



City of Bellevue

2008 Performance Measures Survey (Conducted January/ February 2009)

Report On Findings

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City of Bellevue



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EXECUTIVE SUMMARY

Introduction

The City conducts the Performance Measures Survey annually to gauge Bellevue residents' satisfaction with services delivered by the City. The survey is intended to collect statistically reliable data. Findings contribute to Budgetary Performance Measures, "ICMA Comparable Cities reporting" (survey measures identified by the International City/ County Management Association), and certain survey measures that departments track for their own quality assurance and planning purposes.

This report focuses on the results of the most recent survey that was conducted in January and February of 2009. Because this survey was intended to measure performance in the previous year, it is called the 2008 Performance Measures Survey. The survey was conducted by telephone with 403 Bellevue residents. A random sampling method, with certain quotas, was used to select respondents' phone numbers. In addition, for the 2008 Performance Measures Survey, wireless phone sampling was added to the traditional Random Digit Dialing sample, in order to include those households without a traditional landline. This is the eleventh Performance Measures Survey conducted by the City.

Citizen Satisfaction

Cities today are competing with one another to successfully provide the essential services necessary to meet the needs of their rapidly changing communities. In order to help them think intelligently and grow strategically for these changes, cities require insight and direction to make informed policy decisions and to make their respective city the best place to live. Reliable feedback from citizens gives cities guidance on how to provide the quality of services residents expect and require, deliver the quality of life that attracts and retains businesses and residents, allocate a city's increasingly scarce resources to support important projects, and attract and retain the human and economic resources necessary to support long term economic growth. By providing and knowing what a community needs, residents will be more satisfied with their city. Citizen satisfaction surveys have become increasingly more common as many jurisdictions attempt to gauge citizen expectations and satisfaction with government services. They have become important tools for identifying citizen preferences, detecting citizen satisfaction, measuring government performance, and involving citizens in the administrative process. Results from these surveys often focus on both the combined satisfaction ratings and the highest satisfaction ratings. ORC-NW recommends focusing on the highest satisfaction ratings when reviewing results. A very satisfied customer/ resident is nearly six times more likely to be loyal and to repurchase and/ or recommend your product/ service/ city than is a customer/ resident who is "just satisfied". Further, only four percent of dissatisfied customers/ residents will complain, and while the average customer/ resident with a problem eventually tells nine other people, very satisfied customers tell five other people about their good treatment.¹

Put a different way:

- Completely (very) satisfied customers/ residents are very loyal,
- Satisfied (somewhat) customers/ residents can be lost and are unpredictable, and
- Dissatisfied customers/ residents are very disloyal.²

In looking at the results of the 2008 Performance Measures survey, specifically on the core measures related to citizen loyalty and perception of value, the results show a high level of loyalty to and satisfaction with Bellevue, with over half (54%) rating Bellevue an excellent place to live (the highest point on the scale), 54% rating their neighborhood an excellent (again the highest point on the scale) place to live, 79% indicating that the City is headed in the right direction, and 85% indicating they feel they get their money's worth for their tax dollar.

¹ <http://www.qualitydigest.com/sept00/html/satisfaction.html>

² Jones, Thomas and Sasser, Earl. Why Satisfied Customers Defect. Harvard Business Review On Point, November – December 1995. (p 88)

General Perceptions of Bellevue & of City Services

BELLEVUE AS A PLACE TO LIVE

- The majority (94%) of residents surveyed in 2008 describe Bellevue as a good or excellent place to live.
- As in 2007 (53%), respondents are significantly more likely in 2008 (54%) to indicate Bellevue is an excellent place to live compared to 2006 (45%), 2003 (45%), 2002 (40%) and 2001 (42%).

NEIGHBORHOOD AS A PLACE TO LIVE

- Ninety-one percent (91%) of respondents in 2008 consider their neighborhood an excellent (54%) or good (37%) place to live.
- The percentage of respondents in 2008 who indicate their neighborhood is a good or excellent place to live (91%) is comparable to percentages reported in the past (94% in 2007, 90% in 2006, 90% in 2005, and 89% in 2002).

Positive and Negative Aspects of Bellevue as A Community

Attributes that respondents most frequently mention as being “high quality” and “low quality” are listed below:

MOST FREQUENTLY MENTIONED: HIGH AND LOW QUALITIES*			
(BASE: 403 RESPONDENTS; chart shows % of respondents)			
<i>* Can total to more than 100% due to multiple responses; Specific responses with at least 1% are shown</i>			
HIGH QUALITY		LOW QUALITY	
Parks/ Recreation/ Trails – Good Facilities, Well-Maintained	30%	Too Much Traffic	21%
City Services	27%	Roads And Traffic Signals	10%
– Good Roads/ Streets (7%)		– Bad Road Conditions/ Streets Need Help/ Too Many Potholes (5%)	
– Overall Good Services/ Resources (6%)		– No Sidewalks/ Not Enough/ Not Pedestrian Friendly (4%)	
– Good Police Service/ Police Presence (5%)		– Traffic Signals Impede Car and Pedestrian Traffic/ Not Coordinated (1%)	
– City Is Responsive/ Good City Gov’t./ Addresses People’s Needs (4%)		City Government Issues	7%
– Maintaining Green Areas/ Less “Sprawl”/ Care For Environment (2%)		– Unclean Streets (2%)	
– Good Fire Dept. Service (2%)		– Complaints About Utility Service (1%)	
– Good Planning/ Long Range Planning (2%)		– Not Enough Police (1%)	
– Everything Is Well Maintained (2%)		Complaints About Transportation System Development/ Growth/ Construction Issues	7%
– Good Utilities/ Public Works (2%)		High Taxes/ Cost Of Living	4%
– Good Community Programs (1%)		– Housing/ Real Estate Is Too Expensive (2%)	
– Good Medics/ Medic One Service (1%)		– High Cost Of Living/ Bills/ Taxes/ Utilities (1%)	
– Taxes Haven’t Gone Up/ Lower Taxes Than Other Communities (1%)		– Pay Too Much In Taxes/ Big Tax Increase (1%)	
– Money Is Wisely Spent/ Get What I Pay For (1%)		Complaints About People – Unfriendly, Not Involved, Lack Of Diversity	3%
City Amenities	22%	Complaints About Schools/ Education	2%
– Numerous/ Convenient Amenities (15%)		Too Much Crime	1%
– Core Business Center/ Technology Corridor (5%)		Buildings/ Homes/ Neighborhoods Need Restoring	1%
– The Library (2%)			
– Fine Arts/ Arts Fair/ The Museum (1%)			
– Good Hospitals (1%)			
Nice Neighborhoods/ Quality Of Life	21%		
– Low Crime/ Safe (8%)			
– Everything Is Good/ Good, Quality Town (7%)			
– Good Quality Of Life (4%)			
– Bellevue Is Attractive/ Nice Looking (1%)			
– Quiet Area/ Peaceful Neighborhood (1%)			
– Nice Houses/ Well-Kept (1%)			
– Good For Families (1%)			
Education/ Good Schools	18%		
Convenient Location/ Access To Freeways	13%		
People – Diverse, Friendly Community	6%		
Good Transportation/ Traffic Improvements	4%		
<i>Don’t Know</i>	<i>3%</i>	<i>Don’t Know</i>	<i>2%</i>

RESPONSIVENESS TO RESIDENTS

- More than a quarter (26%) of respondents feel Bellevue City Government is very responsive to its residents – similar to 2007 (27%) and a significant increase from 2006 (20%). Thirty-nine percent (39%) say the city government is fairly responsive, while 17% report a neutral or unresponsive rating regarding the responsiveness of Bellevue government to its residents.

Reasons How Bellevue Is Responsive

When asked how responsive the Bellevue City government is to its residents, respondents most frequently mention:

MOST FREQUENTLY MENTIONED REASONS HOW BELLEVUE IS RESPONSIVE TO ITS RESIDENTS <small>(BASE: 333 RESPONDENTS; <i>chart shows % of respondents</i>) <i>* Can total more than 100% due to multiple responses; Specific responses with at least 1% are shown</i></small>	
POSITIVE COMMENTS	NEGATIVE COMMENTS
<p>Communication (+) 41%</p> <ul style="list-style-type: none"> – Listen/ Responsive (31%) – Communicate Well/ Informative (Includes Mailings, Bulletins, and News, etc.) (10%) – Meetings/ Input Is Welcome (5%) <p>City Government/ City Services 2%</p> <ul style="list-style-type: none"> – Good Police Department (2%) – Good Fire Department (1%) – City Has Planned/ Organized (1%) <p>Other Positive 14%</p> <ul style="list-style-type: none"> – Overall Satisfaction (10%) – It’s What I Hear From People/ Media (3%) – No Problems/ Things Are Going Well (2%) 	<p>Communication (-) 15%</p> <ul style="list-style-type: none"> – They Don’t Listen To Citizens Needs/ Non-Responsive (15%) <p>Other Negative 8%</p> <ul style="list-style-type: none"> – Need To Work On Things/ Still Un-Addressed Issues (6%) – Don’t Agree With Politics/ Don’t Agree With Political Views Or Choices (3%) <p style="text-align: right;"><i>Don’t Know</i> 8%</p>

PLANNING FOR THE FUTURE

- Seven in ten (71%) respondents indicate they are satisfied with the job the City is doing in planning for the future – specifically, 28% are very satisfied and 44% are fairly satisfied with the job the City is doing in this regard. This is similar to previous Performance Measures (70% in 2007, 69% in 2006, 74% in 2005, 71% in 2004, 72% in 2003, and 70% in 2002) with the exception of 2001 (63%) when significantly fewer respondents reported they were satisfied with the City’s future planning efforts.
- Ten percent (10%) of respondents are neither satisfied nor dissatisfied with the City’s future planning; the same proportion are dissatisfied - somewhat dissatisfied (6%) or very dissatisfied (4%).
- In 2007, 2% of Bellevue residents mentioned positive comments regarding jobs or the economy and no residents mentioned jobs or the economy negatively. However, in 2008 1% of Bellevue residents mentioned jobs or the economy positively and 2% reported negative comments.

Reasons For Being Satisfied/ Dissatisfied With City Planning Efforts

When asked to indicate why they are satisfied or dissatisfied with the job the City is doing planning for the future, respondents mention the following:

WHY SATISFIED/ DISSATISFIED WITH CITY FUTURE PLANNING EFFORTS*	
(BASE: 368 RESPONDENTS; chart shows % of respondents)	
<i>* Can total more than 100% due to multiple responses; Specific responses with at least 1% are shown</i>	
POSITIVE/ NEUTRAL COMMENTS	NEGATIVE COMMENTS
City Government Services 31% – No Problems With Planning/ No Complaints (15%) – Growth & Development (6%) – Keeps Residents Informed (4%) – Good Government Planning/ Incorporates Community Needs (3%) – Good Parks/ Green Space (3%) – Bellevue Is Great – Don’t Change (2%)	Growth & Development 8% – Too Much Growth & Development/ Crowded (7%) – Overpopulated (1%)
City Is Trying, But Could Do Better/ Doing Their Best/ Neutral Comments 15% – Unsure Of City’s Plans/ Don’t Pay Attention (8%) – Doing Okay, But Could Do Better/ Some Things Good, Some Bad (5%) – They’re Trying/ Doing Their Best (2%) – Making Progress/ Not Going Backwards (1%)	Traffic/ Roads/ Transit 8% – Traffic (5%) – Limited Transportation Options (1%) – Roads Need Improvement (1%) – Parking Problems (1%)
Traffic/ Roads/ Transit 8% – Road Improvements Planned (3%) – Transportation Options Available (3%) – Traffic Is Being Addressed (2%)	City Government Services 6% – City Is Too Expensive (2%) – Not Planning/ No Long Range Planning/ Just Reacting, Looking At The Present (2%) – Need To Get More Input From Residents/ Communication (1%) – Limited Budget To Get Things Done/ Limited Funding/ Is Money Being Spent On Right Things? (1%)
Jobs/ Economy 1% Good Schools 1%	Job market/ Economy not flourishing 2% Not doing enough for the environment 1% Need to deal with housing/ Low quality/ Too Expensive 1%
	Don’t Know 5%

Reasons For Being Satisfied/ Dissatisfied With City Planning Efforts Over Time

Similar to past surveys, City Government and Services is most often mentioned as a reason for satisfaction with the city’s future planning. Negative comments regarding growth and development (8%) have decreased compared to 2007 (20%) and are comparable to results from 2006 and earlier (9% or less).

	2008 Performance Measures Survey (Conducted February 2009)	2007 Performance Measures Survey (Conducted February 2008)	2006 Performance Measures Survey (Conducted January 2006)	2005 Performance Measures Survey (Conducted January 2006)	2004 Performance Measures Survey (Conducted January 2005)	2003 Performance Measures Survey (Conducted March 2004)	2002 Performance Measures Survey (Conducted February 2003)	2001 Performance Measures Survey (Conducted February 2002)
	<i>* Can total more than 100% due to multiple responses.</i>							
Total	n=368	n=363	n=382	n=373	n=374	n=380	n=395	n=378
City Government/ Services (+)	31%	31%	31%	45%	34%	33%	36%	25%
Gov't Is Trying/ Doing Their Best/ Neutral	15%	11%	22%	25%	24%	24%	12%	8%
Growth And Development (-)	8%	20%	9%	6%	9%	3%	9%	9%
Traffic/ Roads/ Transit (-)	8%	14%	14%	10%	13%	9%	11%	24%
Traffic/ Roads/ Transit (+)	8%	3%	8%	8%	13%	9%	11%	5%
City Government/ Services (-)	6%	6%	9%	9%	9%	13%	11%	0%
Other-Positive	15%	7%	7%	6%	7%	3%	2%	11%
Other-Negative	18%	4%	9%	5%	3%	3%	3%	12%
Other	9%	9%	6%	2%	5%	6%	1%	10%
Don't Know	5%	3%	6%	5%	8%	4%	12%	5%
Refused	<1%	2%	1%	2%	1%	5%	4%	1%

COMMUNICATION WITH RESIDENTS

- Regarding communication with residents, the majority (74%) of respondents report they are satisfied with the City’s effort (39% report being very satisfied and 34% feel fairly satisfied) – similar to previous surveys (78% in 2007, 77% in 2006, 79% in 2005 and 2002, but significantly lower than the 81% reported in 2004 and 2003).

How The City Could Improve Communication With Residents

Respondents provide the following suggestions as to how the City could improve communication with residents:

HOW CITY CAN IMPROVE COMMUNICATION WITH RESIDENTS* (BASE: 382 RESPONDENTS; <i>chart shows % of respondents</i>) <i>*Can total more than 100% due to multiple responses;</i> <i>Specific responses with at least 1% are shown</i>	
City Is Doing A Good Job Of Communicating	22%
Suggestions Regarding City Newsletter	15%
– Communicate Through Newsletter (7%)	
– Have A City Section In Newspaper (4%)	
– Publish Newsletter More Often (4%)	
Suggestions Regarding Web Site	13%
– Send Email What City Is Doing (7%)	
– Better Update On Web Site (6%)	
– Have Web Site For Community Interests (1%)	
Suggestions Regarding Mailings/ Fliers	7%
– Send Out Fliers/ Mailings/ Bulletins (7%)	
Accessibility Of City Meetings	6%
– Have More Meetings/ Neighborhood Meetings With City Officials (5%)	
– Offer Multiple Meetings Times (1%)	
Keep Citizens Informed	4%
More Publicity About Community Events/ Meetings	3%
– More Advertising Regarding Community Events (3%)	
Use Other Media Sources	2%
– Use Television To Communicate (1%)	
– Use Radio To Communicate (1%)	
– Use The Telephone/ Call Me With Information/ Answer When I Call (1%)	
Listen To Citizen’s Input	2%
Go Door-to-Door/ Get Out In The Community To Talk To People	2%
<i>Don’t Know</i>	26%

SENSE OF COMMUNITY IN NEIGHBORHOODS

- Since 2003, three in ten respondents indicate their neighborhood has “a strong sense of community” (29% in 2008, 2007, 2005 and 2004, 28% in 2006, and 30% in 2003). A nearly equal proportion of respondents in 2008 report their community has “not a strong sense of community” (26%), while forty-three percent (43%) feel their neighborhood has an “average sense of community”.

Why Neighborhoods Have A Strong/ Average/ Weak Sense Of Community

Respondents provide the following reasons as to why they feel their neighborhood has a strong, average or weak sense of community:

WHY NEIGHBORHOODS HAVE A STRONG/ AVERAGE/ WEAK SENSE OF COMMUNITY*	
(BASE: 393 RESPONDENTS; chart shows % of respondents)	
<i>*Can total more than 100% due to multiple responses; Specific responses with at least 1% are shown</i>	
POSITIVE COMMENTS	NEGATIVE COMMENTS
<p>People Know Each Other/ Informal Socializing 27%</p> <ul style="list-style-type: none"> – People Talk To Each Other/ Know Each Other (19%) – Neighbors Support/ Help Each Other (9%) – Older Neighborhoods/ Established/ Known Each Other A Long Time/ Low Turn-Over (2%) – The People (2%) – Kids Play Together (1%) 	<p>Barriers To Meeting Neighbors 20%</p> <ul style="list-style-type: none"> – Too Many Neighbors To Know (7%) – High Resident Turnover (4%) – People Are Too Busy To Get Together (3%) – Age Differences – Retirees vs. Families (3%) – Cultural Differences (2%) – Lack Of Community Among Apartment Dwellers vs. Homeowners (2%)
<p>Community & Neighborhood Groups 21%</p> <ul style="list-style-type: none"> – Neighborhood Social Events/ Block Parties (10%) – Neighborhood Groups – Homeowner’s Association, etc. (8%) – Community Meetings (6%) – Block Watch (2%) – We Have A Neighborhood Newsletter (1%) 	<p>People Don’t Interact/ Don’t Bother To Know Each Other 11%</p> <ul style="list-style-type: none"> – No Communication/ Neighbors Keep To Themselves (7%) – Don’t Know Neighbors (3%) – People Don’t Care To Know Each Other (2%)
<p>Location 4%</p> <ul style="list-style-type: none"> – Location Makes It Neighborly – Located On A Cul-de-Sac/ Only A Few Homes In Our Neighborhood (2%) – Good Parks/ Trails/ Sports Facilities/ Ball Fields (1%) – Good Schools (1%) – Nearby to stores/ Convenience (1%) 	<p>No Place To Gather/ No Formal Socializing 4%</p> <p>Location 2%</p> <ul style="list-style-type: none"> – Live In A Commercial Area (1%) – Too Many Cars On My Street (1%)
<p>Good Neighborhood/ Quality Of Live 3%</p> <p>Property Taken Care Of 1%</p>	<p>Know Some Neighbors/ Not As Many As I’d Like 3%</p> <p>Difficult Neighbors 1%</p>
	<p><i>Don’t Know</i> 5%</p>

VALUE FOR TAXES PAID

- **When thinking about Bellevue services and facilities, eighty-five percent (85%) indicate they feel they get their money’s worth for their tax dollar, while eleven percent (11%) do not feel they are getting their money’s worth for their tax dollar.** The 2008 result (85%) is statistically similar to 2007 (87%), 2006 (84%) and 2005 (88%) and significantly higher than reported in 2003 (80%) and 2001 (77%).

Why Respondents Are Getting Good Or Poor Value For Their Tax Dollar

Respondents provide the following reasons as to why they feel they are receiving good or poor value for the tax dollar:

REASONS FOR GETTING GOOD/ POOR VALUE FOR TAX DOLLAR*	
(BASE: 387 RESPONDENTS; <i>chart shows % of respondents</i>)	
<i>*Can total more than 100% due to multiple responses; Specific responses with at least 1% are shown</i>	
POSITIVE COMMENTS	NEGATIVE COMMENTS
<p>Happy With Government & Services 52%</p> <ul style="list-style-type: none"> – Good Parks/ Trails/ Sports Facilities/ Park System Well Maintained (17%) – Generally Happy With Services (11%) – Good Roads/ Streets (10%) – Overall Good Services/ Resources (9%) – City Is Responsive To People (4%) – Everything Is Well Maintained (4%) – See Improvements (4%) – Lots Of Services For Taxes Paid (3%) – Community/ City Is Growing/ Lots Of Building (2%) – Doing A Good Job Maintaining Sewers & Drainage (1%) <p>Police/ Fire Dept./ Medic 18%</p> <ul style="list-style-type: none"> – Good Police Service (14%) – Good Fire Dept. Service (11%) – Good Medics/ Medic One (1%) <p>Cost Of Living Good/ Happy With Spending Of Money 8%</p> <ul style="list-style-type: none"> – Taxes Haven’t Gone Up/ Taxes Lower Than In Other Communities (5%) – Money Is Wisely Spent (3%) – Money Goes Back To The Community (1%) <p>No Complaints/ Like Where We Live 9%</p> <p>Low Crime 5%</p> <p>Good Schools 4%</p> <p>Clean City 3%</p> <p>Good Infrastructure 1%</p>	<p>High Cost Of Living/ Dissatisfied With How Money Is Spent 6%</p> <ul style="list-style-type: none"> – Pay Too Much In Taxes/ Big Tax Increase (2%) – Money Is Wasted/ Not Spent Wisely (2%) – High Cost Of Living (1%) – Don’t Know Where My Money Goes (1%) – Housing-related Tax Concerns (1%) <p>Unhappy With City Services 3%</p> <ul style="list-style-type: none"> – Problems With Utilities (1%) – Parks Are Inconvenient (1%) – Too Much Commercialization/ Too Much Building/ Construction (1%) <p>Traffic/ Roads/ Transit 2%</p> <ul style="list-style-type: none"> – Too Much Traffic (1%) – Bad Roads/ Streets Need Help (1%) – No Sidewalks/ Not Enough Sidewalks (1%) <p>Police Ineffective/ Not Enough Police 1%</p> <p style="text-align: right;"><i>Don’t Know</i> 1%</p>

Parks & Recreation

Park Facility And Recreation Program Usage

- **More than eight in ten (84%) respondents indicate that they or someone in their household visited a Bellevue park or park facility in the past 12 months.** This remains stable from 2007 (81%) and 2006 (81%), but has been slightly decreasing since 2002 (87% in 2005 and 2004).
- **More than a quarter (28%) of respondents report they, or someone in their household, participated in a recreation program in the past 12 months.** This represents a significant increase in participation in Bellevue recreation programs from 2006 (17%).

Rating Of Range Of Activities

- **Compared to previous surveys, significantly more respondents in 2008 (88%) report the range of activities is good or excellent (80% in 2006, 81% in 2003, 70% in 2002 and 72% in 2001).** Very few respondents rate the range of activities fair (5%) and none rated it poor (0%).

Overall Satisfaction with Parks And Recreation In Bellevue

- **Eighty-six percent (86%) of respondents report being satisfied, either very or somewhat, with the parks and recreation in Bellevue – relatively similar to previous years (89% in 2007 and 83% in 2006).** However, it is significantly lower than the 92% reported in 2005.

Ratings Of Specific Parks Characteristics: Appearance & Safety

- **Ninety-four percent (94%) of respondents indicate the appearance of Bellevue’s public parks and park facilities is excellent or good – similar to the 96% reported in 2007.**
- **The majority of respondents feel Bellevue’s public parks and park facilities are safe (82%).** This is unchanged from 2007 (82%).

**Note that in the 2000 and 2001 surveys, respondents rated four services (safety, appearance, maintenance and accessibility) whereas the 2002, 2003, 2004, 2006, and 2008 Performance Measures Surveys only asked respondents to rate parks and park facilities on two attributes: “appearance” and “safety” and the 2005 survey queried “appearance” and “safety” and “easy to get to”.*

Utilities *

Overall Satisfaction With Bellevue Utilities

- **Nearly two out of three (64%) respondents indicate they are very satisfied as a customer of the Bellevue Utilities Department.** The percentage of Performance Measures respondents who are very satisfied as a customer of the Bellevue Utilities Department has continued to trend upward since 2003 when half (50%) were very satisfied.

Satisfaction With Specific Bellevue Utility Services

- **Respondents' average ratings of six utility services range from 8.07 to 9.33 on a "0" to "10" point scale where "0" means Bellevue Utilities does a "very poor job" and "10" means Bellevue Utilities does an "excellent job."** The percentage of 9 and 10 ratings (considered very good or excellent) range from 38% up to 82%.
- **With mean ratings of 9.33 and 9.08, respectively, the Bellevue Utilities Department receives the greatest proportion of 9 and 10 ratings for providing water that is safe and healthy to drink (82%) and for providing reliable, uninterrupted sewer service (71%).** Bellevue Utilities has continuously been rated highest on these two measures, with the exception of 2007 when providing water that is safe and healthy to drink was rated 3rd.

Notably, in the 2008 Performance Measures Survey, two ratings have increased from 2007: providing water that is safe and healthy to drink (9.33 vs. 8.91) and providing effective drainage programs, including flood control (8.07 vs. 7.93). Although both measures have increased ratings, providing water that is safe and healthy to drink is the only* measure that has significantly increased from 2007.

Value For Utilities

- **When thinking about Bellevue Utility services as a whole, respondents were asked whether they receive good or poor value for their money. More than four in five (84%) respondents indicate they receive good value for their money – this percentage has significantly increased from 2006 (78%), 2003 (77%) and 2002 (80%).** Similar percentages of respondents feel it either depends (5%) or they receive a poor value for their money (7%).

**All of Utilities' survey questions were included in the Performance Measures Surveys of 1997, 1998, 1999, and in the 1999 Utilities & Parks Survey. Some Utility questions have been asked every other year since the 2000 Performance Measures Survey. The results of the Utility questions may have been affected by the question inclusion/exclusion/order. Beginning with the 2003 Performance Measures Survey, all surveys include this battery of service questions prior to the overall satisfaction question to prevent irregularities in the data over time.*

Code Enforcement (PCD)

Condition Of Neighborhood Property

- **Sixty-eight percent (68%) of respondents say that property conditions in their neighborhood are "not at all" a problem – very similar to previous survey waves.** The remainder of respondents state weed lots, junk lots, graffiti, abandoned automobiles, shopping carts (newly added in 2008) and dilapidated houses/buildings are "only a small problem" (20%) or "somewhat of a problem" (9%). Only two percent (2%) report this as a big problem.

Maintenance

Sidewalks And Walkways – Overall Satisfaction

- **Eighty-three percent (83% - 45% very satisfied and 38% fairly satisfied) of respondents are satisfied with the City’s maintenance of its sidewalks and walkways. A significantly higher percentage of respondents are very satisfied in 2008 than 2001 (45% vs. 37%).**
- The remainder of respondents are neither satisfied nor dissatisfied (8%) or somewhat dissatisfied (6%), with very few (1%) reporting they are very dissatisfied.

Condition Of Neighborhood Streets

- **Thirty-eight percent (38%) of respondents report the streets and roads in their neighborhood are in “good condition overall.” Although this result is significantly higher than 2001 results (31%) it is significantly lower than 2007 (46%).**
- Conversely, fewer respondents indicate that the roads are “mostly good, but a few bad spots here and there” (57% in 2008 compared to 51% in 2007). Very few respondents mention the roads have many bad spots (5%).

Cleanliness Of Neighborhood Streets

- **The majority of respondents report the streets in their neighborhood are clean (95%), specifically citing the streets are “very clean” (46%) and “fairly clean” (49%).**
- Similar to 2007, very few respondents report their neighborhood streets are “fairly dirty” (4%) or “very dirty” (1%).

Neighborhood & Community Outreach (PCD)

Neighborhood Enhancement Program (NEP)

- **Two out of five respondents (40%) are aware of the Neighborhood Enhancement Program (NEP) – an increase, though not significant, since 2007 (36%).**
- **Among those who are aware of the NEP, fifty-three percent (53%) indicate they have personally used the program.** This is a higher usage rate than that seen in any year since 2001 (45% or less).
- **The majority of respondents who report having used the NEP, are satisfied (92%), either very (58%) or somewhat (34%).** This is similar to results in all previous survey waves.

Mini City Hall At Crossroads

- **Following the trend of previous Performance Measures, two in three (65%) respondents are aware of the Mini City Hall at Crossroads.** These results, though not significant, are slightly higher than in 2007 and 2006 (63% and 64%, respectively).
- **Of respondents who are aware of the Mini City Hall, sixteen percent (16%) indicate they have used the Mini City Hall,** while the majority (84%) report they have not used it – this usage lever is significantly lower than in 2007 (25%) and is at its lowest since 2001.
- **Nearly all (98%) of those who have used the Mini City Hall are satisfied with it, indicating they are very (70%) or somewhat (28%) satisfied –** the percentage of respondents who report they are very satisfied is slightly lower than in 2007 (83%).

Information Technology - Internet Access & Communications

Internet Access & Type Of Internet Connection*

- It is important to note in reviewing these results that prior to last year's survey (2007) respondents were initially asked if they had internet access followed by a question asking them to indicate what type of internet connection they had. In 2008 respondents were only asked to indicate which type of internet connection they had. Respondents who said they had dial up, high speed access or were not sure what type of connection they had are considered to have internet access. The majority of respondents (n=347 or 89%) stated or implied they have internet access (80% with high speed access, 6% with dial-up access, and 3% who don't know what type of internet access they have).
- **With the exception of 2007, internet access among respondents has remained statistically unchanged since 2001 (99% in 2007 vs. 81% to 88% for all other years).** The 2007, previously noted, change in question wording may account for the significant increase in stated internet access compared to all previous years, thus direct comparisons should be made with caution.
- **As might be expected, the proportion of respondents who report having a high-speed internet connection has been growing – 80% in 2008, 76% in 2007, 74% in 2006 and 69% or less in 2005 and prior survey periods.** Dial-up internet access has continued to decrease correspondingly, with only 6% of 2008 respondents indicating it as their internet connection at home (compared to 9% in 2007 and 11% in 2006).

** Response options for the type of Internet connection were simplified in the 2003 Performance Measures Survey as compared to the 2002 survey. The following responses for the 2002 Performance Measures Survey – cable modem, DSL, wireless broadband, and satellite – were combined into one response in the 2003 survey – high speed access, either a cable modem or DSL.*

City Web Site

- **Two-thirds (67%) of respondents are aware of the City’s web site – www.cityofbellevue.org.** This is a significant growth in awareness compared to 2003 (60%), 2002 (59%) and 2001 (50%).
- **Sixty-nine percent (69%) of respondents who are aware of the City’s web site report using it, which is significantly higher than in 2004 (54%), 2003 (58%), 2002 (50%), and 2001 (50%).**
- **Of respondents who have used the City of Bellevue’s web site, the majority of respondents report being satisfied (89%) with the web site (39% very satisfied, 50% somewhat satisfied) – a small percentage indicate they are not very satisfied (6%) or not at all satisfied (0%).**
- **Respondents who use the City of Bellevue’s web site most frequently use it to find information on parks (28%), information on permits (16%), and parks and recreation information (15%).**
- **Respondents most frequently (19%) mention there is no additional type of service they would like to conduct from the City’s web site, or they are unsure of what types of services they would like to do from the website (41%).** City Agenda – what is going on (4%), permit information (3%), and finding general information (3%) are mentioned by respondents in 2008.

“It’s Your City” Newsletter

- **Similar to 2007, three in four (72% in 2008) respondents recall having *ever* received “It’s Your City.”** This is significantly lower than the percentages reported in 2005 (82%), 2004 (84%), 2003 and 2002 (83% in both years).
- **Of those respondents who have received “It’s Your City,” more than eight in ten respondents remain satisfied with the publication (88%), indicating they are very satisfied (57%) or somewhat satisfied (32%) with the publication.** Following the trend since 2002, about half of respondents that received “It’s Your City” are *very satisfied* and two in five are *somewhat satisfied*.

Cable

Access To Cable And BTV

The majority of respondents (83%) in 2008 report they have cable television service. This remains statistically unchanged since 2005.

** In the 2008 Performance Measure Survey, the yes or no question asking whether or not the respondent has watched any programming on BTV was removed and all respondents were simply asked “how often have you tuned in to watch live City Council meetings and other programming on BTV.”*

Frequency Of BTV Viewership

- **Among residents who have access to BTV, 59% say they have never tuned in to watch BTV. This is a significant increase compared to all years since 2001 (48% or less).** Eighteen percent (18%) of respondents report they have watched BTV once or twice in the past year – significantly less than in 2007 (30%).

Police and Fire

Personal Safety In Neighborhood

- Respondents' general perception of safety in their own neighborhood, feelings of safety during the day and at night have shown some variation over time.
- Two-thirds (66%) of respondents feel very safe walking alone in their neighborhood in general, while less (30%) indicate they feel reasonably safe. The percentage of respondents who indicate they feel very safe is higher than in all previous survey years (63% or less) – significantly higher than 2001 - 2006. Very few respondents feel somewhat unsafe (3%) or very unsafe (<1%).
- As in 2007, when walking alone in their neighborhood during the day, the majority of respondents (86%) report they feel very safe, a significantly higher proportion than the 2006 Performance Measures survey (79%), however consistent with earlier years. Conversely, fewer respondents in 2008 compared to 2006 feel reasonably safe (12% vs. 19%, respectively). Only a few respondents (1%) feel somewhat unsafe, while no one indicates they feel very unsafe.
- More than two in five (47%) respondents feel very safe walking alone in their neighborhood after dark, significantly higher than all years prior to 2007 (40% or less). There was an increase since 2007 (44%) yet it is not significant. Thirty-two percent (32%) of respondents report they feel reasonably safe. Further, the percentage of those in 2008 who feel somewhat unsafe (10%) and very unsafe (4%) in their neighborhood after dark remains low.

Personal Safety In Downtown Bellevue

- Respondents are as likely to feel very safe walking alone in the downtown business area during the day (85%) as they are walking alone in their neighborhood during the day (86%). Nine percent (9%) of respondents indicate they feel reasonably safe, while fewer indicate they feel somewhat unsafe (1%) or very unsafe (<1%) walking alone in Bellevue's downtown business area during the day.
- Respondents feel slightly less safe in downtown Bellevue walking alone after dark than they do in their own neighborhood. Two in five (42%) respondents report they feel either very safe walking alone in Bellevue's downtown area after dark or reasonably safe (32%). Less than one in ten report feeling somewhat unsafe (8%) or very unsafe (2%). In 2008 significantly more respondents indicate they feel very safe (42%) in Bellevue's downtown business area after dark than results seen in 2001 to 2004 (35% or less).

Victims Of Crime

- Similar to past years, less than one in ten (8%) respondents report that they, themselves or anyone in their household, were a victim of any crime in Bellevue.
- As in previous Performance Measures surveys, the majority of those who were a victim of a crime did report the crime to the police (73%). There are no significant changes to report when comparing to previous years: 2007 (79%), 2006 (76%), 2005 (76%), 2004 (83%), 2003 (82%) and 2002 (85%), and 2001 (77%).

Contact With Police

- A quarter of respondents (25%) have had contact with Bellevue's police in the past year. This is a significant decrease from 2005 and 2001 (both 32%), and slightly lower than in 2006 (28%), 2004 (29%), 2003 (30%), and 2002 (27%).

- Of the respondents that have had contact with the police, three in five (60%) rate the handling excellent, a quarter (23%) rate it good, while fewer give fair (11%) or poor (6%) ratings.

Obtained Information About Fire Department

- **Added in 2007 and retained in 2008, respondents were asked if they ever obtained information about the Fire Department through the City of Bellevue web site. The majority of respondents (93%) have not obtained information about the Fire Department through the City of Bellevue web site, while five percent (5%) report they have.**

Home Smoke Detectors

- **Nearly all respondents (98%) indicate their home has a smoke detector – two percent (2%) do not have a smoke detector (2%).** This is the same level seen in 2007, 2004 and 2002 (both 98%), and slightly lower than 2006 (100%).
- **Three in four (76%) respondents report that they have checked all of their smoke detectors in the past twelve months.**
- **More than three in five (63%) respondents with smoke detectors have changed the batteries in all of their smoke detectors during the last 12 months – a significant increase compared to 2006 (51%).** One in ten changed the batteries in some, but not all of the smoke detectors (16%) or didn't change the batteries in any of the smoke detectors (12%). Even fewer respondents tested all of their smoke detectors but didn't need to change the batteries (3%) or report that their smoke detector does not have batteries (2%).

Designated Emergency Kit

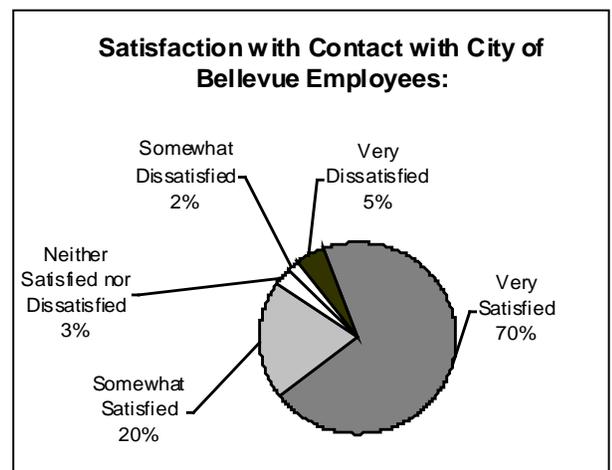
- **Similar to previous surveys, fewer than two in five (38%) respondents have a designated emergency kit that meets specifications for use in a major disaster.** Almost half of respondents (49%) do not have an emergency kit. One in ten (10%) have an emergency kit, but not to the specifications listed - a significant decrease compared to 2006 (17%).

CONTACT WITH A CITY OF BELLEVUE EMPLOYEE

Added to the Performance Measures survey in 2008, respondents were asked “have you had any interaction with City of Bellevue employees in the past 12 months (via email, in person, phone)?” One third (32%) of respondents has had interaction with a City of Bellevue employee in the last year.

Those that have had contact with an employee were then asked about their satisfaction with their contact with a City employee. Of the 128 respondents (32%) that have had contact with a City employee 89% are satisfied (70% very and 20% somewhat satisfied). Only fourteen (n=14, 11%) respondents indicate a level of satisfaction lower than somewhat satisfied.

Respondents who indicated a level of dissatisfaction were asked what their dissatisfaction is related to. Of the ten respondents that were asked this question two (2) stated responsiveness and two (2) said professionalism or courtesy.



BACKGROUND

The City of Bellevue conducts the Performance Measures Survey via telephone within the first two months of each year to evaluate Bellevue residents' satisfaction with services delivered by the City during the previous year. The survey is intended to collect statistically reliable data measuring residents' perceptions and level of satisfaction. The survey findings provide data for several specific types of measures:

- Budgetary Performance Measures for which citywide survey responses are needed,
- "Comparable Cities" survey measures requested by ICMA (the International City/County Management Association), and
- Certain citywide survey measures that department's track for their own quality assurance and planning purposes.

Additional research objectives include measuring or identifying:

- Awareness and usage of programs and services by City residents,
- Overall satisfaction with some City programs and services,
- Effectiveness of specific aspects of City programs and services, and
- Opportunities for the City to improve programs and services.

The questions in the survey relate to measures tracked by several entities and departments within the City organization, including:

- City Manager's Office & City Council,
- Parks,
- Planning & Community Development (PCD),
- Police and Fire,
- Transportation, and
- Utilities

Beginning with the 2005 survey, the Finance Department began coordinating the Performance Measurement Survey development with departments. The department oversees the fielding of the survey and reports the results. Opinion Research Northwest (formerly Northwest Research Group) administered the 2008 Performance Measures Survey and authors the survey report with input from City of Bellevue staff.

The most recent survey -- conducted in January and February 2009 -- is intended to measure the City's performance in 2008. Hence, the most recent survey is called the "2008 Performance Measures Survey." Likewise, the Performance Measures Survey conducted in January and February 2008 is called the "2007 Performance Measures Survey."

This report focuses on the results of the "2008 Performance Measures Survey." The report provides comparative data with other performance measurement surveys administered in previous years and shows how different segments of Bellevue's population responded to many of the questions. Results are also compared with those of previous surveys. Please note that reported percentages in the text and graphs may total to more than 100% due to multiple responses or combined percentages may be different due to rounding.

Appendix Two contains a copy of the survey questionnaire (with 2008 results) with notes indicating which questions are Performance Measures in the City of Bellevue's Budget and which are Comparable Cities measures requested by ICMA. The department(s) to which the relevant Budgetary Performance Measures apply are also listed on the questionnaire.

METHODOLOGY

Interview Technique

CATI - Computer Assisted Telephone Interviews

Sample Size

403 completed interviews

Respondent Qualifications

All survey respondents are residents who live within the Bellevue city limits. Quotas were used to ensure a representative sample of Bellevue City residents living in single-family dwellings (53%) and multi-family dwellings (47%). A 50%-50% target was employed to ensure that the percentages of male and female respondents answering the survey were equal. Respondents were also screened regarding any recent participation in other City surveys within the past six months. Those who indicate they had participated in other recent surveys for the City were not asked to participate in the 2008 Performance Measures Survey. All respondents were asked if they would be willing to participate in further research about the City of Bellevue – 58% (n=234) said they would.

Sample Source and Method

This telephone survey is designed to collect statistically valid data that can be projected to the general population of residents in Bellevue households. The survey sample was randomly selected from households in Bellevue using random digit dial sample (RDD) from Survey Sampling International. Both listed and unlisted telephone numbers were included. Beginning in 2007, random targeted sample was also used as a supplement to increase the efficiency of reaching multi-family households. Furthermore, a wireless sample was added in 2008 to ensure inclusion of households without a landline. All respondents were asked to verify that they live within the Bellevue City limits.

Length of Interview

The survey averaged 20.01 minutes, with a standard deviation of 5.04 minutes. As was procedure in the 2007 Performance Measures Survey, the decision was made to administer certain questions to a random selection of half (50%) of the Bellevue population to reduce average interview length and respondent burden. Those questions administered to a random half of the Bellevue population were primarily related to parks and recreation, and include: Q6a, Q6b, Q8, Q9a, and Q9d, as well as Q59, Q60, Q61/63e and Q61ai.

Survey Instrument – Changes over Time

The following changes were made to the 2008 Performance Measures survey instrument.

- Q10a replaced Q10 in 2008
- Q14 question wording was changed in this year's survey instrument
- Q26 question wording was changed in this year's survey instrument
- Q26a is a new question in 2008
- Q60ai, Q61b & Q61c are new questions in 2008
- Q3J1, Q3J2 & Q3J3 are new questions in 2008
- Q100 is a new question in 2008

Interviewing Dates and Times

All interviews were conducted between January 12, 2009 and February 3, 2009. Interviews were conducted weekday evenings, and on Saturday and Sunday. To help yield survey findings representative of the Bellevue population a variation of dates and times were used throughout data collection to capture responses from a variety of demographic subgroups.

Level of Precision

Appendix 1 contains a table describing the margin of error for this survey.

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DETAILED FINDINGS

General Perceptions of Bellevue & of City Services

BELLEVUE AS A PLACE TO LIVE

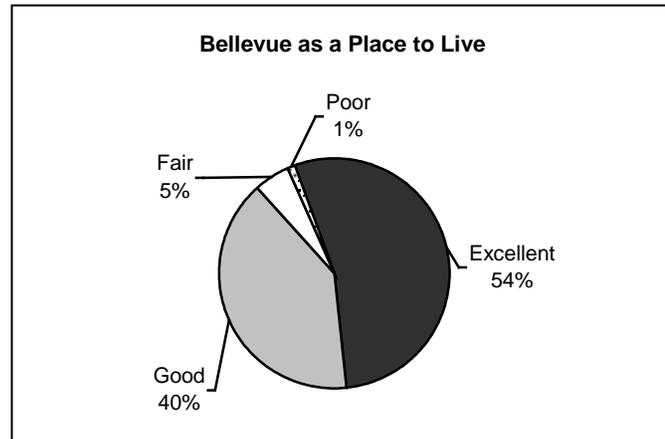
Nearly all (94%) residents surveyed describe Bellevue as a good or excellent place to live. Respondents are significantly more likely in 2008 (54%) to indicate Bellevue is an excellent place to live compared to 2006 (45%), 2003 (45%), 2002 (40%) and 2001 (42%). Very few respondents think Bellevue is a fair or poor (6%) place to live.

DIFFERENCES BETWEEN SUB-GROUPS

A significantly higher portion of homeowners (96%) report Bellevue is a good or excellent place to live compared to renters (90%). Three-fifths of respondents who have lived in Bellevue between 3 and 10 years (60%) and between 10 and 24 years (59%) feel Bellevue is an excellent place to live – this is significantly higher than respondents whose tenure of living in Bellevue is 25 years or more (46%).

As in previous Performance Measures surveys, respondents with an income of \$75,000 or higher (62%) are significantly more likely to say Bellevue is an excellent place to live than those with a lesser income – 41% whose income is less than \$35,000.

The following groups of respondents are also significantly more likely to feel the City is an excellent place to live than are their respective counterparts: respondents who say their neighborhood is an excellent place to live (68%), residents who report satisfaction with the City's job in future planning (62%), respondents who feel the City is moving in the right direction (62%) and those who indicate there is a strong sense of community (64%). Those respondents who report they are very satisfied with the City of Bellevue Utilities Departments are significantly more likely than those who give a neutral or dissatisfied rating to rate Bellevue as an excellent place to live (61% vs. 43% and 34%, respectively). No significant differences are reported between regions of the City in terms of ratings of Bellevue as a place to live.



POSITIVE AND NEGATIVE ASPECTS OF BELLEVUE AS A COMMUNITY *

Respondents were asked to think about Bellevue as a community and report what comes to mind as being “high quality” and “low quality.” These two questions were first added to the 2002 Performance Measures Survey and asked again for each subsequent Performance Measures survey. Respondents most frequently mention the following qualities of Bellevue as a community:

MOST FREQUENTLY MENTIONED: HIGH AND LOW QUALITIES*			
(BASE: 403 RESPONDENTS; chart shows % of respondents)			
<i>* Can total more than 100% due to multiple responses; Specific responses with at least 1% are shown</i>			
HIGH QUALITY		LOW QUALITY	
Parks/ Recreation/ Trails – Good Facilities, Well-Maintained	30%	Too Much Traffic	21%
City Services	27%	Roads And Traffic Signals	10%
– Good Roads/ Streets (7%)		– Bad Road Conditions/ Streets Need Help/ Too Many Potholes (5%)	
– Overall Good Services/ Resources (6%)		– No Sidewalks/ Not Enough/ Not Pedestrian Friendly (4%)	
– Good Police Service/ Police Presence (5%)		– Traffic Signals Impede Car and Pedestrian Traffic/ Not Coordinated (1%)	
– City Is Responsive/ Good City Gov’t./ Addresses People’s Needs (4%)		City Government Issues	7%
– Maintaining Green Areas/ Less “Sprawl”/ Care For Environment (2%)		– Unclean Streets (2%)	
– Good Fire Dept. Service (2%)		– Complaints About Utilities Service (1%)	
– Good Planning/ Long Range Planning (2%)		– Not Enough Police (1%)	
– Everything Is Well Maintained (2%)		Complaints About Transportation System Development/ Growth/ Construction Issues	7%
– Good Utilities/ Public Works (2%)		High Taxes/ Cost Of Living	4%
– Good Community Programs (1%)		– Housing/ Real Estate Is Too Expensive (2%)	
– Good Medics/ Medic One Service (1%)		– High Cost Of Living/ Bills/ Taxes/ Utilities (1%)	
– Taxes Haven’t Gone Up/ Lower Taxes Than Other Communities (1%)		– Pay Too Much In Taxes/ Big Tax Increase (1%)	
– Money Is Wisely Spent/ Get What I Pay For (1%)		Complaints About People – Unfriendly, Not Involved, Lack Of Diversity	3%
City Amenities	22%	Complaints About Schools/ Education	2%
– Numerous/ Convenient Amenities (15%)		Too Much Crime	1%
– Core Business Center/ Technology Corridor (5%)		Buildings/ Homes/ Neighborhoods Need Restoring	1%
– The Library (2%)			
– Fine Arts/ Arts Fair/ The Museum (1%)			
– Good Hospitals (1%)			
Nice Neighborhoods/ Quality Of Life	21%		
– Low Crime/ Safe (8%)			
– Everything Is Good/ Good, Quality Town (7%)			
– Good Quality Of Life (4%)			
– Bellevue Is Attractive/ Nice Looking (1%)			
– Quiet Area/ Peaceful Neighborhood (1%)			
– Nice Houses/ Well-Kept (1%)			
– Good For Families (1%)			
Education/ Good Schools	18%		
Convenient Location/ Access To Freeways	13%		
People – Diverse, Friendly Community	6%		
Good Transportation/ Traffic Improvements	4%		
<i>Don’t Know</i>	<i>3%</i>	<i>Don’t Know</i>	<i>2%</i>

POSITIVE AND NEGATIVE ASPECTS OF BELLEVUE AS A COMMUNITY OVER TIME *

The table below illustrates respondents' responses as to the positive and negative aspects of Bellevue over time.

HIGH QUALITY							
	2008 Performance Measures Survey (Conducted February 2009)	2007 Performance Measures Survey (Conducted February 2008)	2006 Performance Measures Survey (Conducted January 2006)	2005 Performance Measures Survey (Conducted January 2006)	2004 Performance Measures Survey (Conducted January 2005)	2003 Performance Measures Survey (Conducted March 2004)	2002 Performance Measures Survey (Conducted February 2003)
	<i>* Can total more than 100% due to multiple responses.</i>						
	n=403	n=405	n=414	n=404	n=412	n=419	n=420
Parks And Recreation	30%	25%	28%	26%	30%	24%	28%
City Of Bellevue Services (Related To City Gov't)	27%	26%	31%	32%	42%	29%	33%
City Amenities (Shopping, Museum, Art)	22%	22%	25%	30%	29%	17%	22%
Nice Neighborhoods/ Quality Of Life	21%	18%	21%	22%	24%	19%	17%
Education	18%	16%	19%	18%	19%	16%	15%
Other Positive	17%	11%	8%	11%	4%	5%	2%
Location	13%	6%	4%	7%	6%	7%	6%
People	6%	6%	6%	3%	8%	7%	7%
Other Negative	5%	4%	4%	4%	4%	4%	3%
Traffic Improvements/ Other Transit	4%	6%	3%	4%	5%	4%	5%
Other	3%	2%	<1%	1%	<1%	2%	<1%
Don't Know	3%	3%	4%	6%	3%	2%	2%
Refused	1%	2%	<1%	1%	<1%	2%	7%
Clean City	<1%	7%	6%	8%	7%	7%	10%

LOW QUALITY							
	2008 Performance Measures Survey (Conducted February 2009)	2007 Performance Measures Survey (Conducted February 2008)	2006 Performance Measures Survey (Conducted January 2006)	2005 Performance Measures Survey (Conducted January 2006)	2004 Performance Measures Survey (Conducted January 2005)	2003 Performance Measures Survey (Conducted March 2004)	2002 Performance Measures Survey (Conducted February 2003)
	* Can total more than 100% due to multiple responses.						
	n=403	n=405	n=414	n=404	n=412	n=419	n=420
Traffic	21%	23%	31%	25%	29%	29%	34%
Road & Signal Complaints	10%	10%	7%	10%	9%	10%	11%
City Government Issues	7%	8%	7%	7%	10%	9%	9%
Complaints About Transit	7%	3%	8%	4%	4%	3%	7%
Development/ Growth/ Construction Issues	5%	6%	5%	2%	4%	5%	5%
High Taxes Or Cost Of Living	4%	4%	6%	4%	4%	4%	5%
People	3%	2%	3%	3%	4%	3%	5%
Schools Education	2%	1%	1%	1%	2%	3%	2%
Crime Rate	1%	2%	3%	4%	3%	2%	1%
Buildings/ Homes Need Restoring/ Bad Neighborhoods	1%	2%	3%	4%	1%	6%	3%
Other Negative	21%	13%	10%	12%	10%	4%	7%
Other	33%	26%	24%	21%	1%	1%	<1%
Nothing Is Low Quality	33%	25%	22%	19%			
Don't Know/ Nothing	2%	7%	8%	15%	35%	29%	19%
Refused	1%	6%	1%	2%	2%	5%	7%

NEIGHBORHOOD AS A PLACE TO LIVE

Ninety-one percent (91%) of 2008 respondents consider their neighborhood to be an excellent (54%) or good (37%) place to live.

A small percentage of respondents regard their neighborhood as a fair (8%) or poor (1%) place to live.

DIFFERENCES BETWEEN SUB-GROUPS

Older Bellevue residents are significantly more likely than residents under the age of 65 to indicate their neighborhood is an excellent place to live (65% of respondents over the age of 65 vs. 50% of respondents aged 55 to 64, 52% of respondents aged 35 to 54, and 38% of respondents under 35 years of age). As in previous Performance Measures surveys, single-family residents (60%) are significantly more likely than multi-family residents (47%) to rate their neighborhood as an excellent place to live. The majority of respondents that own their residence feel their neighborhood is an excellent place to live (60%) – significantly more so compared to those that rent their place of residence (40%).



The greatest percentage of excellent ratings is found among those with an annual household income exceeding \$75,000 (61%). Excellent neighborhood ratings are greatest among residents of zip codes 98004 (66%), 98006 (62%), and 98008 (55%) – all significantly higher than 98007 (31%).

As might be expected, excellent ratings for their neighborhood as a place to live are significantly greater among respondents who say Bellevue is an excellent place to live (68%) compared to those who report Bellevue is a good place to live (40%). In addition, respondents who indicate Bellevue has a strong sense of community (80%), respondents who report being very satisfied with Bellevue's communication with residents (63%) as well as those respondents who report they are very satisfied with the Bellevue Utilities Department (61%) are significantly more likely than their negative counterparts to indicate their neighborhood is an excellent place to live. Respondents who live in South Bellevue (97%) are significantly more likely to rate their neighborhood as an excellent or good place to live than are those in West (89%) and East Bellevue (89%).

DIRECTION IN WHICH BELLEVUE IS HEADED

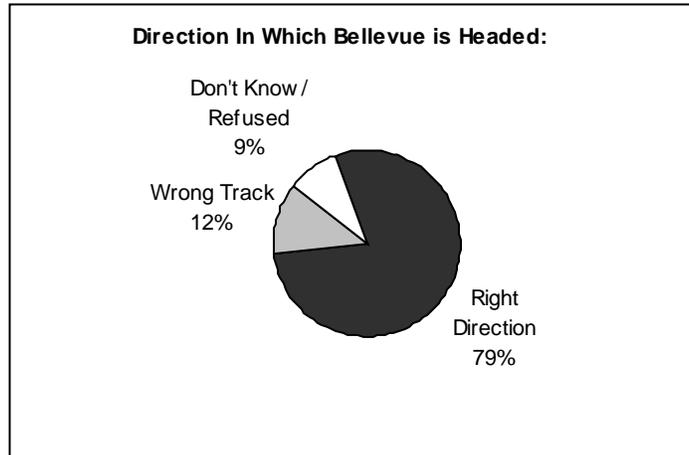
Seventy-nine percent (79%) of respondents indicate that the City, as a whole, is generally headed in the right direction. Although this percentage is significantly lower than 2005 results (86%) it remains similar to other previous survey years – 81% in 2007, 77% in 2006, 78% in 2004, 79% in 2003, and 78% in both 2002 and 2001. The percentage of respondents who feel the City is on the wrong track (12%) is just slightly lower than reported in 2007 (13%) and 2006 (14%), but is significantly higher than reported in 2005 (6%) and 2004 (6%). Less than one in ten (8%) indicate they are not sure which direction the city is headed.

See Appendix 3 at the end of this report for all previous survey results related to this question.

DIFFERENCES BETWEEN SUB-GROUPS

Younger Bellevue residents (age 35 or younger) are significantly more likely than residents over age 65 to indicate Bellevue is headed in the right direction (87% compared to 74%). A significantly greater percentage of respondents who have lived in Bellevue for 3 to 9 years (86%), compared to respondents who have lived in Bellevue for 25 years or more (73%), feel the City is headed in the right direction.

The following groups of respondents are significantly more likely to feel the City is headed in the right direction than are their respective counterparts: respondents who feel Bellevue is an excellent place to live (90%), residents who report satisfaction with the City's job in future planning (89%), respondents who feel their neighborhood has a strong (84%) or average (81%) sense of community and respondents who indicate they City is very responsive (96%). Respondents who report being very satisfied with Bellevue's communication with residents (91%) as well as being very satisfied with the Bellevue Utilities Department (86%) are significantly more likely to state the City is headed in the right direction. Though no significant differences exist across regions of the City, respondents living in the East region (85%) are the most likely to report that Bellevue is headed in the right direction (77% or lower for other regions).



REASONS CITY GOING IN THE RIGHT OR WRONG DIRECTION

When looking at *only* responses from the 318 respondents (79%) who feel the City is headed in the right direction, city government or city services is the most frequently cited response (41%), followed by positive comments regarding traffic, roads and transit (15%).

When looking at *only* responses from the 47 respondents (12%) who feel the City is off on the wrong track, too much growth and development (45%), high cost of living and taxes (19%) and traffic, roads and transit (15%) are most often mentioned.

The following table illustrates responses based on the opinions of all respondents (n=365) regardless of whether they feel the City is headed in the right direction (n=318) or on the wrong track (n=47).

<p align="center">MOST FREQUENTLY MENTIONED REASONS FOR CITY GOING IN THE RIGHT OR WRONG DIRECTION* (BASE: 365 RESPONDENTS; <i>chart shows % of respondents</i>) <i>* Can total more than 100% due to multiple responses; Specific responses with at least 1% are shown</i></p>	
POSITIVE COMMENTS	NEGATIVE COMMENTS
<p>City Government/ City Services 35%</p> <ul style="list-style-type: none"> - New Development/ Buildings (14%) - Improving The City/ Improvement Projects (8%) - Overall Well Planned/ Good Planning (6%) - Good Government Services (6%) - Progressive/ Modern (2%) - Good Communication From City (2%) - Taxes Are Okay (1%) - City Is Doing Everything They Need To Do (1%) 	<p>Too Much Growth/ Construction 6%</p> <ul style="list-style-type: none"> - Too Much Growth/ Development/ High Rises (5%) - Too Many People/ Overcrowded/ Housing Density/ Growing Too Fast (1%)
<p>Traffic/ Roads/ Transit 13%</p> <ul style="list-style-type: none"> - Public Transportation Headed In Right Direction (6%) - Improving Roads (5%) - Working On Traffic Problems (2%) 	<p>Traffic/ Roads/ Transit 4%</p> <ul style="list-style-type: none"> - Traffic/ Congestion (3%) - Transportation Problems (1%)
<p>Parks & Recreation/ Preservation Of Open-Space 8%</p> <ul style="list-style-type: none"> - Nice Parks/ Greenbelts/ Open Spaces (7%) - Controlling Apartments And Other Growth (1%) 	<p>High Cost Of Living 3%</p> <p>City Government/ Services 1%</p>
<p>Things Are Good/ Nothing Wrong 5%</p> <p>Good Schools 5%</p> <p>Safe/ Low Crime 5%</p> <p>People & Community 4%</p> <p>Amenities 3%</p> <p>Like It Here/ Nice Place To Live 3%</p> <p>Police & Fire 2%</p> <p>City Is Clean 2%</p>	<p><i>Don't Know</i> 2%</p>

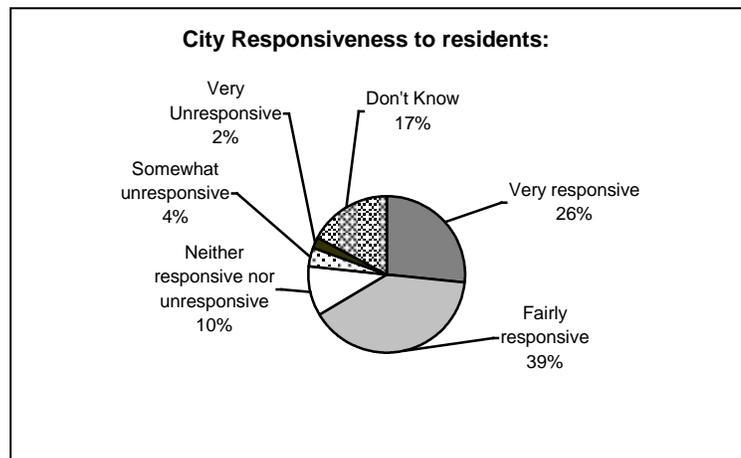
CITY RESPONSIVENESS TO RESIDENTS

Newly added to the Performance Measures survey in 2005 and retained since then, respondents were also asked “in general, how responsive do you think Bellevue city government is to its residents?” Two-thirds (65%) of respondents feel the City is responsive. Significantly more respondents report Bellevue City Government is very responsive in 2008 (26%) compared to 2006 (20%). A small percentage of respondents report that Bellevue City government is neither responsive nor unresponsive (10%), somewhat unresponsive (4%) or very unresponsive (2%) to its residents.

DIFFERENCES BETWEEN SUB-GROUPS

A significantly larger percentage of “responsive” ratings were given by single-family respondents than multi-family respondents (71% compared to 60%, respectively). Respondents residing in zip code 98006 (70%) are most likely to indicate the City is responsive; significantly more than respondents living in 98005 (53%).

Respondents who have lived in Bellevue 3 to 9 years (68%), 10-24 years (65%) and 25 or more years (71%) are significantly more likely to report that the City government is either very or fairly responsive than those who have lived in Bellevue for 2 years or less (47%).



Ratings of “very responsive” by respondents are significantly more likely among those who say Bellevue is an excellent place to live (36% versus 14% of those who say it is a good, or 8% of those who say it is fair or poor place to live), among those who say Bellevue is headed in the right direction (31% compared to 4% of respondents who feel Bellevue is on the wrong track), and among those who are satisfied with the City’s future planning efforts (31% compared to 8% of those who are less than satisfied).

Two out of five respondents (40%) who indicate they are very satisfied with the job Bellevue is doing in communicating to residents feel the City is very responsive – a significantly higher percentage than those who report they are fairly satisfied (21%) or less than satisfied (7%).

No significant differences are reported between regions of the City in terms of Bellevue’s responsiveness to residents.

WAYS IN WHICH BELLEVUE IS RESPONSIVE

When looking at *only* responses from the 263 respondents (65%) who indicate Bellevue city government is very or fairly responsive to its residents, communication is the most frequently cited (50%), followed by other positive comments (17%).

When looking at *only* responses from the 68 respondents (17%) who indicate Bellevue city government is neither responsive nor unresponsive, somewhat unresponsive, or very unresponsive to its residents, respondents are most likely to mention communication, specifically citing a lack of listening to citizens needs (43%).

The following table illustrates responses based on the opinions of all respondents (n=331) regardless of whether they feel Bellevue city government is very or fairly responsive to its residents (n=263) or Bellevue city government is neither responsive nor unresponsive, somewhat unresponsive, or very unresponsive to its residents (n=68).

**MOST FREQUENTLY MENTIONED
WAYS IN WHICH BELLEVUE IS RESPONSIVE TO ITS RESIDENTS**

(BASE: 331 RESPONDENTS; chart shows % of respondents)

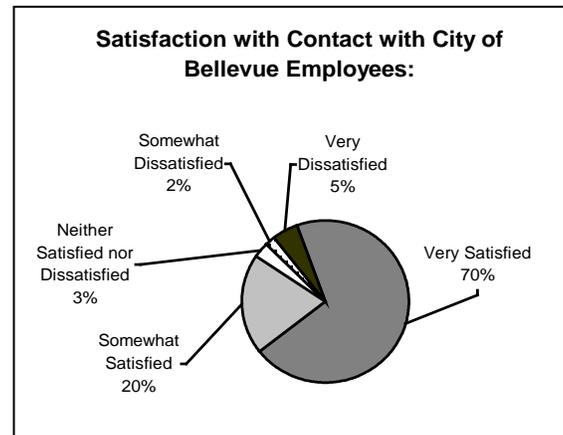
** Can total more than 100% due to multiple responses;
Specific responses with at least 1% are shown*

POSITIVE COMMENTS		NEGATIVE COMMENTS	
Communication	41%	Communication (-)	15%
– Listen/ Responsive (31%)		– They Don't Listen To Citizens Needs/ Non-Responsive (15%)	
– Communicate Well/ Informative (Includes Mailings, Bulletins, and News Etc. (10%)			
– Meetings/ Input Is Welcome (5%)			
City Government/ City Services	2%	Other Negative	8%
– Good Police Department (2%)		– Don't Agree With Politics/ Don't Agree With Political Views Or Choices (3%)	
– Good Fire Department (1%)		– Need To Work On Things/ Still Un-Addressed Issues (6%)	
– City Has Planned/ Organized (1%)			
Other Positive	14%		
– Overall Satisfaction (10%)			
– It's What I Hear From People /Media (3%)			
– No Problems/ Things Are Going Well (2%)			
		<i>Don't Know</i>	<i>8%</i>

CONTACT WITH A CITY OF BELLEVUE EMPLOYEE

Added to the Performance Measures survey in 2008, respondents were asked “have you had any interaction with City of Bellevue employees in the past 12 months (via email, in person, phone)?” One third (32%) of respondents has had interaction with a City of Bellevue employee in the last year.

Those that have had contact with an employee were then asked about their satisfaction with their contact with a City employee. Of the 128 respondents (32%) that have had contact with a City employee 89% are satisfied (70% very and 20% somewhat satisfied). Only fourteen (n=14, 11%) respondents indicate a level of satisfaction lower than somewhat satisfied.



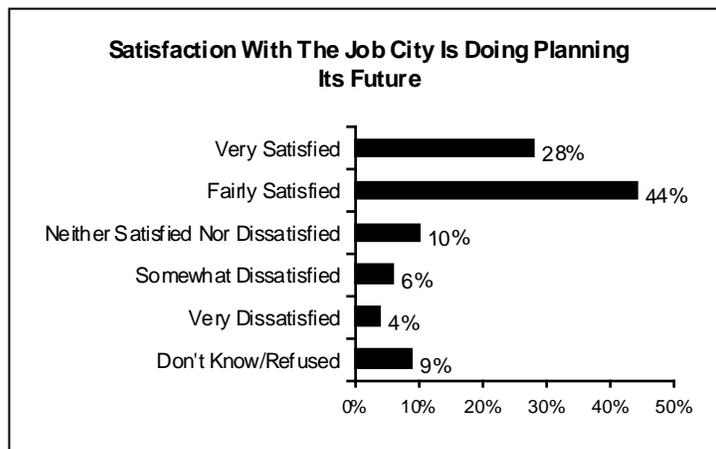
Respondents that indicated a level of dissatisfaction were asked what their dissatisfaction is related to. Of the ten respondents that were asked this question two (2) stated responsiveness and two (2) said professionalism or courtesy.

PLANNING FOR THE FUTURE

Nearly equal percentages of 2008 (71%), 2007 (70%), 2006 (69%), 2005 (74%), 2004 (71%) 2003 (72%), and 2002 (70%) respondents report satisfaction with the job the City is doing in planning for the future – either fairly (44% in 2008) or very satisfied (28% in 2008), significantly higher than satisfaction reported in 2001 (63%). Ten percent (10%) of respondents report they are neither satisfied nor dissatisfied with the City’s future planning; even fewer are somewhat dissatisfied (6%) or very dissatisfied (4%).

DIFFERENCES BETWEEN SUB-GROUPS

There are no differences to report when comparing across gender, income, ethnicity, or age. However, respondents who have lived in Bellevue between 10 and 24 years are significantly more likely than those that have lived in the City for 3 to 9 years to be very satisfied with the job the City is doing in planning for the future (35% compared to 23%, respectively).



Higher ratings – those stating satisfaction, very or somewhat combined, with the job the City is doing with planning – are more likely to be given by residents who feel: Bellevue is an excellent place to live (82%), their neighborhood is an excellent place to live (80%), Bellevue is headed in the right direction (81%), and their neighborhood has a strong sense of community (82%). Eighty-eight percent (88%) of residents who are very satisfied with Bellevue’s communication, and eighty-seven percent (87%) of residents who are very satisfied with Bellevue’s responsiveness are significantly more likely to be satisfied with the job the city is doing in planning for the future than their counterparts.

Ratings of “very satisfied” with the City in planning for the future are significantly higher among the following segments: respondents who report being very satisfied with the Bellevue Utilities Department (37%), residents who indicate Bellevue is an excellent place to live than those who give good, fair or poor ratings (39% vs. 15% and 8%, respectively). More than one-third (35%) of respondents who feel Bellevue is headed in the right direction are very satisfied with the City’s future planning efforts – a significantly greater amount than those who think Bellevue is headed in the wrong direction (0%) or are unsure in which direction Bellevue is moving (3%).

The proportion of respondents who report that they are “neither satisfied nor dissatisfied” with the job the City is doing planning for the future is highest among those in the East region (13%) of the City, significantly more so than in the West region (6%). Furthermore, respondents living in the West region (10%) are the most likely to report being “somewhat dissatisfied” with the job the City is doing planning for the future, significantly more so than those in the East (1%).

REASONS FOR SATISFACTION/ DISSATISFACTION WITH CITY’S FUTURE PLANNING EFFORTS

When looking at *only* responses from the 288 respondents (71%) who are either fairly or very satisfied with the job the City is doing in planning for the future, respondents most frequently express approval of the City’s government services (39%) and traffic, roads and transit (10%).

When looking at *only* responses from the 80 respondents (20%) who are neither satisfied nor dissatisfied as well as dissatisfied with the job the City is doing planning for the future, respondents most often express dissatisfaction with the City’s government services (20%) and growth and development (19%).

The following table illustrates responses based on the opinions of all respondents (n=368) regardless of whether they are satisfied (n=288) or dissatisfied (n=80) with the job the City is doing planning for the future.

WHY SATISFIED/ DISSATISFIED WITH CITY’S FUTURE PLANNING EFFORTS*	
(BASE: 368 RESPONDENTS; chart shows % of respondents)	
<i>* Can total more than 100% due to multiple responses; Specific responses with at least 1% are shown</i>	
POSITIVE/NEUTRAL COMMENTS	NEGATIVE COMMENTS
City Government Services 31%	Growth & Development 8%
– No Problems With Planning/ No Complaints (15%)	– Too Much Growth & Development/ Crowded (7%)
– Growth & Development (6%)	– Overpopulated (1%)
– Keeps Residents Informed (4%)	Traffic/ Roads/ Transit 8%
– Good Government Planning/ Incorporates Community Needs (3%)	– Traffic (5%)
– Good Parks/ Green Space (3%)	– Limited Transportation Options (1%)
– Bellevue Is Great – Don’t Change (2%)	– Roads Need Improvement (1%)
City Is Trying, But Could Do Better/ Doing Their Best/ Neutral Comments 15%	City Government Services 6%
– Unsure Of City’s Plans/ Don’t Pay Attention (8%)	– City Is Too Expensive (2%)
– Doing Okay, But Could Do Better/ Some Things Good, Some Bad (5%)	– Not Planning/ No Long Range Planning/ Just Reacting, Looking At The Present (2%)
– They’re Trying/ Doing Their Best (2%)	– Need To Get More Input From Residents/ Communication (1%)
– Making Progress/ Not Going Backwards (1%)	– Limited Budget To Get Things Done/ Limited Funding/ Is Money Being Spent On Right Things? (1%)
Traffic/ Roads/ Transit 8%	Job market/ Economy not flourishing 2%
– Road Improvements Planned (3%)	Not doing enough for the environment 1%
– Transportation Options Available (3%)	Need to deal with housing/ Low quality/ Too Expensive 1%
– Traffic Is Being Addressed (2%)	
Jobs/ Economy 1%	
Good Schools 1%	
	<i>Don’t Know</i> 5%

COMMUNICATION WITH RESIDENTS ^

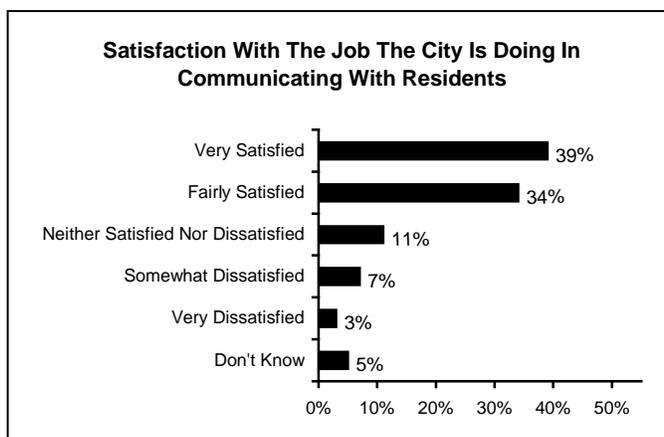
As in previous surveys, three-quarters of respondents report satisfaction with the job the City is doing in communicating with its residents (74% in 2008, 78% in 2007, 77% in 2006, 79% in 2005, and 79% in 2002). However, this is a significant decrease from peak satisfaction levels reported in 2003 and 2004 (81%). A small portion of respondents indicate they are neither satisfied nor dissatisfied (11%), while a few cite being somewhat dissatisfied (7%) or very dissatisfied (3%). Five percent (5%) of respondents do not know how well the City is doing in communicating with residents.

^ Questions regarding City communication were first asked in the 2002 Performance Measures Survey.

DIFFERENCES BETWEEN SUB-GROUPS

Very satisfied ratings are significantly more likely to be given by homeowners compared to renters (44% vs. 29%, respectively), as well as respondents who have resided in Bellevue for 3 to 9 years or 25 years or more compared to those that have lived in Bellevue for 2 years or less (45% of 3 to 9 year residents, and 42% of 25 year or greater residents compared to 25% of residents of 2 years or less).

Respondents between the ages of 35 and 54 (12%) are significantly more likely to be somewhat dissatisfied compared to those who are under 35 years of age (2%) and over 65 years of age (3%).



Respondents living in the South region (19%) of the City are the most likely to be “neither satisfied nor dissatisfied” with the job the City is doing communicating with residents, significantly more so than those in the West region. Apart from this, no significant differences are reported across regions of the City for this measure.

Respondents with annual household incomes under \$35K (11%) or over \$75K (8%) are significantly more likely to be somewhat dissatisfied compared to those with annual household incomes between \$35K and \$74K (1%).

There are no differences to report when comparing across gender or ethnicity.

The following demographic sub-groups are significantly more likely to report they are very satisfied with the job the City does in communicating with its residents: respondents who feel the City is very responsive (62%), those who have had interaction with City employees (51%), those who feel Bellevue (49%) or their neighborhood (46%) is an excellent place to live and those that are satisfied with Bellevue’s future planning efforts (49%). Those respondents who feel Bellevue is headed in the right direction (46%) are significantly more likely than those who feel the City is headed in the wrong direction (19%) to report they are very satisfied with the job the City is doing in communicating with its residents.

HOW CITY CAN IMPROVE COMMUNICATION WITH RESIDENTS

All respondents were asked what they think the City could do to improve its communication with residents. Nearly a quarter (22%) of residents believe the City is already doing a good job communicating with residents.

Twenty-six percent (26%) of respondents could not cite a suggestion as to how the City could improve its communication with residents.

HOW CITY CAN IMPROVE COMMUNICATION WITH RESIDENTS*	
(BASE: 382 RESPONDENTS; <i>chart shows % of respondents</i>)	
<i>*Can total more than 100% due to multiple responses; Specific responses with at least 1% are shown</i>	
City Is Doing A Good Job Of Communicating	22%
Suggestions Regarding City Newsletter	15%
– Communicate Through Newsletter (7%)	
– Have A City Section In Newspaper (4%)	
– Publish Newsletter More Often (4%)	
Suggestions Regarding Web Site	13%
– Send Email What City Is Doing (7%)	
– Better Update On Web Site (6%)	
– Have Web Site For Community Interests (1%)	
Suggestions Regarding Mailings/ Fliers	7%
– Send Out Fliers/ Mailings/ Bulletins (7%)	
Accessibility Of City Meetings	6%
– Have More Meetings/ Neighborhood Meetings With City Officials (5%)	
– Offer Multiple Meetings Times (1%)	
Keep Citizens Informed	4%
More Publicity About Community Events/ Meetings	3%
– More Advertising Regarding Community Events (3%)	
Use Other Media Sources	2%
– Use Television To Communicate (1%)	
– Use Radio To Communicate (1%)	
– Use The Telephone/ Call Me With Information/ Answer When I Call (1%)	
Listen To Citizen's Input	2%
Go Door-to-Door/ Get Out In The Community To Talk To People	2%
<i>Don't Know</i>	26%

SENSE OF COMMUNITY IN NEIGHBORHOODS

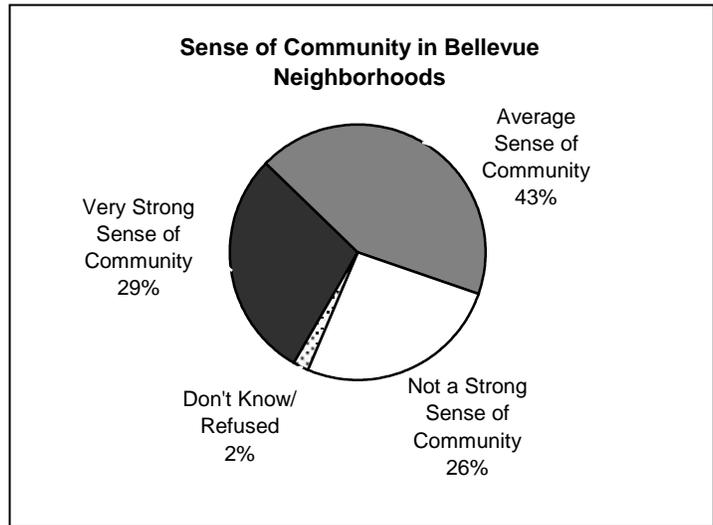
The percentage of respondents who feel their neighborhood has “a very strong sense of community” is similar to the percentages reported in previous Performance Measures surveys (29% in 2008, 29% in 2007, 28% in 2006, 29% in 2005 and 2004 and 30% in 2003). A similar percentage of respondents (26% in 2008) indicate there is “not a strong sense of community”. Forty-three percent (43%) indicate their neighborhood has “an average sense of community”.

DIFFERENCES BETWEEN SUB-GROUPS

The following demographic sub-groups are significantly more likely to report their neighborhood has a “very strong sense of community”: single family residents (37% compared to 21% of multi-family residents) and homeowners (34% compared to renters 19%). Respondents who have lived in Bellevue for 10 to 24 years are significantly more likely than residents who have lived in Bellevue for 0 to 2 years to indicate their neighborhood a strong sense of community (37% compared to 21%, respectively).

Residents who live in zip code 98006 (42%) are most likely to say their neighborhood has a very strong sense of community, significantly more so than respondents that live in zip codes 98004 (26%), 98005 (25%), 98007 (25%) and 98008 (24%).

As seen previously, respondents who indicate Bellevue is an excellent place to live (35%), their neighborhood is an excellent place to live (43%), have contacted the City (39%), have children (37%), and those that are satisfied (34%) with the job the City does in planning for the future are significantly more likely than their negative counterparts to report their neighborhood has a strong sense of community.



WHY NEIGHBORHOODS HAVE A STRONG/AVERAGE/WEAK SENSE OF COMMUNITY

When looking at *only* responses from the 290 respondents (72%) who indicate their neighborhood has a very strong or average sense of community, respondents often comment that they socialize or at least interact with their neighbors with some frequency. Thirty-three percent (33%) of respondents say they “know” their neighbors and that there is some form of informal socializing among neighbors, while nearly three in ten (28%) report there are community neighborhoods or groups.

When looking at *only* responses from the 103 respondents (26%) who report their neighborhood does not having a strong sense of community respondents most frequently cite barriers to meeting their neighbors (38%) and that people don’t interact with each other or bother to know one another (30%).

The following table illustrates responses based on the opinions of all respondents (n=393) regardless of whether they feel their neighborhood has a strong or average sense of community (n=290) or a weak sense of community (n=103).

WHY NEIGHBORHOODS HAVE A STRONG/ AVERAGE/ WEAK SENSE OF COMMUNITY*	
(BASE: 393 RESPONDENTS; chart shows % of respondents)	
<i>*Can total more than 100% due to multiple responses;</i>	
<i>Specific responses with at least 1% are shown</i>	
POSITIVE COMMENTS	NEGATIVE COMMENTS
<p>People Know Each Other/ Informal Socializing 27%</p> <ul style="list-style-type: none"> – People Talk To Each Other/ Know Each Other (19%) – Neighbors Support/ Help Each Other (9%) – Older Neighborhoods/ Established/ Known Each Other A Long Time/ Low Turn-Over (2%) – The People (2%) – Kids Play Together (1%) 	<p>Barriers To Meeting Neighbors 20%</p> <ul style="list-style-type: none"> – Too Many Neighbors To Know (7%) – High Resident Turnover (4%) – People Are Too Busy To Get Together (3%) – Age Differences – Retirees vs. Families (3%) – Cultural Differences (2%) – Lack Of Community Among Apartment Dwellers vs. Homeowners (2%)
<p>Community & Neighborhood Groups 21%</p> <ul style="list-style-type: none"> – Neighborhood Social Events/ Block Parties (10%) – Neighborhood Groups – Homeowner’s Association, etc. (8%) – Community Meetings (6%) – Block Watch (2%) – We Have A Neighborhood Newsletter (1%) 	<p>People Don’t Interact/ Don’t Bother To Know Each Other 11%</p> <ul style="list-style-type: none"> – No Communication/ Neighbors Keep To Themselves (7%) – Don’t Know Neighbors (3%) – People Don’t Care To Know Each Other (2%)
<p>Location 4%</p> <ul style="list-style-type: none"> – Location Makes It Neighborly – Located On A Cul-de-Sac/ Only A Few Homes In Our Neighborhood (2%) – Good Parks/ Trails/ Sports Facilities/ Ball Fields (1%) – Good Schools (1%) – Nearby to stores/ Convenience (1%) 	<p>No Place To Gather/ No Formal Socializing 4%</p> <p>Location 2%</p> <ul style="list-style-type: none"> – Live In A Commercial Area (1%) – Too Many Cars On My Street (1%)
<p>Good Neighborhood/ Quality Of Live 3%</p> <p>Property Taken Care Of 1%</p>	<p>Know Some Neighbors/ Not As Many As I’d Like 3%</p> <p>Difficult Neighbors 1%</p>
	<p><i>Don’t Know</i> 5%</p>

VALUE FOR TAXES PAID

A brief description summarizing the types of services and facilities the City provides was read to respondents: police and fire services, parks and recreational facilities and activities, local roads and sidewalks, environmental protection, neighborhood preservation, long range planning, sewer and drainage services, and funding for social services. Respondents were then asked whether they feel they are getting their money's worth for their tax dollar or not.

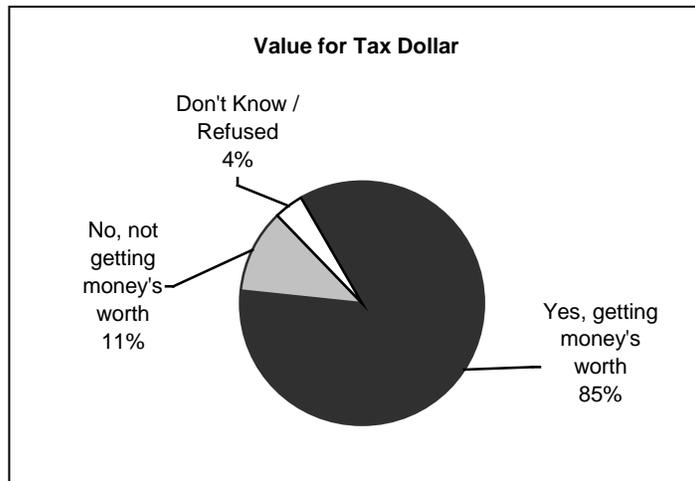
Eighty-five percent (85%) of respondents indicate they are getting their money's worth for their tax dollar in 2008 – similar to 2007 (87%), 2006 (84%) and 2005 (88%) but significantly higher than in 2003 (80%) or 2001 (77%). One in ten (11%) respondents does not feel that they are getting their money's worth. Four percent (4%) of respondents report they are unsure if they are getting their money's worth for their tax dollar.

DIFFERENCES BETWEEN SUB-GROUPS

There are no differences to report when comparing across residence type, home ownership, gender, income, ethnicity, region of the City or age.

Residents who have lived in Bellevue for a longer amount of time (14% of respondents living in Bellevue for 25 years are more) are significantly more likely than residents who have lived in Bellevue for 3 to 9 years (6%) to feel they are not getting their money's worth for their tax dollar.

As seen with other measures, the perception that one is getting their money's worth for their tax dollar is significantly greater among those who feel Bellevue is an excellent place to live (92%), among those who feel Bellevue is headed in the right direction (92%), among those who report satisfaction with the City's planning efforts (93%), among those who are "very satisfied" with the City's communication with residents (97%), among those that are very satisfied with Bellevue Utilities (93%) and among those who feel their neighborhood has a strong (89%) or average (87%) sense of community.



REASONS FOR GETTING GOOD/POOR VALUE FOR TAX DOLLAR

Respondents provide the following reasons as to why they feel they receive either a good or poor value for their tax dollar.

City government and City services are the most prominently noted reasons when respondents are asked why they feel they are getting their money's worth for their tax dollar.

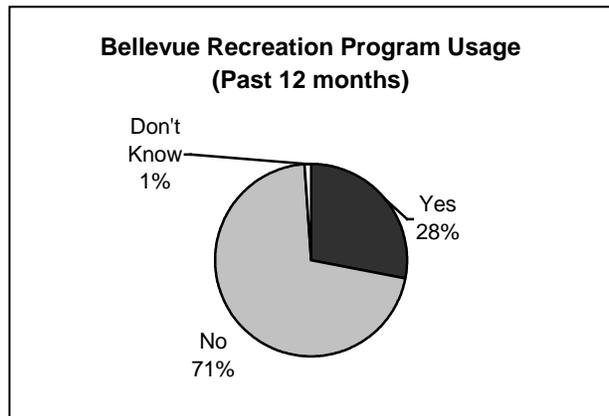
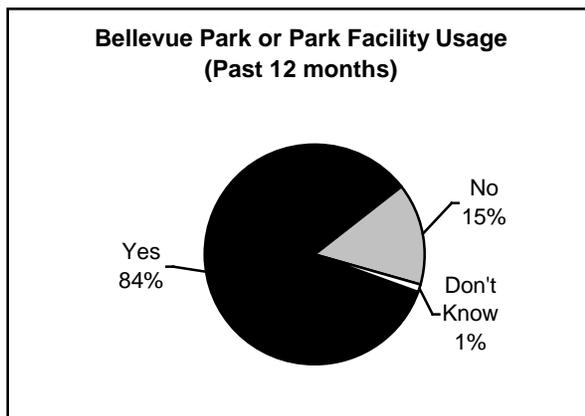
REASONS FOR GETTING GOOD/ POOR VALUE FOR TAX DOLLAR* (BASE: 387 RESPONDENTS; <i>chart shows % of respondents</i>) <small>*Can total more than 100% due to multiple responses; Specific responses with at least 1% are shown</small>	
POSITIVE COMMENTS	NEGATIVE COMMENTS
<p>Happy With Government & Services 52%</p> <ul style="list-style-type: none"> - Good Parks/ Trails/ Sports Facilities/ Park System Well Maintained (17%) - Generally Happy With Services (11%) - Good Roads/ Streets (10%) - Overall Good Services/ Resources (9%) - City Is Responsive To People (4%) - Everything Is Well Maintained (4%) - See Improvements (4%) - Lots Of Services For Taxes Paid (3%) - Community/ City Is Growing/ Lots Of Building (2%) - Doing A Good Job Maintaining Sewers & Drainage (1%) <p>Police/ Fire Dept./ Medic 18%</p> <ul style="list-style-type: none"> - Good Police Service (14%) - Good Fire Dept. Service (11%) - Good Medics/ Medic One (1%) <p>Cost Of Living Good/ Happy With Spending Of Money 8%</p> <ul style="list-style-type: none"> - Taxes Haven't Gone Up/ Taxes Lower Than In Other Communities (5%) - Money Is Wisely Spent (3%) - Money Goes Back To The Community (1%) <p>No Complaints/ Like Where We Live 9%</p> <p>Low Crime 5%</p> <p>Good Schools 4%</p> <p>Clean City 3%</p>	<p>High Cost Of Living/ Dissatisfied With How Money Is Spent 6%</p> <ul style="list-style-type: none"> - Pay Too Much In Taxes/ Big Tax Increase (2%) - Money Is Wasted/ Not Spent Wisely (2%) - High Cost Of Living (1%) - Don't Know Where My Money Goes (1%) - Housing-related Tax Concerns (1%) <p>Unhappy With City Services 3%</p> <ul style="list-style-type: none"> - Problems With Utilities (1%) - Parks Are Inconvenient (1%) - Too Much Commercialization/ Too Much Building/ Construction (1%) <p>Traffic/ Roads/ Transit 2%</p> <ul style="list-style-type: none"> - Too Much Traffic (1%) - Bad Roads/ Streets Need Help (1%) - No Sidewalks/ Not Enough Sidewalks (1%) <p>Police Ineffective/ Not Enough Police 1%</p> <p style="text-align: right;"><i>Don't Know</i> 1%</p>

Parks & Recreation

PARK FACILITY AND RECREATION PROGRAM USAGE

Bellevue has a variety of parks and facilities including trails, nature parks, beach parks, neighborhood parks, golf courses, playgrounds and sports fields – eighty-four percent (84%) of respondents in 2008 indicate that they, or someone in their household, has visited a Bellevue park or park facility in the past year. Fifteen percent (15%) of respondents report that in the previous 12 months they have not visited a Bellevue park or park facility.

Participation in Bellevue recreation is higher than it has been from previous Performance Measures (28% in 2008 compared to 17% in 2006, 20% in 2005 and 20% in 2001). Participation in 2008 is higher, though not significantly so, than in the 2007 Performance Measures (28% vs. 25%, respectively).



DIFFERENCES BETWEEN SUB-GROUPS

Park *visitation* is greatest among respondents age 35 to 54 years old (93%) as well as respondents with children (94%). Respondents who reside in South Bellevue are significantly more likely to report in the past year they, or someone in their household, visited a Bellevue park or park facility (93% compared to 77% in East Bellevue).

As might be expected, *participation* in a Bellevue recreation program is significantly greater among respondents with children living in the household (46% compared to 22%). Furthermore, respondents in South Bellevue are the most likely to have participated in a Bellevue recreation program in the past year, significantly more so than those living in West Bellevue (41% compared to 23%).

OVERALL SATISFACTION WITH PARKS AND RECREATION IN BELLEVUE

Eighty-six percent (86%) of respondents report being satisfied, either very or somewhat, with parks and recreation in Bellevue – significantly lower than 2005 (92%), but similar to results seen in 2007 (89%) and 2006 (83%) and relatively similar to earlier years (89% in 2004, 87% in 2003, and 86% in 2002).

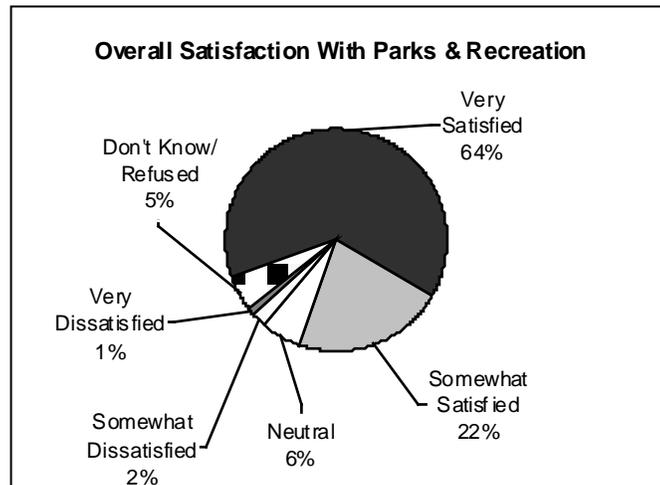
A small percentage of respondents indicate they are neither satisfied nor dissatisfied (6%), somewhat dissatisfied (2%) or very dissatisfied (1%). Four percent of respondents (4%) are unsure of their satisfaction with Bellevue parks and recreation.

DIFFERENCES BETWEEN SUB-GROUPS

Satisfied, either very or somewhat, ratings are significantly greater among respondents who have lived in Bellevue 3 to 9 years (90%) and 10 to 24 years (91%) when compared to those that have lived in Bellevue 25 years or more. Also respondents living in zip code 98007 are more likely to be satisfied with Bellevue parks and recreation than residents of zip code 98005 (91% compared to 78%, respectively).

The following groups of respondents are also significantly more likely to be very satisfied with parks and recreation in

Bellevue than are their respective counterparts: respondents who report their neighborhood (76%) or Bellevue (71%) is an excellent place to live, respondents that feel Bellevue is heading in the right direction (69%), and respondents who are satisfied with the effort Bellevue has made in future planning (71%). Eight of ten respondents who feel Bellevue is very responsive to residents (81%), who are very satisfied with Bellevue’s communication to residents (79%), and who are overall very satisfied with the Bellevue Utilities Department (75%) also indicate they are very satisfied with parks and recreation in Bellevue.



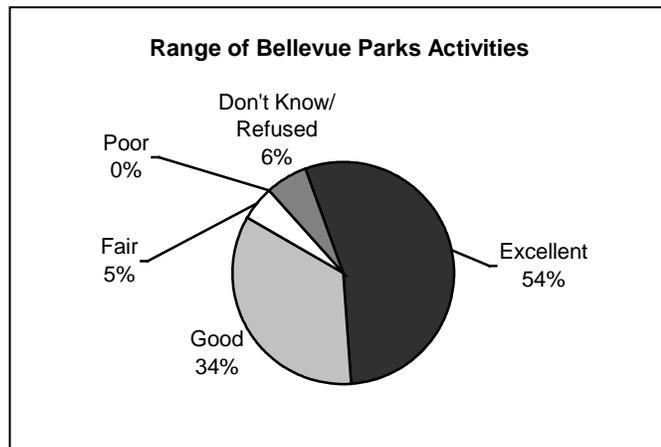
REASONS FOR BEING DISSATISFIED WITH BELLEVUE PARKS AND RECREATION

Among the twelve (12) who reported being very or somewhat *dissatisfied* with Bellevue’s parks and recreation, three (3) feel there are not enough parks or facilities available, two (2) report too much money is spent on parks and recreation and two (2) feel that facilities and parks are not close enough to their house. Single respondents mention the need for maintenance and security concerns. Please refer to the field services report for the remaining responses.

Note that to reduce average interview length and respondent burden, several parks and recreation questions were asked of half (50%) of the total sample. These questions include: Q6a Visitation of Bellevue parks, Q6b Participation in recreation, Q8 Rating of range of parks and recreation activities, Q9a Rating of parks as to appearance, and Q9d Rating of parks as to safety.

RATING OF RANGE OF PARK ACTIVITIES

Eighty-eight percent (88%) of respondents indicate the *range* of parks and recreation activities in Bellevue is either good (34%) or excellent (54%). Responses of either good or excellent in 2008 are similar to 2007 (87%). Ratings of excellent are significantly higher in 2008 than seen in previous years (54% in 2008 compared to 43% in 2007, 39% in 2006, 42% in 2003, 29% in 2002 and 28% in 2001). Very few respondents report rating the range of activities fair (5%) or poor (0%).



DIFFERENCES BETWEEN SUB-GROUPS

There are a few significant differences in ratings between sub-groups. Respondents ages 35 to 54 and ages 55 to 64 are significantly more likely than those ages 65 or older to indicate the range of activities is either good or excellent (93% and 94% vs. 81%, respectively). A significantly higher percentage of respondents with children in the household (94%) give good or excellent ratings compared to 86% of respondents without children in their household. No significant differences exist across regions of the City in terms of ratings of the range of park activities.

Again, respondents who are satisfied with Bellevue on other measures are significantly more likely than are those who rate Bellevue less satisfactorily on other measures, to rate the range of parks and recreation activities in Bellevue as excellent.

RATINGS OF SPECIFIC PARKS CHARACTERISTICS

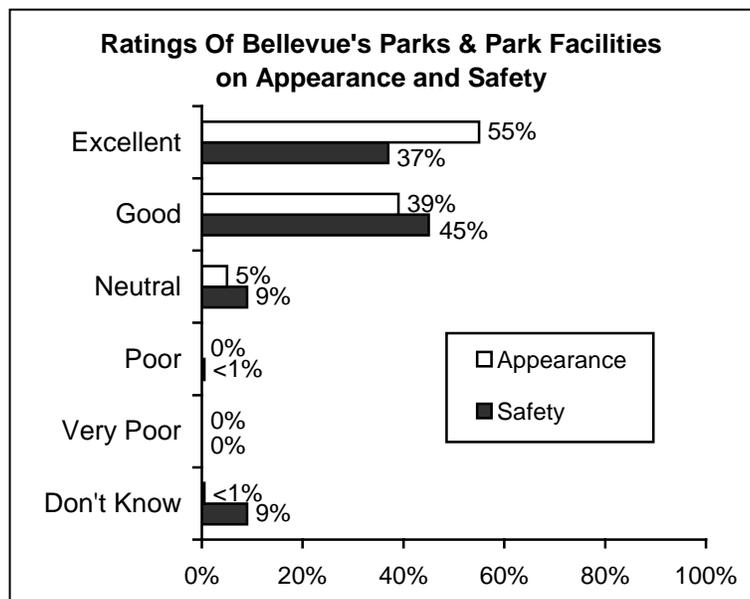
The 2008 Performance Measures Survey contained questions asking respondents to rate Bellevue’s parks and park facilities on two specific characteristics: *appearance and safety*. As reported in previous years, the majority of respondents rate these measures good or excellent. A comparison of ratings across survey periods indicates that ratings of each individual characteristic and their standing in relation to one another are quite consistent.

APPEARANCE

Similar to 2007 (96%), the majority of all respondents (94%) say the *appearance* of Bellevue’s public parks and park facilities is either excellent or good.

SAFETY

As seen in the 2007 Performance Measure results (82%), eighty-two percent (82%) of respondents in 2008 perceive *safety* in Bellevue’s public parks and park facilities as either excellent or good.



DIFFERENCES BETWEEN SUB-GROUPS

Significantly greater percentages of respondents who have lived in Bellevue for 10 to 24 years (98% compared to 88% of respondents that have lived in Bellevue between 3 and 9 years) rate the appearance of Bellevue's parks and recreation as excellent or good. Women are significantly more likely than men to consider Bellevue's public parks and facilities excellent in appearance (61% compared to 48%, respectively), as are those whose annual incomes exceed \$75,000 (63% compared to 39% for those with annual household incomes under \$35,000).

Notably, all twenty-one (21) respondents that indicate that the City is moving in the wrong direction give an excellent or good rating to the appearance of public parks and facilities.

A significantly greater percentage of respondents with household incomes above \$75,000 are more likely to rate the safety of Bellevue's parks excellent – 45% compared to 25% with household incomes under \$35,000. Respondents with children in the household (96%) are more likely than those without children (78%) to rate the safety of Bellevue parks as good or excellent. Respondents living in South Bellevue (50%) are significantly more likely to rate the safety of Bellevue's public parks as excellent than are those living in East Bellevue (30%).

Excellent ratings for appearance and safety are greater among those who feel Bellevue is an excellent place to live, those who feel their own neighborhood is an excellent place to live, respondents who say Bellevue is headed in the right direction, respondents who are satisfied with Bellevue's future planning efforts, and among those who are very satisfied with the City's communication with and responsiveness to residents.

Utilities *

Respondents were asked a series of six (6) questions about the handling of utilities by the City of Bellevue's Utilities Department. In the most recent 2008 Performance Measures Survey, as in 2007, respondents were read the following statement: "The Utilities Department provides water, sewer and drainage services for most city locations. The City also contracts with Allied Waste to provide garbage collection for City residences and businesses." Residents were reminded that "utilities not handled by the City include gas, electricity, internet service and telephone service, which are provided by private companies." Respondents evaluated the six (6) questions using a "0" to "10" scale where "0" indicates that the Utilities Department does a "very poor job", and "10" indicates that they does an "excellent job". (Note that in 2004 the description changed slightly to change *Eastside Disposal* to *Rabanco* and to include internet services as part of the utilities not provided by the city.)

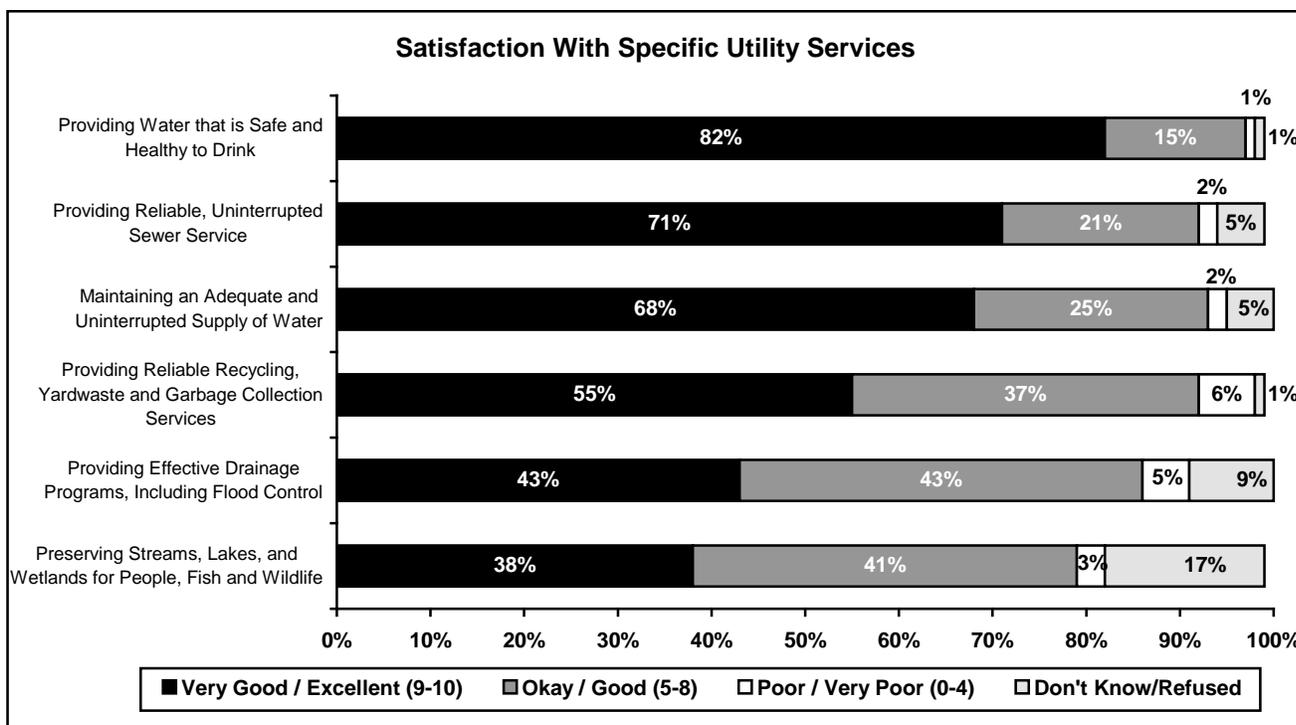
SATISFACTION WITH SPECIFIC BELLEVUE UTILITY SERVICES

Respondents' average ratings of the six (6) utility services measured range from 8.07 to 9.33 on a "0" to "10" scale where "0" means Bellevue Utilities does a "very poor job" and "10" means Bellevue Utilities does an "excellent job." The percentage of 9 and 10 ratings (considered very good or excellent) ranges from 38% up to 82%.

With mean ratings of 9.33 and 9.08, respectively, the Bellevue Utilities Department receives the greatest proportion of 9 and 10 ratings for providing water that is safe and healthy to drink (82%) and for providing reliable, uninterrupted sewer service (71%). Bellevue Utilities has continuously been rated highest on these two measures.

Nearly seven in ten respondents rate Bellevue Utilities as very good or excellent for maintaining an adequate and uninterrupted supply of water (68%) and for providing reliable recycling, yard waste and garbage collection services (55%). These two measures also receive relatively high mean ratings – 9.04 and 8.29, respectively. However, the proportion of respondents who rate Bellevue Utilities as very good or excellent for maintaining an uninterrupted supply of water has decreased significantly since 2007 (68% compared to 81%).

Although the ratings are not low, in comparison to the other survey measures for the utility, Bellevue Utilities is rated lowest for providing effective drainage programs, including flood control (mean score of 8.07 and very good/excellent ratings among 43% of respondents) and for preserving streams, lakes and wetlands for people, fish and wildlife (mean score of 8.14 and very good/excellent ratings among 38% of respondents).



Notably, in the 2008 Performance Measures Survey, only two ratings have increased from 2007: providing water that is safe and healthy to drink (9.33 vs. 8.91) and providing effective drainage programs, including flood control (8.07 vs. 7.93). Although both measures have increased, providing water that is safe and healthy to drink is the only** measure that has significantly increased from 2007.

Services with the lowest percentage of respondents reporting “don’t know” continue to be those most likely to have high ratings. In general, the most highly rated services are those for which residents have the most experience with as these services come directly to residents’ homes. Thus, for services where the vast majority of respondents feel they are capable of judging, the Utilities Department generally gets very high performance ratings.

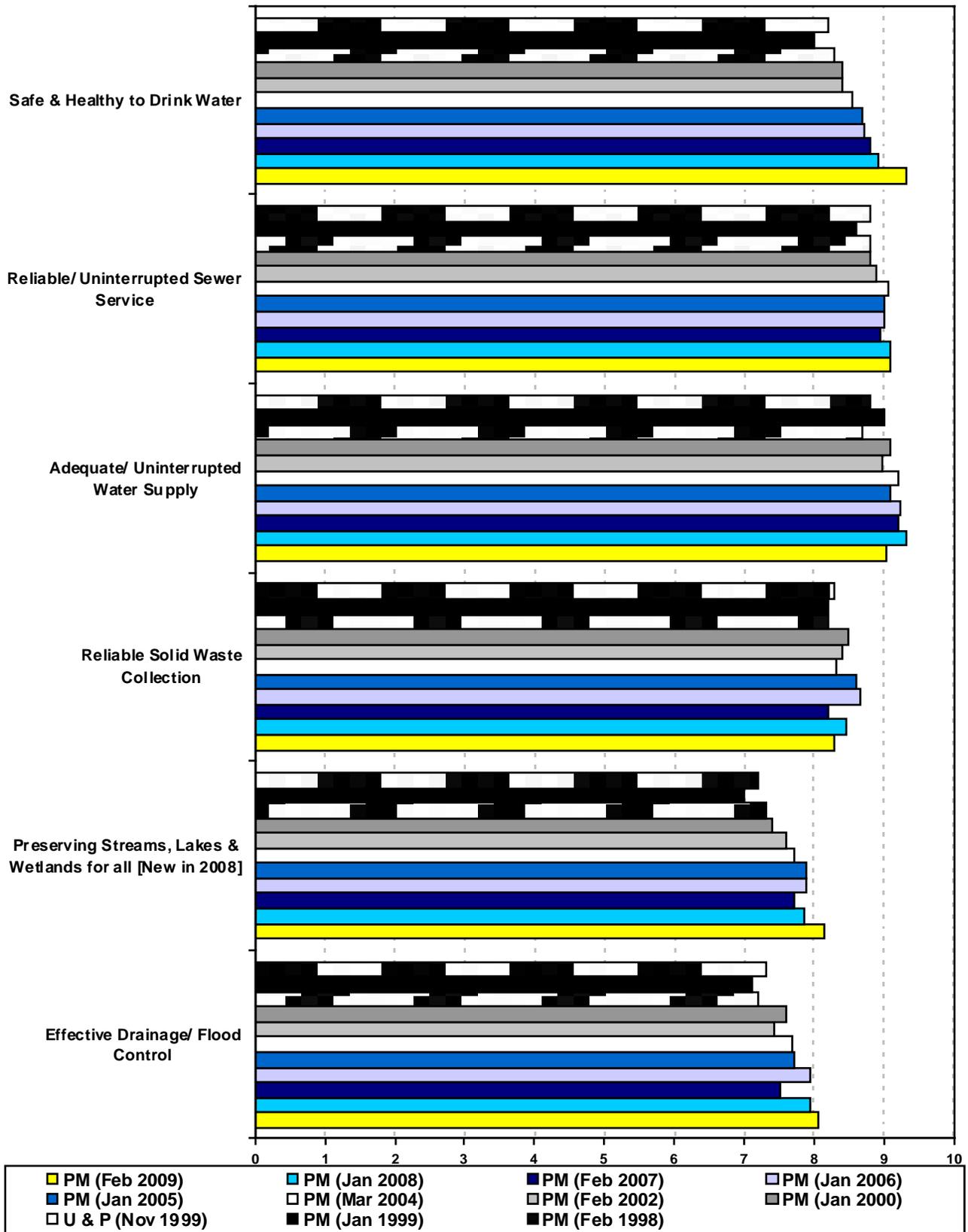
DIFFERENCES BETWEEN SUB-GROUPS

As seen in previous Performance Measures Surveys, although differences are not always significant, respondents who assign ratings of “9” or “10” on each measure generally tend to be female, older, and tend to have lower annual household incomes.

**All Utilities’ performance items were included in the Performance Measures Surveys of 1997, 1998, 1999, and in the 1999 Utilities & Parks Survey. Some Utility questions have been asked every other year in the 2000 and 2002 Performance Measures Surveys. The results of the Utility questions may have been affected by the question inclusion/exclusion/order. Beginning with the 2003 Performance Measures Survey, all surveys include this battery of service questions prior to the overall satisfaction question to prevent irregularities in the data over time.*

***Question 14a was slightly reworded in 2008. In previous years the phrase to be rated read “providing and restoring Bellevue’s streams, lakes and wetlands” and in the 2008 Performance Measures Survey it was changed to read “preserving streams, lakes and wetlands for people, fish and wildlife.”*

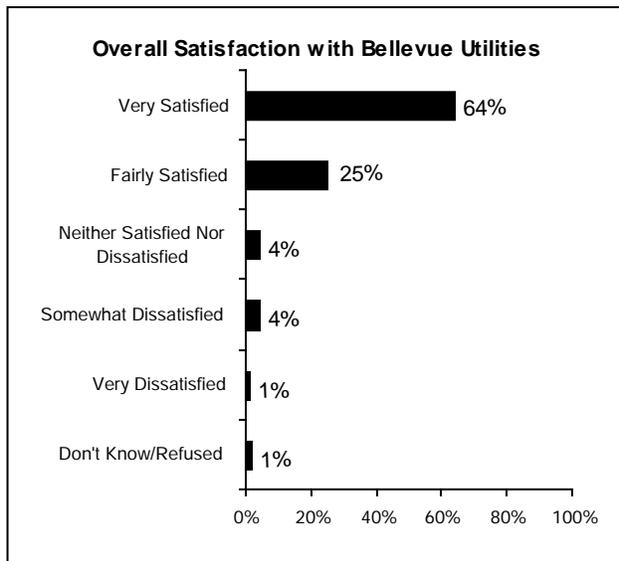
Utilities Performance Mean Ratings Across Surveys



OVERALL SATISFACTION WITH BELLEVUE UTILITIES ^^ ^^^

The percentage of Performance Measures Survey respondents who are very satisfied as a customer of the Bellevue Utilities Department has continually increased over time from 61% in 2007 to 64% in 2008 and is significantly greater than all percentages reported prior to 2007 (56% or less).

The percentage of customers who are neither satisfied nor dissatisfied (4%) is essentially unchanged from the 2007 Performance Measure Study (5%), yet the percentage of customers who are somewhat dissatisfied (4%) has increased significantly from 2007 (2%).



DIFFERENCES BETWEEN SUB-GROUPS

There are no significant differences between residence type, home ownership, years lived in Bellevue, gender, income, ethnicity, zip code, reg or whether or not there are children in the household. The only significant difference among sub-groups is that respondents ages 55 to 64 are significantly more likely to be satisfied (very satisfied and fairly satisfied combined) than respondents 65 years or older (95% and 87%, respectively).

As reported for other measures, satisfaction with the Bellevue Utilities Department is greater among respondents who report higher satisfaction with the other core Performance Measures.

REASONS FOR DISSATISFACTION WITH BELLEVUE UTILITIES

Twenty-three (23) respondents report dissatisfaction (somewhat or very) with the Bellevue Utilities Department. When asked why, respondents most often expressed dissatisfaction regarding the expense of utility bills (11 respondents), issues with drainage (2), cited garbage issues (2), or lack of responsiveness (2).

^^ In the 1999, 2001 & 2003 Performance Measures Surveys, respondents were asked to evaluate a series of questions about the handling of utilities by the City of Bellevue's Utilities Department. After they evaluated these questions, respondents were then asked how satisfied they were with Bellevue Utilities. In contrast, respondents in the 2000 & 2002 surveys were asked to evaluate their level of satisfaction with Bellevue Utilities without having been read this list of items. This change in the survey could account for some of the differences in satisfaction reported in the 2000 and 2002 surveys. Starting with the 2003 Performance Measures Survey, all future surveys include this battery of service questions prior to the overall satisfaction question to prevent irregularities in the data over time.

^^^ Results in the 2000 Performance Measures Survey might have been lower due to publicity and rate increases from a variety of utility providers in Puget Sound and nationwide. This could have impacted respondents' perception about Bellevue Utilities in the 2000 Performance Measures Survey.

VALUE FOR UTILITIES *

Taking Bellevue utility services as a whole, the majority of respondents (84%) feel they receive a good value for their money - this percentage has remained similar to the 2007 result (85%) and significantly increased from 2006 (78%) and 2003 (77%). Similar percentages of respondents feel it either depends (5%) or they receive a poor value for their money (7%).

The percentage of respondents who feel they are receiving poor value for their money (7%), and those who say “it depends” (5%) have remained statistically unchanged compared to 2007 (7% and 6%, respectively).

DIFFERENCES BETWEEN SUB-GROUPS

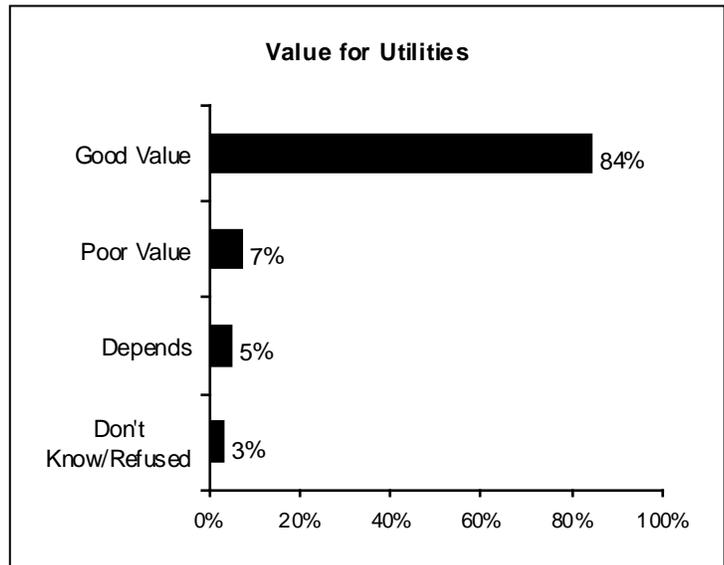
Multi-family respondents are significantly more likely to report receiving good value for their Utility dollar than are single family respondents (90% vs. 78%). Respondents who have lived in Bellevue for less than 10 years are significantly more likely to feel Bellevue Utilities provides good value for their money compared those that have lived in Bellevue for 10 years or more (91% that have resided in Bellevue for less than 10 years compared to 79% that have resided in Bellevue for 10 years or more).

Respondents who are very satisfied overall with Bellevue Utilities feel they receive a good value for their money (96% vs. 74% of respondents who are fairly satisfied and 29% of respondents who give neutral or dissatisfied ratings).

No significant differences are reported between regions of the City in terms of value for utility services.

As reported for other measures, respondents who report satisfaction with most of the core Performance Measures also are more likely to give a ‘good value’ rating to Bellevue utility services.

**This question was not asked in the 2001 Performance Measures Survey.*



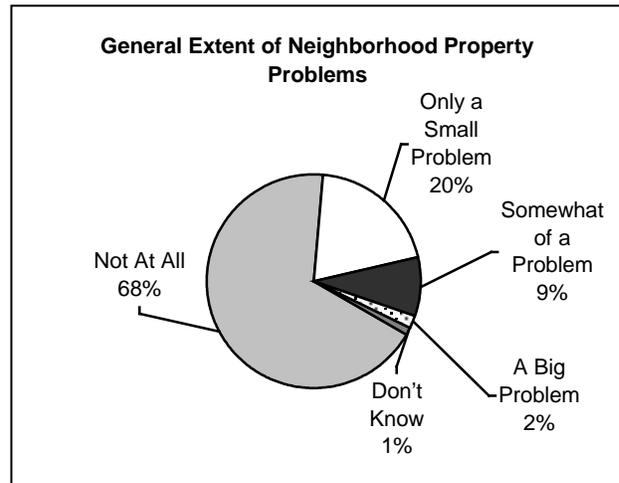
Code Enforcement (PCD)

CONDITION OF NEIGHBORHOOD PROPERTY*

Sixty-eight percent (68%) of respondents say that property conditions in their neighborhood are “not at all” a problem, slightly lower than the 2007 Performance Measures (71%). The remainder of respondents state weed lots, junk lots, graffiti, abandoned automobiles, shopping carts** and dilapidated houses/buildings are “only a small problem” (20%) or “somewhat of a problem” (9%). Only two percent (2%) report this as a big problem.

DIFFERENCES BETWEEN SUB-GROUPS

Respondents who are of Caucasian ethnicity are significantly more likely than non-Caucasian respondents to report that weed lots, junk lots, graffiti, abandoned vehicles, shopping carts** and dilapidated houses or buildings are “only a small problem” – 21% compared to 11%. Conversely, non-Caucasian respondents are more likely to report that such issues are “not at all” a problem (76%) than Caucasian respondents are (67%), yet this difference is not significant. Respondents living in South (73%) and West (75%) Bellevue are significantly more likely to report that weed lots, junk lots, graffiti, abandoned vehicles, shopping carts** and dilapidated houses or buildings are “not at all a problem” than those in the East (54%) region of the city. Similarly, those in East Bellevue (4%) are significantly more likely to consider weed lots, junk lots, graffiti, abandoned vehicles, shopping carts** and dilapidated houses or buildings to be “a major problem” than those in South (1%) or West (1%) Bellevue.



** The 2000 and 1999 surveys also contained a question about whether parked vehicles are a problem in respondents' neighborhoods – this question has not since been asked.*

***In 2008 this question included “abandoned shopping carts” as a type of neighborhood property problem.*

It should be noted that the presence of “shopping carts” received no mention from respondents in 2008 as a response to any question in which they were not specifically asked about it.

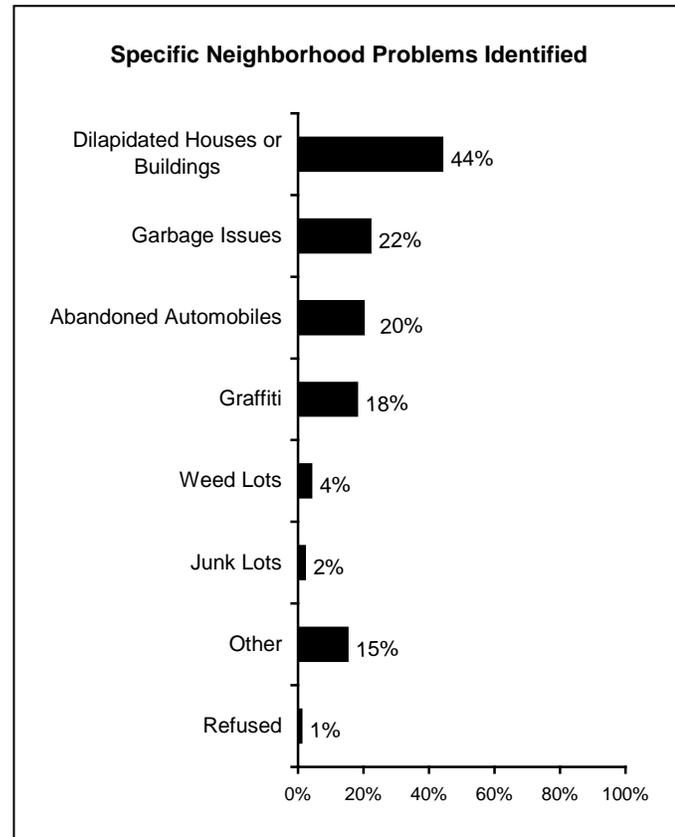
PROBLEMS WITH NEIGHBORHOOD PROPERTY

In 2008 a question was added to ask respondents who reported a problem with property conditions in their neighborhood: of weed lots, junk lots, graffiti, abandoned automobiles, shopping carts, and dilapidated houses/buildings, which is the specific problem in their neighborhood. Overall, the largest problems cited were dilapidated houses or buildings (44%), garbage issues (22%), abandoned automobiles (20%) and graffiti (18%).

DIFFERENCES BETWEEN SUB-GROUPS

Of those respondents who reported a problem, respondents who consider Bellevue an excellent place to live (31%), consider their neighborhood an excellent place to live (30%), are very satisfied with the City's communication to residents (35%), satisfied with the City's future planning (27%) and feel that the City is very or fairly responsive (29%) were all more likely to cite garbage issues as the problem in their neighborhood. Respondents who report not a strong sense of community are more likely to cite dilapidated houses or buildings as a problem (62% compared to 38% for respondents who report a strong or average sense of community in their neighborhood). Respondents who rated their neighborhood as a fair or poor place to live (70%) or a good place to live (48%) are more likely to report dilapidated houses or buildings as an issue, compared to 28% of respondents who consider their neighborhood an excellent place to live.

Respondents with less than \$75k income were more likely to report dilapidated houses or buildings to be an issue (60% compared to 34% for residents with more than \$75k in income). Residents of East Bellevue are significantly more likely to identify dilapidated houses or buildings as a problem (64% compared to 35% in West Bellevue and 12% in South Bellevue). Residents were more likely to identify garbage issues as a problem in South Bellevue (35%) and West Bellevue (32%) compared to East Bellevue (10%).



Maintenance

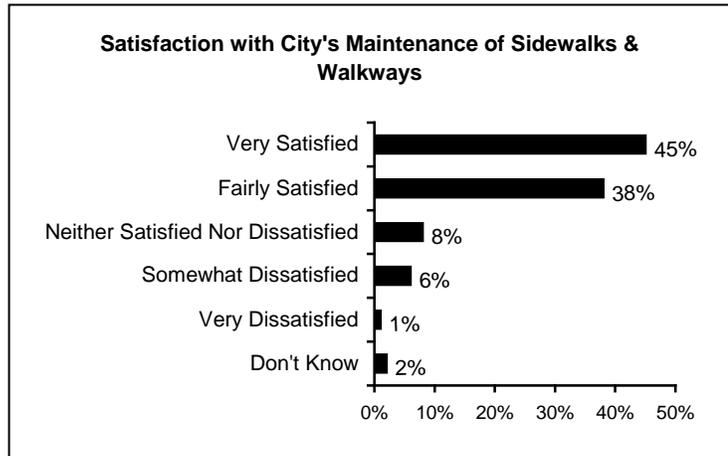
SIDEWALKS AND WALKWAYS – OVERALL SATISFACTION

Eighty-three percent (45% very satisfied and 38% fairly satisfied) of respondents are satisfied with the City's maintenance of its sidewalks and walkways. As in 2007, a significantly higher percentage of respondents are very satisfied in 2008 than in 2001 (45% vs. 37%). The remainder of respondents are neither satisfied nor dissatisfied (8%) or somewhat dissatisfied (6%), with very few (1%) reporting they are very dissatisfied.

DIFFERENCES BETWEEN SUB-GROUPS

Respondents that reside in a multi-family dwelling are more likely to be very satisfied with the City's maintenance of sidewalks and walkways (51% vs. 39% of those in single family dwellings). Respondents under 35 years old are also more likely to report they are very satisfied (64%) with this performance measure when contrasted to those respondents age 35 to 54 (42%) and age 65 or older (37%).

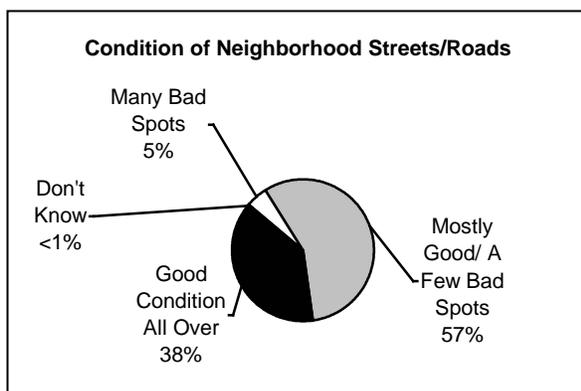
As seen with other measures, reports of being very satisfied with how the City is maintaining sidewalks and walkways is significantly greater among those who feel Bellevue is an excellent place to live (54%), among those who feel Bellevue is headed in the right direction (48%), among those who report satisfaction with the City's planning efforts (48%), among those who are "very satisfied" with the City's communication with residents (52%), and among those who indicate Bellevue government is very responsive to its residents (63%). More than half (52%) of respondents who are very satisfied with the Bellevue Utilities Department also report they are very satisfied with how the City maintains sidewalks and walkways.



CONDITION OF NEIGHBORHOOD STREETS AND ROADS

Significantly lower than 2007 (46%), thirty-eight percent (38%) of respondents report the roads are in "good condition all over." However, this is also significantly higher than in 2001 (31%).

2008 respondents reflect similar results to those in 2007, most respondents feel that the roads are "mostly good, but a few bad spots here and there" (51% in 2007 and 57% in 2008). Very few respondents mention the roads have bad spots (5%).



DIFFERENCES BETWEEN SUB-GROUPS

There are few significant differences among different demographic groups. Home owners are significantly more likely than renters (43% vs. 29%) to report the roads are in good condition all over.

Ratings of the road conditions as "good condition all over" are significantly more likely from those respondents who indicate: Bellevue is an excellent place to live (47%), their neighborhood is an excellent place to live (46%), those who report they are satisfied with Bellevue's future planning (44%),

and those who are very satisfied with the responsiveness of the government to the residents (58%) compared to their more negative counterparts.

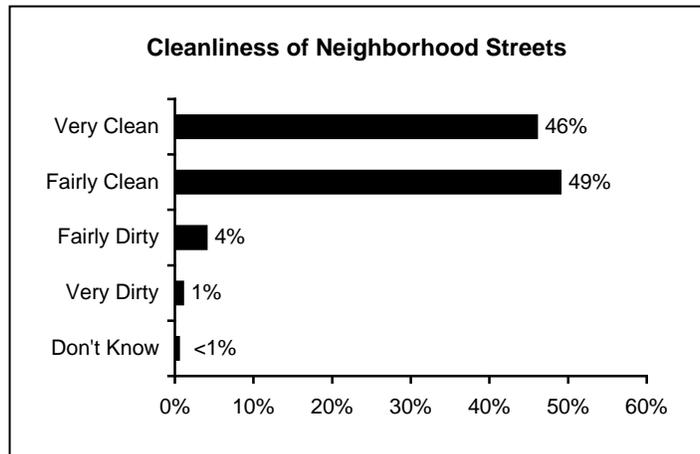
CLEANLINESS OF NEIGHBORHOOD STREETS

A majority (95%) of respondents rate the cleanliness of the streets in their neighborhood as clean (46% very clean and 49% fairly clean). The percentage of respondents who report the streets are “very clean” has remained similar compared to all other survey years (46% in 2008 and between 40% and 52% for all previous years). Very few respondents report the streets are fairly dirty (4%) or very dirty (1%).

DIFFERENCES BETWEEN SUB-GROUPS

Residents with children in the household are significantly more likely than those without children to indicate the streets in their neighborhood are very clean (55% compared to 43%, respectively). Respondents living in multi-family housing are more likely to report that the streets are very clean than families in single family homes (53% and 40%, respectively).

Respondents who say the City is responsive (60%), who are satisfied with Bellevue’s future planning (49%) and Bellevue’s communication with residents (58%) are most likely to say their neighborhood streets are very clean, as do those who feel their neighborhood (54%) is a great place to live.



Neighborhood & Community Outreach (PCD)

NEIGHBORHOOD ENHANCEMENT PROGRAM (NEP)

Four out of ten (40%) respondents are aware of the Neighborhood Enhancement Program (NEP) – statistically unchanged since 2002.

Among those who are aware of the NEP, fifty-three percent (53%) indicate they have *personally used* the program. More respondents report having used the NEP in 2008 than in any year since 2001 (53% compared to 45% or less).

Satisfaction remains high *among those who have used the NEP*. The majority of respondents report they are satisfied (92%), either very (58%) or somewhat (34%). Three percent (3%) indicate they are not very satisfied, while 1% report being not at all satisfied.

DIFFERENCES BETWEEN SUB-GROUPS

As reported for all survey waves since 2000, the following demographic sub-groups are significantly more likely than their respective counterparts to indicate they are *aware* of the NEP: single-family residents, homeowners, those who have resided in Bellevue for three or more years, and residents aged 35 or older.

Among those who are aware of the NEP, respondents in single family residence situations and homeowners are significantly more likely than those respondents in multi-family residences and renters to have *used* the NEP. Respondents living in South Bellevue (74%) are significantly more likely to be very satisfied with the NEP than are those living in the West (44%) region of the city.

Awareness of the NEP is consistent across all regions of the city (38% in the West, 40% in the East and 46% in the South).

MINI CITY HALL AT CROSSROADS

Following the trend of previous surveys, awareness of the Mini City Hall at Crossroads is greater than awareness of the Neighborhood Enhancement Program. Sixty-five percent (65%) of respondents are aware of the Mini City Hall at Crossroads. Again, this is statistically the same as in all survey years since 2003.

Of respondents *who are aware of the Mini City Hall*, sixteen percent (16%) indicate they have *used* the Mini City Hall, while the majority (84%) report they have not used it – this reported usage is significantly lower than in 2007 (25%) and in fact is the lowest of any survey year.

Nearly all (98%) *of those who have used the Mini City Hall* are satisfied with it, indicating they are very (70%) or somewhat (28%) satisfied.

DIFFERENCES BETWEEN SUB-GROUPS

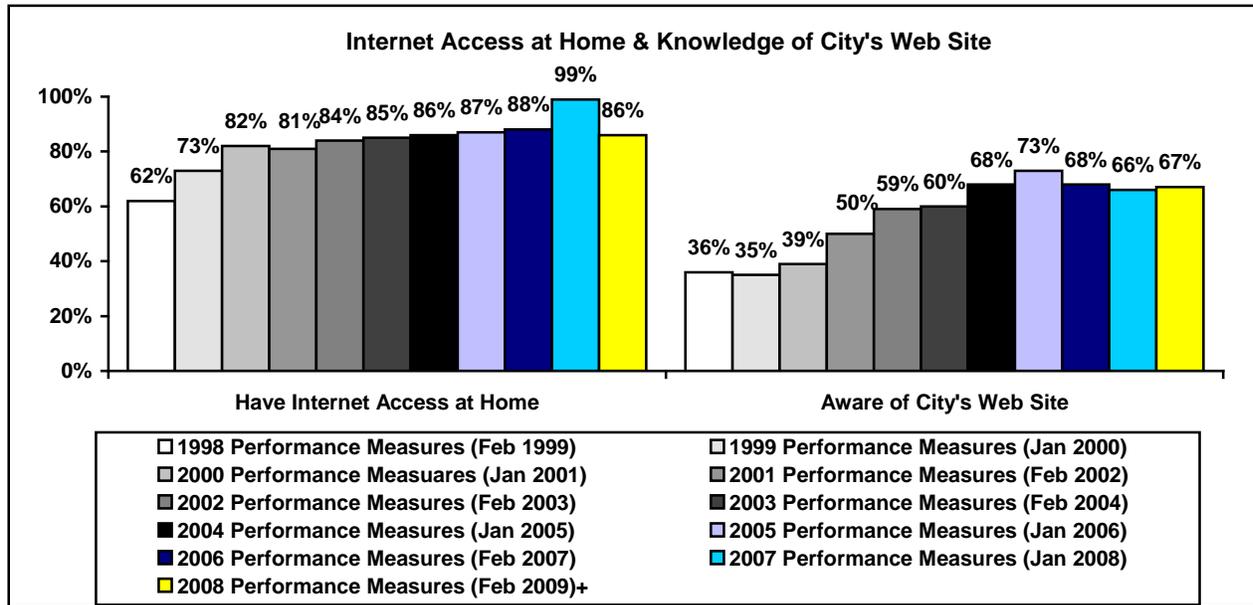
Female respondents, residents who own their home and Caucasian respondents are significantly more likely than their counterparts to be *aware* of the Mini City Hall. Respondents living in East Bellevue (79%) are significantly more likely to be aware of the Mini City Hall than those in other regions of the City (63% for South Bellevue and 55% for West Bellevue). Furthermore those in East Bellevue (73%) are significantly more likely than those in West Bellevue (25%) to report that they are very satisfied with the Mini City Hall.

Information Technology - Internet Access & Communications

Two new questions were added to the “Information Technology” section beginning with the 2003 Performance Measures Survey. These new questions are open-ended questions and are asked only of respondents who have visited the City website. The new questions are:

- 1: What types of things have you used the City web site for?
- 2: What types of services would you like to be able to do from the Bellevue city web site?

Since 1998 the Performance Measures Survey has also included a series of questions relating to Internet technology at home, and knowledge and use of the City’s web site.



**Beginning in the 2007 and retained in the 2008 PM survey, respondents were not initially asked whether or not they had internet access, but rather respondents were asked what type of internet connection they had.*

INTERNET ACCESS & TYPE OF INTERNET CONNECTION *

It is important to note in reviewing these results that prior to last year’s survey (2007) respondents were initially asked if they had internet access followed by a question asking them to indicate what type of internet connection they had. Beginning in the 2007 survey respondents were only asked to indicate which type of internet connection they had. Respondents who said they had dial up, high speed access or were not sure what type of connection they had are considered to have internet access. Excluding one respondent (n=1) who declined to answer the question, the majority of respondents (n=347 or 86%) stated or implied they have internet access (80% with high speed access, 6% with dial-up access, and 3% who don’t know what type of internet access they have). One in ten (10%) report they don’t have internet access in 2008.

With the exception of 2007 survey results, internet access among respondents has remained statistically unchanged, between 84% and 88%, since 2002 (nearly all respondents, 99%, in 2007 indicated that they had internet access).

As in 2007, significantly more respondents in 2008 report they have a high-speed internet connection compared to previous surveys, with the exception of 2006 where three-quarters (74%) of respondents report having high-speed internet access, (80% in 2008 and 76% in 2007 compared to 69% in 2005, 57% in 2004, 50% in 2003 and 36% in 2002). Dial-up internet access has decreased correspondingly, with only 6% of 2008 respondents indicating it as their internet connection at home. This is the lowest percent seen in any survey wave.

DIFFERENCES BETWEEN SUB-GROUPS

Residents under 65 years old (95%) are significantly more likely than their counterparts to indicate they have internet access (68% for those 65 and over), as are respondents with children in their household (96% vs. 82% of those without children). Residents of South Bellevue (96%) are significantly more likely to report having internet access than those of West (88%) or East (88%) Bellevue.

** Response options for the type of Internet connection were simplified in the 2003 Performance Measures Survey as compared to the 2002 survey. The following responses for the 2002 Performance Measures Survey – cable modem, DSL, wireless broadband, and satellite – were combined into one response in the 2003 survey – high speed access, either a cable modem or DSL.*

CITY WEB SITE

Two-thirds (67%) of respondents report they are aware of the City's web site –www.cityofbellevue.org. This is a significant growth in awareness compared to 2003 (60%), 2002 (59%) and 2001 (50%), but statistically similar to Performance Measures Survey results since 2004.

Sixty-nine percent (69%) of respondents who are aware of the City's web site report using the City's web site, which is significantly higher than in 2004 (54%), 2003 (58%), 2002 (50%), or 2001 (50%).

Satisfaction (89%) with Bellevue's City web site among those who have used the web site remains high (39% very satisfied, 50% somewhat satisfied), while a small percentage indicate they are not very satisfied (6%) and no respondents indicated they are not at all satisfied (0%).

Respondents who use the City of Bellevue web site most frequently seek park information (28%), permits (16%) and parks and recreation (15%) information on the site.

Nineteen percent (19%) of City web site users say there is no type of service they would like to conduct from the City's site, while 41% are not sure what types of services they would like to use on the website. Other responses mentioned include: information on the City's agenda (4%), permit information (3%), and finding general information (3%). Respondents living in West Bellevue (23%) are significantly more likely to have used the City web site for information regarding political initiatives, proposals, elections and council meetings than are those in the East (6%) or South (8%) regions of the City.

Notably, those households with children are significantly more likely to be aware of (75% vs. 64%) and use (78% vs. 65%) the web site than residents without children.

“It’s Your City” Newsletter

Similar to the proportion reported in 2006 and 2007, nearly three in four (72%) respondents recall having *ever* received “It’s Your City.” This is significantly lower than the percentages reported in 2005 (82%), 2004 (84%), 2003 and 2002 (83% in both years).

Among those who have received “It’s Your City,” at least eight in ten respondents remain satisfied with the publication (88%), citing they are very satisfied (57%) or somewhat satisfied (32%) with the publication. Following the trend since 2002, about half of the readers were *very satisfied*.

DIFFERENCES BETWEEN SUB-GROUPS

Similar to previous years’ results, the following demographic groups from the 2008 Performance Measures Survey are significantly more likely to recall *receiving* “It’s Your City”: homeowners (81%), Caucasian residents (75%), and older residents (82% among those aged 55 or older).

Women (64%) are significantly more likely than men (49%) to be very satisfied with “It’s Your City”.

Cable Television

ACCESS TO CABLE AND BTV*

The majority of respondents (83%) in 2008 report they have cable television service. This remains statistically unchanged since 2005.

DIFFERENCES BETWEEN SUB-GROUPS

Respondents who own their homes, are Caucasian, and do not have children in their household are significantly more likely to have a cable television subscription. Furthermore, respondents living in West Bellevue (89%) are significantly more likely to have cable television service than those in the East (78%) region of the City.

** In the 2008 Performance Measure Survey, the yes or no question asking whether or not the respondent has watched any programming on BTV was removed and all respondents were simply asked “how often have you tuned in to watch live City Council meetings and other programming on BTV.”*

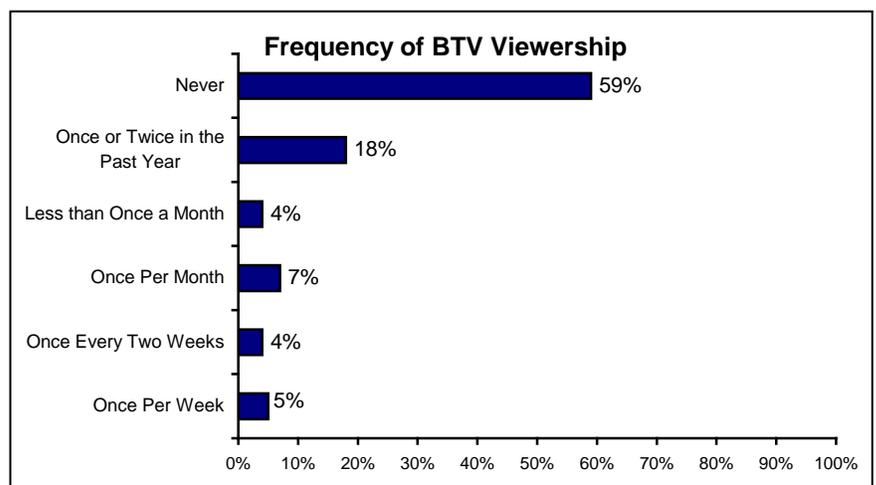
FREQUENCY OF BTV VIEWERSHIP

Among residents who have access to BTV, over half (59%) say they have never tuned in to watch BTV. Nearly a fifth (18%) of respondents report they have watched BTV once or twice in the past year.

DIFFERENCES BETWEEN SUB-GROUPS

Respondents under 55 years of age are more likely to have never watched the City of Bellevue’s cable channel 21 (BTV) than those respondents over the age of 65 (67% compared to 48%, respectively).

Furthermore, those who are under 35 years of age are the least likely to watch BTV (79% report never watching BTV, compared to 63% or less for all other age segments).



Police and Fire

PERSONAL SAFETY IN NEIGHBORHOOD

Respondents' general perception of safety in their own neighborhood, feelings of safety during the day and at night have shown some variation over time.

Two-thirds (66%) of respondents feel very safe walking alone in their neighborhood in general, and an additional 30% indicate they feel reasonably safe. The percentage of respondents who indicate they feel very safe is higher than in all previous surveys (63% in 2007) and is significantly higher than 2006 (56%), 2005 (53%), 2004 (58%), 2003 (58%), 2002 (54%), and 2001 (53%). Very few respondents feel somewhat unsafe (3%) or very unsafe (<1%).

When walking alone in their neighborhood during the day, the majority of respondents (86%) report they feel very safe. This is significantly higher than the 2006 Performance Measures wave (79%), however remains constant compared to earlier years results. Only a few respondents (1%) feel somewhat unsafe, while no one indicates they feel very unsafe.

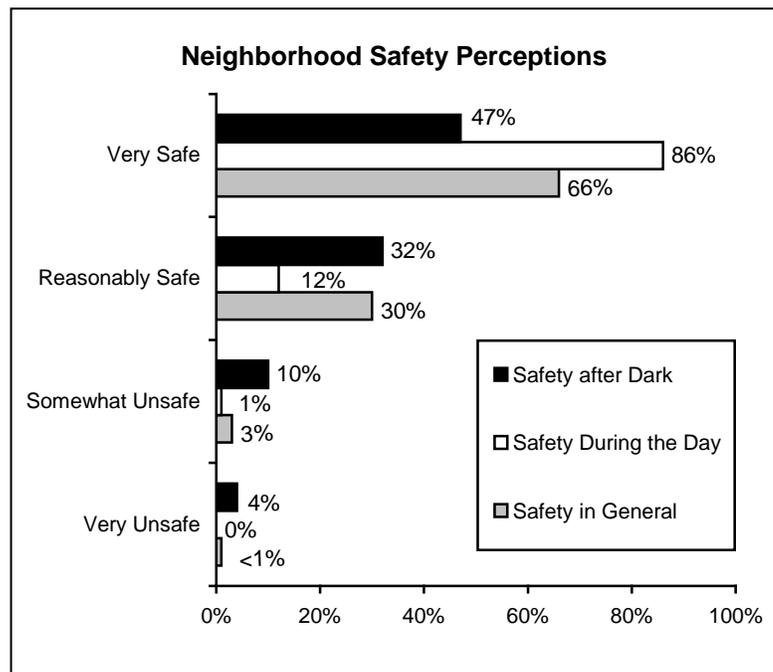
Increasing from 2007 (44%), nearly half (47%) of respondents feel very safe walking alone in their neighborhood after dark – significantly more than in any year prior to 2007 (40% or less). Thirty-two percent (32%) of respondents report they feel reasonably safe. Further, the percentage of those in 2008 who feel somewhat unsafe (10%) in their neighborhood after dark and very unsafe (4%) remains low.

DIFFERENCES BETWEEN SUB-GROUPS

In general, when walking alone in their neighborhood, the following sub-groups are significantly more likely to feel very safe: single-family residents (71%), homeowners (70%), men (74%), respondents ages 55 to 64 (76%), and residents with a household income of over \$35,000 (73%).

There are a few significant differences to report, however. Male residents (90%) and respondents with a household income of over \$35,000 (90%) are significantly more likely than their counterparts to feel very safe when walking alone in their neighborhood *during the day*.

When walking alone in their neighborhood *at night*, again, men are significantly more likely than women to feel very safe (60% compared to 35%), as are those under 65 years old (53% compared to 34% aged 65 and older) and those with an annual household income greater than \$35,000 (53% compared to 24% less than \$35,000). Respondents who live in West Bellevue (13%) are significantly more likely to feel somewhat unsafe in their neighborhood at night than those who live in South Bellevue (5%).

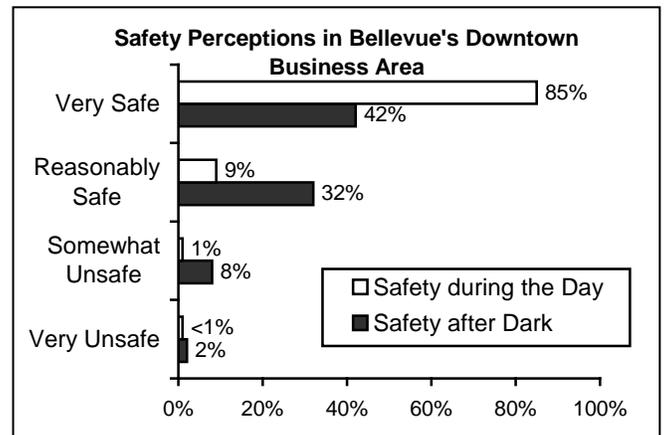


PERSONAL SAFETY IN DOWNTOWN BELLEVUE

Respondents are nearly as likely to feel very safe walking alone in the downtown business area during the day as they are when walking alone during the day in their neighborhood – 85% feel very safe in these circumstances, similar to 2007 (81%) and significantly higher than in 2006 (79%). Nine percent (9%) of respondents indicate they feel reasonably safe while fewer indicate they feel somewhat unsafe (1%) or very unsafe (<1%) walking alone in Bellevue’s downtown business area during the day.

Respondents feel similarly safe walking alone after dark in downtown Bellevue and in their own neighborhood.

Two in five (42%) respondents report they feel very safe walking alone in Bellevue’s downtown area after dark or reasonably safe (32%). Less than one in ten report feeling somewhat unsafe (8%) or very unsafe (2%).



DIFFERENCES BETWEEN SUB-GROUPS

The following respondents are significantly more likely to feel very safe when walking alone in downtown Bellevue *during the day* than their respective counterparts: homeowners (88%) and respondents whose annual household income is higher than \$75,000 (91%).

When walking alone in downtown Bellevue *at night*, the following demographic groups are significantly more likely to report feeling safe than their counterparts: males (50%), those between the ages of 35 and 54 (45%) as well as those between the ages of 55 and 64 (59%), and those with an annual household income higher than \$75,000 (52%).

VICTIMS OF CRIME

Similar to past years, fewer than one in ten (8% or 33 out of 403 respondents) report that they, themselves or anyone in their household, were a victim of any crime in Bellevue. There are no significant differences to report between demographic subgroups for respondents who stated that either they, themselves, or a member of their household, has been a victim of a crime in the last 12 months.

As in previous Performance Measures surveys, the majority of those who were a victim of a crime did report the crime to the police (73%). There are no significant changes to report when comparing to previous years: 2007 (79%), 2006 (76%), 2005 (76%), 2004 (83%), 2003 (82%) and 2002 (85%), and 2001 (77%).

CONTACT WITH POLICE

One quarter (25%) of respondents have had contact with the Bellevue police in the past 12 months, this is identical to the 2007 results, but significantly lower than reported in 2005 and 2001 (both 32%). During the past 12 months respondents ages 35 to 54 (33%) and 55 to 64 (32%) are twice as likely to have had contact with the police as those respondents age 65 or older (14%).

Of the respondents that have had contact with the police, three in five (60%) rate the handling of their contact excellent, a quarter (23%) rate it good, while fewer give fair (11%) or poor (6%) ratings.

OBTAINED INFORMATION ABOUT FIRE DEPARTMENT

A new question was added to the Performance Measures Survey in 2007 in which respondents were asked if they ever obtained information about the Fire Department through the City of Bellevue web site. The majority of respondents (93%) have not obtained information about the Fire Department through the web, while five percent (5%) report they have. There are no significant differences to report between demographic subgroups.

HOME SMOKE DETECTORS*

Nearly all respondents (98%) indicate their home has a smoke detector – two percent (2%) do not have a smoke detector. This remains identical to results in 2007, similar to 2004 and 2002 (both 98%), and slightly lower than 2006 (100%).

A new question was added to the survey in 2008 in which those who have smoke detectors in their home were asked if they or someone in the household have tested all of their smoke detectors in the past 12 months. More than three in four (76%) respondents report that they have.

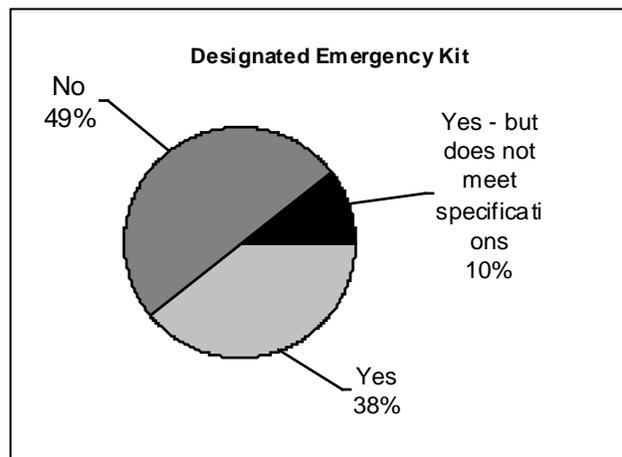
A slight increase from 2007 (60%) and a significant increase from 2006 (51%), more than three in five (63%) respondents with smoke detectors have changed the batteries in all of their smoke detectors during the last 12 months, while one in ten hasn't changed the batteries in any of the smoke detectors (12%), and nearly one in five respondents has changed the batteries in some, but not all of the smoke detectors (16%). Three percent (3%) checked and found they didn't have to change batteries. Two percent (2%) of respondents report that their smoke detectors do not have batteries.

DIFFERENCES BETWEEN SUB-GROUPS

There are no significant differences when looking at subgroups regarding likelihood to change the batteries in all smoke detectors, though those in single family dwellings and home owners are significantly more likely to have changed some but not all of their batteries than are those who live in multiple family dwellings and those who do not own their home.

DESIGNATED EMERGENCY KIT

Respondents of the 2008 Performance Measures Survey were asked if they have a designated emergency kit in their home for use in the event of a major disaster such as an earthquake, snow storm or extended power outage. The City specifies that this kit should provide at least three days worth of food, water, first aid, extra clothing and other emergency supplies for everyone in the household.



Similar to previous Performance Measures, almost two in five (38%) respondents have a designated emergency kit that meets specifications for use in a major disaster; this is not significantly different from any results since 2001. Half of respondents do not have an emergency kit (49%). One in ten (10%) have an emergency kit, but not to the specifications listed.

DIFFERENCES BETWEEN SUB-GROUPS

The presence of a designated emergency kit in the household is significantly greater among residents ages 35 to 54 (43%) and 55 to 64 (54%) than among residents under the age of 35 (17%).

Households with children are significantly more likely to not have (63%) a designated emergency kit than are those with children (44%).

**Note: In the 2001 survey conducted in 2002, the question was slightly modified to put added emphasis on the words 'at least' in the question. In addition, a new response category was added to permit respondents to reply that they had an emergency kit that didn't meet the question's requirements. This could affect comparability between the 2000 survey and those since 2001.*

Bellevue City Resident Profile

Household Size

Significantly higher than the previous two years, twenty-seven percent (27%) of respondents live by themselves. Including themselves, six out of ten respondents (62%) have two adults living in their household; 8% live with two other adults and 2% live with three or more other adults. Respondents in the West (35%) and East (30%) regions of the City are significantly more likely than those in South Bellevue (10%) to report living alone. Similarly, those in South Bellevue (73%) are significantly more likely to have two adults living in the house than those in West (60%) or East (57%) Bellevue.

Children in Household

Seven of ten residents surveyed (72%) do not have any children, age 17 or younger, living in their household. One in ten respondents has one child (10%) living in their household, or two children (12%) in their household; 4% have three or more children living in their household. The average number of children in the household is significantly higher in South Bellevue (mean of .79) than in either West (.36) or East (.47).

Years in Bellevue

On average, respondents have lived in Bellevue for 19.0 years. This is a slight increase from previous years reported, 2007 (18.4), 2006 (18.2), 2004 (18.0), 2003 (16.9), 2002 (17.5), and 2001 (17.4) and is significantly larger than reported in 2005 (15.0).

Home Ownership

Sixty-eight (68%) percent of respondents report owning their own residence, while thirty-one (31%) rent their residence. Respondents in South Bellevue (80%) are significantly more likely to own their home than those in either West (66%) or East (63%) Bellevue.

Age

Fourteen percent (14%) of respondents are under the age of 35. Slightly more (15%) report being between the ages of 35 to 44; this is a significant decrease compared to 2004 (20%) and 2003 (21%). One in five respondents (21%) surveyed were between the ages of 45 and 54, remaining fairly stable from previous Performance Measurement Surveys. Residents surveyed between the ages of 55 and 64 remain fairly stable from previous years (19% in 2001, 16% in 2002, 17% in 2003, 18% in 2004, 15% in 2005, 19% in 2006, 16% in 2007, and 18% in 2008). Significantly more respondents surveyed in 2008 (31%) are 65 years of age or older, compared to 2005 (24%), and 2003 (20%). On average, respondents are 55.2 years of age in 2008. The average age of respondents is oldest among those from the West (mean of 57.99) region of the city, a significantly higher average than seen in the East (mean of 52.16).

Ethnicity/ Race

The majority (81%) of respondents surveyed identify themselves as Caucasian. Less than one in ten (7%) identify themselves as Asian or Pacific Islander, while two percent (2%) identify themselves as Mexican/ Hispanic/ Latino and one percent (1%) as African American. It is important to note that survey data such as these are not very reliable in describing racial and ethnic demographics given that respondents who do not speak English are generally under-represented in surveys conducted only in English.

Annual Household Income

Eleven percent (11%) of respondents report their annual household income is less than \$35,000. One-tenth of respondents (11%) indicate an annual household income of \$35,000 to less than \$50,000, while twenty-five percent (25%) indicate an annual income between \$50,000 to less than \$100,000. One quarter (26%) of respondents report an annual household income of \$100,000 or higher – more specifically 12% report an annual household income of \$100,000 to less than \$150,000, 5% report an annual income of

\$150,000 to less than \$200,000 and 9% indicate an annual household income of \$200,000 or more. Respondents in South Bellevue (38%) are significantly more likely to report that their income is \$100,000 or more than those in either the West (22%) or East (23%) regions of the City. Twenty-seven percent (27%) refused to report their income or are unsure of what their annual income is. The highest average income is reported in the 98006 area code (median annual household income of \$116,176).

Neighborhood

A question regarding which neighborhood the respondent lives in was added to the Performance Measures study in 2008. The most common neighborhood mentioned was Crossroads with 12% of respondents, followed by Downtown (11%), Eastgate/ Cougar Mountain (8%), Newport (8%), and Sammamish/ East Lake Hills (7%).

APPENDICES

Appendix 1: Precision Level

When interpreting the results of this survey, it is important to keep in mind the margin of error. This is the degree to which the results from a given random sample of the population can be expected to accurately reflect the entire population.

In general, the larger the subgroup is, the smaller the margin of error will be. In addition, the further away a sample group is from being split 50/50 on an issue, the smaller the margin of error. The margin of error when 50% of a sample group of any size gives a certain response is therefore known as the maximum margin of error.

Table A1 shows example margins of error, at the 95% confidence level. This means that we can be 95% confident that these error ranges would hold true, if all of the Bellevue households with telephones were to be asked the same question. For example, when 50% of a sample of 450 respondents gives a certain response, we can be 95% sure that 45.4% to 54.6% of every household with the same specifications would answer the same way (i.e., there is a margin of error of +/- 4.6%). If either 10% or 90% of the sample of 450 gives a certain response, the margin of error shrinks to +/- 2.7%.

Subgroups of respondents carry a larger margin of error. For example, if 50% of 100 low-income people give a particular response, we can be 95% sure that 40.2% to 59.8% of every low-income household in Bellevue with telephones would answer the same way (i.e., there is a margin of error or +/- 9.8%). If either 10% or 90% of that subgroup gives a particular response the margin of error is +/- 5.9%.

Note: This survey included 403 respondents. With 403 respondents picked entirely at random from a sample frame that included all Bellevue households, the margin of error at the 95% confidence level would be about +/- 4.88% assuming that no bias or nonrandom error has been introduced into the survey. A variety of steps have been taken to minimize potential sources of bias and error, but certain practical limitations may result in this survey having a somewhat higher margin of error than a theoretically ideal survey. These limitations include, for example, the fact that households do not always have one phone each, the possibility that the estimated proportions used for sampling quotas are not exactly accurate, and the likelihood that respondents with certain characteristics are more difficult to reach or more likely to refuse to participate in the survey.

Differences in responses among key subgroups are an important focus of analysis (e.g., respondents who are aware of City of Bellevue Services, etc.). If a particular difference is large enough to be unlikely to have occurred due to chance or sampling error, then the difference is statistically significant.

Table A1
Example Margins of Error

Sample Size	10%/ 90%	30%/ 70%	50%/ 50%
500	+/- 2.6%	+/- 4.0%	+/- 4.4%
450	+/- 2.7%	+/- 4.2%	+/- 4.6%
400 (403)	+/- 2.9%	+/- 4.5%	+/- 4.9%
200	+/- 4.2%	+/- 6.4%	+/- 6.9%
100	+/- 5.9%	+/- 9.0%	+/- 9.8%
50	+/- 8.3%	+/- 12.7%	+/- 13.9%
25	+/- 10.7%	+/- 16.2%	+/- 18.0%

Appendix 2: 2008 Performance Measures Survey Topline Results

**City of Bellevue
2008 Performance Measure Survey
Topline Report
BELL-09-101**

LEGEND OF SYMBOLS

Budget Performance Measure in Annual Scorecard = 

Budget Performance Measure which is not in Annual Scorecard = 

Comparable Cities survey measure requested by ICMA = 

Demographic = ?

Question to be asked every other year = A

Question to be asked to random 50% of population = 

Note: Mean score calculations from raw data topline report exclude “Don’t Know” and “Refused” answers from respondents, although these answers are included in the overall percentage computation.

INTRODUCTION AND SCREENING

SCR1 Are you 18 years of age or older?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	403	100.0	100.0	100.0

PRESQR Have you participated in a survey for the City of Bellevue within the past 6 months?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2 No	399	99.0	99.0	99.0
	8 Don't know	4	1.0	1.0	100.0
	Total	403	100.0	100.0	

SCR2 Just to verify, do you live within the city limits of Bellevue?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 Yes	403	100.0	100.0	100.0

? SCR3 In what kind of home do you live? [READ LIST]

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 Apartment	96	23.8	23.8	23.8
2 A one family house detached from any other house	203	50.4	50.4	74.2
3 Trailer or mobile home	1	.2	.2	74.4
4 Townhouse	19	4.7	4.7	79.2
5 Condominium	81	20.1	20.1	99.3
6 Other	3	.7	.7	100.0
Total	403	100.0	100.0	

? GENDER [ENTER RESPONDENT'S GENDER]

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 Male	201	49.9	49.9	49.9
2 Female	202	50.1	50.1	100.0
Total	403	100.0	100.0	

QUOTAS:

IF [SCR3 = 2, 3 OR 6] AND GENDER=1, SINGLE-FAMILY MALE, N=111

IF [SCR3 = 2, 3 OR 6] AND GENDER =2, SINGLE-FAMILY FEMALE, N=111

IF [SCR3 = 1, 4 OR 5] AND GENDER =1, MULTI-FAMILY MALE, N=91

IF [SCR3 = 1, 4 OR 5] AND GENDER =2, MULTI-FAMILY FEMALE, N=91

[QAL STATEMENT HERE] THANKOQ

GENERAL QUESTIONS

- ★ Q1 Overall, how would you describe the City of Bellevue as a place to live? Would you say it is...

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 Excellent	217	53.8	53.8	53.8
2 Good	162	40.2	40.2	94.0
3 Fair	20	5.0	5.0	99.0
4 Poor	4	1.0	1.0	100.0
Total	403	100.0	100.0	

Mean score = 1.53

INTRO1 Many people talk about “quality” these days. They might say something is “high quality” or “low quality.” I’d like you to think about Bellevue as a community for a moment.

Q1a When you think about our community, what comes to mind, if anything, as being “high quality?”

Q1A	n=403	% of Cases
CITY OF BELLEVUE SERVICES (RELATED TO CITY GOV'T)	150	37%
Good Police Service/ Police Presence	22	5%
Good Roads/ Streets (Laid Out Nicely)	28	7%
Overall Good Services/ Resources	26	6%
City Is Responsive To People/ Addresses Public's Needs/ Good City Gov't, Officials	16	4%
Maintaining Green Areas/ Less Sprawl/ Greenery Interspersed Through Business Areas/ Care For Environment/ Development Not Out Of Control	9	2%
Good Fire Dept. Service	10	2%
Everything Is Well Maintained	8	2%
Good Community Programs	4	1%
Good Planning/ Long Range Planning	9	2%
Good Utilities/ Public Works	8	2%
Good Medics/ Medic One Service	3	1%
Taxes Haven't Gone Up/ Taxes Lower Than Other Communities	3	1%
Money Is Wisely Spent/ Get What I Pay For	4	1%
PARKS AND RECREATION	121	30%
Good Parks/ Trails/ Sports Facilities/ Ball Fields/ Park System - Well Maintained	121	30%
CITY AMENITIES (SHOPPING, MUSEUM, ART)	98	24%
Numerous Or Convenient Amenities (Shopping, Retail, Mall, Restaurants)	62	15%
The Library	8	2%
Core Business Center/ Technology Corridor/ Wired DT	20	5%
Fine Arts/ Arts Fair/ The Museum	4	1%
Good Hospitals	3	1%
Good Churches	1	<1%

Q1A	n=403	% of Cases
NICE NEIGHBORHOODS/ QUALITY OF LIFE	91	23%
Low Crime/ Safe	31	8%
Everything Is Good/ Good Town/ Quality	29	7%
Bellevue Is Attractive/ Nice Looking	3	1%
Good Quality Of Life	17	4%
Quiet Area/ Peaceful Neighborhoods	3	1%
Nice Houses/ Homes Well Kept	5	1%
Good For Families	3	1%
EDUCATION	73	18%
Good Schools	73	18%
OTHER POSITIVE	70	17%
Other - Positive	66	16%
No Real Complaints/ We Like Where We Live	4	1%
CLEAN CITY	1	<1%
TRAFFIC IMPROVEMENTS/ OTHER TRANSIT	15	4%
Good Transportation Options/ Bus Service	15	4%
LOCATION	56	14%
Convenient To Everything/ Location Or Convenience	20	5%
Easy Access To Freeways	36	9%
PEOPLE	27	7%
Nice People/ Friendly Community	21	5%
Diverse City/ Multiracial	6	1%
OTHER NEGATIVE	21	5%
Nothing Is High Quality	13	3%
Negative Comments (High Taxes, Traffic Etc.)	8	2%
OTHER	12	3%
Don't Know	12	3%
Refused	3	1%

Q1b And when you think about our community, what comes to mind, if anything, as being “low quality?”

Q1B	n=403	% of Cases
TRAFFIC	85	21%
Too Much Traffic	85	21%
ROAD & SIGNAL COMPLAINTS	46	11%
Bad Road Conditions/ Streets Need Help/ Too Many Pot Holes	20	5%
No Sidewalks/ Not Enough Sidewalks/ Not Pedestrian Friendly	15	4%
Road Design Impedes Traffic Flow	2	<1%
Traffic Signals Impede Car and Pedestrian Traffic/ Not coordinated	6	1%
Need More Roads	1	<1%
Not Enough Bike Lanes	2	<1%
CITY GOVERNMENT ISSUES	30	7%
Complaints About Utilities Service (Garbage, Light, Cable, Phone)	6	1%
Unclean Streets (Don't Clean Enough)	8	2%
Gov't Doesn't Listen/ Doesn't Represent Community/ Has Own Agenda/ Poor Planning	2	<1%
Not Enough Police	6	1%
Feel Intimidated By Police (i.e. What have I done wrong? Am I going to get pulled over?)	1	<1%
Parks Are Not Kept Clean	1	<1%
City Doesn't Support Business Owners/ Anti-business climate	1	<1%
Money Is Wasted/ Not Spent Wisely/ Poor Planning	1	<1%
Bureaucratic (Permits, Codes, Zoning)	1	<1%
Not Enough Sports Fields	1	<1%
Not Enough Street Lights	2	<1%
DEVELOPMENT/ GROWTH/ CONSTRUCTION ISSUES	22	5%
Spread Of Development/ Too Dense/ Keep Developments Out Of Single Family Areas/ Urban Sprawl	11	3%
Too Much Construction/ Construction Takes Too Long To Complete	11	3%
HIGH TAXES OR COST OF LIVING	17	4%
High Cost Of Living/ Bills/ Taxes/ Drainage/ Sewer	4	1%
Pay Too Much In Taxes/ Big Tax Increase	4	1%
Housing/ Real Estate Is Too Expensive	7	2%
Costs More Than Other Cities	2	<1%
COMPLAINTS ABOUT TRANSIT	28	7%
Complaints About Transportation System (Not Enough Stops, Limited Bus Routes, Not Enough Bus Shelters)	28	7%
CRIME RATE	6	1%
Too Much Crime (Includes Car Break-In's And Vandalism)	6	1%
PEOPLE	12	3%
The People/ Lack of Friendliness/ Involvement	9	2%
Not Enough Cultural Diversity	3	1%
BUILDINGS/ HOMES NEED RESTORING/ BAD NEIGHBORHOODS	5	1%
Sections of Low Quality Housing/ 'Bad' Neighborhoods	3	1%
Ill-Kept Homes (Includes Unmowed Lawns, Junk Cars In Yards)	2	<1%
SCHOOLS EDUCATION	7	2%
Not Enough Money/ Consideration Given To Schools/Education	7	2%
OTHER NEGATIVE	84	21%
Parking/ Not Enough/ Costs Too Much	4	1%
Not Enough Activities (Includes Entertainment, Night Life)	3	1%

Q1B	n=403	% of Cases
People On Street Corners Begging For Money	3	1%
General Dissatisfaction	1	<1%
Other - Negative	73	18%
OTHER	134	33%
Nothing Is Low Quality	132	33%
Other	2	<1%
Don't Know/ Nothing	10	2%
Refused	5	1%

★ Q3 Would you say that for the City as a whole, things are generally headed in the right direction or would you say things are off on the wrong track?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 Right direction	318	78.9	78.9	78.9
2 Wrong track	47	11.7	11.7	90.6
8 Don't know	34	8.4	8.4	99.0
9 Refused	4	1.0	1.0	100.0
Total	403	100.0	100.0	

Q3i Why do you feel that the City is headed [in the right direction/ off on the wrong track]?

Q3i	n=365	% of Cases
CITY GOVERNMENT/ CITY SERVICES (+)	143	39%
New Development/ Buildings	50	14%
Overall Well Planned/ Organized/ Good Planning	23	6%
Good Government Services	21	6%
Improving The City/ Improvement Projects	28	7%
City Is Well Maintained	1	<1%
Trying To Vitalize Downtown	1	<1%
Taxes Are Okay	3	1%
Good Communication From City (Government)	6	2%
City Is Doing Everything They Need To Do	4	1%
Progressive/ Modern	6	2%
TOO MUCH GROWTH/ CONSTRUCTION (-)	25	7%
Too Much Growth/ Development/ High Rises	18	5%
Downtown Is Congested/ Downtown Density	1	<1%
Too Many People/ Congestion/ Overcrowded/ Housing Density/ Growing Too Fast	4	1%
Too Many Businesses	1	<1%
Too Many Apartment And Condominium Complexes Downtown And Other Areas	-	-
Too Much Construction	1	<1%
PARKS AND RECREATION/ PRESERVATION OF OPEN-SPACE (+)	31	8%
Controlling Apartments And Other Growth	5	1%
Nice Parks/ Greenbelts/ Open Space	26	7%
Preserving Open Space And Parks	-	-
TRAFFIC/ ROADS/ TRANSIT (+)	47	13%
Improving Roads	19	5%
Public Transportation Headed In Right Direction	22	6%
Working On Traffic Problems	6	2%
TRAFFIC ROADS/ TRANSIT (-)	13	4%
Traffic/ Congestion	10	3%
Transportation Problems	3	1%
PEOPLE & COMMUNITY (+)	13	4%
Because of the People	5	1%
City has Diversity	6	2%
Community Events	1	<1%
Community Meetings	1	<1%
CITY GOVERNMENT/ SERVICES (-)	2	1%
Budget/ Spending Issues/ Don't Have the Money To Get Things Done	1	<1%
Poor Planning	1	<1%
City Not Kept Clean	-	-
Parks Not Clean/ Maintained	-	-
HIGH COST OF LIVING/ TAXES (-)	12	3%
High Prices/ High Taxes/ High Cost Of Land	12	3%
Downtown Is Not Affordable	-	-
Caters To The Rich, Not The Entire Community Or To Low-Income	-	-
POLICE AND FIRE (+)	9	2%
Good Police Protection	6	2%
Good Fire Protection	2	1%

Q3i	n=365	% of Cases
Good Medic/ Medic One Protection	1	<1%
AMENITIES (+)	12	3%
Good Access To Amenities (Shopping, Arts, Entertainment)	11	3%
Good Medical Care/ Hospitals	1	<1%
OTHER - POSITIVE	204	56%
Things Are Good/ Don't See Anything Negative	18	5%
Like It Here/ Nice Place To Live	11	3%
Good Schools	17	5%
Bellevue Is Safe/ Low Crime	17	5%
City Is Clean	9	2%
Housing is Good	3	1%
Other - Positive	129	35%
OTHER - NEGATIVE	26	7%
Increasing Crime	1	<1%
Schools Not Of Best Quality	-	-
Other - Negative	25	7%
Other	28	8%
Don't Know	9	2%
Refused	3	1%

Q3J In general, how responsive do you think Bellevue city government is to its residents?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 Very responsive	104	25.8	25.8	25.8
2 Fairly responsive	159	39.5	39.5	65.3
3 Neither responsive nor unresponsive	42	10.4	10.4	75.7
4 Somewhat unresponsive	16	4.0	4.0	79.7
5 Very unresponsive	10	2.5	2.5	82.1
8 Don't know	69	17.1	17.1	99.3
9 Refused	3	.7	.7	100.0
Total	403	100.0	100.0	

Mean score = 3.08

Q3K And why is that?

Q3K	n=331	% of Cases
CITY GOVERNMENT/ SERVICES (+)	10	3%
Good Police Department	5	2%
Good Fire Department	3	1%
City Has Planned/ Organized	2	1%
COMMUNICATION (+)	151	46%
Listen/ Responsive	102	31%
Communicates Well/ Informative (Includes Mailings, Bulletins, News, etc.)	34	10%
Meetings/ Input Is Welcome	15	5%
COMMUNICATION (-)	48	15%
They Don't Listen To Citizens Needs/ Non-Responsive	48	15%
OTHER-POSITIVE	48	15%
Overall Satisfaction	33	10%
It's What I Hear From People/ Media	10	3%
No Problems/ Things Are Going Well	5	2%
OTHER-NEGATIVE	28	8%
Don't Agree With Politics/ Don't Agree With Political Views Or Choices	9	3%
Need To Work On Things/ Still Un-Addressed Issues	19	6%
Little/ No Experience/ Contact With Government	20	6%
Just My Feeling/ Impression	7	2%
Other	35	11%
Don't Know	28	9%
Refused	1	<1%

★ Q4 Overall, how satisfied are you with the job the City is doing in planning for the future? Would you say...

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 Very satisfied	111	27.5	27.5	27.5
2 Fairly satisfied	177	43.9	43.9	71.5
3 Neither satisfied nor dissatisfied	39	9.7	9.7	81.1
4 Somewhat dissatisfied	25	6.2	6.2	87.3
5 Very dissatisfied	16	4.0	4.0	91.3
8 Don't know	34	8.4	8.4	99.8
9 Refused	1	.2	.2	100.0
Total	403	100.0	100.0	

Mean score = 2.59

Q4i Why are you [INSERT RESPONSE FROM Q4] with the job the City is doing in planning for the future?

Q4i	n=368	% of Cases
CITY GOVERNMENT/ SERVICES (+)	122	33%
Growth And Development	23	6%
No Problems with Planning/ No complaints	56	15%
Bellevue Is Great - Don't Change	8	2%
Keeps Residents Informed	13	4%
Good Gov't Planning/ Incorporates Community and City Needs	11	3%
Good Parks/ Green Space	10	3%
Police Dept./Fire/Medic	1	<1%
Good Job With Utilities	-	-
GROWTH AND DEVELOPMENT (-)	30	8%
Too Much Growth And Development/ Crowded (Buildings)	27	7%
Too Much Construction/ Takes Too Long	-	-
Overpopulated	3	1%
TRAFFIC/ ROADS/ TRANSIT (-)	31	8%
Traffic	20	5%
Limited Transportation Options	4	1%
Roads Need Improvements	5	1%
Parking Problems	2	1%
GOV'T IS TRYING/ DOING THEIR BEST/ NEUTRAL	56	15%
Unsure of City's Plans/ Don't Pay Attention	28	8%
Making Progress, Not Going Backwards	2	1%
They're Trying/ Doing Their Best	6	2%
Doing Okay, but Could Do Better/ Some things Good, Some Bad/ Mostly doing good	19	5%
It Takes A Long Time To Get Things Done/ Change Takes A Long Time	1	<1%
They've Done Good In The Past/ Good Track Record	-	-
CITY GOVERNMENT/ SERVICES (-)	25	7%
City Is Too Expensive	6	2%
Need To Get More Input From Residents/ Communication	5	1%
Parks Need Updating/ Maintaining	-	-
Not Planning/ No Long Range Planning/ Just Reacting/ Just Looking At the Present	8	2%
Not Business Friendly	1	<1%
Not Enough Support for Elderly/ Low-Income/ For All Community Members	1	<1%
Too Much Government/ Poor Government Planning	1	<1%
Limited Budget to Get Things Done/ Limited Funding/ Is Money Being Spent On Right Things?	2	1%
Laws Aren't Enforced/ No Adequate Enforcement of Laws/ Need More Effort To Reduce Crime	1	<1%
Negative Comments About Bellevue Utilities	-	-
TRAFFIC/ ROADS/ TRANSIT (+)	32	9%
Road Improvements Planned	12	3%
Transportation Options Available	12	3%
Traffic is Being Addressed	8	2%
OTHER-POSITIVE	60	16%
Good Schools	2	1%
Jobs/ Economy	5	1%
Other-Positive	53	14%

Q4i	n=368	% of Cases
OTHER-NEGATIVE	68	18%
Improve Schools	1	<1%
Job Market/ Economy Not Flourishing	6	2%
Need To Deal With Housing/ Low Quality/ Too Expensive	4	1%
Not Doing Enough For The Environment	2	1%
Other - Negative	55	15%
Other	34	9%
Don't Know	17	5%
Refused	1	<1%

Q4j How satisfied are you with the job the City does in communicating with its residents?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 Very satisfied	159	39.5	39.5	39.5
2 Fairly satisfied	139	34.5	34.5	73.9
3 Neither satisfied nor dissatisfied	45	11.2	11.2	85.1
4 Somewhat dissatisfied	28	6.9	6.9	92.1
5 Very dissatisfied	11	2.7	2.7	94.8
8 Don't know	20	5.0	5.0	99.8
9 Refused	1	.2	.2	100.0
Total	403	100.0	100.0	

Mean score = 2.25

Q4k How do you think the City could improve its communication with residents?

Q4k	n=382	% of Cases
City Is Doing A Good Job Of Communicating	84	22%
SUGGESTIONS REGARDING MAILINGS/ FLIERS	26	7%
Send Out Fliers/ Mailings/ Bulletins	26	7%
Other: Concerns Regarding Costs Of Mailings (Paper, Stamps)	-	-
Post Fliers In Stores, Post Office, Etc.	-	-
SUGGESTIONS REGARDING CITY NEWSLETTER	58	15%
Have A City Section In Newspaper	16	4%
Newsletter Should Be Published More Often	14	4%
Communicate Through Newsletter	27	7%
Newsletter Should Cover More Topics	1	<1%
SUGGESTIONS REGARDING CITY WEB SITE/ INTERNET COMMUNICATION	53	14%
Better Updates On Web Site	24	6%
Send Email Updates On What City Is Doing	26	7%
Have A Web Site For Community Interests	3	1%
USE OTHER MEDIA SOURCES	10	3%
Use TV To Communicate	4	1%
Use Radio To Communicate	3	1%
Use the Telephone/ Call Me to Give Me Information/ Answer When I Call	3	1%
MORE SPECIFIC SUGGESTIONS	33	9%
Keep People Informed/ Provide Information (no specified method)"	15	4%
Listen to Citizen's Input/ Get Input	9	2%
Put Communications In Languages Other Than English	-	-
Communicate More With Merchants/Retailers	-	-
Go Door-to-Door/ Get Out in the Community to Talk To People	9	2%
ACCESSIBILITY OF CITY MEETINGS	25	7%
Have More Meetings/ Neighborhood Meetings With City Officials	20	5%
Offer Multiple Times For Meetings (Make Them More Accessible)	5	1%
MORE PUBLICITY ABOUT COMMUNITY EVENTS OR MEETINGS	11	3%
Communicate To People Through Community Organizations	-	-
More Advertising Regarding Community Events	10	3%
Publicize Meetings	1	<1%
SUGGESTED TOPICS TO ADDRESS IN COMMUNICATIONS	0	0%
Better Communication RE: Traffic And Road Projects	-	-
Better Job Of Letting People Know Of Upcoming Elections	-	-
Publicize Community Organizations	-	-
Other	36	9%
Not A Communication-Improvement Related Comment	5	1%
Don't Know	101	26%
Refused	5	1%

☆ Q4l The City of Bellevue provides its citizens with Police and Fire services, parks and recreational facilities and activities, local roads and sidewalks, environmental protection, neighborhood preservation, long range planning, sewer and drainage services, and funding for social services.

Thinking about City of Bellevue services and facilities, do you feel you are getting your money's worth for your tax dollar or not?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 Yes, getting money's worth	344	85.4	85.4	85.4
2 No, not getting money's worth	43	10.7	10.7	96.0
8 Don't know	15	3.7	3.7	99.8
9 Refused	1	.2	.2	100.0
Total	403	100.0	100.0	

Q4m Why do you feel that you [are/ are not] getting your money's worth for your tax dollar?

Q4m	n=387	% of Cases
HAPPY WITH CITY GOVERNMENT/ SERVICES (+)	256	66%
Good Parks/ Trails/ Sports Facilities/ Ball Fields/ Park System Well Maintained	67	17%
Good Roads/ Streets	38	10%
Generally Happy With Services	44	11%
Overall Good Services/ Resources	35	9%
Lots Of Services For Taxes Paid	12	3%
City Is Responsive To People	14	4%
Everything Is Well Maintained	15	4%
See Improvements (General)	16	4%
Doing Good Job Maintaining Sewers and Drainage	3	1%
There Are Lots Of Free Services: Library, Classes, Recycling	1	<1%
Number Of Services Has Increased	-	-
Community/ City Is Growing/ Lots of Building	8	2%
Good Planning/ Long Range Planning	3	1%
POLICE AND FIRE (+)	101	26%
Good Police Service	54	14%
Good Fire Dept. Service	43	11%
Good Medics/ Medic One Service	4	1%
COST OF LIVING GOOD/ HAPPY WITH SPENDING OF \$\$ (+)	32	8%
Taxes Haven't Gone Up/ Taxes Lower Than Other Communities	18	5%
Money Is Wisely Spent	11	3%
The Money Goes Back To the community	3	1%
HIGH COST OF LIVING/ DISSATISFIED WITH HOW \$\$ IS SPENT (-)	23	6%
Money Is Wasted/ Not Spent Wisely	6	2%
Pay Too Much In Taxes/ Big Tax Increase	6	2%
High Cost Of Living/ Bills/ Taxes/ Drainage/ Sewer	4	1%
Don't Know Where My Money Goes	4	1%
Housing-related Tax concerns (Selling, Buying)	3	1%
UNHAPPY WITH CITY SERVICES (-)	11	3%
Problems With Utilities (Sewer, Drains, Water)/ Bad Drainage	2	1%
Parks Are Inconvenient/ Not Enough Parks	3	1%

Q4m	n=387	% of Cases
Unclean Streets (Don't Clean Enough)	-	-
Need More Kid Facilities	1	<1%
Not Enough Long Range Planning	1	<1%
Not As Efficient As Private Enterprise/ Sector	-	-
Too Much Commercialization/ Too Much Building/construction	4	1%
TRAFFIC/ ROADS/ TRANSIT (-)	9	2%
Too Much Traffic	2	1%
No Sidewalks/ Not Enough Sidewalks	3	1%
Bad Roads/ Streets Need Help	4	1%
POLICE (-)	4	1%
Not Enough Police	2	1%
Police Not Doing Their Job	1	<1%
Library	1	<1%
OTHER-POSITIVE	142	37%
No Real Complaints/ We Like Where We Live	34	9%
Clean City	11	3%
Good Schools	14	4%
Low Crime	18	5%
Good Quality Of Life	-	-
Good Infrastructure	2	1%
Other - Positive	63	16%
OTHER-NEGATIVE	31	8%
Other - Negative	31	8%
Not Enough Goes To Schools/ Educational Opportunities	-	-
General Dissatisfaction	-	-
OTHER	27	7%
Other	27	7%
New To City	-	-
Not Paying Taxes	2	1%
Don't Know	5	1%
Refused	5	1%

★ Q4n The next 2 questions are about your neighborhood. How would you describe your neighborhood as a place to live? Would you say it is...

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Excellent	217	53.8	53.8	53.8
	2 Good	150	37.2	37.2	91.1
	3 Fair	33	8.2	8.2	99.3
	4 Poor	3	.7	.7	100.0
	Total	403	100.0	100.0	

Mean score = 1.56

☆ Q5 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.” Would you say your neighborhood has a...

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very strong sense of community	118	29.3	29.3	29.3
	2 An average sense of community	172	42.7	42.7	72.0
	3 Or not a strong sense of community	103	25.6	25.6	97.5
	8 Don't know	9	2.2	2.2	99.8
	9 Refused	1	.2	.2	100.0
	Total	403	100.0	100.0	

Q5i What factors make your neighborhood have (a) [INSERT RESPONSE FROM Q5] sense of community?

Q5i	n=393	% of Cases
PEOPLE KNOW EACH OTHER/ INFORMAL SOCIALIZING(+)	126	32%
People Talk to Each Other/ Know Each Other/ General Friendliness/ Informal socializing	74	19%
Neighbors Support Each Other	34	9%
Older Neighborhoods/ Established/ Known Each Other Long time/ Low Turn-over	6	2%
Kids play together/ Know each other through children	3	1%
The people	9	2%
COMMUNITY & NEIGHBORHOOD GROUPS/ASSOCIATIONS (+)	107	27%
Neighborhood Social Events/ Block Parties	39	10%
Neighborhood Groups - Homeowners Association, Condo Owners, Etc.	32	8%
Community Meetings/ Groups	23	6%
Block Watch	9	2%
Have a neighborhood Newsletter	4	1%
BARRIERS TO MEETING NEIGHBORS (-)	84	21%
Too Many Neighbors To Know (Apartment/ Condo)	27	7%
High Resident Turnover	15	4%
Cultural Differences	8	2%
People Are Too Busy To Get Together	13	3%
Age Differences - Retirees vs. Families	13	3%
Lack Of Community Among Apartment Dwellers vs. Homeowners	8	2%
PEOPLE DON'T INTERACT/ DON'T BOTHER TO KNOW EACH OTHER (-)	48	12%
Don't Know Neighbors	13	3%
People Don't Care To Know Each Other	9	2%
No Communication/ Neighbors Keep To Themselves	26	6%
NO PLACE TO GATHER/ NO FORMAL SOCIALIZING (-)	14	4%
No Neighborhood Gatherings/ No Block Parties	13	3%
Needs a community center	1	<1%
LOCATION (-)	12	3%
It's Location (i.e. on a hill/ separated from other homes) makes it less neighborly	8	2%
Live in a commercial area/ too much growth	2	1%
Too many cars on my street/ too much traffic	2	1%
GOOD NEIGHBORHOOD/ QUALITY OF LIFE (+)	12	3%
Overall Good Neighborhood	6	2%
Secure/ Safe/ Strong	6	2%
LOCATION (+)	14	4%
Location makes it neighborly, located on a Cul-de-sac, only a few homes in our neighborhood, etc.	6	2%
Good Parks/ Trails/ Sports Facilities/ Ball Fields	2	1%
Good Schools	3	1%
Nearby to stores (convenient)	3	1%
DIFFICULT NEIGHBORS (-)	2	1%
People Don't Care/ Don't Respect Neighbors	-	-
People Don't Take Care of their homes/ property	1	<1%
Some residents don't follow the law (Break-ins, Drug Use, Occupancy Laws)	1	<1%
PROPERTY TAKEN CARE OF (+)	3	1%
Strict City Limits/ Enforced Ordinances	1	<1%

Q5i	n=393	% of Cases
People Respect The Neighborhood By Taking Care of Their Home/Property	2	1%
OTHER	61	16%
Know Some Neighbors, But Not Many/not all/not as many as I'd like/ Don't know neighbors that well	11	3%
Just moved here	1	<1%
Other	49	12%
Other - Positive	63	16%
Other - Negative	40	10%
Don't Know	18	5%
Refused	2	1%

PARKS

INT2 Now I'd like to ask you some questions about Parks and Recreation programs and facilities operated by the City of Bellevue.

★ *** Q6a Bellevue manages a variety of parks and park facilities. These facilities include trails, nature parks, beach parks, neighborhood parks, golf courses, playgrounds and sports fields.

Have you, yourself, or anyone in your household visited a Bellevue park or park facility in the past 12 months?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 Yes	177	43.9	84.3	84.3
2 No	31	7.7	14.8	99.0
8 Don't know	2	.5	1.0	100.0
Total	210	52.1	100.0	
Missing 10 Applied Respondent Skip	193	47.9		
Total	403	100.0		



Q6b Bellevue also offers a variety of recreation activities such as senior and teen activities, day camps, swimming and tennis. Have you, yourself, or anyone in your household participated in a Bellevue recreation program in the past 12 months?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	59	14.6	28.1	28.1
	2 No	149	37.0	71.0	99.0
	8 Don't know	2	.5	1.0	100.0
	Total	210	52.1	100.0	
Missing	10 Applied Respondent Skip	193	47.9		
Total		403	100.0		



Q8 How do you rate the range of Bellevue's parks and/or recreation activities?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Excellent	114	28.3	54.3	54.3
	2 Good	71	17.6	33.8	88.1
	3 Fair	11	2.7	5.2	93.3
	8 Don't know	12	3.0	5.7	99.0
	9 Refused	2	.5	1.0	100.0
	Total	210	52.1	100.0	
Missing	10 Applied Respondent Skip	193	47.9		
Total		403	100.0		

Mean score = 1.47



Q9A How do you rate Bellevue's public parks and park facilities on: Appearance?



		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Excellent	115	28.5	54.8	54.8
	2 Good	82	20.3	39.0	93.8
	3 Fair	11	2.7	5.2	99.0
	8 Don't know	1	.2	.5	99.5
	9 Refused	1	.2	.5	100.0
	Total	210	52.1	100.0	
Missing	10 Applied Respondent Skip	193	47.9		
Total		403	100.0		

Mean score = 1.50



Q9D

How do you rate Bellevue's public parks and park facilities on: Safety?



		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Excellent	78	19.4	37.1	37.1
	2 Good	95	23.6	45.2	82.4
	3 Fair	18	4.5	8.6	91.0
	4 Poor	1	.2	.5	91.4
	8 Don't know	18	4.5	8.6	100.0
	Total	210	52.1	100.0	
Missing	10 Applied Respondent Skip	193	47.9		
Total		403	100.0		

Mean score = 1.70



Q9E Overall, how satisfied are you with parks and recreation in Bellevue?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Satisfied	259	64.3	64.3	64.3
	2 Somewhat Satisfied	87	21.6	21.6	85.9
	3 Neither Satisfied Nor Dissatisfied	26	6.5	6.5	92.3
	4 Somewhat Dissatisfied	9	2.2	2.2	94.5
	5 Very Dissatisfied	3	.7	.7	95.3
	8 Don't know	17	4.2	4.2	99.5
	9 Refused	2	.5	.5	100.0
Total		403	100.0	100.0	

Mean score = 1.46



Q9e1 [IF Q9e = 4 OR 5] And why is that?

Q9e1	N=12	% of Cases
Not Enough Parks/ Facilities Available	3	25%
Concerns About Park Security - Safety	1	8%
Need Maintenance/ Bad Conditions	1	8%
Too much money was spent on parks and recreations	2	17%
Too far from/ not close enough to my house	2	17%
Other	2	17%
Don't Know	2	17%

UTILITIES

INT3 The next series of questions deals with the City’s Utilities Department which provides water, sewer and drainage services for most City locations. The City also contracts with Rabanco to provide garbage collection for City residences and businesses. Utilities handled by the City do **not** include such things as gas, electricity, internet service and telephone service, which are provided by private companies.

I am going to read a list of services that your local Utilities can provide for you. For each service please tell me how good of a job Bellevue Utilities does. Please use a “0” to “10” scale where “0” means they are doing a “very poor job” and “10” means they are doing an “excellent job.” The first service is...

Q10a Providing water that is safe and healthy to drink.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0 (0) - Very poor job	1	.2	.2	.2
1 (1)	2	.5	.5	.7
2 (2)	1	.2	.2	1.0
3 (3)	1	.2	.2	1.2
4 (4)	1	.2	.2	1.5
5 (5)	6	1.5	1.5	3.0
6 (6)	2	.5	.5	3.5
7 (7)	10	2.5	2.5	6.0
8 (8)	42	10.4	10.4	16.4
9 (9)	64	15.9	15.9	32.3
10 (10) - Excellent job	267	66.3	66.3	98.5
88 Don't know	5	1.2	1.2	99.8
99 Refused	1	.2	.2	100.0
Total	403	100.0	100.0	

Mean score = 9.33

Q11 Maintaining an adequate and uninterrupted supply of water.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0 (0) - Very poor job	3	.7	.7	.7
1 (1)	1	.2	.2	1.0
2 (2)	1	.2	.2	1.2
4 (4)	2	.5	.5	1.7
5 (5)	7	1.7	1.7	3.5
6 (6)	3	.7	.7	4.2
7 (7)	19	4.7	4.7	8.9
8 (8)	73	18.1	18.1	27.0
9 (9)	61	15.1	15.1	42.2
10 (10) - Excellent job	214	53.1	53.1	95.3
88 Don't know	18	4.5	4.5	99.8
99 Refused	1	.2	.2	100.0
Total	403	100.0	100.0	

Mean score = 9.04

Q12 Providing reliable, uninterrupted sewer service.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0 (0) - Very poor job	5	1.2	1.2	1.2
2 (2)	2	.5	.5	1.7
4 (4)	3	.7	.7	2.5
5 (5)	6	1.5	1.5	4.0
6 (6)	3	.7	.7	4.7
7 (7)	18	4.5	4.5	9.2
8 (8)	58	14.4	14.4	23.6
9 (9)	54	13.4	13.4	37.0
10 (10) - Excellent job	232	57.6	57.6	94.5
88 Don't know	21	5.2	5.2	99.8
99 Refused	1	.2	.2	100.0
Total	403	100.0	100.0	

Mean score = 9.08

Q13 Providing effective drainage programs, including flood control.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0 (0) - Very poor job	4	1.0	1.0	1.0
	2 (2)	3	.7	.7	1.7
	3 (3)	9	2.2	2.2	4.0
	4 (4)	6	1.5	1.5	5.5
	5 (5)	22	5.5	5.5	10.9
	6 (6)	18	4.5	4.5	15.4
	7 (7)	43	10.7	10.7	26.1
	8 (8)	89	22.1	22.1	48.1
	9 (9)	53	13.2	13.2	61.3
	10 (10) - Excellent job	119	29.5	29.5	90.8
	88 Don't know	36	8.9	8.9	99.8
	99 Refused	1	.2	.2	100.0
	Total	403	100.0	100.0	

Mean score = 8.07

Q14a Protecting and restoring Bellevue's streams, lakes and wetlands.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0 (0) - Very poor job	1	.2	.2	.2
	2 (2)	5	1.2	1.2	1.5
	3 (3)	4	1.0	1.0	2.5
	4 (4)	4	1.0	1.0	3.5
	5 (5)	27	6.7	6.7	10.2
	6 (6)	11	2.7	2.7	12.9
	7 (7)	33	8.2	8.2	21.1
	8 (8)	95	23.6	23.6	44.7
	9 (9)	50	12.4	12.4	57.1
	10 (10) - Excellent job	104	25.8	25.8	82.9
	88 Don't know	67	16.6	16.6	99.5
	99 Refused	2	.5	.5	100.0
	Total	403	100.0	100.0	

Mean score = 8.14

Q15 Providing reliable recycling, yardwaste and garbage collection services.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0 (0) - Very poor job	3	.7	.7	.7
1 (1)	2	.5	.5	1.2
2 (2)	3	.7	.7	2.0
3 (3)	7	1.7	1.7	3.7
4 (4)	9	2.2	2.2	6.0
5 (5)	26	6.5	6.5	12.4
6 (6)	16	4.0	4.0	16.4
7 (7)	31	7.7	7.7	24.1
8 (8)	78	19.4	19.4	43.4
9 (9)	56	13.9	13.9	57.3
10 (10) - Excellent job	164	40.7	40.7	98.0
88 Don't know	6	1.5	1.5	99.5
99 Refused	2	.5	.5	100.0
Total	403	100.0	100.0	

Mean score = 8.29



Q16 Overall, how satisfied are you as a customer of the Bellevue Utilities Department?
Are you:

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 Very satisfied	257	63.8	63.8	63.8
2 Fairly satisfied	101	25.1	25.1	88.8
3 Neither satisfied nor dissatisfied	15	3.7	3.7	92.6
4 Somewhat dissatisfied	18	4.5	4.5	97.0
5 Very dissatisfied	5	1.2	1.2	98.3
8 Don't know	6	1.5	1.5	99.8
9 Refused	1	.2	.2	100.0
Total	403	100.0	100.0	

Mean score = 1.52

Q17 [IF Q16=4 or 5] And why is that?

Q17	n=23	% of Cases
Complaints About Bills/ Too High/ Expensive	11	48%
Issue With Drainage	2	9%
Garbage Issues	2	9%
Lack of responsiveness	2	9%
Other	7	30%
Don't Know	1	4%

Q18 Taking Bellevue utility services as a whole, do you feel you receive good value for your money or poor value for your money?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Good value	339	84.1	84.1	84.1
	2 Poor value	29	7.2	7.2	91.3
	3 Depends	21	5.2	5.2	96.5
	8 Don't know	13	3.2	3.2	99.8
	9 Refused	1	.2	.2	100.0
	Total	403	100.0	100.0	

PCD—CODE ENFORCEMENT

Q26 The next question is about planning and code enforcement.



To what extent are weed lots, junk lots, graffiti, abandoned automobiles and dilapidated houses or buildings currently a problem in your neighborhood? Would you say...

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 Not at all	273	67.7	67.7	67.7
2 Only a small problem	81	20.1	20.1	87.8
3 Somewhat of a problem	35	8.7	8.7	96.5
4 A big problem	9	2.2	2.2	98.8
8 Don't know	5	1.2	1.2	100.0
Total	403	100.0	100.0	

Mean score = 1.45

Q26A [ASKIF Q26=2, 3 or 4] Of those items: weed lots, junk lots, graffiti, abandoned automobiles, abandoned shopping carts and dilapidated houses or buildings what is the specific problem in your neighborhood?

Q26a	n=125	% of Cases
Dilapidated houses or buildings	55	44%
Garbage Issues	27	22%
Abandoned Automobiles	25	20%
Graffiti	23	18%
Weed lots	5	4%
Junk lots	3	2%
Other	19	15%
Refused	1	1%

TRANSPORTATION

TRANSINT The next series of questions relate to City sidewalks and roads.

[PRESS ANY KEY TO CONTINUE]

- ☆ Q29 How satisfied are you with the City's maintenance of its sidewalks and walkways?
Are you...

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 Very satisfied	180	44.7	44.7	44.7
2 Fairly satisfied	154	38.2	38.2	82.9
3 Neither satisfied nor dissatisfied	32	7.9	7.9	90.8
4 Somewhat dissatisfied	24	6.0	6.0	96.8
5 Very dissatisfied	6	1.5	1.5	98.3
8 Don't know	7	1.7	1.7	100.0
Total	403	100.0	100.0	

Mean score = 1.79

- ☆ Q30 How would you rate the condition of streets and roads in your neighborhood? Would you say they are in ...?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 Good Condition All Over	155	38.5	38.5	38.5
2 Mostly Good, but a few bad spots here and there	228	56.6	56.6	95.0
3 Many Bad Spots	19	4.7	4.7	99.8
8 Don't know	1	.2	.2	100.0
Total	403	100.0	100.0	

- ☆ Q31 How do you rate the cleanliness of the streets in your neighborhood? Are they usually:

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 Very Clean	185	45.9	45.9	45.9
2 Fairly Clean	197	48.9	48.9	94.8
3 Fairly Dirty	16	4.0	4.0	98.8
4 Very Dirty	3	.7	.7	99.5
8 Don't know	2	.5	.5	100.0
Total	403	100.0	100.0	

Mean score = 1.59

PCD – NEIGHBORHOOD AND COMMUNITY OUTREACH

☆ Q34 The City also provides other kinds of programs. For each of the following programs or services, please tell me if you are aware of it, and if so, if you have used it. First, the Neighborhood Enhancement Program. Are you aware of this program?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 Yes	163	40.4	40.4	40.4
2 No	237	58.8	58.8	99.3
8 Don't know	3	.7	.7	100.0
Total	403	100.0	100.0	

☆ Q35 [ASK Q34=1] Have you participated in it (Neighborhood Enhancement Program)?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 Yes	86	52.8	52.8	52.8
2 No	76	46.6	46.6	99.4
8 Don't know	1	.6	.6	100.0
Total	163	100.0	100.0	

Q36 [ASK Q35=1] How satisfied are you with the Neighborhood Enhancement Program? Would you say...?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 Very Satisfied	50	58.1	58.1	58.1
2 Somewhat satisfied	29	33.7	33.7	91.9
3 Not very satisfied	3	3.5	3.5	95.3
4 Not at all satisfied	1	1.2	1.2	96.5
8 Don't know	3	3.5	3.5	100.0
Total	86	100.0	100.0	

Mean score = 1.46

Q37 Are you aware of Mini-City Hall at Crossroads?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 Yes	262	65.0	65.0	65.0
2 No	140	34.7	34.7	99.8
8 Don't know	1	.2	.2	100.0
Total	403	100.0	100.0	

☆ Q38 [ASK IF Q37=1] Have you used it (Mini-City Hall at Crossroads)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	43	16.4	16.4	16.4
	2 No	219	83.6	83.6	100.0
	Total	262	100.0	100.0	

☆ Q39 [ASK IF Q38=1] How satisfied are you with it (Mini City Hall at Crossroads)? Would you say...

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Satisfied	30	69.8	69.8	69.8
	2 Somewhat satisfied	12	27.9	27.9	97.7
	3 Not very satisfied	1	2.3	2.3	100.0
	Total	43	100.0	100.0	

Mean score = 1.33

INFORMATION TECHNOLOGY – COMPUTER AND INTERNET

INTIS I'd now like to ask you some questions about technology.

τQ45a What type of internet connection do you have at home?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Dial Up Telephone Modem	26	6.5	6.5	6.5
	2 High Speed Access such as DSL or Cable	321	79.7	79.7	86.1
	3 Don't have an internet connection at home	42	10.4	10.4	96.5
	8 Don't know	13	3.2	3.2	99.8
	9 Refused	1	.2	.2	100.0
	Total	403	100.0	100.0	

Q46 Are you aware of the City of Bellevue's web site – (www.bellevuewa.gov or www.cityofbellevue.org?)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 Yes	270	67.0	67.0	67.0
2 No	129	32.0	32.0	99.0
8 Don't know	4	1.0	1.0	100.0
Total	403	100.0	100.0	

Q47 [ASK IF Q46=1] Have you used it? [web site]

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 Yes	185	68.5	68.5	68.5
2 No	83	30.7	30.7	99.3
8 Don't know	2	.7	.7	100.0
Total	270	100.0	100.0	

Q48 [ASK IF Q47=1] How satisfied are you with it? [web site]

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 Very Satisfied	73	39.5	39.5	39.5
2 Somewhat satisfied	92	49.7	49.7	89.2
3 Not very satisfied	11	5.9	5.9	95.1
8 Don't know	9	4.9	4.9	100.0
Total	185	100.0	100.0	

Mean score = 1.65

Q48a [ASK IF Q47=1] The website can be used to obtain a variety of information such as time of city meetings, locating permit information, or getting directions to specific park locations. During the past 12 months, what types of things have you used the city website for?

Q48a	n=187	% of Cases
Park Information (location, directions, times etc.)	54	29%
Permits – How to get one, rules - Codes - Zoning - Licensing	30	16%
Parks and Recreation (Programs, classes, contact info)	28	15%
Find Out About Political Initiatives, Proposals, Elections, City Council Meetings	24	13%
GENERAL - Looking for Information	21	11%
GENERAL - Look up a Phone Number (Department, etc.)	14	7%
Visitor Information - What's Going On - Calendar of Events	14	7%
Have Not Used in Past 12 Months	13	7%
Police department info	7	4%
Info Regarding Access Downtown - Road Construction - Other Projects	7	4%
Traffic Conditions	7	4%
GENERAL - Look up an Address	6	3%
Garbage - Recycling – Check service days, report problem, etc.	5	3%
Employment	5	3%
Browsing - Just Looking to See What Was There	4	2%
Check Sex Offender list	2	1%
Bill Payment of Billing Info	2	1%
School info	1	1%
Property Values and Tax Information	1	1%
Other	23	12%
Don't Know	5	3%
Refused	2	1%

Q48b People can conduct a wide variety of business on websites. What would you like to be able to do from the Bellevue city website that you cannot do now?

Q48b	n=270	% of Cases
Nothing	51	19%
Don't use the website	31	11%
City Agenda – What's going on, projects, Council schedule -How to Contact City or Who to Contact	11	4%
Permits – How to get one, rules - Codes - Zoning - Licensing	9	3%
GENERAL - Looking for Information	9	3%
Parks and Recreation (Programs, classes, contact info)	7	3%
The Current Online Offerings Are Fine	6	2%
GENERAL - Look up a Phone Number (Department, etc.)	4	1%
Suggestion Box	4	1%
Pay Bills - Online Accounts	3	1%
Maps	2	1%
Report Problems Online	2	1%
Find Things To Do in the City	2	1%
Police department info	1	<1%
Employment	1	<1%
Pay Parking Tickets - Vehicle Registration, Other Vehicle Related	1	<1%
Other	26	10%
Don't Know	111	41%
Refused	7	3%

IT'S YOUR CITY

Q49 It's Your City is a publication produced by the City of Bellevue and mailed to every household six times a year. The last issue was mailed in October 2007.

Have you **ever** received this publication?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 Yes	291	72.2	72.2	72.2
2 No	65	16.1	16.1	88.3
8 Don't know	47	11.7	11.7	100.0
Total	403	100.0	100.0	

★ Q51 [IF Q49=1] How satisfied are you with it? Would you say...?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 Very Satisfied	165	56.7	56.7	56.7
2 Somewhat satisfied	92	31.6	31.6	88.3
3 Not very satisfied	6	2.1	2.1	90.4
4 Not at all satisfied	4	1.4	1.4	91.8
5 Don't usually read it	11	3.8	3.8	95.5
8 Don't know	12	4.1	4.1	99.7
9 Refused	1	.3	.3	100.0
Total	291	100.0	100.0	

Mean score = 1.58

CABLE/ BTV

Q52 Do you have cable television service?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 Yes	334	82.9	82.9	82.9
2 No	69	17.1	17.1	100.0
Total	403	100.0	100.0	

★ Q54 [IF Q52 = 1] How often have you tuned in to watch live City Council meetings and other City programming on BTV?
[READ IF NECESSARY: The City of Bellevue's cable channel 21?]

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 Never	198	59.3	59.3	59.3
2 Once or twice in the past year	61	18.3	18.3	77.5
3 Less than once a month	13	3.9	3.9	81.4
4 Once per month	22	6.6	6.6	88.0
5 Once every two weeks	12	3.6	3.6	91.6
6 Once per week	17	5.1	5.1	96.7
7 No access to BTV	6	1.8	1.8	98.5
8 Don't know	5	1.5	1.5	100.0
Total	334	100.0	100.0	

PUBLIC SAFETY

INT4 The next series of questions relate to personal safety.

******* Q59 Does your home have a smoke detector?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	205	50.9	97.6	97.6
	2 No	4	1.0	1.9	99.5
	9 Refused	1	.2	.5	100.0
	Total	210	52.1	100.0	
Missing	10 Applied Respondent Skip	193	47.9		
Total		403	100.0		

Q60ai [IF Q59=1] During the last 12 months, have you or someone in your household tested all of your smoke detectors in your household to see if they work?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	158	77.1	77.1	77.1
	2 No	45	22.0	22.0	99.0
	8 Don't know	2	1.0	1.0	100.0
	Total	205	100.0	100.0	

******* Q60 [IF Q59=1] During the last 6 months, have you or someone else in your household:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Changed the batteries in all of the smoke detectors	99	62.7	62.7	62.7
	2 Changed the batteries in some of the smoke detectors but not others	25	15.8	15.8	78.5
	3 Didn't change the batteries in any of the smoke detectors	19	12.0	12.0	90.5
	4 Tested all of the smoke detectors, but didn't need to change the batteries	4	2.5	2.5	93.0
	5 My smoke detectors don't have batteries	3	1.9	1.9	94.9
	6 Other	8	5.1	5.1	100.0
Total		158	100.0	100.0	

*** Q61/Q63e Does your household have a designated Emergency kit for use in the event of a major disaster such as an earthquake, snow storm, or extended power outage? This kit should provide *at least* 3 days worth of food, water, first aid, extra clothing and other emergency supplies for everyone in your household.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	79	19.6	37.6	37.6
	2 No	102	25.3	48.6	86.2
	3 Yes - but not to those specifications	21	5.2	10.0	96.2
	8 Don't know	7	1.7	3.3	99.5
	9 Refused	1	.2	.5	100.0
	Total	210	52.1	100.0	
Missing	10 Applied Respondent Skip	193	47.9		
Total		403	100.0		

*** Q61a.i. Have you ever obtained information about Fire Department services through the City of Bellevue website?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	11	2.7	5.2	5.2
	2 No	196	48.6	93.3	98.6
	8 Don't know	3	.7	1.4	100.0
	Total	210	52.1	100.0	
Missing	10 Applied Respondent Skip	193	47.9		
Total		403	100.0		

Q61b In the past 12 months, have you had contact with the Bellevue Fire Department regarding a fire, medical emergency, or some other emergency?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	61	15.1	15.1	15.1
	2 No	341	84.6	84.6	99.8
	8 Don't know	1	.2	.2	100.0
	Total	403	100.0	100.0	

Q61c [ASK Q61b=1] How would you rate your contact with the Bellevue Fire Department?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Satisfied	57	93.4	93.4	93.4
	2 Somewhat satisfied	3	4.9	4.9	98.4
	8 Don't know	1	1.6	1.6	100.0
	Total	61	100.0	100.0	

 Q62 How safe do you feel walking alone in your neighborhood in general?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very safe	266	66.0	66.0	66.0
	2 Reasonably safe	121	30.0	30.0	96.0
	3 Somewhat unsafe	12	3.0	3.0	99.0
	4 Very unsafe	1	.2	.2	99.3
	8 Don't know	3	.7	.7	100.0
	Total	403	100.0	100.0	

Mean score = 1.37

 Q63 How safe do you feel walking alone in your neighborhood during the day?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very safe	347	86.1	86.1	86.1
	2 Reasonably safe	48	11.9	11.9	98.0
	3 Somewhat unsafe	5	1.2	1.2	99.3
	8 Don't know	2	.5	.5	99.8
	9 Refused	1	.2	.2	100.0
	Total	403	100.0	100.0	

Mean score = 1.15

Q64 How safe do you feel walking alone in your neighborhood after dark?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very safe	190	47.1	47.1	47.1
	2 Reasonably safe	127	31.5	31.5	78.7
	3 Somewhat unsafe	41	10.2	10.2	88.8
	4 Very unsafe	17	4.2	4.2	93.1
	8 Don't know	27	6.7	6.7	99.8
	9 Refused	1	.2	.2	100.0
	Total	403	100.0	100.0	

Mean score = 1.69

Q65a How safe do you feel walking alone in Bellevue's downtown business area during the day?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very safe	342	84.9	84.9	84.9
	2 Reasonably safe	38	9.4	9.4	94.3
	3 Somewhat unsafe	5	1.2	1.2	95.5
	4 Very unsafe	1	.2	.2	95.8
	8 Don't know	14	3.5	3.5	99.3
	9 Refused	3	.7	.7	100.0
	Total	403	100.0	100.0	

Mean score = 1.13

Q65b How safe do you feel walking alone in Bellevue's downtown business area after dark?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very safe	170	42.2	42.2	42.2
	2 Reasonably safe	130	32.3	32.3	74.4
	3 Somewhat unsafe	32	7.9	7.9	82.4
	4 Very unsafe	9	2.2	2.2	84.6
	8 Don't know	55	13.6	13.6	98.3
	9 Refused	7	1.7	1.7	100.0
	Total	403	100.0	100.0	

Mean score = 1.65

Q66a During the past 12 months, were you or anyone in your household the victim of any crime in Bellevue?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	33	8.2	8.2	8.2
	2 No	370	91.8	91.8	100.0
	Total	403	100.0	100.0	

Q66b [IF Q66a = 1] Did you, or a member of your household, report the crime(s) to the police?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	24	72.7	72.7	72.7
	2 No	9	27.3	27.3	100.0
	Total	33	100.0	100.0	



Q67

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	101	25.1	25.1	25.1
	2 No	302	74.9	74.9	100.0
	Total	403	100.0	100.0	



Q68

[IF Q67 = 1] How would you rate the handling of the contact by police?
Would you say...

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Excellent	61	60.4	60.4	60.4
	2 Good	23	22.8	22.8	83.2
	3 Fair	11	10.9	10.9	94.1
	4 Poor	6	5.9	5.9	100.0
	Total	101	100.0	100.0	

Mean score = 1.62

CONTACT WITH CITY

Q3J1. Have you had any interactions with City of Bellevue employees in the past 12 months (via email, in person, phone)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	128	31.8	31.8	31.8
	2 No	265	65.8	65.8	97.5
	3 Don't know/Unsure	10	2.5	2.5	100.0
	Total	403	100.0	100.0	

Q3J2.[ASK Q3J1=1] What was your overall satisfaction with your contact with City of Bellevue employees?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	89	69.5	69.5	69.5
	2 Somewhat satisfied	25	19.5	19.5	89.1
	3 Not very satisfied	4	3.1	3.1	92.2
	4 Not at all satisfied	3	2.3	2.3	94.5
	5 Very dissatisfied	7	5.5	5.5	100.0
	Total	128	100.0	100.0	

Mean Score = 1.55

**[IF NETHER SATISFIED NOR DISSATISFIED OR SOMEWHAT TO VERY
SATISFIED, SKIP TO INT6]
[IF SOMEWHAT TO VERY DISSATISFIED, ASK Q3J3]**

Q3J3. [ASK Q3J2>3 & Q3J2<8] If you were dissatisfied, can you tell us what your dissatisfaction is related to?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2 Responsiveness	2	20.0	20.0	20.0
	5 Professionalism or Courtesy	2	20.0	20.0	40.0
	66 Not a direct comment about contact with City of Bellevue employees	2	20.0	20.0	60.0
	77 Other	4	40.0	40.0	100.0
	Total	10	100.0	100.0	

DEMOGRAPHICS

INT6 The following questions are for classification purposes only.

τ Q71 How many adults, age 18 or over, currently live in your home, including yourself?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	110	27.3	27.3	27.3
	2	249	61.8	61.8	89.1
	3	34	8.4	8.4	97.5
	4	5	1.2	1.2	98.8
	5	2	.5	.5	99.3
	999 Refused	3	.7	.7	100.0
	Total	403	100.0	100.0	

Mean = 1.85

τ Q71A How many children 17 years of age and younger currently live in your home?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	291	72.2	72.2	72.2
	1	42	10.4	10.4	82.6
	2	49	12.2	12.2	94.8
	3	15	3.7	3.7	98.5
	5	1	.2	.2	98.8
	8	1	.2	.2	99.0
	999 Refused	4	1.0	1.0	100.0
	Total	403	100.0	100.0	

Mean score = .50

τ Q73 How many years have you lived in Bellevue?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 0 to 2 years	57	14.1	14.1	14.1
	2 3 to 9 years	102	25.3	25.3	39.5
	3 10 to 24 years	110	27.3	27.3	66.7
	4 25 years or more	133	33.0	33.0	99.8
	8 Don't know	1	.2	.2	100.0
	Total	403	100.0	100.0	

Mean = 19.02

τ Q74 Do you own or rent your residence?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Own	275	68.2	68.2	68.2
	2 Rent	126	31.3	31.3	99.5
	8 Don't know	1	.2	.2	99.8
	9 Refused	1	.2	.2	100.0
	Total	403	100.0	100.0	

τ Q75

What is your home zip code?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	97207	1	.2	.2	.2
	98004	102	25.3	25.3	25.6
	98005	64	15.9	15.9	41.4
	98006	97	24.1	24.1	65.5
	98007	65	16.1	16.1	81.6
	98008	71	17.6	17.6	99.3
	98009	1	.2	.2	99.5
	98052	2	.5	.5	100.0
	Total	403	100.0	100.0	

τ Q76

What is your age?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 18 to 24	15	3.7	3.7	3.7
	2 25 to 34	40	9.9	9.9	13.6
	3 35 to 44	58	14.4	14.4	28.0
	4 45 to 54	84	20.8	20.8	48.9
	5 55 to 64	71	17.6	17.6	66.5
	6 65 or Over	121	30.0	30.0	96.5
	8 Don't know	4	1.0	1.0	97.5
	9 Refused	10	2.5	2.5	100.0
	Total	403	100.0	100.0	

Mean = 55.17

τ Q78 Are you of Hispanic or Latino(a) descent?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	16	4.0	4.0	4.0
	2 No	377	93.5	93.5	97.5
	8 Don't know	2	.5	.5	98.0
	9 Refused	8	2.0	2.0	100.0
	Total	403	100.0	100.0	

τQ77 What is your race or ethnic background?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 African American	3	.7	.7	.7
	2 Asian-Pacific Islander	29	7.2	7.2	7.9
	4 Native American	1	.2	.2	8.2
	5 Caucasian	328	81.4	81.4	89.6
	6 Other	13	3.2	3.2	92.8
	7 Don't know	3	.7	.7	93.5
	8 Refused	18	4.5	4.5	98.0
	9 Mexican/Hispanic/Latino(a)	8	2.0	2.0	100.0
	Total	403	100.0	100.0	

Q100 What is the name of your neighborhood?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Woodridge	15	3.7	3.7	3.7
	2 Wilburton	13	3.2	3.2	6.9
	3 Northwest Bellevue	10	2.5	2.5	9.4
	4 Newport	32	7.9	7.9	17.4
	5 West Bellevue	25	6.2	6.2	23.6
	6 Downtown	43	10.7	10.7	34.2
	7 West Lake Hills	19	4.7	4.7	39.0
	8 Bridle Trails	4	1.0	1.0	40.0
	9 Somerset	23	5.7	5.7	45.7
	10 Factoria	8	2.0	2.0	47.6
	11 Northeast Bellevue	14	3.5	3.5	51.1
	12 Sammamish/East Lake Hills	30	7.4	7.4	58.6
	13 Crossroads	48	11.9	11.9	70.5
	14 Eastgate/Cougar Mountain	34	8.4	8.4	78.9
	66 Other	44	10.9	10.9	89.8
	77 Don't Know	40	9.9	9.9	99.8
	99 Refused	1	.2	.2	100.0
	Total	403	100.0	100.0	

τQ80 What is the approximate total annual family income of all members of your household?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Less than \$20,000	15	3.7	3.7	3.7
	2 \$20,000 to less than \$35,000	31	7.7	7.7	11.4
	3 \$35,000 to less than \$50,000	45	11.2	11.2	22.6
	4 \$50,000 to less than \$75,000	51	12.7	12.7	35.2
	5 \$75,000 to less than \$100,000	50	12.4	12.4	47.6
	6 \$100,000 to less than \$150,000	47	11.7	11.7	59.3
	7 \$150,000 to less than \$200,000	20	5.0	5.0	64.3
	8 \$200,000 or more	37	9.2	9.2	73.4
	98 Don't know	28	6.9	6.9	80.4
	99 Refused	79	19.6	19.6	100.0
	Total	403	100.0	100.0	

PART Would you be interested in participating in future research with the City of Bellevue?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	234	58.1	58.1	58.1
	2 No	161	40.0	40.0	98.0
	9 Don't Know/Refused	8	2.0	2.0	100.0
	Total	403	100.0	100.0	

Appendix 3: Time Series Analysis for Bellevue's Direction and Value for Tax Dollar

Direction in Which Bellevue is Headed (Q3):

	1998 PM Survey* (Jan '99)	1999 PM Survey (Jan '00)	2000 OB/CIP Survey** (Mar '00)	2000 PM Survey (Jan '01)	2001 PPU Survey*** (June '01)	2001 PM Survey (Feb '02)	2002 PM Survey (Feb '03)	2003 PM Survey (Mar '04)	2004 PM Survey (Jan '05)	2005 PM Survey (Jan '06)	2006 PM Survey (Feb '06)	2007 PM Survey (Feb '08)	2008 PM Survey (Feb '09)
Right Direction	74%	72%	79%	67%	75%	78%	78%	79%	78%	86%	77%	81%	79%
Wrong Track	15%	15%	12%	16%	18%	13%	13%	9%	6%	6%	14%	13%	12%
Don't Know	11%	13%	9%	17%	6%	8%	9%	12%	14%	8%	8%	7%	8%
Refused	0%	1%	0%	1%	1%	1%	1%	<1%	1%	<1%			1%

Value for the Tax Dollar (Q4L):

	1998 PM Survey (Jan '99)	1999 PM Survey (Jan '00)	2000 OB/CIP Survey (Mar '00)	2000 PM Survey (Jan '01)	2001 PPU Survey (June '01)	2001 PM Survey (Feb '02)	2002 PM Survey (Feb '03)	2003 PM Survey (Mar '04)	2004 PM Survey (Jan '05)	2005 PM Survey (Jan '06)	2006 PM Survey (Feb '06)	2007 PM Survey (Feb '08)	2008 PM Survey (Feb '09)
Getting Money's Worth	73%	83%	78%	77%	84%	77%	84%	80%	82%	88%	84%	87%	85%
Not Getting Money's Worth	22%	12%	16%	14%	9%	14%	11%	13%	9%	7%	9%	9%	11%
Don't Know/ Refused	5%	5%	6%	9%	7%	8%	5%	7%	9%	5%	6%	4%	4%

* For these results PM Survey (Jan '99) refers to the Performance Measures Survey conducted in January 1999.

** For these results OB/CIP Survey (Mar '00) refers to the Operating Budget/ CIP Survey conducted in March 2000.

*** For these results PPU Survey (June '01) refers to the Parks Plan Update Survey conducted in June 2001.

Appendix 4: Zip Code Map

