ORC International

2012 Performance Measures

Prepared Exclusively for:

City of Bellevue, WA

June 2012

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Executive Summary

Background and Objectives

The City of Bellevue conducts a Performance Measures Survey annually to gauge residents' satisfaction with services. The survey is intended to collect statistically reliable data that represents all Bellevue residents. Findings contribute to Budgetary Performance Measures, "ICMA Comparable Cities reporting" (survey measures identified by the International City/ County Management Association), and certain survey measures that departments track for their own quality assurance and planning purposes. This is the fifteenth Performance Measures Survey conducted by the City. The 2012 survey was conducted February 13 to March 5, 2012 using a mixed-mode address-based methodology and resulted in a total 405 interviews—259 completed over the telephone, and 146 completed via the Web. Throughout the report, trends in key measures are reported and changes that are both significant (that is, are unlikely to have occurred by chance or because of sampling) and meaningful are noted.

Key Metrics

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

Bellevue continues to achieve high ratings on all key metrics. However, in some instances ratings have declined since 2011 with more residents giving Bellevue the second highest rating (on a 5-point scale) and fewer giving Bellevue the highest rating – with statistically-significant drops in confidence regarding the direction the city is headed and the value of services provided for tax dollars paid.

		2011	2012
Overall Quality of Life	**% Top-Two Boxes**	**94%**	**95%**
	% Greatly Exceeds Expectations	35%	30%
	% Exceeds Expectations	59%	65%
	Mean	4.28	4.24

		2011	2012
Proximity to Ideal	**% Top-Two Boxes**	**90%**	**91%**
	% Extremely Close to Ideal	37%	29%
	% Close to Ideal	53%	62%↑
	Mean	4.22	4.17

		2011	2012
Overall Quality of City Services	% Top-Two Boxes	90%	92%
	% Greatly Exceeds Expectations	30%	28%
	% Exceeds Expectations	60%	64%
	Mean	4.16	4.15

		2011	2012
Value of Services for Tax Dollars Paid	% Top-Two Boxes	85%	82%
	% Strongly Receive Value	38%	20%↓
	% Somewhat Receive Value	47%	62%↑
	Mean	4.16	3.94↓

		2011	2012
Direction City is Headed	% Top-Two Boxes	84%	79%
	% Strongly Right Direction	38%	22%↓
	% Somewhat Right Direction	46%	57%↑
		4.12	3.92↓

↑ = *Significant increase (95% confidence level);* ↓ = *Significant decrease (95% confidence level)*

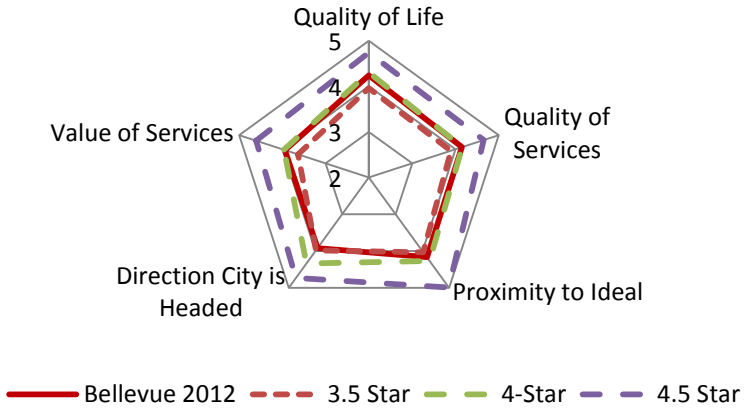
The shift in these ratings has resulted in an overall decline in Bellevue's overall rating from a 4.5-Star to a 4-Star community.

This trend should be carefully monitored and the city should consider what in the current environment could be contributing to these changes.

2011

2012

In general, Bellevue is comparable to other 4-Star cities nationwide with a single exception. Resident's perceptions of the direction the city is headed is significantly below other 4-Star cities and is comparable to that of a 3.5 Star city. Bellevue's ratings for the direction the city is headed has consistently lagged comparable cities since 2010.

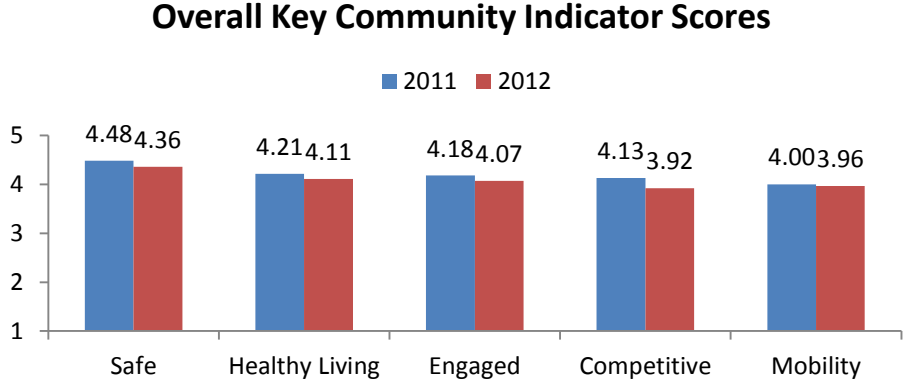


In 2011, Bellevue identified 24 items as Key Community Indicators, which residents believe correlate with five dimensions. An overall rating is computed for each dimension.

Bellevue continues to be strongest in terms of being safe.

While still relatively high, Bellevue's ratings are lower and below the mid-point for its competitiveness and mobility.

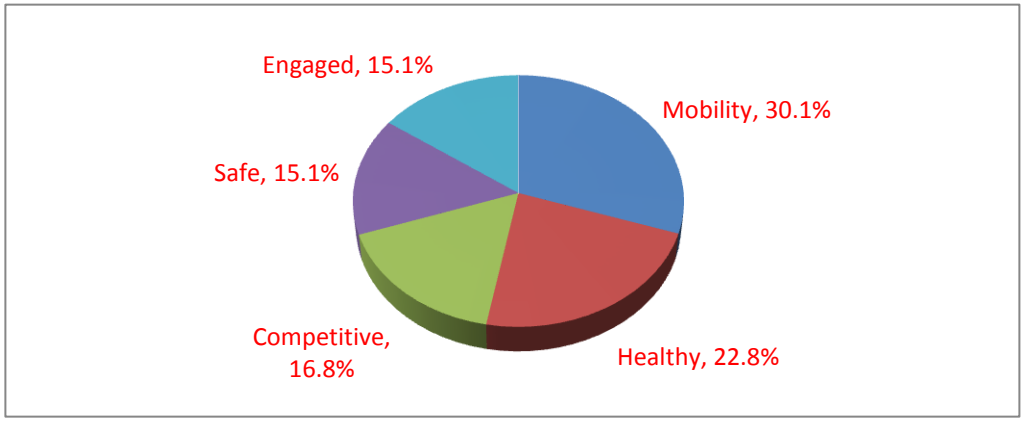
With the exception of mobility, overall ratings for each dimension have decreased significantly from 2011. Reflecting the continuing economic concerns, the decrease is greatest for Bellevue's competitiveness.



Key Drivers

All five Overall Community Indicators are Key Drivers of Bellevue's 5-Star Rating—mobility is the largest driver. Bellevue is given the lowest rating for doing a good job of planning for and implementing a range of transportation options. Of all 24 indicators, this receives the lowest rating.

Overall Drivers of Bellevue's 5-Star Rating



Targeted Improvements

	Improve*	Maintain**
Mobility	Planning for and implementing transportation options	Providing a safe transportation system Providing convenient access from neighborhoods to day-to-day activities
Healthy	Neighborhoods support families, particularly those with children	Attractive, well-maintained neighborhoods Environment that supports personal health and well-being
Competitive	Good job planning for growth	Looking ahead and planning for solutions Good place to raise children
Safe	Safe, attractive neighborhoods	Safe communities in which to live, work, play
Engagement	Listen to residents and seek their input	Welcoming and supportive community
	* *Key Community Indicators receiving below the overall average ratings*	** *Key Community Indicators receiving above the overall average ratings*

Other Key Findings

Bellevue's Neighborhoods	Most (93%) Bellevue residents continue to describe their neighborhoods as a good to excellent place to live. While this is the same percentages as in 2011, there has been some redistribution of the ratings with a greater percentage of residents in 2011 rating their neighborhood as good (50%) as opposed to excellent (43%). At the same time, the extent to which Bellevue residents strongly feel there is a strong sense of community in their neighborhood has decreased significantly—from 22 percent in 2011 to 16 percent in 2012. The majority (63%), however, continue to feel there is a sense of community in their neighborhoods. While the majority (56%) of Bellevue residents do not have a problem with code enforcement in their neighborhoods, two neighborhoods in particular—Newport and Sammamish / East Lake Hills—are more likely to report problems.
Parks and Recreation Programs	Use of Bellevue parks continues to be high—86 percent of all Bellevue residents have visited a park in the past year Participation in recreation programs has increased---—from 26 percent to 32 percent. While the majority (91%) of Bellevue residents continue to say they are satisfied with Bellevue's parks and recreation programs / facilities, the percentage "very satisfied" has decreased steadily since 2010—from 57 percent in 2010 to 47 percent in 2011 to 42 percent today. The range and variety of recreation programs continues to be a key driver of overall satisfaction with Bellevue parks and recreation, an area where ratings are lower relative to other key aspects of parks and recreation.
Bellevue Utilities	As with many other key measures, overall satisfaction with Bellevue utilities has remained strong (93%) but there has been a shift from those very satisfied (57% in 2011 to 44% in 2012) to those somewhat satisfied (38% in 2011 to 49% in 2012). Bellevue receives relatively high ratings for all utility services. The city receives lower-than-overall-average ratings for providing effective drainage programs, including flood control and satisfaction with this service has decreased significantly since 2011. While not a key driver of overall satisfaction, Bellevue should pay particular attention to this service during winter and spring periods when run-off is significant.
Fire Department	While nearly all (97%) of residents have confidence in Bellevue's fire department, the percent of those who are "very" confident has dropped significantly from 2011—74 percent in 2011 and 65 percent in 2012. It is recommended that the City watch this metric closely for any additional movement.

Public Safety	In general, Bellevue residents continue to feel safe walking in Bellevue during the day. Downtown safety continues to be higher than neighborhood safety—with Crossroads and Newport receiving the lowest ratings for daytime neighborhood safety. While perceptions of safety are lower after dark, perceptions of neighborhood safety after dark has improved. More than one out of four (27%) residents say there are NO serious crime-related problems in their neighborhoods. Of those saying there are problems—two out of five say that property crime and burglaries are the most serious problems. Just over one in four (27%) Bellevue residents had contact with the police in the past year. Among those with a contact, there has been a steady decrease in the percentage saying that contact is a poor experience—from 22 percent in 2010 to 19 percent in 2011 to just 5 percent in 2012.
Street / Sidewalk Maintenance	The majority (81%) of Bellevue residents are satisfied with the maintenance of sidewalks and walkways. However, this has decreased from the high score of 91 percent in 2011. More than nine out of ten (94%) Bellevue residents are satisfied with the cleanliness of streets—this is significantly higher than 2011 when 86 percent were satisfied.
City Employees	Just over one-third (35%) of Bellevue residents have had a recent (in the past 12 months) contact with a City of Bellevue employee, nearly the same as in previous years. While still high (86%), overall satisfaction with the quality of service received during a contact with a Bellevue city employee has dipped when compared to 2011 (94%). As with many key measures, the majority of this change is due to a shift from “very” to “somewhat” satisfied. The decrease is greatest for the accuracy of information provided—from 71% very satisfied in 2011 to 52 percent in 2012. Responsiveness is also the most important driver of overall satisfaction with city employees so should be a target for improvements.
Outreach	Awareness of the Mini-City Hall at Crossroads continues to be relatively high (65%) despite more limited geographic usage. While overall satisfaction with the city’s website is high—93 percent satisfied—there has been a continued decrease in those who are “very” satisfied: down from 43 percent in 2010 and 41 percent in 2011 and 30 percent in 2012—suggesting that the website may no longer meet resident needs as they become increasingly sophisticated in using the Internet when communicating with government agencies, and more familiar with other Internet resources.

Study Background

Background and Objectives

The City of Bellevue conducts an ongoing Performance Measures Survey to gauge Bellevue residents' satisfaction with services delivered by the City. The research is designed to provide a statistically valid survey of resident opinions about the community and services delivered by local government. Findings contribute to 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 between February 13 and March 5, 2012.

Questionnaire Design

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 23.8 minutes and included questions regarding:

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

Methodology

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

The sample frame consisted of all households in Bellevue excepting those with Post Office boxes. The sample frame was then matched against a comprehensive database to determine if the household had a listed or published telephone number.

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

Regardless of data collection mode, respondents were screened to ensure that they were a head of a household in Bellevue who was 18 years of age or older. This approach yielded a total of 405 total interviews—259 completed over the telephone and 146 completed via the

Web. Due to the changes in the survey methodology comparisons are limited prior to 2010. More information on address-based sampling and methodology can be found in Appendix II.

Respondents were assured that all responses would be kept confidential. Answers or opinions were not tied back to individual residents and responses were aggregated by neighborhood and analyzed by groups.

Margin of Error

The margin of error is a statistic expressing the amount of random sampling error in a survey's results. The larger the margin of error, the less faith one should have that the surveys' reported results are close to the true figures. The margin of error in Bellevue's Performance Measures Survey is generally no greater than plus or minus 4.9 percentage points at a 95 percent confidence level. Appendix IV provides additional insights into the margin of error with different sample sizes.

Demographic Profile and Weighting

Post-stratification weighting was used to ensure that results of the 2012 Performance Measures Survey are generally representative of the population of Bellevue according to the 2010 census data. There are no significant differences in the sample characteristics between 2011 and 2012. Details on the weighting methods used and a comparison of the weighted and unweighted sample to the Bellevue population can be found in Appendix III.

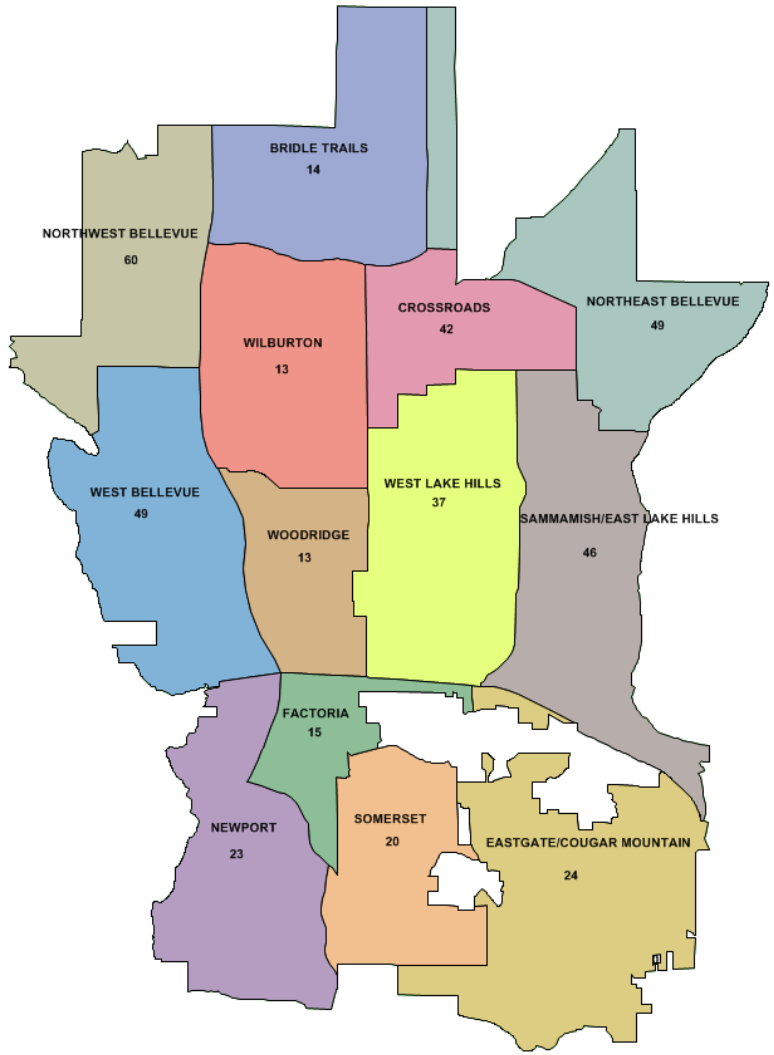
Reporting Conventions

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

- Bridle Trails (n =14)
- Crossroads (n = 41)
- Eastgate / Cougar Mountain (n = 24)
- Factoria (n = 15)
- Newport (n = 23)
- Northeast Bellevue (n = 49)
- Northwest Bellevue (n = 60)
- Sammamish / East Lake Hills (n = 46)
- Somerset (n = 20)
- West Bellevue (n = 49)
- West Lake Hills (n = 37)
- Wilburton (n = 13)
- Woodridge (n = 13)

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

Figure 1: Bellevue Neighborhoods



Key Findings

Overall Quality of Life in Bellevue

Nearly all (99%) Bellevue residents feel that the overall quality of life in Bellevue meets or exceeds their expectations.

The majority of (95%) residents continue to rate the quality of life significantly higher than in 2010 (84%) due to the decrease in the percentage of respondents who suggest that Bellevue's quality of life simply meets their expectations.

At the same time, there has been a significant shift in the percentage saying the overall quality of life in Bellevue greatly exceeds expectations versus exceeds expectations.

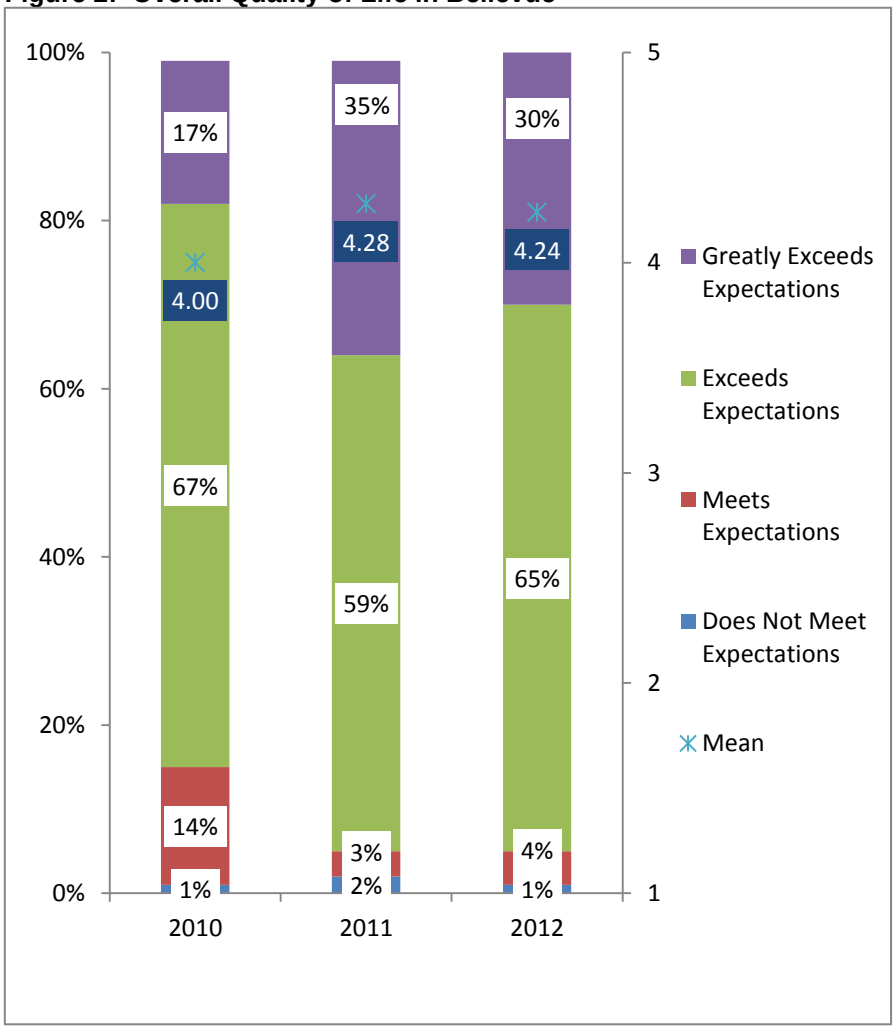
Women are significantly more likely than men to say that the quality of life in Bellevue greatly exceeds their expectations while men are more likely to say it exceeds their expectations.

The quality of life is rated highest in Eastgate and Northeast Bellevue—with respective means of 4.48 and 4.33.

While still rated fairly high—3.97 (above the mid-point of 3, which represents "meets expectations")—residents in Bridle Trails give the lowest ratings for quality of life.

- This is primarily due to the high proportion (71%) that gives a rating of 4 out of five.

Figure 2: Overall Quality of Life in Bellevue



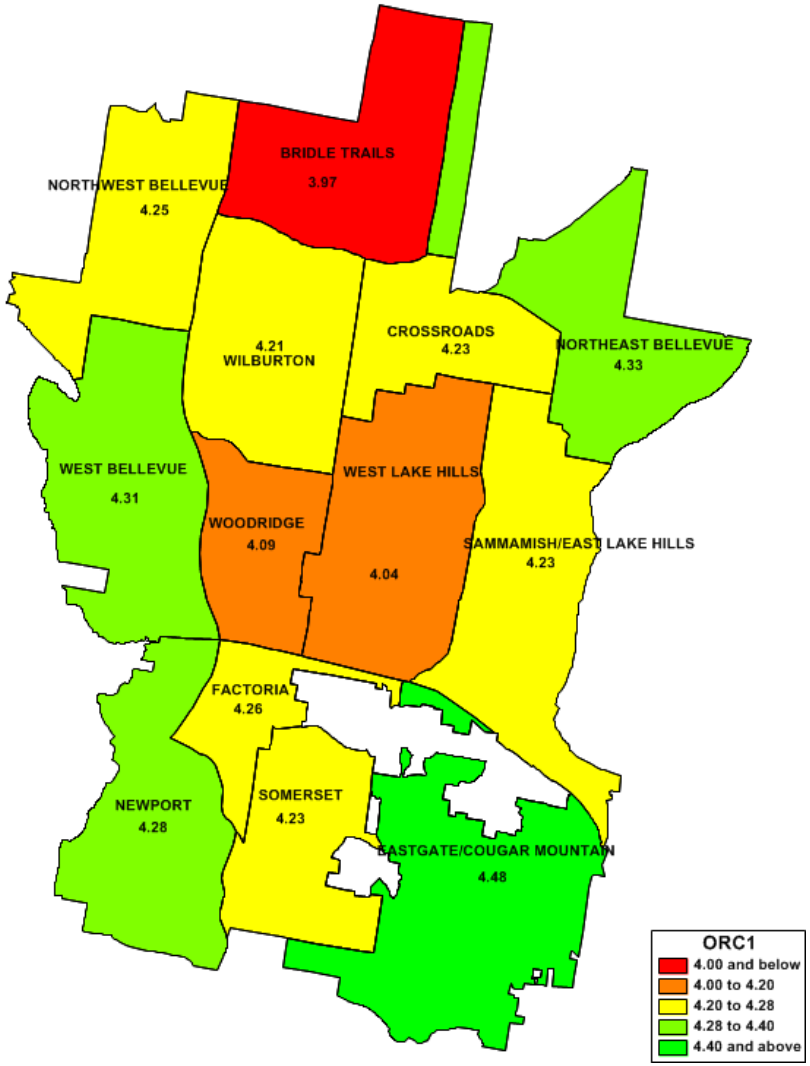
ORC1 – How would you rate the overall quality of life in the City of Bellevue?
Base: All respondents 2010 (n=646); 2011 (n = 515), 2012 (*n* = 405)

Table 1: City of Bellevue as a Place to Live by Neighborhood

	Overall (n=405)	Bridle Trails (n=14)	Crossroads (n=42)	Eastgate / Cougar Mtn (n=24)	Factoria (n=15)
Greatly exceeds	30%	13%	27%	48%	26%
Exceeds	65%	71%	72%	52%	74%
Meets	4%	16%	-	-	-
Does not meet	1%	-	1%	-	-
Mean	4.24	3.97	4.23	**4.48**	4.26
	Newport (n=23)	**N.E. Bellevue (n=49)**	**N.W. Bellevue (n=60)**	**Sammamish / East Lake Hills (n=46)**	**Somerset (n=20)**
Greatly exceeds	30%	35%	28%	30%	23%
Exceeds	68%	64%	69%	64%	77%
Meets	2%	-	3%	3%	-
Does not meet	-	1%	-	2%	-
Mean	4.28	4.33	4.25	4.23	4.23
	W. Bellevue (n=49)	**W. Lake Hills (n=37)**	**Wilburton (n=13)**	**Woodridge (n=13)**	
Greatly exceeds	41%	23%	26%	9%	
Exceeds	50%	61%	71%	91%	
Meets	9%	13%	-	-	
Does not meet	-	3%	3%	-	
Mean	**4.31**	**4.04**	4.21	**4.09**	

ORC1 – How would you rate the overall quality of life in the City of Bellevue?
Mean based on 5-point scale where "1" means" very poor" and "5" means "excellent."
Base: All respondents (n = 405) Significance indicated by bolding.

Figure 3: City of Bellevue as a Place to Live by Neighborhood



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

Overall Quality of City Services

The overall quality of City Services has remained steady when compared to 2011 and is still higher than the baseline measurements of 2010.

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

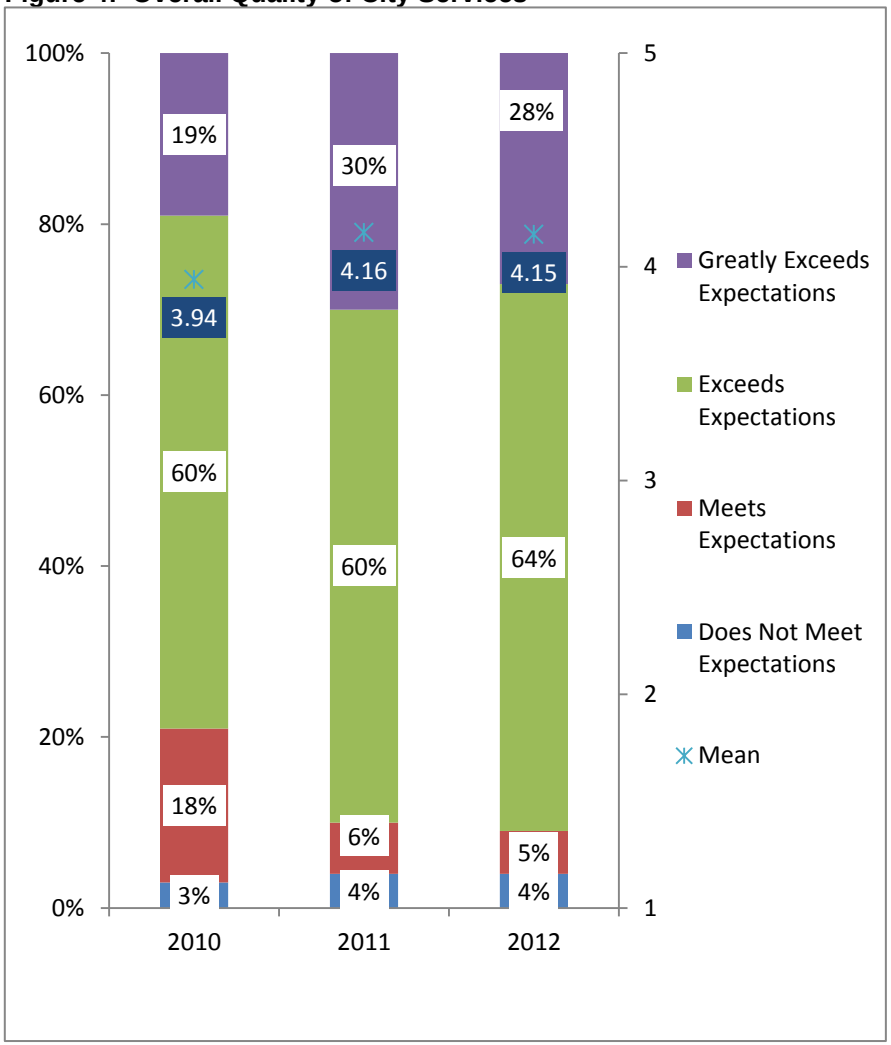
- Residents in Eastgate / Cougar Mountain give the highest overall rating (mean score of 4.38).
- Residents living in West Lake Hills and Somerset deserve the most attention as residents in these neighborhoods give the lowest ratings—mean scores of 3.95 and 3.92, respectively.

Bellevue's oldest residents give the highest ratings for service—38 percent saying that the overall quality of city services greatly exceeds their expectations. While still positive, those under the age of 65 are more likely to say that overall quality of city services exceeds as opposed to greatly exceeds their expectations.

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

	18 – 34	35 – 54	55 – 64	65 Plus
Greatly Exceeds Expectations	23%	26%	24%	**38%**
Exceeds Expectations	**66%**	**67%**	**70%**	49%
Meets Expectations	9%	3%	2%	5%
Does Not Meet Expectations	2%	4%	3%	8%
Mean	4.11	4.16	4.13	4.17

Figure 4: Overall Quality of City Services



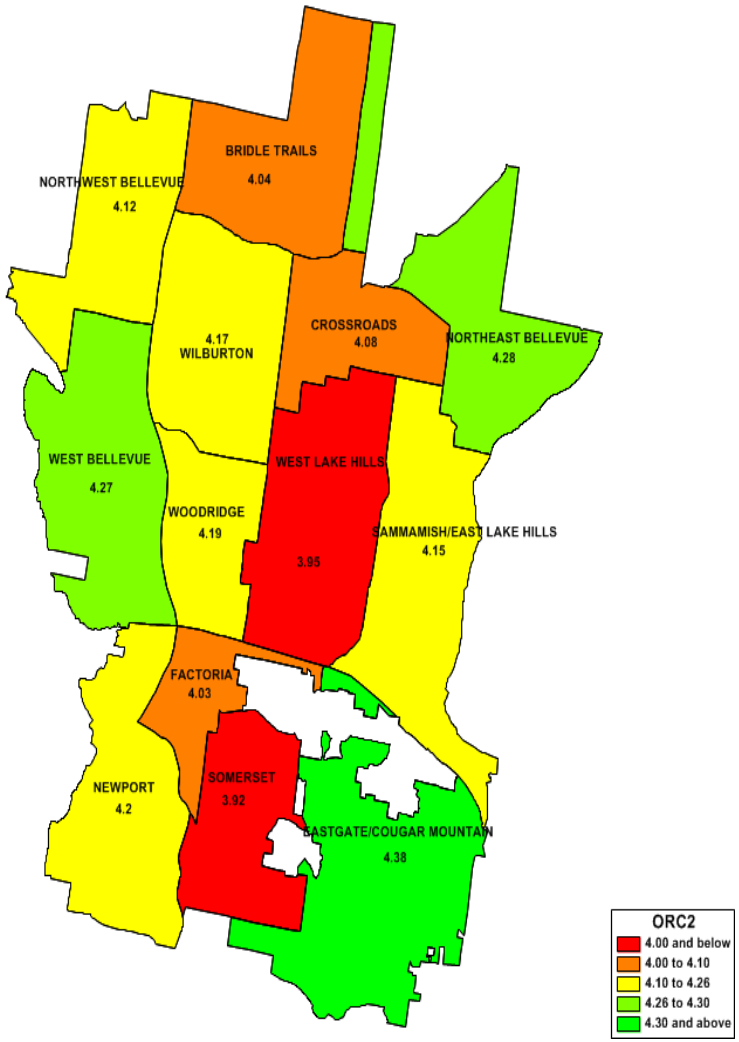
ORC2 – How would you rate the overall quality of services provided by the City of Bellevue?
Base: All respondents 2010 (n=646); 2011 (n = 515); 2012 (*n* = 405)

Table 3: Quality of City Services by Neighborhood

	Overall (n=405)	Bridle Trails (n=14)	Crossroads (n=42)	Eastgate / Cougar Mtn (n=24)	Factoria (n=15)
Greatly exceeds	28%	4%	35%	38%	23%
Exceeds	64%	96%	47%	62%	61%
Meets	5%	-	9%	-	10%
Does not meet	4%	-	9%	-	5%
Mean	4.15	4.04	4.08	4.38	4.03
	Newport (n=23)	**N.E. Bellevue (n=49)**	**N.W. Bellevue (n=60)**	**Sammamish / East Lake Hills (n=46)**	**Somerset (n=20)**
Greatly exceeds	36%	31%	24%	29%	18%
Exceeds	56%	67%	70%	62%	66%
Meets	-	1%	3%	4%	7%
Does not meet	8%	1%	3%	5%	9%
Mean	4.20	4.28	4.12	4.15	3.92
	W. Bellevue (n=49)	**W. Lake Hills (n=37)**	**Wilburton (n=13)**	**Woodridge (n=13)**	
Greatly exceeds	34%	20%	20%	24%	
Exceeds	58%	62%	77%	71%	
Meets	7%	10%	3%	5%	
Does not meet	-	7%	-	-	
Mean	4.27	3.95	4.17	4.19	

ORC2 – How would you rate the overall quality of services provided by the City of Bellevue?
Mean based on 5-point scale where "1" means" very poor" and "5" means "excellent."
Base: All respondents (n = 405) Significance indicated by bolding.

Figure 5: Quality of City Services by Neighborhood



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

Proximity of Quality of Life to Residents' Ideal

Nearly three-in-ten (29%) Bellevue residents say that the overall quality of life in Bellevue is extremely close to their ideal and an additional 62 percent say it is close to their idea.

As with the ratings for overall quality of life, there is a significant shift in the percentage saying it is extremely close to their ideal versus simply saying it is close to ideal.

As with quality of life, women are significantly more likely than men to say that Bellevue more closely matches the ideal city—96 vs. 86 percent top box ratings.

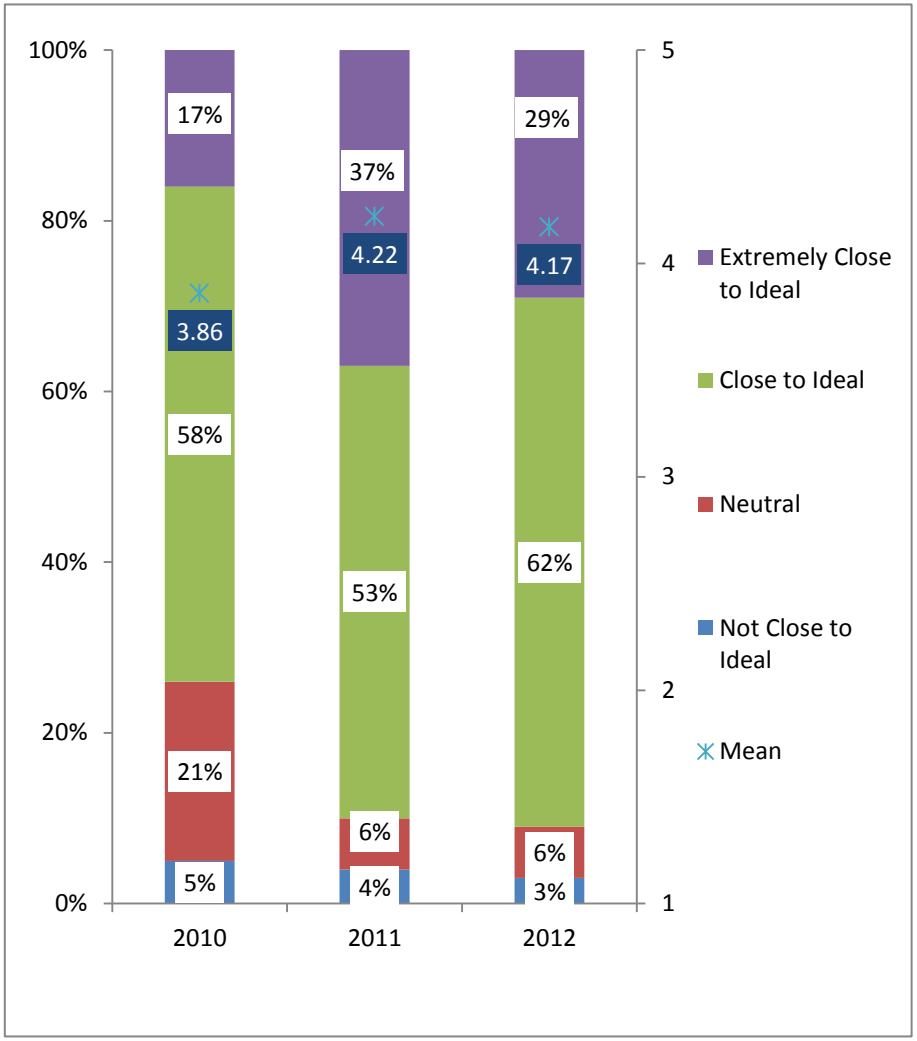
Neighborhoods where Bellevue is closest to the ideal city are:

- Eastgate / Cougar Mountain (mean rating of 4.40): Over half (55%) of these residents feel that Bellevue is "close" to ideal, and two out of five (42%) feel that it is "extremely close" to ideal.
- Northeast Bellevue (mean rating of 4.28): Nearly two-thirds (62%) of these residents feel that Bellevue is "close" to ideal, and one third (33%) feel that it is "extremely close" to ideal.

Neighborhoods deserving attention are:

- Somerset (mean rating of 3.95): While 68 percent feel that Bellevue is "close" to ideal, the mean score is lower because one in five (18%) give the city a neutral rating.
- Bridle Trails (mean rating of 3.92): This is similar to Somerset where just above two-thirds (67%) feel Bellevue is "close" to ideal, yet 20 percent give the city a neutral rating.
- Wilburton (mean rating of 3.91): While "close" to ideal is similar to the other two neighborhoods (67%), 13 percent of residents living in Wilburton say Bellevue is not close to ideal.

Figure 6: Proximity of Quality of Life to Residents' Ideal



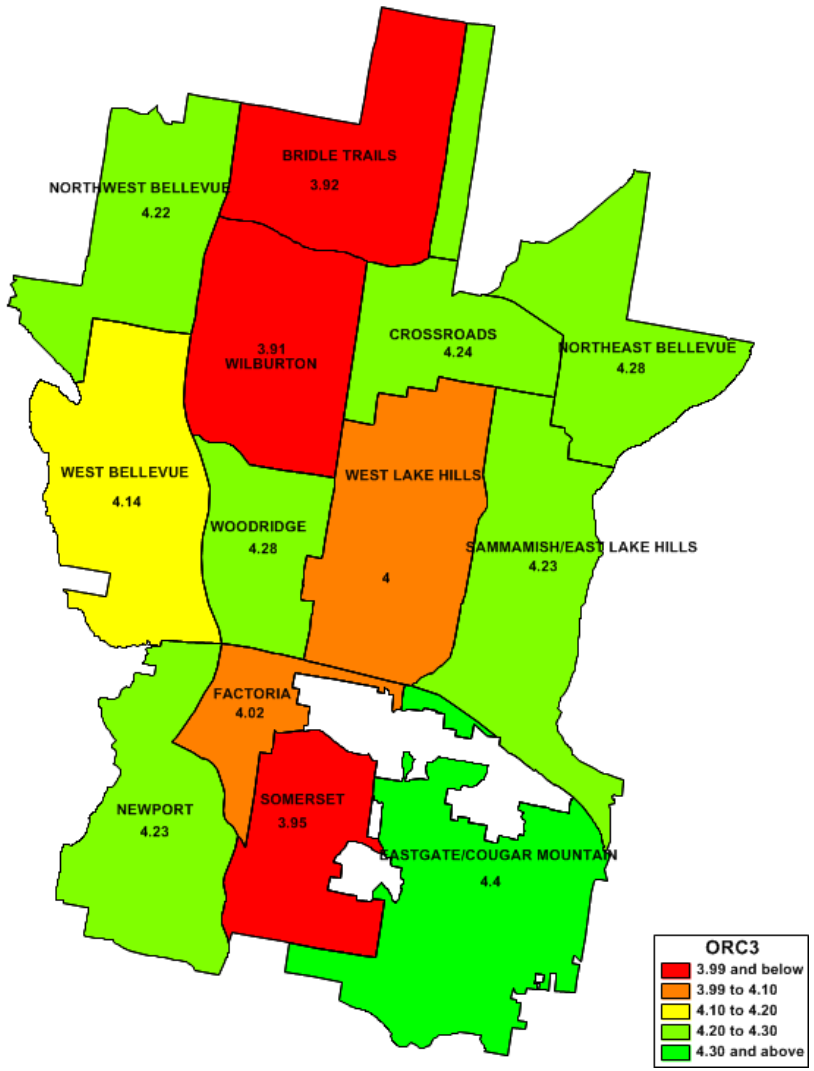
ORC3 – How closely does Bellevue match your view of an 'ideal' city to live in?
Base: All respondents 2010 (n=646); 2011 (n = 515); 2012 (n = 405)

Table 4: Proximity of Bellevue to Ideal by Neighborhood

	Overall (n=405)	Bridle Trails (n=14)	Crossroads (n=42)	Eastgate / Cougar Mtn (n=24)	Factoria (n=15)
Extremely close	29%	13%	38%	42%	30%
Close	62%	67%	54%	55%	56%
Neutral	6%	20%	3%	3%	-
Not close	3%	-	6%	-	14%
Mean	4.17	3.92	4.24	4.40	4.02
	Newport (n=23)	**N.E. Bellevue (n=49)**	**N.W. Bellevue (n=60)**	**Sammamish / East Lake Hills (n=46)**	**Somerset (n=20)**
Extremely close	32%	33%	27%	32%	14%
Close	64%	62%	68%	63%	68%
Neutral	-	5%	5%	2%	18%
Not close	4%	-	-	3%	-
Mean	4.23	4.28	4.22	4.23	3.95
	W. Bellevue (n=49)	**W. Lake Hills (n=37)**	**Wilburton (n=13)**	**Woodridge (n=13)**	
Extremely close	29%	26%	20%	28%	
Close	57%	58%	67%	72%	
Neutral	15%	6%		-	
Not close	-	10%	13%	-	
Mean	4.14	4.00	3.91	4.28	

ORC3 – How closely does Bellevue match your view of an 'ideal' city to live in?
Mean based on 5-point scale where "1" means" very poor" and "5" means "excellent."
Base: All respondents (n = 405) Significance indicated by bolding.

Figure 7: Proximity of Bellevue to Ideal by Neighborhood



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

Direction City is Headed

The majority (79%) of Bellevue residents continue to feel the city is headed in the right direction. However, this is a significant decrease from 2011. As with other measures, there has been a significant shift in the percentage strongly headed in the right direction to somewhat in the right direction. At the same time there is also an increase in the percentage with a neutral response, which may reflect uncertainty more than ambivalence. The percentage of Bellevue residents who strongly feel the city is headed in the right direction is at its lowest since the new baseline established in 2010. This could be a result of the slow economic recovery. However, this result should be monitored.

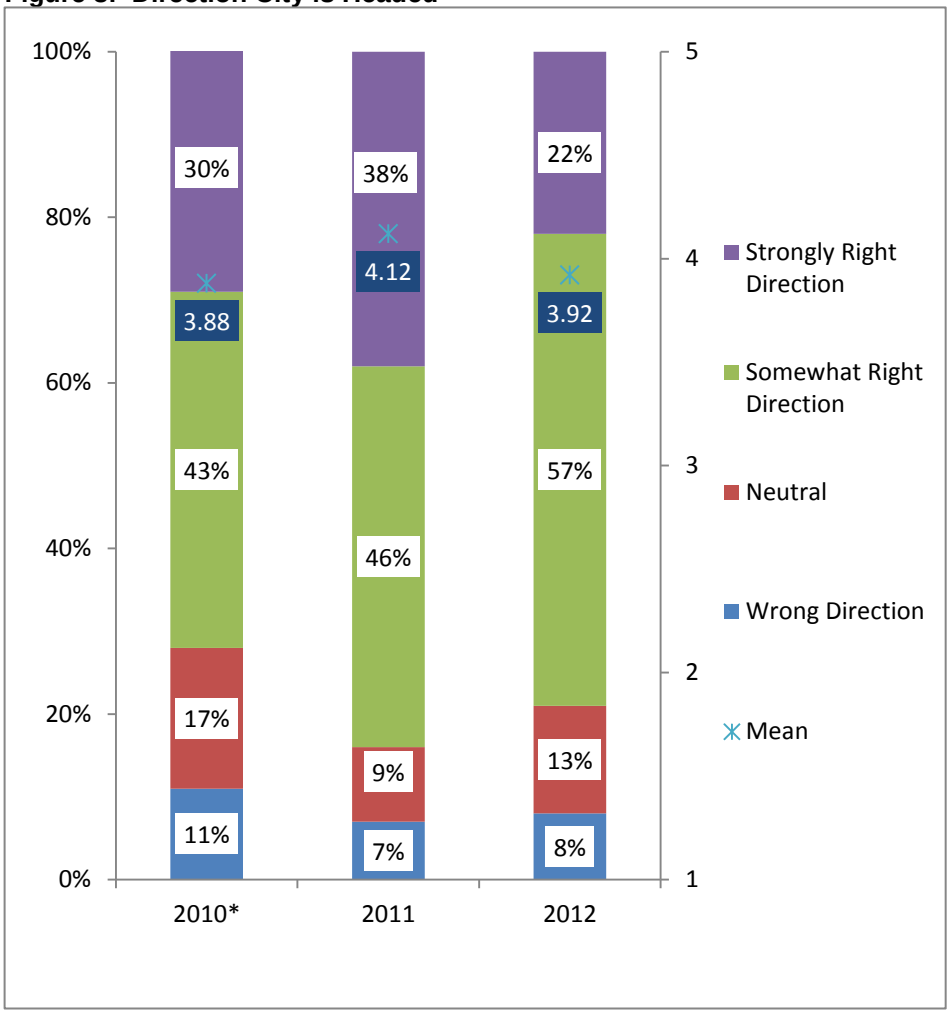
As in 2011, a significant percentage of long-time residents are neutral or say that Bellevue is headed in the wrong direction, potentially reflecting the changes that have occurred in recent years as Bellevue has grown.

Views on the direction the city is headed vary by neighborhood. While 92 percent of Bridle Trails residents feel the city is heading in the right direction, two out of five (40%) Factoria residents feel Bellevue is heading in the wrong direction.

Table 5: Direction City is Headed by Length of Residency

	0 – 3 Years	4 -9 Years	10 – 24 Years	25 Plus Years
Strongly Right Direction	**30%**	**26%**	12%	20%
Right Direction	57%	56%	62%	52%
Neutral	10%	10%	**20%**	**12%**
Wrong Direction	3%	9%	**6%**	**16%**
Mean	**4.15**	**3.98**	3.80	3.72

Figure 8: Direction City is Headed



ORC4 – Overall, would you say that Bellevue is headed in the right or wrong direction?
Base: All respondents 2010 (n=646); 2011 (n = 515); 2012 (n = 405)

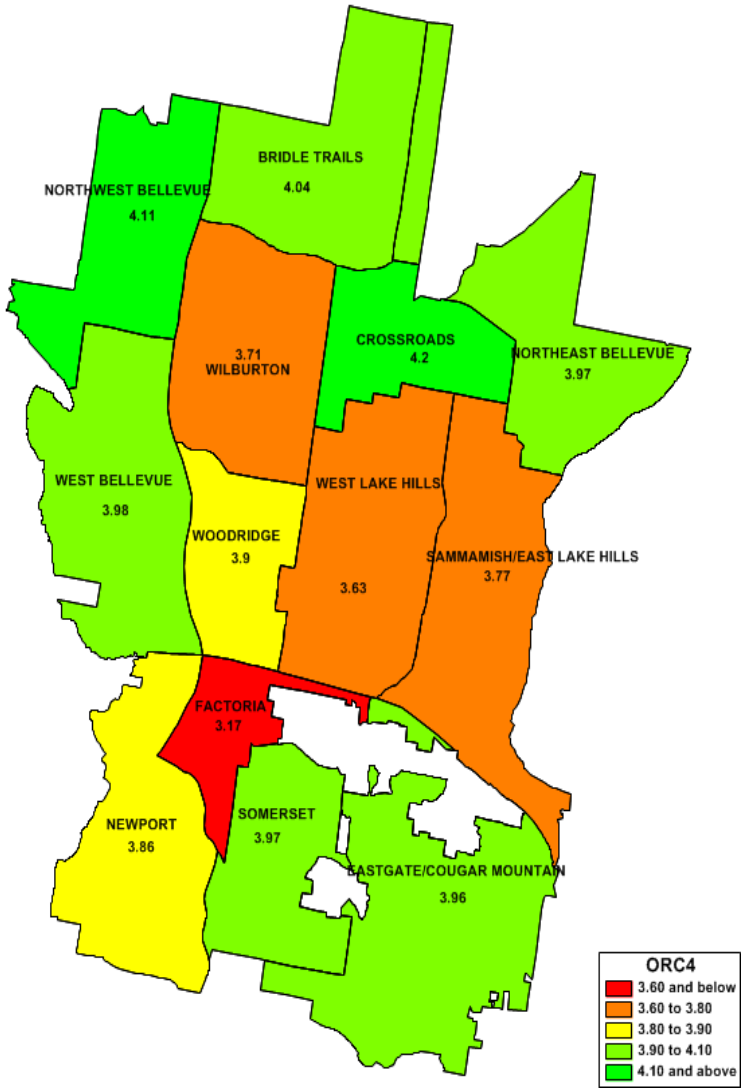
** To maintain comparability over the years, the neutral category is included for all years. Neutral was excluded from the analysis and report in 2010.*

Table 6: Direction City is Headed by Neighborhood

	Overall (n=405)	Bridle Trails (n=14)	Crossroads (n=42)	Eastgate / Cougar Mtn (n=24)	Factoria (n=15)
Strongly right	22%	13%	38%	9%	22%
Somewhat right	57%	79%	52%	79%	30%
Neutral	13%	8%	3%	12%	9%
Wrong direction	8%	-	7%	-	40%
Mean	3.92	4.04	4.20	3.96	3.17
	Newport (n=23)	**N.E. Bellevue (n=49)**	**N.W. Bellevue (n=60)**	**Sammamish / East Lake Hills (n=46)**	**Somerset (n=20)**
Strongly right	27%	27%	25%	24%	7%
Somewhat right	41%	53%	61%	47%	84%
Neutral	24%	11%	13%	12%	9%
Wrong direction	8%	9%	1%	17%	-
Mean	3.86	3.97	4.11	3.77	3.97
	W. Bellevue (n=49)	**W. Lake Hills (n=37)**	**Wilburton (n=13)**	**Woodridge (n=13)**	
Strongly right	24%	9%	20%	19%	
Somewhat right	56%	56%	52%	56%	
Neutral	14%	23%	10%	22%	
Wrong direction	6%	12%	18%	4%	
Mean	3.98	3.63	3.71	3.90	

ORC4 – Overall, would you say that Bellevue is headed in the right or wrong direction?
Mean based on 5-point scale where "1" means" very poor" and "5" means "excellent."
Base: All respondents (n = 405) Significance indicated by bolding.

Figure 9: Direction City is Headed by Neighborhood



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

Value of Services for Tax Dollars Paid

While the majority of Bellevue residents continue to feel they are getting their money's worth for the tax dollars they pay, like most other findings, there has been a shift between those feeling they are "definitely" getting their money's worth to those describing just getting their money's worth.

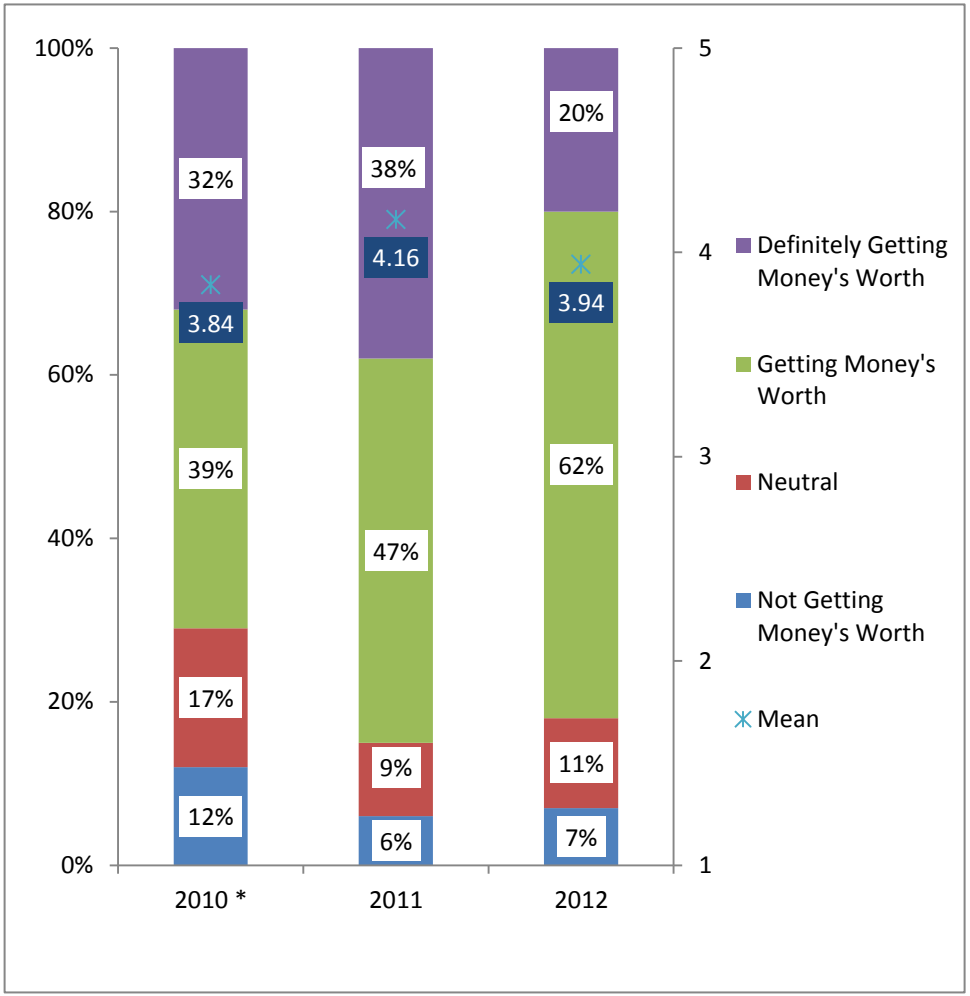
At the same time those who do not feel they are getting their money's worth has remained significantly below the baseline figures in 2010.

Residents living in Bellevue between 4 and 9 years, are the most likely to feel they are definitely get their money's worth for the tax dollars they pay.

Renters are also more likely than owners to say they are getting their money's worth for their tax dollars, perhaps in part because they do not personally pay property taxes—89 vs. 80 percent respectively say they are getting their money's worth.

There is little variance across neighborhoods.

Figure 10: Value of Services for Tax Dollars Paid



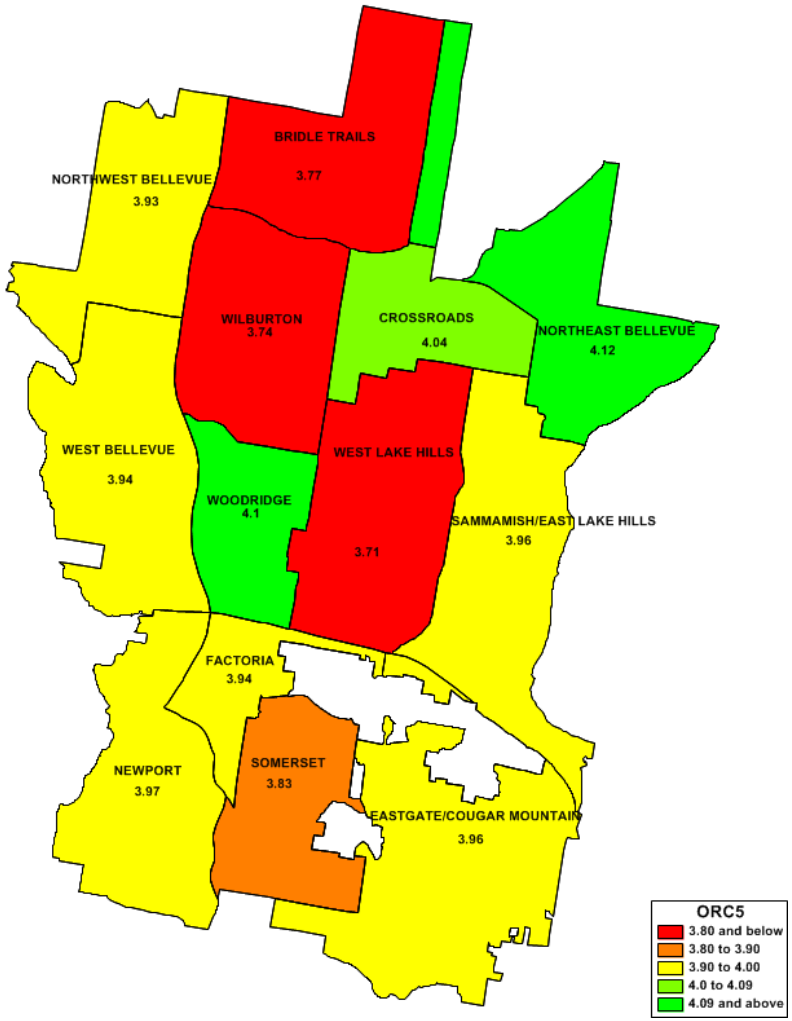
ORC5 – Do you feel you are getting your money's worth for your city tax dollar?
Base: All respondents 2010 (n=646); 2011 (n = 515); 2012 (n = 405)
** To maintain comparability over the years, the neutral category is included for all years. Neutral was excluded from the analysis and report in 2010.*

Table 7: Value for Tax Dollars Paid by Neighborhood

	Overall (n=405)	Bridle Trails (n=14)	Crossroads (n=42)	Eastgate / Cougar Mtn (n=24)	Factoria (n=15)
Definitely getting	20%	9%	29%	11%	19%
Getting	62%	75%	57%	79%	57%
Neutral	11%	-	8%	4%	25%
Not getting	7%	16%	6%	5%	-
Mean	3.94	3.77	4.04	3.96	3.94
	Newport (n=23)	**N.E. Bellevue (n=49)**	**N.W. Bellevue (n=60)**	**Sammamish / East Lake Hills (n=46)**	**Somerset (n=20)**
Definitely getting	26%	26%	20%	27%	13%
Getting	53%	65%	57%	56%	68%
Neutral	12%	6%	20%	3%	6%
Not getting	9%	3%	3%	14%	12%
Mean	3.97	4.12	3.93	3.96	3.83
	W. Bellevue (n=49)	**W. Lake Hills (n=37)**	**Wilburton (n=13)**	**Woodridge (n=13)**	
Definitely getting	18%	10%	20%	19%	
Getting	63%	65%	52%	72%	
Neutral	13%	15%	10%	9%	
Not getting	5%	10%	18%	-	
Mean	3.94	3.71	3.74	4.10	

ORC5 – Do you feel you are getting your money's worth for your city tax dollar?
Mean based on 5-point scale where "1" means" very poor" and "5" means "excellent."
Base: All respondents (n = 405) Significance indicated by bolding.

Figure 11: Value for Tax Dollars Paid by Neighborhood



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

Bellevue's Five-Star Rating

Overall Five-Star Rating

Bellevue is a solid 4-Star City. Nearly one-third (32%) of Bellevue residents rate Bellevue as a 4 star city. An additional 45 percent rate Bellevue as a 4.5- or 5-Star city.

Bellevue's rating has dropped to 4-Star Rating. This is due to a decrease in the percentage of Bellevue residents rating the city as either a 5-Star or a 4.5-Star city and a corresponding increase in the percentage rating Bellevue as a 4-Star city.

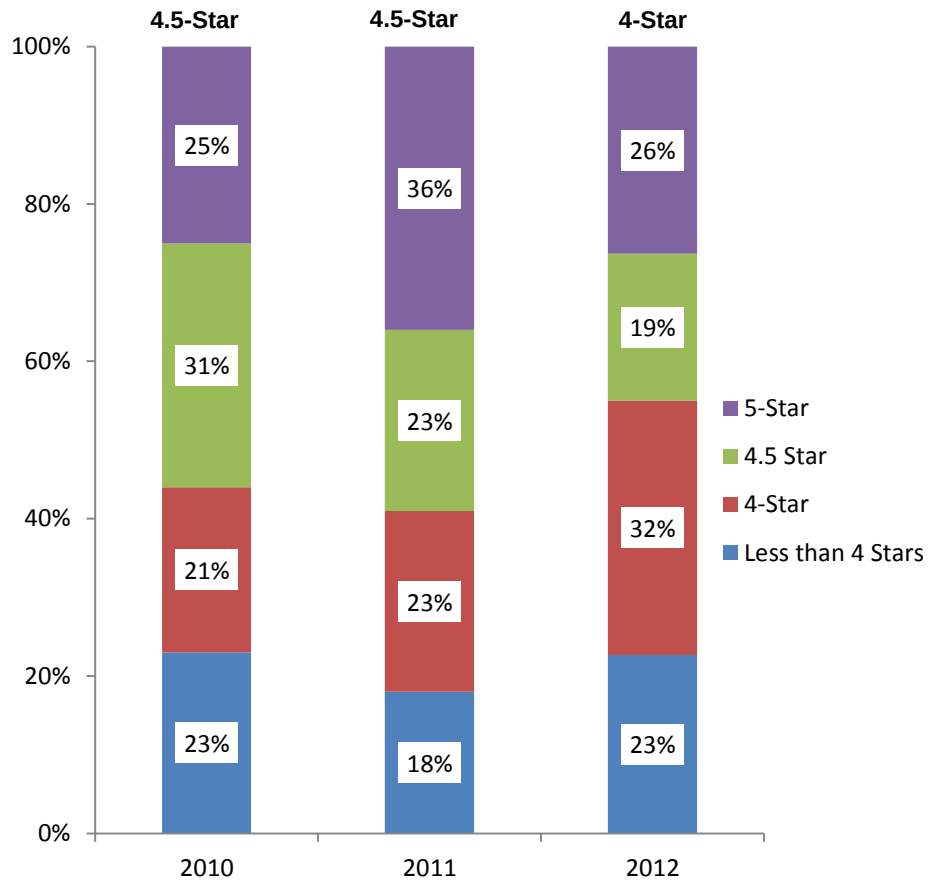
Ratings vary significantly by income and gender, reflecting some of the earlier differences noted for the individual questions. Notably,

- Men are the most likely to rate Bellevue below a 4-Star city
- Those with household incomes below $75,000 are also more likely to rate Bellevue below a 4-Star

There are also significant ratings based on the respondents' neighborhoods. Notably,

- Bridle Trails solidly rates Bellevue as a 4-Star city (67%)
- Factoria (40%) and West Lake Hills (32%) are most likely to rate Bellevue below a 4-Star city

Figure 12: Bellevue's Five-Star Rating



In 2010, a comparison of Bellevue to other 4.5-Star cities suggested two areas for improvement—(1) the extent to which the quality of life in Bellevue meets its citizens' ideal for quality of life and (2) direction the city is headed.

In 2011, the analysis showed that Bellevue performed as well as or better than other 4.5-Star cities in terms of the value of services provided. However, as in 2010, Bellevue under-performed other 4.5 star cities in terms of the direction the city is headed.

In 2012, analysis again shows that Bellevue's performance is significantly below other 4-Star cities and significantly below other 4.5 star cities in terms of the direction the city is heading.

Figure 13: Bellevue's Performance versus National Benchmarks – 2012

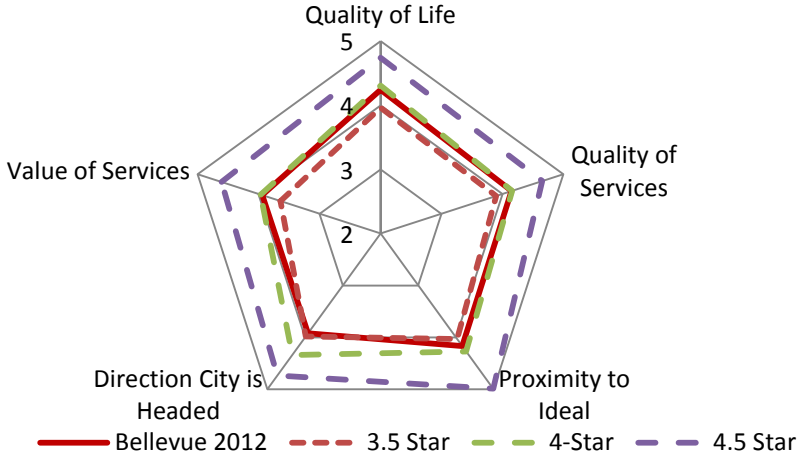


Figure 14: Bellevue's Performance versus National Benchmarks – 2010

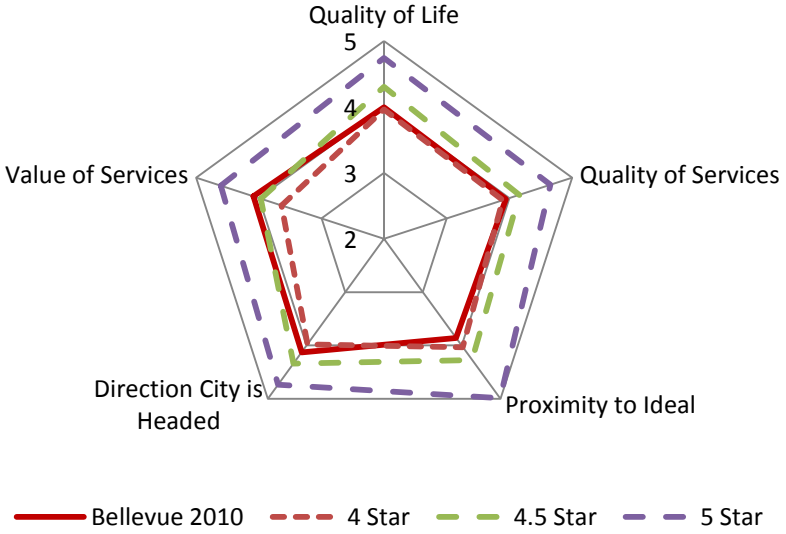
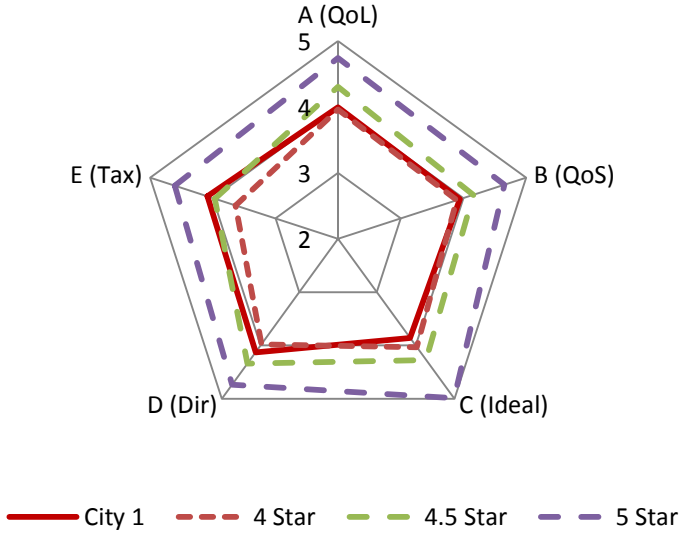


Figure 15: Bellevue's Performance versus National Benchmarks – 2011



Five-Star Rating by Neighborhood

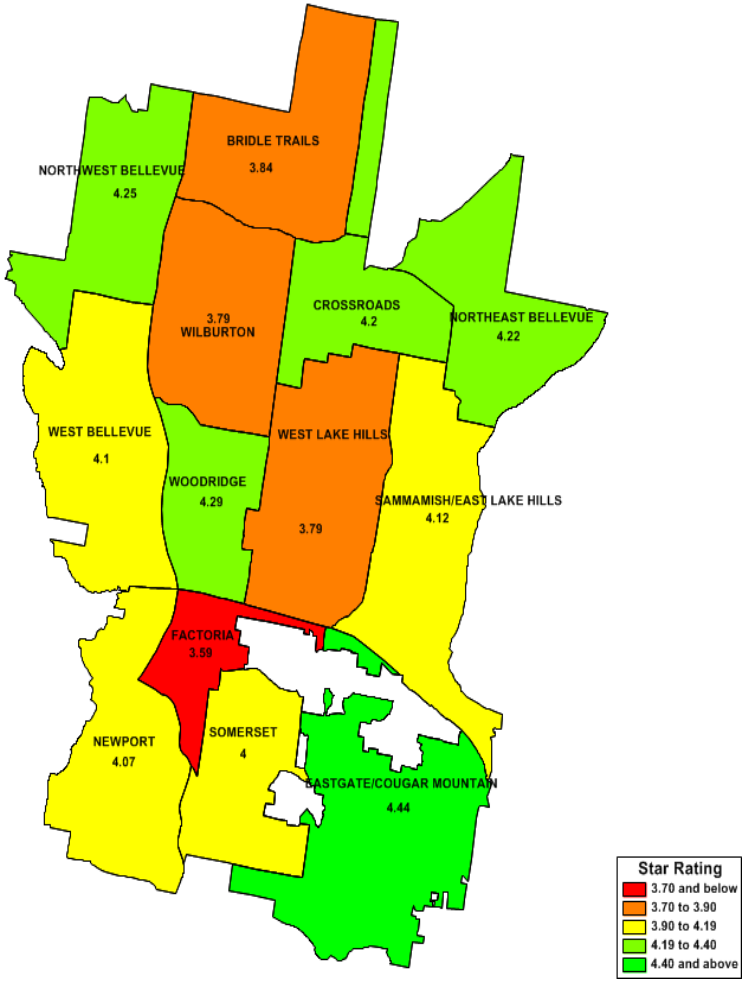
Table 8: Five Star Rating by Neighborhood

	Overall (n=405)	Bridle Trails (n=14)	Crossroads (n=42)	Eastgate / Cougar Mtn (n=24)	Factoria (n=15)
5 Star	26%	13%	36%	37%	26%
4.5 Star	19%	-	14%	26%	5%
4 Star	32%	67%	38%	25%	30%
Less than 4 Star	23%	20%	10%	12%	40%
Mean	4.10	3.84	4.20	4.44	3.59
	Newport (n=23)	**N.E. Bellevue (n=49)**	**N.W. Bellevue (n=60)**	**Sammamish / East Lake Hills (n=46)**	**Somerset (n=20)**
5 Star	29%	27%	23%	30%	14%
4.5 Star	10%	25%	25%	21%	17%
4 Star	32%	26%	40%	21%	42%
Less than 4 Star	30%	23%	12%	29%	27%
Mean	4.07	4.22	4.25	4.12	4.00
	W. Bellevue (n=49)	**W. Lake Hills (n=37)**	**Wilburton (n=13)**	**Woodridge (n=13)**	
5 Star	29%	21%	20%	22%	
4.5 Star	17%	10%	6%	43%	
4 Star	27%	37%	45%	9%	
Less than 4 Star	26%	32%	28%	25%	
Mean	4.10	3.79	3.79	4.29	

5-Star Rating is a computed variable.

Base: All respondents (n = 405) Significance indicated by bolding.

Figure 16: Five Star Rating by Neighborhood



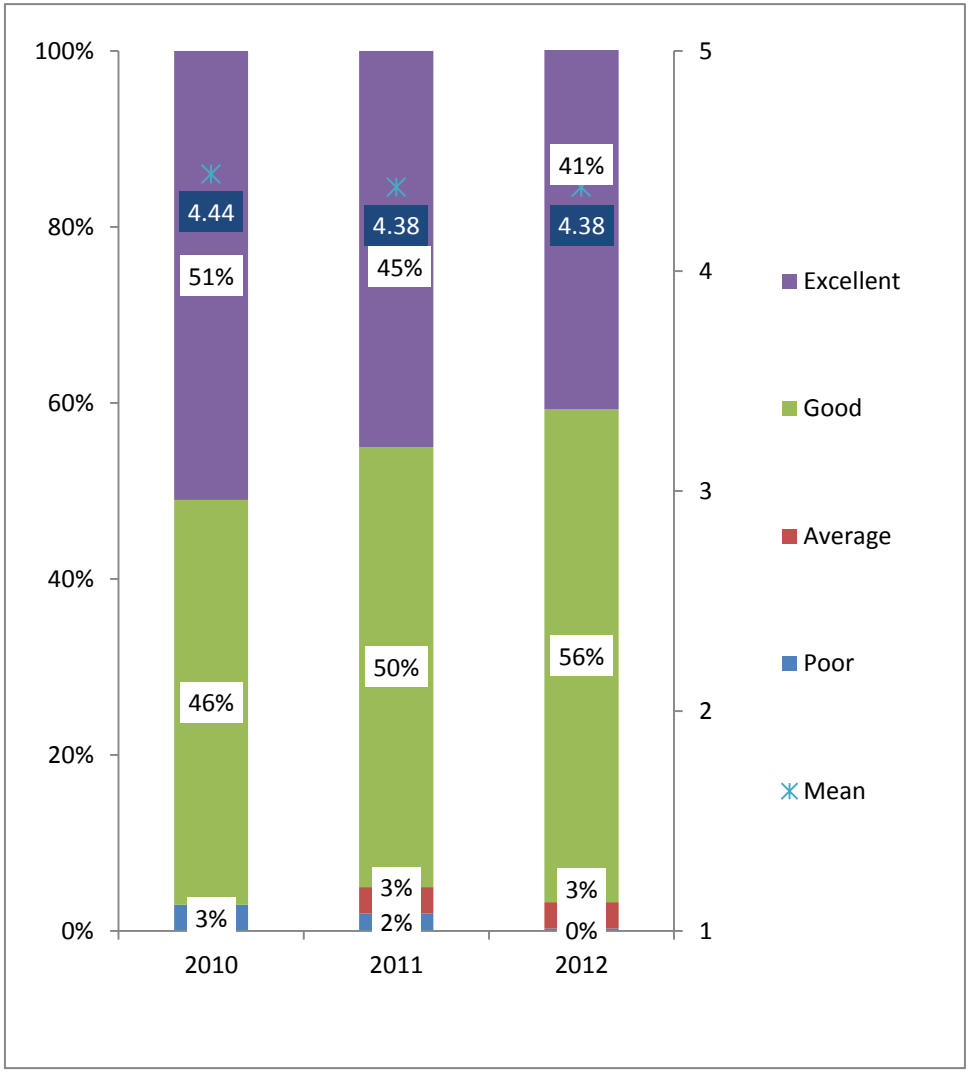
Maps illustrate differences in mean ratings by neighborhood showing how neighborhoods compare on a relative basis. In all instances, neighborhoods score above the mid-point on a five-point scale.

Perceptions of Bellevue as a Place to Live

The majority (97%) of Bellevue residents continues to say that Bellevue is a good to excellent place to live. While there have been some shifts in the distribution of the ratio of excellent to good, these changes are not statistically significant. However, drops such as these should be monitored to better understand the extent to which they reflect economic uncertainty rather than City-specific concerns.

Ratings are consistent across all neighborhoods.

Figure 17: Perceptions of Bellevue as a Place to Live



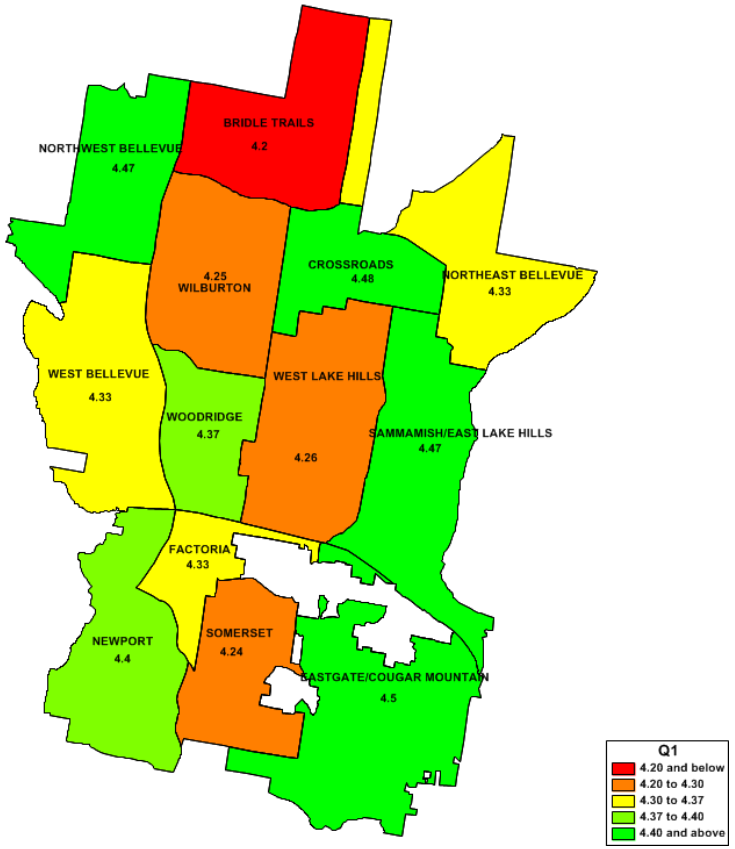
Q1 – Overall, how would you describe the City of Bellevue as a place to live?
Base: All respondents 2010 (n=646); 2011 (n = 515); 2012 (n = 405)

Table9 Bellevue as a Place to Live by Neighborhood

	Overall (n=405)	Bridle Trails (n=14)	Crossroads (n=42)	Eastgate / Cougar Mtn (n=24)	Factoria (n=15)
Excellent	41%	20%	48%	50%	33%
Good	56%	80%	52%	50%	67%
Neutral	3%	-	-	-	-
Poor/Very Poor	<1%	-	-	-	-
Mean	4.38	4.20	4.48	4.50	4.33
	Newport (n=23)	**N.E. Bellevue (n=49)**	**N.W. Bellevue (n=60)**	**Sammamish / East Lake Hills (n=46)**	**Somerset (n=20)**
Excellent	40%	40%	49%	53%	24%
Good	60%	53%	49%	44%	76%
Neutral	-	7%	1%	1%	-
Poor/Very Poor	-	-	1%	2%	-
Mean	4.40	4.33	4.47	4.47	4.24
	W. Bellevue (n=49)	**W. Lake Hills (n=37)**	**Wilburton (n=13)**	**Woodridge (n=13)**	
Excellent	36%	33%	35%	37%	
Good	60%	59%	55%	63%	
Neutral	4%	7%	10%	-	
Poor/Very Poor	-	-	-	-	
Mean	4.33	4.26	4.25	4.37	

Q1 – Overall, how would you describe the City of Bellevue as a place to live?
Mean based on 5-point scale where "1" means" very poor" and "5" means "excellent."
Base: All respondents (n = 405) Significance indicated by bolding.

Figure 18: Bellevue as a Place to Live by Neighborhood



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

When asked what makes Bellevue a good place to live, low crime rates were mentioned most often—36 percent of Bellevue residents—notably by:

- Residents under age 54 (42% under 35 and 37% between 35 and 54)
- Those living in Eastgate (60%) and Factoria (56%)

The convenient location was mentioned by three out of 10 residents, and Bellevue being a clean city was mentioned by 29 percent of residents.

- Residents 65 and older were least likely to mention cleanliness of the city (12%)
- Those living in Northwest Bellevue were most likely to mention cleanliness of the city (46%)

Table 9: Reasons Why Bellevue is a Good Place to Live

	Total
Low Crime / Safe	36%
Convenient Location	30%
Clean	29%
Good Park System	23%
Numerous / Convenient Amenities	18%
Good Schools	17%
Nice People / Friendly	10%
Quiet / Peaceful Neighborhoods	8%

A1H - What makes Bellevue a good place to live?
Base: All respondents 2012 (n = 405)

Key Community Indicators

Overall Ratings

The City of Bellevue has identified a total of 24 items as Key Community Indicators. Respondents were asked the extent to which they agreed or disagreed that each of these indicators described Bellevue.

Factor analysis was used to identify whether there were combinations of indicators that are correlated. This analysis suggests that Bellevue residents think about these indicators in terms of five dimensions. The indicators contained within each dimension are outlined in the adjacent table. Dimensions are named based the indicators in that dimension.

Table 10: Key Community Indicators and Corresponding Dimensions

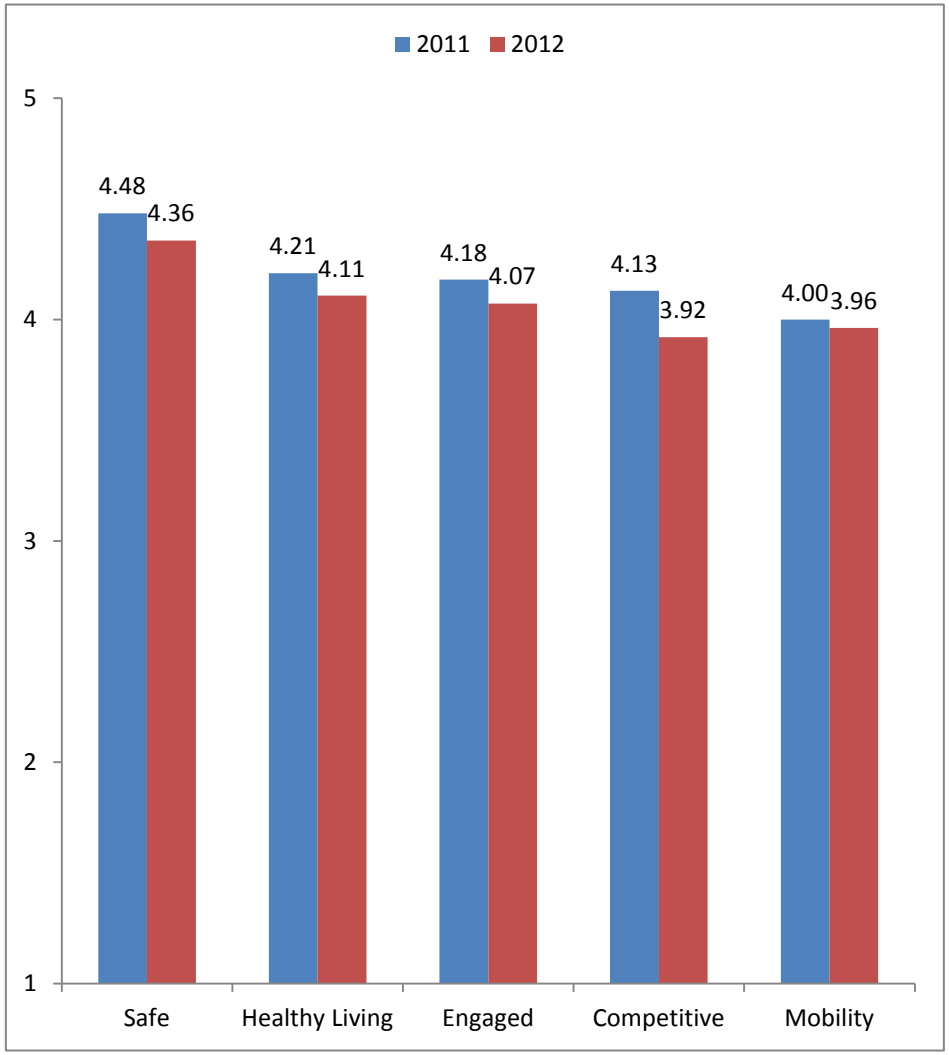
Dimension	Included Indicators
Competitive	• Bellevue is a good place to raise children • Bellevue fosters and supports a diverse community in which all generations have opportunities to live well, work, and play • Bellevue is doing a good job helping to create a business environment that is competitive, supports entrepreneurs, creates jobs, and supports the economic environment of the community • Bellevue is a visionary community in which creativity is fostered • Bellevue is doing a good job of planning for growth in ways that add value to the quality of life • Bellevue is doing a good job of looking ahead and seeking innovative solutions to regional and local challenges
Healthy	• Bellevue has attractive neighborhoods that are well-maintained • Bellevue offers me and my family opportunities to experience nature where we live, work, and play • Bellevue's environment supports my personal health and well-being • Bellevue is doing a good job of creating a healthy, natural environment that supports healthy living for current and future generations • I live in a neighborhood that supports families, particularly those with children • Bellevue can rightfully be called a "city in a park."
Safe	• Bellevue is a safe community in which to live, learn, work, and play • Bellevue is well-prepared to respond to emergencies • Bellevue plans appropriatey to respond to emergencies • Bellevue has attractive neighborhoods that are safe
Engaged	• Bellevue does a good job of keeping residents informed • Bellevue is a welcoming and supportive community that demonstrates it cares for its residents through its actions • Bellevue promotes a community that encourages citizen engagement • Bellevue listens to its residents and seeks their involvement
Mobility	• I live in a neighborhood that provides convenient access to my day-to-day activities • Bellevue is providing a safe transportation system for all users • I can travel within Bellevue in a reasonable and predictable amount of time • Bellevue is doing a good job of planning for and implementing a range of transportation options

As in 2011, Bellevue does best in terms of its overall performance for being safe.

While still relatively high, Bellevue's ratings are lower and below the average for all Key Community Indicator Dimensions for its competitiveness and mobility.

With the exception of mobility, overall ratings for each dimension have decreased significantly from 2011. The decrease is greatest for Bellevue's competitiveness.

Figure 19: Overall Performance on Key Community Indicator Dimensions



Grouped Ratings

Bellevue's high rating for overall safety is due in large part to residents' ratings for Bellevue as a safe community in which to live, learn, work, and play. Ratings for this key aspect of safety remain nearly the same as in 2011.

Ratings for safety of Bellevue's neighborhoods also remain unchanged from 2011.

Ratings for Bellevue's emergency preparedness have decreased significantly and may be contributors to the decrease in the overall Safe Community Indicator.

Table 11: Performance on Key Community Indicators—Safe

Key Community Indicators	2011	2012
Overall	4.48	4.36↓
Provides a safe community in which to live, learn, work, and play	4.58	4.52
Has safe and attractive neighborhoods	4.39	4.34
Is well-prepared to respond to emergencies	4.48	4.29↓
Plans appropriately to respond to emergencies	4.48	4.28↓

Note: Red dividing lines in tables indicates the overall mean of the KCIs contained in that dimension. ↓ = significant decrease from 2011 (95% confidence)

Bellevue is seen as being particularly strong in terms of:

- Having attractive and well-maintained neighborhoods
- Offering opportunities for families to experience nature

Bellevue is given the lowest ratings for having neighborhoods that support families with children. Ratings for this indicator declined significantly from 2011 and are a key contributor to the overall decline in the Health Community Indicator.

Table 12: Performance on Key Community Indicators—Healthy Living

Key Community Indicators	2011	2012
Overall	4.21	4.11↓
Has attractive, well-maintained neighborhoods	4.39	4.32
Offers opportunities to experience nature where we live, work, and play	4.32	4.25
Provides an environment supports my personal health and well-being	4.29	4.19↓
Does a good job of creating a natural environment that supports healthy living	4.27	4.15
I live in a neighborhood that supports families particularly those with children	4.08	3.94↓
Can rightfully be called a "city in a park"	3.92	3.81

Note: Red dividing lines in tables indicates the overall mean of the KCIs contained in that dimension. ↓ = significant decrease from 2011 (95% confidence)

As in 2011, Bellevue does best in terms of keeping its residents informed. However, ratings for this key indicator have decreased significantly since 2011. This decrease is the single greatest contributor to the decrease in the overall Engaged Indicator when compared to 2011.

Table 13: Performance on Key Community Indicators—Engaged

Key Community Indicators	2011	2012
Overall	4.18	4.07↓
Keeps residents informed	4.29	4.15↓
Is a welcoming and supportive community that demonstrates it cares for its residents through its actions	4.15	4.06
Promotes a community that encourages citizen engagement	4.14	4.05
Listens to its residents and seeks their involvement	4.12	4.03

Note: Red dividing lines in tables indicates the overall mean of the KCIs contained in that dimension. ↓ = significant decrease from 2011 (95% confidence)

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

Explaining the significant decline in the overall Competitive Indicator, ratings for all of the individual indicators declined significantly. The decrease is greatest for the extent to which Bellevue is seen as a visionary community where creativity is fostered. Moreover, this decrease is the single greatest contributor to the decrease in the overall Competitive Indicator when compared to 2011.

Table 14: Performance on Key Community Indicators—Competitive

Key Community Indicators	2011	2012
Overall	4.13	3.92↓
Is a good place to raise children	4.43	4.29↓
Fosters and supports a diverse community in which all generations have good opportunities	4.22	4.06↓
Does a good job of creating a supportive and competitive business environment	4.10	3.86↓
Does a good job of looking ahead and seeking innovative solutions	3.99	3.80↓
Does a good job of planning for growth in ways that add value to quality of life	4.00	3.77↓
Is a visionary community in which creativity is fostered	4.04	3.74↓

Note: Red dividing lines in tables indicates the overall mean of the KCIs contained in that dimension. ↓ = significant decrease from 2011 (95% confidence)

As noted earlier, overall Mobility continues as one of the lowest rated overall indicator. Moreover, there has been no change in ratings overall or for the individual indicators between 2011 and 2012.

Bellevue is given the lowest rating for doing a good job of planning for and implementing a range of transportation options. Of all 24 indicators, this receives the lowest rating.

Table 15: Performance on Key Community Indicators—Mobility

Key Community Indicators	2011	2012
Overall	4.00	3.96
Live in neighborhood that provides convenient access to my day-to-day activities	4.38	4.35
Provides a safe transportation system for all users	4.06	3.97
Can travel within Bellevue in a reasonable and predictable amount of time	3.85	3.82
Does a good job of planning for and implementing a range of transportation options	3.70	3.71

Note: Red dividing lines in tables indicates the overall mean of the KCIs contained in that dimension. ↓ *= significant decrease from 2011 (95% confidence)*

Key Drivers Analysis

Key Drivers Analysis uses a combination of factor and regression analysis to identify which of Key Community Indicators (KCIs) have the greatest impact on residents' overall impressions of Bellevue—as measured by its 5-Star Rating. The purpose of these analyses is to determine which KCIs contained in the survey are most closely associated with Bellevue's 5-Star Rating.

If a respondent strongly agrees that all of the KCIs identified are key drivers, it can be predicted that person's ratings on the five power questions contained in the 5-Star Rating would also be very high. Conversely, residents who do not strongly agree that the majority of the KCIs are key drivers are also likely to give lower ratings on the five questions that comprise Bellevue's 5-Star Rating. The KCIs identified drivers are not those that do better or worse in terms of describing Bellevue. These are the items that explain the variation in Bellevue's 5-Star Rating and are items to focus on to maintain or improve this rating.

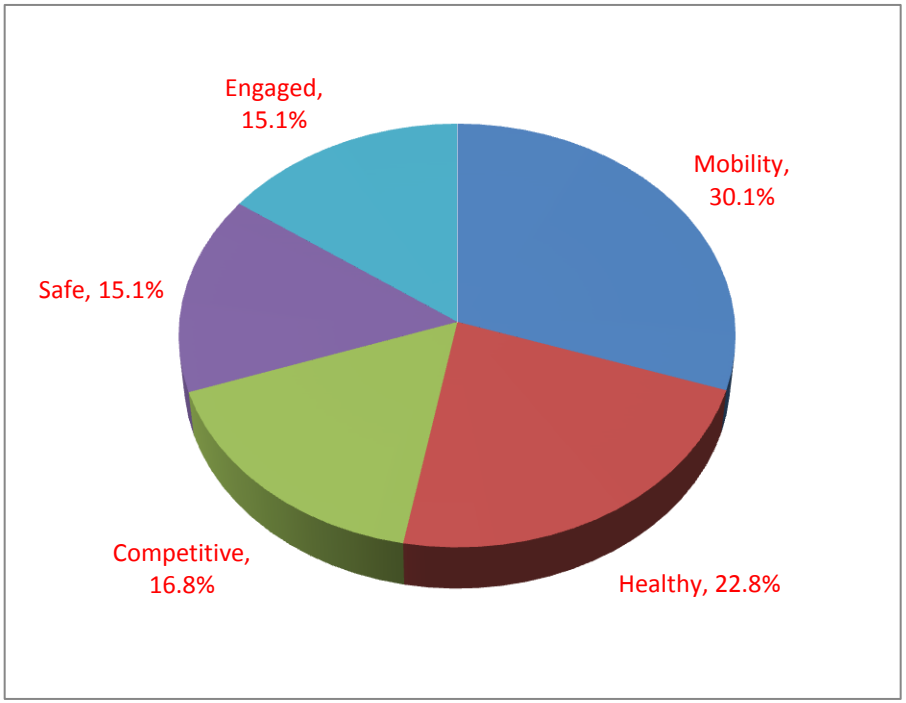
The first step in the analysis identifies the extent to which the five overall dimensions identified on page 33 impact Bellevue's 5-Star Rating.

All dimensions have a significant impact on Bellevue's 5-Star Rating:

- Mobility is the single largest driver of Bellevue's 5-Star Rating. Mobility was the third highest key driver in 2011.
- Healthy is the second largest driver, but was not a Key Driver in 2011, suggesting that citizen priorities may be changing as the economy improves as well as there is greater awareness of health issues related to obesity.
- Safety, competitiveness, and citizen engagement all contribute equally. Safety and competitiveness were the first and second key drivers in 2011, respectively. Citizen engagement was not a key driver in 2011.

Key Driver Analysis looks at relationships between individual survey questions or combinations of these questions and Bellevue's Five-Star Rating and identifies the questions that have the greatest influence on Bellevue's Five-Star Rating.

Figure 20: Key Drivers Analysis—Overall Dimensions



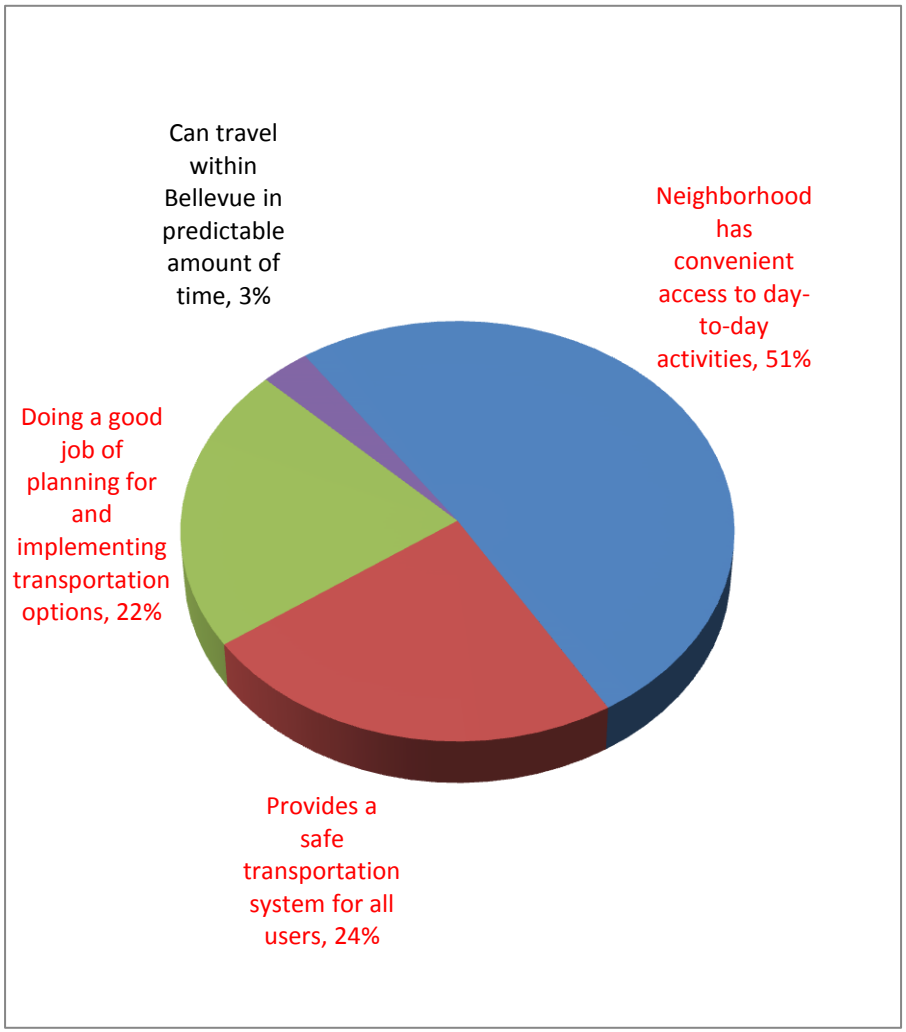
Factors highlighted in red are key drivers—that is, a change in these primary dimensions would have a significant impact on Bellevue's 5-Star Rating.

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

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

- Mobility
  - Neighborhood has convenient access to activities
  - Provides a safe transportation system
  - Plans for and provides transportation options
- Healthy
  - Has attractive neighborhoods that are well-maintained
  - The environment supports my health and well-being
  - Supports families, paticularly those with children
- Safety
  - Is a safe community in which to live, learn, work, and play
  - Has attractive neighborhoods that are safe
- Competitiveness
  - Does a good job looking ahead for solutions
  - Does a good job planning for growth
  - Is a good place to raise children
- Engaged
  - Welcoming and supportive community that demonstrates it cares about its residents through its actions
  - Listens to residents and seeks their input

Figure 21: Key Drivers Analysis—Mobility



Those factors highlighted in red are key drivers—that is, a change in these areas had a significant impact on Bellevue's 5-Star Rating.

Figure 22: Key Drivers--Healthy

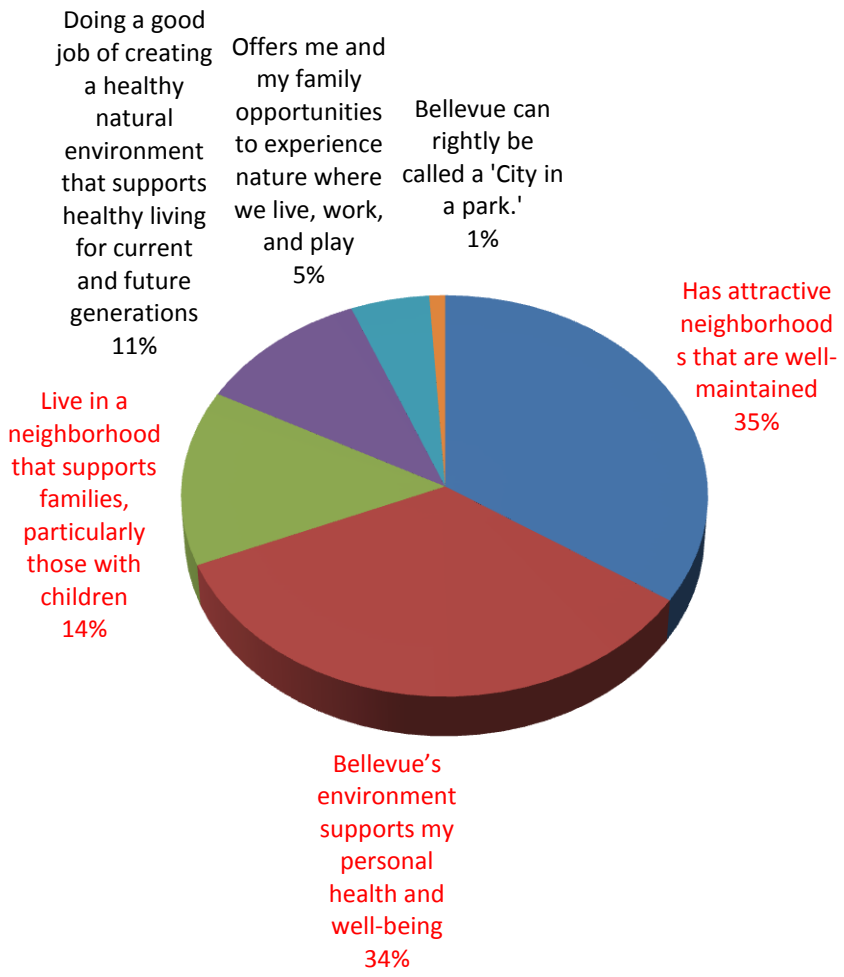
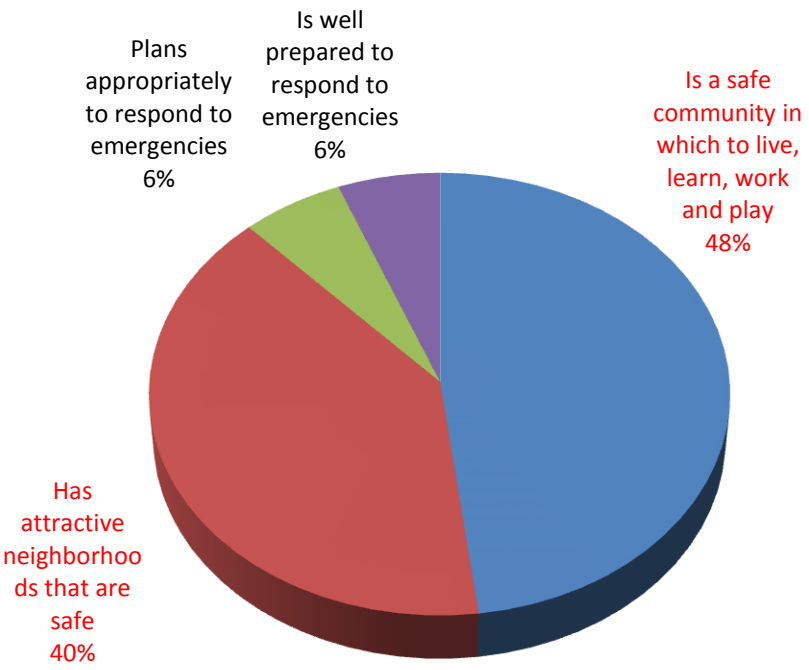


Figure 23: Key Drivers--Safety



Note: Those factors highlighted in red are key drivers—that is, a change in these areas had a significant impact on Bellevue's 5-Star Rating.

Figure 24: Key Drivers--Engaged

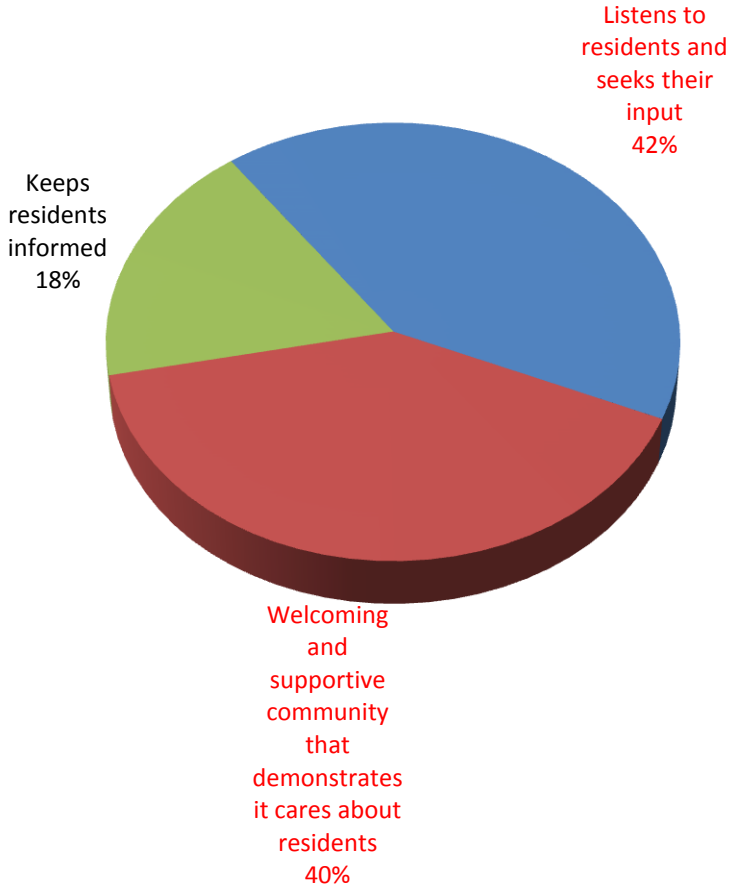
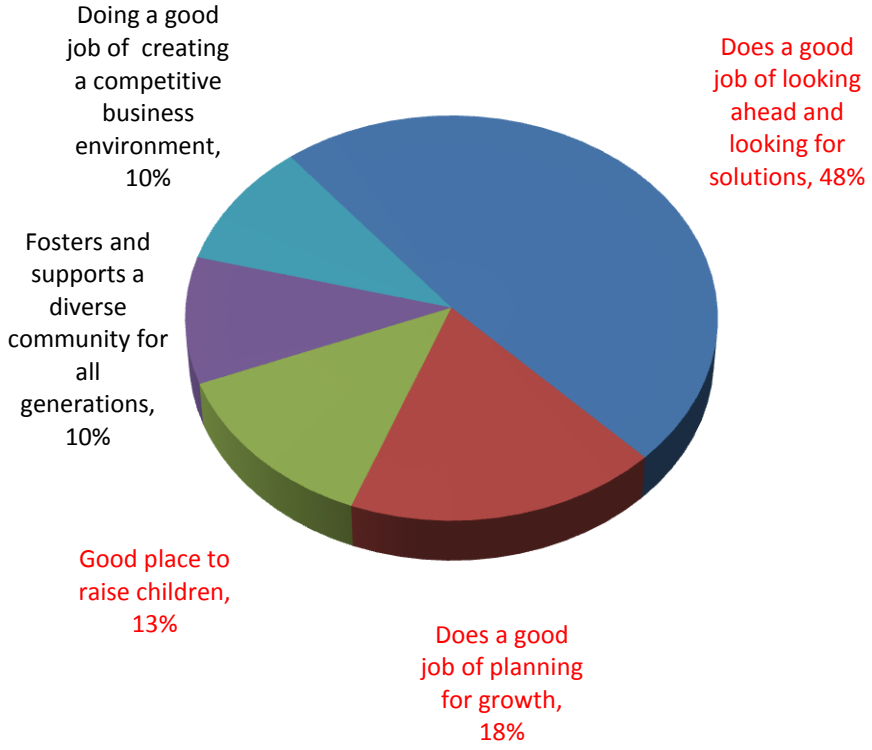


Figure 25: Key Drivers—Competitive



Those factors highlighted in red are key drivers—that is, a change in these areas would have a significant impact on Bellevue's 5-Star Rating.
Engaged: Promotes a community that encourages citizen engagement is a indicator included in this dimension but was found to be unrelated to Bellevue's Five-Star Rating.
Competitive: Is a visionary community that fosters creativity is a indicator included in this dimension but was found to be unrelated to Bellevue's Five-Star Rating

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

1. **Invest**: These are areas that are Key Drivers of Bellevue's 5-Star Rating and where residents do **not** strongly agree that the KCI describes Bellevue. Investing in these areas would have a significant impact on Bellevue's 5-Star Rating. In the supporting table these KCIs are highlighted in red.

2. **Maintain**: These are areas identified as Key Drivers of Bellevue's 5-Star Rating and where residents strongly agree that the KCI describes Bellevue. Because of the impact of these items on Bellevue's rating it is important to maintain existing levels of service in these areas as a decrease in the level of service would have a negative impact on Bellevue's 5-Star Rating. These KCIs are highlighted in green in the table below.

3. **Monitor**: This grouping contains two types of KCIs.

    a. KCIs that are not individually a key driver of Bellevue's 5-Star Rating but are part of an overall dimension that is a key driver and residents do **not** strongly agree that the KCI describes Bellevue. At a minimum, current level of resources should be maintained in these areas. Additional resources could be allocated to these areas if available to improve performance.

    b. KCIs are individually a key driver of Bellevue's 5-Star Rating but are part of an overall dimension that is not a key driver and residents do **not** strongly agree that the KCI describes Bellevue. These indicators should be monitored to ensure that they do not at some point become Key Drivers.

    These items are highlighted in yellow in the following table.

Figure 26: Resource Allocation Analysis

Mobility☚	Competitive☚	Healthy☚	Safe☚	Engaged☚
Doing a good job of planning for and implementing transportation options☚	Does a good job of planning for growth☚	Live in a neighborhood that supports families, particularly those with children☚	Has attractive neighbor-hoods that are safe☚	Listens to residents and seeks their input☚
Provides a safe transportation system for all users☚	Does a good job of looking ahead and looking for solutions☚	Has attractive neighborhoods that are well-maintained☚	Safe community in which to live, work, and play☚	Welcoming and supportive community that demonstrates it cares about residents ☚
Neighborhood has convenient access to day-to-day activities☚	Good place to raise children☚	Bellevue's environment supports my personal health and well-being☚	Plans appropriately for emergencies	Promotes a community that encourages citizen engagement
Can travel within Bellevue in predictable amount of time	Fosters and supports a diverse community for all generations	Doing a good job of creating a healthy natural environment that supports healthy living for current and future generations	Is well-prepared for emergencies	Keeps residents informed
	Doing a good job of creating a competitive business environment Is a visionary community which fosters creativity	Offers me and my family opportunities to experience nature where we live, work, and play Bellevue can rightly be called a 'City in a park.'		

☚ = Key Driver; = Key driver; lower-than-average agreement; invest;
= Key driver; above-average agreement; maintain; = areas to monitor or invest if/as resources are available

Bellevue Neighborhoods

Neighborhood as a Place to Live

Ninety-three percent (93%) describe their neighborhood as a good or excellent place to live—the same as in 2011 and very similar to the 2012 Bellevue Budget report.*

Older residents, particularly older women, are the most likely to describe their neighborhood as an excellent place to live.

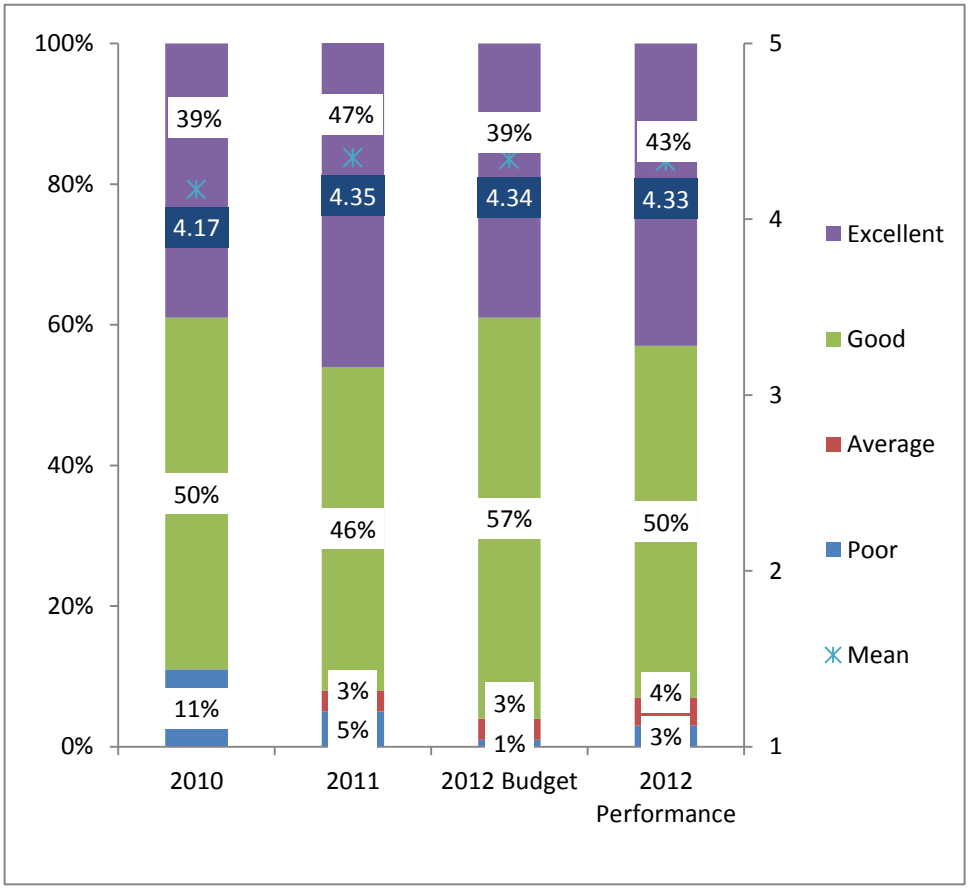
Notable findings across neighborhoods include:

- Nearly all (99%) residents living in Northwest Bellevue rate their neighborhood as a good (44%) or excellent (55%) place to live.
- Two thirds (65%) of those living in Eastgate / Cougar Mountain rate their neighborhood as excellent.

While mean scores for all neighborhoods are fairly high (rating of 4.0 or better) residents rate their neighborhood lower than average in:

- Bridle Trails—mean score of 4.29
- Crossroads—mean score of 4.05
- Sammamish / East Lake Hills—mean score of 4.29
- West Lake Hills—mean score of 4.02
- Wilburton—mean score of 4.06
- Woodridge—mean score of 4.29

Figure 27: Perceptions of Bellevue's Neighborhoods



Q5A – Overall, how would you describe your neighborhood as a place to live?
Base: All respondents 2010 (n=646); 2011 (n = 515); (n = 405)

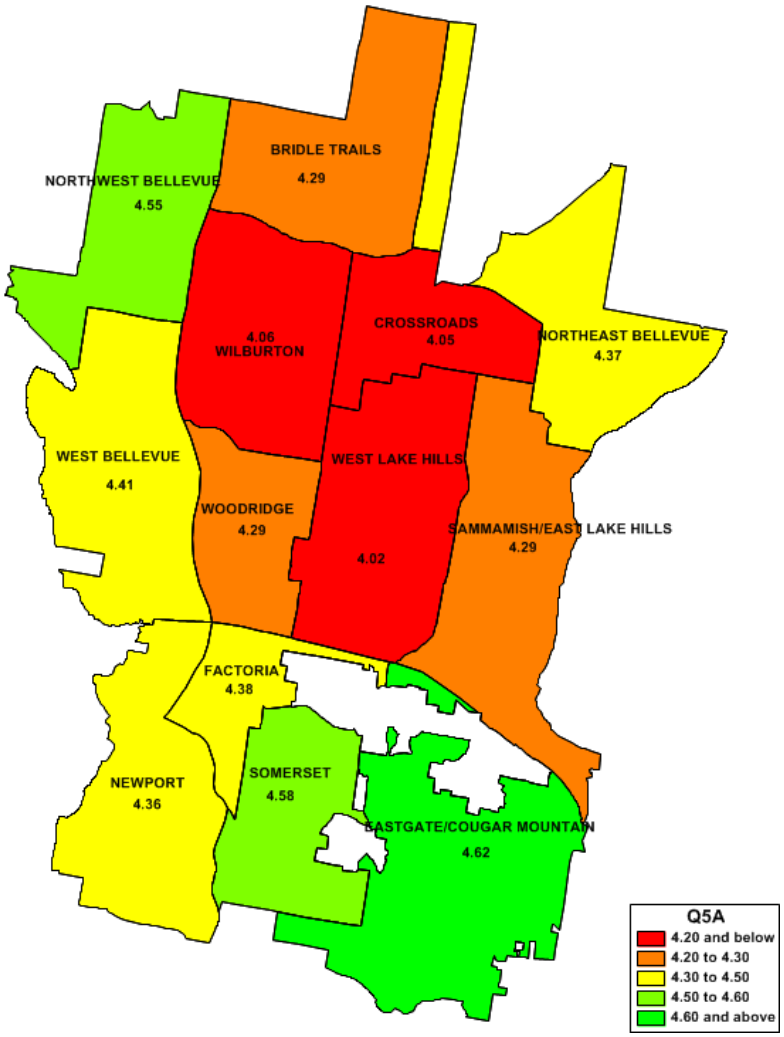
**Note: wording is slightly different in the 2012 Bellevue Budget Survey. The question text reads "How would you rate the quality of life in your neighborhood?".*

Table 16: Perception of Neighborhood by Neighborhood

	Overall (n=405)	Bridle Trails (n=14)	Crossroads (n=42)	Eastgate / Cougar Mtn (n=24)	Factoria (n=15)
Excellent	43%	35%	29%	65%	57%
Good	50%	59%	56%	33%	33%
Neutral	4%	6%	8%	3%	-
Poor/Very Poor	3%	-	8%	-	9%
Mean	4.33	4.29	4.05	4.62	4.38
	Newport (n=23)	**N.E. Bellevue (n=49)**	**N.W. Bellevue (n=60)**	**Sammamish / East Lake Hills (n=46)**	**Somerset (n=20)**
Excellent	43%	43%	55%	45%	58%
Good	53%	52%	44%	46%	42%
Neutral	2%	3%	1%	1%	-
Poor/Very Poor	2%	2%	-	8%	-
Mean	4.36	4.37	4.55	4.29	4.58
	W. Bellevue (n=49)	**W. Lake Hills (n=37)**	**Wilburton (n=13)**	**Woodridge (n=13)**	
Excellent	45%	22%	29%	42%	
Good	51%	63%	58%	44%	
Neutral	4%	11%	3%	13%	
Poor/Very Poor	-	4%	10%	-	
Mean	4.41	4.02	4.06	4.29	

Q5A – Overall, how would you describe your neighborhood as a place to live?
Mean based on 5-point scale where "1" means" very poor" and "5" means "excellent."
Base: All respondents (n = 405) Significance indicated by bolding.

Figure 28: Perception of Neighborhood by Neighborhood



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

Sense of Community

Nearly two out of three (63%) Bellevue residents feel that their neighborhood has a sense of community. While this is similar to the findings in 2011, there has been a significant decrease in those who feel that their neighborhood has a "strong" sense of community – 16 percent, down from 22 percent in 2011.

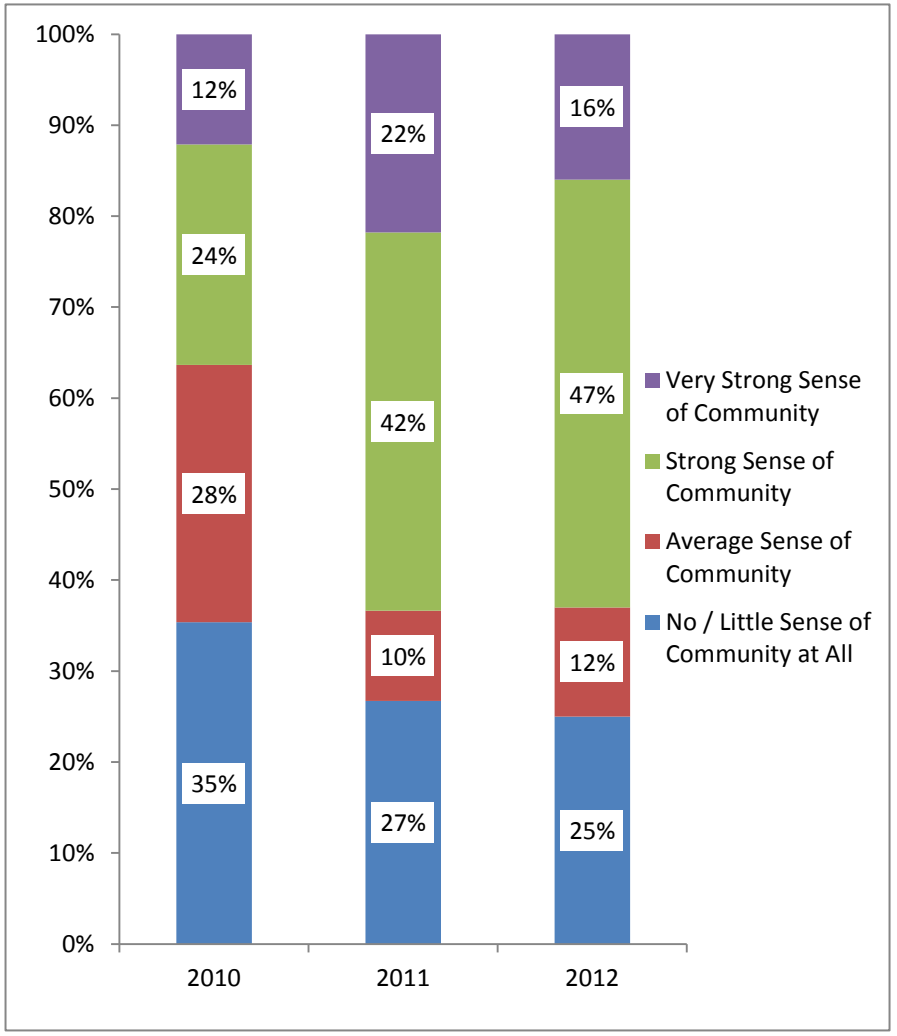
Long-term residents are the most likely to say that their neighborhood has a strong sense of community. Nearly one out of five (23%) long term residents say that their neighborhood has a strong sense of community.

Neighborhoods that report the strongest sense of community include:

- Factoria—80 percent feel that their neighborhood has some (45%) or a strong (35%) sense of community.
- Newport—81 percent feel that their neighborhood has some (66%) or a strong (14%) sense of community.
- Sammamish / East Lake Hills—73 percent feel that their neighborhood has some (38%) or a strong (35%) sense of community.

Those neighborhoods reporting a comparatively low sense of community include are: Woodridge (2.84), Crossroads (3.11), and West Lake Hills (3.19). These neighborhoods also have a lower than average rating for overall quality of neighborhood, which could, in part, be explained by a lack of community.

Figure 29: Perceptions of Bellevue's Sense of Community



Q5B – Some neighborhoods have what is called a 'sense of community.'? Would you say your neighborhood has a...?

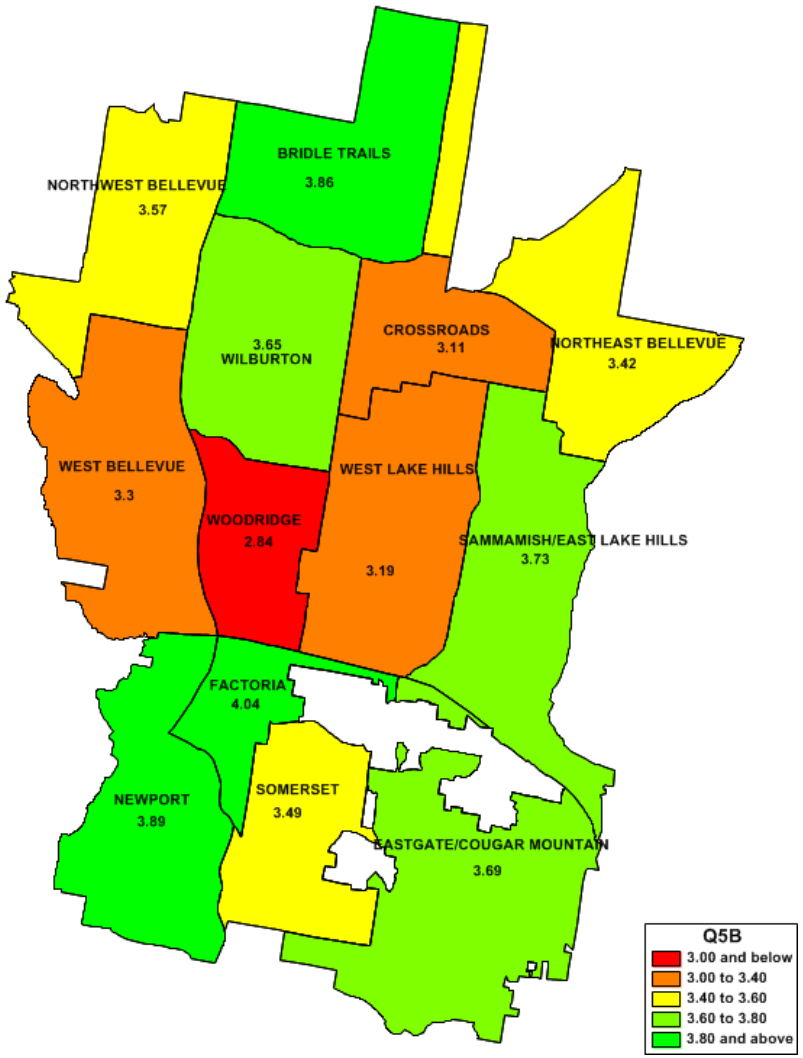
Base: All respondents 2010 (n=646); 2011 (n = 515); 2012 (n = 405)

Table 17: Sense of Community by Neighborhood

	Overall (n=405)	Bridle Trails (n=14)	Crossroads (n=42)	Eastgate / Cougar Mtn (n=24)	Factoria (n=15)
Strong	16%	23%	9%	18%	35%
Some	47%	40%	46%	51%	45%
Average	12%	37%	9%	12%	9%
Little/no	25%	-	36%	18%	10%
Mean	3.46	3.86	3.11	3.69	4.04
	Newport (n=23)	**N.E. Bellevue (n=49)**	**N.W. Bellevue (n=60)**	**Sammamish / East Lake Hills (n=46)**	**Somerset (n=20)**
Strong	14%	12%	10%	35%	11%
Some	66%	51%	58%	38%	58%
Average	15%	11%	14%	3%	4%
Little/no	4%	26%	18%	24%	28%
Mean	3.89	3.42	3.57	3.73	3.49
	W. Bellevue (n=49)	**W. Lake Hills (n=37)**	**Wilburton (n=13)**	**Woodridge (n=13)**	
Strong	15%	12%	6%	20%	
Some	37%	39%	65%	13%	
Average	15%	15%	15%	18%	
Little/no	33%	34%	13%	49%	
Mean	3.30	3.19	3.65	2.85	

Q5B – Some neighborhoods have what is called a 'sense of community.'? Would you say your neighborhood has a...?
Mean based on 5-point scale where "1" means" very poor" and "5" means "excellent."
Base: All respondents (n = 405) Significance indicated by bolding.

Figure 30: Sense of Community by Neighborhood



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

Police-Related Problems

Respondents were read a list of police-related problems and then asked which they believe is the most serious police-related problem in their neighborhood. Nearly three out of five (58%) based their response to this question on having personally seen or experiencing the problem; 48% said they know someone who has experienced the problem; 31% said they had heard about it in the news.

More than one out of four respondents (27%) said that there were no serious police-related problem in their neighborhood (14%) or they did not know one way or the other (13%). This is similar to the results in 2010 when 29 percent said there was no serious police-related problem in their neighborhood.

Of those who reported experiencing or knowing of police-related problems, 40 percent of respondents said property crimes and burglaries were by far the single most serious neighborhood crime problem.

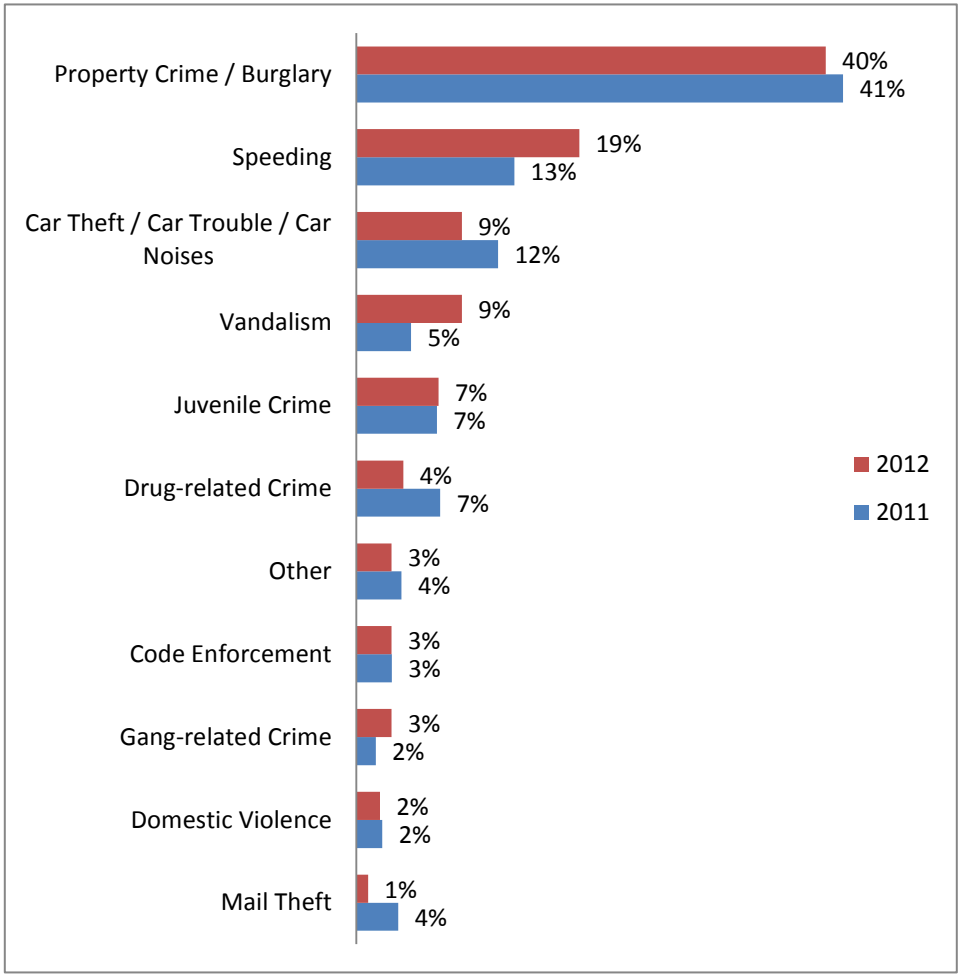
Northeast Bellevue is the least likely to have problems; four of ten residents there either don't know (13%) or say they have no police-related problems (28%).

Property crime is considered more of a problem by residents living in Eastgate / Cougar Mountain (57%), Newport (67%), Somerset (68%).

Speeding is mentioned most by residents in West Bellevue (39%).

Vandalism is the largest police-related problem for residents in Wilburton, with 54 percent of residents mentioning it.

Figure 31: Police-Related Problems in Neighborhoods



Q69 – What do you believe is the most serious police-related problem in your neighborhood?
Base: 2011 (n=364); 2012 (n = 300), respondents excluding those stating "none" or "did not know"

Parks and Recreation

Use of Parks and Recreation Programs

Use of Bellevue's parks continues to be high—nearly the same number of residents report having personally visited a park or park facility in the past 12 months in 2012 as in 2011—86 percent compared to 85 percent, respectively. At the same time, the percentage reporting that no one in their household has visited a park has remained the same, at 11 percent.

- Bellevue's oldest residents (those 65 and older) are the most likely to indicate they have not visited a park in the past year—19 percent.
- While there are relatively few differences in park use across neighborhoods, respondents from Eastgate / Cougar Mountain are the most likely to say someone from their family has visited a park in the past 12 months—63 percent.

Participation in a recreation program increased since 2011—from 26 percent to 32 percent. The increase is greatest for personal participation in a recreation program..

- Bellevue's youngest (those under 35) and oldest (those over 65) residents are the most likely to have not participated in a recreation activity in the past year—80 percent and 75 percent respectively.
- Residents living in Northeast are also the most likely to deny participation in a recreation activity in the past year—83 percent.
- Respondents from Somerset are the most likely to claim that a family member has participated in a recreation activity in the past 12 months—44 percent.

Table 18: Use of Bellevue's Parks and Recreation Programs

	Parks and Park Facilities			Recreation Programs		
	2010	2011	2012	2010	2011	2012
Personally Have Used	90%	85%	86%	23%	16%	21%
Family Members Have Used	32%	36%	42%	15%	15%	19%
No One in Household Has Used	6%	11%	11%	69%	74%	68%

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

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

Base: All respondents 2010 (n=646); 2011 (n = 515); 2012 (n = 405)

Perceptions of Bellevue Parks and Recreation

Overall Satisfaction

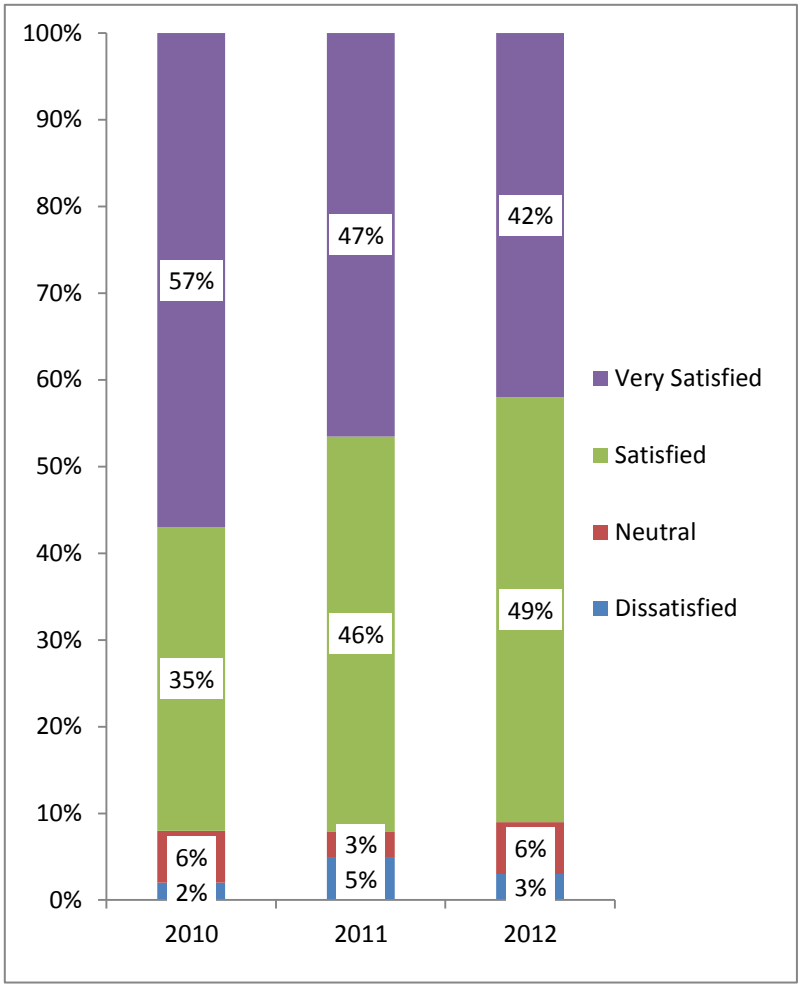
While top box satisfaction with Bellevue's parks and recreation activities remains steady—91% are satisfied—there continues to be a shift from "very" satisfied to simply "satisfied." This shift should remain carefully monitored given Bellevue's focus on being a "city in a park."

- Specifically, there has been a decrease in the percentage of Bellevue residents who say they are very satisfied—from a high of 57 percent in 2010 to 42 percent in 2012—and a corresponding increase in the percentage who are simply satisfied—from 35 percent in 2010 to 49 percent in 2012.
- However, while a relatively small number, the percentage of Bellevue residents saying they are dissatisfied with Bellevue parks and recreation has nearly halved—from 5 percent in 2011 to 3 percent in 2012.

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

- Residents in Sammamish / East Lake Hills are the most satisfied with their parks. Over half (56%) are "very" satisfied with the parks and recreation opportunities in Bellevue.
- Residents living in Somerset are the least satisfied—mean rating of 3.78 out of five. This is due to the high incidence (26%) of "neutral" ratings.

Figure 32: Overall Satisfaction with Bellevue Parks and Recreation



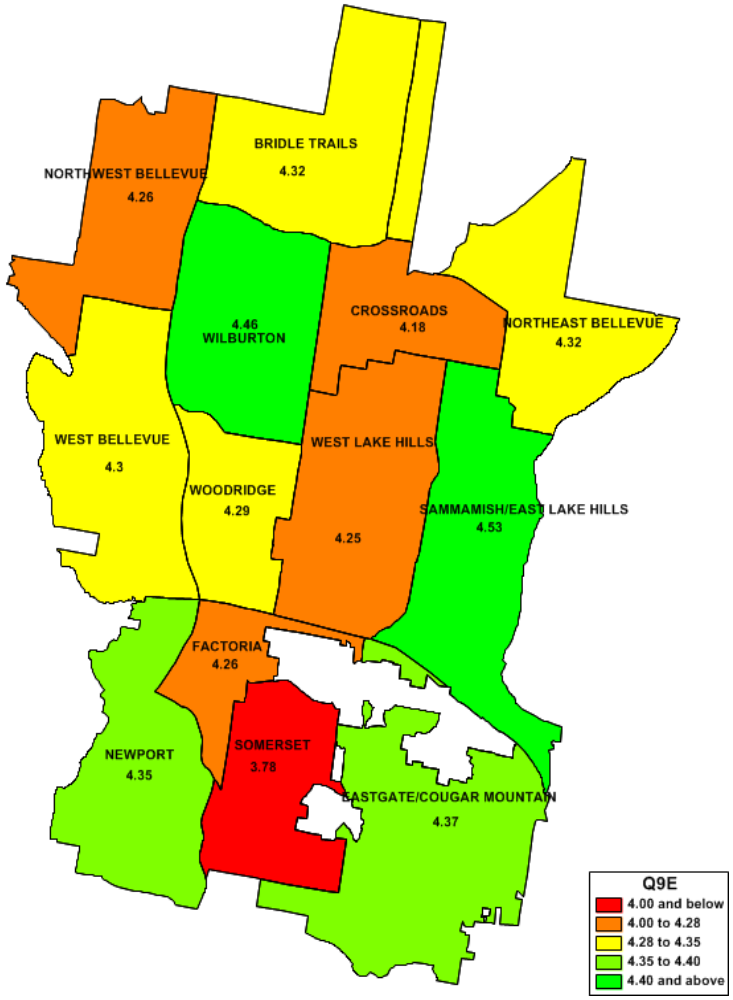
Q9E – Overall, how satisfied are you with parks and recreation in Bellevue?
Base: All respondents 2010 (n=646); 2011 (n = 515); 2012 (n = 405)

Table 19: Satisfaction with Parks by Neighborhood

	Overall (n=405)	Bridle Trails (n=14)	Crossroads (n=42)	Eastgate / Cougar Mtn (n=24)	Factoria (n=15)
Very satisfied	42%	32%	32%	37%	26%
Satisfied	49%	68%	53%	63%	74%
Neutral	6%	-	14%	-	-
Dissatisfied	3%	-	-	-	-
Mean	4.29	4.32	4.18	4.37	4.26
	Newport (n=23)	**N.E. Bellevue (n=49)**	**N.W. Bellevue (n=60)**	**Sammamish / East Lake Hills (n=46)**	**Somerset (n=20)**
Very satisfied	40%	54%	45%	56%	23%
Satisfied	55%	37%	43%	42%	42%
Neutral	5%	-	7%	2%	26%
Dissatisfied	-	9%	5%	-	9%
Mean	4.35	4.32	4.26	4.53	3.78
	W. Bellevue (n=49)	**W. Lake Hills (n=37)**	**Wilburton (n=13)**	**Woodridge (n=13)**	
Very satisfied	38%	41%	48%	41%	
Satisfied	54%	50%	49%	51%	
Neutral	8%	4%	3%	4%	
Dissatisfied	-	5%	-	4%	
Mean	4.30	4.25	4.46	4.29	

Q9E – Overall, how satisfied are you with parks and recreation in Bellevue?
Mean based on 5-point scale where "1" means" very poor" and "5" means "excellent."
Base: All respondents (n = 405) Significance indicated by bolding.

Figure 33: Satisfaction with Parks by Neighborhood



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

Ratings of Parks

Ratings for all four attributes of Bellevue's parks have dropped slightly since 2011. While the changes are not statistically significant, they deserve attention. The primary responsibility for the changes is a shift from "excellent" to "good."

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

While still relatively high, Bellevue's parks continue receive the lowest rating for the range and variety of recreation activities—87 percent good or excellent. This aspect of park quality experienced the greatest decrease in ratings between 2011 and 2012. Moreover, these ratings have decreased each year since the baseline in 2010.

Key Drivers Analysis (explained in more detail on page 38) clearly shows that the range and variety of recreation activities and the number of parks are the most important drivers of residents' overall satisfaction with Bellevue's parks and recreation.

Table 20: Key Drivers of Overall Satisfaction with Bellevue's Parks

	Impact on Overall Satisfaction
Range and variety of recreation activities	34.3*
Appearance	24.8*
Number of parks	20.5*
Safety	3.1

" indicates statistical significance

Table 21: Ratings for Bellevue's Parks

		2010	2011	2012
Appearance	% Excellent	52%	56%	47%
	% Good	43%	39%	50%
	Mean	4.45	4.49	4.43
Safety	% Excellent	40%	50%	42%
	% Good	52%	44%	53%
	Mean	4.31	4.41	4.35
Number of Parks	% Excellent	n.a.	49%	43%
	% Good		41%	50%
	Mean		4.34	4.31
Range and Variety of Recreation Activities	% Excellent	42%	39%	28%
	% Good	49%	46%	59%
	Mean	4.23	4.18	4.11

Bellevue Utilities

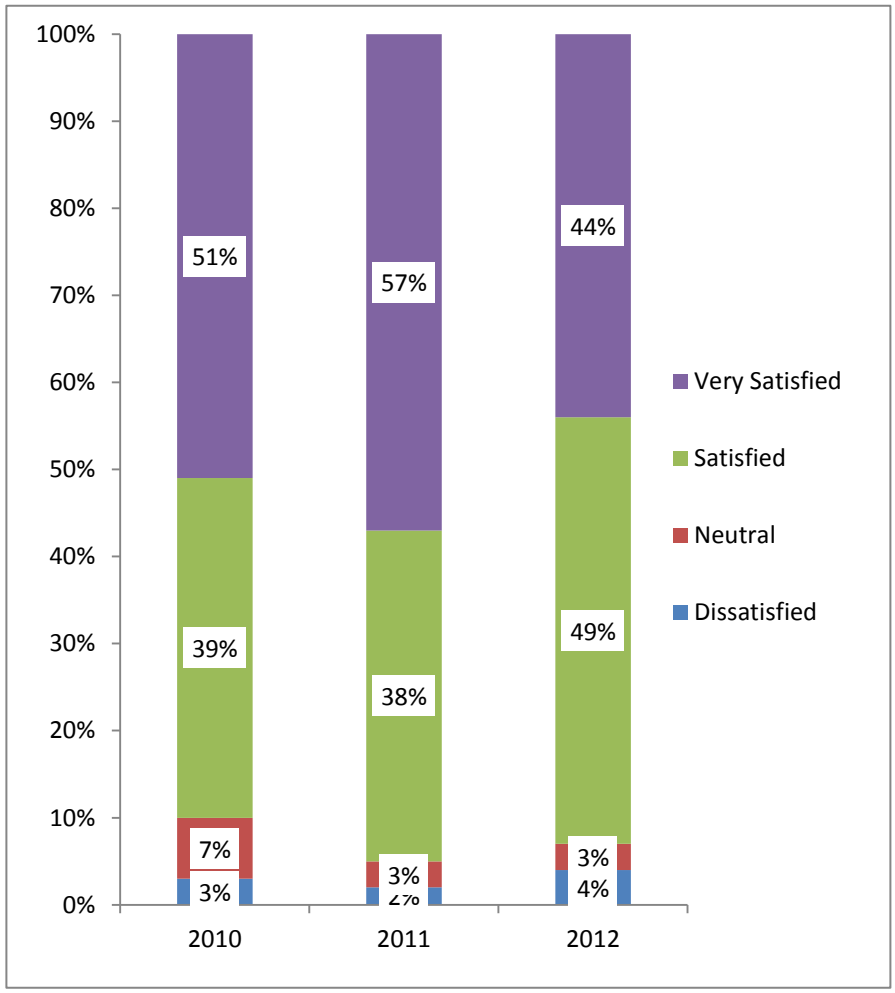
Overall Satisfaction

While top box satisfaction with Bellevue Utilities has remained relatively stable from 2011 to 2012, there has been a significant shift from those who are very satisfied—57 percent in 2011 and 44 percent in 2010—to those who are simply "satisfied"--38 percent in 2011 to 49 percent in 2012.

There are a few key differences across neighborhoods:

- Residents living in Factoria are the most satisfied—80 percent claim to be "very" satisfied.
- Residents of Bridle Trails are the least satisfied. Nearly three-in-ten (29%) are dissatisfied with the service.

Figure 34: Overall Satisfaction with Bellevue Utilities



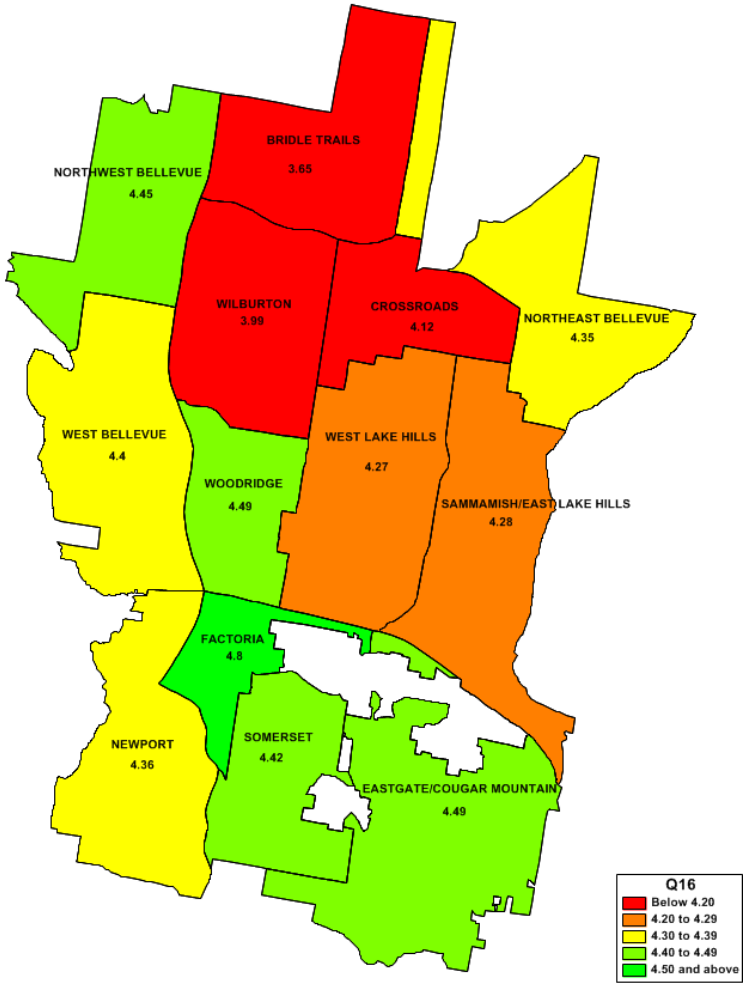
Q16 – Overall, how satisfied are you as a customer of the Bellevue Utilities Department?
Base: All respondents 2010 (n=646); 2011 (n = 515); 2012 (n = 405)

Table 22: Satisfaction with Utilities by Neighborhood

	Overall (n=405)	Bridle Trails (n=14)	Crossroads (n=42)	Eastgate / Cougar Mtn (n=24)	Factoria (n=15)
Very satisfied	44%	24%	34%	55%	80%
Satisfied	49%	46%	55%	42%	20%
Neutral	3%	-	1%	-	-
Dissatisfied	4%	29%	10%	3%	-
Mean	4.33	3.65	4.12	4.49	4.80
	Newport (n=23)	**N.E. Bellevue (n=49)**	**N.W. Bellevue (n=60)**	**Sammamish / East Lake Hills (n=46)**	**Somerset (n=20)**
Very satisfied	36%	41%	59%	39%	44%
Satisfied	64%	55%	34%	50%	53%
Neutral	-	3%	2%	11%	3%
Dissatisfied	-	1%	5%	-	-
Mean	4.36	4.35	4.45	4.28	4.42
	W. Bellevue (n=49)	**W. Lake Hills (n=37)**	**Wilburton (n=13)**	**Woodridge (n=13)**	
Very satisfied	40%	41%	39%	56%	
Satisfied	60%	48%	37%	40%	
Neutral	-	8%	9%	-	
Dissatisfied	-	3%	15%	4%	
Mean	4.40	4.27	3.99	4.49	

Q16 – Overall, how satisfied are you as a customer of the Bellevue Utilities Department?
Mean based on 5-point scale where "1" means" very poor" and "5" means "excellent."
Base: All respondents (n = 405) Significance indicated by bolding.

Figure 35: Satisfaction with Utilities by Neighborhood



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

Value of Bellevue Utility Services

As with overall satisfaction for Bellevue Utilities, the top box rating for the value of Bellevue Utility Services has remained relatively stable from 2011 to 2012. However, there has been a significant shift from those who rate it an excellent value—40 percent in 2011 and 32 percent in 2012—to those who rate it a good value—45 percent in 2011 to 51 percent in 2012.

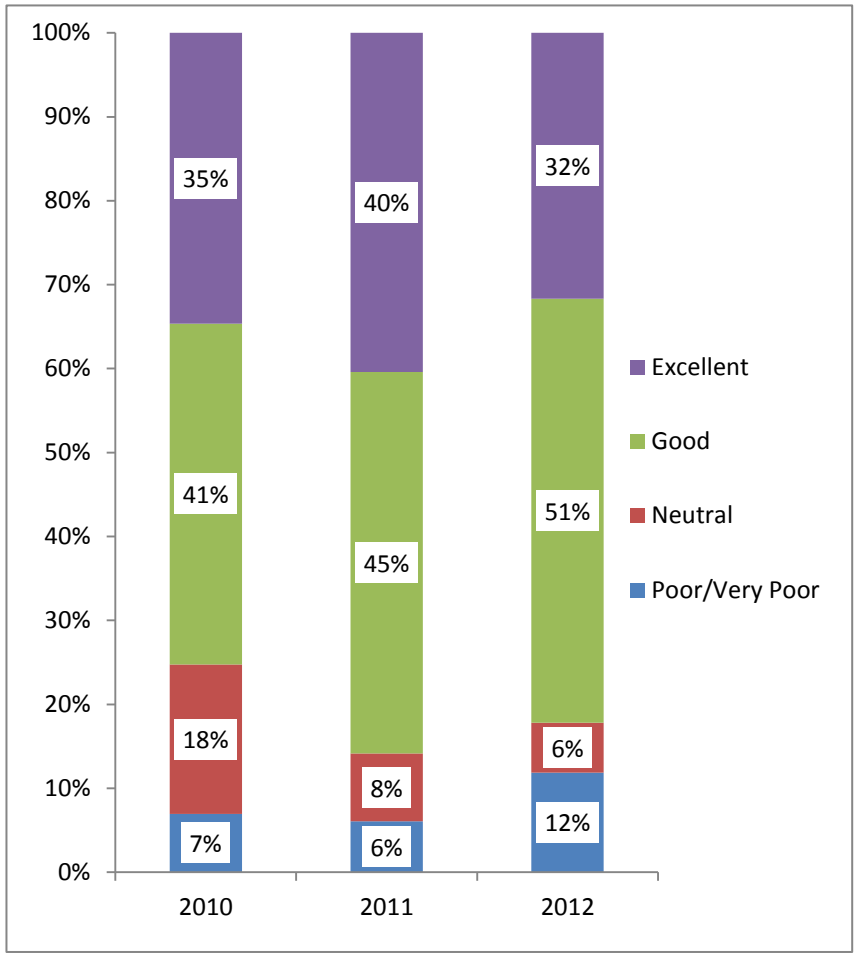
While still relatively small, the percentage of residents rating Bellevue Utility Services as a poor or very poor value doubled—from 6 percent in 2011 to 12 percent in 2012.

Renters, multi-family housing dwellers, and those with household incomes less than $150,000 are most likely to give an "excellent" rating, possibly reflecting lower bills/fewer square feet for these subgroups generally.

There are a few key differences across neighborhoods, though significance is questionable due to small cell sizes:

- Residents of Factoria give the highest rating—60 percent rate it an excellent value.
- Residents of Bridle Trails give the lowest rating. Three in ten (31%) rate it as a poor or very poor value.

Figure 36: Value of Bellevue Utility Services



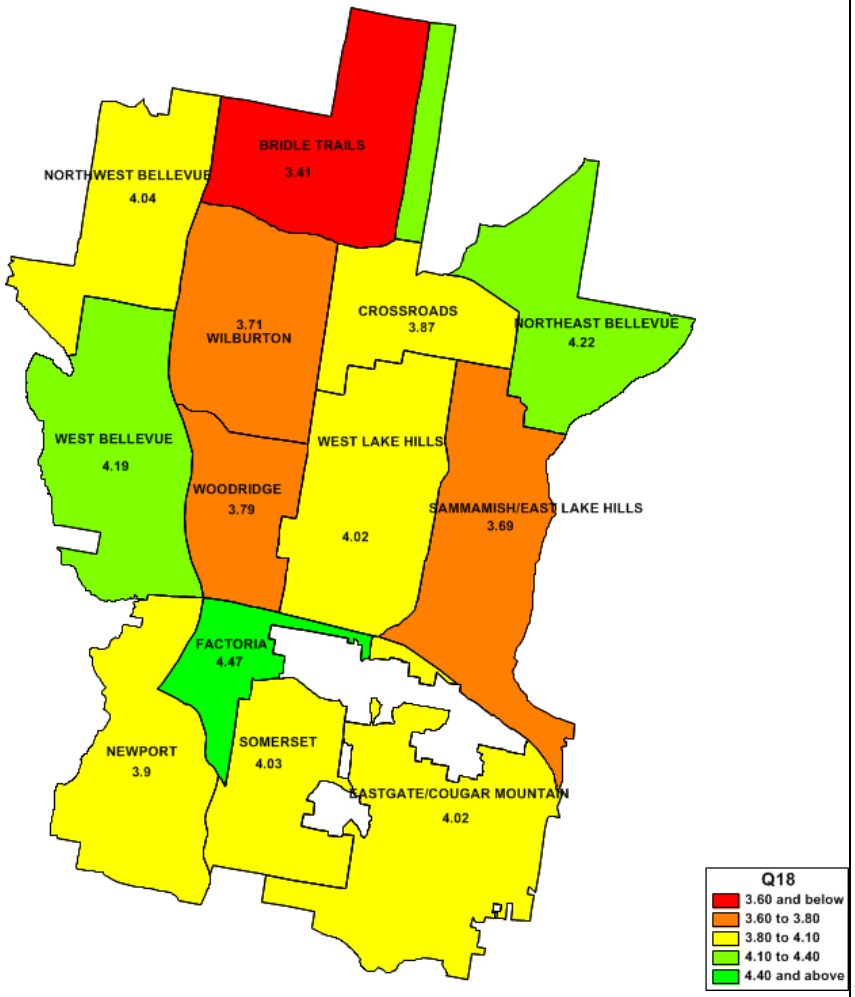
Q18 – Taking Bellevue utility services as a whole, do you feel you receive good value for your money or poor value for your money?
Base: All respondents 2010 (n=646); 2011 (n = 515); 2012 (n = 405)

Table 23: Value of Bellevue Utility Services by Neighborhood

	Overall (n=405)	Bridle Trails (n=14)	Crossroads (n=42)	Eastgate / Cougar Mtn (n=24)	Factoria (n=15)
Excellent	32%	21%	30%	40%	**60%**
Good	51%	30%	49%	41%	31%
Neutral	6%	19%	1%	-	4%
Poor/Very Poor	12%	31%	20%	19%	5%
Mean	3.99	3.41	3.87	4.02	4.47
	Newport (n=23)	**N.E. Bellevue (n=49)**	**N.W. Bellevue (n=60)**	**Sammamish / East Lake Hills (n=46)**	**Somerset (n=20)**
Excellent	24%	**53%**	33%	20%	20%
Good	58%	31%	52%	49%	**69%**
Neutral	3%	6%	5%	10%	4%
Poor/Very Poor	16%	11%	11%	21%	7%
Mean	3.90	4.22	4.04	3.69	4.03
	W. Bellevue (n=49)	**W. Lake Hills (n=37)**	**Wilburton (n=13)**	**Woodridge (n=13)**	
Excellent	21%	31%	39%	19%	
Good	**77%**	48%	27%	68%	
Neutral	2%	11%	17%	-	
Poor/Very Poor	-	9%	18%	13%	
Mean	4.19	4.02	3.71	3.79	

Q18 – Taking Bellevue utility services as a whole, do you feel you receive good value for your money or poor value for your money?
Mean based on 5-point scale where "1" means "a very poor value" and "5" means "an excellent value."
Base: All respondents (n = 405) Significance indicated by bolding.

Figure 37: Value of Bellevue Utility Services by Neighborhood



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

Services

While Bellevue Utilities continues to receive relatively high ratings for all of its services, there has been a slight decrease in overall satisfaction across all ratings.

- Ratings are highest for maintenance of an adequate and uninterrupted supply of water. This rating has returned to a similar level as in 2010.
- While still fairly high, Bellevue receives lower ratings for protection and restoration of its streams, lakes, and wetlands and for providing effective drainage programs.

Consistent with the decrease in overall satisfaction, ratings for the individual services also decreased. The decrease is greatest for providing effective drainage programs.

Table 24: Ratings for Bellevue Utilities' Services

		2010	2011	2012
Maintaining an adequate and uninterrupted supply of water	% Excellent / Very Good	73%	78%	72%
	Mean	9.00	9.22	9.02
Providing reliable uninterrupted sewer service	% Excellent / Very Good	71%	75%	67%
	Mean	8.93	9.14	8.88
Providing water that is safe and healthy to drink	% Excellent / Very Good	67%	74%	67%
	Mean	8.72	8.96	8.82
Providing reliable recycling, yard waste, and garbage collection services	% Excellent / Very Good	58%	67%	59%
	Mean	8.48	8.79	8.50
Protecting and restoring Bellevue's streams, lakes, and wetlands	% Excellent / Very Good	44%	52%	46%
	Mean	7.96	8.31	8.05
Providing effective drainage programs, including flood control	% Excellent / Very Good	43%	53%	44%
	Mean	7.93	8.31	7.94

Key Drivers Analysis (explained in more detail on page 38) clearly shows that three services have the greatest influence on overall satisfaction with Bellevue Utilities:

- Providing reliable recycling, yard waste, and garbage collection services. Relative to other Bellevue Utilities services, performance in this area is slightly below average.
- Maintaining an adequate and uninterrupted supply of water. This is the top rated utility score.
- Providing reliable, uninterrupted sewer service. Performance in this area is well below average.

All attributes except for providing effective drainage programs and flood control, have a statistically significant impact on overall satisfaction with Bellevue Utilities. At the same time, drainage/flooding is the lowest rated attribute, suggesting that greater monitoring and perhaps targeted communication during winter and spring when it is a greater problem.

Table 25: Key Drivers of Overall Satisfaction with Bellevue Utilities

	Impact on Overall Satisfaction	2011 Performance	2012 Performance
Providing reliable recycling, yard waste, and garbage collection services	19.2*	8.79	8.50
Maintaining an adequate and uninterrupted supply of water	18.7*	9.22	9.02
Providing reliable uninterrupted sewer service	18.2*	9.14	8.88
Protecting and restoring Bellevue's streams, lakes, and wetlands	17.1*	8.31	8.05
Providing water that is safe and healthy to drink	11.4*	8.96	8.82
Providing effective drainage programs, including flood control	10.7	8.31	7.94
Mean		8.79	8.54

" indicates statistical significance

PCD

Neighborhood and Community Outreach

Awareness of the Mini-City Hall at Crossroads remains relatively high—65 percent. Awareness is lowest among Bellevue's:

- Youngest residents—57 percent of those under 35 are not aware
- Newest residents—60 percent of those who have lived in Bellevue for three or fewer years are not aware
- Residents living in Factoria—65 percent are not aware.

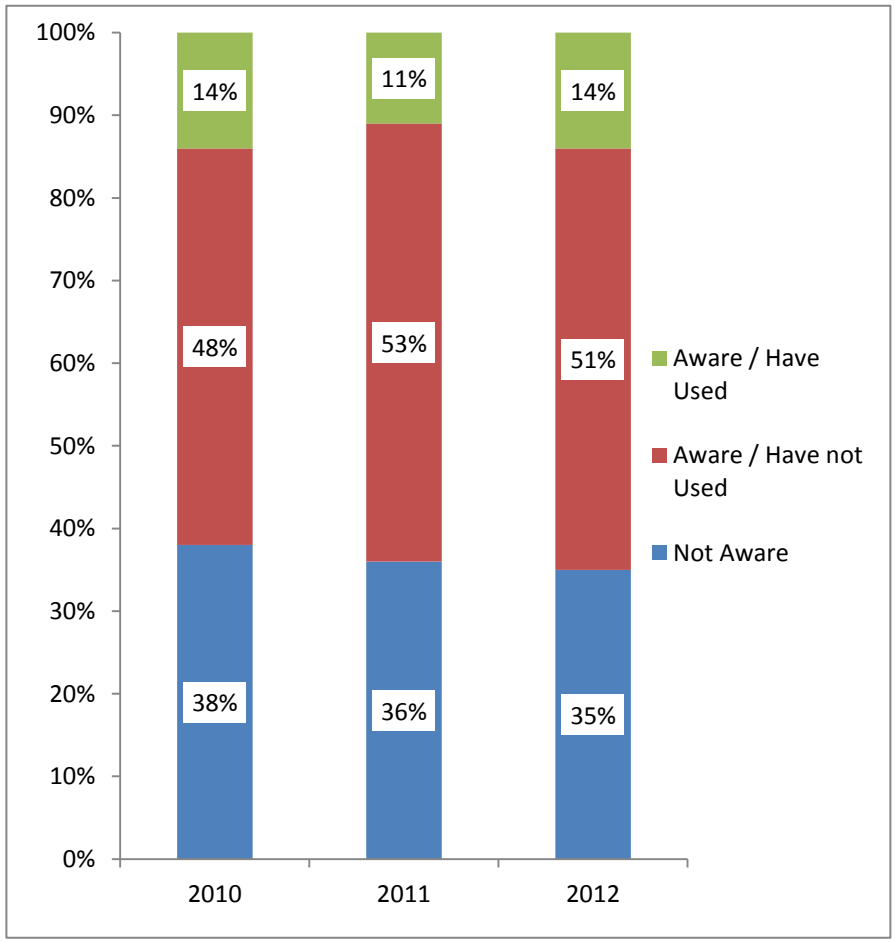
Awareness is highest among residents living in Sammamish / East Lake Hills and East Bellevue—88 and 79 percent respectively.

Use increased slightly—from 11 percent in 2011 to 14 percent in 2012. This increase brings usage back to 2010 levels.

Table 26: Use of Mini-City Hall by Neighborhood

	% use Mini-City Hall among those aware
Bridle Trails	41%
Northeast Bellevue	38%
West Lake Hills	28%
Factoria	24%
Crossroads	21%
Sammamish / East Lake Hills	21%
West Bellevue	20%
Northwest Bellevue	18%
Newport	15%
Wilburton	10%
Woodbridge	9%
Somerset	0%
Eastgate / Cougar Mountain	0%

Figure 38: Awareness and Use of Mini City Hall at Crossroads



Q37 – Are you aware of the Mini-City Hall at Crossroads?
Q38 - Have you used the Mini-City Hall at Crossroads?
Base: All respondents 2010 (n=646); 2011 (n = 515); 2012 (n=405)

Code Enforcement

As in the past two years, the majority of Bellevue residents do not report problems with weed lots, junk lots, graffiti, abandoned automobiles and shopping carts and dilapidated houses or buildings in their neighborhoods.

Neighborhoods most likely to report no problems include:

- Wilburton,
- Somerset, and
- Eastgate / Cougar Mountain

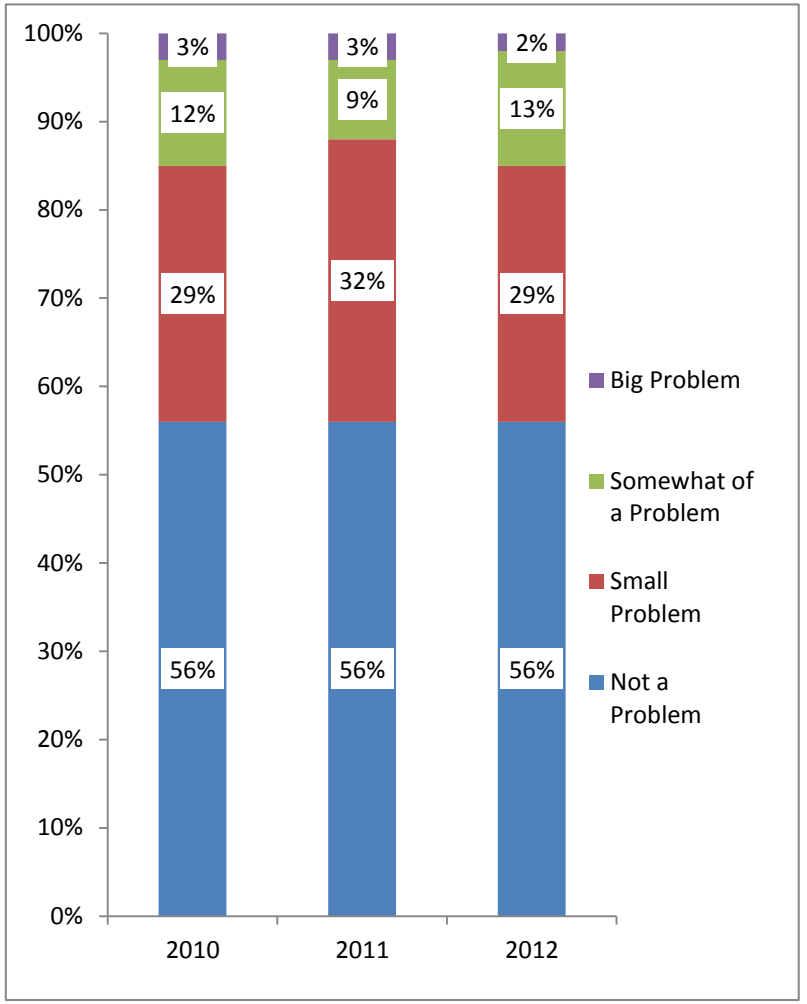
Neighborhoods that report the greatest problems (combined big / somewhat a problem) include:

- Newport and
- Sammamish / East Lake Hills

Table 27: Problems with Nuisance Lots by Neighborhood

	Big Problem	Somewhat a Problem	Small Problem	Not a Problem
Bridle Trails	6%	16%	25%	53%
West Bellevue	6%	9%	42%	43%
Sammamish / East Lake Hills	4%	28%	17%	51%
Newport	2%	31%	9%	57%
Crossroads	1%	23%	17%	58%
Northeast Bellevue	1%	12%	28%	59%
Factoria		26%	46%	28%
Woodridge		13%	48%	38%
West Lake Hills		12%	42%	47%
Northwest Bellevue		4%	31%	64%
Eastgate / Cougar Mountain			26%	74%
Somerset			7%	93%
Wilburton			37%	63%

Figure 39: Problems with Nuisance Lots in Neighborhoods



Q26 – To what extent are weed lots, junk lots, graffiti, abandoned automobiles and shopping carts and carts and dilapidated houses or buildings currently a problem in your neighborhood?
Base: All respondents 2010 (n=646); 2011 (n = 515); 2012 (n = 405)

Public Safety

Perceptions of Safety in Neighborhoods and Downtown

Keeping with the trend over the past several years, Bellevue residents feel safe in downtown Bellevue during the day. More than four out of five (84%) residents say they feel very safe walking alone in the downtown business area during the day.

Perceptions of safety in all areas have remained steady from 2011. It is noteworthy that perceptions of safety while walking alone in their neighborhoods after dark has increased each year since 2010.

Eastgate / Cougar Mountain and Wilburton are rated as the two safest neighborhoods in general. Eastgate / Cougar Mountain is also rated as the safest neighborhood after dark.

The greatest differences in neighborhood safety in general and after dark are in Wilburton (high overall / low after dark) and Sammamish / East Lake Hills (average overall / low after dark).

Table 28: Ratings of Neighborhood Safety by Neighborhood

	Neighborhood in General*	Neighborhood After Dark*
Eastgate / Cougar Mountain	4.81	4.65
Wilburton	4.79	4.03
Factoria	4.75	4.58
West Bellevue	4.73	4.25
Somerset	4.72	4.40
Northeast Bellevue	4.71	4.27
Northwest Bellevue	4.70	4.36
Newport	4.68	4.37
Sammamish / East Lake Hills	4.64	4.07
West Lake Hills	4.62	4.17
Woodridge	4.61	4.32
Crossroads	4.61	3.88
Bridle Trails	4.55	4.68

Table 29: Perceptions of Safety in Neighborhoods and Downtown

		2010	2011*	2012*
Walking alone in downtown business area during the day	% Very Safe	82%	83%	84%
	% Safe	18%	17%	16%
	% Unsafe	1%	<1%	-
	Mean	4.80	4.83	4.84
Walking alone in neighborhood in general	% Very Safe	55%	70%	71%
	% Safe	42%	29%	28%
	% Unsafe	3%	1%	1%
	Mean	4.48	4.69	4.68
Walking alone in downtown business area after dark	% Very Safe	32%	45%	45%
	% Safe	56%	47%	48%
	% Unsafe	12%	8%	7%
	Mean	4.07	4.27	4.31
Walking alone in neighborhood after dark	% Very Safe	31%	45%	47%
	% Safe	53%	45%	43%
	% Unsafe	16%	11%	10%
	Mean	3.97	4.21	4.26

** To maintain comparability over the years, the neutral category is excluded for all years.*

Police Contact

Just over one in four (27%) Bellevue residents had contact with the police in the past year—this is slightly but not significantly less than 2011 (31%).

Most contacts were to report a crime (33%). The second most frequent contacts were to ask for information (18%) followed by a routine traffic stop (16%). Three percent (3%) of those with police contact indicated that they were a victim of a crime.

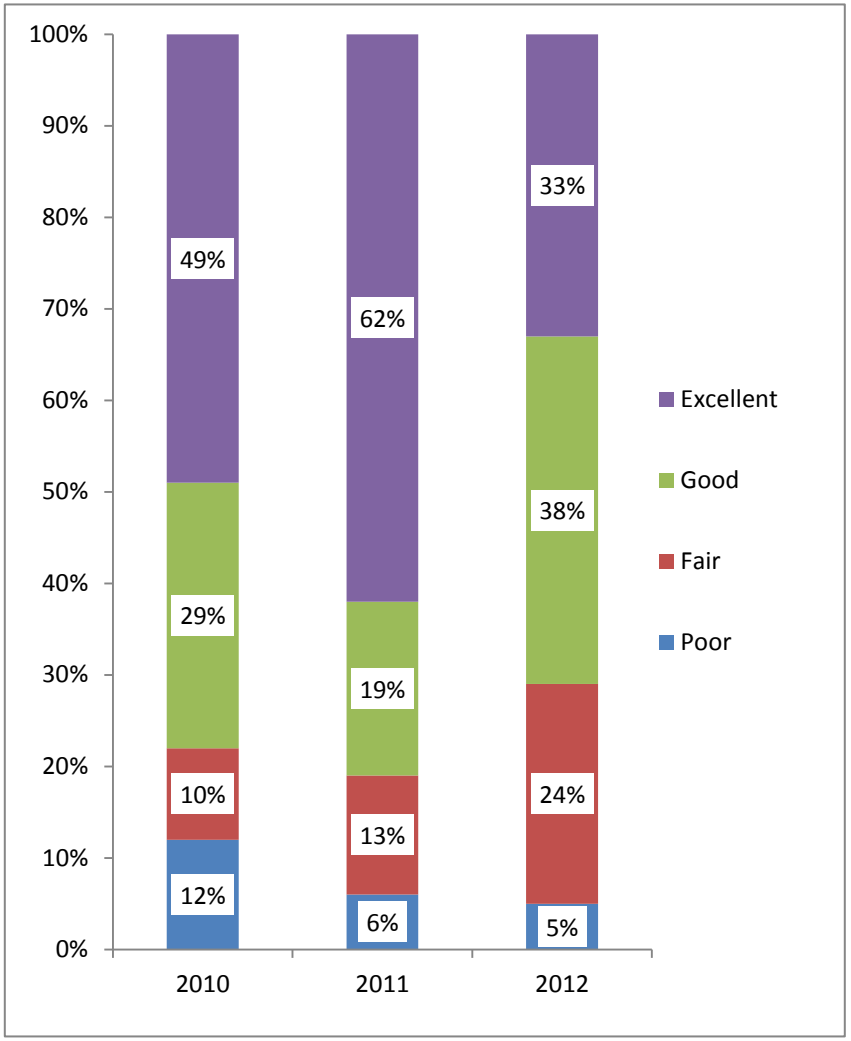
Just under three-quarters (71%) of residents who had contact with the police reported a positive experience—33 percent excellent and 38 percent good. Bearing small cell sizes in mind, positive experiences are down from 2011 (81%), and those reporting an excellent experience has dropped to about half as many than 2011—33 percent vs. 62 percent respectively.

Table 30: Satisfaction with Police Contact by Type of Contact

	Report a Crime *(n = 36)*	Routine Traffic Stop *(n = 13)*
Excellent	34%	6%
Good	25%	71%
Fair	31%	18%
Poor	9%	6%

Bellevue residents report that their primary source of information about the police is the media: Bellevue Reporter (21%), Seattle Times (12%), radio or television (15%).

Figure 40: Ratings of Police Contact



Q68 – How would you rate the handling of the contact by police?
Base: Had contact with Bellevue's Police in past 12 months 2010 (n=200); 2011 (n = 157); 2012 (n = 104)

Confidence in Fire Department

While nearly all (97%) of residents have confidence in Bellevue's fire department, the percent of those who are "very" confident has dropped significantly from 2011—74 percent in 2011 and 65 percent in 2012. It is recommended that the City watch this metric closely for any additional movement.

Confidence varies by length of residency with Bellevue's long-term residents (25 or more years) have the highest levels of confidence—82 percent. On the other hand, those new to the city (three or fewer years) are much less confident—46 percent.

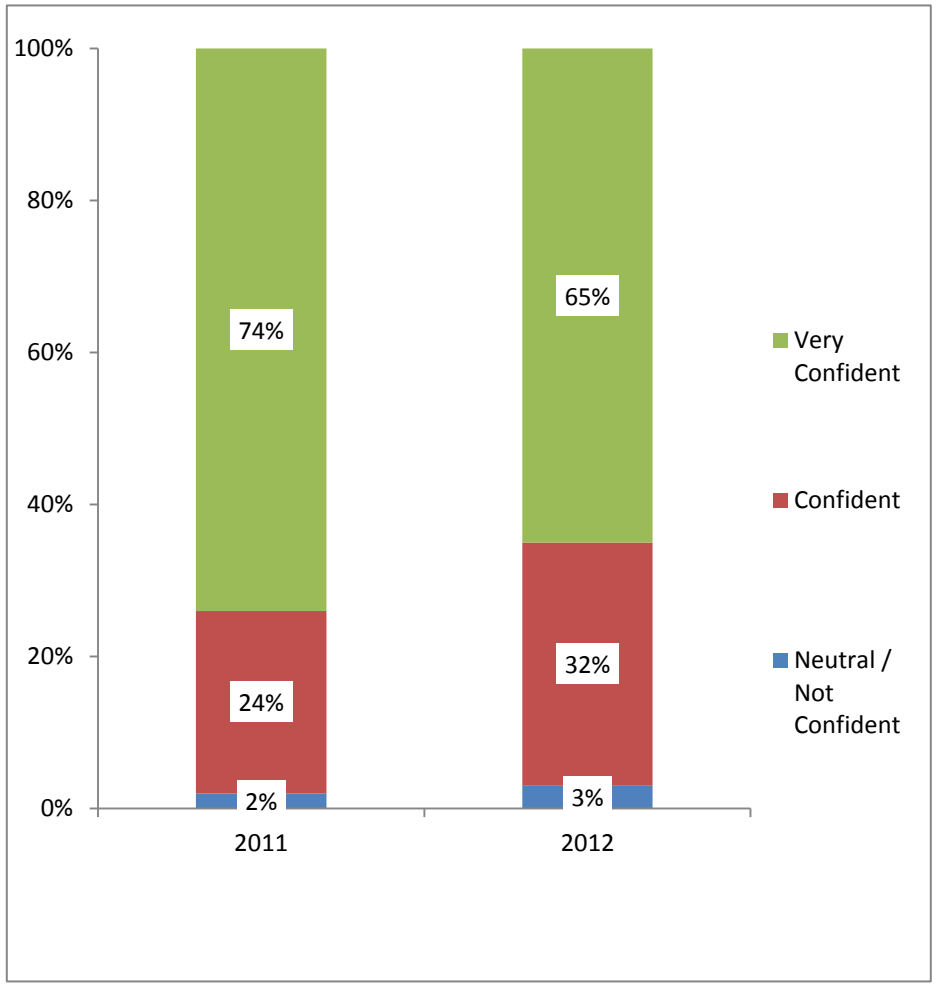
- Confidence among new residents is significantly lower than the same group in 2011—66 percent "very" confident in 2011 and only 46 percent in 2012.

This may be a function of experience and knowledge rather than any real concern about the fire department. At the same time, Bellevue may wish to gain a greater understanding of the perceptions of this segment.

Table 31: Confidence in Fire Department by Length of Residency

	0 – 3 Years	4 -9 Years	10 – 24 Years	25 Plus Years
Very Confident	46%	67%	72%	**82%**
Confident	**47%**	33%	24%	18%
Neutral / Not Confident	7%	-	4%	-

Figure 41: Confidence in Bellevue's Fire Department Overall and by Length of Residency



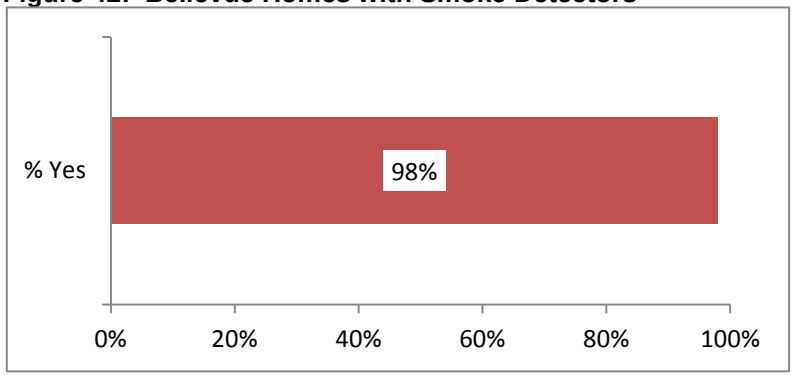
Q71 - How confident are you in the ability of the Bellevue fire department to respond to emergencies?
Base: All respondents 2011 (n = 515); 2012 (n = 405)

Household Safety Measures

Nearly all (98%) of Bellevue residents have a smoke detector in their home.

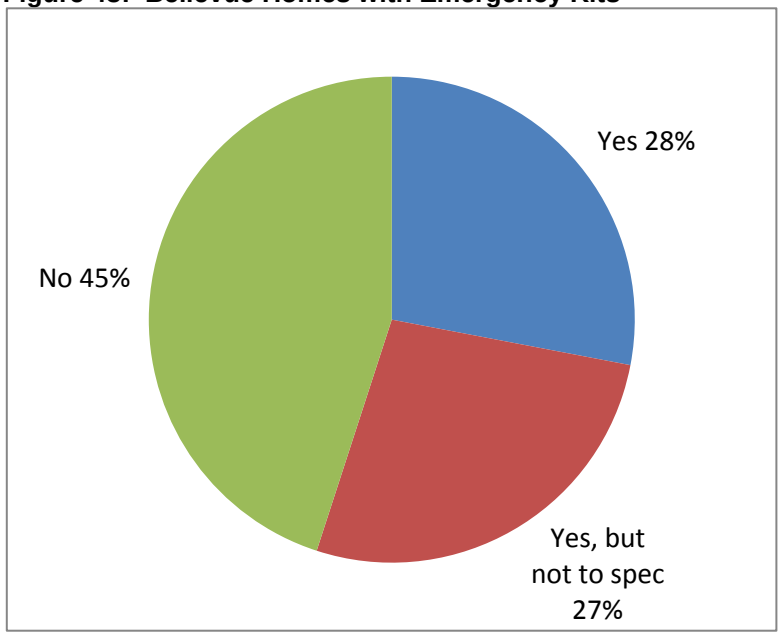
While over half (55%) of Bellevue homes have some form of emergency preparedness kit, only 28 percent have one designed to handle a major disaster such as an earthquake, snowstorm, or extended power outage.

Figure 42: Bellevue Homes with Smoke Detectors



Q59 –Does your home have a smoke detector?
Base: All respondents (n = 405)

Figure 43: Bellevue Homes with Emergency Kits



Q61 - Does your household have a designated Emergency kit for use in the event of a major disaster such as an earthquake, snowstorm, or extended power outage?
Base: All respondents (n = 405)

Transportation

Maintenance

The majority (81%) of Bellevue residents are satisfied with the maintenance of sidewalks and walkways. However, this has decreased from the high score of 91 percent in 2011.

There has been a significant shift from to neutral (12%) and dissatisfied (7%)

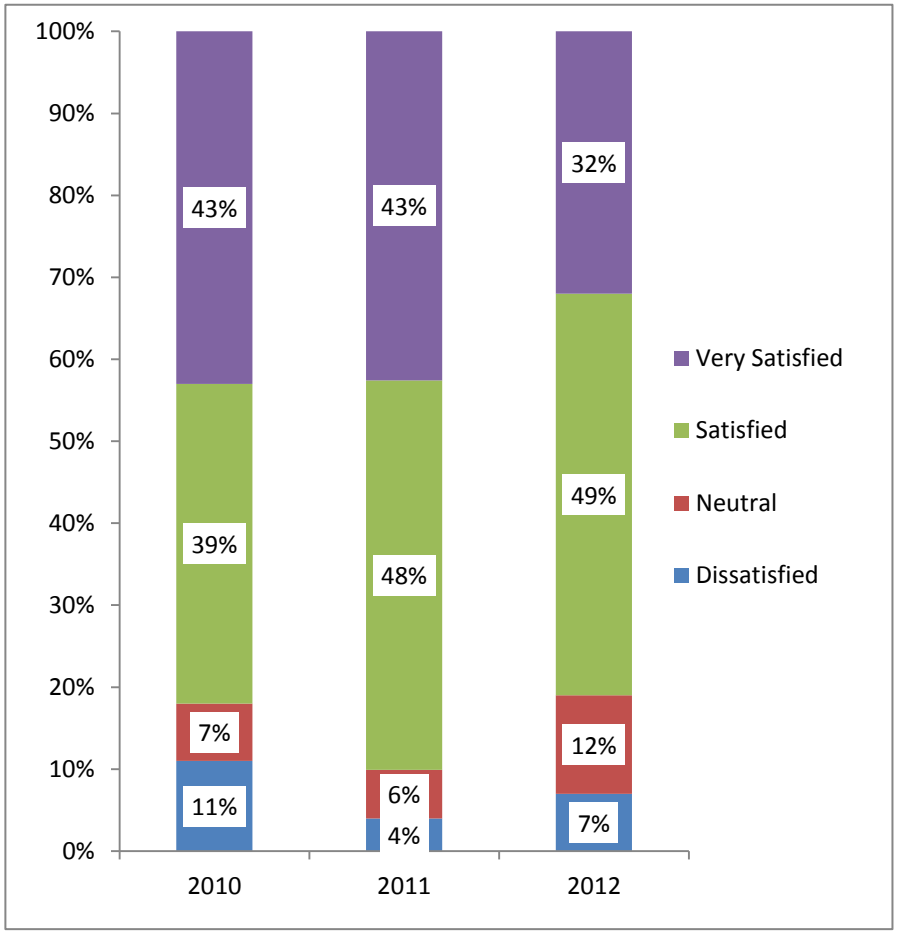
Ratings continue to be highest in Woodridge, and are closely followed by Northeast Bellevue. They are below the overall average (mean of 4.04) in five areas: Eastgate / Cougar Mountain, West Lake Hills, Newport, Sammamish / East Lake Hills, and Somerset.

- Eastgate / Cougar Mountain, Somerset, and Sammamish / East Lake Hills were below average in 2011 as well.

Table 32: Satisfaction with Maintenance of Sidewalks and Walkways by Neighborhood

	Mean Rating (based on 5-point scale)
Woodridge	4.32
Northeast Bellevue	4.29
Bridle Trails	4.20
Factoria	4.18
Wilburton	4.15
Crossroads	4.05
Northwest Bellevue	4.05
West Bellevue	4.05
Eastgate / Cougar Mountain	4.01
West Lake Hills	3.91
Newport	3.86
Sammamish / East Lake Hills	3.79
Somerset	3.79

Figure 44: Satisfaction with Maintenance of Sidewalks and Walkways



Q29 – How satisfied are you with the City's maintenance of its sidewalks and walkways?
Base: All respondents 2010 (n=646); 2011 (n = 515); 2012 (n = 405)

Most Bellevue residents describe the condition of streets and roads in their neighborhood as in good condition all over (36%) or mostly good with a few bad spots (60%). There has been a slight decrease in these ratings from 2011.

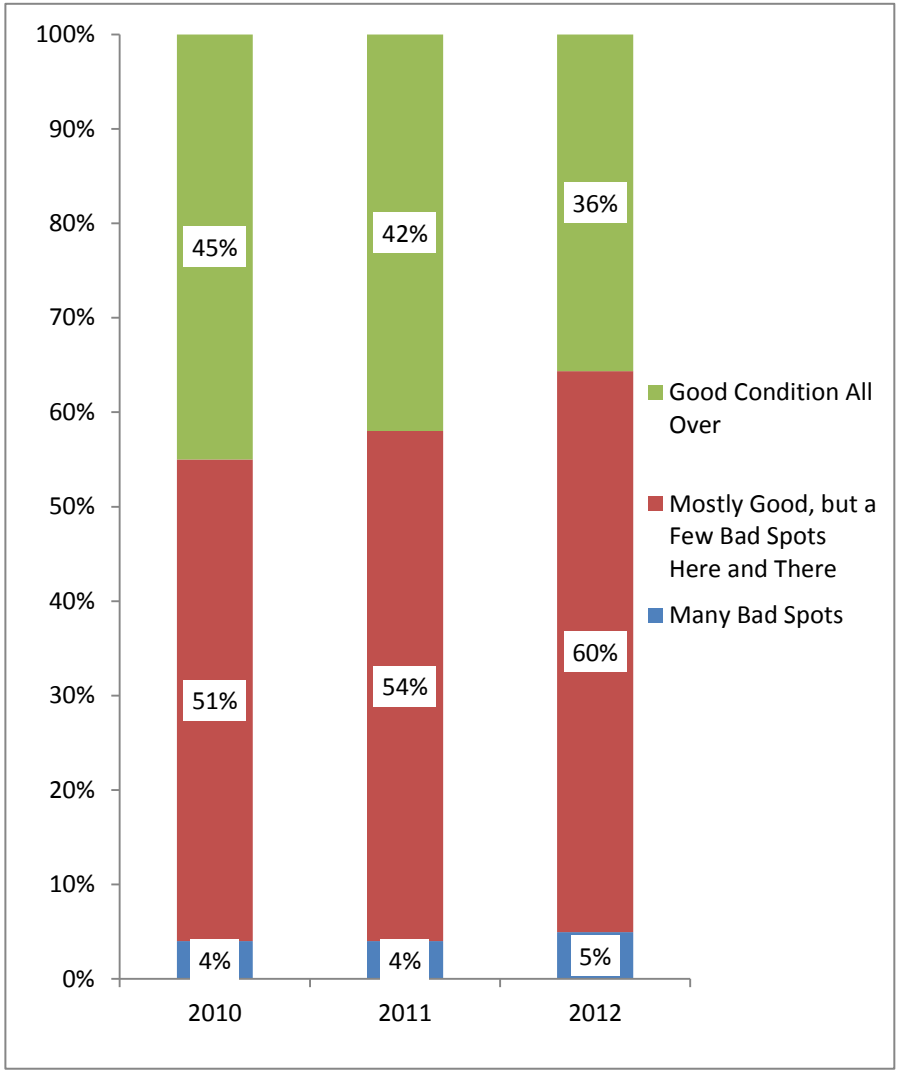
Ratings are highest in West Bellevue.

Two neighborhoods—Somerset and Woodridge—are the most likely to report problem areas.

Table 33: Satisfaction with Streets and Roads by Neighborhood

	Good Condition All Over	Mostly Good / Some Bad Spots	Many Bad Spots
West Bellevue	48%	51%	1%
Factoria	48%	48%	5%
Bridle Trails	47%	53%	-
West Lake Hills	45%	43%	12%
Northeast Bellevue	44%	51%	5%
Wilburton	41%	59%	-
Eastgate / Cougar Mountain	40%	60%	-
Crossroads	39%	61%	-
Newport	29%	71%	-
Northwest Bellevue	25%	75%	-
Sammamish / East Lake Hills	24%	64%	12%
Somerset	18%	69%	13%
Woodridge	9%	78%	13%

Figure 45: Ratings of Neighborhood Street and Road Conditions



Q30– How would you rate the condition of streets and roads in your neighborhood?
Base: All respondents 2010 (n=646); 2011 (n = 515); 2012 (n = 405)

Cleanliness of Streets

The majority (94%) of Bellevue residents is satisfied with the cleanliness of streets—this is significantly higher than 2011 when 86 percent were satisfied.

Ratings are highest in North Bellevue.

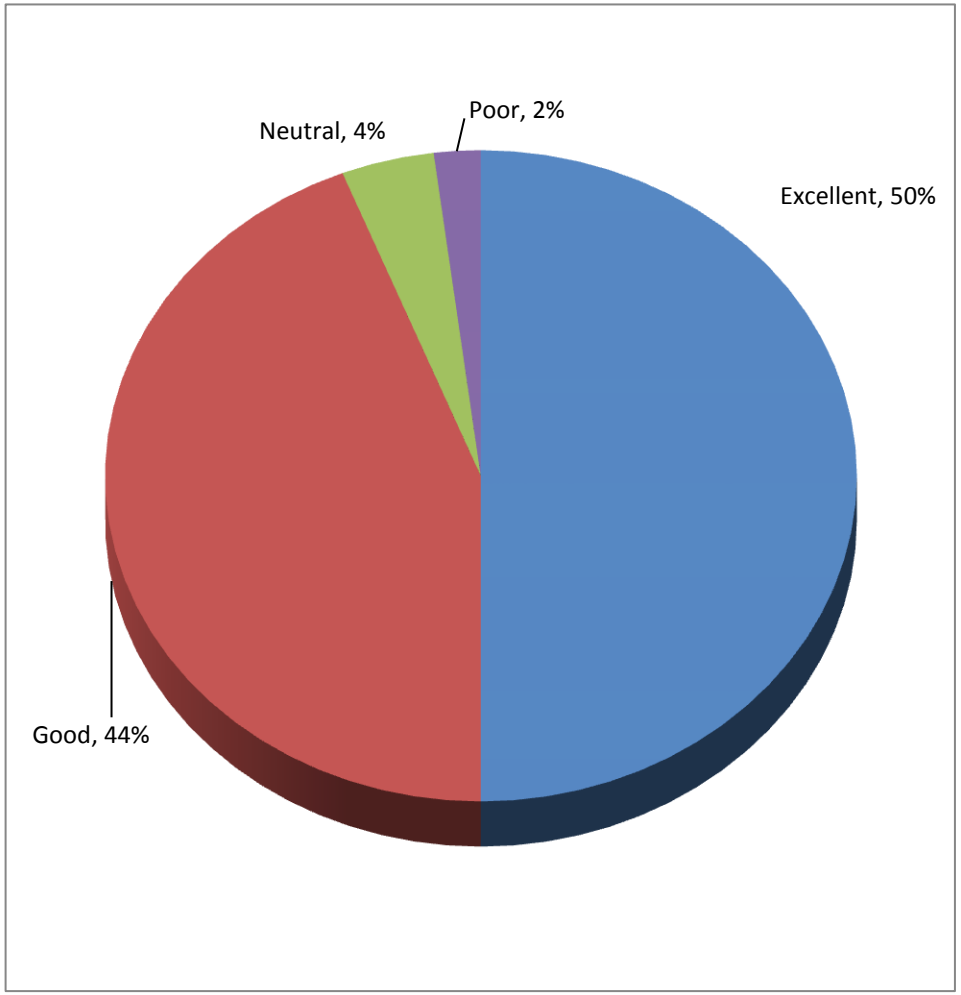
They are lowest in these four areas: Woodridge, Somerset, Bridle Trails, and Factoria.

- Factoria and Somerset were also below average in 2011.

Table 34: Satisfaction with Cleanliness of Streets by Neighborhood

	Mean Rating (based on 5-point scale)
Northwest Bellevue	4.68
Northeast Bellevue	4.53
West Lake Hills	4.52
West Bellevue	4.45
Wilburton	4.44
Sammamish / East Lake Hills	4.42
Newport	4.36
Eastgate / Cougar Mountain	4.35
Crossroads	4.32
Factoria	4.32
Bridle Trails	4.27
Somerset	3.98
Woodridge	3.84

Figure 46: Cleanliness of Streets



Q31A – How would you rate the cleanliness of streets in Bellevue?
Base: All respondents 2010 (n=646); 2011 (n = 515); 2012 (n = 405)

Satisfaction with Neighborhood Street Sweeping

While overall satisfaction with street sweeping (82%) remained fairly similar to 2011 (86%), there has been a notable shift from residents who claim to be "very" satisfied—42 percent in 2011 vs. 34 percent in 2012—to satisfied—44 percent vs. 48 percent respectively.

Ratings are highest in Northwest Bellevue.

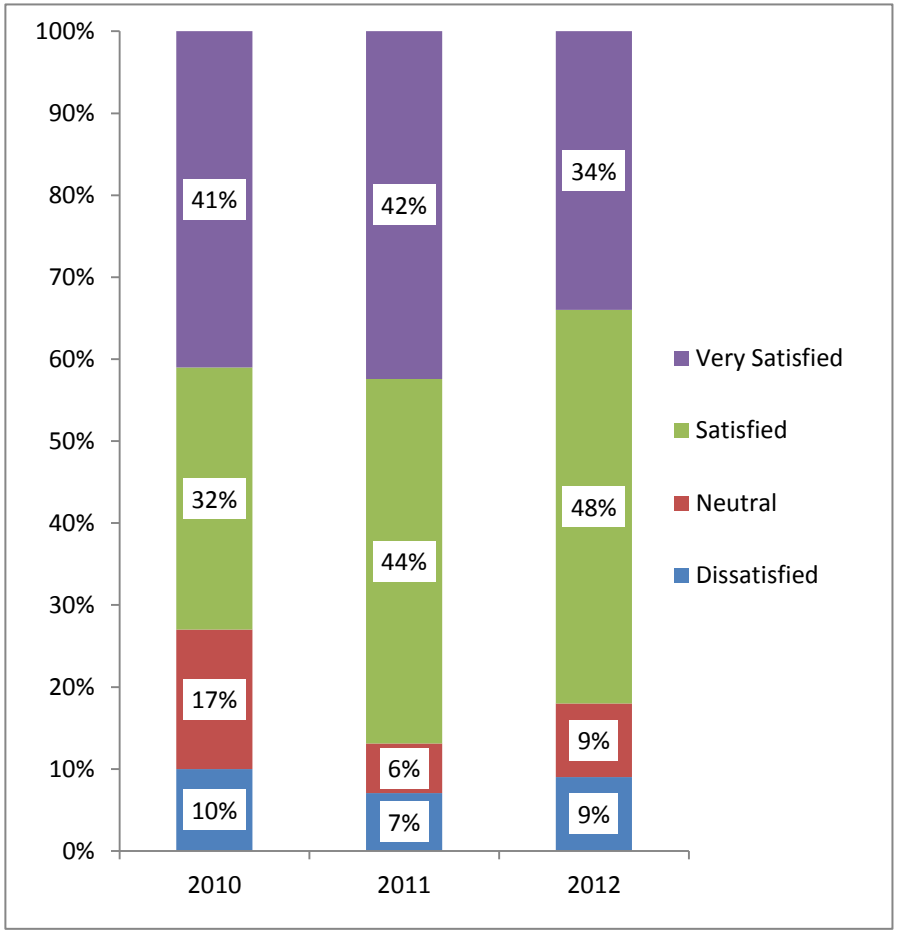
They are lowest in these four areas: Somerset, Woodridge, Newport, and Wilburton.

- Somerset and Newport were also below average in 2011.

Table 35: Satisfaction with Neighborhood Street Sweeping by Neighborhood

	Mean Rating (based on 5-point scale)
Northwest Bellevue	4.34
West Bellevue	4.20
West Lake Hills	4.20
Northeast Bellevue	4.13
Crossroads	4.12
Eastgate / Cougar Mountain	4.05
Bridle Trails	4.04
Sammamish / East Lake Hills	3.94
Factoria	3.81
Wilburton	3.78
Newport	3.70
Woodridge	3.34
Somerset	3.30

Figure 47: Satisfaction with Neighborhood Street Sweeping



Q31 – How satisfied are you with street sweeping in your neighborhood, specifically the frequency, quality, and availability?
Base: All respondents (n = 405)

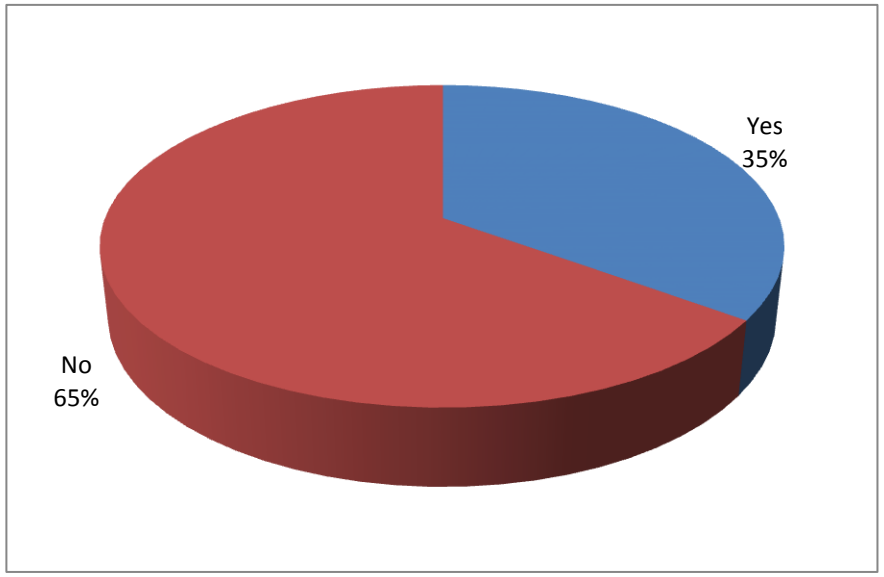
City Employees

Contact

Just over one-third (35%) of Bellevue residents have had a recent (in the past 12 months) contact with a City of Bellevue employee, nearly the same as in previous years.

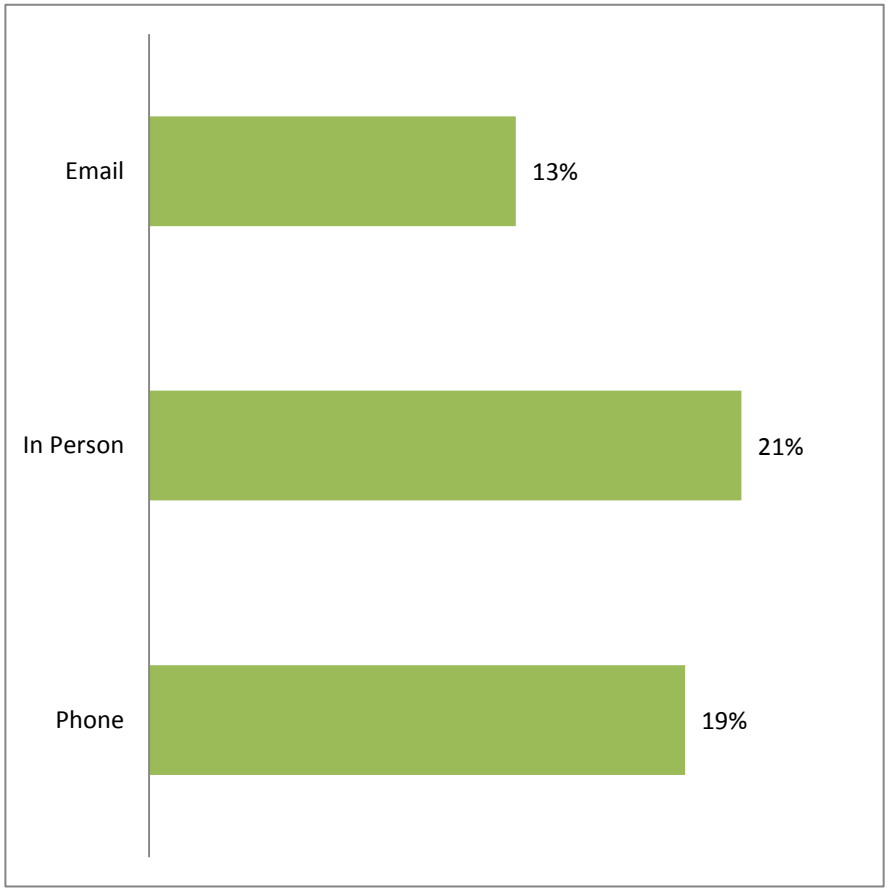
Of those who responded they had contact with employees, mode of interaction was almost equally divided by in person (21%) and phone (19%). Email is down slightly (13%) from 2011 (20%). Note that respondents could indicate multiple types of contacts.

Figure 48: Contact with City Employee



INTERACT1 -- Have you had any interactions with City of Bellevue employees in the past 12 months (via email, in person, phone)?
Base: All respondents (n = 405)

Figure 49: Mode of Interaction with City Employees



INTERACT1 -- Have you had any interactions with City of Bellevue employees in the past 12 months (via email, in person, phone)?
Base: Respondents answering "yes" for having interactions with City of Bellevue employees in the past 12 months (via email, in person, phone). (n = 136)

Satisfaction with City Employees

Overall Quality of Service

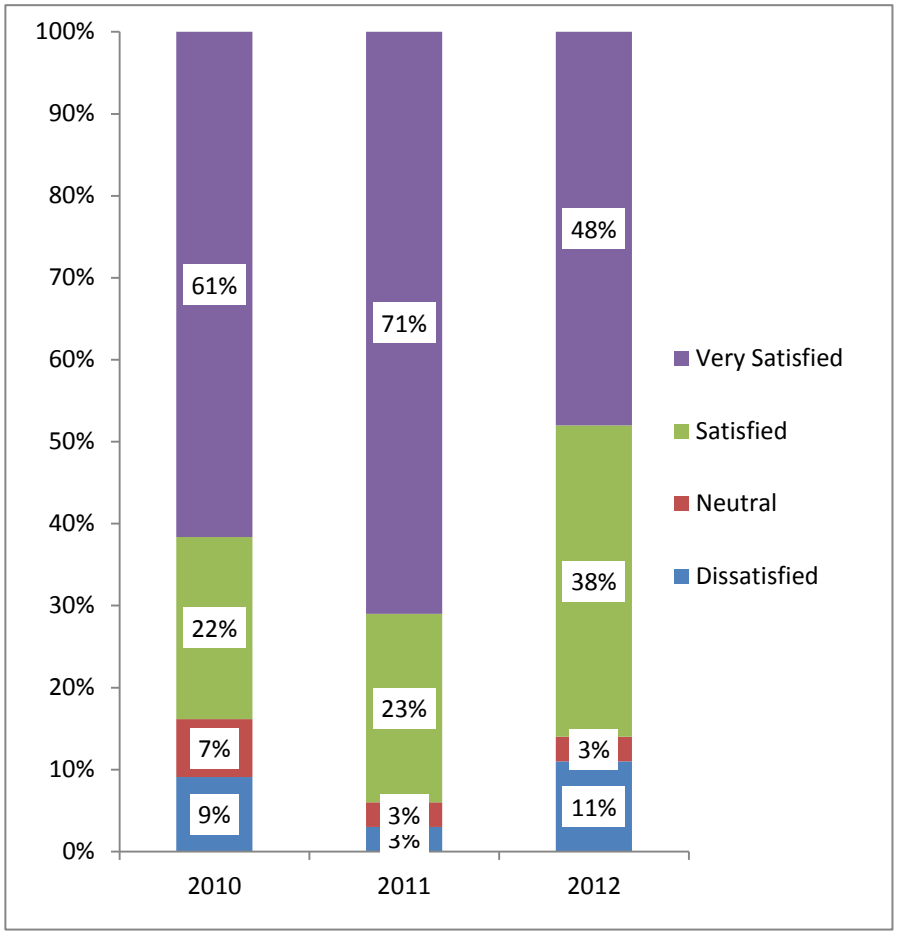
While still high (86%), overall satisfaction with the quality of service received during a contact with a Bellevue city employee has dipped when compared to 2011 (94%). The majority of this change is due to a shift from "very" to "somewhat" satisfied.

Overall satisfaction is highest for in-person contacts with Bellevue city employees—52 percent very satisfied.

Table 36: Overall Satisfaction with Bellevue City Employees by Mode of Contact

	E-Mail	Phone	In-Person
Very Satisfied	47%	47%	52%
Satisfied	32%	36%	35%
Neutral	4%	4%	4%
Dissatisfied	17%	13%	9%

Figure 50: Overall Satisfaction with Contact with Bellevue City Employees



QOS2E – How satisfied are you with the following aspect of your contact with City of Bellevue employees – Overall satisfaction?
Base: All respondents 2010 (n=646); 2011 (n = 515); 2012 (n = 405)

Ratings of Specific Aspects of Service

Keeping with the trend, residents who have had contact with Bellevue city employees are most satisfied with their courtesy.

However, and consistent with the decrease in overall satisfaction, there has been a decrease in satisfaction with all aspects of service. The decrease is greatest for the accuracy of information provided.

Key Drivers Analysis (explained in more detail on page 38) clearly shows that responsiveness and, to a lesser extent, courtesy are the most important drivers of residents' overall satisfaction with their contacts with Bellevue city employees. Moreover, responsiveness is the lowest rated attribute.

Table 37: Key Drivers of Overall Satisfaction with Bellevue City Employees

	Impact on Overall Satisfaction
Responsiveness	38.4*
Courtesy	25.2*
Accuracy of information provided	23.7*
Knowledge	11.2

" indicates statistical significance

Table 38: Satisfaction with City Employees

		2010	2011	2012
Courtesy	% Very Satisfied	73%	77%	56%
	% Satisfied	17%	18%	34%
	% Neutral	4%	2%	3%
	% Dissatisfied	6%	3%	7%
	Mean	4.52	4.66	4.37
Knowledge	% Very Satisfied	63%	67%	51%
	% Satisfied	23%	28%	41%
	% Neutral	5%	2%	1%
	% Dissatisfied	9%	3%	7%
	Mean	4.34	4.56	4.34
Accuracy of Information Provided	% Very Satisfied	61%	71%	52%
	% Satisfied	24%	25%	36%
	% Neutral	7%	1%	6%
	% Dissatisfied	8%	3%	6%
	Mean	4.32	4.61	4.33
Responsiveness	% Very Satisfied	60%	70%	49%
	% Satisfied	23%	21%	42%
	% Neutral	7%	2%	3%
	% Dissatisfied	10%	7%	6%
	Mean	4.27	4.51	4.30

City Website

Use of City Website

More than three out of four (78%) Bellevue residents are aware of the city's website—the same as in 2010 and 2011. Awareness of Bellevue's website is lower among:

- New residents (those living in Bellevue three or fewer years)—61 percent aware
- Older residents (those 65 and older)—64 percent aware

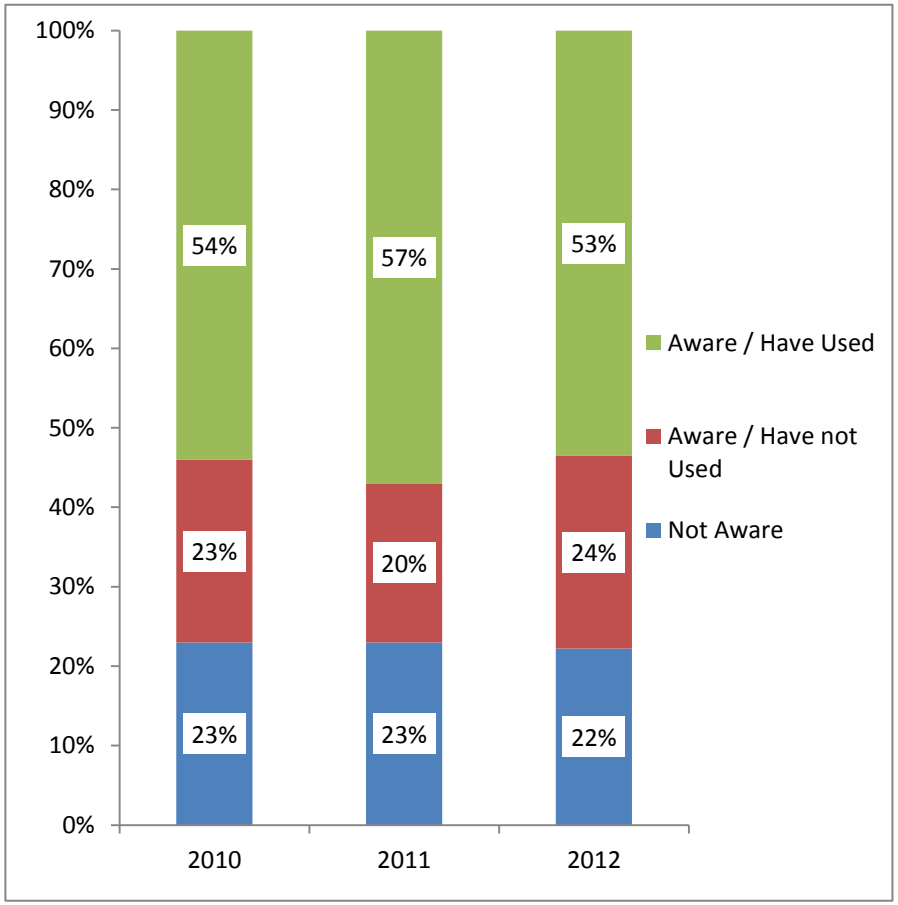
There has been a slight decrease in the use of the city's website—from 57 percent in 2011 to 53 percent in 2012.

- The most frequent use of the website is to obtain information on parks and recreation programs. Use of the website for this purpose increased steadily since 2010.

Table 39: Use of City's Website

	2010	2011	2012
Information on parks and recreation programs	55%	60%	64%
Information on how to contact city hall	35%	37%	35%
Information on permits	32%	30%	32%
Visitor information or calendar of events	29%	22%	29%
Information on police department	24%	19%	21%
Information on garbage or recycling services	22%	24%	32%
Information on political initiatives, proposals, elections, city council meetings	22%	16%	21%
Information on schools	20%	23%	21%
Information on construction and other projects	19%	18%	23%
Property valuation or property tax information	14%	15%	17%
Bill payment	12%	16%	19%
Check sex offender list	12%	8%	7%
Employment	12%	13%	8%
Nothing specific, just browsing	11%	14%	8%

Figure 51: Awareness and Use of City's Website



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

Q47 - Have you used it (City of Bellevue's web site)?

Base: All respondents 2010 (n=646); 2011 (n = 515); 2012 (n = 405)

Satisfaction with Website

While overall satisfaction with the city's website is high—93 percent satisfied—there has been a continued decrease in those who are "very" satisfied: down from 43 percent in 2010 and 41 percent in 2011 and 30 percent in 2012.

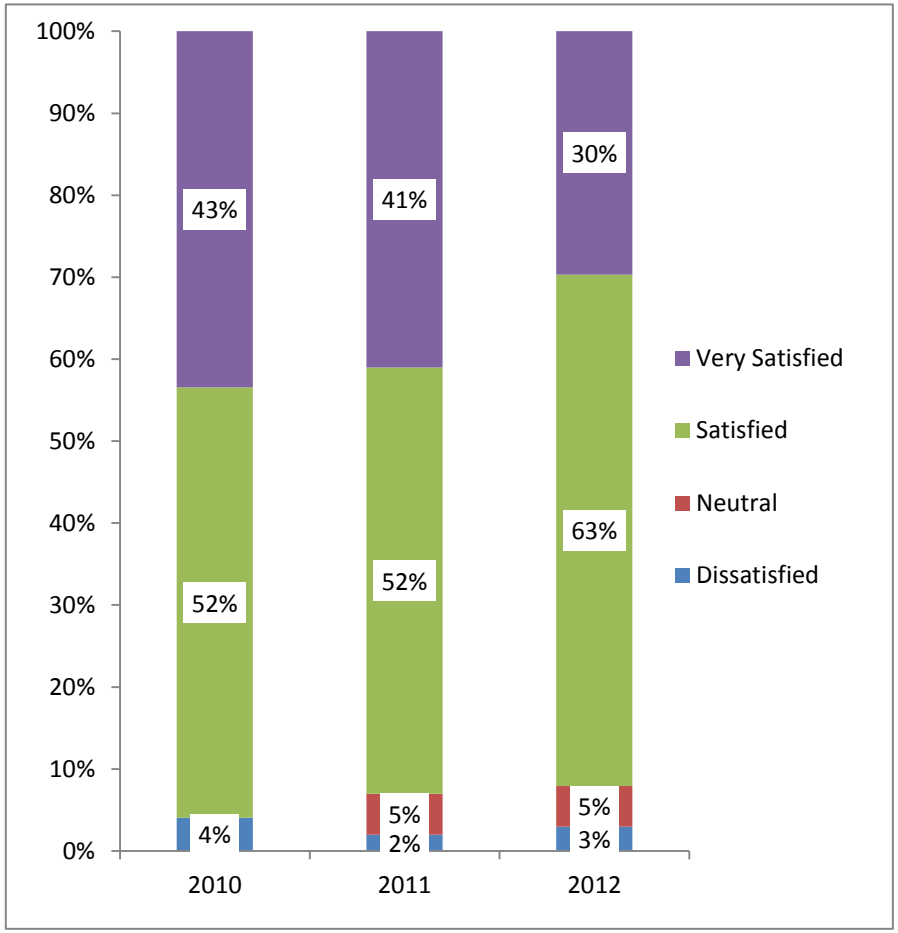
Those with the highest levels of satisfaction report visiting the website for:

- Checking the sex offender list
- Finding visitor information and/or calendar of events
- Information on political initiatives, proposals, elections, city council meetings

Table 40: Use of City's Website by Satisfaction Level

	Very Satisfied	Satisfied	Neutral	Dis-satisfied
Check sex offender list	52%	44%	3%	0%
Visitor information and/or calendar of events	41%	50%	4%	5%
Information on political initiatives, proposals, elections, city council meetings	40%	55%	3%	2%
Property valuation / property tax information	39%	54%	2%	5%
Information on how to contact the city	39%	56%	3%	2%
Information on schools	37%	59%	3%	0%
Information on parks and recreation programs, classes, etc.	36%	55%	4%	5%
Bill payment	32%	61%	2%	4%
Employment	32%	62%	6%	0%
Information on the police department	30%	66%	2%	2%
Information on permits	28%	65%	6%	1%
Information on garbage / recycling service	28%	71%	0%	2%
Information on construction and other projects	27%	70%	2%	0%
Something else	22%	74%	4%	0%
Nothing specific / just browsing	15%	68%	0%	17%

Figure 52: Overall Satisfaction with City's Website



Q48 – How satisfied are you with it (City of Bellevue's web site)?
Base: All respondents 2010 (n=646); 2011 (n = 515); 2012 (n = 405)

Appendix I – Questionnaire

2012 Performance Measure Survey

Final Questionnaire

LEGEND OF SYMBOLS

New or changed from 2011 =	Q
ORC 5-Star Rating	Q
Key Community Indicator	Q

SCREENING

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

Q2 Do you live in a . . . [PHONE ONLY-READ LIST AND SELECT ONE]
1 Duplex or Two Family House, [MULTI-FAMILY]
2 Apartment or Condominium with Two to Four Units, [MULTI-FAMILY]
3 Apartment or Condominium with Five or More Units, [MULTIFAMILY]
4 Townhouse with 2-4 Units [MULTI FAMILY]
5 Townhouse with 5 or more units [MULTI-FAMILY]
6 Single Family House? [SINGLE FAMILY]
7 Trailer or Mobile home [SINGLE FAMILY]
8 OTHER [SPECIFY] [SINGLE FAMILY]
98 DON'T KNOW - TERMINATE
99 REFUSED - TERMINATE

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

___ ENTER AGE
998 DON'T KNOW
999 REFUSED

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 or over
98 DON'T KNOW
99 REFUSED

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

1 MALE
2 FEMALE

GENDERWEB [WEB:] Are you . . .

1 Male or
2 Female

KEY PERFORMANCE RATING QUESTIONS

Q1 Overall, how would you describe the City of Bellevue as a place to live? Use a scale from 0 to 10 where "0" means "very poor" and "10" means "excellent."

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

98 DON'T KNOW
99 PREFER NOT TO ANSWER

A1H What makes the City of Bellevue a good place to live?
[OPEN ENDED RESPONSE - TAKE ONLY THE FIRST RESPONSE]

ORC1 How would you rate the overall quality of life in the City of Bellevue? Please use scale where "0" means the quality of life in Bellevue "does not meet your expectations at all" and "10" means the quality of life "greatly exceeds your expectations."

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

ORC2 How would you rate the **overall quality of services** provided by the City of **Bellevue**, where "0" means "does not meet your expectations at all" and "10" means the quality of services "greatly exceeds your expectations"?

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

ORC3 Still thinking about the overall quality of life, how closely does **Bellevue** match your view of an 'ideal' city to live in, where "0" means the quality of life is "Not at all close to ideal" and "10" means the quality of life is "Extremely close to ideal"?

Not at All Close to Ideal										Extremely Close to Ideal
0	1	2	3	4	5	6	7	8	9	10

ORC4 Using a scale from "0" to "10" where "0" means "Strongly headed in the wrong direction" and 10 means "Strongly headed in the right direction", overall, would you say that **Bellevue** is headed in the right or wrong direction?

Strongly Headed in Wrong Direction										Strongly Headed in Right Direction
0	1	2	3	4	5	6	7	8	9	10

ORC5 Thinking about services and facilities in **Bellevue**, do you feel you are getting your money's worth for your city tax dollar or not? Use a scale from 0 to 10 where "0" means "definitely not getting your money's worth and "10" means "Definitely getting your money's worth. **[INTERNAL NOTE: This meets KCI17]**

Definitely Not Getting Money's Worth										Definitely Getting Money's Worth
0	1	2	3	4	5	6	7	8	9	10

KCI Please tell me the extent you agree or disagree with each of the following statements about the City of Bellevue. Use a scale from 0 to 10 where "0" means "strongly disagree" and "10" means "strongly agree." **[RANDOMIZE]**

KCI1 [ASKIF GROUP 1 AND GROUP 3] Bellevue is doing a good job in planning for growth in ways that will add value to your quality of life.

KCI2 [ASKIF GROUP 1 AND GROUP 3] Bellevue is doing a good job helping create a business environment that is competitive, supports entrepreneurs, creates jobs, and supports the economic environment of the community.

KCI9 [ASKIF GROUP 1 AND GROUP 3] Bellevue fosters and supports a diverse community in which all generations have good opportunities to live well, work and play.

KCI10 [ASKIF GROUP 1 AND GROUP 3] Bellevue is a visionary community in which creativity is fostered.

KCI18 [ASKIF GROUP 1 AND GROUP 3] Bellevue is doing a good job of looking ahead and seeking innovative solutions to regional and local challenges.

KCI21 [ASKIF GROUP 1 AND GROUP 3] Bellevue is a good place to raise children

Strongly Disagree										Strongly Agree
0	1	2	3	4	5	6	7	8	9	10

98 DON'T KNOW
99 PREFER NOT TO ANSWER

NEIGHBORHOODS

Q5A How would you describe your neighborhood as a place to live? Answering using a scale from 0 to 10 where "0" means "very poor" and "10" means excellent"

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

98 DON'T KNOW
99 PREFER NOT TO ANSWER

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." Using a scale from 0 to 10 where "0" means "no sense of community at all" and "10" means "strong sense of community" how would you rate your neighborhood?

No Sense of Community at All										Strong Sense of Community
0	1	2	3	4	5	6	7	8	9	10

98 DON'T KNOW
99 PREFER NOT TO ANSWER

KCI Please tell me the extent you agree or disagree with each of the following statements about your neighborhood. Use a scale from 0 to 10 where "0" means "strongly disagree" and "10" means "strongly agree."

KCI13A [ASKIF GROUP 2 AND GROUP 3] Bellevue has attractive neighborhoods that are well-maintained.

KCI13B [ASKIF GROUP 2 AND GROUP 3] Bellevue has attractive neighborhoods that are safe.

KCI14 [ASKIF GROUP 2 AND GROUP 3] I live in a neighborhood that supports families, particularly those with children.

KCI15 [AKK ALL] I live in a neighborhood that provides convenient access to my day-to-day activities

Strongly Disagree										Strongly Agree
0	1	2	3	4	5	6	7	8	9	10

98 DON'T KNOW
99 PREFER NOT TO ANSWER

PARKS

Q6A Have you, yourself, or anyone in your household visited a Bellevue park or park facility in the past 12 months?
IF NECESSARY: These includes trails, nature parks, beach parks, neighborhood parks, golf courses, playgrounds and sports fields.

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 Have you, yourself, or anyone in your household participated in a Bellevue recreation program in the past 12 months?
IF NECESSARY: This includes recreation activities such as senior and teen activities, day camps, swimming and tennis.

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 Bellevue's parks and recreation activities on each of the following items. Use a scale from 0 to 10 where "0" means "very poor" and "10" means "excellent."

Q8A Number of parks

Q8B Range and variety of recreation activities

Q8C Appearance

Q8D Safety

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

98 DON'T KNOW
99 PREFER NOT TO ANSWER

KCI Please tell me the extent you agree or disagree with each of the following statements about Bellevue. Use a scale from 0 to 10 where “0” means “strongly disagree” and “10” means “strongly agree.”

KCI12 [ASKIF GROUP 2 AND GROUP 3] Bellevue can rightly be called a "City in a park."

KCI3 [ASKIF GROUP 2 AND GROUP 3] Bellevue offers me and my family opportunities to experience nature where we live, work, and play.

KCI4 [ASKIF GROUP 2 AND GROUP 3] Bellevue is doing a good job of creating a healthy natural environment that supports healthy living for current and future generations.

KCI5 [ASKIF GROUP 2 AND GROUP 3] Bellevue’s environment supports my personal health and well-being.

Strongly Disagree										Strongly Agree
0	1	2	3	4	5	6	7	8	9	10

98 DON’T KNOW
99 PREFER NOT TO ANSWER

Q9E Overall, how satisfied are you with parks and recreation in Bellevue? Use a scale from 0 to 10 where “0” means “very dissatisfied” and “10” means “very satisfied.”

Very Dissatisfied										Very Satisfied
0	1	2	3	4	5	6	7	8	9	10

98 DON’T KNOW
99 PREFER NOT TO ANSWER

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.
Using a scale from 0 to 10 where "0" means "very poor" and "10" means "excellent," please tell me how good a job Bellevue is doing on each of these items. **[RANDOMIZE ORDER]**

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.

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

98 DON'T KNOW
99 PREFER NOT TO ANSWER

Q16 Overall, how satisfied are you as a customer of the Bellevue Utilities Department? Use a scale from 0 to 10 where "0" means "very dissatisfied" and "10" means "very satisfied.

Very Dissatisfied										Very Satisfied
0	1	2	3	4	5	6	7	8	9	10

98 DON'T KNOW
99 PREFER NOT TO ANSWER

Q18 Taking Bellevue utility services as a whole, do you feel you receive good value for your money or poor value for your money? Use a scale from 0 to 10 where "0" means "a very poor value" and "10" means "an excellent value."

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

98 DON'T KNOW
99 PREFER NOT TO ANSWER

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 How satisfied are you with the City's maintenance of its sidewalks and walkways? Use a scale from 0 to 10 where "0" means "very dissatisfied" and "10" means "very satisfied.

Very Dissatisfied										Very Satisfied
0	1	2	3	4	5	6	7	8	9	10

98 DON'T KNOW
99 PREFER NOT TO ANSWER

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

Q31A How would you rate the cleanliness of streets in Bellevue?

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

98 DON'T KNOW
99 PREFER NOT TO ANSWER

Q31 How satisfied are you with street sweeping in your neighborhood **[SHOW ONLINE:** specifically the frequency, quality, and availability]? Use a scale from 0 to 10 where "0" means "very dissatisfied" and "10" means "very satisfied.
[INTERVIEWER NOTE: if respondent asks this means: FREQUENCY, QUALITY, AVAILABILITY]

Very Dissatisfied										Very Satisfied
0	1	2	3	4	5	6	7	8	9	10

98 DON'T KNOW
99 PREFER NOT TO ANSWER

KCI Please tell me the extent you agree or disagree with each of the following statements about Bellevue. Use a scale from 0 to 10 where "0" means "strongly disagree" and "10" means "strongly agree."

KCI6 [ASK ALL] Bellevue is providing a safe transportation system for all users .

KCI7 [ASK ALL] I can travel within the City of Bellevue in a reasonable and predictable amount of time.

KCI8 [ASK ALL] Bellevue is doing a good job of planning for and implementing a range of transportation options such as light rail, bus, bikeways, walkways and streets.

Strongly Disagree										Strongly Agree
0	1	2	3	4	5	6	7	8	9	10

98 DON'T KNOW
99 PREFER NOT TO ANSWER

PCD – NEIGHBORHOOD AND COMMUNITY OUTREACH

Q37 Are you aware of the 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 Q38 EQ 1] How satisfied are you with it (Mini City Hall at Crossroads)? Use a scale from 0 to 10 where "0" means "very dissatisfied" and "10" means "very satisfied.

Very Dissatisfied										Very Satisfied
0	1	2	3	4	5	6	7	8	9	10

98 DON'T KNOW
99 PREFER NOT TO ANSWER

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 in the past 12 months? [web site]
- 1 YES
- 2 NO
- 8 DON'T KNOW
- 9 REFUSED

Q48a [ASKIF Q47 EQ 1] What have you used the city website for?
- 1 Information on parks and recreation programs, classes, etc.
- 2 Bill payment
- 3 Information on permits – [AS NEEDED: How to get one, rules, codes, zoning, licensing, etc.]
- 4 Information on garbage / recycling service
- 5 Information on the police department
- 6 Information on schools
- 7 Information on how to contact the city [AS NEEDED: Address, phone number, city department]
- 8 Visitor information and/or calendar of events
- 9 Property valuation / property tax information
- 10 Information on political initiatives, proposals, elections, city council meetings
- 11 Information on construction and other projects
- 12 Check sex offender list
- 13 Employment
- 14 Something Else [PLEASE DESCRIBE]
- 15 Nothing specific / just browsing
- 98 DON'T KNOW
- 99 REFUSED

Q48 [ASKIF Q47 EQ 1] How satisfied are you with the City of Bellevue's web site? Use a scale from 0 to 10 where "0" means "very dissatisfied" and "10" means "very satisfied.

Very Dissatisfied										Very Satisfied
0	1	2	3	4	5	6	7	8	9	10

- 98 DON'T KNOW
- 99 PREFER NOT TO ANSWER

PUBLIC SAFETY

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, snowstorm, or extended power outage? Typically, this emergency kit will have at least three 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 or unsafe do you feel in each of the following situations when walking alone in Bellevue. Use a scale from 0 to 10 where "0" means "very unsafe" and "10" means "very safe."

Q62A Walking alone in your neighborhood **In General**

Q62B Walking alone in your neighborhood **After Dark**

Q62C Walking alone in Bellevue's downtown business area **During The Day**

Q62D Walking alone in Bellevue's downtown business area **After Dark**

Very Unsafe										Very Safe
0	1	2	3	4	5	6	7	8	9	10

98 DON'T KNOW
99 PREFER NOT TO ANSWER

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

1 Yes
2 No
8 DON'T KNOW
9 REFUSED

Q66B [ASK IF Q66A=1] Did you, or a member of your household report the crime(s) to the police?

1 Yes
2 No
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 CALLS RELATING TO DOMESTIC VIOLENCE
- 8 ARRESTED OR SUSPECTED OF A CRIME
- 9 WITNESSED A CRIME
- 10 VICTEM OF A CRIME
- ***11 NOISE COMPLAINT***
- 88 OTHER TYPE OF CONTACT [PLEASE DESCRIBE]_____
- 98 DON'T KNOW
- 99 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

Q69 What do you believe is the most serious police-related problem in your neighborhood?
- 1 Property crime / burglaries
- 2 Juvenile crime
- 3 Drug-related crime
- 4 Gang-related crime
- 5 Vandalism
- 6 Code enforcement
- 7 Domestic violence
- 9 MAIL THEFT
- 10 SPEEDING
- 11 CAR THEFT/CAR TROUBLE/CAR NOISES
- 88 Something else – please describe
- 97 NONE
- 98 DON'T KNOW

99 REFUSED

69A. [ASK IF Q69<97] Why do feel that way? Is it because [MULTIPLE CHOICE]
1 You have personally seen or experienced it
2 You know someone who has experienced it
3 You have heard about incidences on the news or in the newspaper
88 OTHER (SPECIFY)
98 DON'T KNOW
99 REFUSED

Q7G. What would you say is your primary source of information about the Bellevue police department and its officers?
[DO NOT READ LIST - SELECT PRIMARY SOURCE OF INFORMATION]
1 WORD OF MOUTH: FRIENDS / FAMILY / CO-WORKERS
2 NEWPAPER: SEATTLE TIMES
3 NEWSPAPER: BELLEVUE REPORTER
4 NEWSPAPER: OTHER (SPECIFY:_____)
5 RADIO TELEVISION
6 CONTACT DIRECTLY WITH THE POLICE
7 ONLINE / INTERNET
8 MAILER / FLYER / SOMETHING IN THE MAIL
9 OTHER (SPECIFY:)
10 NONE/NO PRIMARY SOURCE

Q71 How confident are you in the ability of the Bellevue fire department to respond to emergencies. **IF NECESSARY:** (respond to general emergencies, emergency preparedness, fire, rescue, EMS) Use a scale from 0 to 10 where "0" means "not at all confident" and "10" means "very confident."

Not at all confident										Very confident
0	1	2	3	4	5	6	7	8	9	10

KCI Please tell me the extent you agree or disagree with each of the following statements about Bellevue. Use a scale from 0 to 10 where "0" means "strongly disagree" and "10" means "strongly agree."

KCI19 [ASKIF GROUP 2 AND GROUP 3] Bellevue is a safe community in which to live, learn, work and play.

KCI20A [ASKIF GROUP 2 AND GROUP 3] Bellevue plans appropriately to respond to emergencies.

KCI20B [ASKIF GROUP 2 AND GROUP 3] Bellevue is well prepared to respond to emergencies.

Strongly Disagree										Strongly Agree
0	1	2	3	4	5	6	7	8	9	10

98 DON'T KNOW
99 PREFER NOT TO ANSWER

COMMUNICATIONS AND CIVIC INVOLVEMENT

INTERACT1. 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

QOS2. [ASK IF INTERACT1 LE 3] How satisfied are you with each of the following aspects of your contact with City of Bellevue employees? Use a scale from 0 to 10 where "0" means "very dissatisfied" and "10" means "very satisfied.
A Responsiveness
B Knowledge
C Courtesy
D Accuracy of information provided
E Overall satisfaction – SHOW THIS AS FOLLOW-UP STAND ALONE

Very Dissatisfied										Very Satisfied
0	1	2	3	4	5	6	7	8	9	10

98 DON'T KNOW
99 PREFER NOT TO ANSWER

KCI Please tell me the extent you agree or disagree with each of the following statements about Bellevue. Use a scale from 0 to 10 where "0" means "strongly disagree" and "10" means "strongly agree."

KC11A [ASKIF GROUP 1 AND GROUP 3] Bellevue promotes a community that encourages citizen engagement.
[PROGRAMMERS NOTE: Online have hover text on "citizen engagement" that says "such as volunteering or participating in community activities"]
[INTERVIEWER INSTRUCTIONS: If prompted for citizen engagement say "such as volunteering or participating in community activities]

KC11B [ASKIF GROUP 1 AND GROUP 3] Bellevue is a welcoming and supportive community that demonstrates it cares for its residents through its actions.

KC16A [ASKIF GROUP 1 AND GROUP 3] Bellevue does a good job of keeping residents informed.

KC16B [ASKIF GROUP 1 AND GROUP 3] Bellevue listens to its residents and seeks their involvement.

Strongly Disagree										Strongly Agree
0	1	2	3	4	5	6	7	8	9	10

98 DON'T KNOW

99 PREFER NOT TO ANSWER

OPEN How open and accessible do you feel the City's planning efforts are when you want to be involved with the following? Use a scale from 0 to 10 where "0" means "not at all open or accessible" and "10" means "extremely open or accessible."

OPENA Land use

KC11A Transportation

KC11A Parks and Community Services Department

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

98 DON'T KNOW
99 PREFER NOT TO ANSWER

DEMOGRAPHICS

DEMO4 Including yourself how many people currently live in your household in each of the following age categories?
_____ 18 and over
_____ Under 18

HISPAR Are you Spanish, Hispanic, or Latino?
1 YES
2 NO
9 DON'T KNOW / REFUSED

RACE Please choose one or more races you consider yourself to be:
1 White
2 Black or African American
3 American Indian or Alaskan Native
4 Asian or Pacific Islander
6 HISPANIC
9 DON'T KNOW / REFUSED
77 OTHER SPECIFY

LANG Do you speak a language other than English at home?
1 YES
2 NO
9 DON'T KNOW / REFUSED

LANG2 [ASKIF LANG EQ 1] What language?

1 SPANISH
2 CHINESE ***/ CANTONESE / MANDARIN***
3 VIETNAMESE
4 KOREAN
5 RUSSIAN
6 JAPANESE
7 HINDI
10 GERMAN
11 FRENCH
12 TAMIL
8 OTHER [SPECIFY]
9 DON'T KNOW / REFUSED

INCOME1 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

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

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

Appendix II – Address Based Sampling

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

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

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

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

Appendix III – Demographics and Weighting

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

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

Table 41: Weighting – Unweighted and Weighted Data Compared to Bellevue Population

	2012 Performance Survey (unweighted)	Bellevue Population*	2012 Performance Survey (weighted)	2011 Performance Survey (weighted)
Gender				
Male	52%	50%	50%	49%
Female	48%	50%	50%	51%
Age**				
18–34	15%	27%	27%	24%
35–54	43%	39%	39%	38%
55 Plus	42%	34%	34%	38%
Household Size				
Single Adult	28%	28%	26%	25%
Two or More Adults	72%	72%	74%	75%
Children in Household				
None	69%	70%	71%	75%
One or More	31%	30%	29%	25%
Dwelling Type				
Single-Family	54%	54%	51%	55%
Multi-Family	46%	46%	49%	45%
Home Ownership				
Own	72%	59%	65%	70%
Rent	28%	41%	35%	30%
Income				
Less than $35,000	12%	20%	10%	10%
$35,000–$75,000	25%	27%	26%	26%
$75,000–$150,000	42%	33%	43%	40%
$150,000 or Greater	21%	20%	21%	25%
Median	$91,803	$80,500	$91,029	$94,025
Race / Ethnicity				
White	80%	66%	75%	73%
Asian	19%	30%	24%	25%
African American	2%	3%	2%	3%
Other	2%	5%	2%	2%
% Hispanic	1%	7%	1%	3%
(multiple responses)				
Years Lived in Bellevue				
0–3	19%		27%	28%
4–9	25%	n.a.	27%	17%
10 or More	56%		46%	55%
Mean	17.5 yrs.		14.5 yrs.	14.6 yrs.
Language Spoken at Home				
English only	73%	62%	66%	
Other than English	27%	38%	34%	n.a.

	2012 Performance Survey (unweighted)	Bellevue Population*	2012 Performance Survey (weighted)	2011 Performance Survey (weighted)
Household Phone Type		(King County***)		
Cell Phone Only	18%	32%	33%	34%
Landline and Cell Phone	75%	60%	63%	62%
Landline Only	7%	7%	4%	4%

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

***Note: Age was imputed for respondents who refused to provide their ages.*

****Wireless Substitution: State-level Estimates From the National Health Interview Survey, Table 3. Modeled estimates (with standard errors) of the percent distribution of household telephone status for adults aged 18 years and over, by selected geographic areas: United States, July 2009–June 2010*

Appendix IV – Margin of Error

The margin of error is a statistic expressing the amount of random sampling error in a survey's results. The larger the margin of error, the less faith one should have that the surveys' reported results are close to the true figures; that is, the figures for the whole population. The margin of error decreases as the sample size increases, but only to a point. The margin of error in Bellevue's Performance Measures Survey for the entire sample is generally no greater than plus or minus 4.9 percentage points around any given percentage at a 95 percent confidence level. This means that if the same question were asked of a different sample but using the same methodology, 95 times out of 100, the same result within the stated range would be achieved.

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

Table 42: Error Associated with Different Proportions at Different Sample Sizes

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

Appendix V –Sample Banner Pages

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

Figure 53: Banner 1

City of Bellevue
2010 Budget Survey

SCR2 - How many years have you lived in Bellevue?

BASE = ALL RESPONDENTS

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

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

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