

DATE: July 17, 2017

TO: Mayor Stokes and City Councilmembers

FROM: Toni Call, Finance Director, 452-7863
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SUBJECT: 2017 Annual Resident Performance Survey Data

This year marks the 20th Performance Measures Survey conducted by the City of Bellevue. For the first time, survey outreach and deployment were offered in four additional languages: Chinese, Korean, Russian and Spanish.

The 2017 survey results for the City's key measures are not statistically different from the 2016 results. The survey has a margin of error of +/- 4.3 percent at a 95% confidence level, which means that if the City surveyed 10 random residents, 95% of the time the results would be within 4.3% of this year's survey response. A total of 511 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 2017 Performance Survey Key Metrics

- Bellevue maintains a high quality of life – more than nine out of ten residents 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 – 92 percent of Bellevue residents believe the overall quality of city services “exceeds” or “greatly exceeds” their expectations. This is same result as in 2016 and 2015 and similar to previous years.
- Respondents say they are getting value from their tax dollar – nearly four out of five (79 percent) believe they are getting their money's worth for their tax dollar. With the exception of 2014 with a rating 85%, the value of services for tax dollars paid has remained relatively consistent since 2012.
- More than three-out-of-four respondents (77 percent) say the city is headed in the right direction. This is remained steady with 2016 data which did see a decline from 2014 and 2015. The top first response reasons given for the City is headed in the right direction are

development/growth, planning and infrastructure, light rail, and politicians/leadership/City Council/government. The top first response reasons for the City is headed in the wrong direction are development growth, congestion/crowding/traffic/overbuilding, and cost of living/expense/taxes.

- Residents enjoy living in Bellevue – nearly all (97 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 2012 to 2016. The full performance survey report is anticipated to be online by July 31.

Methodology

The survey is designed to provide a statistically valid tool at a 95% confidence level. Quotas were used to ensure a representative sample of Bellevue residents living in single-family and multi-family 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 March 21 to April 30.

ATTACHMENT

A. Top Line Annual Performance Survey Data