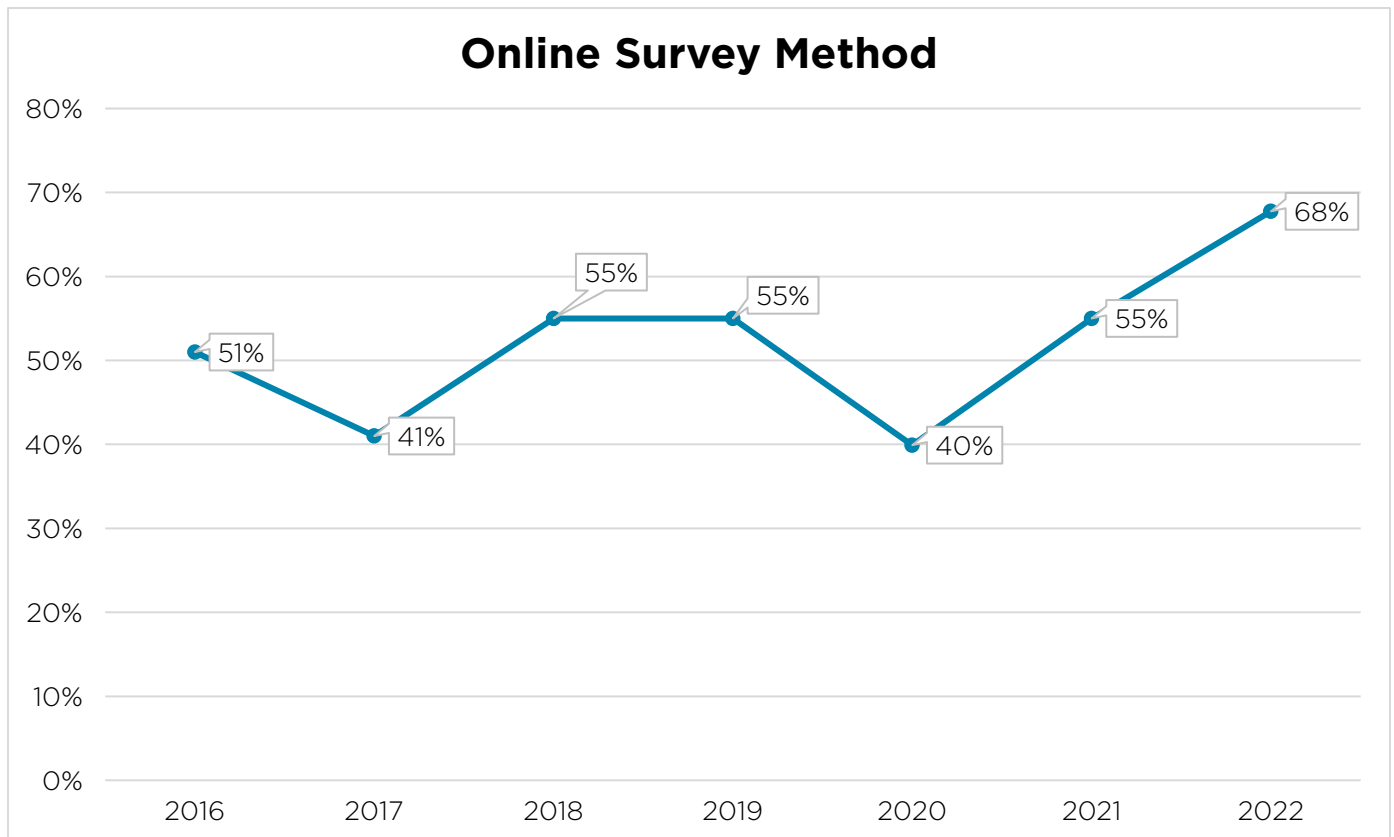
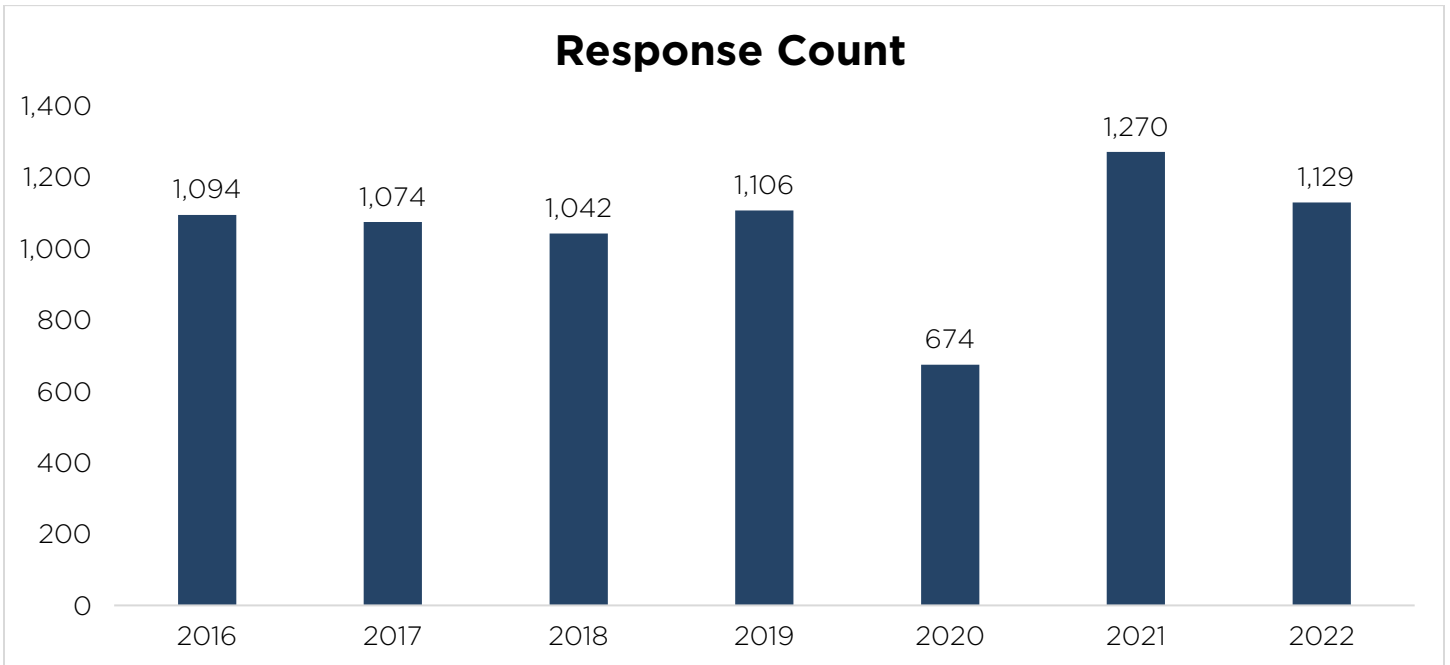
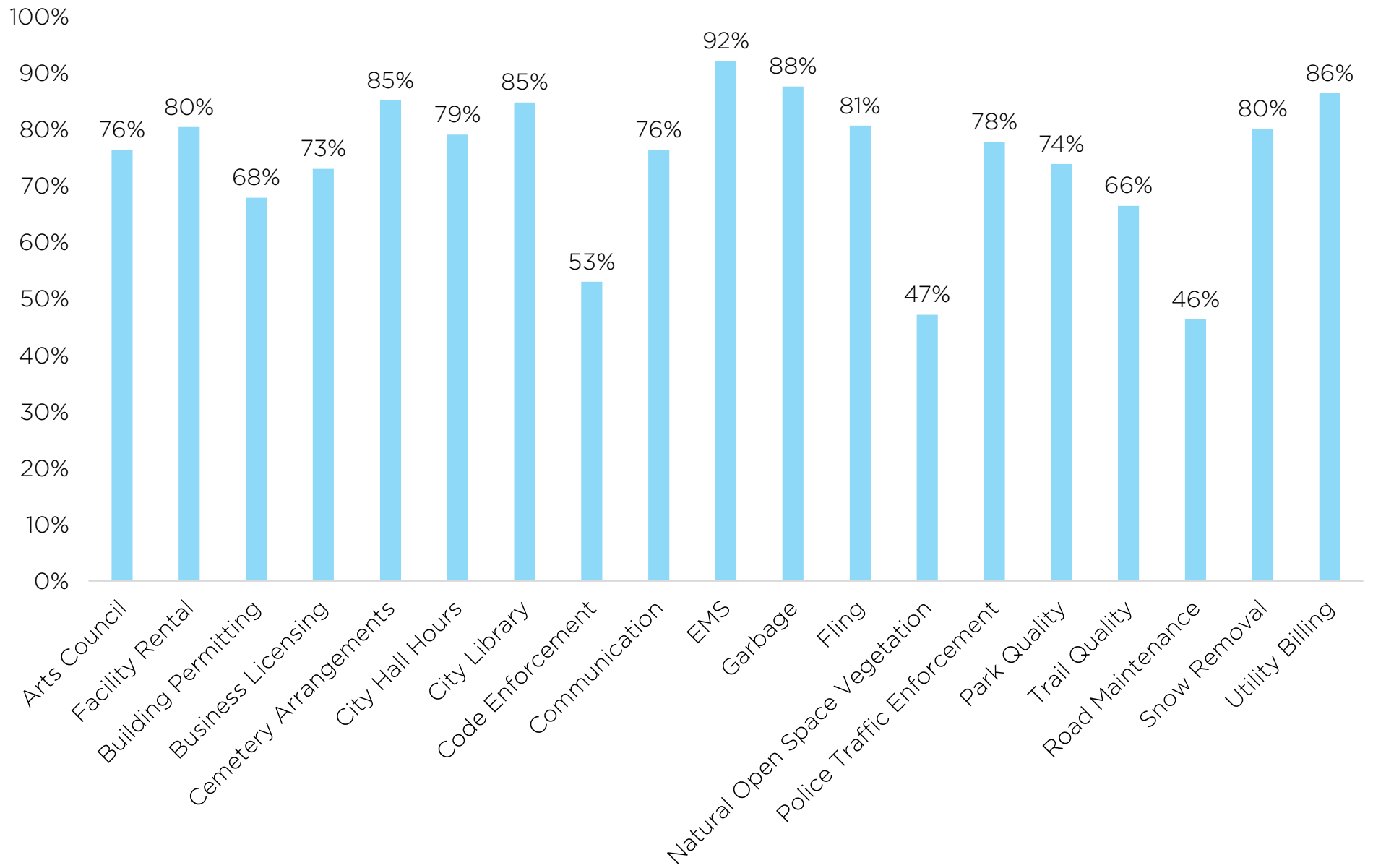


# 2022 Resident Survey Summary Results

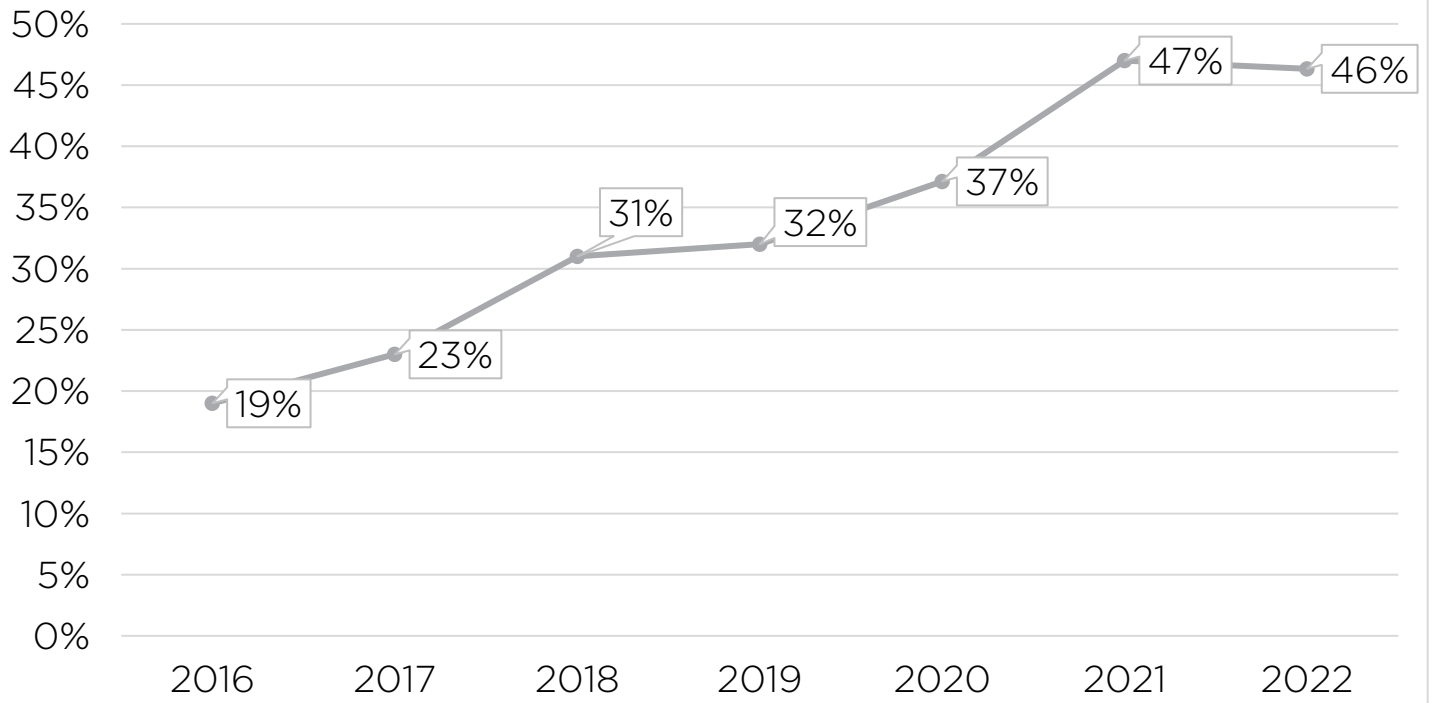


## Service Rating - Percent Good or Excellent

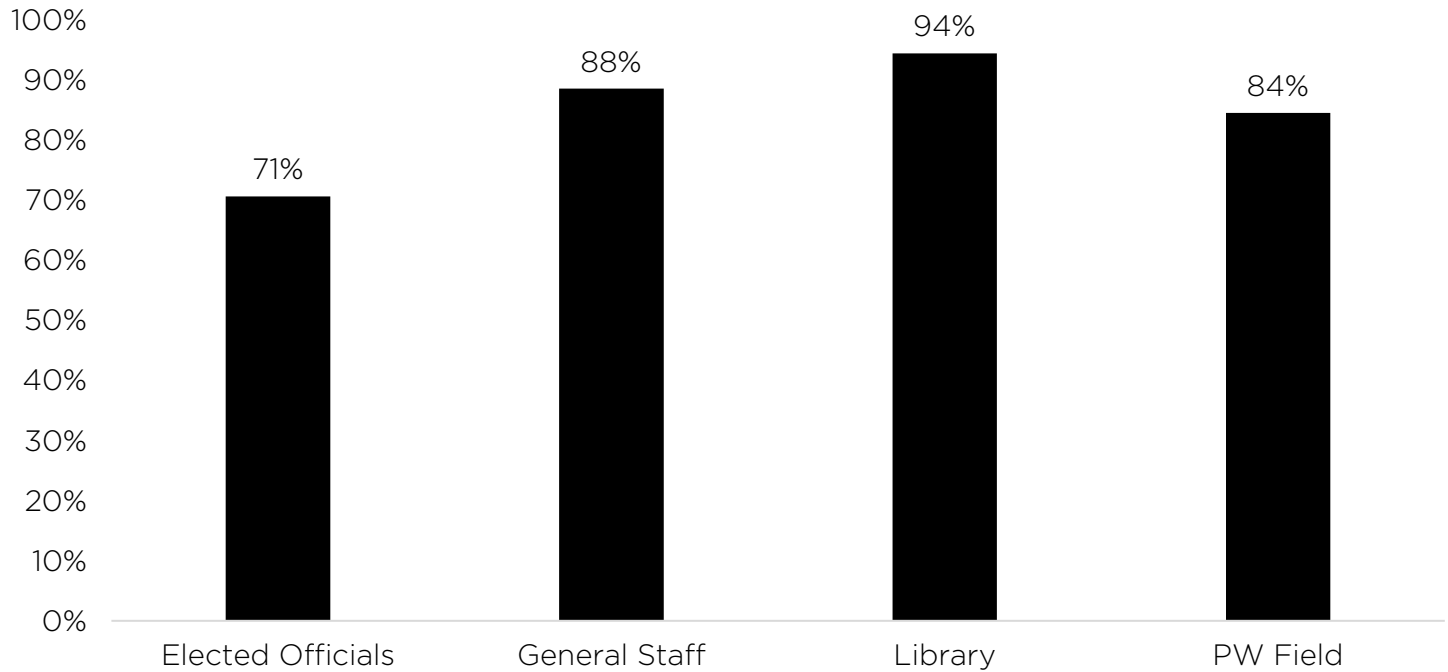


<b>Service Ratings - Percent Good or Excellent</b>								
	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2022-2021 Change</b>
<b>Arts Council</b>	--	83%	86%	81%	87%	82%	76%	-6%
<b>Facility Rental</b>	--	--	--	76%	85%	81%	80%	-1%
<b>Building Permitting</b>	--	--	66%	59%	70%	70%	68%	-2%
<b>Business Licensing</b>	--	--	68%	65%	75%	74%	73%	-1%
<b>Cemetery Arrangements</b>	--	--	86%	80%	89%	86%	85%	-1%
<b>City Hall Hours</b>	83%	85%	79%	74%	83%	83%	79%	-4%
<b>City Library</b>	54%	81%	85%	78%	83%	83%	85%	2%
<b>Code Enforcement</b>	60%	53%	56%	52%	58%	58%	53%	-5%
<b>Communication</b>	64%	71%	73%	63%	80%	80%	76%	-4%
<b>Development/Engineering</b>	--	--	--	61%	68%	68%	--	--
<b>EMS</b>	94%	91%	92%	90%	95%	93%	92%	-1%
<b>Fire</b>	95%	95%	95%	91%	96%	94%	--	--
<b>Garbage</b>	89%	91%	86%	82%	90%	91%	88%	-3%
<b>Fling</b>	74%	83%	85%	79%	84%	81%	81%	0%
<b>Other Events</b>	55%	74%	71%	71%	80%	74%	--	--
<b>Natural Open Space Vegetation</b>	--	--	--	--	53%	56%	47%	-9%
<b>Police Crime Prevention</b>	89%	86%	87%	86%	90%	88%	--	--
<b>Police Traffic Enforcement</b>	87%	81%	84%	78%	81%	81%	78%	-3%
<b>Park Quality</b>	76%	78%	80%	69%	78%	77%	74%	-3%
<b>Trail Quality</b>	70%	72%	73%	64%	68%	72%	66%	-6%
<b>Records Request</b>	--	--	--	76%	80%	80%	--	--
<b>Road Maintenance</b>	19%	23%	31%	32%	37%	47%	46%	-1%
<b>Snow Removal</b>	68%	73%	76%	62%	71%	81%	80%	-1%
<b>Utility Billing</b>	88%	86%	83%	84%	87%	86%	86%	0%

## Road Maintenance Satisfaction

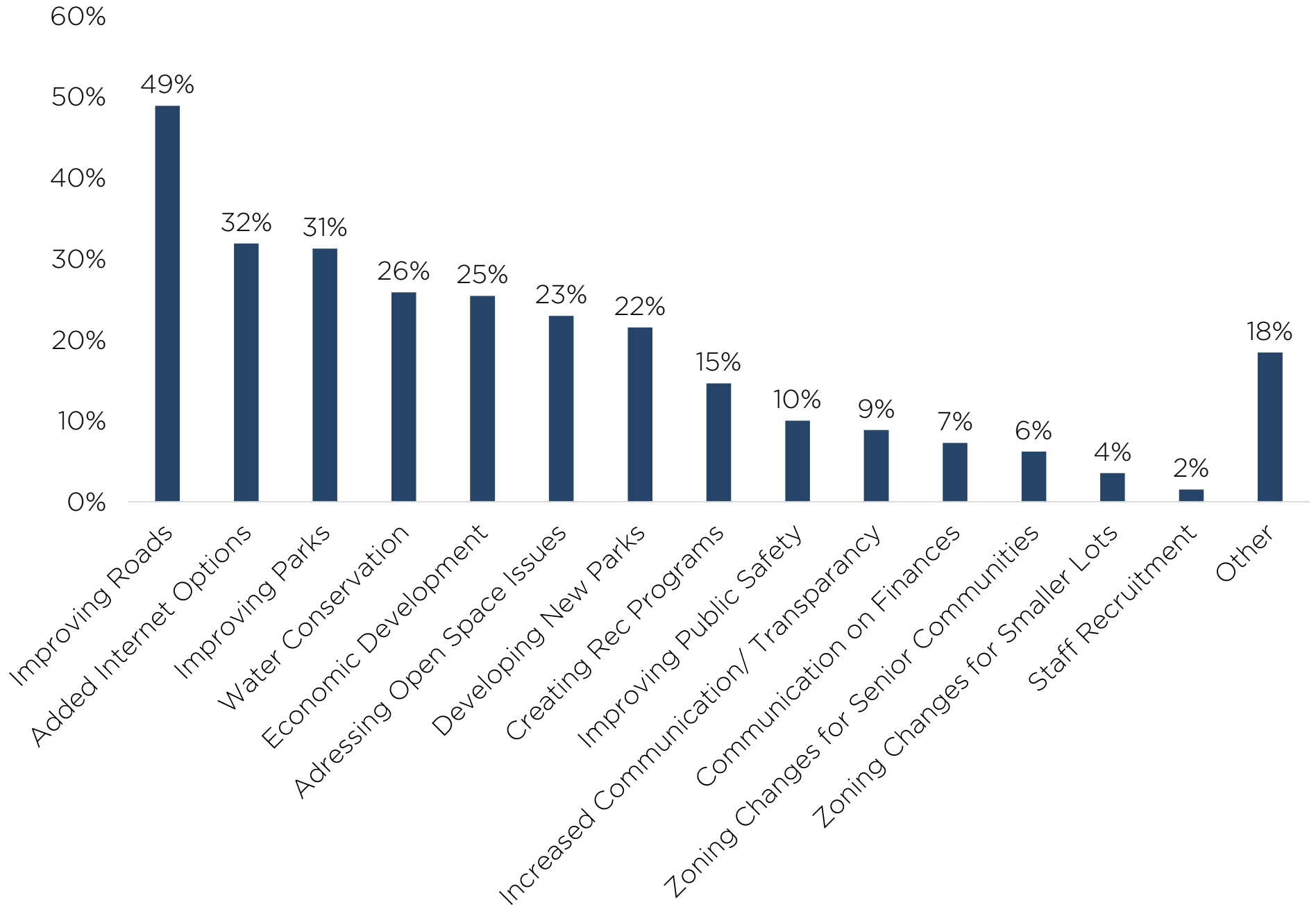


## Personnel Rating - Percent Good or Excellent

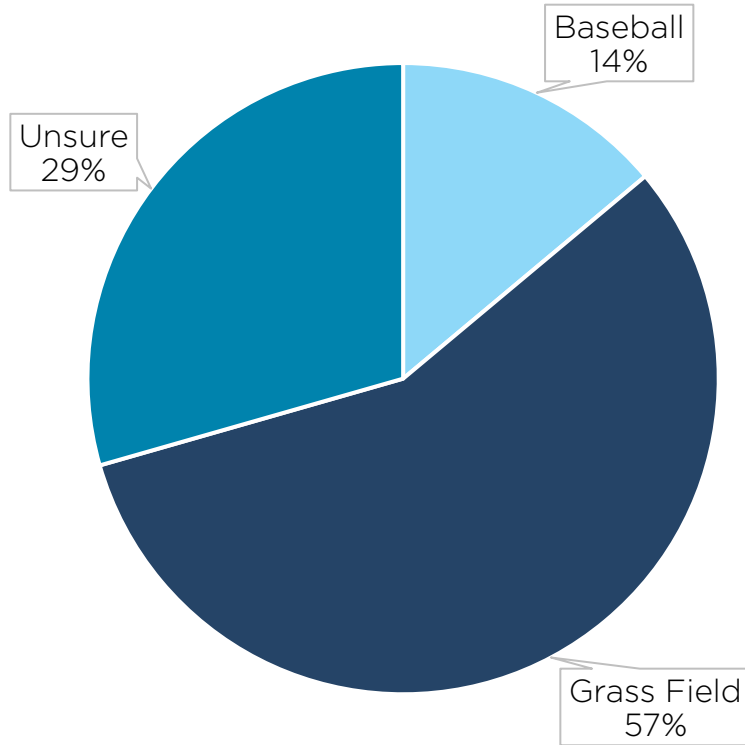


Personnel Rating - Percent Good or Excellent								
	2016	2017	2018	2019	2020	2021	2022	2022-2021 Change
<b>Elected Officials</b>	--	--	80%	69%	76%	76%	71%	-5%
<b>General Staff</b>	87%	90%	90%	85%	90%	89%	88%	-1%
<b>Library</b>	89%	92%	95%	90%	94%	95%	94%	-1%
<b>PW Field</b>	86%	84%	88%	86%	88%	89%	84%	-5%

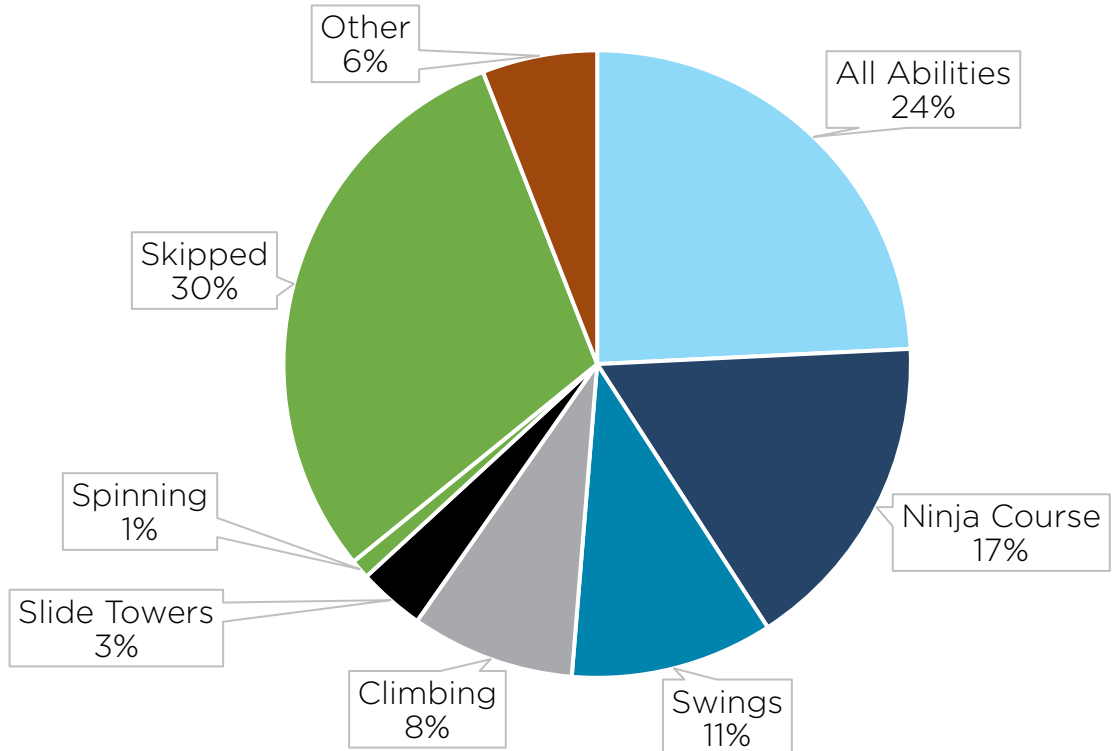
## Top 3 Priorities



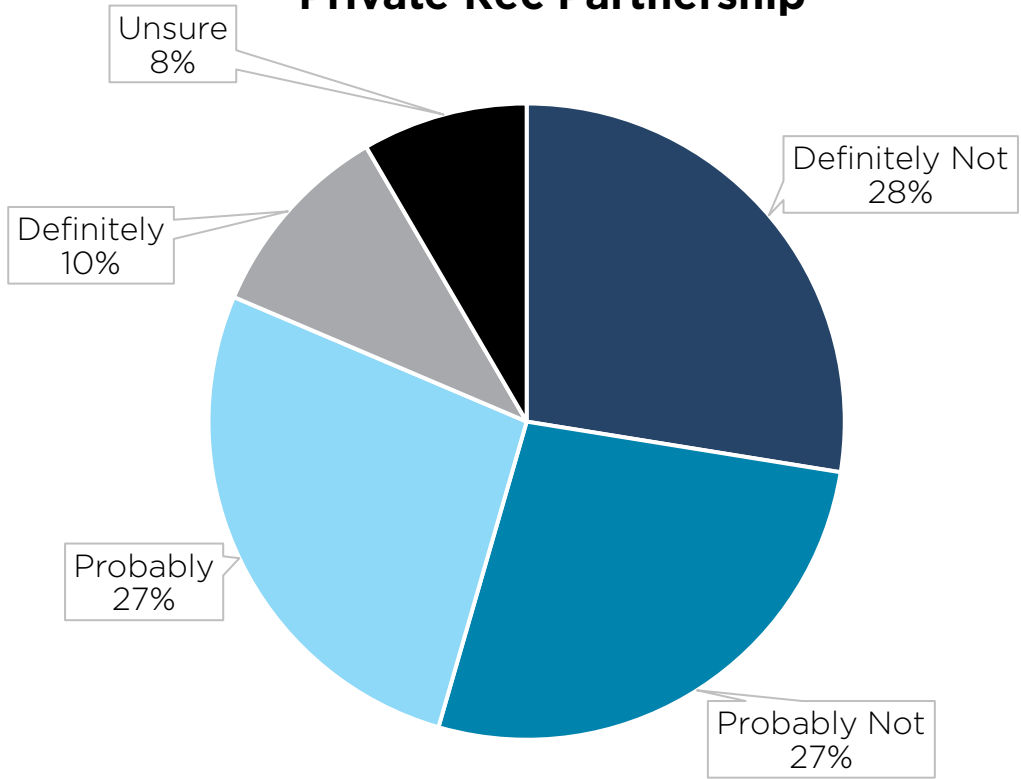
## Field Type Preference



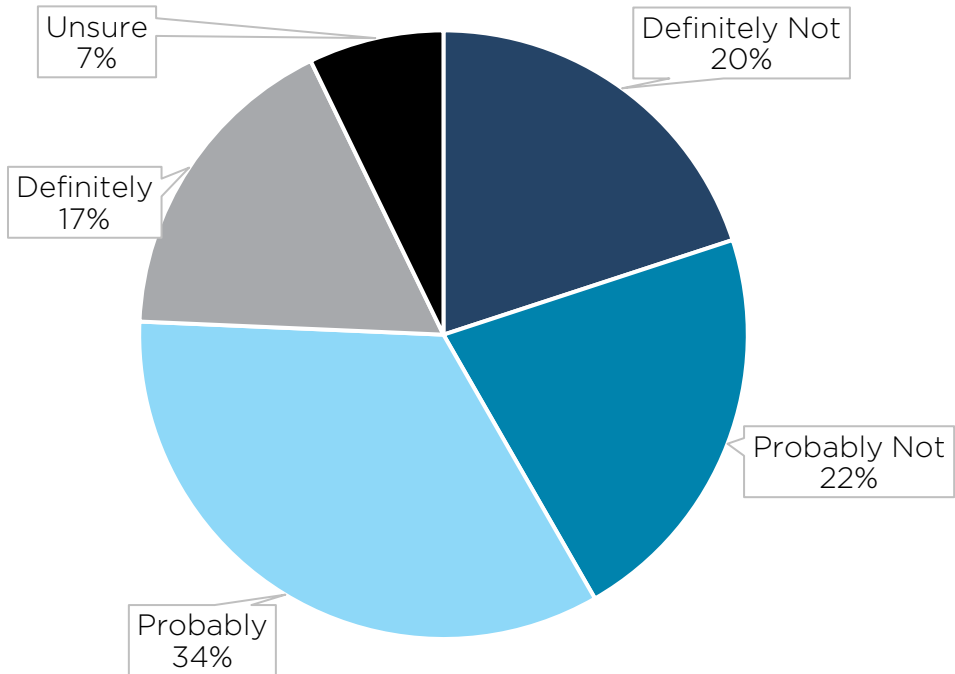
## Playground Element Preference



## Private Rec Partnership

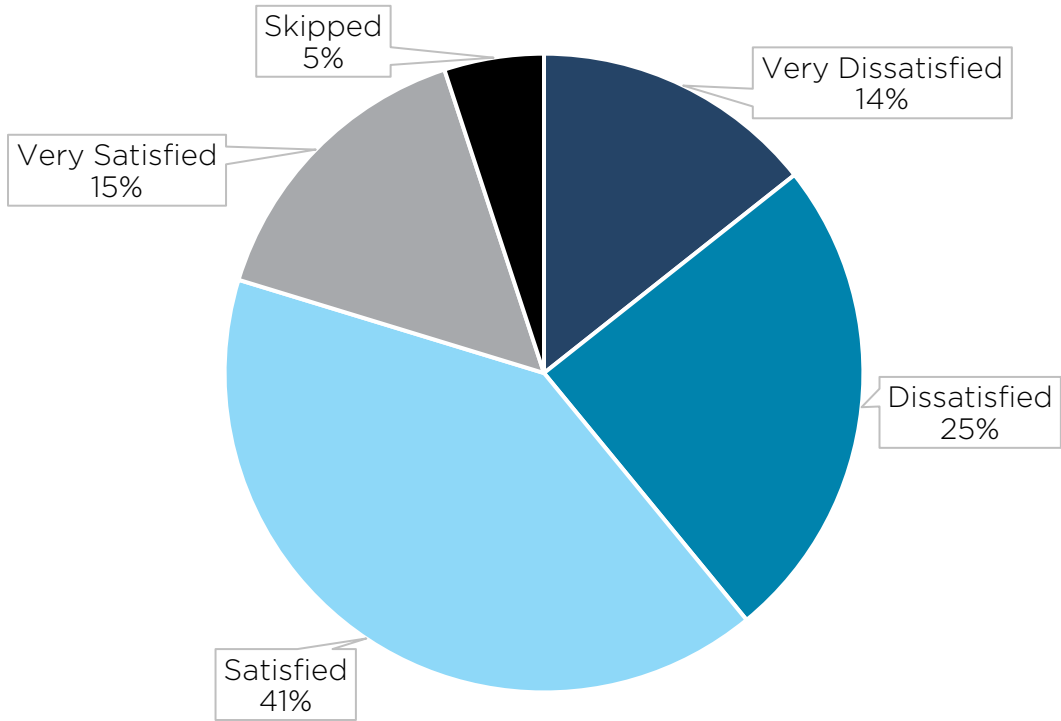


## Add Recreation Programs

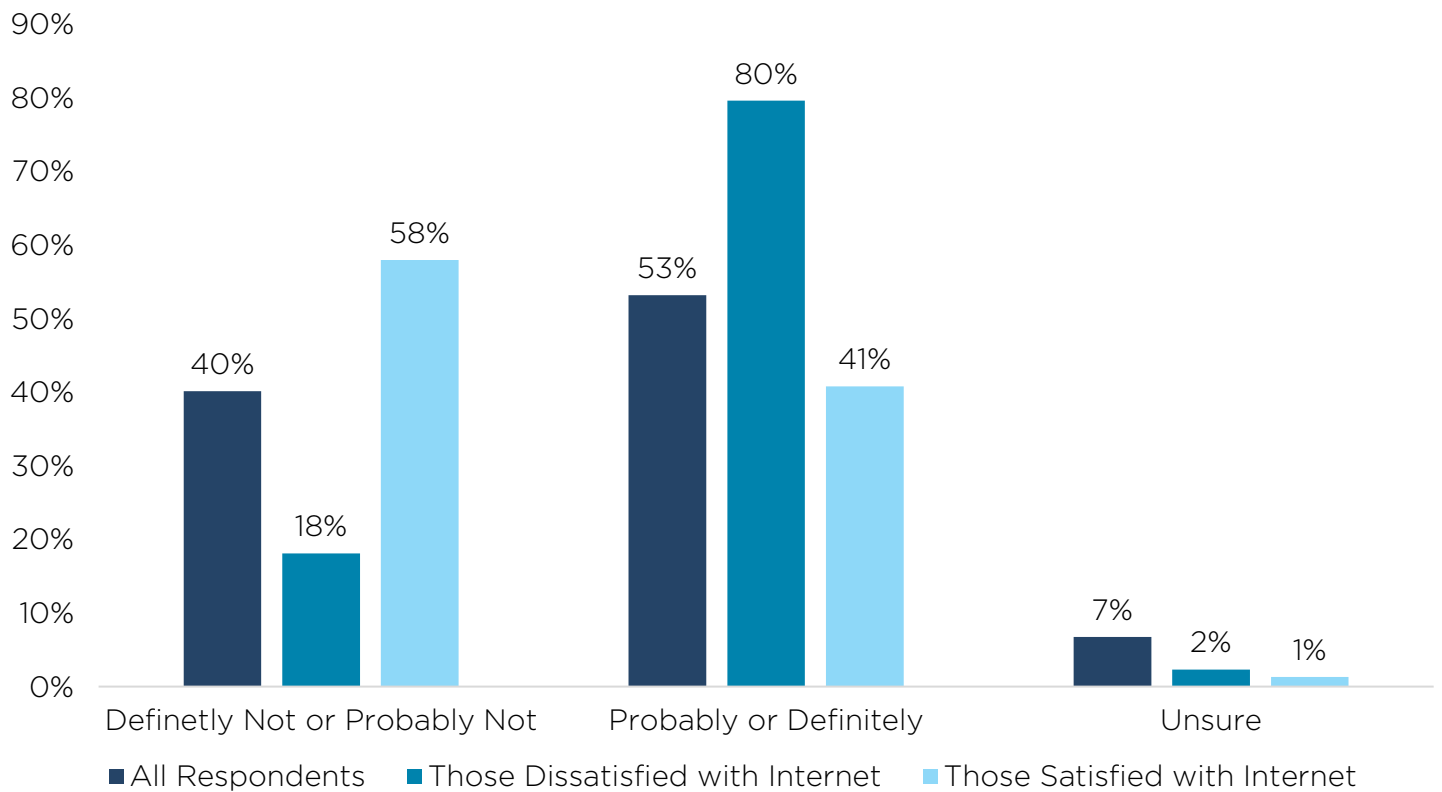




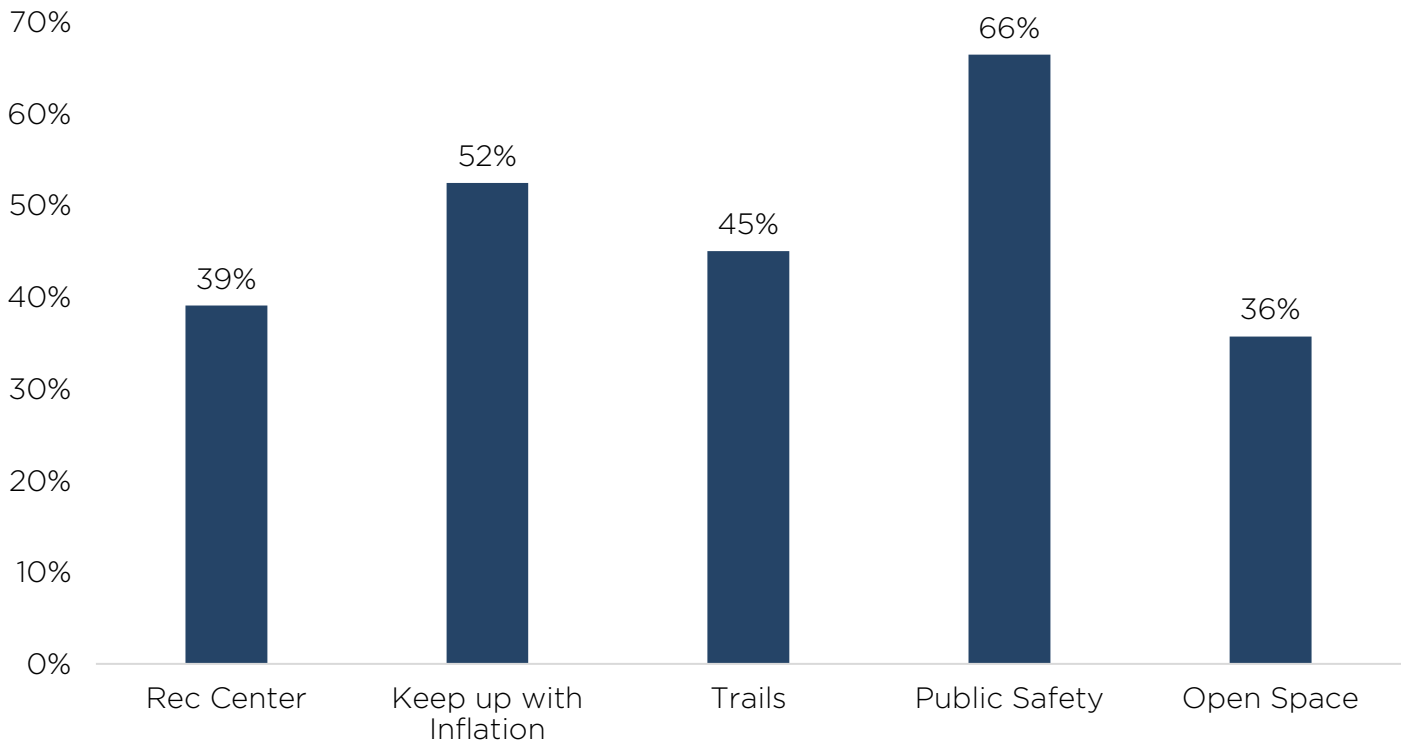
## Internet Satisfaction



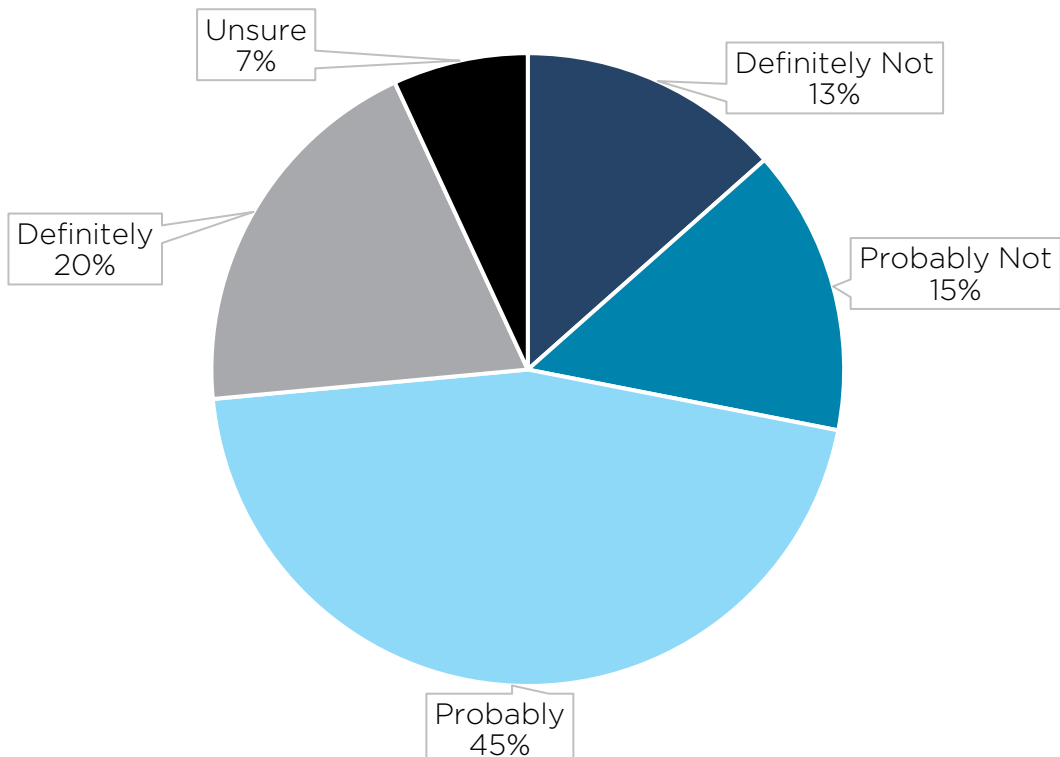
## Support for City Fiber Project



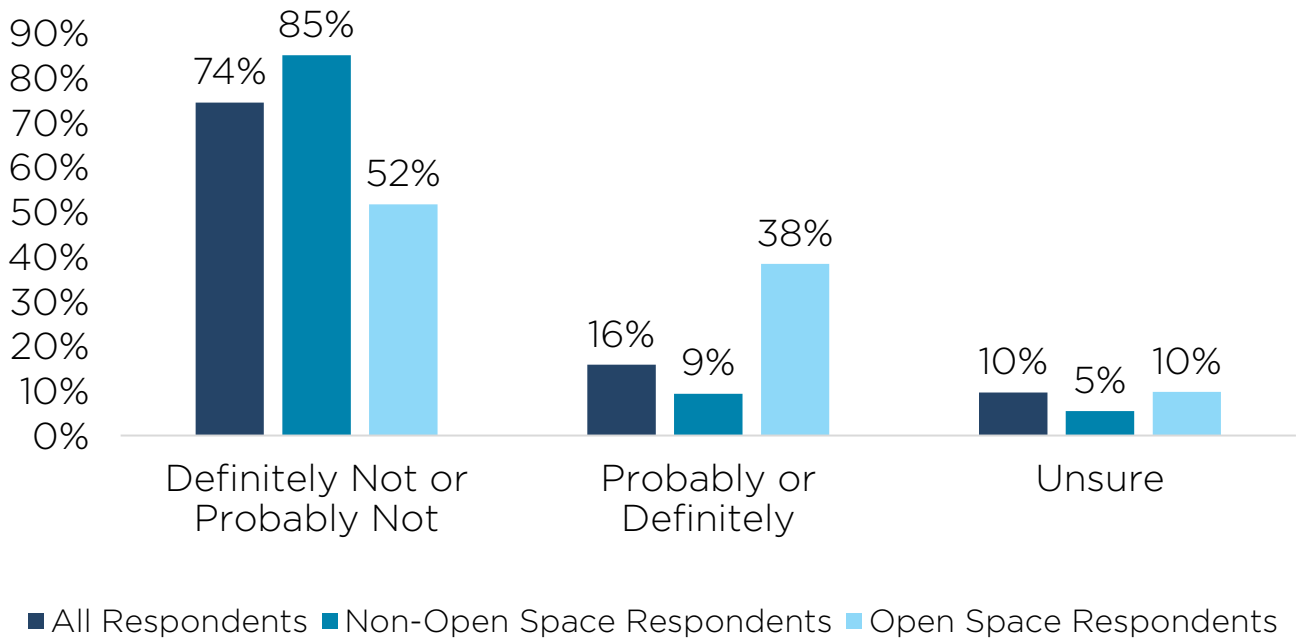
## Support for Raising Property Taxes



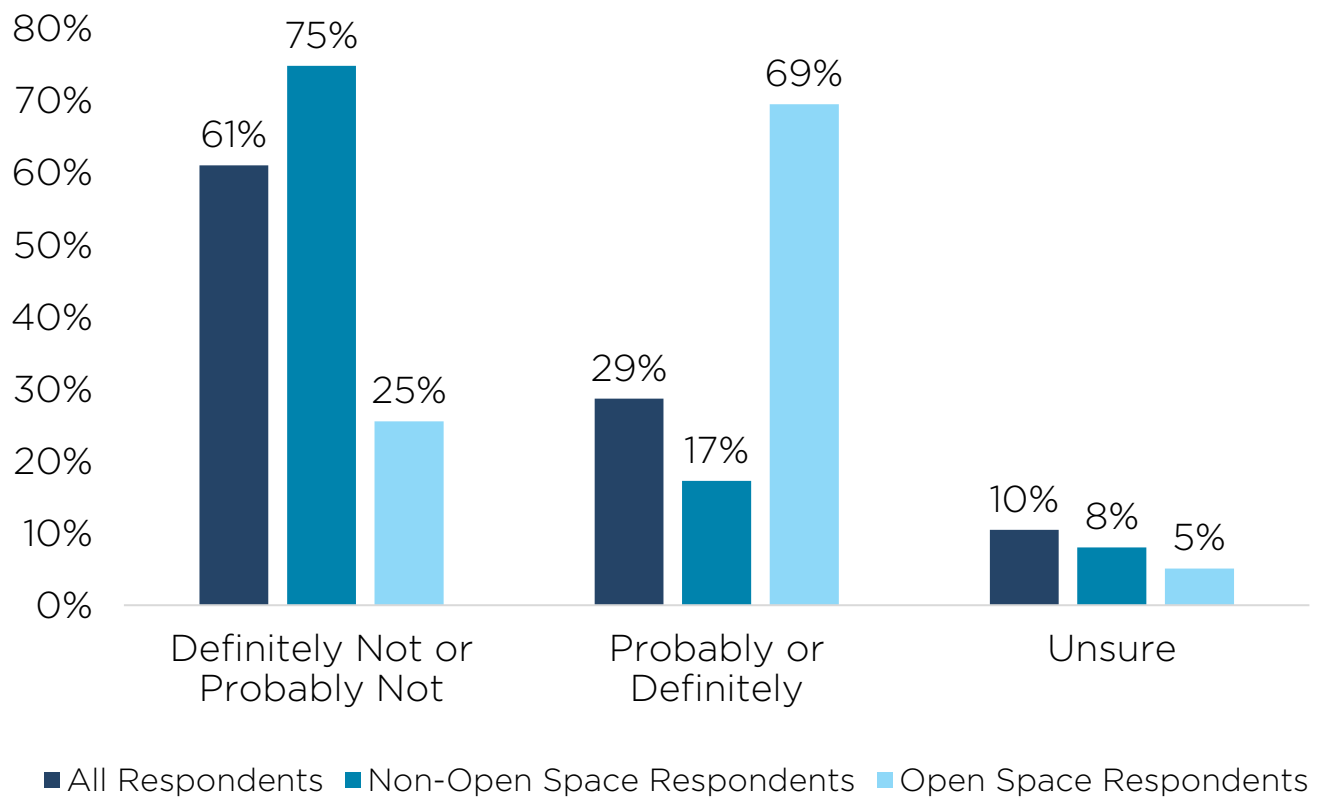
## Increase Public Safety Fee



## Support for Replacing Open Space Fee with Property Tax Increase



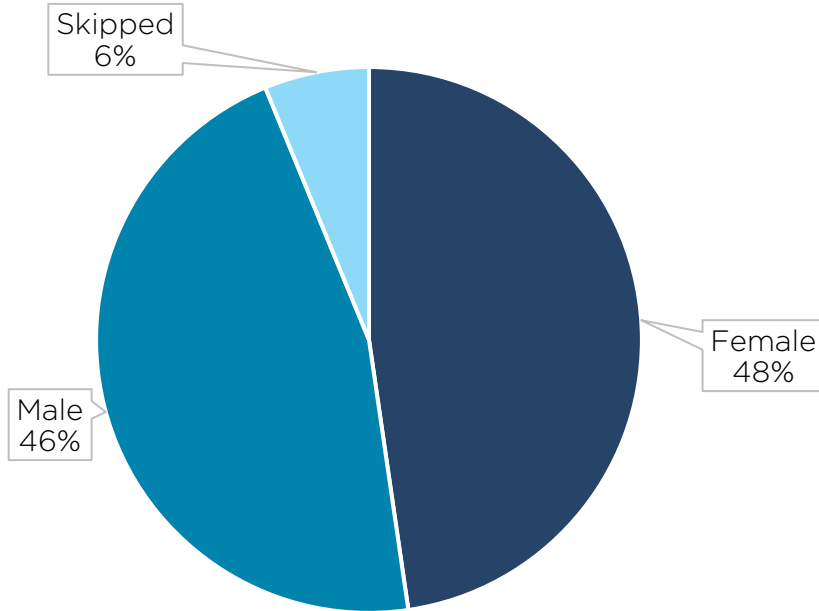
## Support for Replacing Open Space Fee with City-wide Parks Fee



<b>Library After School Programs</b>	
ACT Test Prep	19%
Science Explorations	18%
Arts and Crafts	16%
Kid's Coding	15%
Lego Club	15%
Homework Help	12%
Kid's Book Club	9%
Geography Kids	9%
Kid's Creative Writing	7%
Other	6%
Kids' Crochet or Knitting	5%
Weekly D&D	5%

<b>Library Grant Services</b>	
Large Printer	18%
Rec Equipment	15%
3-D Printer	9%
Electronic Equipment	7%
Other	6%
AV Workstation	5%
Board Games	4%
Music Workstation	3%
Skipped	40%

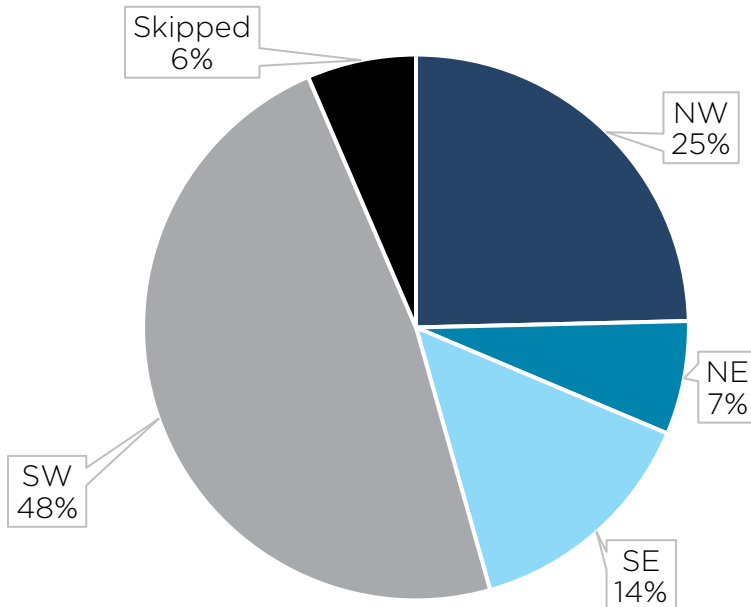
## Gender



### 2020 Census Data:

Female: 49%  
Male: 51%

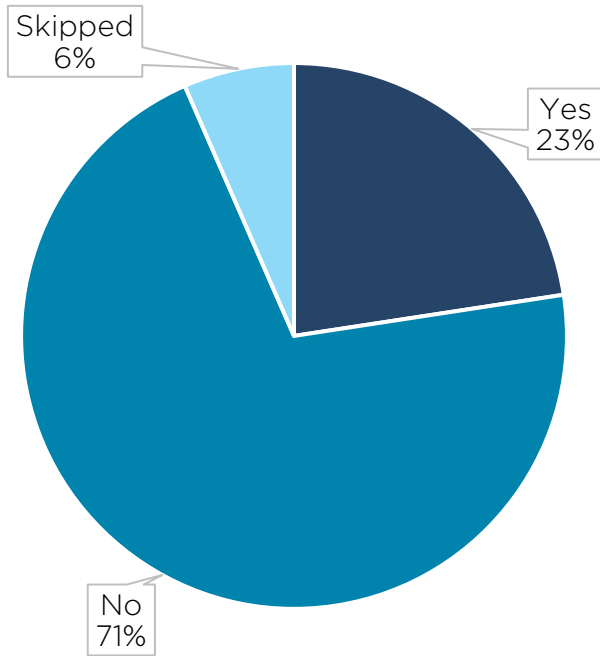
## Area of Highland



### 2021 Precinct Estimations:

NW - 30%  
NE - 5%  
SE - 15%  
SW - 50%

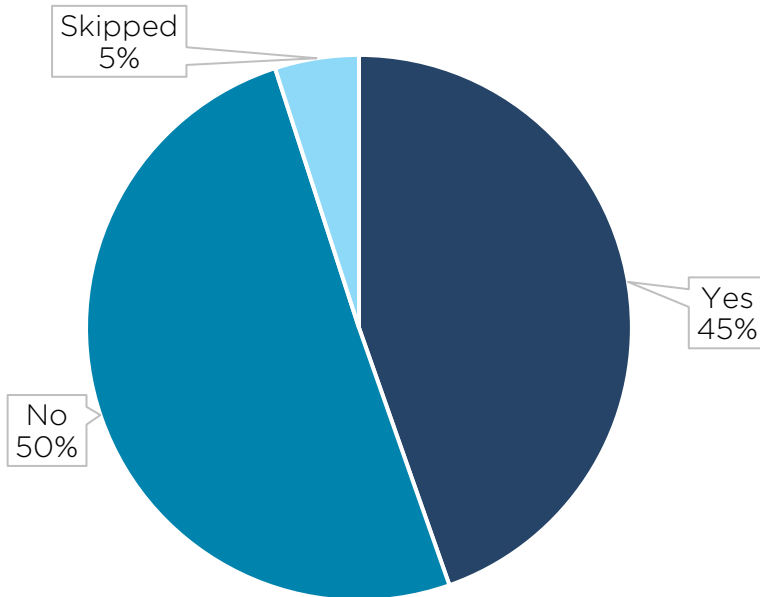
### Live in Open Space



#### Staff Estimation:

Yes ~ 25%  
No - 75%

### Minor Children at Home



#### 2020 Census Data:

Yes - 41%  
No - 59%