



2018 Bellevue Performance Measures

Final Report

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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 21st Performance Survey conducted by the city. The 2018 survey was conducted February 16 to March 11, 2018, using a mixed-mode address-based methodology and resulted in a total of 564 interviews—359 completed online, 109 completed by landline, and 96 completed by cell phone. Since 2017, survey outreach and deployment have been 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 Overall Quality of City Services have remained steady over the past two survey cycles. However, ratings for the Comparability to Other Cities, the Direction the City is Headed, and Value of Services for Tax Dollars Paid have all decreased compared to 2017. More information on these changes is available on pages [23-41](#) of this report.

		2013	2014	2015	2016	2017	2018
Overall Quality of Life	% Exceeds + Greatly Exceeds	96%	95%	98%	95%↓	94%	91%
	% Greatly Exceeds Expectations	30%	40%↓	35%	32%	27%	30%
	% Exceeds Expectations	65%	55%↑	63%	63%	67%	31%
	Mean	7.98	8.13	8.12	7.96	7.78	7.71
		2013	2014	2015	2016	2017	2018
Overall Quality of City Services	% Exceeds + Greatly Exceeds	94%	93%	92%	91%	92%	89%
	% Greatly Exceeds Expectations	29%	38%↓	32%	34%	31%	27%
	% Exceeds Expectations	65%	56%↑	60%	57%	61%	62%
	Mean	7.79	7.91	7.79	7.80	7.75	7.52
		2013	2014	2015	2016	2017	2018
Compared to Other Cities	% Better + Significantly Better	N/A	95%	96%	92%	96%	92%
	% Significantly Better than Other Cities	N/A	51%	49%	43%	46%	39%
	% Better than Other Cities	N/A	44%	47%	49%	50%	53%
	Mean	N/A	8.41	8.37	8.10↓	8.23	7.92↓
		2013	2014	2015	2016	2017	2018
Direction City Is Headed	% Somewhat + Strongly	83%	86%	83%	79%	77%	69%↓
	% Strongly Right Direction	26%	32%	25%	20%↓	20%	18%
	% Somewhat Right Direction	57%	54%	57%	59%	57%	51%
	Mean	7.35	7.59↑	7.26↓	6.95↓	7.00	6.51↓
		2013	2014	2015	2016	2017	2018
Value of Services for Tax Dollars Paid	% Somewhat + Strongly	82%	85%	82%	83%	79%	70%↓
	% Strongly Receive Value	23%	27%	23%	22%	21%	16%
	% Somewhat Receive Value	60%	58%	58%	61%	58%	55%
	Mean	7.26	7.46	7.18	7.14	7.08	6.36↓

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

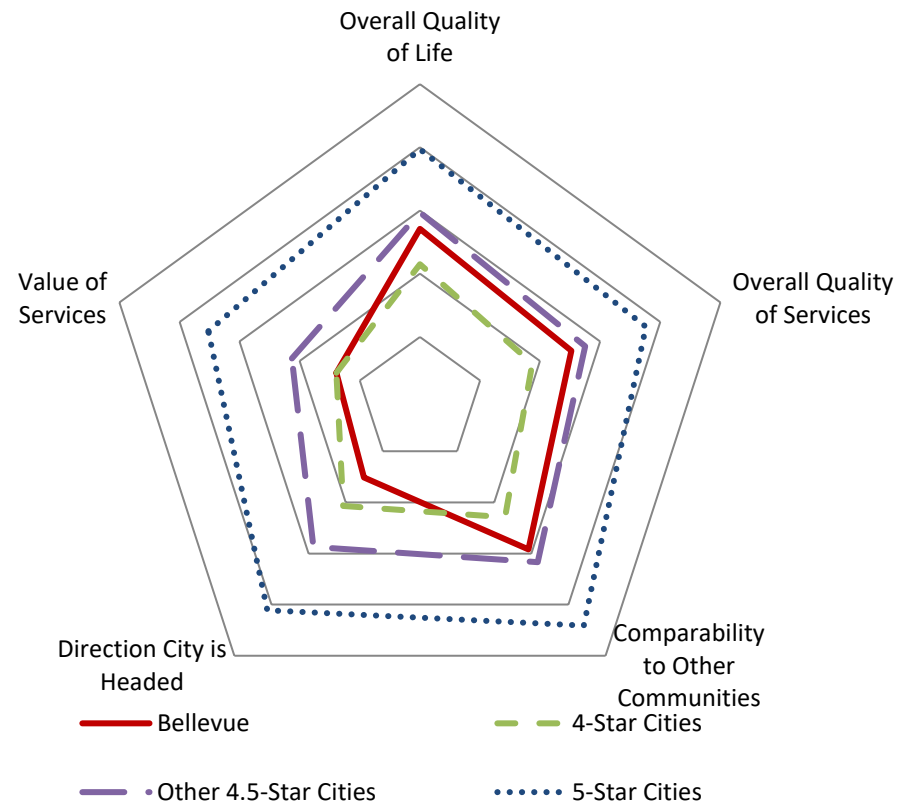
After maintaining a 4.5-Star rating from 2014 thru 2017, Bellevue is now a 4-Star community. Bellevue has rated at or higher than a 4-Star community since NWRG introduced the Star Rating in 2012 and has achieved a 4.5-Star Rating for four of the past 7 years. The exception years were 2012, 2013 and 2018 where Bellevue was given a 4-Star rating.

Bellevue rates near 4.5-Star communities for three out of the five measures:

- Overall Quality of life,
- Overall Quality of Services, and
- Comparability to Other Communities.

The two attributes providing the biggest negative-impact on Bellevue’s Star Rating are:

- Value of Services –Comparable to other 4-Star communities
- Direction the City is Headed—Below other 4-Star communities. Key reasons that residents believe the city is headed in the wrong direction are the cost of living and congestion/traffic. More details can be seen on [page 37](#) of the report.

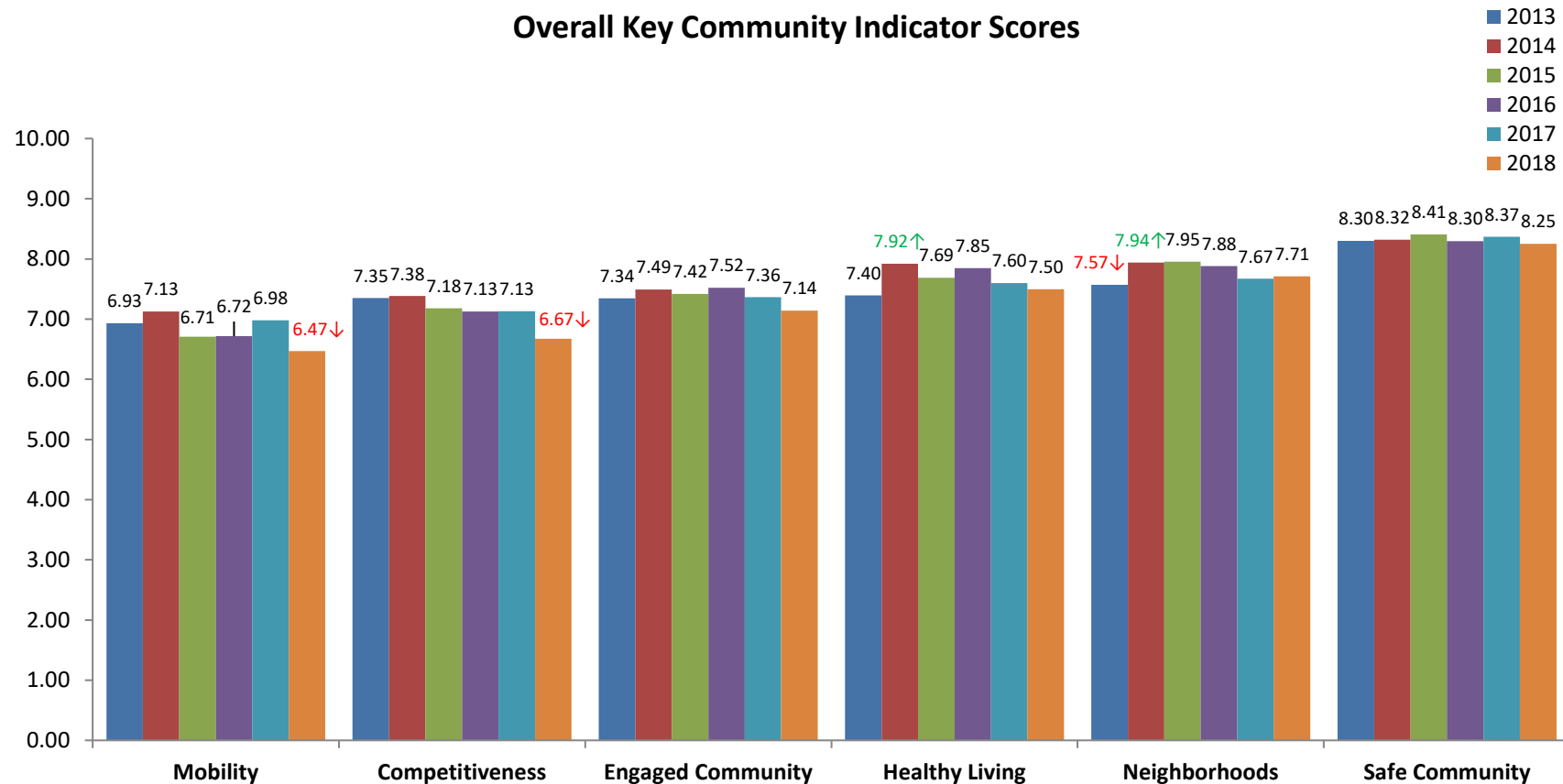


KEY COMMUNITY INDICATORS

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 for most dimensions, however there have been declines related to Mobility (6.98 to 6.47) and Competitiveness (7.13 to 6.67).

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 except Mobility, have a significant impact on Bellevue’s 5-Star rating:

- Competitiveness is the primary driver of Bellevue’s 5-Star rating, followed by Healthy Living. 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 [pages 51-52](#)), 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 is **not** a driver.

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 to maintain or improve this rating. Competitiveness continues to have the most influence on the 5-Star rating and should continue to be an area of focus. More details on how key driver analysis was performed can be found on page 57 of this report.

		Improve	Maintain
		<i>(Key Community Indicators receiving below the overall average ratings)</i>	<i>(Key Community Indicators receiving above the overall average ratings)</i>
Targeted Improvements	Competitiveness	<ul style="list-style-type: none"> • Planning for growth in ways to add quality of life 	<ul style="list-style-type: none"> • Good place to raise children • Competitive business environment
	Healthy Living	<ul style="list-style-type: none"> • Maintaining a healthy natural environment • Bellevue can rightly be called a “city in a park” 	<ul style="list-style-type: none"> • Water infrastructure ensures public health
	Neighborhoods	<ul style="list-style-type: none"> • Supporting families • Convenient access to activities 	<ul style="list-style-type: none"> • Safe neighborhoods • Attractive and well-maintained neighborhoods
	Engaged Community	<ul style="list-style-type: none"> • Listening to residents and seeking their input 	<ul style="list-style-type: none"> • Keeping residents informed
	Safe Community	<ul style="list-style-type: none"> • Planning for major emergencies 	<ul style="list-style-type: none"> • Providing a safe community in which to live, work, and play
	Mobility	<ul style="list-style-type: none"> • Travel in a reasonable and predictable amount of time 	<ul style="list-style-type: none"> • Safe transportation system

OTHER KEY FINDINGS

Overall Quality of Life	<p>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 neighborhoods have a sense of community were relatively unchanged over the past several years.</p> <p>Fifteen percent (15%) of Bellevue residents report that there is no serious crime-related problem in their neighborhood. Twenty-two percent (22%) 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>Nine out of ten (90%) residents are either “satisfied” or “very satisfied” with Bellevue’s parks and recreation activities.</p>
Bellevue Utilities	<p>Overall satisfaction with Bellevue utilities dropped again between 2017 and 2018. This is the second year in a row where Utilities has experienced a decline.</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 decreases in perceptions of safety during the day. This is true both of Downtown Bellevue and in neighborhoods. In both cases the decline is due to decreased year-over-year impressions of safety among residents age 35 or older, as well white alone (non-Hispanic) residents.</p> <p>Eleven percent (11%) 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 previous years. Of those, sixty-eight 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 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 February 16 to March 11, 2018.

QUESTIONNAIRE DESIGN

The questionnaire underwent a thorough review and revision during the 2017 survey cycle and thus no changes were made to the 2018 Performance Measures questionnaire. The average phone survey time was 22 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 the same as used in 2017 and similar to the approach used beginning in 2011. Beginning 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.

	LANDLINE NO EMAIL	CELL PHONE NO EMAIL	LANDLINE + EMAIL	CELL PHONE + EMAIL	EMAIL (NO PHONE)	ADDRESS ONLY	TOTAL
SAMPLE DRAWN	2,297	3,210	1,347	2,509	1,564	4,573	15,500
SAMPLE USED	2,297	3,210	1,347	2,509	1,564	4,573	15,500
COMPLETED INTERVIEWS	75	66	69	89	16	249	564

+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. In total, 8 non-English speaking residents took the written survey online: 5 Chinese speakers and 3 Korean.

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 4.1 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 = 564
Overall Precision 95% confidence	+/- 4.1%

DEMOGRAPHIC PROFILE AND WEIGHTING

Post-stratification weighting was used to ensure that results of the 2018 Performance Measures Survey are generally representative of the population of Bellevue according to the 2016 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:

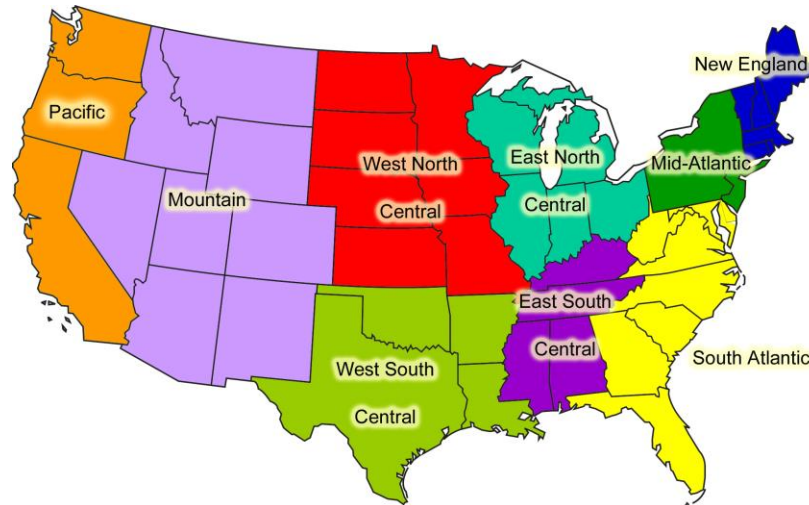
- Quantify measures of performance
- Quantify the gap between your community and best practices
- Encourage focus on outcomes rather than simply performance

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.

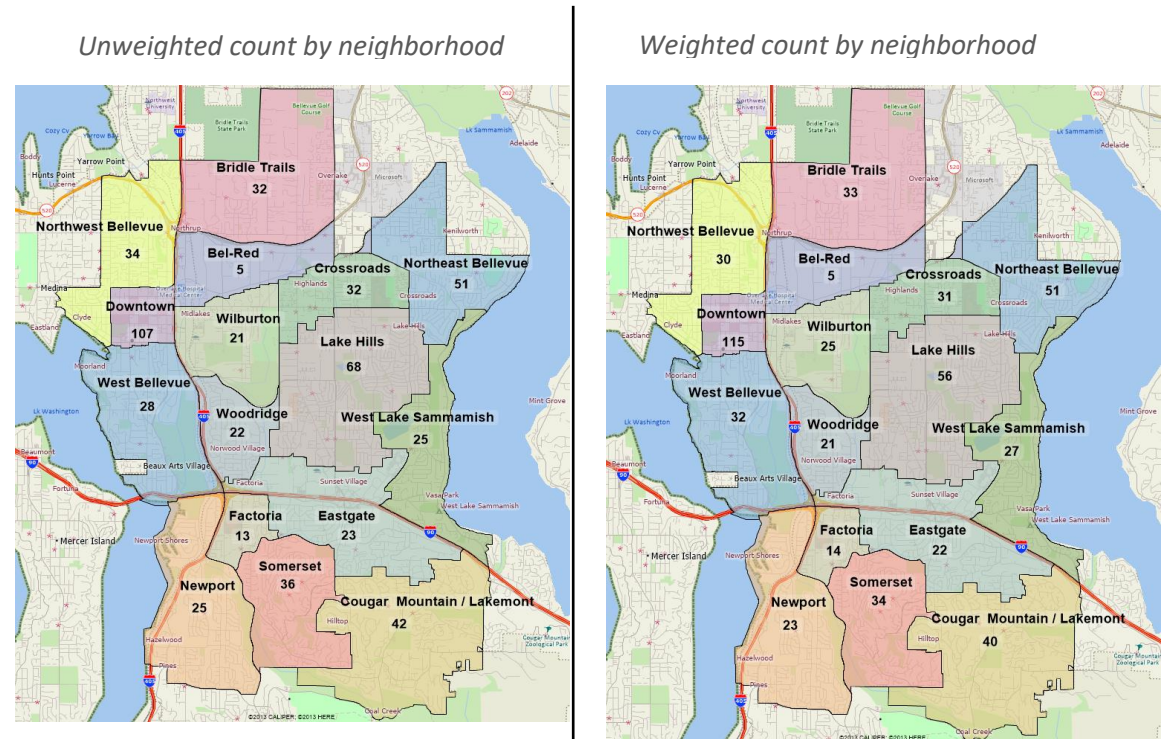
The study was not designed to control for neighborhood level populations, so the number of completed interviews may not match the actual population distribution of Bellevue.

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



*Use caution when 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 ($n=5$)
- Wilburton ($n=21$)
- Eastgate ($n=23$)
- Factoria ($n=13$)
- Woodridge ($n=22$)

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KEY FINDINGS

OVERALL QUALITY OF LIFE IN BELLEVUE

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

Ratings for 2018 are the same as all years except for 2014 and 2015—these years experienced an increase.

In previous years there were several differences based on the age of the respondent regarding perceived quality of life base. These differences have disappeared in 2018.

There is a difference in opinion based on income. For households with incomes below \$35,000 their combined Exceeds + Greatly Exceeds rating is significantly lower than residents with incomes of \$35,000 or higher.

Table 1: Quality of Life by Income (+/- \$35k)

	Exceeds+ Greatly Exceeds
<\$35k	69%↓
\$35k+	94%

Figure 2: Overall Quality of Life in Bellevue

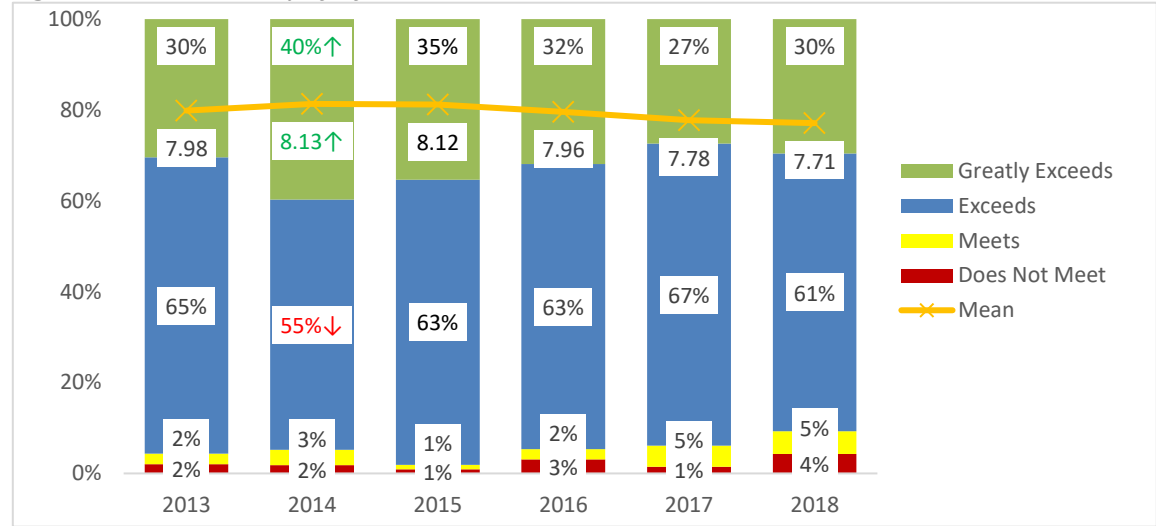
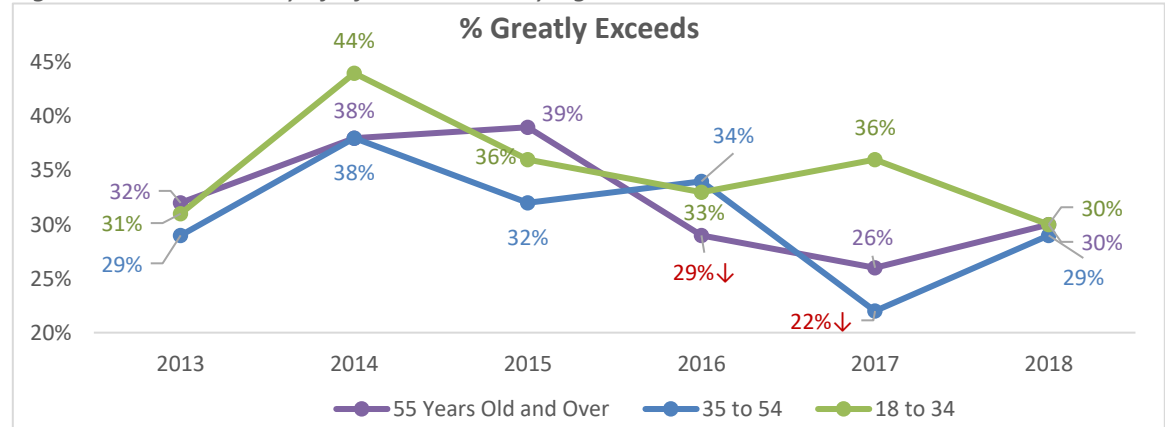


Figure 3: Overall Quality of Life in Bellevue by Age Tended



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”

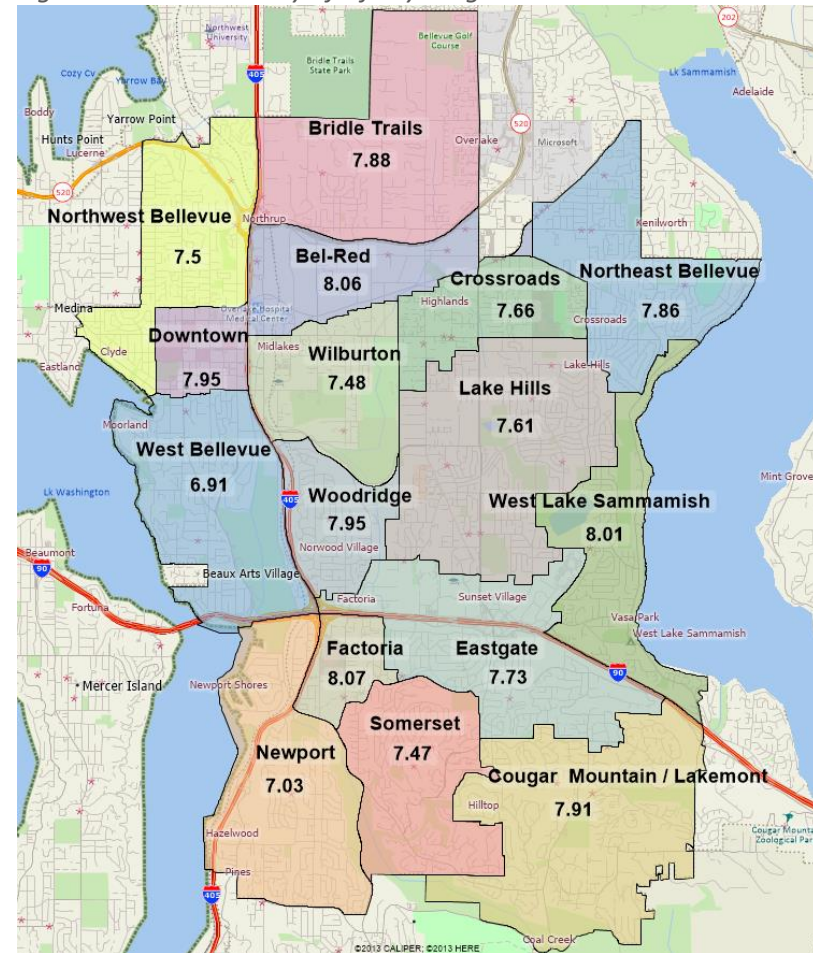
Base: All respondents

Table 2: Overall Quality of Life by Neighborhood

	Does not Meet	Meets	Exceeds	Greatly Exceeds	Mean	Sample Size
Bel-Red	0%	0%	49%	51%	8.06	(n=5)
Bridle Trails	3%	4%	62%	30%	7.88	(n=32)
Cougar						
Mountain / Lakemont	0%	6%	67%	28%	7.91	(n=42)
Crossroads	3%	10%	63%	25%	7.66	(n=32)
Downtown	2%	3%	57%	39%	7.95	(n=107)
Eastgate	0%	11%	64%	26%	7.73	(n=23)
Factoria	0%	6%	38%	56%	8.07	(n=13)
Lake Hills	2%	8%	64%	26%	7.61	(n=68)
Newport	6%	7%	78%	9%	7.03	(n=25)
Northeast Bellevue	5%	0%	69%	26%	7.86	(n=51)
Northwest Bellevue	4%	11%	64%	21%	7.50	(n=34)
West Lake Sammamish	0%	8%	57%	36%	8.01	(n=25)
Somerset	6%	0%	75%	19%	7.47	(n=36)
West Bellevue	21% ↑	0%	53%	26%	6.91	(n=28)
Wilburton	18% ↑	4%	42%	37%	7.48	(n=21)
Woodridge	0%	11%	58%	31%	7.95	(n=22)

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

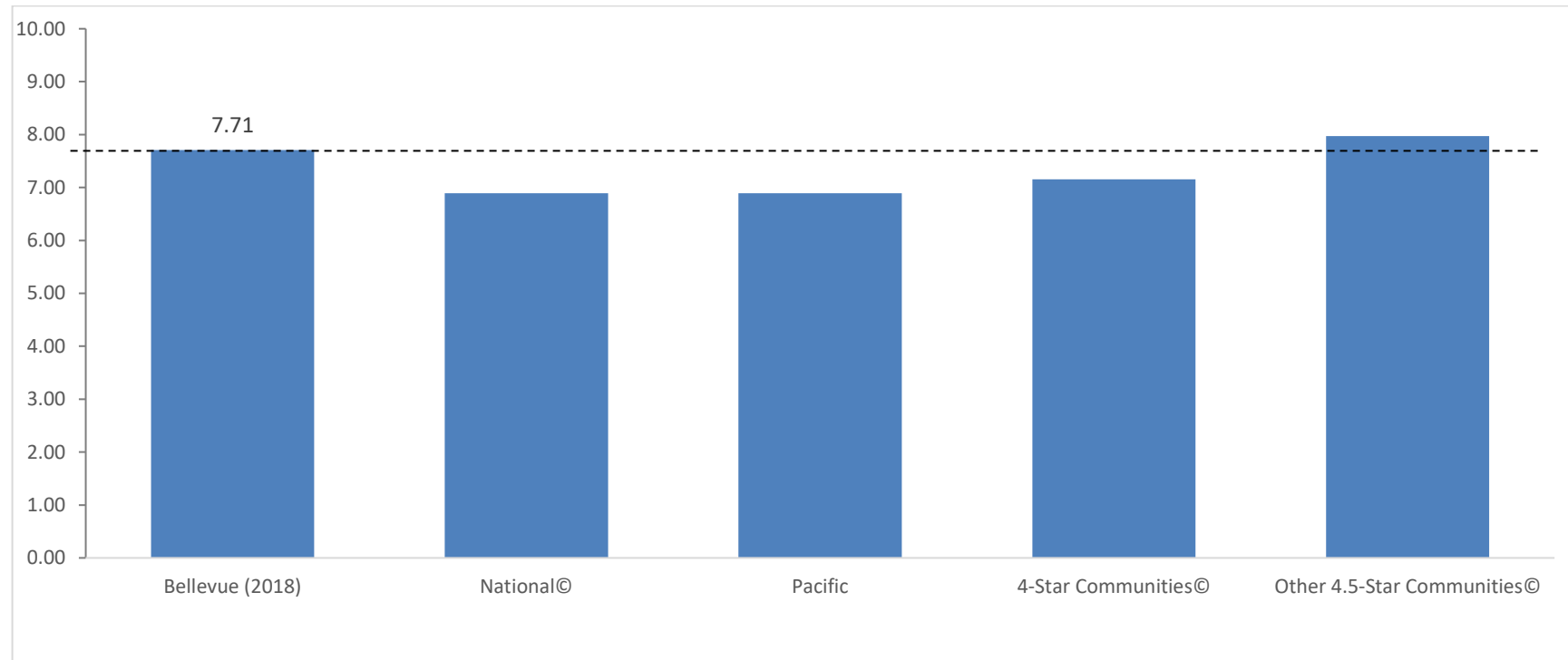


Maps illustrate differences in mean ratings by neighborhood.

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: All respondents

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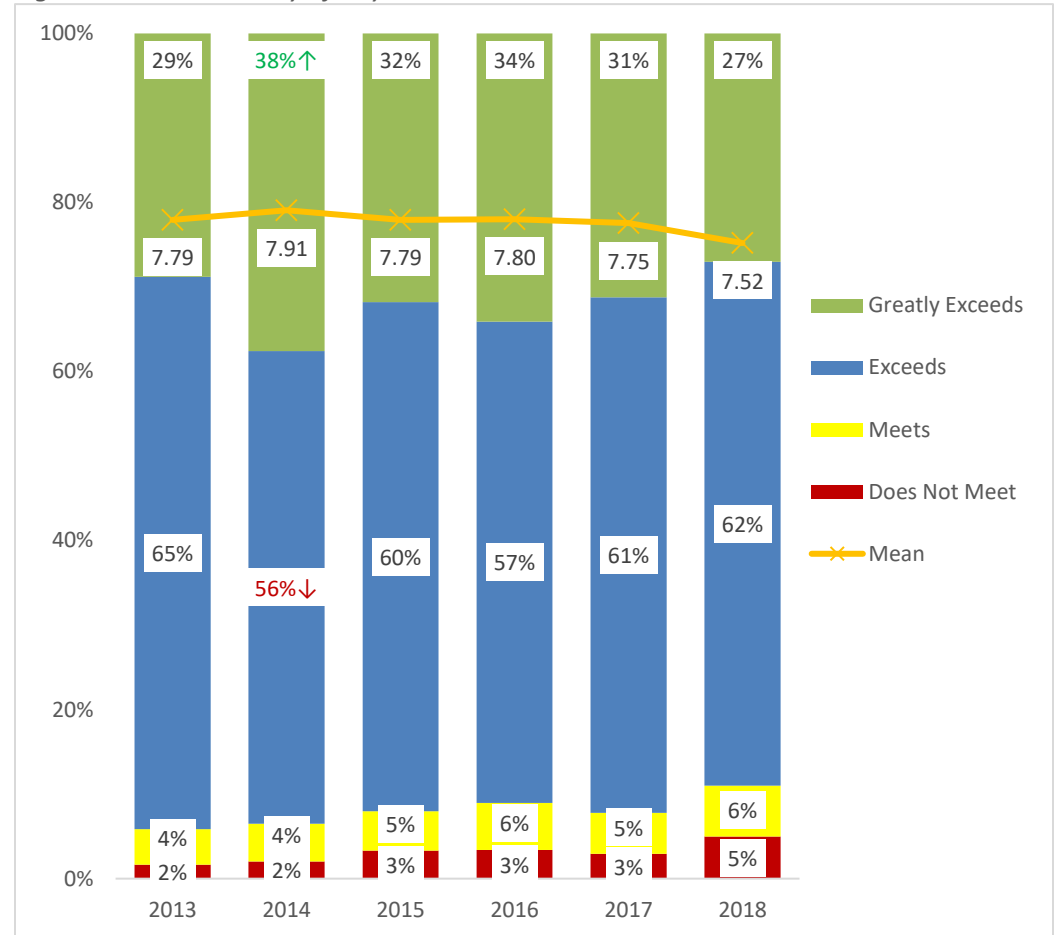
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OVERALL QUALITY OF CITY SERVICES

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.

There are no notable differences based on respondent demographics.

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"

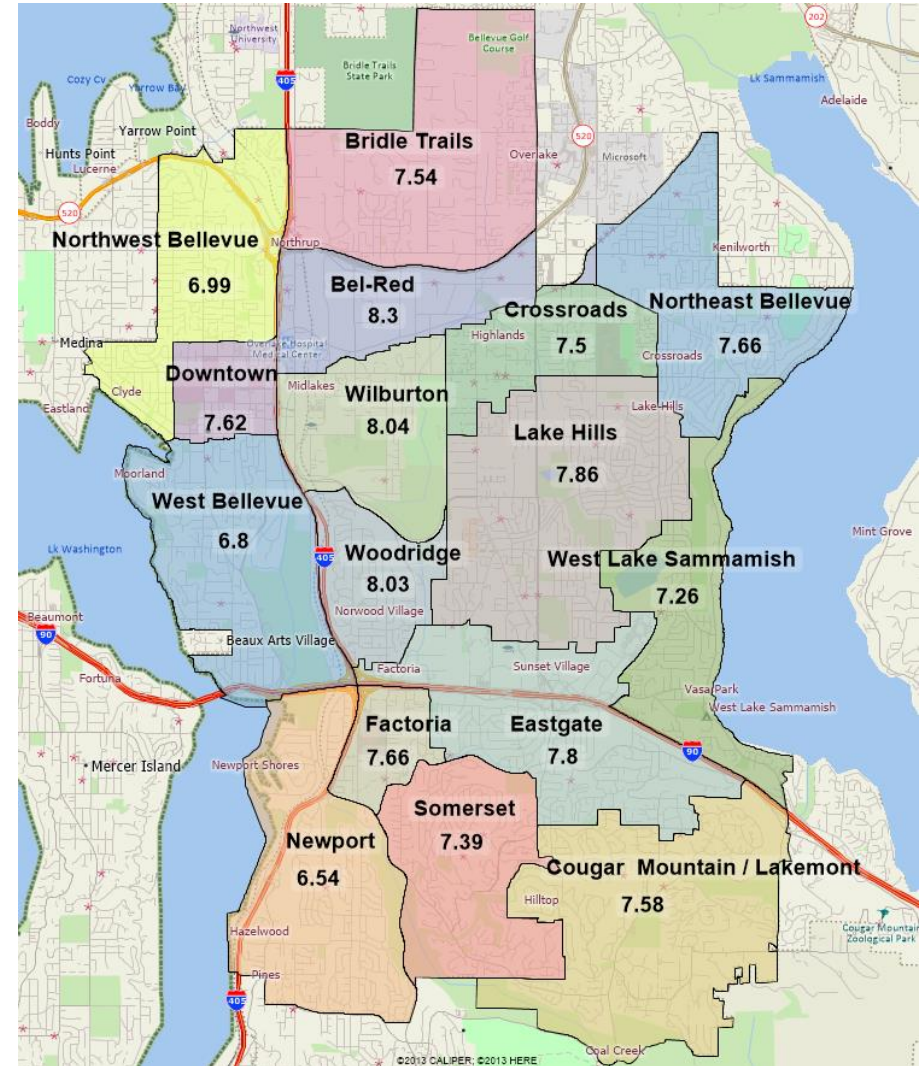
Base: All respondents

Table 3: Quality of City Services by Neighborhood

	Does not Meet	Meets	Exceeds	Greatly Exceeds	Mean	Sample Size
Bel-Red	0%	0%	73%	27%	8.30	(n=5)
Bridle Trails	3%	4%	69%	24%	7.54	(n=32)
Cougar Mountain / Lakemont						
Mountain / Lakemont	3%	6%	69%	21%	7.58	(n=42)
Crossroads	0%	23% ↑	38%	39%	7.50	(n=32)
Downtown	3%	5%	67%	24%	7.62	(n=107)
Eastgate	3%	4%	65%	29%	7.80	(n=23)
Factoria	0%	5%	69%	27%	7.66	(n=13)
Lake Hills	2%	7%	53%	38%	7.86	(n=68)
Newport	17%	6%	62%	14%	6.54	(n=25)
Northeast Bellevue						
Bellevue	2%	6%	65%	26%	7.66	(n=51)
Northwest Bellevue	16%	2%	55%	28%	6.99	(n=34)
West Lake Sammamish	10%	0%	74%	16%	7.26	(n=25)
Sammamish						
Somerset	7%	4%	57%	31%	7.39	(n=36)
West Bellevue	17% ↑	14%	43%	27%	6.80	(n=28)
Wilburton	3%	0%	61%	36%	8.04	(n=21)
Woodridge	0%	2%	69%	28%	8.03	(n=22)

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

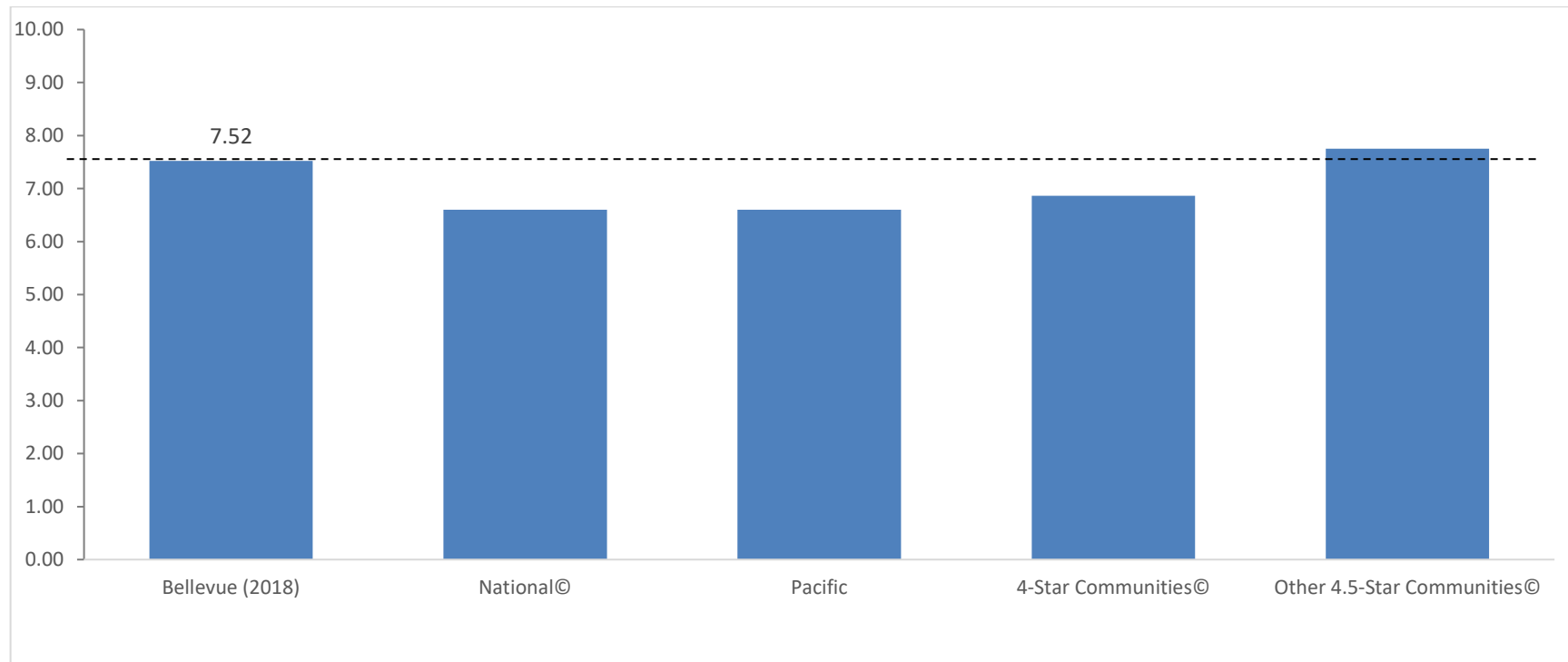


Maps illustrate differences in mean ratings by neighborhood.

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: All respondents

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COMPARABILITY TO OTHER COMMUNITIES

Comparability to other Communities is one of three Star Rating questions that has declined compared to 2017. While ratings are still quite high with a mean score of 7.92 out of 10, this is the lowest rating the Comparability question has received since its introduction in 2014. There are two areas that appear to be driving this question.

- **Race:** While ratings for comparability have remained steady among White Alone (non-Hispanic) residents, they have been steadily declining each year for minority residents—and declined significantly between March 2017 (the last time the survey was administered) and the most recent survey in February 2018. This is not a function of sample size.
- **Income:** While it is generally found that lower-income residents are less-satisfied overall, what stands out in the 2018 data is that the income break is so high—\$150,000.

Figure 9: Comparability to Other Cities by Race

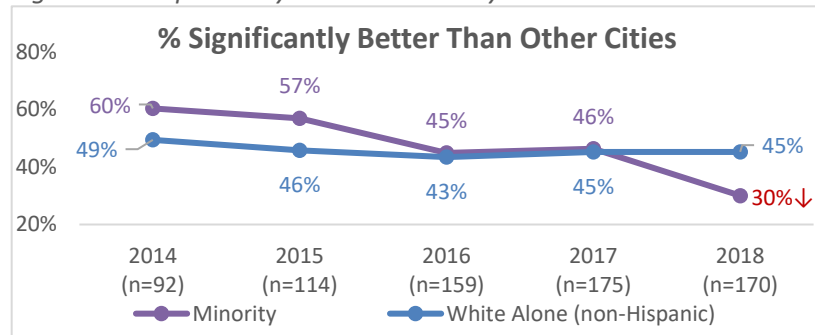
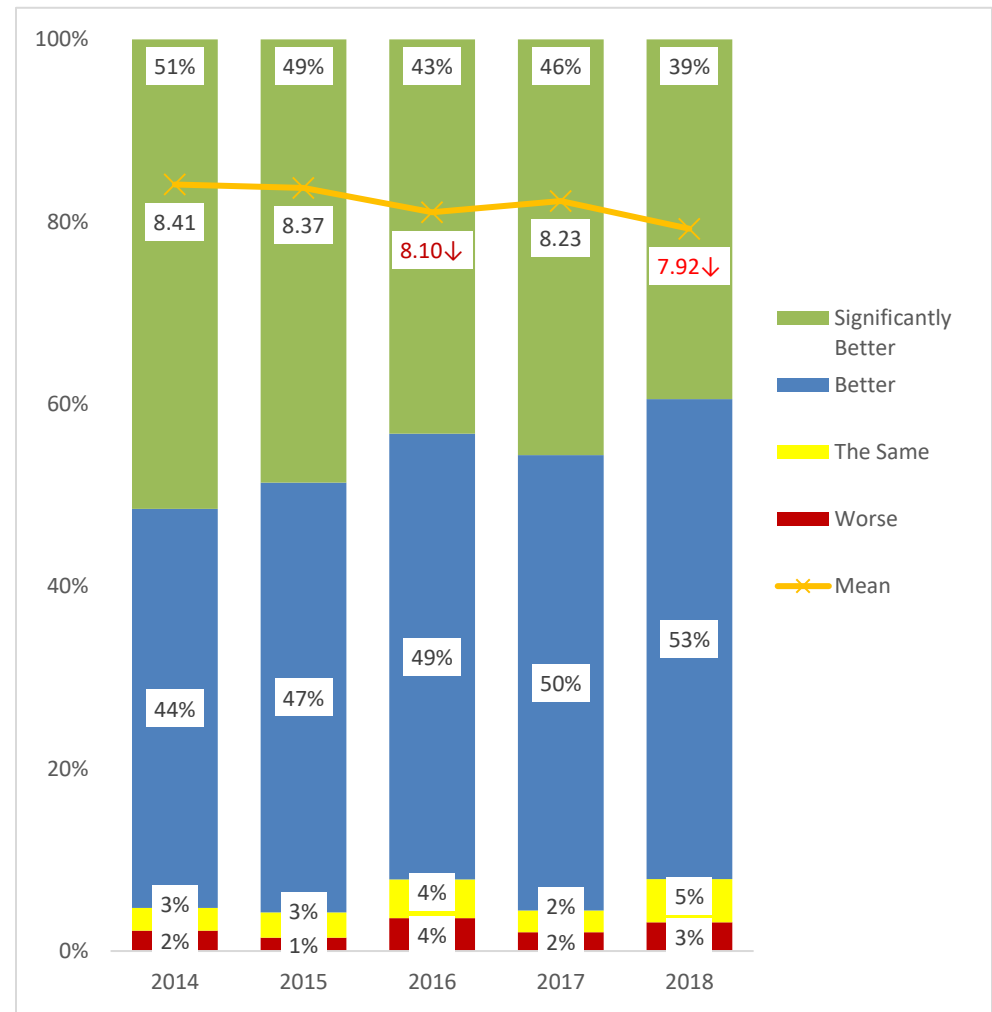


Table 4: Comparability to Other Communities by Income (+/- \$150k)

	Significantly Better Than Other Cities	Average
<\$150k	33%↓	7.74↓
\$150k+	47%	8.20

Figure 10: Comparability to Other Communities



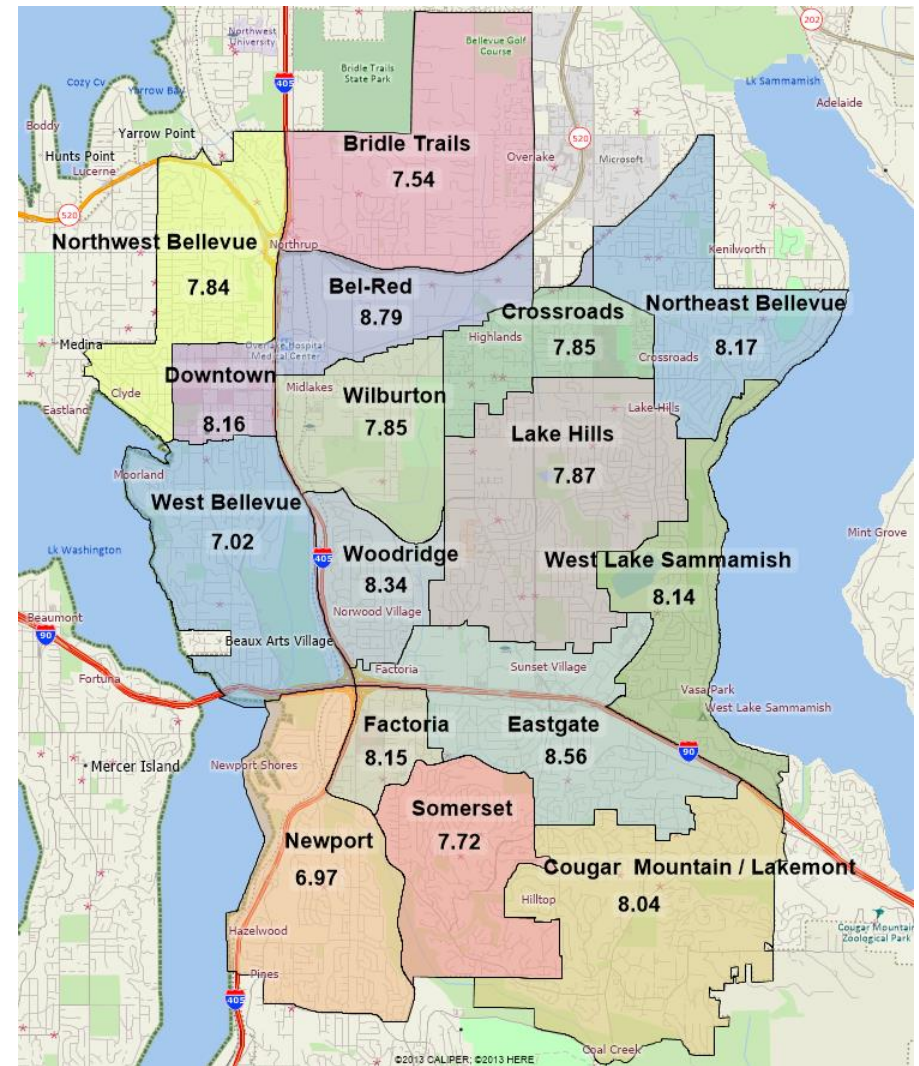
NWRG3—Compared with other cities and towns, how would you rate Bellevue as a place to live?
 ↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.
 Mean based on eleven-point scale where “0” means “Significantly worse than other cities” and “10” means “Significantly better than other cities”
 Base: All respondents

Table 5: Comparability to Other Communities by Neighborhood

	Worse Than	Same	Better than	Significantly Better	Mean	Sample Size
Bel-Red	0%	0%	49%	51%	8.79	(n=5)
Bridle Trails	2%	16%↑	45%	37%	7.54	(n=32)
Cougar						
Mountain / Lakemont	0%	10%	40%	50%	8.04	(n=42)
Crossroads	0%	3%	73%	25%	7.85	(n=32)
Downtown	2%	1%	55%	42%	8.16	(n=107)
Eastgate	0%	10%	29%	61%	8.56	(n=23)
Factoria	0%	7%	37%	56%	8.15	(n=13)
Lake Hills	3%	6%	52%	39%	7.87	(n=68)
Newport	6%	4%	65%	24%	6.97	(n=25)
Northeast Bellevue	2%	0%	58%	39%	8.17	(n=51)
Northwest Bellevue	4%	6%	58%	32%	7.84	(n=34)
West Lake Sammamish	0%	3%	72%	25%	8.14	(n=25)
Somerset	4%	8%	55%	32%	7.72	(n=36)
West Bellevue	15%↑	7%	40%	37%	7.02	(n=28)
Wilburton	15%↑	0%	42%	43%	7.85	(n=21)
Woodridge	0%	3%	47%	50%	8.34	(n=22)

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 11: Comparability to Other Communities by Neighborhood

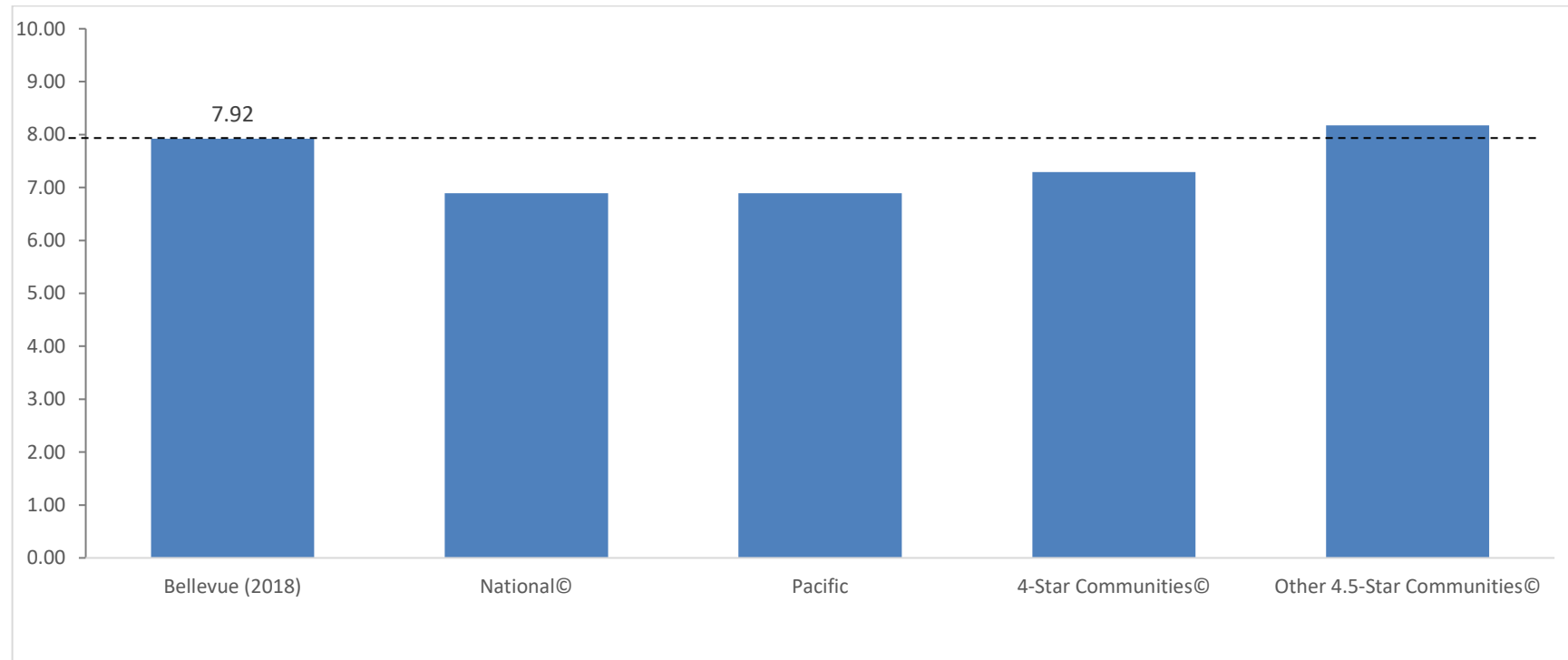


Maps illustrate differences in mean ratings by neighborhood.

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 just below 4.5-Star Communities.

Figure 12: 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

The Direction the City is Headed receives the lowest rating among the 5-Star Rating questions and is the only question where Bellevue ranks below a 4-Star city. While ratings held steady between 2016 and 2017, they dropped significantly in 2018.

Generally speaking, there are no notable differences in ratings based on demographics in 2018. However, when the data is trended some patterns emerge, and a few areas appear to be driving the declines more than others. As seen with Comparability, the two areas that seeing the biggest change are:

- **Race:** While mean scores have been on a downward trend since 2014 for both white alone (non-Hispanic) and minority residents, there has been a more notable decline among minority residents particularly between March 2017 and Feb 2018. This is not a function of sample size.
- **Income:** As mentioned in the previous section, the “income split” has moved “up”. In previous years typical differences in income were seen somewhere between \$50,000 and \$75,000. However, in 2018, the differences are seen at over/under \$150,000, and households with incomes below this level have shown a decrease in scores for Direction City is Headed.

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

Figure 13: Direction City Is Headed

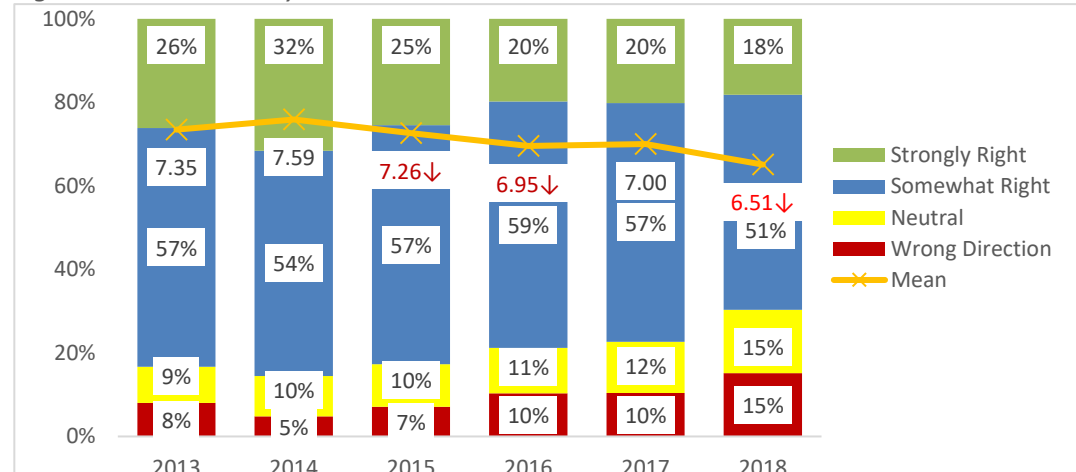


Table 6: Direction City Headed by Race and Income Trended (Mean Score)

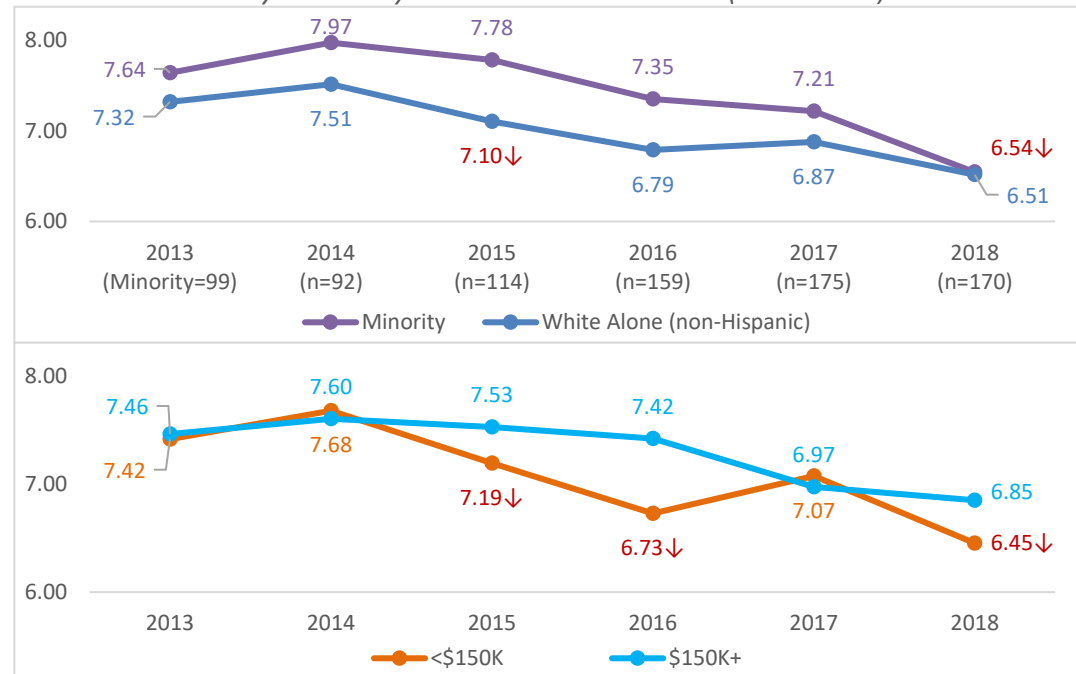
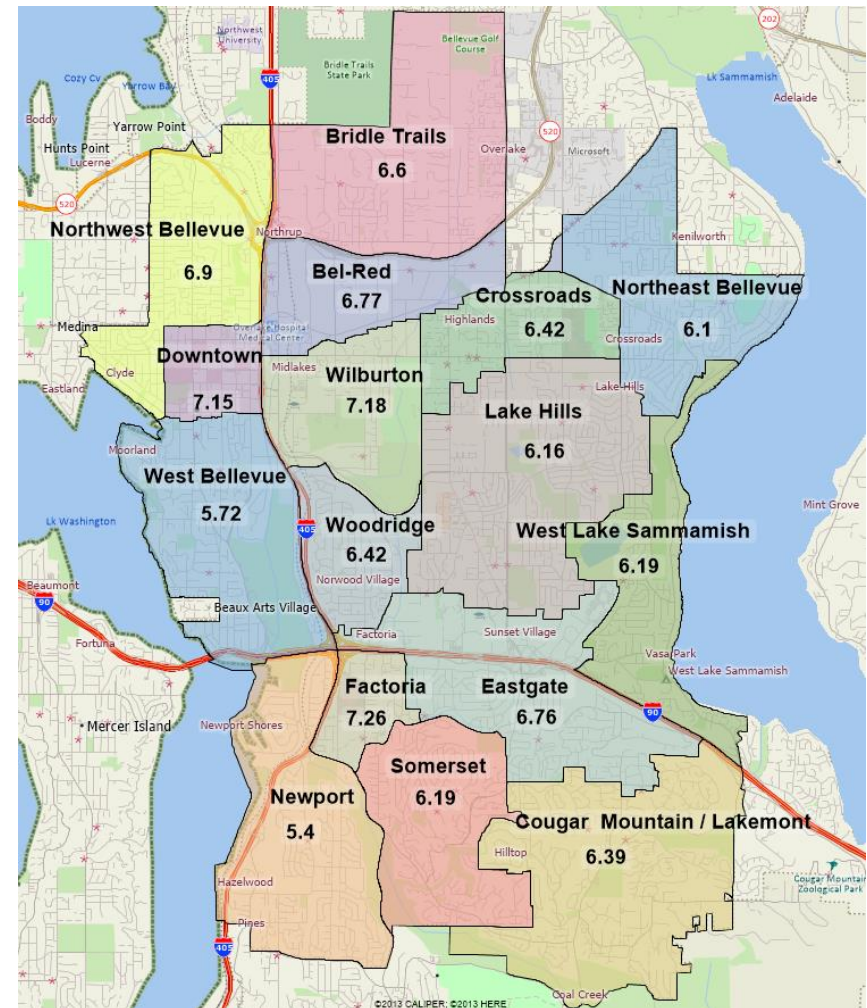


Table 7: Direction City Is Headed by Neighborhood

	Wrong Direction	Neutral	Right	Strongly Right	Mean	Sample Size
Bel-Red	24%	16%	24%	35%	6.77	(n=5)
Bridle Trails	13%	12%	67%	9%	6.60	(n=32)
Cougar						
Mountain / Lakemont	23%	14%	48%	15%	6.39	(n=42)
Crossroads	14%	23%	48%	14%	6.42	(n=32)
Downtown	9%	9%	54%	28%	7.15↑	(n=107)
Eastgate	10%	25%	50%	16%	6.76	(n=23)
Factoria	5%	11%	59%	25%	7.26	(n=13)
Lake Hills	24%	10%	46%	20%	6.16	(n=68)
Newport	36%	11%	47%	6%	5.40	(n=25)
Northeast Bellevue	14%	13%	65%	9%	6.10	(n=51)
Northwest Bellevue	11%	14%	53%	22%	6.90	(n=34)
West Lake Sammamish	20%	13%	47%	20%	6.19	(n=25)
Somerset	24%	9%	54%	12%	6.19	(n=36)
West Bellevue	18%	38%↑	28%	16%	5.72	(n=28)
Wilburton	7%	16%	52%	25%	7.18	(n=21)
Woodridge	8%	38%	41%	13%	6.42	(n=22)

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

Figure 14: Direction City Is Headed by Neighborhood



Maps illustrate differences in mean ratings by neighborhood.

Reasons Why Bellevue is Heading in the Right / Wrong Direction

Table 8: Reasons Why Bellevue Is Headed in Right Direction (n=295)

	%	Weighted N	Unweighted N
Development / Growth	19%	53	55
Public Transportation	10%	27	23
Politicians / Leadership / City Council / Government	7%	21	19
Business Growth / Friendliness / Economy	6%	18	17
Planning/Infrastructure	6%	17	19
Schools / Education	6%	16	19
Light Rail	4%	11	14
Environmentally conscious or friendly / Parks	4%	11	10
Road Improvement / Maintenance	3%	9	9
I like it / It's good / Quality of Life / Other generic positive statements	3%	9	11
Diversity / Culture	3%	9	8
Sense of Community / Family Friendly	3%	8	9
Jobs / Employment (unspecified)	2%	6	6
Crime / Graffiti / Safety	2%	6	6
Other	21%	60	51

Table 9: Reasons Why Bellevue Is Headed in Wrong Direction (n=103)

	%	Weighted N	Unweighted N
Cost of Living / Expensive / Taxes	32%	27	31
Congestion / Crowding / Traffic / Overbuilding	21%	17	24
Development / Growth	8%	7	9
Politicians / Leadership / City Council / Government	6%	5	6
Housing	5%	4	6
Homeless	4%	3	4
Crime / Graffiti / Safety	5%	4	3
Planning/Infrastructure	2%	2	2
Public Transportation	2%	2	2
Road Improvement / Maintenance	2%	1	2
Other	13%	11	13

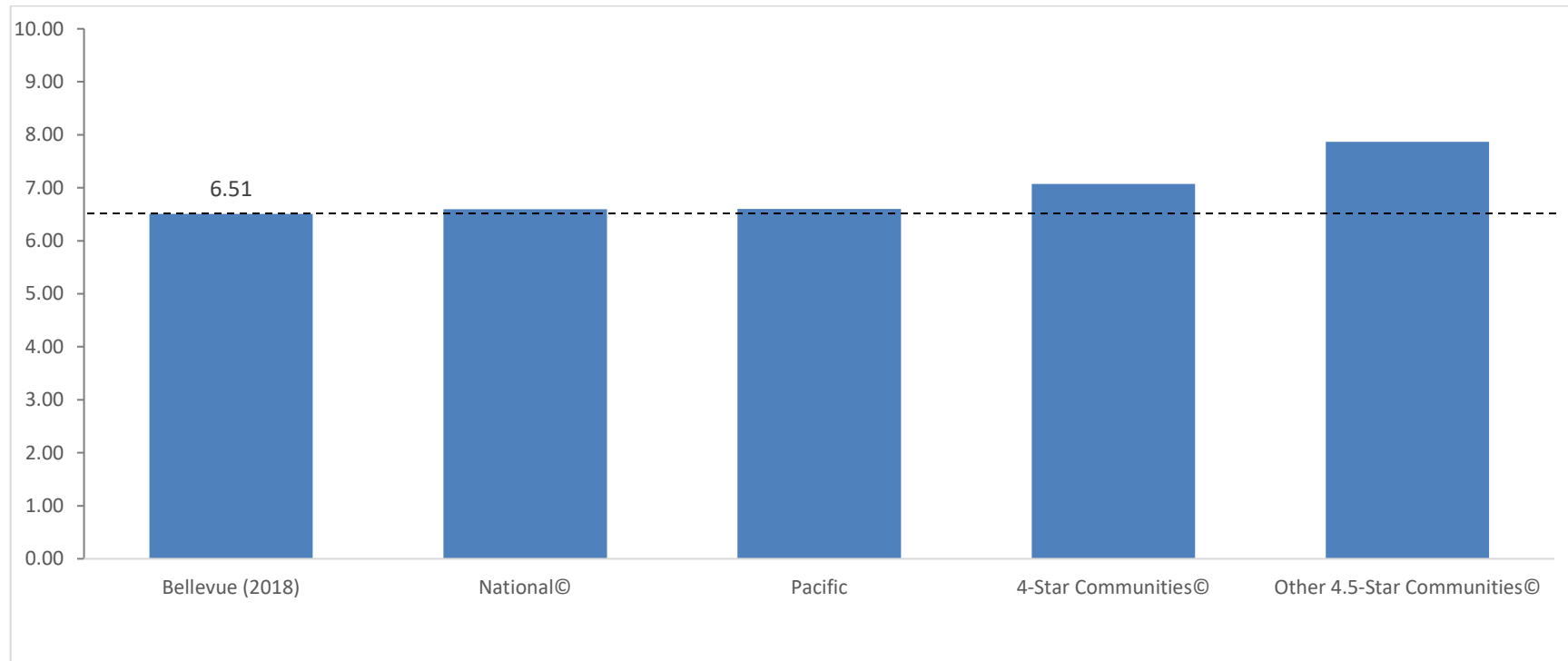
NWRG4A—Using a one or two-word phrase, what are the reasons why you think Bellevue is headed in the [right/wrong] direction?

Base: Respondents who believe Bellevue is headed in the right (n = 295) / wrong (n = 103) 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

Compared to NWRG’s Nationwide CityMarks Community Assessment Survey, Bellevue performs about average. Scores for Direction City is Headed are even with National and Regional Benchmarks, yet for the first time, Bellevue scores below 4-Star Benchmark levels.

Figure 15: Direction City is Headed Benchmarks



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

Base: Bellevue all respondents

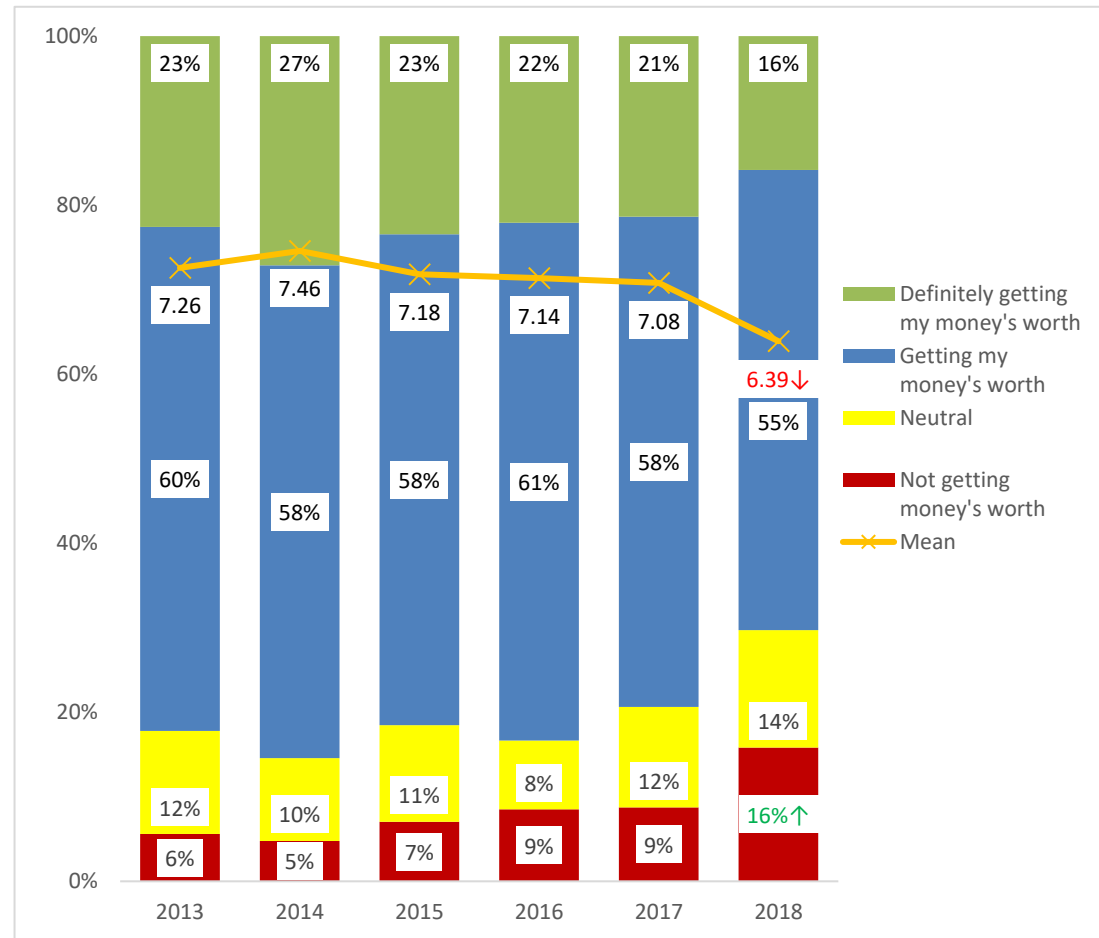
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VALUE OF SERVICES FOR TAX DOLLARS PAID

After remaining steady over the past several years, ratings for the Value of Services have decreased between 2017 and 2018.

The decrease is steady across demographic groups, and unlike the decreases seen in other areas, there does not appear to be any particular group of residents driving the overall decrease seen.

Figure 16: 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"

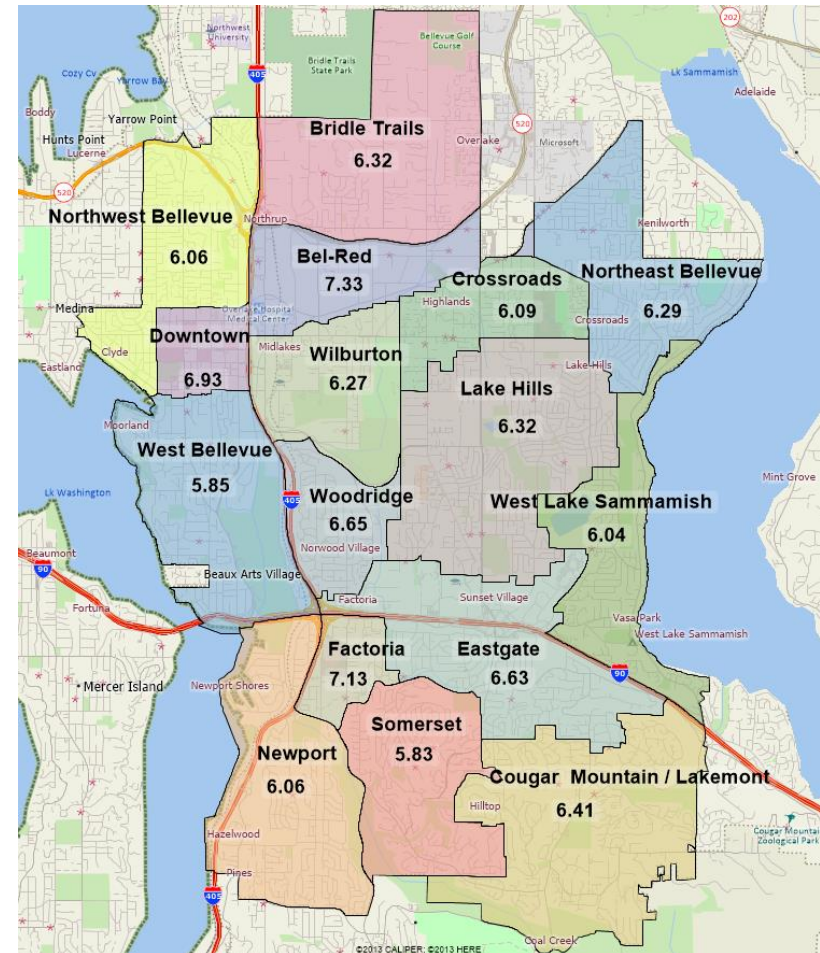
Base: All respondents

Table 10: Value for Tax Dollars Paid by Neighborhood

	Not Getting	Neutral	Getting	Definitely Getting	Mean	Sample Size
Bel-Red	0%	24%	49%	27%	7.33	(n=5)
Bridle Trails	22%	13%	53%	12%	6.32	(n=32)
Cougar						
Mountain / Lakemont	15%	10%	62%	14%	6.41	(n=42)
Crossroads	14%	35%↑	42%	9%	6.09	(n=32)
Downtown	8%	9%	64%	20%	6.93↑	(n=107)
Eastgate	12%	11%	58%	19%	6.63	(n=23)
Factoria	6%	5%	68%	22%	7.13	(n=13)
Lake Hills	25%	9%	46%	20%	6.32	(n=68)
Newport	15%	13%	64%	8%	6.06	(n=25)
Northeast Bellevue	17%	8%	59%	15%	6.29	(n=51)
Northwest Bellevue	21%	21%	40%	17%	6.06	(n=34)
West Lake Sammamish	22%	7%	60%	10%	6.04	(n=25)
Somerset	20%	17%	53%	10%	5.83	(n=36)
West Bellevue	21%	30%	38%	12%	5.85	(n=28)
Wilburton	15%	28%	43%	14%	6.27	(n=21)
Woodridge	10%	7%	64%	19%	6.65	(n=22)

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 17: Value for Tax Dollars Paid by Neighborhood

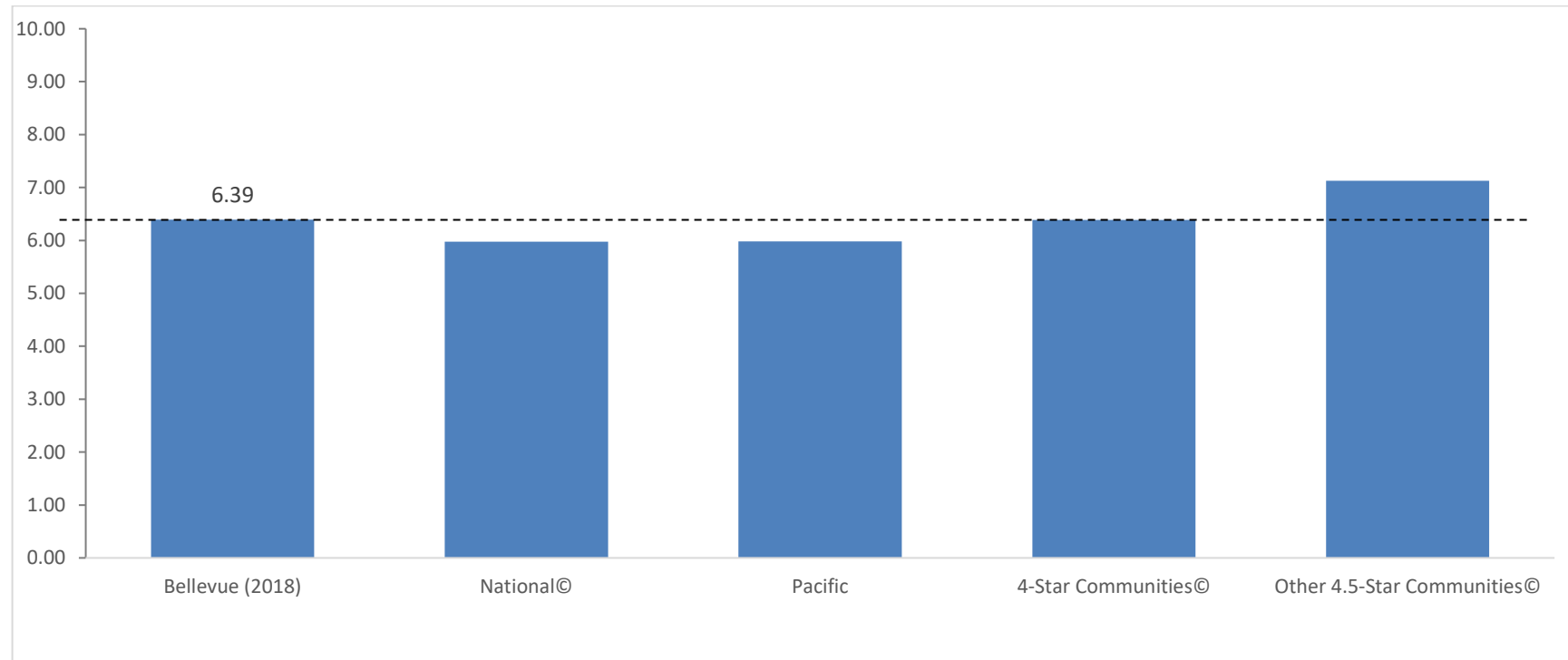


Maps illustrate differences in mean ratings by neighborhood.

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-Star Communities.

Figure 18: 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

After maintaining a 4.5-Star rating from 2014 thru 2017, Bellevue is now a 4-Star community. Bellevue has rated at or higher than a 4-Star community since NWRG introduced the Star Rating in 2012 and has achieved a 4.5-Star Rating for four of the past 7 years. The exception years were 2012, 2013 and 2018 where Bellevue was given a 4-Star rating.

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.

Relative Weight in Model

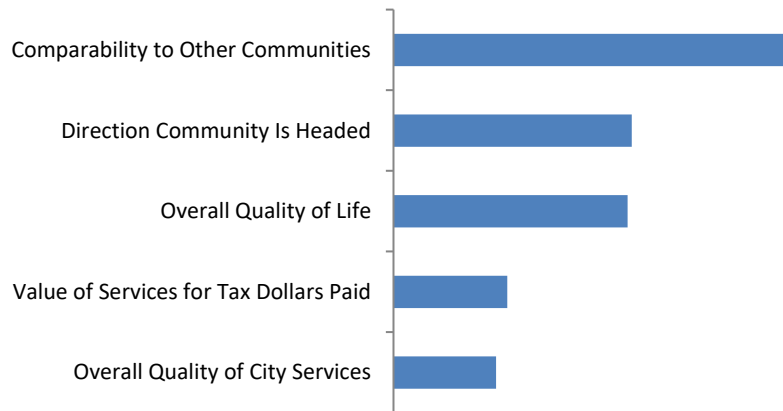
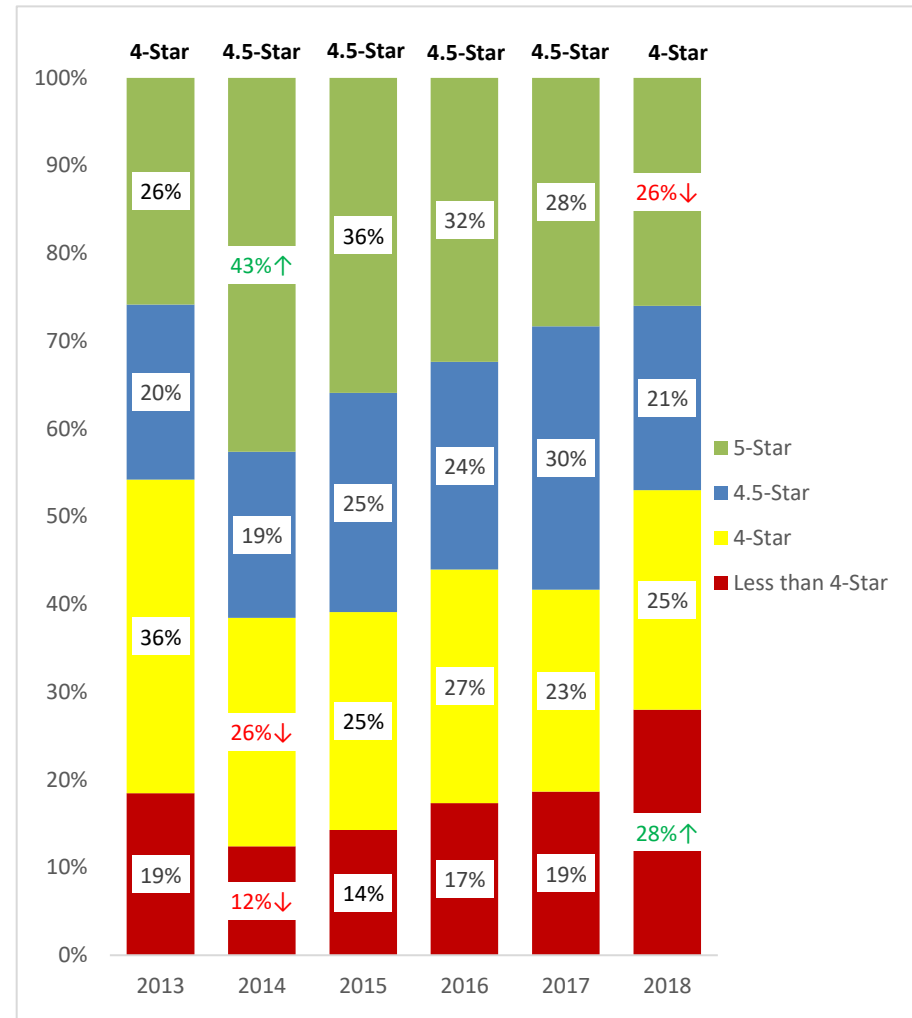


Figure 19: Bellevue's 5-Star Rating



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

Bellevue rates near 4.5-Star communities for three out of the five measures:

- Overall Quality of life,
- Overall Quality of Services, and
- Comparability to Other Communities.

The two attributes providing the biggest negative-impact on Bellevue’s Star Rating are:

- Value of Services –Comparable to other 4-Star communities
- Direction the City is Headed—Below other 4-Star communities.

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

- Race: with several 5-Star attributes, there is a decrease in ratings among minority residents that is not seen among White Alone (non-Hispanic) residents.
- Income: Similar to race, there has been a decrease in overall ratings from households with incomes of less than \$150,000.

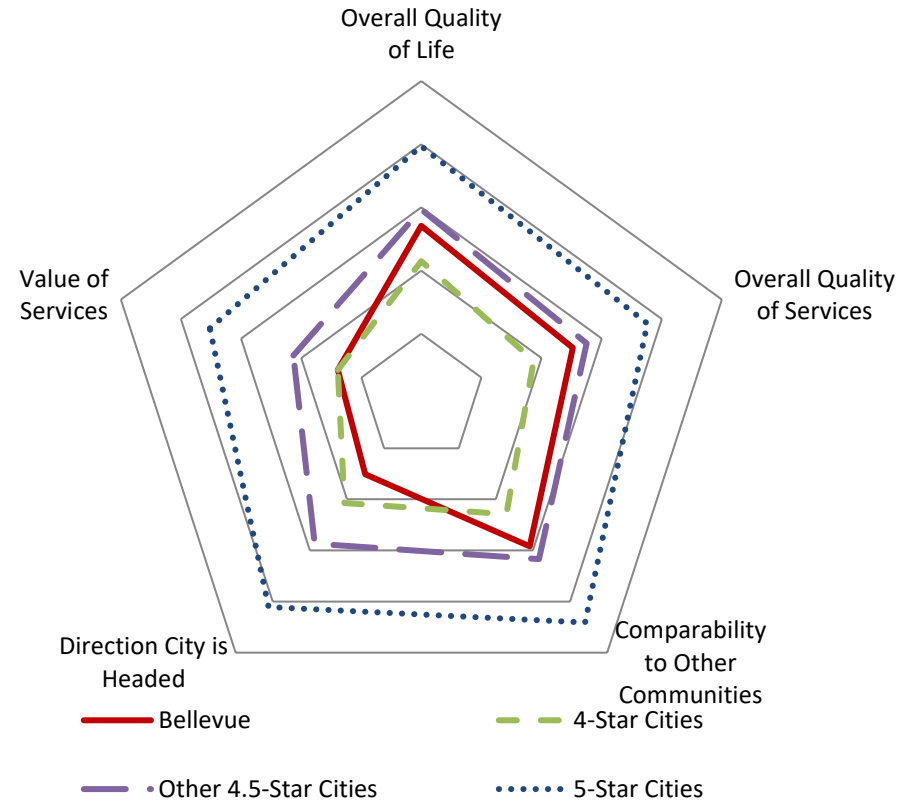


Table 11: Star Rating for Minority / <\$150,000 Residents

	Minority Residents		Incomes <\$150,000	
	2017	2018	2017	2018
< 4-Star	14%	30%↑	19%	30%↑
4-Star	26%	25%	21%	26%
4.5-Star	29%	24%	29%	20%
5-Star	32%	21%	31%	24%

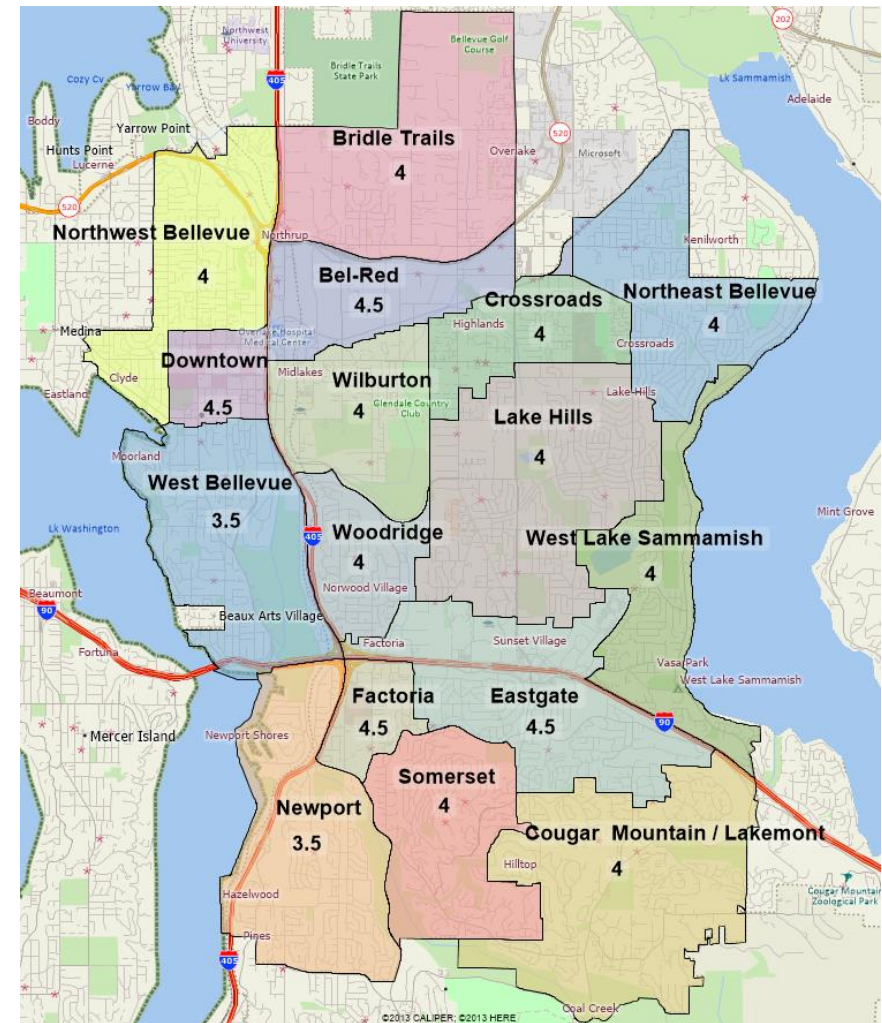
5-STAR RATING BY NEIGHBORHOOD

Table 12: 5-Star Rating by Neighborhood

	< 4-Stars	4-Stars	4.5-Stars	5-Stars	Median	Sample Size
Bel-Red	24%	0%	24%	51%	4.39	(n=5)
Bridle Trails	36%	17%	24%	23%	4.01	(n=32)
Cougar						
Mountain / Lakemont	27%	25%	16%	33%	4.00	(n=42)
Crossroads	34%	24%	25%	17%	3.99	(n=32)
Downtown	15%↓	30%	21%	34%	4.28↑	(n=107)
Eastgate	13%	20%	34%	33%	4.23	(n=23)
Factoria	14%	19%	11%	56%	4.43	(n=13)
Lake Hills	29%	25%	20%	26%	4.00	(n=68)
Newport	49%	27%	13%	11%	3.59	(n=25)
Northeast Bellevue	29%	21%	26%	24%	4.09	(n=51)
Northwest Bellevue	37%	20%	24%	18%	3.96	(n=34)
West Lake Sammamish	33%	32%	17%	18%	3.93	(n=25)
Somerset	28%	35%	18%	20%	3.82	(n=36)
West Bellevue	35%	42%	4%	19%	3.51	(n=28)
Wilburton	27%	16%	33%	24%	3.92	(n=21)
Woodridge	40%	8%	25%	28%	4.18	(n=22)

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

Figure 20: 5-Star Rating by Neighborhood



Maps illustrate differences in mean ratings by neighborhood.

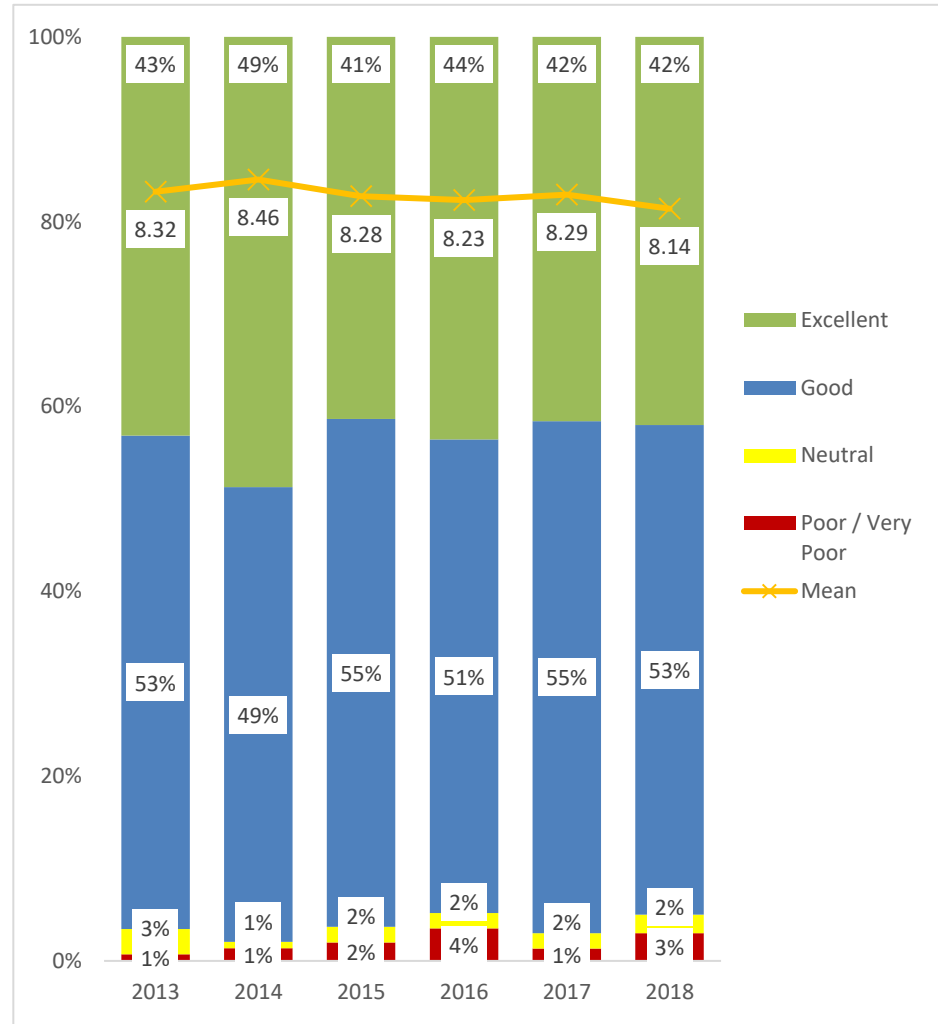
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PERCEPTIONS OF BELLEVUE AS A PLACE TO LIVE

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 21: 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"

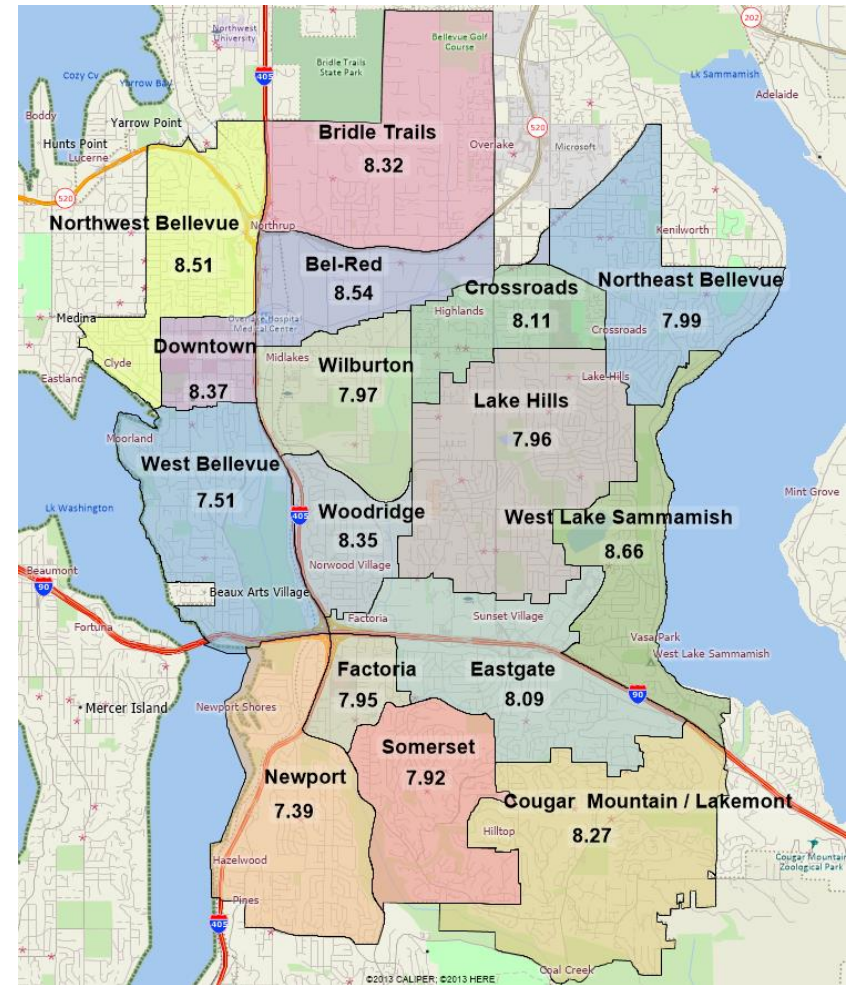
Base: All respondents

Table 13: Bellevue as a Place to Live by Neighborhood

	Poor	Neutral	Good	Excellent	Mean	Sample Size
Bel-Red	0%	0%	49%	51%	8.54	(n=5)
Bridge Trails	2%	2%	54%	43%	8.32	(n=32)
Cougar						
Mountain / Lakemont	2%	4%	46%	49%	8.27	(n=42)
Crossroads	0%	3%	60%	38%	8.11	(n=32)
Downtown	2%	0%	51%	47%	8.37	(n=107)
Eastgate	0%	10%	37%	53%	8.09	(n=23)
Factoria	6%	0%	59%	35%	7.95	(n=13)
Lake Hills	1%	4%	59%	35%	7.96	(n=68)
Newport	6%	0%	76%	17%	7.39	(n=25)
Northeast Bellevue	4%	0%	70%	26%	7.99	(n=51)
Northwest Bellevue	4%	0%	38%	58%	8.51	(n=34)
West Lake Sammamish	0%	0%	51%	49%	8.66	(n=25)
Somerset	4%	0%	69%	27%	7.92	(n=36)
West Bellevue	15% ↑	8%	32%	45%	7.51	(n=28)
Wilburton	12%	4%	31%	53%	7.97	(n=21)
Woodridge	0%	0%	48%	52%	8.35	(n=22)

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 22: Bellevue as a Place to Live by Neighborhood



Maps illustrate differences in mean ratings by neighborhood.

Bellevue's Best Attributes

Table 14: Bellevue's Best Attributes

	First Response			Second Response		
	%*	Weighted N	Unweighted N	%*	Weighted N	Unweighted N
Safe	16%	91	83	14%	51	54
Clean	14%	76	78	9%	32	31
Parks / Green Space	11%	61	73	8%	26	33
Location	9%	47	40	7%	23	23
Schools / Education	8%	43	42	7%	23	25
Convenient	4%	25	25	3%	12	12
Diverse	3%	19	20	5%	17	17
Quiet / Peaceful	3%	17	15	2%	7	5
Attractive / Nice Neighborhoods / Pretty / Beautiful	2%	12	11	6%	20	19
Community Oriented / Family/Child-Friendly	2%	12	12	3%	10	9
Upscale / New / Modern / Urban / Up-and-Coming	2%	12	10	7%	26	21
Easy to get around	2%	10	8	2%	7	9
Mall / Shopping	2%	9	8	2%	7	8
Good Services (Including fire, police, library, etc.)	2%	9	12	4%	13	16
Public Transportation	1%	6	6	1%	4	6
Friendly	1%	4	5	2%	8	9
Good atmosphere / Environment / Ambience / Quality of Life	1%	3	5	0%	1	1
City Management / Government / Planning	1%	3	4	2%	7	5
Infrastructure / Upkeep of roads, sidewalks, etc.	0%	2	2	1%	4	3
Activities	0%	0	0	2%	6	6
Homelessness	0%	0	0	0%	1	1
Other	16%	88	93	13%	45	53

*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 groups 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 59](#).

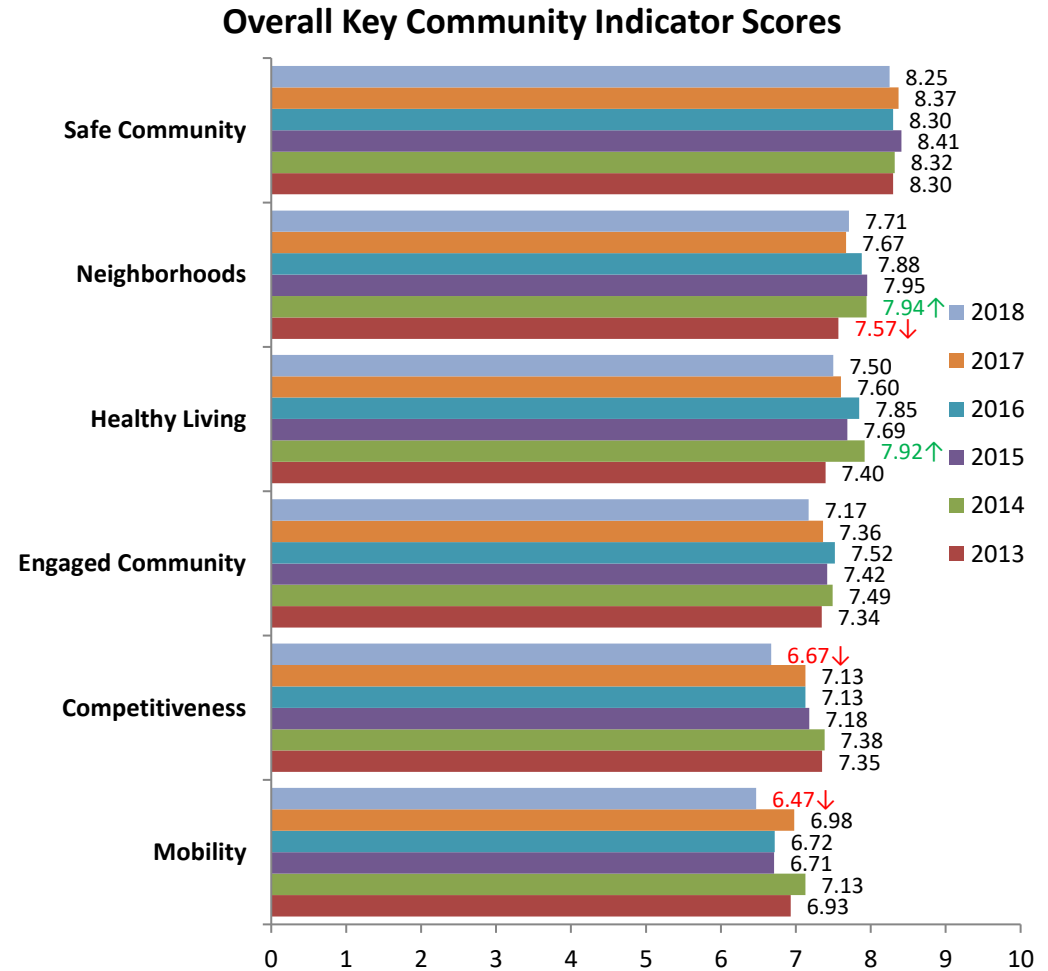
Table 15: Key Community Indicators and Corresponding Dimensions

Dimension	Attributes	2013	2014	2015	2016	2017	2018
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	<i>Split into 2 questions beginning 2014</i>				
	Is doing a good job of looking ahead to meet regional challenges		X	X	X	X	X
	Is doing a good job of looking ahead to meet local challenges		X	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	X	X	X	X	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
	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	X
	Provides water, sewer, and wastewater services and infrastructure that protects the environment		X	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
Mobility	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	X
	Has neighborhoods that are safe	X	X	X	X	X	X
	I live in a neighborhood that supports families, particularly those with children	X	X	X	X	X	X
	Neighborhood provides convenient access to my day-to-day activities	X	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—both areas have decreased from 2017.

Figure 23: 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.

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

Bellevue performs best at providing convenient access to activities and having safe neighborhoods.

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

Ratings for all neighborhood-related attributes have remained steady from 2017 to 2018.

Table 16: Performance on Key Community Indicators—Safe Community

Key Community Indicators	2013	2014	2015	2016	2017	2018
Overall	8.30	8.32	8.41	8.30	8.37	8.25
Is a safe community in which to live, learn, work, and play.	8.64	8.73	8.80	8.70	8.62	8.58
Is well prepared to respond to routine emergencies.	8.07	8.37↑	8.51	8.39	8.52	8.28
Plans appropriately to respond to major emergencies.	8.13	7.79↓	7.88	7.73	7.90	7.88

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 17: Performance on Key Community Indicators—Neighborhoods

Key Community Indicators	2013	2014	2015	2016	2017	2018
Overall	7.57	7.94↑	7.95	7.88	7.67	7.71
I live in a neighborhood that provides convenient access to my day-to-day activities.	7.98	8.17	8.18	8.01	7.87	8.07
Bellevue neighborhoods are safe.	7.90	8.32↑	8.17	8.04	7.66↓	7.92
Bellevue has attractive / well-maintained neighborhoods.	7.83	8.10	8.20	8.11	7.94	7.82
I live in a neighborhood that supports families, particularly those with children.	6.69	7.18	7.27	7.36	7.20	7.03

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 18: Performance on Key Community Indicators—Healthy Living

Key Community Indicators	2013	2014	2015	2016	2017	2018
Overall	7.40	7.92↑	7.69	7.85	7.60	7.50
Provides water, sewer, and wastewater services that reliably ensure public health	N/A	8.38	8.42	8.29	8.07	8.11
Provides water, sewer, and waste water services that protect the environment	N/A	8.08	7.91	7.96	7.82	7.84
Offers me and my family opportunities to experience nature where we live, work, and play.	7.83	8.09	7.90	8.09	7.78	7.80
Provides an environment that supports my personal health and well-being	7.59	7.93	7.81	8.05	7.79	7.55
Is doing a good job of maintaining and enhancing a healthy natural environment for current and future generations.	7.63	7.89	7.64	7.85	7.59	7.39
Can rightly be called a “city in a park.”	6.56	7.13↑	6.46↓	6.80	6.65	6.31

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 Community Engagement have remained stable over the past several years.

As in previous years, Bellevue does best in terms of keeping its residents informed.

Bellevue performs lowest when it comes to promoting a community that encourages civic engagement.

Table 19: Performance on Key Community Indicators—Engaged Community

Key Community Indicators	2013	2014	2015	2016	2017	2018
Overall	7.34	7.49	7.42	7.52	7.36	7.17
Does a good job of keeping residents informed	7.57	7.67	7.66	7.79	7.54	7.44
Is a welcoming and supportive city that demonstrates caring for people through its actions	7.29	7.58	7.45	7.53	7.49	7.18
Listens to its residents and seeks their involvement	7.37	7.37	7.35	7.43	7.19	6.99
Promotes a community that encourages civic engagement	7.17	7.35	7.23	7.35	7.26	6.95

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, with four out of the seven attributes dropping significantly between 2017 and 2018.

For KCI “Is doing a good job helping to create a competitive business environment that supports entrepreneurs and creates jobs”:

- There is no specific group of residents that is impacting this score. There have been moderate drops across most demographic groupings.

For KCI “Is a visionary community in which creativity is fostered”:

- Same as the previous attribute, there is no specific group of residents that is impacting this score. There have been moderate drops across most demographic groupings.

For KCI “Is doing a good job of looking ahead to meet local challenges”:

- While there are minor decreases across all demographic groups, there is a significant decrease among residents age 55 and older—the mean score decreased from 6.74 in 2017 to 5.92 in 2018.

For KCI: “Is doing a good job of looking ahead to meet regional challenges”:

- While there are minor decreases across all demographic groups, there is a significant decrease among residents with household incomes of \$150,000 or more—the mean score decreased from 7.05 in 2017 to 5.93 in 2018.

Table 20: Performance on Key Community Indicators—Competitiveness

Key Community Indicators	2013	2014	2015	2016	2017	2018
Overall	7.35	7.38	7.18↓	7.13	7.13	6.67↓
Is a good place to raise children.	8.19	8.25	8.21	8.13	8.06	7.91
Is doing a good job helping to create a competitive business environment that supports entrepreneurs and creates jobs.	7.23	7.36	7.33	7.32	7.40	6.91↓
Fosters and supports a diverse community where all residents have the opportunity to live well, work and play.	7.39	7.48	7.53	7.23	7.23	6.82
Is a visionary community in which creativity is fostered.	6.77	7.07	6.76	6.87	6.93	6.48↓
Is doing a good job planning for growth in ways that add value to your quality of life.	7.14	7.25	6.82	6.73	6.73	6.26
Is doing a good job of looking ahead to meet local challenges.		7.16	6.73	6.81	6.71	6.16↓
Is doing a good job of looking ahead to meet regional challenges.		7.09	6.81	6.81	6.78	6.16↓

Base: random selection COMPETITIVE (see Appendix III)



Overall, mobility continues to be the lowest-rated of the overall indicators and has dropped between 2017 and 2018.

Two out of the three attributes within mobility have declined between 2017 and 2018.

For KCI: “Provides a safe transportation system for all users”:

- While there are minor decreases across all demographic groups, there is a significant decrease among residents age 55 and older —the mean score decreased from 7.34 in 2017 to 6.33 in 2018.
- Lower scores are also seen among high-income residents (\$150,000 or more) as well as those who have lived in Bellevue for 25 years or more.

For KCI “Allows for travel within the city of Bellevue in a reasonable and predictable amount of time”:

- While there are minor decreases across all demographic groups, there is a significant decrease among residents with household incomes of \$150,000 or more—the mean score decreased from 6.56 in 2017 to 5.58 in 2018.
- Lower scores are also seen among residents who have lived in Bellevue for 10 years or more.

Table 21: Performance on Key Community Indicators—Mobility

Key Community Indicators	2013	2014	2015	2016	2017	2018
Overall	6.93	7.13	6.71↓	6.72	6.98	6.47↓
Provides a safe transportation system for all users.	7.34	7.61	7.21	7.46	7.54	6.98↑
Is doing a good job of planning for and implementing a range of transportation options.	6.52	6.88	6.45	6.49	6.75	6.42
Allows for travel within the city of Bellevue in a reasonable and predictable amount of time	6.94	6.88	6.47	6.18	6.65	5.98↑

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

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. Satisfaction, however, 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, "supports a diverse community" 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.

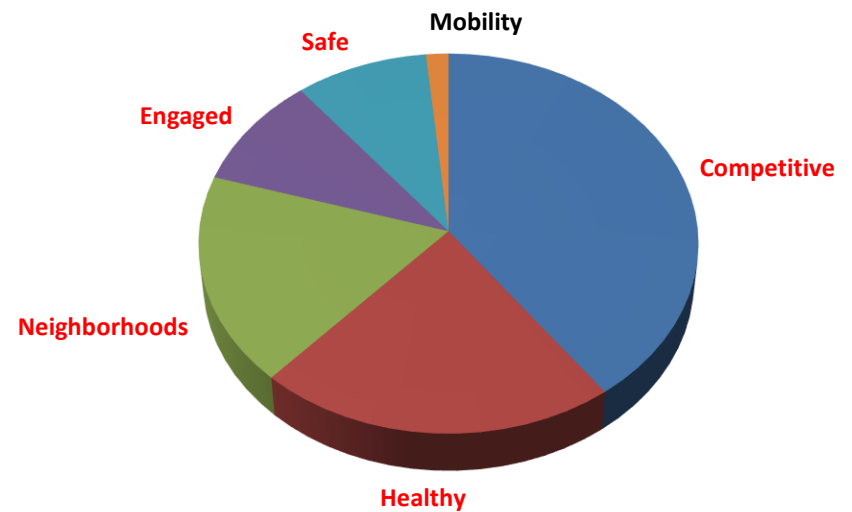
The dimensions Competitiveness, Healthy Living, Neighborhoods, Engaged Community, and Safety have a significant impact on Bellevue’s 5-Star rating.

- Mobility is **not** a driver.

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. Below are the attributes that drive Bellevue’s 5-Star rating:

- **Competitiveness**
 - Is a good place to raise children
 - Planning for growth to add to the quality of life
 - Creating a competitive business environment
- **Healthy Living**
 - Supports personal health and well-being
 - Water infrastructure ensures public health
 - Maintaining a healthy and natural environment
 - Can be called a “city in a park”
- **Neighborhoods**
 - Safe neighborhoods
 - Attractive, well-maintained neighborhoods
 - Convenient access
- **Engaged Community**
 - Welcoming and supportive city
 - Does a good job of keeping residents informed
 - Listens to its residents and seeks their involvement
- **Safe community**
 - Is a safe community in which to live, learn, work, and play
 - Plans appropriately to respond to major emergencies
- **Mobility**
 - Safe transportation system
 - Predictable travel

Figure 24: 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 25: Key Drivers Analysis—Competitiveness

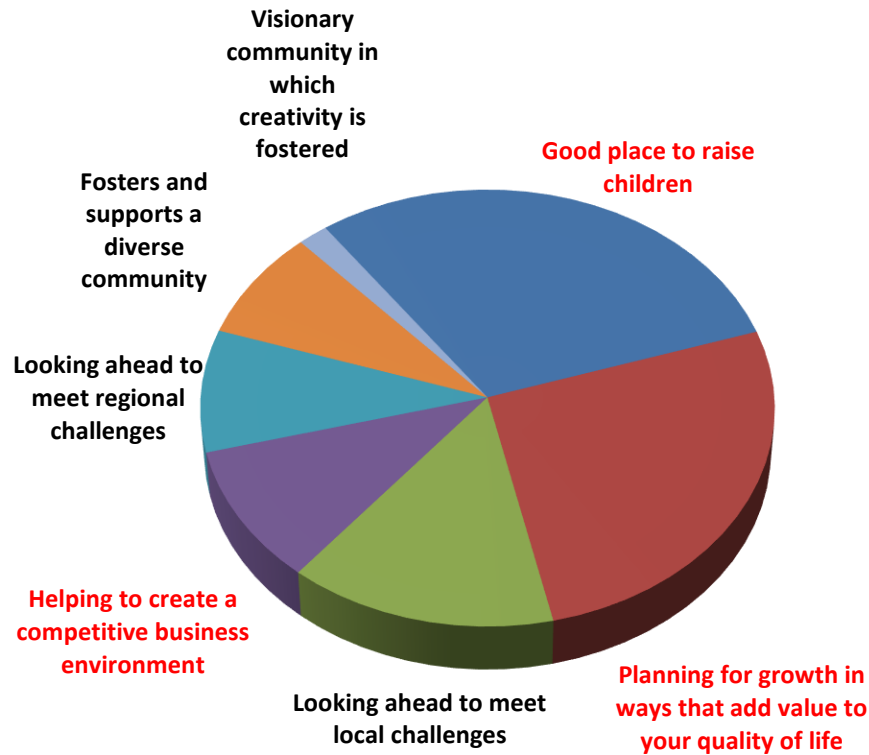


Figure 26: Key Drivers—Healthy Living



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 27: Key Drivers Analysis—Neighborhoods

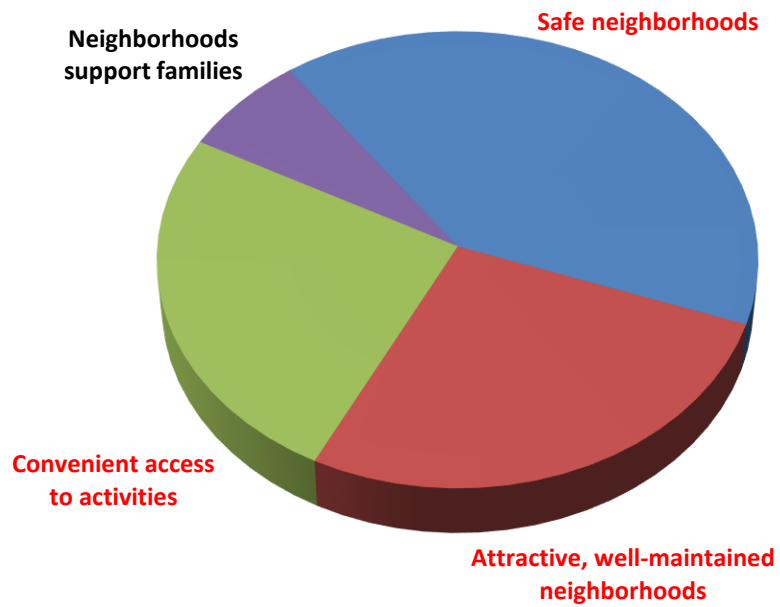
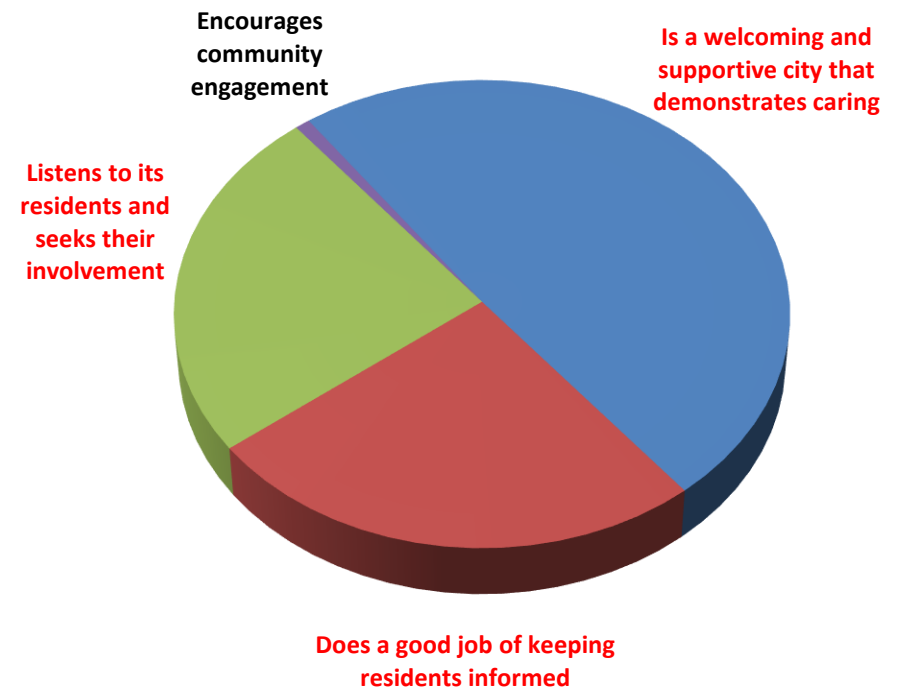


Figure 28: Key Drivers Analysis—Engaged Community



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.

Figure 29: Key Drivers—Safe Community

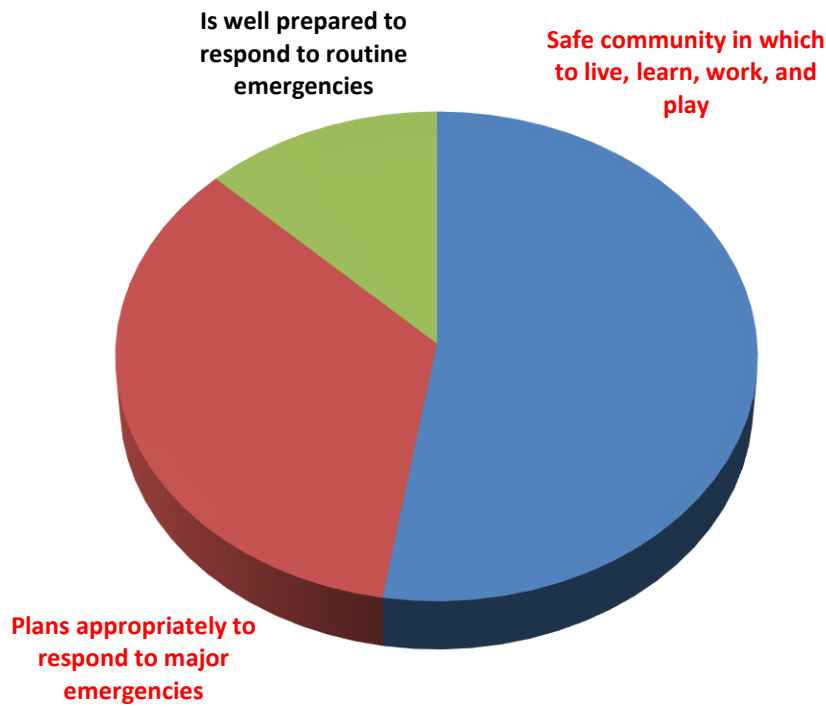
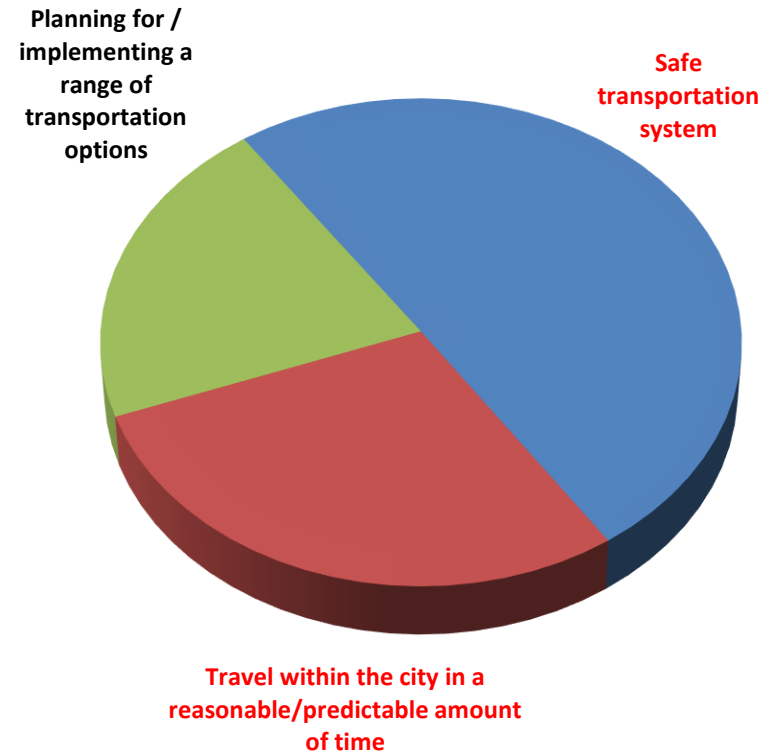


Figure 30: Key Drivers—Mobility



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 when compared to the overall mean of the KCIs in each dimension. Because of the impact of these items on Bellevue's rating, it is important to maintain existing levels of service in these areas as a decrease in the level of service would have a negative impact on Bellevue's 5-Star rating. These KCIs are highlighted in dark green.
3. **Monitor:** These are areas identified as key drivers of Bellevue's 5-Star rating and where residents' agreement is at or near average when compared to the overall mean of the KCIs in each dimension. Because of the impact of these items on Bellevue's rating and their mid-level satisfaction, these are areas to monitor and invest additional resources as available to improve performance. These items are highlighted in dark yellow.
4. **Non-Drivers:** These are areas not identified as key drivers of Bellevue's 5-Star rating and fall into three categories:
 - a. **Lower than average agreement:** These are areas where residents' agreement is below average when compared to the overall mean of the KCIs in each dimension. These KCIs are highlighted in light red in the table on the next page.
 - b. **Above average agreement:** These are areas where residents' agreement is above average when compared to the overall mean of the KCIs in each dimension. These KCIs are highlighted in light green in the table on the next page.
 - c. **Average Agreement:** These are areas where residents' agreement is at or near average when compared to the overall mean of the KCIs in each dimension. These KCIs are highlighted in light yellow in the table on the next page.

Table 22: Resource Allocation Analysis

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

👉 = 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, near average agreement; monitor
 = Not a driver, above-average agreement; maintain

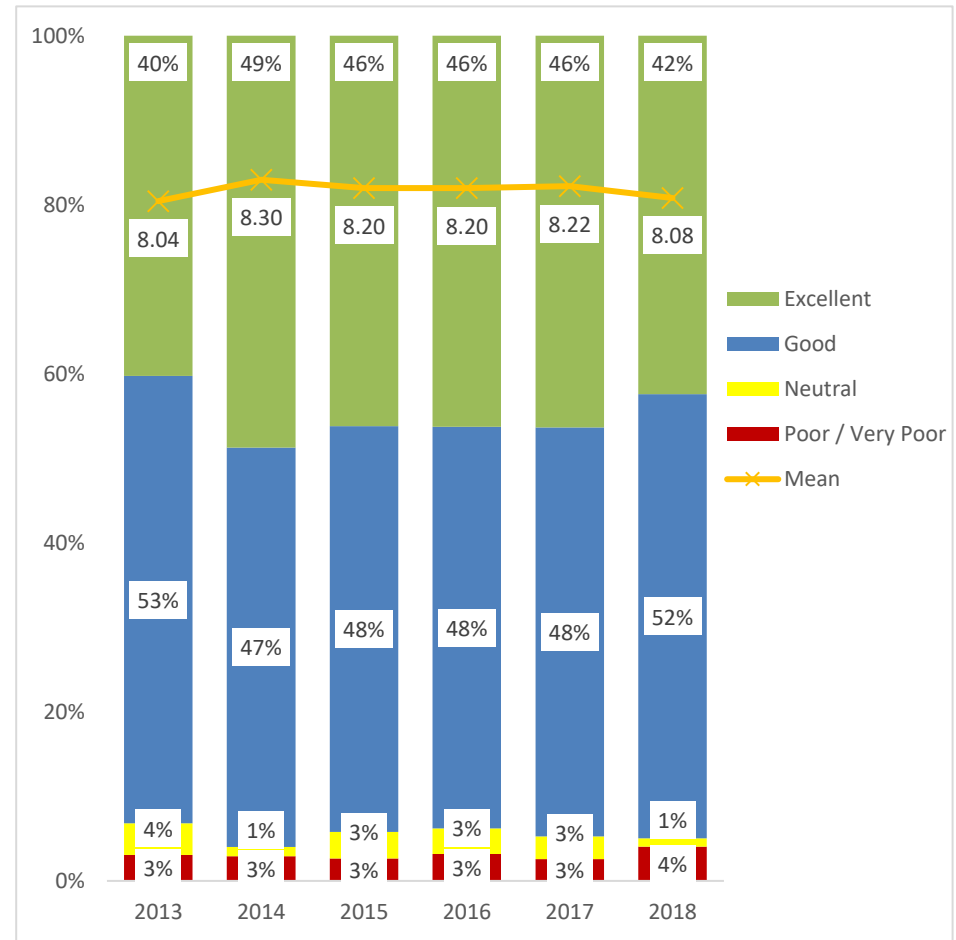
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BELLEVUE NEIGHBORHOODS

NEIGHBORHOOD AS A PLACE TO LIVE

Nearly all Bellevue residents feel positive about their neighborhood as a place to live. This has remained steady over the years and there are no significant differences based on demographics or neighborhood in which the resident lives.

Figure 31: Perceptions of Bellevue’s Neighborhoods



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

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

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

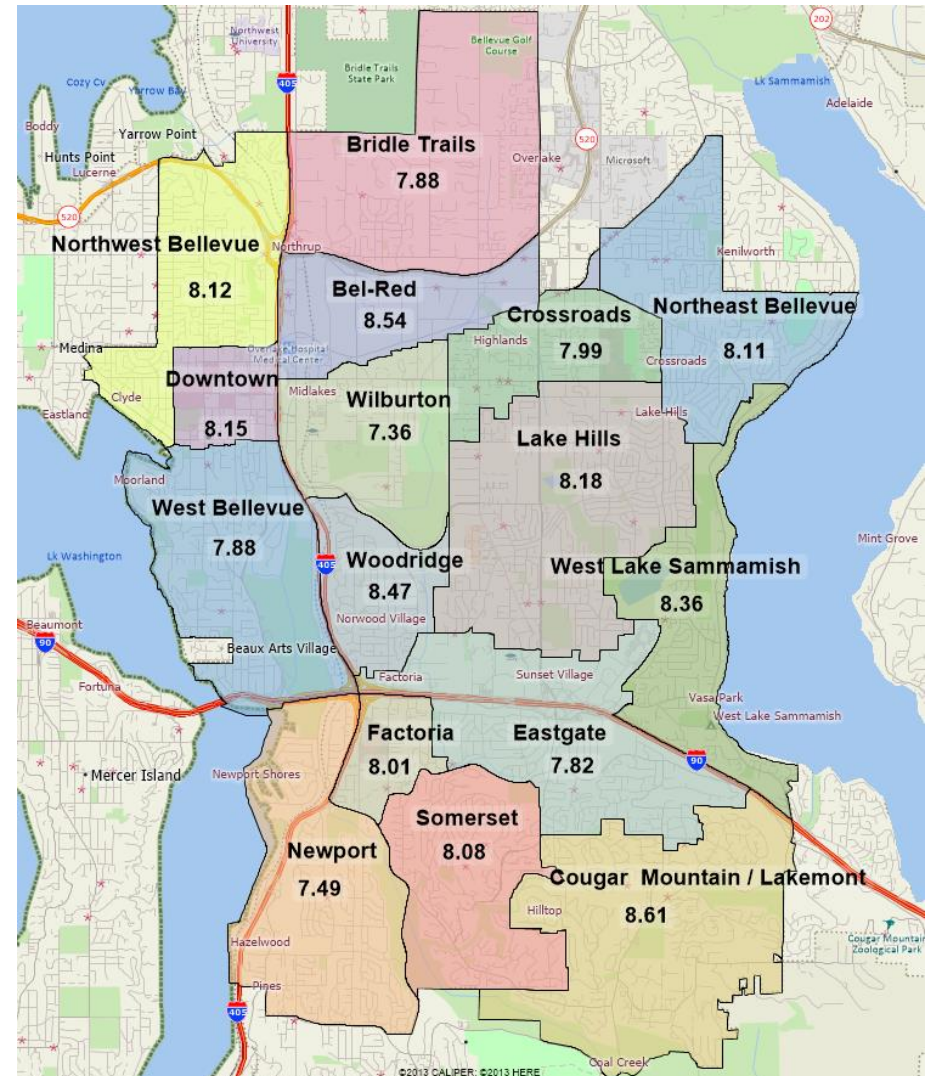
Base: All respondents

Table 23: Perception of Neighborhood by Neighborhood

	Poor	Neutral	Good	Excellent	Mean	Sample Size
Bel-Red	0%	0%	73%	27%	8.54	(n=5)
Bridle Trails	3%	0%	59%	37%	7.88	(n=32)
Cougar						
Mountain / Lakemont	0%	2%	38%	60%	8.61	(n=42)
Crossroads	2%	0%	68%	30%	7.99	(n=32)
Downtown	3%	0%	58%	39%	8.15	(n=107)
Eastgate	0%	3%	56%	41%	7.82	(n=23)
Factoria	10%	6%	15%	69%	8.01	(n=13)
Lake Hills	2%	2%	54%	42%	8.18	(n=68)
Newport	2%	7%	68%	23%	7.49	(n=25)
Northeast Bellevue	4%	0%	50%	46%	8.11	(n=51)
Northwest Bellevue	8%	0%	43%	49%	8.12	(n=34)
West Lake Sammamish	6%	0%	46%	48%	8.36	(n=25)
Somerset	3%	2%	48%	47%	8.08	(n=36)
West Bellevue	10%	2%	40%	47%	7.88	(n=28)
Wilburton	15%	0%	70%	15%	7.36	(n=21)
Woodridge	0%	0%	45%	55%	8.87	(n=22)

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 32: 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 exceptions are Downtown Bellevue, which rates lower than other neighborhoods and Sammamish and West Bellevue which rate the highest.

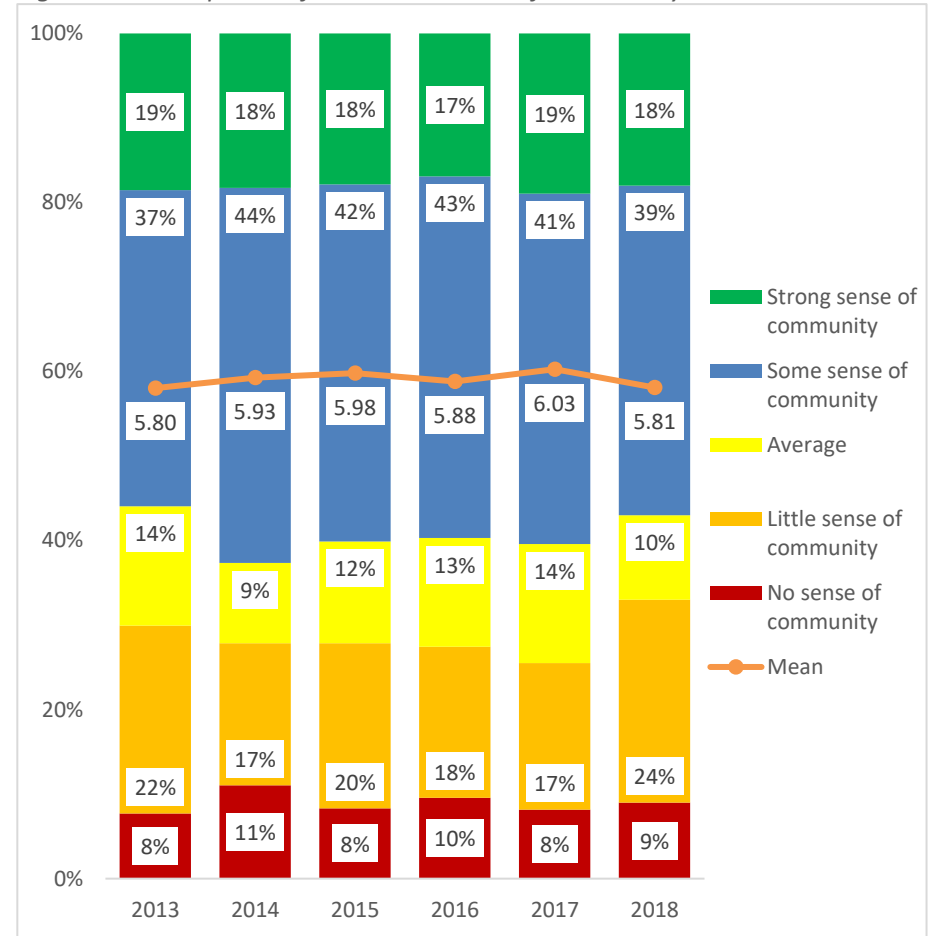
There are also some differences based on demographics:

- Similar to previous years, residents living in single-family homes have a higher sense of community than each of their counterparts.
- Older residents—those 55 years old or older—also have a stronger sense of community especially when compared to residents younger than 35.

Table 24: Sense of Community by Demographic Characteristics

	Little / None	Average	Some community	Strong Community	Mean
Single Family	25%↓	10%	44%↑	21%	6.38↑
Multi Family	43%↑	10%	32%↓	14%	5.09↓
<35 Years	53%↑	9%	29%↓	9%↓	4.44↓
55+ years	19%↓	11%	43%↑	27%↑	6.67↑

Figure 33: 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...?

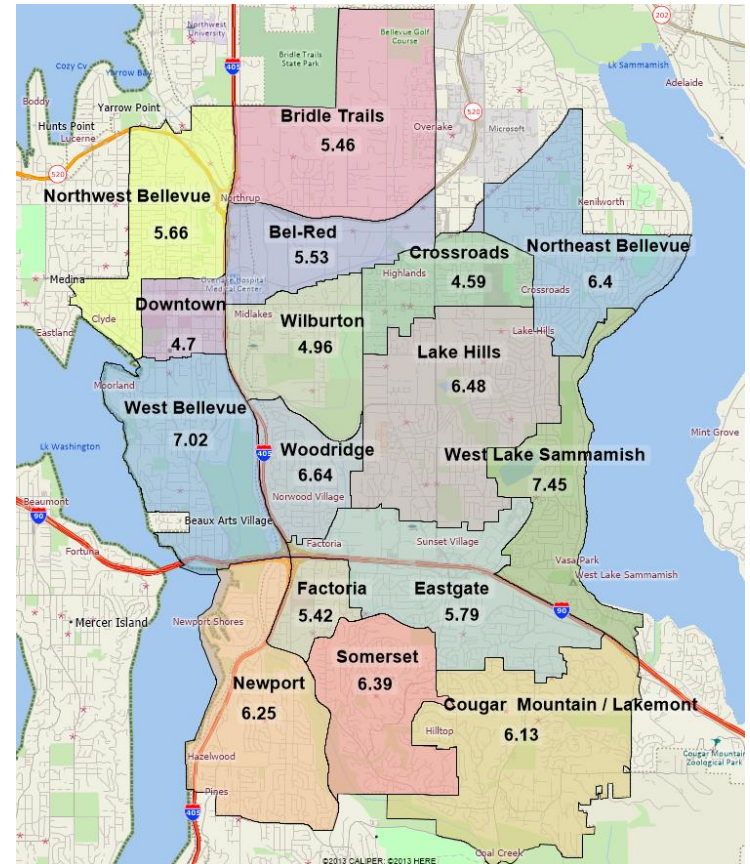
↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level. Mean based on eleven-point scale where “0” means “No sense of community at all” and “10” means “Strong sense of community”

Base: All respondents

Table 25: Sense of Community by Neighborhood

	No Community	Little	Neutral	Some	Strong Community	Mean	Sample Size
Bel-Red	0%	40%	0%	49%	11%	5.53	(n=5)
Bridle Trails	3%	44%	5%	30%	18%	5.46	(n=32)
Cougar Mountain / Lakemont							(n=42)
Lakemont	1%	28%	8%	50%	13%	6.13	
Crossroads	21%	26%	8%	38%	7%	4.59	(n=32)
Downtown	18%↑	36%↑	7%	24%↓	16%	4.70↓	(n=107)
Eastgate	0%	39%	6%	36%	19%	5.79	(n=23)
Factoria	15%	14%	11%	38%	22%	5.42	(n=13)
Lake Hills	4%	12%	17%	48%	19%	6.48	(n=68)
Newport	2%	22%	10%	47%	19%	6.25	(n=25)
Northeast Bellevue							(n=51)
Bellevue	3%	23%	9%	45%	20%	6.40	
Northwest Bellevue							(n=34)
Bellevue	19%	16%	5%	33%	26%	5.66	
West Lake Sammamish							(n=25)
Sammamish	2%	3%	20%	47%	29%	7.45↑	
Somerset	2%	25%	2%	56%	15%	6.39	(n=36)
West Bellevue	0%	9%	22%	42%	27%	7.02↑	(n=28)
Wilburton	17%	26%	15%	35%	7%	4.96	(n=21)
Woodridge	8%	8%	13%	49%	23%	6.64	(n=22)

Figure 34: 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-three percent (93%) 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—76 percent compared to 92 percent, respectively.
- Park use is consistent across neighborhoods.

Table 26: Usage of Park Facilities

	Visited Park or Park Facility					
	2013	2014	2015	2016	2017	2018
Net: Someone in household has	91%	88%	88%	89%	87%	89%
Respondent personally has	45%	49%	39%↓	40%	38%	46%
Family member has	3%	3%	4%	3%	4%	3%
Respondent and family member has	42%	37%	45%↑	45%	45%	41%
No one in household has	9%	12%	12%	11%	13%	11%

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

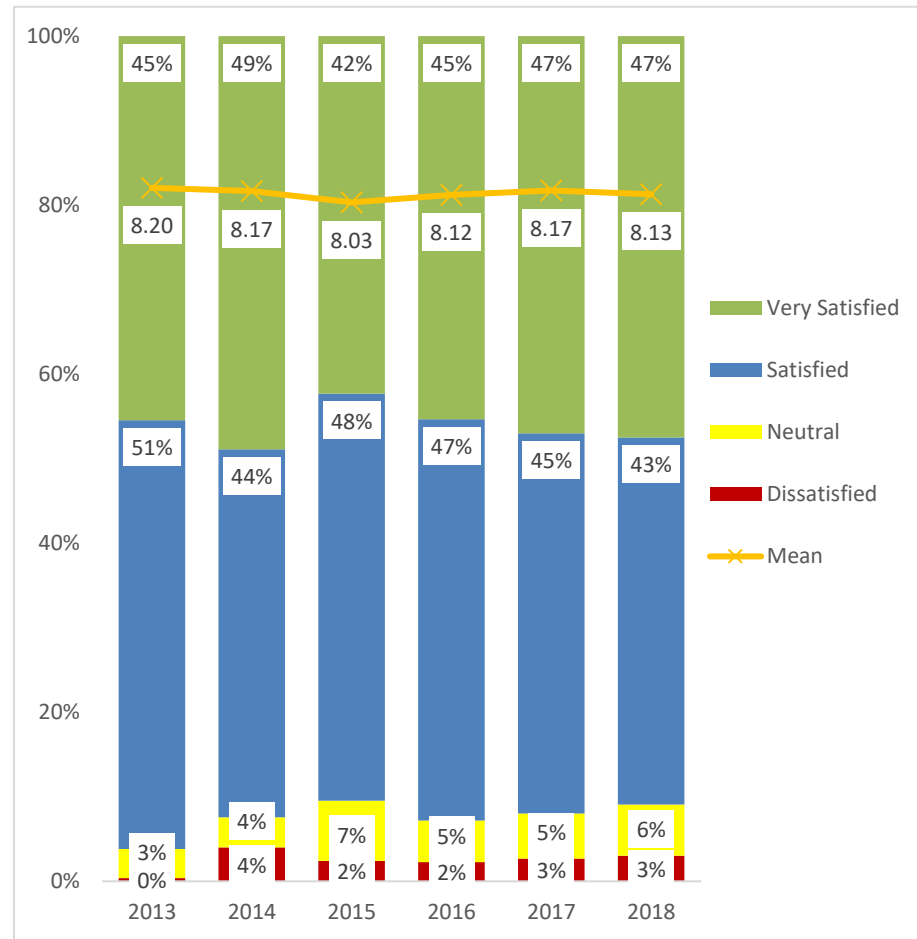
PERCEPTIONS OF BELLEVUE PARKS

Nine out of ten 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 35: Overall Satisfaction with Bellevue Parks and Recreation



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

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

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

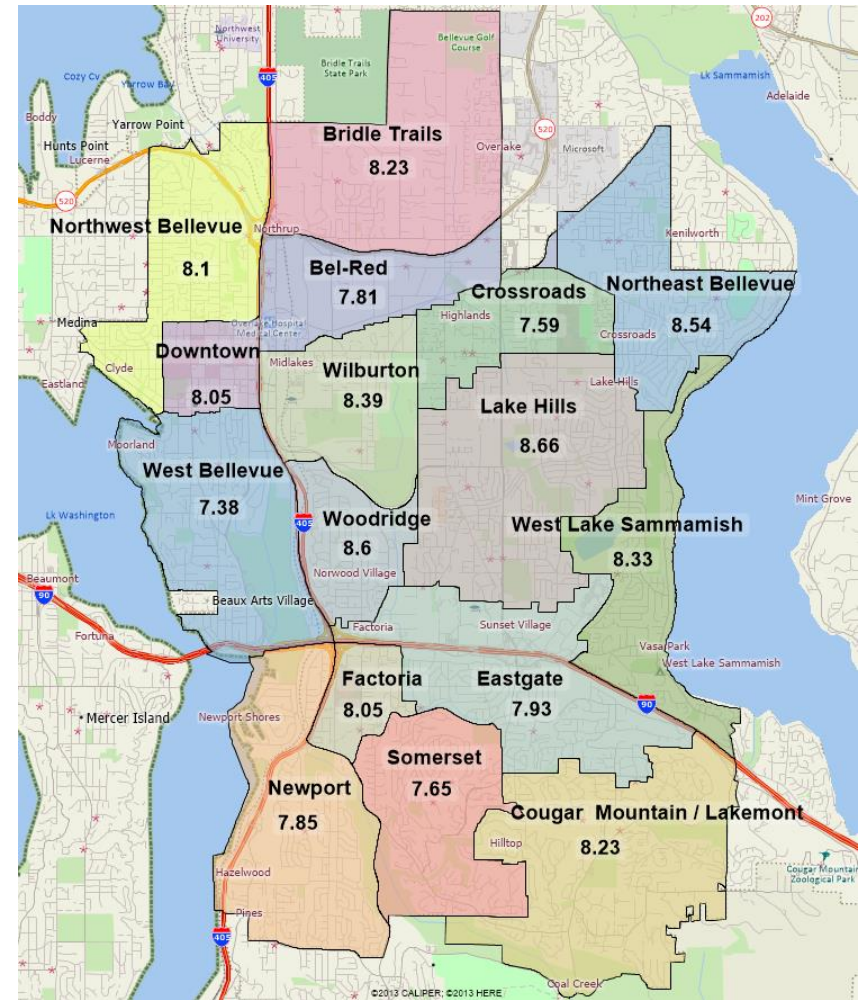
Base: All respondents

Table 27: Satisfaction with Parks by Neighborhood

	Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Mean	Sample Size
Bel-Red	0%	24%	49%	27%	7.81	(n=5)
Bridle Trails	3%	4%	39%	54%	8.23	(n=32)
Cougar						
Mountain / Lakemont	6%	2%	46%	46%	8.23	(n=42)
Crossroads	7%	17%	32%	44%	7.59	(n=32)
Downtown	3%	5%	50%	42%	8.05	(n=107)
Eastgate	6%	2%	49%	43%	7.93	(n=23)
Factoria	5%	6%	35%	55%	8.05	(n=13)
Lake Hills	1%	3%	38%	58%	8.66↑	(n=68)
Newport	2%	18%	34%	46%	7.85	(n=25)
Northeast Bellevue	0%	3%	50%	48%	8.54	(n=51)
Northwest Bellevue	0%	14%	39%	47%	8.10	(n=34)
West Lake Sammamish	0%	13%	33%	54%	8.33	(n=25)
Somerset	9%	6%	47%	38%	7.65	(n=36)
West Bellevue	13%	2%	36%	49%	7.38	(n=28)
Wilburton	0%	3%	65%	32%	8.39	(n=21)
Woodridge	0%	9%	21%	70%	8.60	(n=22)

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

Figure 36: 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 28: Ratings for Bellevue's Parks

		2013	2014	2015	2016	2017	2018
Appearance	% Excellent	49%	56%	48%	48%	51%	55%
	% Good	47%	40%	47%	47%	44%	39%
	Mean	8.43	8.52	8.35	8.35	8.40	8.43
Safety	% Excellent	46%	51%	47%	44%	47%	50%
	% Good	49%	45%	47%	49%	47%	43%
	Mean	8.23	8.38	8.28	8.15	8.31	8.25
Range and Variety of Recreation Activities	% Excellent	29%	34%	27%	27%	33%	29%
	% Good	58%	50%	58%	58%	54%	57%
	Mean	7.55	7.47	7.45	7.50	7.64	7.54

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

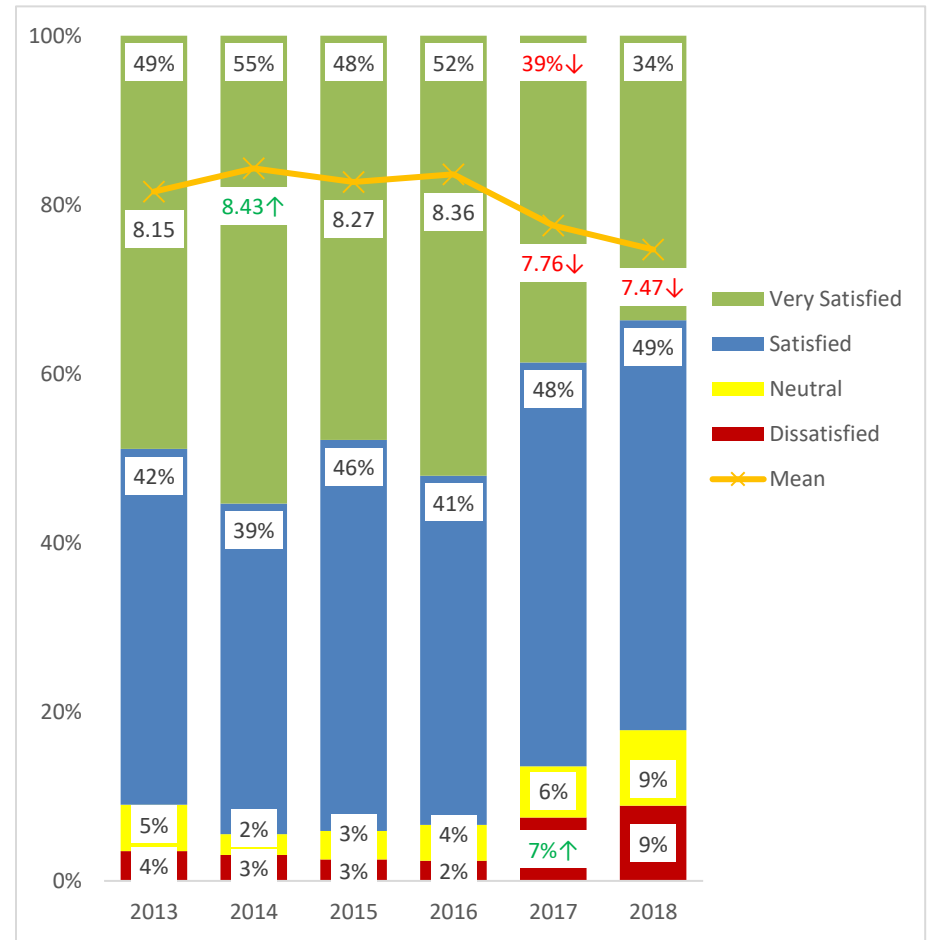
OVERALL SATISFACTION AS A CUSTOMER OF THE UTILITIES DEPARTMENT

Overall satisfaction with Bellevue Utilities dropped between 2016 and 2017 and again in 2018. The analysis performed later in this report looks a bit into possible drivers of the decline.

While there are no differences in satisfaction levels based on demographics or neighborhood, deeper analysis shows that there are some statistically significant declines year over year among two groups:

- Overall satisfaction with Bellevue Utilities declined among residents age 55 and older. Specifically, there was a significant drop in the percent of residents who stated they were “very” satisfied—from 49% in 2017 to 35% in 2018.
- A similar attitude is seen among non-minority residents where overall satisfaction dropped between 2017 and 2018.

Figure 37: Overall Satisfaction with Bellevue Utilities



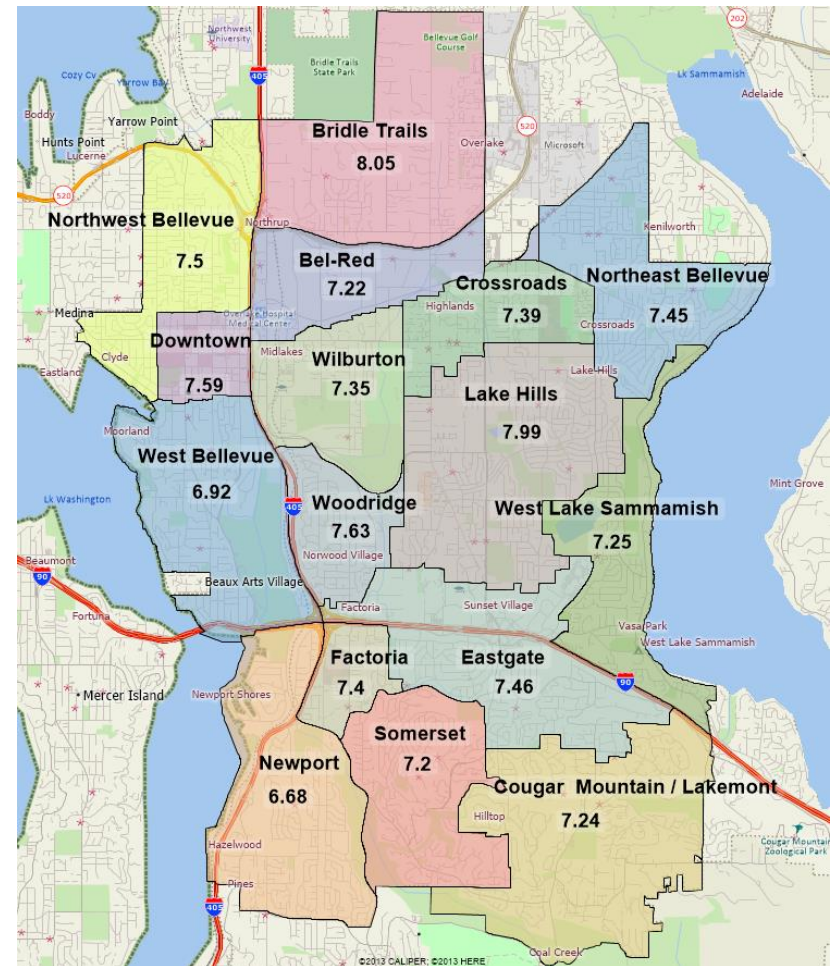
UTIL3—Overall, how satisfied are you as a customer of the Bellevue Utilities Department?
 ↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.
 Mean based on eleven-point scale where “0” means “Very dissatisfied” and “10” means “Very satisfied”
 Base: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

Table 29: Satisfaction with Utilities by Neighborhood

	Dissatisfied	Neutral	Somewhat	Very Satisfied	Mean	Sample Size
Bel-Red	0%	24%	49%	27%	7.22	(n=5)
Bridle Trails	8%	2%	38%	52%	8.05	(n=32)
Cougar						
Mountain / Lakemont	11%	10%	50%	30%	7.24	(n=42)
Crossroads	0%	27%↑	48%	25%	7.39	(n=32)
Downtown	8%	9%	46%	37%	7.59	(n=107)
Eastgate	9%	4%	64%	23%	7.46	(n=23)
Factoria	5%	10%	48%	37%	7.40	(n=13)
Lake Hills	5%	3%	47%	45%	7.99	(n=68)
Newport	23%	6%	51%	20%	6.68	(n=25)
Northeast Bellevue	12%	10%	39%	39%	7.45	(n=51)
Northwest Bellevue	7%	17%	50%	26%	7.50	(n=34)
West Lake Sammamish	9%	3%	60%	28%	7.25	(n=25)
Somerset	11%	0%	58%	31%	7.20	(n=36)
West Bellevue	16%	4%	60%	20%	6.92	(n=28)
Wilburton	3%	19%	47%	32%	7.35	(n=21)
Woodridge	2%	10%	50%	37%	7.63	(n=22)

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 38: Satisfaction with Utilities by Neighborhood



Maps illustrate differences in mean ratings by neighborhood.

Key Drivers Analysis (explained in more detail on [page 59](#)) shows that two of the five services have a significant influence on overall satisfaction with Bellevue utilities:

- Providing water that is safe and healthy to drink. This has the largest impact and performs well.
- Providing effective drainage programs, including flood control. Performance in this area is relatively low—the second lowest of the five utilities-related attributes.

Table 30: Key Drivers of Overall Satisfaction with Bellevue Utilities

	Impact on Overall Satisfaction	2013	2014	2015	2016	2017	2018
Providing water that is safe and healthy to drink	39.46*	8.73	9.07↑	8.94	8.81	8.74	8.71
Providing effective drainage programs, including flood control	36.21*	7.96	8.20	7.98	8.11	7.88	7.95
Providing reliable uninterrupted sewer service	13.77	8.95	9.00	9.05	9.02	8.82↓	8.86
Maintaining an adequate and uninterrupted supply of water	7.20	9.10	9.23	9.13	9.09	8.96	9.03
Protecting and restoring Bellevue’s streams, lakes, and wetlands	3.36	7.95	8.06	8.01	8.05	7.99	7.92

* 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

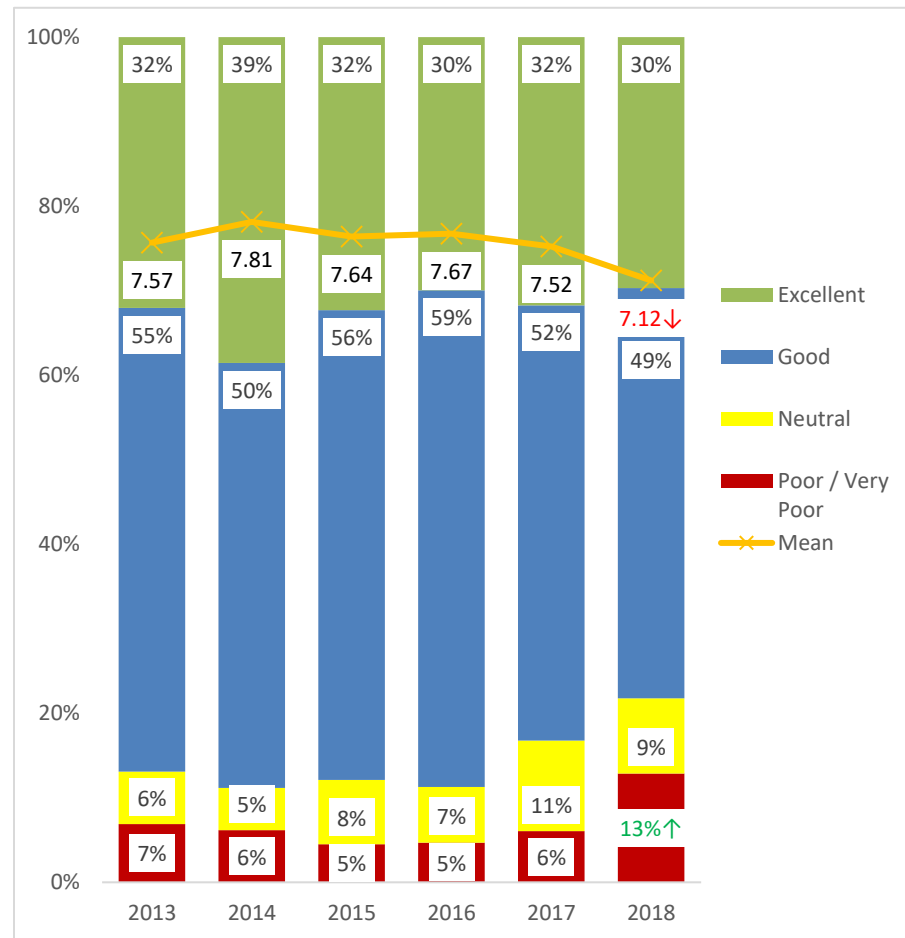
VALUE OF BELLEVUE UTILITY SERVICES

Overall ratings for Value Received by Utilities has remained consistent for several years.

As seen in previous years, residents living in single-family homes provide significantly **lower** ratings than residents living in multi-family homes.

The story behind Value Received is similar to that of overall satisfaction with Bellevue Utilities, with residents 55 and older as well as non-minority residents experiencing year over year decreases in their ratings.

Figure 39: 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"

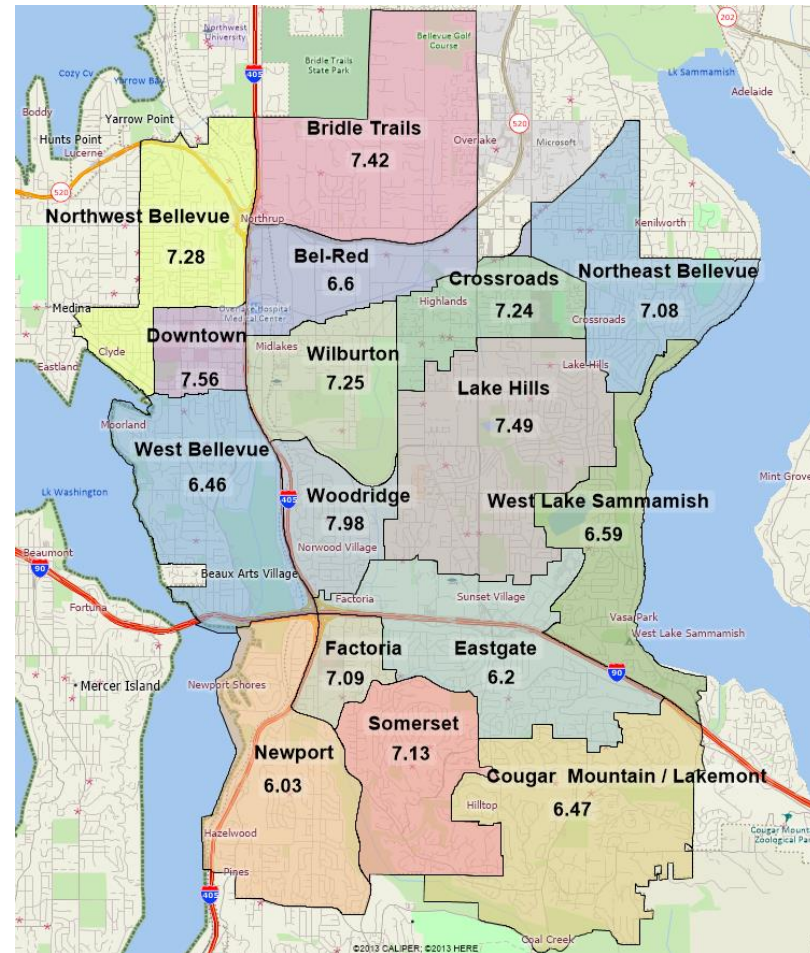
Base: All respondents

Table 31: Value of Bellevue Utility Services by Neighborhood

	Not Getting	Neutral	Getting	Definitely Getting	Mean	Sample Size
Bel-Red	24%	0%	49%	27%	6.60	(n=5)
Bridle Trails	13%	8%	39%	40%	7.42	(n=32)
Cougar						
Mountain / Lakemont	18%	5%	59%	17%	6.47	(n=42)
Crossroads	7%	15%	49%	29%	7.24	(n=32)
Downtown	9%	7%	47%	37%	7.56	(n=107)
Eastgate	30%	11%	42%	17%	6.20	(n=23)
Factoria	5%	17%	47%	31%	7.09	(n=13)
Lake Hills	13%	6%	40%	41%	7.49	(n=68)
Newport	27%	0%	57%	17%	6.03	(n=25)
Northeast Bellevue	13%	9%	49%	29%	7.08	(n=51)
Northwest Bellevue	7%	16%	47%	30%	7.28	(n=34)
West Lake Sammamish	16%	0%	73%	10%	6.59	(n=25)
Somerset	11%	6%	56%	27%	7.13	(n=36)
West Bellevue	19%	12%	38%	31%	6.46	(n=28)
Wilburton	3%	25%	41%	32%	7.25	(n=21)
Woodridge	2%	3%	57%	37%	7.98	(n=22)

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 40: Value of Bellevue Utility Services by Neighborhood



Maps illustrate differences in mean ratings by neighborhood.

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CODE ENFORCEMENT

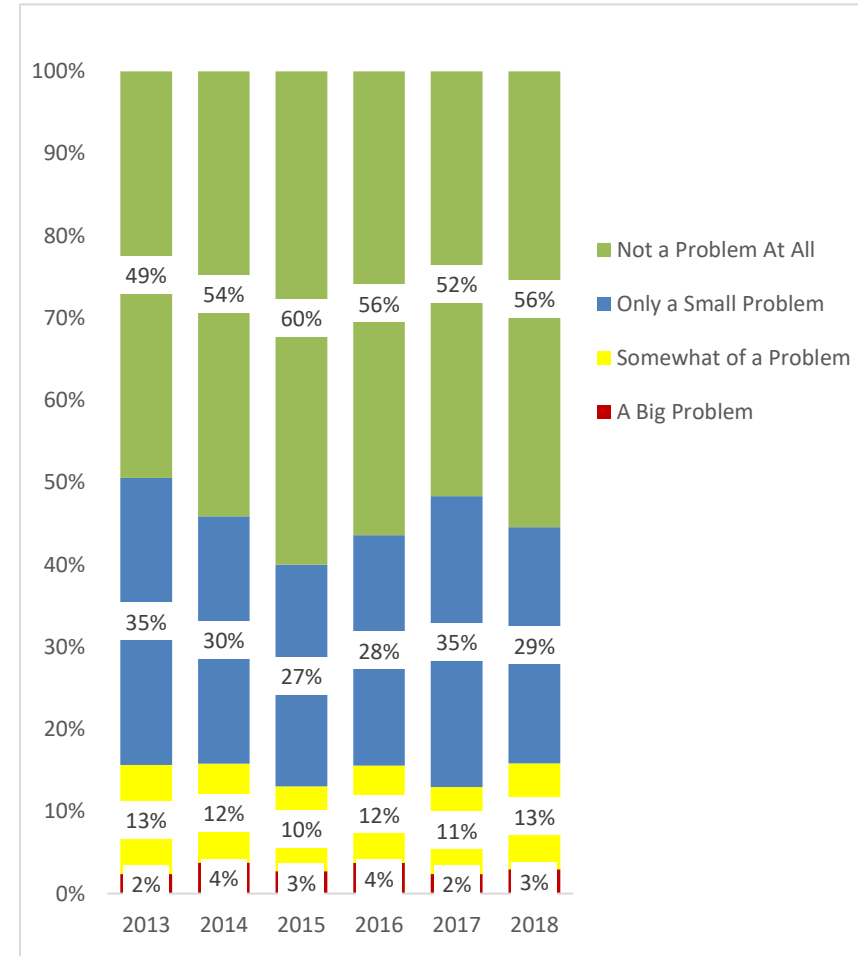
CODE ENFORCEMENT

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.

Table 32: Problems with Nuisance Lots by Neighborhood

	No Problem	Small Problem	Somewhat Problem	Big Problem	Sample Size
Bel-Red	84%	16%	0%	0%	(n=5)
Bridle Trails	53%	44%	3%	0%	(n=32)
Cougar					
Mountain / Lakemont	80%↑	14%	4%	2%	(n=42)
Crossroads	58%	23%	11%	8%	(n=32)
Downtown	63%	31%	4%↓	1%	(n=107)
Eastgate	29%	52%	19%	0%	(n=23)
Factoria	32%	26%	36%	6%	(n=13)
Lake Hills	49%	33%	15%	4%	(n=68)
Newport	18%↓	64%↑	18%	0%	(n=25)
Northeast Bellevue	47%	22%	18%	13%↑	(n=51)
Northwest Bellevue	54%	14%	29%	3%	(n=34)
West Lake Sammamish	75%	17%	8%	0%	(n=25)
Somerset	50%	28%	22%	0%	(n=36)
West Bellevue	54%	17%	30%↑	0%	(n=28)
Wilburton	71%	20%	9%	0%	(n=21)
Woodridge	54%	36%	6%	3%	(n=22)

Figure 41: 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, weed lots, and abandoned vehicles were listed as top issues, though results varied across neighborhoods.

Table 33: Specific Code Enforcement Issues by Neighborhood

	Abandoned shopping carts	Dilapidated buildings	Weed lots	Abandoned automobiles	Graffiti	Junk logs	Homeless Issues	Poorly maintained roads	Litter	Nothing	Sample Size
Overall	35%	23%	21%	18%	15%	12%	2%	2%	2%	19%	(n=252)
Bel-Red	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	(n=4)
Bridle Trails	40%	4%	12%	25%	0%	34%	3%	3%	0%	26%	(n=19)
Cougar											
Mountain / Lakemont	0%	17%	10%	0%	26%	0%	0%	0%	0%	43%	(n=33)
Crossroads	87%↑	0%	0%	13%	24%	8%	0%	0%	0%	5%	(n=17)
Downtown	51%	11%	23%	3%	22%	14%	1%	2%	2%	9%	(n=65)
Eastgate	43%	20%	12%	17%	10%	22%	4%	0%	4%	27%	(n=7)
Factoria	43%	15%	24%	43%	7%	7%	0%	0%	0%	0%	(n=3)
Lake Hills	34%	23%	13%	13%	6%	12%	2%	7%	2%	28%	(n=35)
Newport	9%	31%	32%	20%	12%	9%	0%	0%	0%	20%	(n=6)
Northeast Bellevue	34%	28%	25%	24%	23%	0%	0%	0%	0%	26%	(n=25)
Northwest Bellevue	36%	37%	24%	13%	16%	8%	8%	5%	4%	13%	(n=19)
West Lake Sammamish	46%	24%	11%	0%	23%	24%	7%	0%	0%	19%	(n=17)
Somerset	4%	23%	19%	35%	4%	30%	5%	5%	5%	27%	(n=21)
West Bellevue	31%	64%↑	45%	29%	24%	0%	0%	0%	0%	7%	(n=17)
Wilburton	29%	0%	22%	22%	9%	0%	0%	0%	9%	47%	(n=13)
Woodridge	13%	51%	39%	32%	17%	17%	7%	0%	0%	10%	(n=11)

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

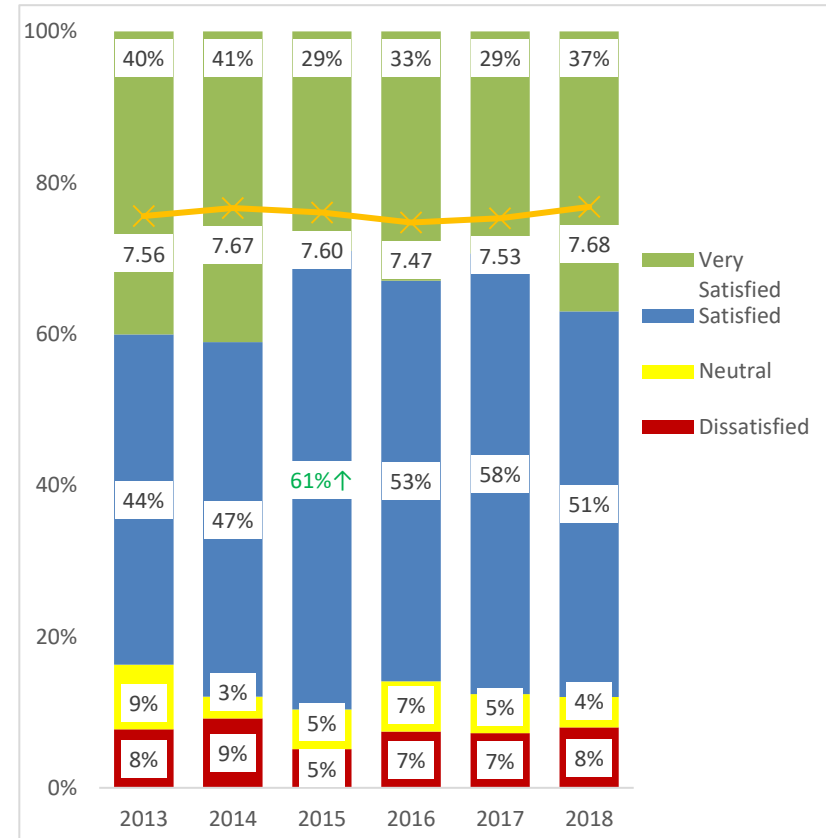
MAINTENANCE

The majority of Bellevue residents continue to be satisfied with the maintenance of sidewalks and walkways—this area has remained steady over the past 5 years. There are a few differences by neighborhood, with Eastgate and Northeast Bellevue having lower scores than other neighborhoods.

Table 34: Maintenance of Sidewalks/Walkways by Neighborhood

	Dissatisfied	Neutral	Satisfied	Very Satisfied	Mean	Sample Size
Bel-Red	0%	0%	49%	51%	8.43	(n=5)
Bridle Trails	3%	5%	64%	28%	7.43	(n=32)
Cougar						
Mountain / Lakemont	2%	4%	50%	44%	8.02	(n=42)
Crossroads	0%	3%	46%	51%	8.56↑	(n=32)
Downtown	3%	4%	50%	43%	8.19↑	(n=107)
Eastgate	24%	10%	46%	21%	6.43↓	(n=23)
Factoria	0%	0%	50%	50%	8.61↑	(n=13)
Lake Hills	5%	1%	44%	50%	8.33↑	(n=68)
Newport	20%	3%	63%	14%	6.74	(n=25)
Northeast Bellevue	21%↑	2%	51%	26%	6.76↓	(n=51)
Northwest Bellevue	4%	4%	48%	45%	7.86	(n=34)
West Lake Sammamish	12%	3%	45%	41%	7.46	(n=25)
Somerset	14%	10%	58%	18%	7.02	(n=36)
West Bellevue	21%	5%	50%	24%	6.53	(n=28)
Wilburton	3%	4%	58%	36%	7.87	(n=21)
Woodridge	3%	5%	50%	43%	8.08	(n=22)

Figure 42: Satisfaction with Maintenance of Sidewalks and Walkways



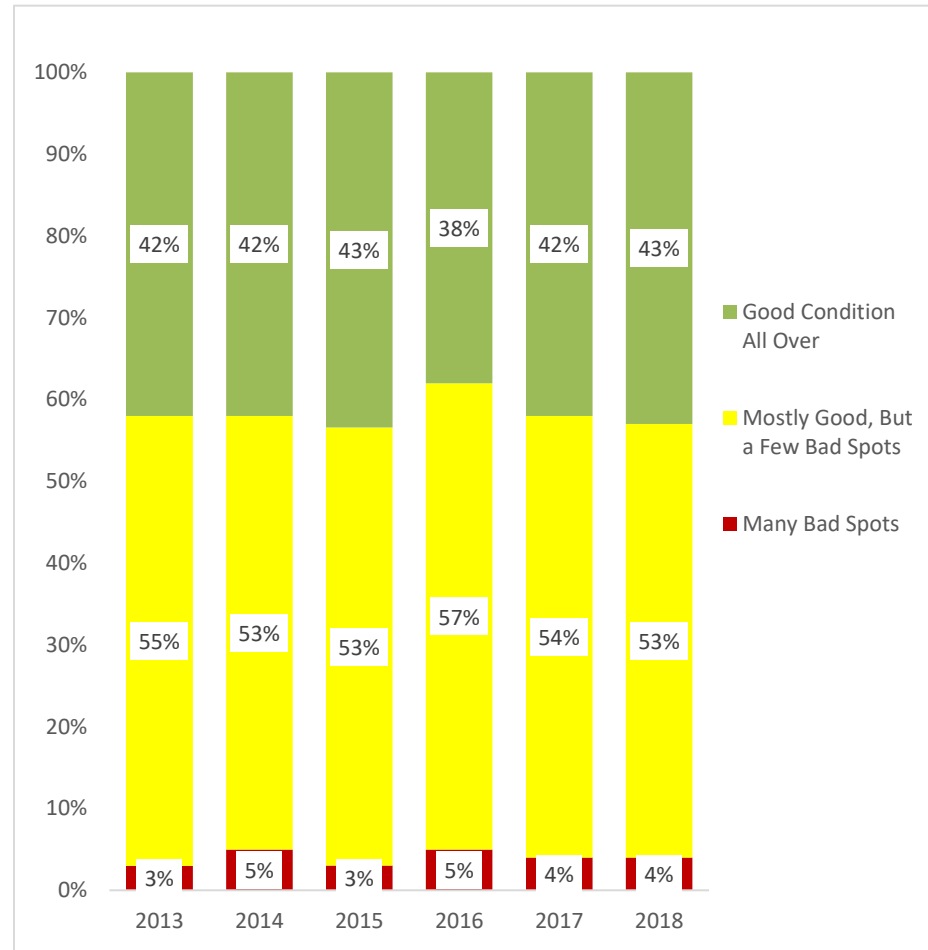
TRANS1—How satisfied are you with the city’s maintenance of its sidewalks and walkways?
 ↑ or ↓ Indicates a significant increase or decrease from the previous year at a 95% confidence level.
 Mean based on eleven-point scale where “0” means “Very dissatisfied” and “10” means “Very satisfied”
 Base: All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

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 35: Satisfaction with Streets and Roads by Neighborhood

	Many Bad Spots	Mostly Good	Good all Over	Sample Size
Bel-Red	84%	16%	0%	(n=5)
Bridle Trails	37%	61%	2%	(n=32)
Cougar				
Mountain / Lakemont	59%	39%	2%	(n=42)
Crossroads	62%	34%	3%	(n=32)
Downtown	64%↑	34%↓	1%	(n=107)
Eastgate	19%	76%	5%	(n=23)
Factoria	28%	72%	0%	(n=13)
Lake Hills	41%	55%	4%	(n=68)
Newport	21%	74%	4%	(n=25)
Northeast Bellevue	40%	56%	4%	(n=51)
Northwest Bellevue	40%	56%	4%	(n=34)
West Lake Sammamish	32%	52%	16%↑	(n=25)
Somerset	24%	72%	3%	(n=36)
West Bellevue	20%	65%	15%↑	(n=28)
Wilburton	37%	60%	3%	(n=21)
Woodridge	30%	63%	7%	(n=22)

Figure 43: 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.
 Base: All Respondents

SATISFACTION WITH NEIGHBORHOOD STREET SWEEPING

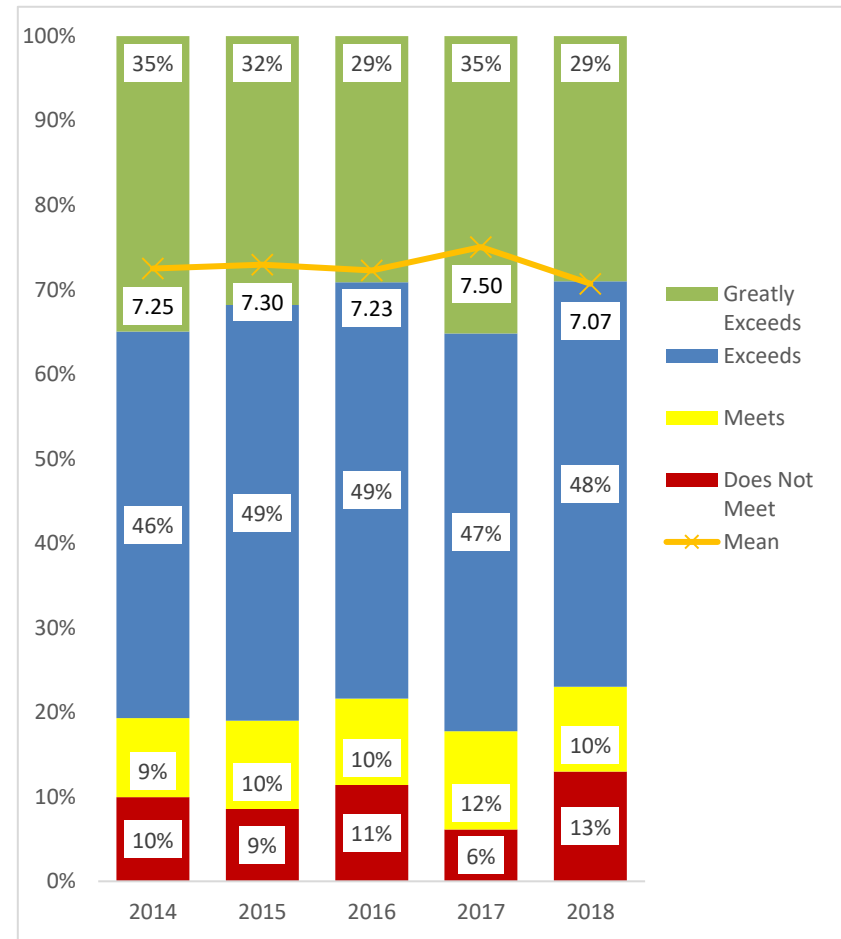
As in previous years, four out of five residents say that street sweeping exceeds their expectations.

There are few differences across neighborhoods.

Table 36: Satisfaction with Street Sweeping by Neighborhood

	Does not meet	Meets	Exceeds	Greatly Exceeds	Mean	Sample Size
Bel-Red	0%	0%	24%	76%	8.92	(n=3)
Bridle Trails	8%	4%	55%	32%	7.46	(n=22)
Cougar						
Mountain / Lakemont	4%	15%	58%	23%	7.18	(n=17)
Crossroads	7%	8%	39%	46%	7.80	(n=14)
Downtown	3%	5%	41%	51%↑	8.27↑	(n=41)
Eastgate	19%	31%	45%	5%	5.55↓	(n=22)
Factoria	11%	17%	57%	14%	6.68	(n=2)
Lake Hills	15%	9%	47%	29%	6.88	(n=42)
Newport	23%	9%	55%	12%	5.92	(n=17)
Northeast Bellevue	23%	16%	45%	17%	6.14↓	(n=21)
Northwest Bellevue	21%	10%	44%	26%	6.71	(n=23)
West Lake Sammamish	12%	8%	59%	22%	7.13	(n=14)
Somerset	16%	5%	59%	20%	6.56	(n=12)
West Bellevue	14%	19%	54%	13%	6.60	(n=13)
Wilburton	18%	19%	41%	23%	6.67	(n=9)
Woodridge	22%	8%	42%	27%	6.58	(n=9)

Figure 44: 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"

Base: All 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 regarding 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 and now also ranks near other Puget Sound communities.

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 37: 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	31%	>40%	>40%	>40%	>30%	>50%
	Mean	7.32					
Availability of Public Transportation	% Significantly Better	31%	>15%	>20%	>30%	>15%	>25%
	Mean	6.37					
Easy to Walk to Different Places	% Significantly Better	28%	>20%	>20%	>25%	>10%	>20%
	Mean	6.79					
Easy to Bicycle to Different Places	% Significantly Better	20%	>20%	>20%	>25%	>14%	>30%
	Mean	6.34					

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

Base: random selection Mobility

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 several years, yet still fall below 2013 and 2014 levels.

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

Table 38: Transportation Compared to Other Cities – Trended

		2013	2014	2015	2016	2017	2018
It is easy to get around by car	Significantly better than other cities	44%	43%	32%	30%	29%	31%
	Mean	7.71	7.89	7.32 ↓	7.24	7.32	7.32
Public transportation is available from where I live to where I need to go	Significantly better than other cities	26%	33%	33%	21%	26%	31%
	Mean	6.42	6.79	6.71	6.28	6.58	6.37
It is easy to walk to many different places in Bellevue	Significantly better than other cities	24%	25%	29%	27%	27%	28%
	Mean	6.63	6.56	6.81	6.86	6.94	6.79
It is easy to bicycle to many different places in Bellevue	Significantly better than other cities	18%	20%	22%	14%	16%	20%
	Mean	6.17	6.38	6.54	6.18	6.30	6.34

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

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

Mean based on eleven-point scale where “0” means “Significantly worse than other cities” and “10” means “Significantly better than other cities”

Base: random selection Mobility

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PUBLIC SAFETY

PERCEPTIONS OF SAFETY IN NEIGHBORHOODS AND DOWNTOWN

There have been two changes compared with the previous year regarding safety in Bellevue—decreases in safety during the day for both downtown and in the neighborhood. Both are the result of a shift from “Very” Safe to just “Safe”.

In both cases the decline is due to decreased year over year impressions of safety among residents age 35 or older, as well white alone (non-Hispanic) residents.

Table 39: Respondents Who Feel **Unsafe** by Neighborhood

	Unsafe Day	Unsafe Night	Sample Size
Bel-Red	24%	24%	(n=5)
Bridle Trails	9%	6%	(n=32)
Cougar Mountain / Lakemont	0%	0%	(n=42)
Crossroads	0%	3%	(n=32)
Downtown	1%	2%	(n=107)
Eastgate	0%	4%	(n=23)
Factoria	6%	6%	(n=13)
Lake Hills	2%	9%	(n=68)
Newport	16%	19%	(n=25)
Northeast Bellevue	2%	9%	(n=51)
Northwest Bellevue	0%	14%	(n=34)
West Lake Sammamish	2%	2%	(n=25)
Somerset	2%	2%	(n=36)
West Bellevue	2%	5%	(n=28)
Wilburton	12%	12%	(n=21)
Woodridge	0%	0%	(n=22)

*Use caution, small sample sizes

Table 40: Perceptions of Safety in Neighborhoods and Downtown

		2013	2014	2015	2016	2017	2018
Walking alone in downtown business area during the day	% Very Safe	81%	85%	78%↓	79%	79%	72%
	% Safe	18%	14%	22%↑	19%	20%	25%
	% Not safe	1%	1%	0%	0%	0%	1%
	Mean	9.28	9.38	9.25	9.19	9.20	8.93↓
Walking alone in neighborhood in general	% Very Safe	59%↓	70%↑	65%	63%	67%	58%
	% Safe	37%↑	26%↓	32%	33%	30%	38%
	% Not safe	3%	1%	2%	2%	1%	3%
	Mean	8.59	8.88↑	8.74	8.66	8.84	8.53↓
Walking alone in neighborhood after dark	% Very Safe	39%	46%	43%	39%	40%	40%
	% Safe	48%	40%	43%	45%	47%	51%
	% Not safe	9%	10%	8%	7%	6%	6%
	Mean	7.66	7.76	7.82	7.65	7.83	7.92
Walking alone in downtown business area after dark	% Very Safe	37%	43%	38%	39%	36%	32%
	% Safe	51%	44%	48%	47%	52%	54%
	% Not safe	6%	6%	6%	7%	7%	8%
	Mean	7.79	7.83	7.77	7.67	7.69	7.55

↑ 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

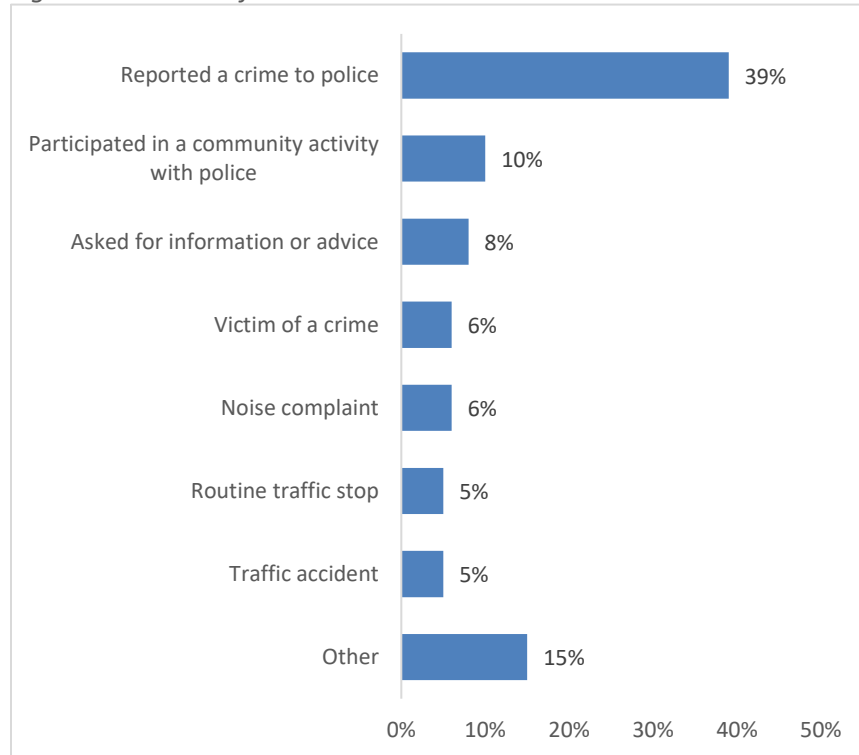
POLICE CONTACT

Eleven percent (11%) 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 2017. Of those, sixty-eight percent (68%) 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, to participate in a community activity, or to ask for information or advice.

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

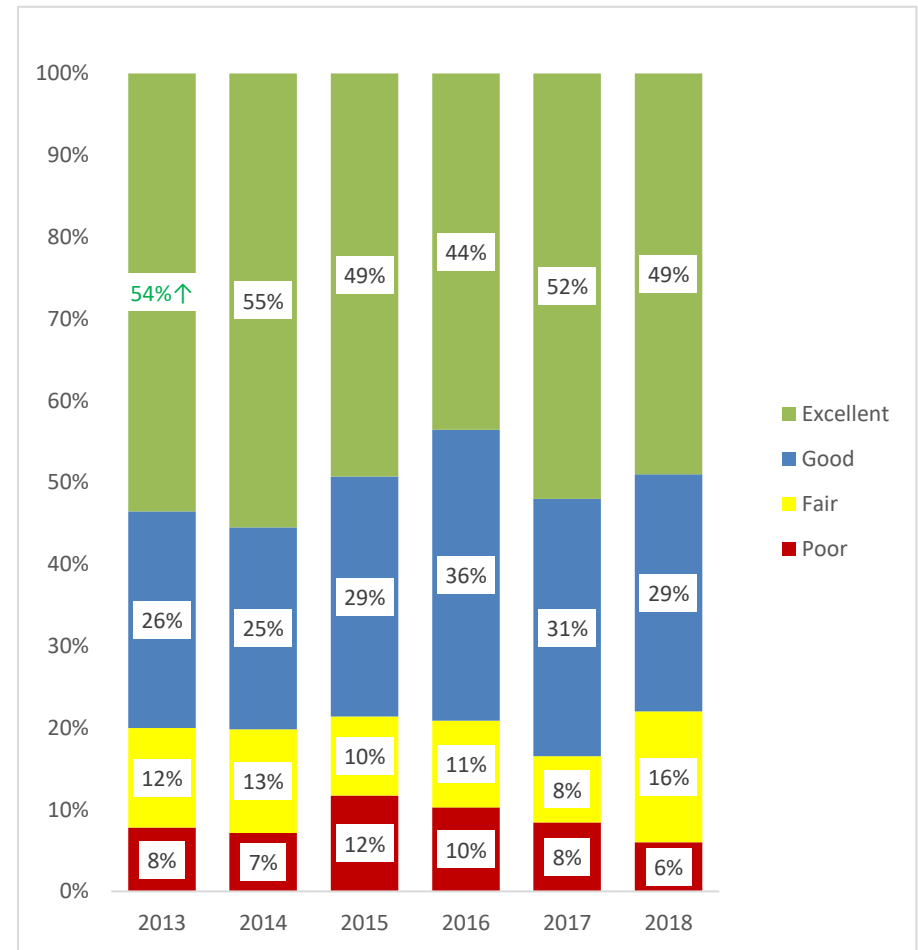
Figure 45: Nature of Police Contact



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

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

Figure 46: 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

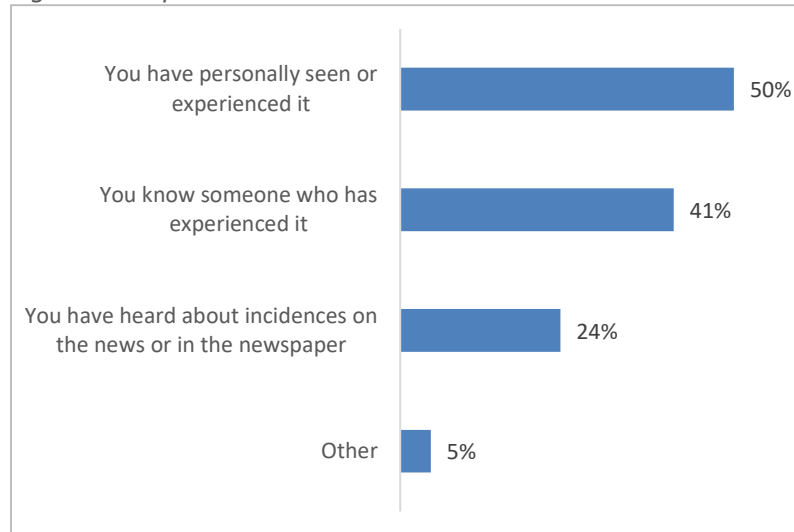
CRIME-RELATED PROBLEMS

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, residential burglary, and traffic offenses.

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

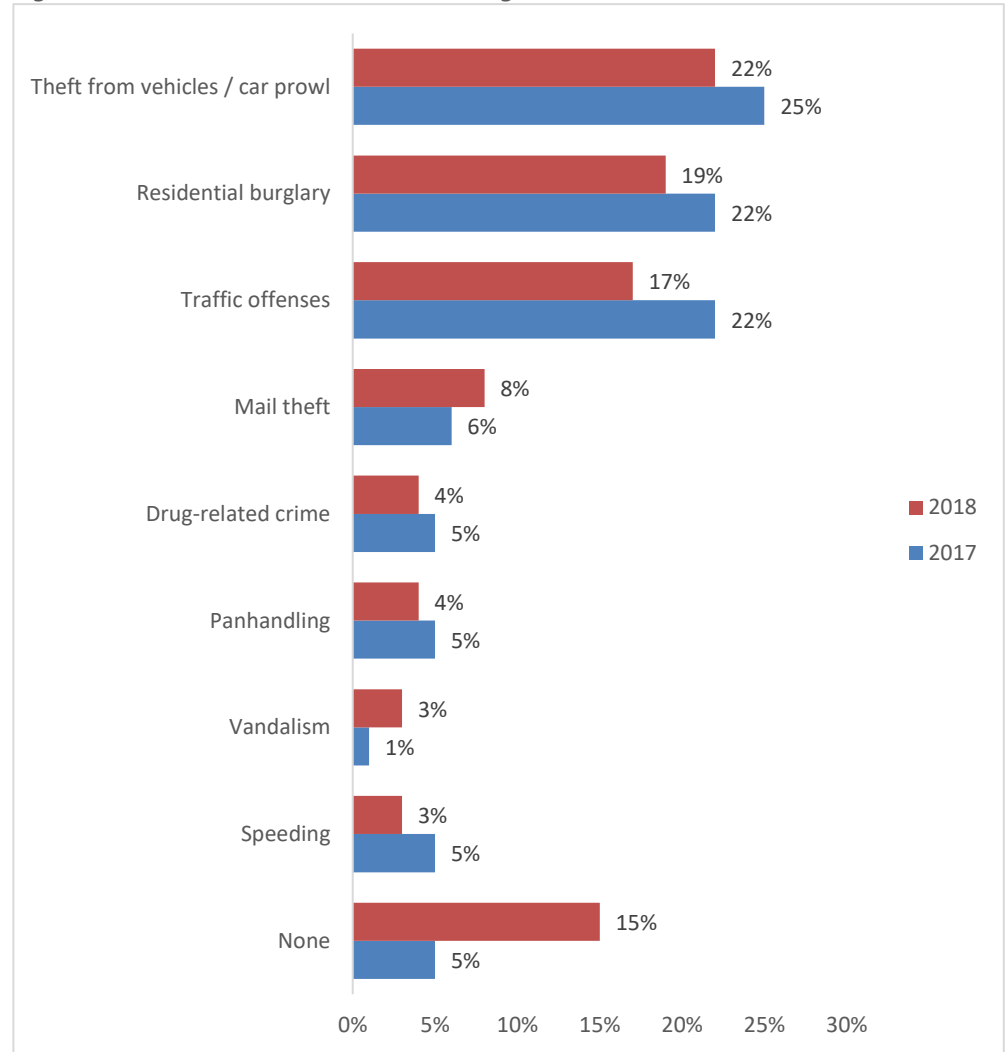
Figure 47: Experience with Crime-Related Problems



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

Base: Residents who report problems in their neighborhood

Figure 48: Police-Related Problems in Neighborhoods



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

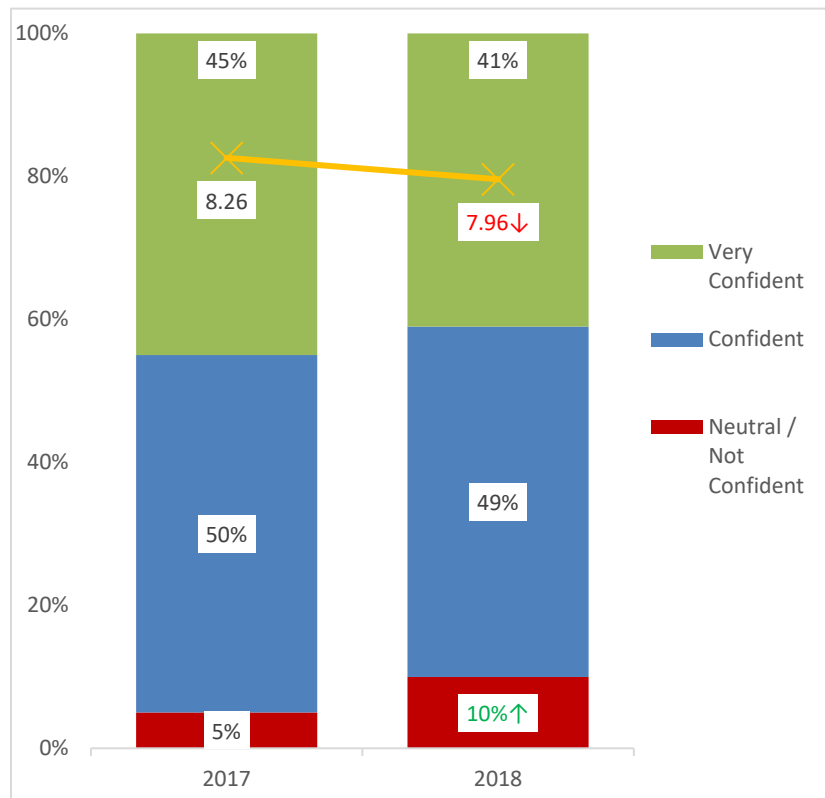
Base: All respondents

PROFESSIONALISM OF AND CONFIDENCE IN POLICE DEPARTMENT

While confidence in police decreased compared to 2017, nine-in-ten residents state they are “Confident” or “Very” confident that the Police Department can handle emergencies in an effective manner.

The decreases are seen among older residents (55+), white alone residents (non-Hispanic), and residents with household incomes over \$150,000.

Figure 49: Confidence in Bellevue’s Police Department

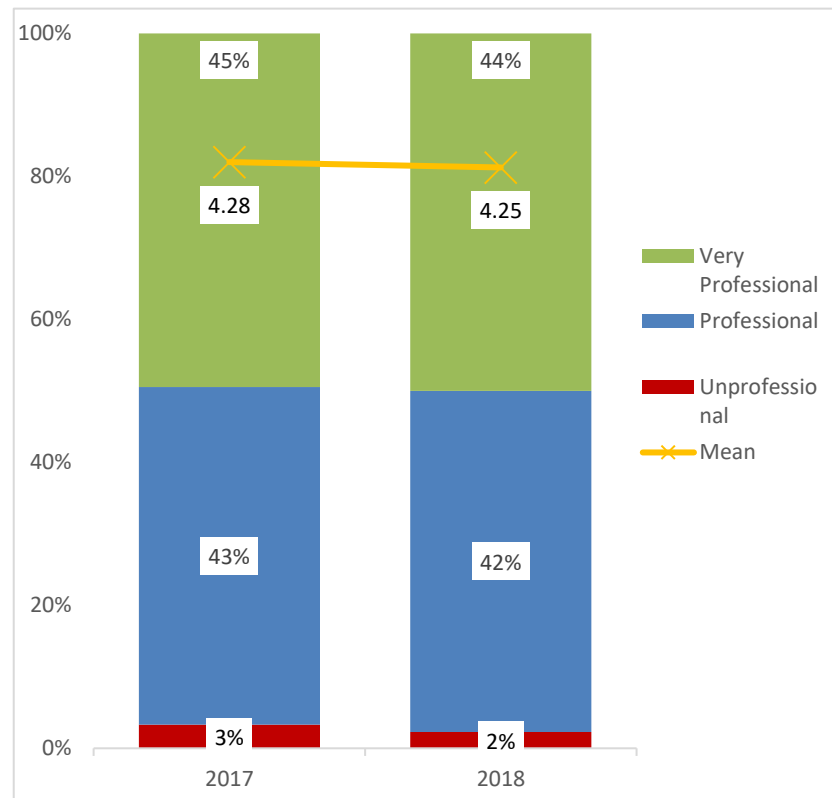


CRIME6— How confident are you in the ability of Bellevue’s Police Department to handle emergencies in an effective manner?

Base: All respondents

Residents also rated the professionalism of Bellevue’s police officers and employees. Just as in 2017, residents provide very high ratings of professionalism.

Figure 50: Professionalism of Bellevue’s Police Officers / Employees



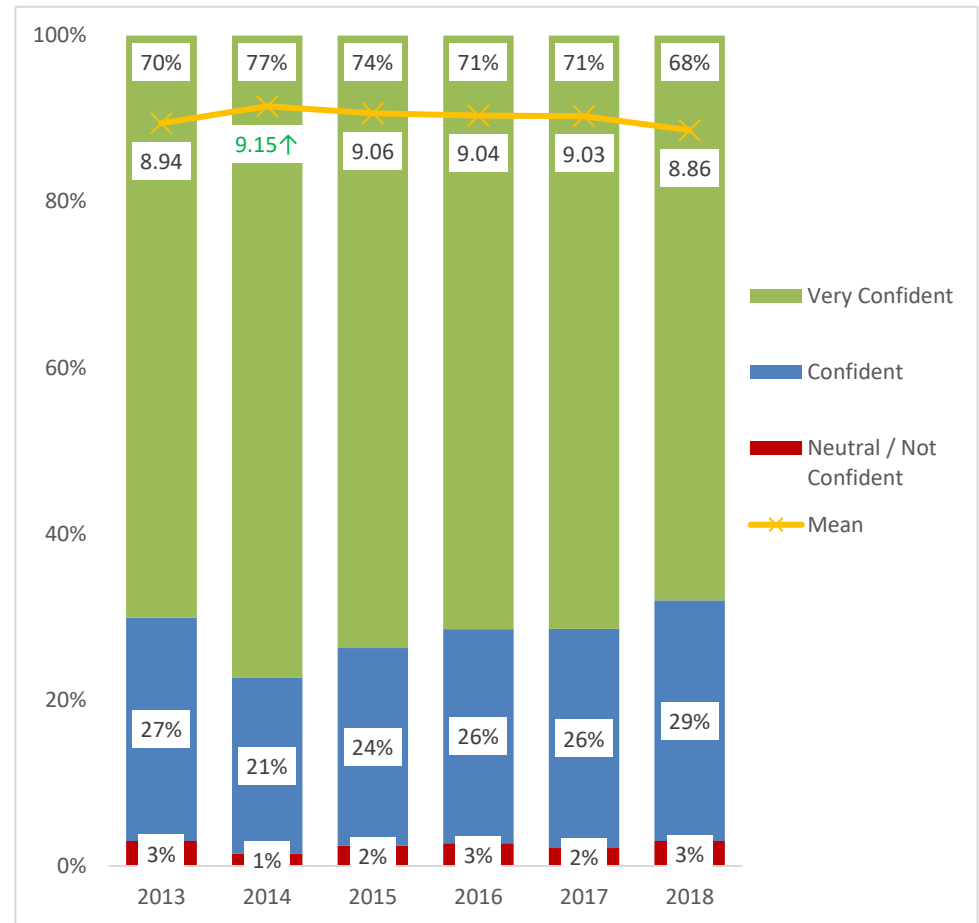
CRIME7— Overall, how would you rate the professionalism of Bellevue’s police officers and police employees?

Base: All respondents

CONFIDENCE IN FIRE DEPARTMENT

Nearly all residents have confidence in the Bellevue Fire Department. This has been consistent for several years.

Figure 51: 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 7.9 days.

Table 41: Length of Food, Water, and Medication Supplies During a Disaster

0-2 days	18%
3 days	15%
4 days	5%
5 days	14%
6-7 days	23%
8-14 days	15%
15+ days	9%

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

Base: Randomly selected respondents

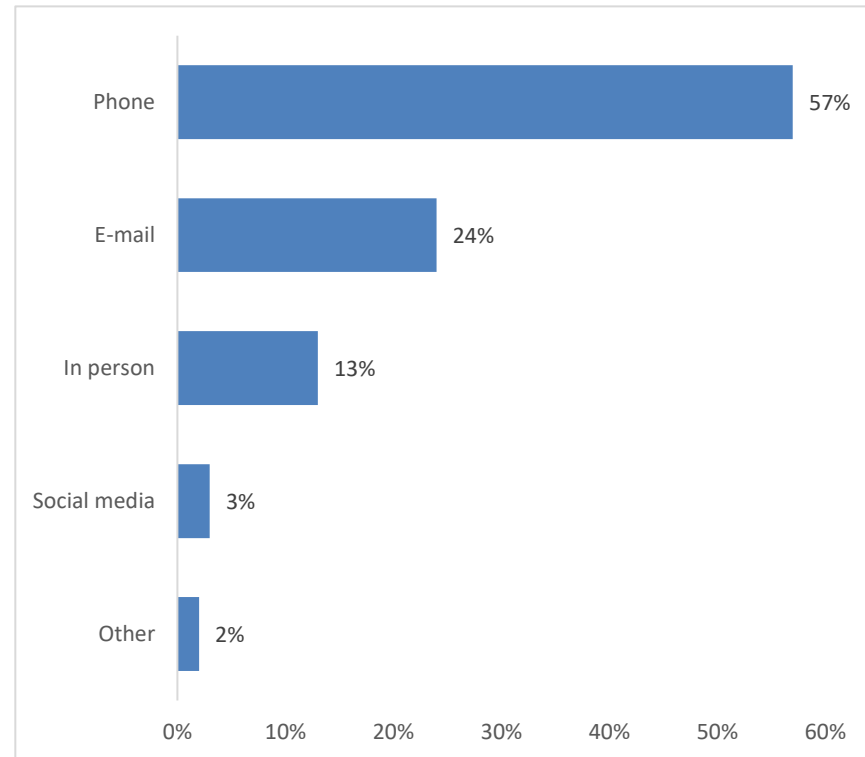
COMMUNICATIONS AND TECHNOLOGY

CONTACT WITH BELLEVUE EMPLOYEES

One in five Bellevue residents (20%) have had contact with a city employee in the past 12 months.

The most common contact mode continues to be by phone.

Figure 52: Contact with Bellevue Employees



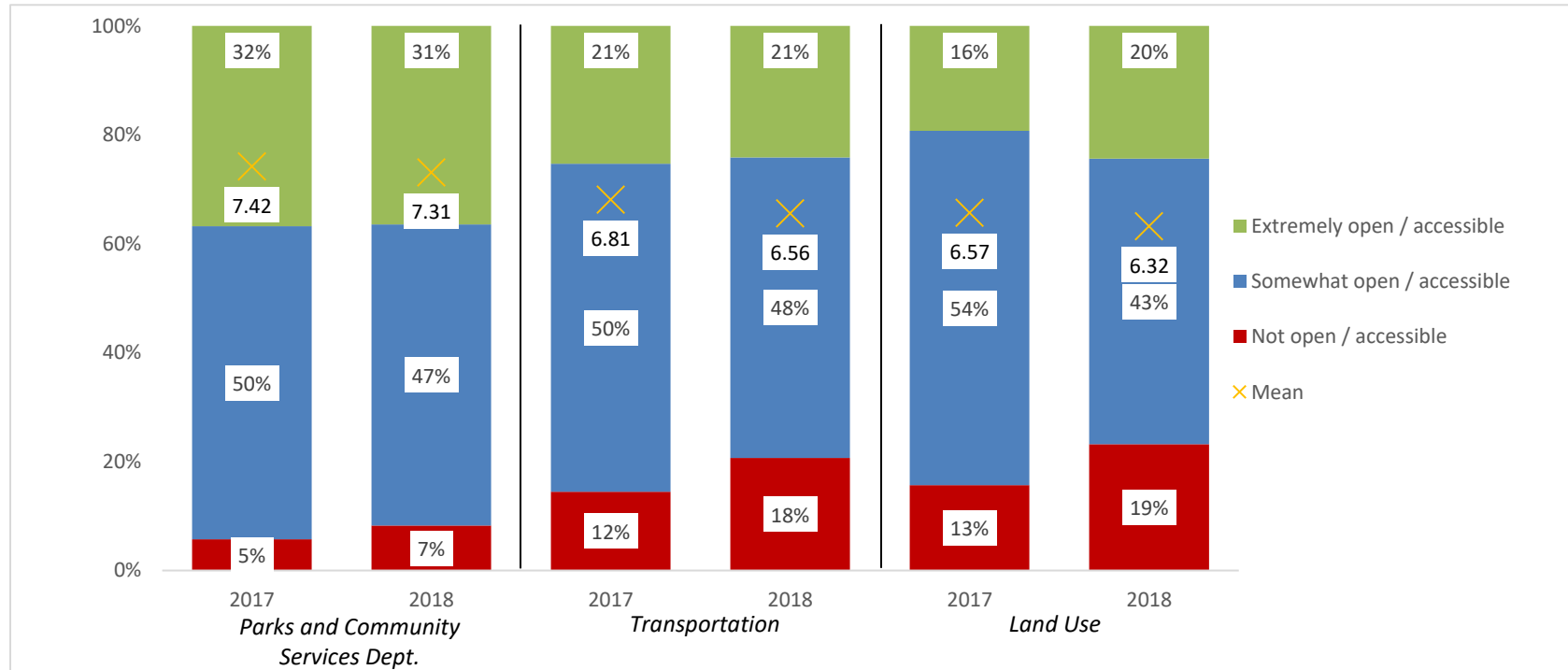
INTERACT1—Was that contact...
Base: Respondents who had contact

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. The 2018 results are consistent with those found in 2017.

- 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 53: 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”

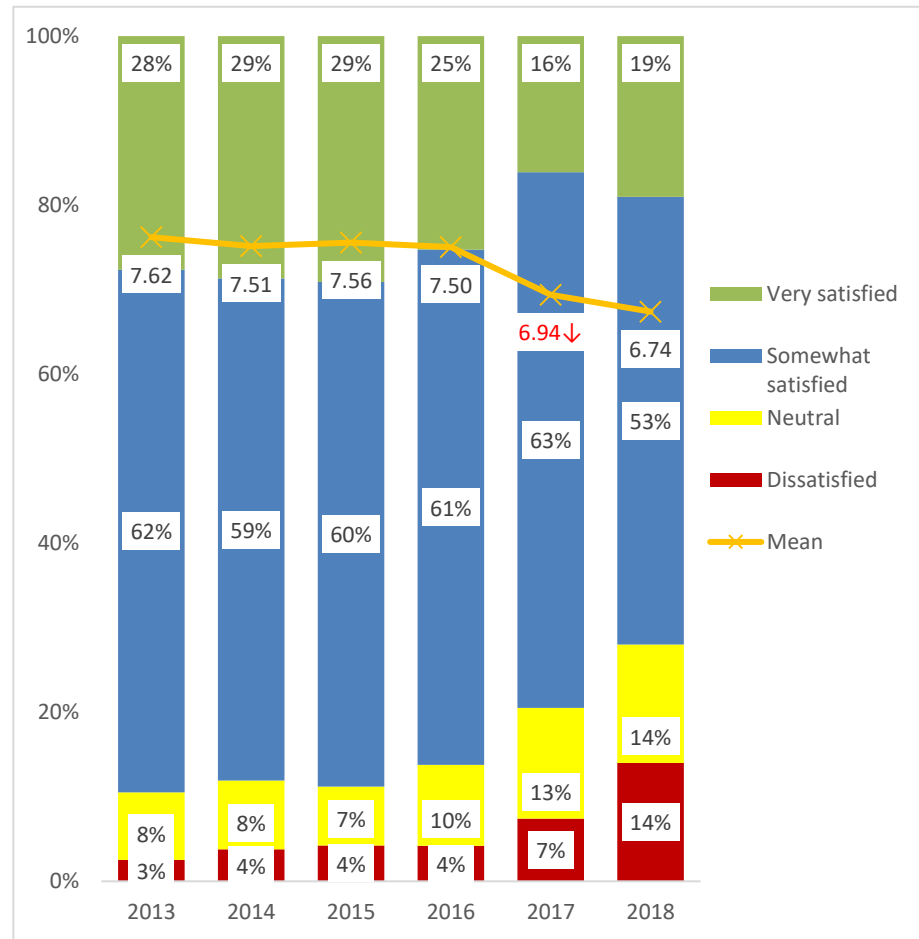
Base: All respondents

CITY WEBSITE

Forty-one percent (41%) of Bellevue residents say they have used the city’s website in the past 12 months.

After dropping in 2017, overall satisfaction with the website has remained steady between 2017 and 2018.

Figure 54: 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. Beginning 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 42: 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	8%	46%	70%	48%	9%	54%	81%	54%	46%
Primarily use a cell phone	18%	35%	16%	21%	16%	30%	17%	21%	17%
Use landline and cell phone	46%	15%	11%	21%	46%	13%	9%	17%	21%
Primarily use a landline	21%	4%	2%	7%	20%	3%	2%	6%	10%
Only have a landline	8%	0%	1%	3%	8%	1%	1%	2%	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 43: 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	41%	54%	61%	Single-Family	75%	81%	65%	18 to 34	1%	8%	30%
Female	59%	46%	39%	Multi-Family	22%	81%	33%	35 to 54	21%	45%	42%
								55+	78%	47%	28%

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 2018.

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

	2018 Performance Survey (unweighted)	2018 Performance Survey (weighted)	Bellevue Population*	2017 Performance Survey (weighted)	2016 Performance Survey (weighted)	2015 Performance Survey (weighted)	2014 Performance Survey (weighted)
Gender							
Male	54%	50%	50%	49%	50%	51%	51%
Female	46%	50%	50%	51%	50%	49%	49%
Age**							
18–34	16%	28%	28%	28%	28%	29%	29%
35–54	38%	38%	38%	38%	38%	37%	37%
55 Plus	46%	34%	34%	34%	34%	34%	34%
Household Size							
Single Adult	30%	29%	26%	24%	23%	21%	30%
Two or More Adults	70%	71%	74%	76%	77%	49%	70%
Children in Household							
None	74%	72%	69%	66%	68%	69%	66%
One or More	26%	28%	31%	30%	32%	31%	34%
Dwelling Type							
Single-Family	57%	55%	51%	52%	53%	53%	49%
Multi-Family	43%	45%	49%	48%	47%	46%	51%
Home Ownership							
Own	68%	64%	56%	60%	65%	65%	66%
Rent	32%	36%	44%	40%	35%	35%	34%
Income							
Less than \$35,000	5%	4%	16%	6%	7%	5%	12%
\$35,000–\$75,000	18%	14%	21%	21%	18%	22%	20%
\$75,000–\$150,000	37%	40%	32%	39%	38%	40%	37%
\$150,000 or Greater	39%	42%	30%	34%	37%	33%	31%
Race/Ethnicity							
White (<i>not Hispanic</i>)	68%	65%	61%	65%	66%	78%	81%
Asian (<i>with any other race</i>)	23%	25%	36%	28%	31%	21%	18%
African American	6%	1%	4%	1%	1%	2%	1%
Other	2%	2%	4%	6%	1%	4%	4%
% Hispanic (<i>multiple responses</i>)	3%	3%	7%	4%	2%	3%	6%
Years Lived in Bellevue							
0–3	22%	28%		23%	27%	26%	27%
4–9	20%	20%	n.a.	25%	23%	19%	20%
10 or More	59%	52%		52%	50%	55%	54%
Mean	18.5 yrs	16.2 yrs		16.9 yrs	14.3 yrs	16.2 yrs	15.4 yrs
Language Spoken at Home							
English only	54%	51%	59%	50%	60%	74%	73%
Other than English	46%	49%	41%	50%	40%	26%	27%

*Source for population figures: All data are 2016 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		By Neighborhood
All Respondents		
2013 (n = 518)		Bel-Red (n=5, nw=5)
2014 (n = 491)		Bridle Trails (n=32, nw=33)
2015 (n = 516)		Cougar Mountain / Lakemont (n=42, nw=40)
2016 (n = 511)		Crossroads (n=32, nw=31)
2017 (n = 511)		Downtown (n=107, nw=115)
2018 (n = 564)		Eastgate (n=23, nw=22)
Groups of Respondents		Factoria (n=13, nw=14)
KCI Safe		Lake Hills (n=68, nw=56)
2013 (n = 288, n _w weighted = 297)	2016 (n = 302, n _w weighted = 283)	Newport (n=25, nw=23)
2014 (n = 286, n _w weighted = 278)	2017 (n = 316, n _w weighted = 295)	Northeast Bellevue (n=51, nw=51)
2015 (n = 292, n _w weighted = 292)	2018 (n = 272, n _w weighted = 267)	Northwest Bellevue (n=34, nw=30)
KCI Healthy		West Lake Sammamish (n=25, nw=27)
2013 (n = 225, n _w weighted = 234)	2016 (n = 236, n _w weighted = 217)	Somerset (n=36, nw=34)
2014 (n = 225, n _w weighted = 214)	2017 (n = 280, n _w weighted = 238)	West Bellevue (n=28, nw=32)
2015 (n = 211, n _w weighted = 213)	2018 (n = 270, n _w weighted = 266)	Wilburton (n=21, nw=25)
KCI Engaged		Woodridge (n=22, nw=21)
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)	
2015 (n = 516, n _w weighted = 516)	2018 (n = 564, n _w weighted = 654)	
KCI Competitive		
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)	
2015 (n = 211, n _w weighted = 213)	2018 (n = 270, n _w weighted = 266)	
KCI Mobility		
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)	
2015 (n = 290, n _w weighted = 291)	2018 (n = 270, n _w weighted = 269)	
KCI Neighborhoods		
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)	
2015 (n = 211, n _w weighted = 213)	2018 (n = 295, n _w weighted = 294)	

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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 45: 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 46: Response Rates by Mode – Resident Survey

	LANDLINE	CELL PHONE	TOTAL PHONE	EMAIL-TO- ONLINE	SNAIL MAIL- TO-ONLINE	GRAND TOTAL
TOTAL COMPLETED INTERVIEWS	106	94	200	115	249	564
RESPONSE RATE	19.93%	5.79%	10.40%	2.18%	5.95%	4.22%
CONTACT RATE	38.02%	17.22%	24.73%	74.61%	97.20%	59.72%
COOPERATION RATE	60.52%	37.12%	47.37%	2.92%	6.12%	7.12%

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

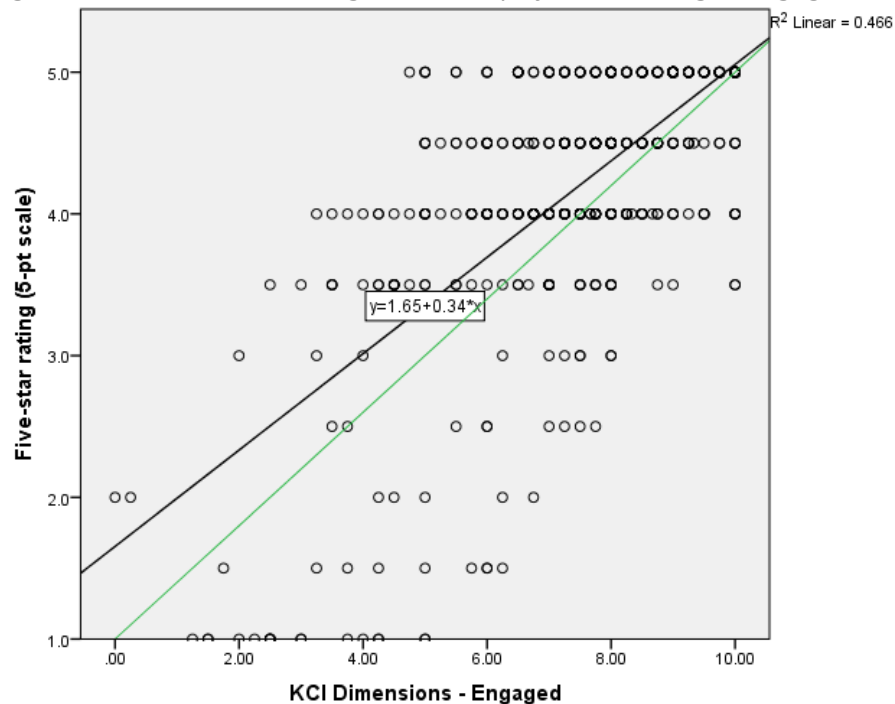
ENGAGED COMMUNITY – WHY IT IS A KEY DRIVER

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. Note the general trend that as Engaged Community scores increase, so does the Star Rating.

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

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

Figure 55: Scatter Plot Showing Relationship of 5-Star Rating to Engaged Community

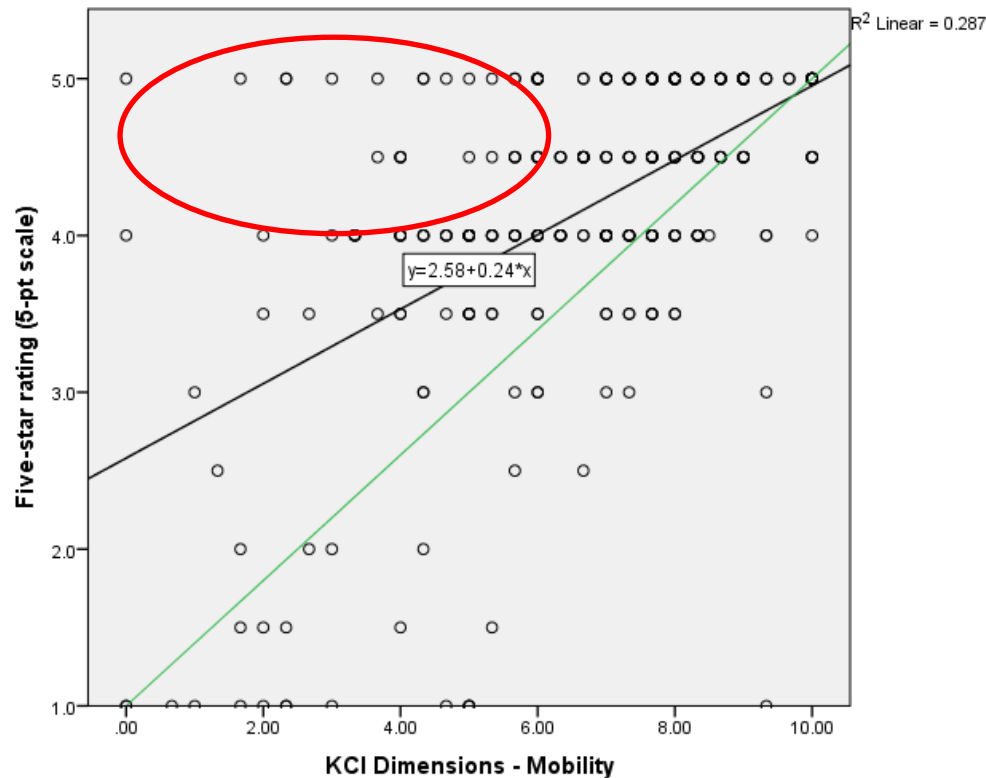


IMPROVED MOBILITY – WHY IT IS NOT A KEY DRIVER

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



APPENDIX VII —QUESTIONNAIRE

**CITY OF BELLEVUE, WA 2018 PERFORMANCE MEASURES SURVEY
NWRG Project Number: BEL_2018_Performance_Measures**

VERSION DATE: 01/30/2018

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"/>

2018 Project Quotas

<u>Sample Size</u>	<u>n=500</u>			
	<u>2018 Sample Plan</u>			
	<u>% of Bellevue Population</u>	<u>Minimum n</u>	<u>Maximum n</u>	<u>% of Sample</u>
<u>Males 18+</u>	50%	227		45%
<u>Females 18+</u>	50%		273	55%
<u>Males 18 - 34</u>	17%	60		12%
<u>Males 35 – 54</u>	19%			
<u>Males 55+</u>	15%		98	20%
<u>Females 18 – 34</u>	14%	44		9%
<u>Females 35 - 54</u>	18%			
<u>Females 55+</u>	18%		114	23%
<u>Single Family</u>	50%		275	55%
<u>Multi-Family</u>	50%	225		45%
<u>White Alone</u> <i>(not Hispanic)</i>	55%	Monitor Only		
<u>Not White Alone</u>	45%		Monitor Only	

2018 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
USERID	Unique login ID TO LOGIN TO THE WEBSITE. Not shared with client
SAMPLETYPE	Indicator for type of sample
	<p>SAMPLETYPE=01 Landline phone number attached - no email</p> <p>SAMPLETYPE=02 Cellular phone number attached - no email</p> <p>SAMPLETYPE=03 No phone number -no email</p> <p>SAMPLETYPE=04 Landline phone number attached - email address attached</p> <p>SAMPLETYPE=05 Cellular phone number attached - email address attached</p> <p>SAMPLETYPE=06 No phone number -email address attached</p>
PM OR BUDGET	Indicator for Selected Study
	<p>PM=Performance Measures</p> <p>Budget=Budget Survey</p>
TOMAIL	Indicator that this element was randomly selected to receive a mailer
SEND_EMAIL	Indicator that we need to send an email to this sample element
EMAIL_1	Primary Email Address for Household - Use this one first
EMAIL_2	Secondary Email Address for Household - Use if Bounce back on Email_1
AGE	Reference variable for estimated age of respondent
AGETARGET	Indicator to target for likelihood of age grouping (from sample and city)
	<p>AGETARGET=01 18 to 34</p> <p>AGETARGET=02 35 to 64</p> <p>AGETARGET=03 65 and older</p>
INCOMETARGET	Indicator that this may be a low income (<\$35k) household (from sample and city)
DWELLINGTYPE	Indicator for single vs. multifamily households
	<p>DWELLINGTYPE=01 Single family home</p> <p>DWELLINGTYPE=02 Multi-family home</p>

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
[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?
[WEB DISPLAY: "Please enter 999 if you prefer not to give your age."]
 ___ ENTER AGE [RANGE 18:99] **[IF UNDER 18 TERMINATE – THANK02]**
 998 DON'T KNOW
 999 PREFER NOT TO ANSWER

ASK AGE_CAT IF (AGE=998 | 999)

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

PROGRAMMER: CREATE VARIABLE, "AGEBAN" VALUE LABELS 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 LABES 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
[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:
RANDOMLY SPLIT PHONE RESPONDENTS INTO 2 EQUAL GROUPS**

KEY COMMUNITY INDICATORS
[NEW SECTION FOR TIMING]

SHOW KCI_INT THROUGH KCI_21 IF (GROUP=1)

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

- KCI_1** Is doing a good job planning for growth in ways that add value to your quality of life.
- KCI_2** Is doing a good job helping to create a competitive business environment that supports entrepreneurs and creates jobs.
- KCI_9** Fosters and supports a diverse community where all residents have the opportunity to live well, work and play.
- KCI_10** Is a visionary community in which creativity is fostered.
- KCI_18A** Is doing a good job of looking ahead to meet regional challenges.
- KCI_18B** Is doing a good job of looking ahead to meet local challenges.
- KCI_21** Is a good place to raise children

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

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

NEIGHBORHOODS

[NEW SECTION FOR TIMING]

SHOW HOOD1 THRU HOOD2 TO ALL RESPONDENTS

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

INTERVIEWER: PROBE FOR 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

SHOW HOOD_INT THROUGH KCI_15 IF (GROUP=2)

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

INTERVIEWER: PROBE FOR 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]

KCI_13A Bellevue has attractive and well-maintained neighborhoods.

KCI_13B Bellevue’s neighborhoods are safe.

KCI_14 I live in a neighborhood that supports families, particularly those with children.

KCI_15 I live in a neighborhood that provides convenient access to my day-to-day activities

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

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

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

PARKS

[NEW SECTION FOR TIMING]

SHOW PARKS1 THRU PARKS3D TO ALL RESPONDENTS

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

SHOW PARK_INT THROUGH KCI_5B IF (GROUP=2)

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

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

[RANDOMIZE DISPLAY ORDER OF KCI_12 THRU KCI_5B]

KCI_12 Can rightly be called a “City in a park.”

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

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

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

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

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

Strongly disagree										Strongly agree
0	1	2	3	4	5	6	7	8	9	10

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

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

UTILITIES

[NEW SECTION FOR TIMING]

SHOW UTIL1 THRU UTIL3 TO ALL RESPONDENTS

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

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

[RANDOMIZE DISPLAY ORDER OF UTIL1A THRU UTIL1E]

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

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

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

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

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

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

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

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

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

CODE ENFORCEMENT
[NEW SECTION FOR TIMING]

SHOW CODE1 TO ALL RESPONDENTS

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

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

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

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

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

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

[READ LIST AND CHECK ALL THAT APPLY]

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

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

TRANSPORTATION
[NEW SECTION FOR TIMING]

SHOW TRANS_1 THRU TRANS_4 TO ALL RESPONDENTS

TRANS_1 The next series of questions relates to the maintenance of Bellevue’s sidewalks and roads. Using a scale from 0 to 10 where “0” means “very dissatisfied” and “10” means “very satisfied”, how satisfied are you with the city’s maintenance of its sidewalks and walkways?

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

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

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

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

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

TRANS_4 Using a scale from 0 to 10 where “0” means “does not meet 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 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

SHOW TRANS_INT THROUGH KCI_8 IF (GROUP=1)

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

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

[RANDOMIZE DISPLAY ORDER OF KCI6 THRU KCI8]

- KCI_6** Provides a safe transportation system for all users.
- KCI_7** Allows for travel within the City of Bellevue in a reasonable and predictable amount of time
- KCI_8** Is doing a good job of planning for and implementing a range of transportation options.

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

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

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

SHOW TRANS_5 THRU TRANS_5D IF (GROUP=2)

TRANS_5 Using a scale from 0 to 10 where “0” means “much worse than other cities” and “10” means “significantly better than other cities”, from what you have experienced, seen, or heard, please rate Bellevue on each of the following...

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

[RANDOMIZE DISPLAY ORDER OF KCI6 THRU KCI8]

- TRANS5_A** It is easy to get around by car
- TRANS5_B** Public transportation is available from where I live to where I need to go
- TRANS5_C** It is easy to walk to many different places in Bellevue
- TRANS5_D** It is easy to bicycle to many different places in Bellevue

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

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

INFORMATION TECHNOLOGY
[NEW SECTION FOR TIMING]

SHOW WEB1 TO ALL RESPONDENTS

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

SHOW 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]

SHOW PS1 THRU CRIME1 TO ALL RESPONDENTS

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

SHOW 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

SHOW CRIME2 TO ALL RESPONDENTS

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)]

SHOW CRIME3 IF CRIME2=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**

SHOW CRIME4 IF (POLICECONTACT=1)

CRIME4

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

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

SHOW CRIME5 TO ALL RESPONDENTS

CRIME5

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

[RANDOMIZE RESPONSE OPTIONS 01 THRU 07]

- 01 Residential burglary
- 02 Juvenile crime
- 03 Drug-related crime

- 04 Theft from vehicles / car prowl
- 05 Vandalism
- 06 Traffic offenses such as speeding, reckless driving, or turn violations
- 07 Panhandling
- 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 [DO NOT READ] DON'T KNOW
- 999 [DO NOT READ] PREFER NOT TO ANSWER

SHOW 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

SHOW CRIME6 THRU PS4 TO ALL RESPONDENTS

CRIME6

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

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

- 998 [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

SHOW SAFE_INT THRU KCI_20B IF (GROUP=1)

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

INTERVIEWER: PROBE FOR 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]

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

KCI_20A Plans appropriately to respond to major emergencies.

[IF NECESSARY: “Such as wind storms and earthquakes.”]

KCI_20B Is well prepared to respond to routine emergencies.

[IF NECESSARY: “Such as fires, calls for police and emergency medical.”]

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

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

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

COMMUNICATIONS AND CIVIC INVOLVEMENT
[NEW SECTION FOR TIMING]

SHOW INTERACT TO ALL RESPONDENTS

- 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

SHOW INTERACT_INT THRU KCI_16B TO ALL RESPONDENTS

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

INTERVIEWER: PROBE FOR 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]

- KCI_11A** Promotes a community that encourages civic engagement
[IF NECESSARY: such as volunteering or participating in community activities]
- KCI_11B** Is a welcoming and supportive city that demonstrates caring for people through its actions
- KCI_16A** Does a good job of keeping residents informed.
- KCI_16B** Listens to its residents and seeks their involvement

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

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

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

SHOW OPEN THRU OPENA3 TO ALL RESPONDENTS

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
[NEW SECTION FOR TIMING]

SHOW DEM_INT THRU LANGTO ALL RESPONDENTS

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

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

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 LABLES FOR HHCOMP [LOGIC IN BRACKETS]

- 01 Single Person Household [(HHSIZE=1)]
- 02 Adults Only [(HHSIZE GE 1) AND (HASKIDS=0)]
- 03 Family with Children [(HASKIDS=1)]

DEMO2

How many years have you lived in Bellevue?

[ALLOW FRACTIONAL ANSWERS]

[IF YOU HAVE LIVED IN BELLEVUE FOR LES THAN 6 MONTHS, PLEASE ENTER "0"]

[IF YOU HAVE LIVED IN BELLEVUE FOR 6 MONTHS TO 1 YEAR, PLESE ENTER "1"]

[IF YOU HAVE LIVED IN BELLEVUE FOR 1 YEAR OR LONGER, PLEASE ENTER THE NUMBER OF YEARS]

___ 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

SHOW LANG2 IF (LANG=1) OR (LANG=2)

ALLOW FOR MULTIPLE RESPONSES

LANG2

What language

[DO NOT READ LIST – MULTIPLE RESPONSE]

01 SPANISH

02 CHINESE / CANTONESE / MANDARIN

03 VIETNAMESE

04 KOREAN

05 RUSSIAN

06 JAPANESE

07 HINDI

10 GERMAN

11 FRENCH

12 TAMIL

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

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

ASK LANG3 IF (LANG=1)

LANG3

How well do you speak English? Would you say...

- 01 Very well
- 02 Well
- 03 Not well
- 04 Not at all
- 998 **[DO NOT READ]** DON'T KNOW
- 999 **[DO NOT READ]** PREFER NOT TO ANSWER

SHOW INCOME1 IF SCR_INC= 02

INCOME1

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

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

SHOW INCOME2 IF SCR_INC= 01

INCOME2

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

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

PROGRAMMER: CREATE VARIABLE, "INCOMEBAN"
VALUE 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"*)

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

THANK_SCR

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

[INTERVIEWER, WAIT FOR RESPONSE]

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

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APPENDIX VIII — OPEN ENDED RESPONSES

BELLEVUE'S BEST ATTRIBUTES

Using a one or two-word phrase, what are Bellevue's two best attributes?		
Well-ordered clean	Clean, safe	气候好, 绿色·安全
Vibrant clean	Clean, safe	多元族群融合, 山林環繞
Modern clean	Clean, safe	Working well
Quality of life and clean place	Clean, safe	Work ability
Good quality life and clean	Clean, safe	Wonderful place
Walkable, clean	Clean, safe	Vibrant easy
Cinic and clean	Clean looking, safe	Vibrant
Beautiful and clean	Clean and safe	Urbanization, businesses
Quietness and cleanliness	Clean and safe	Urban living
Quiet, clean	Clean and safe	Urban city center, not too crowded
Quiet and relatively clean	Clean and safe	Thriving and vibrant
Safety, cleanliness	Clean and safe	There is none anymore there are too many immigrants that are clogging stores and taking away housing
Safety, cleanest	Clean and safe	The weather and clear area
Safety cleanness	Clean and safe	Salaries
Safety and cleanness	Clean and safe	Residentials, reasonable city
Safe, clean	Clean and safe	Pacific northwest
Safe, clean	Clean and safe	Open access.
Safe clean	Clean & safe. Urban amenities without urban grittiness.	Not deterated
Safe clean	Clean & safe	No or few parking meters, nice environment for the most part
Safe and clean	Clean / safer	Nicely organized and well maintained
Safe and clean	Beautiful and safe	Nice place to live
Safe and clean	Community friendly & multi-cultural	Nice easy living
Safe and clean	Safety, civility and cleanliness	Nice city
Safe & clean	Safe, friendly	Nice atmosphere

Using a one or two-word phrase, what are Bellevue's two best attributes?		
Safe, clean and people are friendly	Safe and friendly	Nice
Spacious and cleanliness	Part and green spaces friendliness	Nice
Parks, green spaces, cleanliness	Diversify and friendly	Livability ambience
Green and clean	Is very clean, the air is very fresh, people are very nice,	Lifestyle/resources
Great schools, clean and safe	Cleanness and fine people	Jobs, companies
Good quality schools; relatively clean outdoor environment	Clean, friendly	It's not Seattle
Convenient, clean	Walkability calmness	It has everything
Convenient and clean	Safety pleasant	Interesting people
Residents convenience	Safe and quiet	I-90 onramp
Facilities and conveyance	Green peaceful	High rent!!! People who should not be driving a car!!!
Residential neighborhoods; convenient access	Clean quiet	Helping the people
Modern, convenient	Access / beauty	Great place to raise a family
Safe, convenient	Community and outdoor beauty	Great for family with kids, housing is better than Seattle
Safe and convenient	Peaceful, beautiful surroundings	Great
Safe and convenient	Safety and beautiful city	Gots good neighbors
Good schools, convenience	Safe, beautiful	Good to place to be
Clean, convenient	Safe scenic	Good place to be//ne
Clean, convenient	Safe and beautiful	Good environment
Clean and convenient	Location, scenery	Feel home
Clean and convenient	Location, beauty	Fast paced
Strong employment and school district	It's very clean and looks beautiful	Family oriented
Jobs schools	Open space and natural beauty. Safe and well managed.	Family friendly
Amenities schools	Location, views	Family friendly, not too urban condensed
Assets like museums and the school system	Location view	Family friendly
High quality living. Education	Location beautiful	Family friendly
Safety and schools	Location and natural beauty	Family

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

Safe; good schools	Diversity and beauty	Faith and pardons
Safe, good education offering	Clean, beautiful, high-tech	Expentsed
Low crime; school	Clean city, beautiful area	Everything you need and want is here
There parks and their schools	Safety, walking convenience	Employment, basic services
Preserving nature, schools	Safe and has everything you need within walking distance	Economically sound with vibrancy to downtown area
Parks, schools	I live in downtown Bellevue, and it is safe and walkable.	Easy women
Parks and schools	Parks, walkable	Easy place to live
Parks and school	Parks, easy access	Eastside
Parks & schools	Parks & parkable	Developing fast
Parks // schools	Convenient accessible	Decent living environment, good business growth
Park system, school system	Cleanliness and accessible	Cultural and liberal
Park, schools	Clean//traffic	Convention center /growth on Bellevue way
Availability of stores and school	Safe, high quality of life	Corporate, detached
Proximity. Educational opportunities.	Livable, contemporary	Consistent
Proximity schools	Job opportunities; cosmopolitan	Comfortable respectful
Location education	Compact, cosmopolitan	Access
Location, education	Community and wealth	Urban amenities with suburban vibe
Diversity; schools	Accessible metropolitan living	Public works
Convenience, schools	Safe, upscale	Police, recycling
Growth & diversity	Safe, prosperous	Police department. City
Ample resources and diversity	Safe, modern	Library hospitals
Access to everything and diversity	Safe space, modern living	Adicit police board
Queen diverse	Safe modern	Unity/area
Safe, multicultural	A safe urban and affluent place to live	Infrastructure
Safe, multi-cultural, cosmopolitan, great schools.	Diverse and growing	Good government
Safe multi-ethnic	Clean, new	Efficient government
Low crime, diversity	Clean, modern	Attractions

Using a one or two-word phrase, what are Bellevue's two best attributes?		
Their parks and their ethnicity of it	Clean, modern	Anything you're interested in night life
Parks, diversity	Clean, affluent	Upscale
Green and diversity	Clean modern	Upscale
Great schools and diversity	Clean high-tech	Affluent suburban
Good schools diverse community	Clean and modern.	Walkable
Continence, diversity	Clean and modern	Walkable
Cleanliness and diversity	Clean affluent	Pedestrian haven
Clean, diverse	Been clean // newer	Easy to get around
Clean, diverse	Safe, active	Landscaping
Amenities proximity	Location, things to do	Beautiful surrounding caulirty o
Community, proximity	Green, entertaining	Aesthetic
Community, location	Beautiful parks, recreation	Quite
The physical appearance of this town and proximity to Seattle	Clean// active	Quiet suburb
Safety proximity	Clean with great amenities of things to do	Quiet
Safety and location	Quality of live, urban planning	Pleasant, peaceful
Safe location	Quiet but not too quiet. Well planned, clean.	Peaceful
Fairly safe and work proximate	Green spaces and responsiveness to citizen concerns	Calm
The green spaces and parks and location	Good schools and a right mix of commercial complexes and residences	Friendly
Parks, location	Convenient, well-designed	Very safe
Parks, accessibility to Seattle	Safe good infrastructure	Safety.
Parks near to Seattle	Nature, good road surface	Safe
Parks and proximity to Seattle	Schools, infrastructure	Safe
Nature, geographical location	Accessibility and clean community	Safe
Diversity, proximity	Views and neighborhoods	Safe
Schools, location	Safe community	Safe
Schools location	Parks, community feel	Safe
School programs, proximity to Seattle	Parks, community centers	Low crime
School district and location	Green space/neighborhood field	Close to many locations, grocery etc.

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

1. Great schools / 2. Great location	Diversity/ community	Public transportation
Convenient location	School, community	Good connectivity with public transportation.
Clean location	The economy and the city services	Trees and parks
Beautiful and a good central location	Food and services	Their parks
Safe, available retailers	Neighborhood fire protection	The parks
Mass transit, shopping	Good management, excellent police and fire	The parks
Location within metro area and shopping and dining	It's cosmopolitan and has good medical options	Parks,
Parks and shopping	Views and services	Parks
Old growth trees, variety of shops.	The beauty and safety off police department	Parks
Great shopping	Safe and good services	Parks
School district shopping wise	Parks, services	Parks
Convenient shopping	Parks, hospitals	Park centric
Size and green base	1) parks with walking or hiking trails 2) police and fire protection	Park
Down town restaurants, and parks	Location general facilities	Park
Access; green space	Diversity police dept.	Open spaces. And greenbelt trails.
Less homeless, green space	Schools and police	Mountains and water nearby // ne
Police, parks	Convivence around Bellevue's and garbage services	Green areas, parks
Amenities, parks	Well maintain police response	Green
Amenities, parks	Safety, a few homeless	Green
Good neighborhood, green	Nice restaurants/gathering places, cleanliness, high quality	Beautiful parks and trails
Fostering community; open space and parks	Rich & educated	The shopping centers
Kemper freeman's visionary development and downtown park	Cosmopolitan educated	Shopping
Government and its parks and open spaces	Walkability, restaurants	Shopping
Progressive, city-in-a-park	Beautiful and value retention	Proximity to freeways and Seattle
Quality of lives// open spaces	Friendliness and availability	Proximity to the town
Good people, nature	Safety and excellent place to live	Proximity to Seattle

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

Friendliness outdoor space	Safety and diversity	Location
Friendliness great parks	Safe//well educated	Location, location
Safety, park	Safe vibrant	Location options
Safety park system	Safe and family friendly	Location
Safe parks	Safe, nice environment	Location
Safe so far, but declining. Good communities and parks	Public safety, amenities	Location
Shopping, park	Lower crime and tax space	Location
Proximity in the water and green space	Low crime job opportunities	Location
Diversity, parks	Safety, property values	Location
Diversity trees	Public transport and accessible facilities	Location
Schools/parks	The parks downtown	Location
Schools; parks	Spacious and well-developed structure	Good location & not Seattle
Schools and parks	Parks, restaurants	Good location
Good schools, green spaces	Parks and the downtown core	Geographic location
Good schools good parks	Parks and downtown	Fantastic location
Good schools and green space	Park, street lights	Centrally located
Community parks shopping malls	Park parking	Businesses are relatively close by.
Clean, natural setting	Open space and low taxes	Varied neighborhoods
Job availability and the willingness to facilitate public transportation	Many parks, good restaurants.	Multi-cultural restaurants
Wide streets, good transit	Lots of park// does feel that you are not in city	Melting pot
Safety and public transportation	Location, type of people	Diversity
Low crime and availability of public transportation	Its lack of density, open spaces, and its respect for single-family neighborhoods.	Diversity
The parks/transportation/	Green, thriving	Diversity
Scenic and transport friendly	Shopping and restaurants	Diverse
Environment / safety	Retail & restaurants	Diverse
Environment and safety	Location environment	Schools,
Economy safe	Location and climate	Schools



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

Comfortable, clean	Location and amenities	Schools
Community safety	Location small town feel	School system
Dynamic, safe	Lake Washington proximity; access to fresh vegetables, fruits and organic food and good drinkable water	School system
Walkability and safe	Accessibility and lively	Public school
Beauty and safety	Schools and wheater	Good schools
Beautiful and safe	Schools and revability	Good schools
Relative quiet, safe and clean	Schools and neighborhoods	Good schools
Quiet, safe	School business	Education within the district
Quality, safety	Convenient/minimum size	Education
Parks, work, safe, nice	Convenient grew up here	Best education, gifted program
Good shopping low crime	Convenient, temperate	Bellevue schools
Location//safety	Convenience and economy	Is availability everything with very short drive
Location and safety	Clean/compact & efficient	Convenient
Location security	Clean, not crowded	Convenient
Great location, safe	Clean, loud	Convenient place
Close to work low crime	Clean professional	Convenient
Diverse and inclusive culture; safe and peaceful place to live	Clean growing	Convenient
School system, safe neighborhood	Clean and not too busy	Convenience
Good schools, safe	Clean and decent	Convenience
Excellent school district and safe neighborhoods	Not sure anymore.	Well maintained
Convivence and safety	None	Very clean
Convenient safe	None	Very clean
Convenient safe	No opinion	The street is very clean.
Well, maintained and no gang problems	Idk	Clean city
Cleanliness, feels safe	Idk	Clean city
Cleanliness safe	I do not know	Clean
Cleanliness and safety	I can't understand the question	Clean

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

Cleanliness and safety	Don understand	Clean
Cleanness low crime rate	Do not know	Beautiful
Clean, safe	Cannot think	

RIGHT DIRECTION

Using a one or two-word phrase, what are the reasons you think Bellevue is headed in the right direction?		
Keeping traffic moving better than Seattle. Litter not a problem	Modern//growth	Good company joined
Growth planning	Modern city	Good economic development
Development planning	Mix residential and business areas	Economy
Mass transit and infrastructure	Many large development projects	Economic development
Schools, infrastructure.	Managing growth	Continue to attract businesses
Schools and infrastructure	Managed growth	Business growth
School support, infrastructure support	Keeping up with population	Business growth
City council planning	It is growing proportionately with residences, jobs and amenities	Attracted small business
Diversity and cogent planning	Growth in controlled manner,	Social services
Light-rail skyscrapers	Growth and development	Services
Public transportation options, new businesses, downtown development, parks	Growth	More services
Strong city government and economic growth	Growth	Wroth//new building
New businesses, expansion	Growth	Encouraging downtown.
Jobs and growth	Growth	Apartment rental prices going high
Planned growth, light rail	Expansion and innovative	Security
Opening more overpasses and the trains to be completed in 2020	Expanding	Safe location
Adding sidewalks/trails, adding light rail	Diverse development	Relative safety and a low crime rate
Neighborhood and cultural programs// light rail	Development activities	Adequate police board
Growth and public transportation	Development	They are trying to include everybody
Good school, good transportation planning and developing spring district	Development	People friendly
Economic growth, improved transit	Development	Openness to foreigners
Down town and transit	Development	Keeping off leftists' political extremism. All lives are important.
Growth; good schools	Controlled growth	Great people

Using a one or two-word phrase, what are the reasons you think Bellevue is headed in the right direction?		
Working masstranferce // public transportation // good education	Controlled growth	Good on neighborhood initiatives, but not too good on affordability
Good security and education	Control grow	Building new community
Great attention to detail when developing long term plans. Clear and detailed communication on the plans with the community	Constant improvements	Young diverse workforce
Quality of education, keeping residents involved	City improvements.	The diverse nature of the city
Economic policy	Building	Low income house
Good in service but crowded	Because it seems to be changing and keeping up with the times	Because rent fee of apartment is increasing every year
Mass transit, more parks & walking	The structure and the future light rail that is being built here for better transportation.	They should be helping small businesses and keeping jobs
Quality of schools and parks and a good maintain infrastructure	Sound transit development	Employment opportunities
Focus on building schools, parks, improving safety, and a sense of neighborhood	Light-rail finally	A lot of employment
Fostering community; maintaining open space	Light rail	Wonderful
Welcoming diversity and sustainability	Light rail	Peaceful view fantastic
Responsive to social and environmental issues of the day	Light rail	No clue feels comfortable
Honoring diversity, improving parks	Light rail	Like living here
Water upgrades and park upgrades and additions	Light rail	It's livable
Light rail addition, increasing bike lanes and sidewalks, emphasis on education	Investments like light rail	I like this city
Parks maintenance, road construction	Improve light rail	I just think it is cuz everything
Schools, business	Trendsetting, modern buildings	Good progress
Growth, businesses	Transportation	Good place
Jobs economy	Transportation	Good city
Good job market and economy	Transportation	Everything works

Using a one or two-word phrase, what are the reasons you think Bellevue is headed in the right direction?		
Infrastructure and services are good	Transportation accessibility	没有新的进展
Because of the education and the services, they provide the community	They are improving mass tract	Xxxx
Cleanliness and safety	Soon to come transportation	Working well
Growing while maintaining safety.	Public transportation	They are improving //
Maintaining good school maintaining low crime rate	Public transport	They are becoming more concerned about being more politically correct
Education and low crime rate	More public transportation	There invece in the city
Focus on parks and keeping crime down (+ homeless)	Mass transportation	Technology
Respectful of nature, family friendly	Mass transit	Tech industry
Support of schools, welcoming to all	It invests in public transport	Tech companies
Economic growth & diversity of people (racial, age,)	Improving transit	Tech
Very progressive, multicultural	I like seeing the increase of public transportation to downtown Seattle and Redmond.	Some great things, some bad
Because they got more shopping and easy to get there and access	I don't know, public transportation	Right
Light rail, housing	Good growth	Rational focus
I'm looking forward to the light rail and the new condos and apartments that will be constructed.	Convent transportation	Quite
Trying to resolve transportation issues as well as affordable housing issues	Public school	Progressive
Clean and decent	Public education system	People are educated and their willing to pay their taxes
Thoughtful growth plan and attentive to maintaining quality of life	Planning schools	Normal
Growth attractive place to live	Investing in education	No injection sites!
Keeping the opioid safe sites out - keeping the homeless problem in tact	Improving the schools	No heroin injection sites
The development city hall	Emphasizes in school programs	More comfortable

Using a one or two-word phrase, what are the reasons you think Bellevue is headed in the right direction?		
Open spaces, cleanliness	Education	Lots to do, great shopping, lots is Starbucks and restaurants
Safe they are trying to provide social to the conity	Building good schools	It's not wrong
Diversity//technology	Willing to change and adapt - willing to listen to constituents	Increased mobility
No homeless shelter, no heroin injection center	Well managed	Hospital care
Clean	Thoughtful government	High tech
Very good urban planning	Strong leadership - hard decisions need to be made and I am counting on the current council to get stuff done.	Good maintenance
They are planning	Smart budgeting	Convenient and modern
Spring district planning	Right vision	Connectivity
Proper planning; getting input from residents like this survey	Progressive city council	Commuting and eating options
Plans for future	Money given to right places in the city	Can't expression
Planning	Is responsible on how they spend their money	Autonomy
Organized planned	Good leadership	Attracts better people
Organized	Good leadership/	Attracting the right people to settle in
Keeping up with infrastructure	Forward vision, well managed	Always innovating
Investing in infrastructure	Fiscally responsible and genuinely cares about all residents that live in the city	Active projects
Innovation always keeping up and making Bellevue a great place to live.	Fairly responsive	Not sure
Infrastructure improving	Budgets for upgrading our city streets, safety and infrastructure	Not sure
Infrastructure	Board of director are good	Not sure
City planning & zoning	Administration	None
City planning	Try to solve the traffic congestion problem	Na
Ability to project for the future	Cramming too many houses into green spaces	N/a

Using a one or two-word phrase, what are the reasons you think Bellevue is headed in the right direction?		
Well-planned growth	Public recreation	N/a
Urban planning,	Park system is improving	Idk
Upgrading	Is maintenance and open spaces parks	I don't know
Updates being made	Improvements of the park	I don't know
The city is growing with new places to live, work, and go.	Great park services	I don't know
Sustainable growth	Adding parks	I don't know
Sensible growth	Working on traffic with light rail and bike lanes	I can say
Progressive growth	Street condition improving	I cannot answer that question
Planning for growth	Streets are clean	Don't know
Planned growth	Easy to get around	
Planned growth	Condition of bike route/lanes appear to be better than other cities. (although I'm not a biker)	
Overgrowth restrictions	Care of streets	
New constructions	Strong economy	
New construction	More businesses and companies, plus restaurants	
New buildings	Great business	
Modernization	Good economy	

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NEITHER RIGHT NOR WRONG DIRECTION

Using a one or two-word phrase, what are the reasons you feel this way?		
Traffic, new buildings	Rapid change	Cost of living
Traffic building heights	Planning for growth	Cost of living
Traffic building multi units	Over development, too many road closures/restrictions	Cost of living
Bad traffic, overdevelopment	Over building	Bellevue is becoming expensive place to live in.
Against: increasing rent, for: seen a lot of development	Over building	Bellevue appears to be a place for the affluent only. Boring!
Failed to plan for traffic and public transportation that worked -- i.e. People don't like buses because there are few and you have to change many times -- plus you still get stuck in traffic. Taxes are high, and money is not spent wisely - I know this as my husband sits on several boards. Lack of support and care for elderly -- this is shameful.	New construction	The increase of the crime rate
Crowded transportation	Loosing individual caricature	Security worsening
Community input and schools	Growth management	Crime
Taxes school system	Growth	Continuing growth in population of highly educated people with family
Too much growth resulting in too much traffic	Growing too fast	Lack of meeting needs of diverse population
Like the new addition to the mall, but more traffic	Extension and growth	Lack of Latino communities in Bellevue
Endless construction everywhere causing major blockers to traffic and disrupting life.	Expansion	Inclusiveness, community gathering space
Conser with the develop traffic	Construction	For infestern
Traffic and population	Commercialization	Unwilling to increase density of living
Population density & traffic	Lite rail	No housing for poor
Overcrowding and traffic	Transportation could be better	Nice place
Street noise, too much traffic.	Transit, transportation	Its ok

Using a one or two-word phrase, what are the reasons you feel this way?		
It's getting expensive traffic	Schools need improvement	Good city
High cost of living and crowding	Less government would be better	Downgrading appeal
To many immigrants to much traffic over buildings	Left leaning political influenced	Homeless help
Not protecting view corridor (energize) and traffic	I think they are going in the wrong direction because of their policy	房屋租金過高, 基本工資低
Taxes too high, need more road improvements	City council	Unfamiliar
Lack of urban sprawl/business friendly	City appears controlled by outside interests, sound transit, kemper, Chinese money, developers	Snobby
Bellevue is growing very quickly; and while there are great amenities that are free and improving public transport. However, it is becoming quite expensive and my concern would be how this impacts our balance.	Traffic issue	Short residency
Too much new construction, especially downtown	Traffic is tough and please do not put bike lanes in as see so few riders. I walk a lot and drivers are so distracted, bicyclists would create one more problem and create more frustration.	Shopping
Planning for the infrastructure and high property taxes	Traffic congestion and no end in sight	Retired, semi-invalid
Light rail, rising cost of living	Traffic	Pedestrians are unsafe
Schools great not being rich sucks	Traffic	Ongoing maintenance
Traffic, property taxes	Too much traffic	Neither right or wrong direction
Traffic, expensive	Too much density	Modern and well-designed
Their traffic issues affordability	Too much traffic.	Less peaceful
Population growth and property taxes	Population growth	Heading in the wrong direction need to do more
Congestion, high cost of living	Overcrowded	Have not lived in Bellevue for over a year yet.
Drug site, high tax	Over population	Feel mixed
Housing are too expensive	More crowded	Consistent



Using a one or two-word phrase, what are the reasons you feel this way?		
Getting better but expensive	Density traffic	Consideration of a safe-injection site is a terrible idea
Bellevue needs more business and non-tech people moving in	Ok service	Bellevue is not walkable - need more and better sidewalks
Traffic. Replacing smaller houses with McMansions.	Not a lot of problems and maintained services	Xxx xxxx
There isn't enough middle-income housing but there are a lot of jobs	Unaffordable	Unsure
Good salaries, good quality of living but not the best city layout. I miss big parks and seawalls like in Vancouver.	Too expensive	This is my answer for "I don't know" look for this in other questions I have answered
Lack of prioritizing // homeless issue	The cost of living (housing) is just ridiculously high.	Not sure what the direction is
High density housing // parking	Taxes	Not sure
Would like to see more oversight on development, specifically stronger height restrictions on new buildings and stronger enforcement of existing tree removal for new development.	Taxes	Not sure
City has focused too much on downtown and neglected neighborhoods.	Rent and living expenses are too high	None
Uncontrolled growth	Property taxes	N/a
Trying to become a bigger city	Live is spense	I have not enough info to scale this question.
The growth is to fast	Increasing prices	I don't know what direction Bellevue is headed in
Steady incremental change	Higher tax	I don't know enough about which direction it's heading
Smart growth	High taxes	I don't know
Slow projects	High living cost.	I don't know
Rapid growth	Exceeding cost of living	Don't have enough information
Rapid changes	Cost to live in Bellevue is getting very high	Cost of living

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WRONG DIRECTION

Using a one or two-word phrase, what are the reasons you think Bellevue is headed in the wrong direction?		
Overdeveloping, without developing infrastructure	Prices accessibility	Water getting way expensive
Traffic // over development	Poor traffic planning, too many high-rise condo/apt permitted, high taxes	Too expensive
Traffic construction and homeless	Property taxes and housing density	Too expensive
Over population, too much construction, too expensive	Expensive, unaffordable housing	Too expensive
Too expensive / too developed	Expensive housing	Taxes pushing fixed income out
Traffic and lack of rail transit	Cost of housing	Taxes
Unaffordable and legislators overspending on long term projects instead of fixing immediate congestion problems short term	Sound transit, homeless	Taxes
High taxes and decisions made without involving community	Traffic, proposed homeless building	Property prices are increasing
Approval of marijuana stores and even considering an all men low barrier shelter in city, some city leaders do not have residents in their minds.	Traffic homelessness	Prefer wealthy
Too much development and traffic	Traffic homeless	Living cost
Over building, overcrowding, more traffic congestion, cost of living too high	Overbuilding multifamily, attracting bums	It is only for the upper-class elites.
Out of control growth - poor in traffic issues and ugly condos all over. No sense of neighborhoods or community anymore.	Taxes regulation waste	Insurmountable costs
It's getting overdeveloped; too much traffic congestion; not enough parking; ugly towers replacing cute stores/restaurants; too many chain restaurants/stores; losing character	Expensive gentrified	Increased taxes
Growing too fast and traffic	Crimes and noisy city	High property tax rates
Obsession with high rise density in core and lack of traffic oversight	Lock of curtailing growth and traffic	High price

Using a one or two-word phrase, what are the reasons you think Bellevue is headed in the wrong direction?

There are too many expensive apartments the streets are clogged with traffic and too many restaurants and grocery stores have closed, and I don't think the police are doing their job tonight a car sped past me at 60 and a Bellevue police officer was parked on ne 20 and did not pursue this car to pull him over	Too build up	Expensive, in-affordable, massively increasing prices
Too much apartment building and overcrowding.	Over building	Expensive, higher taxes
Too many high-density condo/apt built in the past few years, really bad traffic	East link	Expensive living
Too many condos going into downtown Bellevue. Traffic is already too congested.	Sound transit	Meth addicts
High density housing, traffic	They don't listen to citizens they listen to themselves	Incidents of crime
Overcrowding, congestion, and loss of green space	The city is not listening to its residents when planning future infrastructure.	Majority of cultures from outside the us that do not follow or respect the us culture
Keep raising taxes and reducing facilities	Leftist policies	Dense housing
Poor zoning and increase taxes	In resource allocation (education, jobs), the city should strive for an equal-opportunity rather than equal-outcome driven policy. I sensed an insidious trend towards the latter.	Homeless shelters with no drug tests
Over building, running people out of the house cuz the taxes	Clueless traffic administrators	Allowing homeless camps nearby
School taxes	City council does not listen to city citizens	新建房屋过多 · 超过城市的基础服务能力
Traffic, cost of living	Traffic	Too progressive
Traffic and affordability	Too many people	Seattle ideology bleeding in
Traffic, affordability property taxes	Too congested	Pse230 kv wants to cut trees
Traffic congestion and water rates and taxes	Poor traffic control	Pse electrify eastside is anachronistic; use newer technologies
Homeless shelter and taxes	Over crowded	Not as friendly
Traffic police	Increasing congestion	Microsoft is killing the local news feeling
Traffic and growing crime do not seem to be on the radar as far as practical solutions	Heavy traffic	Emphasis on cars and only protecting the interests of the rich



Using a one or two-word phrase, what are the reasons you think Bellevue is headed in the wrong direction?

Overcrowded, safety	Crowded	Idk
Cost of living, more crimes	Roads are not keeping up with development	
Becoming like Seattle with homeless shelters and drug locations. The city is helping this.	Poor residential street and neighborhood maintenance	