



DATE: July 15, 2019

TO: Mayor Chelminiak and City Councilmembers

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Finance & Asset Management

SUBJECT: 2019 Annual Resident Performance Survey Data

This year marks the 21st Performance Measures Survey conducted by the City of Bellevue. Since 2017, survey outreach and deployment have been offered in four additional languages: Chinese, Korean, Russian and Spanish. Overall, the 2019 survey results are generally up from 2018, with results for many of the City's key measures improving or remaining steady.

The survey has a margin of error of +/- 4.2 percent at a 95 percent confidence level, which means that if the City surveyed 10 random residents, 95 percent of the time the results would be within 4.3 percent of this year's survey response. A total of 533 residents responded to the survey via either the internet or phone.

As a reminder, the City conducts an annual performance survey to collect statistically reliable data that represents all Bellevue residents. Findings help the City to understand how residents perceive city services and to make service delivery improvements accordingly.

Summary 2019 Performance Survey Key Metrics

- Bellevue maintains a high quality of life – more than nine out of ten residents (93 percent) believe that the overall quality of life in Bellevue “exceeds” or “greatly exceeds” their expectations. This result has remained relatively steady for the past several years.
- City services are high quality – more than nine out of ten residents (91 percent) of Bellevue residents believe the overall quality of city services “exceeds” or “greatly exceeds” their expectations. This result has remained relatively steady for several years.
- Respondents say they are getting value from their tax dollar – nearly four out of five (76 percent) believe they are getting their money's worth for their tax dollar. With the exception of 2014 with a rating of 85 percent, the value of services for tax dollars paid has remained relatively consistent for six consecutive years.
- Nearly three out of four respondents (73 percent) say the City is headed in the right direction. The top first-response reasons given for why the City is headed in the right direction are

development/growth, planning and infrastructure, public transportation and schools/education. The top first-response reasons for why the City is headed in the wrong direction are congestion/crowding/traffic, development/growth, and cost of living/expenses/taxes.

- Residents enjoy living in Bellevue – nearly all (95 percent) of those surveyed say the city is a good to excellent place to live. This is similar to prior years. In addition, 94 percent of respondents rate their neighborhood as a good to excellent place to live, which is also similar to years past.

Attachment A provides a comparison of the major topline survey responses from 2014 to 2019. The full performance survey report is anticipated to be online by July 31.

Nathan Wiggin, Research Director of Northwest Research Group, the survey vendor, will appear before Council to help explain details of the survey.

Methodology

The survey is designed to provide a statistically valid tool at a 95 percent confidence level. Quotas were used to ensure a representative sample of Bellevue residents living in single-family and multifamily dwellings. Quotas were also set to ensure a representative sample of age ranges (18-34, 35-54, 55+) and gender (male, female). Samples were randomly drawn from a random listing of households in Bellevue. Surveys were conducted online, by landline telephone, and by cell phone, and were deployed from February 22 to March 24, 2019.

ATTACHMENT

A. Top Line Annual Performance Survey Data