



2013 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
 - 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 and 2011 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 1,200 Mountlake Terrace residences.
- NRC received 264 responses
 - This is a response rate of 22 percent, which is lower than the 29 percent response rate in 2011, 28 percent response rate in 2009 and 23 percent response rate in 2007.
- The results provide a confident 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, 2009 and 2011.
 - The results also show that the City 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

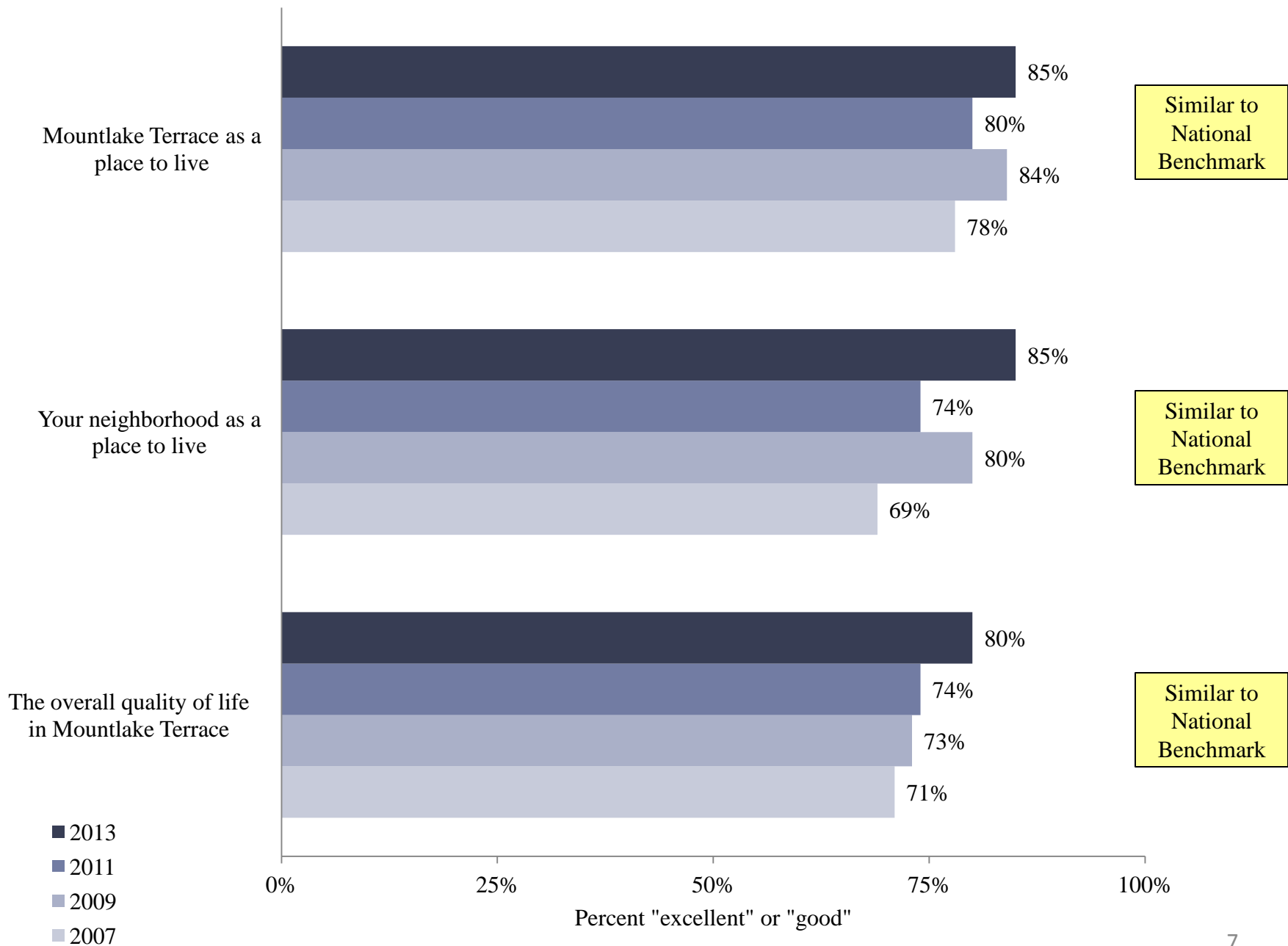
Value of services

Direction of community

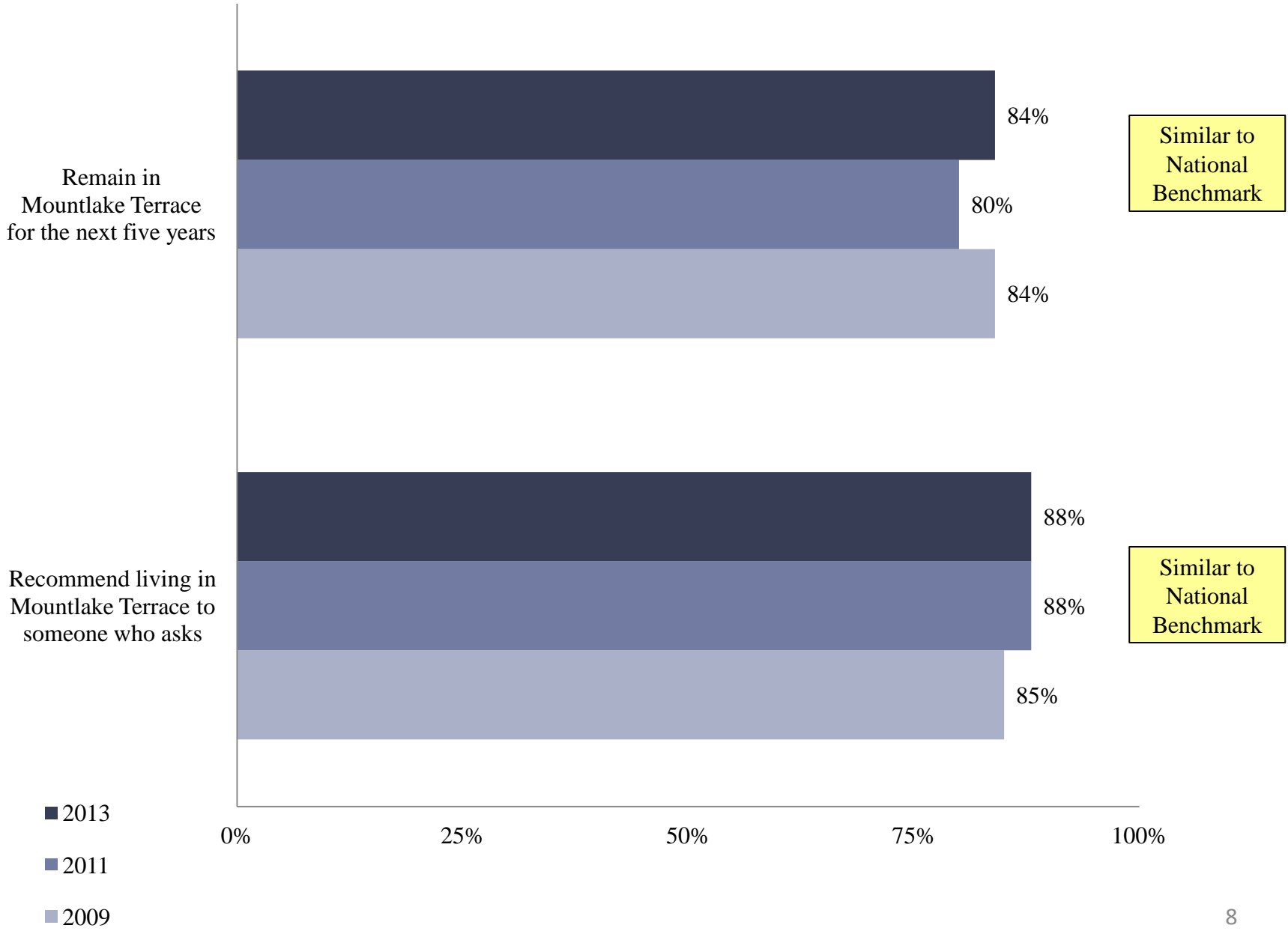
Citizen involvement

Employees

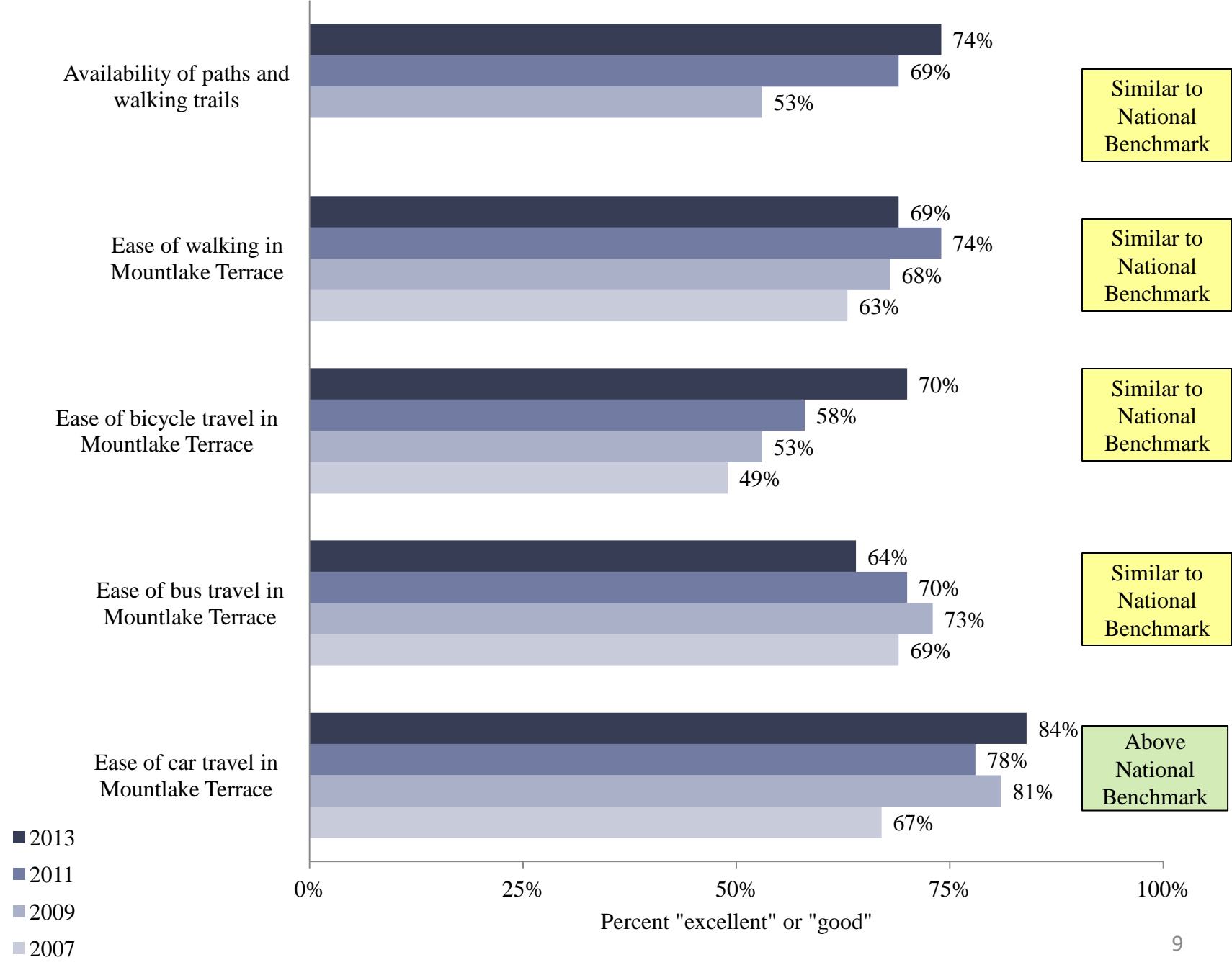
RATINGS OF OVERALL COMMUNITY QUALITY



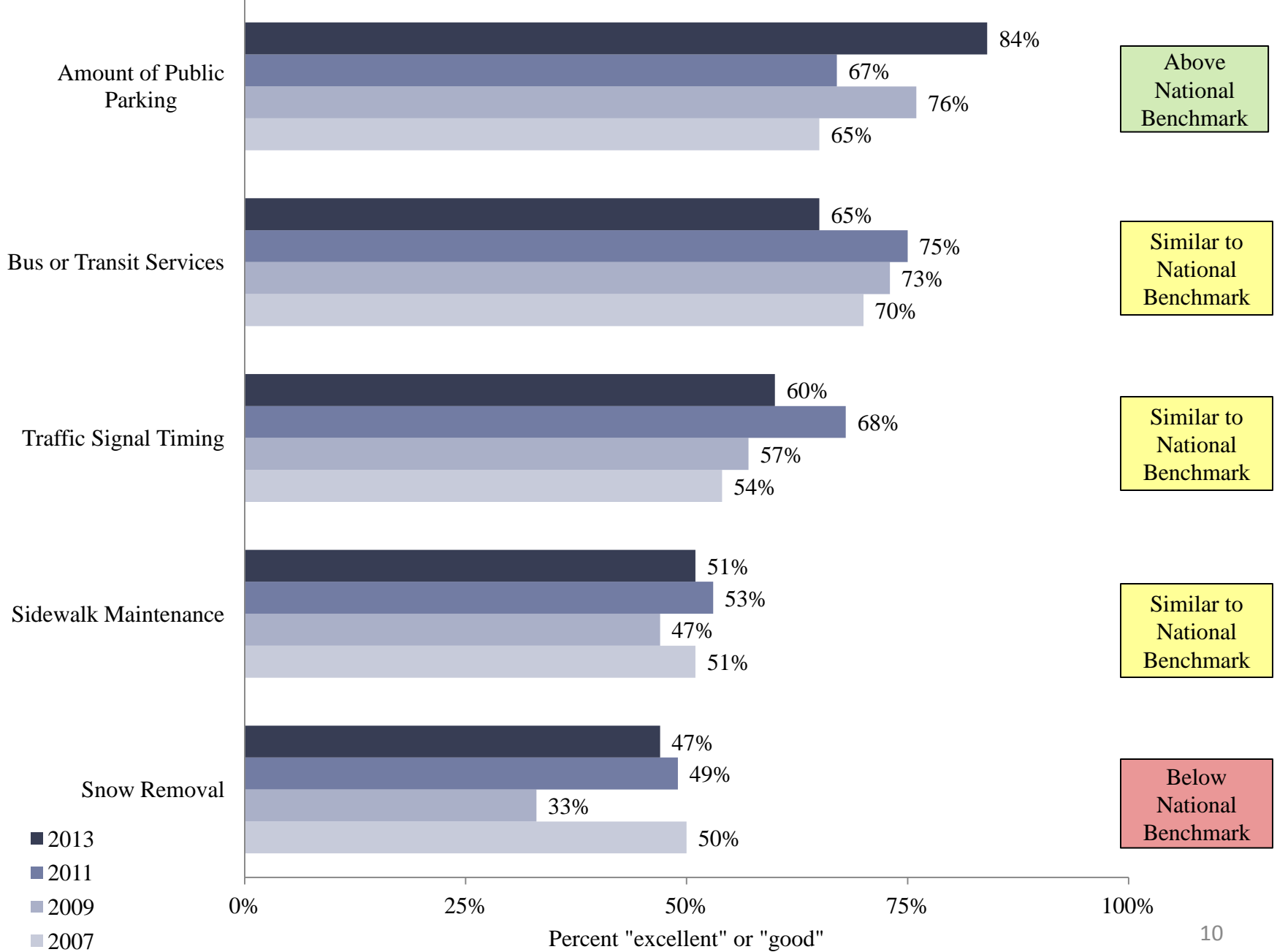
LIKELIHOOD OF REMAINING IN AND RECOMMENDING MOUNTLAKE TERRACE



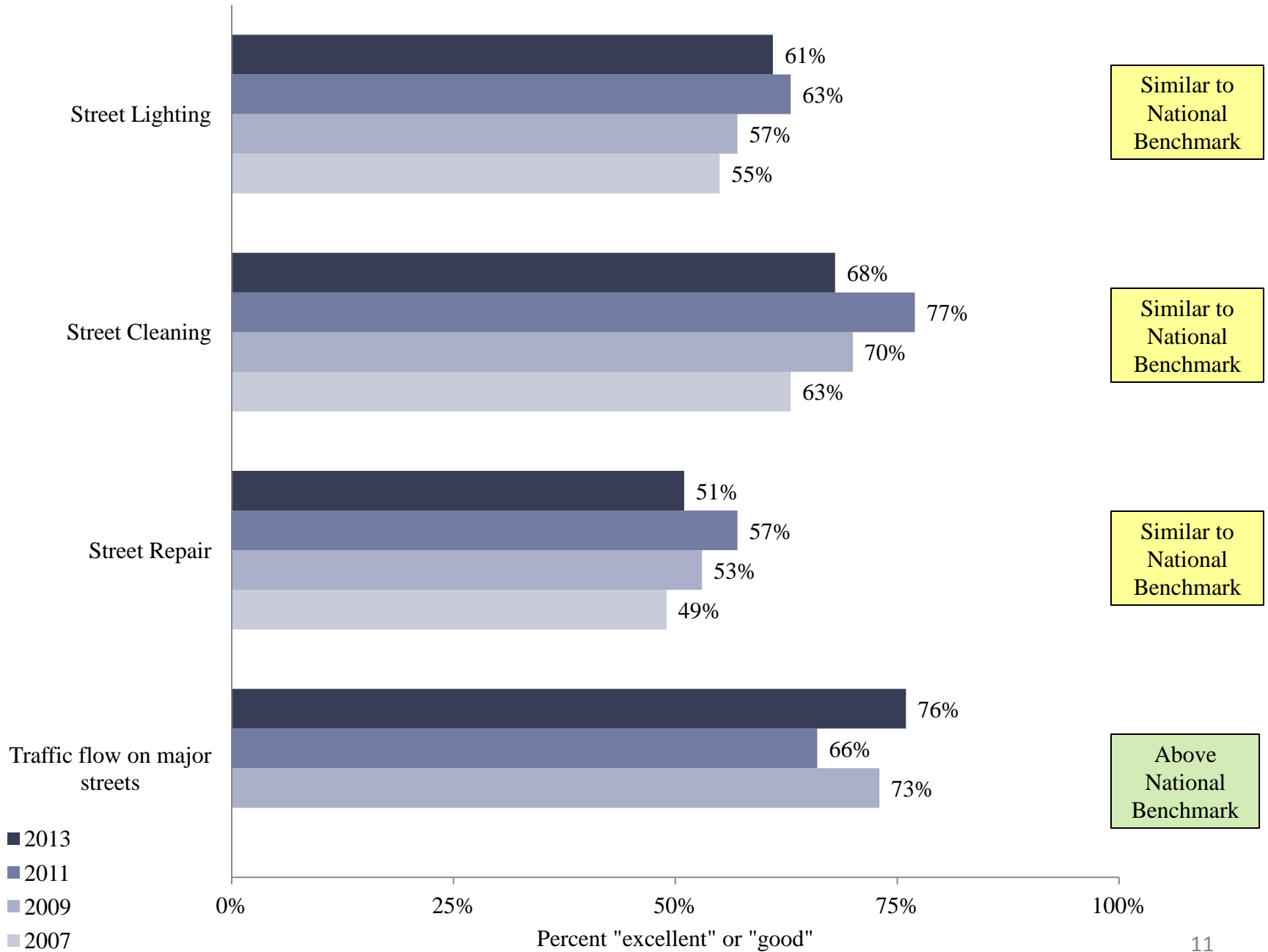
MOBILITY



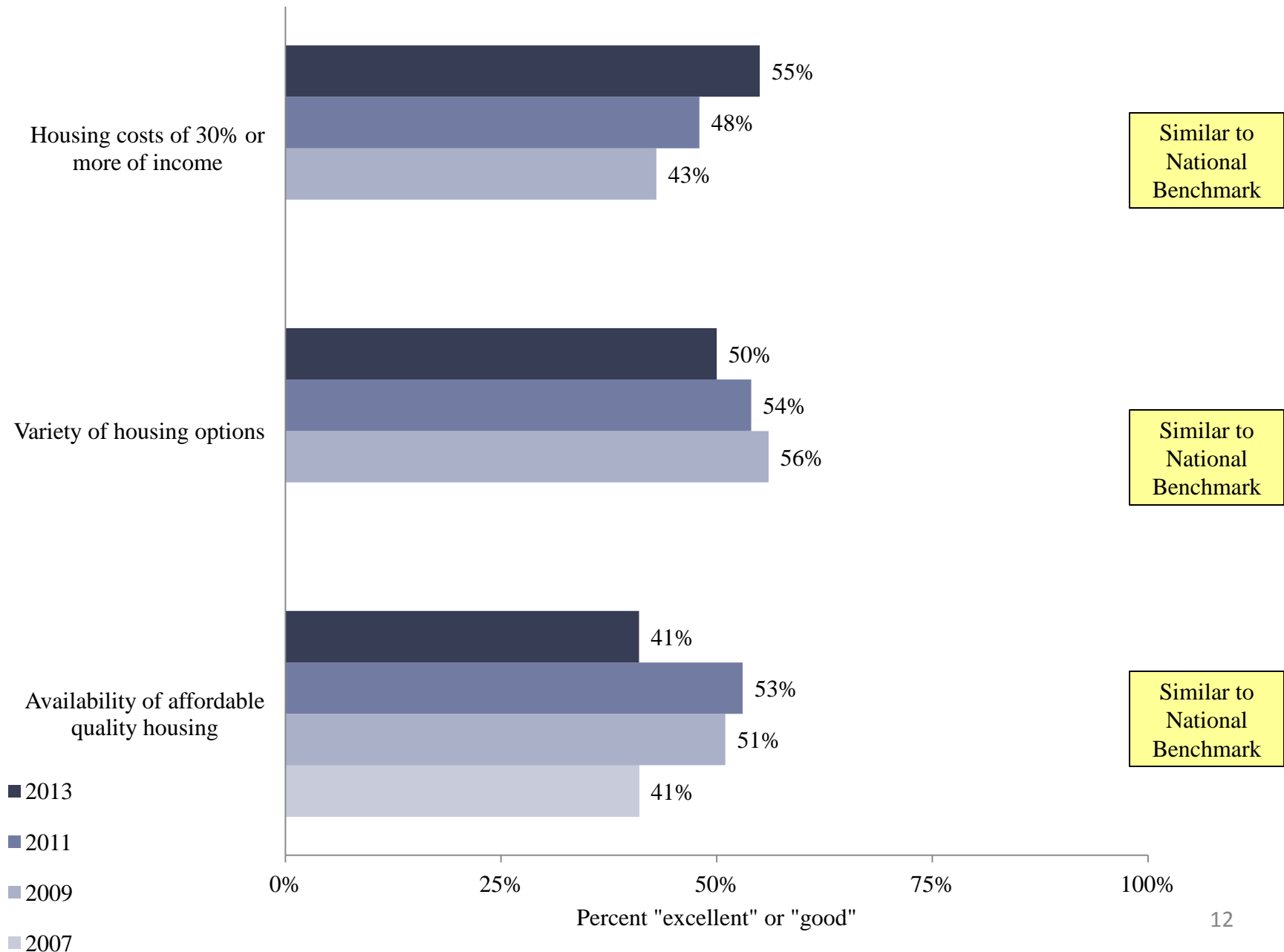
RATINGS OF TRANSPORTATION & PARKING SERVICES



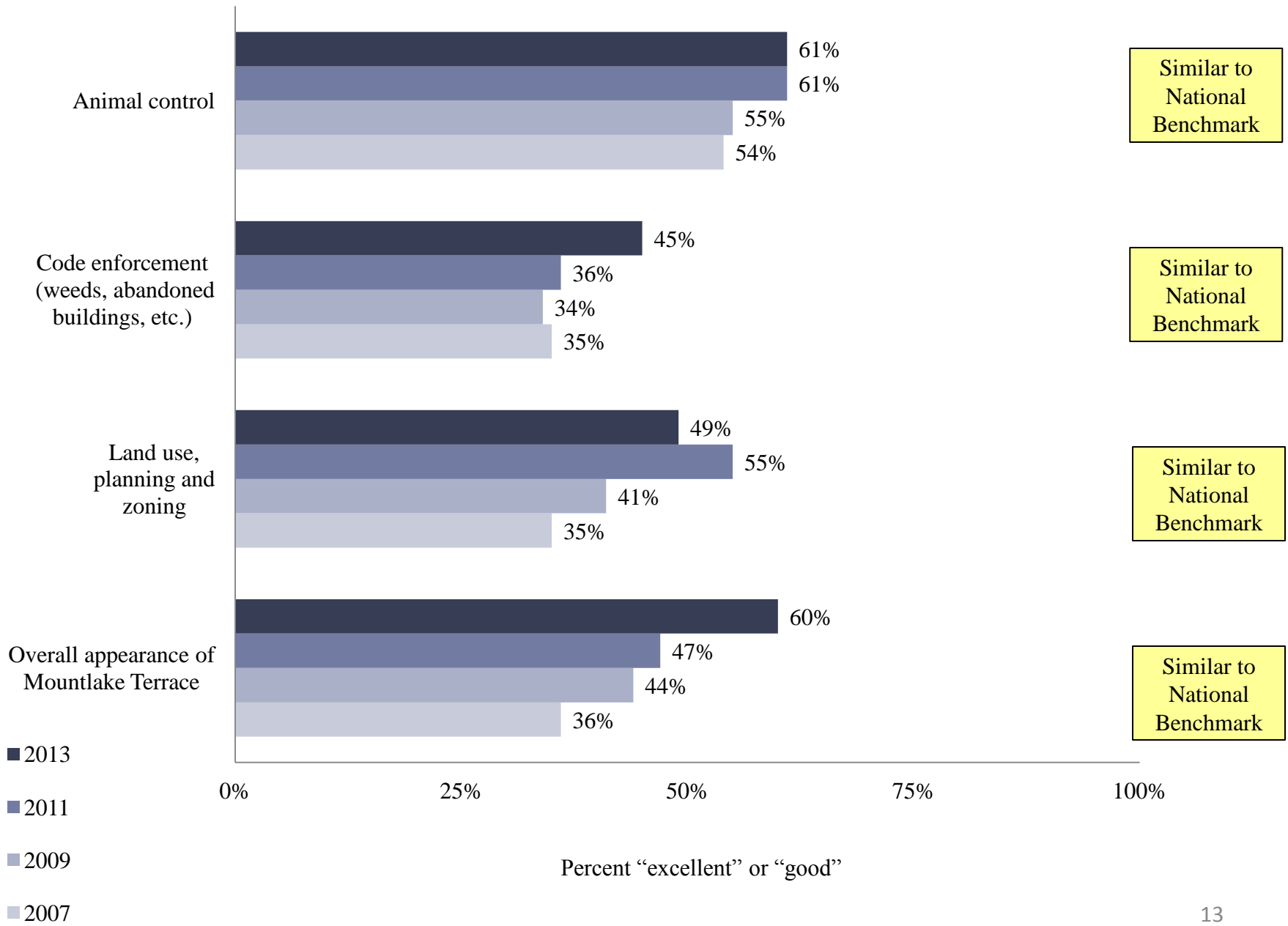
RATINGS OF STREET SERVICES



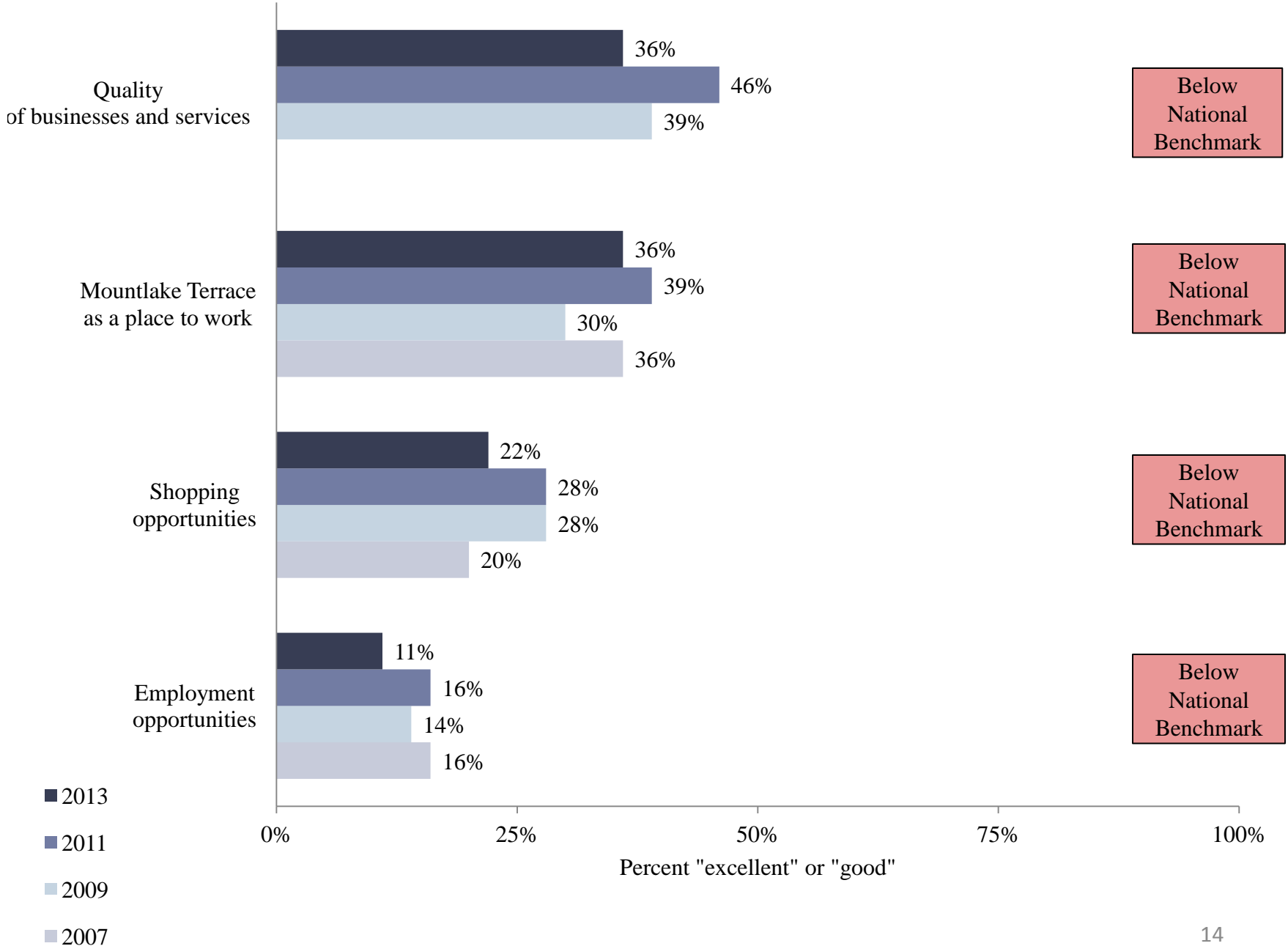
RATING OF HOUSING IN MOUNTLAKE TERRACE



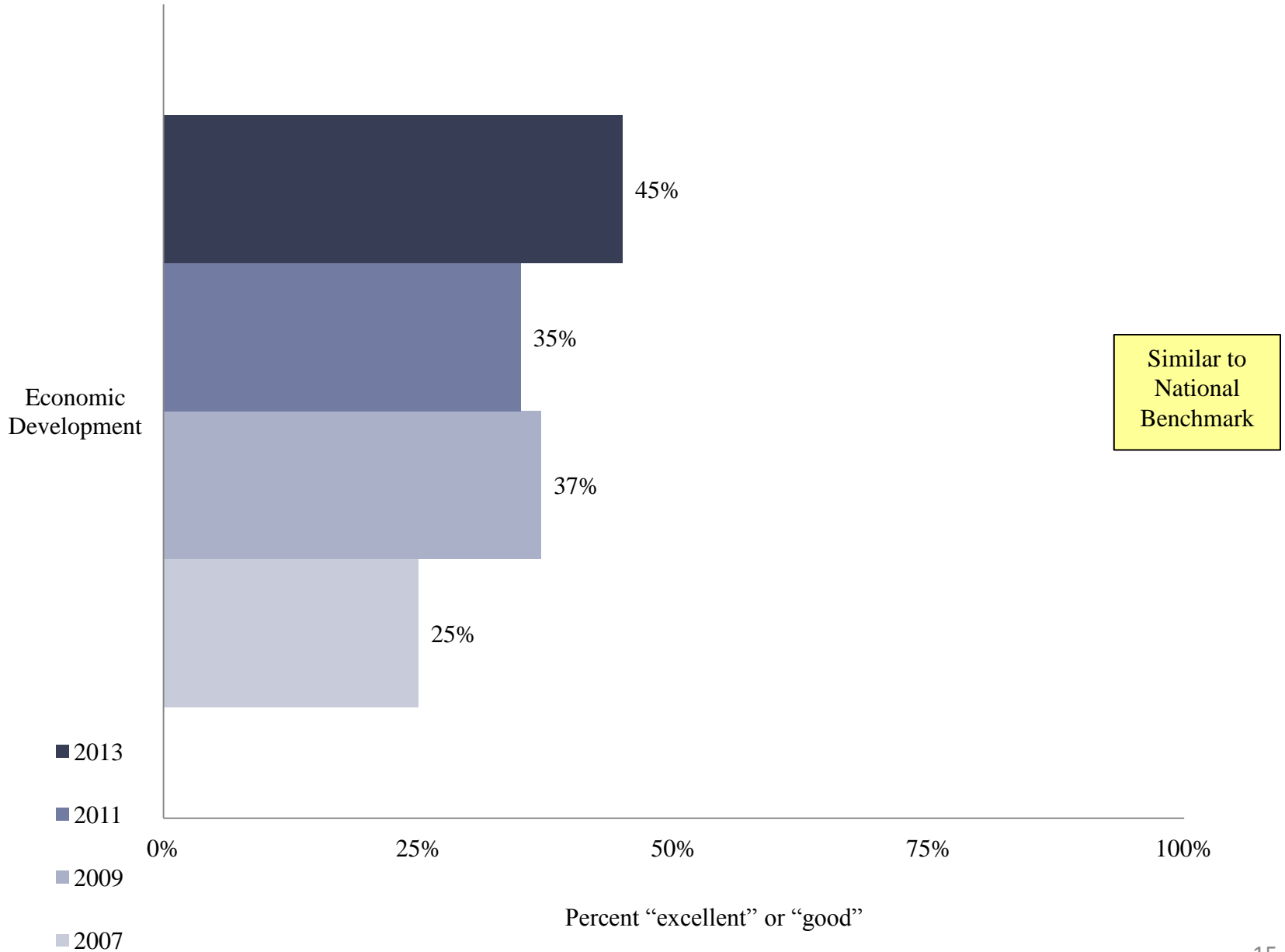
RATING OF MOUNTLAKE TERRACE'S OVERALL APPEARANCE



RATINGS OF ECONOMIC SUSTAINABILITY AND OPPORTUNITIES

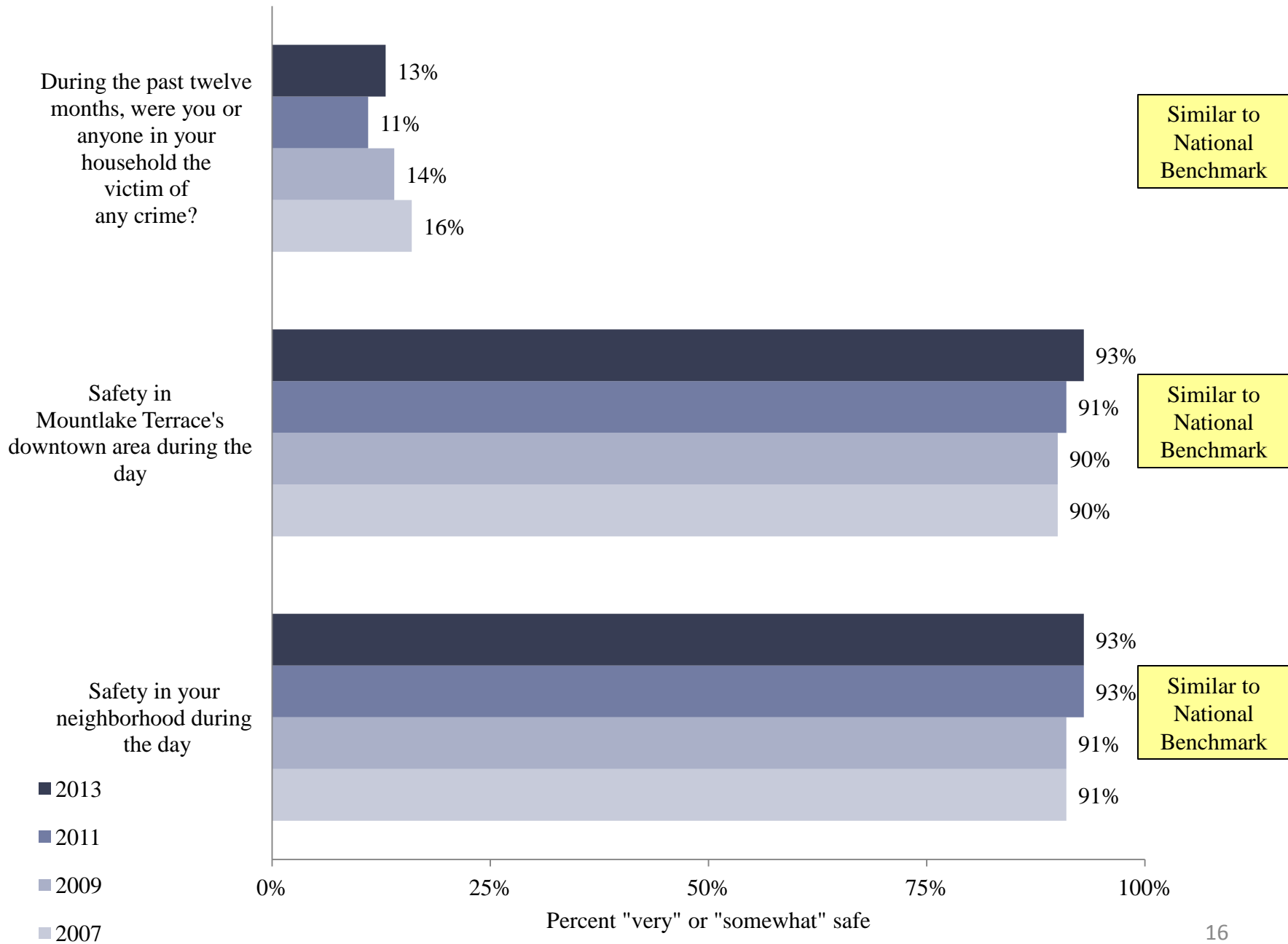


RATINGS OF ECONOMIC DEVELOPMENT SERVICES

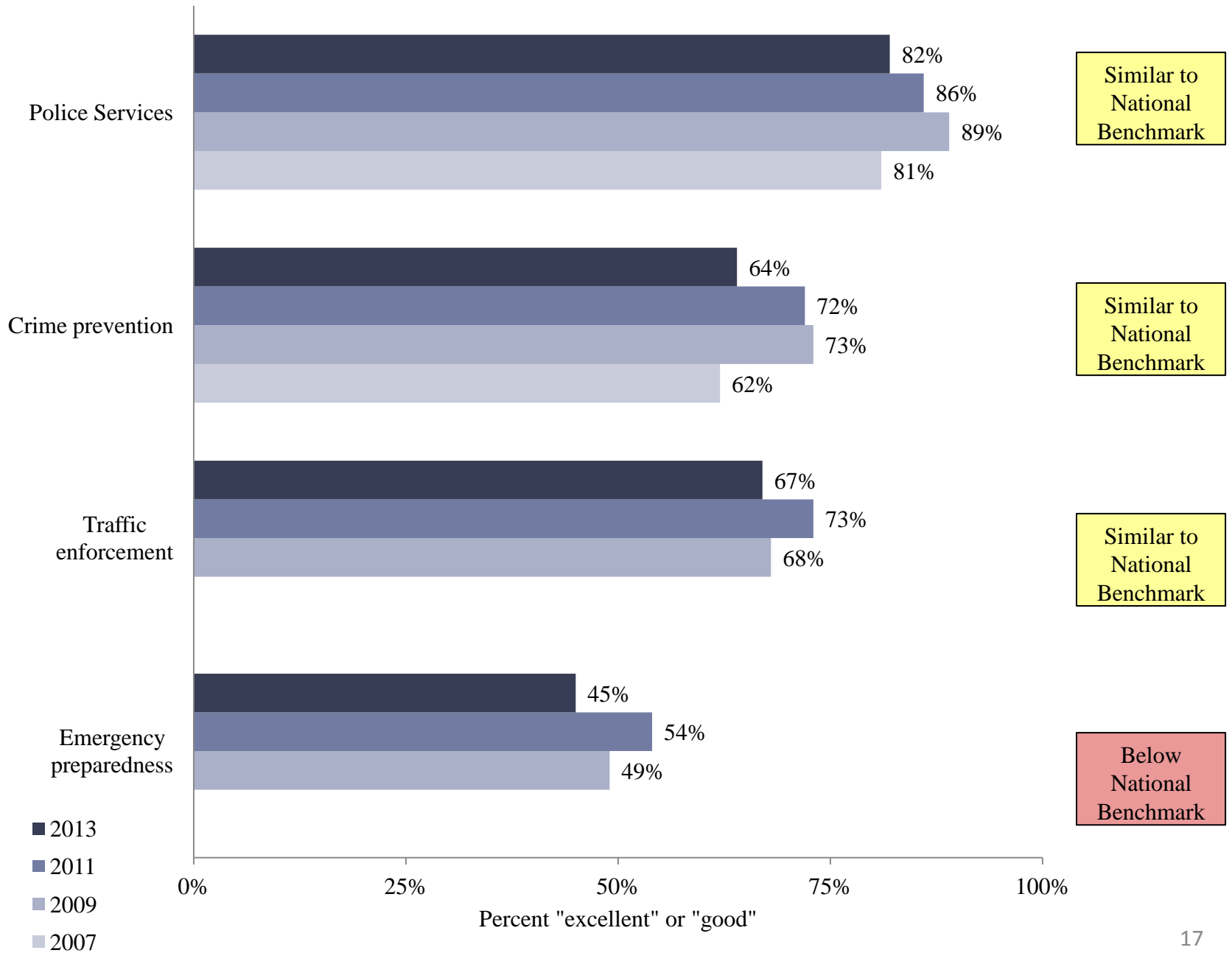


RATINGS OF COMMUNITY & PERSONAL PUBLIC SAFETY

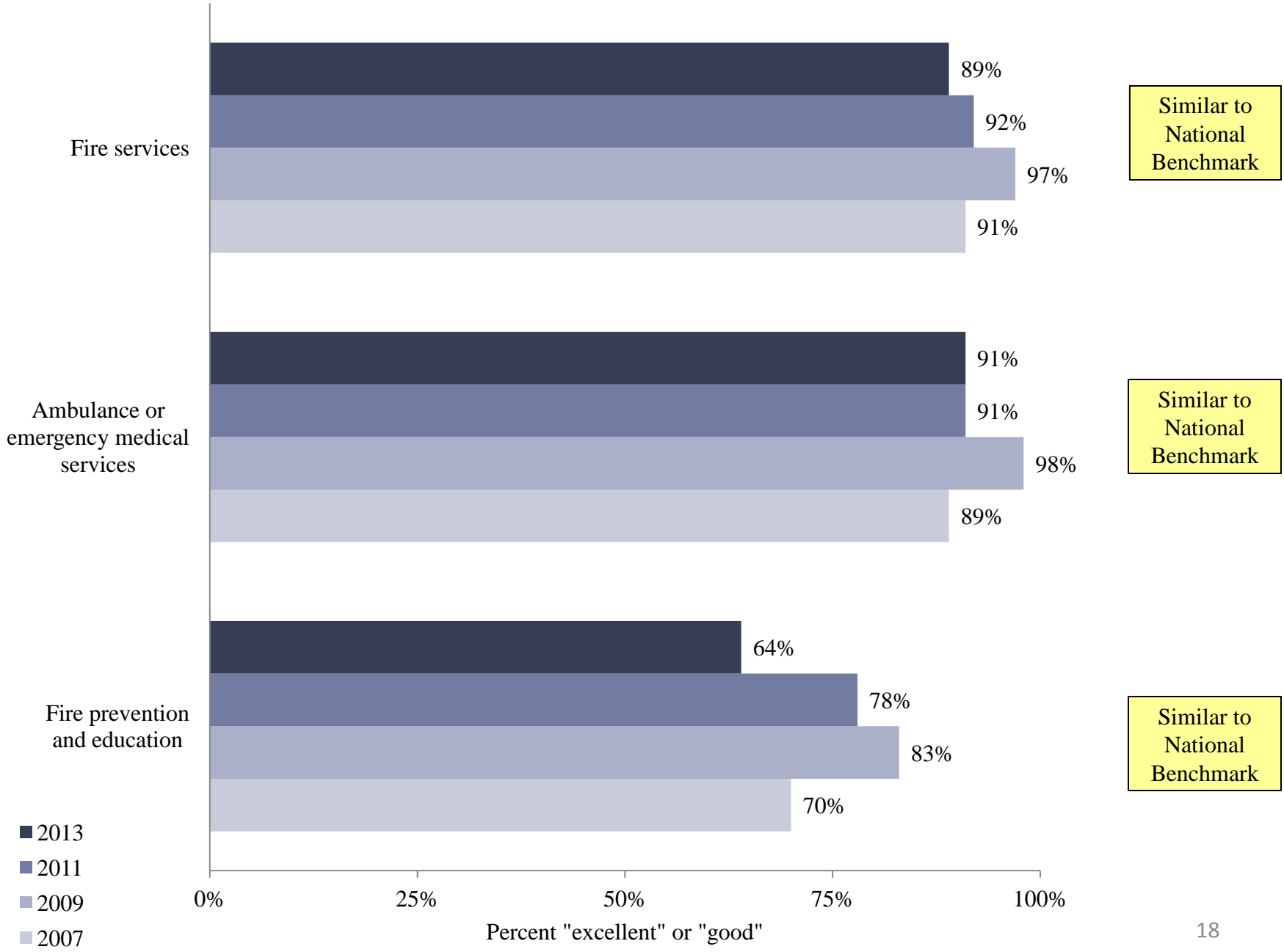
PUBLIC SAFETY



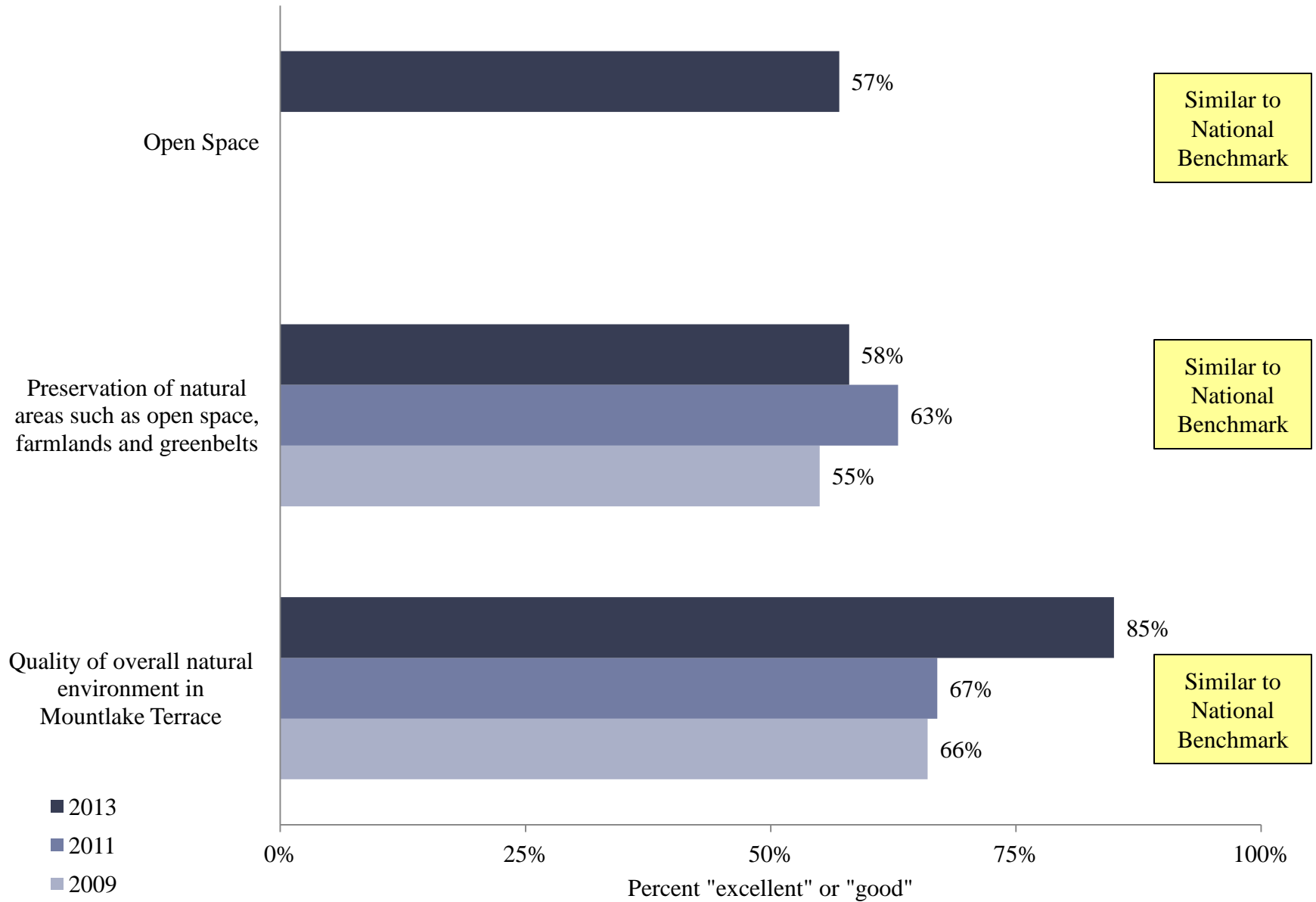
RATINGS OF PUBLIC SAFETY SERVICES



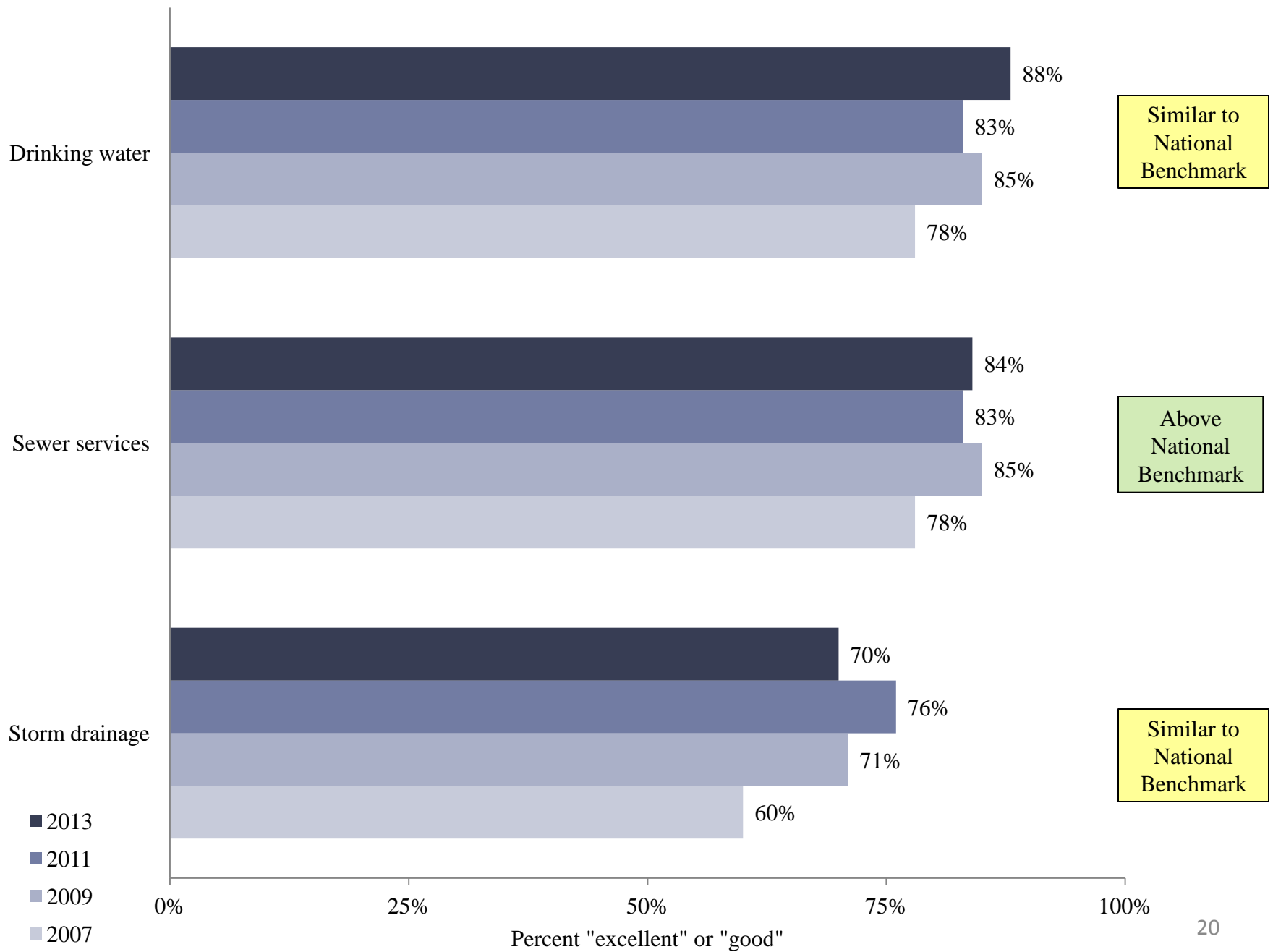
RATINGS OF PUBLIC SAFETY SERVICES



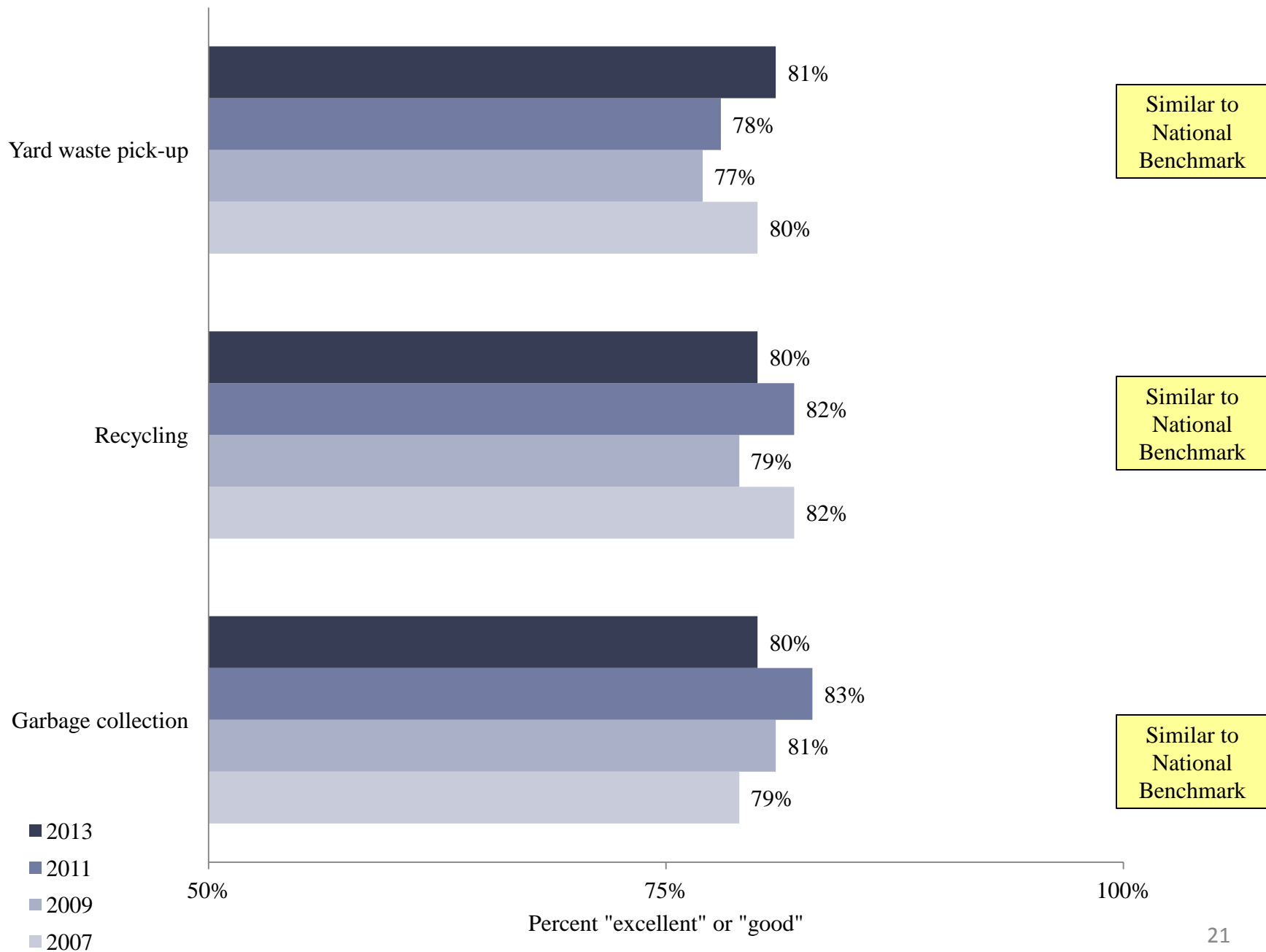
RATINGS OF MOUNTLAKE TERRACE'S NATURAL ENVIRONMENT



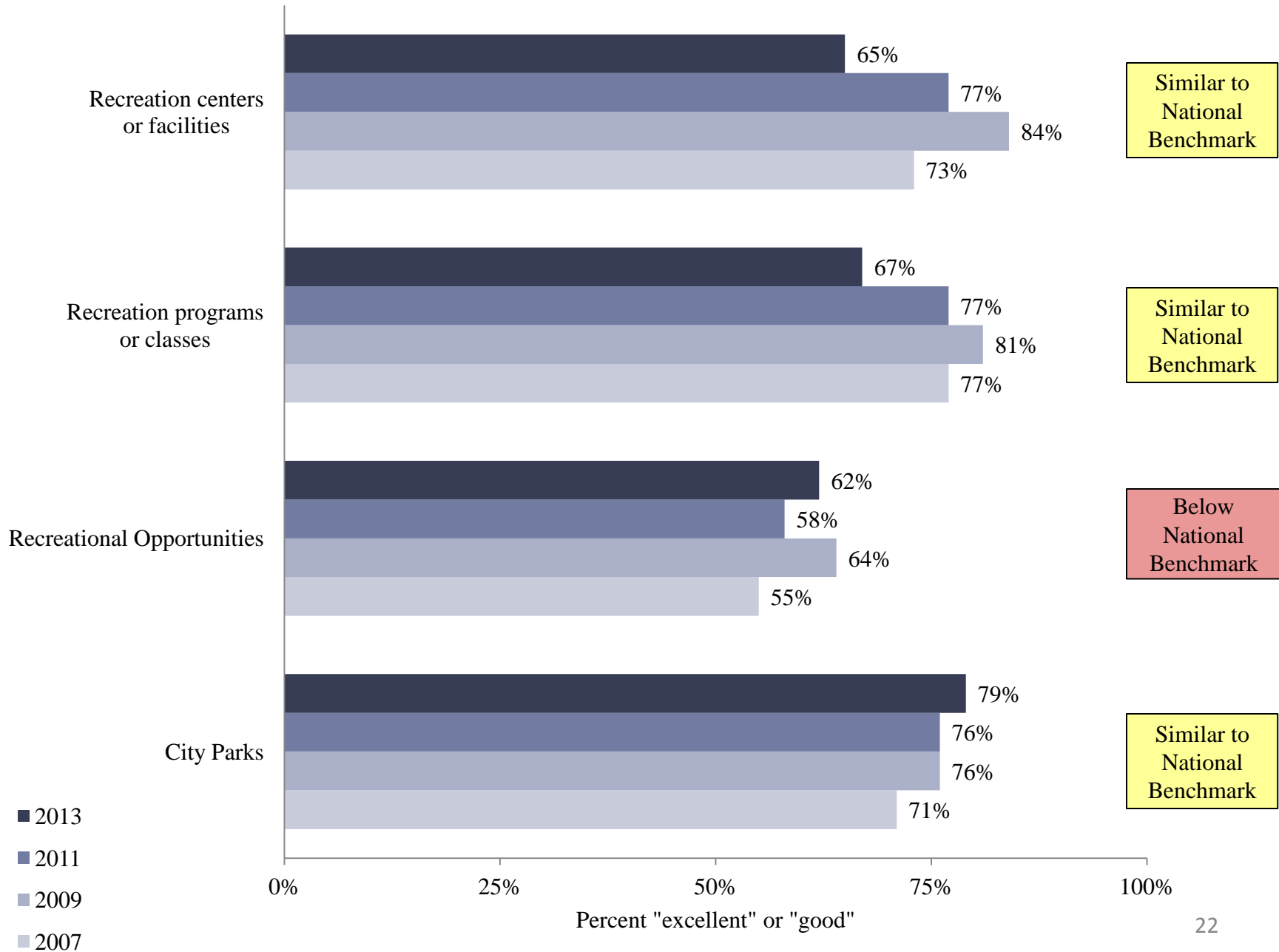
RATINGS OF UTILITY SERVICES



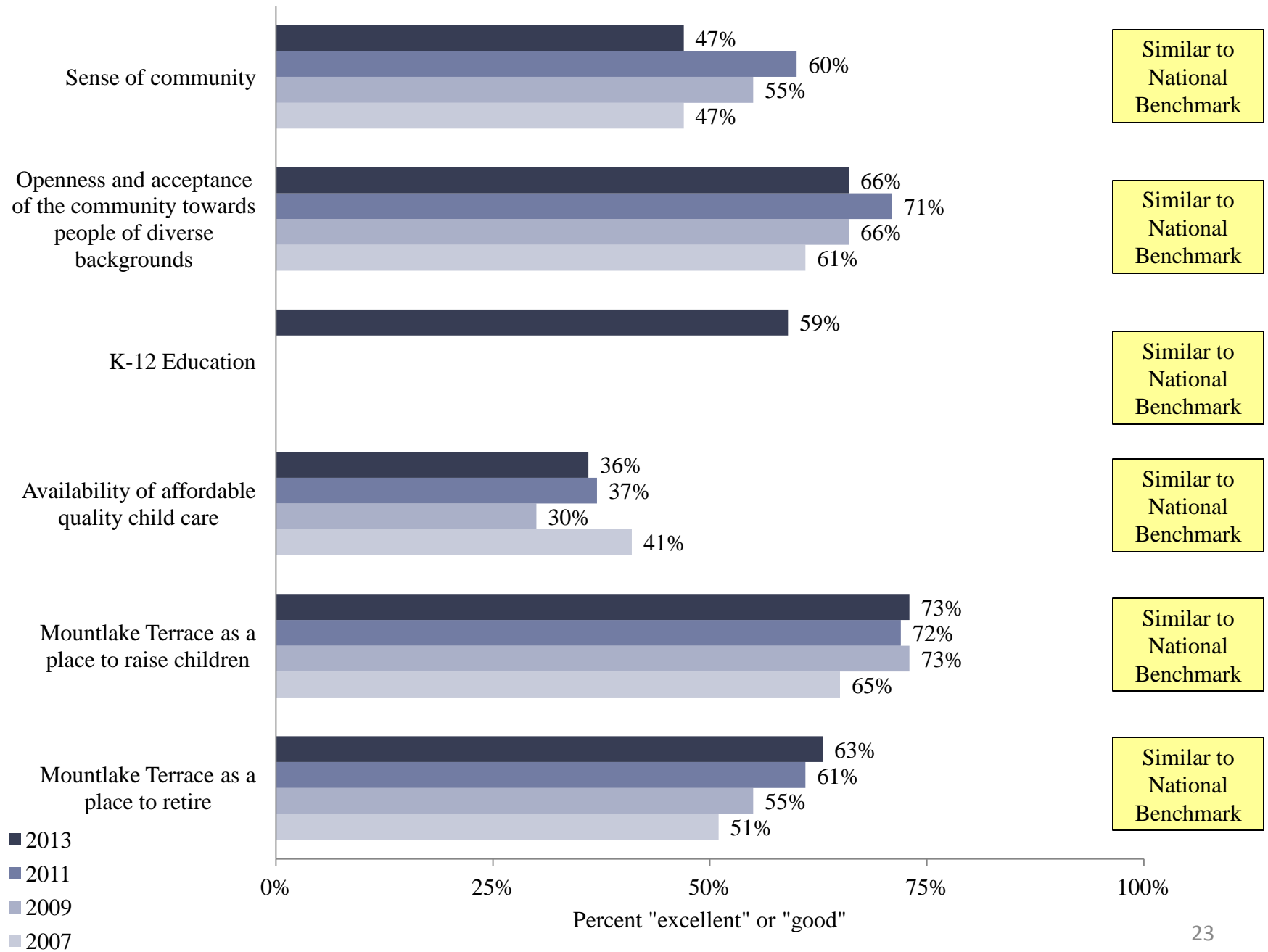
RATINGS OF UTILITY SERVICES



RATINGS OF PARKS & RECREATION SERVICES

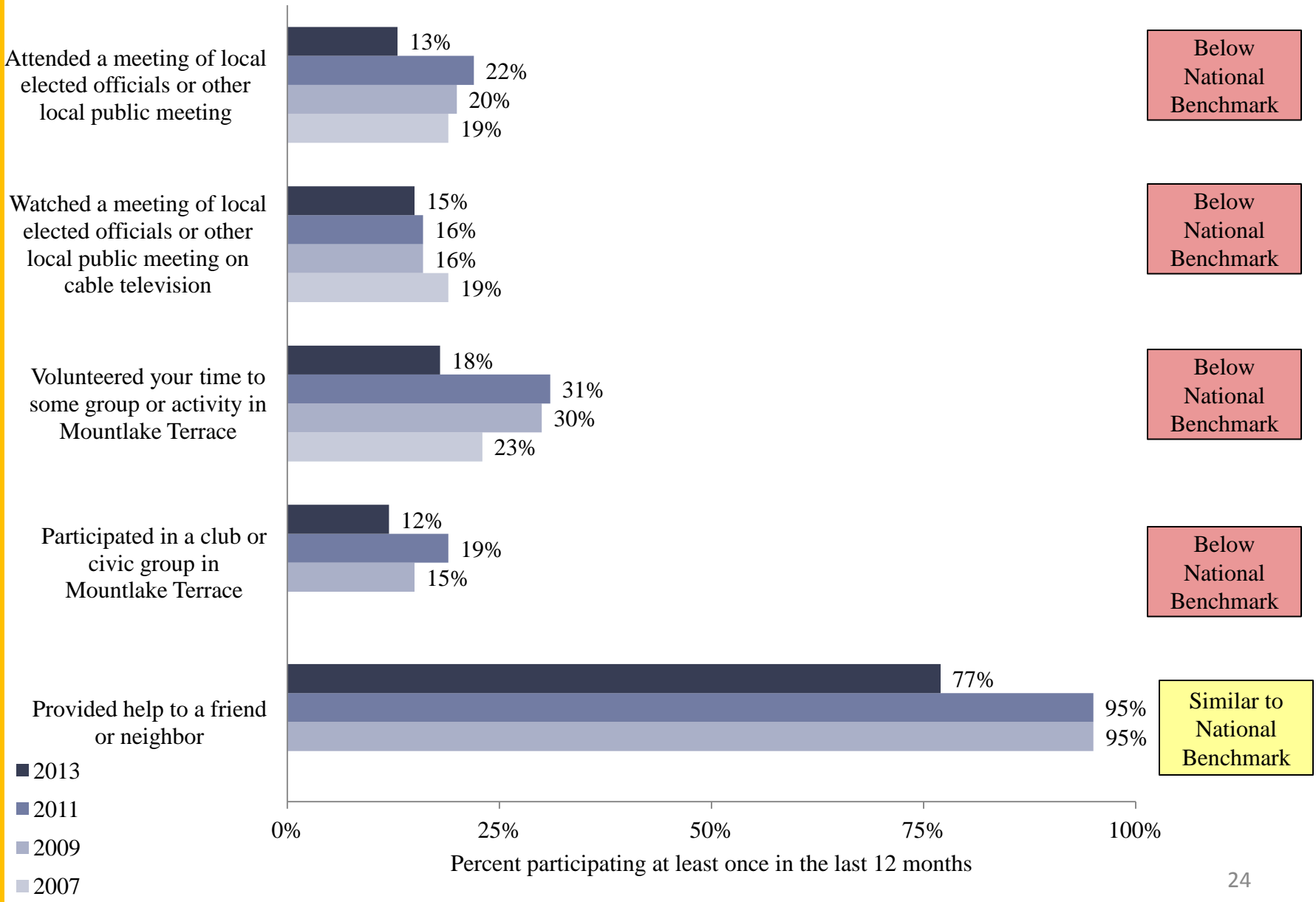


RATINGS OF COMMUNITY QUALITY & INCLUSIVENESS

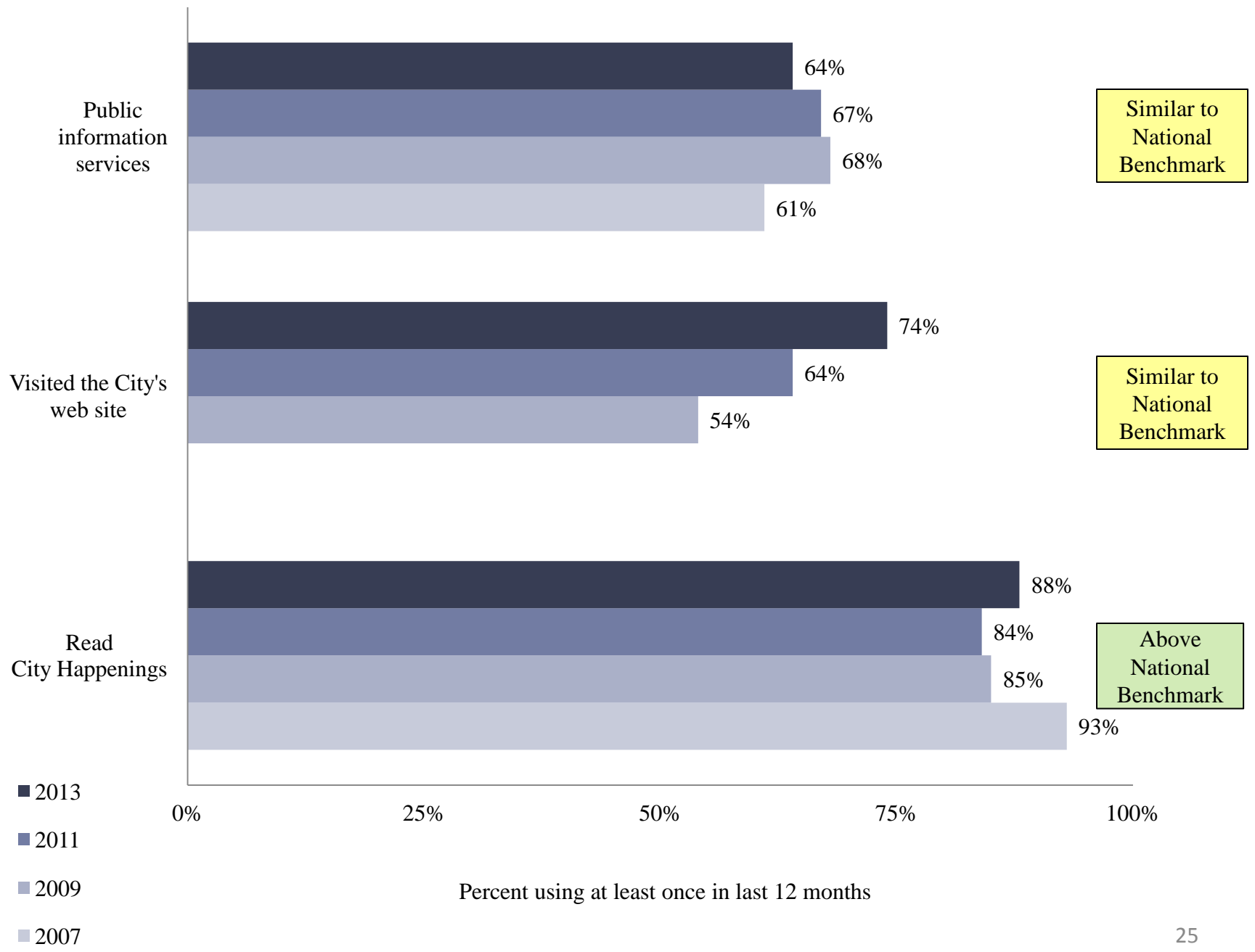


PARTICIPATION IN CIVIC ENGAGEMENT OPPORTUNITIES DURING THE YEAR

CIVIC ENGAGEMENT

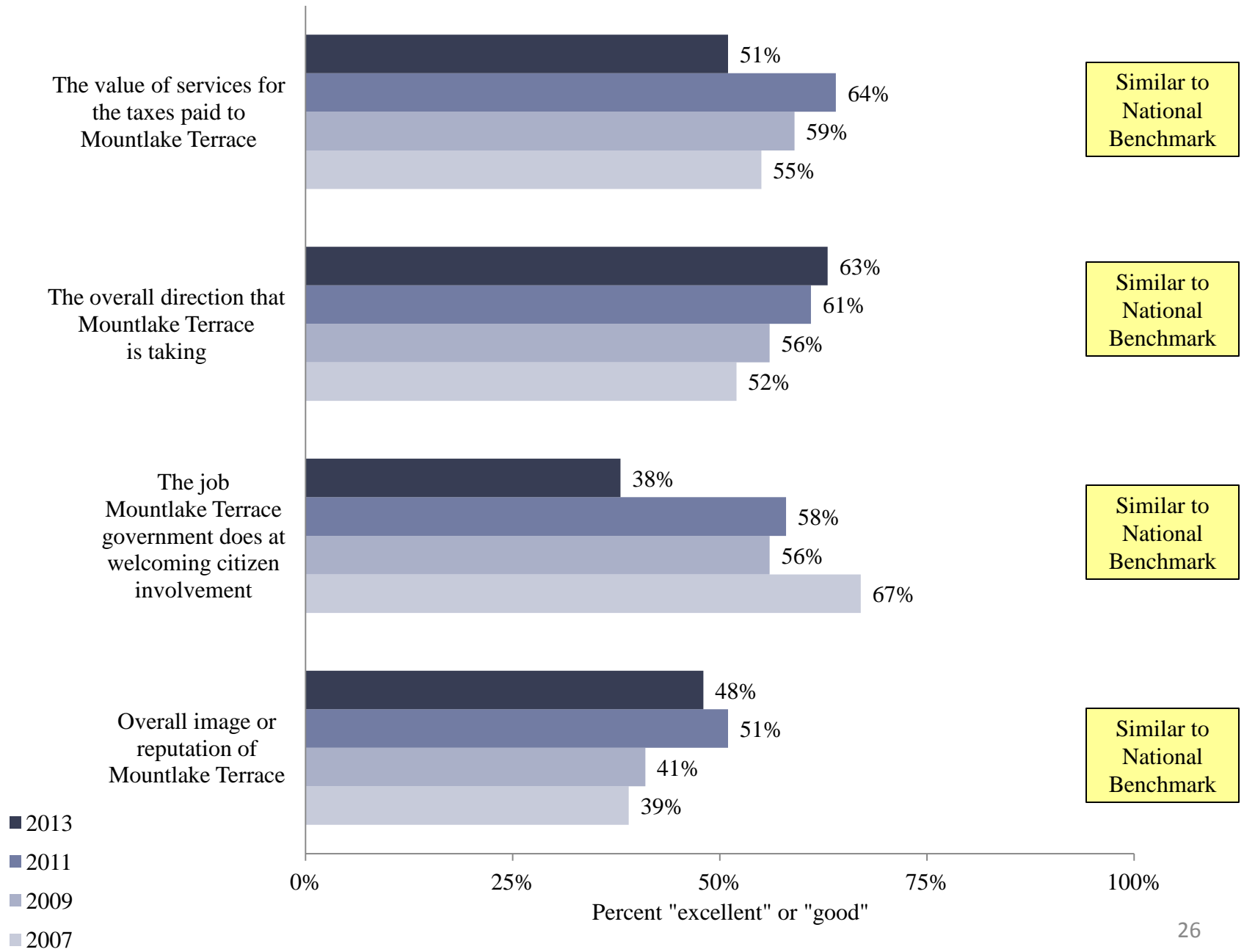


USE OF INFORMATION SOURCES

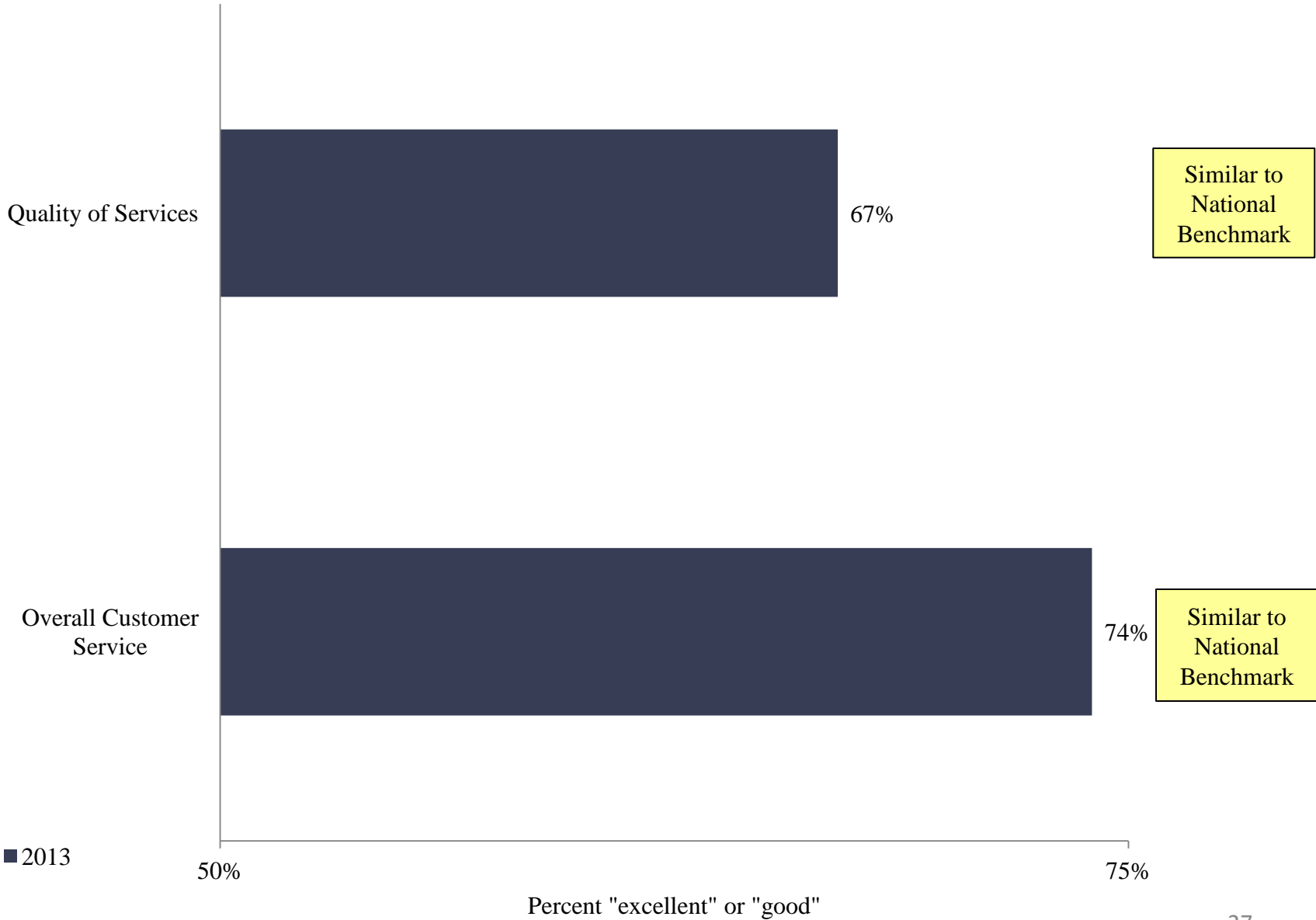


PUBLIC TRUST

PUBLIC TRUST



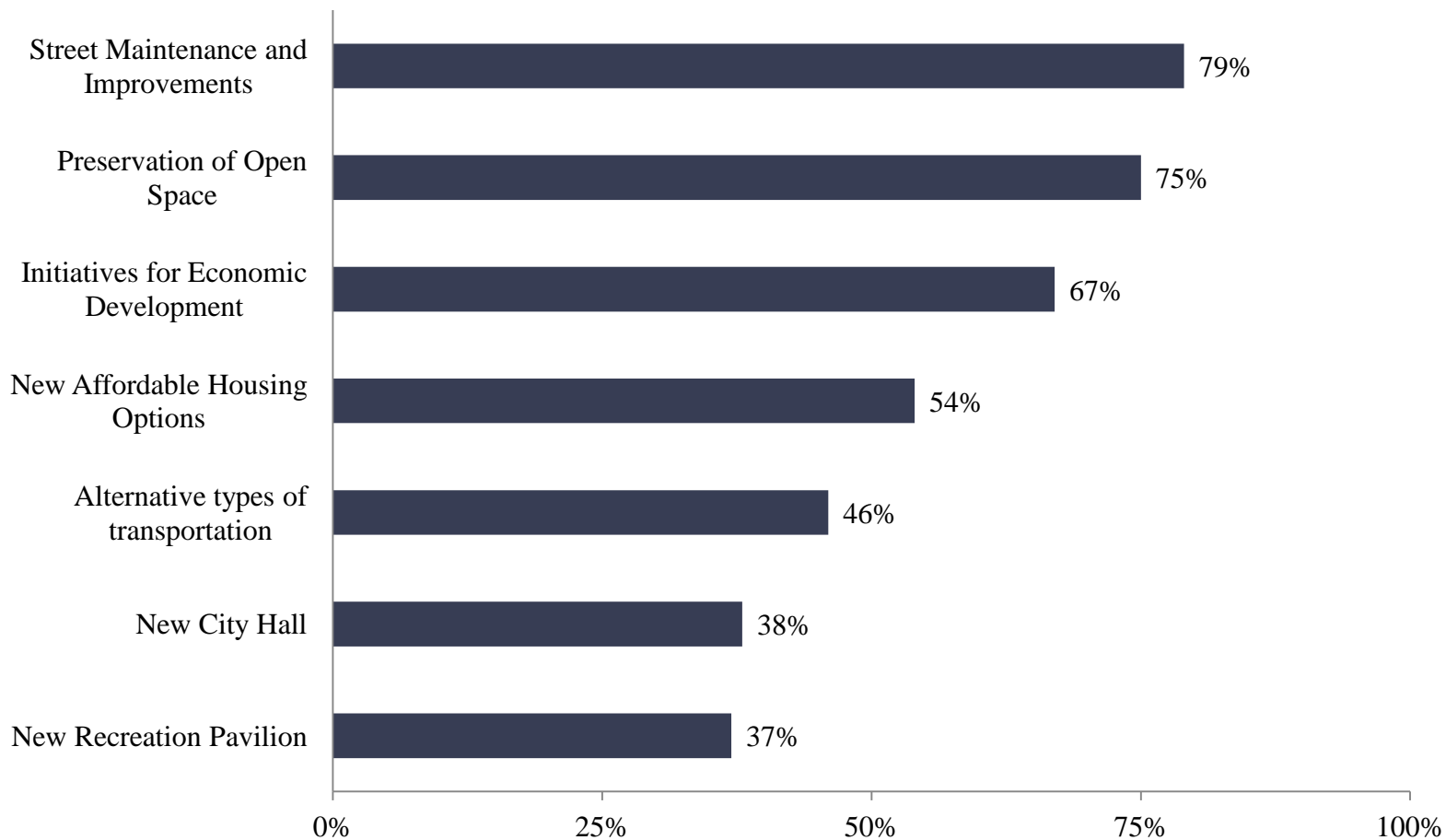
RATINGS OF CITY EMPLOYEES (AMONG THOSE WHO HAD CONTACT)



NRC Recommendation

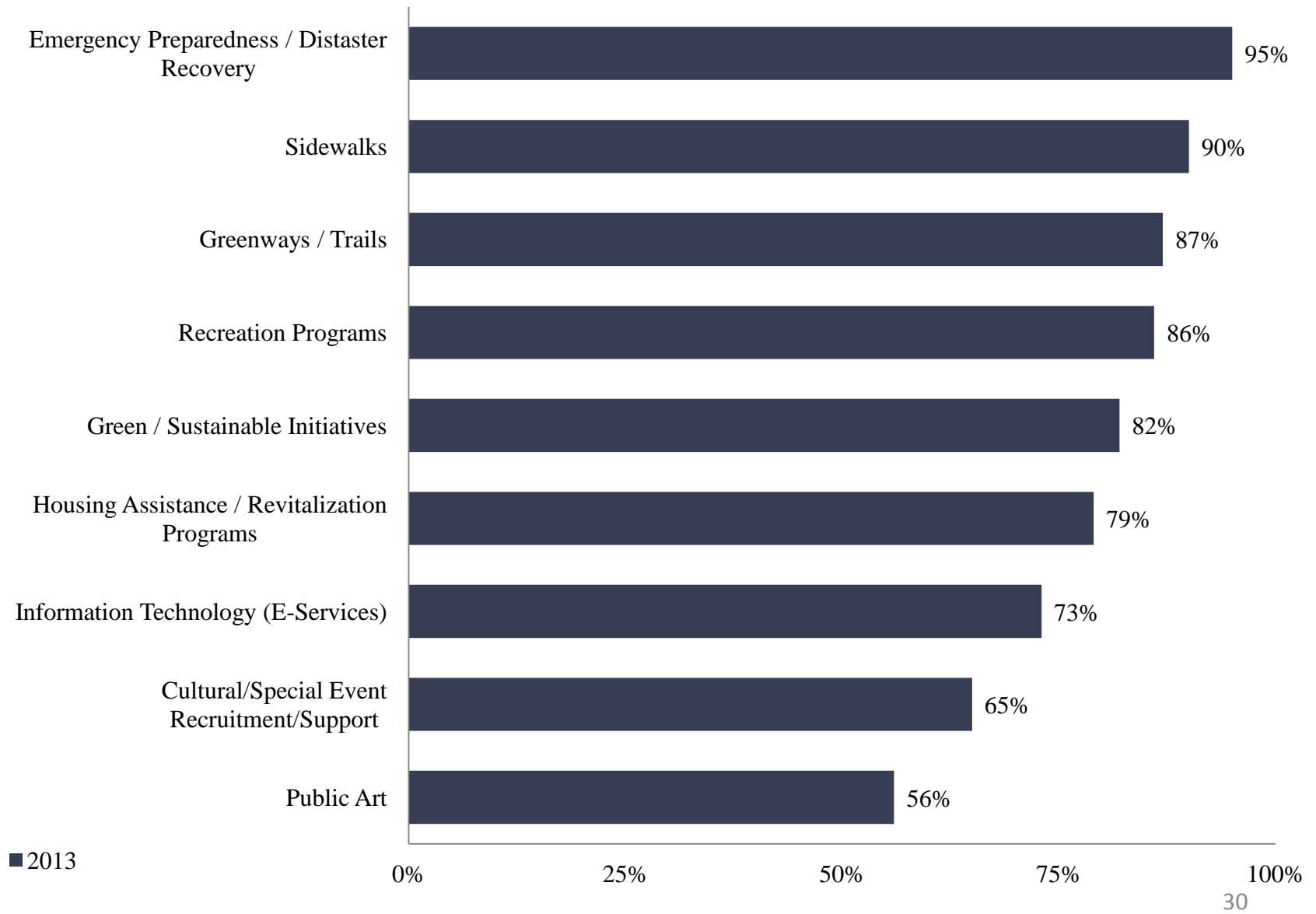
- NRC’s “Key Driver Analysis (KDA)”.
- Correlates residents’ perceptions with key services.
- Recommendations from NRC:
 - Police Services
 - Code Enforcement
 - Street Cleaning

CITIZENS WERE ASKED TO RATE THE IMPORTANCE OF THESE PROGRAMS AND PROJECTS FOR THE CITY TO ADDRESS

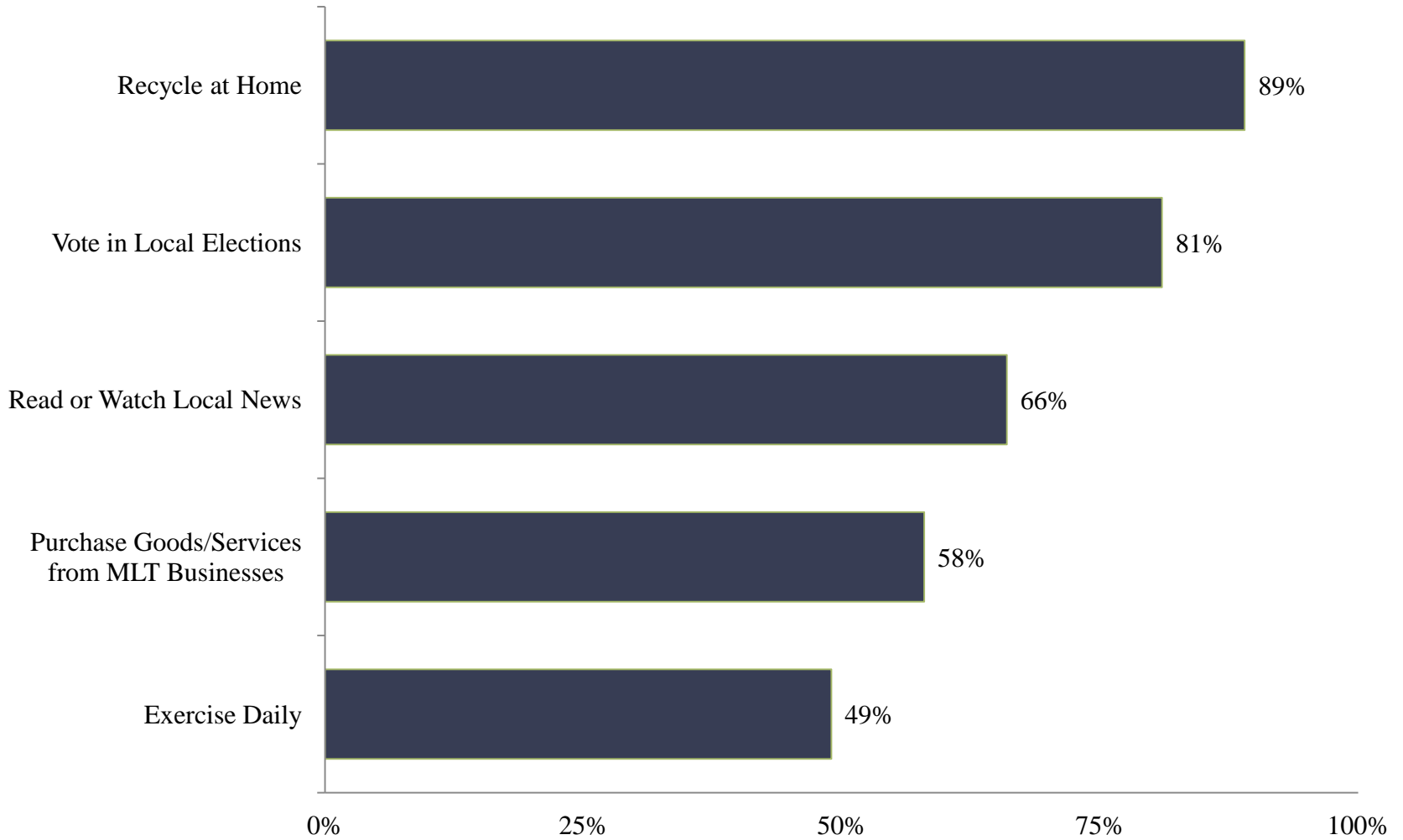


■ 2013

PROGRAMS THAT THE CITY SHOULD FUND



HOW OFTEN DO YOU DO EACH OF THE FOLLOWING



■ 2013

Overall Quality of City Services

Community Design

Code Enforcement

Street Repair

Sidewalk Maintenance

Snow Removal

Street Lighting

Bus / Transit Services

Traffic Signal Timing

Street Cleaning

Recreation and Wellness

City Parks

Recreation

Public Safety

Traffic Enforcement

Police Services

EMS

Fire Services

Environmental Sustainability

Drinking Water

Recycling

Garbage Collection

Sewer Services

Preservation of Natural Areas

Storm Drainage

Legend

Above National Benchmark

Similar to National Benchmark

Below National Benchmark