



2017 Bellevue Performance Measures

Final Report

DATE SUBMITTED:

July 2017

SUBMITTED TO:

City of Bellevue, WA

Northwest Research Group, LLC

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EXECUTIVE SUMMARY

BACKGROUND AND OBJECTIVES

The City of Bellevue conducts a Performance Survey annually to gauge residents' satisfaction with services. The survey is intended to collect statistically reliable data that represents all Bellevue residents. Findings help city staff and other stakeholders to understand how residents perceive city services and to make service delivery improvements accordingly. This is the 20th Performance Survey conducted by the city. The 2017 survey was conducted March 21 to April 30, 2017, using a mixed-mode address-based methodology and resulted in a total of 511 interviews—367 completed online, 46 completed by landline, and 98 completed by cell phone. In 2017, for the first time in the survey's history, survey outreach and deployment were conducted in four additional languages: Chinese, Korean, Russian, and Spanish. Throughout the report, trends in key measures are reported and changes that are both significant (that is, are unlikely to have occurred by chance or because of sampling) and meaningful are noted.

KEY METRICS

In 2010, NWRG introduced a proprietary index and benchmarking tool, the 5-Star Rating System, designed to measure quality of governance and vision as a complement to traditional measures of the quality of life and delivery of services in a city. Five powerful measures of performance are used to create the 5-Star Rating.

Ratings for Overall Quality of Life and the Direction the City is Headed have maintained the same levels between 2016 and 2017, although these ratings are lower than their high in 2014. It should be noted that 2014 experienced a spike in most ratings across the city and that current ratings are more in line with historical findings.

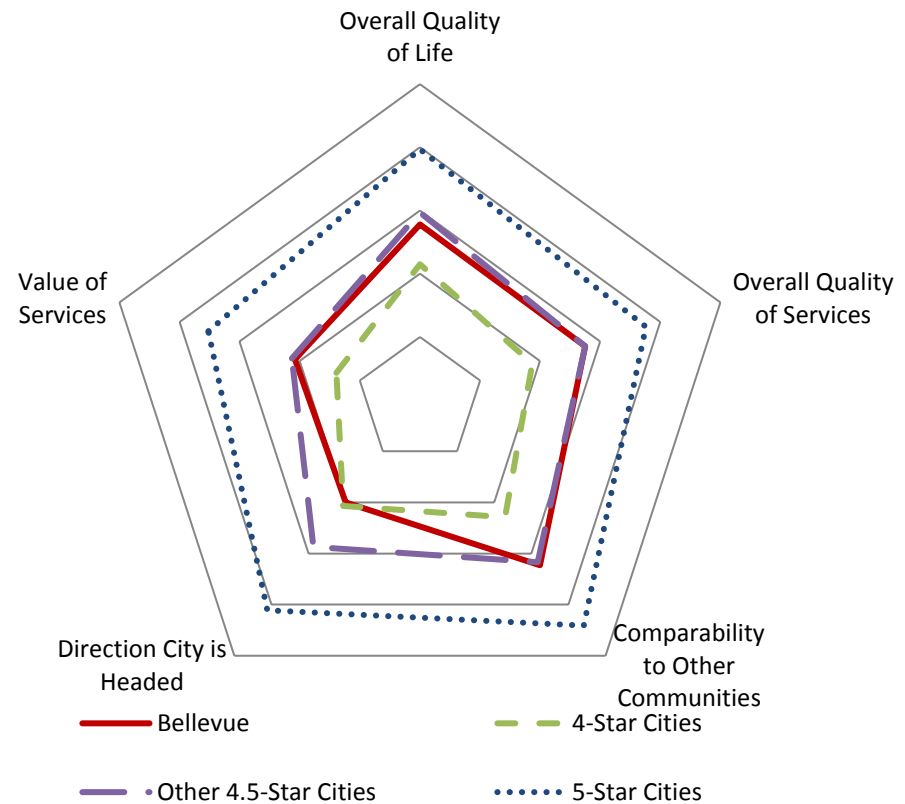
		2012	2013	2014	2015	2016	2017
Overall Quality of Life	% Exceeds + Greatly Exceeds	95%	96%	95%	98%	95%↓	94%
	% Greatly Exceeds Expectations	30%	30%	40%↓	35%	32%	27%
	% Exceeds Expectations	65%	65%	55%↑	63%	63%	67%
	Mean	7.69	7.98	8.13	8.12	7.96	7.78
		2012	2013	2014	2015	2016	2017
Overall Quality of City Services	% Exceeds + Greatly Exceeds	91%	94%	93%	92%	91%	92%
	% Greatly Exceeds Expectations	28%	29%	38%↓	32%	34%	31%
	% Exceeds Expectations	64%	65%	56%↑	60%	57%	61%
	Mean	7.58	7.79	7.91	7.79	7.80	7.75
		2012	2013	2014	2015	2016	2017
Compared to Other Cities	% Better + Significantly Better	N/A	N/A	95%	96%	92%	96%
	% Significantly Better than Other Cities	N/A	N/A	51%	49%	43%	46%
	% Better than Other Cities	N/A	N/A	44%	47%	49%	50%
	Mean	N/A	N/A	8.41	8.37	8.10↓	8.23
		2012	2013	2014	2015	2016	2017
Direction City Is Headed	% Somewhat + Strongly	79%	83%	86%	83%	79%	77%
	% Strongly Right Direction	22%	26%	32%	25%	20%↓	20%↓
	% Somewhat Right Direction	57%	57%	54%	57%	59%	57%
	Mean	7.12	7.35	7.59↑	7.26↓	6.95↓	7.00
		2012	2013	2014	2015	2016	2017
Value of Services for Tax Dollars Paid	% Somewhat + Strongly	82%	82%	85%	82%	83%	79%
	% Strongly Receive Value	20%	23%	27%	23%	22%	21%
	% Somewhat Receive Value	62%	60%	58%	58%	61%	58%
	Mean	7.14	7.26	7.46	7.18	7.14	7.08

↑ = Significant increase (95% confidence level) compared to prior year; ↓ = Significant decrease (95% confidence level) compared to previous year

Bellevue maintains its 4.5-Star community rating for the fourth year in a row and has been a 4.5-Star community for four of the past six years since the 5-Star Rating system was introduced. The exception years were 2012 and 2013 where Bellevue was given a 4-Star rating.

Ratings of Bellevue are comparable at 4.5-Star levels for four out the five key questions.

Bellevue residents rate the city more in line with ratings given by those whose ratings indicate they live in a 4-Star city for the direction the city is headed. This is the third year in a row where Direction City is Headed rates in line with a 4-Star City.

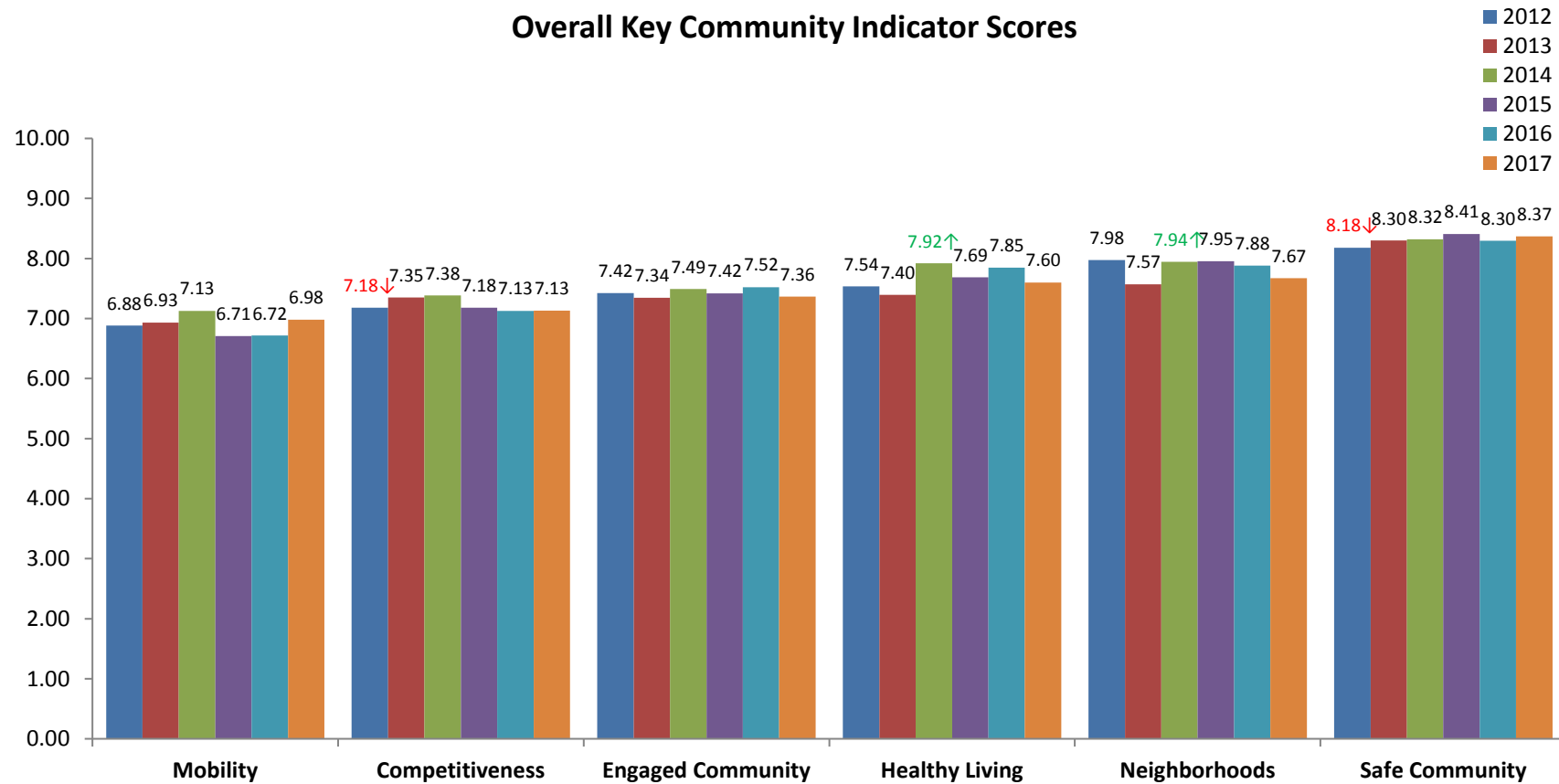


KEY COMMUNITY INDICATORS

The City of Bellevue has identified a total of 27 items as Key Community Indicators (KCI). Respondents were asked the extent to which they agreed or disagreed that each of these indicators described Bellevue. Factor analysis was used to identify the major themes or among the KCIs.

Bellevue continues to be strongest in terms of being safe, having good neighborhoods, and providing options for healthy living. Issues related to mobility continue to remain Bellevue’s lowest scoring area. Results are similar across the past several years.

Overall Key Community Indicator Scores



↑ and/or ↓ indicates a significant difference from prior year.

KEY DRIVERS

NWRG used factor analysis to create six dimensions of service. These dimensions were run against Bellevue’s key 5-Star rating in a Key Drivers Analysis. All dimensions in the following figure except Healthy Living and Mobility have a significant impact on Bellevue’s 5-Star rating:

- Community member engagement (Engaged Community) is the primary driver of Bellevue’s 5-Star rating, followed by Competitiveness.
 - This means that those aspects, such as fostering a diverse community, creating a competitive business environment, fostering creativity, and others (shown in the table on page 55) have the largest impact on Bellevue’s 5-Star Rating. Continued improvements in these key areas will see the biggest gains when it comes to resident’s overall ratings of the city.
- Mobility and Healthy Living are **not** drivers.

Key Drivers Analysis uses a combination of factor and regression analysis to identify which of the 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. The KCI-identified drivers are not those that do better or worse in terms of describing Bellevue. Rather, these are the items that explain the variation in Bellevue’s 5-Star rating and are items to focus on in order to maintain or improve this rating. Competitiveness and Engaged Community continue to have the most influence on the 5-Star rating and should continue to be areas of focus. More details on how key driver analysis was performed can be found on page 57 of this report.

		Improve <i>(Key Community Indicators receiving below the overall average ratings)</i>	Maintain <i>(Key Community Indicators receiving above the overall average ratings)</i>
Targeted Improvements	Engaged Community	<ul style="list-style-type: none"> • Listening to residents and seeking their input 	<ul style="list-style-type: none"> • Keeping residents informed • Welcoming and supportive city
	Competitiveness	<ul style="list-style-type: none"> • Planning for growth in ways to add quality of life • Visionary / creative community 	<ul style="list-style-type: none"> • Being a good place to raise children
	Neighborhoods	<ul style="list-style-type: none"> • Supporting families • Bellevue neighborhoods are safe 	<ul style="list-style-type: none"> • Attractive and well-maintained neighborhoods
	Healthy Living	<ul style="list-style-type: none"> • Maintaining a healthy natural environment 	<ul style="list-style-type: none"> • Environment supports personal health and well-being • Water infrastructure protects environment
	Safe Community		<ul style="list-style-type: none"> • Providing a safe community in which to live, work, and play • Plan for major emergencies
	Mobility	<ul style="list-style-type: none"> • Range of transportation options 	<ul style="list-style-type: none"> • Providing a safe transportation system for all users

OTHER KEY FINDINGS

Overall Quality of Life	<p>More than nine out of ten Bellevue residents say that the overall quality of life in Bellevue “exceeds” or “greatly exceeds” their expectations.</p>
Bellevue’s Neighborhoods	<p>Nearly all Bellevue residents (94%) feel positive about their neighborhood as a place to live.</p> <p>Ratings for whether or not neighborhoods have a sense of community were relatively unchanged over the past several years.</p> <p>Five percent (5%) of Bellevue residents report that there is no serious crime related problem in their neighborhood. Twenty five percent (25%) of residents list theft from vehicles/car prowls as the top-rated neighborhood problem.</p>
Parks and Recreation Programs	<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>Ninety-two percent (92%) of residents are either “satisfied” or “very satisfied” with Bellevue’s parks and recreation activities.</p>
Bellevue Utilities	<p>Overall satisfaction with Bellevue utilities dropped between 2016 and 2017. For each of the three utility services that most influence overall utilities’ satisfaction (water supply, water quality, and drainage programs), satisfaction remained consistent from 2016 to 2017.</p>
Fire Department	<p>Nearly all residents have confidence in Bellevue’s fire department; seven in ten are “very” confident in the ability of the fire department to respond to emergencies.</p>
Public Safety	<p>There have been no significant changes compared with the previous year regarding safety in Bellevue. Naturally, residents feel less safe after dark than during the day, particularly downtown.</p> <p>Twelve percent (12%) of Bellevue residents say that they or someone in their household was the victim of a crime in the last 12 months—the same as 2016. Of those, sixty-seven percent (67%) reported the crime to police.</p>
Street/Sidewalk Maintenance	<p>Most Bellevue residents describe the condition of streets and roads in their neighborhood as being in good condition all over or mostly good with a few bad spots. This has been fairly consistent since 2012.</p>
Openness of Planning Efforts	<p>Overall, residents find that the city is “Somewhat open and accessible regarding its planning efforts.”</p> <p>Residents rate planning issues related to parks and community services as the most open and accessible, and those related to transportation and land use as less open and accessible, in that order.</p>

STUDY BACKGROUND

BACKGROUND AND OBJECTIVES

The City of Bellevue conducts an ongoing Performance Survey to gauge Bellevue residents' satisfaction with services delivered by the city. The research is designed to provide a statistically valid survey of resident opinion about the community and services delivered by local government. Findings help city staff and other stakeholders to understand how residents perceive city services and to make service delivery improvements accordingly. 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, which was conducted from March 21 to April 30, 2017.

QUESTIONNAIRE DESIGN

The questionnaire was reviewed carefully. While key measures were retained, questions were dropped or revised to provide higher quality data. New questions were also added to address current issues. The average phone survey time was 18 minutes and included questions regarding:

- Bellevue as a place to live
- The future direction of the city
- Taxes and spending
- Parks and recreation
- Utilities
- Neighborhood problems
- Public safety
- Contact with city employees/Bellevue police
- City services
- Demographics

METHODOLOGY

The methodology used in this year’s survey was similar to the approach used beginning in 2011. In 2017, the address-based sampling (ABS) methodology was enhanced with the introduction of e-mail addresses to increase response rates and reduce survey costs.

The sample frame was composed of a list of all addresses in Bellevue—as defined by census block groups—including those indicating that post office boxes are the only way they get mail. This list was then matched against a comprehensive database to determine if the household had a matching landline or cell phone number. Additionally, e-mail addresses were appended where possible.

- a. If no matching phone number 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 e-mail address was found, the household was sent an e-mail inviting them to complete the survey online or by calling a toll-free number. Non-responders were contacted by phone.
- c. If a matching phone number was found, the household was called and asked to complete the survey by phone.
- d. In order to obtain a representative sample of multi-family households, the ABS sample was appended with a dwelling-type indicator (single vs. multi-family home) and addresses marked as multi-family were over-sampled during the mailing of the invitations.

	MATCHING LANDLINE	MATCHING CELL PHONE	MATCHING E-MAIL	NO MATCHING INFO	TOTAL
SAMPLE DRAWN	4,240	6,932	2,583+	6,447	17,629
SAMPLE USED	1,651	3,956	2,583+	5,000	
COMPLETED INTERVIEWS	46	98	114	253	511

+Addresses with matching e-mail addresses also had a landline or cell phone number

NON-ENGLISH-SPEAKING RESIDENTS

All outreach materials (letters and emails) contained information in four additional languages: Chinese, Korean, Russian, and Spanish. The materials gave a brief introduction to the study and provided a link to take the survey in one of these four languages. Residents could also call a toll-free number to take the survey over the phone. The toll-free number routed to the city’s new Language Line service. Language Line interpreters were instructed to call a dedicated phone number to reach a specially trained English-speaking survey interviewer. The survey could then be conducted over the phone, with Language Line staff providing real-time interpretation throughout the interview. Despite this service, none of the invited residents called the Language Line. In total, 11 non-English speaking residents took the written survey online: 9 Chinese speakers, 1 Russian speaker, and 1 Spanish speaker.

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 less faith one should have that the survey's reported results are close to the true figures. The margin of error in Bellevue's Performance Measures Survey is generally no greater than plus or minus 4.3 percentage points at a 95 percent confidence level. Appendix IV provides additional insights into the margin of error with different sample sizes.

Total Sample	n = 511
Overall Precision 95% confidence	+/- 4.3%

DEMOGRAPHIC PROFILE AND WEIGHTING

Post-stratification weighting was used to ensure that results of the 2017 Performance Measures Survey are generally representative of the population of Bellevue according to the 2015 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 III. Unless otherwise noted, **weighted** data is used.

QUALITY STANDARDS

ISO

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

ROUNDING

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

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

BENCHMARKING

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

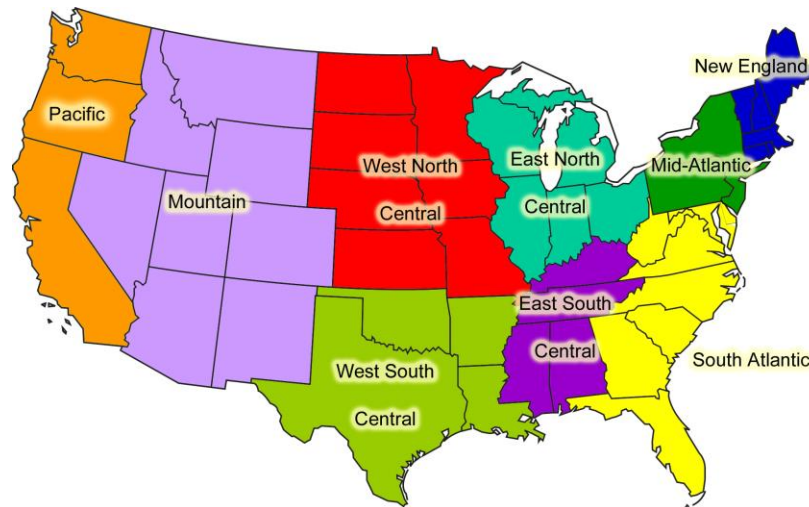
- Quantify measures of performance
- Quantify the gap between your community and best practices
- Encourage focus on outcomes rather than simply performance

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’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 the Puget Sound Area

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¹ Mark Howard & Bill Kilmartin, “Assessment of Benchmarking within Government Organizations,” Accenture White Paper, May 2006.

REPORTING CONVENTIONS

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

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

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

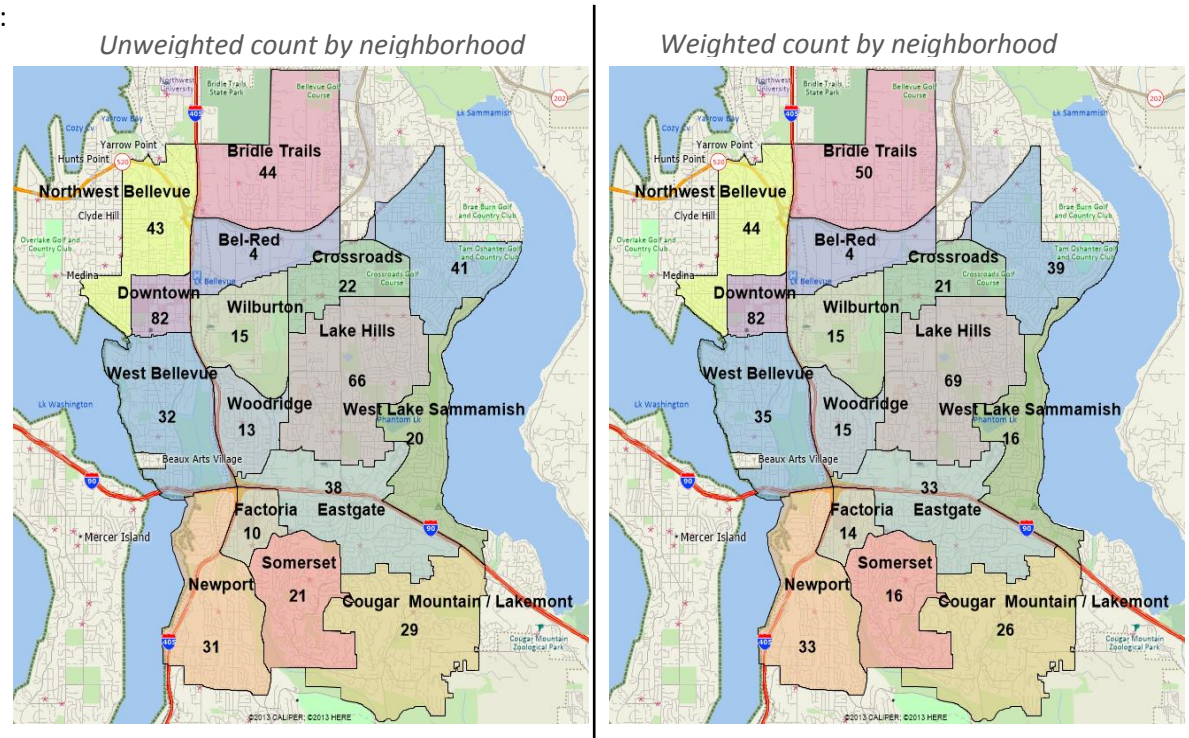
The study was not designed to control for neighborhood level populations, so the number of completed interviews may not match the actual population distribution of Bellevue.

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

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

Unless otherwise noted, **weighted** data is used throughout this report. More information on weighting is located in Appendix II.

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



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

- Bel-Red ($n=4$)
- Crossroads ($n=22$)
- Factoria ($n=10$)
- West Lake Sammamish ($n=20$)
- Somerset ($n=21$)
- Wilburton ($n=15$)
- Woodridge ($n=13$)

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KEY FINDINGS

OVERALL QUALITY OF LIFE IN BELLEVUE

More than nine out of ten Bellevue residents say that the overall quality of life in Bellevue “exceeds” or “greatly exceeds” their expectations.

Ratings for 2017 are the same as all years except for 2014 and 2015—these years experienced an increase.

Residents under 35 provide significantly higher ratings than older residents.

The past two years have seen decreases in the percent of residents who say that the Quality of Life “Greatly Exceeds” their expectations. In 2016, the decline was seen among residents 55 years old and over. While they have remained steady from 2016 to 2017, a similar decrease is seen among those aged 35 to 54.

Figure 2: Overall Quality of Life in Bellevue

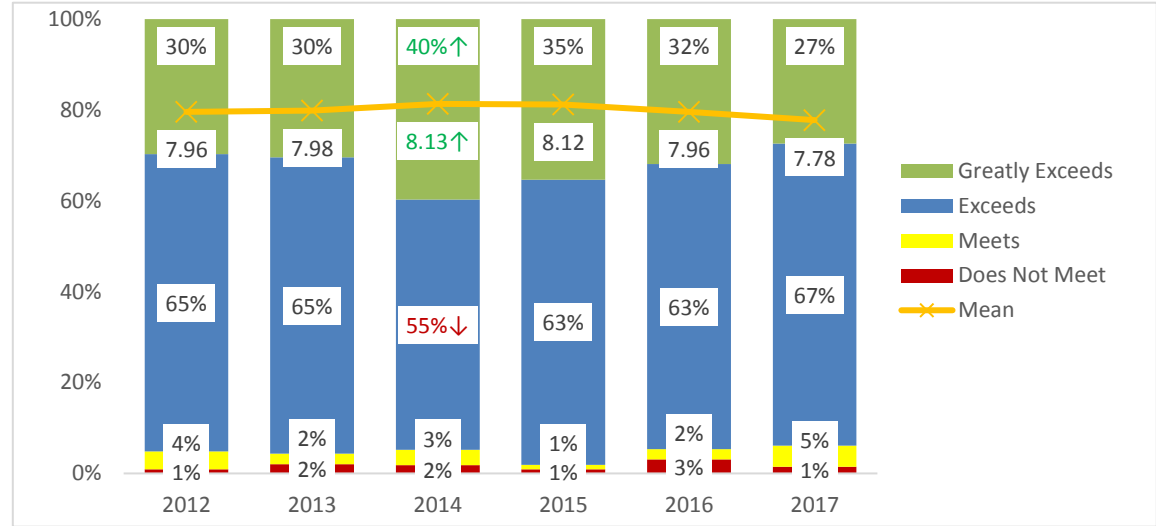
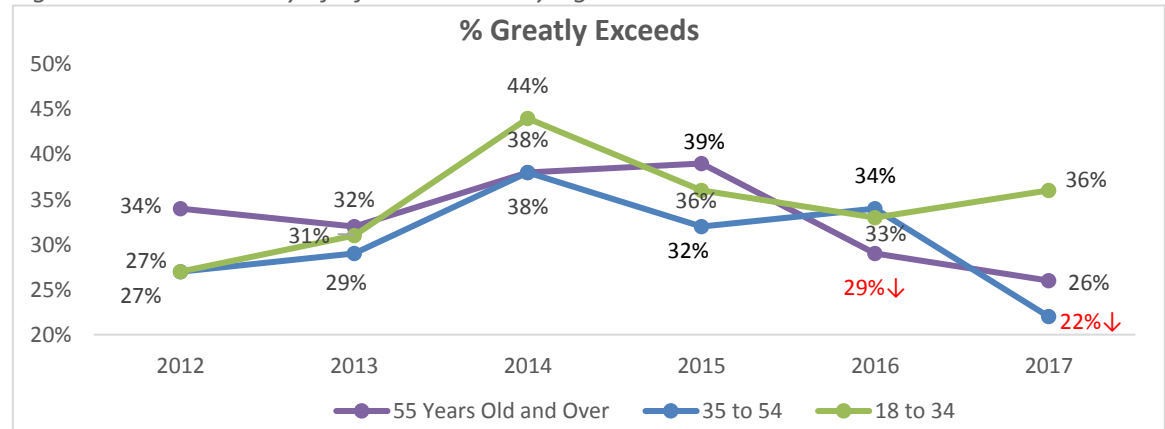


Figure 3: Overall Quality of Life in Bellevue by Age Tended



NWRG1—How would you rate the overall quality of life in the City of Bellevue?

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

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

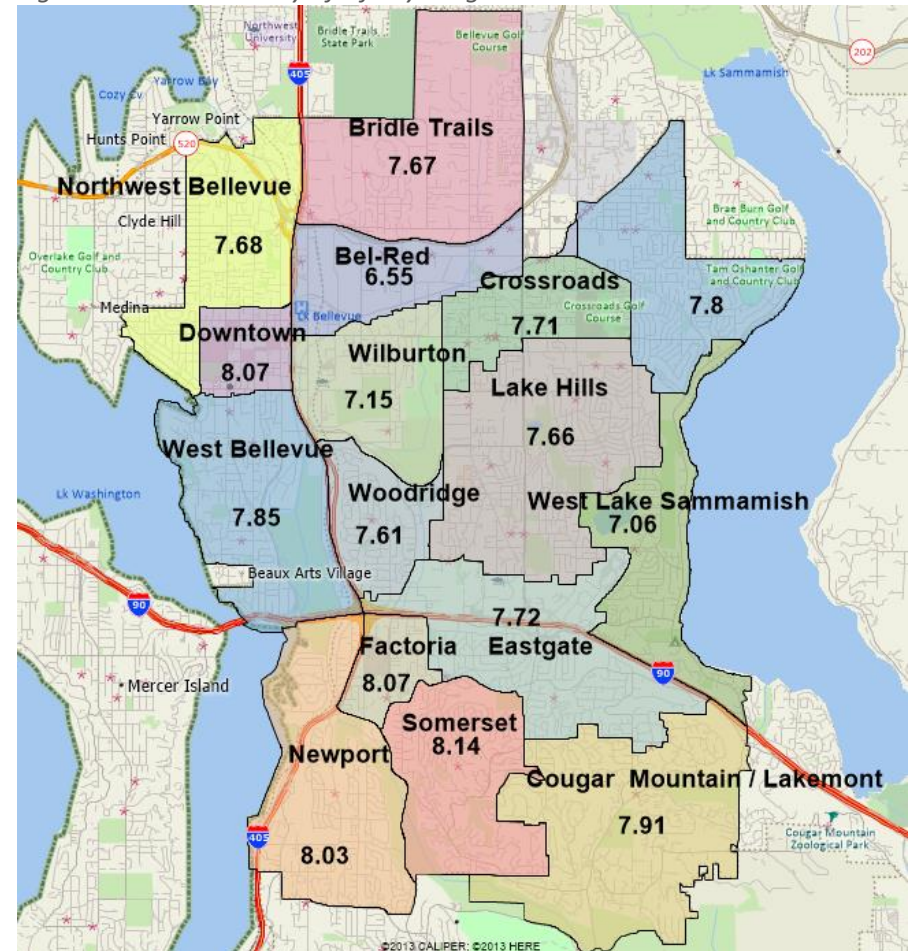
Base: All respondents

Table 1: Overall Quality of Life by Neighborhood

	Does not Meet	Meets	Exceeds	Greatly Exceeds	Mean	Sample Size
Bel-Red	0%	35%	65%	0%	6.55	(n=4)
Bridle Trails	2%	6%	58%	33%	7.67	(n=44)
Cougar						
Mountain / Lakemont	0%	0%	70%	30%	7.91	(n=29)
Crossroads	3%	5%	71%	21%	7.71	(n=22)
Downtown	1%	2%	66%	32%	8.07	(n=82)
Eastgate	3%	9%	58%	31%	7.72	(n=38)
Factoria	4%	4%	60%	32%	8.07	(n=10)
Lake Hills	2%	4%	69%	26%	7.66	(n=66)
Newport	0%	4%	65%	31%	8.03	(n=31)
Northeast Bellevue	1%	0%	70%	28%	7.80	(n=41)
Northwest Bellevue	3%	10%	62%	26%	7.68	(n=43)
West Lake Sammamish	0%	13%	74%	13%	7.06	(n=20)
Somerset	0%	0%	65%	35%	8.14	(n=21)
West Bellevue	2%	3%	70%	26%	7.85	(n=32)
Wilburton	0%	12%	81%	6%	7.15	(n=15)
Woodridge	0%	0%	82%	18%	7.61	(n=13)

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

Figure 4: Overall Quality of Life by Neighborhood

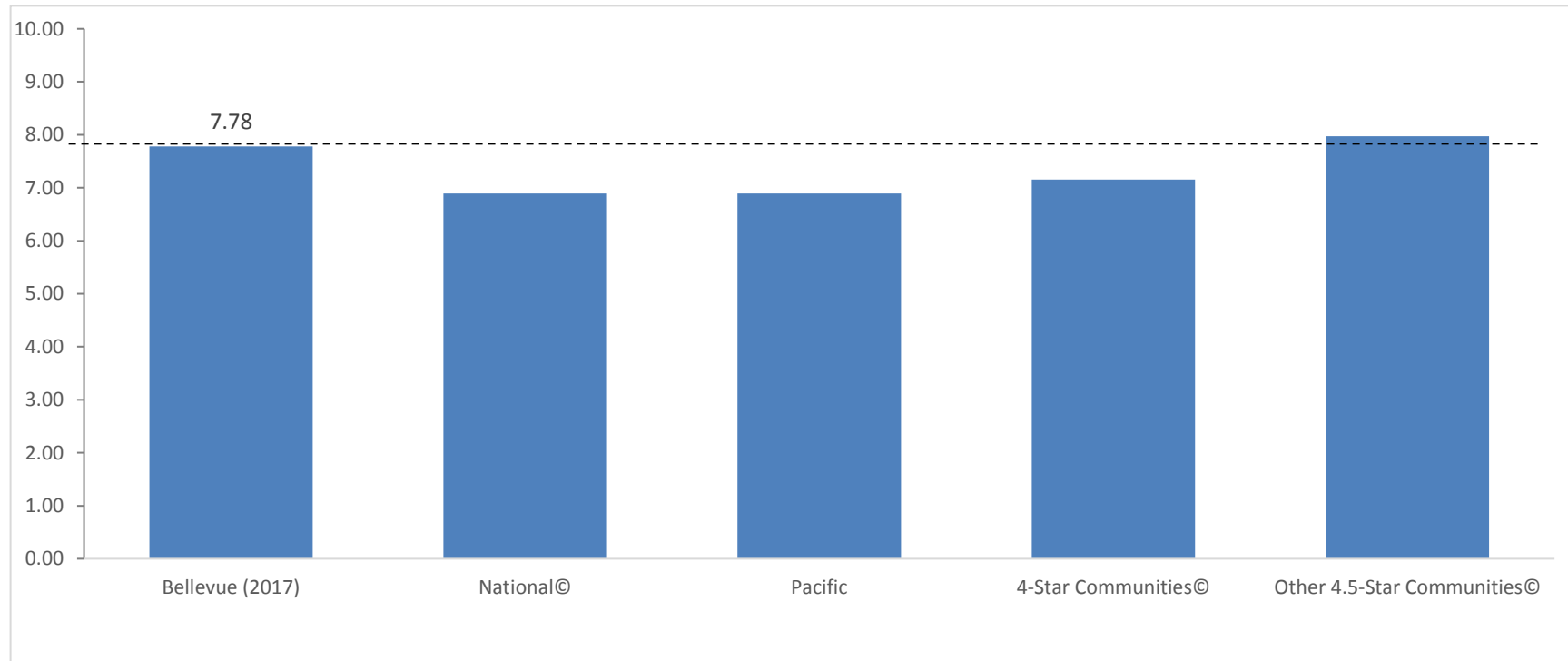


Maps illustrate differences in mean ratings by neighborhood.

OVERALL QUALITY OF LIFE COMPARED TO BENCHMARK RESULTS

Responses were compared to NWRG’s Nationwide CityMarks Community Assessment Survey. Bellevue performs well—outperforming National, Pacific, and 4-Star Communities and performing in line with other 4.5-Star Communities.

Figure 5: Overall Quality of Life Benchmarks



NWRG1—How would you rate the overall quality of life in the City of Bellevue?

Base: Bellevue all respondents: (n = 511)

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OVERALL QUALITY OF CITY SERVICES

Ratings for the overall quality of city services have remained fairly constant over the years and there have been no significant changes to the mean score since 2012.

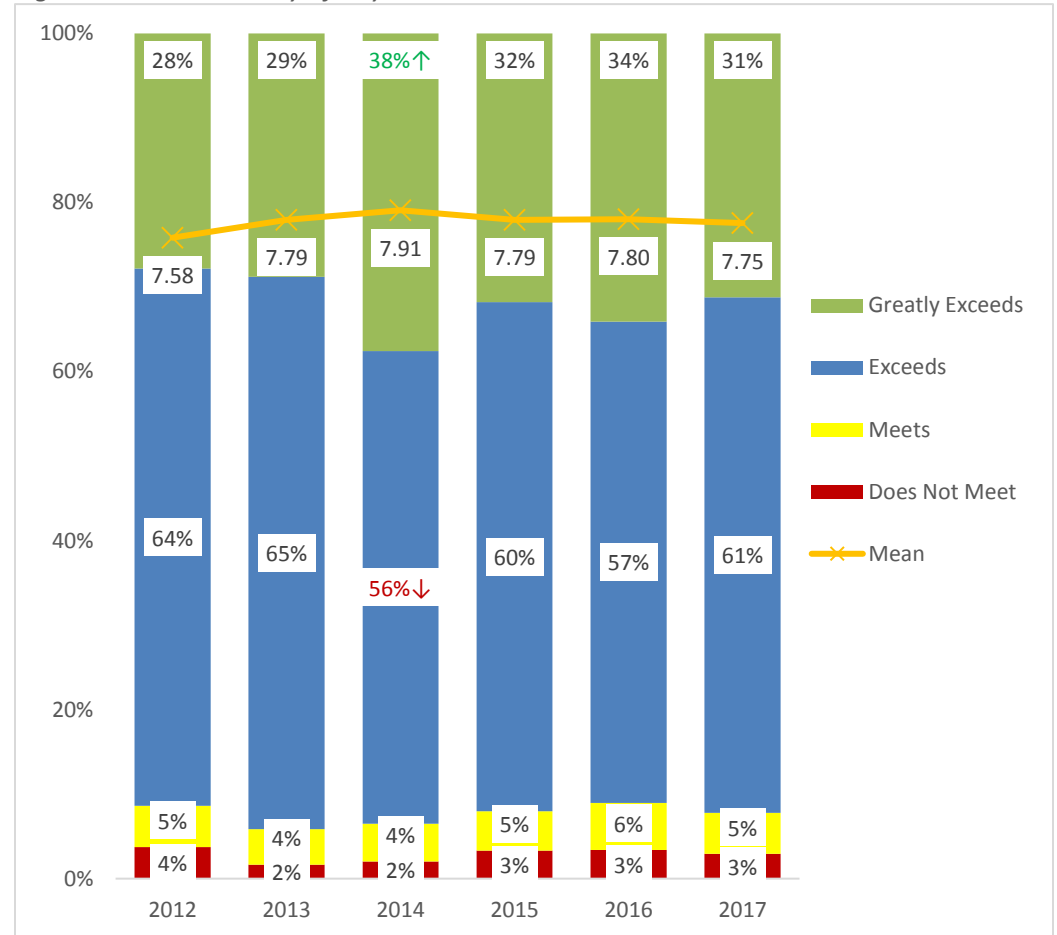
The only demographic groups where any significant differences are seen are among residents age 35-54. While the mean scores are the same as other residents, this group is more likely to say that the quality of service “Exceeds” rather than “Greatly Exceeds” expectations.

There are no significant differences in the mean scores based on neighborhood.

Table 2: Quality of City Services by Age

		Does not Meet	Meets	Exceeds	Greatly Exceeds	Mean
Age	<35	0%	0%	60%	40%	8.38
	35-54	3%	5%	68%↑	24%↓	7.61
	55+	3%	6%	49%↓	42%↑	7.89

Figure 6: Overall Quality of City Services



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

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

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

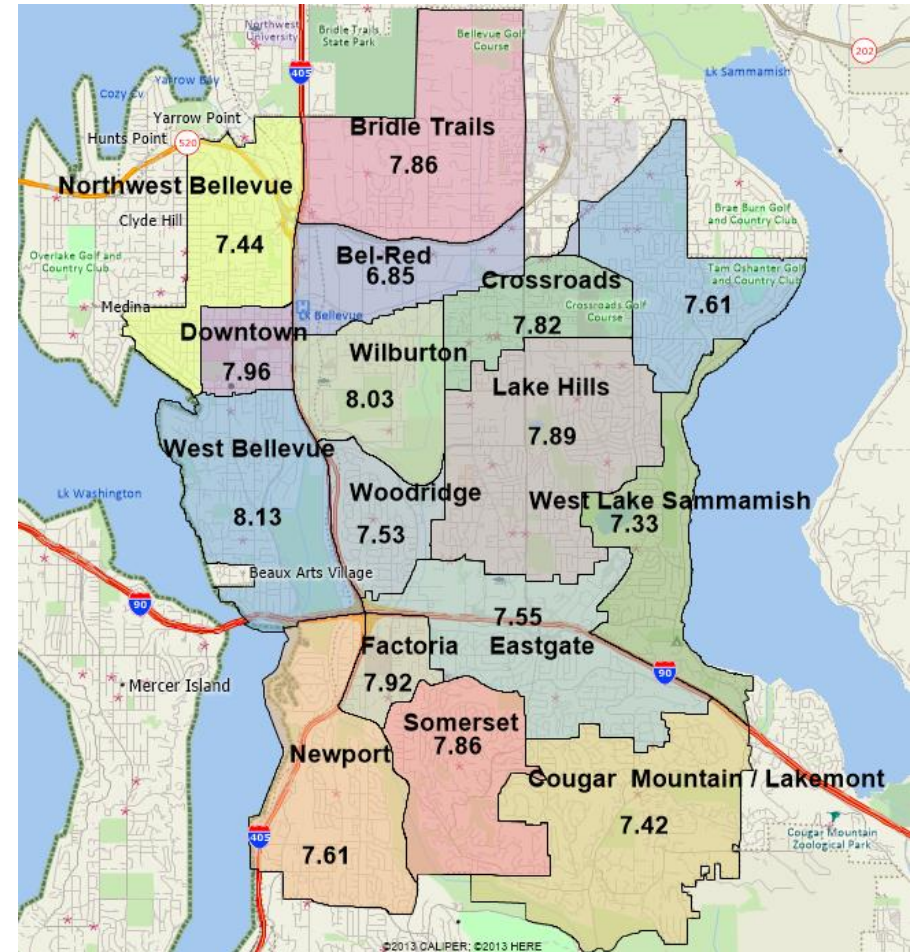
Base: All respondents

Table 3: Quality of City Services by Neighborhood

	Does not Meet	Meets	Exceeds	Greatly Exceeds	Mean	Sample Size
Bel-Red	0%	25%	75%	0%	6.85	(n=4)
Bridle Trails	4%	1%	62%	33%	7.86	(n=44)
Cougar						
Mountain / Lakemont	0%	2%	76%	22%	7.42	(n=29)
Crossroads	5%	6%	54%	35%	7.82	(n=22)
Downtown	1%	3%	65%	32%	7.96	(n=82)
Eastgate	6%	5%	61%	28%	7.55	(n=38)
Factoria	0%	4%	62%	34%	7.92	(n=10)
Lake Hills	1%	9%	55%	35%	7.89	(n=66)
Newport	0%	7%	75%	17%	7.61	(n=31)
Northeast Bellevue	12%↑	1%	50%	37%	7.61	(n=41)
Northwest Bellevue	2%	12%	63%	23%	7.44	(n=43)
West Lake Sammamish	6%	7%	66%	20%	7.33	(n=20)
Somerset	3%	0%	53%	44%	7.86	(n=21)
West Bellevue	2%	4%	48%	46%	8.13	(n=32)
Wilburton	8%	4%	40%	49%	8.03	(n=15)
Woodridge	0%	0%	88%	12%	7.53	(n=13)

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

Figure 7: Quality of City Services by Neighborhood

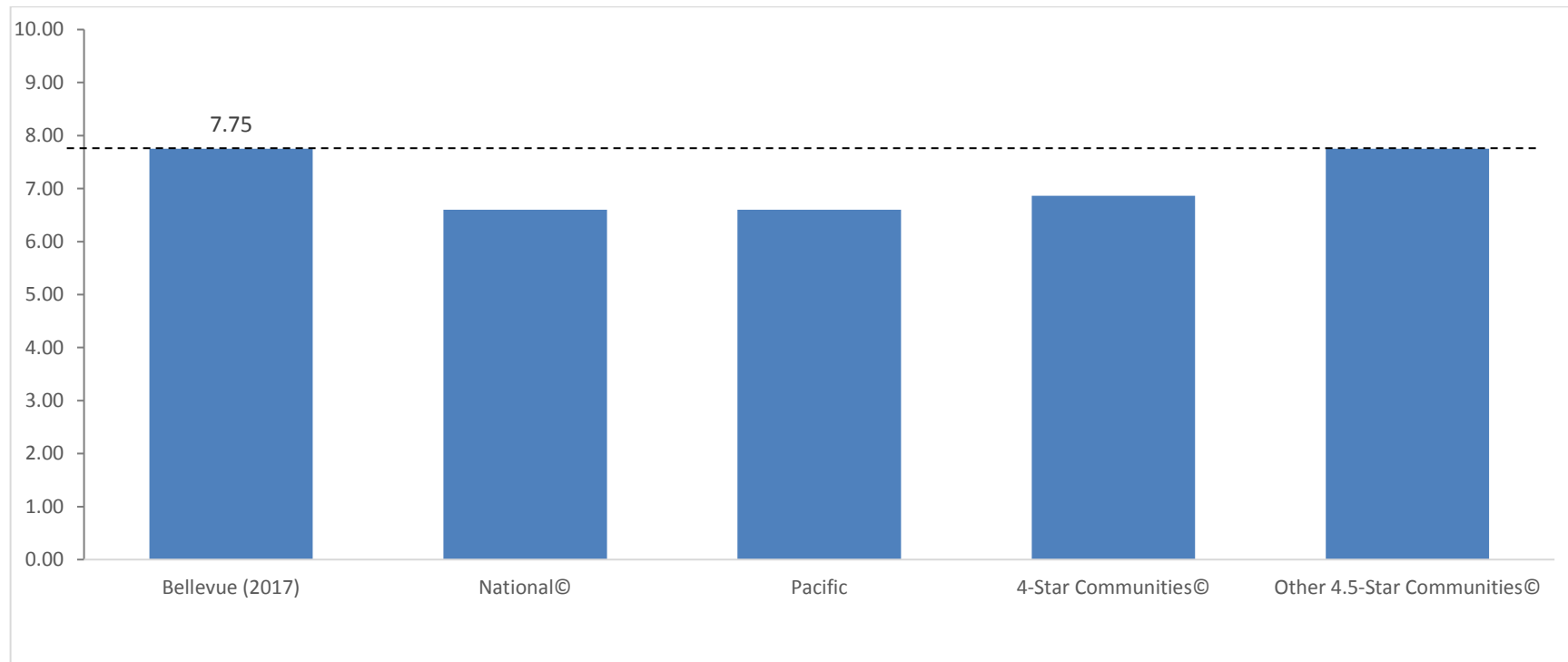


Maps illustrate differences in mean ratings by neighborhood.

OVERALL QUALITY OF SERVICES COMPARED TO BENCHMARK RESULTS

Responses were compared to NWRG’s Nationwide CityMarks Community Assessment Survey. Bellevue performs well—outperforming National, Pacific, and 4-Star Communities and performing in line with other 4.5-Star Communities.

Figure 8: Quality of City Services Benchmarks



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

Base: Bellevue all respondents: (n = 511)

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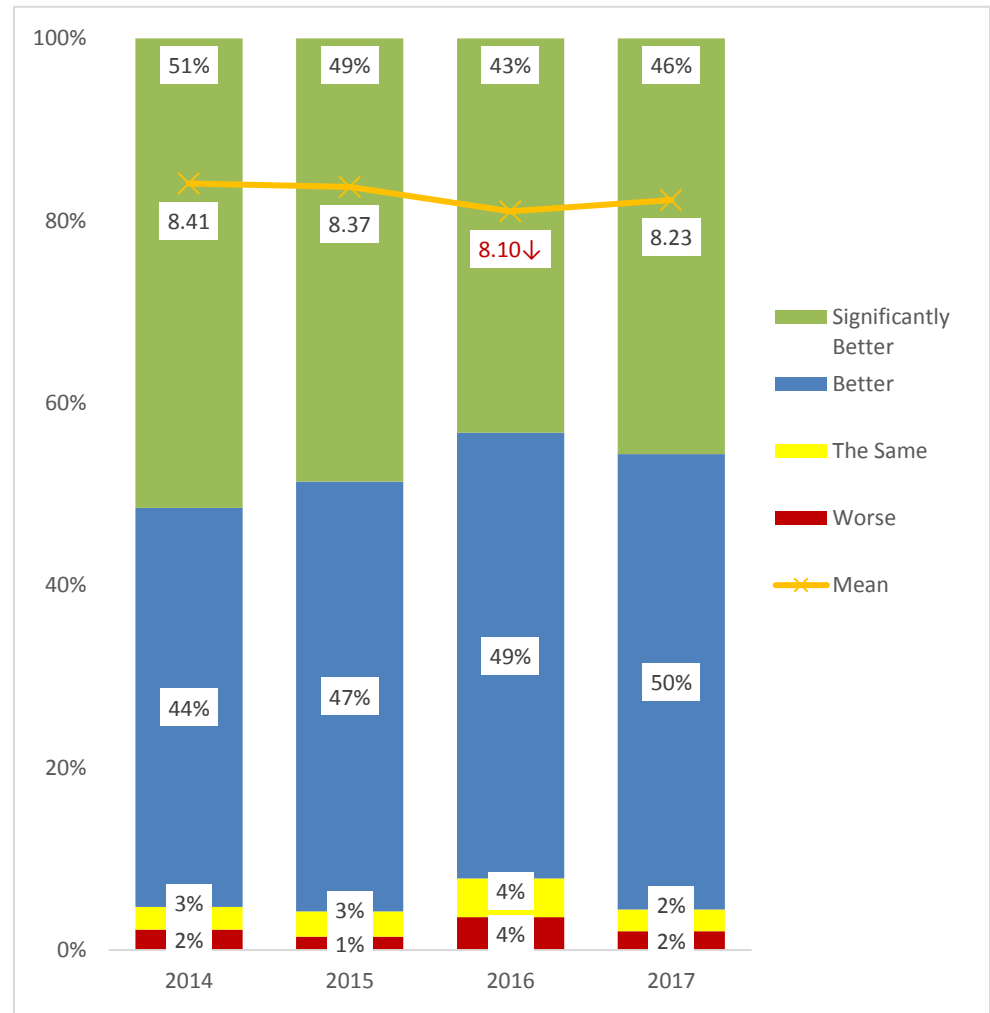
COMPARABILITY TO OTHER COMMUNITIES

Residents were asked to compare Bellevue to other communities as a place to live.

After decreasing in 2016, the mean score for this metric has recovered and is now similar to 2015 levels. Except for the dip in 2016—seen primarily among households with incomes of less than \$75,000—this has remained steady for the past four years.

Results are similar across demographic groups and neighborhoods.

Figure 9: Comparability to Other Communities



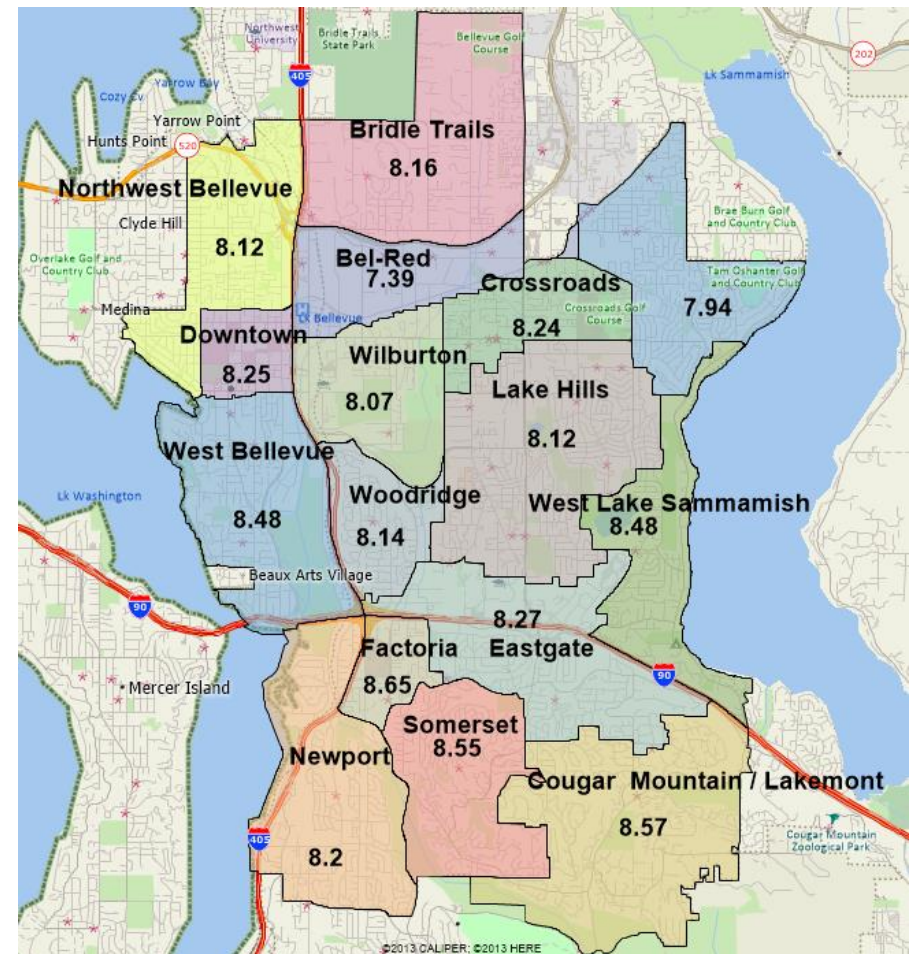
NWRG3—Compared with other cities and towns, how would you rate Bellevue as a place to live?
 Prior to 2014 the question was worded: “How closely does Bellevue match your view of an ‘ideal’ city to live in?”
 ↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.
 Mean based on eleven-point scale where “0” means “Significantly worse than other cities” and “10” means “Significantly better than other cities”
 Base: All respondents

Table 4: Comparability to Other Communities by Neighborhood

	Worse Than	Same	Better than	Significantly Better	Mean	Sample Size
Bel-Red	0%	0%	100%	0%	7.39	(n=4)
Bridle Trails	4%	1%	45%	49%	8.16	(n=44)
Cougar						
Mountain / Lakemont	0%	0%	45%	55%	8.57	(n=29)
Crossroads	3%	2%	58%	38%	8.24	(n=22)
Downtown	4%	1%	46%	49%	8.25	(n=82)
Eastgate	3%	5%	42%	50%	8.27	(n=38)
Factoria	0%	0%	39%	61%	8.65	(n=10)
Lake Hills	2%	5%	55%	39%	8.12	(n=66)
Newport	2%	1%	50%	47%	8.20	(n=31)
Northeast Bellevue	0%	1%	70%	29%	7.94	(n=41)
Northwest Bellevue	0%	7%	50%	43%	8.12	(n=43)
West Lake Sammamish	6%	7%	20%	66%	8.48	(n=20)
Somerset	0%	3%	40%	57%	8.55	(n=21)
West Bellevue	2%	0%	59%	40%	8.48	(n=32)
Wilburton	0%	0%	44%	56%	8.07	(n=15)
Woodridge	0%	0%	46%	54%	8.14	(n=13)

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

Figure 10: Comparability to Other Communities by Neighborhood

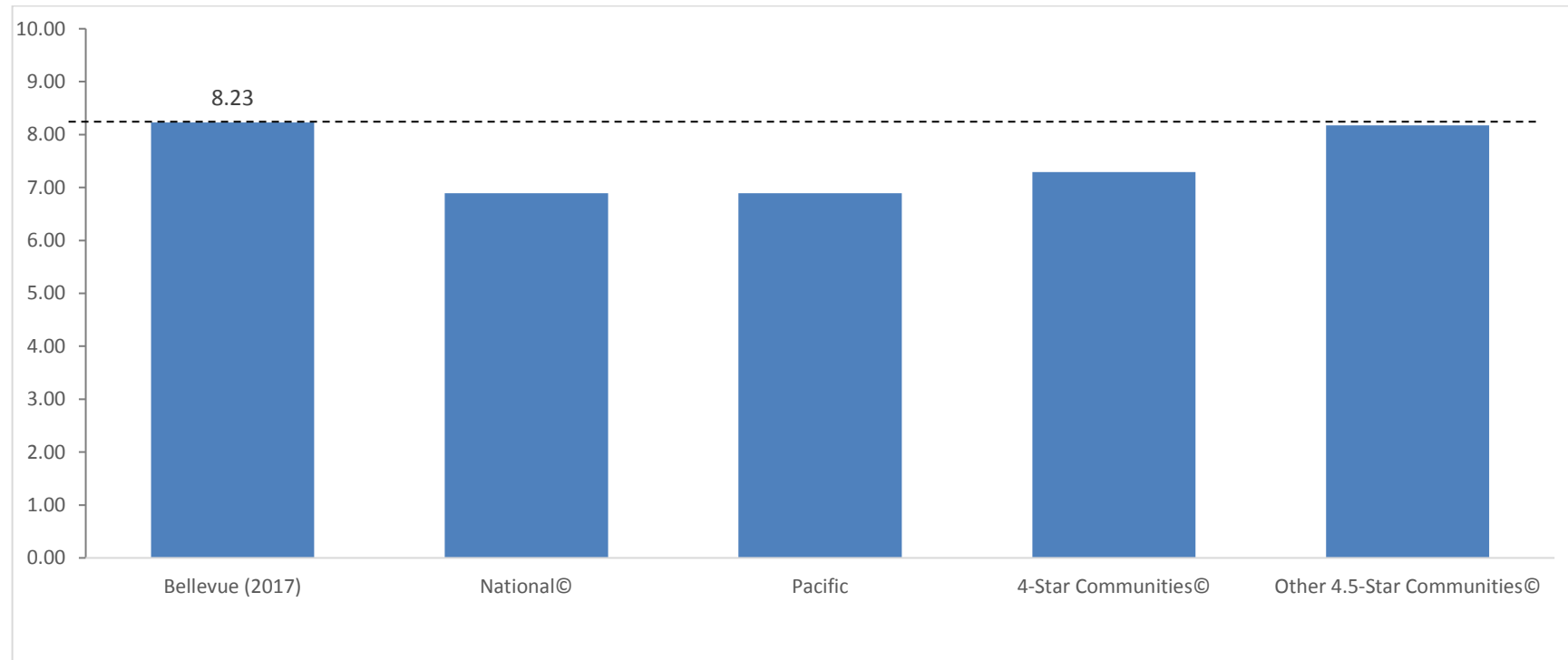


Maps illustrate differences in mean ratings by neighborhood.

COMPARABILITY TO OTHER COMMUNITIES COMPARED TO BENCHMARK RESULTS

Responses were compared to NWRG’s Nationwide CityMarks Community Assessment Survey. Bellevue performs well—outperforming National, Pacific, and 4-Star Communities and performing in line with other 4.5-Star Communities.

Figure 11: Comparability to Other Communities Benchmarks



NWRG3—Using a scale from 0 to 10 where “0” means “much worse than other cities and towns” and “10” means “significantly better than other cities and towns,” how would you rate Bellevue as a place to live?

Base: Bellevue all respondents

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DIRECTION CITY IS HEADED

Ratings for the direction the city is headed are the only category where Bellevue ranks below a 4.5-Star city. Ratings for this attribute decreased in 2015 and 2016, yet have remained steady between 2016 and 2017.

- Thirteen percent (13%) of residents 55 and older indicate Bellevue is headed in the “wrong” direction, compared to only 7 percent of residents under 35.

Income has also played a factor in the declines seen in 2015 and 2016. In 2016, all income groups had declines in the percent who “Strongly” feel that Bellevue is headed in the right direction—particularly those with household incomes under \$75,000.

For the most part, this has remained steady in 2017. The shift among households with incomes under \$35,000 is not statistically significant.

Table 5: Direction City Headed by Age

	Wrong	Neutral	Somewhat Right	Strongly Right	Mean
<35	7%	5%	59%	27%	7.50
35-54	9%	14%	59%	18%	6.96
55+	13%	11%	54%	23%	6.97

Figure 12: Direction City Is Headed

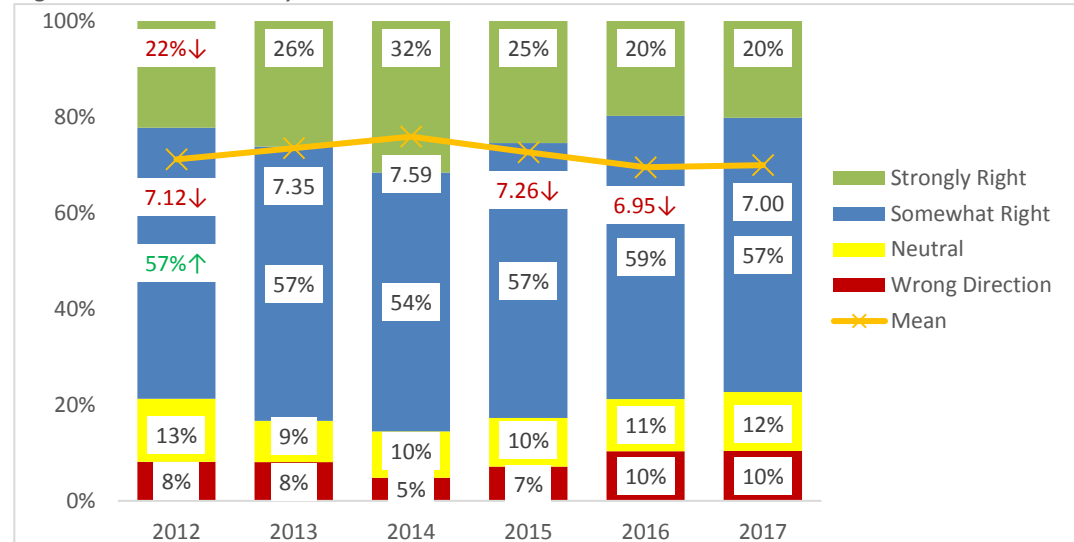
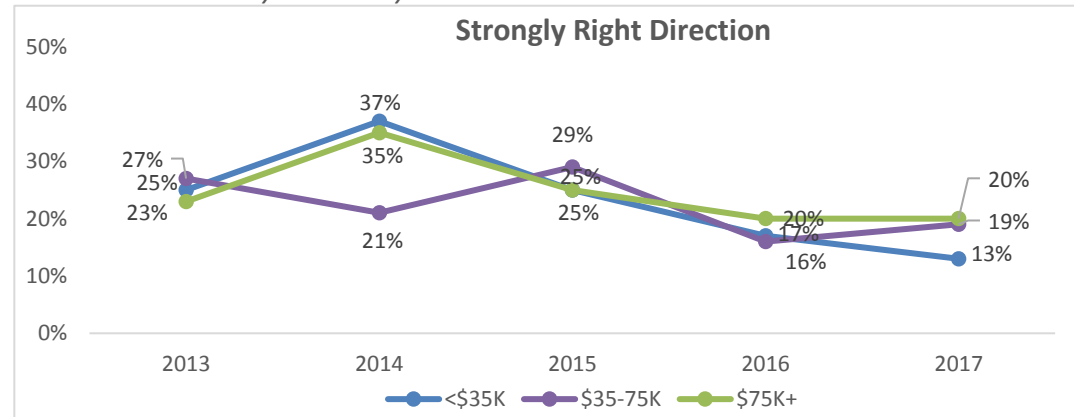


Table 6: Direction City Headed by Income Trended



NWRG4—Overall, would you say that Bellevue is headed in the right or wrong direction?

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

Mean based on eleven-point scale where “0” means “Strongly headed in the wrong direction” and “10” means “Strongly headed in the right direction”

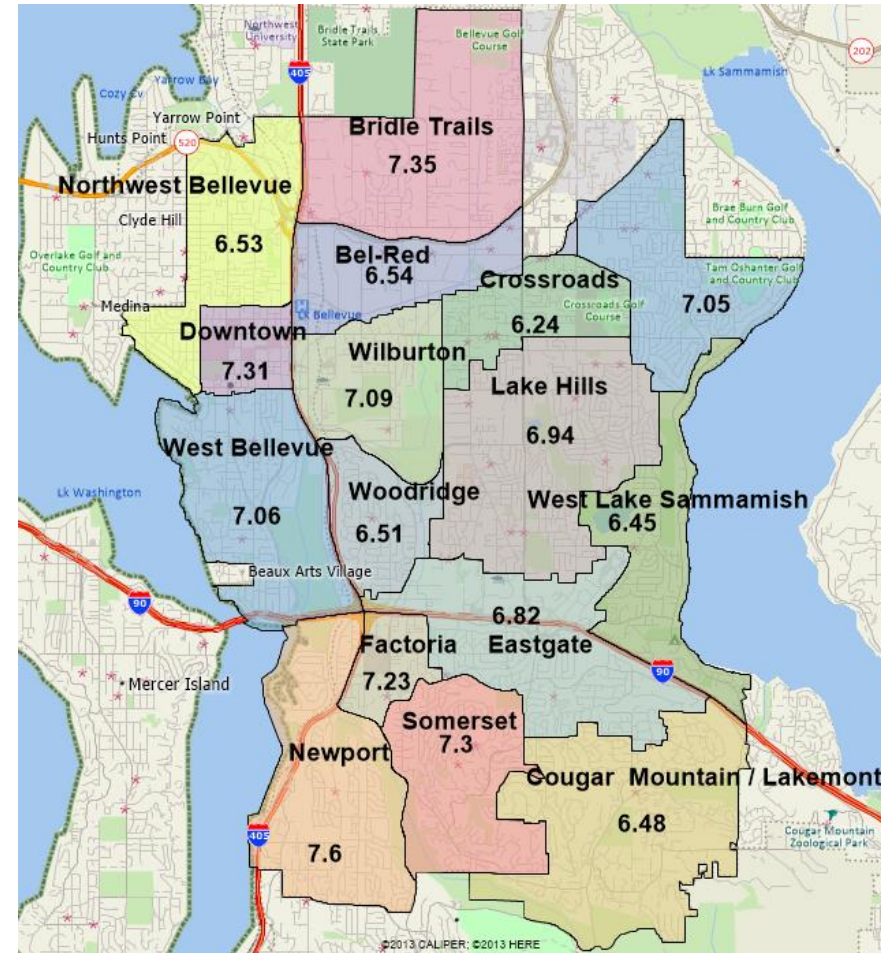
Base: All respondents

Table 7: Direction City Is Headed by Neighborhood

	Wrong Direction	Neutral	Right	Strongly Right	Mean	Sample Size
Bel-Red	25%	25%	14%	35%	6.54	(n=4)
Bridle Trails	14%	8%	45%	32%	7.35	(n=44)
Cougar						
Mountain / Lakemont	5%	30%	61%	4%	6.48	(n=29)
Crossroads	26%	5%	51%	17%	6.24	(n=22)
Downtown	6%	15%	51%	28%	7.31	(n=82)
Eastgate	11%	18%	48%	22%	6.82	(n=38)
Factoria	0%	10%	82%	8%	7.23	(n=10)
Lake Hills	12%	15%	48%	25%	6.94	(n=66)
Newport	2%	12%	53%	33%	7.60	(n=31)
Northeast Bellevue	10%	5%	72%	14%	7.05	(n=41)
Northwest Bellevue	17%	10%	57%	15%	6.53	(n=43)
West Lake Sammamish	17%	12%	64%	7%	6.45	(n=20)
Somerset	9%	0%	72%	19%	7.30	(n=21)
West Bellevue	3%	16%	75%	6%	7.06	(n=32)
Wilburton	20%	0%	53%	27%	7.09	(n=15)
Woodridge	12%	3%	84%	0%	6.51	(n=13)

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

Figure 13: Direction City Is Headed by Neighborhood



Maps illustrate differences in mean ratings by neighborhood.

Reasons Why Bellevue is Heading in the Right / Wrong Direction

Table 8: Reasons Why Bellevue Is Headed in Right Direction (n=328)

	First Response			Second Response		
	%*	Weighted N	Unweighted N	%*	Weighted N	Unweighted N
Development / Growth	17%	53	45	10%	25	28
Planning/ Infrastructure	8%	25	24	4%	10	10
Light Rail	7%	23	27	3%	7	7
Politicians / Leadership / City Council / Government	7%	22	22	4%	9	12
Crime / Graffiti / Safety	6%	17	14	5%	12	11
Business Growth / Friendliness / Economy	5%	16	18	7%	16	20
I like it / Quality of Life / Other generic positive statements	5%	15	13	4%	11	8
Environmentally Conscious or Friendly / Parks	5%	15	16	8%	21	21
Sense of Community / Family Friendly	4%	13	12	3%	8	7
Schools / Education	4%	12	15	7%	16	18
Public Transportation	3%	11	14	5%	11	7
Road Improvement / Maintenance	3%	10	8	4%	9	9
Clean	3%	9	7	5%	11	12
Diversity / Culture	3%	9	9	6%	15	17
Congestion / Crowding / Traffic / Overbuilding	3%	8	6	3%	7	7
Other	17%	53	54	24%	59	58

Table 9: Reasons Why Bellevue Is Headed in Wrong Direction (n=58)

	First Response			Second Response		
	%*	Weighted N	Unweighted N	%	Weighted N	Unweighted N
Development / Growth	23%	11	11	2%	1	1
Congestion / Crowding / Traffic / Overbuilding	18%	9	10	14%	6	9
Cost of Living / Expensive / Taxes	13%	7	9	17%	7	8
Homeless	8%	4	5	8%	3	4
Politicians / Leadership / City Council / Government	5%	3	3	7%	3	3
Diversity / Culture	4%	2	1	3%	1	2
Planning/Infrastructure	2%	1	2	5%	2	2
Crime / Graffiti / Safety	2%	1	1	4%	2	2
Public Transportation	1%	1	1	0%	0	0
Downtown Development / Redesign / Updating / Modern	1%	1	1	0%	0	0
Other	23%	12	12	0%		0

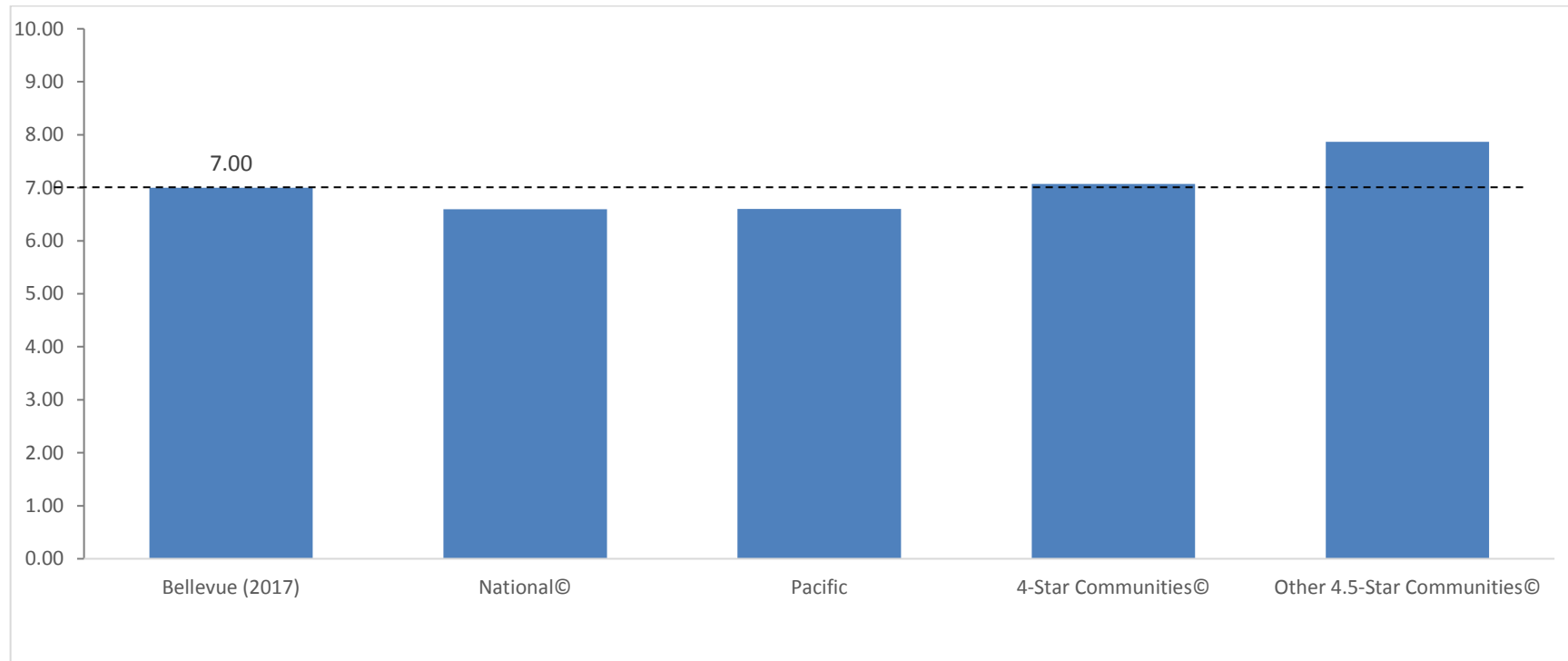
NWRG4A—Using a one or two word phrase, what are the reasons why you think Bellevue is headed in the [right/wrong] direction?

Base: Respondents who believe Bellevue is headed in the right (n = 383) / wrong (n = 58) direction. *Note, percentages are based on weighed sample sizes. Both weighted and unweighted n's are shown for reference. Weighting is standard practice and used to adjust for imperfections in the sample. More information on weighting can be found in Appendix II

Direction City Is Headed Compared to Benchmark Results

Responses were compared to NWRG’s Nationwide CityMarks Community Assessment Survey. Bellevue performs well—outperforming National and Pacific benchmarks. Bellevue performs similar to 4-Star Communities and below 4.5-Star Communities.

Figure 14: Direction City is Headed Benchmarks



NWRG4—Overall, would you say that Bellevue is headed in the right or wrong direction?

Base: Bellevue all respondents

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VALUE OF SERVICES FOR TAX DOLLARS PAID

Except for a spike in 2014, resident’s overall feeling towards the value of services for tax dollars paid has remained relatively consistent since 2012.

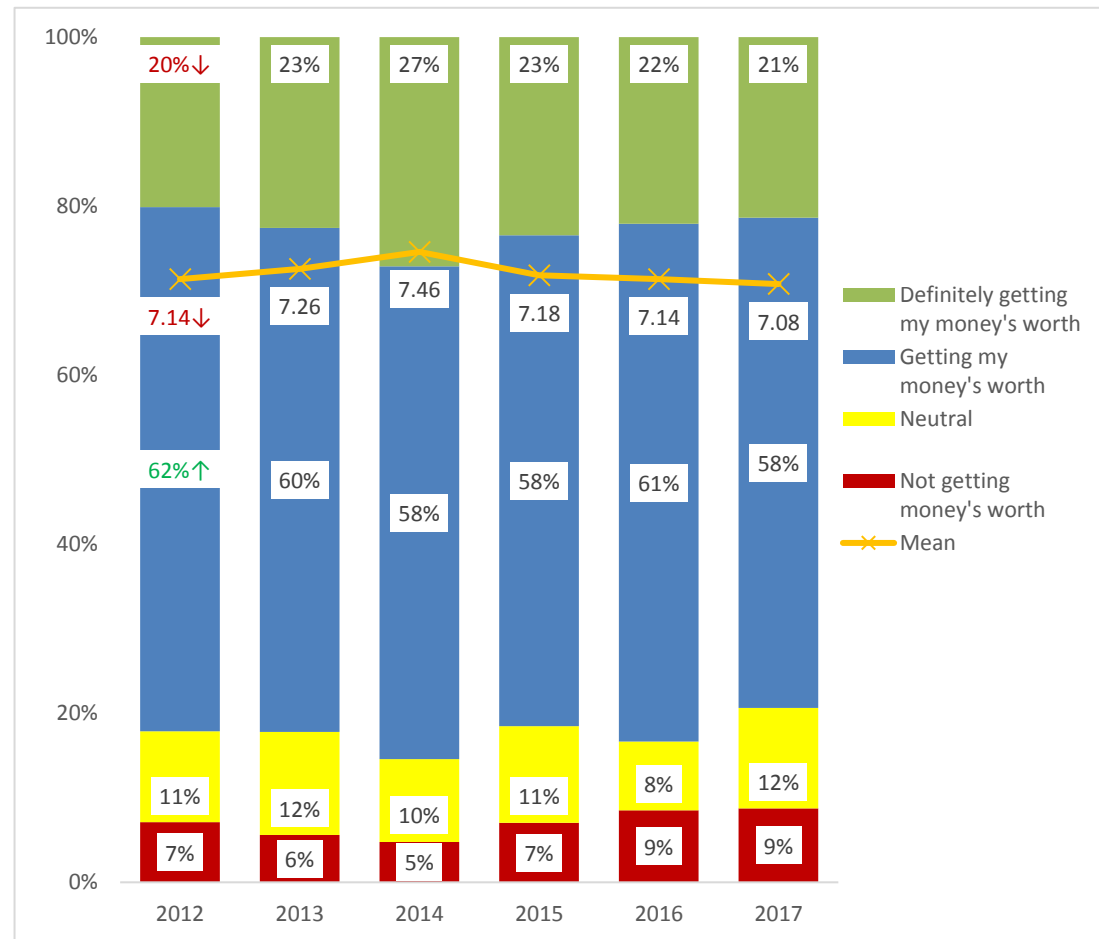
The perceived value of services varies depending on household type and ownership. Residents living in single-family homes, as well as those who own their homes, are significantly less likely than their counterparts (residents living in multi-family homes and renters, respectively) to indicate they are “Definitely Getting” their money’s worth for the tax dollar paid.

The percent of both groups—those living in single-family homes and renters—who indicate they are “Definitely Getting” their money’s worth been decreasing since 2014 and is now significantly lower than that time.

Table 10: Value of Services by Household Type

	Not Getting Value	Neutral	Some value	Strong Value	Mean
Single-Family	10%	14%	62%	14%↓	6.89
Multi Family	8%	9%	54%	29%↑	7.29
Own	9%	12%	63%	16%↑	6.96
Rent	8%	11%	50%	30%↓	7.27

Figure 15: Value of Services for Tax Dollars Paid



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

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

Mean based on eleven-point scale where “0” means “Definitely not getting my money’s worth” and “10” means “Definitely getting my money’s worth”

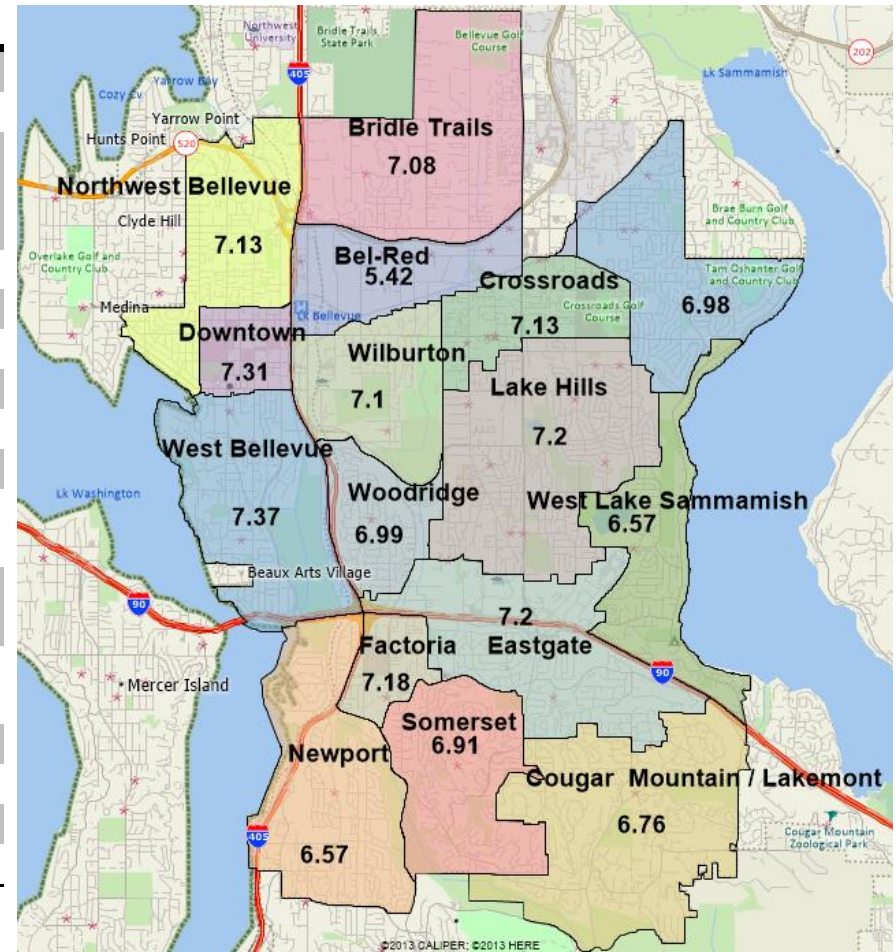
Base: All respondents

Table 11: Value for Tax Dollars Paid by Neighborhood

	Not Getting	Neutral	Getting	Definitely Getting	Mean	Sample Size
Bel-Red	25%	35%	39%	0%	5.42	(n=4)
Bridle Trails	4%	7%	77%	11%	7.08	(n=44)
Cougar						
Mountain / Lakemont	12%	9%	51%	28%	6.76	(n=29)
Crossroads	7%	7%	71%	14%	7.13	(n=22)
Downtown	9%	10%	51%	31%	7.31	(n=82)
Eastgate	12%	5%	54%	29%	7.20	(n=38)
Factoria	10%	16%	43%	31%	7.18	(n=10)
Lake Hills	7%	12%	61%	20%	7.20	(n=66)
Newport	15%	10%	72%	3%	6.57	(n=31)
Northeast Bellevue	6%	19%	55%	21%	6.98	(n=41)
Northwest Bellevue	11%	13%	50%	26%	7.13	(n=43)
West Lake Sammamish	17%	10%	63%	9%	6.57	(n=20)
Somerset	9%	7%	77%	6%	6.91	(n=21)
West Bellevue	6%	21%	38%	36%	7.37	(n=32)
Wilburton	7%	12%	54%	27%	7.10	(n=15)
Woodridge	0%	22%	74%	4%	6.99	(n=13)

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

Figure 16: Value for Tax Dollars Paid by Neighborhood

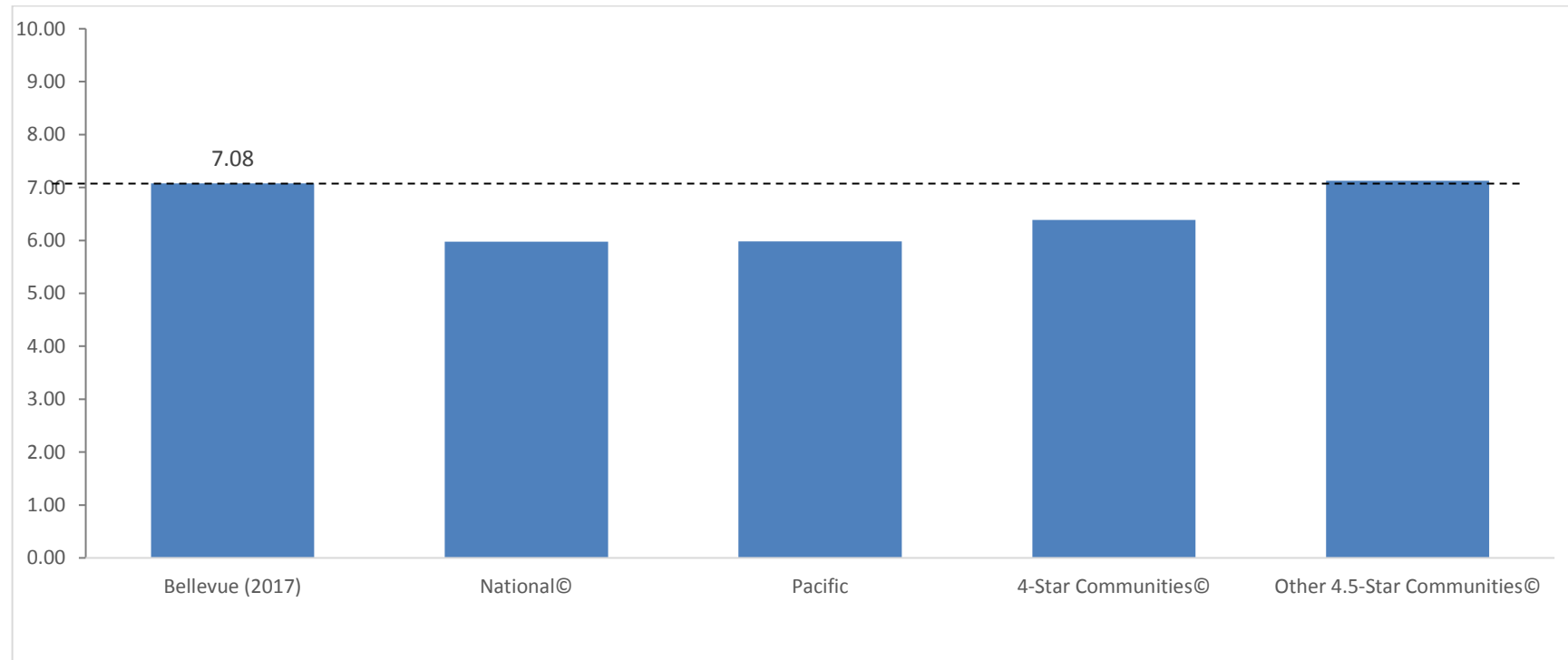


Maps illustrate differences in mean ratings by neighborhood.

VALUE FOR TAX DOLLARS PAID COMPARED TO BENCHMARK RESULTS

Responses were compared to NWRG’s Nationwide CityMarks Community Assessment Survey. Bellevue outperforms national and regional benchmarks, performing similar to other 4.5-Star Communities.

Figure 17: Value for Tax Dollars Paid Benchmarks



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

Base: Bellevue all respondents

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BELLEVUE'S 5-STAR RATING

OVERALL 5-STAR RATING

Bellevue is again rated as a 4.5-Star City. Nearly 60 percent of residents rate Bellevue as a 4.5-Star or 5-Star City.

The 5-Star Rating is a composite index that captures the essence of how well a city meets the critical needs and expectations of its residents and that uses a robust theoretical and mathematical model. The model is based on a weighted sum of five questions: (1) overall quality of life, (2) overall quality of city services, (3) perceived comparability to other communities (that is, is Bellevue seen as better or worse than other communities), (4) direction the community is headed, and (5) perceived value of services for tax dollars paid.

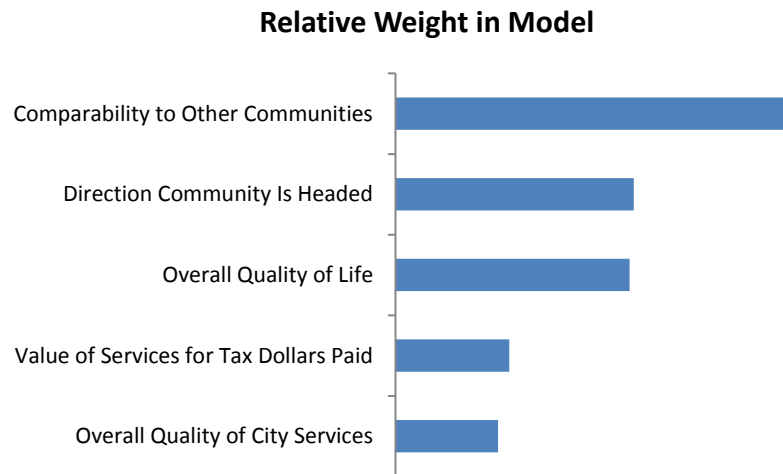
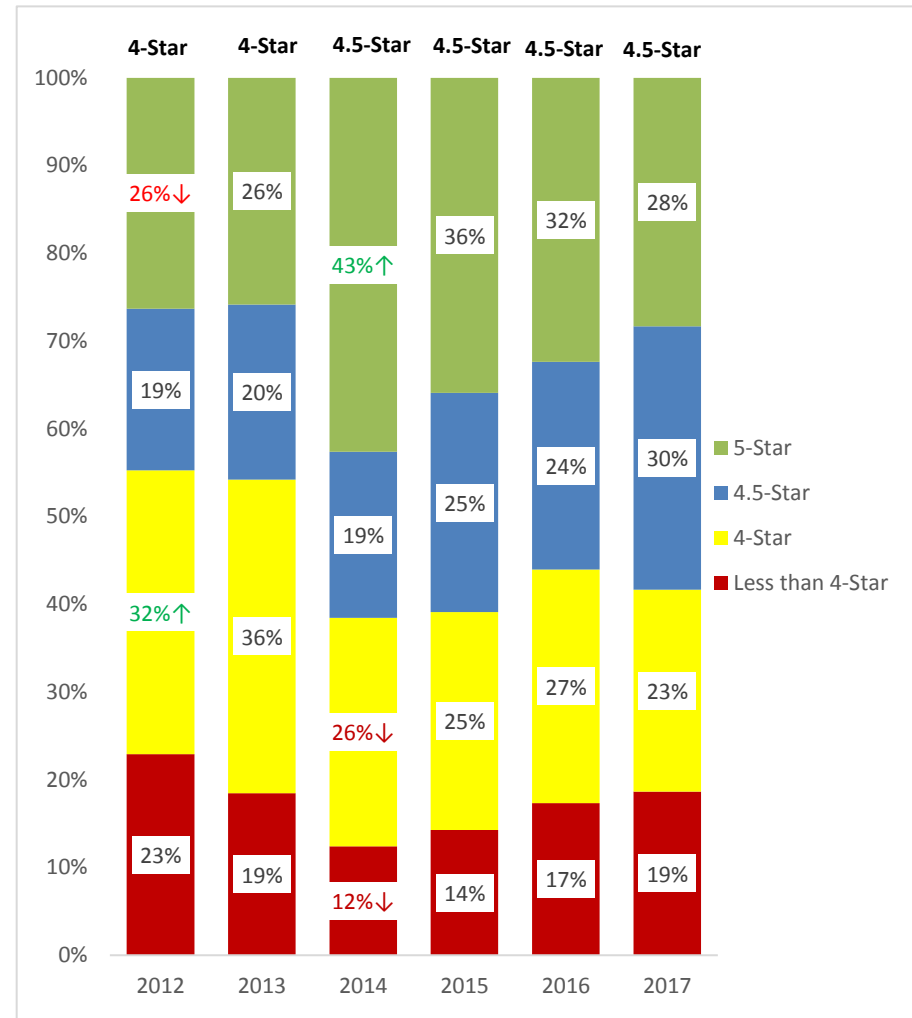


Figure 18: Bellevue's 5-Star Rating



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

Ratings of Bellevue are comparable to those whose ratings indicate that they live in a 4.5-Star City for four out the five key questions.

Bellevue residents rate the city more in line with ratings given by residents whose ratings indicate they live in a 4-Star City for the direction the city is headed. This is the third year in a row where Direction City is Headed rates in line with a 4-Star City.

The likelihood of a resident providing a specific Star Rating is influenced by two demographic characteristics:

Ownership: As seen with value of services, renters are significantly more likely to rate Bellevue as a 5-Star City.

Length of time living in Bellevue: Those who have lived in Bellevue for less than 10 years are significantly more likely than those living in Bellevue for 10 years or more to rate Bellevue as a 4-Star City. Conversely, longer term residents are significantly more likely to rate Bellevue as a 4.5-Star City.

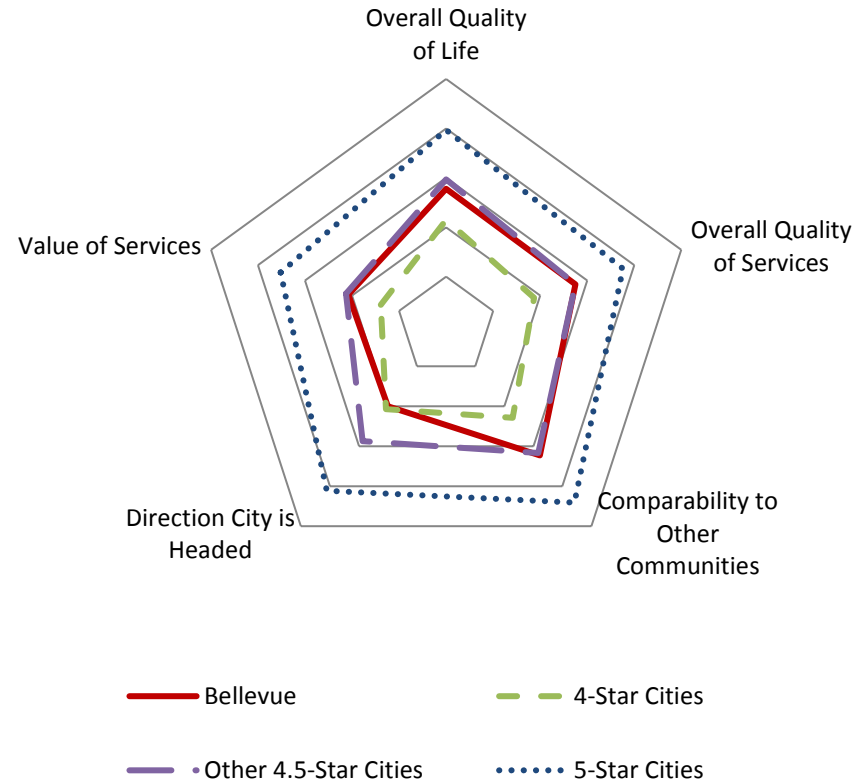


Table 12: Star Rating by Ownership and Years in Bellevue

	<4-Star	4-Star	4.5-Star	5-Star
Own	16%	24%	37%↑	23%↓
Rent	22%	21%	20%↓	36%↑
< 10 Years	18%	30%↑	24%↓	29%
10+ Years	19%	16%↓	36%↑	28%

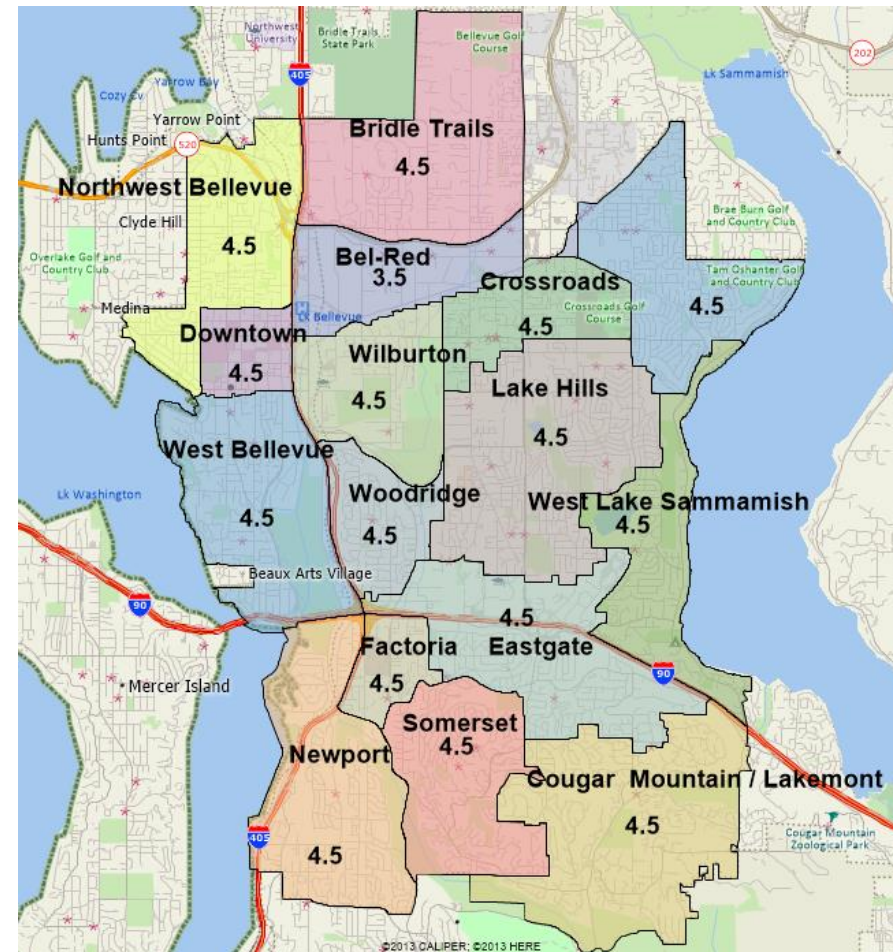
5-STAR RATING BY NEIGHBORHOOD

Table 13: 5-Star Rating by Neighborhood

	< 4-Stars	4-Stars	4.5-Stars	5-Stars	Median	Sample Size
Bel-Red	51%	49%	0%	0%	3.5	(n=4)
Bridle Trails	20%	22%	22%	36%	4.5	(n=44)
Cougar						
Mountain / Lakemont	20%	25%	28%	27%	4.5	(n=29)
Crossroads	34%	15%	28%	22%	4.5	(n=22)
Downtown	16%	24%	25%	35%	4.5	(n=82)
Eastgate	30%	14%	21%	35%	4.5	(n=38)
Factoria	14%	19%	17%	49%	4.5	(n=10)
Lake Hills	16%	28%	28%	28%	4.5	(n=66)
Newport	12%	15%	56%	17%	4.5	(n=31)
Northeast Bellevue	22%	23%	37%	19%	4.5	(n=41)
Northwest Bellevue	23%	22%	36%	19%	4.5	(n=43)
West Lake Sammamish	17%	7%	59%	17%	4.5	(n=20)
Somerset	9%	15%	40%	36%	4.5	(n=21)
West Bellevue	8%	36%	29%	27%	4.5	(n=32)
Wilburton	23%	17%	27%	33%	4.5	(n=15)
Woodridge	16%	30%	20%	34%	4.5	(n=13)

5-Star Rating is a computed variable.
Base: All respondents

Figure 19: 5-Star Rating by Neighborhood



Maps illustrate differences in mean ratings by neighborhood.

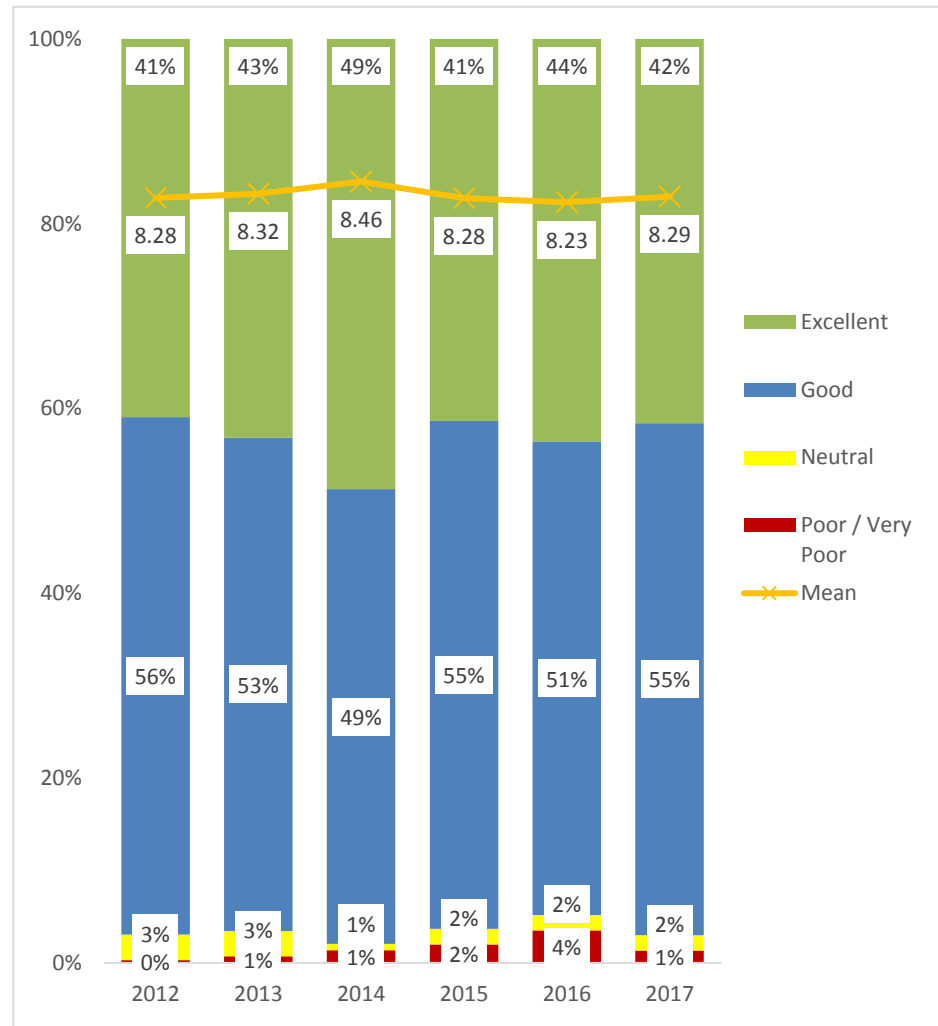
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PERCEPTIONS OF BELLEVUE AS A PLACE TO LIVE

Similar to previous years, nearly all Bellevue residents continue to say Bellevue is a good or excellent place to live. Except for 2014, the overall mean rating remains on-par with previous years.

Ratings of Bellevue as a place to live are uniformly high across all demographic and geographic markers.

Figure 20: 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

Table 14: Bellevue as a Place to Live by Neighborhood

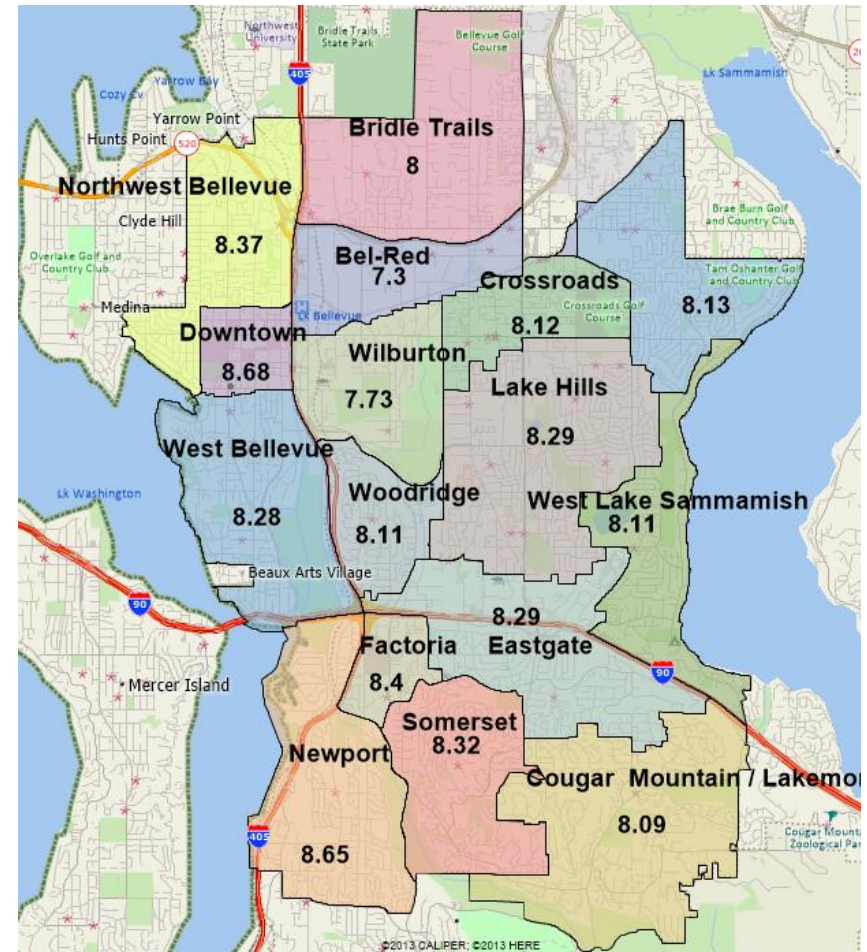
	Poor	Neutral	Good	Excellent	Mean	Sample Size
Bel-Red	0%	0%	75%	25%	7.30	(n=4)
Bridle Trails	2%	2%	66%	29%	8.00	(n=44)
Cougar						
Mountain / Lakemont	0%	0%	75%	25%	8.09	(n=29)
Crossroads	5%	0%	68%	27%	8.12	(n=22)
Downtown	3%	1%	39%↓	58%↑	8.68↑	(n=82)
Eastgate	0%	1%	59%	39%	8.29	(n=38)
Factoria	0%	4%	50%	46%	8.40	(n=10)
Lake Hills	1%	1%	60%	38%	8.29	(n=66)
Newport	0%	0%	43%	57%	8.65	(n=31)
Northeast Bellevue	3%	0%	56%	41%	8.13	(n=41)
Northwest Bellevue	0%	4%	52%	43%	8.37	(n=43)
West Lake Sammamish	0%	4%	55%	41%	8.11	(n=20)
Somerset	0%	3%	48%	49%	8.32	(n=21)
West Bellevue	2%	0%	58%	41%	8.28	(n=32)
Wilburton	0%	12%↑	58%	30%	7.73	(n=15)
Woodridge	0%	0%	66%	34%	8.11	(n=13)

Q1—Overall, how would you describe the City of Bellevue as a place to live?

Mean based on eleven-point scale where “0” means “Very poor” and “10” means “Excellent”

Base: All respondents

Figure 21: Bellevue as a Place to Live by Neighborhood



Maps illustrate differences in mean ratings by neighborhood.

Bellevue's Best Attributes

Table 15: Bellevue's Best Attributes

	First Response			Second Response		
	%*	Weighted N	Unweighted N	%*	Weighted N	Unweighted N
Parks / Green Space	16%	78	76	17%	79	74
Clean	11%	55	52	11%	51	48
Safe	11%	53	56	11%	48	51
Location	9%	44	44	3%	14	19
Schools / Education	7%	33	29	4%	19	24
Convenient	6%	31	31	2%	11	15
Attractive / Nice Neighborhoods / Pretty / Beautiful	3%	17	14	3%	13	10
Diverse	3%	17	22	4%	17	19
Mall / Shopping	3%	17	14	4%	17	15
Good Services (Including fire, police, library, etc.)	3%	14	15	5%	20	22
Upscale / New / Modern / Urban / Up-and-Coming	2%	11	16	3%	16	17
City Management / Government / Planning	2%	10	12	2%	9	10
Friendly	2%	10	10	4%	20	16
Infrastructure / Upkeep of roads, sidewalks, etc.	2%	9	8	1%	4	5
Community Oriented / Family/ Child-Friendly	2%	8	7	2%	11	10
Good atmosphere / Environment / Ambience / Quality of Life	1%	7	8	3%	12	11
Quiet / Peaceful	1%	6	9	1%	6	7
Easy to get around	1%	4	5	2%	10	12
Public Transportation	1%	4	5	1%	3	1
Activities	0%	0	0	2%	10	12
Homelessness	0%	0	0	1%	3	3
Other	13%	62	61	13%	58	63

*Note, percentages are based on weighed sample sizes. Both weighted and unweighted n's are shown for reference. Weighting is standard practice and used to adjust for imperfections in the sample. More information on weighting can be found in Appendix II

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KEY COMMUNITY INDICATORS

OVERALL RATINGS

The City of Bellevue has identified a total of 27 items as Key Community Indicators (KCI). Respondents were asked the extent to which they agreed or disagreed that each of these indicators described Bellevue.

In 2011, NWRG began using factor analysis to analyze the KCIs. Factor analysis is a type of advanced analytics that looks at the responses to multiple questions and group questions with highly correlated responses into factors. For example, all 27 of Bellevue's KCIs were analyzed and the results showed that many of the answers were highly related (e.g., individual responses to questions dealing with safety were very similar). We then combine the scores of the related questions to create a new variable, in this case called a dimension. Table 12, on the next page, shows which questions were highly related to one another and how they were grouped to create each of the six dimensions: Safe Community, Neighborhoods, Healthy Living, Engaged Community, Mobility, and Competitiveness. The analysis is performed each year and the dimensions are updated as needed.

The use of factor analysis to create Bellevue's dimensions simplifies reporting and provides for a more stable model when running other analytics such as the Key Drivers Analysis, discussed on page 57.

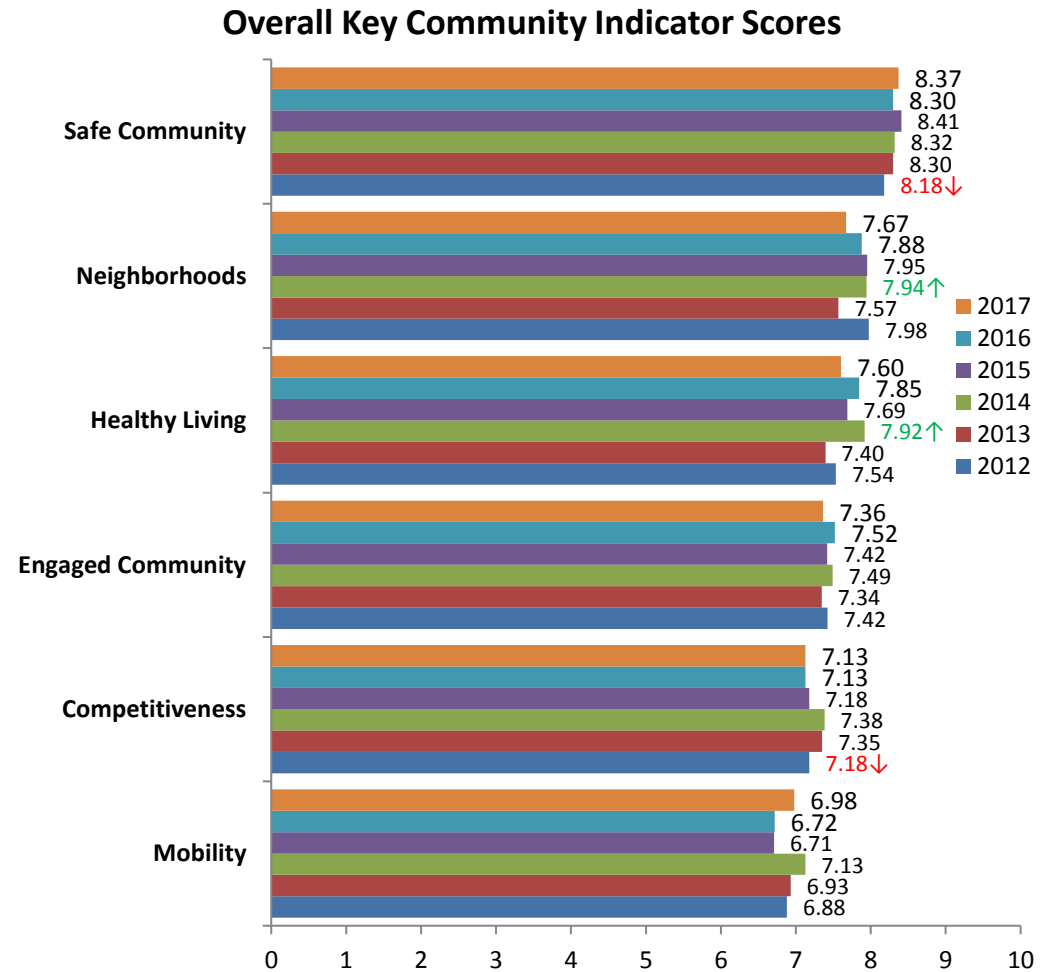
Table 16: Key Community Indicators and Corresponding Dimensions

Dimension	Attributes	2012	2013	2014	2015	2016	2017
Competitiveness	Is a good place to raise children	X	X	X	X	X	X
	Fosters and supports a diverse community in which all residents have the opportunity to live well, work, and play	X	X	X	X	X	X
	Is doing a good job helping to create a competitive business environment that supports entrepreneurs and creates jobs	X	X	X	X	X	X
	Is a visionary community in which creativity is fostered	X	X	X	X	X	X
	Is doing a good job of planning for growth in ways that add value to the quality of life	X	X	X	X	X	X
	Is doing a good job of looking ahead and seeking innovative solutions to regional and local challenges	X	X	<i>Split into 2 questions beginning 2014</i>			
	Is doing a good job of looking ahead to meet regional challenges			X	X	X	X
	Is doing a good job of looking ahead to meet local challenges			X	X	X	X
Engaged Community	Does a good job of keeping residents informed	X	X	X	X	X	X
	Is a welcoming and supportive community that demonstrates caring for people through its actions	X	X	X	X	X	X
	Encourages citizen engagement such as volunteering or participating in community activities	X	X	X	X	X	X
	Listens to its residents and seeks their involvement	X	X	X	X	X	X
Healthy	Has attractive neighborhoods that are well maintained	X					
	Offers me and my family opportunities to experience nature where we live, work, and play	X	X	X	X	X	X
	Environment supports my personal health and well-being	X	X	X	X	X	X
	Is doing a good job of maintaining and enhancing a healthy, natural environment for current and future generations	X	X	X	X	X	X
	I live in a neighborhood that supports families, particularly those with children	X	<i>Dropped in 2013</i>				
	Can rightfully be called a “city in a park”	X	X	X	X	X	X
	Provides water, sewer, and wastewater services and infrastructure that reliably ensures public health			X	X	X	X
	Provides water, sewer, and wastewater services and infrastructure that protects the environment			X	X	X	X
Safe Community	Is a safe community in which to live, learn, work, and play	X	X	X	X	X	X
	Is well-prepared to respond to routine emergencies	X	X	X	X	X	X
	Plans appropriately to respond to major emergencies	X	X	X	X	X	X
	Has attractive neighborhoods that are safe	X	<i>Dropped in 2013</i>				
Mobility	Neighborhood provides convenient access to my day-to-day activities	X	<i>Dropped in 2013</i>				
	Provides a safe transportation system for all users	X	X	X	X	X	X
	Allows for travel within the City of Bellevue in a reasonable and predictable amount of time	X	X	X	X	X	X
	Is doing a good job of planning for and implementing a range of transportation options	X	X	X	X	X	X
Neighborhoods	Has attractive and well-maintained neighborhoods		X	X	X	X	X
	Has neighborhoods that are safe		X	X	X	X	X
	I live in a neighborhood that supports families, particularly those with children		X	X	X	X	X
	Neighborhood provides convenient access to my day-to-day activities		X	X	X	X	X

As in previous years, in terms of its overall performance, Bellevue does best at being safe. Safe Community has remained the top performing dimension each year since the introduction of the KCI factor analysis.

As with previous years, Bellevue’s ratings for competitiveness and mobility are the lowest and below the average for all KCI dimensions. While ratings for each of these dimensions has remained the same compared to 2015.

Figure 22: 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
 Base: All respondents

GROUPED RATINGS

Respondents were read a list of statements—Key Community Indicators—and asked to indicate their agreement in the following manner:

To what extent do you agree or disagree with each of the following statements about the City of Bellevue?

As in previous years, Bellevue's high rating for being a safe community in which to live, learn, work, and play continues to be the primary factor in the safety dimension.

Residents feel that while the city is fairly well prepared for routine emergencies, confidence is lower when it comes to planning for major emergencies.

Bellevue performs best at having attractive and well-maintained neighborhoods, and providing convenient access to activities.

Ratings for safe neighborhoods have dropped since 2016 and now perform at an “average” level for this group.

Neighborhoods that support families, particularly those with children, remains the lowest-rated attribute and has been in this position for the past four years.

Table 17: Performance on Key Community Indicators—Safe Community

Key Community Indicators	2012	2013	2014	2015	2016	2017
Overall	8.18↓	8.30	8.32	8.41	8.30	8.37
Is a safe community in which to live, learn, work, and play.	8.52	8.64	8.73	8.80	8.70	8.62
Is well prepared to respond to routine emergencies.	8.01	8.07	8.37↑	8.51	8.39	8.52
Plans appropriately to respond to major emergencies.	7.95	8.13	7.79↓	7.88	7.73	7.90

Note: Red dividing lines in tables indicates the overall mean of the KCIs contained in that dimension.
 ↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.
 Base: random selection SAFE (see Appendix III)

Table 18: Performance on Key Community Indicators—Neighborhoods

Key Community Indicators	2012	2013	2014	2015	2016	2017
Overall	7.98	7.57↓	7.94↑	7.95	7.88	7.67
Bellevue has attractive and well-maintained neighborhoods.	8.04	7.83↓	8.10	8.20	8.11	7.94
I live in a neighborhood that provides convenient access to my day-to-day activities.	8.16	7.98	8.17	8.18	8.01	7.87
Bellevue neighborhoods are safe.	8.14	7.90	8.32↑	8.17	8.04	7.66↓
I live in a neighborhood that supports families, particularly those with children.	7.20	6.69↓	7.18	7.27	7.36	7.20

Note: Red dividing lines in tables indicates the overall mean of the KCIs contained in that dimension.
 ↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.
 Base: random selection NEIGHBORHOODS (see Appendix III)

While there have been minor fluctuations since 2014, ratings regarding healthy living have had no significant movement over the years.

Bellevue continues to be seen as being particularly strong in terms of providing water and sewer that reliably ensures public health and protects the environment.

The rating for Bellevue as a “city in a park” decreased significantly in 2015 and has remained at the same level since.

Table 19: Performance on Key Community Indicators—Healthy Living

Key Community Indicators	2012	2013	2014	2015	2016	2017
Overall	7.54	7.40	7.92↑	7.69	7.85	7.60
Provides water, sewer, and wastewater services that reliably ensure public health	N/A	N/A	8.38	8.42	8.29	8.07
Provides water, sewer, and waste water services that protect the environment	N/A	N/A	8.08	7.91	7.96	7.82
Provides an environment that supports my personal health and well-being	7.76	7.59	7.93	7.81	8.05	7.79
Offers me and my family opportunities to experience nature where we live, work, and play.	7.87	7.83	8.09	7.90	8.09	7.78
Is doing a good job of maintaining and enhancing a healthy natural environment for current and future generations.	7.65	7.63	7.89	7.64	7.85	7.59
Can rightly be called a “city in a park.”	6.85	6.56	7.13↑	6.46↓	6.80	6.65

Note: Red dividing lines in tables indicates the overall mean of the KCIs contained in that dimension.
 ↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.
 Base: random selection HEALTHY (see Appendix III)

Bellevue’s ratings for Citizen Engagement have remained stable over the past several years.

As in previous years, Bellevue does best in terms of keeping its residents informed, and performs lowest regarding listening to residents and seeking their involvement.

Table 20: Performance on Key Community Indicators—Engaged Community

Key Community Indicators	2012	2013	2014	2015	2016	2017
Overall	7.42	7.34	7.49	7.42	7.52	7.36
Does a good job of keeping residents informed	7.63	7.57	7.67	7.66	7.79	7.54
Is a welcoming and supportive city that demonstrates caring for people through its actions	7.52	7.29↓	7.58	7.45	7.53	7.49
Promotes a community that encourages civic engagement	7.37	7.17	7.35	7.23	7.35	7.26
Listens to its residents and seeks their involvement	7.31	7.37	7.37	7.35	7.43	7.19

Note: Red dividing lines in tables indicates the overall mean of the KCIs contained in that dimension.
 ↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.
 Base: random selection ENGAGED (see Appendix III)

Ratings for competitiveness peaked in 2014, then dropped in 2015, and have remained steady over the past few years.

Each of the attributes within this dimension have remained steady over the past several years.

Table 21: Performance on Key Community Indicators—Competitiveness

Key Community Indicators	2012	2013	2014	2015	2016	2017
Overall	7.18	7.35	7.38	7.18↓	7.13	7.13
Is a good place to raise children.	8.05	8.19	8.25	8.21	8.13	8.06
Is doing a good job helping to create a competitive business environment that supports entrepreneurs and creates jobs.	6.94↓	7.23	7.36	7.33	7.32	7.40
Fosters and supports a diverse community where all residents have the opportunity to live well, work and play.	7.45	7.39	7.48	7.53	7.23	7.23
Is a visionary community in which creativity is fostered.	6.71	6.77	7.07	6.76	6.87	6.93
Is doing a good job of looking ahead to meet regional challenges.	N/A	N/A	7.09	6.81	6.81	6.78
Is doing a good job planning for growth in ways that add value to your quality of life.	6.74	7.14	7.25	6.82	6.73	6.73
Is doing a good job of looking ahead to meet local challenges.	N/A	N/A	7.16	6.73	6.81	6.71

Note: Red dividing lines in tables indicates the overall mean of the KCIs contained in that dimension.

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

Base: random selection COMPETITIVE (see Appendix III)

Overall, mobility continues to be the lowest-rated of the overall indicators, after decreasing in 2015. Although there has been a slight uptick in 2017, the change is not statistically significant.

The same is true of each attribute of mobility—each attribute has increased slightly in 2017, but all increases have been within the margin of error.

Bellevue is given the lowest rating for being able to travel within Bellevue in a reasonable and predictable amount of time. Of all 27 indicators, this attribute has received the lowest rating for four consecutive years.

Table 22: Performance on Key Community Indicators—Mobility

Key Community Indicators	2012	2013	2014	2015	2016	2017
Overall	6.88	6.93	7.13	6.71↓	6.72	6.98
Provides a safe transportation system for all users.	7.18	7.34	7.61	7.21	7.46	7.54
Is doing a good job of planning for and implementing a range of transportation options.	6.58	6.52	6.88	6.45	6.49	6.75
Allows for travel within the City of Bellevue in a reasonable and predictable amount of time	6.89	6.94	6.88	6.47	6.18	6.65

Note: Red dividing lines in tables indicates the overall mean of the KCIs contained in that dimension.

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

Base: random selection MOBILITY (see Appendix III)

KEY DRIVERS ANALYSIS

Key Drivers Analysis uses a combination of factor and regression analysis to identify which of 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.

Key Drivers Analysis is useful as it provides the city with specific areas of focus in which to improve. For example, the KCI "listens to residents and seeks their input" is a key driver of Bellevue's 5-Star rating; however, satisfaction is relatively low with this KCI compared to other KCIs. Key Drivers Analysis suggests that if Bellevue were to focus on improving in this area—and residents recognize this improvement— Bellevue's overall 5-Star rating should increase.

Conversely, "doing a good job helping to create a competitive business environment" is not a key driver of the 5-Star rating. This does not mean that residents do or do not agree with this statement or that it is not important. In this case, it means that there is little variance in residents' feelings and that there is no strong correlation between their agreement with helping to create a competitive business environment and Bellevue's 5-Star rating.

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

The first step in the analysis identifies the extent to which the five overall dimensions identified earlier impact Bellevue’s 5-Star rating.

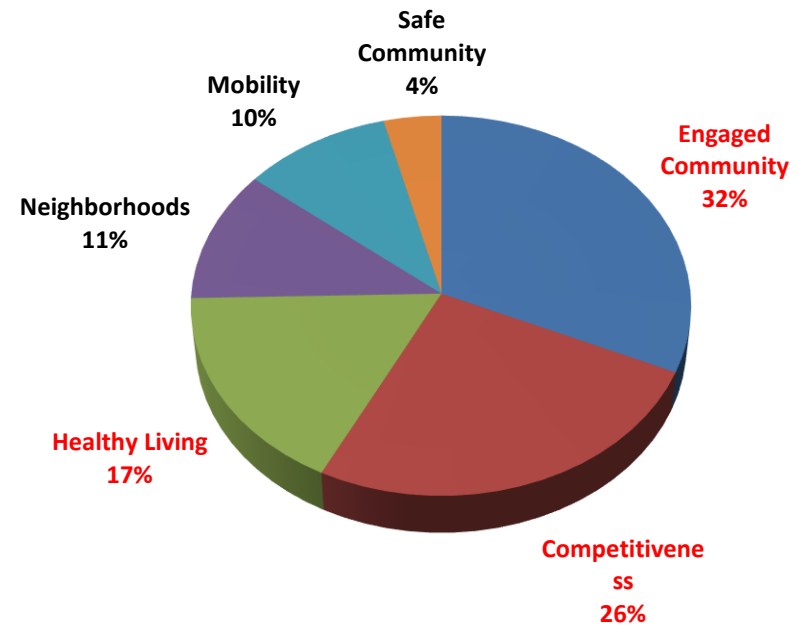
The dimensions Engaged Community, Competitiveness, and Healthy Living have a significant impact on Bellevue’s 5-Star rating.

- Neighborhoods, Mobility, and Safe Community are **not** drivers.

The second step in the analysis identifies the extent to which each of the individual KCIs contained within the overall dimension is a key driver. Again regression analysis is used to identify KCIs that drive Bellevue’s 5-Star rating. Below are the attributes that drive Bellevue’s 5-Star rating:

- **Engaged Community**
 - Listens to its residents and seeks their involvement
 - Welcoming and supportive community that demonstrates it cares about its residents through its actions
 - Does a good job of keeping residents informed
- **Competitiveness**
 - Is a good place to raise children
 - Planning for growth to add to the quality of life
 - Fosters and supports a diverse community
- **Healthy Living**
 - Water infrastructure that protects the natural environment
 - Supports personal health and well-being
 - Maintaining a healthy and natural environment
- **Neighborhoods**
 - Safe neighborhoods
 - Attractive, well-maintained neighborhoods
 - Neighborhoods support families
- **Mobility**
 - Safe transportation system
 - Range of transportation options
- **Safe community**
 - Is a safe community in which to live, learn, work, and play
 - Plans appropriately to respond to major emergencies

Figure 23: Key Drivers Analysis—Overall Dimensions



Those factors in red and bold are key drivers—that is, a change in these areas would have a significant impact on Bellevue’s 5-Star rating.
 Those factors in black are not drivers—that is, a change in these areas does not significantly impact Bellevue’s 5-Star Rating.

Key Drivers Analysis looks at relationships between individual survey questions or combinations of these questions and Bellevue’s 5-Star rating and identifies the questions that have the greatest influence on Bellevue’s 5-Star rating.

Figure 24: Key Drivers Analysis—Engaged Community

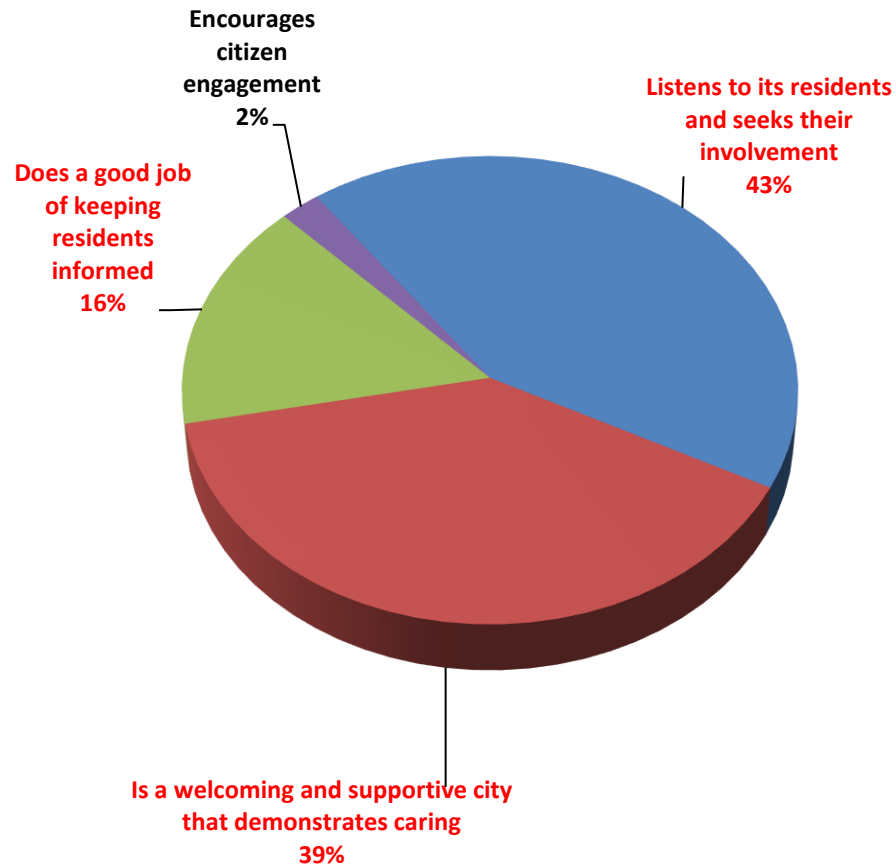
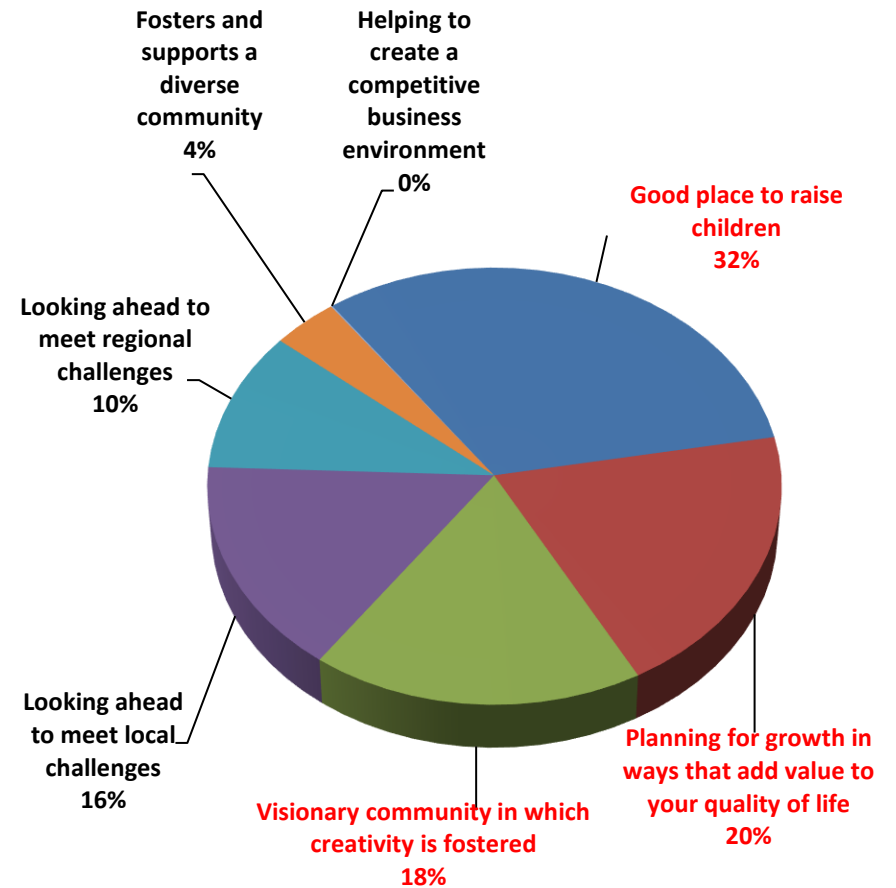


Figure 25: Key Drivers—Competitiveness



Those factors in red and bold are key drivers—that is, a change in these areas would have a significant impact on Bellevue’s 5-Star rating.
Those factors in black are not drivers—that is, a change in these areas does not significantly impact Bellevue’s 5-Star rating.

Figure 26: Key Drivers—Healthy Living

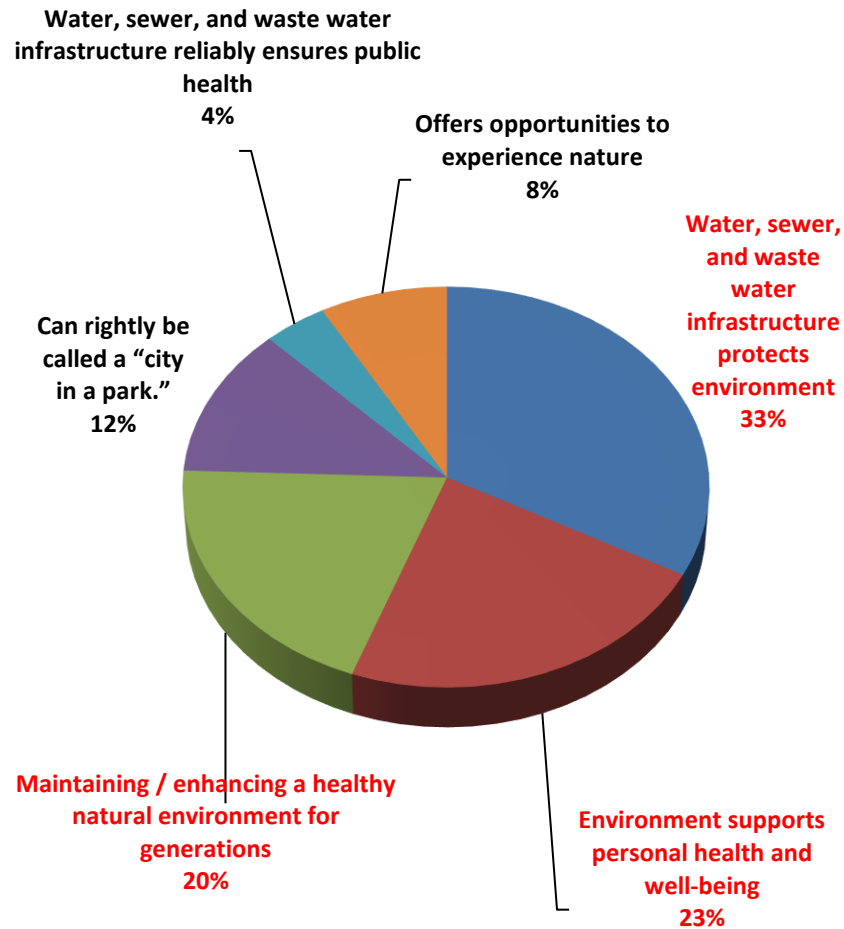
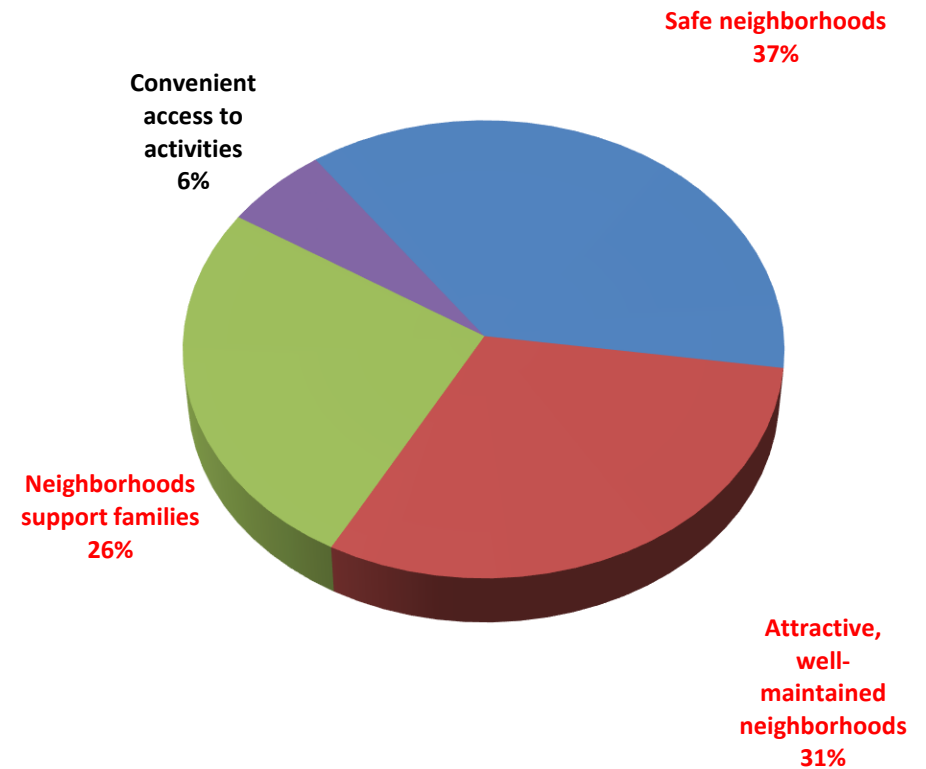


Figure 27: Key Drivers—Neighborhoods



Those factors in red and bold are key drivers—that is, a change in these areas would have a significant impact on Bellevue’s 5-Star rating. Those factors in black are not drivers—that is, a change in these areas does not significantly impact Bellevue’s 5-Star rating.

Figure 28: Key Drivers—Mobility

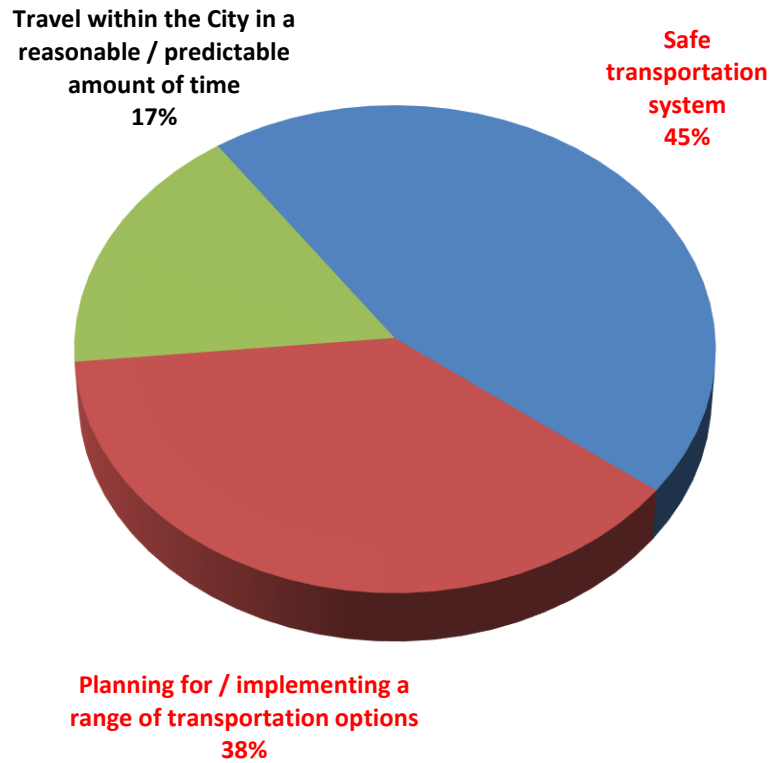
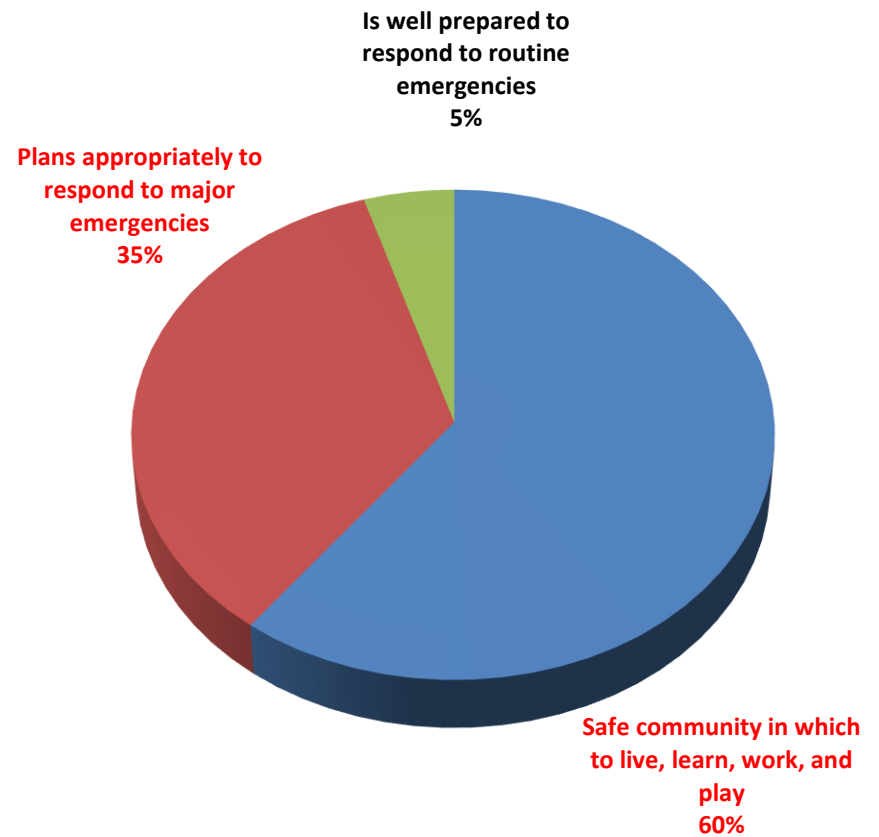


Figure 29: Key Drivers—Safe Community



Those factors in red and bold are key drivers—that is, a change in these areas would have a significant impact on Bellevue’s 5-Star rating.
Those factors in black are not drivers—that is, a change in these areas does not significantly impact Bellevue’s 5-Star rating.

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., are 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 agreement 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 agreement 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 23: Resource Allocation Analysis

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

↗ = Key Driver;

 = Key driver, lower-than-average agreement, invest

 = Key driver, near average agreement, invest as allowed

 = Key driver, above-average agreement, maintain

 = Not a driver, lower than-average agreement; monitor

 = Not a driver, above-average agreement; maintain

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BELLEVUE NEIGHBORHOODS

NEIGHBORHOOD AS A PLACE TO LIVE

Nearly all Bellevue residents feel positive about their neighborhood as a place to live.

As with other aspects of living in Bellevue, perceptions of the neighborhood vary by dwelling type with residents living in single-family homes giving significantly higher ratings than those living in multi-family homes.

There are no significant differences based on the neighborhood in which residents live.

Figure 30: Perceptions of Bellevue’s Neighborhoods

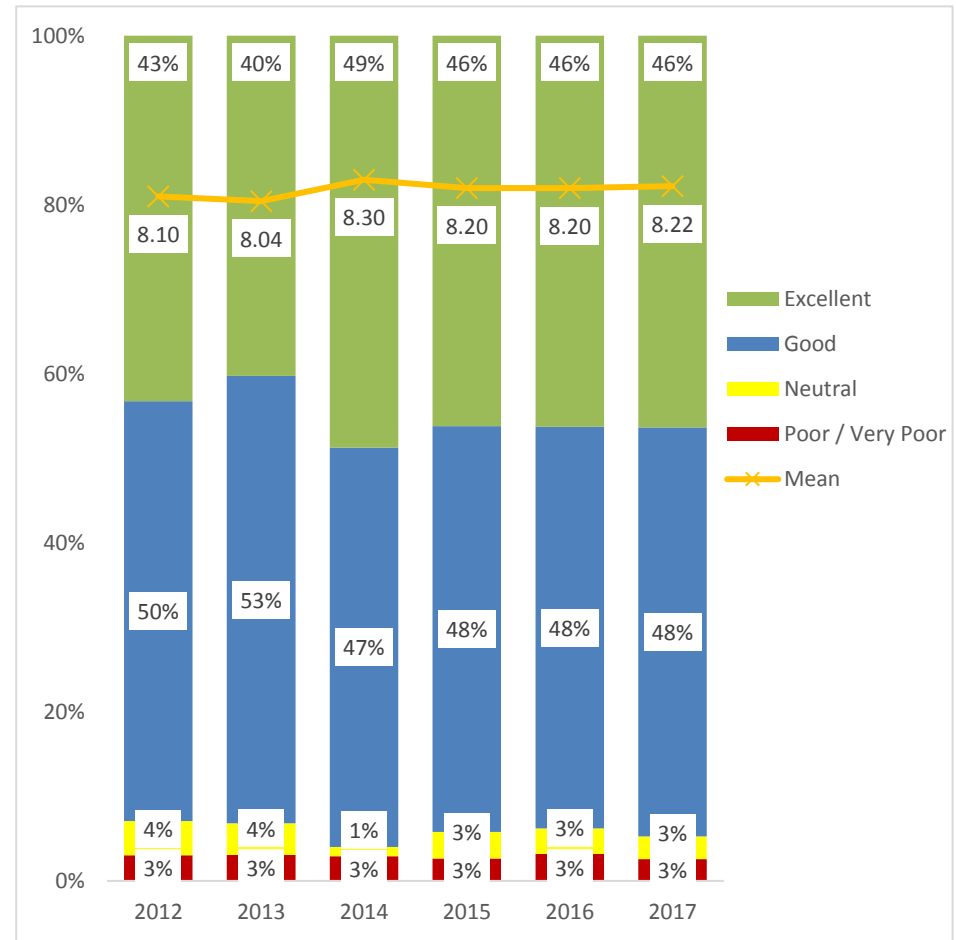


Table 24: Perception of Neighborhood by Dwelling Type

	Poor	Neutral	Good	Excellent	Mean
Single Family	1%	3%	45%	51%	8.39↑
Multi Family	4%	2%	52%	41%	8.02↓

HOOD1—Overall, how would you describe your neighborhood as a place to live?

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

Mean based on eleven-point scale where “0” means “Very poor” and “10” means “Excellent”

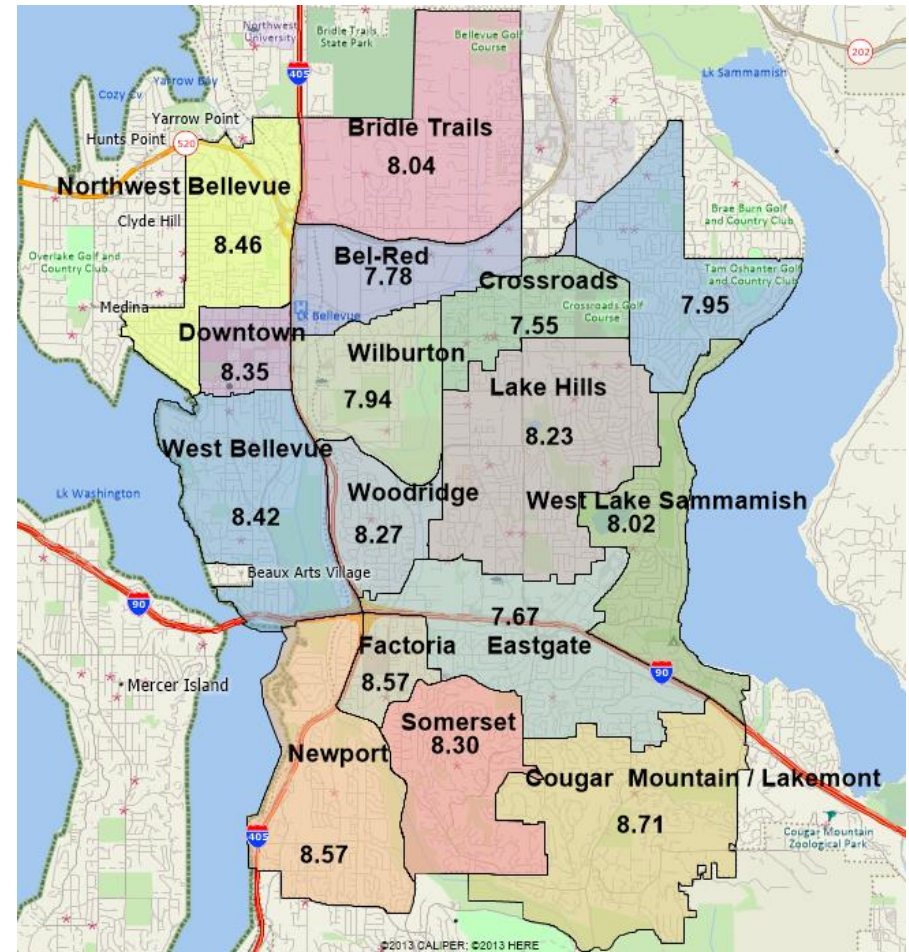
Base: All respondents

Table 25: Perception of Neighborhood by Neighborhood

	Poor	Neutral	Good	Excellent	Mean	Sample Size
Bel-Red	0%	0%	86%	14%	7.78	(n=4)
Bridle Trails	7%	0%	52%	40%	8.04	(n=44)
Cougar						
Mountain / Lakemont	0%	7%	32%	61%	8.71	(n=29)
Crossroads	5%	0%	70%	24%	7.55	(n=22)
Downtown	4%	1%	44%	52%	8.35	(n=82)
Eastgate	6%	4%	45%	44%	7.67	(n=38)
Factoria	0%	4%	28%	67%	8.57	(n=10)
Lake Hills	1%	6%	48%	46%	8.23	(n=66)
Newport	0%	2%	43%	56%	8.57	(n=31)
Northeast Bellevue	2%	1%	67%	30%	7.95	(n=41)
Northwest Bellevue	0%	0%	53%	47%	8.46	(n=43)
West Lake Sammamish	3%	13%	34%	50%	8.02	(n=20)
Somerset	0%	12%	34%	54%	8.30	(n=21)
West Bellevue	2%	0%	50%	48%	8.42	(n=32)
Wilburton	6%	3%	58%	33%	7.94	(n=15)
Woodridge	0%	0%	42%	58%	8.27	(n=13)

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

Figure 31: Perception of Neighborhood by Neighborhood



Maps illustrate differences in mean ratings by neighborhood.

SENSE OF COMMUNITY

Ratings for whether neighborhoods have a sense of community were relatively unchanged over the past several years.

For the most part, ratings for Sense of Community are even across the city. The exception is Downtown Bellevue, which rates lower than other neighborhoods.

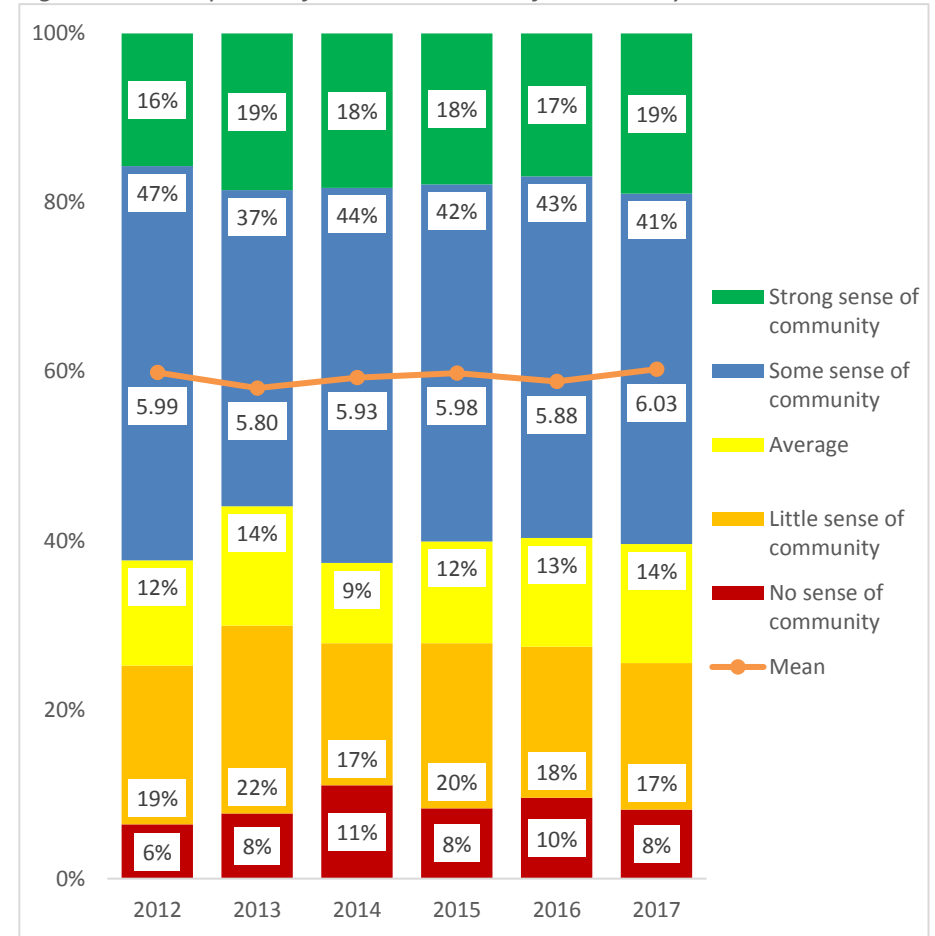
However, there are several differences based on respondent demographics.

- Similar to other findings, those living in single-family homes, as well as those who own their homes, have a higher sense of community than each of their counterparts.
- Long term residents, those living Bellevue for 10 or more years, also have a stronger sense of community than those who have lived in Bellevue for less than 10 years.
- Additionally, households with children have a stronger sense of community than those without children.

Table 26: Sense of Community by Demographic Characteristics

	Little / None	Average	Some community	Strong Community	Mean
Single Family	15%↓	10%↓	49%↑	26%↑	6.89↑
Multi Family	36%↑	18%↑	34%↓	12%↓	5.10↓
Own	14%↓	16%	47%↑	23%↑	6.71↑
Rent	42%↑	10%	34%↓	13%↓	5.0↓

Figure 32: Perceptions of Bellevue’s Sense of Community



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

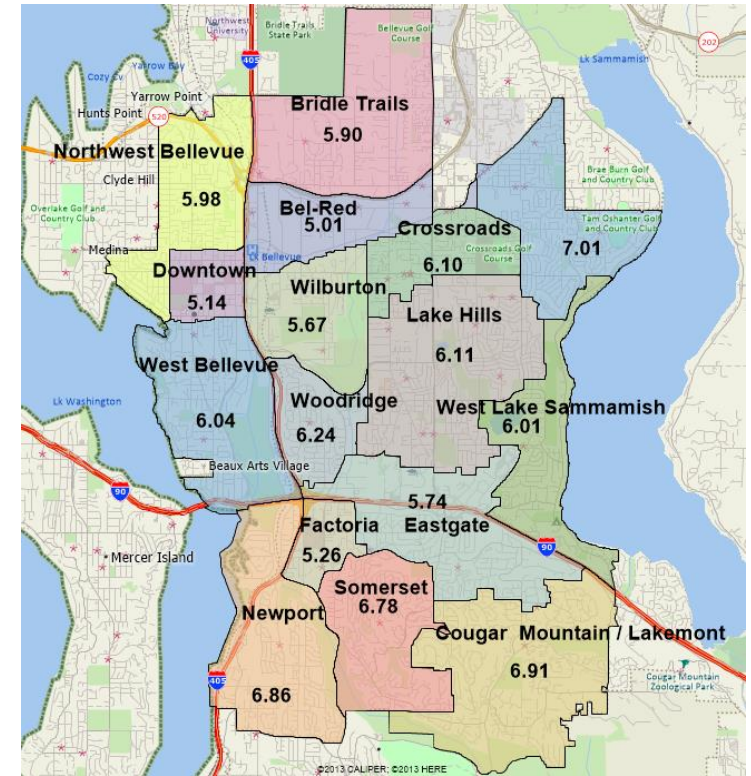
↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level. Mean based on eleven-point scale where “0” means “No sense of community at all” and “10” means “Strong sense of community”

Base: All respondents

Table 27: Sense of Community by Neighborhood

	No Community	Little	Neutral	Some	Strong Community	Mean	Sample Size
Bel-Red	0%	39%	25%	35%	0%	5.01	(n=4)
Bridle Trails	11%	12%	20%	35%	22%	5.90	(n=44)
Cougar Mountain / Lakemont	0%	13%	2%	61%	23%	6.91	(n=29)
Crossroads	5%	15%	22%	38%	19%	6.10	(n=22)
Downtown	17%	20%	17%	33%	12%	5.14↓	(n=82)
Eastgate	12%	11%	15%	54%	8%	5.74	(n=38)
Factoria	0%	29%	37%	34%	0%	5.26	(n=10)
Lake Hills	8%	18%	11%	48%	16%	6.11	(n=66)
Newport	5%	15%	14%	30%	38%	6.86	(n=31)
Northeast Bellevue	0%	23%	5%	42%	29%	7.01	(n=41)
Northwest Bellevue	10%	17%	13%	41%	19%	5.98	(n=43)
West Lake Sammamish	17%	13%	8%	22%	40%	6.01	(n=20)
Somerset	0%	18%	9%	47%	26%	6.78	(n=21)
West Bellevue	4%	16%	16%	47%	17%	6.04	(n=32)
Wilburton	6%	27%	9%	46%	12%	5.67	(n=15)
Woodridge	6%	15%	14%	56%	9%	6.24	(n=13)

Figure 33: Sense of Community by Neighborhood



Maps illustrate differences in mean ratings by neighborhood.

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

Base: All respondents

PARK FACILITIES

USE OF PARK FACILITIES

Use of Bellevue’s parks continues to be high—roughly nine out of ten households had someone visit a park or park facility in the past 12 months.

- Ninety-seven percent (95%) of residents with kids in the household have visited a park or park facility in the past year.
- Lower income households, particularly those with incomes below \$75,000, are significantly less likely to use parks and park facilities when compared to households with incomes of \$75,000 or more—77 percent compared to 91 percent, respectively.
- Park use is consistent across neighborhoods.

Table 28: Usage of Park Facilities

	Visited Park or Park Facility					
	2012	2013	2014	2015	2016	2017
Net: Someone in household has	89%	91%	88%	88%	89%	87%
Respondent personally has	47%	45%	49%	39%↓	40%	38%
Family member has	3%	3%	3%	4%	3%	4%
Respondent and family member has	39%	42%	37%	45%↑	45%	45%
No one in household has	11%	9%	12%	12%	11%	13%

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

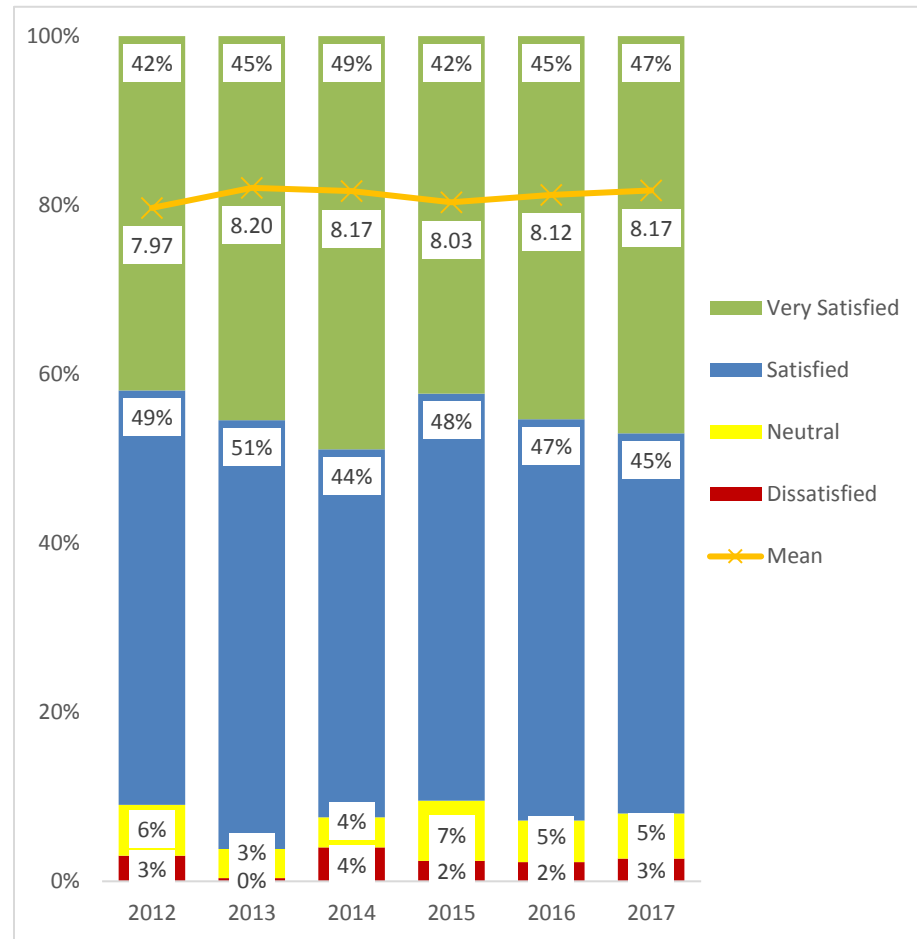
PERCEPTIONS OF BELLEVUE PARKS

Ninety-two percent (92%) of residents are either “Satisfied” or “Very Satisfied” with Bellevue’s parks and recreation activities.

Respondents in homes where someone has visited a park in the past year are significantly more satisfied than those in households who have not taken advantage of Bellevue’s parks.

Ratings are fairly consistent across demographic and geographic cuts.

Figure 34: Overall Satisfaction with Bellevue Parks and Recreation



PARKS2—Overall, how satisfied are you with parks and recreation in Bellevue?

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

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

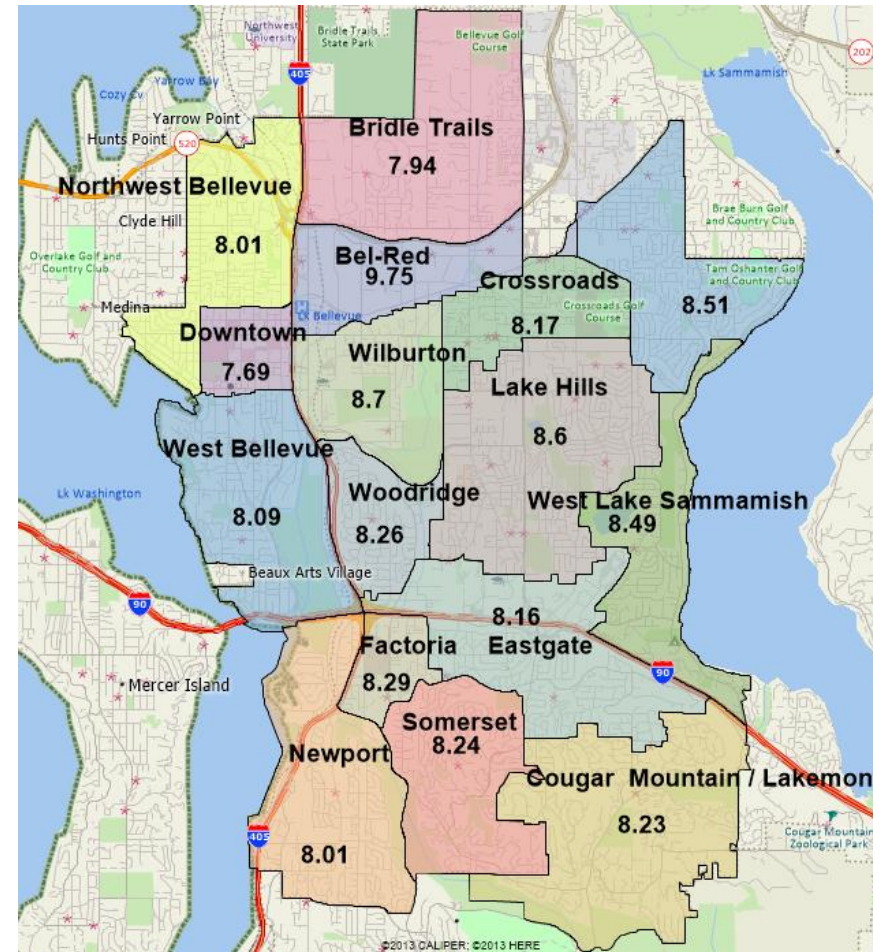
Base: All respondents

Table 29: Satisfaction with Parks by Neighborhood

	Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Mean	Sample Size
Bel-Red	0%	0%	0%	100%	9.75	(n=4)
Bridle Trails	4%	10%	49%	37%	7.94	(n=44)
Cougar						
Mountain / Lakemont	0%	0%	64%	36%	8.23	(n=29)
Crossroads	3%	7%	41%	49%	8.17	(n=22)
Downtown	7%	5%	45%	42%	7.69	(n=82)
Eastgate	3%	3%	51%	43%	8.16	(n=38)
Factoria	0%	5%	42%	53%	8.29	(n=10)
Lake Hills	1%	4%	38%	57%	8.60	(n=66)
Newport	0%	7%	53%	40%	8.01	(n=31)
Northeast Bellevue	0%	2%	51%	46%	8.51	(n=41)
Northwest Bellevue	1%	16%	33%	50%	8.01	(n=43)
West Lake Sammamish	0%	4%	36%	60%	8.49	(n=20)
Somerset	0%	0%	46%	54%	8.24	(n=21)
West Bellevue	4%	2%	51%	43%	8.09	(n=32)
Wilburton	0%	4%	36%	60%	8.70	(n=15)
Woodridge	9%	0%	39%	52%	8.26	(n=13)

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 (n = 511)

Figure 35: Satisfaction with Parks by Neighborhood



Maps illustrate differences in mean ratings by neighborhood.

RATINGS OF PARKS

As with previous years, Appearance of parks continues to be the highest rated attribute and Range and Variety of Recreation Activities continues to be the lowest rated.

Ratings for each of the attributes has remained steady.

Table 30: Ratings for Bellevue's Parks

		2012	2013	2014	2015	2016	2017
Appearance	% Excellent	47%	49%	56%	48%	48%	51%
	% Good	50%↑	47%	40%	47%	47%	44%
	Mean	8.35	8.43	8.52	8.35	8.35	8.40
Safety	% Excellent	42%	46%	51%	47%	44%	47%
	% Good	53%	49%	45%	47%	49%	47%
	Mean	8.18	8.23	8.38	8.28	8.15	8.31
Range and Variety of Recreation Activities	% Excellent	28%↓	29%	34%	27%	27%	33%
	% Good	59%↑	58%	50%	58%	58%	54%
	Mean	7.59	7.55	7.47	7.45	7.50	7.64

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

Overall satisfaction with Bellevue utilities dropped between 2016 and 2017. The analysis performed later in this report looks a bit into possible drivers of the decline.

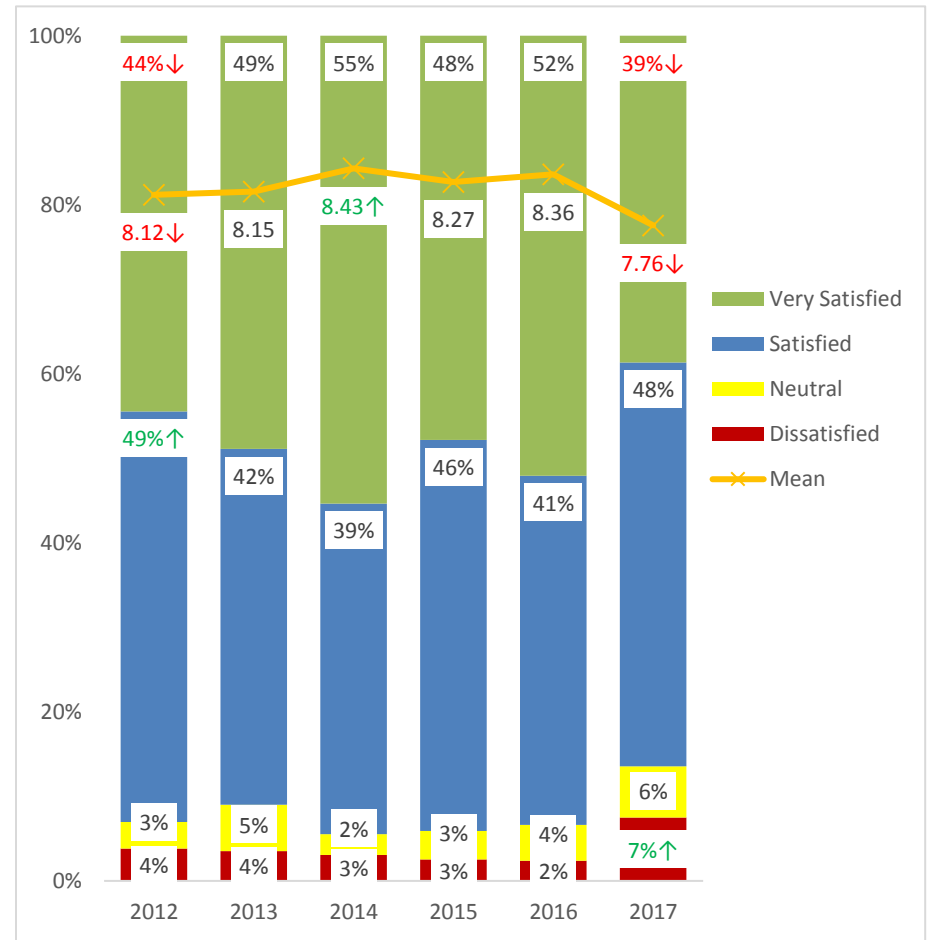
There are no difference in satisfaction levels based on neighborhood. However, there is a difference based on household type.

- Residents living in single-family homes provide significantly **lower** ratings than residents living in multi-family homes. This is one of the few areas where ratings are lower for single-family homes than multi-family homes.

Table 31: Satisfaction with Utilities Department by Household Type

	Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Mean
Single Family	10%	7%	51%	32%↓	7.41↓
Multi Family	5%	4%	44%	47%↑	8.15↑

Figure 36: Overall Satisfaction with Bellevue Utilities



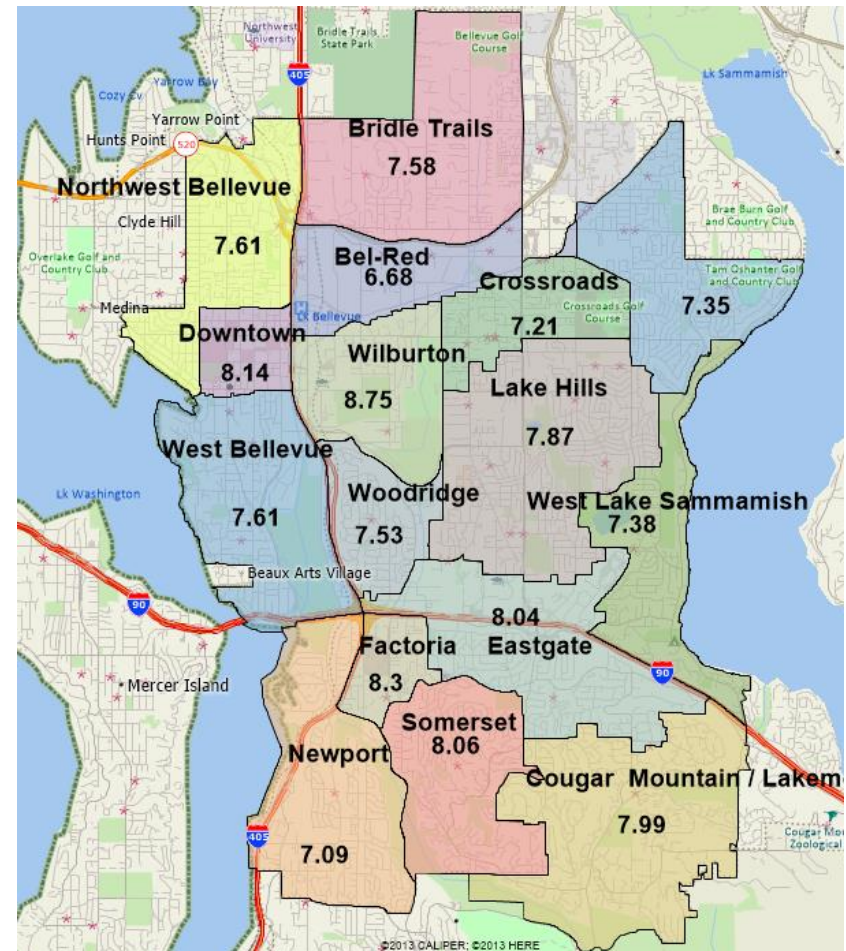
UTIL3—Overall, how satisfied are you as a customer of the Bellevue Utilities Department?
 ↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.
 Mean based on eleven-point scale where “0” means “Very dissatisfied” and “10” means “Very satisfied”
 Base: All respondents

Table 32: Satisfaction with Utilities by Neighborhood

	Dissatisfied	Neutral	Somewhat	Very Satisfied	Mean	Sample Size
Bel-Red	25%	25%	14%	35%	6.68	(n=4)
Bridle Trails	5%	17%	43%	35%	7.58	(n=44)
Cougar						
Mountain / Lakemont	2%	11%	36%	51%	7.99	(n=29)
Crossroads	17%	3%	55%	26%	7.21	(n=22)
Downtown	6%	5%	43%	46%	8.14	(n=82)
Eastgate	3%	2%	62%	33%	8.04	(n=38)
Factoria	0%	21%	21%	58%	8.30	(n=10)
Lake Hills	9%	3%	46%	43%	7.87	(n=66)
Newport	15%	3%	58%	23%	7.09	(n=31)
Northeast Bellevue	11%	0%	64%	25%	7.35	(n=41)
Northwest Bellevue	11%	12%	34%	42%	7.61	(n=43)
West Lake Sammamish	17%	0%	54%	29%	7.38	(n=20)
Somerset	0%	6%	45%	49%	8.06	(n=21)
West Bellevue	3%	0%	62%	34%	7.61	(n=32)
Wilburton	3%	4%	27%	66%	8.75	(n=15)
Woodridge	0%	10%	66%	25%	7.53	(n=13)

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

Figure 37: Satisfaction with Utilities by Neighborhood



Maps illustrate differences in mean ratings by neighborhood.

Key Drivers Analysis (explained in more detail on page 57) shows that three of the five services have a significant influence on overall satisfaction with Bellevue utilities:

- Maintaining an adequate and uninterrupted supply of water. This is also the highest performing attribute.
- Providing water that is safe and healthy to drink. This also performs relatively well.
- Providing effective drainage programs, including flood control. Performance in this area is relatively low—the lowest of the five utilities-related attribute.

While not a key driver, ratings for providing reliable uninterrupted sewer service declined between 2016 and 2017.

Table 33: Key Drivers of Overall Satisfaction with Bellevue Utilities

	Impact on Overall Satisfaction	2012	2013	2014	2015	2016	2017
Maintaining an adequate and uninterrupted supply of water	30.5*	9.02	9.10	9.23	9.13	9.09	8.96
Providing water that is safe and healthy to drink	26.4*	8.82	8.73	9.07↑	8.94	8.81	8.74
Providing effective drainage programs, including flood control	24.3*	7.94↓	7.96	8.20	7.98	8.11	7.88
Protecting and restoring Bellevue’s streams, lakes, and wetlands	17.2	8.05	7.95	8.06	8.01	8.05	7.99
Providing reliable uninterrupted sewer service	1.7	8.88↓	8.95	9.00	9.05	9.02	8.82↓

* indicates statistical significance

↑ 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

VALUE OF BELLEVUE UTILITY SERVICES

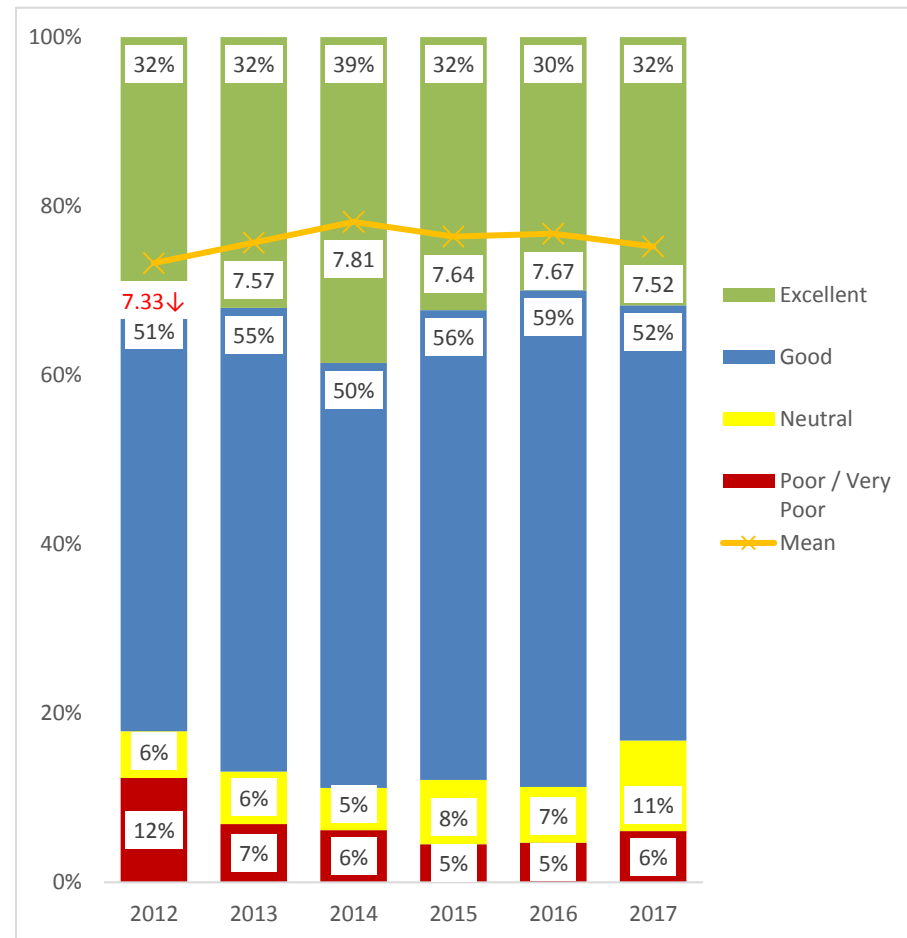
Overall ratings for value received by utilities has remained consistent for several years.

Residents living in single-family homes provide significantly **lower** ratings than residents living in multi-family homes. This is one of the few areas where ratings are lower for single-family homes than multi-family homes.

Additionally, this is an area where owners provide significantly lower ratings than renters.

Geographically, the only difference is among those living in Downtown Bellevue, who provide higher ratings than those living elsewhere.

Figure 38: Value of Bellevue Utility Services



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

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

Base: All respondents

Table 34: Value of Bellevue Utility Services by Neighborhood

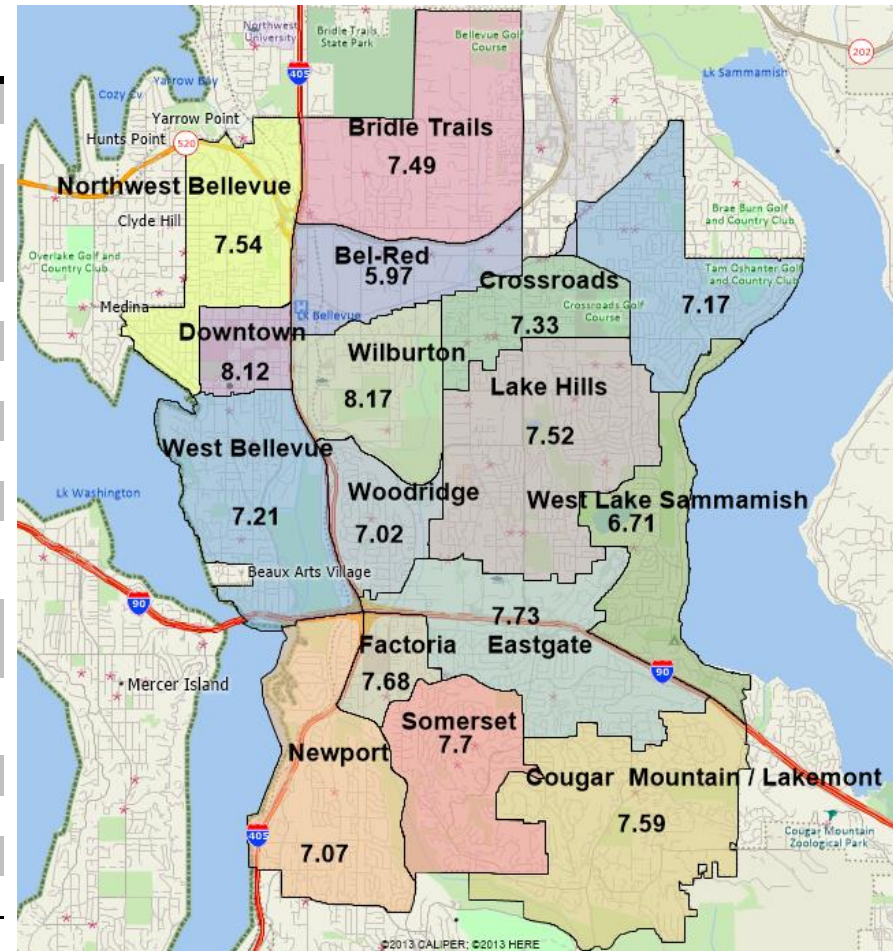
	Not Getting	Neutral	Getting	Definitely Getting	Mean	Sample Size
Bel-Red	25%	25%	49%	0%	5.97	(n=4)
Bridle Trails	5%	13%	56%	26%	7.49	(n=44)
Cougar						
Mountain / Lakemont	7%	18%	39%	35%	7.59	(n=29)
Crossroads	6%	3%	64%	28%	7.33	(n=22)
Downtown	5%	4%	47%	44%	8.12↑	(n=82)
Eastgate	2%	16%	49%	34%	7.73	(n=38)
Factoria	0%	21%	42%	37%	7.68	(n=10)
Lake Hills	5%	10%	60%	26%	7.52	(n=66)
Newport	6%	16%	57%	21%	7.07	(n=31)
Northeast Bellevue	10%	7%	59%	23%	7.17	(n=41)
Northwest Bellevue	5%	19%	39%	37%	7.54	(n=43)
West Lake Sammamish	24%	0%	47%	29%	6.71	(n=20)
Somerset	0%	10%	59%	32%	7.70	(n=21)
West Bellevue	4%	8%	63%	26%	7.21	(n=32)
Wilburton	3%	16%	22%	58%	8.17	(n=15)
Woodridge	19%	0%	49%	32%	7.02	(n=13)

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

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

Base: All respondents

Figure 39: Value of Bellevue Utility Services by Neighborhood



Maps illustrate differences in mean ratings by neighborhood.

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CODE ENFORCEMENT

CODE ENFORCEMENT

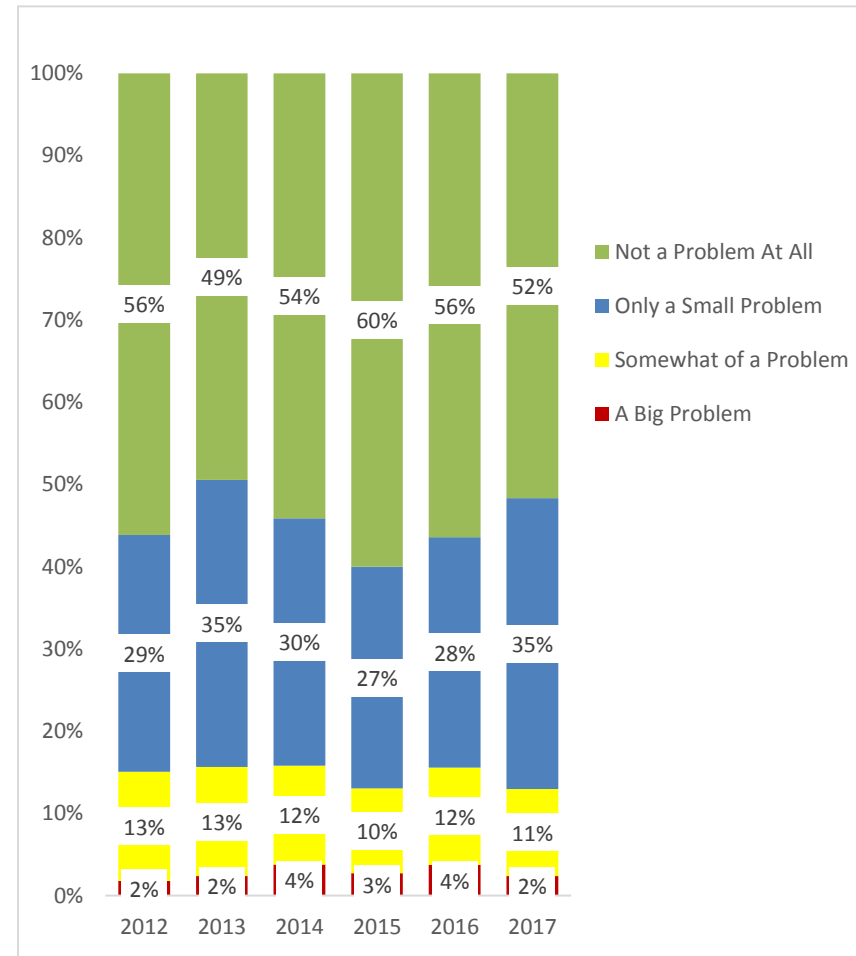
As in past years, the majority of Bellevue residents do not report problems with weed lots, junk lots, graffiti, abandoned automobiles and shopping carts, and dilapidated houses or buildings in their neighborhoods.

Note, that while 35 percent of residents in Bel-Red say it is a “Big Problem”, only four residents were surveyed from that neighborhood.

Table 35: Problems with Nuisance Lots by Neighborhood

	No Problem	Small Problem	Somewhat Problem	Big Problem	Sample Size
Bel-Red	39%	25%	0%	35%	(n=4)
Bridle Trails	51%	42%	6%	1%	(n=44)
Cougar					
Mountain / Lakemont	60%	38%	0%	2%	(n=29)
Crossroads	56%	28%	16%	0%	(n=22)
Downtown	68%↑	26%	3%	3%	(n=82)
Eastgate	55%	28%	17%	0%	(n=38)
Factoria	66%	20%	14%	0%	(n=10)
Lake Hills	46%	34%	14%	5%	(n=66)
Newport	47%	24%	26%	3%	(n=31)
Northeast Bellevue	32%	49%	13%	6%	(n=41)
Northwest Bellevue	47%	43%	10%	0%	(n=43)
West Lake Sammamish	36%	45%	18%	0%	(n=20)
Somerset	54%	34%	12%	0%	(n=21)
West Bellevue	55%	37%	7%	2%	(n=32)
Wilburton	63%	29%	8%	0%	(n=15)
Woodridge	19%	71%	10%	0%	(n=13)

Figure 40: Problems with Nuisance Lots in Neighborhoods



CODE1—To what extent are weed lots, junk lots, graffiti, abandoned automobiles and shopping carts, and dilapidated houses or buildings currently a problem in your neighborhood?

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

Base: All respondents

Residents who indicated that code enforcement issues were a problem in their neighborhood were asked to indicate specific issues in their neighborhoods. Overall abandoned shopping carts, dilapidated houses, and abandoned vehicles were listed as top issues, though results varied across neighborhoods.

Table 36: Specific Code Enforcement Issues by Neighborhood

	Homeless / Boarding / rooming houses	Unclean roads	Neglected yards	Litter	Abandoned shopping carts	Dilapidated buildings	Abandoned automobiles	Graffiti	Weed lots	Junk lots	Sample Size
Bel-Red	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	(n=4)
Bridle Trails	8%	5%	0%	0%	58%	17%	37%	28%	28%	24%	(n=44)
Cougar Mountain / Lakemont	21%	6%	0%	0%	0%	0%	0%	0%	21%	33%	(n=29)
Crossroads	0%	0%	0%	0%	44%	12%	0%	25%	13%	0%	(n=22)
Downtown	7%	4%	0%	2%	52%	16%	9%	13%	23%	4%	(n=82)
Eastgate	11%	0%	0%	0%	38%	30%	11%	34%	15%	31%	(n=38)
Factoria	0%	0%	0%	0%	41%	0%	22%	22%	0%	0%	(n=10)
Lake Hills	7%	3%	8%	4%	30%	34%	34%	16%	12%	12%	(n=66)
Newport	6%	0%	0%	0%	23%	23%	36%	15%	30%	3%	(n=31)
Northeast Bellevue	2%	2%	0%	2%	67%	17%	30%	41%	6%	0%	(n=41)
Northwest Bellevue	10%	2%	2%	0%	19%	49%	3%	7%	13%	5%	(n=43)
West Lake Sammamish	5%	5%	19%	5%	6%	62%	0%	16%	20%	0%	(n=20)
Somerset	34%	0%	7%	0%	6%	26%	0%	7%	53%	0%	(n=21)
West Bellevue	0%	0%	0%	0%	27%	25%	27%	11%	3%	29%	(n=32)
Wilburton	0%	0%	0%	0%	38%	26%	26%	9%	39%	21%	(n=15)
Woodridge	0%	5%	0%	0%	21%	22%	33%	8%	4%	0%	(n=13)

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

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

TRANSPORTATION

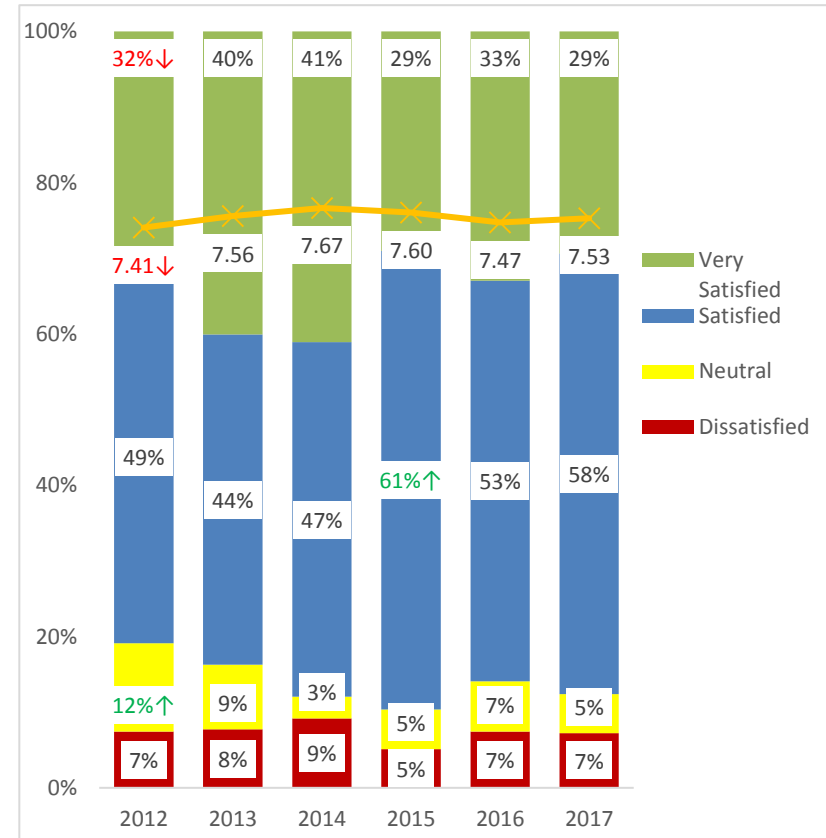
MAINTENANCE

The majority of Bellevue residents are satisfied with the maintenance of sidewalks and walkways. Although more residents are satisfied than “very” satisfied, results are similar across most neighborhoods.

Table 37: Maintenance of Sidewalks/Walkways by Neighborhood

	Dissatisfied	Neutral	Satisfied	Very Satisfied	Mean	Sample Size
Bel-Red	30%	0%	70%	0%	6.23	(n=3)
Bridle Trails	6%	11%	50%	34%	7.51	(n=22)
Cougar						
Mountain / Lakemont	0%	0%	89%	11%	7.54	(n=17)
Crossroads	0%	6%	59%	35%	8.18	(n=14)
Downtown	6%	2%	55%	37%	7.77	(n=41)
Eastgate	13%	9%	53%	25%	7.31	(n=22)
Factoria	0%	55%	45%	0%	6.34	(n=2)
Lake Hills	3%	3%	69%	25%	7.70	(n=42)
Newport	8%	7%	45%	39%	7.27	(n=17)
Northeast Bellevue	4%	0%	61%	35%	7.79	(n=21)
Northwest Bellevue	6%	18%	54%	22%	7.48	(n=23)
West Lake Sammamish	12%	6%	54%	29%	6.64	(n=14)
Somerset	0%	0%	45%	55%	8.45	(n=12)
West Bellevue	38%↑	0%	31%	31%	6.34	(n=13)
Wilburton	16%	0%	37%	47%	8.15	(n=9)
Woodridge	6%	0%	94%	0%	6.98	(n=9)

Figure 41: Satisfaction with Maintenance of Sidewalks and Walkways



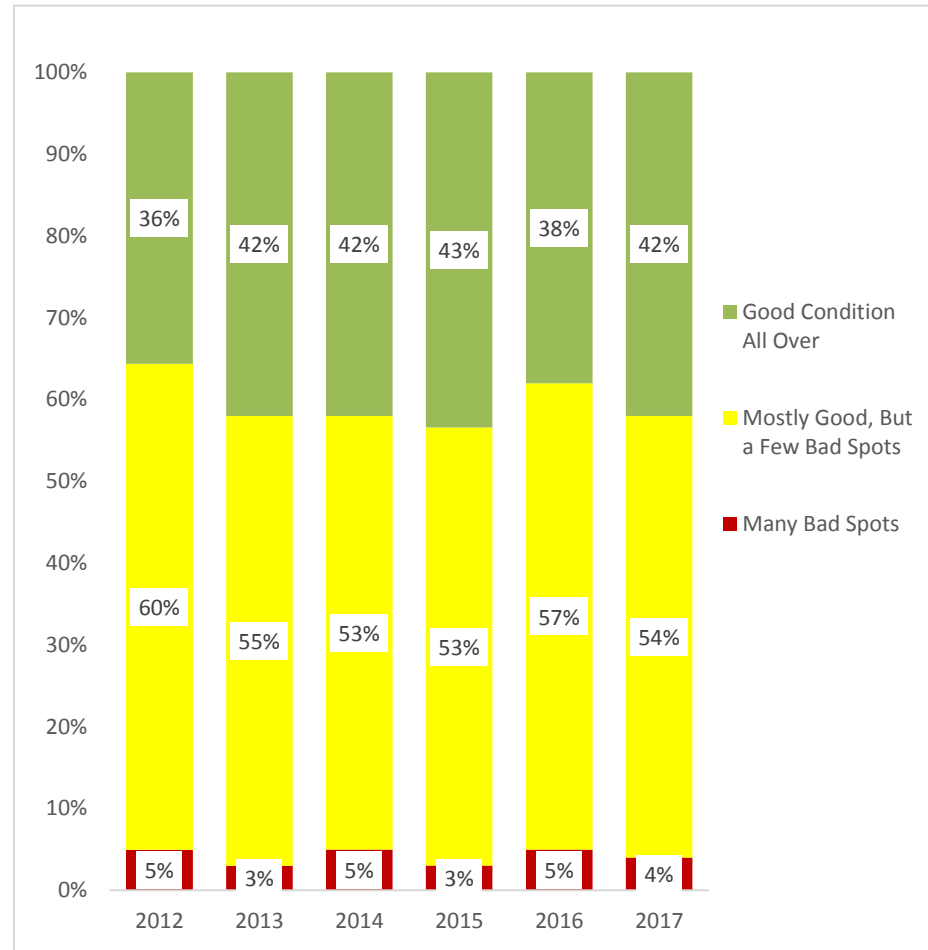
TRANS1—How satisfied are you with the city’s maintenance of its sidewalks and walkways?
 ↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.
 Mean based on eleven-point scale where “0” means “Very dissatisfied” and “10” means “Very satisfied”
 Randomly selected respondents

Most Bellevue residents describe the condition of streets and roads in their neighborhood as being in good condition all over or mostly good with a few bad spots. This has been consistent since 2012.

Table 38: Satisfaction with Streets and Roads by Neighborhood

	Many Bad Spots	Mostly Good	Good all Over	Sample Size
Bel-Red	30%	70%	0%	(n=3)
Bridle Trails	0%	47%	53%	(n=22)
Cougar				
Mountain / Lakemont	0%	47%	53%	(n=17)
Crossroads	0%	54%	46%	(n=14)
Downtown	1%	45%	53%	(n=41)
Eastgate	3%	47%	50%	(n=22)
Factoria	0%	100%	0%	(n=2)
Lake Hills	3%	70%	27%	(n=42)
Newport	9%	43%	47%	(n=17)
Northeast Bellevue	8%	59%	33%	(n=21)
Northwest Bellevue	3%	52%	45%	(n=23)
West Lake Sammamish	20%	56%	24%	(n=14)
Somerset	7%	40%	53%	(n=12)
West Bellevue	7%	61%	32%	(n=13)
Wilburton	0%	72%	28%	(n=9)
Woodridge	6%	62%	32%	(n=9)

Figure 42: Ratings of Neighborhood Street and Road Conditions



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.
 Randomly selected respondents

SATISFACTION WITH NEIGHBORHOOD STREET SWEEPING

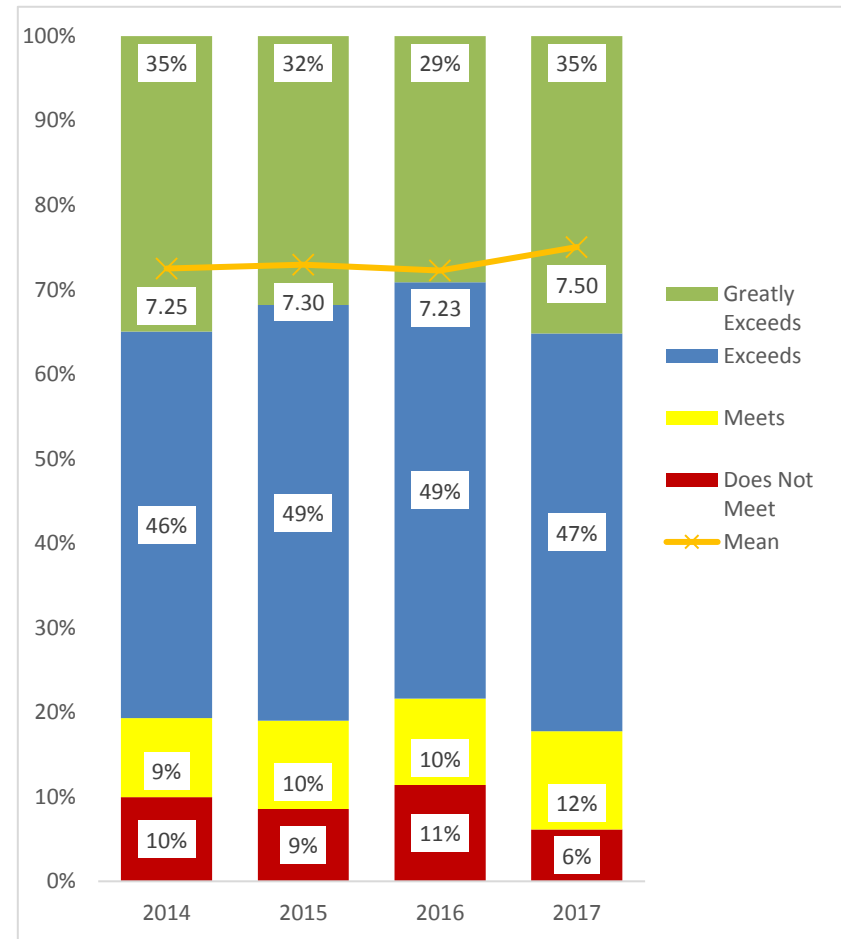
As in previous years, four out of five residents say that street sweeping exceeds their expectations.

There are few differences across neighborhoods.

Table 39: Satisfaction with Street Sweeping by Neighborhood

	Does not meet	Meets	Exceeds	Greatly Exceeds	Mean	Sample Size
Bel-Red	59%	41%	0%	0%	4.11	(n=3)
Bridle Trails	0%	6%	53%	42%	8.01	(n=22)
Cougar						
Mountain / Lakemont	0%	3%	73%	24%	7.60	(n=17)
Crossroads	6%	5%	59%	29%	7.65	(n=14)
Downtown	2%	8%	38%	53%	8.23↑	(n=41)
Eastgate	5%	6%	57%	32%	7.38	(n=22)
Factoria	0%	55%	45%	0%	5.89	(n=2)
Lake Hills	17%	12%	56%	15%	6.62↓	(n=42)
Newport	4%	22%	39%	36%	7.25	(n=17)
Northeast Bellevue	11%	17%	29%	43%	7.12	(n=21)
Northwest Bellevue	0%	10%	45%	45%	8.15	(n=23)
West Lake Sammamish	12%	7%	42%	39%	7.38	(n=14)
Somerset	6%	13%	27%	54%	7.81	(n=12)
West Bellevue	0%	7%	46%	47%	8.35	(n=13)
Wilburton	0%	29%	30%	41%	7.74	(n=9)
Woodridge	0%	27%	66%	7%	6.93	(n=9)

Figure 43: Satisfaction with Neighborhood Street Sweeping



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

^ In 2012 and 2013, the rating scale was Very Satisfied, Satisfied, Neutral, and Dissatisfied.

↑ 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”

Randomly selected respondents

AVAILABILITY AND EASE OF TRANSPORTATION

It is no surprise that traffic / ease of getting around by car is an issue in Bellevue, and the city rates lower than most benchmarks in regards to this measure.

Bicycling is another area of improvement for Bellevue, where ratings are lower than nearly all benchmarks.

Bellevue performs well regarding the availability of public transportation and walkability.

Regarding public transportation, Bellevue is rated higher than national and 4-Star benchmarks regarding the availability of public transportation. However, Bellevue ranks below other Puget Sound and 4.5-Star Cities.

Bellevue performs better than National, Pacific West, and 4-Star cities regarding walkability, and performs similar to other cities in the region as well as other 4.5-Star cities.

Table 40: Transportation Compared to Other Cities

		Bellevue	National	Pacific West	Puget Sound Cities	4-Star	4.5-Star
Easy to Get Around by Car	% Significantly Better	29%	>40%	>40%	>40%	>30%	>50%
	Mean	7.32					
Availability of Public Transportation	% Significantly Better	26%	>15%	>20%	>30%	>15%	>25%
	Mean	6.58					
Easy to Walk to Different Places	% Significantly Better	27%	>20%	>20%	>25%	>10%	>20%
	Mean	6.94					
Easy to Bicycle to Different Places	% Significantly Better	16%	>20%	>20%	>25%	>14%	>30%
	Mean	6.30					

TRANS5A-D—From what you have experienced, seen, or heard, how would you rate Bellevue on each of the following statements?

Base: Randomly selected respondents

Green shading indicates areas where Bellevue exceeds national benchmarks; yellow shading indicates areas where Bellevue is comparable to national benchmarks; red shading indicates areas where Bellevue is below national benchmarks.

Benchmark data provided is for reference only.

AVAILABILITY AND EASE OF TRANSPORTATION – TRENDING

After a drop in 2015, ratings for ease of getting around by car have remained flat for the past two years, yet still below 2013 and 2014 levels.

Ratings for the other transportation-related attributes have remained steady over the past several years.

Table 41: Transportation Compared to Other Cities – Trended

		2013	2014	2015	2016	2017
<i>It is easy to get around by car</i>	<i>Significantly better than other cities</i>	44%	43%	32%	30%	29%
	<i>Mean</i>	7.71	7.89	7.32 ↓	7.24	7.32
<i>Public transportation is available from where I live to where I need to go</i>	<i>Significantly better than other cities</i>	26%	33%	33%	21%	26%
	<i>Mean</i>	6.42	6.79	6.71	6.28	6.58
<i>It is easy to walk to many different places in Bellevue</i>	<i>Significantly better than other cities</i>	24%	25%	29%	27%	27%
	<i>Mean</i>	6.63	6.56	6.81	6.86	6.94
<i>It is easy to bicycle to many different places in Bellevue</i>	<i>Significantly better than other cities</i>	18%	20%	22%	14%	16%
	<i>Mean</i>	6.17	6.38	6.54	6.18	6.30

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: Randomly selected respondents

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PUBLIC SAFETY

PERCEPTIONS OF SAFETY IN NEIGHBORHOODS AND DOWNTOWN

There have been no significant changes compared with the previous year regarding safety in Bellevue. Naturally, residents feel less safe after dark than during the day, particularly downtown.

There are no significant differences based on neighborhood.

Table 42: Respondents Who Feel **Unsafe** by Neighborhood

	Unsafe Day	Unsafe Night	Sample Size
Bel-Red	0%	0%	(n=4)
Bridle Trails	2%	6%	(n=44)
Cougar			
Mountain / Lakemont	5%	10%	(n=29)
Crossroads	0%	13%	(n=22)
Downtown	1%	7%	(n=82)
Eastgate	5%	12%	(n=38)
Factoria	0%	0%	(n=10)
Lake Hills	3%	6%	(n=66)
Newport	0%	2%	(n=31)
Northeast Bellevue	0%	5%	(n=41)
Northwest Bellevue	0%	2%	(n=43)
West Lake Sammamish	0%	3%	(n=20)
Somerset	0%	3%	(n=21)
West Bellevue	0%	6%	(n=32)
Wilburton	0%	13%	(n=15)
Woodridge	0%	0%	(n=13)

*Use caution, small sample sizes

Table 43: Perceptions of Safety in Neighborhoods and Downtown

		2012	2013	2014	2015	2016	2017
Walking alone in downtown business area during the day	% Very Safe	82%	81%	85%	78%↓	79%	79%
	% Safe	15%	18%	14%	22%↑	19%	20%
	% Not safe	0%	1%	1%	0%	0%	0%
	Mean	9.19	9.28	9.38	9.25	9.19	9.20
Walking alone in neighborhood in general	% Very Safe	69%	59%↓	70%↑	65%	63%	67%
	% Safe	28%	37%↑	26%↓	32%	33%	30%
	% Not safe	1%	3%	1%	2%	2%	1%
	Mean	8.81	8.59	8.88↑	8.74	8.66	8.84
Walking alone in neighborhood after dark	% Very Safe	45%	39%	46%	43%	39%	40%
	% Safe	41%	48%	40%	43%	45%	47%
	% Not safe	9%	9%	10%	8%	7%	6%
	Mean	7.81	7.66	7.76	7.82	7.65	7.83
Walking alone in downtown business area after dark	% Very Safe	42%	37%	43%	38%	39%	36%
	% Safe	45%	51%	44%	48%	47%	52%
	% Not safe	6%	6%	6%	6%	7%	7%
	Mean	7.83	7.79	7.83	7.77	7.67	7.69

↑ 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 safe" and "10" means "Very safe"

Base: All respondents

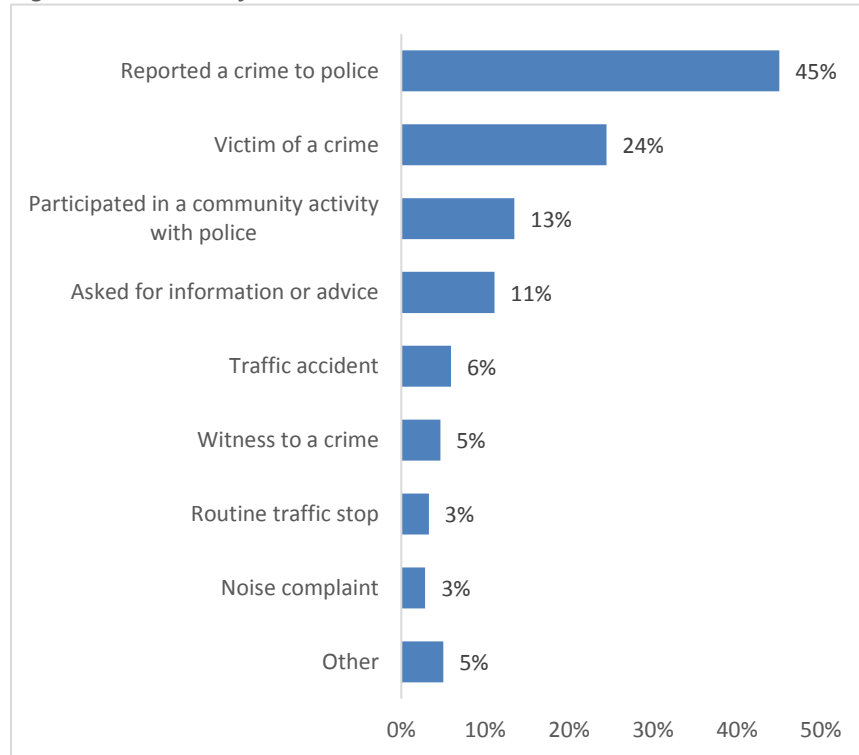
POLICE CONTACT

Twelve percent (12%) of Bellevue residents say that they or someone in their household was the victim of a crime in the last 12 months—the same as 2016. Of those, sixty-seven percent (67%) reported the crime to police.

One quarter of Bellevue residents had contact with the Police in the last 12 months. The most frequent reasons for contact were to report a crime, as the victim of a crime, or to participate in a community activity.

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

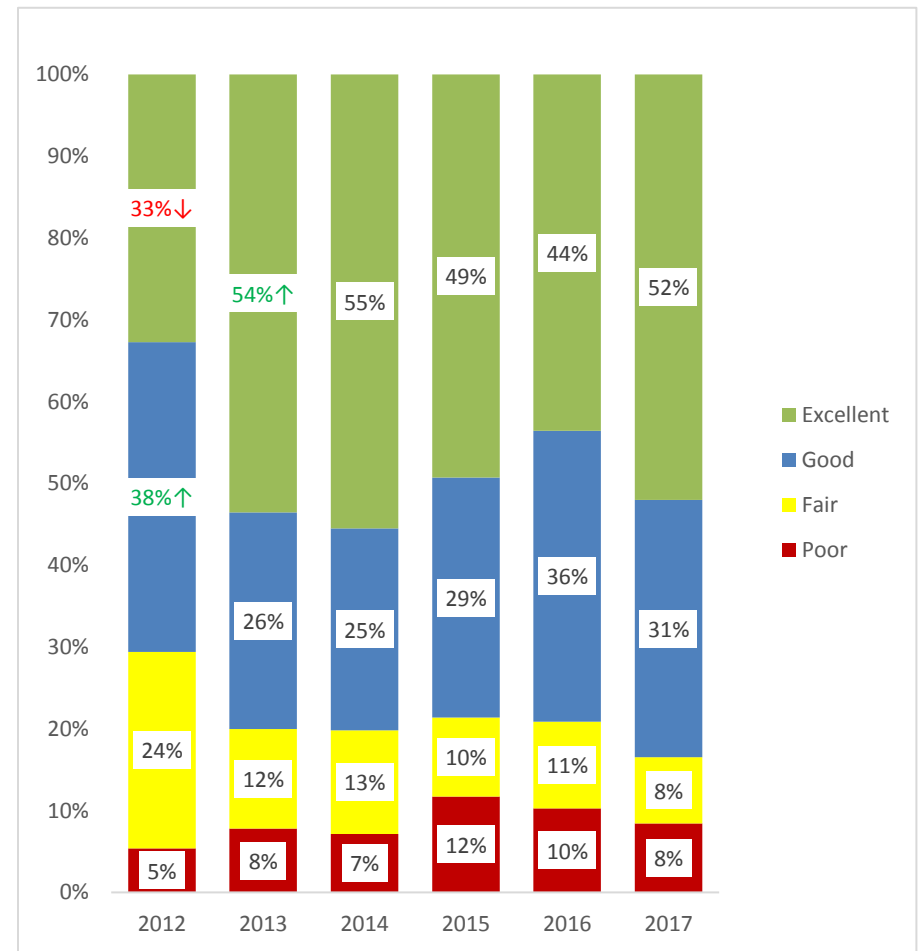
Figure 44: Nature of Police Contact



CRIME3—What was the nature of that contact with police?

Base: Had contact with Bellevue's police in past 12 months

Figure 45: Ratings of Police Contact



CRIME4—How would you rate the handling of the contact by police?

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

Base: Had interaction with Bellevue Police

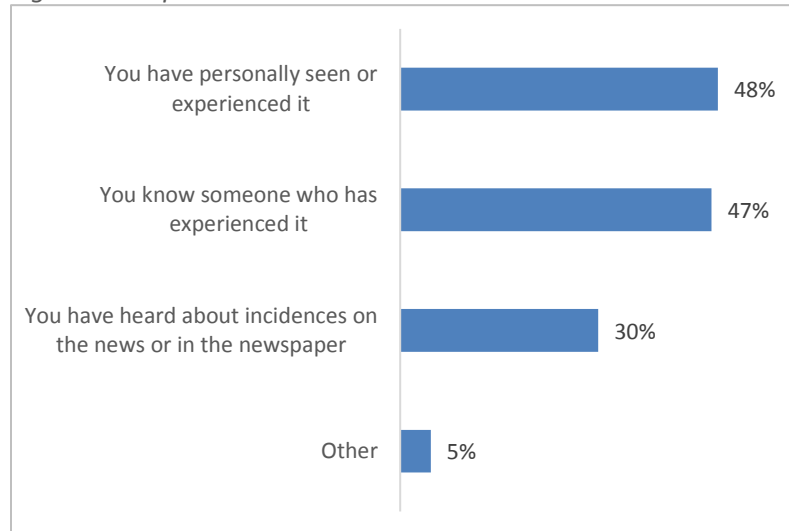
CRIME-RELATED PROBLEMS

Respondents were read a list of police-related problems and then asked which they believe is the most serious police-related problem in their neighborhood. The response options were changed in 2017, so we are unable to trend with previous years.

The most commonly mentioned police-related problems were car prowls, traffic offenses, and residential burglary.

Nearly half of the people who mentioned some police-related problem say that they have personally experienced a problem. Half of residents also say they know someone who has experienced the problem (multiple responses were allowed).

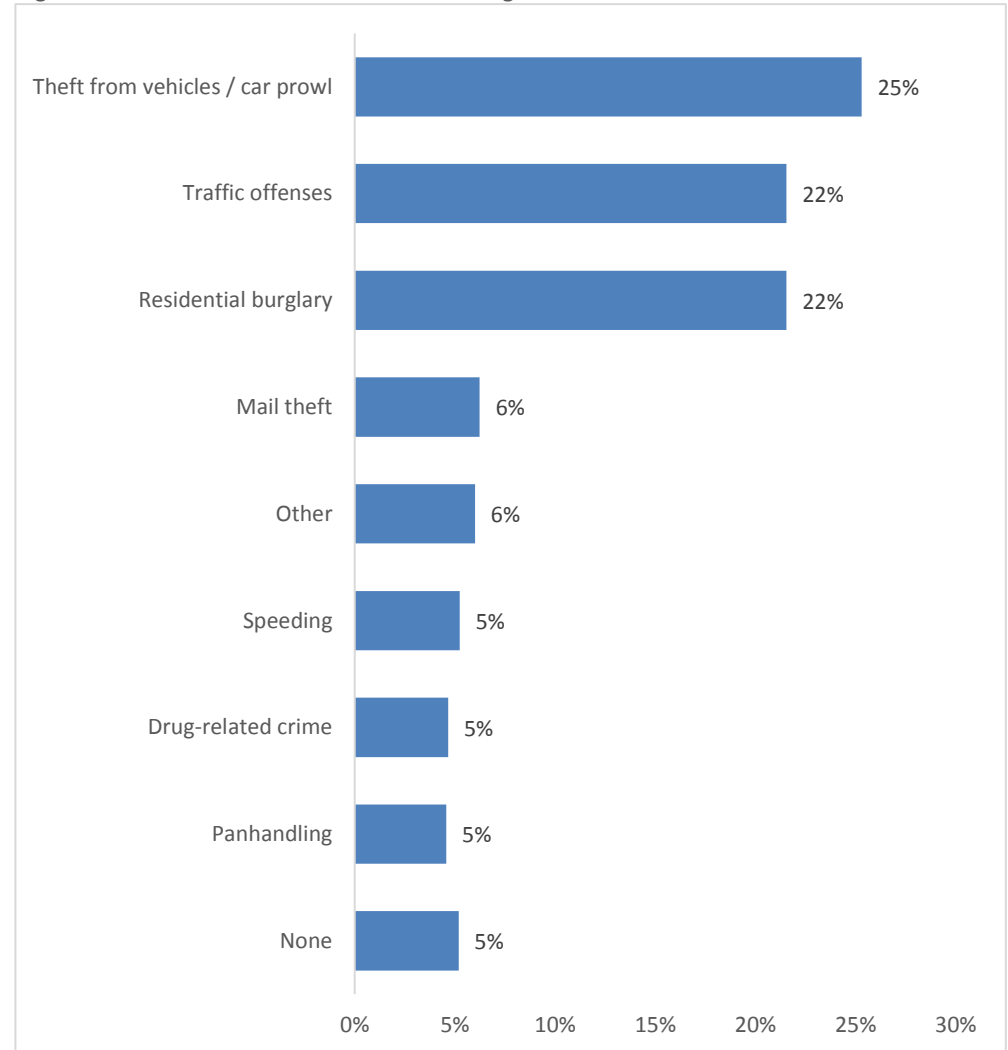
Figure 46: Experience with Crime-Related Problems



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

Base: Residents who report problems in their neighborhood

Figure 47: Police-Related Problems in Neighborhoods



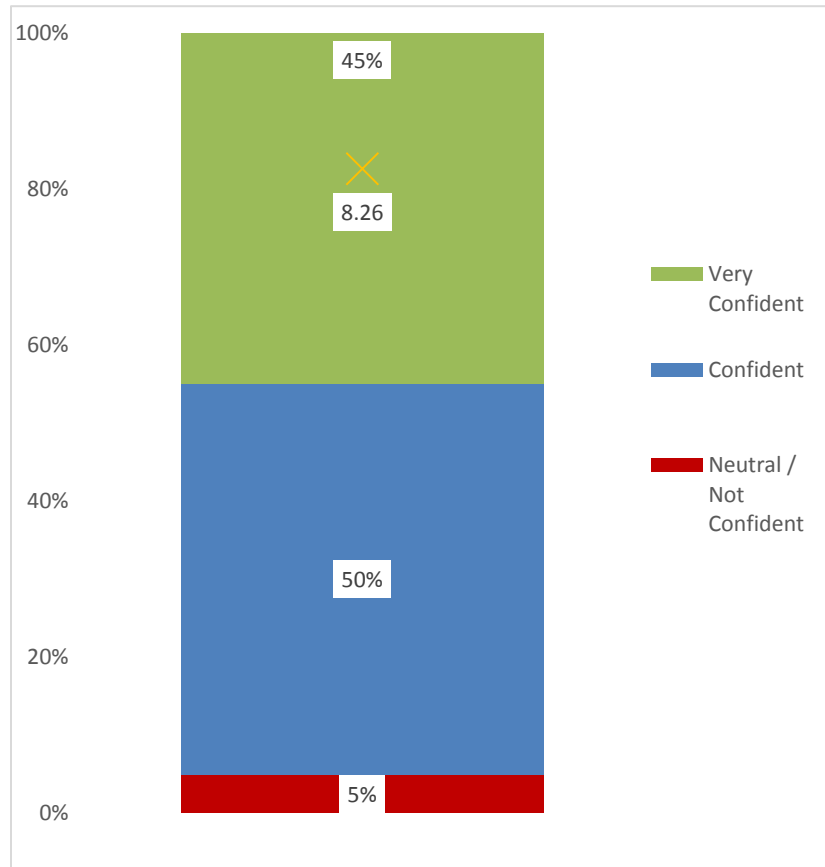
CRIME5—What do you believe is the most serious police-related problem in your neighborhood?

Base: All respondents

PROFESSIONALISM OF AND CONFIDENCE IN POLICE DEPARTMENT

Nearly all residents have confidence in Bellevue’s police department. This question is new in 2017, so no trending is possible.

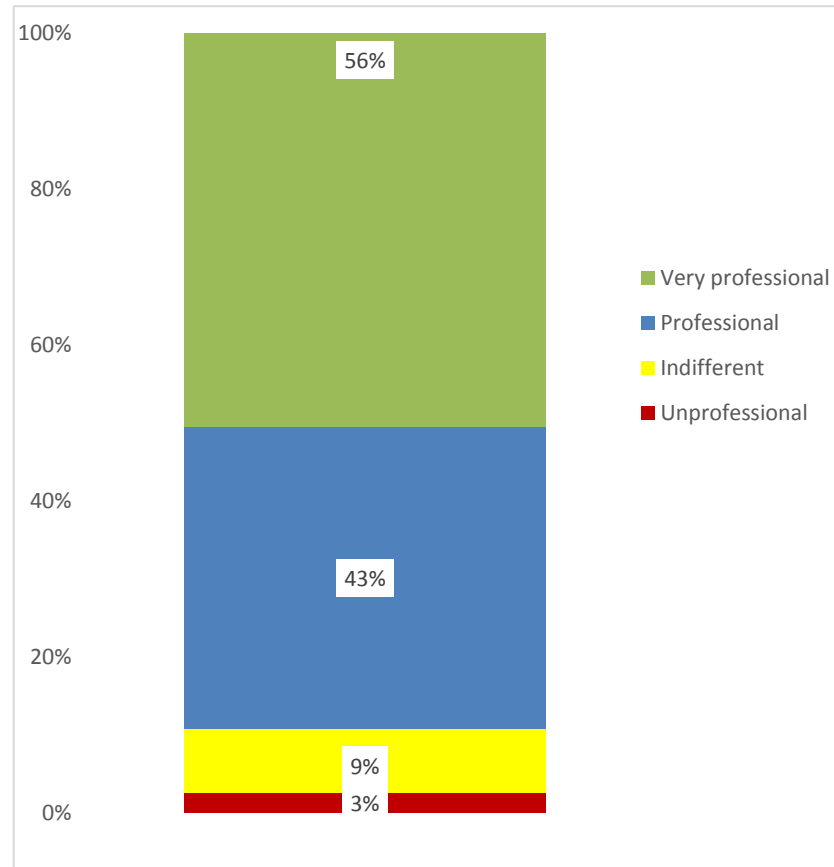
Figure 48: Confidence in Bellevue’s Police Department



CRIME6— How confident are you in the ability of Bellevue’s Police Department to handle emergencies in an effective manner?
Base: All respondents

Another new question for 2017 asked residents to rate the professionalism of Bellevue’s police officers and employees. Residents provide very high ratings of professionalism.

Figure 49: Confidence in Bellevue’s Police Department

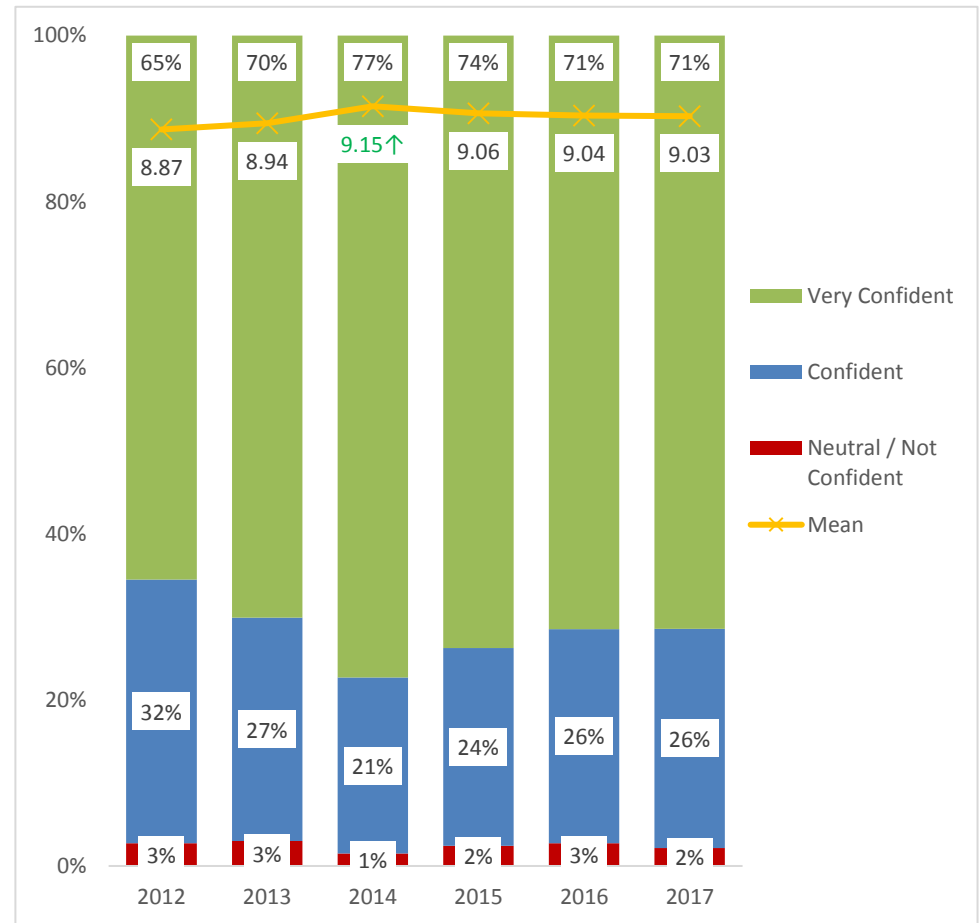


CRIME7— Overall, how would you rate the professionalism of Bellevue’s police officers and police employees?
Base: All respondents

CONFIDENCE IN FIRE DEPARTMENT

Nearly all residents have confidence in Bellevue’s fire department. This has been consistent for several years.

Figure 50: Confidence in Bellevue’s Fire Department Overall



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

EMERGENCY SUPPLIES

Residents have enough emergency supplies to last them an average of 7.6 days.

Table 44: Length of Food, Water, and Medication Supplies During a Disaster

0-2 days	12%
3 days	22%
4 days	7%
5 days	18%
6-7 days	20%
8-14 days	15%
15+ days	7%

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

Base: Randomly selected respondents

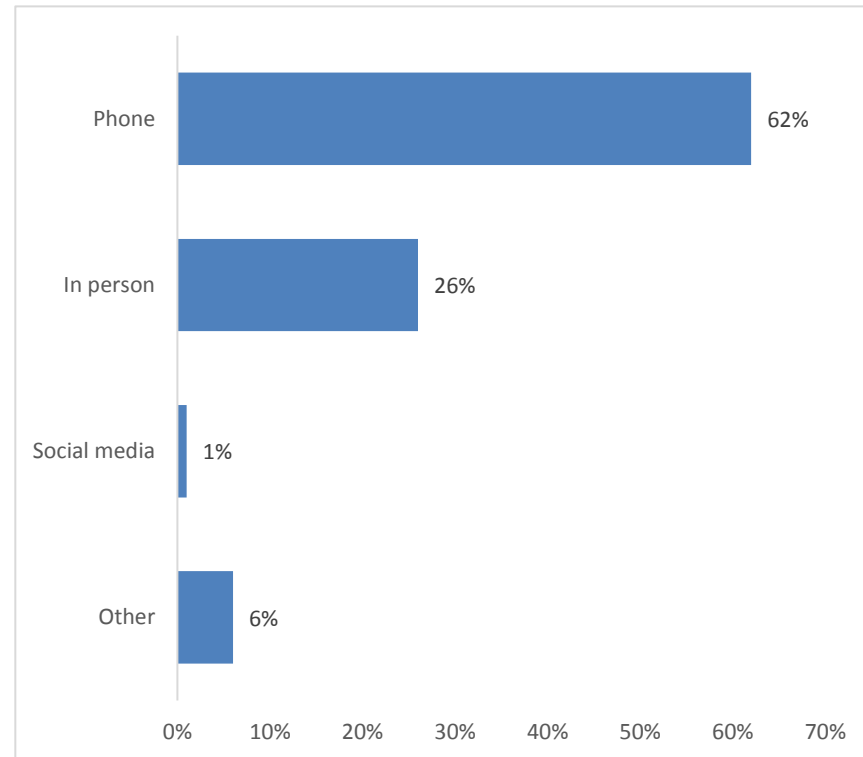
COMMUNICATIONS AND TECHNOLOGY

CONTACT WITH BELLEVUE EMPLOYEES

One in five Bellevue residents (21%) have had contact with a city employee in the past 12 months.

The most common contact mode is by phone.

Figure 51: Contact with Bellevue Employees



INTERACT1—Was that contact...
Base: Respondents who had contact

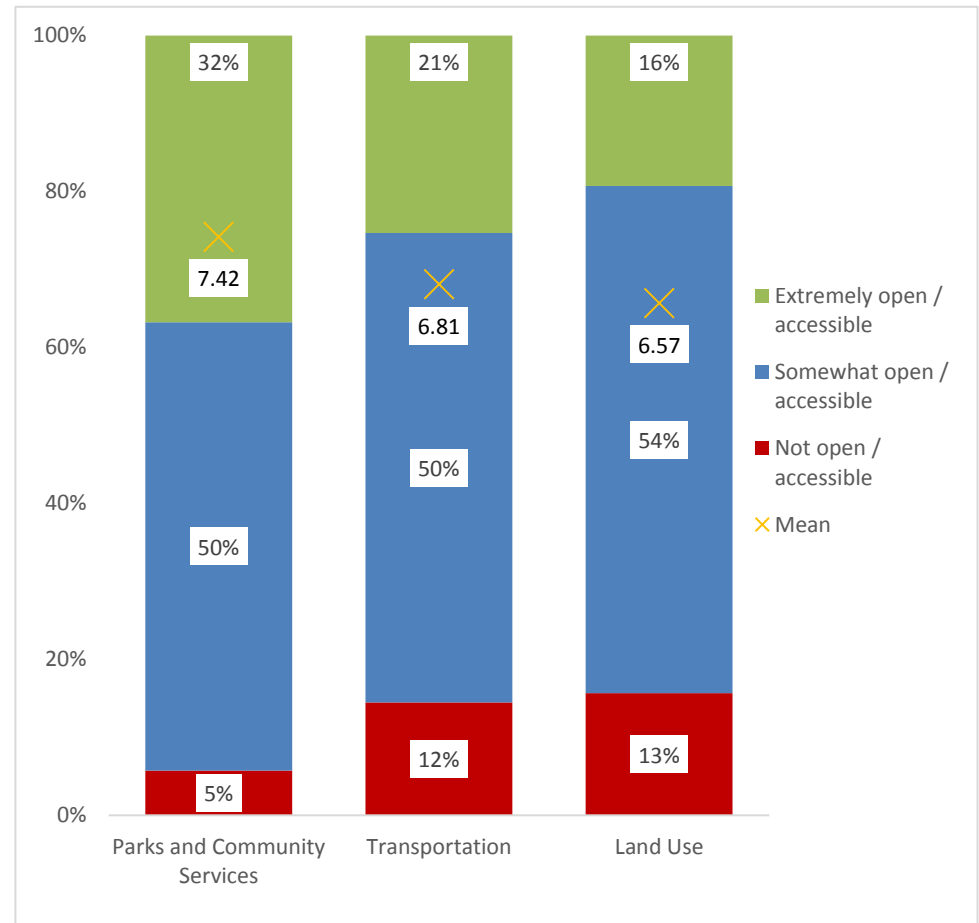
OPENNESS AND ACCESSIBILITY OF CITY'S PLANNING EFFORTS

Three new questions were added in 2017 discussing the city's openness and accessibility of the city's planning efforts.

Overall, residents find that the city is "Somewhat open and accessible regarding its planning efforts".

Residents rate planning issues related to parks and community services as the most open and accessible, followed by those efforts related to transportation and land use in that order.

Figure 52: 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"

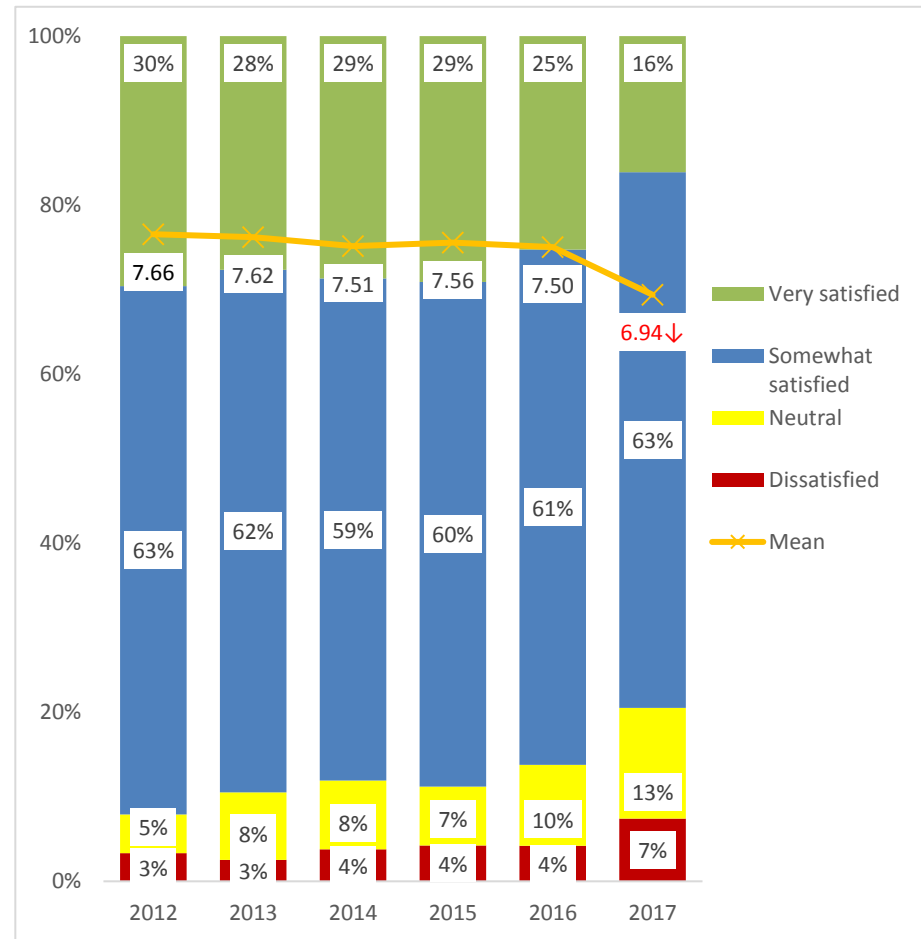
Base: All respondents

CITY WEBSITE

Just under half of Bellevue residents say they have used the city’s website in the past 12 months.

Overall satisfaction with the website has dropped significantly when compared to previous years.

Figure 53: Overall Satisfaction with Website



WEB2—How satisfied are you with the City of Bellevue’s website?

↑ 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: Respondents who visited website in past 12 months

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APPENDIX I—ADDRESS-BASED SAMPLING

In the past, a random-digit dialing (RDD) telephone survey was used. Strict quotas were employed to ensure that the representation of men and women, different age groups, and residents of multi-family versus single-family dwelling types, was roughly proportionate to their actual incidence in the population. While RDD telephone survey research continues to be used widely, it has come under increased scrutiny due to the proliferation of cell phones as well as declining response rates. This has called into question the representativeness of surveys conducted using traditional RDD samples. Estimates today are that as many as 46 percent of all households in King County no longer have a landline telephone and rely strictly on a cell phone or other mobile devices to make and receive calls. An additional 17 percent of households have both landline and cell phone numbers but rely primarily on their cell phones.²

To address the high incidence of cell phone-only households or households whose members primarily use cell phones, a major methodological change to address-based sampling (ABS) was implemented beginning with the 2011 Performance Measures study. In 2017, the ABS methodology was enhanced with the introduction of e-mail addresses to increase response rates and reduce survey costs.

The sample frame was composed of a list of all addresses in Bellevue—as defined by census block groups—including those indicating that post office boxes are the only way they get mail. This list was then matched against a comprehensive database to determine if the household had a matching landline or cell phone number. Additionally, e-mail addresses were appended where possible.

- a. If no matching phone number 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 e-mail address was found, the household was sent an e-mail inviting them to complete the survey online or by calling a toll-free number. Non-responders were contacted by phone.
- c. If a matching phone number was found, the household was called and asked to complete the survey by phone.
- d. In order to obtain a representative sample of multi-family households, the ABS sample was appended with a dwelling-type indicator (single- vs. multi-family home) and addresses marked as multi-family were over-sampled during the mailing of the invitations.

The passage below from Centris Marketing Intelligence sums up a few of the key advantages of using address-based sampling:

*Recent advances in database technologies along with improvements in coverage of household addresses have provided a promising alternative for surveys that require representative samples of households. Obviously, each household has an address and virtually all households receive mail from the U.S. Postal Service (USPS)... Given the evolving problems associated with telephone surveys on the one hand, and the exorbitant cost of on-site enumeration of housing units in area probability sampling applications on the other, many researchers are considering the use of [USPS databases] for sampling purposes. Moreover, the growing problem of non-response—which is not unique to any individual mode of survey administration—suggests that more innovative approaches will be necessary to improve survey participation. These are among the reasons why multi-mode methods for data collection are gaining increasing popularity among survey and market researchers. It is in this context that address-based sample designs provide a convenient framework for an effective administration of surveys that employ multi-mode alternatives for data collection.*³

² National Health Statistics Reports December 18, 2013, “% Distribution of Household Telephone Status for Adults Aged 18 and Over,” <http://www.cdc.gov/nchs/data/nhsr/nhsr070.pdf>

³ White Paper, Address Based Sampling, Centris Marketing Intelligence, December 2008.

Table 45: Distribution of Landline Versus Cell Phone Households

	Unweighted				Weighted <i>(displays impact weights had on phone type)</i>				Population Estimate (King County) ³
	Landline	Cell Phone	Web	Total Sample	Landline	Cell Phone	Web	Total Sample	
Only have a cell phone	2%	58%	52%	49%	1%	63%	60%	51%	46%
Primarily use a cell phone	9%	30%	18%	20%	10%	28%	18%	20%	17%
Use landline and cell phone	43%	10%	22%	21%	48%	8%	17%	19%	21%
Primarily use a landline	26%	2%	6%	7%	24%	1%	4%	7%	10%
Only have a landline	20%	0%	2%	3%	17%	0%	1%	3%	5%

Additionally, as the table below indicates, residents without landline numbers (those invited to take the survey online) are demographically different from those contacted via telephone. As would be expected, web respondents are more likely to be male, younger, and newer residents—demographics that are more difficult to contact with traditional telephone dialing. For a full break-out of demographics surveyed versus the population of Bellevue, see Appendix II.

Table 46: Respondent Demographics by Phone versus Web Sample (unweighted)

	Gender			Household Type			Age				
	Landline Sample	Cell Sample	Web Sample		Landline Sample	Cell Sample	Web Sample		Landline Sample	Cell Sample	Web Sample
Male	39%	50%	60%	Single-Family	70%	51%	54%	18 to 34	4%	27%	20%
Female	61%	50%	40%	Multi-Family	30%	49%	46%	35 to 54	11%	48%	38%
								55+	85%	25%	42%

APPENDIX II—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 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 2017 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 in 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. Again, this effect was minimized with the enhanced sampling technique used in 2015.

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 47: Weighting—Unweighted and Weighted Data Compared to Bellevue Population

	2017 Performance Survey (unweighted)	2017 Performance Survey (weighted)	Bellevue Population*	2016 Performance Survey (weighted)	2015 Performance Survey (weighted)	2014 Performance Survey (weighted)	2013 Performance Survey (weighted)
Gender							
Male	56%	49%	51%	50%	51%	51%	51%
Female	44%	51%	49%	50%	49%	49%	49%
Age**							
18–34	20%	28%	31%	28%	29%	29%	28%
35–54	37%	38%	37%	38%	37%	37%	37%
55 Plus	43%	34%	32%	34%	34%	34%	35%
Household Size							
Single Adult	25%	24%	27%	23%	21%	30%	33%
Two or More Adults	75%	76%	73%	77%	49%	70%	67%
Children in Household							
None	69%	66%	69%	68%	69%	66%	68%
One or More	31%	30%	31%	32%	31%	34%	32%
Dwelling Type							
Single-Family	55%	52%	50%	53%	53%	49%	51%
Multi-Family	45%	48%	50%	47%	46%	51%	49%
Home Ownership							
Own	65%	60%	52%	65%	65%	66%	62%
Rent	35%	40%	41%	35%	35%	34%	38%
Income							
Less than \$35,000	6%	6%	17%	7%	5%	12%	10%
\$35,000–\$75,000	19%	21%	23%	18%	22%	20%	19%
\$75,000–\$150,000	41%	39%	33%	38%	40%	37%	47%
\$150,000 or Greater	34%	34%	27%	37%	33%	31%	23%
Race/Ethnicity							
White (<i>not Hispanic</i>)	68%	65%	55%	66%	78%	81%	78%
Asian (<i>with any other race</i>)	25%	28%	34%	31%	21%	18%	19%
African American	1%	1%	3%	1%	2%	1%	1%
Other	4%	6%	5%	1%	4%	4%	2%
% Hispanic (<i>multiple responses</i>)	3%	4%	7%	2%	3%	6%	2%
Years Lived in Bellevue							
0–3	22%	23%		27%	26%	27%	32%
4–9	23%	25%	n.a.	23%	19%	20%	20%
10 or More	55%	52%		50%	55%	54%	45%
Mean	17.5 yrs	16.9 yrs		14.3 yrs	16.2 yrs	15.4 yrs	13.3 yrs
Language Spoken at Home							
English only	52%	50%	60%	60%	74%	73%	71%
Other than English	48%	50%	40%	40%	26%	27%	29%

*Source for population figures: All data are 2014 American Community Survey five-year estimates.

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

APPENDIX III—UNWEIGHTED AND WEIGHTED BASE SIZES

Unless otherwise noted, all reported statistics are based on weighted base sizes. For reference, the table below provides both weighted and unweighted base sizes for each subgroup of respondents shown in this report.

Weighted Versus Unweighted Base Sizes		
All Respondents	By Neighborhood	
2012 (n = 405)	Bel-Red (n = 4, nw = 4) Bridle Trails (n = 44, nw = 50) Cougar Mountain / Lakemont (n = 29, nw = 26) Crossroads (n = 22, nw = 21) Downtown (n = 82, nw = 82) Eastgate (n = 38, nw = 33) Factoria (n = 10, nw = 14) Lake Hills (n = 66, nw = 69) Newport (n = 31, nw = 33) Northeast Bellevue (n = 41, nw = 39) Northwest Bellevue (n = 43, nw = 44) West Lake Sammamish (n = 20, nw = 16) Somerset (n = 21, nw = 16) West Bellevue (n = 32, nw = 35) Wilburton (n = 15, nw = 15) Woodridge (n = 13, nw = 15)	
2013 (n = 518)		
2014 (n = 491)		
2015 (n = 516)		
2016 (n = 511)		
2017 (n = 511)		
Groups of Respondents		
KCI Safe		
2012 (n = 274, n _w weighted = 331)		2015 (n = 292, n _w weighted = 292)
2013 (n = 288, n _w weighted = 297)		2016 (n = 302, n _w weighted = 283)
2014 (n = 286, n _w weighted = 278)		2017 (n = 316, n _w weighted = 295)
KCI Healthy		
2012 (n = 273, n _w weighted = 329)		2015 (n = 211, n _w weighted = 213)
2013 (n = 225, n _w weighted = 234)		2016 (n = 236, n _w weighted = 217)
2014 (n = 225, n _w weighted = 214)		2017 (n = 280, n _w weighted = 238)
KCI Engaged		
2012 (n = 277, n _w weighted = 334)		2015 (n = 516, n _w weighted = 516)
2013 (n = 518, n _w weighted = 518)	2016 (n = 508, n _w weighted = 507)	
2014 (n = 491, n _w weighted = 491)	2017 (n = 511, n _w weighted = 511)	
KCI Competitive		
2012 (n = 277, n _w weighted = 334)	2015 (n = 211, n _w weighted = 213)	
2013 (n = 227, n _w weighted = 249)	2016 (n = 241, n _w weighted = 213)	
2014 (n = 225, n _w weighted = 249)	2017 (n = 281, n _w weighted = 234)	
KCI Mobility		
2012 (n = 405, n _w weighted = 405)	2015 (n = 290, n _w weighted = 291)	
2013 (n = 294, n _w weighted = 307)	2016 (n = 300, n _w weighted = 297)	
2014 (n = 286, n _w weighted = 304)	2017 (n = 317, n _w weighted = 300)	
KCI Neighborhoods		
2012 (n = 405, n _w weighted = 405)	2015 (n = 211, n _w weighted = 213)	
2013 (n = 229, n _w weighted = 239)	2016 (n = 236, n _w weighted = 217)	
2014 (n = 223, n _w weighted = 214)	2017 (n = 280, n _w weighted = 237)	

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APPENDIX IV—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 less faith one should have that the survey's reported results are close to the true figures, that is, the figures for the whole population. The margin of error decreases as the sample size increases, but only to a point. Moreover, the margin of error is greater when there is more dispersion in responses—for example, 50 percent respond yes and 50 percent respond no—than when opinions are very similar—for example, 90 percent respond yes and 10 percent respond no. The margin of error in Bellevue's Performance Measures Survey for the entire sample is generally no greater than plus or minus 4.3 percentage points around any given percentage at a 95 percent confidence level. This means that if the same question were asked of a different sample but using the same methodology, 95 times out of 100 the same result within the stated range would be achieved.

The following table provides additional insights into the margin of error with different sample sizes. The proportions shown in the table below:

Table 48: Error Associated with Different Proportions at Different Sample Sizes

Sample Size	Maximum Margin of Error
30	17.8%
50	13.9%
100	9.8%
200	6.9%
300	5.7%
400	4.9%
600	4.0%
800	3.5%

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APPENDIX V—RESPONSE RATES

Response rates are calculated using formulas provided by the American Association for Public Opinion Research (www.aapor.org). The formula used takes into consideration the number of phone numbers dialed, the number of eligible contacts reached (18+ live in Bellevue, etc.), and the number of ineligible households dialed (no one over 18, not in Bellevue, etc.).

The AAPOR calculation is generally only used for telephone-based surveys. The reason for this is that precise disposition records can be kept each time a phone number is dialed, specifically for numbers dialed that did not result in a completed survey. With mail or online samples, the specific reasons for non-completion are unknown. While the AAPOR calculation can be applied, it is not as exact.

Table 49: Response Rates by Mode – Resident Survey

	LANDLINE	CELL PHONE	TOTAL PHONE	EMAIL-TO- ONLINE	SNAIL MAIL- TO-ONLINE	GRAND TOTAL
TOTAL COMPLETED INTERVIEWS	46	98	144	114	253	511
RESPONSE RATE	13.65%	14.61%	15.02%	6.61%	5.66%	13.70%
CONTACT RATE	27.51%	29.74%	30.53%	6.61%	5.66%	21.16%
COOPERATION RATE	52.34%	51.49%	51.61%	100%	100%	66.89%

Contact rate is the proportion of all cases in which some responsible member of the housing unit was reached for the survey. Cooperation rate is the proportion of all cases interviewed of all eligible units contacted. Response rates are the number of completed interviews with reporting units divided by the number of eligible reporting units in the sample.

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APPENDIX VI – KEY DRIVERS EXPLANATION—WHAT MAKES SOMETHING A KEY DRIVER

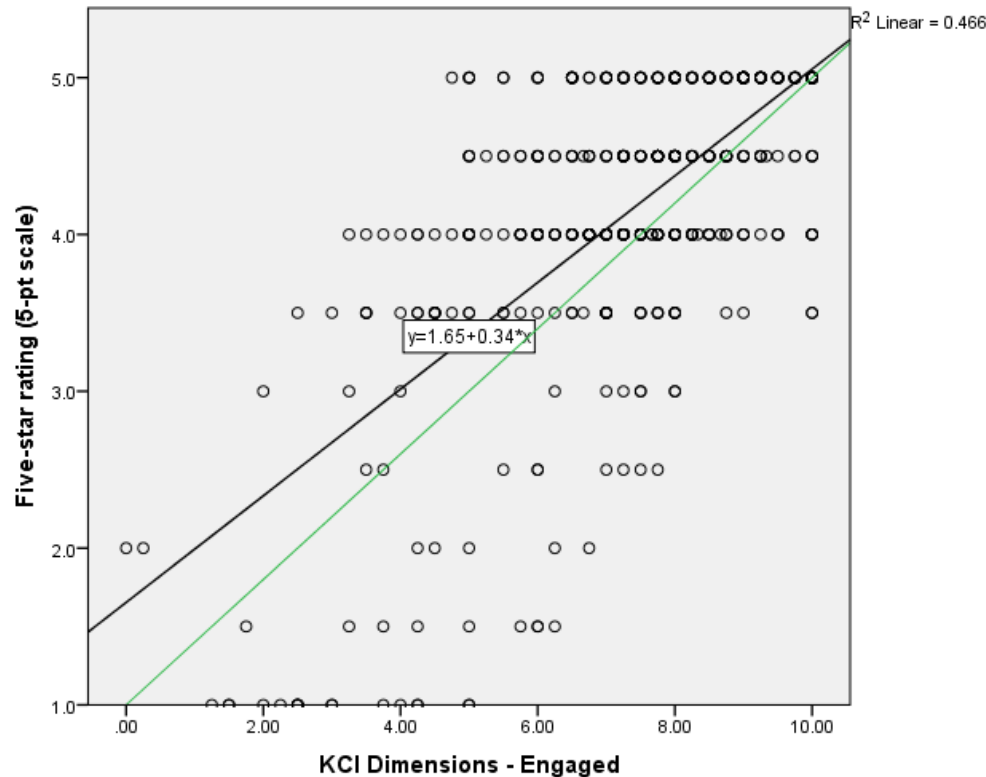
ENGAGED COMMUNITY – WHY IT IS A KEY DRIVER

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

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

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

Figure 54: Scatter Plot Showing Relationship of 5-Star Rating to Engaged Community

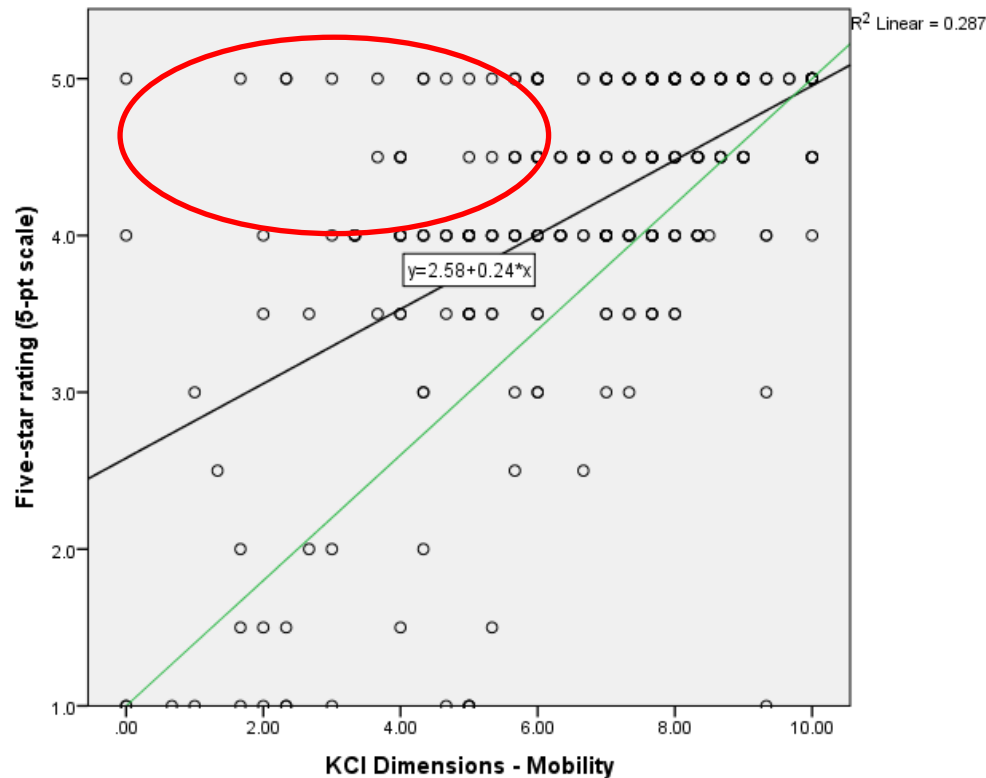


IMPROVED MOBILITY – WHY IT IS NOT A KEY DRIVER

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

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

Figure 55: Scatter Plot Showing Relationship of 5-Star Rating to Improve Mobility



APPENDIX VII —QUESTIONNAIRE

**CITY OF BELLEVUE, WA 2016 PERFORMANCE MEASURES SURVEY
NWRG Project Number: BEL_2017_Performance_Measures**

VERSION DATE: 03/20/2017

INSTRUMENT CONVENTIONS:

DENOTES PROGRAMMING INSRUCTIONS

- DENOTES INTERVIEWER INSTRUCTIONS**

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

	Much Worse Than Other Communities										Much Worse Than Other Communities
	0	1	2	3	4	5	6	7	8	9	10
Easy to get around by car	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public transportation available to where I need to go	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2017 Project Quotas

Sample Size	n=500			
	% of Bellevue Population	Minimum n	Maximum n	% of Sample
Males 18+	<u>50%</u>	<u>227</u>		<u>45%</u>
Females 18+	<u>50%</u>		<u>273</u>	<u>55%</u>
Males 18 - 34	<u>17%</u>	<u>60</u>		<u>12%</u>
Males 35 – 54	<u>19%</u>			
Males 55+	<u>15%</u>		<u>98</u>	<u>20%</u>
Females 18 – 34	<u>14%</u>	<u>44</u>		<u>9%</u>
Females 35 - 54	<u>18%</u>			
Females 55+	<u>18%</u>		<u>114</u>	<u>23%</u>
Single Family	<u>50%</u>		<u>275</u>	<u>55%</u>
Multi-Family	<u>50%</u>	<u>225</u>		<u>45%</u>
White Alone <i>(not Hispanic)</i>	<u>55%</u>	<u>Monitor Only</u>		
Not White Alone	<u>45%</u>		<u>Monitor Only</u>	

2017 Sample Type Indicators

NWRGID	Internal ID shared with client. Not imported into any dialing or sample procedures	
SAMPLEID	Internal sample id. Not shared with client. This is imported into sample dialing	
SAMPLETYPE	<u>Indicator for type of sample</u> SAMPLETYPE=01 Landline phone number attached SAMPLETYPE=02 Cellular phone number attached SAMPLETYPE=03 No phone number – mail only	
TOMAIL	Indicator that this element was randomly selected to receive a mailer	
UNIQUEID	Unique login ID provided by Bernett. Not shared with client	
GENDER	<u>Indicator for gender (estimated)</u> GENDER=01 Male GENDER=02 Female	
HispanicSurname	Indicator this is a Hispanic household	
AsianSurname	Indicator this is an Asian household	
AGETARGET	Indicator to target for likelihood of age grouping AGETARGET=01 18 to 34 AGETARGET=02 35 to 64 AGETARGET=03 65 and older	
INCOMETARGET	Indicator that his may be a low income (<\$35k) household	
DWELLINGTYPE	<u>Indicator for single vs. multifamily households</u> DWELLINGTYPE=01 Single family home DWELLINGTYPE=02 Multi-family home	
AGE	Reference variable for estimated age of respondent	
INCOME	<u>Reference variable for estimated household income</u> A=\$1,000-\$14,999 B=\$15,000-\$24,999 C=\$25,000-\$34,999 D=\$35,000-\$49,999 E=\$50,000-\$74,999 F=\$75,000-\$99,999	G=\$100,000-\$124,999 H=125,000-\$149,999 I=\$150,000-\$174,999 J=175,000-\$199,999 K=\$200,000-\$249,999 L=\$250,000+ U=Unknown
"Census Variables" CENSUS_18_34 CENSUS_35_64 CENSUS_65 CENSUS_ASIAN CENSUS_MINORITY CENSUS_NON_ENGLISH CENSUS_LOW_INCOME CENSUS_MULT	These variables indicate a high percent of residnets are of the indicated "type" in that census block (typically 60%+ of households in that census block). These can be used to target dialing if needed.	



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

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

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

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

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

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

INTROWEB **[DO NOT READ IF CONDUCTING ON THE PHONE]**

Thank you for agreeing to complete this important survey for the City of Bellevue. Your input will be used to improve city services to the community.

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
[BASE: ALL]
[NEW SECTION FOR TIMING]

SCR1 Do you live within the Bellevue city limits?
 00 NO **[SKIP TO THAN01]**
 01 YES
 998 **[DO NOT READ]** Don't know **[SKIP TO THANK03]**
 999 **[DO NOT READ]** Prefer not to answer **[SKIP TO THANK03]**

SCR2 Are you an and 18 years of age or older?
 00 NO **[SKIP TO THANK02]**
 01 YES
 998 **[DO NOT READ]** Don't know **[SKIP TO THANK03]**
 999 **[DO NOT READ]** Prefer not to answer **[SKIP TO THANK03]**

AGE Just to make sure that our study is representative of the City of Bellevue, what is your age?
 ___ ENTER AGE [RANGE 18:99] **[IF UNDER 18 TERMINATE – THANK02]**
 998 DON'T KNOW
 999 PREFER NOT TO ANSWER

ASK AGE_CAT IF (AGE=998 | 999)

AGE_CAT Which of the following categories does your age fall into?
[READ OPTIONS]
 01 18-24
 02 25-34
 03 35-44
 04 45-54
 05 55-64
 06 65 or older
 998 **[DO NOT READ]** Don't know
 999 **[DO NOT READ]** Prefer not to answer

PROGRAMMER: CREATE VARIABLE, "AGEBAN"
VALUE LABLES FOR AGEBAN [LOGIC IN BRACKETS]
 01 18-24 [((AGE GE 18) AND (AGE LE 24)) OR (AGE_CAT=1)]
 02 25-34 [((AGE GE 25) AND (AGE LE 34)) OR (AGE_CAT=2)]
 03 35-44 [((AGE GE 35) AND (AGE LE 44)) OR (AGE_CAT=6)]
 04 45-54 [((AGE GE 45) AND (AGE LE 54)) OR (AGE_CAT=4)]
 05 55-65 [((AGE GE 55) AND (AGE LE 64)) OR (AGE_CAT=5)]
 06 65+ [((AGE GE 65) AND (AGE LE 997)) OR (AGE_CAT=6)]

999 DK / Prefer not to answer [AGE_CAT=998 | 999]

GENDER

What is your gender? [DO NOT READ RESPONSES – BUT DO DISPLAY ON WEB]

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

**PROGRAMMER: CREATE VARIABLE, "AGE_GEN" MONITOR FOR DISTRIBUTION IN PORTAL
VALUE LABELS FOR AGE_GEN [LOGIC IN BRACKETS]**

- 01 Male 18-34 [(GENDER=01) AND ((AGEBAN=01) OR (AGEBAN=02))]
- 02 Female 18-34 [(GENDER=02) AND ((AGEBAN=01) OR (AGEBAN=02))]
- 03 Male 35-54 [(GENDER=01) AND ((AGEBAN=03) OR (AGEBAN=04))]
- 04 Female 35-54 [(GENDER=02) AND ((AGEBAN=03) OR (AGEBAN=04))]
- 05 Male 55+ [(GENDER=01) AND ((AGEBAN=05) OR (AGEBAN=06))]
- 06 Female 55+ [(GENDER=02) AND ((AGEBAN=05) OR (AGEBAN=06))]
- 999 DK / Prefer not to answer [(GENDER=998 | 999) OR (AGEBAN=999)]
- IF GENDER=03 OR 04 OR 888 AGE_GEN=888 "Other"

SCR3

Do you live in a . . .

[READ LIST AND SELECT ONE ANSWER]

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

**PROGRAMMER: CREATE VARIABLE, "DWELLINGTYPE" MONITOR FOR DISTRIBUTION IN PORTAL
VALUE LABELS FOR DWELLING_TYPE (LOGIC IN PARENTHESIS)**

- 01 MULTI-FAMILY [Q2=02 | 05 | 06]
- 02 SINGLE FAMILY [Q2=01 | 07]
- 03 OTHER/NONE [SCR3=888 | 998 | 999]

RACE

Which of the following do you consider yourself?

- 01 White

- 02 Hispanic, Latino, or Spanish origin
- 03 Black or African American
- 04 Asian
- 05 American Indian or Alaska Native
- 06 Middle Eastern or North African
- 07 Native Hawaiian or Other Pacific Islander
- 888 **[DO NOT READ]** OTHER **[SPECIFY]**
- 998 **[DO NOT READ]** Don't know
- 999 **[DO NOT READ]** Prefer not to answer

PROGRAMMER: CREATE VARIABLE, "RACEBAN" MONITOR FOR DISTRIBUTION IN PORTAL VALUE LABELS FOR RACEBAN [LOGIC IN BRACKETS]

01 WHITE ALONE (NOT HISPANIC) [(RACE=1) AND NO OTHER CHOICES ARE SELECTED]

02 ASIAN [(RACE=4) OTHER SELECTIONS ARE ALLOWED AS WELL]

03 OTHER [ANYTHING THAT DOES NOT FALL UNDER WHITE ALONE OR ASIAN]

999 DK / Prefer not to answer [(RACE=998 | 999)]

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

KEY PERFORMANCE RATING QUESTIONS
[BASE: ALL]
[NEW SECTION FOR TIMING]

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

Q1 Using a scale from 0 to 10 where "0" means "very poor" and "10" means "excellent", overall 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	

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

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

NWRG1 Now, using a scale from 0 to 10 where "0" means the quality of life in Bellevue "does not meet your expectations at all" and "10"



means the quality of life “greatly exceeds your expectations”, how would you rate the overall quality of life in Bellevue?

INTERVIEWER: PROBE FOR ANSWER BEFORE ACCEPTING DON'T KNOW/REFUSE: “PLEASE USE YOUR BEST ESTIMATE THERE ARE NO RIGHT OR WRONG ANSWERS”

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

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

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

NWRG2 Using the same scale, how would you rate the overall quality of services provided by the City of Bellevue?

INTERVIEWER: PROBE FOR ANSWER BEFORE ACCEPTING DON'T KNOW/REFUSE: “PLEASE USE YOUR BEST ESTIMATE THERE ARE NO RIGHT OR WRONG ANSWERS”

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

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

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

NWRG3 Compared with other cities and towns, how would you rate Bellevue as a place to live? Use a scale from 0 to 10 where “0” means Bellevue is “Significantly worse than other cities” and “10” means Bellevue is “Significantly better than other cities”.

INTERVIEWER: PROBE FOR ANSWER BEFORE ACCEPTING DON'T KNOW/REFUSE: “PLEASE USE YOUR BEST ESTIMATE THERE ARE NO RIGHT OR WRONG ANSWERS”

SIGNIFICANTLY WORSE THAN OTHER CITIES										SIGNIFICANTLY BETTER THAN OTHER CITIES
0	1	2	3	4	5	6	7	8	9	10

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

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

NWRG4 Next, sing a scale from “0” to “10” where “0” means “Strongly headed in the wrong direction” and 10 means “Strongly headed in the right direction”, overall, would you say that Bellevue is headed in the right or wrong direction?

INTERVIEWER: PROBE FOR ANSWER BEFORE ACCEPTING DON'T KNOW/REFUSE: “PLEASE USE YOUR BEST ESTIMATE THERE ARE NO RIGHT OR WRONG ANSWERS”

STRONGLY HEADED IN THE WRONG DIRECTION										STRONGLY HEADED IN RIGHT DIRECTION
0	1	2	3	4	5	6	7	8	9	10

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

999 [DO NOT READ] Prefer not to answer

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

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

NWRG5 Thinking about services and facilities in Bellevue, do you feel you are getting your money’s worth for your tax dollar or not? Please use a scale from 0 to 10 where “0” means “definitely not getting your money’s worth” and “10” means “definitely getting your money’s worth.”

INTERVIEWER: PROBE FOR ANSWER BEFORE ACCEPTING DON’T KNOW/REFUSE: “PLEASE USE YOUR BEST ESTIMATE THERE ARE NO RIGHT OR WRONG ANSWERS”

DEFINITELY NOT GETTING MY MONEY’S WORTH											DEFINITELY GETTING MY MONEY’S WORTH
0	1	2	3	4	5	6	7	8	9	10	

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

PROGRAMMING NOTE:
SPLIT PHONE RESPONDENTS INTO 4 EQUAL GROUPS (LABELED 1-4)
SPLIT WEB RESPONDENTS INTO THREE EQUAL GROUPS (LABELED 5-7)

KEY COMMUNITY INDICATORS
[BASE: ALL]
[NEW SECTION FOR TIMING]

ASK KCI1 THROUGH KCI21
IF (SAMPLETYPE = PHONE AND GROUP = 1) OR IF (SAMPLETYPE = WEB AND GROUP = 05, 06)

KCIINT Using a scale from 0 to 10 where “0” means “strongly disagree” and “10” means “strongly agree”, please tell me the extent to which you agree or disagree with each of the following statements about the City of Bellevue.
INTERVIEWER: PROBE FOR ANSWER BEFORE ACCEPTING DON’T KNOW/REFUSE: “PLEASE USE YOUR BEST ESTIMATE THERE ARE NO RIGHT OR WRONG ANSWERS”

[RANDOMIZE DISPLAY ORDER OF KCI1 THRU KCI21]

- KCI1** Is doing a good job planning for growth in ways that add value to your quality of life.
- KCI2** Is doing a good job helping to create a competitive business environment that supports entrepreneurs and creates jobs.
- KCI9** Fosters and supports a diverse community where all residents have the opportunity to live well, work and play.
- KCI10** Is a visionary community in which creativity is fostered.
- KCI18A** Is doing a good job of looking ahead to meet regional challenges.
- KCI18B** Is doing a good job of looking ahead to meet local challenges.
- KCI21I** Is a good place to raise children

STRONGLY DISAGREE											STRONGLY AGREE
0	1	2	3	4	5	6	7	8	9	10	

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

NEIGHBORHOODS
[BASE: ALL]
[NEW SECTION FOR TIMING]

HOOD1 Using a scale from 0 to 10 where “0” means “very poor” and “10” means excellent”, how would you describe your neighborhood as a place to live?

INTERVIEWER: PROBE FOR ANSWER BEFORE ACCEPTING DON'T KNOW/REFUSE: “PLEASE USE YOUR BEST ESTIMATE THERE ARE NO RIGHT OR WRONG ANSWERS”

VERY POOR											EXCELLENT
0	1	2	3	4	5	6	7	8	9	10	

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

HOOD2 Some neighborhoods have what is called a “sense of community”. People know their neighbors, may form block watches or have block parties, and truly think of the others in the same area as “neighbors.” Using a scale from 0 to 10 where “0” means “no sense of community at all” and “10” means “strong sense of community”, how would you rate your neighborhood?

INTERVIEWER: PROBE FOR ANSWER BEFORE ACCEPTING DON'T KNOW/REFUSE: “PLEASE USE YOUR BEST ESTIMATE THERE ARE NO RIGHT OR WRONG ANSWERS”

NO SENSE OF COMMUNITY AT ALL											STRONG SENSE OF COMMUNITY
0	1	2	3	4	5	6	7	8	9	10	

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

ASK KCI13A THROUGH KCI15
IF (SAMPLETYPE = PHONE AND GROUP = 3) OR IF (SAMPLETYPE = WEB AND GROUP = 06, 07))

HOODINT Using a scale from 0 to 10 where “0” means “strongly disagree” and “10” means “strongly agree”, please tell me the extent to which you agree or disagree with each of the following statements about the City of Bellevue. . .

INTERVIEWER: PROBE FOR ANSWER BEFORE ACCEPTING DON'T KNOW/REFUSE: “PLEASE USE YOUR BEST ESTIMATE THERE ARE NO RIGHT OR WRONG ANSWERS”

[RANDOMIZE DISPLAY ORDER OF KCI13A THRU KCI15]

- KCI13A** Bellevue has attractive and well-maintained neighborhoods.
- KCI13B** Bellevue’s neighborhoods are safe.
- KCI14** I live in a neighborhood that supports families, particularly those with children.
- KCI15** I live in a neighborhood that provides convenient access to my day-to-day activities

STRONGLY DISAGREE										STRONGLY AGREE
0	1	2	3	4	5	6	7	8	9	10

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

PARKS
[BASE: ALL]
[NEW SECTION FOR TIMING]

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

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

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

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

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

VERY DISSATISFIED										VERY SATISFIED
0	1	2	3	4	5	6	7	8	9	10

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

PARKS3 Using a scale from 0 to 10 where "0" means "very poor" and "10" means "excellent", please rate Bellevue's parks and recreation activities in terms of . . .

[RANDOMIZE DISPLAY ORDER OF PARKS3B THRU PARKS3C]

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

VERY POOR										EXCELLENT
0	1	2	3	4	5	6	7	8	9	10

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

**ASK KCI12 THROUGH KCI5
 IF (SAMPLETYPE = PHONE AND GROUP = 3) OR IF (SAMPLETYPE = WEB AND GROUP = 06, 07))**

PARKINT Using a scale from 0 to 10 where “0” means “strongly disagree” and “10” means “strongly agree”, please tell me the extent you agree or disagree with each of the following statements about the City of Bellevue.

INTERVIEWER: PROBE FOR ANSWER BEFORE ACCEPTING DON'T KNOW/REFUSE: “PLEASE USE YOUR BEST ESTIMATE THERE ARE NO RIGHT OR WRONG ANSWERS”

[RANDOMIZE DISPLAY ORDER OF PARKS3B THRU PARKS3C]

- KCI12** Can rightly be called a “City in a park.”
- KCI3** Offers me and my family opportunities to experience nature where we live, work, and play.
- KCI4** Is doing a good job of maintaining and enhancing a healthy natural environment for current and future generations.
- KCI5** Provides an environment that supports my personal health and well-being
- KCI5A** Provides water, sewer, and waste water services and infrastructure that reliably ensures public health
- KCI5B** Provides water, sewer, and waste water services and infrastructure that protects the environment

STRONGLY DISAGREE										STRONGLY AGREE
0	1	2	3	4	5	6	7	8	9	10

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

UTILITIES
[BASE: ALL]
[NEW SECTION FOR TIMING]

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

Using a scale from 0 to 10 where “0” means “very poor” and “10” means “excellent,” please tell me how well Bellevue is doing on each of the following items. . .

[RANDOMIZE DISPLAY ORDER OF UTIL1A THRU UTIL1E]

- UTIL1A** Providing water that is safe and healthy to drink.
- UTIL1B** Maintaining an adequate and uninterrupted supply of water.
- UTIL1C** Providing reliable, uninterrupted sewer service.
- UTIL1D** Providing effective drainage programs, including flood control.
- UTIL1E** Protecting and restoring Bellevue’s streams, lakes and wetlands.

VERY POOR											EXCELLENT
0	1	2	3	4	5	6	7	8	9	10	

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

UTIL2 Thinking about Bellevue’s water, sewer, storm and surface water services and using a scale from 0 to 10 where “0” means “a very poor value” and “10” means “an excellent value”, what value do you feel you receive for your money?

VERY POOR VALUE											EXCELLENT VALUE
0	1	2	3	4	5	6	7	8	9	10	

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

UTIL3 Using a scale from 0 to 10 where “0” means “very dissatisfied” and “10” means “very satisfied”, overall, how satisfied are you as a customer of the Bellevue Utilities Department?

VERY DISSATISFIED											VERY SATISFIED
0	1	2	3	4	5	6	7	8	9	10	

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

CODE ENFORCEMENT
[BASE: ALL]
[NEW SECTION FOR TIMING]

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

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

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

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

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

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

[READ LIST AND CHECK ALL THAT APPLY]

[IF NECESSARY: "A weed lot is an area of dirt or grass full of weeds."]

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

TRANSPORTATION
[BASE: ALL]
[NEW SECTION FOR TIMING]

ASK TRANS1 THRU TRANS4
IF (SAMPLETYPE = PHONE AND GROUP = 4) OR IF (SAMPLETYPE = WEB AND GROUP = 05, 07))

TRANS1 The next series of questions relates to the maintenance of Bellevue’s sidewalks and roads. Using a scale from 0 to 10 where “0” means “very dissatisfied” and “10” means “very satisfied”, how satisfied are you with the city’s maintenance of its sidewalks and walkways?

VERY DISSATISFIED											VERY SATISFIED
0	1	2	3	4	5	6	7	8	9	10	

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

TRANS2 How would you rate the condition of streets and roads in your neighborhood? Would you say they are in. . . ?

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

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

TRANS4 Using a scale from 0 to 10 where “0” means “does not meet my expectations at all” and “10” means “greatly exceeds my expectations”, how would you rate street sweeping in your neighborhood?

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

DOES NOT MEET MY EXPECTATIONS AT ALL											GREATLY EXCEEDS MY EXPECTATIONS
0	1	2	3	4	5	6	7	8	9	10	

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

**ASK KC16 THROUGH KC18
IF (SAMPLETYPE = PHONE AND GROUP = 01, 03) OR IF (SAMPLETYPE = WEB AND GROUP = 05, 06))**

TRANSINT Using a scale from 0 to 10 where “0” means “strongly disagree” and “10” means “strongly agree”, please tell me the extent you agree or disagree with each of the following statements about Bellevue. . .
INTERVIEWER: PROBE FOR ANSWER BEFORE ACCEPTING DON’T KNOW/REFUSE: “PLEASE USE YOUR BEST ESTIMATE THERE ARE NO RIGHT OR WRONG ANSWERS”

[RANDOMIZE DISPLAY ORDER OF KC16 THRU KC18]

- KC16** Provides a safe transportation system for all users.
- KC17** Allows for travel within the City of Bellevue in a reasonable and predictable amount of time
- KC18** Is doing a good job of planning for and implementing a range of transportation options.

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

STRONGLY DISAGREE											STRONGLY AGREE
0	1	2	3	4	5	6	7	8	9	10	

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

**ASK Q83 THROUGH Q83D
IF (SAMPLETYPE = PHONE AND GROUP = 03) OR IF (SAMPLETYPE = WEB AND GROUP = 05, 06))**

TRANS5 Using a scale from 0 to 10 where “0” means “much worse than other cities” and “10” means “significantly better than other cities”, from what you have experienced, seen, or heard, please rate Bellevue on each of the following...
INTERVIEWER: PROBE FOR ANSWER BEFORE ACCEPTING DON’T KNOW/REFUSE: “PLEASE USE YOUR BEST ESTIMATE THERE ARE NO RIGHT OR WRONG ANSWERS”

[RANDOMIZE DISPLAY ORDER OF KC16 THRU KC18]

- TRANS5A** It is easy to get around by car
- TRANS5B** Public transportation is available from where I live to where I need to go
- TRANS5C** It is easy to walk to many different places in Bellevue
- TRANS5D** It is easy to bicycle to many different places in Bellevue

MUCH WORSE THAN OTHER CITIES											SIGNIFICANTLY BETTER THAN OTHER CITIES
0	1	2	3	4	5	6	7	8	9	10	

- 998 **[DO NOT READ]** Don’t know

999 [DO NOT READ] Prefer not to answer

INFORMATION TECHNOLOGY
[BASE: ALL]
[NEW SECTION FOR TIMING]

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

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

ASK WEB2 IF (WEB=01)

WEB2 Using a scale from 0 to 10 where “0” means “very dissatisfied” and “10” means “very satisfied”, how satisfied are you with the City of Bellevue’s web site?

VERY DISSATISFIED											VERY SATISFIED
0	1	2	3	4	5	6	7	8	9	10	

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

PUBLIC SAFETY
[BASE: ALL]
[NEW SECTION FOR TIMING]

ASK PS1
IF (SAMPLETYPE = PHONE AND GROUP = 01, 02) OR IF (SAMPLETYPE = WEB AND GROUP = 05, 06))

PS1 During a disaster such as an earthquake, snowstorm, or extended power outage, you might be asked to stay at home for an extended period of time. For how many days would your current supply of food, water, medications and other necessary items last?
 _____ DAYS **[WHOLE NUMBERS ONLY. RANGE: 0 TO 10,000]**
 998 **[DO NOT READ]** Don't know
 999 **[DO NOT READ]** Prefer not to answer

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

PS2A In your neighborhood **In General.**

PS2B In your neighborhood **After Dark.**

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

PS2D In downtown Bellevue **After Dark**

VERY UNSAFE											VERY SAFE
0	1	2	3	4	5	6	7	8	9	10	

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

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

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

ASK CRIME1A IF (CRIME=01)

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

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

ASK CRIME2 IF (CRIME1=02 | 998 | 999) OR (CRIME1A= 02 | 998 | 999)

CRIME2

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

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

PROGRAMMER: CREATE VARIABLE, "POLICECONTACT"

VALUE LABELS FOR AGEBAN [LOGIC IN BRACKETS]

- 00 No contact [(CRIME1A=0) AND (CRIME2=0)]**
- 01 Yes, Police contact [(CRIME1A=01) OR (CRIME2=01)]**
- 999 DK / Prefer not to answer [(CRIME2=998 | 999)]**

ASK CRIME3 IF (POLICECONTACT=1)

CRIME3

What was the nature of that contact?

DO NOT READ LIST

[DISPLAY LIST FOR WEB SURVEY]

- 01 REPORTED A CRIME TO POLICE
- 02 ROUTINE TRAFFIC STOP
- 03 TRAFFIC ACCIDENT
- 04 ASKED FOR INFORMATION OR ADVICE
- 05 PARTICIPATED IN A COMMUNITY ACTIVITY WITH POLICE
- 06 CALLS RELATING TO DOMESTIC VIOLENCE
- 08 ARRESTED OR SUSPECTED OF A CRIME
- 09 WITNESSED A CRIME
- 10 VICTIM OF A CRIME
- 11 NOISE COMPLAINT
- 888 **[DO NOT READ]** OTHER **[SPECIFY]**
- 998 **[DO NOT READ]** Don't know
- 999 **[DO NOT READ]** Prefer not to answer

ASK CRIME4 IF (POLICECONTACT=1)

CRIME4

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

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

CRIMES

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

[RANDOMIZE RESPONSE OPTIONS 01 THRU 07]

- 01 Residential burglary
- 02 Juvenile crime
- 03 Drug-related crime
- 04 Theft from vehicles / car prowl
- 05 Vandalism
- 06 Traffic offenses such as speeding, reckless driving, or turn violations
- 07 Panhandling
- 888 Something else – please describe
- 09 **[DO NOT READ]** MAIL THEFT
- 10 **[DO NOT READ]** SPEEDING
- 11 **[DO NOT READ]** CAR THEFT/CAR TROUBLE/CAR NOISES
- 997 **[DO NOT READ]** NONE
- 998 DON'T KNOW
- 999 PREFER NOT TO ANSWER

ASK CRIME5A IF (CRIMES LE 888)

CRIME5A

Do you feel that way because. . .

READ LIST AND SELECT ALL THAT APPLY

[RANDOMIZE DISPLAY ORDER OF OPTIONS 01 THRU 03]

- 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
- 888 **[ONLY READ IF “NO” FOR ALL 3]** For some other reason: **[SPECIFY]**
- 998 **[DO NOT READ]** Don't know
- 999 **[DO NOT READ]** Prefer not to answer

CRIME6

Using a scale from 0 to 10 where “0” means “not at all confident” and “10” means “very confident”, how confident are you in the ability of Bellevue’s Police Department to handle emergencies in an effective manner?

NOT AT ALL CONFIDENT											VERY CONFIDENT
0	1	2	3	4	5	6	7	8	9	10	

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

CRIME7

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

READ LIST AND SELECT ALL THAT APPLY

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

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

PS4 Using a scale from 0 to 10 where “0” means “not at all confident” and “10” means “very confident”, how confident are you in the ability of the Bellevue Fire Department to respond to emergencies?

NOT AT ALL CONFIDENT											VERY CONFIDENT
0	1	2	3	4	5	6	7	8	9	10	

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

ASK KCI9 – KCI20B
IF (SAMPLETYPE = PHONE AND GROUP = 01, 04) OR IF (SAMPLETYPE = WEB AND GROUP = 06, 07))

SAFEINT Using a scale from 0 to 10 where “0” means “strongly disagree” and “10” means “strongly agree”, please tell me the extent you agree or disagree with each of the following statements about the City of Bellevue.

INTERVIEWER: PROBE FOR ANSWER BEFORE ACCEPTING DON'T KNOW/REFUSE: “PLEASE USE YOUR BEST ESTIMATE THERE ARE NO RIGHT OR WRONG ANSWERS”

[RANDOMIZE DISPLAY ORDER OF KCI9 THRU KCI20B]

KCI19 Is a safe community in which to live, learn, work, and play.

KCI20A Plans appropriately to respond to major emergencies.
[IF NECESSARY: “Such as wind storms and earthquakes.”]

KCI20B Is well prepared to respond to routine emergencies.
[IF NECESSARY: “Such as fires, calls for police and emergency medical.”]

STRONGLY DISAGREE											STRONGLY AGREE
0	1	2	3	4	5	6	7	8	9	10	

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

COMMUNICATIONS AND CIVIC INVOLVEMENT

[BASE: ALL]

[NEW SECTION FOR TIMING]

- INTERACT** During the past 12 months, did you contact the City of Bellevue with a question or a problem?
- 00 NO
01 YES
998 **[DO NOT READ]** Don't know
999 **[DO NOT READ]** Prefer not to answer

ASK INTERACT1 IF INTERACT = 01

- INTERACT1** Was that contact . . .
- READ LIST AND SELECT ALL THAT APPLY**
[RANDOMIZE DISPLAY ORDER OF OPTIONS 01 THRU 04]
- 01 By e-mail
02 By phone
03 In person
04 Using social media
05 **[DO NOT READ]** Other **[SPECIFY]**
998 **[DO NOT READ]** Don't know
999 **[DO NOT READ]** Prefer not to answer

ASK QOS2 IF INTERACTN = 01

- INTERACTINT** Using a scale from 0 to 10 where "0" means "strongly disagree" and "10" means "strongly agree", please tell me the extent you agree or disagree that the City of Bellevue.
- INTERVIEWER: PROBE FOR ANSWER BEFORE ACCEPTING DON'T KNOW/REFUSE: "PLEASE USE YOUR BEST ESTIMATE THERE ARE NO RIGHT OR WRONG ANSWERS"**

[RANDOMIZE DISPLAY ORDER OF KCI11A THRU KCI16B]

- KCI11A** Promotes a community that encourages civic engagement
[IF NECESSARY: such as volunteering or participating in community activities]
- KCI11B** Is a welcoming and supportive city that demonstrates caring for people through its actions
- KCI16A** Does a good job of keeping residents informed.
- KCI16B** Listens to its residents and seeks their involvement

STRONGLY DISAGREE										STRONGLY AGREE
0	1	2	3	4	5	6	7	8	9	10

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

**ASK OPEN – OPENA3
 IF (SAMPLETYPE = PHONE AND GROUP = 02, 04) OR IF (SAMPLETYPE = WEB AND GROUP = 06, 07))**

OPEN Using a scale from 0 to 10 where “0” means “not at all open or accessible” and “10” means “extremely open or accessible”, please tell me how open and accessible you feel the city’s planning efforts are when you want to be involved with each of the following . . .
INTERVIEWER: PROBE FOR ANSWER BEFORE ACCEPTING DON’T KNOW/REFUSE: “PLEASE USE YOUR BEST ESTIMATE THERE ARE NO RIGHT OR WRONG ANSWERS”

[RANDOMIZE DISPLAY ORDER OF KCI11A THRU KCI16B]

- OPENA1** Land Use
- OPENA2** Transportation
- OPENA3** Parks and Community Services Department

NOT AT ALL OPEN / ACCESSIBLE										EXTREMELY OPEN / ACCESSIBLE
0	1	2	3	4	5	6	7	8	9	10

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

DEMOGRAPHICS
[BASE: ALL]
[NEW SECTION FOR TIMING]

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

DEMO1 Including yourself, how many people currently live in your household in each of the following age categories?
[IF NECESSARY: "Please include yourself when answering this question."]

DEMO 4 MUST CONTAIN A RESPONSE IN AGE 18 – 64 OR 65 AND OVER

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

WEB INSTRUCTION: IF DEMO4 DOES NOT HAVE A RESPONSE IN 18 – 64 OR 65 AND OVER, DISPLAY THIS MESSAGE: "Please include yourself when answering this question."

PROGRAMMER: CREATE VARIABLE, "HHSIZE"
HHSIZE=SUM OF ALL PEOPLE FROM DEMO1A THRU DEMO1E

PROGRAMMER: CREATE VARIABLE, "NUMADULTS"
HHSIZE=SUM OF ALL PEOPLE FROM DEMO1D THRU DEMO1E

PROGRAMMER: CREATE VARIABLE, "NUMKIDS"
HHSIZE=SUM OF ALL PEOPLE FROM DEMO1A THRU DEMO1C

PROGRAMMER: CREATE VARIABLE, "HASKIDS"
00 No [(NUMKIDS=0)]
01 Yes [(NUMKIDS GE 1)]

PROGRAMMER: CREATE VARIABLE, "HHCOMP"
VALUE LABELS FOR HHCOMP [LOGIC IN BRACKETS]
01 Single Person Household [(HHSIZE=1)]

02 Adults Only [(HHSIZE GE 1) AND (HASKIDS=0)]
03 Family with Children [(HASKIDS=1)]

DEMO2

How many years have you lived in Bellevue?

[ALLOW FRACTIONAL ANSWERS]

[IF LESS THAN 6 MONTHS, ENTER "0"]

[IF 6 MONTHS TO 1 YEAR, ENTER "1"]

____ ENTER NUMBER OF YEARS LIVED IN BELLEVUE

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

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

DEMO3

Do you own or rent your residence?

01 OWN

02 RENT

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

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

LANG

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

ASK LANG2 IF LANG = 01 OR LANG=02

ALLOW FOR MULTIPLE RESPONSES

LANG2

What language

[DO NOT READ LIST]

01 SPANISH

02 CHINESE / CANTONESE / MANDARIN

03 VIETNAMESE

04 KOREAN

05 RUSSIAN

06 JAPANESE

07 HINDI

10 GERMAN

11 FRENCH

12 TAMIL

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

ASK LANG4 IF (LANG=1)

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

ASK INCOME1 IF SCR_INC= 02

- INCOME1** What is the approximate total annual family income of all members of your household? Is it. . .
- 01 Less than \$20,000
 - 02 \$20,000 to less than \$35,000
 - 03 \$35,000 to less than \$50,000
 - 998 [DO NOT READ] Don't know
 - 999 [DO NOT READ] Prefer not to answer

ASK INCOME2 IF SCR_INC= 01

- INCOME2** What is the approximate total annual family income of all members of your household? Is it. . .
- 01 \$50,000 to less than \$75,000
 - 02 \$75,000 to less than \$100,000
 - 03 \$100,000 to less than \$150,000
 - 04 \$150,000 to less than \$200,000
 - 05 \$200,000 or more
 - 998 [DO NOT READ] Don't know
 - 999 [DO NOT READ] Prefer not to answer

PROGRAMMER: CREATE VARIABLE, "INCOMEBAN"
VALUE LABELS FOR INCOMEBAN [LOGIC IN BRACKETS]

- 01 Less than \$20,000
- 02 \$20,000 to less than \$35,000
- 03 \$35,000 to less than \$50,000
- 04 \$50,000 to less than \$75,000
- 05 \$75,000 to less than \$100,000
- 06 \$100,000 to less than \$150,000
- 07 \$150,000 to less than \$200,000

08 \$200,000 or more

TEL

Which of the following best describes how you make or receive calls at home

- 01 Only have a cell phone
- 02 Primarily use a cell phone
- 03 Use a landline and cell phone equally
- 04 Primarily use a landline
- 05 Only have a landline at home
- 998 **[DO NOT READ]** Don't know
- 999 **[DO NOT READ]** Prefer not to answer

THANK YOU SCREEN-OUTS

- THANK01** Thank you, but we are currently only interviewing residents of Bellevue. *(Disposition "Not in area")*
- THANK02** Thank you, but we are only interviewing adults, 18 and older. *(Disposition "Under 18")*
- THANK03** I'm sorry, but we cannot continue without that information **[allow respondent to go back and provide answer if they want]** *(Disposition "Screener refused")*

APPENDIX VIII — OPEN END RESPONSES

BELLEVUE’S BEST ATTRIBUTES – FIRST RESPONSE

Using a one or two-word phrase, what are Bellevue’s two best attributes? - FIRST RESPONSE		
Safety. It’s Police and fire departments. Schools and other humane attributes	location	Helping neighbors with nice gestures
Welcoming and Diverse but Safe	location	Great people
beautiful, clean, safe parks, boulevards, public spaces	In the North West	Good People
quiet, clean and friendly	Good location	Friendly.
Access to services and retail	Close to Seattle	Friendly people
Not too big and somewhat green	Close to Seattle	friendly
Clean and safe Area	Centralized Location	Quietness
Clean and safe	Central metropolitan location	Quiet
Clean, Pretty	Central location	Quiet
Clean and beautiful	Central location	Peaceful city to live
more services walking distance	central location	PEACEFUL CO-EXISTANCE
Clean & New	central location	PEACEFUL & QUITE COMMUNITY
Neatness	Shops and retail	Peaceful
It’s clean	Shops	Pretty
Friendly	Shopping opportunities	Natural beauty
Cleanliness for a large city	shopping mall	Natural beauty
Cleanliness	Shopping	Beauty
Cleanliness	Shopping	Beauty
Cleanliness	shopping	beautiful residential areas
Cleanliness	shopping	Beautiful City needs to get its Park back together - Big Lose.
Clean organized appearance	Reasonable shopping options	Beautiful city
Clean district	Good places to shop	Beautiful
CLEAN	Excellent shopping	Beautiful
CLEAN	crossroads	beautiful
Clean	close shopping	Walking friendly

Using a one or two-word phrase, what are Bellevue's two best attributes? - FIRST RESPONSE

Clean	Well maintained parks	Walkability
Clean	Walking Trails	Connectivity
Clean	Trees	physical environment
Clean	The parks	nice environment
Clean	The parks	Lifestyle
Clean	The parks	Just a pleasant place to live
Clean	still lots of green	Good place to live
Clean	Space	Environment
Clean	Space	Young
Clean	Space	urban lifestyle
Clean	Proximity to mountains	Upscale housing
Clean	Plenty of areas to walk and enjoy the green areas or city parks	Upper-class
Clean	parks/trails	New City
Clean	Parks, we have quite a few and walking trails	New
Clean	parks and trails	new
Clean	Parks and landscape	Modern
Clean	parks & trails	Modern
Clean	Parks & Recreation	modern
Clean	Parks	growing
clean	Parks	growing
clean	Parks	Cosmopolitan
clean	Parks	cosmopolitan
clean	Parks	cosmopolitan
clean	Parks	Contemporary Urban
clean	Parks	Well Run
clean	Parks	Well Managed
clean	Parks	Well managed
clean	Parks	Well managed
clean	Parks	Organized Government
Classy	Parks	Organized

Using a one or two-word phrase, what are Bellevue's two best attributes? - FIRST RESPONSE

short commute to Seattle	Parks	Orderly
Everything nearby	Parks	Open government
Easy access	parks	good planning
Convenience	parks	Good city planning
Convenience	parks	Downtown Association
Convince to stores	parks	City is well managed
Convenient	Park space	Street repairs seem timely.
Convenient	Park by the mall	STREET MAINTENANCE
Convenient	Park	Location of roads
Convenient	Number of parks on the waterfront	Good streets.
Convenient	Number of parks	good roads
convenient	nice parks	Good infrastructure
Convenience	nice parks	Clean attractive byways
Convenience	Nature Rich	clean and safe
Convenience	Nature	reliable community-life
Convenience	Nature	Great community
convenience	nature	Family friendly
convenience	Natural spaces and environment	Family friendly
Close to the Office	natural scenery	family friendly
Close to everything	Natural parks	FAMILY
close to 405	many parks	Family
Busy and active place. easy accessible to all places.	Lots of trees	The Police Department
Accessibility to shops and restaurants.	lots of parks	Services
Accessibility	Lots of open space (so far!) and lots of trees that haven't yet been removed (please don't!)	Services
Access. To necessities	landscaping and parks	Services
Access to services and service providers is varied and plentiful	Lake Washington	reliable services
Access to services	It's parks	Public services

Using a one or two-word phrase, what are Bellevue's two best attributes? - FIRST RESPONSE

Access to amenities	Has outdoor walking and bicycling opportunities	King County Library system
Accessibility	Green trees	Great city services
The school system	Green spaces	Good medical
Schools	Green Space	Emergency services (police/fire)
Schools	Green Space	community resources
Schools	Green	city services
Schools	green	Available services
Schools	Great parks	ACCESS TO PUBLIC SERVICES
Schools	Flora	Well-maintained
Schools	city in the park	well maintained
Schools	Balance of nature and city	well balanced
Schools	arbor city/parks	weather
Schools	Public Transportation	Vibrant downtown
Schools	Public Transport	vibrant downtown
schools	Fair amount transportations	Unattainable
schools	convenient transportation	The rent was cheaper than Redmond.
schools	Access to public transportation	The area
schools	Security of living.	Technology
school district	Security	Taken care of
school district	SAFETY	Suburbia
Public Schools	Safety	suburban areas
public schools	Safety	Suburban
Good schools	Safety	Small enough
good schools	Safety	SE
Good School	Safety	Reasonable Taxes
good public schools	Safety	Progressive
Excellent public schools	Safety	Overlake Medical Center, Hospital
Bellevue School District	Safety	Offerings
Bellevue College	safety	Not too crowded
very diversified	safety	nice amenities



Using a one or two-word phrase, what are Bellevue's two best attributes? - FIRST RESPONSE

Multi-Culture	safety	Nicothoids
multi-cultural	safety	Lots of restaurants
Ethnic Diversity	safety	Lot of restaurants
diversity of residents	Safe place to raise children	Jobs
Diversity	safe neighborhood	Job stability
Diversity	SAFE	Job opportunities
Diversity	Safe	It's not Seattle
Diversity	Safe	Homes
Diversity	Safe	Hi-tech companies
Diversity	Safe	growth
Diversity	Safe	great downtown close
Diversity	Safe	Good opportunities
diversity	Safe	Good economy
diversity	Safe	Good Amenities
Diversified	Safe	Good
Diversified	Safe	Functional
Diversified	Safe	fun
Diverse	Safe	food
diversity	Safe	Everything.
Proximity to Holiday Inn	Safe	Educated Demographic
proximity to amenities	Safe	Drinking water
Neat Seattle	Safe	Downtown core
Location.	safe	Downtown
location to Seattle	safe	Dense urban core
Location to necessary stores, medical facilities, etc.	safe	dense downtown
Location	safe	cost to live
Location	safe	compact
Location	safe	Commerce
Location	safe	Clear air and water
Location	safe	city

Using a one or two-word phrase, what are Bellevue's two best attributes? - FIRST RESPONSE

Location	Major Crime Free	Businesses
Location	Low crime rate	Business friendly
Location	Low crime	Asian food
Location	Low crime	Amenities
Location	Low crime	none
Location	It's safe	?????? ??
location	Safe place to live	????
location	crime free	??
location	Welcoming city	??
location	Nice	?
location	Its friendliness	

BELLEVUE'S BEST ATTRIBUTES – SECOND RESPONSE

Using a one or two-word phrase, what are Bellevue's two best attributes? - SECOND RESPONSE		
Zoning	Parks	Emergency response
YMCA	Parks	Efficient government
Willingness to listen to the population	Parks	educated, motivated, diverse citizens
white	Parks	Educated residents
When road work is planned, the city lets residents know through a new letter and the work is done quickly.	Parks	Economy
well maintained	Parks	Economics
Welcoming for business	Parks	eating places
weather	Parks	Easy to get around with new things happening making it even better when finished!
wealth	Parks	Ease of access
Waterfront Parks	Parks	Easy driving and access
walking trails	Parks	Easy access to everything
walkable	Parks	Easy access
Walkability	parks	downtown living
Vibrant downtown	parks	Downtown is alive
Vibrant	parks	Diversity
Vibe	parks	Diversity
Variety	parks	Diversity
Urban	parks	Diversity
Upscale	Outdoor amenities	Diversity
Unique	organized	diversity
Trees	ORDERED	diversity
Trees	options available	diverse neighborhoods
trees	open to other people outside of the community.	Diverse Features
Travel along/through the outlying suburban roads is 'normally' fast and conflict free	Open spaces	Diverse demographic
Transit	Open Attitude	Diverse

Trails	Not Seattle	diverse
trails	Not Crowded	dining
Trail system	Not crowded	Crossroads Mall
Tidy and organized	No theft issues	country living in the city
thriving	no homeless	Cosmopolitan
The view	Nice weather overall	Convince to parks
The suburban field	nice school district	Conveniently located. Become a very attractive city. People of all ethnicities.
The parks	Nice place to live	convenient shopping's
Most shopping type stores, variety of stores	Nice place to live	Convenient services
The lake	nice physical setting	convenient location
The downtown	Nice Neighborhoods	Convenient lifestyle
Strategically located	Nice homes	CONVENIENT
Stores	Nice	Convenient
Standard of living	nice	Convenient
Spacious	Near Seattle	convenient
Space	Near Microsoft	convenience to businesses
Somewhat safer than Seattle	Nature	Convenience
socially progressive	n/a I'm a one attribute kind of guy... here.	Convenience
Social atmosphere	n/a	convenience
Size	n/a	convenience
Shops	Multitude of things, a lot of variety.	Considerate governance
Shopping and Restaurants	multicultural	Conservative
Shopping	MULTICULTURED	connected
Shopping	multicultural	Commuter friendly
Shopping	Most of the people are good	Community friendly
several big companies close by	Modern looking	Community
Services of Parks Department	modern	Communications
Services & Security	Metropolitan, Self-contained but not Overcrowded	Close to Seattle
Services	Many shopping/restaurant options (like a large city), but also small-town charm.	Close to Seattle

Separation	Many Choices	close to SeaTac
Schools	MANAGED	close to Microsoft
Schools	Mall	Close to everything
Schools	MAINTAINING OUR EXCELLENT PARKS	Climate/cost of living
Schools	Lower taxes.	climate
Schools	Low Crime rate, great Fire Dept.	Cleanliness
Schools	Low crime rate	Cleanliness
Schools	Low Crime	Cleanliness
Schools	Low crime	Cleanliness
schools	lovely place to live in	Cleanliness
schools	lovely	cleanliness
schools	lots of parks and green spaces	cleanliness
School system	Location	Cleanness
Scenery	location	clean streets and low crime
Safety & Peace	location	Clean environment
Safety	location	clean and tidy
Safety	lively	Clean
Safety	live on Tam o shatter golf course	Clean
Safety	Livability	Clean
Safety	Library	Clean
Safety	Law abiding	Clean
Safety	Lakes	Clean
Safety	Lake and parks	Clean
safety	Lack of homeless	Clean
safety	Lack of garbage everywhere unlike Seattle	Clean
safe neighborhoods	Kid Activities	Clean
Safe enough	Kept clean	Clean
Safe community	Jobs	Clean
Safe community	jobs	Clean
Safe City	job opportunities	Clean
SAFE	Its cleanliness and its beauty	Clean

Safe	It's Safe	Clean
Safe	International	Clean
Safe	Inclusive	clean
Safe	I like the parks	clean
Safe	I do not have to own a car to live here	clean
Safe	Homelessness	clean
Safe	highly educated	clean
Safe	high tech	clean
Safe	Has a lot to offer	clean
Safe	Growing	clean
Safe	Growing	clean
Safe	Greenspace	City Parks & Trails
Safe	Green spaces	City Parks
Safe	green belts	City parks
Safe	Green	city park and green spaces
Safe	Great tree coverage	City Council makes good decisions to serve everyone.
safe	Great schools	Child Friendly
safe	Great schools	centrally located
safe	great restaurants and shopping	Calm and great place to live
safe	Great parks	businesses
safe	Great location	business friendly
restaurants/bars	great fire department	Business center
Restaurants	Great city planning.	Bodies of water
Responsive government	great businesses	bike lanes
Residents	Good traffic	best schools
Residential	Good Shopping, Nature and wildlife close.	Bellevue TV
Relatively clean	Good schools	Bellevue Park
Recreation opportunities	Good schools	Beautiful & Safe
Rec centers	Good schools	Beautiful
reasonably new	good schools	Beautiful
Quiet	good school	Beautiful



Quiet	Good Roads	Beautiful
Quiet	Good police force	Beautiful
Quiet	good police force	beautiful
quiet	Good parks	beautiful
quiet	good parks	Available public services
Quality of life.	good infrastructure	ATTRACTIVE LOCATION
Quality of life	good emergency services	Attractive
quality education	Good central location	Approximate of the water
Quality	good access	Amenities
Public Library	Garbage collecting	Amenities
proximity to Seattle	Friendly	amenities
Protection of green spaces	Friendly	Actively seeks resident's opinions.
progressiveness	Friendly	active
Pretty	Friendly	Accessible amenities
Practical civic attitude	Friendliness	accessible
Police Dept.	friendly	access to water/mats
police	Free Parking	access to services
Pleasant	forward thinking	Access to good medical care.
Planned growth	forested	Access to good healthcare
Places to work	focus on education	A lot of well-maintained parks
physical beauty	Fancy	a crowded garden
People are friendly	Family friendly neighborhoods	20-minute bus ride to Seattle
Peaceful	family oriented	????
PARKS, TRAILS, GREENSPACES	Family Friendly	?? ?? ??
Parks, trail systems	family	??
Parks System	EXPENSIVE	??
parks and recreation	Excellent Schools	??
parks and green trails	Environmentally conscious	Variety of housing from 1 acre to small apts.
Parks	Entertainment	

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RIGHT DIRECTION – FIRST RESPONSE

Using a one or two-word phrase, what are the reasons you think Bellevue is headed in the right direction - FIRST RESPONSE		
Zoning balance	Maintains public services	GOOD DEVELOPMENT PLANNING BY CITY GOVERNMENT
Worried about rail system	Maintaining what we already have services protection and public schools.	Good civic planning
Working with Sound Transit to make Eastlink happen.	Maintaining open spaces for parks	Good city planning
Well, the law enforcement	low crime rate	good city planning
well managed	Low crime	good city officials
welcoming	Lots of sidewalks.	Good city Government
wealthy	Location	good city go
We will get sound transit soon and that's incredible important	Lived here over 15 years = Observation	Getting light rail
We are not following the lead of Seattle in dealing with the Homeless	Livability	Getting a light rail
Vision	Lite rail	General availability of goods, services, professionals
Upscale Buildings	Light rail	Friendly
upgrading parks	light rail is coming	Forward Vision
Upgrading grocery and shopping amenities	light rail is coming	Form of gov't: council and city manager
updating infrastructure	Light rail adoption	Focus on parks, boys and girl's clubs
upscale housing	light rail	Fiscal responsibility
Up on schools	Light rail	Fiscal responsibility
Trying to keep with growth.	light rail	fiscal management
Transportation planning	light rail	Fire and Police depts. do a great job.
Transportation	light rail	Family friendly
Transportation	Light Rail	Expanding "down town"
Transit Finally	light rail	evets and activities are designed for all ages
Transit and traffic projects	light rail	Everything in order
Transit	Land youth planning.	Encouraging environmentally friendly practices
Traffic problems during peak can be improved	Keeps improving infrastructure	efforts to upgrade

Using a one or two-word phrase, what are the reasons you think Bellevue is headed in the right direction - FIRST RESPONSE		
Traffic control.	Keeping residential areas and parks beautifully maintained	Education valued
Traffic	Jobs	Education
Thinking Ahead	Job Opportunities	education
There are multiple voices (liberal and conservative) working together	Job Opportunities	Economy
The construction of new office spaces adds to the economic growth of the city	Job opportunities	Economic growth
The City Counsel	Job growth	Economic growth
team work	It's nice	Economic development
sustaining its appeal to people of all cultures	Its growing.	ecology
support of business/technology	It's extremely well run and organized.	easy access to parks and rec
Sound Transit 3	It's expanded services,	Eastlink construction underway to increase connectivity
Sound transit	It has a thriving downtown.	Downtown growth
Social amenities	Investment in the community	Downtown Development
So far well planned city	investment	diversity
Services to all age groups	Investing to fix transportation problems with ST3	Diversity
services	Investing in the roads	diverters population
Separation from Seattle	Investing in light rail	Developments
seeks input from residents	Infrastructure development	Developing Infrastructure
Schools are great	infrastructure	Developing fast
Schools	INFRASTRUCTURE	cultural diversity
Safe communities	Infrastructure	crime rate is still manageable
Safe	Inertial guidance	continuing to invest into the schools
SAFE	Increasing public transportation services	Continuation of lifestyle
Safe	Inclusive	Consideration to homeless
Road system.	Improving transportation	Considerate planning
road improvements	Improving roads	Conservative
right emphasis	Improving infrastructure	Conservative



Using a one or two-word phrase, what are the reasons you think Bellevue is headed in the right direction - FIRST RESPONSE		
Responsible officials	Improvements being made to sidewalks and streets	commute options
responsible city council	Improvements	Community spirit and mixture of all peoples - as well as in its government and Services.
Quality schools	Improved leadership	Community Services
Quality of life of everyone or family living in Bellevue	I see a lot of subscriptions around.	Commerce
Quality of life	I really like the new downtown park you are building.	cleanliness
Public Transportation improvements finally being made	I like the rail	Cleanliness
public transportation (light rail)	High Tech	cleanliness
Public Transportation	High taxes	Clean neighborhoods
Public Transport	high density in downtown core	Clean
Public transit	Headed in right direction just always take too long to get things done!	clean
Public schools	Have light rail go through Bellevue	City planning well rounded
Proper development	Growth, development, construction	city planning
progressive	growth management	City is safe for living
Progressive	Growth is well managed, including mass transit	citizen involvement
Proactive Management	Growth	Cautiously expanding
Politics not too ideological	growth	Caring for poor
Pleasant environment	Growth	Care for the residence
planning	growth	businesses
Planned growth	growth	business support
PLANNED EXPANSION	Growing, more companies are coming to Bellevue	Business Growth
People try harder here to make it a good place to live.	Growing	Building community friendly establishments in downtown Bellevue
Pedestrian improvements	Growing	building
Peaceful	growing	Bu
Parks	growing	better transportation



Using a one or two-word phrase, what are the reasons you think Bellevue is headed in the right direction - FIRST RESPONSE		
Park improvement projects	growing	Better transit
Opening opportunity for business	Grow and thrive	Bellevue uses its tax money for various projects, like road repair or community, instead of misusing funds like Seattle.
open	green spaces	Becoming denser, more walker friendly.
On the right track	Great schools	Balancing keeping neighborhoods VS expanding downtown
No sprawl	Great schools	Balanced growth
No murders, great police force	Good sense of community	balanced budget
no homeless	Good Schools	Attractive construction
Nice	Good schools	Attracting businesses
New constructions	Good Schools	Architecture
New buildings	Good schools	Appropriate community projects
Moving forward	good planning	Amenities like parks
more vibrant	Good Planning	All the growth.
More diversified	Good management	Adapts to technology & cultures easily
mixed-use urban expansion	Good law enforcement.	active leaders
mass transit	Good Investments	Accommodate diversity.
MANAGED	Good Infrastructure	acceptance
Mall shops	Good government	
Making Bellevue a Safer place to live by police being more visible	good economy	

RIGHT DIRECTION – SECOND RESPONSE

Using a one or two-word phrase, what are the reasons you think Bellevue is headed in the right direction - SECOND RESPONSE		
young families	Opportunity capture	Good roads
You keep the community informed of issues through the city's TV and newspaper.	not too much road construction	Good restraints
yet safe	Not crowded	Good resident base
well maintained	No red tape	good planning
Well kept up	no homeless	Good Parks
wealth	New stores / events happening	Good considering future
Very Livable	New homes	Good foresight
Utility improvement projects	New developments do not cause disruption	Good for business
urban improvement	New construction	Good businesses
Updating infrastructure	New construction	Going green
Updated facilities	New Construction	Gaining a variety of stores, restaurants, etc.
trying to accommodate the fast approaching glut of population	new businesses	FUTURE
Transportation improvements	neighborhood representation	Friendly place for the wealthy
Transportation	NATURE CONSERVATION	Facilities
Transportation	mostly reasonable govt	expanding city
Thoughtful management	Most areas seem to exist in good condition/upkeep	Excellent schools.
They have some great parks	more housing	Everything in place here to stay
The upkeep of the parks.	More available housing	environmental awareness
The people who work for the city seem know what they are doing and are friendly.	more amenities	Encouraging multi-ethnicity, immigrant friendly
the light rail	Maintains cleanliness	Embracing diversity
the fact that the city survey's it's residents is encouraging	Maintaining walkability in downtown	Education for all
The continuing development of parks and trails	Maintaining cleanliness	education
The city feels safe and clean	Luxury	Economy, employment excellent, property value
technical	Low taxes	Economic viability
Tech Companies	Low skyscrapers.	easy access to transit

Using a one or two-word phrase, what are the reasons you think Bellevue is headed in the right direction - SECOND RESPONSE		
Strong planning	low income housing	Downtown is becoming vibrant
Strong housing market	Low impact development standards	Downtown growth
Strong economy	Love the parks	Diversity.
Streets in good shape	lots of construction	Diversity
Stores. Services	Living conditions	Diversity
Spacious	livable city core	Diversification
Smart planning	light rail being added to the city	Development
Sidewalks	Light Rail	developing economy
Services	light rail	Develop higher density
see one above	Light rail	Denser development at transit locations
Secure place to live	light rail	Demographic
Schools	Less meetings more action to get things accomplished!	culturally diverse
schools	leadership cares	CULTURAL PROJECTS
Schools	Keeping clean	cultural growth
Schools	Job opportunity	controlled growth
schools	It's thoughtfully cared for with its parks and building restrictions	control of environment
School System is excellent, diverse and inclusive	It is planning on providing low income / homeless housing.	continued growth
Safety Oriented	Is	Constantly updating downtown and community shopping centers
safety	Investing in downtown area	Community Action
safe	Installing light rail	Community
safe	input ability	Community
Safe	Infrastructure improvement	Climate
Roadways and Transportation	Infrastructure	Cleanliness
Road works	Infrastructure	Clean - No problems
Road improvements and traffic control lights increasing safety	Increasing number of parks	Clean
retail scattered throughout	INCOME	Clean
Restaurants	Improving education	Clean

Using a one or two-word phrase, what are the reasons you think Bellevue is headed in the right direction - SECOND RESPONSE		
Responsive Management	Improved diversity	Clean
Responsive	Honestly though, cost of living shouldn't be going up as new apartments become available.	City improvements
responsibility	Homeless shelters	city improvements
resources available	home prices	City Development
resource management	Historical choices	Can see evidence of successful projects completed and those underway
Resident Composition	highly educated	Businesses moving in
Remodeling or building	high tech	business friendly
Regulating new construction growth	High incomes of citizens	Business Oriented
Rebuilding older communities	Healthy discourse and balance between growth and social needs (homeless shelter)	business
quiet	Growth control	business
Public transportation	Growth	business friendly
public transit is great	growth	Better transport and connectivity to neighbor cities like Redmond, Seattle, etc.
Public safety	growing	better schools
Progressive leadership	green spaces	Better education
Problem solving	Great transit	Better communication with residents
priority given to trees/environment	Great schools and children's opportunity to play and grow.	Bellevue has grown a lot
Expensive	Great schools	Bellevue has a diverse population
Physically responsible	Great diversity, economy	Beautiful
Peaceful	Great atmosphere	Attracts people with positive beliefs
Parks- money being invested into the public	GOVERNMENT SERVICES MEET EXPECTATION	attractive
Parks and business development	Good Walk score	Attentive to changes outside the community
Parks	Good traffic flow	attention to older people
parks	good street improvements	adding to parks and green spaces
Parks	Good schools and libraries	Ability to sustain, or remain in place
parking	Good schools	

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NEITHER RIGHT NOR WRONG DIRECTION – FIRST RESPONSE

Using a one or two-word phrase, what are the reasons you feel this way - FIRST RESPONSE		
Worried about energizing side	public transportation services lacking	Horrible traffic
work opportunities	Public transportation is very limited as I am in the city outskirts...not practical or affordable for me.	Homeless camps.
Wage Gap	Power lines- chose above below ground	Hi-trek companies
very political in nature	Poor Infrastructure	higher tax
Traffic's getting worse	Parking getting worse	High water costs
Traffic, big problem	Overwhelming new construction to keep up with tech company new hires.	High Tax
Traffic management	Overpopulation	High commercial and apartment growth
traffic issues	Overgrowth	have not thought much about it
Traffic downtown is heavy	Overcrowded downtown	Good with more job opportunities.
traffic	overcrowded	good schools
traffic	Overbuilding	getting too crowded meaning increasing population
Traffic	Overbuilding	Getting too "high end"
Traffic	overbuilding	expensive rent
Traffic	Over populated	Expensive
Too much traffic	over building condo	Expensive
Too much multi-unit developments	Neutral	Expenses
Too many Liberals	Not sure what direction Bellevue is headed in.	economic exclusion makes the city sterile
too many homeless	not enough low income, affordable housing	Downtown becoming too much like Seattle
They're not addressing the traffic where other cities are using our streets like a freeway system to get to another freeway.	not enough information to rate	Council
The question is way to vague.	none	cost of services
The freeway does not want to expand.	no strong feelings either way	cost of living - housing is too high for our budget

Using a one or two-word phrase, what are the reasons you feel this way - FIRST RESPONSE

Taxes money not spent wisely, wasted	no bus	Cost of living
Taxes	New taxes	cost of living
Surveys like this	More public transit needed	CONSTRUCTIONS
stop spending money on "roundabouts" unnecessary spent money a little much spent on parks	Mail Theft	Congestion
some policies seem too aggressive	living cost	congestion
slow in mass transit	light rail	Congestion
service slower than growing	lacking foresight	concerned that leadership is not doing the best for its citizens
School system	Just Moved	city services
routing of power lines proposed by Puget power is not necessary.	It appears that residential neighborhoods are being deprioritized in support by the city	Becoming too expensive to live here
Rising Costs	Increasing traffic gridlock	Because traffic suck
Rent Prices	Increase of traffic	bad traffic
Rapid Growth	I'm indifferent to most issues other than rent	Average
Rapid change	I have no idea	ALLOWING GROWTH TOO QUICKLY
Raising sales tax	Housing prices are way too high	Affordable Housing is needed
Pushing liberal agendas onto young children in public schools	Housing costs	

NEITHER RIGHT NOR WRONG DIRECTION – SECOND RESPONSE

Using a one or two-word phrase, what are the reasons you feel this way - SECOND RESPONSE		
we do enjoy the parks and events and hope there are more affordable places to live so we could stay for a long time	Rising cost of living makes it hard for lower income people to stay in Bellevue. We're seeing less and less diversity as a result.	Housing Options
Utility cost	property price	houses are being replaced by buildings
Unaffordable Business'	Poor Pothole maintenance	Horrible traffic
Transportation and traffic	Politics	GREENSPACE AND HABITAT QUICKLY DISAPPEARING
Traffic, too much of it	Part go King County	good neighborhood
traffic sucks	Panhandler invasion along I-90 corridor	Flowers along main arterials
traffic jam everywhere	Overcrowding	Extremely bad with planned Permanent Homeless Shelter, Bad with Marijuana drugs
Traffic control, parking and road congestion are significant issues and are all getting worse	over-construction	expensive water
traffic congestion	Over emphasis on development	Expensive housing
traffic choke points need correcting	Ok	expensive
Traffic and unaffordable housing	not pedestrian friendly enough	Excessive Building
Traffic	not involved in politics	environmental regulations
Traffic	none	Downtown has too many apartments, fewer condo's, no relevant art scene.
Traffic	no traffic improvement	Downtown does not feel welcoming
too politically correct	no street parking	Downtown attractions are improving
too cultural diverse	No Street Light	Don't Know
Too Change, Too Fast	new to area	developers given too many "breaks"
Too much crime. Police tell you that if you are in a car accident and no one is injured they will not come to you.	New construction w/o considering traffic issues	Crime.
to high of taxes	Need more bicycle lanes	crime increased
the weather and culture combine in an unhealthy way	n/a	costs

Using a one or two-word phrase, what are the reasons you feel this way - SECOND RESPONSE		
The city annexed my property 2-3 yrs. ago and services haven't improved but are more expensive.	More public transportation.	Cost of living and increased taxes/rates without improved services
that's all.	modern	Cost of Living
street maintenance	Marianna company	Cost
stop putting in blinking turn lights it snarls up traffic and people don't know how to use them - they don't work	Loss of History	Construction
Some types of services too close to residential	losing green spaces and less emphasis on the environment	city is not transparent enough in regulatory changes. They could be more inclusive of citizens early when considering locations and projects in neighborhoods such as fire stations, homeless care etc.
Sidewalk, trails and bike-ways	Lack of mobility	catch up
Schools	lack of affordable homes	business before people
Safety	Infrastructure Investment	Better distribution of wealth
Safe, clean, and everything is within walking distance.	Increasingly becoming too expensive	Bad Housing
Roads not cleaned to the edge	INCREASE POPULATION	affordability
road repair	I have only lived in Bellevue for less than a year, I don't have a strong perspective on the city yet.	
road quality	Housing Shortage	

WRONG DIRECTION – FIRST RESPONSE

Using a one or two-word phrase, what are the reasons you think Bellevue is headed in the wrong direction - FIRST RESPONSE		
weird question	Rapid growth	Horrible Traffic
Very fast growth without proper infrastructure and affordable housing	Public Transportation	Homelessness
Urbanization	Population density.	homeless shelters
Urban building	Police Department Sucks	Homeless shelter near Bellevue College
Uncontrolled growth	overpriced houses	Homeless People
trying to be politically correct	overcrowding	Homeless men shelter to be built
Traffic, too much	Overbuilding apartments/condos	Greed
Traffic, road conditions are poor	over regulation	Governmental Decisions
Traffic!!!!	Outside developers coming in	Extremely unaffordable
Too much growth	Out of control immigration	Expensive
Too many tall buildings	Obnoxious, wrongheaded Politically Correct Politics	Excessive development
Too many newer Caucasians from the South and Midwest breaking laws that go unreported and not being harmonious	No parking	Ever expanding downtown
Too many apartments	No infrastructure development to support growing population, traffic congestion	crowded building
Too liberal	Low Barrier shelter.	cost of living insanely high
Too expensive	livability decreasing	construction never done
Too expensive	Leaning towards sanctuary city status	Changing focus
Taxes to high	Increase of density	affordability
Services and Taxes are too expensive for the same quality than other cities	Increase in population leading to more inconvenience	*#&+ Traffic Cameras
sanctuary city status	I think they missed opportunities on resources.	

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WRONG DIRECTION – SECOND RESPONSE

Using a one or two-word phrase, what are the reasons you think Bellevue is headed in the wrong direction - SECOND RESPONSE		
Very congested	population density	It promotes monopoly for corporations
vacant houses	Political audacity	Homeless Park
Uncontrolled immigration	Police leadership	homeless becoming the street scene
Traffic is terrible	pandering to the wealthy	High Taxes
Traffic	Over Price	Has lost its trees, woods
too much congestion	Not enough support for elderly residents.	Growing too big
Too many condominiums	No light rails.	getting more homeless people
Too crowded	more worried about image	Excessive control
Terrible traffic conditions	More homeless people	Economics it is getting expensive.
Taxes	Losing trees	doesn't make sense
Special groups have too much power over the city council and council is responsive to feedback from residents.	Losing its charm	density laws
Sanctuary Preference	Light rail, crazy high expensive	Cost of services too high (sound transit and utilities)
Safeties for people	lacking common sense	Cost of living.
safety decreasing	Lack of roads/ traffic	City is more "process" (and expense) for homeowners
Road quality needs to be improved outside downtown	Lack of environmental responsibility	Bland
Ridiculous Spending on Nonsense such as Rail and "affordable housing" -	lack of diversity	Affordability is nose diving