



News Release

CITY OF MOUNTLAKE TERRACE

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Survey Shows City Continues Moving in Right Direction

MOUNTLAKE TERRACE—In November 2009, the city initiated its second Community Satisfaction Survey in partnership with The National Citizen Survey™ program. The first survey was conducted in 2007. Sponsored by the International City/County Management Association in cooperation with National Research Center, Inc (NCR), the survey was designed to gauge attitudes and opinions about city services and quality of life issues. The surveys compare trends and deviations that will assist the city to allocate resources, balance priorities, and set new objectives.

Survey results will be presented to the City Council at their January 28 work session. Overall, the strengths, challenges and opportunities represented by the survey results provide a more accurate assessment and perspective from our community. "Though there is always room to improve, the survey demonstrates that the city is headed in the right direction, with the trust of the community," said City Manager John Caulfield. "It also illustrates that Mountlake Terrace performs very well when compared to other cities."

The results show that residents are satisfied with many of the community's amenities and services. In the 2009 survey, more than 84 percent of the survey respondents rated Mountlake Terrace as an "Excellent" or "Good" place to live, an increase over the 2007 survey. The city received particularly high marks for police, fire, EMS, recreation programming, accessibility of parks, street repair, transportation services, and utility services such as water, sewer, storm drainage, and recycling. In addition, nearly all respondents rated their impression

of city employees as “excellent or good,” characteristics that ranked high to comparable cities.

The results also show that work remains in some areas to meet resident expectations. Residents believe code enforcement and economic development that enhances the community’s image to include employment opportunities, shopping and business opportunities needs to be improved.

The survey results will assist the city in determining how resources should be allocated with a particular focus toward helping the city balance priorities and improve services.

The complete report of survey results is available on the city’s website at www.cityofmlt.com under City Services/Finances/Budget/Reports & Presentations and click on the 2009 [Community Satisfaction Survey](#).

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