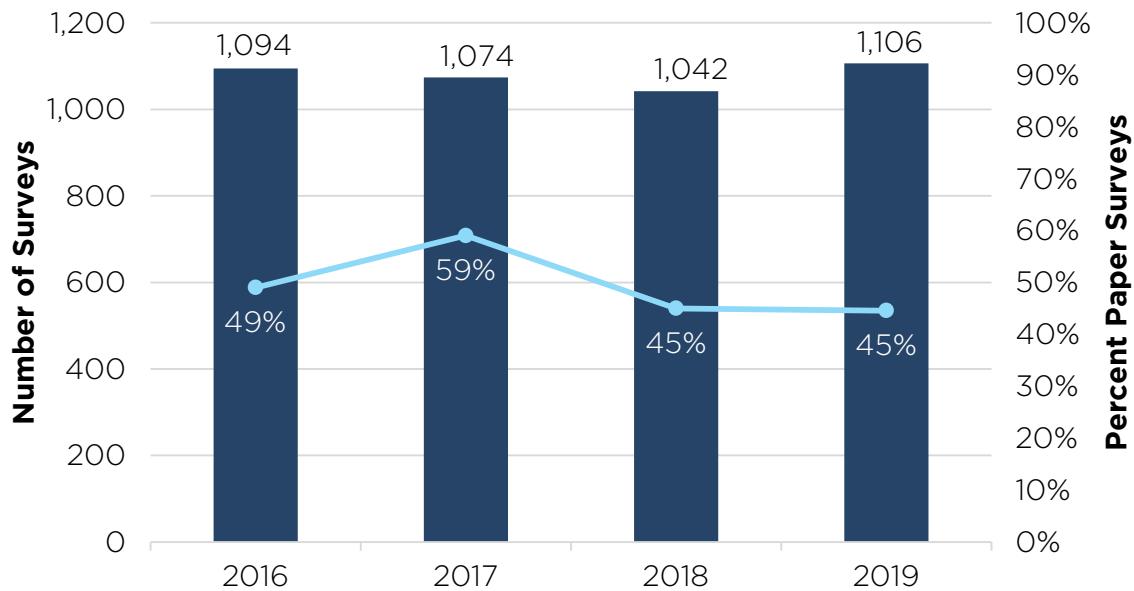


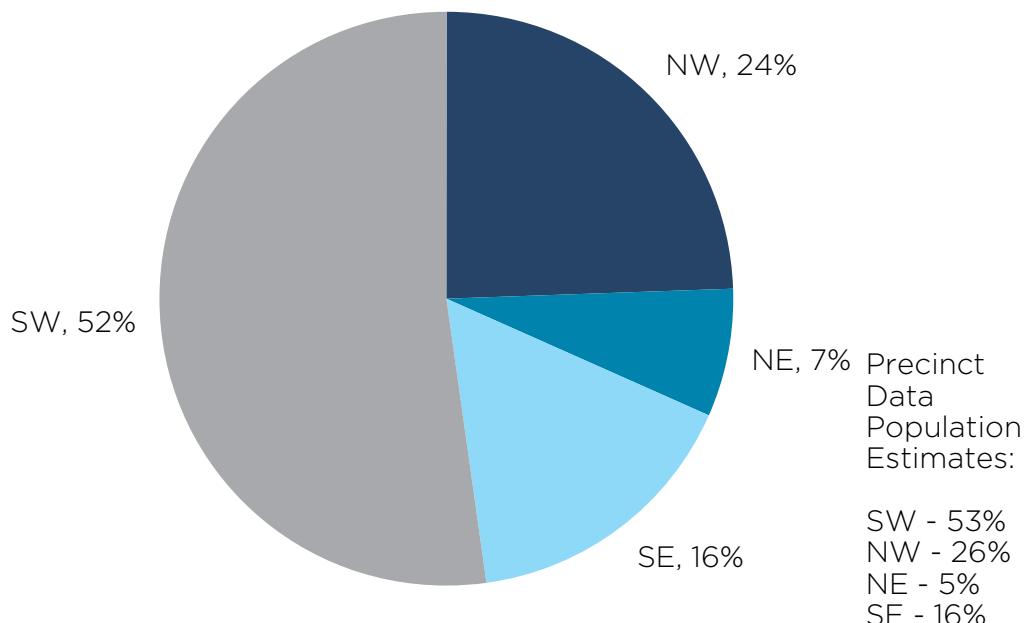
# 2019 Resident Survey Results

## Survey Count and Method

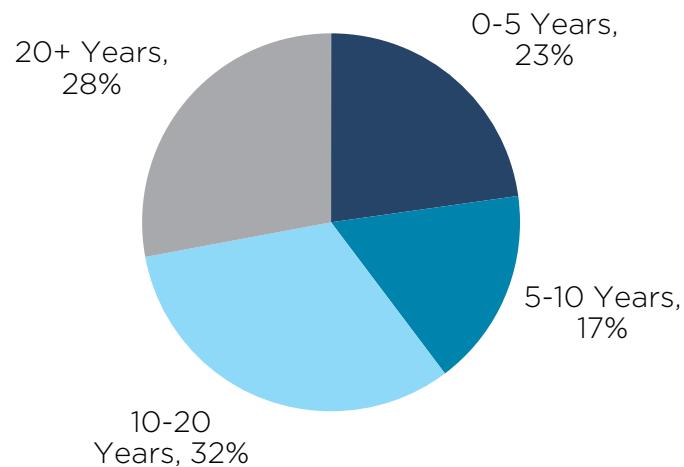


24% of Highland households which gives us a 95% confidence level that these results can be attributed to the population with a 3% margin of error.

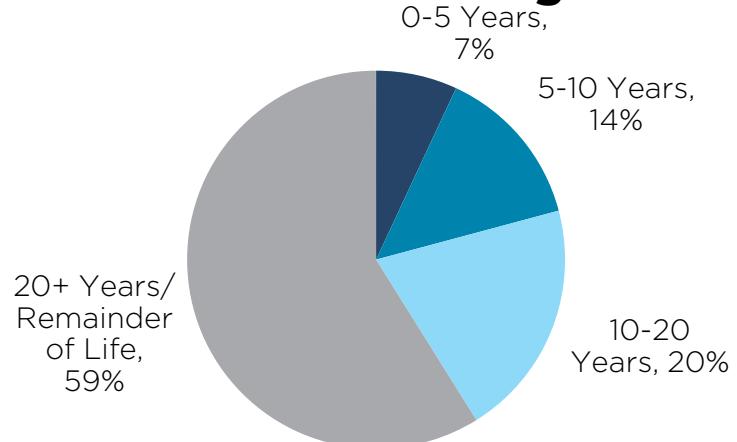
## Area of Highland SR 92 & Alpine Highway



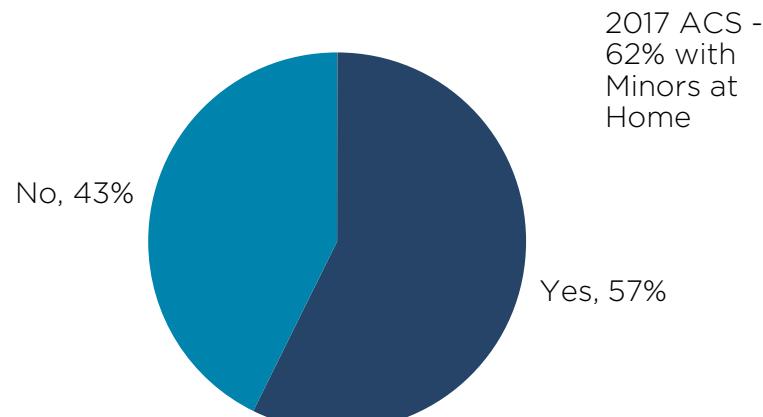
## Years Lived in Highland



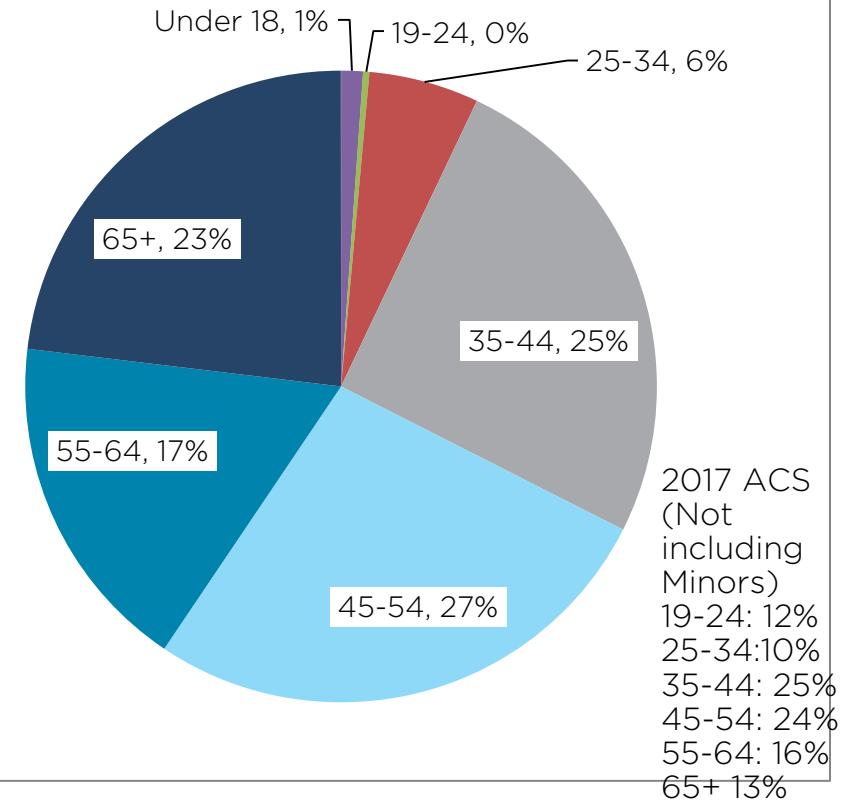
## Years Will Live in Highland



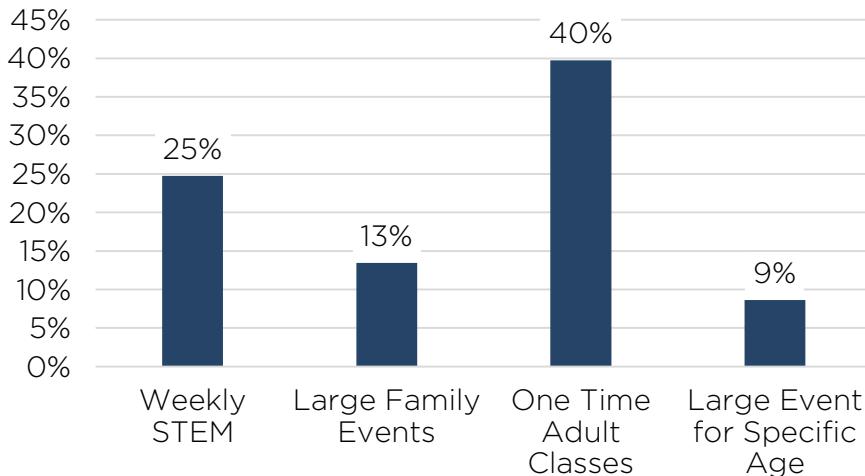
## Minors Living at Home



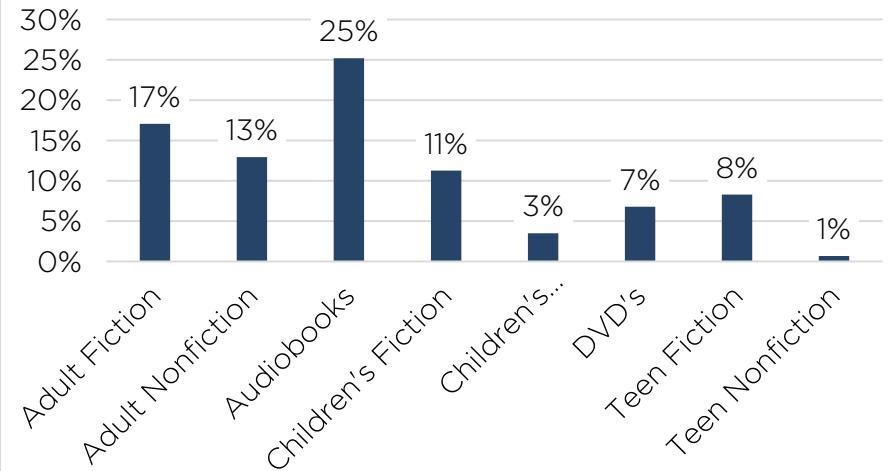
## Age Distribution



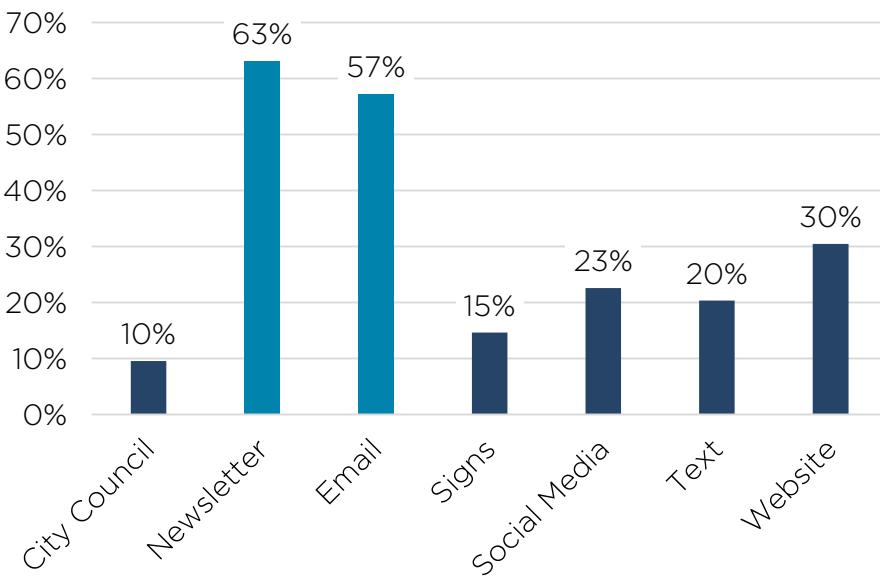
## Library Programs



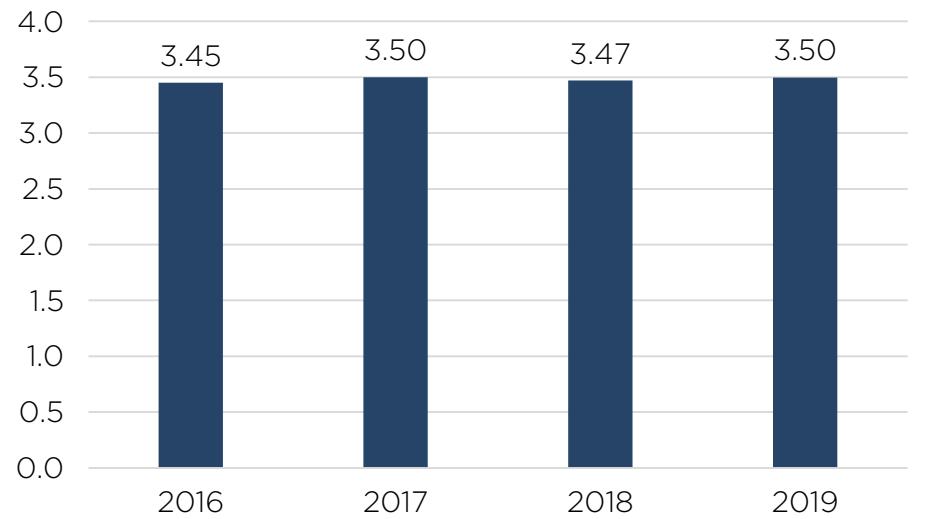
## More Library Materials



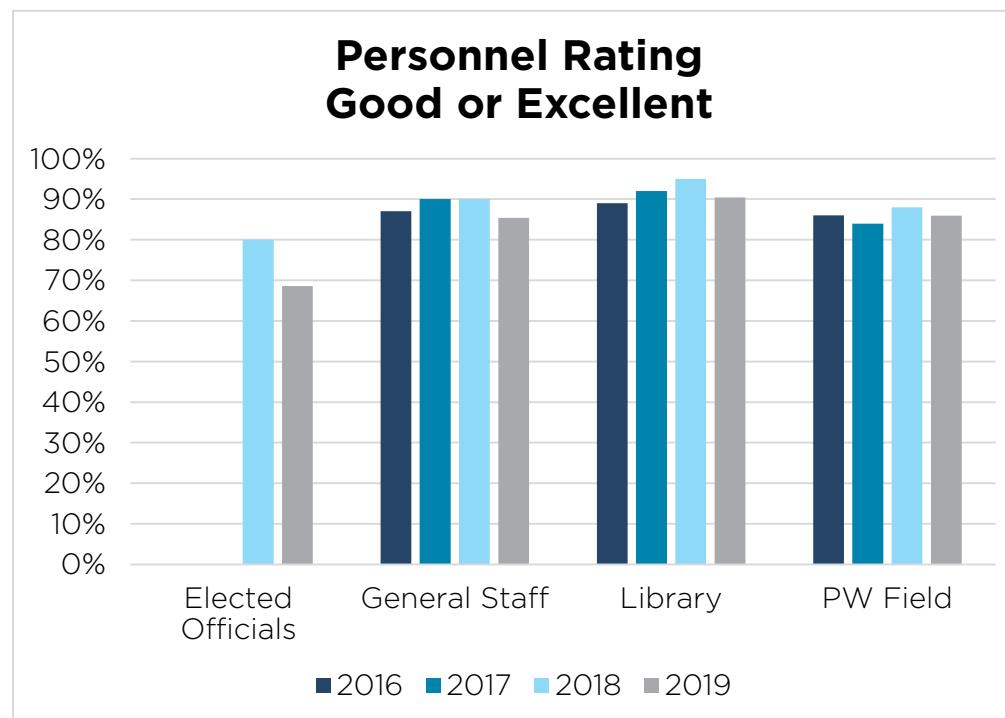
## Preferred Information Sources



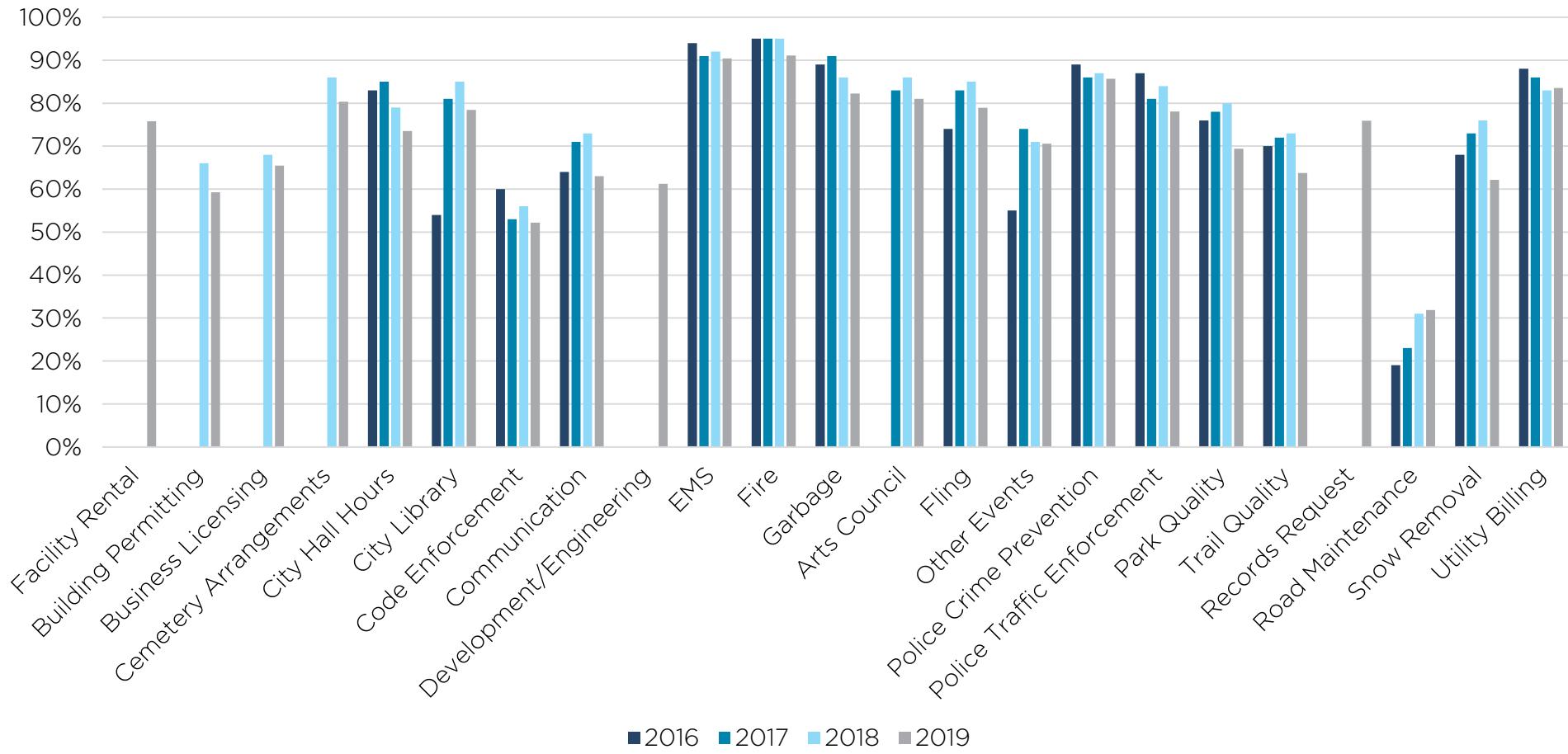
## Quality of Life



	2016	2017	2018	2019	18-19 Change
<b>Elected Officials</b>	--	--	80%	69%	-11%
<b>General Staff</b>	87%	90%	90%	85%	-5%
<b>Library</b>	89%	92%	95%	90%	-5%
<b>PW Field</b>	86%	84%	88%	86%	-2%



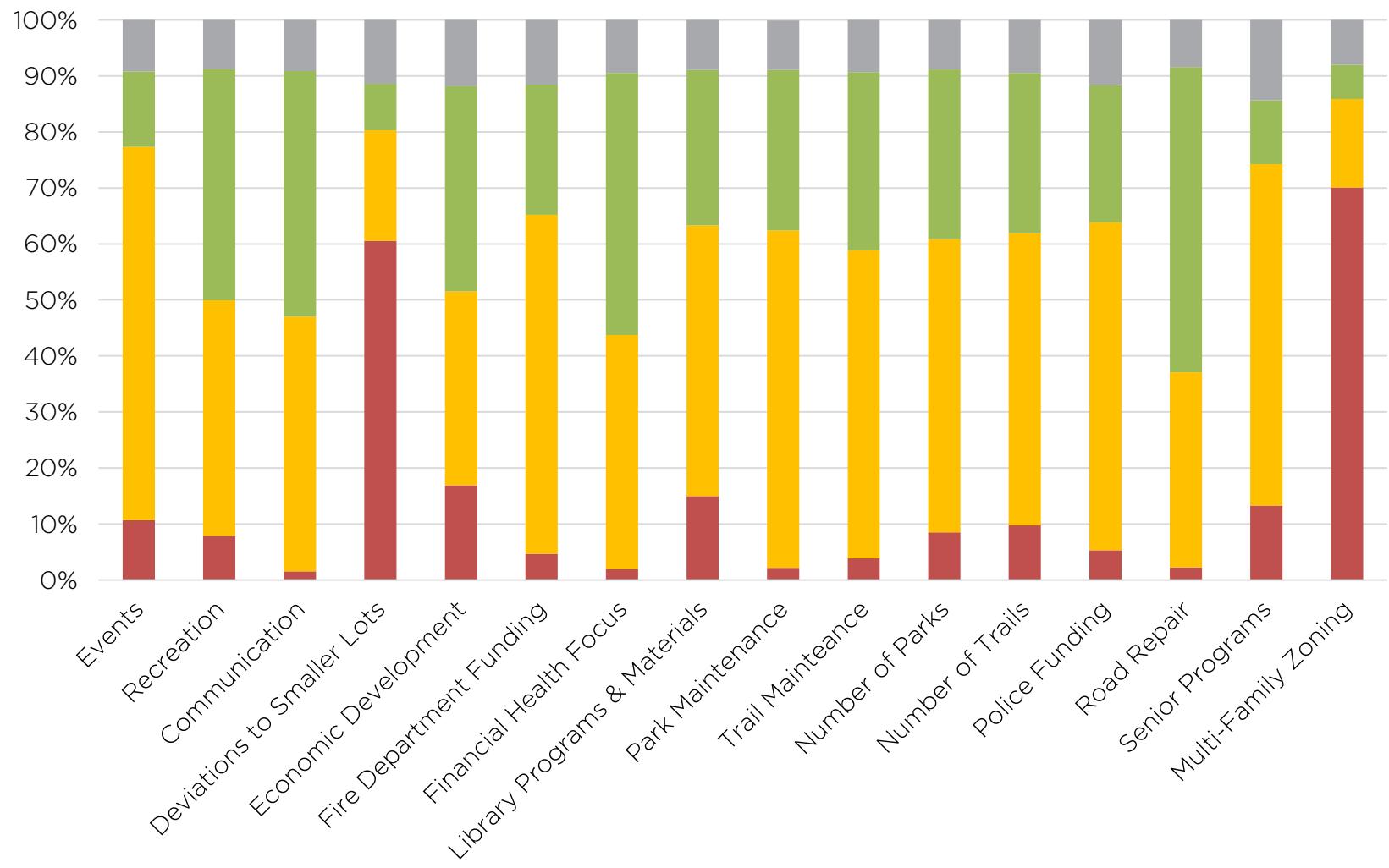
## Service Rating



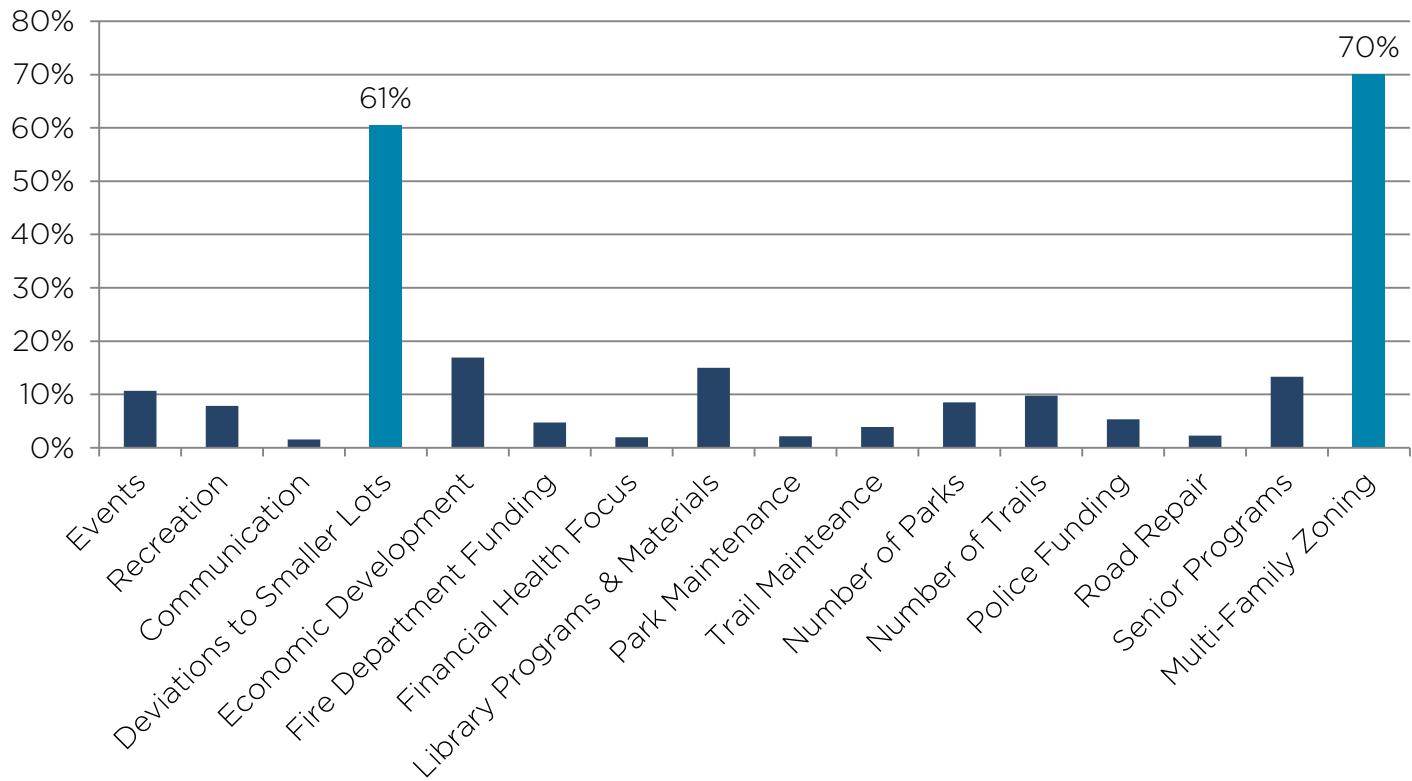
<b>Service Level Ratings - Good or Excellent</b>					
	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>18-19 Change</b>
<b>Facility Rental</b>	--	--	--	76%	
<b>Building Permitting</b>	--	--	66%	59%	-7%
<b>Business Licensing</b>	--	--	68%	65%	-3%
<b>Cemetery Arrangements</b>	--	--	86%	80%	-6%
<b>City Hall Hours</b>	83%	85%	79%	74%	-5%
<b>City Library</b>	54%	81%	85%	78%	-7%
<b>Code Enforcement</b>	60%	53%	56%	52%	-4%
<b>Communication</b>	64%	71%	73%	63%	-10%
<b>Development/Engineering</b>	--	--	--	61%	
<b>EMS</b>	94%	91%	92%	90%	-2%
<b>Fire Services</b>	95%	95%	95%	91%	-4%
<b>Garbage</b>	89%	91%	86%	82%	-4%
<b>Arts Council</b>	--	83%	86%	81%	-5%
<b>Fling</b>	74%	83%	85%	79%	-6%
<b>Other Events</b>	55%	74%	71%	71%	0%
<b>Police Crime Prevention</b>	89%	86%	87%	86%	-1%
<b>Police Traffic Enforcement</b>	87%	81%	84%	78%	-6%
<b>Park Quality</b>	76%	78%	80%	69%	-11%
<b>Trail Quality</b>	70%	72%	73%	64%	-9%
<b>Records Request</b>	--	--	--	76%	
<b>Road Maintenance</b>	19%	23%	31%	32%	1%
<b>Snow Removal</b>	68%	73%	76%	62%	-14%
<b>Utility Billing</b>	88%	86%	83%	84%	1%

## Level of Focus

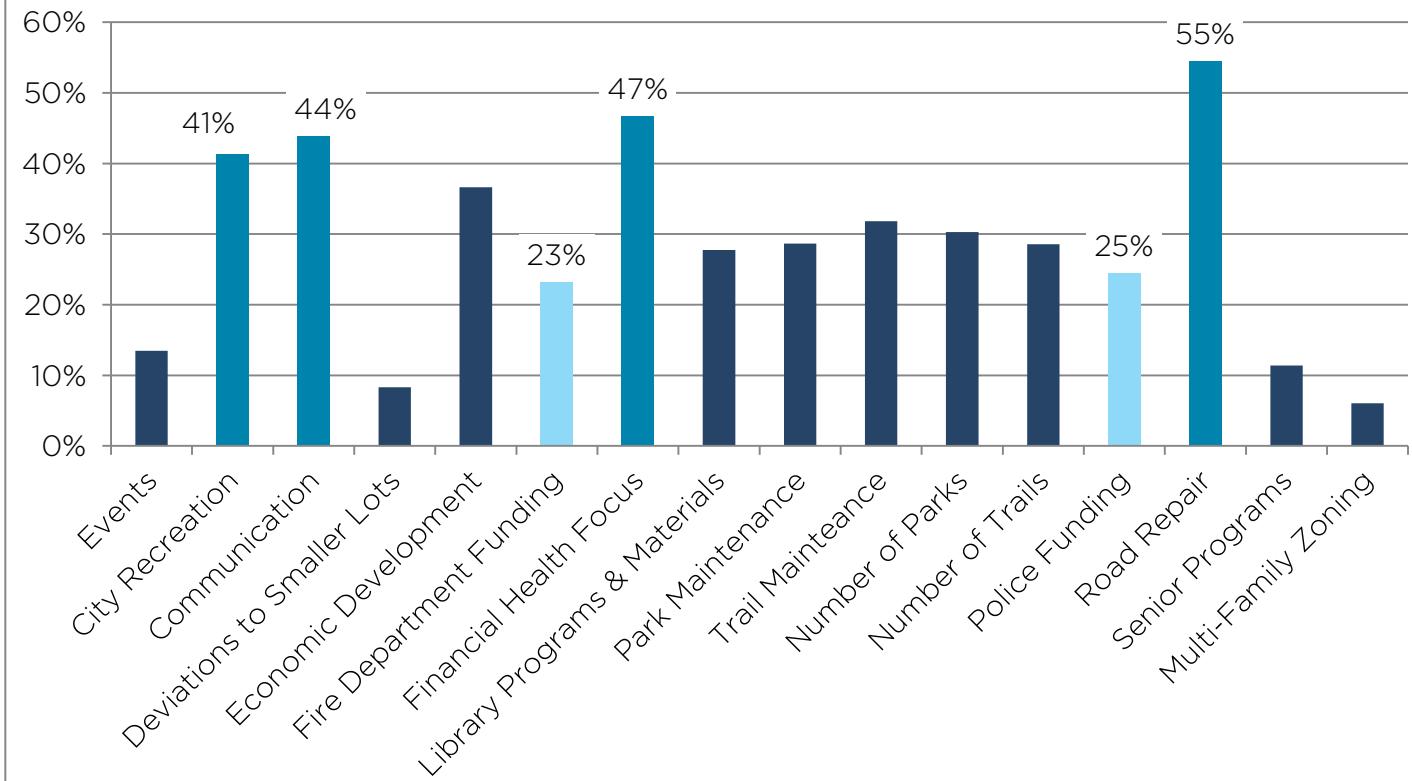
■ Less ■ Same ■ More ■ No Response



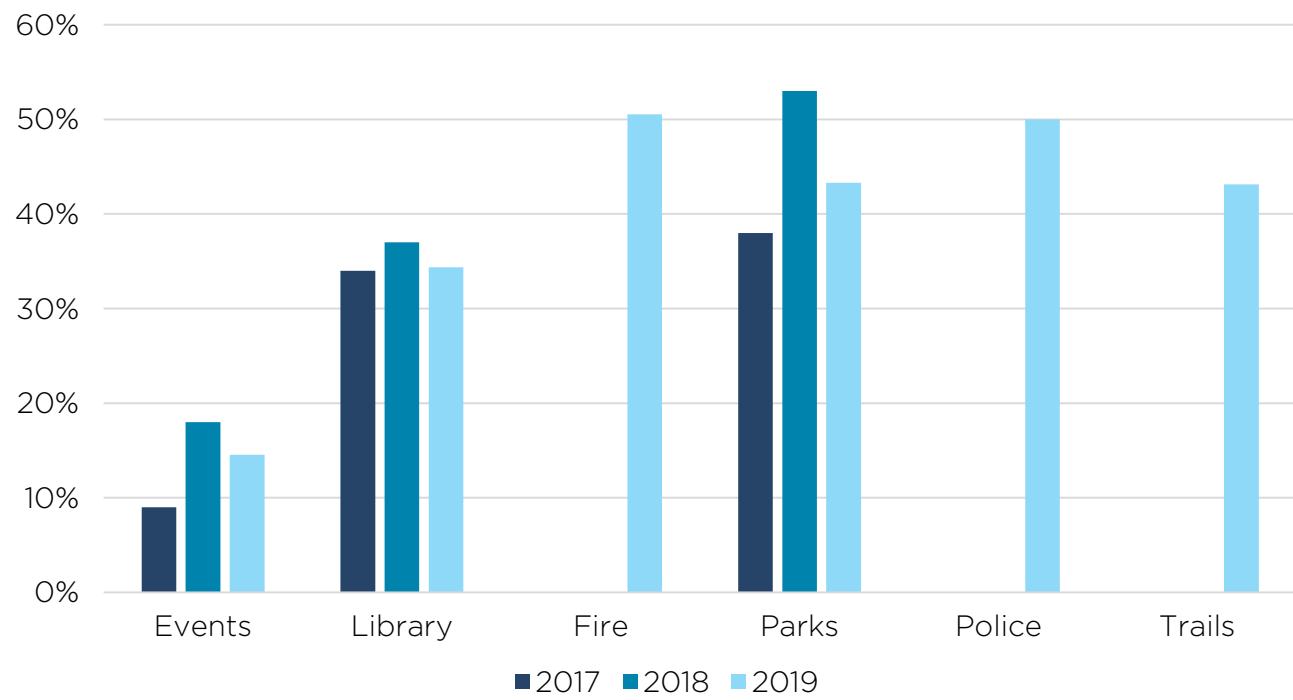
## Less Focus



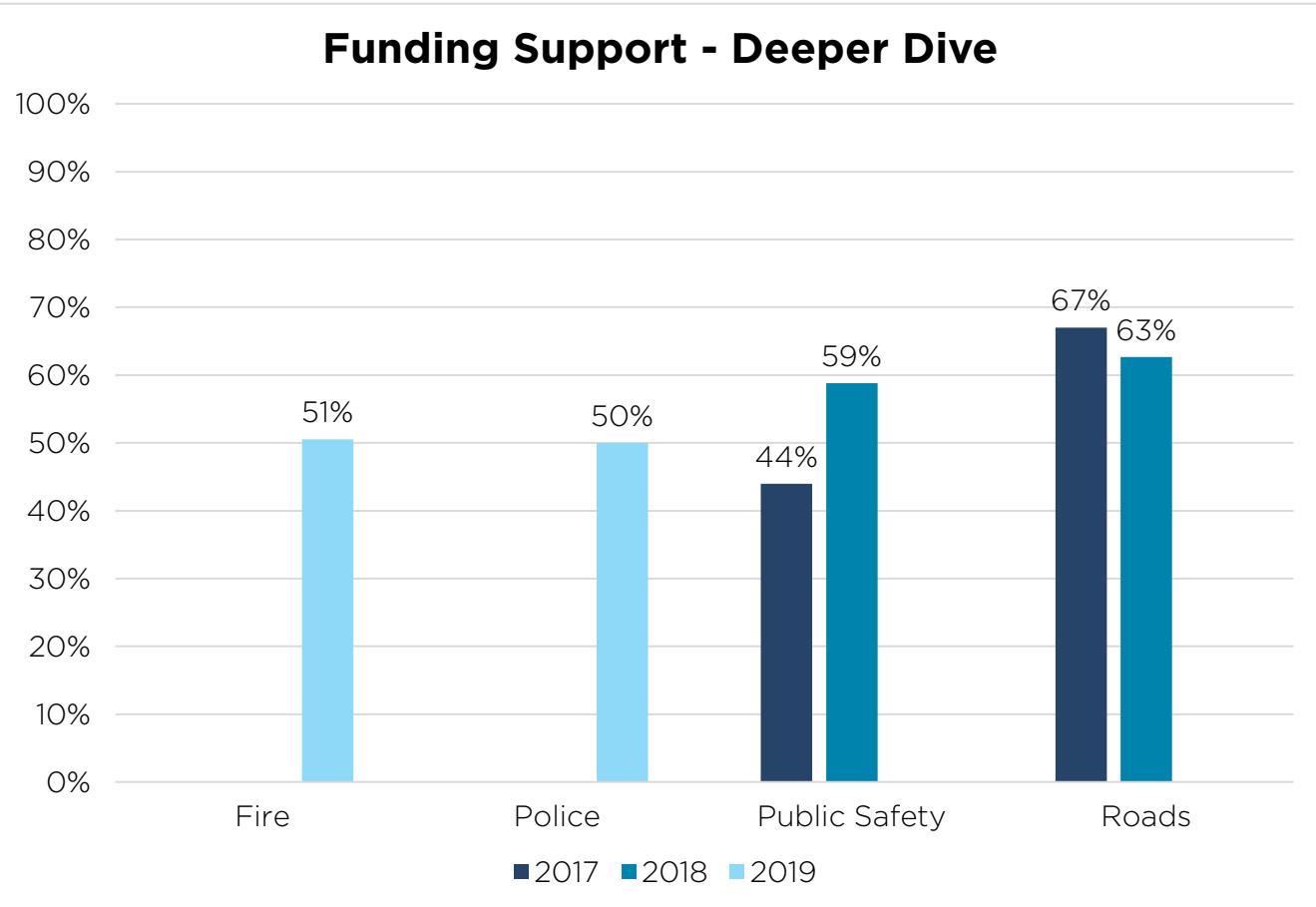
## More Focus



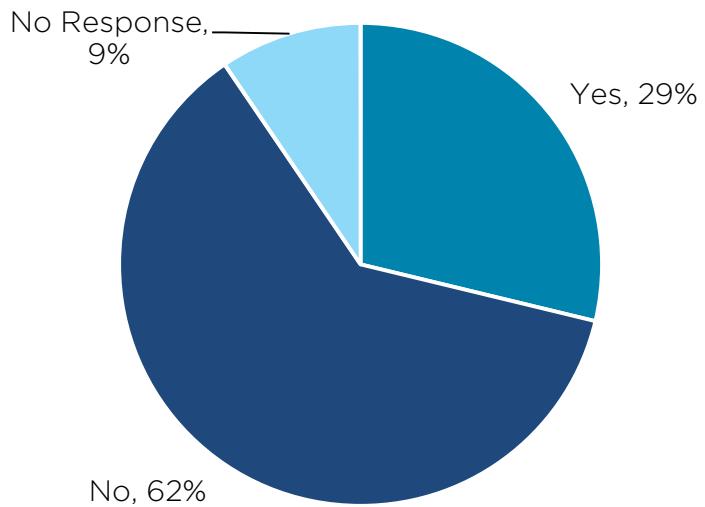
## Funding Support - Likely or Very Likely



## Funding Support - Deeper Dive



## Large Sports Tournaments in Highland



## More Recreation Elements

