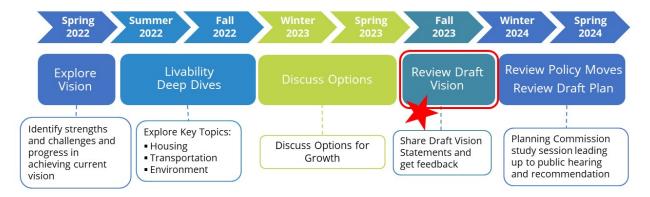


Introduction

The Comprehensive Plan is a foundational document used to guide long-range growth and development in the city. It is used by the City Council, boards and commissions, and city staff to inform decision making on housing, transportation, land use, infrastructure development, and more.

Periodic updates to the Comprehensive Plan happen every ten years and provide an opportunity to step back and look at the city in a holistic way to ensure the city is on the right track and can continue to provide people with a great quality of life and opportunity to thrive.

The Comprehensive Plan Periodic Update was launched by City Council in February 2022 along with an approved engagement plan. To date, the planning process has followed the approved timeline. Work on the update will continue through 2024 with additional opportunities for the community to provide input.



Phase 1: Vision (Spring 2022). Over 3000 people shared their thoughts on the city's progress towards achieving its vision in our Vision Questionnaire and over 300 people attended a presentation or workshop. The Phase 1 Engagement Report summarizes the input received.

Phase 2a: Livability Deep Dives (Summer 2022). Community members had the opportunity to share input on key issues related to the Comprehensive Plan Update including the Environment, Placemaking, Mobility, and Housing. The Phase 2a Engagement Report summarizes this work.

Phase 2b: Discuss Growth Options (Winter & Spring 2023). The planning team worked with an outside research firm to conduct a statistically valid survey to better understand the community's development priorities and neighborhood preferences. The <u>survey dashboard</u> provides a detailed look at the data. People also had the opportunity to discuss various approaches to housing and share their feedback in a variety of forums. The <u>Phase 2b Engagement Report summarizes this work.</u>



Phase 3: Review Draft Vision & Policy Moves (Fall 2023 – Winter 2024). In Process. During this phase, the community will have an opportunity to review proposed changes and provide input before a final draft of the Periodic Update to the Comprehensive Plan is released later in 2024. This report summarizes the first part of this phase which focused on the updated draft vision and individual vision statements.

Environmental Review

The city is conducting an environmental review as part of the Periodic Update to the Comprehensive Plan. This is a parallel process that is governed by state law. A Draft Environmental Impact Statement was released over the summer and a Final Environmental Impact Statement will be released in early 2042 that responds to comments received through that process.

Phase 4: Legislative Review (Spring - Fall

2024). The Planning Commission will review the draft Comprehensive Plan, hold a public hearing, and make a recommendation to the City Council. Then the City Council will review this recommendation and vote on adoption. The public will have an opportunity to comment during each step of the legislative process.

Overview of Outreach

Over the past year and half the planning team has engaged over 5000 community members using a wide variety of techniques to reach a broad cross section of the public. Planners have used that input along with information gathered via technical analyses and direction from the state and other regional authorities to begin generating updated language and policy moves.

Council Vision State & Regional Requirements Community Input Comprehensive Plan

During this phase of engagement, the planning team is sharing the results of that work with the community to get their feedback before final draft of the Periodic Update to the Comprehensive Plan is released. Questions to explore with the community include:

- What values do you see reflected in these draft vision statements?
- What do you like about these vision statements?
- What priorities are missing?



Outreach Activities

Throughout the month of October and the first week of November the planning team provided a number of engagement opportunities including:

- A Phase 3 Virtual Kick-Off that provided an update on the planning process todate, explained upcoming opportunities to provide feedback, and an overview of what people can expect in the coming months.
- Continuous In-Person Open House. Members of the planning team set up boards and staffed an information table at City Hall from October 9th – October 25th.
 Members of the public could stop by at any time to review draft vision statements, ask questions, and provide comments.
- Two Drop-in Open House Events. The planning team also hosted two drop-in
 events: one on a Saturday afternoon at Crossroads Mall and one on a Thursday
 evening at City Hall. These opportunities were scheduled with the aim of both
 connecting with people who might not otherwise participate and providing people
 with a variety of times and places to engage.
- **Online Open House.** People could also view the open house materials online at www.engagingbellevue.com/bellevue-2044 and provide comments via the future vision questionnaire.

Overview of Participation

During this five-week engagement process the planning team connected with over **300** individuals. Participation varied by engagement activity:

- **56** people attended the virtual kick-off.
- Approximately **25** stopped by the continuous open house at City Hall.
- The planning team spoke with just over 100 people at the drop-in open house that was held at Crossroads Mall.
- **162** people provided comments via the future vision questionnaire.

Supporting Diverse Participation

Throughout this process the planning team has made intentional effort to from diverse voices. Outreach and engagement efforts have included focus group conversations, tabling at community events, in-language events, youth focused events and more. Nearly half of all events that the team has hosted were designed for communities that are not typically included in planning efforts.

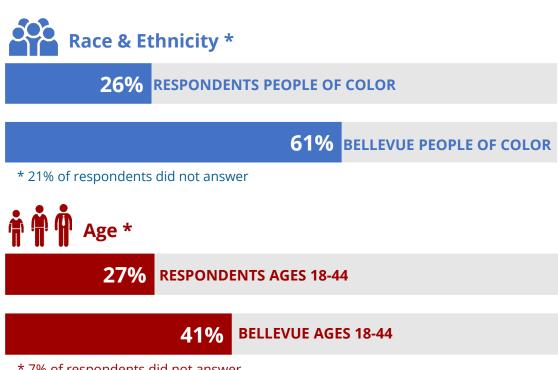
Reporting on demographic information of participants can be challenging. There are some events, like a drop-in event, where the format doesn't allow for easy data collection. Additionally, participants are never required to provide demographic information and some people decline to share personal details.



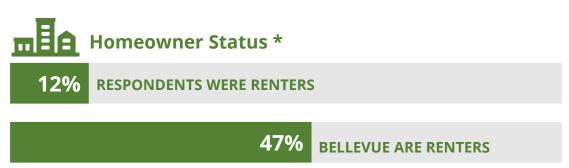
Based on observation and registration forms it can be said that participants at the more traditional open house and the virtual kick-off were less racially diverse, older, and were largely homeowners.

Bringing engagement events out into community spaces is one of the best ways to connect with diverse communities, particularly people who might not otherwise attend a formal event. Participants at the drop-in open house at Crossroads were much more diverse across race and age. Staff had several conversations with participants who spoke a language other than English.

The online questionnaire provided the most structured opportunity for collecting demographic data, which allows staff to understand how participation aligns with city-wide demographics. In general, there is a significant gap in participation from people of color, renters, and younger people.



^{* 7%} of respondents did not answer



^{* 3%} of respondents did not answer



Summary of Input

Values

Ultimately, the Comprehensive Plan is an expression of community values and the policies within it are meant to help the city realize those values. The first question asked people to reflect on the values they saw in the vision statements. The answers help the planning team understand if they are accurately capturing what's important to the community. For the most part participants noted many positive values that point towards a future that emphasizes a high quality of life where people of all backgrounds feel a sense of belonging and can thrive.



Core values that people thought were most prominent include:

- Equity, Diversity, Inclusion, and Fairness
- Environment, Sustainability, Climate
- Safety and a Sense of Community
- Innovation, Growth, and a Focus on the Future.

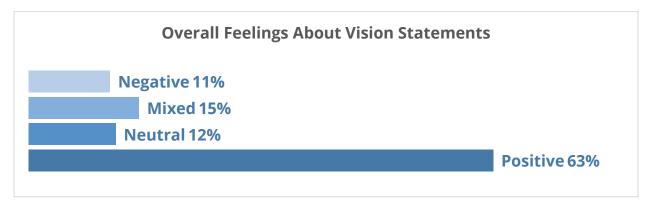
There was a small minority of respondents who felt that the values expressed in the statements did not align with their personal views, did not accurately reflect community sentiment, or would lead to negative outcomes.

There were also some respondents who doubted whether the city could live up to the values expressed.



What People Liked

Overall, respondents liked the draft vision statements.



People with positive feelings about the vision statements generally liked that they emphasize equity and inclusion; focus on the environment and sustainability; and are supportive of a community where everyone can thrive.

"They align with what I want to see Bellevue be. A place that cares about creating a space where all people can thrive equally that ensures a sustainable future."

People with mixed feelings about the vision statements cited several reasons. Some felt that they did not go far enough, particularly around housing and the environment. Others felt that the draft vision statements were conflicting, particularly around growth and the environment. Others felt that certain demographics like youth or seniors were not adequately represented in the statements.

People with negative opinions most often felt that the draft vision statements were overly broad or were skeptical that these statements were truly reflective of community sentiment.

Missing Priorities

The questionnaire also invited people to tell the planning team what priorities were missing or needed additional emphasis in the vision statements. The top four issues raised by respondents were:

• **Transportation.** Over half of the respondents who raised transportation related issues wanted to see a stronger emphasis on bicycle and pedestrian infrastructure or greater expansion of public transportation, which they felt would improve safety and contribute positively to the environment. About one quarter of respondents spoke about the need to address traffic and generally wanted an emphasis on prioritizing the flow of automobiles.



- Public Safety. Many respondents expressed concerns about crime. They wanted to see a stronger statement about keeping crime low and supporting law enforcement.
- Housing Affordability. Many respondents wanted to see an even stronger emphasis on supporting the development of housing that is affordable to people across the income spectrum.

"...affordable, reasonable housing is NOT available to the majority of the middle class in Bellevue. \$2,000 to \$3,000/month is outside the means of many of the core workers needed to make this an 'equitable' and 'inclusive' city."

Environment. Respondents who addressed the environment largely wanted to see
a stronger emphasis on sustainability and addressing climate. There were several
commenters who felt that additional growth and density would have a negative
impact on the environment, especially trees, in Bellevue. Another theme that
emerged was around equitable access to parks and nature in all neighborhood
areas.

There were a few other themes of note that respondents addressed. Respondents who raised issues related to **growth and density** were split between those who wanted to see growth restricted and those who supported increasing housing density. There were also a number of commenters who expressed a desire to see greater emphasis on supporting **social connection and community building** through increased human services, more gathering spaces and support for programs that bring people together.

Demographic Differences

In general, there were not significant demographic differences in the themes and issues that were raised in the comments. All ages and races expressed support for emphasizing transportation options, affordable housing and sustainability. One area of difference is around preserving the size and scale of single-family neighborhoods where comments came primarily from older respondents.

The issue of public safety is one area where there is some difference in opinion. Most of the answers related to public safety in the future vision questionnaire focused on emphasizing and enforcement approach. However, The Centering Communities of Color Initiative which has been engaging with Bellevue' diverse communities has surfaced other ideas related to public safety including building trust between communities of color and the city, diversifying the police force, and addressing systemic racism.



Next Steps

The input received will be presented to the Planning Commission and be used to inform their discussion and eventual recommendation regarding the vision statements. Community members are encouraged to share comments directly with the Planning Commission in writing or during an upcoming meeting. Information on how to submit comments to the Planning Commission, attend a meeting, or provide testimony at a meeting can be found at the Planning Commission website.



Appendix A – Online Questionnaire Comments

What core values do you see expressed in these statements?	What do you like about these Vision Statements?	What priorities are missing?
Pollution control, sustainability, fairness, quality services	Bellevue is mostly focusing on the quality of life both mentally and physically for its people, by making sure people have equal support and services. Another thing I liked about the vision statements is how Bellevue is also focusing on its environment by making sure to implement as much green space as possible in the city.	I personally think there should be more aid for people who are struggling to live in Bellevue, specifically costs of living in Bellevue.
Sustainability, equal access, quality services	I liked how focused Bellevue is with maintaining and increasing the green space and also making sure that everyone has equal access to services.	I think there should be more focus on helping lower-income people with houses and other expenses
Safety, innovation, diversity, growth.	I like the ambition and vibe that these vision statements bring.	Make driving less of a priority than other modes of transportation. Emphasize public transit and biking, as well as pedestrian use. Please up zone land to mixed use. Residential exclusive neighborhoods should be able to build missing middle housing. Really make safety/policing a high priority. Clamp down on homelessness. Bellevue is not Seattle.
Smart city	Just lot of verbiage	Improve infrastructure
Too woke for me	Too woke for me	Redneck



What core values do you see expressed in these statements?	What do you like about these Vision Statements?	What priorities are missing?
housing, environment, transportation,	they're comprehensive	Talk about housing that's in between Affordable Housing and the luxury condos that are being built. I think this is the biggest opportunity. Also, having condos that are built for families would be really good and having fewer studios being built would be good.
Mixed use, equity, growth, sustainability, etc.	Each statement gives a perspective in particular for the growth of the Bellevue city. I see the formation from the Bel-Red area where I currently work and reside. This is just my brief description of the matter.	From my witnessing, all values are still forming, but, as of now I'm enjoying what's planned so far, and after I tune in for a little while, I should have a few key priority values for feedback.
Family	Innovation brings in great jobs for parents to live a great life.	Walkable
	Awesome goals	Fighting crime. Crime and homelessness is increasing day by day in Bellevue. Also, please think about pruning the vegetation in green belt borders, as it keeps getting in people homes and they can't cut it themselves because of risk of being accused of pruning government trees.



What core values do you see expressed in these statements?	What do you like about these Vision Statements?	What priorities are missing?
Affordable housing is a must at not only low income level but for middle class who always get shut out of anything Affordable.	I would love to live in Bellevue if I could afford too but it is impossible! You see schools shutting down and consolidating because no one can afford to move here if they have kids.	Lowering the cost of water and sewer in Bellevue When I lives there in a house with 1 adult and 3 kids our water bill was over \$500 every 2 months that is ridiculous compared to living in Renton and using more water only pay max in the summer \$300 every 2 months that is a huge difference that could be ability to put food on the table



What core values do you see expressed in these statements?	What do you like about these Vision Statements?	What priorities are missing?
Equity	Well written	Bringing value to existing residents. Building out an equitable city is fine - but not at the expense of the families that already live here. We don't want more shelters and an import of homelessness. I want to see transparent equity provided to schools. Support growth of business here (not like Seattle taxing Amazon for being too big). Support people who are here - don't worry about growth of Bellevue by quantity but rather by quality. I want to see things like carbon zero initiative for the city. How can the city bring down cost of utilities - can it be provided for free? Those benefits will benefit people who have been living here, provide incentive for people to come or inspire other cities to copy our innovations. Businesses will reach their sustainability goals by being in Bellevue if the city is able to provide these benefits. We should consider the people of Bellevue first - and all other growth will follow. Grow by quality as to reflect the home value here rather than by the numbers.
Innovation	Promising investments	Safety & security



What core values do you see expressed in these statements?	What do you like about these Vision Statements?	What priorities are missing?
Nonsense		There needs to be a complete focus on reducing car dependency and investing heavily in bike, bus, and pedestrian infrastructure - even (and probably especially) at the expense of car infrastructure.
Safety, Sustainability, Walkable, Transitable, Diverse	These are good directions that the city should work towards to becoming a top tier, livable city.	Nothing is missing, but there is not enough investment in diverse housing and transit
Sustainability, Safety, Urbanization	I am working in the spring district. I am really looking forward to the light rail station. I also want to give biking a try to travel between spring district and Bellevue transit center.	Build more housing in job center such as Spring District. Re-zoom the Coca-Cola plant and Audi car dealership as it is a waste to not have residential area next to light rail station
Safety, innovation and sustainability	Everything	I don't see anything is missing
Idealism, unfortunately without much substance. There was much emphasis on Growth and quite false emphasis on Equity.	I like that they were written with the future in mind.	It isn't so much about missing priorities but rather about the statements not reflecting reality in Bellevue.
Safety, No crime, No drugs, No traffic		Traffic management and crime/drug control
I see an attempt to express positive values of sustainability, equity and fairness here.	They include a clear indication that the city wants to address the affordable housing problem.	There needs to be an explicit commitment to using different housing types and identifying "systemic" or "institutional" racism as an issue that the city specifically wants to address.
Safety, Innovation, Sustainability, fairness	I feel like these are values we share in the PNW region of the country.	Fairness, too many international investors purchasing homes in Bellevue! Making it harder for locals to live in Bellevue. Tax international buyers more



What core values do you see expressed in these statements?	What do you like about these Vision Statements?	What priorities are missing?
		Security and safety
Sustainability , community	They encompass almost everything	None
Encouraging both business and responsible urban planning that protects the high quality of life we currently enjoy	pro-business and pro climate	
Innovation, equity, people focus, sustainability, livability, art appreciation, present and future looking,	The Vision Statement covers most of the elements that make living in a particular place enjoyable.	I think there should be something about the quality and beauty or architectural value of the built environments (housing, offices, etc). I believe built environments that consider and draw from the surroundings and are architecturally interesting and attractive enhance the lives of everyone. Public art is important and should be part of any private or public construction project. Requiring setbacks from the streets for big office buildings would add space for semi-public plazas and public art.
Living Environment, Good for business, Different commute methods	Everything except the Housing. I'm not aware Bellevue is supporting affordable housing for different levels. I see that buying or renting a place in Bellevue is very expensive.	Supporting the issues faced by neighboring cities such as homeless issue in Seattle.
Equality, inclusion, and sustainability.	I like them. However, I would like to see people of different age groups, especially seniors, being considered.	The seniors are under the pressure of high living costs and high housing prices. Without seniors' participation, this city won't be vibrant. The transportation



What core values do you see expressed in these statements?	What do you like about these Vision Statements?	What priorities are missing?
I see a comprehensive framework with the word EQUITABLE used more than any other word. I see Equity used as a synonym to Equal & Diversification.	if we a a "CITY IN A PARK." Why does the SPRING DISTRICT HAVE NO PARKS? It's It appears the City in a Park is used more often to restrict a property owners rights WHILE the City asphalts over everything and approves HIGHRISES everywhere you look. The last 10 years of Bellevue has transformed the city into an Urban Jungle and unfortunately, the effects will be seen. And the fear would be we are following after failed cities before us- Like San Fransico or New York City, Those living in the highrises being subsidized by everyone else. The city is no longer affordable for workers/laborers and like any Socialist vision, its exactly what someone that thinks government is the solution desires.	roads, new parks, increased police to fight the exponential rise in crime.
Environmental, livability, family friendly		More downtown circuit loop electric car service. There should be a permanent Bellevue downtown circuit line.
Growth, equity,	Bellevue is a city for all its citizens	Art
Safety, equity, fairness.	Good.	Roads and traffic. Affordability.
Safety, community	Keeping it a park like City.	Strong police force, law & order, keeping taxes down
Innovation	Neutral	More details
Sustainability and Safety		Cleaning up the Factoria area and dealing with the increasing homeless population.



What core values do you see expressed in these statements?	What do you like about these Vision Statements?	What priorities are missing?
Safety, innovation, comfort, cleanliness, open.	The inclusion of the vision of improved safety.	Frankly, it is very difficult to focus on so many priorities. Bellevue needs to understand what Bellevue is, as opposed to what the social trends push it to be.
Equal housing	Great environment	Safety and drugs
Innovation, safety		
Extreme left role ideologies	They are unrealistic and appealing to woke virtue signaling	Focusing on what really matters, better road infrastructure to help alleviate the horrendous traffic in Bellevue, eliminating the terrible surge in vagrancy (aka homelessness), and addressing the huge surge in crime and safety issues facing residents. All of the BS you talk about is pure lip service meant to address extreme left liberal ideologies instead of actually addressing real problems.
I see no development in bridal trials , Bellevue is a place lot of rich people live, but bridal trials still have wooden electric poles , narrow roads , which are difficult to drive , there is lot of land in bridal trials, can be developed to nice buildings, there are house which are sewer system, please help this neighborhood, every time there is storm light keep flickering , after paying 15000 per year property taxes , still having difficulties with roads , sewer , electricity	None	Make some neighborhoods better



What core values do you see expressed in these statements?	What do you like about these Vision Statements?	What priorities are missing?
We've done a great job. Lets keep the momentum going in the current proper direction.	Recognizing that where are now is good, and should continue.	Services like Utilities, Transportation, Schools are mentioned, but no where is Law Enforcement? A professionally led, visible and robust Law Enforcement service is key to a safe quality of life in Bellevue. Seattle, Tacoma, and even cities like Bellingham have not supported the Police and thus their cities have degraded.
Sustainability	Good overarching themes.	More targeted information on seniors.
	if implemented, they sound really good	all priorities seem to be there



Appendix B – Comments Received at In-Person Events

What values do you see represented in these vision statements?

Balancing growth/development and livability

Environmental Sustainability

Community for All

A staff that tries hard.

What do you like about these vision statements?

They aim to achieve best livability and service with growth

I appreciate that you call out community engagement as a core focus, and I think the city does a good job of this too.

Genuine dedication and actual progress.

Housing - I like the emphasis on better serving people at all stages of life.

Emphasis on housing diversity

Emphasis on multi-modal transport, safety and walkability.

Emphasis on reducing climate impact

Emphasis on increasing housing affordability

Nice use of appreciative inquiry

Balancing economic development with retention of environment, parks, shoreline, and ability to effectively serve

What priorities are missing?

Neighborhood parks for families, especially in high growth areas.

Equitable access to transportation for all abilities, incomes, locations.

Events at parks and community centers for kids and adults.



What priorities are missing?

Downtown Bellevue should be more inviting for foot traffic, milling around, outdoor cafes, community togetherness. Think downtown Kirkland on a summer evening, Woodinville wine walk, etc. for example. Main Street is good (although accessibility/parking remains a challenge).

Will dementia related issues be taken into account under Human Services? Dementia is not highlighted in plan; not given enough attention. Thank you.

A ton of emphasis on environmental, safety, parks, arts, transportation and economic development. I would like to see more transparency on our resources like water, disaster preparedness, sexual education for youth.

Bringing diverse community together. Look for common denominators that cross cultural boundaries. Move nights in park are good although make for very late nights. So more events in the parks that target cross cultural populations.

Make it easier for low-income residents to own and build equity.

Parks safer and more usable

Public transportation to easily access all parts of the city an other nearby cities.

Safety on public transportation.

Human services "equitable" and "caring" needs "language access" and city people to reach out.

A 40 year long-term plan for investing in trees. Hire a subject expert (Jim Skiera) former president of the International Tree Association ASI) to develop a plan for each area of the city using native trees, create shade, stop urban heat islands (i.e., Ranier).

Missing middle housing and transportation choice. Social housing. Housing residence choices (rent to own) and detailed bike infrastructure and road removals. Sensible safety and public awareness education (related to biking).

What are departments/2044 plan taking into consideration regarding aging populations. Under housing - more than aging in place. Transition to home to assisted care.

Inclusion must include LGBTQ+ and not just cultural and income groups

Improved transportation and frequent bus services

Air quality along major freeways. My father passed away from lung cancer - never smoked but lived next to 405 in Woodridge

"City in a Park." Retain PNW distinctive treeline (e.g., over 100-year-old skyline) vs. "good enough" Home Depot landscaping



What priorities are missing?

Minimize impact to Wilburton. Major traffic and density impacts. Keep height limits close to neighborhood.

Crossroads and Factoria areas should/can be carefully observed in terms of the environment and forest preservation. The mall areas are often packed with cars and traffic.

Cultural and social events that are inclusive

Bellevue Botanical Gardens should have lower prices to make it accessible everyone

A shared priority with schools. The city has a vested interest in the success and competitiveness of the schools

Urban Design & The Arts: I like the vision statements, but it doesn't seem grounded in reality like the other statements do.

A lot of the new real estate developments are not contributing characters and creativity, or inspiration. Mostly they're functional but plain. So a lot more should be done to live up to this vision.

Eliminate parking minimums

Nuanced approach to different Bellevue regions based on topography, transportation access and potential for future growth.

Parks & Rec & Open Space: I like it overall, but it would be nice to add some language about the city's opportunity for citizens to engage in the stewardship of the natural areas. This is a deeper level of commitment than "recreation" broadly. Example would be Bellevue Naturalists.

Land Use: You mentioned areas, but sounds like segregated areas for high density/low income and more high income areas.

Parking minimums should be reduced or eliminated

Sustainability I think is missing.

Street/intersection safety seems to be understated. We need to retrofit existing roads to be vision zero compatible in addition to new projects.

Rental registration program!

Shoreline and Land Use management need to provide access to ALL residents, not just the top 1% who can afford shoreline property.

Rezone next to schools to create coffee shops and mixed use retail



What priorities are missing?

Disaster preparedness

For the economic development statement it excludes small business. I thing that should be included as a focal point of economic development and stated explicitly. We need to balance global business, chain stores/restaurants with unique small business/restaurants etc.

Safety. Strong responses against mail theft, home robbery and car parts theft - take a look at Next Door - feels scary.

I have seen in past two decades that Bellevue City pouring so much of our tax money into Downtown Bellevue to make the area safe, inviting city. BUT I have not seen in (same) in Crossroads areas. Crossroads has hardly any lights for evening walking like people are able to do in Downtown Bellevue. And I would like to know why. Are we less deserving to have more lights in our park? Side walks - many are not safe enough for the elderly and young child. Crossroads area residents deserve the same level of comfort as those who are in Downtown Bellevue.

Significant trees (8" in diameter) 34-45 years old or bigger landmark trees (26" in diameter) 80-100 years old need special consideration because of the resilience against climate change and better environmental impact. Loss of these takes decades to restore if possible.

Multigenerational communities.

Communal activities/programs for all ages
to build community among older people to prevent isolation
Community space for getting together.

Too much emphasis on neighborhood diversity - e.e. not everyone in Crossroads is same - boundaries are not representative of values. Rethink "neighborhoods."

Kid friendly walkways and transportation

Mandated affordable housing units at 50% - 80% AMI and help at that inperpetuity or 50 years. (+1 to this, but also for 0-30% AMI)

Land Use plan includes 8100 new jobs in Eastgate/Factoria by 2035 and only 900 units of new housing with Bellevue College and the new shelter, that area needs a lot more housing.

Sidewalks are needed on the 173 Ave NE. Very narrow space to walk on either side (one side being the ditch) kindly give this amenity.

Neighborhood events - for instance, we live in Northtowne by Clyde Hill Elementary for about 10 years. I can't recall a neighborhood oriented event. Compare with Clyde Hill and especially the Points - particularly Median. 4th of July, Medina Days, etc. Is there something Bellevue could do that's comparable?



What priorities are missing?

Shoreline Management - Public Access - More Please!!

Livability for all ages and groups.

Save our trees. Restrictions in cut off for development projects. '

Bellevue is a fantastic city to live in and I hope the government pays attention to the safety so that we continue to live in this great and low crime area.

Balance investment potential for developers and new business with actual needs of residents.