



2019 Bellevue Performance Measures

Final Report

DATE SUBMITTED:

July 2019

SUBMITTED TO:

City of Bellevue, WA

Northwest Research Group, LLC

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EXECUTIVE SUMMARY

BACKGROUND AND OBJECTIVES

The City of Bellevue conducts a Performance Survey annually to gauge residents' satisfaction with services. The survey is intended to collect statistically reliable data that represents all Bellevue residents. Findings help city staff and other stakeholders to understand how residents perceive city services and to make service delivery improvements accordingly. This is the 21st Performance Survey conducted by the city. The 2019 survey was conducted February 22 to March 24, 2019, using a mixed-mode address-based methodology and resulted in a total of 533 interviews—282 completed online, 251 by phone. Since 2017, survey outreach and deployment have been conducted in four additional languages: Chinese, Korean, Russian, and Spanish. Throughout the report, trends in key measures are reported and changes that are both significant (that is, are unlikely to have occurred by chance or because of sampling) and meaningful are noted.

KEY METRICS

In 2010, NWRG introduced a proprietary index and benchmarking tool, the 5-Star Rating System, designed to measure quality of governance and vision as a complement to traditional measures of the quality of life and delivery of services in a city. Five powerful measures of performance are used to create the 5-Star Rating. This tool was reviewed and updated in 2019, though the 5 questions used are the same.

Bellevue has returned to its 4-Star City status and receives particularly high ratings for Quality of Life, Quality of Services, and Comparability to Other Communities.

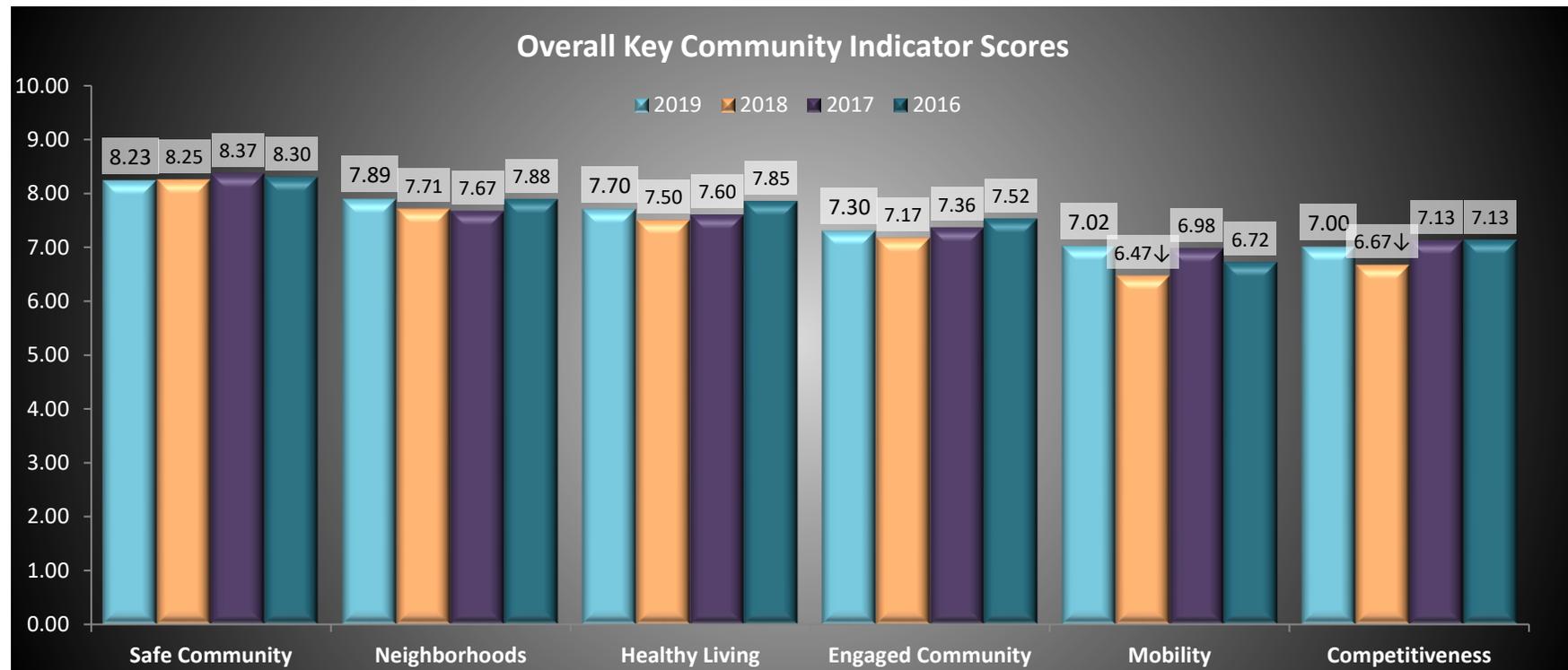
2016 ★★★★★ **2017** ★★★★★ **2018** ★★★★★ **2019** ★★★★★

		2014	2015	2016	2017	2018	2019
Overall Quality of Life	% Exceeds + Greatly Exceeds	95%	98%	95%↓	94%	91%	91%
	% Greatly Exceeds Expectations	40%↓	35%	32%	27%	30%	34%
	% Exceeds Expectations	55%↑	63%	63%	67%	31%	57%
	Mean	8.13	8.12	7.96	7.78	7.71	7.83
		2014	2015	2016	2017	2018	2019
Overall Quality of City Services	% Exceeds + Greatly Exceeds	93%	92%	91%	92%	89%	91%
	% Greatly Exceeds Expectations	38%↓	32%	34%	31%	27%	34%
	% Exceeds Expectations	56%↑	60%	57%	61%	62%	57%
	Mean	7.91	7.79	7.80	7.75	7.52	7.75
		2014	2015	2016	2017	2018	2019
Compared to Other Cities	% Better + Significantly Better	95%	96%	92%	96%	92%	94%
	% Significantly Better than Other Cities	51%	49%	43%	46%	39%	40%
	% Better than Other Cities	44%	47%	49%	50%	53%	54%
	Mean	8.41	8.37	8.10↓	8.23	7.92↓	8.07
		2014	2015	2016	2017	2018	2019
Direction City Is Headed	% Somewhat + Strongly	86%	83%	79%	77%	69%↓	73%
	% Strongly Right Direction	32%	25%	20%↓	20%	18%	21%
	% Somewhat Right Direction	54%	57%	59%	57%	51%	52%
	Mean	7.59↑	7.26↓	6.95↓	7.00	6.51↓	6.72↑
		2014	2015	2016	2017	2018	2019
Value of Services for Tax Dollars	% Somewhat + Strongly	85%	82%	83%	79%	70%↓	76%
	% Strongly Receive Value	27%	23%	22%	21%	16%	23%↑
	% Somewhat Receive Value	58%	58%	61%	58%	55%	53%
	Mean	7.46	7.18	7.14	7.08	6.36↓	7.01

KEY COMMUNITY INDICATORS

The City of Bellevue has identified a total of 27 items as Key Community Indicators (KCI). Respondents were asked the extent to which they agreed or disagreed that each of these indicators described Bellevue. Factor analysis was used to identify the major themes or among the KCIs.

Bellevue continues to be strongest in terms of being safe, having good neighborhoods, and providing options for healthy living. Issues related to mobility and competitiveness continue to remain Bellevue’s lowest scoring areas. Results are similar across the past several years for most dimensions.



↑ and/or ↓ indicates a significant difference from prior year.

OTHER KEY FINDINGS

Overall Quality of Life	Ninety-three percent (93%) of Bellevue residents say that the overall quality of life in Bellevue “exceeds” (58%) or “greatly exceeds” (35%) their expectations.
Bellevue’s Neighborhoods	Nearly all Bellevue residents (94%) feel positive about their neighborhood as a place to live.
Parks and Recreation Programs	Ratings for whether neighborhoods have a sense of community were relatively unchanged over the past several years.
Bellevue Utilities	Use of Bellevue’s parks continues to be high—roughly nine out of ten households have had someone visit a park or park facility in the past 12 months.
Fire Department	Ninety-five percent (95%) of residents are either “Satisfied” (37%) or “Very Satisfied” (57%) with Bellevue’s parks and recreation activities.
Public Safety	Overall satisfaction with Bellevue Utilities dropped between 2016 and 2017 and again in 2018. While there has been a slight increase in satisfaction between 2018 and 2019, scores are still below 2016 levels.
Street/Sidewalk Maintenance	Nearly all residents have confidence in Bellevue’s fire department; seventy-five percent (75%) are “very” confident in the ability of the fire department to respond to emergencies.
Communications	All attributes related to safety scored objectively high. Ninety-five percent (95%) of residents feel safe in their neighborhoods in general. Ninety-nine percent (99%) feel safe in the downtown business area during the day.
Openness of Planning Efforts	Ten percent (10%) of Bellevue residents say that they or someone in their household was the victim of a crime in the last 12 months—the same as previous years. Of those, sixty-two percent (62%) reported the crime to police.
	The majority of Bellevue residents continue to be satisfied with the maintenance of sidewalks and walkways—this area has remained steady over the past 5 years.
	The vast majority of residents agree that the information provided by the City of Bellevue to the public is useful, accurate and credible.
	Overall, residents find that the city is “Somewhat open and accessible regarding its planning efforts”.
	Residents rate planning issues related to parks and community services as the most open and accessible, followed by those efforts related to transportation and land use, in that order.

STUDY BACKGROUND

BACKGROUND AND OBJECTIVES

The City of Bellevue conducts an ongoing Performance Survey to gauge Bellevue residents' satisfaction with services delivered by the city. The research is designed to provide a statistically-valid survey of resident opinion about the community and services delivered by local government. Findings help city staff and other stakeholders to understand how residents perceive city services and to make service delivery improvements accordingly. Results are used by staff, elected officials, and other stakeholders for planning and resource allocation decisions, program improvement, and policy making. This report focuses on the results of the most recent survey, which was conducted from February 22 to March 24, 2019.

QUESTIONNAIRE DESIGN

The questionnaire underwent a thorough review and revision during the 2017 survey cycle and thus only a few minor changes were made to the 2019 Performance Measures questionnaire. The average phone survey time was 23 minutes and included questions regarding:

- Bellevue as a place to live
- The future direction of the city
- Taxes and spending
- Parks and recreation
- Utilities
- Neighborhood problems
- Public safety
- Contact with city employees/police/firefighters
- City services
- Demographics

METHODOLOGY

The methodology used in this year's survey was the same as used in 2018 and similar to the approach used beginning in 2011. Beginning in 2017, the address-based sampling (ABS) methodology was enhanced with the introduction of e-mail addresses to increase response rates and reduce survey costs.

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, e-mail addresses were appended where possible.

- a. If no matching phone number 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 e-mail address was found, the household was sent an e-mail inviting them to complete the survey online or by calling a toll-free number. Non-responders were contacted by phone.
- c. If a matching phone number was found, the household was called and asked to complete the survey by phone.
- d. In order to obtain a representative sample of multi-family households, the ABS sample was appended with a dwelling-type indicator (single vs. multi-family home) and addresses marked as multi-family were over-sampled during the mailing of the invitations.

NON-ENGLISH-SPEAKING RESIDENTS

All outreach materials (letters and emails) contained information in four additional languages: Chinese, Korean, Russian, and Spanish. The materials gave a brief introduction to the study and provided a link to take the survey in one of these four languages. In total, 9 non-English speaking residents took the written survey online: 4 Chinese speakers and 5 Korean.

MARGIN OF ERROR

The margin of error is a statistic expressing the amount of random sampling error in a survey's results. The larger the margin of error, the less faith one should have that the survey's reported results are close to the true figures. The margin of error in Bellevue's Performance Measures Survey is generally no greater than plus or minus 4.2 percentage points at a 95 percent confidence level. [Appendix IV](#) provides additional insights into the margin of error with different sample sizes.

Total Sample	n = 533
Overall Precision 95% confidence	+/- 4.2%

DEMOGRAPHIC PROFILE AND WEIGHTING

Post-stratification weighting was used to ensure that results of the 2019 Performance Measures Survey are generally representative of the population of Bellevue according to the 2017 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 I](#). Unless otherwise noted, **weighted** data is used.

QUALITY STANDARDS

ISO

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.

ROUNDING

Throughout this report, percent results are often shown for both "top box" and individual scores (e.g., 27% either strongly agree—14%, or somewhat agree—13%). "Top box" is the combined score positive results. On the 11-point scale the top box is the combined score for people who responded anywhere from 6 to 11. There may be times where the top box score does not exactly match the sum of the two individual scores (e.g., 28% either "strongly" agree—14%, or "somewhat" agree—13%). This is due to rounding. The rules for rounding are as follows:

- When showing an individual score, round to the nearest whole number. For example: assume that 14.4% of respondents strongly agree and 13.4% of respondents somewhat agree to a question. When reported individually, this report would state "14% of respondents 'strongly' agree and 13 percent only 'somewhat' agree with this statement.
- However, when reporting the combined top box, the rule is to sum the individual scores and then round the result. For example, using the same numbers above (14.4% strongly agree and 13.4% somewhat agree) the report would show, "28 percent of respondents somewhat (14% or strongly (13%) agree with this statement". You will notice that the total of 28 does not equal the sum of the individuals—14 and 13. This is because the individuals were summed first, and the sum was rounded accordingly: 14.4+13.4=27.8 rounded up=28.

BENCHMARKING

Benchmarking is defined as “the routine comparison with similar organizations of administrative processes, practices, costs, and staffing to uncover opportunities to improve services and/or to lower costs”.¹ Benchmarking enables communities such as Bellevue to:

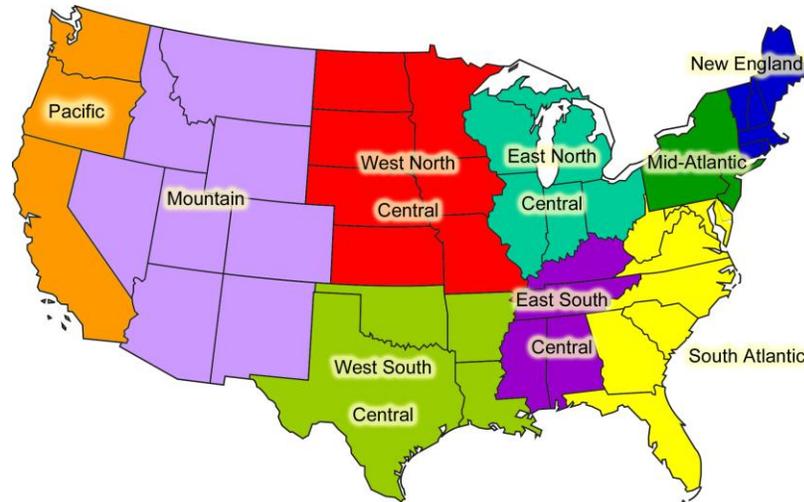
- Quantify measures of performance
- Quantify the gap between your community and best practices
- Encourage focus on outcomes rather than simply performance

The sample frame for the benchmarking data consists of over 2,400 randomly selected households from across the United States. The sample frame was not designed to gather a specific number of completed surveys from a select number of cities. Therefore, there is no specific list of benchmark cities from which to compare. Benchmarking is performed against individuals residing in specific geographic areas.

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

- All respondents Nationwide
- Other respondents in the Pacific West census division (Washington, Oregon, California, Hawaii, and Alaska).
- Other respondents in Washington

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¹ Mark Howard & Bill Kilmartin, “Assessment of Benchmarking within Government Organizations,” Accenture White Paper, May 2006.

REPORTING CONVENTIONS

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

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

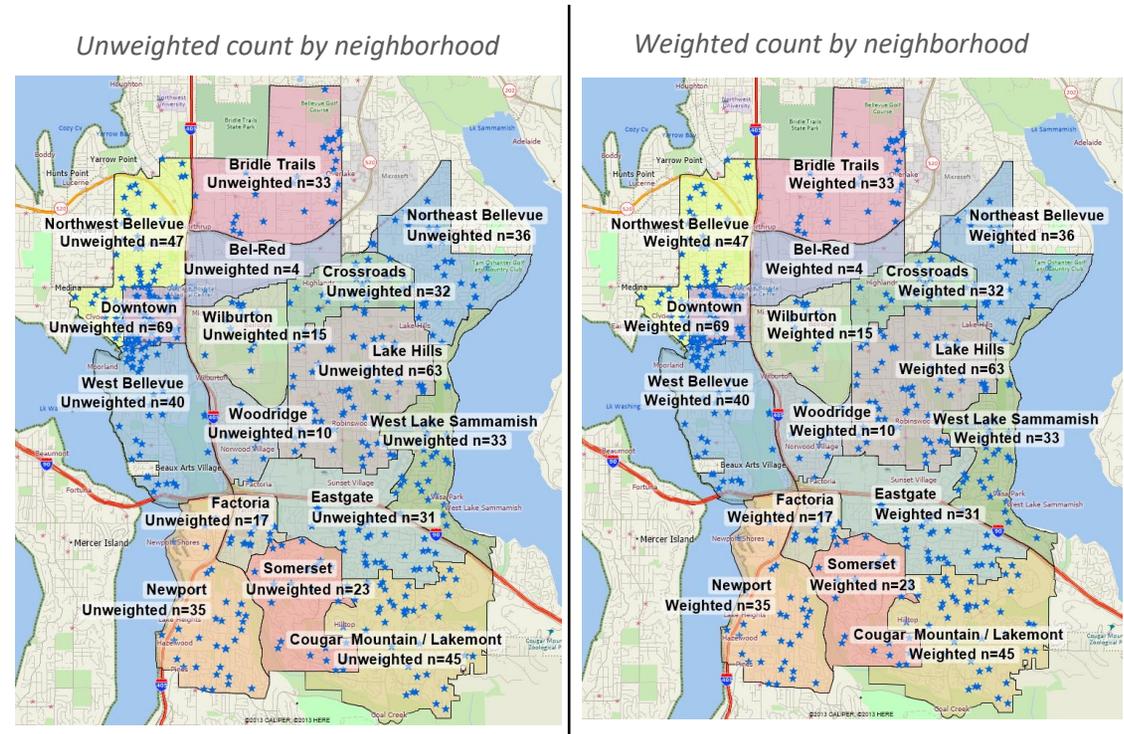
The left side of Figure 1 shows the total unweighted, number of interviews conducted in each neighborhood, and the right side of Figure 1 shows the total weighted number of interviews conducted in each neighborhood.

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.

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. This may change the neighborhood distribution of responses slightly. This is normal and does not impact the integrity of the survey.

Throughout the survey the term “residents” is used when discussing results that can be projected to the population. The term “respondents” is used when unweighted sample sizes are smaller, and caution should be used in projecting the results.

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



Use caution when interpreting results within smaller communities when unweighted sample sizes are small ($n \leq 25$). While comparisons by neighborhoods can be made, margins of error and differences between neighborhoods mean responses may not be statistically significant. Please use caution when interpreting neighborhood level results.

- Bel-Red ($n=4$)
- Woodridge ($n=10$)
- Wilburton ($n=15$)
- Factoria ($n=17$)
- Somerset ($n=23$)

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BELLEVUE'S 5-STAR RATING

OVERALL 5-STAR RATING

Bellevue has returned to its 4-Star City status and receives particularly high ratings for Quality of Life, Quality of Services, and Comparability to Other Communities.

2016 

2017 

2018 

2019 

		2014	2015	2016	2017	2018	2019
Overall Quality of Life	% Exceeds + Greatly Exceeds	95%	98%	95%↓	94%	91%	91%
	% Greatly Exceeds Expectations	40%↓	35%	32%	27%	30%	34%
	% Exceeds Expectations	55%↑	63%	63%	67%	31%	57%
	Mean	8.13	8.12	7.96	7.78	7.71	7.83
		2014	2015	2016	2017	2018	2019
Overall Quality of City Services	% Exceeds + Greatly Exceeds	93%	92%	91%	92%	89%	91%
	% Greatly Exceeds Expectations	38%↓	32%	34%	31%	27%	34%
	% Exceeds Expectations	56%↑	60%	57%	61%	62%	57%
	Mean	7.91	7.79	7.80	7.75	7.52	7.75
		2014	2015	2016	2017	2018	2019
Compared to Other Cities	% Better + Significantly Better	95%	96%	92%	96%	92%	94%
	% Significantly Better than Other Cities	51%	49%	43%	46%	39%	40%
	% Better than Other Cities	44%	47%	49%	50%	53%	54%
	Mean	8.41	8.37	8.10↓	8.23	7.92↓	8.07
		2014	2015	2016	2017	2018	2019
Direction City Is Headed	% Somewhat + Strongly	86%	83%	79%	77%	69%↓	73%
	% Strongly Right Direction	32%	25%	20%↓	20%	18%	21%
	% Somewhat Right Direction	54%	57%	59%	57%	51%	52%
	Mean	7.59↑	7.26↓	6.95↓	7.00	6.51↓	6.72↑
		2014	2015	2016	2017	2018	2019
Value of Services for Tax Dollars	% Somewhat + Strongly	85%	82%	83%	79%	70%↓	76%
	% Strongly Receive Value	27%	23%	22%	21%	16%	23%↑
	% Somewhat Receive Value	58%	58%	61%	58%	55%	53%
	Mean	7.46	7.18	7.14	7.08	6.36↓	7.01

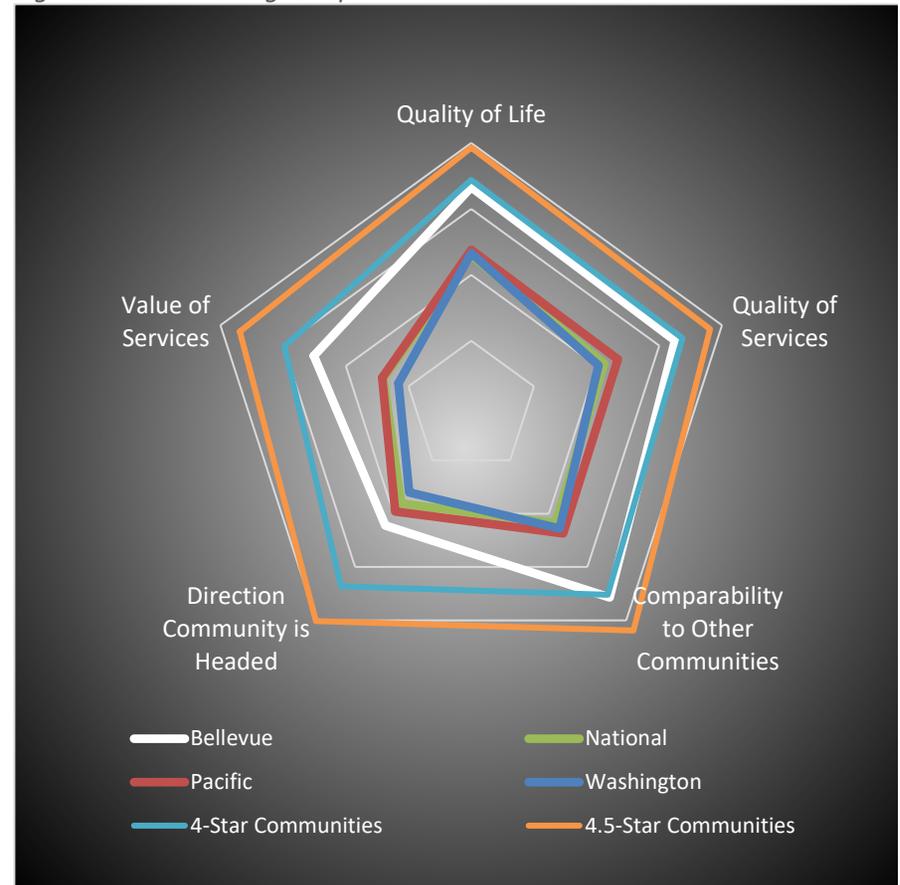
The spider diagram to the left illustrates Bellevue’s ratings over the years. With the exception of a dip in 2018, the City maintained steady ratings for most of the 5-Star rating questions.

The diagram to the right illustrates how Bellevue performs against other cities and towns across the country. Bellevue rates above national and regional benchmarks in all areas. Bellevue performs similar to other 4-Star communities with on three out of the five measures, but lags on Value of Services and Direction Community is Headed.

Figure 2: 5-Star Rating Compared to Previous Years



Figure 3: 5-Star Rating Compared to Other Communities



KEY FINDINGS

OVERALL QUALITY OF LIFE IN BELLEVUE

Nine out of ten Bellevue residents say that the overall quality of life in Bellevue “exceeds” or “greatly exceeds” their expectations.

Ratings for 2019 are consistent with previous years.

While there has been an apparent increase in scores among younger residents between 2018 and 2019, the increase is within the margin of error due to the relatively small sample sizes in this age group.

There are no other differences based on demographic characteristics such as race, income, household size, etc.

Figure 4: Overall Quality of Life in Bellevue

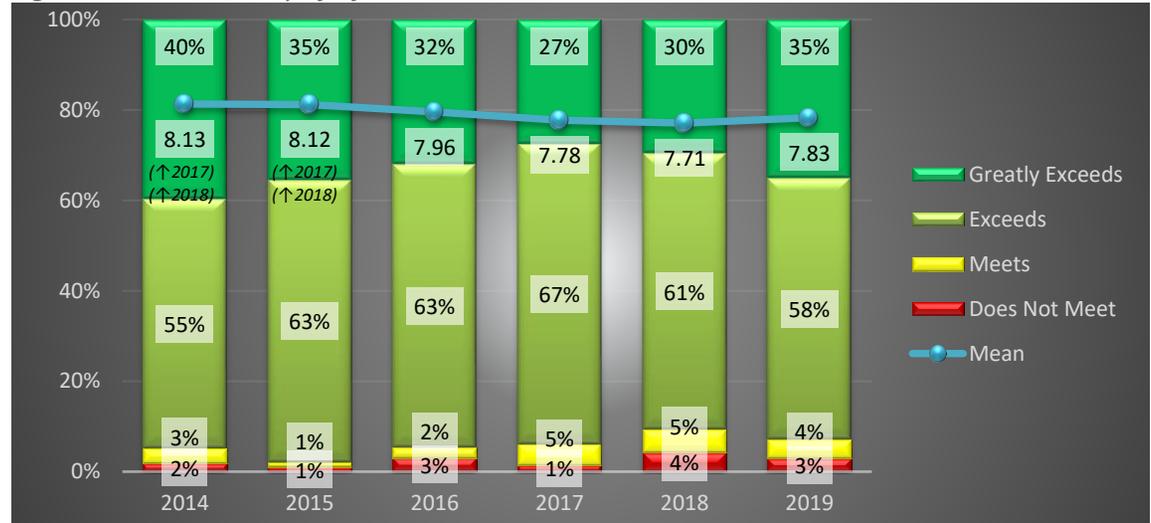
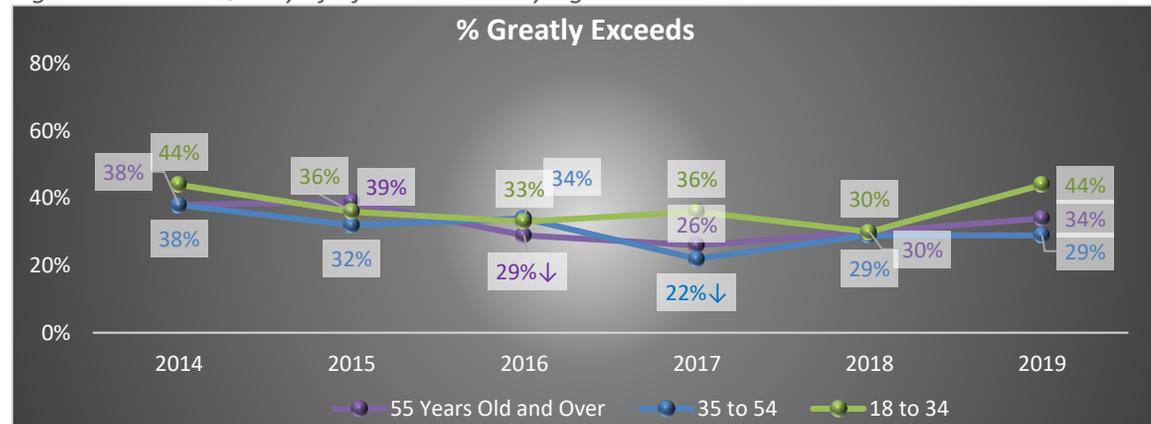


Figure 5: Overall Quality of Life in Bellevue by Age Tended



NWRG1—How would you rate the overall quality of life in the city of Bellevue?

↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.

Mean based on eleven-point scale where “0” means “Does not meet expectations at all” and “10” means “Greatly exceeds expectations”

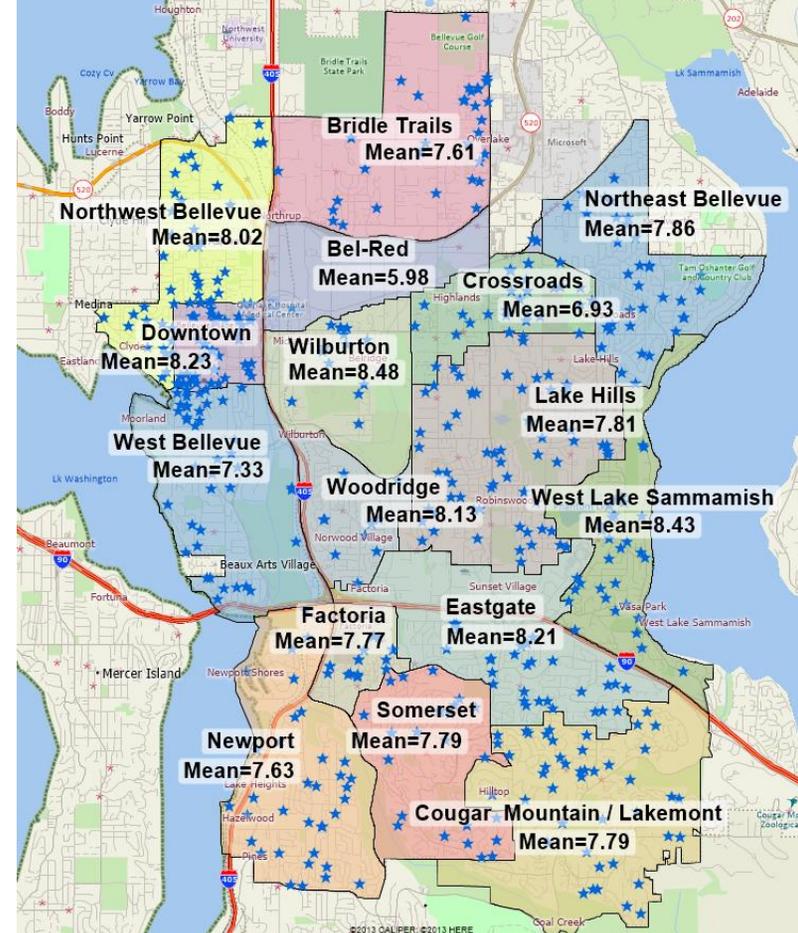
Base: All respondents

Table 1: Overall Quality of Life by Neighborhood

	Does not Meet	Meets	Exceeds	Greatly Exceeds	Mean	Sample Size
Bel-Red	20%	0%	80%	0%	5.98	(n=4)
Bridle Trails	2%	2%	66%	29%	7.61	(n=33)
Cougar						
Mountain / Lakemont	7%	4%	56%	33%	7.79	(n=45)
Crossroads	11%	5%	67%	16%	6.93	(n=32)
Downtown	0%	0%	56%	44%	8.23	(n=69)
Eastgate	0%	2%	49%	49%	8.21	(n=31)
Factoria	0%	5%	55%	39%	7.77	(n=17)
Lake Hills	0%	10%	65%	25%	7.81	(n=63)
Newport	2%	7%	75%	16%	7.63	(n=35)
Northeast Bellevue	7%	2%	46%	46%	7.86	(n=36)
Northwest Bellevue	2%	9%	43%	46%	8.02	(n=47)
West Lake Sammamish	0%	4%	43%	52%	8.43	(n=33)
Somerset	4%	0%	62%	34%	7.79	(n=23)
West Bellevue	9%	2%	68%	21%	7.33	(n=40)
Wilburton	7%	0%	32%	61%	8.48	(n=15)
Woodridge	0%	0%	46%	54%	8.13	(n=10)

NWRG1—How would you rate the overall quality of life in the city of Bellevue?
 Mean based on eleven-point scale where “0” means “Does not meet expectations at all” and “10” means “Greatly exceeds expectations”
 Base: All respondents

Figure 6: Overall Quality of Life by Neighborhood

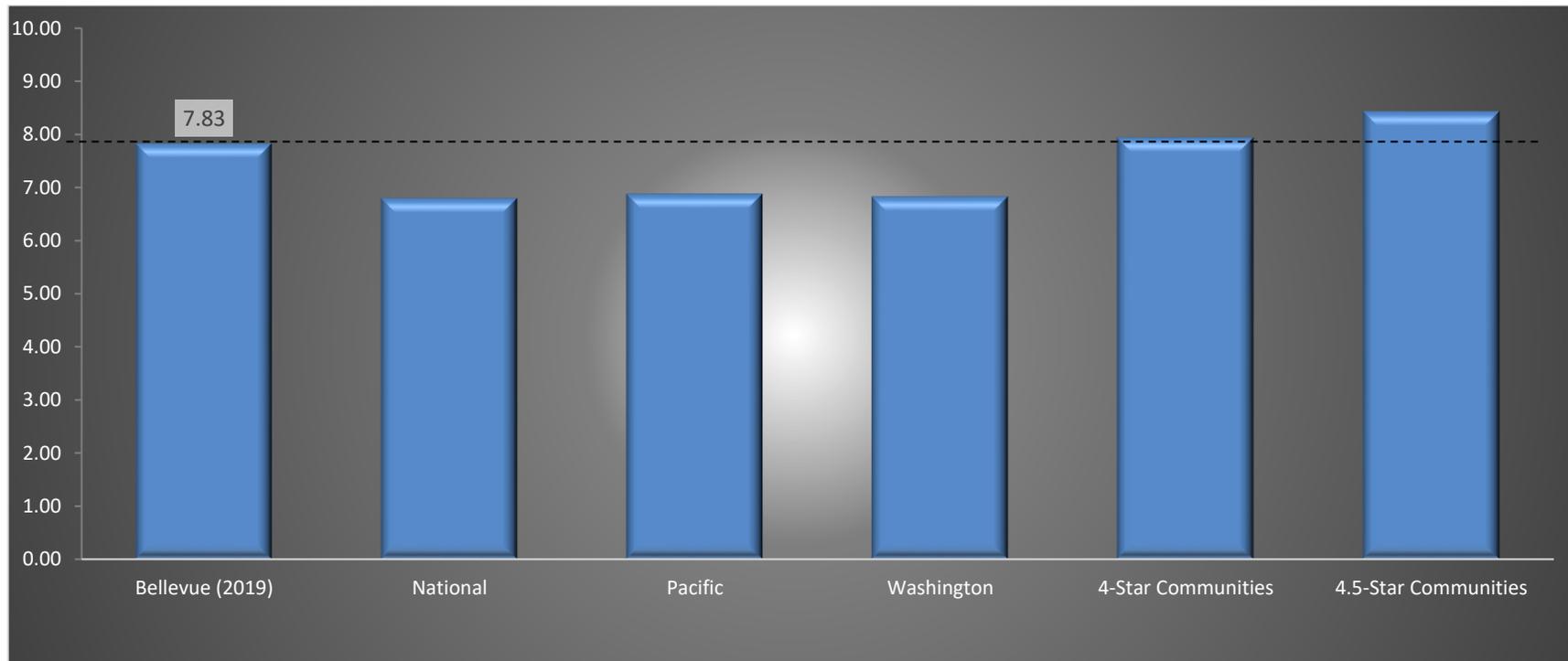


Maps illustrate differences in mean ratings by neighborhood. While comparisons by neighborhoods can be made, margins of error and differences between neighborhoods mean responses may not be statistically significant. Please use caution when viewing neighborhood level results.

OVERALL QUALITY OF LIFE COMPARED TO BENCHMARK RESULTS

Responses were compared to NWRG’s Nationwide CityMarks Community Assessment Survey. Bellevue performs well—outperforming National, Regional, and Washington Communities and performing in line with other 4-Star Communities.

Figure 7: Overall Quality of Life Benchmarks



NWRG1—How would you rate the overall quality of life in the city of Bellevue?

Base: All respondents

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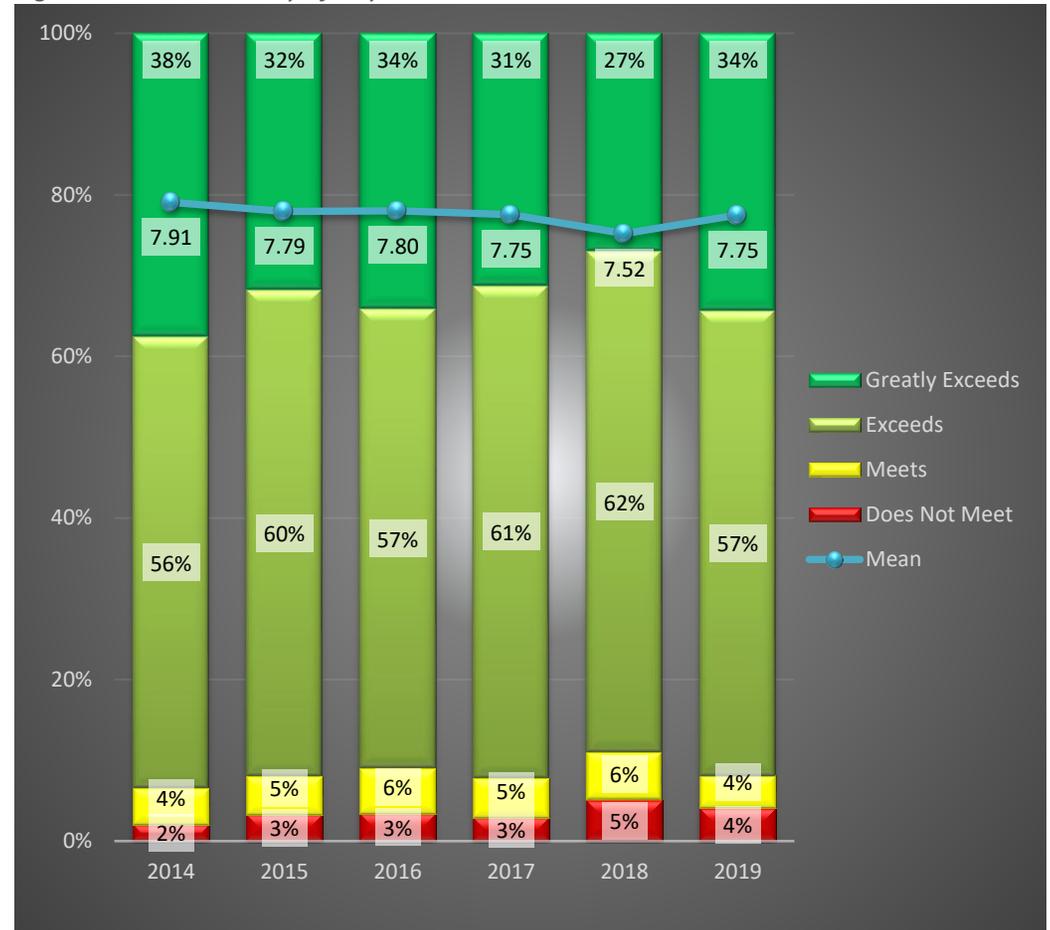
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OVERALL QUALITY OF CITY SERVICES

Ratings for the overall quality of city services have remained fairly constant over the years, and there have been no significant changes to the mean score since 2014.

There are no notable differences based on respondent demographics.

Figure 8: Overall Quality of City Services



NWRG2—How would you rate the overall quality of services provided by the City of Bellevue?

↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.

Mean based on eleven-point scale where "0" means "Does not meet expectations at all" and "10" means "Greatly exceeds expectations"

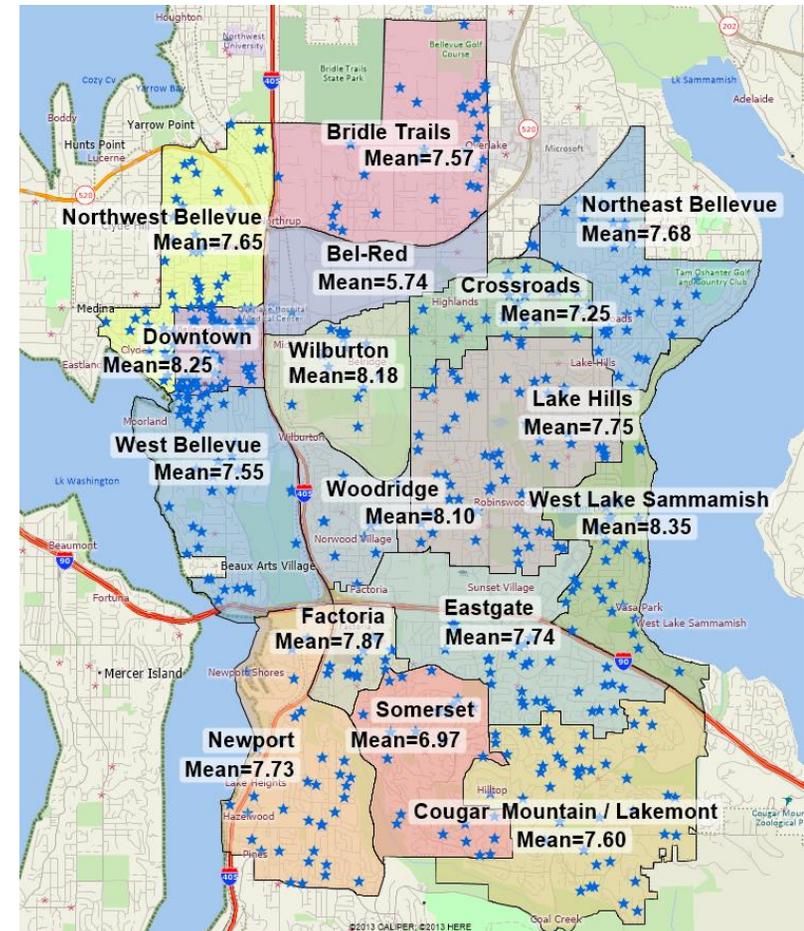
Base: All respondents

Table 2: Quality of City Services by Neighborhood

	Does not Meet	Meets	Exceeds	Greatly Exceeds	Mean	Sample Size
Bel-Red	20%	42%	38%	0%	5.74	(n=4)
Bridle Trails	0%	9%	57%	35%	7.57	(n=33)
Cougar						
Mountain / Lakemont	10%	6%	49%	34%	7.60	(n=45)
Crossroads	13%	0%	68%	20%	7.25	(n=32)
Downtown	0%	0%	51%	49%	8.25	(n=69)
Eastgate	8%	6%	48%	39%	7.74	(n=31)
Factoria	0%	11%	46%	42%	7.87	(n=17)
Lake Hills	4%	4%	60%	33%	7.75	(n=63)
Newport	1%	7%	74%	18%	7.73	(n=35)
Northeast Bellevue	8%	4%	44%	44%	7.68	(n=36)
Northwest Bellevue	3%	10%	54%	33%	7.65	(n=47)
West Lake Sammamish	0%	0%	55%	45%	8.35	(n=33)
Somerset	9%	2%	73%	17%	6.97	(n=23)
West Bellevue	6%	0%	74%	21%	7.55	(n=40)
Wilburton	7%	0%	48%	45%	8.18	(n=15)
Woodridge	0%	0%	48%	52%	8.10	(n=10)

NWRG2—How would you rate the overall quality of services provided by the City of Bellevue?
 Mean based on eleven-point scale where “0” means “Does not meet expectations at all” and “10” means “Greatly exceeds expectations”
 Base: All respondents

Figure 9: Quality of City Services by Neighborhood

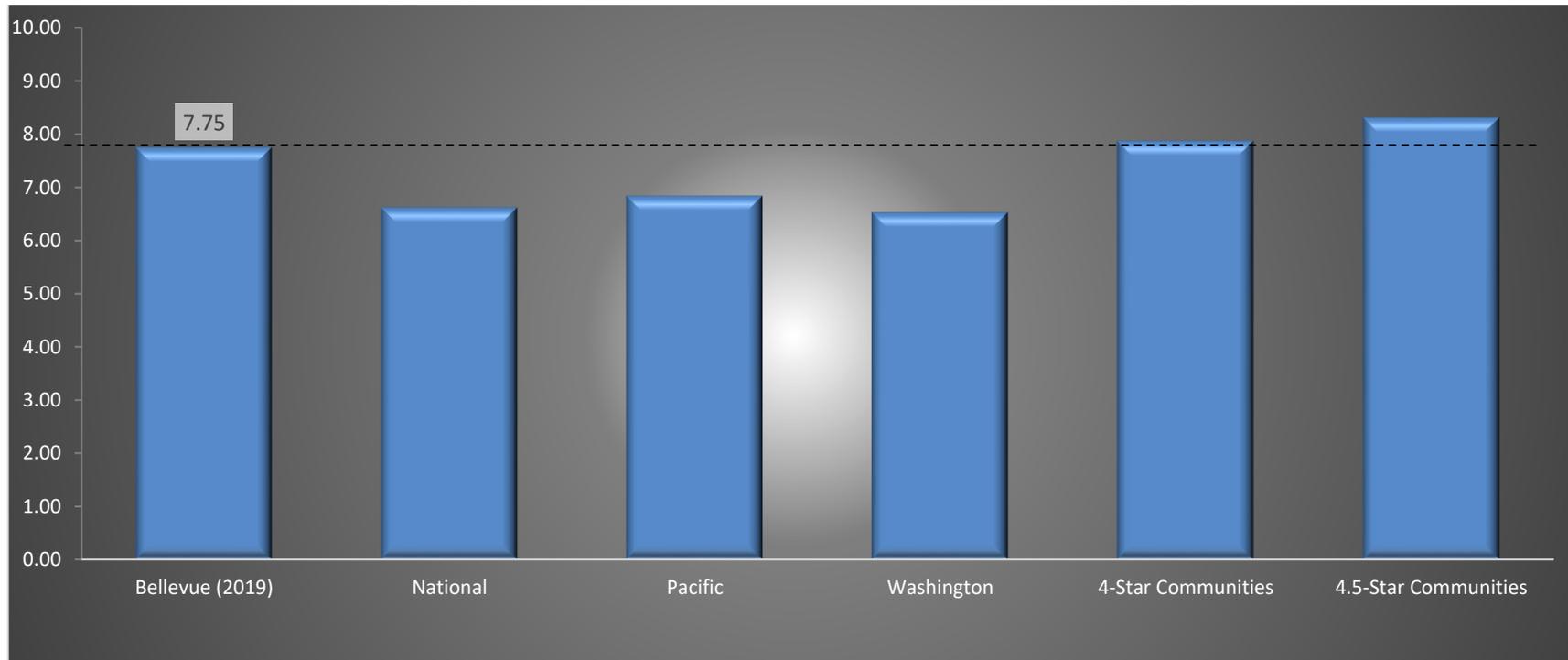


Maps illustrate differences in mean ratings by neighborhood. While comparisons by neighborhoods can be made, margins of error and differences between neighborhoods mean responses may not be statistically significant. Please use caution when viewing neighborhood level results.

OVERALL QUALITY OF SERVICES COMPARED TO BENCHMARK RESULTS

Responses were compared to NWRG’s Nationwide CityMarks Community Assessment Survey. Bellevue performs well—outperforming National, Regional, and Washington Communities and performing in line with other 4-Star Communities.

Figure 10: Quality of City Services Benchmarks



NWRG2—How would you rate the overall quality of services provided by the City of Bellevue?

Base: All respondents

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COMPARABILITY TO OTHER COMMUNITIES

Comparability to other communities is one of three Star Rating questions that has experienced movement over the past few years. After dropping in 2018, scores have improved slightly in 2019 and are comparable to 2017 though still below 2014 and 2015.

There are two areas that appear to be driving this question.

- **Race:** Ratings have remained relatively steady among White Alone (non-Hispanic) residents over the past several years. Ratings among minority residents declined in 2018 but have rebounded. Now there are no differences in opinion between the two groups.
- **Income:** A similar story is seen among residents of varying incomes. In 2018, those with incomes under \$150,000 provided significantly lower ratings. Ratings have increased and are now even across the board.

Figure 11: Comparability to Other Cities by Race

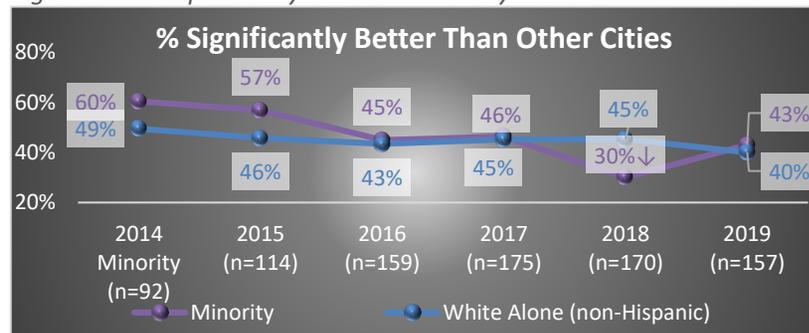
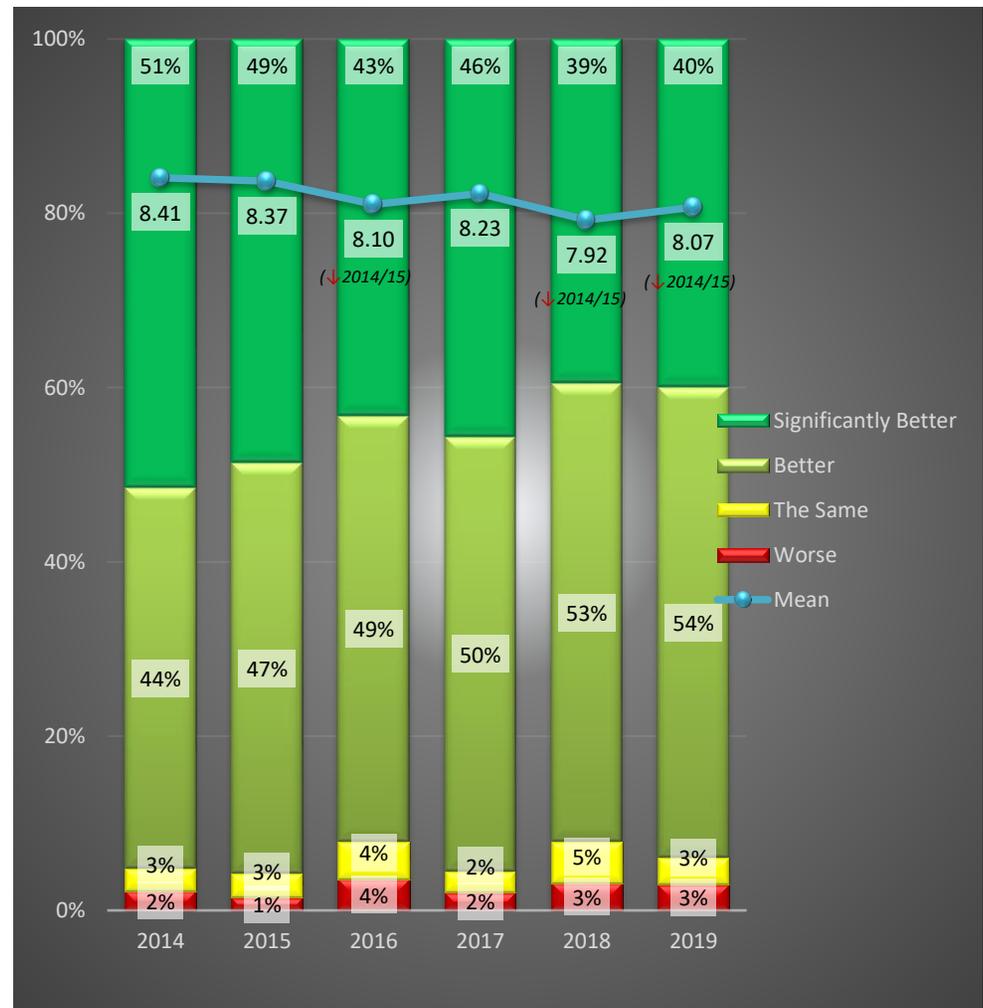


Table 3: Comparability to Other Communities by Income

	Significantly Better Than Other Cities		Average	
	2018	2019	2018	2019
<\$150k	33%	41%	7.74	8.26
\$150k+	47%	45%	8.20	8.25

Figure 12: Comparability to Other Communities



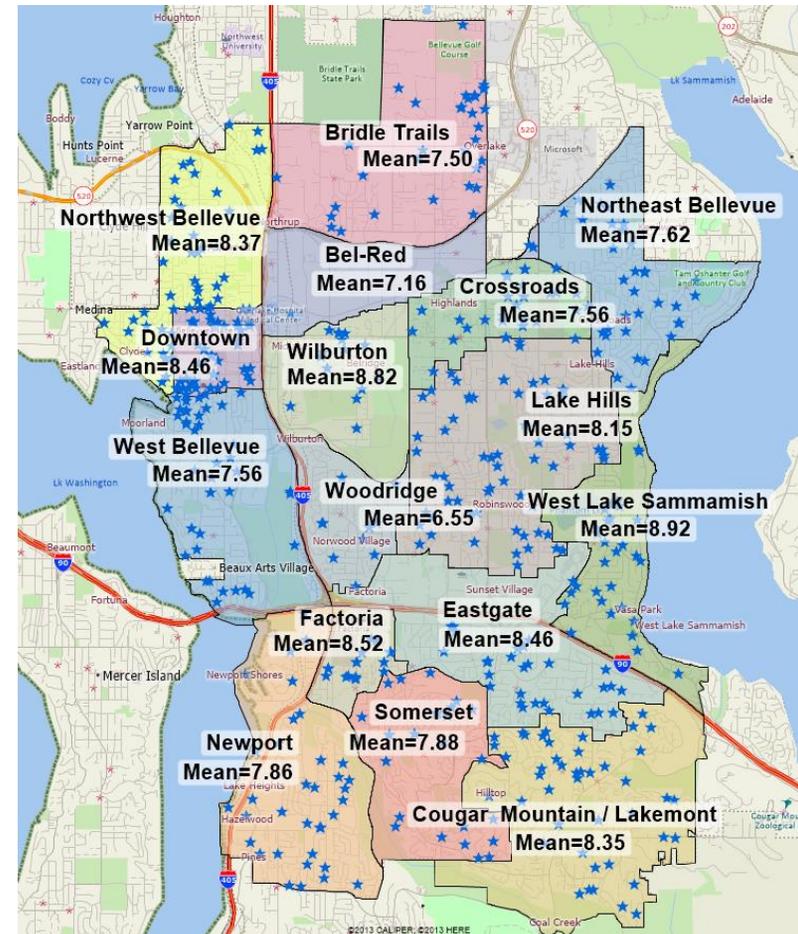
NWRG3—Compared with other cities and towns, how would you rate Bellevue as a place to live?
 ↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.
 Mean based on eleven-point scale where “0” means “Significantly worse than other cities” and “10” means “Significantly better than other cities”
 Base: All respondents

Table 4: Comparability to Other Communities by Neighborhood

	Worse Than	Same	Better than	Significantly Better	Mean	Sample Size
Bel-Red	0%	0%	82%	18%	7.16	(n=4)
Bridle Trails	1%	1%	76%	22%	7.50	(n=33)
Cougar Mountain / Lakemont	0%	2%	54%	44%	8.35	(n=45)
Crossroads	1%	15%	57%	27%	7.56	(n=32)
Downtown	0%	0%	53%	47%	8.46	(n=69)
Eastgate	0%	2%	52%	46%	8.46	(n=31)
Factoria	0%	0%	52%	48%	8.52	(n=17)
Lake Hills	1%	4%	55%	39%	8.15	(n=63)
Newport	6%	4%	61%	28%	7.86	(n=35)
Northwest Bellevue	5%	5%	64%	26%	7.62	(n=36)
Northwest Bellevue	2%	4%	39%	56%	8.37	(n=47)
West Lake Sammamish	0%	0%	34%	66%	8.92	(n=33)
Somerset	4%	5%	46%	45%	7.88	(n=23)
West Bellevue	6%	2%	57%	35%	7.56	(n=40)
Wilburton	0%	0%	27%	73%	8.82	(n=15)
Woodridge	37%	0%	44%	19%	6.55	(n=10)

NWRG3—Compared with other cities and towns, how would you rate Bellevue as a place to live?
 Mean based on eleven-point scale where “0” means “Significantly worse than other cities” and “10” means “Significantly better than other cities”
 Base: All respondents

Figure 13: Comparability to Other Communities by Neighborhood

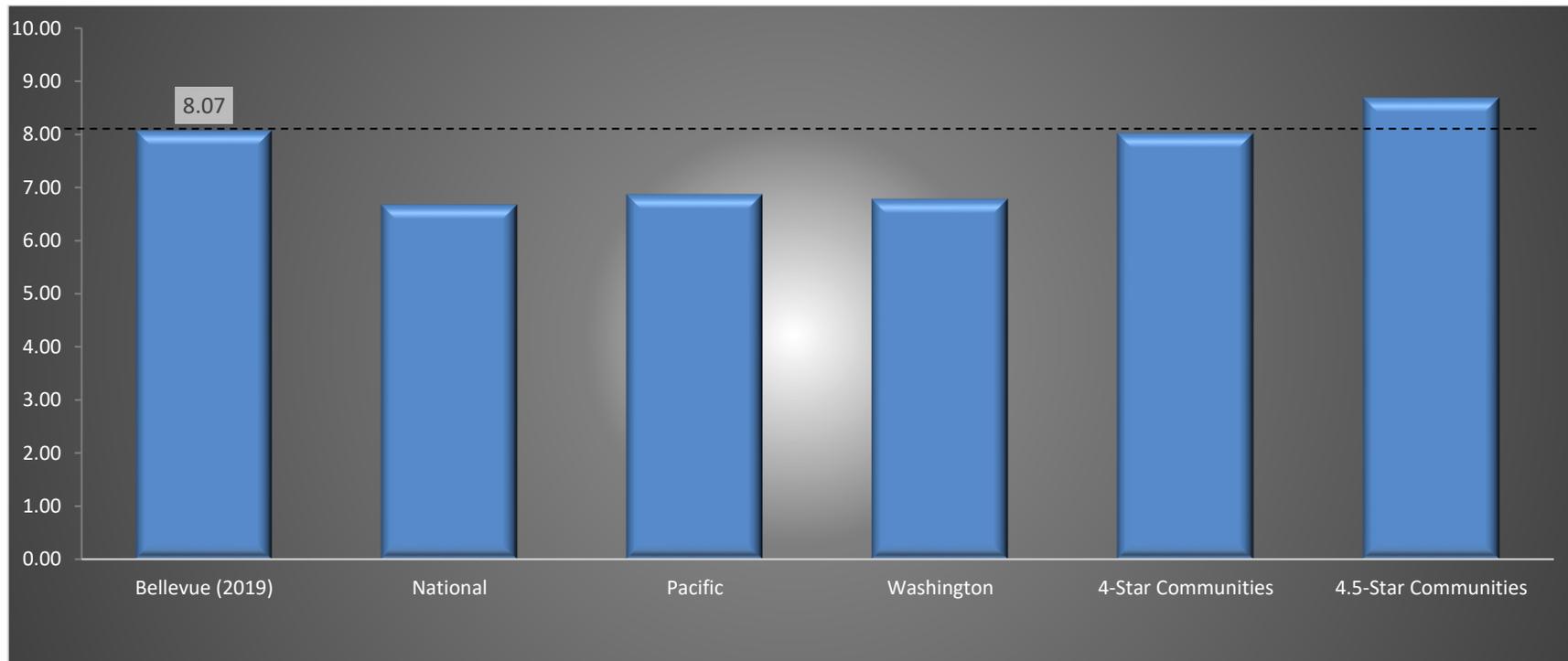


Maps illustrate differences in mean ratings by neighborhood. While comparisons by neighborhood can be made, margins of error and differences between neighborhoods mean responses may not be statistically significant. Please use caution when viewing neighborhood level results.

COMPARABILITY TO OTHER COMMUNITIES COMPARED TO BENCHMARK RESULTS

Responses were compared to NWRG’s Nationwide CityMarks Community Assessment Survey. Bellevue performs well—outperforming National, Regional, and Washington Communities and performing in-line with other 4-Star Communities.

Figure 14: Comparability to Other Communities Benchmarks



NWRG3—Using a scale from 0 to 10 where “0” means “much worse than other cities and towns” and “10” means “significantly better than other cities and towns,” how would you rate Bellevue as a place to live?

Base: Bellevue all respondents

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DIRECTION CITY IS HEADED

The Direction the City is Headed receives the lowest rating among the 5-Star Rating questions. Results for this question dropped significantly in 2018 but have rebounded slightly in 2019. The reasons given for right or wrong direction are on page 37.

Generally speaking, there are no notable differences in ratings based on demographics in 2019. However, when the data is trended, some patterns emerge. A few areas appear to be driving the declines more than others. As seen with Comparability, the two areas that seeing the biggest change are:

- **Race:** While mean scores have been on a downward trend since 2014 for both white alone (non-Hispanic) and minority residents, there was a notable decline among minority residents in the 2018 survey. However, this has rebounded somewhat among both groups in 2019.
- **Income:** The income ‘bump’ seen in 2018, where differences in opinion were most pronounced at the +/- \$150,000 range has mitigated. While opinions among higher-income residents have remained the same, those with incomes less than \$150,000 are improving slightly.

NWRG4—Overall, would you say that Bellevue is headed in the right or wrong direction? ↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level. Mean based on eleven-point scale where “0” means “Strongly headed in the wrong direction” and “10” means “Strongly headed in the right direction” Base: All respondents

Figure 15: Direction City Is Headed

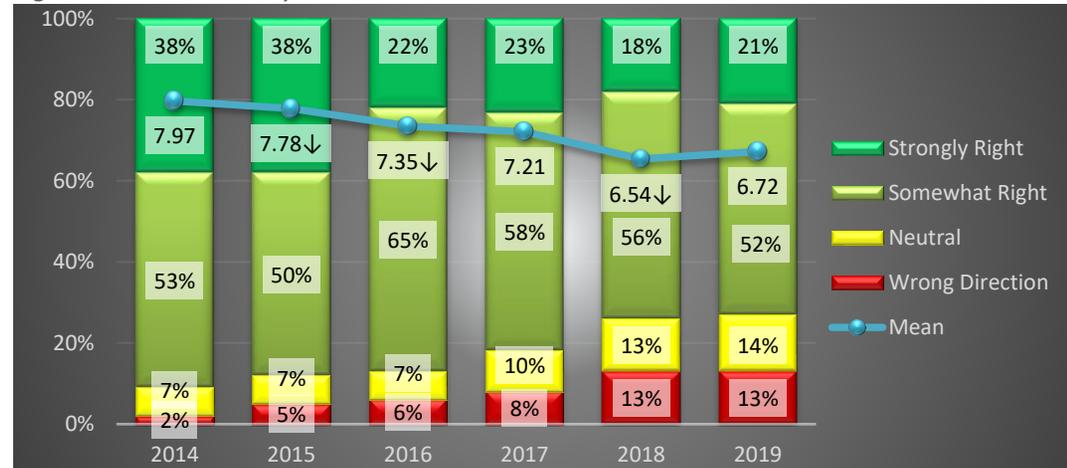


Table 5: Direction City Headed by Race and Income Trended (Mean Score)

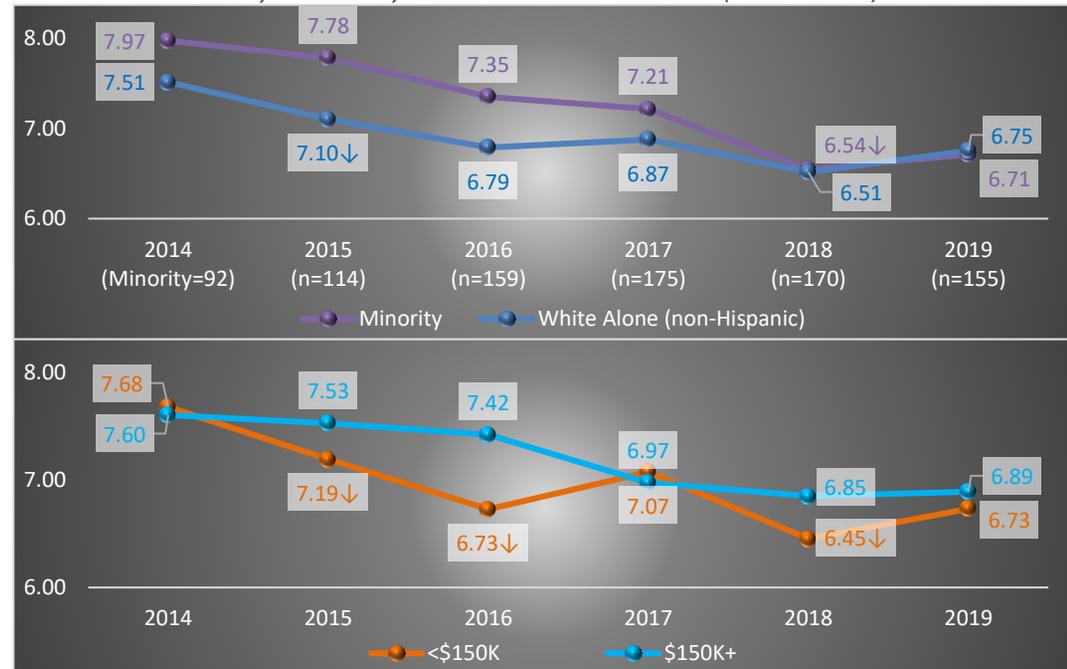
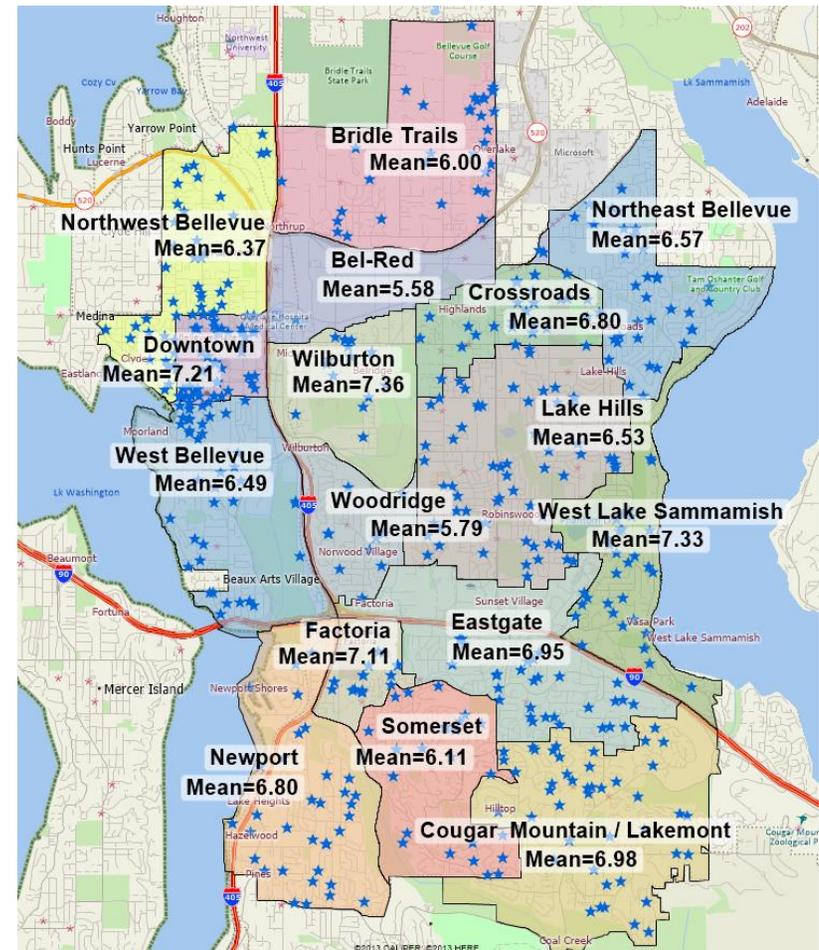


Table 6: Direction City Is Headed by Neighborhood

	Wrong Direction	Neutral	Right	Strongly Right	Mean	Sample Size
Bel-Red	20%	0%	80%	0%	5.58	(n=4)
Bridle Trails	28%	11%	43%	17%	6.00	(n=33)
Cougar Mountain / Lakemont						
Lakemont	12%	4%	67%	17%	6.98	(n=45)
Crossroads	15%	2%	57%	26%	6.80	(n=32)
Downtown	12%	10%	46%	31%	7.21	(n=69)
Eastgate	13%	18%	50%	19%	6.95	(n=31)
Factoria	16%	8%	56%	21%	7.11	(n=17)
Lake Hills	13%	22%	53%	12%	6.53	(n=63)
Newport	7%	9%	67%	17%	6.80	(n=35)
Northeast Bellevue	19%	9%	52%	21%	6.57	(n=36)
Northwest Bellevue	25%	16%	39%	20%	6.37	(n=47)
West Lake Sammamish	9%	4%	61%	26%	7.33	(n=33)
Somerset	31%	0%	50%	19%	6.11	(n=23)
West Bellevue	15%	13%	53%	20%	6.49	(n=40)
Wilburton	13%	17%	25%	45%	7.36	(n=15)
Woodridge	12%	42%	42%	4%	5.79	(n=10)

NWRG4—Overall, would you say that Bellevue is headed in the right or wrong direction?
 Mean based on eleven-point scale where “0” means “Strongly headed in the wrong direction” and “10” means “Strongly headed in the right direction”
 Base: All respondents

Figure 16: Direction City Is Headed by Neighborhood



Maps illustrate differences in mean ratings by neighborhood. While comparisons by neighborhoods can be made, margins of error and differences between neighborhoods mean responses may not be statistically significant. Please use caution when viewing neighborhood level results.

Reasons Why Bellevue is Heading in the Right / Wrong Direction

In a follow-up open-ended question, respondents were asked why they gave the rating they did regarding the direction the City was headed. Those responses were read and categorized. Additionally, full text/verbatim comments are in Appendix IV.

Table 7: Reasons Why Bellevue Is Headed in Right Direction (n=327)

	%	Unweighted N	Weighted N
Development / Growth	12%	21	20
Public transportation	10%	13	17
Schools / education	8%	13	13
Planning / Infrastructure	8%	15	13
Sense of community / family friendly	7%	9	12
Quality of life / other generic positive statements	7%	11	11
Downtown development / updating / modern	6%	8	10
Crime / graffiti / safety	6%	11	10
Politicians / government	6%	12	10
Services / utilities	6%	12	10
Business friendly / economy	6%	10	10
Light Rail	6%	8	9
Diversity / culture	5%	6	9
Environmentally conscious / parks	5%	11	8
Other	13%	18	20

Table 8: Reasons Why Bellevue Is Headed in Wrong Direction (n=79)

	%	Unweighted N	Weighted N
Congestion / crowding / traffic	43%	13	12
Cost of living / expenses / taxes	17%	5	5
Development / Growth	17%	8	5
Homelessness	14%	3	4
Crime / graffiti / safety	13%	2	4
Planning / Infrastructure	11%	3	3
Sense of community / family friendly	5%	2	1
Light Rail	5%	2	1
Other	19%	6	5

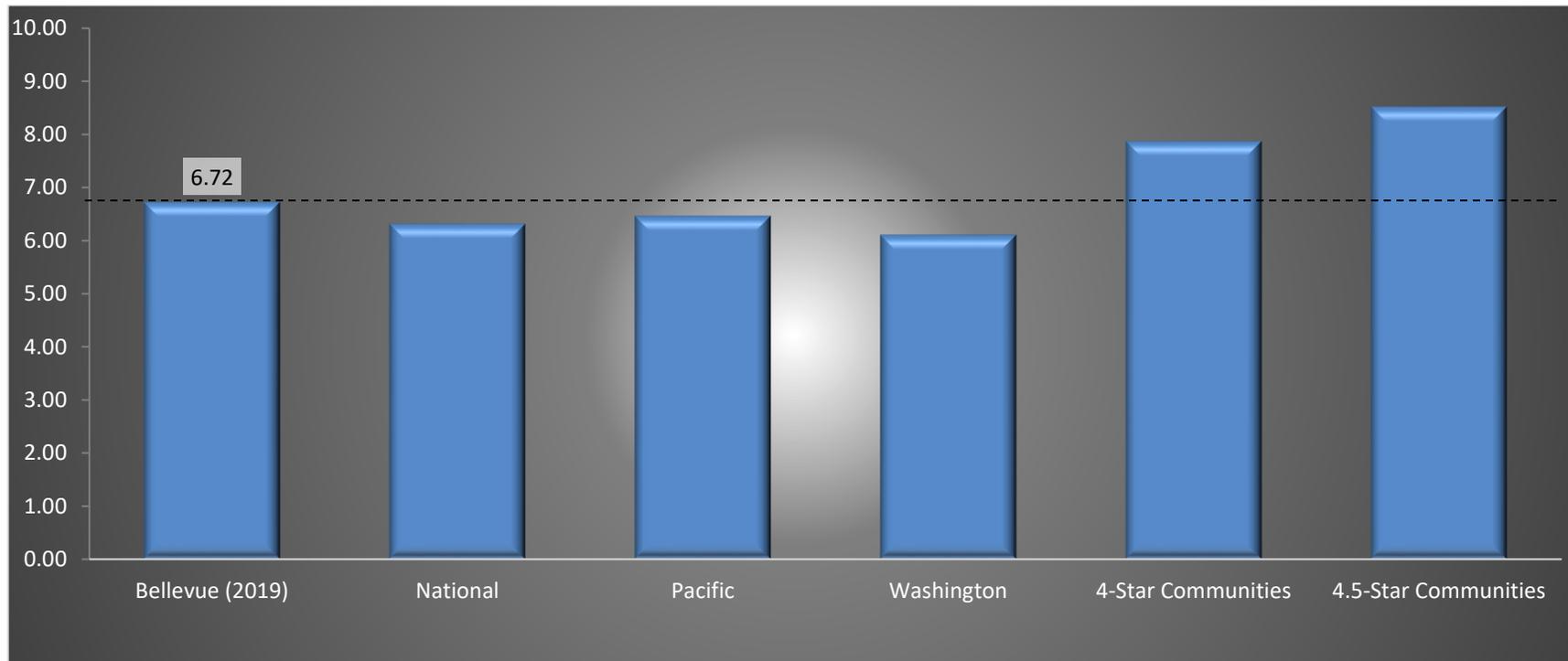
NWRG4A—Using a one or two-word phrase, what are the reasons why you think Bellevue is headed in the [right/wrong] direction?

Base: Respondents who believe Bellevue is headed in the right / wrong direction. *Note, percentages are based on weighed sample sizes. Both weighted and unweighted n's are shown for reference. Weighting is standard practice and used to adjust for imperfections in the sample. More information on weighting can be found in Appendix II

Direction City Is Headed Compared to Benchmark Results

Compared to NWRG’s Nationwide CityMarks Community Assessment Survey, Bellevue performs about average. Scores for Direction City is Headed are slightly above even with National, Regional and Washington Benchmarks, yet Bellevue scores below 4-Star Benchmark levels.

Figure 17: Direction City is Headed Benchmarks



NWRG4—Overall, would you say that Bellevue is headed in the right or wrong direction?

Base: Bellevue all respondents

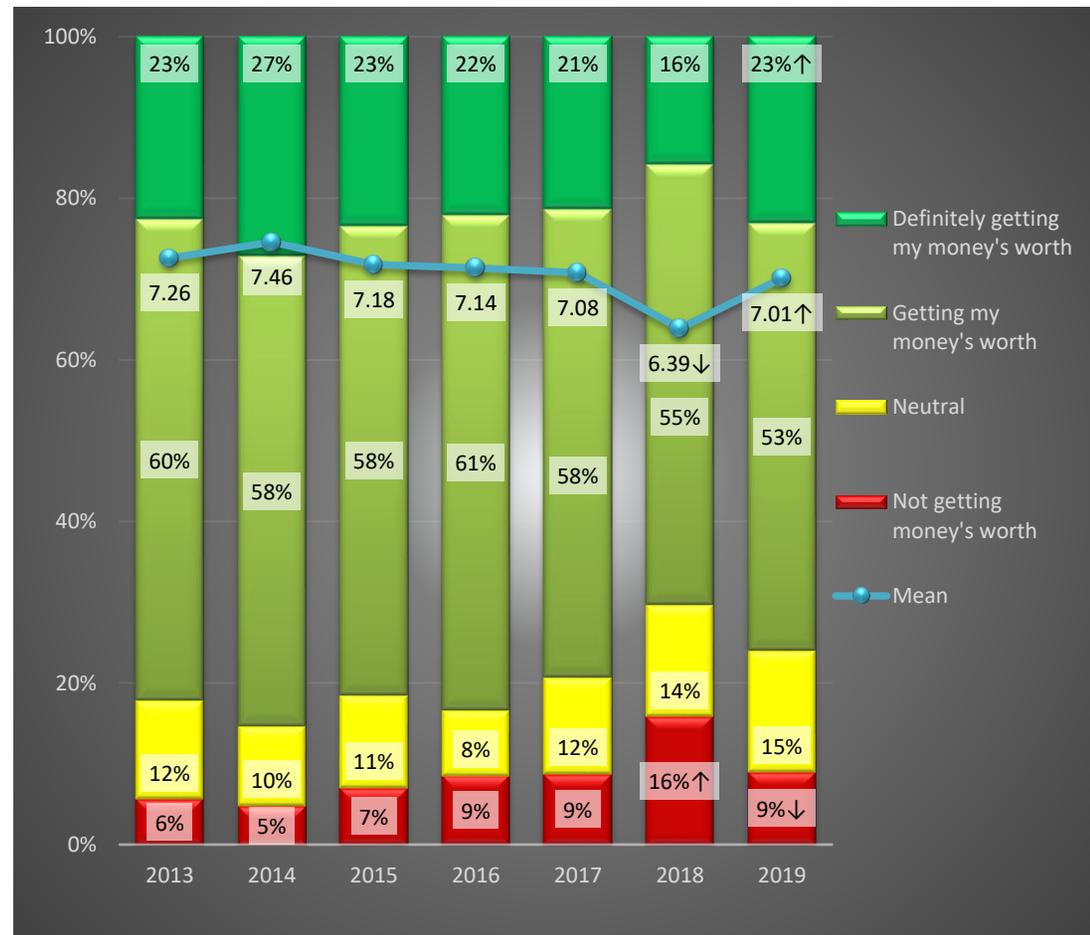
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VALUE OF SERVICES FOR TAX DOLLARS PAID

After decreasing in between 2017 and 2018, the Value of Services have increased in 2019 and is comparable going back to 2015. Scores still remain below the 2014 high point.

There are no differences across demographic segments.

Figure 18: Value of Services for Tax Dollars Paid



NWRG5—Do you feel you are getting your money's worth for your city tax dollar?

↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.

Mean based on eleven-point scale where "0" means "Definitely not getting my money's worth" and "10" means "Definitely getting my money's worth"

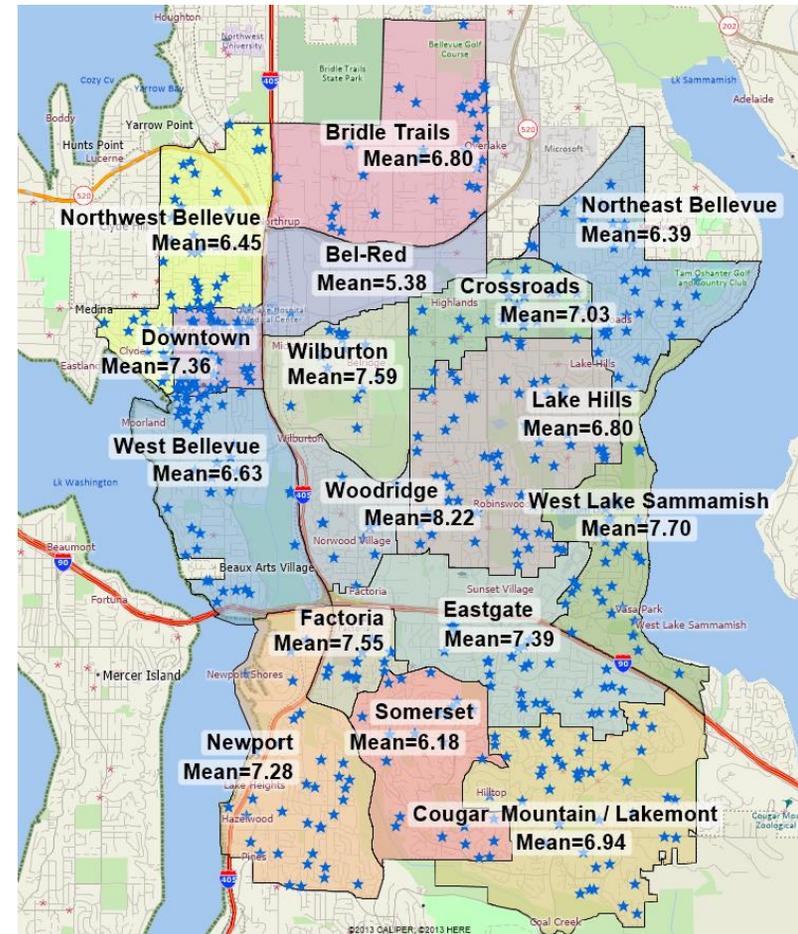
Base: All respondents

Table 9: Value for Tax Dollars Paid by Neighborhood

	Not Getting	Neutral	Getting	Definitely Getting	Mean	Sample Size
Bel-Red	20%	42%	38%	0%	5.38	(n=4)
Bridle Trails	7%	29%	46%	18%	6.80	(n=33)
Cougar						
Mountain / Lakemont						
Lakemont	13%	18%	45%	24%	6.94	(n=45)
Crossroads	9%	16%	57%	18%	7.03	(n=32)
Downtown	1%	14%	62%	22%	7.36	(n=69)
Eastgate	2%	14%	63%	21%	7.39	(n=31)
Factoria	10%	5%	43%	42%	7.55	(n=17)
Lake Hills	11%	23%	41%	25%	6.80	(n=63)
Newport	7%	5%	59%	29%	7.28	(n=35)
Northeast Bellevue						
Bellevue	18%	14%	51%	17%	6.39	(n=36)
Northwest Bellevue						
Bellevue	23%	12%	46%	19%	6.45	(n=47)
West Lake Sammamish						
Sammamish	1%	8%	65%	26%	7.70	(n=33)
Somerset	20%	5%	63%	11%	6.18	(n=23)
West Bellevue	13%	8%	65%	14%	6.63	(n=40)
Wilburton	6%	13%	48%	33%	7.59	(n=15)
Woodridge	0%	17%	30%	54%	8.22	(n=10)

NWRG5—Do you feel you are getting your money’s worth for your city tax dollar?
 Mean based on eleven-point scale where “0” means “Definitely not getting my money’s worth” and “10” means “Definitely getting my money’s worth”
 Base: All respondents

Figure 19: Value for Tax Dollars Paid by Neighborhood

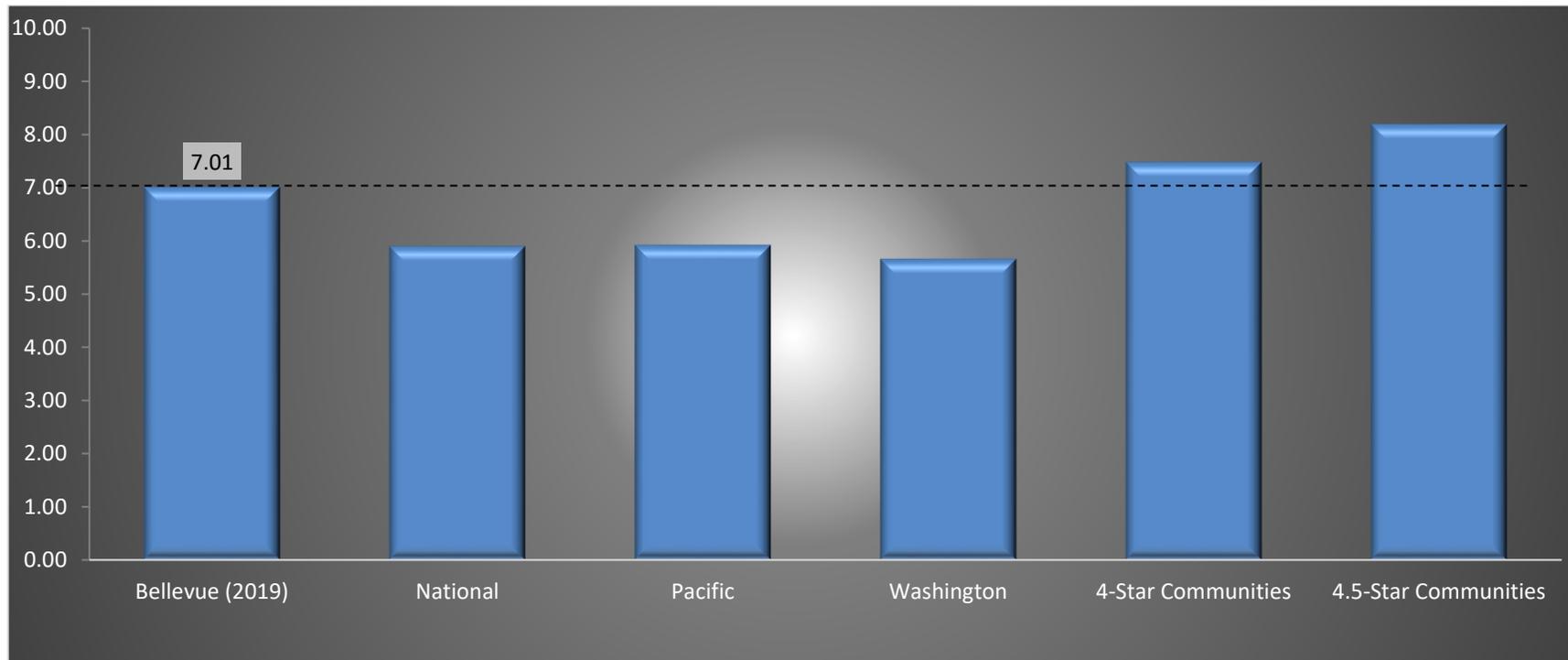


Maps illustrate differences in mean ratings by neighborhood. While comparisons by neighborhoods can be made, margins of error and differences between neighborhoods mean responses may not be statistically significant. Please use caution when viewing neighborhood level results.

VALUE FOR TAX DOLLARS PAID COMPARED TO BENCHMARK RESULTS

Responses were compared to NWRG’s Nationwide CityMarks Community Assessment Survey. Bellevue outperforms national, regional, and Washington benchmarks and performs similar to other 4-Star Communities.

Figure 20: Value for Tax Dollars Paid Benchmarks



NWRG5—Do you feel you are getting your money’s worth for your city tax dollar?

Base: Bellevue all respondents

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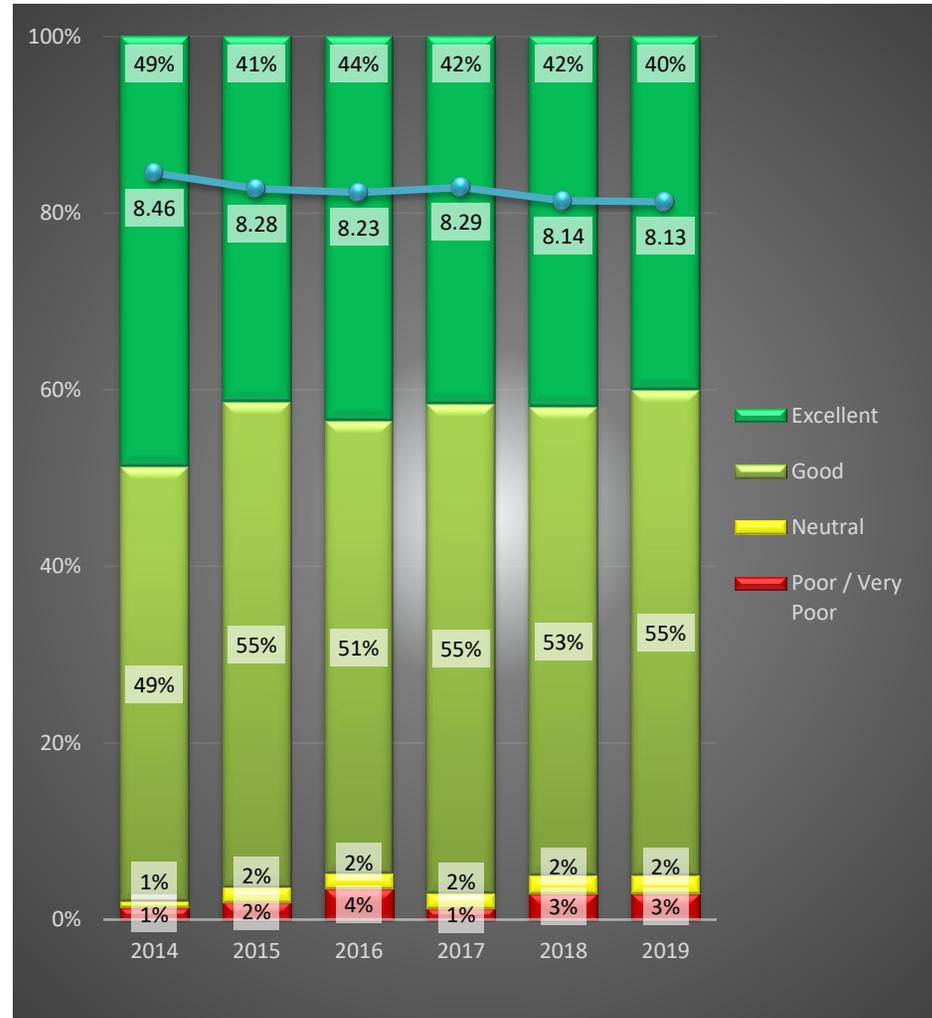
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PERCEPTIONS OF BELLEVUE AS A PLACE TO LIVE

Similar to previous years, nearly all Bellevue residents continue to say Bellevue is a good or excellent place to live. Except for 2014, the overall mean rating remains on-par with previous years.

Ratings of Bellevue as a place to live are uniformly high across all demographic and geographic markers.

Figure 21: Perceptions of Bellevue as a Place to Live



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

↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.

Mean based on eleven-point scale where "0" means "Very poor" and "10" means "Excellent"

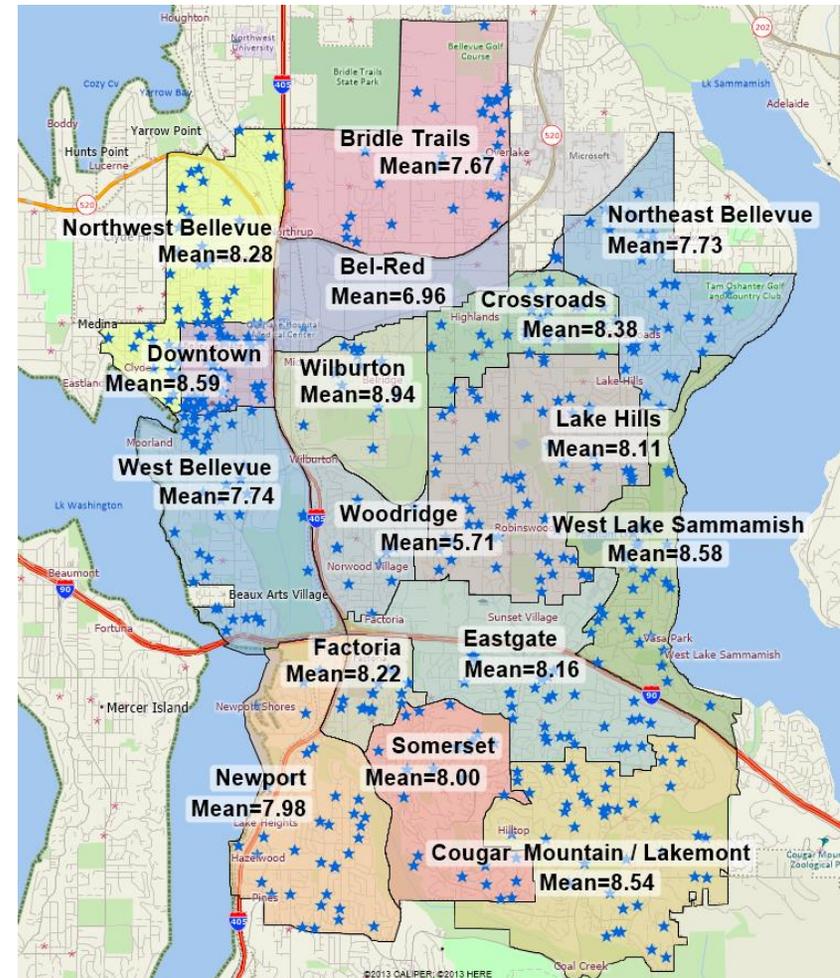
Base: All respondents

Table 10: Bellevue as a Place to Live by Neighborhood

	Poor	Neutral	Good	Excellent	Mean	Sample Size
Bel-Red	20%	0%	62%	18%	6.96	(n=4)
Bridle Trails	1%	4%	62%	33%	7.67	(n=33)
Cougar						
Mountain / Lakemont						
Lakemont	0%	2%	56%	42%	8.54	(n=45)
Crossroads	0%	2%	67%	31%	8.38	(n=32)
Downtown	0%	0%	52%	48%	8.59	(n=69)
Eastgate	6%	2%	49%	43%	8.16	(n=31)
Factoria	0%	0%	64%	36%	8.22	(n=17)
Lake Hills	1%	3%	59%	37%	8.11	(n=63)
Newport	2%	6%	61%	31%	7.98	(n=35)
Northeast Bellevue	6%	2%	61%	31%	7.73	(n=36)
Northwest Bellevue	2%	5%	43%	51%	8.28	(n=47)
West Lake Sammamish	0%	4%	49%	47%	8.58	(n=33)
Sammamish	4%	0%	53%	43%	8.00	(n=23)
Somerset	6%	4%	54%	37%	7.74	(n=40)
West Bellevue	0%	0%	38%	62%	8.94	(n=15)
Wilburton	37%	0%	40%	23%	5.71	(n=10)
Woodridge						

Q1—Overall, how would you describe the city of Bellevue as a place to live?
 Mean based on eleven-point scale where “0” means “Very poor” and “10” means “Excellent”
 Base: All respondents

Figure 22: Bellevue as a Place to Live by Neighborhood



Maps illustrate differences in mean ratings by neighborhood. While comparisons by neighborhoods can be made, margins of error and differences between neighborhoods mean responses may not be statistically significant. Please use caution when viewing neighborhood level results.

Bellevue’s Best Attributes

In an open-ended question, respondents were asked to describe Bellevue’s best attributes in one or two words. Those responses were read and categorized. Additionally, full text/verbatim comments are in Appendix IV.

Table 11: Bellevue’s Best Attributes

	%*	Unweighted N	Weighted N
Clean	22%	36	55
Safe	20%	39	50
Parks / green / open spaces	20%	59	50
Location	14%	37	34
Schools/education	13%	37	33
Shopping opportunities	10%	23	26
Community oriented	7%	18	19
Diverse	6%	15	14
Quality services (police, fire, library)	6%	19	14
City management / government / planning	4%	16	11
Easy to get around	4%	10	11
Friendly	4%	9	10
Convenient	4%	11	10
Attractive / pretty / beautiful	3%	8	7
Upscale / modern / up-and coming	3%	5	7
Infrastructure	2%	5	5
Activities	2%	4	4
Good quality of life	2%	4	4
Quiet / peaceful	1%	3	3
Public transportation	1%	4	3
Homelessness	1%	2	3
Other	19%	41	46

*Note, percentages are based on weighted sample sizes. Both weighted and unweighted n’s are shown for reference. Weighting is standard practice and used to adjust for imperfections in the sample. More information on weighting can be found in Appendix II

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KEY COMMUNITY INDICATORS

OVERALL RATINGS

The City of Bellevue has identified a total of 27 items as Key Community Indicators (KCI). Respondents were asked the extent to which they agreed or disagreed that each of these indicators described Bellevue.

In 2011, NWRG began using factor analysis to analyze the KCIs. Factor analysis is a type of advanced analytics that looks at the responses to multiple questions and groups questions with highly correlated responses into factors. For example, all 27 of Bellevue's KCIs were analyzed, and the results showed that many of the answers were highly related (e.g., individual responses to questions dealing with safety were very similar.) We then combine the scores of the related questions to create a new variable, in this case called a dimension. Table 12, on the next page, shows which questions were highly related to one another and how they were grouped to create each of the six dimensions: Safe Community, Neighborhoods, Healthy Living, Engaged Community, Mobility, and Competitiveness. The analysis is performed each year, and the dimensions are updated as needed.

The use of factor analysis to create Bellevue's dimensions simplifies reporting and provides for a more stable model when running other analytics such as the Key Drivers Analysis, discussed on [page 51](#).

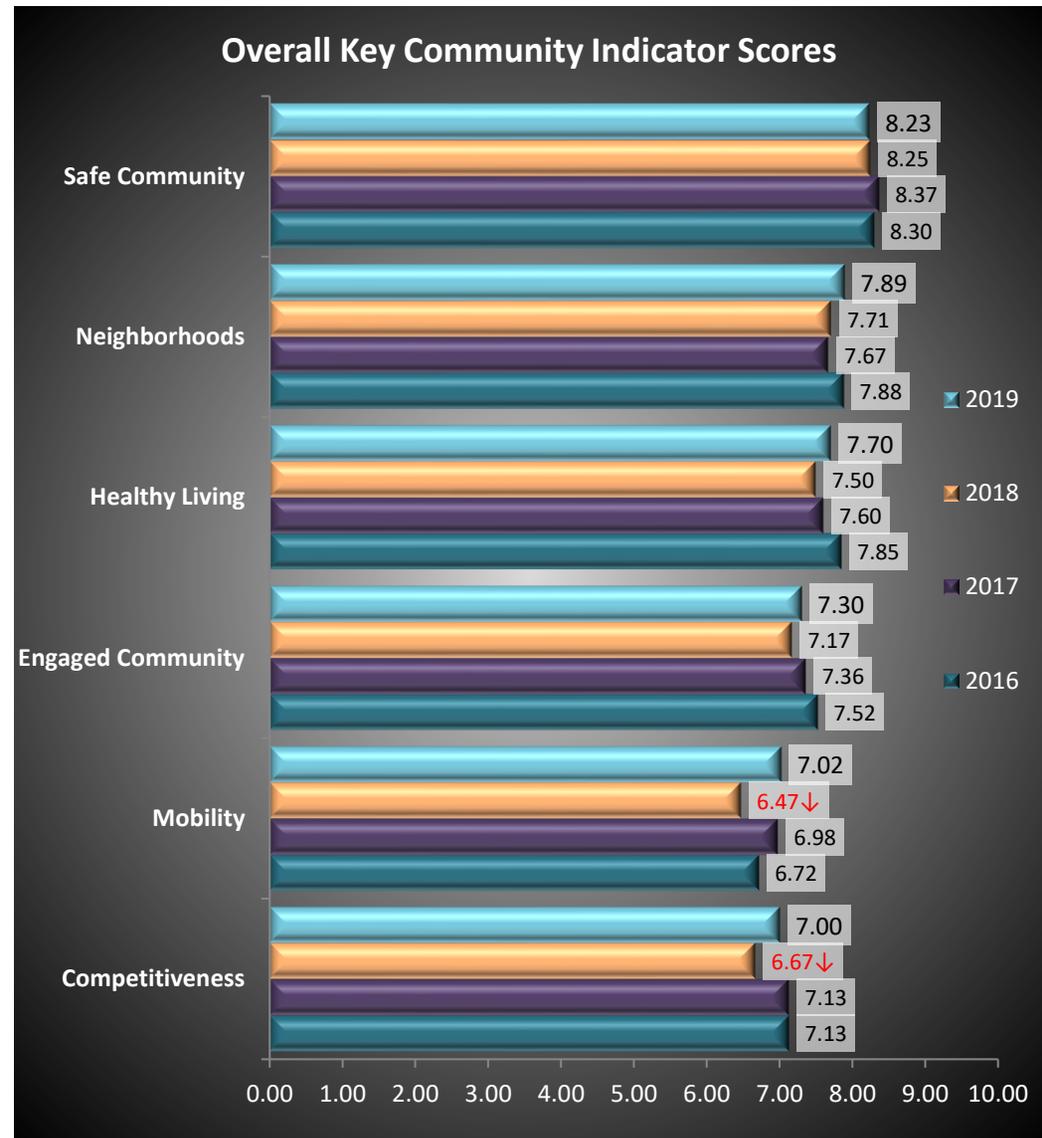
Table 12: Key Community Indicators and Corresponding Dimensions

Dimension	Attributes
Competitiveness	Is a good place to raise children
	Fosters and supports a diverse community in which all residents have the opportunity to live well, work, and play
	Is doing a good job helping to create a competitive business environment that supports entrepreneurs and creates jobs
	Is a visionary community in which creativity is fostered
	Is doing a good job of planning for growth in ways that add value to the quality of life
	Is doing a good job of looking ahead to meet regional challenges
Engaged Community	Is doing a good job of looking ahead to meet local challenges
	Does a good job of keeping residents informed
	Is a welcoming and supportive community that demonstrates caring for people through its actions
	Encourages citizen engagement such as volunteering or participating in community activities
Healthy	Listens to its residents and seeks their involvement
	Has attractive neighborhoods that are well maintained
	Offers me and my family opportunities to experience nature where we live, work, and play
	Environment supports my personal health and well-being
	Is doing a good job of maintaining and enhancing a healthy, natural environment for current and future generations
	Can rightfully be called a “city in a park”
	Provides water, sewer, and wastewater services and infrastructure that reliably ensures public health
Provides water, sewer, and wastewater services and infrastructure that protects the environment	
Safe Community	Is a safe community in which to live, learn, work, and play
	Is well-prepared to respond to routine emergencies
	Plans appropriately to respond to major emergencies
Mobility	Provides a safe transportation system for all users
	Allows for travel within the city of Bellevue in a reasonable and predictable amount of time
	Is doing a good job of planning for and implementing a range of transportation options
Neighborhoods	Has attractive and well-maintained neighborhoods
	Has neighborhoods that are safe
	I live in a neighborhood that supports families, particularly those with children
	Neighborhood provides convenient access to my day-to-day activities

As in previous years, in terms of its overall performance, Bellevue does best at being safe. Safe Community has remained the top performing dimension each year since the introduction of the KCI factor analysis.

As with previous years, Bellevue’s ratings for competitiveness and mobility are the lowest and below the average for all KCI dimensions. Both areas have decreased from 2017 to 2018, then rebounded slightly between 2018 and 2019.

Figure 23: Overall Performance on Key Community Indicator Dimensions



↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.
 Mean based on eleven-point scale
 Base: All respondents

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KEY DRIVERS ANALYSIS

Key Drivers Analysis uses a combination of factor and regression analysis to identify which of the Key Community Indicators (KCIs) have the greatest impact on residents' overall impressions of Bellevue as measured by its 5-Star rating. The purpose of these analyses is to determine which KCIs contained in the survey are most closely associated with Bellevue's 5-Star rating. While Key Drivers Analysis is somewhat complex, and a full description is beyond the scope of this report, in its simplest form, Key Drivers Analysis looks for a correlation between a respondent's 5-Star rating and how he, she or they responded to each of the KCIs. If there is a significant correlation between the two, then the KCI (or dimension) is considered to be a "driver" of the 5-Star rating.

More information regarding key drivers and examples of attributes that are and are not drivers can be found in [Appendix II](#).

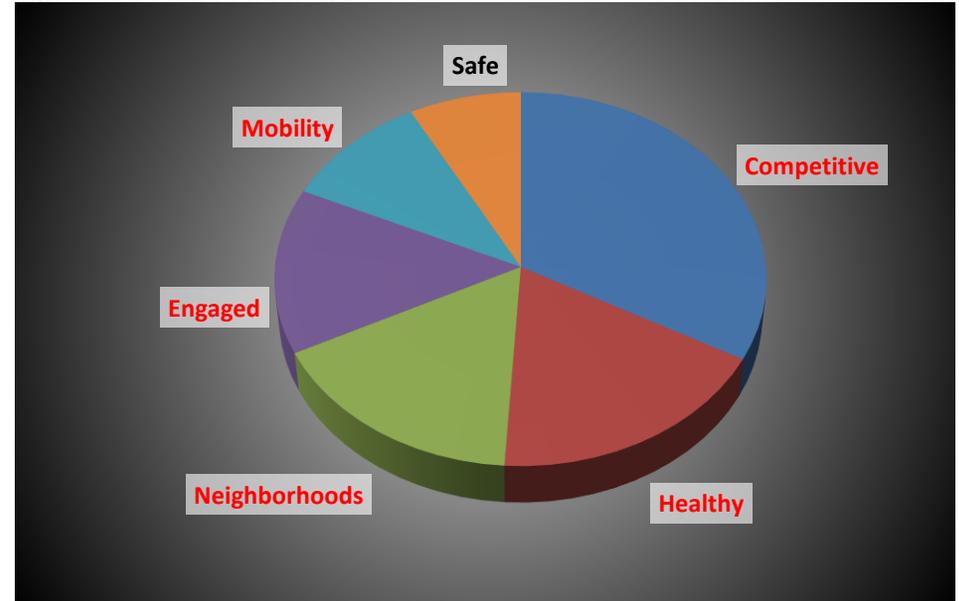
The first step in the analysis identifies the extent to which the five overall dimensions identified earlier impact Bellevue’s 5-Star rating.

The dimensions Competitiveness, Healthy Living, Neighborhoods, Engaged Community, and Mobility have a significant impact on Bellevue’s 5-Star rating.

Safety is not a driver. This is not to say that safety is not important, nor that Bellevue does not have high safety scores. Rather, this means that there is no significant correlation between safety in Bellevue and how residents feel about Bellevue overall. More information on what makes something a drive is located in [Appendix II](#).

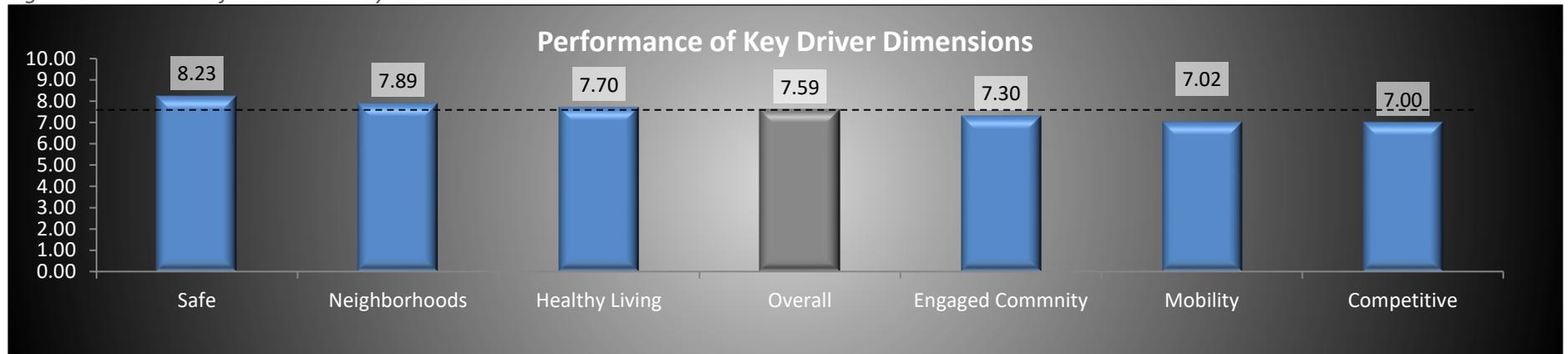
The largest driver, being a competitive community, is also the dimension with the lowest score among the six used in the analysis. Note that this still scores quite well, with a mean of 7 on a scale from 0 to 10.

Figure 24: Key Drivers Analysis—Overall Dimensions



Those factors in red and bold are key drivers—that is, a change in these areas would have a significant impact on Bellevue’s 5-Star rating.
Those factors in black are not drivers—that is, a change in these areas does not significantly impact Bellevue’s 5-Star Rating.

Figure 25: Overall Performance on Key Driver Dimensions



Mean score based on a scale from 0 to 10

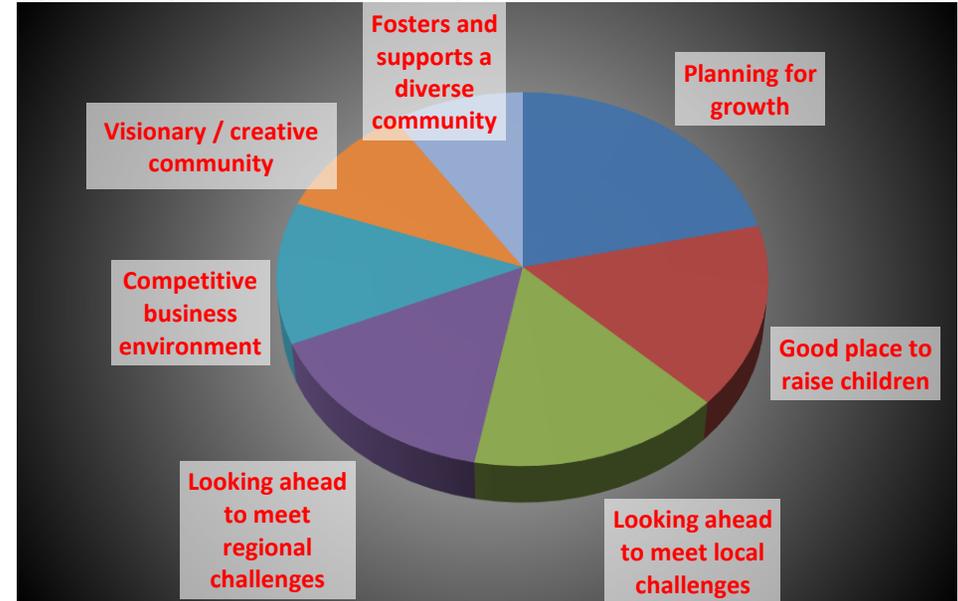
The second step in the analysis identifies the extent to which each of the individual Key Questions contained within the overall dimension is a key driver. Again, regression analysis is used to identify areas that drive Bellevue’s 5-Star rating. At the end of the Key Drivers section is a summary table that identifies the key drivers and relative performances for each dimension and attribute within dimensions.

Competitive environment is the largest driver — that is, ratings for this dimension have the largest overall impact on Bellevue’s 5-Star Rating.

Within this dimension the areas of focus are planning for growth in ways that add value to the quality of life and looking ahead to meet local challenges. These are the number one and three drivers, and both score relatively low when compared to the other attributes in this dimension.

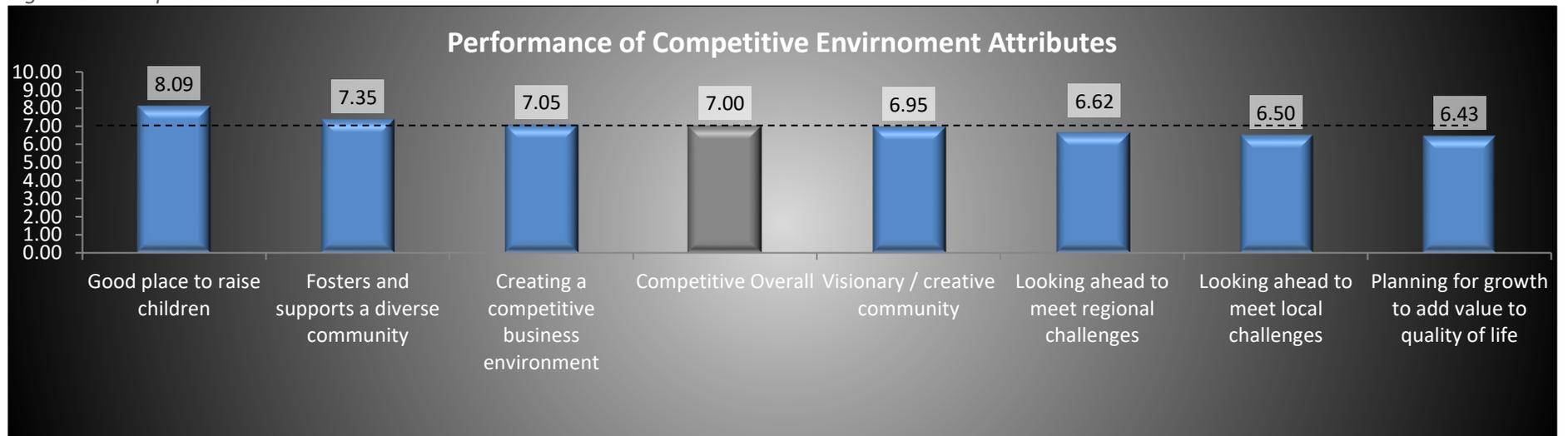
The scores for all attributes are similar to 2018.

Figure 26: Key Drivers Analysis—Competitive



All attributes shown are key drivers—that is, a change in these areas would have a significant impact on Bellevue’s 5-Star rating.

Figure 27: Competitive Environment Attributes



Mean score based on a scale from 0 to 10

Healthy living has the second largest impact on Bellevue’s 5-Star Rating. Within this dimension, the focus area should be maintaining and enhancing a healthy natural environment for current and future generations. It has the second largest impact and second lowest score among these attributes.

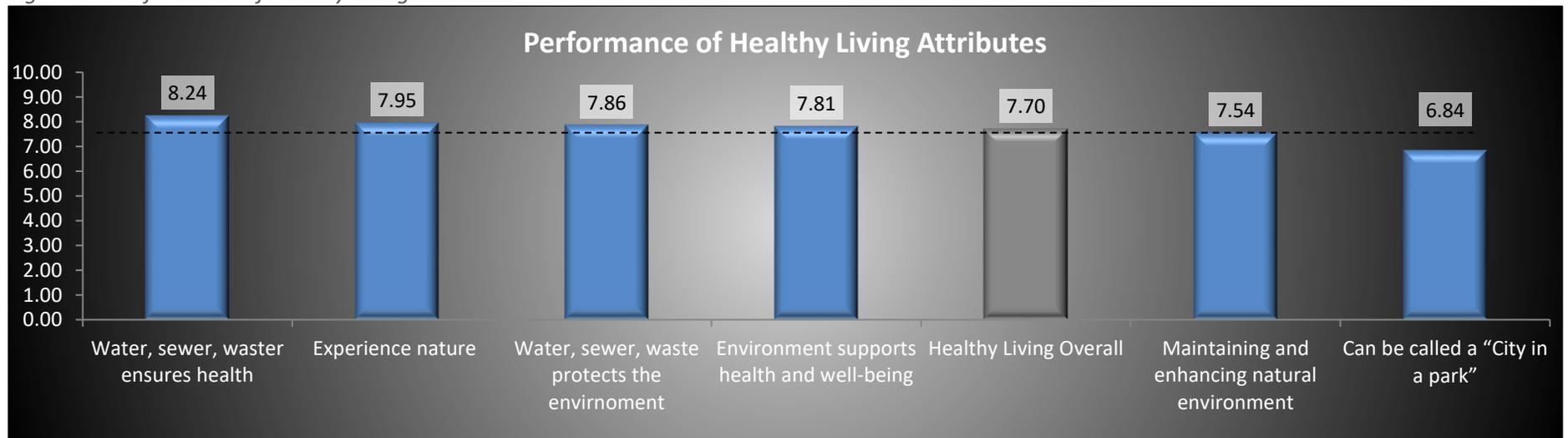
The scores for all attributes are similar to 2018.

Figure 28: Key Drivers Analysis—Healthy Living



All attributes shown are key drivers—that is, a change in these areas would have a significant impact on Bellevue’s 5-Star rating.

Figure 29: Performance of Healthy Living Attributes

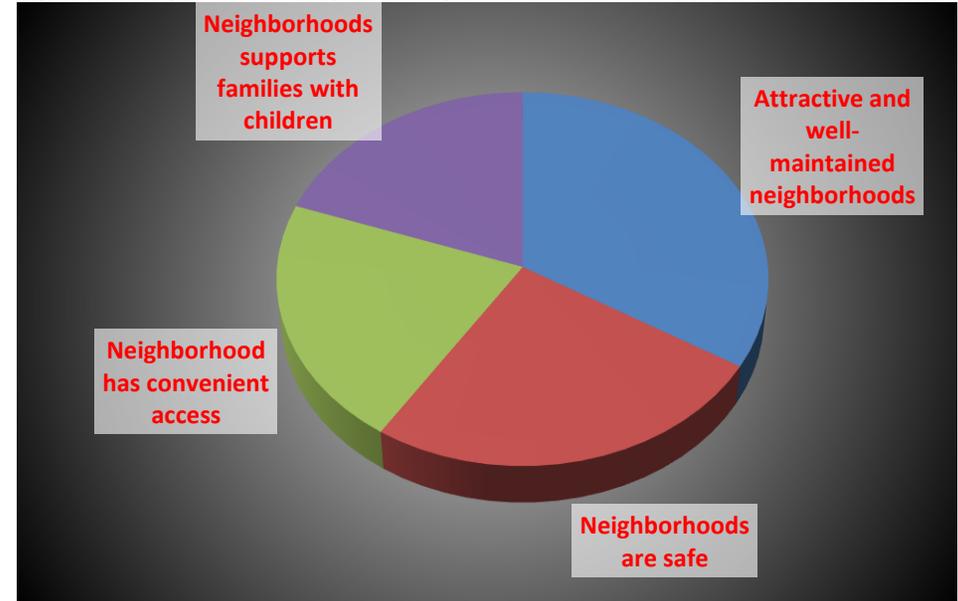


Mean score based on a scale from 0 to 10

Within Neighborhoods, all attributes do quite well, and Bellevue should continue along this path.

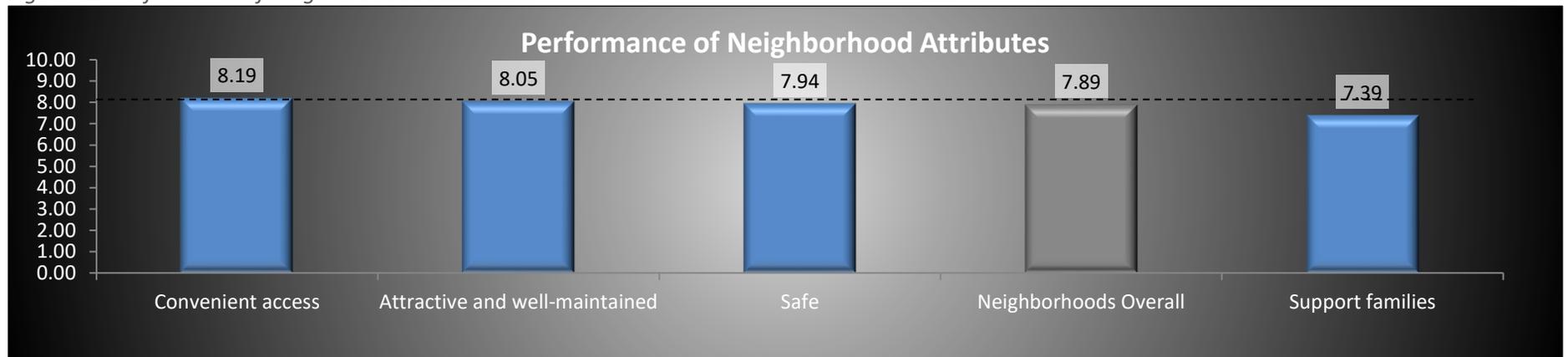
The scores for all attributes are similar to 2018.

Figure 30: Key Drivers Analysis—Neighborhoods



All attributes shown are key drivers—that is, a change in these areas would have a significant impact on Bellevue's 5-Star rating.

Figure 31: Performance of Neighborhood Attributes

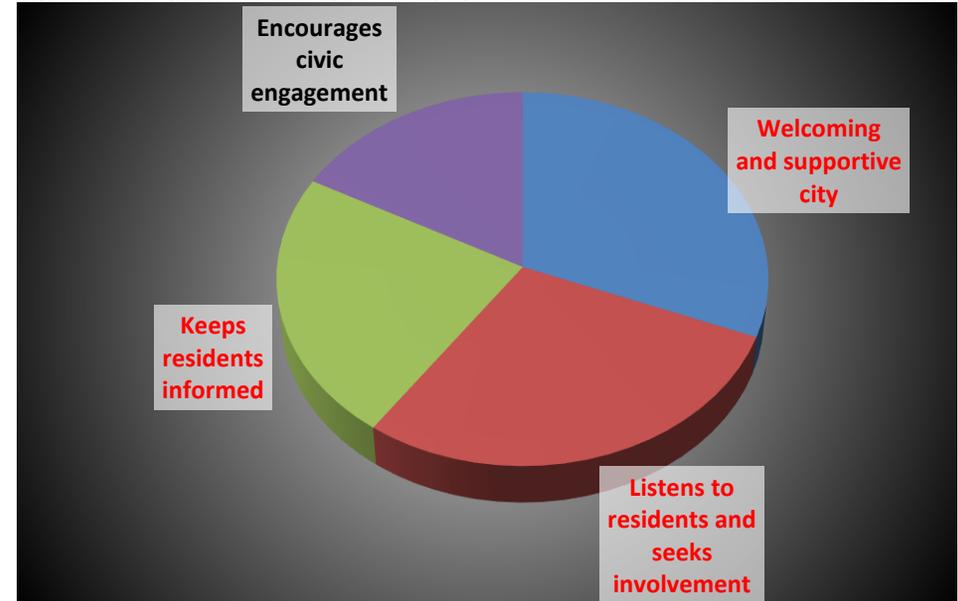


Mean score based on a scale from 0 to 10

Within the Engaged Community dimension, the focus area should be listening to residents and seeking their involvement. It has the second largest impact and lowest score among these attributes.

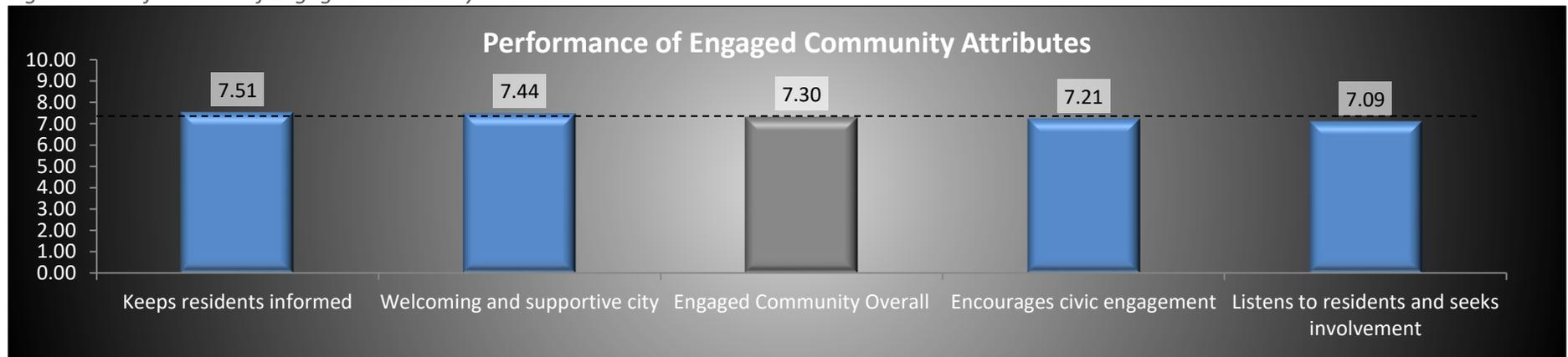
The scores for all attributes are similar to 2018.

Figure 32: Key Drivers Analysis—Engaged



All attributes shown are key drivers—that is, a change in these areas would have a significant impact on Bellevue’s 5-Star rating.

Figure 33: Performance of Engaged Community Attributes

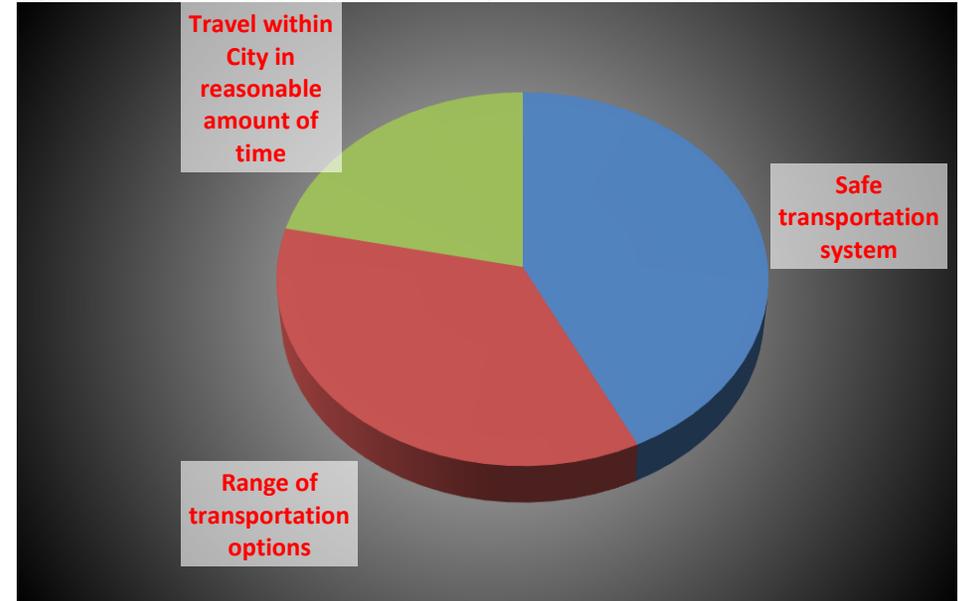


Mean score based on a scale from 0 to 10

Mobility is the second lowest scoring attribute overall and also has the second lowest impact of the driver attributes. The focus for this area should be on planning for and implementing a range of transportation options.

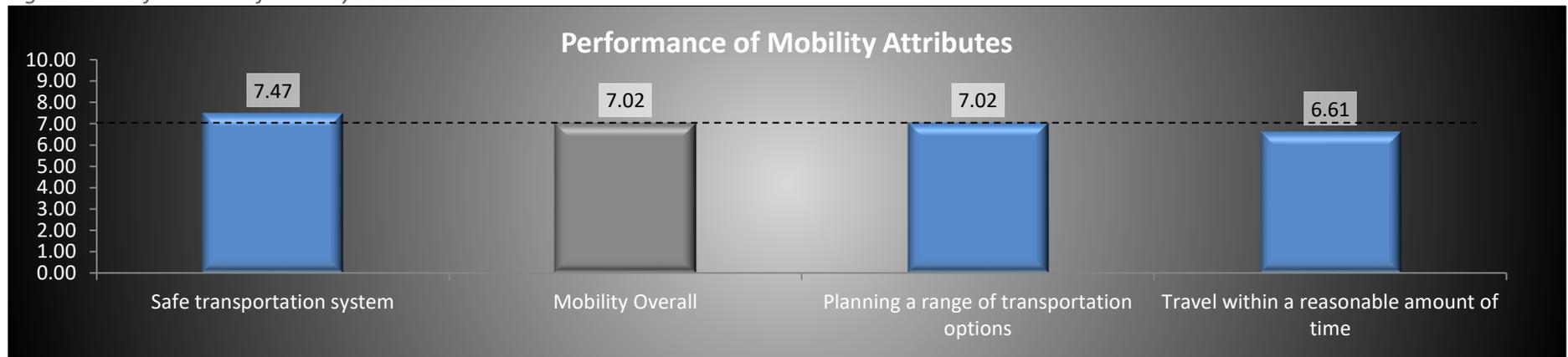
The scores for all attributes are similar to 2018.

Figure 34: Key Drivers Analysis—Mobility



All attributes shown are key drivers—that is, a change in these areas would have a significant impact on Bellevue's 5-Star rating.

Figure 35: Performance of Mobility Attributes

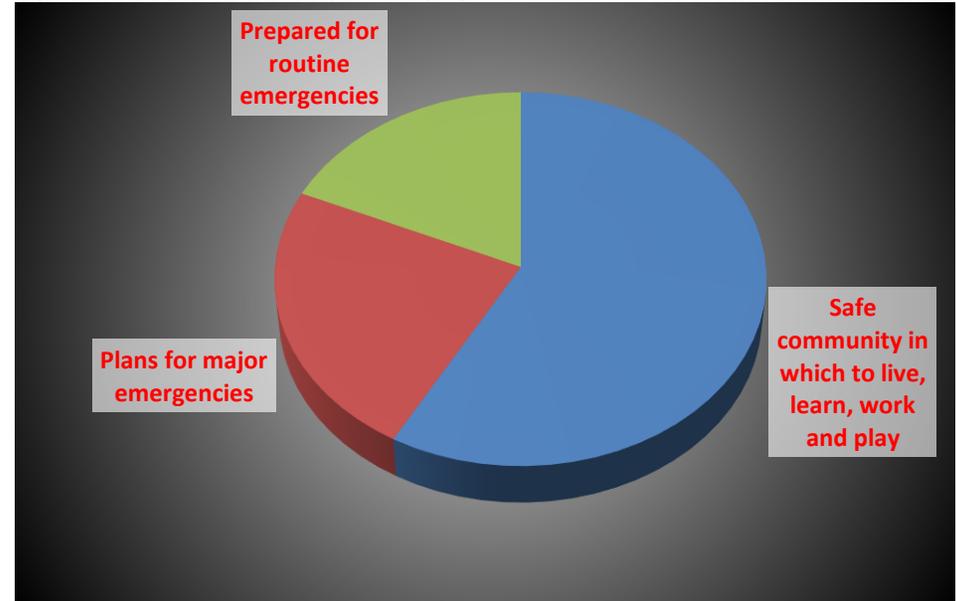


Mean score based on a scale from 0 to 10

Safety is the only dimension that is not a driver. Each of the attributes within Safety, however, do have an impact on Bellevue’s 5-Star Rating. This does not mean that safety is not important, but rather that there is less correlation between how residents rate safety attributes and their individual Star Ratings. This can be seen by the very high ratings received overall on the safety attributes. In general, regardless of how residents feel about other aspects of the city, they feel safe.

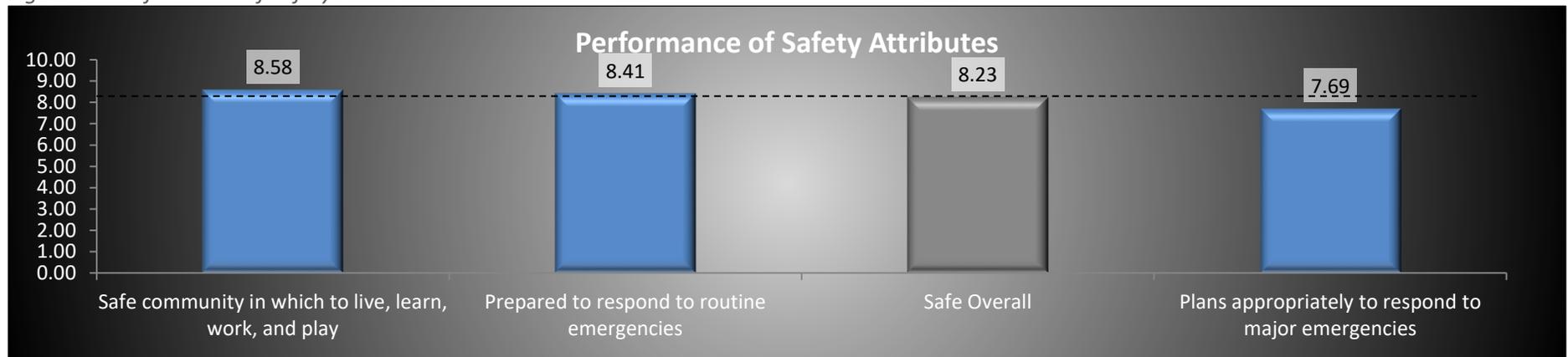
One area to examine is planning for major emergencies.

Figure 36: Key Drivers Analysis—Safety



All attributes shown are key drivers—that is, a change in these areas would have a significant impact on Bellevue’s 5-Star rating.

Figure 37: Performance of Safety Attributes



Mean score based on a scale from 0 to 10

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

1. **Invest:** These are areas that are key drivers of Bellevue’s 5-Star rating and where residents’ agreement is below average when compared to the overall mean of the KCIs in each dimension. Investing in these areas would have a significant impact on Bellevue’s 5-Star rating. In the table on the next page, these KCIs are highlighted in dark red.
2. **Maintain:** These are areas identified as key drivers of Bellevue’s 5-Star rating and where residents’ agreement is above average when compared to the overall mean of the KCIs in each dimension. Because of the impact of these items on Bellevue’s rating, it is important to maintain existing levels of service in these areas as a decrease in the level of service would have a negative impact on Bellevue’s 5-Star rating. These KCIs are highlighted in dark green.
3. **Monitor:** These are areas identified as key drivers of Bellevue’s 5-Star rating and where residents’ agreement is at or near average when compared to the overall mean of the KCIs in each dimension. Because of the impact of these items on Bellevue’s rating and their mid-level satisfaction, these are areas to monitor and invest additional resources as available to improve performance. These items are highlighted in dark yellow.
4. **Non-Drivers:** These are areas not identified as key drivers of Bellevue’s 5-Star rating and fall into three categories:
 - a. **Lower than average agreement:** These are areas where residents’ agreement is below average when compared to the overall mean of the KCIs in each dimension. These KCIs are highlighted in light red in the table on the next page.
 - b. **Above average agreement:** These are areas where residents’ agreement is above average when compared to the overall mean of the KCIs in each dimension. These KCIs are highlighted in light green in the table on the next page.
 - c. **Average Agreement:** These are areas where residents’ agreement is at or near average when compared to the overall mean of the KCIs in each dimension. These KCIs are highlighted in light yellow in the table on the next page.

Table 13: Resource Allocation Analysis

		Importance					
		Competitiveness	Healthy Living	Neighborhoods	Engaged Community	Mobility	Safe Community
S a t i s f a c t i o n	Good place to raise children	Water infrastructure ensures public health	Convenient access to activities	Keeps residents informed	Safe transportation system	Safe community in which to live, work, play	
	Supports a diverse community	Opportunities to experience nature	Attractive and well-maintained	Welcoming / supportive city	Range of transportation options	Prepared for routine emergencies	
	Competitive business environment	Water infrastructure protects environment	Safe neighborhoods	Encourages community engagement	Travel in reasonable / predictable amount of time	Plans for major emergencies	
	Visionary / creative community	Supports personal health and well-being	Supports families	Listens to residents			
	Looking ahead to meet regional challenges	Maintaining a healthy natural environment					
	Looking ahead to meet local challenges	“City in a park”					
	Planning for growth to add quality of life						

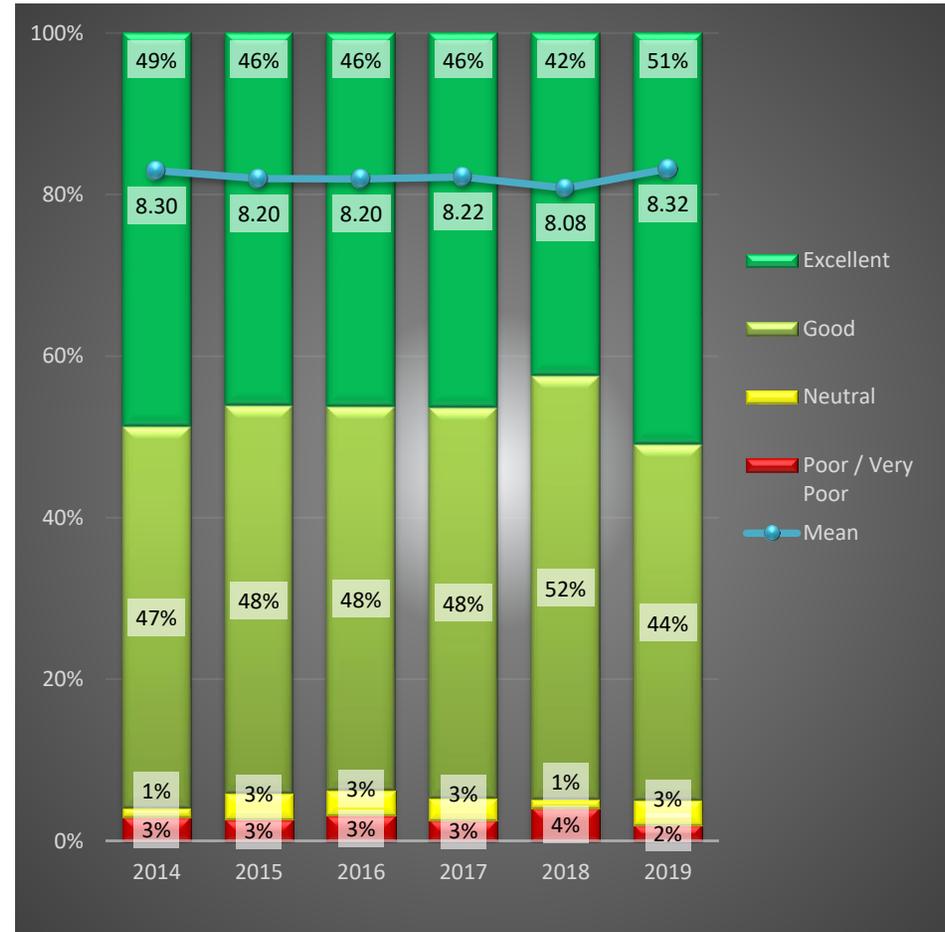
= Key driver, lower-than-average agreement; invest
 = Key driver, near average agreement; invest as allowed
 = Key driver, above-average agreement; maintain

BELLEVUE NEIGHBORHOODS

NEIGHBORHOOD AS A PLACE TO LIVE

Nearly all Bellevue residents feel positive about their neighborhood as a place to live. This has remained steady over the years, and there are no significant differences based on demographics or neighborhood in which the resident lives.

Figure 38: Perceptions of Bellevue’s Neighborhoods



HOOD1—Overall, how would you describe your neighborhood as a place to live?

↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.

Mean based on eleven-point scale where “0” means “Very poor” and “10” means “Excellent”

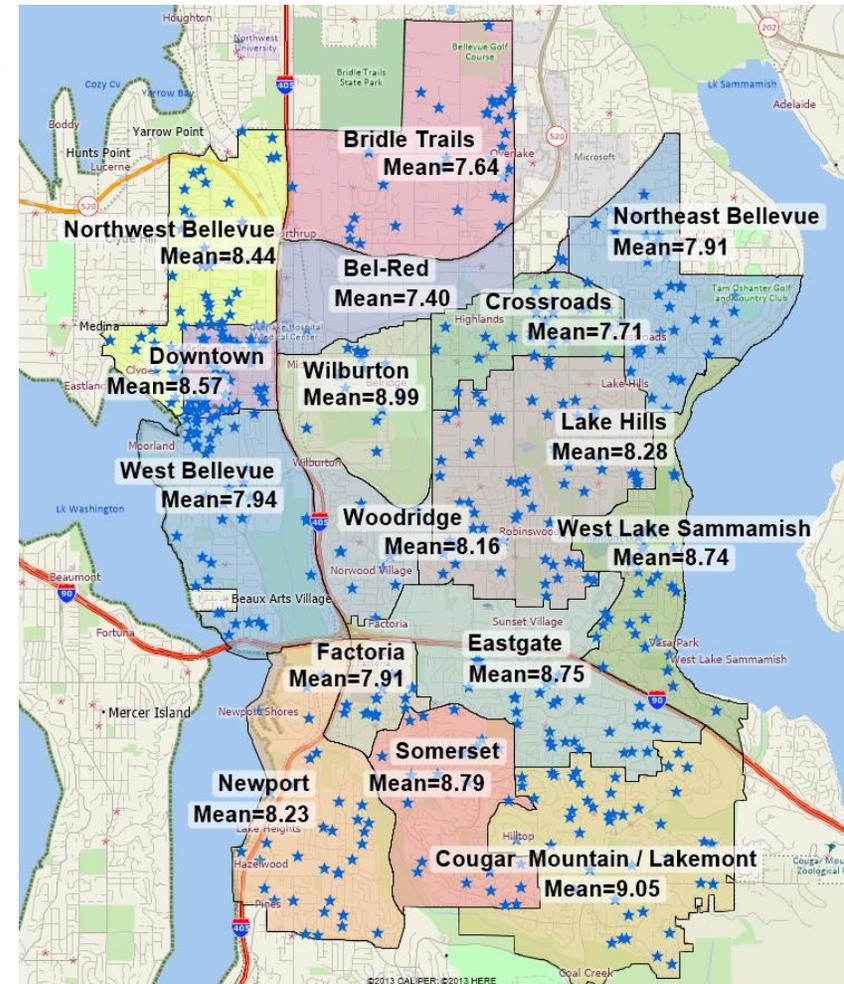
Base: All respondents

Table 14: Perception of Neighborhood by Neighborhood

	Poor	Neutral	Good	Excellent	Mean	Sample Size
Bel-Red	0%	20%	80%	0%	7.40	(n=4)
Bridle Trails	3%	1%	57%	38%	7.64	(n=33)
Cougar						
Mountain / Lakemont	0%	0%	30%	70%	9.05	(n=45)
Crossroads	1%	19%	44%	35%	7.71	(n=32)
Downtown	1%	0%	37%	62%	8.57	(n=69)
Eastgate	0%	0%	40%	60%	8.75	(n=31)
Factoria	0%	0%	75%	25%	7.91	(n=17)
Lake Hills	3%	4%	39%	54%	8.28	(n=63)
Newport	4%	4%	45%	46%	8.23	(n=35)
Northeast Bellevue	4%	0%	57%	38%	7.91	(n=36)
Northwest Bellevue	4%	0%	46%	50%	8.44	(n=47)
West Lake Sammamish	0%	0%	44%	56%	8.74	(n=33)
Somerset	4%	0%	29%	67%	8.79	(n=23)
West Bellevue	8%	3%	50%	40%	7.94	(n=40)
Wilburton	0%	0%	32%	68%	8.99	(n=15)
Woodridge	0%	17%	27%	57%	8.16	(n=10)

HOOD1—Overall, how would you describe your neighborhood as a place to live?
 Mean based on eleven-point scale where “0” means “Very poor” and “10” means “Excellent”
 Base: All respondents

Figure 39: Perception of Neighborhood by Neighborhood



Maps illustrate differences in mean ratings by neighborhood. While comparisons by neighborhoods can be made, margins of error and differences between neighborhoods mean responses may not be statistically significant. Please use caution when viewing neighborhood level results.

SENSE OF COMMUNITY

Ratings for whether neighborhoods have a sense of community were relatively unchanged over the past several years.

For the most part, ratings for Sense of Community are even across the city. The exception is West Lake Sammamish, which has the highest rating. West Lake Sammamish has significantly higher ratings than Crossroads, Downtown and Northwest Bellevue.

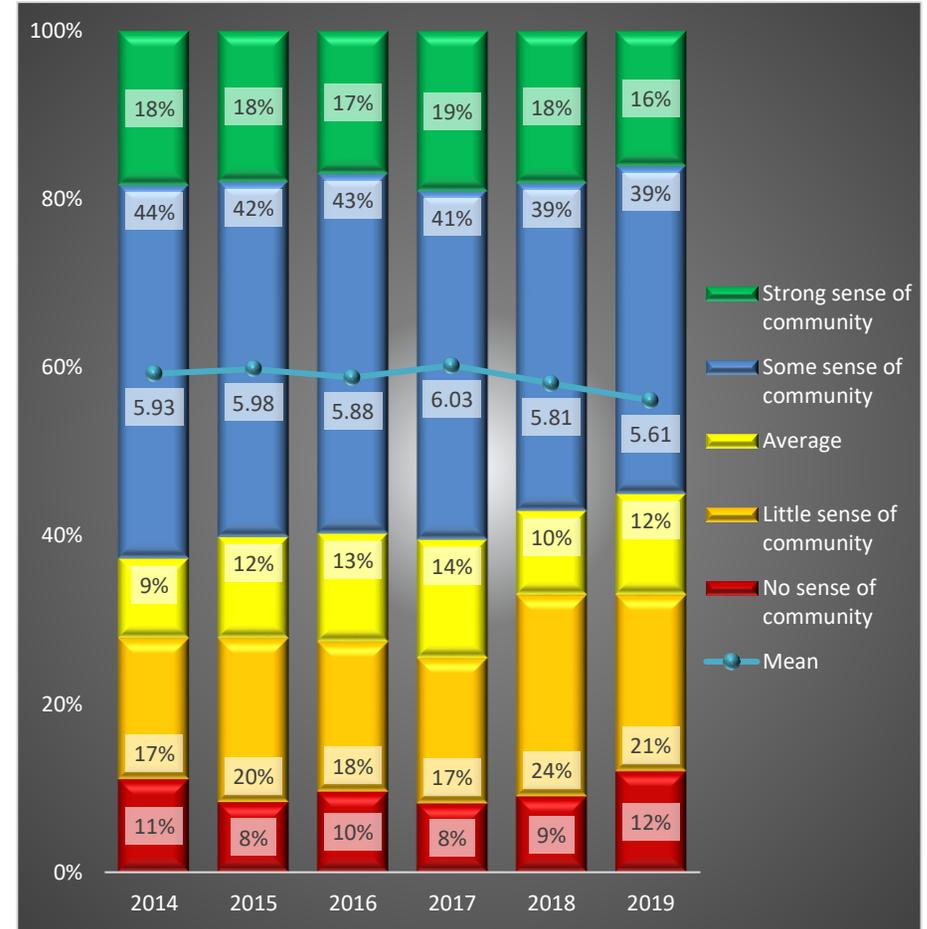
There are also some differences based on demographics:

- Similar to previous years, residents living in single-family homes have a higher sense of community than each of their counterparts.
- Older residents—those 55 years old or older—also have a stronger sense of community especially when compared to residents younger than 35.

Table 15: Sense of Community by Demographic Characteristics

	Little / None	Average	Some community	Strong Community	Mean
Single Family	47%↓	14%	32%↓	7%↓	6.47↑
Multi Family	21%↑	10%	47%↑	23%↑	4.64↓
<35 Years	46%↑	12%	34%	8%↓	4.60↓
55+ years	27%↓	12%	38%	22%↑	6.18↑

Figure 40: Perceptions of Bellevue’s Sense of Community



HOOD2—Some neighborhoods have what is called a “sense of community.” Would you say your neighborhood has a...?

↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level. Mean based on eleven-point scale where “0” means “No sense of community at all” and “10” means “Strong sense of community”

Base: All respondents

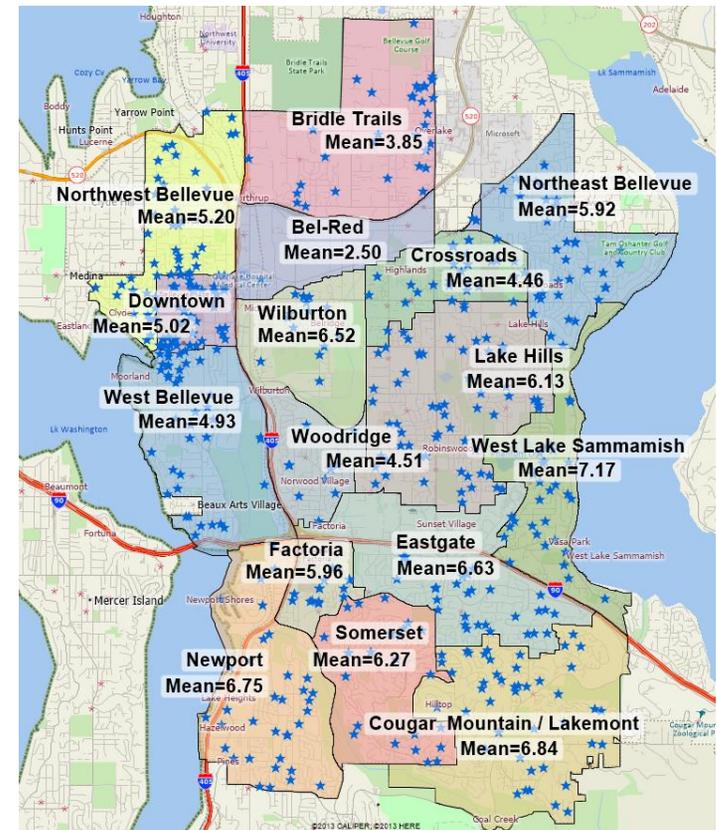
Table 16: Sense of Community by Neighborhood

	No Community	Little	Neutral	Some	Strong Community	Mean	Sample Size
Bel-Red	42%	20%	18%	20%	0%	2.50	(n=4)
Bridle Trails	41%	12%	11%	20%	16%	3.85	(n=33)
Cougar Mountain / Lakemont							
Lakemont	8%	9%	14%	32%	37%	6.84	(n=45)
Crossroads	23%	31%	12%	23%	12%	4.46	(n=32)
Downtown	13%	31%	9%	39%	8%	5.02	(n=69)
Eastgate	3%	9%	6%	70%	13%	6.63	(n=31)
Factoria	5%	19%	22%	30%	24%	5.96	(n=17)
Lake Hills	3%	17%	16%	54%	10%	6.13	(n=63)
Newport	2%	19%	4%	56%	20%	6.75	(n=35)
Northeast Bellevue							
Bellevue	5%	21%	13%	46%	16%	5.92	(n=36)
Northwest Bellevue							
Bellevue	10%	39%	7%	34%	11%	5.20	(n=47)
West Lake Sammamish							
Sammamish	2%	8%	14%	58%	19%	7.17	(n=33)
Somerset	4%	21%	8%	45%	22%	6.27	(n=23)
West Bellevue	26%	13%	21%	18%	22%	4.93	(n=40)
Wilburton	0%	22%	17%	36%	25%	6.52	(n=15)
Woodridge	8%	53%	0%	30%	9%	4.51	(n=10)

HOOD2—Some neighborhoods have what is called a “sense of community.” Would you say your neighborhood has a...? Mean based on eleven-point scale where “0” means “No sense of community at all” and “10” means “Strong sense of community”

Base: All respondents

Figure 41: Sense of Community by Neighborhood



Maps illustrate differences in mean ratings by neighborhood. While comparisons by neighborhoods can be made, margins of error and differences between neighborhoods mean responses may not be statistically significant. Please use caution when viewing neighborhood level results.

PARK FACILITIES

USE OF PARK FACILITIES

Use of Bellevue’s parks continues to be high—roughly nine out of ten households had someone visit a park or park facility in the past 12 months.

- All households with children present have visited a park or park facility in the past year.
- Similarly, residents under 55 are more likely than older residents to have used these services.
- Park use is consistent across neighborhoods.

Table 17: Usage of Park Facilities

	Visited Park or Park Facility					
	2014	2015	2016	2017	2018	2019
Net: Someone in household has	88%	88%	89%	87%	89%	89%
Respondent personally has	49%	39%↓	40%	38%	46%	42%
Family member has	3%	4%	3%	4%	3%	4%
Respondent and family member has	37%	45%↑	45%	45%	41%	43%
No one in household has	12%	12%	11%	13%	11%	11%

PARKS1—Have you, yourself, or anyone in your household visited a Bellevue park or park facility in the past 12 months?

↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.

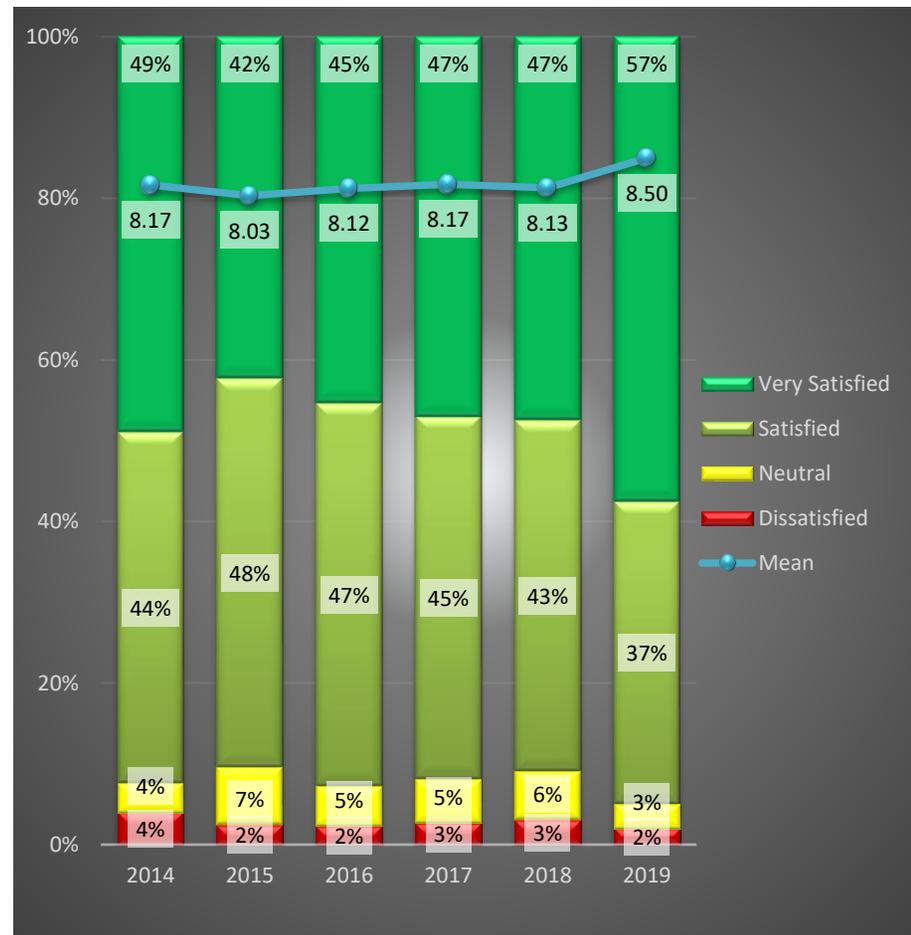
Base: All respondents

PERCEPTIONS OF BELLEVUE PARKS

Ninety-five percent (95%) of residents are either “Satisfied” (37%) or “Very Satisfied” (57%) with Bellevue’s parks and recreation activities.

Ratings are fairly consistent across demographic and geographic cuts.

Figure 42: Overall Satisfaction with Bellevue Parks and Recreation



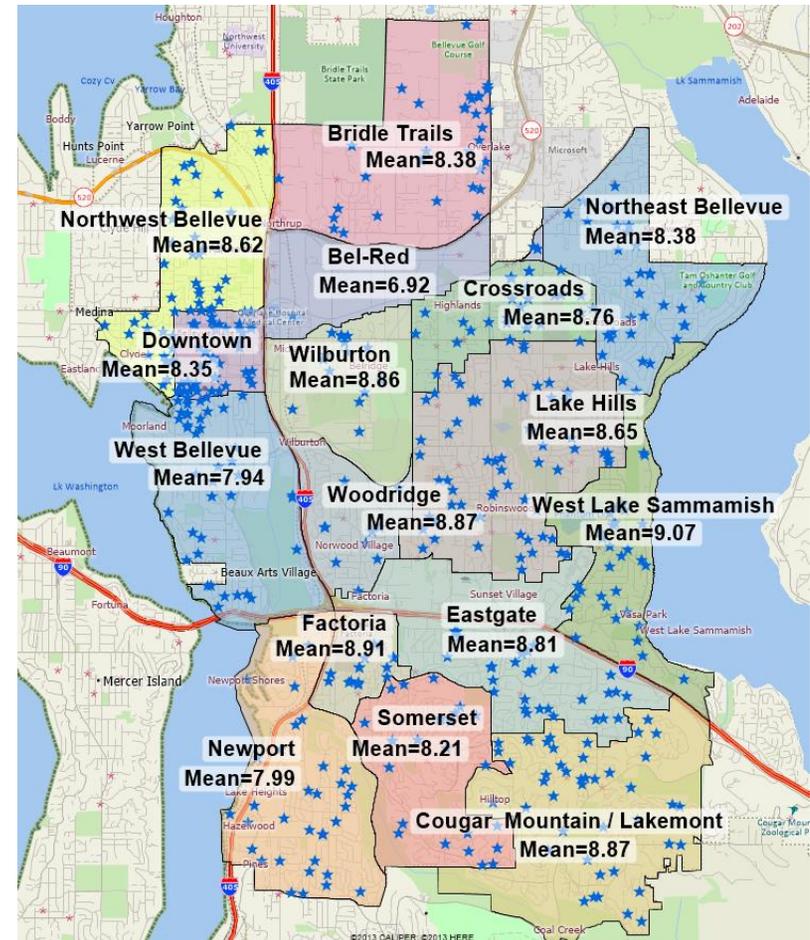
PARKS2—Overall, how satisfied are you with parks and recreation in Bellevue?
 ↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.
 Mean based on eleven-point scale where “0” means “Very dissatisfied” and “10” means “Very satisfied”
 Base: All respondents

Table 18: Satisfaction with Parks by Neighborhood

	Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Mean	Sample Size
Bel-Red	0%	42%	20%	38%	6.92	(n=4)
Bridle Trails	0%	6%	45%	50%	8.38	(n=33)
Cougar Mountain / Lakemont						
Lakemont	5%	0%	20%	74%	8.87	(n=45)
Crossroads	0%	1%	36%	62%	8.76	(n=32)
Downtown	7%	0%	33%	60%	8.35	(n=69)
Eastgate	0%	1%	41%	58%	8.81	(n=31)
Factoria	0%	0%	32%	68%	8.91	(n=17)
Lake Hills	0%	2%	42%	56%	8.65	(n=63)
Newport	0%	4%	62%	34%	7.99	(n=35)
Northeast Bellevue	1%	5%	38%	56%	8.38	(n=36)
Northwest Bellevue	0%	2%	37%	61%	8.62	(n=47)
West Lake Sammamish	0%	0%	29%	71%	9.07	(n=33)
Somerset	7%	0%	48%	45%	8.21	(n=23)
West Bellevue	6%	12%	35%	47%	7.94	(n=40)
Wilburton	0%	6%	21%	72%	8.86	(n=15)
Woodridge	0%	0%	34%	66%	8.87	(n=10)

PARKS2 – Overall, how satisfied are you with parks and recreation in Bellevue?
 Mean based on five-point scale where “0” means “very poor” and “10” means “excellent.”
 Base: All respondents

Figure 43: Satisfaction with Parks by Neighborhood



Maps illustrate differences in mean ratings by neighborhood. While comparisons by neighborhoods can be made, margins of error and differences between neighborhoods mean responses may not be statistically significant. Please use caution when viewing neighborhood level results.

RATINGS OF PARKS

As with previous years, Appearance of Parks continues to be the highest rated attribute and Range and Variety of Recreation Activities continues to be the lowest rated.

Ratings for each of the attributes has remained steady.

Table 19: Ratings for Bellevue's Parks

		2014	2015	2016	2017	2018	2019
Appearance	% Excellent	56%	48%	48%	51%	55%	57%
	% Good	40%	47%	47%	44%	39%	40%
	Mean	8.52	8.35	8.35	8.40	8.43	8.58
Safety	% Excellent	51%	47%	44%	47%	50%	55%
	% Good	45%	47%	49%	47%	43%	38%
	Mean	8.38	8.28	8.15	8.31	8.25	8.31
Range and Variety of Recreation Activities	% Excellent	34%	27%	27%	33%	29%	38%
	% Good	50%	58%	58%	54%	57%	54%
	Mean	7.47	7.45	7.50	7.64	7.54	7.92

PARKS3B-D—Based on what you have experienced, seen or heard, please rate the quality of parks and recreation facilities in Bellevue.

↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.
Mean based on eleven-point scale where "0" means "Very Poor" and "10" means "Excellent"

Base: All respondents

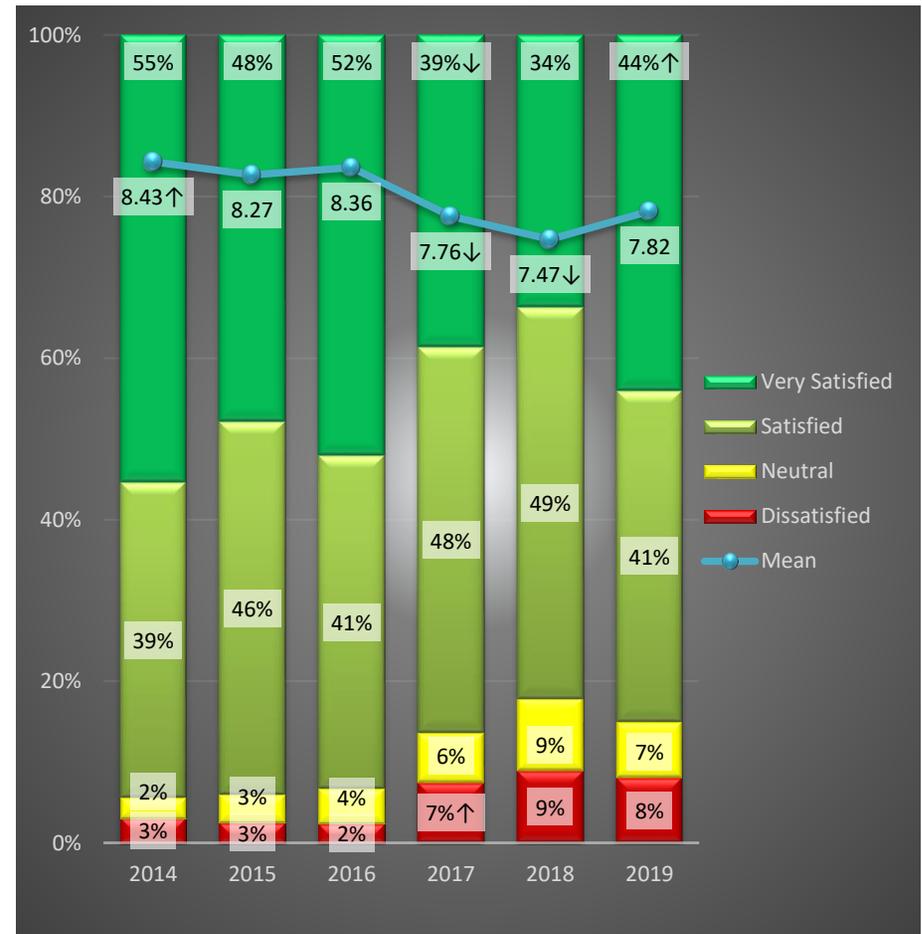
BELLEVUE UTILITIES

OVERALL SATISFACTION AS A CUSTOMER OF THE UTILITIES DEPARTMENT

Overall satisfaction with Bellevue Utilities dropped between 2016 and 2017 and again in 2018. While there has been a slight increase in satisfaction between 2018 and 2019, scores are still below 2016 levels. The analysis performed later in this report looks a bit into possible drivers of Utilities satisfaction.

There are no differences in satisfaction levels based on demographics or neighborhood.

Figure 44: Overall Satisfaction with Bellevue Utilities



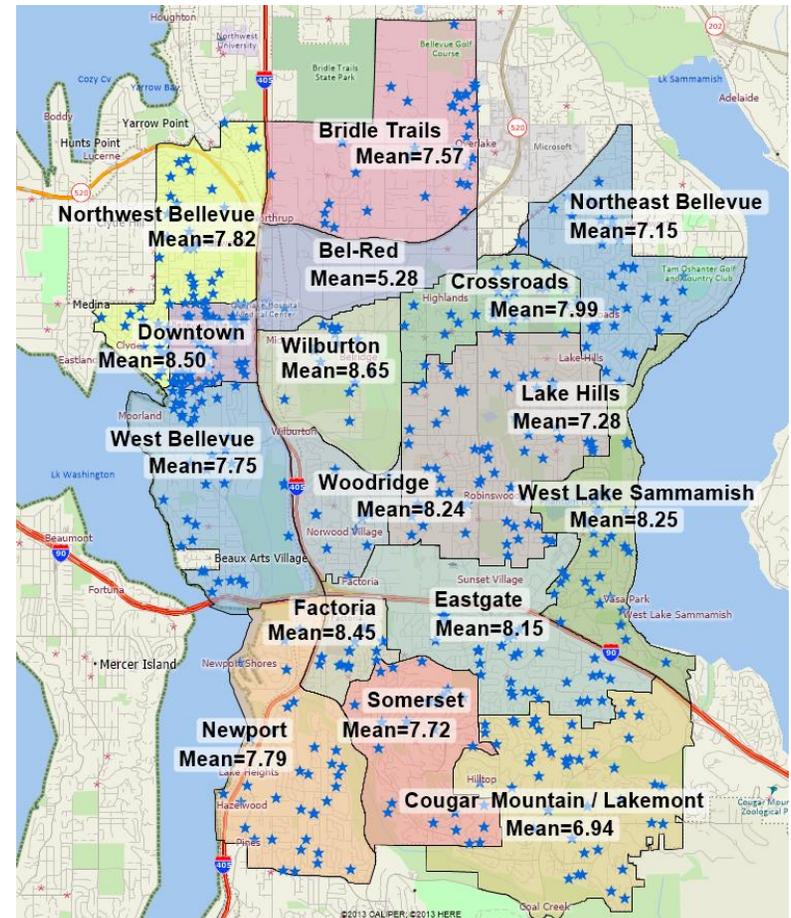
UTIL3—Overall, how satisfied are you as a customer of the Bellevue Utilities Department?
 ↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.
 Mean based on eleven-point scale where “0” means “Very dissatisfied” and “10” means “Very satisfied”
 Base: All respondents

Table 20: Satisfaction with Utilities by Neighborhood

	Dissatisfied	Neutral	Somewhat	Very Satisfied	Mean	Sample Size
Bel-Red	38%	0%	62%	0%	5.28	(n=4)
Bridle Trails	6%	2%	57%	34%	7.57	(n=33)
Cougar						
Mountain / Lakemont	10%	25%	44%	22%	6.94	(n=45)
Crossroads	10%	11%	22%	57%	7.99	(n=32)
Downtown	0%	3%	41%	56%	8.50	(n=69)
Eastgate	4%	2%	38%	55%	8.15	(n=31)
Factoria	0%	10%	37%	53%	8.45	(n=17)
Lake Hills	20%	3%	37%	40%	7.28	(n=63)
Newport	6%	2%	54%	38%	7.79	(n=35)
Northeast Bellevue						
Bellevue	20%	3%	46%	31%	7.15	(n=36)
Northwest Bellevue						
Bellevue	5%	13%	34%	48%	7.82	(n=47)
West Lake Sammamish						
Sammamish	4%	9%	36%	51%	8.25	(n=33)
Somerset	4%	11%	54%	32%	7.72	(n=23)
West Bellevue	9%	3%	49%	39%	7.75	(n=40)
Wilburton	0%	6%	37%	57%	8.65	(n=15)
Woodridge	2%	0%	30%	68%	8.24	(n=10)

UTIL3—Overall, how satisfied are you as a customer of the Bellevue Utilities Department?
 Mean based on eleven-point scale where “0” means “Very dissatisfied” and “10” means “Very satisfied”
 Base: All respondents

Figure 45: Satisfaction with Utilities by Neighborhood



Maps illustrate differences in mean ratings by neighborhood. While comparisons by neighborhoods can be made, margins of error and differences between neighborhoods mean responses may not be statistically significant. Please use caution when viewing neighborhood level results.

Key Drivers Analysis (explained earlier in this report) shows that three of the five services have a significant influence on overall satisfaction with Bellevue utilities:

- Providing effective drainage programs, including flood control. While scores have increased between 2018 and 2019 performance in this area is relatively low compared to other Utilities scores.
- Providing water that is safe and healthy to drink has maintained steady levels over the past four to five years.
- Protecting and restoring Bellevue’s streams, lakes and wetlands has also maintained relatively steady levels.

Table 21: Key Drivers of Overall Satisfaction with Bellevue Utilities

	Impact on Overall Satisfaction	2014	2015	2016	2017	2018	2019
Providing effective drainage programs, including flood control	39.16*	8.20	7.98	8.11	7.88	7.95	8.31↑
Providing water that is safe and healthy to drink	27.99*	9.07↑	8.94	8.81	8.74	8.71	8.71
Protecting and restoring Bellevue’s streams, lakes, and wetlands	13.12*	8.06	8.01	8.05	7.99	7.92	8.10
Providing reliable uninterrupted sewer service	9.96	9.00	9.05	9.02	8.82↓	8.86	9.08
Maintaining an adequate and uninterrupted supply of water	9.77	9.23	9.13	9.09	8.96	9.03	9.19

* indicates statistical significance

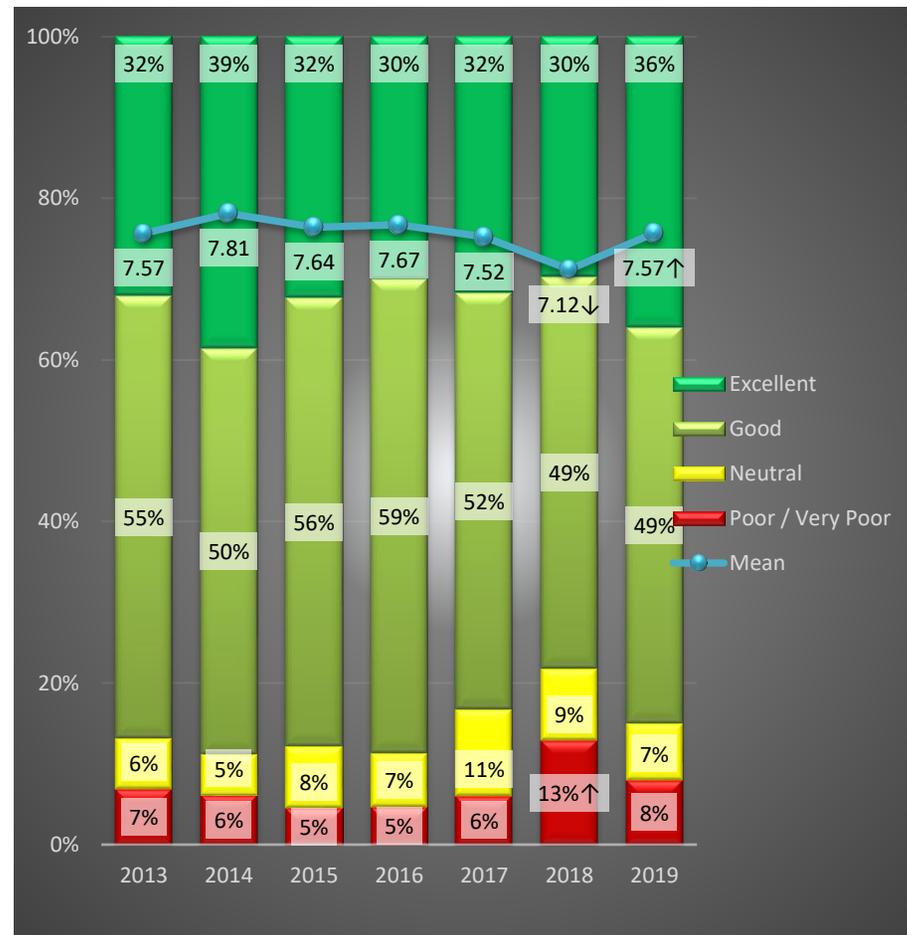
↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.
 Mean based on eleven-point scale where “0” means “Very poor” and “10” means “Excellent”
 Base: All respondents

VALUE OF BELLEVUE UTILITY SERVICES

With the exception of a temporary dip in 2018, overall ratings for Value Received by Utilities has remained consistent for several years.

As seen in previous years, residents living in single-family homes provide significantly lower ratings than residents living in multi-family homes.

Figure 46: Value of Bellevue Utility Services



UTIL2—Taking Bellevue utility services as a whole, do you feel you receive good value for your money or poor value for your money?

↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.
Mean based on eleven-point scale where “0” means “Very poor value” and “10” means “Excellent value”

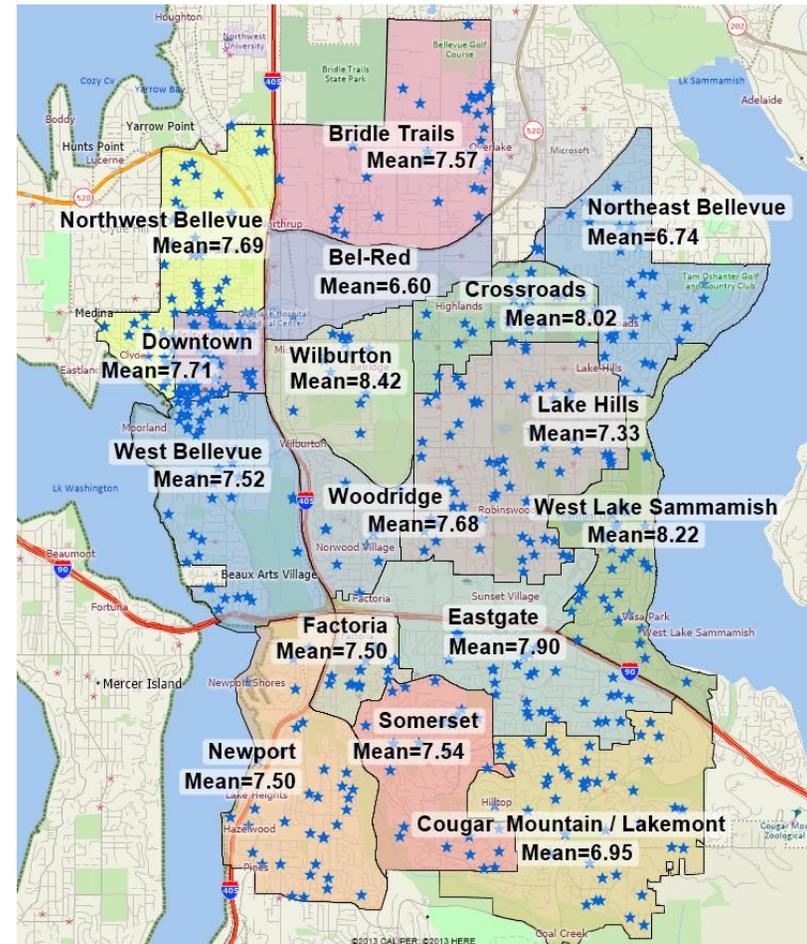
Base: All respondents

Table 22: Value of Bellevue Utility Services by Neighborhood

	Not Getting	Neutral	Getting	Definitely Getting	Mean	Sample Size
Bel-Red	20%	0%	80%	0%	6.60	(n=4)
Bridle Trails	5%	6%	56%	33%	7.57	(n=33)
Cougar						
Mountain / Lakemont	15%	8%	57%	20%	6.95	(n=45)
Crossroads	13%	9%	20%	57%	8.02	(n=32)
Downtown	10%	6%	37%	47%	7.71	(n=69)
Eastgate	8%	0%	57%	35%	7.90	(n=31)
Factoria	5%	5%	57%	33%	7.50	(n=17)
Lake Hills	4%	17%	39%	39%	7.33	(n=63)
Newport	3%	8%	68%	21%	7.50	(n=35)
Northeast Bellevue	15%	9%	58%	19%	6.74	(n=36)
Northwest Bellevue	7%	2%	57%	34%	7.69	(n=47)
West Lake Sammamish	8%	5%	33%	54%	8.22	(n=33)
Somerset	11%	2%	50%	38%	7.54	(n=23)
West Bellevue	6%	10%	49%	35%	7.52	(n=40)
Wilburton	0%	6%	43%	51%	8.42	(n=15)
Woodridge	0%	9%	85%	6%	7.68	(n=10)

UTIL2—Taking Bellevue utility services as a whole, do you feel you receive good value for your money or poor value for your money?
 Mean based on eleven-point scale where “0” means “Very poor value” and “10” means “Excellent value”
 Base: All respondents

Figure 47: Value of Bellevue Utility Services by Neighborhood



Maps illustrate differences in mean ratings by neighborhood. While comparisons by neighborhoods can be made, margins of error and differences between neighborhoods mean responses may not be statistically significant. Please use caution when viewing neighborhood level results.

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CODE ENFORCEMENT

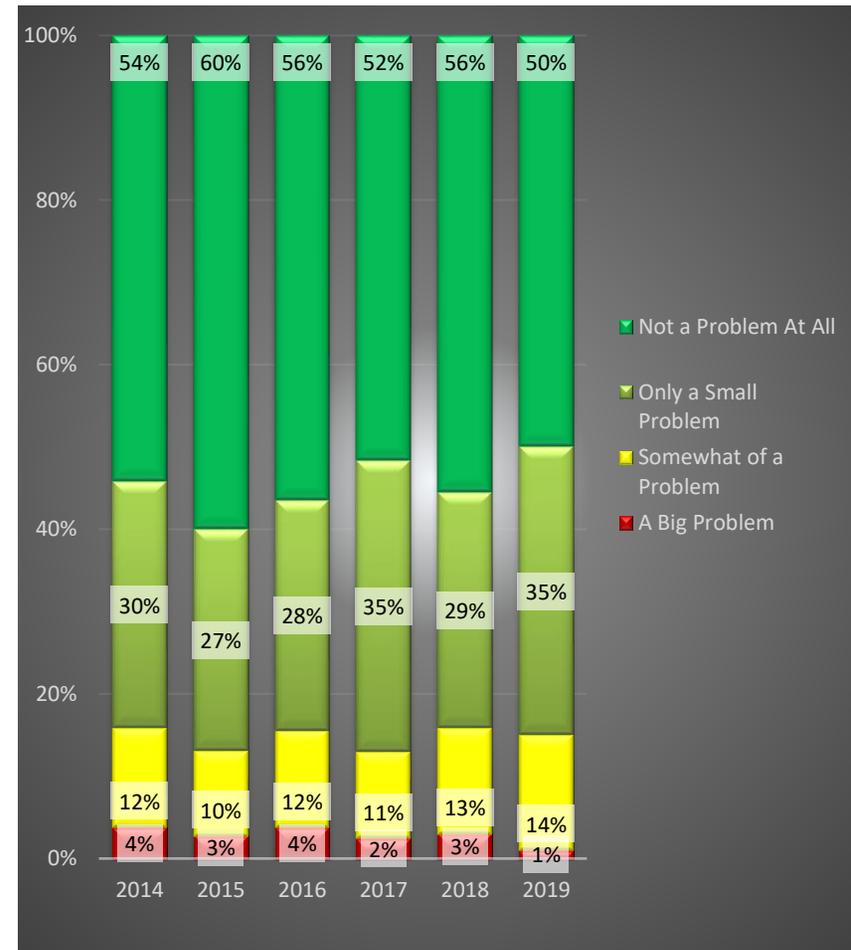
CODE ENFORCEMENT

Half of Bellevue residents do not report problems with weed lots, junk lots, graffiti, abandoned automobiles and shopping carts, and dilapidated houses or buildings in their neighborhoods. The differences between previous years and 2019 are not significant.

Table 23: Problems with Nuisance Lots by Neighborhood

	No Problem	Small Problem	Somewhat Problem	Big Problem	Sample Size
Bel-Red	0%	62%	38%	0%	(n=4)
Bridle Trails	40%	36%	24%	0%	(n=33)
Cougar					
Mountain / Lakemont	72%	23%	5%	0%	(n=45)
Crossroads	41%	15%	36%	7%	(n=32)
Downtown	58%	37%	5%	0%	(n=69)
Eastgate	67%	29%	4%	0%	(n=31)
Factoria	41%	21%	38%	0%	(n=17)
Lake Hills	34%	56%	10%	0%	(n=63)
Newport	31%	55%	10%	4%	(n=35)
Northeast Bellevue	46%	35%	19%	0%	(n=36)
Northwest Bellevue	56%	28%	15%	0%	(n=47)
West Lake Sammamish	60%	28%	12%	0%	(n=33)
Somerset	36%	39%	25%	0%	(n=23)
West Bellevue	59%	31%	9%	0%	(n=40)
Wilburton	39%	35%	26%	0%	(n=15)
Woodridge	70%	8%	5%	17%	(n=10)

Figure 48: Problems with Nuisance Lots in Neighborhoods



CODE1—To what extent are weed lots, junk lots, graffiti, abandoned automobiles and shopping carts, and dilapidated houses or buildings currently a problem in your neighborhood?

↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.
Base: All respondents

Residents who indicated that code enforcement issues were a problem in their neighborhood were asked to indicate specific issues in their neighborhoods. Overall, abandoned shopping carts, dilapidated houses, weed lots, and graffiti were listed as top issues, though results varied across neighborhoods.

Table 24: Specific Code Enforcement Issues by Neighborhood

	Abandoned shopping carts	Dilapidated houses or buildings	Other	Weed lots	Graffiti	Homeless	Abandoned automobiles	Junk lots	No issues	Sample Size
Overall	15%	10%	9%	9%	9%	5%	5%	4%	13%	(n=282)
Bel-Red	20%	0%	18%	20%	0%	0%	0%	0%	20%	(n=4)
Bridle Trails	13%	24%	27%	26%	1%	23%	1%	3%	16%	(n=19)
Cougar Mountain / Lakemont										(n=18)
Crossroads	51%	8%	0%	4%	29%	8%	4%	14%	2%	(n=20)
Downtown	19%	6%	3%	8%	11%	1%	1%	6%	11%	(n=32)
Eastgate	2%	8%	13%	3%	3%	0%	1%	11%	9%	(n=14)
Factoria	35%	0%	27%	6%	5%	5%	16%	0%	0%	(n=11)
Lake Hills	28%	10%	11%	8%	23%	6%	13%	1%	7%	(n=40)
Newport	3%	10%	5%	10%	7%	2%	0%	2%	38%	(n=22)
Northeast Bellevue	10%	16%	7%	9%	4%	18%	20%	3%	13%	(n=20)
Northwest Bellevue	2%	12%	12%	2%	2%	3%	5%	5%	11%	(n=20)
West Lake Sammamish	2%	8%	8%	5%	0%	1%	6%	3%	10%	(n=115)
Somerset	16%	15%	5%	12%	0%	9%	8%	3%	25%	(n=14)
West Bellevue	3%	12%	6%	13%	3%	3%	3%	2%	12%	(n=20)
Wilburton	25%	6%	0%	0%	6%	0%	0%	6%	35%	(n=9)
Woodridge	17%	17%	0%	25%	17%	0%	0%	2%	6%	(n=4)

CODE2— Which of the following items are specific problems in your neighborhood?

Base: Respondents who indicated code enforcement issues were a problem in their neighborhood.



TRANSPORTATION

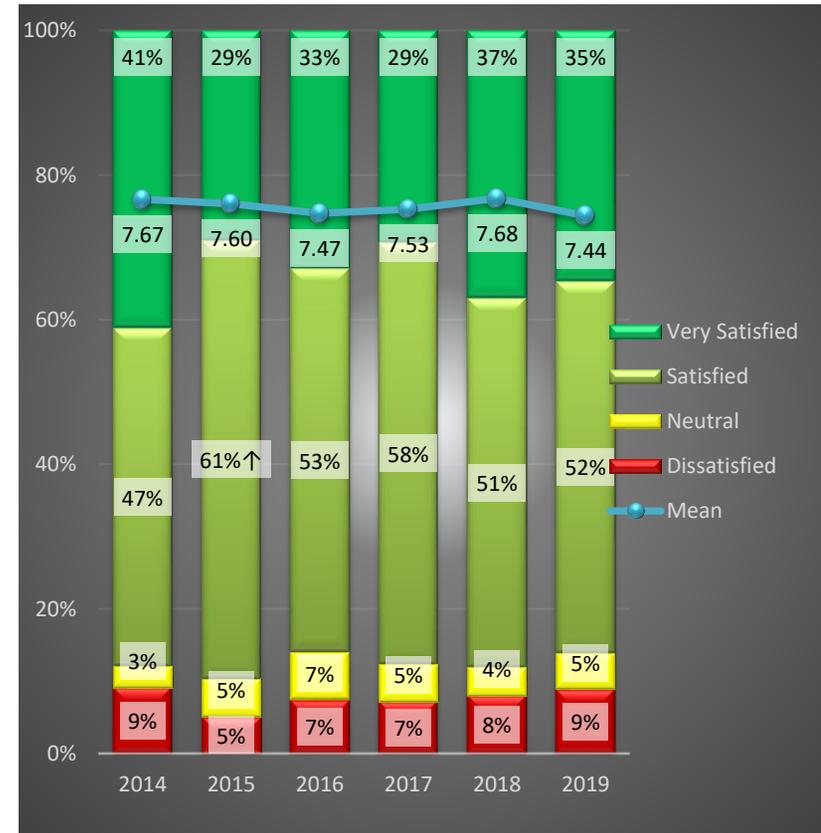
MAINTENANCE

The majority of Bellevue residents continue to be satisfied with the maintenance of sidewalks and walkways. This area has remained steady over the past 5 years.

Table 25: Maintenance of Sidewalks/Walkways by Neighborhood

	Dissatisfied	Neutral	Satisfied	Very Satisfied	Mean	Sample Size
Bel-Red	0%	0%	82%	18%	7.12	(n=4)
Bridle Trails	33%	4%	49%	14%	5.48	(n=33)
Cougar Mountain / Lakemont	11%	6%	47%	36%	7.34	(n=45)
Crossroads	4%	0%	58%	38%	8.01	(n=32)
Downtown	8%	7%	46%	38%	7.56	(n=69)
Eastgate	5%	2%	50%	43%	7.79	(n=31)
Factoria	10%	0%	59%	30%	7.44	(n=17)
Lake Hills	6%	4%	43%	47%	7.90	(n=63)
Newport	9%	7%	65%	19%	7.10	(n=35)
Northeast						
Bellevue	12%	9%	43%	37%	7.22	(n=36)
Northwest						
Bellevue	7%	8%	53%	32%	7.43	(n=47)
West Lake						
Sammamish	1%	7%	51%	41%	7.92	(n=33)
Somerset	12%	5%	62%	21%	7.19	(n=23)
West Bellevue	8%	5%	52%	35%	7.42	(n=40)
Wilburton	0%	0%	55%	45%	8.51	(n=15)
Woodridge	0%	0%	70%	30%	7.52	(n=10)

Figure 49: Satisfaction with Maintenance of Sidewalks and Walkways



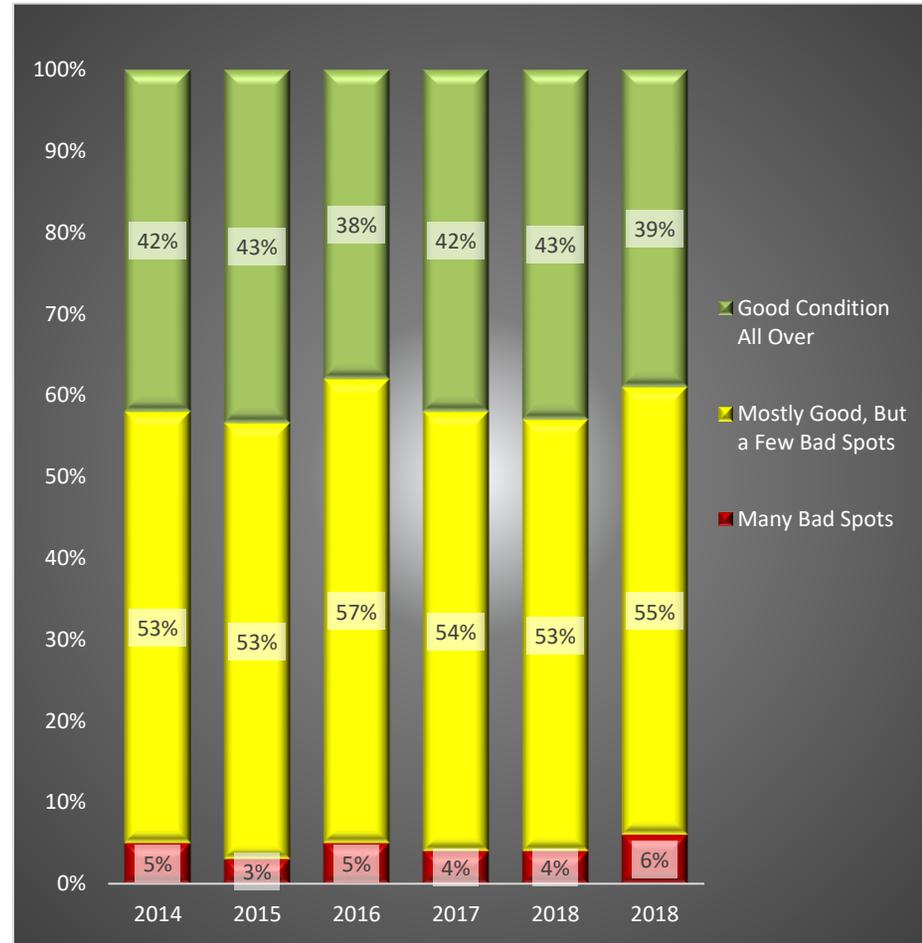
TRANS1—How satisfied are you with the city's maintenance of its sidewalks and walkways?
 ↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.
 Mean based on eleven-point scale where "0" means "Very dissatisfied" and "10" means "Very satisfied"
 Base: All Respondents

Most Bellevue residents describe the condition of streets and roads in their neighborhood as being in mostly good condition with a few bad spots. This has been consistent since 2014.

Table 26: Satisfaction with Streets and Roads by Neighborhood

	Many Bad Spots	Mostly Good	Good all Over	Sample Size
Bel-Red	0%	82%	18%	(n=4)
Bridle Trails	25%	53%	22%	(n=33)
Cougar				
Mountain / Lakemont	5%	40%	55%	(n=45)
Crossroads	0%	66%	34%	(n=32)
Downtown	2%	42%	56%	(n=69)
Eastgate	0%	60%	40%	(n=31)
Factoria	5%	67%	28%	(n=17)
Lake Hills	11%	48%	41%	(n=63)
Newport	6%	57%	37%	(n=35)
Northeast				
Bellevue	4%	57%	38%	(n=36)
Northwest				
Bellevue	6%	53%	41%	(n=47)
West Lake				
Sammamish	20%	54%	26%	(n=33)
Somerset	8%	74%	18%	(n=23)
West Bellevue	2%	73%	25%	(n=40)
Wilburton	0%	69%	31%	(n=15)
Woodridge	0%	60%	40%	(n=10)

Figure 50: Ratings of Neighborhood Street and Road Conditions



TRANS2—How would you rate the condition of streets and roads in your neighborhood?
 ↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.
 Base: All Respondents

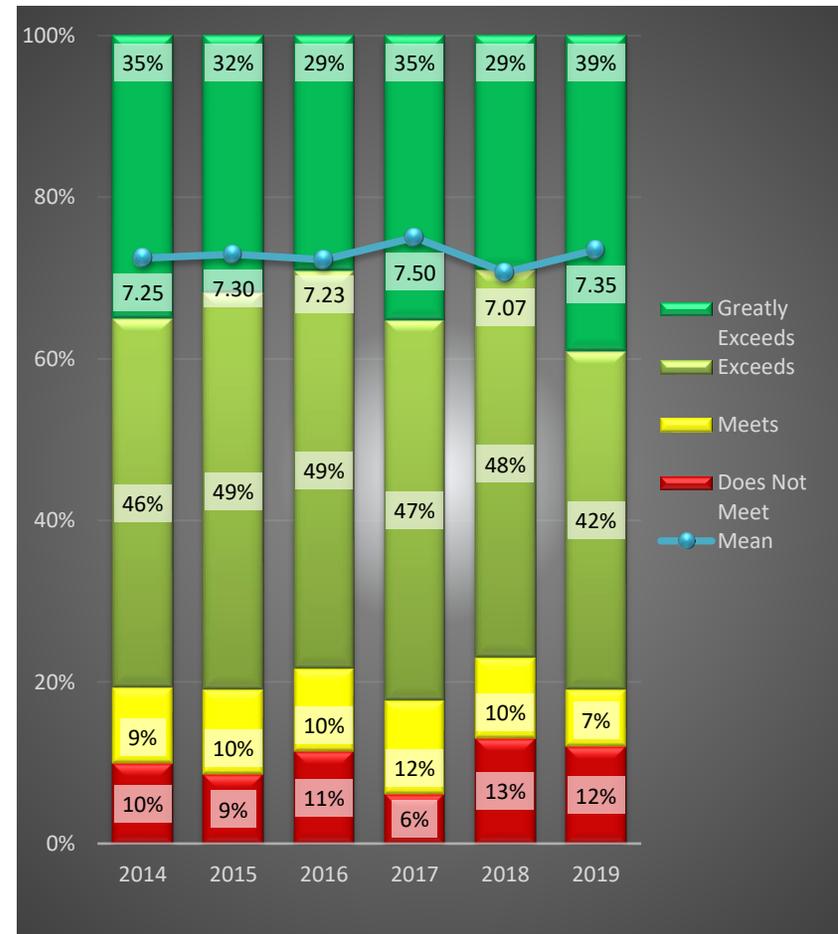
SATISFACTION WITH NEIGHBORHOOD STREET SWEEPING

As in previous years, four out of five residents say that street sweeping exceeds their expectations.

Table 27: Satisfaction with Street Sweeping by Neighborhood

	Does not meet	Meets	Exceeds	Greatly Exceeds	Mean	Sample Size
Bel-Red	20%	0%	62%	18%	6.72	(n=4)
Bridle Trails	35%	7%	28%	29%	5.63	(n=33)
Cougar						
Mountain / Lakemont	19%	6%	53%	22%	6.80	(n=45)
Crossroads	5%	6%	26%	63%	8.17	(n=32)
Downtown	2%	3%	41%	55%	8.34	(n=69)
Eastgate	9%	5%	51%	35%	7.76	(n=31)
Factoria	10%	0%	44%	45%	7.95	(n=17)
Lake Hills	18%	6%	25%	51%	7.69	(n=63)
Newport	14%	5%	60%	20%	6.57	(n=35)
Northeast						
Bellevue	7%	20%	46%	27%	7.06	(n=36)
Northwest						
Bellevue	13%	9%	45%	33%	7.05	(n=47)
West Lake						
Sammamish	10%	14%	46%	31%	7.03	(n=33)
Somerset	17%	4%	62%	18%	6.53	(n=23)
West Bellevue	18%	10%	44%	27%	6.66	(n=40)
Wilburton	0%	5%	56%	39%	8.23	(n=15)
Woodridge	4%	0%	28%	68%	8.54	(n=10)

Figure 51: Satisfaction with Neighborhood Street Sweeping



TRANS4—How would you rate the street sweeping in your neighborhood, specifically the frequency, quality, and availability?

^ In 2012 and 2013, the rating scale was Very Satisfied, Satisfied, Neutral, and Dissatisfied.

↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.

Mean based on eleven-point scale where "0" means "Does not Meet Expectations" and "10" means "Greatly Exceeds Expectations"

Base: All respondents

AVAILABILITY AND EASE OF TRANSPORTATION

Bellevue performs fairly well against benchmarks for three out of four transportation measurements.

The area of concern is the ease of being able to bicycle to different places around Bellevue as it scores below the benchmarks shown.

Bellevue is most comparable to a 3-Star city regarding the ease of bicycling.

Table 28: Transportation Compared to Other Cities

		Bellevue	National	Pacific West	Washington	4-Star	4.5-Star
Easy to Get Around by Car	% Significantly Better	44%	<40%	<40%	<40%	>50%	>50%
	Mean	7.73					
Availability of Public Transportation	% Significantly Better	31%	<30%	<40%	<40%	<30%	<30%
	Mean	6.70					
Easy to Walk to Different Places	% Significantly Better	29%	<25%	<25%	<25%	<30%	<40%
	Mean	6.68					
Easy to Bicycle to Different Places	% Significantly Better	21%	>25%	>25%	>25%	>30%	>40%
	Mean	6.43					

TRANS5A-D—From what you have experienced, seen, or heard, how would you rate Bellevue on each of the following statements?

Base: random selection Mobility

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

Benchmark data provided is for reference only.

AVAILABILITY AND EASE OF TRANSPORTATION – TRENDED

After a drop in 2015, ratings for ease of getting around by car have remained flat for the past several years.

Ratings for the other transportation-related attributes have remained steady over the past several years.

Table 29: Transportation Compared to Other Cities – Trended

		2014	2015	2016	2017	2018	2019
It is easy to get around by car	Significantly better than other cities	43%	32%	30%	29%	31%	44%
	Mean	7.89	7.32 ↓	7.24	7.32	7.32	7.73
Public transportation is available from where I live to where I need to go	Significantly better than other cities	33%	33%	21%	26%	31%	31%
	Mean	6.79	6.71	6.28	6.58	6.37	6.70
It is easy to walk to many different places in Bellevue	Significantly better than other cities	25%	29%	27%	27%	28%	29%
	Mean	6.56	6.81	6.86	6.94	6.79	6.68
It is easy to bicycle to many different places in Bellevue	Significantly better than other cities	20%	22%	14%	16%	20%	21%
	Mean	6.38	6.54	6.18	6.30	6.34	6.43

TRANS5A-D—From what you have experienced, seen, or heard, how would you rate Bellevue on each of the following statements?

↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.

Mean based on eleven-point scale where “0” means “Significantly worse than other cities” and “10” means “Significantly better than other cities”

Base: random selection Mobility

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PUBLIC SAFETY

PERCEPTIONS OF SAFETY IN NEIGHBORHOODS AND DOWNTOWN

All attributes related to safety score objectively high.

In 2018 both attributes related to daytime safety decreased.

Safety walking alone downtown during the day has increased and is similar to 2014/2015 levels again.

Safety walking alone in the neighborhoods is trending back in the right direction, but the change is not significant.

Table 30: Respondents Who Feel Unsafe by Neighborhood

	Unsafe Day	Unsafe Night	Sample Size
Bel-Red	0%	20%	(n=4)
Bridle Trails	2%	38%	(n=33)
Cougar Mountain / Lakemont	4%	4%	(n=45)
Crossroads	0%	24%	(n=32)
Downtown	7%	10%	(n=69)
Eastgate	0%	0%	(n=31)
Factoria	0%	2%	(n=17)
Lake Hills	2%	11%	(n=63)
Newport	4%	13%	(n=35)
Northeast Bellevue	1%	3%	(n=36)
Northwest Bellevue	0%	6%	(n=47)
West Lake			
Sammamish	0%	3%	(n=33)
Somerset	0%	9%	(n=23)
West Bellevue	2%	8%	(n=40)
Wilburton	0%	0%	(n=15)
Woodridge	0%	0%	(n=10)

Table 31: Perceptions of Safety in Neighborhoods and Downtown

		2014	2015	2016	2017	2018	2019
Walking alone in downtown business area during the day	% Very Safe	85%	78%↓	79%	79%	72%	80%
	% Safe	14%	22%↑	19%	20%	25%	19%
	% Not safe	1%	0%	0%	0%	1%	0%
	Mean	9.38	9.25	9.19	9.20	8.93↓	9.26↑
Walking alone in neighborhood in general	% Very Safe	70%↑	65%	63%	67%	58%	68%
	% Safe	26%↓	32%	33%	30%	38%	28%
	% Not safe	1%	2%	2%	1%	3%	2%
	Mean	8.88↑	8.74	8.66	8.84	8.53↓	8.79
Walking alone in neighborhood after dark	% Very Safe	46%	43%	39%	40%	40%	48%
	% Safe	40%	43%	45%	47%	51%	39%
	% Not safe	10%	8%	7%	6%	6%	10%
	Mean	7.76	7.82	7.65	7.83	7.92	7.90
Walking alone in downtown business area after dark	% Very Safe	43%	38%	39%	36%	32%	45%
	% Safe	44%	48%	47%	52%	54%	41%
	% Not safe	6%	6%	7%	7%	8%	8%
	Mean	7.83	7.77	7.67	7.69	7.55	7.82

↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level. Mean based on eleven-point scale where "0" means "Not at all safe" and "10" means "Very safe"

Base: All respondents

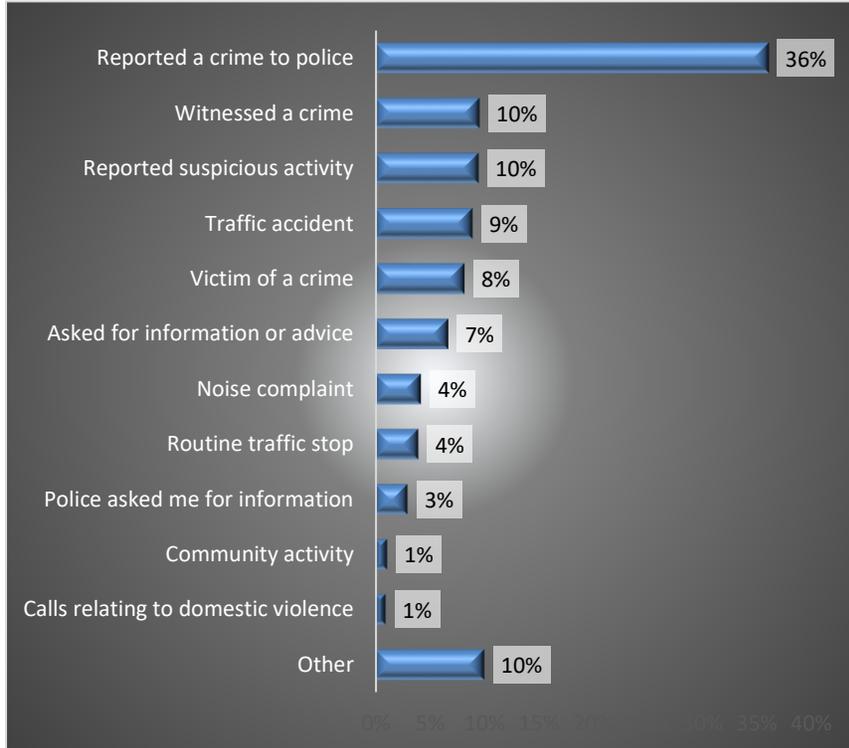
POLICE CONTACT

Ten percent (10%) of Bellevue residents say that they or someone in their household was the victim of a crime in the last 12 months—the same as previous years. Of those, sixty-two percent (62%) reported the crime to police.

One in five Bellevue residents had contact with the police in the last 12 months. The most frequent reasons for contact were to report a crime, witnessing a crime, and reporting a suspicious activity.

Eight out of ten residents who had contact with the police reported a positive experience—half said the contact was “Excellent”.

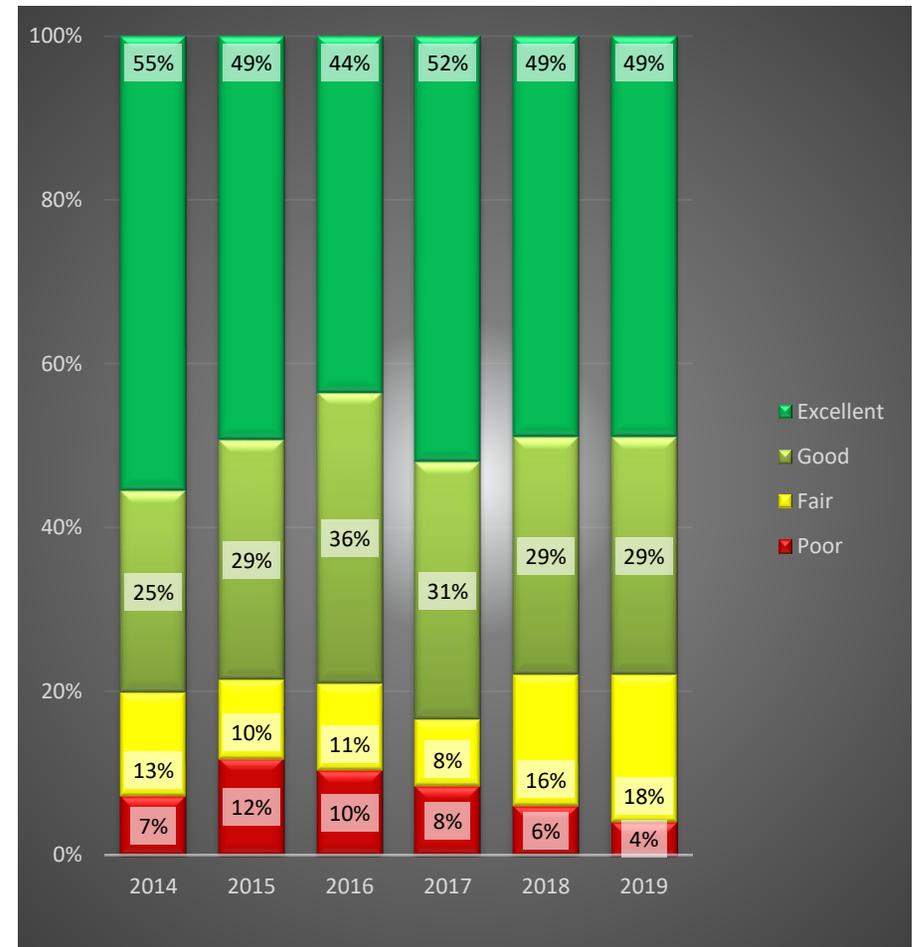
Figure 52: Nature of Police Contact



CRIME3—What was the nature of that contact with police?

Base: Had contact with Bellevue's police in past 12 months

Figure 53: Ratings of Police Contact



CRIME4—How would you rate the handling of the contact by police?

↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.

Base: Had interaction with Bellevue Police

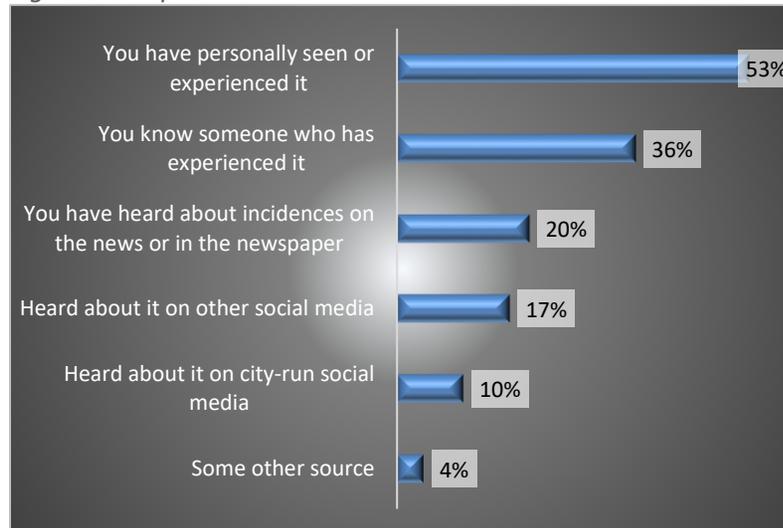
CRIME-RELATED PROBLEMS

Respondents were read a list of police-related problems and then asked which they believe is the most serious police-related problem in their neighborhood. The response options were changed in 2017, so we are unable to trend with previous years.

The most commonly mentioned police-related problems were car prowls, residential burglary, and traffic offenses.

Half of the people who mentioned some police-related problem say that they have personally experienced a problem. Just over one-third of residents also say they know someone who has experienced the problem (multiple responses were allowed).

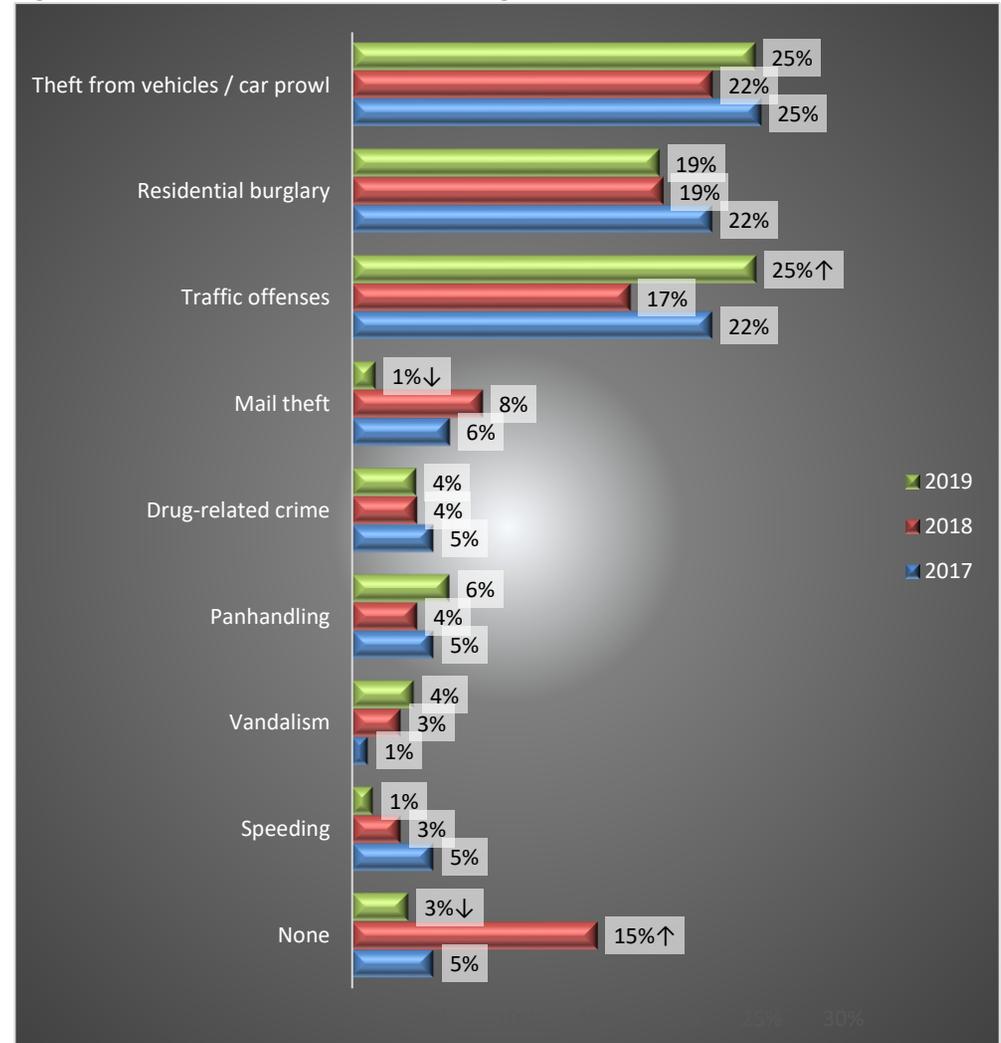
Figure 54: Experience with Crime-Related Problems



CRIME5A—Do you feel that way because...?

Base: Residents who report problems in their neighborhood

Figure 55: Police-Related Problems in Neighborhoods



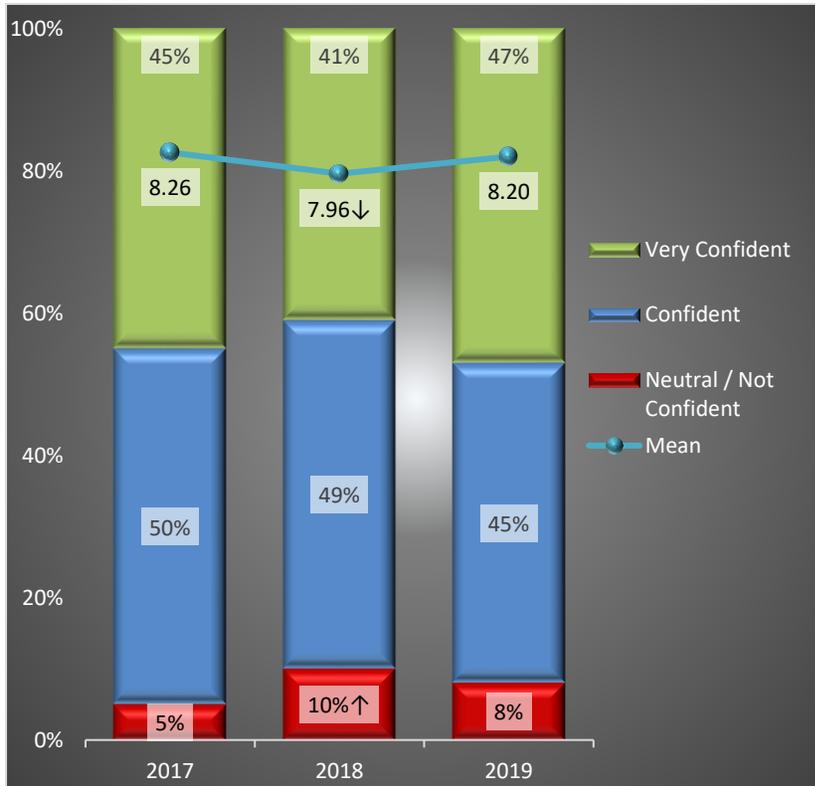
CRIME5—What do you believe is the most serious police-related problem in your neighborhood?

Base: All respondents

PROFESSIONALISM OF AND CONFIDENCE IN POLICE DEPARTMENT

While confidence in police decreased compared to 2017, it has rebounded somewhat in 2019. Nine in ten residents state they are “Confident” or “Very confident” that the Police Department can handle emergencies in an effective manner.

Figure 56: Confidence in Bellevue’s Police Department

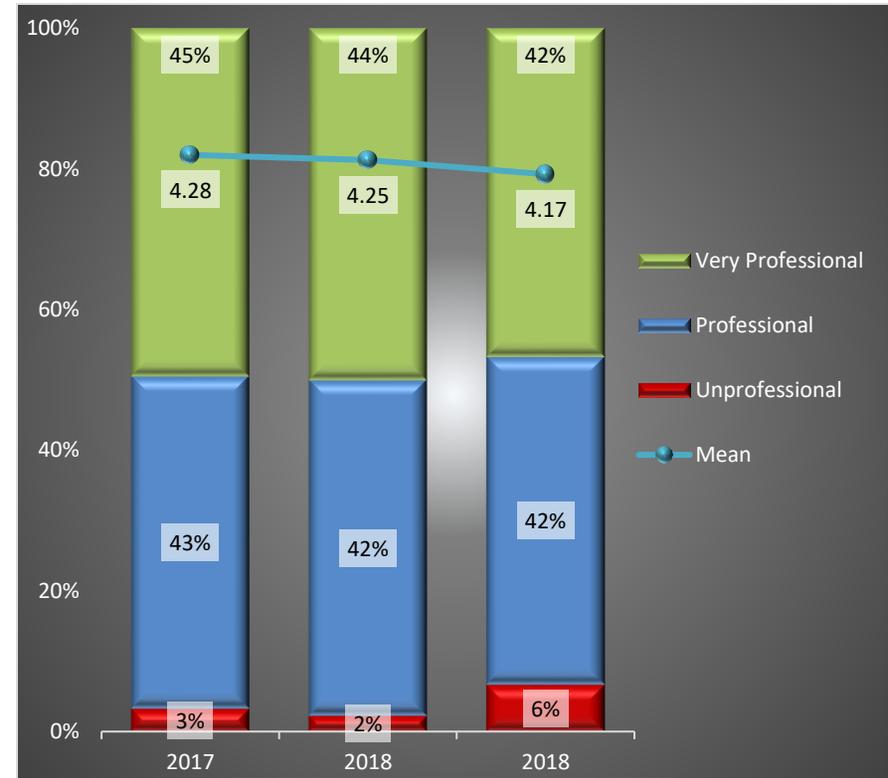


CRIME6— How confident are you in the ability of Bellevue’s Police Department to handle emergencies in an effective manner?

Base: All respondents

Residents also rated the professionalism of Bellevue’s police officers and employees. Just as in previous years, residents provide very high ratings of professionalism.

Figure 57: Professionalism of Bellevue’s Police Officers / Employees



CRIME7— Overall, how would you rate the professionalism of Bellevue’s police officers and police employees?

Base: All respondents

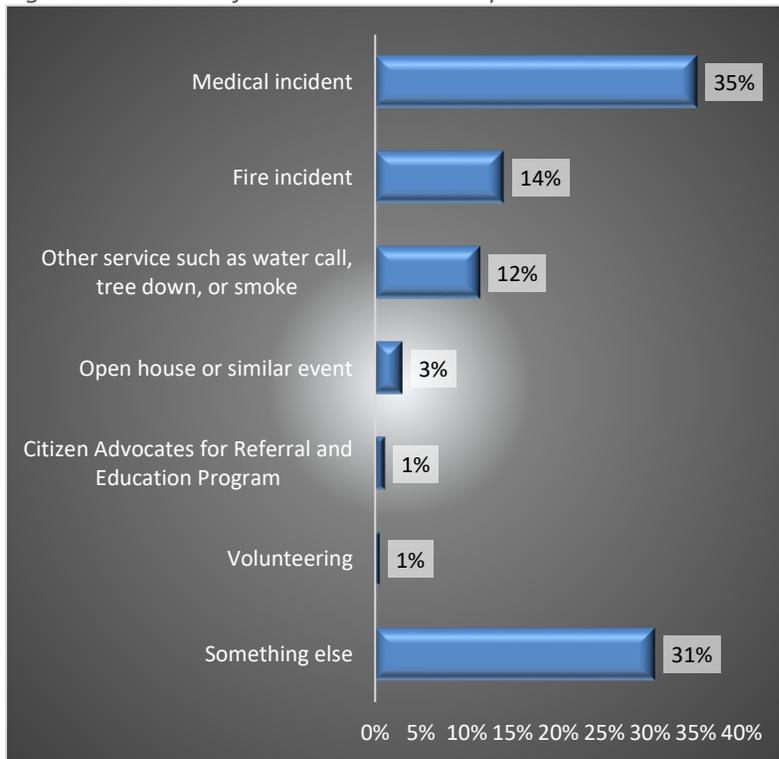
FIRE DEPARTMENT

Only 17 percent of residents have had contact with Bellevue’s fire department in the past 12 months. The most common reasons were a medical incident and ‘other’ reasons such as a false alarm or bringing them food.

Nearly all residents with contact rate it as “good” or “excellent”.

Similarly, confidence in Bellevue’s fire department is very high.

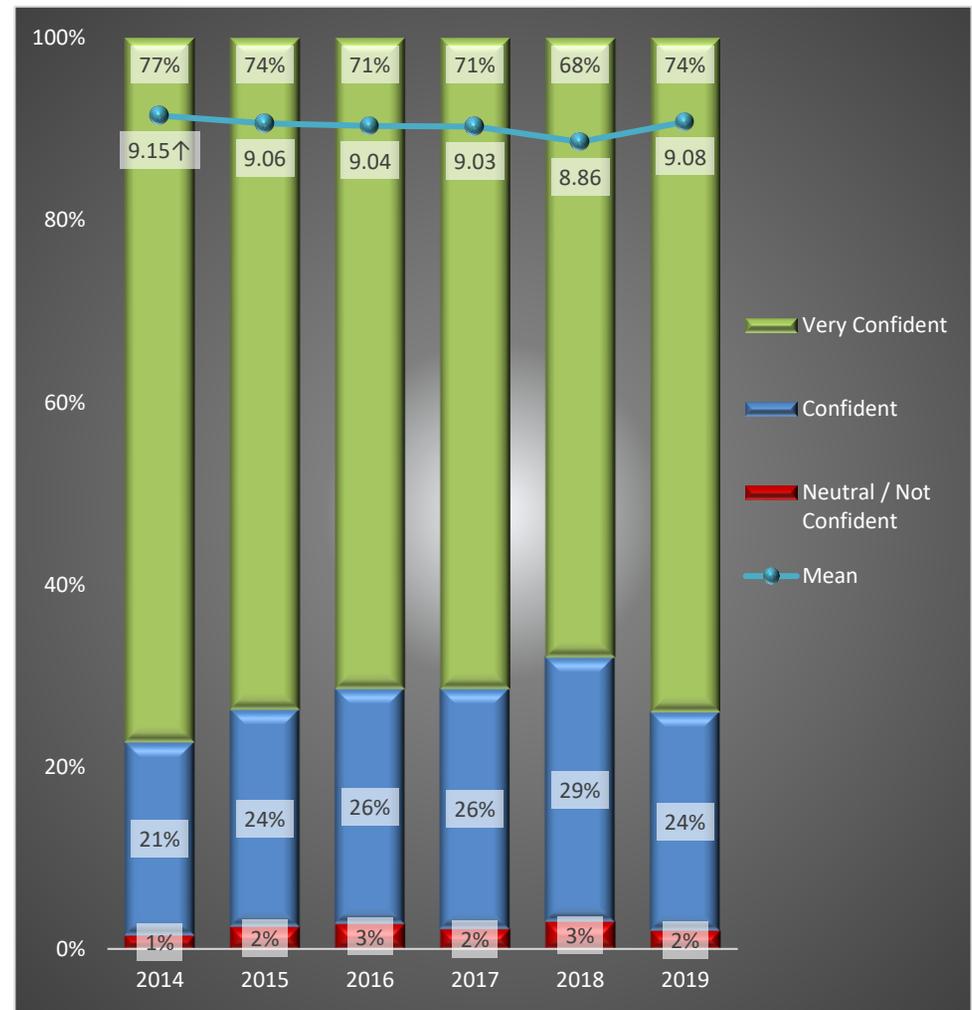
Figure 59: Nature of Contact with Fire Department



FIRE2—What was the nature of that contact?

Base: Had contact with Bellevue’s fire department in past 12 months

Figure 58: Confidence in Bellevue’s Fire Department Overall



PS4—How confident are you in the ability of the Bellevue Fire Department to respond to emergencies?

↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.

Mean based on eleven-point scale where “0” means “Not at all confident” and “10” means “Very confident”

Base: All respondents

EMERGENCY SUPPLIES

Residents have enough emergency supplies to last them an average of 8.6 days.

Table 32: Length of Food, Water, and Medication Supplies During a Disaster

0-2 days	9%
3 days	15%
4 days	8%
5 days	14%
6-7 days	24%
8-14 days	21%
15+ days	9%

PS1—During a disaster, how many days would your current supply of food, water, medications, and other necessary items last?

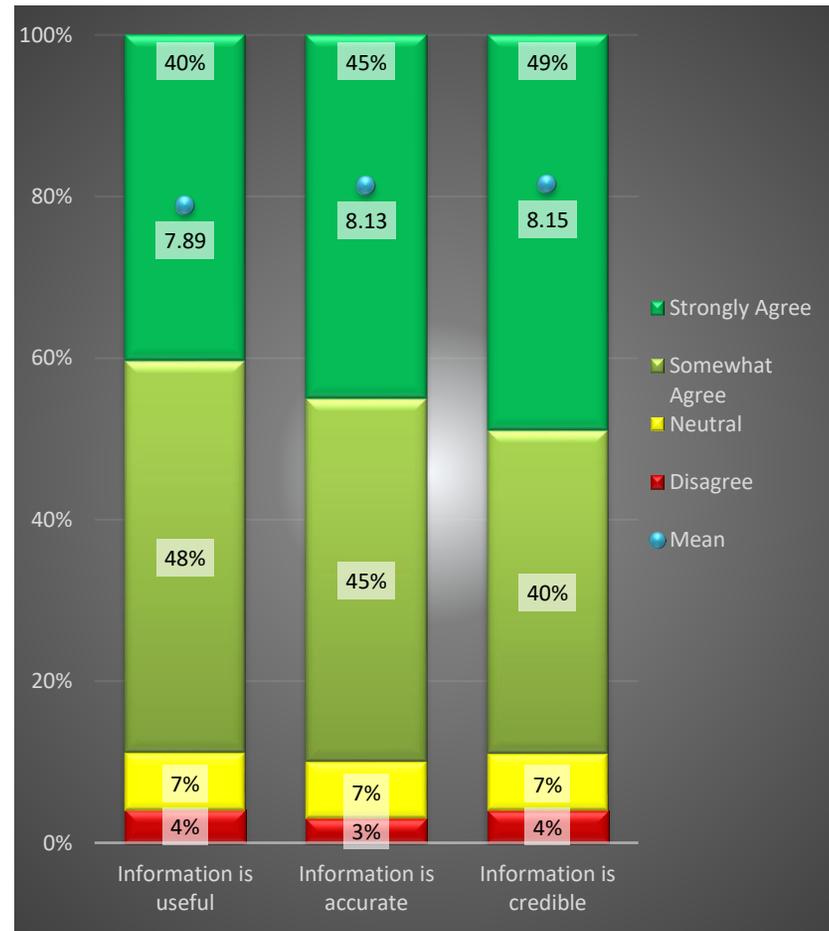
Base: Randomly selected respondents

COMMUNICATIONS

INFORMATION PROVIDED TO THE PUBLIC

The vast majority of residents agree that the information provided by the City of Bellevue to the public is useful, accurate and credible.

Figure 60: Information Provided to the Public



INTERACT19— Please tell me the extent you agree or disagree that the City of Bellevue provides information to the public that is...

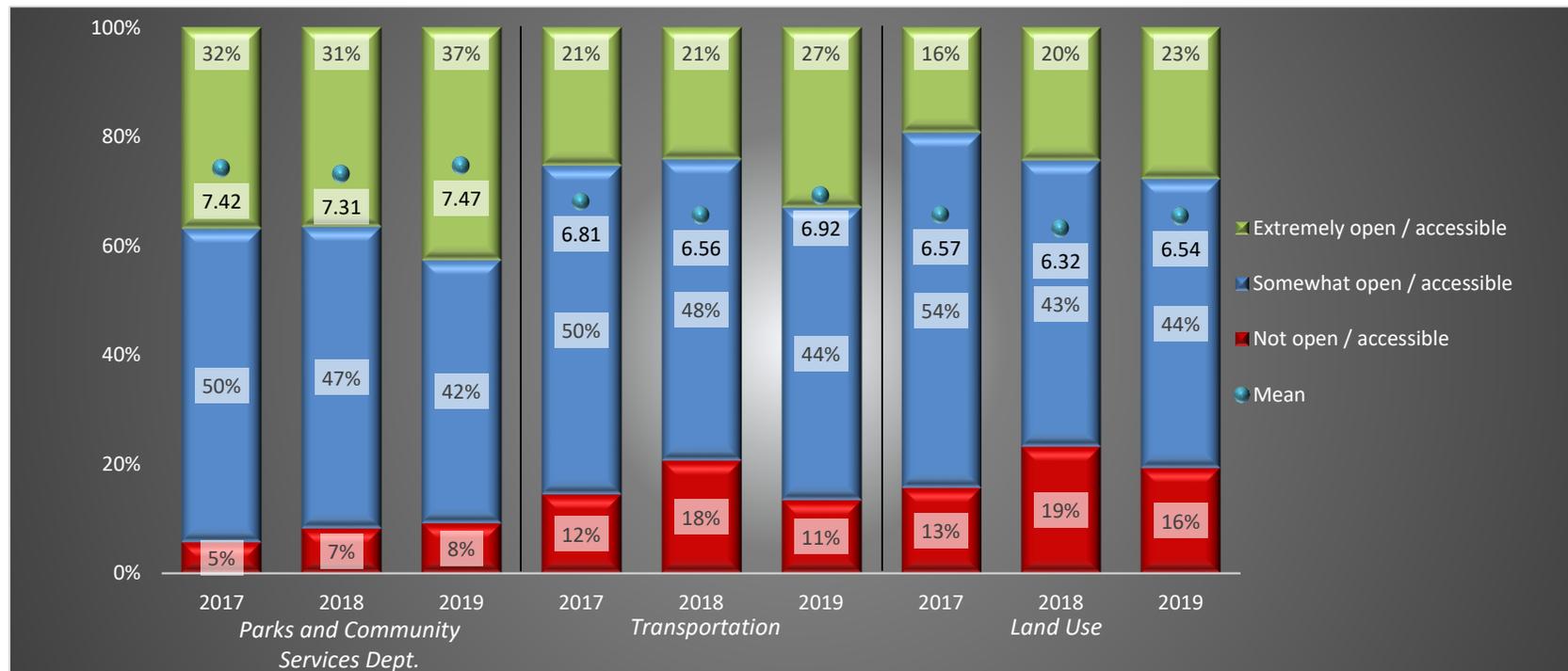
Base: All respondents

OPENNESS AND ACCESSIBILITY OF CITY'S PLANNING EFFORTS

Three new questions were added in 2017 discussing the city's openness and accessibility of the city's planning efforts. The 2019 results are consistent with those found in previous years.

- Overall, residents find that the city is “Somewhat open and accessible regarding its planning efforts”.
- Residents rate planning issues related to parks and community services as the most open and accessible, followed by those efforts related to transportation and land use, in that order.

Figure 61: Openness and Accessibility of City's Planning Efforts



OPENA1-3—Please tell me how open and accessible you feel the city's planning efforts are when you want to be involved with each of the following . . .

↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.

Mean based on eleven-point scale where “0” means “Not at all open and accessible” and “10” means “Extremely open and accessible”

Base: All respondents

APPENDIX I—WEIGHTING

The weights were applied in two stages. The first-stage weight adjusted for sample frame type by taking the proportion in the sample frame and dividing by the proportion of completed interviews for each sample type. The second weight is a post-stratification weight to make adjustments for imperfections in the sample and to ensure that the final sample represents the general population in Bellevue. Specifically, a raking weight was applied to ensure that gender and age distributions of the sample match those of all Bellevue residents.

While quotas were created to minimize the differences between the sampled population and the actual population, it is common to find that older individuals—those 55 years old and older—are over-represented in general population studies. Conversely, younger residents—those between 18 and 24 years of age—are under-represented in general population studies. The enhanced methodology used in 2017 improved the representation by a large margin, but weighting was still used to ensure that differences in responses over the years are not a factor of differences in the characteristics of the respondents in the final sample. The purpose of weighting is to create a multiplier to adjust the final sample distribution so that the survey results better reflect the population. This is done by applying a multiplier to each individual based on that person's age and gender. Older residents receive a smaller multiplier (e.g., 0.8) while younger residents receive a higher multiplier (e.g., 1.2).

One of the effects of weighting is that it does realign the distribution of responses by neighborhood. For example, when looking at the unweighted sample, those who live in downtown Bellevue are typically younger, so they receive a larger multiplier. This is why there are more respondents in the weighted downtown sample than in the unweighted downtown sample. Conversely, those residents who we spoke to in Cougar Mountain were typically older residents—those 55 years old or older—and they received a smaller multiplier, which is why the weighted results have fewer respondents than the unweighted results. Again, this effect was minimized with the enhanced sampling technique used in 2018.

It is important to note that the study was not designed to get a representative sample of age within gender at the neighborhood level. The study was specifically designed to get an accurate representation of age within gender at the city level.

Table 33: Weighting—Unweighted and Weighted Data Compared to Bellevue Population

	2019 Performance Survey (unweighted)	2019 Performance Survey (weighted)	Bellevue Population*	2018 Performance Survey (weighted)	2017 Performance Survey (weighted)	2016 Performance Survey (weighted)	2015 Performance Survey (weighted)
Gender							
Male	55%	50%	50%	50%	49%	50%	51%
Female	44%	48%	50%	50%	51%	50%	49%
Age**							
18–34	17%	30%	28%	28%	28%	28%	29%
35–54	35%	39%	38%	38%	38%	38%	37%
55 Plus	48%	32%	33%	34%	34%	34%	34%
Household Size							
Single Adult	30%	29%	26%	29%	24%	23%	21%
Two or More Adults	70%	71%	74%	71%	76%	77%	49%
Children in Household							
None	71%	68%	68%	72%	66%	68%	69%
One or More	29%	32%	32%	28%	30%	32%	31%
Dwelling Type							
Single-Family	58%	48%	50%	55%	52%	53%	53%
Multi-Family	42%	55%	50%	45%	48%	47%	46%
Home Ownership							
Own	71%	62%	57%	64%	60%	65%	65%
Rent	29%	38%	43%	36%	40%	35%	35%
Income							
Less than \$35,000	6%	5%	16%	4%	6%	7%	5%
\$35,000–\$75,000	18%	16%	20%	14%	21%	18%	22%
\$75,000–\$150,000	33%	35%	30%	40%	39%	38%	40%
\$150,000 or Greater	43%	44%	34%	42%	34%	37%	33%
Race/Ethnicity							
White (<i>not Hispanic</i>)	70%	65%	56%	65%	65%	66%	78%
Asian (<i>with any other race</i>)	20%	24%	37%	25%	28%	31%	21%
African American	2%	1%	4%	1%	1%	1%	2%
Other	6%	7%	6%	2%	6%	1%	4%
Other	3%	4%	7%	3%	4%	2%	3%
% Hispanic (multiple responses)							
Years Lived in Bellevue							
0–3	22%	29%		28%	23%	27%	26%
4–9	18%	21%	n.a.	20%	25%	23%	19%
10 or More	60%	50%		52%	52%	50%	55%
Mean	20.0 yrs	15.4 yrs		16.2 yrs	16.9 yrs	14.3 yrs	16.2 yrs
Language Spoken at Home							
English only	52%	47%	58%	51%	50%	60%	74%
Other than English	48%	53%	42%	49%	50%	40%	26%

*Source for population figures: All data are 2017 American Community Survey five-year estimates.

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

APPENDIX II – KEY DRIVERS EXPLANATION—WHAT MAKES SOMETHING A KEY DRIVER

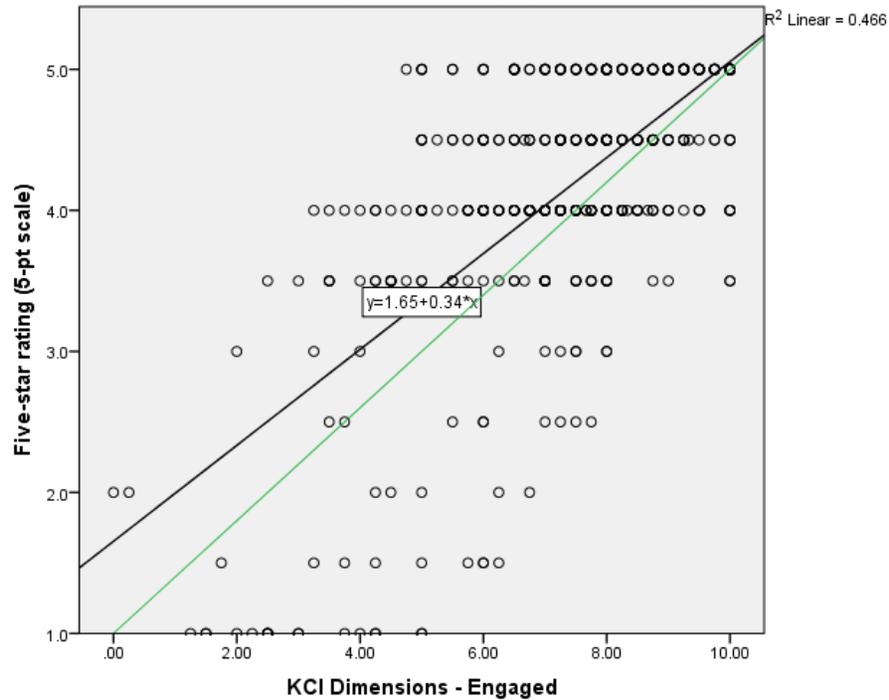
ENGAGED COMMUNITY – WHY IT IS A KEY DRIVER

A simple way to visualize the the relationship between Star Rating and Bellevue’s attributes is through the use of a scatter plot. A scatter plot shows each respondent’s response to question Y, and how it relates to that person’s response to question X (Y- and X-axis respectively). The chart below shows the Star Rating given by each respondent and the Engaged Community score provided for the same respondent. Note the general trend that as Engaged Community scores increase, so does the Star Rating.

A perfect correlation means that there is a 1-to-1 ratio between two variables. This is represented by the green line in the chart below. The slope of the black line is calculated using regression analysis and provides us with a graphical illustration of the actual relationship between a given Star Rating and scores for Engaged Community. As you can see, the two lines are fairly close.

While this is not perfect (which would be a 1-to-1 relationship shown), it illustrates the general relationship between Star Rating and Engaged Community scores. Scatter Plots for the other drivers look similar to this one.

Figure 62: Scatter Plot Showing Relationship of 5-Star Rating to Engaged Community

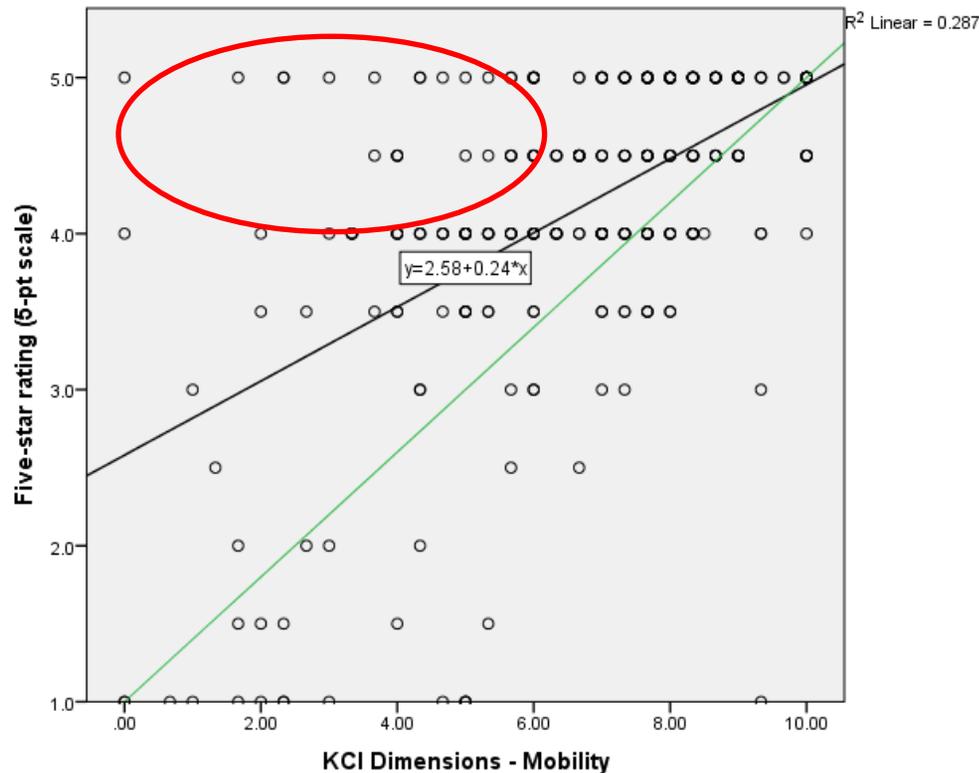


IMPROVED MOBILITY – WHY IT IS NOT A KEY DRIVER

Now let's look at the scatter showing the Star Rating and score for Improved Mobility. Notice how there is much less of a pattern between these two attributes than there was for Engaged Community. As seen earlier, there was a noticeable drop-off in Star Rating as scores for Engaged Community dipped below five. This drop-off isn't really seen when looking at Improved Mobility. Respondents continued to give high Star Ratings at virtually every score for Improved Mobility (as noted via the red circle).

You will also notice that the two lines (the green perfect correlation line and black regression line) are much further apart and the slopes are drastically different from one another, indicating that there is less of a correlation between responses for Improved Mobility and the ultimate Star Rating provided by the respondents.

Figure 63: Scatter Plot Showing Relationship of 5-Star Rating to Improve Mobility



APPENDIX III — QUESTIONNAIRE

INSTRUMENT CONVENTIONS:

DENOTES PROGRAMMING INSRUCTIONS

- DENOTES INTERVIEWER INSTRUCTIONS**

- Questions in pink highlight are survey measures recognized by the International City and County Management Association (ICMA)
- Text in light blue highlight means that the data is benchmarkable against NWRG’s nation-wide CityMarks
- 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 Than Other Communities										Much Worse Than Other Communities
	0	1	2	3	4	5	6	7	8	9	10
Easy to get around 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 transportation available to where 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"/>

INTRODUCTION
[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 improve services for your community 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 **[DO NOT READ IF CONDUCTING ON THE PHONE]**

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.

Your household is one of a small number of households randomly selected to participate in Bellevue's annual community survey, so your participation is vital to the success of this research. Your responses will help the city better meet residents' needs and expectations, decide how to best use its resources, and set goals.

SCREENERS
[NEW SECTION FOR TIMING]

- SCR1** Do you live within the Bellevue city limits?
- 00 NO **[SKIP TO THAN01]**
- 01 YES
- 998 **[DO NOT READ]** Don't know **[SKIP TO THANK03]**
- 999 **[DO NOT READ]** Prefer not to answer **[SKIP TO THANK03]**
- SCR2** Are you 18 years of age or older?
- 00 NO **[SKIP TO THANK02]**
- 01 YES
- 998 **[DO NOT READ]** Don't know **[SKIP TO THANK03]**
- 999 **[DO NOT READ]** Prefer not to answer **[SKIP TO THANK03]**
- AGE** Just to make sure that our study is representative of the City of Bellevue, what is your age?
- [WEB DISPLAY: "Please enter 999 if you prefer not to give your age."]**
- ___ ENTER AGE [RANGE 18:99] **[IF UNDER 18 TERMINATE – THANK02]**
- 998 DON'T KNOW
- 999 PREFER NOT TO ANSWER

ASK AGE_CAT IF (AGE=998 | 999)

- AGE_CAT** Which of the following categories does your age fall into?
- [READ OPTIONS]**
- 01 18-24
- 02 25-34
- 03 35-44
- 04 45-54
- 05 55-64
- 06 65 or older
- 998 **[DO NOT READ]** Don't know
- 999 **[DO NOT READ]** Prefer not to answer

PROGRAMMER: CREATE VARIABLE, "AGEBAN"
VALUE LABLES FOR AGEBAN [LOGIC IN BRACKETS]

01 18-24 [((AGE GE 18) AND (AGE LE 24)) OR (AGE_CAT=1)]

02 25-34 [((AGE GE 25) AND (AGE LE 34)) OR (AGE_CAT=2)]

03 35-44 [((AGE GE 35) AND (AGE LE 44)) OR (AGE_CAT=6)]

04 45-54 [((AGE GE 45) AND (AGE LE 54)) OR (AGE_CAT=4)]

05 55-65 [((AGE GE 55) AND (AGE LE 64)) OR (AGE_CAT=5)]

06 65+ [((AGE GE 65) AND (AGE LE 997)) OR (AGE_CAT=6)]

999 DK / Prefer not to answer [AGE_CAT=998 | 999]

- GENDER** Do you identify as . . . **[DO NOT READ RESPONSES – BUT DO DISPLAY ON WEB]**
- 01 Male
 - 02 Female
 - 03 Transgender
 - 04 Gender Neutral
 - 888 Other (specify: _____)
 - 998 **[DO NOT READ]** Don't know
 - 999 **[DO NOT READ]** Prefer not to answer

PROGRAMMER: CREATE VARIABLE, "AGE_GEN" MONITOR FOR DISTRIBUTION IN PORTAL
VALUE LABELS FOR AGE_GEN [LOGIC IN BRACKETS]

- 01 Male 18-34 [(GENDER=01) AND ((AGEBAN=01) OR (AGEBAN=02))]
- 02 Female 18-34 [(GENDER=02) AND ((AGEBAN=01) OR (AGEBAN=02))]
- 03 Male 35-54 [(GENDER=01) AND ((AGEBAN=03) OR (AGEBAN=04))]
- 04 Female 35-54 [(GENDER=02) AND ((AGEBAN=03) OR (AGEBAN=04))]
- 05 Male 55+ [(GENDER=01) AND ((AGEBAN=05) OR (AGEBAN=06))]
- 06 Female 55+ [(GENDER=02) AND ((AGEBAN=05) OR (AGEBAN=06))]
- 999 DK / Prefer not to answer [(GENDER=998 | 999) OR (AGEBAN=999)]

IF GENDER=03 OR 04 OR 888 AGE_GEN=888 "Other"

- SCR3** 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
 - 888 **[DO NOT READ]** OTHER **[SPECIFY]**
 - 998 **[DO NOT READ]** Don't know
 - 999 **[DO NOT READ]** Prefer not to answer

PROGRAMMER: CREATE VARIABLE, "DWELLINGTYPE" 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]
- 03 OTHER/NONE [SCR3=888 | 998 | 999]

RACE

Do you identify as. . . (Select all that apply)

- 01 White or Caucasian
- 02 African American or Black
- 03 Hispanic, Latino/a, or Spanish origin
- 04 Asian
- 05 Pacific Islander
- 06 American Indian or Alaska Native
- 07 Middle Easterner or North African
- 08 Some Other Race, Ethnicity, or Origin or Combination of Races

(please specify) _____

- 888 [DO NOT READ] OTHER [SPECIFY]
- 998 [DO NOT READ] Don't know
- 999 [DO NOT READ] Prefer not to answer

**PROGRAMMER: CREATE VARIABLE, "RACEBAN" MONITOR FOR DISTRIBUTION IN PORTAL
VALUE LABELS FOR RACEBAN [LOGIC IN BRACKETS]**

- 01 WHITE ALONE (NOT HISPANIC) [(RACE=1) AND NO OTHER CHOICES ARE SELECTED]**
- 02 ASIAN [(RACE=4) OTHER SELECTIONS ARE ALLOWED AS WELL]**
- 03 OTHER [ANYTHING THAT DOES NOT FALL UNDER WHITE ALONE OR ASIAN]**
- 999 DK / Prefer not to answer [(RACE=998 | 999)]**

SCR_INC

Is your total household income above or below \$50,000?

- 01 Above
- 02 Below
- 998 [DO NOT READ] Don't know
- 999 [DO NOT READ] Prefer not to answer

KEY PERFORMANCE RATING QUESTIONS
[NEW SECTION FOR TIMING]

PROGRAMMERS NOTE: DISPLAY QUESTIONS Q1 THROUGH ORCS ONE-AT-A-TIME ON THEIR OWN SCREEN

Q1 Using a scale from 0 to 10 where “0” means “Very Poor” and “10” means “Excellent,” how would you describe the City of Bellevue as a place to live?

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

v998 **[DO NOT READ]** Don't know
 999 **[DO NOT READ]** Prefer not to answer

Q1A Using a **one or two word phrase**, what are Bellevue’s two best attributes?
[DO NOT PROBE FOR ADDITIONAL ANSWERS]
[SMALL OPEN END BOX]

NWRG1 Now, using a scale from 0 to 10 where “0” means the quality of life in Bellevue “Does Not Meet Your Expectations at All” and “10” means the quality of life “Greatly Exceeds Your Expectations,” how would you rate the overall quality of life in Bellevue?
INTERVIEWER: PROBE FOR ANSWER BEFORE ACCEPTING DON'T KNOW/PREFER NOT TO ANSWER: “PLEASE USE YOUR BEST ESTIMATE THERE ARE NO RIGHT OR WRONG ANSWERS”

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

998 **[DO NOT READ]** Don't know
 999 **[DO NOT READ]** Prefer not to answer

NWRG2 Using the same scale, how would you rate the overall quality of services provided by the City of Bellevue?
INTERVIEWER: PROBE FOR ANSWER BEFORE ACCEPTING DON'T KNOW/PREFER NOT TO ANSWER: “PLEASE USE YOUR BEST ESTIMATE THERE ARE NO RIGHT OR WRONG ANSWERS”

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

998 **[DO NOT READ]** Don't know
 999 **[DO NOT READ]** Prefer not to answer

NWRG3 Compared with other cities and towns, how would you rate Bellevue as a place to live? Use a scale from 0 to 10 where “0” means Bellevue is “Significantly Worse Than Other Cities” and “10” means Bellevue is “Significantly Better Than Other Cities.”

INTERVIEWER: PROBE FOR ANSWER BEFORE ACCEPTING DON'T KNOW/PREFER NOT TO ANSWER: “PLEASE USE YOUR BEST ESTIMATE THERE ARE NO RIGHT OR WRONG ANSWERS”

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

998 **[DO NOT READ]** Don't know

999 **[DO NOT READ]** Prefer not to answer

NWRG4 Next, using a scale from “0” to “10” where “0” means “Strongly Headed in The Wrong Direction” and 10 means “Strongly Headed in The Right Direction,” overall, would you say that Bellevue is headed in the right or wrong direction?

INTERVIEWER: PROBE FOR ANSWER BEFORE ACCEPTING DON'T KNOW/PREFER NOT TO ANSWER: “PLEASE USE YOUR BEST ESTIMATE THERE ARE NO RIGHT OR WRONG ANSWERS”

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

998 **[DO NOT READ]** Don't know

999 **[DO NOT READ]** Prefer not to answer

PROGRAMMING NOTE FOR NWRG4A:
IF NWRG4 < 5 DISPLAY “think Bellevue is headed in the wrong direction”
IF NWRG4 = 05, 06 DISPLAY “feel this way”
IF NWRG4 > 06 AND < 98 DISPLAY “think Bellevue is headed in the right direction”
IF NWRG4 = 998 | 999 SKIP TO NWRG5

NWRG4A Using a **one or two word phrase**, what are the reasons you **[INSERT TEXT FROM LOGIC ABOVE]**?

[DO NOT PROBE FOR ADDITIONAL ANSWERS]

[SMALL OPEN END BOX]

NWRG5 Thinking about services and facilities in Bellevue, do you feel you are getting your money’s worth for your tax dollar or not? Please use a scale from 0 to 10 where “0” means “Definitely Not Getting Your Money’s Worth” and “10” means “Definitely Getting Your Money’s Worth.”

INTERVIEWER: PROBE FOR ANSWER BEFORE ACCEPTING DON'T KNOW/PREFER NOT TO ANSWER: “PLEASE USE YOUR BEST ESTIMATE THERE ARE NO RIGHT OR WRONG ANSWERS”

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

998 **[DO NOT READ]** Don't know

999 **[DO NOT READ]** Prefer not to answer

KEY COMMUNITY INDICATORS
[NEW SECTION FOR TIMING]

SHOW KCI_INT THROUGH KCI_21 IF (GROUP=1)

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

INTERVIEWER: PROBE FOR ANSWER BEFORE ACCEPTING DON'T KNOW/PREFER NOT TO ANSWER: “PLEASE USE YOUR BEST ESTIMATE THERE ARE NO RIGHT OR WRONG ANSWERS”

[RANDOMIZE DISPLAY ORDER OF KCI1 THRU KCI21]

- KCI_1** Is doing a good job planning for growth in ways that add value to your quality of life.
- KCI_2** Is doing a good job helping to create a competitive business environment that supports entrepreneurs and creates jobs.
- KCI_9** Fosters and supports a diverse community where all residents have the opportunity to live well, work and play.
- KCI_10** Is a visionary community in which creativity is fostered.
- KCI_18A** Is doing a good job of looking ahead to meet regional challenges.
- KCI_18B** Is doing a good job of looking ahead to meet local challenges.
- KCI_21** Is a good place to raise children

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

- 998 **[DO NOT READ]** Don't know
- 999 **[DO NOT READ]** Prefer not to answer

NEIGHBORHOODS

[NEW SECTION FOR TIMING]

SHOW HOOD1 THRU HOOD2 TO ALL RESPONDENTS

HOOD1 Using a scale from 0 to 10 where “0” means “Very Poor” and “10” means “Excellent,” how would you describe your neighborhood as a place to live?

INTERVIEWER: PROBE FOR ANSWER BEFORE ACCEPTING DON'T KNOW/PREFER NOT TO ANSWER: “PLEASE USE YOUR BEST ESTIMATE THERE ARE NO RIGHT OR WRONG ANSWERS”

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

998 [DO NOT READ] Don't know
 999 [DO NOT READ] Prefer not to answer

HOOD2 Some neighborhoods have what is called a “Sense of Community.” People know their neighbors, may form block watches or have block parties, and truly think of the others in the same area as “neighbors.” Using a scale from 0 to 10 where “0” means “No Sense of Community at All” and “10” means “Strong Sense of Community,” how would you rate your neighborhood?

INTERVIEWER: PROBE FOR ANSWER BEFORE ACCEPTING DON'T KNOW/PREFER NOT TO ANSWER: “PLEASE USE YOUR BEST ESTIMATE THERE ARE NO RIGHT OR WRONG ANSWERS”

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

998 [DO NOT READ] Don't know
 999 [DO NOT READ] Prefer not to answer

SHOW HOOD_INT THROUGH KCI_15 IF (GROUP=2)

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

INTERVIEWER: PROBE FOR ANSWER BEFORE ACCEPTING DON'T KNOW/PREFER NOT TO ANSWER: “PLEASE USE YOUR BEST ESTIMATE THERE ARE NO RIGHT OR WRONG ANSWERS”

[RANDOMIZE DISPLAY ORDER OF KCI13A THRU KCI15]

- KCI_13A** Bellevue has attractive and well-maintained neighborhoods.
- KCI_13B** Bellevue’s neighborhoods are safe.
- KCI_14** I live in a neighborhood that supports families, particularly those with children.
- KCI_15** I live in a neighborhood that provides convenient access to my day-to-day activities

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

998 [DO NOT READ] Don't know
 999 [DO NOT READ] Prefer not to answer

PARKS

[NEW SECTION FOR TIMING]

SHOW PARKS1 THRU PARKS3D TO ALL RESPONDENTS

PARKS1 Next, we'd like to ask you some questions about Parks and Recreation programs and facilities operated by the City of Bellevue. In the past 12 months, have you or anyone in your household Visited a Bellevue park or park facility?

[IF NECESSARY-DISPLAY ON WEB: These include trails, nature parks, beach parks, neighborhood parks, golf courses, playgrounds and sports fields.]

[INTERVIEWER INSTRUCTIONS: IF RESPONDENT SAYS "YES" PLEASE PROBE: "Did you personally, or was it a family member"]

- 01 I have personally
- 02 I have not, but a family member has
- 03 Both I and family members have
- 04 No one in the household has
- 998 **[DO NOT READ]** Don't know
- 999 **[DO NOT READ]** Prefer not to answer

PARKS2 Using a scale from 0 to 10 where "0" means "very dissatisfied" and "10" means "very satisfied," overall, how satisfied are you with parks and recreation in Bellevue?

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

- 998 **[DO NOT READ]** Don't know
- 999 **[DO NOT READ]** Prefer not to answer

PARKS3 Using a scale from 0 to 10 where "0" means "Very Poor" and "10" means "Excellent," please rate Bellevue's parks and recreation activities in terms of . . .

[RANDOMIZE DISPLAY ORDER OF PARKS3B THRU PARKS3C]

PARKS3B Range and variety of recreation activities

PARKS3C Appearance

PARKS3D Safety

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

- 998 **[DO NOT READ]** Don't know
- 999 **[DO NOT READ]** Prefer not to answer

SHOW PARK_INT THROUGH KCI_5B IF (GROUP=2)

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

INTERVIEWER: PROBE FOR ANSWER BEFORE ACCEPTING DON'T KNOW/PREFER NOT TO ANSWER: “PLEASE USE YOUR BEST ESTIMATE THERE ARE NO RIGHT OR WRONG ANSWERS”

[RANDOMIZE DISPLAY ORDER OF KCI_12 THRU KCI_5B]

KCI_12 Can rightly be called a “City in a park.”

KCI_3 Offers me and my family opportunities to experience nature where we live, work, and play.

KCI_4 Is doing a good job of maintaining and enhancing a healthy natural environment for current and future generations.

KCI_5 Provides an environment that supports my personal health and well-being

KCI_5A Provides water, sewer, and waste water services and infrastructure that reliably ensures public health

KCI_5B Provides water, sewer, and waste water services and infrastructure that protects the environment

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

998 **[DO NOT READ]** Don't know

999 **[DO NOT READ]** Prefer not to answer

UTILITIES

[NEW SECTION FOR TIMING]

SHOW UTIL1 THRU UTIL3 TO ALL RESPONDENTS

UTIL1 The next series of questions deals with the city’s Utilities Department, which provides water, sewer and drainage services for most city locations. Utilities handled by the city **do not include** such things as gas, electricity, internet service and telephone service, which are provided by private companies.

Using a scale from 0 to 10 where “0” means “Very Poor” and “10” means “Excellent,” please tell me how well Bellevue is doing on each of the following items. . .

[RANDOMIZE DISPLAY ORDER OF UTIL1A THRU UTIL1E]

- UTIL1A** Providing water that is safe and healthy to drink.
- UTIL1B** Maintaining an adequate and uninterrupted supply of water.
- UTIL1C** Providing reliable, uninterrupted sewer service.
- UTIL1D** Providing effective drainage programs, including flood control.
- UTIL1E** Protecting and restoring Bellevue’s streams, lakes and wetlands.

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

- 998 [DO NOT READ] Don’t know
- 999 [DO NOT READ] Prefer not to answer

UTIL2 Thinking about Bellevue’s water, sewer, storm and surface water services and using a scale from 0 to 10 where “0” means “A Very Poor Value” and “10” means “An Excellent Value,” what value do you feel you receive for your money?

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

- 998 [DO NOT READ] Don’t know
- 999 [DO NOT READ] Prefer not to answer

UTIL3 Using a scale from 0 to 10 where “0” means “Very Dissatisfied” and “10” means “Very Satisfied,” overall, how satisfied are you as a customer of the Bellevue Utilities Department?

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

- 998 [DO NOT READ] Don’t know
- 999 [DO NOT READ] Prefer not to answer

CODE ENFORCEMENT
[NEW SECTION FOR TIMING]

SHOW CODE1 TO ALL RESPONDENTS

CODE1 The next question is about planning and code enforcement. To what extent are graffiti, abandoned automobiles and shopping carts, junk and weed lots, and dilapidated houses or buildings currently a problem in your neighborhood? Would you say they are...

[IF NECESSARY / DISPLAY ON WEB: "A weed lot is an area of dirt or grass full of weeds."]

[ROTATE ORDER OF RESPONSE CATEGORIES AS 01 TO 04, THEN 04 TO 01]

- 01 Not a problem at all
- 02 Only a small problem
- 03 Somewhat of a problem
- 04 A big problem
- 998 [DO NOT READ] Don't know
- 999 [DO NOT READ] Prefer not to answer

ASK CODE2 IF (CODE1=02 | 03 | 04)

CODE2 Which of the following items are specific problems in your neighborhood?

[READ LIST AND CHECK ALL THAT APPLY]

[IF NECESSARY: "A weed lot is an area of dirt or grass full of weeds."]

- 01 Weed lots
- 02 Junk lots
- 03 Graffiti
- 04 Abandoned automobiles
- 05 Abandoned shopping carts
- 06 Dilapidated houses or buildings
- 07 Boarding / Rooming Houses
- 997 None of the above / nothing
- 888 [DO NOT READ] OTHER [SPECIFY]
- 998 [DO NOT READ] Don't know
- 999 [DO NOT READ] Prefer not to answer

TRANSPORTATION
[NEW SECTION FOR TIMING]

SHOW TRANS_1 THRU TRANS_4 TO ALL RESPONDENTS

TRANS_1 The next series of questions relates to the maintenance of Bellevue’s sidewalks and roads. Using a scale from 0 to 10 where “0” means “Very Dissatisfied” and “10” means “Very Satisfied,” how satisfied are you with the city’s maintenance of its sidewalks and walkways?

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

- 998 **[DO NOT READ]** Don’t know
- 999 **[DO NOT READ]** Prefer not to answer

TRANS_2 How would you rate the condition of streets and roads in your neighborhood? Would you say they are in. . . ?

[ROTATE ORDER OF RESPONSE CATEGORIES AS 01 TO 03, THEN 03 TO 01]

- 01 Good condition all over
- 02 Mostly good, but a few bad spots here and there
- 03 Many bad spots
- 998 **[DO NOT READ]** Don’t know
- 999 **[DO NOT READ]** Prefer not to answer

TRANS_4 Using a scale from 0 to 10 where “0” means “Does Not Meet Your Expectations at All” and “10” means “Greatly Exceeds Your Expectations,” how would you rate street sweeping in your neighborhood?

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

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

- 998 **[DO NOT READ]** DON’T KNOW
- 999 **[DO NOT READ]** PREFER NOT TO ANSWER

SHOW TRANS_INT THROUGH KCI_8 IF (GROUP=1)

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

INTERVIEWER: PROBE FOR ANSWER BEFORE ACCEPTING DON’T KNOW/PREFER NOT TO ANSWER: “PLEASE USE YOUR BEST ESTIMATE THERE ARE NO RIGHT OR WRONG ANSWERS”

[RANDOMIZE DISPLAY ORDER OF KCI6 THRU KCI8]

- KCI_6** Provides a safe transportation system for all users.
- KCI_7** Allows for travel within the City of Bellevue in a reasonable and predictable amount of time
- KCI_8** Is doing a good job of planning for and implementing a range of transportation options.

[IF NECESSARY SAY: “Such as bikeways, walkways, streets and helping transit agencies.”]

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

- 998 **[DO NOT READ]** Don’t know
- 999 **[DO NOT READ]** Prefer not to answer

SHOW TRANS_5 THRU TRANS_5D IF (GROUP=2)

TRANS_5 Using a scale from 0 to 10 where “0” means “Much Worse Than Other Cities” and “10” means “Significantly Better Than Other Cities,” from what you have experienced, seen, or heard, please rate Bellevue on each of the following...

INTERVIEWER: PROBE FOR ANSWER BEFORE ACCEPTING DON’T KNOW/PREFER NOT TO ANSWER: “PLEASE USE YOUR BEST ESTIMATE THERE ARE NO RIGHT OR WRONG ANSWERS”

[RANDOMIZE DISPLAY ORDER OF KCI6 THRU KCI8]

- TRANS5_A** It is easy to get around by car
- TRANS5_B** Public transportation is available from where I live to where I need to go
- TRANS5_C** It is easy to walk to many different places in Bellevue
- TRANS5_D** It is easy to bicycle to many different places in Bellevue

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

- 998 **[DO NOT READ]** Don’t know
- 999 **[DO NOT READ]** Prefer not to answer

INFORMATION TECHNOLOGY
[NEW SECTION FOR TIMING]

SHOW WEB1 TO ALL RESPONDENTS

WEB1 Have you used the City of Bellevue’s web site in the past 12 months?
 00 NO
 01 YES
 998 **[DO NOT READ]** Don’t know
 999 **[DO NOT READ]** Prefer not to answer

PUBLIC SAFETY
[NEW SECTION FOR TIMING]

SHOW PS1 THRU CRIME1 TO ALL RESPONDENTS

PS1 During a disaster such as an earthquake, snowstorm, or extended power outage, you might be asked to stay at home for an extended period of time. For how many days would your current supply of food, water, medications and other necessary items last?
 _____ DAYS **[WHOLE NUMBERS ONLY. RANGE: 0 TO 10,000]**
 998 **[DO NOT READ]** Don’t know
 999 **[DO NOT READ]** Prefer not to answer

PS2 Using a scale from 0 to 10 where “0” means “Very Unsafe” and “10” means “Very Safe,” how safe do you feel when walking alone in each of the following situations?
[RANDOMIZE DISPLAY ORDER OF KCI6 THRU KCI8]

PS2A In your neighborhood **In General.**

PS2B In your neighborhood **After Dark.**

PS2C In downtown Bellevue **During the Day.**

PS2D In downtown Bellevue **After Dark**

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

998 **[DO NOT READ]** Don’t know
 999 **[DO NOT READ]** Prefer not to answer

CRIME1 During the past 12 months, were you or anyone in your household the victim of any crime in Bellevue?
 00 NO
 01 YES
 998 **[DO NOT READ]** Don’t know
 999 **[DO NOT READ]** Prefer not to answer

SHOW CRIME1A IF (CRIME=01)

CRIME1A

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

- 00 NO
- 01 YES
- 998 **[DO NOT READ]** Don't know
- 999 **[DO NOT READ]** Prefer not to answer

SHOW CRIME2 TO ALL RESPONDENTS

CRIME2

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

- 00 NO
- 01 YES
- 998 **[DO NOT READ]** Don't know
- 999 **[DO NOT READ]** Prefer not to answer

PROGRAMMER: CREATE VARIABLE, "POLICECONTACT"
VALUE LABELS FOR AGEBAN [LOGIC IN BRACKETS]
00 No contact [(CRIME1A=0) AND (CRIME2=0)]
01 Yes, Police contact [(CRIME1A=01) OR (CRIME2=01)]
999 DK / Prefer not to answer [(CRIME2=998 | 999)]

SHOW CRIME3 IF CRIME2=1

CRIME3

What was the nature of your most recent contact?

DO NOT READ LIST

[DISPLAY LIST FOR WEB SURVEY]

- 01 REPORTED A CRIME TO POLICE
- 02 ROUTINE TRAFFIC STOP
- 03 TRAFFIC ACCIDENT
- 04 ASKED FOR INFORMATION OR ADVICE
- 05 PARTICIPATED IN A COMMUNITY ACTIVITY WITH POLICE
- 06 CALLS RELATING TO DOMESTIC VIOLENCE
- 08 ARRESTED OR SUSPECTED OF A CRIME
- 09 WITNESSED A CRIME
- 10 VICTIM OF A CRIME
- 11 NOISE COMPLAINT
- 888 **[DO NOT READ]** OTHER **[SPECIFY]**
- 998 **[DO NOT READ]** Don't know
- 999 **[DO NOT READ]** Prefer not to answer

SHOW CRIME4 IF (POLICECONTACT=1)

CRIME4

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

- 01 Excellent
- 02 Good
- 03 Fair
- 04 Poor
- 998 **[DO NOT READ]** Don't know
- 999 **[DO NOT READ]** Prefer not to answer

SHOW CRIME5 TO ALL RESPONDENTS

CRIME5

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

[RANDOMIZE RESPONSE OPTIONS 01 THRU 07]

- 01 Residential burglary
- 02 Juvenile crime
- 03 Drug-related crime
- 04 Theft from vehicles / car prowling
- 05 Vandalism
- 06 Traffic offenses such as speeding, reckless driving, or turn violations
- 07 Panhandling
- 09 **[DO NOT READ]** MAIL THEFT
- 10 **[DO NOT READ]** SPEEDING
- 11 **[DO NOT READ]** CAR THEFT/CAR TROUBLE/CAR NOISES
- 888 Something else – please describe
- 997 **[DO NOT READ]** NONE / THERE ARE NO PROBLEMS
- 998 **[DO NOT READ]** DON'T KNOW
- 999 **[DO NOT READ]** PREFER NOT TO ANSWER

SHOW CRIME5A IF (CRIME5 LE 888)

CRIME5A

Do you feel that way because. . .

READ LIST AND SELECT ALL THAT APPLY

- 01 You have personally seen or experienced it
- 02 You know someone who has experienced it
- 03 You have heard about incidences on the news or in the newspaper
- 04 You have heard about incidences on city or police run social media
- 05 You have heard about incidences on other social media accounts
- 888 **[ONLY READ IF "NO" FOR ALL 5]** For some other reason: **[SPECIFY]**
- 998 **[DO NOT READ]** Don't know
- 999 **[DO NOT READ]** Prefer not to answer

SHOW CRIME6 THRU PS4 TO ALL RESPONDENTS

CRIME6 Using a scale from 0 to 10 where “0” means “Not at All Confident” and “10” means “Very Confident,” how confident are you in the ability of Bellevue’s Police Department to handle emergencies in an effective manner?

Not at All Confident											Very Confident
0	1	2	3	4	5	6	7	8	9	10	

- 998 [DO NOT READ] Don’t know
- 999 [DO NOT READ] Prefer not to answer

CRIME7 Overall, how would you rate the professionalism of Bellevue’s police officers and police employees? Would that be. . .

READ LIST AND SELECT ALL THAT APPLY
[ROTATE ORDER SHOWN 5 TO 1 THEN 1 TO 5]

- 05 Very professional
- 04 Professional
- 03 Indifferent
- 02 Somewhat unprofessional
- 01 Very unprofessional
- 998 [DO NOT READ] Don’t know
- 999 [DO NOT READ] Prefer not to answer

SHOW FIRE1 TO ALL RESPONDENTS

FIRE1 Have you had any contact with Bellevue’s fire department during the past 12 months?

- 00 NO
- 01 YES
- 998 [DO NOT READ] Don’t know
- 999 [DO NOT READ] Prefer not to answer

SHOW FIRE2 IF FIRE1=1

FIRE2

What was the nature of that contact?

[DISPLAY LIST FOR WEB SURVEY]

- 01 Medical incident
- 02 Fire incident
- 03 Other service such as water call, tree down, or smoke
- 04 Citizen Advocates for Referral and Education Program (C.A.R.E.S)
- 05 Education such as a class, presentation or disaster preparedness
- 06 Volunteering
- 08 Open house or similar event
- 888 **[DO NOT READ]** Something else **[SPECIFY]**
- 998 **[DO NOT READ]** Don't know
- 999 **[DO NOT READ]** Prefer not to answer

SHOW FIRE3 IF FIRE1=1

FIRE3

How would you rate the contact with the fire department? Would you say it was. . .

- 01 Excellent
- 02 Good
- 03 Fair
- 04 Poor
- 998 **[DO NOT READ]** Don't know
- 999 **[DO NOT READ]** Prefer not to answer

PS4 Using a scale from 0 to 10 where "0" means "Not at All Confident" and "10" means "Very Confident," how confident are you in the ability of the Bellevue Fire Department to respond to emergencies?

Not at All Confident											Very Confident
0	1	2	3	4	5	6	7	8	9	10	

- 998 **[DO NOT READ]** Don't know
- 999 **[DO NOT READ]** Prefer not to answer

SHOW SAFE_INT THRU KCI_20B IF (GROUP=1)

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

INTERVIEWER: PROBE FOR ANSWER BEFORE ACCEPTING DON’T KNOW/PREFER NOT TO ANSWER: “PLEASE USE YOUR BEST ESTIMATE THERE ARE NO RIGHT OR WRONG ANSWERS”

[RANDOMIZE DISPLAY ORDER OF KCI9 THRU KCI20B]

KCI_19 Is a safe community in which to live, learn, work, and play.

KCI_20A Plans appropriately to respond to major emergencies.

[IF NECESSARY: “Such as wind storms and earthquakes.”]

KCI_20B Is well prepared to respond to routine emergencies.

[IF NECESSARY: “Such as fires, calls for police and emergency medical.”]

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

998 **[DO NOT READ]** Don’t know

999 **[DO NOT READ]** Prefer not to answer

COMMUNICATIONS AND CIVIC INVOLVEMENT
[NEW SECTION FOR TIMING]

SHOW INTERACT19 TO ALL RESPONDENTS

INTERACT19 Using a scale from 0 to 10 where “0” means “Strongly Disagree” and “10” means “Strongly Agree,” please tell me the extent you agree or disagree that the City of Bellevue provides information to the public that is...

[RANDOMIZE DISPLAY ORDER]

INTERACT19A Useful

INTERACT19B Accurate

INTERACT19C Credible

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

998 **[DO NOT READ]** Don't know

999 **[DO NOT READ]** Prefer not to answer

SHOW INTERACT_INT THRU KCI_16B TO ALL RESPONDENTS

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

INTERVIEWER: PROBE FOR ANSWER BEFORE ACCEPTING DON'T KNOW/PREFER NOT TO ANSWER: “PLEASE USE YOUR BEST ESTIMATE THERE ARE NO RIGHT OR WRONG ANSWERS”

[RANDOMIZE DISPLAY ORDER OF KCI11A THRU KCI16B]

KCI_11A Promotes a community that encourages civic engagement

[IF NECESSARY: such as volunteering or participating in community activities]

KCI_11B Is a welcoming and supportive city that demonstrates caring for people through its actions

KCI_16A Does a good job of keeping residents informed.

KCI_16B Listens to its residents and seeks their involvement

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

998 **[DO NOT READ]** Don't know

999 **[DO NOT READ]** Prefer not to answer

SHOW OPEN THRU OPENA3 TO ALL RESPONDENTS

OPEN Using a scale from 0 to 10 where “0” means “Not at All Open or Accessible” and “10” means “Extremely Open or Accessible,” please tell me how open and accessible you feel the city’s planning efforts are when you want to be involved with each of the following . . .

INTERVIEWER: PROBE FOR ANSWER BEFORE ACCEPTING DON’T KNOW/PREFER NOT TO ANSWER: “PLEASE USE YOUR BEST ESTIMATE THERE ARE NO RIGHT OR WRONG ANSWERS”

[RANDOMIZE DISPLAY ORDER OF KCI11A THRU KCI16B]

OPENA1 Land Use

OPENA2 Transportation

OPENA3 Parks and Community Services Department

Not at All Open or Accessible										Extremely Open or Accessible
0	1	2	3	4	5	6	7	8	9	10

998 **[DO NOT READ]** Don’t know

999 **[DO NOT READ]** Prefer not to answer

DEMOGRAPHICS

[NEW SECTION FOR TIMING]

SHOW DEM_INT THRU LANGTO ALL RESPONDENTS

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

DEMO1 Including yourself, how many people currently live in your household in each of the following age categories?

[IF NECESSARY: “Please include yourself when answering this question.”]

DEMO 4 MUST CONTAIN A RESPONSE IN AGE 18 – 64 OR 65 AND OVER

DEMO1A ____ Under 5

DEMO1B ____ 5 – 12

DEMO1C ____ 13 – 17

DEMO1D ____ 18 – 64

DEMO1E ____ 65 and over

998 **[DO NOT READ]** Don’t know

999 **[DO NOT READ]** Prefer not to answer

WEB INSTRUCTION: IF DEMO4 DOES NOT HAVE A RESPONSE IN 18 – 64 OR 65 AND OVER, DISPLAY THIS MESSAGE: “Please include yourself when answering this question.”

PROGRAMMER: CREATE VARIABLE, "HHSIZE"
HHSIZE=SUM OF ALL PEOPLE FROM DEMO1A THRU DEMO1E

PROGRAMMER: CREATE VARIABLE, "NUMADULTS"
HHSIZE=SUM OF ALL PEOPLE FROM DEMO1D THRU DEMO1E

PROGRAMMER: CREATE VARIABLE, "NUMKIDS"
HHSIZE=SUM OF ALL PEOPLE FROM DEMO1A THRU DEMO1C

PROGRAMMER: CREATE VARIABLE, "HASKIDS"
00 No [(NUMKIDS=0)]
01 Yes [(NUMKIDS GE 1)]

PROGRAMMER: CREATE VARIABLE, "HHCOMP"
VALUE LABLES FOR HHCOMP [LOGIC IN BRACKETS]
01 Single Person Household [(HHSIZE=1)]
02 Adults Only [(HHSIZE GE 1) AND (HASKIDS=0)]
03 Family with Children [(HASKIDS=1)]

DEMO2

How many years have you lived in Bellevue?

[ALLOW FRACTIONAL ANSWERS]

[IF YOU HAVE LIVED IN BELLEVUE FOR LESS THAN 6 MONTHS, PLEASE ENTER "0"]

[IF YOU HAVE LIVED IN BELLEVUE FOR 6 MONTHS TO 1 YEAR, PLEASE ENTER "1"]

[IF YOU HAVE LIVED IN BELLEVUE FOR 1 YEAR OR LONGER, PLEASE ENTER THE NUMBER OF YEARS]

____ ENTER NUMBER OF YEARS LIVED IN BELLEVUE

998 [DO NOT READ] Don't know

999 [DO NOT READ] Prefer not to answer

DEMO3

Do you own or rent your residence?

01 OWN

02 RENT

998 [DO NOT READ] Don't know

999 [DO NOT READ] Prefer not to answer

LANG1 Do you or anyone in your household speak any languages other than English?

MULTIPLE SELECT

DO NOT READ

- 01 YES, I SPEAK A LANGUAGE OTHER THAN ENGLISH
- 02 YES, SOMEONE ELSE IN MY HOUSHOLD SPEAKS A LANGUAGE OTHER THAN ENGLISH
- 03 NO, NO ONE SPEAKS A LANGUAGE OTHER THAN ENGLISH

**SHOW LANG2 IF (LANG=1) OR (LANG=2)
ALLOW FOR MULTIPLE RESPONSES**

LANG2

What language

[DO NOT READ LIST – MULTIPLE RESPONSE]

- 01 SPANISH
- 02 CHINESE / CANTONESE / MANDARIN
- 03 VIETNAMESE
- 04 KOREAN
- 05 RUSSIAN
- 06 JAPANESE
- 07 HINDI
- 10 GERMAN
- 11 FRENCH
- 12 TAMIL
- 998 **[DO NOT READ]** Don't know
- 999 **[DO NOT READ]** Prefer not to answer

ASK LANG3 IF (LANG=1)

LANG3

How well do you speak English? Would you say...

- 01 Very well
- 02 Well
- 03 Not well
- 04 Not at all
- 998 **[DO NOT READ]** DON'T KNOW
- 999 **[DO NOT READ]** PREFER NOT TO ANSWER

SHOW INCOME1 IF SCR_INC= 02

INCOME1

What is the approximate total annual family income of all members of your household? Is it. . .

- 01 Less than \$20,000
- 02 \$20,000 to less than \$35,000
- 03 \$35,000 to less than \$50,000
- 998 **[DO NOT READ]** Don't know
- 999 **[DO NOT READ]** Prefer not to answer

SHOW INCOME2 IF SCR_INC= 01

INCOME2

What is the approximate total annual family income of all members of your household? Is it. . .

- 01 \$50,000 to less than \$75,000
- 02 \$75,000 to less than \$100,000
- 03 \$100,000 to less than \$150,000
- 04 \$150,000 to less than \$200,000
- 05 \$200,000 or more
- 998 **[DO NOT READ]** Don't know
- 999 **[DO NOT READ]** Prefer not to answer

PROGRAMMER: CREATE VARIABLE, "INCOMEBAN"
VALUE LABELS FOR INCOMEBAN [LOGIC IN BRACKETS]
01 Less than \$20,000
02 \$20,000 to less than \$35,000
03 \$35,000 to less than \$50,000
04 \$50,000 to less than \$75,000
05 \$75,000 to less than \$100,000
06 \$100,000 to less than \$150,000
07 \$150,000 to less than \$200,000
08 \$200,000 or more

THANK YOU SCREEN-OUTS

- THANK01** Thank you, but we are currently only interviewing residents of Bellevue. (*Disposition "Not in area"*)
- THANK02** Thank you, but we are only interviewing adults, 18 and older. (*Disposition "Under 18"*)
- THANK03** I'm sorry, but we cannot continue without that information **[allow respondent to go back and provide answer if they want]** (*Disposition "Screener refused"*)

THANK_SCR IS TO BE USED ONLY ONCE WE START SCREENING PEOPLE OUT DUE TO BEING OVER-QUOTA AND IS TO ONLY BE USED ON THE PHONE

THANK_SCR

Using a scale from 0 to 10 where "0" means "Very Poor" and "10" means "Excellent," overall how would you describe the City of Bellevue as a place to live?

[INTERVIEWER, WAIT FOR RESPONSE]

Thank you very much for your time. That is all of the questions we have today. Have a good day/evening.. (*Disposition "Screened out"*)

[PAGE LEFT INTENTIONALLY BLANK FOR PAGINATION REASONS]

APPENDIX IV — OPEN ENDED RESPONSES

BELLEVUE'S BEST ATTRIBUTES

Using a one or two-word phrase, what are Bellevue's two best attributes?		
Worldly and satellite city	Parks, transparent government	Green spaces, and safety
well run, well organized	parks, recreation	Green space, public safety.
Well managed city government, well managed parks.	Parks, Location, Beauty.	Green belts and botanical garden
Weather. Scenery.	Parks, green spaces.	Great shopping and great restaurants.
Walk-able, and Shopping.	Parks, few homeless.	Great place peaceful
walkability, urban without being dangerous and not too urban	Parks, Bellevue Square	great education, caring communities
Walk-ability, Mall	Parks, activities.	Good schools.
Views.	Parks, access to stores.	Good schools, safe to live.
Vibrant, well managed.	Parks system, School system,	Good schools, near the water.
very Good education, a lot of care is given to children.	Parks Downtown	Good Schools, Clean city
Very accessible.	Parks are great. Public service is great	Good schools and locations
Tree's and safety. City and parks.	Parks and trees.	Good schools and good government.
Trees	Parks and transit.	Good schools and community, restaurants, entertainment.
Transportation	Parks and schools	Good opportunity.
They get the streets cleaned.	Parks and recreations, They are very good with special ed services.	Good land use.
There is everything you want here and everything you need so you don't have to go anywhere else.	Parks and neighborhoods	Good economy and mixed culture.
The way they make the streets look.	Parks and community outreach.	good community
The sense of community, and the road conditions.	Parking and parks	Geographic location, close to the mountains, close to the waters, between two lakes, then I would say the school district.
The schools and just the community, good community.	Park system, cleanliness	Friendly accessible
The people	Park system and transportation.	friendly

Using a one or two-word phrase, what are Bellevue's two best attributes?		
The parks and all of the amenities.	Our park. It's clean.	free parking
The park and QFC.	Organization, clean	Financial management, environmental management.
The miles of maintained parks and trails, good views.	Opportunities and growth.	family-friendly and proximity to attractions
The good school system, which is why we moved here, and it is close Seattle and we go to church in downtown Seattle	Nothing comes to mind.	Family friendly, safe.
The educational system. And the other one would amenities like garbage, and mail.	Nothing	Family friendly and safe.
The downtown shopping area, easy access to freeways.	Not Seattle, it's clean and friendly.	Facilities and recreation.
The diversity, and best school	Not being in Seattle, close to mountains.	Excellent.
The city government.	None	Ethnically diverse, Good food
The city core, and the downtown park.	No tents.	Education. Safety.
Shopping.	Nice. Schools are good.	Downtown Park, Shopping Areas
Shopping, Parks	nice area, clean	Downtown living.
Shopping restaurants.	Neighborhoods and upkeep of the city.	Downtown is very nice and it has clean felling
Shopping and parks.	Nature, stores.	Diversity, quality
Shopping and friendliness.	Nature and transportation.	Diversity Clean
Shopping and entertainment.	Modern, diverse.	Diversity and culture
Security and safety and education, good education.	Middle of town golf course.	Diversity and convenience of stores shopping and restaurants.
Schools. The city parks.	Medical is handy and clean and motioned well.	Diversity
Schools, Parks	Markets, Infrastructure	Diverse, Growing.
Schools, convenience	Low property taxes and convenience	Diverse eating
Schools, Community	Low crime.	Convince and services
Schools City Services	low crime, accessibility	Convenient, Easy
Schools and parks	low crime and cleanliness	Convenience, nice neighborhoods
Schooling	Location. Beauty.	Convenience of stores.
School system, parks	Location.	Consistent development.

Using a one or two-word phrase, what are Bellevue's two best attributes?		
school system and all the green spaces	Location.	Community, and layout.
School districts, and location.	Location, services.	community event, diversity in restaurants and people
School District, Long term regional planning.	Location, Opportunity.	Community and convenience.
scenic beauty, proximity to Seattle	Location, and planning.	Close services
Safety.	location, and clean.	Cleanliness, Friendliness
Safety, convenience.	Location, amenities.	Cleanliness and restaurants.
Safety, accessibility.	location relative to Seattle	cleanliness and efficiency
Safety and software industry.	Location and weather.	Cleanliness and ability.
Safety and schools.	Location and shopping.	Cleanliness and it's acessable.
Safety and Progressiveness.	location and low crime	Cleanliness Proximity to other areas of town
Safety and Cleanliness	Location and Economy.	Clean.
Safety	Location	Clean, the people are very well mannered and education is excellent.
Safe, Good school district.	Livability, and services.	Clean, Safe
Safe, Fairly clean.	Lack of crime.	Clean, easy to get around the city, parks.
Safe, Diverse	Lack of bad crime.	Clean, and Safe.
Safe, Convenient	It's safe and it's clean.	Clean, and good public services.
Safe, and it has everything a family would look for.	Its parks recreation department. It's retained a small town feel.	Clean and Safe.
Safe clean city.	it's green belts	City parks and Library system.
Safe and clean.	It's clean, it's expanding.	City access and living conditions
safe and clean	It's a pleasant place to live.	Central Location, Good parks.
Roads, Parks	It's a good place to live and everything is close by. I can do everything I want to in Bellevue	Caring for the environment and how diverse we are.
roads, education	It's a good community and there is good schools.	Can't think of anything.
Responsive. Concerned about citizen's welfare.	it is mostly Caucasian	Business and people.
Quiet. It's a small city that has a big city amenities.	It is clean, and a safe place.	Botanical Gardens, Lakes Shores

Using a one or two-word phrase, what are Bellevue's two best attributes?		
Quiet, convenient	It has at least a middle of the road too conservative political class and it's location is next too Seattle and benefits from being across the lake.	Bellevue square, being able to walk.
Proximity to Seattle and other places. Good parks and available public land.	I would think lack of crime and good schools.	Beauty, modern.
proximity to major city and proximity to major air port	I would say lively and unspoiled.	Beautiful, diversified city.
proximity and parks	I think the parks and lack of sprawl.	Beautiful city, clean, safe, just overall a good place to live. Nothing really bad happens and everyone is genuinely pretty friendly.
Proximity and modern.	I think it's pretty well run and managed.	Availability of services.
Progressive very of listening to their citizens. They have high standards in their solutions.	I live close to downtown.	Atmosphere, and cleanliness. Safety.
Professional and Green.	I like the conditions, and populations	amenities. proximity to Seattle.
Pristine and welcoming	I like it because it has a lot of trees. The neighborhoods have parks and schools are good.	Active and urban.
Population , services	I don't know.	accessibility, yet it is not
Police department and head of the city workforce.	I don't know.	Accessibility, Location, Job opportunities.
Plenty of parks	I don't know	Accessibility to downtown, and accessibility to Seattle.
Parks. Shopping.	I do not know.	Accessibility and communication.
Parks. Diversity.	homes	
Parks, Utilities	High tech Cleanliness	

RIGHT DIRECTION

Using a one or two-word phrase, what are the reasons you think Bellevue is headed in the right direction?		
Work force , employment.	The traffic is terrible.	City services.
we got Microsoft amazon and great roads th4ey are keeohng up witht he times	The light rails.	City services
The progress it's making and making space.	Strong growth	City improvements.
The link rail that is coming.	Services, Policy	Because it's bring a lot of people who have a high income. it makes it brings more wealthy and all the restaurant should be more.
The diversity.	Services rendered	Attracting Educated
radit transit	Safety	Worried about the traffic.
Public transportation. Affordable housing.	Safe	Working towards better public transportation, Keeping the schools relevant.
Public transportation	Restaurants	Well the city is clean and transportation is good. The thing about it is there is too many apartments going up and too much growth. I think that the traffic is horrendous.
Proper planning	Quality area including schools, safety.	Their expanding lively hood. and making everything roads, and everything safety side.
Parks, development.	Promoting difference.	The public schools have vastly improved.
not sure	Planning and thinking long term.	The companies that are using Bellevue as headquarters and creating jobs.
Light rail construction and homeless care.	Parks and Rapid Trains	Solving Traffic, Good schools.
Job prospects and the quality of schools	Overall variety	Services and roads
it has everything i need around me. it's a nice neighborhood, i like Bellevue	Not too conservative, but not too liberal.	Queality of living
idk	na	Quality of life, I guess availability of jobs.
I think they are progressive and everything is convenient.	more transportation mor afordablhousing	Plans for future development sensitivities
I don't know.	Lot of improvements, since 2006	Parks.
great place.	light rail, Addressing Homelessness	More business coming in. More rich opportunity for people.
Clean and safe.	It's managing growth some what appropriately.	Modernization, and they're environmentally conscious.

Using a one or two-word phrase, what are the reasons you think Bellevue is headed in the right direction?		
City planning is very good.	investment	Maintaining it's status.
City group planning. Air quality.	Infrastructure and development.	It is better on services
Boomberg and growing	infrastructure	Increased business.
Because of the diversity group.	Increased population/wealth.	I'm not completely happy with the city council in the way they are headed. Their aspects on transportation, the way they put a lot of things ahead of the cars. Like other cities it's all about bike trails and cars come in last.
Always able to keep the budget under control, spend money where it's needed and keep education usually under control	Improving peoples lives.	I think they have a fairly good police force, so that gives you a feeling of security. I think it's a clean area, well kept.
A good place to live.	I think they're tackling homelessness and their downtown improvements.	I think its acceptance of employers and growth. It think it's growth strategies are good. Great Schools and a good police force.
Trying to include everyone.	I think that they have a pretty good increase in businesses and they are doing the right thing to keep them.	I see the metro is coming and the link rail the metro link rail soicng from beluev to seattle
Transportation, working on it. Schools.	I think that the reason is that they take into consideration what the public has to say. In terms of transportation, they realize people still use their cars. Bike lanes are important they make sure we have that and they have listened to what we want to d	I don't know
they're listening to their residents and they're actively pursuing a multitude of things to improve our communication, parks, transportation and education.	I think it is moving in the right direction, as long as it keeps the citizens involved, in the growth of the city, and just not depend on the big money from the different groups.	Having the option for metro is goanna improve mobility and accessibility.
They are working on traffic.	I like what they're doing right now and I think they're environmentally conscious.	Growth-Friendly, inclusive.
they are doing the ight things quality of life taking car of the environment	I like how they're investing in the schools.	Growth, programs
Their improvement of public transportation	I don't know.	Good job growth, good parks

Using a one or two-word phrase, what are the reasons you think Bellevue is headed in the right direction?		
The quality of life is good.	i don't know how to answer that. they're doing the best they can.	Good growth combined with safety
Recognizing diversity.	i don't know	Effective government.
Quality getting better	i don't know	Education, Improvements
Progressive	I dont know	Development.
Parks and recreation	I dont know	Construction, new building, they did a pretty good job at keeping everyone off the streets.
No complaints.	i do not see much crime	Because even though they are beginning to grow the city, they are going in what is right direction, mainly the quality of life.
Mass transit.	Good transit	As compared to Seattle, I don't like the socialism of Seattle.
Its welcoming of businesses.	Good schools	Again the availability of services like the fire and police department, and the architecture is nice.
It's planned growth.	Good planning.	I do not know.
it's business friendly and supports communities	good management, good opportunities	I am living in a water front community and I can't use it. But the one in Kirkland has one for all to see and use to the public. They even have parks and you can swim.
Growth.	Good infrastructure	Gentrification.
good government	Gentrification, Outreach	Flood
Glowing.	Forward thinking	excessive tall building growth
Family city.	Five G, Bussing	Bellevue City Council.
Downtown expansion	Fair government.	A good place to live but can also be expensive.
Diversity and school.	Environmental emphasis	Traffic, cost of living, housing, too many mega mansions on small lots.
Development	Efficient services and keeping up with the growth.	Traffic is horrendous.
Community	Economic growth	Traffic and increased population.
City planning is excellent.	Downtown development.	Too lenient.
Building and schools are being improved.	Diversity, Parks	Too expensive for middle income family

Using a one or two-word phrase, what are the reasons you think Bellevue is headed in the right direction?

Better services for teenagers and kids.	Development, Public Transportation	To much growth and over crouded
Well managed.	Continues to grow.	They're not managing the growth correctly.
Transportation.	Community, Safety	The cost of living is too high and the things that are available.
They take many factors into account, and listen well.	Community involvement and convenient website.	Really expensive.

NEITHER RIGHT NOR WRONG DIRECTION

Using a one or two-word phrase, what are the reasons you feel this way?		
Traffic management.	I do not know.	Overcrowded, Overbuilt
Traffic is bad.	I am living in a water front community and I can't use it. But the one in Kirkland has one for all to see and use to the public. They even have parks and you can swim.	Overbuilding.
traffic	Gentrification.	Not sure
Their too liberal.	Flood	Light rail.
Standing still	excessive tall building growth	Immediate income verses reality.
Snobby people.	Bellevue City Council.	I just can't think of anything.
Property prices are disproportionate to other places.	A good place to live but can also be expensive.	I have no idea.
Parks, and social services.	Traffic, cost of living, housing, too many mega mansions on small lots.	I don't like Light Rail.
Over-development and unmanaged traffic.	Traffic is horrendous.	I don't know.
over crowding and taxes.	Traffic and increased population.	I don't know what direction it's headed.
Missing development opportunities.	Too lenient.	growth is nourish and taaffic is a sirngior riblem infratiotn is aisgnairc prble,
It's comfortable.	Too expensive for middle income family	Cost of living.
It too expensive.	To much growth and over crowdod	Congestion.
It is getting overcrowded. they let international people move here so the people that live here can't afford a home and it raises prices.	They're not managing the growth correctly.	City planner isn't looking at the city as a whole.
i think the city's on a good track but i think they can improve with traffic, schools, homelessness.	The cost of living is too high and the things that are available.	
I don't think I have a reason at all.	Really expensive.	

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WRONG DIRECTION

Using a one or two-word phrase, what are the reasons you think Bellevue is headed in the wrong direction?		
unsupervised growth, lack of acceptance.	traffic	Homeless shelters.
Too overcrowded.	Too crowded.	High taxes, excessive taxation.
Too many high-rises.	Rising crime and noise, cost of living.	I don't approve of the bicycles and all.
No barrier men's shelter	Planning. They're planning to take apart the mall and building housing. It's already congested there.	Fast growth, Crowded.
I think the shelter thing. The shelter for the homeless and also marijuana. I don't like to see many marijuana stores in the city as well.	Over populated.	Cost of living too high. Too much traffic.
Congestion, over development	Over crowding, traffic and expensive.	High rises
congestion, neighborhood quality, and lack of response to neighborhoods, over emphasis on downtown	i think that their approach to the home4less is the wrong approach	Not enough concern with infrastructures.
Becoming very expensive and too progressive.	I don't fell they value the population at the moment.	