

## 2021 Bellevue Performance Measures

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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 understand how residents perceive city services and to make service delivery improvements accordingly. This is the 22nd Performance Survey conducted by the city. The 2021 survey was conducted June 7 to July 14, 2021, using an address-based sample frame ensuring inclusion of all Bellevue households and mixed-mode data collection and resulted in a total of 439 interviews—294 completed online, 145 by phone. Since 2017, survey outreach and deployment have been conducted in five additional languages: Chinese (simplified and traditional), Korean, Russian, and Spanish. One additional language—Vietnamese—was added in 2021.

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, Bellevue began using ComEngage’s 5-Star rating, a proprietary index and benchmarking tool 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 this 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. Ratings increased significant in 2021 returning Bellevue to its 4.0-Star status and well within reach of being a 4.5-Star community.

2016 – 2018 (Average)	2019	2020	2021
			

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 residents’ ratings for how the quality of life in Bellevue and how it compares to other cities increased significantly in 2021

While the majority of residents are positive, Bellevue receives its lowest ratings for perceived value of services for the tax dollars paid and the direction the city is headed. Bellevue’s ratings for direction the city is headed have been improving and are not at their highest level in recent years.

		2016-2018 (Average)	2019	2020	2021
<b>Overall Quality of Life</b>	<b>% Exceeds + Greatly Exceeds</b>	<b>93%</b>	<b>93%</b>	<b>94%</b>	<b>94%</b>
	% Greatly Exceeds Expectations	30%	35%	33%	38%
	% Exceeds Expectations	63%	58%	61%	56%
	Mean	7.81	7.83	7.79	8.01↑
<b>Compared to Other Cities</b>	<b>% Better + Significantly Better</b>	<b>94%</b>	<b>94%</b>	<b>92%</b>	<b>92%</b>
	% Significantly Better than Other Cities	43%	40%	44%	50%
	% Better than Other Cities	51%	54%	48%	45%
	Mean	8.08	8.07	8.11	8.34↑
<b>Overall Quality of City Services</b>	<b>% Exceeds + Greatly Exceeds</b>	<b>91%</b>	<b>91%</b>	<b>89%</b>	<b>90%</b>
	% Greatly Exceeds Expectations	31%	34%	32%	29%
	% Exceeds Expectations	60%	57%	58%	61%
	Mean	7.69	7.75	7.64	7.63
<b>Value of Services for Tax Dollars</b>	<b>% Somewhat + Strongly</b>	<b>78%</b>	<b>76%</b>	<b>76%</b>	<b>75%</b>
	% Strongly Receive Value	20%	23%↑	20%	23%
	% Somewhat Receive Value	58%	53%	56%	52%
	Mean	6.85	7.01↑	6.91	6.91
<b>Direction City Is Headed</b>	<b>% Somewhat + Strongly</b>	<b>75%</b>	<b>73%</b>	<b>74%</b>	<b>76%</b>
	% Strongly Right Direction	19%	21%	23%	29%
	% Somewhat Right Direction	56%	52%	50%	47%
	Mean	6.81	6.72	6.76	7.10↑

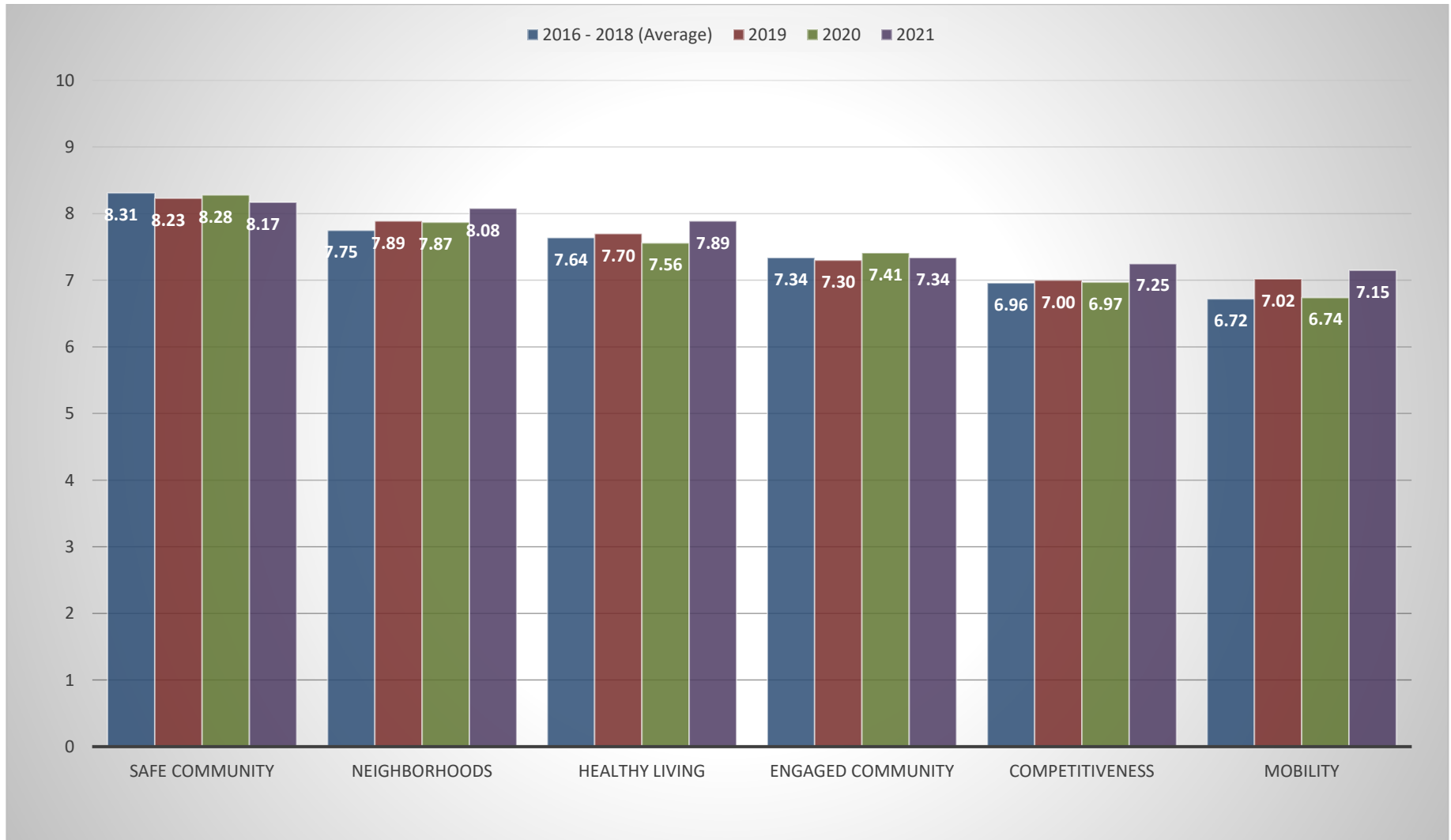




## KEY COMMUNITY INDICATORS

The City of Bellevue identified 30 Key Community Indicators (KCI), 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.



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





## OTHER KEY FINDINGS

Topic Area	Key Findings
<b>Bellevue as a Place to Live</b>	<p>Nearly all (97%) residents say that Bellevue is a “good” (53%) to “excellent” (44%) place to live. The primary reasons for this high rating are safety, cleanliness, location, parks, and schools.</p>
<b>Bellevue’s Neighborhoods</b>	<p>Nearly all Bellevue residents (95%) also say that their neighborhood is a good (47%) to “excellent” (48%) place to live.</p> <p>New questions were added in 2021 to measure the extent to which Bellevue residents feel they have a strong sense of community or belonging; these questions were selected based on an extensive review of academic and business research and use an updated version of the Sense of Community Index (SCI). Results indicate that there are opportunities to increase residents’ sense of belonging which could increase people’s sense of well-being and participation in social and other activities.</p>
<b>Parks and Recreation Programs</b>	<p>While residents generally feel they have an emotional connection to their community and their needs are being fulfilled, they are less likely to feel that have much influence or have strong membership in their communities. There are opportunities to better meet residents’ sense of belonging by identifying and communicating the shared values of Bellevue’s individual communities.</p> <p>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.</p> <p>Nearly all residents are either “satisfied” (39%) or “very satisfied” (55%) with Bellevue’s parks and recreation activities. They give Bellevue’s parks and recreation programs the highest ratings for appearance and safety and somewhat lower ratings for the range and variety of activities.</p>
<b>Bellevue Utilities</b>	<p>The majority of Bellevue residents are “very” (42%) or “somewhat” (45%) satisfied as a customer of the Bellevue Utilities department. As in previous years, they are somewhat less likely to feel they are getting an “excellent” (28%) or “good” (54%) value for their money.</p> <p>While Bellevue residents continue to give Bellevue Utilities the lowest rating for providing effective drainage programs, which is also the most significant factor in the utilities’ overall rating, ratings for this element of service improved significantly in 2021.</p>
<b>Public Safety</b>	<p>While the majority of residents continue to feel very safe in their neighborhoods in general (61%) and after dark (42%), these ratings were lower in 2021 compared to 2020. The majority of residents also feel very safe in downtown Bellevue during the daytime (73%), yet are less likely to feel very safe after dark (29%). Like neighborhood safety, perceptions of downtown safety were lower in 2021 compared to 2020. These downward trends may reflect the general unrest and demonstrations throughout the region and in Bellevue during Spring and Summer of 2021.</p> <p>Nearly all residents have confidence in Bellevue’s Fire Department; 69% are “very” confident in the ability of the Fire Department’s ability to respond to emergencies.</p> <p>Bellevue residents are also generally positive toward the city’s police department—more than two-fifths (44%) are “very” confident in the department’s ability to hand emergencies effectively and a similar number (40%) say officers and supporting staff are “very” professional. However, these ratings have been decreasing over time and should be monitored.</p>





**Topic Area**

**Key Findings**

**Mobility**

Bellevue residents continue to feel that getting around Bellevue by car is better than other communities. Moreover, the perceived ability to get around by car increased significantly between 2020 and 2021. This may reflect less traffic and resulting congestion as a result of lower travel due to COVID-19.

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” (53%) or “good all over” (41%). This has remained consistent over the years.

The majority of Bellevue residents continue to be satisfied with the maintenance of sidewalks and walkways. There is, however, opportunity for improvements as a greater percentage are just “satisfied” (52%) compared to “very satisfied” (35%).

**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 “open and accessible” regarding its planning efforts.

Residents continue to 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. However, ratings for parks and community services, notably the percentage of residents saying that planning efforts for parks and community services is “extremely open,” decreased significantly in 2021. Note that Bellevue is currently conducting a parks and recreation survey.





## 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 June 7<sup>th</sup> to July 14<sup>th</sup>, 2021. Previous Performance Measures Surveys were completed earlier in the year, typically February or March. The 2021 Survey was conducted later to avoid conflict with several other major studies that were being conducted. The 2021 survey represents the first PM Survey conducted after the start of COVID-19 and implementation of stay-at-home restrictions.

### QUESTIONNAIRE DESIGN

The questionnaire underwent a thorough review and revision during the 2017 survey cycle. Only few minor changes were made to the 2021 questionnaire. The median phone survey time was 17 minutes. The median online survey time was 24 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

One major change to the 2021 survey was the additional of a set of questions to measure residents' sense of belonging in their community. The questions used were developed after an extensive review of academic and other research into best practices on how to ask these questions.





## 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 addition, text messages were sent as a reminder.

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 439 surveys were completed—294 online and 145 by phone. The total number of surveys and the percent completed online is lower in 2021 than in previous years. This is likely due to the timing of the survey. In previous years, data collection occurred in the spring (March / April). This year, data collection occurred during summer months, immediately after many of the stay-at-home restrictions resulting from the COVID-19 pandemic were lifted. Data collection also included the 4<sup>th</sup> of July holiday weekend.

	Online	Phone	Total
<b>Number</b>	294	145	439
<b>Percent</b>	67%	33%	100%

## NON-ENGLISH-SPEAKING RESIDENTS

All outreach materials (letters and emails) contained information in five additional languages: Chinese (simplified and traditional), Korean, Russian, and Spanish. A sixth language—Vietnamese—was added in 2021. 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, 23 non-English speaking residents or 5 percent of all respondents completed the survey in a language other than English.

	Total	English	Chinese	Spanish	Korean	Vietnamese	Russian
<b>Number</b>	439	416	20	2	1	0	0
<b>% of Total</b>	100%	95%	5%	.5%	.2%	0%	0%







## 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 2021 Performance Measures Survey is generally no greater than plus or minus 4.6 percentage points at a 95% confidence level. This means that, in theory, had this survey been conducted 100 times at the same point in time, the results would be within 4.6 percentage points of the results reported here at least 95 times. It is important to note that the margin of error for 2021 (+ / - 4.7%) is only slightly higher than the margin of error in 2020 (+ / - 4.2%) with the larger sample size of 538.

<b>Total Sample</b>	<b>n = 439</b>
Overall Precision 95% confidence	+/- 4.7%

## DEMOGRAPHIC PROFILE AND WEIGHTING

Post-stratification weighting was used to ensure that results of the 2021 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”.<sup>1</sup> Benchmarking enables communities such as Bellevue to:

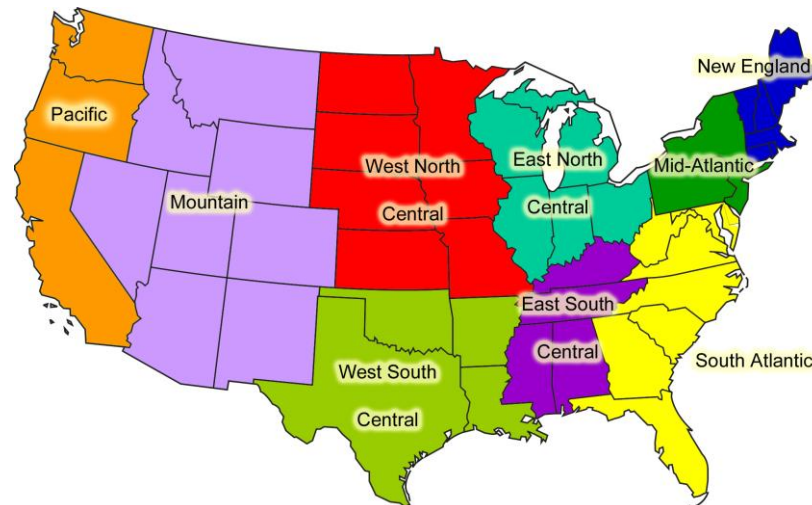
- Quantify measures of performance
- Quantify the gap between your community and best practices
- Encourage a focus on outcomes rather than simply performance

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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<sup>1</sup> 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 table to the right shows the total number of unweighted and weighted interviews. 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.

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

	Unweighted Sample Size	Weighted Sample Size
<b>BelRed</b>	9	11
<b>Bridle Trails</b>	24	23
<b>Cougar Mountain / Lakemont</b>	26	28
<b>Crossroads</b>	32	32
<b>Downtown</b>	73	80
<b>Eastgate</b>	24	24
<b>Factoria</b>	10	9
<b>Lake Hill</b>	54	54
<b>Newport</b>	21	22
<b>Northeast Bellevue</b>	36	32
<b>Northwest Bellevue</b>	25	21
<b>Somerset</b>	16	16
<b>West Bellevue</b>	29	27
<b>West Lake Sammamish</b>	22	22
<b>Wilburton</b>	17	18
<b>Woodridge</b>	16	14
<b>Total</b>	434	434

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=9)*
- *Factoria (n=10)*
- *Newport (n = 21)*
- *Somerset (n = 17)*
- *West Lake Sammamish (n = 22)*
- *Woodridge (n=17)*
- *Wilburton (n=16)*





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## PERCEPTIONS OF BELLEVUE AS A PLACE TO LIVE

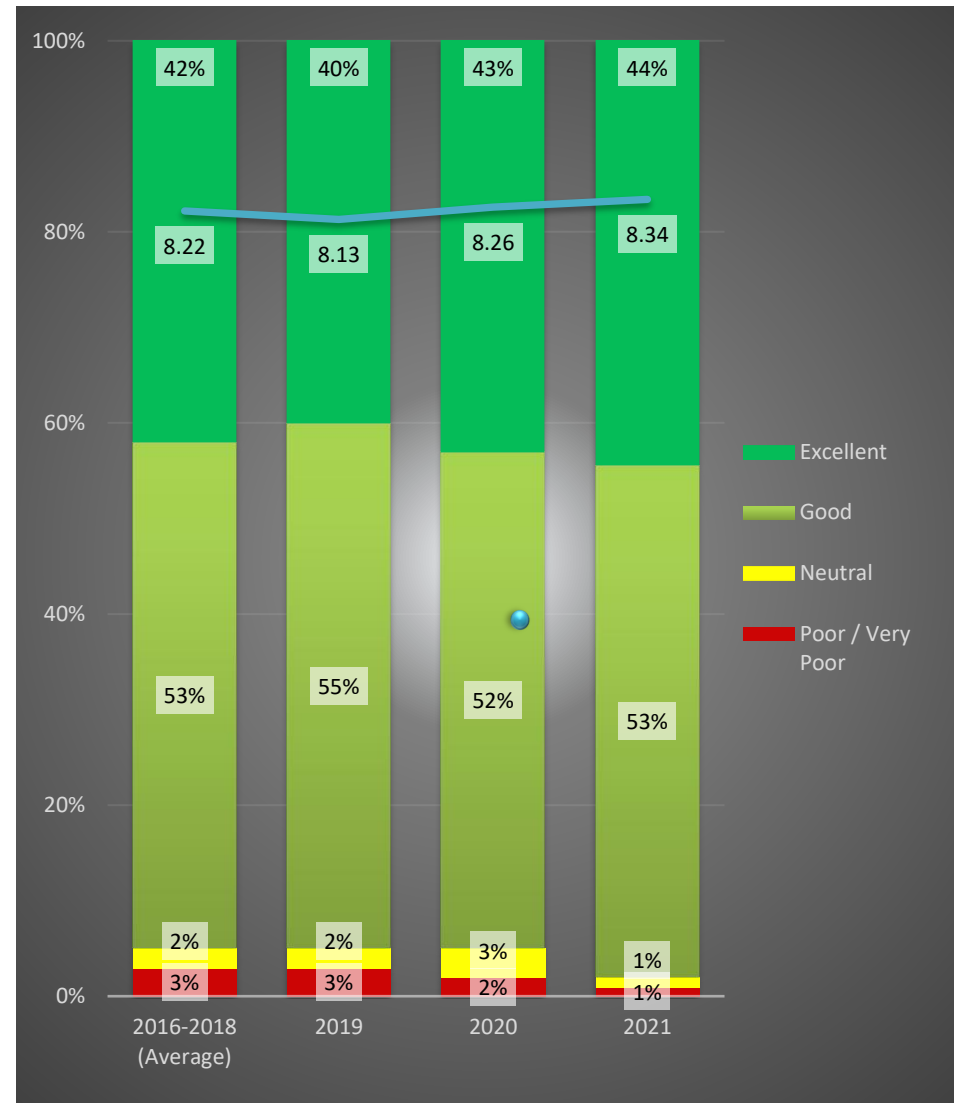
Year after year, residents give consistently high ratings of Bellevue as a place to live—more than two out of five residents say that Bellevue is an “excellent” place to live. An additional 53 percent say Bellevue is a “good” place to live.

When asked to describe Bellevue’s two best attributes, clean and safe were mentioned most often. Bellevue’s convenient location and access as well as access to parks and recreation, amenities, good schools, and general environment were also mentioned.

Table 2: Bellevue’s Best Attributes

	# of Mentions
Safe	104
Clean	99
Location	67
Parks	58
Schools	59
Amenities	38
Diversity	29
Recreation	28
Green	28
Beautiful	24

Figure 1: 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





While there is some variation in ratings across neighborhoods and demographic segments, these differences are not statistically significant.

Table 3: Perceptions of Bellevue as a Place to Live by Neighborhood

	Poor	Neutral	Good	Excellent	Mean	Sample Size
<b>BelRed</b>	6%	0%	50%	44%	7.54	(n=9)
<b>Bridle Trails</b>	0%	0%	69%	31%	8.09	(n=24)
<b>Cougar Mountain / Lakemont</b>	0%	0%	67%	33%	8.27	(n=26)
<b>Crossroads</b>	2%	4%	61%	34%	8.07	(n=32)
<b>Downtown</b>	3%	0%	49%	48%	8.41	(n=73)
<b>Eastgate</b>	0%	0%	69%	31%	8.18	(n=24)
<b>Factoria</b>	0%	10%	48%	41%	7.83	(n=10)
<b>Lake Hills</b>	0%	0%	47%	53%	8.62	(n=54)
<b>Newport</b>	0%	5%	40%	55%	8.35	(n=21)
<b>Northeast Bellevue</b>	0%	4%	59%	38%	8.21	(n=36)
<b>Northwest Bellevue</b>	0%	0%	30%	70%	8.92	(n=25)
<b>West Lake Sammamish</b>	0%	0%	29%	71%	9.13	(n=22)
<b>Somerset</b>	0%	0%	47%	53%	8.88	(n=16)
<b>West Bellevue</b>	6%	0%	57%	37%	7.95	(n=29)
<b>Wilburton</b>	0%	0%	82%	18%	7.94	(n=17)
<b>Woodridge</b>	0%	0%	56%	44%	8.21	(n=16)

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

Use caution in interpreting these results; small sample sizes





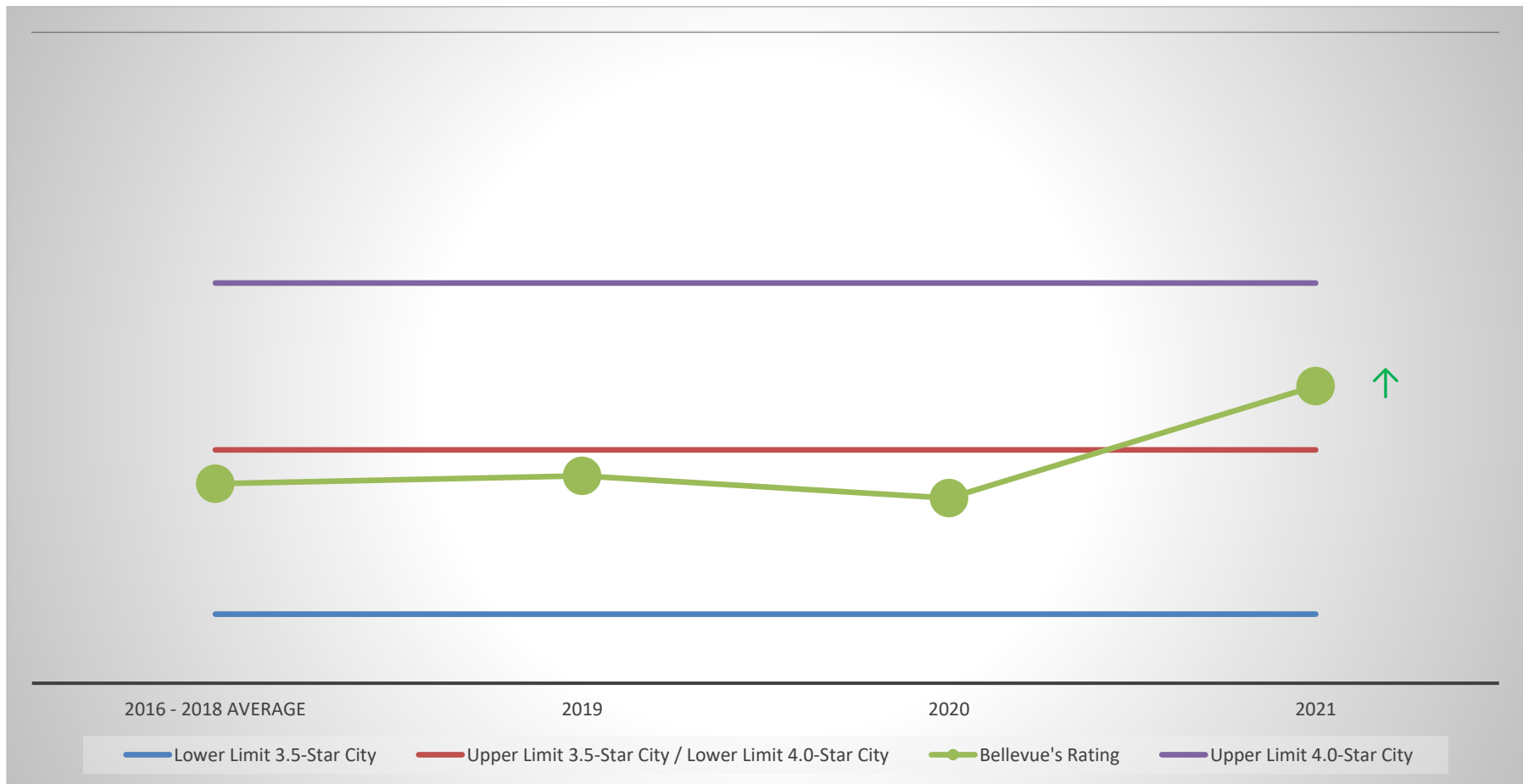
# BELLEVUE'S 5-STAR METRICS

## OVERALL RATING

After experiencing a significant decrease in ratings in 2018, dropping from a 4- to a 3.5-Star city, and holding steady through 2020, Bellevue has returned to its 4-Star status. Current 2021 ratings are higher than any other year and are well within reach of being a 4.5-Star community.

Figure 2: City of Bellevue's 5-Star Rating

★★★★ 2021





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.

- The increase in the city's overall rating is due in large part to a significant increase in the rating for Bellevue compared to other cities as well as to an increase in ratings for overall quality of life.

Compared to the other measures, Bellevue receives an average rating for its overall quality of services. This rating has remained stable over the years.

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.

- While ratings for the value of services residents feel they receive for the tax dollars they pay remains unchanged from 2020, there has been a slight (although not statistically significant) increase in ratings for the direction the city is headed.

Figure 3: 5-Star Rating Compared to Previous Years





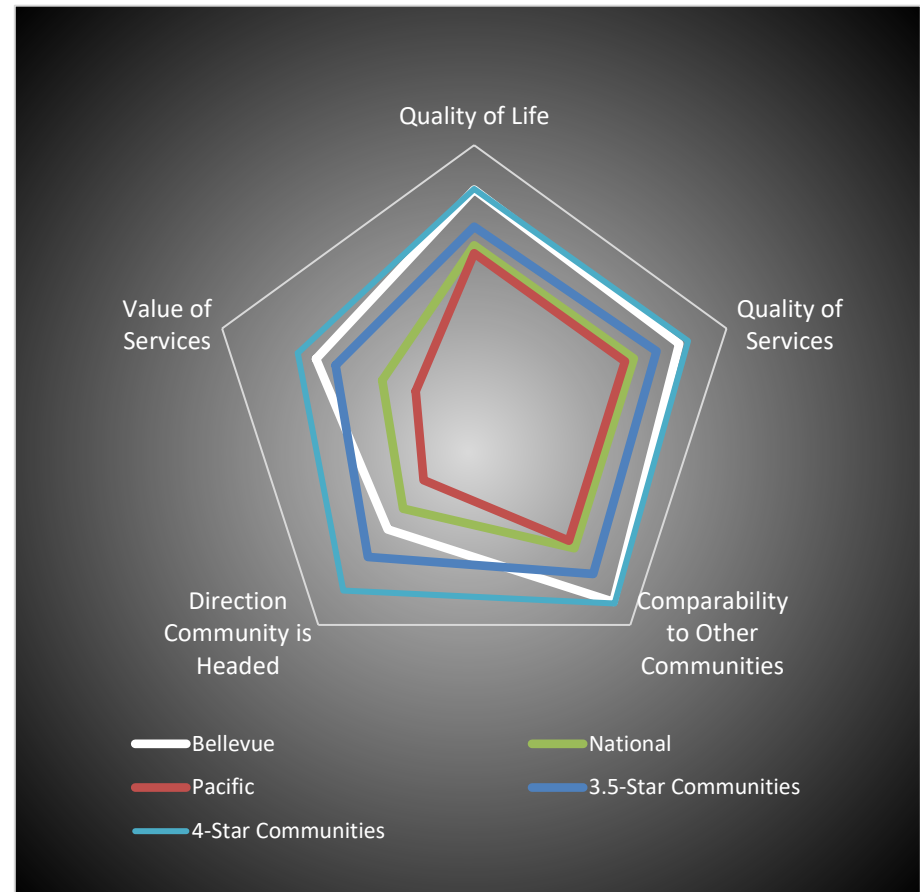


Bellevue rates well above national and regional benchmarks for all five metrics.

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 4: 5-Star Rating Compared to Other Communities





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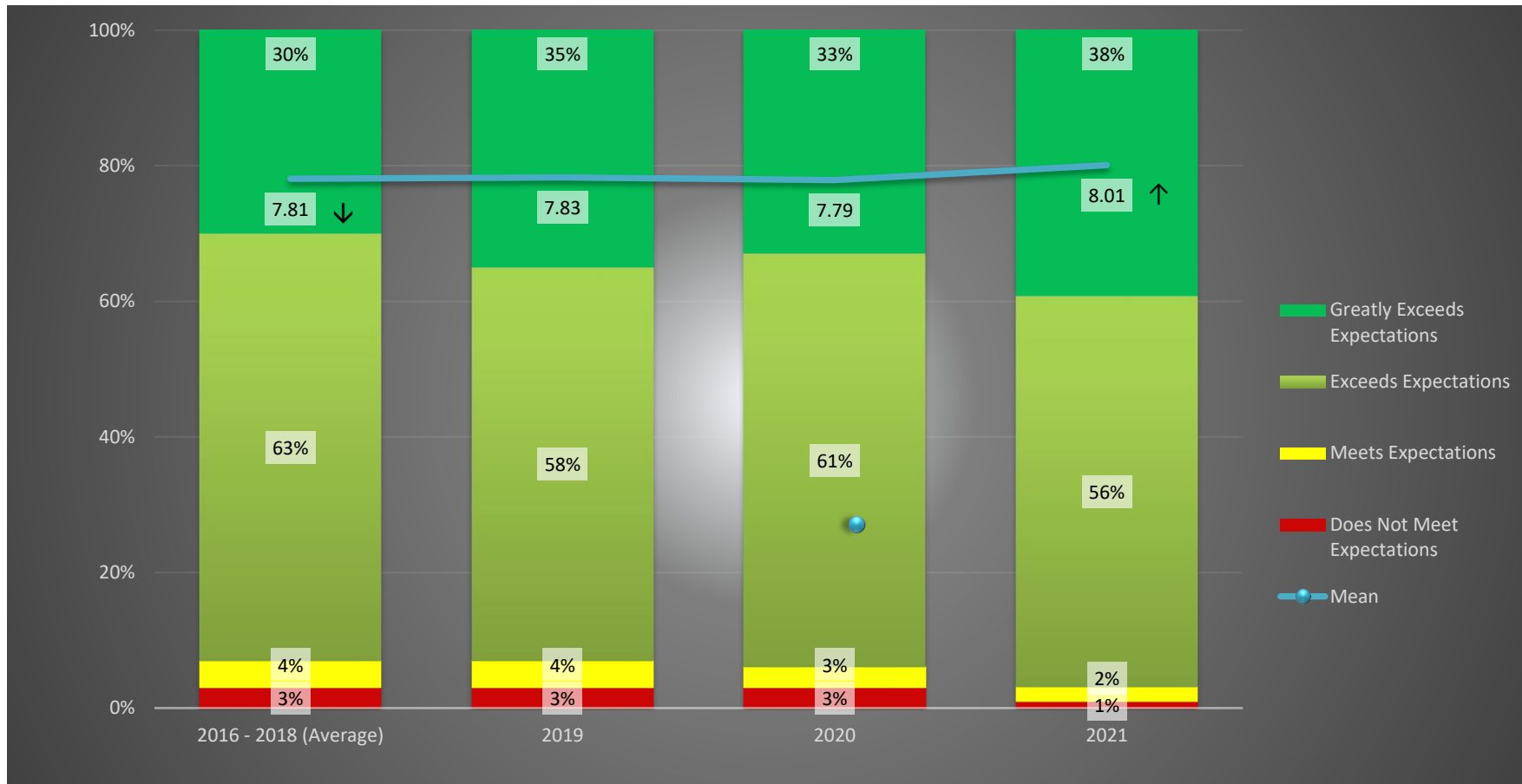
## DETAILED RATINGS

### 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 increased in 2021 and are at the highest levels recorded in recent years. The total percentage stating that the overall quality of life greatly exceeds expectations increased significantly.

Figure 5: Overall Quality of Life in Bellevue



CurrStar1—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 4: Overall Quality of Life by Neighborhood

	Does not Meet	Meets	Exceeds	Greatly Exceeds	Mean	Sample Size
<b>BelRed</b>	15%	0%	51%	34%	7.25	(n=9)
<b>Bridle Trails</b>	0%	0%	68%	32%	8.10	(n=24)
<b>Cougar Mountain / Lakemont</b>	0%	0%	74%	26%	7.65	(n=26)
<b>Crossroads</b>	4%	9%	53%	35%	7.77	(n=32)
<b>Downtown</b>	2%	2%	51%	44%	8.17	(n=73)
<b>Eastgate</b>	3%	8%	73%	16%	7.53	(n=24)
<b>Factoria</b>	10%	0%	69%	20%	7.58	(n=10)
<b>Lake Hills</b>	4%	2%	60%	34%	7.91	(n=54)
<b>Newport</b>	0%	5%	67%	29%	7.92	(n=21)
<b>Northeast Bellevue</b>	0%	8%	52%	40%	7.95	(n=36)
<b>Northwest Bellevue</b>	0%	2%	31%	67%	8.64	(n=25)
<b>West Lake Sammamish</b>	0%	0%	35%	65%	8.80	(n=22)
<b>Somerset</b>	0%	0%	60%	40%	8.44	(n=16)
<b>West Bellevue</b>	4%	13%	38%	46%	7.75	(n=29)
<b>Wilburton</b>	0%	0%	57%	43%	8.43	(n=17)
<b>Woodridge</b>	0%	0%	65%	35%	8.04	(n=16)

CurrStar 1—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

Use caution in interpreting these results; small sample sizes



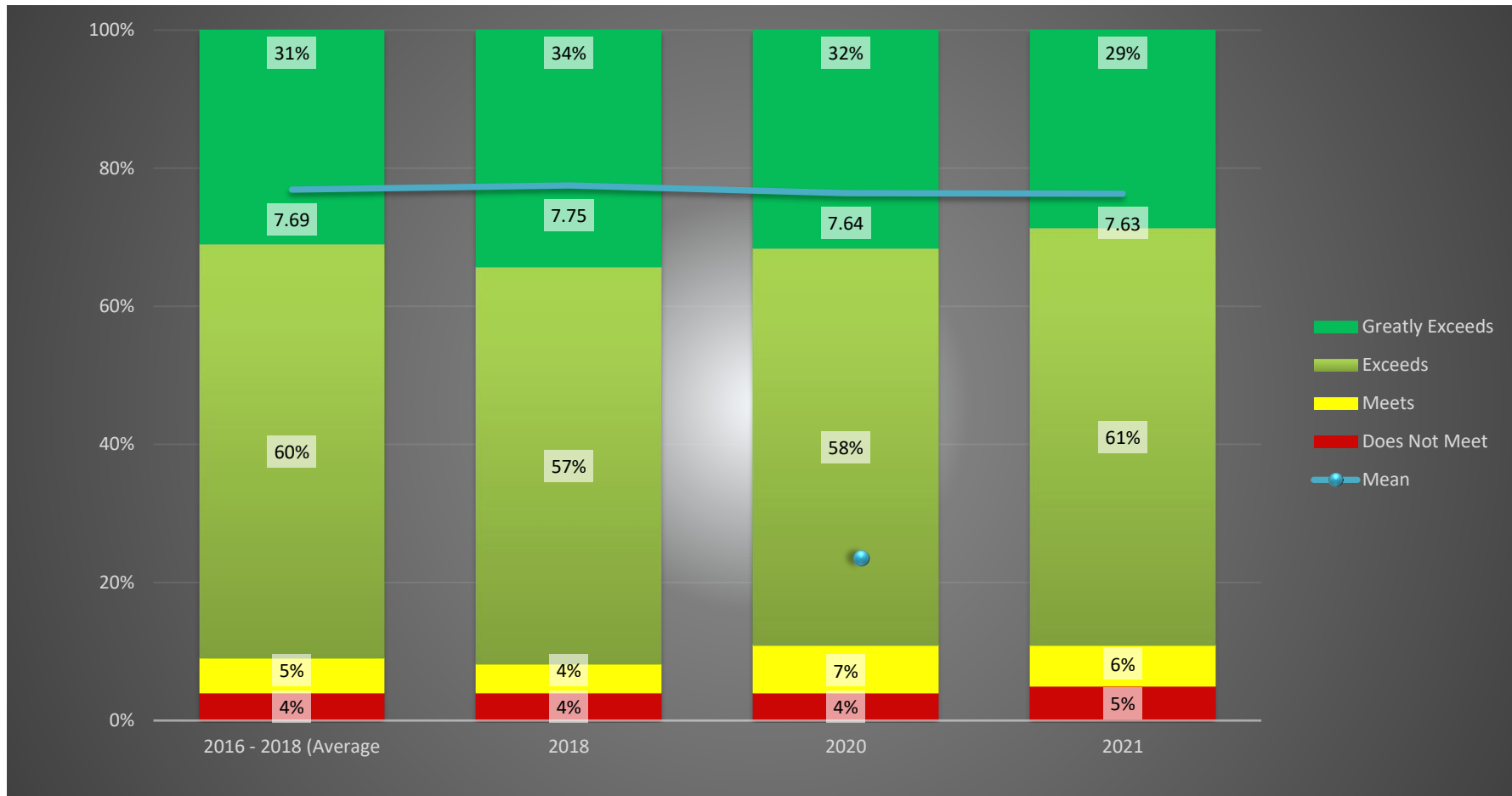


## Overall Quality of City Services

While most (90%) say that the overall quality of city services exceeds their expectations, the percentage saying that the overall quality of city services greatly exceeds their expectations has decreased. However, this decrease is not statistically significant.

These ratings have been relatively stable over the years.

Figure 6: Overall Quality of City Services



CurrStar 2—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





Ratings for quality of city services are consistent across neighborhoods.

Table 5: Quality of City Services by Neighborhood

	Does not Meet	Meets	Exceeds	Greatly Exceeds	Mean	Sample Size
<b>BelRed</b>	6%	0%	72%	23%	7.56	(n=9)
<b>Bridle Trails</b>	0%	0%	76%	24%	7.84	(n=24)
<b>Cougar Mountain / Lakemont</b>	4%	0%	71%	25%	7.78	(n=26)
<b>Crossroads</b>	9%	2%	60%	29%	7.53	(n=32)
<b>Downtown</b>	5%	2%	56%	37%	7.81	(n=73)
<b>Eastgate</b>	3%	3%	73%	20%	7.61	(n=24)
<b>Factoria</b>	10%	27%	49%	13%	6.74	(n=10)
<b>Lake Hills</b>	10%	3%	58%	29%	7.14	(n=54)
<b>Newport</b>	7%	3%	68%	22%	7.35	(n=21)
<b>Northeast Bellevue</b>	2%	20%	52%	26%	7.51	(n=36)
<b>Northwest Bellevue</b>	0%	2%	59%	38%	8.24	(n=25)
<b>West Lake Sammamish</b>	0%	3%	62%	35%	8.26	(n=22)
<b>Somerset</b>	0%	0%	62%	38%	8.22	(n=16)
<b>West Bellevue</b>	6%	8%	53%	33%	7.44	(n=29)
<b>Wilburton</b>	4%	25%	57%	14%	7.21	(n=17)
<b>Woodridge</b>	0%	14%	68%	18%	7.36	(n=16)

CurrStar 2—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

Use caution in interpreting these results, small sample sizes

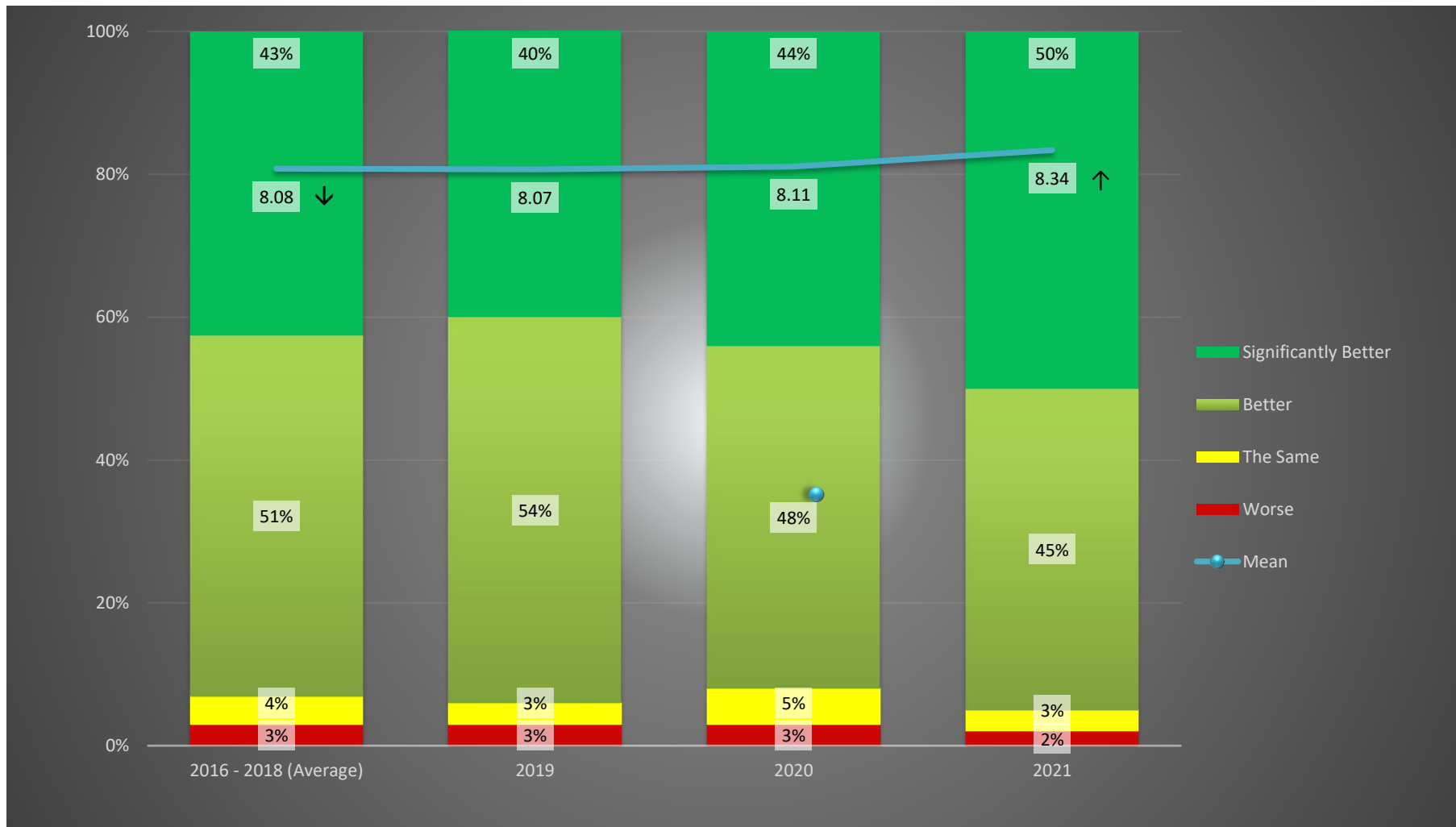




## Comparability to Other Communities

Bellevue residents generally agree that when compared to other cities and towns, Bellevue is better. Half feel that Bellevue is a significantly better place to live than other communities. This percentage has been increasing year-over-year since 2019 and is currently at its highest level. As noted earlier, the significant increase in this rating has a profound impact on Bellevue's overall rating.

Figure 7: Comparability to Other Communities



CurrStar 3—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"

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

Base: All respondents





Ratings are consistent across neighborhoods.

Table 6: Comparability to Other Communities by Neighborhood

	Worse Than	Same	Better than	Significantly Better	Mean	Sample Size
<b>BelRed</b>	6%	0%	58%	36%	7.85	(n=9)
<b>Bridle Trails</b>	0%	0%	61%	39%	8.20	(n=24)
<b>Cougar Mountain / Lakemont</b>	0%	6%	60%	35%	7.83	(n=26)
<b>Crossroads</b>	2%	12%	52%	34%	7.91	(n=32)
<b>Downtown</b>	0%	3%	34%	62%	8.67	(n=73)
<b>Eastgate</b>	0%	3%	41%	55%	8.35	(n=24)
<b>Factoria</b>	10%	0%	40%	50%	8.23	(n=10)
<b>Lake Hills</b>	2%	3%	40%	54%	8.42	(n=54)
<b>Newport</b>	0%	5%	67%	28%	7.88	(n=21)
<b>Northeast Bellevue</b>	0%	6%	33%	61%	8.53	(n=36)
<b>Northwest Bellevue</b>	0%	0%	35%	65%	8.80	(n=25)
<b>West Lake Sammamish</b>	0%	0%	40%	60%	8.93	(n=22)
<b>Somerset</b>	0%	0%	41%	59%	8.78	(n=16)
<b>West Bellevue</b>	16%	0%	33%	51%	7.82	(n=29)
<b>Wilburton</b>	4%	0%	67%	29%	8.13	(n=17)
<b>Woodridge</b>	0%	7%	47%	46%	8.37	(n=16)

CurrStar 3—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

Use caution in interpreting these results, small sample sizes





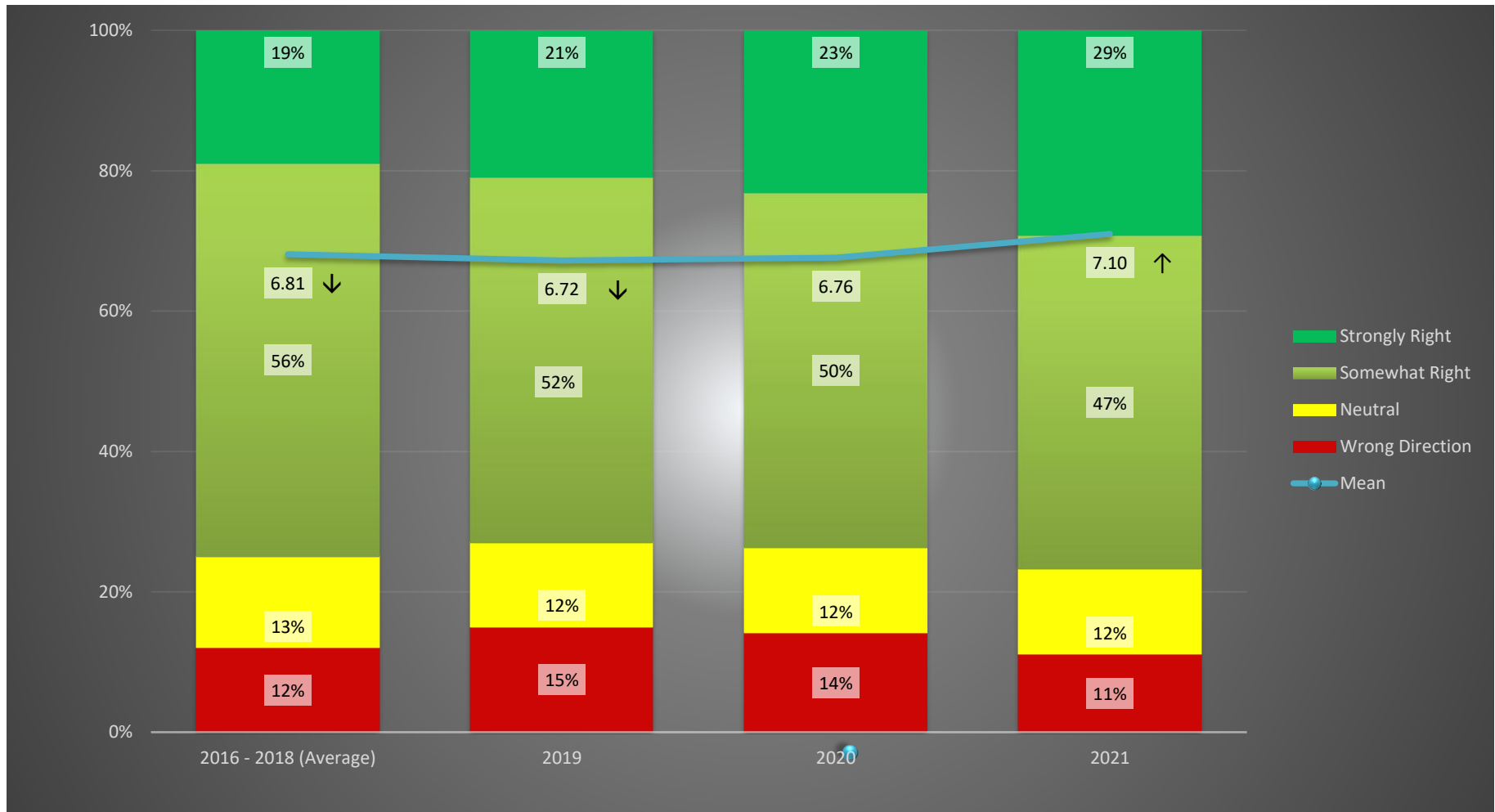


## Direction City Is Headed

Residents' perceptions of the direction the city is headed also contribute to the significant improvement in Bellevue's overall ratings.

The percentage of residents who feel Bellevue is strongly headed in the right direction increased significantly. At the same time, the percentage of negative (wrong direction) ratings decreased slightly.

Figure 8: Direction City Is Headed



CurrStar 4—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"

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

Base: All respondents





Table 7: Direction City Is Headed by Neighborhood

	Wrong Direction	Neutral	Right Direction	Strongly Right Direction	Mean	Sample Size
<b>BelRed</b>	11%	17%	35%	36%	7.20	(n=9)
<b>Bridle Trails</b>	13%	8%	44%	36%	7.08	(n=24)
<b>Cougar Mountain / Lakemont</b>	29%	4%	42%	26%	6.35	(n=26)
<b>Crossroads</b>	21%	2%	40%	37%	6.93	(n=32)
<b>Downtown</b>	6%	18%	48%	28%	7.28	(n=73)
<b>Eastgate</b>	9%	16%	52%	22%	6.89	(n=24)
<b>Factoria</b>	0%	20%	52%	28%	7.34	(n=10)
<b>Lake Hills</b>	10%	14%	45%	32%	7.25	(n=54)
<b>Newport</b>	8%	33%	38%	22%	6.88	(n=21)
<b>Northeast Bellevue</b>	15%	10%	45%	30%	6.92	(n=36)
<b>Northwest Bellevue</b>	9%	3%	59%	29%	7.32	(n=25)
<b>West Lake Sammamish</b>	7%	0%	67%	26%	7.59	(n=22)
<b>Somerset</b>	4%	0%	59%	37%	8.08	(n=16)
<b>West Bellevue</b>	21%	17%	26%	36%	6.77	(n=29)
<b>Wilburton</b>	8%	8%	70%	14%	6.85	(n=17)
<b>Woodridge</b>	6%	21%	48%	25%	6.89	(n=16)

*CurrStar 4—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*

*Use caution in interpreting these results; small sample sizes*

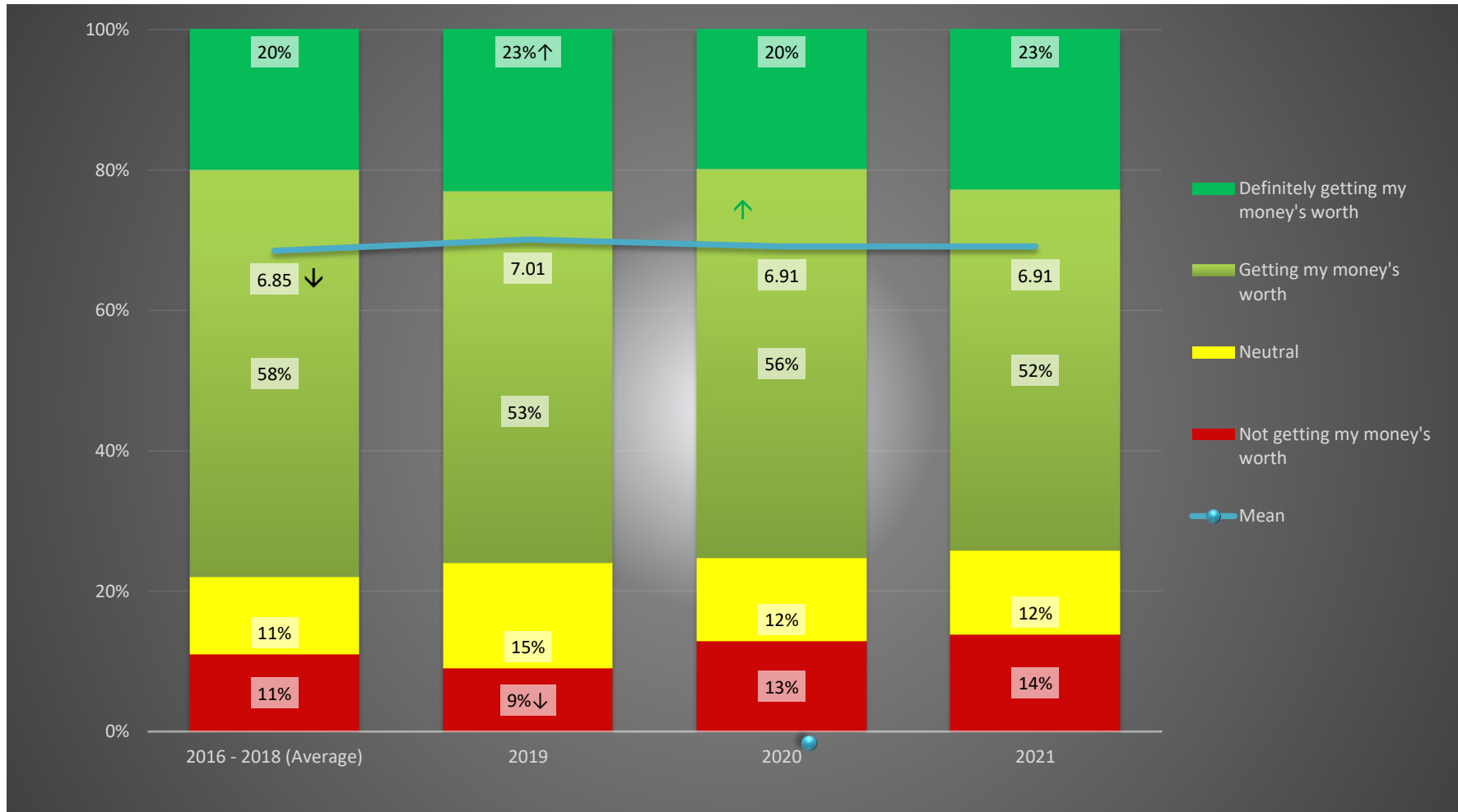




## Value of Services for Tax Dollars Paid

While Bellevue residents continue to give the lowest rating for the perceive value of services for tax dollars paid, the majority of residents are positive. After decreasing in 2016 to 2018 from previous years, this metric has remained unchanged since then.

Figure 9: Value of Services for Tax Dollars Paid



CurrStar 5—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



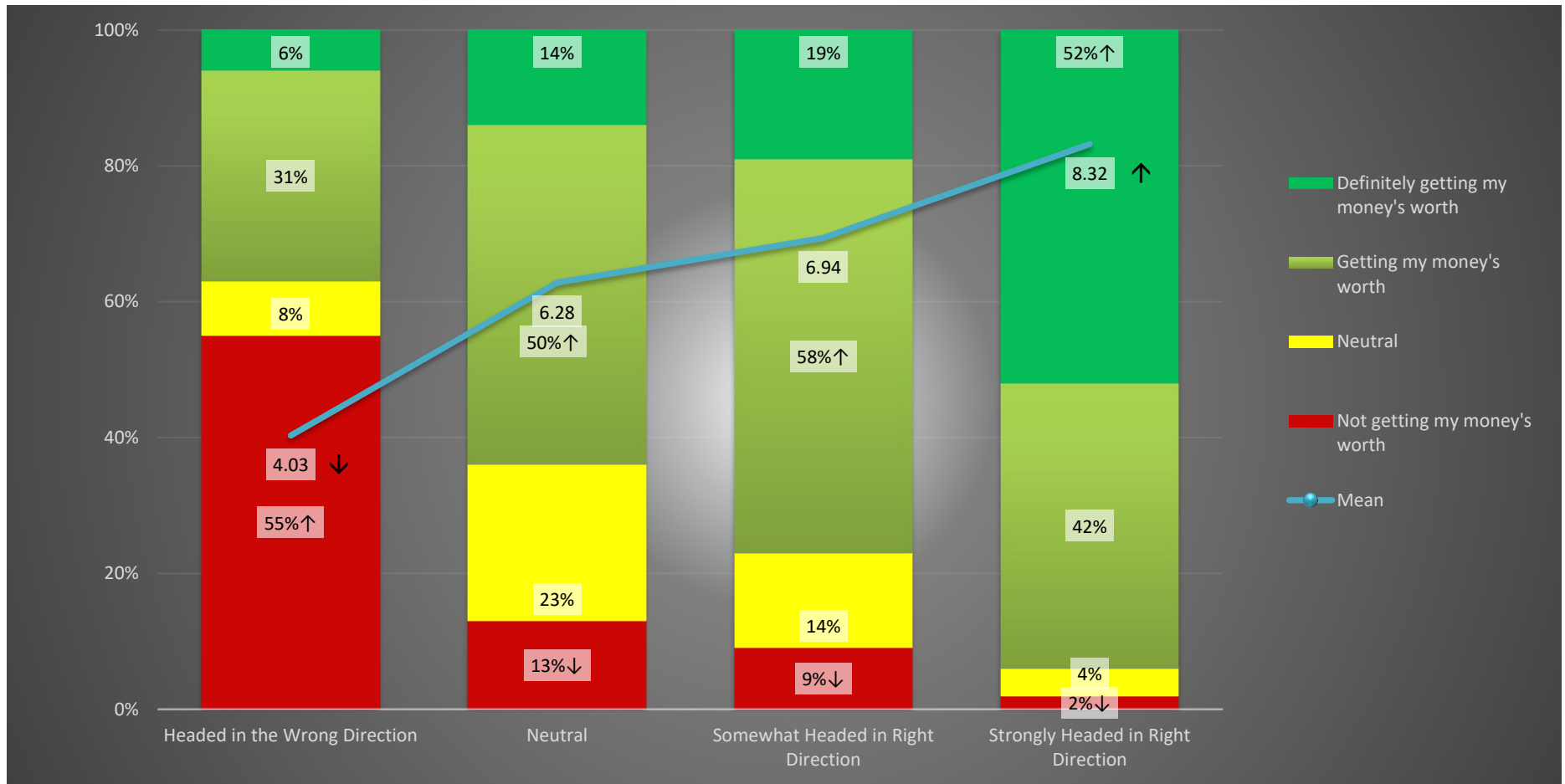


There is a clear relationship between the perceived value of services received for tax dollars paid and the extent to which residents feel the city is headed in the right direction. Moreover, the strength of this relationship has increased since 2020.

Currently, more than half (55%) 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; an increase from just half (50%) in 2020.

On the other hand, more than half (52%) of those who believe the city is strongly headed in the right direction feel they are definitely getting their money’s worth; an increase from less than half (45%) in 2020.

Figure 10: Relationship between Perceived Value of Services for Tax Dollars Paid and Direction the City is Headed



CurrStar 5—Do you feel you are getting your money’s worth for your city tax dollar?

↑ or ↓ Indicates a significant difference from adjacent columns 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





# KEY COMMUNITY INDICATORS

## OVERALL RATINGS

The City of Bellevue identified 30 Key Community Indicators (KCI) 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, ComEngage 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
<b>Competitiveness</b>	<ul style="list-style-type: none"> <li>Is a good place to raise children</li> <li>Fosters and supports a diverse community in which all residents have the opportunity to live well, work, and play</li> <li>Is doing a good job helping to create a competitive business environment that supports entrepreneurs and creates jobs</li> <li>Is a visionary community in which creativity is fostered</li> <li>Is doing a good job of planning for growth in ways that add value to the quality of life</li> <li>Is doing a good job of looking ahead to meet regional challenges</li> <li>Is doing a good job of looking ahead to meet local challenges</li> </ul>
<b>Engaged</b>	<ul style="list-style-type: none"> <li>Does a good job of keeping residents informed</li> <li>Is a welcoming and supportive community that demonstrates caring for people through its actions</li> <li>Encourages citizen engagement such as volunteering or participating in community activities</li> <li>Listens to its residents and seeks their involvement</li> </ul>
<b>Healthy Living</b>	<ul style="list-style-type: none"> <li>Offers me and my family opportunities to experience nature where we live, work, and play</li> <li>Environment supports my personal health and well-being</li> <li>Is doing a good job of maintaining and enhancing a healthy, natural environment for current and future generations</li> <li>Can rightfully be called a “city in a park”</li> <li>Provides water, sewer, and wastewater services and infrastructure that reliably ensures public health</li> <li>Provides water, sewer, and wastewater services and infrastructure that protects the environment</li> </ul>
<b>Safety</b>	<ul style="list-style-type: none"> <li>Is a safe community in which to live, learn, work, and play</li> <li>Is well-prepared to respond to routine emergencies</li> <li>Plans appropriately to respond to major emergencies</li> </ul>
<b>Mobility</b>	<ul style="list-style-type: none"> <li>Provides a safe transportation system for all users</li> <li>Allows for travel within the city of Bellevue in a reasonable and predictable amount of time</li> <li>Is doing a good job of planning for and implementing a range of transportation options</li> </ul>
<b>Neighborhoods</b>	<ul style="list-style-type: none"> <li>Has attractive and well-maintained neighborhoods</li> <li>Has neighborhoods that are safe</li> <li>I live in a neighborhood that supports families, particularly those with children</li> <li>Neighborhood provides convenient access to my day-to-day activities</li> </ul>

Bellevue continues to achieve the highest ratings for being a safe community, consistent with the open-ended question about Bellevue’s best attributes. At the same time, the overall rating for **safety** is the lowest since 2016-2018. While not statistically significant, this trend should be carefully monitored.

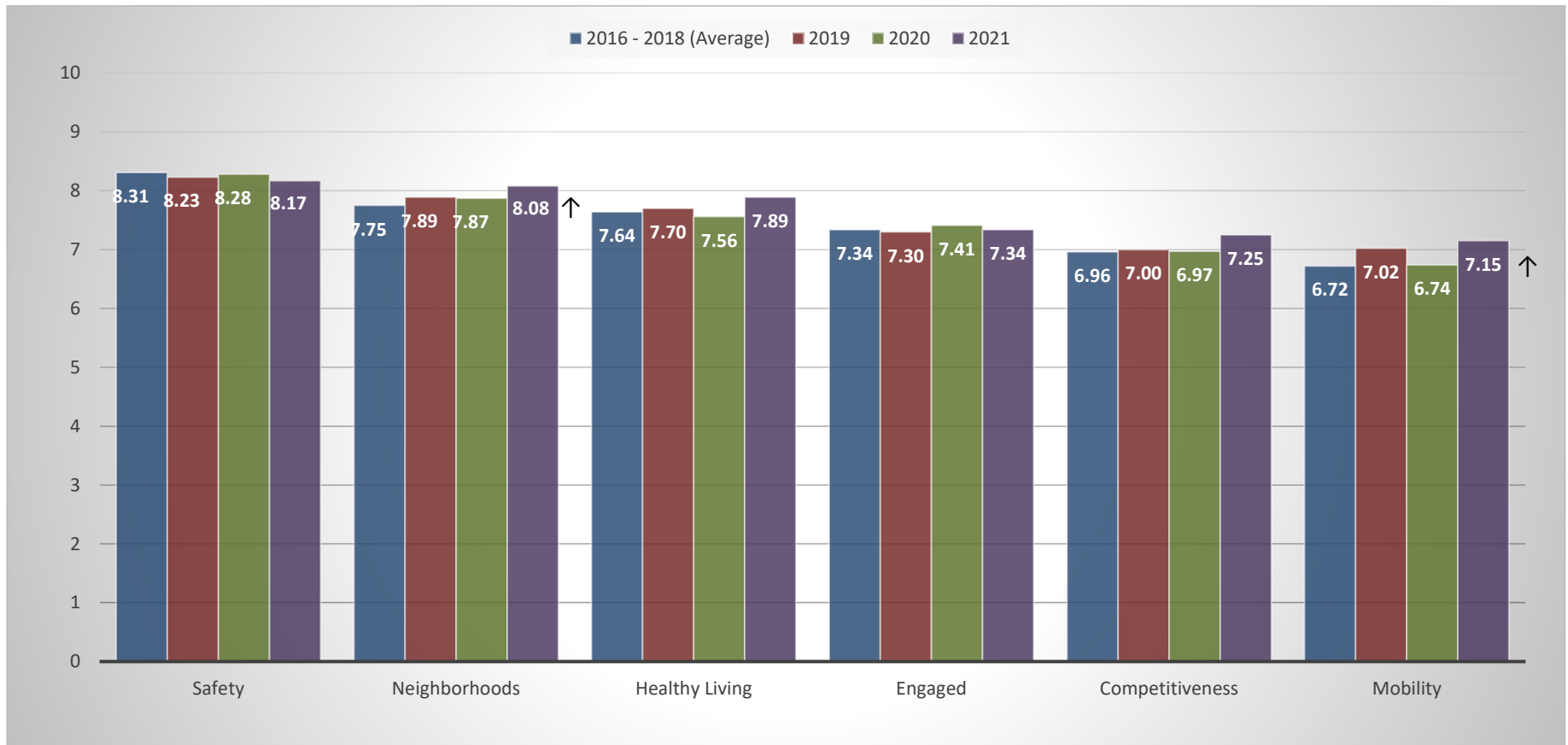




There were significant increases in ratings for two of the Key Community Indicator dimensions. Notably, ratings for **neighborhoods** increased significantly and are the highest in recent years. While ratings for **mobility** continue to be lower than other dimensions, current ratings for mobility are significantly higher than in previous years and are the highest in recent years. Note that COVID has decreased travel outside the home and may be part of this change.

**Competitiveness** has continued to receive the second lowest ratings. While there were improvements between 2020 and 2021, this change is not statistically significant. **Engaged** continues to receive slightly below-average ratings and there has been no change over the years.

Figure 11: Overall Performance on Key Community Indicator Dimensions



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

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 impact Bellevue's 5-Star rating.
2. The second step in the analysis (beginning on page 41) identifies the extent to which each of the individual 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 results are presented in order of the dimension's overall importance.
3. The final step in the analysis (beginning on page 55) 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.



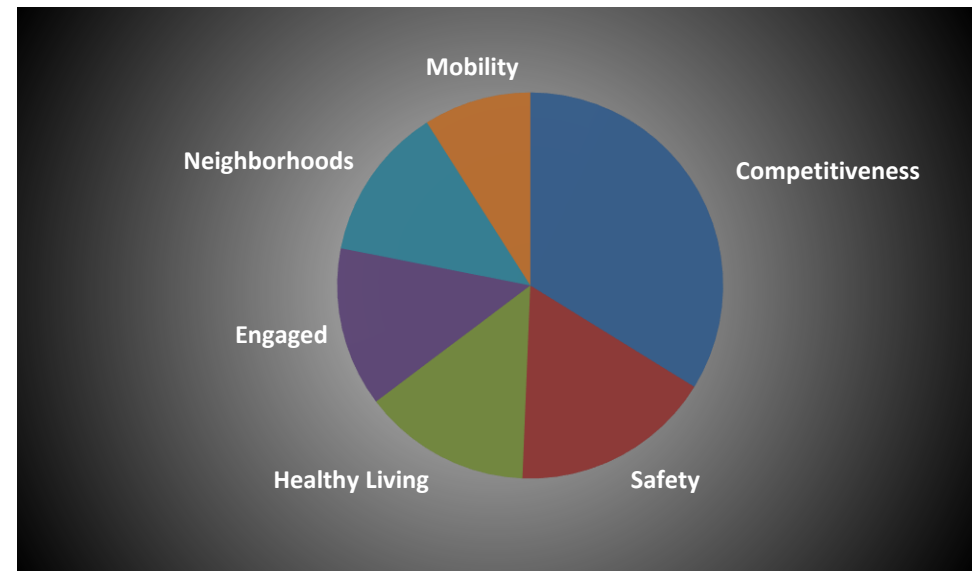
All of the five dimensions have a significant impact on Bellevue’s rating. While the relative impact of these dimensions changes year over year, they have generally remained in the same order of importance. The impact of **competitiveness** and **safety** increased from 2021 (with slight decreases in the other four categories).

The single largest driver, competitiveness, is also the dimension with one of the the lowest scores.

Safety is the second largest driver and has the highest rating. As noted and while not statistically significant, ratings for safety have trended downwards and should be carefully monitored.

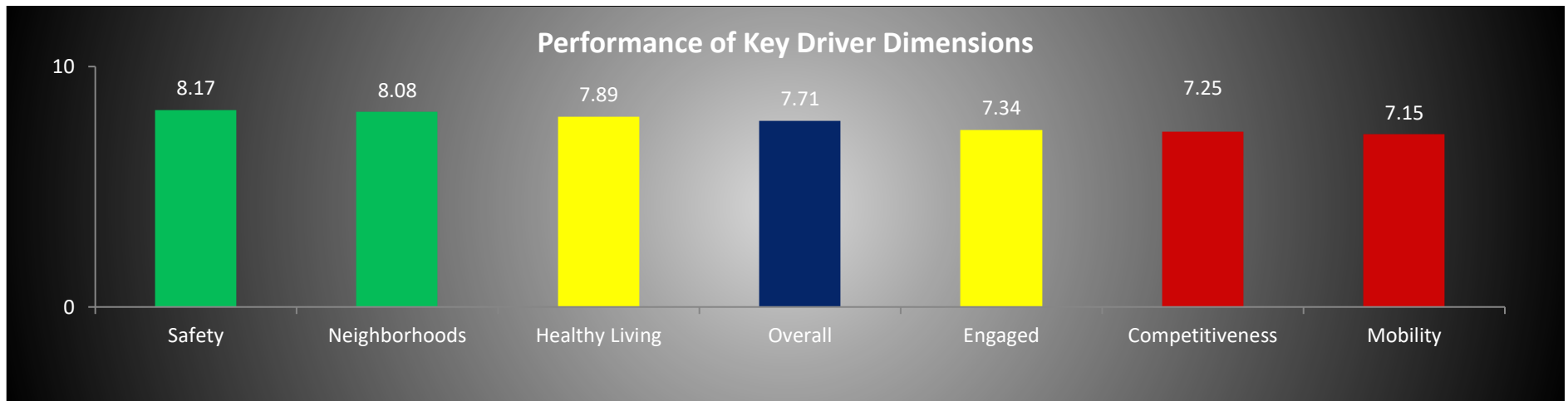
**Healthy living** is the third largest driver. Healthy living also receives an above-average rating. Ratings for health living have been relatively stable over the years. However, there is significant variance in these ratings suggesting differences within key segments.

Figure 12: 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 13: Overall Performance on Key Driver Dimensions



Mean based on eleven-point scale where “0” means “strongly disagree” and “10” means “strongly agree”  
 Green = Above dimension average Yellow = Similar to dimension average Red = Below dimension average





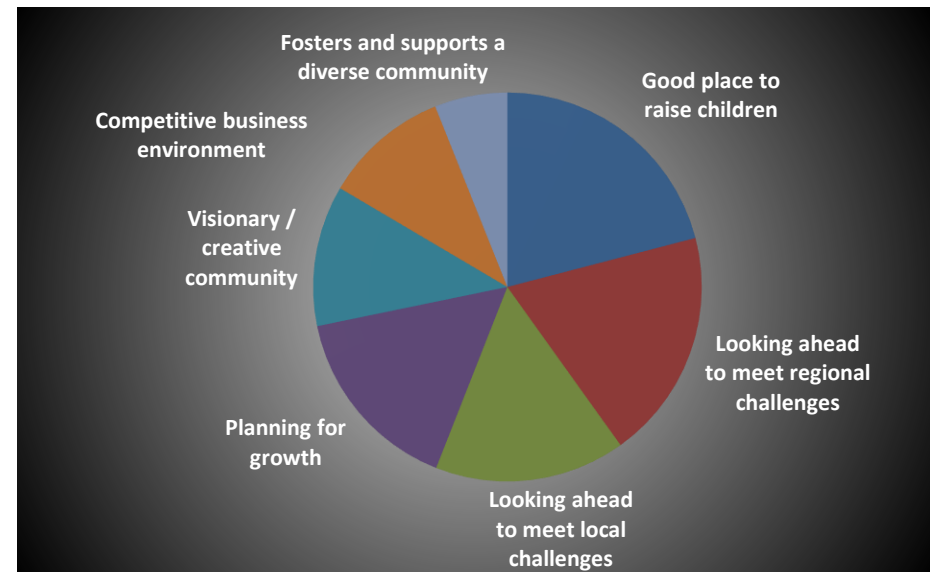


Competitiveness is the largest driver, meaning that ratings for this dimension have the largest overall impact on Bellevue’s 5-Star Rating.

Within competitiveness, all of the individual factors are significant drivers of Bellevue’s overall rating with being a good place to raise children having the largest impact. This individual factor also has the highest satisfaction rating among among the factors in competitiveness.

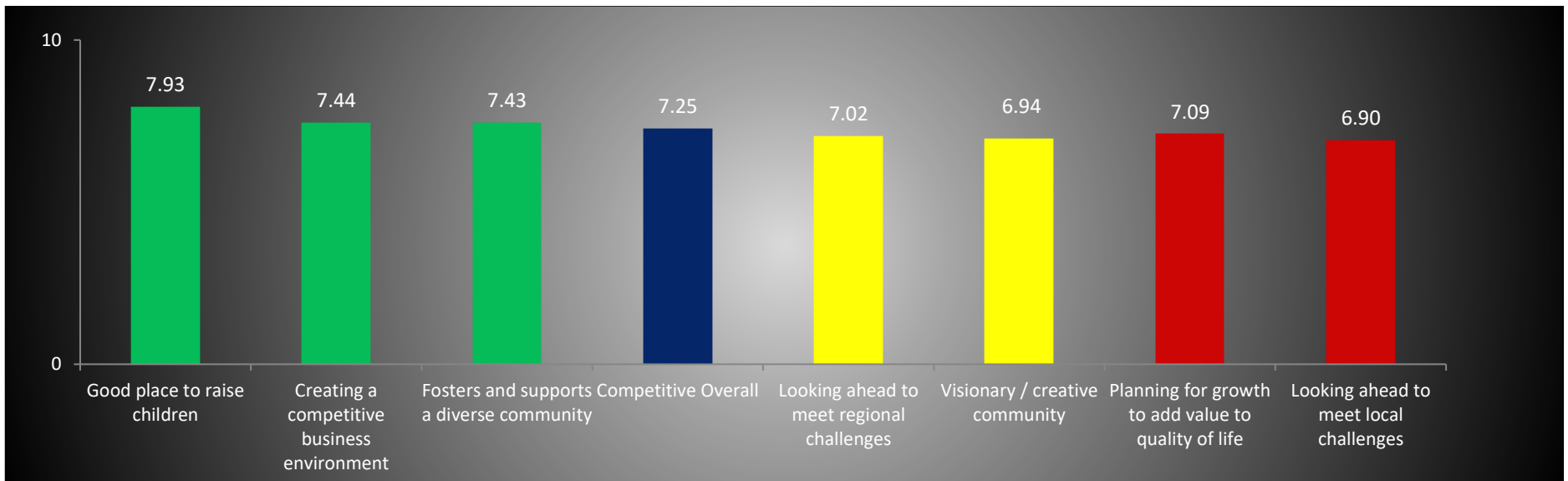
The second largest driver within the competitiveness dimension is by looking ahead to meet regional challenges. While the overall score is above the median on a 0-10 point scale, this factor receives the lowest rating among the factors within competitiveness. Improvements to this factor will make a notable impact on residents’ overall perceptions of Bellevue.

Figure 14: 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 15: Competitive Environment Attributes



Mean based on eleven-point scale where “0” means “strongly disagree” and “10” means “strongly agree”  
 Green = Above dimension average Yellow = Similar to dimension average Red = Below dimension average





Nearly all residents agree that Bellevue is a good place to raise children. While these numbers have been steady over the years, there has been a decrease in the mean rating for the past three years. Notably in 2021, the percentage of strongly agree decreased with a corresponding increase in somewhat agree.

<b>Is a good place to raise children</b>				
	2016 - 2018 (average)	2019	2020	2021
NET: Agree	90%	89%	87%	89%
Strongly Agree	45%	47%	48%	41%
Agree	45%	42%	40%	49%
NET: Disagree	5%	5%	6%	4%
Mean	8.02	8.09	7.97	7.93

Four out of five residents continue to agree that Bellevue is doing a good job helping to create a competitive business environment that supports entrepreneurs and creates jobs. While ratings dipped in 2019, they have improved steadily since then and are at the highest levels yet.

<b>Is doing a good job helping to create a competitive business environment that supports entrepreneurs and creates jobs</b>				
	2016 - 2018 (average)	2019	2020	2021
NET: Agree	81%	78%	80%	80%
Strongly Agree	25%	27%	31%	34% ↑
Agree	56%	52%	50%	46%
NET: Disagree	8%	11%	11%	9%
Mean	7.18	7.05	7.21	7.44

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 with doing a good job to create a competitive business environment, the percentage of residents who strongly agree with this statement has increased.

<b>Fosters and supports a diverse community where all residents have the opportunity to live well, work and play</b>				
	2016 - 2018 (average)	2019	2020	2021
NET: Agree	77%	80%	78%	81%
Strongly Agree	27%	33%	34%	36% ↑
Agree	50%	47%	44%	45%
NET: Disagree	13%	12%	13%	11%
Mean	7.07	7.35	7.19	7.43





There has been a steady improvement in the extent to which Bellevue residents agree that the city is doing a good job of planning for growth. Notably, there was a significant increase in the percentage of Bellevue residents who agree with this statement between 2020 and 2021.

<b>Is doing a good job planning for growth in ways that add value to your quality of life</b>				
	2016 - 2018 (average)	2019	2020	2021
NET: Agree	74%	72%	67%	80% ↑
Strongly Agree	19%	21%	23%	26%
Agree	54%	51%	44%	53%
NET: Disagree	17%	19%	20%	11% ↓
Mean	6.55	6.43	6.53	7.09 ↑

While still generally positive, Bellevue residents are less likely to “strongly agree” that Bellevue is doing a good job of looking ahead to meet regional challenges. However, there has been a slow but steady increase in the percentage who strongly agree with this statement over the years.

<b>Is doing a good job of looking ahead to meet regional challenges</b>				
	2016 - 2018 (average)	2019	2020	2021
NET: Agree	73%	71%	71%	78%
Strongly Agree	17%	21%	22%	26% ↑
Agree	55%	49%	49%	51%
NET: Disagree	14%	15%	14%	10%
Mean	6.54	6.62	6.72	7.02 ↑

The majority of residents continue to agree that Bellevue is a visionary community in which creativity is fostered. There has been little to no change in attitudes over the year.

<b>Is a visionary community in which creativity is fostered</b>				
	2016 - 2018 (average)	2019	2020	2021
NET: Agree	73%	76%	70%	76%
Strongly Agree	20%	22%	23%	23%
Agree	53%	54%	47%	52%
NET: Disagree	12%	11%	14%	11%
Mean	6.74	6.95	6.65	6.94

While the majority of residents agree that Bellevue is doing a good job of looking ahead to meeting local challenges, this rating is significantly lower than that for how well Bellevue is meeting regional challenges.

<b>Is doing a good job of looking ahead to meet local challenges</b>				
	2016 - 2018 (average)	2019	2020	2021
NET: Agree	73%	70%	71%	76%
Strongly Agree	18%	19%	20%	24%
Agree	55%	51%	51%	52%
NET: Disagree	15%	16%	17%	13%
Mean	6.52	6.50	6.53	6.90





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.

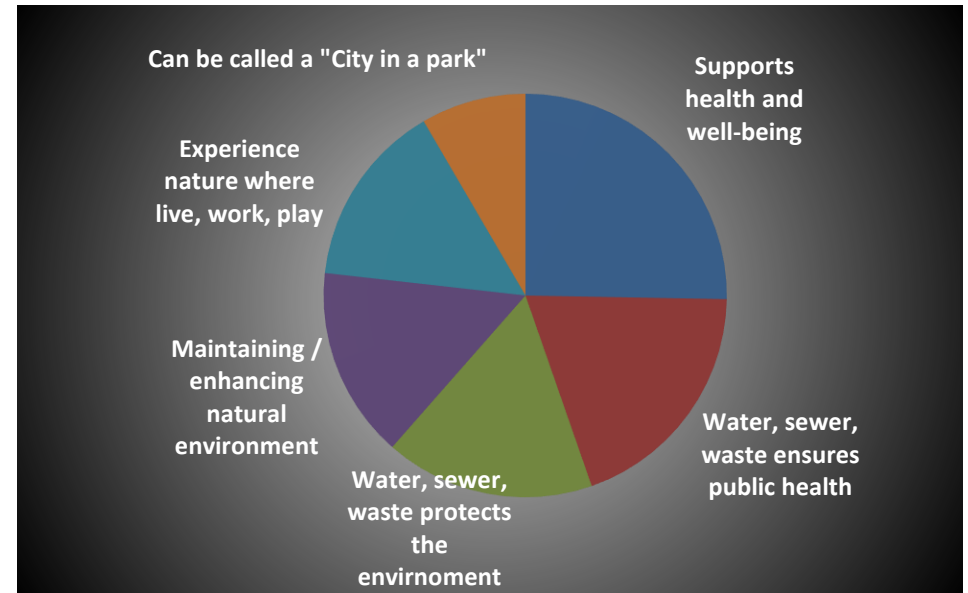
Perhaps reflecting the current environment (during COVID), providing an environment that supports residents’ person health and well-being is by far the most important factor driving the city’s overall rating.

At the same time, maintaining and enhancing the natural environment for current and future generations, the number one driver in 2020, has decreased in impact.

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.

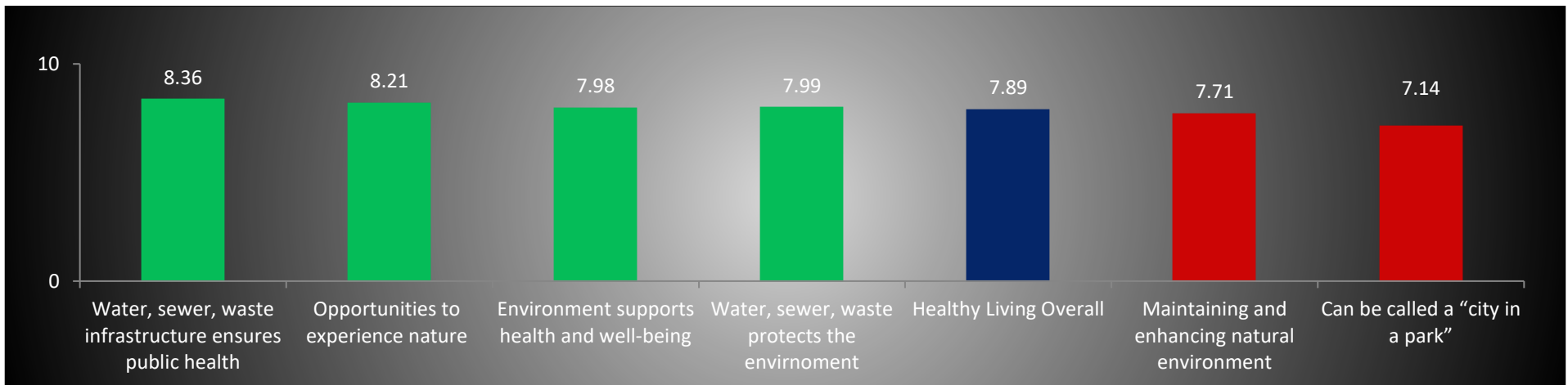
Residents give generally positive ratings for all aspects of healthy living with clean water and access to nature garnering the highest ratings. Moreover, ratings have remained relatively stable over time.

Figure 16: 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 17: Performance of Healthy Living Attributes



Mean based on eleven-point scale where "0" means "strongly disagree" and "10" means "strongly agree"  
■ = 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 indicating the city doing a good job.

<b>Provides water, sewer, and waste water services and infrastructure that reliably ensure public health</b>				
	2016 - 2018 (average)	2019	2020	2021
NET: Agree	92%	91%	89%	93%
Strongly Agree	49%	51%	48%	52%
Agree	43%	40%	41%	41%
NET: Disagree	4%	2%	5%	2%
Mean	8.15	8.24	8.10	8.36

Residents also agree that Bellevue offers them opportunities to experience nature where they live, work, and play. While these ratings have been consistent over the years, it should be noted that the strength of agreement (i.e., percentage strongly agree) has been increasing and is at the highest level in the past five plus years.

<b>Offers me and my family opportunities to experience nature where we live, work, and play</b>				
	2016 - 2018 (average)	2019	2020	2021
NET: Agree	90%	89%	87%	90%
Strongly Agree	42%	46%	46%	50%
Agree	49%	43%	41%	40%
NET: Disagree	5%	6%	7%	4%
Mean	7.88	7.95	7.87	8.21

While most Bellevue residents agree that Bellevue provides an environment that supports health and well-being, the strength of agreement with this increasingly important attribute is less—i.e., more residents agree rather than strongly agree with this statement.

<b>Provides an environment that supports my personal health and well-being</b>				
	2016 - 2018 (average)	2019	2020	2021
NET: Agree	88%	89%	85%	90%
Strongly Agree	38%	41%	42%	41%
Agree	51%	48%	43%	49%
NET: Disagree	5%	6%	8%	4%
Mean	7.78	7.81	7.74	7.98





Residents are less likely to strongly agree that the city provides water, sewer, and waste-water services and infrastructure that protect the environment, as compared to ensuring public safety.

<b>Provides water, sewer, and waste water services and infrastructure that protect the environment</b>				
	2016 - 2018 (average)	2019	2020	2021
NET: Agree	88%	88%	84%	89%
Strongly Agree	41%	40%	42%	42%
Agree	48%	48%	42%	47%
NET: Disagree	4%	4%	8%	3%
Mean	7.87	7.86	7.72	7.99

While still positive, residents give a somewhat lower rating for the extent to which Bellevue is doing a good job of maintaining and enhancing a health neature environment for current and future generations. Of note, the percentage who disagreed with this statement increased significantly in 2020 but decreased to earlier levels in 2021.

<b>Is doing a good job of maintaining and enhancing a healthy natural environment for current and future generation.</b>				
	2016 - 2018 (average)	2019	2020	2021
NET: Agree	85%	85%	79%	87%
Strongly Agree	35%	36%	38%	37%
Agree	51%	49%	42%	50%
NET: Disagree	7%	9%	13% ↑	6% ↓
Mean	7.60	7.54	7.35	7.71

While residents’ ratings that Bellevue can rightly be called a “City in a park,” are the lowest for this dimension the percentage who disagree with this statement decreased significantly in 2021, leading to the highest rating in recent years.

<b>Can rightly be called a “City in a park.”</b>				
	2016 - 2018 (average)	2019	2020	2021
NET: Agree	68%	73%	67%	76%
Strongly Agree	28%	29%	30%	31%
Agree	40%	44%	38%	44%
NET: Disagree	20%	17%	23%	14% ↓
Mean	6.57	6.84	6.56	7.14 ↑





Within the neighborhoods dimension, safety continues to be the most important neighborhood attribute affecting Bellevue’s overall rating.

Convenient access to the things they need for their day-to-day activities increased in impact.

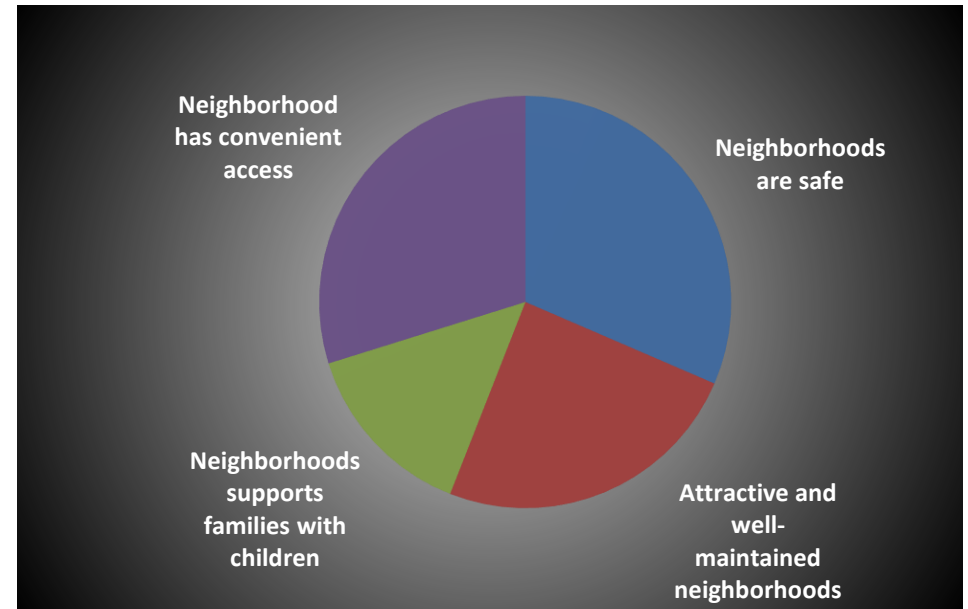
While all neighborhood factors receive relatively positive ratings (greater than 7 on the 11-point scale), ratings are significantly higher for well-maintained neighborhoods and convenient.

Ratings for safety are slightly below the average for this dimension.

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

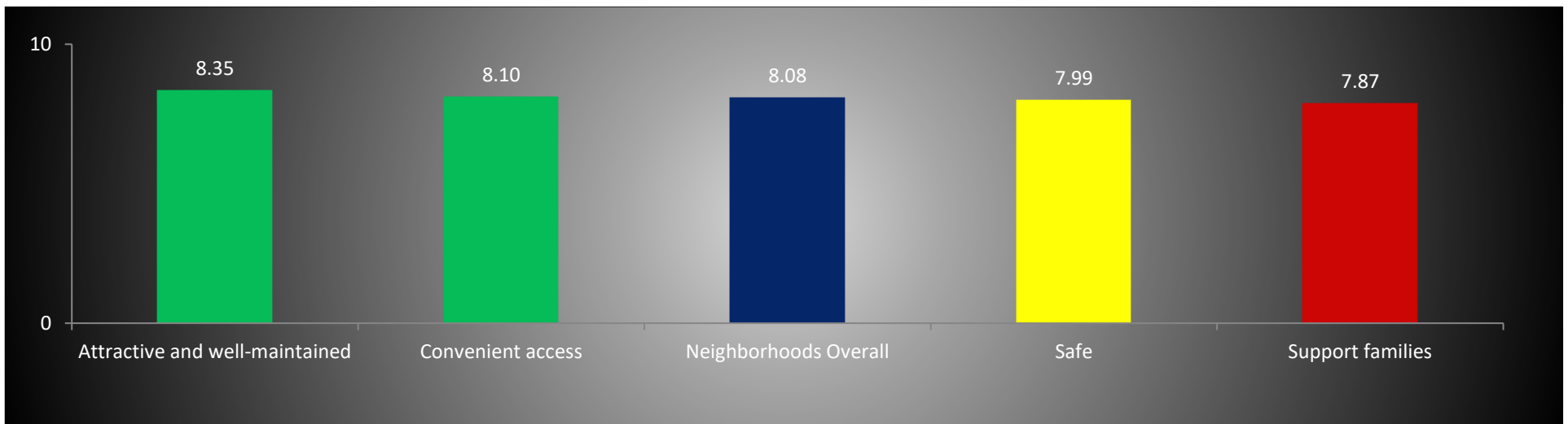
The positive ratings for Bellevue’s neighborhoods have been relatively stable over the years.

Figure 18: 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 19: Performance of Neighborhood Attributes



Mean based on eleven-point scale where “0” means “strongly disagree” and “10” means “strongly agree”  
 Green = Above dimension average Yellow = Similar to dimension average Red = Below dimension average





Nearly all residents agree that Bellevue has attractive and well-maintained neighborhoods. This measure has been increasing year-over-year for the past five plus years and is not at its highest levels yet.

<b>Bellevue has attractive and well-maintained neighborhoods.</b>				
	2016 - 2018 (average)	2019	2020	2021
NET: Agree	92%	94%	91%	97%↑
Strongly Agree	39%	41%	48%	47%
Agree	53%	53%	43%	50%
NET: Disagree	4%	4%	3%	2%
Mean	7.94	8.05	8.09↑	8.35↑

Nine out of ten residents agree that they live in a neighborhood that provides convenient access to day-to-day activities. Moreover, strength of agreement is strong (with significantly more residents strongly agreeing compared to somewhat agree). This measure has held steady from 2015 to present.

<b>I live in a neighborhood that provides convenient access to my day-to-day activities</b>				
	2016 - 2018 (average)	2019	2020	2021
NET: Agree	89%	91%	90%	89%
Strongly Agree	46%	50%	56%	51%
Agree	43%	41%	34%	38%
NET: Disagree	7%	4%	7%	7%
Mean	7.99	8.19	8.12	8.10

While the majority of Bellevue residents agree that Bellevue neighborhoods are safe, the strength of this agreement is not as evident—i.e., somewhat more residents agree rather than strongly agree. Moreover, this mix changed in 2021, pushing the rating to somewhat below average for this dimension. While not statistically significant, this should be monitored.

<b>Bellevue neighborhoods are safe.</b>				
	2016 - 2018 (average)	2019	2020	2021
NET: Agree	91%	88%	89%	92%
Strongly Agree	39%	47%	47%	43%
Agree	51%	41%↓	42%↓	49%↑
NET: Disagree	4%	6%	7%	4%
Mean	7.87	7.94	7.92	7.99

Bellevue residents are increasingly likely to feel that their neighborhood supports families, particularly those with children.

<b>I live in a neighborhood that supports families, particularly those with children</b>				
	2016 - 2018 (average)	2019	2020	2021
NET: Agree	76%	81%	79%	88%
Strongly Agree	32%	38%	36%	40%
Agree	44%	42%	42%	48%
NET: Disagree	13%	11%	9%	5%
Mean	7.19	7.39↑	7.32	7.87↑





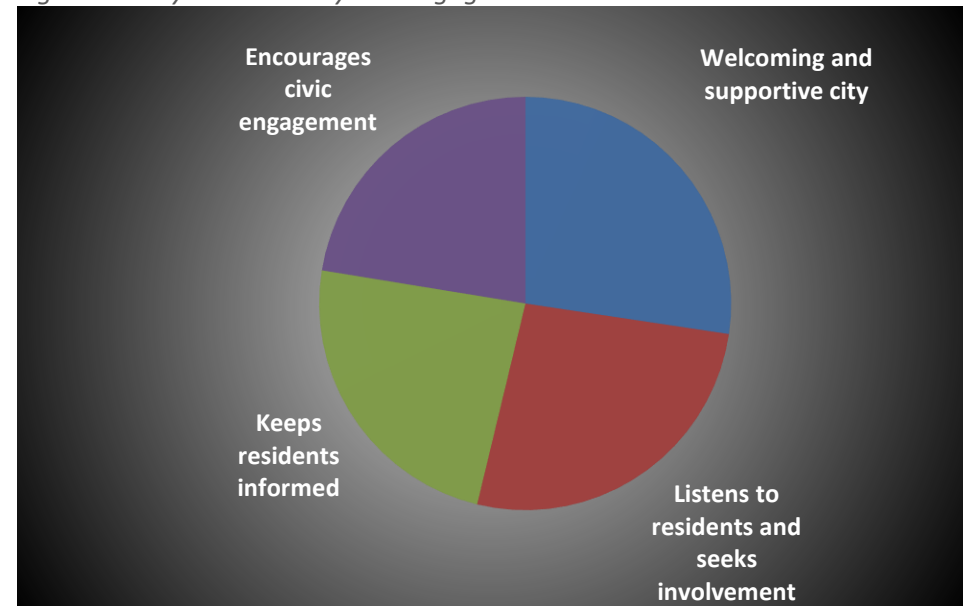


All attributes within the engaged dimension have a significant impact on Bellevue’s 5-Star Rating.

As in the past listening to residents and seeking their involvement is one of the top two drivers of the City’s overall rating. At the same time, this attribute continues to be given the lowest rating of the attributes within this dimension.

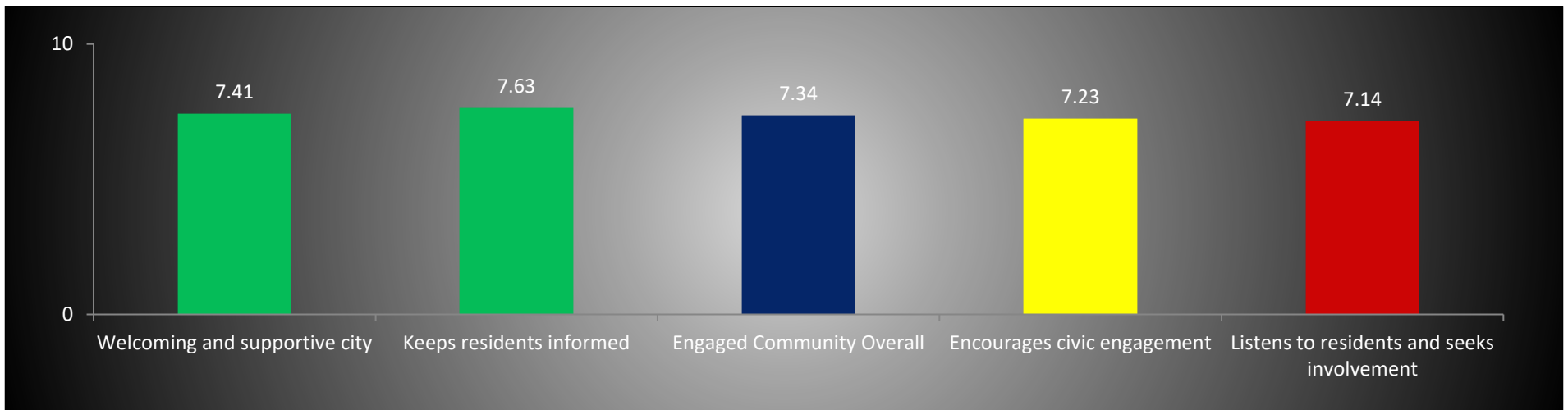
While ratings for engaged attributes have fluctuated over the years, these differences are not statistically significant.

Figure 20: Key Drivers Analysis—Engaged



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

Figure 21: Performance of Engaged Attributes



Mean based on eleven-point scale where “0” means “strongly disagree” and “10” means “strongly agree”

Green = Above dimension average Yellow = Similar to dimension average Red = Below dimension average





Keeping residents informed is given the highest rating. While very positive, a greater percentage of residents agree rather than strongly agree with this statement.

<b>Does a good job of keeping residents informed</b>				
	2016 - 2018 (average)	2019	2020	2021
NET: Agree	86%	85%	85%	86%
Strongly Agree	32%	36%	33%	35%
Agree	54%	50%	52%	50%
NET: Disagree	6%	10%	9%	8%
Mean	7.58	7.51	7.50	7.63

Just over four out of five residents agree Bellevue is a welcoming and supportive city that demonstrates caring for people through its actions. Again, greater percentage of residents agree rather than strongly agree with this statement.

<b>Is a welcoming and supportive city that demonstrates caring for people through its actions</b>				
	2016 - 2018 (average)	2019	2020	2021
NET: Agree	83%	84%	84%	82%
Strongly Agree	29%	35%	36%	32%
Agree	53%	49%	48%	51%
NET: Disagree	7%	9%	7%	9%
Mean	7.39	7.44	7.56	7.41

Four out of five residents agree that Bellevue promotes a community that encourages civic engagement.

<b>Promotes a community that encourages civic engagement</b>				
	2016 - 2018 (average)	2019	2020	2021
NET: Agree	80%	80%	82%	79%
Strongly Agree	26%	31%	31%	29%
Agree	54%	50%	51%	50%
NET: Disagree	8%	11%	10%	12%
Mean	7.18	7.21	7.36	7.23

Four out of five residents agree that Bellevue listens to its residents and seeks their involvement.

<b>Listens to its residents and seeks their involvement</b>				
	2016 - 2018 (average)	2019	2020	2021
NET: Agree	81%	79%	80%	78%
Strongly Agree	25%	30%	29%	30%
Agree	56%	48%	52%	48%
NET: Disagree	8%	14%	12%	13%
Mean	7.19	7.09	7.21	7.14



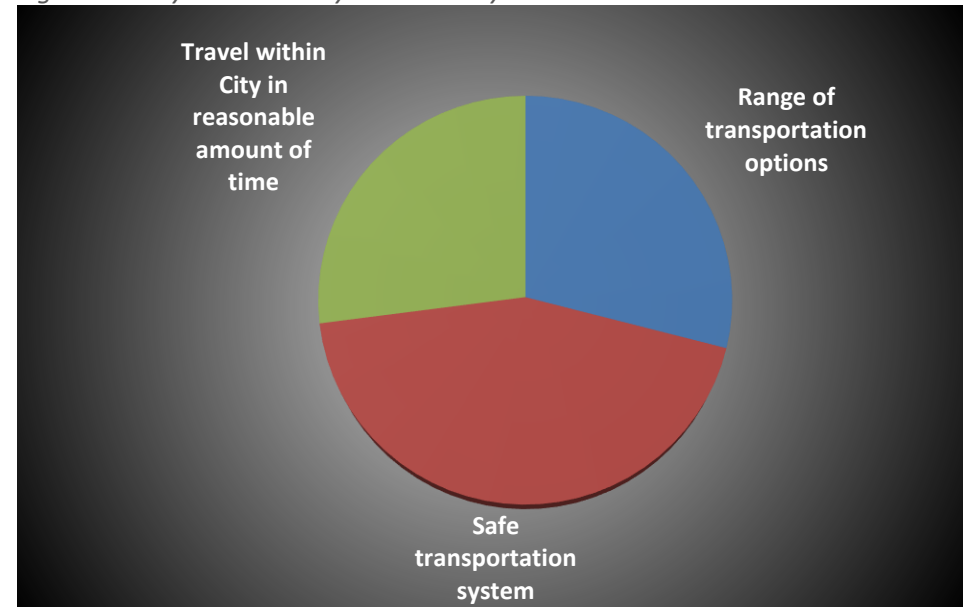


While all of the factors within the mobility dimension are key drivers of Bellevue’s 5-Star Rating, providing a safe transportation system for all users is by far the most important factor.

Mobility is the lowest scoring attribute overall but has the second lowest impact of the driver attributes. Ratings for the most important factor—safe transportation system—receives well-above-average ratings when compared to the other factors included in this dimension.

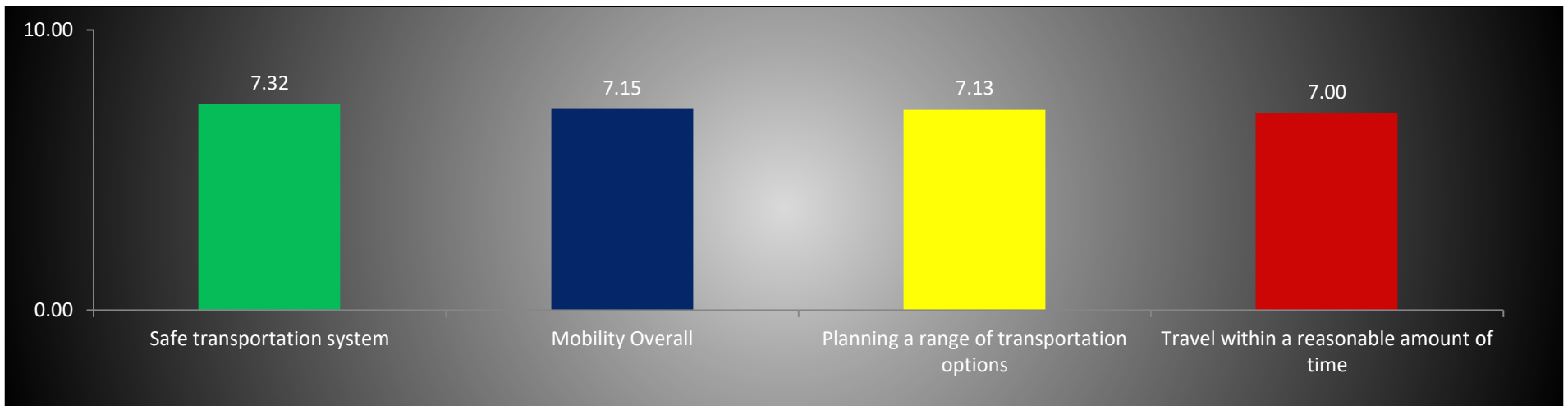
There have been some fluctuation in these ratings in recent years, notably for being able to travel within the city of Bellevue in a reasonable and predictable amount of time. With the exception of 2018, these changes are not statistically significant.

Figure 22: 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 23: Performance of Mobility Attributes



Mean based on eleven-point scale where “0” means “strongly disagree” and “10” means “strongly agree”  
 Green = Above dimension average Yellow = Similar to dimension average Red = 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 increased in 2019 and has remained stable since then.

<b>Provides a safe transportation system for all users.</b>				
	2016 - 2018 (average)	2019	2020	2021
NET: Agree	82%	83%	80%	79%
Strongly Agree	29%	35%	32%	35%
Agree	53%	48%	48%	45%
NET: Disagree	9%	11%	14%	11%
Mean	7.33	7.47	7.16	7.32

Three out of four residents agree that Bellevue is doing a good job of planning for and implementing a range of transportation options. Ratings for this aspect of mobility has varied over the years, due to significant changes in the percentage of respondents who strongly agree that Bellevue is doing a good job of planning. The average rating for this factor is at its highest level in recent years.

<b>'Is doing a good job of planning for and implementing a range of transportation options.</b>				
	2016 - 2018 (average)	2019	2020	2021
NET: Agree	71%	80%↑	73%↓	80%↑
Strongly Agree	19%	30%↑	25%↓	31%↑
Agree	52%	50%	48%	49%
NET: Disagree	17%	14%	17%	11%
Mean	6.56	7.02	6.73	7.13↑

More than three out of four residents agree that Bellevue allows for travel within the city in a reasonable and predictable amount of time, a significant increase from prior years. The current rating is the highest in recent years. This increase may be due in part to decrease in travel and hence traffic due to COVID-19.

<b>Allows for travel within the City of Bellevue in a reasonable and predictable amount of time</b>				
	2016 - 2018 (average)	2019	2020	2021
NET: Agree	66%	73%	66%	77%↑
Strongly Agree	17%	26%	23%	25%
Agree	49%	47%	43%	52%
NET: Disagree	23%	19%	23%	17%
Mean	6.27	6.61	6.36	7.00↑

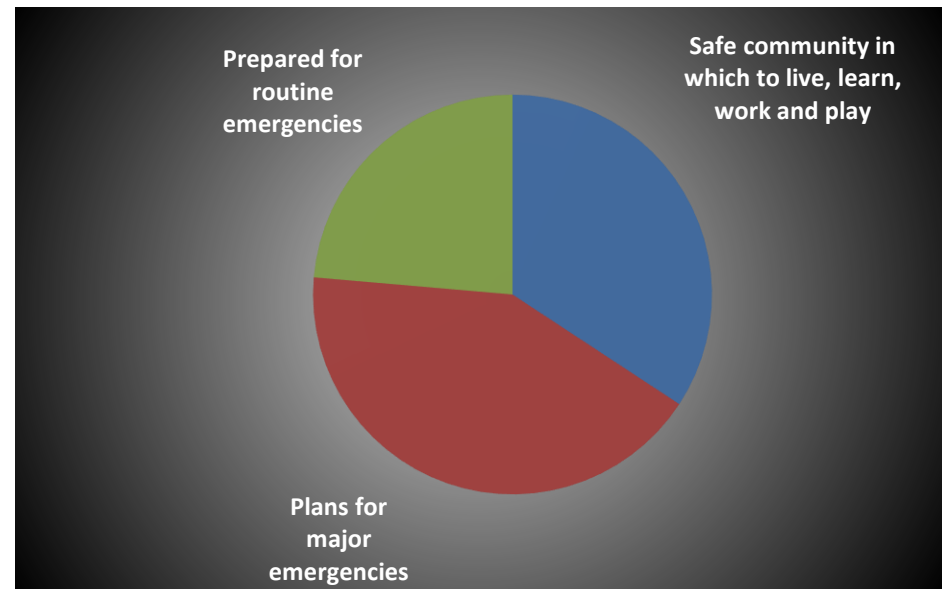




All of the attributes within the safety dimension have a significant impact on Bellevue’s 5-Star Rating. The extent to which the city plans appropriately to respond to major emergencies is currently the most important factor in 2021. The importance of this factor also increased in 2019. The increasing importance of this factor is most likely due to the continued impact of COVID-19.

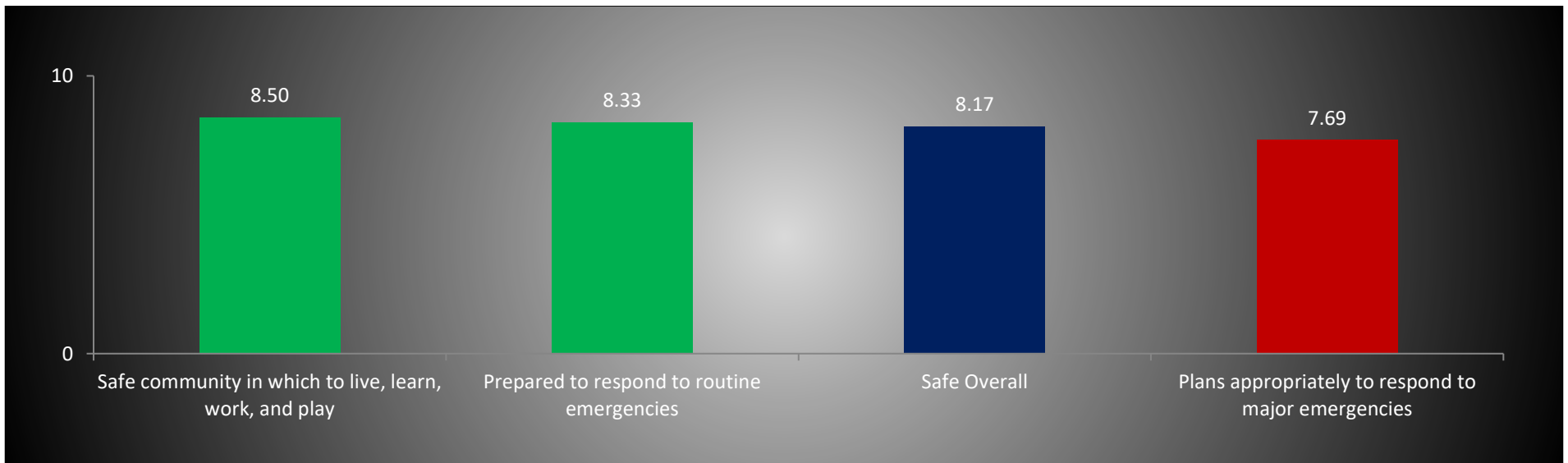
Bellevue receives relatively high ratings for all aspects of safety. However, how well the city plans to respond to major emergencies (now the most important factor) receives the lowest rating.

Figure 24: 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 25: Performance of Safety Attributes



Mean based on eleven-point scale where “0” means “strongly disagree” and “10” means “strongly agree”  
 Green = Above dimension average Yellow = Similar to dimension average Red = 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 over the years.

<b>Is a safe community in which to live, learn, work, and play.</b>				
	2016 - 2018 (average)	2019	2020	2021
NET: Agree	96%	93%	96%	95%
Strongly Agree	61%	59%	61%	58%
Agree	35%	34%	35%	37%
NET: Disagree	2%	1%	1%	3%
Mean	8.64	8.58	8.65	8.50

Most residents also agree that Bellevue is well-prepared to respond to routine emergencies. This figure has remained stable over the years.

<b>Is well prepared to respond to routine emergencies.</b>				
	2016 - 2018 (average)	2019	2020	2021
NET: Agree	94%	92%	91%	92%
Strongly Agree	50%	55%	55%	53%
Agree	44%	37%	36%	38%
NET: Disagree	1%	2%	3%	2%
Mean	8.40	8.41	8.35	8.33

While still positive, somewhat fewer residents agree that Bellevue plans appropriately to respond to major emergencies; residents are split in terms of the strength of their agreement with somewhat more agreeing than strongly agreeing. Moreover, the extent to which residents agree that Bellevue plans appropriately for major emergencies has varied over the years. After increasing between 2019 and 2020, overall agreement dropped in 2021, perhaps reflecting impacts of COVID-19.

<b>Plans appropriately to respond to major emergencies.</b>				
	2016 - 2018 (average)	2019	2020	2021
NET: Agree	90%	83%	86%	82%↓
Strongly Agree	36%	37%	38%	38%
Agree	54%	45%	47%	44%
NET: Disagree	3%	5%	4%	5%
Mean	7.84	7.69	7.80	7.69





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

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







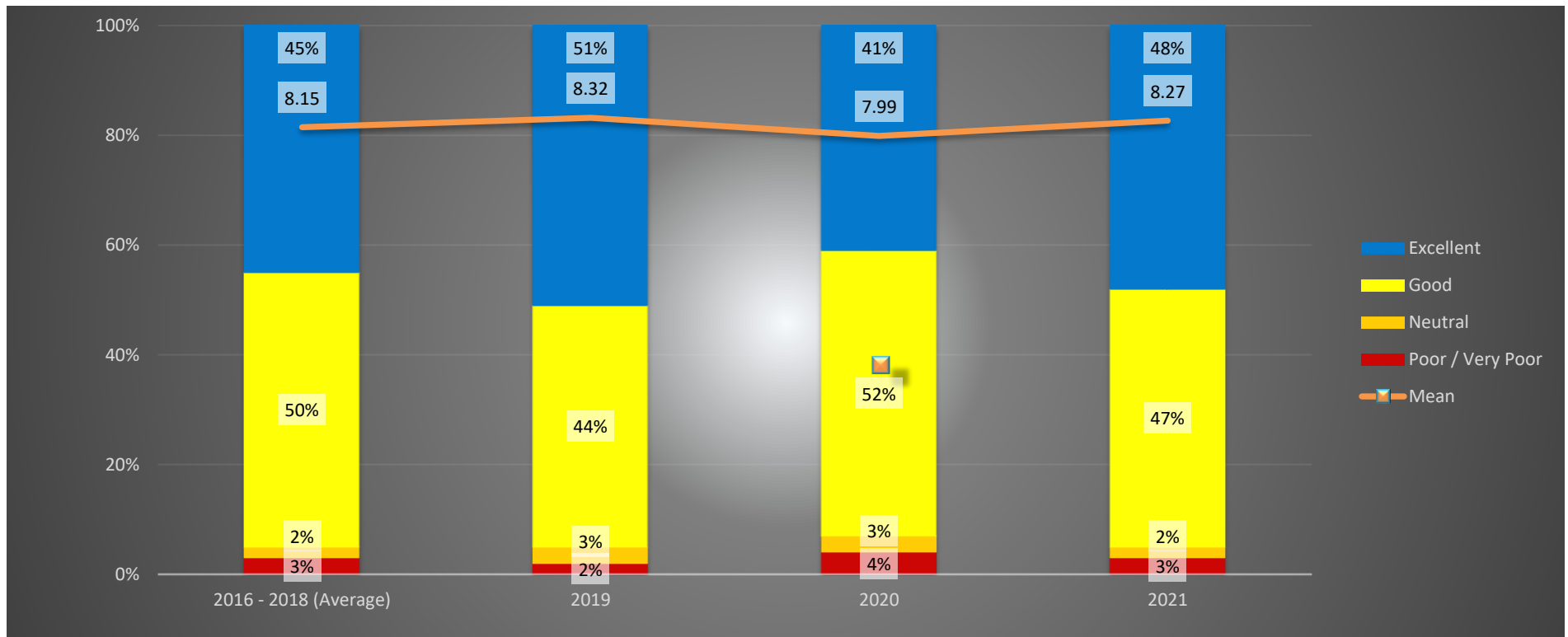
# DETAILED FINDINGS

## 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 in 2020. However, this percentage rebounded in 2021 and is consistent with previous years.

Figure 26: 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





While there is some variation by neighborhood, the majority of residents in all neighborhoods are positive. Somerset, Northwest Bellevue, and West Lake Sammamish are given the most positive ratings. On the other hand, Crossroads receives the lowest.

Table 9: Perception of Neighborhood by Neighborhood

	Poor	Neutral	Good	Excellent	Mean	Sample Size
<b>BelRed</b>	15%	0%	35%	50%	7.38	(n=9)
<b>Bridle Trails</b>	8%	0%	45%	46%	7.95	(n=24)
<b>Cougar Mountain / Lakemont</b>	0%	0%	48%	52%	8.61	(n=26)
<b>Crossroads</b>	8%	4%	65%	24%	7.38	(n=32)
<b>Downtown</b>	5%	5%	35%	55%	8.27	(n=73)
<b>Eastgate</b>	0%	0%	63%	37%	8.03	(n=24)
<b>Factoria</b>	17%	0%	54%	29%	7.40	(n=10)
<b>Lake Hills</b>	0%	9%	59%	32%	8.02	(n=54)
<b>Newport</b>	0%	0%	62%	38%	8.11	(n=21)
<b>Northeast Bellevue</b>	0%	1%	49%	50%	8.32	(n=36)
<b>Northwest Bellevue</b>	2%	0%	27%	71%	9.16	(n=25)
<b>West Lake Sammamish</b>	0%	0%	20%	80%	9.06	(n=22)
<b>Somerset</b>	0%	0%	18%	82%	9.20	(n=16)
<b>West Bellevue</b>	0%	0%	49%	51%	8.42	(n=29)
<b>Wilburton</b>	0%	0%	50%	50%	8.56	(n=17)
<b>Woodridge</b>	0%	0%	58%	42%	8.41	(n=16)

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  
 Use caution in interpreting these results; small sample sizes





## Sense of Belonging

A major change to the survey was made in 2021 to obtain a better sense of the extent to which Bellevue residents feel that they are part of or “belong” to their community. A literature review was conducted and a 12-item scale (the Sense of Community Index [SCI]) was identified that provides an overall measure of sense of belonging. The “Sense of Community Index” (SCI) is based on theories of community as a psychological concept originally developed by Sarason (1974)<sup>2</sup> and updated by McMillan and Chavis in 1986 and again in 2018<sup>3</sup>. A sense of belonging was defined as a “feeling that members have of belonging and being important to each other, and a shared faith that members’ needs will be met by the commitment to be together.”

The original SCI scale used 24 scale items and provided an overall measure of sense of belonging as well as attitudes within four different dimensions that represent different aspects of belonging:

- Needs Fulfillment: The extent to which community members’ needs are met by the resources available through their membership or associations in the community.
- Emotional connection: The belief and commitment that community members share history, common places, time together, and similar experiences.
- Membership: The extent to which community members feel that their community is a group and that they feel they are a part of this group.
- Influence: The extent to which a person is influenced and attracted by the community, its activities, and its members.

The City of Bellevue chose to use a 12-item scale developed by Perkins, et al. (1990) that also assesses the four factors proposed by McMillan and Chavis and the four corresponding dimensions<sup>4</sup>. This research found that use of a smaller scale (12 versus 24 items) reduces survey length and respondent burden but does not reduce the reliability of scale measurement. Moreover, it was found that the scale applies to different types of communities, both relational and locational. This scale appears to be the most frequently used quantitative measure of sense of community in the social sciences and has been used in numerous studies worldwide and a valid measurement instrument.

The items are scored on an 11-point scale where “0” means “strongly disagree” and “10” means “strongly agree.”

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<sup>2</sup> Sarason, S. B. (1974). The psychological sense of community: Prospects for a community psychology. San Francisco: Jossey-Bass.

<sup>3</sup> McMillan, David and Chavis, David, “Sense of Community: A Definition and Theory,” Journal of Community Psychology, Volume 14, January 1986, pp. 6-23.

<sup>4</sup> Perkins, D. D., Florin, P., Rich, R. C., Wandersman, A., & Chavis, D. M. (1990). Participation and the social and physical environment of residential blocks: Crime and community context. American Journal of Community Psychology, 18(1), 83–115.

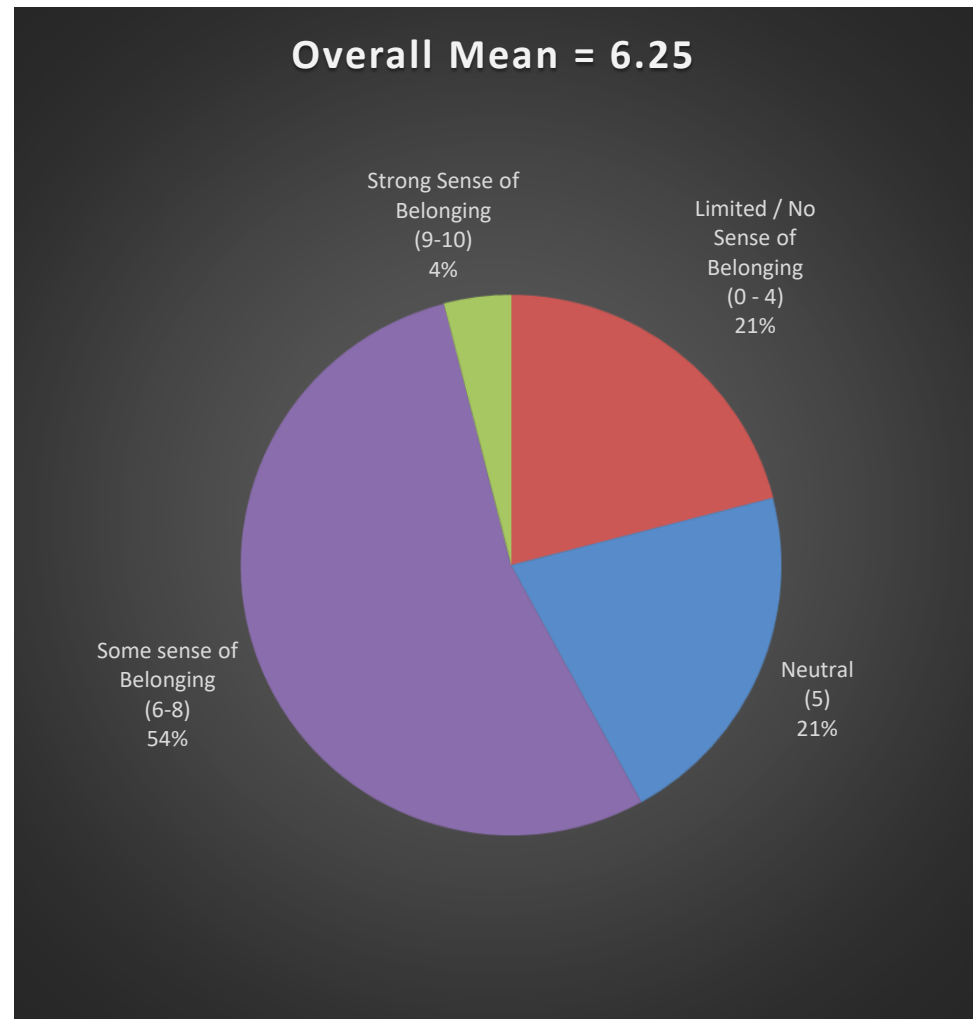




Bellevue residents have very mixed feelings about their overall sense of belonging. Over half of residents indicate having some sense of community (6-8 on a scale from 0-10). However, one in five residents indicate having little to no sense of belonging in their community.

The mean score is just above the 'average/neutral' point on the scale from 0-10.

Figure 27: Overall Sense of Community Index



Mean based on 11-point scale where "0" means "no sense of belonging" and "10" means "strongly sense of belonging."



As with Bellevue’s other Key Performance Indicators we used Key Drivers Analysis to identify how each of the four dimensions of the Sense of Community Index impact residents’ overall perceptions of Bellevue.

All four dimensions have a significant impact. However, the Needs Fulfillment Dimension—that is, the extent to which community members’ needs are met by the resources available through their membership or association in the community—has, by far, the greatest impact.

Residents’ emotional connection with their community—that is, the belief and commitment that community members share history, common places, time together, and similar experiences—is the second most important dimension of belonging affecting Bellevue’s overall rating.

Mean scores for all four dimensions hover near the ‘neutral’ (5) range, though the scores for the two most important dimensions of belonging are slightly higher than those for the two dimensions of lesser importance.

Figure 28: Importance of Sense of Dimensions on Overall Perception of Bellevue

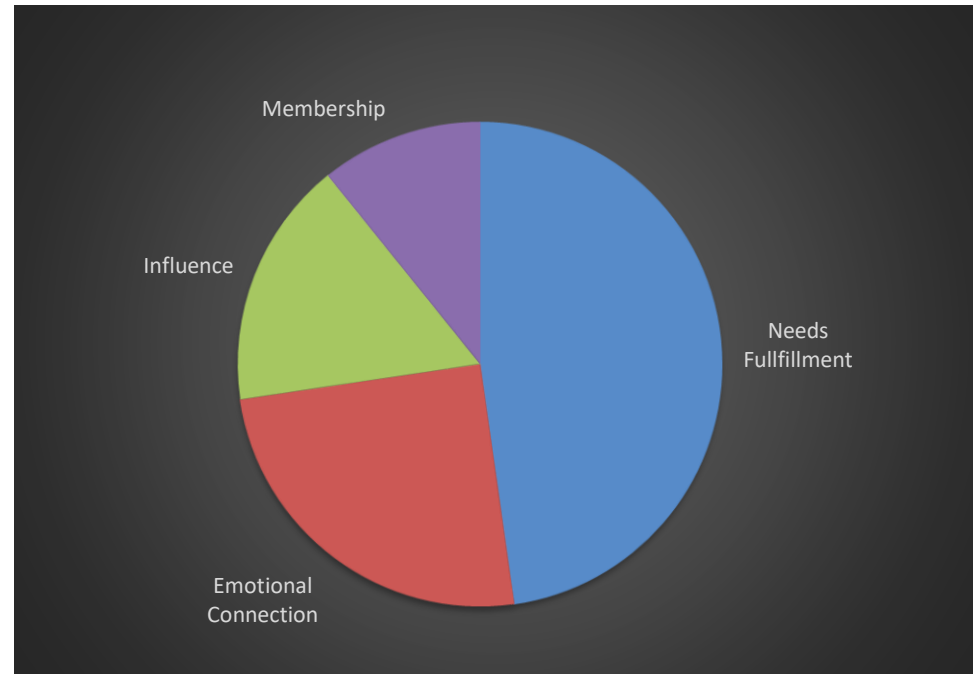
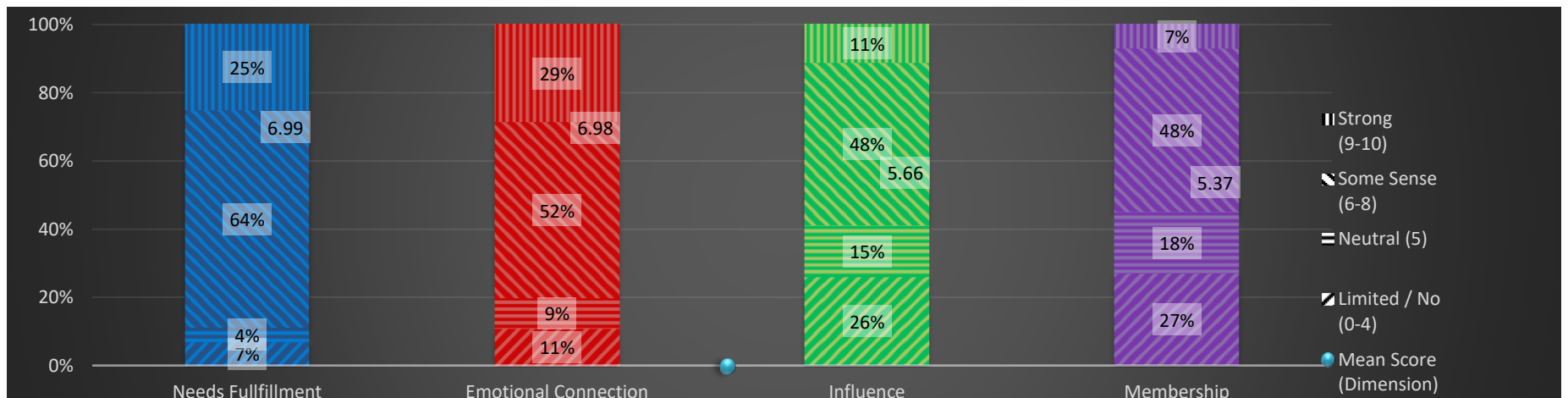


Figure 29: Distribution and Mean for combined Community Index Dimensions





As noted above, the extent to which residents' needs are met (needs fulfillment) is the most important aspect of their sense of belonging and the overall needs fulfillment NCS is somewhat positive.

Residents feel strongly that they think their community is a good place for them to live, the most important factor in the needs fulfillment factor.

While a less important factor, there is an opportunity to better meet the needs fulfillment aspect of belonging by identifying and communicating the shared values of Bellevue's individual communities.

No single aspect of residents' emotional connection with the community stands out as being a significant factor in Bellevue's overall rating. Nor are there significant differences in ratings. Thus, increasing residents' sense of emotional connection with their community would require attention to all three factors.

Figure 30: Impact / Performance of Attributes Within Needs Fulfillment

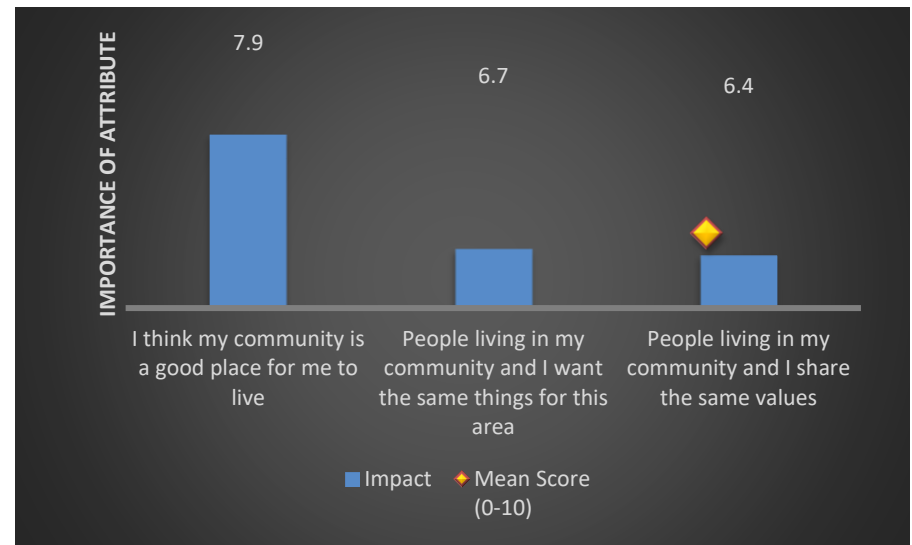


Figure 31: Impact / Performance of Attributes Within Emotional Connection

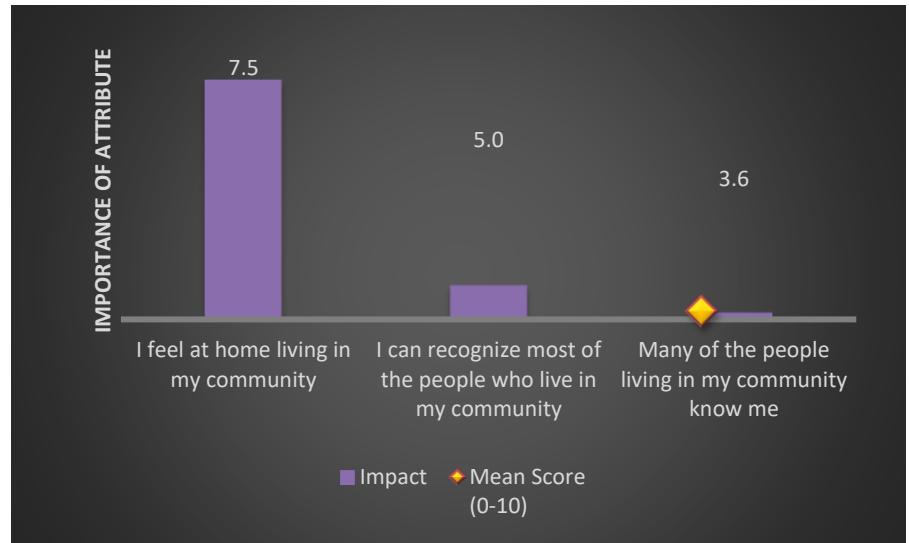




As noted above, residents' feelings of membership in their community have less of an influence on their overall perceptions of Bellevue.

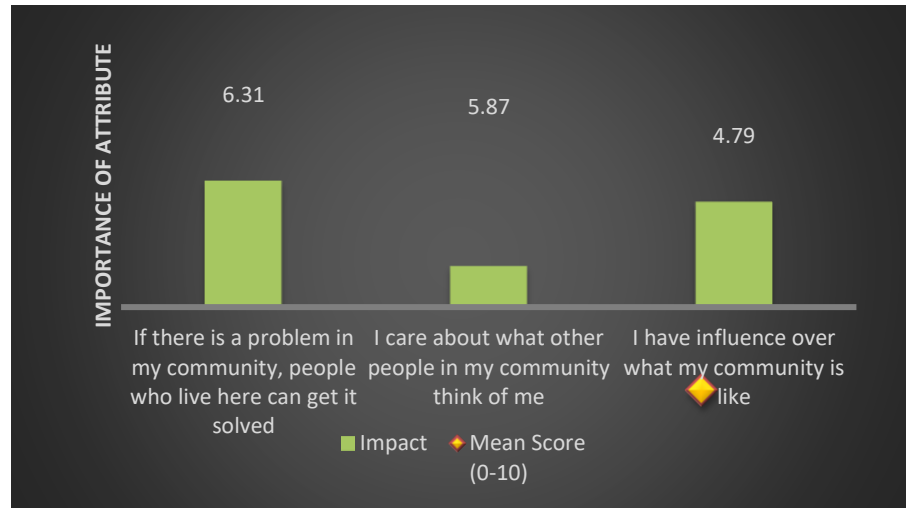
While membership gets a lower rating than needs fulfillment and emotional connection, residents are generally positive about the extent to which they feel at home living in their community, which is the single most important aspect of membership among Bellevue residents.

Figure 32: Impact / Performance of Attributes Within Membership



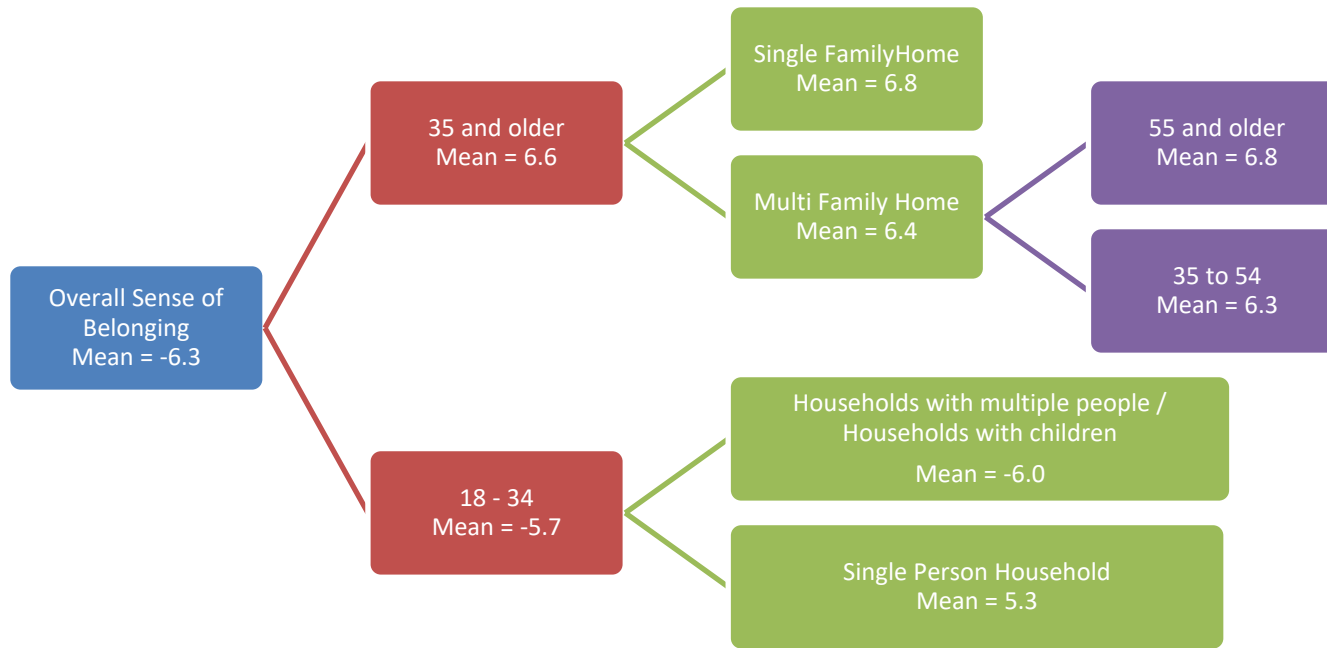
All factors of influence score near or below the mid-point (5) on the 0-10 scale. The lowest score is for the extent to which individuals feel they have influence over what their community is like. This factor is also an important driver of the overall rating they give the city.

Figure 33: Impact / Performance of Attributes Within Influence





Residents' sense of belonging varies significantly among three demographic segments—age, household composition, and dwelling type. However, these demographic segments are inter-related—that is, younger residents are more likely to live in multi-family dwellings and/or live alone. Additional analysis shows that two out of the three characteristics—age and household composition—are the key differentiators of residents' overall sense of belonging.



- Younger residents (those between 18 and 34) have a significantly lower overall sense of belonging than do those 35 and older. This is true for all four dimensions but the difference in scores is greatest for emotional connection—that is, the belief and commitment that community members share history, common places, time together, and similar experiences.
  - Within the 18 to 34 group, households with children have a greater sense of belonging than do single-person and, to a lesser extent, adult only households.
  - Households with children have a much greater emotional connection with their community than do those without children. In addition, households with children feel they have greater influence on their community than do those without children.
  - Single-person households are differentiated from multi-person households without children by their sense of membership.
- Residents 35 and older have a significantly higher overall sense of belonging than do those under 34. Though this is group is further broken out by dwelling type with those living in single family homes having a higher sense of belonging than those in multi-family homes.
  - However, there is a further split among residents 35 and older who live in multi-family homes. Among this group, residents 55 and older have a higher sense of belonging than those between the ages of 35 and 54.







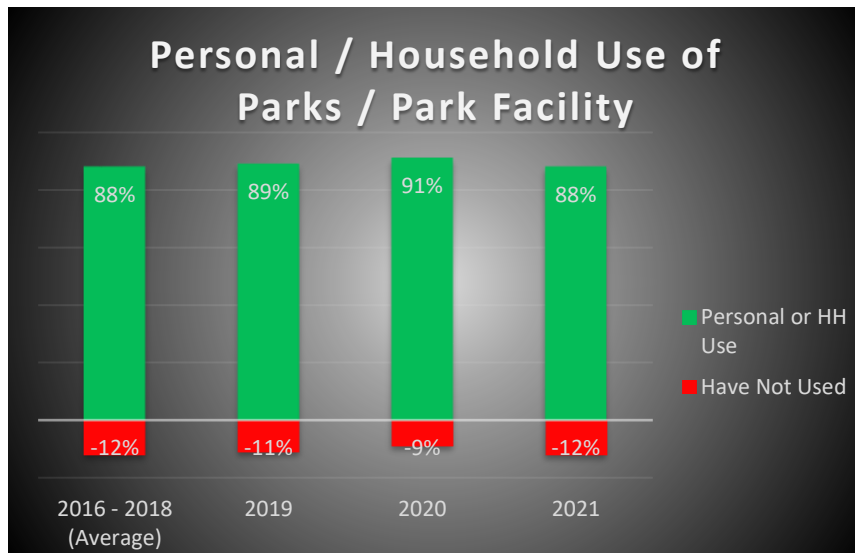
## PARK FACILITIES

### Use of Parks and Park Facilities

Overall 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. Note that this question does not assess frequency of use.

- Personal use of Bellevue’s parks and park facilities is highest among those between the ages of 18 and 54. In addition, households with children are the most likely to use parks.
- Use varies somewhat by neighborhood. However, those living in Factoria and Newport are the least likely to say no one in their household has used a park or park facility in the past 12 months.

Figure 34: Use of Bellevue Parks and Park Facilities



Category	Percentage
Age	
18 – 34	93%
35 – 54	91%
55+	88%
Household Composition	
Single Person / Adult Only	85%
Family with Children	96%

### Personal / Household Use of Parks / Park Facilities by Neighborhood

	Bel Red	Bridle Trails	Cougar Mtn / Lakemont	Crossroads	Downtown	Eastgate	Factoria	Lake Hills	Newport	NE Bellevue	NW Bellevue	West Lake Sammamish	Somerset	West Bell.	Wilburton	Woodbridge
Used	90%	81%	86%	75%	95%	72%	61%	96%	64%	90%	86%	97%	88%	77%	87%	93%

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



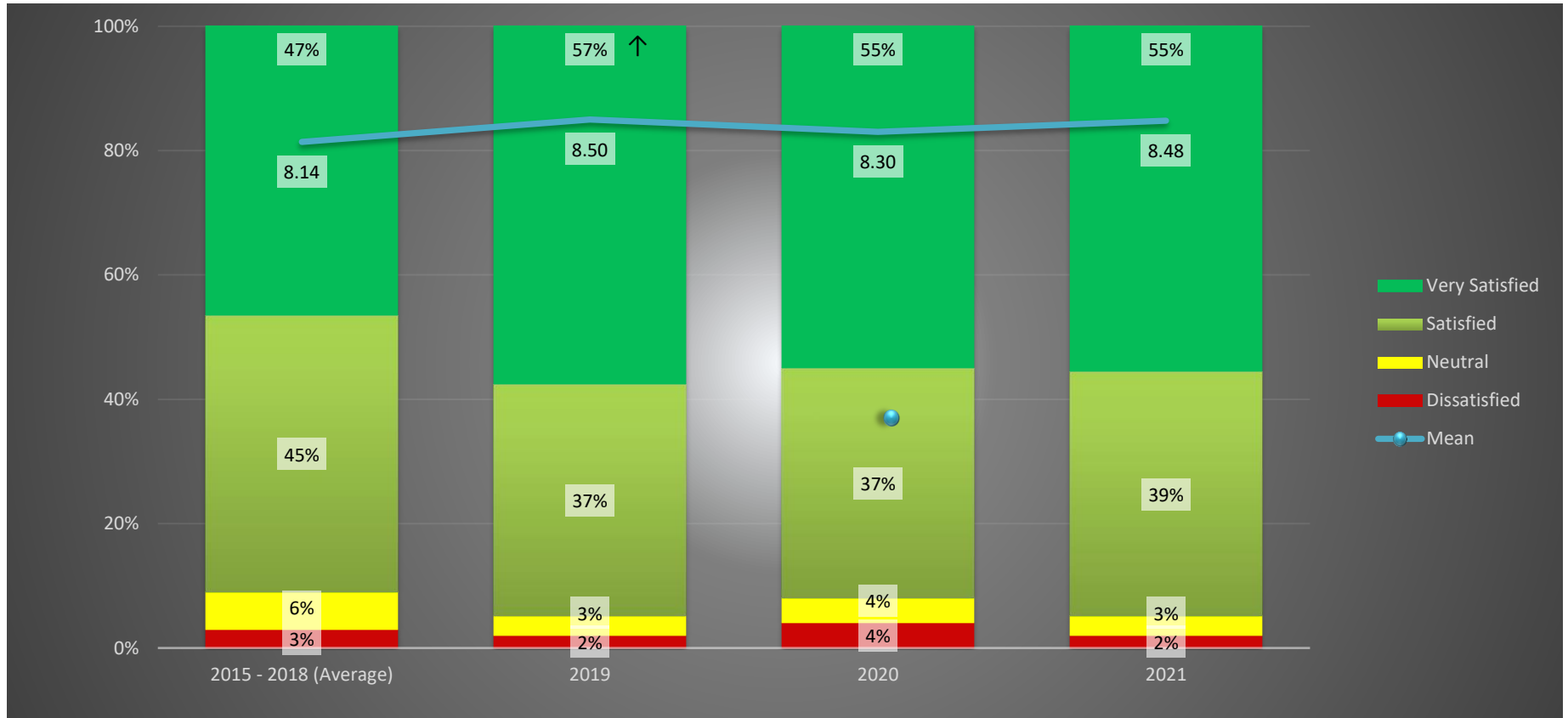


## Perceptions of Bellevue Parks

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. The percentage of “very satisfied” residents increased significantly in 2019 and has remained at or near that level ever since.

- While the total percent satisfied is consistent across all demographic segments, the percentage “very satisfied” is highest among households with children (63%) compared to 53 percent among single-person and adult only households.

Figure 35: 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





Overall satisfaction with Bellevue Parks is consistent across neighborhoods. The lower rating among Factoria residents (n = 10) is due largely to a higher percentage of neutral ratings, most likely reflecting lower use as noted earlier.

Table 10: Satisfaction with Parks by Neighborhood

	Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Mean	Sample Size
<b>BelRed</b>	9%	0%	37%	53%	8.02	(n=9)
<b>Bridle Trails</b>	6%	0%	49%	44%	8.16	(n=23)
<b>Cougar Mountain / Lakemont</b>	0%	2%	51%	47%	8.31	(n=26)
<b>Crossroads</b>	0%	4%	51%	46%	8.31	(n=32)
<b>Downtown</b>	0%	7%	28%	65%	8.67	(n=73)
<b>Eastgate</b>	0%	3%	64%	33%	8.06	(n=23)
<b>Factoria</b>	0%	32%	24%	44%	7.48	(n=10)
<b>Lake Hills</b>	8%	0%	30%	62%	8.58	(n=54)
<b>Newport</b>	0%	0%	29%	71%	8.82	(n=21)
<b>Northeast Bellevue</b>	0%	2%	42%	56%	8.61	(n=36)
<b>Northwest Bellevue</b>	0%	0%	43%	57%	8.87	(n=25)
<b>West Lake Sammamish</b>	0%	0%	31%	69%	8.89	(n=20)
<b>Somerset</b>	0%	0%	49%	51%	8.61	(n=16)
<b>West Bellevue</b>	0%	12%	39%	50%	8.28	(n=28)
<b>Wilburton</b>	0%	0%	41%	59%	8.64	(n=16)
<b>Woodridge</b>	7%	0%	38%	55%	8.45	(n=16)

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





## 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 and is currently at its highest level.

Residents also give high ratings for the safety of Bellevue's parks. The current rating is the highest in several years.

The range and variety of activities receive the lowest (although still generally positive) ratings. Ratings for this aspect of Bellevue's parks has varied over the years.

Table 11: Ratings for Bellevue's Parks

		2016 - 2018 (average)	2019	2020	2021
<b>Appearance</b>	% Excellent	51%	57%	61% ↑	65% ↑
	% Good	43%	40%	34%	33%
	Mean	8.40	8.58	8.53	8.77 ↑
<b>Safety</b>	% Excellent	47%	55%	52%	58% ↑
	% Good	46%	38%	41%	37%
	Mean	8.24	8.31	8.30	8.49 ↑
<b>Range and Variety of Activities</b>	% Excellent	30%	38% ↑	35%	39% ↑
	% Good	56%	54%	53%	50%
	Mean	7.56	7.92 ↑	7.65	7.91 ↑

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

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

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

*Base: All respondents*



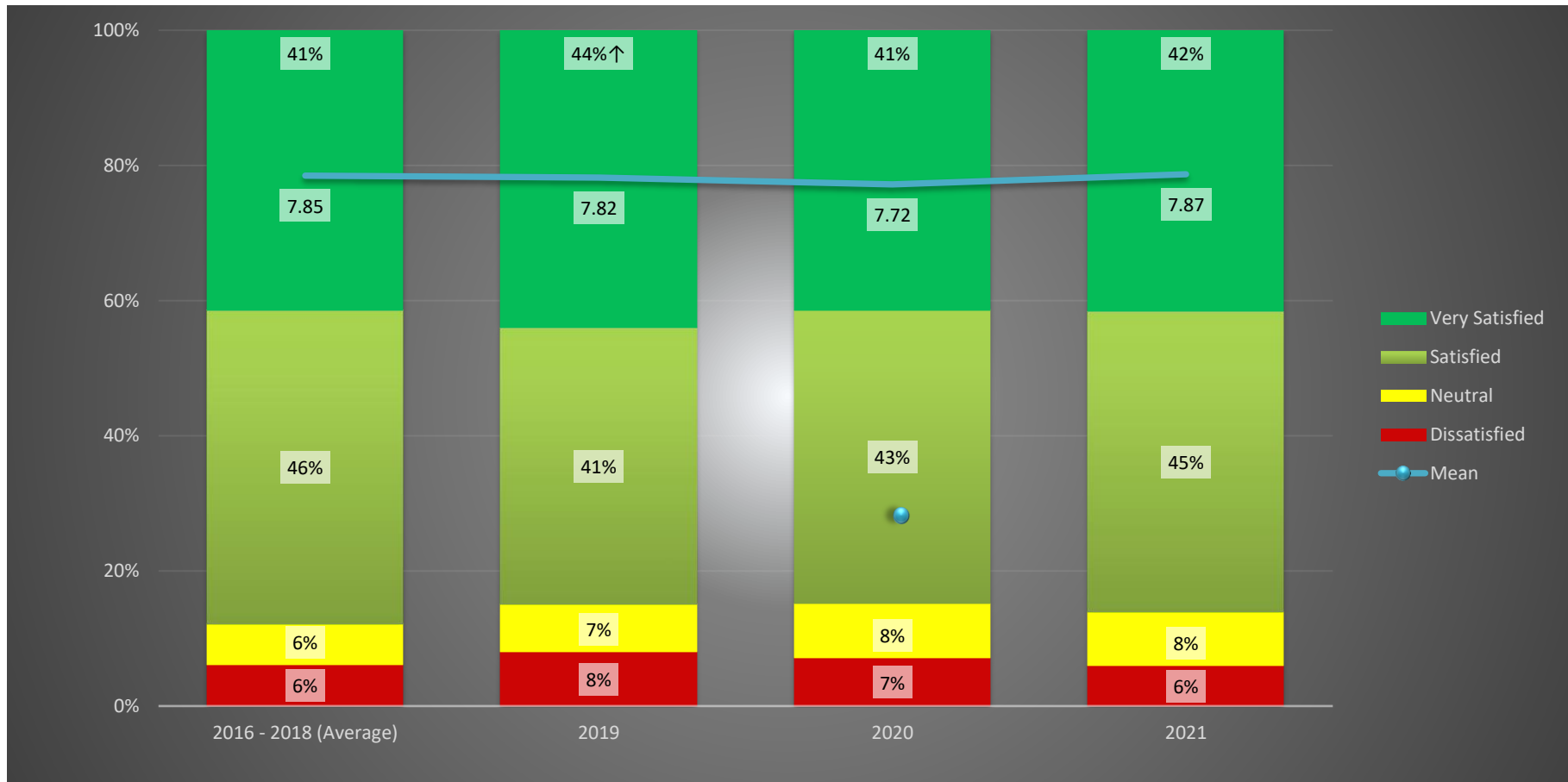


## BELLEVUE UTILITIES

### Overall Satisfaction as a Customer of the Utilities Department

The majority of Bellevue residents are satisfied as a customer of Bellevue Utilities department. Satisfaction with Bellevue Utilities has remained relatively stable in recent years.

Figure 36: 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



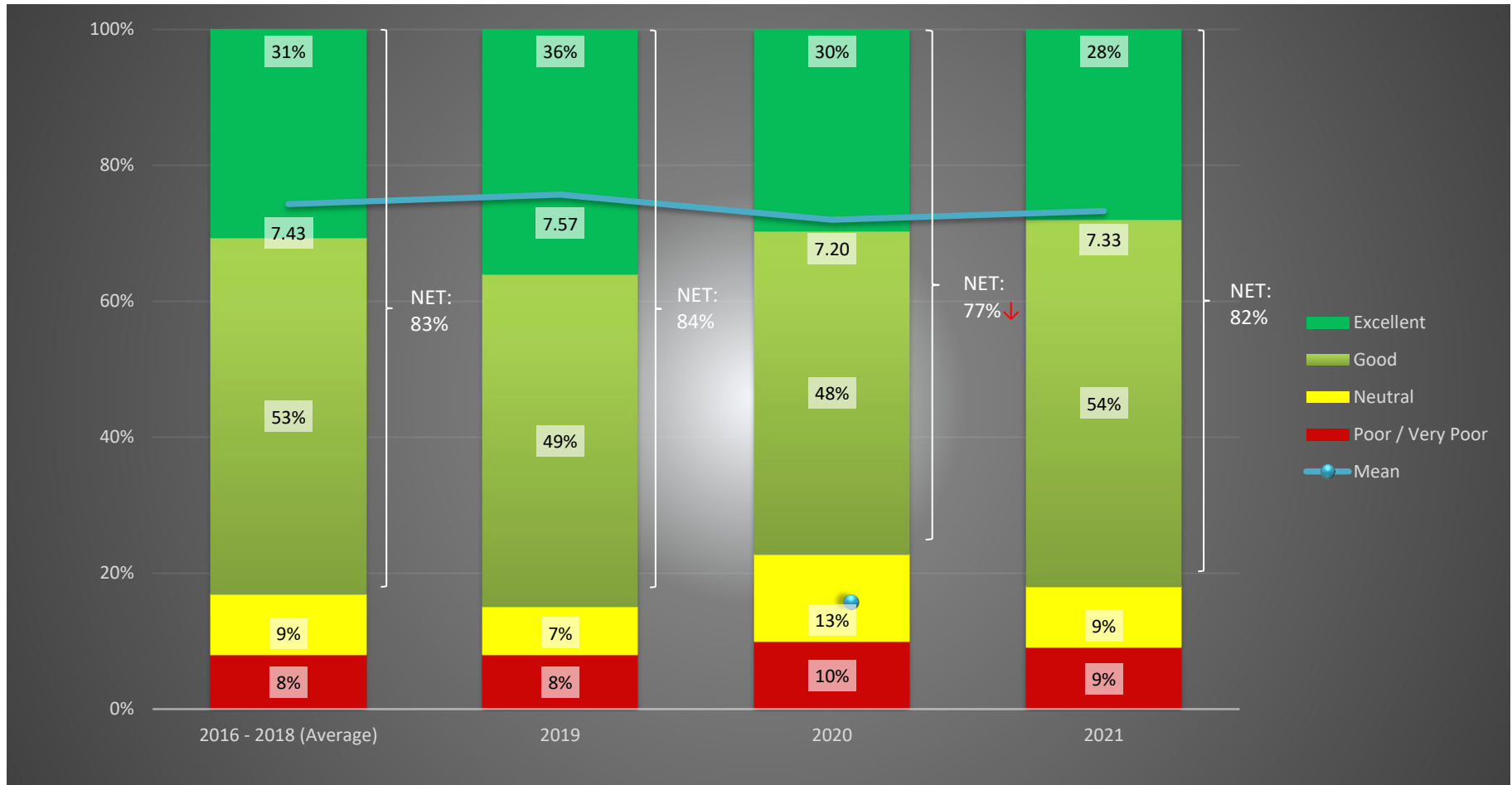


## Value of Bellevue Utility Services

More than four out of five Bellevue residents believe that they receive a good to excellent value for their money. However, residents are more likely to feel they are getting a good rather than excellent value.

After a decrease in ratings for perceived value (combined “good” to “excellent”) in 2020, ratings for perceived value improved in 2021, returning to previous levels. However, the percentage feeling they are getting an excellent value has been decreasing since 2019 and should be monitored.

Figure 37: 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





Ratings for perceived value of utility services varies across neighborhoods. Notably, the majority (50% or more) residents in BelRed, Bridle Trails, and Newport feel they receive excellent value. One out of five residents in West Lake Sammamish and Wilburton feel they are getting a poor value.

Table 12: Value of Bellevue Utility Services by Neighborhood

	Not Getting	Neutral	Good Value	Excellent Value	Mean	Sample Size
<b>BelRed</b>	6%	0%	41%	53%	8.13	(n=9)
<b>Bridle Trails</b>	4%	30%	16%	50%	7.53	(n=24)
<b>Cougar Mountain / Lakemont</b>	13%	5%	49%	33%	7.30	(n=26)
<b>Crossroads</b>	2%	7%	68%	22%	7.51	(n=32)
<b>Downtown</b>	9%	10%	52%	29%	7.39	(n=73)
<b>Eastgate</b>	16%	3%	78%	2%	6.58	(n=24)
<b>Factoria</b>	15%	6%	38%	41%	7.73	(n=10)
<b>Lake Hills</b>	3%	11%	63%	23%	7.41	(n=54)
<b>Newport</b>	8%	7%	34%	51%	7.99	(n=21)
<b>Northeast Bellevue</b>	10%	10%	57%	22%	6.92	(n=36)
<b>Northwest Bellevue</b>	12%	0%	58%	30%	7.48	(n=25)
<b>West Lake Sammamish</b>	21%	6%	45%	28%	6.89	(n=22)
<b>Somerset</b>	5%	5%	62%	28%	7.65	(n=16)
<b>West Bellevue</b>	6%	18%	57%	20%	7.12	(n=29)
<b>Wilburton</b>	19%	0%	58%	23%	6.62	(n=17)
<b>Woodridge</b>	0%	20%	64%	16%	7.20	(n=16)

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

Use caution in interpreting these results; small sample sizes





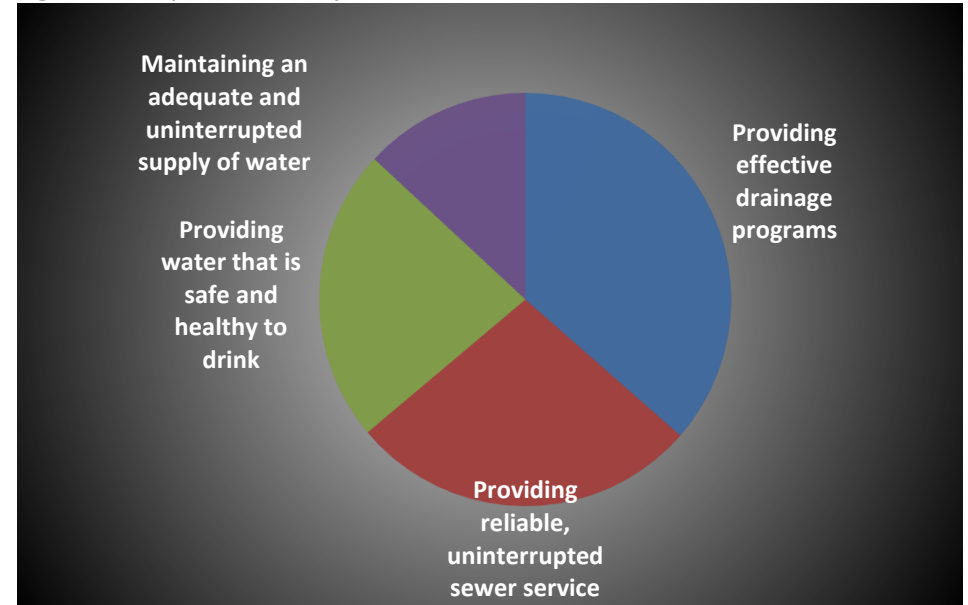
## Key Drivers of Overall Ratings of Bellevue Utilities

All four of the attributes describing Bellevue Utilities have a significant impact on residents' overall satisfaction with department services and their perceived value. However, providing effective drainage programs, including flood control, has the greatest impact.

Bellevue receives relatively high ratings for all utility department attributes. Moreover, ratings of Bellevue's utility department increased significantly between 2020 and 2021. The increase was significant for maintaining an adequate and uninterrupted supply of water.

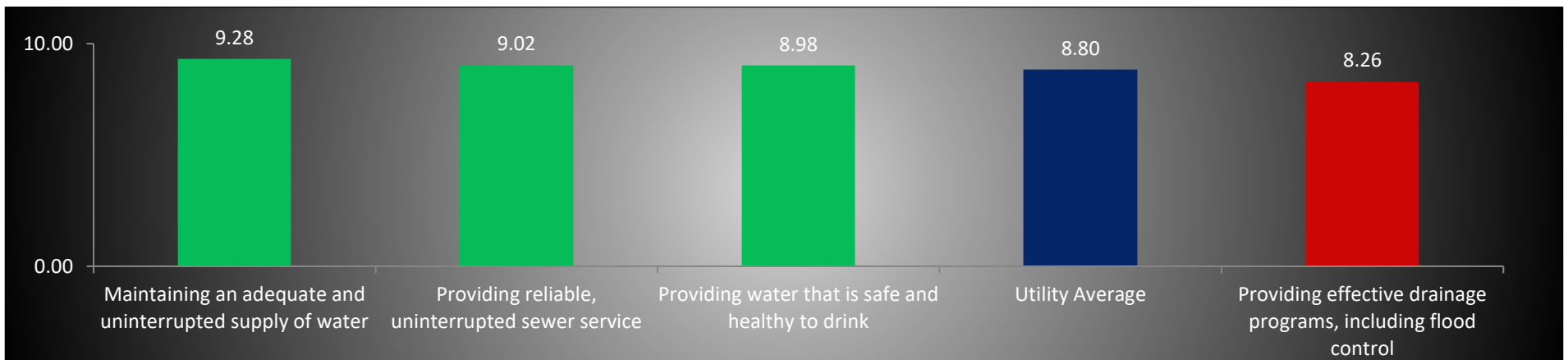
However, the utility department receives the lowest rating for providing effective draining programs, which as noted is the most important driver of the departments overall ratings. These ratings have varied over the years. Residents gave this aspect of service the lowest ratings in 2021 and the highest in 2019 and 2021.

Figure 38: 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 39: Performance of Bellevue's Utility Department



Mean score based on a scale from 0 to 10

Green = Above dimension average Yellow = Similar to dimension average Red = Below dimension average







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

	2016 - 2018 (average)	2019	2020	2021
NET: Excellent / Good	97%	98%	97%	99%
Excellent	74%	77%	75%	80%
Good	23%	21%	23%	19%
NET: Poor	1%	1%	1%	0%
Mean	9.03	9.19	9.08	9.28 ↑

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

	2016 - 2018 (average)	2019	2020	2021
NET: Excellent / Good	96%	98%	96%	97%
Excellent	70%	73%	70%	72%
Good	26%	25%	25%	26%
NET: Poor	1%	1%	1%	1%
Mean	8.91	9.08	8.90	9.02

**How well is Bellevue providing water that is safe and healthy to drink?**

	2016 - 2018 (average)	2019	2020	2021
NET: Excellent / Good	95%	95%	93%	97%
Excellent	66%	67%	67%	71%
Good	29%	29%	26%	26%
NET: Poor	2%	4%	3%	1%
Mean	8.75	8.71	8.74	8.98

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

	2016 - 2018 (average)	2019	2020	2021
NET: Excellent / Good	90%	94%	85% ↓	92%
Excellent	42%	52% ↑	43% ↓	52% ↑
Good	48%	42%	42%	40%
NET: Poor	4%	3%	8%	5%
Mean	7.98	8.31 ↑	7.76 ↓	8.26 ↑





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## CODE ENFORCEMENT

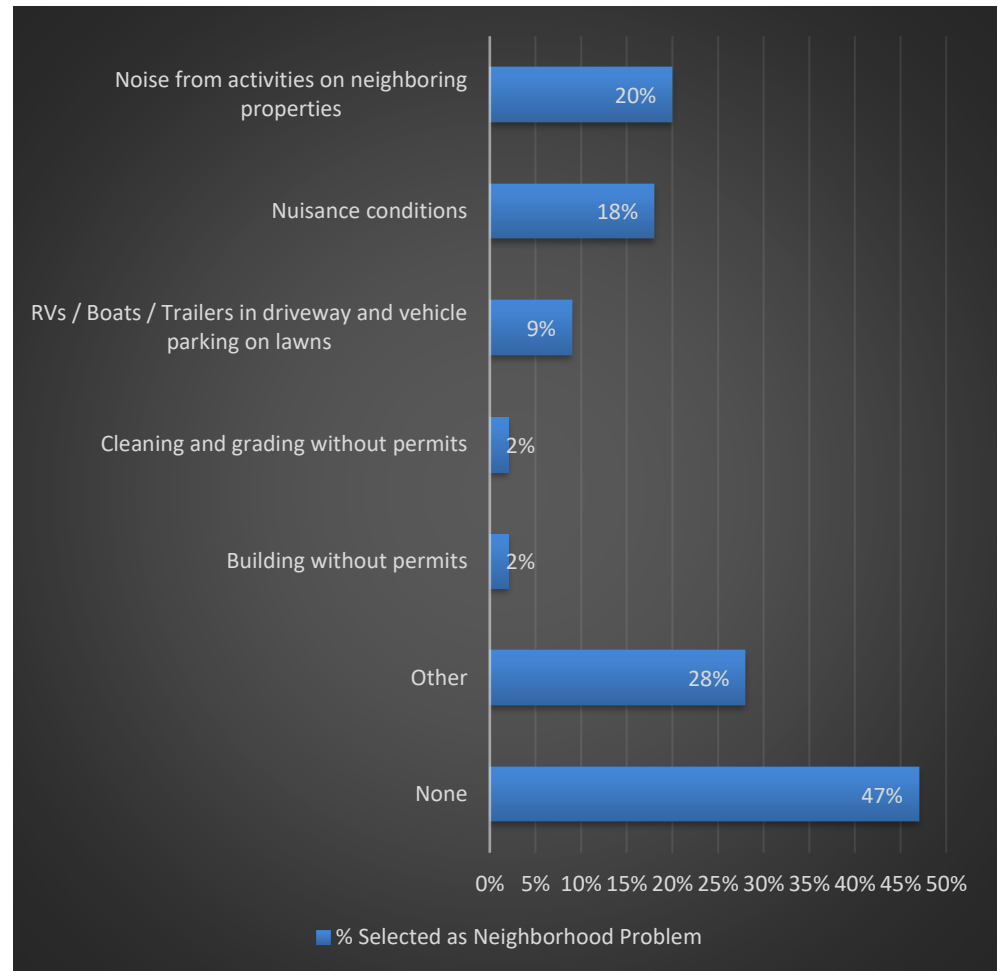
Only one question was asked about code enforcement in 2021. Moreover, this question was changed from previous years; thus, there are no comparisons to prior years.

Respondents were asked to indicate which of five items are specific problems in their neighborhood. Nearly half indicated that none of the five items listed were problems in their neighborhood. Those living in Northwest Bellevue, Somerset, BelRed, and Bridle Trails were most likely to say none of the items listed were problems in their neighborhood.

Noise from activities on neighboring properties and nuisance conditions such as junk and trash in yards or driveways, sagging fences, and/or junk or inoperable vehicles) were the two most frequently cited problems.

- Those living in the Crossroads neighborhood were the most likely to cite noise (48%).
- While a small sample (n = 10), those living in Factoria were the most likely to say that nuisance conditions are a problem (73%).

Figure 40: Neighborhood Problems





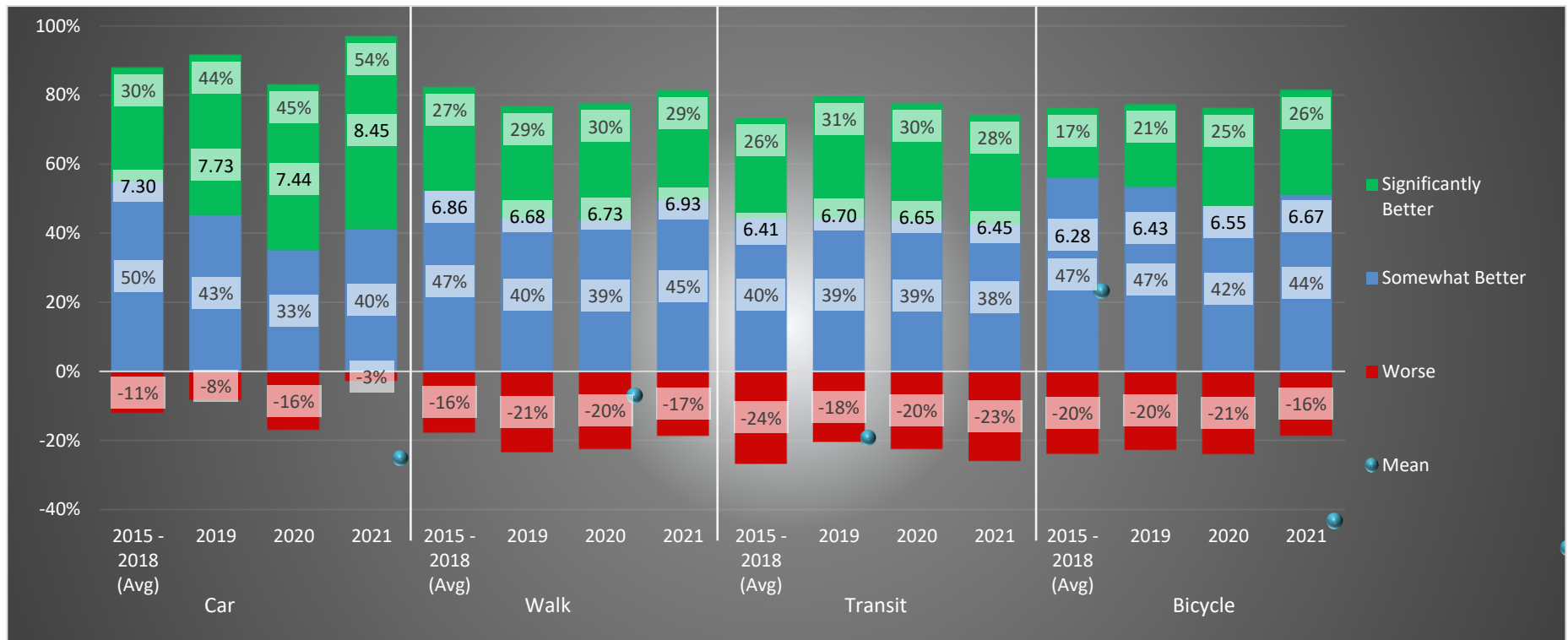
## TRANSPORTATION

### Mobility

Bellevue residents continue to feel that getting around Bellevue by car is better than other communities. Moreover, ratings for ease of getting around Bellevue by car have been improving, notably in 2021 when more than half indicated that getting around by car is significantly better than other communities. This could reflect decreases in traffic congestion as a result of COVID-19.

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 41: 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

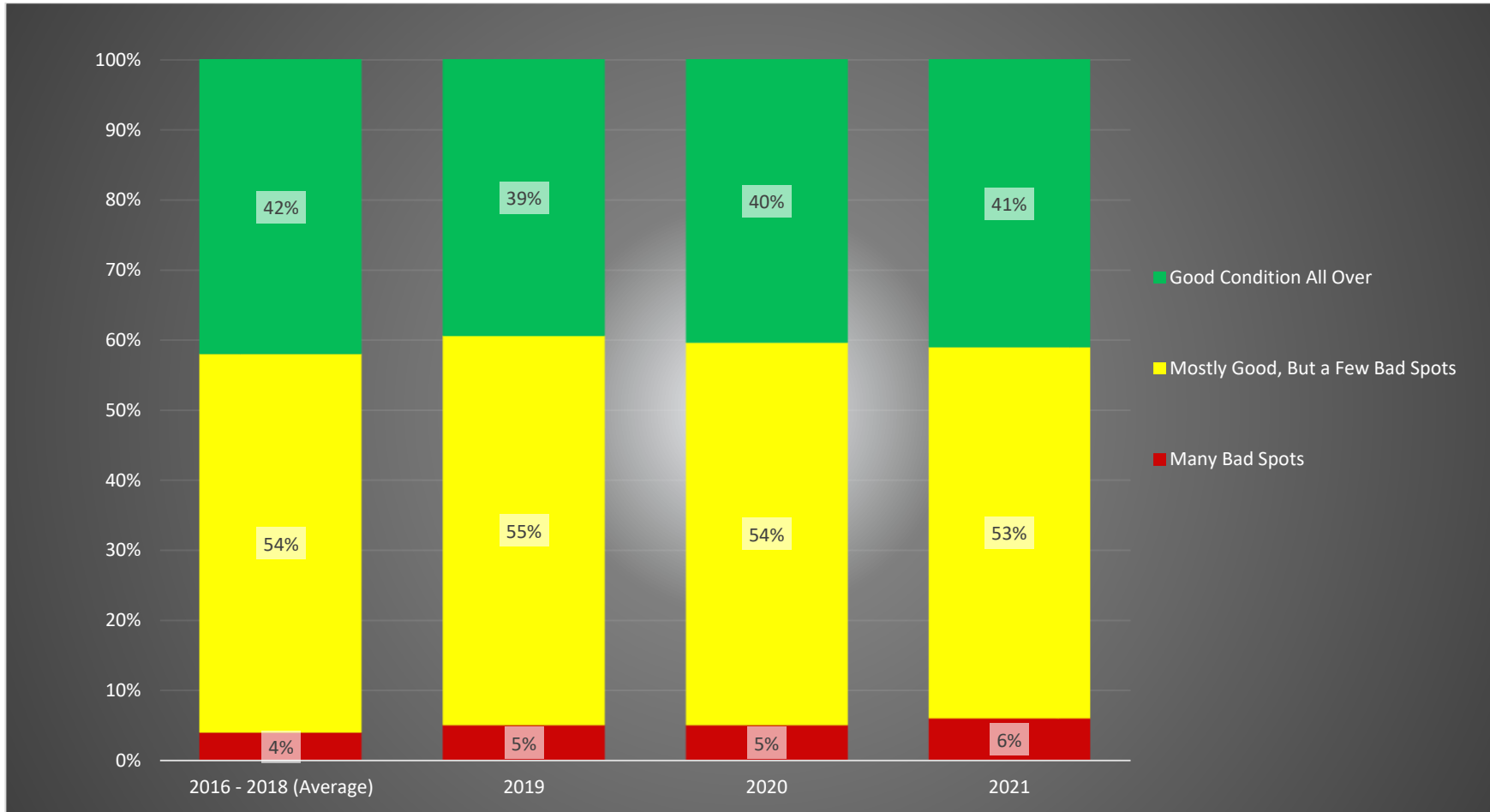




## Neighborhood Road / Street Conditions

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 42: 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 and Wilburton.

Table 13: Condition of Streets / Roadways by Neighborhood

	<b>Good All Over</b>	<b>Mostly Good</b>	<b>Many Bad Spots</b>
BelRed	33%	62%	6%
Bridle Trails	39%	49%	12%
Cougar Mountain / Lakemont	42%	49%	9%
Crossroads	31%	57%	11%
Downtown	61%	36%	3%
Eastgate	40%	52%	9%
Factoria	35%	65%	0%
Lake Hills	45%	54%	1%
Newport	23%	77%	0%
Northeast Bellevue	28%	64%	8%
Northwest Bellevue	48%	52%	0%
West Lake Sammamish	19%	60%	20%
Somerset	41%	59%	0%
West Bellevue	26%	72%	2%
Wilburton	41%	40%	19%
Woodridge	52%	42%	6%

*Use caution in interpreting these results; small sample sizes*



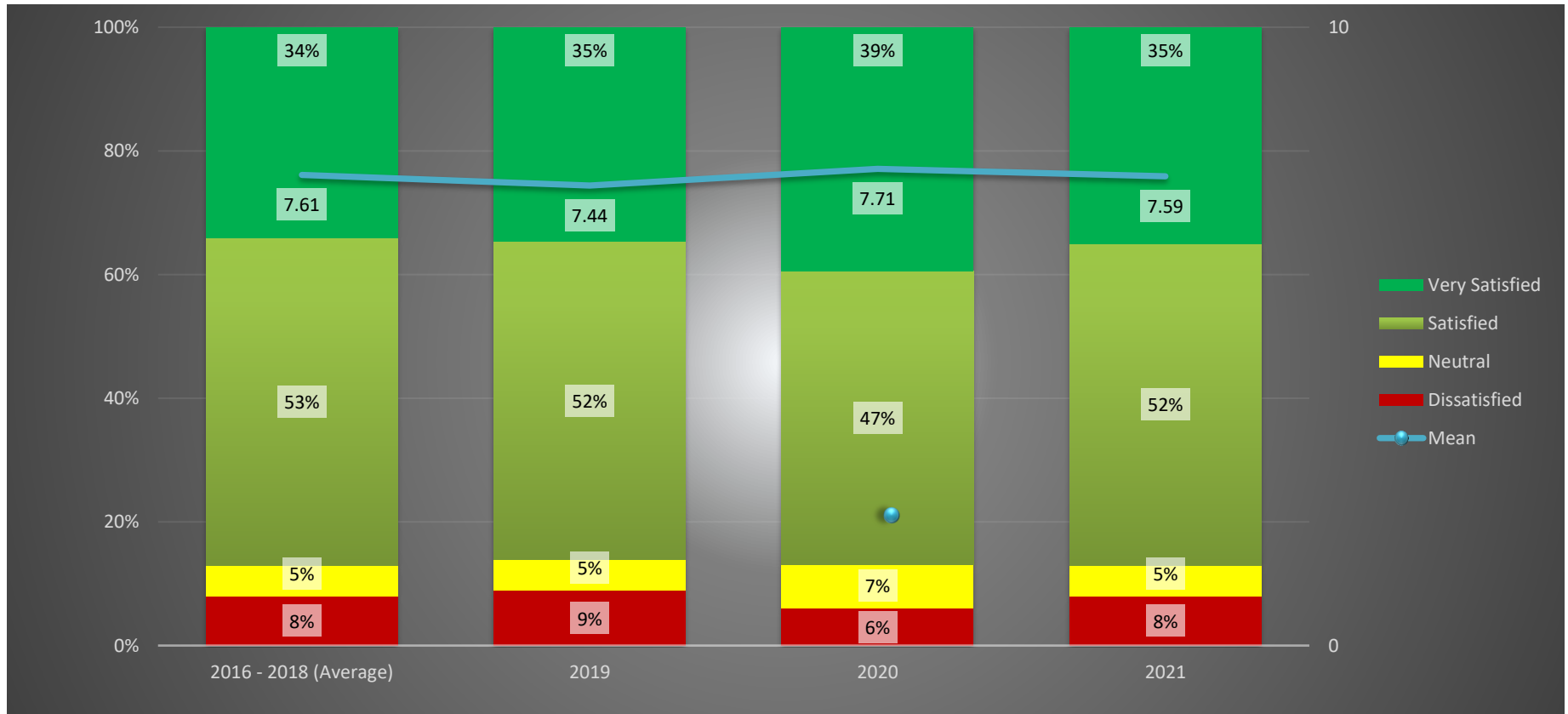


## Sidewalk / Walkway Maintenance

The majority of Bellevue residents continue to be satisfied with the maintenance of sidewalks and walkways. Ratings have been relatively consistent over the years.

- While there are no significant differences in the mean ratings across the different neighborhoods, a higher percentage of those in Factoria (small sample size), Bridle Trails, Cougar Mountain / Lakemont, West Bellevue, and Northeast Bellevue expressed dissatisfaction.

Figure 43: 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



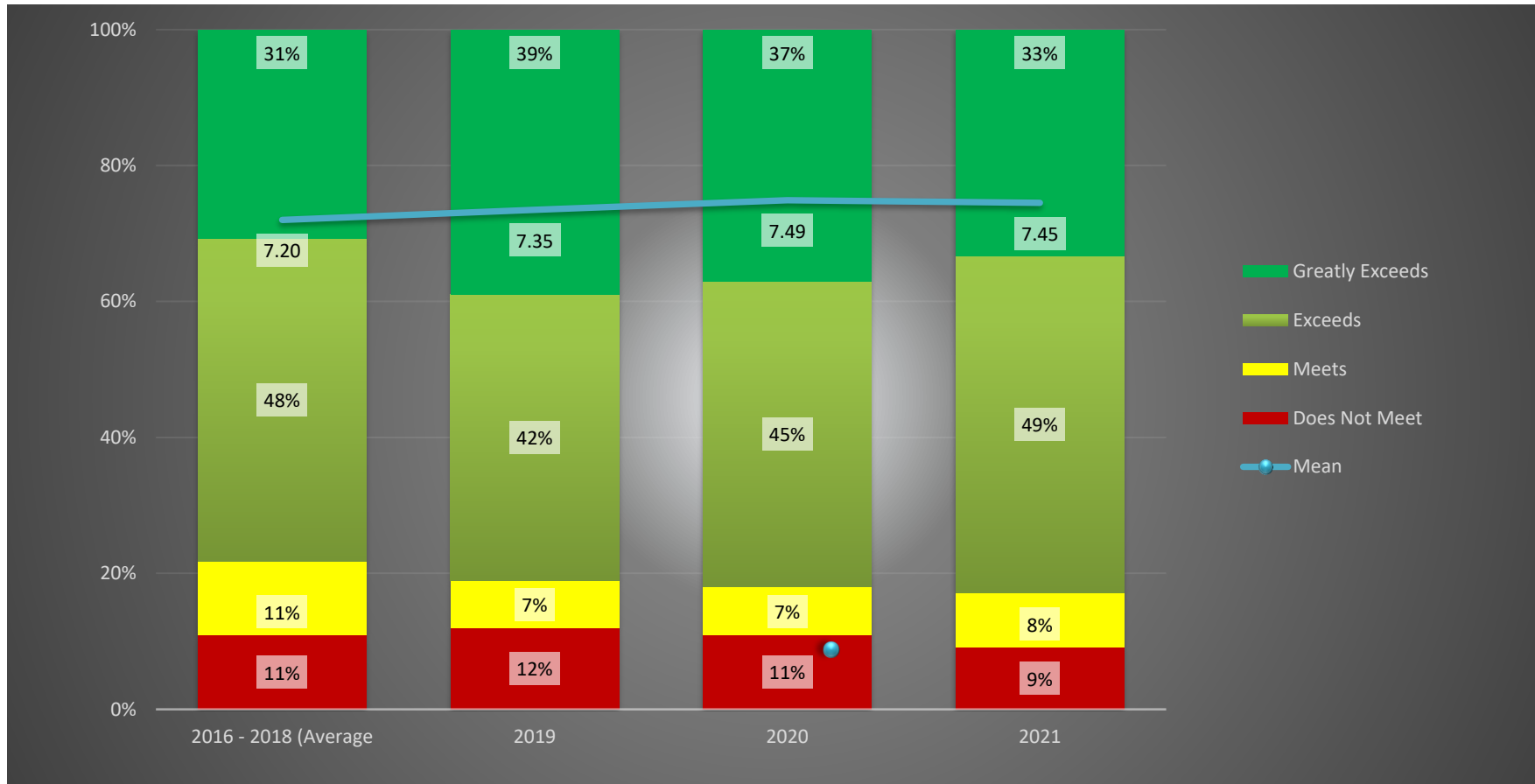


## Satisfaction with Neighborhood Street Sweeping

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. However, a higher-than-average percentage of Newport, Crossroads, and Northeast Bellevue residents suggest that neighborhood street sweeping does not meet their expectations.

Figure 44: 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







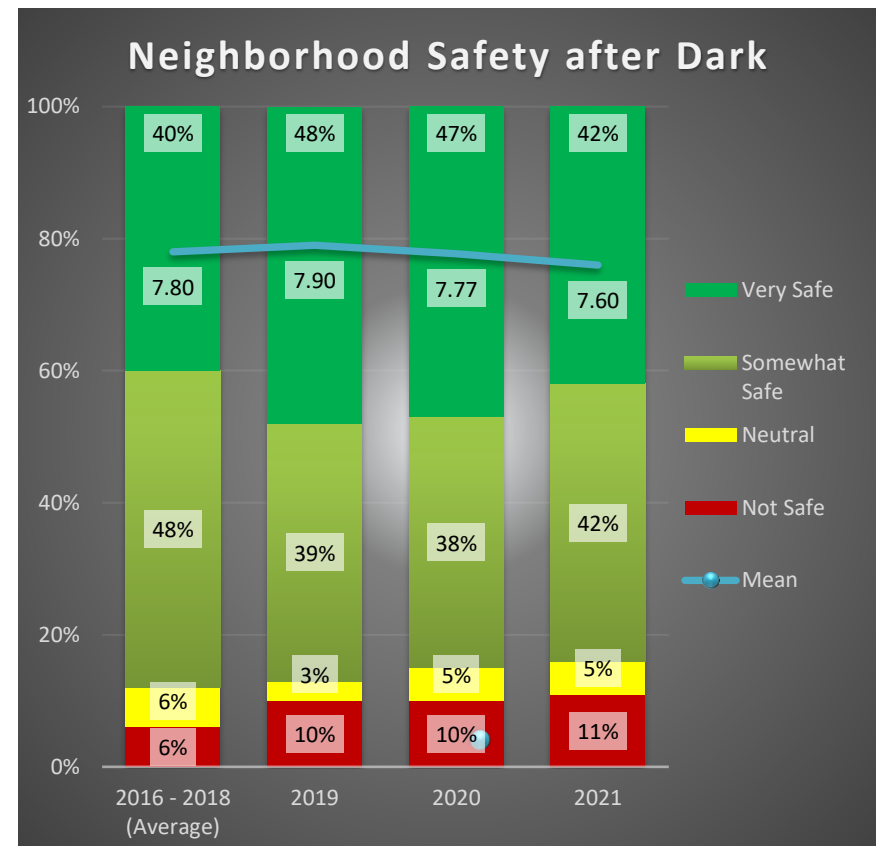
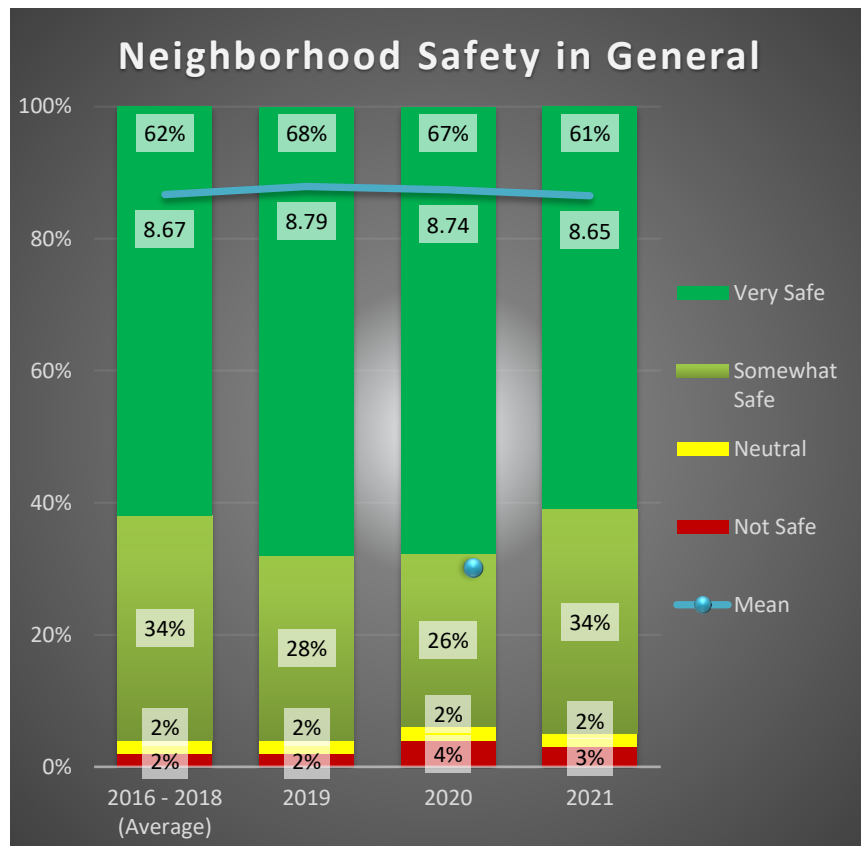
# SAFETY

## 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. While still strongly positive, there has been a decrease in the percentage of residents saying they feel very safe in their neighborhoods in general but notably after dark since 2019. Ratings for neighborhood safety after dark have been decreasing over the years and the percent of residents indicating ‘not safe’ is significantly higher than the 2016 to 2018 average.

Figure 45: 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





The two neighborhoods (Factoria and BelRed) with the highest percentages of residents saying they feel unsafe in their neighborhood after dark have very small sample sizes; thus care should be used in interpreting these results.

Table 14: Neighborhood Safety After Dark by Neighborhood

	Very Unsafe	Somewhat Unsafe	Neutral	Somewhat Safe	Very Safe	Mean	Sample Size
<b>BelRed</b>	6%	26%	0%	43%	25%	6.51	(n=9)
<b>Bridle Trails</b>	0%	15%	0%	36%	49%	7.82	(n=24)
<b>Cougar Mountain / Lakemont</b>	0%	10%	0%	40%	49%	7.90	(n=26)
<b>Crossroads</b>	5%	15%	4%	49%	27%	6.84	(n=32)
<b>Downtown</b>	4%	8%	3%	35%	50%	7.67	(n=73)
<b>Eastgate</b>	8%	0%	4%	65%	23%	7.23	(n=24)
<b>Factoria</b>	0%	36%	7%	21%	36%	6.60	(n=10)
<b>Lake Hills</b>	2%	1%	12%	44%	41%	7.74	(n=54)
<b>Newport</b>	3%	4%	7%	48%	39%	7.79	(n=21)
<b>Northeast Bellevue</b>	2%	13%	5%	37%	43%	7.56	(n=36)
<b>Northwest Bellevue</b>	0%	4%	0%	47%	49%	8.22	(n=25)
<b>West Lake Sammamish</b>	0%	10%	0%	34%	56%	8.06	(n=22)
<b>Somerset</b>	5%	5%	0%	31%	58%	8.19	(n=16)
<b>West Bellevue</b>	0%	6%	9%	44%	42%	7.68	(n=29)
<b>Wilburton</b>	0%	21%	4%	40%	35%	7.22	(n=16)
<b>Woodridge</b>	0%	6%	3%	54%	38%	7.81	(n=16)

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

Use caution in interpreting these results; small sample sizes

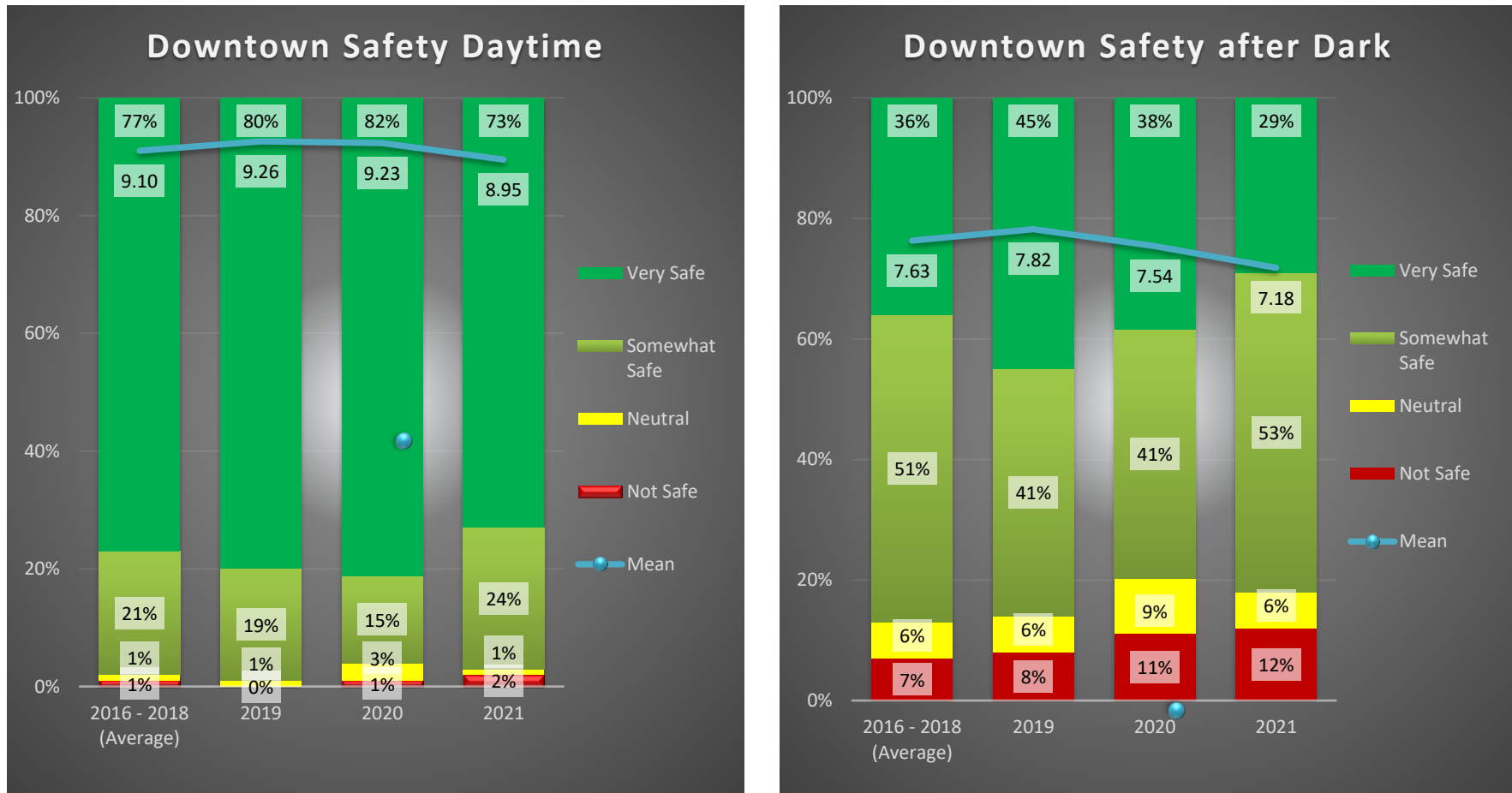


## Perceptions of Safety in Downtown Bellevue

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 has been a steady decrease in the percentage of Bellevue residents who feel very safe in downtown Bellevue after dark since 2019. This decrease was significant in 2021. Ratings for downtown safety in general and particularly after dark are at their lowest ratings in recent years.

Figure 46: Perceptions of Safety in Downtown Bellevue



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



## Police Contact

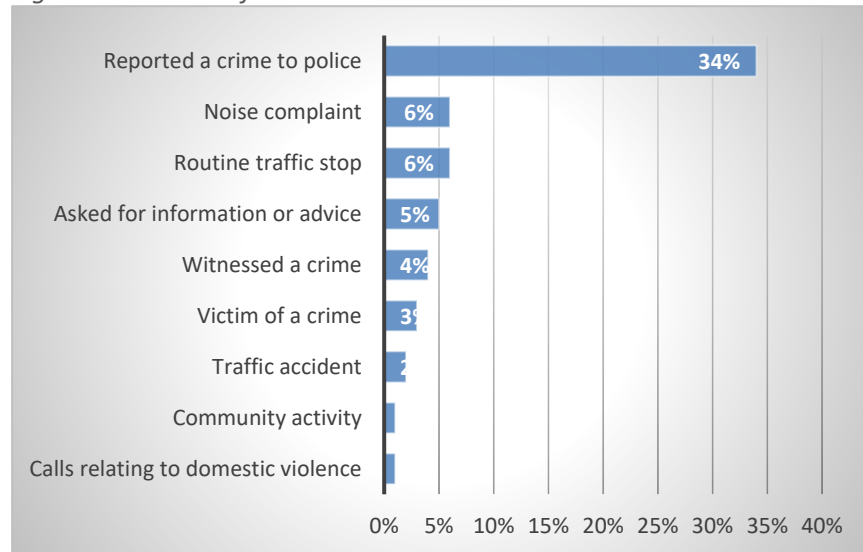
In past years, between 10 and 12 percent of Bellevue residents say that they or a member of their household has been a victim of a crime. That figure increased to 15 percent in 2021; however, the increase was not statistically significant.

- In the majority of cases (62% in 2021), these residents reported the crime to the police. While not statistically significant (due to small sample size), this is lower than in 2020 when 75 percent of those who were a crime victim reported the crime.

After several years of decrease, there was an uptick in the percentage of residents reporting they had some contact with the police during the past 12 months.

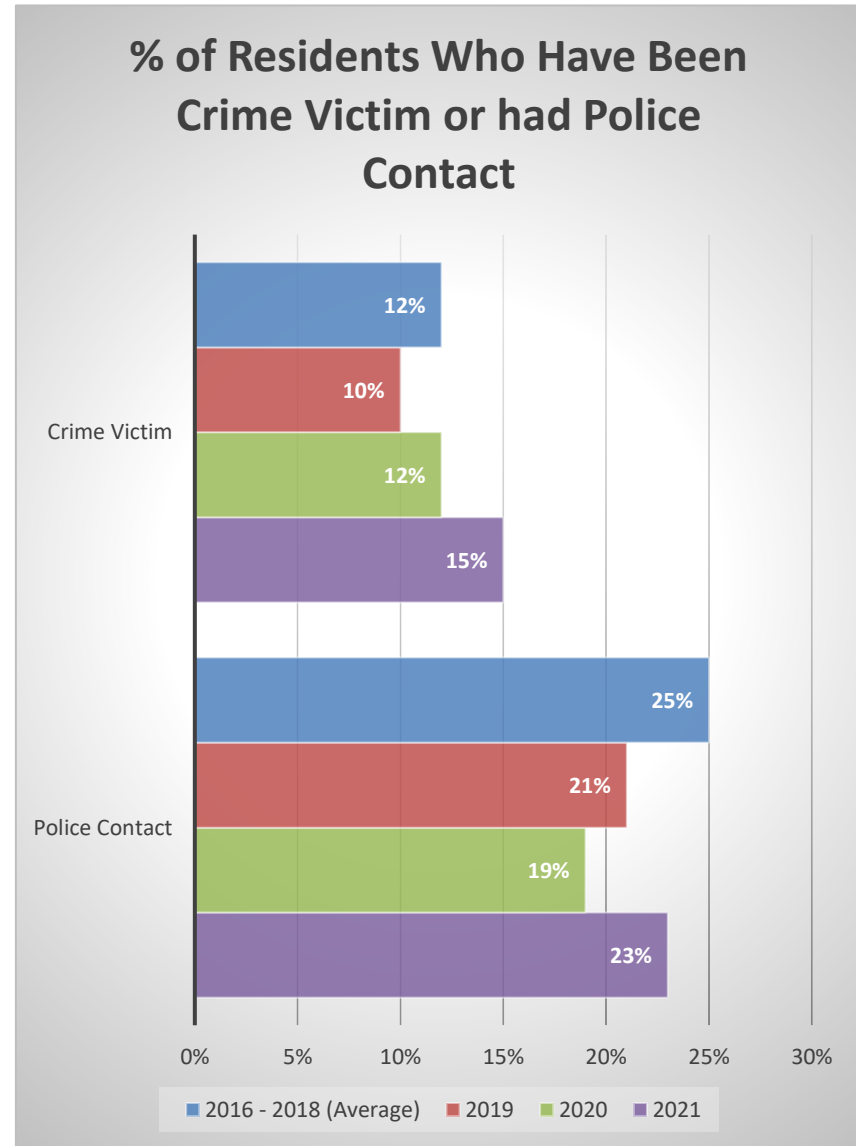
The most frequent reason for contact was to report a crime.

Figure 48: Nature of Police Contact



CRIME3—What was the nature of that contact with police?  
Base: Had contact with Bellevue's police in past 12 months

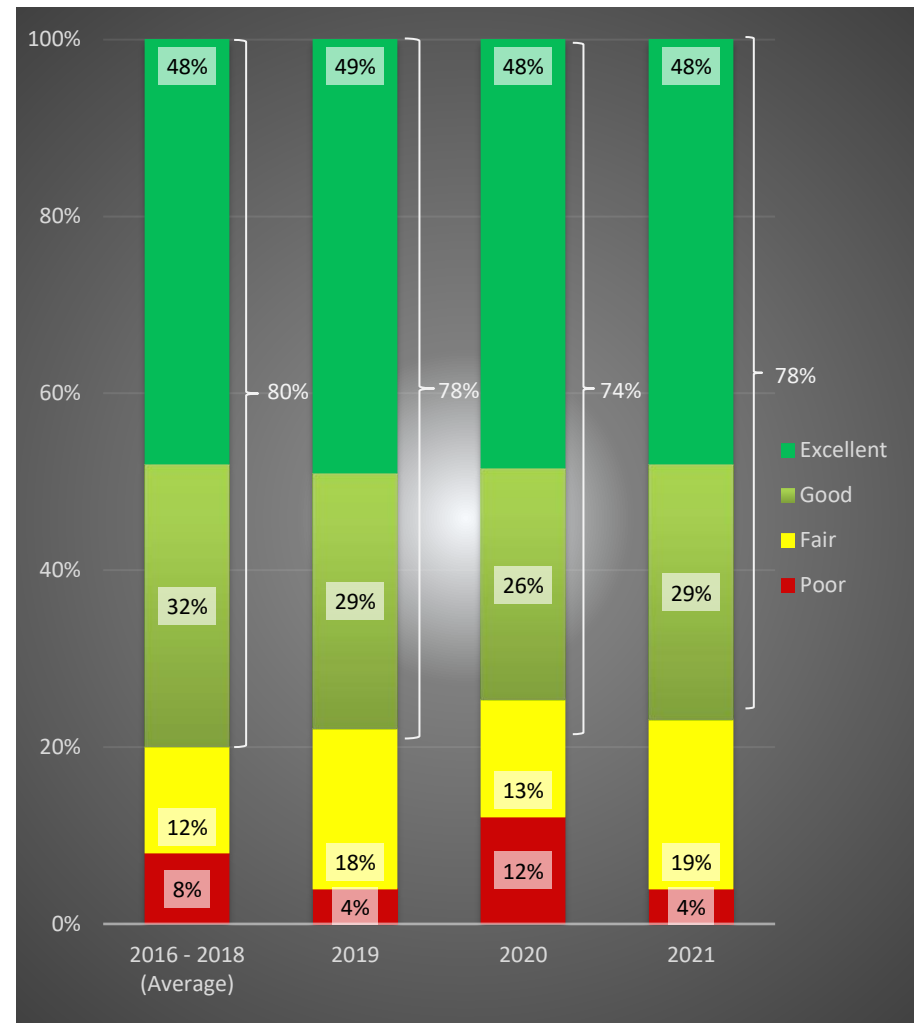
Figure 47: Police Contact in Past 12 Months





While less than one out of four Bellevue residents had some type of recent contact with the police, ratings have been consistently positive about the handling of that contact—nearly half feel the contact was “excellent.”

Figure 49: 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: Interacted 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.

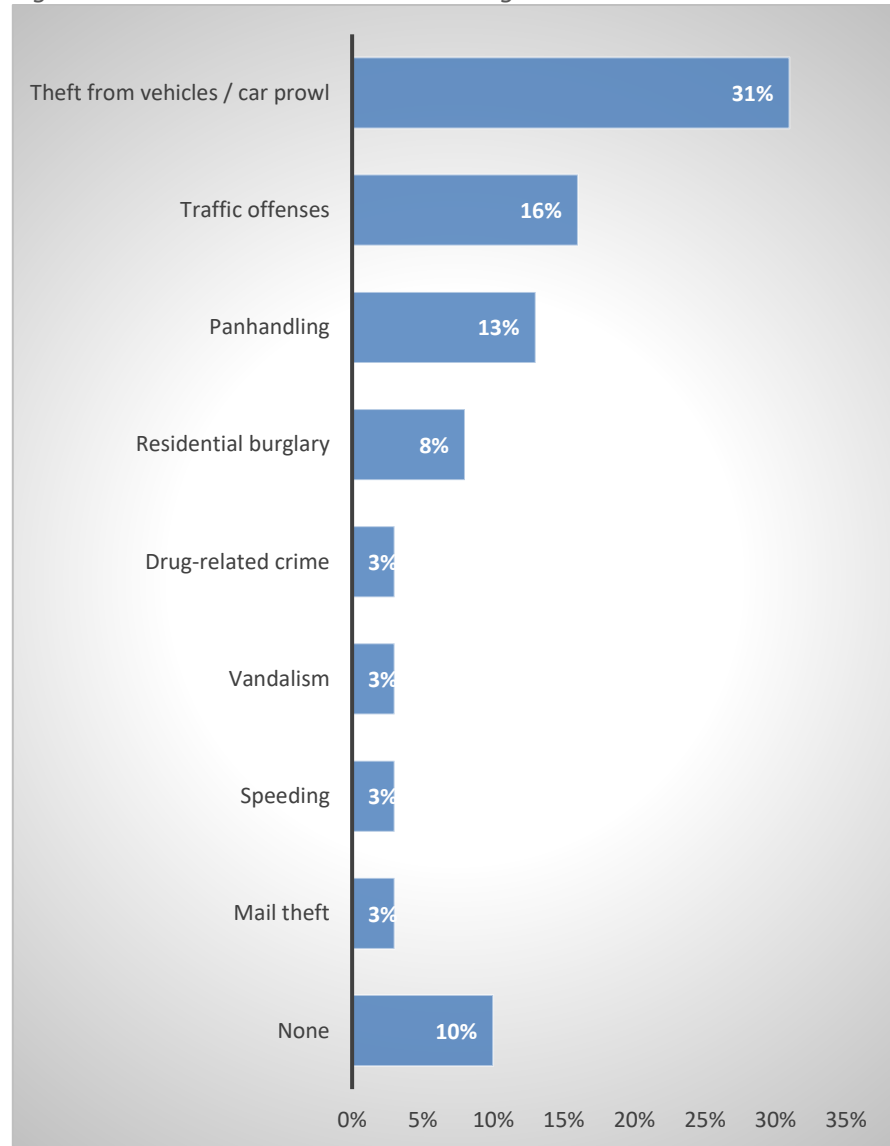
Bellevue residents continue to feel that car prowls continue to be the most common police-related problem in neighborhoods. The extent to which they feel car prowls are a problem has increased from 17% in 2016 to 2018 to 31 percent in 2021.

Traffic offenses is seen as the second problem. However, after peaking in 2019 at 26%, concerns about this issue have decreased.

Concerns about panhandling have quadrupled in 2021—from 3 percent in years prior to 2021 to 13 percent.

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

Figure 50: Police-Related Problems in Neighborhoods--2021



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

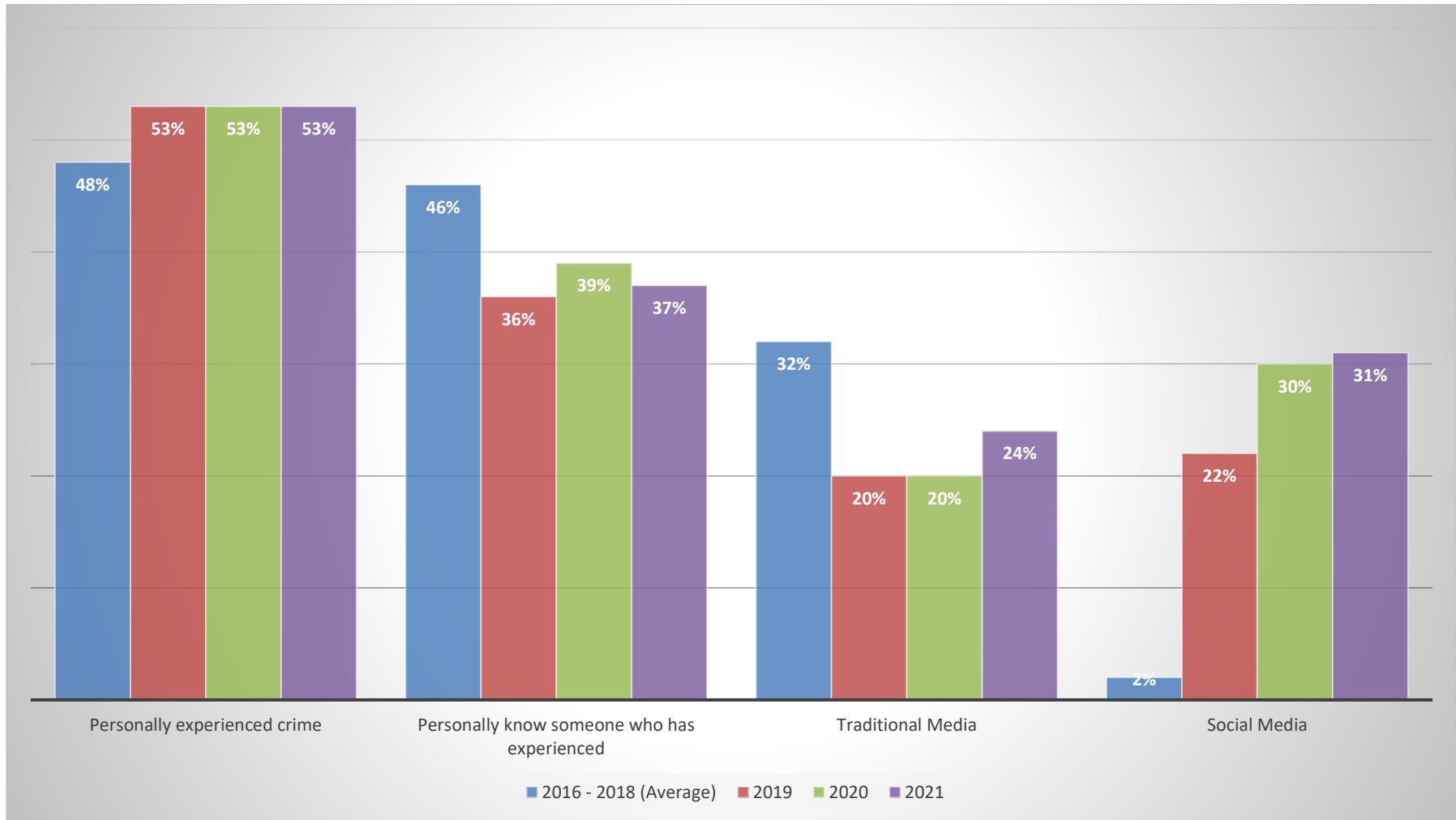
More than half of those who reported a crime-related problem in their neighborhood indicated that they personally had experienced the crime. While not statistically significant, this percentage has increased over the years.





While direct experience or word of mouth continues to be the primary basis influencing residents' perception of crime-related problems in their neighborhoods, social media and, to a lesser extent, traditional media also have an influence. 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 51: Basis for Perceptions of Crime-Related Problems in Neighborhood



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

Base: Residents who report problems in their neighborhood

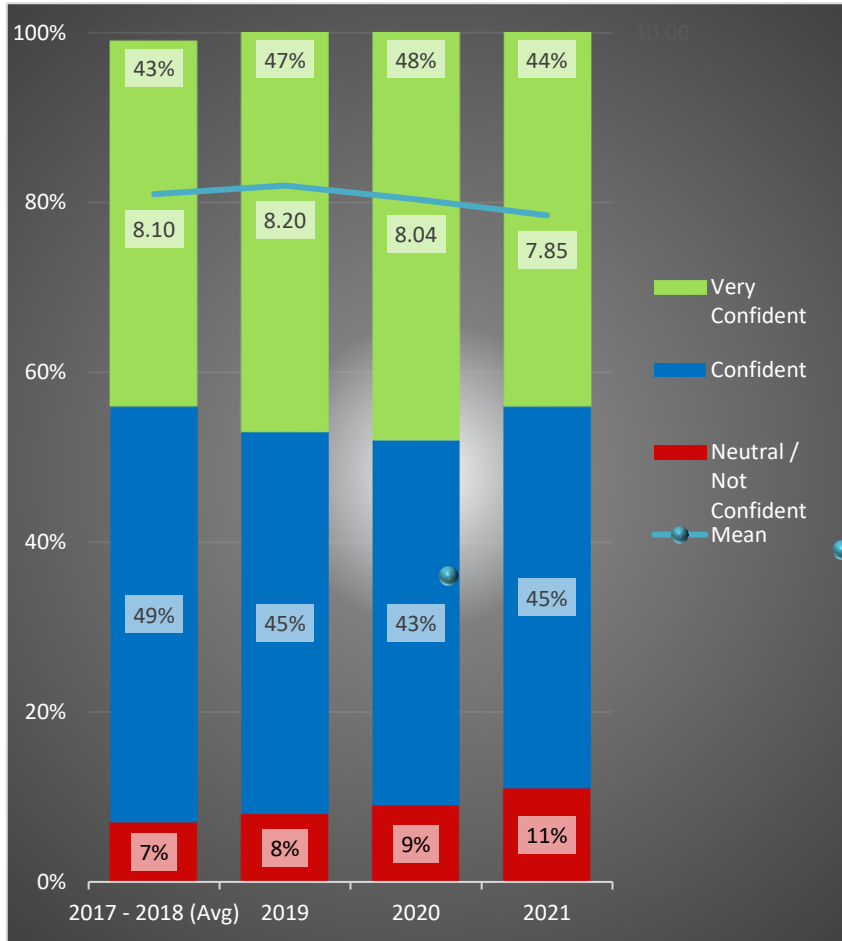




## Professionalism of and Confidence in Police Department

Confidence in Bellevue’s police department peaked in 2019. While decreases are not statistically significant, they should be monitored.

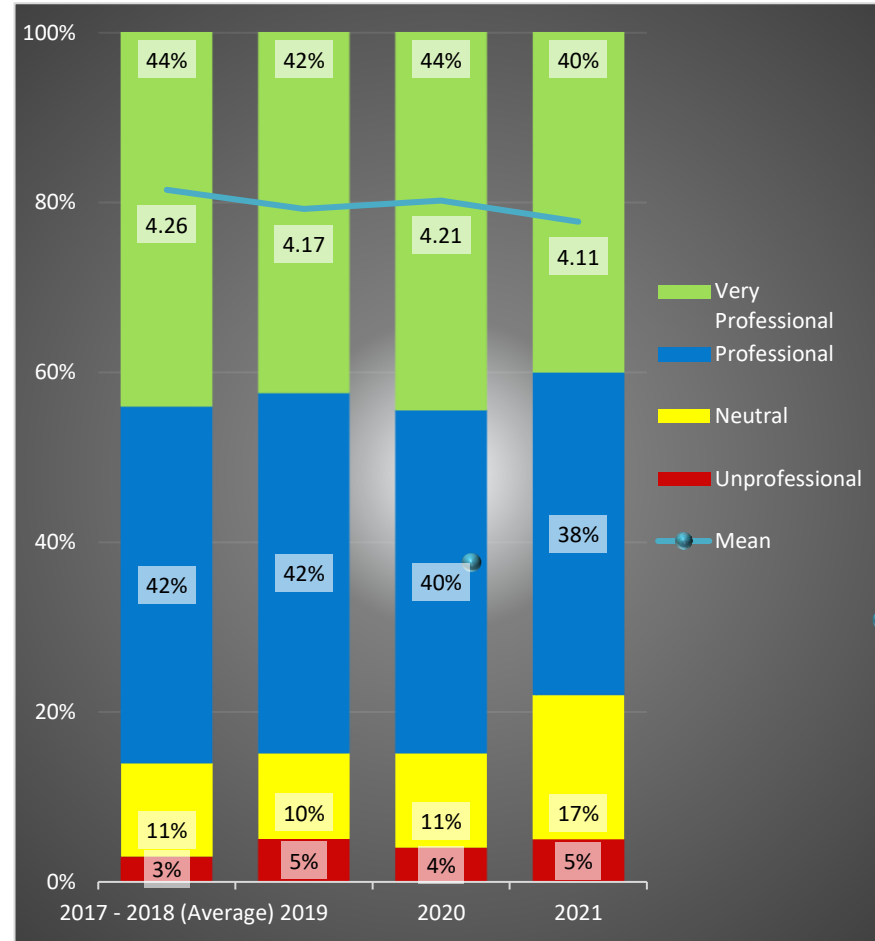
Figure 52: Confidence in Bellevue’s Police Department



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

Resident perceptions of the professionalism of Bellevue’s police officers and employees also decreased.

Figure 53: 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

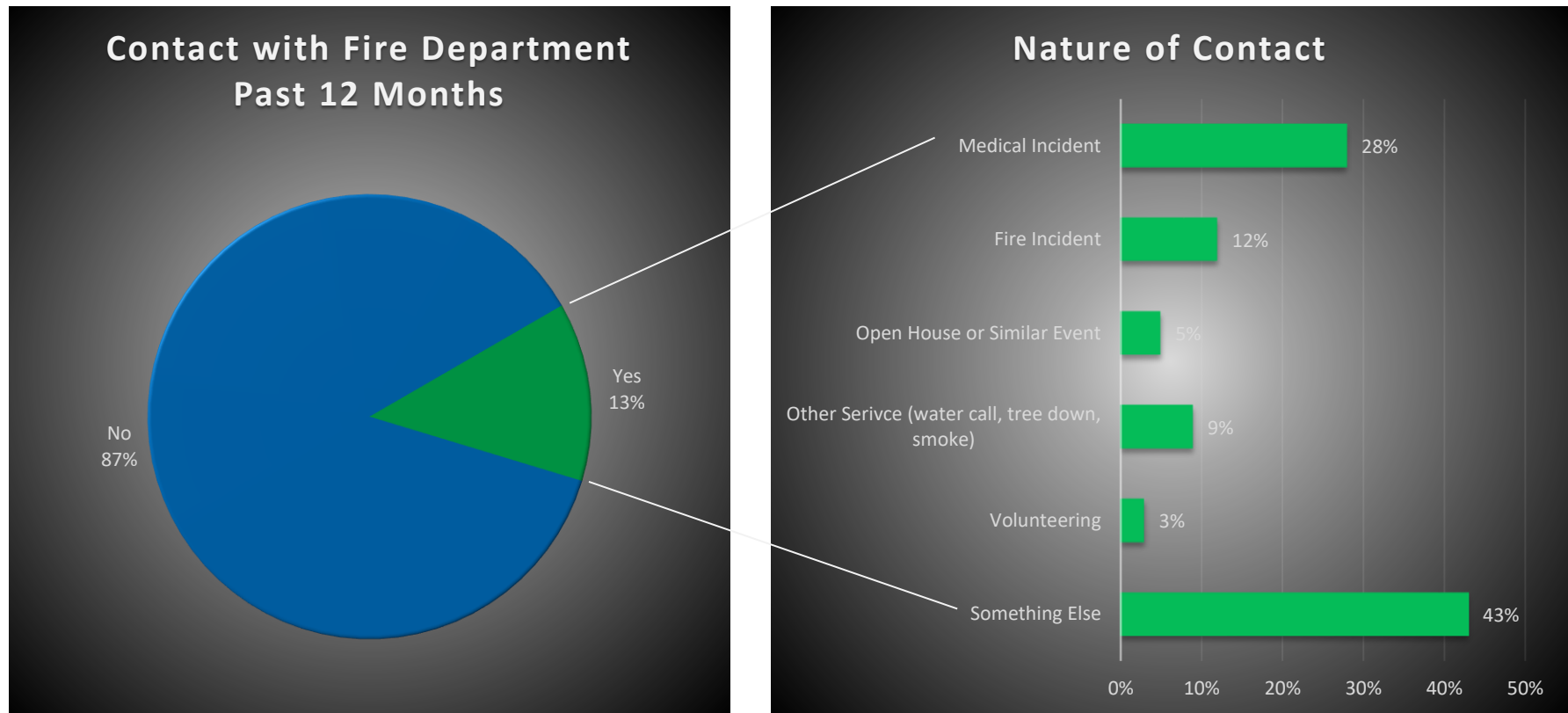




## Fire Department

As in previous years, relatively few Bellevue residents have had some type of recent (within the past 12 months) contact with the city’s Fire Department. The most common reasons were for a medical incident or some other reason—such as vaccinations or false alarms.

Figure 54: Recent Contact with Fire Department



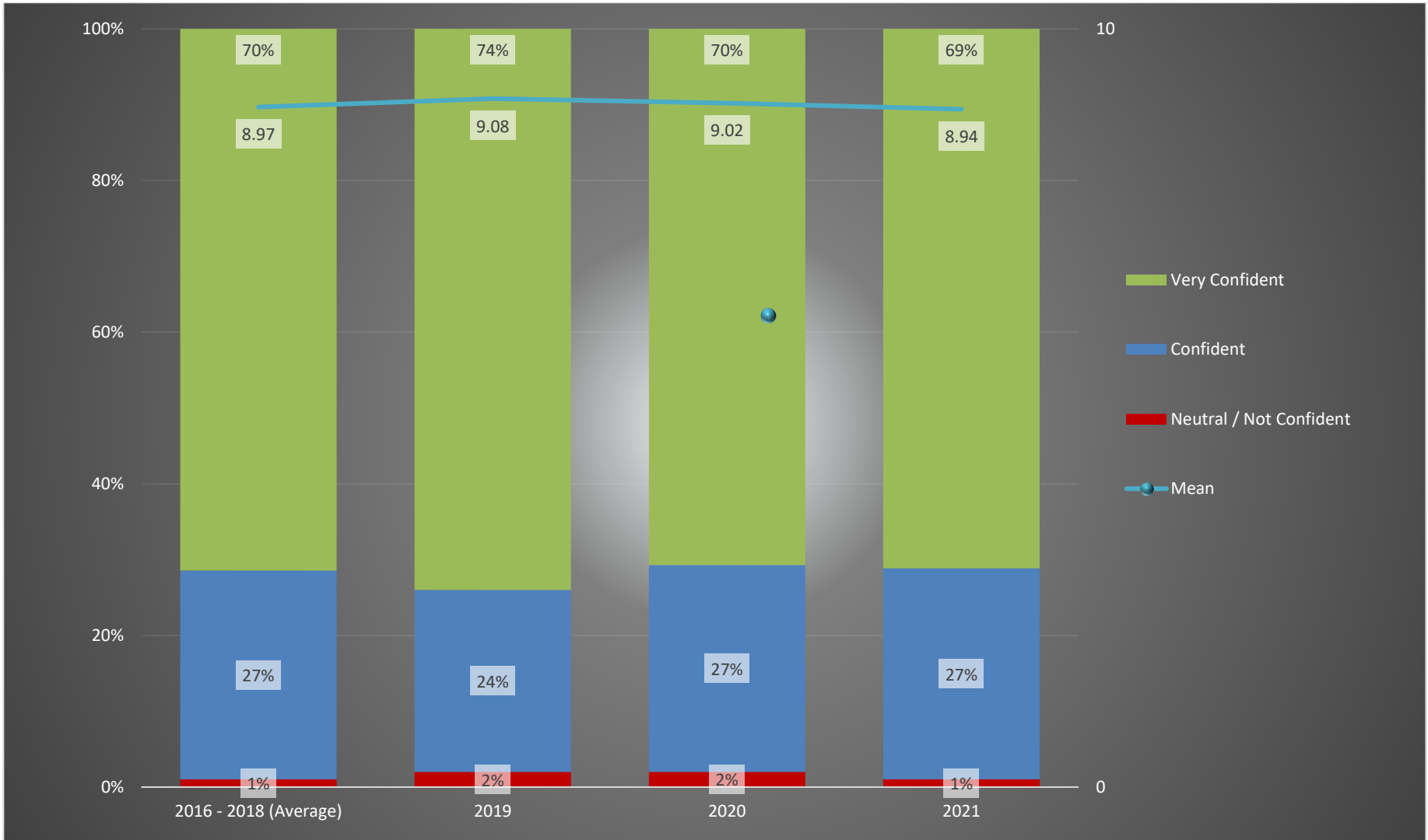
FIRE1--Have you had any contact with Bellevue's Fire Department in the past 12 months? Base: All respondents

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 55: 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





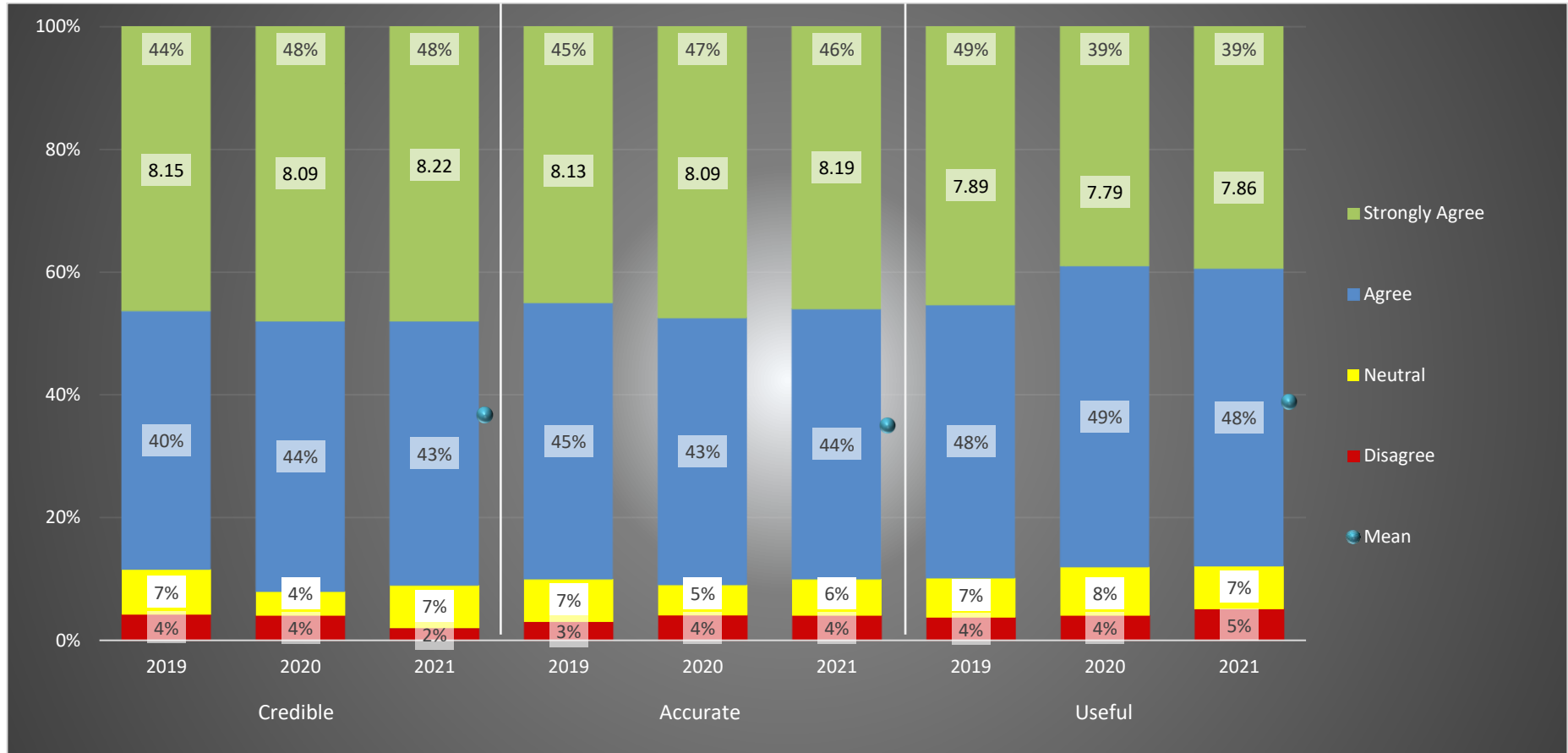
## COMMUNICATIONS

### 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. These ratings are consistent over the past three years.

While still high, ratings for credibility and accuracy are higher than for usefulness.

Figure 56: 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"

Base: All respondents



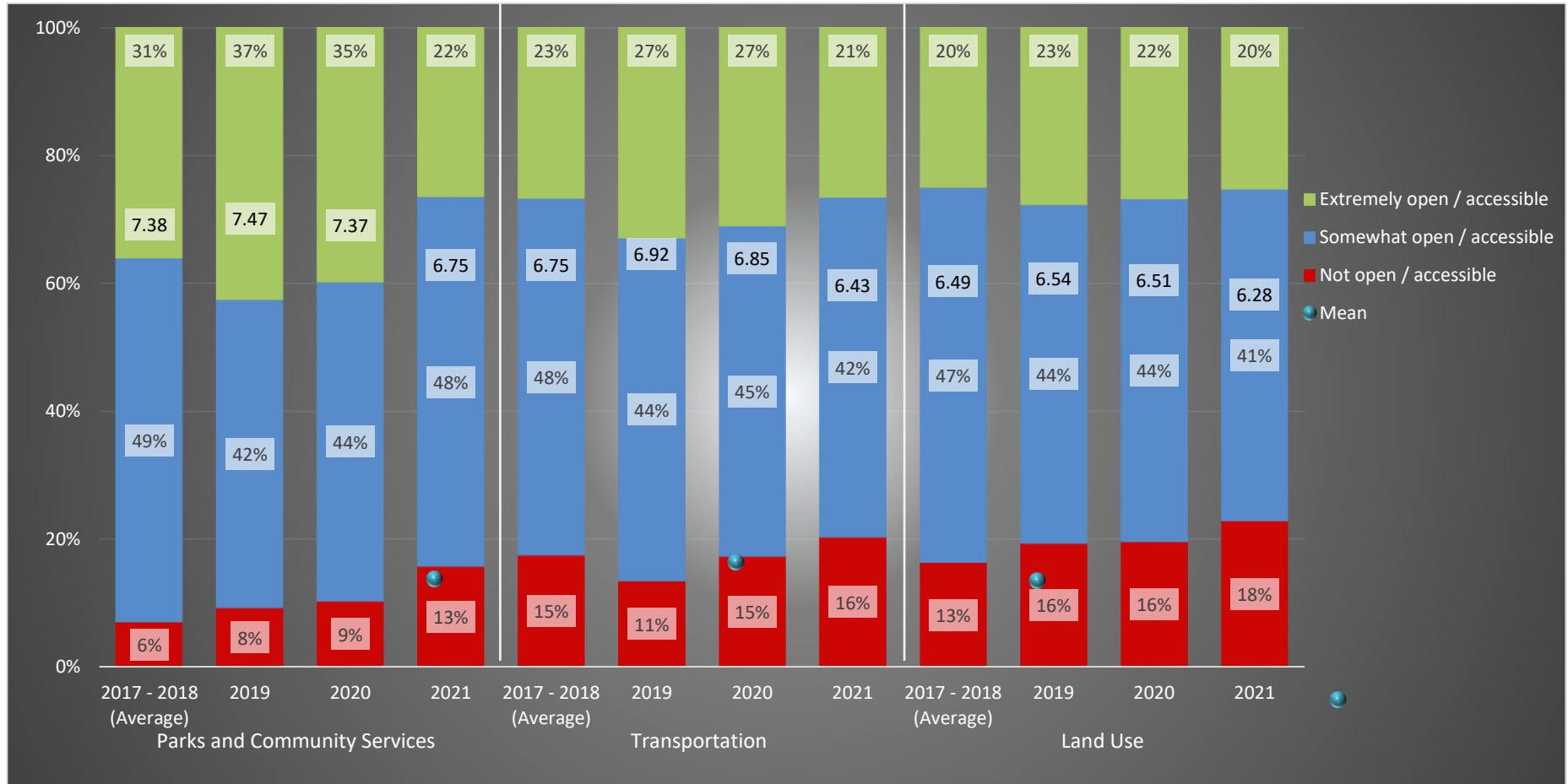


## Openness and Accessibility of City's Planning Efforts

Overall, residents find that the city is “somewhat open and accessible regarding its planning efforts.”

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. Bellevue residents' perceptions of the openness and accessibility of city planning efforts about parks and community services decreased significantly in 2021.

Figure 57: Openness and Accessibility of City's Planning Efforts



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

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

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

Base: All respondents





## APPENDIX I—WEIGHTING

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

While quotas were created to minimize the differences between the sampled population and the actual population, it is common to find that older individuals—those 55 years old and older—are over-represented in general population studies. Conversely, younger residents—those between 18 and 24 years of age—are under-represented in general population studies. The enhanced methodology used in 2019 improved the representation by a large margin, but weighting was still used to ensure that differences in responses over the years are not a factor of differences in the characteristics of the respondents in the final sample. The purpose of weighting is to create a multiplier to adjust the final sample distribution so that the survey results better reflect the population. This is done by applying a multiplier to each individual based on that person's age and gender. Older residents receive a smaller multiplier (e.g., 0.8) while younger residents receive a higher multiplier (e.g., 1.2).

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

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





Table 15: Weighting—Unweighted and Weighted Data Compared to Bellevue Population

	2021 Performance Measures Survey (unweighted)	2021 Performance Measures Survey (weighted)	Bellevue Population*
Gender			
Male	60%	50%	50%
Female	39%	48%	50%
Age**			
18–34	22%	30%	28%
35–54	44%	37%	38%
55 Plus	35%	33%	33%
Household Size			
Single Adult	24%	26%	26%
Two or More Adults	76%	74%	74%
Children in Household			
None	70%	73%	68%
One or More	30%	27%	32%
Dwelling Type			
Single-Family	50%	50%	50%
Multi-Family	50%	50%	50%
Home Ownership			
Own	64%	62%	57%
Rent	36%	38%	43%
Income			
Less than \$25,000	3%	4%	11%
\$25,000–\$50,000	6%	7%	12%
\$50,000–\$75,000	8%	8%	13%
\$75,000 or Greater	82%	81%	65%
Race/Ethnicity			
White ( <i>not Hispanic</i> )	58%	61%	56%
Asian ( <i>with any other race</i> )	29%	26%	37%
Any other race	13%	13%	7%
Years Lived in Bellevue			
0–3	27%	28%	
4–9	23%	21%	n.a.
10 or More	50%	50%	
Language Spoken at Home			
English only	44%	48%	58%
Other than English	56%	52%	42%

\*Source for population figures: All data are 2013-2017 American Community Survey five-year estimates.

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



## APPENDIX III — QUESTIONNAIRE

### INTRODUCTION

INTROTEL Hello. This is \_\_\_\_\_ with **ComEngage**, 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.

[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**

**SCR1**      How many years have you lived in Bellevue?  
**[ALLOW FRACTIONAL ANSWERS]**  
 \_\_\_\_\_ ENTER NUMBER OF YEARS LIVED IN BELLEVUE  
 998      Don't know  
 999      Prefer not to answer

**SCR2**      Do you own or rent your residence?  
 01      OWN  
 02      RENT  
 998      Don't know  
 999      Prefer not to answer

**SCR3**      Do you live in a . .  
 01      Single-family detached house (A house detached from any other house)  
 02      Single-family attached house (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      OTHER **[SPECIFY]**  
 998      Don't know  
 999      Prefer not to answer

**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      OTHER **[SPECIFY]**  
 998      Don't know  
 999      Prefer not to answer







**AGE**

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

“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?

- 01 18-24
- 02 25-34
- 03 35-44
- 04 45-54
- 05 55-64
- 06 65 or older
- 998 Don't know
- 999 Prefer not to answer

**GENDER**

Do you identify as. . .

- 01 Male
- 02 Female
- 03 Transgender
- 04 Gender Neutral
- 888 Other (specify: \_\_\_\_\_)
- 998 Don't know
- 999 Prefer not to answer





**KEY PERFORMANCE RATING QUESTIONS**

**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 Don't know  
999 Prefer not to answer

**Q1A** Using a **one or two word phrase**, what are Bellevue’s two best attributes?  
**[SMALL OPEN END BOX]**

**CURRSTAR1** How do you rate the overall quality of life in Bellevue? Use a scale from 0 to 10 where “0” means the quality of life in Bellevue “Does Not Meet My Expectations at All” and “10” means the quality of life “Greatly Exceeds My Expectations.”

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

998 Don't know  
999 Prefer not to answer

**CURRSTAR2** How do you rate the overall quality of services provided by the City of Bellevue? Use a scale from 0 to 10 where “0” means the quality of services provided “Does Not Meet My Expectations at All” and “10” means the quality of services provided “Greatly Exceeds My Expectations.”

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

998 Don't know  
999 Prefer not to answer

**CURRSTAR3** 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 Don't know  
999 Prefer not to answer





**CURRSTAR4** Overall, would you say that Bellevue is headed in the right or wrong direction? Use a scale from “0” to “10” where “0” means “Strongly Headed in The Wrong Direction” and 10 means “Strongly Headed in The Right Direction.”

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

998 Don't know  
 999 Prefer not to answer

**CurrStar 4A** Using a **one or two word phrase**, what are the reasons you **[think Bellevue is headed in the wrong direction / feel this way / think Bellevue is headed in the right direction]**?  
**[SMALL OPEN END BOX]**

**CURRSTARS** Thinking about City provided services in Bellevue, do you believe you are getting your money’s worth for your City’s tax dollars or not? 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 Don't know  
 999 Prefer not to answer

**CURRSTAR6** How likely are you to recommend living in Bellevue to family members or friends? Use a scale from 0 to 10 where “0” means “Definitely would not recommend” and “10” means “Definitely would recommend.”

Definitely Would Not Recommend											Definitely Would Recommend
0	1	2	3	4	5	6	7	8	9	10	

998 Don't know  
 999 Prefer not to answer





## KEY COMMUNITY INDICATORS

**KCISET1** 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.

**[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 Don't know
- 999 Prefer not to answer





**NEIGHBORHOODS**

**HOOD1** Using a scale from 0 to 10 where “0” means “Very Poor” and “10” means “Excellent,” how do you rate the quality of life in your own neighborhood?

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

- 998 Don't know
- 999 Prefer not to answer

**SenseofBelonging** Using a scale from 0 to 10 where “0” means “Strongly Disagree” and “10” means “Strongly Agree,” Please indicate the extent to which you agree or disagree with each of the following statements about your community. Community can mean anything from Bellevue as a whole, to your neighbors, to your sports or social clubs.

**[RANDOMIZE DISPLAY ORDER OF NF1 THRU EC3]**

- NF1** I think my community is a good place for **me** to live
- NF2** People living in my community and I **share the same values**
- NF3** People living in my community and I want the same things for this area
- MB1** I **can recognize** most of the people who live in my community
- MB2** I **feel at home** living in my community
- MB3** Few of the people living in my community **know me**
- IN1** I care about what other people in my community **think of me**
- IN2** I **have influence** over what my community is like
- IN3** If there is a problem in my community, people who live here can get it **solved**
- EC1** It is very **important to me** to live in my community
- EC2** People in my community generally get along with each other
- EC3** I expect to live in my community **for a long time**

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

- 998 Don't know
- 999 Prefer not to answer





**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. . .

**[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 Don’t know

999 Prefer not to answer





**PARKS**

**PARKS1** Next, we'd like to ask you some questions about Parks and Recreation programs and facilities (i.e., community centers, parks, trails, etc.) 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? (These include trails, nature parks, beach parks, neighborhood parks, golf courses, playgrounds and sports fields.)

- 01 I have personally
- 02 I have not, but someone in my household has
- 03 Both I and others in my household have
- 04 No one in the household has
- 998 Don't know
- 999 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 Don't know
- 999 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 in terms of . . .

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

- PARKS3B** Range and variety of recreation activities
- PARKS3C** Appearance
- PARKS3D** Safety
- PARKS3E** Accessibility

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

- 998 Don't know
- 999 Prefer not to answer





**KCISSET3**

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.

**[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 stormwater management services and infrastructure that reliably ensures public health

**KCI\_5B**

Provides water, sewer, and stormwater management services and infrastructure that protects the environment

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

998 Don't know

999 Prefer not to answer







## UTILITIES

**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 stormwater management that prevents flooding and protects our lakes and streams.

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

- 998 Don’t know
- 999 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 Don’t know
- 999 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 Don’t know
- 999 Prefer not to answer





## CODE ENFORCEMENT

### CODE1

The next question is about planning and code enforcement. Which of the following are specific problems in your neighborhood?

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

- 01 Building without permits
- 02 Clearing and grading without permits
- 03 Nuisance conditions (including junk and trash in the yard or driveway, sagging fences visible from the street, and junk or inoperable vehicles)
- 04 RVs/boats/trailers in driveway and vehicle parking on lawns
- 05 Noise from activities on neighboring properties
- 06 Other (please describe)
- 997 None of the above / nothing
- 998 Don't know
- 999 Prefer not to answer





**TRANSPORTATION**

**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 Don't know
- 999 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 Don't know
- 999 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 DON'T KNOW
- 999 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. . .

[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 Don't know

999 Prefer not to answer

**TRANS\_5** Using a scale from 0 to 10 where “0” means “Significantly 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...

[RANDOMIZE DISPLAY ORDER OF KCI6 THRU KCI8]

**TRANS5\_A** I can safely and predictably go to where I want to go by car.

**TRANS5\_B** Public transportation is available from where I live to where I want to go.

**TRANS5\_C** I can safely connect to many different places by walking.

**TRANS5\_D** I can safely connect to many different places by bicycle.

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

998 Don't know

999 Prefer not to answer





**PUBLIC SAFETY**

**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
- 998 Don't know
- 999 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 KC16 THRU KC18]**

**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 Don't know
- 999 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 Don't know
- 999 Prefer not to answer

**SKIP CRIME1A IF (CRIME <> "YES")**

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

- 00 NO
- 01 YES
- 998 Don't know
- 999 Prefer not to answer

**SHOW CRIME2 TO ALL RESPONDENTS**

**CRIME2** Have you had any contact with Bellevue's police during the past 12 months **[IF CRIME1A=1 DISPLAY "other than reporting the crime"]**?

- 00 NO
- 01 YES
- 998 Don't know
- 999 Prefer not to answer





**SKIP CRIME3 IF CRIME2 <> "YES"**

**CRIME3**

What was the nature of your most recent contact?

- 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 OTHER [SPECIFY]
- 998 Don't know
- 999 Prefer not to answer

**PROGRAMMER: IF CRIME1A=1 (YES), AUTOFILL CRIME3\_1=1 (SO, INCLUDE REPORTED CRIME)**

**SKIP CRIME4 IF CRIME1A <> "YES" AND CRIME2 <> "YES"**

**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 Don't know
- 999 Prefer not to answer





**SHOW CRIMES TO ALL RESPONDENTS**

**CRIME5**

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

**[RANDOMIZE RESPONSE OPTIONS 01 THRU 07]**

- 01 Residential burglary
- 02 Juvenile crime
- 03 Drug-related crime
- 04 Theft from vehicles / car prowling
- 05 Vandalism
- 06 Traffic offenses such as speeding, reckless driving, or turn violations
- 07 Mail theft
- 08 Assaults
- 09 Robberies
- 10 Hate crimes/bias incidents
- 888 Something else – please describe
- 997 NONE / THERE ARE NO PROBLEMS
- 998 DON'T KNOW
- 999 PREFER NOT TO ANSWER





**SKIP CRIME5A IF (CRIME5 < 888)**

**CRIME5A**

Why do you feel that [%CRIME5%] is the most serious police-related problem in your neighborhood? Is it because...

- 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 For some other reason: [SPECIFY]
- 998 Don't know
- 999 Prefer not to answer

**SHOW CRIME6 THRU PS4 TO ALL RESPONDENTS**

**CRIME6**

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

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

- 998 Don't know
- 999 Prefer not to answer

**CRIME7**

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

**[ROTATE ORDER SHOWN 5 TO 1 THEN 1 TO 5]**

- 05 Very professional
- 04 Professional
- 03 Indifferent
- 02 Somewhat unprofessional
- 01 Very unprofessional
- 998 Don't know
- 999 Prefer not to answer

**SHOW FIRE1 TO ALL RESPONDENTS**

**FIRE1**

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

- 00 NO
- 01 YES
- 998 Don't know
- 999 Prefer not to answer







**SKIP FIRE2 IF FIRE1 <> 1**

**FIRE2**

What was the nature of that contact?

- 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 Something else **[SPECIFY]**
- 998 Don't know
- 999 Prefer not to answer

**SKIP FIRE3 IF FIRE1 <> 1**

**FIRE3**

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

- 01 Excellent
- 02 Good
- 03 Fair
- 04 Poor
- 998 Don't know
- 999 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 Don't know
- 999 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.

**[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. *(Such as wind storms and earthquakes.)*

**KCI\_20B** Is well prepared to respond to routine emergencies. *(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 Don't know
- 999 Prefer not to answer





**COMMUNICATIONS AND CIVIC INVOLVEMENT**

**INTERACT** 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]

- INTERACTA** Useful
- INTERACTB** Accurate
- INTERACTC** Credible

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

- 998 Don't know
- 999 Prefer not to answer

**KCIS6** 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.

[RANDOMIZE DISPLAY ORDER OF KCI11A THRU KCI16B]

- KCI\_11A** Promotes a community that encourages civic engagement (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 Don't know
- 999 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 . . .

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

**OPENA1** Long range land use planning

**OPENA1.5** Product review and permitting

**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 Don't know

999 Prefer not to answer





**DEMOGRAPHICS**

**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?

*(Please include yourself when answering this question.)*

**DEMO1A** \_\_\_\_ Under 5 years old

**DEMO1B** \_\_\_\_ 5 – 12 years old

**DEMO1C** \_\_\_\_ 13 – 17 years old

**DEMO1D** \_\_\_\_ 18 – 64 years old

**DEMO1E** \_\_\_\_ 65 and over

998 Don't know

999 Prefer not to answer

**INCOME** 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

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

998 Don't know

999 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

04 Prefer not to answer





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

**LANG2**

- What language do you speak at home?
- 01 SPANISH
- 02 CHINESE – CANTONESE
- 03 CHINESE – MANDARIN
- 04 VIETNAMESE
- 05 KOREAN
- 06 RUSSIAN
- 07 JAPANESE
- 08 HINDI
- 09 GERMAN
- 10 FRENCH
- 11 TAMIL
- 12 SOME OTHER LANGUAGE (Please tell us)
- 998 Don't know
- 999 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 DON'T KNOW
- 999 PREFER NOT TO ANSWER

**THANK YOU SCREEN-OUTS**

- TERMAGE** Thank you for your interest in participating in this survey. However, we are only accepting residents of Bellevue who are 18 years old or over.
- TERMQUOTA** Thank you! That is all of the questions we have for you today. Your answers will help the City of Bellevue plan for the future and improve City services to the community.
- TERMCOMPLETE** Thank you! That is all of the questions we have for you today. Your answers will help the City of Bellevue plan for the future and improve City services to the community.

