



CITY OF  
MOUNTLAKE TERRACE, WA  
2011

Benchmark Report

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# UNDERSTANDING THE BENCHMARK COMPARISONS

## COMPARISON DATA

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services and gave their opinion about the quality of community life. The comparison evaluations are from the most recent survey completed in each jurisdiction; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant.

The jurisdictions in the database represent a wide geographic and population range as shown in the table below.

| Jurisdiction Characteristic     | Percent of Jurisdictions |
|---------------------------------|--------------------------|
| <b>Region</b>                   |                          |
| West Coast <sup>1</sup>         | 16%                      |
| West <sup>2</sup>               | 21%                      |
| North Central West <sup>3</sup> | 11%                      |
| North Central East <sup>4</sup> | 13%                      |
| South Central <sup>5</sup>      | 7%                       |
| South <sup>6</sup>              | 26%                      |
| Northeast West <sup>7</sup>     | 2%                       |
| Northeast East <sup>8</sup>     | 4%                       |
| <b>Population</b>               |                          |
| Less than 40,000                | 45%                      |
| 40,000 to 74,999                | 20%                      |
| 75,000 to 149,000               | 17%                      |
| 150,000 or more                 | 19%                      |

<sup>1</sup> Alaska, Washington, Oregon, California, Hawaii

<sup>2</sup> Montana, Idaho, Wyoming, Colorado, Utah, Nevada, Arizona, New Mexico

<sup>3</sup> North Dakota, South Dakota, Nebraska, Kansas, Iowa, Missouri, Minnesota

<sup>4</sup> Illinois, Indiana, Ohio, Michigan, Wisconsin

<sup>5</sup> Oklahoma, Texas, Louisiana, Arkansas

<sup>6</sup> West Virginia, Virginia, Kentucky, Tennessee, Mississippi, Alabama, Georgia, Florida, South Carolina, North Carolina, Maryland, Delaware, Washington DC

<sup>7</sup> New York, Pennsylvania, New Jersey

<sup>8</sup> Connecticut, Rhode Island, Massachusetts, New Hampshire, Vermont, Maine

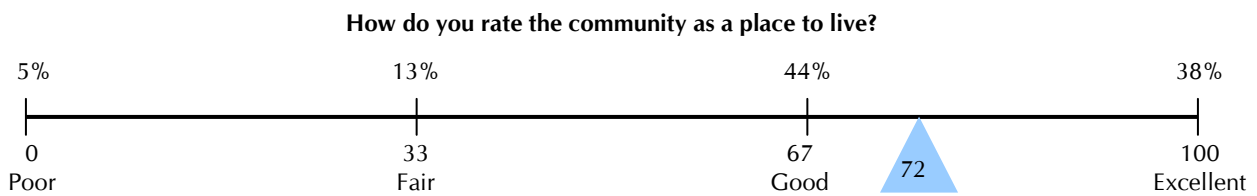
## PUTTING EVALUATIONS ONTO THE 100-POINT SCALE

Although responses to many of the evaluative questions were made on a four point scale with 1 representing the best rating and 4 the worst, the benchmarks are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. The 95 percent confidence interval around an average score on the 100-point scale is no greater than plus or minus three points based on all respondents.

The 100-point scale is not a percent. It is a conversion of responses to an average rating. Each response option is assigned a value that is used in calculating the average score. For example, “excellent” = 100, “good” = 67, “fair” = 33 and “poor” = 0. If everyone reported “excellent,” then the average rating would be 100 on the 100-point scale. Likewise, if all respondents gave a “poor,” the result would be 0 on the 100-point scale. If half the respondents gave a score of “excellent” and half gave a score of “poor,” the average would be in the middle of the scale (like the center post of a teeter totter) between “fair” and “good.” An example of how to convert survey frequencies into an average rating appears below.

Example of Converting Responses to the 100-point Scale

| How do you rate the community as a place to live? |                         |  |                            |                             |   |   |
|---|-------------------------|--|----------------------------|-----------------------------|---|---|
| Response option                                   | Total with “don’t know” | Step 1: Remove the percent of “don’t know” responses | Total without “don’t know” | Step 2: Assign scale values | Step 3: Multiply the percent by the scale value | Step 4: Sum to calculate the average rating |
| Excellent   | 36%                     | = 36 ÷ (100-5) =                                     | 38%                        | 100                         | = 38% x 100 =                                   | 38  |
| Good  | 42%                     | = 42 ÷ (100-5) =                                     | 44%                        | 67                          | = 44% x 67 =                                    | 30  |
| Fair  | 12%                     | = 12 ÷ (100-5) =                                     | 13%                        | 33                          | = 13% x 33 =                                    | 4   |
| Poor  | 5%                      | = 5 ÷ (100-5) =                                      | 5%                         | 0                           | = 5% x 0 =                                      | 0   |
| Don’t know  | 5%                      |  | --                         |                             |   |   |
| Total   | 100%                    |  | 100%                       |                             |   | 72  |



## INTERPRETING THE RESULTS

Average ratings are compared when similar questions are included in NRC’s database, and there are at least five jurisdictions in which the question was asked. Where comparisons are available, three numbers are provided in the table. The first column is your jurisdiction’s rating on the 100-point scale. The second column is the rank assigned to your jurisdiction’s rating among jurisdictions where a similar question was asked. The third column is the number of jurisdictions that asked a similar question. The final column shows the comparison of your jurisdiction’s average rating to the benchmark.

Where comparisons for quality ratings were available, the City of Mountlake Terrace’s results were generally noted as being “above” the benchmark, “below” the benchmark or “similar” to the benchmark. For some questions – those related to resident behavior, circumstance or to a local problem – the comparison to the benchmark is designated as “more,” “similar” or “less” (for example, the percent of crime victims, residents visiting a park or residents identifying code enforcement as a problem.) In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of “much,” (for example, “much less” or “much above”). These labels come from a statistical comparison of the City of Mountlake Terrace’s rating to the benchmark where a rating is considered “similar” if it is within the margin of error; “above,” “below,” “more” or “less” if the difference between your jurisdiction’s rating and the benchmark is greater the margin of error; and “much above,” “much below,” “much more” or “much less” if the difference between your jurisdiction’s rating and the benchmark is more than twice the margin of error.

This report contains benchmarks at the national level.

## NATIONAL BENCHMARK COMPARISONS

| Overall Community Quality Benchmarks                      |                                  |      |  |                         |
|---|----------------------------------|------|--|-------------------------|
|   | Mountlake Terrace average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Overall quality of life in Mountlake Terrace              | 64                               | 251  | 400                                    | Similar                 |
| Your neighborhood as place to live                        | 66                               | 173  | 262                                    | Below                   |
| Mountlake Terrace as a place to live                      | 68                               | 203  | 331                                    | Similar                 |
| Recommend living in Mountlake Terrace to someone who asks | 73                               | 106  | 173                                    | Similar                 |
| Remain in Mountlake Terrace for the next five years       | 75                               | 105  | 172                                    | Similar                 |

| Community Transportation Benchmarks                |                                  |      |  |                         |
|--|----------------------------------|------|--|-------------------------|
|  | Mountlake Terrace average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Ease of car travel in Mountlake Terrace            | 67                               | 23   | 257                                    | Much above              |
| Ease of bus travel in Mountlake Terrace            | 61                               | 12   | 182                                    | Much above              |
| Ease of rail or subway travel in Mountlake Terrace | 20                               | 42   | 51                                     | Much below              |
| Ease of bicycle travel in Mountlake Terrace        | 54                               | 85   | 250                                    | Above                   |
| Ease of walking in Mountlake Terrace               | 64                               | 67   | 252                                    | Much above              |
| Availability of paths and walking trails           | 62                               | 52   | 168                                    | Much above              |
| Traffic flow on major streets                      | 60                               | 18   | 234                                    | Much above              |

| Frequency of Bus Use Benchmarks             |                                  |      |  |                         |
|---|----------------------------------|------|--|-------------------------|
|   | Mountlake Terrace average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Ridden a local bus within Mountlake Terrace | 43                               | 22   | 156                                    | Much more               |

| Drive Alone Benchmarks                                      |                                  |      |  |                         |
|---|----------------------------------|------|--|-------------------------|
|   | Mountlake Terrace average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Average percent of work commute trips made by driving alone | 69                               | 127  | 162                                    | Less                    |

| Transportation and Parking Services Benchmarks |                                  |      |  |                         |
|--|----------------------------------|------|--|-------------------------|
|  | Mountlake Terrace average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Street repair                                  | 54                               | 98   | 385                                    | Much above              |
| Street cleaning                                | 68                               | 21   | 265                                    | Much above              |
| Street lighting                                | 56                               | 124  | 293                                    | Similar                 |
| Snow removal                                   | 48                               | 179  | 244                                    | Much below              |
| Sidewalk maintenance                           | 50                               | 126  | 247                                    | Similar                 |
| Traffic signal timing                          | 59                               | 10   | 204                                    | Much above              |
| Bus or transit services                        | 64                               | 24   | 196                                    | Much above              |
| Amount of public parking                       | 60                               | 16   | 195                                    | Much above              |

| Housing Characteristics Benchmarks         |                                  |      |  |                         |
|--|----------------------------------|------|--|-------------------------|
|  | Mountlake Terrace average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Availability of affordable quality housing | 50                               | 60   | 272                                    | Much above              |
| Variety of housing options                 | 52                               | 101  | 160                                    | Similar                 |

| Housing Costs Benchmarks  |                                  |      |  |                         |
|---|----------------------------------|------|--|-------------------------|
|   | Mountlake Terrace average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Experiencing housing costs stress (housing costs 30% or MORE of income) | 48                               | 18   | 167                                    | Much more               |

| Built Environment Benchmarks            |                                  |      |  |                         |
|---|----------------------------------|------|--|-------------------------|
|   | Mountlake Terrace average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Overall appearance of Mountlake Terrace | 48                               | 250  | 306                                    | Much below              |

| Population Growth Benchmarks       |                                  |      |  |                         |
|------------------------------------|----------------------------------|------|--|-------------------------|
|                                    | Mountlake Terrace average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Population growth seen as too fast | 20                               | 191  | 220                                    | Much less               |

| Nuisance Problems Benchmarks  |                                  |      |  |                         |
|---|----------------------------------|------|--|-------------------------|
|   | Mountlake Terrace average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Run down buildings, weed lots and junk vehicles seen as a "major" problem | 13                               | 84   | 221                                    | Similar                 |

| Planning and Community Code Enforcement Services Benchmarks |                                  |      |  |                         |
|---|----------------------------------|------|--|-------------------------|
|   | Mountlake Terrace average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Land use, planning and zoning                               | 50                               | 76   | 264                                    | Above                   |
| Code enforcement (weeds, abandoned buildings, etc.)         | 39                               | 236  | 326                                    | Much below              |
| Animal control  | 54                               | 158  | 290                                    | Similar                 |

| Economic Sustainability and Opportunities Benchmarks                        |                                  |      |  |                         |
|---|----------------------------------|------|--|-------------------------|
|   | Mountlake Terrace average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Employment opportunities  | 24                               | 224  | 268                                    | Much below              |
| Shopping opportunities  | 32                               | 215  | 254                                    | Much below              |
| Mountlake Terrace as a place to work  | 40                               | 244  | 292                                    | Much below              |
| Overall quality of business and service establishments in Mountlake Terrace | 46                               | 129  | 157                                    | Much below              |

| Economic Development Services Benchmarks |                                  |      |  |                         |
|--|----------------------------------|------|--|-------------------------|
|  | Mountlake Terrace average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Economic development                     | 39                               | 185  | 252                                    | Below                   |

| Job and Retail Growth Benchmarks |                                  |      |  |                         |
|----------------------------------|----------------------------------|------|--|-------------------------|
|                                  | Mountlake Terrace average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Retail growth seen as too slow   | 65                               | 24   | 219                                    | Much more               |
| Jobs growth seen as too slow     | 82                               | 76   | 222                                    | Much more               |

| Personal Economic Future Benchmarks            |                                  |      |  |                         |
|--|----------------------------------|------|--|-------------------------|
|  | Mountlake Terrace average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Positive impact of economy on household income | 10                               | 190  | 215                                    | Much below              |

| Community and Personal Public Safety Benchmarks     |                                  |      |  |                         |
|---|----------------------------------|------|--|-------------------------|
|   | Mountlake Terrace average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| In your neighborhood during the day                 | 91                               | 107  | 302                                    | Above                   |
| In your neighborhood after dark                     | 71                               | 170  | 293                                    | Similar                 |
| In Mountlake Terrace's downtown area during the day | 89                               | 98   | 256                                    | Above                   |
| In Mountlake Terrace's downtown area after dark     | 67                               | 116  | 266                                    | Above                   |
| Violent crime (e.g., rape, assault, robbery)        | 74                               | 127  | 256                                    | Similar                 |
| Property crimes (e.g., burglary, theft)             | 62                               | 138  | 256                                    | Similar                 |
| Environmental hazards, including toxic waste        | 76                               | 92   | 168                                    | Similar                 |

| Crime Victimization and Reporting Benchmarks |                                  |      |  |                         |
|--|----------------------------------|------|--|-------------------------|
|  | Mountlake Terrace average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Victim of crime                              | 11                               | 129  | 224                                    | Similar                 |
| Reported crimes                              | 78                               | 121  | 222                                    | Similar                 |

| Public Safety Services Benchmarks  |                                  |      |  |                         |
|--|----------------------------------|------|--|-------------------------|
|  | Mountlake Terrace average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Police services  | 73                               | 76   | 380                                    | Much above              |
| Fire services  | 80                               | 99   | 306                                    | Similar                 |
| Ambulance or emergency medical services  | 78                               | 103  | 305                                    | Similar                 |
| Crime prevention   | 64                               | 90   | 307                                    | Above                   |
| Fire prevention and education  | 67                               | 109  | 243                                    | Similar                 |
| Traffic enforcement  | 63                               | 56   | 327                                    | Above                   |
| Courts   | 56                               | 75   | 163                                    | Similar                 |
| Emergency preparedness (services that prepare the community for natural disasters or other emergency situations) | 48                               | 147  | 187                                    | Much below              |

| Community Environment Benchmarks   |                                  |      |  |                         |
|--|----------------------------------|------|--|-------------------------|
|  | Mountlake Terrace average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Quality of overall natural environment in Mountlake Terrace                | 58                               | 109  | 172                                    | Below                   |
| Preservation of natural areas such as open space, farmlands and greenbelts | 58                               | 56   | 172                                    | Above                   |

| Frequency of Recycling Benchmarks                   |                                  |      |  |                         |
|---|----------------------------------|------|--|-------------------------|
|   | Mountlake Terrace average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Recycled used paper, cans or bottles from your home | 96                               | 20   | 206                                    | Much more               |

| Utility Services Benchmarks |                                  |      |  |                         |
|-----------------------------|----------------------------------|------|--|-------------------------|
|                             | Mountlake Terrace average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Sewer services              | 68                               | 54   | 261                                    | Above                   |
| Drinking water              | 70                               | 43   | 272                                    | Much above              |
| Storm drainage              | 63                               | 44   | 314                                    | Much above              |
| Yard waste pick-up          | 67                               | 92   | 220                                    | Above                   |
| Recycling                   | 69                               | 124  | 306                                    | Above                   |
| Garbage collection          | 69                               | 202  | 327                                    | Similar                 |

| Community Recreational Opportunities Benchmarks |                                  |      |  |                         |
|---|----------------------------------|------|--|-------------------------|
|   | Mountlake Terrace average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Recreation opportunities                        | 54                               | 162  | 263                                    | Below                   |

| Participation in Parks and Recreation Opportunities Benchmarks |                                  |      |  |                         |
|--|----------------------------------|------|--|-------------------------|
|  | Mountlake Terrace average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Used Mountlake Terrace recreation centers                      | 58                               | 76   | 178                                    | Similar                 |
| Participated in a recreation program or activity               | 43                               | 146  | 208                                    | Less                    |
| Visited a neighborhood park or City park                       | 88                               | 75   | 215                                    | Similar                 |

| Parks and Recreation Services Benchmarks |                                  |      |  |                         |
|--|----------------------------------|------|--|-------------------------|
|  | Mountlake Terrace average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| City parks                               | 67                               | 176  | 286                                    | Similar                 |
| Recreation programs or classes           | 67                               | 95   | 294                                    | Above                   |
| Recreation centers or facilities         | 67                               | 68   | 236                                    | Above                   |

| Cultural and Educational Opportunities Benchmarks |                                  |      |  |                         |
|---|----------------------------------|------|--|-------------------------|
|   | Mountlake Terrace average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Opportunities to attend cultural activities       | 34                               | 252  | 270                                    | Much below              |
| Educational opportunities                         | 41                               | 203  | 220                                    | Much below              |

| Participation in Cultural and Educational Opportunities Benchmarks     |                                  |      |  |                         |
|--|----------------------------------|------|--|-------------------------|
|  | Mountlake Terrace average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Used Mountlake Terrace public libraries or their services              | 75                               | 66   | 188                                    | More                    |
| Participated in religious or spiritual activities in Mountlake Terrace | 33                               | 108  | 114                                    | Much less               |

| Cultural and Educational Services Benchmarks |                                  |      |  |                         |
|--|----------------------------------|------|--|-------------------------|
|  | Mountlake Terrace average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Public library services                      | 70                               | 183  | 297                                    | Similar                 |

| Community Health and Wellness Access and Opportunities Benchmarks |                                  |      |  |                         |
|---|----------------------------------|------|--|-------------------------|
|   | Mountlake Terrace average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Availability of affordable quality health care                    | 44                               | 140  | 213                                    | Below                   |
| Availability of affordable quality food                           | 53                               | 109  | 159                                    | Similar                 |
| Availability of preventive health services                        | 44                               | 113  | 129                                    | Much below              |

| Community Quality and Inclusiveness Benchmarks                                |                                  |      |  |                         |
|---|----------------------------------|------|--|-------------------------|
|   | Mountlake Terrace average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Sense of community  | 54                               | 171  | 271                                    | Similar                 |
| Openness and acceptance of the community toward people of diverse backgrounds | 60                               | 77   | 240                                    | Above                   |
| Availability of affordable quality child care                                 | 42                               | 116  | 207                                    | Similar                 |
| Mountlake Terrace as a place to raise kids                                    | 61                               | 228  | 330                                    | Below                   |
| Mountlake Terrace as a place to retire  | 57                               | 183  | 315                                    | Similar                 |

| Services Provided for Population Subgroups Benchmarks |                                  |      |  |                         |
|---|----------------------------------|------|--|-------------------------|
|   | Mountlake Terrace average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Services to seniors                                   | 56                               | 149  | 265                                    | Similar                 |
| Services to youth                                     | 59                               | 77   | 242                                    | Much above              |

| Civic Engagement Opportunities Benchmarks         |                                  |      |  |                         |
|---|----------------------------------|------|--|-------------------------|
|   | Mountlake Terrace average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Opportunities to participate in community matters | 54                               | 102  | 162                                    | Below                   |
| Opportunities to volunteer                        | 54                               | 144  | 161                                    | Much below              |

| Participation in Civic Engagement Opportunities Benchmarks  |                                  |      |  |                         |
|---|----------------------------------|------|--|-------------------------|
|   | Mountlake Terrace average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Attended a meeting of local elected officials or other local public meeting   | 22                               | 162  | 218                                    | Less                    |
| Watched a meeting of local elected officials or other public meeting on cable television, the Internet or other media | 16                               | 171  | 175                                    | Much less               |
| Volunteered your time to some group or activity in Mountlake Terrace  | 31                               | 189  | 218                                    | Much less               |
| Participated in a club or civic group in Mountlake Terrace  | 19                               | 123  | 136                                    | Much less               |
| Provided help to a friend or neighbor   | 95                               | 56   | 134                                    | Similar                 |

| Voter Behavior Benchmarks      |                                  |      |  |                         |
|--------------------------------|----------------------------------|------|--|-------------------------|
|                                | Mountlake Terrace average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Registered to vote             | 83                               | 128  | 225                                    | Similar                 |
| Voted in last general election | 71                               | 143  | 224                                    | Similar                 |

| Use of Information Sources Benchmarks          |                                  |      |  |                         |
|--|----------------------------------|------|--|-------------------------|
|  | Mountlake Terrace average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Read City Happenings Newsletter                | 84                               | 75   | 161                                    | More                    |
| Visited the City of Mountlake Terrace Web site | 64                               | 62   | 158                                    | More                    |

| Local Government Media Services and Information Dissemination Benchmarks |                                  |      |  |                         |
|--|----------------------------------|------|--|-------------------------|
|  | Mountlake Terrace average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Public information services  | 58                               | 129  | 252                                    | Similar                 |

| Social Engagement Opportunities Benchmarks                                   |                                  |      |  |                         |
|--|----------------------------------|------|--|-------------------------|
|  | Mountlake Terrace average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Opportunities to participate in social events and activities                 | 46                               | 137  | 160                                    | Much below              |
| Opportunities to participate in religious or spiritual events and activities | 57                               | 118  | 129                                    | Much below              |

| Contact with Immediate Neighbors Benchmarks                |                                  |      |  |                         |
|--|----------------------------------|------|--|-------------------------|
|  | Mountlake Terrace average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Has contact with neighbors at least several times per week | 43                               | 123  | 154                                    | Less                    |

| Public Trust Benchmarks  |                                  |      |  |                         |
|--|----------------------------------|------|--|-------------------------|
|  | Mountlake Terrace average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Value of services for the taxes paid to Mountlake Terrace              | 57                               | 69   | 352                                    | Much above              |
| The overall direction that Mountlake Terrace is taking                 | 55                               | 83   | 287                                    | Above                   |
| Job Mountlake Terrace government does at welcoming citizen involvement | 52                               | 84   | 291                                    | Above                   |
| Overall image or reputation of Mountlake Terrace                       | 49                               | 226  | 281                                    | Much below              |

| Services Provided by Local, State and Federal Governments Benchmarks |                                  |      |  |                         |
|--|----------------------------------|------|--|-------------------------|
|  | Mountlake Terrace average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Services provided by the City of Mountlake Terrace                   | 63                               | 164  | 380                                    | Similar                 |
| Services provided by the Federal Government                          | 38                               | 177  | 229                                    | Similar                 |
| Services provided by the State Government                            | 43                               | 117  | 231                                    | Similar                 |
| Services provided by Snohomish County Government                     | 50                               | 65   | 143                                    | Similar                 |

| Contact with City Employees Benchmarks              |                                  |      |  |                         |
|---|----------------------------------|------|--|-------------------------|
|   | Mountlake Terrace average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Had contact with City employee(s) in last 12 months | 43                               | 216  | 254                                    | Much less               |

| Perceptions of City Employees (Among Those Who Had Contact) Benchmarks |                                  |      |  |                         |
|--|----------------------------------|------|--|-------------------------|
|  | Mountlake Terrace average rating | Rank | Number of Jurisdictions for Comparison | Comparison to benchmark |
| Knowledge  | 78                               | 31   | 293                                    | Much above              |
| Responsiveness   | 78                               | 14   | 288                                    | Much above              |
| Courteousness  | 82                               | 12   | 239                                    | Much above              |
| Overall impression   | 79                               | 10   | 338                                    | Much above              |

## JURISDICTIONS INCLUDED IN NATIONAL BENCHMARK COMPARISONS

|                          |           |                                 |           |
|--------------------------|-----------|---------------------------------|-----------|
| Valdez, AK.....          | 3,976     | Newport Beach, CA.....          | 85,186    |
| Auburn, AL.....          | 53,380    | Palm Springs, CA.....           | 44,552    |
| Gulf Shores, AL.....     | 9,741     | Palo Alto, CA.....              | 64,403    |
| Tuskegee, AL.....        | 9,865     | Poway, CA.....                  | 47,811    |
| Vestavia Hills, AL.....  | 34,033    | Rancho Cordova, CA.....         | 64,776    |
| Fayetteville, AR.....    | 73,580    | Richmond, CA.....               | 103,701   |
| Little Rock, AR.....     | 193,524   | San Diego, CA.....              | 1,307,402 |
| Avondale, AZ.....        | 76,238    | San Francisco, CA.....          | 805,235   |
| Casa Grande, AZ.....     | 48,571    | San Jose, CA.....               | 945,942   |
| Chandler, AZ.....        | 236,123   | San Luis Obispo County, CA..... | 269,637   |
| Cococino County, AZ..... | 134,421   | San Mateo, CA.....              | 97,207    |
| Dewey-Humboldt, AZ.....  | 3,894     | San Rafael, CA.....             | 57,713    |
| Flagstaff, AZ.....       | 65,870    | Santa Monica, CA.....           | 89,736    |
| Florence, AZ.....        | 25,536    | South Lake Tahoe, CA.....       | 21,403    |
| Gilbert, AZ.....         | 208,453   | Stockton, CA.....               | 291,707   |
| Goodyear, AZ.....        | 65,275    | Sunnyvale, CA.....              | 140,081   |
| Green Valley, AZ.....    | 21,391    | Temecula, CA.....               | 100,097   |
| Kingman, AZ.....         | 28,068    | Thousand Oaks, CA.....          | 126,683   |
| Marana, AZ.....          | 34,961    | Visalia, CA.....                | 124,442   |
| Maricopa County, AZ..... | 3,817,117 | Walnut Creek, CA.....           | 64,173    |
| Mesa, AZ.....            | 439,041   | Adams County, CO.....           | 441,603   |
| Peoria, AZ.....          | 154,065   | Arapahoe County, CO.....        | 572,003   |
| Phoenix, AZ.....         | 1,445,632 | Archuleta County, CO.....       | 12,084    |
| Pinal County, AZ.....    | 375,770   | Arvada, CO.....                 | 106,433   |
| Prescott Valley, AZ..... | 38,822    | Aspen, CO.....                  | 6,658     |
| Queen Creek, AZ.....     | 26,361    | Aurora, CO.....                 | 325,078   |
| Scottsdale, AZ.....      | 217,385   | Boulder, CO.....                | 97,385    |
| Sedona, AZ.....          | 10,031    | Boulder County, CO.....         | 294,567   |
| Surprise, AZ.....        | 117,517   | Breckenridge, CO.....           | 4,540     |
| Tempe, AZ.....           | 161,719   | Broomfield, CO.....             | 55,889    |
| Yuma, AZ.....            | 93,064    | Centennial, CO.....             | 100,377   |
| Yuma County, AZ.....     | 195,751   | Clear Creek County, CO.....     | 9,088     |
| Apple Valley, CA.....    | 69,135    | Colorado Springs, CO.....       | 416,427   |
| Benicia, CA.....         | 26,997    | Commerce City, CO.....          | 45,913    |
| Brea, CA.....            | 39,282    | Craig, CO.....                  | 9,464     |
| Brisbane, CA.....        | 4,282     | Crested Butte, CO.....          | 1,487     |
| Burlingame, CA.....      | 28,806    | Denver, CO.....                 | 600,158   |
| Carlsbad, CA.....        | 105,328   | Douglas County, CO.....         | 285,465   |
| Chula Vista, CA.....     | 243,916   | Durango, CO.....                | 16,887    |
| Concord, CA.....         | 122,067   | Eagle County, CO.....           | 52,197    |
| Coronado, CA.....        | 18,912    | Edgewater, CO.....              | 5,170     |
| Cupertino, CA.....       | 58,302    | El Paso County, CO.....         | 622,263   |
| Davis, CA.....           | 65,622    | Englewood, CO.....              | 30,255    |
| Del Mar, CA.....         | 4,161     | Estes Park, CO.....             | 5,858     |
| Dublin, CA.....          | 46,036    | Fort Collins, CO.....           | 143,986   |
| El Cerrito, CA.....      | 23,549    | Frisco, CO.....                 | 2,683     |
| Elk Grove, CA.....       | 153,015   | Fruita, CO.....                 | 12,646    |
| Galt, CA.....            | 23,647    | Georgetown, CO.....             | 1,034     |
| La Mesa, CA.....         | 57,065    | Gilpin County, CO.....          | 5,441     |
| Laguna Beach, CA.....    | 22,723    | Golden, CO.....                 | 18,867    |
| Livermore, CA.....       | 80,968    | Grand County, CO.....           | 14,843    |
| Lodi, CA.....            | 62,134    | Greenwood Village, CO.....      | 13,925    |
| Long Beach, CA.....      | 462,257   | Gunnison County, CO.....        | 15,324    |
| Lynwood, CA.....         | 69,772    | Highlands Ranch, CO.....        | 96,713    |
| Menlo Park, CA.....      | 32,026    | Hot Sulphur Springs, CO.....    | 663       |
| Mission Viejo, CA.....   | 93,305    | Hudson, CO.....                 | 2,356     |
| Mountain View, CA.....   | 74,066    | Jackson County, CO.....         | 1,394     |

|                              |           |                          |         |
|------------------------------|-----------|--------------------------|---------|
| Jefferson County, CO .....   | 534,543   | Pasco County, FL.....    | 464,697 |
| Lafayette, CO.....           | 24,453    | Pinellas County, FL..... | 916,542 |
| Lakewood, CO.....            | 142,980   | Pinellas Park, FL .....  | 49,079  |
| Larimer County, CO.....      | 299,630   | Port Orange, FL .....    | 56,048  |
| Lone Tree, CO .....          | 10,218    | Port St. Lucie, FL.....  | 164,603 |
| Longmont, CO.....            | 86,270    | Sanford, FL .....        | 53,570  |
| Louisville, CO.....          | 18,376    | Sarasota, FL .....       | 51,917  |
| Loveland, CO .....           | 66,859    | Seminole, FL.....        | 17,233  |
| Mesa County, CO .....        | 146,723   | South Daytona, FL.....   | 12,252  |
| Montrose, CO .....           | 19,132    | St. Cloud, FL.....       | 35,183  |
| Northglenn, CO.....          | 35,789    | Tallahassee, FL .....    | 181,376 |
| Park County, CO.....         | 16,206    | Titusville, FL.....      | 43,761  |
| Parker, CO .....             | 45,297    | Volusia County, FL ..... | 494,593 |
| Pitkin County, CO.....       | 17,148    | Walton County, FL .....  | 55,043  |
| Pueblo, CO.....              | 106,595   | Winter Garden, FL.....   | 34,568  |
| Salida, CO .....             | 5,236     | Winter Park, FL.....     | 27,852  |
| Steamboat Springs, CO .....  | 12,088    | Albany, GA .....         | 77,434  |
| Sterling, CO .....           | 14,777    | Alpharetta, GA .....     | 57,551  |
| Summit County, CO .....      | 27,994    | Cartersville, GA .....   | 19,731  |
| Teller County, CO.....       | 23,350    | Conyers, GA.....         | 15,195  |
| Thornton, CO .....           | 118,772   | Decatur, GA .....        | 19,335  |
| Westminster, CO .....        | 106,114   | McDonough, GA.....       | 22,084  |
| Wheat Ridge, CO.....         | 30,166    | Milton, GA .....         | 32,661  |
| Windsor, CO .....            | 18,644    | Peachtree City, GA ..... | 34,364  |
| Coventry, CT.....            | 2,990     | Roswell, GA .....        | 88,346  |
| Hartford, CT.....            | 124,775   | Sandy Springs, GA.....   | 93,853  |
| Dover, DE .....              | 36,047    | Savannah, GA.....        | 136,286 |
| Rehoboth Beach, DE.....      | 1,327     | Smyrna, GA.....          | 51,271  |
| Belleair Beach, FL .....     | 1,560     | Snellville, GA .....     | 18,242  |
| Brevard County, FL .....     | 543,376   | Suwanee, GA .....        | 15,355  |
| Cape Coral, FL .....         | 154,305   | Valdosta, GA .....       | 54,518  |
| Charlotte County, FL.....    | 159,978   | Honolulu, HI.....        | 953,207 |
| Clearwater, FL.....          | 107,685   | Ames, IA.....            | 58,965  |
| Collier County, FL.....      | 321,520   | Ankeny, IA .....         | 45,582  |
| Cooper City, FL.....         | 28,547    | Bettendorf, IA .....     | 33,217  |
| Coral Springs, FL.....       | 121,096   | Cedar Falls, IA .....    | 39,260  |
| Dania Beach, FL.....         | 29,369    | Cedar Rapids, IA.....    | 126,326 |
| Daytona Beach, FL.....       | 61,005    | Davenport, IA.....       | 99,685  |
| Delray Beach, FL.....        | 60,522    | Des Moines, IA.....      | 203,433 |
| Destin, FL .....             | 12,305    | Indianola, IA.....       | 14,782  |
| Escambia County, FL.....     | 297,619   | Muscatine, IA .....      | 22,886  |
| Eustis, FL.....              | 18,558    | Urbandale, IA.....       | 39,463  |
| Gainesville, FL.....         | 124,354   | West Des Moines, IA..... | 56,609  |
| Hillsborough County, FL..... | 1,229,226 | Boise, ID .....          | 205,671 |
| Jupiter, FL .....            | 55,156    | Jerome, ID.....          | 10,890  |
| Kissimmee, FL.....           | 59,682    | Meridian, ID.....        | 75,092  |
| Lee County, FL.....          | 618,754   | Moscow, ID.....          | 23,800  |
| Martin County, FL.....       | 146,318   | Pocatello, ID.....       | 54,255  |
| Miami Beach, FL.....         | 87,779    | Post Falls, ID .....     | 27,574  |
| North Palm Beach, FL .....   | 12,015    | Twin Falls, ID.....      | 44,125  |
| Oakland Park, FL .....       | 41,363    | Batavia, IL.....         | 26,045  |
| Ocala, FL .....              | 56,315    | Bloomington, IL.....     | 76,610  |
| Oldsmar, FL.....             | 13,591    | Centralia, IL .....      | 13,032  |
| Oviedo, FL.....              | 33,342    | Collinsville, IL .....   | 25,579  |
| Palm Bay, FL.....            | 103,190   | Crystal Lake, IL .....   | 40,743  |
| Palm Beach County, FL.....   | 1,320,134 | DeKalb, IL .....         | 43,862  |
| Palm Beach Gardens, FL ..... | 48,452    | Elmhurst, IL .....       | 44,121  |
| Palm Coast, FL .....         | 75,180    | Evanston, IL .....       | 74,486  |
| Panama City, FL.....         | 36,484    | Freeport, IL .....       | 25,638  |

|                                 |         |                                 |         |
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| Gurnee, IL.....                 | 31,295  | Battle Creek, MI.....           | 52,347  |
| Highland Park, IL.....          | 29,763  | Escanaba, MI.....               | 12,616  |
| Lincolnwood, IL.....            | 12,590  | Farmington Hills, MI.....       | 79,740  |
| Lyons, IL.....                  | 10,729  | Flushing, MI.....               | 8,389   |
| Naperville, IL.....             | 141,853 | Gladstone, MI.....              | 4,973   |
| Normal, IL.....                 | 52,497  | Howell, MI.....                 | 9,489   |
| Oak Park, IL.....               | 51,878  | Jackson County, MI.....         | 160,248 |
| O'Fallon, IL.....               | 28,281  | Kalamazoo, MI.....              | 74,262  |
| Palatine, IL.....               | 68,557  | Kalamazoo County, MI.....       | 250,331 |
| Park Ridge, IL.....             | 37,480  | Midland, MI.....                | 41,863  |
| Peoria County, IL.....          | 186,494 | Novi, MI.....                   | 55,224  |
| Riverside, IL.....              | 8,875   | Ottawa County, MI.....          | 263,801 |
| Sherman, IL.....                | 4,148   | Petoskey, MI.....               | 5,670   |
| Shorewood, IL.....              | 15,615  | Port Huron, MI.....             | 30,184  |
| Skokie, IL.....                 | 64,784  | Rochester, MI.....              | 12,711  |
| Sugar Grove, IL.....            | 8,997   | Sault Sainte Marie, MI.....     | 14,144  |
| Wilmington, IL.....             | 5,724   | South Haven, MI.....            | 4,403   |
| Woodridge, IL.....              | 32,971  | Village of Howard City, MI..... | 1,808   |
| Brownsburg, IN.....             | 21,285  | Blue Earth, MN.....             | 3,353   |
| Fishers, IN.....                | 76,794  | Carver County, MN.....          | 91,042  |
| Munster, IN.....                | 23,603  | Chanhassen, MN.....             | 22,952  |
| Noblesville, IN.....            | 51,969  | Dakota County, MN.....          | 398,552 |
| Abilene, KS.....                | 6,844   | Duluth, MN.....                 | 86,265  |
| Arkansas City, KS.....          | 12,415  | Fridley, MN.....                | 27,208  |
| Fairway, KS.....                | 3,882   | Hutchinson, MN.....             | 14,178  |
| Garden City, KS.....            | 26,658  | Maple Grove, MN.....            | 61,567  |
| Gardner, KS.....                | 19,123  | Mayer, MN.....                  | 1,749   |
| Johnson County, KS.....         | 544,179 | Medina, MN.....                 | 4,892   |
| Lawrence, KS.....               | 87,643  | Minneapolis, MN.....            | 382,578 |
| Merriam, KS.....                | 11,003  | Olmsted County, MN.....         | 144,248 |
| Mission, KS.....                | 9,323   | Scott County, MN.....           | 129,928 |
| Olathe, KS.....                 | 125,872 | St. Louis County, MN.....       | 200,226 |
| Overland Park, KS.....          | 173,372 | Washington County, MN.....      | 238,136 |
| Roeland Park, KS.....           | 6,731   | Woodbury, MN.....               | 61,961  |
| Salina, KS.....                 | 47,707  | Blue Springs, MO.....           | 52,575  |
| Wichita, KS.....                | 382,368 | Branson, MO.....                | 10,520  |
| Bowling Green, KY.....          | 58,067  | Clay County, MO.....            | 221,939 |
| Davess County, KY.....          | 96,656  | Clayton, MO.....                | 15,939  |
| New Orleans, LA.....            | 343,829 | Ellisville, MO.....             | 9,133   |
| Andover, MA.....                | 8,762   | Harrisonville, MO.....          | 10,019  |
| Barnstable, MA.....             | 45,193  | Jefferson City, MO.....         | 43,079  |
| Burlington, MA.....             | 24,498  | Joplin, MO.....                 | 50,150  |
| Cambridge, MA.....              | 105,162 | Lee's Summit, MO.....           | 91,364  |
| Needham, MA.....                | 28,886  | Liberty, MO.....                | 29,149  |
| Worcester, MA.....              | 181,045 | Maryland Heights, MO.....       | 27,472  |
| Baltimore, MD.....              | 620,961 | Maryville, MO.....              | 11,972  |
| Baltimore County, MD.....       | 805,029 | Platte City, MO.....            | 4,691   |
| Dorchester County, MD.....      | 32,618  | Raymore, MO.....                | 19,206  |
| Gaithersburg, MD.....           | 59,933  | Richmond Heights, MO.....       | 8,603   |
| La Plata, MD.....               | 8,753   | Riverside, MO.....              | 2,937   |
| Montgomery County, MD.....      | 971,777 | Rolla, MO.....                  | 19,559  |
| Ocean City, MD.....             | 7,102   | Wentzville, MO.....             | 29,070  |
| Prince George's County, MD..... | 863,420 | Starkville, MS.....             | 23,888  |
| Rockville, MD.....              | 61,209  | Billings, MT.....               | 104,170 |
| Takoma Park, MD.....            | 16,715  | Bozeman, MT.....                | 37,280  |
| Saco, ME.....                   | 18,482  | Missoula, MT.....               | 66,788  |
| Scarborough, ME.....            | 4,403   | Asheville, NC.....              | 83,393  |
| South Portland, ME.....         | 25,002  | Cabarrus County, NC.....        | 178,011 |
| Ann Arbor, MI.....              | 113,934 | Cary, NC.....                   | 135,234 |

|                             |           |                               |           |
|-----------------------------|-----------|-------------------------------|-----------|
| Charlotte, NC.....          | 731,424   | Keizer, OR.....               | 36,478    |
| Concord, NC.....            | 79,066    | Lane County, OR.....          | 351,715   |
| Davidson, NC.....           | 10,944    | McMinnville, OR.....          | 32,187    |
| High Point, NC.....         | 104,371   | Medford, OR.....              | 74,907    |
| Hillsborough, NC.....       | 6,087     | Multnomah County, OR.....     | 735,334   |
| Indian Trail, NC.....       | 33,518    | Portland, OR.....             | 583,776   |
| Kannapolis, NC.....         | 42,625    | Springfield, OR.....          | 59,403    |
| Mecklenburg County, NC..... | 919,628   | Tualatin, OR.....             | 26,054    |
| Mooresville, NC.....        | 32,711    | Borough of Ebensburg, PA..... | 3,351     |
| Wake Forest, NC.....        | 30,117    | Chambersburg, PA.....         | 20,268    |
| Wilmington, NC.....         | 106,476   | Cumberland County, PA.....    | 235,406   |
| Winston-Salem, NC.....      | 229,617   | Kutztown Borough, PA.....     | 5,012     |
| Wahpeton, ND.....           | 7,766     | Philadelphia, PA.....         | 1,526,006 |
| Cedar Creek, NE.....        | 390       | State College, PA.....        | 42,034    |
| Grand Island, NE.....       | 48,520    | East Providence, RI.....      | 47,037    |
| La Vista, NE.....           | 15,758    | Newport, RI.....              | 24,672    |
| Dover, NH.....              | 29,987    | Greer, SC.....                | 25,515    |
| Lebanon, NH.....            | 13,151    | Rock Hill, SC.....            | 66,154    |
| Alamogordo, NM.....         | 30,403    | Rapid City, SD.....           | 67,956    |
| Albuquerque, NM.....        | 545,852   | Sioux Falls, SD.....          | 153,888   |
| Bloomfield, NM.....         | 8,112     | Cookeville, TN.....           | 30,435    |
| Farmington, NM.....         | 45,877    | Johnson City, TN.....         | 63,152    |
| Los Alamos County, NM.....  | 17,950    | Morristown, TN.....           | 29,137    |
| Rio Rancho, NM.....         | 87,521    | Nashville, TN.....            | 601,222   |
| San Juan County, NM.....    | 130,044   | Oak Ridge, TN.....            | 29,330    |
| Carson City, NV.....        | 55,274    | White House, TN.....          | 10,255    |
| Henderson, NV.....          | 257,729   | Arlington, TX.....            | 365,438   |
| North Las Vegas, NV.....    | 216,961   | Austin, TX.....               | 790,390   |
| Reno, NV.....               | 225,221   | Benbrook, TX.....             | 21,234    |
| Sparks, NV.....             | 90,264    | Bryan, TX.....                | 76,201    |
| Washoe County, NV.....      | 421,407   | Colleyville, TX.....          | 22,807    |
| Canandaigua, NY.....        | 10,545    | Corpus Christi, TX.....       | 305,215   |
| Geneva, NY.....             | 13,261    | Dallas, TX.....               | 1,197,816 |
| New York City, NY.....      | 8,175,133 | Denton, TX.....               | 113,383   |
| Ogdensburg, NY.....         | 11,128    | Duncanville, TX.....          | 38,524    |
| Blue Ash, OH.....           | 12,114    | El Paso, TX.....              | 649,121   |
| Delaware, OH.....           | 34,753    | Flower Mound, TX.....         | 64,669    |
| Dublin, OH.....             | 41,751    | Fort Worth, TX.....           | 741,206   |
| Kettering, OH.....          | 56,163    | Georgetown, TX.....           | 47,400    |
| Lebanon, OH.....            | 20,033    | Grand Prairie, TX.....        | 175,396   |
| Orange Village, OH.....     | 3,323     | Houston, TX.....              | 2,099,451 |
| Sandusky, OH.....           | 25,793    | Hurst, TX.....                | 37,337    |
| Springboro, OH.....         | 17,409    | Hutto, TX.....                | 14,698    |
| Sylvania Township, OH.....  | 18,965    | Irving, TX.....               | 216,290   |
| Upper Arlington, OH.....    | 33,771    | League City, TX.....          | 83,560    |
| Broken Arrow, OK.....       | 98,850    | McAllen, TX.....              | 129,877   |
| Edmond, OK.....             | 81,405    | McKinney, TX.....             | 131,117   |
| Norman, OK.....             | 110,925   | Pasadena, TX.....             | 149,043   |
| Oklahoma City, OK.....      | 579,999   | Plano, TX.....                | 259,841   |
| Stillwater, OK.....         | 45,688    | Round Rock, TX.....           | 99,887    |
| Tulsa, OK.....              | 391,906   | Rowlett, TX.....              | 56,199    |
| Albany, OR.....             | 50,158    | San Marcos, TX.....           | 44,894    |
| Ashland, OR.....            | 20,078    | Shenandoah, TX.....           | 2,134     |
| Bend, OR.....               | 76,639    | Southlake, TX.....            | 26,575    |
| Corvallis, OR.....          | 54,462    | Sugar Land, TX.....           | 78,817    |
| Eugene, OR.....             | 156,185   | Temple, TX.....               | 66,102    |
| Forest Grove, OR.....       | 21,083    | Tomball, TX.....              | 10,753    |
| Hermiston, OR.....          | 16,745    | Westlake, TX.....             | 992       |
| Jackson County, OR.....     | 203,206   | Farmington, UT.....           | 18,275    |

|                                |         |                         |         |
|--------------------------------|---------|-------------------------|---------|
| Park City, UT .....            | 7,558   | Airway Heights, WA..... | 6,114   |
| Provo, UT .....                | 112,488 | Auburn, WA.....         | 70,180  |
| Riverdale, UT.....             | 8,426   | Bellevue, WA.....       | 122,363 |
| Salt Lake City, UT.....        | 186,440 | Bellingham, WA.....     | 80,885  |
| Sandy, UT.....                 | 87,461  | Clark County, WA.....   | 425,363 |
| Saratoga Springs, UT.....      | 17,781  | Federal Way, WA.....    | 89,306  |
| Springville, UT.....           | 29,466  | Gig Harbor, WA.....     | 7,126   |
| Washington City, UT.....       | 18,761  | Hoquiam, WA.....        | 8,726   |
| Albemarle County, VA.....      | 98,970  | Kirkland, WA.....       | 48,787  |
| Arlington County, VA.....      | 207,627 | Kitsap County, WA.....  | 251,133 |
| Ashland, VA.....               | 7,225   | Lynnwood, WA.....       | 35,836  |
| Blacksburg, VA.....            | 42,620  | Maple Valley, WA.....   | 22,684  |
| Botetourt County, VA.....      | 33,148  | Olympia, WA.....        | 46,478  |
| Chesapeake, VA.....            | 222,209 | Pasco, WA.....          | 59,781  |
| Chesterfield County, VA.....   | 316,236 | Redmond, WA.....        | 54,144  |
| Fredericksburg, VA.....        | 24,286  | Renton, WA.....         | 90,927  |
| Hampton, VA.....               | 137,436 | Snoqualmie, WA.....     | 10,670  |
| Hanover County, VA.....        | 99,863  | Tacoma, WA.....         | 198,397 |
| Herndon, VA.....               | 23,292  | Vancouver, WA.....      | 161,791 |
| Hopewell, VA.....              | 22,591  | West Richland, WA.....  | 11,811  |
| James City County, VA.....     | 67,009  | Woodland, WA.....       | 5,509   |
| Lexington, VA.....             | 7,042   | Columbus, WI.....       | 4,991   |
| Lynchburg, VA.....             | 75,568  | De Pere, WI.....        | 23,800  |
| Montgomery County, VA.....     | 94,392  | Eau Claire, WI.....     | 65,883  |
| Newport News, VA.....          | 180,719 | Madison, WI.....        | 233,209 |
| Prince William County, VA..... | 402,002 | Merrill, WI.....        | 9,661   |
| Purcellville, VA.....          | 7,727   | Oshkosh, WI.....        | 66,083  |
| Radford, VA.....               | 16,408  | Racine, WI.....         | 78,860  |
| Roanoke, VA.....               | 97,032  | Wausau, WI.....         | 39,106  |
| Spotsylvania County, VA.....   | 122,397 | Wind Point, WI.....     | 1,723   |
| Stafford County, VA.....       | 128,961 | Morgantown, WV.....     | 29,660  |
| Virginia Beach, VA.....        | 437,994 | Cheyenne, WY.....       | 59,466  |
| Williamsburg, VA.....          | 14,068  | Gillette, WY.....       | 29,087  |
| York County, VA.....           | 65,464  | Laramie, WY.....        | 30,816  |
| Chittenden County, VT.....     | 156,545 | Teton County, WY.....   | 21,294  |
| Montpelier, VT.....            | 7,855   |                         |         |