88 percent of all residents say that Bellevue is headed in the right direction.

- 86 percent of all Bellevue residents feel they are getting value (i.e., their money's worth) for the tax dollars they pay.
- 75 percent of all Bellevue residents are either very (22%) or somewhat (53%) satisfied with the job the City of Bellevue is doing planning for the future.
- 89 percent feel their neighborhood is either a good (50%) or excellent (39%) place to live.
- The extent to which residents feel a sense of community is mixed – 36 percent strong sense of community and 35 percent not strong.
- 97 percent of Bellevue residents report that they feel either very (55%) or reasonably (42%) safe walking alone in their neighborhood; this drops to 84 percent who feel either very (31%) or reasonably (53%) safe after dark.
- All Bellevue residents feel very (82%) or reasonably (18%) safe in downtown Bellevue during the day; this drops to 88 percent who feel either very (32%) or reasonably (56%) after dark.

New to the 2010 Performance Measures Survey was the inclusion of three additional measures that allowed Bellevue to benchmark itself against cities nationwide using ORC's proprietary 5-Star Rating, providing a single, reliable national measure of citizen perceptions of city governance.

- Bellevue is a 4.5-Star City – more than three out of four (77%) residents rate Bellevue as a 4-Star or higher city. One out of four (25%) rate Bellevue as a 5-Star city.
- When comparing Bellevue's ratings to other 4.5-Star cities, it is clear that Bellevue performs consistently with other 4.5-Star cities for the extent to which:
 - Bellevue's quality of life exceeds citizen expectations
 - The value of services delivered are a good value relative to tax dollars
- Comparisons to the benchmarks suggest the city could improve in terms of the extent to which:
 - The quality of life in Bellevue meets its citizens' ideal point for quality of life
 - The quality of services in Bellevue exceeds citizen expectations

Other Key Findings

Satisfaction with Bellevue Utilities overall is high. Nine out of ten (90%) residents report that they are satisfied with Bellevue Utilities.

- Residents show the highest levels of positivity with how well Bellevue Utilities maintains an adequate and uninterrupted supply of water (mean of 9.00 on a 10 point scale) and provide reliable and uninterrupted sewer service (mean of 8.93).
- While still high, ratings are lower for providing effective drainage programs, including flood control (mean of 7.93) and protecting and restoring Bellevue's streams, lakes, and wetlands (mean of 7.96).

Consistent with the high ratings for the quality of Bellevue overall and specifically their neighborhoods, residents are generally satisfied or do not find problems with specific elements of service:

- Only 15 percent report that weed lots, junk lots, graffiti, abandoned cars, shopping carts and dilapidated houses or buildings are a problem in their neighborhood.
- 82 percent are either very (43%) or somewhat (39%) satisfied with the maintenance of sidewalks and walkways.
- 96 percent report that the streets and roads in their neighborhood are either mostly good (51%) or in good condition all over (45%).
- 73 percent of Bellevue residents are either somewhat (32%) or very (41%) satisfied with street sweeping in their neighborhood.

Bellevue is appropriately termed “the city in a park” as nine out of ten (90%) residents report visiting a park in the past 12 months. Three out of ten (31%) residents report that they or a member of their household have used one of the City’s paid recreation programs.

- 92 percent of Bellevue residents are very (57%) or somewhat (35%) satisfied with Bellevue’s parks and park facilities.
- 91 percent of Bellevue residents report that the City offers an excellent (42%) or good (49%) range of parks and recreation programs.
- 95 percent rate the appearance of Bellevue’s parks and park facilities as good (43%) or excellent (52%).
- 92 percent rate the safety of Bellevue’s parks and park facilities as excellent (40%) or good (52%).

One out of three (32%) Bellevue residents have had contact with Bellevue’s police in the past 12 months.

- 78 percent of Bellevue residents who have had contact with Bellevue’s police report that the contact was positive.

Two out of five (39%) residents report that they had a contact with a City of Bellevue employee in the past 12 months.

- Bellevue employees are viewed positively, with more than four out of five (83%) residents reporting a positive contact.
- Bellevue employees receive high ratings for all aspects of service, notably courtesy.

Over half (55%) of all Bellevue residents have used the website; an additional 23 percent are aware of the site but have not used it.

- Nearly all users (95%) are very (43%) or somewhat (52%) satisfied with the website.

PROJECT OVERVIEW

Introduction

The City of Bellevue conducts an ongoing Performance Measures Survey to gauge Bellevue residents' satisfaction with services delivered by the City. The research is designed to provide a statistically valid survey of resident opinions about the community and services provided by local government. Findings contribute to Budgetary Performance Measures, "ICMA Comparable Cities reporting" (survey measures identified by the International City/County Management Association), and survey measures that departments track for their own quality assurance and planning purposes. Results are used by staff, elected officials, and other stakeholders for planning and resource allocation decisions, program improvement, and policy making. This report focuses on the results of the most recent survey that was conducted in January and February of 2010. Before developing the current survey sampling plan and questionnaire, particular attention was paid to addressing key issues in research methods that have evolved since this study was first designed in 2002.

Sampling and Data Collection

To address the high incidence of cell phone only households or households whose members primarily use cell phones, the 2010 Performance Measures Survey methodology was changed significantly.

In the past, a Random Digit Dialing (RDD) telephone survey was used. Strict quotas were used to ensure representation of men and women, different age groups, and residents of multi-family versus single-family dwelling types roughly proportionate to their actual incidence in the population. While RDD telephone survey research continues to be used widely, it has come under increased scrutiny due to the proliferation of cell phones as well as declining response rates. This has called into question the representativeness of surveys conducted using traditional random digit dial (RDD) samples. Estimates today are that as many as 20 to 30 percent of all individuals no longer have a landline telephone and rely strictly on a cell phone or other mobile device to make and receive calls. Add to that the additional 20 to 35 percent who have both landline and cell phone numbers but rely primarily on their cell phones.

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

and cell phone primary households. The benefits of address-based sampling are described in the passage below from Centris Marketing Intelligence.

Recent advances in database technologies along with improvements in coverage of household addresses have provided a promising alternative for surveys that require representative samples of households. Obviously, each household has an address and virtually all households receive mail from the U.S. Postal Service (USPS)... Given the evolving problems associated with telephone surveys on the one hand, and the exorbitant cost of on-site enumeration of housing units in area probability sampling applications on the other, many researchers are considering the use of [USPS databases] for sampling purposes. Moreover, the growing problem of non-response – which is not unique to any individual mode of survey administration – suggests that more innovative approaches will be necessary to improve survey participation. These are among the reasons why multi-mode methods for data collection are gaining increasing popularity among survey and market researchers. It is in this context that address-based sample designs provide a convenient framework for an effective administration of surveys that employ multi-mode alternatives for data collection.¹

The sample frame consisted of all households in Bellevue. The sample frame was then matched against *Infogroup's* comprehensive database to determine if the household had a listed or published telephone number. All listed and published telephone numbers are landline numbers and research indicates that those individuals who choose to list or publish their landline numbers are also likely to answer their landline telephone. These households were sent an advance letter notifying them of the survey and its purpose, and indicating that they would be contacted by telephone. Standard dialing protocols were used to reach these households. For example, every household that received an advance letter was contacted by telephone; on average a minimum of two telephone attempts were made to these households.

Addresses without a matching landline telephone number were assumed to be cell phone only households or those with both a landline and cell phone but who primarily use their cell phone. In addition, it was believed that the demographics of these households would be different, notably that they would be younger and more likely to be residents of multi-family dwelling types. These households were sent a letter, signed by the Bellevue City Manager, asking them to complete the survey online. Each of these households was sent up to two personalized reminders asking them to complete the survey.

Regardless of data collection mode, respondents were screened to ensure that they were a head of a household in Bellevue who was 18 years of age or older.

This approach yielded a total of 636 total interviews – 233 completed over the telephone and 413 completed via the web. In previous years, a total of just over 400 surveys were completed. Therefore, the revised methodology yielded a 50 percent increase

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

in the number of surveys completed for the same budget amount. In addition, the sample is more representative as it included households with landline telephones as well as those that are cell phone only or that primarily use their cell phones.

In addition to changing the sampling plan to ensure a more representative sample, the questionnaire was carefully reviewed. While key measures were retained, at the same time, questions were dropped or revised to provide higher quality data. In addition, new questions were added to address current issues. The average survey time was 21.6 minutes and included questions regarding:

- Bellevue as a Place to Live
- The Future Direction of the City
- Taxes and Spending
- Parks and Recreation
- Utilities
- Neighborhood Problems
- Public Safety
- Contact with City Employees / Bellevue Police
- City Services
- Demographics

Virtually all survey samples today require some degree of weighting to ensure the results can be projected to the general population of interest. The weights were applied in two stages. The first-stage weight adjusted for the response rates between the two survey modes. The second weight is a post-stratification weight to make adjustments for imperfections in the sample and to ensure that the final sample represents the general population in Bellevue. Specifically, a post-stratification weight was applied to ensure that the gender and age distributions of the sample match that of all Bellevue residents.

Because of the change in methodology and the differences in the final sample makeup, changes to the questionnaire, and the introduction of post-stratification weighting, comparing the current survey results with previous years could be misleading. Therefore, there are limited comparisons to previous years. Instead, the 2010 Bellevue Performance Measures should be considered a new baseline measure against which to measure future trends.

Margin of Error

The **margin of error** is a statistic expressing the amount of random sampling error in a survey's results. The larger the margin of error, the less faith one should have that the survey's reported results are close to the "true" figures; that is, the figures for the whole population. The margin of error decreases as the sample size increases, but only to a point. The margin of error in Bellevue's Performance Measures Survey for the entire sample is generally no greater than plus or minus 4.0 percentage points around any given percent at a 95 percent confidence level. This means that if the same question was asked of a different sample but using the same methodology, 95 times out of 100, the same result within the stated range would be achieved.

The table on the adjacent page provides additional insights into the margin of error with different sample sizes.

Table 1: Error Associated With Different Proportions at Different Sample Sizes

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

Reporting Conventions

This report is divided into three primary sections. The first reports on a series of key metrics of overall performance. The second section provides insights into how Bellevue rates relative to other cities nationwide using ORC’s proprietary 5-Star Rating Model. This model was officially launched in January 2010. Bellevue the first city to have access to this data. The third section presents detailed findings of the balance of the survey.

Tables and charts provide supporting data. In most charts and tables, unless otherwise noted, column percents are used. Percents are rounded to the nearest whole number. Columns generally sum to 100 percent except in cases of rounding. In some instances, bars add to more than 100 percent due to multiple responses given to a single question; these cases are noted.

On many questions in the survey, respondents may have answered “don’t know.” In some cases, this is because the respondent does not use a specific service and indicated that they did not have adequate information to respond. In others, it is an indication that they did not have a specific opinion and because of the nature of the response categories in some legacy questions respondents were unable to indicate a neutral stance. In general, “don’t know” responses are not included in the analysis of the distribution of responses. In those instances, where a large percentage of respondents gave a don’t know response, this finding is pointed out. Then the distribution of responses excluding don’t know is presented.

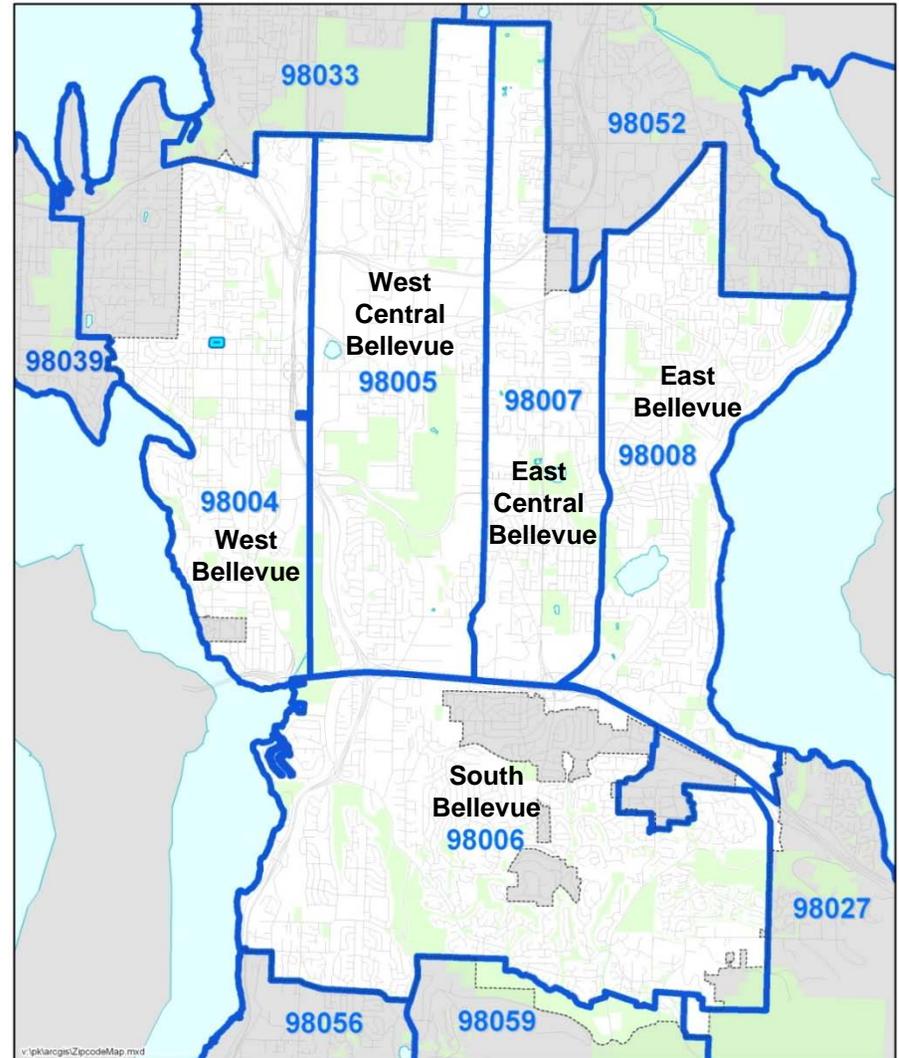
The sample sizes for each question are the total number of weighted cases with valid responses for that question. Unweighted call sizes are used for testing for associations and/or differences between groups. Differences that are statistically significant are outlined in the text of the report. Complete documentation of results in the form of banner tabulations is presented under separate cover.

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

- West Bellevue (98004)
- West Central Bellevue (98005)
- South Bellevue (98006)
- East Central Bellevue (98007)
- East Bellevue (98008)

The adjacent map illustrates the locations of these zip code areas. There are some additional zip codes (98027 and 98059) that are partially included in Bellevue that are included in the data. However, the number of respondents in these zip codes is too small to analyze separately so are not included in these geographic analyses. They are, however, represented in the balance of the data.

Figure 1: Bellevue Zip Code Boundaries



KEY PERFORMANCE METRICS

For years, Bellevue has asked its citizens to provide input on the following four measures:

- Bellevue as a place to live
- The direction the city is headed
- Perceived value of services provided by a city
- How well the city is planning for the future

As noted in the methodology section, due to the extensive changes in the survey methodology to gain a more representative sample of all Bellevue residents as well as changes to the survey questionnaire and the addition of post-stratification weighting most data from 2010 is not compared to results from the previous years. Instead, results from the 2010 Performance Measures Survey should be used to establish a new baseline for performance going forward. ORC recommends a careful review of the survey methodology approximately every five years.

New to the 2010 Performance Measures Survey was the inclusion of three additional measures that allowed Bellevue to benchmark itself against cities nationwide using ORC's proprietary 5-Star Rating, providing a single, reliable national measure of citizen perceptions of city governance.

City of Bellevue as a Place to Live

Respondents were asked to provide an overall measure of quality of life in Bellevue measured on a four-point scale ranging from “poor” to “excellent.”

The majority (97%) of residents of the City of Bellevue report that Bellevue is a good (46%) to excellent (51%) place to live. These figures are consistent with ratings from 2007 and 2008.

- With the exception of those living in the East Central region (35%), more than half of residents across all regions of the City of Bellevue feel that it is an excellent place to live. The largest proportion of residents in the East Central region (61%) feels that the City of Bellevue is a good place to live.
- While ratings for Bellevue as a place to live are high (87 percent or greater) for all residents, younger residents are less likely to report that Bellevue is an excellent place to live. Two in five (40%) respondents who are less than 35 years of age perceive Bellevue to be an excellent place to live compared to 56 percent of those between 35 and 54 or 55 percent of those over 65.
- No significant differences are seen across type of residence, home ownership status or length to time living in Bellevue in terms of perceptions of the City as a place to live.

Figure 2: City of Bellevue as a Place to Live

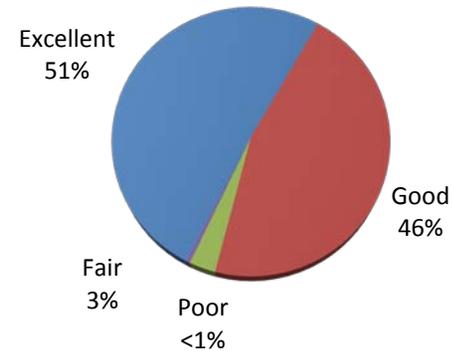


Table 2: City of Bellevue as a Place to Live by Region

	West (98004)	West Central (98005)	South (98006)	East Central (98007)	East (98008)
4 - Excellent	56%	50%	52%	35%	53%
3 - Good	40%	46%	46%	61%	41%
2 - Fair	3%	3%	2%	3%	5%
1 - Poor	<1%	---	---	---	1%
<i>Mean</i>	3.53	3.47	3.50	3.32	3.46

Q1 – Overall, how would you describe the City of Bellevue as a place to live?
 Base: All respondents (n=646)

Direction City is Headed

One of the legacy questions asks Bellevue residents to indicate whether they feel Bellevue is headed in the right or the wrong direction. To provide greater insights into the results, a follow-up question was added to determine whether residents felt that the city is strongly or somewhat headed in the right direction.

A significant number (17%) of residents indicated that they don't know whether the city is headed in the right or the wrong direction. This is more than twice as many as in 2008 when just 8 percent indicated that they did not know.

- This significant jump in the percentage saying they don't know may reflect their uncertainties about the future as a result of the economy as well as what the impact of the current economic situation will be on the city. It is also most prevalent among those responding online (21%) potentially reflecting the demographic differences between those responding online versus by phone. It may also be a function of the mode of data collection itself with phone respondents being more likely to provide a response as they were not provided aurally with a don't know response.

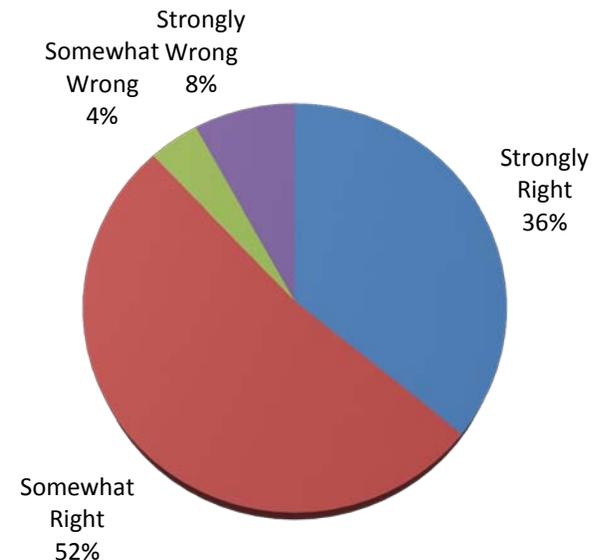
Among those providing a rating, nearly nine out of ten (88%) residents say that Bellevue is headed in the right direction.

- Among these, more than one out of five (36%) strongly feel the city is headed in the right direction; 52 percent somewhat feel that way.

Only one in eight (12%) Bellevue residents feel the city is headed in the wrong direction.

- Among this small segment, nearly twice as many feel the city is only somewhat headed in the wrong direction as opposed to strongly headed in the wrong direction – 8 percent compared to 4 percent, respectively.

Figure 3: Direction City is Headed



Q3 – Would you say that for the City as a whole, things are generally headed in the right direction or wrong direction?

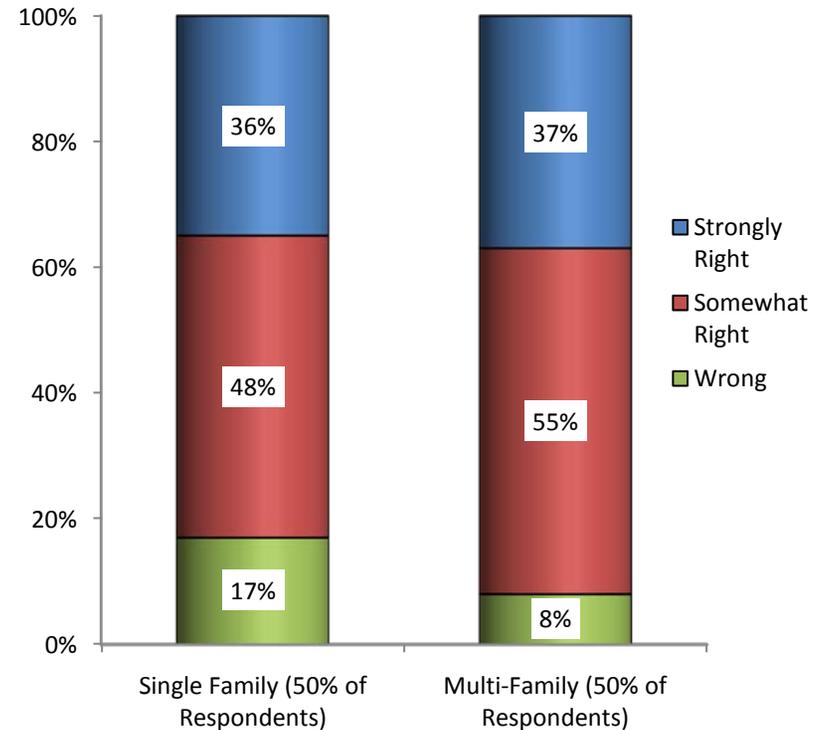
Base: All respondents (n=646)

Bellevue residents living in multi-family dwelling units are significantly more likely to feel that Bellevue is headed in the right direction (92%) than those living in single family dwellings (85%).

- There are no differences in the percentage of residents saying that Bellevue is strongly headed in the right direction. This difference is due to the greater percentage of residents in single-family residence saying the city is somewhat headed in the right direction (48%) or headed in the wrong direction (17%).
- These differences may reflect the greater uncertainty among those living in single family homes, most of whom are homeowners (94%), and who may have felt a greater impact from the recession because of the decrease in home values.

Residents of single family homes are also more likely than those living in multi-family housing to say that they don't know – 20 percent compared to 14 percent, respectively. This noteworthy among those respondents responding on the web (24%). Again this may reflect the differences in data collection mode as well as the different demographics of those responding online.

Figure 4: Direction City is Headed by Dwelling Type



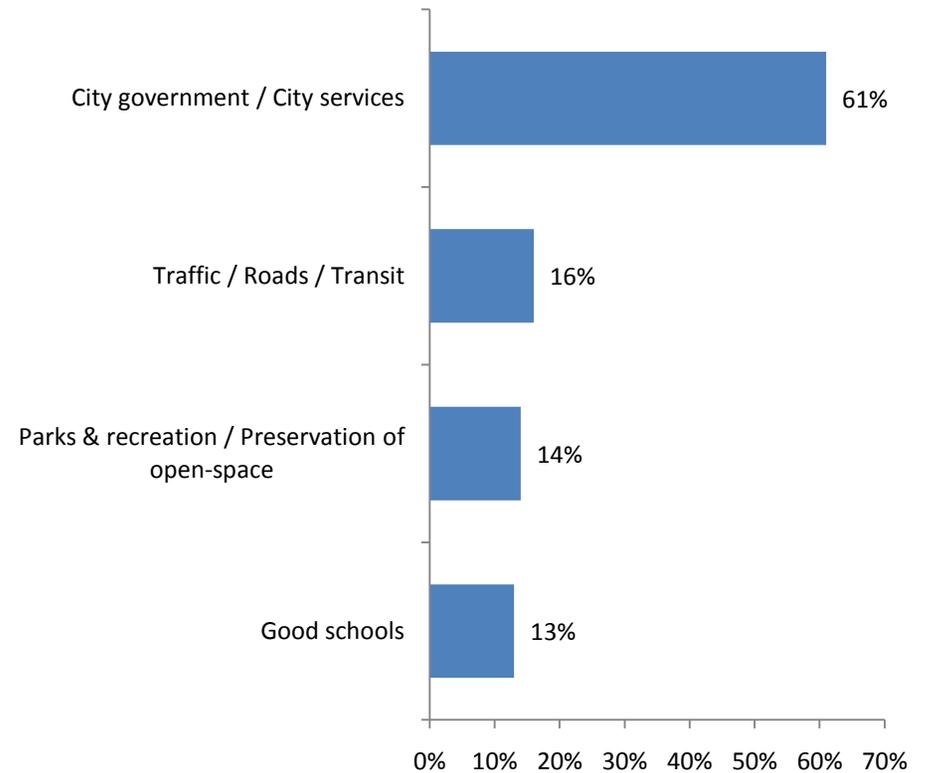
Q3 – Would you say that for the City as a whole, things are generally headed in the right direction or wrong direction? Base: All respondents (n=646)

Follow-up open-ended questions were asked to provide insights into why residents felt Bellevue is headed in the right or wrong direction.

Among those who feel that, for the City as a whole, things are generally headed in the right direction, quality of city government / city services (61%) is most often mentioned as the reason why. This was mentioned more than three times as often as the second most frequently mentioned reason, traffic / roads / transit (16%).

A similar follow-up question was asked of the small number (n = 24) of respondents who indicated that the city is strongly headed in the wrong direction. A single response – too much growth and construction – clearly dominates these responses.

Figure 5: Reasons Why Bellevue is Headed in the Right Direction



Q3A1 – Why do you feel that the City is headed in the right direction?

Base: Those who indicated that the city is heading in the right direction (n=468)

Value of Services

One of the other legacy questions asks Bellevue residents to indicate whether they feel they are getting value for their tax dollars. To provide greater insights into the results, a follow-up question was added to determine whether residents strongly or somewhat feel they are getting their money's worth for their tax dollars. This format provides greater insights into the strength of perceptions.

As with the question whether the city is headed in the right or wrong direction, significantly more residents in 2010 said they did not know than in 2009 – 17 percent in 2010 compared to just 4 percent in 2009. Again, this difference is potentially a reflection of the current economic environment and the resulting lack of certainty. It also may reflect the demographics of the respondents and the dual mode of data collection.

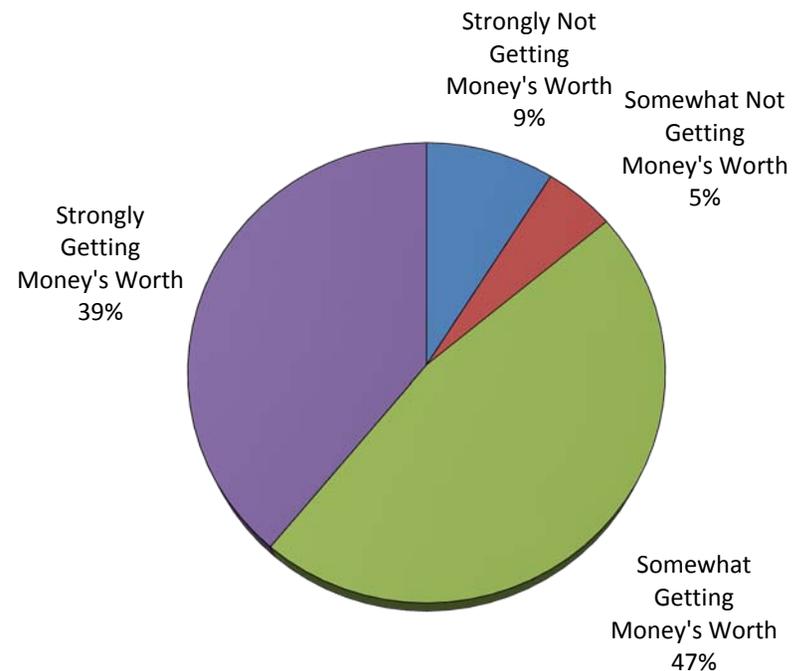
As with the direction the city is headed, the vast majority (86%) of Bellevue residents feel they are getting value (i.e., their money's worth) for the tax dollars they pay.

- Among these, 39 percent strongly feel they are getting their money's worth; 47 percent somewhat feel that way.

Only one in seven (14%) Bellevue residents feel they are not getting good value for their tax dollars.

- In this instance, however, and in comparison to the question regarding direction the city is headed, nearly twice as many feel they are strongly not getting their money's worth than somewhat feel they are not getting their money's worth.

Figure 6: Value of Services



Q4L – Thinking about City of Bellevue services and facilities, do you feel you are getting your money's worth for your tax dollars or not? Base: All respondents (n=646)

Planning for the Future

Three out of four (75%) Bellevue residents are either very (22%) or somewhat (53%) satisfied with the job the City of Bellevue is doing planning for the future.

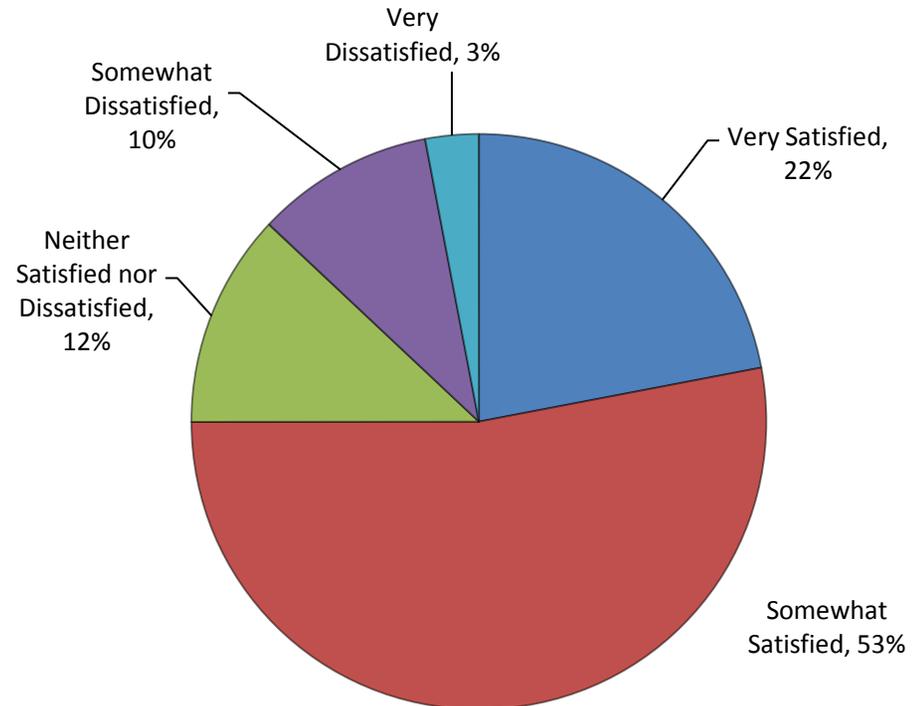
Furthermore, only three percent (3%) of respondents report that they are very dissatisfied.

- It is noteworthy that the percentage of residents who are very satisfied with how well Bellevue is planning for the future is consistent across all segments.

There has been a significant decrease in the percentage of Bellevue residents saying they are “very satisfied” with the job the city is doing planning for the future – from 30 percent in 2008 to 22 percent today – and a corresponding increase in the percentage saying they are “fairly satisfied” – from 48 percent in 2008 to 53 percent in 2010.

- This decrease is likely attributable to the current economic situation and uncertainty about how well the city is planning for the future. The last time the percentage saying they are “very satisfied” was at current levels was in 2001 and 2002, also a recessionary period.
- There has been no significant change in the percentage dissatisfied over the years.

Figure 7: Planning for the Future



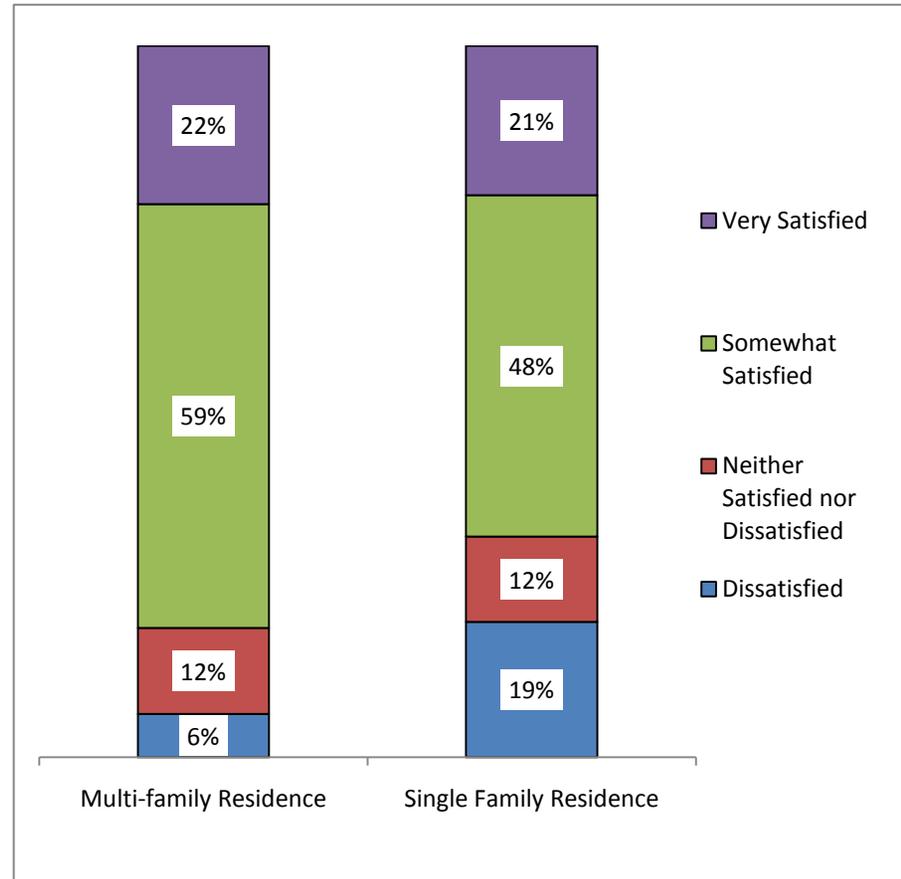
Q4 – Overall, how satisfied are you with the job the City is doing in planning for the future?
 Base: All respondents (n=646)

There are some differences in the percentage who are somewhat satisfied and correspondingly in the percentage expressing dissatisfaction.

- Notably, a significantly higher percentage of those living in multi-family residences than those living in single family homes are satisfied with how well the city is planning for the future – 81 percent compared with 69 percent, respectively. There is no difference in the percentage who are very satisfied. Instead, nearly three out of five (59%) residents in multi-family dwelling units are somewhat satisfied with how well Bellevue is planning for the future compared to 48 percent of those living in single-family housing. On the other hand, three times as many residents of single-family housing units are dissatisfied (19%) compared to 6 percent of residents in multi-family residents.
- In addition, Bellevue’s newest residents (those living in the city three or fewer years) are more likely to say they are somewhat satisfied (61%) while Bellevue’s most tenured residents (those living in the city 25 plus years and those living in the city between 10 and 24 years) are the most likely to say they are dissatisfied (16%).

Much of Bellevue’s recent growth has been in multi-family, urban developments that may meet the expectations of those looking for that kind of development. On the other hand, those living in single family residences who may also be long-time residents may have moved to Bellevue when it was still primarily a suburban community and are concerned with the direction growth in the city has taken in recent years.

Figure 8: Planning for the Future by Dwelling Type



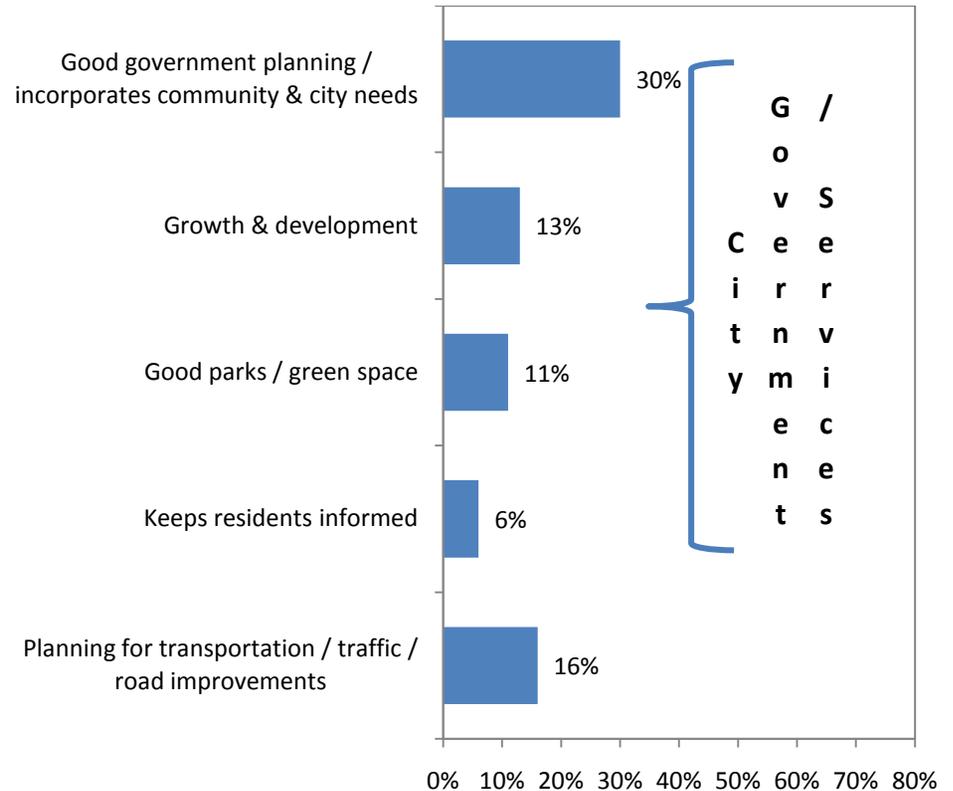
Q4 – Overall, how satisfied are you with the job the City is doing in planning for the future?
Base: All respondents (n=646)

Among residents who express satisfaction with the job Bellevue is doing planning for the future, City government / City services is the most commonly mentioned reason why.

- City government / services incorporates several types of comments including incorporating community and city needs into planning, considering growth and development, having good parks and recreation facilities, and keeping citizens informed.

The second most common category is the extent to which Bellevue is addressing traffic, roads, and transit (16%).

While a relatively small segment (10% or 32 respondents), those dissatisfied most frequently mentioned concerns with traffic, roads, and transit (38% or 12 respondents).



Q4I – Why are you [satisfied/dissatisfied] with the job the City is doing in planning for the future?
 Base: Those who answered “Very Satisfied” with the job the City is doing in planning for the future.
 (n=145)

Quality of Life Relative to Citizen Expectations

One of the new measures added in 2010 is an alternative measure of quality of life. This measure uses a different scale than the rating of Bellevue as a place to live that looks at the extent to which the quality of life meets or exceeds residents' expectations. ORC believes this is a more powerful measure of resident opinions.

More than four in five residents (84%) feel that the quality of life in Bellevue either exceeds (67%) or greatly exceeds (17%) expectations. All but 2 percent of Bellevue residents say the city meets or exceeds their expectations for quality of life

- As with ratings for Bellevue as a place to live, residents living in West Bellevue (98004) are the most positive – mean rating of 4.09 – while those living in South Bellevue (98006) give the lowest rating – mean of 3.91.
- Female residents are nearly twice as likely as male residents to report that the quality of life in Bellevue greatly exceeds expectations (21% compared to 13%).
- Residents over the age of 65 (24%) are the most likely to report that the quality of life in Bellevue greatly exceeds expectations, significantly more so than those under 35 (12%) or 55 to 64 (14%).

Figure 9: Overall Quality of Life Relative to Citizen Expectations

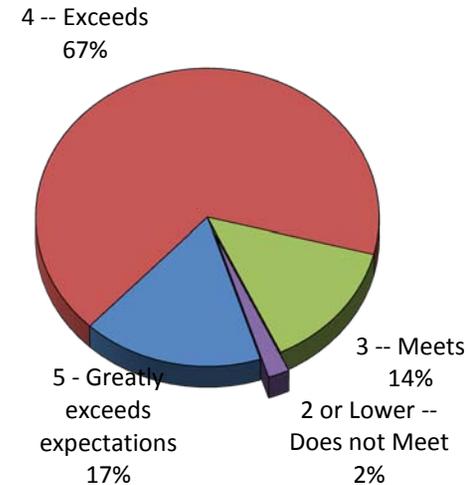


Table 3: Quality of Life Relative to Citizen Expectations by Region

	West (98004)	West Central (98005)	South (98006)	East Central (98007)	East (98008)
5 – Greatly Exceeds	23%	14%	14%	15%	15%
4	64%	72%	66%	70%	67%
3	13%	11%	18%	14%	16%
< = 2 – Does Not Meet Expectations	<1%	2%	2%	<1%	1%
<i>Mean</i>	4.09	3.98	3.91	3.99	3.96

ORC1 – How would you rate the overall quality of life in the City of Bellevue?

Base: All respondents (n=646)

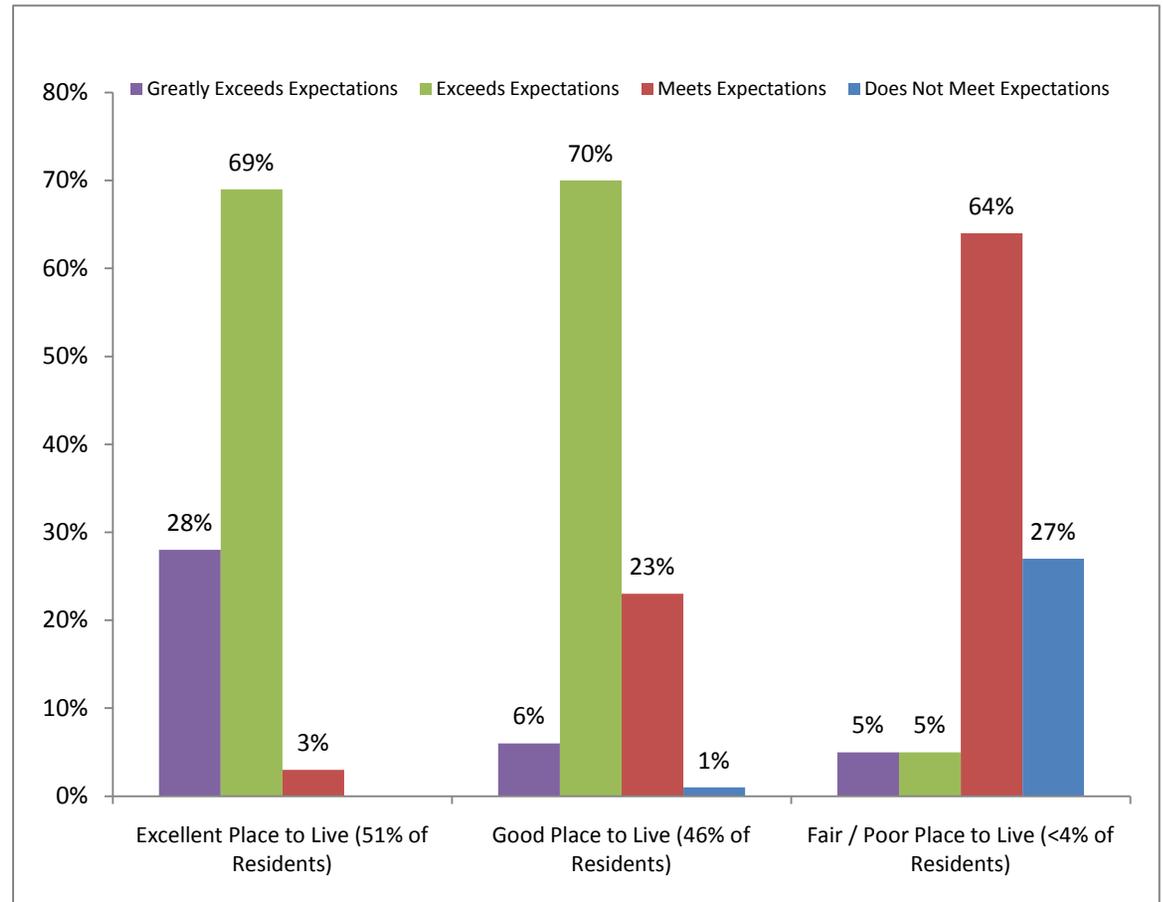
There is a clear relationship between how residents rate Bellevue as a place to live and the extent to which Bellevue meets or exceeds their expectations for quality of life.

Nearly all (97%) of residents who say that Bellevue is an excellent place to live say that Bellevue’s quality of life exceeds their expectations. Twenty-eight percent (28%) say that quality of life in Bellevue greatly exceeds their expectations.

In addition, nearly all (99%) Bellevue residents who say Bellevue is a good place to live say that the quality of life meets or exceeds their expectations. More than three out of four (76%) of these residents say that the quality of life exceeds their expectations; 23 percent say it meets their expectations.

As noted earlier the percentage of residents rating Bellevue as fair or poor is relatively small (less than 4%). Among this small segment, nearly two-thirds (64%) say that the quality of life in Bellevue meets their expectations. Only 27 percent say it does not meet expectations.

Figure 10: Relationship Between Citizen Expectations for Quality of Life and Their Ratings for Bellevue as a Place to Live



Q1 – Overall, how would you describe the City of Bellevue as a place to live?

ORC1 – How would you rate the overall quality of life in the City of Bellevue?

Quality of Life and Residents' Ideal

Another new measure added in 2010 looks at the extent to which Bellevue's quality of life measures up to residents' ideal.

Impressions of Bellevue as it compares to residents' ideal quality of life are similar to those of it meeting expectations. Three out of four residents rate Bellevue as either a four (58%) or five (17%) on a five point scale with five being that the quality of life in Bellevue is "ideal." Again, only a small percentage (4%) of Bellevue residents give the city a low rating on this measure.

- Ratings were similar across all Bellevue zip code areas.

Female residents (22%) show significantly higher top box ratings than males (12%) as well as a significantly higher average rating (mean of 3.98 compared to 3.73) in terms of the quality of life in Bellevue being close to their ideal.

Residents who have children are more likely than those without children to indicate that the quality of life in Bellevue is close to their ideal – 65 percent compared to 55 percent, respectively. Those without children are more likely to give Bellevue a neutral rating – 23 percent compared to 15 percent, respectively.

Figure 11: Ratings of Quality of Life Relative to Citizen's Ideal Point

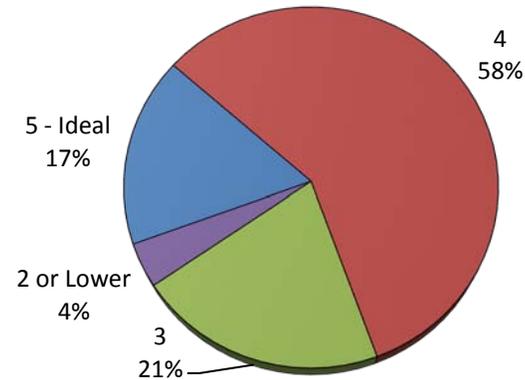
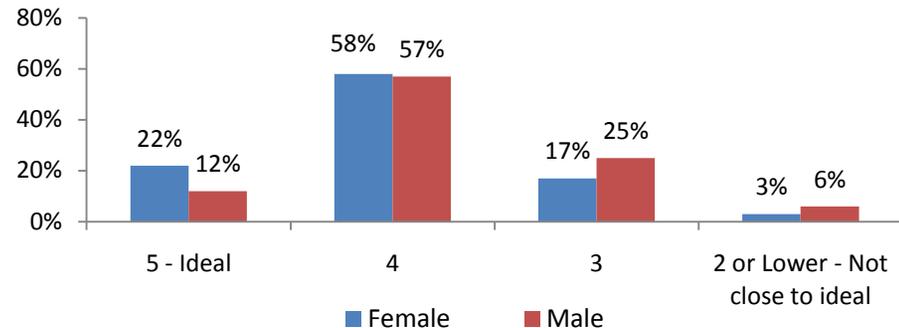


Figure 12: Ratings of Quality of Life Relative to Citizen's Ideal Point by Gender



ORC2 – Still thinking about the overall quality of life in Bellevue, would you consider it to be close to your ideal or not close to your ideal? Base: All respondents (n=646)

There is a clear relationship between citizen ratings for the extent to which Bellevue matches residents' ideal of what the city should be and how well Bellevue meets their expectations for quality of life.

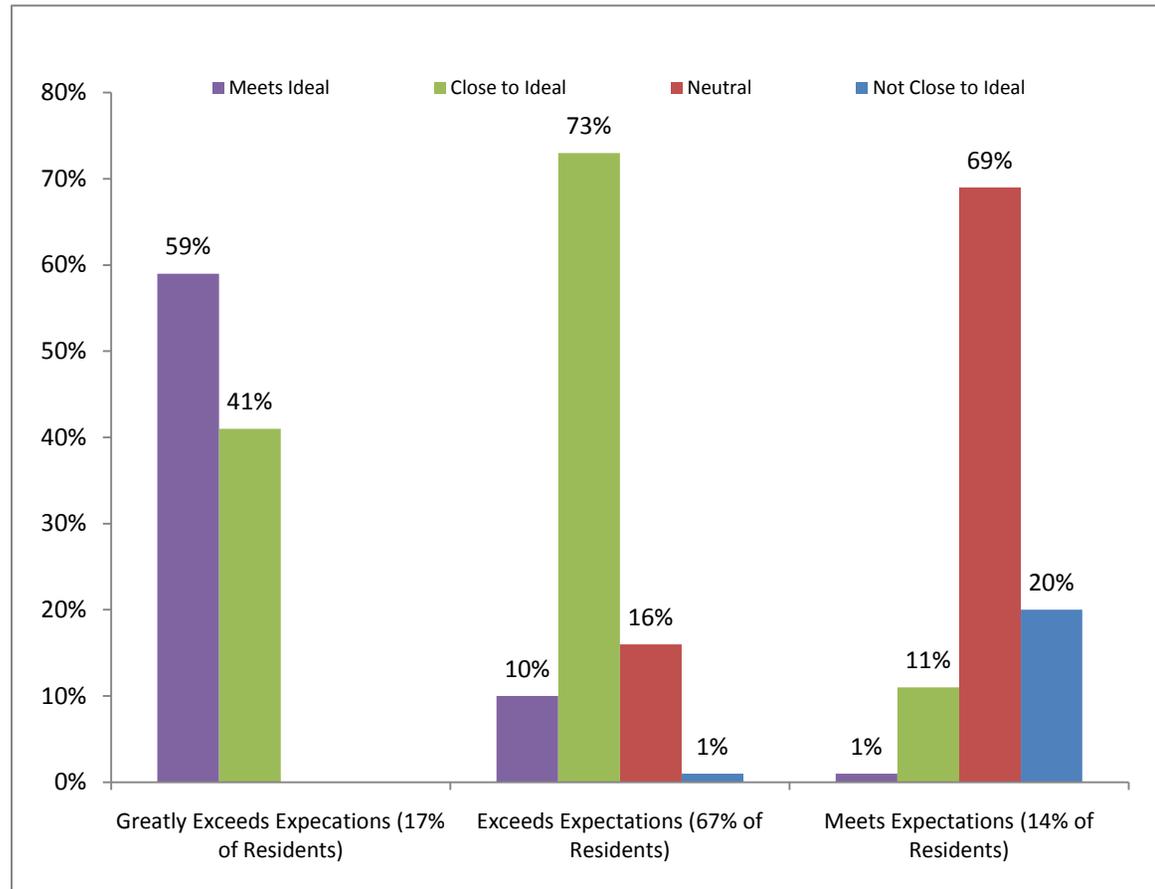
All residents who say that the quality of life in Bellevue greatly exceeds their expectations also say that the city is close to or meets their ideal – 59 percent say it meets their ideal point.

Residents who say that the quality of life in Bellevue exceeds their expectation, the majority (83%) also say that the city is close to or meets their ideal. In this instance, however, more (73%) say it is close to ideal. In addition, 16 percent are neutral.

Fourteen percent (14%) of Bellevue residents say that the quality of life in Bellevue meets their expectations. Most (69%) are neutral in terms of whether Bellevue meets their ideal point. One out of five (20%) say it does not.

Only 2 percent of residents said that quality of life does not meet their expectations so they are not included in this analysis.

Figure 13: Relationship Between Citizen Ratings for Match to Citizens' Ideal and Their Ratings for Match Between Expectations and Quality of Life



ORC1 – How would you rate the overall quality of life in the City of Bellevue?

ORC2 – Still thinking about the overall quality of life in Bellevue, would you consider it to be close to your ideal or not close to your ideal? Base: All respondents, excluding 2 percent who said quality of life does not meet expectations (n=633)

Quality of City Services

A third new measure added in 2010 is an aggregate measure of resident perceptions of the overall quality of city services. As with quality of life, this measure is expressed relative to citizen expectations for service.

Nearly all (97%) of all Bellevue residents say that the quality of city services meets or exceeds their expectations.

Nearly four in five (79%) residents of the City of Bellevue feel that the overall quality of services provided by the City either exceeds (60% 4 on a 5 point scale) or greatly exceeds (19% 5 on a 5 point scale) expectations.

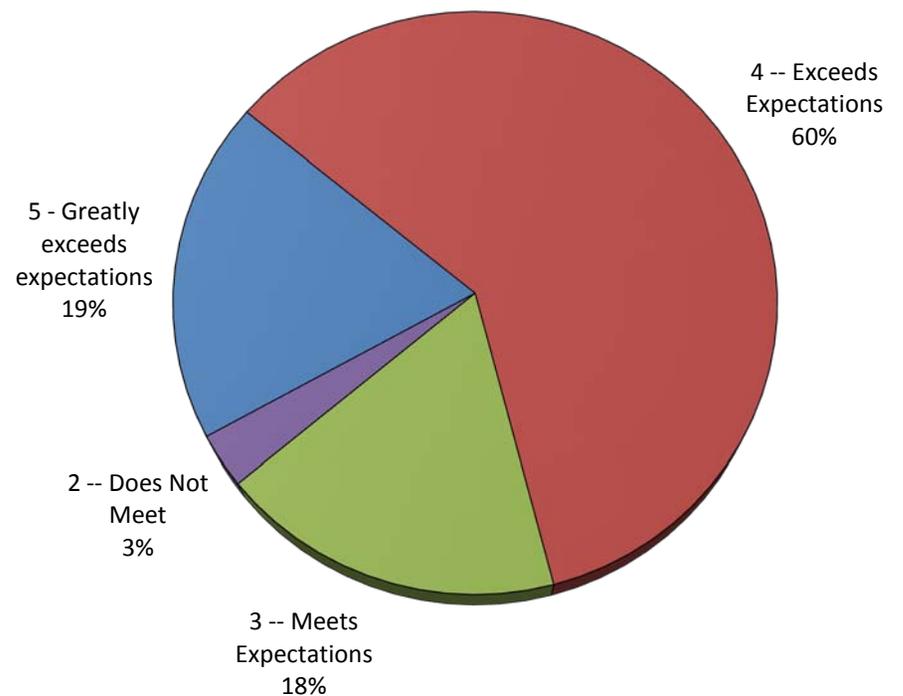
- Ratings were similar across all Bellevue zip codes.

Residents of multi-family dwelling units give the city higher ratings for quality of city services than do residents of single family homes. Despite this difference, both groups give the city ratings that are well above the mid-point.

Table 4: Quality of City Services by Dwelling Type

	Single Family	Multi-Family
5 – Greatly Exceeds	16%	23%
4	61%	60%
3	19%	16%
< = 2 – Does Not Meet Expectations	4%	2%
<i>Mean</i>	<i>3.87</i>	<i>4.02</i>

Figure 14: Quality of City Services



ORC3 – How would you rate the overall quality of services provided by the City of Bellevue?
Base: All respondents (n=646)

BELLEVUE - 5-STAR RATING

Overview

In 2010, ORC introduced a unique and proprietary mathematical model that rates cities on a 5-star rating system. This system yields immediate and robust insights while at the same time laying the foundation for the deeper analysis and understanding that enable civic leaders to identify areas of strengths and areas for improvements. In order to come up with a rating system that addressed all of the above needs, ORC embarked on a substantial benchmarking and modeling exercise. Respondents chosen at random from all over the country, representing all city sizes and types, were profiled. Those respondents provided benchmark opinions on their home cities. The data was then cross-referenced with geographic and census databases. Rather than relying on simple satisfaction questions, the model uses a small battery of proven ‘power questions’ developed over the years by ORC. This data was used to build a derived-importance model to demonstrate that the country at large valued the various dimensions tested by the power questions. A logistic model was then developed to remove the systematic scale bias encountered when administering ratings questions. Finally, a distribution-insensitive algorithm for developing the profile of respondent satisfaction and the final city-level star rating was determined.

While the details of the methodology are quite involved, the end benefits are clear-cut. ORC’s five-star rating system is a unique and robust methodology that allows participating cities to ask five common “Power Questions” of a city’s population, and to derive a robust view of how satisfied those citizens are, in a way that is consistent and comparable between cities of all sizes and in all parts of the country. The five power questions include the extent to which:

- The city’s quality of life meets citizen expectations
- The quality of life meets citizens’ ideal
- The quality of city services meets citizen expectations
- Citizens feel the city is headed in the right direction
- Citizens feel they are getting good value for their tax dollars

Application of the model to an individual city’s ratings on these five power questions yields a rating that ranges from a one to a five-star rating. There are nine possible ratings. To be a five-star city, citizens in that city would need to universally give the city the highest ratings on all five questions. Similarly, to be a one-star city, citizens in that city would need to universally give the city the lowest ratings for all five questions. Therefore, the majority of cities are likely to be two to four star cities.

Bellevue’s Overall Star Rating

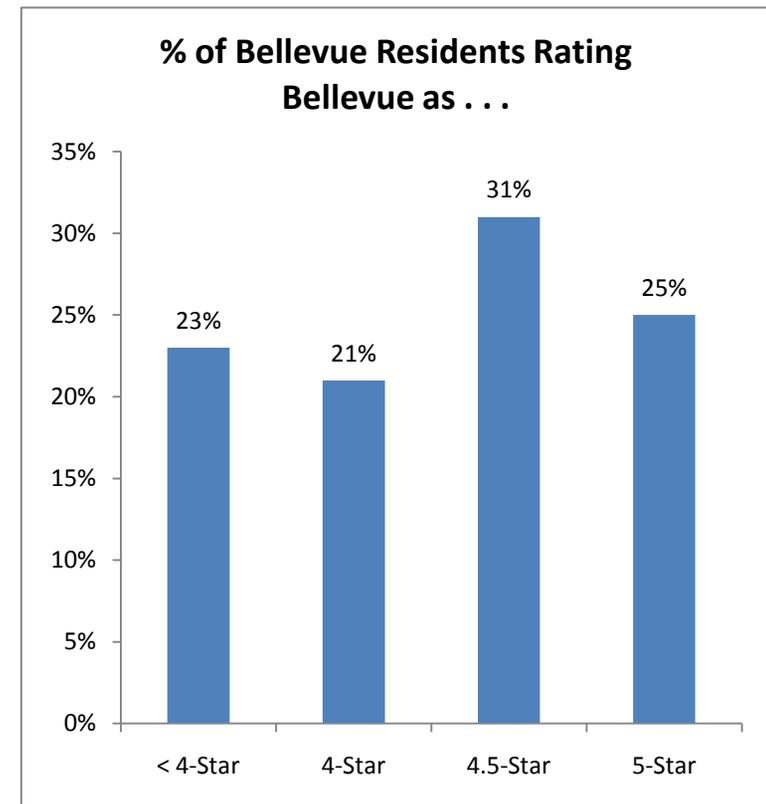
As noted, inclusion of these modified legacy questions as well as the addition of new questions allows the application of this data against ORC’s proprietary 5-Star rating system. Use of this model allows Bellevue to benchmark itself against other cities nationwide and to identify specific areas, in terms of these five “power” metrics, where the city is performing particularly well compared to these benchmarks, as well as whether there are areas for improvement.

Bellevue is clearly a 4.5-Star City – more than three out of four (77%) residents rate Bellevue as a 4-Star or higher city. One out of four (25%) rate Bellevue as a 5-Star city. Ratings vary somewhat by region with the greatest variance in ratings among residents in South Bellevue (98006).

Figure 15: City of Bellevue’s Star Rating

Table 5: Quality of Life Relative to Citizen Expectations by Region

	West (98004)	West Central (98005)	South (98006)	East Central (98007)	East (98008)
5-Star City	27%	28%	14%	26%	27%
4.5-Star City	28%	27%	41%	25%	25%
4-Star City	22%	28%	18%	25%	25%
< 4-Star City	24%	18%	27%	24%	23%



Residents most likely to rate the city as a 5-Star city are:

- Women – 58 percent are women
- Older – 35 percent are 65 and older
- Newer residents – 30 percent have lived in Bellevue three or fewer years
- Family residents – 41 percent
- Those that are the most critical are men and those between the ages of 55 and 64.

Unity Measure

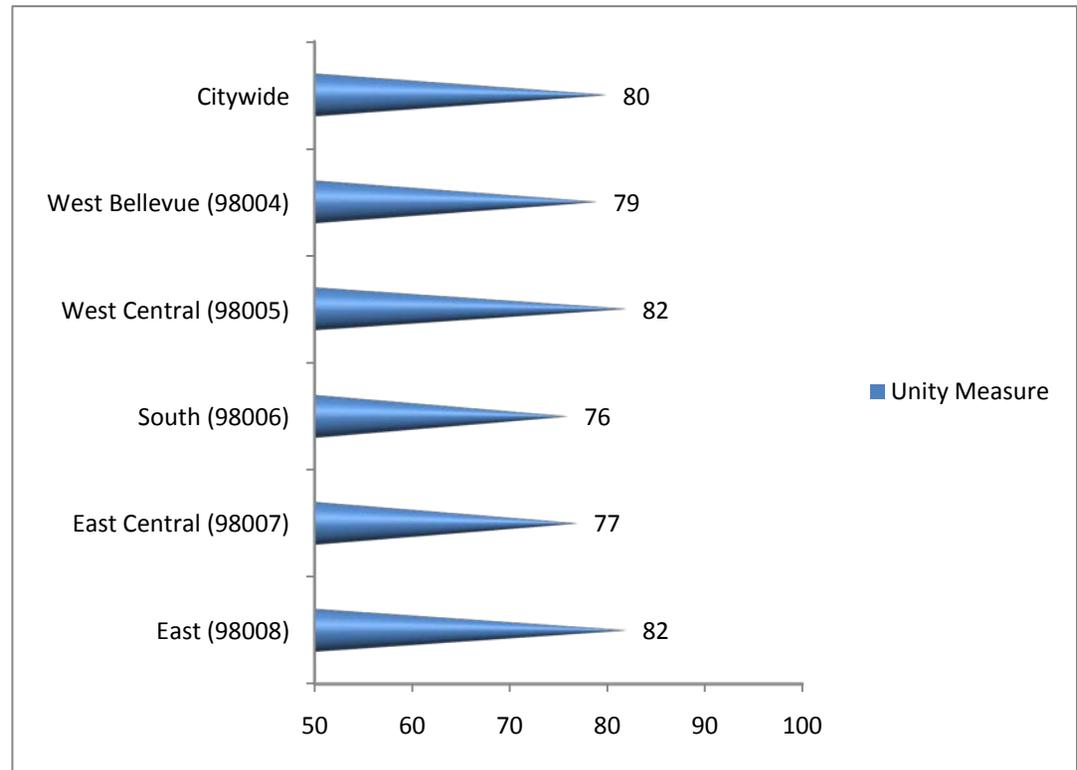
In addition to a city’s star rating, this analysis produces a “Unity Measure” which provides insight into the diversity of views within a community. This measure is given as a 100 point scale, where a score of 100 would indicate that everyone in the community agrees on the rating assessment, while a score of 0 would mean that the community is polarized, with half giving the city maximum ratings and the other half giving minimum ratings. This gives us a powerful indicator of whether different constituencies exist within a community with differing perceptions of their city.

Bellevue’s overall Unity score is 80, suggesting a high level of consistency in these key ratings – that is Bellevue residents are relatively similar in their ratings for the five power questions. This high degree of unity suggests that Bellevue residents are generally in agreement with the overall directions Bellevue is taking in terms of providing a high quality of life, city services, and level of governance.

Moreover, the Unity score was relatively consistent across the city.

- Unity measures were somewhat lower-than-average in two areas:
 - South (98006)
 - East Central (98007)

Figure 16: Bellevue’s Unity Measure



Bellevue’s Performance Compared to National Benchmarks

As noted in the overview to the five-star rating system, the methodology used to develop the model allows Bellevue and other participating cities to obtain a robust view of how satisfied its citizens are, in a way that is consistent and comparable between cities of all sizes and in all parts of the country. As a result, it is possible for Bellevue to benchmark its ratings on the five power questions to this robust nationwide sample. In the future as more cities participate, ORC will be identifying individual cities that represent best practices in these five areas which will allow other cities to understand what strategies they use.

When comparing Bellevue’s ratings on these five “power” measures compared to other 4.5-Star cities, it is clear that Bellevue performs consistently with other 4.5-Star cities for two of the five questions:

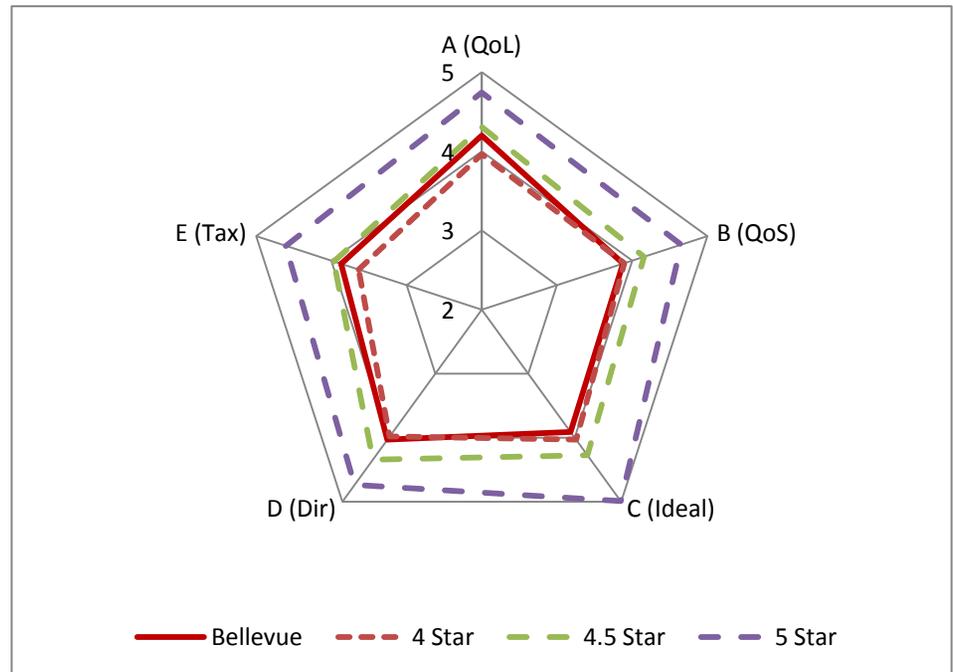
- The extent to which Bellevue’s quality of life exceeds citizen expectations
- The extent to which the value of services delivered are a good value relative to tax dollars paid

Comparisons to the benchmarks suggest three areas for improvement:

- The extent to which the quality of life in Bellevue meets its citizens’ ideal point for quality of life
- The extent to which the quality of services in Bellevue exceeds citizen expectations.
- The future direction in which the City is headed.

While these two areas are noted as potential areas for improvements based on comparisons to the national benchmarks, Bellevue currently performs well in these areas (pages 32, 34 and 24 respectively).

Figure 17: Bellevue’s Performance Compared to National Benchmarks



PERFORMANCE INDICATORS

Overall

In 2010, as part of its Strategic Budgeting (Budget ONE) effort, the city identified a series of key performance indicators. Thirteen statements reflecting these indicators were included in the 2010 study to measure the extent to which residents feel these statements accurately describe Bellevue. Respondents were asked to indicate the extent to which they agreed or disagreed with how well the statement described the City of Bellevue.

Overall Bellevue residents agree that these statements do a good job of describing Bellevue.

Residents agree most strongly with the notion that Bellevue is a safe community. Residents also give higher-than average ratings (above 3.77) for how well Bellevue is:

- Ensuring a reliable supply of safe drinking water
- Maintaining the condition of the roadways over which it has control
- Protecting its natural environment
- Communicating with its residents
- Maintaining a healthy “tree canopy”

While, residents still generally agree that Bellevue is doing a good job on the remaining seven key indicators, agreement on these statements is below the overall average (3.77) across all the statements.

Travel within Bellevue is rated lowest.

Table 6: Key Performance Indicators Mean Summary

	% Agree	Mean
Is a safe community in which to live, work, and play.	88%	4.27
Doing a good job of ensuring a reliable supply of safe drinking water	82%	4.16
Doing a good job of maintaining the condition of roadways over it control	74%	3.89
Doing a good job protecting its natural environment	72%	3.86
Doing a good job of communicating with its residents	71%	3.84
Doing a good job of maintaining a healthy “tree canopy” to help improve air quality	68%	3.83
Doing a good job of promoting and maintaining diversity in the community	63%	3.72
I am pleased with the way in which Bellevue is planning for its future	64%	3.66
Doing a good job of addressing the top concerns of its citizens	63%	3.66
Bellevue is well-prepared to respond to local emergencies	58%	3.63
Spending programs and tax policies are affordable and sustainable over time	57%	3.56
Can travel within Bellevue in a reasonable and predictable amount of time	56%	3.48
Doing a good job of improving the transportation system over which it has control	50%	3.38

KPI – To what extent do you agree or disagree with the following statement describing Bellevue. [Scale response: 1 – Strongly disagree to 5 – Strongly agree] Base: All respondents (n=646)

BELLEVUE UTILITIES

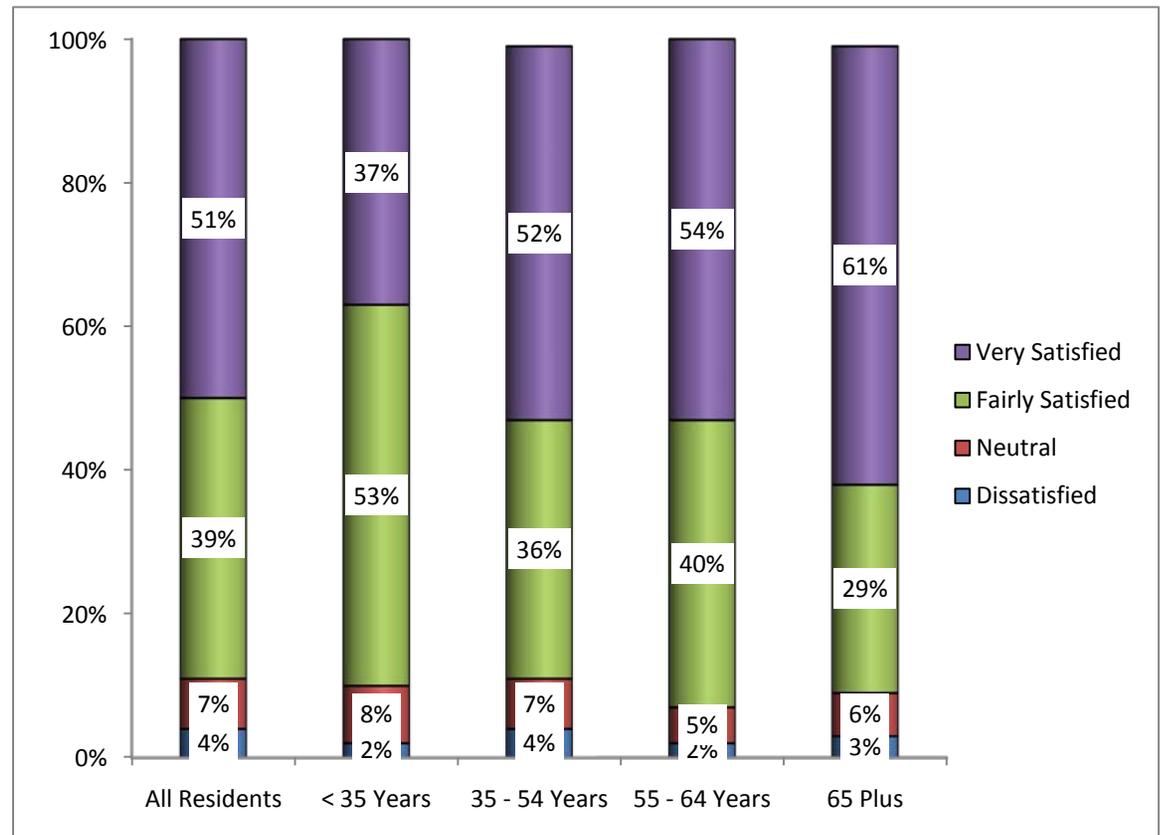
Overall Utility Satisfaction

Satisfaction with Bellevue Utilities overall is high. Nine out of ten (90%) residents report that they are satisfied with Bellevue Utilities. Moreover, a greater percentage says they are “very satisfied” than “fairly satisfied” – 51 percent and 39 percent, respectively. Only one in one hundred (1%) residents state that they are very dissatisfied with Bellevue Utilities.

In general, satisfaction is consistent across all segments of the population. The only notable difference is among younger residents (those less than 35 years of age).

- While nine out of ten (90%) residents in this age group are satisfied with Bellevue Utilities, more are “fairly satisfied” (53%) than “very satisfied” (37%).

Figure 18: Overall Satisfaction with Bellevue Utilities



Q16 – Overall, how satisfied are you as a customer of the Bellevue Utilities Department?

Base: All respondents (n=646)

Utility Value for Money

Consistent with the high overall satisfaction ratings, the majority (76%) of Bellevue residents feel that they receive good value for their money in terms of the services provided by Bellevue Utilities.

- As with overall satisfaction, perceptions of utility value are related to age, with those 65 and older giving the utilities the highest rating. No age group feels that utility value for the money is a poor value. Rather those under the age of 65 are more likely to say it depends. This is noteworthy among those under 35 years of age.

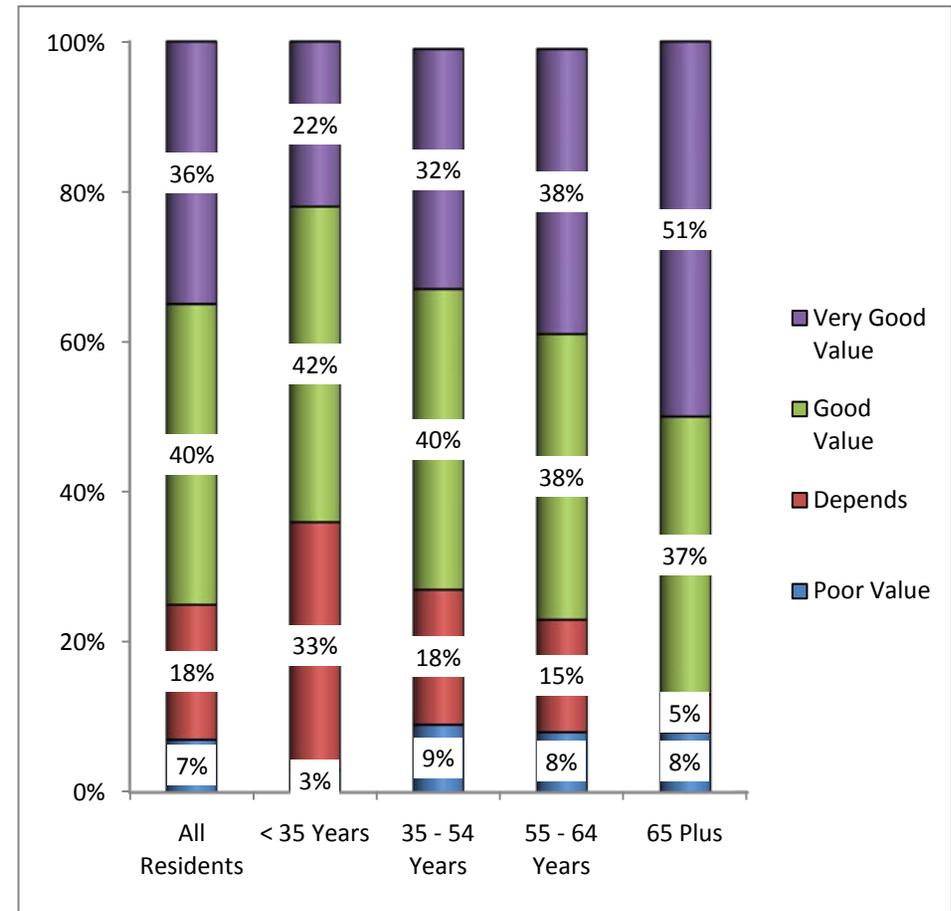
Perceptions of utility value for the money also varies by neighborhood.

- Those living in West Bellevue (98004) give Bellevue Utilities the highest ratings (net 81%) while those in East Bellevue (98008) are the least likely to say good value (67%).

Table 7: Value for the Money by Region

	West (98004)	West Central (98005)	South (98006)	East Central (98007)	East (98008)
Very Good	38%	41%	28%	42%	32%
Good Value	43%	36%	45%	32%	35%
Depends	16%	17%	18%	15%	22%
Poor Value	3%	5%	8%	10%	11%

Figure 19: Utility Value for Money



Q18 – Taking Bellevue Utility services as a whole, do you feel you receive good value for your money or poor value for your money? Base: All respondents (n=646)

Key Utility Attributes

Consistent with the high levels of satisfaction, Bellevue residents give very high ratings to individual utility service attributes – all attributes achieve a rating of 8 or higher – the midpoint on the scale would be a five.

Residents are most positive in regards to how well the utility maintains an adequate and uninterrupted supply of water (mean of 9.00 on a 10 point scale) and provides reliable and uninterrupted sewer service (mean of 8.93).

In general, ratings are consistent across the different zip codes.

- Those living in South Bellevue (98006) give a somewhat lower rating than those in other zip codes for sewer service (overall mean of 8.70).
- Those living in East Central Bellevue (98007) rate Bellevue Utilities somewhat lower for the safety of the drinking water (8.35).

In addition, with one notable exception ratings are consistent among residents of single and multi-family dwelling types.

- Residents of single-family residences give a significantly higher rating for Bellevue’s recycling, yard waste, and garbage collection services than do those living in multi-family dwelling units – mean ratings of 8.73 compared to 8.23, respectively.

Table 8: Key Utility Attributes Mean Summary

	% Top 2 Boxes (9 – 10)	Mean
Maintaining an adequate and uninterrupted supply of water	73%	9.00
Providing reliable, uninterrupted sewer service	71%	8.93
Providing water that is safe and healthy to drink	67%	8.72
Providing reliable recycling, yard waste and garbage collection services	58%	8.48
Protecting and restoring Bellevue’s streams, lakes and wetlands	44%	7.96
Providing effective drainage programs, including flood control	43%	7.93

Q11, Q12, q13, Q14, Q15 – Please tell me how good of a job Bellevue Utilities does with the following service. [Scale response: 0 – Very poor job to 10 – Excellent job]

Base: All respondents (n=646)

BELLEVUE'S NEIGHBORHOODS

Sense of Community

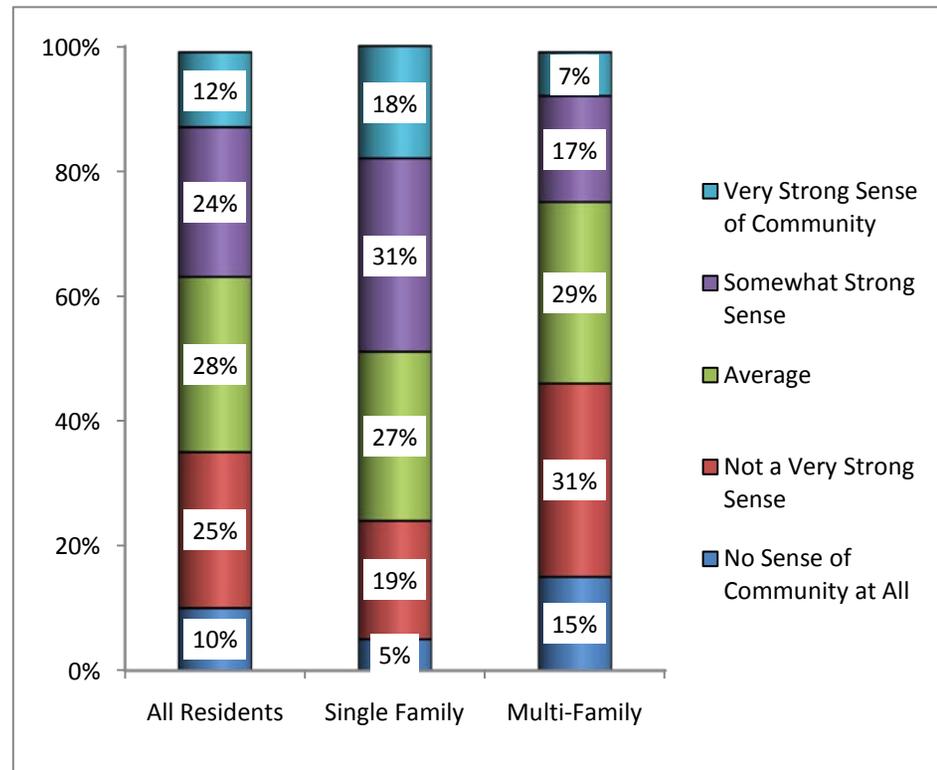
Just over one in three (36%) Bellevue residents report that they feel either a very strong (12%) or somewhat strong (24%) sense of community. Only one in ten (10%) residents report that they feel no sense of community at all.

- As would be expected, those living in single-family residents are more likely to feel a sense of community than are those living in multi-family residences – 49 percent compared to 24 percent, respectively.

There are differences between other segments as well.

- Only 14 percent of residents 35 years old or younger report that they feel a very or somewhat strong sense of community compared to nearly half (48%) of residents 65 years of age or older.
- Residents of East Bellevue (98008) are the most likely to report that they feel a very strong sense of community in their neighborhood (17%). Those in East Central Bellevue (98007) are the most likely to report that they do not feel much of a sense of community (52%).
- Finally, newer residents (those living in the city 3 or fewer years) are the least likely to feel a sense of community. Over half (52%) of these residents report that they do not feel much of a sense of community. This may in part be related to their age as well as being new to the city.

Figure 20: Sense of Community

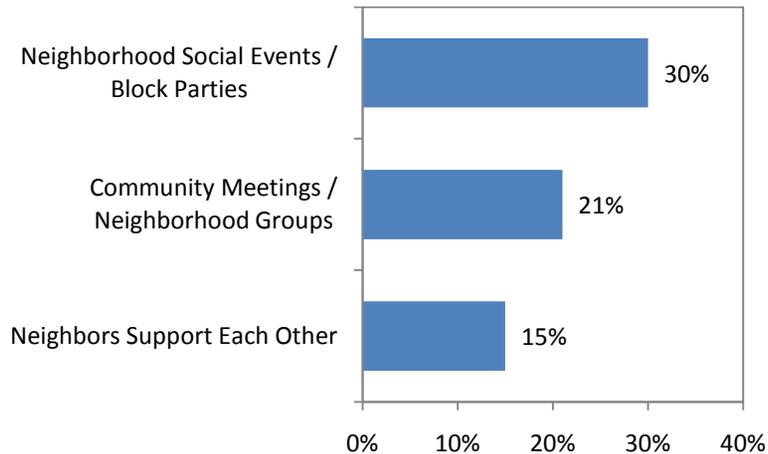


Q5B – Would you say your neighborhood has a very strong sense of community, a somewhat strong sense of community, an average sense of community, not a very strong sense of community or no sense of community at all? Base: All respondents (n=646)

Reasons for Feelings of Community

Among those who feel a very strong sense of community (n = 68), community events, such as block parties or other social events, is mentioned most often as the reason why. Similarly, having community meetings or neighborhood groups contributes to a strong sense of community. The final category that had a substantial number of mentions is that neighbors are supportive of each other.

Figure 21: Reasons for Strong Sense of Community

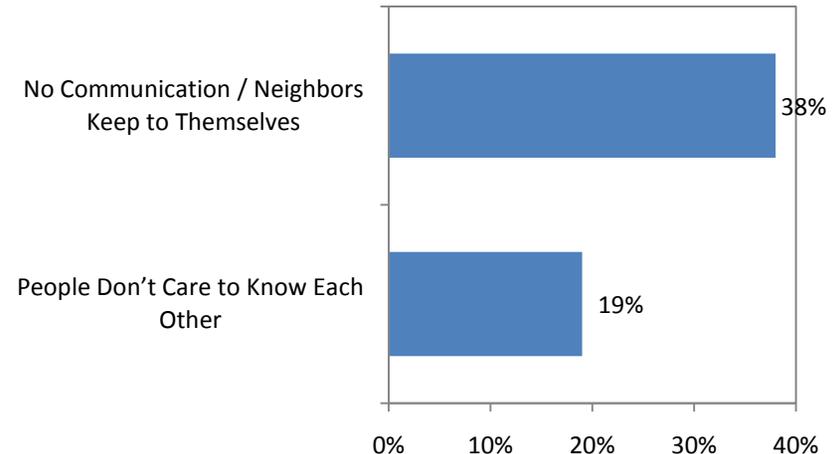


Q5B1 – What factors make your neighborhood have a strong sense of community?
 Base: Those who answered “a very strong sense of community” (n=68)

Two types of comments clearly dominate why those who say their neighborhood has no sense of community (n = 55) feel that way:

- No communication between / lack of interaction with neighbors
- People don’t care to get to know each other

Figure 22: Reasons for No Sense of Community



Q5B1 – What factors make your neighborhood have no sense of community?
 Base: Those who answered “no sense of community at all.” (n=55)

Neighborhood as a Place to Live

Nearly nine out of ten residents feel that their neighborhood is either a good (50%) or excellent (39%) place to live. Only one in one hundred (1%) Bellevue residents report that their neighborhood is a poor place to live.

- There are clear differences in ratings across the different zip codes. Of note, those living in East Central Bellevue are the most likely to only give their neighborhood a fair or poor rating (24%).

Perceptions of one’s neighborhood closely mirror perceptions of Bellevue as a place to live.

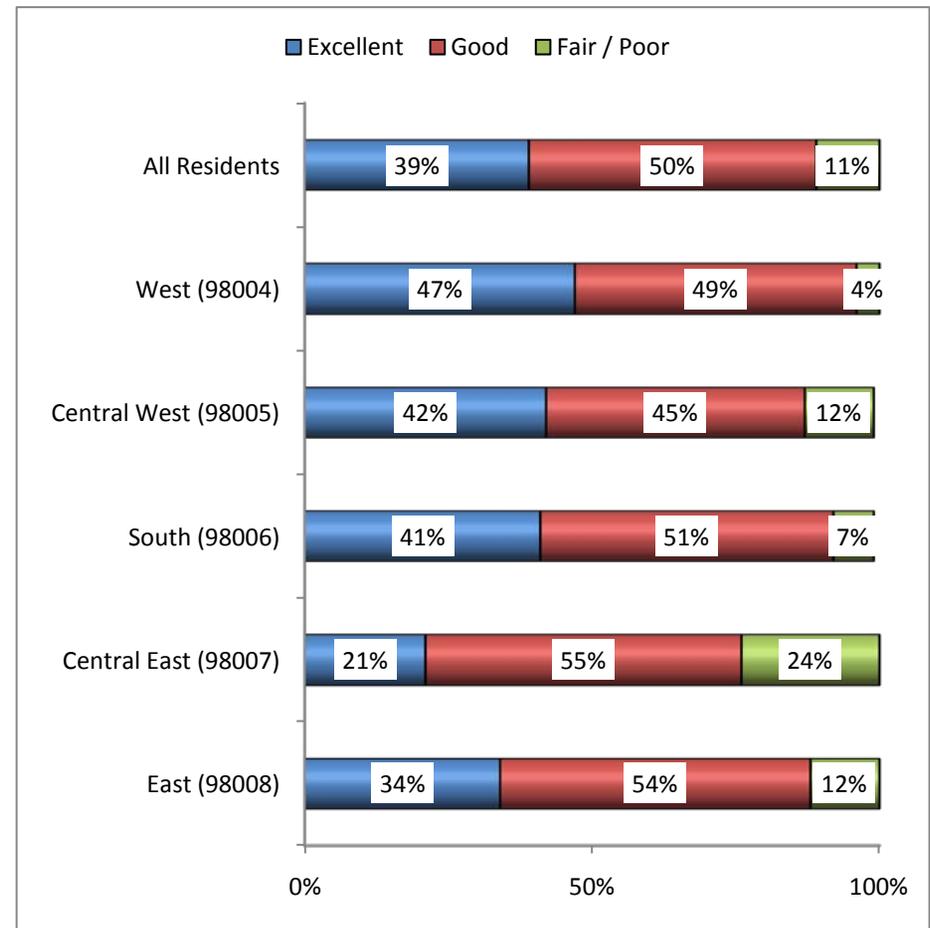
- Nearly all (98%) residents who feel Bellevue is an excellent place to live feel the same about their neighborhood compared to 83 percent of those who feel that Bellevue is a good place to live and just 54 percent of those rating Bellevue as a fair or poor place to live.

A sense of community is a driver of one’s impression of their neighborhood as a place to live.

Table 9: Relationship Between Ratings of Neighborhood Quality of Residents’ Sense of Community

Rating of Neighborhood Quality	Sense of Community		
	Strong	Average	Not Strong
Excellent	66%	29%	16%
Good	32%	62%	61%
Fair / Poor	2%	8%	22%

Figure 23: Ratings Neighborhoods as Place to Live by Region of the City

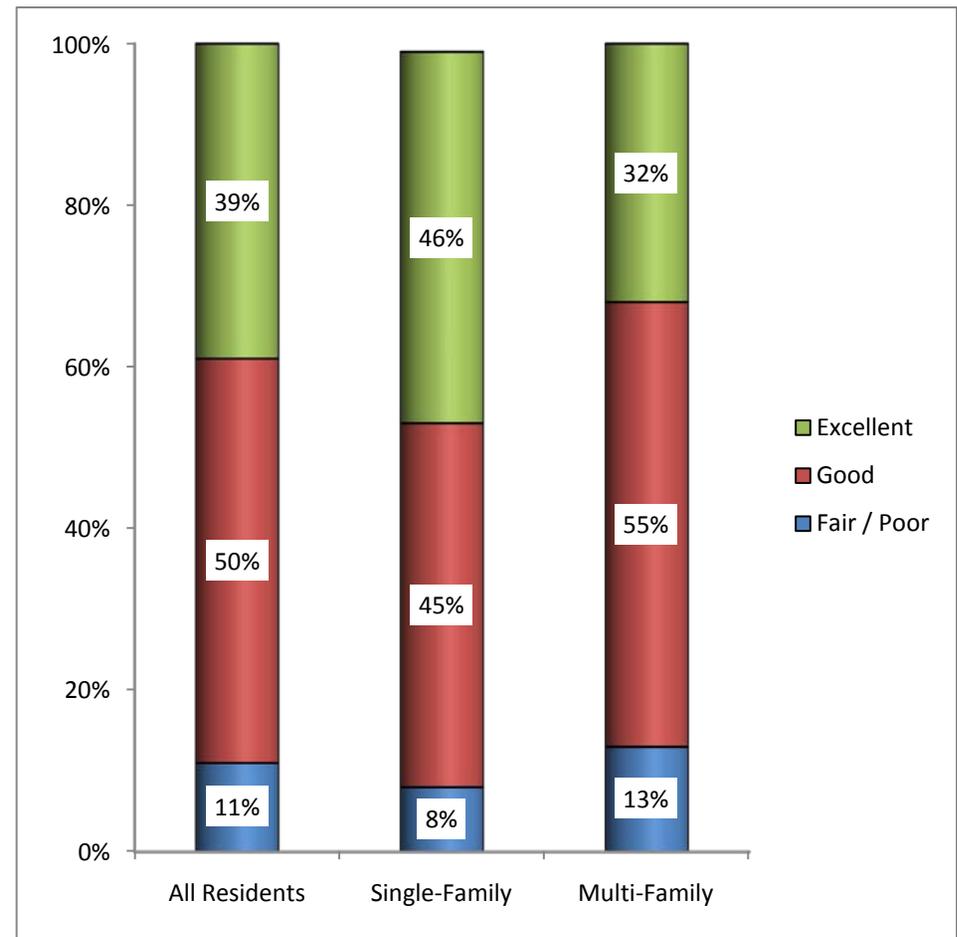


Q5A – How would you describe your neighborhood as a place to live
 Base: All respondents (n=646)

Ratings for neighborhood quality also vary by whether people live in a single or multi-family dwelling type.

- Those living in single-family residences are significantly more likely than those living in multi-family residences to give their neighborhood an “excellent” rating – 46 percent compared to 32 percent, respectively. This is notable among those living in single family residences in West (98004) and West Central (98005) Bellevue – 59 percent and 61 percent excellent ratings, respectively.
- On the other hand, those living in multi-family residents are more likely than those living in single-family residences to rate their neighborhood as simply “good” – 55 percent compared to 45 percent respectively. In addition, they are more likely to give a fair or poor rating – 13 percent compared to 8 percent, respectively. One specific area (West Central Bellevue [98005] [n = 59]) appears to be a greater problem for multi-family residents. One out of five (20%) multi-family residents in this area give their neighborhood a fair or poor rating.
- As noted on the previous page, East Central Bellevue (98007) has a higher percentage of fair or poor ratings (24%) than any other area. This holds true for both those living in single-family (25%) and multi-family (24%) residences.

Figure 24: Ratings of Neighborhood as Place to Live by Dwelling Type



Q5A – How would you describe your neighborhood as a place to live? Base: All respondents (n=646)

Neighborhood Problems

Respondents were asked to provide specific feedback on a number of different potential neighborhood problems, including nuisance problems, sidewalk maintenance, roadway / street maintenance, and street sweeping.

Nuisance Problems

More than half (56%) of residents report that weed lots, junk lots, graffiti, abandoned cars, shopping carts and dilapidated houses or buildings are **not** a problem at all in their neighborhood. Only one in seven (15%) Bellevue residents report that problems with neighboring lots are a problem.

- There are some marked differences across regions of the City in terms of nuisance problems. Notably, residents living in East Bellevue (98008) are significantly more likely to report nuisance problems – 37 percent a small problem and 24 percent somewhat of or a big problem.
- While most (57%) of those in East Central Bellevue (98007) say that nuisance problems are not a problem at all, a significant number (21%) also report that they are somewhat of or a big problem. This would suggest that there may be specific areas within this area that are problems. Note that this area also rated neighborhood quality lowest.

Figure 25: Nuisance Problems

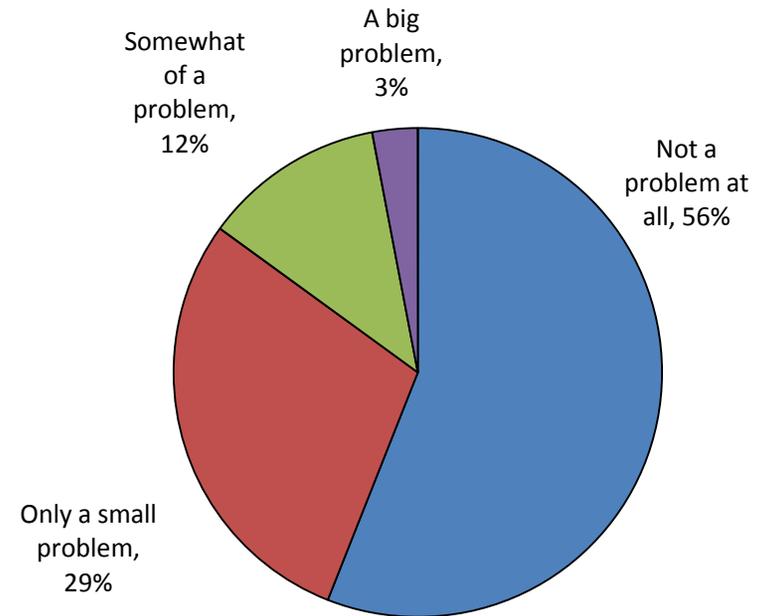


Table 10: Nuisance Problems by Region

	West West 98004	West Central 98005	South 98006	East Central 98007	East East 98008
Not a problem at all	62%	61%	57%	57%	39%
Only a small problem	26%	30%	31%	22%	37%
Somewhat / big problem	12%	9%	12%	21%	24%

Q26 – To what extent are weed lots, junk lots, graffiti, abandoned automobiles and shopping carts and dilapidated houses or buildings currently a problem in your neighborhood? Base: All respondents (n=646)

Among those who feel that their neighborhood is subject to some measure of nuisance problems, dilapidated houses / buildings (34%), abandoned shopping carts (32%) and weed lots (30%) are the most frequent problems.

In East Bellevue (98008), the area reporting the greatest number of problems, residents reported above-average concerns with abandoned shopping carts (42%). In addition, this area specifically expressed concern with too many vehicles and cars parked on the street (16%).

Residents of East Central Bellevue (98007) were also more likely to report problems.

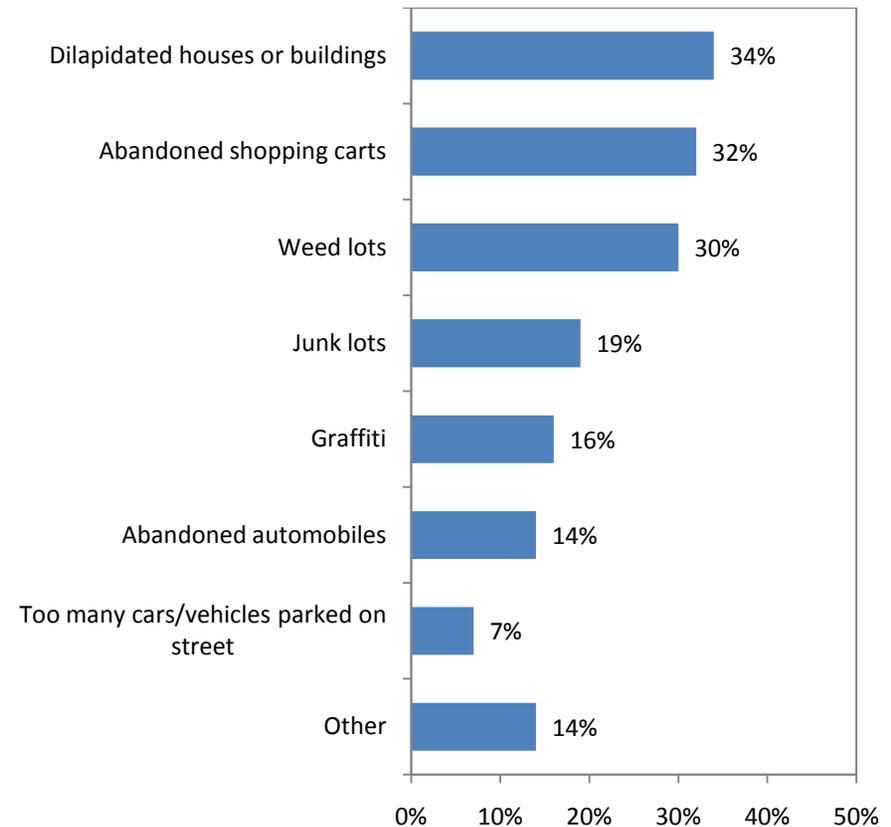
- In this area, abandoned shopping carts are a particularly prevalent problem mentioned by nearly two out of three (61%) residents reporting nuisance problems.

Weed lots are particularly troublesome in South Bellevue (98006).

- Forty-five percent (45%) of those living in South Bellevue who say there are nuisance problems report that weed lots are the primary problem.

While the area most likely to say that nuisance lots are not a problem at all, those in West Bellevue (98004) saying there are nuisance problems are the most likely to say the problems are with dilapidated houses (43%) and buildings and junk lots (25%).

Figure 26: Most Common Nuisance Problems



Q26A – Which of the following items are specific problems in your neighborhood? (Multiple responses permitted)

Base: Those who indicated that neighborhood problems were more than “not a problem at all” (n=278)

Maintenance of Sidewalks and Walkways

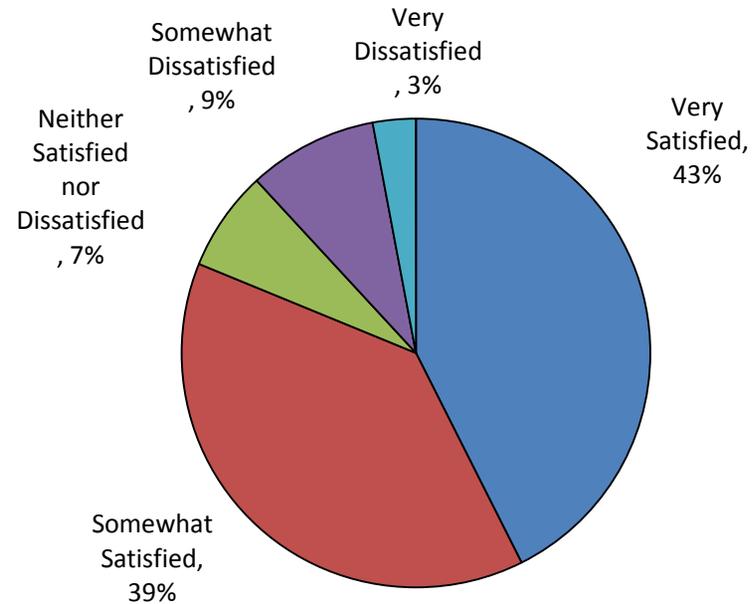
More than four out of five (82%) residents are either very (43%) or somewhat (39%) satisfied with the maintenance of sidewalks and walkways in Bellevue.

- Dissatisfaction with the maintenance of sidewalks and walkways is highest among residents living in West Bellevue (98004) – 17 percent dissatisfied.

Table 11: Maintenance of Sidewalks and Walkways by Region

	West 98004	West Central 98005	South 98006	East Central 98007	East 98008
Very satisfied	38%	52%	32%	60%	40%
Somewhat satisfied	37%	37%	47%	28%	43%
Neither satisfied nor dissatisfied	8%	4%	9%	7%	7%
Somewhat dissatisfied	11%	8%	10%	4%	8%
Very dissatisfied	6%	---	2%	1%	2%

Figure 27: Maintenance of Sidewalks and Walkways



Q29 – How satisfied are you with the City’s maintenance of its sidewalks and walkways?
 Base: All respondents (n=646)

Condition of Streets and Roads

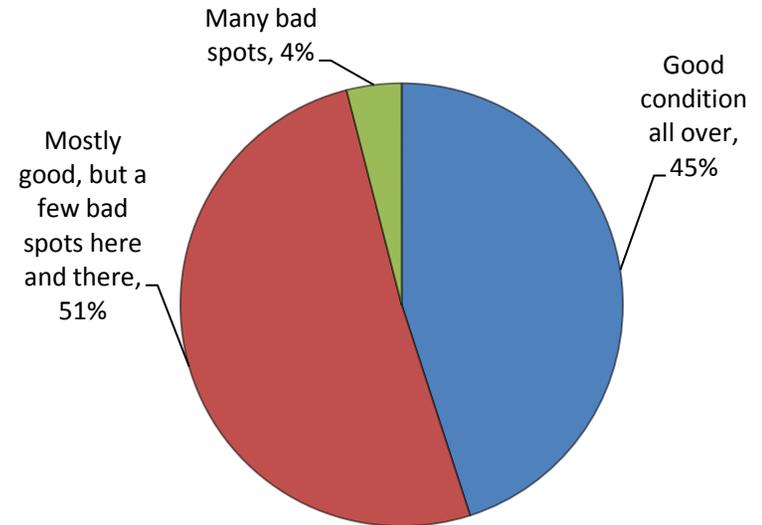
Nearly all (96%) residents report that the streets and roads in their neighborhood are either mostly good (51%) or in good condition all over (45%). Very few (4%) residents report that there are many bad spots on the streets and roads in their neighborhood.

- The condition of streets and roads is rated particularly low by residents of South Bellevue (98006). These residents are the most likely (7%) to report that there are many bad spots and the least likely (38%) to report that the streets and roads in their neighborhood are in good condition.
- Conversely, residents of the West Central (98005) and East Central (98007) rate the condition of streets and roads in their neighborhoods the highest – 53 and 54 percent, respectively.

Table 12: Condition of Streets and Road by Region

	West 98004	West Central 98005	South 98006	East Central 98007	East 98008
Good condition all over	44%	53%	38%	54%	40%
Mostly good, but a few bad spots	51%	46%	55%	45%	57%
Many bad spots	5%	1%	7%	1%	3%

Figure 28: Condition of Streets and Roads



Q30 – How would you rate the condition of streets and roads in your neighborhood?

Base: All respondents (n=646)

Neighborhood Street Sweeping

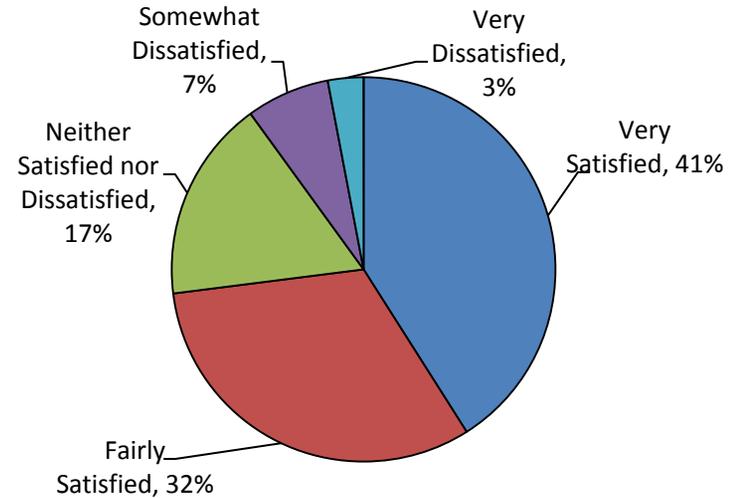
Roughly three quarters (73%) of Bellevue residents are either somewhat (32%) or very (41%) satisfied with street sweeping in their neighborhood. Only one in ten (10%) respondents are either somewhat (7%) or very (3%) dissatisfied.

- The highest level of dissatisfaction with street sweeping is among residents of East Bellevue (98008) – 14 percent dissatisfied and 24 percent neutral.

Table 13: Condition of Streets and Road by Region

	West 98004	West Central 98005	South 98006	East Central 98007	East 98008
Very Satisfied	45%	42%	26%	55%	41%
Fairly Satisfied	31%	36%	41%	26%	21%
Neither Satisfied nor Dissatisfied	15%	16%	22%	9%	24%
Dissatisfied	8%	6%	10%	9%	14%

Figure 29: Neighborhood Street Sweeping



Q31 – How satisfied are you with street sweeping in your neighborhood?
Base: All respondents (n=646)

BELLEVUE PARKS & RECREATION

Use of Parks and Park Facilities

Bellevue is appropriately termed “the city in a park” as nine out of ten (90%) residents have visited a park in the past 12 months. Only one in twenty (6%) respondents report that no one in their household has visited a park in the past 12 months.

- As would be expected, Bellevue’s family households are significantly more likely to have visited a park in the past 12 months than those without children – 99 percent compared to 92 percent, respectively. At the same time, use is high across both segments.

There is also an apparent relationship between household income and park visitation.

- Those with a household income of \$75K or less (9%) are significantly more likely than those who make \$150K+ (3%) to report that no one in their household has visited a park in the past 12 months. Again, however, park use is high across all segments.

Age is also a strong indicator of park use.

- Residents 65 and older are the most likely to report that no one in the household has visited a park (11%).
- Residents between the ages of 35 and 54 are the most likely to report that they personally have visited a park (93%) as well as having other family

Figure 30: Use of Parks and Park Facilities

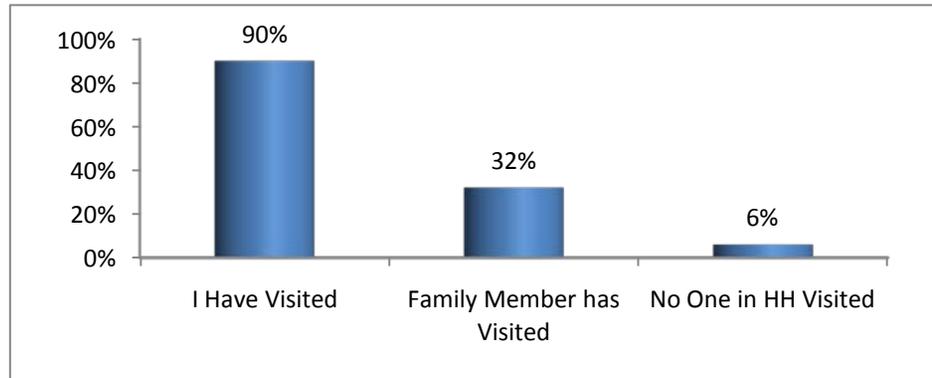


Figure 31: Use of Parks and Park Facilities by Income



Q6A – Have you, yourself, or anyone in your household visited a Bellevue park or park facility in the past 12 months? (Multiple responses permitted) Base: All respondents (n=646)

members who have visited a park (37%).

Use of Recreation Programs

The majority of residents (69%) report that no one in the household has participated in a City recreation program in the past twelve months. Three out of ten (31%) residents report that either they (23%) or someone in their family (15%) has participated in a Bellevue recreation program in the past 12 months. Note that Bellevue recreation programs are fee programs and are targeted toward specific age and lifecycle segments. As such, use of recreation programs would be expected to be lower than use of Bellevue’s extensive and free park system.

- As with parks usage, those with children are significantly more likely than those without children to have participated in a Bellevue recreation program – 51 percent compared to 23 percent, respectively.
- Residents of the West Bellevue (98004) and West Central Bellevue (98005) are the least likely to have participated in a recreation program – 76 percent and 71 percent, respectively.
- Use of Bellevue’s recreation programs is highest among those in East Bellevue (98008) where 30 percent of individuals have participated and an additional 32 percent of their family members have participated. This region also reports the highest incidence of households with children (49%).

Figure 32: Participation in Recreation Programs

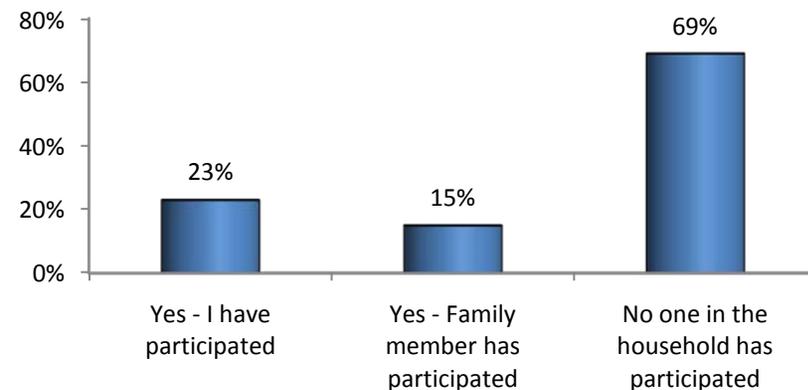


Table 14: Participation in Recreation Programs by Region

	West 98004	West Central 98005	South 98006	East Central 98007	East 98008
Yes, I have participated	16%	21%	25%	28%	30%
Family member has participated	12%	13%	15%	10%	32%
No one in household has participated	76%	71%	67%	69%	55%

Q6B – Have you, yourself, or anyone in your household participated in a Bellevue recreation program in the past 12 months? (Multiple responses permitted) Base: All respondents (n=646)

Perceptions of Bellevue Parks and Recreations

Overall Satisfaction with Parks and Park Facilities

Residents show very high levels satisfaction with Bellevue’s parks and recreation, with more than nine out of ten (92%) reporting that they are satisfied. Moreover, a greater percentage of residents suggest that they are “very satisfied” rather than just “somewhat satisfied” – 57 percent and 35 percent, respectively.

Results are consistent across all Bellevue zip codes.

Moreover, ratings are relatively consistent across most demographic segments with two notable exceptions:

- Those living in multi-family dwelling types.
- Younger residents (35 years of age and younger), notably those who are men. Only 39 percent of this target is “very satisfied.”

Those living in multi-family residences, notably the newer developments, may have many more options for recreation available. Many of these facilities have sports facilities and media rooms available to residences.

Figure 33: Overall Satisfaction with Parks and Park Facilities

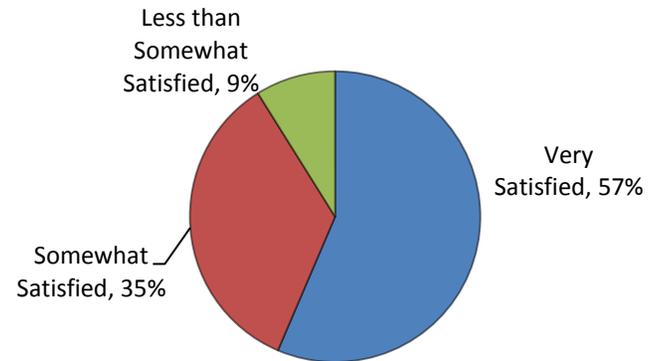
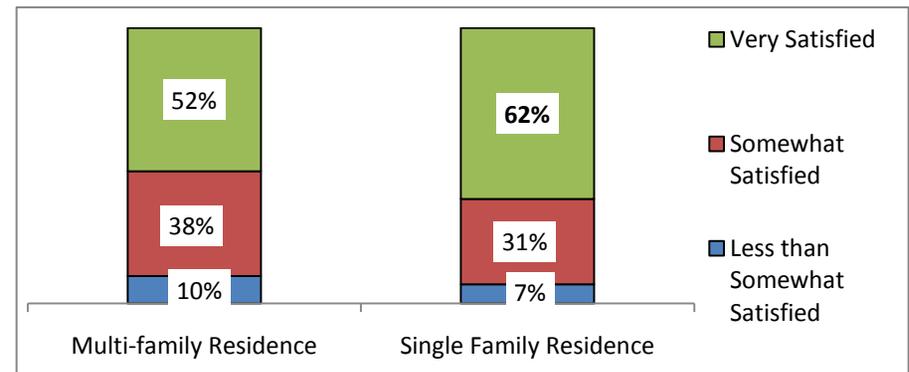


Figure 34: Overall Satisfaction with Parks and Park Facilities by Dwelling Type



Q9E – Overall, how satisfied are you with parks and recreation in Bellevue?
Base: All respondents (n=646)

Range of Parks and Recreation Programs

Bellevue residents show very positive impressions of the range of parks and recreation programs provided by the City. More than nine out of ten (91%) residents report that the City offers an excellent (42%) or good (49%) range of parks and recreation programs.

- Residents with children in the household (52%) are significantly more likely than those without children (37%) to report that the range of parks and recreation programs offered by the city as excellent.

Ratings for the range of parks and recreation programs are consistent across the city.

As noted with overall satisfaction, those living in multi-family dwelling units and younger adults without children may choose to recreate differently than through more traditional parks and recreation programs and facilities.

Table 15: Ratings for Range of Parks & Recreation Programs by Dwelling Type

	Single-Family	Multi-Family
Excellent	48%	36%
Good	44%	54%
Fair / Poor	8%	10%

Figure 35: Range of Parks and Recreation Programs

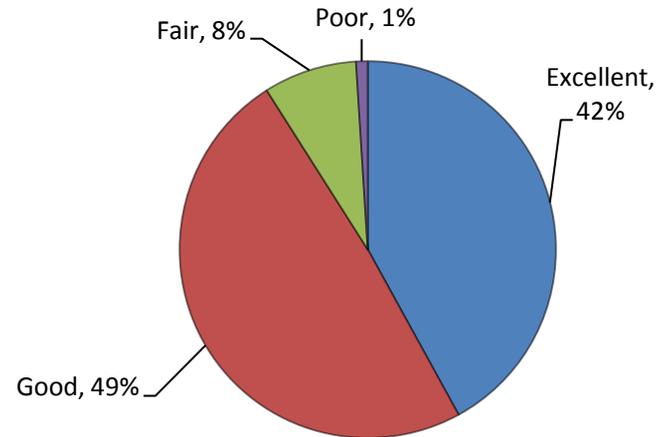
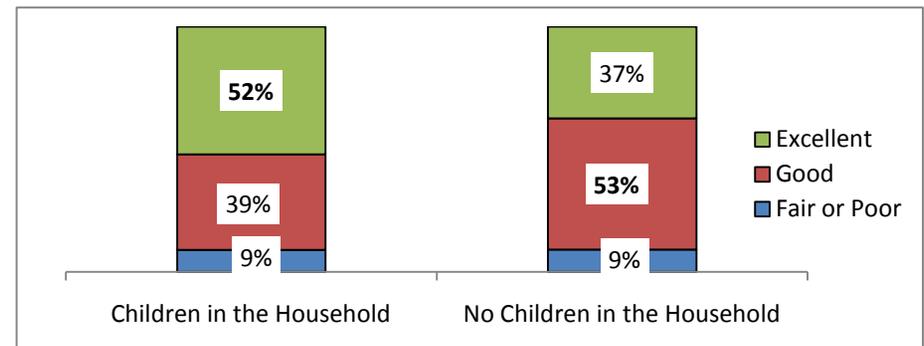


Figure 36: Range of Parks and Recreation Programs by Presence of Children in the Household



Q8 – How do you rate the range of Bellevue’s parks and recreation activities?
 Base: All respondents (n=646)

Appearance of Parks and Park Facilities

The vast majority of Bellevue residents (95%) rate the appearance of Bellevue’s parks and park facilities as good (43%) or excellent (52%). The appearance of parks and park facilities is consistent across the city.

- Residents of East Bellevue (98008) are the most likely to rate the appearance of parks and park facilities as excellent (60%).

Of note, while still generally positive, Bellevue’s newest residents are the least positive in regards to the appearance of Bellevue’s parks and park facilities. This may reflect the findings noted earlier that younger residents are less likely to use and be familiar with parks and park facilities in Bellevue as they are more likely to recreate differently than more established residents and those with children.

Table 16: Appearance of Parks and Park Facilities by Tenure

	3 or Fewer	4 to 9 Years	10 to 24 Years	25 Plus Years
Excellent	46%	51%	51%	59%
Good	47%	43%	45%	35%
Neutral / Fair / Poor	6%	6%	5%	7%

Figure 37: Perceptions of Parks and Park Facilities: Appearance

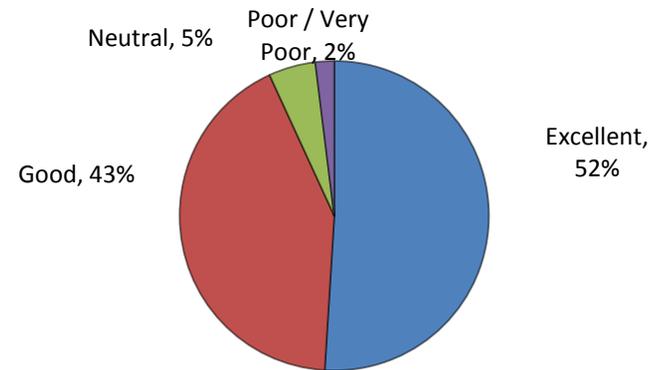


Table 17: Appearance of Parks and Park Facilities by Neighborhood

	West 98004	West Central 98005	South 98006	East Central 98007	East 98008
Excellent	53%	52%	45%	51%	60%
Good	43%	42%	49%	45%	34%
Neutral / Fair / Poor	4%	6%	6%	4%	6%

Q9A – How do you rate Bellevue’s public parks and park facilities on appearance?
 Base: All respondents (n=646)

Safety of Bellevue's Parks and Park Facilities

More than nine out of ten (92%) residents rate the safety of Bellevue's parks and park facilities as excellent or good.

- However, given the importance of park safety, in terms of how much parks are used, it is important to note that a greater percentage of residents rate safety in parks as good (52%) rather than excellent (40%).

Two zip code areas show an above-average percentage of neutral, fair, or poor ratings.

Table 18: Safety of Parks and Park Facilities by Zip Code

	West 98004	West Central 98005	South 98006	East Central 98007	East 98008
Excellent	38%	43%	40%	38%	42%
Good	57%	52%	48%	49%	55%
Neutral / Fair / Poor	6%	6%	12%	13%	4%

Ratings of park safety are clearly related to the household's use of parks.

- Twenty-three percent (23%) of non-users give a neutral rating and 6 percent give a negative rating. This could suggest that perceptions of safety may be a barrier to park use.

Figure 38: Perceptions of Parks and Park Facilities: Safety

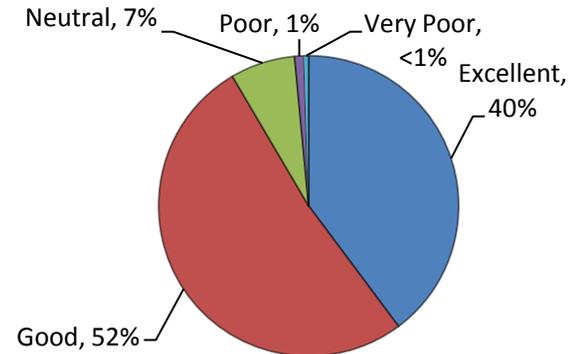
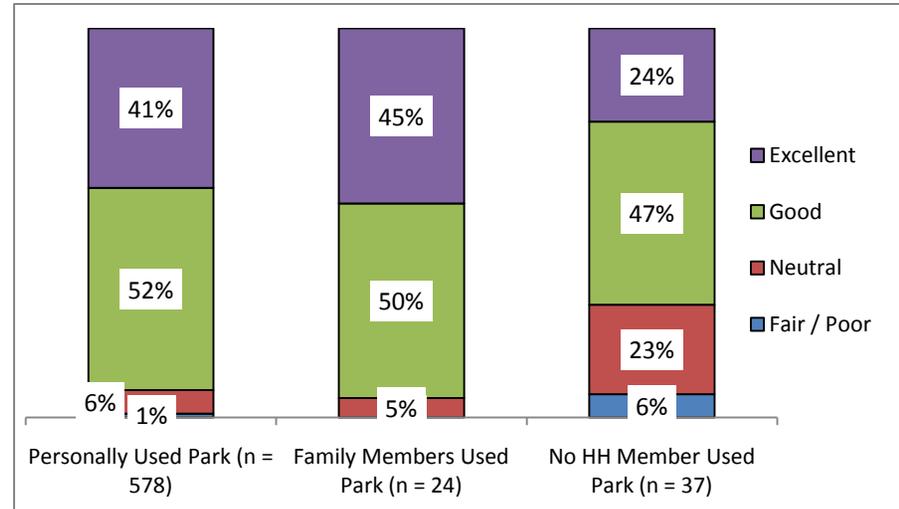


Figure 39: Safety of Parks and Park Facilities by Park Usage



Q9D – How do you rate Bellevue's public parks and park facilities on safety? Base: All respondents (n=646)

PUBLIC SAFETY

Perceptions of Safety

Neighborhood

The vast majority (97%) of Bellevue residents report that they feel either very (55%) or reasonably (42%) safe walking alone in their neighborhood in general.

- The proportion of residents who feel very safe in their neighborhood is highest in West Bellevue (98004).

Table 19: Safety in your Neighborhood In General by Region

	West 98004	West Central 98005	South 98006	East Central 98007	East 98008
Very safe	64%	54%	51%	51%	49%
Reasonably safe	33%	39%	46%	47%	48%
Unsafe	3%	7%	3%	3%	3%

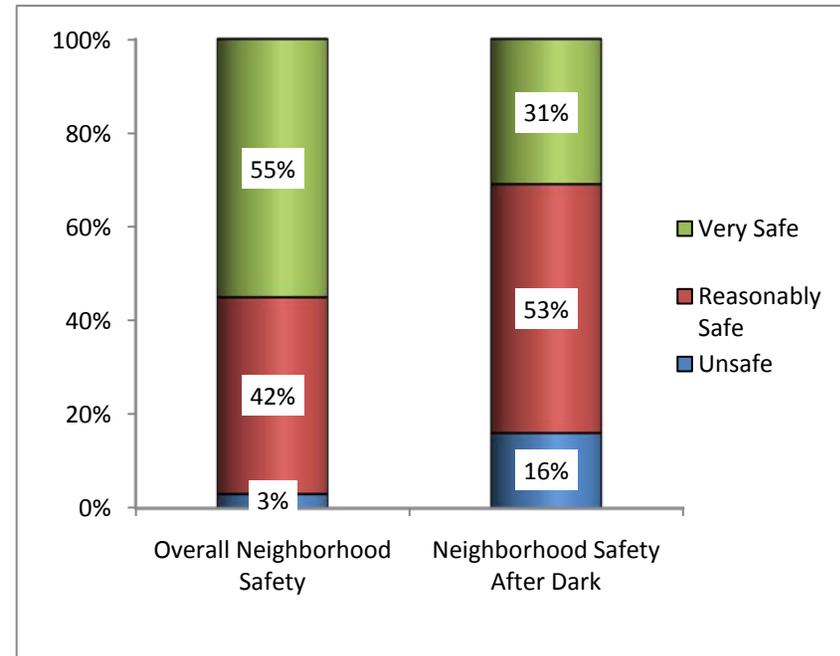
Perceptions of neighborhood safety after dark are significantly lower – only 31 percent of residents feel “very safe.” Five times as many residents feel unsafe at night as they do in general. Two potential problem areas stand out:

- West Central Bellevue (98005)
- East Bellevue (98008)

Table 20: Safety in your Neighborhood after Dark by Region

	West 98004	West Central 98005	South 98006	East Central 98007	East 98008
Very safe	33%	38%	28%	25%	32%
Reasonably safe	53%	40%	57%	64%	48%
Unsafe	14%	21%	15%	11%	20%

Figure 40: Neighborhood Safety



Q62 – How safe do you feel walking alone in your neighborhood in general?

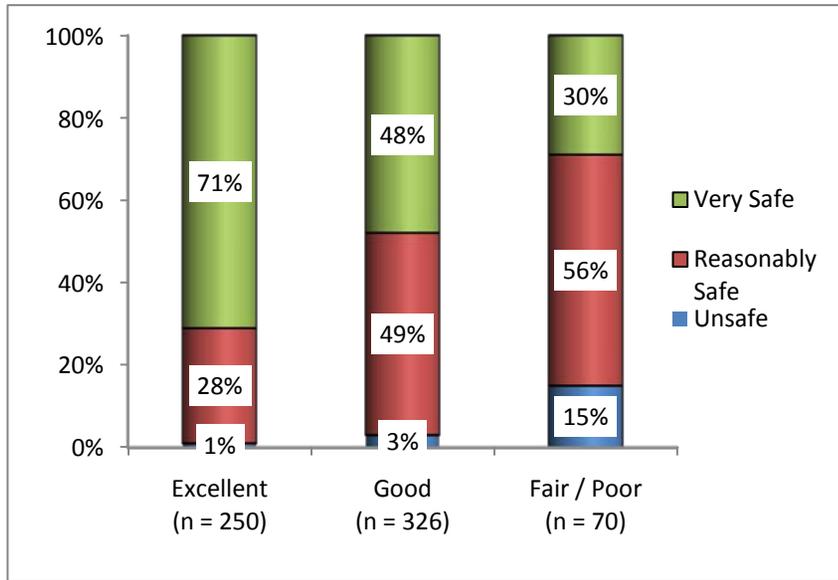
Q64 – How safe do you feel walking alone in your neighborhood after dark?

Base: All respondents (n=646)

Perceptions of neighborhood safety are also clearly related to residents' rating of their neighborhood as a place to live. Of particular note is that one-third of those giving their neighborhood a fair or poor rating say they feel somewhat unsafe (20%) or very unsafe (14%) walking alone in their neighborhood after dark.

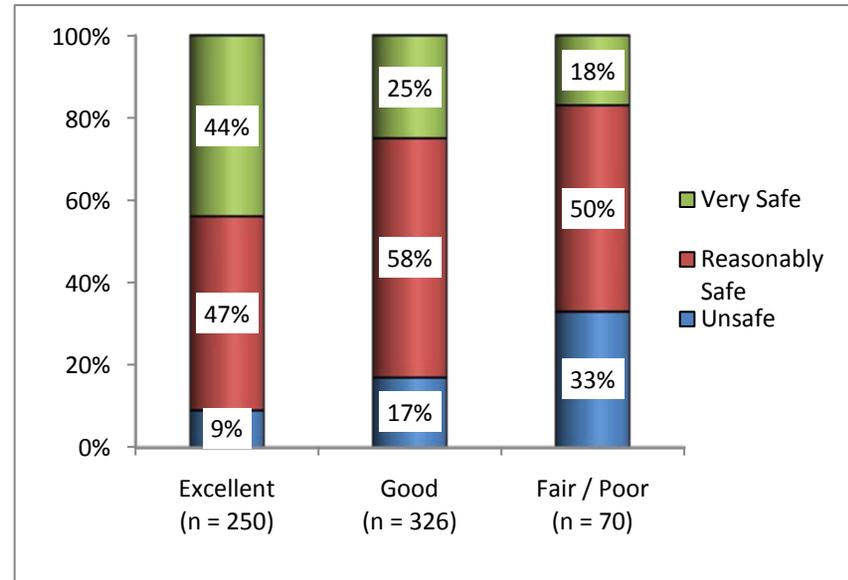
- While sample sizes are relatively small, two zip codes – West Central (98005) and South (98006) Bellevue – appear to be potential challenge areas in that a higher percentage of respondents rating these areas as fair or poor also say they feel unsafe.

Figure 41: General Neighborhood Safety by Residents' Rating of Their Neighborhood



Q62 – How safe do you feel walking alone in your neighborhood in general?
Base: All respondents (n=646)

Figure 42: Neighborhood Safety After Dark by Residents' Rating of Their Neighborhood



Q64 – How safe do you feel walking alone in your neighborhood after dark?
Base: All respondents (n=646)

Downtown Bellevue

All Bellevue residents feel safe in downtown Bellevue during the day – 82 percent “very safe” and 18 percent “reasonably safe.”

- The proportion of residents who feel very safe in their neighborhood is highest in West Bellevue (98004).

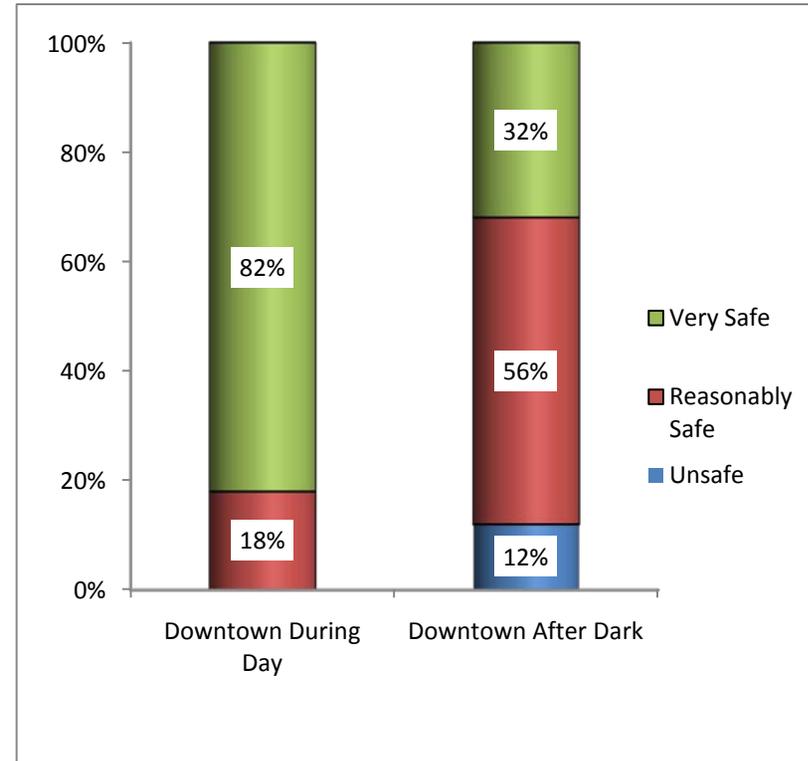
Bellevue residents feel somewhat less safe walking alone in downtown Bellevue after dark.

- Women are more likely than men to indicate that they feel just reasonably safe or even unsafe walking alone in downtown Bellevue after dark. There are no differences between women and men during the day.

Table 21: Safety in Downtown Bellevue by Gender

	Safe in Downtown Bellevue During Day		Safety in Downtown Bellevue After Dark	
	Women	Men	Women	Men
Very Safe	81%	82%	21%	43%
Reasonably Safe	18%	17%	62%	50%
Unsafe	<1%	<1%	17%	7%

Figure 43: Safety in Downtown Bellevue



Q65A – How safe do you feel walking alone in Bellevue’s downtown business area during the day?

Q65B – How safe do you feel walking alone in Bellevue’s downtown business area after dark? Base: All respondents (n=646)

Bellevue Police

Overall Contact

One out of three (32%) Bellevue residents have had contact with Bellevue’s police in the past 12 months.

- Residents of East Bellevue (98008) are the most likely to have had contact with the City’s police in the past 12 months (42%).

Figure 44: Overall Contact with Bellevue Police

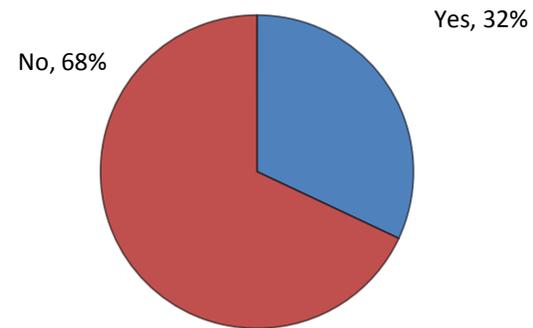


Table 22: Overall Contact with Bellevue Police by Region

	West 98004	West Central 98005	South 98006	East Central 98007	East 98008
Yes	29%	37%	26%	33%	42%
No	71%	63%	74%	67%	58%

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

Base: All respondents (n=646)

Nature of Police Contact

Among those who have had contact with Bellevue police in the past 12 months, the largest proportion (43%) reports that the nature of the contact was to report a crime.

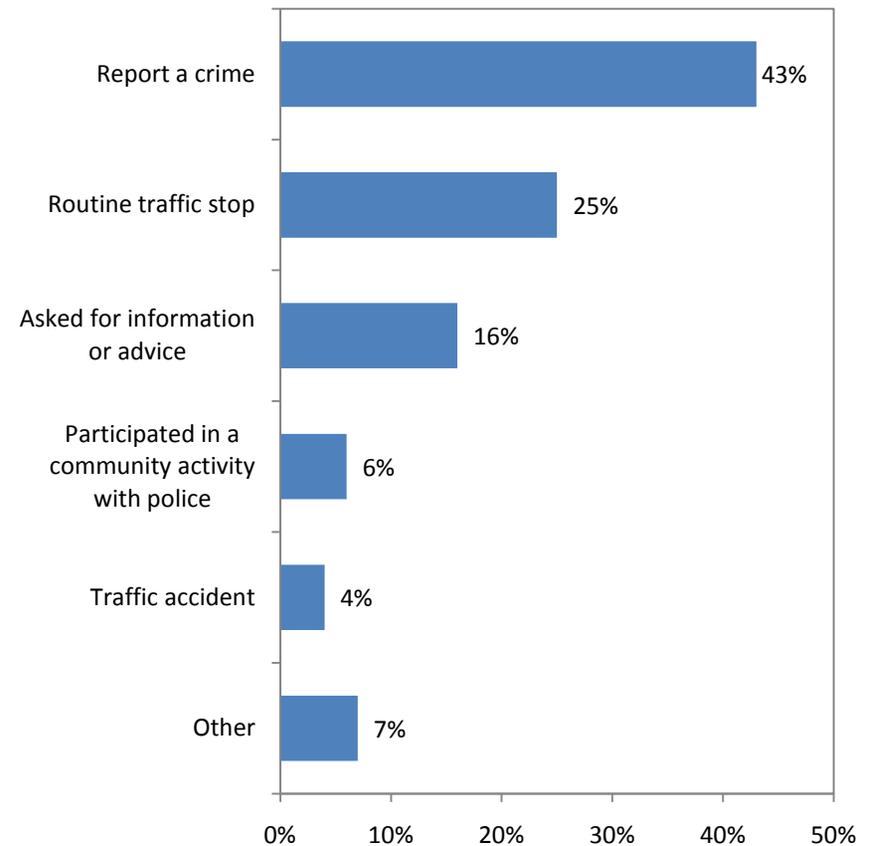
While sample sizes are relatively small, two zip code areas appear to have a greater rate of reporting a crime:

- West Central Bellevue (98005)
- South Bellevue (98006)

Table 23: Nature of Police Contact by Region

	West 98004 (n = 53)	West Central 98005 (n = 37)	South 98006 (n = 39)	East Central 98007 (n = 37)	East 98008 (n = 36)
Report a Crime	31%	62%	53%	41%	34%

Figure 45: Nature of Police Contact



Q67A – What was the nature of that contact?

Base: Respondents who had contact with the Bellevue police in the last 12 months (n=205)

Handling of the Contact by the Police

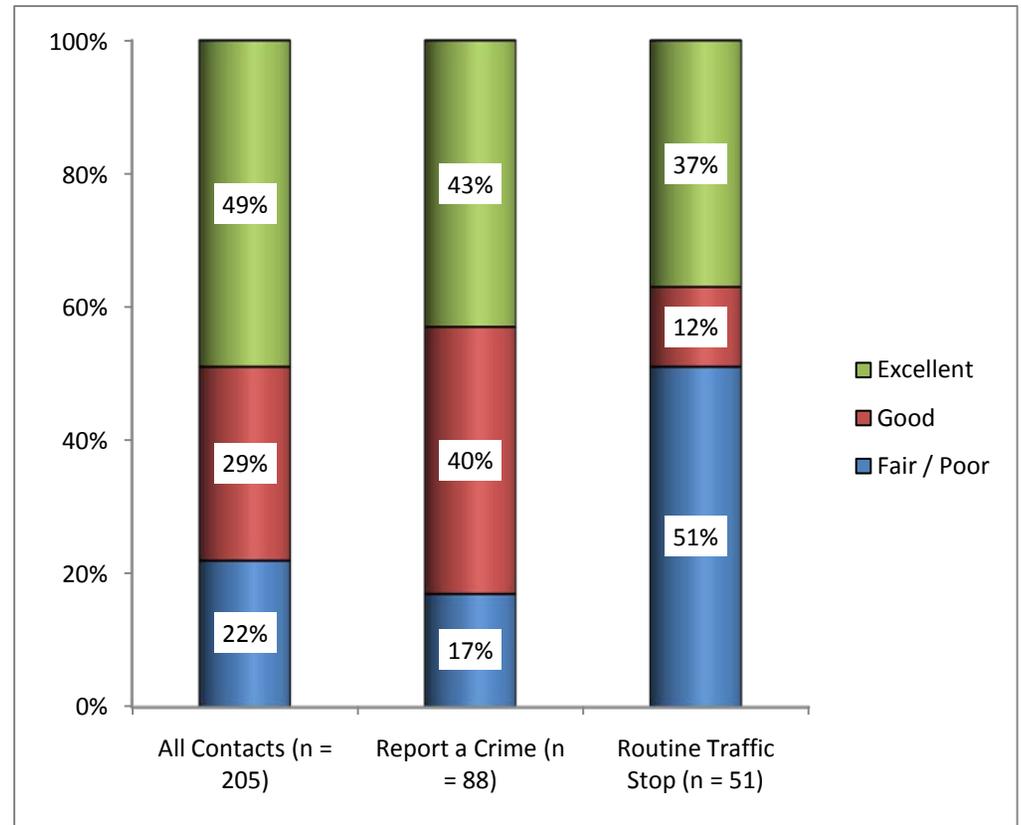
Among those who have had contact with the Bellevue police in the past 12 months, nearly four out five (78%) report that the contact was positive.

- Nearly twice as many rate the contact as “excellent” as opposed to simply “good” – 49 percent and 29 percent, respectively.

Those whose contact was to report a crime give more positive ratings of the contact than do those whose contact was a routine traffic stop – 80 percent compared to 49 percent, respectively.

- The more negative ratings among those stopped for a traffic stop is not surprising given that most people do not like getting tickets. Therefore, the 23 percent fair and 28 percent poor ratings may reflect the situation as much as how officers actually handled the contact.

Figure 46: Ratings of Handling of Police Contact – Overall and by Nature of Contact



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

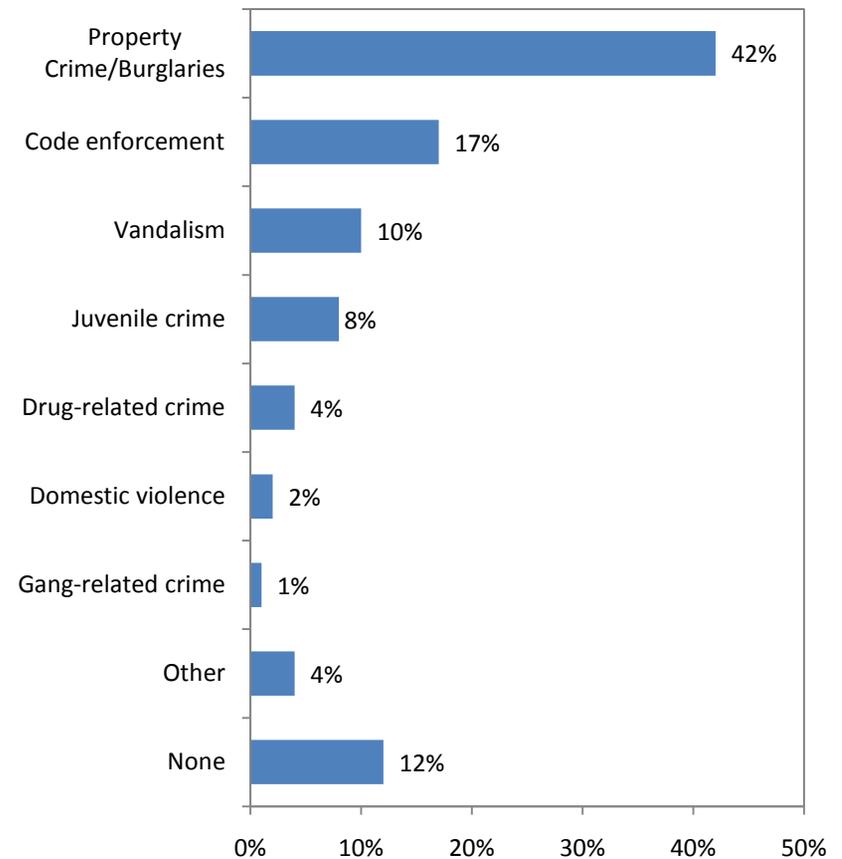
Base: Respondents who had contact with the Bellevue police in the last 12 months (n=205)

Police Related Problems

Among residents who have had contact with the police in the past 12 months, the most commonly mentioned police-related problem in their neighborhood is property crime / burglaries. This receives more than twice the level of mention as the second most common problem, code enforcement (17%).

One out of eight (12%) residents who have had recent contact with the police indicates that there are no police-related problems in their neighborhood.

Figure 47: Police Related Problems



Q69 – What do you believe is the most serious police-related problem in your neighborhood?
 Base: Respondents who had contact with the Bellevue police in the last 12 months (n=205)

CITY EMPLOYEES

Overall Contact

Two out of five (39%) residents report that they had a contact with a City of Bellevue employee in the past 12 months.

- Among those who had contact, phone and in-person were mentioned most often – 57 and 55 percent, respectively. The balance (50%) was by e-mail. (Note respondents could have multiple contacts through different means.)

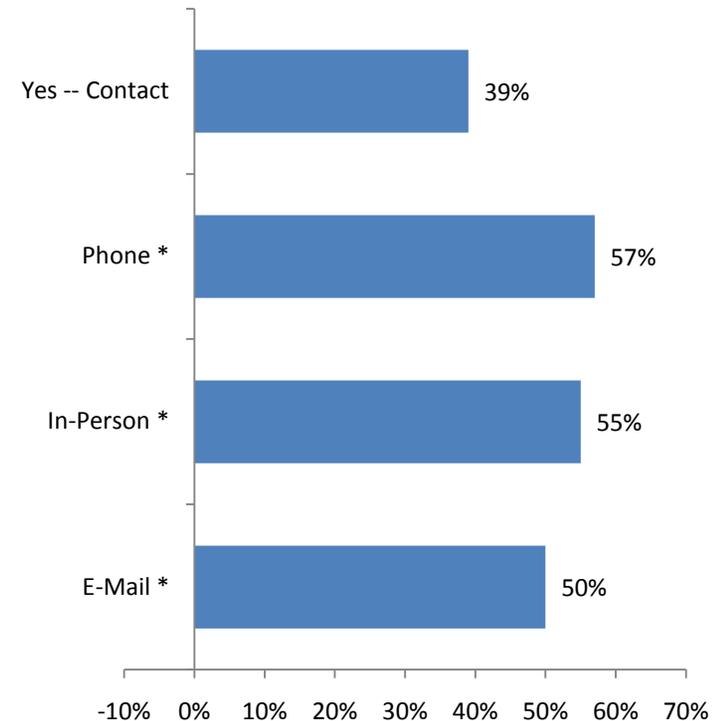
Residents most likely to have had recent contact with the city include:

- Those with children (46%)
- Residents of single-family residences (45%)
- Residents 35 years of age and older (42%)

Means of contact varies by age.

- Not surprisingly, e-mail contacts are more common among residents less than 65 years of age. Fifty-six percent (56%) of those less than 65 had used e-mail compared to only 30 percent of those 65 and older. E-mail contact was highest among residents less than 35 (65%).

Figure 48: Overall Contact with City of Bellevue Employees



Q3J1 – Have you had any interactions with City of Bellevue employees in the past 12 months? Was that via email, in person or on the phone? Multiple responses permitted.
 Base: All respondents (n=646)* Base is those who had contact (n = 246)

Satisfaction with City of Bellevue Employees

Overall Quality of Service

Bellevue employees are viewed positively overall, with more than four out of five (83%) reporting a positive contact.

- Moreover, nearly three times as many report a very positive contact rather than a somewhat positive contact – 61 percent “very satisfied” compared to 22 percent “somewhat satisfied.”

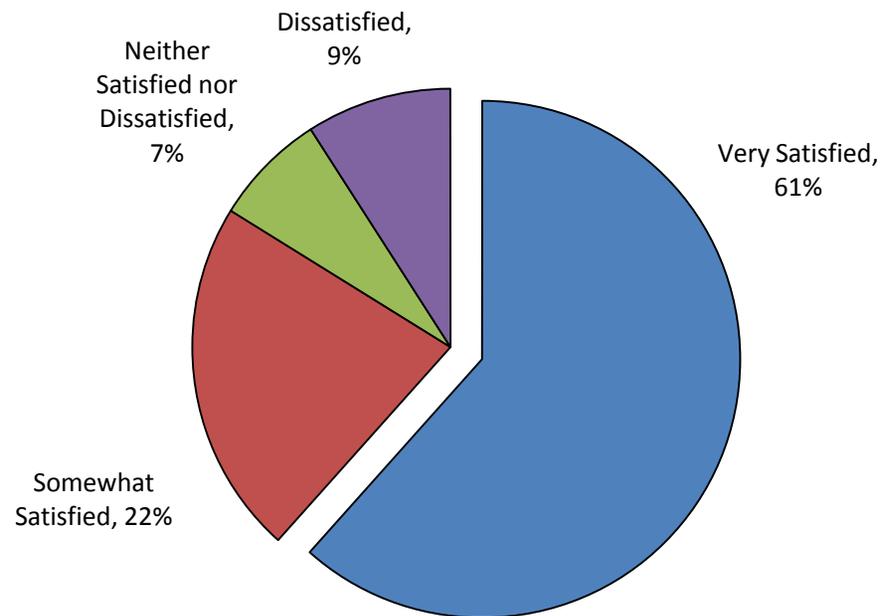
At the same time, attention should be paid to the 16 percent who gave the contact a neutral or negative rating.

Overall satisfaction is generally the same regardless of type of contact.

Table 24: Satisfaction with Contact by Type of Contact

	In-Person (n = 57)	Phone (n = 74)	E-Mail (n = 125)
Very Satisfied	60%	59%	58%
Somewhat Satisfied	22%	24%	20%
Neutral	8%	7%	10%
Dissatisfied	11%	10%	12%

Figure 49: Satisfaction with City of Bellevue Employees: Overall



Q3J2D – How satisfied are you with the following aspect of your contact with City of Bellevue employees – Overall satisfaction? Base: Respondents who had contact with Bellevue employees in the past 12 months (n=245)

Specific Aspects of Service

Employees are rated positively for all aspects of the contact.

- However, employees are rated significantly higher for their courtesy than for their knowledge and responsiveness as well as the accuracy of the information received.

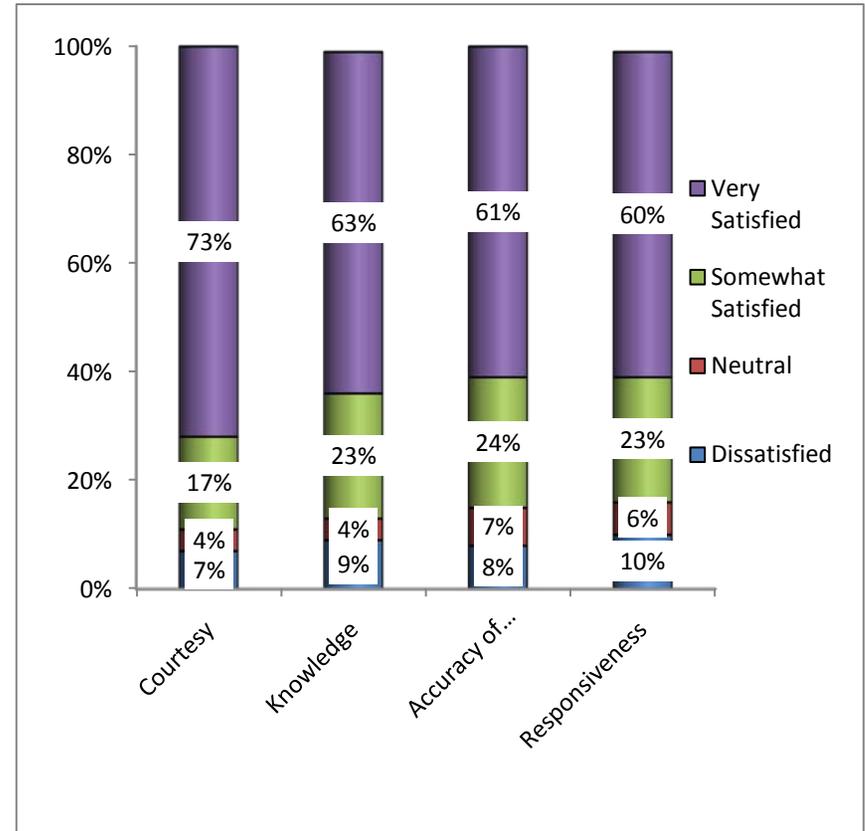
Key Drivers Analysis uses regression analysis to determine which of the specific aspects of contact have the greatest impact residents overall satisfaction with city employees. If a respondent rates all aspects of contact identified as key drivers highly, it can be predicted that residents' overall satisfaction would also be very high. Conversely, residents who give low ratings to these elements are service are also likely to be less likely to be satisfied with their contacts with the city. It is important to point out that the items included in the regression model are not necessarily the items that are rated best or worst in terms of satisfaction. These are the items that explain the variation in overall satisfaction ratings and are items to focus on to maintain or improve overall satisfaction.

- Knowledge is the most important driver of overall satisfaction with quality of service provided by city employees followed by the accuracy of information provided and responsiveness. A change in ratings for employee knowledge would have twice the effect as a change in ratings for responsiveness on overall satisfaction with quality of service provided by city employees.

Key Drivers of Overall Quality of Service Provided by City Employees

Knowledge	44%
Accuracy of Information	35%
Responsiveness	21%

Figure 50: Satisfaction with Specific Aspects of Employee Contact



Q3J2A – How satisfied are you with the following aspect of your contact with City of Bellevue employees

Base: Respondents who had contact with Bellevue employees in the past 12 months (n=245)

SPECIAL TOPICS

Mini-City Hall at Crossroads

Awareness and Use of Mini-City Hall at Crossroads

More than three out of five (62%) Bellevue residents are aware of the Mini-City Hall at Crossroads. One out of seven (14%) Bellevue residents have used the Mini-City Hall.

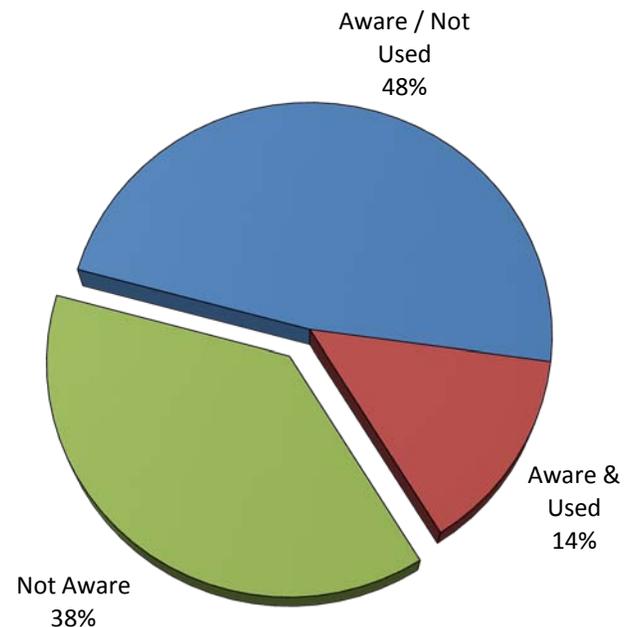
Not surprisingly, awareness and use of Mini-City Hall varies significantly by area of residence.

- Those living in West Bellevue (98004) are the least likely to be aware of or have used the Mini-City Hall.
- On the other hand, those in East Bellevue (98008) the Crossroads area, have the highest awareness (55%) and use (22%).
- Residents of East Central Bellevue (98007) also have relatively high use (19%). However, awareness is relatively low. It could be possible increase use of the facility by residents of this area by increasing awareness.

Table 25: Awareness and Use of Mini-City Hall by Region

	West 98004	West Central 98005	South 98006	East Central 98007	East 98008
Aware	40%	51%	55%	40%	55%
Used	11%	12%	11%	19%	22%
Not Aware	49%	37%	34%	42%	22%

Figure 51: Awareness and Use of Mini-City Hall



Q37 – Are you aware of the Mini-City Hall at Crossroads?

Q38 – Have you used the Mini-City Hall at Crossroads?

Base: All respondents (n=646)

Satisfaction with Mini-City Hall at Crossroads

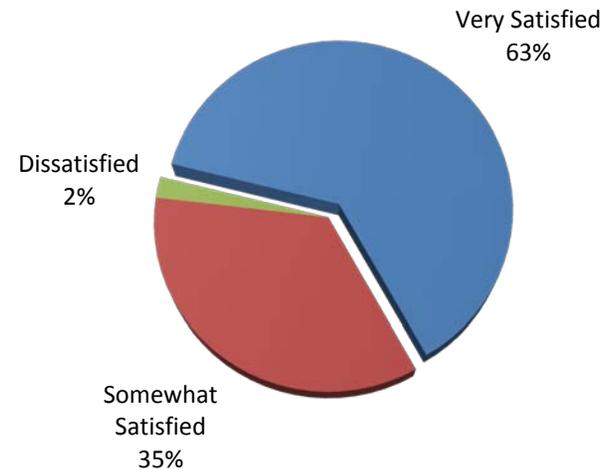
Users of Mini-City Hall tend to be:

- Less affluent – 21 percent have household incomes of \$35,000 or less
- Older – 39 percent are 65 years of age and older
- A racial or ethnic minority – 28 percent are non-white

Respondents who have used the Mini-City Hall at Crossroads show very high levels of satisfaction with its service.

- Almost all (98%) residents who have used the Mini-City Hall at Crossroads report that they are very (63%) or somewhat (35%) satisfied.

Figure 52: Satisfaction with Mini-City Hall at Crossroads



Q39 – How satisfied are you with the Mini-City Hall at Crossroads?
Base: Respondents that have used the Mini-City Hall at Crossroads (n=89)

City of Bellevue's Website

Awareness and Use of Bellevue's Website

Awareness and use of Bellevue's website is quite high.

- Over half (55%) of all Bellevue residents have used the site; an additional 23 percent are aware of the site but have not used it.

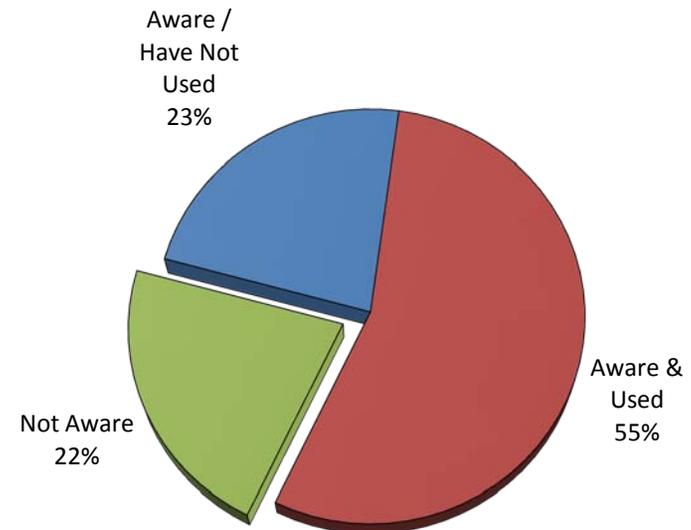
Awareness and use varies significantly by age and gender.

- Men and women are equally likely to be aware of or used Bellevue's website. However, use varies by age with women between the ages of 35 to 54 and, to a lesser extent, between 55 and 64 being the heaviest users.
- As would be expected, awareness and use also varies by age with those 65 and older the least likely to use (28%). It is noteworthy in this segment that men are more than twice as likely as women to have used Bellevue's website – 41 percent compared to 19 percent, respectively.

Table 26: Awareness and Use of Website by Age and Gender

	18 to 34	35 to 54	55 to 64	65 Plus
	Men			
Aware / Used	57%	63%	60%	41%
Aware / Not Used	14%	22%	28%	29%
Not Aware	29%	15%	13%	30%
	Women			
Aware / Used	55%	72%	65%	19%
Aware / Not Used	16%	13%	24%	45%
Not Aware	29%	15%	12%	36%

Figure 53: Awareness and Use of Bellevue's Website



Q46 – Are you aware of the City of Bellevue's website (www.bellevuewa.gov or www.cityofbellevue.org)?
Q47 – Have you used the City of Bellevue's website?
Base: All respondents (n=646)

Reasons for Website Usage

Bellevue’s website serves a diverse mix of residents seeking different types of information.

More than half (55%) of website users are looking for information on parks and recreation programs / classes.

- Nearly three out of four (72%) residents with children use the City’s website to get information on parks and recreation programs and classes.

More than one third (35%) of website users were seeking information on how to contact the City.

- Residents of West Bellevue (98004) and, to a lesser extent, East Bellevue (98008) are the most likely to be looking for contact information – 45 percent and 38 percent, respectively.

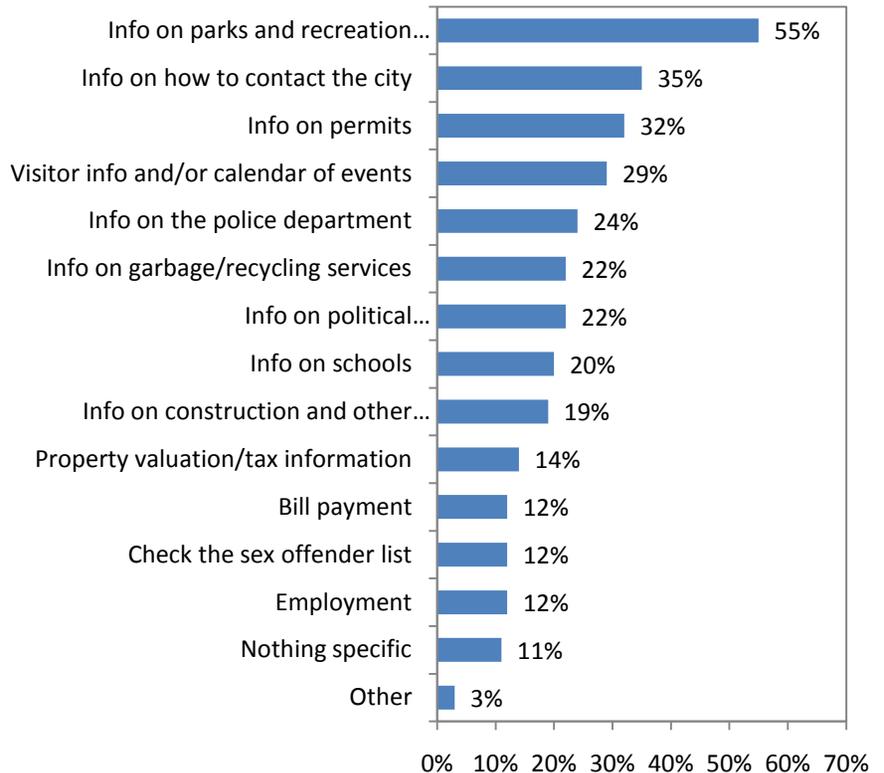
Thirty-two percent (32%) of website users were looking for information on permits.

- Residents of single-family homes (38%) were the most likely to be looking for this information.

Twenty-nine percent (29%) of website users were getting visitor information or were looking at the calendar of events.

- Those between the ages of 18 and 34 and, to a lesser extent, those between 55 and 64 were looking for this information – 39 percent and 36 percent, respectively.

Figure 54: Reasons for Website Usage



Q48A – During the past 12 months, what types of things have you used the city website for?
 Base: Respondents that have used the City of Bellevue’s website (n=350)

Satisfaction with the City's Website

Satisfaction with Bellevue's website is high. Nearly all users (95%) are satisfied.

- However, slightly more than half (52%) are just "somewhat satisfied" while 43 percent are "very satisfied."

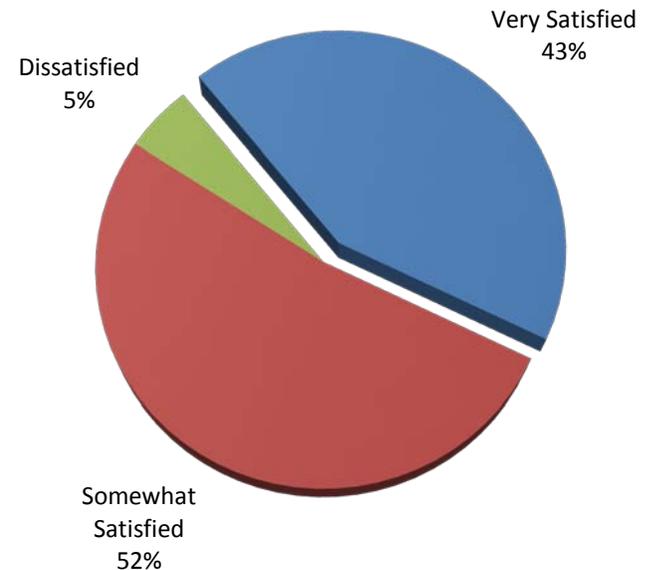
Satisfaction with the City's website correlates strongly to satisfaction with the City's ability to communicate with its residents.

- More than three out of five (63%) residents who have used the City's website and report being very satisfied with communication from the City say they are satisfied with the City's website. This compares to 43 percent of users who say they are just somewhat satisfied with communication from the city and 30 percent of those who are neutral or dissatisfied.

There is evidence that the City's website may foster a sense of community among residents.

- Among those who have used the website, almost all feel a strong or average sense of community (98% for both), a significantly higher proportion than those who feel a lack of a sense of community (91%) to report being very satisfied with the City's website.

Figure 55: Satisfaction with the City's Website



Q48 – How satisfied are you with the City of Bellevue's website?
Base: Respondents that have used the City of Bellevue's website (n=350)



Bellevue’s website is particularly effective for those looking for:

- Contact information
- Information on political initiatives, proposals, elections, and city council meetings,
- Bill payment
- Checking the sex offender list

Possible areas for improvement include:

- Information on permits
- Visitor information / calendar of events
- Information on garbage / recycling services
- Information on employment

Table 27: Satisfaction with Website by Purpose of Visit(s)

	Very Satisfied	Somewhat Satisfied	Dissatisfied
Parks & Recreation	44%	53%	3%
Contact Information	51%	43%	6%
Permits	41%	57%	2%
Visitor Information / Calendar of Events	41%	58%	2%
Information on Police Department	48%	46%	6%
Information on Garbage / Recycling Services	38%	58%	4%
Political Initiatives, Proposals, Election, City Council Mtgs.	53%	45%	2%
Schools	48%	50%	2%
Construction and Other Projects	44%	52%	4%
Property Valuation / Tax Information	43%	50%	7%
Bill Payment	54%	45%	1%
Check Sex Offender List	55%	41%	4%
Employment	42%	58%	0%

Household Safety and Preparedness

Smoke Detectors

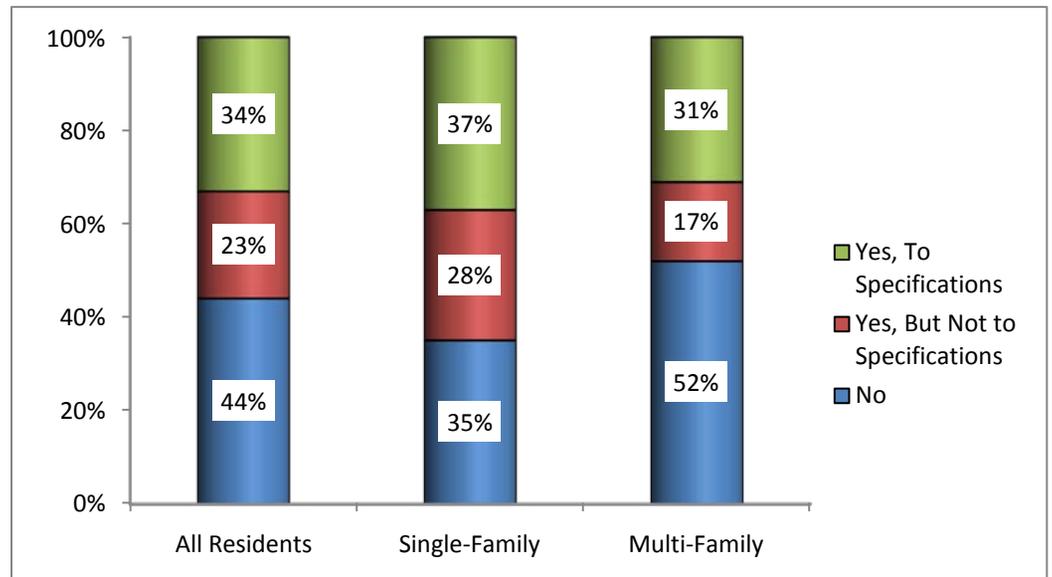
Only three (n=3) people in the study report not having a smoke detector in their home. This would equate to approximately 230 of Bellevue’s estimated 49,561 households (from American Community Survey, U.S. Census). These households are located in West Central Bellevue (98005 [n = 2]) and South Bellevue (98006 [n = 1]).

Emergency Kits

More than half of respondents (57%) report that they have an emergency kit in the home whether it is of standard specifications (34%) or some other type (23%).

- Residents living a single family home (65%) are significantly more likely than those living in a multi-family dwelling (48%) to have an emergency kit of some kind in the home.
- Residents under the age of 35 are the least likely (34%) age group to have an emergency kit in their home.

Figure 56: Emergency Kits



Q61 – Does your household have a designated emergency kit for use in the event of a major disaster such as an earthquake, snow storm, or extended power outage? Typically, this emergency kit will have at least 3 days worth of food, water, first aid, extra clothing and other emergency supplies for everyone in your household.
Base: All respondents (n=646)

APPENDIX

Questionnaire

**2009 Performance Measure Survey
Final Questionnaire**

INTRODUCTION

INTROTEL Hello. This is _____ with Opinion Research Corporation, calling on behalf of the City of Bellevue. Recently you received a letter notifying you that your household has been randomly selected from among all households in Bellevue to participate in a brief, but very important study for the City. We are contacting you today to complete this survey. Your input will be used to better understand ways in which Bellevue improve City services for the community. I do have to notify you that for quality purposes, this call may be monitored and/or recorded.

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

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

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

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

SCREENING

- SCR1 To confirm are you an adult head of the household and 18 years of age or older?
- 1 YES
 - 2 NO ONE IN HOUSEHOLD IS 18 OR OLDER [SKIP TO THANK2, DISPOS=22]
 - 3 NO [ASK TO SPEAK TO AN ADULT 18 OR OLDER.]
 - 9 DON'T KNOW/REFUSED [SKIP TO THANK8, DISPOS=8]



PRESCR Do you live in Bellevue or...
(If census block ID = 247023, 247024 or 247025) Newcastle?
(If census block ID = 250033 or 250034) Issaquah?
(If census block ID = 250041 or 250043) somewhere else in King County?

1. Bellevue
2. Newcastle [SKIP TO THANK 4]
3. Issaquah [SKIP TO THANK 4]
4. Somewhere else in King County [SKIP TO THANK 4]
5. DON'T KNOW [SKIP TO THANK 8]
6. REFUSED [SKIP TO THANK 8]

PRESCR1 Have you participated in a survey for the City of Bellevue within the past 6 months?

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

PRESCR1 (IF CENSUS BLOCK STRADDLES TWO CITIES) What City do you live in?

- 1 Bellevue
- 2 Other (SKIP TO THANK 4)

SCR2 How many years have you lived in Bellevue?

[IF LESS THAN 6 MONTHS, ENTER "0"]

[IF 6 MONTHS TO 1 YEAR, ENTER "1"]

- ___ ENTER NUMBER OF YEARS LIVED IN BELLEVUE
- 998 DON'T KNOW
 - 999 REFUSED

SCR3A Do you own or rent your residence?

- 1 OWN
- 2 RENT
- 8 DON'T KNOW
- 9 REFUSED

SCR3B Do you live in an . . . **[READ LIST AND 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]**
- 8 DON'T KNOW [PROBE: Which of these best describes the home in which you live?] [SKIP TO THANK8, DISPOS=8]
- 9 REFUSED [SKIP TO THANK8, DISPOS=8]

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

- ___ ENTER AGE
- 998 DON'T KNOW
- 999 REFUSED

Q76A [ASK IF Q76 = 998 OR 999] Which of the following categories does your age fall into? [READ OPTIONS]

- 1 18-24
- 2 25-34
- 3 35-44
- 4 45-54
- 5 55-64
- 6 65-74
- 7 75-84, or
- 8 85 or over?
- 98 DON'T KNOW
- 99 REFUSED

GENDERTEL [ENTER RESPONDENT'S GENDER; IF UNCERTAIN ASK]

- 1 MALE
- 2 FEMALE

GENDERWEB Are you . . .

- 1 Male or
- 2 Female

MIN QUOTASTEL: IF [SCR3B = 2, 3 OR 6] AND GENDER=1, SINGLE-FAMILY MALE, N=55
 IF [SCR3B = 2, 3 OR 6] AND GENDER =2, SINGLE-FAMILY FEMALE, N=55
 IF [SCR3B = 1, 4 OR 5] AND GENDER =1, MULTI-FAMILY MALE, N=45
 IF [SCR3B = 1, 4 OR 5] AND GENDER =2, MULTI-FAMILY FEMALE, N=45

KEY RATING AND NEW KEY PERFORMANCE RATING QUESTIONS

- Q1 Overall, how would you describe the City of Bellevue as a place to live? Would you say it is. . .
- 1 Excellent,
 - 2 Good,
 - 3 Fair, or
 - 4 Poor?
 - 8 DON'T KNOW
 - 9 REFUSED

Q1A Many people talk about “quality” these days. They might say something is “high quality” or “low quality.” I’d like you to think about Bellevue as a community for a moment.
When you think about our community, what, if anything, comes to mind as being “**high quality**”?

[OPEN-END] [PHONE: PROBE ONCE]

Q1B And when you think about our community, what comes to mind, if anything, as being “**low quality**”?
[OPEN-END] [PHONE: PROBE ONCE]

ORC1 How would you rate the overall quality of life in the City of Bellevue? Please use a five-point scale where “1” means the quality of life in Bellevue “does not meet your expectations at all” and “5” means the quality of life “greatly exceeds your expectations.”

- 1 DOES NOT MEET EXPECTATIONS AT ALL
- 2
- 3
- 4
- 5 GREATLY EXCEEDS EXPECTATIONS
- 98 DON'T KNOW
- 99 PREFER NOT TO ANSWER

ORC2 Still thinking about the overall quality of life in Bellevue, would you consider it to be close to your ideal or not close to your ideal? Use a 5-point scale where “1” means it is “not at all close to your ideal” and “5” means “it is ideal.”

- 1 NOT AT ALL CLOSE TO IDEAL
- 2
- 3
- 4
- 5 IDEAL
- 98 DON'T KNOW
- 99 PREFER NOT TO ANSWER

Q3 Would you say that for the City as a whole, things are generally headed in the right or wrong direction?

- 1 RIGHT DIRECTION
- 2 WRONG DIRECTION
- 8 DON'T KNOW
- 9 REFUSED

Q3A **[ASKIF: Q3 EQ 1]** Would that be strongly or somewhat headed in the *right direction*?

- 1 STRONGLY RIGHT DIRECTION
- 2 SOMEWHAT RIGHT DIRECTION
- 8 DON'T KNOW
- 9 REFUSED

Q3A1 [ASKIF: Q3A EQ 1] Why do you feel that the City is headed the *right direction*?
[OPEN-END] [PHONE: PROBE ONCE]

Q3B [ASKIF: Q3 EQ 2] Would that be strongly or somewhat headed in the *wrong direction*?

- 1 STRONGLY WRONG DIRECTION
- 2 SOMEWHAT WRONG DIRECTION
- 8 DON'T KNOW
- 9 REFUSED

Q3B1 [ASKIF: Q3B EQ 1] Why do you feel that the City is headed the wrong direction?
[OPEN-END] [PHONE: PROBE ONCE]

Q4 Overall, how satisfied are you with the job the City is doing in planning for the future? Would you say...

- 1 Very satisfied,
- 2 Fairly satisfied,
- 3 Neither satisfied nor dissatisfied,
- 4 Somewhat dissatisfied, or
- 5 Very dissatisfied?
- 8 DON'T KNOW
- 9 REFUSED

Q4i [ASK IF Q4 =1 or 5] Why are you [INSERT RESPONSE FROM Q4] with the job the City is doing in planning for the future?

[OPEN-END] [PROBE ONCE]

ORC2 The City of Bellevue provides its citizens with a wide range of services including police and fire, parks and recreational facilities and activities, maintenance of local roads and sidewalks, environmental protection, neighborhood preservation, long range planning, sewer and drainage services, and funding for social services.

How would you rate the overall quality of services provided by the City of Bellevue? [REREAD SCALE AS NECESSARY: Please use a five-point scale where “1” means the quality of services “does not meet your expectations at all” and “5” means the quality of services “greatly exceeds your expectations.”]

- 1 DOES NOT MEET EXPECTATIONS AT ALL
- 2
- 3
- 4
- 5 GREATLY EXCEEDS EXPECTATIONS
- 8 DON'T KNOW
- 9 REFUSED
- 98 DON'T KNOW
- 99 PREFER NOT TO ANSWER

Q4L Thinking about City of Bellevue services and facilities, do you feel you are getting your money's worth for your tax dollar?

- 1 GETTING MONEY'S WORTH
- 2 NOT GETTING MONEY'S WORTH
- 3 DEPENDS
- 8 DON'T KNOW
- 9 REFUSED

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

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

Q4L.2 **[ASKIF Q4L.1 EQ 1]** Why do you feel that you are getting your money's worth for your tax dollar?
[OPEN-END] [PROBE ONCE]

Q4L.3 **[ASKIF Q4L EQ 2]** Would that be strongly or somewhat *not getting your money's worth*?

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

Q4L.4 [ASKIF Q4L.3 EQ 1] Why do you feel that you are *not getting your money's worth for your tax dollar*?
[OPEN-END] [PROBE ONCE]

Q5A The next two questions are about your neighborhood. How would you describe your neighborhood as a place to live? Would you say it is...

- 1 Excellent,
- 2 Good,
- 3 Fair, or
- 4 Poor?
- 8 DON'T KNOW
- 9 REFUSED

Q5B Some neighborhoods have what is called a "sense of community." People know their neighbors, may form Block Watches or have block parties, and truly think of the others in the same area as "neighbors." Would you say your neighborhood has a...

- 1 Very strong sense of community,
- 2 Somewhat strong sense of community
- 3 An average sense of community,
- 4 Not very strong sense of community, or
- 5 No sense of community at all?
- 8 DON'T KNOW
- 9 REFUSED

Q5B.1 [ASK IF Q5B = 1 or 5] What factors make your neighborhood have (a) [INSERT RESPONSE FROM Q5]?
[OPEN-END] [PROBE ONCE]

KPI To what extent do you agree or disagree with each of the following statements describing Bellevue. Use a 5-point scale where "1" means "strongly disagree" and "5" means "strongly agree."

KPI1 I am pleased that the City's current spending programs and tax policies are affordable and sustainable over time.

- KPI2 I am pleased with the way in which Bellevue is planning for its future.
- KPI3 When making decisions Bellevue does a good job of addressing the top concerns of its citizens.
- KPI4 Bellevue is doing a good job protecting its natural environment for current and future generations.
- KPI5 Bellevue is doing a good job of maintaining a healthy “tree canopy” to help improve air quality and the environment overall. [AS NEEDED: A healthy tree canopy means absorbing carbon dioxide, ozone & particulate matter, producing oxygen, reducing noise pollution; providing habitat for birds, small mammals, and other wildlife]
- KPI6 Bellevue is doing a good job of ensuring a reliable supply of safe drinking water for its citizens.
- KPI7 I can travel within the city of Bellevue in a reasonable and predictable amount of time.
- KPI8 Bellevue is doing a good job of improving the transportation system over which it has control. [AS NEEDED: Roads, traffic signals, coordination with local transit systems (Metro, Sound Transit)]
- KPI9 Bellevue is doing a good job of maintaining the condition of the roadways over which it has control. [AS NEEDED: Includes local streets. Does not include state highways, interstates]
- KPI10 Bellevue is well-prepared to respond to local emergencies. [FOR EXAMPLE: Adverse weather conditions, natural disaster (earthquake, flood), acts of terrorism]
- KPI11 Bellevue does a good job of promoting and maintaining diversity in the community.
- KPI12 Bellevue is a safe community in which to live, work, and play.
- KPI13 Bellevue does a good job of communicating with its residents.

- 1 STRONGLY DISAGREE
- 2
- 3
- 4
- 5 STRONGLY AGREE
- 8 DON'T KNOW
- 9 REFUSED

PARKS

Q6A Now I'd like to ask you some questions about Parks and Recreation programs and facilities operated by the City of Bellevue.

First, Bellevue manages a variety of parks and park facilities. These facilities include trails, nature parks, beach parks, neighborhood parks, golf courses, playgrounds and sports fields.

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

[PROBE FOR WHETHER INDIVIDUAL OR FAMILY MEMBER. CHECK ALL THAT APPLY]

- 1 YES – RESPONDENT PERSONALLY HAS VISITED
- 2 YES – FAMILY MEMBER HAS VISITED
- 3 NO – NO ONE IN HOUSEHOLD HAS VISITED
- 8 DON'T KNOW
- 9 REFUSED

Q6B Bellevue also offers a variety of recreation activities such as senior and teen activities, day camps, swimming and tennis.

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

[PROBE FOR WHETHER INDIVIDUAL OR FAMILY MEMBER. CHECK ALL THAT APPLY]

- 1 YES – RESPONDENT PERSONALLY HAS VISITED
- 2 YES – FAMILY MEMBER HAS VISITED
- 3 NO – NO ONE IN HOUSEHOLD HAS VISITED
- 8 DON'T KNOW
- 9 REFUSED

Q8 How do you rate the range of Bellevue's parks and/or recreation activities?
Would you say...

- 1 Excellent,
- 2 Good,
- 3 Fair, or
- 4 Poor?
- 8 DON'T KNOW
- 9 REFUSED

Q9 How do you rate Bellevue's public parks and park facilities on: **[ROTATE Q9A – Q9D]**

Q9A Appearance

Q9D Safety

- 1 Excellent,
- 2 Good,
- 3 Neutral,
- 4 Poor, or
- 5 Very Poor?
- 8 DON'T KNOW
- 9 REFUSED

Q9E Overall, how satisfied are you with parks and recreation in Bellevue?
Would you say...

- 1 Very Satisfied,
- 2 Somewhat Satisfied
- 3 Neither Satisfied Nor Dissatisfied,
- 4 Somewhat Dissatisfied, or
- 5 Very Dissatisfied?
- 8 DON'T KNOW
- 9 REFUSED

UTILITIES

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

I am going to read a list of services that your local Utilities can provide for you. For each service please tell me how good of a job Bellevue Utilities is doing. Please use a “0” to “10” scale where “0” means they are doing a “very poor job” and “10” means they are doing an “excellent job.”

The first service is...

[ROTATE Q10 – Q15]

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

Q16 Overall, how satisfied are you as a customer of the Bellevue Utilities Department? Are you:

- 1 Very satisfied,
- 2 Fairly satisfied,
- 3 Neither satisfied nor dissatisfied,
- 4 Somewhat dissatisfied, or
- 5 Very dissatisfied?
- 8 DON’T KNOW
- 9 REFUSED

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

- 1 GOOD VALUE
- 2 POOR VALUE
- 3 DEPENDS
- 8 DON'T KNOW
- 9 REFUSED

Q18A **[ASK IF Q18 EQ 1]** Would that be a very or somewhat *good value*?

- 1 VERY GOOD VALUE
- 2 SOMEWHAT GOOD VALUE
- 8 DON'T KNOW
- 9 REFUSED

Q18B **[ASK IF Q18 EQ 2]** Would that be a very or somewhat *poor value*?

- 1 VERY POOR VALUE
- 2 SOMEWHAT POOR VALUE
- 8 DON'T KNOW
- 9 REFUSED

PCD—CODE ENFORCEMENT

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

- 1 Not a problem at all,
- 2 Only a small problem,
- 3 Somewhat of a problem, or
- 4 A big problem?
- 8 DON'T KNOW
- 9 REFUSED

Q26A [ASKIF Q26=2, 3 or 4] Which of the following items are specific problem in your neighborhood? **[READ LIST AND CHECK ALL THAT APPLY]**

- 1 Weed lots
- 2 Junk lots
- 3 Grafitti
- 4 Abandoned automobiltes
- 5 Abandoned shopping carts
- 6 Dilapidated houses or buildings
- 7 Something else [please describe]
- 8 DON'T KNOW
- 9 REFUSED

TRANSPORTATION

- Q29 The next series of questions relate to the maintenance of Bellevue’s sidewalks and roads. How satisfied are you with the City’s maintenance of its sidewalks and walkways? Are you...
- 1 Very satisfied,
 - 2 Fairly satisfied,
 - 3 Neither satisfied nor dissatisfied,
 - 4 Somewhat dissatisfied or
 - 5 Very dissatisfied?
 - 8 DON’T KNOW
 - 9 REFUSED
- Q30 How would you rate the condition of streets and roads in your neighborhood? Would you say they are in ...?
- 1 Good Condition All Over,
 - 2 Mostly Good, but a few bad spots here and there, or
 - 3 Many Bad Spots?
 - 8 DON’T KNOW
 - 9 REFUSED
- Q31 How satisfied are you with street sweeping in your neighborhood? [if asked FREQUENCY, QUALITY, AVAILABILITY] Are you...
- 1 Very satisfied,
 - 2 Fairly satisfied,
 - 3 Neither satisfied nor dissatisfied,
 - 4 Somewhat dissatisfied or
 - 5 Very dissatisfied?
 - 8 DON’T KNOW
 - 9 REFUSED

PCD – NEIGHBORHOOD AND COMMUNITY OUTREACH

Q34 The City also provides other kinds of programs that you may be aware of and/or have used.

Q37 Are you aware of Mini-City Hall at Crossroads?

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

Q38 **[ASKIF Q37 EQ 1]** Have you used it (Mini-City Hall at Crossroads)?

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

Q39 **[ASKIF Q34 EQ 1]** How satisfied are you with it (Mini City Hall at Crossroads)? Would you say...

- 1 Very Satisfied,
- 2 Somewhat satisfied,
- 3 Not very satisfied, or
- 4 Not at all satisfied?
- 8 DON'T KNOW
- 9 REFUSED

INFORMATION TECHNOLOGY – COMPUTER AND INTERNET

Q46 Are you aware of the City of Bellevue’s web site – (www.bellevuewa.gov or www.cityofbellevue.org?)

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

Q47 **[ASKIF Q46 EQ 1]** Have you used it? [web site]

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

Q48 **[ASKIF Q47 EQ 1]** How satisfied are you with it?

- 1 Very Satisfied,
- 2 Somewhat satisfied,
- 3 Not very satisfied, or
- 4 Not at all satisfied?
- 8 DON’T KNOW
- 9 REFUSED

Q48a **[ASKIF Q47 EQ 1]** During the past 12 months, what have you used the city website for? **[READ LIST AND CHECK ALL THAT APPLY]**

- | | | | |
|---|---|----|---|
| 1 | Information on parks and recreation programs, classes, etc. | 9 | Property valuation / property tax information |
| 2 | Bill payment | 10 | Information on political initiatives, proposals, elections, city council meetings |
| 3 | Information on permits – [AS NEEDED: How to get one, rules, codes, zoning, licensing, etc.] | 11 | Information on construction and other projects |
| 4 | Information on garbage / recycling service | 12 | Check sex offender list |
| 5 | Information on the police department | 13 | Employment |
| 6 | Information on schools | 14 | Something Else [please describe] |
| 7 | Information on how to contact the city [AS NEEDED: Address, phone number, city department] | 15 | Nothing specific / just browsing |
| 8 | Visitor information and/or calendar of events | 98 | DON'T KNOW |
| | | 99 | REFUSED |

Q48b People can conduct a wide variety of business on websites. What would you like to be able to do from the Bellevue city website that you cannot do now?

[OPEN-END] [PROBE ONCE FOR WHAT PEOPLE WOULD LIKE TO BE ABLE TO DO]

PUBLIC SAFETY

INT4 The next series of questions relate to personal safety.

[PRESS ANY KEY TO CONTINUE]

Q59 Does your home have a smoke detector?

- 1 Yes
- 2 No
- 8 DON'T KNOW
- 9 REFUSED

Q61/Q63e Does your household have a designated Emergency kit for use in the event of a major disaster such as an earthquake, snow storm, or extended power outage? Typically, this emergency kit will have at least 3 days worth of food, water, first aid, extra clothing and other emergency supplies for everyone in your household.

- 1 YES
- 2 YES – BUT NOT TO THOSE SPECIFICATIONS
- 3 NO
- 8 DON'T KNOW
- 9 REFUSED

Q62 How safe do you feel walking alone in your neighborhood in general? Would you say...

- 1 Very safe,
- 2 Reasonably safe,
- 3 Somewhat unsafe, or
- 4 Very unsafe?
- 8 DON'T KNOW
- 9 REFUSED

Q64 [How safe do you feel walking alone in your neighborhood] After dark?

- 1 Very safe,
- 2 Reasonably safe,
- 3 Somewhat unsafe, or
- 4 Very unsafe?
- 8 DON'T KNOW
- 9 REFUSED

Q65a How safe do you feel walking alone in Bellevue's downtown business area during the day? (Would you say...)

- 1 Very safe,
- 2 Reasonably safe,
- 3 Somewhat unsafe, or
- 4 Very unsafe?
- 8 DON'T KNOW
- 9 REFUSED

Q65b [How safe do you feel walking alone in Bellevue's downtown business area] After dark? (Would you say...)

- 1 Very safe,
- 2 Reasonably safe,
- 3 Somewhat unsafe, or
- 4 Very unsafe?
- 8 DON'T KNOW
- 9 REFUSED

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

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

Q67A [ASKIF Q67 EQ 1] What was the nature of that contact?

- 1 Reported a crime to police
- 2 Routine traffic stop
- 3 Traffic accident
- 4 Asked for information or advice
- 5 Participated in a community activity with police
- 6 Other type of contact [please describe]
- 8 DON'T KNOW
- 9 REFUSED

Q68 [ASKIF Q67 = 1] How would you rate the handling of the contact by police? Would you say...

- 1 Excellent,
- 2 Good,
- 3 Fair, or
- 4 Poor?
- 8 DON'T KNOW
- 9 REFUSED

Add 69 What do you believe is the most serious police-related problem in your neighborhood? [READ LIST AND CHECK ONE ROTATE LIST 1 - 7]

- | | | | |
|---|-----------------------------|----|----------------------------------|
| 1 | Property crime / burglaries | 8 | Something else – please describe |
| 2 | Juvenile crime | 9 | MAIL THEFT |
| 3 | Drug-related crime | 10 | SPEEDING |
| 4 | Gang-related crime | 11 | CAR THEFT/CAR TROUBLE/CAR NOISES |
| 5 | Vandalism | 98 | DON'T KNOW |
| 6 | Code enforcement | 99 | REFUSED |
| 7 | Domestic violence | | |

69A. Why do feel that way?

- 1 I have seen it / it's happened to me
- 2 I have heard about it from neighbors/friends / Happened to neighbors
- 3 It's a safe neighborhood/I haven't heard of any incidences
- 4 Heard about incidences on the news or in the newspaper
- 77 Other
- 88 Don't Know
- 99 Refused

CONTACT WITH CITY

Q3J1. Have you had any interactions with City of Bellevue employees by email, in-person, or by phone in the past 12 months?

[IF YES PROBE FOR TYPE OF CONTACT AND CHECK ALL THAT APPLY]

- 1 YES – E-MAIL
- 2 YES – PHONE
- 3 YES—IN PERSON
- 4 NO
- 8 DON'T KNOW
- 9 REFUSED

Q3J2. [ASK Q3J1 LE 3] How satisfied are you with each of the following aspects of your contact with City of Bellevue employees?

Tell me if you are very satisfied, somewhat satisfied, neither satisfied nor dissatisfied, somewhat dissatisfied, or very dissatisfied.

- Q3J2A Responsiveness
- Q3J2B Knowledge
- Q3J2C Courtesy
- Q3J2D Accuracy of information provided

- Q3J2E Overall satisfaction
- 1 VERY SATISFIED
 - 2 SOMEWHAT SATISFIED
 - 3 NEITHER SATISFIED NOR DISSATISFIED
 - 4 SOMEWHAT DISSATISFIED
 - 5 VERY DISSATISFIED
 - 8 DON'T KNOW
 - 9 REFUSED

DEMOGRAPHICS

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

[PRESS ANY KEY TO CONTINUE]

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

- _____ 18 and over
- _____ 15 to 17
- _____ 10 to 14
- _____ 5 to 9
- _____ Under the age of 5

Q76 What is your age?

- _____ ENTER AGE
- 998 DON'T KNOW
- 999 REFUSED

Q76A [ASK IF Q76 = 998 OR 999] Which of the following categories does your age fall into? [READ OPTIONS]

- 1 18-24
- 2 25-34
- 3 35-44
- 4 45-54
- 5 55-64
- 6 65-74
- 7 75-84, or
- 8 85 or over?
- 98 DON'T KNOW
- 99 REFUSED

Q77 Which of the following best describes your race and/or ethnic background? [Enter all that apply]

- 1 African American,
- 2 Asian/Pacific Islander,
- 3 Native American, or
- 4 Hispanic / Latino / Mexican, and/or
- 5 Caucasian?
- 6 OTHER [SPECIFY]
- 8 DON'T KNOW
- 9 REFUSED

Q80 What is the approximate total annual family income of all members of your household?

- 1 Less than \$20,000,
- 2 \$20,000 to less than \$35,000,
- 3 \$35,000 to less than \$50,000,
- 4 \$50,000 to less than \$75,000,
- 5 \$75,000 to less than \$100,000,
- 6 \$100,000 to less than \$150,000,

- 7 \$150,000 to less than \$200,000
- 8 \$200,000 or more?
- 98 Don't know
- 99 Refused

THANK

- THANK1 Thank you very much for your time. Your opinions are important to us! On behalf of the City of Bellevue and [RESEARCH FIRM], I'd like to thank you for participating in our survey tonight/today. Have a good day/evening.
- THANK2 I'm sorry, but we are only interviewing people who are 18 or older. Have a good day/evening.

- THANK4 I'm sorry, but we are only interviewing households within Bellevue's city limits today. Have a good day/evening.
- THANK8 I'm sorry, but we cannot continue without that information. Have a good day/evening.
- THANK9 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.
- THANKOQ Those are all the questions we have. Have a good day/evening

Background & Objectives

The City of Bellevue conducts an ongoing Performance Measures Survey to gauge Bellevue residents' satisfaction with services delivered by the City. The research was designed to:

- Provide a statistically valid survey of resident opinions about the community and services provided by local government.
- Contribute to Budgetary Performance Measures that departments track for their own quality assurance and planning purposes.

Results are used by staff, elected officials, and other stakeholders for planning and resource allocation decisions, program improvement, and policy making.

Sampling & Data Collection

To address the high incidence of cell phone only households or households whose members primarily use cell phones, the 2010 Performance Measures Survey the sampling methodology changed from Random Digit Dialing (RDD) telephone survey to an address-based sampling approach. This was done in order to capture often under-represented and hard to reach populations, as well as the growing number of cell phone only and cell phone primary households.

The sample frame consisted of all households in Bellevue. The sample frame was then matched against Infogroup's comprehensive database to determine if the household had a listed or published telephone number. Addresses with a matching telephone number were sent an advance letter notifying them of the survey and its purpose, and indicating that they would be contacted by telephone. All listed and published telephone numbers are landline numbers and research indicates that those individuals who choose to list or publish their landline numbers are also likely to answer their landline telephone. Standard dialing protocols were used to reach these households.

Addresses without a matching landline telephone number were assumed to be cell phone only households or those with both a landline and cell phone but who primarily use their cell phone. These households were sent a letter, signed by the Bellevue City Manager asking them to complete the survey online. Each of these households was sent up to two personalized reminders asking them to complete the survey.

Regardless of data collection mode, respondents were screened to ensure that they were a head of a household in Bellevue who was 18 years of age or older.



Data collection dates were between January 29 and February 15, 2010.

Cross-tabulations

This document contains the cross-tabulations for each question in the survey. As the data is a mix of scaled variables, ordinal and interval, frequency and percentile representations are tabulated and presented.

Cross-tabulations also answer the question of how variables are related. A banner page format is used which presents the question of interest at the top of the page (banner) with the relevant cross-tabulation variables presented by frequency, percentile and level of significance. The ORC team worked with the City of Bellevue to determine these relevant cross-tabulation variables. The following banner points were selected:

Sample Banner Pages

Banner tabulations provide additional insights into the results from the Performance Measures Survey.

Banner #1: Demographics

Category	Banner Point	Description
Total		All respondents
Type of Residence	Single Family	Resides in a one family house detached from any other house, a trailer or a mobile home (SCR3B)
	Multi Family	Resides in an apartment, a townhouse or a condominium (SCR3B)
Homeowner	Own	Own their home (SCR3A)
	Rent	Rent their home (SCR3A)
Years living in Bellevue	0 to 3	Lived in Bellevue 3 years or less (SCR2)
	4 to 9	Lived in Bellevue 4 to 9 years (SCR2)
	10 to 24	Lived in Bellevue 10 to 24 years (SCR2)
	25 or more	Lived in Bellevue 25 years or more (SCR2)
Gender	Male	Male (GENDER)
	Female	Female (GENDER)
Age	Under 35	Age 18 to 34 years old (Q76 & Q76A)
	35 to 54	Age 35 to 54 years old (Q76 & Q76A)
	55 to 64	Age 55 to 64 years old (Q76 & Q76A)
	65 or older	Age 65 years or older (Q76 & Q76A)
Annual Income	Under \$75,000	Annual income is below \$75,000 (Q80)
	\$75,000 to \$150,000	Annual income is between \$75,000 and \$150,000 (Q80)
	\$150,000 and up	Annual income is above \$150,000 (Q80)
Zip Code	98004	Resides in the 98004 zip code (ZIPCODE)
	98005	Resides in the 98005 zip code (ZIPCODE)
	98006	Resides in the 98006 zip code (ZIPCODE)
	98007	Resides in the 98007 zip code (ZIPCODE)
	98008	Resides in the 98008 zip code (ZIPCODE)
	Other	Resides in the City of Bellevue but not in the zip codes listed above (ZIPCODE)

Banner #2: As a place to live, Direction, Future Planning & Sense of Community

Category	Banner Point	Description
Total		All respondents
Bellevue as a place to live	Excellent	Bellevue is an excellent place to live (Q1)
	Good	Bellevue is a good place to live (Q1)
	Fair/Poor	Bellevue is a fair or poor place to live (Q1)
Neighborhood as a place to live	Excellent	Neighborhood is an excellent place to live (Q5A)
	Good	Neighborhood is a good place to live (Q5A)
	Fair/Poor	Neighborhood is a fair or poor place to live (Q5A)
Direction is which the city is headed	Right	The City of Bellevue is headed in the right direction (Q3)
	Wrong	The City of Bellevue is headed in the wrong direction (Q3)
	Don't Know	Don't know which direction the City of Bellevue is headed in (Q3)
Job the city is doing in planning for the future	Satisfied	Satisfied with the job the City of Bellevue is doing planning for the future (Q4)
	Neither & Dissatisfied	Less than satisfied with the job the City of Bellevue is doing planning for the future (Q4)
Sense of Community	Strong	Neighborhood has a strong sense of community (Q5B)
	Average	Neighborhood has an average sense of community (Q5B)
	Not Very Strong to No Sense at all	Neighborhood has less than an average sense of community (Q5B)

Banner #3: Communication, Utility Satisfaction, Contact with City Employees, Ethnicity & Children in Household

Category	Banner Point	Description
Total		All respondents
Satisfaction with Communication	5	Strongly agrees that Bellevue does a good job communicating with its residence (KPI13)
	4	Gives a 4 on a 5 point scale that Bellevue does a good job communicating with its residence (KPI13)
	3 to 1	Gives a 3, 2 or 1 on a 5 point scale that Bellevue does a good job communicating with its residence (KPI13)
Satisfaction with Utilities	Very Satisfied	Very satisfied as a customer of Bellevue Utilities overall (Q16)
	Fairly Satisfied	Fairly satisfied as a customer of Bellevue Utilities overall (Q16)
	Neutral to Dissatisfied	Less than fairly satisfied as a customer of Bellevue Utilities overall (Q16)
Contact with City Employees	Yes	Has had contact with a City of Bellevue employee in the past 12 months (Q3J1)
	No	Has not had contact with a City of Bellevue employee in the past 12 months (Q3J1)
Ethnicity	Caucasian	Caucasian (Q77)
	Non-Caucasian	Other ethnic group (Q77)
Children	No Children	No children in the household (Q71)
	Has Children	Have children in the household (Q71)

Sample Banner Pages

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

Figure 2: Sample Banner Page

City of Bellevue
2009 Performance Measures Survey

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

	SATISFACTION WITH COMMUNICATION				SATISFACTION WITH UTILITIES			CONTACT W/ EMPLOYEES?		ETHNICITY		CHILDREN?	
	5	4	3-1	Very Satisfied	Fairly Satisfied	Neutral/Dissatis	Yes	No	Caucasian	Non-Caucasian	No Child	Has Child	
	(A)	(B)	(C)										(D)
TOTAL	646	154	286	182	321	245	67	245	381	456	131	460	186
TOTAL RESPONDING	643	154	283	182	319	245	67	245	379	455	129	458	185
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	646	154	287	184	336	229	71	259	369	461	118	439	207
Less than 1 year	15	5	3	4	11	5	-	4	11	8	2	11	4
	2%	3%	1%	2%	3%	2%		2%	3%	2%	2%	2%	2%
1 to 2 years	114	25	54	26	49	45	15	40	68	74	26	84	30
	18%	16%	19%	14%	15%	18%	22%	16%	18%	16%	20%	18%	16%
3 to 5 years	106	25	42	36	51	37	16	38	65	68	34	61	45
	16%	16%	15%	20%	16%	15%	24%	16%	17%	15%	26%	13%	24%
											J		L
6 to 9 years	68	16	31	18	32	28	8	22	44	45	14	42	26
	11%	11%	11%	10%	10%	11%	12%	9%	12%	10%	11%	9%	14%
10 to 14 years	92	20	40	28	49	36	7	35	56	66	21	58	35
	14%	13%	14%	15%	15%	15%	10%	14%	15%	14%	17%	13%	19%
15 to 19 years	55	12	26	17	25	21	9	20	33	37	12	39	16
	9%	8%	9%	10%	8%	8%	13%	8%	9%	8%	9%	9%	9%
20 to 24 years	50	9	25	15	25	23	2	21	29	38	8	38	12
	8%	6%	9%	8%	8%	10%	3%	9%	8%	8%	6%	8%	7%

Comparison Groups: BCD/EFG/HI/JK/LM
Independent T-Test for Means, Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Prepared by Infogroup/ORC
Conducted January 2010

Capital letter indicates significant difference between column F and G at the 95% Confidence Interval.

For additional information or questions about this report please contact Rich Siegel at rcsiegel@bellevuewa.gov or 425-452-7114.