



2017

Community Survey

City of Mountlake Terrace

National Research Center

International City/County Management Association

Purpose of a Community Survey

- The purpose of a community survey is to identify what we're doing well and where we can improve for residents' "Quality of Life"
- In the short-term, this information can be used for
 - community planning
 - resource allocation
 - performance measurement
 - program/policy evaluation
- In the long-term, this information helps us
 - improve in our services
 - encourage civic engagement
 - pursue better quality of life for the community
 - develop stronger community trust

National Research Center

- The survey was conducted by the National Research Center (NRC) as part of the “National Citizen Survey” program.
- Using NRC offers two advantages:
 - Consistency with our 2007, 2009, 2011 and 2013 surveys
 - The ability to compare our results with those of 400 other jurisdictions surveyed by NRC

Above
National
Benchmark

Similar to
National
Benchmark

Below
National
Benchmark

The Survey Process

- Surveys were mailed to 1,500 Mountlake Terrace residences.
- NRC received 308 responses
 - This is a response rate of 21 percent, which is lower than previous years, yet in line with the 22 percent response rate in 2013.
- The results provide a confidence level of plus-or-minus six percent.

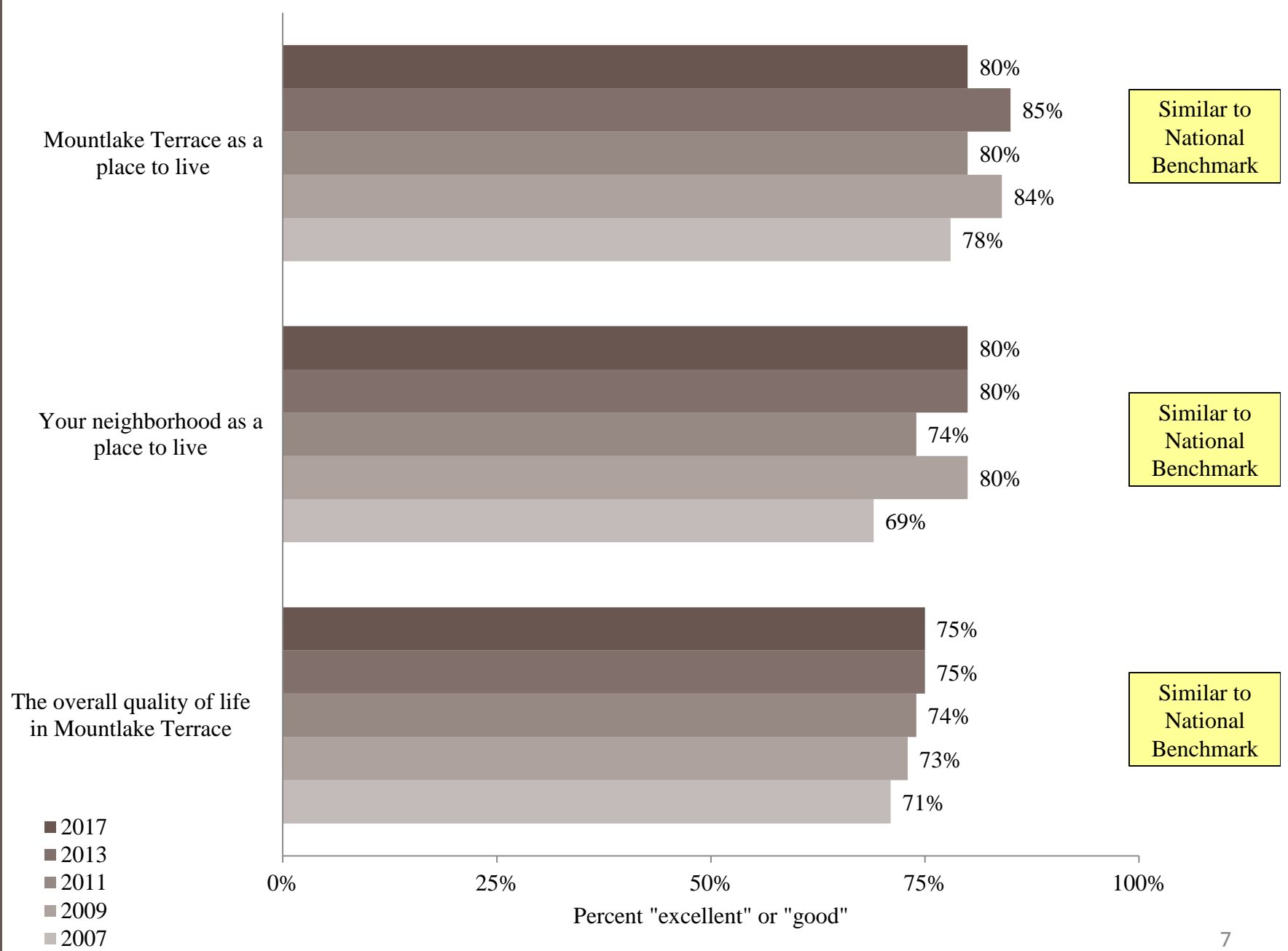
Survey Results

- The results of the survey are overwhelmingly positive:
 - The results show that programs and services in Mountlake Terrace are within the national norm and above in many areas, and that we've improved in many areas since 2007.
 - The results also show that the City Council's adopted goals are in line with what the community values.

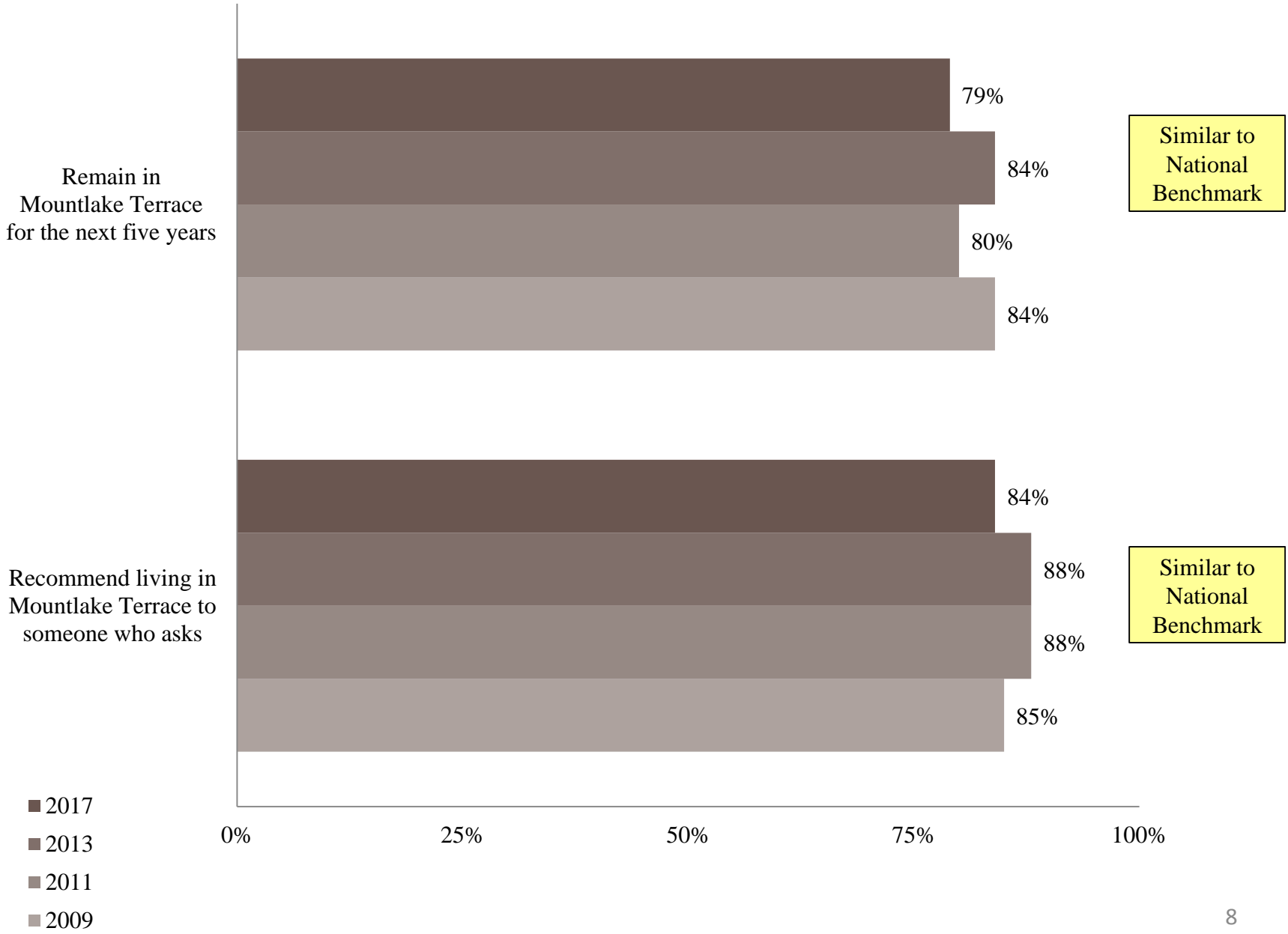
Measuring Quality of Life in Mountlake Terrace

- The survey measures around eight “facets” focusing on quality of life:
 - Safety
 - Mobility
 - Natural Environment
 - Built Environment
 - Economy
 - Recreation & Wellness
 - Education & Enrichment
 - Community Engagement

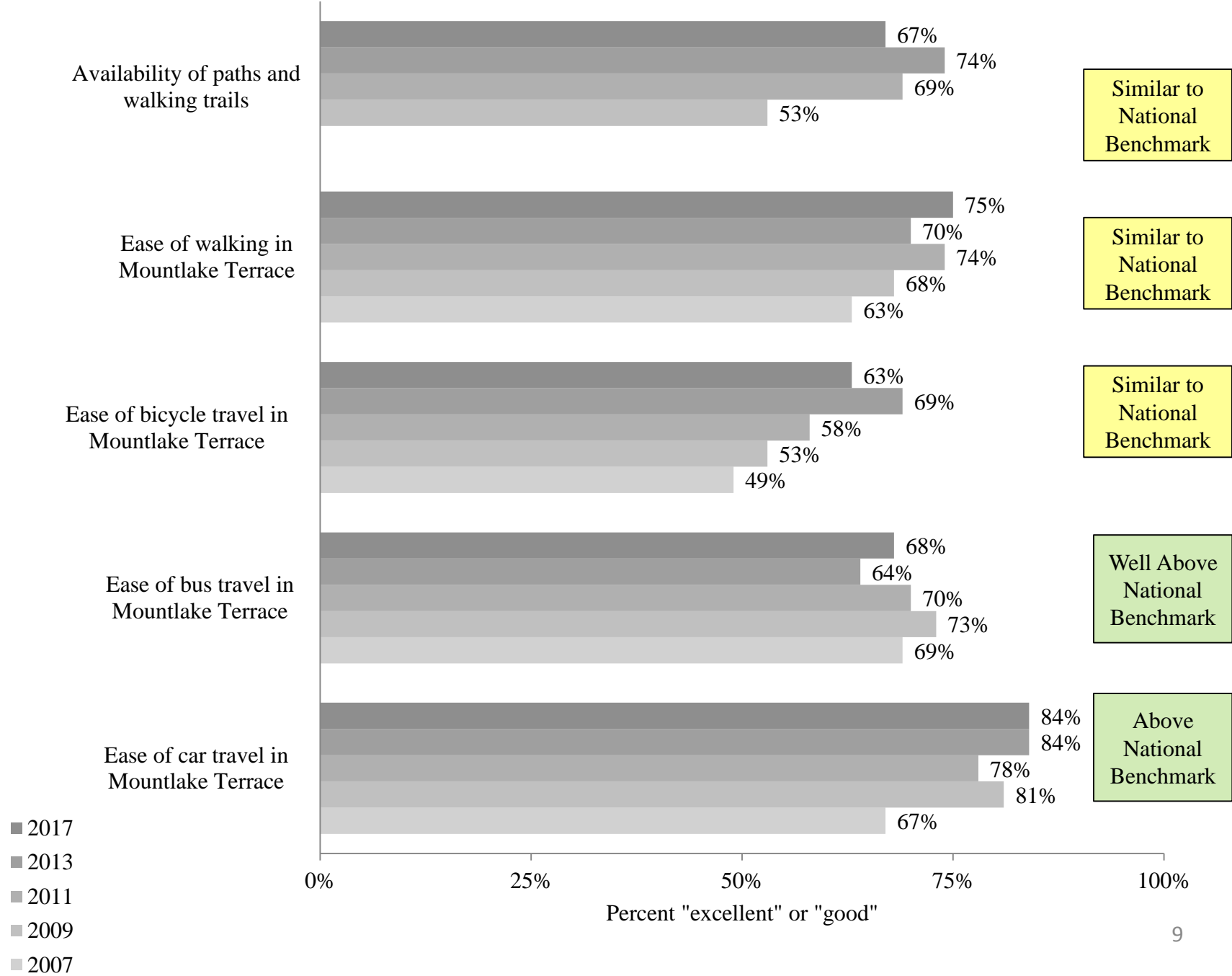
RATINGS OF OVERALL COMMUNITY CHARACTERISTICS



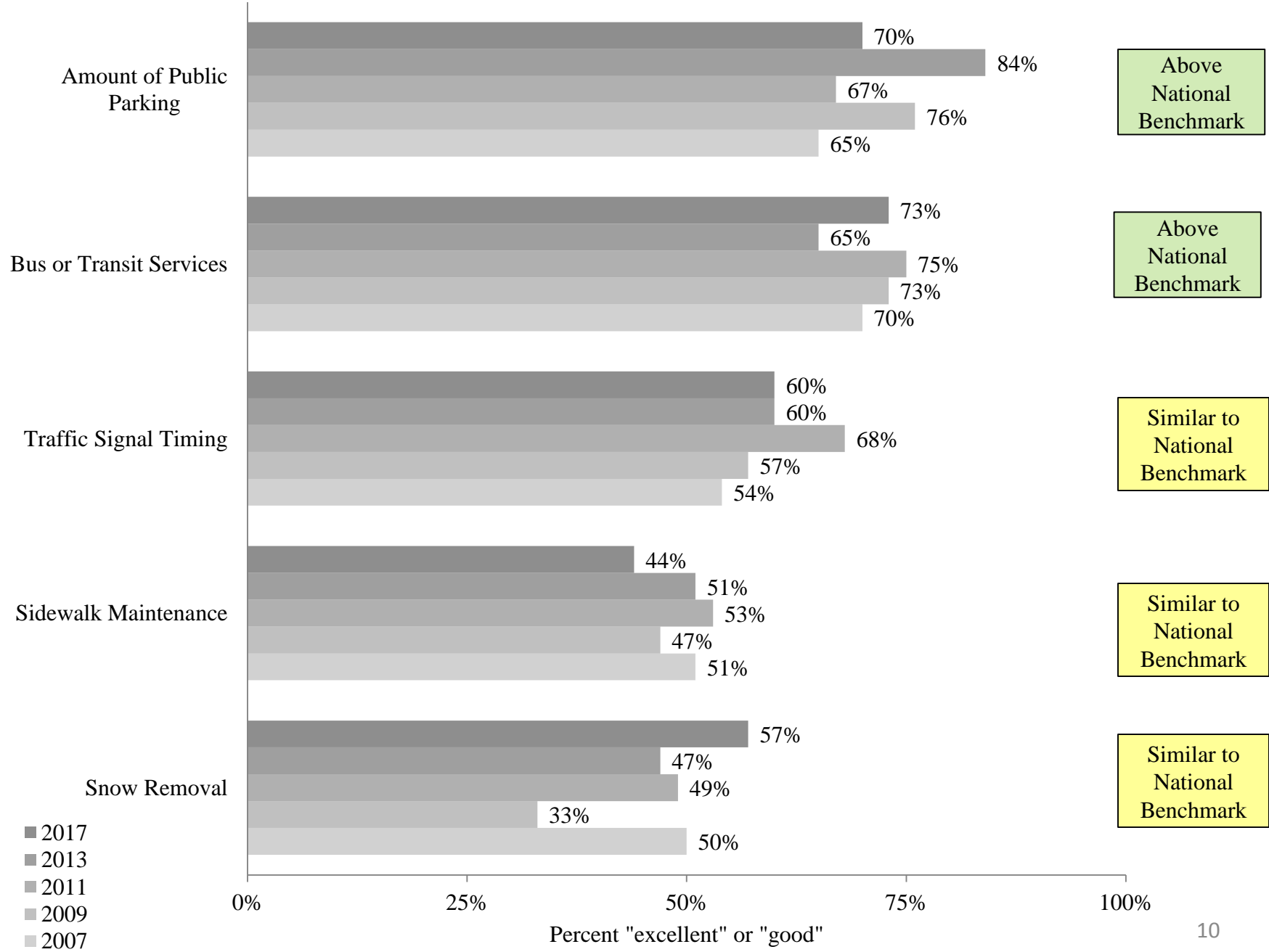
LIKELIHOOD OF REMAINING IN AND RECOMMENDING MOUNTLAKE TERRACE



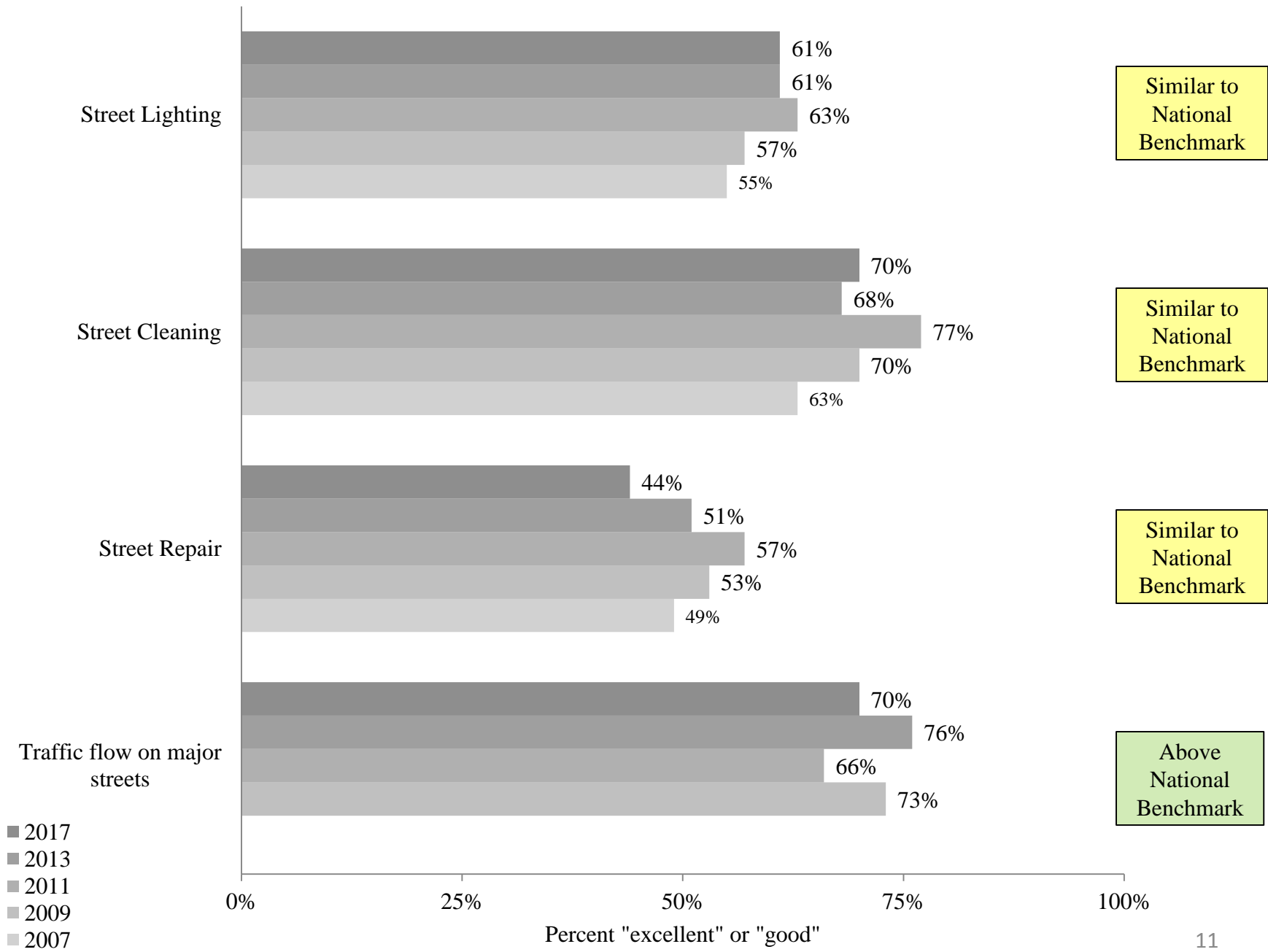
MOBILITY



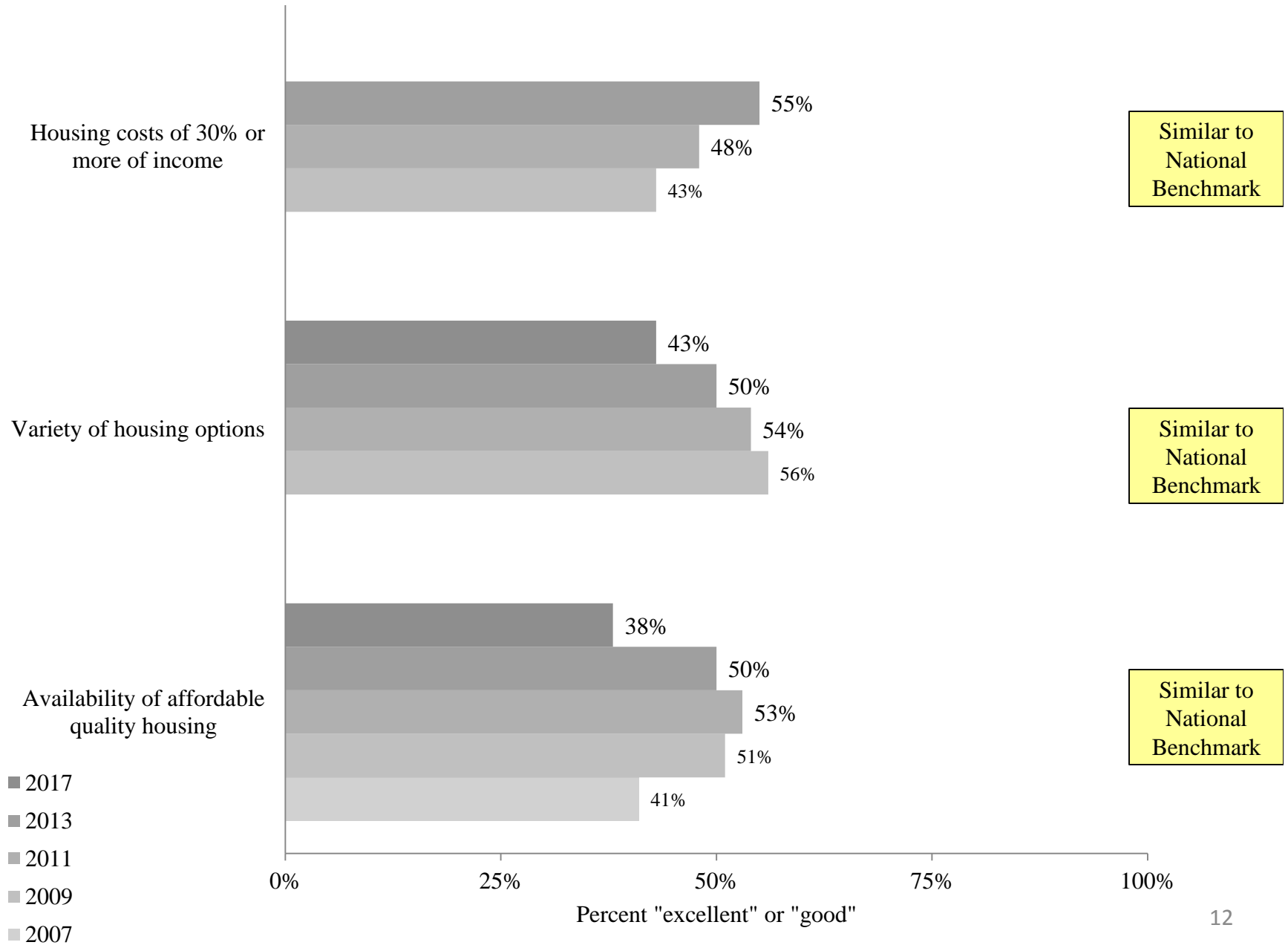
RATINGS OF TRANSPORTATION & PARKING SERVICES



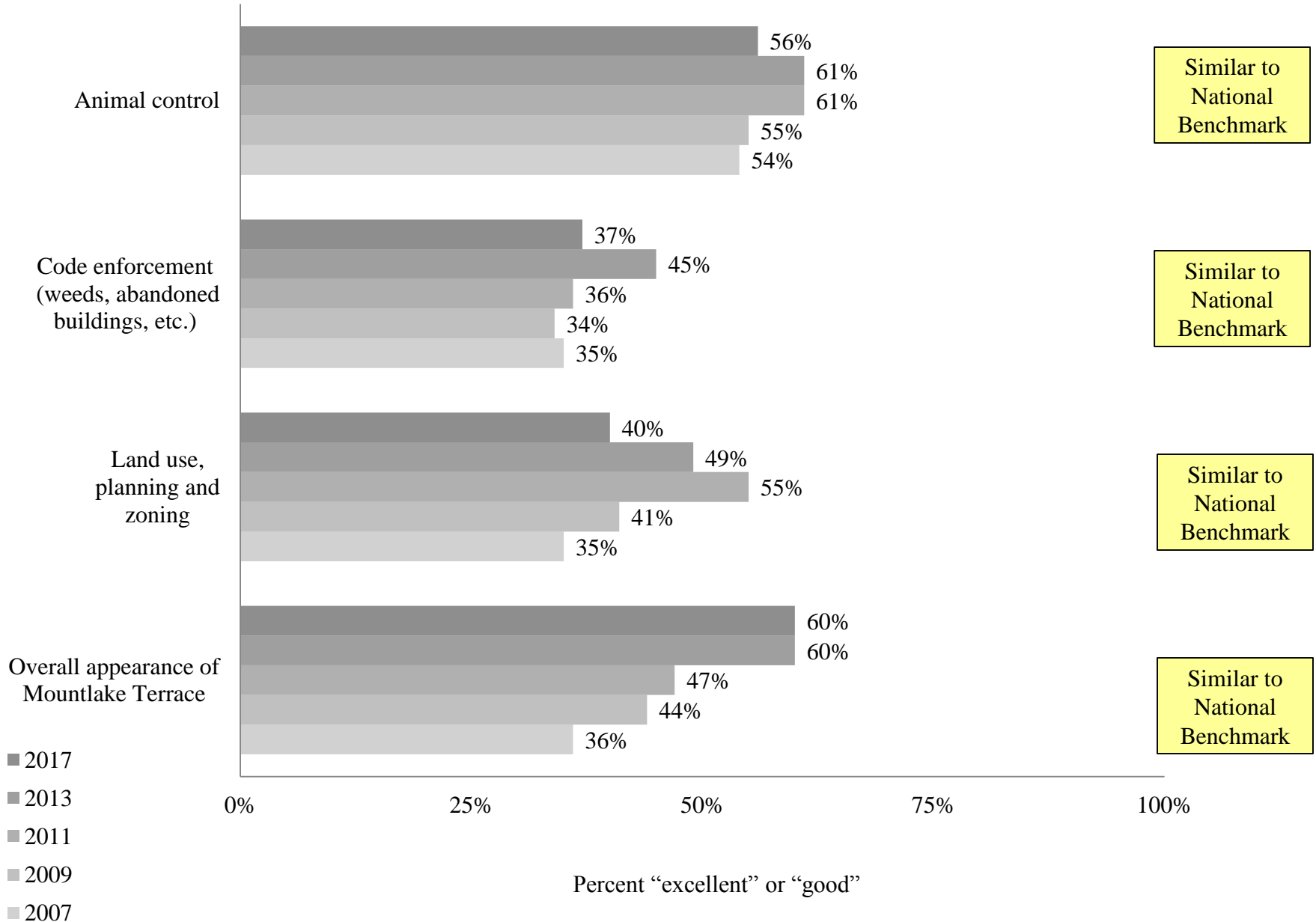
RATINGS OF STREET SERVICES



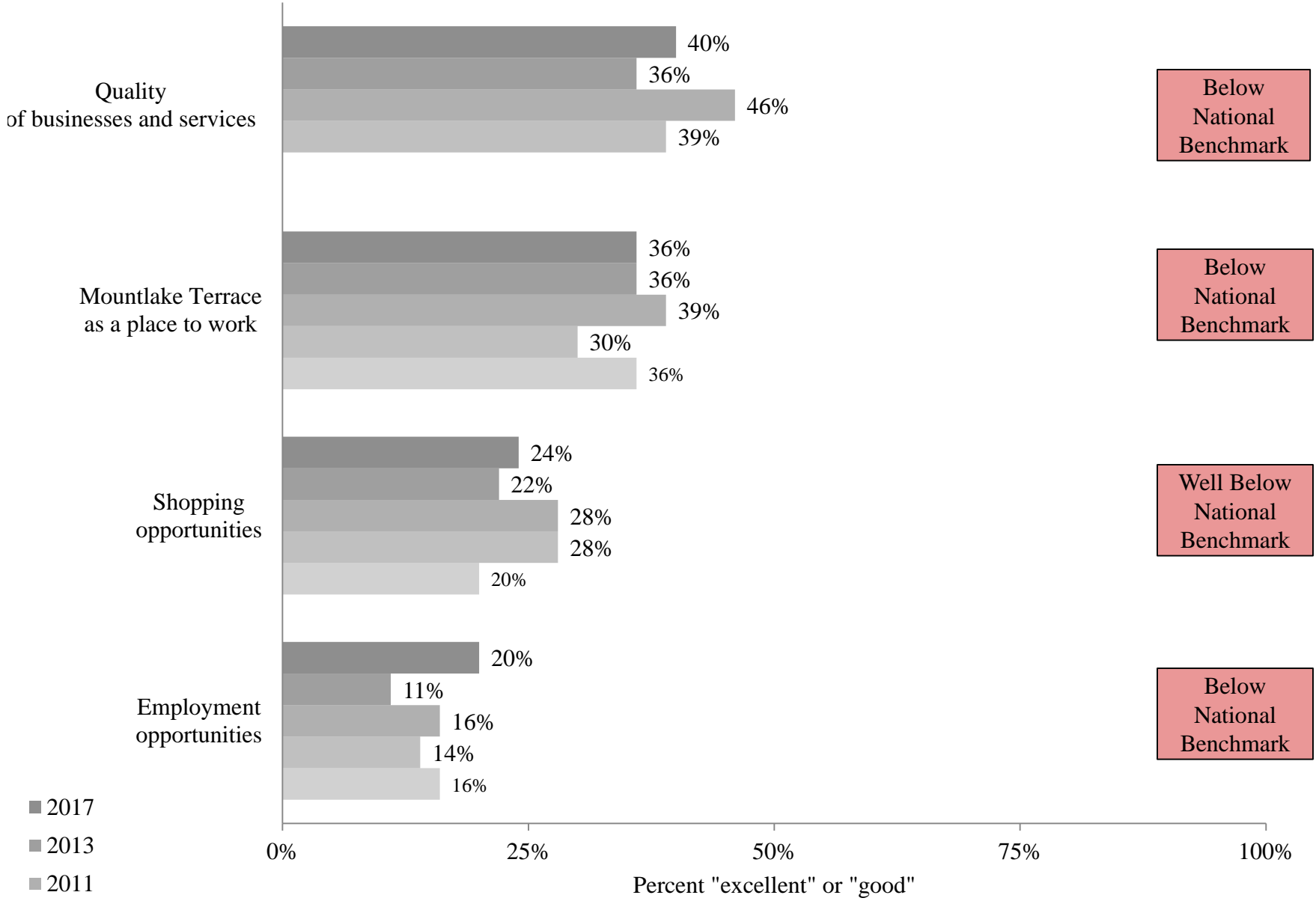
RATING OF HOUSING IN MOUNTLAKE TERRACE



RATING OF MOUNTLAKE TERRACE'S OVERALL APPEARANCE

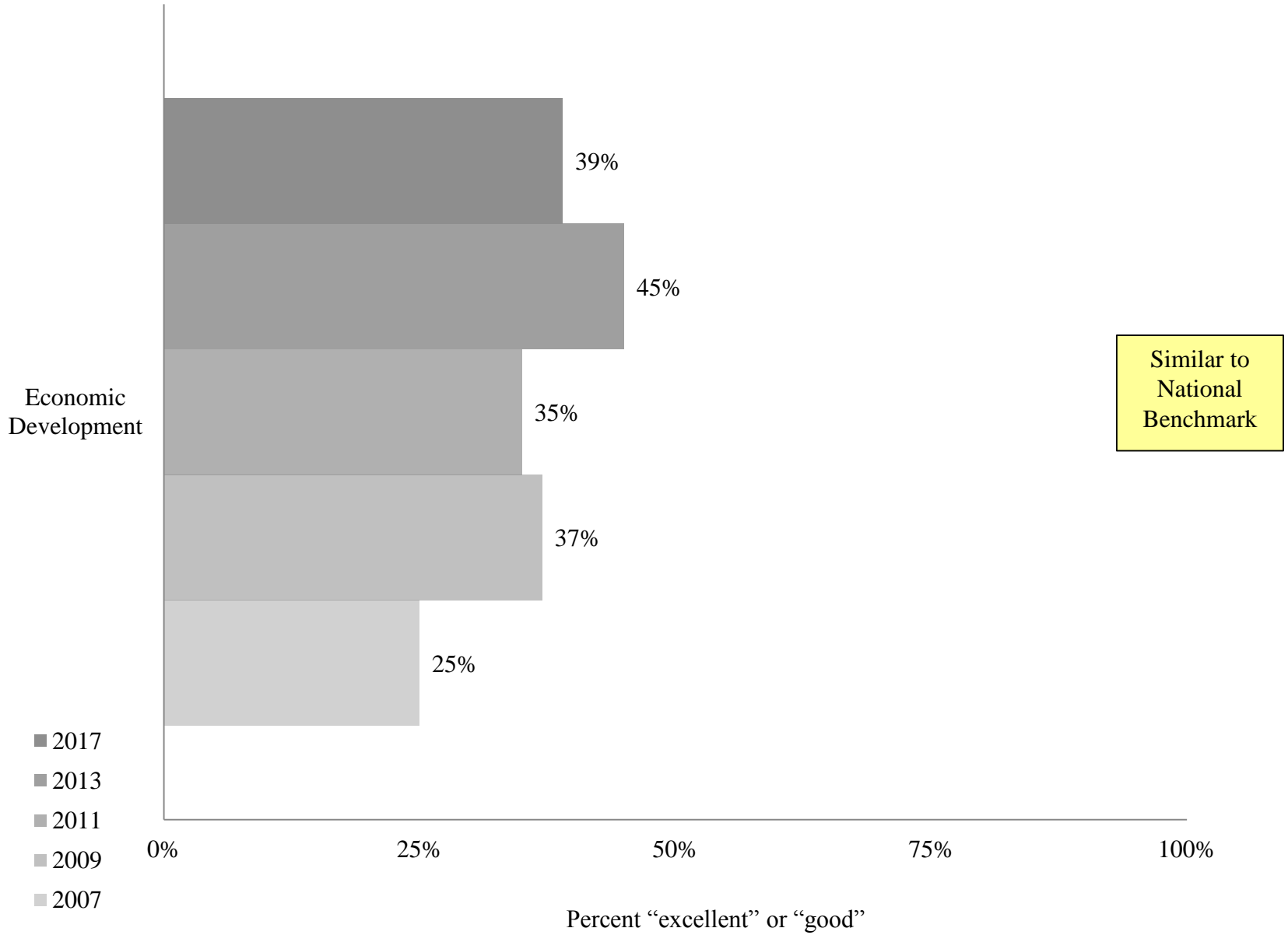


RATINGS OF ECONOMIC SUSTAINABILITY AND OPPORTUNITIES



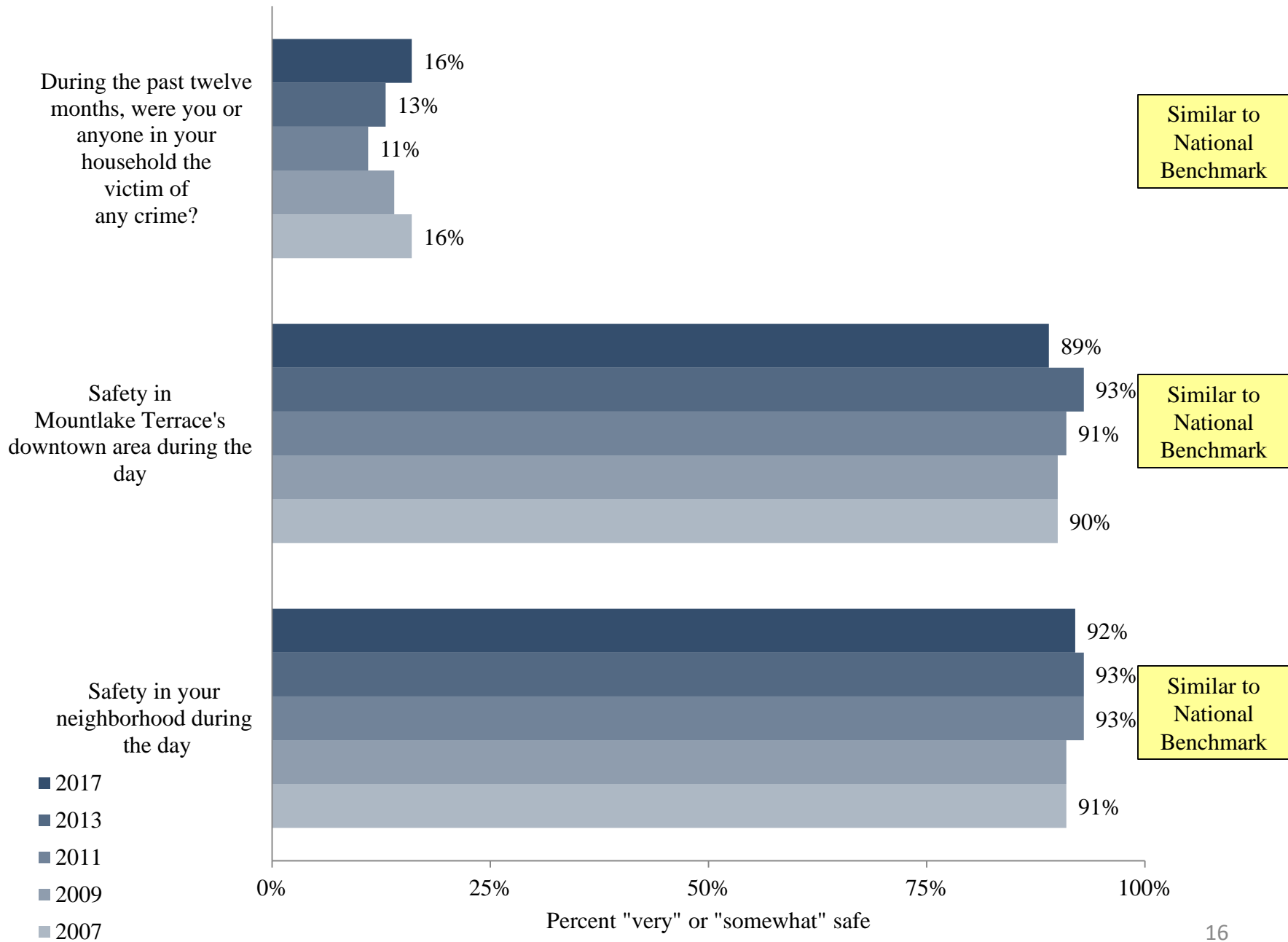
- 2017
- 2013
- 2011
- 2009
- 2007

RATINGS OF ECONOMIC DEVELOPMENT SERVICES

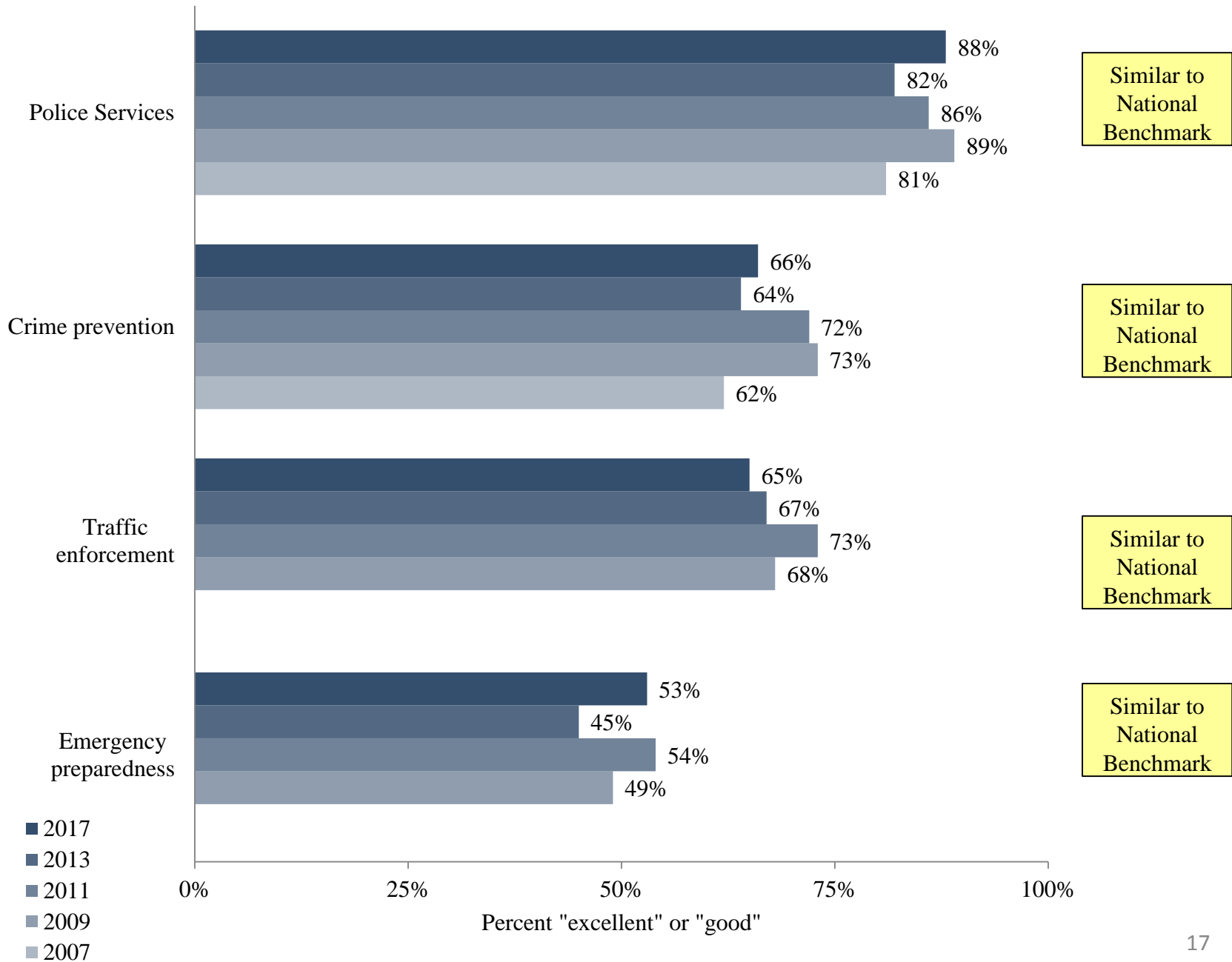


RATINGS OF COMMUNITY & PERSONAL PUBLIC SAFETY

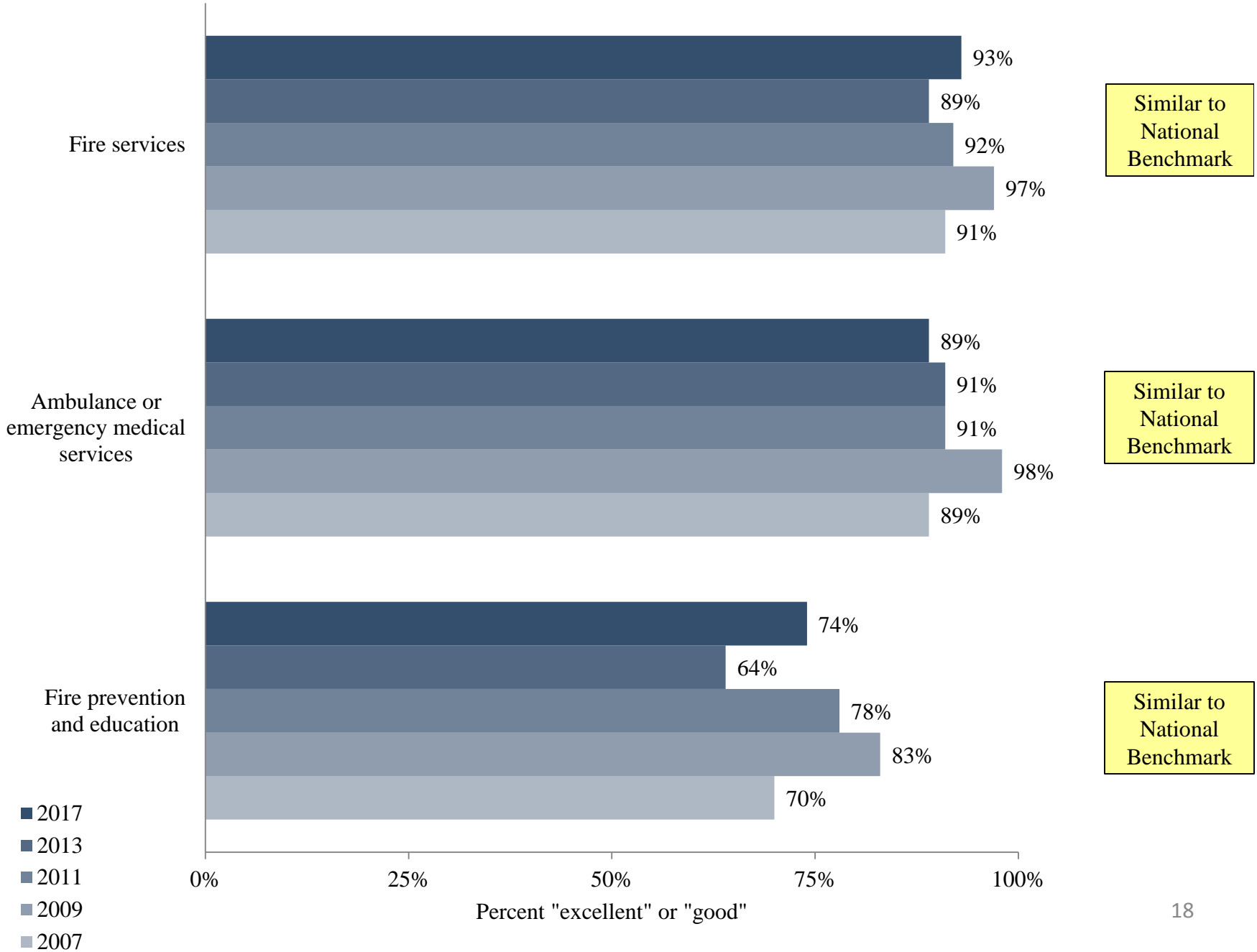
PUBLIC SAFETY



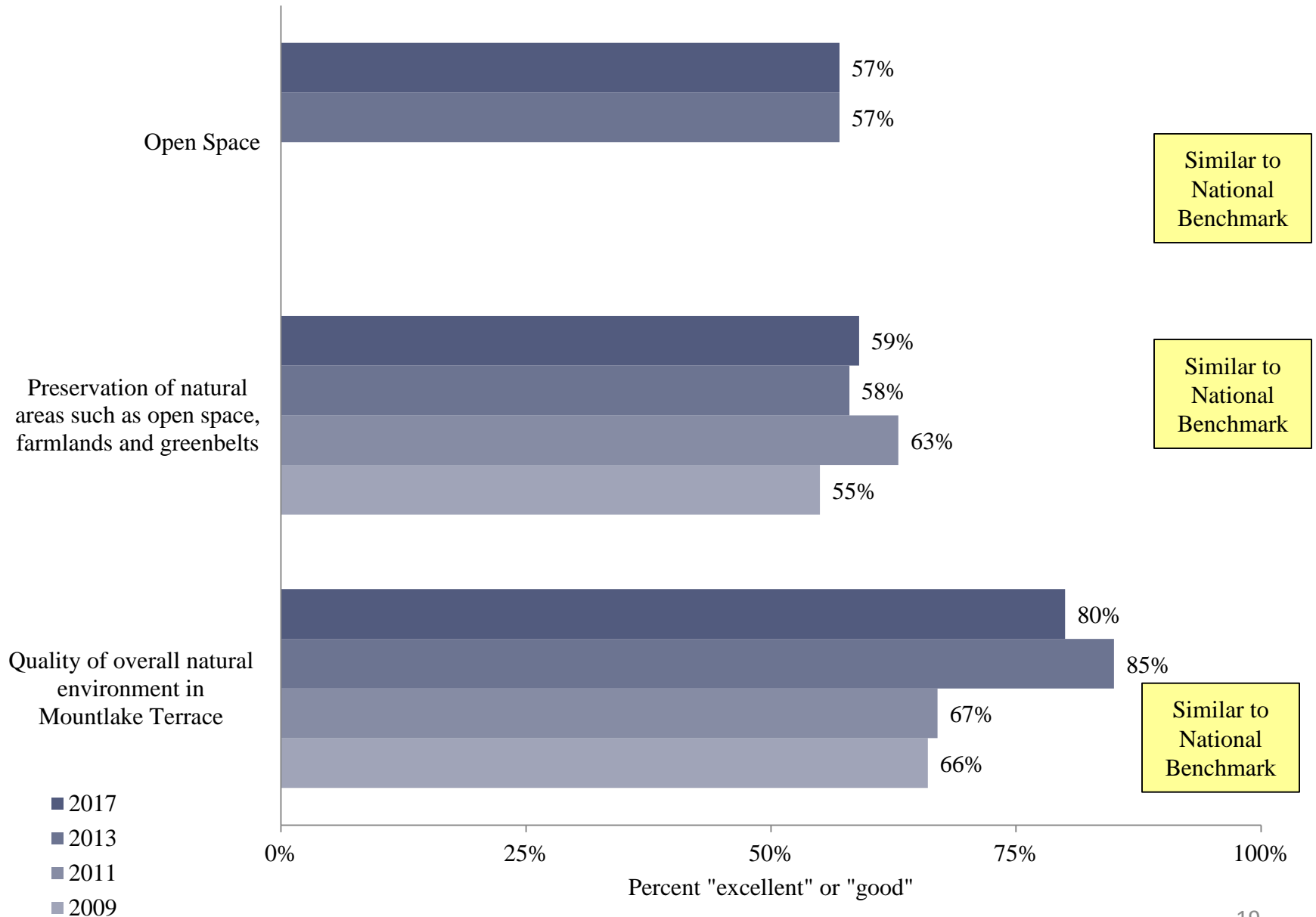
RATINGS OF PUBLIC SAFETY SERVICES



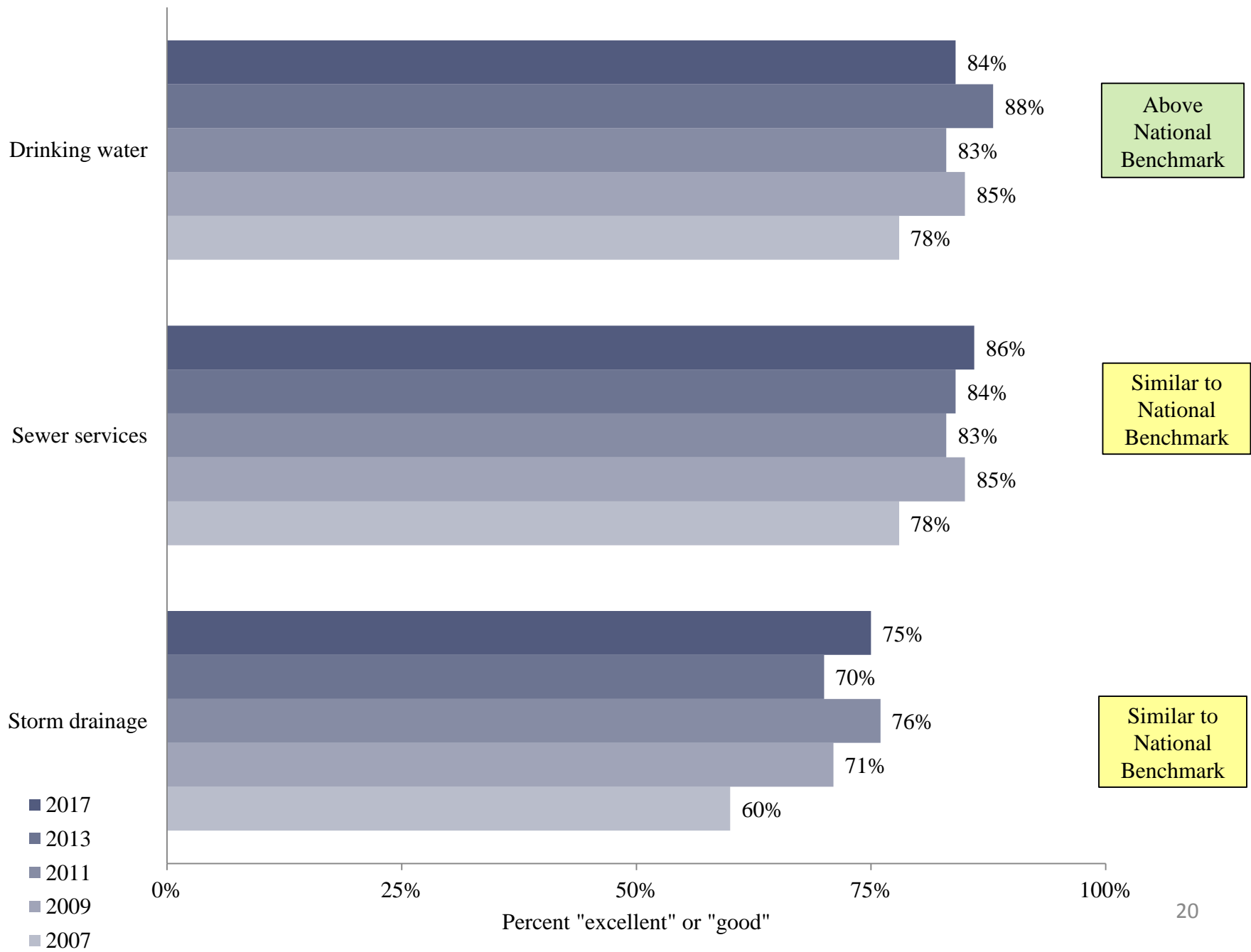
RATINGS OF PUBLIC SAFETY SERVICES



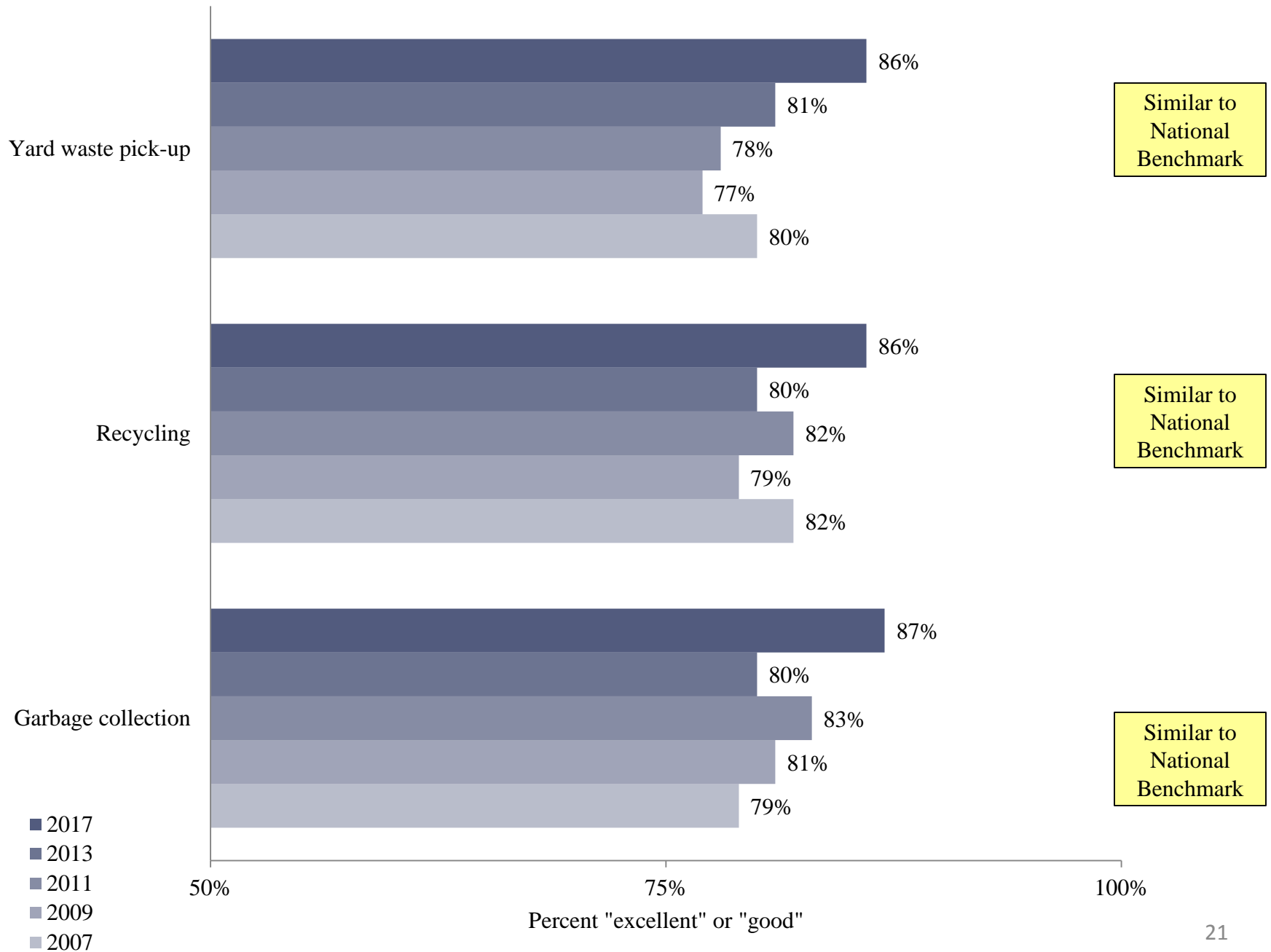
RATINGS OF MOUNTLAKE TERRACE'S NATURAL ENVIRONMENT



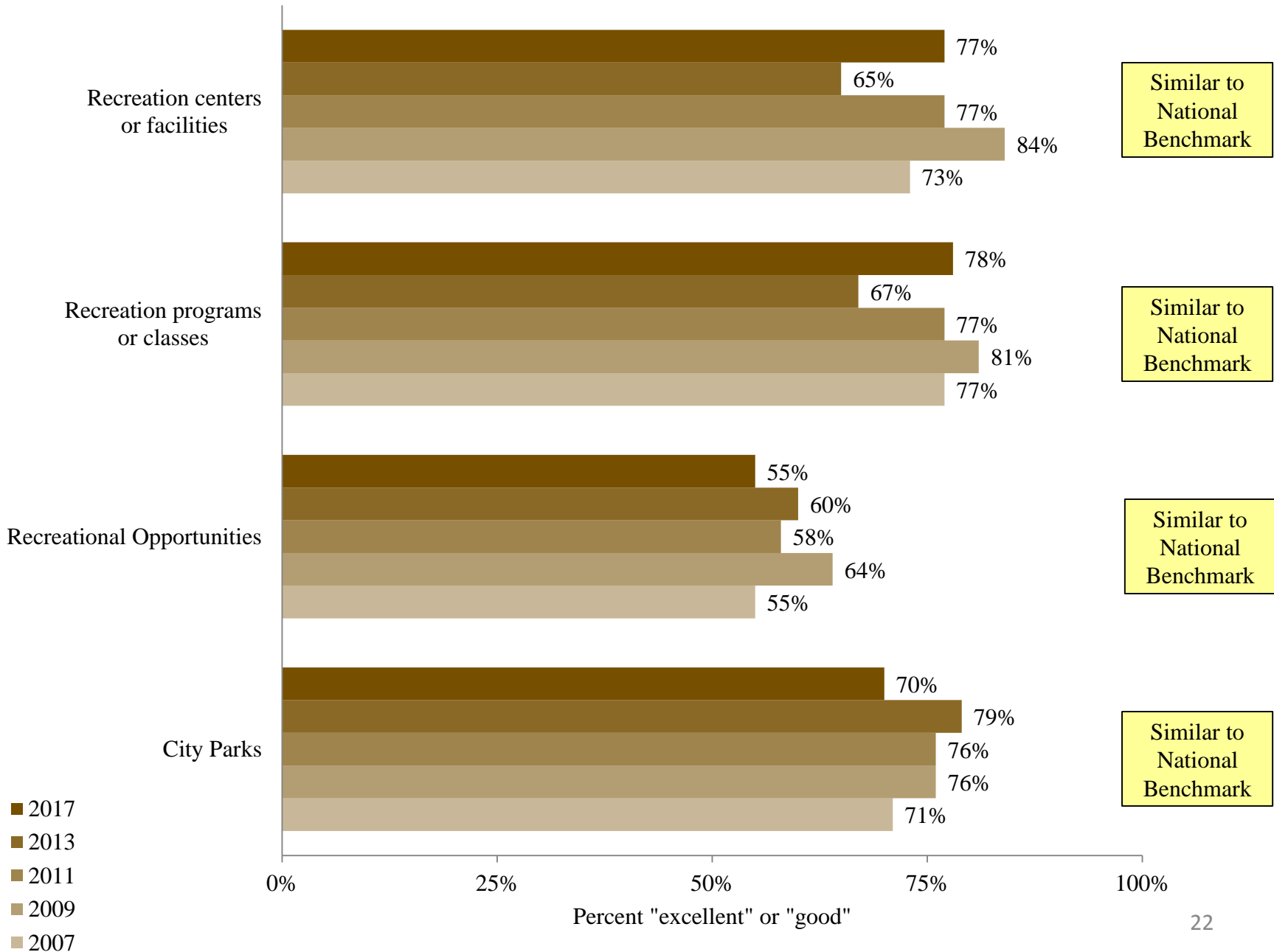
RATINGS OF UTILITY SERVICES



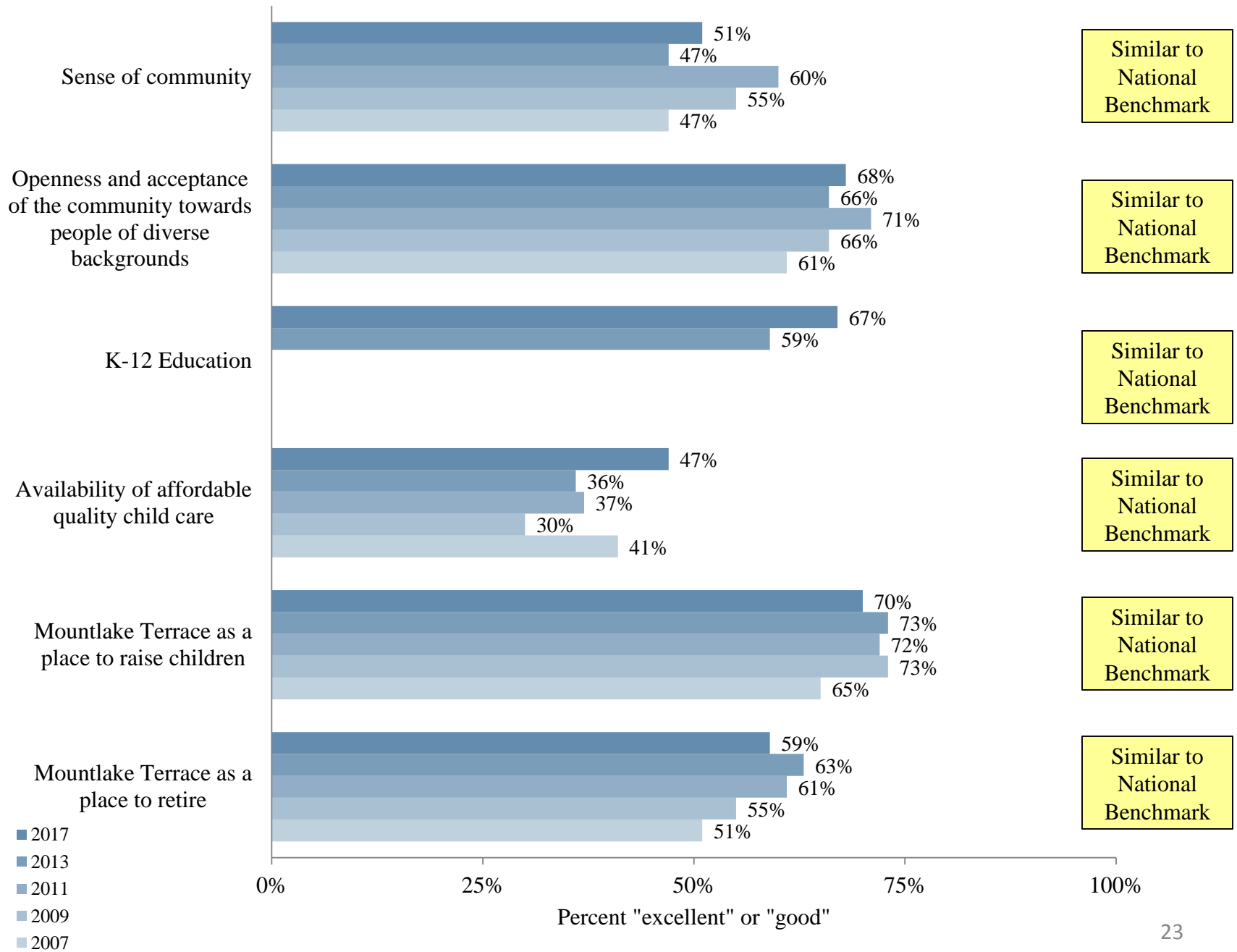
RATINGS OF UTILITY SERVICES



RATINGS OF PARKS & RECREATION SERVICES

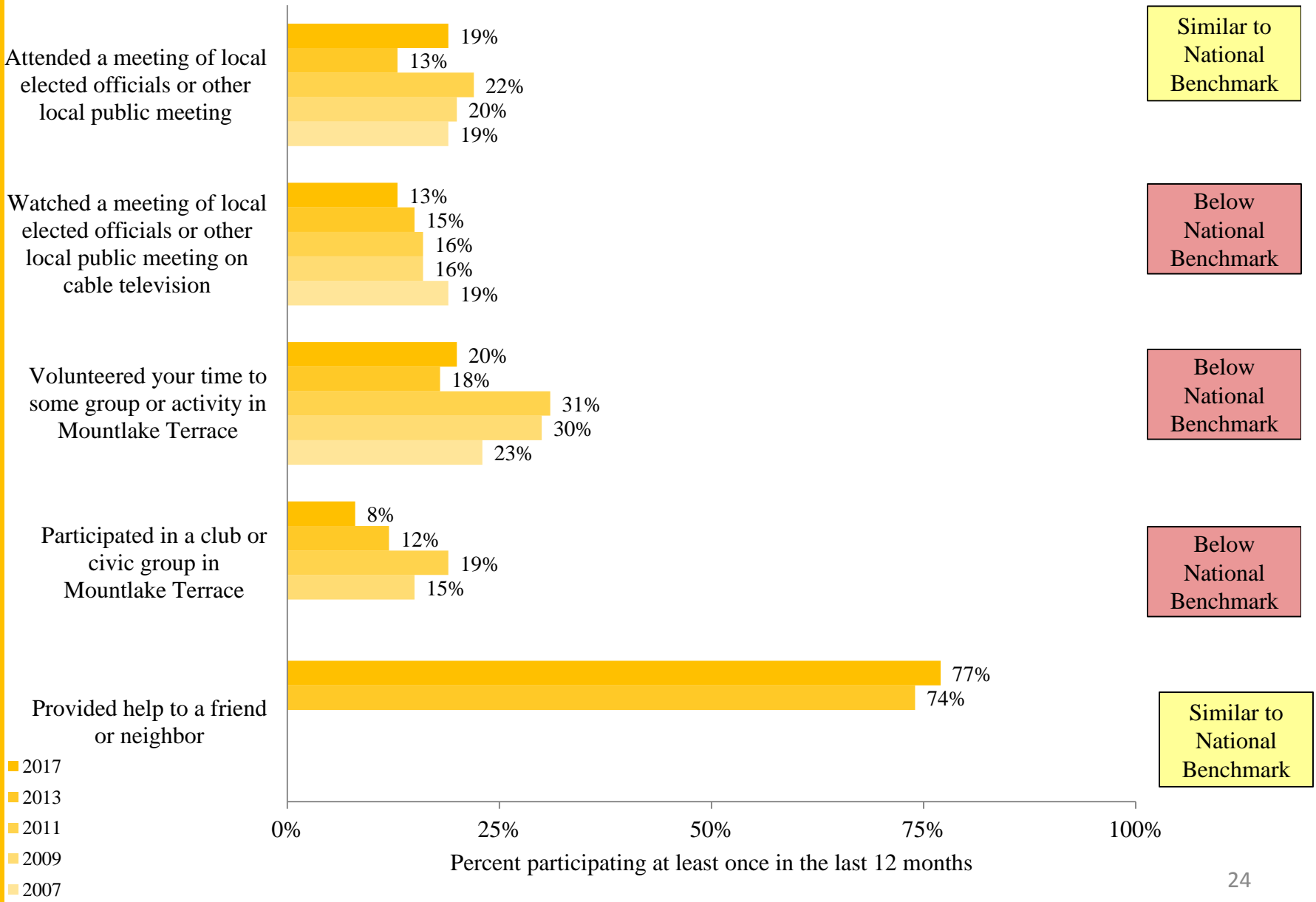


RATINGS OF COMMUNITY QUALITY & INCLUSIVENESS

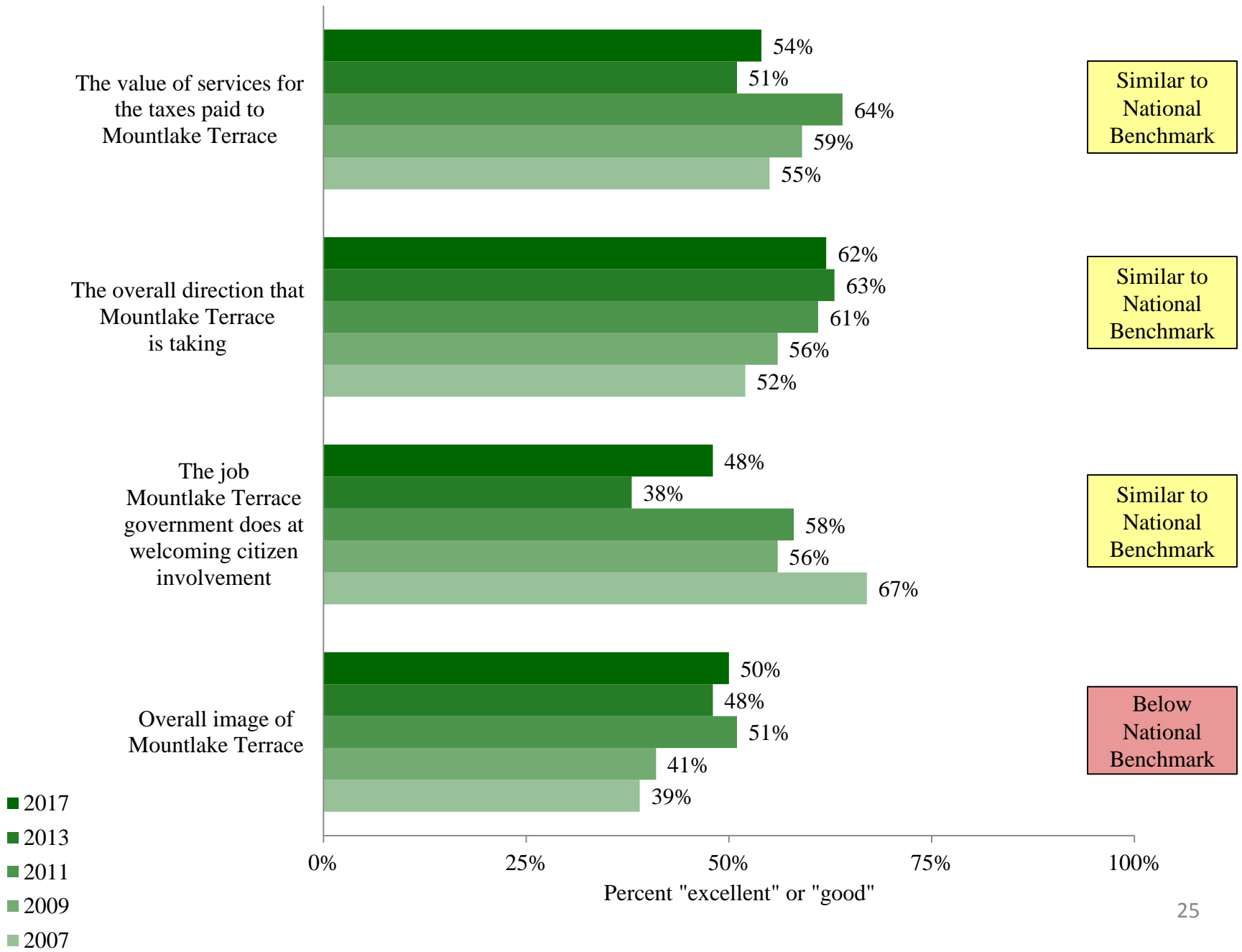


PARTICIPATION IN CIVIC ENGAGEMENT OPPORTUNITIES DURING THE YEAR

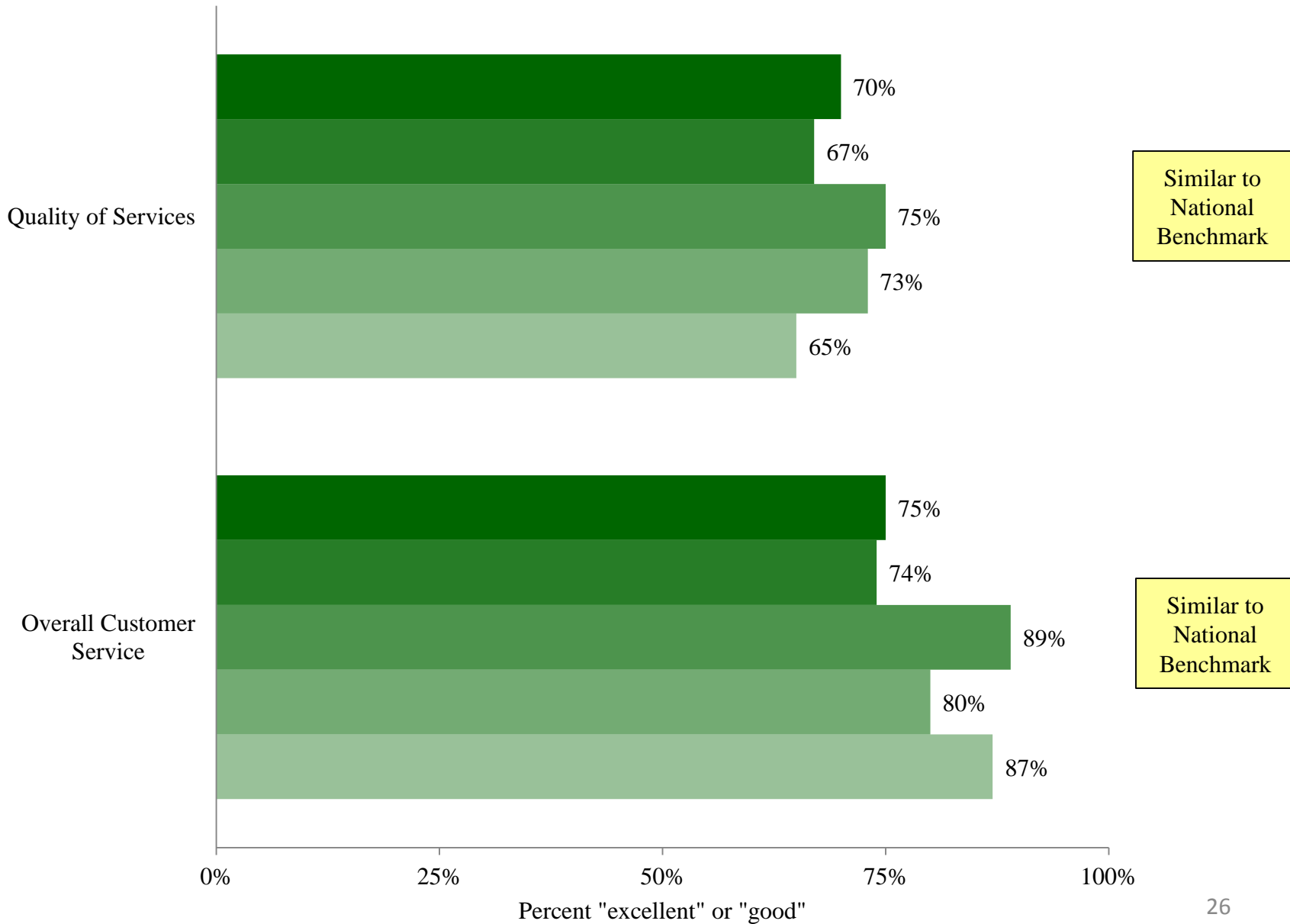
CIVIC ENGAGEMENT



PUBLIC TRUST



RATINGS OF CITY EMPLOYEES (AMONG THOSE WHO HAD CONTACT)



PUBLIC TRUST

Recommendations

- Next Steps:
 - Maintain and enhance what we have been doing in terms of Police, Fire and Ambulance services
 - Put resources into Economic Development strategy and implementation.