

Final Survey Results

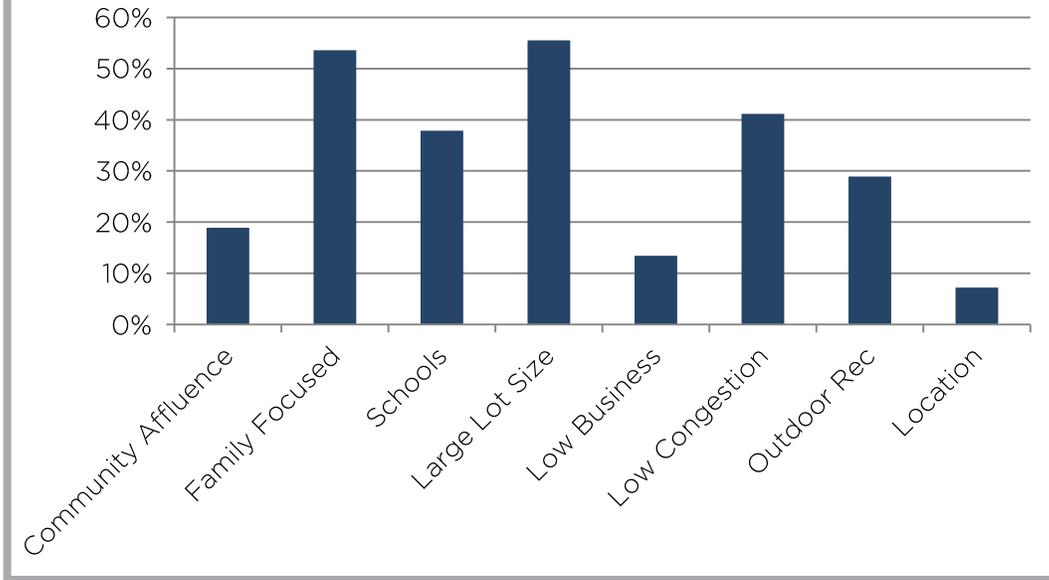
Response Number* 1094

*97.5% Confidence Level - Households
97% Confidence Level - Population

Quality of Life* 3.5

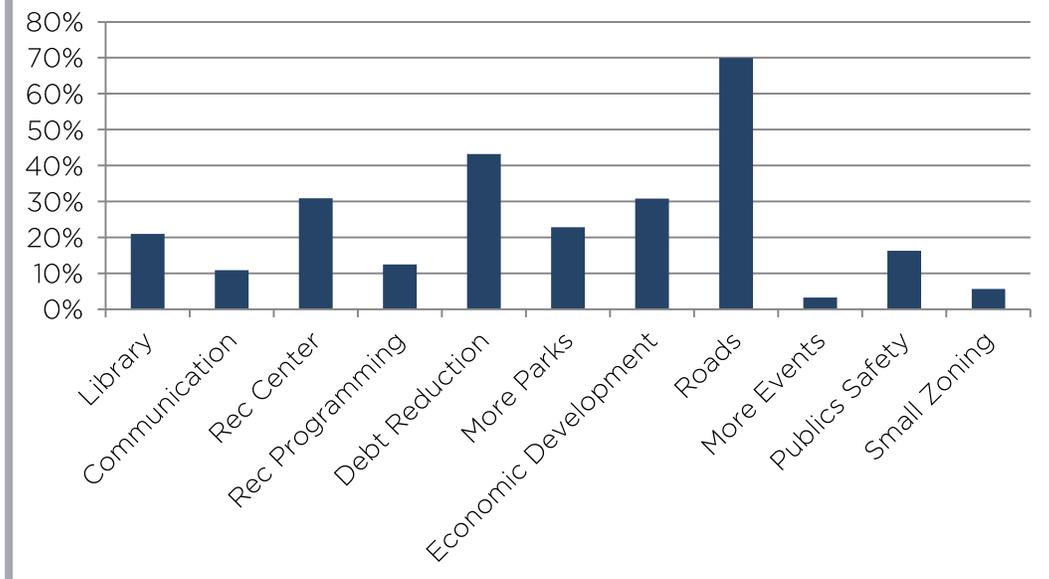
*3 is "Good"

Reasons for Living in Highland*



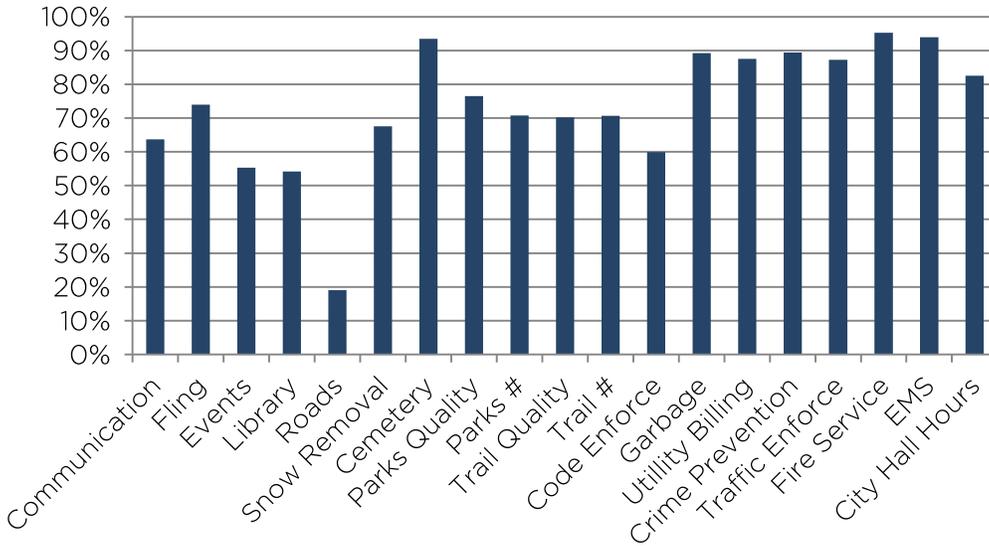
*Other answers receiving 1-2% include: Safety, Beauty, Feel of Area, Sunday Closure, Neighbors, Affordability, Rural/Animal Rights, and Right House

Top Priorities*



*Other answers receiving 1-2% include: Large Zoning, Fix Trails/Parks, Review Ordinances/Property Rights, Reduce Public Safety Costs, Snow Removal, Improve Main Roads, Senior Center/Activities, Eliminate Library

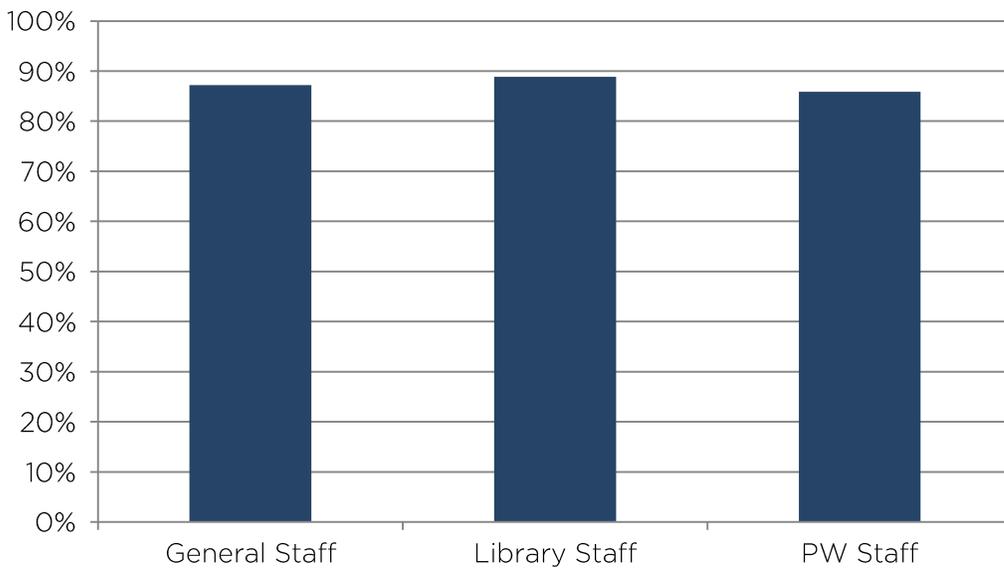
Percent Good or Excellent Rating



Average Rating*	
Communication	2.7
Fling	2.9
Events	2.5
Library	2.5
Roads	1.8
Snow Removal	2.7
Cemetery	3.2
Parks Quality	2.9
Parks #	2.8
Trail Quality	2.9
Trail #	2.9
Code Enforce	2.6
Garbage	3.2
Utility Billing	3.2
Crime Prevention	3.2
Traffic Enforce	3.1
Fire Service	3.4
EMS	3.3
City Hall Hours	3.0

*3 is "Good"

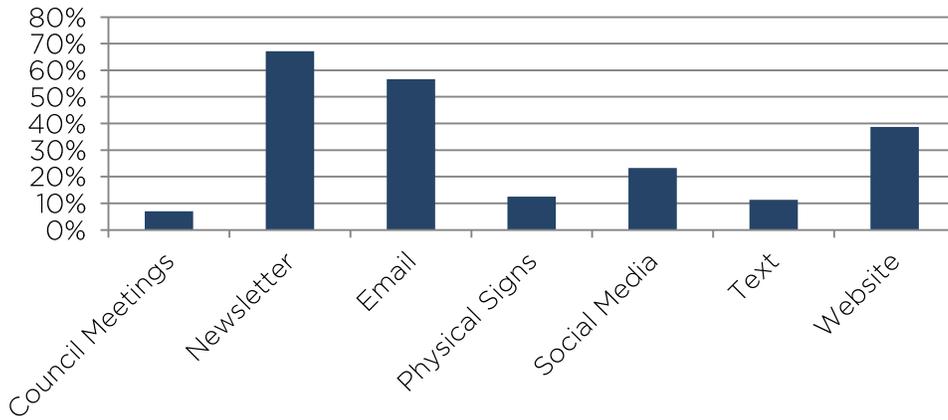
Percent Good or Excellent Rating



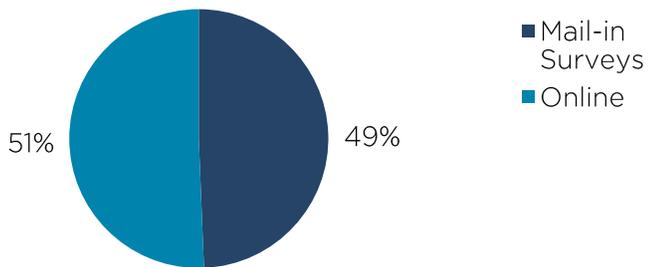
Average Rating*	
General Staff	3.1
Library	3.2
PW Staff	3.1

*3 is "Good"

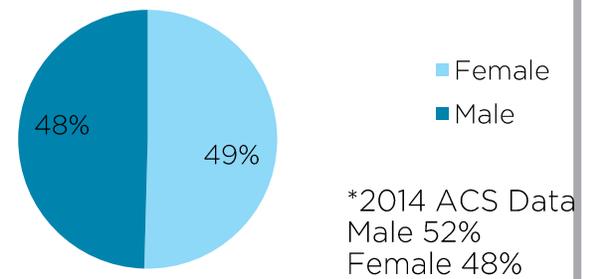
Communication Preference



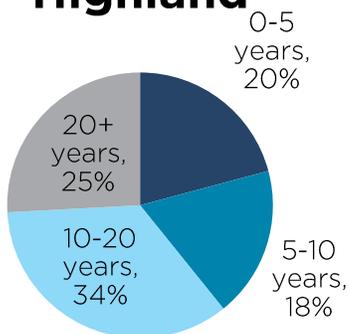
Survey Method



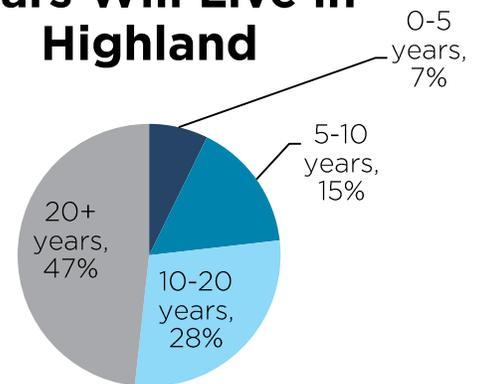
Gender*



Years Lived In Highland

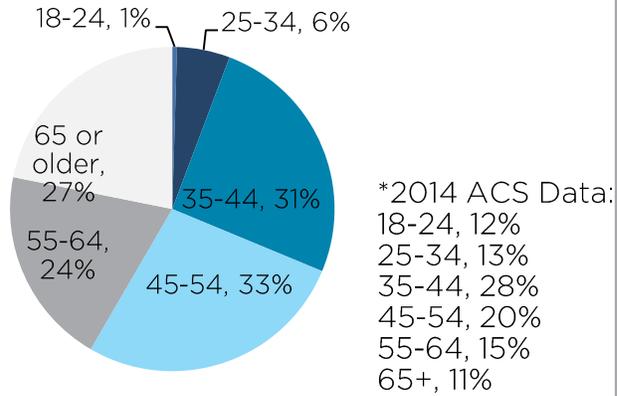


Years Will Live in Highland

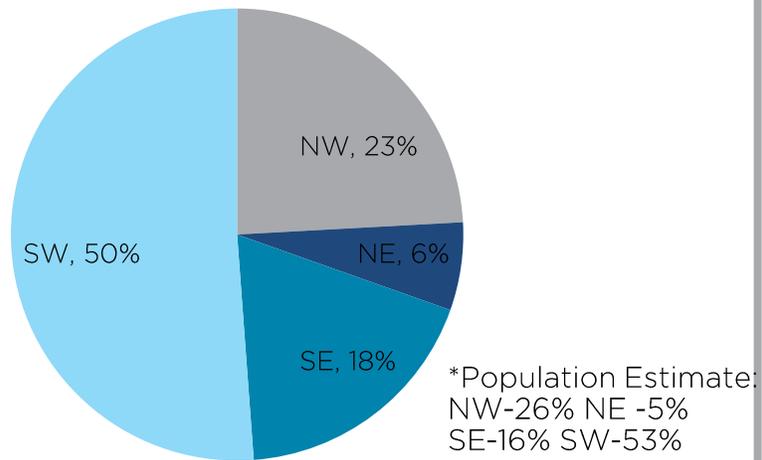


*2010 Census - 65%

Age Distribution



Area of Highland* SR 92 & Alpine Highway



Positive General Staff

Very helpful staff!
On every occasion I have had to need assistance, they are ready and able.
I have very little interaction with the staff... but what I have has been good.
I have called a few times and got my answers.
Much improved staff attitude - public safety over done - we are not a large city.
All are working for the benefit of the residents.
Limited interactions. Cordial people
City staff are friendly and approachable. Library Staff are helpful and knowledgeable. Public Works staff are clean working when I see them.
General city staff is similar to other city's
The staff are professional and courteous. They do a lot with the resources they have.
I haven't seen a problem so I'm guess they are doing their jobs professionally!
I believe the city administration is doing a well at reducing the debt and maintaining a small town atmosphere.
They all do a good job in representing Highland in a professional manner.
Generally everything is good but still have room for improvement
How do you explain excellent? I have been very happy with city administrating.
I think the current staff is doing a good job. In the past this has not been the case.
The city staff in their various assignments are proficient and caring. They have been kind and offered their assistance above and beyond their work descriptions.
The city staff members are caring and work proficiently. They are knowledgeable and do their jobs above and beyond their work descriptions. They care!
The city staff do the best they can with what is available to them.
You are doing fine... Reduce our taxes and we'll be happy.
Most of what the city government does is good enough.
The people I have met who worked with the city were very helpful and nice.
I think the majority of people working for the city do an excellent job despite the low wages. They have been extremely helpful and curious with all of my interactions.
The staff is friendly and responsive but it appears like you have fired some of your best employees. Running on a skeletal crew.
Highland Staff are kind, courteous, helpful and mindful of the community needs.
The few interactions I've had with city staff and library staff have been great.
The city staff has improved dramatically. There always were good people but their performance was impaired by management.
The all staffs are generally easy to reach and work with. I haven't experienced any issues with any of them. However, I would point out that the city staff when we first moved to Highland was much nicer to work with than now.
Generally speaking, I think the city is run very well. Some things which aren't that important to me seem to be very important to others so I am happy to pitch in and help with those issues as well.
All my interactions have been commendable.
Very Pleased with Staff
I have no problem in any of the above areas
Anytime I've interacted with any of these groups it has been positive.
courteous and attentive when questions arise.
I think they do a good job with what they have

No complaints.
Always polite, and answer questions.
Very helpful and courteous when I was there.
Friendly enough.
Have always had good service.
Responses are always polite and accurate.
Billing is consistent. Every call to city has been received by friendly, helpful staff.
The library people are always very good and helpful!
I think the city is well run. There are a lot of things to love about Highland.
The staff Highland city hires is very helpful. I have only had good experiences with them. Garbage collection is good, I just wish that recycling was apart of my garbage removal bill and not an additional cost.
I have been very impressed with the people who work in the City Hall office, especially Joan. They are always helpful and knowledgeable. Joan has especially gone out of her way to help us with our questions about our lot and permit expenses.
In my interactions, I have always been treated kindly and with respect
I have called two times with problems and never received a response
The city staff are courteous and helpful.
Everytime I have encountered working with these groups of staff it has been positive & have tried to resolve the situation. Very committed

Criticisms General Staff

Do not answer code problems via email.
Treat us more kindly.
Very slow to resolve long-standing trail problems.
The staff is spoiled and pampered
But generally across the board in Highland, things are okay but not outstanding. The politicians are always talking about how Highland doesn't have money for various projects.. and that's a fine discussion to have, but someone needs to have the next discussion that there are consequences to anti-business legislation and that consequence is a rise in taxes to support wanting-to-be-lovely community like Highland. Figure out your master plan. Share that with citizens. Stick to that and legislate accordingly.
In my personal opinion the city staff in general acts as if you are an imposition when you ask a question or try to resolve a problem. Despite the fact that the office is usually empty and only staff is there, they seem very put out to have to do something to resolve a problem.
At times, not very responsive
Experiences in the past trying to work with city office workers has been frustrating and lacking
Could be better,- friendly , availability, open to suggestions
Most of my interactions with general City staff is that their attitude is not helpful. Rather, this is how things are so deal with it.
Just ok, not very friendly.
Most departments are staffed by competent qualified employees without cohesive leadership. No progress will be made.
The city staff does not support our new hospital mountain point.
The staff does not seem to take accountability for the issues raised. The response as to

why things are how they are basically excuses rather than thinking outside of the box to resolve issues.

called and left 2 messages with person on city website ,re: tree sale and never got a call back

some individuals are difficult to contact

Positive Library

I have seen the library staff always willing to help patrons cheerfully and to the best of their abilities.

The library staff is fair and someone edgy.

Hallelujah for finally replacing the Library Director-- he was honestly the very worst! Since he left in November the library has improved leaps and bounds! It is not that there weren't wonderful employees, because I simply made it a point to go after hours when the director was gone and there were truly angels who LOVED books and helped patrons find books that they themselves loved.

The people I have met who worked with the city were very helpful and nice. Same with the library staff. all very good.

Library - Always there and always helpful.

Library staff always very helpful and friendly.

Library staff is friendly.

The library people are always very good and helpful!

I am also in love with the library and I have been taking full advantage of the online ebook and audiobook rentals.

Library has always been friendly and helpful.

Library staff are extremely helpful & approachable.

Criticism Library

I am very concerned about our library staff that they do not have any disaplin in the library. It's like a party there and no one can concentrate or get a book you need. It seems that we pay a lot of money for a place to just play. The children can not concentrate or learn there.

Library has too much turn over and is invisible

Too much overhead. Library -Why? Everything is online . Too many staff.

Positive Public Works

The utility/sewer crew that tends to the dump station near our home are amazingl committed to excellence and service.

PWFS have always been helpful when I have asked

The current road maintenance is a good effort to prioritize roads needing repair and budgeting in a pay as you go approach.

The public works staff all try to do the best they can with what is available to them.

The guys fixing the road near our house were very courteous.

Excellent public works - but needs better street light maintenance.
Highland city works always seem to stay busy.
The medians and flower beds looked very nice this past year. Thanks!
The parks & city area look beautiful

Criticism Public Works

Your lawn maintenance team dumps their grass clippings into the park canals and streams!!!
We had an unprotected open trench in the roadway just north of our house for more than a month. I called the city and complained several times, with 0 response.
For many of the questions extremes exist. For example parks. Highland Glen is excellent, an envy of the county. Agro Park is a joke. The very small playground fills up with water when the lawn is watered. The trees in the area have almost all died partly because they were not planted properly by the contractor and the city did not monitor or enforce it. Half the trees at Beacon Hill Park have died for the same reason and it's not Josh's fault.
My experience with public works was very bureaucratic and slow.
Public works , slow to respond but good when they do.
I think that public works does not have the resources to adequately keep up with the needs. There should be a fulltime arborist and plant specialist. The city has hundreds of \$\$ wasted because plants die or get over grown because there is no one with the knowledge of trees, shrubs, flowers and sprinklers to maintain the landscape around the city. There should be more full time, skilled, people to maintain our massive green spaces. Either that or grass or rock over planter beds because they cost way too much to maintain. More part time workers as weeders would really help. Many youth are glad to work 4-5 hr shifts but a 10hr day is just too much for too many and so many available shifts go unfilled and the city goes short handed. ROADS....a basic need that is just a mess right now. There are roads ,6000W, that are more holes than road.

Don't Know Comments

Don't know them.
I don't use the Library, I use Lehi and AF Library's I don't know the highland staff
Haven't really dealt with any of the staff in these areas. Haven't had any complaints!
Don't know what "Public Works Field Staff" is.
I have never had any issues with any staff member so it is good.
I don't have much interaction with city officials or staff but I haven't heard of any problems or complaints
No experience with staff to rate them
We use the library often. We don't know enough about the others.
I don't have much interaction so it would be unfair to say anything less than excellent.
I've never interacted with them
I am unsure of the library staff because I don't go in the library.
I have only dealt with general city staff.
No response - Not enough contact.
I haven't interacted with the staff at all.
I have not engaged with any staff at all in the 2+ years I have lived in Highland.

I've never had to work with city staff
Have not had much interaction with public works people and city staff
Not too much contact with city staff
I don't have a lot of interaction with these people
Only have been in the library

Other Miscellaneous Comments

We have had no problems with any of the departments listed above. We did have one incident recently with the police dept. when there was an accident and the officer who was there was not diligent in his duties and was quite rude to us. However, that is the only incident. We have found everyone and every department to be quite cooperative and helpful.
Would like better communication from city events -- maybe a texting option; even for road closures, traffic, weather, schools, etc
Good = "B"
There's always room for improvement.
I would like to see a dog park and the trails feel like they are not finished and are not good for running in my opinion.
We need more trails to connect to each other so non-vehicle transportation can be used to get around the city. The Murdock trail is nice, but weird how it links across the Alpine Highway (having to go several blocks on the sidewalk or street. It is much preferred to have trails that aren't part of city streets.
I think if we are maintain high property values, we need to make sure our roads look like we care about where we live. There is going to be a great deal of building in the area from Adobe to Micron, with much housing focused on multi-family living. I don't think Highland needs to match that - or needs that, especially since there aren't large businesses in Highland. We need to keep our larger lots.
Maintains weeds on trails and other city property. Allow businesses open Sunday to generate new business and taxes to fix roads