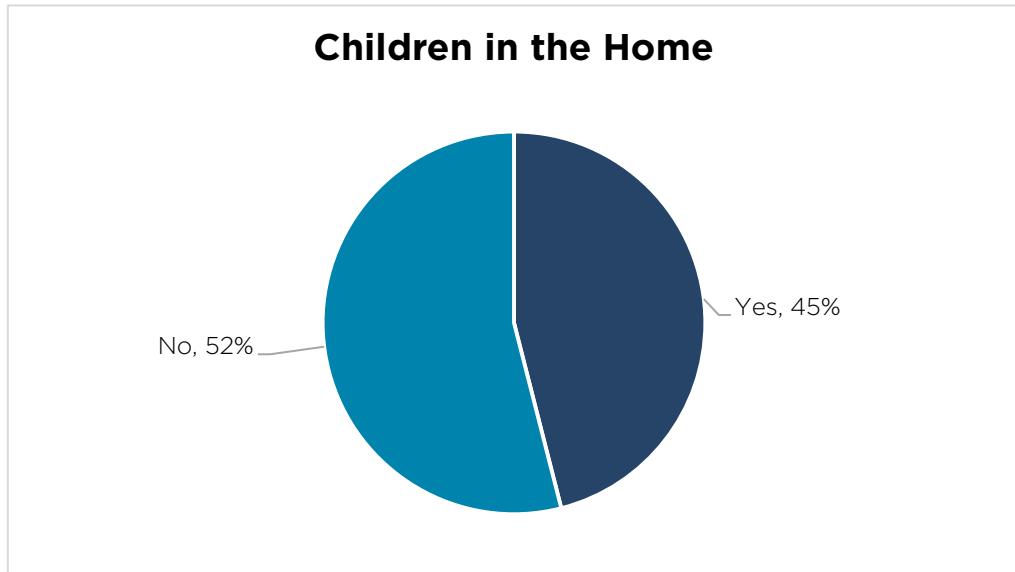
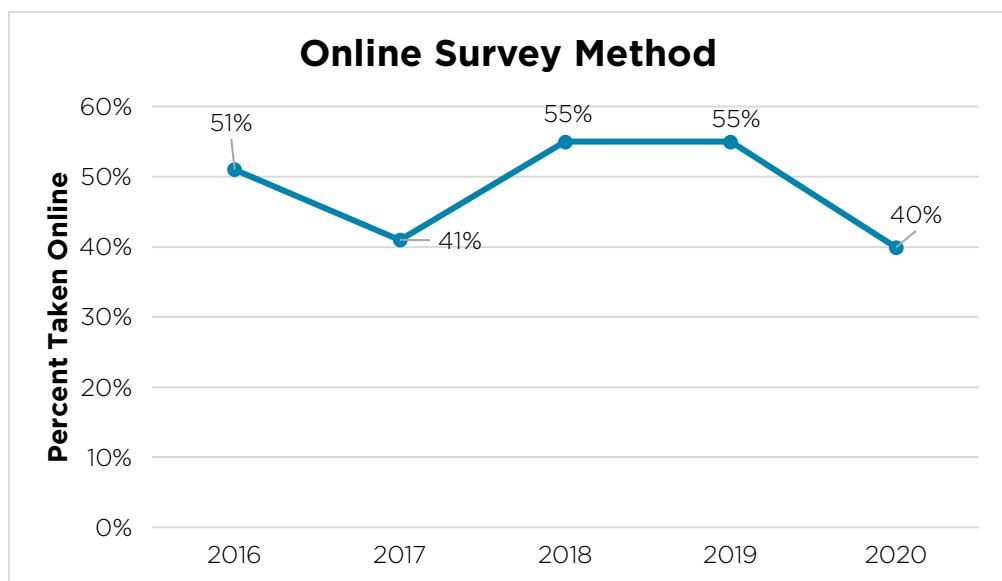


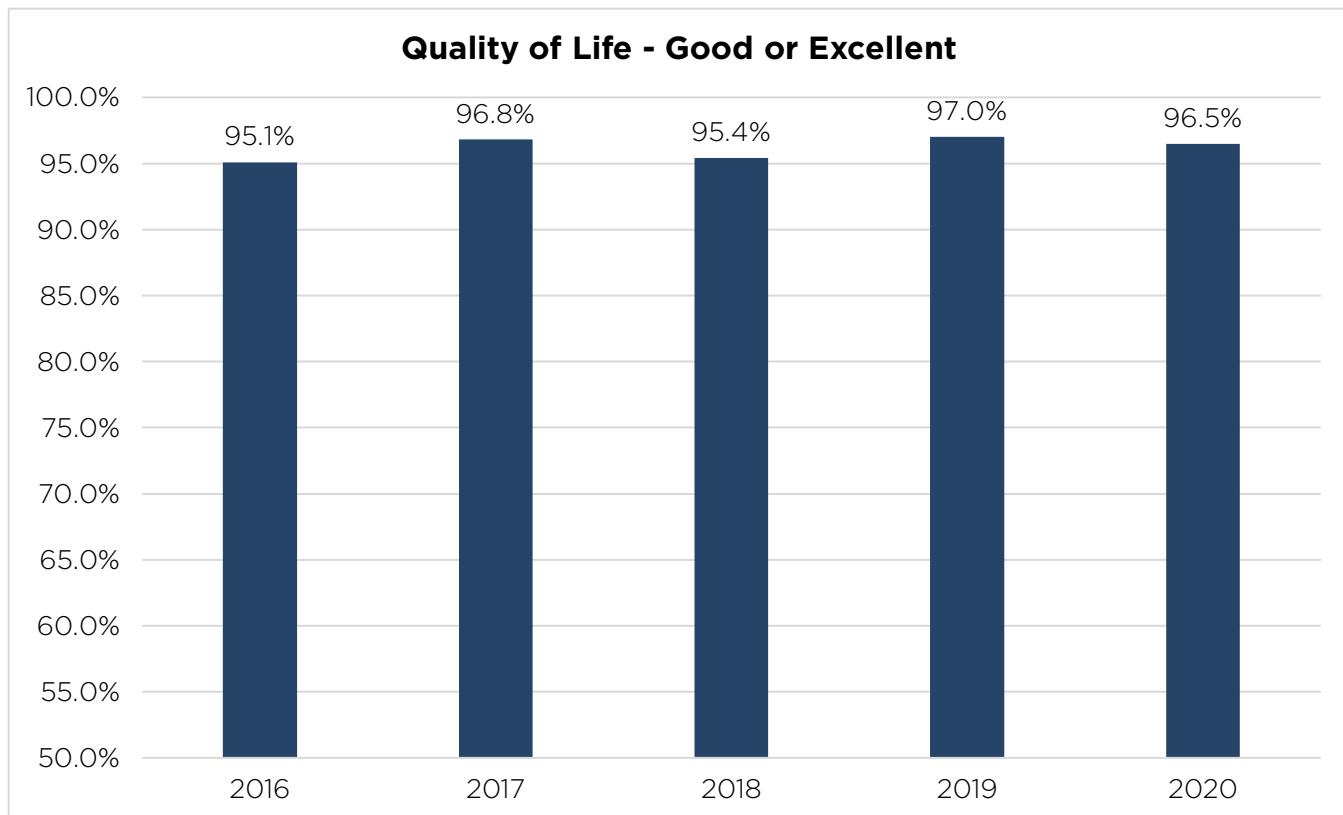
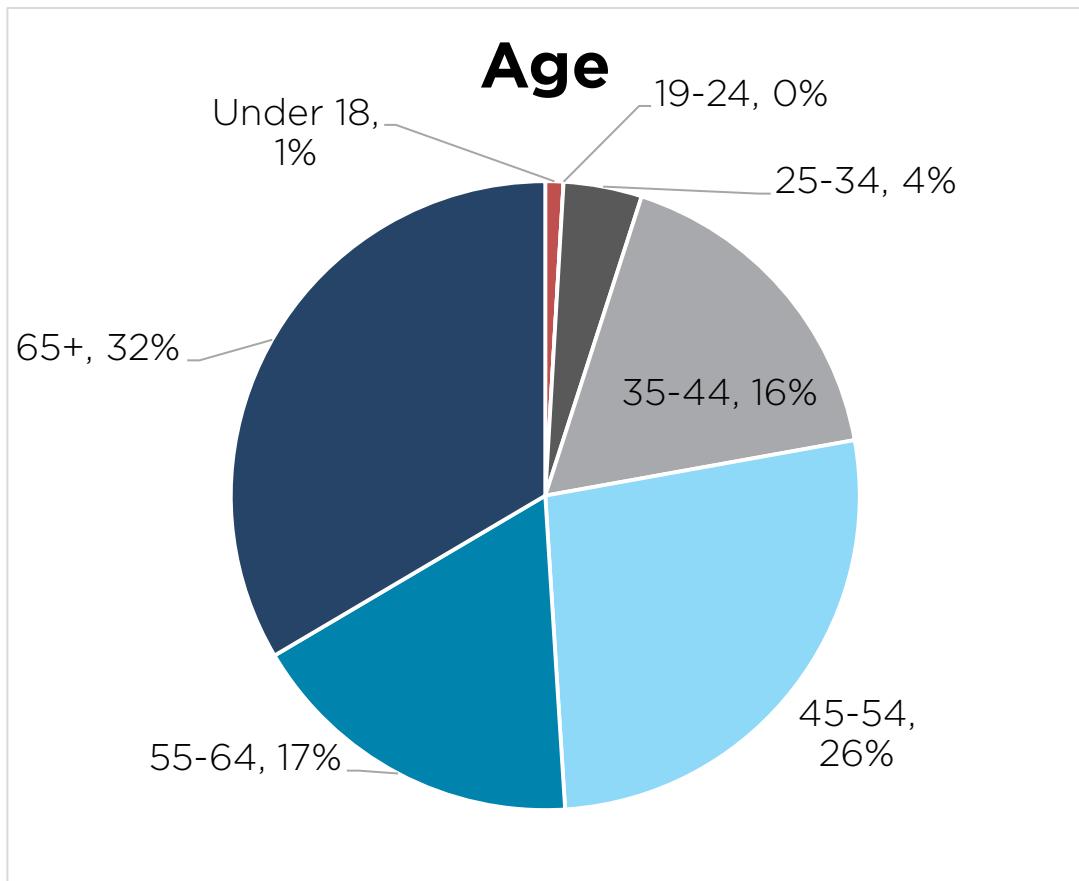
15% of Highland households. This gives us a 95% confidence level that results can be attributed to the population with a 4% margin of error.



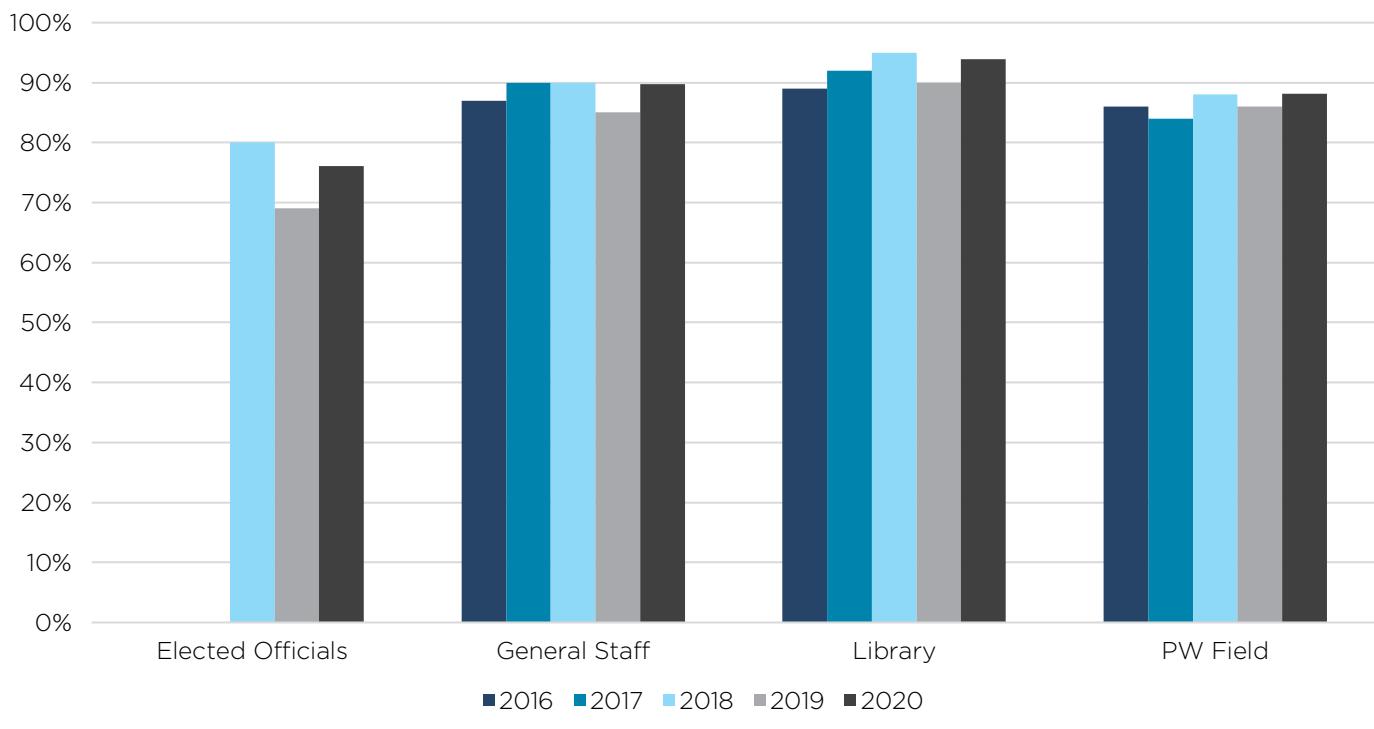
ACS Data:

Yes - 56%

No - 44%



Personnel Rating - Good or Excellent



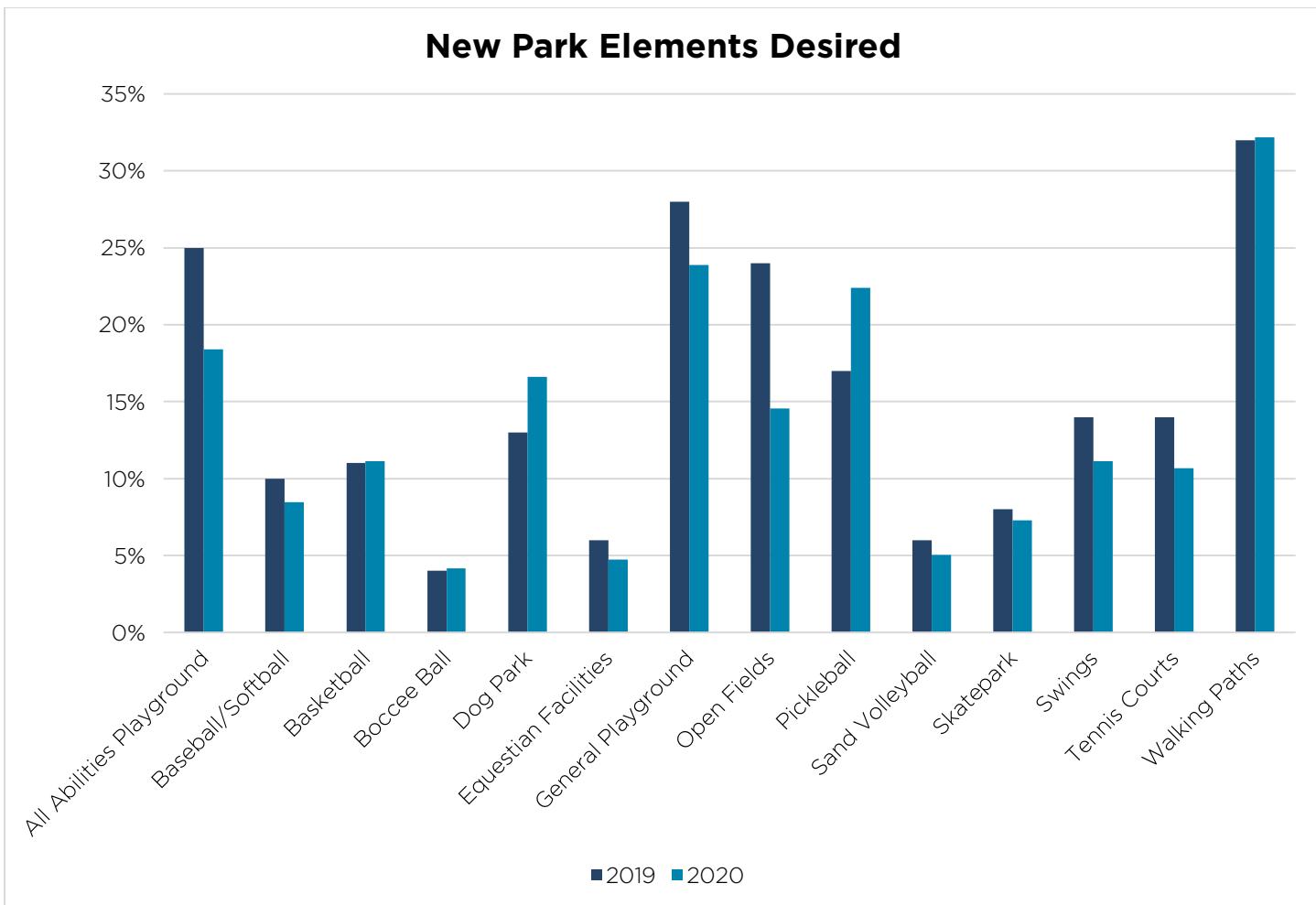
Personnel Rating - Percent Good or Excellent

	2016	2017	2018	2019	2020	2019-2020 Change
Elected Officials	--	--	80%	69%	76%	7%
General Staff	87%	90%	90%	85%	90%	5%
Library	89%	92%	95%	90%	94%	4%
PW Field	86%	84%	88%	86%	88%	2%

Service Rating - Good or Excellent

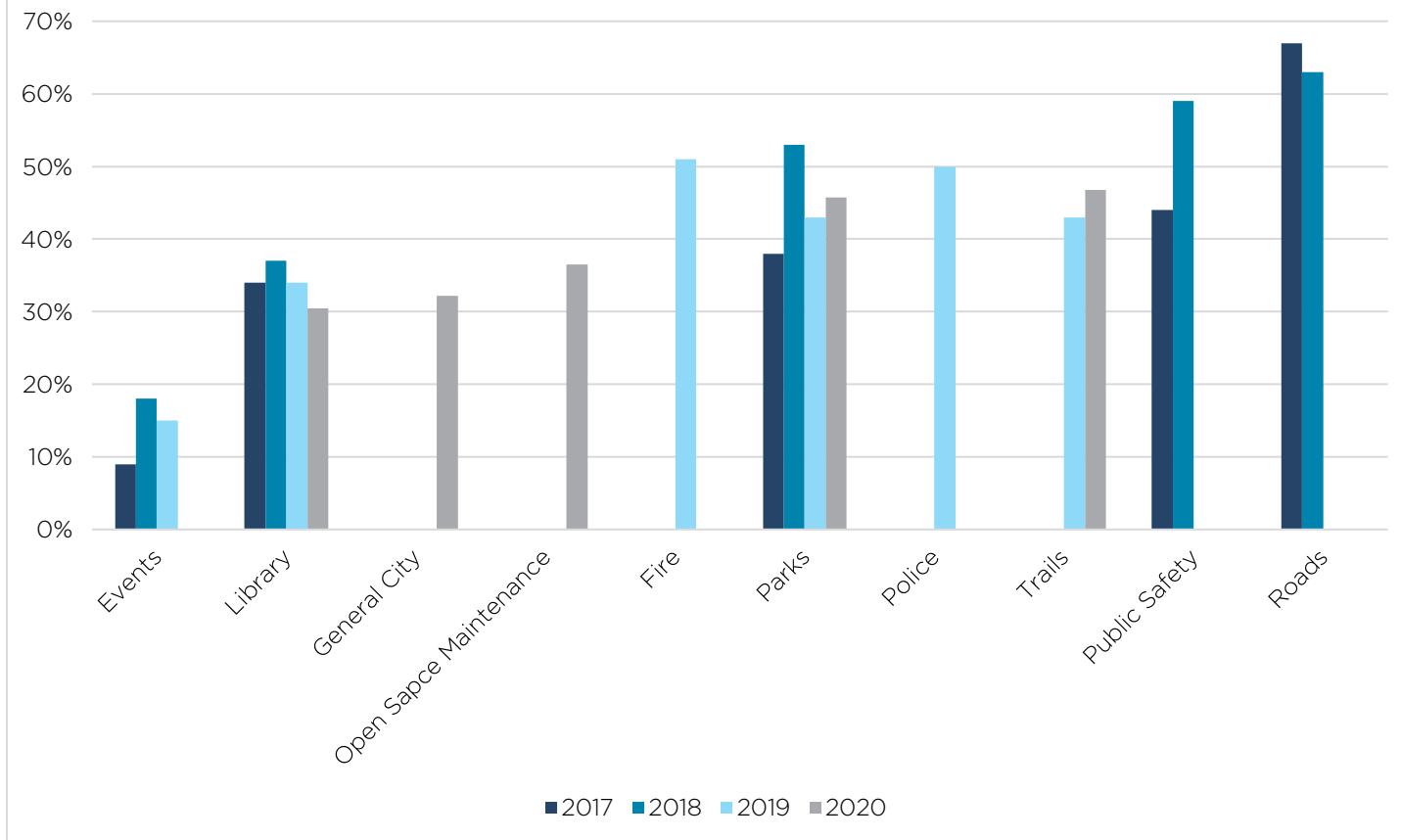


Service Ratings - Percent Good or Excellent						
	2016	2017	2018	2019	2020	2019-2020 Change
Facility Rental	--	--	--	76%	85%	9%
Building Permitting	--	--	66%	59%	70%	11%
Business Licensing	--	--	68%	65%	75%	10%
Cemetery Arrangements	--	--	86%	80%	89%	9%
City Hall Hours	83%	85%	79%	74%	83%	9%
City Library	54%	81%	85%	78%	83%	5%
Code Enforcement	60%	53%	56%	52%	58%	6%
Communication	64%	71%	73%	63%	80%	17%
Development/Engineering	--	--	--	61%	68%	7%
EMS	94%	91%	92%	90%	95%	5%
Fire	95%	95%	95%	91%	96%	5%
Garbage	89%	91%	86%	82%	90%	8%
Arts Council	--	83%	86%	81%	87%	6%
Fling	74%	83%	85%	79%	84%	5%
Other Events	55%	74%	71%	71%	80%	9%
Natural Open Space Vegetation	--	--	--	--	53%	--
Police Crime Prevention	89%	86%	87%	86%	90%	4%
Police Traffic Enforcement	87%	81%	84%	78%	81%	3%
Park Quality	76%	78%	80%	69%	78%	9%
Trail Quality	70%	72%	73%	64%	68%	4%
Records Request	--	--	--	76%	80%	4%
Road Maintenance	19%	23%	31%	32%	37%	5%
Snow Removal	68%	73%	76%	62%	71%	9%
Utility Billing	88%	86%	83%	84%	87%	3%



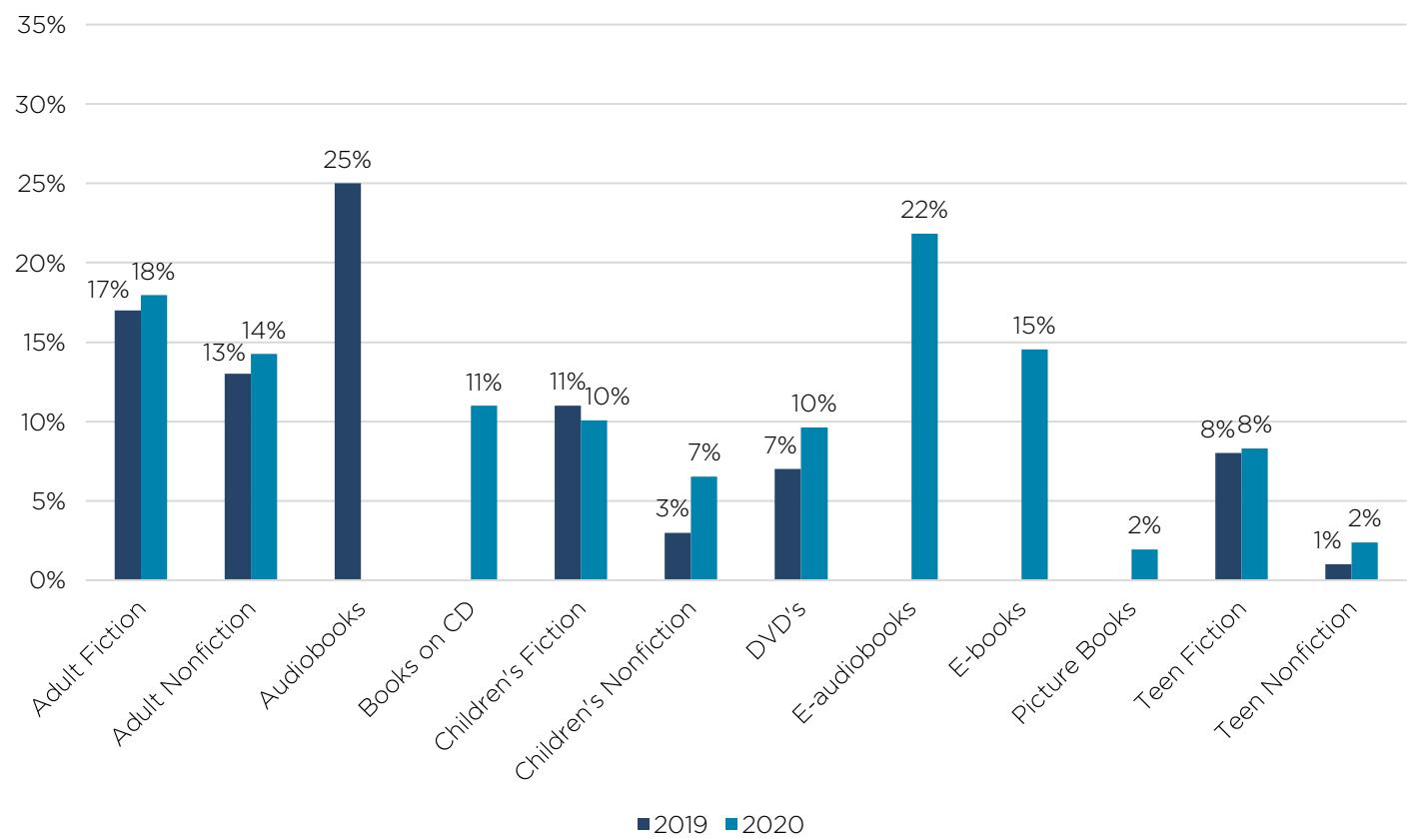
New Park Elements Desired			
	2019	2020	2019-2020 Change
All Abilities Playground	25%	18%	-7%
Baseball/Softball	10%	8%	-2%
Basketball	11%	11%	0%
Boccee Ball	4%	4%	0%
Dog Park	13%	17%	4%
Equestrian Facilities	6%	5%	-1%
General Playground	28%	24%	-4%
Open Fields	24%	15%	-9%
Pickleball	17%	22%	5%
Sand Volleyball	6%	5%	-1%
Skatepark	8%	7%	-1%
Swings	14%	11%	-3%
Tennis Courts	14%	11%	-3%
Walking Paths	32%	32%	0%

Support Funding Increase

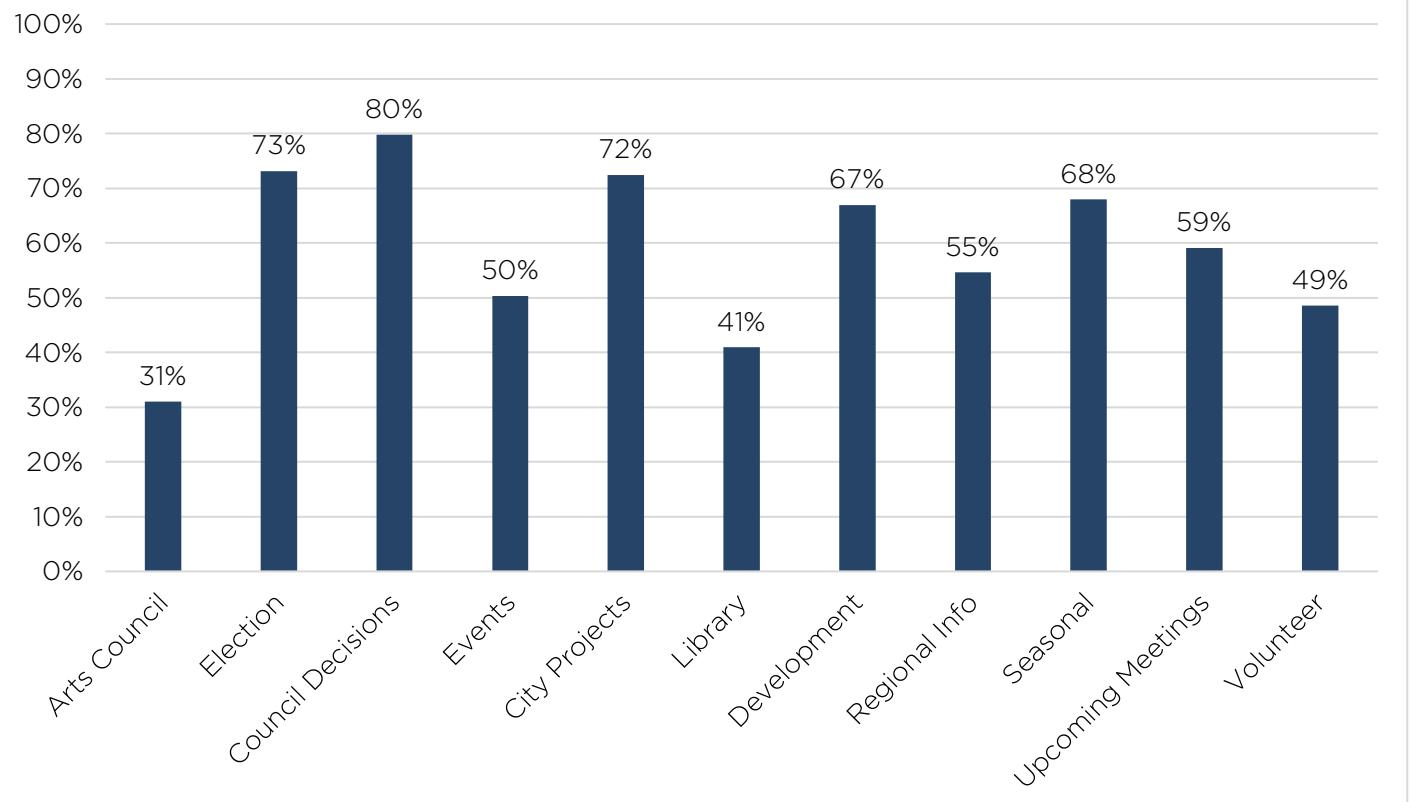


Support Funding Increase					
	2017	2018	2019	2020	
Events	9%	18%	15%	--	
Library	34%	37%	34%	30%	
General City	--	--	--	32%	
Open Space Maintenance	--	--	--	36%	
Fire	--	--	51%	--	
Parks	38%	53%	43%	46%	
Police	--	--	50%	--	
Trails	--	--	43%	47%	
Public Safety	44%	59%	--	--	
Roads	67%	63%	--	--	

More Library Materials

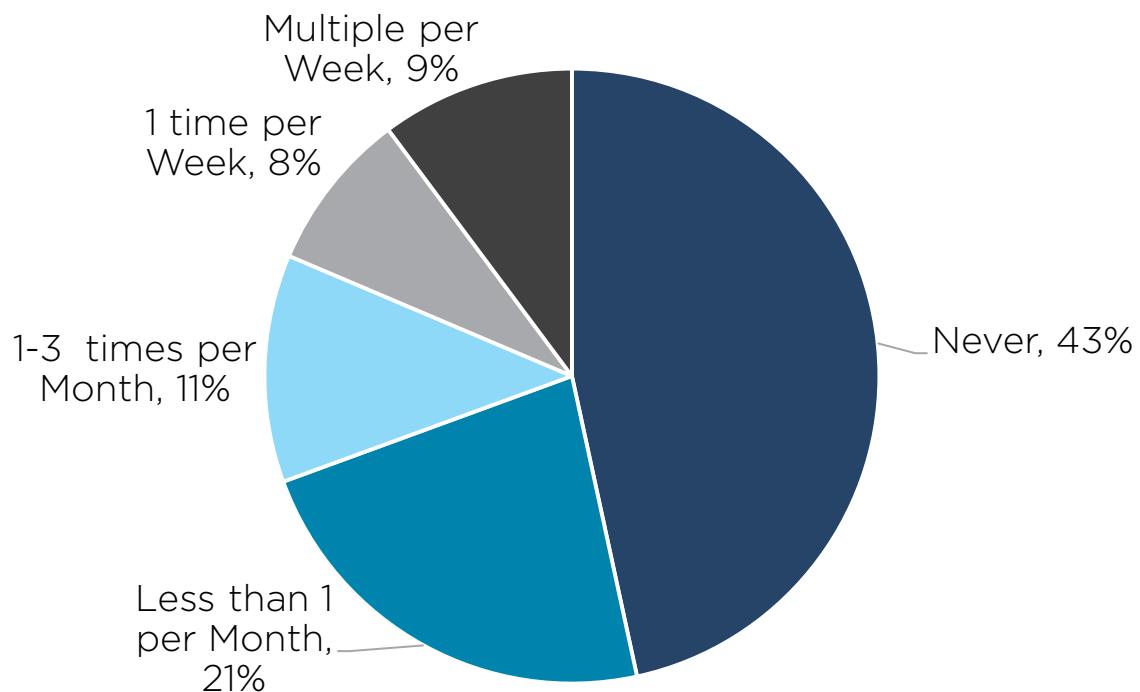


Communication Topics - Fairly or Very Important

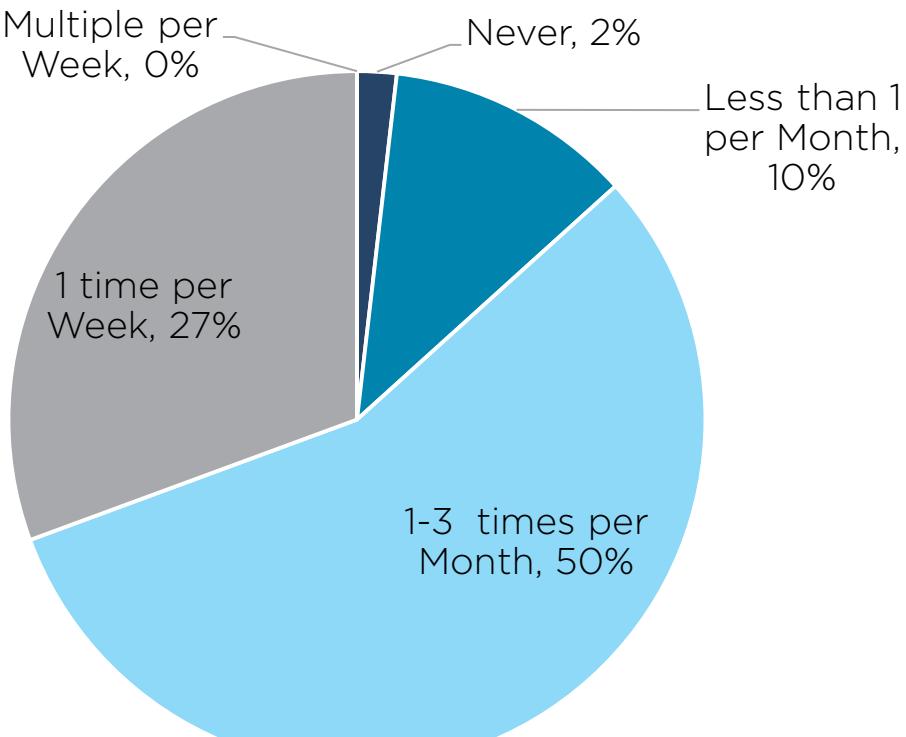


Park Use

Organized Play

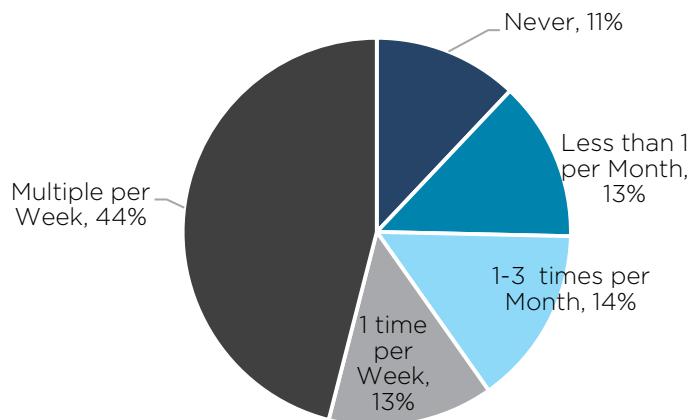


Passive Play

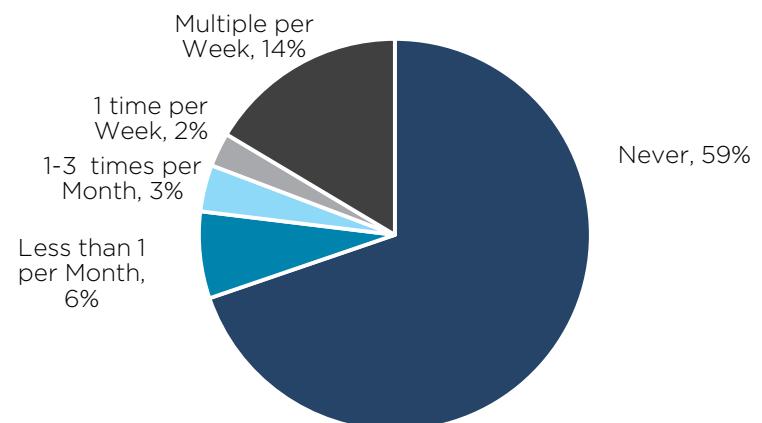


Trail Use

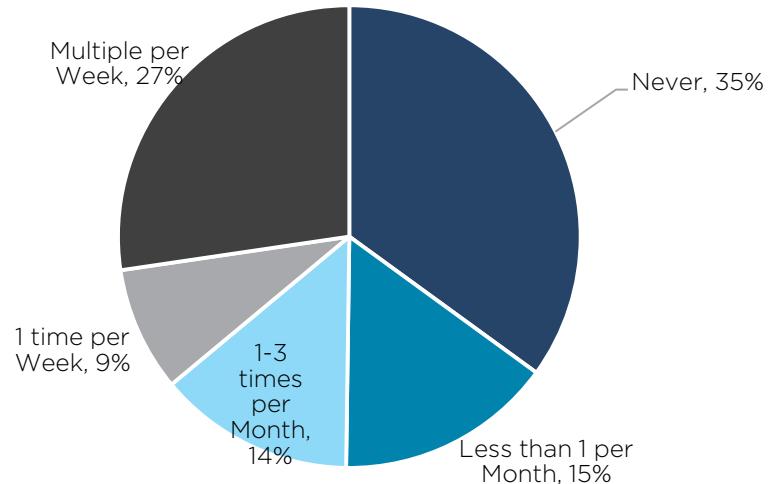
Exercise/ Enjoyment



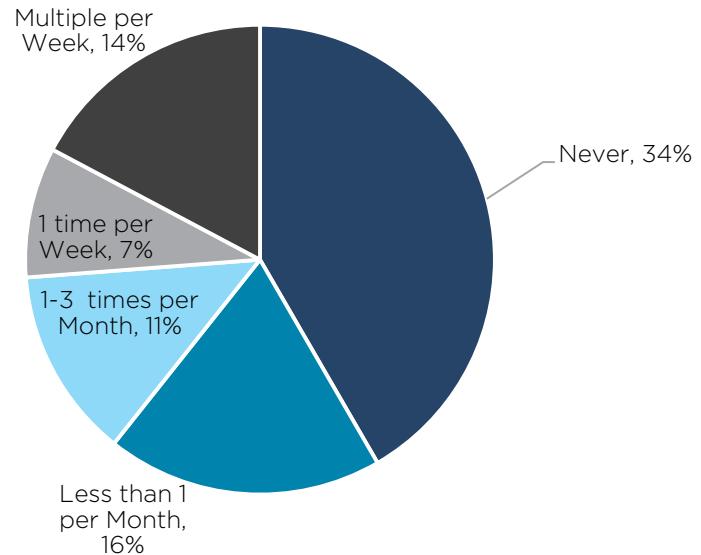
Traveling to School



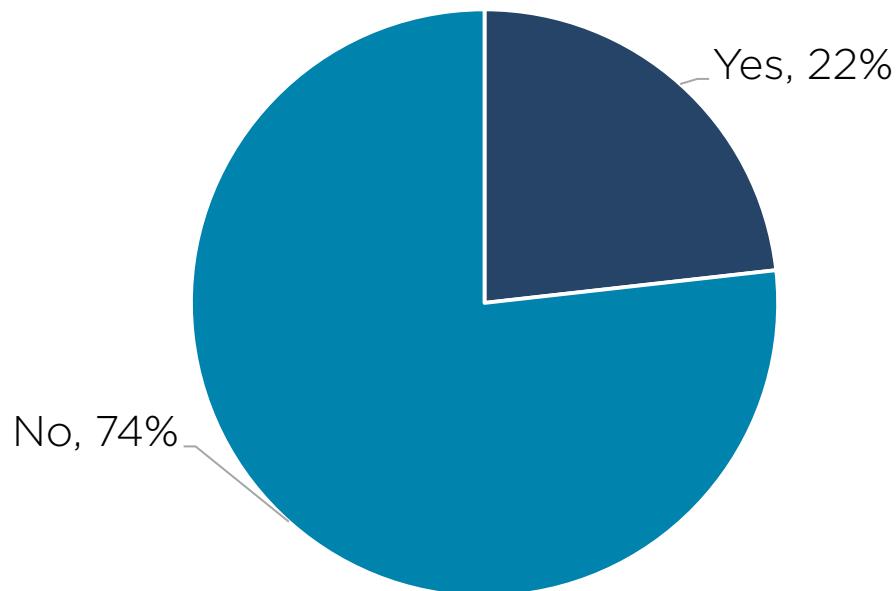
Traveling to a Park



Traveling Elsewhere



Live in Open Space Subdivision

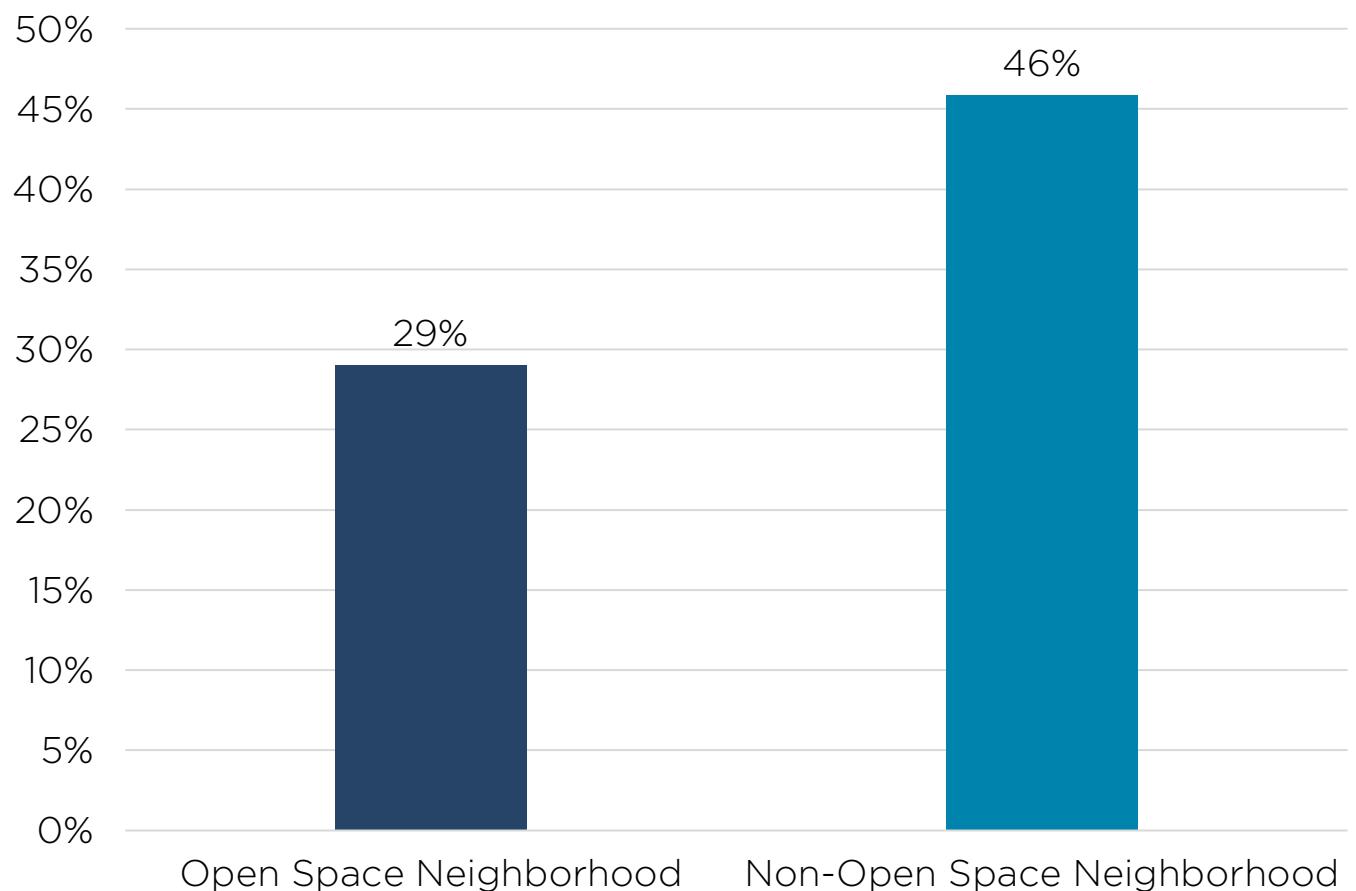


City Data:

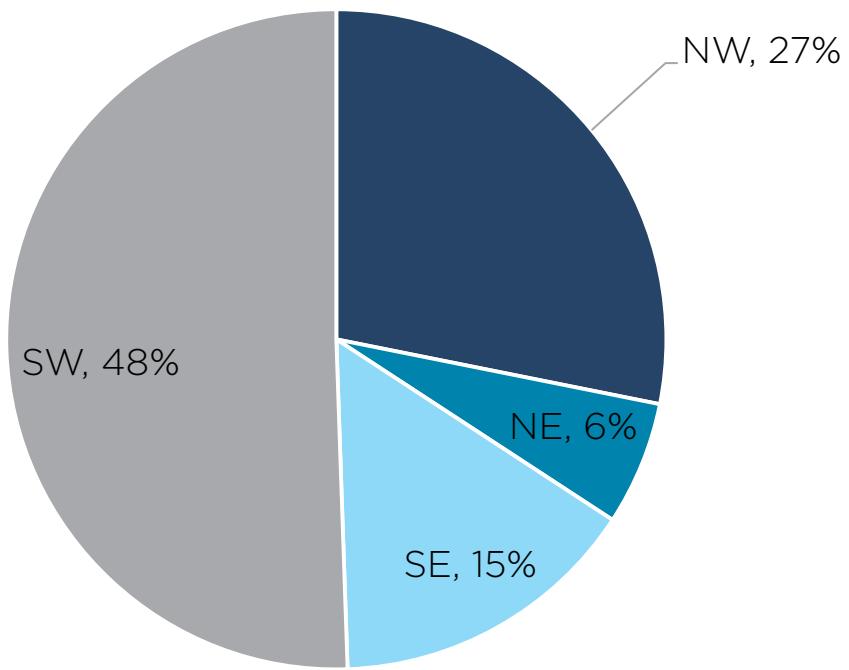
Open Space: 26%

Non-Open Space: 74%

Good or Excellent - Open Space Maintenance



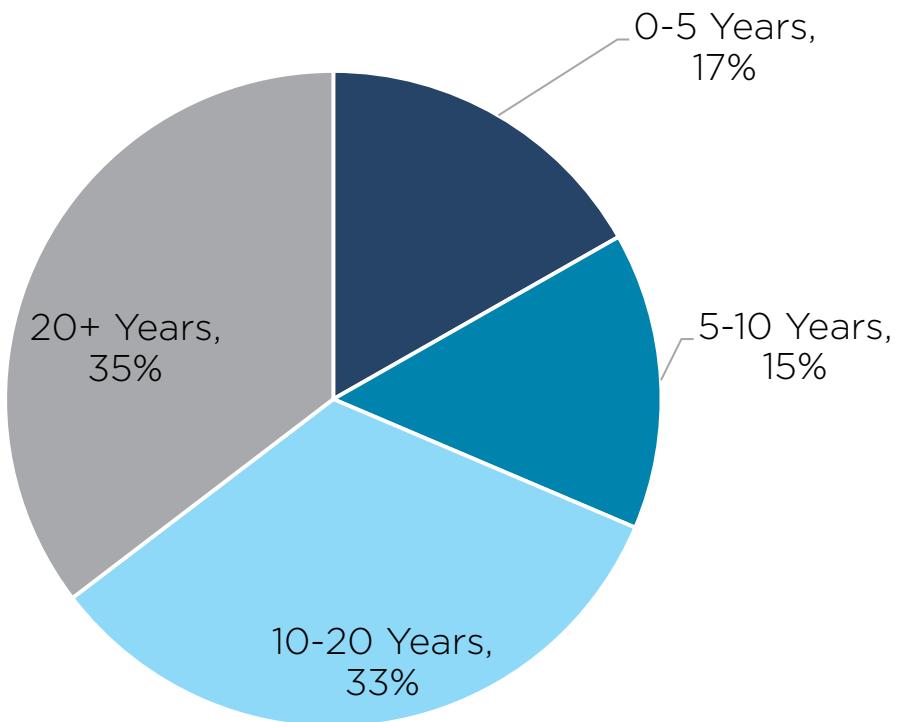
Location



Precinct Data:

NW	- 28%
NE	- 11%
SE	- 10%
SW	- 50%

Years Lived In Highland



Years Planning on Living In Highland

