

# The National Citizen Survey™

## Mountlake Terrace, WA

### Dashboard Summary of Findings

2013

# Summary

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 research methods and directly comparable results across The NCS communities. The NCS captures residents' opinions within the three pillars of a community, Community Characteristics, Governance and Participation, across eight central facets of community, Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement. This report summarizes Mountlake Terrace's performance in the eight facets of community livability with the "General" rating as a summary of results from the overarching questions not shown within any of the eight facets. The "Overall" represents the community pillar in its entirety (the eight facets and general).

By summarizing resident ratings across the eight facets and three pillars of a livable community, a picture of Mountlake Terrace's community livability emerges. Below, the color of each community facet summarizes how residents rated each of the pillars that support it – Community Characteristics, Governance and Participation. When most ratings were higher than the benchmark, the color is the darkest shade; when most ratings were lower than the benchmark, the color is the lightest shade. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.

Overall, Mountlake Terrace residents identified most facets of community livability as being on par with other communities in the nation. The facets of Safety, Mobility, Natural Environment, Built Environment, Community Engagement and General areas rated well across all three pillars. Economy and Recreation and Wellness within Community Characteristics were not rated as strongly relative to benchmarks, nor was Participation in Education and Enrichment (participation in religious or spiritual activities). Governance, which measures residents' opinions of the quality of services, rated well; nearly all items in this area were similar to the benchmark (one was higher and only three were lower).

Figure 1: Dashboard Summary

	Community Characteristics			Governance			Participation		
	Higher	Similar	Lower	Higher	Similar	Lower	Higher	Similar	Lower
Overall	4	30	19	1	42	3	3	24	8
General	0	6	1	0	3	0	0	3	0
Safety	0	3	0	0	6	1	1	2	0
Mobility	3	5	0	0	7	1	0	3	0
Natural Environment	1	2	0	1	5	0	1	2	0
Built Environment	0	4	1	0	7	0	0	1	1
Economy	0	1	7	0	1	0	0	2	1
Recreation and Wellness	0	2	5	0	3	1	0	6	0
Education and Enrichment	0	3	3	0	2	0	0	0	1
Community Engagement	0	4	2	0	8	0	1	5	5

Legend	
	Higher
	Similar
	Lower

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Figure 2: Detailed Dashboard

	Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
General	Overall appearance	↑	↔	60%	Customer service	↓	↔	75%	Recommend Mountlake Terrace	↑	↔	88%
	Overall quality of life	↔	↔	75%	Services provided by Mountlake Terrace	↓	↔	67%	Remain in Mountlake Terrace	↑	↔	84%
	Place to retire	↔	↔	63%	Services provided by the Federal Government	↓	↔	27%	Contacted Mountlake Terrace employees	↔	↔	47%
	Place to raise children	↔	↔	73%								
	Place to live	↔	↔	84%								
	Neighborhood	↑	↔	80%								
Safety	Overall image	↔	↓	48%								
	Overall feeling of safety	*	↔	82%	Police	↔	↔	82%	Was NOT the victim of a crime	↔	↔	87%
	Safe in neighborhood	↔	↔	93%	Crime prevention	↓	↔	64%	Did NOT report a crime	*	↔	73%
	Safe downtown/commercial area	↔	↔	93%	Fire	↔	↔	89%	Stocked supplies for an emergency	*	↑	44%
					Fire prevention	↓	↔	64%				
					Ambulance/EMS	↔	↔	91%				
Mobility					Emergency preparedness	↓	↓	45%				
					Animal control	↔	↔	61%				
	Traffic flow	↑	↑	76%	Traffic enforcement	↓	↔	67%	Carpooled instead of driving alone	*	↔	48%
	Travel by car	↑	↑	85%	Street repair	↓	↔	51%	Walked or biked instead of driving	*	↔	52%
	Travel by bicycle	↑	↔	69%	Street cleaning	↓	↔	68%	Used public transportation instead of driving	*	↔	38%
	Ease of walking	↔	↔	70%	Street lighting	↔	↔	61%				
Natural Environment	Travel by public transportation	↑	↔	64%	Snow removal	↔	↓	47%				
	Overall ease travel	*	↔	79%	Sidewalk maintenance	↔	↔	51%				
	Public parking	*	↑	84%	Traffic signal timing	↓	↔	60%				
	Paths and walking trails	↑	↔	74%	Bus or transit services	↓	↔	65%				
	Overall natural environment	↑	↔	85%	Garbage collection	↔	↔	80%	Recycled at home	↔	↑	95%
	Air quality	*	↑	91%	Recycling	↔	↔	80%	Conserved water	*	↔	79%
Built Environment	Cleanliness	*	↔	72%	Yard waste pick-up	↔	↔	81%	Made home more energy efficient	*	↔	76%
					Drinking water	↔	↑	88%				
					Open space	*	↔	57%				
					Natural areas preservation	↓	↔	58%				
	New development in Mountlake Terrace	*	↔	48%	Sewer services	↔	↔	84%	NOT experiencing housing cost stress	↔	↓	55%
	Affordable quality housing	↔	↔	50%	Storm drainage	↓	↔	70%	Did NOT observe a code violation	*	↔	60%
Built Environment	Housing options	↔	↔	50%	Power utility	*	↔	80%				
	Overall built environment	*	↔	55%	Utility billing	*	↔	66%				
	Public places	*	↓	48%	Land use, planning and zoning	↓	↔	49%				
					Code enforcement	↑	↔	45%				
				Cable television	*	↔	58%					

Legend

↑↑ Much higher    ↑ Higher    ↔ Similar    ↓ Lower    ↓↓ Much lower    \* Not available

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	Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
Economy	Overall economic health	*	↓	43%	Economic development	↑	↔	45%	Economy will have positive impact on income	↑	↔	25%
	Shopping opportunities	↓	↓↓	22%					Purchased goods or services in Mountlake Terrace	*	↔	94%
	Employment opportunities	↔	↓	11%					Work in Mountlake Terrace	*	↓↓	11%
	Place to visit	*	↓↓	32%								
	Cost of living	*	↔	44%								
	Vibrant downtown/commercial area	*	↓↓	14%								
	Place to work	↔	↓	36%								
Business and services	↓	↓	36%									
Recreation and Wellness	Fitness opportunities	*	↓	62%	City parks	↔	↔	79%	In very good to excellent health	*	↔	62%
	Recreational opportunities	↔	↔	60%	Recreation centers	↓	↔	65%	Used Mountlake Terrace public libraries	↓	↔	64%
	Health care	↔	↔	42%	Recreation programs	↓	↔	67%	Used Mountlake Terrace recreation centers	↓	↔	51%
	Food	↓	↓	49%	Health services	*	↓	50%	Visited a City park	↓	↔	81%
	Mental health care	*	↓	33%					Ate 5 portions of fruits and vegetables	*	↔	77%
	Health and wellness	*	↓	52%					Participated in moderate or vigorous physical activity	*	↔	82%
	Preventive health services	↔	↓	37%								
Education and Enrichment	K-12 education	*	↔	59%	Public libraries	↔	↔	82%	Participated in religious or spiritual activities	↓	↓↓	21%
	Cultural/arts/music activities	↔	↓	35%	Special events	*	↔	64%				
	Child care/preschool	↔	↔	36%								
	Religious or spiritual events and activities	↑	↔	70%								
	Adult education	*	↓	36%								
	Overall education and enrichment	*	↓	43%								
Community Engagement	Opportunities to participate in community matters	↔	↔	53%	Public information	↔	↔	64%	Voted in local elections	↑	↑	90%
	Opportunities to volunteer	↓	↓	52%	Overall direction	↔	↔	63%	Talked to or visited with neighbors	*	↔	94%
	Sense of community	↓	↔	47%	Value of services for taxes paid	↓	↔	51%	Attended a local public meeting	↓	↓	13%
	Openness and acceptance	↓	↔	66%	Welcoming citizen involvement	↓	↔	38%	Watched a local public meeting	↔	↓↓	15%
	Social events and activities	↔	↓	44%	Confidence in City government	*	↔	47%	Volunteered	↓	↓↓	18%
	Neighborhoodliness	*	↔	55%	Acting in the best interest of Mountlake Terrace	*	↔	52%	Participated in a club	↓	↓	12%
					Being honest	*	↔	53%	Campaigned for an issue, cause or candidate	*	↔	18%
					Treating all residents fairly	*	↔	61%	Contacted Mountlake Terrace elected officials	*	↔	12%
									Attended a City-sponsored event	*	↓	41%
									Read or watched local news	*	↔	87%
								Done a favor for a neighbor	*	↔	77%	

Legend

↑↑ Much higher    ↑ Higher    ↔ Similar    ↓ Lower    ↓↓ Much lower    \* Not available