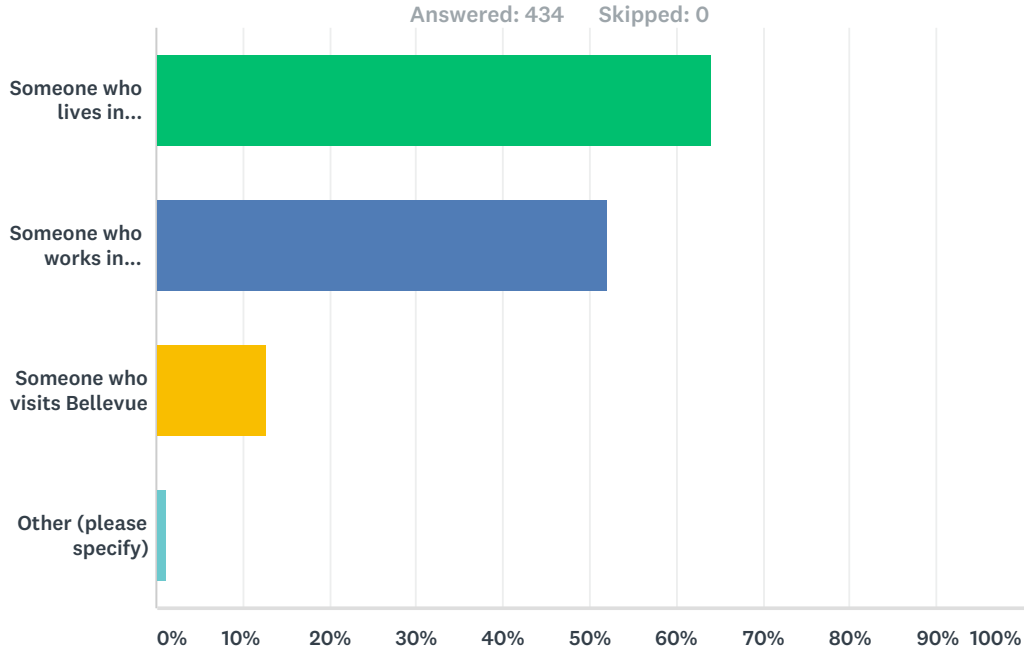


How do you get Bellevue traveler information?

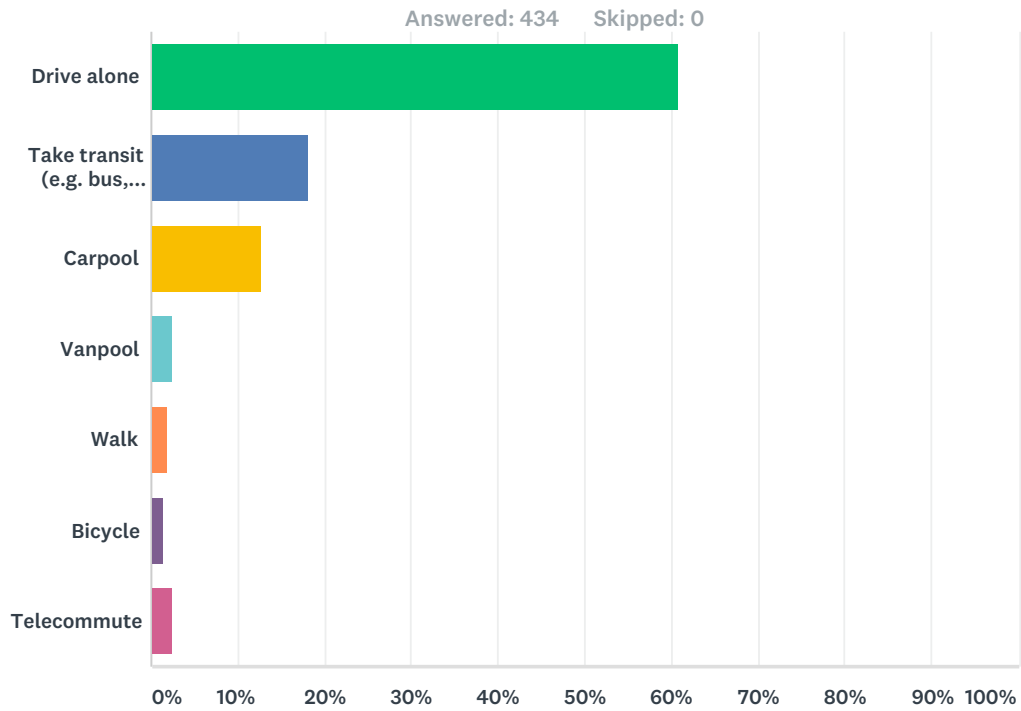
**Q1 I am participating in this survey as: (select all that apply)**



Answer Choices	Responses
Someone who lives in Bellevue	64.06% 278
Someone who works in Bellevue	52.07% 226
Someone who visits Bellevue	12.67% 55
Other (please specify)	1.15% 5
<b>Total Respondents: 434</b>	

How do you get Bellevue traveler information?

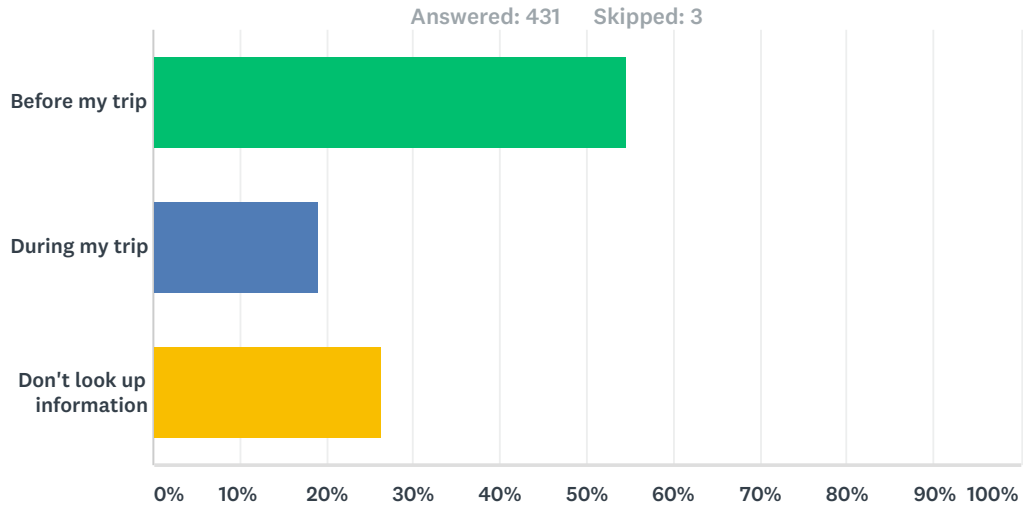
## Q2 As a commuter to/from Bellevue, most times I....



Answer Choices	Responses
Drive alone	60.83% 264
Take transit (e.g. bus, light rail)	18.20% 79
Carpool	12.67% 55
Vanpool	2.53% 11
Walk	1.84% 8
Bicycle	1.38% 6
Telecommute	2.53% 11
<b>Total</b>	<b>434</b>

How do you get Bellevue traveler information?

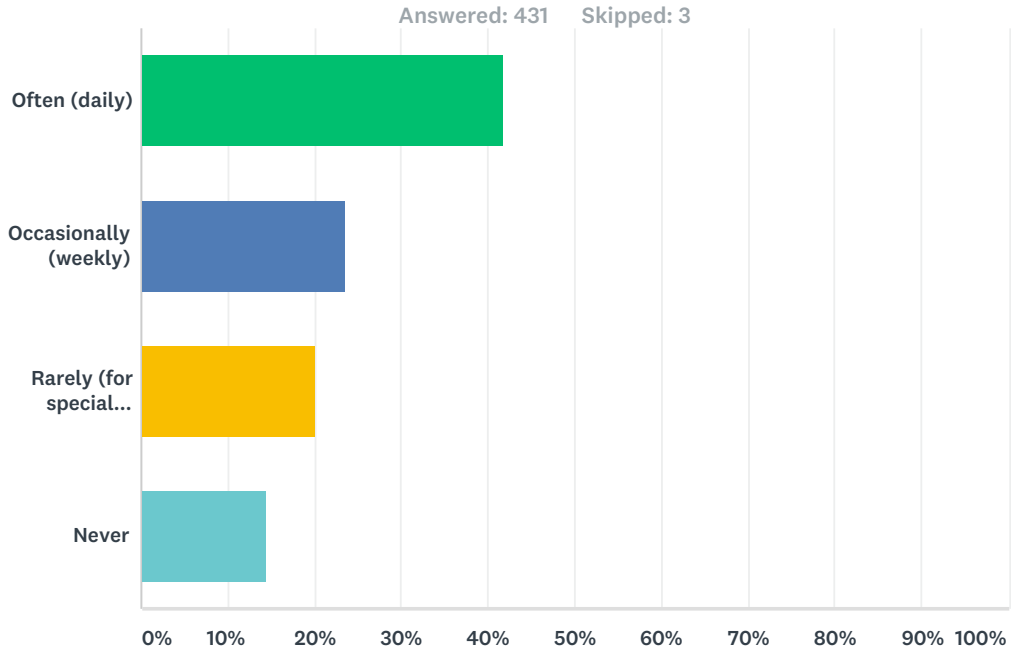
### Q3 I primarily look for traveler information... (select one)



Answer Choices	Responses	
Before my trip	54.52%	235
During my trip	19.03%	82
Don't look up information	26.45%	114
Total		431

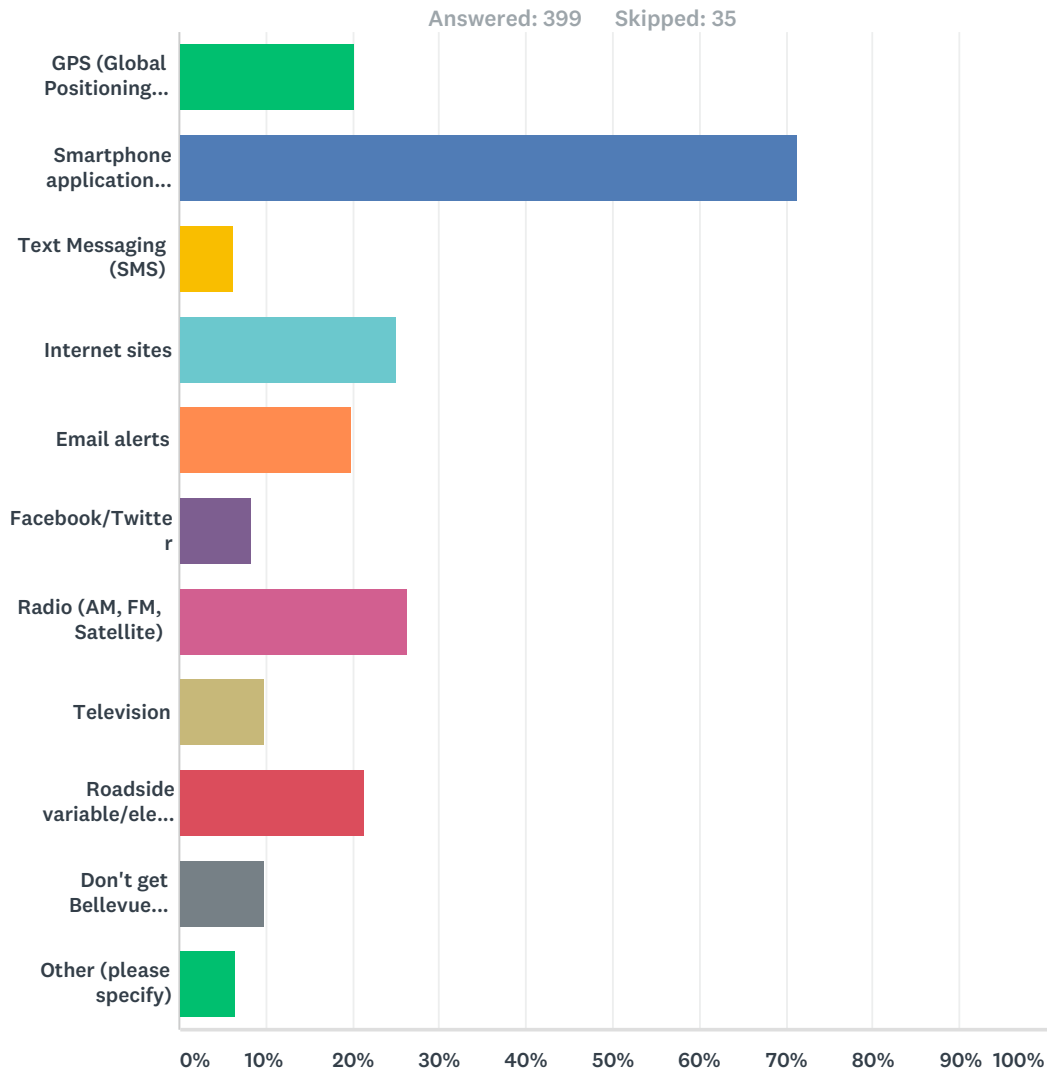
How do you get Bellevue traveler information?

### Q4 When I'm about to travel for my commute to/from Bellevue, I check for traveler information on my mobile device.... (select one)



Answer Choices	Responses
Often (daily)	41.76% 180
Occasionally (weekly)	23.67% 102
Rarely (for special occasions)	20.19% 87
Never	14.39% 62
Total	431

## Q5 I receive real-time Bellevue traveler/traffic information from the following sources...(check all that apply)



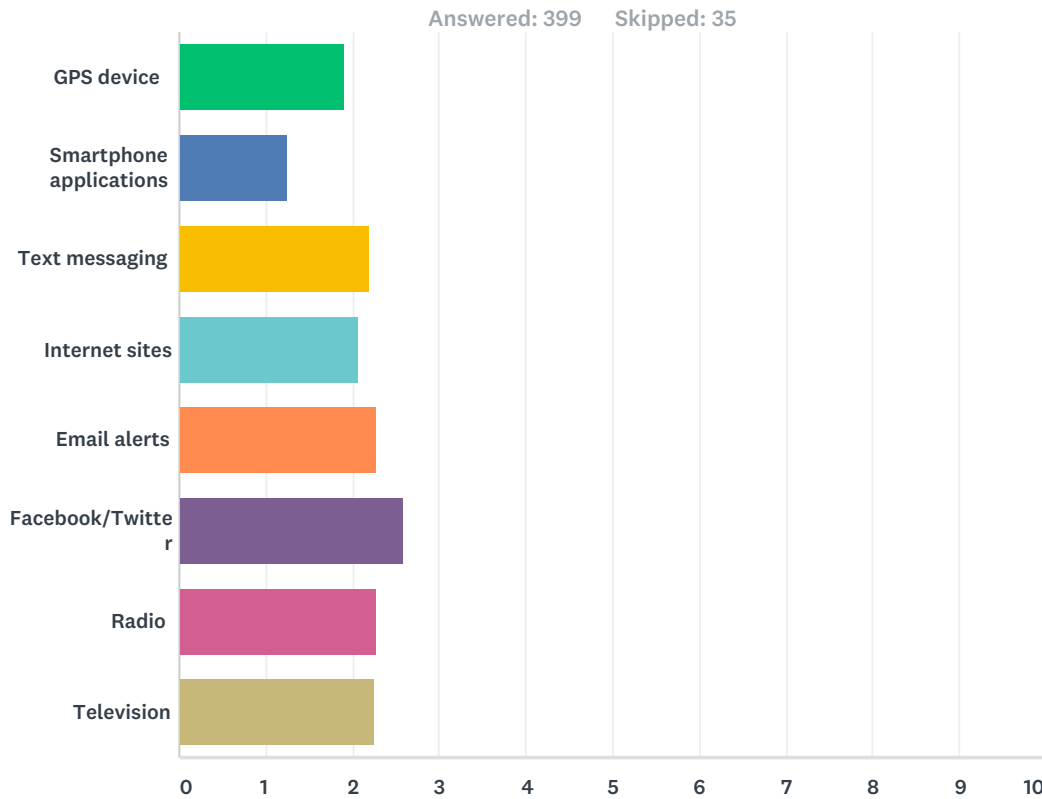
Answer Choices	Responses
GPS (Global Positioning System) navigation device (e.g. stand alone, in-vehicle device)	20.30% 81
Smartphone application (e.g. Google Maps, WAZE)	71.43% 285
Text Messaging (SMS)	6.27% 25
Internet sites	25.06% 100
Email alerts	19.80% 79
Facebook/Twitter	8.27% 33
Radio (AM, FM, Satellite)	26.32% 105
Television	9.77% 39
Roadside variable/electronic message signs	21.30% 85
Don't get Bellevue traffic information	9.77% 39

How do you get Bellevue traveler information?

Other (please specify)	6.52%	26
Total Respondents: 399		

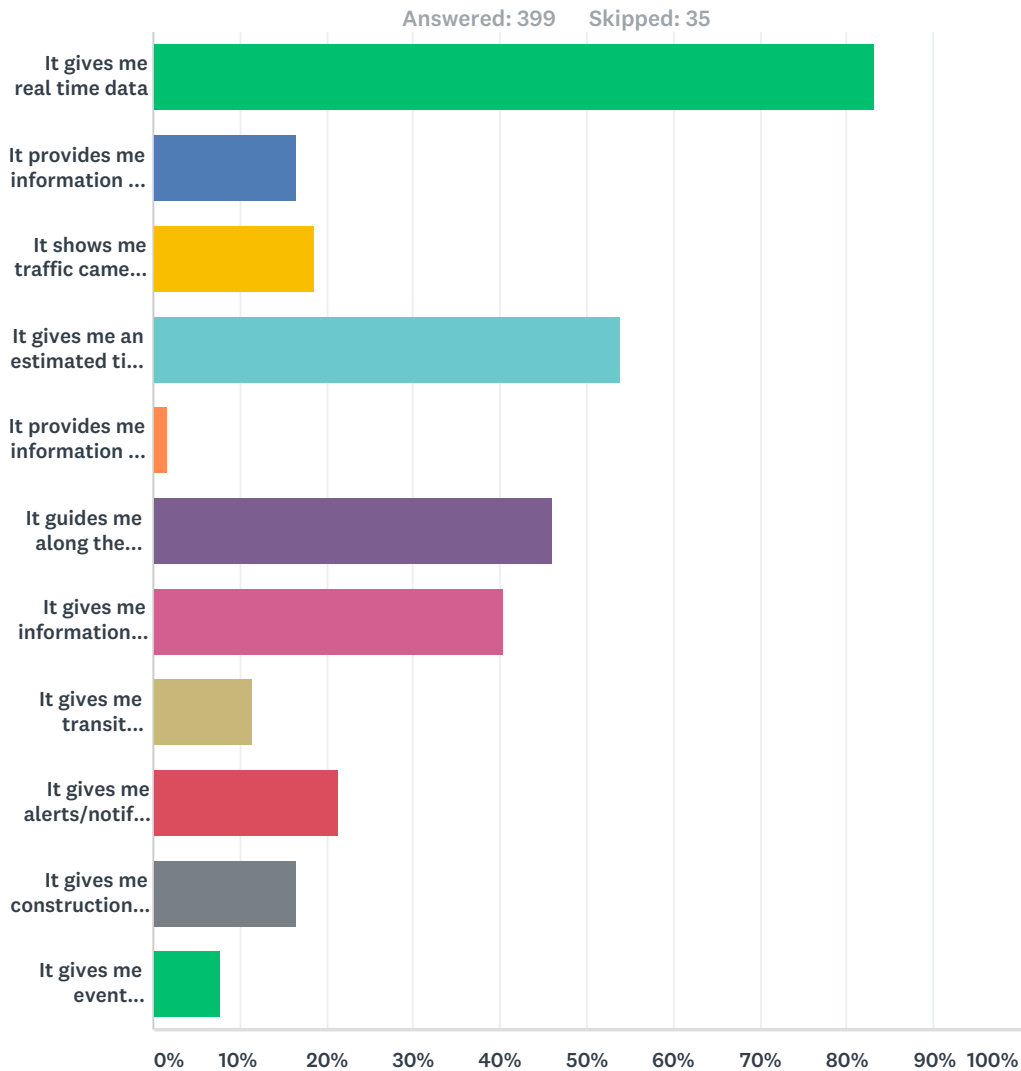
How do you get Bellevue traveler information?

## Q6 The tools I use the most for getting real-time Bellevue traveler information (indicate 1st, 2nd, 3rd choices)



	#1 Tool I use the most	#2 Tool I use the most	#3 Tool I use the most	Total	Weighted Average
GPS device	32.71% 35	43.93% 47	23.36% 25	107	1.91
Smartphone applications	80.70% 255	12.97% 41	6.33% 20	316	1.26
Text messaging	13.95% 6	53.49% 23	32.56% 14	43	2.19
Internet sites	24.47% 46	44.15% 83	31.38% 59	188	2.07
Email alerts	15.74% 17	39.81% 43	44.44% 48	108	2.29
Facebook/Twitter	2.86% 1	34.29% 12	62.86% 22	35	2.60
Radio	13.86% 23	43.98% 73	42.17% 70	166	2.28
Television	20.97% 13	32.26% 20	46.77% 29	62	2.26

## Q7 The three (3) features I like the most about my preferred online traveler information tool(s) are that... (select 3)



Answer Choices	Responses
It gives me real time data	83.21% 332
It provides me information on all modes of transportation	16.54% 66
It shows me traffic camera images	18.55% 74
It gives me an estimated time of travel to my destination	53.88% 215
It provides me information on "for hire" and car share options	1.75% 7
It guides me along the fastest route	46.12% 184
It gives me information about roadway incidents	40.35% 161
It gives me transit information, including bus locations and/or bus arrival times	11.53% 46
It gives me alerts/notifications	21.30% 85
It gives me construction information	16.54% 66

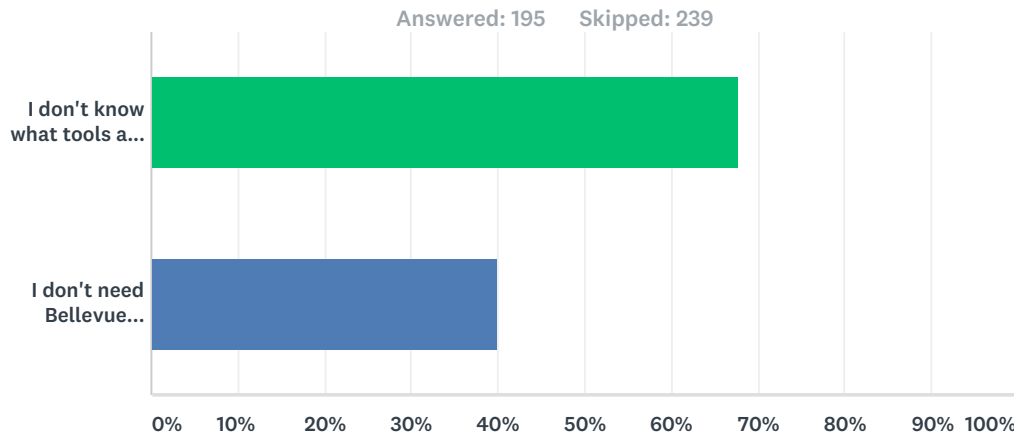


## How do you get Bellevue traveler information?

<b>It gives me event information</b>	<b>7.77%</b>	<b>31</b>
<b>Total Respondents: 399</b>		

How do you get Bellevue traveler information?

## Q8 The reason(s) I don't get Bellevue traveler information... (select all that apply)

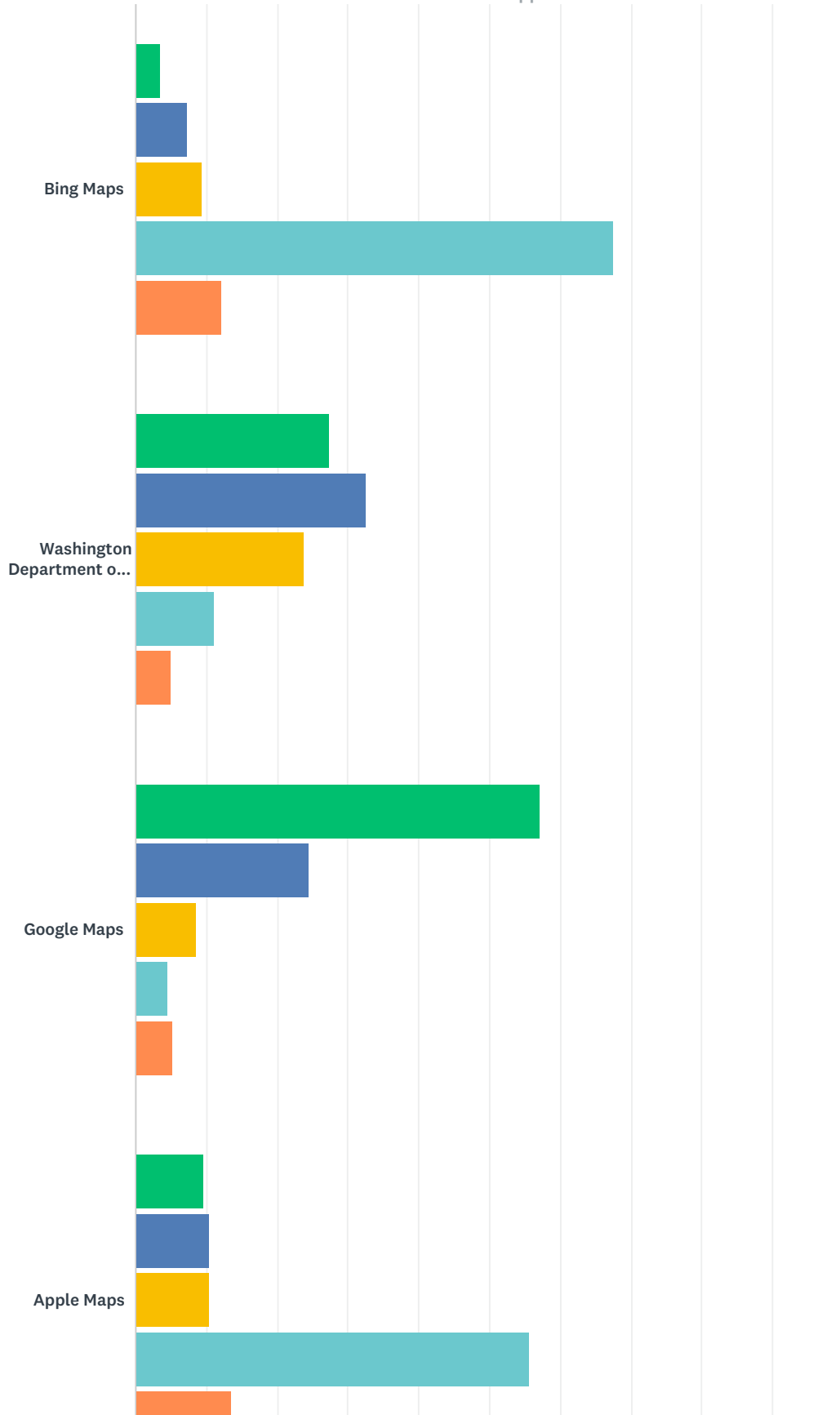


Answer Choices	Responses
I don't know what tools are available to me	67.69% 132
I don't need Bellevue traveler information for my commute purposes	40.00% 78
Total Respondents: 195	

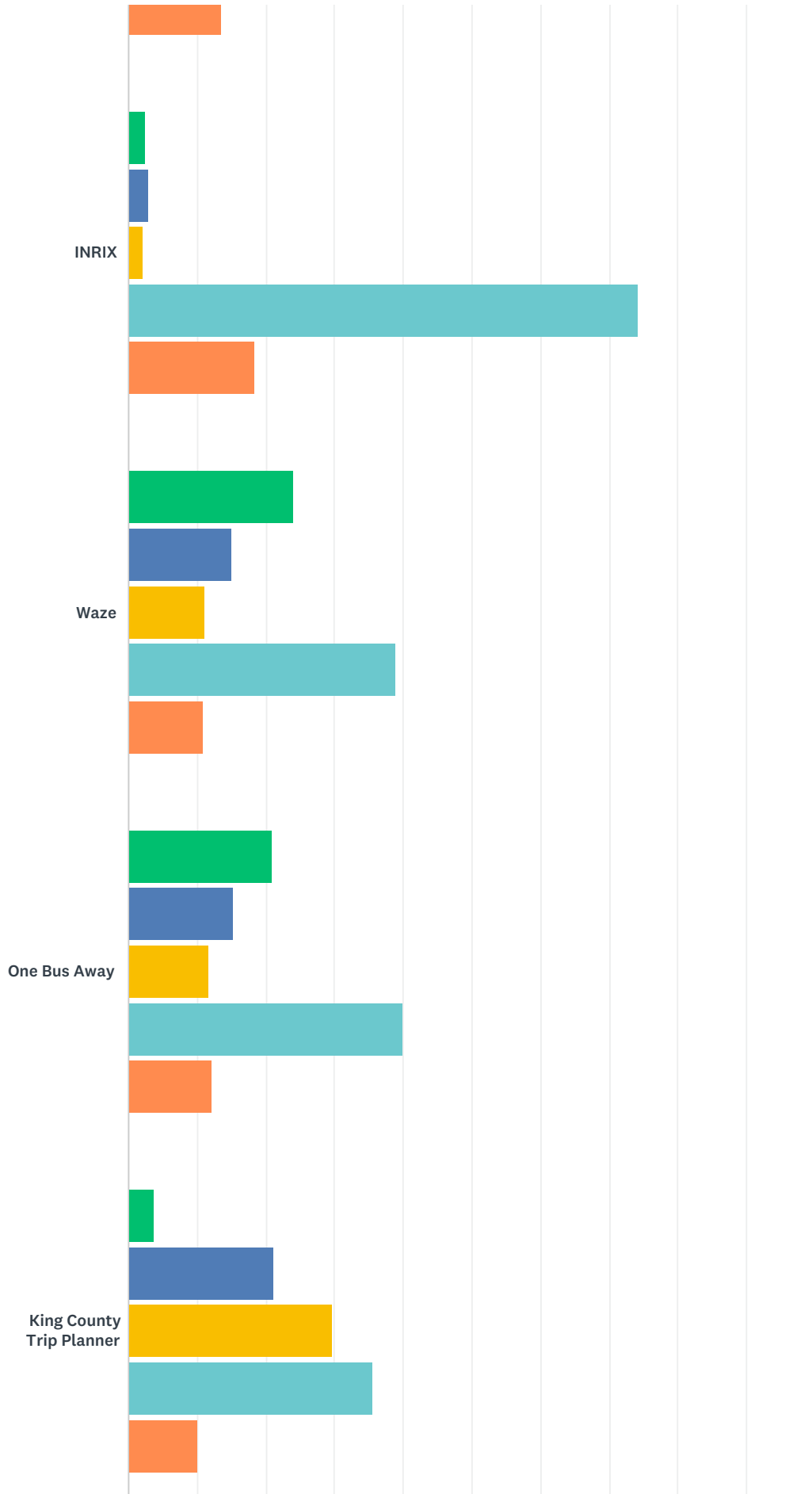
How do you get Bellevue traveler information?

# Q9 The real time Smartphone traffic/transit navigation apps that I use to get Bellevue traffic conditions are...

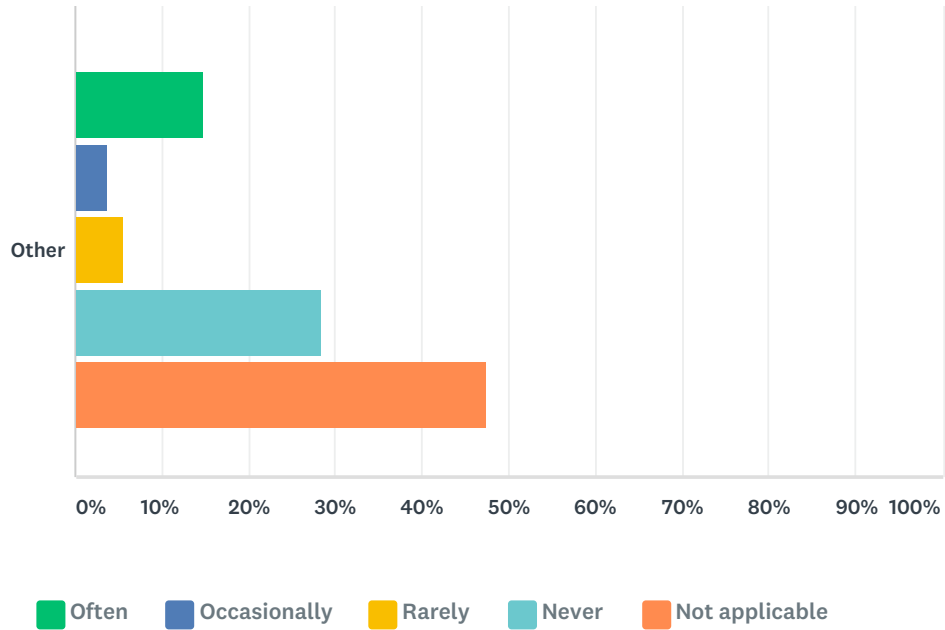
Answered: 380 Skipped: 54



# How do you get Bellevue traveler information?

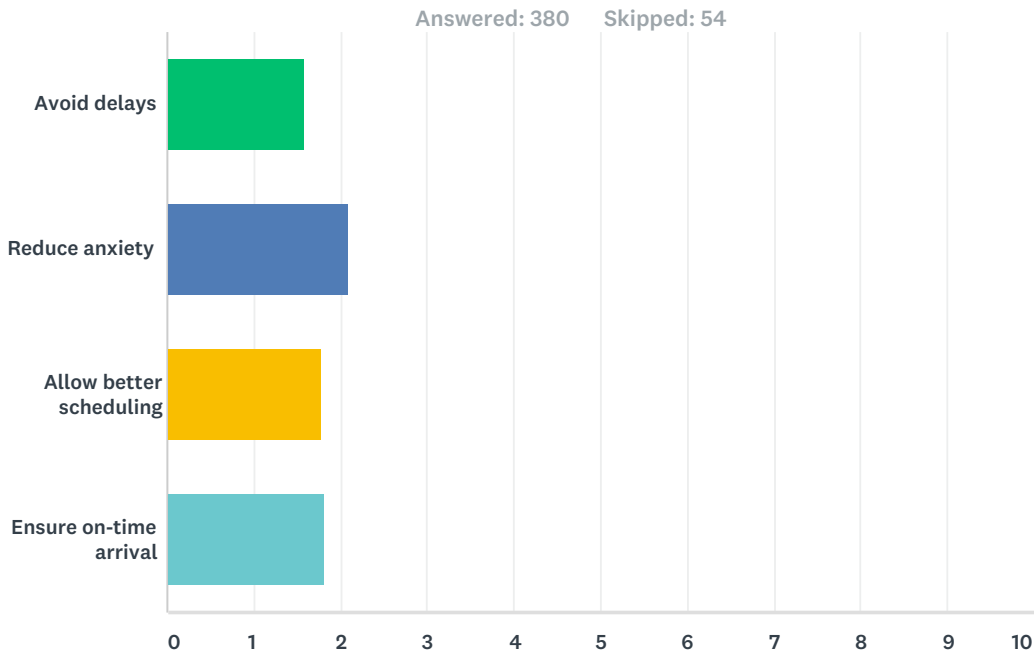


### How do you get Bellevue traveler information?



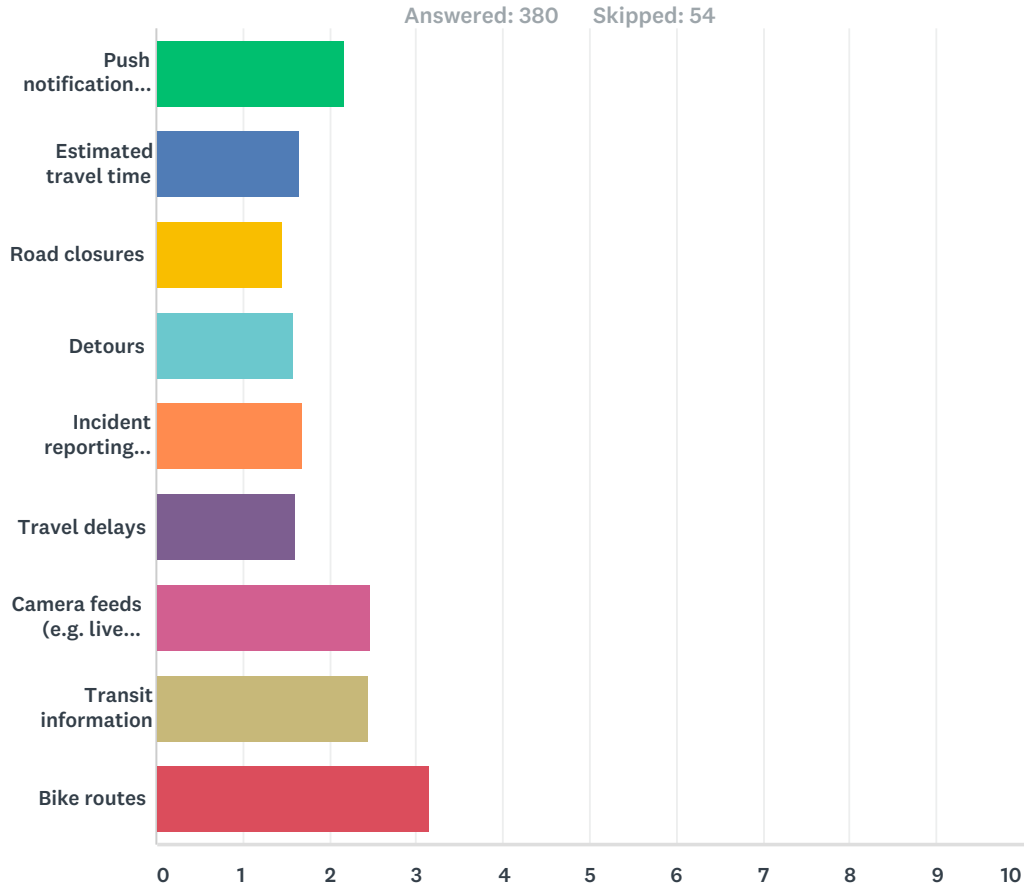
	Often	Occasionally	Rarely	Never	Not applicable	Total
Bing Maps	3.64% 9	7.29% 18	9.31% 23	67.61% 167	12.15% 30	247
Washington Department of Transportation (WSDOT)	27.36% 87	32.70% 104	23.90% 76	11.01% 35	5.03% 16	318
Google Maps	57.06% 194	24.41% 83	8.53% 29	4.71% 16	5.29% 18	340
Apple Maps	9.73% 25	10.51% 27	10.51% 27	55.64% 143	13.62% 35	257
INRIX	2.50% 6	2.92% 7	2.08% 5	74.17% 178	18.33% 44	240
Waze	24.10% 67	15.11% 42	11.15% 31	38.85% 108	10.79% 30	278
One Bus Away	21.00% 59	15.30% 43	11.74% 33	39.86% 112	12.10% 34	281
King County Trip Planner	3.70% 10	21.11% 57	29.63% 80	35.56% 96	10.00% 27	270
Other	14.81% 24	3.70% 6	5.56% 9	28.40% 46	47.53% 77	162

## Q10 I like real-time traveler information because it helps me... (rate on scale)



	Very helpful	Somewhat helpful	Not very helpful	Not applicable/no opinion	Total	Weighted Average
Avoid delays	60.82% 222	26.58% 97	4.66% 17	7.95% 29	365	1.60
Reduce anxiety	35.26% 122	36.42% 126	12.14% 42	16.18% 56	346	2.09
Allow better scheduling	51.84% 183	29.75% 105	7.37% 26	11.05% 39	353	1.78
Ensure on-time arrival	49.03% 177	29.92% 108	10.53% 38	10.53% 38	361	1.83

# Q11 If the City of Bellevue were to create a customized traveler information app, I would find the following features the most useful



	Essential	Useful	Somewhat useful	Not at all useful	Total	Weighted Average
Push notifications (e.g. text/email alerts)	27.32% 97	40.56% 144	19.44% 69	12.68% 45	355	2.17
Estimated travel time	53.80% 198	32.07% 118	8.15% 30	5.98% 22	368	1.66
Road closures	67.65% 251	23.72% 88	4.04% 15	4.58% 17	371	1.46
Detours	57.10% 209	31.15% 114	7.10% 26	4.64% 17	366	1.59
Incident reporting (identified/verified by users)	50.00% 181	35.64% 129	10.22% 37	4.14% 15	362	1.69
Travel delays	55.37% 201	33.33% 121	6.61% 24	4.68% 17	363	1.61
Camera feeds (e.g. live camera images)	13.84% 49	38.70% 137	33.90% 120	13.56% 48	354	2.47
Transit information	21.35% 76	30.62% 109	29.49% 105	18.54% 66	356	2.45

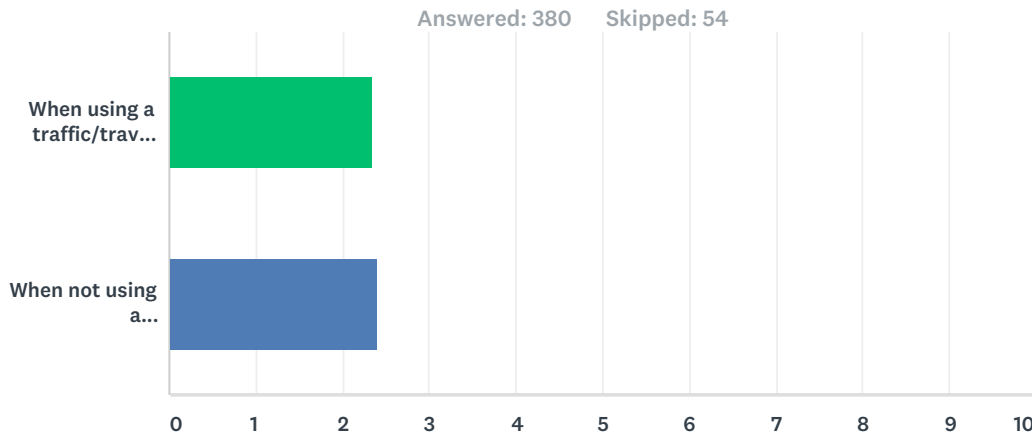
How do you get Bellevue traveler information?

<b>Bike routes</b>	<b>5.78%</b> 20	<b>18.79%</b> 65	<b>30.06%</b> 104	<b>45.38%</b> 157	346	3.15
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How do you get Bellevue traveler information?

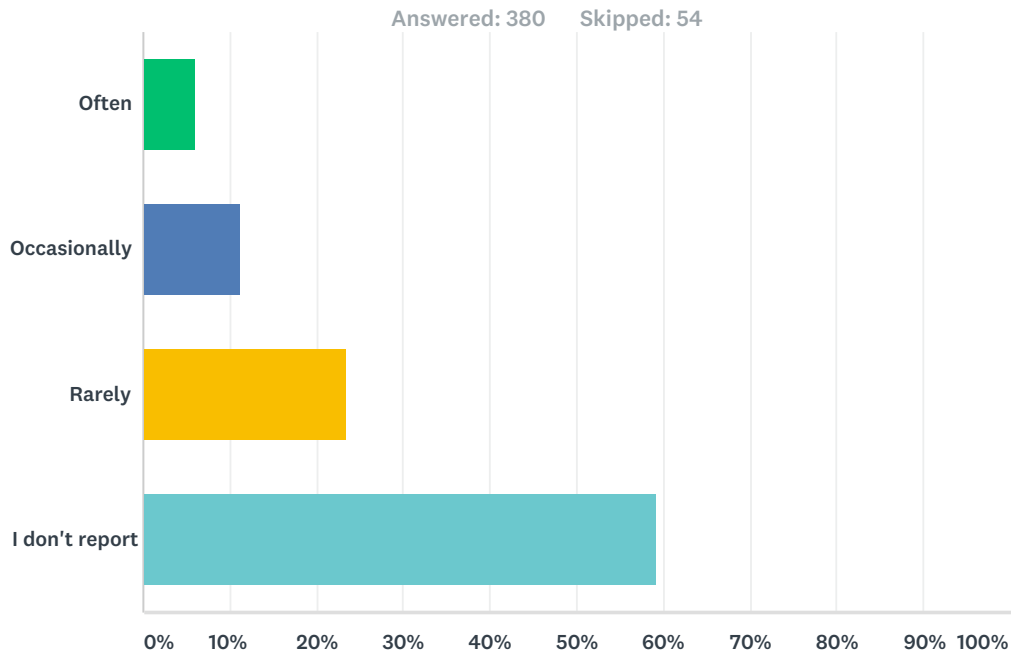
## Q12 When driving in Bellevue, I am likely to drive through a residential area to reach my destination



	Very Likely	Somewhat Likely	Not At All Likely	Never	Not applicable	Total	Weighted Average
When using a traffic/travel app	29.33% 110	36.53% 137	16.27% 61	5.07% 19	12.80% 48	375	2.35
When not using a traffic/travel app	26.22% 97	34.05% 126	22.97% 85	6.76% 25	10.00% 37	370	2.40

How do you get Bellevue traveler information?

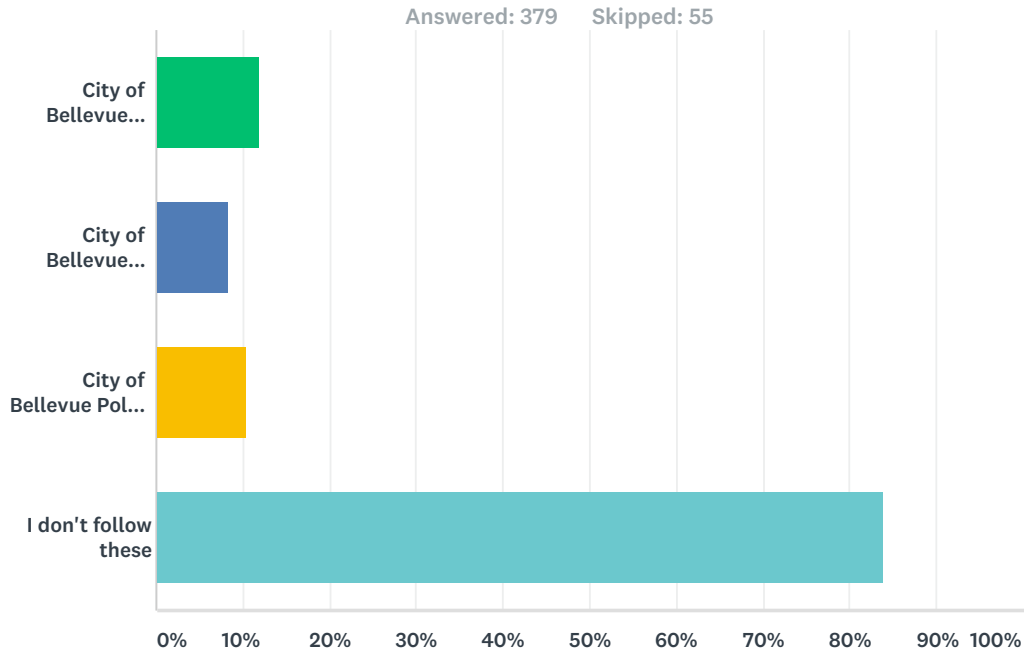
### Q13 I report traffic incidents/accidents, police presence, traffic back ups, etc. on a traffic app



Answer Choices	Responses
Often	6.05% 23
Occasionally	11.32% 43
Rarely	23.42% 89
I don't report	59.21% 225
Total	380

How do you get Bellevue traveler information?

### Q14 The City of Bellevue Twitter accounts I follow for Bellevue traveler information.... (select all that apply)



Answer Choices	Responses
City of Bellevue (@BellevueWa)	11.87% 45
City of Bellevue Transportation (@BvueTrans)	8.44% 32
City of Bellevue Police Department (@BvuePD)	10.55% 40
I don't follow these	83.91% 318
<b>Total Respondents: 379</b>	

## Q15 If you follow Bellevue on Twitter, what do you like about it?

Answered: 30 Skipped: 404

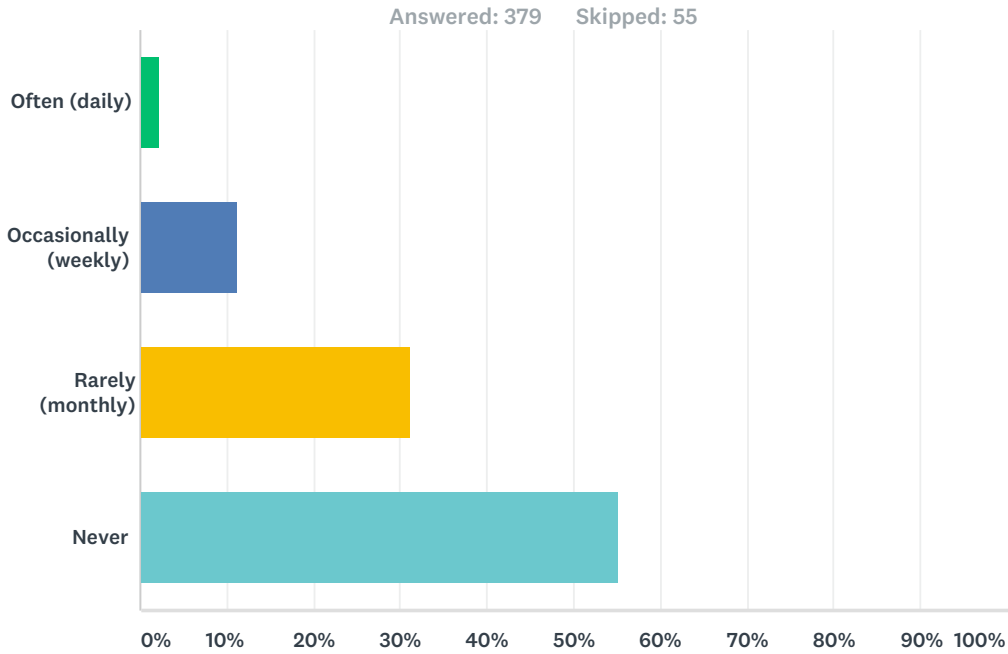
#	Responses	Date
1	Helpful to have real-time direct information when I'm looking for it from people/entities who know.	6/29/2017 12:50 PM
2	Don't use Twitter	6/28/2017 4:44 PM
3	For an instant feed, I usually know about issues before they are posted. Not a big fan of any of these feeds.	6/28/2017 3:43 PM
4	n/a	6/28/2017 1:20 PM
5	Twitter sucks	6/28/2017 1:16 PM
6	I like to see information about things/events happening in the area.	6/28/2017 9:50 AM
7	I don't use twitter	6/28/2017 7:34 AM
8	NA	6/27/2017 4:48 PM
9	Real-time updates, ability to get questions answered in a timely manner	6/27/2017 4:00 PM
10	Twitter is for idiots that don't have a real life	6/27/2017 2:04 PM
11	Bellevue-centric information.	6/27/2017 12:29 PM
12	timeliness	6/27/2017 11:55 AM
13	Local news is always interesting	6/27/2017 11:33 AM
14	Sometimes relevant info pertaining to my trip. Especially is there is a backup or accidents.	6/27/2017 11:23 AM
15	Up to date information that is not always found elsewhere.	6/27/2017 11:19 AM
16	Reasonably accurate and real-time	6/27/2017 11:19 AM
17	It notifies me of upcoming events.	6/27/2017 11:17 AM
18	Notices on upcoming events.	6/27/2017 11:10 AM
19	Use Instagram	6/27/2017 11:03 AM
20	Not much.	6/27/2017 10:46 AM
21	Timely	6/27/2017 10:42 AM
22	The president tweets, therefor I don't.	6/27/2017 10:37 AM
23	I don't do twitter	6/27/2017 10:31 AM
24	Useful info, timely, positive/occasionally funny	6/27/2017 10:27 AM
25	These are new to me (never knew they existed) I have lived here for over 50 years. nor do they come up easily when looking for them. Couldn't find them. Might just be helpful that things aren't so hard to find.	6/27/2017 7:31 AM
26	Local information	6/26/2017 3:40 PM
27	relevant info.	6/26/2017 3:06 PM
28	I just started following after seeing the above on the survey	6/26/2017 2:34 PM
29	I don't tweet	6/26/2017 2:29 PM
30	N/A	6/26/2017 2:29 PM

## Q16 If you follow Bellevue on Twitter, what improvements to posts would you recommend?

Answered: 28 Skipped: 406

#	Responses	Date
1	Timely tweets	7/6/2017 12:57 PM
2	Keep tweeting, re-tweet as appropriate. Usually I go looking for information but sometimes the best information is something that finds me.	6/29/2017 12:50 PM
3	Don't use Twitter	6/28/2017 4:44 PM
4	Twitter requires me to have Twitter open. I am not a fan of that app, thus I am very resistant to using it. I prefer other methods like txts, in-app notifications, emails, etc.	6/28/2017 3:43 PM
5	n/a	6/28/2017 1:20 PM
6	Twitter really sucks	6/28/2017 1:16 PM
7	The twitter account doesn't seem to be monitored after work hours. It's not useful if it isn't being used.	6/28/2017 7:18 AM
8	NA	6/27/2017 4:48 PM
9	Be better about real-time updates.	6/27/2017 4:00 PM
10	Respond to tweets	6/27/2017 2:48 PM
11	actionable and informational info - things i can use to make decisions, as well as explain things like 'why is there a helicopter hovering over <location>' or 'why are there several police cars at <location>'. Also, items about the City Council and management.	6/27/2017 2:39 PM
12	Stop following the accounts, roll down your window and yell at the other drivers, wave at people when they flip you off.	6/27/2017 2:04 PM
13	make them pertinent, not vapid. Alerts should contain useful information that applies to all residents	6/27/2017 11:59 AM
14	Did you knows. For services you can find or may have with the city or PD.	6/27/2017 11:17 AM
15	Not enough relevant info, so I don't follow.	6/27/2017 11:10 AM
16	Use instagram	6/27/2017 11:03 AM
17	If twitter is for alerts it must be timely. Wsdot has twitter but I have been sitting in huge traffic jam's and Twitter for WSDOT has no information. That seems like a missed opportunity	6/27/2017 10:55 AM
18	Twitter handle @bellevueWA does not convey that it's for the City of Bellevue	6/27/2017 10:46 AM
19	??	6/27/2017 10:37 AM
20	That incidents are not posted in a timely manner. I work ay T-Mobile in Factoria and I can't tell you the number of times Coal Creek Pkwy has gotten messed up and there's nothing from City of Bellevue about it. Waze is great, couldn't function without it. It would be nice if you guys could post more timely information about incidents.	6/27/2017 10:34 AM
21	I don't do twitter	6/27/2017 10:31 AM
22	None - I like it!	6/27/2017 10:27 AM
23	Might just be helpful that things aren't so hard to find. Make things easy for people.	6/27/2017 7:31 AM
24	Photos	6/26/2017 3:40 PM
25	don't retweet 500 things at a time. when multiple messages are spamming me, I want to mute you.	6/26/2017 3:06 PM
26	More posts.	6/26/2017 2:35 PM
27	I don't tweet	6/26/2017 2:29 PM
28	N/A	6/26/2017 2:29 PM

### Q17 How often do you visit the City's Real Time Traffic (camera) webpage? (select one)



Answer Choices	Responses
Often (daily)	2.37% 9
Occasionally (weekly)	11.35% 43
Rarely (monthly)	31.13% 118
Never	55.15% 209
Total	379

## Q18 If you visit the City's Real Time Traffic webpage, what do you like about it?

Answered: 51 Skipped: 383

#	Responses	Date
1	I didn't know thatchers was a page but now that I do, I will use it	7/12/2017 9:31 PM
2	Shows what is actually going on	7/10/2017 9:39 AM
3	cameras!	7/6/2017 12:58 PM
4	cameras	7/3/2017 3:28 PM
5	The traffic map's detailed coverage of surface streets.	7/1/2017 11:42 AM
6	cams	6/30/2017 11:12 PM
7	Its local	6/30/2017 7:20 AM
8	accuracy	6/29/2017 4:07 PM
9	I like seeing the actual views of the streets sometimes	6/29/2017 12:51 PM
10	quick and easy to read; like access to the traffic cameras	6/29/2017 9:51 AM
11	It shows the roadways with traffic delays, because every day there is a traffic jam going southbound, no matter which route you drive	6/29/2017 8:50 AM
12	I can find out if the slowing shown on the maps is doo to volume or an incident.	6/29/2017 7:00 AM
13	Overall congestion	6/29/2017 6:51 AM
14	Good to see weather issues	6/28/2017 7:37 PM
15	helps with route planning	6/28/2017 6:52 PM
16	there are cameras that I can check how bad traffic is	6/28/2017 1:43 PM
17	n/a	6/28/2017 1:20 PM
18	Picture of what's going on.	6/28/2017 10:25 AM
19	It gives me an idea about traffic delays. I might select an alternate route.	6/28/2017 9:51 AM
20	Don't use apps	6/28/2017 8:54 AM
21	I like to check my route when the roads are snowy.	6/28/2017 8:21 AM
22	I get to see the conditions to my carpool pickup point	6/28/2017 5:59 AM
23	I just became aware of it and might use it for planning and if I am a passenger in the car.	6/27/2017 7:04 PM
24	The real time cameras	6/27/2017 6:35 PM
25	Google Maps	6/27/2017 5:56 PM
26	NA	6/27/2017 4:49 PM
27	I can see the traffic density, and sometimes Fire and Police responses to accidents.	6/27/2017 3:12 PM
28	Show traffic	6/27/2017 2:30 PM
29	Naked people, everybody is naked under all they wear,	6/27/2017 2:07 PM
30	Nothing. It just raises my blood pressure. Thank you Bellevue	6/27/2017 1:51 PM
31	Gives a better sense of conditions than a map that just has color coded congestion information overlaid on it. For example If there is an accident I can see which lane it is in, how many cars are involved, how many lanes are getting by, are police/fire/ambulance there.	6/27/2017 12:55 PM
32	real time camera & traffic conditions	6/27/2017 12:43 PM

## How do you get Bellevue traveler information?

33	i used to use it all the time but frankly it's too much work. WAZE is SO much better. I can input when i want to reach my destination and plan out if i can make it work out. It will re-route me real-time and ALWAYS saves me a considerable amount of time. It's truly amazing. Sometimes i used the traffic cams to figure out if one road is more backed up than the back road b/c at a certain time of day (ie/7p when traffic is winding down, sometimes WAZE hasn't quite caught up that traffic has died down and therefore highway quicker so I may consult the camera to see if traffic is moving. I also sometimes scope out the carpool lane traffic since WAZE hasn't quite figured that part out yet.	6/27/2017 12:23 PM
34	shows construction and areas to avoid	6/27/2017 12:12 PM
35	visual depiction of congestion	6/27/2017 11:45 AM
36	Shows traffic backups.	6/27/2017 11:37 AM
37	I like that it gives info on side roads	6/27/2017 11:34 AM
38	I can see street conditions if it's snowing.	6/27/2017 11:24 AM
39	It has a large number of cameras and is up to date.	6/27/2017 11:21 AM
40	cameras	6/27/2017 11:19 AM
41	Is there an APP for that on the iPhone?	6/27/2017 11:16 AM
42	Real time traffic results	6/27/2017 11:02 AM
43	location of cameras	6/27/2017 10:51 AM
44	Ease of use	6/27/2017 10:40 AM
45	Cameras. That's it.	6/27/2017 10:35 AM
46	Never heard of it before	6/27/2017 10:32 AM
47	Graphics	6/27/2017 10:21 AM
48	Didn't know it existed	6/27/2017 7:34 AM
49	Cameras	6/26/2017 2:36 PM
50	N/A	6/26/2017 2:29 PM
51	N/A	6/26/2017 2:29 PM



## Q19 If you visit the City's Real Time Traffic webpage, how could it be improved?

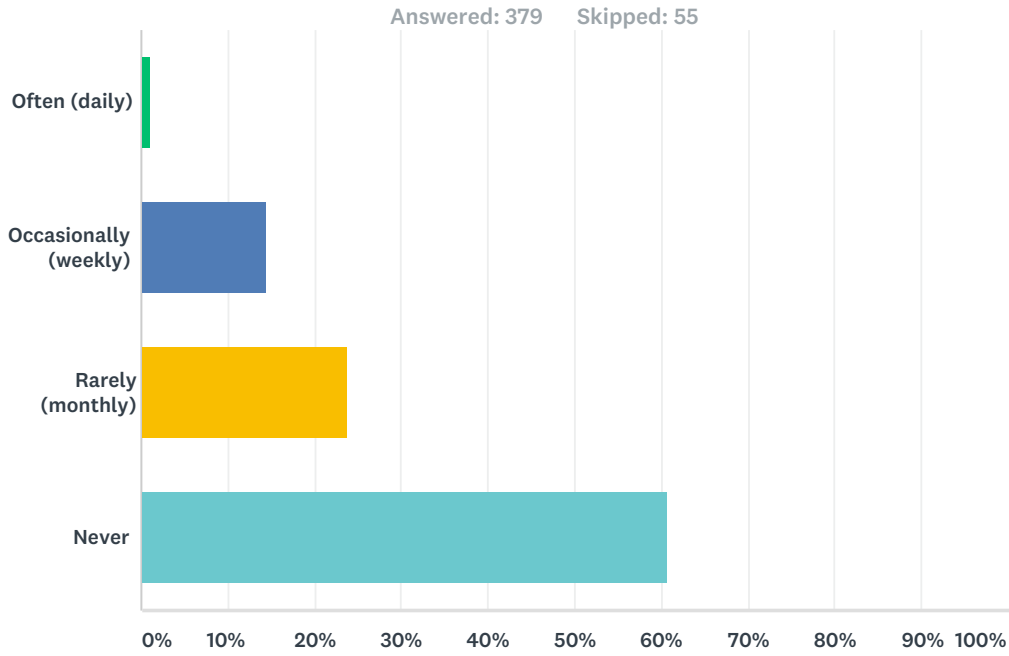
Answered: 40 Skipped: 394

#	Responses	Date
1	the picture is small and grainy.	7/12/2017 11:32 AM
2	I didn't know it existed or why I would want to go there.	7/10/2017 10:04 AM
3	Nothing at this time	7/10/2017 9:39 AM
4	more cameras	7/3/2017 3:28 PM
5	more cams, less map background graphics	6/30/2017 11:12 PM
6	easier to get to... an app for ease or front page link	6/30/2017 7:20 AM
7	more cameras	6/29/2017 4:07 PM
8	Keep improving the interface, please; making it easy to access and navigate is important	6/29/2017 12:51 PM
9	Provide time delays for each route, and provide suggestions for alternate routes. It would be really awesome if this was in an app format, then it could be used hands free while driving in the backed up traffic - especially with the new cell phone laws being put into place on July 23rd.	6/29/2017 8:50 AM
10	There is only one camera angle shown per location. Often, that angle is not in the direction of traffic congestion.	6/29/2017 7:00 AM
11	More video feeds	6/28/2017 7:37 PM
12	there are some not working; all should be working, maybe at more locations also	6/28/2017 1:43 PM
13	n/a	6/28/2017 1:20 PM
14	If a road has closures or closed lanes, provide and show a couple options for alternate routes	6/28/2017 11:33 AM
15	Don't use apps	6/28/2017 8:54 AM
16	The number of cameras which are actually operating when I try to use it.	6/28/2017 5:59 AM
17	Reinforce to drivers not to look at the Real Time Traffic webpage while they are operating a motor vehicle. Stop promoting apps and distractions.	6/27/2017 7:04 PM
18	NA	6/27/2017 4:49 PM
19	Where can I find it? I'd use it if I could find it	6/27/2017 2:49 PM
20	More shots of inside of vehicles, you would never believe what people do while they are driving.	6/27/2017 2:07 PM
21	Stop worrying about information, and FIX the UNDERLYING issue. Get us Transit that works. Start with Park & Rides that are NOT useless, given that they are always filled!!!!	6/27/2017 1:51 PM
22	didn't know about it	6/27/2017 1:48 PM
23	Would like to see cameras at more key positions. Also would like to see camera angles looking both directions (sometimes they are positioned only looking north OR south; east OR west but not both). Might also be useful to integrate with DOT cameras to be able to easily follow your route from local streets to highways rather than having to toggle between Bellevue site and DOT site.	6/27/2017 12:55 PM
24	include area around Microsoft Main Campus	6/27/2017 12:12 PM
25	More cameras and especially include West Lake Sammamish Parkway. It is currently left out of all coverage.	6/27/2017 11:37 AM
26	I don't think it's as accurate as Waze	6/27/2017 11:34 AM
27	Seems to work pretty well.	6/27/2017 11:24 AM
28	Perhaps directly tie-in incident reports and alerts to the map.	6/27/2017 11:21 AM
29	Making sure all cameras are never down for long	6/27/2017 11:19 AM

## How do you get Bellevue traveler information?

30	Improve south Bellevue coverage, Factoria area and Eastgate.	6/27/2017 11:04 AM
31	nothing. I enjoy it as is	6/27/2017 11:02 AM
32	Have more cams updated frequently	6/27/2017 10:40 AM
33	The page is basically a copy of google maps, with traffic cameras added in. Unless I want to look at a camera, there's no reason to us it over google maps.	6/27/2017 10:35 AM
34	List of upcoming construction and maintenance closures. Today it lacks info such as utility work from PSE	6/27/2017 10:32 AM
35	You need to publicize it. I've never heard of it before.	6/27/2017 10:32 AM
36	More frequent updates	6/27/2017 10:28 AM
37	Detailed incident reporting	6/27/2017 10:21 AM
38	more info about construction delays, alternate routes, etc.	6/26/2017 2:36 PM
39	N/A	6/26/2017 2:29 PM
40	N/A	6/26/2017 2:29 PM

## Q20 How often do you visit the City's Traffic Advisories webpage? (select one)



Answer Choices	Responses
Often (daily)	1.06% 4
Occasionally (weekly)	14.51% 55
Rarely (monthly)	23.75% 90
Never	60.69% 230
<b>Total</b>	<b>379</b>

## Q21 If you visit the City's Traffic Advisories webpage, what do you like about it?

Answered: 33 Skipped: 401

#	Responses	Date
1	I want unaware but I will use it now	7/12/2017 9:33 PM
2	it has a list of road projects	7/12/2017 11:35 AM
3	It provides helpful information.	7/10/2017 1:05 PM
4	The darn map is awfully small at first - so bigger without having to click on it. why is it so darn small?	6/30/2017 7:27 AM
5	Contains important information	6/29/2017 12:52 PM
6	It provides areas that have construction	6/29/2017 8:50 AM
7	Is this emailed to me as an alert setting?	6/29/2017 2:36 AM
8	it shows me where there are closures, delays, etc.	6/28/2017 1:45 PM
9	n/a	6/28/2017 1:21 PM
10	Nothing	6/28/2017 1:17 PM
11	Separation between new and ongoing projects	6/28/2017 10:05 AM
12	To see what roadways are closed or work being done on them. This is done on a PC, not a smart phone.	6/28/2017 8:55 AM
13	nothing in particular	6/28/2017 8:17 AM
14	NA	6/27/2017 4:49 PM
15	The map gives me a good visual of where there are delays and how I can customize my route accordingly.	6/27/2017 3:39 PM
16	easy to use and seems inclusive	6/27/2017 2:31 PM
17	Again if you do not understand silence you will not under stand words.	6/27/2017 2:12 PM
18	Why visit? The news is never good, and there are no alternatives. Why be a glutton for punishment??	6/27/2017 1:54 PM
19	Focused on local traffic issues so easy to find them as opposed to having to sort through something more regional which usually will only cover major ramp closings or highway work but not local road closings for things like construction, paving, etc.	6/27/2017 12:57 PM
20	construction alerts	6/27/2017 12:13 PM
21	Shows street work and what's going to be closed.	6/27/2017 11:35 AM
22	Simple	6/27/2017 11:20 AM
23	Good status information	6/27/2017 11:17 AM
24	Gives me info about areas to avoid or go around.	6/27/2017 10:48 AM
25	New road closure advisories	6/27/2017 10:47 AM
26	clear and concise; separation of 'New' vs. 'Ongoing'; map; specific dates	6/27/2017 10:45 AM
27	Knowing in advance where delays might happen	6/27/2017 10:36 AM
28	the map but it is too small	6/27/2017 10:32 AM
29	Na	6/27/2017 10:22 AM
30	Didn't know it existed.	6/27/2017 7:34 AM

How do you get Bellevue traveler information?

31	You need to have a choice that says, "I don't know what this is" (for example in question 20). You also need to give an example of what a travel app is. This survey wasn't thought through enough.	6/26/2017 3:42 PM
32	N/A	6/26/2017 2:29 PM
33	N/A	6/26/2017 2:29 PM

## Q22 If you visit the City's Traffic Advisories webpage, what improvements do you suggest?

Answered: 34 Skipped: 400

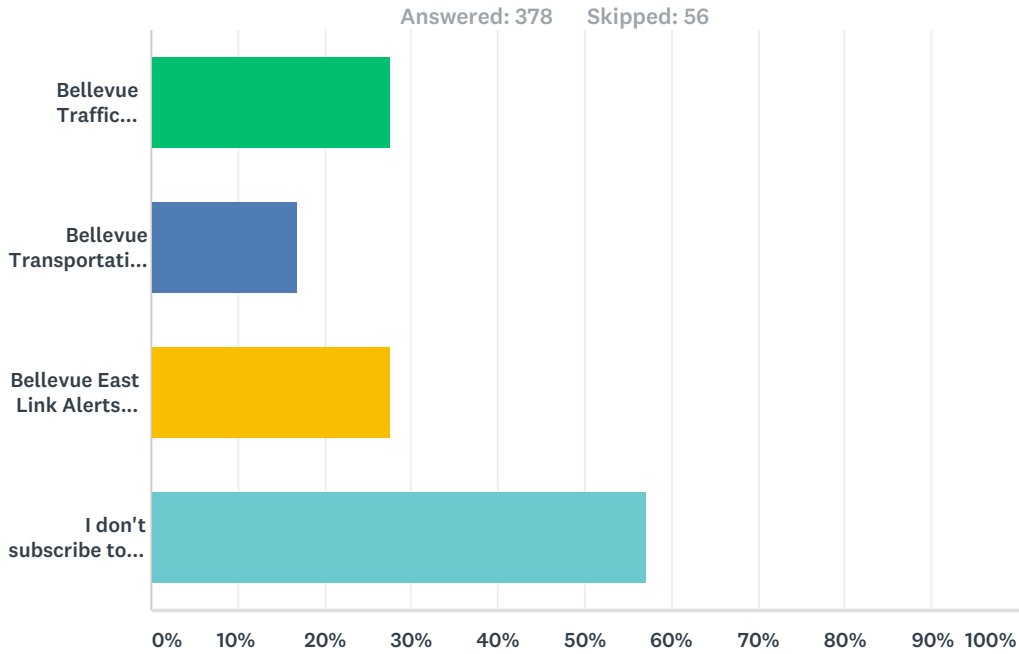
#	Responses	Date
1	its tough to tell which ones will actually have a significant impact on traffic. the ongoing projects will often have times where the work is not impacting traffic and other times when significant delays result from the work.	7/12/2017 11:35 AM
2	I didn't know this existed.	7/10/2017 10:05 AM
3	.	7/1/2017 1:11 PM
4	Constructions updates don't really feel like updates. They seem to always say the same thing. If a project takes a month, and most of that month nothing is happening ... I want to know what days nothing is happening so I can expect no delays. For instance, 148th. The overlay is done, stripping is next (I assume) but its been weeks with nothing. Warning signs were up encouraging other routes, but nothing was happening! this is frustrating! Certainly SOMEONE knows stripping will be on such and such a date etc.	6/30/2017 7:27 AM
5	Presentation and navigation	6/29/2017 12:52 PM
6	Traffic delays due to construction/lane closures	6/29/2017 8:50 AM
7	Give approximate duration of traffic advisories especially construction projects like weekend closure of Bellevue Way SE --- how many more consecutive weekends? Does anybody know?	6/29/2017 2:36 AM
8	I didn't know this existed	6/28/2017 7:37 PM
9	I want everything pushed, but only the key info applicable to me. The info you provide, does not resolve the issue of the mess with Sound Transit, the lack of parking for commuting, the traffic jams and accidents both into Seattle and into Bellevue...on the interstates, etc.	6/28/2017 3:45 PM
10	it should show more, esp construction lane closures	6/28/2017 1:45 PM
11	n/a	6/28/2017 1:21 PM
12	Everything	6/28/2017 1:17 PM
13	Include bus/transit impacts more obviously	6/28/2017 10:05 AM
14	nothing in particular	6/28/2017 8:17 AM
15	NA	6/27/2017 4:49 PM
16	More mobile friendly. I get text alerts with a link to the website but then website it goes to is clunky and difficult to use on my phone.	6/27/2017 3:39 PM
17	Again where is it	6/27/2017 2:49 PM
18	I would like (if I already don't have and have not figured out how to use) daily email discussions/maps for traffic problems in Bellevue and maybe coordinated for Kirkland and Redmond too.	6/27/2017 2:31 PM
19	Save the time and Money spent. Spend it on more meaningless things like surveys.	6/27/2017 2:12 PM
20	Again, stop worrying about placating residents. FIX the underlying problem. Get us some transit that truly works, and / or Park and Rides that are functional.	6/27/2017 1:54 PM
21	didn't know about it	6/27/2017 1:49 PM
22	No suggestions	6/27/2017 12:57 PM
23	show areas around Microsoft Main Campus off 156th	6/27/2017 12:13 PM
24	It's hard for me to tell what's new vs not new	6/27/2017 11:35 AM
25	Show maps. not just text descriptions of detours recommended for construction and other closures.	6/27/2017 11:05 AM
26	Better maps. They often are difficult to read and interpret.	6/27/2017 10:48 AM

## How do you get Bellevue traveler information?

27	Only send when there are new highlights, so we know there is actually a reason to look at it. List the top three highlights of new information on the push email. When I get several advisories that have no changes, I tend to stop looking at the link, then find there was something new and significant. Break down by regions of the city, so we don't have to weed through repetitive information for areas of the city where we never travel.	6/27/2017 10:47 AM
28	?	6/27/2017 10:45 AM
29	Get more info about utility work impacts. Most impacts on W Lk Sammamish aren't mentioned because they're PSE or other utility work rather than planned construction.	6/27/2017 10:32 AM
30	make the map larger; give more specific info including when the work will be finished	6/27/2017 10:32 AM
31	Na	6/27/2017 10:22 AM
32	The information is incomplete. Sometimes projects are not included in this map. It will be great if the map is more accurate.	6/26/2017 2:39 PM
33	N/A	6/26/2017 2:29 PM
34	N/A	6/26/2017 2:29 PM

How do you get Bellevue traveler information?

**Q23 Do you subscribe to the following City of Bellevue alerts for traffic information? (select all that apply)**



Answer Choices	Responses	
Bellevue Traffic Advisories (weekly road impact updates)	<b>27.51%</b>	<b>104</b>
Bellevue Transportation News (general transportation news)	<b>16.93%</b>	<b>64</b>
Bellevue East Link Alerts (Sound Transit, WSDOT & City news)	<b>27.51%</b>	<b>104</b>
I don't subscribe to these Bellevue alerts	<b>57.14%</b>	<b>216</b>
<b>Total Respondents: 378</b>		



## Q24 If you subscribe to any of the City of Bellevue's alerts for traffic, is there anything you'd like to see improved?

Answered: 34 Skipped: 400

#	Responses	Date
1	Bullet points, less words. Map for each alert, to show more detail.	7/14/2017 10:10 PM
2	see above	7/12/2017 11:35 AM
3	I don't want a link. I want the brief update	7/10/2017 9:32 AM
4	I would like to know what the update is in the alert email rather than a link to the page and then have to search for what every the change might have happened. (mostly not finding what the alert meant)	6/30/2017 7:28 AM
5	Actually pretty happy with these; perhaps have links to more detail more frequently	6/29/2017 12:54 PM
6	traffic advisories updated timely - for example, the Richards Road/Kamber Road construction was completed around June 1 and yet it remains on the page	6/29/2017 12:06 PM
7	Alternate routes that can be used, based upon projected delays	6/29/2017 8:50 AM
8	yes. give approximate duration like how many more consecutive weekend road closure of Bellevue Way SE? What is the closure for? Provide all traffic alerts at each web site listed in question #23 so that I can become more aware of other resources [cross referencing].	6/29/2017 2:40 AM
9	I want the information in the actual email - not just a link telling me that there's been an update.	6/28/2017 8:43 PM
10	not really	6/28/2017 1:46 PM
11	Less people in Bellevue	6/28/2017 1:18 PM
12	First thing should be a map showing the road impacts, then the info, but last should show on a map are alternate routes around the construction	6/28/2017 11:35 AM
13	Maps would help. A lot of the street names are numbers and it's hard to know roughly what area of Bellevue is going to have traffic impacts. If I'm reading general updates about traffic I want to know what parts of town I'll need to be aware of during the week.	6/28/2017 7:35 AM
14	I would like to see the content of the notification in the email instead of receiving an email directing me to a website with the information I want.	6/27/2017 9:41 PM
15	End of neighborhood cut through and end of 148th speedway. The Crossroads area (156th) and NE8th are now very dangerous traffic patterns at all times of the day and night.	6/27/2017 4:56 PM
16	My only complaint is the website that is linked in the text message is not mobile friendly.	6/27/2017 3:40 PM
17	see number 22	6/27/2017 2:32 PM
18	For the 3rd time - FIX the traffic problem. Stop the silly games of alerts. None of us have any confidence in the City's ability to truly and finally get our traffic under control.	6/27/2017 1:56 PM
19	Include alerts from neighboring cities when they will affect Bellevue (Issaquah, Newcastle, etc.). Recent work on Newcastle Golf Club Road caused extensive backups on Lakemont Blvd.	6/27/2017 11:58 AM
20	it's not helpful that you send me a link every week - send me email with content I an set a calendar reminder to remind me to check your website, I subscribe to your email so that you will send the information to me.	6/27/2017 11:46 AM
21	Maybe snapshots of areas	6/27/2017 11:20 AM
22	Real time info is most helpful. If it could somehow feed into Google that would be ideal.	6/27/2017 11:14 AM
23	Show maps of recommended detours and road closures.	6/27/2017 11:06 AM
24	Put the text in the email. Link insufficient	6/27/2017 10:51 AM
25	I like the frequency and the mid-week updates if there is a change in plans.	6/27/2017 10:49 AM
26	See answer to question #22	6/27/2017 10:48 AM

## How do you get Bellevue traveler information?

27	no	6/27/2017 10:45 AM
28	Better timelines	6/27/2017 10:41 AM
29	more information given	6/27/2017 10:33 AM
30	Didn't know any of these existed.	6/27/2017 7:35 AM
31	So far so good.	6/26/2017 9:01 PM
32	N/A	6/26/2017 2:30 PM
33	N/A	6/26/2017 2:30 PM
34	Video clips of the Eastlink Tunnel in process	6/26/2017 2:30 PM

## Q25 If you don't subscribe to any of the City of Bellevue's alerts for traffic, can you tell us why?

Answered: 62 Skipped: 372

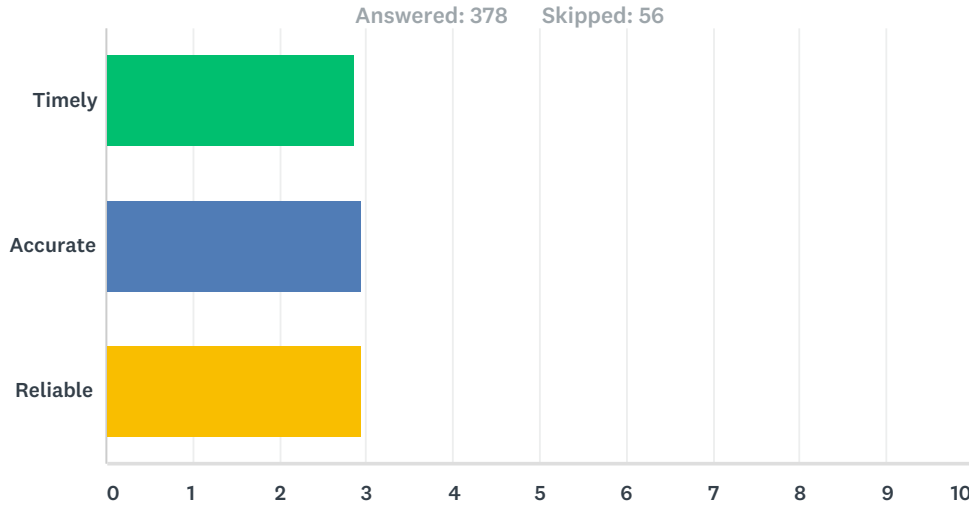
#	Responses	Date
1	U aware	7/12/2017 9:33 PM
2	I didn't know these existed.	7/10/2017 10:05 AM
3	I wasn't aware they existed	7/3/2017 12:25 PM
4	Didn't know about them	7/3/2017 9:56 AM
5	Didn't know of them	7/3/2017 8:42 AM
6	didn't know they existed	6/29/2017 2:42 PM
7	Bellevue East Link doesn't affect me yet so I'm less inclined to subscribe until it's more likely to have a direct impact. I have other ways to satisfy curiosity at the moment.	6/29/2017 12:54 PM
8	I was unaware of them.	6/29/2017 10:26 AM
9	Didn't know them	6/29/2017 9:43 AM
10	Was not aware of the alerts listed above. And I work for the City.	6/29/2017 7:03 AM
11	I am unaware of the websites -- provide all traffic alerts at each web site.	6/29/2017 2:40 AM
12	Never knew they existed	6/28/2017 10:52 PM
13	I don't know about them, and I don't want additional emails.	6/28/2017 9:56 PM
14	I didn't know about the other alerts (the non sound transit alerts)	6/28/2017 7:39 PM
15	Again, general information that is out of date, not useful, and I frequently feel like why bother because my input is not valued/heard, the city doesn't care anyway the mess they have created and dumped on its citizens.	6/28/2017 3:46 PM
16	Never heard of it.	6/28/2017 1:21 PM
17	Sounds like a waste of time. Why wouldn't I get an already established app instead of some piece of junk reinvention of the wheel ?	6/28/2017 1:18 PM
18	Google Maps is very complete and it is my first easiest option.	6/28/2017 12:34 PM
19	I have not explored the City's websites, so I was not aware of their existence.	6/28/2017 11:24 AM
20	I wasn't aware of these options.	6/28/2017 8:39 AM
21	I take the bus so I can't avoid traffic; it is what it is.	6/28/2017 7:17 AM
22	Takes too long to figure what is what	6/28/2017 4:04 AM
23	There's no point in East Link Alerts until East Link is up and running!	6/27/2017 11:23 PM
24	I didn't know about them and I don't need them	6/27/2017 9:38 PM
25	Didn't know about them	6/27/2017 8:26 PM
26	I did not know about it.	6/27/2017 6:23 PM
27	The existing tools are effective (Google Maps etc)	6/27/2017 5:52 PM
28	I don't know how	6/27/2017 5:20 PM
29	You should not have to be a techie to just get around. Using your devices is now illegal while driving so why ask this question?	6/27/2017 4:56 PM
30	I don't have the time to deal with these things, I'm busy waving at people.	6/27/2017 2:14 PM
31	Didn't know they existed	6/27/2017 2:08 PM
32	didn't know about it	6/27/2017 1:49 PM

## How do you get Bellevue traveler information?

33	Not aware of other alerts.	6/27/2017 12:40 PM
34	I get the information I need through WSDOT.	6/27/2017 12:33 PM
35	I almost always use transit and don't drive.	6/27/2017 12:31 PM
36	because WAZE really does have everything i need so this is more obsolete to me now. The only thing I wish WAZE knew is if I am in the carpool lane or not as that would make a huge difference.	6/27/2017 12:23 PM
37	I didn't know they existed.	6/27/2017 11:56 AM
38	Retired. Can nearly always schedule driving during non-peak times.	6/27/2017 11:39 AM
39	I didn't know they were available	6/27/2017 11:28 AM
40	I'm not a commuter and I am flexible with my time. If there is a major impact on Beaux Arts we are alerted in house. I'm not cell phone dependent.	6/27/2017 11:23 AM
41	Did not know they were available.	6/27/2017 11:10 AM
42	Did not know about them	6/27/2017 11:03 AM
43	Wasn't aware of them	6/27/2017 11:02 AM
44	Not really useful.	6/27/2017 10:48 AM
45	My travel in Bellevue is usually within a 15 mile radius of my home, have lived here 30+ years and can easily deal with any issues that arise. I have no real need for these alerts but appreciate the availability of the site's info.	6/27/2017 10:45 AM
46	i didn't know it exists	6/27/2017 10:40 AM
47	one app/location is sufficient	6/27/2017 10:36 AM
48	I did not know about it	6/27/2017 10:35 AM
49	I live 5 minutes from downtown Bellevue, don't need to go there often, and when I do, I already avoid NE 8th and NE 4th.	6/27/2017 10:31 AM
50	Didn't know they existed	6/27/2017 10:26 AM
51	Didn't look for it	6/27/2017 10:26 AM
52	The bike lanes rarely clog up	6/27/2017 9:52 AM
53	Didn't know about them. Most of the problem is actually getting to Bellevue, not traffic inside Bellevue.	6/27/2017 8:48 AM
54	I don't know they exist, and I don't know what benefit they would provide.	6/27/2017 7:39 AM
55	Didn't know any of these existed.	6/27/2017 7:35 AM
56	Was not aware of it.	6/27/2017 5:40 AM
57	I usually get adequate traffic info on Google Maps App.	6/26/2017 4:56 PM
58	I don't know how to subscribe to them.	6/26/2017 4:30 PM
59	I primarily use Waze and Google Maps when looking for traffic information.	6/26/2017 2:57 PM
60	The Bellevue portion of my commute is minimal and covered by WSDOT I-405 congestion displays	6/26/2017 2:55 PM
61	N/A	6/26/2017 2:30 PM
62	N/A	6/26/2017 2:30 PM

How do you get Bellevue traveler information?

**Q26 Overall, I am satisfied with the City of Bellevue's communications about traveler information. (Give rating. 1 is poor, 2 is satisfactory, 3 is outstanding)**



	1 - Poor	2 - Satisfactory	3 - Outstanding	No opinion	Total	Weighted Average
Timely	8.47% 32	40.74% 154	7.14% 27	43.65% 165	378	2.86
Accurate	5.56% 21	38.89% 147	9.52% 36	46.03% 174	378	2.96
Reliable	6.61% 25	37.57% 142	10.05% 38	45.77% 173	378	2.95

## Q27 Are there any other comments you would like to share about the City's communications for Bellevue traveler information?

Answered: 55 Skipped: 379

#	Responses	Date
1	I had no idea there is a city advisory. I will definitely use one now as traffic continues to worsen	7/12/2017 9:37 PM
2	why do the notices just contain a link to a web site with the information, why can't you just have that information on the email notice?	7/12/2017 11:37 AM
3	I commute from Bellevue to Seattle. There are not enough parking spots for commuters on the Eastside. Because of the Park & Ride closures (1000 spaces) after Memorial Day, the start of school in September when everyone is done with vacations, Bellevue will be totally clogged because of I-90 HOV & the Park & Ride closures. There are 1000 cars without parking for a commute. Bellevue does not promote commuting within it's community.	7/3/2017 2:05 PM
4	I used to work in downtown Bellevue. One reason I left the job was traffic in downtown. It would take me about 30 min to get out of dt making my commute home over an hour. In the morning, my total commute time was 17 min. The traffic is so bad that I now avoid DT Bellevue and am opting for other shopping and dining locations.	7/3/2017 10:00 AM
5	1. Before B line was made I was able to get from Crossroad to TC in 15-16 minutes, now having express B line it takes 19-21 minutes. Isn't it "great" ? express B line makes too many stops to be called express, route has to cross too many traffic lights 2. Connections at TC is a problem, sometime coming from Seattle or other towns it's necessary wait up to 20 minutes to make transfer. 3.To reach by bus some commercial/offices parks almost impossible ( for instance 112 Ave NE) 4. There aren't convenient bus stops near hospitals, it take time and effort for people who don't have a car to get to hospitals 5. Factoria/ Eastgate - Bellevue TC -Crossroads - Bel Red Road area etc important commercial & residential "centers" have bad connections, inconvenient transfers possibility. The City builds public transportation services based on assumption that all people have a car, the many cars the more traffic jams, but public transportation is not very convenient and it's expensive since 1997 cost of a trip 1 zone jumped from \$.75 to \$2.75 etc	7/2/2017 2:26 PM
6	More frequent and more easily accessible information about Bellevue Way lane (& I-90 exit/on-ramp)closures during South Bellevue Park & Ride construction.	7/1/2017 11:46 AM
7	My commute is only 1 mile so my daily commute is pretty easy.	6/30/2017 1:28 PM
8	An app would work better for those of us who work and drive daily in and out of Bellevue	6/29/2017 8:51 AM
9	Once you release such information, you should "own" it and not refer follow-up questions to the source agency like Sound Transit. Either seek out the answers when questions are posed or just have the source agency be the one to release such information. This avoid duplicate efforts and poor image on the City's part to appear knowledgable.	6/29/2017 2:44 AM
10	I have been completely unaware of the City of Bellevue's information for travelers, and have relied on WSDOT or Google Maps. How is this service advertised?	6/28/2017 6:42 PM
11	I don't like trailer mounted message signs being up for two week before construction even starts. It creates un-necessary confusion.	6/28/2017 3:29 PM
12	I didn't know about the two I don't subscribe to.	6/28/2017 1:38 PM
13	Build another lane on I-405 from NE 8th Street past Coal Creek Parkway exit south bound. Since the City has permitted all these new office buildings in downtown Bellevue and the Eastgate area....traffic is become GRIDLOCK on the highway. I find it ridiculous that it takes 1/2 hour to drive from NE 8th to SE 8th sometimes, and for sure 1/2 hour to Coal Creek Parkway.	6/28/2017 1:24 PM
14	How come I see all these new buildings going up but streets aren't getting wider and they aren't making near enough parking for all these out of state bums?	6/28/2017 1:20 PM
15	I would rather the City of Bellevue integrate better with Google Maps and other mapping providers versus write an app from scratch. These apps are well written, regularly updated and already have a large enough user base.	6/28/2017 11:53 AM

## How do you get Bellevue traveler information?

16	I suggest you work with existing providers who cover the whole Eastside rather than focusing on Bellevue-only apps.	6/28/2017 10:27 AM
17	Your website is hard to read.	6/28/2017 8:56 AM
18	I don't know which app to use on my phone. It doesn't integrate with Garmin or Waze	6/28/2017 7:33 AM
19	The challenge is long term road disruption seems to get listed without a duration, but I might have missed the advisory which did contain this information	6/28/2017 6:02 AM
20	Safe wayfinding for people that bike is needed and educate drivers that people that bike have rights to road	6/27/2017 10:51 PM
21	I've been living in Bellevue for 30 years and am tech savvy and didn't know about them. Between Google maps, my car GPS and OneBusAway I am good.	6/27/2017 9:40 PM
22	Instead of building your own app I think you should invest the money into helping partners improve their sites/information. I typically am traveling to/from somewhere outside of Bellevue and wouldn't use a city-only app.	6/27/2017 9:20 PM
23	Please keep driver distraction in mind, and please have Bellevue PD enforce cellphone and distracted driving laws. It is frightening and frustrating to see people on their "devices" every time I drive.	6/27/2017 7:06 PM
24	I am shocked that you would consider wasting taxpayer money to create a traffic app when so many effective ones already exist. Instead of reinventing the wheel, maybe focus on reducing the traffic instead of reporting it.	6/27/2017 5:53 PM
25	Stop, look, and listen before proceeding with "supposed improvements. You are headed over a cliff.	6/27/2017 5:00 PM
26	The above question, should note that I rarely use the City of Bellevue traveler's information. I would like to learn more about it.	6/27/2017 2:47 PM
27	For #26, my reaction is more apathetic. Communication isn't poor, it is better than nothing, but I'm not sure I'd call it satisfactory, either. The weather alerts are useful, and sudden road closures, but other items I haven't found useful. Maybe there are other information options that I just don't know about.	6/27/2017 2:43 PM
28	a great and necessary idea	6/27/2017 2:33 PM
29	I would use public transportation if there were more stops and routes available.	6/27/2017 2:21 PM
30	Boy am I glad that I have access to a computer because if I didn't, I wouldn't get to take this survey. If I had access any to these things while I was driving I might break the law about distracted driving. Real time access only helps those in real time. Stopping to check them may cause more traffic problems depending on where you stop to check them. By Measuring any thing you alter that which you are measuring.	6/27/2017 2:20 PM
31	Communication of constantly bad information is NO answer. Work on options to solve the problem, before this City become totally unlivable.	6/27/2017 1:57 PM
32	There is not enough information about road closures due to private construction (not city) projects that close roads.	6/27/2017 1:43 PM
33	YOU HAVE TOO MUCH CONSTRUCTION GOING AND THE CITY COUNCIL HAS ALLOWED TO MUCH HIGH PRICED HOUSING TO GO ON	6/27/2017 12:49 PM
34	I pretty much use WAZE when I need it but mostly I know the least congested streets to take at different times of day because I've lived here over 30 years. Traffic is getting terrible in east Bellevue so folks haven't caught on to some of my lesser traveled roads...yet.	6/27/2017 12:44 PM
35	Will use it more often	6/27/2017 11:39 AM
36	All this "outreach" does is satisfies the City's conscience and does nothing much for the residents. Your questions seem to be directed to the daily commuter. The City allowed the train to be out in the wrong place and we all get to live with it.	6/27/2017 11:27 AM
37	There are too many places to look, which is not a criticism, but maybe a statement for the need to make the info more easily accessible in real time on the smartphone at point of travel. Subscribing to email or going to web pages gives me the overview at a glance while I'm in the office, but when I'm on the go I don't naturally go to those resources.	6/27/2017 11:20 AM

## How do you get Bellevue traveler information?

38	By far the most useful tool is my smart phone. I (like most millennials) don't have TV. When I'm not at work, I never use a computer--just my smart phone. I could not travel without one bus away--it makes a huge difference in my life. I also use google maps, though I have heard Wayz is good too. I would not waste time and money developing a new app specific to Bellevue--people travel in regional patterns. I would spend time messaging and training the public how to use the tools already in existence.	6/27/2017 11:06 AM
39	Please speed up the construction of all East Link or Spring District related projects. There is only so much any information delivery system can do to help mitigate the problems caused by constructions. For example, why is the work still not wrapped up for the 120th Ave NE project? The project was near completion last summer and almost a year later it is still not finished. Is it a funding issue? The cost associated with loss in productivity caused by the traffic far exceeds any extra expenses needed for expedited completion of these projects.	6/27/2017 10:53 AM
40	Maybe there are tools that I don't use / am not aware of that would be more helpful, I will have to look. At this point, the information I have is not very helpful.	6/27/2017 10:50 AM
41	I had no idea that the City provided any traffic or travel information.	6/27/2017 10:49 AM
42	I live in Eastgate, but I don't travel into Bellevue anymore. And I don't go to Seattle anymore either. I can't deal with the traffic in either city, in spite of all the electronic means to find out how bad traffic is (all the time). I do all my shopping in Issaquah, and see or meet friends only in Issaquah.	6/27/2017 10:47 AM
43	Better signage on the streets	6/27/2017 10:46 AM
44	no	6/27/2017 10:46 AM
45	Feed your information directly to Waze and maybe Google Maps	6/27/2017 10:46 AM
46	I didn't know any of those items existed - how do we find out about them - are they websites, rss feeds, text alerts, apps? I have no clue!	6/27/2017 10:42 AM
47	improve king county trip planner website. it's poorly designed.	6/27/2017 10:42 AM
48	on-site signage notice prior to event are also useful as routes I take are repetitive.	6/27/2017 10:37 AM
49	Make travel information more public. I did not know Bellevue had travel info available.	6/27/2017 10:36 AM
50	Construction zones should not be allowed to keep lanes blocked. When a delivery truck is about to arrive, construction workers can contact it off, then remove the cones after the truck leaves. Allowing them to block off lanes of traffic for days, weeks, or even hours, when there is no immediate need, is ridiculous.	6/27/2017 10:34 AM
51	put in more crosswalks on busy streets where neighborhood streets adjoin them	6/27/2017 10:33 AM
52	I have tried using google to find out about road closures and construction delays and it is impossible to find any information.	6/27/2017 10:29 AM
53	DON'T BUILD ANOTHER APP!!! People don't want/need another app and it's a waste of tax money. Make your data more accessible to existing apps so they can incorporate it.	6/27/2017 10:29 AM
54	The City of Bellevue's information/communications are the last way I would get my information. There are so many more tools more "close to the source" than the city's Transportation Department.	6/26/2017 4:58 PM
55	Please be aware of providing information in a way that puts drivers at risk.	6/26/2017 2:30 PM



How do you get Bellevue traveler information?

## Q28 Yes, I'm interested in participating in a focus group. Please contact me at:

Answered: 66 Skipped: 368

Answer Choices	Responses	
Email	98.48%	65
Phone	89.39%	59

# TRAVELER INFORMATION SURVEY – ANSWERS TO “OTHER” FIELDS

## QUESTION 1: Participating as

*Showing 5 responses*

Family lives and we own property in Bellevue

Lived 8 years, just moved

As a human being

Live in Beaux Arts and am landlocked by Bellevue

Someone who shops/dines/etc. in Bellevue

## QUESTION 2: I most often \_\_\_\_\_ as a commuter

*Showing 26 responses*

i drive alone AND with others depending on the occasion

I am retired and do not commute

i work in Everett and live in Enatai

As I work and live in Bellevue... alone. I have odd work hours. If I go into Seattle, carpool

Drive with my husband

Carpool with kids

I take the bus 3 days and telecommute two days

Not a commuter

it seems impossible to answer "other" -- I use my matter transmitter (actually, I'm a retired resident of the city and don't commute"

Do not commute regularly -

Retired, don't commute

with dog

within Bellevue usually alone, 2/3 of time carpool to/from places outside Bellevue

I live in Bellevue and work in Bellevue so the question doesn't pertain to me but the radio buttons on the survey question is requiring me to select an option.

Drive, take transit and uber

Retired. Transit is over one mile away. No sidewalks or walking path to transit which only runs part time,

Sometimes with another person

Drive my children and sometimes alone

I don't go into Bellevue anymore; traffic is too onerous.

I no longer commute :).

Retired, don't commute.

Drive with children and run

MOST OF THE ABOVE NO CAR/VANPOOL

I didn't say I was a commuted to/from Bellevue, I work from home

Motorcycle

carpool to Renton drive alone to Bellevue

## QUESTION 5: I receive real time traffic info from...

*Showing 26 responses*

Computer generated road signs

Seattle Times Newspaper

DOT website

One Bus Away

WSDOT Web Cams

I look out the windows of my downtown condo

Google

WADOT website

The very unreliable but hands-free 511 traffic via WASDOT

Email alerts through My Nextdoor

Google

Amazon Echo

Next Door

Bellevue info from Next-door and road signage

wsdot maps on desktop computer

MYNORTHWEST.COM

Nextdoor

WSDOT traffic app

WDOT app

DOT City Cams and traffic

Metro bus route alerts; OneBusAway app

App is One Bus Away

Prefer something easy to access while in my car driving!!!! Its against the law to be on phone when driving so would prefer something like text alerts that don't have me fidgeting on my phone trying to find the latest traffic congestion- real time traffic on GPS/nav system in car is great..

WAZE is the best we've used so far

call someone who works in bellevue with a view of the freeway

My husband and co-workers call if there are issues on my route

### QUESTION 7: Top 3 features about online traveler info tools

*Showing 14 responses*

The signs give the information I need enough in advance.

Na

no

It is passive, the radio is just on while I drive

Ease of accessibility and use in short amount of time

Don't get information

It is hands-free and I don't have to look at a screen. Very poor info, tho.

I don't have the time to deal with those things.

Online tools are useless - when I have to go somewhere I don't have any options - except to sit in the AWFUL, HORRIBLE, VERY BAD traffic. UGH.

wsdot.com

I don't get it except by listening to the news on TV. I just checked three because it wouldn't take the survey without it.

I don't use any apps to check Bellevue traffic

the TV is on before I leave the house and the radio is on in the car. Handsfree convenience.

I don't like them, there just aren't any good options

### QUESTION 8: Why I don't get Bellevue traveler info....

*Showing 21 responses*

I simply come in to work and go home. Seldom go anywhere else.

I use apps for all traveler information (Bellevue, Seattle, etc)

short commute \*about 5 miles but darn if it isn't uphill all the way home or I would bike.

If traffic is a mess, its staus quo. If its an easy drive, its a pleasant surprise.

I don't know how it would help

It is frequently or always not current.

Dont know of any real-time info for bus arrivals & status

I am retired so usually am just driving locally. If I need to drive out of the Bellevue are I usually do check the traffic WDOT online. If I were a regular commuter I would probably use WAZE

I really don't care

I gotta' go where I go. And just sit and SUFFER - UGH Bellevue traffic is the ABSOLUTE Pits

IT DOES'NT HELP ME THERE TOO MUCH CONSTRUCTION GOING ON IN BELLEVUE

Retired. Usually travel during non-peak times

I don't "work" in Bellevue but I function daily here. I know all the back roads and time my shipping and activities around the high traffic times.

I do get email on Bellevue Road Alerts

If the Waze app works, I don't need another

I already get the information that I need. Seems duplicate.

The bike lanes are usually pretty clear

It doesn't matter, traffic is horrible everywhere in Bellevue.

I cannot access smart phone apps while driving, and I do not have navigation in my vehicle.

I no longer take the main arterials any longer. They are usually clogged to the point of not moving. So, I tend to use the side streets.

### **QUESTION 9: Smartphone Apps I use for Bellevue traveler info...**

*Showing 40 responses*

waze

None, I don't have a smartphone.

MyBellevue

I do not use my Smart phone for Traffic alerts.

mapquest

sometimes COB's traffic site

Don't have a smartphone

I'm holding out in owning a smart phone.

"Transit" iOS app

Seattle Traffic Windows Phone App

Twitter feed from WSDOT and other local sources

Don't have any apps

Garmin GPS

Here maps

Bellevue Traffic

Emails alerts from My Nextdoor

Bellevue travel is bad but outside Bellevue is worse

Echo

Seattle Lite

King5 traffic app

App called Seattle Frwys

This survey does not adequately allow for those of us that really don't use these things nor care about the time and effort to commute.

As a life long resident i know lots of optional travel routes

Car GPS only if no cell signal

the ability to differentiate between when you are able to use the carpool lanes and when you are not - it makes a huge difference.

Mapquest

Bellevue.gov Traffic Map

Traffic alerts on my Lexus Map Display

Nextdoor

trafficmap.bellevuewa.gov



Don't use a smartphone.

520 or I90 closure websites

Move it

DON'T HAVE A SMARTPHONE

Metro text and email alerts

King 5's App - Traffic

Some of these I have never heard of but would use had I known they exist like Apple Maps so I marked it as often . .

NA

Mapquest

King County Trip planner not user friendly enough

## QUESTION 10: I like real-time traveler info because...

*Showing 15 responses*

Do not use.

mapquest, radio and tv announcements

Determine the best route

Which route to chose

Again not really relevant to me.

NO Options are useable. Trafficebasically sucks everywhere. It's just a matter of pick your poison

decide which route to take (bridge, highway)

There is nothing about Bellevue's traffic situation that reduces anxiety!!!

IT DOES'NT HELP ME

Know weather conditions

SEE #9

I know if I have to walk to a farther Metro bus stop

Text my supervisor to say I will be late (to give an eta)

NA

Understand the impact of possible delays

### **QUESTION 11: City-customized tool features....**

*Showing 23 responses*

real-time detours for quickest route

Not necessary to duplicate things like OneBusAway.

I'd want to be able to control the time span/frequency of the push notifications, as I wouldn't want information when not relevant

I'm not sure I understand the value proposition for this app. How would this be better/different than, say, Google Maps? In my case, I just want a fast, reliable way of getting work with minimum fuss. Unless you have better traffic data, routing, machine learning, etc. than Google, I'm not sure why I would use your app instead of theirs.

I would rather the City of Bellevue integrate better with Google Maps and other mapping providers versus write an app from scratch.

With so many options now, why do this?

Don't use apps

Don't try to duplicate programs that others do better

Walking Routes also essential

Bus time

Please tap into estoy, do not reinvent the wheel please

City of Bellevue should make its info available via API, or integrate its information into a larger app (County of State) as all these "micro" apps, covering a smaller geographical area are of pretty limited use.

Do not create a stand-alone app, just find ways to send information to existing providers WSDOT, Google Maps, Apple Maps, etc.

I would not use this either.

So, information is supposed to change the disgusting traffic? Or, somehow placate those of us wasting our lives sitting in it??

Do not use public funds to create a redundant app. Other apps do a fine job.

Don't use a smartphone.

just partner with WAZE - they already do most of this

Where the police speed traps and red light enforcement are at would be essential

I would probably never use this. Too many other travel apps. City should work with Google and Apple.

I would like to ride bike but no where to park it and feel it won't get ripped off or parts won't be ripped off from it. Locked, safe, staffed bike parking around town (Like valet parking) would be beneficial to increase bike riding.

Why create a new app? I wouldn't switch from Waze.

However, a driver cannot access these without looking at the phone and this is dangerous and soon to be illegal

**QUESTION 23: Do you subscribe to Bellevue alerts for traffic info?**

*Showing 10 responses*

I will now

WSDOT alerts

I get the emails - and promptly dump them. Why read??

Nextdoor

Retired

Beaux Arts clerk sends alerts to residents. She gets alerts from you, I assume.

Did not know about these.

City of Bellevue Weekly Permit Bulletin

Subscribe to Issaquah , need to subscribe to Bellevue

Didn't know any of these existed.