



News Release

CITY OF MOUNTLAKE TERRACE

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FOR IMMEDIATE RELEASE:

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Positive Community Satisfaction Survey Reported to Council

MOUNTLAKE TERRACE—The 2011 Community Satisfaction Survey results, reported to the City Council at their February 2 work/study session, were overwhelmingly positive. The results show that residents are satisfied with the delivery and quality of most of the community's programs and services. It also shows that respondents approve of the direction the City Council is heading and that Mountlake Terrace performs very well compared to other cities.

In November 2011, the city initiated its third Community Satisfaction Survey in partnership with The National Citizen Survey™ program. Previous surveys were conducted in 2007 and 2009. The survey assesses citizen satisfaction with the delivery of city services and quality of life issues. The survey compares differences and collects trend data to help the city allocate resources, balance priorities, and set new objectives.

"The results from the survey demonstrate that the city is moving in the right direction with the trust of the community, has a strong and positive quality of life, and has very responsive, knowledgeable, and courteous employees," said City Manager John Caulfield. "The results are an impressive reflection upon the city and the community we serve."

The city received particularly high marks for services in public safety, recreation and parks, transportation, information, and utilities such as water, sewer, storm drainage, and recycling. Citizens have trust in city government and a majority felt that the value of services for taxes paid was an excellent or good value.

Areas for improvement include street lighting, overall city appearance, code enforcement, economic development (working and shopping opportunities), emergency preparedness, natural environment, recreational opportunities, and civic engagement opportunities (e.g., participation in a club or civic group, community volunteerism).

“In the areas that are below the benchmark, we are showing improvement,” said Councilmember Kyoko Matsumoto Wright. “The survey shows the community wants more jobs and more shopping opportunities.” Councilmember Matsumoto Wright added that our city has such a high level of street cleaning, the expectations become very high.

Overall, citizens feel the city is doing an excellent or good job of delivering city services. City services rated were compared to the benchmark database and of the 31 services for which comparisons were available, 16 were above the benchmark comparison (52%), 10 were similar (32%), and only 5 were below (16%).

80% of respondents rate Mountlake Terrace as an excellent or good place to live and 74% said their overall quality of life in Mountlake Terrace was excellent or good, all consistent with prior surveys.

The survey was mailed to 1,200 households, 325 households responded (29% response rate) and the results have a 95% level of confidence. The city thanks the residents who completed and returned the surveys. Their input is valuable and will be considered as the city develops its plans.

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 2011 [Community Satisfaction Survey](#).

For more information about the Community Satisfaction Survey, contact Assistant City Manager Scott Hugill at (425) 744-6208.

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