# 2020 Bellevue Performance Measures

Final Report

DATE SUBMITTED:

July 2020

SUBMITTED TO:

City of Bellevue, WA

Northwest Research Group, LLC

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# EXECUTIVE SUMMARY

## BACKGROUND AND OBJECTIVES

The City of Bellevue conducts an annual Performance Survey to gauge residents' satisfaction with services. The survey is intended to collect statistically reliable data that represents all Bellevue residents. Findings help city staff and other stakeholders to understand how residents perceive city services and to make service delivery improvements accordingly. This is the 21st Performance Survey conducted by the city. The 2020 survey was conducted February 22 to March 24, 2020, using a mixed-mode address-based methodology and resulted in a total of 538 interviews—347 completed online, 191 by phone. Since 2017, survey outreach and deployment have been conducted in four additional languages: Chinese, Korean, Russian, and Spanish. This document reports trends in key measures and notes changes that are both significant (that is, are unlikely to have occurred by chance or because of sampling) and meaningful.

## KEY METRICS

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

Bellevue's 5-Star rating dropped from 4- to 3.5-Stars in 2018. While ratings improved slightly in 2019, Bellevue continues to be rated as a 3.5-Star community in 2020. It is within striking distance of being a 4-Star city.

| 2015 – 2017 (Average) | 2018 | 2019 | 2020 |
|:---:|:---:|:---:|:---:|
| ★★★★ | ★★★½ | ★★★½ | ★★★½ |

Bellevue continues to receive its highest rating for overall quality of life, notably in terms of how Bellevue compares to other cities. Bellevue also receives high ratings for its overall quality of services. Bellevue receives its lowest ratings for direction the city is headed

| | | 2015-2017 (Average) | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Overall Quality of Life** | **% Exceeds + Greatly Exceeds** | **96%** | **91%↓** | **93%** | **94%** |
| | % Greatly Exceeds Expectations | 32% | 30% | 35% | 33% |
| | % Exceeds Expectations | 64% | 61% | 58% | 61% |
| | Mean | 7.95 | 7.71↓ | 7.83 | 7.79 |
| **Compared to Other Cities** | **% Better + Significantly Better** | **94%** | **92%** | **94%** | **92%** |
| | % Significantly Better than Other Cities | 46% | 39% | 40% | 44% |
| | % Better than Other Cities | 49% | 53% | 54% | 48% |
| | Mean | 8.23 | 7.92↓ | 8.07 | 8.11 |
| **Overall Quality of City Services** | **% Exceeds + Greatly Exceeds** | **92%** | **89%** | **91%** | **89%** |
| | % Greatly Exceeds Expectations | 32% | 27% | 34% | 32% |
| | % Exceeds Expectations | 59% | 62% | 57% | 58% |
| | Mean | 7.78 | 7.52 | 7.75 | 7.64 |
| **Value of Services for Tax Dollars** | **% Somewhat + Strongly** | **81%** | **70%↓** | **76%** | **76%** |
| | % Strongly Receive Value | 22% | 16%↓ | 23%↑ | 20% |
| | % Somewhat Receive Value | 59% | 55% | 53% | 56% |
| | Mean | 7.13 | 6.39↓ | 7.01↑ | 6.91 |
| **Direction City Is Headed** | **% Somewhat + Strongly** | **80%** | **69%↓** | **73%** | **74%** |
| | % Strongly Right Direction | 22% | 18% | 21% | 23% |
| | % Somewhat Right Direction | 58% | 51% | 52% | 50% |
| | Mean | 7.07 | 6.51↓ | 6.72 | 6.76 |

## KEY COMMUNITY INDICATORS

The City of Bellevue identified 30 Key Community Indicators (KCIs), which are then grouped into six overall Community Indicator dimensions. Respondents are asked the extent to which they agreed or disagreed that each of these indicators described Bellevue.

Bellevue continues to be strongest in terms of being safe, having good neighborhoods, and providing options for healthy living. Issues related to mobility and competitiveness continue to remain Bellevue's lowest scoring areas. Results have been relatively stable over the years.



**Overall Key Community Indicator Scores**

Legend: ■ 2015 - 2017 (Average)  ■ 2018  ■ 2019  ■ 2020

| Dimension | 2015-2017 (Average) | 2018 | 2019 | 2020 |
|---|---|---|---|---|
| Safe Community | 8.36 | 8.25 | 8.23 | 8.28 |
| Neighborhoods | 7.83 | 7.71 | 7.89 | 7.87 |
| Healthy Living | 7.71 | 7.50 | 7.70 | 7.56 |
| Engaged Community | 7.44 | 7.14 | 7.30 | 7.41 |
| Competitiveness | 7.14 | 6.67↓ | 7.00 | 6.97 |
| Mobility | 6.80 | 6.47 | 7.02 | 6.74 |
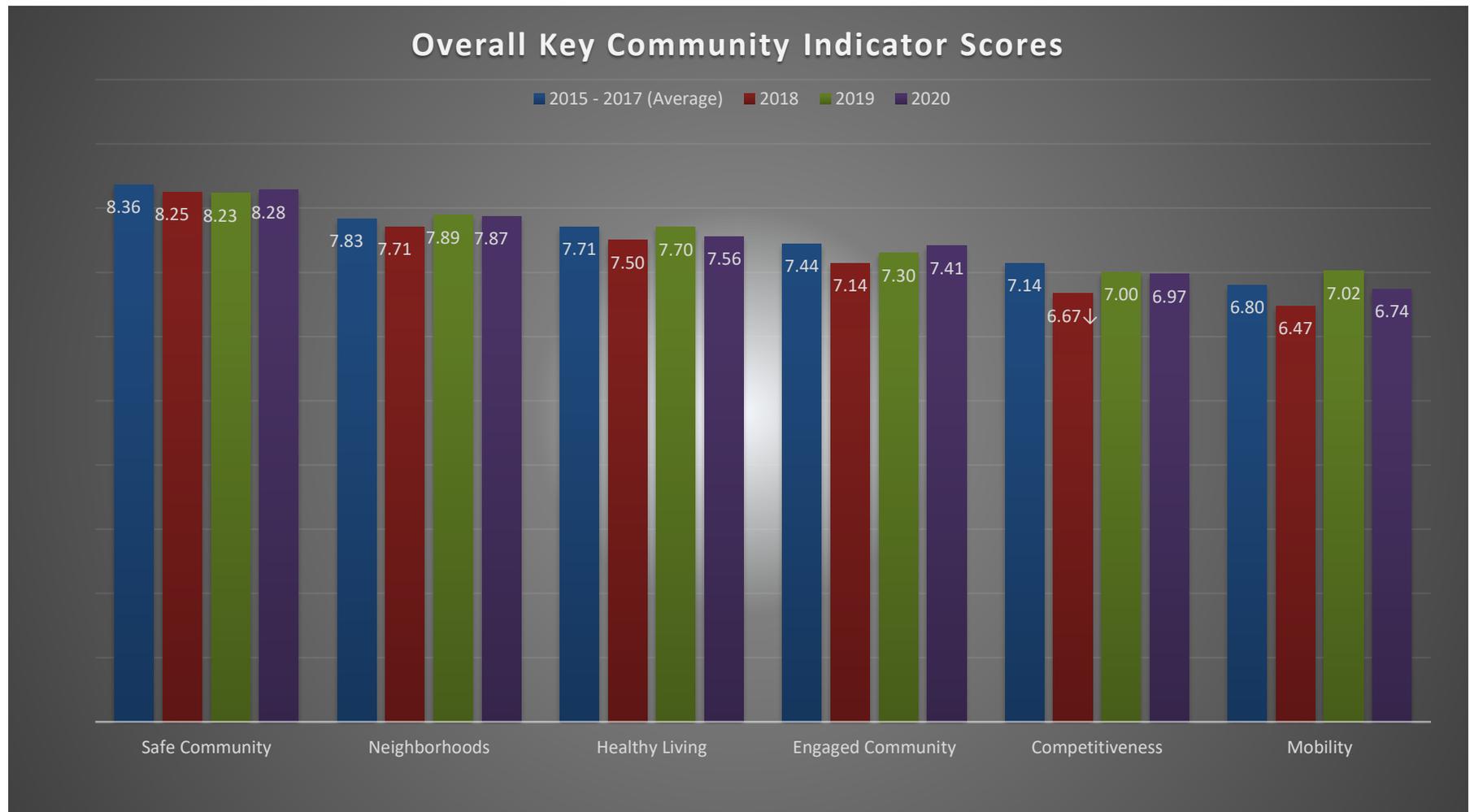
↑ and/or ↓ indicates a significant difference from prior year.

In each dimension below, we have identified the following specific items which could be considered for investment and maintenance, based on the extent to which these indicators indicate Bellevue's 5-star rating and their relative importance to residents.

| Invest (High-Importance / Below-Average Performance) | Maintain (High-Importance / Above-Average Performance) |
|---|---|
| Looking ahead to meet local challenges | Good place to raise children |
| Planning for growth to add quality of life | Competitive business environment |
| Maintaining a healthy natural environment | Supports a diverse community |
| Can be called a "City in a park" | Water, sewer, waste infrastructure ensures public health |
| Supports families | Opportunities to experience nature |
| Listens to residents | Environment supports personal health and well-being |
| Travel in reasonable / predictable amount of time | Water, sewer, waste infrastructure protects the environment |
| Plans for major emergencies | Convenient access to activities |
| | Attractive and well-maintained |
| | Welcoming / supportive city |
| | Keeps residents informed |
| | Safe transportation system |
| | Safe community in which to live, work, play |
| | Prepared for routine emergencies |

## OTHER KEY FINDINGS

| Topic Area | Key Findings |
|---|---|
| **Bellevue as a Place to Live** | Nearly all (97%) residents say that Bellevue is a good (52%) to "excellent" (43%) place to live. The primary reasons for this high rating are parks, safety, and cleanliness. |
| **Bellevue's Neighborhoods** | Nearly all Bellevue residents (94%) also say that their neighborhood is a good (52%) to "excellent" (42%) place to live. |
| | Ratings for neighborhoods' sense of community are somewhat mixed—while more than half of Bellevue residents say there is sense of community, three out of ten say there is little or no sense of community. Age is the key distinguishing characteristics that affects residents' sense of community—younger residents (those between the ages of 18 and 34) are less likely to feel a sense of community. |
| **Parks and Recreation Programs** | Use of Bellevue's parks continues to be high—roughly nine out of ten households have had someone visit a park or park facility in the past 12 months. |
| | Ninety-two percent (92%) of residents are either "Satisfied" (37%) or "Very Satisfied" (55%) with Bellevue's parks and recreation activities. |

| Topic Area | Key Findings |
|---|---|
| **Bellevue Utilities** | The majority of Bellevue residents are satisfied as a customer of Bellevue Utilities department. Satisfaction dropped significantly in 2018 but then rebounded in 2019. However, 2019 and 2020 satisfaction ratings remain below the peak (before 2018). Bellevue utilities receive the lowest rating for providing effective drainage programs, which is also the most significant factor in the utilities' overall rating. |
| **Public Safety** | All attributes related to safety scored objectively high. Two out of three (67%) residents say they feel "very safe" in the neighborhoods. Ratings for downtown safety are even higher (82%). Car prowls / thefts from within vehicles continue to be the primary public safety concern. |
| | Nearly all residents have confidence in Bellevue's Fire Department; 70% are "very" confident in the ability of the Fire Department's ability to respond to emergencies. |
| | Bellevue residents are also generally positive toward the city's police department—nearly half (47%) are "very" confident in the department's ability to hand emergencies effectively and a similar number (44%) say officers and supporting staff are "very" professional. |
| | Bellevue residents are taking increasing responsibility for maintaining an adequate supply of food, water, medications, and other items in case of an emergency—in 2018 the average number of days was 5, this increased to 7 in 2019, and 10 in 2020. |
| **Mobility** | Bellevue residents continue to feel that getting around Bellevue by car is better than other communities. While still generally positive (i.e., Bellevue is better than other communities), opinions are more mixed in terms of ease of walking, availability of public transportation, and ease of bicycling. |
| **Transportation Infrastructure Maintenance** | The majority of Bellevue residents say that their road conditions are mostly good (54%) or good all over (40%). This has varied little over the years. |
| | The majority of Bellevue residents continue to be satisfied with the maintenance of sidewalks and walkways. There has been a slow but steady increase in the percentage of Bellevue residents saying they are "very satisfied" with the City's maintenance of its sidewalks and walkways |
| **Communications** | The vast majority of residents agree that the information provided by the City of Bellevue to the public is useful, accurate and credible. While still positive, residents rate the usefulness of information lower than credibility and accuracy. |
| **Openness of Planning Efforts** | Overall, residents find that the city is "Somewhat open and accessible" regarding its planning efforts. Residents rate planning issues related to parks and community services as the most open and accessible, followed by those efforts related to transportation and land use, in that order. |

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# STUDY BACKGROUND

## BACKGROUND AND OBJECTIVES

The City of Bellevue conducts an annual Performance Survey to gauge Bellevue residents' satisfaction with city services. The research provides a statistically valid survey of resident opinions about the community and services delivered by local government. Findings help city staff and other stakeholders understand how residents perceive city services and make service delivery improvements. In addition, results are used by staff, elected officials, and other stakeholders for planning and resource allocation decisions, program improvement, and policy making. This report focuses on the results of the most recent survey, conducted from February 19 to April 5, 2020.

## QUESTIONNAIRE DESIGN

The questionnaire underwent a thorough review and revision during the 2017 survey cycle. Only few minor changes were made to the 2020 questionnaire. The median phone survey time was 22 minutes. The median online survey time was 17 minutes. The survey included questions regarding:

- Overall ratings
- Ratings on Key Community Indicators (KCIs)
- Neighborhoods
- Parks and recreation
- Utilities

- Transportation
- Public safety
- Communications and civic involvement
- Demographics

## METHODOLOGY

Bellevue's Performance Measures survey continues to use an address-based sample (ABS) frame and mixed mode (phone and online) data collection. An ABS frame ensures coverage of virtually all Bellevue households. Mixed mode data collection offers respondents options and can increase response rates as well as a more representative sample. Mixed mode data collection can also speed up fieldwork and reduce costs.

The ABS sample frame was composed of a list of all household addresses in Bellevue—as defined by census block groups—including those for which post office boxes are the only way they get mail. A random sample of 15,000 addresses households was drawn. The resulting sample is then matched against a comprehensive database to determine if the household had a matching cell phone or cell phone number and/or email addresses. Outreach and data collection varied depending on the contact information available.

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

In order to obtain a representative sample of multi-family households, a dwelling-type indicator (single vs. multi-family home) was appended to the ABS sample; addresses marked as multi-family were over-sampled during the mailing of the invitations.

| A total of 538 surveys were completed—347 online and 191 by phone. | | Online | Phone | Total |
|---|---|---|---|---|
| | Number | 347 | 191 | 538 |
| | Percent | 64% | 36% | 100% |

## NON-ENGLISH-SPEAKING RESIDENTS

All outreach materials (letters and emails) contained information in four additional languages: Chinese, Korean, Russian, and Spanish. The materials gave a brief introduction to the study and provided a link to take the survey in one of these four languages. In total, 25 non-English speaking residents completed the online survey -- 2 Korean, 17 Chinese, 3 Spanish, and 3 Russian speakers.

## MARGIN OF ERROR

The margin of error is a statistic expressing the amount of random sampling error in a survey's results. The larger the margin of error, the more likely that the survey's reported results are further from the true figures. The margin of error for the total sample for the 2020 Performance Measures Survey is generally no greater than plus or minus 4.2 percentage points at a 95% confidence level. This means that, in theory, had this survey been conducted 100 times at the same point in time, the results would be within 4.2 percentage points of the results reported here at least 95 times. Appendix IV provides additional insights into the margin of error with different sample sizes.

| Total Sample | n = 538 |
|---|---|
| Overall Precision 95% confidence | +/– 4.2% |

## DEMOGRAPHIC PROFILE AND WEIGHTING

Post-stratification weighting was used to ensure that results of the 2020 Performance Measures Survey are generally representative of the population of Bellevue according to the 2017 American Community Survey 5-Year Estimates. Details on the weighting methods used and a comparison of the weighted and unweighted sample to the Bellevue population can be found in Appendix I. Unless otherwise noted, **weighted** data is used.

## QUALITY STANDARDS

### ISO

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

## ROUNDING

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

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

## BENCHMARKING

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

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

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

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

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

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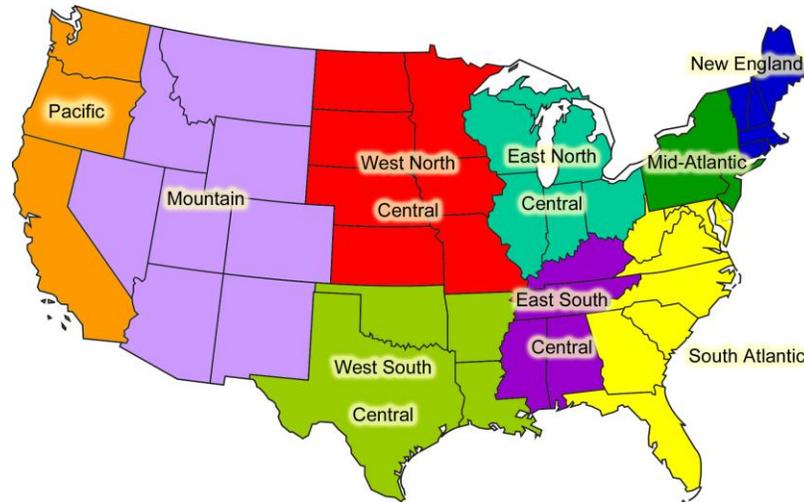
[1] Mark Howard & Bill Kilmartin, "Assessment of Benchmarking within Government Organizations," Accenture White Paper, May 2006.

## REPORTING CONVENTIONS

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

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

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

The study was not designed to control for neighborhood level populations, so the number of completed interviews may not match the actual population distribution of Bellevue.

Post-stratification weighting was performed to ensure that the weighted sample closely matched the age and gender characteristics of the entire city of Bellevue. No weighting was done at the neighborhood level. This may change the neighborhood distribution of responses slightly. This is normal and does not impact the integrity of the survey.

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

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



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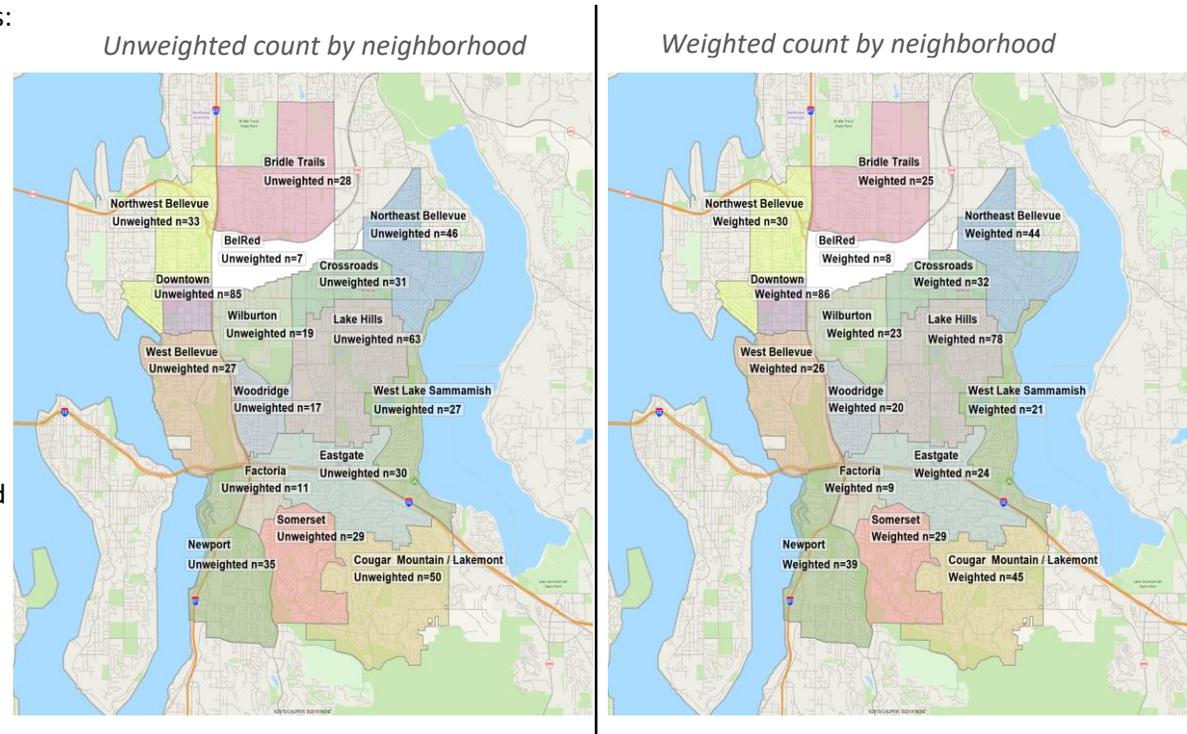
*Care should be used in interpreting results within smaller communities when unweighted sample sizes are small (n =<25). While comparisons by neighborhoods can be made, margins of error are large and differences between neighborhoods may not be statistically significant.*

- BelRed *(n=7)*
- Factoria *(n=11)*
- Woodridge *(n=17)*
- Wilburton *(n=19)*

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## PERCEPTIONS OF BELLEVUE AS A PLACE TO LIVE

Year after year, residents give consistently high ratings of Bellevue as a place to live—approximately two out of five residents say that Bellevue is an "excellent" place to live.

There are no statistically significant differences based on demographics nor neighborhood.

*Figure 2: Perceptions of Bellevue as a Place to Live*
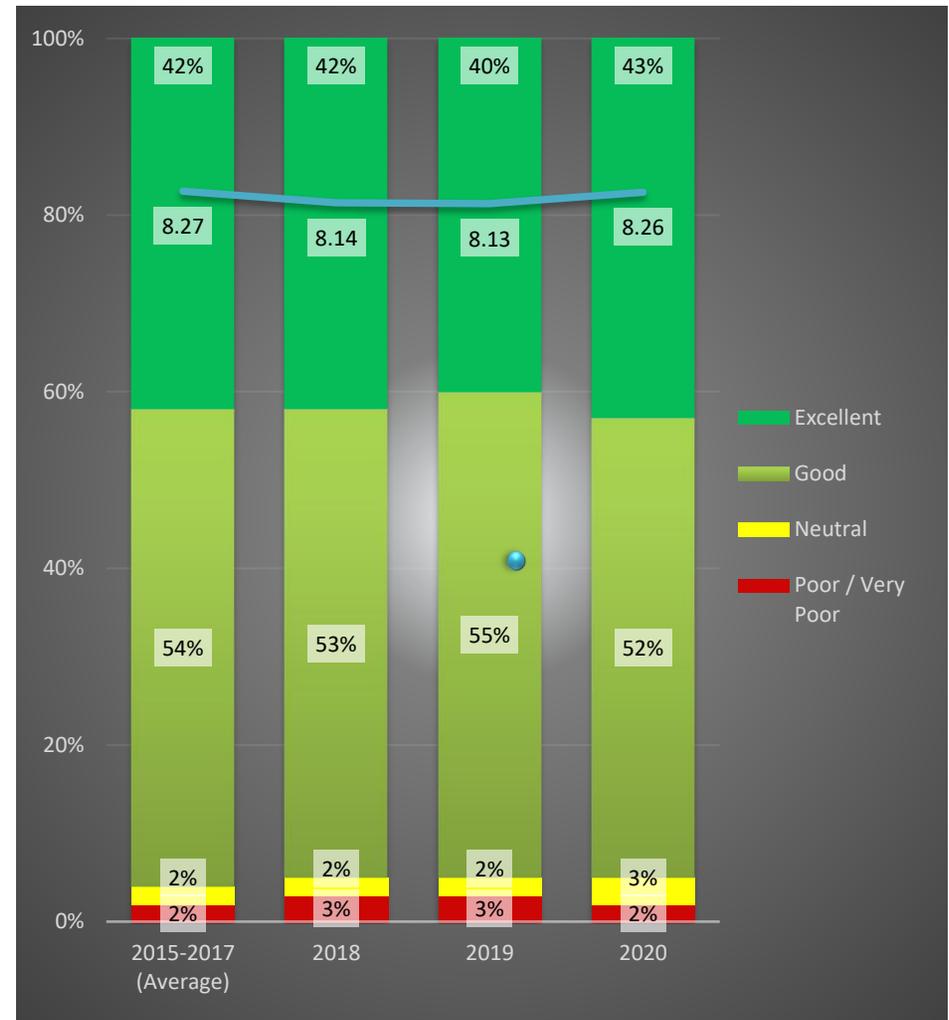


*Q1—Overall, how would you describe the city of Bellevue as a place to live?*
*↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.*
*Mean based on eleven-point scale where "0" means "Very poor" and "10" means "Excellent"*
*Base: All respondents*

When asked to describe Bellevue's two best attributes, parks, safety, and cleanliness stand out. Amenities, including shopping, restaurants, bars, and facilities are also positives.

*Table 1: Bellevue's Best Attributes*

| Great Parks and Open Space | Safe Place to Live | Bellevue is a Clean City | City Planning and Infrastructure | Variety of Things to Do (Shopping & Activities) | Location is Convenient for Work and Play | Something Else |
|---|---|---|---|---|---|---|
| 34% | 30% | 25% | 19% | 17% | 16% | 13% |

*Table 2: Bellevue as a Place to Live by Neighborhood*

| | Poor | Neutral | Good | Excellent | Mean | Sample Size |
|---|---|---|---|---|---|---|
| **BelRed** | 0% | 0% | 65% | 35% | 7.85 | (n=7) |
| **Bridle Trails** | 0% | 2% | 46% | 52% | 8.60 | (n=28) |
| **Cougar Mountain / Lakemont** | 1% | 0% | 41% | 58% | 8.52 | (n=50) |
| **Crossroads** | 2% | 0% | 70% | 28% | 8.05 | (n=31) |
| **Downtown** | 2% | 3% | 55% | 40% | 8.20 | (n=85) |
| **Eastgate** | 6% | 3% | 62% | 29% | 7.73 | (n=30) |
| **Factoria** | 0% | 7% | 57% | 36% | 7.95 | (n=11) |
| **Lake Hills** | 0% | 3% | 56% | 42% | 8.40 | (n=63) |
| **Newport** | 2% | 18% | 42% | 38% | 7.79 | (n=35) |
| **Northeast Bellevue** | 10% | 3% | 56% | 31% | 7.41 | (n=46) |
| **Northwest Bellevue** | 0% | 0% | 51% | 49% | 8.64 | (n=33) |
| **West Lake Sammamish** | 0% | 6% | 46% | 48% | 8.37 | (n=27) |
| **Somerset** | 0% | 0% | 42% | 58% | 8.80 | (n=29) |
| **West Bellevue** | 0% | 0% | 48% | 52% | 8.56 | (n=27) |
| **Wilburton** | 0% | 0% | 58% | 42% | 8.54 | (n=19) |
| **Woodridge** | 0% | 3% | 29% | 68% | 8.75 | (n=17) |

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

*Figure 3: Bellevue as a Place to Live by Neighborhood*
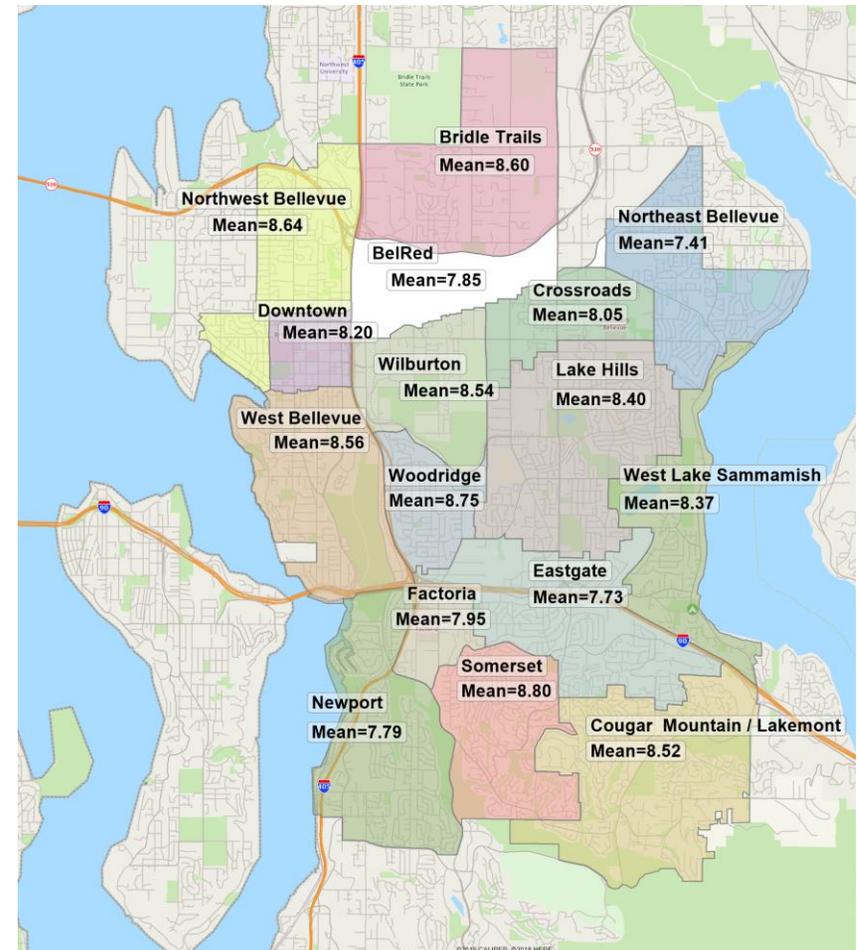


*Maps illustrate differences in mean ratings by neighborhood. While comparisons by neighborhoods can be made, margins of error and differences between neighborhoods mean responses may not be statistically significant. Please use caution when viewing neighborhood level results.*

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# BELLEVUE'S 5-STAR METRICS

## OVERALL RATING

After experiencing a significant decrease in ratings in 2018, dropping from a 4- to a 3.5-Star city, Bellevue continues to be rated as a 3.5-Star community but is within striking distance of being a 4-Star community.

- While Bellevue's overall rating in 2020 decreased somewhat from 2019, this decrease is not statistically significant. It remains above the 2018 low point, but below its high prior to 2018.

*Figure 4: City of Bellevue's 5-Star Rating*
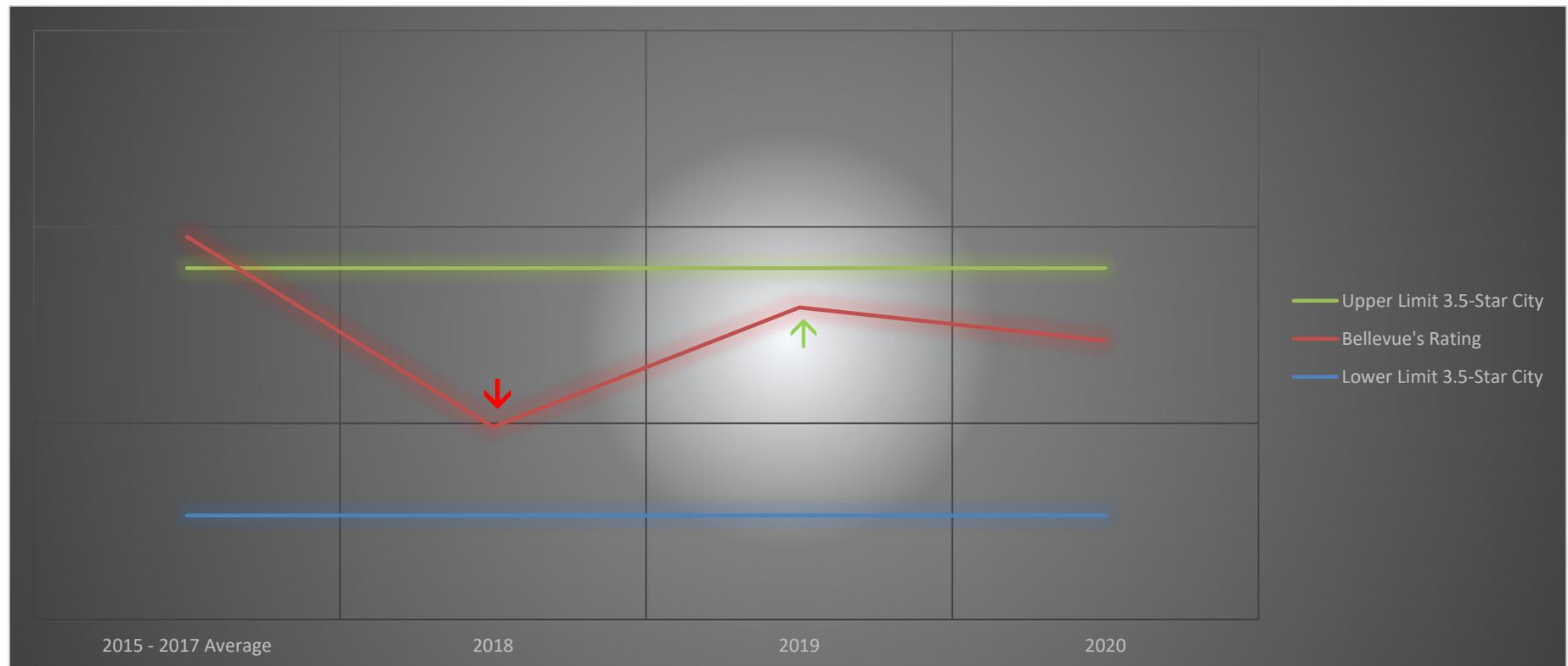
Bellevue continues to receive its highest ratings for its overall quality of life, notably in terms of residents' perceptions of how Bellevue compares to other cities.

Bellevue also receives high ratings for its overall quality of services.

Bellevue receives its lowest ratings for direction the city is headed, and the value of services residents feel they receive for the tax dollars they pay.

- Ratings for these two metrics dropped significantly in 2018. Perceived value of services rebounded somewhat in 2019. However, ratings for both of these key metrics remain below their peak levels (between 2015 and 2017).

*Figure 5: 5-Star Rating Compared to Previous Years*

Bellevue rates well above national and regional benchmarks for all five metrics.

Bellevue ratings are higher than other 3.5-Star communities for all metrics except for the direction the city is headed.

Bellevue is comparable to other 4-Star communities in terms of the quality of life it offers. Ratings are significantly lower for direction the city is headed. They are somewhat lower for value of services and overall quality of city services.

*Figure 6: 5-Star Rating Compared to Other Communities*
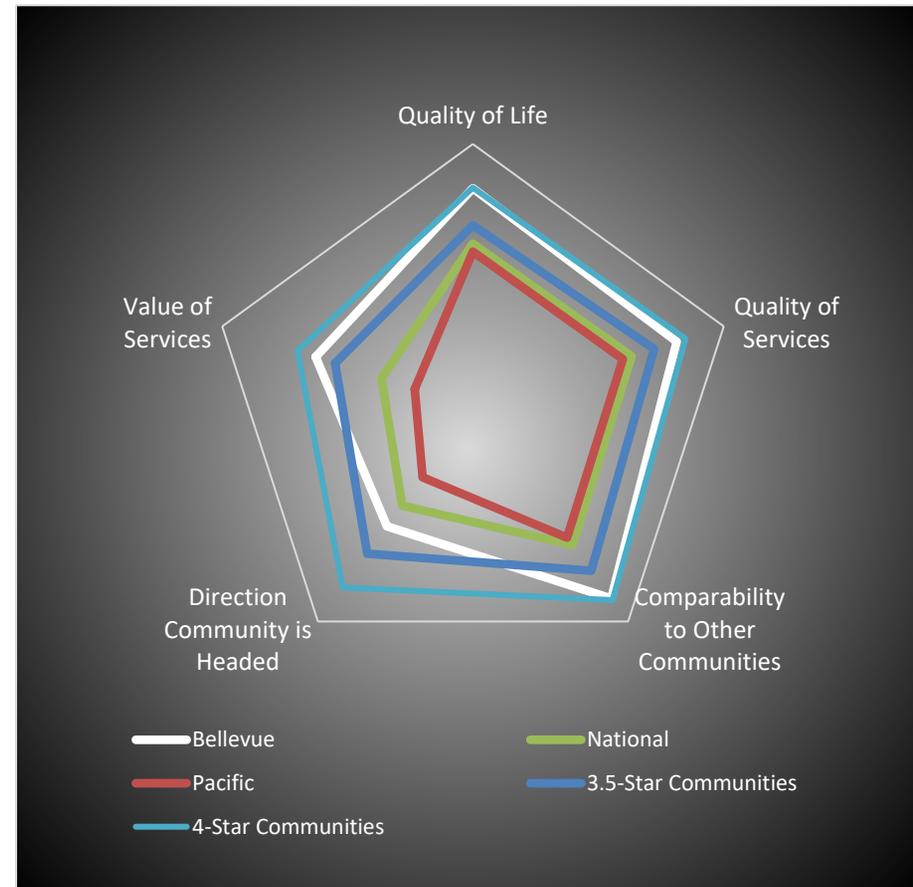
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### Overall Quality of Life in Bellevue

More than nine out of ten (94%) Bellevue residents say that the overall quality of life in Bellevue "exceeds" or "greatly exceeds" their expectations.

Ratings for the overall quality of life in Bellevue are relatively stable. The total percentage stating that the overall quality of life exceeds expectations dropped in 2018 (from 96% to 91%). While it has rebounded somewhat, it remains below the peak.

*Figure 7: Overall Quality of Life in Bellevue*
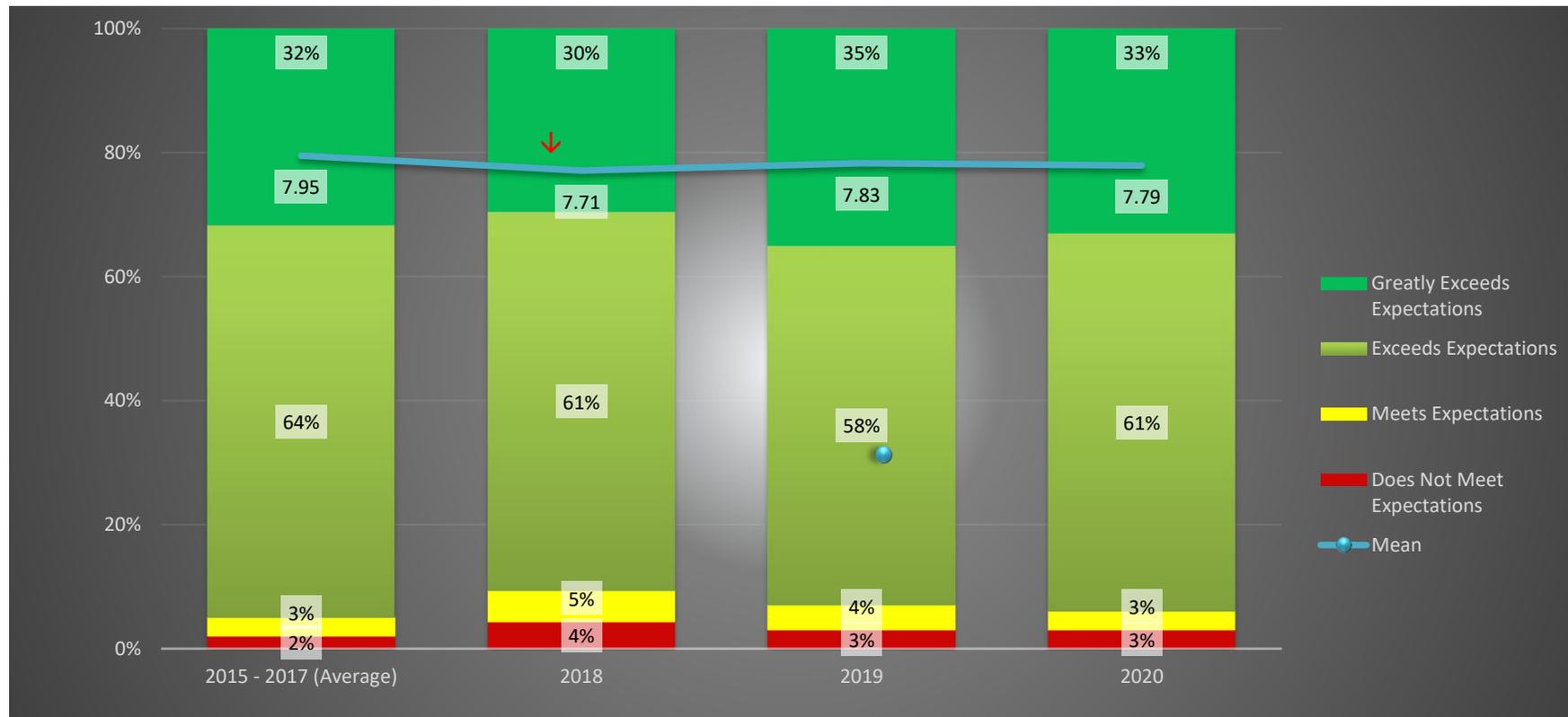


NWRG1—How would you rate the overall quality of life in the city of Bellevue?
↑or↓Indicates a significant increase or decrease from the previous year at a 95% confidence level.
Mean based on eleven-point scale where "0" means "Does not meet expectations at all" and "10" means "Greatly exceeds expectations"
Base: All respondents

*Table 3: Overall Quality of Life by Neighborhood*

| | Does not Meet | Meets | Exceeds | Greatly Exceeds | Mean | Sample Size |
|---|---|---|---|---|---|---|
| **BelRed** | 14% | 0% | 52% | 35% | 7.02 | (n=7) |
| **Bridle Trails** | 0% | 0% | 54% | 46% | 8.25 | (n=28) |
| **Cougar Mountain / Lakemont** | 4% | 3% | 60% | 32% | 7.82 | (n=50) |
| **Crossroads** | 0% | 0% | 81% | 19% | 7.82 | (n=31) |
| **Downtown** | 2% | 1% | 58% | 39% | 8.04 | (n=85) |
| **Eastgate** | 6% | 3% | 42% | 49% | 7.86 | (n=30) |
| **Factoria** | 0% | 31% | 48% | 21% | 6.94 | (n=11) |
| **Lake Hills** | 4% | 2% | 58% | 36% | 7.86 | (n=63) |
| **Newport** | 14% | 7% | 48% | 31% | 6.95 | (n=35) |
| **Northeast Bellevue** | 6% | 3% | 76% | 15% | 7.21 | (n=46) |
| **Northwest Bellevue** | 4% | 0% | 67% | 29% | 7.9 | (n=33) |
| **West Lake Sammamish** | 0% | 6% | 71% | 23% | 7.53 | (n=27) |
| **Somerset** | 0% | 2% | 56% | 42% | 8.16 | (n=29) |
| **West Bellevue** | 0% | 2% | 60% | 38% | 7.99 | (n=27) |
| **Wilburton** | 0% | 0% | 71% | 29% | 8.2 | (n=19) |
| **Woodridge** | 0% | 3% | 69% | 28% | 8.16 | (n=17) |

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

*Figure 8: Overall Quality of Life by Neighborhood*
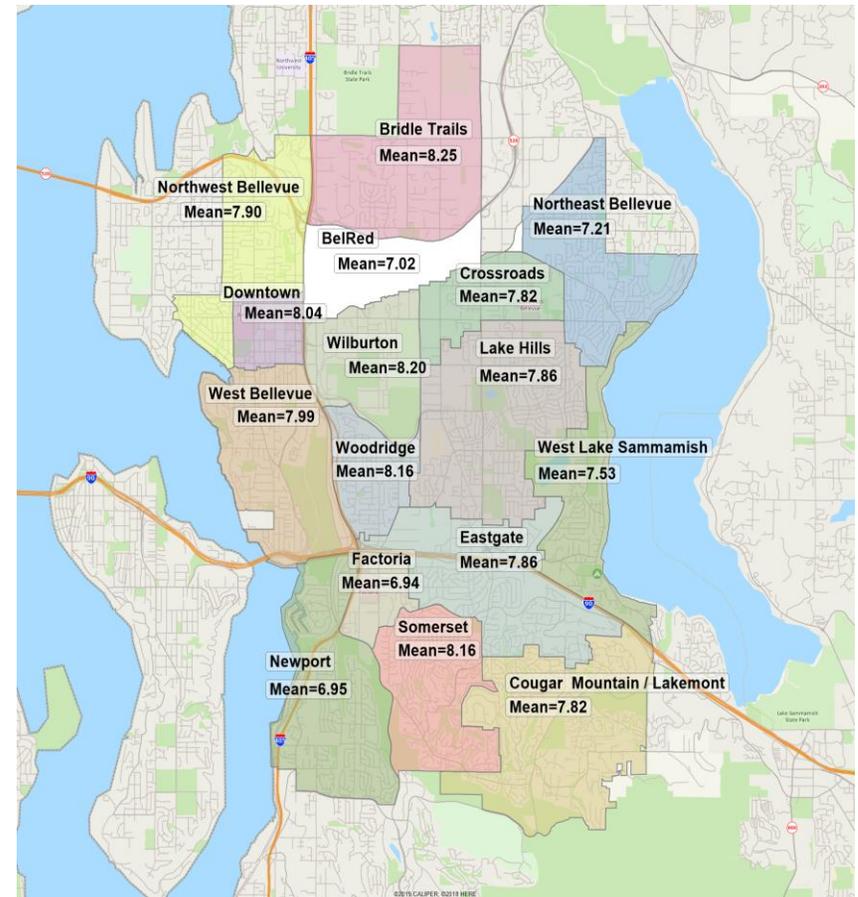


*Maps illustrate differences in mean ratings by neighborhood. While comparisons by neighborhoods can be made, margins of error and differences between neighborhoods mean responses may not be statistically significant. Please use caution when viewing neighborhood level results.*

## *Overall Quality of City Services*

Nine out of ten (89%) Bellevue residents say that the overall quality of city services exceeds their expectations.

These ratings have been relatively stable over the years.

*Figure 9: Overall Quality of City Services*
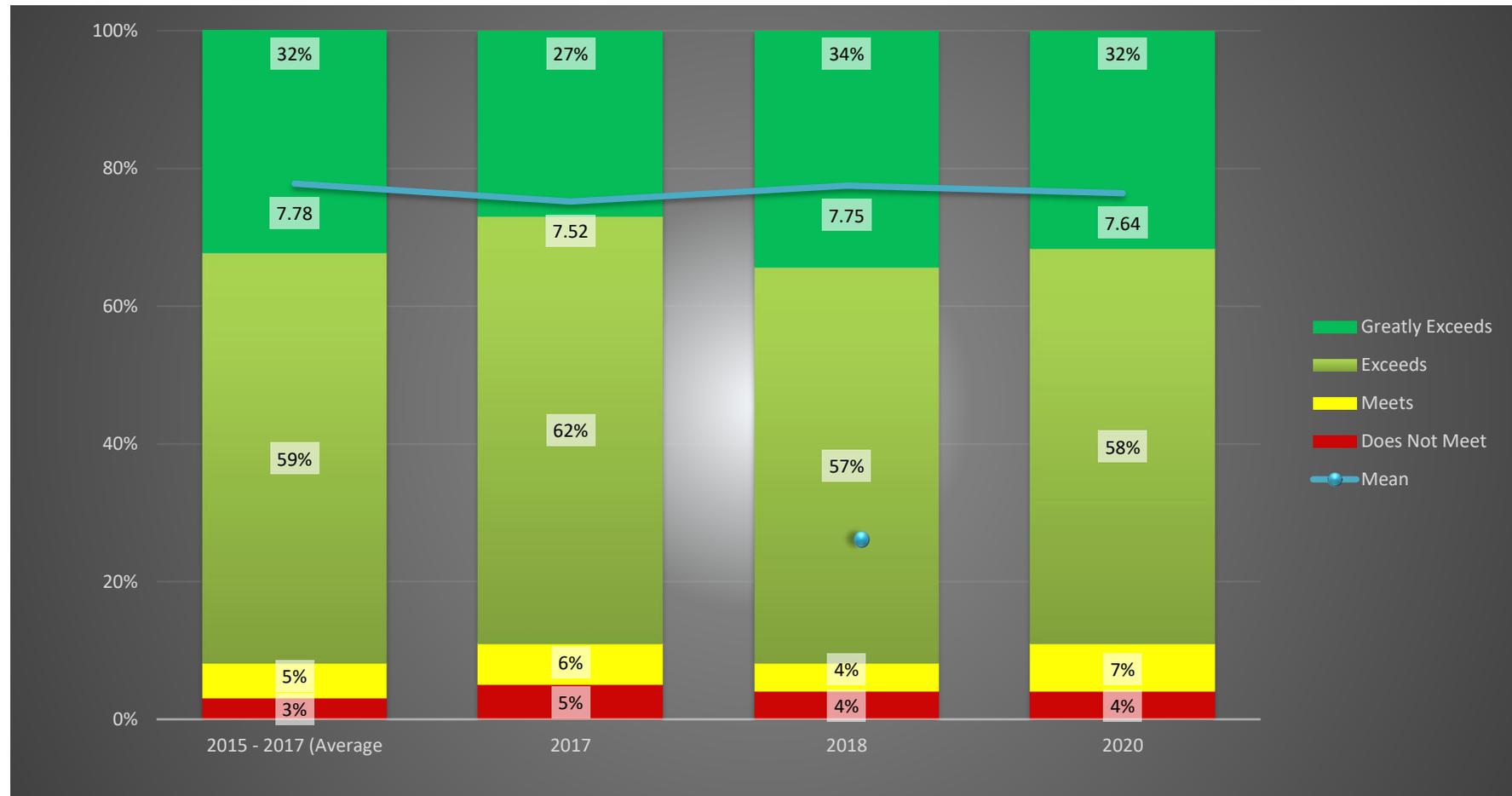


*NWRG2—How would you rate the overall quality of services provided by the City of Bellevue?*

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

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

*Base: All respondents*

In general, ratings for quality of city services are consistent across neighborhoods. There is one exception:

- A higher-than-average percentage of those living in Newport feel that the quality of city services does not meet their expectations at all.

*Table 4: Quality of City Services by Neighborhood*

| | Does not Meet | Meets | Exceeds | Greatly Exceeds | Mean | Sample Size |
|---|---|---|---|---|---|---|
| **BelRed** | 14% | 14% | 38% | 35% | 7.40 | (n=7) |
| **Bridle Trails** | 2% | 0% | 63% | 35% | 8.03 | (n=28) |
| **Cougar Mountain / Lakemont** | 1% | 1% | 63% | 35% | 7.90 | (n=50) |
| **Crossroads** | 2% | 3% | 91% | 4% | 7.34 | (n=31) |
| **Downtown** | 6% | 6% | 53% | 35% | 7.66 | (n=85) |
| **Eastgate** | 9% | 10% | 47% | 34% | 7.22 | (n=30) |
| **Factoria** | 0% | 38% | 53% | 9% | 6.64 | (n=11) |
| **Lake Hills** | 1% | 16% | 50% | 33% | 7.54 | (n=63) |
| **Newport** | 14% | 6% | 51% | 29% | 6.99 | (n=35) |
| **Northeast Bellevue** | 4% | 7% | 64% | 24% | 7.32 | (n=46) |
| **Northwest Bellevue** | 2% | 2% | 57% | 39% | 8.19 | (n=33) |
| **West Lake Sammamish** | 11% | 8% | 67% | 14% | 7.19 | (n=27) |
| **Somerset** | 0% | 4% | 37% | 60% | 8.37 | (n=29) |
| **West Bellevue** | 0% | 5% | 57% | 39% | 7.99 | (n=27) |
| **Wilburton** | 0% | 3% | 60% | 37% | 8.08 | (n=19) |
| **Woodridge** | 3% | 0% | 75% | 22% | 7.95 | (n=17) |

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

*Figure 10: Quality of City Services by Neighborhood*
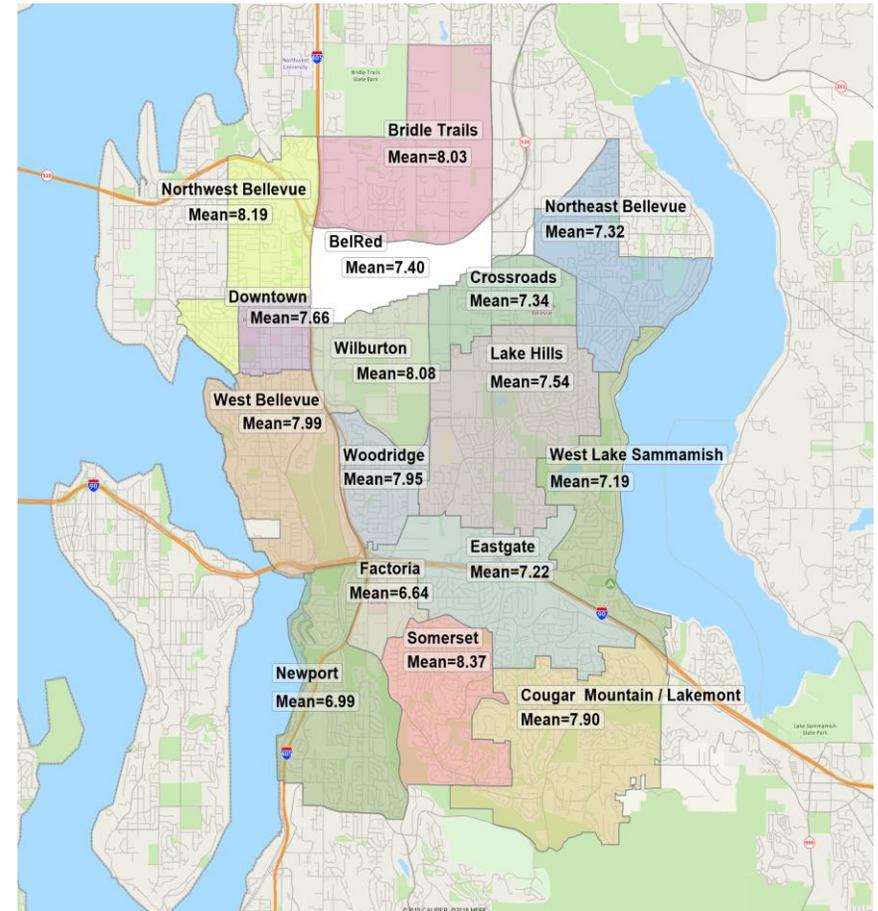


*Maps illustrate differences in mean ratings by neighborhood. While comparisons by neighborhoods can be made, margins of error and differences between neighborhoods mean responses may not be statistically significant. Please use caution when viewing neighborhood level results.*

## Comparability to Other Communities

Bellevue residents generally agree that when compared to other cities and towns, Bellevue is better. As with resident expectations for quality of life, perceptions of comparability to other communities decreased somewhat in 2018. This was due to a decrease in the percentage saying that Bellevue is significantly better and a corresponding increase in the percentage saying it is better or the same. The percentage saying that Bellevue is significantly better has been slowly increasing year over year.

*Figure 11: Comparability to Other Communities*
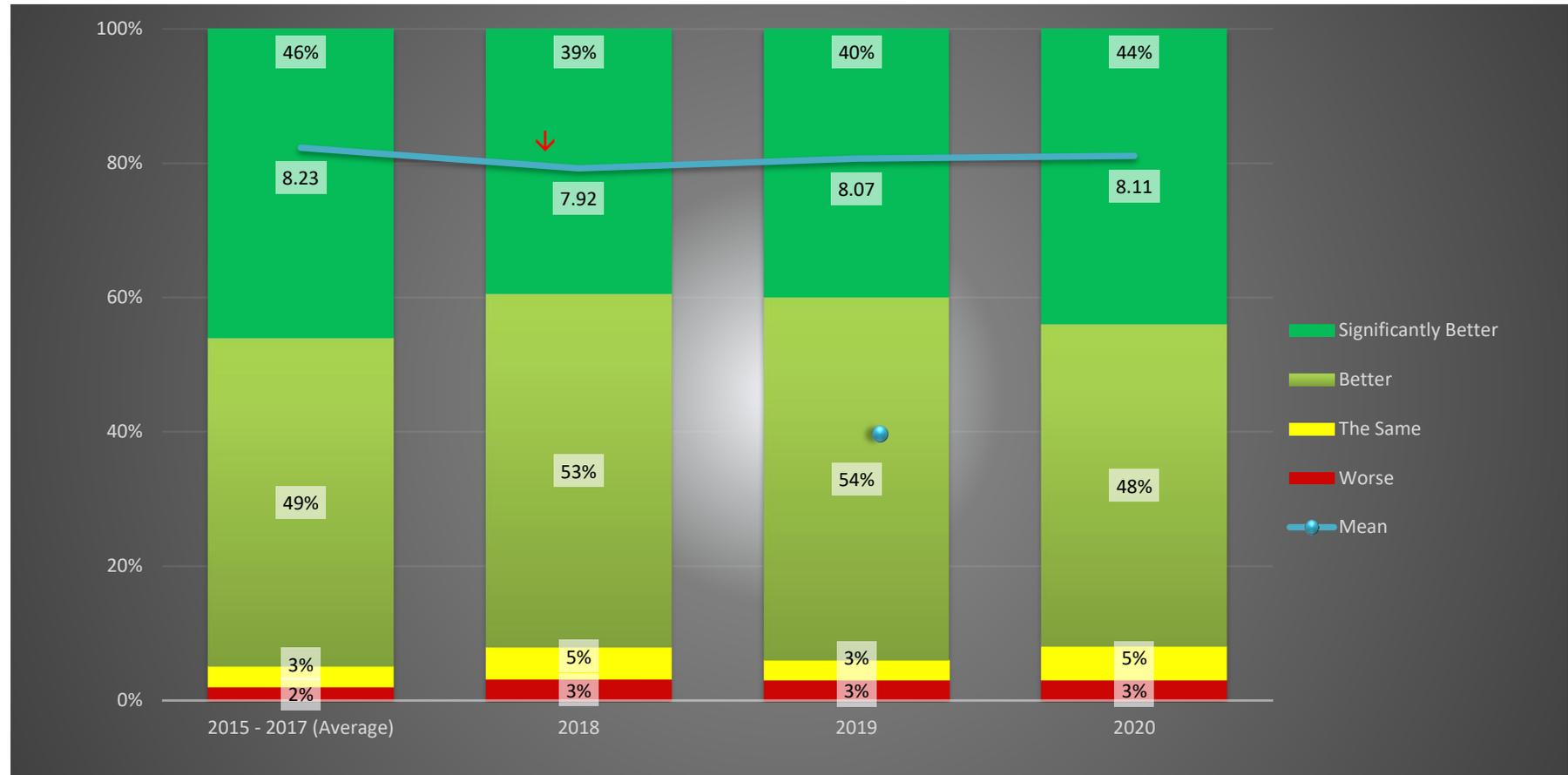


NWRG3—Compared with other cities and towns, how would you rate Bellevue as a place to live?
Mean based on eleven-point scale where "0" means "Significantly worse than other cities" and "10" means "Significantly better than other cities"
Base: All respondents

*Table 5: Comparability to Other Communities by Neighborhood*

| | Worse Than | Same | Better than | Significantly Better | Mean | Sample Size |
|---|---|---|---|---|---|---|
| BelRed | 14% | 0% | 52% | 35% | 7.04 | (n=7) |
| Bridle Trails | 0% | 2% | 48% | 49% | 8.28 | (n=28) |
| Cougar Mountain / Lakemont | 4% | 0% | 43% | 52% | 8.30 | (n=50) |
| Crossroads | 4% | 5% | 62% | 28% | 7.91 | (n=31) |
| Downtown | 3% | 3% | 45% | 49% | 8.19 | (n=85) |
| Eastgate | 3% | 3% | 54% | 40% | 8.18 | (n=30) |
| Factoria | 0% | 0% | 55% | 45% | 7.80 | (n=11) |
| Lake Hills | 2% | 2% | 56% | 40% | 8.13 | (n=63) |
| Newport | 2% | 19% | 46% | 33% | 7.50 | (n=35) |
| Northeast Bellevue | 10% | 27% | 37% | 27% | 7.07 | (n=46) |
| Northwest Bellevue | 0% | 2% | 40% | 57% | 8.44 | (n=33) |
| West Lake Sammamish | 2% | 7% | 51% | 39% | 8.05 | (n=27) |
| Somerset | 0% | 0% | 54% | 46% | 8.69 | (n=29) |
| West Bellevue | 0% | 0% | 46% | 54% | 8.57 | (n=27) |
| Wilburton | 0% | 0% | 37% | 63% | 8.73 | (n=19) |
| Woodridge | 0% | 3% | 47% | 50% | 8.69 | (n=17) |

*Figure 12: Comparability to Other Communities by Neighborhood*
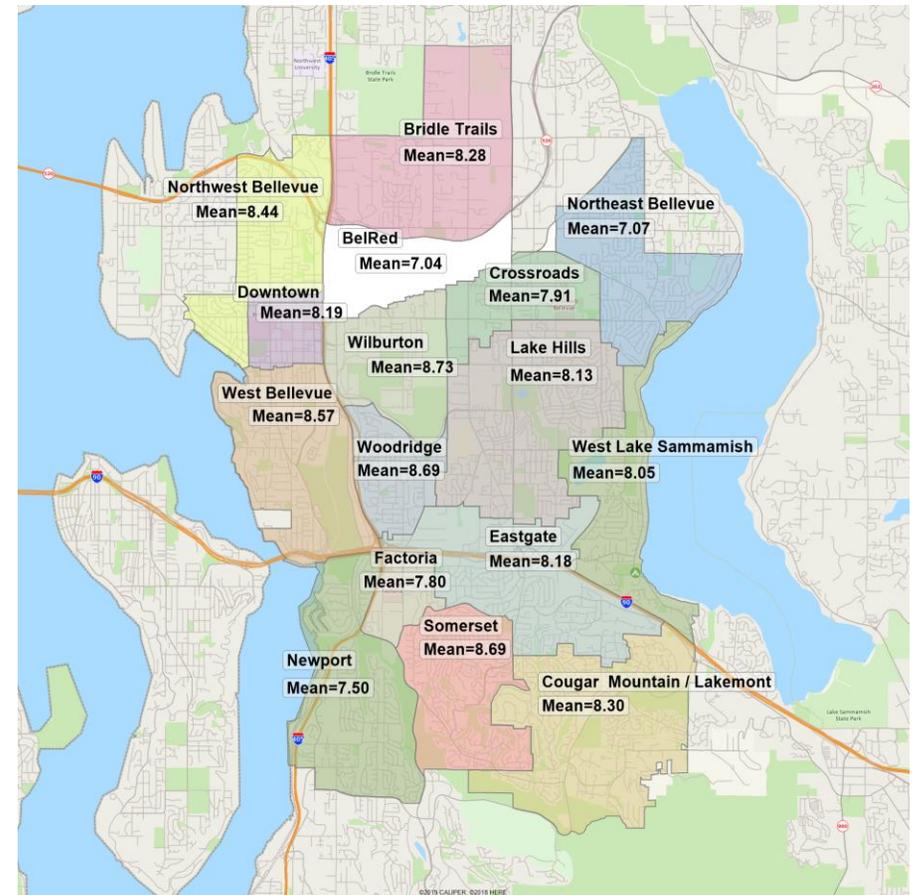


*Maps illustrate differences in mean ratings by neighborhood. While comparisons by neighborhoods can be made, margins of error and differences between neighborhoods mean responses may not be statistically significant. Please use caution when viewing neighborhood level results.*

## Direction City Is Headed

The Direction the City is Headed receives the lowest rating among the 5-Star Rating questions.

As with some of the other key metrics, results for this question dropped significantly in 2018. Notably there was a significant increase in the percentage of Bellevue residents suggesting that Bellevue is headed in the wrong direction.

Ratings for the direction the city is headed improved slightly in 2019 and 2020. However, there is a clear divide in opinions. The percentage who strongly feel the city is headed in the right direction has increased. However, the percentage feeling the city is headed in the wrong direction has held similar to the level noted in 2018.

*Figure 13: Direction City Is Headed*
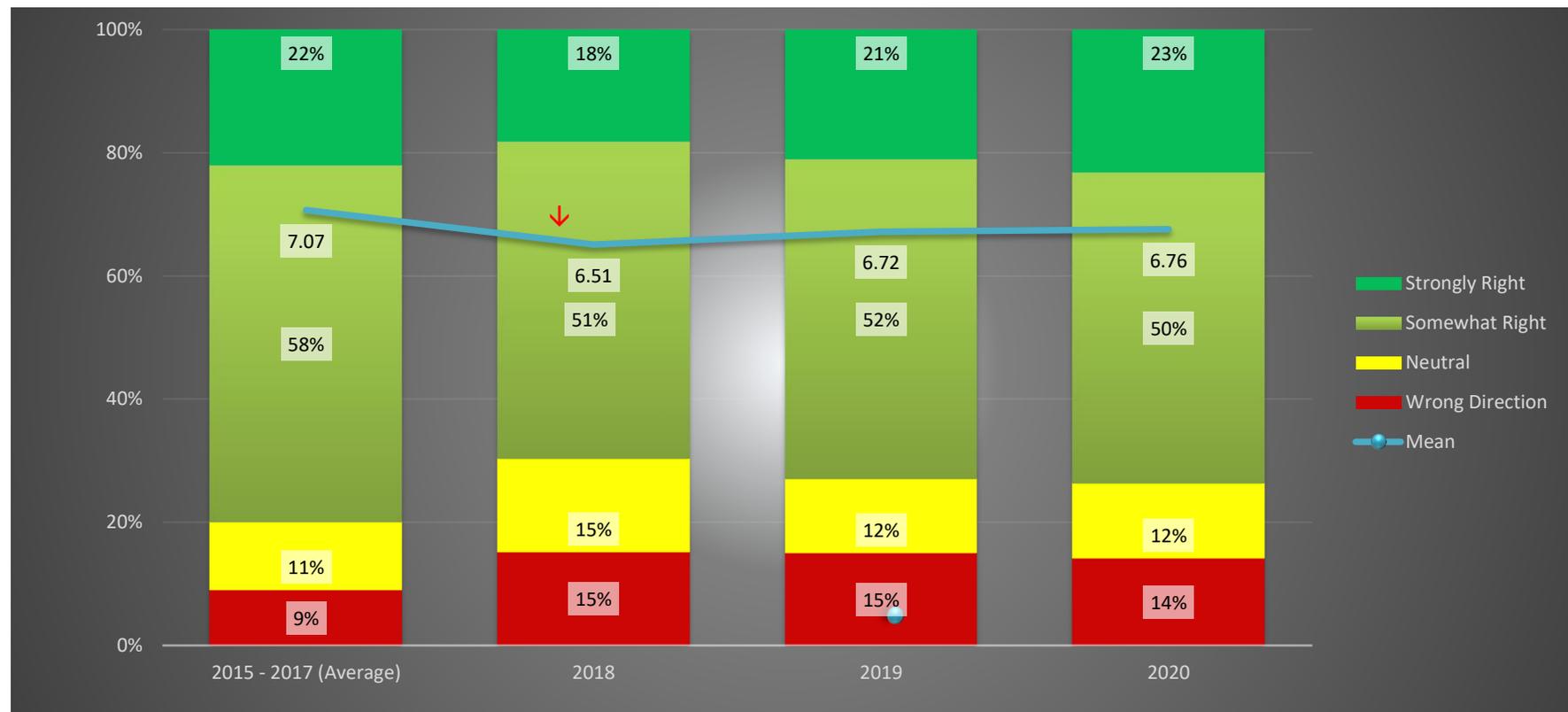


*NWRG4—Overall, would you say that Bellevue is headed in the right or wrong direction? ↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.*
*Mean based on eleven-point scale where "0" means "Strongly headed in the wrong direction" and "10" means "Strongly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

In a follow-up open-ended question, respondents were asked why they gave the rating they did regarding the direction the city was headed. Responses were reviewed and coded into categories containing similar responses. Full text/verbatim comments are included in Appendix IV.

- Right Direction: The majority (73%) of Bellevue residents feel that Bellevue is headed in the right direction. Reasons for this rating are primarily due to a positive perception of city leadership and its priorities, the increase in public transportation options, and strong economic and business growth.
- Wrong Direction: Only one out of seven (14%) Bellevue residents feel that Bellevue is headed in the wrong direction. The rate of growth and amount of construction is, by far, the primary reason for these negative ratings.

Note, that only 62 respondents indicated that Bellevue is Headed in the wrong direction and provided open-ended responses as to why. Please use caution when reviewing these responses.

*Table 6: Reasons Why Bellevue is Headed in the Right or Wrong Directions*

| Reasons Why Bellevue is Headed in the Right Direction (n = 325) | % of Responses | Reasons Why Bellevue is Headed in the Wrong Direction (n = 62) | % of Responses |
|---|---|---|---|
| Strong leadership and setting the right priorities | 21% | Too much growth / construction | 44% |
| Increased public transit options is a good thing | 17% | Expensive / cost of living | 19% |
| Strong economy and business growth | 16% | Too much traffic / concerns about public transit | 19% |
| Good schools | 11% | Dislike the government / way Bellevue is being run | 15% |
| Protecting the environment, parks, and open space | 10% | Homelessness | 8% |
| Growth and increased density are good things | 10% | Crime | 5% |
| Bellevue is safe | 9% | Quality of schools | 2% |
| The infrastructure is improving | 7% | Hurting the environment | 1% |
| Something else | 22% | Something else | 12% |

*NWRG4A—Using a one or two-word phrase, what are the reasons why you think Bellevue is headed in the [right/wrong] direction?*
*Base: Respondents who believe Bellevue is headed in the right / wrong direction. \*Note, percentages are based on weighed sample sizes. Both weighted and unweighted n's are shown for reference. Weighting is standard practice and used to adjust for imperfections in the sample. More information on weighting can be found in Appendix II*

Table 7: Direction City Is Headed by Neighborhood

| | Wrong Direction | Neutral | Right | Strongly Right | Mean | Sample Size |
|---|---|---|---|---|---|---|
| BelRed | 27% | 14% | 52% | 8% | 5.78 | (n=7) |
| Bridle Trails | 8% | 21% | 54% | 16% | 6.85 | (n=28) |
| Cougar Mountain / Lakemont | 11% | 7% | 48% | 34% | 7.39 | (n=50) |
| Crossroads | 5% | 19% | 42% | 34% | 7.14 | (n=31) |
| Downtown | 15% | 11% | 53% | 20% | 6.63 | (n=85) |
| Eastgate | 14% | 9% | 62% | 15% | 6.60 | (n=30) |
| Factoria | 38% | 11% | 42% | 9% | 5.88 | (n=11) |
| Lake Hills | 22% | 15% | 35% | 27% | 6.34 | (n=63) |
| Newport | 20% | 13% | 48% | 19% | 6.23 | (n=35) |
| Northeast Bellevue | 18% | 18% | 51% | 13% | 6.09 | (n=46) |
| Northwest Bellevue | 2% | 14% | 68% | 16% | 7.31 | (n=33) |
| West Lake Sammamish | 23% | 8% | 44% | 25% | 6.66 | (n=27) |
| Somerset | 6% | 0% | 52% | 43% | 7.92 | (n=29) |
| West Bellevue | 9% | 10% | 61% | 20% | 7.08 | (n=27) |
| Wilburton | 3% | 3% | 56% | 39% | 7.61 | (n=19) |
| Woodridge | 9% | 15% | 63% | 14% | 6.65 | (n=17) |

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

Figure 14: Direction City Is Headed by Neighborhood
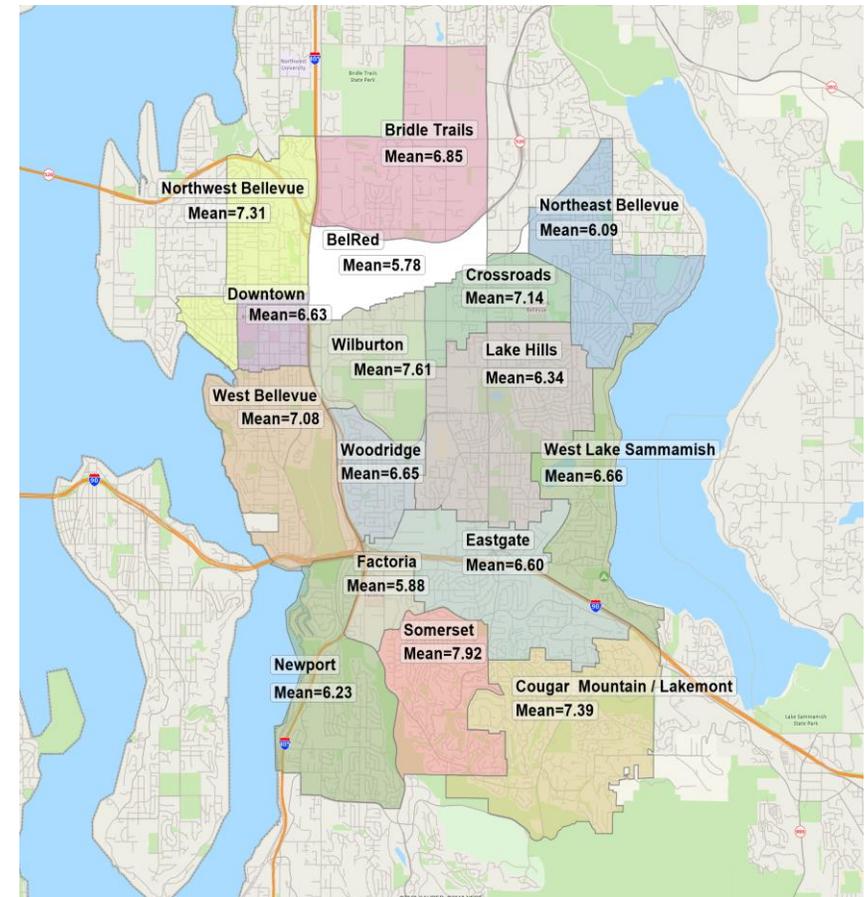


Maps illustrate differences in mean ratings by neighborhood. While comparisons by neighborhoods can be made, margins of error and differences between neighborhoods mean responses may not be statistically significant. Please use caution when viewing neighborhood level results.

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## *Value of Services for Tax Dollars Paid*

Bellevue residents' perceptions of the extent to which they feel they are getting their money's worth for the city tax dollars paid has fluctuated somewhat over the years. After dropping significantly in 2018, ratings rebounded in 2019 but remained lower than those prior to 2018. While they appear to drop somewhat in 2020, this decrease is not statistically significant.

*Figure 15: Value of Services for Tax Dollars Paid*
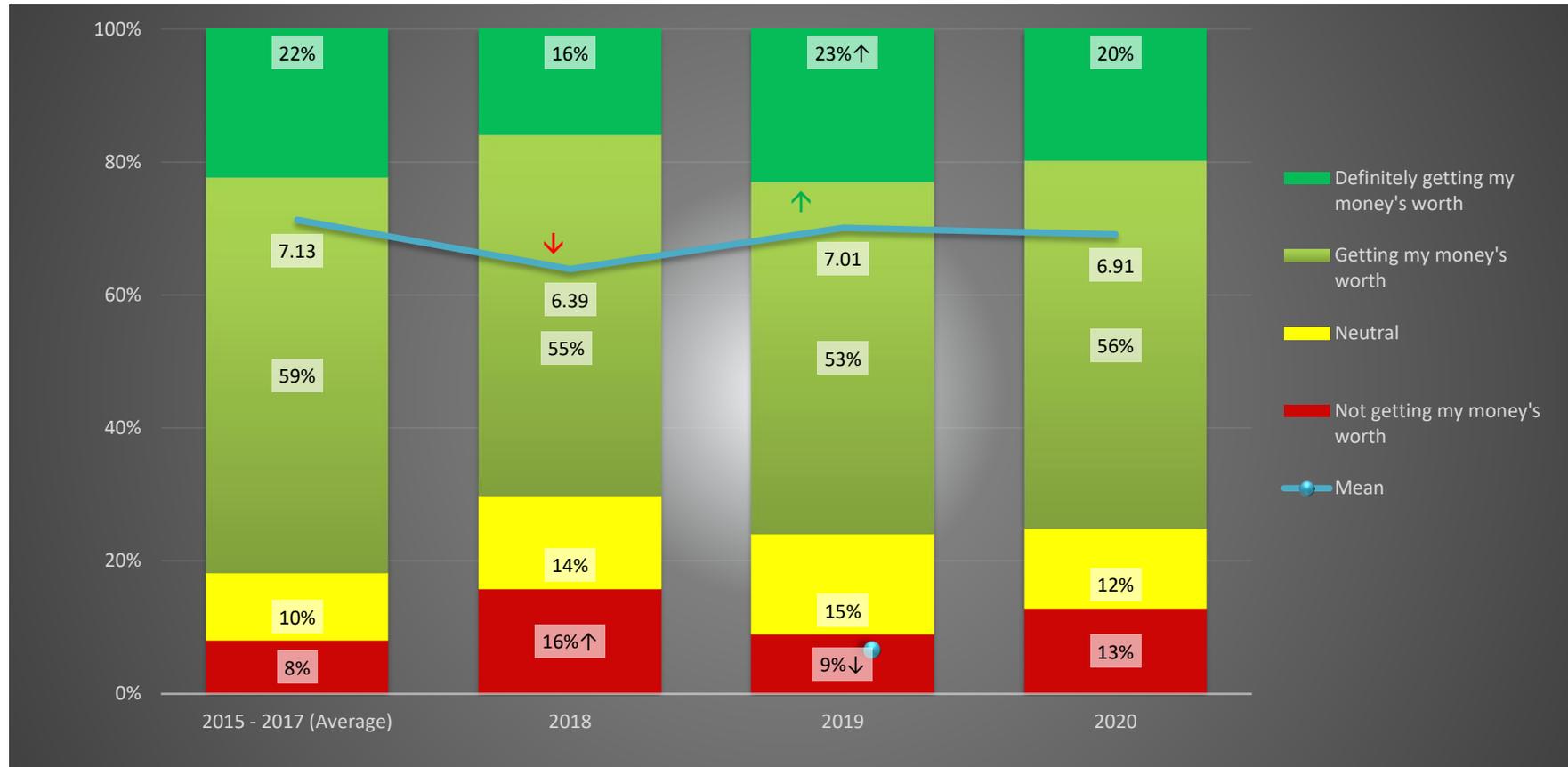


NWRG5—Do you feel you are getting your money's worth for your city tax dollar?
↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.
Mean based on eleven-point scale where "0" means "Definitely not getting my money's worth" and "10" means "Definitely getting my money's worth"
Base: All respondents

There is a clear relationship between the perceived value of services received for tax dollars paid and the extent to which residents feel the city is headed in the right direction. Half of those residents who feel the city is headed in the wrong direction feel they are not getting their money's worth for the tax dollars they pay. On the other hand, 45 percent of those who believe the city is strongly headed in the right direction feel they are definitely getting their money's worth. This type of relationship between value for tax dollar and direction city is headed is to be expected.

*Figure 16: Relationship between Perceived Value of Services for Tax Dollars Paid and Direction the City is Headed*
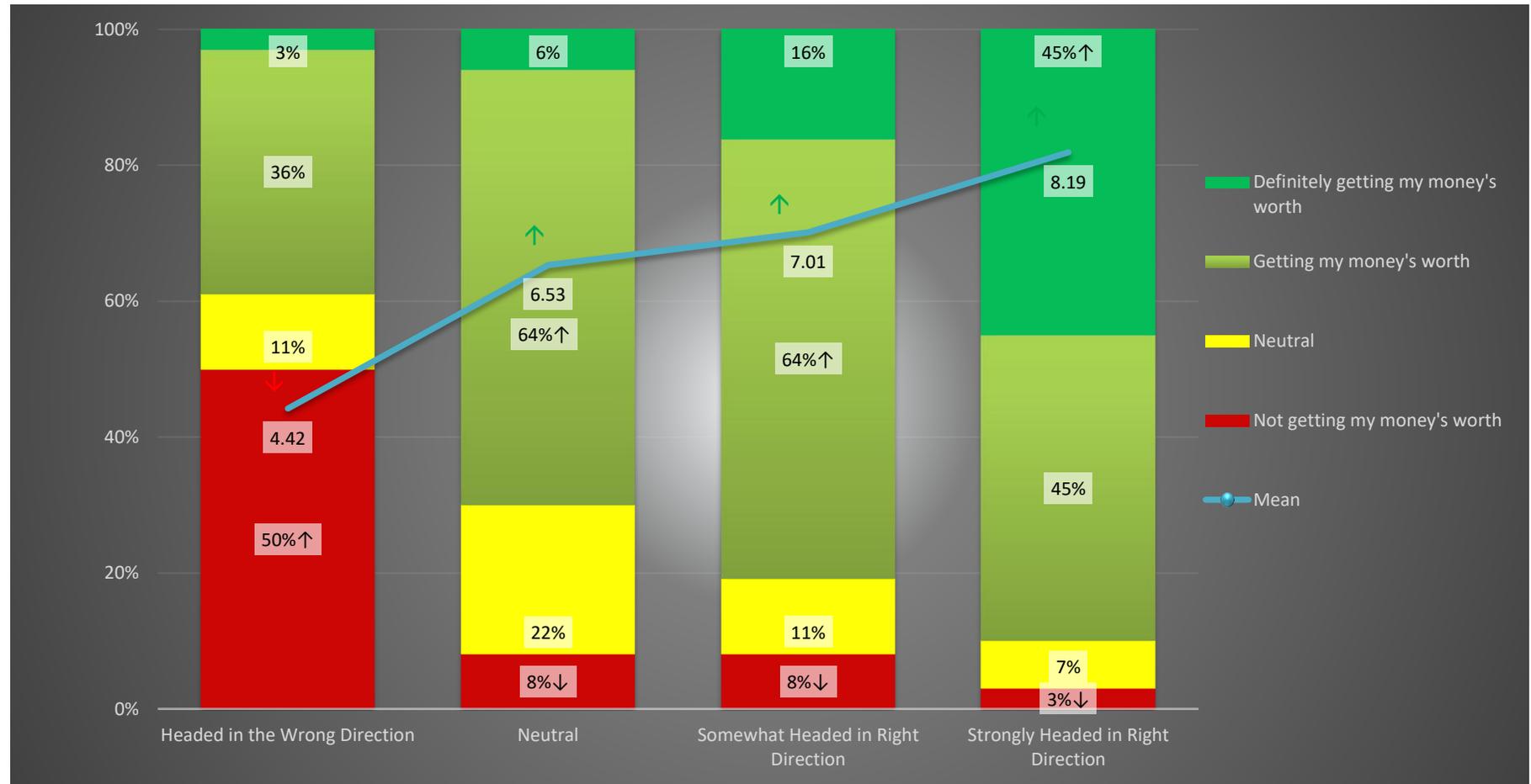


*NWRG5—Do you feel you are getting your money's worth for your city tax dollar?*

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

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

*Base: All respondents*

# KEY COMMUNITY INDICATORS

## OVERALL RATINGS

The City of Bellevue identified 30 Key Community Indicators (KCIs) that it uses for performance measurement. Each year, respondents indicate the extent to which they agree or disagree that each of these indicators describe the city. In 2011, NWRG used factor analysis to identify the extent to which responses to multiple questions have similar patterns of responses (i.e., are correlated) because they are associated with a latent (not directly measured) variable. The questions that are most highly correlated with these latent variables are combined to create a new variable—called a dimension. The following table shows which questions are highly related to one another and how they are grouped to create each of the six dimensions.

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

Ratings for these overall dimensions has remained relatively stable over the years. Bellevue continues to rate highly for being a safe community. Neighborhoods and healthy living also receive above-average ratings.

As with previous years, Bellevue's ratings are significantly lower for competitiveness and mobility. Note that while these scores are lower, they are still positive—i.e., above the mid-point of 5 on the 11-point scale.

*Figure 17: Overall Performance on Key Community Indicator Dimensions*
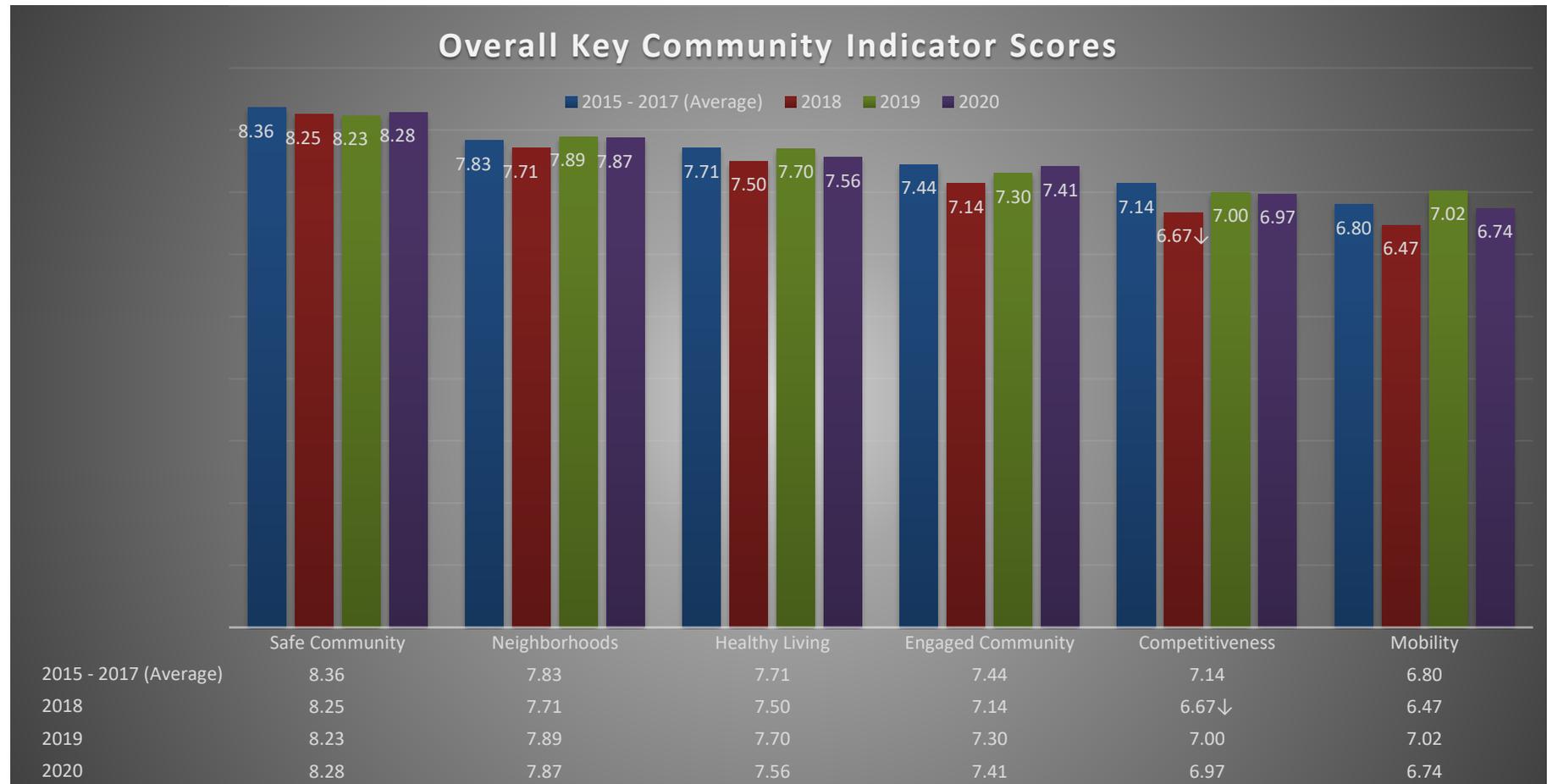


**Overall Key Community Indicator Scores**

| | Safe Community | Neighborhoods | Healthy Living | Engaged Community | Competitiveness | Mobility |
|---|---|---|---|---|---|---|
| 2015 - 2017 (Average) | 8.36 | 7.83 | 7.71 | 7.44 | 7.14 | 6.80 |
| 2018 | 8.25 | 7.71 | 7.50 | 7.14 | 6.67↓ | 6.47 |
| 2019 | 8.23 | 7.89 | 7.70 | 7.30 | 7.00 | 7.02 |
| 2020 | 8.28 | 7.87 | 7.56 | 7.41 | 6.97 | 6.74 |

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

## KEY DRIVERS ANALYSIS

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

More information regarding key drivers and examples of attributes that are and are not drivers can be found in Appendix II.

There are three steps to this analysis.

1. The first step in the analysis (shown on the next page) identifies the extent to which these six overall dimensions i impact Bellevue's 5-Star rating.

2. The second step in the analysis (beginning on page 45) identifies the extent to which each of the individual Key Questions contained within the overall dimension is a key driver. Again, regression analysis is used to identify the individual areas that drive Bellevue's 5-Star rating. These reults are presented in order of the dimension's overall importance.

3. The final step in the analysis (beginning on page 64) is to identify key areas where Bellevue may wish to allocate additional resources based on what is most important to residents (i.e., the key drivers of Bellevue's 5-Star rating) and current performance on the individual KCIs.

All of the dimensions have a significant impact on Bellevue's rating. While the relative impact of these dimensions changed from 2019, they remain in the same order of importance. It should be noted that the safety dimension was not a significant driver of Bellevue's 2019 5-Star rating.

The largest driver, competitive community, is also the dimension with one of the the lowest scores.

*Figure 18: Key Drivers Analysis—Overall Dimensions*
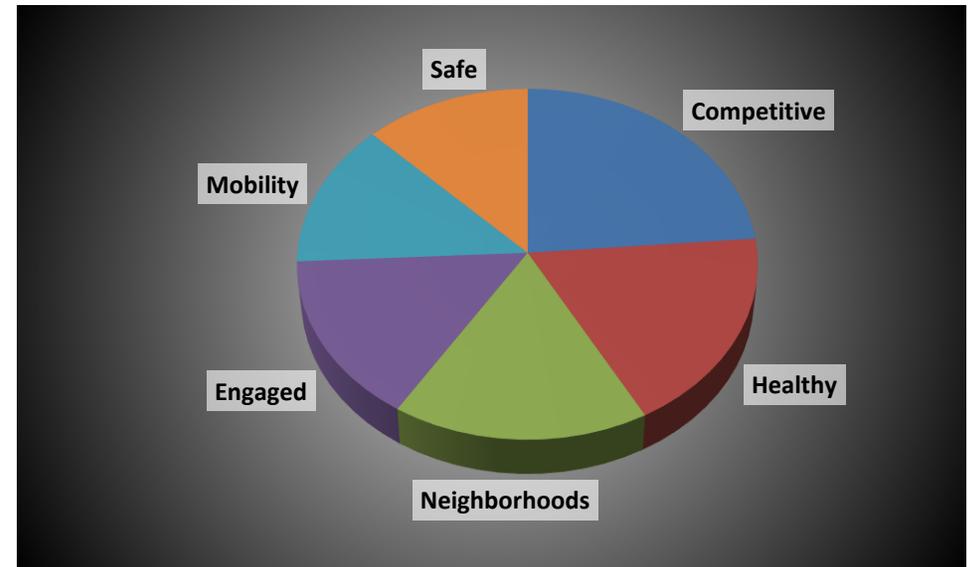


*All attributes shown are key drivers—that is, a change in these areas would have a significant impact on Bellevue's 5-Star rating.*

*Figure 19: Overall Performance on Key Driver Dimensions*
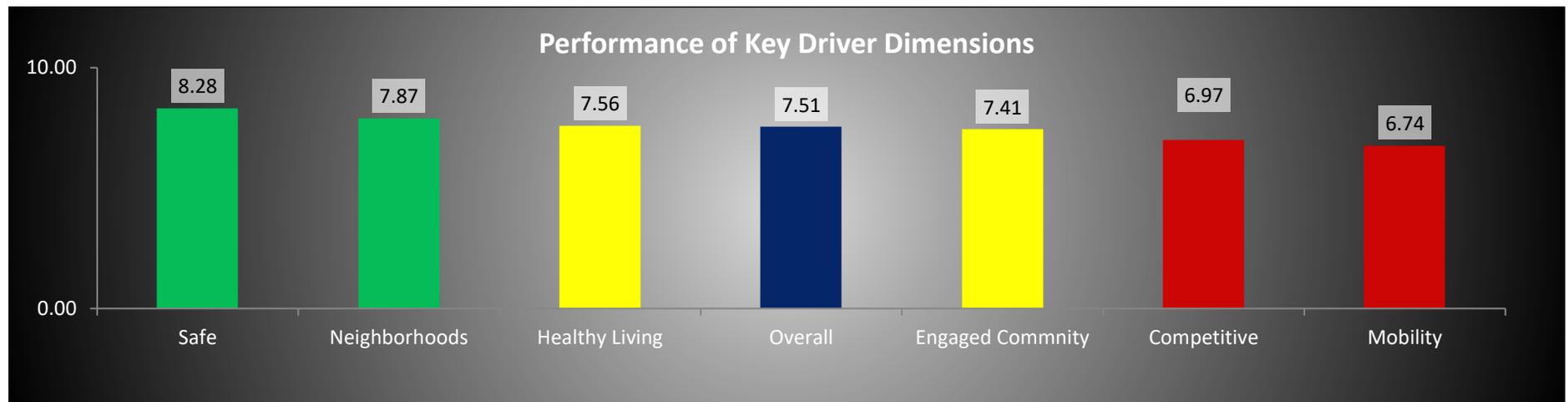


**Performance of Key Driver Dimensions**

| | Safe | Neighborhoods | Healthy Living | Overall | Engaged Commnity | Competitive | Mobility |
|---|---|---|---|---|---|---|---|
| Score | 8.28 | 7.87 | 7.56 | 7.51 | 7.41 | 6.97 | 6.74 |

*Mean score based on a scale from 0 to 10*

🟩 = Above dimension average   🟨 = Similar to dimension average   🟥 = Below dimension average

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

Within this dimension, all of the individual factors are significant drivers of Bellevue's overall rating.

Planning for growth in ways that add value to the quality of life continues to be the most important driver of Bellevue's overall rating. Looking ahead to meet local challenges has moved to be the second most important driver.

These two factors are the lowest rated factors in this dimension. In addition, while the mean score for the extent to which Bellevue is doing a good job of planning for browth in ways that add value to residents' quality of life has increased from its low point in 2018, overall agreement has been decreasing due to a decrease in the percentage who somewhat agree.

*Figure 20: Key Drivers Analysis—Competitive*
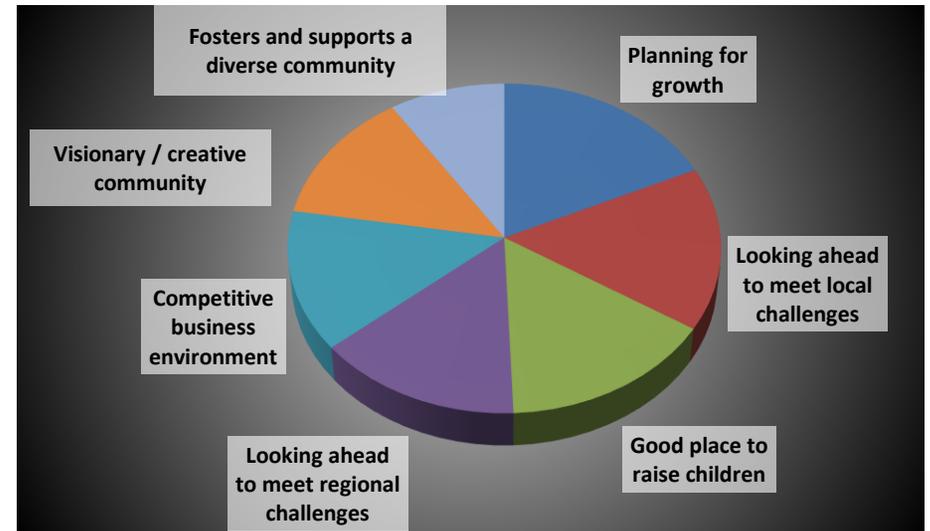


*All attributes shown are key drivers—that is, a change in these areas would have a significant impact on Bellevue's 5-Star rating.*

*Figure 21: Competitive Environment Attributes*
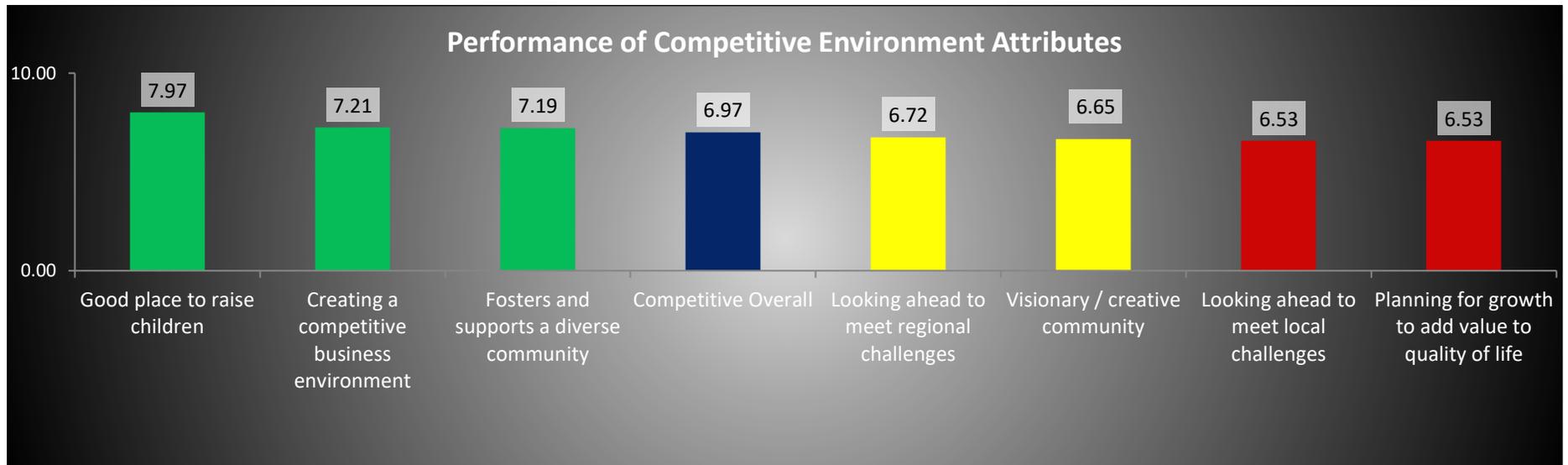


*Mean score based on a scale from 0 to 10*

█ = Above dimension average   █ = Similar to dimension average   █ = Below dimension average

Nine out of ten residents agree that Bellevue is a good place to raise children. This has been steady for several years.

| Is a good place to raise children | | | | |
|---|---|---|---|---|
| | 2015 – 2017 (average) | 2018 | 2019 | 2020 |
| NET: Agree | 91% | 88% | 89% | 87% |
| Strongly Agree | 47% | 44% | 47% | 48% |
| Agree | 43% | 45% | 42% | 40% |
| NET: Disagree | 4% | 6% | 5% | 6% |
| Mean | 8.13 | 7.91 | 8.09 | 7.97 |

Four out of five residents agree that Bellevue is doing a good job helping to create a competitive business environment that supports entrepreneurs and creates jobs. With the exception of a dip in 2018, this has been steady from 2015 to present.

| Is doing a good job helping to create a competitive business environment that supports entrepreneurs and creates jobs | | | | |
|---|---|---|---|---|
| | 2015 – 2017 (average) | 2018 | 2019 | 2020 |
| NET: Agree | 82% | 79% | 78% | 80% |
| Strongly Agree | 29% | 17%↓ | 27%↑ | 31% |
| Agree | 53% | 62%↑ | 52% | 50% |
| NET: Disagree | 7% | 8% | 11% | 11% |
| Mean | 7.35 | 6.91↓ | 7.05 | 7.21 |

Four out of five residents agree that Bellevue fosters and supports a diverse community where all residents have the opportunity to live well, work and play. As seen with competitive business environment this has been steady from 2015 to present aside from a dip in 2018.

| Fosters and supports a diverse community where all residents have the opportunity to live well, work and play | | | | |
|---|---|---|---|---|
| | 2015 – 2017 (average) | 2018 | 2019 | 2020 |
| NET: Agree | 81% | 76% | 80% | 78% |
| Strongly Agree | 32% | 20%↓ | 33% | 34% |
| Agree | 48% | 56% | 47% | 44% |
| NET: Disagree | 10% | 14% | 12% | 13% |
| Mean | 7.32 | 6.82↓ | 7.35 | 7.19 |

Seven out of ten residents agree that Bellevue is doing a good job of looking ahead to meet regional challenges. As with other attributes within this dimension this has been steady from 2015 to present aside from a dip in 2018.

| Is doing a good job of looking ahead to meet regional challenges | | | | |
|---|---|---|---|---|
| | 2015 – 2017 (average) | 2018 | 2019 | 2020 |
| NET: Agree | 77% | 65%↓ | 71% | 71% |
| Strongly Agree | 18% | 17%↓ | 21% | 22% |
| Agree | 59% | 48% | 49% | 49% |
| NET: Disagree | 10% | 19%↑ | 15% | 14% |
| Mean | 6.80 | 6.16↓ | 6.62 | 6.72 |

Seven out of ten residents agree that Bellevue is a visionary community in which creativity is fostered. As with other attributes within this dimension this has been steady from 2015 to present aside from a dip in 2018.

| Is a visionary community in which creativity is fostered | | | | |
|---|---|---|---|---|
| | 2015 – 2017 (average) | 2018 | 2019 | 2020 |
| NET: Agree | 76% | 67% | 76% | 70% |
| Strongly Agree | 21% | 18% | 22% | 23% |
| Agree | 55% | 50% | 54% | 47% |
| NET: Disagree | 10% | 15% | 11% | 14% |
| Mean | 6.86 | 6.48↓ | 6.95 | 6.65 |

Seven out of ten residents agree that Bellevue is doing a good job of looking ahead to meet local challenges. As with other attributes within this dimension this has been steady from 2015 to present aside from a dip in 2018.

| Is doing a good job of looking ahead to meet local challenges | | | | |
|---|---|---|---|---|
| | 2015 – 2017 (average) | 2018 | 2019 | 2020 |
| NET: Agree | 76% | 68% | 70% | 71% |
| Strongly Agree | 20% | 14% | 19% | 20% |
| Agree | 56% | 53% | 51% | 51% |
| NET: Disagree | 12% | 20%↑ | 16% | 17% |
| Mean | 6.75 | 6.16↓ | 6.50 | 6.53 |

Seven out of ten residents agree that Bellevue is doing a good job planning for growth in ways that add value to your quality of life. While we see the dip in 2018, we also see a significant drop in 2020 among the percent of residents who agree with this statement.

| Is doing a good job planning for growth in ways that add value to your quality of life | | | | |
|---|---|---|---|---|
| | 2015 – 2017 (average) | 2018 | 2019 | 2020 |
| NET: Agree | 75% | 72% | 72% | 67%↓ |
| Strongly Agree | 23% | 13%↓ | 21% | 23% |
| Agree | 52% | 59% | 51% | 44%↓ |
| NET: Disagree | 14% | 20% | 19% | 20% |
| Mean | 6.76 | 6.26↓ | 6.43 | 6.53 |

Healthy living has the second largest impact on Bellevue's 5-Star Rating. Every attribute within this dimension has a significant impact on the city's rating.

Maintaining and enhancing the natural environment for current and future generations has jumped to the number one driver of this rating. While still a key driver, providing water, sewer, and waste water services and infrastructure dropped to last place. This may be due to the fact that ratings for this attribute are more highly correlated with maintain and enhancing the natural environment than to the city's overall rating.

While ratings are generally positive for all attributes within this dimension, ratings are below the average within this dimension for maintaining and enhancing the natural environment for current and future generations. This is also the most important factor.

There has been little change in these ratings in recent years. However, as shown on page 51, that in 2020, there is an increase in the percentage of residents who disagree that Bellevue is doing a good job of maintaining and enhancing its natural environment.

*Figure 22: Key Drivers Analysis—Healthy Living*
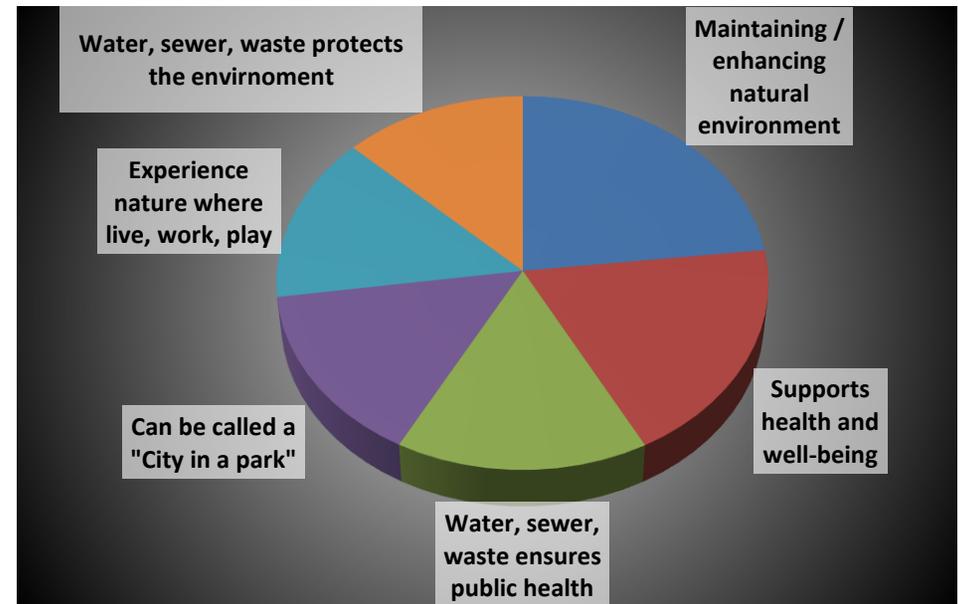


*All attributes shown are key drivers—a change in these areas would have a significant impact on Bellevue's 5-Star rating.*

*Figure 23: Performance of Healthy Living Attributes*
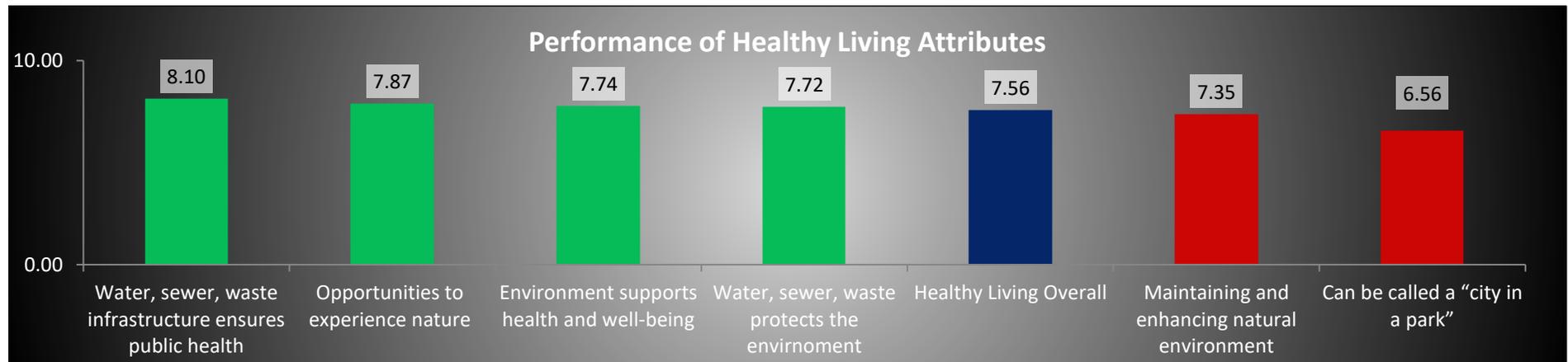


*Mean score based on a scale from 0 to 10*

■ = Above dimension average    ■ = Similar to dimension average    ■ = Below dimension average

Bellevue's performance on providing water, sewer, and waste-water services that reliably ensure public health has held steady for several years with roughly 90 percent of residents indicate the City doing a good job.

| Provides water, sewer, and waste water services and infrastructure that reliably ensure public health | | | | |
|---|---|---|---|---|
| | 2015 – 2017 (average) | 2018 | 2019 | 2020 |
| NET: Agree | 93% | 92% | 91% | 89% |
| Strongly Agree | 49% | 50% | 51% | 48% |
| Agree | 43% | 42% | 40% | 41% |
| NET: Disagree | 3% | 4% | 2% | 5% |
| Mean | 8.25 | 8.11 | 8.24 | 8.10 |

Nine out of ten residents agree that Bellevue offers them opportunities to experience nature where they live, work, and play. This has been consistent over the years.

| Offers me and my family opportunities to experience nature where we live, work, and play | | | | |
|---|---|---|---|---|
| | 2015 – 2017 (average) | 2018 | 2019 | 2020 |
| NET: Agree | 90% | 90% | 89% | 87% |
| Strongly Agree | 42% | 42% | 46% | 46% |
| Agree | 48% | 48% | 43% | 41% |
| NET: Disagree | 5% | 6% | 6% | 7% |
| Mean | 7.92 | 7.80 | 7.95 | 7.87 |

Just under nine out of ten residents agree that Bellevue provides an environment that supports health and well-being. This has been consistent over the years.

| Provides an environment that supports my personal health and well-being | | | | |
|---|---|---|---|---|
| | 2015 – 2017 (average) | 2018 | 2019 | 2020 |
| NET: Agree | 90% | 84% | 89% | 85% |
| Strongly Agree | 38% | 35% | 41% | 42% |
| Agree | 52% | 49% | 48% | 43% |
| NET: Disagree | 4% | 7% | 6% | 8% |
| Mean | 7.88 | 7.55 | 7.81 | 7.74 |

Just over eighty percent of residents agree that Bellevue Provides water, sewer, and waste-water services and infrastructure that protect the environment. This has been consistent over the years.

| Provides water, sewer, and waste water services and infrastructure that protect the environment | | | | |
|---|---|---|---|---|
| | 2015 – 2017 (average) | 2018 | 2019 | 2020 |
| NET: Agree | 90% | 86% | 88% | 84% |
| Strongly Agree | 37% | 44% | 40% | 42% |
| Agree | 52% | 42% | 48% | 42% |
| NET: Disagree | 3% | 5% | 4% | 8% |
| Mean | 7.89 | 7.84 | 7.86 | 7.72 |

As mentioned on page 49, there is an increase in the percentage of residents who disagree that Bellevue is doing a good job of maintaining and enhancing its natural environment. The percent who "disagree" with this statement has increased from 6% in 2015 thru 2017 to 13% in 2020. The negative shift is seen across all demographics, but it has been a larger shift among residents age 55 and older.

| Is doing a good job of maintaining and enhancing a healthy natural environment for current and future generation. | | | | |
|---|---|---|---|---|
| | 2015 – 2017 (average) | 2018 | 2019 | 2020 |
| NET: Agree | 87% | 82% | 85% | 79% |
| Strongly Agree | 36% | 32% | 36% | 38% |
| Agree | 52% | 50% | 49% | 42% |
| NET: Disagree | 6% | 9% | 9% | 13%↑ |
| Mean | 7.69 | 7.39 | 7.54 | 7.35 |

Two-out of three residents agree that Bellevue can rightly be called a "City in a park.". This has been consistent over the years.

| Can rightly be called a "City in a park." | | | | |
|---|---|---|---|---|
| | 2015 – 2017 (average) | 2018 | 2019 | 2020 |
| NET: Agree | 69% | 65% | 73% | 67% |
| Strongly Agree | 27% | 24% | 29% | 30% |
| Agree | 42% | 41% | 44% | 38% |
| NET: Disagree | 19% | 24% | 17% | 23% |
| Mean | 6.64 | 6.31 | 6.84 | 6.56 |

While all factors are key drivers of Bellevue's 5-Star rating, neighborhood safety has jumped to being the most important factor within this dimension (it was second in 2019).

While all neighborhood factors receive relatively positive ratings (greater than 7 on the 11-point scale), ratings are significantly higher for convenient access and attractive, well-maintained neighborhoods.

Ratings for safety are just slightly above the average for this dimension.

Having neighborhoods that support families with children continues to receive the lowest ratings. These ratings are significantly below the avearge for this dimension.

The positive ratings for Bellevue's neighborhoods have been relatively stable over the years.

*Figure 24: Key Drivers Analysis—Neighborhoods*
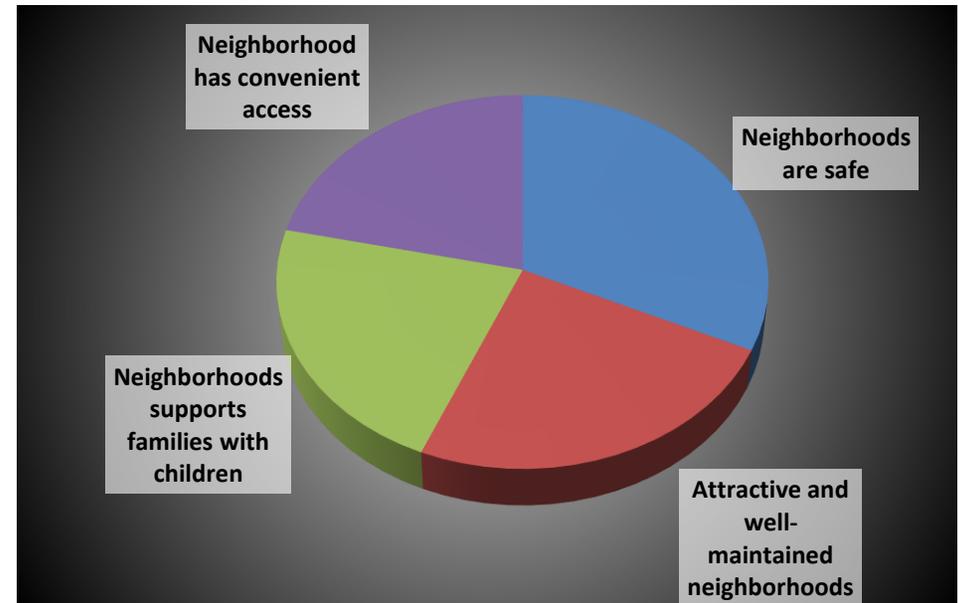


*All attributes shown are key drivers—that is, a change in these areas would have a significant impact on Bellevue's 5-Star rating.*

*Figure 25: Performance of Neighborhood Attributes*
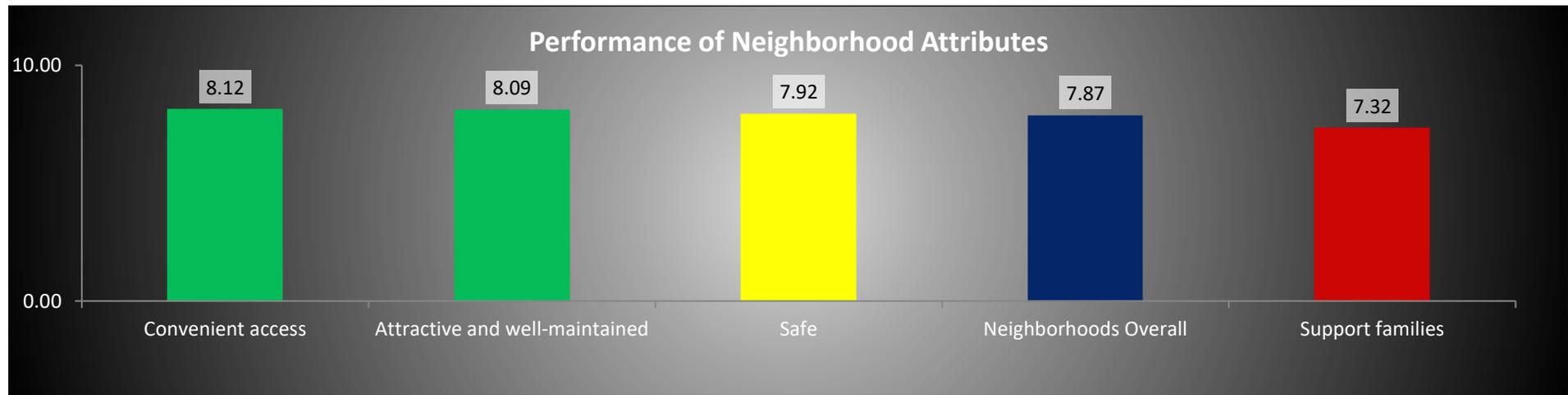


*Mean score based on a scale from 0 to 10*

■ = Above dimension average   ■ = Similar to dimension average   ■ = Below dimension average

Nine out of ten residents agree that they live in a neighborhood that provides convenient access to day-to-day activities. This measure has held steady from 2015 to present.

| I live in a neighborhood that provides convenient access to my day-to-day activities | | | | |
|---|---|---|---|---|
| | 2015 – 2017 (average) | 2018 | 2019 | 2020 |
| NET: Agree | 89% | 90% | 91% | 90% |
| Strongly Agree | 47% | 48% | 50% | 56% |
| Agree | 42% | 42% | 41% | 34% |
| NET: Disagree | 6% | 7% | 4% | 7% |
| Mean | 8.01 | 8.07 | 8.19 | 8.12 |

Nine out of ten residents agree that Bellevue has attractive and well-maintained neighborhoods. This measure has held steady from 2015 to present.

| Bellevue has attractive and well-maintained neighborhoods. | | | | |
|---|---|---|---|---|
| | 2015 – 2017 (average) | 2018 | 2019 | 2020 |
| NET: Agree | 94% | 89% | 94% | 91% |
| Strongly Agree | 40% | 38% | 41% | 48% |
| Agree | 54% | 52% | 53% | 43% |
| NET: Disagree | 3% | 5% | 4% | 3% |
| Mean | 8.08 | 7.82 | 8.05 | 8.09 |

Nine out of ten residents agree that Bellevue neighborhoods are safe. This measure has held steady from 2015 to present.

| Bellevue neighborhoods are safe. | | | | |
|---|---|---|---|---|
| | 2015 – 2017 (average) | 2018 | 2019 | 2020 |
| NET: Agree | 91% | 91% | 88% | 89% |
| Strongly Agree | 42% | 42% | 47% | 47% |
| Agree | 49% | 49% | 41% | 42% |
| NET: Disagree | 4% | 4% | 6% | 7% |
| Mean | 7.95 | 7.92 | 7.94 | 7.92 |

Four out of five residents agree that they live in a neighborhood that supports families, particularly those with children. This measure has held steady from 2015 to present.

| | I live in a neighborhood that supports families, particularly those with children | | | |
|---|---|---|---|---|
| | 2015 – 2017 (average) | 2018 | 2019 | 2020 |
| NET: Agree | 79% | 71% | 81% | 79% |
| Strongly Agree | 33% | 31% | 38% | 36% |
| Agree | 46% | 40% | 42% | 42% |
| NET: Disagree | 11% | 15% | 11% | 9% |
| Mean | 7.28 | 7.03 | 7.39 | 7.32 |

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All attributes within the Engaged Community dimension have a significant impact on Bellevue's 5-Star Rating.

Listening to residents and seeking their involvment has become the most important attribute within this dimension. At the same time, this attribute continues to be given the lowest rating among the attributes within this dimension.

While not statistically significant, the overall rating for being an engaged community has improved from its lowest rating in 2018, with anoverall mean of 7.14. Notably, ratings have improved for being a welcoming and supporting city.

*Figure 26: Key Drivers Analysis—Engaged Community*
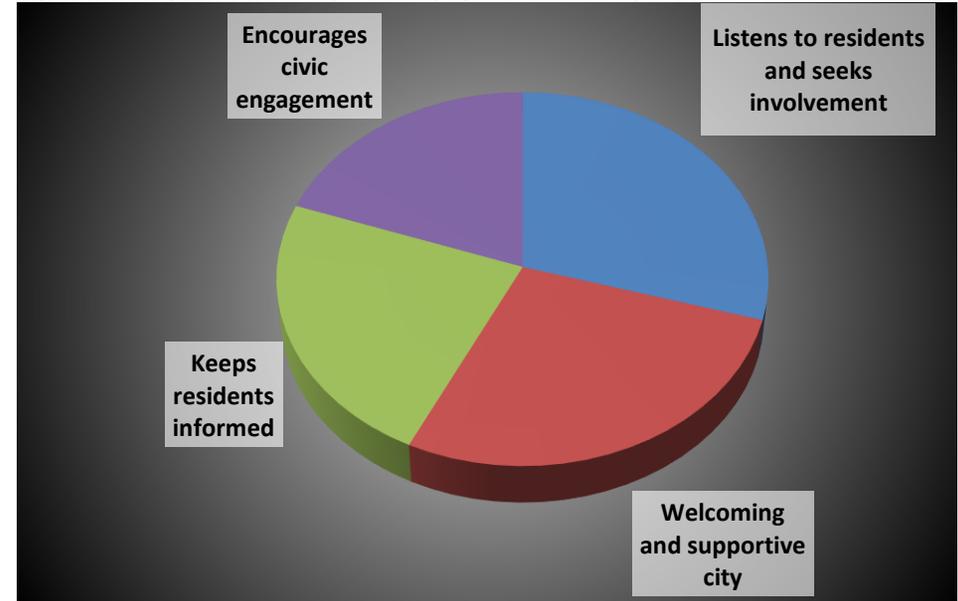


*All attributes shown are key drivers—that is, a change in these areas would have a significant impact on Bellevue's 5-Star rating.*

*Figure 27: Performance of Engaged Community Attributes*
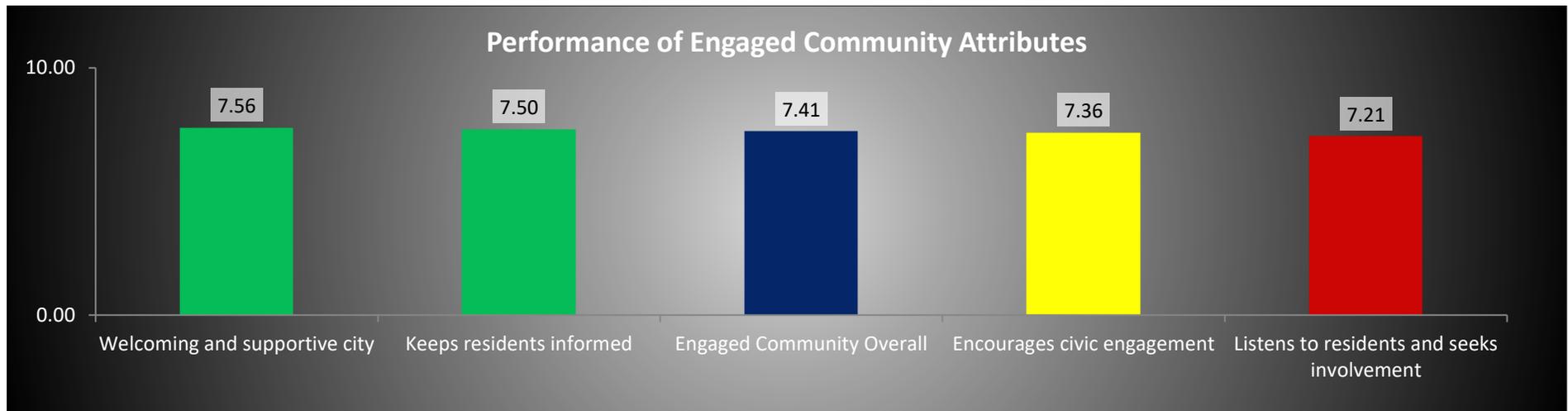


*Mean score based on a scale from 0 to 10*

■ = Above dimension average   ■ = Similar to dimension average   ■ = Below dimension average

Just over four out of five residents agree Bellevue is a welcoming and supportive city that demonstrates caring for people through its actions. Aside from a dip in 2018, this has been consistent from 2015 to present.

| Is a welcoming and supportive city that demonstrates caring for people through its actions | | | | |
|---|---|---|---|---|
| | 2015 – 2017 (average) | 2018 | 2019 | 2020 |
| NET: Agree | 84% | 79% | 84% | 84% |
| Strongly Agree | 30% | 27% | 35% | 36% |
| Agree | 54% | 52% | 49% | 48% |
| NET: Disagree | 6% | 8% | 9% | 7% |
| Mean | 7.49 | 7.18↓ | 7.44 | 7.56 |

Just over four out of five residents agree that Bellevue does a good job of keeping residents informed. This measure has held steady from 2015 to present.

| Does a good job of keeping residents informed | | | | |
|---|---|---|---|---|
| | 2015 – 2017 (average) | 2018 | 2019 | 2020 |
| NET: Agree | 88% | 84% | 85% | 85% |
| Strongly Agree | 32% | 31% | 36% | 33% |
| Agree | 56% | 53% | 50% | 52% |
| NET: Disagree | 5% | 7% | 10% | 9% |
| Mean | 7.66 | 7.44 | 7.51 | 7.50 |

Four out of five residents agree that Bellevue promotes a community that encourages civic engagement. Aside from a dip in 2018, this has been consistent from 2015 to present.

| Promotes a community that encourages civic engagement | | | | |
|---|---|---|---|---|
| | 2015 – 2017 (average) | 2018 | 2019 | 2020 |
| NET: Agree | 82% | 77% | 80% | 82% |
| Strongly Agree | 26% | 25% | 31% | 31% |
| Agree | 56% | 52% | 50% | 51% |
| NET: Disagree | 7% | 10% | 11% | 10% |
| Mean | 7.28 | 6.95↓ | 7.21 | 7.36 |

Four out of five residents agree that Bellevue listens to its residents and seeks their involvement. In 2018, this experienced a significant increase in the percent of residents disagree with the statement. That jump in disagreement continues to be statistically significant compared to 2017 and prior years.

| | Listens to its residents and seeks their involvement | | | |
|---|---|---|---|---|
| | 2015 – 2017 (average) | 2018 | 2019 | 2020 |
| NET: Agree | 83% | 77% | 79% | 80% |
|    Strongly Agree | 25% | 25% | 30% | 29% |
|    Agree | 58% | 53% | 48%↓ | 52% |
| NET: Disagree | 7% | 10%↑ | 14%↑ | 12%↑ |
| Mean | 7.32 | 6.99↓ | 7.09 | 7.21 |

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Planning for and implementing a range of transportation opinions has jumped to the most important mobility attribute, followed by providing a safe transportation system for all users. All of the mobility factors are key drivers of Bellevue's 5-Star Rating.

Mobility is the lowest scoring attribute overall but has the second lowest impact of the driver attributes. Ratings for the most important factor—planning for a range of transportation options—receives average ratings when compared to the other factors included in this dimension.

There have been some fluctuation in these ratings in recent years, notably for being able to travel within the city of Bellevue in a reasonable and predictable amount of time. With the exception of 2018, these changes are not statistically significant.

*Figure 28: Key Drivers Analysis—Mobility*
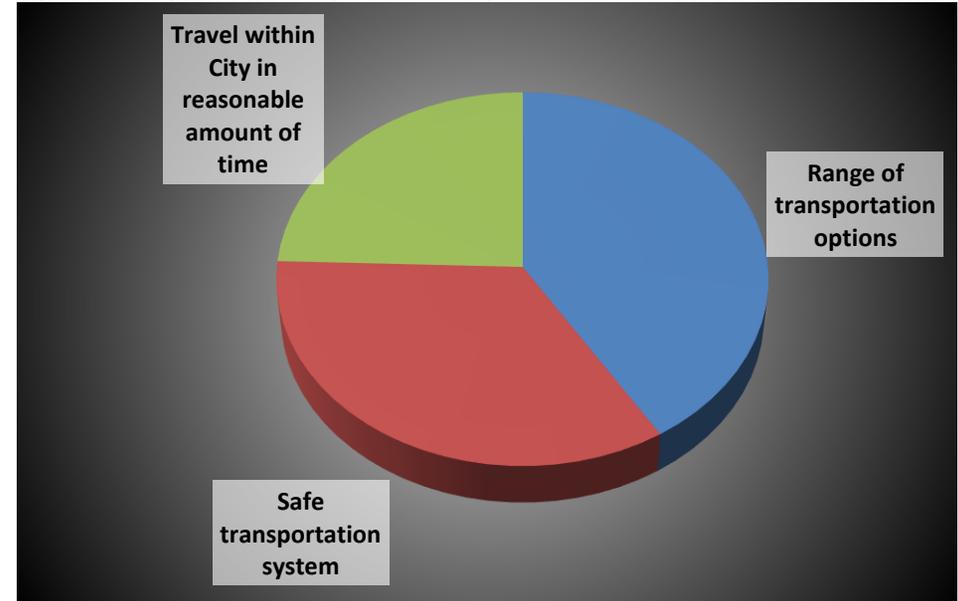


*All attributes shown are key drivers—that is, a change in these areas would have a significant impact on Bellevue's 5-Star rating.*

*Figure 29: Performance of Mobility Attributes*
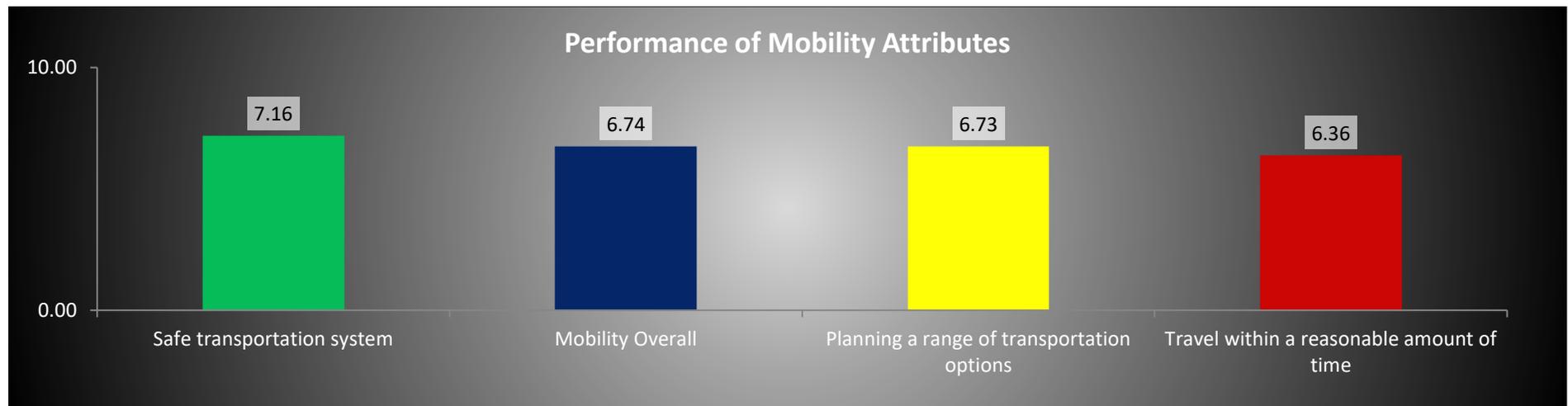


*Mean score based on a scale from 0 to 10*

= Above dimension average    = Similar to dimension average    = Below dimension average

Four out of five residents agree that Bellevue Provides a safe transportation system for all users. The percent of residents that "strongly" agree with this statement significantly increased in 2019 and has remained the same between 2019 and 2020.

| Provides a safe transportation system for all users. | | | | |
|---|---|---|---|---|
| | 2015 – 2017 (average) | 2018 | 2019 | 2020 |
| NET: Agree | 81% | 79% | 83% | 80% |
| Strongly Agree | 31% | 23% | 35%↑ | 32% |
| Agree | 50% | 55% | 48% | 48% |
| NET: Disagree | 8% | 12% | 11% | 14% |
| Mean | 7.41 | 6.98 | 7.47 | 7.16 |

Three out of four residents agree that Bellevue is doing a good job of planning for and implementing a range of transportation options. The percent of residents that "strongly" agree with this statement significantly increased in 2019 and has remained the same between 2019 and 2020.

| 'Is doing a good job of planning for and implementing a range of transportation options. | | | | |
|---|---|---|---|---|
| | 2015 – 2017 (average) | 2018 | 2019 | 2020 |
| NET: Agree | 70% | 70% | 80%↑ | 73% |
| Strongly Agree | 18% | 20% | 30%↑ | 25%↑ |
| Agree | 52% | 50% | 50% | 48% |
| NET: Disagree | 16% | 20% | 14% | 17% |
| Mean | 6.57 | 6.42 | 7.02 | 6.73 |

Two out of three residents agree that Bellevue allows for travel within the City in a reasonable and predictable amount of time. Aside from a dip in 2018, this has been consistent from 2015 to present.

| Allows for travel within the City of Bellevue in a reasonable and predictable amount of time | | | | |
|---|---|---|---|---|
| | 2015 – 2017 (average) | 2018 | 2019 | 2020 |
| NET: Agree | 69% | 62%↓ | 73% | 66% |
| Strongly Agree | 19% | 14%↓ | 26% | 23% |
| Agree | 50% | 48% | 47% | 43% |
| NET: Disagree | 22% | 25% | 19% | 23% |
| Mean | 6.43 | 5.98↓ | 6.61 | 6.36 |

All of the attributes within the safety dimension have a significant impact on Bellevue's 5-Star Rating. While being a safe community in which to live, learn, work, and play, the impact of planning appropriately to respond to major emergencies and being well-prepared to respond to routine emergencies increased from 2019. This may reflect the timing of the 2020, during the Covid-19 stay-at-home emergency.

Bellevue receives relatively high ratings for all aspects of safety. While the overall rating for emergency planning is relatively high, this factor is rated significantly lower than the average for the dimensions.

*Figure 30: Key Drivers Analysis—Safety*
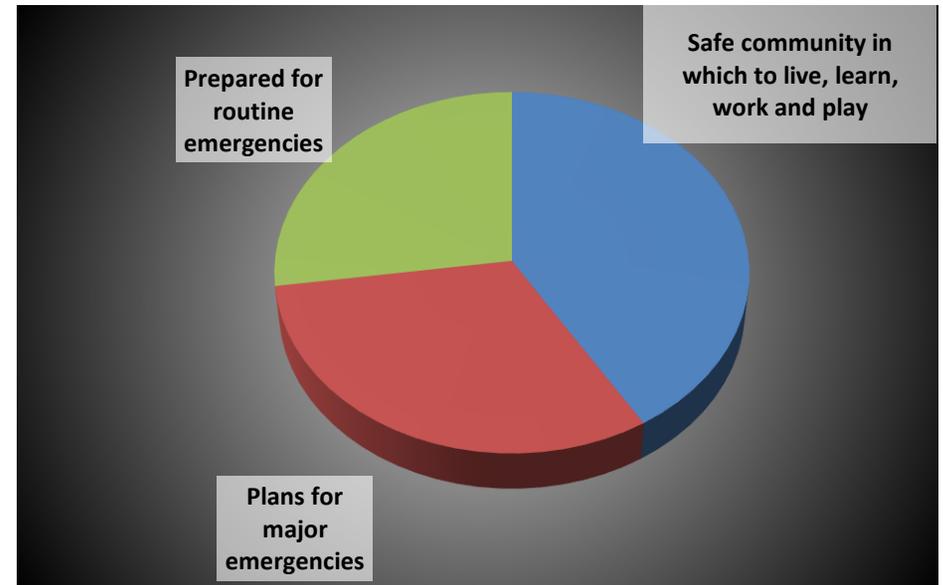


*All attributes shown are key drivers—that is, a change in these areas would have a significant impact on Bellevue's 5-Star rating.*

*Figure 31: Performance of Safety Attributes*
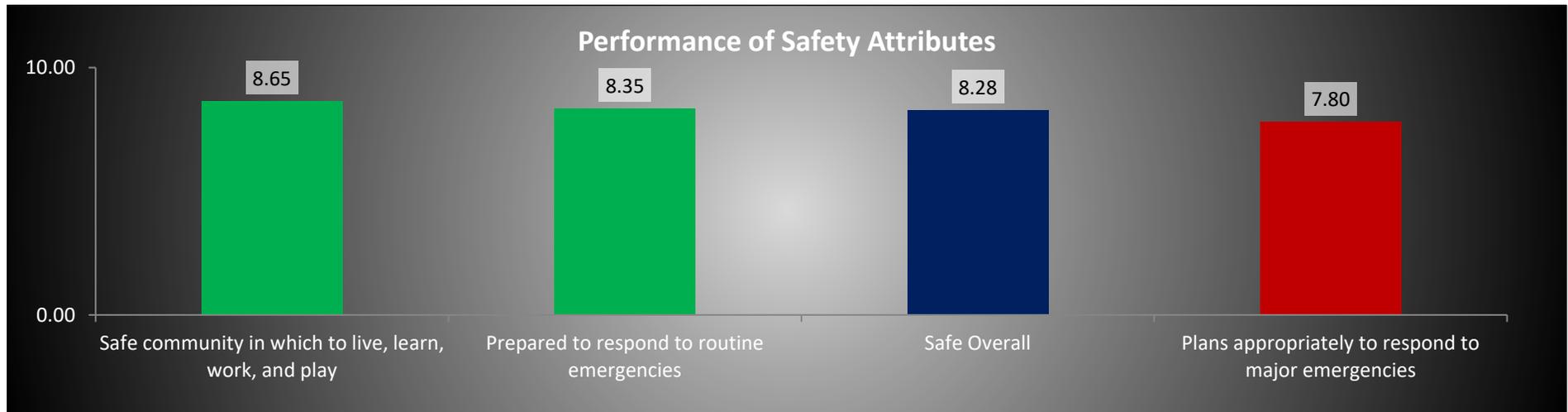


*Mean score based on a scale from 0 to 10*

■ = Above dimension average  ■ = Similar to dimension average  ■ = Below dimension average

Nearly all residents agree that Bellevue is a safe community in which to live, learn, work, and play. This measure has held steady from 2015 to present.

| Is a safe community in which to live, learn, work, and play. | | | | |
|---|---|---|---|---|
| | 2015 – 2017 (average) | 2018 | 2019 | 2020 |
| NET: Agree | 96% | 96% | 93% | 96% |
| Strongly Agree | 62% | 61% | 59% | 61% |
| Agree | 35% | 35% | 34% | 35% |
| NET: Disagree | 1% | 2% | 1% | 1% |
| Mean | 8.71 | 8.58 | 8.58 | 8.65 |

Nine out of ten residents agree that Bellevue is well-prepared to respond to routine emergencies. Aside from a dip in 2018, this has been consistent from 2015 to present.

| Is well prepared to respond to routine emergencies. | | | | |
|---|---|---|---|---|
| | 2015 – 2017 (average) | 2018 | 2019 | 2020 |
| NET: Agree | 95% | 92% | 92% | 91% |
| Strongly Agree | 53% | 48% | 55% | 55% |
| Agree | 42% | 44% | 37% | 36% |
| NET: Disagree | 1% | 1% | 2% | 3% |
| Mean | 8.48 | 8.28↓ | 8.41 | 8.35 |

Nearly nine out of ten residents agree that Bellevue plans appropriately to respond to major emergencies. Aside from a dip in overall agreement in 2019, this has been consistent from 2015 to present.

| Plans appropriately to respond to major emergencies. | | | | |
|---|---|---|---|---|
| | 2015 – 2017 (average) | 2018 | 2019 | 2020 |
| NET: Agree | 90% | 88% | 83%↓ | 86% |
| Strongly Agree | 35% | 40% | 37% | 38% |
| Agree | 54% | 48% | 45% | 47% |
| NET: Disagree | 4% | 2% | 5% | 4% |
| Mean | 7.84 | 7.88 | 7.69 | 7.80 |

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

1. **Invest**: These are areas that are key drivers of Bellevue's 5-Star rating and where residents' agreement is below average when compared to the overall mean of the KCIs in each dimension. Investing in these areas would have a significant impact on Bellevue's 5-Star rating. In the table on the next page, these KCIs are highlighted in dark red.

2. **Maintain**: These are areas identified as key drivers of Bellevue's 5-Star rating and where residents' agreement is above average when compared to the overall mean of the KCIs in each dimension. Because of the impact of these items on Bellevue's rating, it is important to maintain existing levels of service in these areas as a decrease in the level of service would have a negative impact on Bellevue's 5-Star rating. These KCIs are highlighted in dark green.

3. **Monitor**: These are areas identified as key drivers of Bellevue's 5-Star rating and where residents' agreement is at or near average when compared to the overall mean of the KCIs in each dimension. Because of the impact of these items on Bellevue's rating and their mid-level satisfaction, these are areas to monitor and invest additional resources as available to improve performance. These items are highlighted in dark yellow.

4. **Non-Drivers**: These are areas not identified as key drivers of Bellevue's 5-Star rating and fall into three categories:

   a. **Lower than average agreement**: These are areas where residents' agreement is below average when compared to the overall mean of the KCIs in each dimension. These KCIs are highlighted in light red in the table on the next page.

   b. **Above average agreement:** These are areas where residents' agreement is above average when compared to the overall mean of the KCIs in each dimension. These KCIs are highlighted in light green in the table on the next page.

   c. **Average Agreement:** These are areas where residents' agreement is at or near average when compared to the overall mean of the KCIs in each dimension. These KCIs are highlighted in light yellow in the table on the next page.

*Table 8: Resource Allocation Analysis*

**Importance** →

**Satisfaction** ↑

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

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

# DETAILED FINDINGS

## BELLEVUE NEIGHBORHOODS

### *Neighborhood as a Place to Live*

As demonstrated in the Key Drivers Analysis, Bellevue neighborhoods are a core strength of the city. These additional questions show that nearly all Bellevue residents feel positive about their neighborhood as a place to live. While this has remained relatively steady over the years, there was a decrease in the percentage of Bellevue residents reporting that their neighborhood is an excellent place to live; this should be monitored and perhaps explored in more detail.

*Figure 32: Perceptions of Bellevue's Neighborhoods*
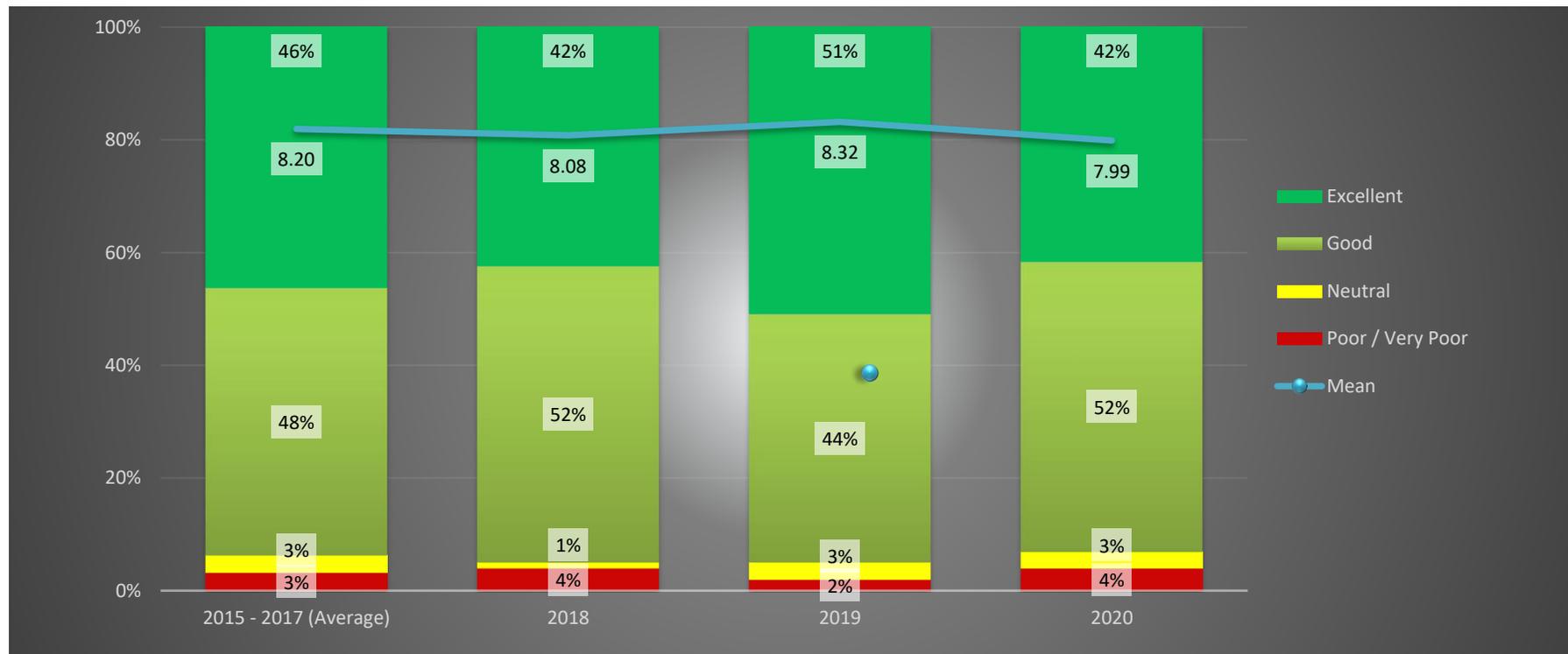


HOOD1—*Overall, how would you describe your neighborhood as a place to live?*
↑ *or* ↓ *Indicates a significant increase or decrease from the previous year at a 95% confidence level.*
*Mean based on eleven-point scale where "0" means "Very poor" and "10" means "Excellent"*
*Base: All respondents*

*Table 9: Perception of Neighborhood by Neighborhood*

| | Poor | Neutral | Good | Excellent | Mean | Sample Size |
|---|---|---|---|---|---|---|
| **BelRed** | 14% | 0% | 65% | 21% | 6.88 | *(n=7)* |
| **Bridle Trails** | 7% | 2% | 32% | 58% | 8.54 | *(n=28)* |
| **Cougar Mountain / Lakemont** | 3% | 0% | 48% | 49% | 8.48 | *(n=50)* |
| **Crossroads** | 0% | 17% | 55% | 28% | 7.38 | *(n=31)* |
| **Downtown** | 3% | 2% | 45% | 50% | 8.26 | *(n=85)* |
| **Eastgate** | 6% | 5% | 55% | 34% | 7.35 | *(n=30)* |
| **Factoria** | 11% | 0% | 80% | 9% | 7.19 | *(n=11)* |
| **Lake Hills** | 0% | 4% | 64% | 33% | 8.02 | *(n=63)* |
| **Newport** | 14% | 5% | 39% | 41% | 7.08 | *(n=35)* |
| **Northeast Bellevue** | 6% | 3% | 69% | 22% | 7.44 | *(n=46)* |
| **Northwest Bellevue** | 2% | 2% | 46% | 50% | 8.16 | *(n=33)* |
| **West Lake Sammamish** | 2% | 0% | 46% | 52% | 8.18 | *(n=27)* |
| **Somerset** | 0% | 0% | 55% | 45% | 8.53 | *(n=29)* |
| **West Bellevue** | 4% | 2% | 44% | 49% | 8.31 | *(n=27)* |
| **Wilburton** | 0% | 0% | 54% | 46% | 8.37 | *(n=19)* |
| **Woodridge** | 0% | 0% | 44% | 56% | 8.46 | *(n=17)* |

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

*Figure 33: Perception of Neighborhood by Neighborhood*
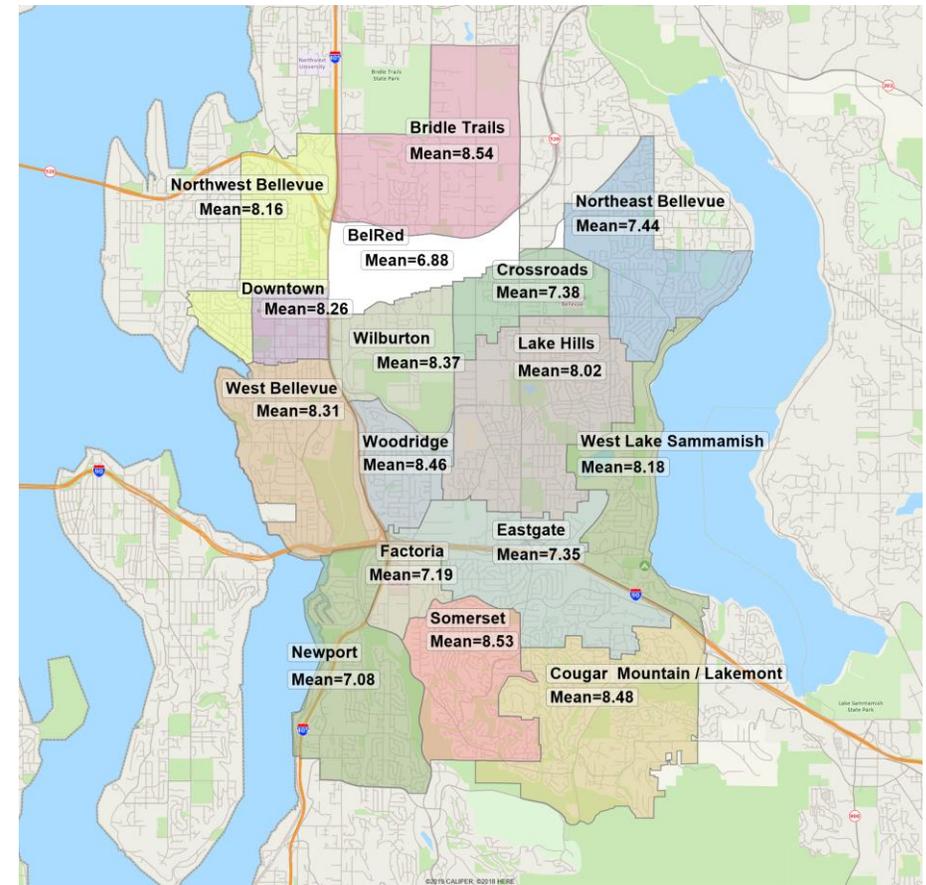


*Maps illustrate differences in mean ratings by neighborhood. While comparisons by neighborhoods can be made, margins of error and differences between neighborhoods mean responses may not be statistically significant. Please use caution when viewing neighborhood level results.*

## *Sense of Community*

Ratings for neighborhoods' sense of community are somewhat mixed—while more than half of Bellevue residents say there is sense of community, three out of ten say there is little or no sense of community. In addition, residents are more than twice as likely to say that there is "some" sense of community rather than a "strong" sense of community. These ratings have been steady over the years.

*Figure 34: Perceptions of Bellevue's Sense of Community*



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

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

Mean based on eleven-point scale where "0" means "No sense of community at all" and "10" means "Strong sense of community"

Base: All respondents

Analysis over the years indicated that sense of community is related to several inter-related demographic variables—notably age, dwelling type, household composition, and number of years in Bellevue. Additional analysis was completed in 2020 to determine which demographic characteristics are the primary drivers of residents' sense of community and the order in which the different characteristics influence residents' perceptions of the sense of community.

- Age is the key primary demographic that affects residents' sense of community.
  - Residents who are 35 and older have a higher sense of community than those who are younger.
    - Within this group there are two additional demographics that appear to influence sense of community. These are length of residency, number of people in household, and dwelling type (single vs. multi-family home),
    - Among residents 35 and older, those that appear to be the most isolated are those living alone in multi-family housing and who have lived in Bellevue for 10 to 24 years.
  - Residents between the ages of 18 to 34 are less likely to feel a sense of community.
    - Within this age group, those who live alone are the least likely to have a sense of community.



*This graphic shows how Sense of Community scores vary by demographics. The branches show where differences in score are located. Green boxes indicate a higher relative sense of community and red boxes indicate a lower relative sense of community.*
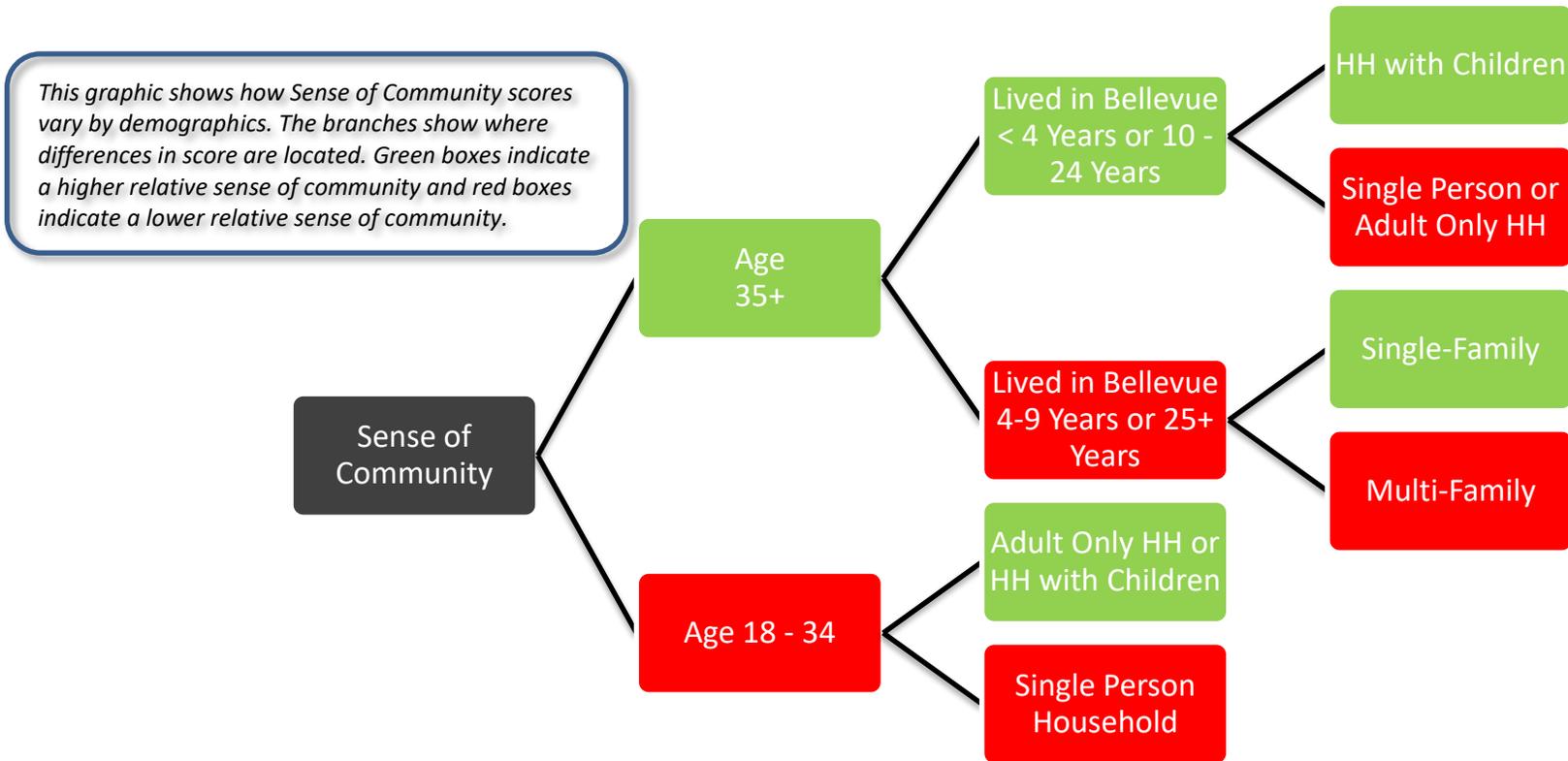
*Table 10: Sense of Community by Neighborhood*

| | No Community | Little | Neutral | Some | Strong Community | Mean | Sample Size |
|---|---|---|---|---|---|---|---|
| BelRed | 41% | 38% | 8% | 14% | 0% | 2.50 | (n=7) |
| Bridle Trails | 0% | 23% | 12% | 46% | 19% | 6.50 | (n=28) |
| Cougar Mountain / Lakemont | 3% | 6% | 10% | 56% | 26% | 7.05 | (n=50) |
| Crossroads | 5% | 27% | 9% | 43% | 16% | 5.52 | (n=31) |
| Downtown | 21% | 26% | 16% | 25% | 12% | 4.53 | (n=85) |
| Eastgate | 20% | 16% | 29% | 19% | 17% | 4.81 | (n=30) |
| Factoria | 7% | 31% | 13% | 40% | 9% | 5.42 | (n=11) |
| Lake Hills | 3% | 18% | 13% | 51% | 15% | 6.19 | (n=63) |
| Newport | 14% | 6% | 12% | 42% | 25% | 6.28 | (n=35) |
| Northeast Bellevue | 6% | 39% | 12% | 24% | 20% | 5.57 | (n=46) |
| Northwest Bellevue | 3% | 25% | 22% | 38% | 12% | 5.59 | (n=33) |
| West Lake Sammamish | 7% | 23% | 19% | 30% | 22% | 5.89 | (n=27) |
| Somerset | 7% | 32% | 11% | 24% | 26% | 5.68 | (n=29) |
| West Bellevue | 2% | 17% | 6% | 45% | 29% | 7.06 | (n=27) |
| Wilburton | 8% | 20% | 8% | 59% | 6% | 5.81 | (n=19) |
| Woodridge | 3% | 41% | 3% | 32% | 21% | 6.10 | (n=17) |

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

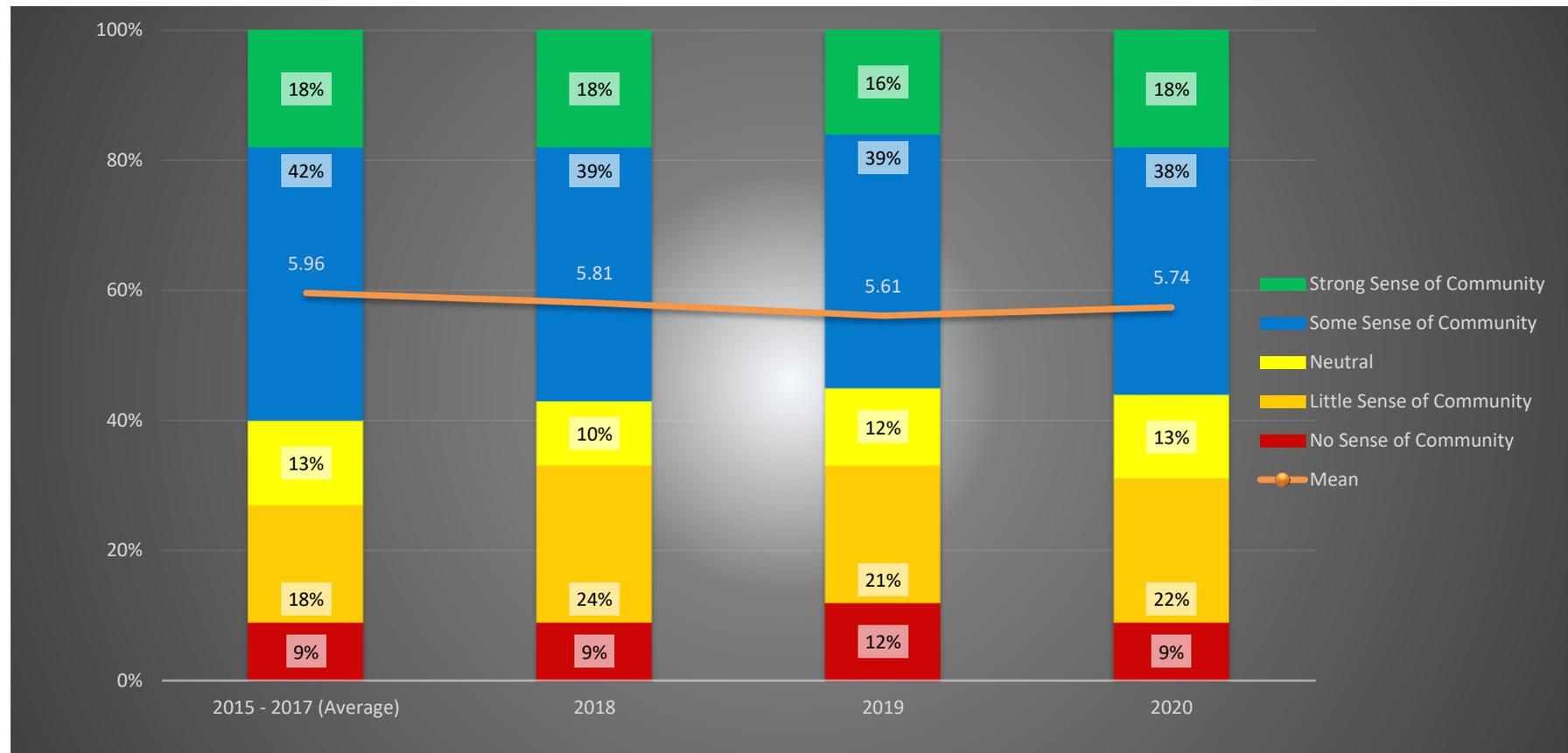*Figure 35: Sense of Community by Neighborhood*



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

*[Page intentionally left blank for pagination purposes]*

## PARK FACILITIES

### *Use of Parks and Park Facilities*

Personal use of Bellevue's parks continues to be high—roughly nine out of ten residents have visited a park or park facility in the past 12 months.

- Personal use of Bellevue's parks and park facilities is highest among those between the ages of 35 and 54 and to a lesser extent between 18 and 34. In addition, households with children are the most likely to use parks.
- Use varies somewhat by neighborhood. However, those living in Crossroads are the least likely to say they, personally, have used a park or park facility in the past 12 months.

*Figure 36: Use of Bellevue Parks and Park Facilities*



Household Use of Parks / Park Facility
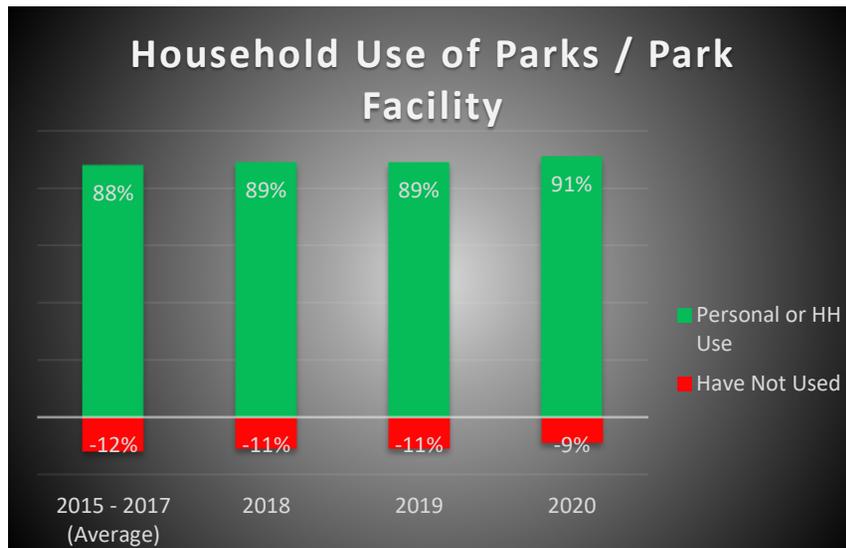
| | 2015 - 2017 (Average) | 2018 | 2019 | 2020 |
|---|---|---|---|---|
| Personal or HH Use | 88% | 89% | 89% | 91% |
| Have Not Used | -12% | -11% | -11% | -9% |

| | Percent of Residents Who Have Used Parks / Park Facilities |
|---|---|
| **Age** | |
| 18 – 34 | 92% |
| 35 – 54 | 94% |
| 55+ | 81% |
| | |
| **Household Composition** | |
| Single Person | 85% |
| Adult Only | 87% |
| Family with Children | 95% |

**Personal use of Parks / Park Facilities by Neighborhood**

| Bel Red | Bridle Trails | Cougar Mtn / Lakemont | Crossroads | Downtown | Eastgate | Factoria | Lake Hills | New-port | NE Bellevue | NW Bellevue | West Lake Sammamish | Somerset | West Bell. | Wilbur-ton | Wood-bridge |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 100% | 91% | 97% | 66% | 93% | 92% | 92% | 90% | 74% | 88% | 93% | 81% | 96% | 92% | 94% | 80% |

*PARKS1—Have you, yourself, or anyone in your household visited a Bellevue park or park facility in the past 12 months?*
*↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.*
*Base: All respondents*

## Perceptions of Bellevue Parks

More than nine out of ten residents are satisfied with Bellevue's parks and recreation. Notably more than half are "very satisfied," giving a rating of "9" or "10" and an 11-point scale. There percentage of "very satisfied" residents increased significantly in 2019 and remained high in 2020.

- While the total percent satisfied is consistent across all demographic segments, the percentage "very satisfied" is highest among households with children (63%) and to a lesser extent with adult only households (57%). It is lower among single person households (41%).

*Figure 37: Overall Satisfaction with Bellevue Parks and Recreation*



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

*Table 11: Satisfaction with Parks by Neighborhood*

| | Dissatisfied | Neutral | Somewhat Satisfied | Very Satisfied | Mean | Sample Size |
|---|---|---|---|---|---|---|
| BelRed | 0% | 0% | 27% | 73% | 8.86 | (n=7) |
| Bridle Trails | 3% | 2% | 41% | 53% | 8.31 | (n=28) |
| Cougar Mountain / Lakemont | 2% | 3% | 37% | 58% | 8.49 | (n=50) |
| Crossroads | 20% | 4% | 35% | 41% | 7.44 | (n=31) |
| Downtown | 3% | 3% | 52% | 43% | 8.15 | (n=85) |
| Eastgate | 3% | 0% | 45% | 52% | 8.59 | (n=30) |
| Factoria | 0% | 8% | 72% | 20% | 7.74 | (n=11) |
| Lake Hills | 3% | 8% | 26% | 63% | 8.47 | (n=63) |
| Newport | 13% | 4% | 39% | 44% | 7.27 | (n=35) |
| Northeast Bellevue | 6% | 3% | 39% | 52% | 8.12 | (n=46) |
| Northwest Bellevue | 0% | 2% | 39% | 60% | 8.52 | (n=33) |
| West Lake Sammamish | 6% | 3% | 27% | 63% | 8.34 | (n=27) |
| Somerset | 0% | 2% | 32% | 66% | 8.73 | (n=29) |
| West Bellevue | 0% | 3% | 36% | 60% | 8.54 | (n=27) |
| Wilburton | 0% | 0% | 29% | 71% | 9.18 | (n=19) |
| Woodridge | 0% | 3% | 20% | 77% | 9.12 | (n=17) |

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

*Figure 38: Satisfaction with Parks by Neighborhood*



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

## Ratings for Bellevue's Parks

Consistent with the high levels of satisfaction with Bellevue's parks and park facilities, Bellevue residents give high ratings for specific park attributes.

Residents give Bellevue parks the highest ratings for appearance. The percentage giving an "excellent" rating for appearance has been increasing each year.

The range and variety of activities receive the lowest (although still generally positive) ratings. After an increase in 2019, ratings for this attribute fell off slightly in 2020 but still remain higher than years before 2019.

*Table 12: Ratings for Bellevue's Parks*

| | | 2015 – 2017 (Average) | 2018 | 2019 | 2020 |
|---|---|---|---|---|---|
| **Appearance** | % Excellent | 49% | 55% | 57% | 61%% |
| | % Good | 46% | 39% | 40% | 34% |
| | Mean | 8.37 | 8.43 | 8.58 | 8.53 |
| **Safety** | % Excellent | 46% | 50% | 55% | 52% |
| | % Good | 48% | 43% | 38% | 41% |
| | Mean | 8.25 | 8.25 | 8.31 | 8.30 |
| **Range and Variety of Activities** | % Excellent | 29% | 29% | 38%↑ | 35% |
| | % Good | 56% | 57% | 54% | 53% |
| | Mean | 7.53 | 7.54 | 7.92↑ | 7.65 |

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

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

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

*Base: All respondents*

## Overall Satisfaction as a Customer of the Utilities Department

The majority of Bellevue residents are satisfied as a customer of Bellevue Utilities department. Satisfaction dropped significantly in 2018 but rebounded in 2019. However, 2019 and 2020 satisfaction ratings still remain below the peak (before 2018).

*Figure 39: Overall Satisfaction with Bellevue Utilities*
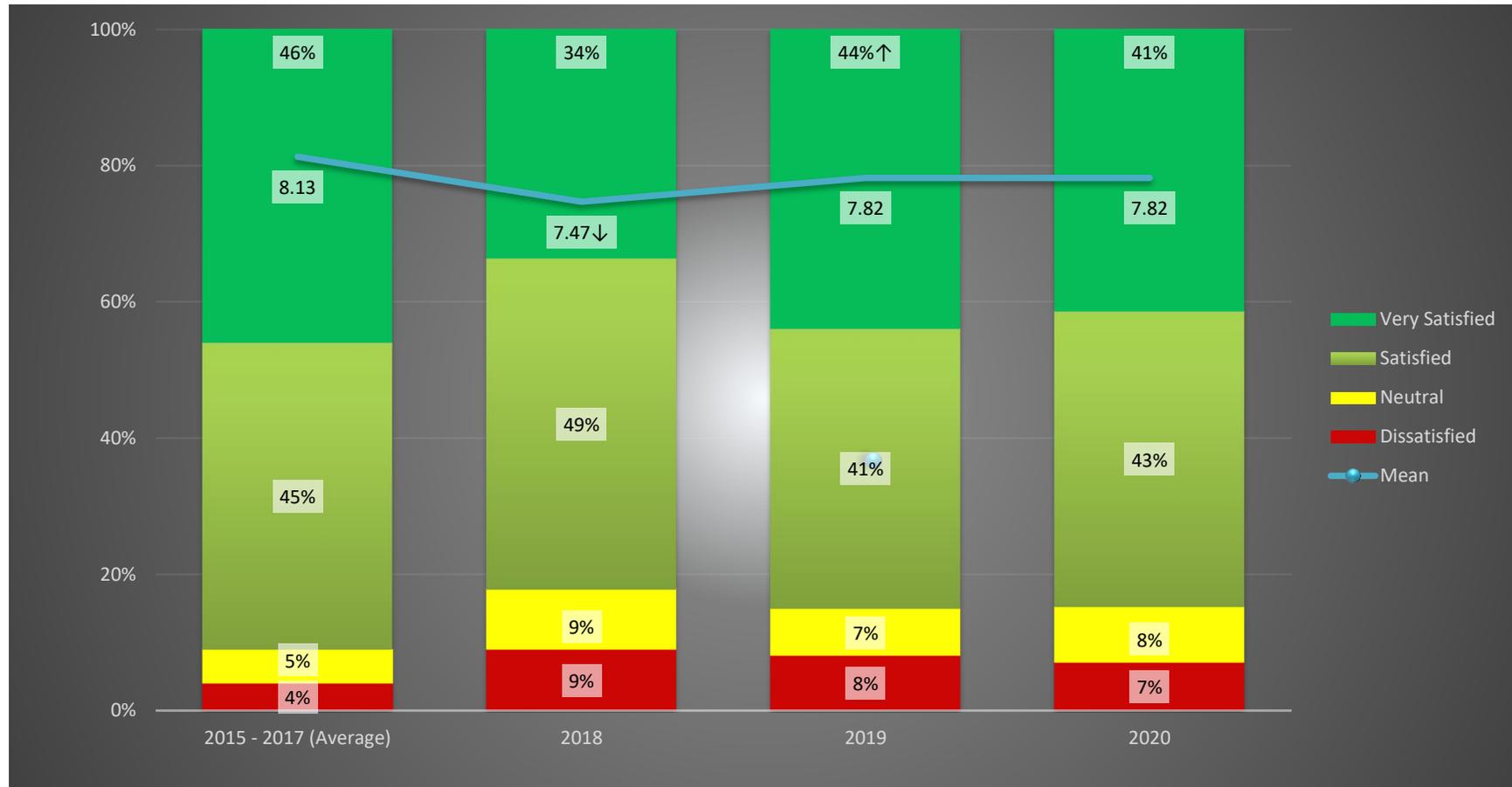


UTIL3—Overall, how satisfied are you as a customer of the Bellevue Utilities Department?

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

Mean based on eleven-point scale where "0" means "Very dissatisfied" and "10" means "Very satisfied"

Base: All respondents

There are some differences in satisfaction with Bellevue Utilities among different demographic segments.

- Men have a higher level of satisfaction than women
- While there are no differences in the total percent satisfied by age, those between the ages of 18 to 34 are more likely than those between 35 and 54 and, to a lesser extent, 55 plus to say they are "very satisfied."
- More affluent households are more satisfied.
- While there are no differences in the total percent satisfied by dwelling type, those living in single-family homes are less likely to say they are "very satisfied" and more likely to suggest they are just "somewhat satisfied."

There are no differences by neighborhood.

*Table 13: Overall Satisfaction with Bellevue Utilities Department by Demographics*

| | % Total Satisfied | % Very Satisfied | % Somewhat Satisfied | Mean |
|---|---|---|---|---|
| **Gender** | | | | |
| Male | 90% | 38% | 52% | 7.85 |
| Female | 79% | 45% | 34% | 7.60 |
| **Age** | | | | |
| 18 – 34 | 86% | 50% | 36% | 7.85 |
| 35 – 54 | 85% | 34% | 51% | 7.66 |
| 55 plus | 82% | 42% | 49% | 7.69 |
| **Household Income** | | | | |
| <$75,000 | 81% | 50% | 31% | 7.75 |
| $75,000+ | 88% | 42% | 47% | 7.84 |
| **Dwelling Type** | | | | |
| Single Family | 85% | 37% | 48% | 7.61 |
| Multi-Family | 83% | 49% | 33% | 7.90 |

| | Dissatisfied | Neutral | Somewhat | Very Satisfied | Mean | Sample Size |
|---|---|---|---|---|---|---|
| BelRed | 14% | 0% | 41% | 46% | 7.51 | (n=7) |
| Bridle Trails | 2% | 11% | 45% | 42% | 8.00 | (n=28) |
| Cougar Mountain / Lakemont | 8% | 2% | 47% | 44% | 7.99 | (n=50) |
| Crossroads | 3% | 19% | 42% | 35% | 7.45 | (n=31) |
| Downtown | 13% | 7% | 35% | 44% | 7.53 | (n=85) |
| Eastgate | 6% | 0% | 53% | 41% | 8.04 | (n=30) |
| Factoria | 0% | 11% | 33% | 55% | 7.89 | (n=11) |
| Lake Hills | 7% | 13% | 40% | 41% | 7.79 | (n=63) |
| Newport | 19% | 5% | 40% | 36% | 7.17 | (n=35) |
| Northeast Bellevue | 7% | 20% | 48% | 25% | 7.10 | (n=46) |
| Northwest Bellevue | 2% | 6% | 64% | 28% | 7.80 | (n=33) |
| West Lake Sammamish | 7% | 10% | 47% | 36% | 7.55 | (n=27) |
| Somerset | 0% | 0% | 41% | 59% | 8.44 | (n=29) |
| West Bellevue | 3% | 3% | 48% | 46% | 7.95 | (n=27) |
| Wilburton | 0% | 14% | 37% | 49% | 7.72 | (n=19) |
| Woodridge | 0% | 3% | 37% | 60% | 8.70 | (n=17) |
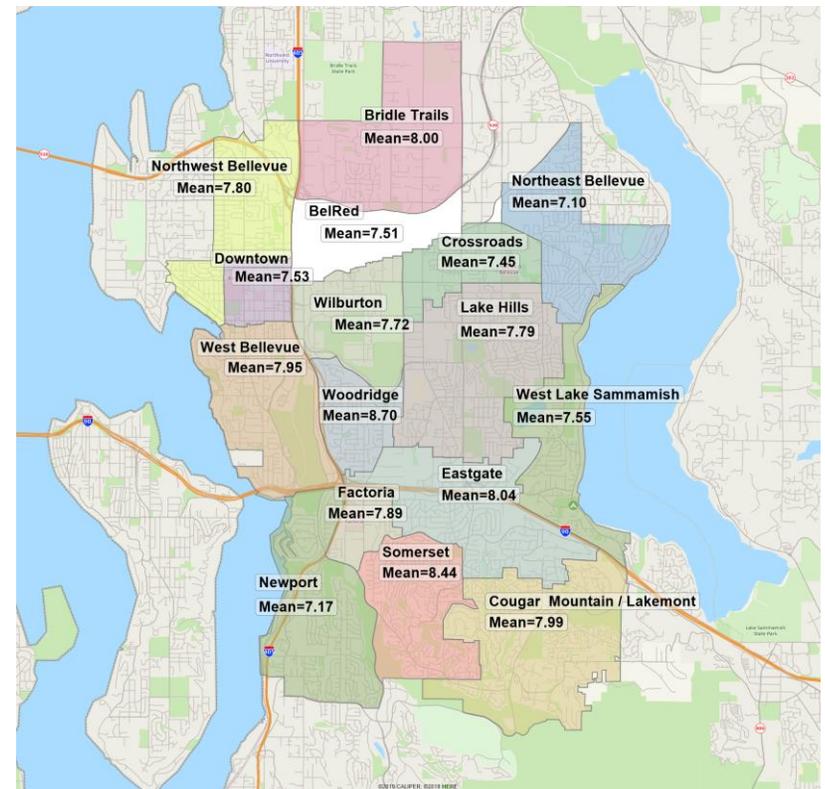


*Maps illustrate differences in mean ratings by neighborhood. While comparisons by neighborhoods can be made, margins of error and differences between neighborhoods mean responses may not be statistically significant. Please use caution when viewing neighborhood level results.*

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

## Value of Bellevue Utility Services

While the majority of Bellevue residents believe that they receive a good to excellent value for their money, there has been some variability in this rating over the years. The combined percentage of good / excellent ratings was at its highest prior to 2018 (87%). This figure dropped significantly between 2017 and 2018 to 79%. Current figures (77%) remain significantly below pre-2018 levels and are similar to 2018 numbers.

Unlike overall satisfaction with Bellevue Utilities department, there are no differences by demographics.

*Figure 41: Value of Bellevue Utility Services*
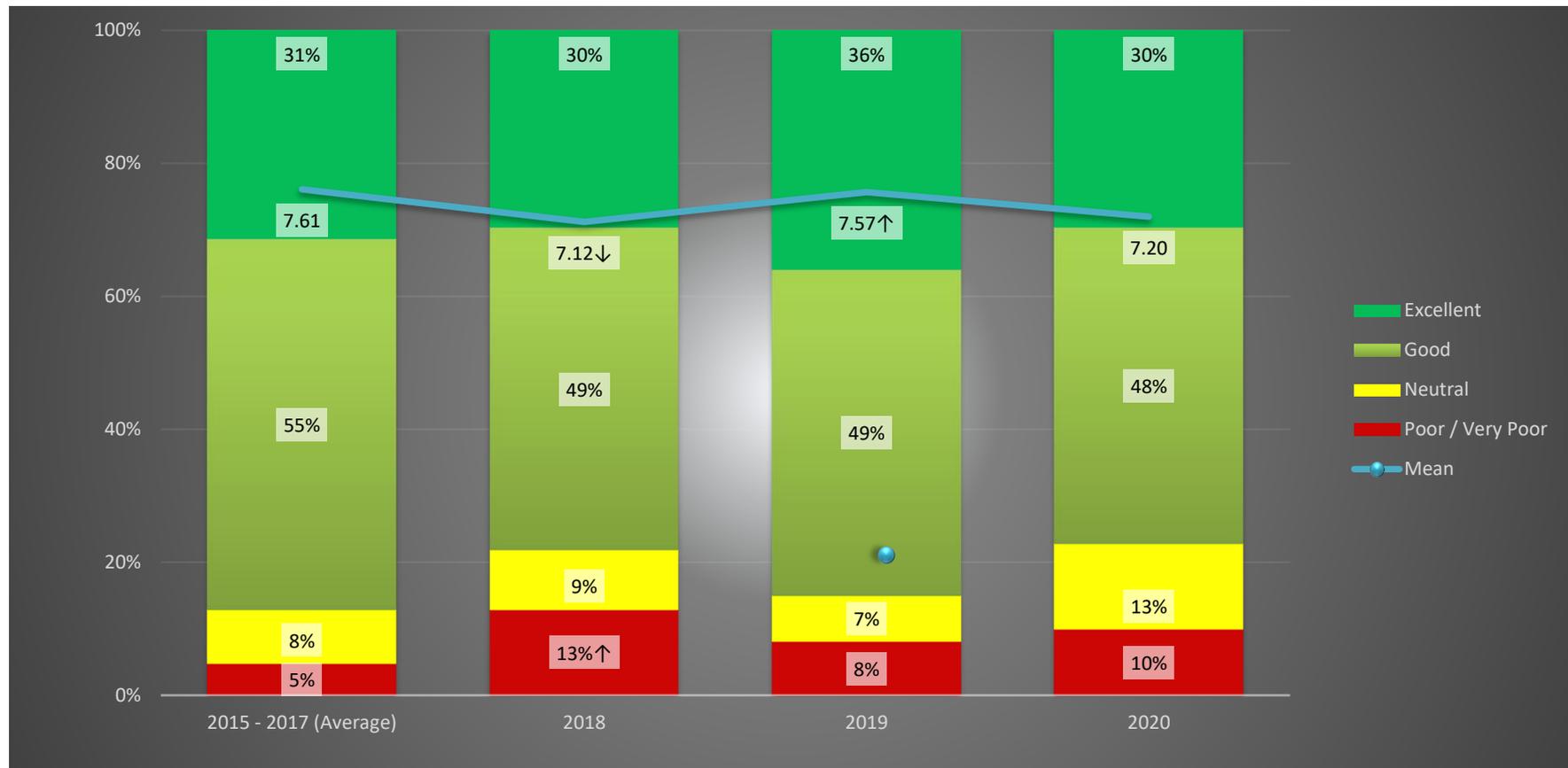


UTIL2—Taking Bellevue utility services as a whole, do you feel you receive good value for your money or poor value for your money?
↑or↓Indicates a significant increase or decrease from the previous year at a 95% confidence level.
Mean based on eleven-point scale where "0" means "Very poor value" and "10" means "Excellent value"
Base: All respondents

*Table 15: Value of Bellevue Utility Services by Neighborhood*

| | Not Getting | Neutral | Getting | Definitely Getting | Mean | Sample Size |
|---|---|---|---|---|---|---|
| **BelRed** | 14% | 0% | 41% | 46% | 7.38 | *(n=7)* |
| **Bridle Trails** | 11% | 10% | 38% | 42% | 7.37 | *(n=28)* |
| **Cougar Mountain / Lakemont** | 9% | 8% | 54% | 30% | 7.44 | *(n=50)* |
| **Crossroads** | 5% | 18% | 50% | 26% | 7.06 | *(n=31)* |
| **Downtown** | 15% | 8% | 45% | 32% | 6.96 | *(n=85)* |
| **Eastgate** | 6% | 4% | 59% | 31% | 7.40 | *(n=30)* |
| **Factoria** | 7% | 11% | 50% | 32% | 7.23 | *(n=11)* |
| **Lake Hills** | 18% | 18% | 32% | 32% | 6.95 | *(n=63)* |
| **Newport** | 6% | 25% | 40% | 30% | 7.17 | *(n=35)* |
| **Northeast Bellevue** | 12% | 15% | 59% | 13% | 6.71 | *(n=46)* |
| **Northwest Bellevue** | 10% | 9% | 60% | 21% | 7.19 | *(n=33)* |
| **West Lake Sammamish** | 10% | 19% | 61% | 10% | 6.49 | *(n=27)* |
| **Somerset** | 2% | 4% | 60% | 33% | 8.07 | *(n=29)* |
| **West Bellevue** | 3% | 12% | 49% | 36% | 7.75 | *(n=27)* |
| **Wilburton** | 0% | 23% | 49% | 28% | 7.29 | *(n=19)* |
| **Woodridge** | 6% | 9% | 36% | 49% | 8.22 | *(n=17)* |

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

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

*Base: All respondents*

*Figure 42: Value of Bellevue Utility Services by Neighborhood*
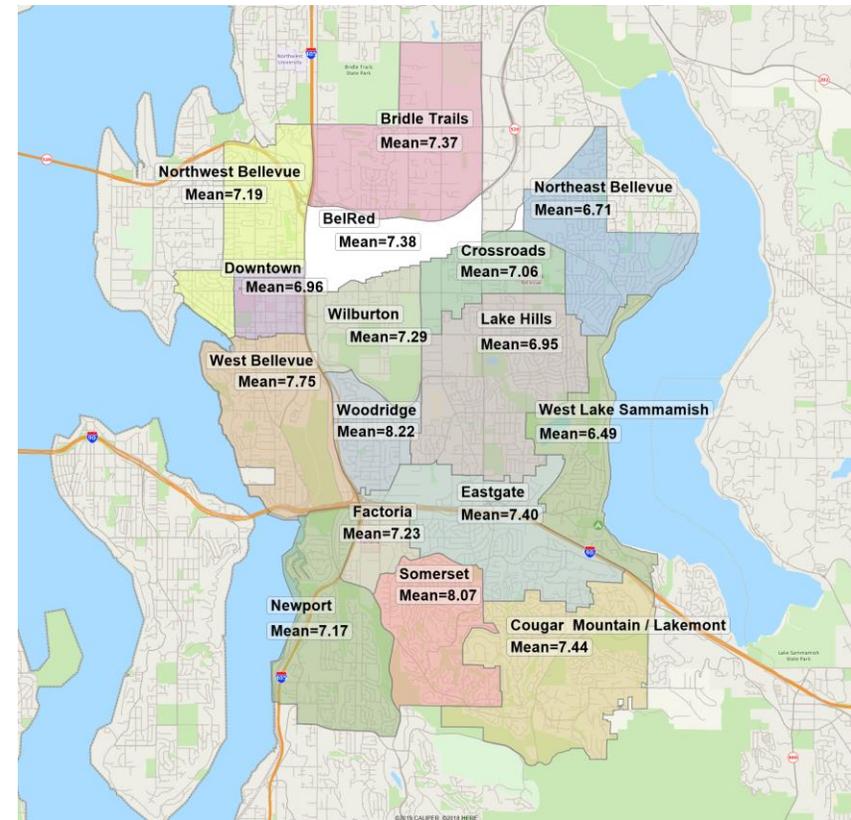


*Maps illustrate differences in mean ratings by neighborhood. While comparisons by neighborhoods can be made, margins of error and differences between neighborhoods mean responses may not be statistically significant. Please use caution when viewing neighborhood level results.*

## Key Drivers of Overall Ratings of Bellevue Utilities

All five of the attributes describing Bellevue Utilities have a significant impact on residents' overall satisfaction with department services and their perceived value.

Bellevue receives relatively high ratings for all utility department attributes. However, the utility department receives the lowest rating for providing effective draining progarms, which is also the most important driver of the departments overall ratings. There have been some fluctuations in ratings for this aspect of Bellevue Utilities over the year. The department received the highest ratings in 2019—94% positive (combined good / excellent); 52% excellent. The current year ratings are significantly lower—85% positive. In addition, while small, the percentage of poor ratings more than doubled.

*Figure 43: Key Drivers Analysis—Bellevue Utilities*
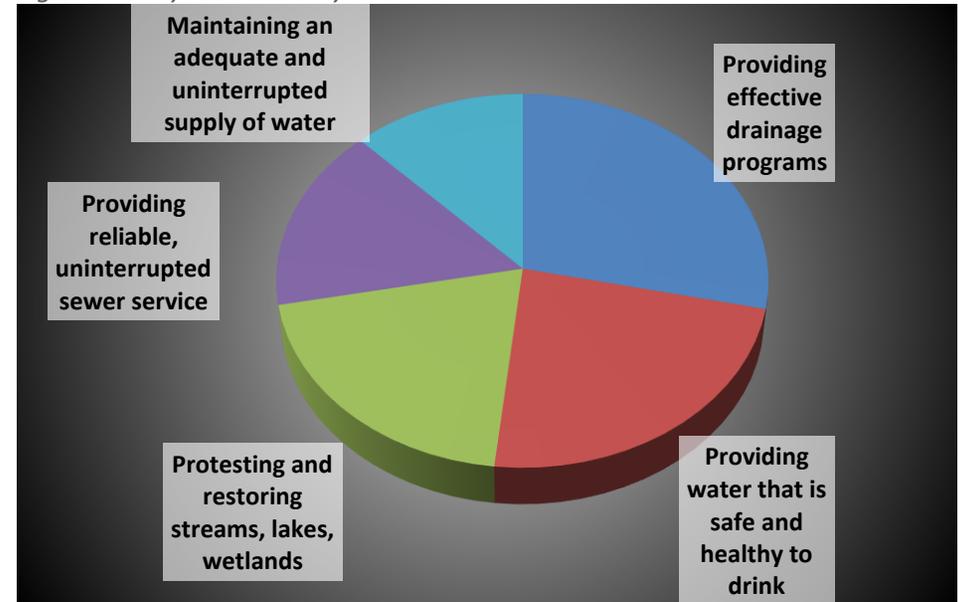


*All attributes shown are key drivers—that is, a change in these areas would have a significant impact on overall satisfaction with Bellevue Utilities department and perceived value of services for dollars paid.*

*Figure 44: Performance of Bellevue's Utility Department*
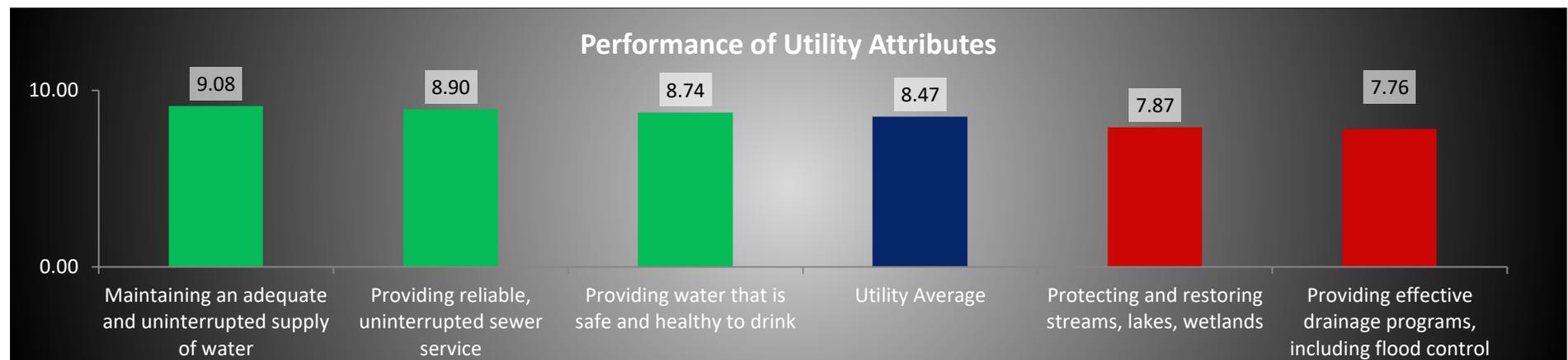


*Mean score based on a scale from 0 to 10*

■ = Above dimension average ■ = Similar to dimension average ■ = Below dimension average

### How well is Bellevue maintaining an adequate and uninterrupted supply of water?

|  | 2015 – 2017 (average) | 2018 | 2019 | 2020 |
|---|---|---|---|---|
| NET: Excellent / Good | 97% | 97% | 98% | 97% |
| Excellent | 75% | 73% | 77% | 75% |
| Good | 22% | 24% | 21% | 23% |
| NET: Poor | 1% | 1% | 1% | 1% |
| Mean | 9.06 | 9.03 | 9.19 | 9.08 |

### How well is Bellevue providing reliable, uninterrupted sewer service?

|  | 2015 – 2017 (average) | 2018 | 2019 | 2020 |
|---|---|---|---|---|
| NET: Excellent / Good | 97% | 94%↓ | 98%b↑ | 96% |
| Excellent | 71% | 71% | 73% | 70% |
| Good | 27% | 23% | 25% | 25% |
| NET: Poor | 1% | 3% | 1% | 1% |
| Mean | 8.97 | 8.86 | 9.08 | 8.90 |

### How well is Bellevue provideing water that is safe and healthy to drink?

|  | 2015 – 2017 (average) | 2018 | 2019 | 2020 |
|---|---|---|---|---|
| NET: Excellent / Good | 96% | 95% | 95% | 93% |
| Excellent | 68% | 66% | 67% | 67% |
| Good | 28% | 29% | 29% | 26% |
| NET: Poor | 2% | 2% | 4% | 3% |
| Mean | 8.83 | 8.71 | 8.71 | 8.74 |

### How well is Bellevue protecting and restoring Bellevue's streams, lakes and wetlands?

|  | 2015 – 2017 (average) | 2018 | 2019 | 2020 |
|---|---|---|---|---|
| NET: Excellent / Good | 90% | 88% | 92% | 86% |
| Excellent | 43% | 42% | 46% | 43% |
| Good | 47% | 47% | 46% | 42% |
| NET: Poor | 3% | 4% | 3% | 5% |
| Mean | 8.02 | 7.92 | 8.10 | 7.87 |

### How well is Bellevue providing effective drainage programs, including flood control?

|  | 2015 – 2017 (average) | 2018 | 2019 | 2020 |
|---|---|---|---|---|
| NET: Excellent / Good | 90% | 90% | 94% ↑ | 85%↓ |
| Excellent | 42% | 41% | 52% | 43% |
| Good | 48% | 49% | 42% | 42% |
| NET: Poor | 4% | 4% | 3% | 8% ↑ |
| Mean | 7.99 | 7.95 | 8.31 | 7.76 |

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## Problems with Nuisance Lots

Half of Bellevue residents indicate that there are no problems with weed lots, junk lots, graffiti, abandoned automobiles and shopping carts, and dilapidated houses or buildings in their neighborhoods. There has been no significant change in the extent of reported problems over the years.

Among those reporting problems, the most significant issue is abandoned shopping carts. Items included in "Something Else" are homelessness and begging / panhandling, overflowing garbage / trash, parking including motorhomes and RVs, needles, and general maintenance.

*Figure 45: Problems with Nuisance Lots in Neighborhoods*



*Figure 46: Nature of Issues with Nuisance Lots 2020*
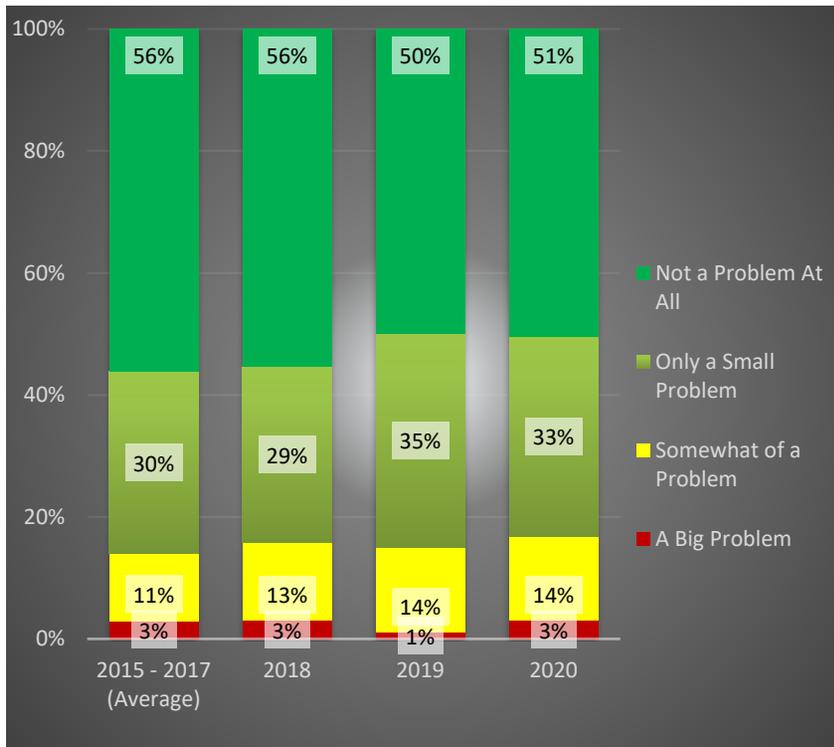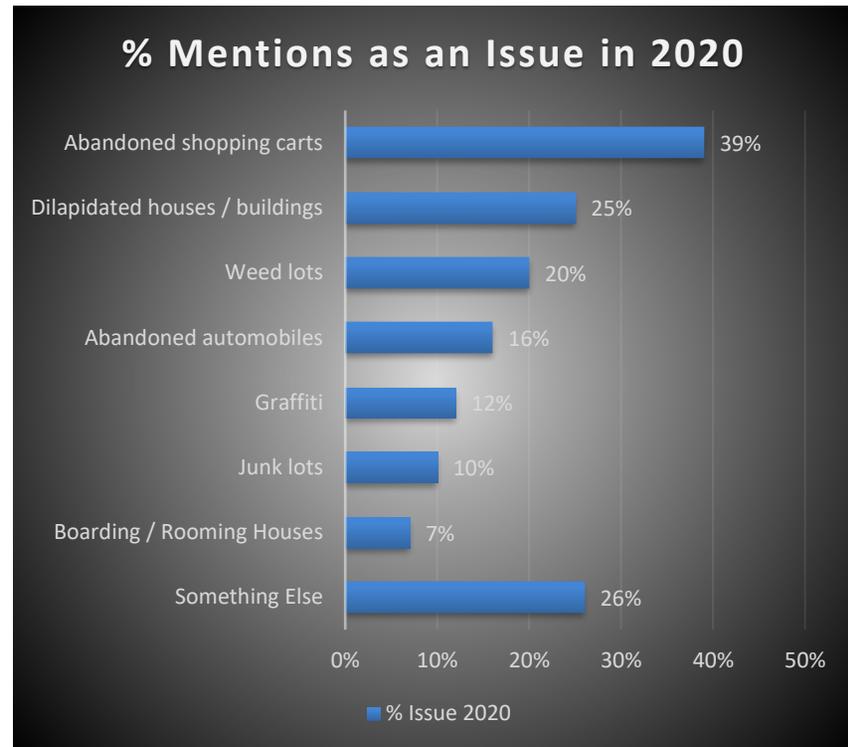


*CODE1—To what extent are weed lots, junk lots, graffiti, abandoned automobiles and shopping carts, and dilapidated houses or buildings currently a problem in your neighborhood?*
*↑or ↓Indicates a significant increase or decrease from the previous year at a 95% confidence level.*
*Base: All respondents*

*CODE2     Which of the following items are specific problems in your neighborhood?*
*Base: Respondents indicating there were problems with nuisance lots in neighborhood (2020)*

*Table 16: Problems with Nuisance Lots by Neighborhood*

| | No Problem | Small Problem | Somewhat | Big Problem | Sample Size |
|---|---|---|---|---|---|
| BelRed | 86% | 14% | 0% | 0% | (n=7) |
| Bridle Trails | 33% | 27% | 30% | 10% | (n=28) |
| Cougar Mountain / Lakemont | 67% | 25% | 8% | 0% | (n=50) |
| Crossroads | 40% | 34% | 23% | 3% | (n=31) |
| Downtown | 49% | 43% | 5% | 2% | (n=85) |
| Eastgate | 45% | 29% | 26% | 0% | (n=30) |
| Factoria | 15% | 55% | 0% | 30% | (n=11) |
| Lake Hills | 34% | 46% | 14% | 6% | (n=63) |
| Newport | 48% | 41% | 9% | 2% | (n=35) |
| Northeast Bellevue | 62% | 23% | 14% | 2% | (n=46) |
| Northwest Bellevue | 47% | 40% | 13% | 0% | (n=33) |
| West Lake Sammamish | 53% | 31% | 13% | 2% | (n=27) |
| Somerset | 65% | 8% | 27% | 0% | (n=29) |
| West Bellevue | 67% | 20% | 14% | 0% | (n=27) |
| Wilburton | 68% | 32% | 0% | 0% | (n=19) |
| Woodridge | 55% | 17% | 28% | 0% | (n=17) |

*Table 17: Specific Code Enforcement Issues by Neighborhood*

| | Abandoned shopping carts | Something else | Dilapidated houses or buildings | Weed lots | Abandoned automobiles | Graffiti | Junk lots | Boarding / Rooming Houses | No issues | *Sample Size* |
|---|---|---|---|---|---|---|---|---|---|---|
| **Overall** | **39%** | **26%** | **25%** | **20%** | **16%** | **12%** | **10%** | **7%** | **15%** | *(n=257)* |
| **BelRed** | 100% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | *(n=1)* |
| **Bridle Trails** | 45% | 26% | 7% | 3% | 15% | 4% | 4% | 6% | 16% | *(n=17)* |
| **Cougar Mountain / Lakemont** | 9% | 24% | 20% | 17% | 17% | 24% | 0% | 10% | 24% | *(n=17)* |
| **Crossroads** | 62% | 35% | 23% | 10% | 0% | 3% | 12% | 0% | 19% | *(n=18)* |
| **Downtown** | 50% | 21% | 18% | 29% | 13% | 14% | 12% | 6% | 17% | *(n=42)* |
| **Eastgate** | 32% | 36% | 28% | 34% | 39% | 14% | 13% | 0% | 0% | *(n=16)* |
| **Factoria** | 38% | 41% | 19% | 8% | 24% | 10% | 17% | 0% | 0% | *(n=9)* |
| **Lake Hills** | 42% | 35% | 34% | 15% | 13% | 15% | 11% | 9% | 8% | *(n=37)* |
| **Newport** | 18% | 28% | 10% | 18% | 25% | 8% | 16% | 6% | 20% | *(n=18)* |
| **Northeast Bellevue** | 51% | 18% | 40% | 32% | 20% | 11% | 11% | 24% | 11% | *(n=24)* |
| **Northwest Bellevue** | 28% | 20% | 30% | 42% | 26% | 13% | 7% | 0% | 10% | *(n=16)* |
| **West Lake Sammamish** | 0% | 30% | 46% | 15% | 5% | 14% | 0% | 24% | 17% | *(n=13)* |
| **Somerset** | 65% | 17% | 72% | 16% | 6% | 6% | 6% | 0% | 5% | *(n=8)* |
| **West Bellevue** | 31% | 0% | 8% | 8% | 41% | 28% | 23% | 0% | 20% | *(n=9)* |
| **Wilburton** | 0% | 10% | 10% | 0% | 0% | 0% | 0% | 0% | 81% | *(n=5)* |
| **Woodridge** | 49% | 38% | 0% | 21% | 13% | 0% | 13% | 0% | 0% | *(n=7)* |

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

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

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## *Mobility*

Bellevue residents continue to feel that getting around Bellevue by car is better than other communities. Moreover, in 2019, ratings for ease of getting around Bellevue by car improved significantly.

While still generally positive (i.e., Bellevue is better than other communities), opinions are more mixed in terms of ease of walking, availability of public transportation, and ease of bicycling. In most cases ratings have been consistent over the years. However, there has been a slow but steady increase in the top rating ("significantly better") for ease of getting around by bike.

*Figure 47: Mobility Compared to Other Communities*
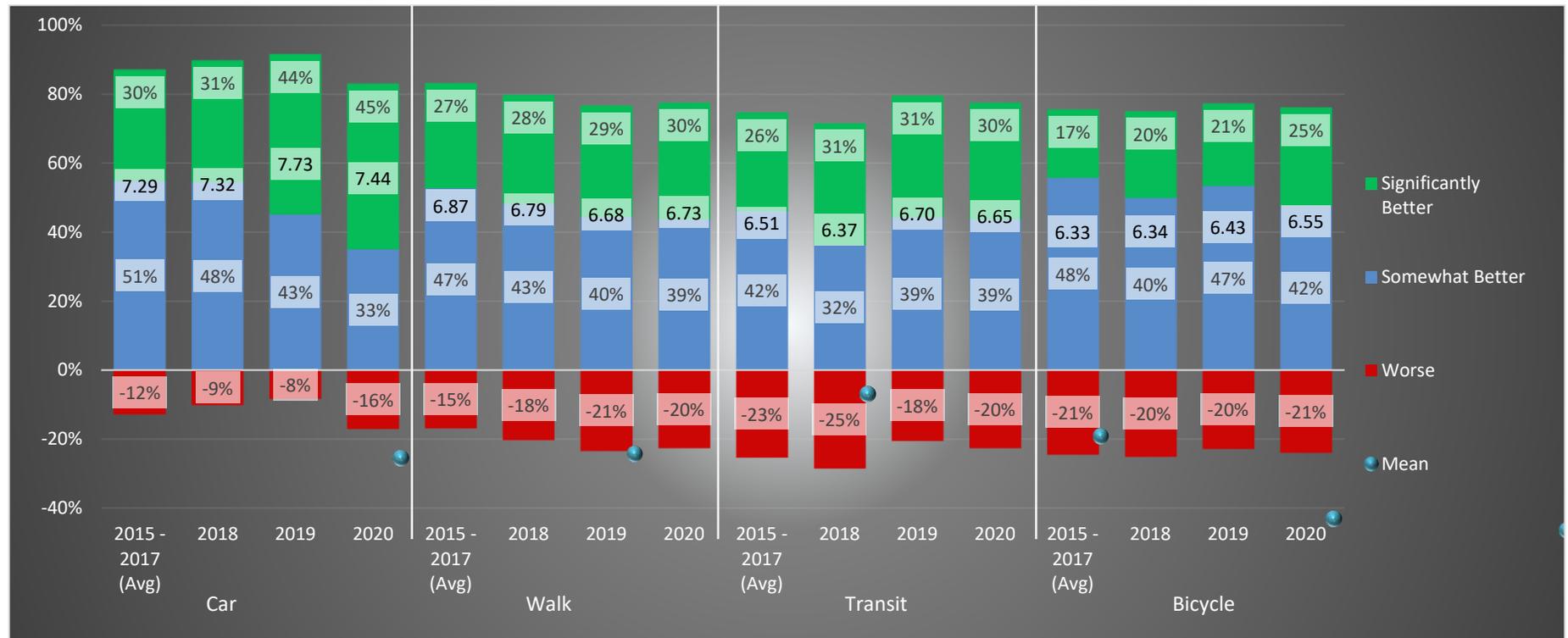


TRANS5A–D—From what you have experienced, seen, or heard; how would you rate Bellevue on each of the following statements?
↑or ↓Indicates a significant increase or decrease from the previous year at a 95% confidence level.
Mean based on eleven-point scale where "0" means "Significantly worse than other cities" and "10" means "Significantly better than other cities"
Base: random selection Mobility

## Neighborhood Road / Street Conditions

Bellevue residents give generally positive ratings to the condition of their neighborhood streets and roadways. More than half say that they are "mostly good, but with a few bad spots." Two out of five say they are in "good condition" everywhere. These ratings have varied little over the years.

*Figure 48: Condition of Neighborhood Streets / Roads*
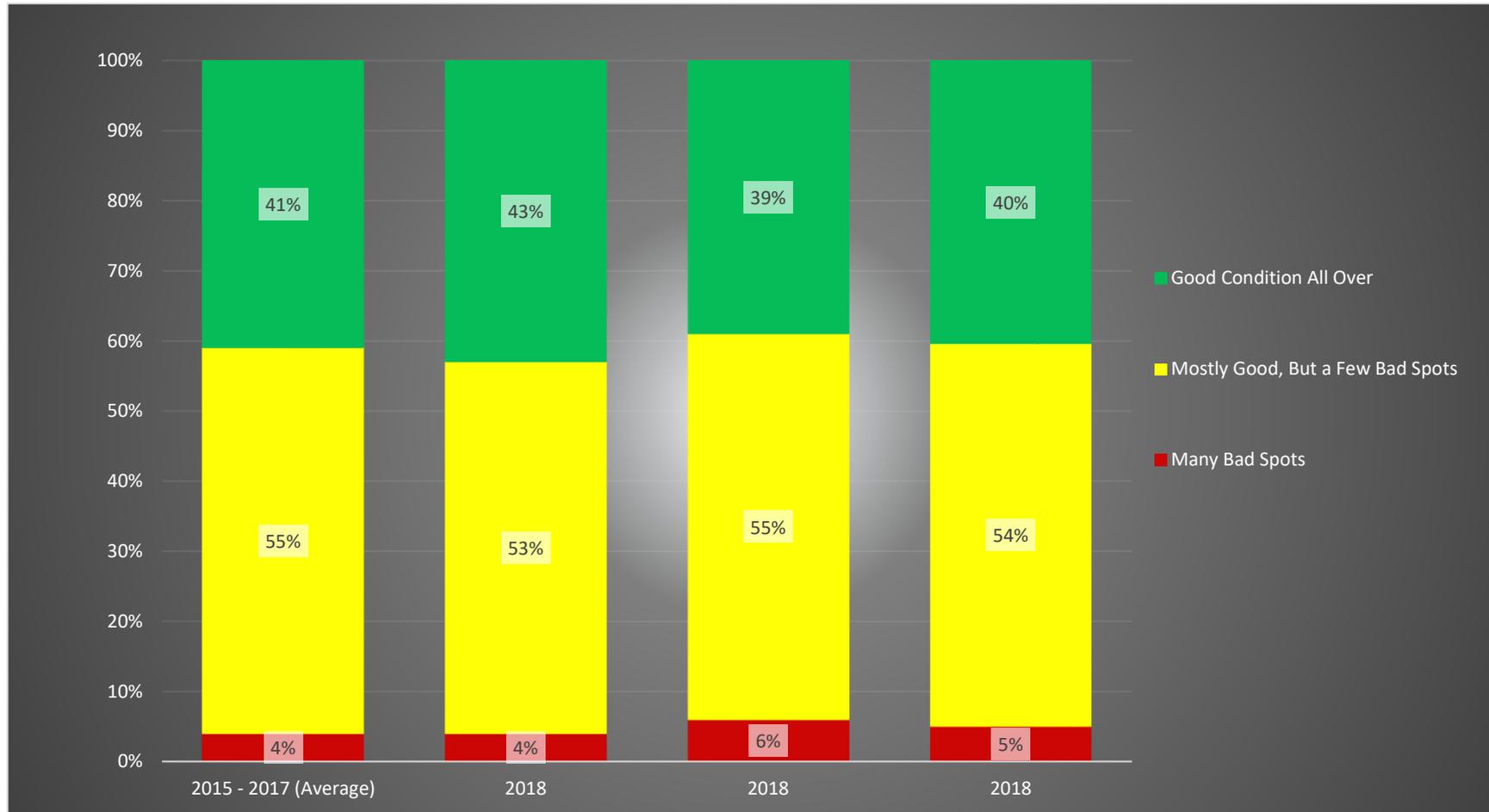


TRANS2—How would you rate the condition of streets and roads in your neighborhood?
↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.
Base: All Respondents

Those living in Downtown Bellevue and Factoria are the most likely to say the condition of streets and roadways where they live is good all over.

Potential problem areas include West Lake Sammamish, Bridle Trails, Lake Hills, and Northeast Bellevue.

*Table 18: Condition of Streets / Roadways by Neighborhood*

|  | Good All Over | Mostly Good | Many Bad Spots |
|---|---|---|---|
| BelRed | 52% | 48% | 0% |
| Bridle Trails | 22% | 75% | 2% |
| Cougar Mountain / Lakemont | 53% | 43% | 4% |
| Crossroads | 43% | 55% | 2% |
| Downtown | 61% | 34% | 4% |
| Eastgate | 36% | 58% | 6% |
| Factoria | 61% | 39% | 0% |
| Lake Hills | 25% | 61% | 15% |
| Newport | 31% | 66% | 3% |
| Northeast Bellevue | 27% | 67% | 6% |
| Northwest Bellevue | 48% | 51% | 2% |
| West Lake Sammamish | 16% | 78% | 5% |
| Somerset | 43% | 55% | 2% |
| West Bellevue | 49% | 44% | 7% |
| Wilburton | 49% | 43% | 8% |
| Woodridge | 33% | 67% | 0% |

## *Sidewalk / Walkway Maintenance*

The majority of Bellevue residents continue to be satisfied with the maintenance of sidewalks and walkways. There has been a slow but steady increase in the percentage of Bellevue residents saying they are "very satisfied" with the City's maintenance of its sidewalks and walkways.

- There are no differences by neighborhood.

*Figure 49: Satisfaction with Maintenance of Sidewalks and Walkways*
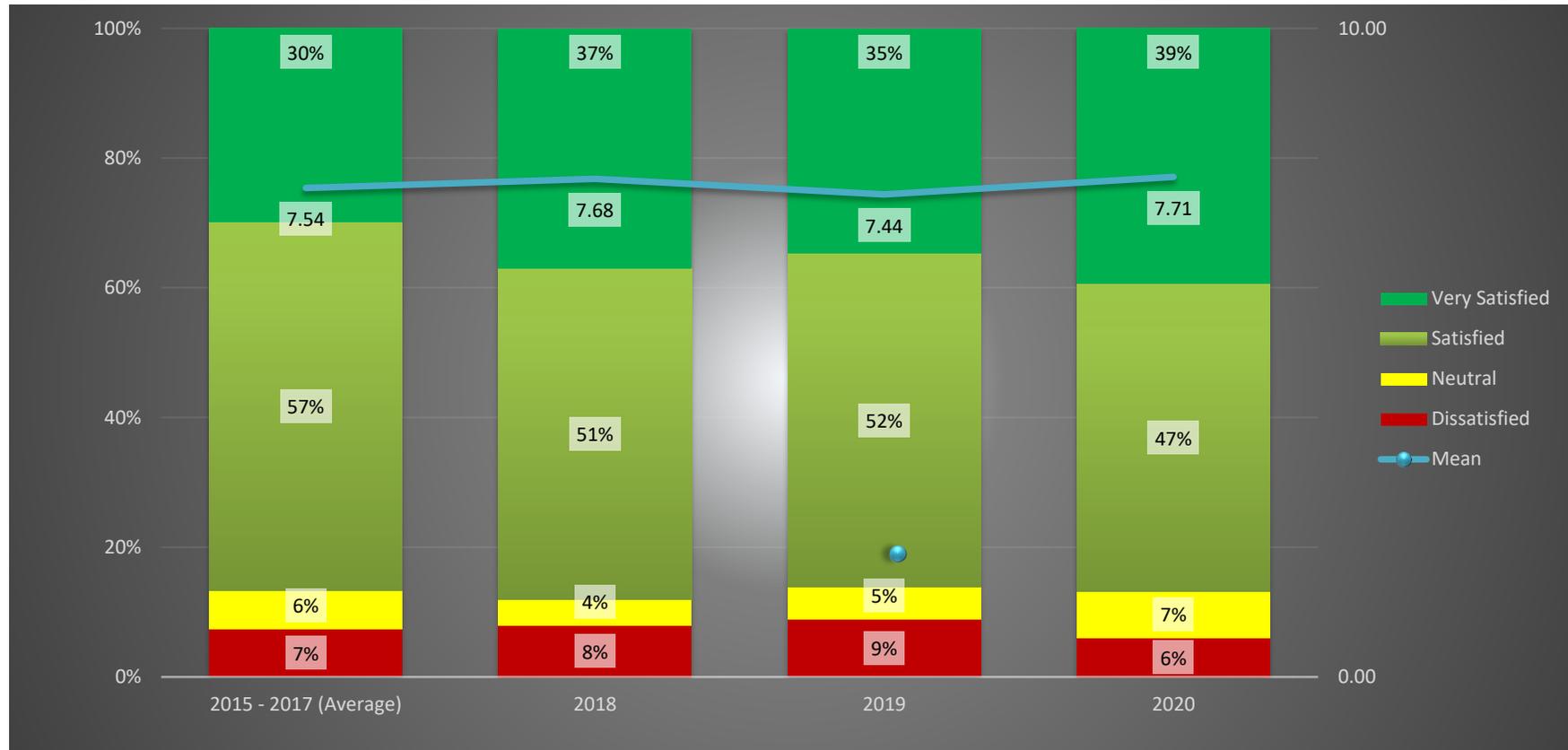


*TRANS1—How satisfied are you with the city's maintenance of its sidewalks and walkways?*
*↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.*
*Mean based on eleven-point scale where "0" means "Very dissatisfied" and "10" means "Very satisfied"*
*Base: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

## Satisfaction with Neighborhood Street Sweeping

The majority of Bellevue residents say that the frequency, quality, and availability of street sweeping in their neighborhoods has consistently exceeded their expectations.

- Ratings are similar across the neighborhoods.

*Figure 50: Satisfaction with Neighborhood Street Sweeping*
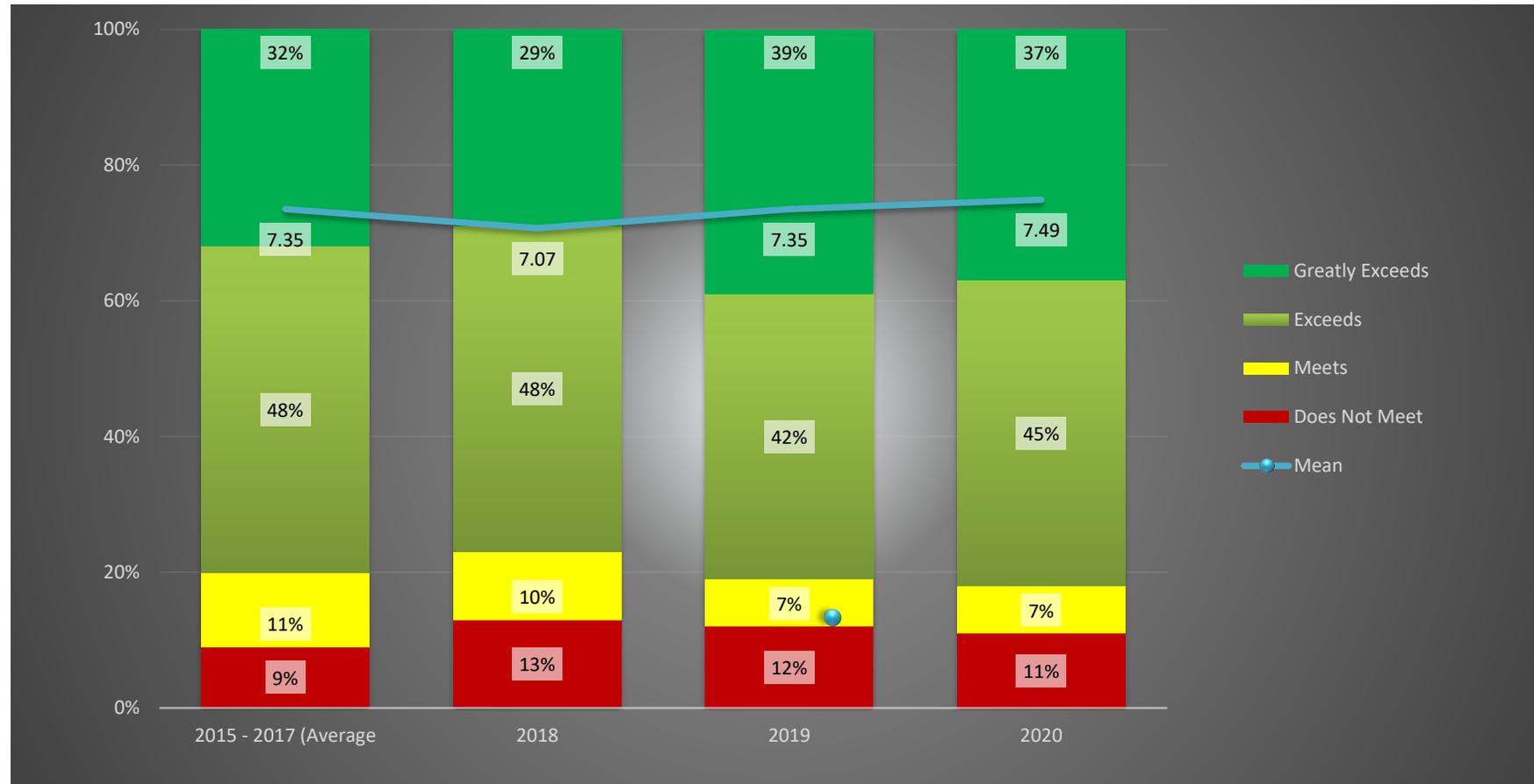


*TRANS4—How would you rate the street sweeping in your neighborhood, specifically the frequency, quality, and availability?*

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

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

*Base: All respondent*

*[Page intentionally left blank for pagination purposes]*

## Perceptions of Neighborhood Safety

Consistent with the high ratings for safety in the Key Community Indicators, Bellevue residents give generally high ratings for neighborhood safety. While still positive, residents give lower ratings to safety after dark.

- There has been some variability in perceptions of neighborhood safety over the years. Ratings for neighborhood safety in general decreased significantly in 2018 but then rebounded in 2019 and held steady through 2020. On the other hand, ratings for neighborhood safety after dark improved in 2018 and held steady through 2019. While the percentage of residents who feel very safe in their neighborhoods after dark has not changed, there has been some change in the percentage (while small) who feel unsafe. Notably, there is an increase in the percentage who do not feel safe (now 4% up from just 1% in previous years).

*Figure 51: Perceptions of Neighborhood Safety*
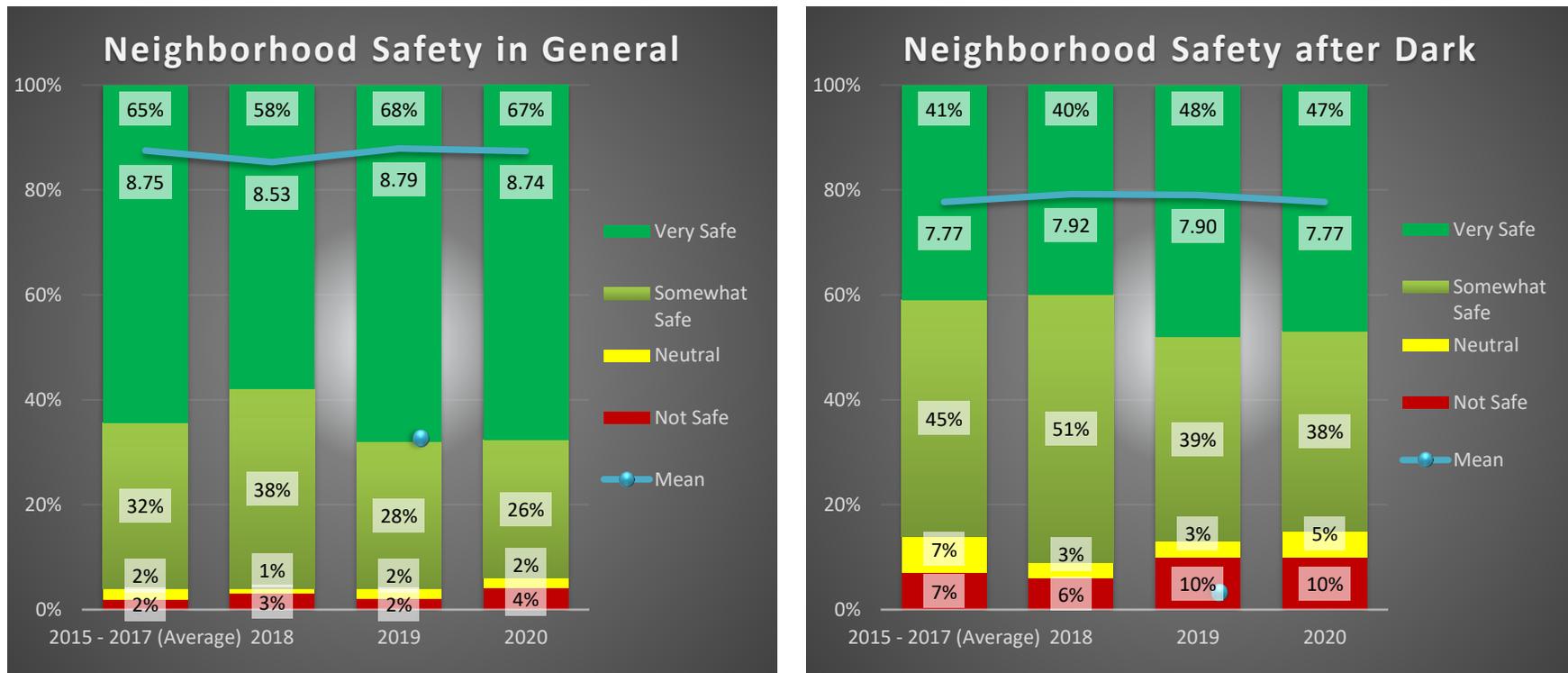


PS2--Using a scale from 0 to 10 where "0" means "Very Unsafe" and "10" means "Very Safe," how safe do you feel when walking alone in each of the following situations?
Base: All respondents

*Table 19: Neighborhood Safety After Dark by Neighborhood*

*Figure 52: Neighborhood Safety After Dark by Neighborhood*

| | Very Unsafe | Somewhat Unsafe | Neutral | Somewhat Safe | Very Safe | Mean | Sample Size |
|---|---|---|---|---|---|---|---|
| BelRed | 0% | 0% | 0% | 38% | 62% | 9.16 | (n=7) |
| Bridle Trails | 0% | 2% | 6% | 26% | 67% | 8.73 | (n=28) |
| Cougar Mountain / Lakemont | 0% | 2% | 0% | 31% | 67% | 8.82 | (n=50) |
| Crossroads | 0% | 2% | 21% | 34% | 43% | 7.97 | (n=31) |
| Downtown | 0% | 4% | 0% | 20% | 76% | 9.03 | (n=85) |
| Eastgate | 0% | 3% | 3% | 26% | 68% | 8.58 | (n=30) |
| Factoria | 0% | 11% | 0% | 36% | 53% | 8.04 | (n=11) |
| Lake Hills | 1% | 11% | 2% | 25% | 61% | 8.34 | (n=63) |
| Newport | 2% | 0% | 0% | 26% | 73% | 8.91 | (n=35) |
| Northeast Bellevue | 0% | 2% | 3% | 34% | 61% | 8.56 | (n=46) |
| Northwest Bellevue | 0% | 2% | 3% | 36% | 60% | 8.66 | (n=33) |
| West Lake Sammamish | 0% | 9% | 6% | 26% | 60% | 8.45 | (n=27) |
| Somerset | 0% | 0% | 0% | 11% | 89% | 9.34 | (n=29) |
| West Bellevue | 0% | 0% | 0% | 24% | 76% | 9.11 | (n=27) |
| Wilburton | 0% | 0% | 0% | 28% | 72% | 9.04 | (n=19) |
| Woodridge | 0% | 0% | 0% | 22% | 78% | 9.27 | (n=17) |



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

*PS2--Using a scale from 0 to 10 where "0" means "Very Unsafe" and "10" means "Very Safe," how safe do you feel when walking alone in each of the following situations?*
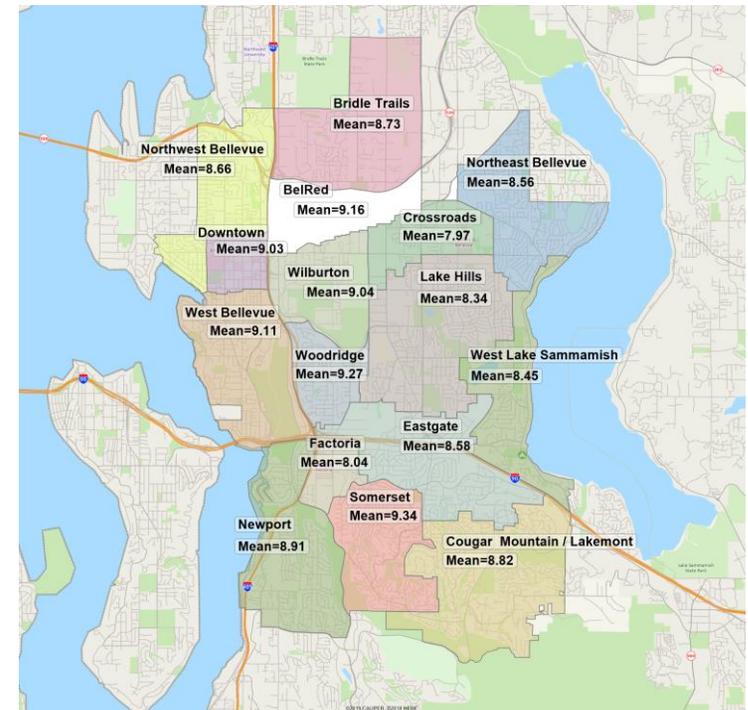*Base: All respondents*

## *Perceptions of Safety in Downtown Bellevue*

Bellevue residents give very high ratings for daytime safety in downtown Bellevue. While still relatively high, ratings for downtown safety after dark are significantly lower. In addition, ratings for safety after dark are lower for downtown Bellevue than for neighborhoods.

- Like neighborhood safety in general, there was a decrease in ratings for daytime safety downtown in 2018. These numbers rebounded in 2019 and remained high in 2020. While not statistically significant, there has been a relatively consistent increase in resident stating they do not feel safe downtown after dark over the past several years.

*Figure 53: Perceptions of Neighborhood Safety*
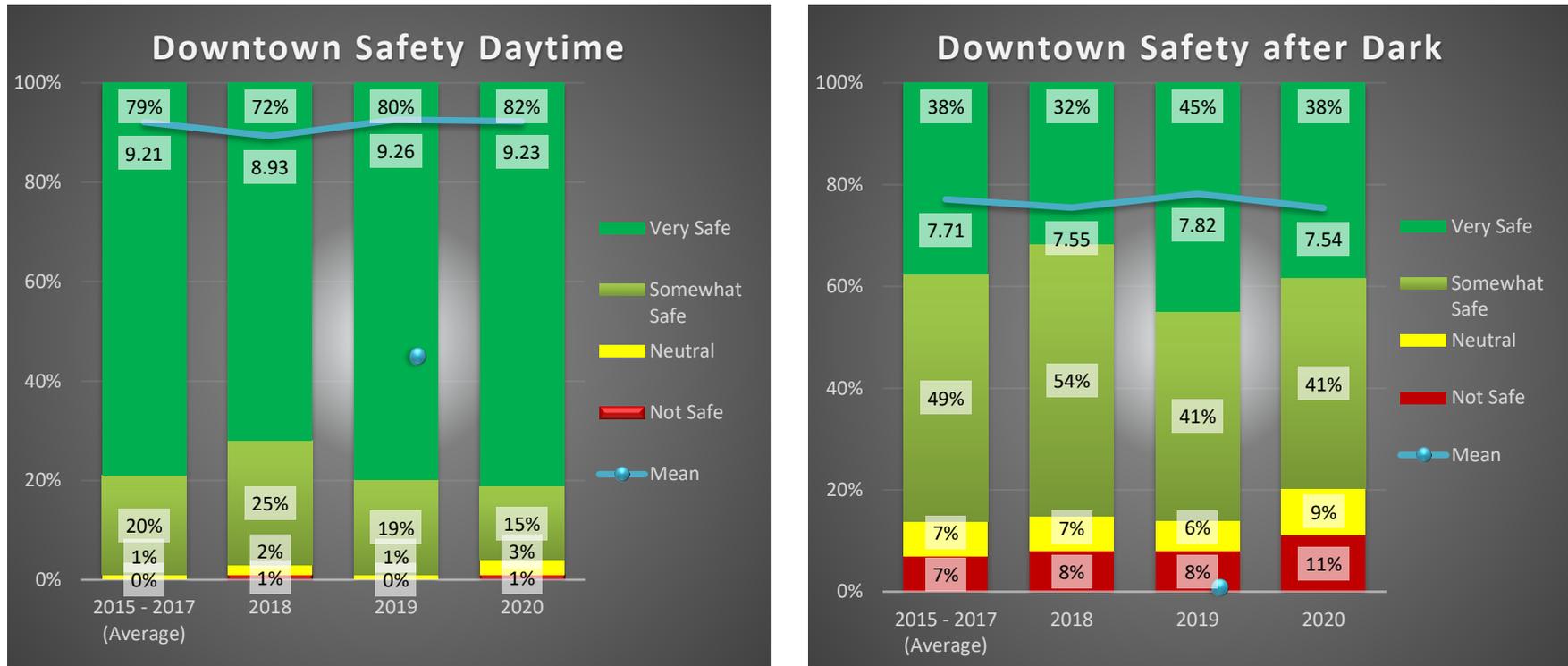


PS2--Using a scale from 0 to 10 where "0" means "Very Unsafe" and "10" means "Very Safe," how safe do you feel when walking alone in each of the following situations?
↑or ↓Indicates a significant increase or decrease from the previous year at a 95% confidence level.
Base: All respondents

Over the years, between 10 and 12 percent of Bellevue residents say that they or a member of their household has been a victim of a crime.

- In the majority of cases (75% in 2020), these residents reported the crime to the police.

In 2020, one out of five residents reported that they have had some contact with the police during the past 12 months. This percentage has dropped steadily over the years.

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

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

*Figure 55: Nature of Police Contact*



% Reported a crime to police — 36%
Witnessed a crime — 10%
Reported suspicious activity — 10%
Traffic accident — 9%
Victim of a crime — 8%
Asked for information or advice — 7%
Noise complaint — 4%
Routine traffic stop — 4%
Police asked me for information — 3%
Community activity — 1%
Calls relating to domestic violence — 1%
Other — 10%
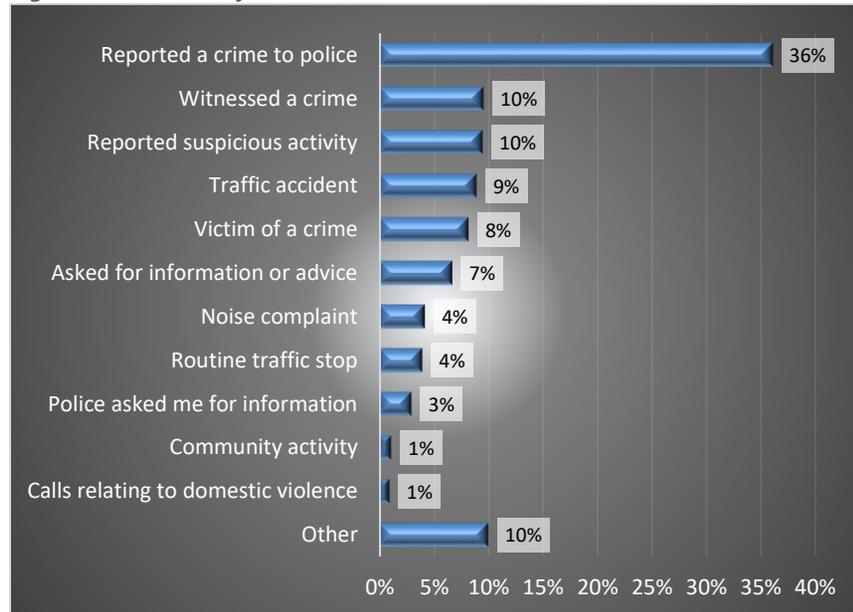
CRIME3—What was the nature of that contact with police?
Base: Had contact with Bellevue's police in past 12 months

*Figure 54: Police Contact in Past 12 Months*



**% of Residents Who Have Been Crime Victim or had Police Contact**

Crime Victim
- 2015 - 2017 (Average): 12%
- 2018: 11%
- 2019: 10%
- 2020: 12%

Police Contact
- 2015 - 2017 (Average): 27%
- 2018: 23%
- 2019: 21%
- 2020: 19%

Legend:
■ 2015 - 2017 (Average)
■ 2018
■ 2019
■ 2020
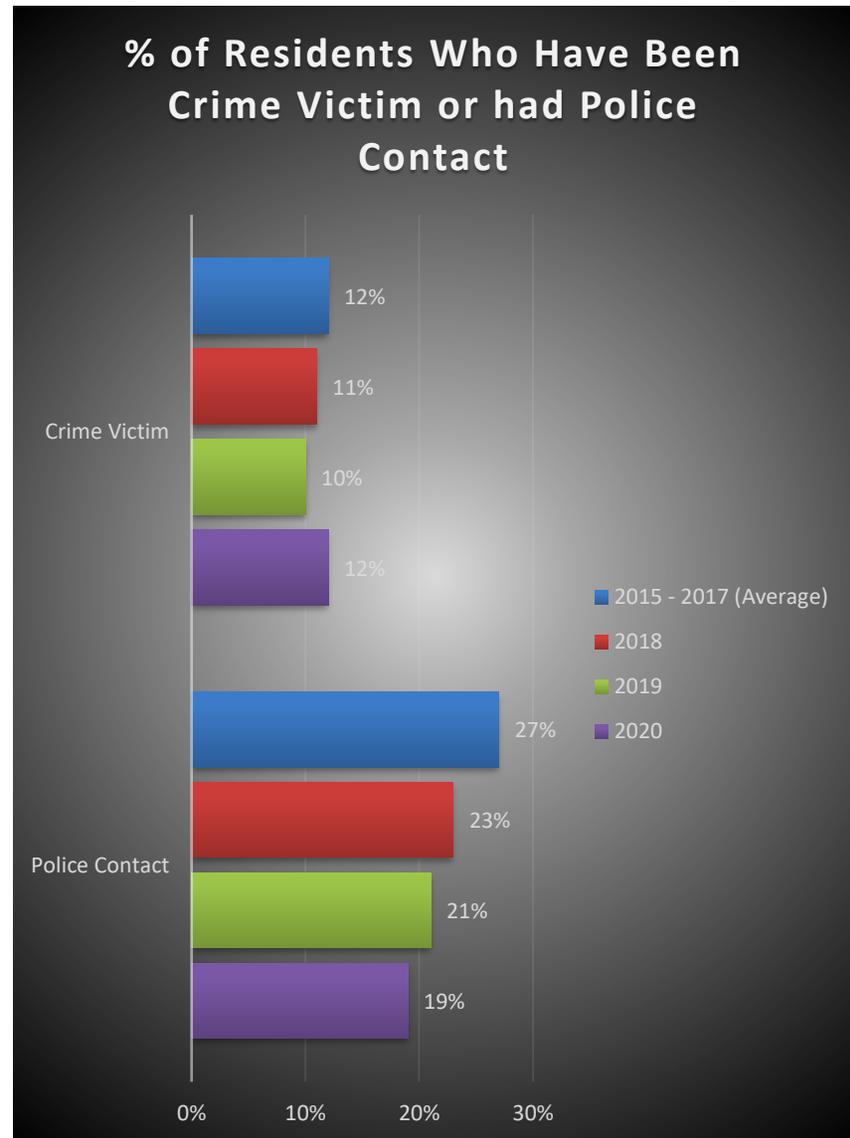
Bellevue residents who had some type of recent contact with the police have consistently been positive about the handling of that contact—nearly half feel the contact was "excellent."

- While not statistically significant, due in part to the small sample size, the combined percentage of excellent and good ratings has decreased over the years. In addition, after several years of decline, the percentage giving a "poor" rating increased.

While there were no significant differences in ratings between those whose contact was because they were a victim of a crime and those with other types of contact, it should be noted that crime victims were somewhat more likely than those who had other types of contact to give a fair or poor rating—31% compared to 22%, respectively. This is historically consistent within Bellevue.

| Ratings of Police Contact by Type of Contact (2020) | | |
|---|---|---|
| | **Crime Victim** | **Other Type of Contact** |
| Excellent | 47% | 49% |
| Good | 22% | 29% |
| Fair | 11% | 17% |
| Poor | 12% | 14% |

*Figure 56: Ratings of Police Contact*
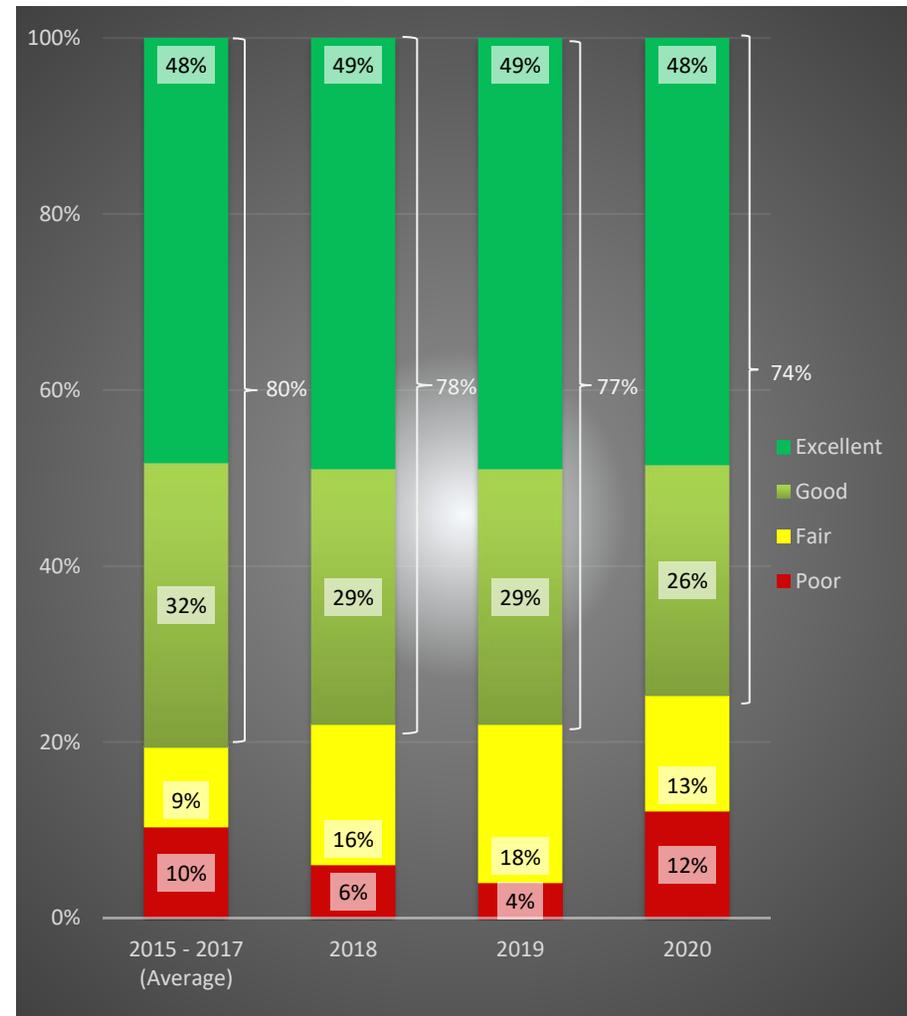


*CRIME4—How would you rate the handling of the contact by police?*
*↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.*
*Base: Had interaction with Bellevue Police*

## Crime-Related Problems

Respondents were read a list of police-related problems and then asked which they believe is the most serious police-related problem in their neighborhood.

Bellevue residents continue to feel that car prowls continue to be the most common police-related problem in neighborhoods, followed by residential burglary.

- These perceptions are influenced by knowing word-of-mouth (someone who has experienced the problem) and media (including social media).

The extent to which traffic offenses are seen as a problem in neighborhoods has varied over the years.

There was a significant decrease in "none" responses from 2018 to 2019 followed by an increase again between 2019 and 2020. 2019 appears to have been an anomaly. While not shown, in years previous to 2018 the percent who responded "none" has consistently hovered between 12% and 20% so the findings in 2018 and 2020 are consistent with historic trends.

*Figure 57: Police-Related Problems in Neighborhoods*
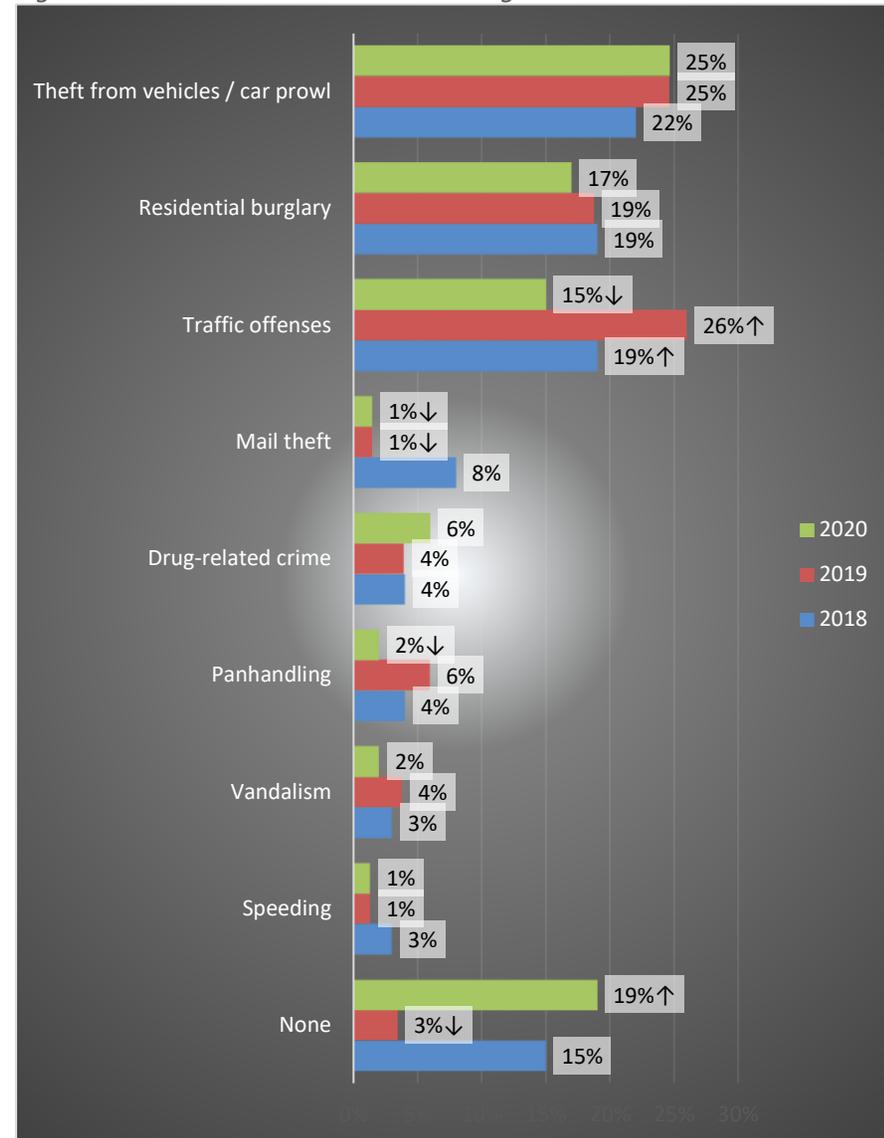


*CRIME5—What do you believe is the most serious police-related problem in your neighborhood?*
*Base: All respondents*

More than half of those who reported a crime-related problem in their neighborhood indicated that they personally had experienced the crime. While not statistically significant, this percentage has increased over the years.

The influence of traditional media (news / newspaper) on awareness / perceptions of neighborhood crime problems has decreased. On the other hand, the influence of social media has increased significantly.

*Figure 58: Basis for Perceptions of Crime-Related Problems in Neighborhood*
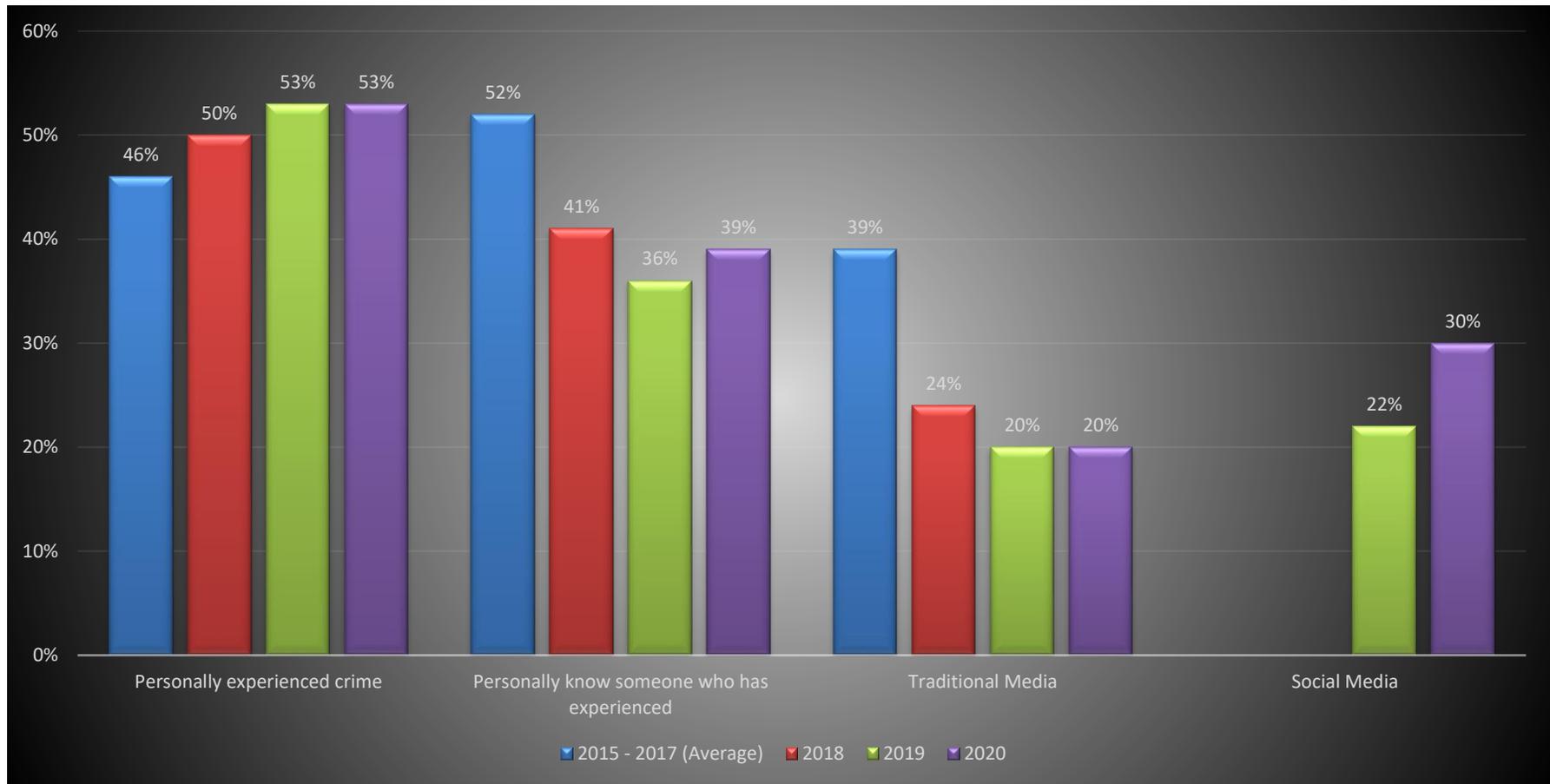


*CRIME5A—Do you feel that way because…?*
*Base: Residents who report problems in their neighborhood*

## Professionalism of and Confidence in Police Department

While confidence in police decreased compared to 2017, it rebounded somewhat in 2019. More than nine in ten (92%) residents state they are "confident" or "very confident" that the Police Department can handle emergencies in an effective manner.

Resident are also positive about the professionalism of Bellevue's police officers and police employees. These ratings have been consistently high over the years.

*Figure 59: Confidence in Bellevue's Police Department*
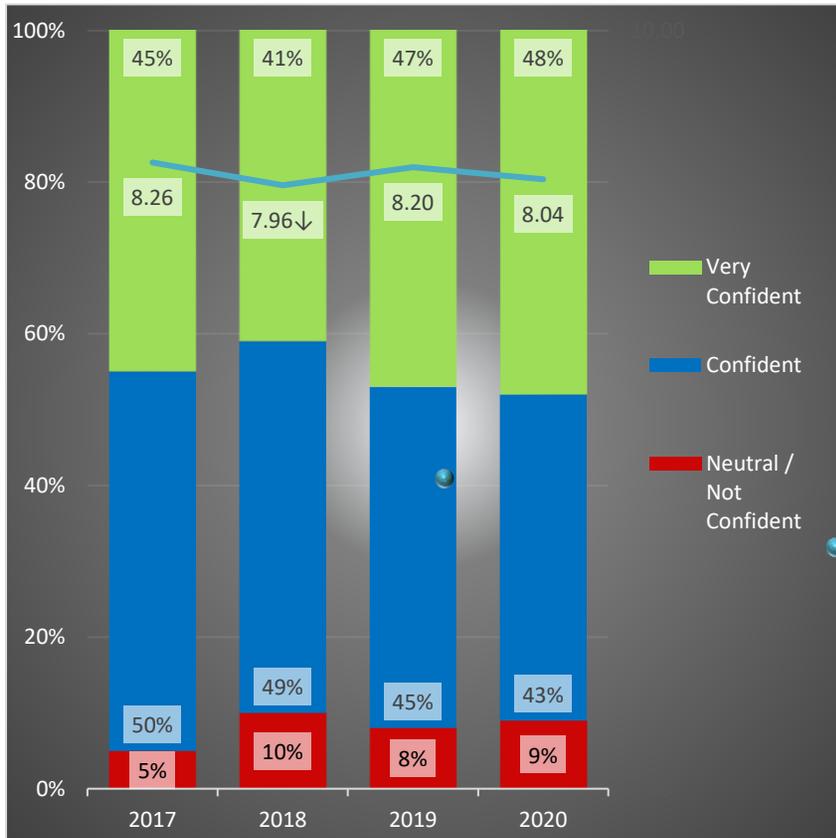


CRIME6— How confident are you in the ability of Bellevue's Police Department to handle emergencies in an effective manner? Mean based on 11-point scale
Base: All respondents

*Figure 60: Professionalism of Bellevue's Police Officers / Employees*
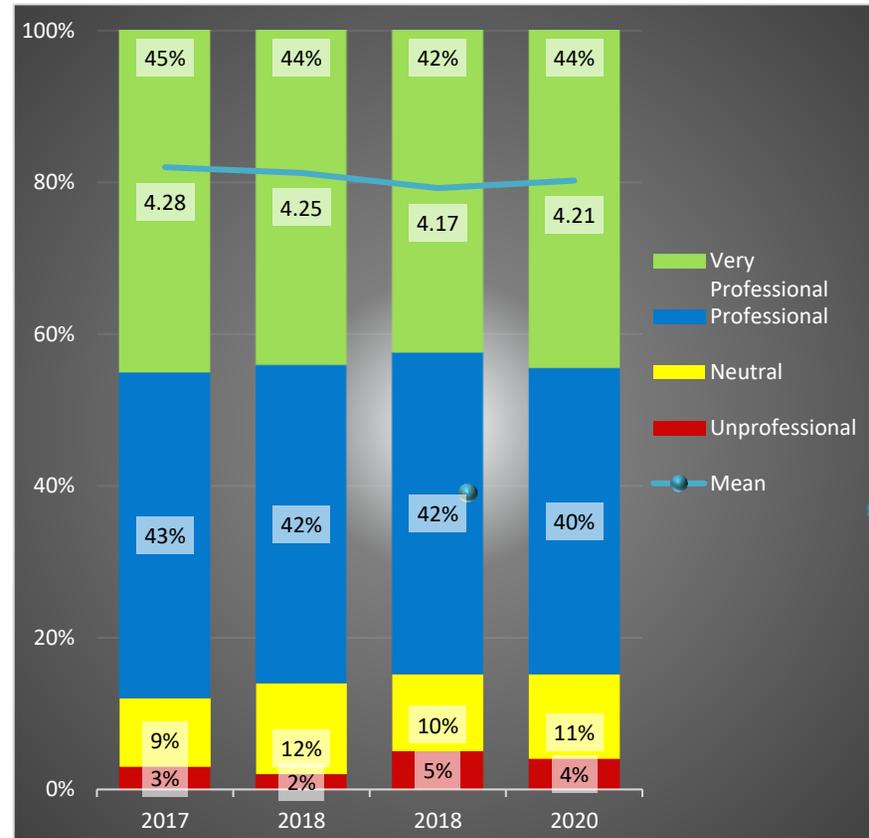


CRIME7— Overall, how would you rate the professionalism of Bellevue's police officers and police employees? Mean based on 5-point scale
Base: All respondents

## *Fire Department*

Approximately one out of seven (15%) Bellevue residents had some type of contact with the city's Fire Department in the past 12 months. The most common reasons were for a medical incident or some other reason—such as baby car seat installation, false alarms, flood in building, trapped in elevator, toy donation campaigns, etc.

*Figure 61: Recent Contact with Fire Department*
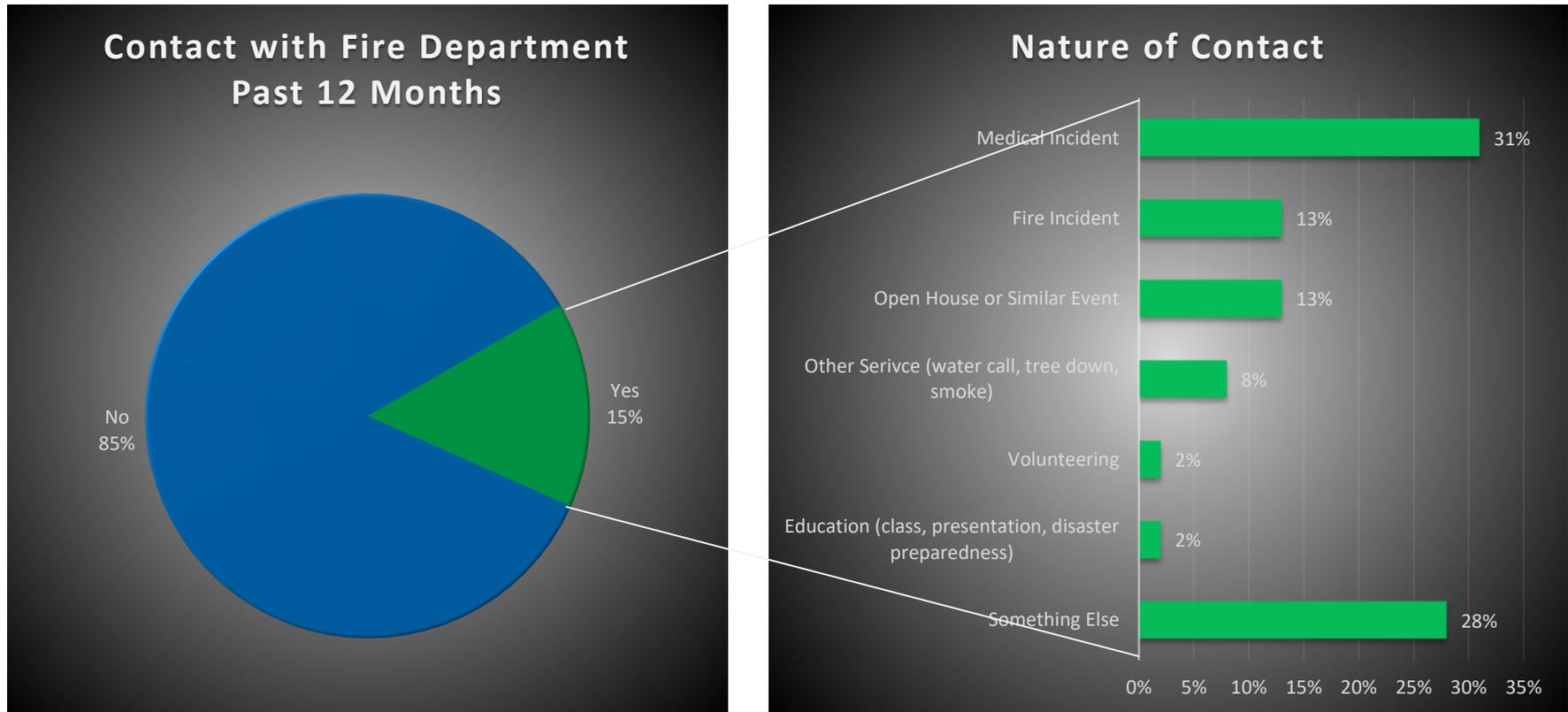


*FIRE1--Have you had any contact with Bellevue's Fire Department in the past 12 months? Base: All respondents*

*FIRE2—What was the nature of that contact? Base: Had contact with Bellevue's Fire Department in past 12 months*

Bellevue residents show a consistently high level of confidence in the Fire Department's ability to respond to emergencies. Notably, a greater percentage of Bellevue residents say they are "very confident" compared to just "confident."

*Figure 62: Confidence in Bellevue's Fire Department Ability to Respond to Emergencies*
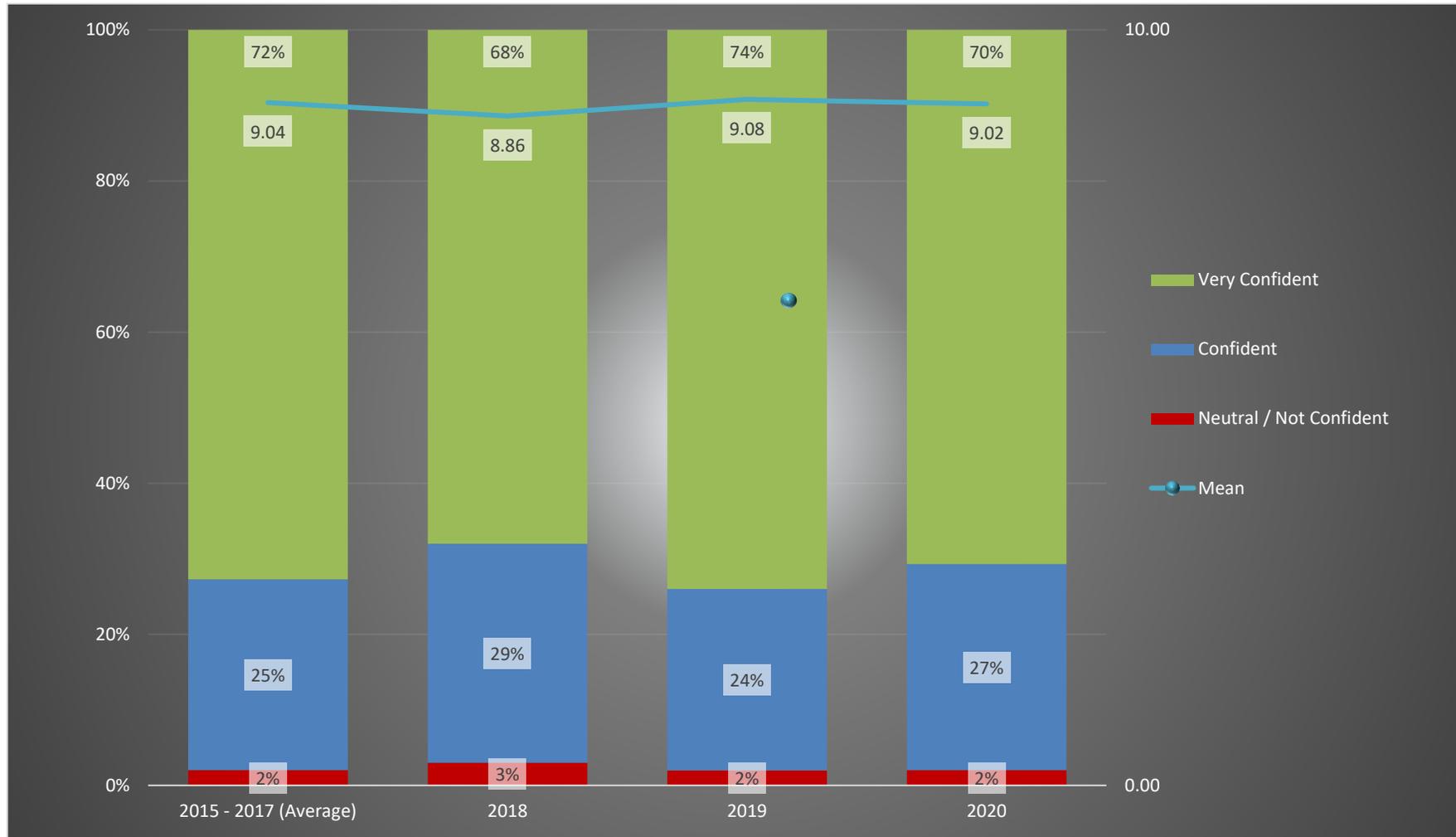


*PS4—How confident are you in the ability of the Bellevue Fire Department to respond to emergencies?*
*↑or ↓Indicates a significant increase or decrease from the previous year at a 95% confidence level.*
*Mean based on eleven-point scale where "0" means "Not at all confident" and "10" means "Very confident"*
*Base: All respondents*

## Emergency Supplies

After holding steady for many years, there was evidence in 2019 that Bellevue residents were beginning to increase the amount of food, water, medications and other necessary items they have on hand to support an emergency.

- The percentage of those with five of fewer days of supplies on hand was significantly lower in 2019 than in prior years. Moreover, the median days of supply increased from five to seven days.

Most likely reflecting the timing of the 2020 survey (during a statewide stay-at-home order due to the Covid-19 pandemic), the median days of supply increased to 10 days. The percentage for two plus weeks supply doubled – from 19 to 38%.
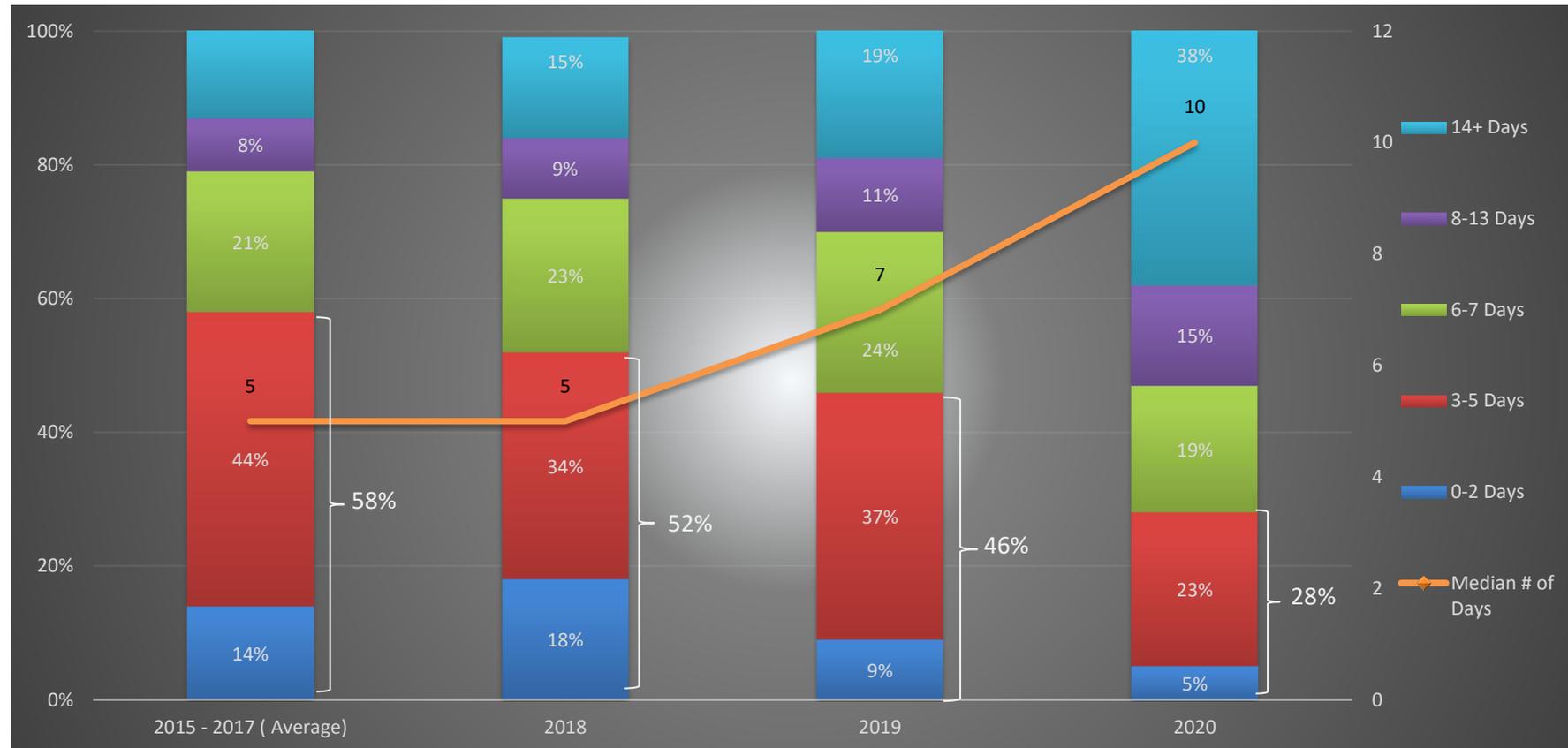


*PS1—During a disaster, how many days would your current supply of food, water, medications, and other necessary items last?*

*Base: Randomly selected respondents*

## Information Provided to the Public

The majority of Bellevue residents agree that the information the city provides to the public is credible, accurate, and useful.

While still high, ratings for credibility and accuracy are higher than for usefulness. In addition, there is a decrease in the percentage of Bellevue residents who "strongly" agree that the information provided is useful. While not statistically significant, this trend should be evaluated and monitored.

*Figure 63: Quality of Information Provided to Public*
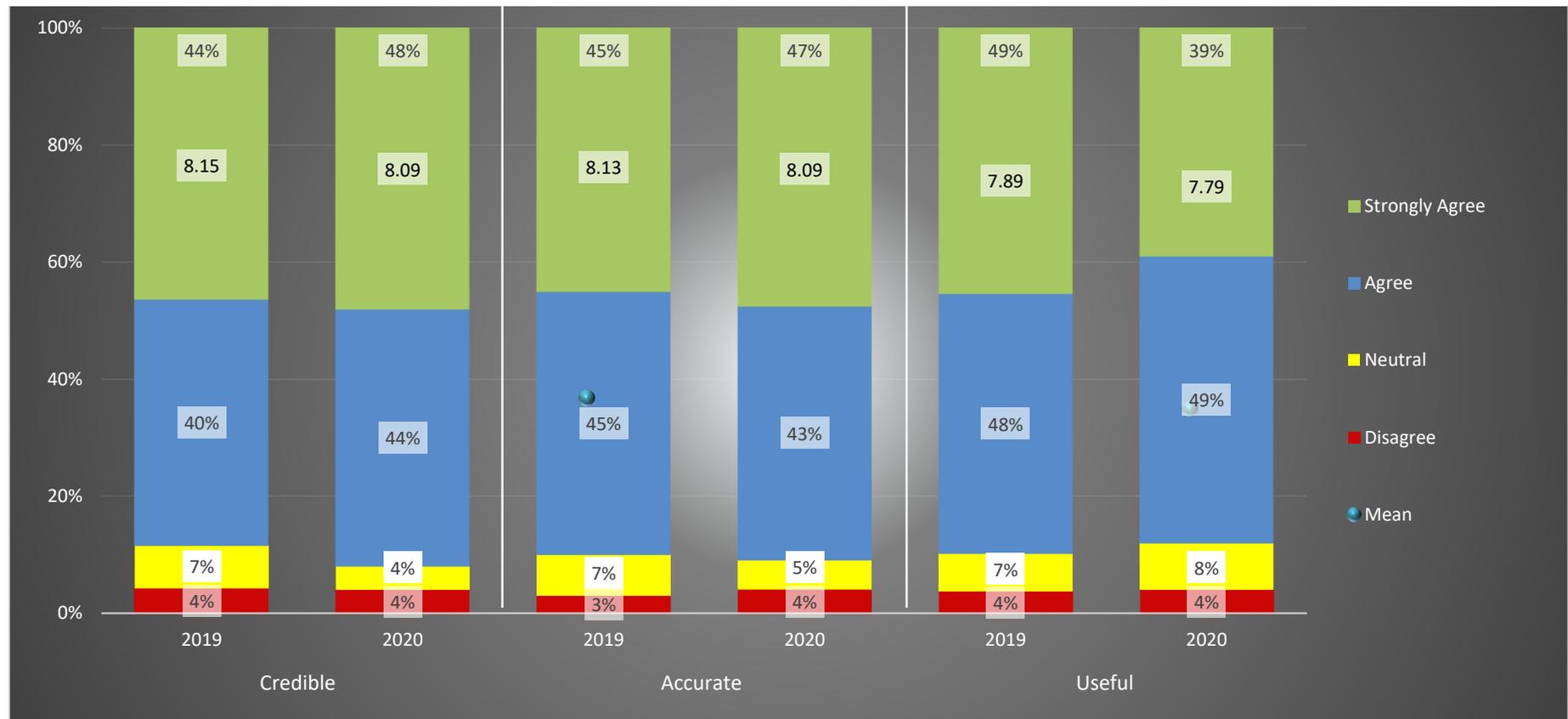


*INTERACT19— Please tell me the extent you agree or disagree that the City of Bellevue provides information to the public that is…*
↑ *or* ↓ *Indicates a significant increase or decrease from the previous year at a 95% confidence level.*
*Mean based on eleven-point scale where "0" means "Strongly disagree" and "10" means "Strongly Agree"*

## *Openness and Accessibility of City's Planning Efforts*

Overall, residents find that the city is "somewhat open and accessible regarding its planning efforts." These ratings have been relatively consistent since 2017, when these questions were first introduced.

Residents give significantly higher ratings for planning issues related to parks and community services, followed by those efforts related to transportation and land use, in that order.

*Figure 64: Openness and Accessibility of City's Planning Efforts*
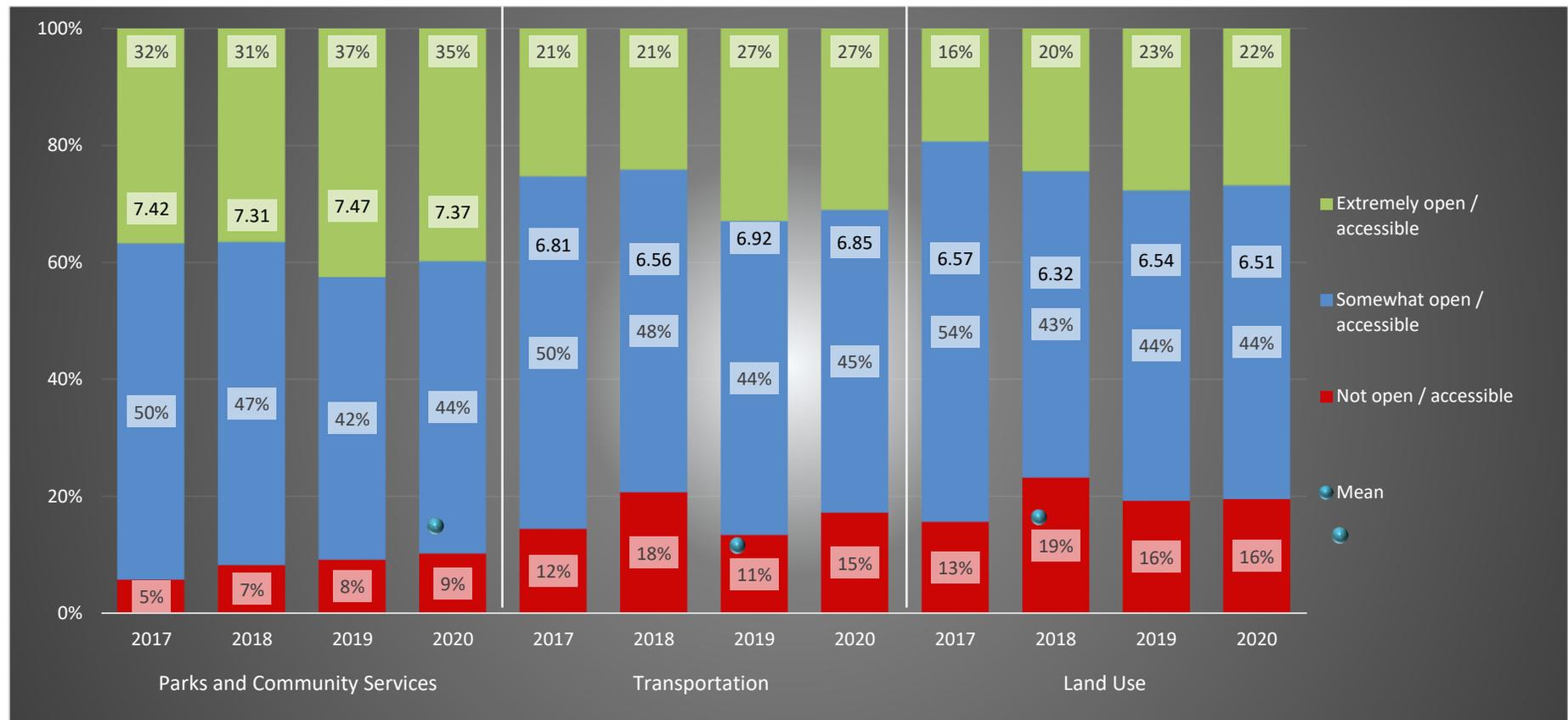


OPENA1-3—*Please tell me how open and accessible you feel the city's planning efforts are when you want to be involved with each of the following . . .*
↑ *or* ↓ *Indicates a significant increase or decrease from the previous year at a 95% confidence level.*
*Mean based on eleven-point scale where "0" means "Not at all open and accessible" and "10" means "Extremely open and accessible"*
*Base: All respondents*

# APPENDIX I – KEY DRIVERS EXPLANATION—WHAT MAKES SOMETHING A KEY DRIVER

## ENGAGED COMMUNITY – WHY IT IS A KEY DRIVER

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

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

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

*Figure 65: Scatter Plot Showing Relationship of 5-Star Rating to Engaged Community*
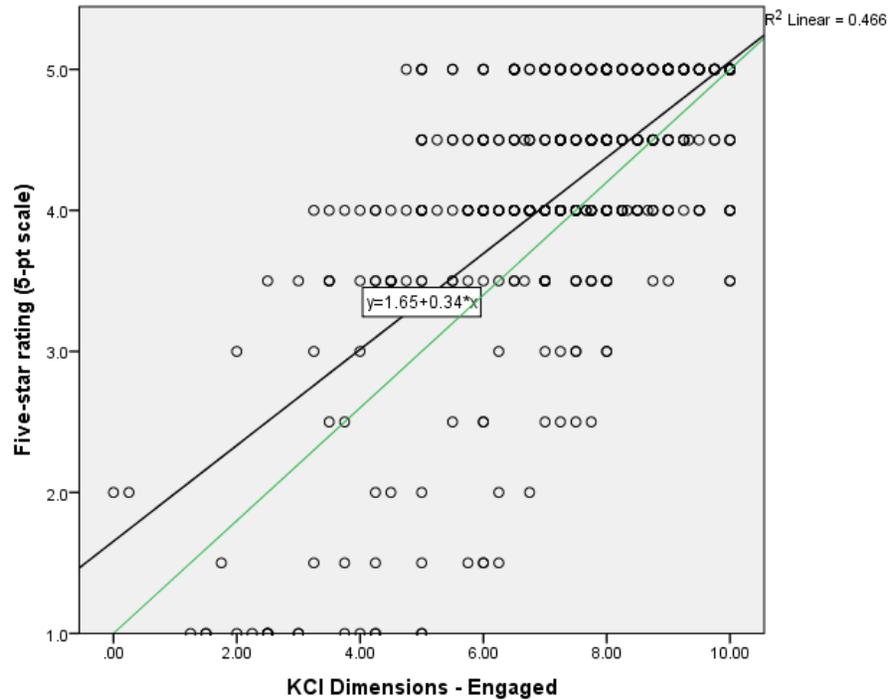
## IMPROVED MOBILITY – WHY IT IS NOT A KEY DRIVER

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

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

*Figure 66: Scatter Plot Showing Relationship of 5-Star Rating to Improve Mobility*
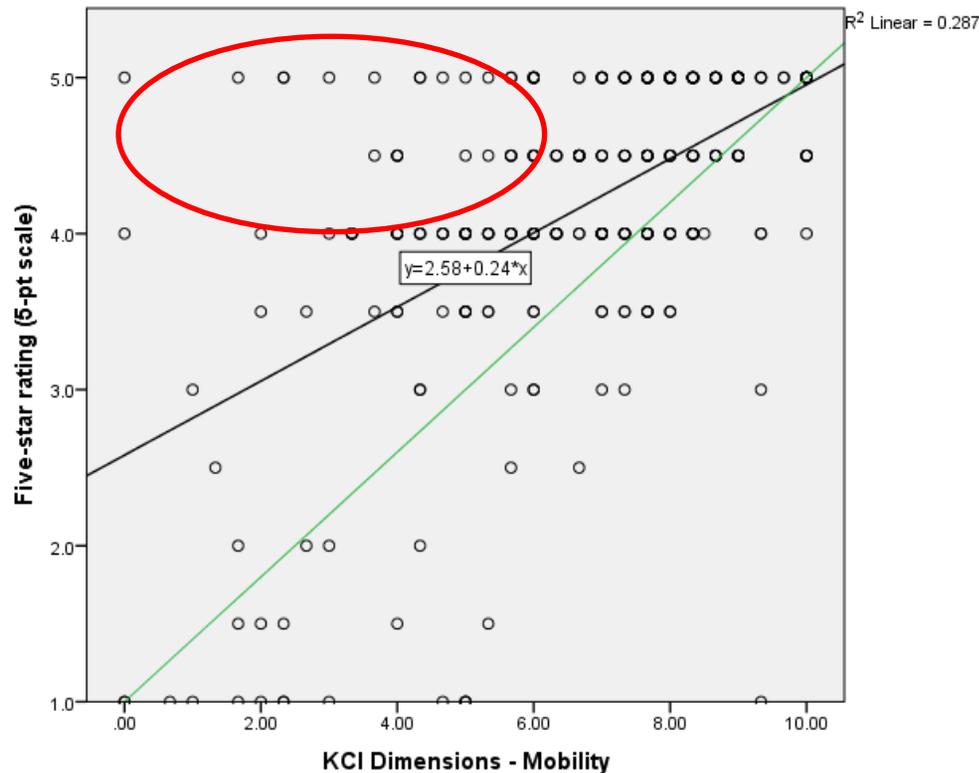
| INSTRUMENT CONVENTIONS: |
| :---: |

*DENOTES PROGRAMMING INSRUCTIONS*

- **DENOTES INTERVIEWER INSTRUCTIONS**
- Questions in pink highlight are survey measures recognized by the International City and County Management Association (ICMA)
- Text in light blue highlight means that the data is benchmarkable against NWRG's nation-wide CityMarks
- Text in ALLCAPS is not read to respondents
- Text in [ALLCAPS SURROUNDED BY BRACKETS] are interviewer and CATI programming instructions, not read to respondents
- Text in [ALLCAPS SURROUNDED BY BRACKETS BOLD TYPE] are interviewer and CATI programming instructions, not read to respondents
- Question marks (?) and 'X' or 'x' indicate information needed or to be determined in conjunction with the client
- (Response options in parenthesis) are read to respondents as necessary
- For web – do not show don't know / prefer not to answer response options unless respondent attempts to skip question
- For web – changes response options that are all in CAPS to Sentence case (Capitalize first letter of word / phrase only)
- For web rating scales display grid as illustrated below:

| | Much Worse Than Other Communities | | | | | | | | | | Much Worse Than Other Communities |
| --- | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Easy to get around by car | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Public transportation available to where I need to go | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |

## INTRODUCTION
## [BASE: ALL]
## [NEW SECTION FOR TIMING]

INTROTEL     Hello. This is _____ with **Northwest Research Group**, calling on behalf of the **City of Bellevue**. We are conducting a survey to help the city improve services for your community and would like to include the opinions of your household.

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

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

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

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

INTROWEB     **[DO NOT READ IF CONDUCTING ON THE PHONE]**
Thank you for agreeing to complete this important survey for the City of Bellevue. Your input will be used to improve city services to the community.

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

## SCREENERS
## [NEW SECTION FOR TIMING]

**SCR1**        Do you live within the Bellevue city limits?

             00        NO **[SKIP TO THAN01]**

             01        YES

             998     **[DO NOT READ]** Don't know **[SKIP TO THANK03]**

             999     **[DO NOT READ]** Prefer not to answer **[SKIP TO THANK03]**

**SCR2**        Are you 18 years of age or older?

             00        NO **[SKIP TO THANK02]**

             01        YES

             998     **[DO NOT READ]** Don't know **[SKIP TO THANK03]**

             999     **[DO NOT READ]** Prefer not to answer **[SKIP TO THANK03]**

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

             **[WEB DISPLAY:** "Please enter 999 if you prefer not to give your age."**]**

             ___      ENTER AGE [RANGE 18:99] **[IF UNDER 18 TERMINATE – THANK02]**

             998     DON'T KNOW

             999     PREFER NOT TO ANSWER

             **ASK AGE_CAT IF (AGE=998 | 999)**

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

             **[READ OPTIONS]**

             01        18-24

             02        25-34

             03        35-44

             04        45-54

             05        55-64

             06        65 or older

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

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

**PROGRAMMER: CREATE VARIABLE, "AGEBAN"**
**VALUE LABLES FOR AGEBAN [LOGIC IN BRACKETS]**
    **01 18-24 [((AGE GE 18) AND (AGE LE 24)) OR (AGE_CAT=1)]**
    **02 25-34 [((AGE GE 25) AND (AGE LE 34)) OR (AGE_CAT=2)]**
    **03 35-44 [((AGE GE 35) AND (AGE LE 44)) OR (AGE_CAT=6)]**
    **04 45-54 [((AGE GE 45) AND (AGE LE 54)) OR (AGE_CAT=4)]**
    **05 55-65 [((AGE GE 55) AND (AGE LE 64)) OR (AGE_CAT=5)]**
    **06 65+ [((AGE GE 65) AND (AGE LE 997)) OR (AGE_CAT=6)]**
    **999 DK / Prefer not to answer [AGE_CAT=998 | 999]**

**GENDER**     Do you identify as. . . **[DO NOT READ RESPONSES – BUT DO DISPLAY ON WEB]**

01     Male
02     Female
03     Transgender
04     Gender Neutral
888     Other (specify: _____)
998     **[DO NOT READ]** Don't know
999     **[DO NOT READ]** Prefer not to answer

PROGRAMMER: CREATE VARIABLE, "AGE_GEN" MONITOR FOR DISTRIBUTION IN PORTAL
VALUE LABLES FOR AGE_GEN [LOGIC IN BRACKETS]
  01 Male 18-34 [(GENDER=01) AND ((AGEBAN=01) OR (AGEBAN=02))]
  02 Female 18-34 [(GENDER=02) AND ((AGEBAN=01) OR (AGEBAN=02))]
  03 Male 35-54 [(GENDER=01) AND ((AGEBAN=03) OR (AGEBAN=04))]
  04 Female 35-54 [(GENDER=02) AND ((AGEBAN=03) OR (AGEBAN=04))]
  05 Male 55+ [(GENDER=01) AND ((AGEBAN=05) OR (AGEBAN=06))]
  06 Female 55+  [(GENDER=02) AND ((AGEBAN=05) OR (AGEBAN=06))]
  999 DK / Prefer not to answer [(GENDER=998 | 999) OR (AGEBAN=999)]
  IF GENDER=O3 OR 04 OR 888 AGE_GEN=888 "Other"

**SCR3**     Do you live in a . . .
**[READ LIST AND SELECT ONE ANSWER]**

01     Single-family detached house (**AS NEEDED**: A house detached from any other house)
02     Single-family attached house (**AS NEEDED**: A house attached to one or more houses)
05     Apartment or Condominium with Two to Four Units
06     Apartment or Condominium with Five or More Units
07     Mobile home
888     **[DO NOT READ]** OTHER **[SPECIFY]**
998     **[DO NOT READ]** Don't know
999     **[DO NOT READ]** Prefer not to answer

PROGRAMMER: CREATE VARIABLE, "DWELLINGTYPE" MONITOR FOR DISTRIBUTION IN PORTAL
VALUE LABLES FOR DWELLING_TYPE (LOGIC IN PARENTHESIS)
  01 MULTI-FAMILY [Q2=02 | 05 | 06]
  02 SINGLE FAMILY [Q2=01 | 07]
  03 OTHER/NONE [SCR3=888 | 998 | 999]

**RACE**     Do you identify as. . . (Select all that apply)
01     White or Caucasian
02     African American or Black
03     Hispanic, Latino/a, or Spanish origin
04     Asian
05     Pacific Islander
06     American Indian or Alaska Native
07     Middle Easterner or North African
08     Some Other Race, Ethnicity, or Origin or Combination of Races
(please specify) _____
888     **[DO NOT READ]** OTHER **[SPECIFY]**
998     **[DO NOT READ]** Don't know
999     **[DO NOT READ]** Prefer not to answer

**PROGRAMMER: CREATE VARIABLE, "RACEBAN" MONITOR FOR DISTRIBUTION IN PORTAL**
**VALUE LABLES FOR RACEBAN [LOGIC IN BRACKETS]**
  **01 WHITE ALONE (NOT HISPANIC) [(RACE=1) AND NO OTHER CHOICES ARE SELECTED]**
  **02 ASIAN [(RACE=4) OTHER SELECTIONS ARE ALLOWED AS WELL]**
  **03 OTHER [ANYTHING THAT DOES NOT FALL UNDER WHITE ALONE OR ASIAN]**
  **999 DK / Prefer not to answer [(RACE=998 | 999)]**

**SCR_INC**     Is your total household income above or below $50,000?
01     Above
02     Below
998     **[DO NOT READ]** Don't know
999     **[DO NOT READ]** Prefer not to answer

PROGRAMMERS NOTE: DISPLAY QUESTIONS Q1 THROUGH ORC5 ONE-AT-A-TIME ON THEIR OWN SCREEN

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**NWRG4A**   Using a **one or two word phrase**, what are the reasons you **[INSERT TEXT FROM LOGIC ABOVE]**?
   **[DO NOT PROBE FOR ADDITIONAL ANSWERS]**
   **[SMALL OPEN END BOX]**

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

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

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

## KEY COMMUNITY INDICATORS
## [NEW SECTION FOR TIMING]

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

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

[RANDOMIZE DISPLAY ORDER OF KCI1 THRU KCI21]

**KCI_1**      Is doing a good job planning for growth in ways that add value to your quality of life.

**KCI_2**      Is doing a good job helping to create a competitive business environment that supports entrepreneurs and creates jobs.

**KCI_9**      Fosters and supports a diverse community where all residents have the opportunity to live well, work and play.

**KCI_10**     Is a visionary community in which creativity is fostered.

**KCI_18A**    Is doing a good job of looking ahead to meet **regional** challenges.

**KCI_18B**    Is doing a good job of looking ahead to meet **local** challenges.

**KCI_21**     Is a good place to raise children

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

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

**SHOW HOOD1 THRU HOOD2 TO ALL RESPONDENTS**

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

**INTERVIEWER: PROBE FOR ANWSER BEFORE ACCEPTING DON'T KNOW/PREFER NOT TO ANSWER: "PLEASE USE YOUR BEST ESTIMATE THERE ARE NO RIGHT OR WRONG ANWSERS"**

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

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

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

**INTERVIEWER: PROBE FOR ANWSER BEFORE ACCEPTING DON'T KNOW/PREFER NOT TO ANSWER: "PLEASE USE YOUR BEST ESTIMATE THERE ARE NO RIGHT OR WRONG ANWSERS"**

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

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

**SHOW HOOD_INT THROUGH KCI_15 IF (GROUP=2)**

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

**INTERVIEWER: PROBE FOR ANWSER BEFORE ACCEPTING DON'T KNOW/PREFER NOT TO ANSWER: "PLEASE USE YOUR BEST ESTIMATE THERE ARE NO RIGHT OR WRONG ANWSERS"**

**[RANDOMIZE DISPLAY ORDER OF KCI13A THRU KCI15]**

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

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

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

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

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

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

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

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

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

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

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

**[RANDOMIZE DISPLAY ORDER OF PARKS3B THRU PARKS3C]**

**PARKS3B**     Range and variety of recreation activities

**PARKS3C**     Appearance

**PARKS3D**     Safety

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

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

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

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

[RANDOMIZE DISPLAY ORDER OF KCI_12 THRU KCI_5B]

**KCI_12**     Can rightly be called a "City in a park."

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

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

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

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

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

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

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

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

## UTILITIES
## [NEW SECTION FOR TIMING]

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

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

**[RANDOMIZE DISPLAY ORDER OF UTIL1A THRU UTIL1E]**

**UTIL1A**   Providing water that is safe and healthy to drink.

**UTIL1B**   Maintaining an adequate and uninterrupted supply of water.

**UTIL1C**   Providing reliable, uninterrupted sewer service.

**UTIL1D**   Providing effective drainage programs, including flood control.

**UTIL1E**   Protecting and restoring Bellevue's streams, lakes and wetlands.

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

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

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

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

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

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

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

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

## CODE ENFORCEMENT
## [NEW SECTION FOR TIMING]

**SHOW CODE1 TO ALL RESPONDENTS**

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

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

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

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

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

**CODE2**     Which of the following items are specific problems in your neighborhood?
**[READ LIST AND CHECK ALL THAT APPLY]**
**[IF NECESSARY:** "A weed lot is an area of dirt or grass full of weeds."**]**

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

## TRANSPORTATION
## [NEW SECTION FOR TIMING]

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

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

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

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

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

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

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

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

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

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

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

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

[RANDOMIZE DISPLAY ORDER OF KCI6 THRU KCI8]

**KCI_6**  Provides a safe transportation system for all users.

**KCI_7**  Allows for travel within the City of Bellevue in a reasonable and predictable amount of time

**KCI_8**  Is doing a good job of planning for and implementing a range of transportation options.

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

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

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

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

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

[RANDOMIZE DISPLAY ORDER OF KCI6 THRU KCI8]

**TRANS5_A**  It is easy to get around by car

**TRANS5_B**  Public transportation is available from where I live to where I need to go

**TRANS5_C**  It is easy to walk to many different places in Bellevue

**TRANS5_D**  It is easy to bicycle to many different places in Bellevue

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

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

## INFORMATION TECHNOLOGY
### [NEW SECTION FOR TIMING]

**WEB1**     Have you used the City of Bellevue's web site in the past 12 months?

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

## PUBLIC SAFETY
### [NEW SECTION FOR TIMING]

**PS1**     During a disaster such as an earthquake, snowstorm, or extended power outage, you might be asked to stay at home for an extended period of time. For how many days would your current supply of food, water, medications and other necessary items last?

____     DAYS **[WHOLE NUMBERS ONLY. RANGE: 0 TO 10,000]**
998     **[DO NOT READ]** Don't know
999     **[DO NOT READ]** Prefer not to answer

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

**PS2A**     In your neighborhood **In General**.

**PS2B**     In your neighborhood **After Dark**.

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

**PS2D**     In downtown Bellevue **After Dark**

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

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

**CRIME1**     During the past 12 months, were you or anyone in your household the victim of any crime in Bellevue?

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

**CRIME1A**     Did you, or a member of your household report the crime(s) to the police?

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

**CRIME2**     Have you had any contact with Bellevue's police during the past 12 months?

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

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

**CRIME3**     What was the nature of your most recent contact?
**DO NOT READ LIST**
**[DISPLAY LIST FOR WEB SURVEY]**
 01      REPORTED A CRIME TO POLICE
02      ROUTINE TRAFFIC STOP
03      TRAFFIC ACCIDENT
04      ASKED FOR INFORMATION OR ADVICE
05      PARTICIPATED IN A COMMUNITY ACTIVITY WITH POLICE
06      CALLS RELATING TO DOMESTIC VIOLENCE
08      ARRESTED OR SUSPECTED OF A CRIME
09      WITNESSED A CRIME
10      VICTIM OF A CRIME
11      NOISE COMPLAINT
888     **[DO NOT READ]** OTHER **[SPECIFY]**
998     **[DO NOT READ]** Don't know
999     **[DO NOT READ]** Prefer not to answer

**SHOW CRIME4 IF (POLICECONTACT=1)**

**CRIME4**    How would you rate the handling of the contact by police? Would you say it was. . .

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

**SHOW CRIME5 TO ALL RESPONDENTS**

**CRIME5**    What do you believe is the **single most** serious police-related problem in your neighborhood?
**[RANDOMIZE RESPONSE OPTIONS 01 THRU 07]**

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

**SHOW CRIME5A IF (CRIME5 LE 888)**

**CRIME5A**    Do you feel that way because. . .
**READ LIST AND SELECT ALL THAT APPLY**

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

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

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

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

**CRIME7**   Overall, how would you rate the professionalism of Bellevue's police officers and police employees? Would that be. . .
**READ LIST AND SELECT ALL THAT APPLY**
**[ROTATE ORDER SHOWN 5 TO 1 THEN 1 TO 5]**

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

**FIRE1**   Have you had any contact with Bellevue's Fire Department during the past 12 months?
00   NO
01   YES
998   **[DO NOT READ]** Don't know
999   **[DO NOT READ]** Prefer not to answer

**FIRE2**     What was the nature of that contact?
**[DISPLAY LIST FOR WEB SURVEY]**
01     Medical incident
02     Fire incident
03     Other service such as water call, tree down, or smoke
04     Citizen Advocates for Referral and Education Program (C.A.R.E.S)
05     Education such as a class, presentation or disaster preparedness
06     Volunteering
08     Open house or similar event
888     **[DO NOT READ]** Something else **[SPECIFY]**
998     **[DO NOT READ]** Don't know
999     **[DO NOT READ]** Prefer not to answer

**FIRE3**     How would you rate the contact with the Fire Department? Would you say it was. . .
01     Excellent
02     Good
03     Fair
04     Poor
998     **[DO NOT READ]** Don't know
999     **[DO NOT READ]** Prefer not to answer

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

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

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

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

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

[RANDOMIZE DISPLAY ORDER OF KCI9 THRU KCI20B]

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

**KCI_20A**   Plans appropriately to respond to major emergencies.
[IF NECESSARY: "Such as wind storms and earthquakes."]

**KCI_20B**   Is well prepared to respond to routine emergencies.
[IF NECESSARY: "Such as fires, calls for police and emergency medical."]

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

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

## COMMUNICATIONS AND CIVIC INVOLVEMENT
## [NEW SECTION FOR TIMING]

**SHOW INTARACT19 TO ALL RESPONDENTS**

**INTERACT19**   Using a scale from 0 to 10 where "0" means "Strongly Disagree" and "10" means "Strongly Agree," please tell me the extent you agree or disagree that the City of Bellevue provides information to the public that is…
**[RANDOMIZE DISPLAY ORDER]**

**INTERACT19A**   Useful
**INTERACT19B**   Accurate
**INTERACT19C**   Credible

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

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

**SHOW INTERACT_INT THRU KCI_16B TO ALL RESPONDENTS**

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

**INTERVIEWER: PROBE FOR ANWSER BEFORE ACCEPTING DON'T KNOW/PREFER NOT TO ANSWER: "PLEASE USE YOUR BEST ESTIMATE THERE ARE NO RIGHT OR WRONG ANWSERS"**

**[RANDOMIZE DISPLAY ORDER OF KCI11A THRU KCI16B]**

**KCI_11A**   Promotes a community that encourages civic engagement
**[IF NECESSARY:** such as volunteering or participating in community activities]

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

**KCI_16A**   Does a good job of keeping residents informed.

**KCI_16B**   Listens to its residents and seeks their involvement

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

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

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

> **INTERVIEWER: PROBE FOR ANWSER BEFORE ACCEPTING DON'T KNOW/PREFER NOT TO ANSWER: "PLEASE USE YOUR BEST ESTIMATE THERE ARE NO RIGHT OR WRONG ANWSERS"**

> **[RANDOMIZE DISPLAY ORDER OF KCI11A THRU KCI16B]**

**OPENA1**     Land Use

**OPENA2**     Transportation

**OPENA3**     Parks and Community Services Department

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

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

DEMOGRAPHICS

[NEW SECTION FOR TIMING]

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

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

> **[IF NECESSARY:** "Please include yourself when answering this question."**]**

> **DEMO1A** _____     Under 5
> **DEMO1B** _____     5 – 12
> **DEMO1C** _____     13 – 17
> **DEMO1D** _____     18 – 64
> **DEMO1E** _____     65 and over
> 998     **[DO NOT READ]** Don't know
> 999     **[DO NOT READ]** Prefer not to answer

<span style="color:red">**PROGRAMMER: CREATE VARIABLE, "HHSIZE"**
**HHSIZE=SUM OF ALL PEOPLE FROM DEMO1A THRU DEMO1E**</span>

<span style="color:red">**PROGRAMMER: CREATE VARIABLE, "NUMADULTS"**
**HHSIZE=SUM OF ALL PEOPLE FROM DEMO1D THRU DEMO1E**</span>

<span style="color:red">**PROGRAMMER: CREATE VARIABLE, "NUMKIDS"**
**HHSIZE=SUM OF ALL PEOPLE FROM DEMO1A THRU DEMO1C**</span>

<span style="color:red">**PROGRAMMER: CREATE VARIABLE, "HASKIDS"**
**00 No [(NUMKIDS=0)]**
**01 Yes [(NUMKIDS GE 1)]**</span>

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

**DEMO2**  How many years have you lived in Bellevue?
<span style="color:red">**[ALLOW FRACTIONAL ANSWERS]**</span>
<span style="color:green">**[IF YOU HAVE LIVED IN BELLEVUE FOR LESS THAN 6 MONTHS, PLEASE ENTER "0"]**
**[IF YOU HAVE LIVED IN BELLEVUE FOR 6 MONTHS TO 1 YEAR, PLESE ENTER "1"]**
**[IF YOU HAVE LIVED IN BELLEVUE FOR 1 YEAR OR LONGER, PLEASE ENTER THE NUMBER OF YEARS]**</span>
___  ENTER NUMBER OF YEARS LIVED IN BELLEVUE
998  <span style="color:green">**[DO NOT READ]**</span> Don't know
999  <span style="color:green">**[DO NOT READ]**</span> Prefer not to answer

**DEMO3**  Do you own or rent your residence?
01  OWN
02  RENT
998  <span style="color:green">**[DO NOT READ]**</span> Don't know
999  <span style="color:green">**[DO NOT READ]**</span> Prefer not to answer

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

DO NOT READ

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

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

**LANG2**          What language
**[DO NOT READ LIST – MULTIPLE RESPONSE]**

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

**ASK LANG3 IF (LANG=1)**

**LANG3**     How well do you speak English? Would you say…
01          Very well
02          Well
03          Not well
04          Not at all
998        **[DO NOT READ]** DON'T KNOW
999        **[DO NOT READ]** PREFER NOT TO ANSWER

**SHOW INCOME1 IF SCR_INC= 02**

**INCOME1**     What is the approximate total annual family income of all members of your household? Is it. . .

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

**SHOW INCOME2 IF SCR_INC= 01**

**INCOME2**     What is the approximate total annual family income of all members of your household? Is it. . .

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

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

**THANK01**      Thank you, but we are currently only interviewing residents of Bellevue. *(Disposition "Not in area")*

**THANK02**      Thank you, but we are only interviewing adults, 18 and older. *(Disposition "Under 18")*

**THANK03**      I'm sorry, but we cannot continue without that information **[allow respondent to go back and provide answer if they want]** *(Disposition "Screener refused")*

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

**THANK_SCR**

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

**[INTERVIEWER, WAIT FOR RESPONSE]**

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