

DATE: April 14, 2026

TO: Mayor Malakoutian and City Councilmembers

FROM: John Resha, Chief Financial Officer
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Finance & Asset Management Department

SUBJECT: 2025 Community Inclusion and Engagement Survey Results

Executive Summary

In 2025, the city redesigned its Performance Measures Survey and Budget Survey into a series of quarterly surveys. The new Community Inclusion and Engagement (CIE) Survey was conducted in October 2025, and results show that a majority of residents give high ratings to city services and quality of life in Bellevue, which is consistent with previous survey cycles. The CIE Survey also explored multiple new topics like inclusive community engagement, belonging, and social connection. City staff have begun reviewing these trends to evaluate how the data can inform service delivery. The full survey report will be published on the city website by April 18th.

Community Surveys Redesigned to Align with Council Strategic Target Areas

The city has conducted the Budget Survey and Performance Measures Survey consistently since the late 1990s. These scientifically valid surveys measure community funding priorities and opinion of city services and overall performance. The Finance & Asset Management Department coordinates these surveys in collaboration with an external survey vendor.

In 2025, city staff reevaluated these community surveys to align with City Council Strategic Target Areas (STAs), which were updated in 2024. As part of this reevaluation, the city also shifted to a quarterly survey cadence. The first cycle of quarterly surveys is as follows:

<u>Quarterly Survey Schedule</u>	
Q3 2025	Community Inclusion and Engagement
Q4 2025	Budget
Q1 2026	Community Safety and Health, Mobility
Q2 2026	Neighborhoods, Housing, Growth

The 2025 CIE Survey was conducted in October 2025, and over 400 responses were collected.

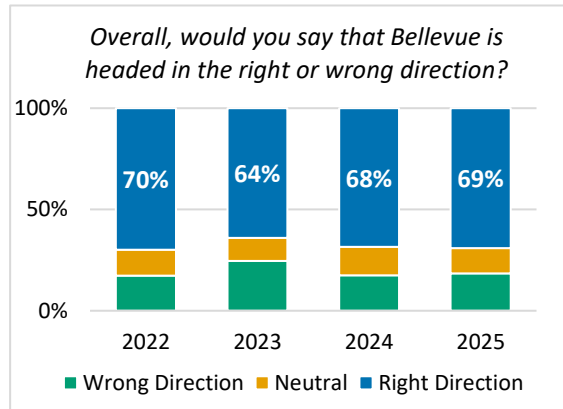
Overall Perceptions of Bellevue Remain Consistent with Previous Years

Each community survey asks the same set of marquee questions to understand residents' overall perception of Bellevue. These questions focus on Bellevue as a place

to live, the quality of life in Bellevue, the quality of city services, the direction the city is headed, and value for tax dollar. The 2025 CIE Survey results show that a majority of residents give high ratings for these questions, which is consistent with previous survey cycles. Some results are down significantly when compared to 2022 and prior years, but that is the norm for many community surveys nationwide after the COVID-19 pandemic.

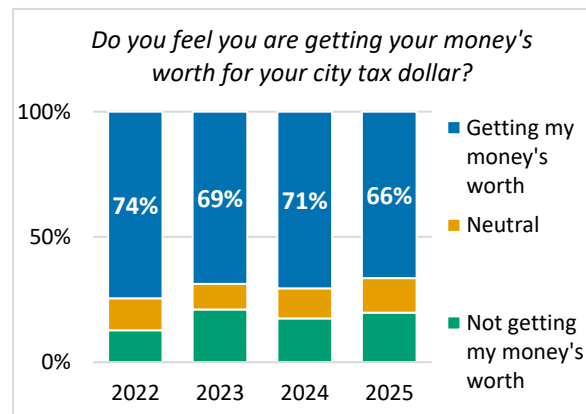
- Direction the City is Headed

Almost seven in 10 (69%) residents say Bellevue is headed in the right direction. These results are unchanged from 2024. The top reasons given for why the city is headed in the right direction include city government, business opportunities, amenities and services, and safety. The top reasons given for why the city is headed in the wrong direction are cost of living, population density, and city government.



- Value for Tax Dollar

Two-thirds of residents feel they are getting value for their tax dollar. This result has remained stable since 2023.



- Quality of Life, Quality of City Services, and Bellevue as a Place to Live

Bellevue residents continue to have high opinions of the quality of life in Bellevue, the quality of city services, and Bellevue as a place to live. These results have remained consistent for multiple survey cycles.

Residents who noted "exceeds or greatly exceeds expectations"

Quality of Life	Quality of City Services
85%	80%

Residents who noted Bellevue is a better place to live than other cities

Bellevue as a Place to Live
85%

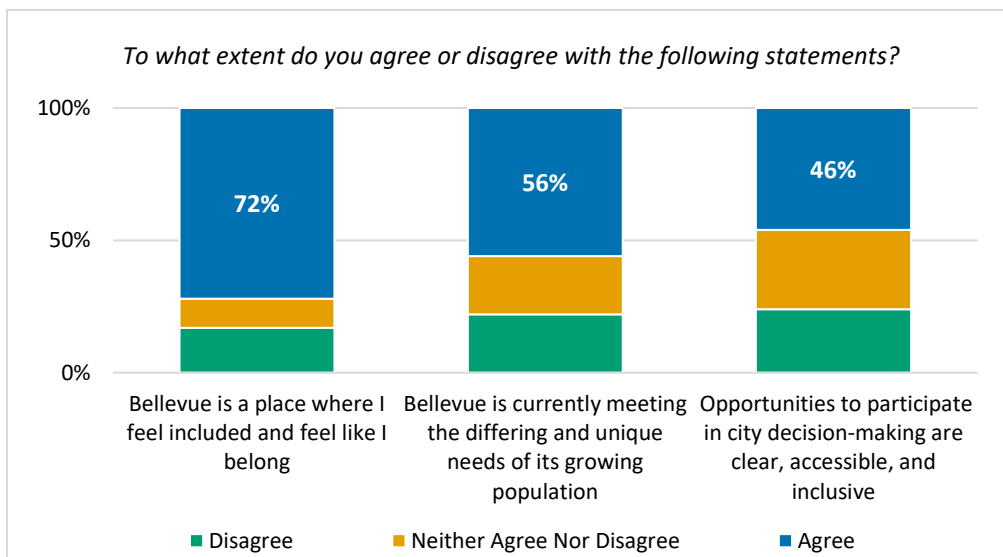
New Baseline Established for Inclusion and Engagement Survey Data

This is the city's first-ever scientifically valid community survey focusing on inclusion and engagement. The survey questions were developed by a city team of subject matter experts in collaboration with an external survey vendor. The questions are informed by council STAs and cover multiple topics, including belonging and social connection, community engagement, and trust in government.

As an example of the questions asked in the CIE Survey, below are some excerpted results:

- **Sense of Inclusion:** A majority of residents (72%) agree that Bellevue is a place where they feel included and feel like they belong.
- **Meeting Community Needs:** More than half of residents (56%) say that Bellevue is currently meeting the differing and unique needs of its growing population.
- **Participation in City Decision-Making:** Nearly half of residents (46%) say that opportunities to participate in city decision-making are clear, accessible, and inclusive.

Notable Demographic Results



Like previous surveys, the CIE Survey collected demographic data to better understand the experiences of a variety of Bellevue community members. The survey tracked numerous demographic categories, including age, race, gender, and income. When looking across survey results to see notable overall trends, there were multiple resident populations who each frequently gave higher ratings than other groups: residents who live in multi-family dwellings, residents who have lived in Bellevue for ten years or more, residents who identify as Asian, and residents who live in households with children. Staff will continue to analyze the statistical variance and how it might inform future program delivery.

City Staff Interpreting Survey Data

With the conclusion of the CIE Survey, city staff have begun the process of interpreting and acting on this data. The Finance & Asset Management Department is briefing city leadership teams on high level trends. Subject matter experts from the City Manager's Office, the Diversity Advantage Team, the Community Development Department, and other teams will evaluate the results and help the organization make sense of this data, so that staff can use these insights to improve city services.

The full survey report will be published on the city website by April 18th.