



# 2018 Bellevue Budget Survey

Final Report

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City of Bellevue, WA

Northwest Research Group, LLC

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## EXECUTIVE SUMMARY

### BACKGROUND AND METHODOLOGY

The City of Bellevue’s Budget Survey has been performed on a biennial basis since 1998. The survey is designed to provide a statistically valid tool to enhance the City’s knowledge of Bellevue residents’ perceptions about the City and to better understand community priorities for and expectations regarding city services. The 2018 survey was conducted between January 15 and February 11, 2018, using a mixed-mode address-based methodology and resulted in a total of 481 interviews—75 completed over landline, 76 via cell phone and 330 via the Web.

### KEY METRICS

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

- Similar to previous years, nearly all residents rate the quality of life in Bellevue as good (54%) or excellent (40%). This has remained unchanged since 2012.
- The vast majority of Bellevue residents feel that the quality of life in their neighborhood is “Good” (49%) or “Excellent” (43%). This has remained unchanged compared to 2014.

A new taxation question was introduced in 2016 and asked again in 2018. It indicates that 63 percent of residents are willing to pay more in taxes.

- Twenty-nine percent (29%) say that they are willing to pay more in taxes only if it will result in an increase in the level of services.
- Thirty-four percent (34%) say they are willing to pay more in taxes if it is necessary to support the increased costs of providing the current levels of service.

Traffic (44%) continues to be the most commonly mentioned response when residents were asked to name the biggest problem facing Bellevue. There has been a significant increase in residents who mention the lack of affordable housing, making this the second most mentioned issue in 2018. Issues related to human and social services such as providing for elderly or poor residents, and issues relating to homelessness are the third most commonly mentioned issues facing Bellevue. This is notable, as it is the first time that issues related to human and social services have made any real appearance as problems facing the City.

## PRIORITIES FOR CITY SERVICES

| <p>Most (30 of 39) city services evaluated are considered to be at least somewhat important, receiving a rating of 5 or higher on a 7-point scale. All city services receive a rating of 4 or higher (4 is the midpoint.)</p> <p>The seven most important services are similar to 2014 and 2016, in general, the same rank order.</p>   | <p><i>Table 1: Top Importance Services</i></p> <table border="1"> <thead> <tr> <th>Rank<br/>2014</th> <th>Rank<br/>2016</th> <th>Rank<br/>2018</th> <th>Service Description</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>2</td> <td>1</td> <td>Responding to fires</td> </tr> <tr> <td>2</td> <td>1</td> <td>2</td> <td>Responding to citizen calls for police assistance</td> </tr> <tr> <td>4</td> <td>3</td> <td>3</td> <td>Investigating and solving felony crimes</td> </tr> <tr> <td>3</td> <td>4</td> <td>4</td> <td>Providing emergency medical services such as Medic One</td> </tr> <tr> <td>5</td> <td>5</td> <td>5</td> <td>Protecting the quality of water in Bellevue's lakes and streams</td> </tr> <tr> <td>6</td> <td>6</td> <td>6</td> <td>Maintaining existing streets and sidewalks</td> </tr> <tr> <td>8</td> <td>8</td> <td>7</td> <td>Managing Bellevue's residential development through planning and zoning</td> </tr> </tbody> </table> <p><i>Ranking is based on standardized scores for importance.<br/>Base: Two groups of randomly selected respondents</i></p> | Rank<br>2014 | Rank<br>2016  | Rank<br>2018 | Service Description | 1 | 2 | 1 | Responding to fires | 2 | 1 | 2 | Responding to citizen calls for police assistance | 4 | 3 | 3 | Investigating and solving felony crimes                | 3 | 4 | 4 | Providing emergency medical services such as Medic One       | 5 | 5 | 5 | Protecting the quality of water in Bellevue's lakes and streams | 6 | 6 | 6 | Maintaining existing streets and sidewalks    | 8 | 8 | 7 | Managing Bellevue's residential development through planning and zoning |
|---|--|--------------|---|--------------|---------------------|---|---|---|---------------------|---|---|---|---|---|---|---|--|---|---|---|--|---|---|---|---|---|---|---|---|---|---|---|---|
| Rank<br>2014  | Rank<br>2016   | Rank<br>2018 | Service Description   |              |                     |   |   |   |                     |   |   |   |   |   |   |   |  |   |   |   |  |   |   |   |   |   |   |   |   |   |   |   |   |
| 1   | 2  | 1            | Responding to fires   |              |                     |   |   |   |                     |   |   |   |   |   |   |   |  |   |   |   |  |   |   |   |   |   |   |   |   |   |   |   |   |
| 2   | 1  | 2            | Responding to citizen calls for police assistance                       |              |                     |   |   |   |                     |   |   |   |   |   |   |   |  |   |   |   |  |   |   |   |   |   |   |   |   |   |   |   |   |
| 4   | 3  | 3            | Investigating and solving felony crimes                                 |              |                     |   |   |   |                     |   |   |   |   |   |   |   |  |   |   |   |  |   |   |   |   |   |   |   |   |   |   |   |   |
| 3   | 4  | 4            | Providing emergency medical services such as Medic One                  |              |                     |   |   |   |                     |   |   |   |   |   |   |   |  |   |   |   |  |   |   |   |   |   |   |   |   |   |   |   |   |
| 5   | 5  | 5            | Protecting the quality of water in Bellevue's lakes and streams         |              |                     |   |   |   |                     |   |   |   |   |   |   |   |  |   |   |   |  |   |   |   |   |   |   |   |   |   |   |   |   |
| 6   | 6  | 6            | Maintaining existing streets and sidewalks                              |              |                     |   |   |   |                     |   |   |   |   |   |   |   |  |   |   |   |  |   |   |   |   |   |   |   |   |   |   |   |   |
| 8   | 8  | 7            | Managing Bellevue's residential development through planning and zoning |              |                     |   |   |   |                     |   |   |   |   |   |   |   |  |   |   |   |  |   |   |   |   |   |   |   |   |   |   |   |   |
| <p>Satisfaction with city services remains high, with residents giving three-quarters (29 of 39) of services a score of 5 or higher, and nearly all services receive a score of 4 or higher on a 7-point scale. Only one service, Promoting Affordable Housing for City Residents, receives a mean score lower than 4. Reducing traffic problems in downtown Bellevue receives a score of 4.0.</p> <p>Many of the seven highest-rated services are the same as in previous years. Satisfaction with Keeping Bellevue Streets Clean has increased steadily throughout each cycle since 2014.</p> | <p><i>Table 2: Top Performing Services</i></p> <table border="1"> <thead> <tr> <th>Rank<br/>2014</th> <th>Rank<br/>2016</th> <th>Rank<br/>2018</th> <th>Service Description</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>1</td> <td>1</td> <td>Responding to fires</td> </tr> <tr> <td>4</td> <td>3</td> <td>2</td> <td>Keeping Bellevue streets clean</td> </tr> <tr> <td>2</td> <td>4</td> <td>3</td> <td>Providing emergency medical services such as Medic One</td> </tr> <tr> <td>5</td> <td>2</td> <td>4</td> <td>Ensuring clean and well-maintained parks and park facilities</td> </tr> <tr> <td>3</td> <td>5</td> <td>5</td> <td>Responding to citizen calls for police assistance</td> </tr> <tr> <td>9</td> <td>6</td> <td>6</td> <td>Maintaining street lights and traffic signals</td> </tr> <tr> <td>7</td> <td>7</td> <td>7</td> <td>Protecting the quality of water in Bellevue's lakes and streams</td> </tr> </tbody> </table> <p><i>Ranking is based on standardized scores for satisfaction.<br/>Base: Two groups of randomly selected respondents</i></p>                | Rank<br>2014 | Rank<br>2016  | Rank<br>2018 | Service Description | 1 | 1 | 1 | Responding to fires | 4 | 3 | 2 | Keeping Bellevue streets clean                    | 2 | 4 | 3 | Providing emergency medical services such as Medic One | 5 | 2 | 4 | Ensuring clean and well-maintained parks and park facilities | 3 | 5 | 5 | Responding to citizen calls for police assistance               | 9 | 6 | 6 | Maintaining street lights and traffic signals | 7 | 7 | 7 | Protecting the quality of water in Bellevue's lakes and streams         |
| Rank<br>2014  | Rank<br>2016   | Rank<br>2018 | Service Description   |              |                     |   |   |   |                     |   |   |   |   |   |   |   |  |   |   |   |  |   |   |   |   |   |   |   |   |   |   |   |   |
| 1   | 1  | 1            | Responding to fires   |              |                     |   |   |   |                     |   |   |   |   |   |   |   |  |   |   |   |  |   |   |   |   |   |   |   |   |   |   |   |   |
| 4   | 3  | 2            | Keeping Bellevue streets clean  |              |                     |   |   |   |                     |   |   |   |   |   |   |   |  |   |   |   |  |   |   |   |   |   |   |   |   |   |   |   |   |
| 2   | 4  | 3            | Providing emergency medical services such as Medic One                  |              |                     |   |   |   |                     |   |   |   |   |   |   |   |  |   |   |   |  |   |   |   |   |   |   |   |   |   |   |   |   |
| 5   | 2  | 4            | Ensuring clean and well-maintained parks and park facilities            |              |                     |   |   |   |                     |   |   |   |   |   |   |   |  |   |   |   |  |   |   |   |   |   |   |   |   |   |   |   |   |
| 3   | 5  | 5            | Responding to citizen calls for police assistance                       |              |                     |   |   |   |                     |   |   |   |   |   |   |   |  |   |   |   |  |   |   |   |   |   |   |   |   |   |   |   |   |
| 9   | 6  | 6            | Maintaining street lights and traffic signals                           |              |                     |   |   |   |                     |   |   |   |   |   |   |   |  |   |   |   |  |   |   |   |   |   |   |   |   |   |   |   |   |
| 7   | 7  | 7            | Protecting the quality of water in Bellevue's lakes and streams         |              |                     |   |   |   |                     |   |   |   |   |   |   |   |  |   |   |   |  |   |   |   |   |   |   |   |   |   |   |   |   |

A quadrant analysis identifies how to best allocate resources across these services based on what is most important to residents and relative satisfaction with these items.

The analysis shows that Bellevue is doing a good job providing for most of the services that are most important to city residents. These are areas where current efforts should be maintained.

*Table 3: Services with Above-Average Importance and Satisfaction*

| Importance Rank | Satisfaction Rank | Service Description  |
|-----------------|-------------------|--|
| 1               | 1                 | Responding to fires  |
| 2               | 5                 | Responding to citizen calls for police assistance                                  |
| 3               | 13                | Investigating and solving felony crimes  |
| 4               | 3                 | Providing emergency medical services such as Medic One                             |
| 5               | 7                 | Protecting the quality of water in Bellevue's lakes and streams                    |
| 6               | 9                 | Maintaining existing streets and sidewalks   |
| 8               | 6                 | Maintaining street lights and traffic signals                                      |
| 10              | 11                | Preserving open spaces and natural areas   |
| 11              | 2                 | Keeping Bellevue streets clean   |
| 14              | 4                 | Ensuring clean and well-maintained parks and park facilities                       |
| 15              | 16                | Promoting jobs and economic development  |
| 17              | 10                | Providing recreation programs for youth, seniors, and residents with special needs |

The analysis also identifies seven areas that are of above-average importance but receive at- or below-average satisfaction scores. These are areas where additional resources and efforts may be needed.

While not on this list, affordability of housing and reducing traffic problems in downtown Bellevue receive the lowest satisfaction of all service elements.

*Table 4: Services with Above-Average Importance and Below-Average Satisfaction*

| Importance Rank | Satisfaction Rank | Service Description  |
|-----------------|-------------------|--|
| 7               | 35                | Managing Bellevue's residential development through planning and zoning                          |
| 9               | 22                | Providing support services for residents in need   |
| 12              | 20                | Managing development in downtown Bellevue through planning and zoning                            |
| 13              | 28                | Preparing for natural disasters, such as earthquakes and major storms                            |
| 16              | 38                | Reducing traffic problems in downtown Bellevue   |
| 18              | 25                | Connecting people to where they want to go through an adequate and accessible system of walkways |
| 19              | 23                | Community policing   |
| 20              | 26                | Prosecuting misdemeanor and gross misdemeanor crimes committed in Bellevue                       |

*Ranking is based on standardized scores for importance and satisfaction.*

*Base: Two groups of randomly selected respondents*

*Ranking is based on standardized scores for importance and satisfaction.*

*Base: Two groups of randomly selected respondents*

## BUDGET PRIORITIES

| <p>Traffic and transportation services, as well as public safety services, remain the top two priorities dating back to 2012.</p> <p>Economic growth and competitiveness has declined as a priority each year from 2012 and is the lowest priority for the second time in a row.</p> | Priority<br>2012 | Priority<br>2014 | Priority<br>2016 | Priority<br>2018 | Service Description   |
|--|------------------|------------------|------------------|------------------|---|
|  | 2                | 1                | 1                | 1                | Improved Mobility: Improving traffic and transportation services                              |
|  | 1                | 1                | 2                | 2                | Safe Community: Providing public safety services  |
|  | 4                | 3                | 3                | 3                | Healthy and Sustainable Environment: Managing water/waste management/open spaces              |
|  | 5                | 4                | 5                | 4                | Responsive Government: Maintaining a responsive city government                               |
|  | 7                | 5                | 4                | 5                | Innovative, Vibrant, and Caring Community: Maintaining city parks, fields, community programs |
|  | 6                | 7                | 6                | 6                | Quality neighborhoods: Providing quality neighborhood services                                |
|  | 3                | 6                | 7                | 7                | Economic Growth and Competitiveness: Attracting businesses to Bellevue                        |
| <p><i>Note: Descriptions for each of the priorities changed in 2014 to be more specific as to what is included in each budget area. Priorities were determined using MaxDiff analysis.</i></p> <p><i>Base: All respondents (n = 481)</i></p>   |                  |                  |                  |                  |   |

### TRAFFIC AND CONGESTION

While working with regional agencies to improve transit service remains the most preferred way to manage increased traffic congestion, there has been a significant decrease when compared to 2014 in the percent of residents who “Strongly” agree with this option.

With just over half (57%) agreeing, the idea of creating additional capacity by widening highways receives only modest support and has increased slightly year over year since 2014.

### ENVIRONMENTAL STEWARDSHIP

Nine out of ten residents recognize that careful and balanced stewardship of the environment will result in a long-term increase in the quality of life. This is similar to previous years.

The City has been improving in its facilitation and encouragement of environmentally sustainable practices in the community. Two-thirds of residents are happy with Bellevue’s environmental and sustainable practices.

## PROJECT OVERVIEW

### BACKGROUND AND OBJECTIVES

The City of Bellevue's budget is produced every two years and includes a seven-year capital improvement plan. The budget serves as a major policy document and describes how the City intends to finance its services and infrastructure. The city government is responsible for building and repairing roads; providing police and fire protection; and maintaining parks, open space, and recreational centers, which help contribute to the high quality of life that Bellevue residents enjoy.

The Budget Survey provides a statistically valid tool to enhance the City's knowledge of Bellevue residents' perceptions of the City and to better understand community priorities for and expectations regarding city services. It has been performed on a biennial basis since 1998 to help support decision making for each upcoming budget. The 2018 Budget Survey is one part of the greater framework for making city budget decisions.

The survey addresses the following areas:

- Attitudes toward quality of life at citywide and neighborhood levels
- Biggest problems at citywide and neighborhood levels
- Importance and satisfaction ratings for specific city facilities and services
- Priority outcomes for the city budget
- Preferences on strategies for addressing traffic congestion
- Value received for tax dollars and opinion of tax and service levels

### QUESTIONNAIRE

Each cycle, the questionnaire is carefully reviewed. Key measures are retained and questions are dropped or revised to provide higher-quality data. New questions are also added to address current issues. The average phone survey time for the 2018 survey was 23 minutes and included questions regarding:

- Bellevue as a place to live
- Taxes and spending
- Budget priorities
- Environmental stewardship
- City services
- Demographics

## METHODOLOGY

The 2018 Budget Survey used an enhanced address-based sampling methodology to increase response rates and reduce survey costs. Note that NWRG has used address-based sample for Bellevue surveys dating back to 2010.

The sample frame was composed of a list of all addresses in Bellevue—as defined by census block groups—including those indicating that post office boxes are the only way they get mail. This list was then matched against a comprehensive database to determine if the household had a matching landline or cell phone number. Additionally, email addresses were appended where possible.

- a. If no matching phone number or email address was found, the household was sent a letter signed by the City Manager asking them to complete the survey online or by calling a toll-free number.
- b. If an email address was found, the household was sent an email inviting them to complete the survey online or by calling a toll-free number. Non-responders were then contacted by phone.
- c. If a matching phone number was found, the household was called and asked to complete the survey by phone.

Surveys were conducted in English only.

|                                 | LANDLINE | CELL PHONE | LANDLINE +<br>EMAIL | CELL PHONE +<br>EMAIL | EMAIL<br>(NO PHONE) | ADDRESS ONLY | TOTAL  |
|---------------------------------|----------|------------|---------------------|-----------------------|---------------------|--------------|--------|
| <b>SAMPLE DRAWN</b>             | 1,741    | 2,538      | 1,097               | 2,103                 | 1,256               | 3,765        | 12,500 |
| <b>SAMPLE USED</b>              | 2,846    | 4,616      | 1,097               | 2,103                 | 1,256               | 3,765        | 16,936 |
| <b>COMPLETED<br/>INTERVIEWS</b> | 51       | 45         | 51                  | 76                    | 19                  | 239          | 481    |

*+Addresses with matching email addresses also had a landline or cell phone number*

## 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 for the 2018 Budget Survey is generally no greater than plus or minus 4.4 percentage points at a 95% confidence level. Appendix V provides additional insights into the margin of error with different sample sizes.

## DEMOGRAPHIC PROFILE AND WEIGHTING

Post-stratification weighting was used to ensure that results of the 2018 Budget Survey are generally representative of the population of Bellevue according to the 2016 American Community Survey 5-Year Estimates. Details on the weighting methods used and a comparison of the weighted and unweighted sample to the Bellevue population can be found in Appendix II.

## QUALITY STANDARDS AND REPORTING CONVENTIONS

### *ISO*

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All work was conducted and is reported in accordance with ISO 20252: 2010 Market Research quality standards, and all respondents were assured that their responses would be kept confidential. No answers or opinions are tied back to individual residents and responses are aggregated by neighborhood and analyzed by groups.

Unless otherwise noted, **weighted** data is used in this report.

## REPORTING CONVENTIONS

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

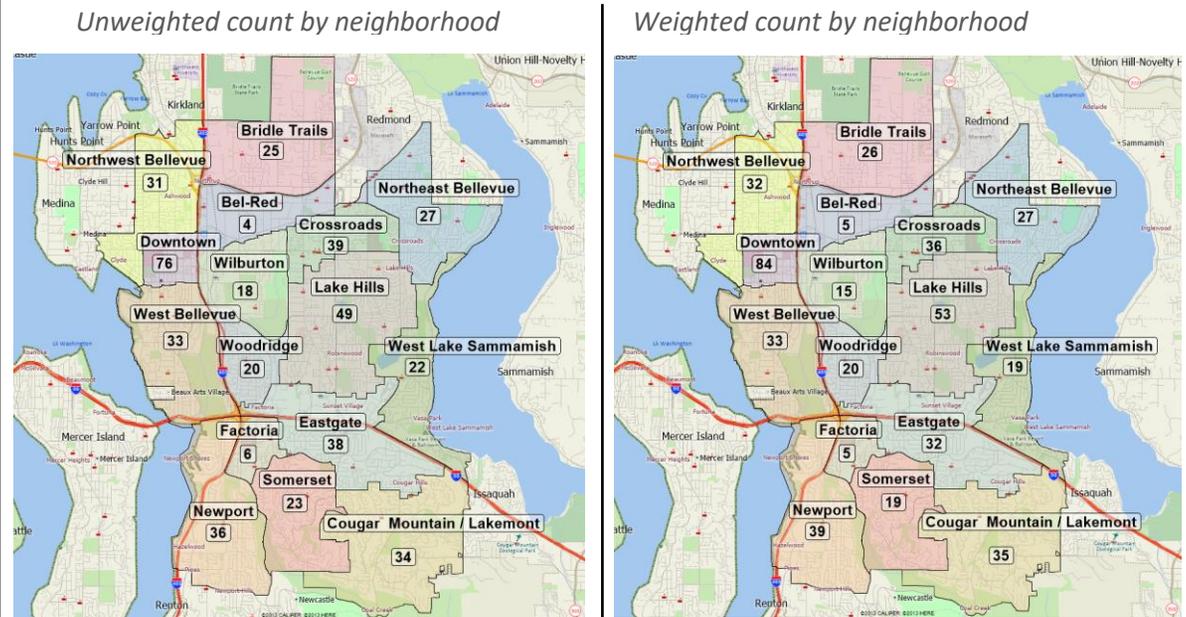
- Bel-Red
- Bridle Trails
- Cougar Mountain / Lakemont
- Crossroads
- Downtown
- Eastgate
- Factoria
- Lake Hills
- Newport
- Northeast Bellevue
- Northwest Bellevue
- West Lake Sammamish
- Somerset
- West Bellevue
- Wilburton
- Woodridge

The left side of Map 1 shows the total unweighted, number of interviews conducted in each neighborhood. The study was not designed to control for neighborhood level populations so the number of completed interviews may not match the actual population distribution of Bellevue.

The right side of Map 1 shows the total weighted number of interviews conducted in each neighborhood. Post-stratification weighting was performed to ensure that the weighted sample closely matched the age and gender characteristics of the entire City of Bellevue. No weighting was done at the neighborhood level. Once the data was weighted, the distribution of weighted interviews across neighborhoods did change. This is normal and does not impact the integrity of the data or the survey results.

Throughout the survey the term “residents” is used when discussing results that can be projected to the population (e.g., city-wide findings). The term “respondents” is used when sample sizes are smaller, and caution should be used in projecting the results (e.g., neighborhood findings).

Map 1: Unweighted vs. Weighted Distribution of Interviews by Bellevue Neighborhood



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

- Bel-Red ( $n=4$ )
- Factoria ( $n=6$ )
- Wilburton ( $n=18$ )
- Woodridge ( $n=20$ )
- West Lake Sammamish ( $n=22$ )
- Somerset ( $n=23$ )

## KEY FINDINGS—QUALITY OF LIFE

### QUALITY OF LIFE IN BELLEVUE

Similar to previous years, nearly all residents rate the quality of life in Bellevue as “Good” (54%) or “Excellent” (40%).

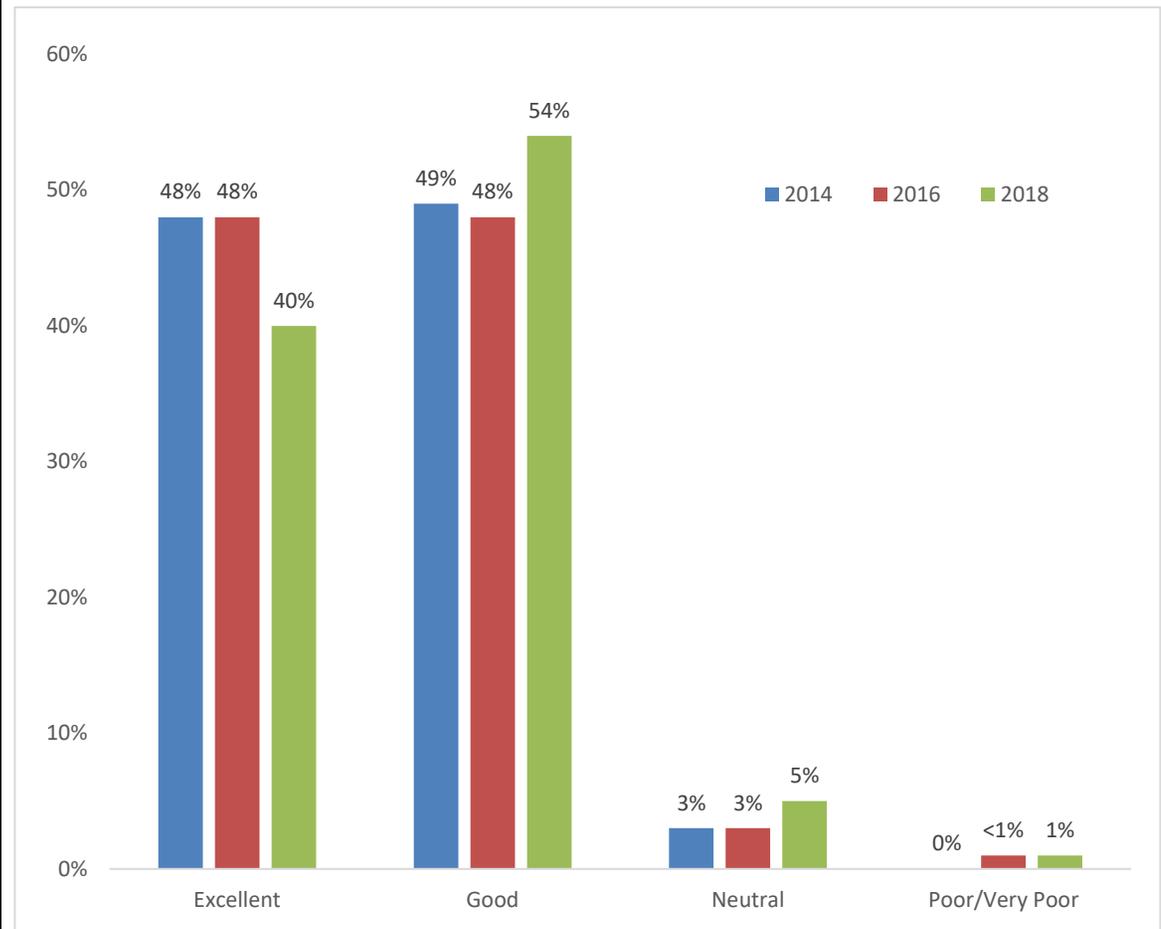
- This has remained unchanged since 2014.

Respondents in West Lake Sammamish provide the highest rating for Quality of Life. All of these respondents rate the overall quality of life in Bellevue as “Good” or “Excellent”.

Respondents in Wilburton have the lowest rating. This is due to twice as many respondents rating Bellevue as “Good” rather than “Excellent”.

Ratings for the overall quality of life are similar across varying demographic groups of Bellevue residents.

Figure 2: Quality of Life in Bellevue



Q1A—How do you rate the quality of life in Bellevue? Mean based on 5-point scale where “1” means “very poor” and “5” means “excellent.”

Base: All respondents (n2014 = 403, n2016=443, n2018=481)

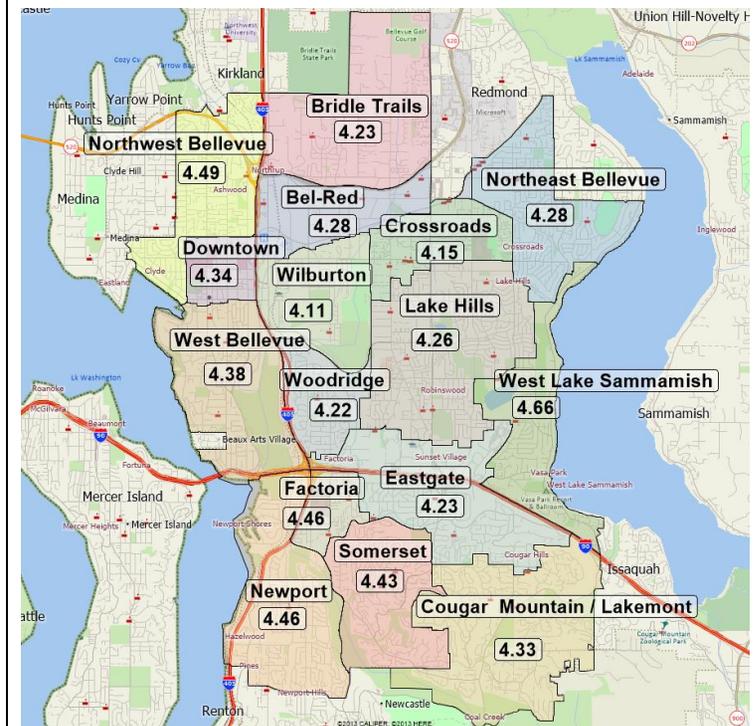
Table 5: Quality of Life in Bellevue by Neighborhood

|                            | Overall<br>(n=481)               | Bel-Red<br>(n=4)   | Bridle Trails<br>(n=25) | Cougar Mountain /<br>Lakemont<br>(n=34) | Crossroads<br>(n=39)  | Downtown<br>(n=76)    |
|----------------------------|----------------------------------|--------------------|-------------------------|---|-----------------------|-----------------------|
| <b>Excellent</b>           | 40%                              | 42%                | 36%                     | 42%                                     | 30%                   | 42%                   |
| <b>Good</b>                | 54%                              | 45%                | 60%                     | 53%                                     | 56%                   | 49%                   |
| <b>Neutral</b>             | 5%                               | 14%                | 0%                      | 0%                                      | 12%                   | 8%                    |
| <b>Poor/<br/>Very Poor</b> | 1%                               | 0%                 | 4%                      | 5%                                      | 2%                    | 0%                    |
| <b>Mean</b>                | 4.33                             | 4.28               | 4.23                    | 4.33                                    | 4.15                  | 4.34                  |
|                            | Eastgate<br>(n=38)               | Factoria<br>(n=6)  | Lake Hills<br>(n=49)    | Newport<br>(n=36)                       | NE Bellevue<br>(n=27) | NW Bellevue<br>(n=31) |
| <b>Excellent</b>           | 27%                              | 59%                | 32%                     | 48%                                     | 39%                   | 52%                   |
| <b>Good</b>                | 70%                              | 29%                | 62%                     | 51%                                     | 50%                   | 44%                   |
| <b>Neutral</b>             | 3%                               | 12%                | 6%                      | 1%                                      | 11%                   | 3%                    |
| <b>Poor/<br/>Very Poor</b> | 0%                               | 0%                 | 0%                      | 0%                                      | 0%                    | 0%                    |
| <b>Mean</b>                | 4.23                             | 4.46               | 4.26                    | 4.46                                    | 4.28                  | 4.49                  |
|                            | West Lake<br>Sammamish<br>(n=22) | Somerset<br>(n=23) | W Bellevue<br>(n=33)    | Wilburton<br>(n=18)                     | Woodridge<br>(n=20)   |                       |
| <b>Excellent</b>           | 66%                              | 45%                | 40%                     | 28%                                     | 34%                   |                       |
| <b>Good</b>                | 34%                              | 53%                | 58%                     | 60%                                     | 59%                   |                       |
| <b>Neutral</b>             | 0%                               | 2%                 | 2%                      | 7%                                      | 3%                    |                       |
| <b>Poor/<br/>Very Poor</b> | 0%                               | 0%                 | 0%                      | 5%                                      | 4%                    |                       |
| <b>Mean</b>                | 4.66                             | 4.43               | 4.38                    | 4.11                                    | 4.22                  |                       |

Q1A—How do you rate the quality of life in Bellevue? Mean based on 5-point scale where “1” means “very poor” and “5” means “excellent.”

Base: All respondents (n = 481)

Map 2: Quality of Life in Bellevue by Neighborhood



Map illustrates differences in mean ratings by neighborhood, showing how neighborhoods compare on a relative basis. In all instances, neighborhoods score above the midpoint on a 5-point scale.

## BIGGEST PROBLEM FACING BELLEVUE

Traffic continues to be the most commonly mentioned issue when residents were asked to name the biggest problem facing Bellevue.

- Traffic is mentioned most often among long-term residents—57 percent of those who have lived in Bellevue 10 years or more mention traffic as the biggest issue vs 27 percent of those who have lived in Bellevue for 3 years or less. Regardless, traffic is the top mentioned issue among all demographic groups.

There continues to be an increase in residents who mentioned Affordable Housing as the biggest issue facing Bellevue, making this the second-most mentioned issue. Affordable housing is generally seen as a big issue among most residents, but most commonly among the following:

- Residents under 35 years old
- Those who have lived in Bellevue for less than 10 years
- Residents with household incomes below \$150,000
- Residents living in multi-family housing

Issues related to Human and Social Services, such as providing for elderly or poor residents, and issues relating to homelessness are the fourth most commonly mentioned issues facing Bellevue.

- Mentions of this have increased significantly from previous waves. In 2014, only 3 percent of residents mentioned human and social service issues. In 2016, only 1 percent of residents mentioned this.

Figure 3: Top Five Mentioned Biggest Problems Facing Bellevue

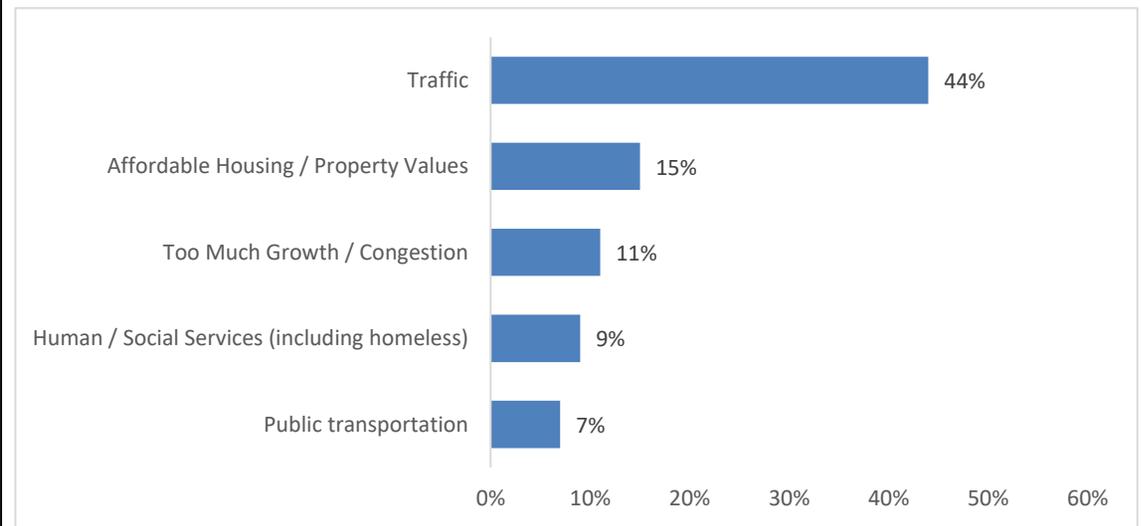


Table 6: Biggest Problem Facing Bellevue by Neighborhood - Key Demographic Differences

|                         |               | Traffic | Affordable Housing | Growth | Human / Social Services |
|-------------------------|---------------|---------|--------------------|--------|-------------------------|
| Age                     | 18-34         | 31%↓    | 21%↑               | 14%    | 11%                     |
|                         | 35-54         | 42%     | 13%                | 7%     | 11%                     |
|                         | 55+           | 56%↑    | 11%↓               | 12%    | 7%                      |
| Years Lived in Bellevue | <4            | 27%↓    | 22%↑               | 13%    | 13%                     |
|                         | 4-9           | 37%     | 18%↑               | 5%     | 11%                     |
|                         | 10+           | 57%↑    | 9%↓                | 12%    | 7%                      |
| Dwelling Type           | Multi-Family  | 39%     | 20%↑               | 10%    | 11%                     |
|                         | Single-Family | 49%     | 9%↓                | 12%    | 8%                      |

QA1A—What, if anything, is the biggest problem facing Bellevue that you feel the city should do something about over the next two years?

Base: All respondents (n = 481). Open-ended multiple-response question: sums may add to greater than 100%.

Arrows represent significant differences between groups.

## BIGGEST PROBLEM FACING BELLEVUE BY NEIGHBORHOOD

Table 7: Biggest Problem Facing Bellevue by Neighborhood

|                         | Overall<br>(n=481) | Bel-Red<br>(n=4)      | Bridle Trails<br>(n=25) | Cougar Mountain<br>/ Lakemont<br>(n=34) | Crossroads<br>(n=39) | Downtown<br>(n=76)   | Eastgate<br>(n=38)  | Factoria<br>(n=6)   | Lake Hills<br>(n=49) |
|-------------------------|--------------------|-----------------------|-------------------------|---|----------------------|----------------------|---------------------|---------------------|----------------------|
| Traffic                 | 44%                | 22%                   | 43%                     | 62%                                     | 33%                  | 36%                  | 39%                 | 47%                 | 44%                  |
| Affordable Housing      | 15%                | 14%                   | 24%                     | 3%                                      | 30%                  | 19%                  | 20%                 | 12%                 | 9%                   |
| Growth                  | 11%                | 22%                   | 8%                      | 21%                                     | 6%                   | 10%                  | 6%                  | 0%                  | 10%                  |
| Human / Social Services | 9%                 | 0%                    | 22%                     | 15%                                     | 0%                   | 14%                  | 11%                 | 0%                  | 7%                   |
| Public Transit          | 7%                 | 0%                    | 6%                      | 13%                                     | 5%                   | 5%                   | 3%                  | 0%                  | 17%                  |
|                         | Newport<br>(n=36)  | NE Bellevue<br>(n=27) | NW Bellevue<br>(n=31)   | West Lake<br>Sammamish<br>(n=22)        | Somerset<br>(n=23)   | W Bellevue<br>(n=33) | Wilburton<br>(n=18) | Woodridge<br>(n=20) |                      |
| Traffic                 | 47%                | 58%                   | 50%                     | 32%                                     | 43%                  | 57%                  | 31%                 | 43%                 | 47%                  |
| Affordable Housing      | 9%                 | 17%                   | 8%                      | 17%                                     | 7%                   | 13%                  | 14%                 | 16%                 | 9%                   |
| Growth                  | 12%                | 22%                   | 21%                     | 2%                                      | 2%                   | 13%                  | 15%                 | 2%                  | 12%                  |
| Human / Social Services | 11%                | 2%                    | 4%                      | 19%                                     | 0%                   | 4%                   | 11%                 | 13%                 | 11%                  |
| Public Transit          | 3%                 | 15%                   | 3%                      | 12%                                     | 5%                   | 1%                   | 0%                  | 13%                 | 3%                   |

QA1A—What, if anything, is the biggest problem facing Bellevue that you feel the City should do something about over the next two years?

Base: All respondents (n = 481)

## NEIGHBORHOOD QUALITY OF LIFE

The vast majority of Bellevue residents feel that the quality of life in their neighborhood is “Good” (49%) or “Excellent” (43%).

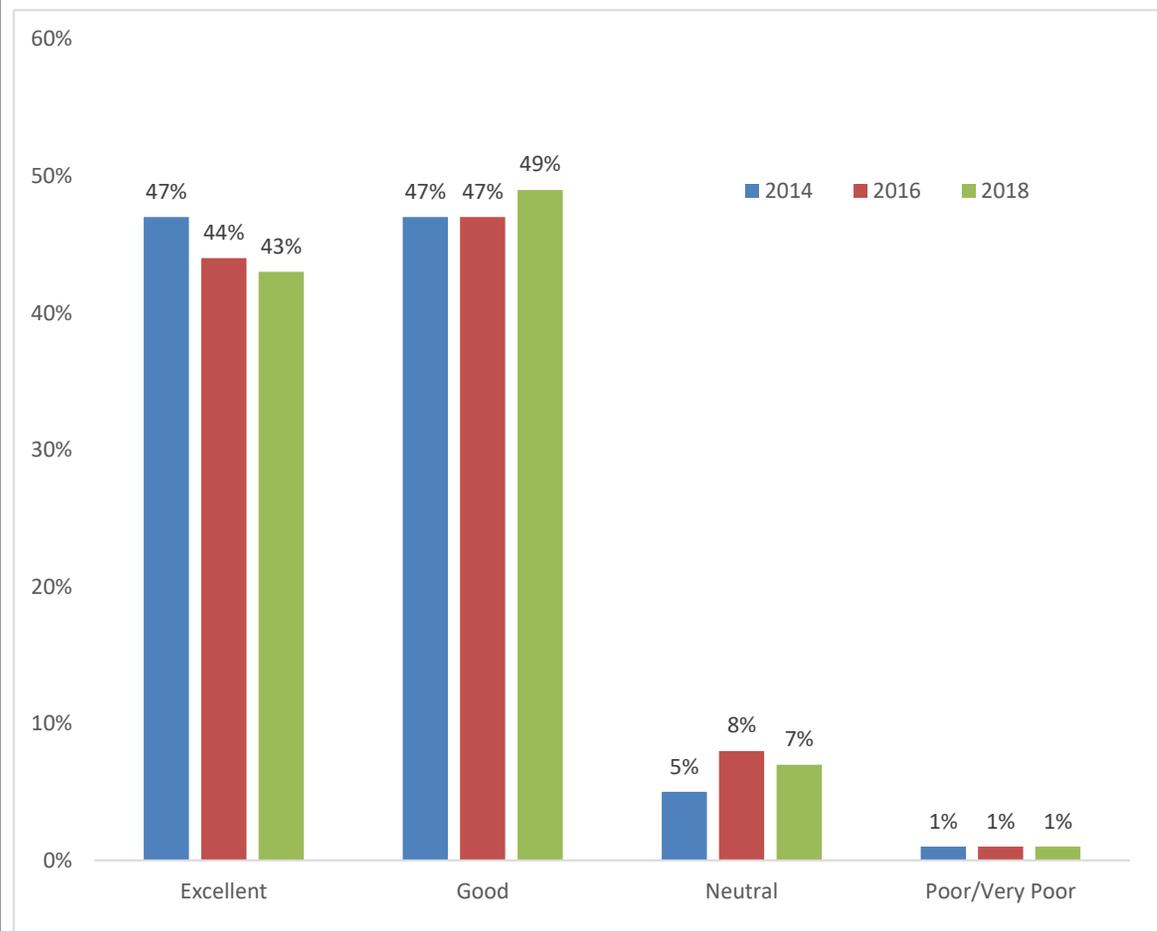
- There are no significant changes when compared to 2014 or 2016.

There are a few differences in the total percentage of respondents giving their neighborhoods a combined good or excellent rating:

- Respondents in West Lake Sammamish and Northwest Bellevue provide the highest scores. All respondents in these neighborhoods say the quality of life in their neighborhood is good or excellent.
- Respondents in Bridle Trails give the lowest ratings.

While combined ratings for quality of life in neighborhoods are the same based on race. Residents who identify as White alone (non-Hispanic) are significantly more likely than minority residents to rate their neighborhoods as “Excellent.”

Figure 4: Neighborhood as a Place to Live



Q1B—How do you rate the quality of life in your own neighborhood? Mean based on 5-point scale where “1” means “very poor” and “5” means “excellent.”

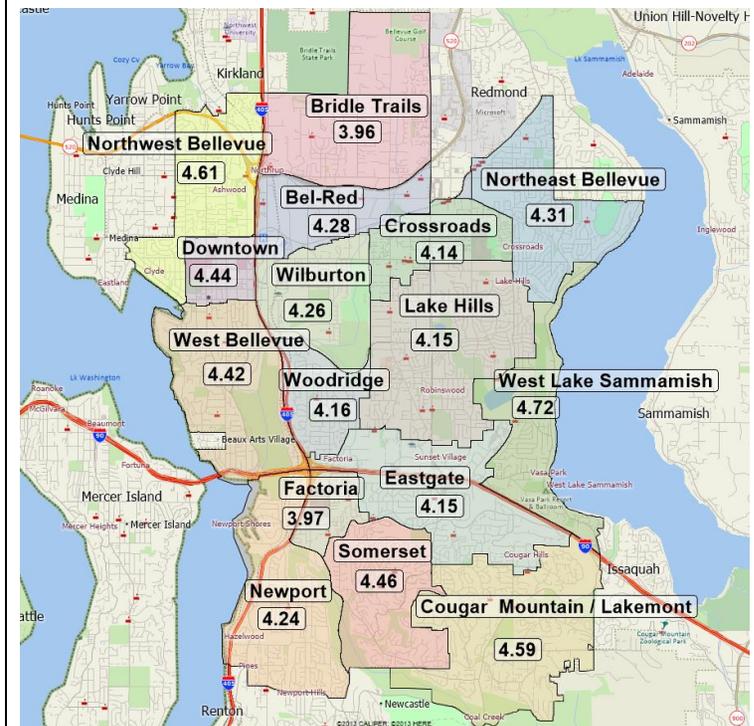
Base: All respondents (n2014 = 403, n2016=443, n2018=481)

**Table 8: Neighborhood as a Place to Live by Neighborhood**

|                           | Overall<br>(n=481)               | Bel-Red<br>(n=4)   | Bridle Trails<br>(n=25) | Cougar<br>Mountain /<br>Lakemont<br>(n=34) | Crossroads<br>(n=39)  | Downtown<br>(n=76)       |
|---------------------------|----------------------------------|--------------------|-------------------------|--|-----------------------|--------------------------|
| <b>Excellent</b>          | 43%                              | 42%                | 28%                     | 59%  | 29%                   | 49%                      |
| <b>Good</b>               | 49%                              | 45%                | 57%                     | 41%  | 56%                   | 46%                      |
| <b>Neutral</b>            | 7%                               | 14%                | 2%                      | 0%   | 15%                   | 5%                       |
| <b>Poor/Very<br/>Poor</b> | 1%                               | 0%                 | 12%↑                    | 0%   | 0%                    | 0%                       |
| <b>Mean</b>               | 4.32                             | 4.28               | 3.96                    | 4.59                                       | 4.14                  | 4.44                     |
|                           | Eastgate<br>(n=38)               | Factoria<br>(n=6)  | Lake Hills<br>(n=49)    | Newport<br>(n=36)                          | NE Bellevue<br>(n=27) | NW<br>Bellevue<br>(n=31) |
| <b>Excellent</b>          | 27%                              | 9%                 | 26%                     | 44%  | 45%                   | 61%                      |
| <b>Good</b>               | 61%                              | 78%                | 64%                     | 42%  | 44%                   | 39%                      |
| <b>Neutral</b>            | 12%                              | 12%                | 10%                     | 11%  | 8%                    | 0%                       |
| <b>Poor/Very<br/>Poor</b> | 0%                               | 0%                 | 0%                      | 3%   | 3%                    | 0%                       |
| <b>Mean</b>               | 4.15                             | 3.97               | 4.15                    | 4.24                                       | 4.31                  | 4.61↑                    |
|                           | West Lake<br>Sammamish<br>(n=22) | Somerset<br>(n=23) | W Bellevue<br>(n=33)    | Wilburton<br>(n=18)                        | Woodridge<br>(n=20)   |                          |
| <b>Excellent</b>          | 72%                              | 48%                | 44%                     | 36%  | 43%                   |                          |
| <b>Good</b>               | 28%                              | 50%                | 54%                     | 54%  | 42%                   |                          |
| <b>Neutral</b>            | 0%                               | 2%                 | 2%                      | 10%  | 8%                    |                          |
| <b>Poor/Very<br/>Poor</b> | 0%                               | 0%                 | 0%                      | 0%   | 6%                    |                          |
| <b>Mean</b>               | 4.72↑                            | 4.46               | 4.42                    | 4.26                                       | 4.16                  |                          |

Q1B—How do you rate the quality of life in your own neighborhood? Mean based on 5-point scale where “1” means “very poor” and “5” means “excellent.”  
Base: All respondents (n = 481)

**Map 3: Neighborhood as a Place to Live by Neighborhood**



Maps illustrate differences in mean ratings by neighborhood, showing how neighborhoods compare on a relative basis. In all instances, neighborhoods score above the midpoint on a 5-point scale.

## KEY FINDINGS—TAXES AND SERVICES

### FUNDING OF CITY SERVICES AND FACILITIES

Beginning in 2016, respondents were shown four statements regarding taxation and spending and asked which one comes closest to their views.

The new question shows that 63 percent of residents are willing to pay more in taxes in one way or another.

- Twenty-nine percent (29%) say that they are willing to pay more in taxes only if it will result in an increase in the level of services.
- Thirty-four percent (34%) say they are willing to pay more in taxes if it is necessary to support the increased costs of providing the current levels of service.

One-third of respondents do not want any tax increases.

- Twenty percent (20%) say they are not willing to pay more taxes even if that means the city must reduce services due to increased costs.
- Twelve percent (12%) say they are willing to reduce services provided it means lower property taxes.

Figure 5: Taxes and Funding of Services and Facilities

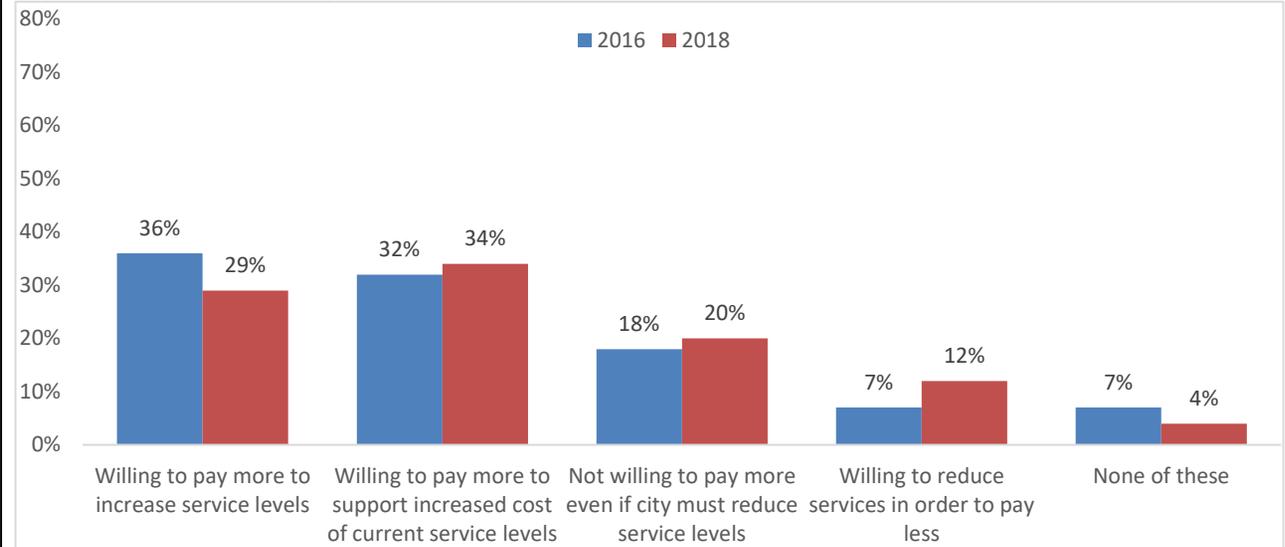


Table 9: Taxes and Funding of Services / Facilities - Key Demographic Differences

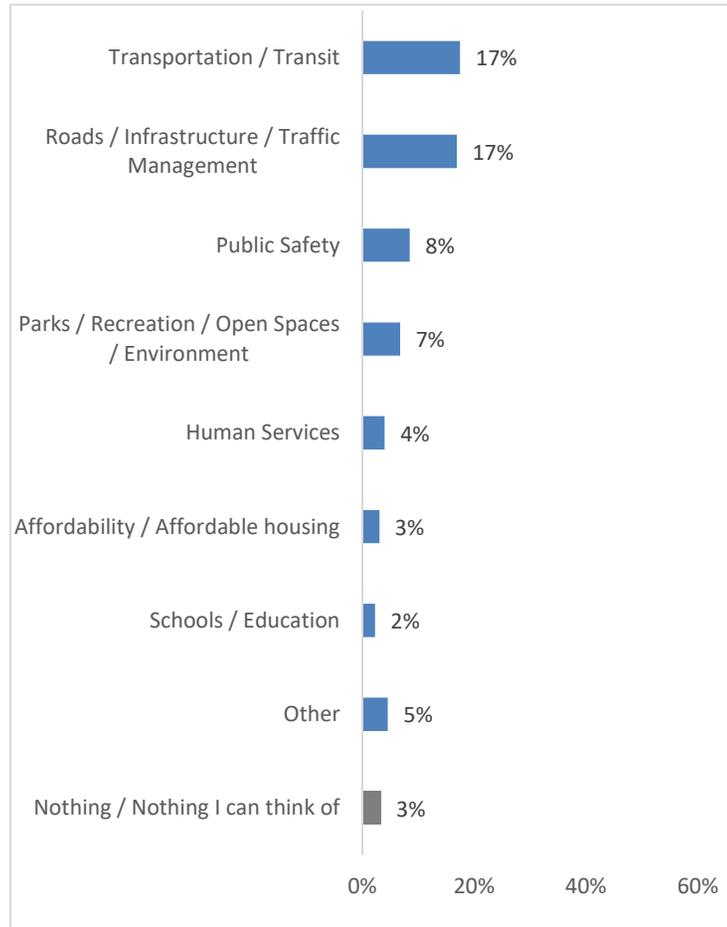
|                         |       | Pay More to Increase Levels | Pay More to Maintain Levels | Not Pay More Even if Must Reduce Levels | Reduce Levels to Pay Less | None of These |
|-------------------------|-------|-----------------------------|-----------------------------|---|---------------------------|---------------|
| Age                     | 18-34 | 23%                         | 48%                         | 15%                                     | 9%                        | 4%            |
|                         | 35-54 | 33%                         | 28%                         | 22%                                     | 12%                       | 4%            |
|                         | 55-64 | 33%                         | 16%↓                        | 29%                                     | 15%                       | 8%            |
|                         | 65+   | 27%                         | 38%                         | 18%                                     | 14%                       | 3%            |
| Years Lived in Bellevue | <4    | 27%                         | 41%                         | 17%                                     | 10%                       | 6%            |
|                         | 4-9   | 36%                         | 30%                         | 25%                                     | 4%                        | 5%            |
|                         | 10+   | 28%                         | 31%                         | 21%                                     | 16%                       | %             |

Q58—You support city services and facilities through a portion of property, sales and other taxes. Considering all city services on the one hand and taxes on the other, which of the following statements comes closest to your view? Base: All respondents (n=481)

- I am willing to have the City reduce the level of services currently provided if it means my property taxes would be lower
- I am not willing to pay more taxes than I currently do even if it means the City must reduce services due to increased cost of providing the current levels of services
- I am willing to pay more in taxes if it is necessary to support the increased costs of providing the current levels of service
- I am willing to pay more in taxes only if it will result in an increase in the level of services
- NONE OF THE ABOVE IS ACCEPTABLE TO ME [UNREAD]

## SERVICES TO INCREASE / DECREASE – CHARTS AND PERCENTAGES

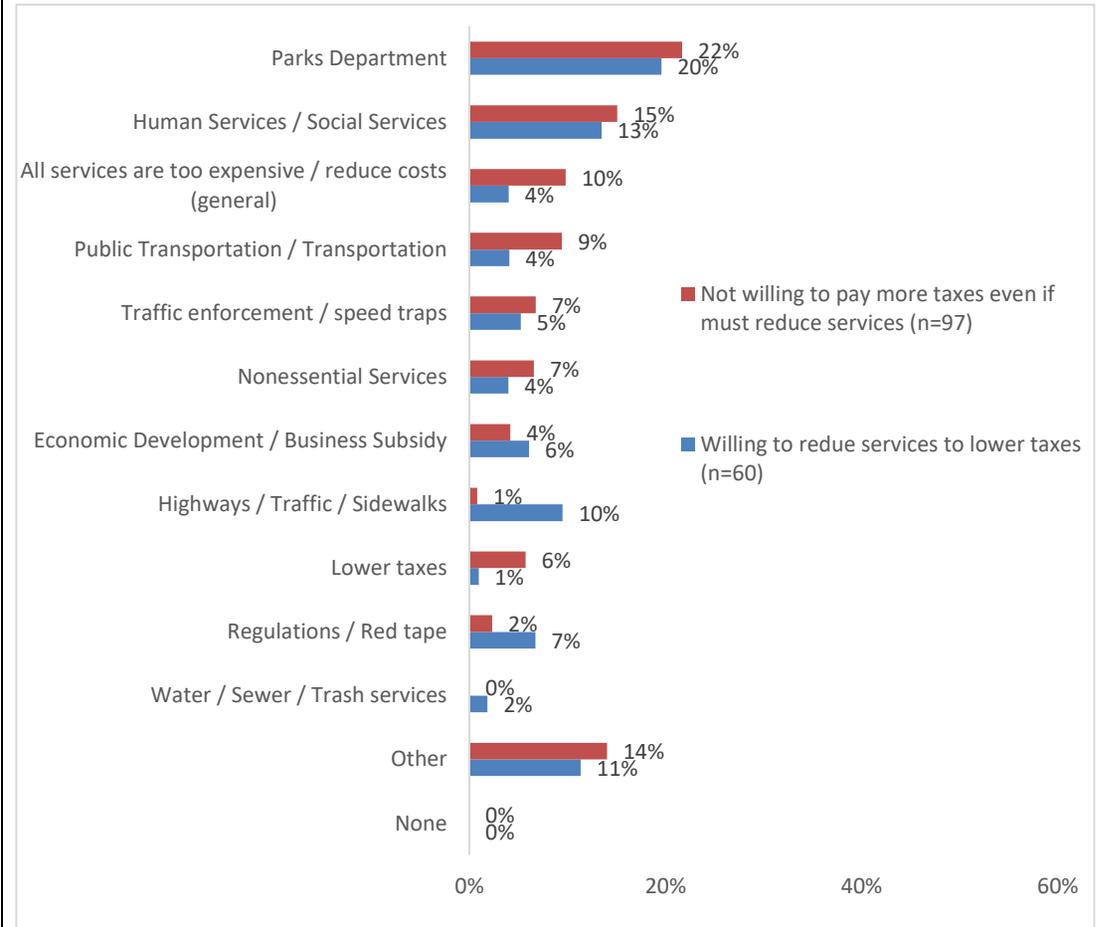
Figure 6: Services to Increase – 125 Respondents



Q58B—What services or facilities should be increased?

Base: Respondents who said they would be willing to pay more taxes to increase services (n=159)

Figure 7: Services to Decrease – Not willing to pay more (97 respondents) & Willing to reduce services (60 respondents)



Q58B—What services or facilities should be decreased?

Base: Respondents who said they would be willing to reduce services to lower property taxes (n=31) and Respondents who said they are not willing to pay more taxes even if the city must reduce services due to increased costs (n=80)

Table 10: Taxes and Funding of Services and Facilities by Neighborhood

|  | Overall<br>(n=481) | Bel-Red<br>(n=4)      | Bridle Trails<br>(n=25) | Cougar Mountain /<br>Lakemont<br>(n=34) | Crossroads<br>(n=39) | Downtown<br>(n=76)   | Eastgate<br>(n=38)  | Factoria<br>(n=6)   | Lake Hills<br>(n=49) |
|--|--------------------|-----------------------|-------------------------|---|----------------------|----------------------|---------------------|---------------------|----------------------|
| <b>Willing to Pay More to Increase Service Levels</b>                          | 29%                | 0%                    | 15%                     | 46%                                     | 32%                  | 29%                  | 24%                 | 12%                 | 18%                  |
| <b>Willing to Pay More to Support Increased Cost of Current Service Levels</b> | 34%                | 42%                   | 48%                     | 12%                                     | 28%                  | 42%                  | 28%                 | 31%                 | 38%                  |
| <b>Not Willing to Pay More Even if the City Must Reduce Service Levels</b>     | 20%                | 58%                   | 19%                     | 13%                                     | 25%                  | 20%                  | 26%                 | 0%                  | 21%                  |
| <b>Willing to Reduce Services in Order to Pay Less</b>                         | 12%                | 0%                    | 16%                     | 20%                                     | 11%                  | 5%                   | 16%                 | 9%                  | 16%                  |
| <b>None of These Options Work for Me</b>                                       | 4%                 | 0%                    | 3%                      | 8%                                      | 4%                   | 4%                   | 5%                  | 47%↑                | 6%                   |
|  | Newport<br>(n=36)  | NE Bellevue<br>(n=27) | NW Bellevue<br>(n=31)   | West Lake<br>Sammamish<br>(n=22)        | Somerset<br>(n=23)   | W Bellevue<br>(n=33) | Wilburton<br>(n=18) | Woodridge<br>(n=20) |                      |
| <b>Willing to Pay More to Increase Service Levels</b>                          | 40%                | 25%                   | 11%                     | 21%                                     | 35%                  | 39%                  | 64%                 | 38%                 |                      |
| <b>Willing to Pay More to Support Increased Cost of Current Service Levels</b> | 37%                | 25%                   | 56%                     | 21%                                     | 31%                  | 39%                  | 23%                 | 15%                 |                      |
| <b>Not Willing to Pay More Even if the City Must Reduce Service Levels</b>     | 13%                | 40%                   | 11%                     | 34%                                     | 25%                  | 10%                  | 8%                  | 24%                 |                      |
| <b>Willing to Reduce Services in Order to Pay Less</b>                         | 7%                 | 8%                    | 19%                     | 24%                                     | 9%                   | 12%                  | 0%                  | 13%                 |                      |
| <b>None of These Options Work for Me</b>                                       | 3%                 | 2%                    | 3%                      | 0%                                      | 0%                   | 0%                   | 5%                  | 10%                 |                      |

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

Base: All respondents (n = 481)

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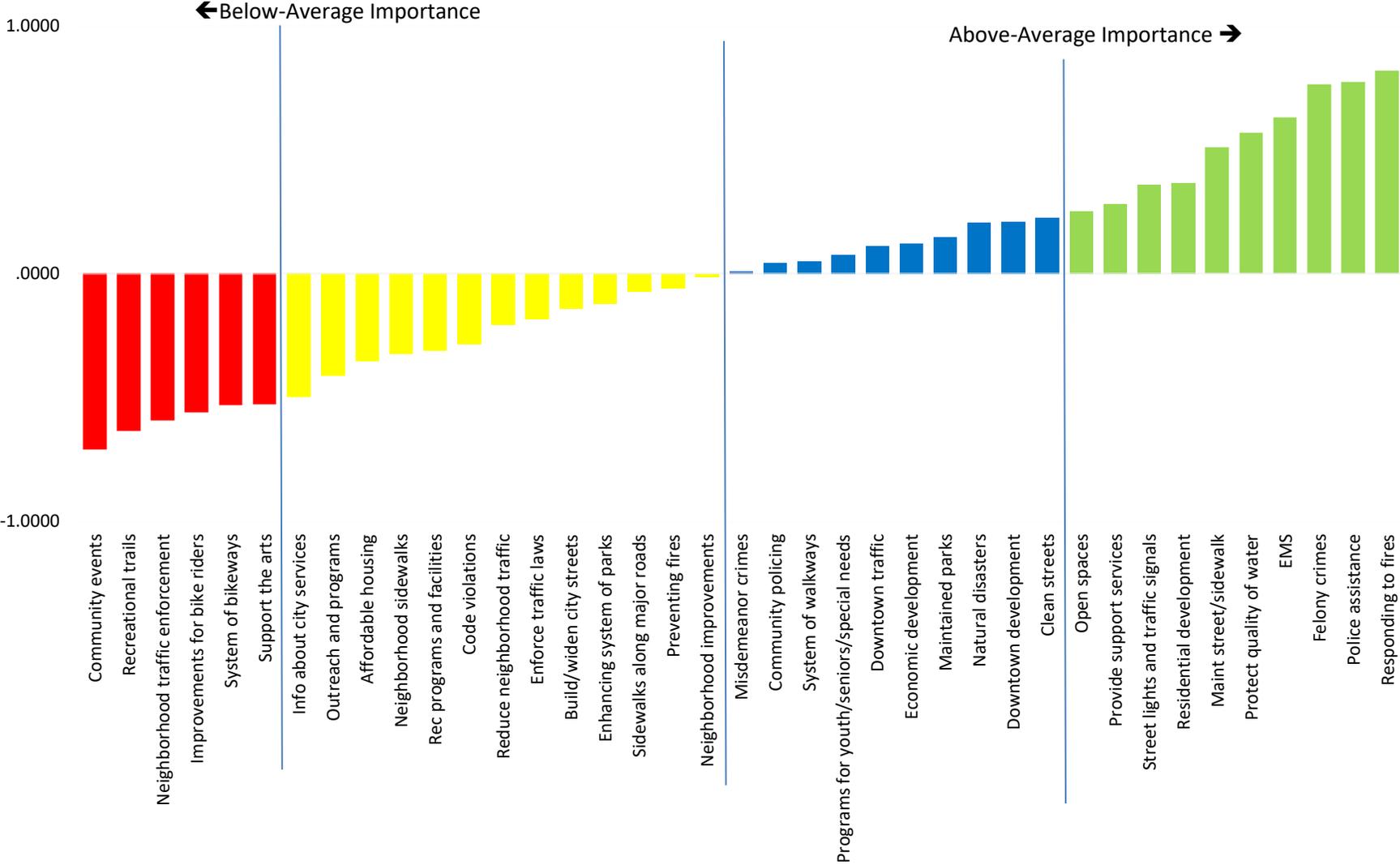
## KEY FINDINGS—PRIORITIES FOR CITY SERVICES

### IMPORTANCE OF CITY SERVICES

Respondents were read a list of 39 city services and programs and were asked to indicate the importance of each. Because of the large number of items to be rated, respondents were randomly assigned to one of two groups; each rated a subset of items.

| <p>Nearly all (30 of 39) city services evaluated are considered to be at least somewhat important, receiving a rating of 5 or higher on a 7-point scale. All city services receive a rating of 4 or higher (4 is the midpoint).</p> <p>The seven most-important services are similar to those in both 2014 and 2016, in general, the same rank order as previous years.</p> | <p><i>Table 11: Most Important Services</i></p> <table border="1"> <thead> <tr> <th>Rank<br/>2014</th> <th>Rank<br/>2016</th> <th>Rank<br/>2018</th> <th>Service Description</th> </tr> </thead> <tbody> <tr><td>1</td><td>2</td><td>1</td><td>Responding to fires</td></tr> <tr><td>2</td><td>1</td><td>2</td><td>Responding to citizen calls for police assistance</td></tr> <tr><td>4</td><td>3</td><td>3</td><td>Investigating and solving felony crimes</td></tr> <tr><td>3</td><td>4</td><td>4</td><td>Providing emergency medical services such as Medic One</td></tr> <tr><td>5</td><td>5</td><td>5</td><td>Protecting the quality of water in Bellevue's lakes and streams</td></tr> <tr><td>6</td><td>6</td><td>6</td><td>Maintaining existing streets and sidewalks</td></tr> <tr><td>8</td><td>8</td><td>7</td><td>Managing Bellevue's residential development through planning and zoning</td></tr> </tbody> </table> <p><i>Ranking is based on standardized scores for importance. Base: Two groups of randomly selected respondents</i></p>  | Rank<br>2014 | Rank<br>2016   | Rank<br>2018 | Service Description | 1 | 2 | 1 | Responding to fires                           | 2  | 1  | 2 | Responding to citizen calls for police assistance | 4  | 3  | 3  | Investigating and solving felony crimes  | 3 | 4 | 4  | Providing emergency medical services such as Medic One | 5  | 5  | 5  | Protecting the quality of water in Bellevue's lakes and streams       | 6  | 6  | 6  | Maintaining existing streets and sidewalks                            | 8  | 8  | 7  | Managing Bellevue's residential development through planning and zoning |    |    |    |   |    |    |    |  |    |    |    |  |    |    |    |  |    |    |    |                    |    |    |    |  |
|---|---|--------------|--|--------------|---------------------|---|---|---|---|----|----|---|---|----|----|----|--|---|---|----|--|----|----|----|---|----|----|----|---|----|----|----|---|----|----|----|---|----|----|----|--|----|----|----|--|----|----|----|--|----|----|----|--------------------|----|----|----|--|
| Rank<br>2014  | Rank<br>2016  | Rank<br>2018 | Service Description  |              |                     |   |   |   |   |    |    |   |   |    |    |    |  |   |   |    |  |    |    |    |   |    |    |    |   |    |    |    |   |    |    |    |   |    |    |    |  |    |    |    |  |    |    |    |  |    |    |    |                    |    |    |    |  |
| 1   | 2   | 1            | Responding to fires  |              |                     |   |   |   |   |    |    |   |   |    |    |    |  |   |   |    |  |    |    |    |   |    |    |    |   |    |    |    |   |    |    |    |   |    |    |    |  |    |    |    |  |    |    |    |  |    |    |    |                    |    |    |    |  |
| 2   | 1   | 2            | Responding to citizen calls for police assistance  |              |                     |   |   |   |   |    |    |   |   |    |    |    |  |   |   |    |  |    |    |    |   |    |    |    |   |    |    |    |   |    |    |    |   |    |    |    |  |    |    |    |  |    |    |    |  |    |    |    |                    |    |    |    |  |
| 4   | 3   | 3            | Investigating and solving felony crimes  |              |                     |   |   |   |   |    |    |   |   |    |    |    |  |   |   |    |  |    |    |    |   |    |    |    |   |    |    |    |   |    |    |    |   |    |    |    |  |    |    |    |  |    |    |    |  |    |    |    |                    |    |    |    |  |
| 3   | 4   | 4            | Providing emergency medical services such as Medic One   |              |                     |   |   |   |   |    |    |   |   |    |    |    |  |   |   |    |  |    |    |    |   |    |    |    |   |    |    |    |   |    |    |    |   |    |    |    |  |    |    |    |  |    |    |    |  |    |    |    |                    |    |    |    |  |
| 5   | 5   | 5            | Protecting the quality of water in Bellevue's lakes and streams                                  |              |                     |   |   |   |   |    |    |   |   |    |    |    |  |   |   |    |  |    |    |    |   |    |    |    |   |    |    |    |   |    |    |    |   |    |    |    |  |    |    |    |  |    |    |    |  |    |    |    |                    |    |    |    |  |
| 6   | 6   | 6            | Maintaining existing streets and sidewalks   |              |                     |   |   |   |   |    |    |   |   |    |    |    |  |   |   |    |  |    |    |    |   |    |    |    |   |    |    |    |   |    |    |    |   |    |    |    |  |    |    |    |  |    |    |    |  |    |    |    |                    |    |    |    |  |
| 8   | 8   | 7            | Managing Bellevue's residential development through planning and zoning                          |              |                     |   |   |   |   |    |    |   |   |    |    |    |  |   |   |    |  |    |    |    |   |    |    |    |   |    |    |    |   |    |    |    |   |    |    |    |  |    |    |    |  |    |    |    |  |    |    |    |                    |    |    |    |  |
| <p>Thirteen additional items were also identified as important—most of these services are similar to those identified in previous years.</p>  | <p><i>Table 12: Second-Tier Importance</i></p> <table border="1"> <thead> <tr> <th>Rank<br/>2014</th> <th>Rank<br/>2016</th> <th>Rank<br/>2018</th> <th>Service Description</th> </tr> </thead> <tbody> <tr><td>9</td><td>7</td><td>8</td><td>Maintaining street lights and traffic signals</td></tr> <tr><td>14</td><td>10</td><td>9</td><td>Providing support services for residents in need</td></tr> <tr><td>11</td><td>12</td><td>10</td><td>Preserving open spaces and natural areas</td></tr> <tr><td>7</td><td>9</td><td>11</td><td>Keeping Bellevue streets clean</td></tr> <tr><td>16</td><td>13</td><td>12</td><td>Managing development in downtown Bellevue through planning and zoning</td></tr> <tr><td>12</td><td>11</td><td>13</td><td>Preparing for natural disasters, such as earthquakes and major storms</td></tr> <tr><td>13</td><td>15</td><td>14</td><td>Ensuring clean and well-maintained parks and park facilities</td></tr> <tr><td>10</td><td>16</td><td>15</td><td>Promoting jobs and economic development</td></tr> <tr><td>23</td><td>17</td><td>16</td><td>Reducing traffic problems in downtown Bellevue</td></tr> <tr><td>18</td><td>18</td><td>17</td><td>Providing recreation programs for youth, seniors, and residents with special needs</td></tr> <tr><td>19</td><td>19</td><td>18</td><td>Connecting people to where they want to go through an adequate and accessible system of walkways</td></tr> <tr><td>17</td><td>14</td><td>19</td><td>Community policing</td></tr> <tr><td>15</td><td>20</td><td>20</td><td>Prosecuting misdemeanor and gross misdemeanor crimes committed in Bellevue</td></tr> </tbody> </table> <p><i>Ranking is based on standardized scores for importance. Base: Two groups of randomly selected respondents</i></p> | Rank<br>2014 | Rank<br>2016   | Rank<br>2018 | Service Description | 9 | 7 | 8 | Maintaining street lights and traffic signals | 14 | 10 | 9 | Providing support services for residents in need  | 11 | 12 | 10 | Preserving open spaces and natural areas | 7 | 9 | 11 | Keeping Bellevue streets clean                         | 16 | 13 | 12 | Managing development in downtown Bellevue through planning and zoning | 12 | 11 | 13 | Preparing for natural disasters, such as earthquakes and major storms | 13 | 15 | 14 | Ensuring clean and well-maintained parks and park facilities            | 10 | 16 | 15 | Promoting jobs and economic development | 23 | 17 | 16 | Reducing traffic problems in downtown Bellevue | 18 | 18 | 17 | Providing recreation programs for youth, seniors, and residents with special needs | 19 | 19 | 18 | Connecting people to where they want to go through an adequate and accessible system of walkways | 17 | 14 | 19 | Community policing | 15 | 20 | 20 | Prosecuting misdemeanor and gross misdemeanor crimes committed in Bellevue |
| Rank<br>2014  | Rank<br>2016  | Rank<br>2018 | Service Description  |              |                     |   |   |   |   |    |    |   |   |    |    |    |  |   |   |    |  |    |    |    |   |    |    |    |   |    |    |    |   |    |    |    |   |    |    |    |  |    |    |    |  |    |    |    |  |    |    |    |                    |    |    |    |  |
| 9   | 7   | 8            | Maintaining street lights and traffic signals  |              |                     |   |   |   |   |    |    |   |   |    |    |    |  |   |   |    |  |    |    |    |   |    |    |    |   |    |    |    |   |    |    |    |   |    |    |    |  |    |    |    |  |    |    |    |  |    |    |    |                    |    |    |    |  |
| 14  | 10  | 9            | Providing support services for residents in need   |              |                     |   |   |   |   |    |    |   |   |    |    |    |  |   |   |    |  |    |    |    |   |    |    |    |   |    |    |    |   |    |    |    |   |    |    |    |  |    |    |    |  |    |    |    |  |    |    |    |                    |    |    |    |  |
| 11  | 12  | 10           | Preserving open spaces and natural areas   |              |                     |   |   |   |   |    |    |   |   |    |    |    |  |   |   |    |  |    |    |    |   |    |    |    |   |    |    |    |   |    |    |    |   |    |    |    |  |    |    |    |  |    |    |    |  |    |    |    |                    |    |    |    |  |
| 7   | 9   | 11           | Keeping Bellevue streets clean   |              |                     |   |   |   |   |    |    |   |   |    |    |    |  |   |   |    |  |    |    |    |   |    |    |    |   |    |    |    |   |    |    |    |   |    |    |    |  |    |    |    |  |    |    |    |  |    |    |    |                    |    |    |    |  |
| 16  | 13  | 12           | Managing development in downtown Bellevue through planning and zoning                            |              |                     |   |   |   |   |    |    |   |   |    |    |    |  |   |   |    |  |    |    |    |   |    |    |    |   |    |    |    |   |    |    |    |   |    |    |    |  |    |    |    |  |    |    |    |  |    |    |    |                    |    |    |    |  |
| 12  | 11  | 13           | Preparing for natural disasters, such as earthquakes and major storms                            |              |                     |   |   |   |   |    |    |   |   |    |    |    |  |   |   |    |  |    |    |    |   |    |    |    |   |    |    |    |   |    |    |    |   |    |    |    |  |    |    |    |  |    |    |    |  |    |    |    |                    |    |    |    |  |
| 13  | 15  | 14           | Ensuring clean and well-maintained parks and park facilities                                     |              |                     |   |   |   |   |    |    |   |   |    |    |    |  |   |   |    |  |    |    |    |   |    |    |    |   |    |    |    |   |    |    |    |   |    |    |    |  |    |    |    |  |    |    |    |  |    |    |    |                    |    |    |    |  |
| 10  | 16  | 15           | Promoting jobs and economic development  |              |                     |   |   |   |   |    |    |   |   |    |    |    |  |   |   |    |  |    |    |    |   |    |    |    |   |    |    |    |   |    |    |    |   |    |    |    |  |    |    |    |  |    |    |    |  |    |    |    |                    |    |    |    |  |
| 23  | 17  | 16           | Reducing traffic problems in downtown Bellevue   |              |                     |   |   |   |   |    |    |   |   |    |    |    |  |   |   |    |  |    |    |    |   |    |    |    |   |    |    |    |   |    |    |    |   |    |    |    |  |    |    |    |  |    |    |    |  |    |    |    |                    |    |    |    |  |
| 18  | 18  | 17           | Providing recreation programs for youth, seniors, and residents with special needs               |              |                     |   |   |   |   |    |    |   |   |    |    |    |  |   |   |    |  |    |    |    |   |    |    |    |   |    |    |    |   |    |    |    |   |    |    |    |  |    |    |    |  |    |    |    |  |    |    |    |                    |    |    |    |  |
| 19  | 19  | 18           | Connecting people to where they want to go through an adequate and accessible system of walkways |              |                     |   |   |   |   |    |    |   |   |    |    |    |  |   |   |    |  |    |    |    |   |    |    |    |   |    |    |    |   |    |    |    |   |    |    |    |  |    |    |    |  |    |    |    |  |    |    |    |                    |    |    |    |  |
| 17  | 14  | 19           | Community policing   |              |                     |   |   |   |   |    |    |   |   |    |    |    |  |   |   |    |  |    |    |    |   |    |    |    |   |    |    |    |   |    |    |    |   |    |    |    |  |    |    |    |  |    |    |    |  |    |    |    |                    |    |    |    |  |
| 15  | 20  | 20           | Prosecuting misdemeanor and gross misdemeanor crimes committed in Bellevue                       |              |                     |   |   |   |   |    |    |   |   |    |    |    |  |   |   |    |  |    |    |    |   |    |    |    |   |    |    |    |   |    |    |    |   |    |    |    |  |    |    |    |  |    |    |    |  |    |    |    |                    |    |    |    |  |

Figure 8: Importance of City Services

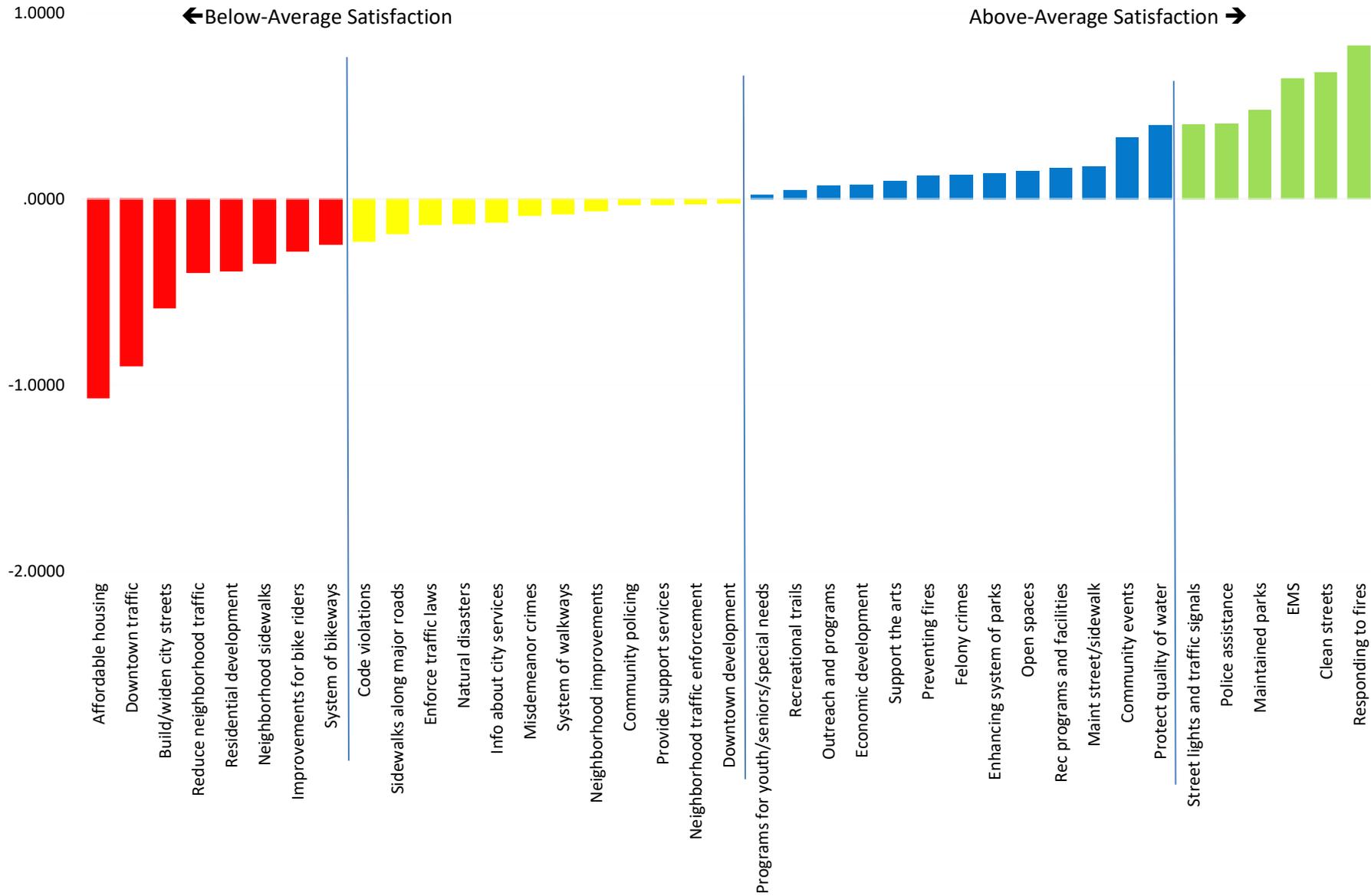


## SATISFACTION WITH SERVICE DELIVERY

Satisfaction with service delivery remains high, with residents giving three-quarters (29 of 39) of services a score of 5 or higher. Nearly all services receive a score of 4 or higher on a 7-point scale. Only one service, Promoting Affordable Housing for City Residents, receives a mean score lower than 4. In previous years, Reducing Traffic Problems in Downtown Bellevue received the lowest score. In 2016, this is the second lowest-rated service, with a mean score of 4.0.

| <p>While the order has changed slightly, all seven of the top-scoring services are the same as in 2016.</p> <ul style="list-style-type: none"> <li>Ensuring clean and well-maintained parks and park facilities has dropped from second to fourth.</li> </ul>  | <p><i>Table 13: Top Performing Services</i></p> <table border="1"> <thead> <tr> <th>Rank<br/>2014</th> <th>Rank<br/>2016</th> <th>Rank<br/>2018</th> <th>Service Description</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>1</td> <td>1</td> <td>Responding to fires</td> </tr> <tr> <td>4</td> <td>3</td> <td>2</td> <td>Keeping Bellevue streets clean</td> </tr> <tr> <td>2</td> <td>4</td> <td>3</td> <td>Providing emergency medical services such as Medic One</td> </tr> <tr> <td>5</td> <td>2</td> <td>4</td> <td>Ensuring clean and well-maintained parks and park facilities</td> </tr> <tr> <td>3</td> <td>5</td> <td>5</td> <td>Responding to citizen calls for police assistance</td> </tr> <tr> <td>9</td> <td>6</td> <td>6</td> <td>Maintaining street lights and traffic signals</td> </tr> <tr> <td>7</td> <td>7</td> <td>7</td> <td>Protecting the quality of water in Bellevue's lakes and streams</td> </tr> </tbody> </table> <p><i>Ranking is based on standardized scores for importance.<br/>Base: Two groups of randomly selected respondents</i></p> | Rank<br>2014 | Rank<br>2016  | Rank<br>2018 | Service Description | 1  | 1  | 1  | Responding to fires                             | 4  | 3  | 2  | Keeping Bellevue streets clean                 | 2  | 4  | 3  | Providing emergency medical services such as Medic One                      | 5  | 2  | 4  | Ensuring clean and well-maintained parks and park facilities | 3  | 5  | 5  | Responding to citizen calls for police assistance                       | 9  | 6  | 6  | Maintaining street lights and traffic signals | 7 | 7 | 7 | Protecting the quality of water in Bellevue's lakes and streams |
|--|--|--------------|---|--------------|---------------------|----|----|----|---|----|----|----|--|----|----|----|---|----|----|----|--|----|----|----|---|----|----|----|---|---|---|---|---|
| Rank<br>2014   | Rank<br>2016   | Rank<br>2018 | Service Description   |              |                     |    |    |    |   |    |    |    |  |    |    |    |   |    |    |    |  |    |    |    |   |    |    |    |   |   |   |   |   |
| 1  | 1  | 1            | Responding to fires   |              |                     |    |    |    |   |    |    |    |  |    |    |    |   |    |    |    |  |    |    |    |   |    |    |    |   |   |   |   |   |
| 4  | 3  | 2            | Keeping Bellevue streets clean  |              |                     |    |    |    |   |    |    |    |  |    |    |    |   |    |    |    |  |    |    |    |   |    |    |    |   |   |   |   |   |
| 2  | 4  | 3            | Providing emergency medical services such as Medic One                      |              |                     |    |    |    |   |    |    |    |  |    |    |    |   |    |    |    |  |    |    |    |   |    |    |    |   |   |   |   |   |
| 5  | 2  | 4            | Ensuring clean and well-maintained parks and park facilities                |              |                     |    |    |    |   |    |    |    |  |    |    |    |   |    |    |    |  |    |    |    |   |    |    |    |   |   |   |   |   |
| 3  | 5  | 5            | Responding to citizen calls for police assistance                           |              |                     |    |    |    |   |    |    |    |  |    |    |    |   |    |    |    |  |    |    |    |   |    |    |    |   |   |   |   |   |
| 9  | 6  | 6            | Maintaining street lights and traffic signals                               |              |                     |    |    |    |   |    |    |    |  |    |    |    |   |    |    |    |  |    |    |    |   |    |    |    |   |   |   |   |   |
| 7  | 7  | 7            | Protecting the quality of water in Bellevue's lakes and streams             |              |                     |    |    |    |   |    |    |    |  |    |    |    |   |    |    |    |  |    |    |    |   |    |    |    |   |   |   |   |   |
| <p>While still receiving satisfaction ratings at or above the midpoint (4) on the seven-point scale, six items have the lowest satisfaction scores and represent areas for improvement.</p> <ul style="list-style-type: none"> <li>Satisfaction with affordable housing now has the lowest satisfaction. This is the only service with a mean score lower than 4.</li> <li>Satisfaction with reducing traffic problems downtown is now the second lowest-scoring service, with a mean score of 4.0.</li> </ul> | <p><i>Table 14: Areas for Improvement</i></p> <table border="1"> <thead> <tr> <th>Rank<br/>2014</th> <th>Rank<br/>2016</th> <th>Rank<br/>2018</th> <th>Service Description</th> </tr> </thead> <tbody> <tr> <td>38</td> <td>38</td> <td>39</td> <td>Promoting affordable housing for City residents</td> </tr> <tr> <td>39</td> <td>39</td> <td>38</td> <td>Reducing traffic problems in downtown Bellevue</td> </tr> <tr> <td>37</td> <td>37</td> <td>37</td> <td>Building or widening City streets and roads to help ease traffic congestion</td> </tr> <tr> <td>30</td> <td>34</td> <td>36</td> <td>Reducing traffic problems in residential neighborhoods</td> </tr> <tr> <td>32</td> <td>29</td> <td>35</td> <td>Managing Bellevue's residential development through planning and zoning</td> </tr> <tr> <td>33</td> <td>33</td> <td>34</td> <td>Building additional neighborhood sidewalks</td> </tr> </tbody> </table> <p><i>Ranking is based on standardized scores for importance.<br/>Base: Two groups of randomly selected respondents</i></p>                        | Rank<br>2014 | Rank<br>2016  | Rank<br>2018 | Service Description | 38 | 38 | 39 | Promoting affordable housing for City residents | 39 | 39 | 38 | Reducing traffic problems in downtown Bellevue | 37 | 37 | 37 | Building or widening City streets and roads to help ease traffic congestion | 30 | 34 | 36 | Reducing traffic problems in residential neighborhoods       | 32 | 29 | 35 | Managing Bellevue's residential development through planning and zoning | 33 | 33 | 34 | Building additional neighborhood sidewalks    |   |   |   |   |
| Rank<br>2014   | Rank<br>2016   | Rank<br>2018 | Service Description   |              |                     |    |    |    |   |    |    |    |  |    |    |    |   |    |    |    |  |    |    |    |   |    |    |    |   |   |   |   |   |
| 38   | 38   | 39           | Promoting affordable housing for City residents                             |              |                     |    |    |    |   |    |    |    |  |    |    |    |   |    |    |    |  |    |    |    |   |    |    |    |   |   |   |   |   |
| 39   | 39   | 38           | Reducing traffic problems in downtown Bellevue                              |              |                     |    |    |    |   |    |    |    |  |    |    |    |   |    |    |    |  |    |    |    |   |    |    |    |   |   |   |   |   |
| 37   | 37   | 37           | Building or widening City streets and roads to help ease traffic congestion |              |                     |    |    |    |   |    |    |    |  |    |    |    |   |    |    |    |  |    |    |    |   |    |    |    |   |   |   |   |   |
| 30   | 34   | 36           | Reducing traffic problems in residential neighborhoods                      |              |                     |    |    |    |   |    |    |    |  |    |    |    |   |    |    |    |  |    |    |    |   |    |    |    |   |   |   |   |   |
| 32   | 29   | 35           | Managing Bellevue's residential development through planning and zoning     |              |                     |    |    |    |   |    |    |    |  |    |    |    |   |    |    |    |  |    |    |    |   |    |    |    |   |   |   |   |   |
| 33   | 33   | 34           | Building additional neighborhood sidewalks                                  |              |                     |    |    |    |   |    |    |    |  |    |    |    |   |    |    |    |  |    |    |    |   |    |    |    |   |   |   |   |   |

Figure 9: Satisfaction with City Services



## QUADRANT ANALYSIS

As in previous years, a quadrant analysis was done to identify how best to allocate resources across these services based on what is most important to residents and their relative satisfaction with city services. Overall, most services have similar ratings to the previous surveys.

- **Quadrant A—Above-Average Importance/Above-Average Satisfaction:** This quadrant contains those elements of service that are of above-average importance and for which current perceptions of service are also above-average. This quadrant represents Bellevue’s greatest strengths in terms of service delivery. Current levels of service should be maintained for all attributes in this quadrant. Particular attention should be paid to maintaining or even improving social resources such as:
  - Programs for youth, elderly and residents with special needs—while satisfaction has increased bringing this from Quadrant B in 2016 to Quadrant A in 2018, it still receives relatively low satisfaction ratings and should continue being maintained.
- **Quadrant B—Above-Average Importance/Below-Average Satisfaction:** This quadrant also contains those elements of service that are of above-average importance; however, current perceptions of service are below-average. These elements of service should be considered potential problem areas and resources should be allocated for improvements to improve resident satisfaction:
  - Community policing—both importance and satisfaction have decreased from 2016 to 2018 and this service has shifted from Quadrant A to Quadrant B.
  - Downtown traffic—this is the lowest rated attribute in Quadrant B and the second lowest rated service overall.
- **Quadrant C—Below-Average Importance/Below-Average Satisfaction:** This quadrant contains elements of service for which current perceptions of service are below-average; however, they are less important elements of service than those in Quadrant B and should be considered secondary problem areas. If additional resources are available, they should be allocated to the items in this quadrant.
  - Affordable housing—importance has increased and satisfaction has decreased since 2016. This attribute has the second lowest satisfaction of all attributes overall.
- **Quadrant D—Below-Average Importance/Above-Average Satisfaction:** This quadrant contains those elements of service for which current perceptions of service are above average but that are less important to citizens. Like Quadrant A, this quadrant also represents Bellevue’s strengths; however, these elements are somewhat less important than those strengths noted in Quadrant A. No additional resources should be allocated to items in this area.

Figure 10: Quadrant Analysis

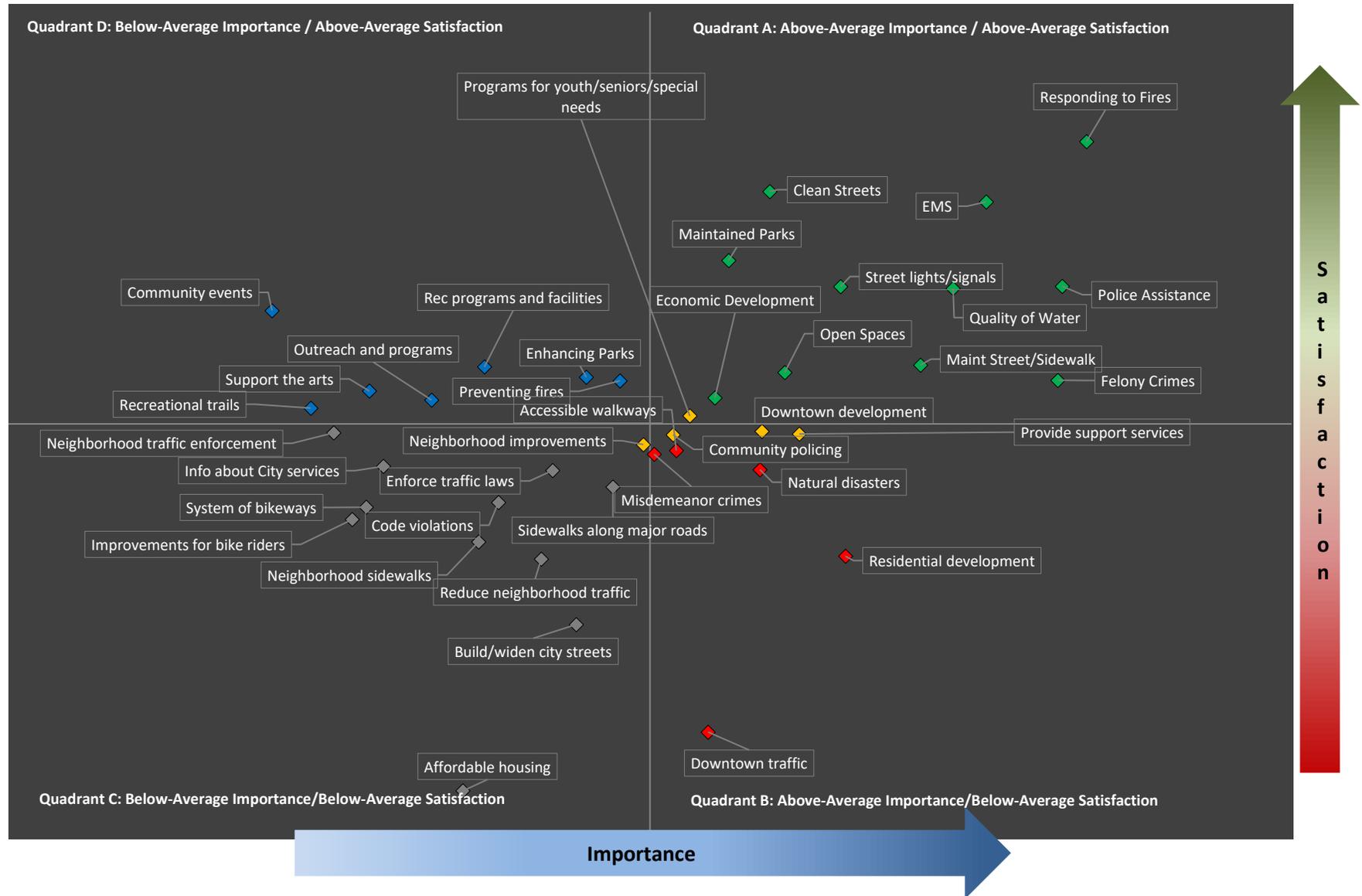
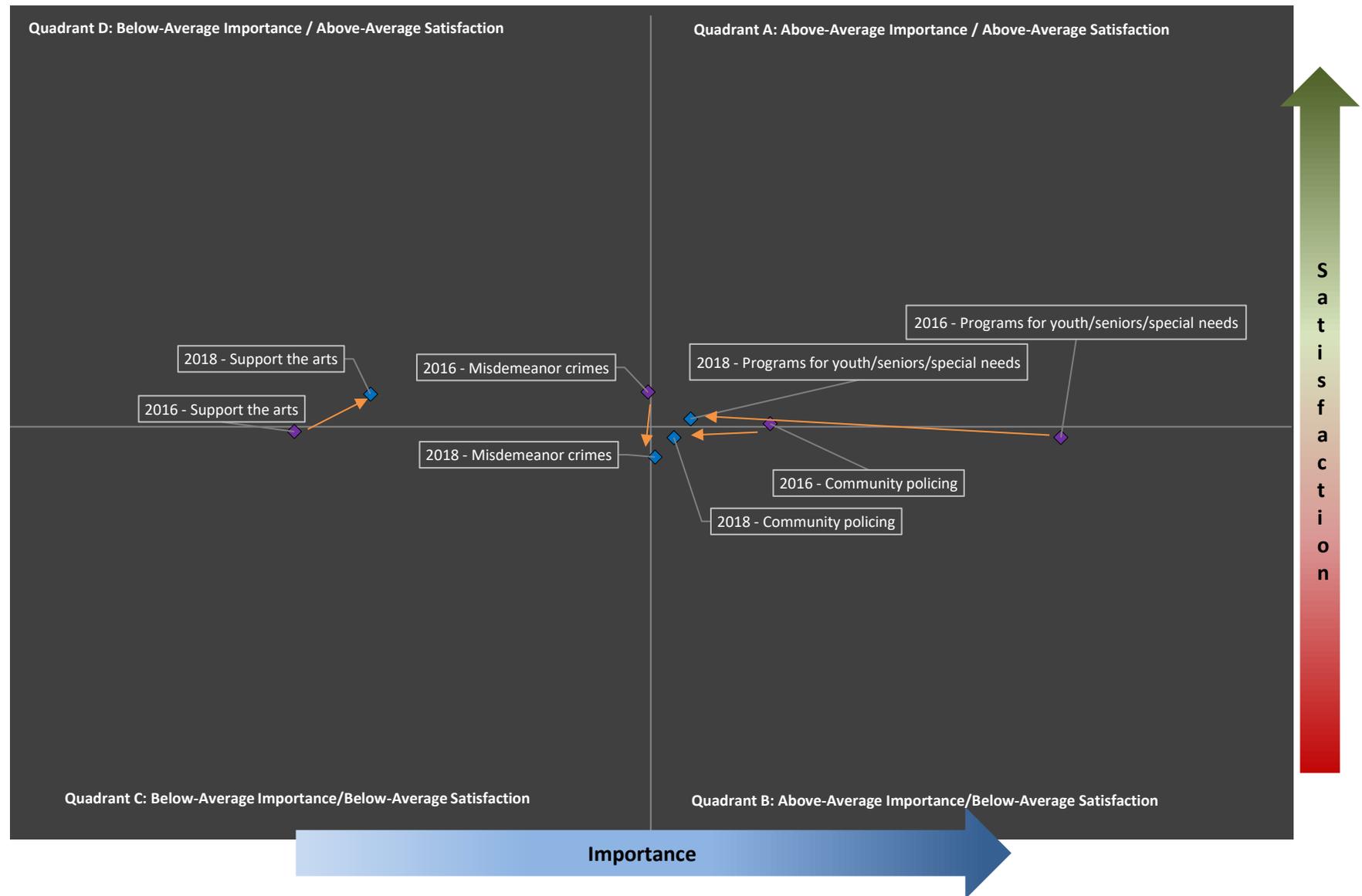


Figure 11: Quadrant Analysis – Key Changes from 2016 to 2018



Key: ◆ = 2016 Importance / Satisfaction; ◆ = 2018 Importance / Satisfaction

Table 15: Quadrant Analysis Key

| Phrase                                   | Question Text   |
|--|---|
| Rec programs and facilities              | Providing recreation programs and facilities for individuals to lead healthy and active lifestyles        |
| Maintained parks                         | Ensuring clean and well-maintained parks and park facilities  |
| Enhancing system of parks                | Enhancing its system of parks as the community grows  |
| Open spaces                              | Preserving open spaces and natural areas  |
| Protect quality of water                 | Protecting the quality of water in Bellevue's lakes and streams   |
| Recreational trails                      | Expanding the system of recreational trails   |
| Enforce traffic laws                     | Reducing traffic accidents through enforcing traffic laws   |
| Build/widen city streets                 | Building or widening City streets and roads to help ease traffic congestion                               |
| Reduce neighborhood traffic              | Reducing traffic problems in residential neighborhoods  |
| Downtown traffic                         | Reducing traffic problems in downtown Bellevue  |
| Street lights and traffic signals        | Maintaining street lights and traffic signals   |
| Neighborhood traffic enforcement         | Providing police traffic enforcement in residential neighborhoods   |
| Preventing fires                         | Preventing fires through public education and safety inspections  |
| Responding to fires                      | Responding to fires   |
| EMS                                      | Providing emergency medical services such as Medic One  |
| Natural disasters                        | Preparing for natural disasters, such as earthquakes and major storms                                     |
| Affordable housing                       | Promoting affordable housing for City residents   |
| Info about City services                 | Making it easy to get information about City services and programs  |
| Programs for youth/seniors/special needs | Providing recreation programs for youth, seniors, and residents with special needs                        |
| Community events                         | Sponsoring community festivals and events   |
| Provide support services                 | Providing support services for residents in need  |
| Support the arts                         | Supporting the arts   |
| Outreach and programs                    | Providing outreach and programs to give neighborhoods better access to City services                      |
| Neighborhood improvements                | Neighborhood improvements, such as sidewalks and crosswalks   |
| Maint street/sidewalk                    | Maintaining existing streets and sidewalks  |
| Neighborhood sidewalks                   | Building additional neighborhood sidewalks  |
| Sidewalks along major roads              | Building additional sidewalks along major roads   |
| Improvements for bike riders             | Making improvements for bicycle riders  |
| Clean Streets                            | Keeping Bellevue streets clean  |
| System of walkways                       | Connecting people to where they want to go through an adequate and accessible system of walkways          |
| System of bikeways                       | Connecting people to where they want to go through an adequate system of bikeways                         |
| Code violations                          | Responding to citizens' complaints about code violations, like illegal housing additions or junk vehicles |
| Community policing                       | Community policing  |
| Police Assistance                        | Responding to citizen calls for police assistance   |
| Felony Crimes                            | Investigating and solving felony crimes   |
| Misdemeanor crimes                       | Prosecuting misdemeanor and gross misdemeanor crimes committed in Bellevue                                |
| Residential development                  | Managing Bellevue's residential development through planning and zoning                                   |
| Downtown development                     | Managing development in downtown Bellevue through planning and zoning                                     |
| Economic Development                     | Promoting jobs and economic development   |

## KEY FINDINGS—BUDGET PRIORITIES

Since 2010, MaxDiff Scaling was used to determine budget priorities. MaxDiff is a technique to derive importance or preference scores by showing respondents groupings of four (4) elements and asking them to indicate which is the most important and which is the least important city service. The results are preference scores, which add up to 100. In 2014, the wording of each budget priority was changed to make them easier for respondents to understand what services are included in each budget priority area and has remained the same since. See Appendix IV for details on the 2014 wording change.

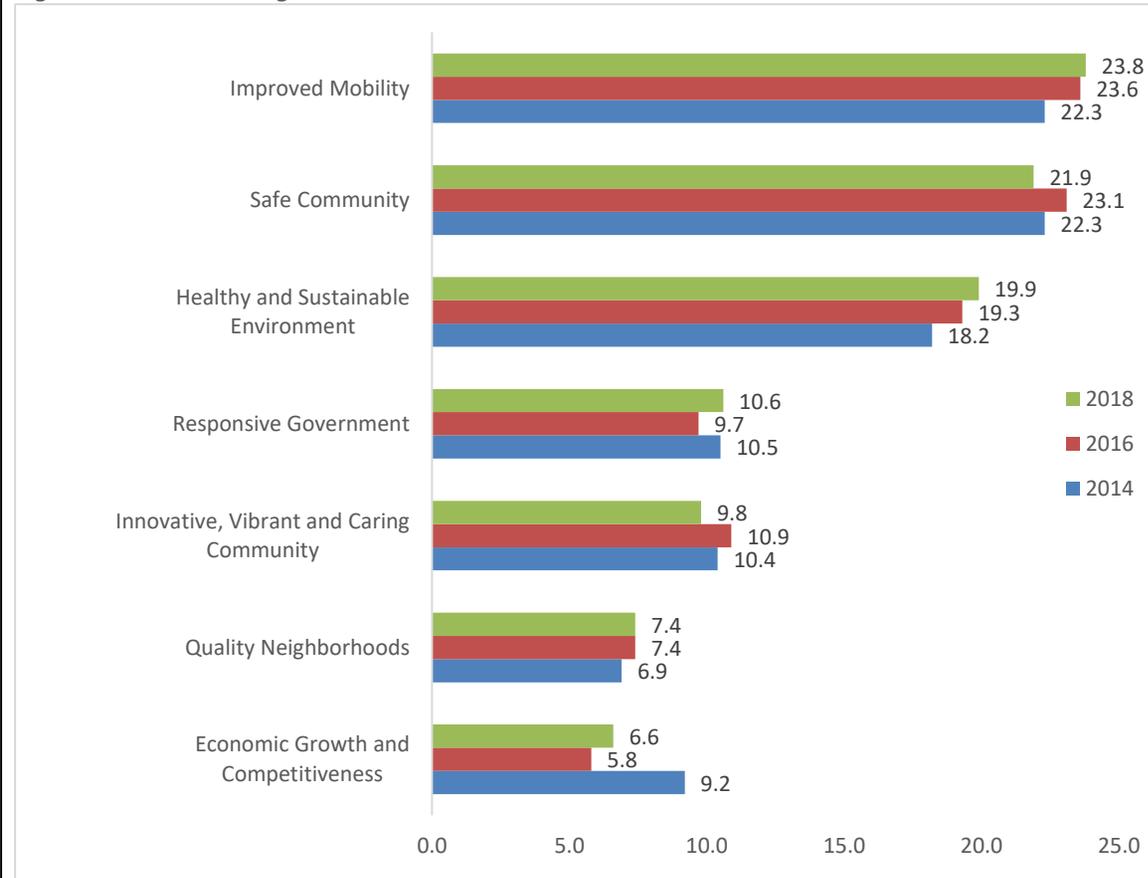
Prioritization of improved mobility has increased every survey cycle from 2014 and continues to be the top overall budget priority.

Safe community still remains high but has decreased when compared to 2016 and is now at 2014 levels.

Healthy and sustainable environment continues to increase in importance over the past several survey cycles.

Although economic growth and competitiveness has increased slightly in 2018, it remains the lowest rated attribute for the second cycle in a row.

Figure 12: Overall Budget Priorities



MaxDiff analysis Base: All respondents (n2014 = 403, n2016=443, n2018=481)

Table 16: Budget Priorities by Neighborhood

|  | Overall<br>(n=481) |               | Bel-Red<br>(n=4)      |               | Bridle Trails<br>(n=25)  |               | Cougar<br>Mountain /<br>Lakemont<br>(n=34) |               | Crossroads<br>(n=39) |               | Downtown<br>(n=76)   |               | Eastgate<br>(n=38)  |               | Factoria<br>(n=6)   |               | Lake Hills<br>(n=49) |               |
|--|--------------------|---------------|-----------------------|---------------|--------------------------|---------------|--|---------------|----------------------|---------------|----------------------|---------------|---------------------|---------------|---------------------|---------------|----------------------|---------------|
|  | Rank               | Rank<br>Score | Rank                  | Rank<br>Score | Rank                     | Rank<br>Score | Rank                                       | Rank<br>Score | Rank                 | Rank<br>Score | Rank                 | Rank<br>Score | Rank                | Rank<br>Score | Rank                | Rank<br>Score | Rank                 | Rank<br>Score |
| Improved Mobility                        | 1                  | 23.8          | 2                     | 18.9          | 1                        | 25.3          | 1  | 28.5          | 3                    | 19.5          | 1                    | 23.0          | 1                   | 26.1          | 2                   | 23.0          | 1                    | 24.7          |
| Safe Community                           | 2                  | 21.9          | 4                     | 16.8          | 2                        | 24.7          | 2  | 21.4          | 1                    | 22.0          | 3                    | 20.4          | 2                   | 20.5          | 1                   | 29.4          | 2                    | 21.8          |
| Healthy and Sustainable Environment      | 3                  | 19.9          | 1                     | 21.4          | 3                        | 18.8          | 3  | 19.6          | 2                    | 22.0          | 2                    | 20.5          | 3                   | 20.4          | 3                   | 19.9          | 3                    | 19.1          |
| Responsive Government                    | 4                  | 10.6          | 5                     | 11.6          | 4                        | 9.4           | 4  | 13.5          | 4                    | 11.9          | 5                    | 9.3           | 5                   | 9.0           | 5                   | 9.6           | 4                    | 11.8          |
| Innovative, Vibrant and Caring Community | 5                  | 9.8           | 3                     | 18.3          | 5                        | 9.4           | 5  | 7.8           | 6                    | 8.6           | 4                    | 10.5          | 4                   | 9.9           | 4                   | 10.6          | 5                    | 9.3           |
| Quality Neighborhoods                    | 6                  | 7.4           | 6                     | 10.3          | 6                        | 7.8           | 6  | 5.8           | 7                    | 5.9           | 7                    | 8.0           | 6                   | 7.7           | 6                   | 7.0           | 6                    | 8.4           |
| Economic Growth and Competitiveness      | 7                  | 6.6           | 7                     | 2.6           | 7                        | 4.5           | 7  | 3.4           | 5                    | 10.1          | 6                    | 8.3           | 7                   | 6.5           | 7                   | 0.4 ↓         | 7                    | 4.9           |
|  | Newport<br>(n=36)  |               | NE Bellevue<br>(n=27) |               | NW<br>Bellevue<br>(n=31) |               | West Lake<br>Sammamish<br>(n=22)           |               | Somerset<br>(n=23)   |               | W Bellevue<br>(n=33) |               | Wilburton<br>(n=18) |               | Woodridge<br>(n=20) |               |                      |               |
|  | Rank               | Rank<br>Score | Rank                  | Rank<br>Score | Rank                     | Rank<br>Score | Rank                                       | Rank<br>Score | Rank                 | Rank<br>Score | Rank                 | Rank<br>Score | Rank                | Rank<br>Score | Rank                | Rank<br>Score |                      |               |
| Improved Mobility                        | 1                  | 24.1          | 1                     | 28.8 ↑        | 2                        | 21.7          | 1  | 23.4          | 2                    | 19.9          | 2                    | 24.1          | 3                   | 19.5          | 1                   | 24.3          |                      |               |
| Safe Community                           | 2                  | 22.1          | 2                     | 18.7          | 1                        | 21.9          | 2  | 23.2          | 1                    | 26.0          | 1                    | 25.2          | 2                   | 20.7          | 2                   | 21.6          |                      |               |
| Healthy and Sustainable Environment      | 3                  | 18.3          | 3                     | 17.3          | 3                        | 19.2          | 3  | 19.2          | 3                    | 19.6          | 3                    | 22.5          | 1                   | 22.4          | 3                   | 18.0          |                      |               |
| Innovative, Vibrant and Caring Community | 4                  | 13.4          | 6                     | 9.5           | 6                        | 8.6           | 5  | 9.8           | 6                    | 8.2           | 4                    | 10.6          | 5                   | 9.8           | 4                   | 13.5          |                      |               |
| Responsive Government                    | 5                  | 10.9          | 7                     | 5.8           | 4                        | 13.8          | 4  | 10.3          | 5                    | 10.1          | 5                    | 9.2           | 4                   | 13.2          | 6                   | 6.6           |                      |               |
| Quality Neighborhoods                    | 6                  | 7.4           | 5                     | 9.9           | 7                        | 5.3           | 6  | 8.5           | 7                    | 6.0           | 6                    | 6.7           | 6                   | 8.9           | 7                   | 5.6           |                      |               |
| Economic Growth and Competitiveness      | 7                  | 3.9           | 4                     | 10.0          | 5                        | 9.4           | 7  | 5.6           | 4                    | 10.2          | 7                    | 1.8 ↓         | 7                   | 5.5           | 5                   | 10.3          |                      |               |

MaxDiff analysis Base: All respondents (n = 481)

## KEY FINDINGS—SPECIAL TOPICS

### TRAFFIC AND CONGESTION

Most opinions on how to handle traffic and congestion remain similar to previous years.

While working with regional agencies to improve transit service remains the most preferred way to manage increased traffic congestion, there is a significant decrease in the percent of residents who “Strongly” agree with this option when compared to 2014 levels.

Agreement with Encouraging People to Choose Alternative Transportation Modes remains the same compared to previous survey waves.

With just over half (57%) agreeing, the idea of creating additional capacity by widening highways receives only modest support and has been increasing slightly year over year since 2014.

Half (49%) of residents agree that the City should widen major city roads. This is similar to previous waves.

Table 17: Preferred Ways to Manage Increased Traffic Congestion

|  | 2014 | 2016 | 2018       |
|--|------|------|------------|
| <b>Work with Regional Agencies to Improve Transit Service</b>      |      |      |            |
| Strongly Agree   | 65%  | 55%  | 51% ↓ 2014 |
| Somewhat Agree   | 25%  | 30%  | 29%        |
| Neither Agree nor Disagree   | 6%   | 9%   | 9% ↑ 2014  |
| Disagree   | 5%   | 6%   | 11%        |
| <b>Encourage People to Choose Alternative Transportation Modes</b> |      |      |            |
| Strongly Agree   | 49%  | 53%  | 47%        |
| Somewhat Agree   | 31%  | 28%  | 28%        |
| Neither Agree nor Disagree   | 9%   | 9%   | 11%        |
| Disagree   | 11%  | 9%   | 14%        |
| <b>Work with the State to Widen Highways</b>                       |      |      |            |
| Strongly Agree   | 33%  | 35%  | 31%        |
| Somewhat Agree   | 27%  | 30%  | 26%        |
| Neither Agree nor Disagree   | 14%  | 14%  | 16%        |
| Disagree   | 26%  | 21%  | 26%        |
| <b>Widen Major City Roads</b>                                      |      |      |            |
| Strongly Agree   | 23%  | 25%  | 21%        |
| Somewhat Agree   | 28%  | 30%  | 28%        |
| Neither Agree nor Disagree   | 17%  | 16%  | 19%        |
| Disagree   | 33%  | 29%  | 33%        |

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

Base: All respondents (n = 481)

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

|  | Overall<br>(n=481) | Bel-Red<br>(n=4)      | Bridle Trails<br>(n=25) | Cougar Mountain<br>/ Lakemont<br>(n=34) | Crossroads<br>(n=39) | Downtown<br>(n=76)   | Eastgate<br>(n=38)  | Factoria<br>(n=6)   | Lake Hills<br>(n=49) |
|--|--------------------|-----------------------|-------------------------|---|----------------------|----------------------|---------------------|---------------------|----------------------|
| <b>Work with Regional Agencies to Improve Transit Services</b> | 80%                | 100%                  | 73%                     | 84%                                     | 92%                  | 75%                  | 73%                 | 69%                 | 85%                  |
| <b>Encourage Alternative Transportation</b>                    | 75%                | 100%                  | 70%                     | 74%                                     | 73%                  | 81%                  | 79%                 | 69%                 | 70%                  |
| <b>Widen Major Roads</b>                                       | 49%                | 45%                   | 40%                     | 56%                                     | 49%                  | 42%                  | 60%                 | 60%                 | 47%                  |
| <b>Work with State to Widen Highways</b>                       | 57%                | 45%                   | 52%                     | 62%                                     | 52%                  | 48%                  | 73%                 | 31%                 | 44%                  |
|  | Newport<br>(n=36)  | NE Bellevue<br>(n=27) | NW Bellevue<br>(n=31)   | West Lake<br>Sammamish<br>(n=22)        | Somerset<br>(n=23)   | W Bellevue<br>(n=33) | Wilburton<br>(n=18) | Woodridge<br>(n=20) |                      |
| <b>Work with Regional Agencies</b>                             | 83%                | 86%                   | 64%                     | 66%                                     | 79%                  | 89%                  | 84%                 | 82%                 |                      |
| <b>Encourage Alternative Transportation</b>                    | 56%                | 75%                   | 85%                     | 52%                                     | 78%                  | 85%                  | 78%                 | 76%                 |                      |
| <b>Widen Major Roads</b>                                       | 46%                | 62%                   | 43%                     | 40%                                     | 47%                  | 53%                  | 46%                 | 55%                 |                      |
| <b>Work with State to Widen Highways</b>                       | 66%                | 73%                   | 76%                     | 60%                                     | 61%                  | 61%                  | 48%                 | 53%                 |                      |

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

Base: All respondents (n = 481)

## ENVIRONMENTAL STEWARDSHIP

Environmental stewardship by managing water, waste management, and open spaces is considered to be a moderately high priority by Bellevue residents—it ranks as number three on budget priorities.

As with past years, nearly all residents agree that having safe drinking water and clean air are important factors for quality of life.

Nine out of ten residents recognize that careful and balanced stewardship of the environment will result in a long-term increase in the quality of life. This is similar to previous years.

Eight out of ten residents also recognize that careful and balanced stewardship of the environment will result in a long-term increase in the economic vitality of Bellevue. Agreement with this has remained steady for the past few survey cycles.

The City has been improving on its facilitation and encouragement of environmentally sustainable practices in the community. Two-thirds of residents are happy with Bellevue’s environmental and sustainable practices.

*Table 19: Support for Environmental Stewardship*

|   | 2012 | 2014 | 2016 | 2018 |
|---|------|------|------|------|
| <b>Having safe drinking water and clean air are important factors for quality of life</b>                           |      |      |      |      |
| Strongly Agree  | 83%  | 86%  | 89%  | 82%  |
| Somewhat Agree  | 8%   | 8%   | 8%   | 11%  |
| Neither Agree nor Disagree  | 2%   | 1%   | 2%   | 1%   |
| Disagree  | 7%   | 5%   | 1%   | 6%   |
| <b>Stewardship of our environment and resources will increase the quality of life</b>                               |      |      |      |      |
| Strongly Agree  | 57%  | 66%  | 66%  | 60%  |
| Somewhat Agree  | 23%  | 23%  | 24%  | 27%  |
| Neither Agree nor Disagree  | 5%   | 5%   | 5%   | 5%   |
| Disagree  | 16%  | 6%   | 5%   | 8%   |
| <b>Stewardship of our environment and resources will increase the economic vitality</b>                             |      |      |      |      |
| Strongly Agree  | 41%  | 54%  | 54%  | 50%  |
| Somewhat Agree  | 37%  | 26%  | 31%  | 31%  |
| Somewhat Agree  | 9%   | 10%  | 11%  | 11%  |
| Neither Agree nor Disagree  | 14%  | 10%  | 5%   | 8%   |
| Disagree  |      |      |      |      |
| <b>I am happy with how much the City is doing to facilitate and encourage environmentally sustainable practices</b> |      |      |      |      |
| Strongly Agree  | 25%  | 28%  | 27%  | 25%  |
| Somewhat Agree  | 44%  | 46%  | 45%  | 43%  |
| Neither Agree nor Disagree  | 15%  | 18%  | 18%  | 20%  |
| Disagree  | 16%  | 8%   | 11%  | 13%  |

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

*Base: All respondents (n = 443)*

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

|   | Overall<br>(n=481) | Bel-Red<br>(n=4)      | Bridle Trails<br>(n=25) | Cougar Mountain<br>/ Lakemont<br>(n=34) | Crossroads<br>(n=39) | Downtown<br>(n=76)   | Eastgate<br>(n=38)  | Factoria<br>(n=6)   | Lake Hills<br>(n=49) |
|---|--------------------|-----------------------|-------------------------|---|----------------------|----------------------|---------------------|---------------------|----------------------|
| Safe Water and Clean Air                    | 93%                | 100%                  | 89%                     | 100%                                    | 87%                  | 89%                  | 98%                 | 81%                 | 94%                  |
| Stewardship Increases Quality of Life       | 87%                | 100%                  | 89%                     | 81%                                     | 82%                  | 81%                  | 90%                 | 69%                 | 93%                  |
| Stewardship Increases Economic Vitality     | 81%                | 100%                  | 83%                     | 89%                                     | 79%                  | 75%                  | 84%                 | 69%                 | 83%                  |
| Happy with the City's Sustainable Practices | 68%                | 86%                   | 63%                     | 74%                                     | 69%                  | 61%                  | 69%                 | 69%                 | 67%                  |
|   | Newport<br>(n=36)  | NE Bellevue<br>(n=27) | NW Bellevue<br>(n=31)   | West Lake<br>Sammamish<br>(n=22)        | Somerset<br>(n=23)   | W Bellevue<br>(n=33) | Wilburton<br>(n=18) | Woodridge<br>(n=20) |                      |
| Safe Water and Clean Air                    | 93%                | 92%                   | 98%                     | 98%                                     | 92%                  | 95%                  | 93%                 | 93%                 |                      |
| Stewardship Increases Quality of Life       | 91%                | 89%                   | 85%                     | 95%                                     | 91%                  | 94%                  | 93%                 | 85%                 |                      |
| Stewardship Increases Economic Vitality     | 80%                | 84%                   | 78%                     | 83%                                     | 94%                  | 81%                  | 77%                 | 84%                 |                      |
| Happy with the City's Sustainable Practices | 74%                | 86%                   | 61%                     | 66%                                     | 63%                  | 69%                  | 61%                 | 67%                 |                      |

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

Base: All respondents (n = 481)

## APPENDIX I—ADDRESS BASED SAMPLING

In the past, a random-digit dialing (RDD) telephone survey was used. Strict quotas were used to ensure that representation of men and women, different age groups, and residents of multi-family versus single-family dwelling types was 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 46 percent of all households in King County no longer have a landline telephone and rely strictly on a cell phone or other mobile device to make and receive calls. An additional 17 percent of households have both landline and cell phone numbers but rely primarily on their cell phones.<sup>1</sup>

Some studies address the problem of cell phone sampling by including an RDD or area code-targeted cell phone sample. In the case of Bellevue, this type of sample 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. As described earlier in the report, this study used address-based sampling. The table below shows the results.

Table 21: Distribution of Landline versus Cell Phone Households

|                             | Unweighted |            |     |              | Weighted<br><i>(displays impact weights had on phone type)</i> |            |     |              | Population Estimate<br>(King County) <sup>3</sup> |
|-----------------------------|------------|------------|-----|--------------|--|------------|-----|--------------|---|
|                             | Landline   | Cell Phone | Web | Total Sample | Landline   | Cell Phone | Web | Total Sample |   |
| Only have a cell phone      | 3%         | 45%        | 62% | 50%          | 3%   | 46%        | 68% | 53%          | 46%   |
| Primarily use a cell phone  | 14%        | 27%        | 22% | 21%          | 16%  | 29%        | 19% | 21%          | 17%   |
| Use landline and cell phone | 45%        | 25%        | 9%  | 17%          | 41%  | 21%        | 7%  | 15%          | 21%   |
| Primarily use a landline    | 32%        | 3%         | 7%  | 10%          | 32%  | 4%         | 5%  | 9%           | 10%   |
| Only have a landline        | 6%         | 0%         | 1%  | 1%           | 7%   | 0%         | 0%  | 1%           | 5%  |

<sup>1</sup> National Health Statistics Reports December 18, 2013, “% Distribution of Household Telephone Status for Adults Aged 18 and Over,” <http://www.cdc.gov/nchs/data/nhsr/nhsr070.pdf>

Additionally, as the table below indicates, residents without landline numbers (those invited to take the survey online) are demographically different from those contacted via telephone. As would be expected, web respondents are more likely to be male, younger, and newer residents—demographics that are more difficult to contact with traditional telephone dialing. For a full break-out of demographics surveyed versus the population of Bellevue, see Appendix II.

Table 22: Distribution of Landline versus Cell Phone Households- Unweighted

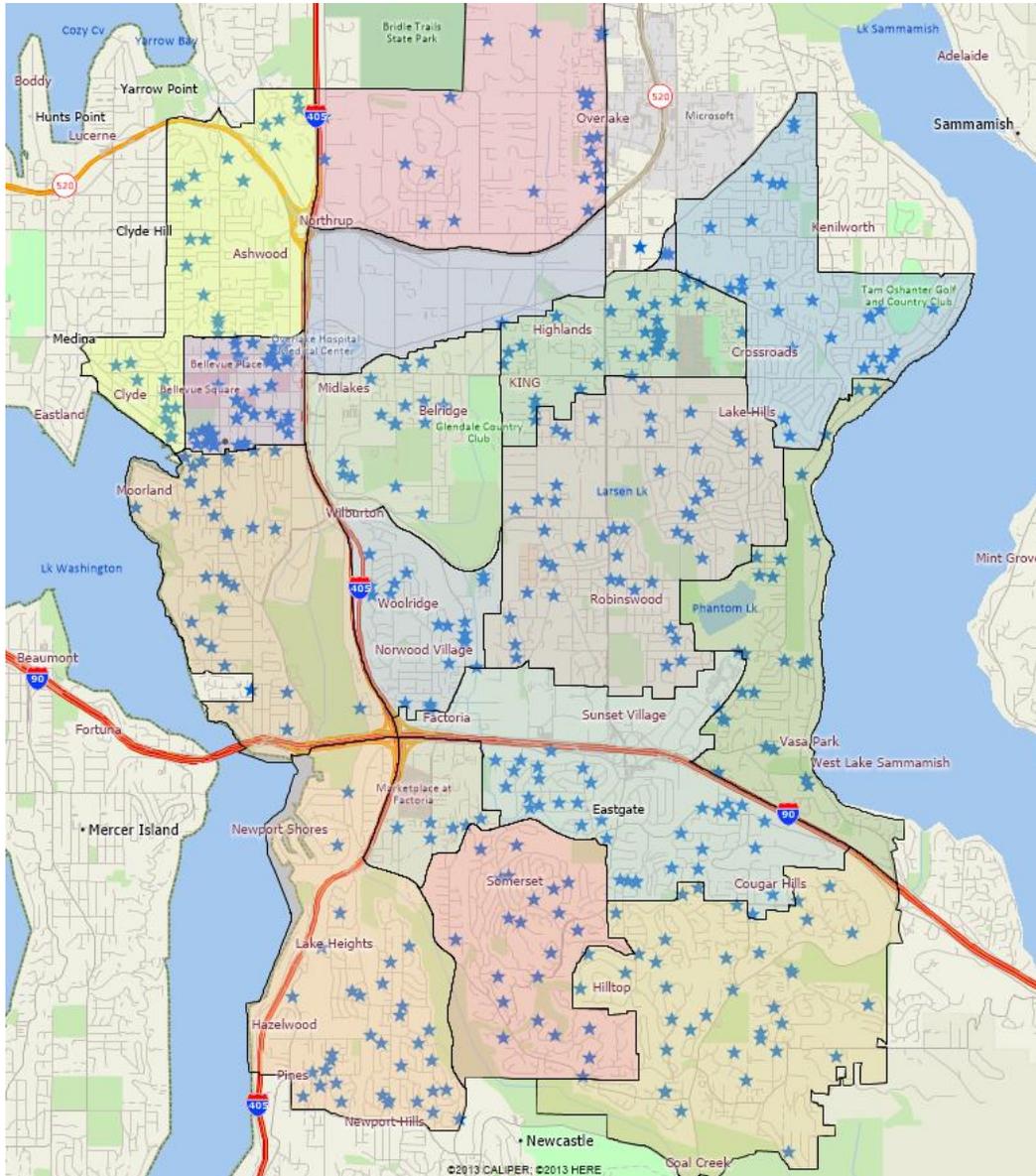
|               | Gender   |            |     | Household Type       |          |            | Age |                 |          | Length of Residence |     |                         |          |            |     |
|---------------|----------|------------|-----|----------------------|----------|------------|-----|-----------------|----------|---------------------|-----|-------------------------|----------|------------|-----|
|               | Landline | Cell Phone | Web |                      | Landline | Cell Phone | Web |                 | Landline | Cell Phone          | Web |                         | Landline | Cell Phone | Web |
| <b>Male</b>   | 42%      | 54%        | 57% | <b>Single Family</b> | 82%      | 79%        | 48% | <b>18 to 34</b> | 1%       | 17%                 | 23% | <b>0-3 years</b>        | 1%       | 14%        | 39% |
| <b>Female</b> | 58%      | 46%        | 43% | <b>Multi-Family</b>  | 18%      | 21%        | 52% | <b>35 to 54</b> | 39%      | 66%                 | 60% | <b>4-9 years</b>        | 7%       | 18%        | 21% |
|               |          |            |     |                      |          |            |     | <b>55+</b>      | 59%      | 17%                 | 17% | <b>10 years or more</b> | 92%      | 67%        | 40% |

The passage below from Centris Marketing Intelligence sums up a few of the key advantages of using address-based sampling.

*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.<sup>2</sup>*

<sup>2</sup> White Paper, Address Based Sampling, Centris Marketing Intelligence, December 2008.

Map 4: Location of Respondents



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## APPENDIX II—WEIGHTING

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

Table 23: Weighting—Unweighted and Weighted Data Compared to Bellevue Population

|                                | 2012 Budget Survey<br>(unweighted) | 2014 Budget Survey<br>(unweighted) | 2016 Budget Survey<br>(unweighted) | 2018 Budget Survey<br>(unweighted) | Bellevue<br>Population* | 2018 Budget Survey<br>(weighted) |
|--------------------------------|------------------------------------|------------------------------------|------------------------------------|------------------------------------|-------------------------|----------------------------------|
| <b>Gender</b>                  |                                    |                                    |                                    |                                    |                         |                                  |
| Male                           | 60%                                | 51%                                | 54%                                | 54%                                | 50%                     | 50%                              |
| Female                         | 40%                                | 49%                                | 46%                                | 46%                                | 50%                     | 50%                              |
| <b>Age**</b>                   |                                    |                                    |                                    |                                    |                         |                                  |
| 18–34                          | 20%                                | 9%                                 | 21%                                | 19%                                | 28%                     | 28%                              |
| 35–54                          | 41%                                | 44%                                | 38%                                | 41%                                | 38%                     | 38%                              |
| 55 Plus                        | 39%                                | 47%                                | 41%                                | 40%                                | 34%                     | 34%                              |
| <b>Household Size</b>          |                                    |                                    |                                    |                                    |                         |                                  |
| Single Adult                   | 34%                                | 24%                                | 23%                                | 49%                                | 26%                     | 51%                              |
| Two+ Adults                    | 66%                                | 76%                                | 77%                                | 51%                                | 74%                     | 49%                              |
| <b>Children in Household</b>   |                                    |                                    |                                    |                                    |                         |                                  |
| None                           | 70%                                | 67%                                | 69%                                | 69%                                | 69%                     | 69%                              |
| One or More                    | 30%                                | 33%                                | 31%                                | 31%                                | 31%                     | 31%                              |
| <b>Dwelling Type</b>           |                                    |                                    |                                    |                                    |                         |                                  |
| Single-Family                  | 52%                                | 71%                                | 55%                                | 58%                                | 51%                     | 49%                              |
| Multi-Family                   | 48%                                | 29%                                | 45%                                | 42%                                | 49%                     | 51%                              |
| <b>Income</b>                  |                                    |                                    |                                    |                                    |                         |                                  |
| Less than \$35,000             | 8%                                 | 6%                                 | 6%                                 | 6%                                 | 16%                     | 6%                               |
| \$35,000–\$75,000              | 27%                                | 20%                                | 16%                                | 17%                                | 21%                     | 18%                              |
| \$75,000–\$150,000             | 40%                                | 41%                                | 42%                                | 36%                                | 32%                     | 37%                              |
| \$150,000+                     | 25%                                | 34%                                | 36%                                | 41%                                | 30%                     | 39%                              |
| <b>Race/Ethnicity</b>          |                                    |                                    |                                    |                                    |                         |                                  |
| White                          | 78%                                | 81%                                | 68%                                | 67%                                | 61%                     | 68%                              |
| Asian                          | 20%                                | 18%                                | 23%                                | 21%                                | 36%                     | 21%                              |
| African American               | 2%                                 | 1%                                 | 2%                                 | 3%                                 | 4%                      | 3%                               |
| Other                          | 6%                                 | 4%                                 | 5%                                 | 4%                                 | 4%                      | 3%                               |
| % Hispanic                     | 2%                                 | 4%                                 | 2%                                 | 5%                                 | 7%                      | 4%                               |
| <b>Years Lived in Bellevue</b> |                                    |                                    |                                    |                                    |                         |                                  |
| 0–3                            | 23%                                | 18%                                | 24%                                | 29%                                |                         | 31%                              |
| 4–9                            | 17%                                | 17%                                | 21%                                | 18%                                | n.a.                    | 19%                              |
| 10 or More                     | 60%                                | 64%                                | 55%                                | 52%                                |                         | 50%                              |
| Mean                           | 17.0                               | 17.9 yrs.                          | 15.5 yrs.                          | 15.6 yrs.                          |                         | 14.6 yrs.                        |

\*Source for population figures: All data are 2016 American Community Survey 5-Year Estimates.

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

## APPENDIX III—UNWEIGHTED AND WEIGHTED BASE SIZES

Unless otherwise noted, all reported statistics are based on weighted base sizes. For reference, the table below provides both weighted and unweighted base sizes for each subgroup of respondents shown in this report.

| Weighted versus Unweighted Base Sizes |  |
|---------------------------------------|--|
| All Respondents                       | By Neighborhood                              |
| 2010 (n = 745)                        | Bel-Red (n = 4, nw = 5)                      |
| 2012 (n = 462)                        | Bridle Trails (n = 25, nw = 26)              |
| 2014 (n = 403)                        | Cougar Mountain / Lakemont (n = 34, nw = 35) |
| 2016 (n = 443)                        | Crossroads (n = 39, nw = 36)                 |
| 2018 (n = 481)                        | Downtown (n = 76, nw = 84)                   |
| <b>Groups of Respondents</b>          | Eastgate (n = 38, nw = 32)                   |
| <b>Group 1</b>                        | Factoria (n = 6, nw = 5)                     |
| 2010 (n1 = 355, n1 weighted = 365)    | Lake Hills (n = 49, nw = 53)                 |
| 2012 (n1 = 263, n1 weighted = 263)    | Newport (n = 36, nw = 39)                    |
| 2014 (n1 = 202, n1 weighted = 199)    | N.E Bellevue (n = 27, nw = 27)               |
| 2016 (n1 = 222, n1 weighted = 222)    | N.W. Bellevue (n = 31, nw = 32)              |
| 2018 (n1 = 248, n1 weighted = 240)    | West Lake Sammamish (n = 22, nw = 19)        |
| <b>Group 2</b>                        | Somerset (n = 23, nw = 19)                   |
| 2010 (n2 = 364, n2 weighted = 366)    | W. Bellevue (n = 33, nw = 33)                |
| 2012 (n2 = 199, n2 weighted = 199)    | Wilburton (n = 18, nw = 15)                  |
| 2014 (n2 = 201, n2 weighted = 204)    | Woodridge (n = 20, nw = 20)                  |
| 2016 (n2 = 221, n2 weighted = 221)    |  |
| 2018 (n2 = 233, n2 weighted = 241)    |  |

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## APPENDIX IV—MAXDIFF/BUDGET PRIORITIES COMPARISON

Beginning in 2014, MaxDiff scaling was used to determine budget priorities. MaxDiff is a technique to derive importance or preference scores by showing respondents groupings of four (4) elements and asking them to indicate which is the most important and which is the least important city service. The results are preference scores, which add up to 100. The wording of each budget priority was changed to make them easier for respondents to understand which services are included in each budget priority area.

| Wording Beginning in 2014                                    | Wording Prior to 2014                    |
|--|--|
| Maintaining a responsive city government                     | Responsive government                    |
| Managing water, waste management and open spaces             | Healthy and sustainable environment      |
| Maintaining city parks, sports fields and community programs | Innovative, vibrant and caring community |
| Providing quality neighborhood services                      | Quality neighborhoods                    |
| Providing public safety services                             | Safe community                           |
| Improving traffic and transportation services                | Improved mobility                        |
| Attracting businesses to Bellevue                            | Economic growth and competitiveness      |

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## APPENDIX V—RESPONSE RATES

Response rates are calculated using formulas provided by the American Association for Public Opinion Research ([www.aapor.org](http://www.aapor.org)). The formula used takes into consideration the number of phone numbers dialed, the number of eligible contacts reached (18+ live in Bellevue, etc.), and the number of ineligible households dialed (no one over 18, not in Bellevue, etc.).

The AAPOR calculation is generally only used for telephone-based surveys. The reason for this is that precise disposition records can be kept each time a phone number is dialed, specifically for numbers dialed that did not result in a completed survey. With mail or online samples, the specific reasons for non-completion are unknown. While the AAPOR calculation can be applied, it is not as exact.

Table 24: Response Rates by Mode

|                                   | LANDLINE | CELL PHONE | TOTAL PHONE | EMAIL-TO-<br>ONLINE | SNAIL MAIL-<br>TO-ONLINE | GRAND TOTAL |
|-----------------------------------|----------|------------|-------------|---------------------|--------------------------|-------------|
| <b>TOTAL COMPLETED INTERVIEWS</b> | 75       | 76         | 151         | 95                  | 235                      | 481         |
| <b>RESPONSE RATE</b>              | 21.48%   | 8.10%      | 12.76%      | 2.20%               | 6.96%                    | 5.10%       |
| <b>CONTACT RATE</b>               | 52.84%   | 26.36%     | 36.05%      | 84.00%              | 98.03%                   | 66.04%      |
| <b>COOPERATION RATE</b>           | 46.11%   | 34.05%     | 39.65%      | 2.62%               | 7.10%                    | 7.80%       |

Contact rate is the proportion of all cases in which some responsible member of the housing unit was reached for the survey. Cooperation rate is the proportion of all cases interviewed of all eligible units contacted. Response rates are the number of completed interviews with reporting units divided by the number of eligible reporting units in the sample.

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## APPENDIX VI—QUESTIONNAIRE

**CITY OF BELLEVUE, WA 2018 BUDGET SURVEY**  
**NWRG Project Number BEL\_1750318\_2018\_BUDGET**

**01/17/2018**

**INSTRUMENT CONVENTIONS:**

*DENOTES PROGRAMMING INSRUCTIONS*

• **DENOTES INTERVIEWER INSTRUCTIONS**

- Text in ALLCAPS is not read to respondents
- Text in [ALLCAPS SURROUNDED BY BRACKETS] are interviewer and CATI programming instructions, not read to respondents
- Text in [ALLCAPS SURROUNDED BY BRACKETS BOLD TYPE] are interviewer and CATI programming instructions, not read to respondents
- Question marks (?) and 'X' or 'x' indicate information needed or to be determined in conjunction with the client
- (Response options in parenthesis) are read to respondents as necessary
- For web – do not show don't know / prefer not to answer response options unless respondent attempts to skip question
- For web – changes response options that are all in CAPS to Sentence case (Capitalize first letter of word / phrase only)
- For web rating scales display grid as illustrated below:

|  | Much Worse<br>Than Other<br>Communities |                       |                       |                       |                       |                       |                       |                       |                       |                       | Much Worse<br>Than Other<br>Communities |
|--|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|---|
|  | 0                                       | 1                     | 2                     | 3                     | 4                     | 5                     | 6                     | 7                     | 8                     | 9                     | 10                                      |
| Easy to get around<br>by car                                   | <input type="radio"/>                   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>                   |
| Public<br>transportation<br>available to where<br>I need to go | <input type="radio"/>                   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>                   |

**SAMPLE PLAN**

| Sample Size                          | n=400                    |                  |              |             |
|--------------------------------------|--------------------------|------------------|--------------|-------------|
|                                      |                          | 2018 Sample Plan |              |             |
|                                      | % of Bellevue Population | Minimum n        | Maximum n    | % of Sample |
| Males 18+                            | 50%                      | 180              |              | 45%         |
| Females 18+                          | 50%                      |                  | 220          | 55%         |
| Males 18 - 34                        | 17%                      | 48               |              | 12%         |
| Males 35 – 54                        | 19%                      |                  |              |             |
| Males 55+                            | 15%                      |                  | 80           | 20%         |
| Females 18 – 34                      | 14%                      | 40               |              | 10%         |
| Females 35 - 54                      | 18%                      |                  |              |             |
| Females 55+                          | 18%                      |                  | 92           | 23%         |
| Single Family                        | 50%                      |                  | 220          | 55%         |
| Multi-Family                         | 50%                      | 180              |              | 45%         |
| White Alone<br><i>(not Hispanic)</i> | 55%                      | Monitor Only     |              |             |
| Not White Alone                      | 45%                      |                  | Monitor Only |             |

**SCREENING QUESTIONS**  
**[BASE: ALL]**  
**[NEW SECTION FOR TIMING]**

INTROTEL Hello. This is \_\_\_\_\_ with Northwest Research Group, calling on behalf of the City of Bellevue. We are conducting a survey to help the City build its budget for 2019 to 2020 and would like to include the opinions of your household.

The information will be used to help Bellevue plan for the future and improve City services to the community. Let me assure you that this is not a sales call. This study is being conducted for research purposes only, and everything you say will be kept strictly confidential. This call may be monitored and/or recorded for quality control purposes.

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

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

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

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

The information will be used to help Bellevue plan for the future and improve City services to the community. This study is being conducted for research purposes only, and everything you say will be kept strictly confidential. This call may be monitored and/or recorded for quality control purposes.

PRESCR Do you live within the Bellevue city limits?

1 YES

2 NO **[SKIP TO THANK1]**

998 DON'T KNOW **[WEB: DO NOT DISPLAY UNLESS THEY TRY TO SKIP] [SKIP TO THANKDK]**

999 REFUSED **[WEB: DO NOT DISPLAY UNLESS THEY TRY TO SKIP] [SKIP TO THANKDK]**

SCR1 Are you an adult head of your household and 18 years of age or older?

1 YES

2 NO **[ASK TO SPEAK TO AN ADULT 18 OR OLDER.]**

998 DON'T KNOW **[WEB: DO NOT DISPLAY UNLESS THEY TRY TO SKIP] [SKIP TO THANKDK]**

999 REFUSED **[WEB: DO NOT DISPLAY UNLESS THEY TRY TO SKIP] [SKIP TO THANKDK]**

SCR2 How many years have you lived in Bellevue?

**[ALLOW FRACTIONAL ANSWERS]**

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

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

\_\_\_\_ ENTER NUMBER OF YEARS LIVED IN BELLEVUE

998 DON'T KNOW **[WEB: DO NOT DISPLAY UNLESS THEY TRY TO SKIP]**

999 REFUSED **[WEB: DO NOT DISPLAY UNLESS THEY TRY TO SKIP]**

SCR3 Do you own or rent your residence?

1 OWN

2 RENT

3 OTHER (SPECIFY)

998 DON'T KNOW **[WEB: DO NOT DISPLAY UNLESS THEY TRY TO SKIP]**

999 REFUSED **[WEB: DO NOT DISPLAY UNLESS THEY TRY TO SKIP]**

Q2 Do you live in a . . .

**[READ LIST AND SELECT ONE ANSWER]**

01 Single-family detached house (AS NEEDED: A house detached from any other house)

02 Single-family attached house (AS NEEDED: A house attached to one or more houses)

05 Apartment or Condominium with Two to Four Units

06 Apartment or Condominium with Five or More Units

07 Mobile home

95 OTHER [SPECIFY]

998 DON'T KNOW **[WEB: DO NOT DISPLAY UNLESS THEY TRY TO SKIP]**

999 REFUSED **[WEB: DO NOT DISPLAY UNLESS THEY TRY TO SKIP]**

**PROGRAMMER: CREATE VARIABLE, "DWELLING\_TYPE" MONITOR FOR DISTRIBUTION IN PORTAL**

**VALUE LABELS FOR DWELLING\_TYPE (LOGIC IN PARENTHESIS)**

**01 MULTI-FAMILY (Q2 = 02, 05, 06)**

**02 SINGLE FAMILY (Q2 = 01, 07)**

**99 OTHER/NONE (Q2= 95, 998, 999)**

AGE What is your age.

**[INTERVIEWER NOTE: ENTER "99" IF AGE IS 100+]**

- \_\_\_ ENTER AGE [RANGE 18:99] **[IF UNDER 18 TERMINATE – THANK2]**
- 998 DON'T KNOW **[WEB: DO NOT DISPLAY UNLESS THEY TRY TO SKIP]**
- 999 REFUSED **[WEB: DO NOT DISPLAY UNLESS THEY TRY TO SKIP]**

**ASK AGE\_CAT IF AGE = 998 OR 999**

AGE\_CAT Which of the following categories does your age fall into?

**[READ OPTIONS]**

- 1 18-24
- 2 25-34
- 3 35-44
- 4 45-54
- 5 55-64
- 6 65 or older
- 7 **[unread]** Under 18
- 998 DON'T KNOW **[WEB: DO NOT DISPLAY UNLESS THEY TRY TO SKIP]**
- 999 REFUSED **[WEB: DO NOT DISPLAY UNLESS THEY TRY TO SKIP]**

**TERMINATE IF RESPONDENT IS LESS THAN 18 (INDICATED IN AGE OR AGE\_CAT)**

**PROGRAMMER: CREATE VARIABLE, "AGE\_QUOTA" MONITOR FOR DISTRIBUTION IN PORTAL**

**VALUE LABELS FOR AGE (LOGIC IN PARENTHESIS)**

- 01 18 TO 34 [((AGE GE 18) AND (AGE LE 34)) OR (AGE\_CAT = 01, 02)]**
- 02 35 TO 54 [((AGE GE 35) AND (AGE LE 54)) OR (AGE\_CAT = 03, 04)]**
- 03 55 PLUS [((AGE GE 55) AND (AGE LE 98)) OR (AGE\_CAT = 05, 06)]**
- 99 UNKNOWN [AGE\_CAT = 998, 999]**

- GENDER Do you identify as . . .
- 1 MALE
  - 2 FEMALE
  - 3 OTHER
  - 998 DON'T KNOW [WEB: DO NOT DISPLAY UNLESS THEY TRY TO SKIP]
  - 999 REFUSED [WEB: DO NOT DISPLAY UNLESS THEY TRY TO SKIP]

**GENERAL FEELINGS TOWARD CITY AND NEIGHBORHOOD / COMMUNITY NEEDS**  
**[BASE: ALL]**  
**[NEW SECTION FOR TIMING]**

- Q1A How do you rate the overall quality of life in Bellevue? Would you say it is...
- 1 Very poor
  - 2 Poor,
  - 3 Neither good nor poor,
  - 4 Good
  - 5 Excellent
  - 998 DON'T KNOW [WEB: DO NOT DISPLAY UNLESS THEY TRY TO SKIP]
  - 999 REFUSED [WEB: DO NOT DISPLAY UNLESS THEY TRY TO SKIP]

- Q1A\_1 What, if anything, is the biggest problem **FACING BELLEVUE** that you feel the City should do something about over the next two years?
- [OPEN-END]**  
**[PROBE TO CLARIFY]**

- Q1B How do you rate the quality of life in your own neighborhood? Would you say it is...
- 1 Very poor
  - 2 Poor,
  - 3 Neither good nor poor,
  - 4 Good,
  - 5 Excellent
  - 998 DON'T KNOW [WEB: DO NOT DISPLAY UNLESS THEY TRY TO SKIP]
  - 999 REFUSED [WEB: DO NOT DISPLAY UNLESS THEY TRY TO SKIP]

Q5INT Do you “strongly agree”, “somewhat agree”, “neither agree nor disagree”, “somewhat disagree”, or “strongly disagree” with the following statements.

- 1 Strongly disagree
- 2 Somewhat disagree
- 3 Neither agree nor disagree
- 4 Somewhat agree
- 5 Strongly agree
- 998 DON'T KNOW [WEB: DO NOT DISPLAY UNLESS THEY TRY TO SKIP]
- 999 REFUSED [WEB: DO NOT DISPLAY UNLESS THEY TRY TO SKIP]

**RANDOMIZE Q5 THROUGH Q6**

- Q5 Careful and balanced stewardship of our natural environment and natural resources will result in a long-term increase in the quality of life in Bellevue.
- Q5a Careful and balanced stewardship of our natural environment and natural resources will result in a long-term increase in the economic vitality of Bellevue.
- Q5b I am happy with how much the City is doing to facilitate and encourage environmentally sustainable practices in the community.
- Q6 Having safe drinking water and clean air are important factors in the quality of life in Bellevue.
  - 1 Strongly disagree
  - 2 Somewhat disagree
  - 3 Neither agree nor disagree
  - 4 Somewhat agree
  - 5 Strongly agree
  - 998 DON'T KNOW [WEB: DO NOT DISPLAY UNLESS THEY TRY TO SKIP]
  - 999 REFUSED [WEB: DO NOT DISPLAY UNLESS THEY TRY TO SKIP]

**PRIORITIES FOR CITY SERVICES**  
**[BASE: ALL]**  
**[NEW SECTION FOR TIMING]**

**RANDOMLY SPLIT SAMPLE SPLIT INTO TWO GROUPS. EACH GROUP WILL BE ASKED A SUBSET OF QUESTIONS AS NOTED**  
**GROUP 1 WILL BE ASKED BLOCKS 01, 02, 03, AND 04**  
**GROUP 2 WILL BE ASKED BLOCKS 05, 06, 07, AND 08**  
**RANDOMIZE THE ORDER THE BLOCKS ARE SHOWN**

INTA

**PHONE SHOW:**

I am going to read you a list of services and facilities provided by the city and I would like you to rate the **Importance** of each of these services.

Please tell me how **important** it is that the City provide each of these services and facilities. Please use a 1 to 7 scale, with 1 meaning “not at all important,” and 7 meaning “extremely important.”

As you think about each item, please consider that the City must set priorities and make tradeoffs for use of limited funds.

**[IF RESPONDENT SAYS “IT DEPENDS”, RESPOND WITH: “Thinking about [this item] in general, how important is it to you?”]**

**WEB SHOW:**

For this section you will be shown a list of services and facilities provided by the City. Please read each one and indicate the **Importance** of each of these services.

Please indicate how **important** it is that the City provide each of these services and facilities. Please use a 1 to 7 scale, with 1 meaning “not at all important,” and 7 meaning “extremely important.”

As you think about each item, please consider that the City must set priorities and make tradeoffs for use of limited funds.

**BLOCK 1 – ASKED OF GROUP 1, RANDOMIZE ORDER OF QUESTIONS**

- IMP\_1 Providing recreation programs and facilities for individuals to lead healthy and active lifestyles [AS NEEDED: “Such as ball fields, trails, swimming, etc.”]
- IMP\_2 Ensuring clean and well-maintained parks and park facilities
- IMP\_3 Enhancing its system of parks as the community grows
- IMP\_4 Preserving open spaces and natural areas
- IMP\_5 Protecting the quality of water in Bellevue’s lakes and streams  
[AS NEEDED: within parks and between major destinations.]
- IMP\_6 Expanding the system of recreational trails

**BLOCK 2 – ASKED OF GROUP 1, RANDOMIZE ORDER OF QUESTIONS**

- IMP\_7 Reducing traffic accidents through enforcing traffic laws.
- IMP\_8 Building or widening City streets and roads to help ease traffic congestion
- IMP\_9 Reducing traffic problems in residential neighborhoods
- IMP\_10 Reducing traffic problems in downtown Bellevue
- IMP\_11 Maintaining street lights and traffic signals.
- IMP\_12 Providing police traffic enforcement in residential neighborhoods

**BLOCK 3 – ASKED OF GROUP 1, RANDOMIZE ORDER OF QUESTIONS**

- IMP\_13 Preventing fires through public education and safety inspections
- IMP\_14 Responding to fires
- IMP\_15 Providing emergency medical services such as Medic One
- IMP\_16 Preparing for natural disasters, such as earthquakes and major storms

**BLOCK 4 – ASKED OF GROUP 1, RANDOMIZE ORDER OF QUESTIONS**

- IMP\_17 Promoting affordable housing for City residents
- IMP\_18 Making it easy to get information about City services and programs

**BLOCK 5 – ASKED OF GROUP 2, RANDOMIZE ORDER OF QUESTIONS**

- IMP\_19 Providing recreation programs for youth, seniors, and residents with special needs  
[AS NEEDED: “Such as the disabled”]
- IMP\_20 Sponsoring community festivals and events
- IMP\_21 Providing support services for residents in need  
[AS NEEDED: “Such as crisis hot lines, local food banks, and help to victims of domestic violence.”]
- IMP\_22 Supporting the arts
- IMP\_23 Providing outreach and programs to give neighborhoods better access to City services  
[AS NEEDED: An example would be the mini-City Hall at Crossroads.]

**BLOCK 6 – ASKED OF GROUP 2, RANDOMIZE ORDER OF QUESTIONS**

- IMP\_24 Neighborhood improvements, such as sidewalks and crosswalks
- IMP\_25 Maintaining existing streets and sidewalks.
- IMP\_26 Building additional neighborhood sidewalks
- IMP\_27 Building additional sidewalks along major roads
- IMP\_28 Making improvements for bicycle riders
- IMP\_29 Keeping Bellevue streets clean.
- IMP\_30 Connecting people to where they want to go through an adequate and accessible system of walkways.
- IMP\_31 Connecting people to where they want to go through an adequate system of bikeways

**BLOCK 7 – ASKED OF GROUP 2, RANDOMIZE ORDER OF QUESTIONS**

- IMP\_32 Responding to citizens’ complaints about code violations, like illegal housing additions or junk vehicles
- IMP\_33 Community policing  
[AS NEEDED: Bike patrols and neighborhood police officers.]
- IMP\_34 Responding to citizen calls for police assistance
- IMP\_35 Investigating and solving felony crimes  
[AS NEEDED: “The federal government defines a felony as a crime punishable by death or imprisonment in excess of one year Murder, rape, aggravated assault, arson etc.”]
- IMP\_36 Prosecuting misdemeanor and gross misdemeanor crimes committed in Bellevue  
[AS NEEDED: “Such as: thefts of less than \$250 in value, driving under the influence of alcohol or driving with a suspended license, and misdemeanor assaults involving domestic violence”]  
[AS NECESSARY: “The County is responsible for handling prosecution of all felony crimes in King County while prosecution of misdemeanors that occur in cities is handled by cities. Given this, how important is it that the City is prosecuting misdemeanor crimes committed in Bellevue?”]

**BLOCK 8 – ASKED OF GROUP 2, RANDOMIZE ORDER OF QUESTIONS**

- IMP\_37 Managing Bellevue’s residential development through planning and zoning
- IMP\_38 Managing development in downtown Bellevue through planning and zoning
- IMP\_39 Promoting jobs and economic development

**SCALE FOR ABOVE IMPORTANCE QUESTIONS**

- 1 NOT AT ALL IMPORTANT
- 2
- 3
- 4
- 5
- 6
- 7 EXTREMELY IMPORTANT
- 998 DON'T KNOW **[WEB: DO NOT DISPLAY UNLESS THEY TRY TO SKIP]**
- 999 REFUSED **[WEB: DO NOT DISPLAY UNLESS THEY TRY TO SKIP]**

## SATISFACTION WITH CITY SERVICES

[BASE: ALL]

[NEW SECTION FOR TIMING]

INTROB

### PHONE SHOW:

Now, I am going to re-read the same list. This time I would like you to rate your **Satisfaction** with each of these services.

Using a 1 to 7 scale, with 1 meaning “not at all satisfied” and 7 meaning “completely satisfied.”

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

### WEB SHOW:

Now, you will be shown the same list of city services and facilities. This time, please read each one and indicate your **Satisfaction** with each service.

Please indicate how **satisfied** you are with each of the following. Using a 1 to 7 scale, with 1 meaning “not at all satisfied” and 7 meaning “completely satisfied.”

Your answers do not need to be based on personal experience with each item, but may be based on your general perceptions.”

**SAMPLE WILL BE SPLIT INTO TWO GROUPS AND ASKED A SUBSET OF QUESTIONS AS NOTED**

**GROUP 1 WILL BE ASKED BLOCKS 01, 02, 03, AND 04**

**GROUP 2 WILL BE ASKED BLOCKS 05, 06, 07, AND 08**

**RANDOMIZE THE ORDER THE BLOCKS ARE SHOWN**

**BLOCK 1 – ASKED OF GROUP 1, RANDOMIZE ORDER OF QUESTIONS**

- SAT\_1 Providing recreation programs and facilities for individuals to lead healthy and active lifestyles **[AS NEEDED: “Such as ball fields, trails, swimming, etc.”]**
- SAT\_2 Ensuring clean and well-maintained parks and park facilities
- SAT\_3 Enhancing its system of parks as the community grows
- SAT\_4 Preserving open spaces and natural areas
- SAT\_5 Protecting the quality of water in Bellevue’s lakes and streams  
**[AS NEEDED: within parks and between major destinations.]**
- SAT\_6 Expanding the system of recreational trails

**BLOCK 2 – ASKED OF GROUP 1, RANDOMIZE ORDER OF QUESTIONS**

- SAT\_7 Reducing traffic accidents through enforcing traffic laws.
- SAT\_8 Building or widening City streets and roads to help ease traffic congestion
- SAT\_9 Reducing traffic problems in residential neighborhoods
- SAT\_10 Reducing traffic problems in downtown Bellevue
- SAT\_11 Maintaining street lights and traffic signals.
- SAT\_12 Providing police traffic enforcement in residential neighborhoods

**BLOCK 3 – ASKED OF GROUP 1, RANDOMIZE ORDER OF QUESTIONS**

- SAT\_13 Preventing fires through public education and safety inspections
- SAT\_14 Responding to fires
- SAT\_15 Providing emergency medical services such as Medic One
- SAT\_16 Preparing for natural disasters, such as earthquakes and major storms

**BLOCK 4 – ASKED OF GROUP 1, RANDOMIZE ORDER OF QUESTIONS**

- SAT\_17 Promoting affordable housing for City residents
- SAT\_18 Making it easy to get information about City services and programs

**BLOCK 5 – ASKED OF GROUP 2, RANDOMIZE ORDER OF QUESTIONS**

- SAT\_19 Providing recreation programs for youth, seniors, and residents with special needs  
[AS NEEDED: “Such as the disabled”]
- SAT\_20 Sponsoring community festivals and events
- SAT\_21 Providing support services for residents in need  
[AS NEEDED: “Such as crisis hot lines, local food banks, and help to victims of domestic violence.”]
- SAT\_22 Supporting the arts
- SAT\_23 Providing outreach and programs to give neighborhoods better access to City services  
[AS NEEDED: An example would be the mini-City Hall at Crossroads.]

**BLOCK 6 – ASKED OF GROUP 2, RANDOMIZE ORDER OF QUESTIONS**

- SAT\_24 Neighborhood improvements, such as sidewalks and crosswalks
- SAT\_25 Maintaining existing streets and sidewalks.
- SAT\_26 Building additional neighborhood sidewalks
- SAT\_27 Building additional sidewalks along major roads
- SAT\_28 Making improvements for bicycle riders
- SAT\_29 Keeping Bellevue streets clean.
- SAT\_30 Connecting people to where they want to go through an adequate and accessible system of SAT\_.
- SAT\_31 Connecting people to where they want to go through an adequate system of bikeways

**BLOCK 7 – ASKED OF GROUP 2, RANDOMIZE ORDER OF QUESTIONS**

- SAT\_32 Responding to citizens’ complaints about code violations, like illegal housing additions or junk vehicles
- SAT\_33 Community policing  
[AS NEEDED: Bike patrols and neighborhood police officers.]
- SAT\_34 Responding to citizen calls for police assistance
- SAT\_35 Investigating and solving felony crimes  
[AS NEEDED: “The federal government defines a felony as a crime punishable by death or imprisonment in excess of one year Murder, rape, aggravated assault, arson etc.”]
- SAT\_36 Prosecuting misdemeanor and gross misdemeanor crimes committed in Bellevue  
[AS NEEDED: “Such as: thefts of less than \$250 in value, driving under the influence of alcohol or driving with a suspended license, and misdemeanor assaults involving domestic violence”]  
[AS NECESSARY: “The County is responsible for handling prosecution of all felony crimes in King County while prosecution of misdemeanors that occur in cities is handled by cities. Given this, how important is it that the City is prosecuting misdemeanor crimes committed in Bellevue?”]

**BLOCK 8 – ASKED OF GROUP 2, RANDOMIZE ORDER OF QUESTIONS**

- SAT\_37 Managing Bellevue’s residential development through planning and zoning
- SAT\_38 Managing development in downtown Bellevue through planning and zoning
- SAT\_39 Promoting jobs and economic development

**SCALE FOR ABOVE SATISFACTION QUESTIONS**

- 1 NOT AT ALL SATISFIED
- 2
- 3
- 4
- 5
- 6
- 7 COMPLETELY SATISFIED
- 998 DON'T KNOW [WEB: DO NOT DISPLAY UNLESS THEY TRY TO SKIP]
- 999 REFUSED [WEB: DO NOT DISPLAY UNLESS THEY TRY TO SKIP]

**BUDGET PRIORITIES**  
**[BASE: ALL]**  
**[NEW SECTION FOR TIMING]**

**THIS IS THE MAXDIFF PORTION WHICH WILL HAVE THE LINK PASSED BACK/FORTH**

- MAXDIFF Respondents will be shown four elements from the list below and asked to indicate which of these is the most important aspect of service and which is the least important as illustrated below. They will then be shown another four elements and asked the same question. The number of times they will be shown groupings of 4 elements and asked to identify most / least important is dependent on the number of attributes
- BUD1A **Maintaining a Responsive City Government**  
[AS NEEDED: *Maintaining services within the city government such as the City Attorney’s office, legal advice services for the city, city management, and the City Council.*]
- BUD1B **Managing water, waste management and open spaces**  
[AS NEEDED: *Managing clean water, sewer, trash and recycling, open spaces and green areas such as Nature Parks and visitor centers.*]
- BUD1C **Maintaining city parks, sports fields and community programs**  
[AS NEEDED: *Maintaining community programs and services such as city parks; community, art and learning centers; sports fields; and youth centers.*]
- BUD1D **Providing Quality neighborhood services**  
[AS NEEDED: *Such as neighborhood parks, code compliance, mediation and family services.*]
- BUD1E **Providing Public Safety services**  
[AS NEEDED: *Such as police and fire services, ticket enforcement, criminal prosecution, youth programs and the public defender’s office.*]
- BUD1F **Improving traffic and transportation services**  
[AS NEEDED: *Such as road maintenance, traffic signaling, modeling, and planning; connections to public transportation, and the creation and maintenance of bike and pedestrian pathways.*]
- BUDG **Attracting businesses to Bellevue**  
[AS NEEDED: *Developing and attracting businesses to Bellevue through planning, business marketing, and land use..*]

**TABLE BELOW FOR ILLUSTRATIVE PURPOSES ONLY**

| Thinking about where the City of Bellevue should prioritize it’s budget, among the three attributes shown here, which of these is the <b>most</b> and <b>least</b> important? |  |                       |
|---|--|-----------------------|
| Most Important  |  | Least Important       |
| <input type="radio"/>   | Maintaining a Responsive City Government                     | <input type="radio"/> |
| <input type="radio"/>   | Managing water, waste management and open spaces             | <input type="radio"/> |
| <input type="radio"/>   | Maintaining city parks, sports fields and community programs | <input type="radio"/> |

## TRANSPORTATION AROUND BELLEVUE

[BASE: ALL]

[NEW SECTION FOR TIMING]

Q56INT Do you “strongly agree”, “somewhat agree”, “neither agree nor disagree”, “somewhat disagree”, or “strongly disagree” with the following statements.

### RANDOMIZE Q56A TO Q56E

Q56A In order to help people get around in Bellevue, the city should widen major City roads.

Q56B In order to help people get around in Bellevue, the city should work with regional agencies to improve local and regional transit services within and coming into Bellevue.

Q56D In order to help people get around in Bellevue, the city should encourage and make it more attractive for people to choose transportation alternatives.

Q56E In order to help people get around in Bellevue, the city should work with the State Department of Transportation to widen highways.

### SCALE FOR ABOVE IMPORTANCE QUESTIONS

- 1 STRONGLY DISAGREE
- 2 SOMWHAT DISAGREE
- 3 NEITHER AGREE NOR DISAGREE
- 4 SOMEWHAT AGREE
- 5 STRONGLY AGREE
- 998 DON'T KNOW
- 999 REFUSED

## GENERAL SERVICE LEVELS AND SPENDING

[BASE: ALL]

[NEW SECTION FOR TIMING]

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

[PHONE ONLY -READ ALL 4 OPTIONS BEFORE ACCEPTING ANSWER – DO NOT READ THE 5<sup>TH</sup> OPTION]

[PROGRAMMING: ROTATE ORDER DISPLAYED AS EITHER 1,2,3,4 OR 4,3,2,1 – 5 SHOULD ALWAYS BE LAST]

- 1 I am willing to have the City reduce the level of services currently provided if it means my property taxes would be lower
  - 2 I am not willing to pay more taxes than I currently do even if it means the city must reduce services due to increased cost of providing the current levels of services
  - 3 I am willing to pay more in taxes if it is necessary to support the increased costs of providing the current levels of service
  - 4 I am willing to pay more in taxes only if it will result in an increase in the level of services
  - 5 **[DO NOT READ]** NONE OF THE ABOVE IS ACCEPTABLE TO ME
- 998 DON'T KNOW **[WEB: DO NOT DISPLAY UNLESS THEY TRY TO SKIP]**
- 999 REFUSED **[WEB: DO NOT DISPLAY UNLESS THEY TRY TO SKIP]**

**ASK Q58A IF Q58 = 1 OR Q58=2**

Q58a What services or facilities should be decreased?

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

**ASK Q58B IF Q58 = 4**

Q58b What services or facilities should be increased?

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

**ASK Q58C IF Q58 = 5**

Q58c You said that none of the taxation options are acceptable. What would be an acceptable option?

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

**DEMOGRAPHICS**  
**[BASE: ALL]**  
**[NEW SECTION FOR TIMING]**

INTRO\_DEMO The following question are for classification purposed only.

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

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

998 DON'T KNOW **[WEB: DO NOT DISPLAY UNLESS THEY TRY TO SKIP]**

999 REFUSED **[WEB: DO NOT DISPLAY UNLESS THEY TRY TO SKIP]**

RACE Which of the following categories do you consider yourself?

**[READ LIST AND SELECT ALL THAT APPLY]**

- 1 White
- 2 Hispanic, Latino, or Spanish origin
- 3 Black or African American
- 4 Asian
- 5 American Indian or Alaskan Native
- 6 Middle Eastern or North African
- 7 Native Hawaiian or other Pacific Islander

888 **[DO NOT READ]** OTHER (SPECIFY)

998 DON'T KNOW **[WEB: DO NOT DISPLAY UNLESS THEY TRY TO SKIP]**

999 REFUSED **[WEB: DO NOT DISPLAY UNLESS THEY TRY TO SKIP]**

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

**[READ LIST AND STOP WHEN RESPONDENT SAYS YES TO CATEGORY]**

- 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?
- 998 DON'T KNOW **[WEB: DO NOT DISPLAY UNLESS THEY TRY TO SKIP]**
- 999 REFUSED **[WEB: DO NOT DISPLAY UNLESS THEY TRY TO SKIP]**

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

- 1 Only have a cell phone (to make or receive calls)
- 2 Primarily use a cell phone
- 3 Use both a landline or cell phone equally
- 4 Primarily use a landline
- 5 Only have a landline (to make or receive calls)
- 998 DON'T KNOW **[WEB: DO NOT DISPLAY UNLESS THEY TRY TO SKIP]**
- 999 REFUSED **[WEB: DO NOT DISPLAY UNLESS THEY TRY TO SKIP]**

**[NEW SECTION FOR TIMING]**

Q81 Would you be willing to participate in additional research about the City of Bellevue?

**[IF NEEDED: "Such as focus groups around important topics, or responding over the internet to short surveys from time to time."]**

- 1 Yes
- 2 No

**ASK Q81\_A IF Q81 = 01**

Q81\_A Is it best to reach you via phone or email?

- 1 PHONE
- 2 EMAIL

**ASK Q81\_PHONE IF Q81\_A = 01**

Q81\_PHONE May I please get the best number to reach you?

\_\_\_\_\_

**ASK Q81\_WEB IF Q81\_A = 02**

Q81\_WEB What is your email address \_\_\_\_\_ **VERIFY EMAIL**

**THANK YOU**  
**[BASE: ALL]**  
**[NEW SECTION FOR TIMING]**

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

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

THANK2 I'm sorry we are only interviewing those who are 18 years of age or older. Those are all the questions we have. Have a good day/evening.

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

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