



Cultural & Economic Development

2021 Biennial Business Survey Results

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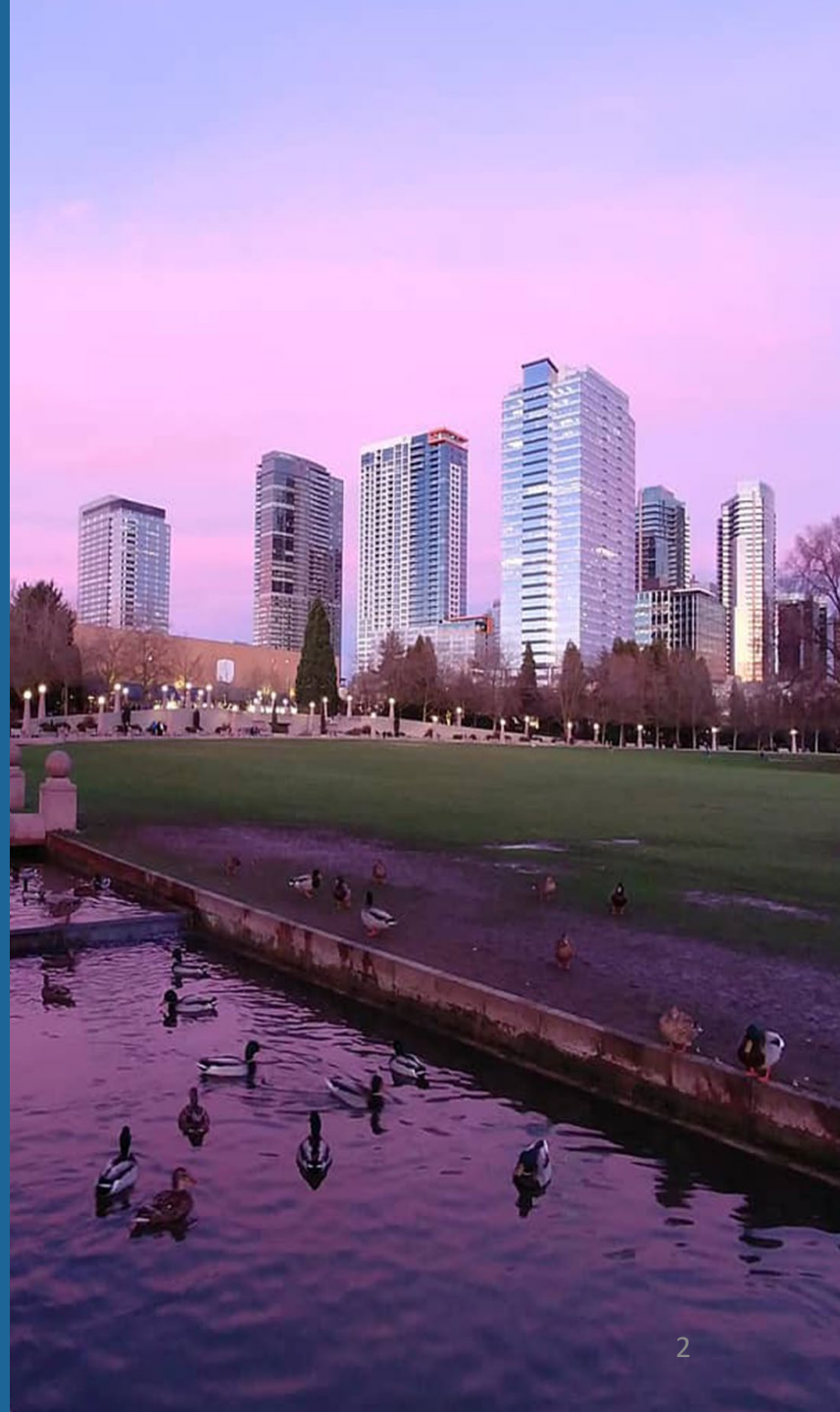
Community Development

11/08/2021



Purpose

- Information Only
- Understand the benefits and challenges of doing business in Bellevue.
- Identify opportunities to improve Bellevue's business climate and support key industry sectors.
- Measure the business climate over time.





Key Insights

- Bellevue's key metrics continue to receive high ratings

Question	Results			
	2015	2017	2019	2021
Bellevue as a Place to Operate a Business - better/significantly better than other cities and towns	74%	74%	77%	79% (+2)
Quality of Services Provided to Businesses - somewhat/greatly exceeds expectations	66%	68%	72%	69% (-3)
Value of Services for Tax Dollar Paid —good value/excellent value for city tax dollar	N/A	59%	61%	66% (+4)
Likelihood of Recommending Doing Business in Bellevue – likely/extremely likely	57%	60%	58%	67% (+9)
Perceptions of Bellevue's Economy – better/significantly better than other Puget Sound cities and towns	92%	90%	91%	92% (+1)
Direction City is Headed - right direction	69%	69%	69%	73% (+4)

Business Health

- **80%** of businesses state their business is “somewhat” or “very” strong
- **46%** of businesses anticipate increasing capital expenditures
 - **36%** anticipate increasing employment count
 - **16%** anticipate increasing space leased or owned
- Key issues include the lack of:
 - Lack of qualified employees, and affordable housing and childcare for employees

Small Business

- **80%** of small businesses rated Bellevue as a better place to do business than other cities and towns
- Small businesses rated their access to support organizations and service providers **11%** higher vs. 2019
- Small businesses gave the City better quality of service ratings than large businesses
- **50%** of small businesses identified the lack of affordable commercial space as the largest barrier to business

Conclusion

- Bellevue continues to have a favorable business climate.
- Findings will inform future programing.
- Entirety of survey results available here:

bellevuewa.gov/businesssurvey

