



# Performance Measures Survey Frequently Asked Questions

The City has partnered with an independent research firm, **ORC International**, to conduct the 2013 Performance Measures survey. This annual survey assesses how residents view the City's services and overall performance.

The survey period began on Jan. 18 and will end on Feb. 10, 2013. A random group of residents will receive a postcard in the mail with the option to complete the survey. -

This confidential survey is conducted under the Council of American Survey Research Organization's Code of Standards and Ethics. For additional information about the survey, please review the Frequently Asked Questions below.

## **What is the 2013 Performance Measures Survey?**

This is the 16th year the City of Bellevue has surveyed residents to gauge their satisfaction with services. The survey is intended to collect statistically reliable data that represents all Bellevue residents. The information gained from the survey is used by the city for quality assurance and planning purposes.

## **I received a postcard with a username and password, but also a phone number. Why?**

The postcard includes two options for you to participate in the survey. You can call the toll free number or go online. The questions are exactly the same.

## **I lost my postcard. What now?**

Please call 1-800-765-1100 and a representative will help you complete the study online or by telephone, whichever you prefer. If you receive a recording, please leave a message and someone at ORC International will contact you within a day.

## **I'm having technical difficulties with the survey. How do I get help?**

If you are having difficulties getting to the website, please double-check that you are typing the survey address into your browser's address bar. This is usually found in the **top, left** portion of your browser screen.

Or, go to the log-in page at <http://ORCsurvey.com/bellevuesurvey2013> and enter your username and password. If you are unable to find the login page or having problems with your username and password or difficulties while completing the survey, please call 1-800-765-1100. If you receive a recording, please leave a message and someone at ORC International will contact you within a day.

## **If I didn't get a postcard, how can I participate?**

This year, we are offering residents who were not selected at random an opportunity to participate in the survey online. To complete the survey, go to <http://ORCsurvey.com/BellevueWebSurvey2013>

## **If I wasn't selected for the survey, but choose to complete the survey online, will my responses be meaningful?**

Yes. The city recognizes that many residents would like to provide their feedback to us via a confidential survey. Therefore we decided to allow everyone an opportunity to participate. The results of residents who choose to opt-in and complete the survey online will be reported to the city to supplement the results of the households selected at random.

If you do not wish to participate in the survey, the City always welcomes your questions, comments and concerns about its services and facilities at [www.bellevuewa.gov/customerassistance.htm](http://www.bellevuewa.gov/customerassistance.htm)

**What is ORC International?**

ORC International ([www.orcinternational.com](http://www.orcinternational.com)) is an independent research firm contracted by the City to conduct this survey. ORC was founded in 1938 and has 15 offices worldwide.

**How was I chosen for the survey?**

Potential participants for the survey were selected at random – that is, by chance, like flipping a coin – from all City households. By selecting participants randomly, we are better able to represent what the whole City population believes and has experienced about these services.

**How do I know you'll keep my information confidential?**

ORC International is a founding member of the Council of American Survey Research Organizations (CASRO) and strictly abides by its Code of Standards and Ethics. The Code requires them to keep your information confidential. Any data files we receive from ORC will have respondent-identifiable information (e.g., phone number) removed. For more information on the Code of Standards and Ethics that member organizations follow, go to <http://www.casro.org/codeofstandards.cfm>.

**How many people are you inviting to take the survey?**

We are inviting a few thousand people randomly selected from across the City.

**What languages are available?**

At this time, the survey is only offered in English.

**If I participate, how long will the survey take? What questions are you asking?**

The survey takes about 15-20 minutes to complete; it includes questions about perceptions overall and about specific services and facilities the city provides.

**If I participate, will anyone connected with the City government see my personal information?**

No. Only ORC International ever sees names, addresses, or phone numbers and that is only for invitations to participate. No names or other identifying information are ever seen by the City. We are only interested in what you have to say.

**Why is my participation important?**

We simply can't reach everyone whose opinions would be valuable to us. Your responses represent the opinions of people in the community and can help build an accurate picture of City residents and their needs.

**What if I don't know an answer to a question?**

Most of the questions are based on your experience and beliefs, so there is no right or wrong answer. A few questions ask for information about your household, such as the ages of the people in your home. If you are not sure of the exact answer, please answer the question as best as you can.

**Why do you ask my household's income, and other personal information?**

It is important for us to know how different the people we hear from are from the general population, so that we accurately describe what we found in the survey. The best way to do that is to compare facts like income and education from the people we survey to the same information about the entire population. No individual personal information is provided to the City.

**Who should I contact at ORC International for more information?**

If you have further questions about the study, please contact Meeyong Rao, Research Director at ORC International at 206-743-9647. Or you may send an e-mail to [meeyong.rao@orcinternational.com](mailto:meeyong.rao@orcinternational.com).

**Who should I contact at the City of Bellevue for more information?**

Please contact Rich Siegel, Performance Coordinator for the City of Bellevue at 425-452-7114. Or you may send an e-mail to [rcsiegel@bellevuewa.gov](mailto:rcsiegel@bellevuewa.gov).