

Citizen Survey Results

The City of Bellevue conducts a Performance Measures Survey annually to gauge residents' satisfaction with City service delivery. The survey collects statistically reliable data that can be projected to the overall residential population of Bellevue.

All survey respondents were residents who live within the Bellevue city limits. Quotas were used to ensure a representative sample of Bellevue residents living in single-family dwellings (55%) and multi-family dwellings (45%). A 50%-50% target was employed to ensure that the percentages of male and female respondents answering the survey were equal.

An analysis of the 2006 Performance Measures Survey results suggests that performance continues to be high in 2006.

Respondents identified that, despite a series of winter storms, coupled with a rapidly growing downtown, staff continue to deliver high-quality municipal services to residents and other stakeholders. All departments continue to provide customer-oriented quality services.

Longer-term trend analysis suggests that overall performance for the nine-year period from 1998, which was the first year that data was collected, through 2006 continues to be positive and sustainable. This notion is echoed by residents in their overall opinion of Bellevue as a place to live and in value received for tax dollars. Although there was some decline in resident perception of the direction the City is going, a review of the data from the 2006 Performance Measures Survey (conducted in 2007) suggests that accelerated growth and construction is the prevailing reason why residents think the City is either headed in the right direction or off on the wrong track.

Here's what residents said:

- 93% said Bellevue is a good to excellent place to live;
- 90% said the quality of life in their neighborhood is good to excellent;
- 84% said they are getting value for their tax dollar; and
- 77% say the city as a whole is headed in the right direction.

Overall, Bellevue residents are happy with the City and their neighborhoods. City services are most often mentioned when asked what makes Bellevue a "high quality" city.