

Attachment F: Survey Data
Council Meeting May 16, 2016

Budget and Performance Surveys

The Budget and the Performance Measures Surveys are designed to provide statistically valid tools to enhance the city's knowledge of Bellevue residents' perceptions of the City and to better understand community priorities for and expectations regarding City services. They are part of the greater framework for informing city decisions and direction.

The margin of error for both of these surveys is generally no greater than plus or minus 4.9 percentage points at a 95 percent confidence level.

The City of Bellevue's Budget Survey has been performed on a biennial basis since 1998. The 2016 survey was conducted between February 1 and March 3 2016, using a mixed-mode address-based methodology. This approach yielded a total of 443 total interviews—137 completed over landline, 111 via cell phone and 195 via the Web.

The Performance Measures Survey is conducted annually to gauge residents' satisfaction and/or expectations relating to City services. Findings contribute to budget 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 is the 18th Performance Measures Survey conducted by the City.

Budget Survey (http://www.bellevuewa.gov/pdf/Finance/2016_Budget_Survey_Report.pdf)

Performance Survey (Not yet published. To be provided at
http://www.bellevuewa.gov/citizen_outreach_performance.htm)

Business Survey

The Business Survey was conducted for the first time in 2015 and should be considered baseline data. The survey is an important part of the city's Business Retention Program (BRE). The goal of the BRE is to develop and promote a healthy and vibrant business climate in Bellevue. The survey utilized a list of businesses provided by the Washington State Department of Revenue. In all, approximately 8% of all 11,443 businesses were interviewed. We intend to conduct the survey every two years.

Business Survey (http://www.bellevuewa.gov/pdf/Finance/2015_Business_Final_Report.pdf)