



# 2020 Bellevue Budget Survey

Final Report

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City of Bellevue, WA

Northwest Research Group, LLC

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## EXECUTIVE SUMMARY

### BACKGROUND AND METHODOLOGY

The City of Bellevue's Budget Survey has been performed on a biennial basis since 1998. The survey is designed to provide a statistically reliable tool to enhance the City's knowledge of Bellevue residents' perceptions about the City and to better understand community priorities for and expectations regarding city services. The 2020 survey was conducted between January 21 and February 23, 2020, using an address-based sample frame and mixed-mode (online and phone) data collection methodology and resulted in a total of 458 interviews—62 completed over landline, 44 via cell phone and 352 via the Web.

### CHANGES TO THE 2020 STUDY

The 2020 Bellevue Budget Survey underwent a few questionnaire changes.

- 1) Budget Priorities are not reverse trendable prior to this edition.
  - a. The Budget Priorities questions were modified for consistency across the city.
  - b. The Budget Priorities methodology was modified from MaxDiff to partial ranking with q-methodology analysis.
  - c. It is expected that trending can continue from 2020 onward.
- 2) Scale changes. Several scales were changed. Prior to 2020, Bellevue used a combination of 4 and 5-point scales for several questions. The changes to the questionnaire make these questions not reverse trendable prior to this edition. The questions used to create the Priorities for City Services have remained unchanged and can be reverse trended at this time.

## PRIORITIES FOR CITY SERVICES

The items, and the scale used to measure both importance and satisfaction are unchanged, so trending has been preserved.

Nearly all (31 of 39) city services evaluated are at least somewhat important, receiving a rating of 5 or higher on a seven-point scale. All city services receive a rating of 4 or higher (4 is the midpoint).

The six most-important services are similar to those in both 2016 and 2018.

*Table 1: Top Importance Services*

Rank 2016	Rank 2018	Rank 2020	Service Description
3	3	1	Investigating and solving felony crimes
1	2	2	Responding to citizen calls for police assistance
4	4	3	Providing emergency medical services such as Medic One
5	5	4	Protecting the quality of water in Bellevue's lakes and streams
2	1	5	Responding to fires
6	6	6	Maintaining existing streets and sidewalks

*Ranking is based on standardized scores for importance.*

*Base: Two groups of randomly selected respondents*

While the order has changed slightly, all seven of the top-scoring services are the same as in 2016 and 2018.

- Responding to fires has consistently been the top performing service. Relative satisfaction with providing EMS services has increased over the years and is now the second top performing area.

*Table 2: Top Performing Services*

Rank 2016	Rank 2018	Rank 2020	Service Description
1	1	1	Responding to fires
4	3	2	Providing emergency medical services such as Medic One
3	2	3	Keeping Bellevue streets clean
2	4	4	Ensuring clean and well-maintained parks and park facilities
5	5	5	Responding to citizen calls for police assistance
7	7	6	Protecting the quality of water in Bellevue's lakes and streams
6	6	7	Maintaining streetlights and traffic signals

*Ranking is based on standardized scores for satisfaction.*

*Base: Two groups of randomly selected respondents*

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

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

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

Importance Rank	Satisfaction Rank	Service Description
1	11	Investigating and solving felony crimes
2	5	Responding to citizen calls for police assistance
3	2	Providing emergency medical services such as Medic One
4	6	Protecting the quality of water in Bellevue's lakes and streams
5	1	Responding to fires
6	12	Maintaining existing streets and sidewalks
7	3	Keeping Bellevue streets clean
10	16	Preserving open spaces and natural areas
13	4	Ensuring clean and well-maintained parks and park facilities
14	7	Maintaining streetlights and traffic signals
18	8	Promoting jobs and economic development

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

*Base: Two groups of randomly selected respondents*

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

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

Importance Rank	Satisfaction Rank	Service Description
8	29	Managing Bellevue's residential development through planning and zoning
9	25	Prosecuting misdemeanor and gross misdemeanor crimes committed in Bellevue
11	24	Neighborhood improvements, such as sidewalks and crosswalks
12	32	Managing development in downtown Bellevue through planning and zoning
15	23	Connecting people to where they want to go through an adequate and accessible system of walkways
16	31	Preparing for natural disasters, such as earthquakes and major storms
17	34	Community policing

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

*Base: Two groups of randomly selected respondents*

## BUDGET PRIORITIES

Changes were made to the Budget Priorities section, and this is not reverse trendable.

Most important are keeping the community safe and maintaining a well-balanced mix of urban environment with natural neighborhoods and open space.

Priority	Service Description
<b>2020</b>	
1	Keeping the community safe by preparing and responding to emergencies timely and effectively
2	Maintaining a well-balanced mix of urban environment with natural neighborhoods and open space
3	Improving transportation and related services
4	Focusing on a high performance, well-managed government that serves the public
5	Developing and attracting high quality businesses and employees
6	Maintaining and Developing a caring, connected and intellectual community
7	Attracting residents / visitors through amenities and activities
8	Being an active leader in the region

*Note: Descriptions for each of the priorities changed in 2020 to more closely match city priorities. Priorities were determined using Q-methodology analysis.*

*Base: All respondents (n = 458)*

## TRAFFIC AND CONGESTION

Changes were made to the traffic and congestion questions, and this is not reverse trendable.

Statements with the highest agreement are:

- Working with regional agencies to improve transit service: 80% strongly or somewhat strongly agree with this statement.
- Encouraging people to choose alternative transportation modes: 78% strongly or somewhat agree with this statement.

## ENVIRONMENTAL STEWARDSHIP

Changes were made to the environmental stewardship questions, and this is not reverse trendable.

Statements with the highest agreement are:

- Having safe drinking water and clean air are important factors for quality of life: 97% strongly or somewhat agree.
- Stewardship of our environment and resources will increase the quality of life: 85% strongly or somewhat agree.

## PROJECT OVERVIEW

### BACKGROUND AND OBJECTIVES

The City of Bellevue's budget is produced every two years and includes a seven-year capital improvement plan. The budget serves as a major policy document and describes how the City intends to finance its services and infrastructure. Bellevue is a full service city government which provides most municipal services directly, including police, fire, transportation, parks, legal, information technology, permitting, finance, facility, human resources, city planning, and utilities. All of these services help contribute to the high quality of life that Bellevue residents enjoy.

The biennial Budget Survey provides a statistically reliable tool to enhance the City's knowledge of Bellevue residents' perceptions of the City and to better understand community priorities for and expectations regarding city services. It has been conducted since 1998 to help support decision-making for each upcoming budget. The 2020 Budget Survey is one part of the greater framework for making city budget decisions.

The survey addresses the following areas:

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

### QUESTIONNAIRE

Each cycle, the questionnaire is carefully reviewed. Relevant measures are retained, and questions are dropped or revised to provide higher-quality data. New questions are also added to address current issues. The 2020 questionnaire contained two large changes. The first was introducing the questions used for the developing the city's 5-Star Rating. These five questions have been asked in the city's Performance Measures survey. They have been added to the budget survey to allow for additional analytics. These will be combined with the Performance Measures data and reported together in that report. The second change was redoing the Budget Priorities questions. This was done to simplify the exercise, making it easier for the respondent and shortening the overall survey length. As a result, we will not be able to trend Budget Priorities compared to 2018 or prior.

The average phone survey time for the 2020 survey was 21 minutes. The online version averaged 20 minutes. Both versions were the same and included questions regarding:

- Bellevue as a place to live
- Taxes and spending
- Budget priorities – changed in 2020
- Environmental stewardship
- City services
- Demographics

## **METHODOLOGY**

The 2020 Budget Survey used an address-based sampling frame and mixed mode (phone and online) data collection methodology to increase response rates and reduce survey costs. Note that NWRG has used address-based sample for Bellevue surveys dating back to 2010.

The ABS sample frame is composed of a list of all household addresses in Bellevue—defined by census block groups—including those for which post office boxes is the only way they receive mail. A random sample of 12,421 addresses households is drawn. Households that participated in a survey for the City of Bellevue in the past year have been excluded before the drawing. The resulting sample is then matched against a comprehensive database to determine if the household had a matching cell phone or cell phone number and/or email addresses. Outreach and data collection varied depending on the contact information available.

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

A total of 458 surveys were completed—352 online and 106 by phone. Surveys were conducted in English only.

## **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 more likely that the survey's reported results are further from the true figures. The margin of error for the total sample for the 2020 Budget Survey is generally no greater than plus or minus 4.6 percentage points at a 95% confidence level. This means that, in theory, had this survey been conducted 100 times, the results would be within 4.6 percentage points of the results reported here at least 95 times. Appendix V provides additional insights into the margin of error with different sample sizes.

## DEMOGRAPHIC PROFILE AND WEIGHTING

Post-stratification weighting was used to ensure that results of the 2020 Budget 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 II.

## QUALITY STANDARDS AND REPORTING CONVENTIONS

### *ISO*

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

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

## REPORTING CONVENTIONS

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

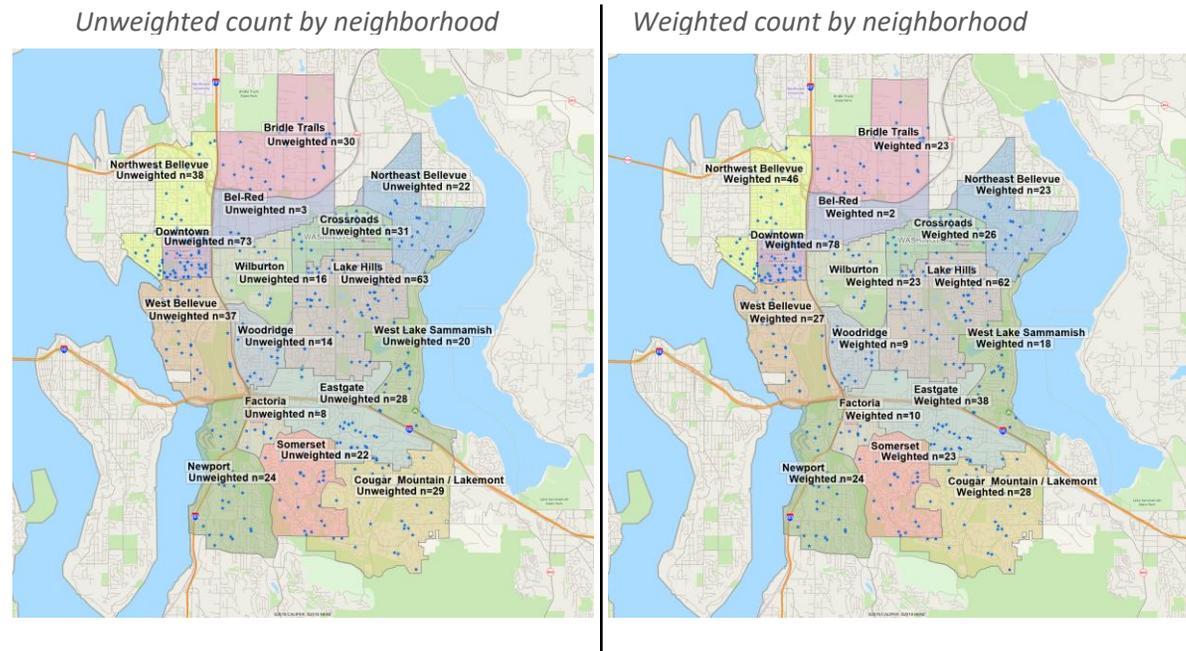
- BelRed
- Bridle Trails
- Cougar Mountain / Lakemont
- Crossroads
- Downtown
- Eastgate
- Factoria
- Lake Hills
- Newport
- Northeast Bellevue
- Northwest Bellevue
- West Lake Sammamish
- Somerset
- West Bellevue
- Wilburton
- Woodridge

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

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

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

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



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

- BelRed ( $n=3$ )
- Factoria ( $n=8$ )
- Newport ( $n = 24$ )
- Northeast Bellevue ( $n = 22$ )
- Somerset ( $n = 22$ )
- Wilburton ( $n=16$ )
- Woodridge ( $n=14$ )
- West Lake Sammamish ( $n=20$ )

# QUALITY OF LIFE

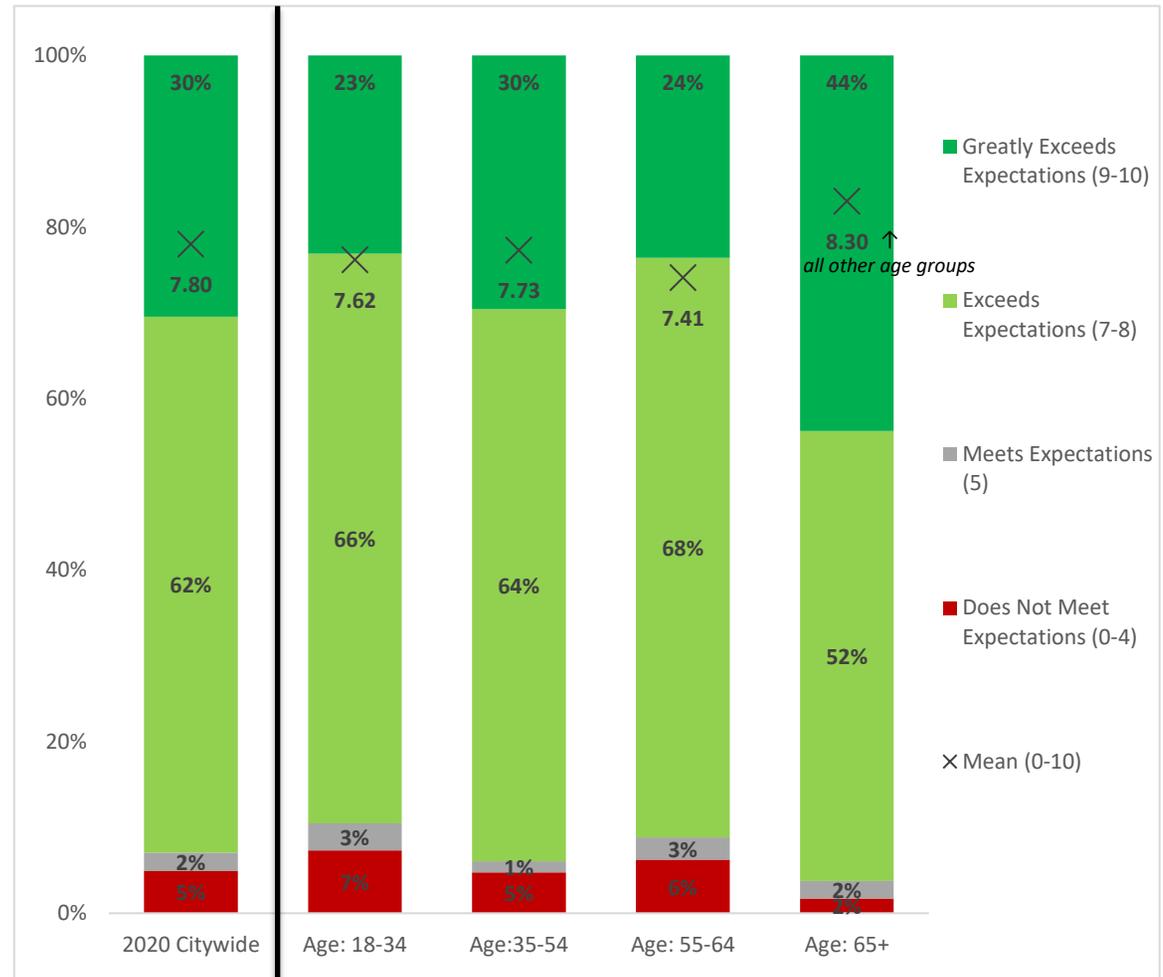
## QUALITY OF LIFE IN BELLEVUE

Beginning in 2020, the scales were modified on many of the Budget Survey questions. Prior to 2020, the scales used were 1 to 5 Likert scales. The scales used in the 2020 survey are 11-point (0 to 10) Likert scales. The change was made to match the Budget Survey scales to those used in the Performance Measures survey. Due to this change, trending is not possible for years prior to 2020.

Nearly all (93%) of residents state that the quality of life in Bellevue exceeds or greatly exceeds their expectations.

Ratings are similar across neighborhoods and demographics with the only significant difference being found among residents age 65 and older, who rate their quality of life in Bellevue significantly higher than younger residents.

Figure 2: Quality of Life in Bellevue



Q1A—How do you rate the quality of life in Bellevue?  
Results based on an 11-point Likert scale ranging from 0 (low) to 10 (high)  
Base: All respondents (n2020=458)

Table 5: Quality of Life in Bellevue by Neighborhood

Note: small sample sizes. Comparisons should be done with extreme care due to small sample sizes (n <25)

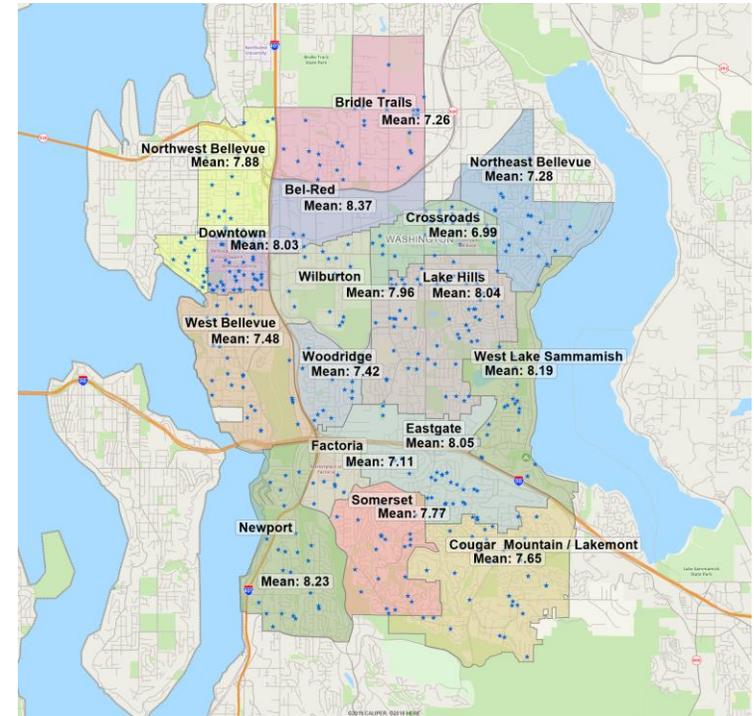
	Overall (n=458)	BelRed (n=3)	Bridle Trails (n=30)	Cougar Mountain / Lakemont (n=29)	Crossroads (n=31)	Downtown (n=73)
<b>Greatly exceeds</b>	30%	67%	22%	40%	23%	35%
<b>Exceeds</b>	62%	0%	64%	48%	44%	63%
<b>Meets</b>	2%	33%	2%	3%	10%	1%
<b>Does not meet</b>	5%	0%	13%	9%	23%	1%
<b>Mean</b>	7.80	8.37	7.26	7.65	6.99	8.03
	Eastgate (n=28)	Factoria (n=8)	Lake Hills (n=63)	Newport (n=24)	NE Bellevue (n=22)	NW Bellevue (n=38)
<b>Greatly exceeds</b>	21%	6%	45%	45%	6%	22%
<b>Exceeds</b>	77%	89%	48%	49%	87%	72%
<b>Meets</b>	3%	0%	0%	0%	0%	4%
<b>Does not meet</b>	0%	5%	7%	5%	7%	2%
<b>Mean</b>	8.05	7.11	8.04	8.23	7.28	7.88
	West Lake Sammamish (n=20)	Somerset (n=22)	W Bellevue (n=37)	Wilburton (n=16)	Woodridge (n=14)	
<b>Greatly exceeds</b>	40%	21%	32%	37%	19%	
<b>Exceeds</b>	60%	79%	61%	63%	66%	
<b>Meets</b>	0%	0%	2%	0%	15%	
<b>Does not meet</b>	0%	0%	5%	0%	0%	
<b>Mean</b>	8.19	7.77	7.48	7.96	7.42	

Q1A—How do you rate the quality of life in Bellevue?

Results based on an 11-point Likert scale ranging from 0 (low) to 10 (high)

Base: All respondents (n = 458)

Map 2: Quality of Life in Bellevue by Neighborhood



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



## NEIGHBORHOOD QUALITY OF LIFE

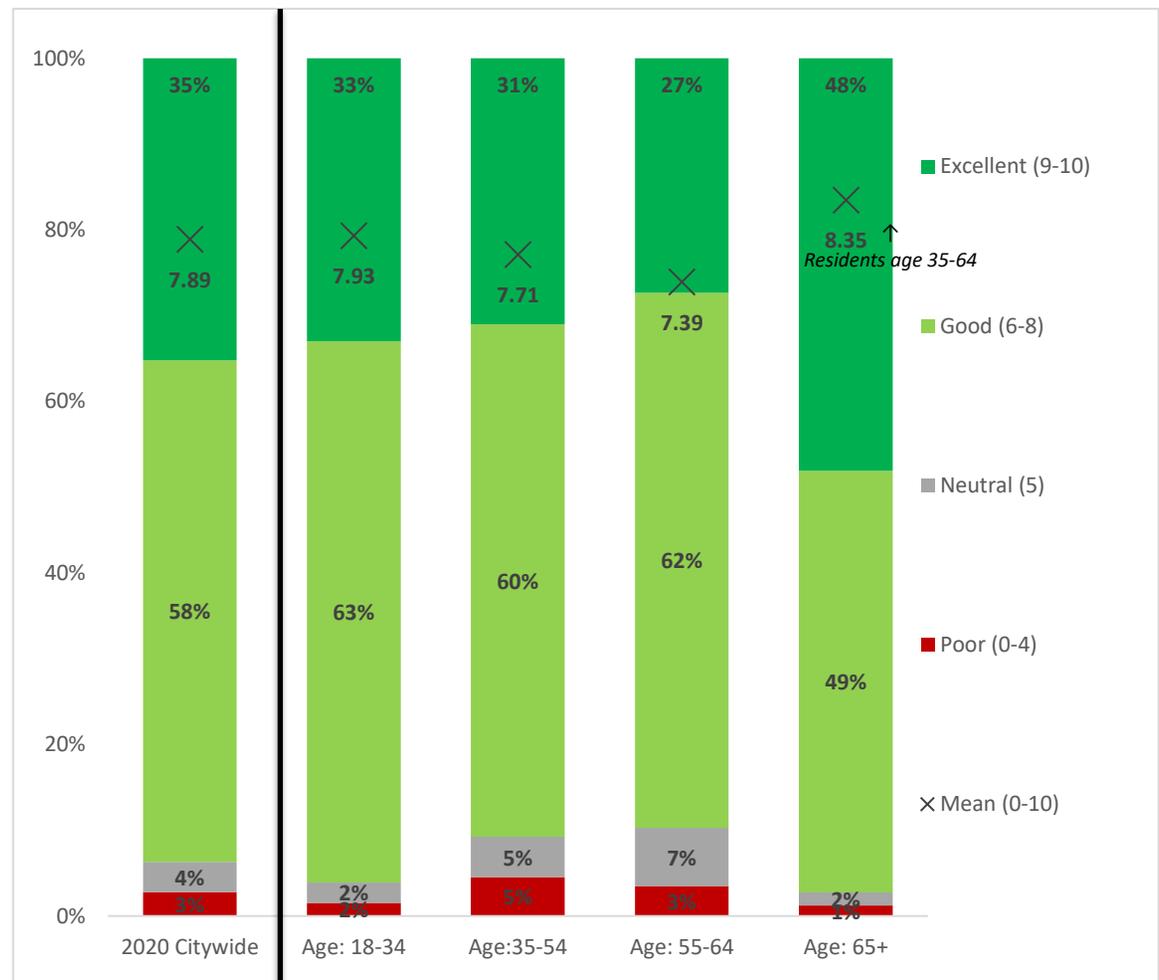
Nearly all (94%) residents feel that the quality of life in their neighborhood is good or excellent.

Demographically, the only difference in opinion is seen among residents 65 and older who provide significantly higher ratings than residents age 35 to 64.

Results are homogenous across Bellevue's neighborhoods. While Factoria has the lowest mean score only eight (8) people responded from that neighborhood so results at the neighborhood level are not entirely reliable.

Note, scales changed in 2020 so comparisons to previous years are not performed.

Figure 4: Neighborhood as a Place to Live



Q1B—How do you rate the quality of life in your own neighborhood?  
Results based on an 11-point Likert scale ranging from 0 (low) to 10 (high)  
Base: All respondents (n2020=458)



## TAXES AND SERVICES

### FUNDING OF CITY SERVICES AND FACILITIES

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

This question can be compared to previous years as it remained the same.

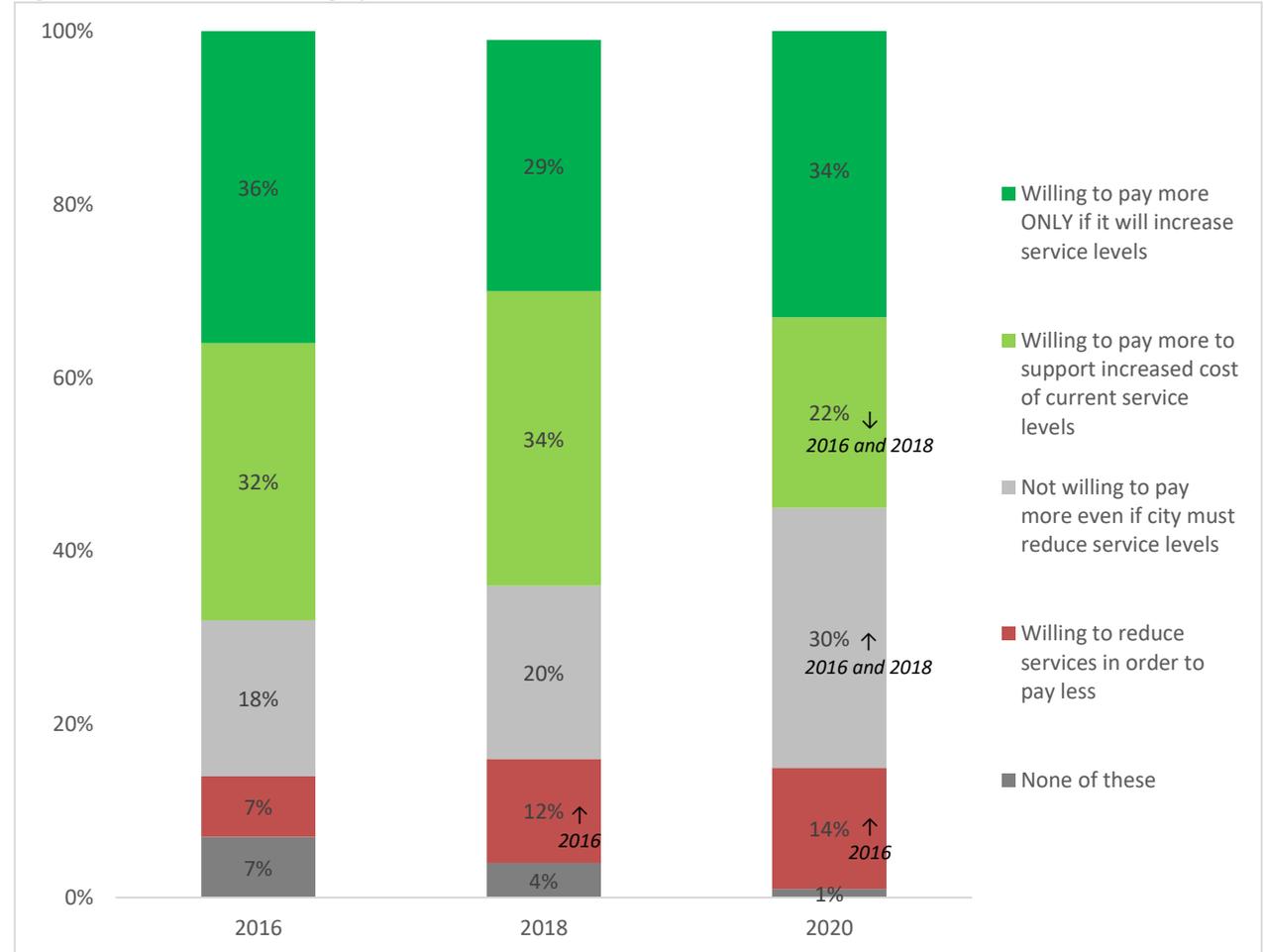
There has been a significant shift over the past two years.

In 2016 and 2018, roughly one-third of residents stated they would be willing to pay more in taxes to support the increased costs the City must pay to provide those services.

In 2016 and 2018, roughly one in five residents said they were **not** willing to pay more in taxes even if it means the city must reduce current levels of service.

Resident opinion changed in 2020 and there has been a significant shift from willing to pay if needed to now **not** willing to pay even if the city must reduce service. While the survey did not explore this topic, there were large property tax increases between 2018 and 2020 which may be an attributing factor.

Figure 5: Taxes and Funding of Services and Facilities



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

There are some differences between demographic segments:

- Bellevue’s oldest residents (those 65 and older) and more likely than any other age group, but notably those between the ages of 35 and 54, to say they are willing to pay more in taxes if it is necessary to support the increased costs of maintaining current levels of service.
- Willingness to pay more to maintain current level of services is related to income. Notably, those with household incomes below \$35,000 are less likely than those with higher incomes to be willing to pay more to maintain services. Instead, these lower income households are more likely to say that they would prefer to see a reduction in property taxes even if it means a reduction in levels of services.

Table 7: Taxes and Funding of Services / Facilities - Key Demographic Differences

		Willing to pay more in taxes only if it will result in an increase in the LOS	Willing to pay more in taxes if it is necessary to support the increased costs of providing current LOS	Not willing to pay more taxes even if it means the City must reduce LOS due to increased cost of providing current LOS	Willing to have City reduce current LOS if it means lowers property taxes
<b>Age</b>	18-34	32%	26%	33%	8%
	35-54	36%	14%	31%	19%
	55-64	32%	19%	36%	12%
	65+	33%	<b>34%</b>	20%	14%
<b>Years Lived in Bellevue</b>	<5	39%	26%	22%	12%
	5<10	24%	24%	38%	16%
	10+	33%	20%	32%	14%
<b>HH Income</b>	<\$35K	21%	4%	68%	7%
	\$35K-\$<75K	28%	27%	30%	15%
	\$75K-<\$150K	35%	26%	25%	14%
	\$150K+	38%	24%	25%	13%

Q58—You support city services and facilities through a portion of property, sales and other taxes. Considering all city services on the one hand and taxes on the other, which of the following statements comes closest to your view? Base: All respondents (n=458)

LOS is abbreviation for levels of service

Columns sum to 100% across rows; response category “none of the above” is excluded from analysis as percentage is 1% or less

Table 8: Taxes and Funding of Services and Facilities by Neighborhood

Note: small sample sizes. Comparisons should be done with extreme care due to small sample sizes (n <25)

	Overall (n=458)	BelRed (n=3)	Bridle Trails (n=30)	Cougar Mountain / Lakemont (n=29)	Crossroads (n=31)	Downtown (n=73)	Eastgate (n=28)	Factoria (n=8)	Lake Hills (n=63)
Willing to Pay More ONLY if it will Increase Service Levels	34%	100%	29%	20%	11%	33%	14%	68%	40%
Willing to Pay More to Support Increased Cost of Current Service Levels	22%	0%	23%	15%	39%	33%	32%	21%	20%
Not Willing to Pay More Even if the City Must Reduce Service Levels	30%	0%	11%	36%	46%	24%	35%	0%	37%
Willing to Reduce Services in Order to Pay Less	14%	0%	31%	29%	4%	10%	18%	11%	4%
None of These Options Work for Me	1%	0%	5%	0%	0%	0%	0%	0%	0%
	Newport (n=24)	NE Bellevue (n=22)	NW Bellevue (n=38)	West Lake Sammamish (n=20)	Somerset (n=22)	W Bellevue (n=37)	Wilburton (n=16)	Woodridge (n=14)	
Willing to Pay More ONLY if it will Increase Service Levels	64%	40%	23%	37%	48%	40%	34%	53%	
Willing to Pay More to Support Increased Cost of Current Service Levels	16%	40%	8%	19%	17%	17%	2%	17%	
Not Willing to Pay More Even if the City Must Reduce Service Levels	16%	14%	44%	30%	18%	23%	47%	25%	
Willing to Reduce Services in Order to Pay Less	5%	5%	25%	6%	18%	21%	16%	5%	
None of These Options Work for Me	0%	0%	0%	8%	0%	0%	0%	0%	

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

Base: All respondents (n = 458)



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## PRIORITIES FOR CITY SERVICES

### IMPORTANCE OF CITY SERVICES

Respondents were read a list of 39 city services and programs and were asked to indicate the importance of each. Because of the large number of items to be rated, respondents were randomly assigned to one of two groups. Each group rated a subset of items. The items, and the scale used to measure both importance and satisfaction, are unchanged, so trending has been preserved.

Nearly all (31 of 39) city services evaluated are at least somewhat important, receiving a rating of 5 or higher on a seven-point scale. All city services receive a rating of 4 or higher (4 is the midpoint).

The six most-important services are similar to those in both 2016 and 2018. Investigating and solving felony crimes has moved to the number one spot followed closely by responding to citizen calls for police assistance.

Thirteen additional items were also identified as important—most of these services are similar to those identified in previous years.

*Table 9: Most Important Services*

Rank 2016	Rank 2018	Rank 2020	Service Description
3	3	1	Investigating and solving felony crimes
1	2	2	Responding to citizen calls for police assistance
4	4	3	Providing emergency medical services such as Medic One
5	5	4	Protecting the quality of water in Bellevue's lakes and streams
2	1	5	Responding to fires
6	6	6	Maintaining existing streets and sidewalks

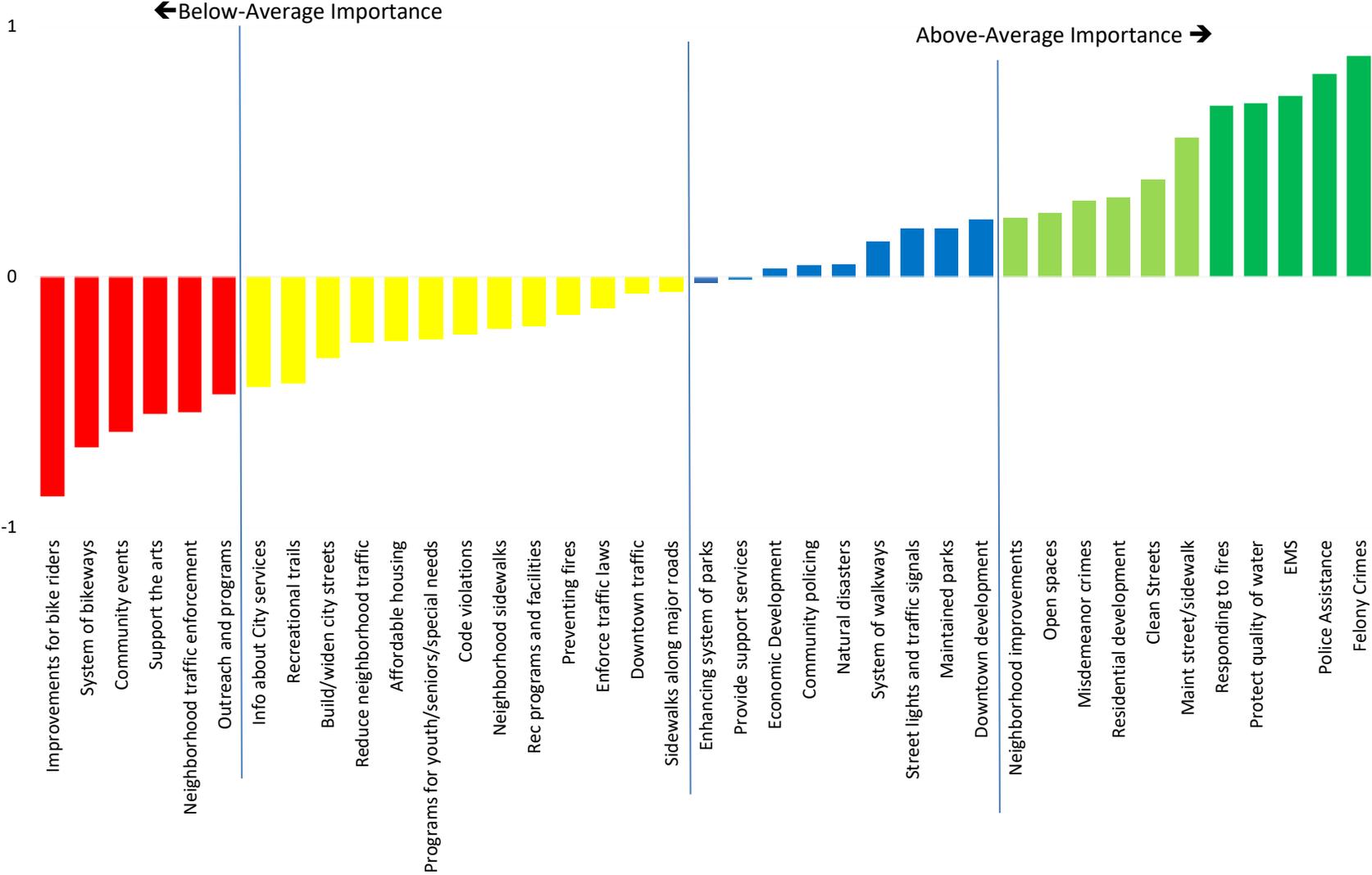
*Ranking is based on standardized scores for importance. Base: Two groups of randomly selected respondents*

*Table 10: Second-Tier Importance*

Rank 2016	Rank 2018	Rank 2020	Service Description
8	7	8	Managing Bellevue's residential development through planning and zoning
20	20	9	Prosecuting misdemeanor and gross misdemeanor crimes committed in Bellevue
12	10	10	Preserving open spaces and natural areas
23	21	11	Neighborhood improvements, such as sidewalks and crosswalks
13	12	12	Managing development in downtown Bellevue through planning and zoning
15	14	13	Ensuring clean and well-maintained parks and park facilities
7	8	14	Maintaining streetlights and traffic signals
19	18	15	Connecting people to where they want to go through an adequate and accessible system of walkways
11	13	16	Preparing for natural disasters, such as earthquakes and major storms
14	19	17	Community policing
16	15	18	Promoting jobs and economic development
10	9	19	Providing support services for residents in need
21	24	20	Enhancing its system of parks as the community grows

*Ranking is based on standardized scores for importance. Base: Two groups of randomly selected respondents*

Figure 8: Importance of City Services



## SATISFACTION WITH SERVICE DELIVERY

Satisfaction with service delivery remains high, with residents giving 27 of 39 of services a score of 5 or higher. All services receive a score of 4 or higher on a seven-point scale. The items, and the scale used to measure both importance and satisfaction, are unchanged, so trending has been preserved.

While the order has changed slightly, all seven of the top-scoring services are the same as in 2016 and 2018.

- Responding to fires has consistently been the top performing service. Relative satisfaction with providing EMS services has increased over the years and is now the second top performing area.

While still receiving satisfaction ratings at or above the midpoint (4) on the seven-point scale, seven items have the lowest satisfaction scores and represent areas for improvement.

- Satisfaction with reducing traffic problems in downtown Bellevue and promoting affordable housing continue to be the lowest rated services.
- While still above 4 on a seven point scale, reducing traffic problems downtown and promoting affordable housing for residents have the lowest satisfaction scores.

*Table 11: Top Performing Services*

Rank 2016	Rank 2018	Rank 2020	Service Description
1	1	1	Responding to fires
4	3	2	Providing emergency medical services such as Medic One
3	2	3	Keeping Bellevue streets clean
2	4	4	Ensuring clean and well-maintained parks and park facilities
5	5	5	Responding to citizen calls for police assistance
7	7	6	Protecting the quality of water in Bellevue's lakes and streams
6	6	7	Maintaining streetlights and traffic signals

*Ranking is based on standardized scores for importance.*

*Base: Two groups of randomly selected respondents*

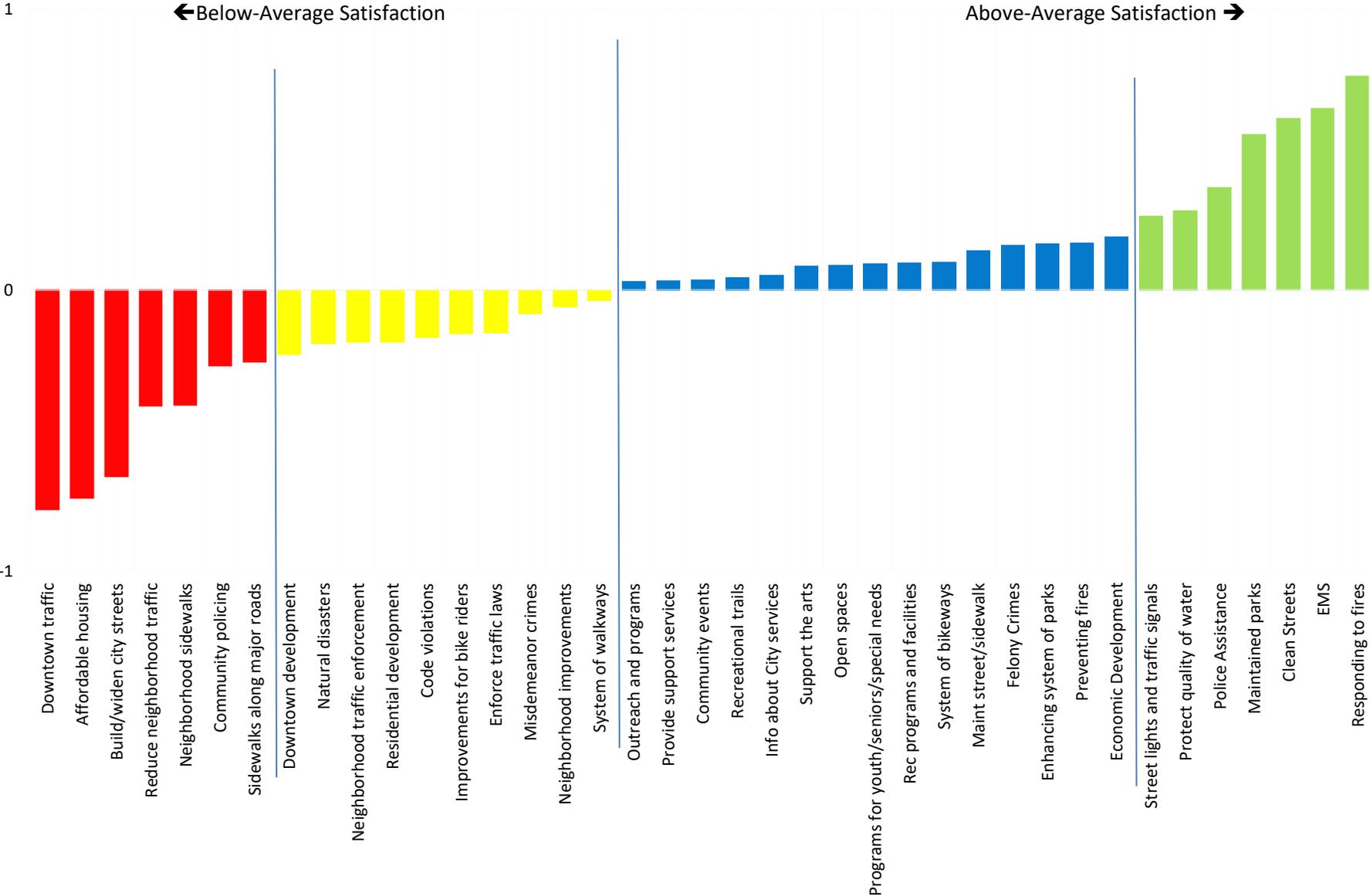
*Table 12: Areas with Lowest Satisfaction*

Rank 2016	Rank 2018	Rank 2020	Service Description
39	38	39	Reducing traffic problems in downtown Bellevue
38	39	38	Promoting affordable housing for City residents
37	37	37	Building or widening City streets and roads to help ease traffic congestion
34	36	36	Reducing traffic problems in residential neighborhoods
33	34	35	Building additional neighborhood sidewalks
18	23	34	Community policing
27	20	33	Building additional sidewalks along major roads

*Ranking is based on standardized scores for importance.*

*Base: Two groups of randomly selected respondents*

Figure 9: Satisfaction with City Services

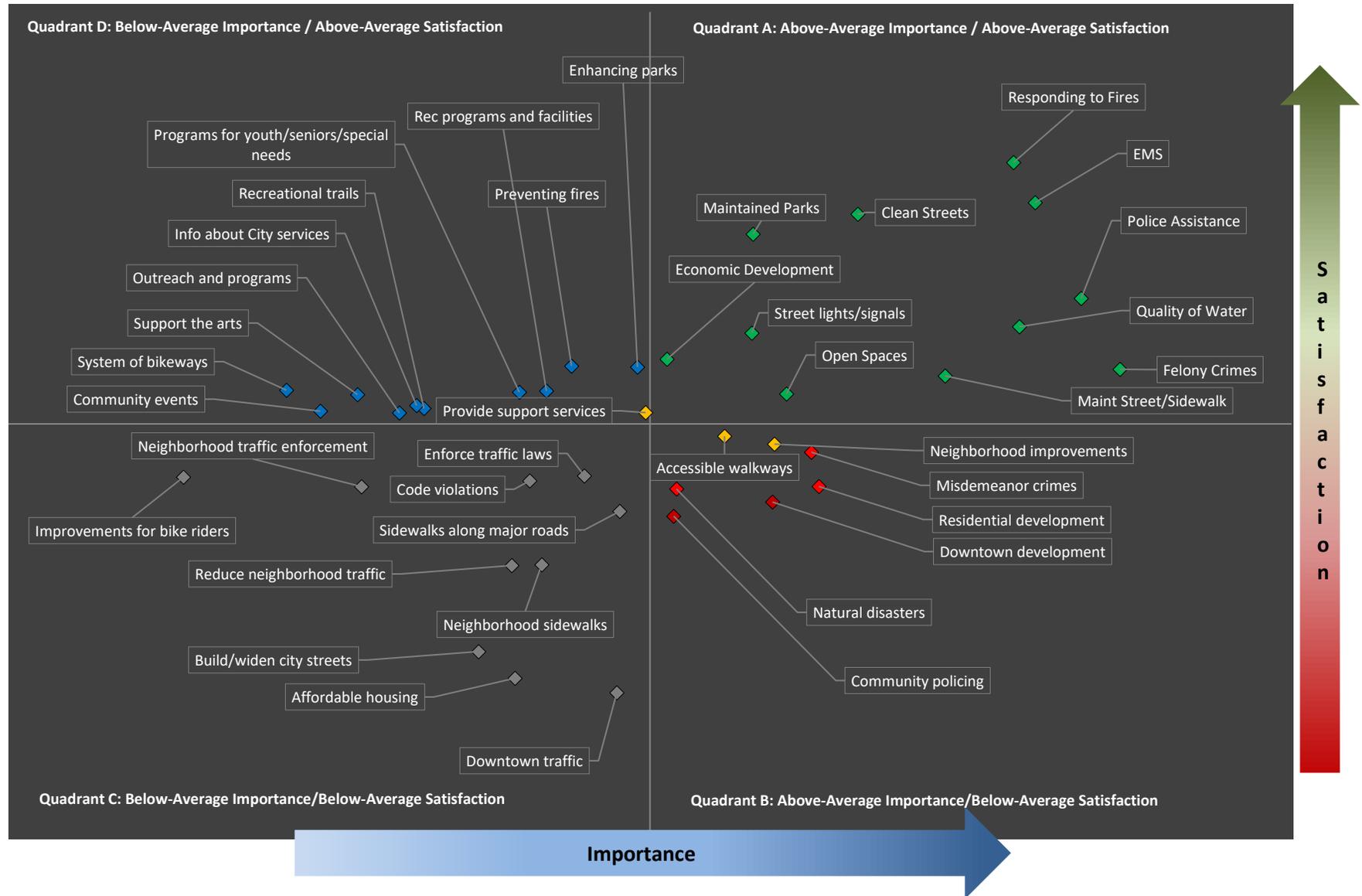


## QUADRANT ANALYSIS

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

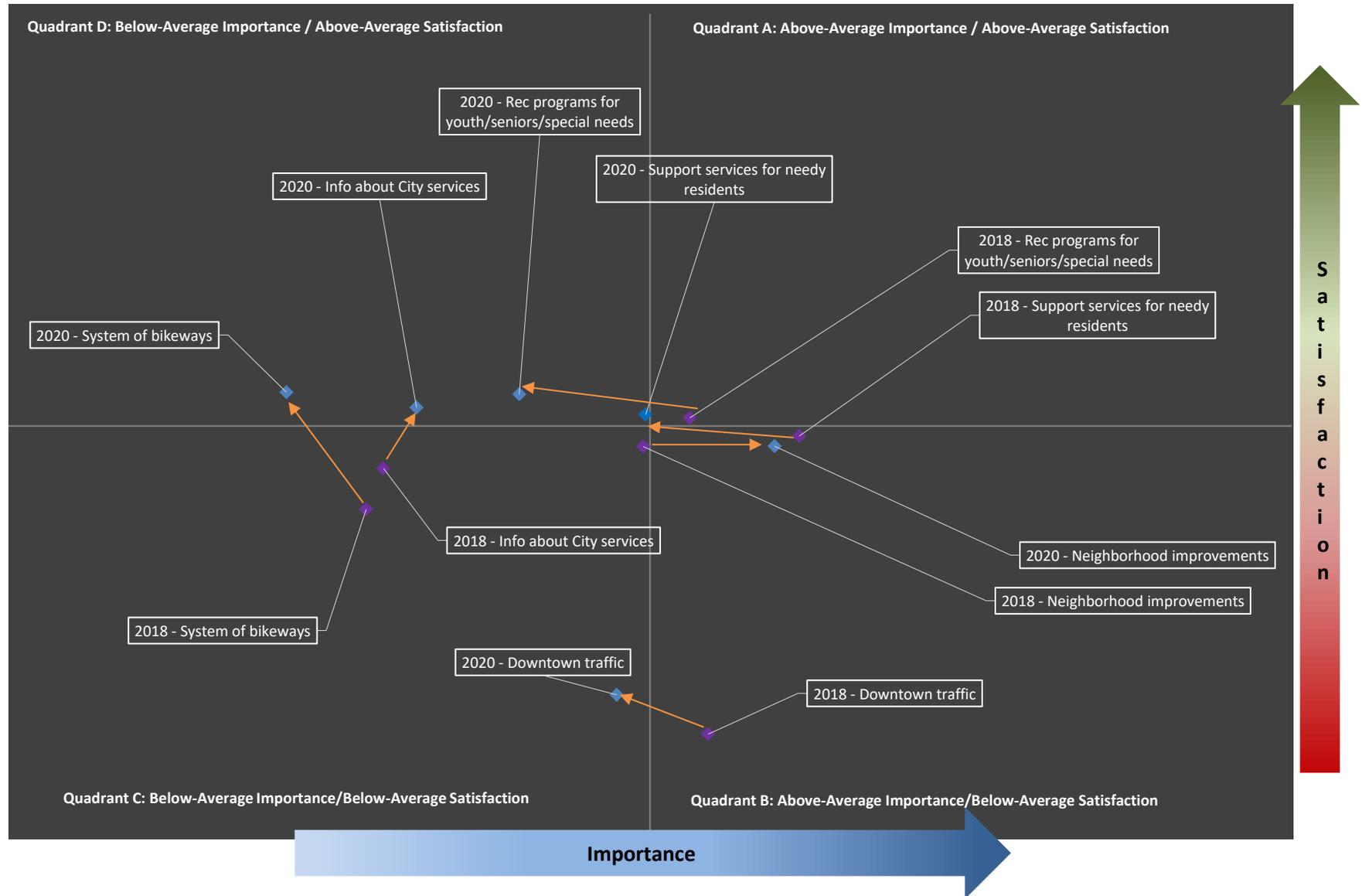
- **Quadrant A—Above-Average Importance/Above-Average Satisfaction:** This quadrant contains those elements of service that are of above-average importance and for which current perceptions of service are also above-average. This quadrant represents Bellevue’s greatest strengths in terms of service delivery. Current levels of service should be maintained for all attributes in this quadrant. Particular attention should be paid to:
  - Maintaining streets and sidewalks, and felony crimes—these are both relatively important. While they are still above-average satisfaction ratings, they are two of the lowest-scoring attributes in this quadrant.
- **Quadrant B—Above-Average Importance/Below-Average Satisfaction:** This quadrant also contains those elements of service that are of above-average importance, but below-average in satisfaction. These elements of service should be considered potential problem areas, and resources should be allocated for improvements to improve resident satisfaction:
  - Neighborhood improvements—while importance has increased from 2018 to 2020, satisfaction has not.
- **Quadrant C—Below-Average Importance/Below-Average Satisfaction:** This quadrant contains elements of service for which current perceptions of service are below-average. These elements of services are less important, however, than those in Quadrant B and should be considered secondary problem areas. If additional resources are available, they should be allocated to the items in this quadrant.
  - Downtown traffic—this has bounced back and forth between Quadrant B and Quadrant C over the years. However, it has consistently been the lowest-scoring attribute in terms of satisfaction.
  - Affordable housing—This attribute has the second lowest satisfaction of all attributes overall.
- **Quadrant D—Below-Average Importance/Above-Average Satisfaction:** This quadrant contains those elements of service for which current perceptions of service are above-average but that are less important to citizens. Like Quadrant A, this quadrant also represents Bellevue’s strengths. These elements are somewhat less important, however, than the strengths noted in Quadrant A. No additional resources should be allocated to items in this area.

Figure 10: Quadrant Analysis



Key: ◆ = Strengths—maintain resources; ◆ = Potential weaknesses—allocate resources; ◆ = Areas to monitor; ◆ = Secondary weaknesses—allocate resources if available; ◆ = Strengths—monitor key findings

Figure 11: Quadrant Analysis – Key Changes from 2018 to 2020



Key: ◆ = 2018 Importance / Satisfaction; ◆ = 2020 Importance / Satisfaction

Table 13: Quadrant Analysis Key

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

## BUDGET PRIORITIES

Over the years, Bellevue has used different question formats to identify what should be the city’s priorities for budgeting. In 2020, a new approach was used. Called partial ranking, respondents were asked three questions:

- Below is a list of eight broad budget areas. Please indicate which of these you feel should be prioritized in the city’s budget. Respondents checked all that they felt should be a priority.
- Of those you selected, which is the **MOST** important to you personally?
- Of those items you did **not** select, which do you feel is the **LEAST** important to you personally?

Q-method analysis is then used to compute ratio-scaled rankings for the eight budget areas—the sum of the rankings is 100, and it is possible to determine the actual distance between rankings (e.g., a ranking of 15 is three times more important than a ranking of 5).

Residents clearly feel that keeping the community safe by preparing and responding to emergencies timely and effectively is the most important priority for the city’s budget.

This is followed by maintaining a well-balance mix of urban environment with natural neighborhoods and open spaces and improving transportation and related services.

The least important budget priority is being an active leader in the region and attracting residents / visitors through amenities and activities.

Figure 12: Overall Budget Priorities



Q-Methodology analysis Base: All respondents (n2020=458)

## SPECIAL TOPICS

### TRAFFIC AND CONGESTION

Working with regional agencies to improve local and regional transit services within and coming into Bellevue continues to be the preferred way to managing increased traffic congestion—80% of Bellevue residents agree with this solution, while only 10% disagree.

Encouraging people to choose alternative transportation modes is the second most preferred solution—77% of Bellevue residents agree with this solution, while only 12% disagree.

Working with the State DOT to widen highways receives modest support, with two out of three residents agreeing this is a solution. However, only 36% strongly agree this is a preferred way to manage congestion.

Widening major city roads is the least preferred way to manage increased traffic congestion—59% agree that this is a solution, while 28% disagree.

Note, scales changed in 2020, so comparisons to previous years are not performed.

Table 14: Preferred Ways to Manage Increased Traffic Congestion

	2020
<b>Work with Regional Agencies to Improve Transit Service</b>	
Strongly Agree	46%
Somewhat Agree	34%
Neither Agree nor Disagree	10%
Disagree	10%
<i>Mean Score</i>	7.63
<b>Encourage People to Choose Alternative Transportation Modes</b>	
Strongly Agree	45%
Somewhat Agree	33%
Neither Agree nor Disagree	10%
Disagree	12%
<i>Mean Score</i>	7.48
<b>Work with the State to Widen Highways</b>	
Strongly Agree	36%
Somewhat Agree	30%
Neither Agree nor Disagree	14%
Disagree	20%
<i>Mean Score</i>	6.76
<b>Widen Major City Roads</b>	
Strongly Agree	24%
Somewhat Agree	35%
Neither Agree nor Disagree	13%
Disagree	28%
<i>Mean Score</i>	6.05

Q56—In order to deal with increase traffic congestion, the city should...  
 Results based on an 11-point Likert scale ranging from 0 (low) to 10 (high)  
 Base: All respondents (n = 458)

Table 15: Preferred Ways to Manage Increased Traffic Congestion by Neighborhood (Top Box Scores)

Note: small sample sizes. Comparisons should be done with extreme care due to small sample sizes (n <25)

	Overall (n=458)	BelRed (n=3)	Bridle Trails (n=30)	Cougar Mountain / Lakemont (n=29)	Crossroads (n=31)	Downtown (n=73)	Eastgate (n=28)	Factoria (n=8)	Lake Hills (n=63)
<b>Work with Regional Agencies to Improve Transit Services</b>	80%	45%	88%	80%	62%	92%	67%	89%	74%
<b>Encourage Alternative Transportation</b>	77%	59%	75%	56%	86%	90%	80%	89%	63%
<b>Widen Major Roads</b>	59%	100%	49%	46%	43%	55%	64%	64%	72%
<b>Work with State to Widen Highways</b>	66%	100%	51%	60%	78%	65%	57%	64%	76%
	Newport (n=24)	NE Bellevue (n=22)	NW Bellevue (n=38)	West Lake Sammamish (n=20)	Somerset (n=22)	W Bellevue (n=37)	Wilburton (n=16)	Woodridge (n=14)	
<b>Work with Regional Agencies</b>	92%	77%	87%	85%	81%	81%	64%	70%	
<b>Encourage Alternative Transportation</b>	90%	75%	88%	70%	82%	77%	59%	52%	
<b>Widen Major Roads</b>	49%	74%	74%	67%	50%	47%	56%	52%	
<b>Work with State to Widen Highways</b>	82%	56%	77%	61%	54%	55%	68%	80%	

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

Base: All respondents (n = 458)

## ENVIRONMENTAL STEWARDSHIP

Having safe drinking water and clean air is the most important aspect of environmental stewardship. Nearly all (97%) of residents agree with this statement.

Residents are somewhat more likely to agree that careful and balanced stewardship of the environment and resources will increase the quality of life in Bellevue than that it will increase economic vitality.

More than three out of four residents agree that they are happy with how much the City is doing to facilitate and encourage environmentally sustainable practices in the community; less than one out of ten disagree.

Note, scales changed in 2020 so comparisons to previous years are not performed.

Table 16: Support for Environmental Stewardship

	2020
<b>Having safe drinking water and clean air are important factors for quality of life</b>	
Strongly Agree	70%
Somewhat Agree	27%
Neither Agree nor Disagree	2%
Disagree	1%
<i>Mean Score</i>	<i>8.96</i>
<b>Stewardship of our environment and resources will increase the quality of life</b>	
Strongly Agree	44%
Somewhat Agree	46%
Neither Agree nor Disagree	6%
Disagree	3%
<i>Mean Score</i>	<i>8.01</i>
<b>Stewardship of our environment and resources will increase the economic vitality</b>	
Strongly Agree	38%
Somewhat Agree	52%
Neither Agree nor Disagree	6%
Disagree	4%
<i>Mean Score</i>	<i>7.84</i>
<b>I am happy with how much the City is doing to facilitate and encourage environmentally sustainable practices</b>	
Strongly Agree	19%
Somewhat Agree	58%
Neither Agree nor Disagree	15%
Disagree	8%
<i>Mean Score</i>	<i>6.96</i>

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

Results based on an 11-point Likert scale ranging from 0 (low) to 10 (high)

Base: All respondents (n = 458)

Table 17: Environmental Stewardship by Neighborhood (Top Box Scores)

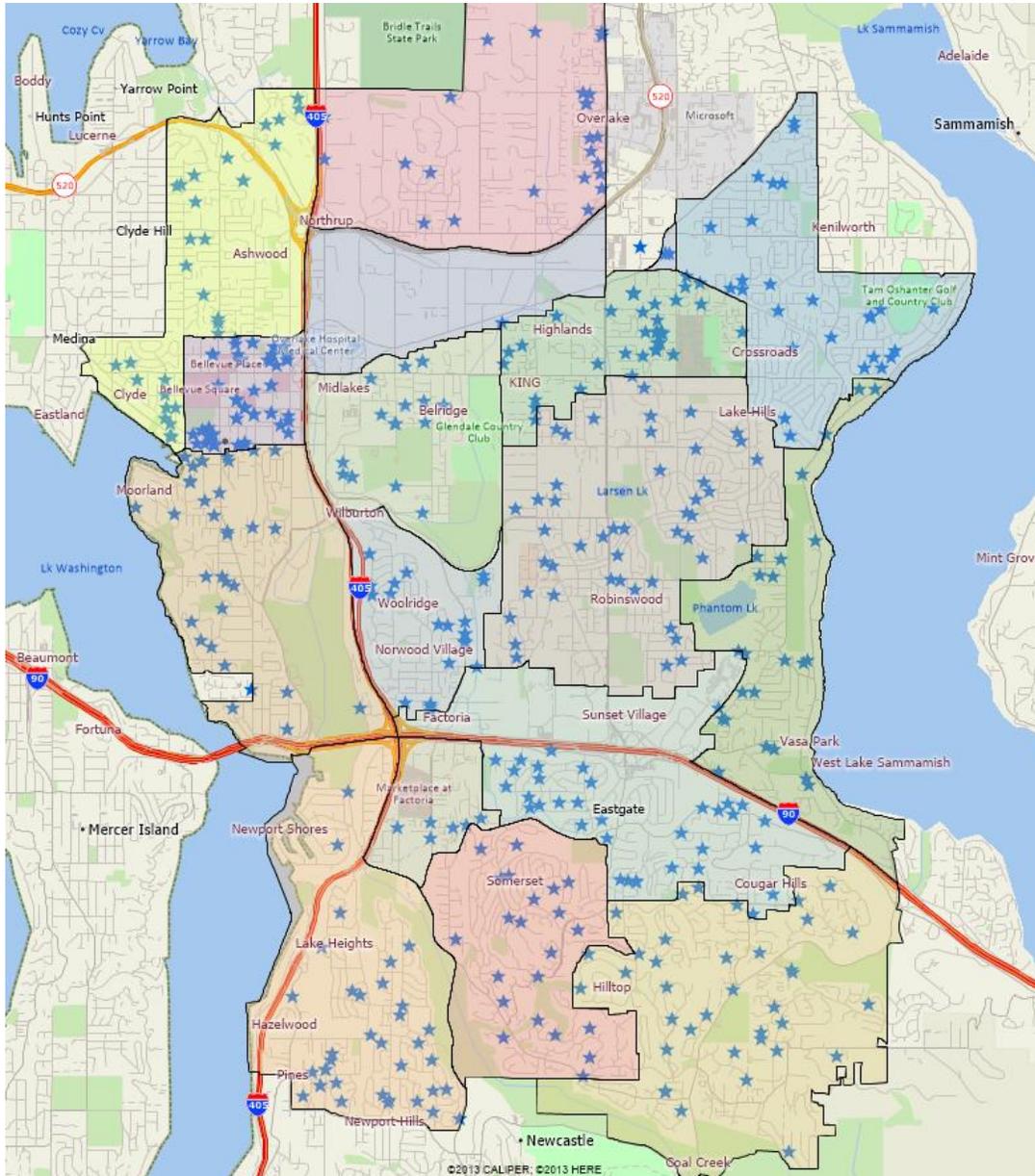
Note: small sample sizes. Comparisons should be done with extreme care due to small sample sizes (n <25)

	Overall (n=458)	BelRed (n=3)	Bridle Trails (n=30)	Cougar Mountain / Lakemont (n=29)	Crossroads (n=31)	Downtown (n=73)	Eastgate (n=28)	Factoria (n=8)	Lake Hills (n=63)
Safe Water and Clean Air	96%	100%	94%	96%	98%	99%	99%	94%	100%
Stewardship Increases Quality of Life	91%	41%	84%	92%	86%	97%	96%	89%	86%
Stewardship Increases Economic Vitality	90%	100%	92%	85%	90%	92%	97%	84%	91%
Happy with the City's Sustainable Practices	77%	73%	73%	66%	88%	80%	78%	77%	83%
	Newport (n=24)	NE Bellevue (n=22)	NW Bellevue (n=38)	West Lake Sammamish (n=20)	Somerset (n=22)	W Bellevue (n=37)	Wilburton (n=16)	Woodridge (n=14)	
Safe Water and Clean Air	100%	100%	100%	100%	98%	84%	74%	95%	
Stewardship Increases Quality of Life	82%	100%	91%	94%	96%	92%	76%	91%	
Stewardship Increases Economic Vitality	94%	96%	89%	91%	88%	91%	69%	85%	
Happy with the City's Sustainable Practices	85%	78%	85%	83%	75%	56%	56%	74%	

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

Base: All respondents (n = 458)

## APPENDIX I—MAP OF RESPONDENT LOCATIONS



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## APPENDIX II—QUESTIONNAIRE

### INTRODUCTION

-----<new screen>-----

INTROTEL Hello. This is \_\_\_\_\_ with **Northwest Research Group**, calling on behalf of the City of Bellevue. We are conducting a survey to help the City build its budget for 2021 to 2022 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.

**[SHOW IF LANDLINE/SKIP IF CELL:** 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.

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.

## SCREENING QUESTIONS

-----<new screen>-----

**PROGRAMMER: CREATE PASS-IN VARIABLE "GROUP" RANDOMLY ASSIGN RESPONDENTS GROUP=1 OR GROUP=2**

- SCR2** How many years have you lived in the City of 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 SHOW / READ]** Don't know  
 999 **[DO NOT SHOW / READ]** Prefer not to answer
- SCR3** Do you own or rent your residence?  
 1 OWN  
 2 RENT  
 888 OTHER (Please tell us)  
 998 **[DO NOT SHOW / READ]** Don't know  
 999 **[DO NOT SHOW / READ]** Prefer not to answer
- Q2** Do you live in a . . .  
**[READ LIST AND SELECT ONE ANSWER]**  
 01 Single-family detached house (**AS NEEDED**: A house detached from any other house)  
 02 Single-family attached house (**AS NEEDED**: A house attached to one or more houses)  
 03 Apartment or Condominium with two or more units  
 04 Mobile home  
 888 Something else (Please tell us)  
 998 **[DO NOT SHOW / READ]** Don't know  
 999 **[DO NOT SHOW / READ]** Prefer not to answer

**PROGRAMMER: CREATE VARIABLE, "DWELLING\_TYPE" MONITOR FOR DISTRIBUTION IN PORTAL  
 VALUE LABELS FOR DWELLING\_TYPE (LOGIC IN PARENTHESIS)**

- 01 MULTI-FAMILY (Q2 = 02, 03)**  
**02 SINGLE FAMILY (Q2 = 01, 04)**  
**99 OTHER/NONE (Q2= 888, 998, 999)**

**AGE** Just to make sure that our study is representative of the City of Bellevue, what is your age?

\_\_\_\_ ENTER AGE [RANGE 18:99] **[IF UNDER 18 TERMINATE – THANK02]**  
 999 **[DO NOT SHOW / READ]** PREFER NOT TO ANSWER

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

**AGECAT** Which of the following categories does your age fall into?

**[READ OPTIONS]**

01 <18 **[IF UNDER 18 TERMINATE – THANK02]**  
 02 18-24  
 03 25-34  
 04 35-44  
 05 45-54  
 06 55-64  
 07 65 or older  
 999 **[DO NOT SHOW / READ]** Prefer not to answer

**GENDER** Do you identify as. . .

01 Male  
 02 Female  
 03 Gender non-binary or non-conforming  
 04 Transgender  
 888 Other gender identity (Please tell us: \_\_\_\_\_)  
 998 **[DO NOT SHOW / READ]** Don't know  
 999 **[DO NOT SHOW / 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 ((AGE\_CAT=01) OR (AGE\_CAT=02))]  
 02 Female 18-34 [(GENDER=02) AND ((AGE\_CAT=01) OR (AGE\_CAT=02))]  
 03 Male 35-54 [(GENDER=01) AND ((AGE\_CAT=03) OR (AGE\_CAT=04))]  
 04 Female 35-54 [(GENDER=02) AND ((AGE\_CAT=03) OR (AGE\_CAT=04))]  
 05 Male 55+ [(GENDER=01) AND ((AGE\_CAT=05) OR (AGE\_CAT=06))]  
 06 Female 55+ [(GENDER=02) AND ((AGE\_CAT=05) OR (AGE\_CAT=06))]  
 07 Other Gender 18-34 [(GENDER=03 OR GENDER=04 OR GENDER=05) AND ((AGE\_CAT=01) OR (AGE\_CAT=02))]  
 08 Other Gender 35-54 [(GENDER=03 OR GENDER=04 OR GENDER=05) AND ((AGE\_CAT=03) OR (AGE\_CAT=04))]  
 09 Other Gender 55+ [(GENDER=03 OR GENDER=04 OR GENDER=05) AND ((AGE\_CAT=05) OR (AGE\_CAT=06))]  
 999 DK / Prefer not to answer [(GENDER=998 | 999) OR (AGE\_CAT=999)]

## GENERAL FEELINGS TOWARD CITY AND NEIGHBORHOOD / COMMUNITY NEEDS

-----<new screen>-----

**PROGRAMMERS NOTE: RANDOMIZE NWRG3 THRU NWRG5. NWRG1 THRU 5 SHOULD BE ON THE SAME SCREEN**

**NWRG1** 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?

**DISPLAY ON WEB / INTERVIEWER READ AS NECESSARY:**

*(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 SHOW / READ]** Don't know

999 **[DO NOT SHOW / 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?

**DISPLAY ON WEB / INTERVIEWER READ AS NECESSARY:**

*(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 SHOW / READ]** Don't know

999 **[DO NOT SHOW / 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.”

**DISPLAY ON WEB / INTERVIEWER READ AS NECESSARY:**

*(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 SHOW / READ]** Don't know

999 **[DO NOT SHOW / 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?

**DISPLAY ON WEB / INTERVIEWER READ AS NECESSARY:**

*(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 SHOW / READ]** Don't know

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

**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 you feel you are “Definitely Not Getting Your Money’s Worth” and “10” means you feel you are “Definitely Getting Your Money’s Worth.”

**DISPLAY ON WEB / INTERVIEWER READ AS NECESSARY:**

*(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 SHOW / READ]** Don't know

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

**Q1A** What, if anything, is the biggest problem **FACING BELLEVUE** that you feel the City should do something about over the next two years?

**[OPEN-END]**

**[PROBE TO CLARIFY]**

**Q1B** Using a scale from 0 to 10 where “0” means you feel you are “Very Poor” and “10” means you feel you are “Excellent,” how do you rate the quality of life in your own neighborhood?

	Very Poor (0)	1	2	3	4	5	6	7	8	9	Excellent (10)
Overall quality of life in your own neighborhood	0	0	0	0	0	0	0	0	0	0	0

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

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

Q5

Using a scale from 0 to 10 where “0” means you feel you are “Strongly Disagree” and “10” means you feel you are “Strongly Agree,” how much do you agree or disagree with the following statements?

**RANDOMIZE ORDER SHOWN**

	Strongly Disagree (0)	1	2	3	4	5	6	7	8	9	Strongly Agree (10)
Careful and balanced stewardship of our natural environment and natural resources will result in a long-term increase in the <u>quality of life</u> in Bellevue.	0	0	0	0	0	0	0	0	0		0
Careful and balanced stewardship of our natural environment and natural resources will result in a long-term increase in the <u>economic vitality</u> of Bellevue.	0	0	0	0	0	0	0	0	0		0
I am happy with how much the City is doing to facilitate and encourage environmentally sustainable practices in the community.	0	0	0	0	0	0	0	0	0		0
Having safe drinking water and clean air are important factors in the quality of life in Bellevue.	0	0	0	0	0	0	0	0	0		0

998 [DO NOT SHOW / READ] Don't know

999 [DO NOT SHOW / READ] Prefer not to answer

## PRIORITIES FOR CITY SERVICES: IMPORTANCE

-----<new screen>-----

INTA

### PHONE INTRODUCTION SHOW:

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

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

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

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

[INTERVIEWER: CLICK “NEXT” TO PROCEED]

### WEB SHOW:

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

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

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

Click “Next” to proceed...

**RANDOMIZE ORDER OF BLOCKS AND RANDOMIE ORDER OF INDIVIDUAL QUESTIONS WITHIN BLOCKS**

**BLOCK 1 – GROUP 1: RANDOMIZE ORDER SHOWN**

	Not at All Important (1)	2	3	4	5	6	Extremely Important (7)
<b>IMP_1</b> Providing recreation programs and facilities for individuals to lead healthy and active lifestyles. <i>(AS NEEDED: Such as ball fields, trails, swimming, etc.)</i>	0	0	0	0	0	0	0
<b>IMP_2</b> Ensuring clean and well-maintained parks and park facilities	0	0	0	0	0	0	0
<b>IMP_3</b> Enhancing its system of parks as the community grows	0	0	0	0	0	0	0
<b>IMP_4</b> Preserving open spaces and natural areas	0	0	0	0	0	0	0
<b>IMP_5</b> Protecting the quality of water in Bellevue’s lakes and streams <i>(AS NEEDED: Within parks and between major destinations.)</i>	0	0	0	0	0	0	0
<b>IMP_6</b> Expanding the system of recreational trails	0	0	0	0	0	0	0

998 **[DO NOT SHOW / READ]** Don’t know

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

**BLOCK 2 – GROUP 1: RANDOMIZE ORDER SHOWN**

	Not at All Important (1)	2	3	4	5	6	Extremely Important (7)
<b>IMP_7</b> Reducing traffic accidents through enforcing traffic laws.	0	0	0	0	0	0	0
<b>IMP_8</b> Building or widening City streets and roads to help ease traffic congestion	0	0	0	0	0	0	0
<b>IMP_9</b> Reducing traffic problems in residential neighborhoods	0	0	0	0	0	0	0
<b>IMP_10</b> Reducing traffic problems in downtown Bellevue	0	0	0	0	0	0	0
<b>IMP_11</b> Maintaining streetlights and traffic signals.	0	0	0	0	0	0	0
<b>IMP_12</b> Providing police traffic enforcement in residential neighborhoods	0	0	0	0	0	0	0

998 [DO NOT SHOW / READ] Don't know

999 [DO NOT SHOW / READ] Prefer not to answer

**BLOCK 3 – GROUP 1: RANDOMIZE ORDER SHOWN**

	Not at All Important (1)	2	3	4	5	6	Extremely Important (7)
<b>IMP_13</b> Preventing fires through public education and safety inspections	0	0	0	0	0	0	0
<b>IMP_14</b> Responding to fires	0	0	0	0	0	0	0
<b>IMP_15</b> Providing emergency medical services such as Medic One	0	0	0	0	0	0	0
<b>IMP_16</b> Preparing for natural disasters, such as earthquakes and Major storms	0	0	0	0	0	0	0
<b>IMP_17</b> Promoting affordable housing for City residents	0	0	0	0	0	0	0
<b>IMP_18</b> Making it easy to get information about City services and programs	0	0	0	0	0	0	0

998 [DO NOT SHOW / READ] Don't know

999 [DO NOT SHOW / READ] Prefer not to answer

**BLOCK 4 – GROUP 2: RANDOMIZE ORDER SHOWN**

	Not at All Important (1)	2	3	4	5	6	Extremely Important (7)
<b>IMP_19</b> Providing recreation programs for youth, seniors, and residents with special needs <i>(AS NEEDED: Such as the disabled.)</i>	0	0	0	0	0	0	0
<b>IMP_20</b> Sponsoring community festivals and events	0	0	0	0	0	0	0
<b>IMP_21</b> Providing support services for residents in need <i>(AS NEEDED: Such as crisis hot lines, local food banks, and help to victims of domestic violence.)</i>	0	0	0	0	0	0	0
<b>IMP_22</b> Supporting the arts	0	0	0	0	0	0	0
<b>IMP_23</b> Providing outreach and programs to give neighborhoods better access to City services <i>(AS NEEDED: Such as the mini-City Hall at Crossroads.)</i>	0	0	0	0	0	0	0
<b>IMP_24</b> Neighborhood Improvements such as sidewalks and crosswalks	0	0	0	0	0	0	0

998 [DO NOT SHOW / READ] Don't know

999 [DO NOT SHOW / READ] Prefer not to answer

**BLOCK 5 – GROUP 2: RANDOMIZE ORDER SHOWN**

	Not at All Important (1)	2	3	4	5	6	Extremely Important (7)
<b>IMP_25</b> Maintaining existing streets and sidewalks	0	0	0	0	0	0	0
<b>IMP_26</b> Building additional neighborhood sidewalks	0	0	0	0	0	0	0
<b>IMP_27</b> Building additional sidewalks along major roads	0	0	0	0	0	0	0
<b>IMP_28</b> Making improvements for bicycle riders	0	0	0	0	0	0	0
<b>IMP_29</b> Keeping Bellevue streets clean	0	0	0	0	0	0	0
<b>IMP_30</b> Connecting people to where they want to go through an adequate and accessible system of walkways	0	0	0	0	0	0	0

998 [DO NOT SHOW / READ] Don't know

999 [DO NOT SHOW / READ] Prefer not to answer

**BLOCK 6– GROUP 2: RANDOMIZE ORDER SHOWN**

	Not at All Important (1)	2	3	4	5	6	Extremely Important (7)
<b>IMP_31</b> Connecting people to where they want to go through an adequate system of bikeways	0	0	0	0	0	0	0
<b>IMP_32</b> Responding to citizens' complaints about code violations like illegal housing additions or junk vehicles	0	0	0	0	0	0	0
<b>IMP_33</b> Community policing such as bike patrols and neighborhood police officers	0	0	0	0	0	0	0
<b>IMP_34</b> Responding to citizen calls for police assistance	0	0	0	0	0	0	0
<b>IMP_35</b> Investigating and solving felony crimes <i>(AS NEEDED: The federal government defines a felony as a crime punishable by death or imprisonment in excess of one year Murder, rape, aggravated assault, arson etc.)</i>	0	0	0	0	0	0	0
<b>IMP_36</b> Prosecuting misdemeanor and gross misdemeanor crimes committed in Bellevue <i>(AS NEEDED: Such as: thefts of less than \$250 in value, driving under the influence of alcohol or driving with a suspended license, and misdemeanor assaults involving domestic violence)</i> <i>(AS NEEDED: The County is responsible for handling prosecution of all felony crimes in King County while prosecution of misdemeanors that occur in cities is handled by cities.)</i>	0	0	0	0	0	0	0

998 [DO NOT SHOW / READ] Don't know

999 [DO NOT SHOW / READ] Prefer not to answer

**BLOCK 7- GROUP 2: RANDOMIZE ORDER SHOWN**

	Not at All Important (1)	2	3	4	5	6	Extremely Important (7)
<b>IMP_37</b> Managing Bellevue’s residential development through planning and zoning	0	0	0	0	0	0	0
<b>IMP_38</b> Managing development in downtown Bellevue through planning and zoning	0	0	0	0	0	0	0
<b>IMP_39</b> Promoting jobs and economic development	0	0	0	0	0	0	0

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

## PRIORITIES FOR CITY SERVICES: SATISFACTION

-----<new screen>-----

### INTROB

#### PHONE SHOW:

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

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

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

**[INTERVIEWER: CLICK “NEXT” TO PROCEED]**

#### WEB SHOW:

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

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

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

Click “Next” to proceed...

**RANDOMIZE ORDER OF BLOCKS AND RANDOMIE ORDER OF INDIVIDUAL QUESTIONS WITHIN BLOCKS**

**BLOCK 1 – GROUP 1: RANDOMIZE ORDER SHOWN**

	Not at All Satisfied (1)	2	3	4	5	6	Completely Satisfied (7)
<b>IMP_1</b> Providing recreation programs and facilities for individuals to lead healthy and active lifestyles. <i>(AS NEEDED: Such as ball fields, trails, swimming, etc.)</i>	0	0	0	0	0	0	0
<b>IMP_2</b> Ensuring clean and well-maintained parks and park facilities	0	0	0	0	0	0	0
<b>IMP_3</b> Enhancing its system of parks as the community grows	0	0	0	0	0	0	0
<b>IMP_4</b> Preserving open spaces and natural areas	0	0	0	0	0	0	0
<b>IMP_5</b> Protecting the quality of water in Bellevue’s lakes and streams <i>(AS NEEDED: Within parks and between major destinations.)</i>	0	0	0	0	0	0	0
<b>IMP_6</b> Expanding the system of recreational trails	0	0	0	0	0	0	0

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

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

**BLOCK 2 – GROUP 1: RANDOMIZE ORDER SHOWN**

	Not at All Satisfied (1)	2	3	4	5	6	Completely Satisfied (7)
<b>IMP_7</b> Reducing traffic accidents through enforcing traffic laws.	0	0	0	0	0	0	0
<b>IMP_8</b> Building or widening City streets and roads to help ease traffic congestion	0	0	0	0	0	0	0
<b>IMP_9</b> Reducing traffic problems in residential neighborhoods	0	0	0	0	0	0	0
<b>IMP_10</b> Reducing traffic problems in downtown Bellevue	0	0	0	0	0	0	0
<b>IMP_11</b> Maintaining streetlights and traffic signals.	0	0	0	0	0	0	0
<b>IMP_12</b> Providing police traffic enforcement in residential neighborhoods	0	0	0	0	0	0	0

998 [DO NOT SHOW / READ] Don't know

999 [DO NOT SHOW / READ] Prefer not to answer

**BLOCK 3 – GROUP 1: RANDOMIZE ORDER SHOWN**

	Not at All Satisfied (1)	2	3	4	5	6	Completely Satisfied (7)
<b>IMP_13</b> Preventing fires through public education and safety inspections	0	0	0	0	0	0	0
<b>IMP_14</b> Responding to fires	0	0	0	0	0	0	0
<b>IMP_15</b> Providing emergency medical services such as Medic One	0	0	0	0	0	0	0
<b>IMP_16</b> Preparing for natural disasters, such as earthquakes and Major storms	0	0	0	0	0	0	0
<b>IMP_17</b> Promoting affordable housing for City residents	0	0	0	0	0	0	0
<b>IMP_18</b> Making it easy to get information about City services and programs	0	0	0	0	0	0	0

998 [DO NOT SHOW / READ] Don't know

999 [DO NOT SHOW / READ] Prefer not to answer

**BLOCK 4 – GROUP 2: RANDOMIZE ORDER SHOWN**

	Not at All Satisfied (1)	2	3	4	5	6	Completely Satisfied (7)
<b>IMP_19</b> Providing recreation programs for youth, seniors, and residents with special needs <i>(AS NEEDED: Such as the disabled.)</i>	0	0	0	0	0	0	0
<b>IMP_20</b> Sponsoring community festivals and events	0	0	0	0	0	0	0
<b>IMP_21</b> Providing support services for residents in need <i>(AS NEEDED: Such as crisis hot lines, local food banks, and help to victims of domestic violence.)</i>	0	0	0	0	0	0	0
<b>IMP_22</b> Supporting the arts	0	0	0	0	0	0	0
<b>IMP_23</b> Providing outreach and programs to give neighborhoods better access to City services <i>(AS NEEDED: Such as the mini-City Hall at Crossroads.)</i>	0	0	0	0	0	0	0
<b>IMP_24</b> Neighborhood Improvements such as sidewalks and crosswalks	0	0	0	0	0	0	0

998 [DO NOT SHOW / READ] Don't know

999 [DO NOT SHOW / READ] Prefer not to answer

**BLOCK 5 – GROUP 2: RANDOMIZE ORDER SHOWN**

	Not at All Satisfied (1)	2	3	4	5	6	Completely Satisfied (7)
<b>IMP_25</b> Maintaining existing streets and sidewalks	0	0	0	0	0	0	0
<b>IMP_26</b> Building additional neighborhood sidewalks	0	0	0	0	0	0	0
<b>IMP_27</b> Building additional sidewalks along major roads	0	0	0	0	0	0	0
<b>IMP_28</b> Making improvements for bicycle riders	0	0	0	0	0	0	0
<b>IMP_29</b> Keeping Bellevue streets clean	0	0	0	0	0	0	0
<b>IMP_30</b> Connecting people to where they want to go through an adequate and accessible system of walkways	0	0	0	0	0	0	0

998 [DO NOT SHOW / READ] Don't know

999 [DO NOT SHOW / READ] Prefer not to answer

**BLOCK 6– GROUP 2: RANDOMIZE ORDER SHOWN**

	Not at All Satisfied (1)	2	3	4	5	6	Completely Satisfied (7)
<b>IMP_31</b> Connecting people to where they want to go through an adequate system of bikeways	0	0	0	0	0	0	0
<b>IMP_32</b> Responding to citizens' complaints about code violations like illegal housing additions or junk vehicles	0	0	0	0	0	0	0
<b>IMP_33</b> Community policing such as bike patrols and neighborhood police officers	0	0	0	0	0	0	0
<b>IMP_34</b> Responding to citizen calls for police assistance	0	0	0	0	0	0	0
<b>IMP_35</b> Investigating and solving felony crimes <i>(AS NEEDED: The federal government defines a felony as a crime punishable by death or imprisonment in excess of one year Murder, rape, aggravated assault, arson etc.)</i>	0	0	0	0	0	0	0
<b>IMP_36</b> Prosecuting misdemeanor and gross misdemeanor crimes committed in Bellevue <i>(AS NEEDED: Such as: thefts of less than \$250 in value, driving under the influence of alcohol or driving with a suspended license, and misdemeanor assaults involving domestic violence)</i> <i>(AS NEEDED: The County is responsible for handling prosecution of all felony crimes in King County while prosecution of misdemeanors that occur in cities is handled by cities.)</i>	0	0	0	0	0	0	0

998 [DO NOT SHOW / READ] Don't know

999 [DO NOT SHOW / READ] Prefer not to answer

**BLOCK 7- GROUP 2: RANDOMIZE ORDER SHOWN**

	Not at All Satisfied (1)	2	3	4	5	6	Completely Satisfied (7)
<b>IMP_37</b> Managing Bellevue's residential development through planning and zoning	0	0	0	0	0	0	0
<b>IMP_38</b> Managing development in downtown Bellevue through planning and zoning	0	0	0	0	0	0	0
<b>IMP_39</b> Promoting jobs and economic development	0	0	0	0	0	0	0

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

## BUDGET PRIORITIES: PARTIAL RANKING (02 – NEW / COUNCIL SERIES)

-----<new screen>-----

**PRIOTIES** All cities across the country have limited resources and need to allocate them according to determined priorities. This series of questions is designed to gather your input regarding Bellevue’s budget priorities.

**[PHONE:** I am going to read you a list of seven broad budget areas. Please tell me which of these you feel should be prioritized in the City’s budget.]

**[WEB:** Below is a list of seven broad budget areas. Please indicate which of these you feel should be prioritized in the City’s budget.]

*(Select all that apply)*

- 01 **Attracting residents and visitors by providing a variety of amenities and activities**
- 02 **Being an active leader and partner in the region**
- 03 **Maintaining and Developing a caring, connected and intellectual community**
- 04 **Maintaining a well-balanced mix of urban environment with natural neighborhoods and open space**
- 05 **Keeping the community safe by preparing and responding to emergencies timely and effectively**
- 06 **Improving transportation and related services to ensure transportation is reliable and predictable**
- 07 **Developing and attracting high quality businesses and employees**
- 08 **Focusing on a high performance, well-managed government that serves the public**

**PRIOTIESA** Of those items you selected, which is the **MOST** important to you personally?

**[SHOW ONLY THOSE SELECTED IN PRIOTIESA / RANDOMIZE DISPLAY ORDER / SINGLE SELECT]**

**PRIOTIESB** Of those items you did **not** select, which do you feel is the **least** important to you personally?

**[SHOW ONLY THOSE NOT SELECTED IN PRIOTIES1 / RANDOMIZE DISPLAY ORDER / SINGLE SELECT]**

## TRANSPORTATION AROUND BELLEVUE

-----<new screen>-----

**Q56** Using a scale from 0 to 10 where “0” means you feel you are “Strongly Disagree” and “10” means you feel you are “Strongly Agree,” how much do you agree or disagree with the following statements?

**RANDOMIZE ORDER SHOWN**

	Strongly Disagree (0)	1	2	3	4	5	6	7	8	9	Strongly Agree (10)
In order to help people get around in Bellevue, the city should <u>widen major City roads.</u>	0	0	0	0	0	0	0	0	0		0
In order to help people get around in Bellevue, the city should <u>work with regional agencies to improve local and regional transit services within and coming into Bellevue.</u>	0	0	0	0	0	0	0	0	0		0
In order to help people get around in Bellevue, the city should <u>encourage and make it more attractive for people to choose transportation alternatives.</u>	0	0	0	0	0	0	0	0	0		0
In order to help people get around in Bellevue, the city should <u>work with the State Department of Transportation to widen highways.</u>	0	0	0	0	0	0	0	0	0		0

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

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

## GENERAL SERVICE LEVELS AND SPENDING

-----<new screen>-----

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

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

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

- 01 I am willing to have the City reduce the level of services currently provided if it means my property taxes would be lower
- 02 I am not willing to pay more taxes than I currently do even if it means the city must reduce services due to increased cost of providing the current levels of services
- 03 I am willing to pay more in taxes if it is necessary to support the increased costs of providing the current levels of service
- 04 I am willing to pay more in taxes only if it will result in an increase in the level of services
- 05 **[DO NOT READ]** NONE OF THE ABOVE IS ACCEPTABLE TO ME
- 998 **[DO NOT SHOW / READ]** Don't know
- 999 **[DO NOT SHOW / READ]** Prefer not to answer

**ASK TAXA IF TAX = 1 OR TAX=2**

**TAXA** What services or facilities should be decreased?

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

**ASK TAXB IF TAX = 4**

**TAXB** What services or facilities should be increased?

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

**ASK TAXC IF TAX = 5**

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

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

## DEMOGRAPHICS

-----<new screen>-----

**HH\_AGE** The following question are for classification purposed only.

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

\_\_\_\_\_ Under the age of 5

\_\_\_\_\_ 5 to 9

\_\_\_\_\_ 10 to 14

\_\_\_\_\_ 15 to 17

\_\_\_\_\_ 18 and over

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

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

**RACE** Which of the following categories do you consider yourself?

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

1 White

2 Hispanic, Latino, or Spanish origin

3 Black or African American

4 Asian

5 American Indian or Alaskan Native

6 Middle Eastern or North African

7 Native Hawaiian or other Pacific Islander

888 Something else (Please tell us)

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

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

**INCOME**

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

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

- 1 Less than \$20,000,
- 2 \$20,000 to less than \$35,000,
- 3 \$35,000 to less than \$50,000,
- 4 \$50,000 to less than \$75,000,
- 5 \$75,000 to less than \$100,000,
- 6 \$100,000 to less than \$150,000,
- 7 \$150,000 to less than \$200,000
- 8 \$200,000 or more?
- 998 **[DO NOT SHOW / READ]** Don't know
- 999 **[DO NOT SHOW / READ]** Prefer not to answer

**FUTURE RESEARCH**

-----<new screen>-----

**FUTURE1** Would you be willing to help the City of Bellevue by agreeing to participate in follow-up research pertaining to this survey?

- 00 NO
- 01 YES
- 998 **[WEB: DO NOT SHOW]** DON'T KNOW
- 999 **[WEB: DO NOT SHOW]** PREFER NOT TO ANSWER

**ASK FUTURE2 IF FUTURE1=01**

**FUTURE2** May I please get your first name only?

- 00 NO
- 01 YES, **ENTER NAME** \_\_\_\_\_
- 998 **[WEB: DO NOT SHOW]** DON'T KNOW
- 999 **[WEB: DO NOT SHOW]** PREFER NOT TO ANSWER

**ASK FUTURE3 IF (FUTURE1=1)**

**FUTURE3** Please provide an email address where we can contact you for future research.

- \_\_\_\_\_ ENTER EMAIL ADDRESS  
 \_\_\_\_\_ CONFIRM EMAIL ADDRESS **[MUST MATCH]**  
 997 **DO NOT READ:** I DO NOT HAVE AN EMAIL ADDRESS  
 998 **DO NOT READ:** DON'T KNOW  
 999 **DO NOT READ:** PREFER NOT TO ANSWER

**ASK FUTURE4 IF FUTURE1=1**

**FUTURE4** And finally, please provide your best contact number

- ENTER BEST NUMBER** \_\_\_\_\_  
 998 **[WEB: DO NOT SHOW]** DON'T KNOW  
 999 **[WEB: DO NOT SHOW]** PREFER NOT TO ANSWER

**THANK YOU / SCREEN-OUTS**

-----<new screen>-----

- THANK01** Thank you, but we are currently only interviewing residents of Seattle. (*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** In the event of a screen-out residents will be asked the NWRG1-NWRG5 series and then thanked. This is a soft screen out and works well.