



2009 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.
- In the short-term, this information can be used for
 - 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 survey
 - The ability to compare our results with those of 500 other jurisdictions surveyed by NRC

Below
National
Benchmark

Similar to
National
Benchmark

Above
National
Benchmark

The Survey Process

- Surveys were mailed to 1,200 Mountlake Terrace residences
- NRC received 323 responses
 - This is response rate of 28 percent, which is higher than the 23 percent response rate in 2007
- The results provide a confident level of plus-or-minus five percent

Survey Results

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

Survey Topics

COMMUNITY QUALITY

Quality of life

Quality of neighborhood

Place to live

COMMUNITY DESIGN

Transportation

Housing

Land use and zoning

Economic Sustainability

PUBLIC SAFETY

Safety in neighborhood and downtown

Crime victimization

Police, fire, EMS services

Emergency preparedness

ENVIRONMENTAL SUSTAINABILITY

Cleanliness

Air quality

Preservation of natural areas

Garbage and recycling services

RECREATION AND WELLNESS

Parks and recreation

Culture, arts and education

Health and wellness

COMMUNITY INCLUSIVENESS

Sense of community

Racial and cultural acceptance

Senior, youth and low-income services

CIVIC ENGAGEMENT

Civic activity

Social engagement

Information and awareness

PUBLIC TRUST

Cooperation in community

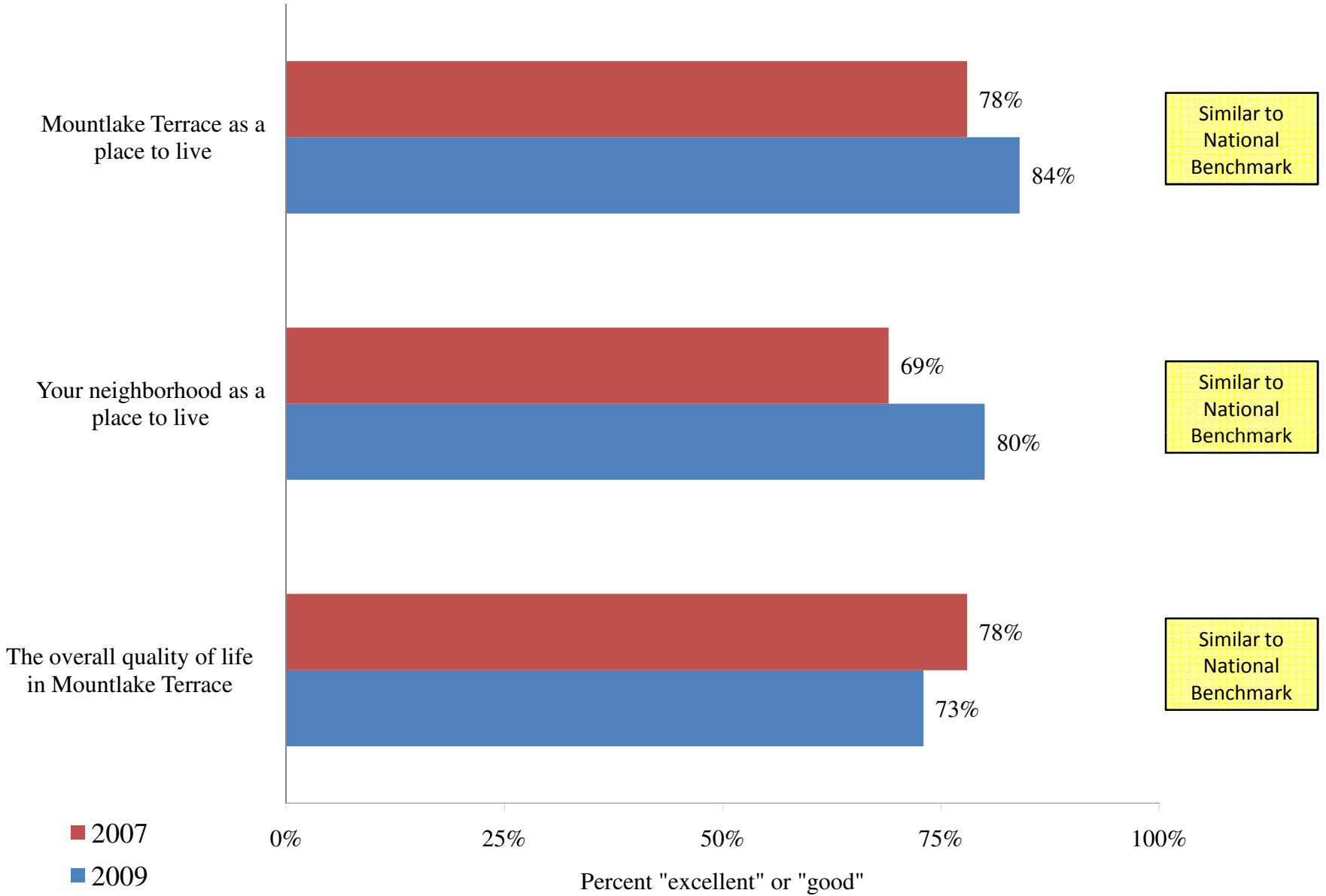
Value of services

Direction of community

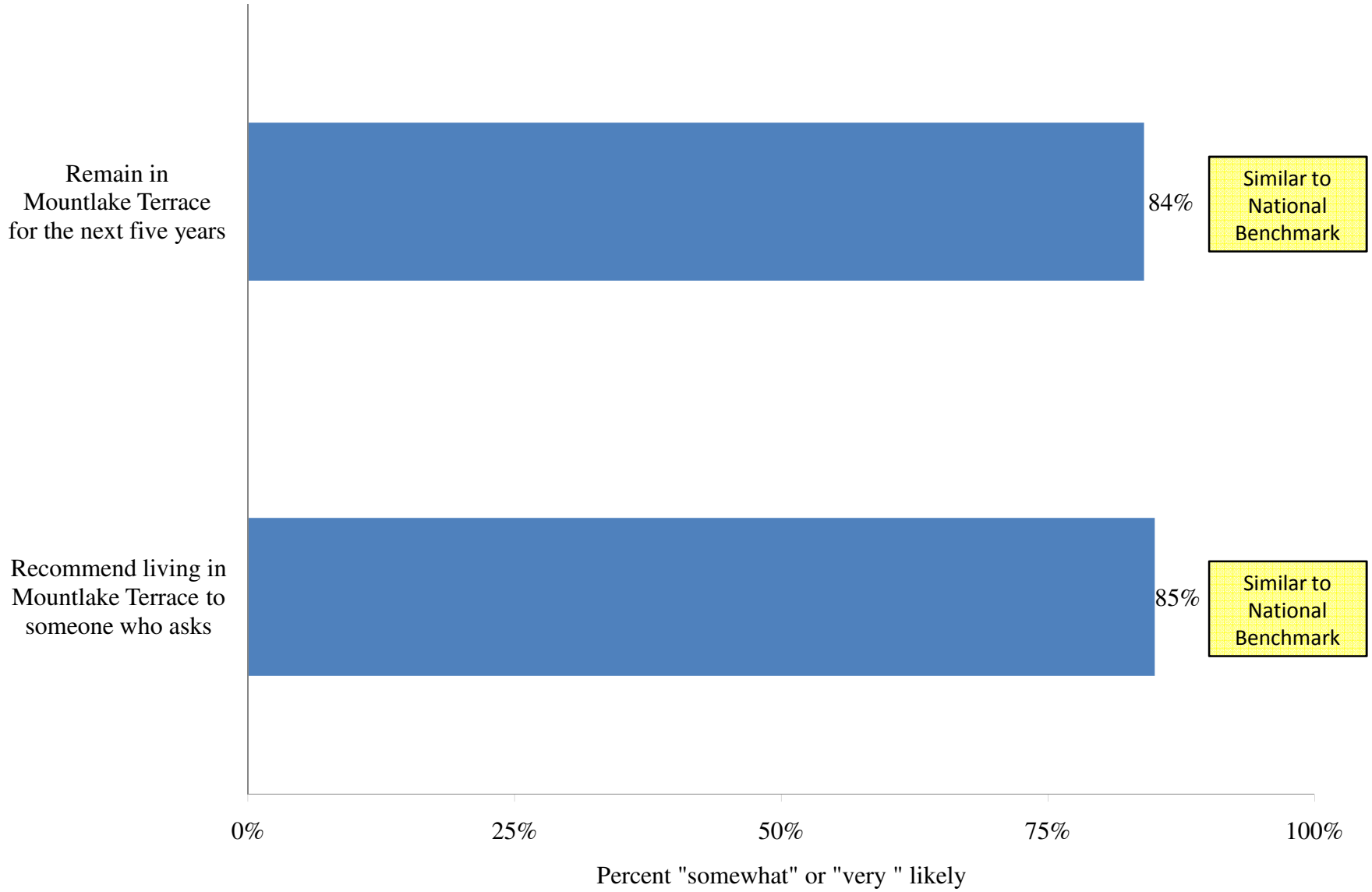
Citizen involvement

Employees

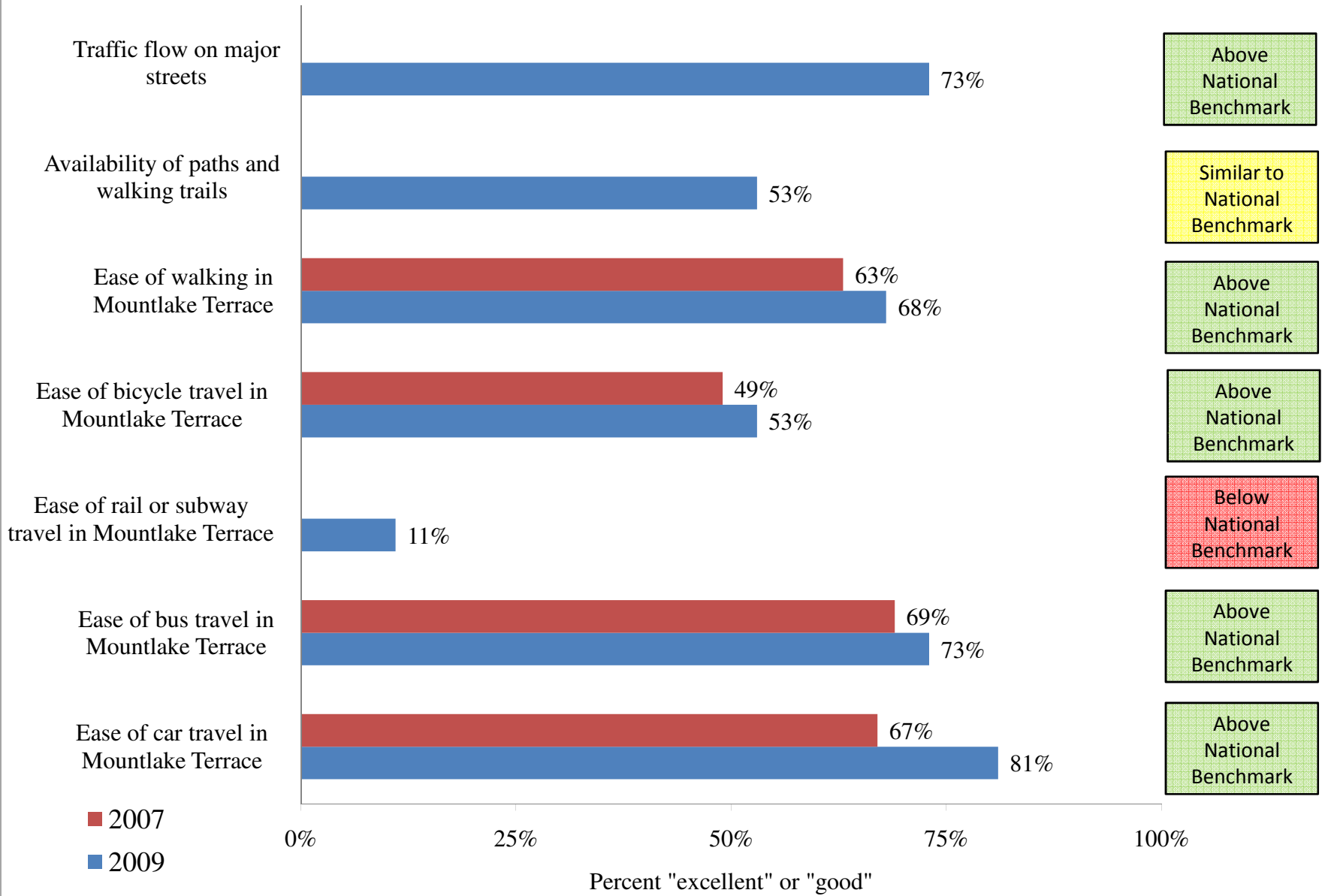
RATINGS OF OVERALL COMMUNITY QUALITY



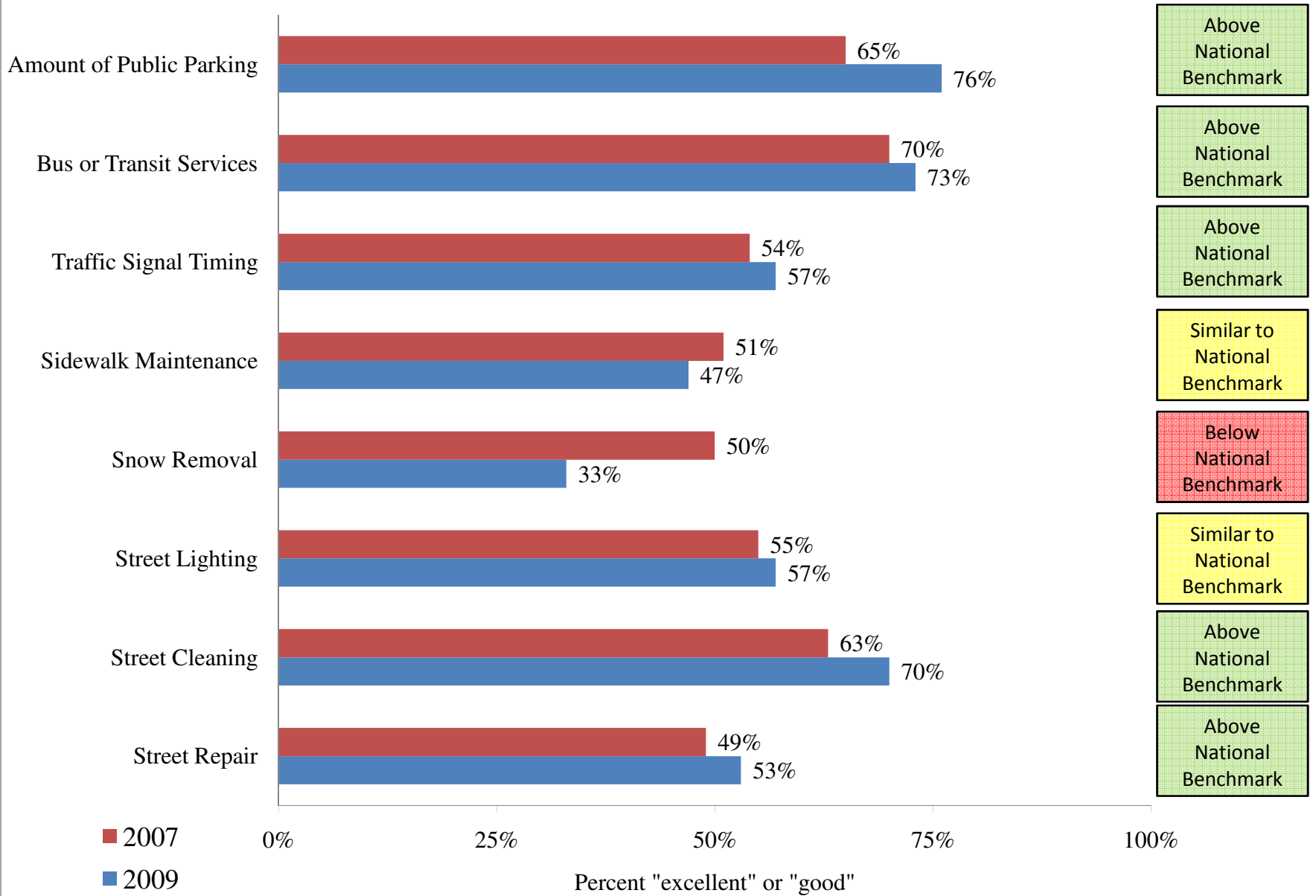
LIKELIHOOD OF REMAINING IN AND RECOMMENDING MOUNTLAKE TERRACE



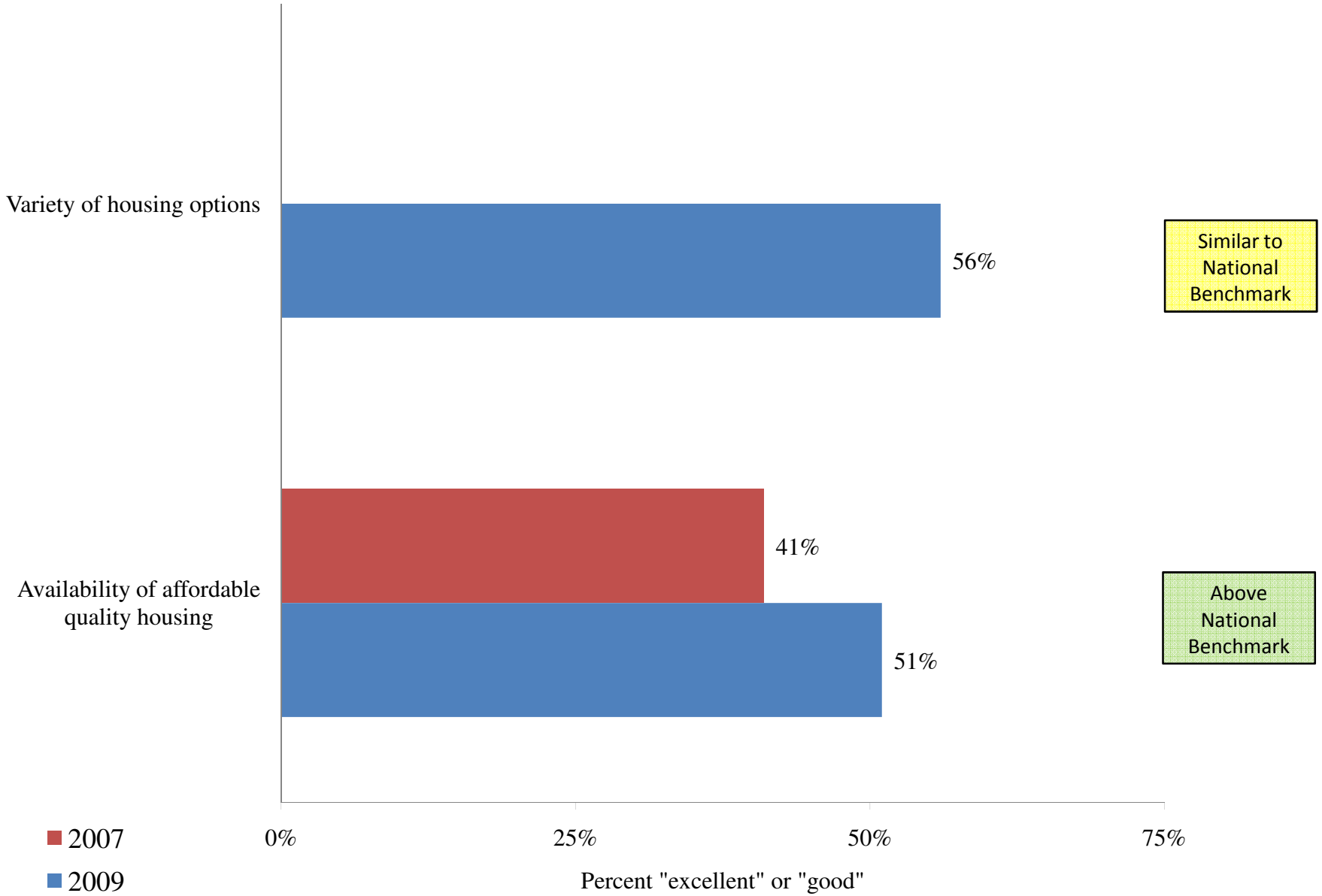
TRANSPORTATION



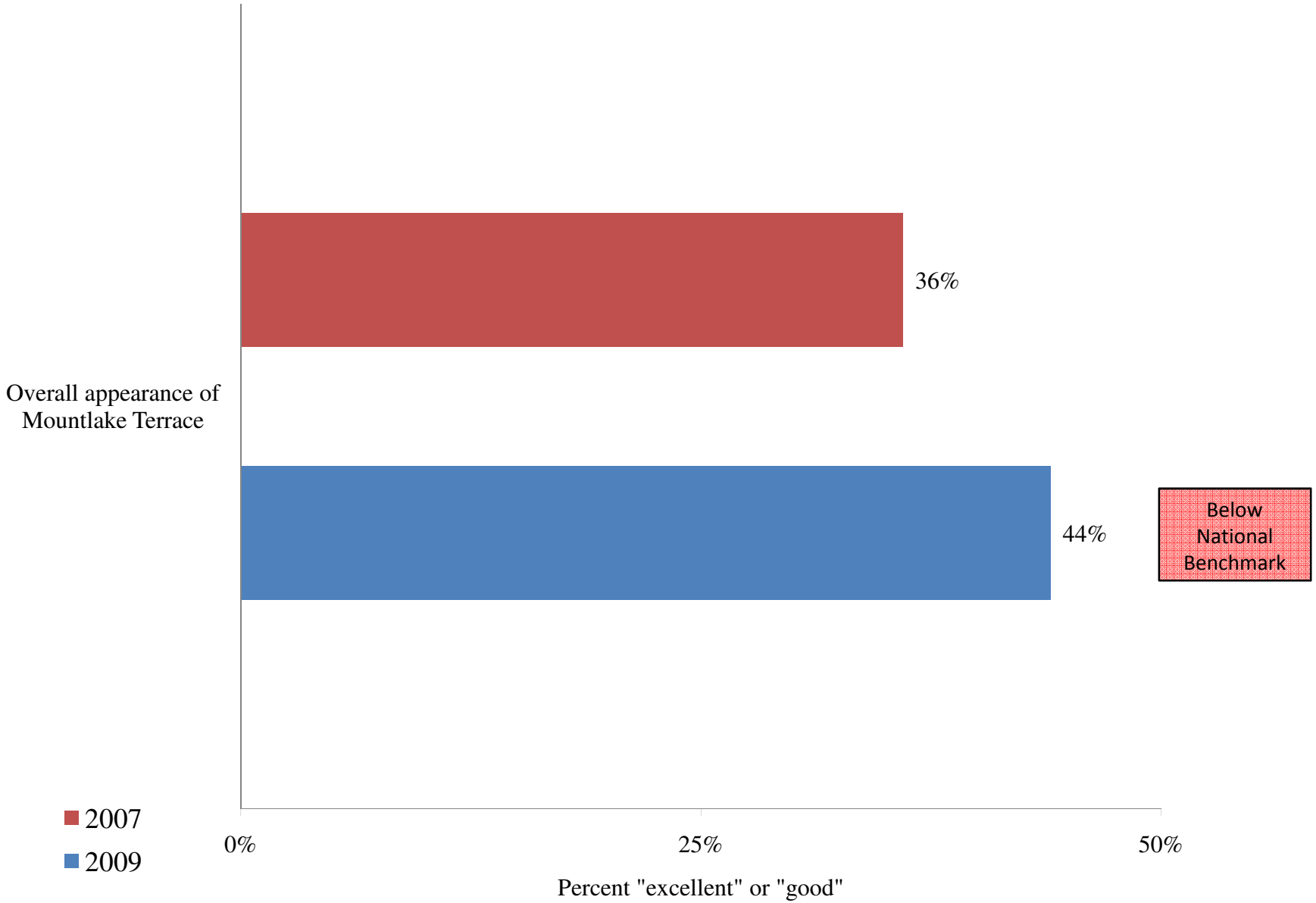
RATINGS OF TRANSPORTATION & PARKING SERVICES



RATING OF HOUSING IN MOUNTLAKE TERRACE



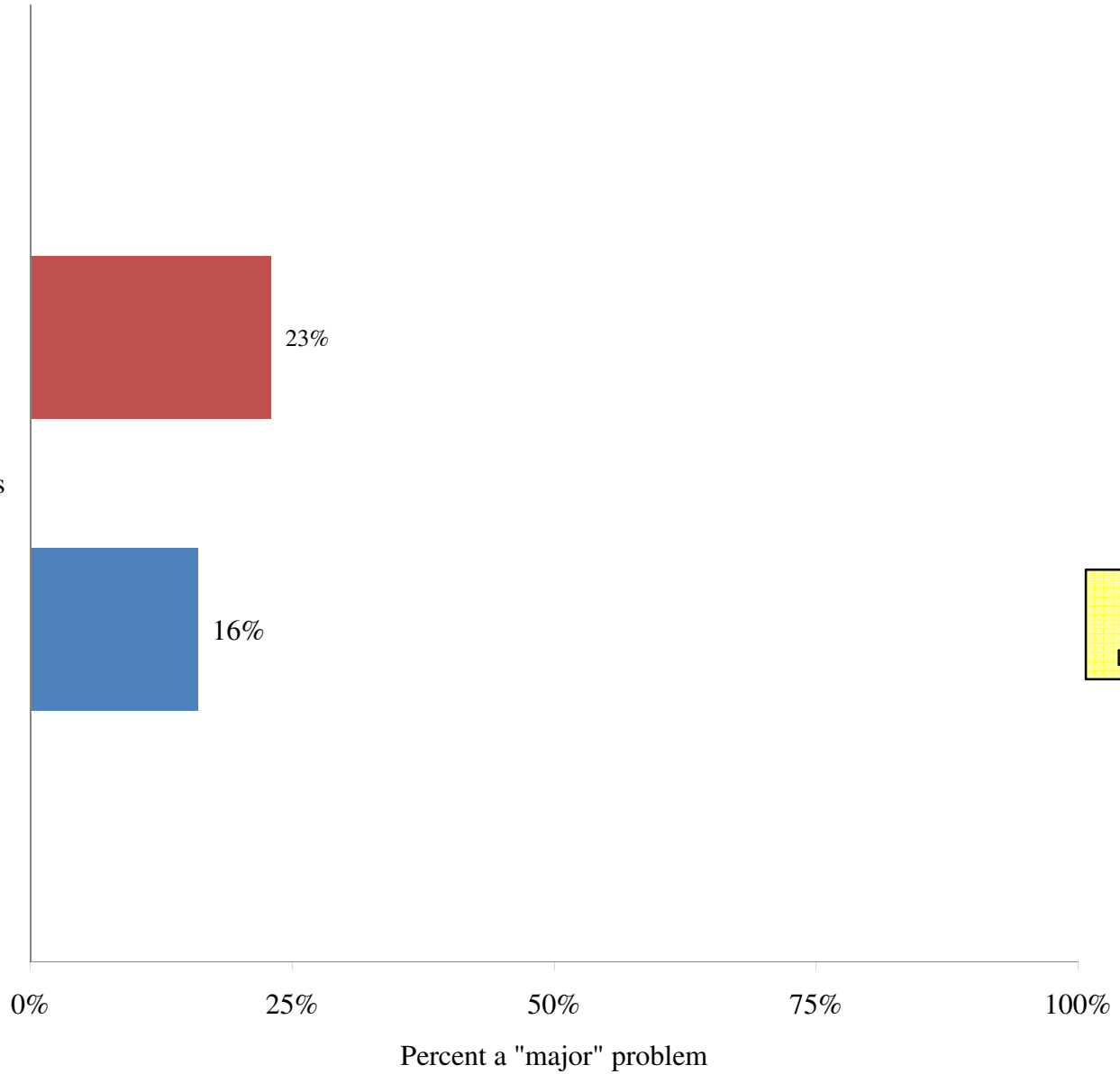
RATING OF MOUNTLAKE TERRACE'S OVERALL APPEARANCE



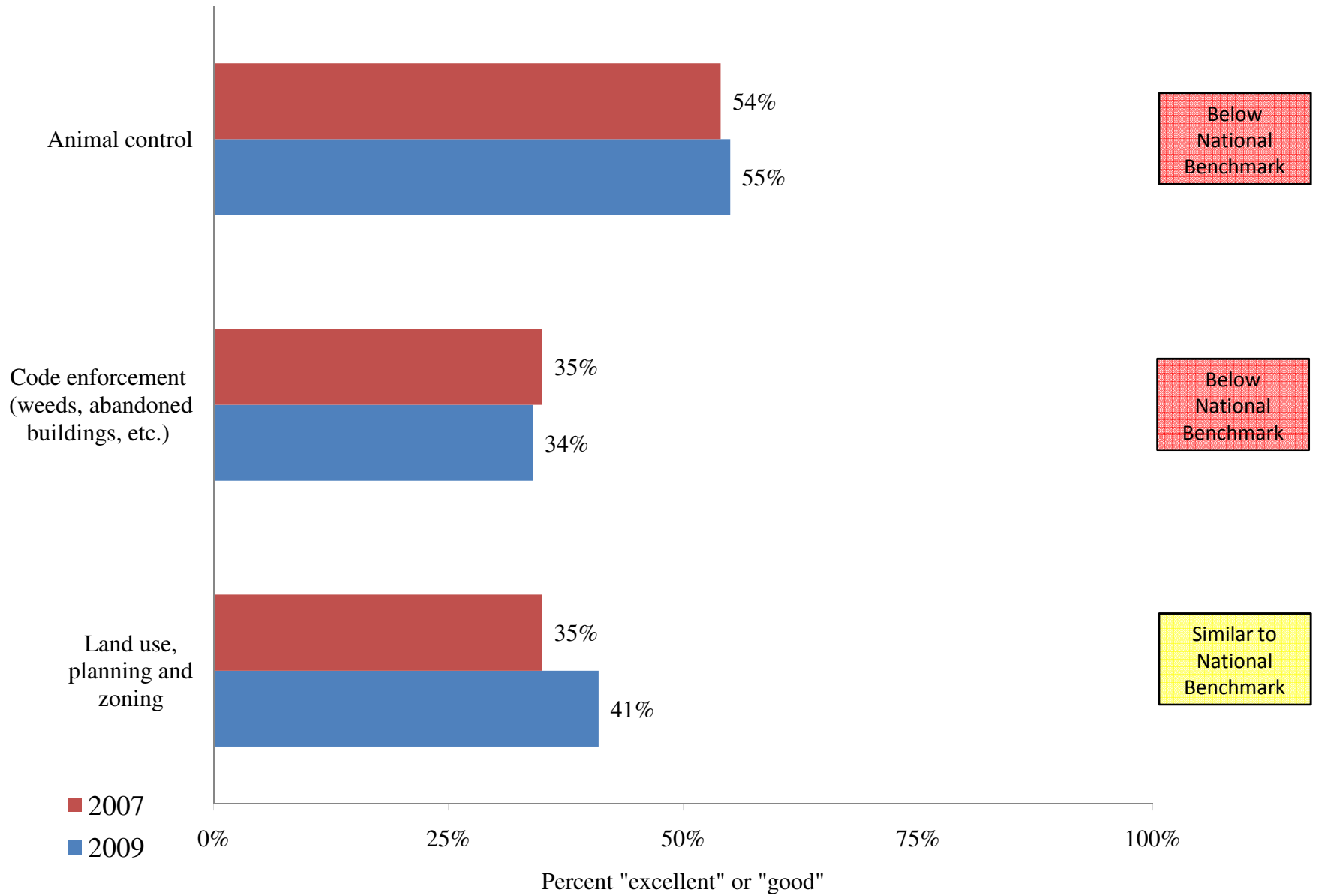
RATINGS OF NUISANCE PROBLEMS

To what degree, if at all, are run down buildings, weed lots, or junk vehicles a problem in Mountlake Terrace?

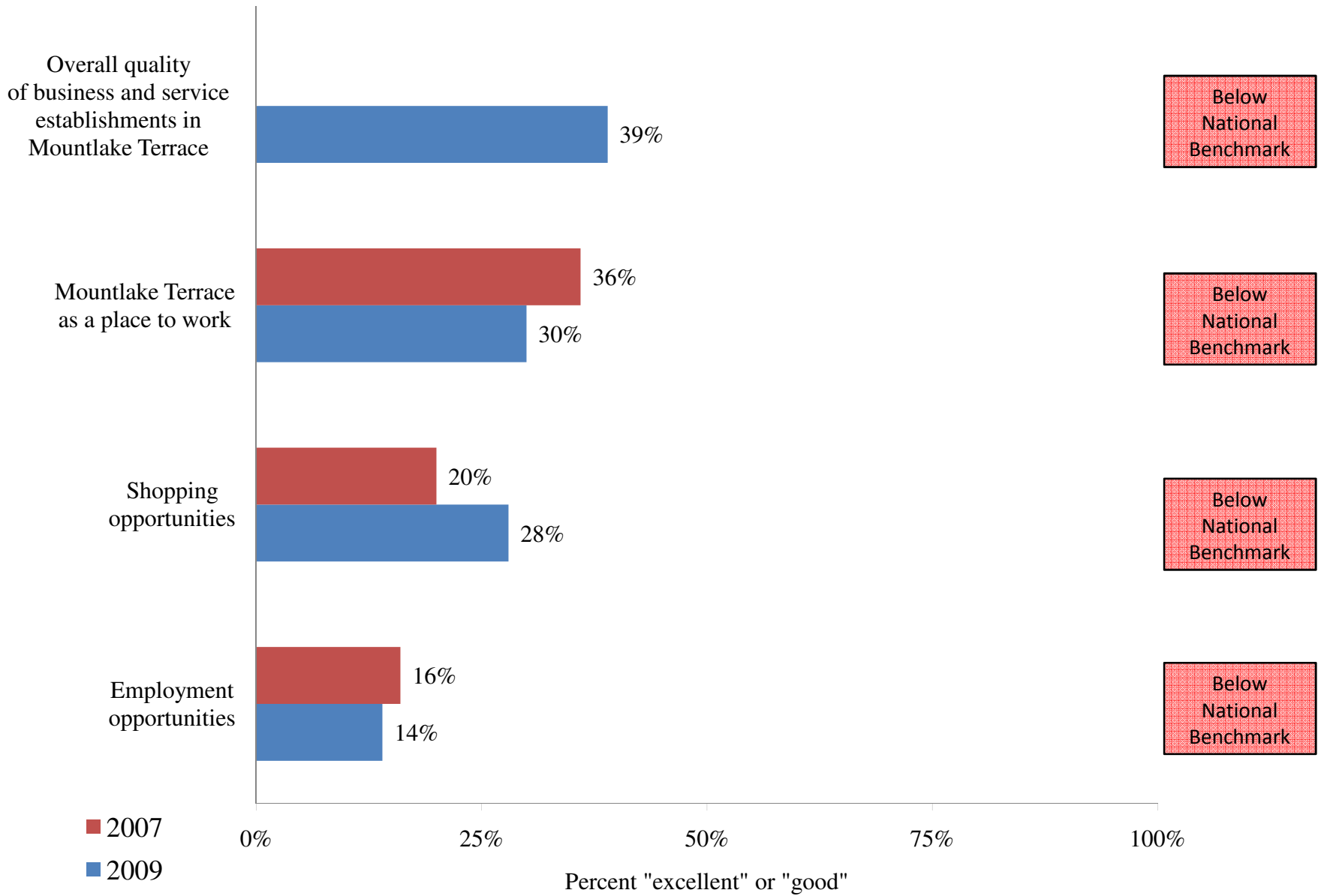
■ 2007
■ 2009



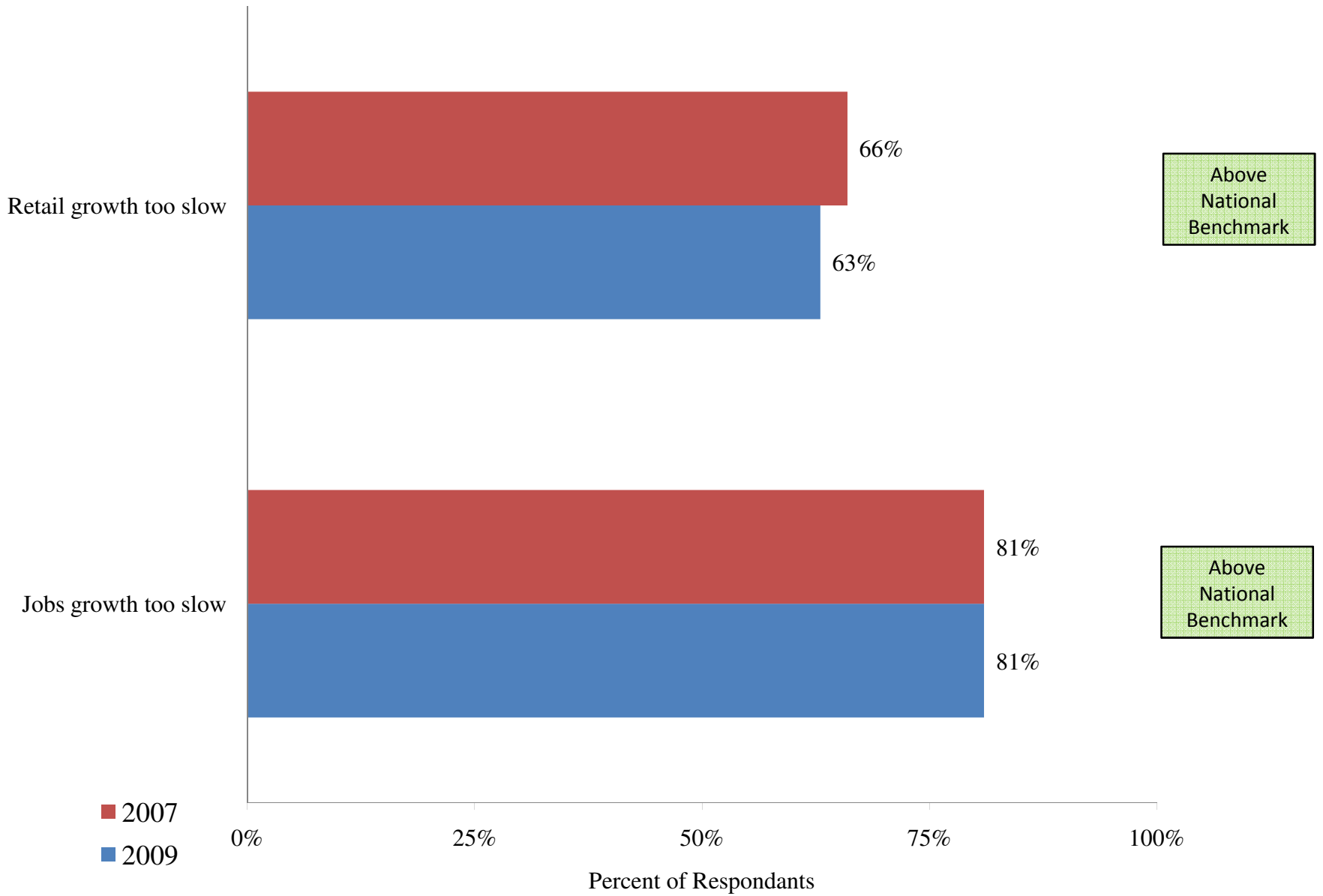
RATING OF PLANNING AND CODE ENFORCEMENT



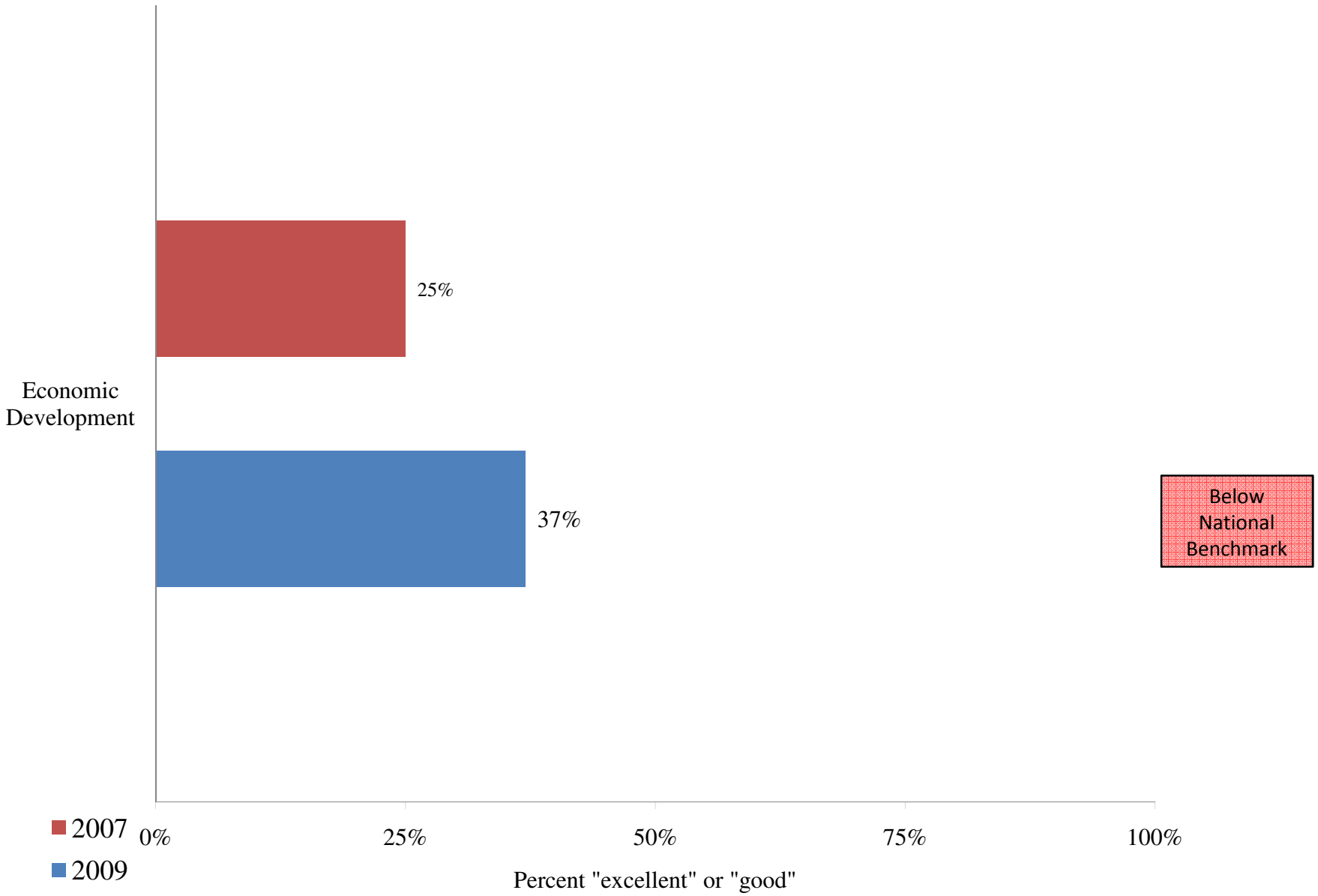
RATINGS OF ECONOMIC SUSTAINABILITY AND OPPORTUNITIES



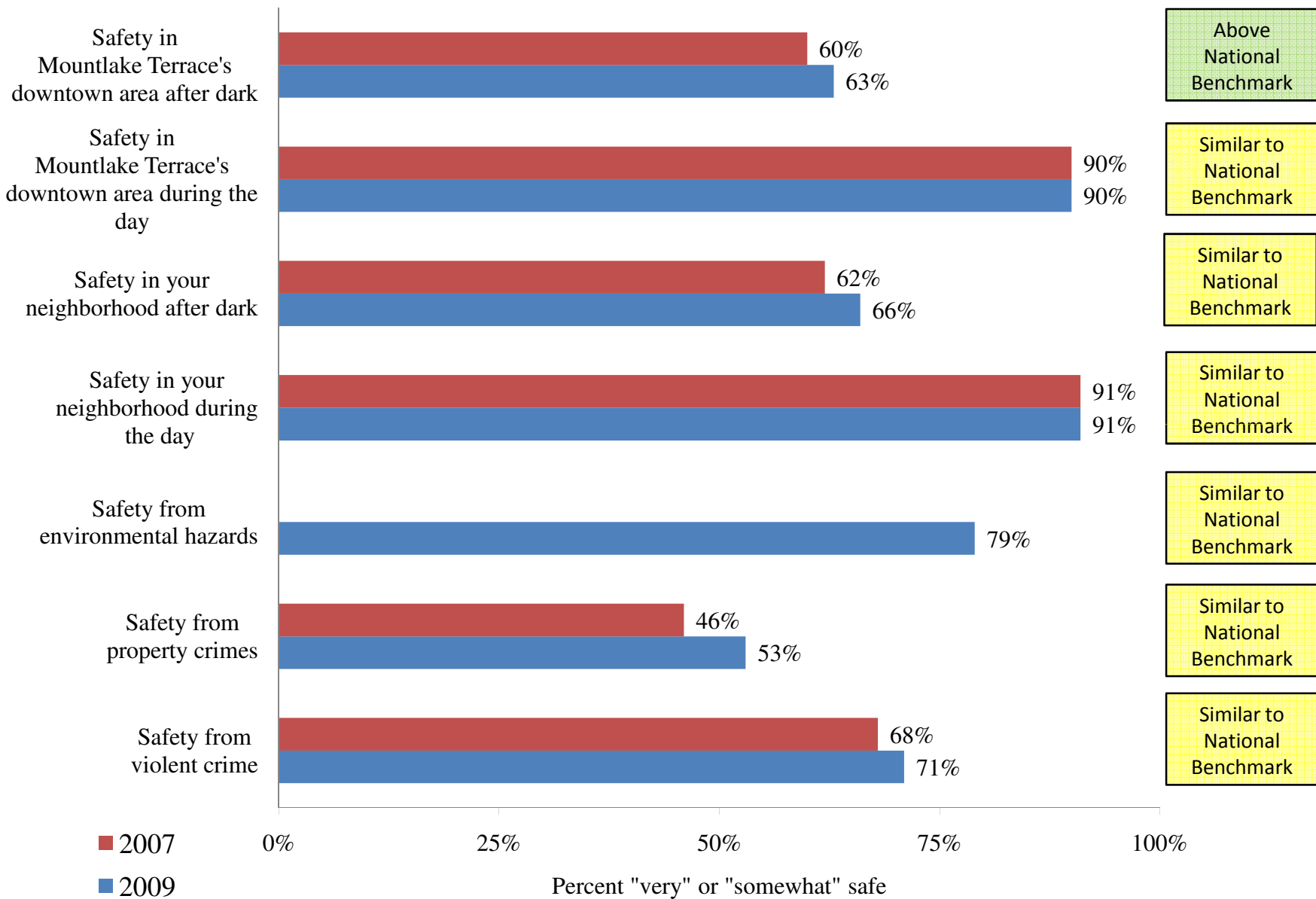
RATING OF RETAIL AND JOB GROWTH



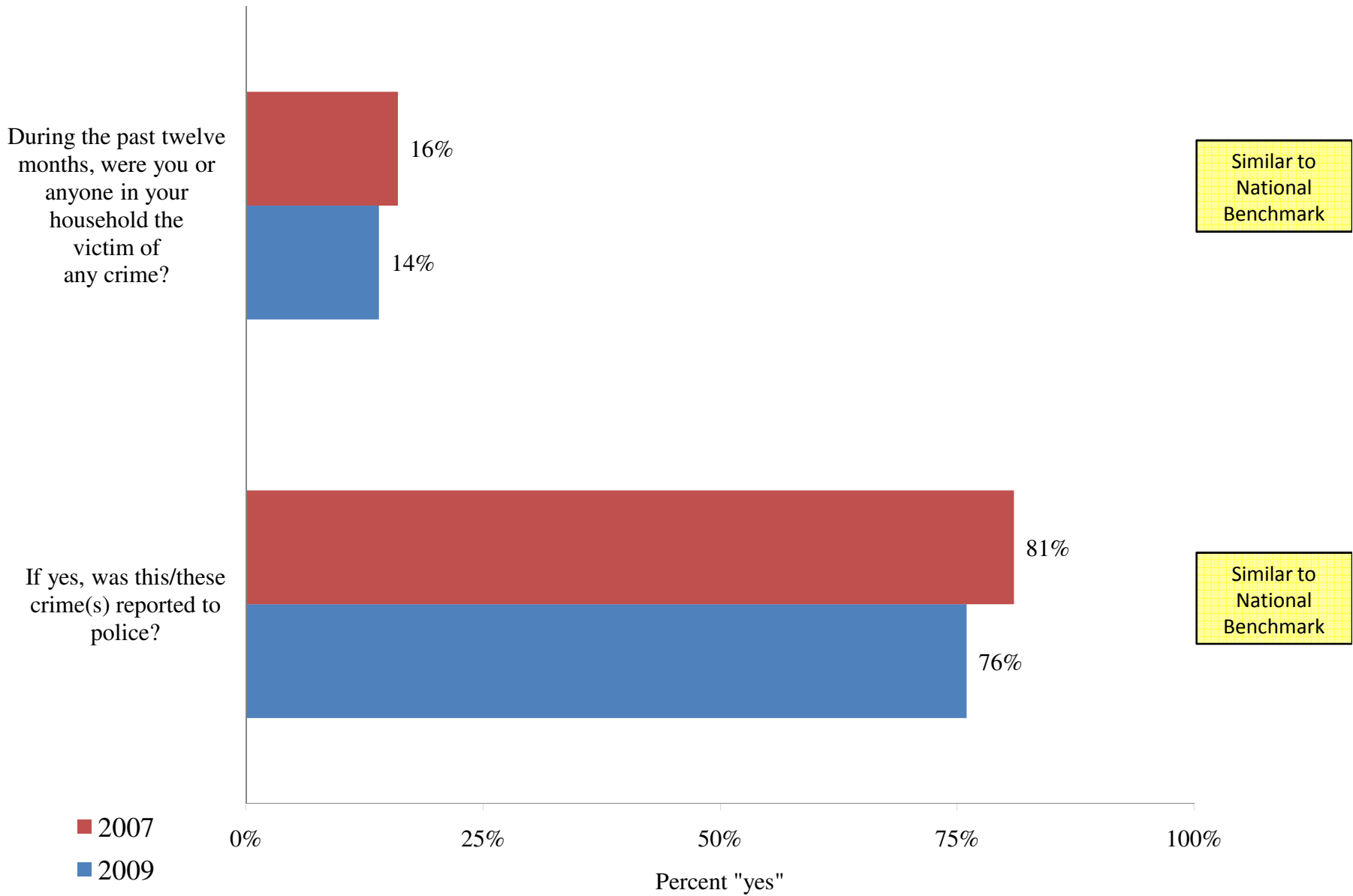
RATINGS OF ECONOMIC DEVELOPMENT SERVICES



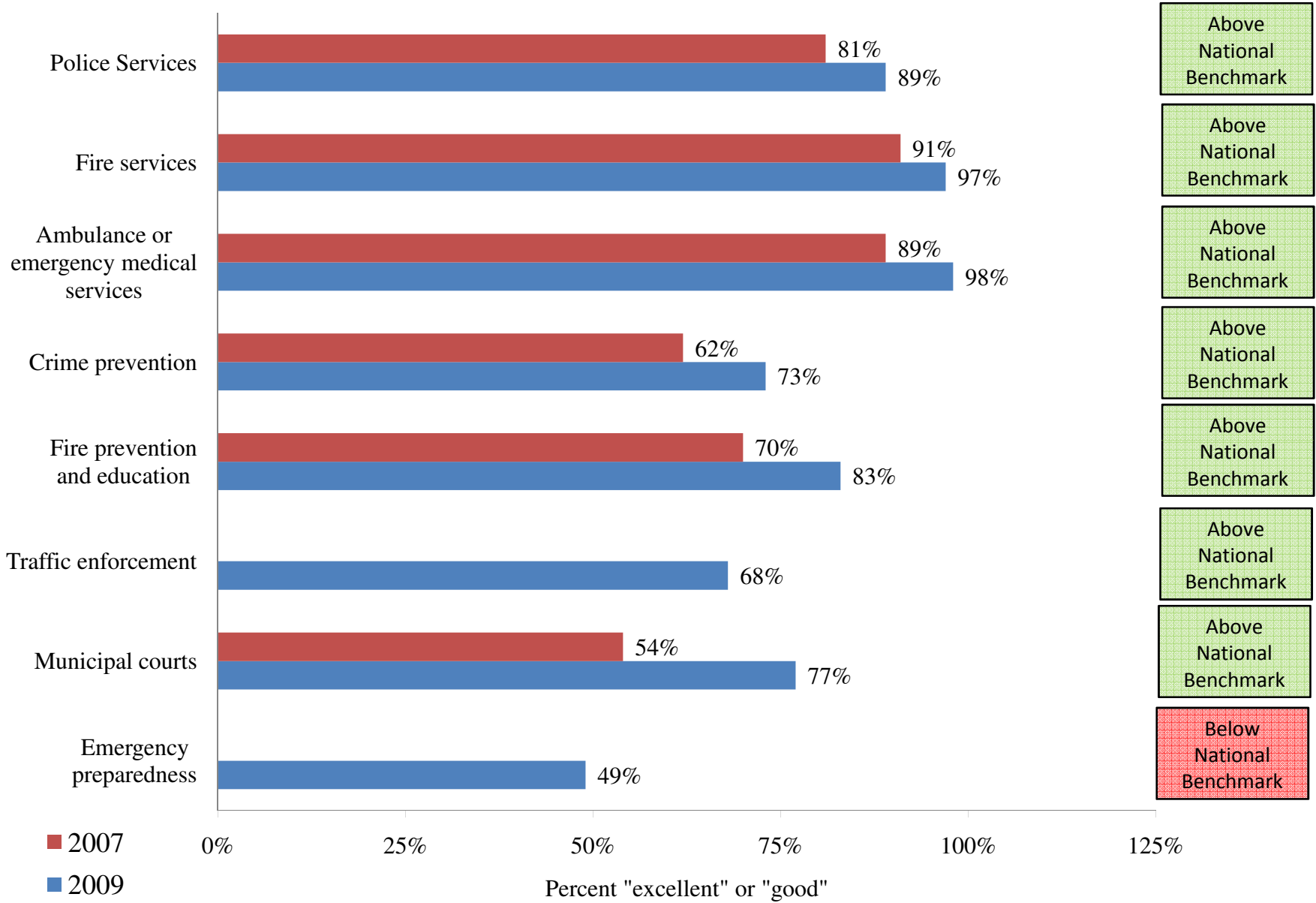
RATINGS OF COMMUNITY & PERSONAL PUBLIC SAFETY



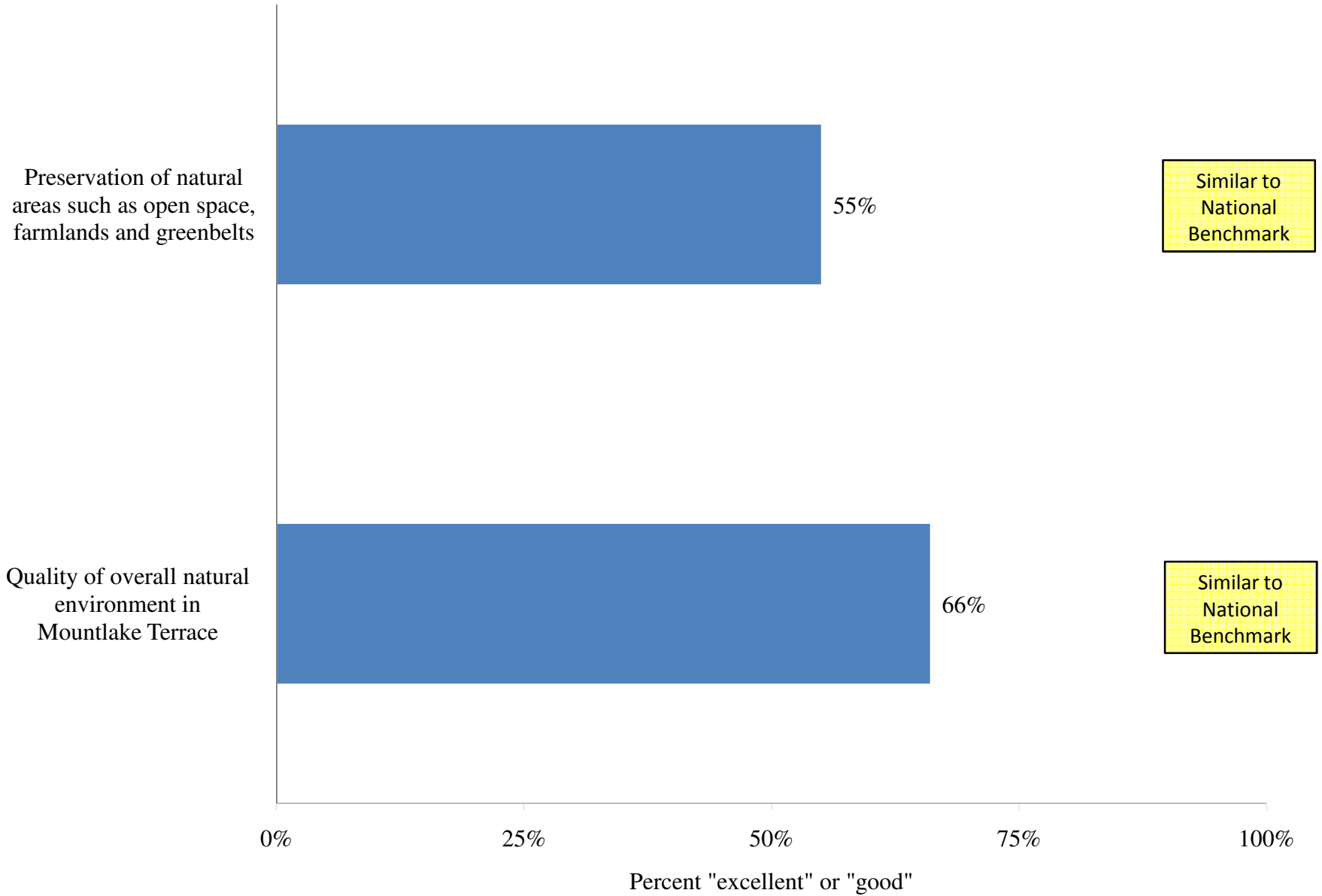
CRIME VICTIMIZATION & REPORTING



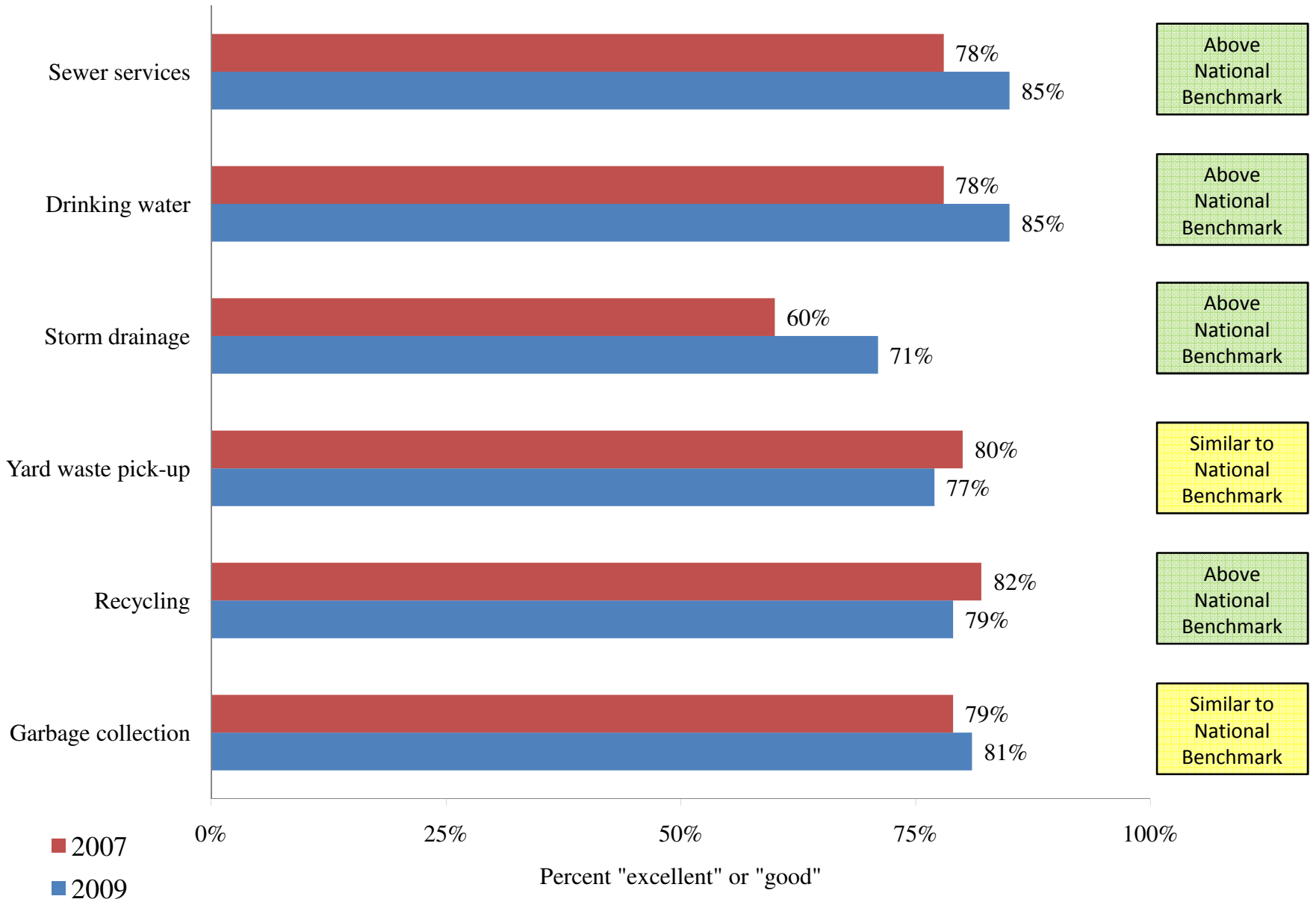
RATINGS OF PUBLIC SAFETY SERVICES



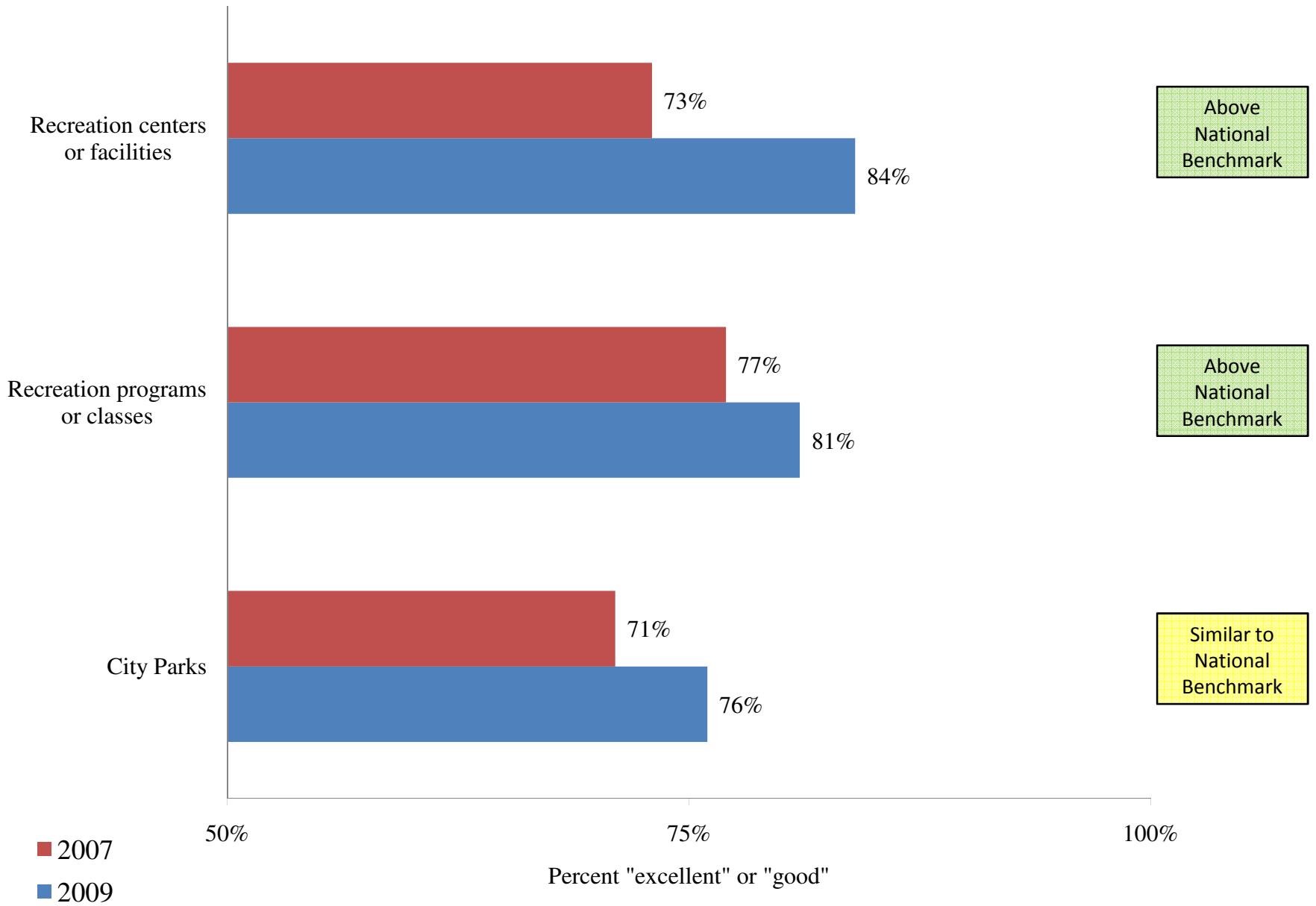
RATINGS OF MOUNTLAKE TERRACE'S NATURAL ENVIRONMENT



RATINGS OF UTILITY SERVICES

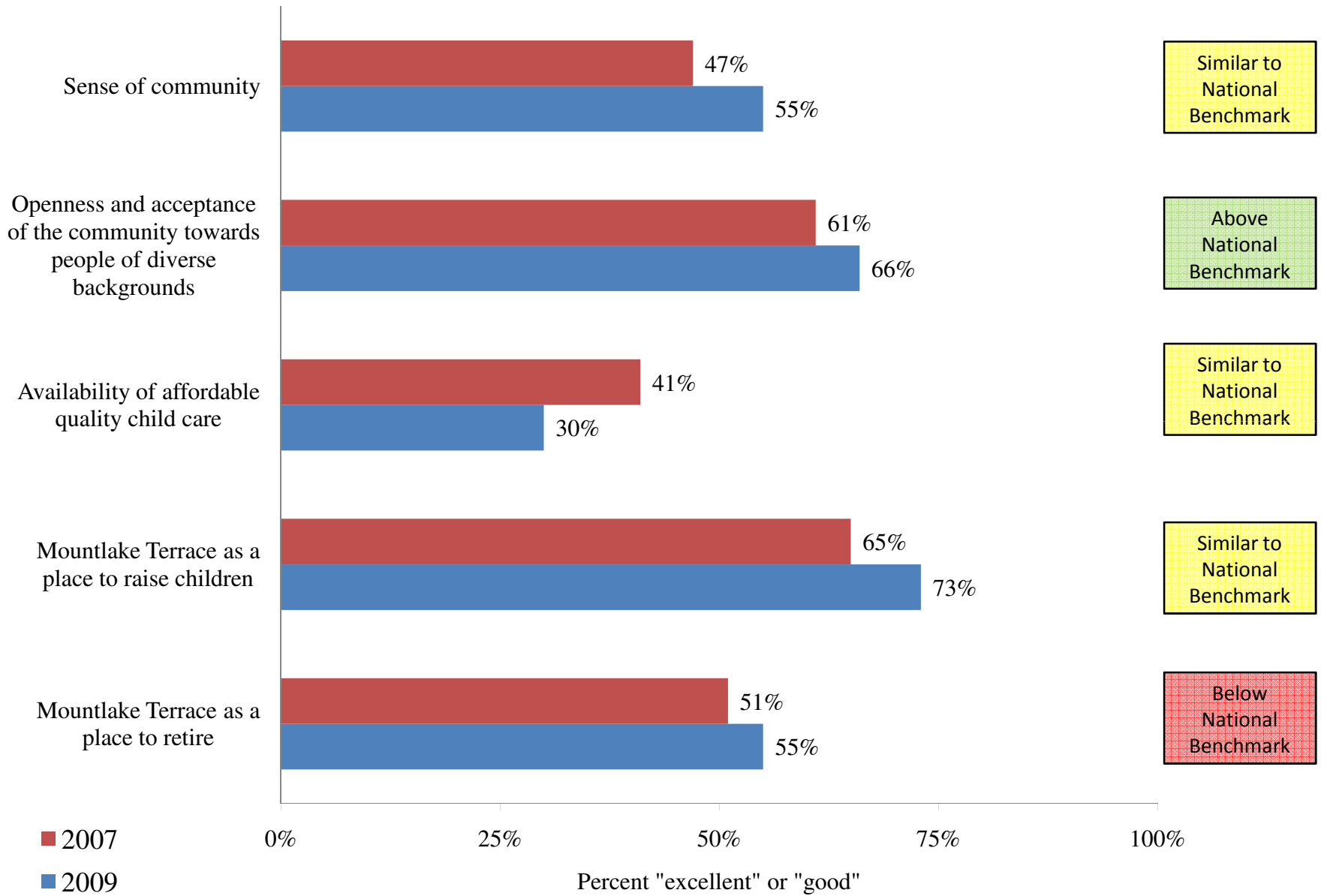


RATINGS OF PARKS & RECREATION SERVICES



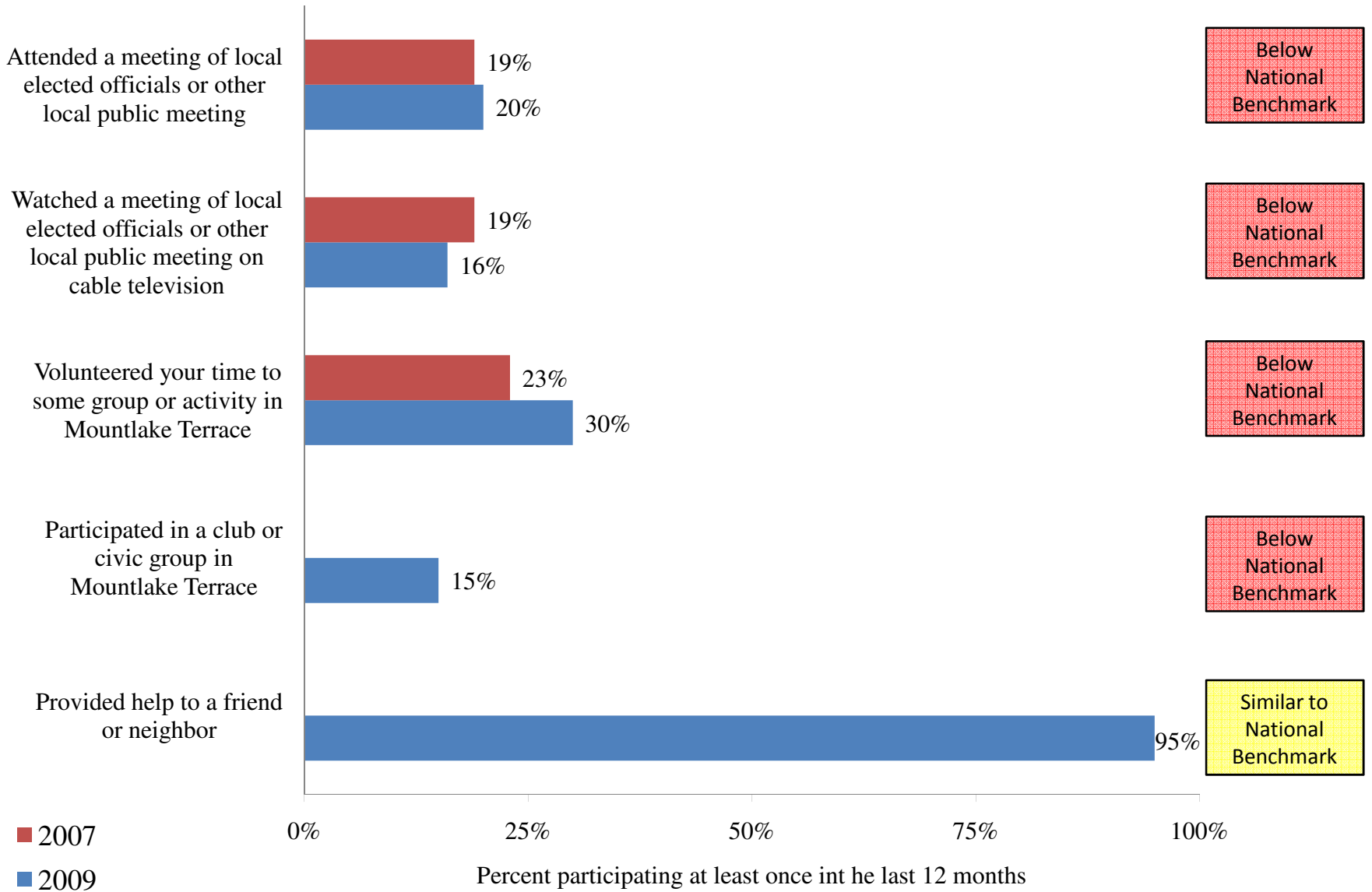
COMMUNITY INCLUSIVENESS

RATINGS OF COMMUNITY QUALITY & INCLUSIVENESS

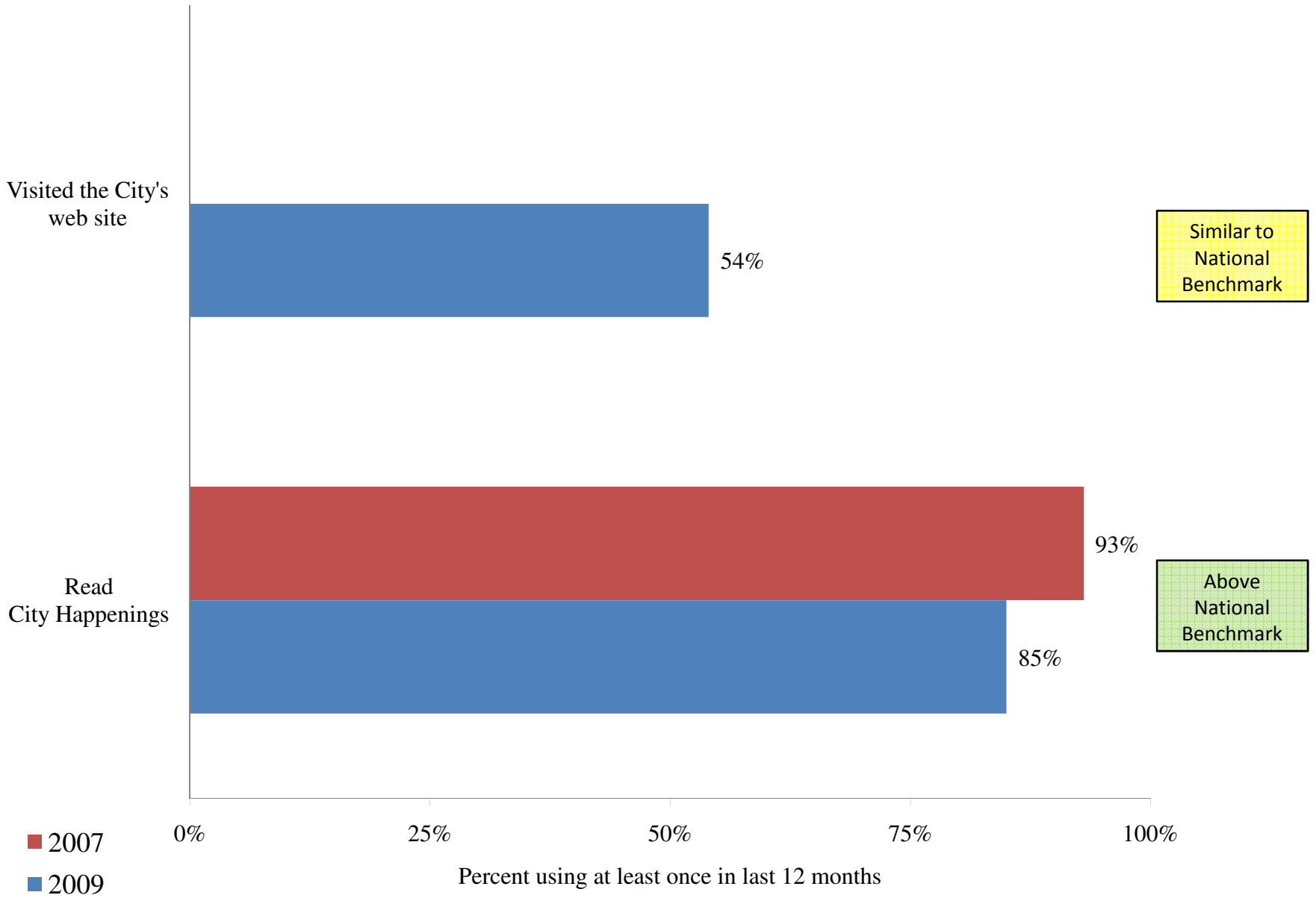


CIVIC ENGAGEMENT

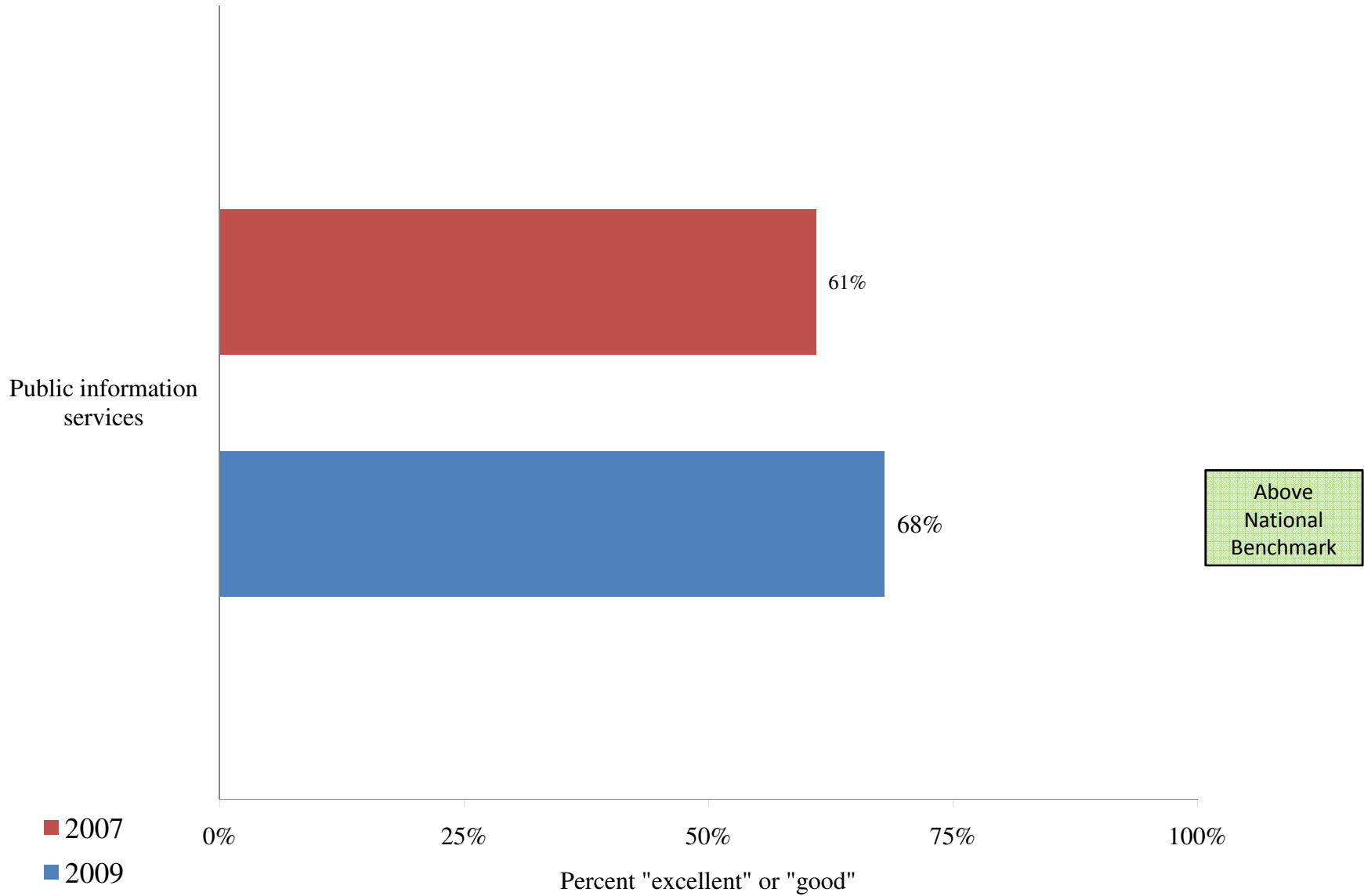
PARTICIPATION IN CIVIC ENGAGEMENT OPPORTUNITIES DURING THE YEAR



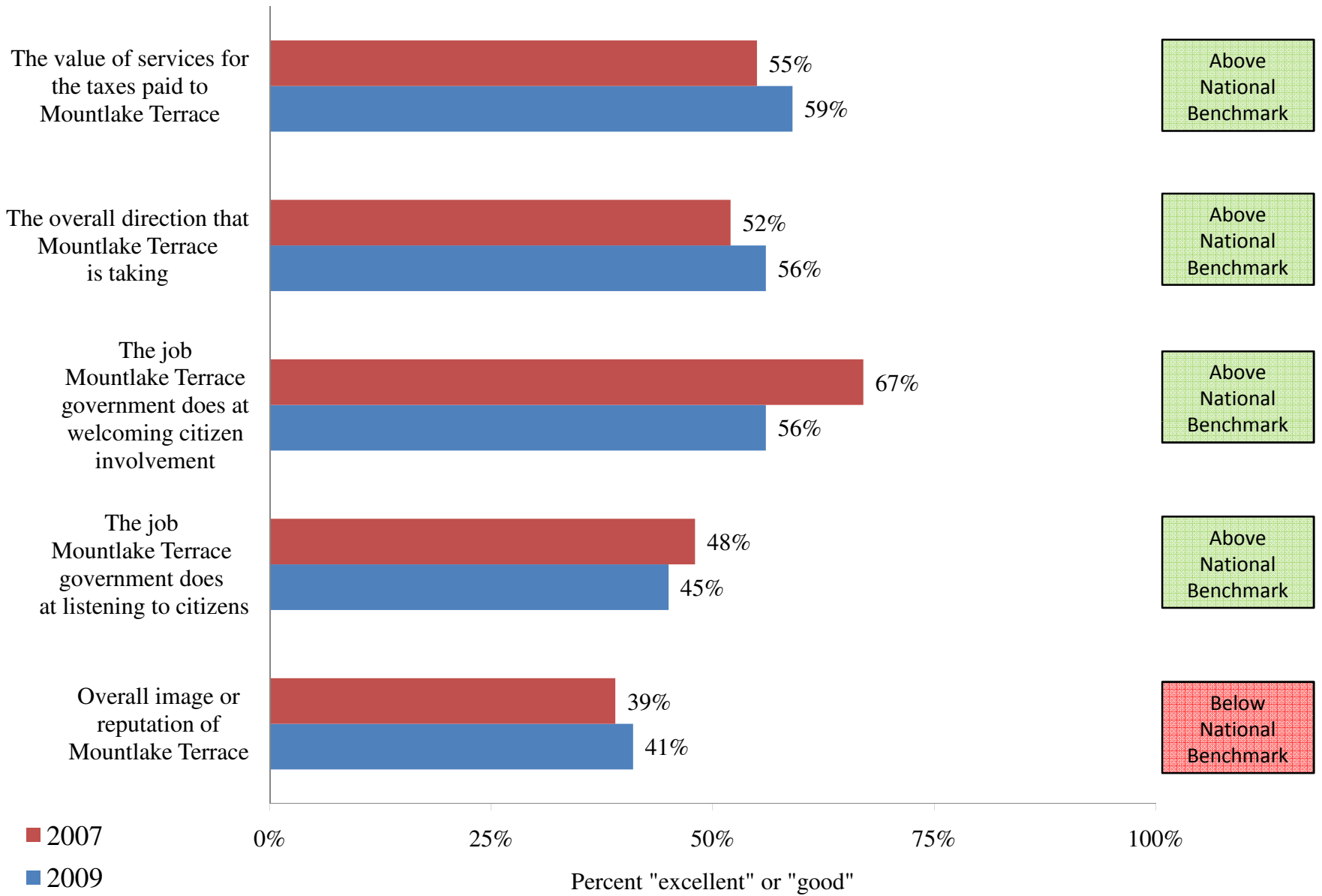
USE OF INFORMATION SERVICES



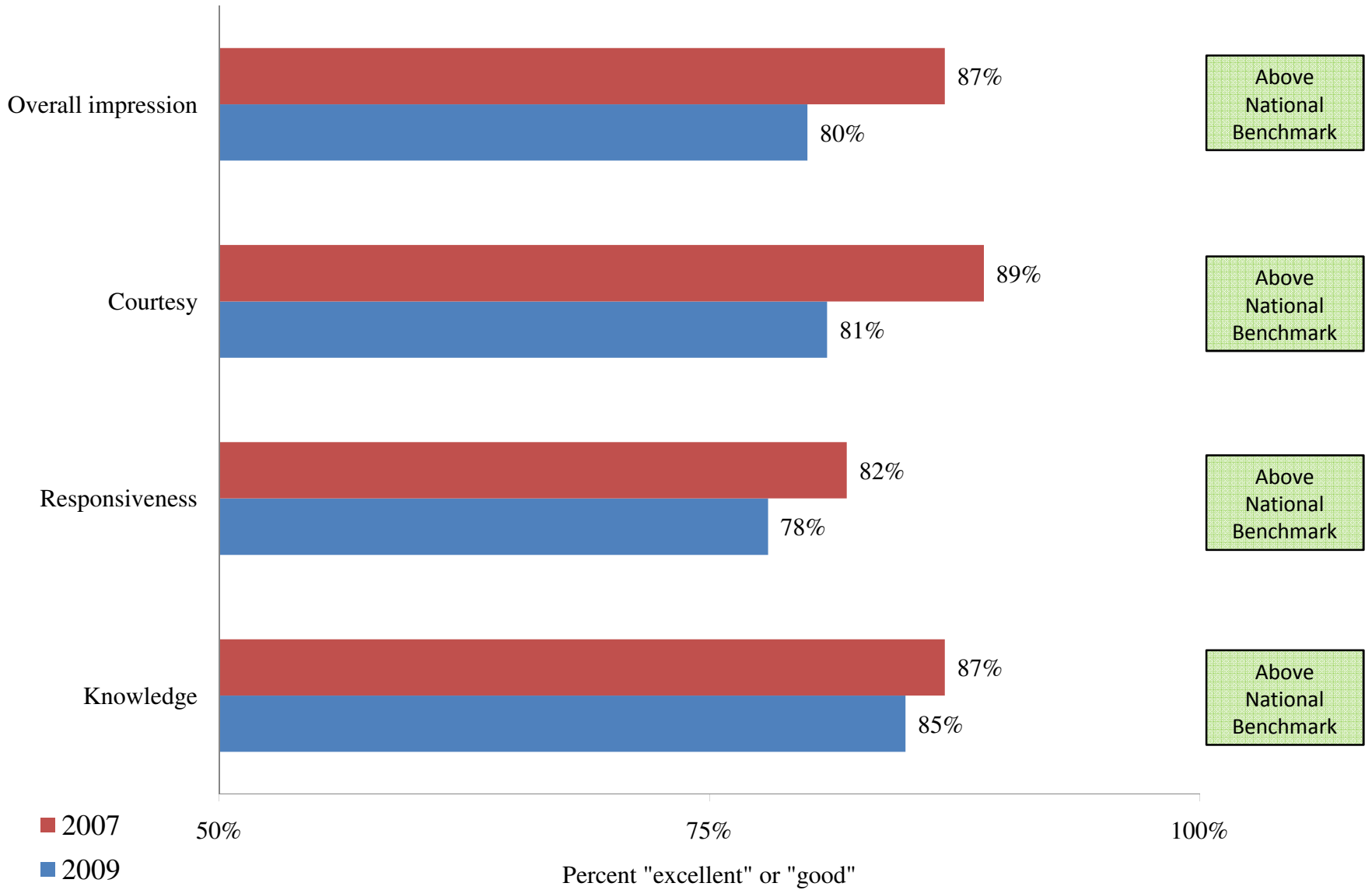
RATINGS OF MOUNTLAKE TERRACE'S MEDIA SERVICES & INFORMATION DISSEMINATION



PUBLIC TRUST



RATINGS OF CITY EMPLOYEES (AMONG THOSE WHO HAD CONTACT)



NRC Recommendation

- NRC's "Key Driver Analysis (KDA)"
- Correlates residents' perceptions with key services
- Recommendations from NRC:
 - Street cleaning
 - Traffic signal timing
 - Traffic enforcement