



**THE NCS**<sup>TM</sup>  
The National Citizen Survey<sup>TM</sup>

# Mountlake Terrace, WA

Trends over Time

DRAFT  
2017



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# 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 discusses trends over time, comparing the 2017 ratings for the City of Mountlake Terrace to its previous survey results in 2007, 2009, 2011 and 2013. Additional reports and technical appendices are available under separate cover.

Trend data for Mountlake Terrace represent important comparison data and should be examined for improvements or declines. Deviations from stable trends over time, especially, represent opportunities for understanding how local policies, programs or public information may have affected residents' opinions.

Meaningful differences between survey years have been noted within the following tables as being "higher" or "lower" if the differences are greater than eight percentage points between the 2013 and 2017 surveys, otherwise the comparison between 2013 and 2017 are noted as being "similar." Additionally, benchmark comparisons for all survey years are presented for reference. Changes in the benchmark comparison over time can be impacted by various trends, including varying survey cycles for the individual communities that comprise the benchmarks, regional and national economic or other events, as well as emerging survey methodologies.

Overall, ratings in Mountlake Terrace for 2017 generally remained stable. Of the 134 items for which comparisons were available, 112 items were rated similarly in 2013 and 2017, eight items showed a decrease in ratings and 14 showed an increase in ratings. Notable trends over time included the following:

- Ratings that increased were spread across the three pillars, however the facet of Recreation and Wellness housed six of the 14 increases from 2013 to 2017 (availability of affordable quality health care, availability of preventive health services, availability of affordable quality food, health services, recreation centers and recreation programs). The quality of City parks was the only aspects of Recreation and Wellness that declined from 2013 to 2017.
- While ratings for overall feeling of Safety declined in 2017 compared to 2013, ratings for the quality of fire prevention and emergency preparedness increased and more residents reported stocking supplies for an emergency.
- The quality rating for employment opportunities increased over time as did resident's economic outlook (more residents felt the economy would have a positive impact on their income in 2017 compared to 2013).

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Table 1: Community Characteristics General

	Percent rating positively (e.g., excellent/good)					2017 rating compared to 2013	Comparison to benchmark				
	2007	2009	2011	2013	2017		2007	2009	2011	2013	2017
Overall quality of life	71%	73%	74%	75%	75%	Similar	Lower	Similar	Similar	Similar	Similar
Overall image	39%	41%	51%	48%	50%	Similar	Much lower	Much lower	Much lower	Lower	Lower
Place to live	78%	84%	80%	84%	80%	Similar	Similar	Similar	Similar	Similar	Similar
Neighborhood	69%	80%	74%	80%	80%	Similar	Much lower	Similar	Lower	Similar	Similar
Place to raise children	65%	73%	72%	73%	70%	Similar	Lower	Similar	Lower	Similar	Similar
Place to retire	51%	55%	61%	63%	59%	Similar	Much lower	Lower	Similar	Similar	Similar
Overall appearance	36%	44%	47%	60%	60%	Similar	Much lower	Much lower	Much lower	Similar	Similar

Table 2: Community Characteristics by Facet

		Percent rating positively (e.g., excellent/good, very/somewhat safe)					2017 rating compared to 2013	Comparison to benchmark				
		2007	2009	2011	2013	2017		2007	2009	2011	2013	2017
Safety	Overall feeling of safety	NA	NA	NA	82%	72%	Lower	NA	NA	NA	Similar	Similar
	Safe in neighborhood	91%	91%	93%	93%	92%	Similar	Similar	Similar	Higher	Similar	Similar
	Safe downtown/commercial area	90%	90%	91%	93%	89%	Similar	Higher	Similar	Higher	Similar	Similar
Mobility	Overall ease of travel	NA	NA	NA	79%	83%	Similar	NA	NA	NA	Similar	Similar
	Paths and walking trails	NA	53%	69%	74%	67%	Similar	NA	Similar	Much higher	Similar	Similar
	Ease of walking	63%	68%	74%	70%	75%	Similar	Similar	Higher	Much higher	Similar	Similar
	Travel by bicycle	49%	53%	58%	69%	63%	Similar	Similar	Higher	Higher	Similar	Similar
	Travel by public transportation	NA	11%	20%	64%	68%	Similar	NA	Much lower	Much lower	Similar	Much higher
	Travel by car	67%	81%	78%	85%	84%	Similar	Much higher	Much higher	Much higher	Higher	Higher
	Public parking	NA	NA	NA	84%	70%	Lower	NA	NA	NA	Higher	Higher
	Traffic flow	72%	73%	66%	76%	70%	Similar	NA	Much higher	Much higher	Higher	Higher
	Overall natural environment	NA	66%	67%	85%	80%	Similar	NA	Similar	Lower	Similar	Similar
Natural Environment	Cleanliness	NA	NA	NA	72%	67%	Similar	NA	NA	NA	Similar	Similar
	Air quality	NA	NA	NA	91%	88%	Similar	NA	NA	NA	Higher	Similar
Built Environment	Overall built environment	NA	NA	NA	55%	52%	Similar	NA	NA	NA	Similar	Similar
	New development in Mountlake Terrace	NA	NA	NA	48%	38%	Lower	NA	NA	NA	Similar	Lower
	Affordable quality housing	41%	51%	53%	50%	38%	Lower	Similar	Much higher	Much higher	Similar	Similar
	Housing options	NA	56%	54%	50%	43%	Similar	NA	Similar	Similar	Similar	Similar
	Public places	NA	NA	NA	48%	46%	Similar	NA	NA	NA	Lower	Lower
Economy	Overall economic health	NA	NA	NA	43%	39%	Similar	NA	NA	NA	Lower	Lower

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		Percent rating positively (e.g., excellent/good, very/somewhat safe)					2017 rating compared to 2013	Comparison to benchmark				
		2007	2009	2011	2013	2017		2007	2009	2011	2013	2017
	Vibrant downtown/commercial area	NA	NA	NA	14%	11%	Similar	NA	NA	NA	Much lower	Much lower
	Business and services	NA	39%	46%	36%	40%	Similar	NA	Much lower	Much lower	Lower	Lower
	Cost of living	NA	NA	NA	44%	45%	Similar	NA	NA	NA	Similar	Similar
	Shopping opportunities	20%	28%	28%	22%	24%	Similar	Much lower	Much lower	Much lower	Much lower	Much lower
	Employment opportunities	16%	14%	16%	11%	20%	Higher	Much lower	Much lower	Much lower	Lower	Lower
	Place to visit	NA	NA	NA	32%	31%	Similar	NA	NA	NA	Much lower	Much lower
	Place to work	36%	30%	39%	36%	36%	Similar	Much lower	Much lower	Much lower	Lower	Lower
Recreation and Wellness	Health and wellness	NA	NA	NA	52%	56%	Similar	NA	NA	NA	Lower	Lower
	Mental health care	NA	NA	NA	33%	38%	Similar	NA	NA	NA	Lower	Similar
	Preventive health services	NA	39%	40%	37%	46%	Higher	NA	Much lower	Much lower	Lower	Lower
	Health care	35%	39%	41%	42%	53%	Higher	Much lower	Lower	Lower	Similar	Similar
	Food	NA	50%	57%	49%	57%	Higher	NA	Lower	Similar	Lower	Similar
	Recreational opportunities	55%	64%	58%	60%	59%	Similar	Lower	Similar	Lower	Similar	Similar
	Fitness opportunities	NA	NA	NA	62%	59%	Similar	NA	NA	NA	Lower	Similar
Education and Enrichment	Education and enrichment opportunities	NA	NA	NA	43%	45%	Similar	NA	NA	NA	Lower	Lower
	Religious or spiritual events and activities	NA	62%	64%	70%	61%	Lower	NA	Much lower	Much lower	Similar	Lower
	Cultural/arts/music activities	26%	26%	30%	35%	31%	Similar	Much lower	Much lower	Much lower	Lower	Lower
	Adult education	NA	NA	NA	36%	43%	Similar	NA	NA	NA	Lower	Lower
	K-12 education	NA	NA	NA	59%	67%	Similar	NA	NA	NA	Similar	Similar
	Child care/preschool	41%	30%	37%	36%	47%	Higher	Similar	Similar	Similar	Similar	Similar
Community Engagement	Social events and activities	NA	49%	44%	44%	42%	Similar	NA	Lower	Much lower	Lower	Lower
	Neighborhoodliness	NA	NA	NA	55%	55%	Similar	NA	NA	NA	Similar	Similar
	Openness and acceptance	61%	66%	71%	66%	68%	Similar	Similar	Higher	Higher	Similar	Similar
	Opportunities to participate in community matters	NA	61%	57%	53%	58%	Similar	NA	Similar	Lower	Similar	Similar
	Opportunities to volunteer	NA	55%	59%	52%	55%	Similar	NA	Much lower	Much lower	Lower	Lower

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Table 3: Governance General

	Percent rating positively (e.g., excellent/good)					2017 rating compared to 2013	Comparison to benchmark				
	2007	2009	2011	2013	2017		2007	2009	2011	2013	2017
Services provided by Mountlake Terrace	65%	73%	75%	67%	70%	Similar	Similar	Similar	Similar	Similar	Similar
Customer service	87%	80%	89%	75%	75%	Similar	Much higher	Much higher	Much higher	Similar	Similar
Value of services for taxes paid	55%	59%	64%	51%	54%	Similar	Much higher	Much higher	Much higher	Similar	Similar
Overall direction	52%	56%	61%	63%	62%	Similar	Higher	Higher	Higher	Similar	Similar
Welcoming citizen involvement	67%	56%	58%	38%	48%	Higher	Much higher	Higher	Higher	Similar	Similar
Confidence in City government	NA	NA	NA	47%	53%	Similar	NA	NA	NA	Similar	Similar
Acting in the best interest of Mountlake Terrace	NA	NA	NA	52%	59%	Similar	NA	NA	NA	Similar	Similar
Being honest	NA	NA	NA	53%	60%	Similar	NA	NA	NA	Similar	Similar
Treating all residents fairly	NA	NA	NA	61%	64%	Similar	NA	NA	NA	Similar	Similar
Services provided by the Federal Government	29%	33%	35%	27%	35%	Similar	Much lower	Similar	Similar	Similar	Similar

Table 4: Governance by Facet

		Percent rating positively (e.g., excellent/good)					2017 rating compared to 2013	Comparison to benchmark				
		2007	2009	2011	2013	2017		2007	2009	2011	2013	2017
Safety	Police	81%	89%	86%	82%	88%	Similar	Higher	Much higher	Much higher	Similar	Similar
	Fire	91%	97%	92%	89%	93%	Similar	Similar	Much higher	Similar	Similar	Similar
	Ambulance/EMS	89%	98%	91%	91%	89%	Similar	Similar	Much higher	Similar	Similar	Similar
	Crime prevention	62%	73%	72%	64%	66%	Similar	Similar	Much higher	Higher	Similar	Similar
	Fire prevention	70%	83%	78%	64%	74%	Higher	Lower	Higher	Similar	Similar	Similar
	Animal control	54%	55%	61%	61%	56%	Similar	Lower	Lower	Similar	Similar	Similar
	Emergency preparedness	NA	49%	54%	45%	53%	Higher	NA	Lower	Much lower	Lower	Similar
Mobility	Traffic enforcement	NA	68%	73%	67%	64%	Similar	NA	Higher	Higher	Similar	Similar
	Street repair	49%	53%	57%	51%	44%	Similar	Higher	Higher	Much higher	Similar	Similar
	Street cleaning	63%	70%	77%	68%	70%	Similar	Higher	Much higher	Much higher	Similar	Similar
	Street lighting	55%	57%	63%	61%	61%	Similar	Similar	Similar	Similar	Similar	Similar
	Snow removal	50%	33%	49%	47%	57%	Higher	Much lower	Much lower	Much lower	Lower	Similar

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		Percent rating positively (e.g., excellent/good)				2017 rating compared to 2013	Comparison to benchmark					
		2007	2009	2011	2013		2017	2007	2009	2011	2013	2017
	Sidewalk maintenance	51%	47%	53%	51%	44%	Similar	Similar	Similar	Similar	Similar	Similar
	Traffic signal timing	54%	57%	68%	60%	60%	Similar	Higher	Higher	Much higher	Similar	Similar
	Bus or transit services	70%	73%	75%	65%	73%	Similar	Much higher	Much higher	Much higher	Similar	Higher
Natural Environment	Garbage collection	79%	81%	83%	80%	87%	Similar	Similar	Similar	Similar	Similar	Similar
	Recycling	82%	79%	82%	80%	86%	Similar	Higher	Higher	Higher	Similar	Similar
	Yard waste pick-up	80%	77%	78%	81%	86%	Similar	Much higher	Similar	Higher	Similar	Similar
	Drinking water	78%	85%	83%	88%	84%	Similar	Much higher	Much higher	Much higher	Higher	Higher
	Natural areas preservation	NA	55%	63%	58%	59%	Similar	NA	Similar	Higher	Similar	Similar
	Open space	NA	NA	NA	57%	57%	Similar	NA	NA	NA	Similar	Similar
	Storm drainage	60%	71%	76%	70%	75%	Similar	Higher	Much higher	Much higher	Similar	Similar
	Sewer services	78%	85%	83%	84%	86%	Similar	Higher	Much higher	Higher	Similar	Similar
Built Environment	Power utility	NA	NA	NA	80%	81%	Similar	NA	NA	NA	Similar	Similar
	Utility billing	NA	NA	NA	66%	66%	Similar	NA	NA	NA	Similar	Similar
	Land use, planning and zoning	35%	41%	55%	49%	40%	Lower	Similar	Similar	Higher	Similar	Similar
	Code enforcement	35%	34%	36%	45%	37%	Similar	Much lower	Lower	Much lower	Similar	Similar
	Cable television	NA	NA	NA	58%	51%	Similar	NA	NA	NA	Similar	Similar
	Economic development	25%	37%	35%	45%	39%	Similar	Much lower	Lower	Lower	Similar	Similar
	City parks	71%	76%	76%	79%	70%	Lower	Lower	Similar	Similar	Similar	Similar
Recreation and Wellness	Recreation programs	77%	81%	77%	67%	78%	Higher	Higher	Much higher	Higher	Similar	Similar
	Recreation centers	73%	84%	77%	65%	77%	Higher	Higher	Much higher	Higher	Similar	Similar
	Health services	NA	NA	NA	50%	60%	Higher	NA	NA	NA	Lower	Similar
Education and Enrichment	Special events	NA	NA	NA	64%	66%	Similar	NA	NA	NA	Similar	Similar
	Public libraries	75%	83%	84%	82%	85%	Similar	Similar	Similar	Similar	Similar	Similar
Community Engagement	Public information	61%	68%	67%	64%	64%	Similar	Similar	Higher	Similar	Similar	Similar

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Table 5: Participation General

	Percent rating positively (e.g., always/sometimes, more than once a month, yes)					2017 rating compared to 2013	Comparison to benchmark				
	2007	2009	2011	2013	2017		2007	2009	2011	2013	2017
Sense of community	47%	55%	60%	47%	51%	Similar	Much lower	Similar	Similar	Similar	Similar
Recommend Mountlake Terrace	NA	85%	88%	88%	84%	Similar	NA	Similar	Similar	Similar	Similar
Remain in Mountlake Terrace	NA	84%	80%	84%	79%	Similar	NA	Similar	Similar	Similar	Similar
Contacted Mountlake Terrace employees	47%	53%	43%	47%	39%	Similar	NA	Lower	Much lower	Similar	Similar

Table 6: Participation by Facet

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)					2017 rating compared to 2013	Comparison to benchmark				
		2007	2009	2011	2013	2017		2007	2009	2011	2013	2017
Safety	Stocked supplies for an emergency	NA	NA	NA	44%	53%	Higher	NA	NA	NA	Higher	Higher
	Did NOT report a crime	NA	NA	NA	73%	73%	Similar	NA	NA	NA	Similar	Similar
	Was NOT the victim of a crime	16%	86%	89%	87%	84%	Similar	NA	Similar	Similar	Similar	Similar
Mobility	Used public transportation instead of driving	NA	NA	NA	38%	42%	Similar	NA	NA	NA	Similar	Higher
	Carpooled instead of driving alone	NA	NA	NA	48%	48%	Similar	NA	NA	NA	Similar	Similar
	Walked or biked instead of driving	NA	NA	NA	52%	59%	Similar	NA	NA	NA	Similar	Similar
Natural Environment	Conserved water	NA	NA	NA	79%	84%	Similar	NA	NA	NA	Similar	Similar
	Made home more energy efficient	NA	NA	NA	76%	75%	Similar	NA	NA	NA	Similar	Similar
	Recycled at home	93%	95%	96%	95%	98%	Similar	NA	Much higher	Much higher	Higher	Higher
Built Environment	Did NOT observe a code violation	NA	NA	NA	60%	47%	Lower	NA	NA	NA	Similar	Similar
	NOT under housing cost stress	NA	57%	52%	55%	54%	Similar	NA	Much lower	Much lower	Lower	Lower
	Purchased goods or services in Mountlake Terrace	NA	NA	NA	94%	89%	Similar	NA	NA	NA	Similar	Similar
Economy	Economy will have positive impact on income	18%	18%	10%	25%	34%	Higher	NA	Similar	Much lower	Similar	Similar
	Work in Mountlake Terrace	NA	NA	NA	11%	12%	Similar	NA	NA	NA	Much lower	Much lower
Recreation and Wellness	Used Mountlake Terrace recreation centers	46%	62%	58%	51%	45%	Similar	NA	Higher	Similar	Similar	Lower
	Visited a City park	79%	87%	88%	81%	81%	Similar	NA	Similar	Similar	Similar	Similar

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		Percent rating positively (e.g., always/sometimes, more than once a month, yes)					2017 rating compared to 2013	Comparison to benchmark				
		2007	2009	2011	2013	2017		2007	2009	2011	2013	2017
	Ate 5 portions of fruits and vegetables	NA	NA	NA	77%	84%	Similar	NA	NA	NA	Similar	Similar
	Participated in moderate or vigorous physical activity	NA	NA	NA	82%	86%	Similar	NA	NA	NA	Similar	Similar
	In very good to excellent health	NA	NA	NA	62%	61%	Similar	NA	NA	NA	Similar	Similar
Education and Enrichment	Used Mountlake Terrace public libraries	62%	74%	75%	64%	59%	Similar	NA	Similar	Higher	Similar	Similar
	Participated in religious or spiritual activities	NA	32%	33%	21%	19%	Similar	NA	Much lower	Much lower	Much lower	Much lower
	Attended a City-sponsored event	NA	NA	NA	41%	45%	Similar	NA	NA	NA	Lower	Lower
Community Engagement	Campaigned for an issue, cause or candidate	NA	NA	NA	18%	17%	Similar	NA	NA	NA	Similar	Similar
	Contacted Mountlake Terrace elected officials	NA	NA	NA	12%	14%	Similar	NA	NA	NA	Similar	Similar
	Volunteered	23%	30%	31%	18%	20%	Similar	NA	Much lower	Much lower	Much lower	Much lower
	Participated in a club	NA	15%	19%	12%	8%	Similar	NA	Much lower	Much lower	Lower	Lower
	Talked to or visited with neighbors	NA	NA	NA	94%	87%	Similar	NA	NA	NA	Similar	Similar
	Done a favor for a neighbor	NA	NA	NA	77%	74%	Similar	NA	NA	NA	Similar	Similar
	Attended a local public meeting	19%	20%	22%	13%	19%	Similar	NA	Much lower	Lower	Lower	Similar
	Watched a local public meeting	19%	16%	16%	15%	13%	Similar	NA	Much lower	Much lower	Much lower	Lower
	Read or watched local news	NA	NA	NA	87%	87%	Similar	NA	NA	NA	Similar	Similar
	Voted in local elections	64%	67%	71%	90%	85%	Similar	NA	Much lower	Similar	Higher	Similar