

Charts from 2020 Bellevue Budget Survey relating to Transportation priorities.

Figure 8: Importance of City Services

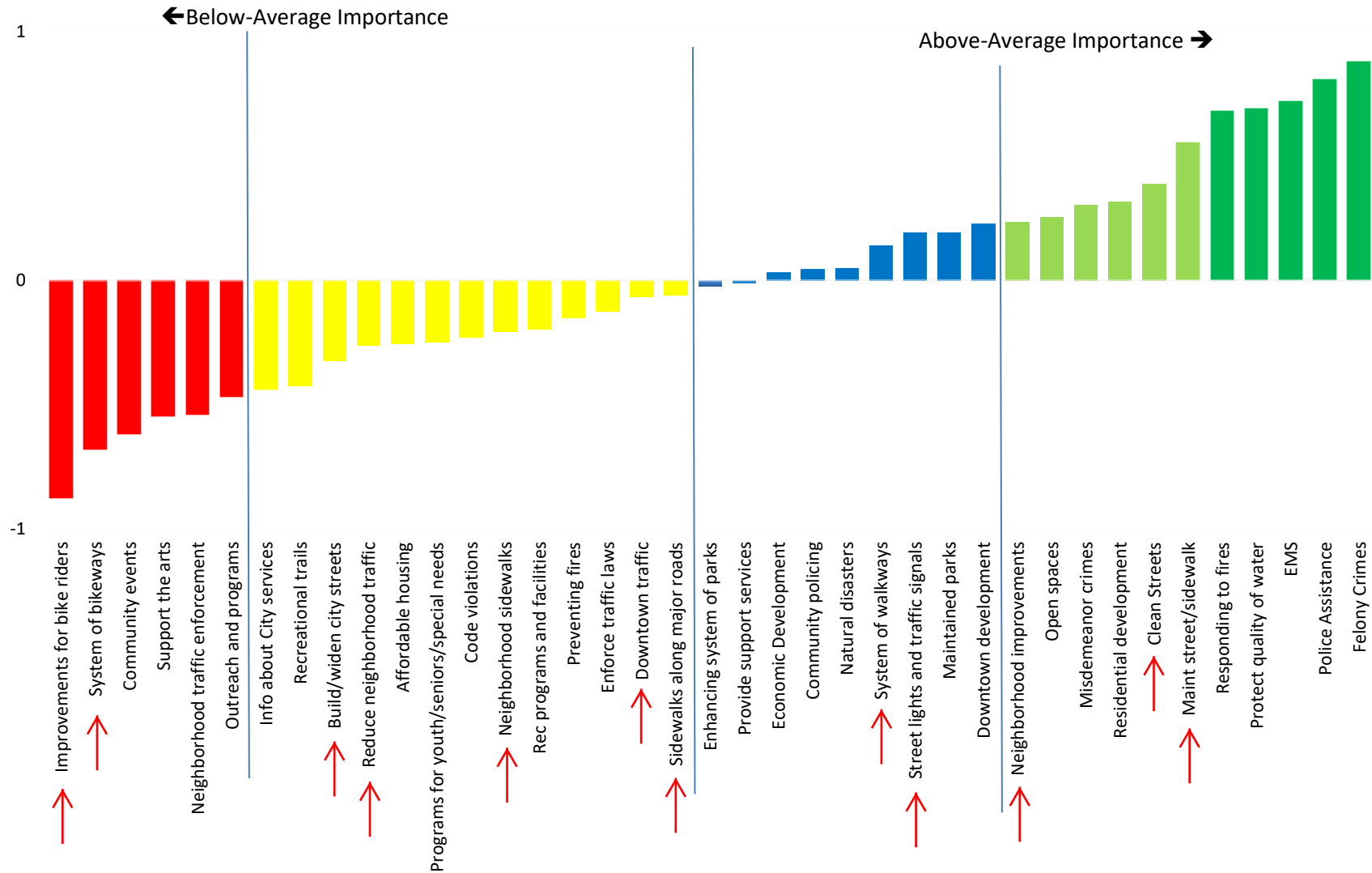
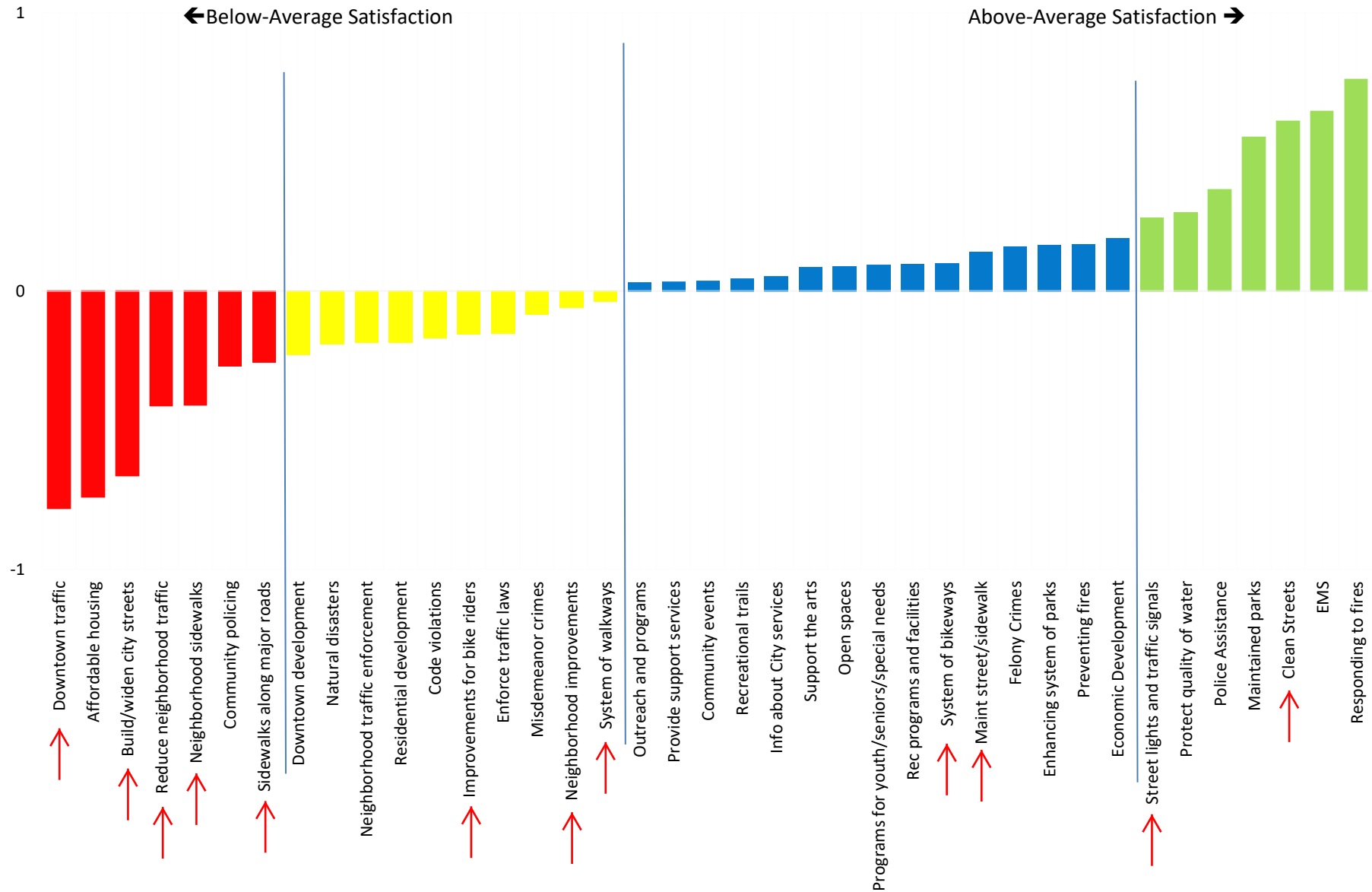


Figure 9: Satisfaction with City Services

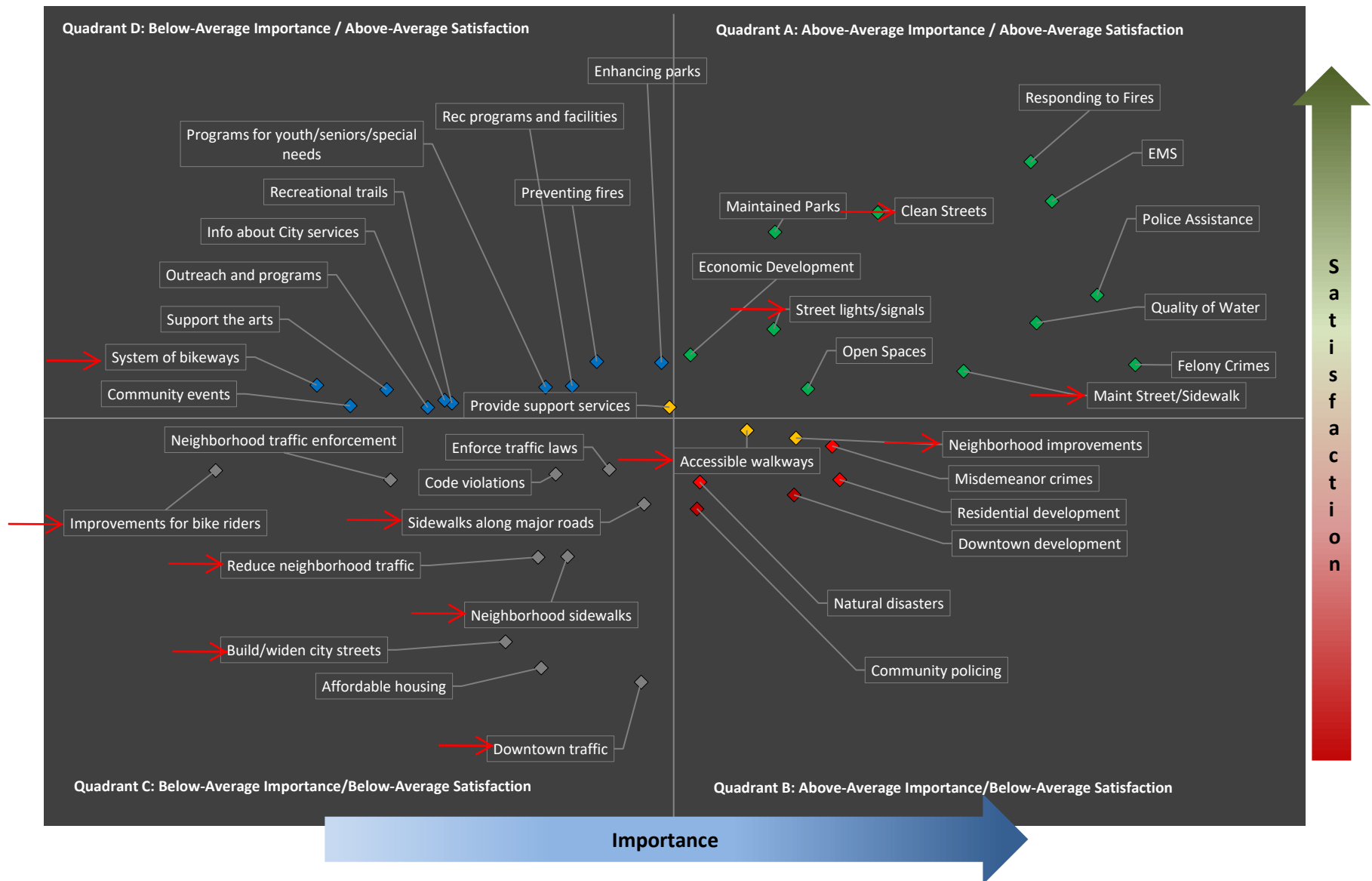


QUADRANT ANALYSIS

As in previous years, a quadrant analysis was done to identify how best to allocate resources across these services based on what is most important to residents and their relative satisfaction with city services. Overall, most services have similar ratings to the previous surveys.

- **Quadrant A—Above-Average Importance/Above-Average Satisfaction:** This quadrant contains those elements of service that are of above-average importance and for which current perceptions of service are also above-average. This quadrant represents Bellevue’s greatest strengths in terms of service delivery. Current levels of service should be maintained for all attributes in this quadrant. Particular attention should be paid to:
 - Maintaining streets and sidewalks, and felony crimes—these are both relatively important. While they are still above-average satisfaction ratings, they are two of the lowest-scoring attributes in this quadrant.
- **Quadrant B—Above-Average Importance/Below-Average Satisfaction:** This quadrant also contains those elements of service that are of above-average importance, but below-average in satisfaction. These elements of service should be considered potential problem areas, and resources should be allocated for improvements to improve resident satisfaction:
 - Neighborhood improvements—while importance has increased from 2018 to 2020, satisfaction has not.
- **Quadrant C—Below-Average Importance/Below-Average Satisfaction:** This quadrant contains elements of service for which current perceptions of service are below-average. These elements of services are less important, however, than those in Quadrant B and should be considered secondary problem areas. If additional resources are available, they should be allocated to the items in this quadrant.
 - Downtown traffic—this has bounced back and forth between Quadrant B and Quadrant C over the years. However, it has consistently been the lowest-scoring attribute in terms of satisfaction.
 - Affordable housing—This attribute has the second lowest satisfaction of all attributes overall.
- **Quadrant D—Below-Average Importance/Above-Average Satisfaction:** This quadrant contains those elements of service for which current perceptions of service are above-average but that are less important to citizens. Like Quadrant A, this quadrant also represents Bellevue’s strengths. These elements are somewhat less important, however, than the strengths noted in Quadrant A. No additional resources should be allocated to items in this area.

Figure 10: Quadrant Analysis



Key: ◆ = Strengths—maintain resources; ◆ = Potential weaknesses—allocate resources; ◆ = Areas to monitor;
◆ = Secondary weaknesses—allocate resources if available; ◆ = Strengths—monitor key findings

Figure 11: Quadrant Analysis – Key Changes from 2018 to 2020

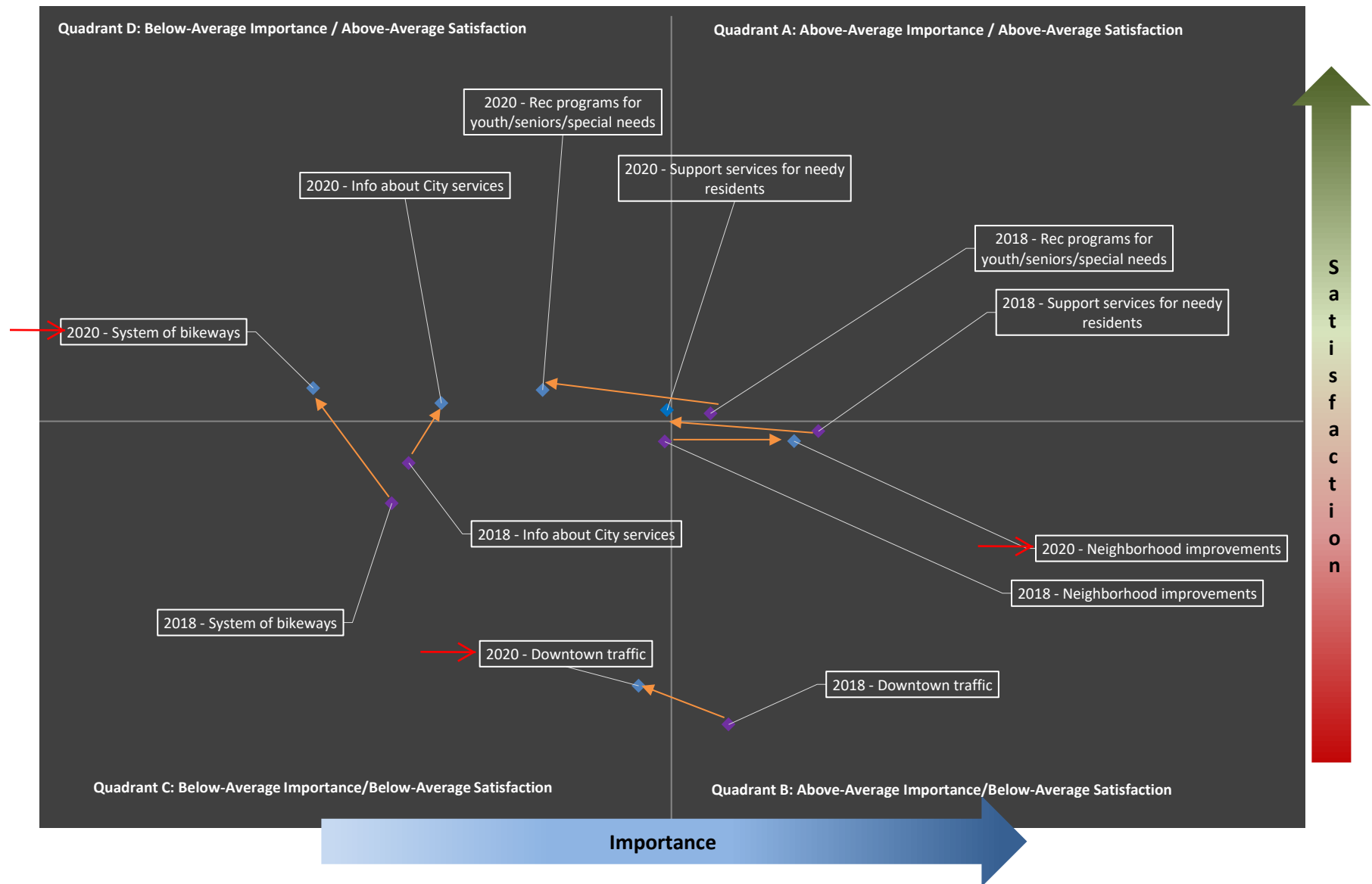


Table 13: Quadrant Analysis Key

Phrase	Question Text
Rec programs and facilities	Providing recreation programs and facilities for individuals to lead healthy and active lifestyles
Maintained parks	Ensuring clean and well-maintained parks and park facilities
Enhancing system of parks	Enhancing its system of parks as the community grows
Open spaces	Preserving open spaces and natural areas
Protect quality of water	Protecting the quality of water in Bellevue's lakes and streams
Recreational trails	Expanding the system of recreational trails
Enforce traffic laws	Reducing traffic accidents through enforcing traffic laws
Build/widen city streets	Building or widening City streets and roads to help ease traffic congestion
Reduce neighborhood traffic	Reducing traffic problems in residential neighborhoods
Downtown traffic	Reducing traffic problems in downtown Bellevue
Streetlights and traffic signals	Maintaining streetlights and traffic signals
Neighborhood traffic enforcement	Providing police traffic enforcement in residential neighborhoods
Preventing fires	Preventing fires through public education and safety inspections
Responding to fires	Responding to fires
EMS	Providing emergency medical services such as Medic One
Natural disasters	Preparing for natural disasters, such as earthquakes and major storms
Affordable housing	Promoting affordable housing for City residents
Info about City services	Making it easy to get information about City services and programs
Programs for youth/seniors/special needs	Providing recreation programs for youth, seniors, and residents with special needs
Community events	Sponsoring community festivals and events
Provide support services	Providing support services for residents in need
Support the arts	Supporting the arts
Outreach and programs	Providing outreach and programs to give neighborhoods better access to City services
Neighborhood improvements	Neighborhood improvements, such as sidewalks and crosswalks
Maint street/sidewalk	Maintaining existing streets and sidewalks
Neighborhood sidewalks	Building additional neighborhood sidewalks
Sidewalks along major roads	Building additional sidewalks along major roads
Improvements for bike riders	Making improvements for bicycle riders
Clean Streets	Keeping Bellevue streets clean
System of walkways	Connecting people to where they want to go through an adequate and accessible system of walkways
System of bikeways	Connecting people to where they want to go through an adequate system of bikeways
Code violations	Responding to citizens' complaints about code violations, like illegal housing additions or junk vehicles
Community policing	Community policing
Police Assistance	Responding to citizen calls for police assistance
Felony Crimes	Investigating and solving felony crimes
Misdemeanor crimes	Prosecuting misdemeanor and gross misdemeanor crimes committed in Bellevue
Residential development	Managing Bellevue's residential development through planning and zoning
Downtown development	Managing development in downtown Bellevue through planning and zoning
Economic Development	Promoting jobs and economic development

BUDGET PRIORITIES

Over the years, Bellevue has used different question formats to identify what should be the city's priorities for budgeting. In 2020, a new approach was used. Called partial ranking, respondents were asked three questions:

- Below is a list of eight broad budget areas. Please indicate which of these you feel should be prioritized in the city's budget. Respondents checked all that they felt should be a priority.
- Of those you selected, which is the **MOST** important to you personally?
- Of those items you did **not** select, which do you feel is the **LEAST** important to you personally?

Q-method analysis is then used to compute ratio-scaled rankings for the eight budget areas—the sum of the rankings is 100, and it is possible to determine the actual distance between rankings (e.g., a ranking of 15 is three times more important than a ranking of 5).

Residents clearly feel that keeping the community safe by preparing and responding to emergencies timely and effectively is the most important priority for the city's budget.

This is followed by maintaining a well-balance mix of urban environment with natural neighborhoods and open spaces and improving transportation and related services.

The least important budget priority is being an active leader in the region and attracting residents / visitors through amenities and activities.

Figure 12: Overall Budget Priorities



Q-Methodology analysis Base: All respondents (n2020=458)

SPECIAL TOPICS

TRAFFIC AND CONGESTION

Working with regional agencies to improve local and regional transit services within and coming into Bellevue continues to be the preferred way to managing increased traffic congestion—80% of Bellevue residents agree with this solution, while only 10% disagree.

Encouraging people to choose alternative transportation modes is the second most preferred solution—77% of Bellevue residents agree with this solution, while only 12% disagree.

Working with the State DOT to widen highways receives modest support, with two out of three residents agreeing this is a solution. However, only 36% strongly agree this is a preferred way to manage congestion.

Widening major city roads is the least preferred way to manage increased traffic congestion—59% agree that this is a solution, while 28% disagree.

Note, scales changed in 2020, so comparisons to previous years are not performed.

Table 14: Preferred Ways to Manage Increased Traffic Congestion

	2020
Work with Regional Agencies to Improve Transit Service	
Strongly Agree	46%
Somewhat Agree	34%
Neither Agree nor Disagree	10%
Disagree	10%
Mean Score	7.63
Encourage People to Choose Alternative Transportation Modes	
Strongly Agree	45%
Somewhat Agree	33%
Neither Agree nor Disagree	10%
Disagree	12%
Mean Score	7.48
Work with the State to Widen Highways	
Strongly Agree	36%
Somewhat Agree	30%
Neither Agree nor Disagree	14%
Disagree	20%
Mean Score	6.76
Widen Major City Roads	
Strongly Agree	24%
Somewhat Agree	35%
Neither Agree nor Disagree	13%
Disagree	28%
Mean Score	6.05

Q56—In order to deal with increase traffic congestion, the city should...
 Results based on an 11-point Likert scale ranging from 0 (low) to 10 (high)
 Base: All respondents (n = 458)