

ORC*International*

2013 Performance Measures

Prepared Exclusively for:

City of Bellevue, WA

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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 16th Performance Measures Survey conducted by the City. The 2013 survey was conducted January 19 to February 8, 2013 using a mixed-mode address-based methodology and resulted in a total 518 interviews—270 completed over the telephone and 248 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.

For the first time, residents who were not randomly selected were allowed to complete a confidential online survey. Although the questions were the same, the results are reported separately to maintain the validity of the larger survey. In total, 156 residents completed the opt-in survey online.

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. This year, ratings are consistent with 2012, and the declines seen last year have not continued into 2013. Three out of the five key metrics saw a slight increase; although the increases were not statistically significant, they might be the start of an upward trend.

		2011	2012	2013			2011	2012	2013
Overall Quality of Life	% Top Two Box	94%	95%	95%	Proximity to Ideal	% Top Two Box	90%	91%	87%
	% Greatly Exceeds Expectations	35%	30%	30%		% Extremely Close to Ideal	37%	29%	27%
	% Exceeds Expectations	59%	65%	65%		% Close to Ideal	53%	62% ↑	60%
	Mean	4.28	4.24	4.24		Mean	4.22	4.17	4.09

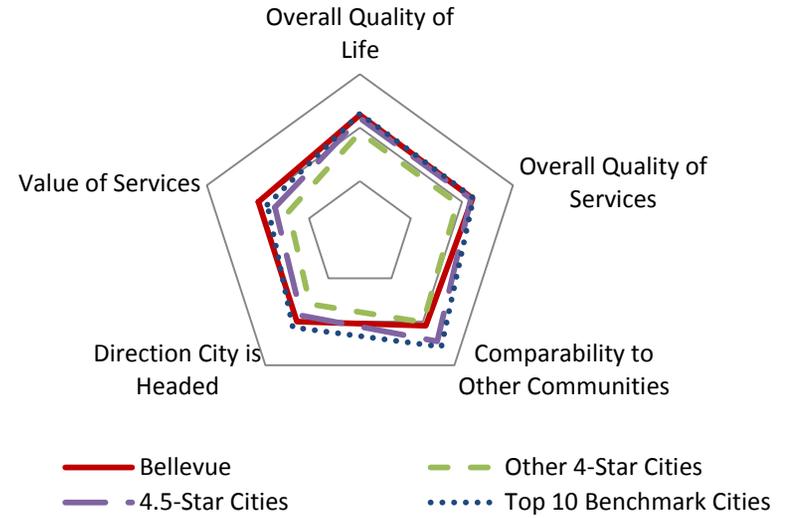
		2011	2012	2013
Overall Quality of City Services	% Top Two Box	90%	92%	94%
	% Greatly Exceeds Expectations	30%	28%	29%
	% Exceeds Expectations	60%	64%	65%
	Mean	4.16	4.15	4.21

		2011	2012	2013			2011	2012	2013
Value of Services for Tax Dollars Paid	% Top Two Box	85%	82%	83%	Direction City Is Headed	% Top Two Box	84%	79%	83%
	% Strongly Receive Value	38%	20% ↓	23%		% Strongly Right Direction	38%	22% ↓	26%
	% Somewhat Receive Value	47%	62% ↑	60%		% Somewhat Right Direction	46%	57% ↑	57%
	Mean	4.16	3.94 ↓	3.99		Mean	4.12	3.92 ↓	4.00

↑ = Significant increase (95% confidence level) compared to prior year; **↓** = Significant decrease (95% confidence level) compared to prior year

With consistent ratings with last year, Bellevue continues to be a 4-star city.	2013	
The City should carefully consider which actions they could take that will impact their star rating.	2012	

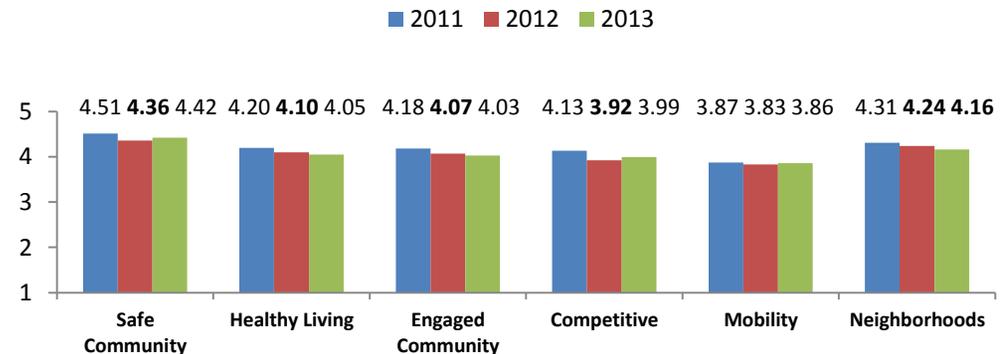
In general, Bellevue is comparable to 4.5-Star cities nationwide with a single exception: comparability to other communities. Residents' perceptions of Bellevue compared to other communities is significantly below 4.5-Star cities and is similar to that of a 4-Star city. Because this question contributes to the star rating more than other questions, Bellevue continues to be a 4-Star city in 2013.



In 2011, Bellevue identified 24 items as Key Community Indicators (KCI). Respondents were asked the extent to which they agreed or disagreed that each of these indicators described Bellevue. Factor analysis was used to identify the major themes or underlying principles among the KCIs. From this analysis the 24 items were grouped into five dimensions or categories. These five categories were named based on the indicators included in each of the categories.

In 2013, the factor analysis was redone to confirm the dimensions were still the same. A new dimension emerged that focused specifically on neighborhoods. This Key Drivers Analysis delivered better results than in 2012 using the now six dimensions including neighborhoods. They likely reflect changes in how residents think about Bellevue. Additionally, 2011 and 2012 data were re-analyzed to include the neighborhoods dimension to compare results over time.

Overall Key Community Indicator Scores



Bellevue continues to be strongest in terms of being safe. The new dimension, neighborhoods, is the second strongest after being safe.

While still relatively high, Bellevue’s ratings are lower and below the midpoint for its competitiveness and mobility. Competitiveness is, however, significantly higher this year. This may be a reflection of an improving economy.

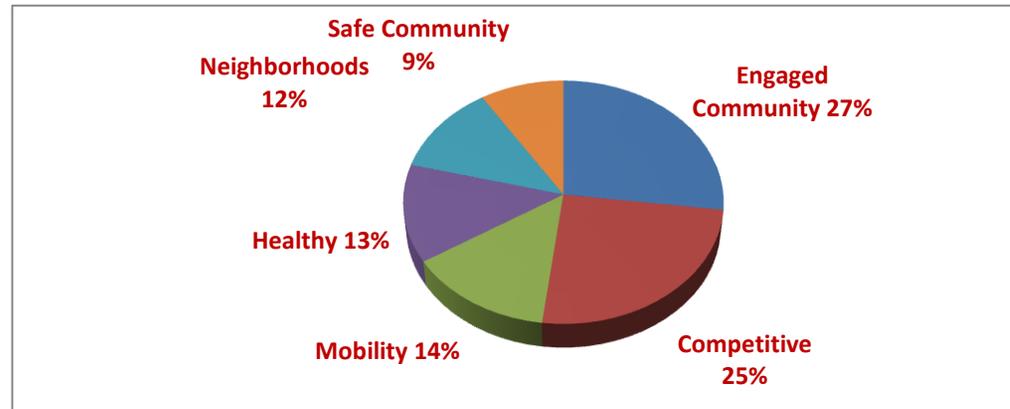
Bolding indicates a significant difference from prior year.

Key Drivers

All six overall community indicators are key drivers of Bellevue's 5-Star Rating—being engaged is the largest driver, followed closely by being competitive. Safety is the smallest driver this year.

Key Drivers Analysis uses a combination of factor and regression analysis to identify which of the 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. The KCI-identified drivers are not those that do better or worse in terms of describing Bellevue. Rather, 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. Engaged community and competitiveness have the most influence on the 5-Star Rating and should be areas of focus in order for the City to increase its 5-Star Rating next year.

Overall Drivers of Bellevue's 5-Star Rating



Targeted Improvements

	Improve*	Maintain**
Mobility	<ul style="list-style-type: none"> • Planning for and implementing transportation options • Ability to travel within City in a reasonable and predictable amount of time 	<ul style="list-style-type: none"> • Providing a safe transportation system
Healthy	<ul style="list-style-type: none"> • Can rightfully be called a “city in a park” 	<ul style="list-style-type: none"> • Opportunities to experience nature; live, work, play • Environment that supports personal health and well-being • Creating a natural environment that supports healthy living
Competitive	<ul style="list-style-type: none"> • Good job planning for growth • Looking ahead and planning for solutions • Creates a supportive and competitive business environment • Visionary community in which creativity is fostered 	<ul style="list-style-type: none"> • Good place to raise children • Fosters and supports a diverse community
Safe Community	<ul style="list-style-type: none"> • Well-prepared to respond to emergencies • Plans appropriately to respond to emergencies 	<ul style="list-style-type: none"> • Safe communities in which to live, work, play
Engaged Community	<ul style="list-style-type: none"> • Listen to residents and seek their input • Welcoming and supportive community • Promotes citizen engagement 	<ul style="list-style-type: none"> • Keeps residents informed
Neighborhoods	<ul style="list-style-type: none"> • Neighborhoods support families, particularly with small children 	<ul style="list-style-type: none"> • Safe, attractive neighborhoods • Convenient access to activities • Attractive, well-maintained neighborhoods
	* Key Community Indicators receiving below the overall average ratings	** Key Community Indicators receiving above the overall average ratings

Demographic Findings

This is the first year Downtown is included as its own neighborhood. Downtown had the largest number of completes among all neighborhoods because of the large number of surveys (84%) completed online. Downtown also has the shortest length of residency with over three out of five (66%) residents having lived in Bellevue between 0 and 3 years. Residents also tend to be younger with over half (53%) under the age of 35, and three-fourths (76%) are renters. In general, Downtown residents are either the most satisfied or among the top few neighborhoods in being very satisfied.

In general, younger residents (under 35) and older residents (65+) are more satisfied than residents in the middle age categories. For younger residents it is not known if this is due to age or neighborhood because of the large percentage who live in Downtown. Similarly, the majority of younger residents have lived in Bellevue between 0 and 3 years and are renters. These residents might be more satisfied because they choose to live in the neighborhood they like the most. If they are unsatisfied they can easily move because they tend to not have responsibilities such as mortgages or children. They can easily move to another neighborhood or out of Bellevue altogether, and therefore those who stay do so because they like where they live.

In general, older residents are also more satisfied than residents in the middle age categories. Those over the age of 65 tend to have lived in Bellevue for more than 25 years. Similar to the younger demographic, they do not have school-age children who keep them in particular neighborhoods, although they do tend to own their homes. Nearly one out of five (19%) Downtown residents are over the age of 65. These may be “empty nesters” who have chosen to live Downtown.

Except in the instances of extreme differences, distinctions between races or by language spoken at home are not discussed in this report. This is because the survey was offered in English only and is therefore not representative of Bellevue residents whose English-language abilities are not well enough to complete a survey online or by telephone. Among the 37 percent of Bellevue residents who speak a language other than English as their primary language at home, 41 percent speak English less than “very well.”¹ Because of the racial make-up of Bellevue, it is likely those who do not speak English as a primary language at home are also from non-white races.

Additionally, the sample sizes for racial and language categories may be too small to draw meaningful conclusions. Therefore, as more years of data have been collected, race and language differences will be discussed in the form of trends.

Thirty percent of households surveyed this year do not have a landline, which is similar to 2012. This figure is lower than the estimate (43%) for King County provided by the National Health Interview Survey.²

¹ US Census, *American Community Survey 2009–2011*.

² State-level estimates from the National Health Interview Survey for adults 18 years and over, 2011.

Other Key Findings

Overall Quality of Life

Nearly all (95%) Bellevue residents feel that the overall quality of life in Bellevue meets or exceeds their expectations. This has been consistent over the past three years and is an indication that overall, Bellevue is meeting the needs of its residents.

Bellevue's Neighborhoods

Most (93%) Bellevue residents continue to describe their neighborhoods as a good to excellent place to live. While this is very high, there has been a slight decrease in the percentage of residents rating their neighborhood as excellent compared to 2012.

At the same time, the extent to which Bellevue residents feel there is a sense of community in their neighborhood has decreased slightly—from 63 percent in 2012 to 56 percent in 2013. The percentage who feels that their neighborhood has a strong sense of community, however, is beginning to move back up toward 2011 levels—from 16 percent in 2012 to 19 percent in 2013. While this may not be a significant increase, it is a positive indicator.

Nearly half (49%) of Bellevue residents do not have a problem with code enforcement in their neighborhoods, this is down slightly from 56 percent in 2012. Two neighborhoods in particular—Crossroads and Bridle Trails/Bel-Red—are more likely to report problems.

Parks and Recreation Programs

Use of Bellevue parks continues to be high—88 percent of all Bellevue residents have visited a park in the past year.

Personal participation in recreation programs has remained constant—from 21 percent to 16 percent.

The majority (96%) of Bellevue residents continue to say they are satisfied with Bellevue's parks and recreation programs and facilities; the percentage "very satisfied" showed a slight increase in 2013—to 45 percent from 42 percent in 2012 after a slight decline.

Bellevue Utilities

As with many other key measures, overall satisfaction with Bellevue Utilities continues to be high (91%) with a slight increase in those very satisfied from 44% in 2012 to 49% in 2013.

Bellevue also 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 been trending downward in 2012 and 2013. 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

Nearly all (97%) residents have confidence in Bellevue's fire department; the percent of those who are "very" confident is beginning to return to 2011 levels with 70 percent reporting being "very" confident in 2013, compared to 65 percent in 2012.

Public Safety

In general, Bellevue residents continue to feel safe walking in Bellevue’s business area during the day. Feeling “very safe” in your neighborhood in general has decreased from 71 percent in 2012 to 59 percent feeling “very” safe in 2013. Crossroads and Bridle Trails/Bel-Red received the lowest ratings for daytime neighborhood safety. Overall, 96% of residents in Bellevue feel safe.

Perceptions of safety after dark show decreases for feeling “very” safe for both Bellevue (40%) and neighborhoods (41%), although these decreases are not significant.

The decrease in perceptions of safety are likely due to the increase in the percentage of residents this year who have heard about crime in the news—30 percent in 2012 up to 44 percent in 2013.

Over one out of four (27%) residents say there are *no* serious police-related problems in their neighborhoods. This is the same as last year.

Of those saying there are problems, three out of five say that property crime and burglaries are the most serious problems. This is an increase from last year when two out of five said they were the most serious problems.

Nearly one in four (23%) Bellevue residents had contact with the police in the past year. Among those with a contact, there has been a significant increase in the percentage saying that contact is an excellent experience—from 33 percent in 2012 to 54 percent in 2013.

Street / Sidewalk Maintenance

The majority (84%) of Bellevue residents are satisfied with the maintenance of sidewalks and walkways. There is a slight increase of the percent who are “very” satisfied—from 32 percent in 2012 to 40 percent in 2013. Although this is not significant, it is an indication that satisfaction is trending back up toward 2011 levels.

More than nine out of ten (96%) Bellevue residents are satisfied with the cleanliness of streets—this is similar to 2012 (94%).

City Employees

Nearly one-quarter (22%) of Bellevue residents have had a recent (in the past 12 months) contact with a City of Bellevue employee; this is lower than in previous years when a third of residents had contact.

The overall satisfaction (89%) with the quality of service received during a contact with a Bellevue city employee is similar to 2012 (86%). The percent who are “very” satisfied has increased slightly in 2013 to 55 percent from 48 percent in 2012. No matter how (email, phone, in-person) the contact was made, satisfaction levels are similar.

Outreach

While overall satisfaction with the city’s website is high—90 percent satisfied—there has been a continued decrease in those who are “very” satisfied: down from 41 percent in 2011 and 30 percent in 2012 to 28 percent in 2013—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 Budget One performance measures, ICMA Comparable Cities surveys (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, which was conducted between January 19 and February 8, 2013.

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 20 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 except 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 518 interviews—270 completed over the telephone and 248 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 survey's 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 4.3 percentage points at a 95 percent confidence level. Appendix IV provides additional insights into the margin of error with different sample sizes.

Total Sample	n = 518
Overall Precision 95% confidence	+/- 4.3%

Demographic Profile and Weighting

Post-stratification weighting was used to ensure that results of the 2013 Performance Measures Survey are generally representative of the population of Bellevue according to 2011 American Community Survey (ACS) census data. Reflecting the growing number of multifamily dwelling types in Bellevue, the percentage of residents who are renters has increased significantly since 2011. Renters are typically newer residents and are less engaged. It is important for Bellevue to understand this segment's unique needs and expectations; they might not always be renters and will ultimately look to buy depending on the economy and economic circumstances.

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.

Benchmarking

Benchmarking is defined as “the routine comparison with similar organizations of administrative processes, practices, costs and staffing, to uncover opportunities to improve services and/or to lower costs.”³ Benchmarking enables communities such as Bellevue to:

- Quantify measures of performance
- Quantify the gap between your community and best practices
- Encourage focus on outcomes rather than simply performance

ORC’s benchmark data is based on interviews with residents living in a random sample of 104 cities across the United States. A list of benchmark cities is included in Appendix V. Within each selected city, a random sample of residents was surveyed, using an online probability sample. Quotas were established to ensure representation of men and women and all age groups. ORC International’s benchmarks are updated regularly. The most recent update was completed in March 2013.

ORC International’s benchmarks for these questions are based on a national sample of over 5,000 households. We do not aggregate results from studies we complete for other jurisdictions or that are available in the public domain.

For benchmarking, Bellevue’s results for key questions are compared to

- All benchmark cities
- Other communities in the Pacific West census division (Washington, Oregon, California, Hawaii, and Alaska).
- Other 4-Star cities
- 4.5-Star cities
- Top 10 benchmark cities in the USA: Carmel, IN; Overland Park, KS; Oak Park, IL; Eden Prairie, MN; Ann Arbor, MI; Tuscaloosa, AL; Rockville, MD; Edmond, OK; Laguna Niguel, CA; Salt Lake City, UT
- Other Puget Sound cities randomly included in the benchmarking: Auburn, Redmond, Renton, Shoreline, Seattle

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³ Mark Howard & Bill Kilmartin, “Assessment of Benchmarking within Government Organizations,” Accenture White Paper, May 2006.

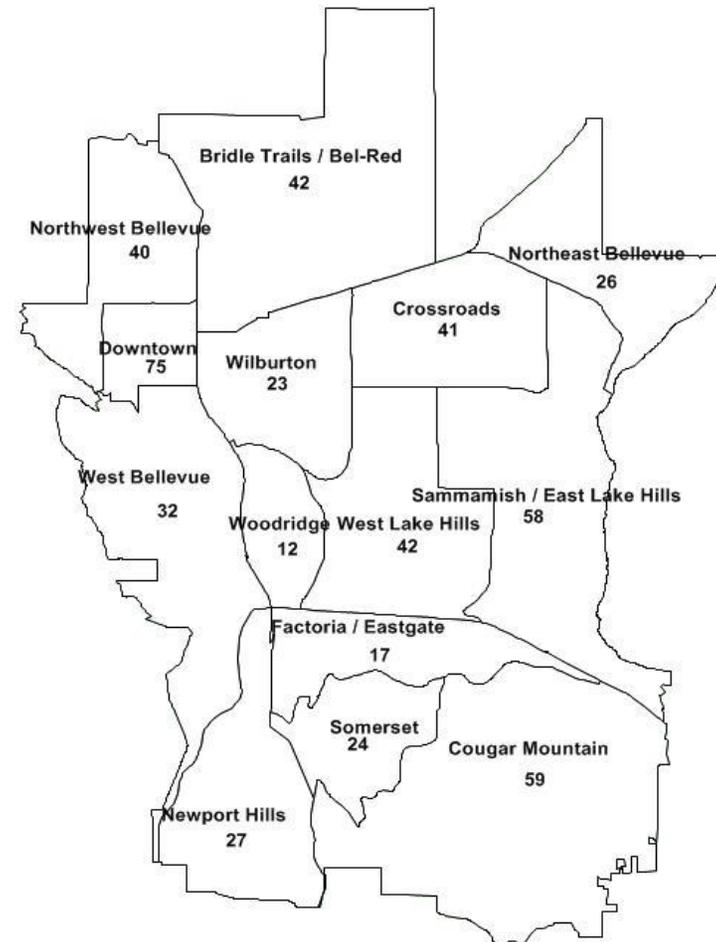
Reporting Conventions

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/Bel-Red (n = 42)
- Cougar Mountain (n = 59)
- Crossroads (n = 41)
- Downtown (n=75)
- Factoria/Eastgate (n = 17*)
- Newport Hills (n = 27)
- Northeast Bellevue (n = 26)
- Northwest Bellevue (n = 40)
- Sammamish/East Lake Hills (n = 58)
- Somerset (n = 24*)
- West Bellevue (n = 32)
- West Lake Hills (n = 42)
- Wilburton (n = 23*)
- Woodridge (n = 12*)

Downtown was added as a separate neighborhood in 2013. In previous years it was included as part of West Bellevue.

Figure 1: Bellevue Neighborhoods



*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 may not be statistically significant.

Key Findings

Overall Quality of Life in Bellevue

Nearly all (95%) Bellevue residents feel that the overall quality of life in Bellevue meets or exceeds their expectations. This is unchanged from 2012.

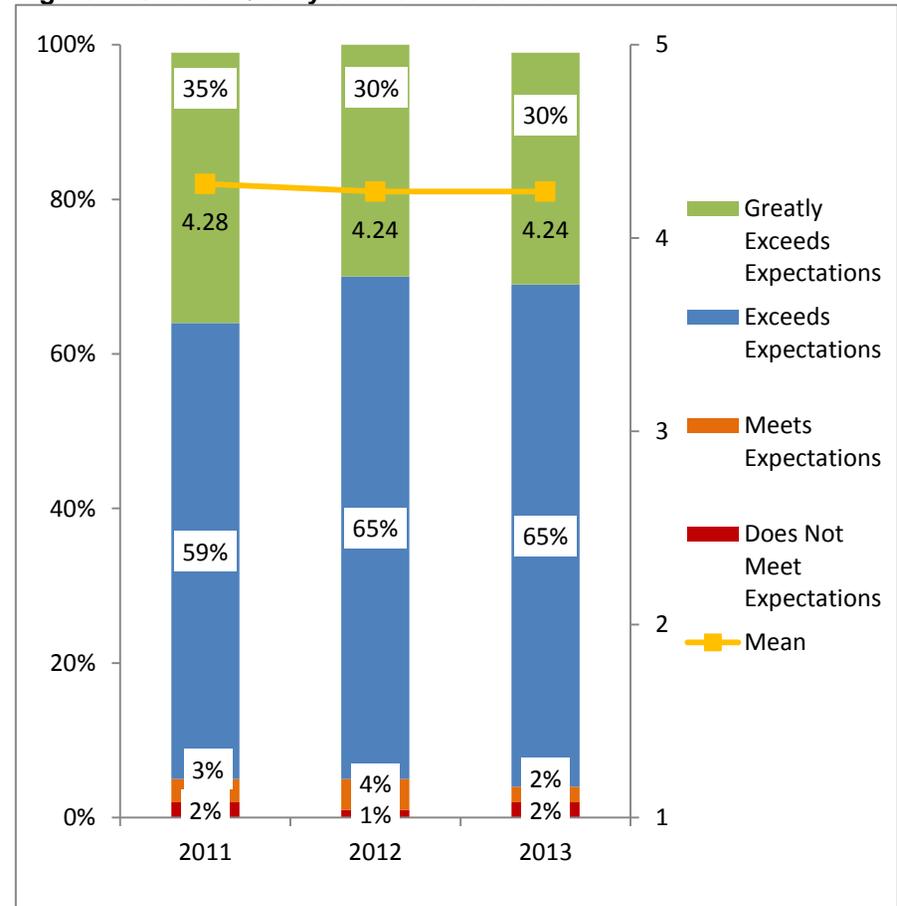
Residents who are younger or older tend to feel their quality of life exceeds their expectations in comparison to those in middle age groups. Residents under age 35 are more likely to say that the quality of life in Bellevue greatly exceeds or exceeds their expectations, and residents age 65 and older are more likely to say their quality of life greatly exceeds their expectations than are the middle age groups.

The quality of life is rated highest by Downtown Bellevue residents—nearly half (47%) say that the quality of life greatly exceeds their expectations for a mean of 4.47.

While still rated fairly high—3.97 (above the midpoint of 3, which represents “meets expectations”)—residents in Crossroads give the lowest ratings for quality of life.

- This is primarily due to the high proportion (75%) of Crossroads residents who give a rating of four out of five.

Figure 2: Overall Quality of Life in Bellevue

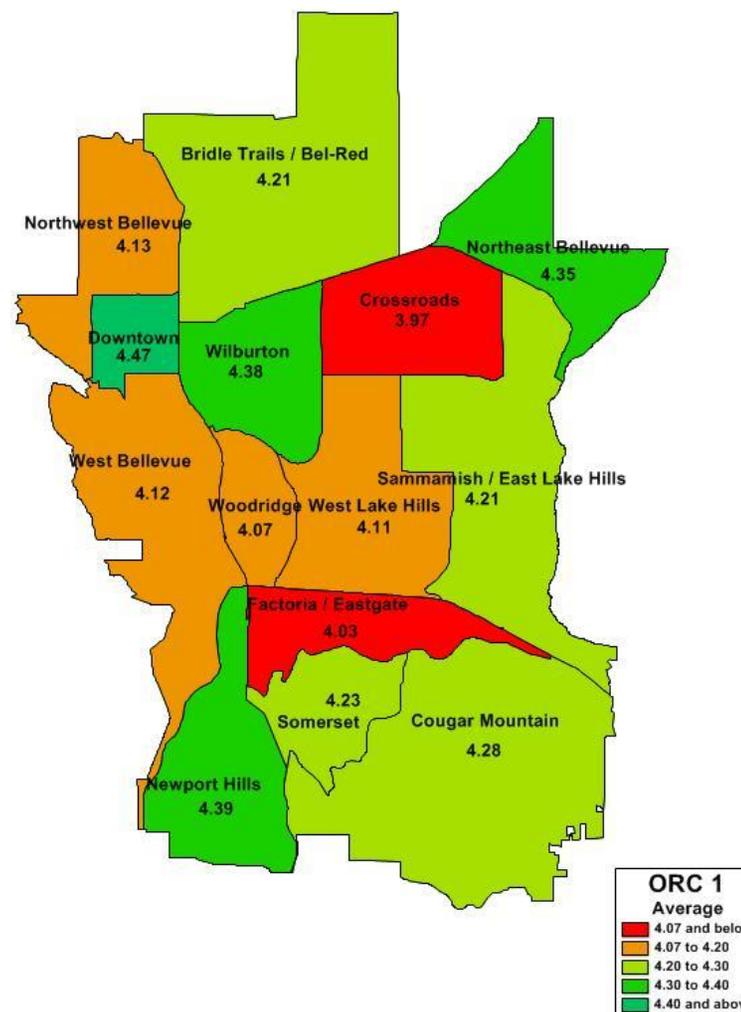


ORC1—How would you rate the overall quality of life in the City of Bellevue?
 Base: All respondents 2010 (n = 646); 2011 (n = 515); 2012 (n = 405); 2013 (n = 518)
 *Use caution; small n size

Table 1: Overall Quality of Life by Neighborhood

	Overall (n = 518)	Bridle Trails/ Bel-Red (n = 42)	Cougar Mtn (n = 59)	Crossroads (n = 41)	Downtown (n = 75)
Greatly Exceeds	30%	25%	33%	15%	47%
Exceeds	65%	72%	64%	75%	52%
Meets	2%	1%	1%	–	–
Does Not Meet	2%	2%	2%	9%	–
Mean	4.24	4.21	4.28	3.97	4.47
	Factoria*/ Eastgate (n = 17)	Newport Hills (n = 27)	NE Bellevue (n = 26)	NW Bellevue (n = 40)	Sammamish/ E. Lake Hills (n=58)
Greatly Exceeds	10%	39%	40%	25%	28%
Exceeds	84%	61%	54%	66%	64%
Meets	6%	–	6%	6%	7%
Does Not Meet	–	–	–	3%	–
Mean	4.03	4.39	4.35	4.13	4.21
	Somerset* (n=24)	W. Bellevue (n=32)	W. Lake Hills (n=42)	Wilburton* (n=23)	Woodridge* (n=12)
Greatly Exceeds	23%	23%	22%	38%	22%
Exceeds	77%	70%	72%	62%	71%
Meets	–	3%	2%	–	–
Does Not Meet	–	4%	4%	–	7%
Mean	4.23	4.12	4.11	4.38	4.07

Figure 3: Overall Quality of Life by Neighborhood



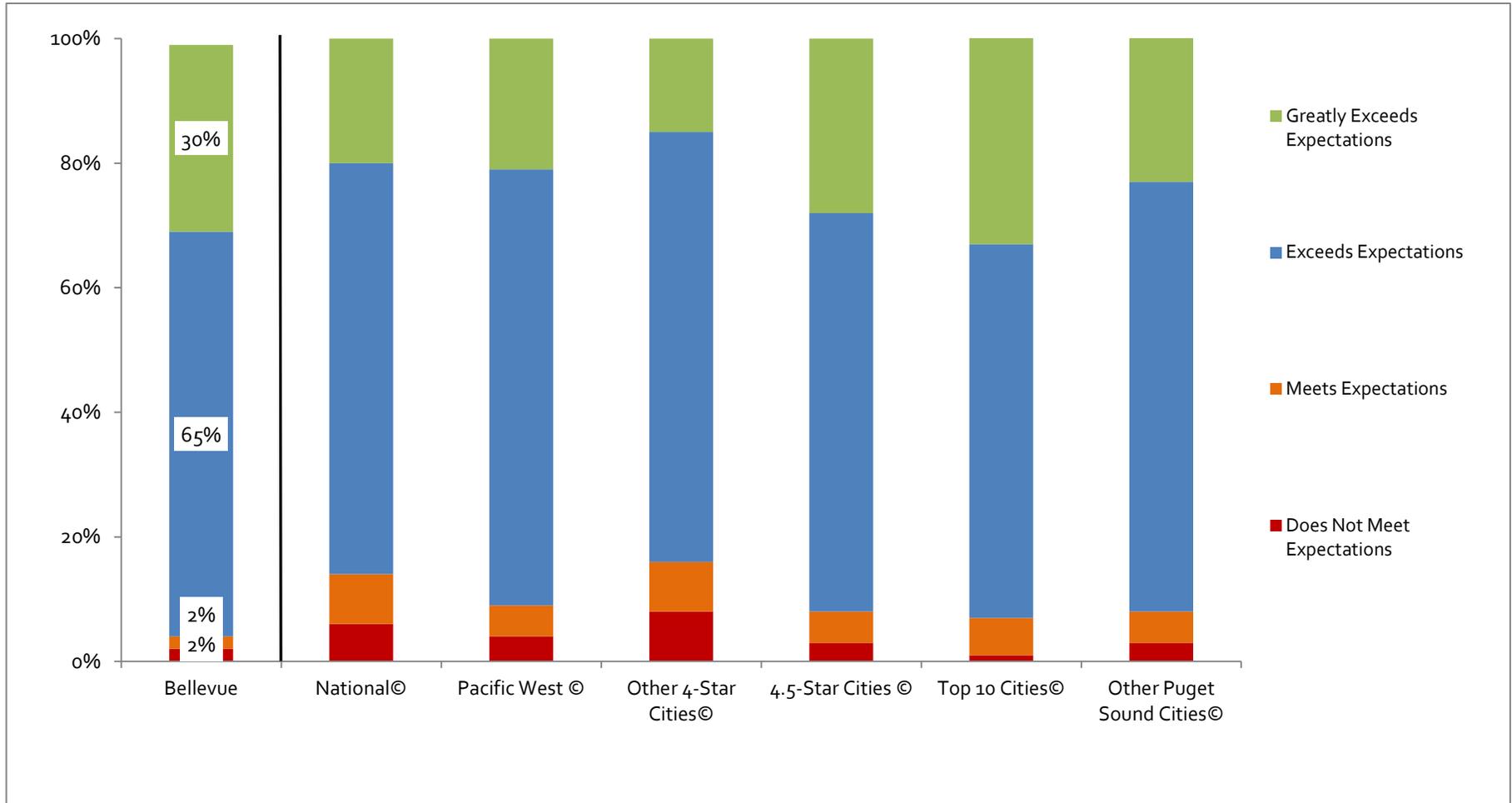
ORC1—How would you rate the overall quality of life in the City of Bellevue? Mean based on five-point scale where “1” means “does not meet expectations at all” and “5” means “greatly exceeds expectation.” Base: All respondents (n = 518). *Use caution, small n size

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

Overall Quality of Life Compared to Benchmark Results

Bellevue performs well when compared to National and Pacific West benchmarks. Bellevue’s rating is comparable to the ratings given by those living in 4.5-Star cities and somewhat higher than other Washington cities included in the benchmarks.

Figure 4: Overall Quality of Life Benchmarks



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

Base: Bellevue all respondents: 2013 (n = 518)

Overall Quality of City Services

The overall quality of City services has remained steady over the past three years.

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

- Residents in NE Bellevue give the highest overall rating (mean score of 4.46).
- Residents living in Factoria/Eastgate* deserve the most attention as residents in this neighborhood gives the lowest ratings—mean score of 3.96.

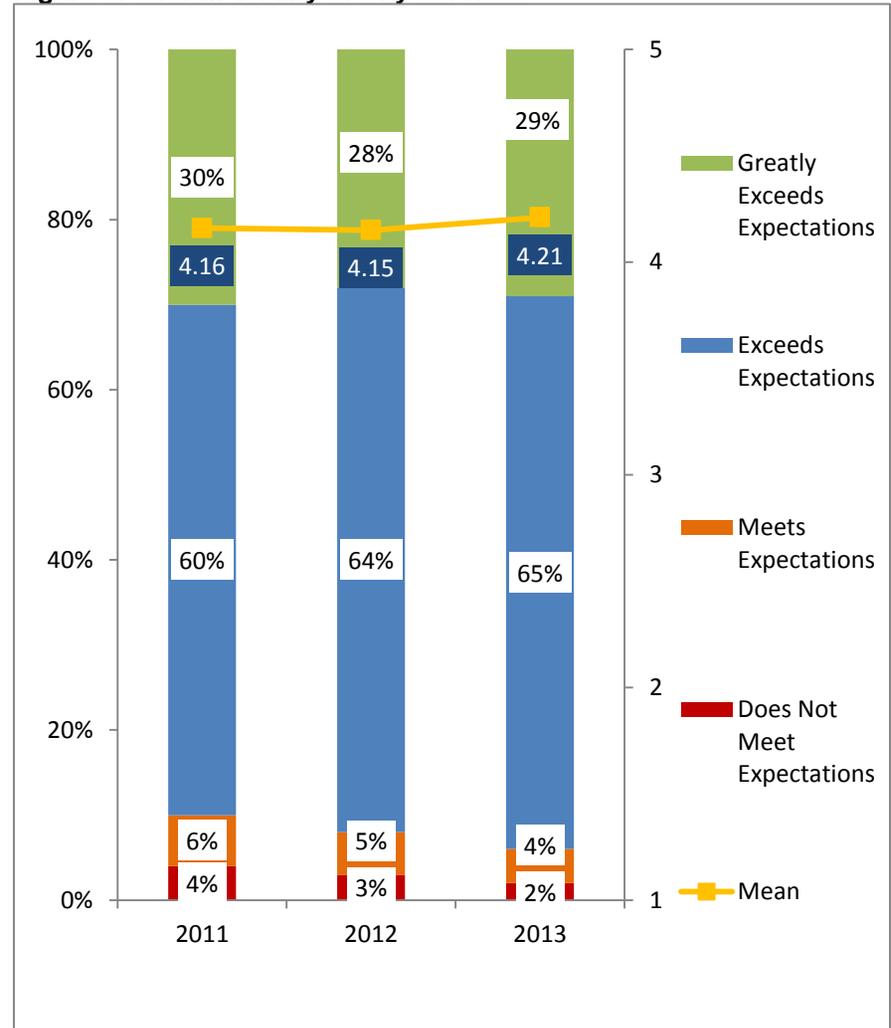
Bellevue’s oldest residents give the highest ratings for service—47 percent saying that the overall quality of city services greatly exceeds their expectations. While still positive, those under the age of 65 are more likely to say that overall quality of city services exceeds as opposed to greatly exceeds their expectations.

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

	18–34	35–54	55–64	65 Plus
Greatly Exceeds Expectations	27%	25%	26%	47%
Exceeds Expectations	73%	65%	66%	50%
Meets Expectations	–	8%	5%	2%
Does Not Meet Expectations	1%	1%	4%	1%
Mean	4.26	4.14	4.13	4.42

*Use caution; small n size.

Figure 5: Overall Quality of City Services



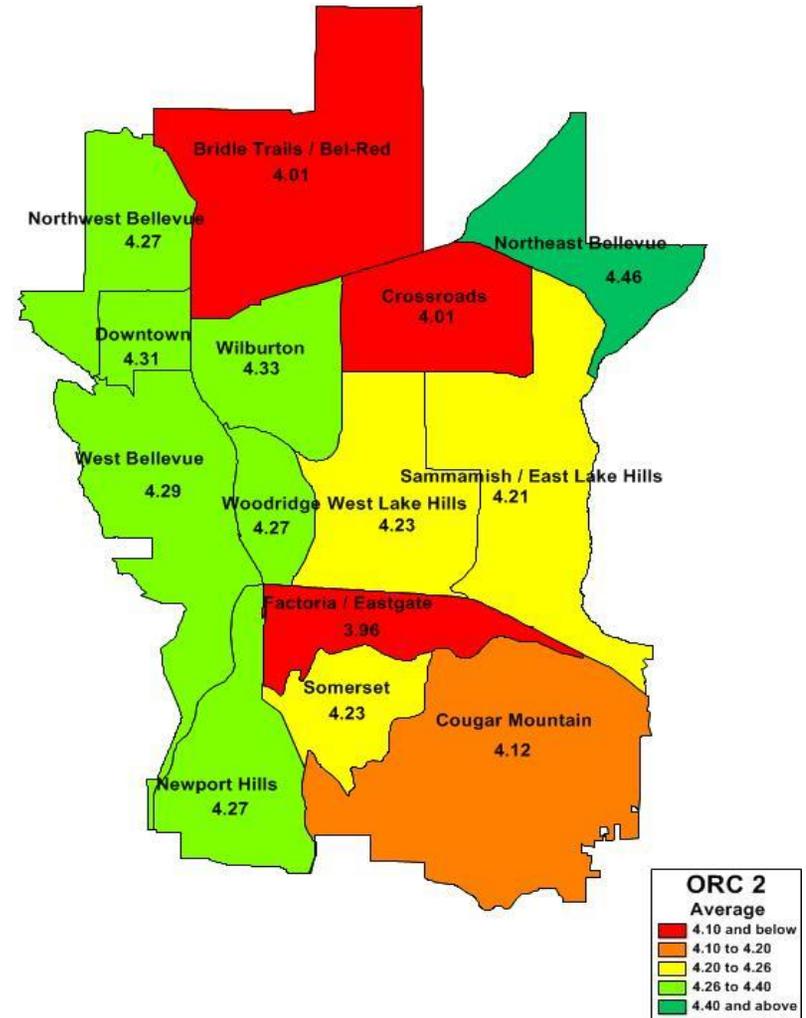
ORC2—How would you rate the overall quality of services provided by the City of Bellevue?
Base: All respondents 2010 (n = 646); 2011 (n = 515); 2012 (n = 405); 2013 (n = 518)

Table 3: Quality of City Services by Neighborhood

	Overall (n = 518)	Bridle Trails/ Bel-Red (n = 42)	Cougar Mtn (n = 59)	Crossroads (n = 41)	Downtown (n = 75)
Greatly Exceeds	29%	10%	22%	22%	34%
Exceeds	65%	84%	73%	61%	64%
Meets	4%	3%	4%	12%	1%
Does Not Meet	2%	3%	2%	4%	1%
Mean	4.21	4.01	4.12	4.01	4.31
	Factoria*/ Eastgate (n = 17)	Newport Hills (n = 27)	NE Bellevue (n = 26)	NW Bellevue (n = 40)	Sammamish/ E. Lake Hills (n = 58)
Greatly Exceeds	6%	35%	52%	33%	27%
Exceeds	84%	61%	43%	62%	66%
Meets	10%	–	6%	3%	6%
Does Not Meet	–	4%	–	2%	–
Mean	3.96	4.27	4.46	4.27	4.21
	Somerset* (n = 24)	W. Bellevue (n = 32)	W. Lake Hills (n = 42)	Wilburton* (n = 23)	Woodridge* (n = 12)
Greatly Exceeds	27%	38%	29%	47%	27%
Exceeds	69%	53%	67%	45%	73%
Meets	4%	9%	2%	–	–
Does Not Meet	–	–	1%	7%	–
Mean	4.23	4.29	4.23	4.33	4.27

ORC2—How would you rate the overall quality of services provided by the City of Bellevue?
 Mean based on five-point scale where “1” means “very poor” and “5” means “excellent.”
 Base: All respondents (n = 518) *Use caution; small n size

Figure 6: Quality of City Services by Neighborhood

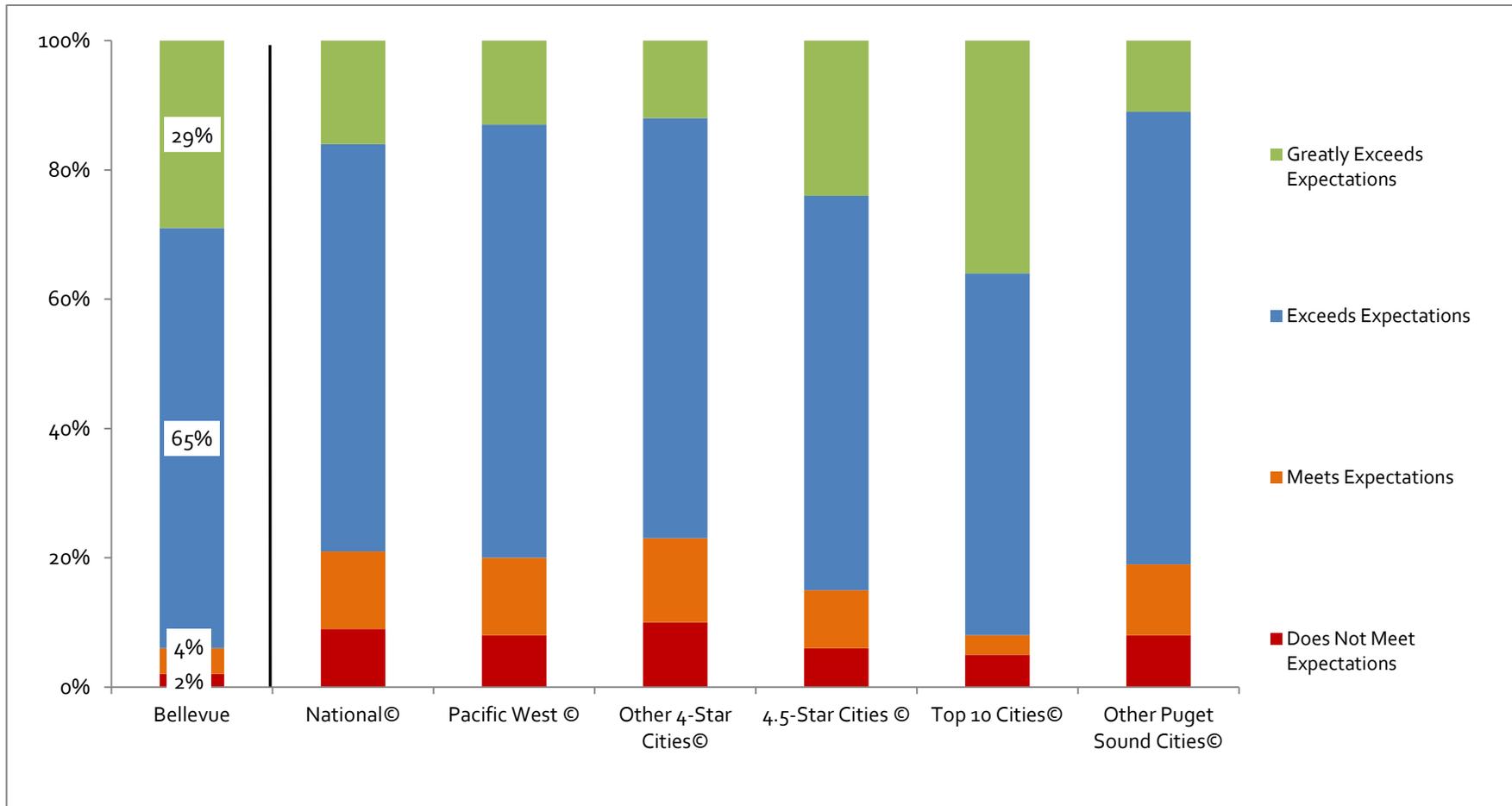


Maps illustrate differences in mean ratings by neighborhood showing how neighborhoods compare on a relative basis. In all instances, neighborhoods score above the midpoint on a five-point scale.

Overall Quality of Services Compared to Benchmark Results

Bellevue outperforms national benchmarks for overall quality of services provided. Bellevue’s rating is comparable to the ratings given by those living in 4.5-Star cities and significantly higher than other Washington cities included in the benchmark sample.

Figure 7: Quality of Services Benchmarks



ORC2—How would you rate the overall quality of services provided by the City of Bellevue?
 Base: Bellevue all respondents: 2013 (n = 518)

Comparability to Other Communities

Nearly three in ten (27%) Bellevue residents say that Bellevue is significantly better than other communities as a place to live, and an additional 67 percent say that it is better.

The shift seen in 2012 in the percentage saying it is significantly better versus simply saying that is better has not reversed. This attribute is very important to the 5-Star Rating and is a primary factor in the weakness in that key measure for Bellevue.

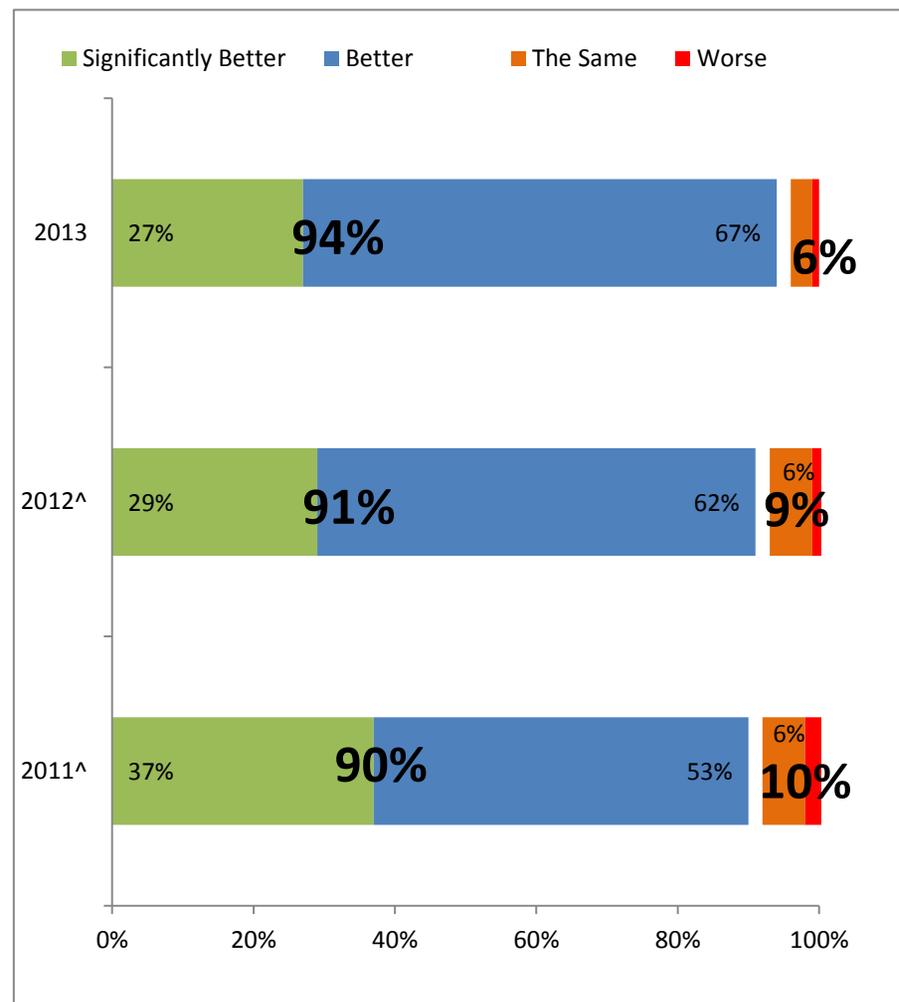
Neighborhoods where residents believe Bellevue is significantly better than other communities are the following:

- Downtown (mean rating of 4.37): Just over half (55%) of these residents feel that Bellevue is “better,” and two out of five (41%) feel that it is “significantly better” than other communities.
- Newport Hills (mean rating of 4.30): Over half (55%) feel that Bellevue is “better” than other communities, and 36% feel that it is “significantly better.”
- Somerset* (mean rating of 4.27): Two-thirds (67%) of these residents feel that Bellevue is “better,” and nearly one-third (29%) feel that it is “significantly better.” This is a change from last year when Somerset was one of the neighborhoods rating this question the lowest.

Neighborhoods deserving attention include

- Wilburton* (mean rating of 4.08): One out of 20 (5%) Wilburton residents rate the city as worse than other communities.

Figure 8: Comparability to Other Communities



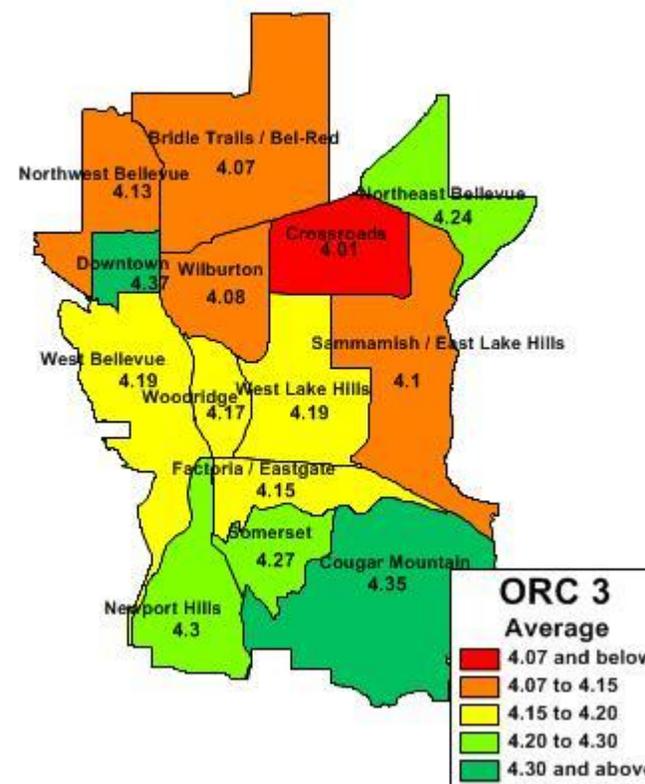
ORC3—Compared with other cities and towns, how would you rate Bellevue as a place to live?
[^] In 2011 and 2012, the question was worded: “How closely does Bellevue match your view of an ‘ideal’ city to live in?”
 Base: All respondents 2011 (n = 515); 2012 (n = 405); 2013 (n = 518)

*Use caution; small n size.

Table 4: Comparability to Other Communities by Neighborhood

	Overall (n = 518)	Bridle Trails/ Bel-Red (n = 42)	Cougar Mtn (n = 59)	Crossroads (n = 41)	Downtown (n = 75)
Significantly Better	27%	17%	36%	12%	41%
Better	67%	74%	62%	78%	55%
The Same	5%	9%	2%	7%	4%
Worse	1%	0%	0%	2%	0%
Mean	4.20	4.07	4.35	4.01	4.37
	Factoria/ Eastgate (n = 17)*	Newport Hills (n = 27)	NE Bellevue (n = 26)	NW Bellevue (n = 40)	Sammamish/ E. Lake Hills (n = 58)
Significantly Better	21%	36%	33%	23%	21%
Better	71%	55%	56%	71%	72%
The Same	7%	9%	11%	3%	5%
Worse	0%	0%	0%	3%	2%
Mean	4.15	4.30	4.24	4.13	4.10
	Somerset (n = 24)*	W. Bellevue (n = 32)	W. Lake Hills (n = 42)	Wilburton (n = 23)*	Woodridge (n = 12)*
Significantly Better	29%	19%	26%	29%	18%
Better	67%	81%	70%	62%	82%
The Same	4%	0%	5%	5%	0%
Worse	0%	0%	0%	5%	0%
Mean	4.27	4.19	4.19	4.08	4.17

Figure 9: Comparability to Other Communities by Neighborhood



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

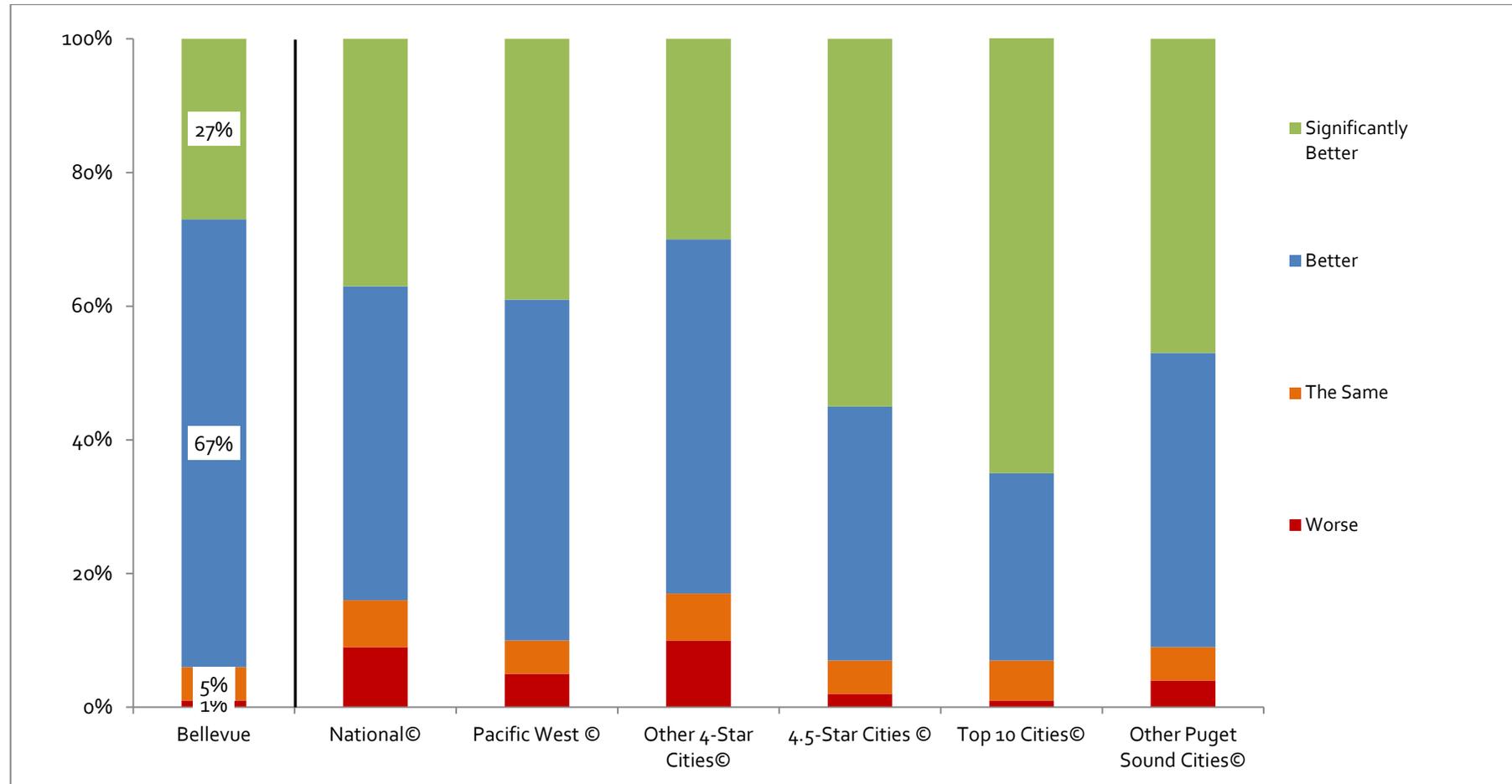
ORC3—Compared with other cities and towns, how would you rate Bellevue as a place to live? Mean based on five-point scale where “1” means “much worse” and “5” means “significantly better.” Base: All respondents (n = 518)

*Use caution; small n size

Comparability to Other Communities Compared to Benchmark Results

Despite Bellevue’s high ratings for quality of life and city services, Bellevue is comparable to other 4-Star cities and well behind ORC’s Top 10 cities when residents compare Bellevue to other communities. As this is a major driver of the 5-Star rating, this explains why Bellevue remains a 4-Star City.

Figure 10: Comparability to Other Communities Benchmarks



ORC3—Using a scale from 0 to 10 where “0” means “much worse than other cities and towns” and “10” means “significantly better than other cities and towns,” how would you rate Bellevue as a place to live?

Base: Bellevue all respondents: 2013 (n = 518)

Direction City Is Headed

The majority (83%) of Bellevue residents continue to feel the city is headed in the right direction. As with other measures, since 2011 there has been a significant shift in the percentage saying it is strongly headed in the right direction to somewhat headed in the right direction. Although the percentage of “strongly right” has increased slightly in 2013, it is still lower than the peak in 2011.

The City’s longtime residents feel more neutral about the direction the city is headed compared to shorter term residents. The percentage of residents who feel neutral, however, has not decreased significantly in 2013.

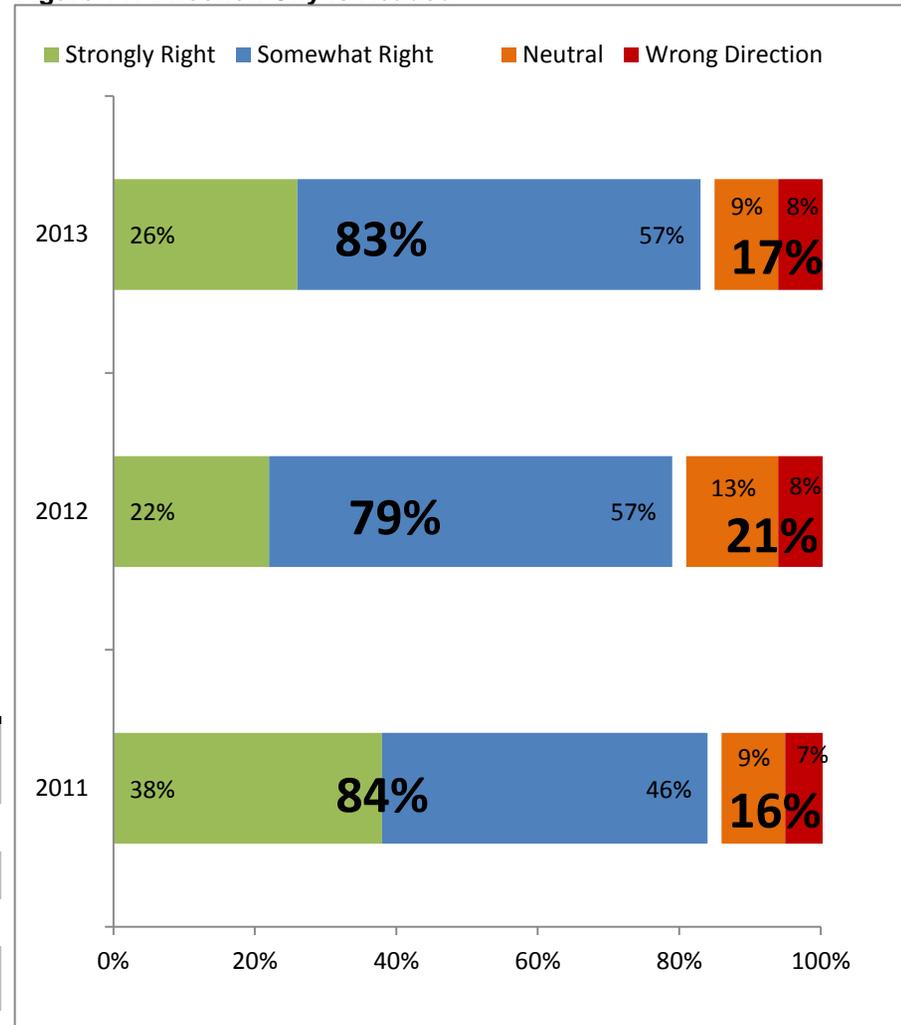
Views on the direction the city is headed vary by neighborhood. While 93 percent of Somerset* and 90 percent of Bridle Trails/Bel-Red residents feel the city is heading in the right direction, just over one out of four (27%) Factoria/Eastgate* residents feel Bellevue is heading in the wrong direction.

Table 5: Direction City Is Headed by Length of Residency

	0–3 Years	4–9 Years	10–24 Years	25+ Years
Strongly Right Direction	32%	29%	17%	27%
Right Direction	55%	57%	64%	50%
Neutral	9%	2%	9%	15%
Wrong Direction	3%	12%	10%	7%
Mean	4.15	4.02	3.87	3.97

*Use caution; small n size

Figure 11: Direction City Is Headed

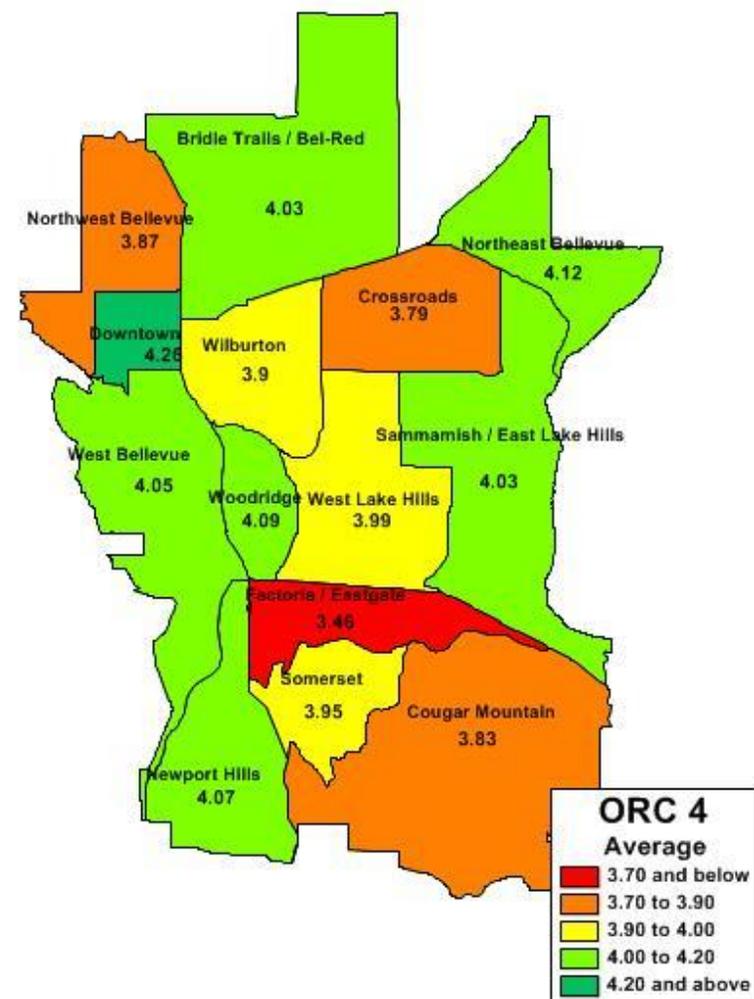


ORC4—Overall, would you say that Bellevue is headed in the right or wrong direction?
Base: All respondents 2011 (n = 515); 2012 (n = 405); 2013 (n = 518)

Table 6: Direction City Is Headed by Neighborhood

	Overall (n = 518)	Bridle Trails/ Bel-Red (n = 42)	Cougar Mtn (n = 59)	Crossroads (n = 41)	Downtown (n = 75)
Strongly Right	26%	20%	21%	9%	43%
Somewhat Right	57%	70%	52%	74%	43%
Neutral	9%	2%	17%	5%	11%
Wrong Direction	8%	7%	10%	12%	3%
Mean	4.00	4.03	3.83	3.79	4.26
	Factoria*/ Eastgate (n = 17)	Newport Hills (n = 27)	NE Bellevue (n = 26)	NW Bellevue (n = 40)	Sammamish/ E. Lake Hills (n = 58)
Strongly Right	11%	33%	42%	29%	20%
Somewhat Right	63%	51%	40%	45%	69%
Neutral	–	6%	7%	10%	6%
Wrong Direction	27%	10%	11%	16%	5%
Mean	3.46	4.07	4.12	3.87	4.03
	Somerset* (n = 24)	W. Bellevue (n = 32)	W. Lake Hills (n = 42)	Wilburton* (n = 23)	Woodridge* (n = 12)
Strongly Right	7%	23%	25%	31%	31%
Somewhat Right	86%	65%	59%	47%	47%
Neutral	4%	7%	9%	10%	22%
Wrong Direction	4%	5%	8%	12%	–
Mean	3.95	4.05	3.99	3.90	4.09

Figure 12: 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 midpoint on a five-point scale.

ORC4—Overall, would you say that Bellevue is headed in the right or wrong direction? Mean based on five-point scale where “1” means “strongly headed in wrong direction” and “5” means “strongly headed in right direction.”

Base: All respondents (n = 518) *Use caution; small n size

Reasons Why City Is Headed in Right or Wrong Direction

A follow-up question was added this year after the question asking if Bellevue is headed in the right or wrong direction. The follow-up question asks respondents their number one and number two reasons why they believe Bellevue is headed in the right or wrong direction. For reporting purposes, the number one and number two reasons have been combined.

Among responses received answering the question why Bellevue is headed in the right direction, growth and development (7%) and planning (6%) are the top reasons.

Very few respondents (n = 41) thought Bellevue is headed in the wrong direction. Among the responses received, 19 percent said it was because of congestion and traffic and 15% thought it due to high cost of living and expense.

Table 7: Reasons Why Bellevue Is Headed in Right Direction (Top Mentions)*

Growth/Development	7%
Planning	6%
Environmentally Conscious/Friendly	5%
Business Growth/Friendliness	5%
Schools/Education	5%
Public Transportation	5%
City Services	4%
Downtown Development/Redesign	3%
Light Rail	3%
City Management/Council	3%
Safety	3%

Q6—Using a one or two word phrase, what are the reasons why you think Bellevue is headed in the [right/wrong] direction?

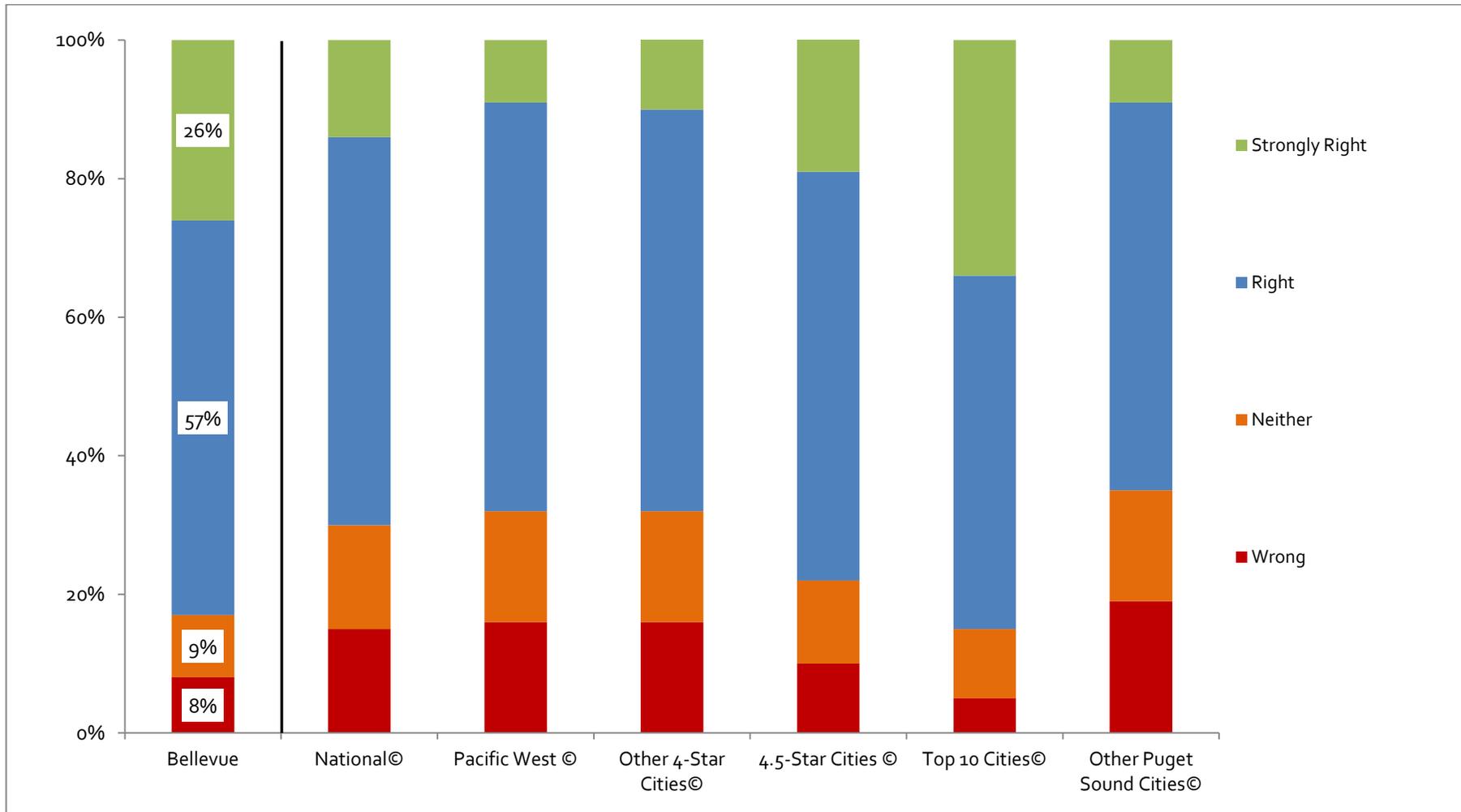
*Only response categories with 3 percent or more are shown.

Base: Respondents who believe Bellevue is headed in the right direction (n = 414). Percentages are based on multiple responses and therefore do not equal 100%.

Direction City Is Headed Compared to Benchmark Results

Bellevue residents' ratings for the direction the city is headed are significantly higher than other 4-Star cities and are between those given to other 4.5-Star cities and the Top 10 benchmark cities.

Figure 13: Direction City Is Headed Benchmarks



ORC4—Overall, would you say that Bellevue is headed in the right or wrong direction?

Base: Bellevue all respondents: 2013 (n = 518)

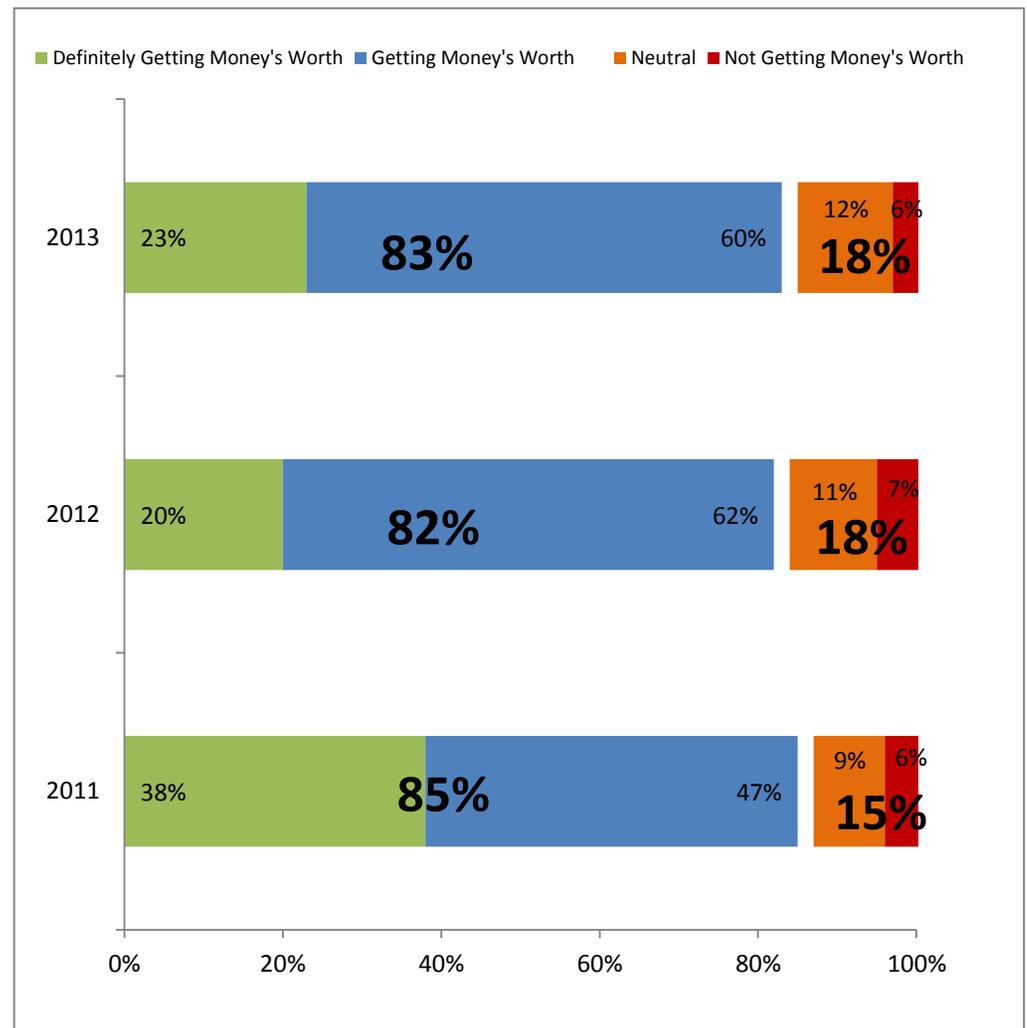
Value of Services for Tax Dollars Paid

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 was a shift in 2012 between those feeling they are “definitely” getting their money’s worth to those describing just getting their money’s worth that continues in 2013.

This year we do not see differences based on length of time in Bellevue or between homeowners and renters.

Residents of NE Bellevue (95%) and Somerset (96%) are the most likely to feel they are getting their money’s worth, while Cougar Mountain is the neighborhood with the largest percentage (14%) of residents who feel they are not getting their money’s worth.

Figure 14: 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 2011 (n = 515); 2012 (n = 405); 2013 (n = 518)

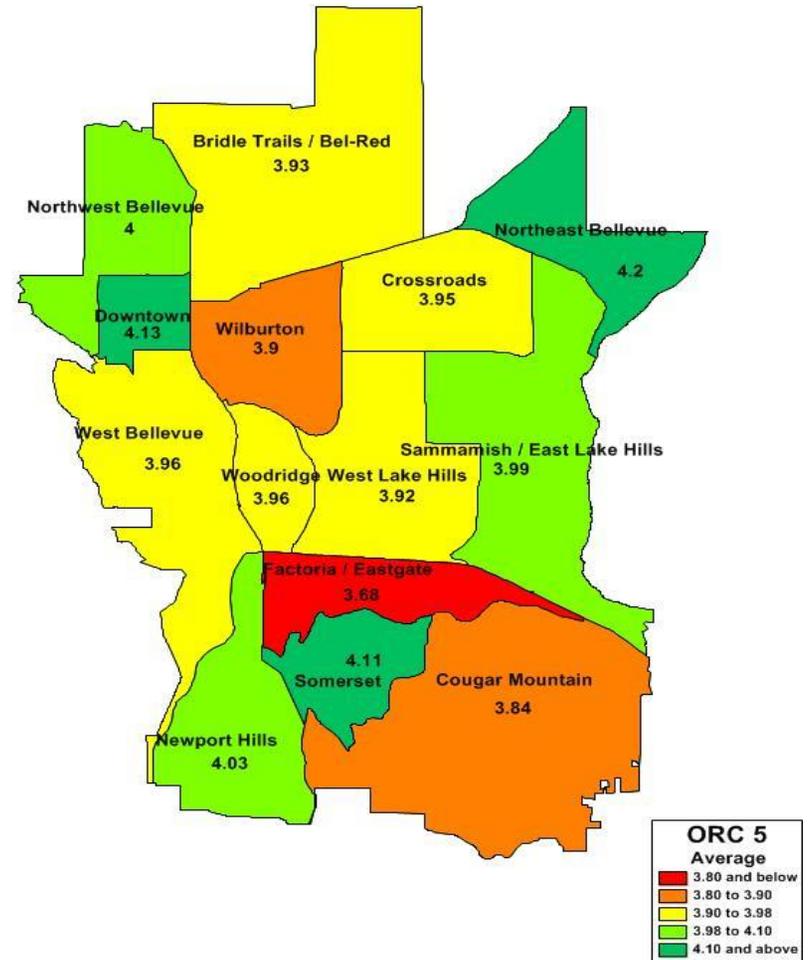
*Use caution, small n size

Table 8: Value for Tax Dollars Paid by Neighborhood

	Overall (n = 518)	Bridle Trails/ Bel-Red (n = 42)	Cougar Mtn (n = 59)	Crossroads (n = 41)	Downtown (n = 75)
Definitely Getting	23%	20%	22%	29%	27%
Getting	60%	62%	56%	46%	60%
Neutral	12%	9%	8%	17%	12%
Not Getting	6%	9%	14%	8%	1%
Mean	3.99	3.93	3.84	3.95	4.13
	Factoria/ Eastgate* (n = 17)	Newport Hills (n = 27)	NE Bellevue (n = 26)	NW Bellevue (n = 40)	Sammamish/ E. Lake Hills (n = 58)
Definitely Getting	–	28%	32%	28%	18%
Getting	71%	57%	63%	48%	69%
Neutral	25%	5%	–	20%	7%
Not Getting	3%	10%	6%	5%	6%
Mean	3.68	4.03	4.20	4.00	3.99
	Somerset* (n = 24)	W. Bellevue (n = 32)	W. Lake Hills (n = 42)	Wilburton* (n = 23)	Woodridge* (n = 12)
Definitely Getting	16%	14%	24%	24%	9%
Getting	80%	68%	48%	55%	78%
Neutral	4%	18%	26%	8%	13%
Not Getting	–	–	2%	13%	–
Mean	4.11	3.96	3.92	3.90	3.96

ORC5—Do you feel you are getting your money’s worth for your city tax dollar? Mean based on five-point scale where “1” means “definitely not getting money’s worth” and “5” means “definitely getting money’s worth.” Base: All respondents (n = 518) *Use caution; small n size

Figure 15: Value for Tax Dollars Paid by Neighborhood

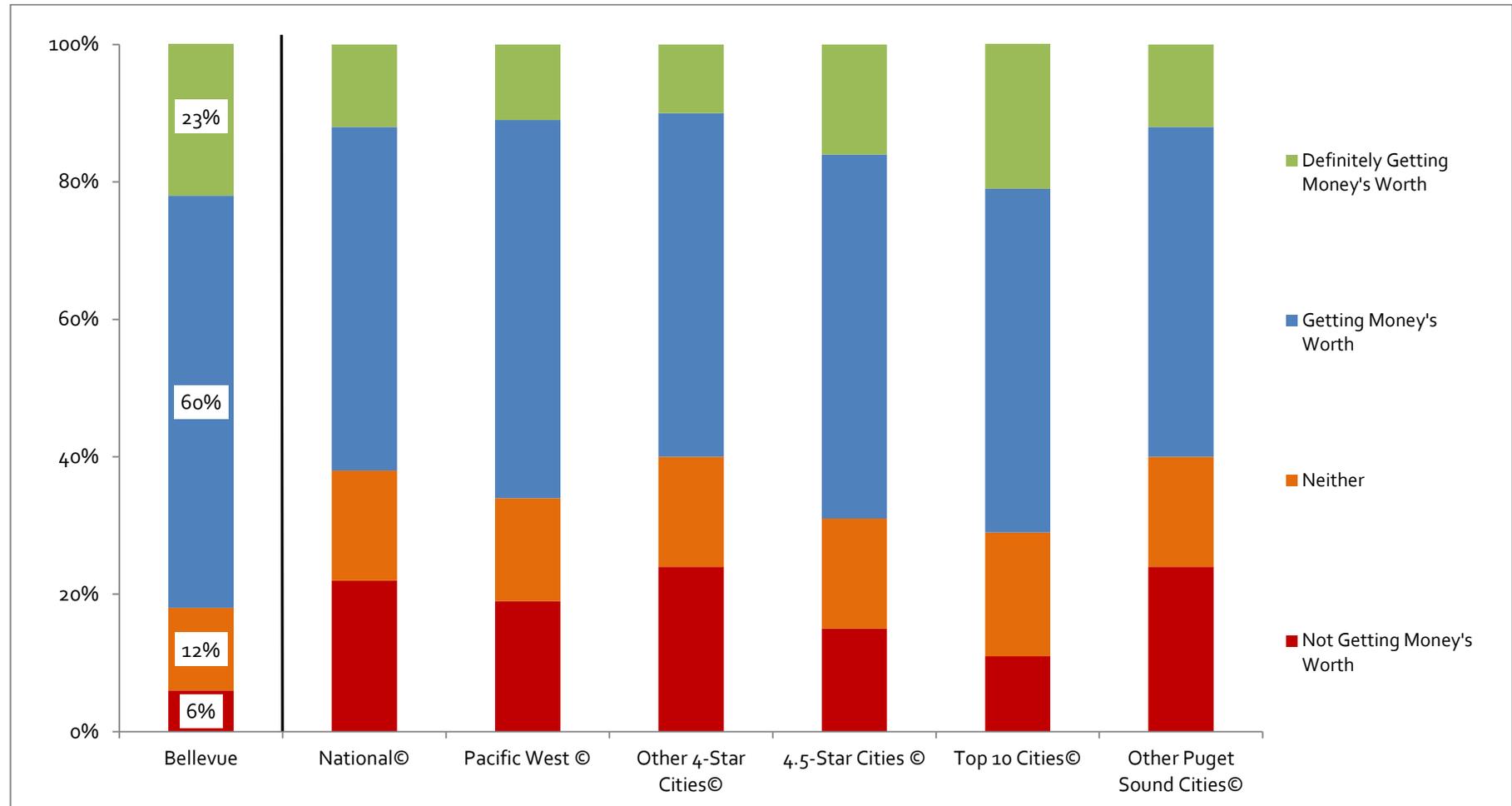


Maps illustrate differences in mean ratings by neighborhood showing how neighborhoods compare on a relative basis. In all instances, neighborhoods score above the midpoint on a five-point scale.

Value for Tax Dollars Paid Compared to Benchmark Results

Bellevue outperforms National and Pacific West benchmarks in the value of services for the tax dollars paid by residents. Bellevue performs similarly to the Top 10 benchmark cities in the percentage who say they are definitely getting their money's worth for the tax dollars they pay. Bellevue significantly outperforms other Washington cities included in the benchmarks.

Figure 16: Value for Tax Dollars Paid Benchmarks

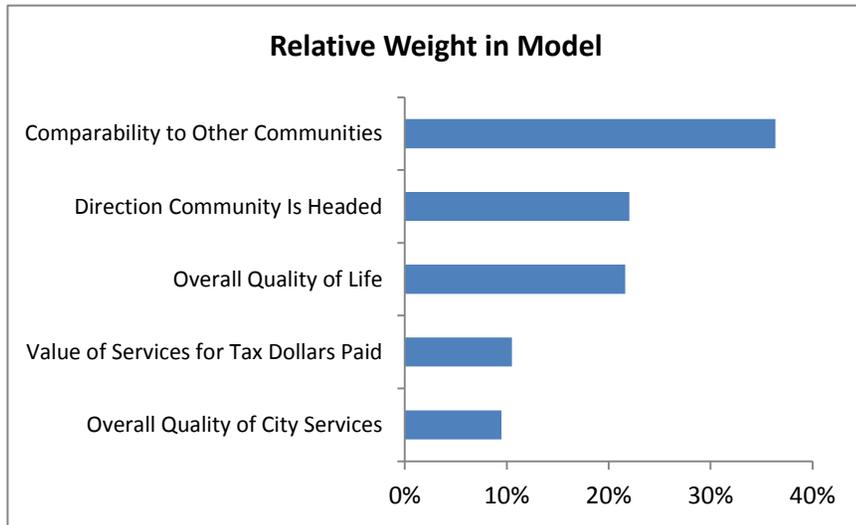


ORC5—Do you feel you are getting your money's worth for your city tax dollar?
 Base: Bellevue all respondents: 2013 (n = 518)

Bellevue's Five-Star Rating

Overall Five-Star Rating

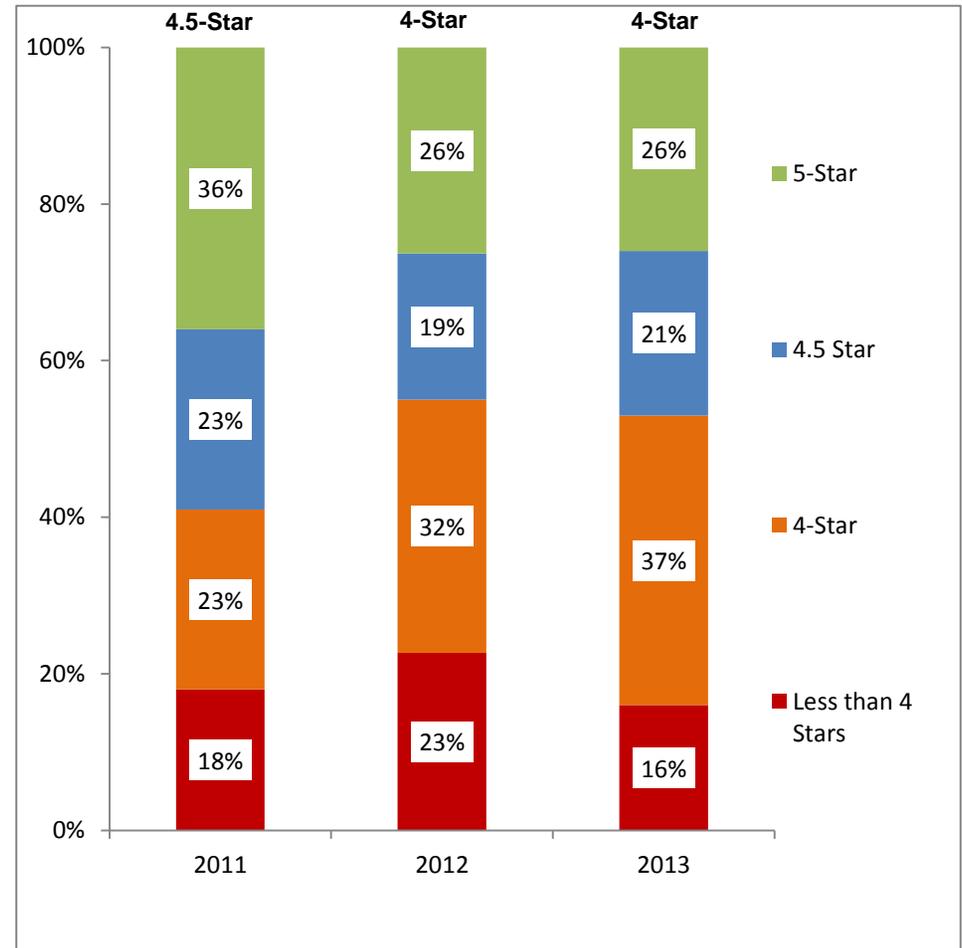
The 5-Star Rating is a composite index that captures the essence of how well a city meets the critical needs and expectations of its residents and that uses a robust theoretical and mathematical model. The model is based on a weighted sum of five questions: (1) overall quality of life, (2) overall quality of city services, (3) comparability to other communities, (4) direction the community is headed, and (5) the perceived value of services for tax dollars paid.



Bellevue continues to be a solid 4-Star city. Just over one-third (37%) of Bellevue residents rate Bellevue as a 4-star city. An additional 47 percent rate Bellevue as a 4.5- or 5-Star city.

There is also a decrease in the percentage of residents who rate Bellevue as less than 4 stars and an increase in the percentage who rate it 4 stars. Although this slight shift is not significant, a greater shift next year could result in a different star rating.

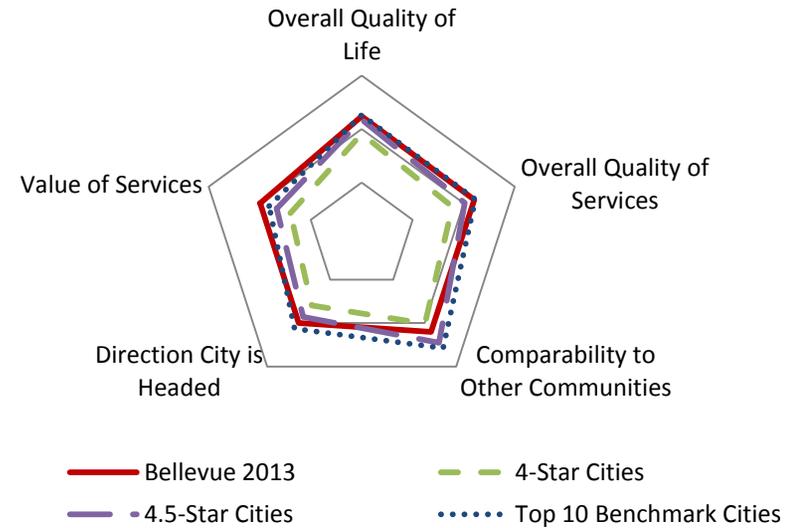
Figure 17: Bellevue's Five-Star Rating



While Bellevue outperforms other 4-Star cities on all five dimensions and in fact is similar to the Top 10 benchmark cities on most dimensions, Bellevue's ratings for comparability to other communities is significantly lower than that achieved by other 4.5-Star cities and the Top 10 benchmark cities. As this is a major driver in the rating, Bellevue continues to be a 4-Star City.

Those living in Downtown Bellevue, Newport Hills, Northeast Bellevue, Somerset, and Wilburton rate Bellevue as a 4.5-Star city.

Figure 18: Bellevue's Performance versus National Benchmarks—2013



Five-Star Rating by Neighborhood

Table 9: Five-Star Rating by Neighborhood

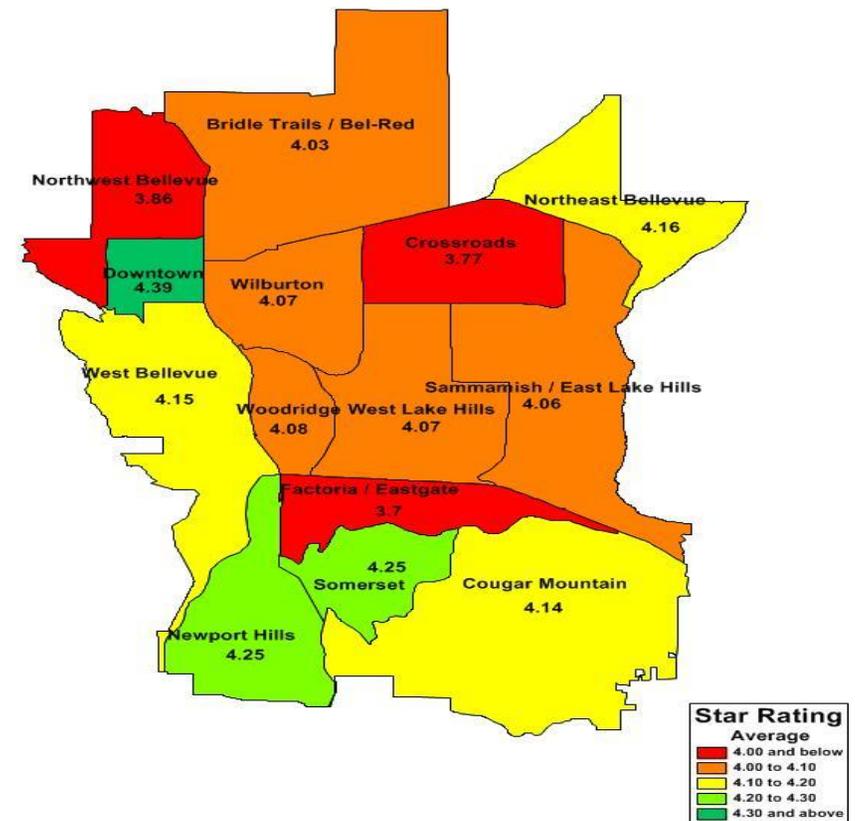
	Overall (n = 518)	Bridle Trails/ Bel-Red (n = 42)	Cougar Mtn (n = 59)	Crossroads (n = 41)	Downtown (n = 75)
5 Star	26%	16%	27%	11%	44%
4.5 Star	21%	24%	19%	16%	15%
4 Star	37%	44%	31%	54%	29%
Less than 4 Star	16%	16%	23%	19%	12%
Median	4.00	4.00	4.00	4.00	4.50
	Factoria/ Eastgate (n = 17)*	Newport Hills (n = 27)	NE Bellevue (n = 26)	NW Bellevue (n = 40)	Sammamish/ E. Lake Hills (n = 58)
5 Star	8%	33%	44%	21%	21%
4.5 Star	17%	24%	13%	18%	23%
4 Star	50%	29%	26%	36%	41%
Less than 4 Star	25%	14%	17%	25%	15%
Median	4.00	4.50	4.50	4.00	4.00
	Somerset (n = 24)*	W. Bellevue (n = 32)	W. Lake Hills (n = 42)	Wilburton (n = 23)*	Woodridge (n = 12)*
5 Star	26%	21%	21%	29%	9%
4.5 Star	26%	29%	28%	29%	27%
4 Star	39%	46%	40%	29%	36%
Less than 4 Star	9%	4%	11%	13%	28%
Median	4.50	4.10	4.00	4.50	4.00

5-Star Rating is a computed variable.

Base: All respondents (n = 518)

*Use caution; small n size

Figure 19: 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 midpoint on a five-point scale.

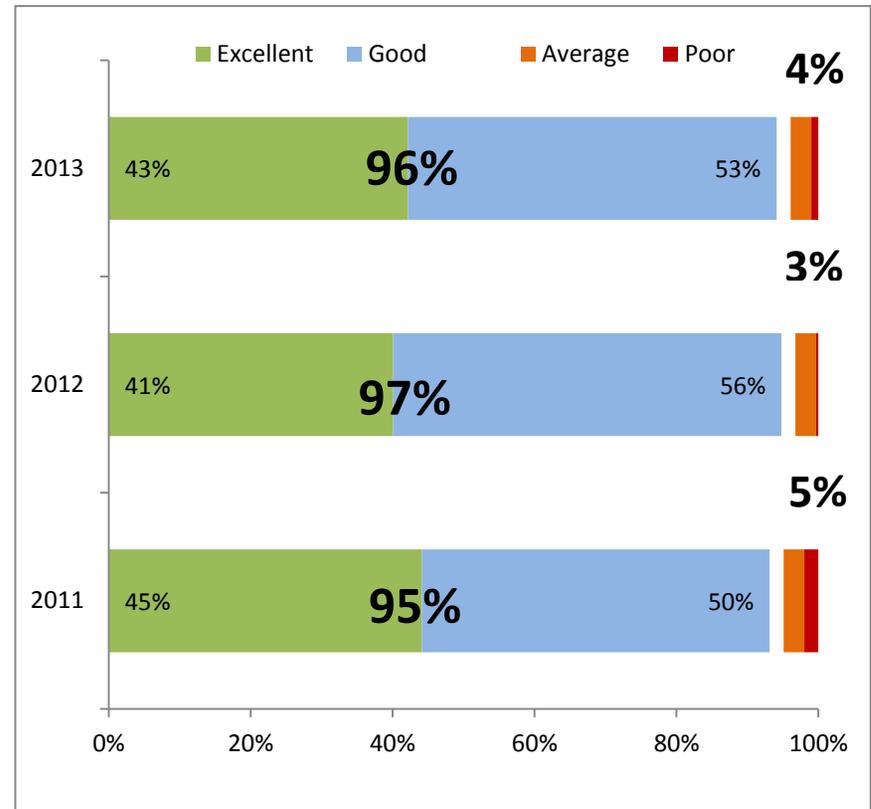
Perceptions of Bellevue as a Place to Live

Nearly all (96%) Bellevue residents continue to say Bellevue is a good or excellent place to live.

Residents who are homeowners are more likely to describe Bellevue as a good or excellent place to live than renters. There are no differences between age groups or by length of residence.

Ratings are consistent across all neighborhoods.

Figure 20: Perceptions of Bellevue as a Place to Live

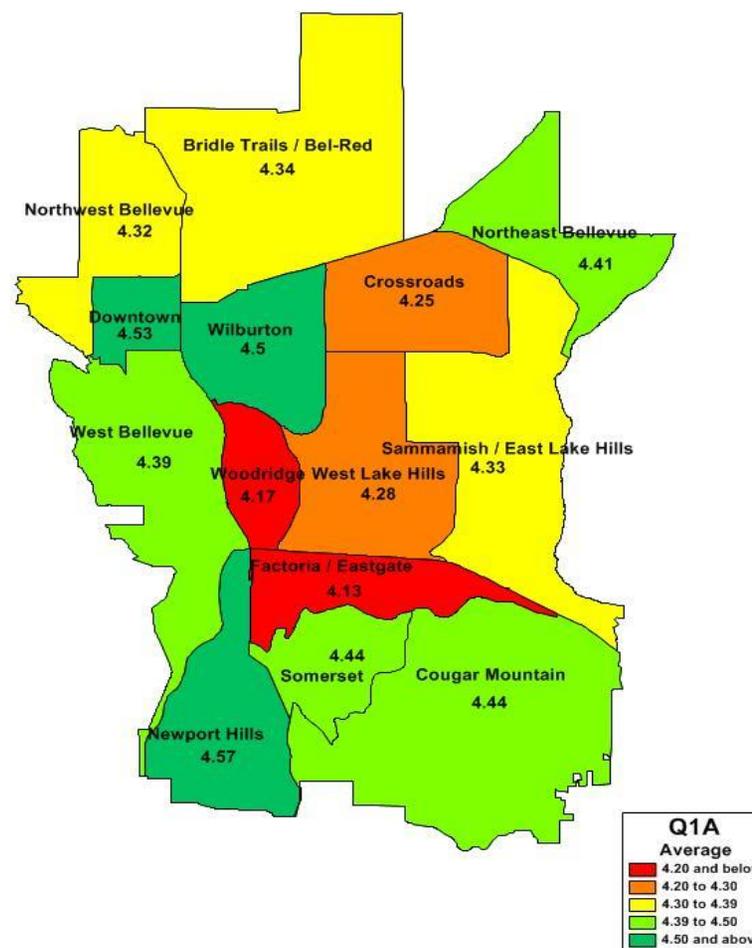


Q1A—Overall, how would you describe the City of Bellevue as a place to live?
 Base: All respondents 2011 (n = 515); 2012 (n = 405); 2013 (n = 518)

Table 10: Bellevue as a Place to Live by Neighborhood

	Overall (n = 518)	Bridle Trails/ Bel-Red (n = 42)	Cougar Mtn (n = 59)	Crossroads (n = 41)	Downtown (n = 75)
Excellent	43%	39%	47%	35%	56%
Good	53%	58%	50%	59%	42%
Neutral	3%	1%	3%	3%	2%
Poor/Very Poor	1%	2%	-	4%	-
Mean	4.39	4.34	4.44	4.25	4.53
	Factoria/ Eastgate* (n = 17)	Newport Hills (n = 27)	NE Bellevue (n = 26)	NW Bellevue (n = 40)	Sammamish/ E. Lake Hills (n = 58)
Excellent	24%	57%	41%	41%	37%
Good	66%	43%	59%	54%	59%
Neutral	11%	-	-	3%	4%
Poor/Very Poor	-	-	-	3%	-
Mean	4.13	4.57	4.41	4.32	4.33
	Somerset* (n = 24)	W. Bellevue (n = 32)	W. Lake Hills (n = 42)	Wilburton* (n = 23)	Woodridge* (n = 12)
Excellent	44%	43%	34%	56%	17%
Good	56%	53%	62%	38%	83%
Neutral	-	4%	3%	6%	-
Poor/Very Poor	-	-	1%	-	-
Mean	4.44	4.39	4.28	4.50	4.17

Figure 21: Bellevue as a Place to Live by Neighborhood



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

Q1—Overall, how would you describe the City of Bellevue as a place to live?
 Mean based on five-point scale where “1” means “very poor” and “5” means “excellent.”
 Base: All respondents (n = 518)
 *Use caution; small n size

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 originally in 2011 to identify whether there were combinations of indicators that are correlated. This analysis suggested 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 were named based the indicators in that dimension.

The factor analysis was redone in 2013 to confirm that the dimensions were the same. In general they were. However, a new dimension was identified that focused specifically on neighborhoods. The additional Key Drivers Analysis delivered better results using the new dimensions and most likely reflect changes in how residents think about Bellevue. Therefore, these new dimensions were used.

The changes are outlined below.

Table 12: Key Community Indicators and Corresponding Dimensions

Dimension	Attributes	2011/2012	2013
Competitive	Is a good place to raise children	X	X
	Fosters and supports a diverse community in which all generations have opportunities to live well, work, and play	X	X
	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	X	X
	Is a visionary community in which creativity is fostered	X	X
	Is doing a good job of planning for growth in ways that add value to the quality of life	X	X
	Is doing a good job of looking ahead and seeking innovative solutions to regional and local challenges	X	X
Engaged Community	Does a good job of keeping residents informed	X	X
	Is a welcoming and supportive community that demonstrates it cares for its residents through its actions	X	X
	Promotes a community that encourages citizen engagement	X	X
	Listens to its residents and seeks their involvement	X	X
Healthy	Has attractive neighborhoods that are well-maintained	X	
	Offers me and my family opportunities to experience nature where we live, work, and play	X	X
	Environment supports my personal health and well-being	X	X
	Is doing a good job of creating a healthy, natural environment that supports healthy living for current and future generations	X	X
	I live in a neighborhood that supports families, particularly those with children	X	
Safe	Can rightfully be called a “city in a park”	X	X
	Is a safe community in which to live, learn, work, and play	X	X

Community	Is well-prepared to respond to emergencies	X	X
	Plans appropriately to respond to emergencies	X	X
	Has attractive neighborhoods that are safe	X	
Mobility	Neighborhood provides convenient access to my day-to-day activities	X	
	Provides a safe transportation system for all users	X	X
	Can travel within Bellevue in a reasonable and predictable amount of time	X	X
	Is doing a good job of planning for and implementing a range of transportation options	X	X
Neighborhoods	Has attractive neighborhoods that are well-maintained		X
	Has attractive neighborhoods that are safe		X
	I live in a neighborhood that supports families, particularly those with children		X
	Neighborhood provides convenient access to my day-to-day activities		X

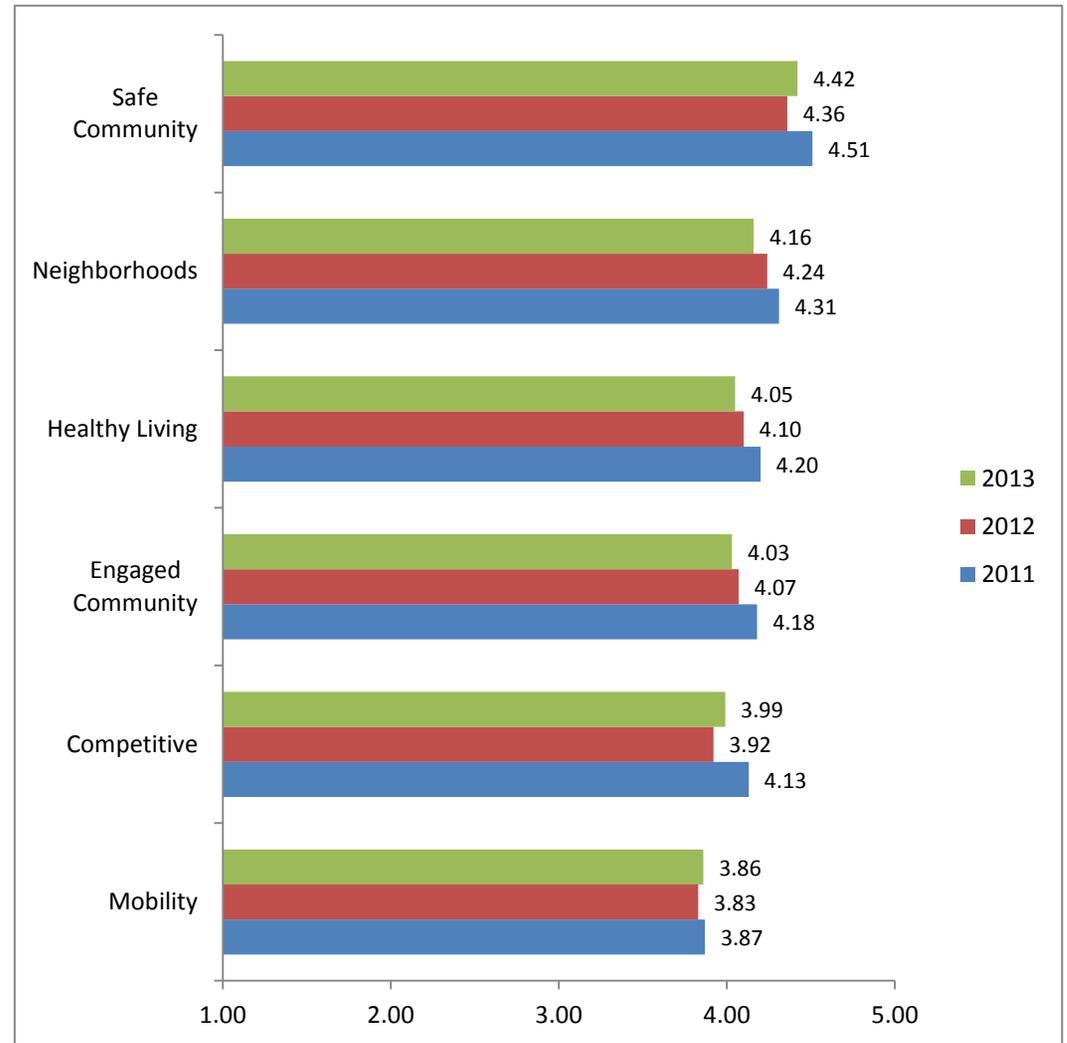
A variable is then computed to represent each of these major dimensions across the years. Note that scores for 2011 and 2012 were recomputed to reflect the change in the dimensions and to allow for comparability over time.

As in previous years, 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.

Ratings are generally stable between 2012 and 2013.

Figure 22: Overall Performance on Key Community Indicator Dimensions



Grouped Ratings

Bellevue's high rating for being a safe community in which to live, learn, work, and play continues to be the primary factor in the safety dimension. Ratings for this key aspect of safety have remained nearly the same for the past three years.

Ratings for Bellevue's emergency preparedness decreased significantly between 2011 and 2012. While ratings increased slightly in 2013, these increases are not statistically significant.

While Bellevue's neighborhoods are a strength, ratings for several aspects of neighborhoods have been decreasing over the years and are now significantly lower than in 2011. These include safety, maintenance, and support for families. The decrease is greatest for support for families.

Table 13: Performance on Key Community Indicators—Safe

Key Community Indicators	2011	2012	2013
Overall	4.51	4.36↓	4.42
Provides a safe community in which to live, learn, work, and play	4.58	4.52	4.56
Is well-prepared to respond to emergencies	4.48	4.29↓	4.34
Plans appropriately to respond to emergencies	4.48	4.28↓	4.34

Note: Red dividing lines in tables indicates the overall mean of the KCIs contained in that dimension. ↓ = significant decrease from 2012 (95% confidence)

Table 14: Performance on Key Community Indicators—Neighborhoods

Key Community Indicators	2011	2012	2013
Overall	4.31	4.24↓	4.16↓
Neighborhood provides convenient access to activities	4.38	4.35	4.32
Has safe and attractive neighborhoods	4.39	4.34	4.28
Has attractive neighborhoods that are well-maintained	4.39	4.31	4.26
Neighborhoods support families, particularly with small children	4.08	3.94	3.76↓

Note: Red dividing lines in tables indicates the overall mean of the KCIs contained in that dimension. ↓ = significant decrease from 2012 (95% confidence)

Bellevue continues to be seen as being particularly strong in terms of offering opportunities for families to experience nature.

While the overall rating for healthy living did not change between 2012 and 2013, three aspects have decreased over the years and are all significantly lower than 2011. The decrease is greatest for being thought of as a “city in a park.”

As in previous years, Bellevue does best in terms of keeping its residents informed. Ratings for this indicator decreased significantly between 2011 and 2012 but remained stable in 2013.

Table 15: Performance on Key Community Indicators—Healthy Living

Key Community Indicators	2011	2012	2013
Overall	4.20	4.10↓	4.05
Offers opportunities to experience nature where we live, work, and play	4.32	4.25	4.23
Provides an environment supports my personal health and well-being	4.29	4.19	4.14
Does a good job of creating a natural environment that supports healthy living	4.27	4.15	4.13
Can rightfully be called a “city in a park”	3.92	3.81	3.69

Note: Red dividing lines in tables indicates the overall mean of the KCIs contained in that dimension. ↓ = significant decrease from 2012 (95% confidence)

Table 16: Performance on Key Community Indicators—Engaged

Key Community Indicators	2011	2012	2013
Overall	4.18	4.07↓	4.03
Keeps residents informed	4.29	4.15↓	4.13
Listens to its residents and seeks their involvement	4.12	4.03	4.03
Is a welcoming and supportive community that demonstrates it cares for its residents through its actions	4.15	4.06	4.01
Promotes a community that encourages citizen engagement	4.14	4.05	3.95

Note: Red dividing lines in tables indicates the overall mean of the KCIs contained in that dimension. ↓ = significant decrease from 2012 (95% confidence)

After decreasing significantly between 2011 and 2012, resident perceptions of Bellevue's competitiveness rebounded some, although they remain lower than in 2011. Note that the overall increase is not statistically significant but is clearly on the right track.

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

The overall increase in 2013 is due primarily to a significant increase in resident perceptions of how well Bellevue is planning for growth in ways that add value to the quality of life.

Overall, mobility continues as one of the lowest rated overall indicators. Moreover, there has been no change in ratings overall or for the individual indicators over the years.

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 17: Performance on Key Community Indicators—Competitive Key Community Indicators

Key Community Indicators	2011	2012	2013
Overall	4.13	3.92↓	3.99↑
Is a good place to raise children	4.43	4.29↓	4.39
Fosters and supports a diverse community in which all generations have good opportunities	4.22	4.06↓	4.05
Does a good job of creating a supportive and competitive business environment	4.10	3.86↓	3.99
Does a good job of looking ahead and seeking innovative solutions	3.99	3.80↓	3.81
Does a good job of planning for growth in ways that add value to quality of life	4.00	3.77↓	3.93↑
Is a visionary community in which creativity is fostered	4.04	3.74↓	3.77

Note: *Red dividing lines* in tables indicates the overall mean of the KCIs contained in that dimension. ↓ = significant decrease from 2012 (95% confidence)

Table 18: Performance on Key Community Indicators—Mobility

Key Community Indicators	2011	2012	2013
Overall	3.87	3.83	3.86
Provides a safe transportation system for all users	4.06	3.97	4.00
Can travel within Bellevue in a reasonable and predictable amount of time	3.85	3.82	3.90
Does a good job of planning for and implementing a range of transportation options	3.70	3.71	3.68

Note: *Red dividing lines* in tables indicates the overall mean of the KCIs contained in that dimension. ↓ = significant decrease from 2012 (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 KCI-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 46 impact Bellevue’s 5-Star Rating.

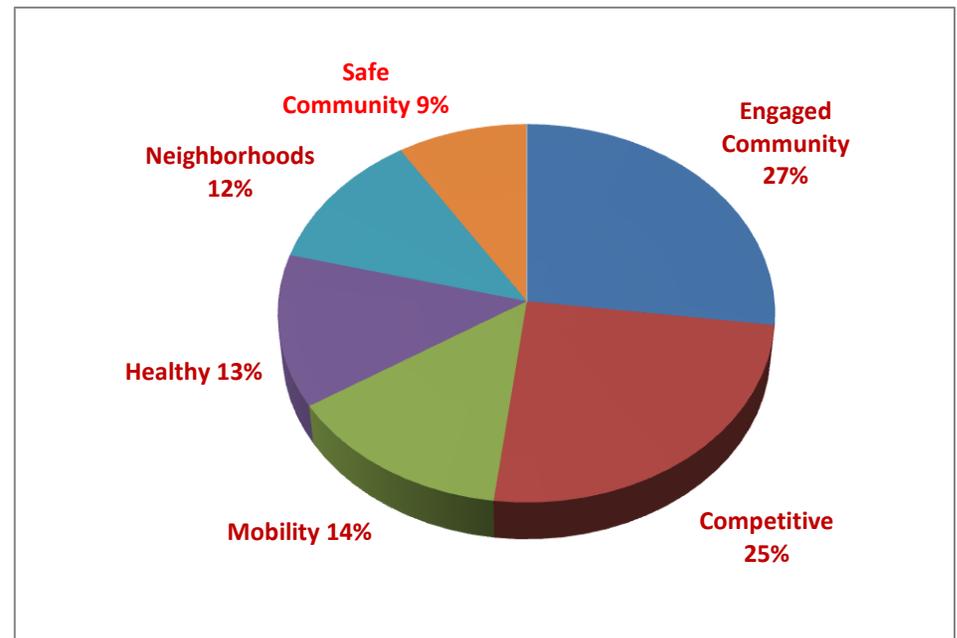
All dimensions have a significant impact on Bellevue’s 5-Star Rating:

- Citizen engagement (Engaged Community) is the primary driver of Bellevue’s 2013 5-Star rating, followed by competitiveness.
- Mobility and healthy living are also important drivers.

While safety does not contribute as significantly as the other dimensions do, it is still importance and should be considered a driver.

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 23: Key Drivers Analysis—Overall Dimensions



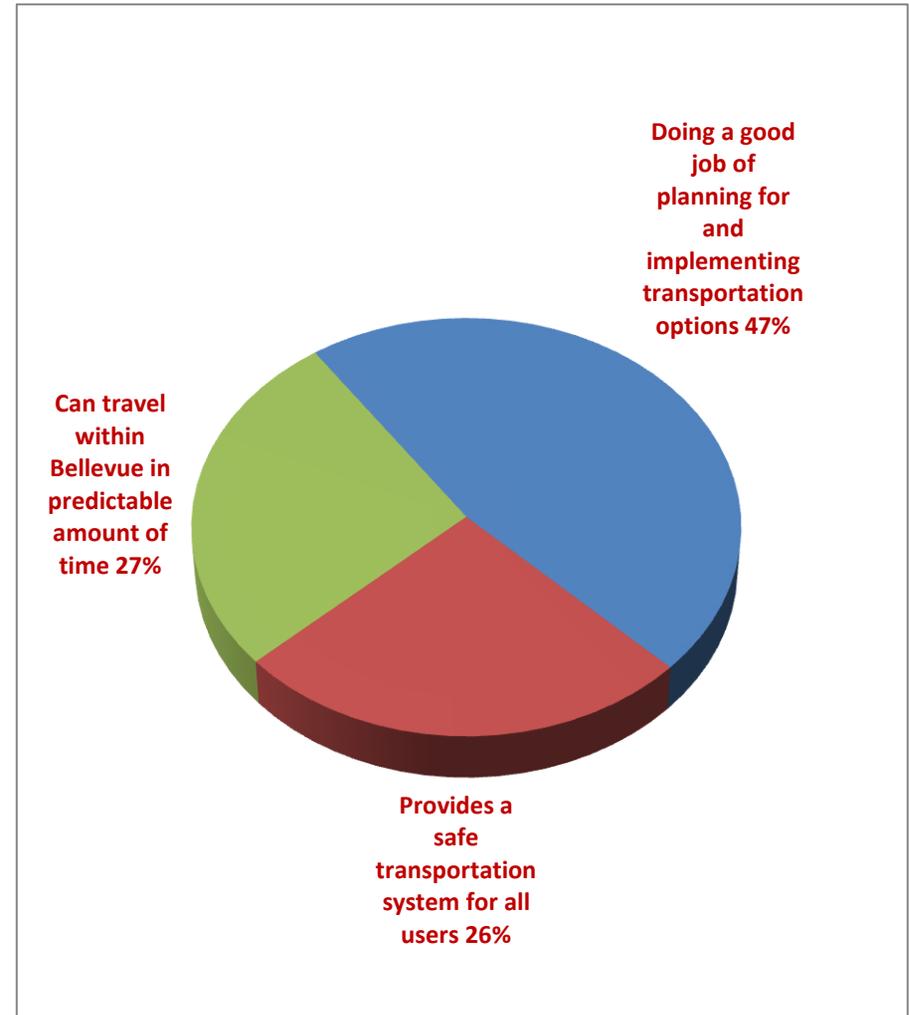
Those factors highlighted in dark red and bold are key drivers—that is, a change in these areas would have a significant impact on Bellevue’s 5-Star Rating. Those factors in lighter red are secondary drivers—that is, a change in these areas would contribute to Bellevue’s 5-Star Rating but to a lesser extent than the key drivers.

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:

- Engaged
 - Welcoming and supportive community that demonstrates it cares about its residents through its actions
 - Listens to residents and seeks their input (note that keeping residents informed was highly correlated with this indicator and was dropped from the key drivers analysis)
- Competitiveness
 - Is a visionary community in which creativity is fostered
 - Is a good place to raise children
 - Fosters and supports a diverse community (secondary driver)
- Mobility
 - Plans for and provides transportation options
 - Safe system
 - Ability to travel within predictable amount of time
- Healthy
 - The environment supports my health and well-being
 - Offers opportunities to experience nature (secondary driver)
- Neighborhoods
 - Convenient access to day-to-day activities
 - Well-maintained
- Safety
 - Is a safe community in which to live, learn, work, and play
 - Plans appropriate to respond to emergencies
 - Well-prepared to respond to emergencies (secondary driver)

Figure 24: Key Drivers Analysis—Mobility



Those factors highlighted in dark red and bold are key drivers—that is, a change in these areas would have a significant impact on Bellevue's 5-Star Rating. Those factors in lighter red are secondary drivers—that is, a change in these areas would contribute to Bellevue's 5-Star Rating but to a lesser extent than the key drivers.

Figure 25: Key Drivers--Healthy

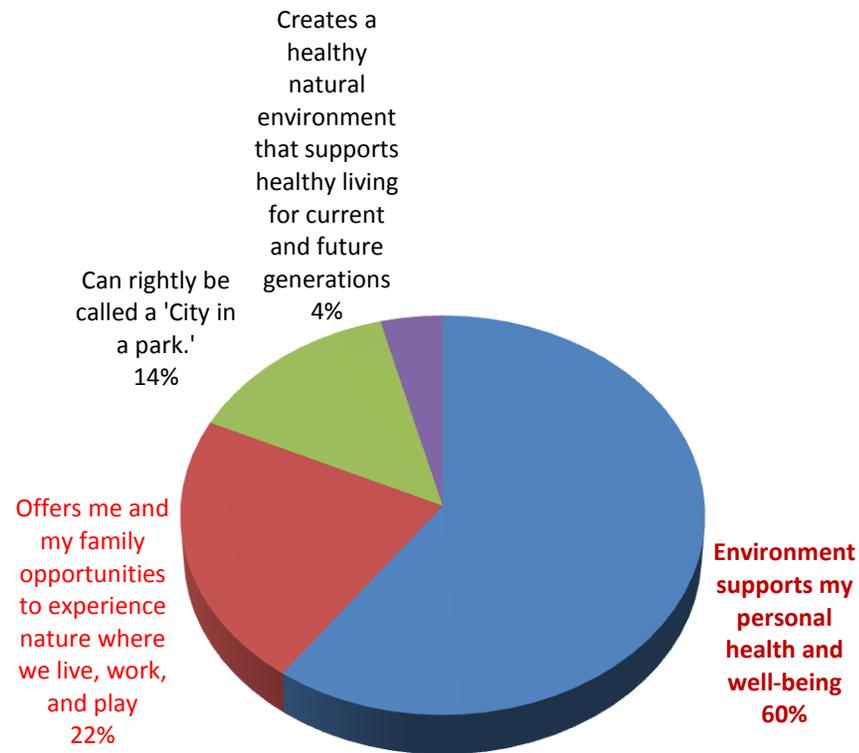
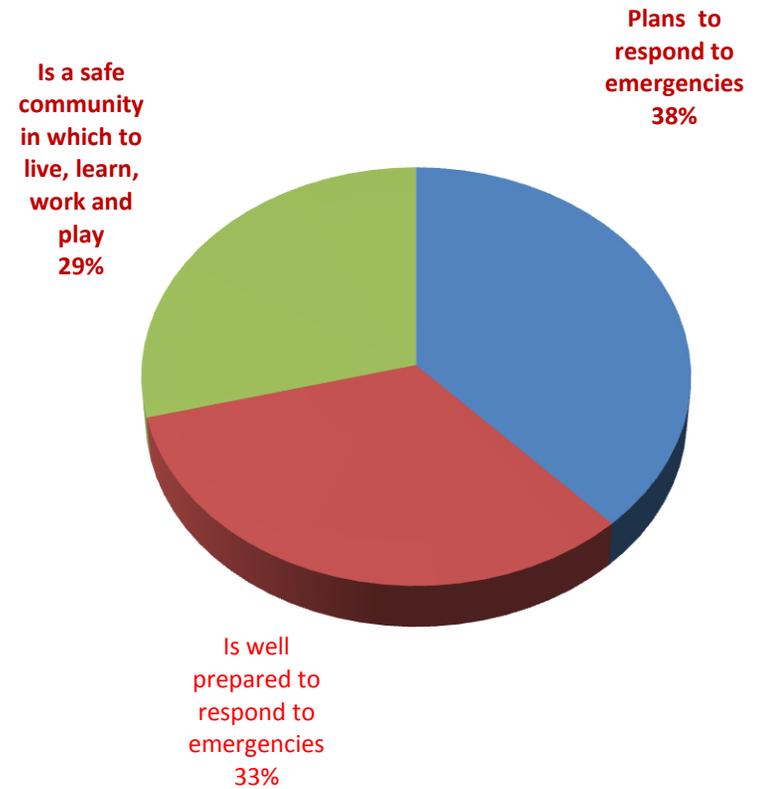


Figure 26: Key Drivers—Safe Community



Those factors highlighted in dark red and bold are key drivers—that is, a change in these areas would have a significant impact on Bellevue's 5-Star Rating. Those factors in lighter red are secondary drivers—that is, a change in these areas would contribute to Bellevue's 5-Star Rating but to a lesser extent than the key drivers.

Figure 27: Key Drivers—Engaged Community

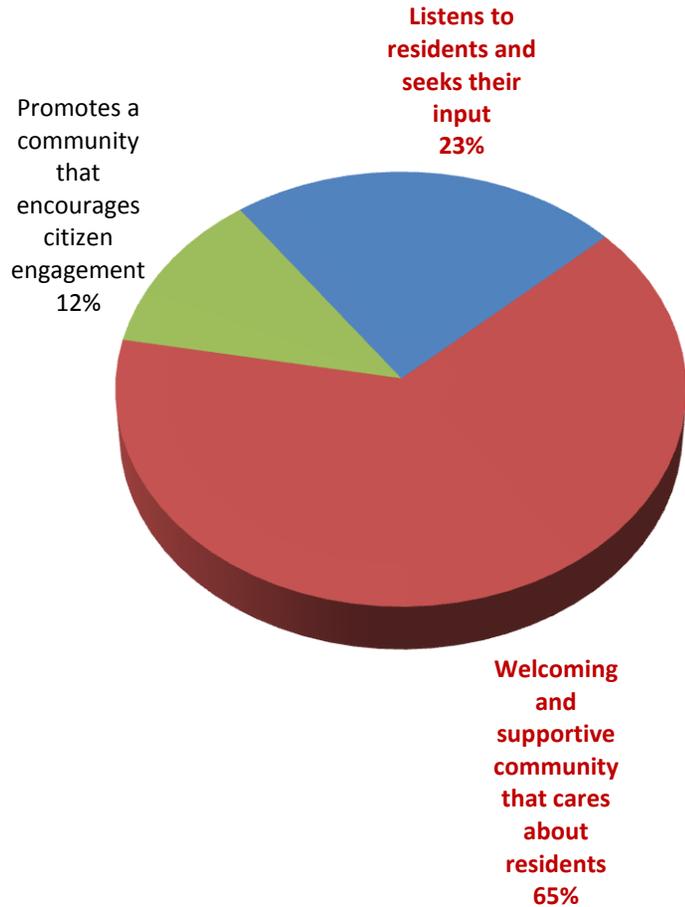
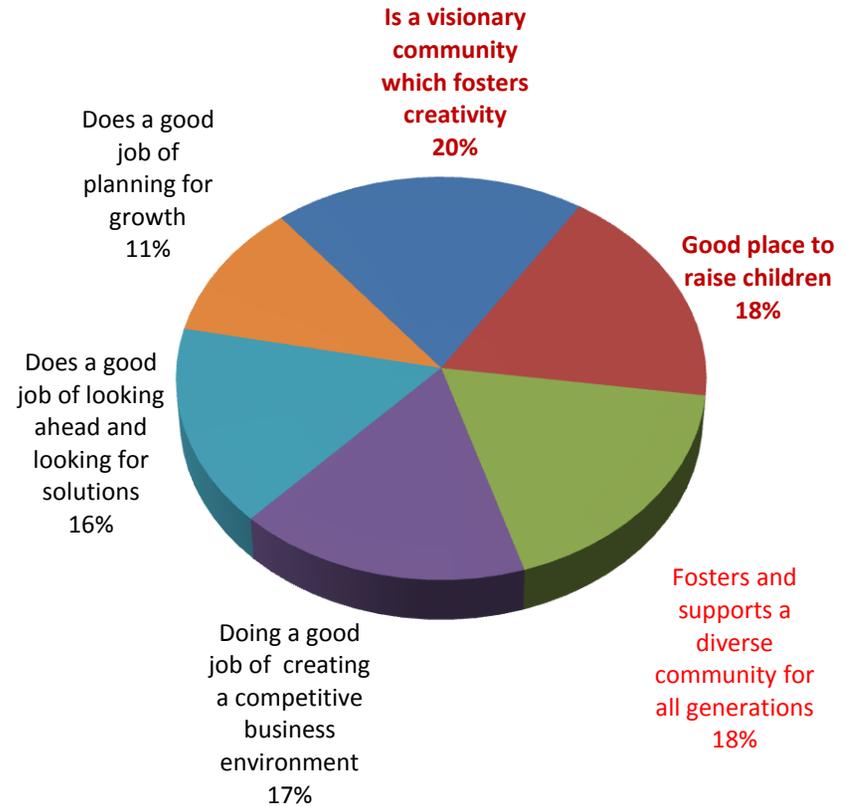


Figure 28: Key Drivers—Competitive



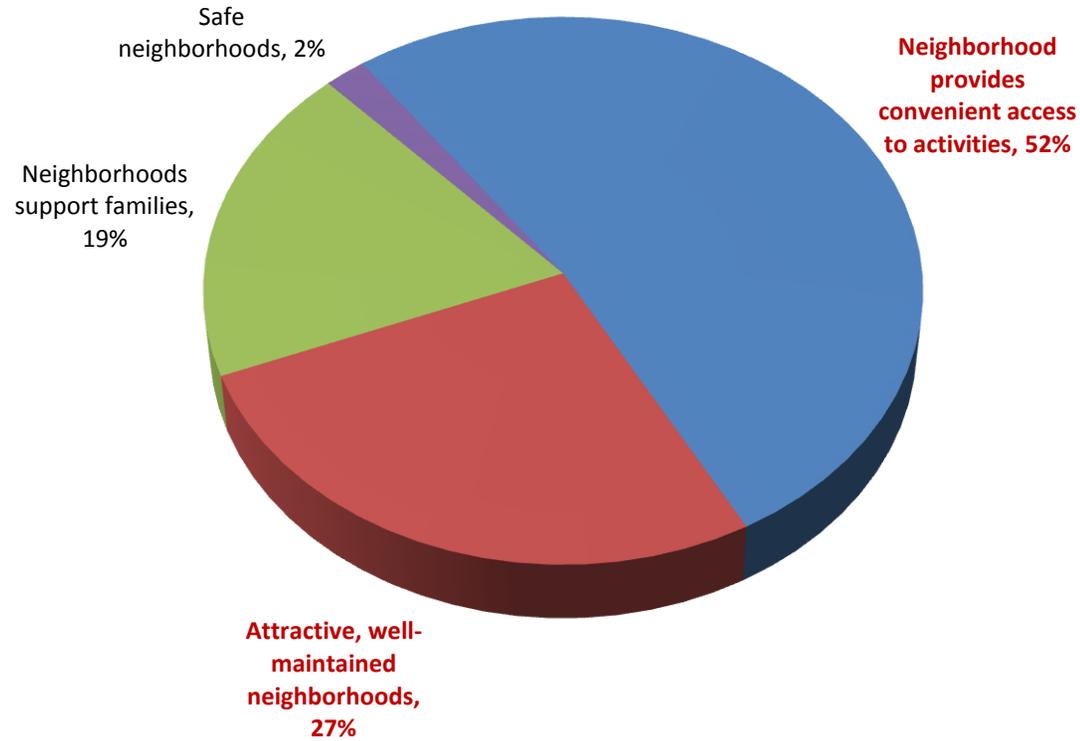
Those factors highlighted in dark red and bold are key drivers—that is, a change in these areas would have a significant impact on Bellevue’s 5-Star Rating.

Those factors in lighter red are secondary drivers—that is, a change in these areas would contribute to Bellevue’s 5-Star Rating but to a lesser extent than the key drivers.

“Engaged: Keeps residents informed” is an indicator included in this dimension but is highly related to “listens to residents and seeks their involvement” and therefore does not contribute significantly to Bellevue’s Five-Star Rating.

“Competitive: Is a visionary community that fosters creativity” is an indicator included in this dimension but was found to be unrelated to Bellevue’s Five-Star Rating.

Figure 29: Key Drivers—Neighborhoods



Those factors highlighted in dark red and bold are key drivers—that is, a change in these areas would have a significant impact on Bellevue's 5-Star Rating. Those factors in lighter red are secondary drivers—that is, a change in these areas would contribute to Bellevue's 5-Star Rating but to a lesser extent than the key drivers.

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 for which 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 Table 19.
3. **Monitor:** This grouping contains two types of KCIs.
 - a. KCIs that are not individually key drivers of Bellevue's 5-Star Rating but are part of an overall dimension that is a key driver and for which residents do *not* strongly agree that the KCI describes Bellevue. At a minimum, the 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 for which 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 Table 19.

Table 19: Resource Allocation Analysis

Safe Community ↘	Neighborhoods ↘	Healthy ↘	Engaged Community ↘	Competitive ↘	Mobility ↘
Plans appropriately for emergencies ↘	Provides convenient access to activities ↘	Environment supports my personal health and well-being ↘	Listens to residents and seeks their input ↘	Is a visionary community which fosters creativity ↘	Doing a good job of planning for and implementing transportation options ↘
Is well-prepared for emergencies ↘	Attractive, well-maintained neighborhoods ↘	Offers opportunities to experience nature where we live, work, and play ↘	Welcoming and supportive community that demonstrably cares about residents ↘	Good place to raise children ↘	Can travel within Bellevue in predictable amount of time ↘
Safe community in which to live, work, and play ↘	Supports families, particularly those with children	Can be called a 'City in a park.'	Promotes community that encourages citizen engagement	Fosters and supports a diverse community for all generations ↘	Provides a safe transportation system for all users ↘
	Attractive, safe neighborhoods	Doing a good job of creating a healthy natural environment that supports healthy living	Keeps residents informed	Doing a good job of creating a competitive business environment	
				Does a good job of looking ahead and looking for solutions Does a good job of planning for growth	

↘ = 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. Although this is the same as in 2012, there is a slight decrease in the percent rating Bellevue as an excellent place to live. This metric must be watched closely for continuing decline.

Older residents (65+ years old), particularly those who have lived for a very long time in Bellevue, are the most likely to describe their neighborhood as an excellent place to live. These older residents are significantly more likely to provide an excellent rating than residents who live in an annexation area. Residents of an annexation area are also slightly more likely to give an average rating.

Notable findings across neighborhoods include the following:

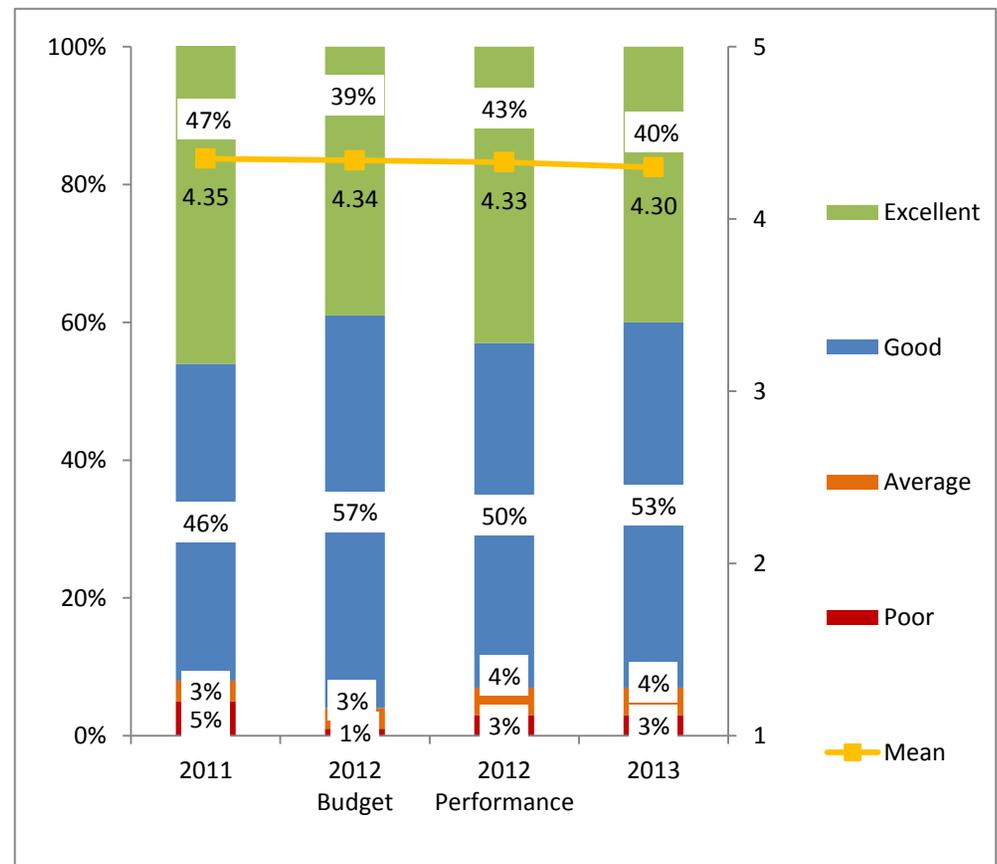
- All residents living in Downtown rate their neighborhood as a good (41%) or excellent (59%) place to live.
- Nearly all residents in Cougar Mountain (99%), NE Bellevue (97%) and West Bellevue (97%) rate their neighborhood as good or excellent.

The neighborhoods with the lowest mean scores (below 4.00) are as follows:

- Factoria/Eastgate*—mean score of 3.62
- Crossroads—mean score of 3.89
- Woodridge*—mean score of 3.89

*Use caution; small n size

Figure 30: Perceptions of Bellevue's Neighborhoods

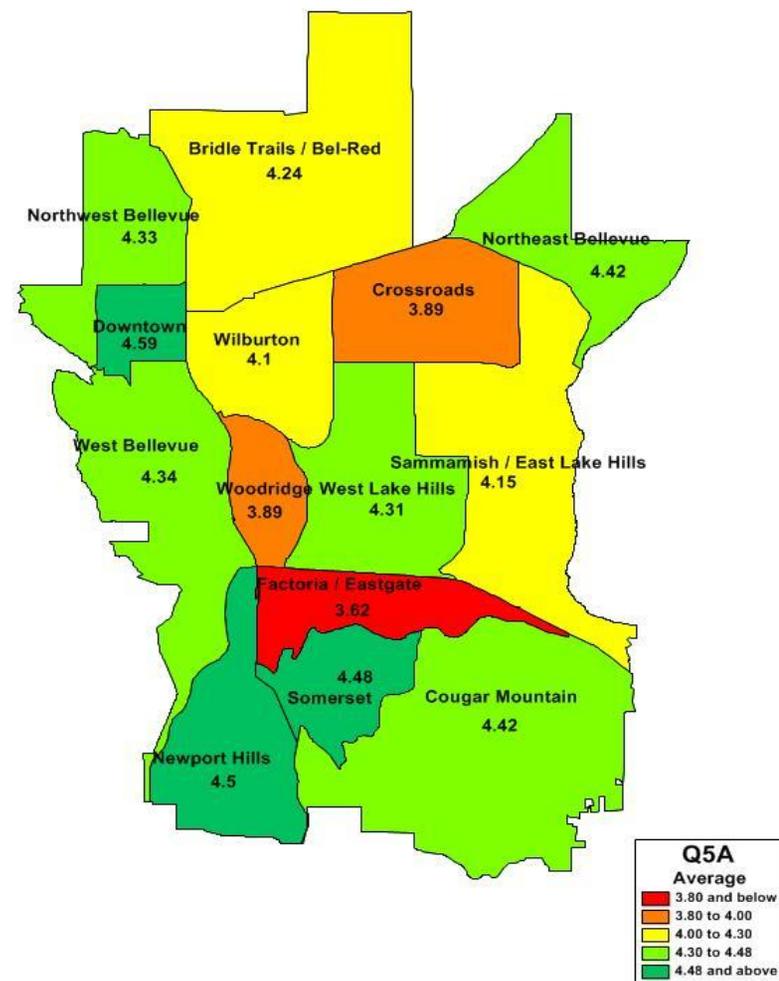


Q5A—Overall, how would you describe your neighborhood as a place to live?
 Base: All respondents 2011 (n = 515); 2012 (n = 405); 2013 (n = 518) *Note: wording is slightly different in the 2012 Bellevue Budget Survey. The question text reads "How would you rate the quality of life in your neighborhood?"

Table 20: Perception of Neighborhood by Neighborhood

	Overall (n = 518)	Bridle Trails/ Bel-Red (n = 42)	Cougar Mtn (n = 59)	Crossroads (n = 41)	Downtown (n = 75)
Excellent	40%	35%	44%	14%	59%
Good	53%	57%	55%	72%	41%
Neutral	4%	4%	2%	5%	–
Poor/Very Poor	3%	4%	–	10%	–
Mean	4.30	4.24	4.42	3.89	4.59
	Factoria/ Eastgate* (n = 17)	Newport Hills (n = 27)	NE Bellevue (n = 26)	NW Bellevue (n = 40)	Sammamish/ E. Lake Hills (n = 58)
Excellent	12%	53%	45%	39%	27%
Good	52%	43%	52%	54%	65%
Neutral	22%	4%	3%	6%	4%
Poor/Very Poor	14%	–	–	–	4%
Mean	3.62	4.50	4.42	4.33	4.15
	Somerset* (n = 24)	W. Bellevue (n = 32)	W. Lake Hills (n = 42)	Wilburton* (n = 23)	Woodridge* (n = 12)
Excellent	58%	40%	42%	32%	24%
Good	35%	57%	50%	55%	52%
Neutral	2%	–	6%	4%	15%
Poor/Very Poor	4%	3%	2%	9%	9%
Mean	4.48	4.34	4.31	4.10	3.89

Figure 31: Perception of Neighborhood by Neighborhood



Q5A—Overall, how would you describe your neighborhood as a place to live?
 Mean based on five-point scale where “1” means “very poor” and “5” means “excellent.”
 Base: All respondents (n = 518)
 *Use caution; small n size

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

Sense of Community

Nearly two out of three (56%) Bellevue residents feel that their neighborhood has a sense of community. While this is lower than 2012, the difference is not significant. The percentage who feel that their neighborhood has a strong sense of community is beginning to move back up toward 2011 levels—from 16 percent in 2012 to 19 percent in 2013. While this may not be a significant increase, it is a positive indicator.

Long-term residents are the most likely to say that their neighborhood has a strong sense of community. Nearly three out of ten (29%) long-term residents say that their neighborhood has a strong sense of community.

Residents under the age of 35 are the least likely to say their neighborhood has a strong sense of community (5%), followed by renters (10%).

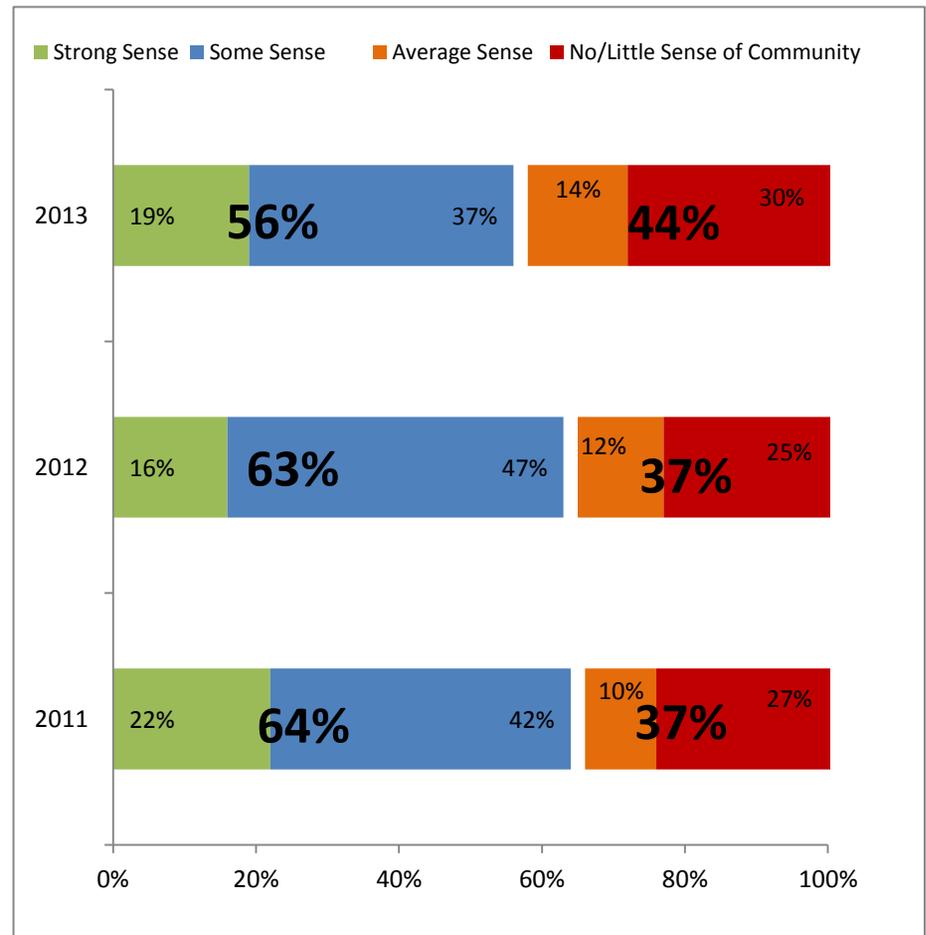
Neighborhoods that report the strongest sense of community include the following:

- Northeast Bellevue—80 percent feel that their neighborhood has some (43%) or a strong (37%) sense of community.
- Somerset*—78 percent feel that their neighborhood has some (41%) or a strong (37%) sense of community.
- Newport Hills—75 percent feel that their neighborhood has some (41%) or a strong (34%) sense of community.
- Cougar Mountain—71 percent feel that their neighborhood has some (49%) or a strong (22%) sense of community.

Those neighborhoods reporting a comparatively low sense of community include are Wilburton* (2.75), West Bellevue (3.10), Bridle Trails/Bel-Red (3.15), and Downtown (3.18).

*Use caution; small n size

Figure 32: 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 2011 (n = 515); 2012 (n = 405); 2013 (n = 518)

Table 21: Sense of Community by Neighborhood

	Overall (n = 518)	Bridle Trails/ Bel-Red (n = 42)	Cougar Mtn (n = 59)	Crossroads (n = 41)	Downtown (n = 75)
Strong	19%	16%	22%	11%	18%
Some	37%	25%	49%	43%	30%
Average	14%	25%	13%	9%	14%
Little/no	30%	34%	16%	37%	38%
Mean	3.37	3.15	3.76	3.21	3.18
	Factoria/ Eastgate* (n = 17)	Newport Hills (n = 27)	NE Bellevue (n = 26)	NW Bellevue (n = 40)	Sammamish/ E. Lake Hills (n = 58)
Strong	7%	34%	37%	13%	12%
Some	35%	41%	43%	42%	45%
Average	28%	17%	8%	4%	15%
Little/no	31%	8%	12%	41%	28%
Mean	3.17	3.96	3.99	3.19	3.30
	Somerset* (n = 24)	W. Bellevue (n = 32)	W. Lake Hills (n = 42)	Wilburton* (n = 23)	Woodridge* (n = 12)
Strong	37%	20%	16%	17%	9%
Some	41%	30%	41%	16%	36%
Average	9%	9%	16%	14%	38%
Little/no	13%	40%	28%	52%	18%
Mean	4.01	3.10	3.41	2.75	3.36

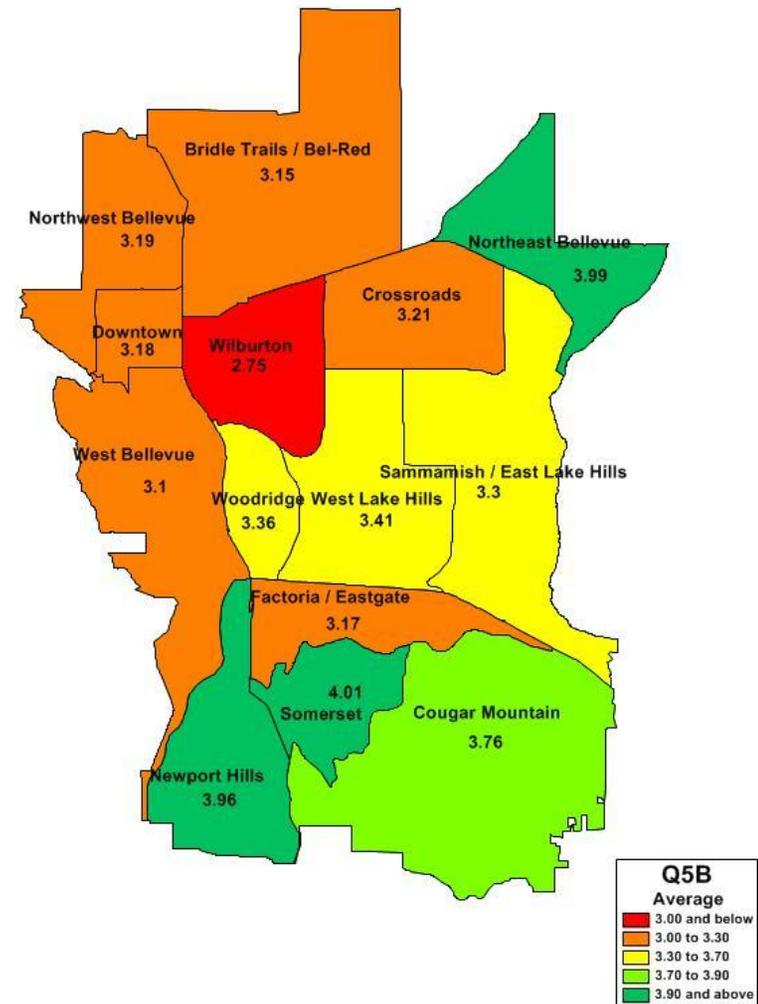
Q5B—Some neighborhoods have what is called a “sense of community.” Would you say your neighborhood has a...?

Mean based on five-point scale where “1” means “very poor” and “5” means “excellent.”

Base: All respondents (n = 518)

*Use caution; small n size

Figure 33: 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 midpoint on a five-point scale.

Community Features

The choices Bellevue provides for retail shopping and employment are rated very highly and are nearly comparable to those found in the Top 10 benchmark cities.

Bellevue’s choices in arts, events, and entertainment are similar to other Pacific West cities and lower than other Puget Sound cities, 4.5-Star cities, and the Top 10 benchmark cities.

Health care facilities are above the 4.5-Star benchmark but below the Top 10 benchmark cities.

Parks and recreational facilities and educational opportunities choices are near the 4.5-Star benchmark but are below the Top 10 benchmark cities.

Employment opportunities in Bellevue exceed all benchmarks.

Table 22: Choices in Community Features

		<i>Bellevue</i>	<i>National</i>	<i>Pacific West</i>	<i>Puget Sound Cities</i>	<i>4-Star Cities</i>	<i>4.5-Star Cities</i>	<i>Top 10 Cities</i>
Retail Shopping	% Plenty of Choices	60%						
	Mean	4.52						
Arts, Events, Entertainment	% Plenty of Choices	26%						
	Mean	4.01						
Health Care Facilities	% Plenty of Choices	55%						
	Mean	4.45						
Parks & Recreational Opportunities	% Plenty of Choices	45%						
	Mean	4.38						
Employment Opportunities	% Plenty of Choices	33%						
	Mean	4.05						
Educational Opportunities	% Plenty of Choices	45%						
	Mean	4.28						

Q81A-F—For each Bellevue community feature below, please rate the choices available to you nearby.

Base: Randomly selected respondents (n = 227)

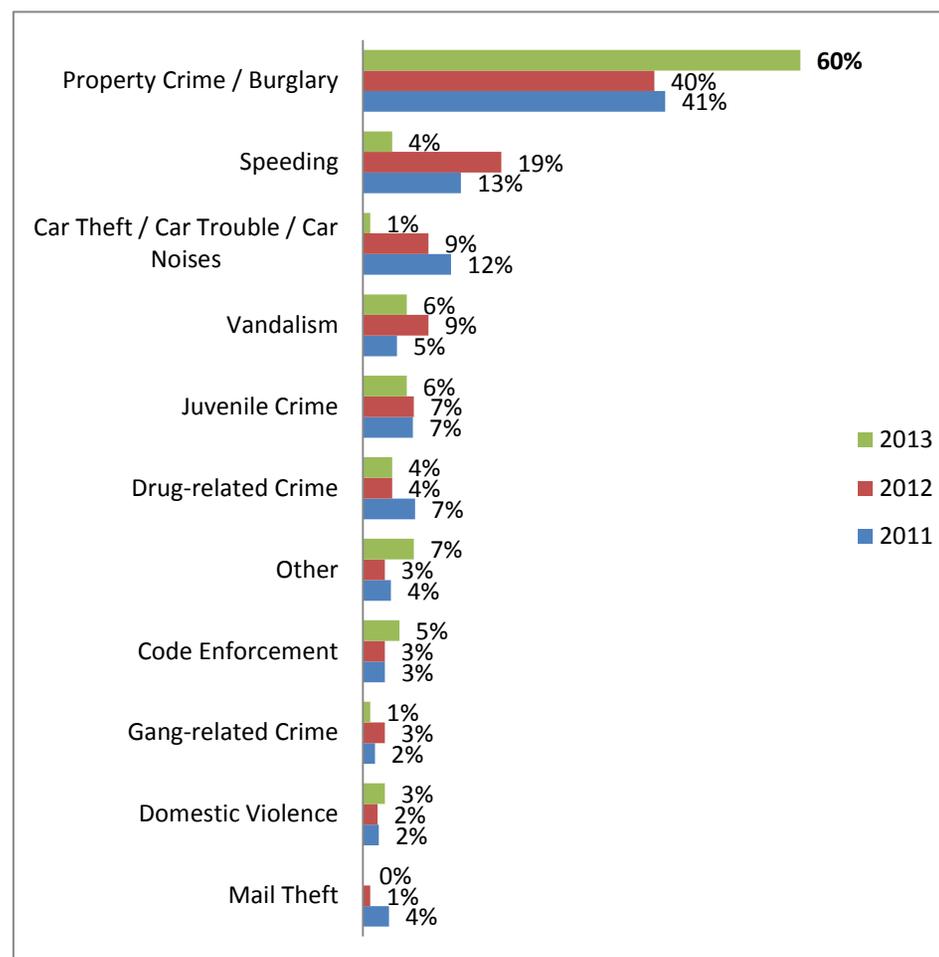
Green shading indicates areas where Bellevue exceeds national benchmarks; **yellow** shading indicates areas where Bellevue is comparable to national benchmarks; **red** shading indicates areas where Bellevue is below national benchmarks.

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 two out of five (40%) based their response to this question on having personally seen or experienced the problem; this is significantly lower than in 2012. The percentage of residents who have heard about it in the news is up significantly to 44 percent this year from 30 percent in 2012. Just over half (54%) said they know someone who has experienced the problem.

- Over one out of four respondents (27%) said that there were no serious police-related problems in their neighborhood. This is similar to the results in 2012 when 27 percent said there was no serious police-related problem in their neighborhood.
- Of those who reported experiencing or knowing someone who experienced police-related problems, 54 percent of respondents said property crimes and burglaries were by far the single most serious neighborhood crime problem.
- Downtown is the least likely to have problems; nearly half of residents say they have no police-related problems (46%).
- Property crime is considered more of a problem by residents living in Cougar Mountain (71%) and NE Bellevue (67%).

Figure 34: 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), 2013 (n = 518) 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 2013 as in 2012 and 2011—88 percent compared to 86 percent and 85 percent, respectively. At the same time, the percentage reporting that no one in their household has visited a park is unchanged.

- Bellevue’s oldest residents (those 65 and older) are the most likely to indicate they have not visited a park in the past year—18 percent.
- While there are relatively few differences in park use across neighborhoods, respondents from Sammamish/East Lake Hills (69%) and Cougar Mountain (64%) are the most likely to say someone from their family has visited a park in the past 12 months.

Participation in a recreation program has remained constant.

- Although there are no differences among age groups for personal recreation activity, those ages 35–54 are the most likely to have a household member participate—27 percent.
- Residents living in Northeast are also the most likely to deny participation in a recreation activity in the past year—87 percent.
- Respondents from NW Bellevue are the least likely to claim personal or household member participation in a recreation activity in the past 12 months—94 percent have not participated.

Table 23: Usage of Park Facilities and Recreation Programs

	Park Facility			Recreation Programs		
	2011	2012	2013	2011	2012	2013
Personally Have Used	85%	86%	88%	16%	21%	16%
Family Members Have Used	36%	42%	45%	15%	19%	17%
No One in Household Has Used	11%	11%	9%	74%	68%	74%

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?

Bolding indicates significant difference from prior year. Base: All respondents 2011 (n = 515); 2012 (n = 405); 2013 (n = 518)

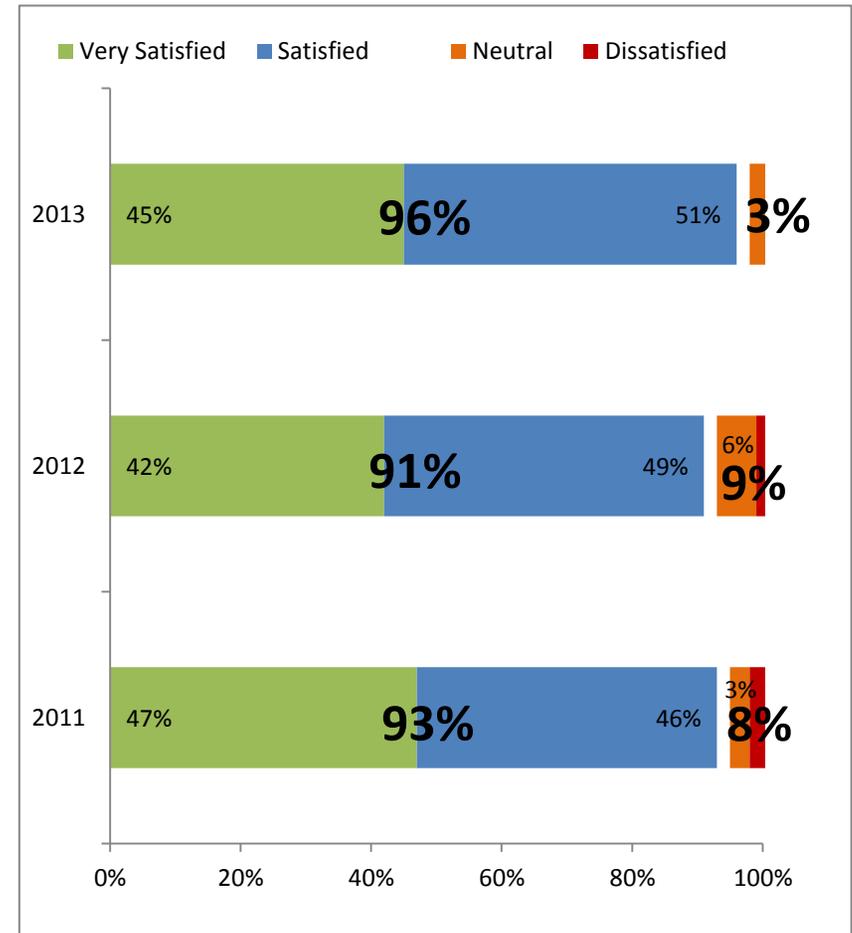
Perceptions of Bellevue Parks and Recreation

Top Box satisfaction with Bellevue’s parks and recreation activities shows a significant increase —96% are satisfied. This is due to a significant decrease in the percentage of neutral and dissatisfied responses, down to 3 percent from 9 percent in 2012.

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

- Residents in Wilburton* are the most satisfied with their parks. Nearly nine out of ten (88%) are “very” satisfied with the parks and recreation opportunities in Bellevue.
- Although still very high, residents living in Somerset* are the least satisfied—mean rating of 4.22 out of five.

Figure 35: Overall Satisfaction with Bellevue Parks and Recreation



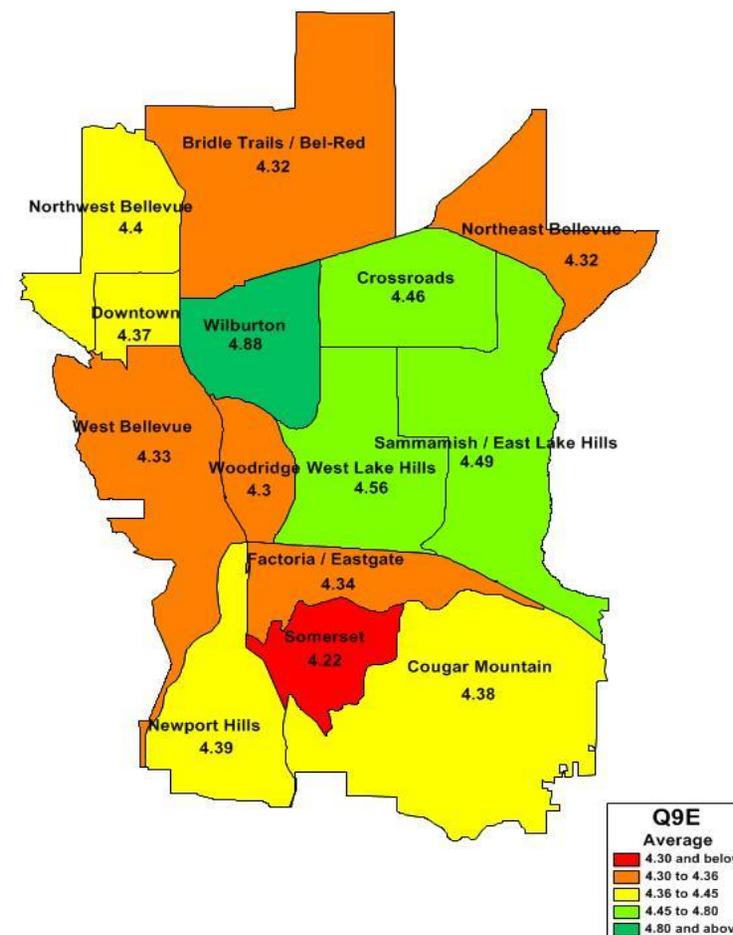
Q9E—Overall, how satisfied are you with parks and recreation in Bellevue?
 Base: All respondents 2011 (n = 515); 2012 (n = 405); 2013 (n = 518)

*Use caution; small n size

Table 24: Satisfaction with Parks by Neighborhood

	Overall (n = 518)	Bridle Trails/ Bel-Red (n = 42)	Cougar Mtn (n = 59)	Crossroads (n = 41)	Downtown (n = 75)
Very satisfied	45%	42%	38%	46%	44%
Satisfied	51%	48%	62%	54%	48%
Neutral	3%	10%	-	-	7%
Dissatisfied	<1%	-	-	-	-
Mean	4.41	4.32	4.38	4.46	4.37
	Factoria/ Eastgate* (n = 17)	Newport Hills (n = 27)	NE Bellevue (n = 26)	NW Bellevue (n = 40)	Sammamish/ E. Lake Hills (n = 58)
Very satisfied	34%	47%	32%	53%	49%
Satisfied	66%	45%	68%	34%	51%
Neutral	-	8%	-	13%	-
Dissatisfied	-	-	-	-	-
Mean	4.34	4.39	4.32	4.40	4.49
	Somerset* (n = 24)	W. Bellevue (n = 32)	W. Lake Hills (n = 42)	Wilburton* (n = 23)	Woodridge* (n = 12)
Very satisfied	32%	42%	56%	88%	30%
Satisfied	62%	49%	44%	12%	70%
Neutral	-	9%	-	-	-
Dissatisfied	5%	-	-	-	-
Mean	4.22	4.33	4.56	4.88	4.30

Figure 36: 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 midpoint on a five-point scale.

Q9E – Overall, how satisfied are you with parks and recreation in Bellevue?
 Mean based on five-point scale where “1” means “very poor” and “5” means “excellent.”
 Base: All respondents (n = 518) *Use caution; small n size

Quality of Bellevue's Parks

Bellevue's parks and recreation offerings are comparable to the overall national benchmarks, other cities in the Pacific West, and other Washington cities. However, the City is well below ratings given for 4.5-Star cities as well as the Top 10 benchmark cities.

Bellevue's neighborhood parks are rated higher than those in other 4-Star cities.

Table 25: Quality of Bellevue's Parks

		<i>Bellevue</i>	<i>National</i>	<i>Pacific West</i>	<i>WA Cities</i>	<i>4-Star Cities</i>	<i>4.5-Star Cities</i>	<i>Top 10 Cities</i>
Neighborhood Parks	% Greatly Exceeds Expectations	36%						
	Mean	4.26						
City Parks & Sports Fields	% Greatly Exceeds Expectations	32%						
	Mean	4.21						
Recreation Centers & Classes	% Greatly Exceeds Expectations	23%						
	Mean	3.99						

Q8A-C—Based on what you have experienced, seen or heard, please rate the quality of parks and recreation facilities in Bellevue.

Base: Randomly selected respondents (n = 228)

Green shading indicates areas where Bellevue exceeds national benchmarks; **yellow** shading indicates areas where Bellevue is comparable to national benchmarks; **red** shading indicates areas where Bellevue is below national benchmarks.

Ratings of Parks

Ratings for all four attributes of Bellevue’s parks are consistent with 2012. While the changes are not statistically significant, all mean scores are up slightly.

Bellevue’s parks receive the highest ratings for their appearance—96 percent good or excellent.

While still relatively high, Bellevue’s parks continue to receive the lowest rating for the range and variety of recreation activities—87 percent good or excellent.

Table 26: Ratings for Bellevue’s Parks

		2011	2012	2013
Appearance	% Excellent	56%	47%	49%
	% Good	39%	50%	47%
	Mean	4.49	4.43	4.44
Safety	% Excellent	50%	42%	46%
	% Good	44%	53%	49%
	Mean	4.41	4.35	4.39
Number of Parks	% Excellent	49%	43%	44%
	% Good	41%	50%	50%
	Mean	4.34	4.31	4.36
Range and Variety of Recreation Activities	% Excellent	39%	28%	29%
	% Good	46%	59%	58%
	Mean	4.18	4.11	4.12

Bellevue Utilities

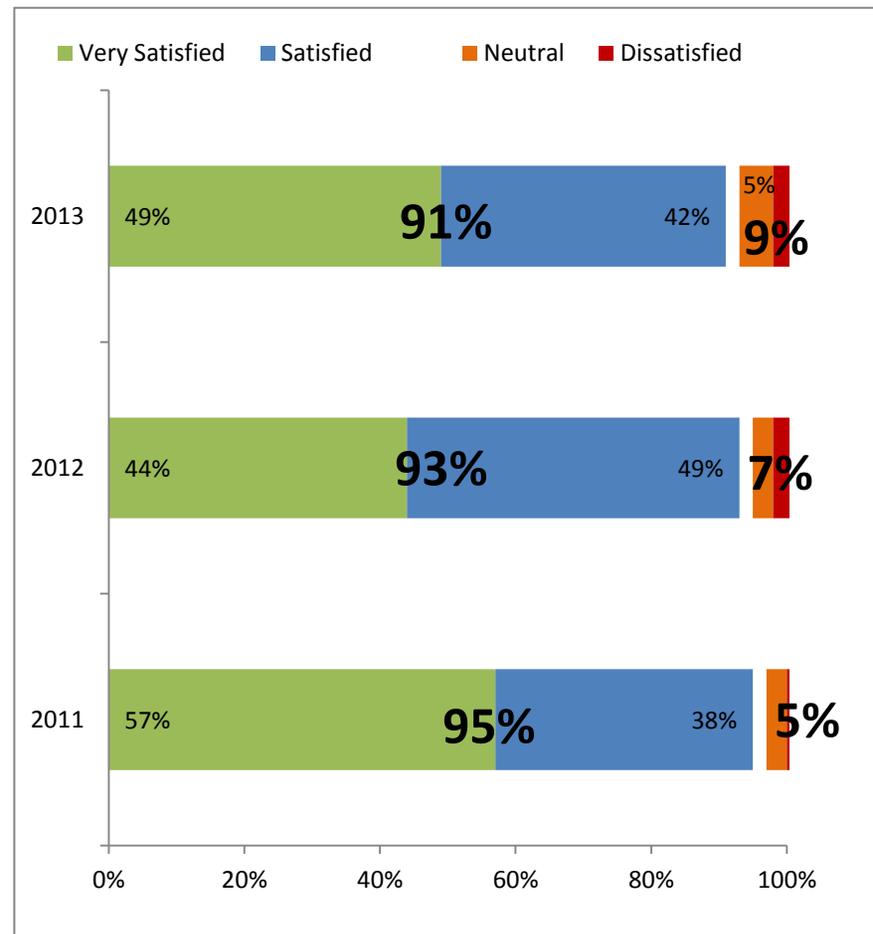
Overall Satisfaction

While Top Two Box satisfaction with Bellevue Utilities has remained relatively stable from 2012 to 2013, there is a slight, although not significant, increase in the percent “very satisfied” from 44 percent in 2012 to 49 percent in 2013.

There are a few key differences across neighborhoods:

- Residents living in Wilburton* (98%), West Bellevue (98%), and Somerset* (95%) have the highest percentage of “very satisfied.”
- Residents of Woodridge* and Crossroads are the least satisfied. Nearly two in ten (21%) in Woodridge* and one in ten (10%) in Crossroads are dissatisfied with the service.

Figure 37: Overall Satisfaction with Bellevue Utilities



Q16—Overall, how satisfied are you as a customer of the Bellevue Utilities Department?
 Base: All respondents 2011 (n = 515); 2012 (n = 405); 2013 (n = 518)

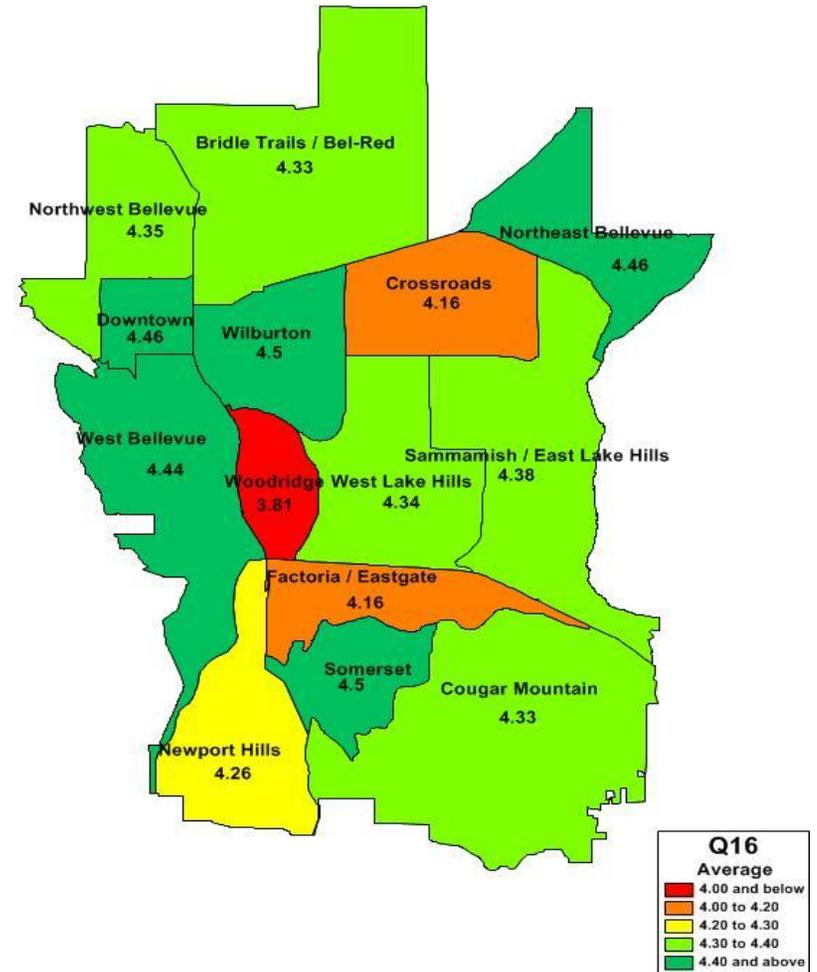
*Use caution, small n size

Table 27: Satisfaction with Utilities by Neighborhood

	Overall (n = 518)	Bridle Trails/ Bel-Red (n = 42)	Cougar Mtn (n = 59)	Crossroads (n = 41)	Downtown (n = 75)
Very satisfied	49%	47%	45%	43%	55%
Satisfied	42%	44%	46%	42%	38%
Neutral	5%	6%	7%	6%	7%
Dissatisfied	4%	3%	3%	10%	1%
Mean	4.36	4.33	4.33	4.16	4.46
	Factoria/ Eastgate* (n = 17)	Newport Hills (n = 27)	NE Bellevue (n = 26)	NW Bellevue (n = 40)	Sammamish/ E. Lake Hills (n = 58)
Very satisfied	29%	52%	54%	54%	52%
Satisfied	61%	37%	38%	34%	38%
Neutral	7%	4%	8%	9%	5%
Dissatisfied	3%	8%	-	4%	5%
Mean	4.16	4.26	4.46	4.35	4.38
	Somerset* (n = 24)	W. Bellevue (n = 32)	W. Lake Hills (n = 42)	Wilburton* (n = 23)	Woodridge* (n = 12)
Very satisfied	54%	47%	45%	51%	30%
Satisfied	41%	51%	48%	47%	41%
Neutral	4%	3%	2%	2%	7%
Dissatisfied	-	-	5%	-	21%
Mean	4.50	4.44	4.34	4.50	3.81

Q16—Overall, how satisfied are you as a customer of the Bellevue Utilities Department?
 Mean based on five-point scale where “1” means “very poor” and “5” means “excellent.”
 Base: All respondents (n = 518)
 *Use caution; small n size

Figure 38: 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 midpoint on a five-point scale.

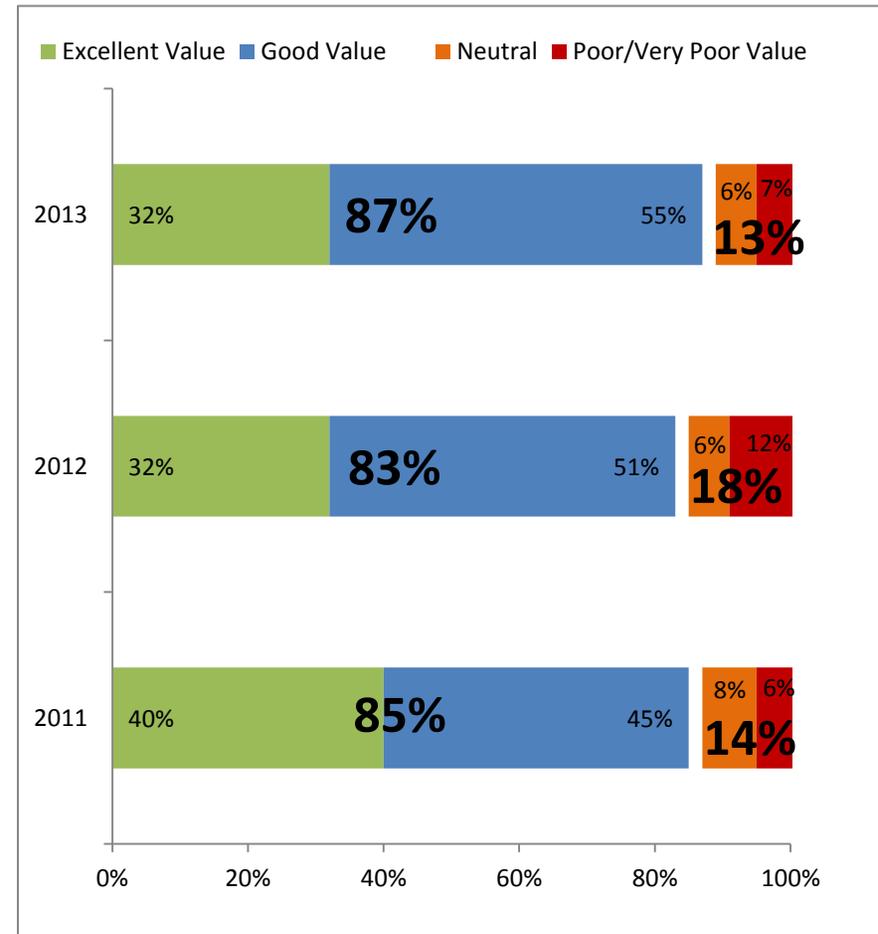
Value of Bellevue Utility Services

As with overall satisfaction for Bellevue Utilities, the Top Box rating for the value of Bellevue utility services has remained relatively stable from 2012 to 2013. There has been a slight increase in the percentage of residents rating services as a “good value” and a slight decrease in ratings of “poor/very poor value,” although neither is significant.

Long-time residents (25+ years) and those with household incomes less than \$75,000 are most likely to give an “excellent” rating.

There are no significant differences across neighborhoods.

Figure 39: Value of Bellevue Utility Services



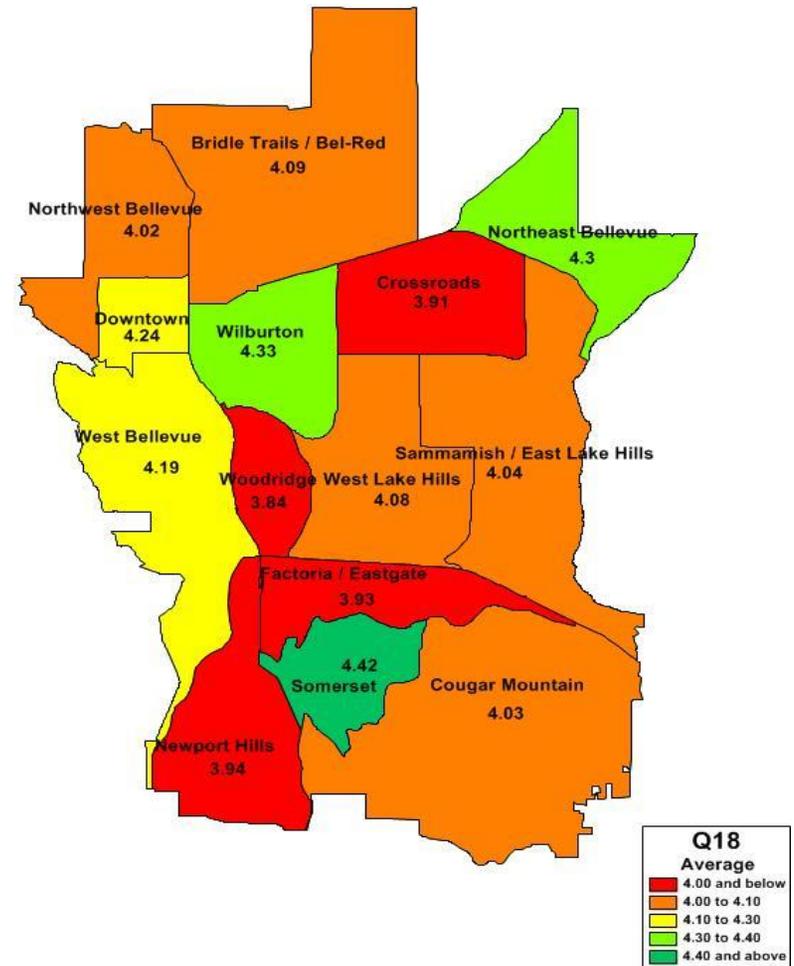
Q18—Taking Bellevue utility services as a whole, do you feel you receive good value for your money or poor value for your money?

Base: All respondents 2011 (n = 515); 2012 (n = 405); 2013 (n = 518)

Table 28: Value of Bellevue Utility Services by Neighborhood

	Overall (n = 518)	Bridle Trails/ Bel-Red (n = 42)	Cougar Mtn (n = 59)	Crossroads (n = 41)	Downtown (n = 75)
Excellent	32%	33%	30%	24%	35%
Good	55%	53%	53%	58%	56%
Neutral	6%	8%	6%	5%	7%
Poor/Very Poor	7%	6%	11%	13%	2%
Mean	4.11	4.09	4.03	3.91	4.24
	Factoria/ Eastgate* (n = 17)	Newport Hills (n = 27)	NE Bellevue (n = 26)	NW Bellevue (n = 40)	Sammamish/ E. Lake Hills (n = 58)
Excellent	13%	36%	30%	38%	31%
Good	77%	45%	70%	38%	55%
Neutral	–	4%	–	12%	3%
Poor/Very Poor	10%	15%	–	12%	10%
Mean	3.93	3.94	4.30	4.02	4.04
	Somerset* (n = 24)	W. Bellevue (n = 32)	W. Lake Hills (n = 42)	Wilburton* (n = 23)	Woodridge* (n = 12)
Excellent	47%	38%	29%	33%	17%
Good	49%	46%	57%	67%	63%
Neutral	5%	13%	8%	–	7%
Poor/Very Poor	–	3%	7%	–	13%
Mean	4.42	4.19	4.08	4.33	3.84

Figure 40: Value of Bellevue Utility Services by Neighborhood



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 five-point scale where “1” means “a very poor value” and “5” means “an excellent value.”

Base: All respondents (n = 518)

*Use caution; small n size

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

Services

Bellevue Utilities continues to receive relatively high ratings for all of its services; there are no significant changes compared to 2012.

- Similar to 2011 and 2012, ratings are highest for maintenance of an adequate and uninterrupted supply of water.
- While still fairly high, Bellevue receives lower ratings for protection and restoration of its streams, lakes, and wetlands and for providing effective drainage programs. Ratings for this service has shown a steady decline since 2011.

Table 29: Ratings for Bellevue Utilities' Services

		2011	2012	2013
Maintaining an adequate and uninterrupted supply of water	% Excellent / Very Good	78%	72%	77%
	Mean	9.22	9.02	9.10
Providing reliable uninterrupted sewer service	% Excellent / Very Good	75%	67%	71%
	Mean	9.14	8.88	8.95
Providing water that is safe and healthy to drink	% Excellent / Very Good	74%	67%	68%
	Mean	8.96	8.82	8.73
Providing reliable recycling, yard waste, and garbage collection services	% Excellent / Very Good	67%	59%	59%
	Mean	8.79	8.50	8.56
Protecting and restoring Bellevue's streams, lakes, and wetlands	% Excellent / Very Good	52%	46%	40%
	Mean	8.31	8.05	7.95
Providing effective drainage programs, including flood control	% Excellent / Very Good	53%	44%	40%
	Mean	8.31	7.94	7.96

Bolding indicates a significant difference from the prior year.

Key Drivers Analysis (explained in more detail on page 52) clearly shows that three services have the greatest influence on overall satisfaction with Bellevue Utilities:

- Maintaining an adequate and uninterrupted supply of water. This is the top rated utility score.
- Providing water that is safe and healthy to drink. Performance in this area is above average.
- Providing reliable recycling, yard waste, and garbage collection services. Performance in this area is average.

All attributes except for providing reliable, uninterrupted sewer service and 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 greater monitoring and perhaps targeted communication during winter and spring when it is a greater problem.

Table 30: Key Drivers of Overall Satisfaction with Bellevue Utilities

	Impact on Overall Satisfaction	2011 Performance	2012 Performance	2013 Performance
Maintaining an adequate and uninterrupted supply of water	24.1*	9.22	9.02	9.10
Providing water that is safe and healthy to drink	20.0*	8.96	8.82	8.73
Providing reliable recycling, yard waste, and garbage collection services	16.4*	8.79	8.50	8.56
Protecting and restoring Bellevue's streams, lakes, and wetlands	14.0*	8.31	8.05	7.95
Providing reliable uninterrupted sewer service	13.5	9.14	8.88	8.95
Providing effective drainage programs, including flood control	8.5	8.31	7.94	7.96
Mean		8.79	8.54	8.56

* indicates statistical significance

Bolding indicates a significant difference from the prior year.

PCD

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. In 2013, there is a slight shift of residents who do not think there is a problem to thinking there is a small problem.

Neighborhoods most likely to report no problems include

- Cougar Mountain and Somerset*

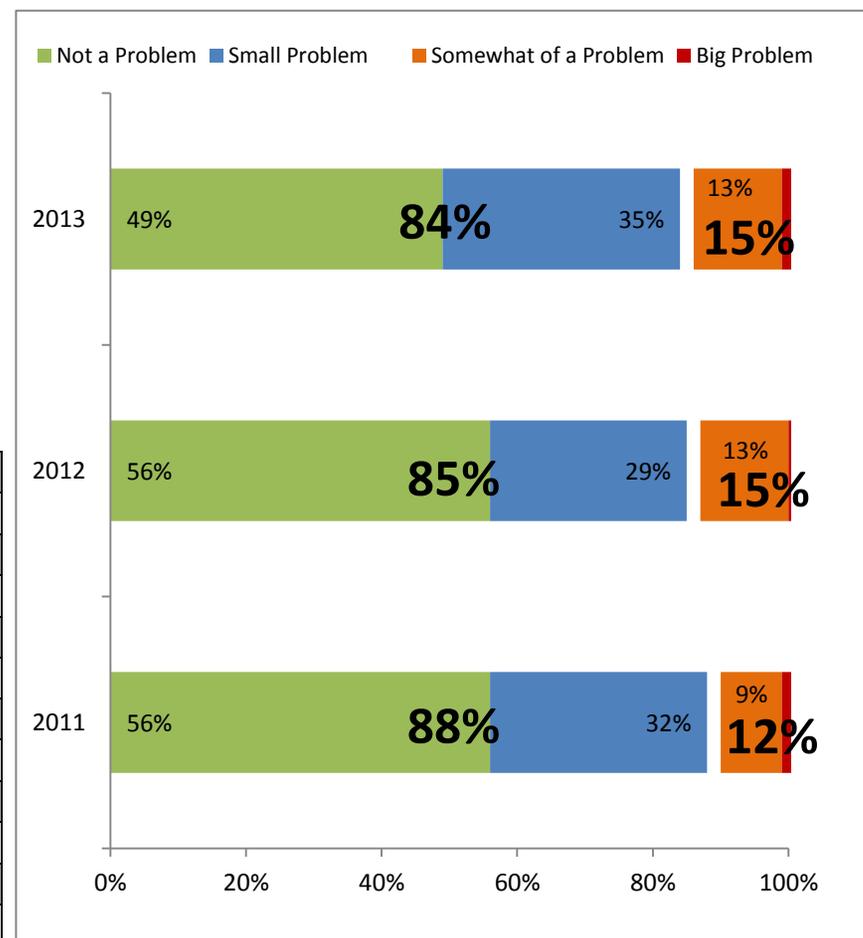
Neighborhoods that report the greatest problems (combined big/somewhat a problem) include Crossroads and Bridle Trails/Bel-Red.

Table 31: Problems with Nuisance Lots by Neighborhood

	Big Problem	Somewhat a Problem	Small Problem	Not a Problem
Crossroads	6%	39%	50%	5%
Bridle Trails/Bel-Red	5%	26%	30%	39%
Sammamish/E Lake Hills	5%	10%	43%	43%
Downtown	4%	7%	30%	59%
Factoria/Eastgate*	-	28%	43%	30%
Wilburton*	-	18%	7%	75%
NW Bellevue	-	17%	26%	57%
Newport Hills	-	14%	30%	56%
West Bellevue	-	12%	69%	18%
Somerset*	-	10%	15%	74%
West Lake Hills	-	7%	58%	34%
NE Bellevue	-	5%	42%	53%
Woodridge*	-	-	64%	36%
Cougar Mountain	-	-	12%	88%

*Use caution, small n size

Figure 41: Problems with Nuisance Lots in Neighborhoods



Q26—To what extent are weed lots, junk lots, graffiti, abandoned automobiles and shopping carts, and dilapidated houses or buildings currently a problem in your neighborhood? Base: All respondents 2011 (n = 515); 2012 (n = 405); 2013 (n = 518)

Public Safety

Perceptions of Safety in Neighborhoods and Downtown

Keeping with the trend over the past several years, residents feel safe in downtown Bellevue during the day. More than four out of five (81%) residents say they feel very safe walking alone in the downtown business area during the day.

Perceptions of safety in all areas have decreased slightly from 2012. It is noteworthy that perceptions of safety while walking alone in neighborhoods in general significantly decreased with 60% “very safe” in 2013 from 71% in 2012.

Males feel significantly safer in their neighborhoods (during the day and after dark) than females. Males also feel safer downtown after dark.

Residents under age 35 perceive the downtown business area as safe significantly more than do older residents.

Downtown** and NW Bellevue are rated as the safest neighborhoods in general. Downtown is also the safest neighborhood after dark. The greatest differences in neighborhood safety in general and after dark are in Crossroads (average overall, low after dark) and Factoria/Eastgate* (average overall, low after dark).

Table 32: Ratings of Neighborhood Safety by Neighborhood

	Neighborhood in General*	Neighborhood After Dark*
Downtown	4.71	4.48
NW Bellevue	4.70	4.33
NE Bellevue	4.65	4.39
Newport Hills	4.64	4.29
Cougar Mountain	4.54	4.24
Woodridge*	4.54	4.19
Somerset*	4.52	4.16
West Lake Hills	4.48	4.04
West Bellevue	4.46	4.00
Sammamish/E Lake Hills	4.43	3.94
Factoria/Eastgate*	4.39	3.90
Wilburton*	4.36	4.01
Crossroads	4.28	3.71
Bridle Trails/Bel-Red	4.44	4.00

*Use caution; small n size. ** The overlap between Downtown neighborhood and downtown business area is unknown.

Table 33: Perceptions of Safety in Neighborhoods and Downtown

		2011**	2012**	2013
Walking alone in downtown business area during the day	% Very Safe	83%	84%	81%
	% Safe	17%	16%	18%
	% Unsafe	<1%	-	1%
	Mean	4.83	4.84	4.80
Walking alone in neighborhood in general	% Very Safe	70%	71%	60%
	% Safe	29%	28%	38%
	% Unsafe	1%	1%	3%
	Mean	4.69	4.68	4.54
Walking alone in downtown business area after dark	% Very Safe	45%	45%	40%
	% Safe	47%	48%	54%
	% Unsafe	8%	7%	6%
	Mean	4.27	4.31	4.26
Walking alone in neighborhood after dark	% Very Safe	45%	47%	41%
	% Safe	45%	43%	50%
	% Unsafe	11%	10%	9%
	Mean	4.21	4.26	4.20

To maintain comparability over the years, the neutral category is excluded for all years. **Bolding indicates a significant difference from the prior year.

Police Contact

Nearly one in four (23%) Bellevue residents had contact with the police in the past year—this is slightly but not significantly less than in 2012 (27%).

Most contacts were to report a crime (16%); this is significantly less than in 2012 (30%). The second most frequent contacts were a routine traffic stop (13%) and a traffic accident (11%). Only one percent (1%) of those with police contact indicated that they were a victim of a crime.

Eight out of ten (80%) residents who had contact with the police reported a positive experience—54 percent excellent and 26 percent good. The percent excellent is a significant increase from 2012 (33%).

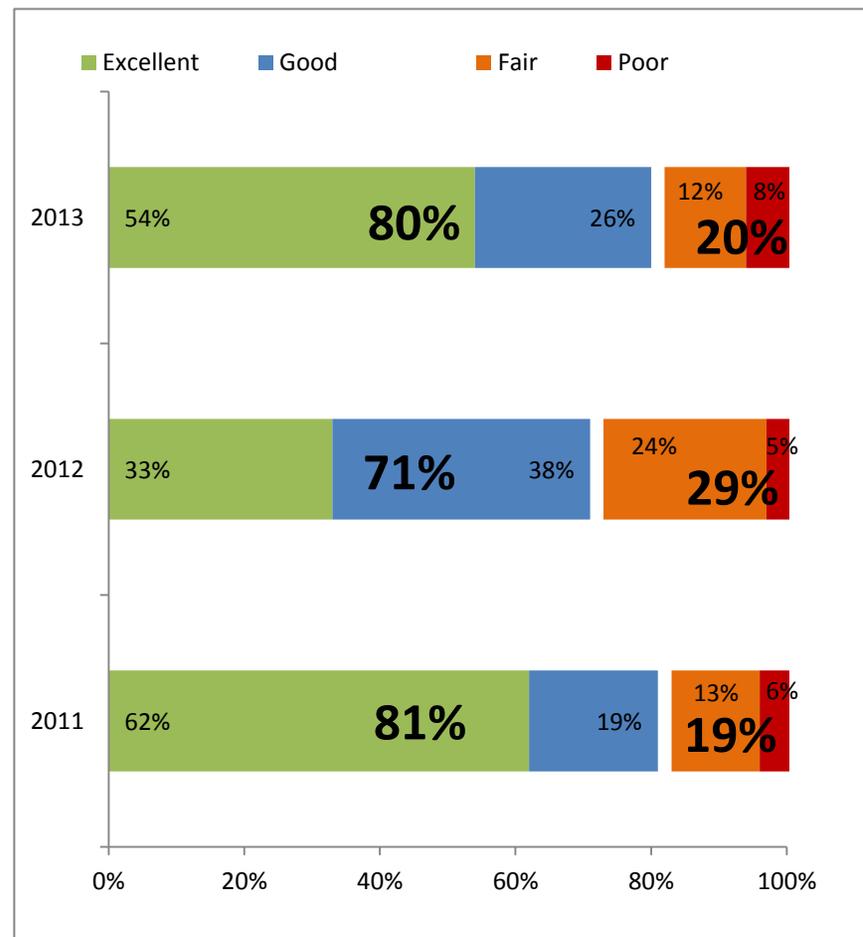
Table 34: Satisfaction with Police Contact by Type of Contact

	Report a Crime (n = 19)*	Routine Traffic Stop (n = 14)*
Excellent	47%	44%
Good	28%	20%
Fair	11%	20%
Poor	14%	15%

*Use caution; small n size

Bellevue residents report that their primary source of information about the police is the media: *Seattle Times* (17%), *Bellevue Reporter* (11%), radio or television (16%).

Figure 42: 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 2011 (n = 157); 2012 (n = 104); 2013 (n = 157)

Confidence in Fire Department

Nearly all (97%) residents have confidence in Bellevue’s fire department. The percent of those who are “very” confident has increased slightly—70 percent in 2013 and 65 percent in 2012. This metric is moving back toward 2011 ratings and should be watched closely.

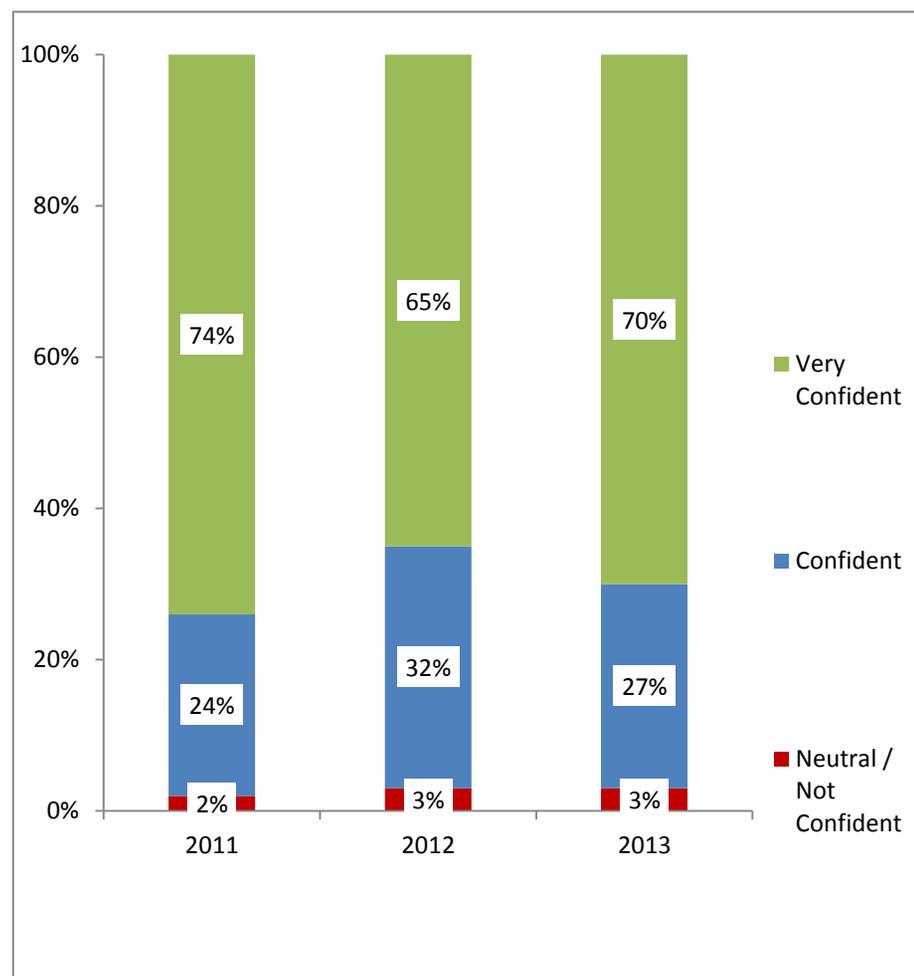
Confidence varies by length of residency with Bellevue’s long-term residents (25 or more years) having the highest levels of confidence—86 percent. On the other hand, those new to the city (three or fewer years) are much less confident—59 percent.

Although Bellevue’s newest residents have the lowest percentage of “very confident” (59%) ratings, they are not more “neutral/not confident” than any other groups. Therefore this lower level of high confidence may be a function of experience and knowledge rather than any real concern about the fire department.

Table 35: Confidence in Fire Department by Length of Residency

	0–3 Years	4–9 Years	10–24 Years	25 Plus Years
Very Confident	59%	68%	72%	86%
Confident	39%	29%	24%	13%
Neutral/Not Confident	2%	3%	4%	2%

Figure 43: 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); 2013 (n = 518)

Confidence in Quality of Emergency Medical Services (EMS)

Bellevue residents' confidence in the quality of emergency medical services exceeds most benchmarks and is comparable to ratings given by residents in the Top 10 Benchmark cities.

Table 36: Confidence in Quality of EMS Provided by Fire Department

		<i>Bellevue</i>	<i>National</i> ©	<i>Pacific West</i>	<i>Puget Sound Cities</i>	<i>4-Star Cities</i>	<i>4.5-Star Cities</i>	<i>Top 10 Cities</i>
Response Time to Emergencies Meets Community's Needs	% Greatly Exceeds Expectations	60%						
	Mean	4.55						
Support from 911 Dispatchers in Community	% Greatly Exceeds Expectations	60%						
	Mean	4.57						
EMS Personnel are Well-Trained	% Greatly Exceeds Expectations	59%						
	Mean	4.55						

Q84A-C—From what you have experienced, seen or heard, how would you rate your confidence in the quality of emergency medical services provided by Bellevue's fire dept?

Base: Randomly selected respondents (n = 226)

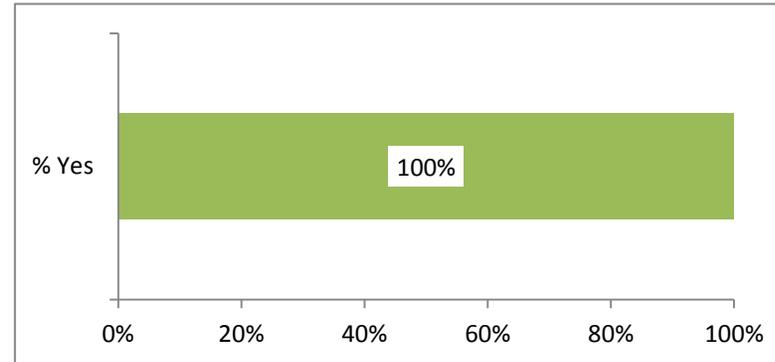
Green shading indicates areas where Bellevue exceeds national benchmarks; **yellow** shading indicates areas where Bellevue is comparable to national benchmarks; **red** shading indicates areas where Bellevue is below national benchmarks.

Household Safety Measures

All Bellevue residents have a smoke detector in their home.

While about half of residents have food, water, and medication supplies in their homes for five or more days during a disaster, less than one out of five (16%) do not know how long their food, water, and medication supplies will last.

Figure 44: Bellevue Homes with Smoke Detectors



Q59—Does your home have a smoke detector?

Base: Randomly selected respondents (n = 226)

Table 37: Length of Food, Water, and Medication Supplies During a Disaster

0-2 Days	11%
3 Days	18%
4 Days	6%
5 Days	13%
6-7 Days	19%
8-14 Days	15%
15+ Days	4%
Don't Know	14%

Q61N—During a disaster, how many days would your current supply of food, water, medications, and other necessary items last? Base: Randomly selected respondents (n = 304)

Transportation

Maintenance

The majority (84%) of Bellevue residents are satisfied with the maintenance of sidewalks and walkways. Although not significant, there has been a slight increase in residents who are “very satisfied”. This is a positive indication that results may return to 2011 levels next year.

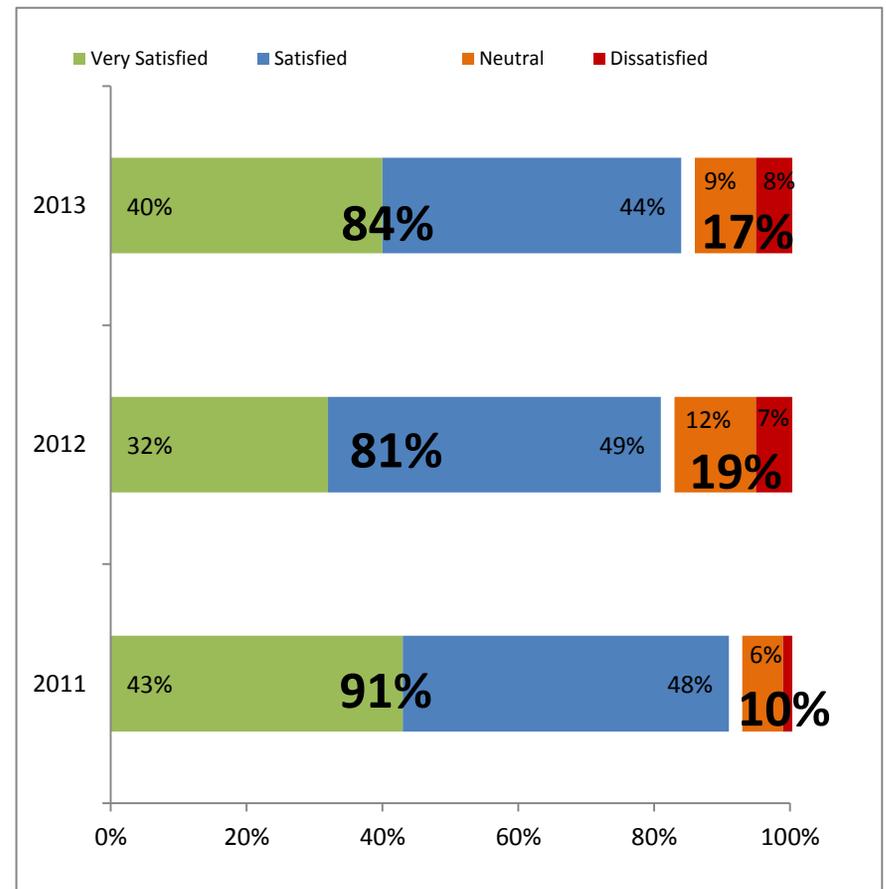
- Ratings are highest in NW Bellevue, Newport Hills, and Factoria/Eastgate*.
- Wilburton*, Cougar Mountain, Crossroads, Woodbridge*, and NE Bellevue have the lowest ratings with mean scores below 4.00.

Table 38: Satisfaction with Maintenance of Sidewalks and Walkways by Neighborhood

	Mean Rating (based on 5-point scale)
NW Bellevue	4.52
Newport Hills	4.51
Factoria/Eastgate*	4.50
Sammamish/E. Lake Hills	4.42
Downtown	4.34
Bridle Trails/Bel-Red	4.26
Somerset*	4.20
West Lake Hills	4.17
West Bellevue	4.11
Wilburton*	3.96
Cougar Mountain	3.90
Crossroads	3.73
Woodbridge*	3.52
NE Bellevue	3.38

*Use caution; small n size

Figure 45: 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 2011 (n = 515); 2012 (n = 405);
 Randomly selected respondents 2013 (n = 222)

Most Bellevue residents describe the condition of streets and roads in their neighborhood as in good condition all over (42%) or mostly good with a few bad spots (55%). There has been a slight increase in “good condition all over” ratings from 2012.

Ratings are highest in Newport Hills and Northwest Bellevue.

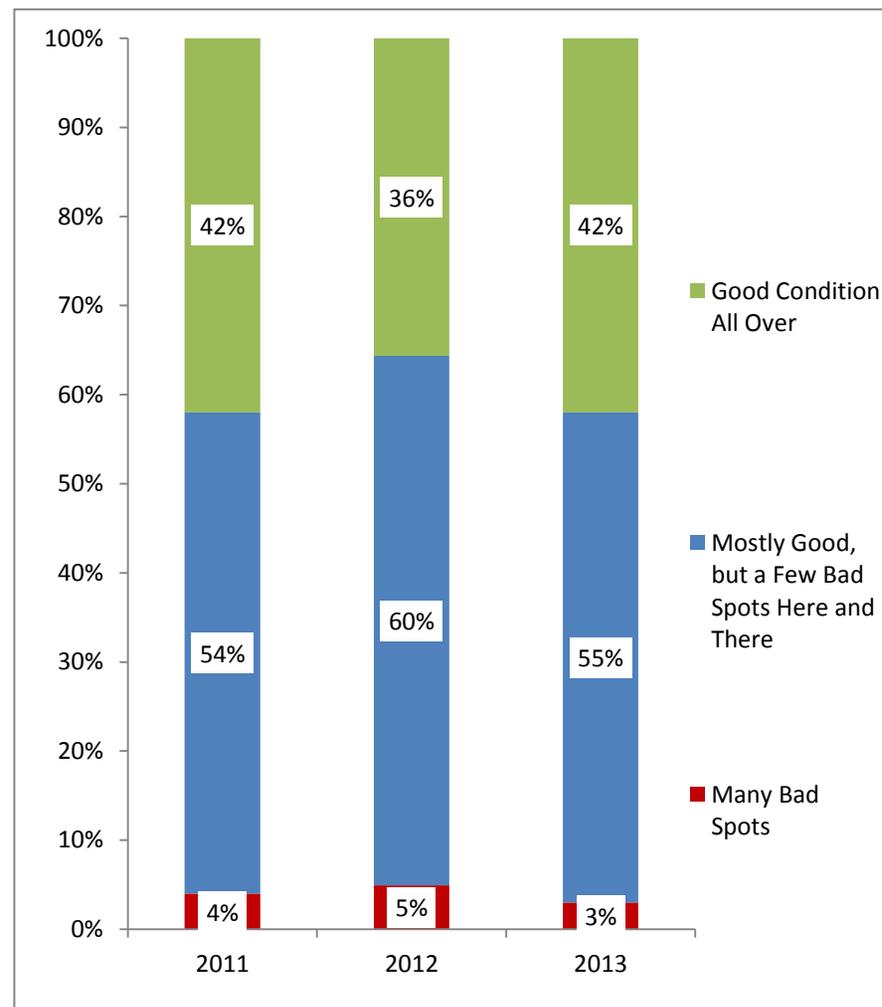
Two neighborhoods—Cougar Mountain and West Lake Hills—are the most likely to report problem areas.

Table 39: Satisfaction with Streets and Roads by Neighborhood

	Good Condition All Over	Mostly Good/Some Bad Spots	Many Bad Spots
Newport Hills	61%	39%	-
NW Bellevue	58%	42%	-
West Lake Hills	56%	35%	9%
Wilburton*	51%	49%	-
Sammamish/E. Lake Hills	48%	44%	-
Bridle Trails/Bel-Red	47%	53%	-
Downtown	38%	62%	-
Cougar Mountain	37%	49%	14%
Somerset*	35%	65%	-
West Bellevue	34%	61%	5%
NE Bellevue	32%	68%	-
Crossroads	30%	70%	-
Factoria/Eastgate*	29%	71%	-
Woodridge*	19%	81%	-

*Use caution, small n size

Figure 46: Ratings of Neighborhood Street and Road Conditions



Q30—How would you rate the condition of streets and roads in your neighborhood?
 Base: All respondents 2011 (n = 515); 2012 (n = 405);
 Randomly selected respondents 2013 (n = 222)

Cleanliness of Streets

The majority (96%) of Bellevue residents are satisfied with the cleanliness of streets—this is slightly higher than in 2012 (94%).

Ratings are highest in Newport Hills.

They are lowest in two areas: Woodridge* and Crossroads. Because ratings are very high, four additional areas are below the average:

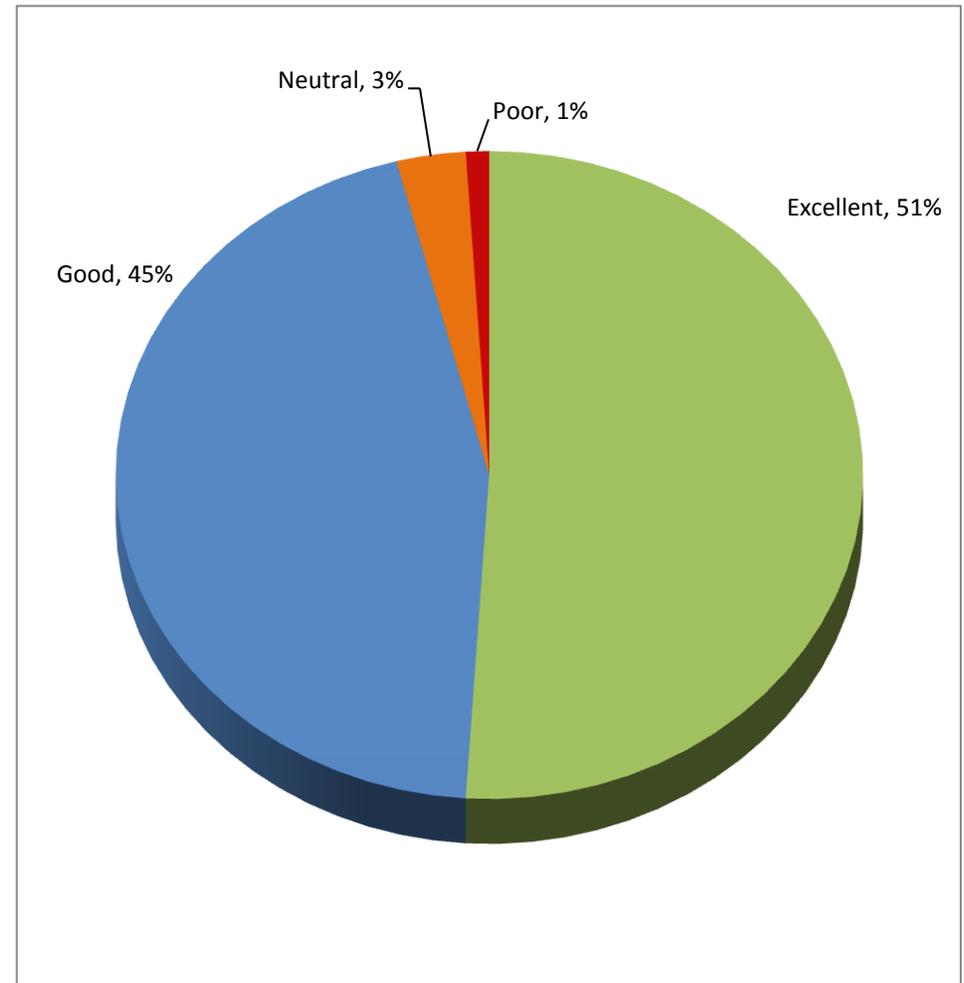
- Cougar Mountain, NE Bellevue, West Bellevue, and Factoria/Eastgate*

Table 40: Satisfaction with Cleanliness of Streets by Neighborhood

	Mean Rating (based on 5-point scale)
Newport Hills	4.71
West Lake Hills	4.55
NW Bellevue	4.53
Downtown	4.52
Somerset*	4.52
Sammamish/E. Lake Hills	4.51
Wilburton*	4.50
Bridle Trails/Bel-Red	4.48
Cougar Mountain	4.39
NE Bellevue	4.35
West Bellevue	4.34
Factoria/Eastgate*	4.30
Crossroads	4.17
Woodridge*	4.08

*Use caution, small n size

Figure 47: Cleanliness of Streets



Q31A—How would you rate the cleanliness of streets in Bellevue?
Base: Randomly selected respondents (n = 224)

Satisfaction with Neighborhood Street Sweeping

Overall satisfaction with street sweeping (86%) remains fairly similar to 2012 (82%). There has been a slight increase in residents who claim to be “very” satisfied—38 percent in 2013 versus 34 percent in 2012.

Ratings are highest in Downtown, Bridle Trails/Bel-Red, and Newport Hills.

They are lowest in NE Bellevue, Cougar Mountain, and Crossroads.

An additional five neighborhoods are below average:

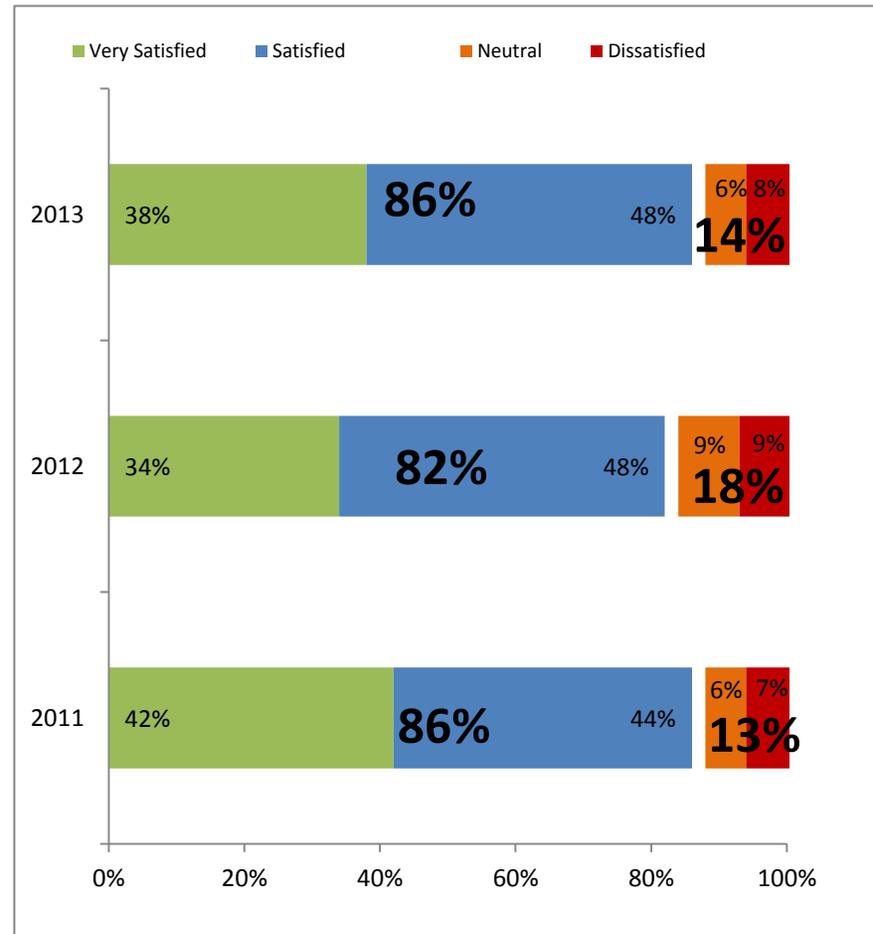
- Wilburton*, Woodridge*, West Bellevue, Westlake Hills, and Factoria/Eastgate*

Table 41: Satisfaction with Neighborhood Street Sweeping by Neighborhood

	Mean Rating (based on 5-point scale)
Downtown	4.49
Bridle Trails/Bel-Red	4.48
Newport Hills	4.47
Somerset*	4.28
NW Bellevue	4.22
Sammamish/East Lake Hills	4.17
Wilburton*	4.01
Woodridge*	3.98
West Bellevue	3.97
West Lake Hills	3.93
Factoria/Eastgate*	3.90
Crossroads	3.74
Cougar Mountain	3.71
NE Bellevue	3.51

*Use caution; small n size

Figure 48: 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 2011 (n = 515); 2012 (n = 405); Randomly selected respondents 2013 (n = 224)

Availability and Ease of Transportation

Bellevue residents rate Bellevue higher than do residents of other Pacific West and Puget Sound cities as well as other 4-Star cities for ease of getting around by car. Bellevue is comparable to 4.5-Star cities but below the Top 10 Benchmark cities.

Table 42: Transportation Compared to Other Cities

		Bellevue	National	Pacific West	Puget Sound Cities	4-Star Cities	4.5-Star Cities	Top 10 Cities
Easy to Get Around by Car	% Significantly Better	44%	Yellow	Green	Green	Green	Yellow	Red
	Mean	4.21	Yellow	Green	Green	Green	Yellow	Red
Availability of Public Transportation	% Significantly Better	26%	Yellow	Yellow	Yellow	Yellow	Green	Yellow
	Mean	3.60	Yellow	Yellow	Yellow	Yellow	Green	Yellow
Easy to Walk to Different Places	% Significantly Better	24%	Green	Green	Green	Green	Green	Red
	Mean	3.69	Green	Green	Green	Green	Green	Red
Easy to Bicycle to Different Places	% Significantly Better	18%	Yellow	Yellow	Yellow	Yellow	Red	Red
	Mean	3.52	Yellow	Yellow	Yellow	Yellow	Red	Red

Q83A-D—From what you have experienced, seen, or heard, how would you rate Bellevue on each of the following statements?

Base: Randomly selected respondents (n = 225)

Green shading indicates areas where Bellevue exceeds national benchmarks; yellow shading indicates areas where Bellevue is comparable to national benchmarks; red shading indicates areas where Bellevue is below national benchmarks.

Bellevue's City Government

New questions were added this year to gauge resident's perceptions of city government. Overall, the City performed well with nearly three out of four residents providing a positive rating.

Table 43: Bellevue's City Government

		2013
Clear Strategy for the Future	% Every Possible Way	12%
	% Most Possible Ways	64%
	% Neutral	18%
	% Not at all	7%
	Mean	3.79
Finds Better Ways to Solve Problems	% Every Possible Way	12%
	% Most Possible Ways	62%
	% Neutral	19%
	% Not at all	6%
	Mean	3.81
Finds New Ways to Improve Quality of Life	% Every Possible Way	12%
	% Most Possible Ways	65%
	% Neutral	16%
	% Not at all	7%
	Mean	3.82
Commits Enough Resources to Important Projects	% Every Possible Way	14%
	% Most Possible Ways	63%
	% Neutral	17%
	% Not at all	6%
	Mean	3.85

Q80A–D—From what you have experienced, seen, or heard, please specify the extent to which each of the following statements describes Bellevue's city government .

Base: Randomly selected respondents (n = 226)

Bellevue residents rate its city government higher than do residents of most other benchmark cities. It is generally comparable to the Top 10 benchmark cities and exceeds the Top 10 benchmark cities in terms of committing enough resources to important projects.

Table 44: City Government Compared to Other Cities

		Bellevue	National	Pacific West	Puget Sound Cities	4-Star Cities	4.5-Star Cities	Top 10 Cities
Clear Strategy for Future	% Positive	76%						
	Mean	3.79						
Finds Better Ways to Solve Problems	% Positive	74%						
	Mean	3.81						
Finds New Ways to Improve Quality of Life	% Positive	77%						
	Mean	3.82						
Commits Enough Resources to Important Projects	% Positive	77%						
	Mean	3.85						

Q80A–D—From what you have experienced, seen, or heard, please specify the extent to which each of the following statements describes Bellevue’s city government

Base: Randomly selected respondents (n = 226)

Green shading indicates areas where Bellevue exceeds national benchmarks; **yellow** shading indicates areas where Bellevue is comparable to national benchmarks; **red** shading indicates areas where Bellevue is below national benchmarks.

City Employees

Overall Quality of Service

Nearly one-quarter (22%) of Bellevue residents have had a recent (in the past 12 months) contact with a City Employee; this is lower than in previous years when a third of residents had contact.

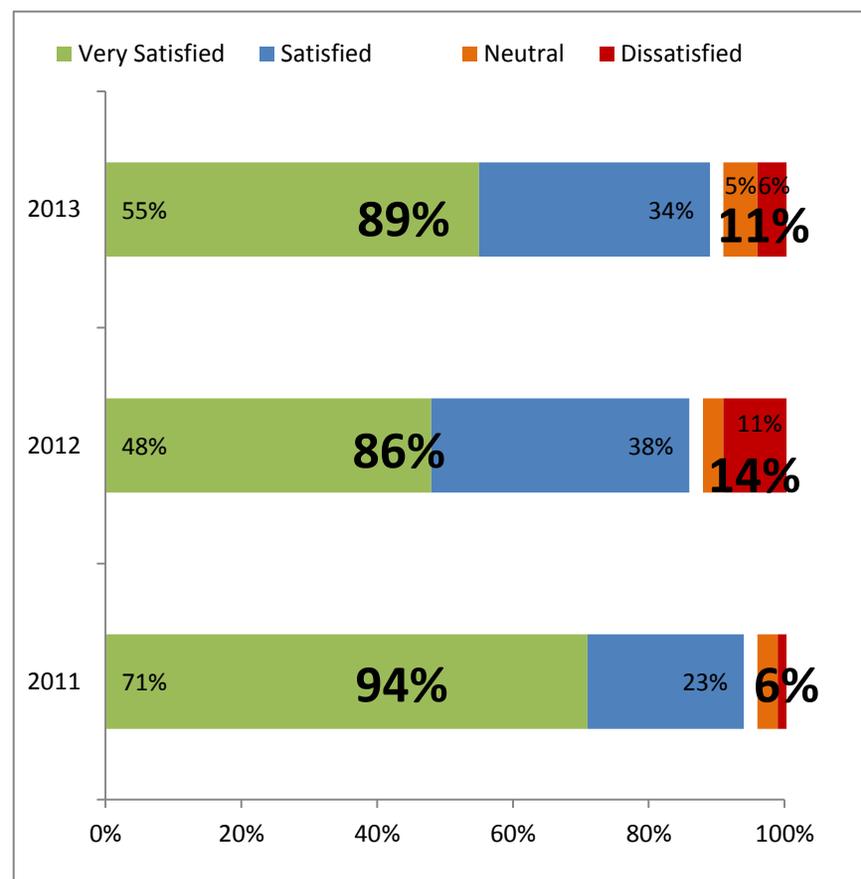
Overall satisfaction (89%) with the quality of service received during a contact with a Bellevue city employee is similar to 2012 (86%). There is a slight increase in “very satisfied,” although this change is not statistically significant.

Overall satisfaction is highest for email and phone contacts with Bellevue city employees—56 percent very satisfied.

Table 45: Overall Satisfaction with Bellevue City Employees by Mode of Contact

	Email	Phone	In-Person
Very Satisfied	56%	56%	54%
Satisfied	41%	32%	30%
Neutral	—	6%	9%
Dissatisfied	3%	6%	7%

Figure 49: 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: Respondents who had contact 2011 (n = 190); 2012 (n = 156); 2013 (n = 127)

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. Satisfaction with all aspects has remained consistent with 2012. All aspects show slight increases compared to 2012 and should be watched carefully as they may return to 2011 levels next year.

Key Drivers Analysis (explained in more detail on page 52) clearly shows that accuracy of information provided and courtesy are the most important drivers of residents' overall satisfaction with their contacts with Bellevue city employees. Moreover, knowledge is the lowest rated attribute.

Table 46: Key Drivers of Overall Satisfaction with Bellevue City Employees

	Impact on Overall Satisfaction
Accuracy of information provided	44.8*
Courtesy	39.6*
Responsiveness	11.2
Knowledge	4.8

* indicates statistical significance

Table 47: Satisfaction with City Employees

		2011	2012	2013
Courtesy	% Very Satisfied	77%	56%	62%
	% Satisfied	18%	34%	32%
	% Neutral	2%	3%	3%
	% Dissatisfied	3%	7%	3%
	Mean	4.66	4.37	4.52
Knowledge	% Very Satisfied	67%	51%	54%
	% Satisfied	28%	41%	34%
	% Neutral	2%	1%	6%
	% Dissatisfied	3%	7%	7%
	Mean	4.56	4.34	4.32
Accuracy of Information Provided	% Very Satisfied	71%	52%	55%
	% Satisfied	25%	36%	31%
	% Neutral	1%	6%	4%
	% Dissatisfied	3%	6%	11%
	Mean	4.61	4.33	4.27
Responsiveness	% Very Satisfied	70%	49%	53%
	% Satisfied	21%	42%	32%
	% Neutral	2%	3%	6%
	% Dissatisfied	7%	6%	9%
	Mean	4.51	4.30	4.26

Base: Those who have had contact 2011 (n = 190); 2012 (n = 156); 2013 (n = 128)
Bolding indicates significant change from previous year.

City Website

Use of City Website

More than three out of four (79%) Bellevue residents are aware of the City's website—this is unchanged from 2011 and 2012. Awareness of Bellevue's website is lower among those 65 years and older—66 percent aware—while those between 35 and 54 years of age are the most aware (86%).

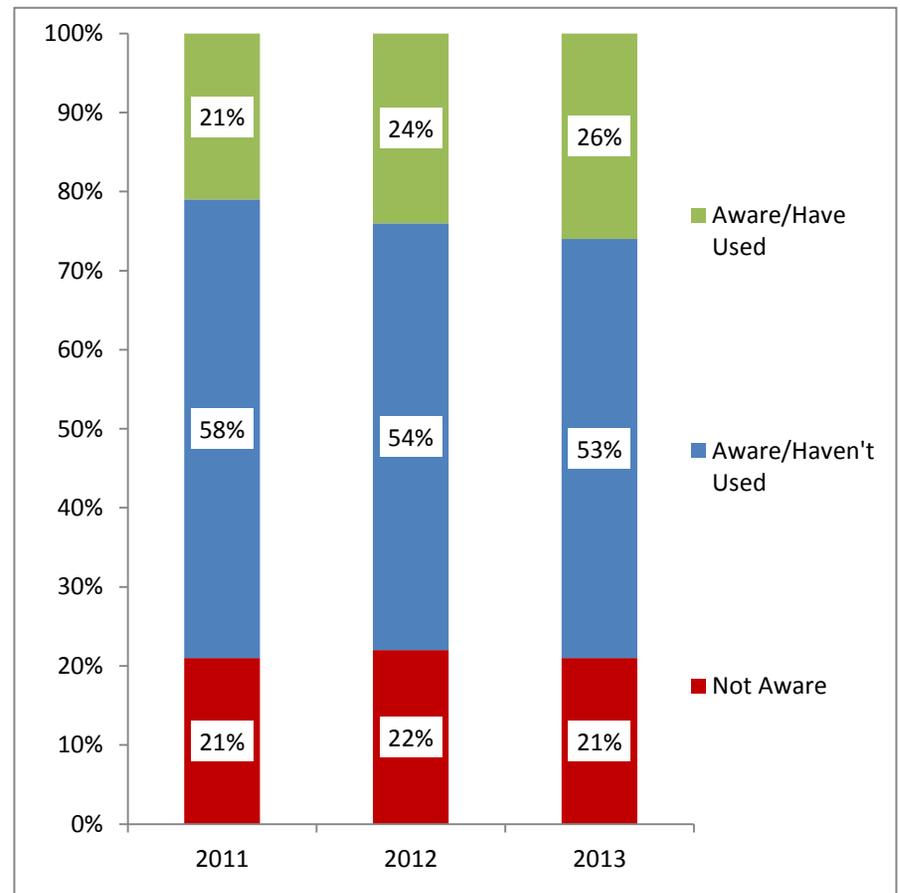
Among website users, those with incomes of \$150,000 a year or more are the most likely to have used the website (86%).

The question asking about website usage was updated this year. The flow was changed to first ask about the purpose of the visit and then to ask those who were seeking information a follow-up about the type of information they were seeking.

Table 48: Use of City's Website

	2013
Information on parks and recreation programs	22%
Bill payment	20%
Information on permits	9%
Information on utilities	8%
Information on garbage or recycling services	6%
Information on road conditions/closures	6%
Information on city planning	5%
Information on events	5%

Figure 50: Awareness and Use of City's Website



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

Q47—Have you used it (City of Bellevue's website)?

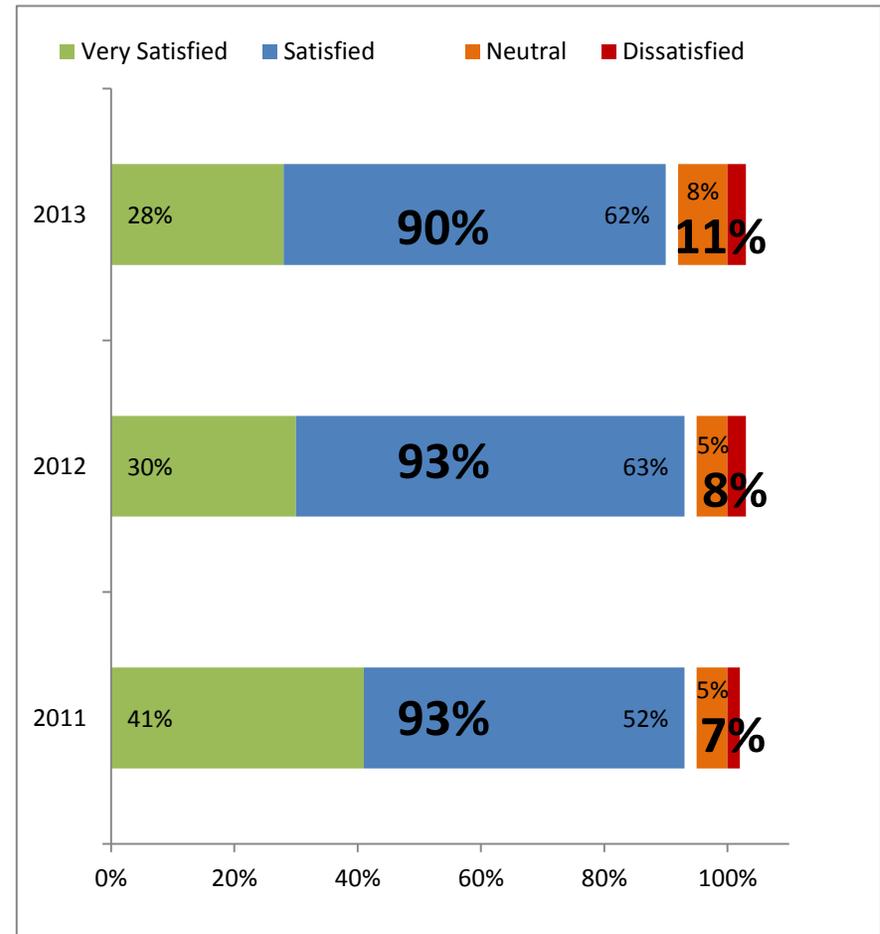
Q48N—What was the purpose of your visit?

Base: All respondents 2011 (n = 515); 2012 (n = 405); 2013 (n = 518)

Satisfaction with Website

Overall satisfaction with the City’s website is slightly lower than previous years—90 percent satisfied—compared to 93 percent in 2011 and 2012. The downward trend in the percent “very satisfied” continues in 2013, although the difference is not significant.

Figure 51: Overall Satisfaction with City’s Website



Q48—How satisfied are you with it (City of Bellevue’s website)?
 Base: Web site users 2011 (n = 283); 2012 (n = 209); 2013 (n = 267)

Opt-in Web Survey Result

In total, 156 residents completed the optional survey offered online. Because respondents opted into the web survey themselves rather than being invited, it is not possible to determine the number among the 156 completes that are duplicates either within the opt-in survey or between the opt-in and larger survey.

Among the five key community questions, the results of the opt-in survey were either no different or slightly lower than the main survey. Notably, there were no differences found for the following questions:

- Bellevue as a place to live
- Quality of life in Bellevue
- Closely matching ideal city

Th two questions that were significantly lower were:

- Value for tax dollar
- Direction the city is headed

In terms of how opt-in respondents felt about their value for tax dollar, there were no significant differences in the percentage who said they are definitely getting their money's worth for their tax dollar compared to the larger survey. The percentage who said they are getting their money's worth (i.e., 4) was significantly lower, and a significantly larger percentage gave a bottom-box rating compared to the larger survey.

Residents who completed the opt-in survey rated the city as strongly headed in the right diretion significantly less than residents who completed the larger survey. They also were more likely to provide a bottom-box rating.

In general, respondents who self-select into a survey tend to do so because of some underlying reason. These reasons are typically because of very good or very bad experiences and not because a respondent feels that completing the survey contributes to helping the larger community. Although this is likely the case with this opt-in survey, there is a difference in the neighborhoods represented in the opt-in survey. The key differences were that 15 percent of opt-in survey respondents live in West Bellevue (compared to 6 percent in the larger survey) and 10 percent of opt-in survey respondents live in Downtown (compared to 18 percent in the larger survey). As discussed in an early section of this report, residents of Downtown tend to be the most satisfied among all neighborhoods. That they have less representation in the opt-in survey may explain why the opt-in survey results are lower for some questions. Also, West Bellevue has higher representation in the opt-in survey compared to the larger survey, and these residents might be less satisfied with the value they are receiveing for their tax dollar or less likely to think the city is headed in the right direction because of issues facing their neighborhood such as light rail and cut-through traffic related to tolling on Intrastate 520.

Appendix I—Questionnaire

SCREENING

SCR2 How many months or years have you lived in Bellevue?

- ___ ENTER NUMBER OF YEARS
- ___ ENTER NUMBER OF MONTHS
- ___ I LIVE IN AN AREA THAT WAS ANNEXED IN 2012
- 998 DON'T KNOW
- 999 PREFER NOT TO ANSWER

SCR3A Do you own or rent your residence?

- 1 OWN
- 2 RENT
- 95 OTHER [SPECIFCY]
- 8 DON'T KNOW
- 9 PREFER NOT TO ANSWER

SCR3B Do you live in a . . .

- 06 Single Family House
- 01 Duplex or Two Family House
- 04 Townhouse with 2-4 Units
- 05 Townhouse with 5 or more Units
- 02 Apartment or Condominium with Two to Four Units
- 03 Apartment or Condominium with Five or More Units
- 07 Trailer or Mobile home
- 95 OTHER [SPECIFY]
- 98 DON'T KNOW
- 99 PREFER NOT TO ANSWER

SCR4A 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 PREFER NOT TO ANSWER

SCR5

Gender:

- 1 Male or
- 2 Female
- 98 DON'T KNOW
- 99 PREFER NOT TO ANSWER

KEY PERFORMANCE RATING QUESTIONS

Q1A Using a scale from 0 to 10 where "0" means "very poor" and "10" means "excellent", how would you describe the City of Bellevue as a place to live?

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

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

QA1HN. Using a **one or two word phrase**, what are Bellevue's two best attributes?

#1 Attribute

#2 Attribute

ORC1 Using a scale from 0 to 10 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”, how would you rate the **overall quality of life** in Bellevue?

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

98 DON'T KNOW

99 PREFER NOT TO ANSWER

ORC2 Using the same expectations scale, how would you rate the **overall quality of services** provided by the City of **Bellevue**?

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

98 DON'T KNOW

99 PREFER NOT TO ANSWER

ORC3 Still thinking about the overall quality of life, using a scale 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”, how closely does **Bellevue** match your view of an 'ideal' city to live in?

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

98 DON'T KNOW

99 PREFER NOT TO ANSWER

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

98 DON'T KNOW

99 PREFER NOT TO ANSWER

Q6 Using a **one or two word phrase**, what are the reasons why you **feel this way OR think Bellevue is headed in the [right/wrong] direction**?

#1 Reas

#2 Reas

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? Please 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”.

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

98 DON'T KNOW

99 PREFER NOT TO ANSWER

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

- KCI1 Is doing a good job in planning for growth in ways that will add value to your quality of life.
- KCI2 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 Fosters and supports a diverse community in which all generations have good opportunities to live well, work and play.
- KCI10 Is a visionary community in which creativity is fostered.
- KCI18 Is doing a good job of looking ahead and seeking innovative solutions to regional and local challenges.
- KCI21 Is a good place to raise children

Much Worse Than Other Cities											Significantly Better Than Other Cities
0	1	2	3	4	5	6	7	8	9	10	

98 DON'T KNOW
 99 PREFER NOT TO ANSWER

- Q80 Using a scale from 0 to 10 where “0” means “not at all” and “10” means “in every possible way”, please tell me from what you have experienced, seen or heard, the extent to which Bellevue’s city government....
- Q80A Has a clear strategy for the future
 - Q80B Finds better ways to solve problems
 - Q80C Finds new ways to improve quality of life
 - Q80D Commits enough resources to important projects

NEIGHBORHOODS

Q5A Using a scale from 0 to 10 where “0” means “very poor” and “10” means excellent”, how would you describe your neighborhood as a place to live?

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

KCI13A Has attractive neighborhoods that are well-maintained.

KCI13B Has attractive neighborhoods that are safe.

KCI14 I live in a neighborhood that supports families, particularly those with children.

KCI15 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

Q81 Next, I'd like you to tell me about the amount of choices you have nearby for several Bellevue community features.

Using a scale from 0 to 10 where "0" means "no choices at all" and "10" means "plenty of choices", please rate the availability of choices you have nearby for...

Q81A Retail shopping

Q81B Arts, events & entertainment

Q81C Health care facilities

Q81D Parks & recreational facilities

Q81E Employment opportunities

Q81F Educational opportunities

PARKS

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

Have you or anyone in your household . . .

6A Visited a Bellevue park or park facility in the past 12 months

01 Yes – Respondent personally has

02 Yes – Family member has

03 No – No one in household has visited

98 DON'T KNOW

99 PREFER NOT TO ANSWER

6B Participated in a Bellevue recreation program in the past 12 months

- 01 Yes – Respondent personally has
- 02 Yes – Family member has
- 03 No – No one in household has visited
- 98 DON'T KNOW
- 99 PREFER NOT TO ANSWER

Q8 Using a scale from 0 to 10 where “0” means “very poor” and “10” means “excellent”, please rate **Bellevue’s parks and recreation activities** in terms of...

- 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

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

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

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

Q82 Using a scale from 0 to 10 where “0” means “does not meet my expectations at all” and “10” means “greatly exceeds my expectations”, based on what you have experienced, seen or heard, please rate the quality of Bellevue’s...

Q82A Neighborhood parks

Q82B City parks & sports fields

Q82C Recreation centers & classes

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

KCI12 Can rightly be called a "City in a park."

KCI3 Offers me and my family opportunities to experience nature where we live, work, and play.

KCI4 Is doing a good job of creating a healthy natural environment that supports healthy living for current and future generations.

KCI5 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

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 well Bellevue is doing on each of the following items.

- 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 Using a scale from 0 to 10 where “0” means “very dissatisfied” and “10” means “very satisfied”, overall, how satisfied are you as a customer of the Bellevue Utilities Department?

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 Thinking about Bellevue utility services as a whole and using a scale from 0 to 10 where “0” means “a very poor value” and “10” means “an excellent value”, what value do you feel you receive for your money?

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 graffiti, abandoned automobiles and shopping carts, junk and weed lots, and dilapidated houses or buildings currently a problem in your neighborhood? Would you say they are...

- 01 Not a problem at all
- 02 Only a small problem
- 03 Somewhat of a problem
- 04 A big problem
- 98 DON'T KNOW
- 99 PREFER NOT TO ANSWER

Q26A Which of the following items are specific problem in your neighborhood?

- 01 Weed lots
- 02 Junk lots
- 03 Grafitti
- 04 Abandoned automobiltes
- 05 Abandoned shopping carts
- 06 Dilapidated houses or buildings
- 95 Something else [PLEASE DESCRIBE]
- 98 DON'T KNOW
- 99 PREFER NOT TO ANSWER

TRANSPORTATION

Q29 The next series of questions relates to the maintenance of Bellevue’s sidewalks and roads.

Using a scale from 0 to 10 where “0” means “very dissatisfied” and “10” means “very satisfied”, how satisfied are you with the City’s maintenance of its sidewalks and walkways?

How satisfied are you with the City’s maintenance of its sidewalks and walkways?]

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 ...?

- 01 Good Condition All Over
- 02 Mostly Good, but a few bad spots here and there
- 03 Many Bad Spots
- 98 DON’T KNOW
- 99 PREFER NOT TO ANSWER

Q31A Using a scale from 0 to 10 where “0” means “very poor” and “10” means “Excellent”, 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 Using a scale from 0 to 10 where “0” means “very dissatisfied” and “10” means “very satisfied”, how satisfied are you with street sweeping in your neighborhood?

This would include frequency, quality, and availability of street sweeping.

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

KCI6 Is providing a safe transportation system for all users .

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

KCI8 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

GQ83 Using a scale from 0 to 10 where “0” means “much worse than other cities” and “10” means “significantly better than other cities”, from what you have experienced, seen, or heard, please rate Bellevue on each of the following...

Q83A It is easy to get around by car

Q83B Availability of public transportation from where you live to where you need to go

Q83C It is easy to walk to many different places in Bellevue

Q83D It is easy to bicycle to many different places in Bellevue

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 PREFER NOT TO ANSWER

Q47 Have you used the web site in the past 12 months?

- 1 YES
- 2 NO
- 8 DON’T KNOW
- 9 PREFER NOT TO ANSWER

Q48N Was the purpose of your visit...

- 1 Information
- 2 To make payments
- 3 Some other transaction (Specify)

Q48B What information were you looking for?

OPEN END

Q48 Using a scale from 0 to 10 where “0” means “very dissatisfied” and “10” means “very satisfied”, how satisfied are you with the City of Bellevue’s web site?

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?

- 01 Yes
- 02 No
- 98 DON'T KNOW
- 99 PREFER NOT TO ANSWER

Q61N During a disaster such as an earthquake, snowstorm, or extended power outage, you might be asked to stay at home for an extended period of time. For how many days would your current supply of food, water, medications and other necessary items last?

___ DAYS

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

Q62 Using a scale from 0 to 10 where "0" means "very unsafe" and "10" means "very safe", how do you feel when **walking alone...**

Q62A In your neighborhood **In General**

Q62B In your neighborhood **After Dark**

Q62C In Bellevue's downtown business area **During The Day**

Q62D 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?

- 01 Yes
- 02 No
- 98 DON'T KNOW
- 99 PREFER NOT TO ANSWER

Q66B Did you, or a member of your household report the crime(s) to the police?

- 01 Yes
- 02 No
- 98 DON'T KNOW
- 99 PREFER NOT TO ANSWER

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

- 01 Yes
- 02 No
- 98 DON'T KNOW
- 99 PREFER NOT TO ANSWER

Q67A What was the nature of that contact?

- 01 REPORTED A CRIME TO POLICE
- 02 ROUTINE TRAFFIC STOP
- 03 TRAFFIC ACCIDENT
- 04 ASKED FOR INFORMATION OR ADVICE
- 05 PARTICIPATED IN A COMMUNITY ACTIVITY WITH POLICE
- 06 CALLS RELATING TO DOMESTIC VIOLENCE
- 08 ARRESTED OR SUSPECTED OF A CRIME
- 09 WITNESSED A CRIME
- 10 VICTIM OF A CRIME
- 11 NOISE COMPLAINT
- 95 OTHER TYPE OF CONTACT [PLEASE DESCRIBE] _____
- 98 DON'T KNOW
- 99 PREFER NOT TO ANSWER

Q68 How would you rate the handling of the contact by police? Would you say...

- 01 Excellent,
- 02 Good,
- 03 Fair, or

- 04 Poor?
- 98 DON'T KNOW
- 99 PREFER NOT TO ANSWER
- 01 Excellent
- 02 Good
- 03 Fair
- 04 Poor
- 98 DON'T KNOW]
- 99 PREFER NOT TO ANSWER

Q69 What do you believe is the **single most** serious police-related problem in your neighborhood?

- 01 Property crime / burglaries
- 02 Juvenile crime
- 03 Drug-related crime
- 04 Gang-related crime
- 05 Vandalism
- 06 Code enforcement
- 07 Domestic violence
- 09 MAIL THEFT
- 10 SPEEDING
- 11 CAR THEFT/CAR TROUBLE/CAR NOISES
- 95 Something else – please describe
- 97 NONE
- 98 DON'T KNOW
- 99 PREFER NOT TO ANSWER

69A Why do feel that way? Is it because...

- 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?

- 1 WORD OF MOUTH: FRIENDS / FAMILY / CO-WORKERS
- 2 NEWSPAPER: 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 Using a scale from 0 to 10 where “0” means “not at all confident” and “10” means “very confident”, how confident are you in the ability of the Bellevue fire department to respond to emergencies?

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

QG84 Using a scale from 0 to 10 where “0” means “does not meet my expectations at all” and “10” means “greatly exceeds my expectations”, from what you have experienced, seen, or heard, please rate your confidence in the quality of emergency medical services provided by Bellevue’s fire department in terms of...

- Q84A Response times to emergencies meeting the community’s needs
- Q84B Support from 911 dispatchers in your community
- Q84C EMS personnel being well-trained
- Q84A Response time to emergencies meets community’s needs

- Q84B Support from 911 dispatchers in my community
- Q84C EMS Personnel are well-trained]

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

- KCI19 Is a safe community in which to live, learn, work and play.
- KCI20A Plans appropriately to respond to emergencies.
- KCI20B 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

INTERACTN During the past 12 months, did you contact the City of Bellevue with a question or problem?

- 1 YES
- 2 NO
- 98 DON'T KNOW
- 99 PREFER NOT TO ANSWER

INTERACT1N Was that contact...

- 01 By e-mail
- 02 By phone

- 03 In person
- 04 Using social media
- 05 Other [specify]
- 98/08 DON'T KNOW
- 99 PREFER NOT TO ANSWER

QOS2 Using a scale from 0 to 10 where “0” means “very dissatisfied” and “10” means “very satisfied”, how satisfied are you with your contact with City of Bellevue employees in terms of....

- A Responsiveness
- B Knowledge
- C Courtesy
- D Accuracy of information provided

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

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

QOS2E Using the same satisfaction scale, **overall**, how satisfied are you with your contact with City of Bellevue employees?

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

KCI Using a scale from 0 to 10 where “0” means “strongly disagree” and “10” means “strongly agree”, please tell me the extent you agree or disagree that the City of Bellevue...

KC11A Promotes a community that encourages citizen engagement.

KC11B Is a welcoming and supportive community that demonstrates it cares for its residents through its actions.

KC16A Does a good job of keeping residents informed.

KC16B 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 Using a scale from 0 to 10 where "0" means "not at all open or accessible" and "10" means "extremely open or accessible", please tell me how open or accessible you feel the City's planning efforts are when you want to be involved with...

OPENA1 Land use

OPENA2 Transportation

OPENA3 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

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

DEMO4 Including yourself how many people currently live in your household in each of the following age categories?

_____ Under 5

_____ 5-12

_____ 13-17

- _____ 18-64
- _____ 65 and over
- 99 PREFER NOT TO ANSWER

HISPAR Are you Spanish, Hispanic, or Latino?

- 01 Yes
- 02 No
- 98 DON'T KNOW
- 99 PREFER NOT TO ANSWER

RACE

Please choose one or more races you consider yourself to be:

- 01 White
- 02 Black or African American
- 03 American Indian or Alaskan Native
- 04 Asian or Pacific Islander
- 06 HISPANIC
- 09 DON'T KNOW / PREFER NOT TO ANSWER
- 95 OTHER SPECIFY
- 98 DON'T KNOW
- 99 PREFER NOT TO ANSWER

LANG Do you speak a language other than English at home?

- 01 Yes
- 02 No
- 98 DON'T KNOW
- 99 PREFER NOT TO ANSWER

LANG2 [ASKIF LANG EQ 1] What language?

- 02 CHINESE / CANTONESE / MANDARIN

- 11 FRENCH
- 10 GERMAN
- 07 HINDI
- 06 JAPANESE
- 04 KOREAN
- 05 RUSSIAN
- 01 SPANISH
- 12 TAMIL
- 03 VIETNAMESE
- 95 OTHER [SPECIFY]
- 9 DON'T KNOW / PREFER NOT TO ANSWER

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 PREFER NOT TO ANSWER

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

- 01 Only have a cell phone (to make or receive calls)
- 02 Primarily use a cell phone
- 03 Use a landline and cell phone equally
- 04 Primarily use a landline
- 05 Only have a landline at home (to make or receive calls)
- 98 DON'T KNOW
- 99 PREFER NOT TO ANSWER

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 multifamily 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.⁴

⁴ “Address Based Sampling,” White Paper, Centris Marketing Intelligence, December 2008.

Appendix III—Demographics and Weighting

The weights were applied in two stages. The first-stage weight adjusted for the sample type by taking the proportion in the sample frame and dividing by the proportion of completed interviews for each sample type.

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.

Table 49: Weighting—Unweighted and Weighted Data Compared to Bellevue Population

	2013 Performance Survey (unweighted)	Bellevue Population*	2013 Performance Survey (weighted)	2012 Performance Survey (weighted)
Gender**				
Male	47%	51%	51%	50%
Female	53%	49%	49%	50%
Age**				
18–34	15%	28%	28%	27%
35–54	46%	37%	37%	39%
55 Plus	39%	35%	35%	34%
Household Size				
Single Adult	35%	26%	33%	26%
Two or More Adults	65%	74%	67%	74%
Children in Household				
None	67%	71%	68%	71%
One or More	33%	29%	32%	29%
Dwelling Type				
Single-Family	54%	55%	51%	51%
Multifamily	46%	45%	49%	49%
Home Ownership				
Own	67%	54%	62%	65%
Rent	33%	46%	38%	35%
Income				
Less than \$35,000	12%	18%	10%	10%
\$35,000–\$75,000	19%	25%	19%	26%
\$75,000–\$150,000	46%	35%	47%	43%
\$150,000 or Greater	23%	22%	23%	21%
Median	\$103,488	\$83,518	\$106,306	\$91,029
Race/Ethnicity				
White	80%	70%	78%	75%
Asian	17%	27%	19%	24%
African American	2%	2%	1%	2%
Other	1%	5%	2%	2%
% Hispanic	3%	6%	2%	1%
(multiple responses)				
Years Lived in Bellevue				
0–3	26%		32%	27%
4–9	20%	n.a.	20%	27%
10 or More	51%		45%	46%
Annexed Area	3%		3%	n.a.
Mean	15.5 yrs		13.3 yrs	14.5 yrs.
Language Spoken at Home				
English only	74%	63%	71%	66%

	2013 Performance Survey (unweighted)	Bellevue Population*	2013 Performance Survey (weighted)	2012 Performance Survey (weighted)
Other than English Household Phone Type	26%	37%	29%	34%
Cell Phone Only	23%	(King County**)	30%	33%
Landline and Cell Phone	73%	52%	67%	63%
Landline Only	4%	5%	3%	4%

*Source for population figures: All population data are 2011 American Community Survey one-year estimates, except for household phone type.

**Note: Gender and age were imputed for respondents who refused to provide this information.

***Wireless substitution: State-level estimates from the National Health Interview Survey, 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, 2011.

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 survey's reported results are close to the true figures; that is, the figures for the whole population. The margin of error decreases as the sample size increases, but only to a point. The margin of error in Bellevue's Performance Measures Survey for the entire sample is generally no greater than plus or minus 4.3 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 50: Error Associated with Different Proportions at Different Sample Sizes

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

Appendix V—Benchmark Cities

The 104 cities included in ORC International’s 2013 benchmarks are as follows:

Anchorage, Alaska	Hemet, California	Pawtucket, Rhode Island	St. Paul, Minnesota
Ann Arbor, Michigan	Hempstead, New York	Pittsburgh, Pennsylvania	Stamford, Connecticut
Appleton, Wisconsin	Hillsboro, Oregon	Plantation City, Florida	Syracuse, New York
Auburn, Washington	Irving, Texas	Pocatello, Idaho	Temple, Texas
Bellingham, Washington	Johnson, Tennessee	Portland, Maine	Turlock, California
Berkeley, California	Kenner, Louisiana	Oak Park, Illinois	Tuscaloosa, Alabama
Bolingbrook, Illinois	Kissimmee, Florida	Ontario, California	Valdosta, Georgia
Boston, Massachusetts	La Habra, California	Orem, Utah	Vancouver, Washington
Buena Park, California	Lafayette, Louisiana	Overland Park, Kansas	Virginia Beach, Virginia
Buffalo, New York	Laguna Niguel, California	Pasco, Washington	Waterloo, Iowa
Carmel, Indiana	Lancaster, Pennsylvania	Portsmouth, Virginia	Waukegan, Illinois
Casper, Wyoming	Las Vegas, Nevada	Providence, Rhode Island	Wilmington, North Carolina
Cerritos, California	League City, Texas	Redmond, Washington	Winston-Salem, North Carolina
Charleston, West Virginia	Lexington, Kentucky	Renton, Washington	Yuma, Arizona
Cleveland, Ohio	Little Rock, Arkansas	Rockford, Illinois	
Columbia, South Carolina	Livermore, California	Rockville, Maryland	
Columbus, Georgia	Marietta, Georgia	Salem, Oregon	
Eden Prairie, Minnesota	Medford, Massachusetts	Salt Lake City, Utah	
Edmond, Oklahoma	Medford, Oregon	Ventura, California	
Elyria, Ohio	Midland, Texas	San Diego, California	
Eugene, Oregon	Missoula, Montana	Seattle, Washington	
Fargo, North Dakota	Mobile, Alabama	Shawnee, Kansas	
Fayetteville, Arkansas	Monroe, Louisiana	Shoreline, Washington	
Fayetteville, North Carolina	Mount Prospect, Illinois	Sioux Falls, South Dakota	
Fort Collins, Colorado	Nashua, New Hampshire	Southfield, Michigan	
Fort Wayne, Indiana	Nashville, Tennessee	Sparks, Nevada	
Gastonia, North Carolina	New Britain, Connecticut	Springfield, Ohio	
Gilbert, Arizona	New Orleans, Louisiana	Springfield, Oregon	
Gresham, Oregon	North Little Rock, Arkansas	St. Charles, Minnesota	
Gulfport, Mississippi	Novi, Michigan	St. Louis, Missouri	