



**MOUNTLAKE
TERRACE**

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The City of Mountlake Terrace, Washington

Report of Results 2008



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SURVEY BACKGROUND

About The National Citizen Survey™

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA).

The survey and its administration are standardized to assure high quality survey methods and comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage paid envelopes. Results are statistically weighted to reflect the proper demographic composition of the entire community.

The National Citizen Survey™ customized for this jurisdiction was developed in close cooperation with local jurisdiction staff. The City of Mountlake Terrace selected items from a menu of questions about services and community problems; they defined the jurisdiction boundaries NRC used for sampling; and they provided the appropriate letterhead and signatures for mailings. The City of Mountlake Terrace also determined local interest in a variety of add-on options to The National Citizen Survey™ Basic Service.

UNDERSTANDING THE RESULTS

Survey Administration

Following the mailing of a pre-survey notification postcard to a random sample of 1,200 households, surveys were mailed to the same residences approximately one week later. A reminder letter and a new survey were sent to the same households after two weeks. Of the mailed postcards, 72 were undeliverable due to vacant or “not found” addresses. Completed surveys were received from 257 residents, for a response rate of 23%. Typically, the response rates obtained on citizen surveys range from 20% to 40%.

It is customary to describe the precision of estimates made from surveys by a “level of confidence” (or margin of error). The 95 percent confidence level for this survey of 257 residents is generally no greater than plus or minus 6 percentage points around any given percent reported for the entire sample.

The results were weighted to reflect the demographic profile of all residents in the City of Mountlake Terrace. (For more information on the survey methodology, see Appendix B. A copy of the survey materials can be found in Appendix C.)

Survey Validity

The question of survey validity has two parts: 1) how can we be confident that the results from our sample are representative of the results we would have gotten had we administered the survey to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, we use the best survey research practices for the resources spent to assure that the results from the sample reflect the opinions of residents in the entire jurisdiction. These practices include:

1. Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent.
2. Selecting households at random within the jurisdiction.
3. Over-sampling attached units to improve response from hard-to-reach, lower income, or younger apartment dwellers.
4. Selecting the respondent within the household using an unbiased sampling procedure¹.

¹ The birthday method requests that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.

5. Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
6. Soliciting response on jurisdiction letterhead signed by the highest ranking elected official or staff member.
7. Providing a self-addressed, postage-paid return envelope.
8. Offering the survey in Spanish when appropriate and requested by City officials.
9. Using the most recent available information about the characteristics of jurisdiction residents to weight the data to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for service quality play a role as well as the "objective" quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident's report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g. reporting tolerant behaviors toward "oppressed groups," likelihood of voting a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), her confidence that she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g. driving habits), reported intentions to behave with observed future behavior (e.g. voting choices) or reported opinions about current community quality with objective characteristics of the community (e.g. feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g. family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

Research on the correlation of resident opinion about service quality and "objective" ratings of service quality tend to be ambiguous, some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street

repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be “objectively” worse than the highest rated fire services (expenditures per capita, response time, “professional” status of fire fighters, breadth of services and training provided). Whether some research confirms or disconfirms that relationship between what residents think about a community and what can be seen “objectively” in a community, we have argued that resident opinion is a perspective that cannot be ignored by government administrators. Elsewhere we have written, “If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem.”

Use of the “Excellent, Good, Fair, Poor” Response Scale

The scale on which respondents are asked to record their opinions about service and community quality is “excellent,” “good,” “fair” or “poor” (EGFP). This scale has important advantages over other scale possibilities (very good to very bad; very satisfied to very dissatisfied; strongly agree to strongly disagree, as examples). EGFP is used by the plurality of jurisdictions conducting citizen surveys across the U.S. The advantage of familiarity is one we did not want to dismiss because elected officials, staff and residents already are acquainted with opinion surveys measured this way. EGFP also has the advantage of offering three positive options, rather than only two, over which a resident can offer an opinion. While symmetrical scales often are the right choice in other measurement tasks, we have found that ratings of almost every local government service in almost every jurisdiction tend, on average, to be positive (that is, above the scale midpoint). Therefore, to permit finer distinctions among positively rated services, EGFP offers three options across which to spread those ratings. EGFP is more neutral because it requires no positive statement of service quality to judge (as agree-disagree scales require) and, finally, EGFP intends to measure absolute quality of service delivery or community quality (unlike satisfaction scales which ignore residents’ perceptions of quality in favor of their report on the acceptability of the level of service offered).

“Don’t Know” Responses

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

For two of the items related to crime victimization and crime reporting, “don’t know” responses were not removed. These questions were not evaluative; rather, respondents were asked if they or any member of their household had been a victim of a crime within the last year. If they were, they were then asked whether the crime had been reported to police.

Putting Evaluations Onto a 100-Point Scale

Although responses to many of the evaluative questions were made on a 4 point scale with 1 representing the best rating and 4 the worst, many of the results in this summary are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. If everyone reported “excellent,” then the result would be 100 on the 100-point scale. Likewise, if all respondents gave a “poor” rating, the result would be 0 on the 100-point scale. If the average rating for quality of life was “good,” then the result would be 67 on a 100-point scale; “fair” would be 33 on the 100-point scale. The 95 percent confidence interval around an average score on the 100-point scale is no greater than plus or minus 3 points based on all respondents.

COMMUNITY LIFE

The National Citizen Survey™ contained many questions related to the life of residents in the community. Survey participants were asked to rate their overall quality of life, as well as other aspects of quality of life in Mountlake Terrace. They also evaluated characteristics of the community, and gave their perceptions of safety in the City of Mountlake Terrace. The questionnaire assessed use of the amenities of the community and involvement by respondents in the civic and economic life of Mountlake Terrace.

Quality of Life

When asked to rate the overall quality of life in Mountlake Terrace, 10% of respondents thought it was “excellent.” Only 2% rated overall quality of life as “poor.” All of the responses of residents who had an opinion about the overall quality of life in Mountlake Terrace are shown in Figure 1 below. Other ratings can be seen in the figures on the following page.

Figure 1: Overall Quality of Life in Mountlake Terrace

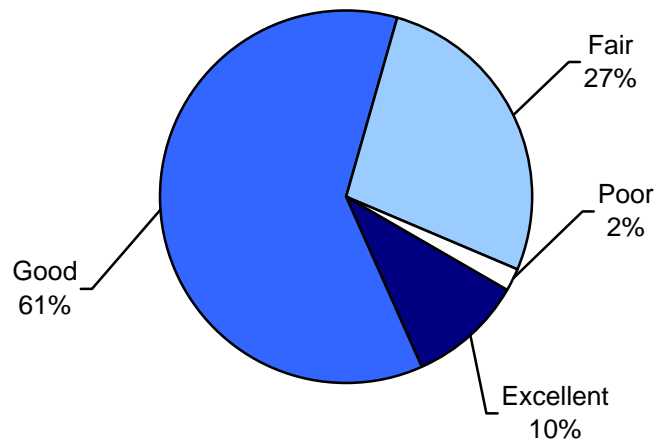
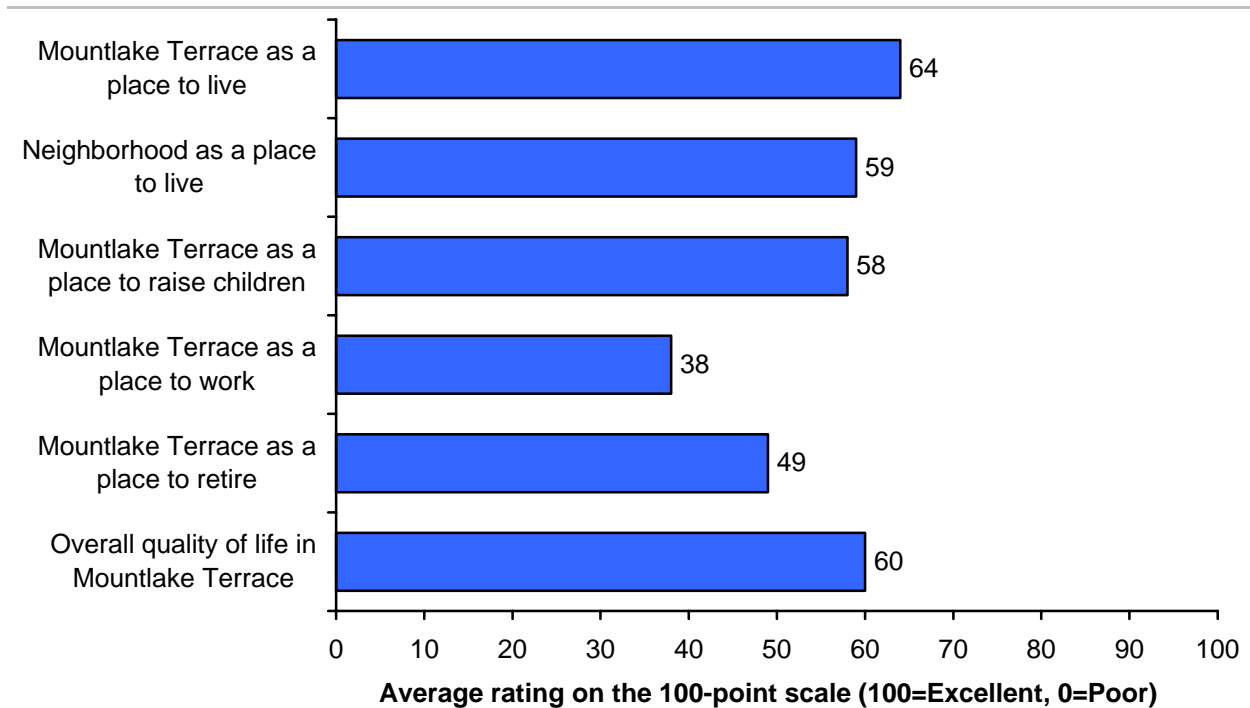


Figure 2: Quality of Life Ratings



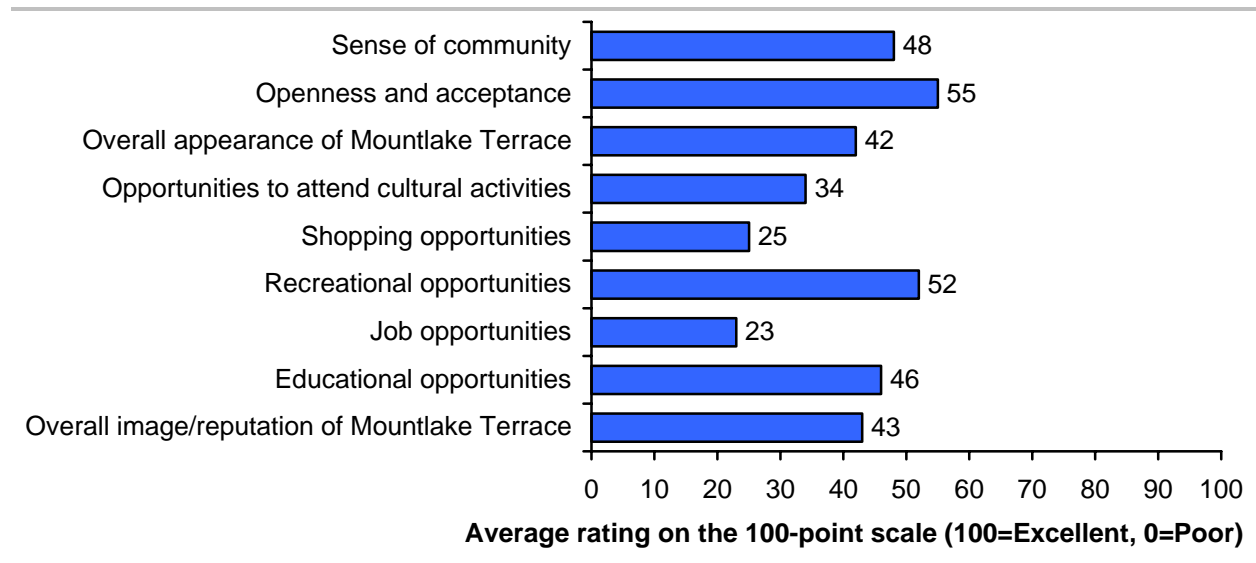
Quality of Life Ratings						Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor	Total	
How do you rate Mountlake Terrace as a place to live?	16%	62%	22%	0%	100%	64
How do you rate your neighborhood as a place to live?	15%	54%	26%	5%	100%	59
How do you rate Mountlake Terrace as a place to raise children?	14%	52%	31%	4%	100%	58
How do you rate Mountlake Terrace as a place to work?	6%	30%	38%	27%	100%	38
How do you rate Mountlake Terrace as a place to retire?	14%	37%	30%	19%	100%	49
How do you rate the overall quality of life in Mountlake Terrace?	10%	61%	27%	2%	100%	60

Note: "don't know" responses have been removed.

Ratings of Community Characteristics in Mountlake Terrace

The highest rated characteristics of Mountlake Terrace were openness and acceptance of people of diverse backgrounds, recreation opportunities, and sense of community. When asked about potential problems in Mountlake Terrace, the three concerns rated by the highest proportion of respondents as a “major problem” were run down buildings, weed lots, or junk vehicles; drugs; and unsupervised youth. The rate of population growth in Mountlake Terrace was viewed as “too fast” by 33% of respondents, while 6% thought it was “too slow.”

Figure 3: Characteristics of the Community: General and Opportunities

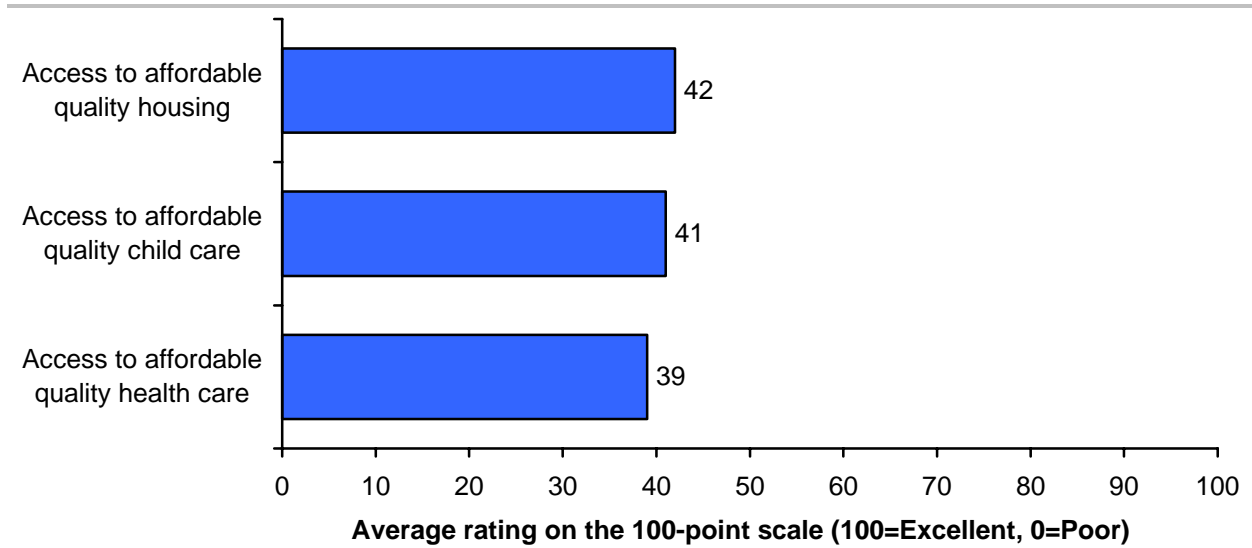


Characteristics of the Community: General and Opportunities

Please rate each of the following characteristics as they relate to Mountlake Terrace as a whole:					Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor		
Sense of community	8%	38%	44%	10%	100%	48
Openness and acceptance of the community towards people of diverse backgrounds	10%	52%	33%	6%	100%	55
Overall appearance of Mountlake Terrace	7%	29%	47%	17%	100%	42
Opportunities to attend cultural activities	5%	21%	44%	30%	100%	34
Shopping opportunities	6%	14%	31%	50%	100%	25
Recreational opportunities	11%	44%	35%	10%	100%	52
Job opportunities	2%	14%	33%	50%	100%	23
Educational opportunities	7%	36%	45%	12%	100%	46
Overall image/reputation of Mountlake Terrace	6%	33%	46%	15%	100%	43

Note: "don't know" responses have been removed.

Figure 4: Characteristics of the Community: Access

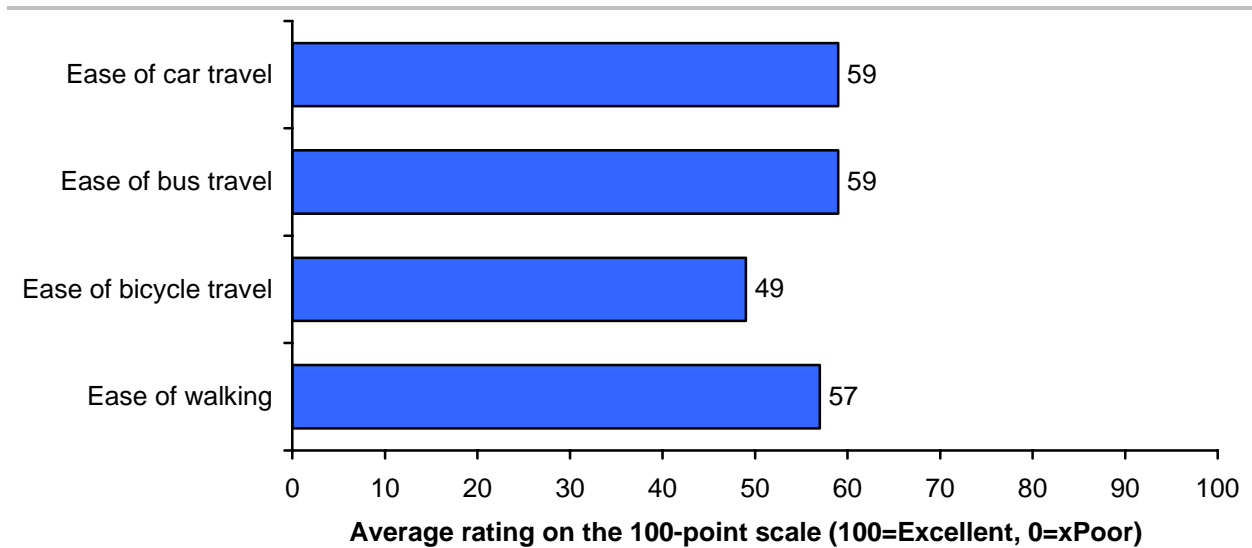


Characteristics of the Community: Access

Please rate each of the following characteristics as they relate to Mountlake Terrace as a whole:						Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor	Total	
Access to affordable quality housing	3%	38%	39%	20%	100%	42
Access to affordable quality child care	9%	31%	31%	28%	100%	41
Access to affordable quality health care	9%	26%	40%	26%	100%	39

Note: "don't know" responses have been removed.

Figure 5: Characteristics of the Community: Mobility



Characteristics of the Community: Mobility						Average rating on a 100-point scale (100=Excellent, 0=Poor)
Please rate each of the following characteristics as they relate to Mountlake Terrace as a whole:	Excellent	Good	Fair	Poor	Total	
Ease of car travel in Mountlake Terrace	15%	53%	27%	5%	100%	59
Ease of bus travel in Mountlake Terrace	22%	47%	18%	13%	100%	59
Ease of bicycle travel in Mountlake Terrace	12%	37%	37%	14%	100%	49
Ease of walking in Mountlake Terrace	14%	50%	30%	7%	100%	57

Note: "don't know" responses have been removed.

Figure 6: Ratings of Potential Problems in Mountlake Terrace

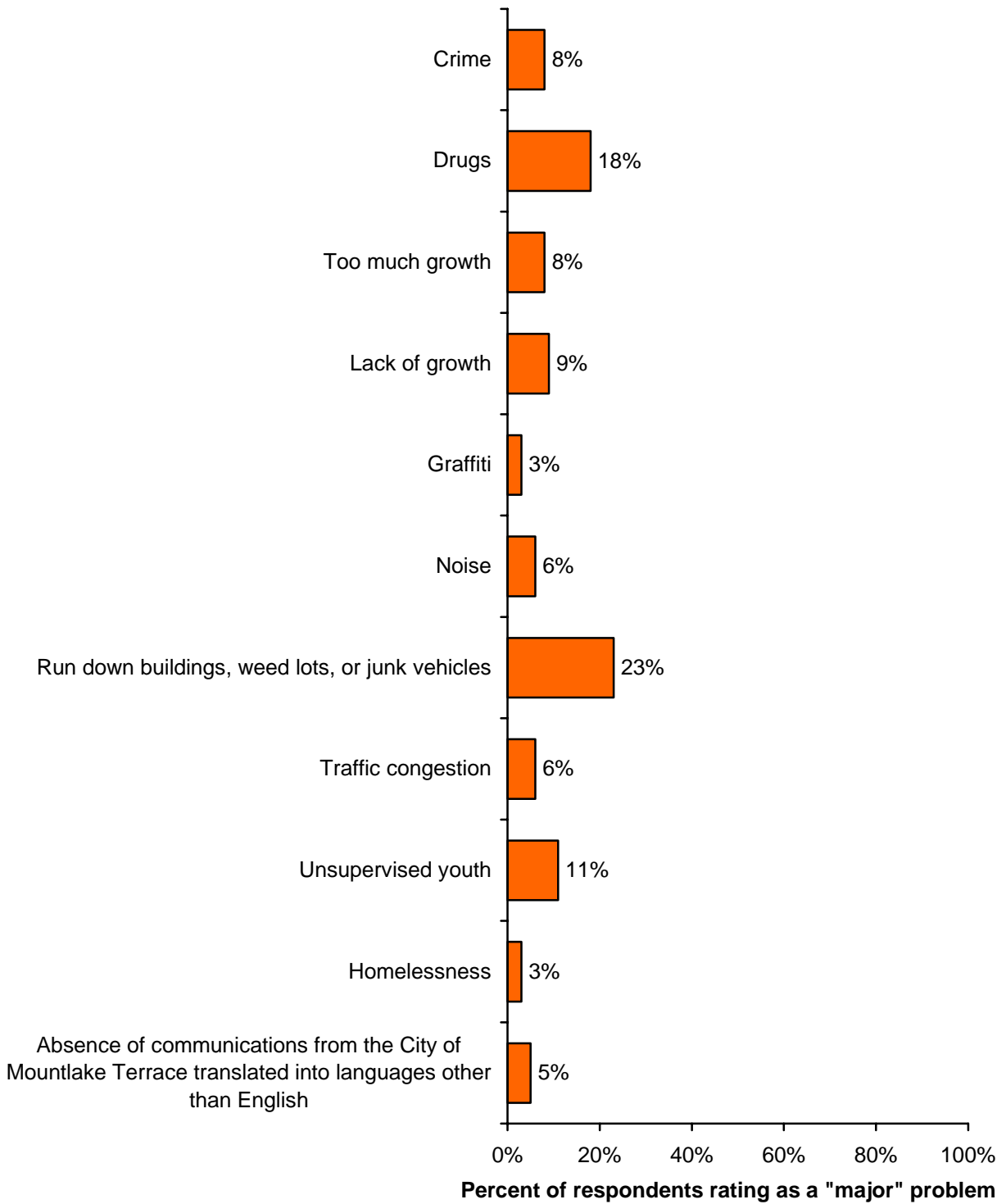
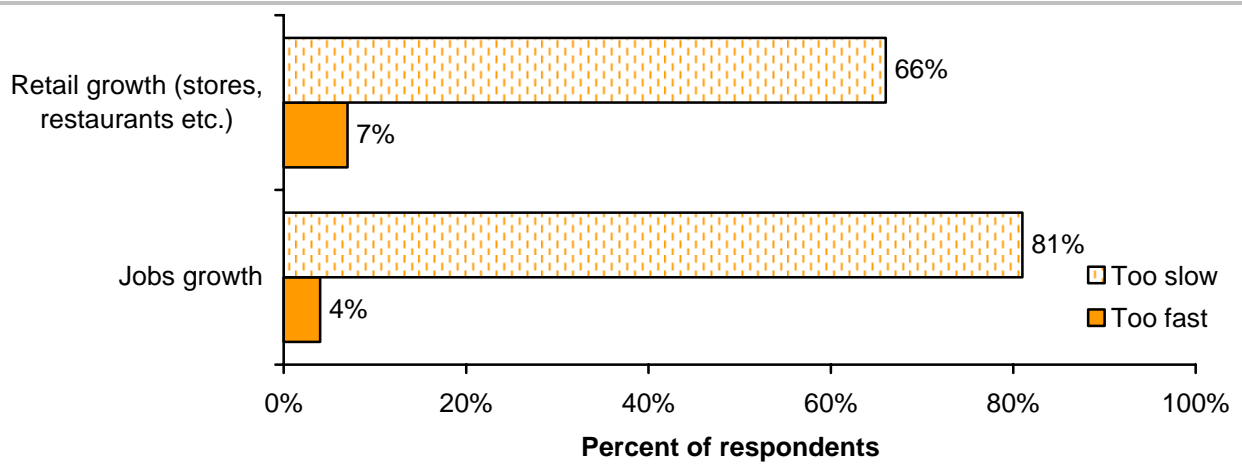


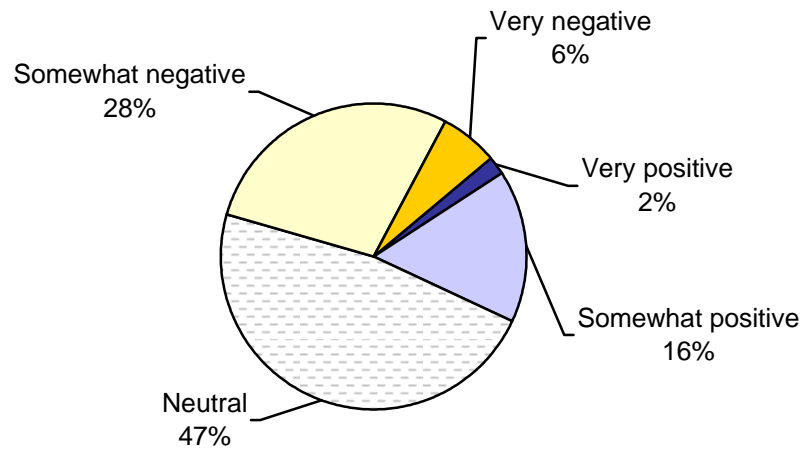
Figure 7: Ratings of Rates of Growth in Mountlake Terrace



Eighteen percent of Mountlake Terrace residents expected that the coming six months would have a somewhat or very positive impact on their family, while 34% felt that the economic future would be somewhat or very negative.

Figure 8: Perceptions of Economy

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be...



Perceptions of Safety

When evaluating safety in the community, 68% of respondents felt “somewhat” or “very safe” from violent crimes in Mountlake Terrace. In their neighborhood after dark, 62% of survey participants felt “somewhat” or “very safe.”

As assessed by the survey, 16% of households reported that at least one member had been the victim of one or more crimes in the past year. Of those who had been the victim of a crime, 81% had reported it to police.

Figure 9: Ratings of Safety from Various Problems in Mountlake Terrace

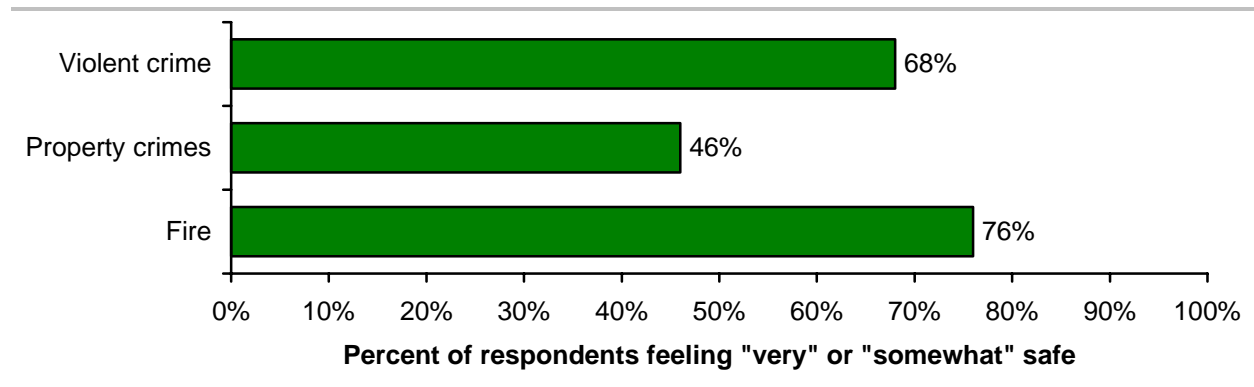


Figure 10: Ratings of Safety in Various Areas in Mountlake Terrace

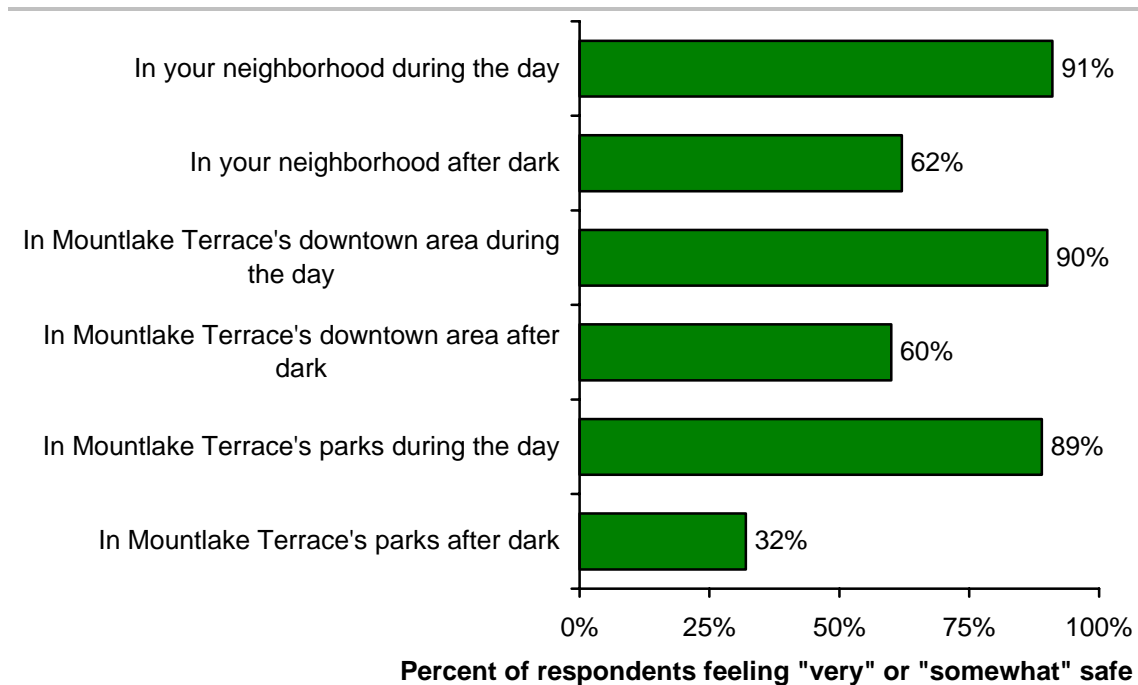


Figure 11: Percent of Respondents' Households That Were Victim of a Crime in the Last 12 Months

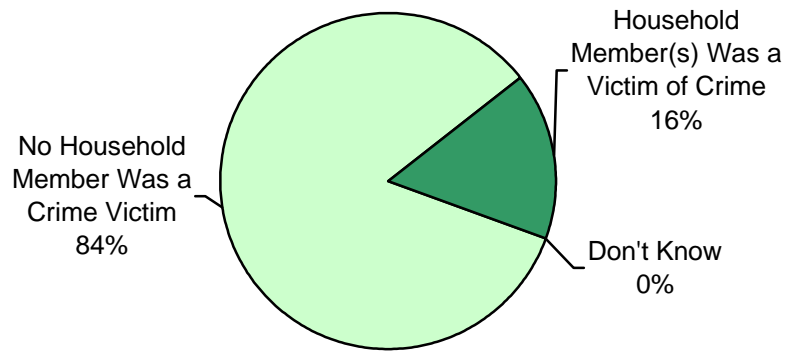
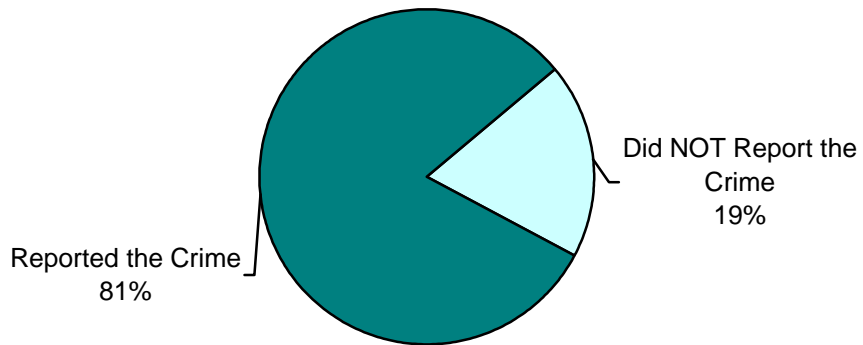


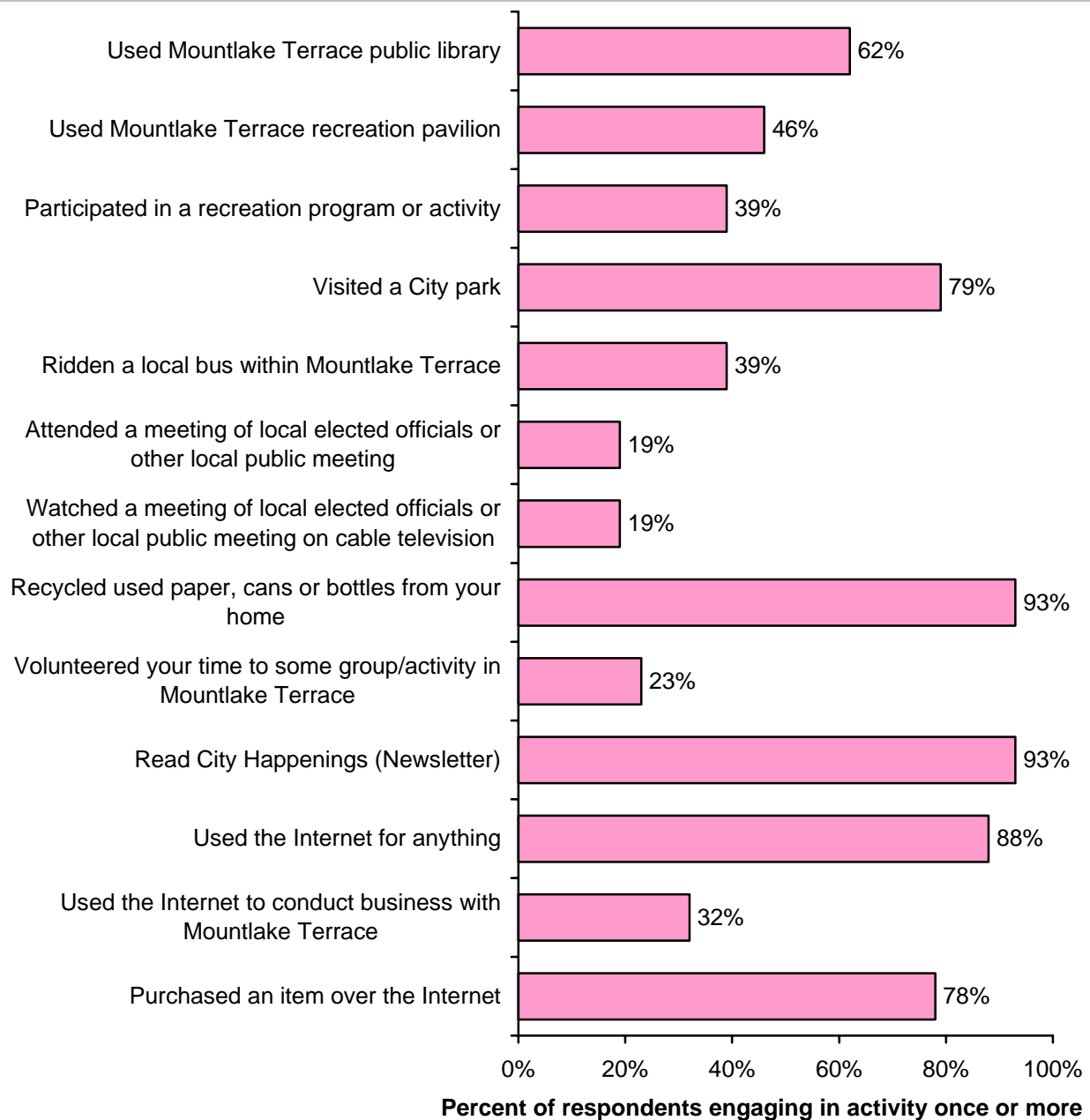
Figure 12: Percent of Respondents' Households That Were Victim of a Crime Who Reported the Crime



Community Participation

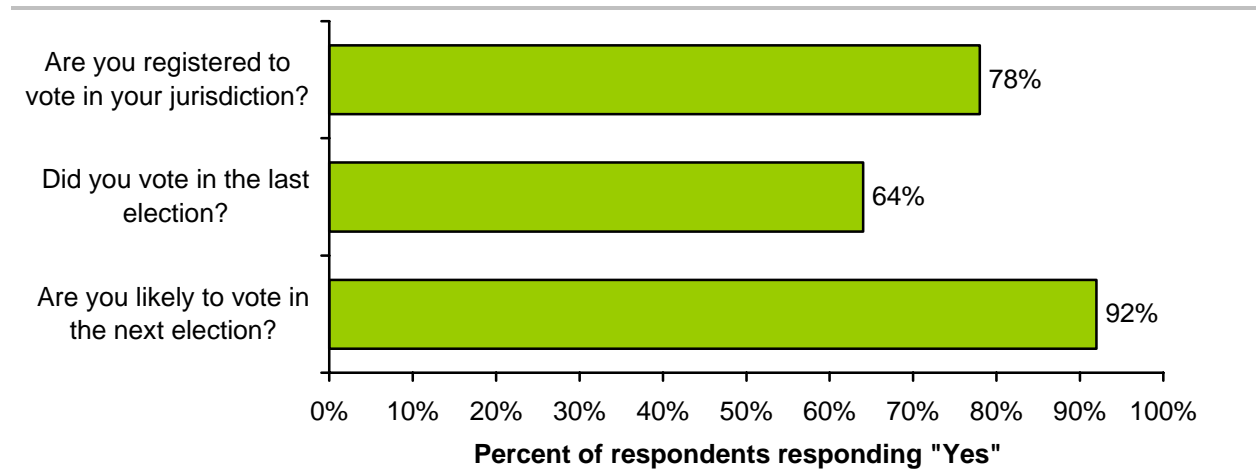
Participation in the civic, social and economic life of Mountlake Terrace during the past year was assessed on the survey. The proportion of respondents engaging in various activities is shown in the chart below. Among those completing the questionnaire, 79% reported visiting a park in Mountlake Terrace in the past year and 19% had attended a meeting of elected officials or other local public meeting.

Figure 13: Percent of Respondents Engaging in Various Activities in Mountlake Terrace in the Past Year



Voter status was also estimated,² with 64% saying that they had voted in the last election.

Figure 14: Voter Status and Activity



Voter Status and Activity			
	No	Yes	Total
Are you registered to vote in your jurisdiction?	22%	78%	100%
Did you vote in the last election?	36%	64%	100%
Are you likely to vote in the next election?	8%	92%	100%

² In general on a survey, a greater proportion of people will report having voted, than actual voting records verify.

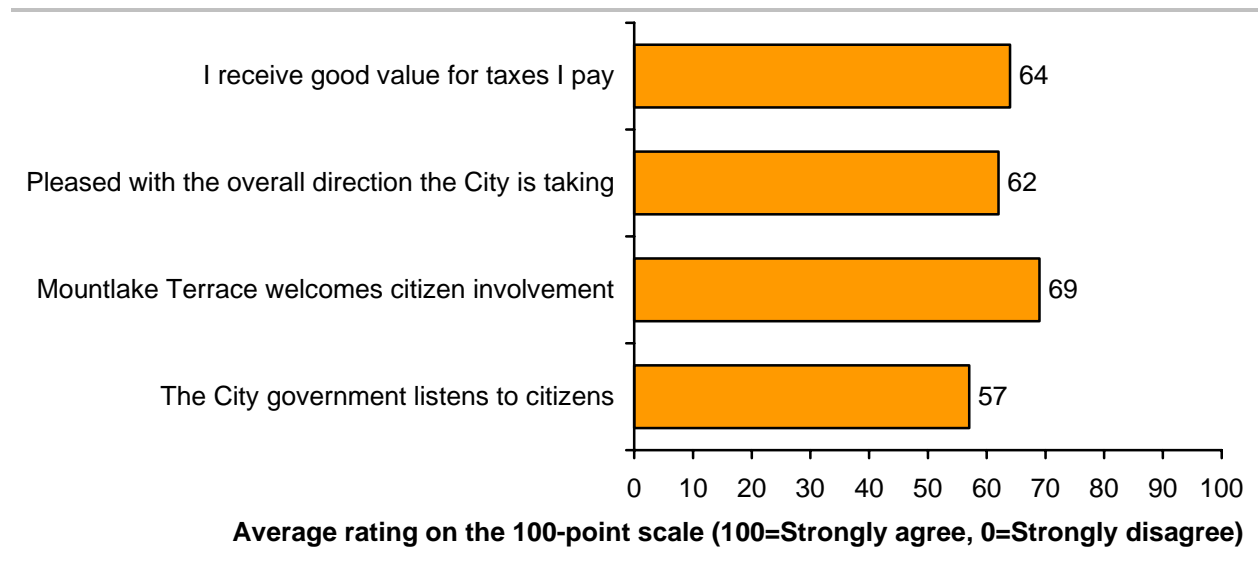
LOCAL GOVERNMENT

Several aspects of the government of the City of Mountlake Terrace were evaluated by residents completing The National Citizen Survey™. They were asked how much trust they placed in their local government, and what they felt about the services they receive from the City of Mountlake Terrace. Those who had any contact with a City of Mountlake Terrace employee in the past year gave their impressions of the most recent encounter.

Public Trust

When asked to evaluate whether they felt they received good value for taxes they pay, residents gave an average rating of 64 on a 100-point scale.

Figure 15: Ratings of Public Trust



Ratings of Public Trust

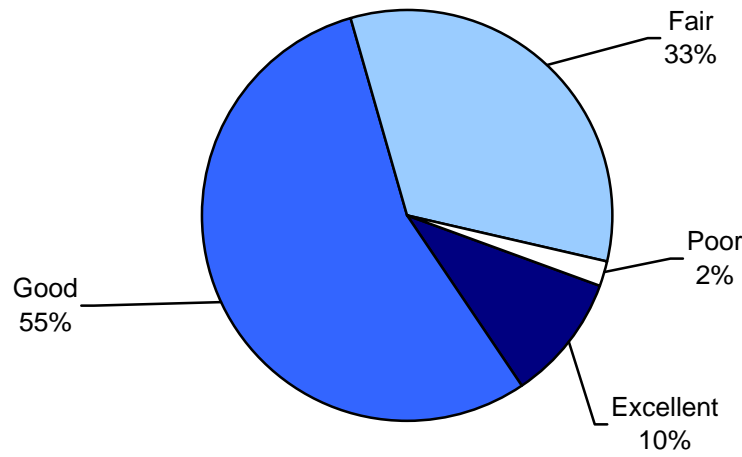
Please rate the following statements:	Strongly agree	Somewhat agree	agree nor disagree	Somewhat disagree	Strongly disagree	Total	Average rating on a 100-point scale (100=Strongly agree, 0=Strongly disagree)
I receive good value for the City of Mountlake Terrace taxes I pay	11%	44%	37%	7%	1%	100%	64
I am pleased with the overall direction that the City of Mountlake Terrace is taking	18%	34%	30%	14%	4%	100%	62
The City of Mountlake Terrace government welcomes citizen involvement	26%	42%	22%	5%	5%	100%	69
The City of Mountlake Terrace government listens to citizens	13%	35%	28%	14%	10%	100%	57

Note: "don't know" responses have been removed.

Service Provided by Mountlake Terrace

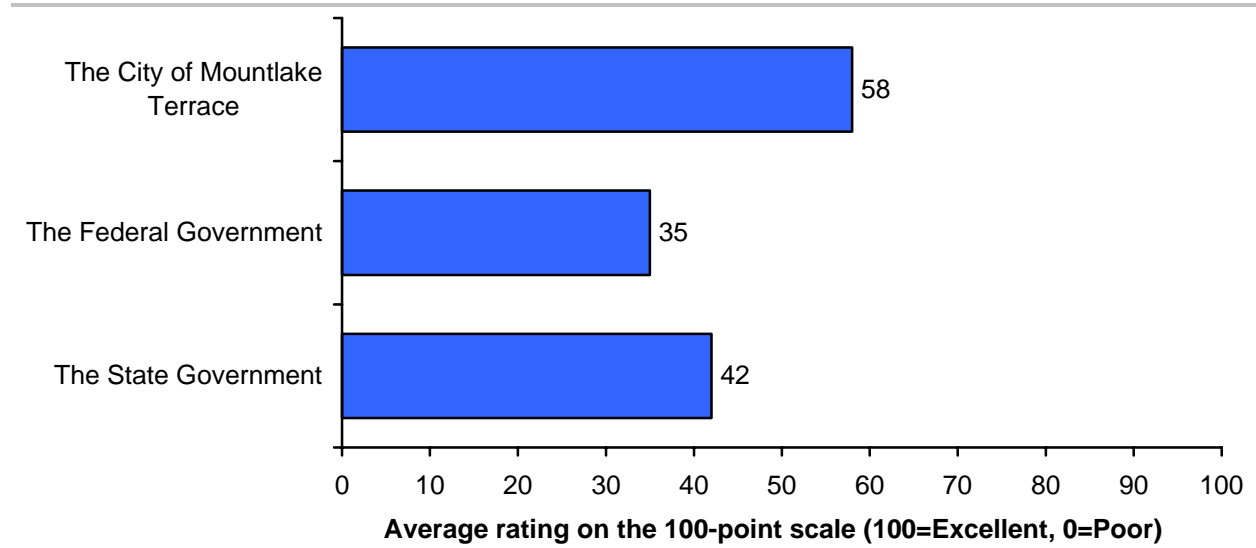
The responses of residents with an opinion about the overall quality of services provided by Mountlake Terrace are shown in Figure 16 below. These responses result in an average rating of 58 on the 100-point scale. Average ratings given to specific services are shown on the following pages.

Figure 16: Overall Quality of Services Provided by the City of Mountlake Terrace



On average, residents of Mountlake Terrace gave the highest evaluations to their own local government and the lowest average rating to the Federal Government.

Figure 17: Rating of Overall Quality of Services Provided by Various Levels of Government

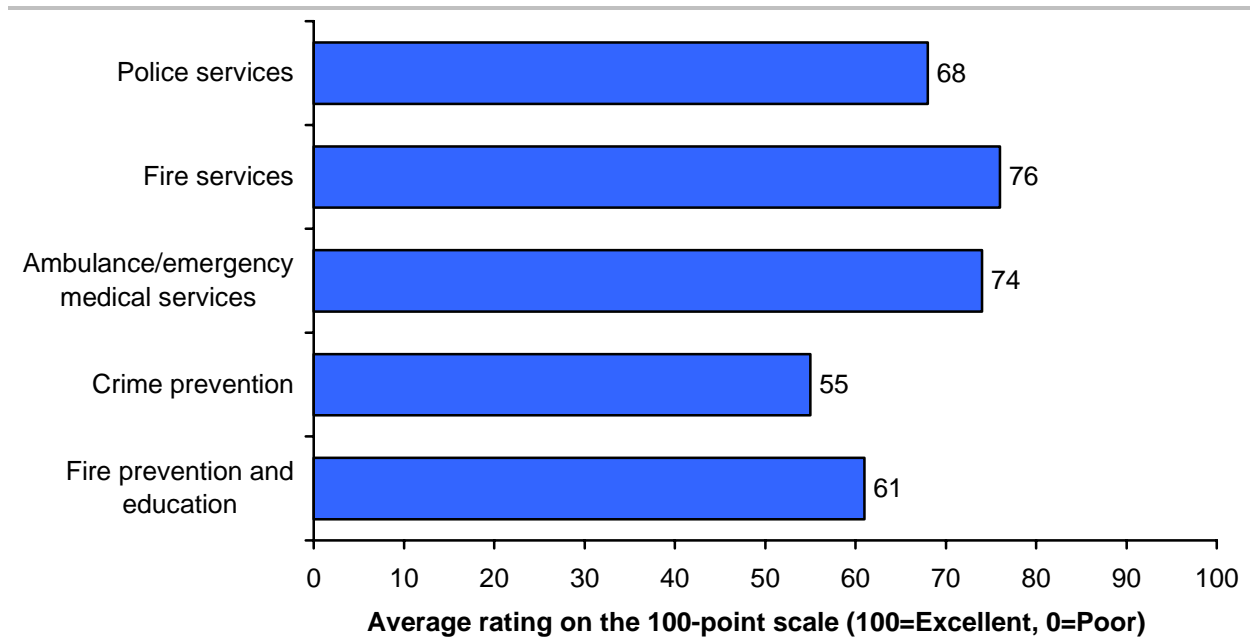


Overall Quality of Services: City of Mountlake Terrace, Federal Government and State Government

Overall, how would you rate the quality of services provided by...	Excellent	Good	Fair	Poor	Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
The City of Mountlake Terrace	10%	55%	33%	2%	100%	58
The Federal Government	4%	25%	41%	29%	100%	35
The State Government	4%	37%	41%	18%	100%	42

Note: "don't know" responses have been removed.

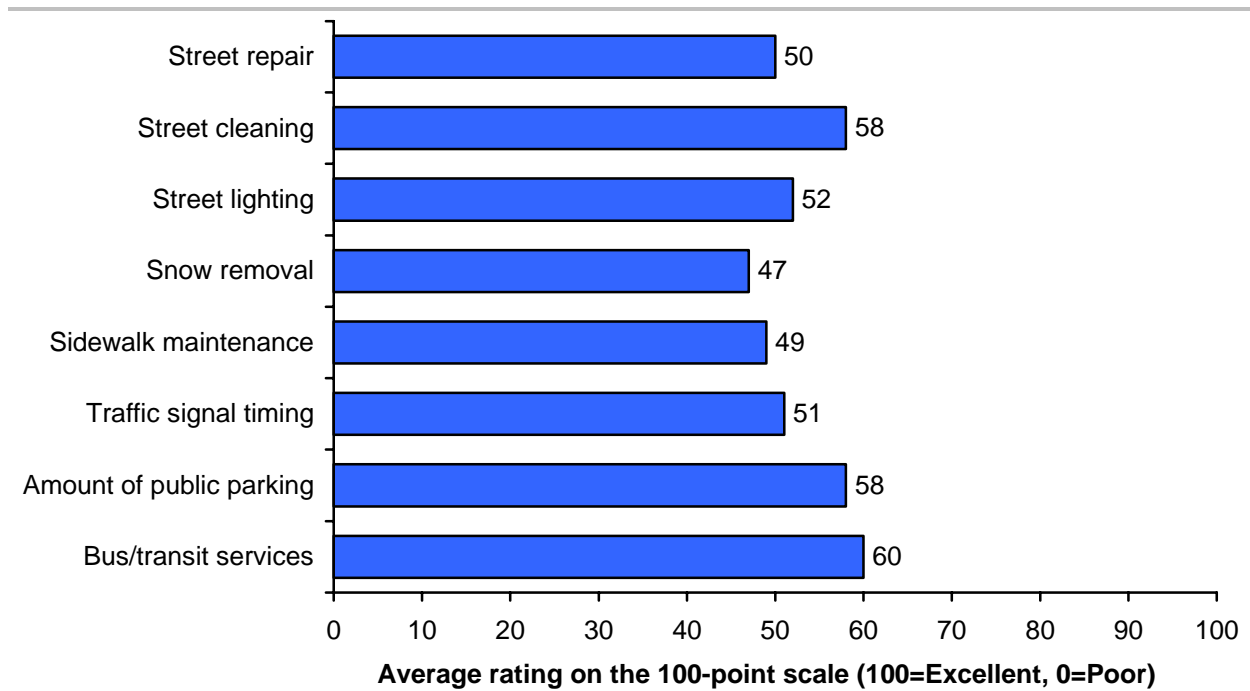
Figure 18: Quality of Public Safety Services



Quality of Public Safety Services						
How do you rate the quality of each of the following services?	Excellent	Good	Fair	Poor	Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
Police services	28%	54%	15%	4%	100%	68
Fire services	38%	53%	9%	0%	100%	76
Ambulance/emergency medical services	33%	56%	10%	2%	100%	74
Crime prevention	12%	50%	28%	9%	100%	55
Fire prevention and education	16%	54%	26%	4%	100%	61

Note: "don't know" responses have been removed.

Figure 19: Quality of Transportation Services

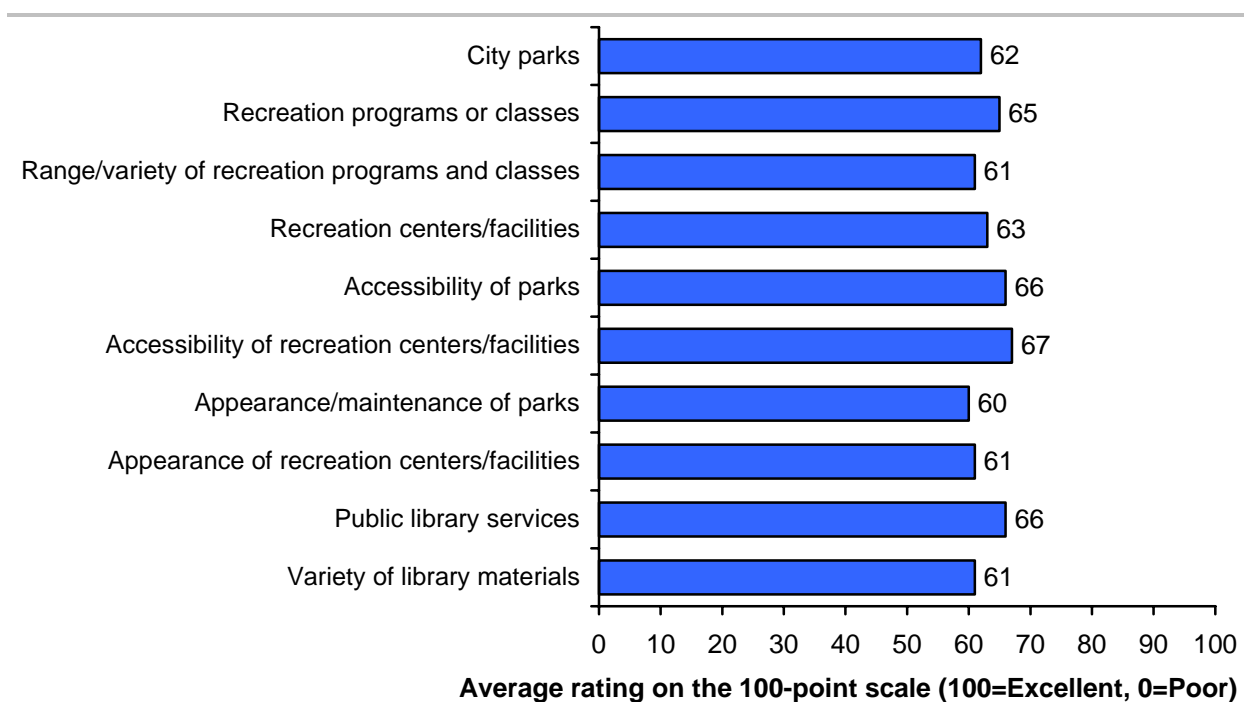


Quality of Transportation Services

How do you rate the quality of each of the following services?	Excellent	Good	Fair	Poor	Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
Street repair	12%	37%	38%	12%	100%	50
Street cleaning	15%	48%	31%	6%	100%	58
Street lighting	11%	44%	36%	10%	100%	52
Snow removal	9%	41%	33%	18%	100%	47
Sidewalk maintenance	10%	41%	35%	14%	100%	49
Traffic signal timing	10%	44%	33%	13%	100%	51
Amount of public parking	13%	52%	31%	4%	100%	58
Bus/transit services	23%	46%	19%	11%	100%	60

Note: "don't know" responses have been removed.

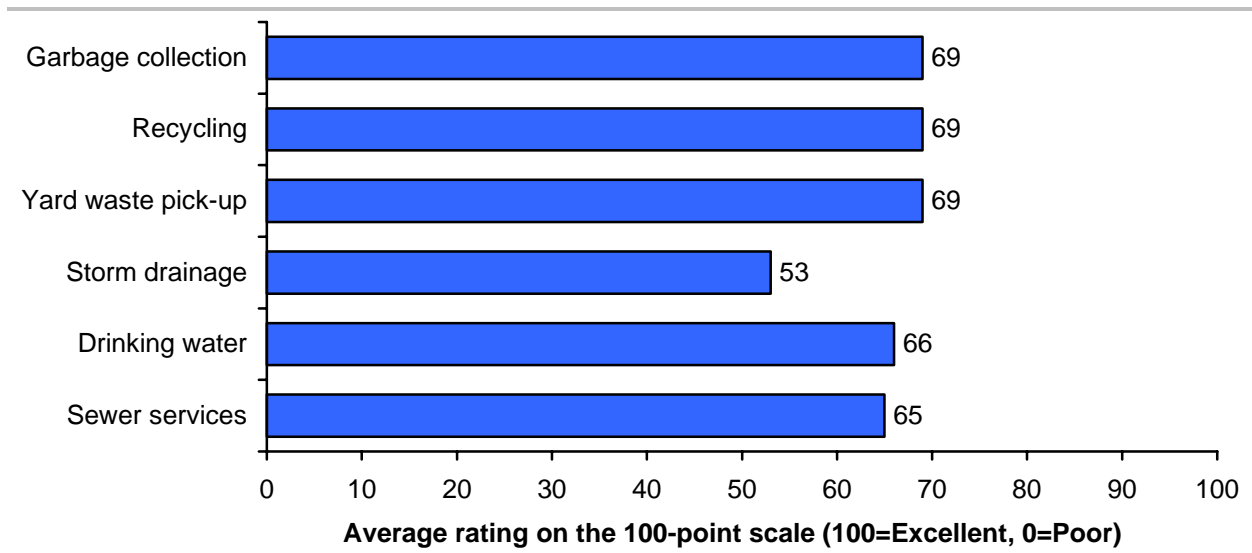
Figure 20: Quality of Leisure Services



Quality of Leisure Services						Average rating on a 100-point scale (100=Excellent, 0=Poor)
How do you rate the quality of each of the following services?	Excellent	Good	Fair	Poor	Total	
City parks	21%	50%	23%	6%	100%	62
Recreation programs or classes	22%	55%	19%	4%	100%	65
Range/variety of recreation programs and classes	20%	49%	24%	6%	100%	61
Recreation centers/facilities	20%	54%	22%	5%	100%	63
Accessibility of parks	27%	49%	20%	4%	100%	66
Accessibility of recreation centers/facilities	26%	52%	19%	3%	100%	67
Appearance/maintenance of parks	17%	49%	32%	2%	100%	60
Appearance of recreation centers/facilities	15%	56%	26%	3%	100%	61
Public library services	25%	50%	23%	2%	100%	66
Variety of library materials	18%	48%	32%	1%	100%	61

Note: "don't know" responses have been removed.

Figure 21: Quality of Utility Services

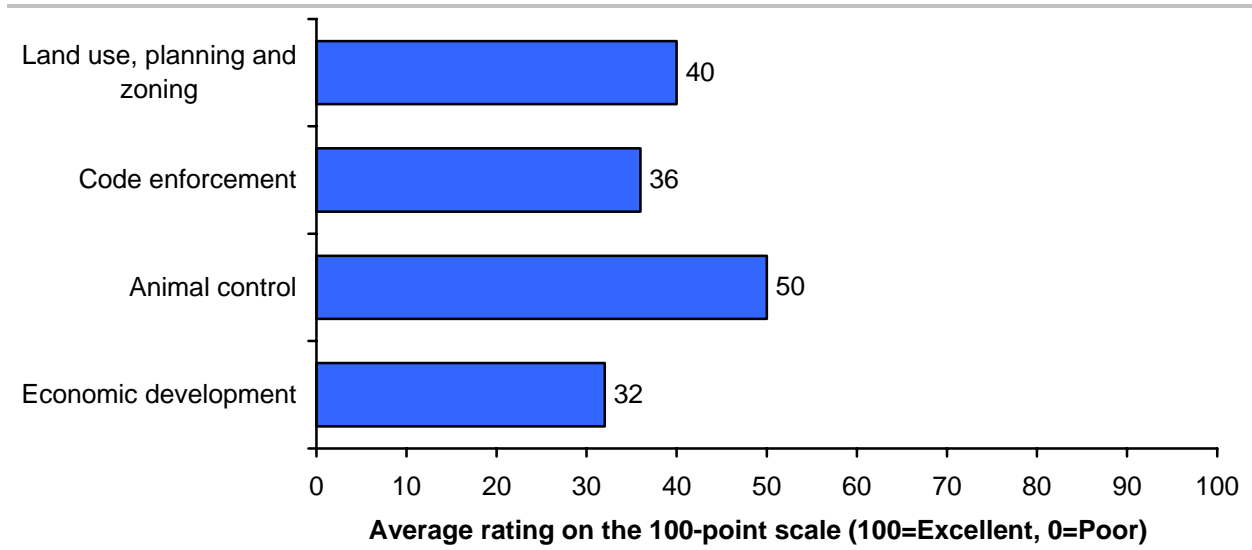


Quality of Utility Services

How do you rate the quality of each of the following services?	Excellent	Good	Fair	Poor	Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
Garbage collection	30%	50%	18%	2%	100%	69
Recycling	31%	50%	14%	5%	100%	69
Yard waste pick-up	30%	50%	16%	4%	100%	69
Storm drainage	9%	51%	30%	9%	100%	53
Drinking water	24%	53%	19%	3%	100%	66
Sewer services	17%	61%	22%	1%	100%	65

Note: "don't know" responses have been removed.

Figure 22: Quality of Planning and Code Enforcement Services

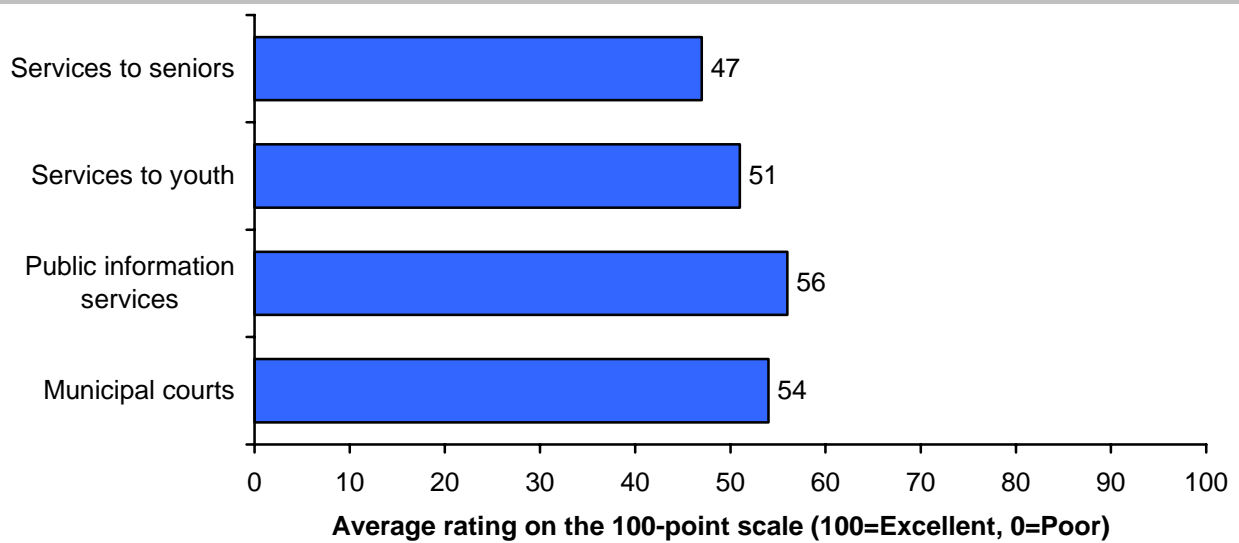


Quality of Planning and Code Enforcement Services

How do you rate the quality of each of the following services?	Excellent	Good	Fair	Poor	Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
Land use, planning and zoning	4%	31%	45%	20%	100%	40
Code enforcement (weeds, abandoned buildings, etc)	4%	30%	33%	32%	100%	36
Animal control	10%	44%	33%	13%	100%	50
Economic development	3%	22%	44%	31%	100%	32

Note: "don't know" responses have been removed.

Figure 23: Quality of Services to Special Populations and Other Services



Quality of Services to Special Populations and Other Services

How do you rate the quality of each of the following services?	Excellent	Good	Fair	Poor	Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
Services to seniors	9%	36%	41%	14%	100%	47
Services to youth	10%	44%	34%	12%	100%	51
Public information services	11%	50%	33%	5%	100%	56
Municipal courts	10%	44%	44%	2%	100%	54

Note: "don't know" responses have been removed.

The City of Mountlake Terrace Employees

Impressions of the City of Mountlake Terrace employees were assessed on the questionnaire. Those who had been in contact with a City of Mountlake Terrace employee in the past year (47%) rated their overall impression as 73 on a 100-point scale.

Figure 24: Percent of Respondents Who Had Contact with a City of Mountlake Terrace Employee

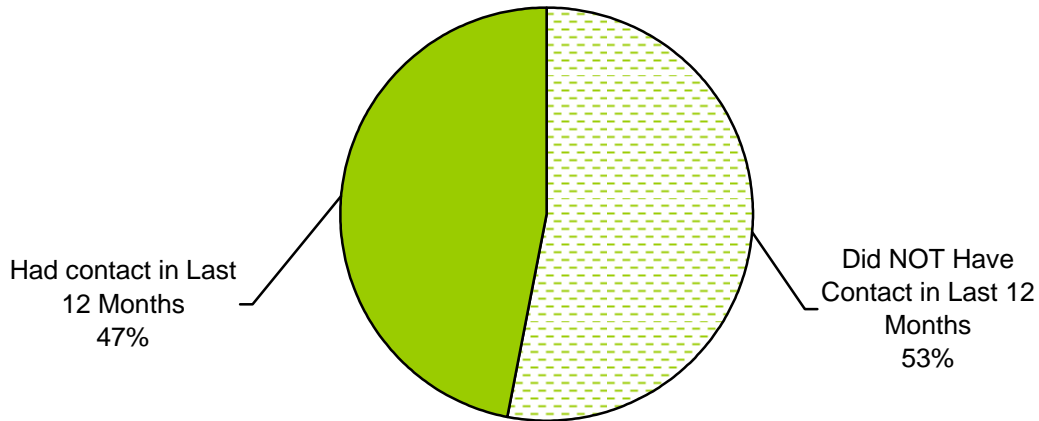
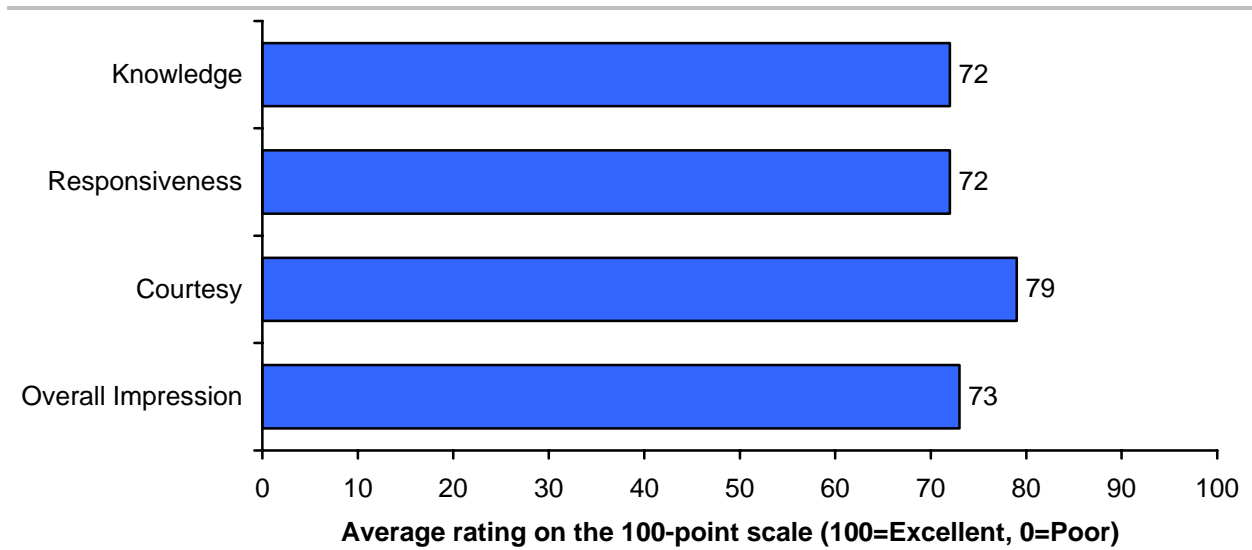


Figure 25: Ratings of Contact with the City of Mountlake Terrace Employees



Ratings of Contact with City of Mountlake Terrace Employees

What was your impression of employees of the City of Mountlake Terrace in your most recent contact?	Excellent	Good	Fair	Poor	Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
Knowledge	31%	56%	11%	2%	100%	72
Responsiveness	41%	41%	10%	8%	100%	72
Courtesy	52%	37%	7%	4%	100%	79
Overall Impression	37%	50%	7%	6%	100%	73

Note: "don't know" responses have been removed.

ADDITIONAL QUESTIONS

Three additional questions were asked by the City of Mountlake Terrace. The results for these questions are displayed below.

Policy Question #1			
The City is considering building a new Civic Center that would include a City Hall and which may also include a Community/Senior Center and/or a Police Station. Please indicate the degree to which you support or oppose each of the following options:	The City building a new Civic Center facility with a City Hall	Adding a Community/Senior Center to the Civic Center	Adding a Police Station to the Civic Center
Strongly support	36%	43%	37%
Somewhat support	41%	42%	43%
Somewhat oppose	11%	8%	9%
Strongly oppose	12%	7%	12%
Total	100%	100%	100%

Note: "don't know" responses have been removed.

Policy Question #2			
How likely or unlikely are you to vote for a bond to pay for the new Civic Center facility for each of the following options?	The City building a new Civic Center facility with a City Hall	Adding a Community/Senior Center to the Civic Center	Adding a Police Station to the Civic Center
Very likely	28%	29%	28%
Somewhat likely	36%	38%	37%
Somewhat unlikely	15%	17%	18%
Very unlikely	21%	16%	18%
Total	100%	100%	100%

Note: "don't know" responses have been removed.

Policy Question #3

Economic Development refers to the process of improving the quality of life for a community by creating and/or retaining jobs, services, and supporting or growing incomes and the tax base. How important, if at all, are each of the following areas for the City's economic development efforts?

	Essential	Very important	Somewhat important	Not at all important	Total
Encourage businesses to relocate and/or expand their business within the City limits	35%	39%	20%	6%	100%
Encourage more jobs	32%	45%	18%	4%	100%
Help existing businesses	40%	41%	16%	2%	100%
Improve infrastructure	38%	38%	22%	2%	100%
Improve the City's image	44%	31%	21%	4%	100%
Increase the tax base for City services	17%	33%	35%	15%	100%

Note: "don't know" responses have been removed.

APPENDIX A: FREQUENCY OF RESPONSES TO ALL SURVEY QUESTIONS

	Question 1: Quality of Life Ratings										Total	
	Excellent		Good		Fair		Poor		Don't know			
How do you rate Mountlake Terrace as a place to live?	16%	N=40	62%	N=159	22%	N=56	0%	N=1	0%	N=0	100%	N=256
How do you rate your neighborhood as a place to live?	15%	N=37	54%	N=137	26%	N=66	5%	N=13	0%	N=0	100%	N=253
How do you rate Mountlake Terrace as a place to raise children?	11%	N=27	41%	N=103	25%	N=62	3%	N=7	21%	N=52	100%	N=252
How do you rate Mountlake Terrace as a place to work?	3%	N=8	15%	N=37	19%	N=47	14%	N=34	49%	N=123	100%	N=248
How do you rate Mountlake Terrace as a place to retire?	10%	N=25	26%	N=65	21%	N=53	13%	N=33	31%	N=78	100%	N=253
How do you rate the overall quality of life in Mountlake Terrace?	10%	N=26	60%	N=153	27%	N=69	2%	N=5	0%	N=1	100%	N=254

The City of Mountlake Terrace Citizen Survey

Appendix A: Survey Frequencies

Question 2: Please rate each of the following characteristics as they relate to Mountlake Terrace as a whole													
	Excellent		Good		Fair		Poor		Don't know		Total		
Sense of community	8%	N=19	36%	N=90	41%	N=102	9%	N=23	5%	N=13	100%	N=246	
Openness and acceptance of the community towards people of diverse backgrounds	8%	N=21	44%	N=111	28%	N=71	5%	N=12	15%	N=37	100%	N=252	
Overall appearance of Mountlake Terrace	7%	N=18	29%	N=74	46%	N=118	17%	N=43	0%	N=1	100%	N=254	
Opportunities to attend cultural activities	4%	N=10	17%	N=42	36%	N=91	24%	N=62	19%	N=47	100%	N=252	
Shopping opportunities	6%	N=14	14%	N=36	30%	N=77	49%	N=125	1%	N=2	100%	N=254	
Recreational opportunities	11%	N=27	41%	N=105	33%	N=83	9%	N=24	6%	N=16	100%	N=254	
Job opportunities	1%	N=2	8%	N=20	18%	N=46	27%	N=69	46%	N=118	100%	N=255	
Access to affordable quality housing	3%	N=7	32%	N=83	33%	N=84	17%	N=43	15%	N=39	100%	N=256	
Access to affordable quality child care	3%	N=9	12%	N=29	12%	N=29	10%	N=26	63%	N=159	100%	N=253	
Access to affordable quality health care	5%	N=13	16%	N=39	24%	N=59	15%	N=38	40%	N=101	100%	N=251	
Ease of car travel in Mountlake Terrace	15%	N=37	52%	N=133	27%	N=68	5%	N=14	1%	N=2	100%	N=253	
Ease of bus travel in Mountlake Terrace	16%	N=40	33%	N=85	13%	N=33	9%	N=23	29%	N=73	100%	N=254	
Ease of bicycle travel in Mountlake Terrace	7%	N=18	22%	N=55	21%	N=54	8%	N=21	41%	N=105	100%	N=253	
Ease of walking in Mountlake Terrace	13%	N=34	48%	N=123	29%	N=75	6%	N=16	3%	N=9	100%	N=256	
Educational opportunities	4%	N=10	20%	N=50	24%	N=62	7%	N=17	46%	N=116	100%	N=254	
Overall image/reputation of Mountlake Terrace	6%	N=15	32%	N=80	45%	N=114	15%	N=38	3%	N=7	100%	N=254	

Question 3: Please rate the speed of growth in the following categories in Mountlake Terrace over the past two years														
	Much too slow		Somewhat too slow		Right amount		Somewhat too fast		Much too fast		Don't know		Total	
Population growth	0%	N=0	4%	N=10	42%	N=108	16%	N=41	7%	N=17	31%	N=79	100%	N=255
Retail growth (stores, restaurants etc.)	20%	N=51	33%	N=85	22%	N=56	5%	N=12	1%	N=3	19%	N=48	100%	N=255
Jobs growth	15%	N=39	22%	N=57	7%	N=18	1%	N=3	1%	N=2	53%	N=136	100%	N=255

Question 4: To what degree are the following problems in Mountlake Terrace												
	Not a problem		Minor problem		Moderate problem		Major problem		Don't know		Total	

The City of Mountlake Terrace Citizen Survey

Appendix A: Survey Frequencies

Question 4: To what degree are the following problems in Mountlake Terrace													
	Not a problem		Minor problem		Moderate problem		Major problem		Don't know		Total		
Crime	6%	N=17	37%	N=96	37%	N=94	7%	N=17	13%	N=33	100%	N=256	
Drugs	6%	N=15	20%	N=52	23%	N=60	11%	N=28	40%	N=101	100%	N=255	
Too much growth	33%	N=82	27%	N=68	13%	N=32	6%	N=16	21%	N=53	100%	N=250	
Lack of growth	33%	N=83	20%	N=50	17%	N=44	7%	N=18	22%	N=56	100%	N=251	
Graffiti	28%	N=71	49%	N=125	10%	N=26	3%	N=7	10%	N=25	100%	N=255	
Noise	38%	N=97	37%	N=94	17%	N=42	5%	N=14	2%	N=6	100%	N=252	
Run down buildings, weed lots, or junk vehicles	13%	N=34	34%	N=87	28%	N=71	22%	N=56	3%	N=7	100%	N=254	
Traffic congestion	33%	N=85	38%	N=96	22%	N=56	6%	N=14	1%	N=3	100%	N=255	
Unsupervised youth	22%	N=56	27%	N=68	23%	N=60	9%	N=24	18%	N=47	100%	N=254	
Homelessness	28%	N=69	30%	N=74	11%	N=26	2%	N=5	30%	N=76	100%	N=250	
Absence of communications from the City of Mountlake Terrace translated into languages other than English	25%	N=64	10%	N=24	5%	N=12	2%	N=5	59%	N=148	100%	N=253	

Question 5: Please rate how safe you feel from the following occurring to you in Mountlake Terrace														
	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
Violent crime (e.g., rape, assault, robbery)	27%	N=68	38%	N=97	17%	N=45	11%	N=28	2%	N=5	6%	N=15	100%	N=257
Property crimes (e.g., burglary, theft)	10%	N=25	35%	N=90	17%	N=44	29%	N=74	6%	N=14	3%	N=8	100%	N=256
Fire	31%	N=79	41%	N=107	17%	N=44	5%	N=14	1%	N=2	5%	N=12	100%	N=258

The City of Mountlake Terrace Citizen Survey

Appendix A: Survey Frequencies

Question 6: Please rate how safe you feel:														
	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
In your neighborhood during the day	60%	N=156	31%	N=79	5%	N=14	3%	N=8	1%	N=1	0%	N=0	100%	N=258
In your neighborhood after dark	20%	N=51	42%	N=108	12%	N=31	21%	N=54	5%	N=12	1%	N=3	100%	N=258
In Mountlake Terrace's downtown area during the day	53%	N=136	26%	N=67	8%	N=21	1%	N=3	0%	N=0	12%	N=30	100%	N=256
In Mountlake Terrace's downtown area after dark	14%	N=37	32%	N=83	13%	N=33	15%	N=40	2%	N=6	23%	N=59	100%	N=258
In Mountlake Terrace's parks during the day	43%	N=111	39%	N=100	5%	N=13	4%	N=10	1%	N=4	8%	N=20	100%	N=258
In Mountlake Terrace's parks after dark	3%	N=8	19%	N=50	9%	N=23	28%	N=72	12%	N=30	29%	N=76	100%	N=258

Question 7: During the past twelve months, were you or anyone in your household the victim of any crime?

	No		Yes		Don't know		Total	
During the past twelve months, were you or anyone in your household the victim of any crime?	84%	N=213	16%	N=40	0%	N=1	100%	N=255

Question 8: If yes, was this crime (these crimes) reported to the police?

	No		Yes		Total	
If yes, was this crime (these crimes) reported to the police?	19%	N=8	81%	N=33	100%	N=40

The City of Mountlake Terrace Citizen Survey

Appendix A: Survey Frequencies

Question 9: In the last 12 months, about how many times, if ever, have you or other household members done the following things in the City of Mountlake Terrace?

	Never		Once or twice		3 to 12 times		13 to 26 times		More than 26 times		Total	
Used Mountlake Terrace public library	38%	N=96	22%	N=56	22%	N=57	8%	N=21	10%	N=25	100%	N=256
Used Mountlake Terrace recreation centers	54%	N=138	20%	N=52	15%	N=39	5%	N=12	6%	N=15	100%	N=256
Used Mountlake Terrace recreation pavilion	61%	N=157	20%	N=52	13%	N=33	1%	N=3	4%	N=11	100%	N=257
Visited a City park	21%	N=53	30%	N=77	28%	N=72	12%	N=30	9%	N=23	100%	N=255
Ridden a local bus within Mountlake Terrace	61%	N=155	15%	N=37	10%	N=26	5%	N=13	9%	N=22	100%	N=253
Attended a meeting of local elected officials or other local public meeting	81%	N=206	13%	N=32	5%	N=13	1%	N=3	1%	N=2	100%	N=256
Watched a meeting of local elected officials or other local public meeting on cable television	81%	N=207	12%	N=32	6%	N=14	1%	N=2	1%	N=2	100%	N=257
Recycled used paper, cans or bottles from your home	7%	N=18	2%	N=6	5%	N=14	6%	N=15	80%	N=203	100%	N=256
Volunteered your time to some group/activity in Mountlake Terrace	77%	N=197	12%	N=30	5%	N=13	1%	N=3	5%	N=13	100%	N=255
Read City Happenings (Newsletter)	7%	N=18	26%	N=66	46%	N=114	9%	N=24	12%	N=30	100%	N=252
Used the Internet for anything	12%	N=30	3%	N=8	3%	N=8	5%	N=14	77%	N=195	100%	N=255
Used the Internet to conduct business with Mountlake Terrace	68%	N=171	17%	N=44	9%	N=23	2%	N=4	4%	N=10	100%	N=253
Purchased an item over the Internet	22%	N=57	11%	N=29	33%	N=86	10%	N=26	23%	N=59	100%	N=256

The City of Mountlake Terrace Citizen Survey

Appendix A: Survey Frequencies

Question 10: How do you rate the quality of each of the following services in Mountlake Terrace?

	Excellent		Good		Fair		Poor		Don't know		Total	
Police services	25%	N=63	48%	N=123	13%	N=34	3%	N=9	10%	N=25	100%	N=255
Fire services	28%	N=73	40%	N=101	7%	N=18	0%	N=0	25%	N=64	100%	N=255
Ambulance/emergency medical services	21%	N=53	35%	N=89	6%	N=15	1%	N=3	37%	N=94	100%	N=254
Crime prevention	8%	N=21	34%	N=86	19%	N=49	6%	N=16	32%	N=80	100%	N=252
Fire prevention and education	9%	N=23	31%	N=79	15%	N=37	2%	N=6	42%	N=106	100%	N=251
Garbage collection	29%	N=73	48%	N=122	18%	N=45	2%	N=6	4%	N=10	100%	N=256
Recycling	29%	N=75	47%	N=120	13%	N=33	4%	N=11	7%	N=17	100%	N=256
Yard waste pick-up	22%	N=57	36%	N=94	12%	N=30	3%	N=7	27%	N=69	100%	N=257
Street repair	12%	N=31	36%	N=92	37%	N=95	12%	N=31	3%	N=9	100%	N=257
Street cleaning	14%	N=36	45%	N=113	29%	N=72	6%	N=14	6%	N=15	100%	N=251
Street lighting	11%	N=28	43%	N=110	35%	N=89	10%	N=24	2%	N=5	100%	N=257
Snow removal	7%	N=19	32%	N=82	26%	N=66	14%	N=36	21%	N=53	100%	N=256
Sidewalk maintenance	9%	N=23	36%	N=92	31%	N=80	12%	N=32	12%	N=30	100%	N=257
Traffic signal timing	10%	N=26	43%	N=110	32%	N=82	12%	N=32	3%	N=8	100%	N=257
Amount of public parking	11%	N=29	46%	N=118	28%	N=71	3%	N=9	12%	N=30	100%	N=257
Bus/transit services	17%	N=43	34%	N=86	14%	N=36	8%	N=21	27%	N=70	100%	N=256
Storm drainage	8%	N=21	46%	N=117	27%	N=69	9%	N=22	10%	N=25	100%	N=254
Drinking water	23%	N=60	52%	N=133	18%	N=47	3%	N=8	3%	N=8	100%	N=257
Sewer services	15%	N=38	53%	N=135	19%	N=48	1%	N=2	13%	N=32	100%	N=255
City parks	19%	N=49	44%	N=114	21%	N=54	5%	N=13	10%	N=27	100%	N=257
Recreation programs or classes	14%	N=35	35%	N=88	12%	N=31	3%	N=6	37%	N=94	100%	N=254
Range/variety of recreation programs and classes	13%	N=34	33%	N=85	16%	N=42	4%	N=11	33%	N=84	100%	N=257
Recreation centers/facilities	14%	N=36	39%	N=98	16%	N=40	4%	N=10	28%	N=70	100%	N=254
Accessibility of parks	24%	N=62	45%	N=115	18%	N=47	4%	N=9	9%	N=24	100%	N=257
Accessibility of recreation centers/facilities	21%	N=53	41%	N=104	15%	N=38	2%	N=5	22%	N=55	100%	N=255
Appearance/maintenance of parks	15%	N=39	44%	N=112	29%	N=75	2%	N=6	10%	N=25	100%	N=256
Appearance of recreation centers/facilities	12%	N=29	43%	N=108	20%	N=51	2%	N=5	24%	N=60	100%	N=253

The City of Mountlake Terrace Citizen Survey

Appendix A: Survey Frequencies

Question 10: How do you rate the quality of each of the following services in Mountlake Terrace?

	Excellent		Good		Fair		Poor		Don't know		Total	
Land use, planning and zoning	3%	N=8	22%	N=55	32%	N=81	14%	N=35	30%	N=76	100%	N=255
Code enforcement (weeds, abandoned buildings, etc)	4%	N=9	24%	N=63	27%	N=68	26%	N=67	19%	N=50	100%	N=257
Animal control	7%	N=19	31%	N=80	24%	N=62	9%	N=24	28%	N=71	100%	N=255
Economic development	2%	N=5	16%	N=40	31%	N=79	22%	N=56	30%	N=76	100%	N=257
Services to seniors	3%	N=8	12%	N=30	14%	N=35	5%	N=12	66%	N=169	100%	N=254
Services to youth	4%	N=11	18%	N=47	14%	N=35	5%	N=12	59%	N=151	100%	N=255
Public library services	20%	N=50	39%	N=98	18%	N=45	1%	N=4	23%	N=58	100%	N=255
Variety of library materials	13%	N=33	34%	N=87	22%	N=58	1%	N=2	30%	N=77	100%	N=257
Public information services	7%	N=18	32%	N=82	21%	N=55	3%	N=9	36%	N=92	100%	N=255
Municipal courts	3%	N=7	12%	N=32	12%	N=31	1%	N=1	72%	N=185	100%	N=256

Question 11: Overall, how would you rate the quality of the services provided by...

	Excellent		Good		Fair		Poor		Don't know		Total	
The City of Mountlake Terrace	9%	N=22	47%	N=121	28%	N=72	2%	N=5	14%	N=36	100%	N=255
The Federal Government	3%	N=8	20%	N=51	33%	N=84	23%	N=59	20%	N=51	100%	N=255
The State Government	3%	N=9	30%	N=76	33%	N=85	15%	N=37	19%	N=49	100%	N=255

The City of Mountlake Terrace Citizen Survey

Appendix A: Survey Frequencies

Question 12: Have you had any in-person or phone contact with an employee of the City of Mountlake Terrace within the last 12 months?

	No		Yes		Total	
Have you had any in-person or phone contact with an employee of the City of Mountlake Terrace within the last 12 months?	53%	N=131	47%	N=116	100%	N=247

Question 13: What was your impression of the employees of the City of Mountlake Terrace in your most recent contact?

	Excellent		Good		Fair		Poor		Don't know		Total	
Knowledge	29%	N=37	53%	N=67	10%	N=13	2%	N=2	5%	N=6	100%	N=126
Responsiveness	39%	N=48	39%	N=49	10%	N=12	7%	N=9	5%	N=6	100%	N=125
Courtesy	49%	N=61	35%	N=43	6%	N=8	4%	N=4	7%	N=8	100%	N=125
Overall Impression	35%	N=44	47%	N=59	7%	N=9	6%	N=7	5%	N=6	100%	N=125

Question 14: Please rate your agreement or disagreement with the following statements.

	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Don't know		Total	
I receive good value for the City of Mountlake Terrace taxes I pay	9%	N=23	36%	N=92	31%	N=77	6%	N=15	1%	N=3	17%	N=42	100%	N=252
I am pleased with the overall direction that the City of Mountlake Terrace is taking	15%	N=38	30%	N=74	26%	N=65	12%	N=31	4%	N=9	13%	N=32	100%	N=250
The City of Mountlake Terrace government welcomes citizen involvement	19%	N=47	31%	N=77	16%	N=40	4%	N=10	4%	N=10	27%	N=67	100%	N=251
The City of Mountlake Terrace government listens to citizens	8%	N=21	23%	N=57	18%	N=46	9%	N=22	6%	N=16	36%	N=91	100%	N=252

The City of Mountlake Terrace Citizen Survey

Appendix A: Survey Frequencies

Question 15: What impact, if any, do you think the economy will have on your family income in the next 6 months?

	Very positive		Somewhat positive		Neutral		Somewhat negative		Very negative		Total	
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	2%	N=5	16%	N=41	47%	N=119	28%	N=71	6%	N=16	100%	N=252

Question 16a: Policy Question 1

The City is considering building a new Civic Center that would include a City Hall and which may also include a Community/Senior Center and/or a Police Station. Please indicate the degree to which you support or oppose each of the following options:

	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Don't know		Total	
The City building a new Civic Center facility with a City Hall	31%	N=80	35%	N=90	10%	N=25	10%	N=26	14%	N=35	100%	N=256
Adding a Community/Senior Center to the Civic Center	37%	N=96	36%	N=92	7%	N=18	6%	N=16	13%	N=34	100%	N=256
Adding a Police Station to the Civic Center	30%	N=78	36%	N=91	7%	N=18	10%	N=25	17%	N=44	100%	N=256

Question 16b: Policy Question 2

How likely or unlikely are you to vote for a bond to pay for the new Civic Center facility for each of the following options?

	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
The City building a new Civic Center facility with a City Hall	25%	N=63	32%	N=81	13%	N=33	18%	N=47	12%	N=31	100%	N=256
Adding a Community/Senior Center to the Civic Center	26%	N=66	34%	N=86	15%	N=38	15%	N=37	11%	N=28	100%	N=256
Adding a Police Station to the Civic Center	24%	N=61	32%	N=81	16%	N=40	15%	N=39	14%	N=36	100%	N=256

Question 16c: Policy Question 3

Economic Development refers to the process of improving the quality of life for a community by creating and/or retaining jobs, services, and supporting or growing incomes and the tax base. How important, if at all, are each of the following areas for the City's economic development efforts?	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Encourage businesses to relocate and/or expand their business within the City limits	33%	N=82	36%	N=92	19%	N=48	5%	N=13	7%	N=18	100%	N=253
Encourage more jobs	31%	N=77	44%	N=109	18%	N=43	4%	N=10	2%	N=6	100%	N=246
Help existing businesses	39%	N=99	39%	N=100	16%	N=40	2%	N=6	4%	N=10	100%	N=253
Improve infrastructure	34%	N=86	34%	N=87	20%	N=51	2%	N=4	10%	N=26	100%	N=254
Improve the City's image	41%	N=105	29%	N=75	20%	N=51	4%	N=9	6%	N=15	100%	N=255
Increase the tax base for City services	15%	N=37	27%	N=69	29%	N=74	13%	N=32	17%	N=42	100%	N=255

Question 17: Do you live within the City limits of the City of Mountlake Terrace?

	No		Yes		Total	
	%	N	%	N	%	N
Do you live within the limits of the City of Mountlake Terrace?	3%	N=9	97%	N=246	100%	N=254

Question 18: Employment Status

	No		Yes		Total	
	%	N	%	N	%	N
Are you currently employed?	21%	N=53	79%	N=201	100%	N=254

Question 18a: Usual Mode of Transportation to Work

What one method of transportation do you usually use (for the longest distance of your commute) to travel to work?	Percent of respondents	Count
Motorized vehicle	80%	N=162
Bus, Rail, Subway, or other public transportation	15%	N=30
Walk	2%	N=4
Work at home	2%	N=4
Other	1%	N=2
Total	100%	N=202

Question 18b: Drive Alone or Carpool

	No	Yes	Total
If you checked the motorized vehicle (e.g. car, truck, van, motorcycle, etc.) box in 18a, do other people usually ride with you to or from work?	78% N=124	22% N=35	100% N=159

Usual Mode of Transportation to Work, Including Carpooling

Usual mode of transportation to work	Percent of respondents	Count
Motorized vehicle, no others (SOV)	63%	N=126
Motorized vehicle, with others (MOV)	17%	N=35
Bus, rail, subway, or other public transportation	15%	N=30
Walk	2%	N=4
Work at home	2%	N=4
Other	1%	N=2
Total	100%	N=202

Question 19: Length of Residency

How many years have you lived in Mountlake Terrace?	Percent of respondents	Count
Less than 2 years	24%	N=61
2 to 5 years	31%	N=79
6 to 10 years	14%	N=35
11 to 20 years	12%	N=31
More than 20 years	19%	N=47
Total	100%	N=253

Question 20: Type of Housing Unit

Which best describes the building you live in?	Percent of respondents	Count
One family house detached from any other houses	48%	N=122
One family house attached to one or more houses	9%	N=22
Building with two or more apartments or condominiums	41%	N=103
Mobile home	3%	N=7
Other	0%	N=0
Total	100%	N=255

Question 21: Tenure Status

	Rented for cash or occupied without cash payment?		Owned by you or someone in this house		Total	
Is this house, apartment, or mobile home...	40%	N=102	60%	N=152	100%	N=254

Questions 22 to 25: Household Characteristics

	No		Yes		Total	
Do any children age 12 or under live in your household?	73%	N=186	27%	N=70	100%	N=256
Do any teenagers ages 13 through 17 live in your household?	88%	N=226	12%	N=29	100%	N=255
Are you or any other members of your household aged 65 or older?	86%	N=221	14%	N=35	100%	N=256
Does any member of your household have a physical handicap or is anyone disabled?	89%	N=228	11%	N=27	100%	N=255

Question 26: Education

What is the highest degree or level of school you have completed?	Percent of Respondents	Count
12th Grade or less, no diploma	2%	N=6
High school diploma	12%	N=30
Some college, no degree	26%	N=67
Associate's degree (e.g. AA, AS)	11%	N=27
Bachelor's degree (e.g. BA, AB, BS)	33%	N=85
Graduate degree or professional degree	16%	N=41
Total	100%	N=255

Question 27: Annual Household Income

How much do you anticipate your household's total income before taxes will be for the current year?	Percent of Respondents	Count
Less than \$24,999	10%	N=25
\$25,000 to \$49,999	33%	N=80
\$50,000 to \$99,999	42%	N=103
\$100,000 or more	15%	N=36
Total	100%	N=244

Question 28: Ethnicity

	No	Yes	Total
Are you Spanish/Hispanic/Latino?	94% N=236	6% N=14	100% N=250

Question 29: Race

What is your race?	Percent of Respondents	Count
American Indian or Alaskan native	3%	N=8
Asian or Pacific Islander	10%	N=25
Black, African American	4%	N=9
White/Caucasian	86%	N=210
Other	4%	N=10

Total may exceed 100% as respondents could select more than one category.

Question 30: Age

In which category is your age?	Percent of respondents	Count
18 to 24 years	6%	N=14
25 to 34 years	35%	N=88
35 to 44 years	20%	N=49
45 to 54 years	20%	N=51
55 to 64 years	8%	N=20
65 to 74 years	6%	N=16
75 years or older	6%	N=15
Total	100%	N=252

Question 31: Gender

	Female		Male		Total	
What is your gender?	53%	N=133	47%	N=120	100%	N=252

Questions 32 to 34: Voter Status and Activity

	No		Yes		Don't know		Total	
Are you registered to vote in your jurisdiction?	21%	N=53	75%	N=192	4%	N=11	100%	N=256
Did you vote in the last election?	36%	N=92	63%	N=162	1%	N=2	100%	N=256
Are you likely to vote in the next election?	8%	N=19	86%	N=219	6%	N=16	100%	N=254

APPENDIX B: SURVEY METHODOLOGY

The National Citizen Survey™ was developed to provide local jurisdictions an accurate, affordable and easy way to assess and interpret resident opinion about important community issues. While standardization of question wording and survey methods provide the rigor to assure valid results, each jurisdiction has enough flexibility to construct a customized version of The National Citizen Survey™ that asks residents about key local services and important local issues.

Results offer insight into residents' perspectives about local government performance and as such provide important benchmarks for jurisdictions working on performance measurement. The National Citizen Survey™ is designed to help with budget, land use and strategic planning as well as to communicate with local residents. The National Citizen Survey™ permits questions to test support for local policies and answers to its questions also speak to community trust and involvement in community-building activities as well as to resident demographic characteristics.

Sampling

All households within Mountlake Terrace were eligible to participate in the survey; 1,200 were selected to receive the survey. These 1,200 households were randomly selected from a comprehensive list of all housing units within Mountlake Terrace boundaries. The basis of the list of all housing units was a United States Postal Service listing of housing units within zip codes. Since some of the zip codes that serve Mountlake Terrace households may also serve addresses that lie outside of the jurisdiction, the exact geographic location of each housing unit was compared to jurisdiction boundaries, using the most current municipal boundary file (updated on a quarterly basis), and addresses located outside of Mountlake Terrace boundaries were removed from consideration.

To choose the 1,200 survey recipients, a systematic sampling method was applied to the list of households known to be within Mountlake Terrace. Systematic sampling is a procedure whereby a complete list of all possible items is culled, selecting every Nth one until the appropriate amount of items is selected. Attached units were over sampled as residents of this type of housing typically respond at lower rates to surveys than do those in detached housing units.

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the "person whose birthday has most recently passed" to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire.

Survey Administration

Selected households received three mailings, one week apart, beginning November 19, 2007. The first mailing was a prenotification postcard announcing the upcoming survey. The next

mailing contained a letter from the mayor inviting the household to participate, a questionnaire and postage-paid return envelope. The final mailing contained a reminder letter and another survey and postage-paid return envelope. Completed surveys were collected over the following seven weeks.

Response Rate and Confidence Intervals

Of the 1,128 eligible households, 257 completed the survey providing a response rate of 23%. Approximately 72 addresses sampled were “vacant” or “not found.”³ In general, the response rates obtained on citizen surveys range from 20% to 40%. The sample of households was selected systematically and impartially from a list of residences in the United States maintained by the U.S. postal service and sold to NRC through an independent vendor. For each household, one adult, selected in an unbiased fashion, was asked to complete the survey. The sample drawn for Mountlake Terrace used USPS data to approximate the geographic boundaries of the jurisdiction, though some households just outside the city limits may have received surveys. The survey completers who technically do not reside in the jurisdiction may choose to respond to the survey because they feel an affiliation with the jurisdiction and its services. Local governments often have a sphere of influence – providing in-jurisdiction services that perimeter-residents use or even providing services outside the jurisdiction boundaries.

In theory, in 95 cases out of 100, the results based on such samples will differ by no more than 6 percentage points in either direction from what would have been obtained had responses been collected from all Mountlake Terrace adults. This difference is also called a “margin of error.”⁴ This difference from the presumed population finding is referred to as the sampling error. For subgroups of responses, the margin of sampling error is larger. In addition to sampling error, the practical difficulties of conducting any survey of the public may introduce other sources of error. For example, the failure of some of the selected adults to participate in the sample or the difficulty of including all sectors of the population, such as residents of some institutions or group residences, may lead to somewhat different results.

Weighting and Analyzing the Data

The surveys were analyzed using the SPSS statistical package. Frequency distributions and average (mean) ratings are presented in the body of the report.

The demographic characteristics of the sample were compared to those of the City of Mountlake Terrace as reflected in the information sent by staff to National Research Center, Inc. When necessary, survey results were statistically adjusted to reflect the known population profile.

Generally, two variables are used in a weighting scheme. Known population characteristics are compared to the characteristics of survey respondents. Characteristics chosen as weighting

³ “Eligible” households refer to addresses that belong to residences that are not vacant within the City of Mountlake Terrace.

⁴ The margin of error was calculated using the following formula: $1.96 * \text{square root}(0.25/400)$. This margin of error is calculated in the most conservative way. The standard error was assumed to be the greatest for a binomial distribution: 50%/50%.

variables are generally selected because they are not in proportion to what is shown in a jurisdiction's demographic profile and because differences in opinion are observed between subgroups of these characteristics. The socioeconomic characteristics that were used to weight the survey results were housing unit type, gender/age and tenure. Other discrepancies between the whole population and the sample were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics, although the percentages are not always identical in the sample compared to the population norms. The results of the weighting scheme are presented in the table on the following page.

Weighting Scheme for the City of Mountlake Terrace Citizen Survey			
Respondent Characteristics	Population Norm⁵	Unweighted Survey Data	Weighted Survey Data
Tenure			
Rent Home	40%	32%	40%
Own Home	60%	68%	60%
Type of Housing Unit			
Single-Family Detached	58%	45%	51%
Attached	42%	55%	49%
Ethnicity			
Non-Hispanic	94%	96%	94%
Hispanic	6%	4%	6%
Race			
White/Caucasian	78%	82%	80%
Non-White	22%	18%	20%
Gender			
Female	51%	59%	53%
Male	49%	41%	47%
Age			
18-34	36%	21%	40%
35-54	42%	38%	40%
55+	22%	41%	20%
Gender and Age			
Females 18-34	18%	13%	21%
Females 35-54	21%	22%	20%
Females 55+	12%	24%	11%
Males 18-34	18%	8%	19%
Males 35-54	21%	16%	20%
Males 55+	10%	17%	9%

⁵ Source: 2000 Census

APPENDIX C: SURVEY MATERIALS

The following pages contain copies of the survey materials sent to randomly selected households within the City of Mountlake Terrace. All households selected for inclusion in the study were first sent a prenotification postcard informing them that they would be receiving a questionnaire within the following week. A week later, a cover letter and survey were sent, with a postage paid return envelope. Two weeks later a second cover letter and survey were sent. The second cover letter asked that those who had responded not do so again, while urging those who had not yet returned their surveys to please do so.

**MOUNTLAKE
TERRACE**
23204 58th Avenue West
Mountlake Terrace, Washington 98043

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94

**MOUNTLAKE
TERRACE**
23204 58th Avenue West
Mountlake Terrace, Washington 98043

Presorted
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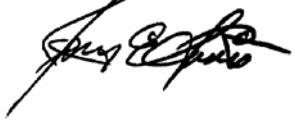
**MOUNTLAKE
TERRACE**
23204 58th Avenue West
Mountlake Terrace, Washington 98043

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94

Dear Mountlake Terrace Resident,

Your household has been selected at random to participate in an anonymous citizen survey about the City of Mountlake Terrace. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

Sincerely,

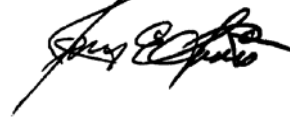


Jerry Smith
Mayor

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Sincerely,

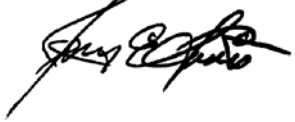


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Sincerely,



Jerry Smith
Mayor

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Your household has been selected at random to participate in an anonymous citizen survey about the City of Mountlake Terrace. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

Sincerely,



Jerry Smith
Mayor



23204 58th Avenue West
Mountlake Terrace, Washington 98043

November 2007

Dear Mountlake Terrace Resident:

The City of Mountlake Terrace wants to know what you think about our community and municipal government. You have been randomly selected to participate in Mountlake Terrace's 2007 Citizen Survey.

Please take a few minutes to fill out the enclosed Citizen Survey. Your answers will help the City Council make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

To get a representative sample of Mountlake Terrace residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.

Please have the appropriate member of the household spend a few minutes to answer all the questions and return the survey in the enclosed postage-paid envelope. **Your responses will remain completely anonymous.**

Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. If you have any questions about the Citizen Survey please call (425) 744-6216.

Please help us shape the future of Mountlake Terrace. Thank you for your time and participation.

Sincerely,

Jerry Smith
Mayor



23204 58th Avenue West
Mountlake Terrace, Washington 98043

December 2007

Dear Mountlake Terrace Resident:

About one week ago, you should have received a copy of the enclosed survey. **If you completed it and sent it back, we thank you for your time and ask you to discard this survey. Please do not respond twice.** If you have not had a chance to complete the survey, we would appreciate your response. The City of Mountlake Terrace wants to know what you think about our community and municipal government. You have been randomly selected to participate in the City of Mountlake Terrace's Citizen Survey.

Please take a few minutes to fill out the enclosed Citizen Survey. Your answers will help Mountlake Terrace City Council make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

To get a representative sample of Mountlake Terrace residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.

Please have the appropriate member of the household spend a few minutes to answer all the questions and return the survey in the enclosed postage-paid envelope. **Your responses will remain completely anonymous.**

Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. If you have any questions about the Citizen Survey please call (425) 744-6216.

Please help us shape the future of Mountlake Terrace. Thank you for your time and participation.

Sincerely,

Jerry Smith
Mayor

THE CITY OF MOUNTLAKE TERRACE 2007 CITIZEN SURVEY

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please circle the response that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

1. Please circle the number that comes closest to your opinion for each of the following questions:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
How do you rate Mountlake Terrace as a place to live?	1	2	3	4	5
How do you rate your neighborhood as a place to live?	1	2	3	4	5
How do you rate Mountlake Terrace as a place to raise children?	1	2	3	4	5
How do you rate Mountlake Terrace as a place to work?	1	2	3	4	5
How do you rate Mountlake Terrace as a place to retire?.....	1	2	3	4	5
How do you rate the overall quality of life in Mountlake Terrace?.....	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Mountlake Terrace as a whole:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Sense of community	1	2	3	4	5
Openness and acceptance of the community towards people of diverse backgrounds	1	2	3	4	5
Overall appearance of Mountlake Terrace	1	2	3	4	5
Opportunities to attend cultural activities.....	1	2	3	4	5
Shopping opportunities	1	2	3	4	5
Recreational opportunities	1	2	3	4	5
Job opportunities	1	2	3	4	5
Access to affordable quality housing	1	2	3	4	5
Access to affordable quality child care	1	2	3	4	5
Access to affordable quality health care.....	1	2	3	4	5
Ease of car travel in Mountlake Terrace.....	1	2	3	4	5
Ease of bus travel in Mountlake Terrace	1	2	3	4	5
Ease of bicycle travel in Mountlake Terrace.....	1	2	3	4	5
Ease of walking in Mountlake Terrace.....	1	2	3	4	5
Educational opportunities	1	2	3	4	5
Overall image/reputation of Mountlake Terrace	1	2	3	4	5

3. Please rate the speed of growth in the following categories in Mountlake Terrace over the past 2 years:

	<u>Much too slow</u>	<u>Somewhat too slow</u>	<u>Right amount</u>	<u>Somewhat too fast</u>	<u>Much too fast</u>	<u>Don't know</u>
Population growth	1	2	3	4	5	6
Retail growth (stores, restaurants etc.).....	1	2	3	4	5	6
Jobs growth	1	2	3	4	5	6

4. To what degree, if at all, are the following problems in Mountlake Terrace:

	<u>Not a problem</u>	<u>Minor problem</u>	<u>Moderate problem</u>	<u>Major problem</u>	<u>Don't know</u>
Crime	1	2	3	4	5
Drugs	1	2	3	4	5
Too much growth	1	2	3	4	5
Lack of growth	1	2	3	4	5
Graffiti	1	2	3	4	5
Noise.....	1	2	3	4	5
Run down buildings, weed lots, or junk vehicles	1	2	3	4	5
Traffic congestion	1	2	3	4	5
Unsupervised youth.....	1	2	3	4	5
Homelessness	1	2	3	4	5
Absence of communications from the City of Mountlake Terrace translated into languages other than English.....	1	2	3	4	5

5. Please rate how safe you feel from the following occurring to you in Mountlake Terrace:

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
Violent crime (e.g., rape, assault, robbery)	1	2	3	4	5	6
Property crimes (e.g., burglary, theft)	1	2	3	4	5	6
Fire	1	2	3	4	5	6

6. Please rate how safe you feel:

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
In your neighborhood during the day	1	2	3	4	5	6
In your neighborhood after dark	1	2	3	4	5	6
In Mountlake Terrace's downtown area during the day... ..	1	2	3	4	5	6
In Mountlake Terrace's downtown area after dark	1	2	3	4	5	6
In Mountlake Terrace's parks during the day	1	2	3	4	5	6
In Mountlake Terrace's parks after dark	1	2	3	4	5	6

7. During the past twelve months, were you or anyone in your household the victim of any crime?

- No → Go to question #9 Yes → Go to question #8 Don't know

8. If yes, was this crime (these crimes) reported to the police?

- No Yes Don't know

9. In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Mountlake Terrace?

	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times
Used Mountlake Terrace public library	1	2	3	4	5
Used Mountlake Terrace recreation pavilion	1	2	3	4	5
Participated in a recreation program or activity	1	2	3	4	5
Visited a City park	1	2	3	4	5
Ridden a local bus within Mountlake Terrace	1	2	3	4	5
Attended a meeting of local elected officials or other local public meeting	1	2	3	4	5
Watched or listened to meeting of local elected officials or other local public meeting	1	2	3	4	5
Recycled used paper, cans or bottles from your home	1	2	3	4	5
Volunteered your time to some group/activity in Mountlake Terrace	1	2	3	4	5
Read City Happenings (Newsletter)	1	2	3	4	5
Used the Internet for anything	1	2	3	4	5
Used the Internet to conduct business with Mountlake Terrace	1	2	3	4	5
Purchased an item over the Internet	1	2	3	4	5

10. How do you rate the quality of each of the following services in Mountlake Terrace?

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Police services.....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Ambulance/emergency medical services.....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	1	2	3	4	5
Street repair.....	1	2	3	4	5
Street cleaning.....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Sidewalk maintenance.....	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Amount of public parking.....	1	2	3	4	5
Bus/transit services.....	1	2	3	4	5
Storm drainage.....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services.....	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Range/variety of recreation programs and classes.....	1	2	3	4	5
Recreation centers/facilities.....	1	2	3	4	5
Accessibility of parks.....	1	2	3	4	5
Accessibility of recreation centers/facilities.....	1	2	3	4	5
Appearance/maintenance of parks.....	1	2	3	4	5
Appearance of recreation centers/facilities.....	1	2	3	4	5
Land use, planning and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc).....	1	2	3	4	5
Animal control.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Services to seniors.....	1	2	3	4	5
Services to youth.....	1	2	3	4	5
Public library services.....	1	2	3	4	5
Variety of library materials.....	1	2	3	4	5
Public information services.....	1	2	3	4	5
Municipal courts.....	1	2	3	4	5

11. Overall, how would you rate the quality of the services provided by each of the following?

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The City of Mountlake Terrace.....	1	2	3	4	5
The Federal Government.....	1	2	3	4	5
The State Government.....	1	2	3	4	5

12. Have you had any in-person or phone contact with an employee of the City of Mountlake Terrace within the last 12 months (including police, receptionists, planners or any others)?

- No → Go to question #14 Yes → Go to question #13

13. What was your impression of employees of the City of Mountlake Terrace in your most recent contact? (Rate each characteristic below.)

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Knowledge.....	1	2	3	4	5
Responsiveness.....	1	2	3	4	5
Courtesy.....	1	2	3	4	5
Overall impression.....	1	2	3	4	5

14. Please rate the following statements by circling the number that most clearly represents your opinion:

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Don't know
I receive good value for the City of Mountlake Terrace taxes I pay.....	1	2	3	4	5	6
I am pleased with the overall direction that the City of Mountlake Terrace is taking.....	1	2	3	4	5	6
The City of Mountlake Terrace government welcomes citizen involvement.....	1	2	3	4	5	6
The City of Mountlake Terrace government listens to citizens	1	2	3	4	5	6

15. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

- Very positive
 Somewhat positive
 Neutral
 Somewhat negative
 Very negative

16. Please check the response that comes closest to your opinion for each of the following questions:

a. The City is considering building a new Civic Center that would include a City Hall and which may also include a Community/Senior Center and/or a Police Station. Please indicate the extent to which you support or oppose each of the following options:

	Strongly support	Somewhat support	Somewhat oppose	Strongly Oppose	Don't know
The City building a new Civic Center facility with a City Hall.....	1	2	3	4	5
Adding a Community/Senior Center to the Civic Center	1	2	3	4	5
Adding a Police Station to the Civic Center.....	1	2	3	4	5

b. How likely or unlikely are you to vote for a bond to pay for the new Civic Center facility (mentioned in the question above) for each of the following options?

	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Don't know
The City building a new Civic Center facility with a City Hall.....	1	2	3	4	5
Adding a Community/Senior Center to the Civic Center	1	2	3	4	5
Adding a Police Station to the Civic Center.....	1	2	3	4	5

c. Economic Development refers to the process of improving the quality of life for a community by creating and/or retaining jobs, services and supporting or growing incomes and the tax base. How important, if at all, are each of the following areas for the City's economic development efforts?

	Essential	Very important	Somewhat important	Not at all important	Don't know
Encourage businesses to relocate and/or expand their business within the City limits.....	1	2	3	4	5
Encourage more jobs.....	1	2	3	4	5
Help existing businesses	1	2	3	4	5
Improve infrastructure.....	1	2	3	4	5
Improve the City's image	1	2	3	4	5
Increase the tax base for City services.....	1	2	3	4	5

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

17. Do you live within the City limits of the City of Mountlake Terrace?

- No Yes

18. Are you currently employed?

- No → Go to question #19
 Yes → Go to question #18a

18a. What one method of transportation do you usually use (for the longest distance of your commute) to travel to work?

- Motorized vehicle (e.g. car, truck, van, motorcycle etc...)
 Bus, Rail, Subway, or other public transportation
 Walk
 Work at home
 Other

18b. If you checked the motorized vehicle (e.g. car, truck, van, motorcycle, etc.) box in 18a, do other people (adults or children) usually ride with you to or from work?

- No Yes

19. How many years have you lived in Mountlake Terrace?

- Less than 2 years 11-20 years
 2-5 years More than 20 years
 6-10 years

20. Which best describes the building you live in?

- One family house detached from any other houses
 House attached to one or more houses (e.g., a duplex or townhome)
 Building with two or more apartments or condominiums
 Mobile home
 Other

21. Is this house, apartment, or mobile home...

- Rented for cash or occupied without cash payment?
 Owned by you or someone in this house with a mortgage or free and clear?

22. Do any children 12 or under live in your household?

- No Yes

23. Do any teenagers aged between 13 and 17 live in your household?

- No Yes

24. Are you or any other members of your household aged 65 or older?

- No Yes

25. Does any member of your household have a physical handicap or is anyone disabled?

- No Yes

26. What is the highest degree or level of school you have completed? (mark one box)

- 12th Grade or less, no diploma
 High school diploma
 Some college, no degree
 Associate's degree (e.g. AA, AS)
 Bachelor's degree (e.g. BA, AB, BS)
 Graduate degree or professional degree

27. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- Less than \$24,999
 \$25,000 to \$49,999
 \$50,000 to \$99,999
 \$100,000 or more

28. Are you Spanish/Hispanic/Latino?

- No Yes

29. What is your race? (Mark one or more races to indicate what race you consider yourself to be)

- American Indian or Alaskan native
 Asian or Pacific Islander
 Black, African American
 White/Caucasian
 Other

30. In which category is your age?

- 18-24 years 55-64 years
 25-34 years 65-74 years
 35-44 years 75 years or older
 45-54 years

31. What is your sex?

- Female Male

32. Are you registered to vote in your jurisdiction?

- No Yes Don't know

33. Did you vote in the last election?

- No Yes Don't know

34. Are you likely to vote in the next election?

- No Yes Don't know

**Thank you for completing this survey. Please return the completed survey in the postage paid envelope to:
National Research Center, Inc., 3005 30th St., Boulder, CO 80301**



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