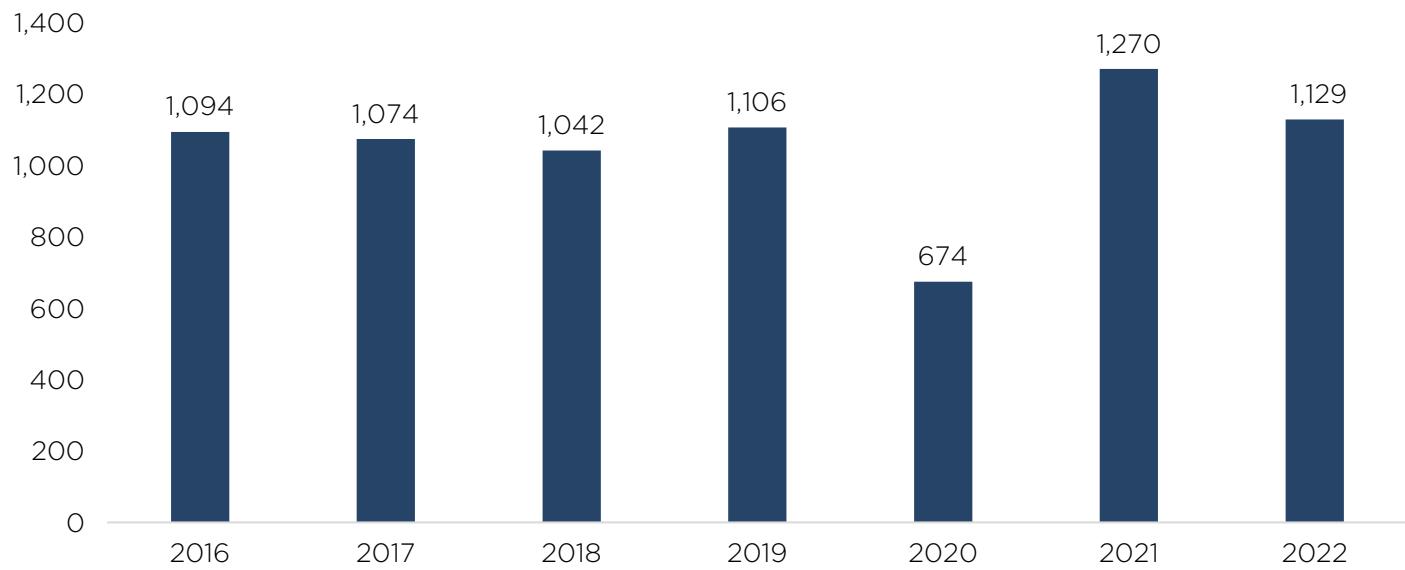
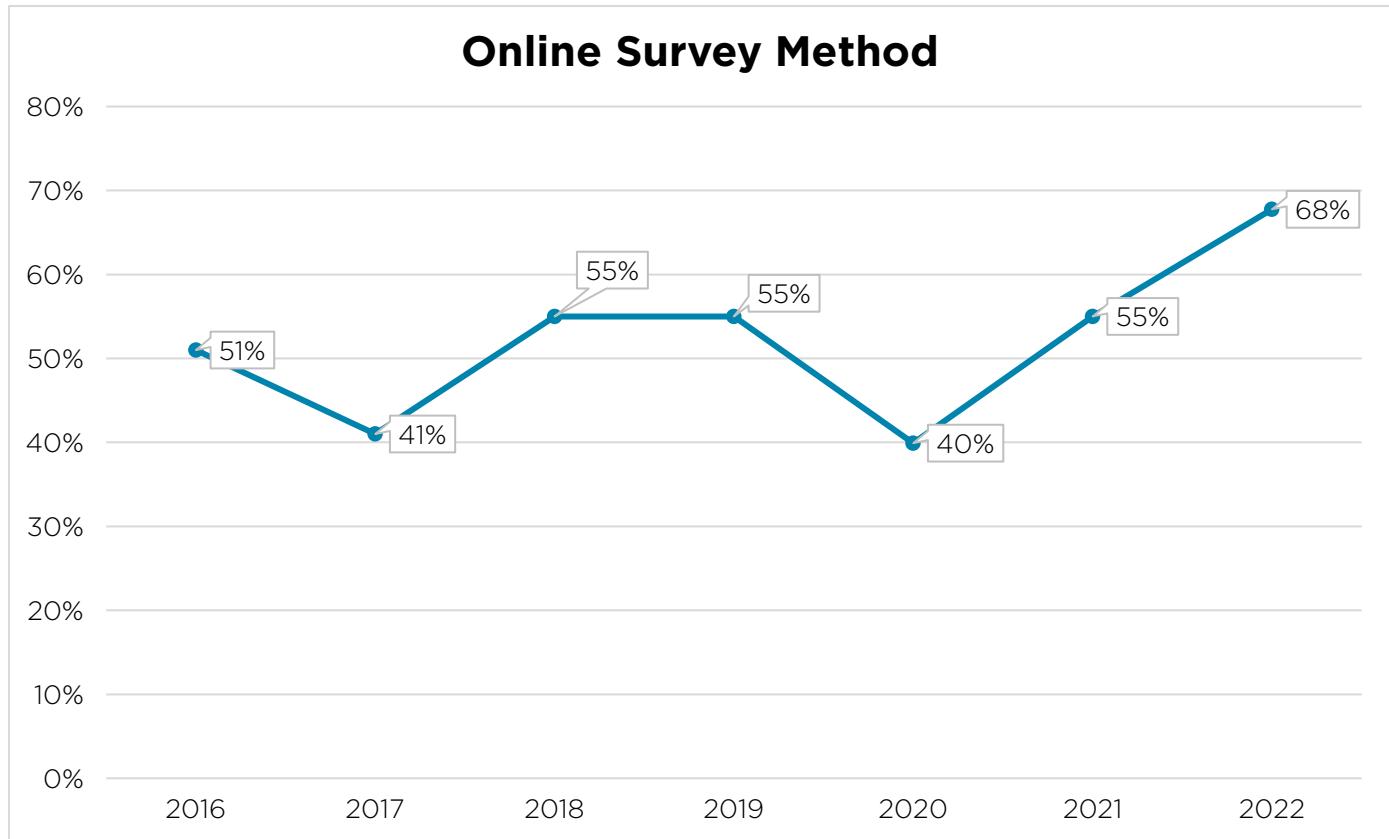


2022 Resident Survey Summary Results

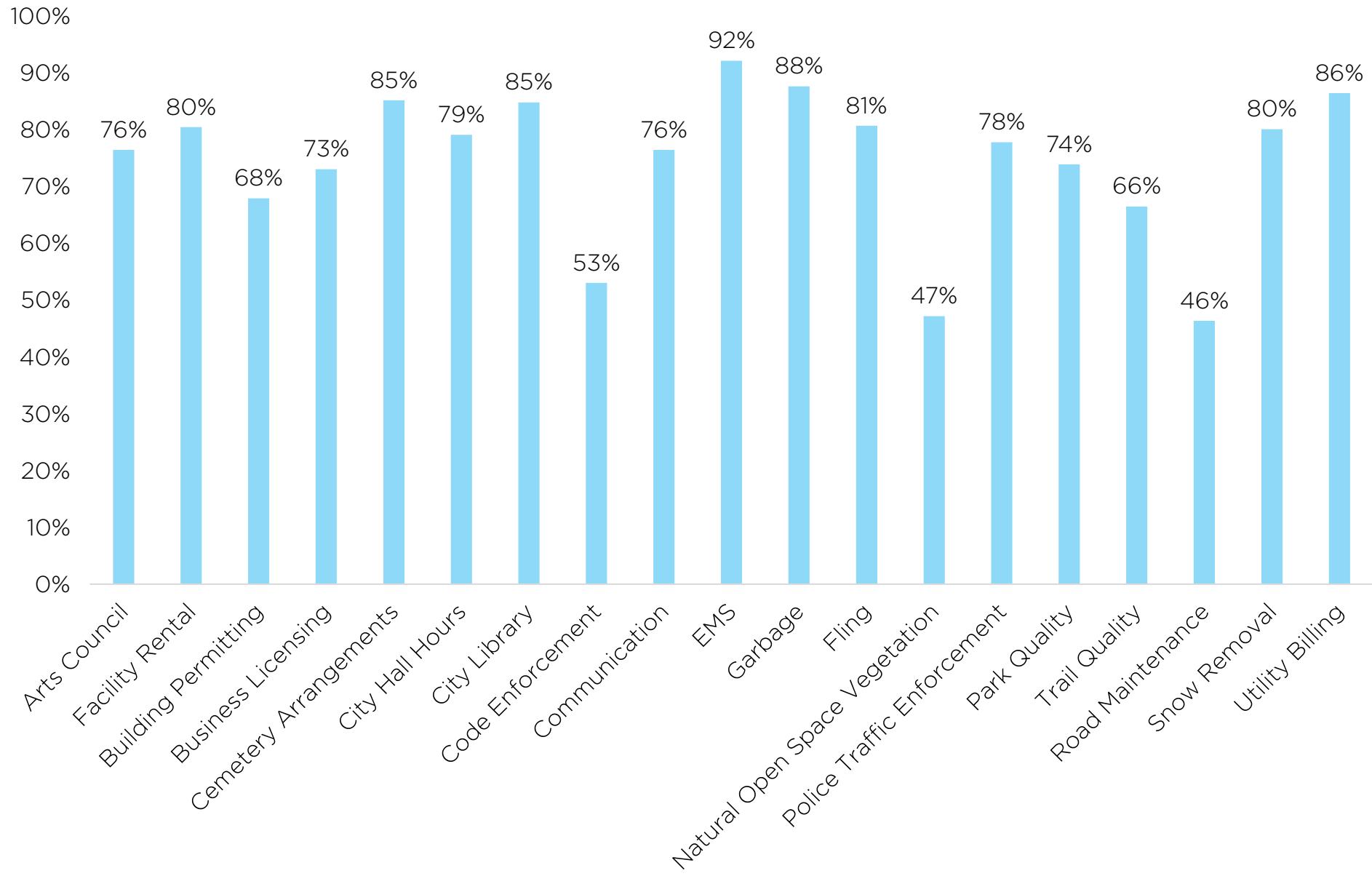
Response Count



Online Survey Method

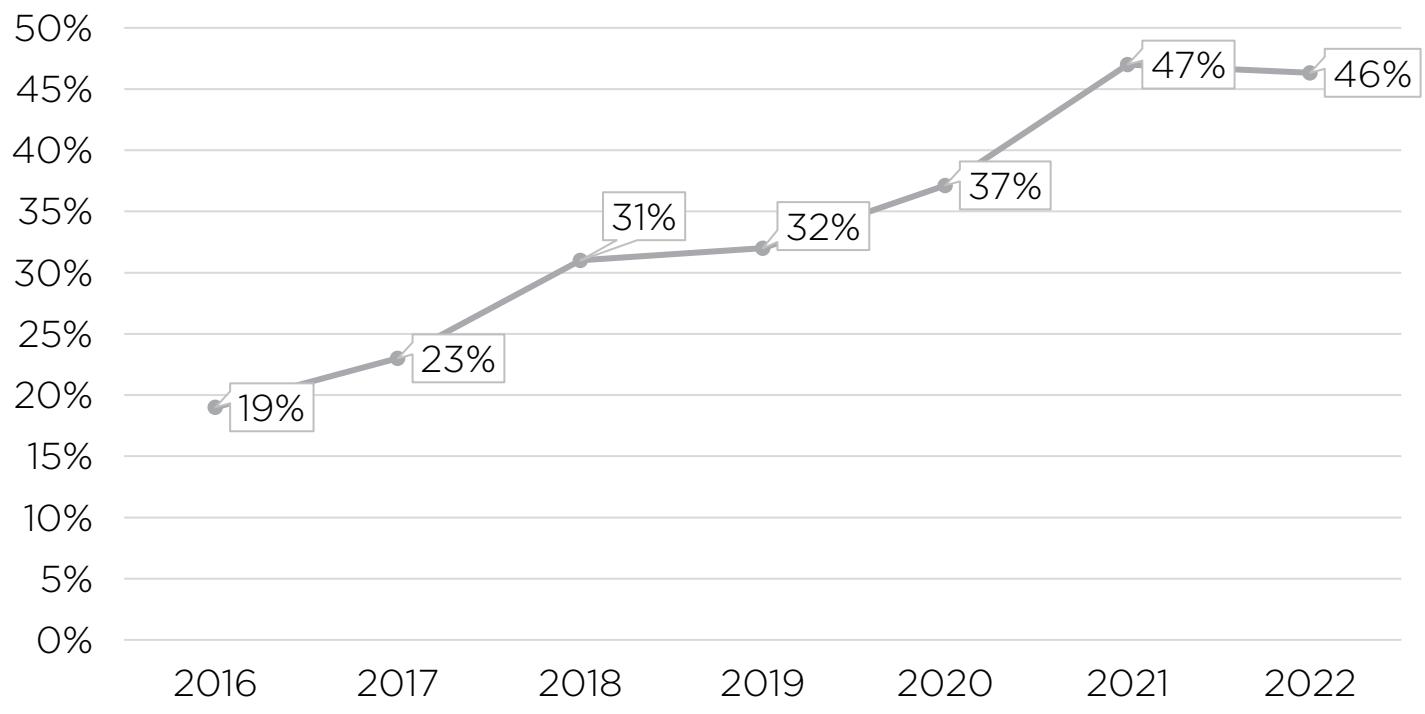


Service Rating - Percent Good or Excellent

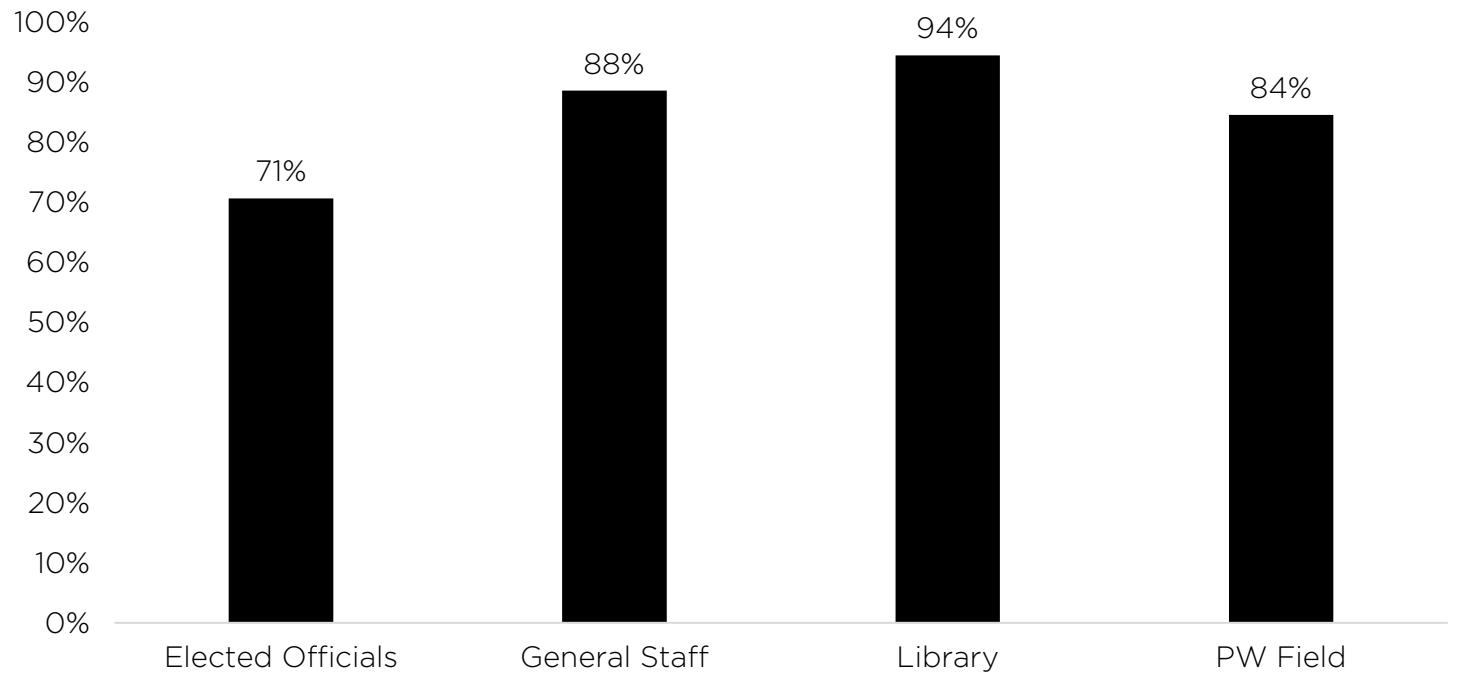


Service Ratings - Percent Good or Excellent								
	2016	2017	2018	2019	2020	2021	2022	2022-2021 Change
Arts Council	--	83%	86%	81%	87%	82%	76%	-6%
Facility Rental	--	--	--	76%	85%	81%	80%	-1%
Building Permitting	--	--	66%	59%	70%	70%	68%	-2%
Business Licensing	--	--	68%	65%	75%	74%	73%	-1%
Cemetery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

Road Maintenance Satisfaction

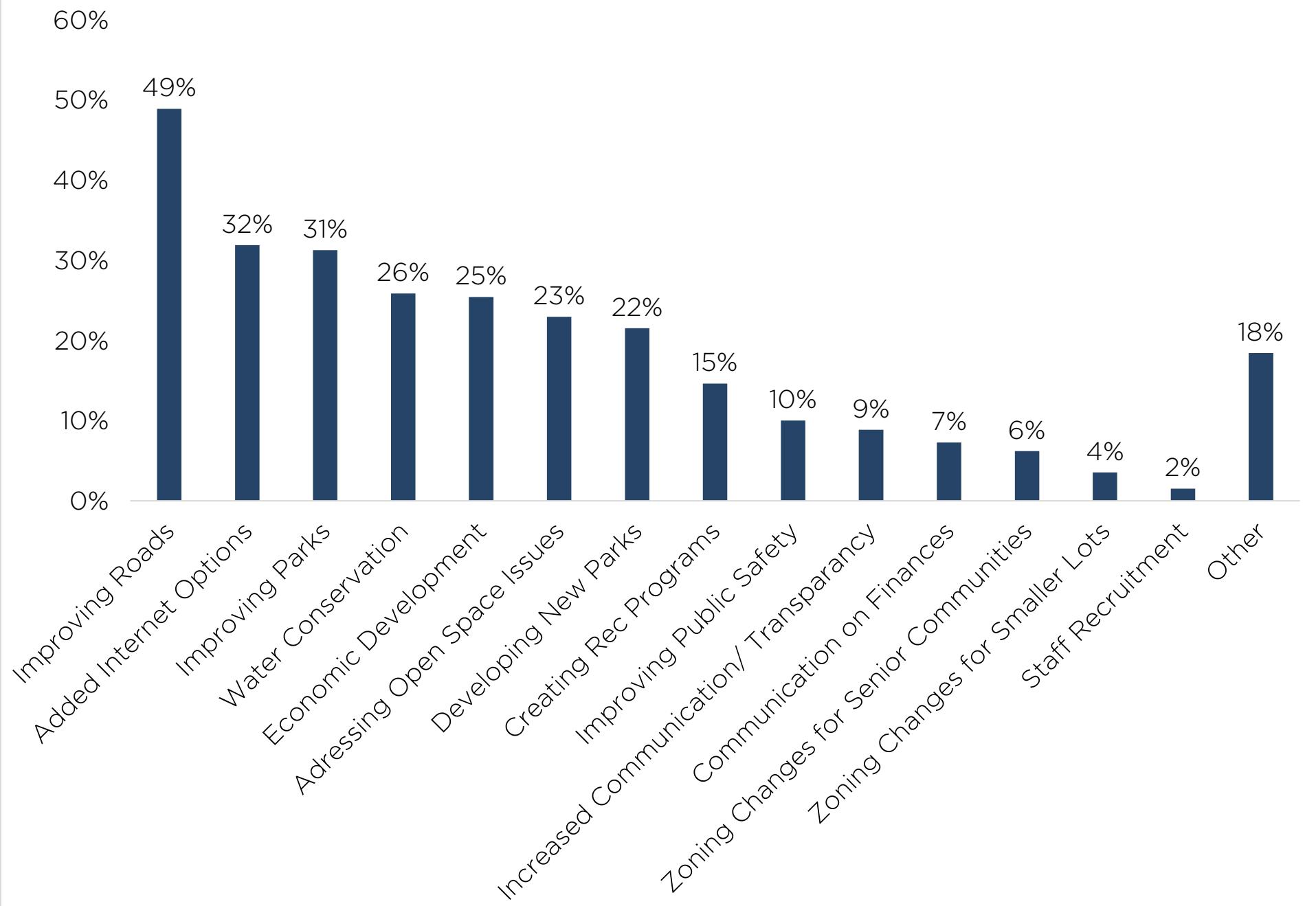


Personnel Rating - Percent Good or Excellent

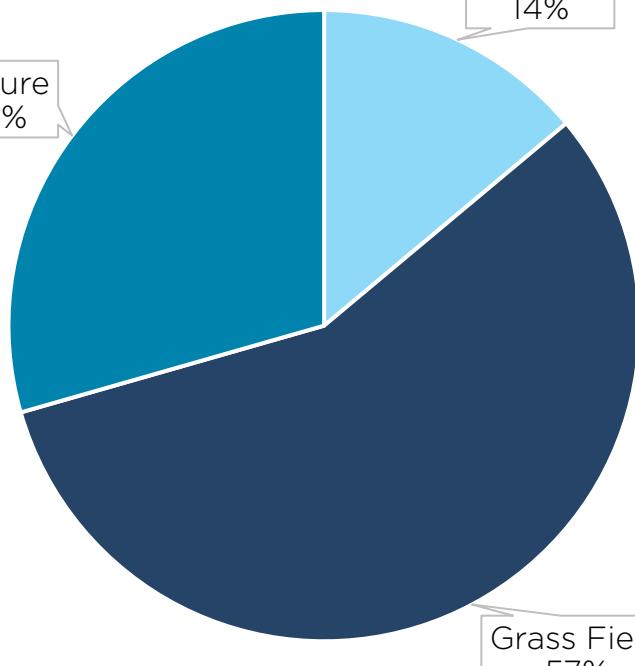


Personnel Rating - Percent Good or Excellent								
	2016	2017	2018	2019	2020	2021	2022	2022-2021 Change
Elected Officials	--	--	80%	69%	76%	76%	71%	-5%
General Staff	87%	90%	90%	85%	90%	89%	88%	-1%
Library	89%	92%	95%	90%	94%	95%	94%	-1%
PW Field	86%	84%	88%	86%	88%	89%	84%	-5%

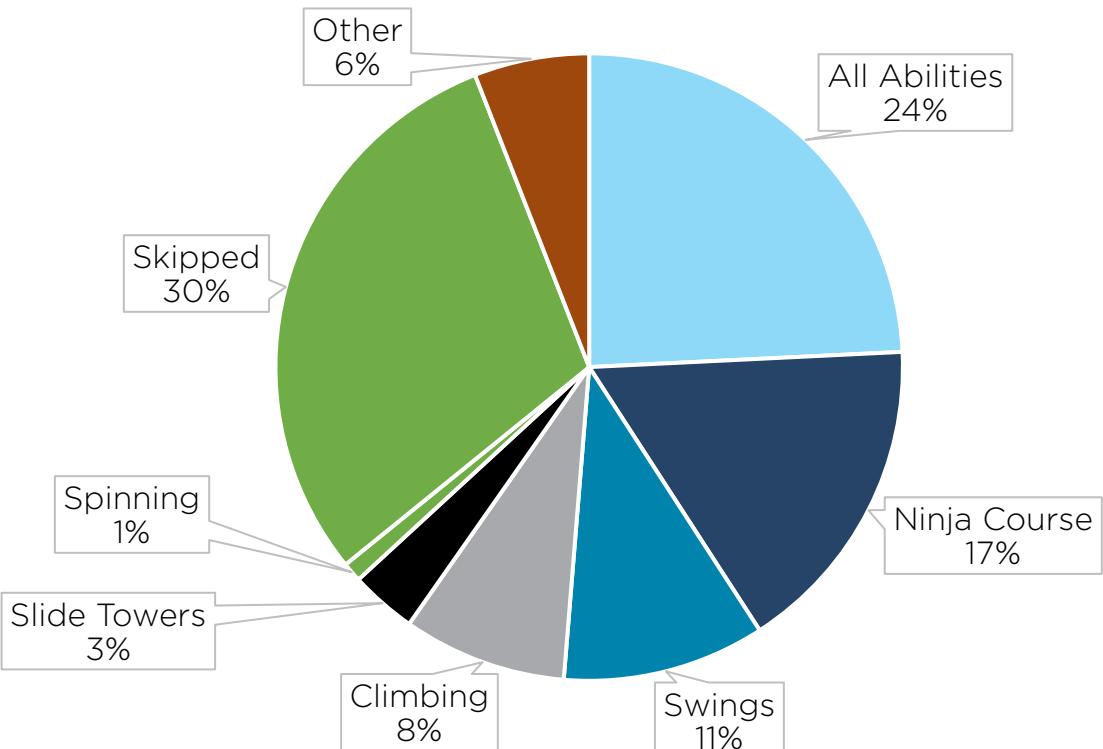
Top 3 Priorities



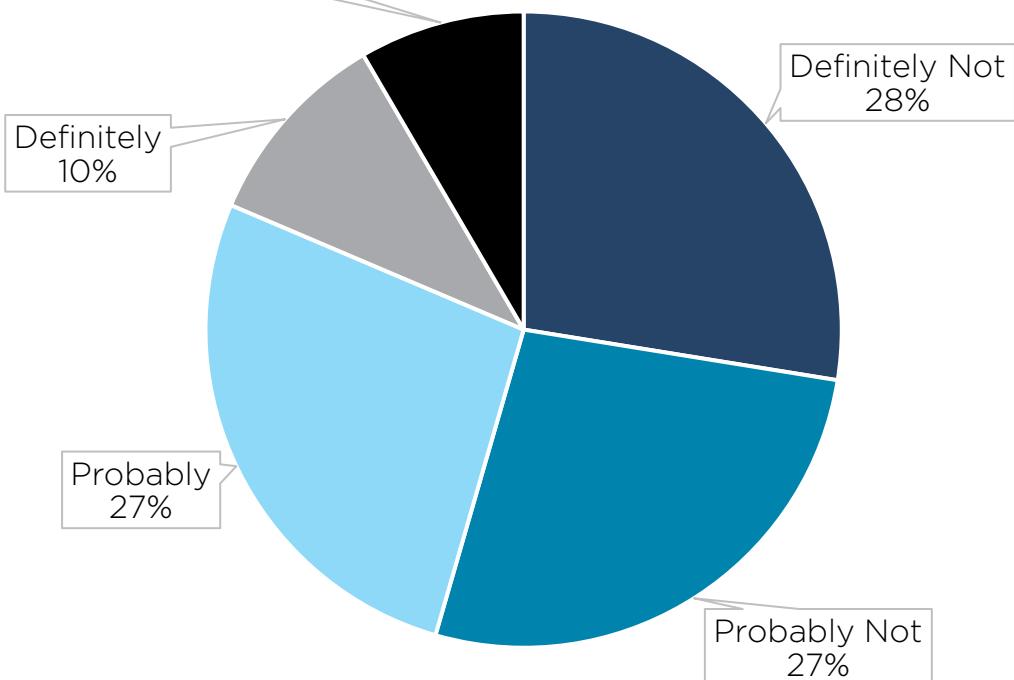
Field Type Preference



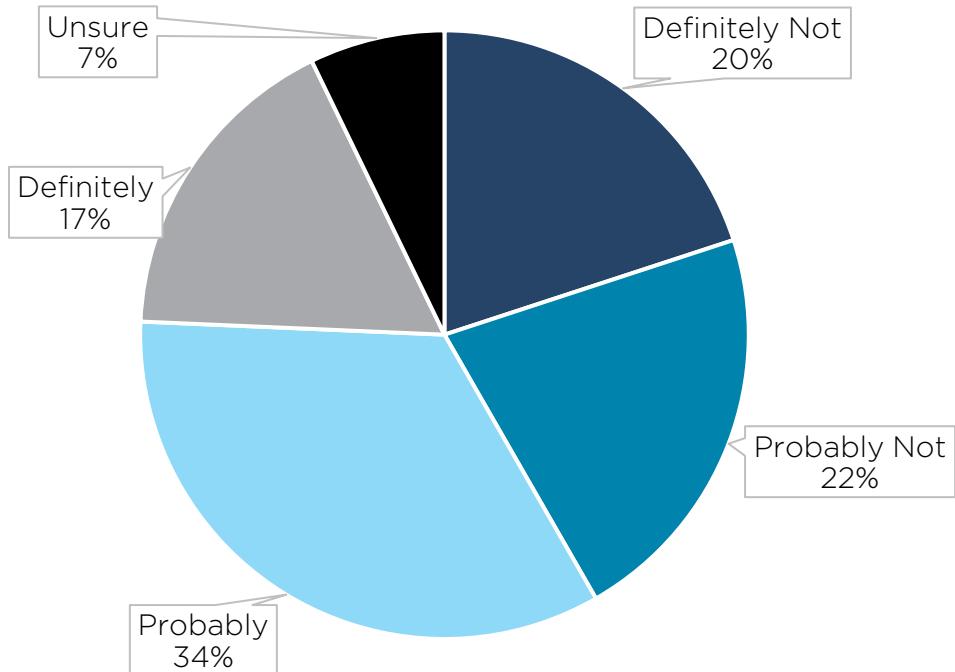
Playground Element Preference



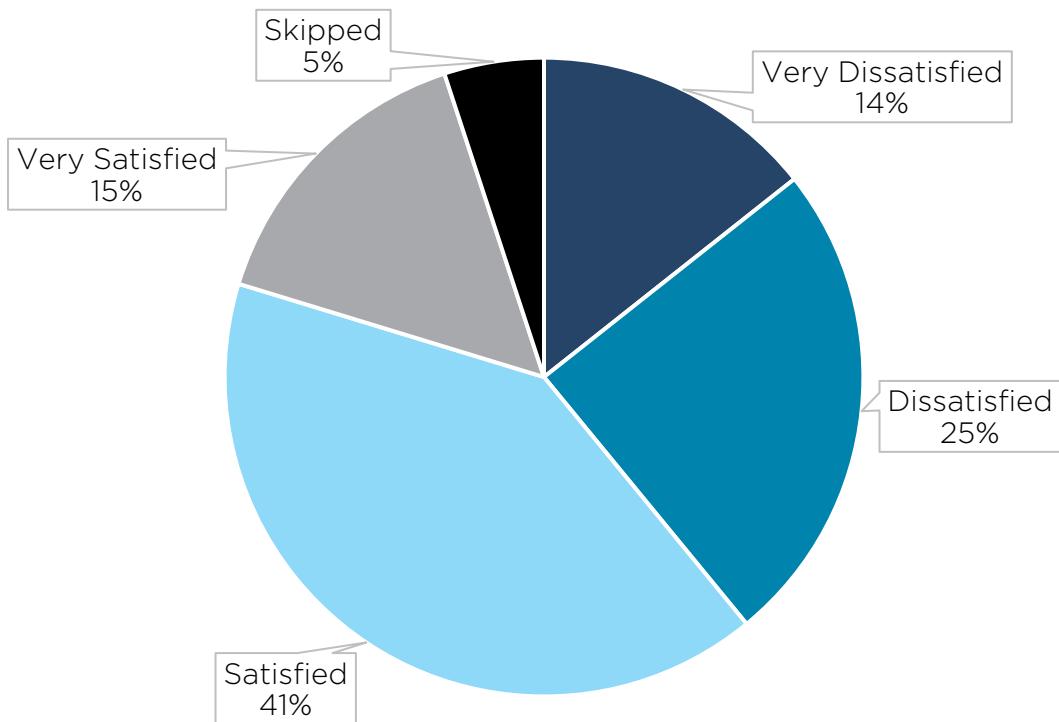
Private Rec Partnership



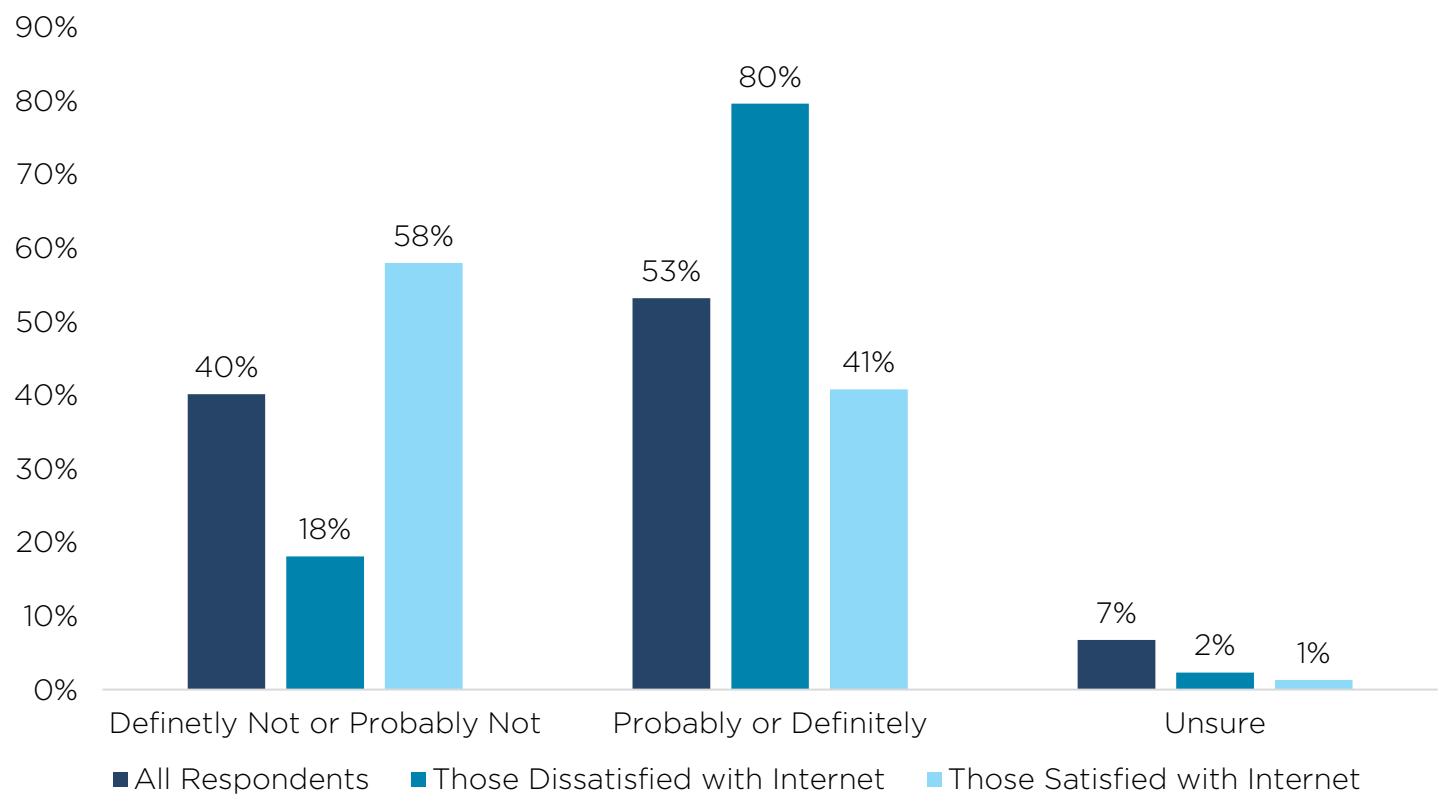
Add Recreation Programs



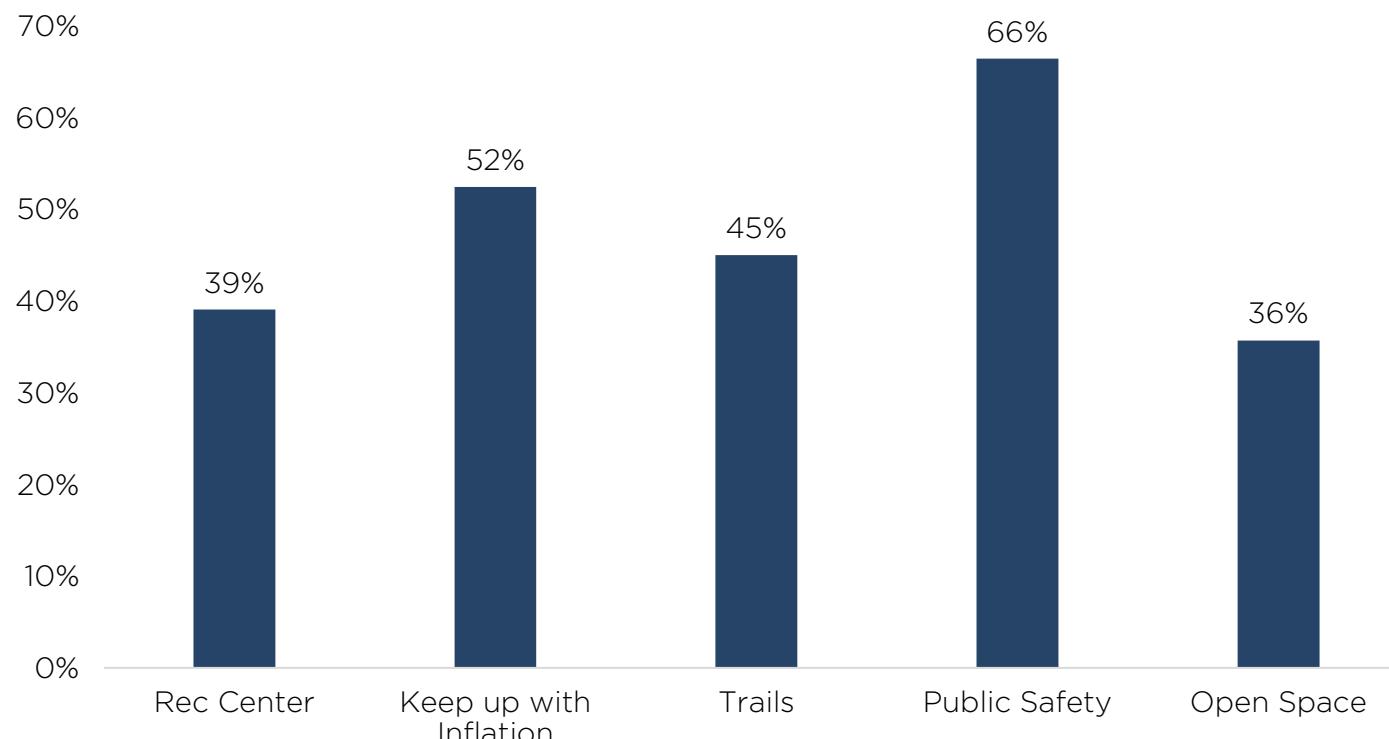
Internet Satisfaction



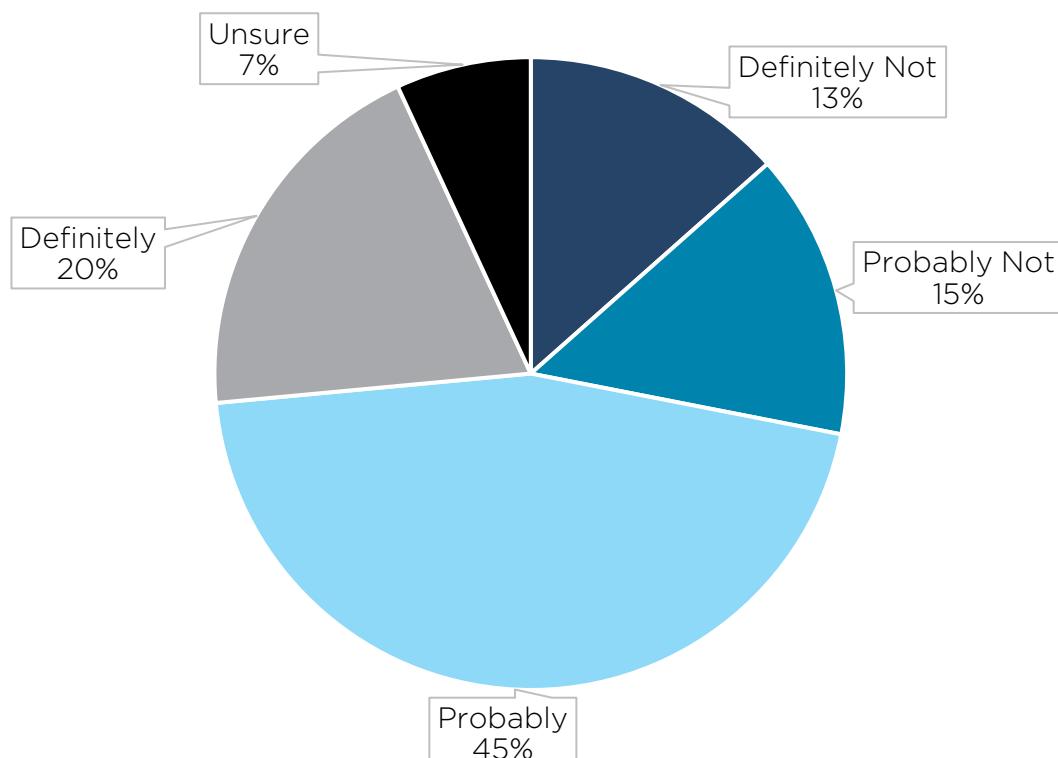
Support for City Fiber Project



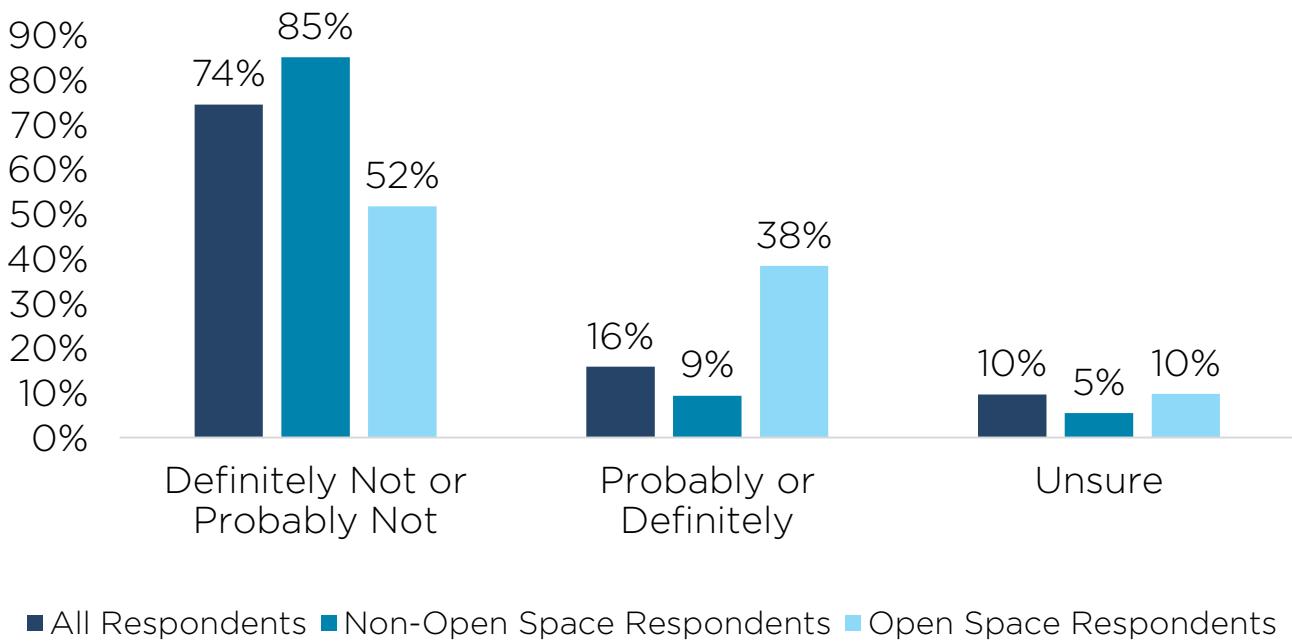
Support for Raising Property Taxes



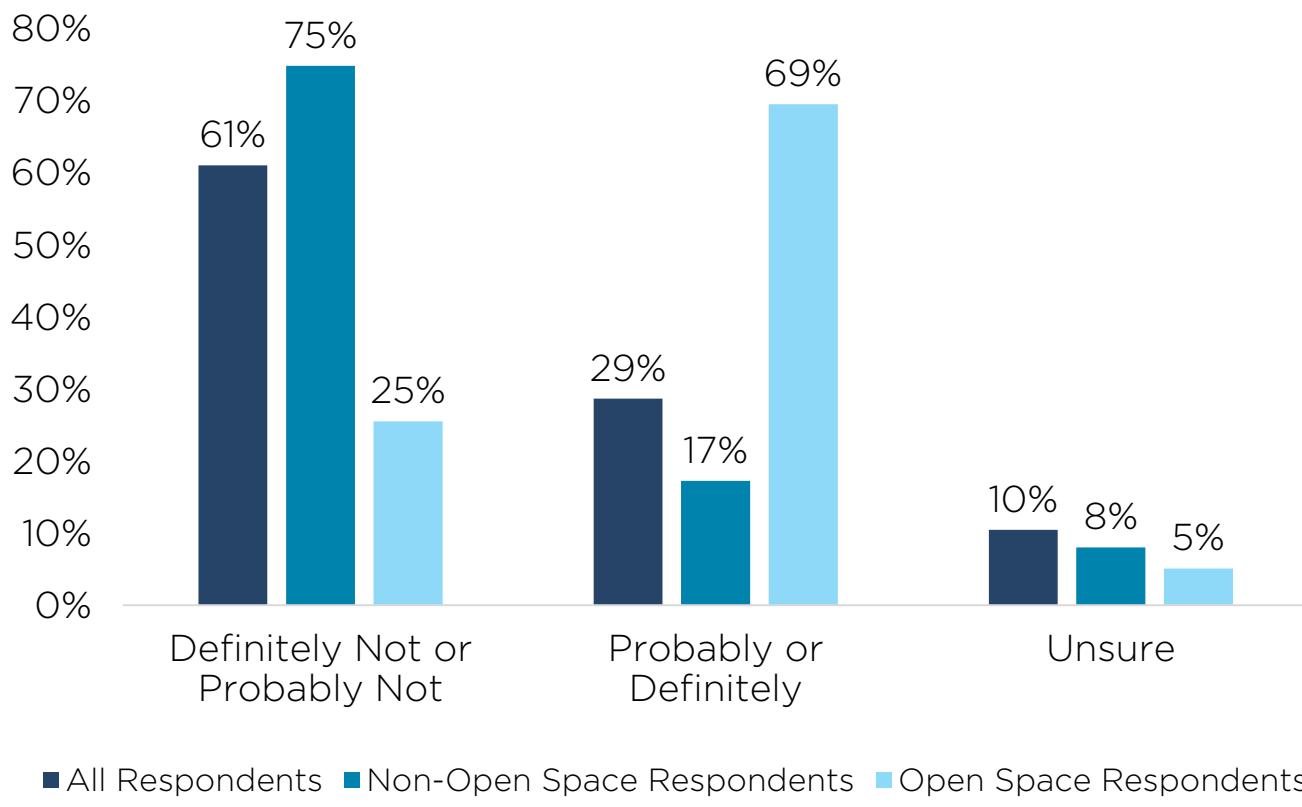
Increase Public Safety Fee



Support for Replacing Open Space Fee with Property Tax Increase



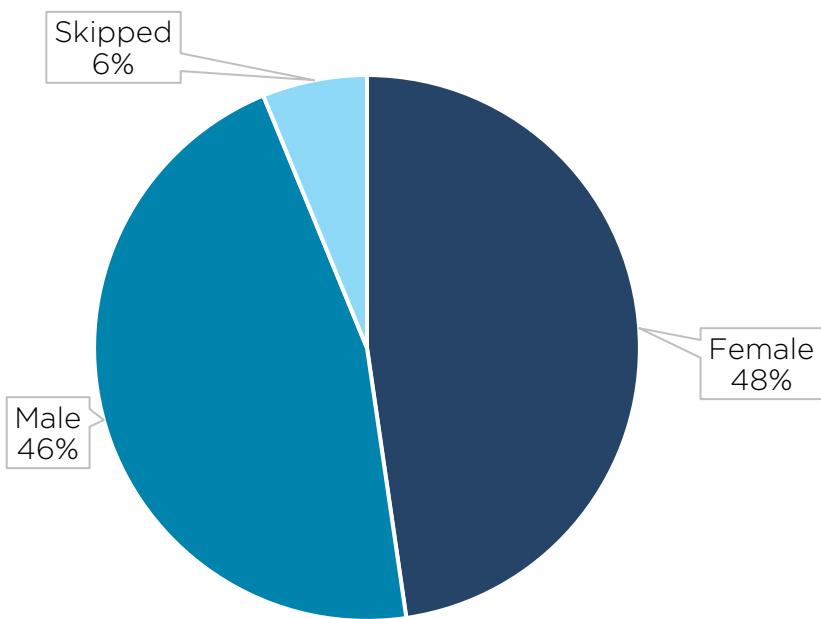
Support for Replacing Open Space Fee with City-wide Parks Fee



Library After School Programs	
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%

Library Grant Services	
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%

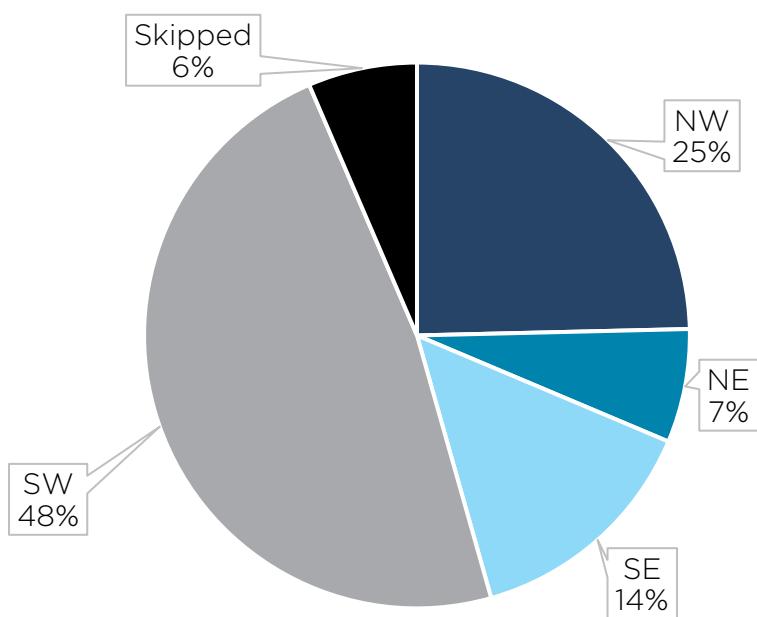
Gender



2020 Census Data:

Female: 49%
Male: 51%

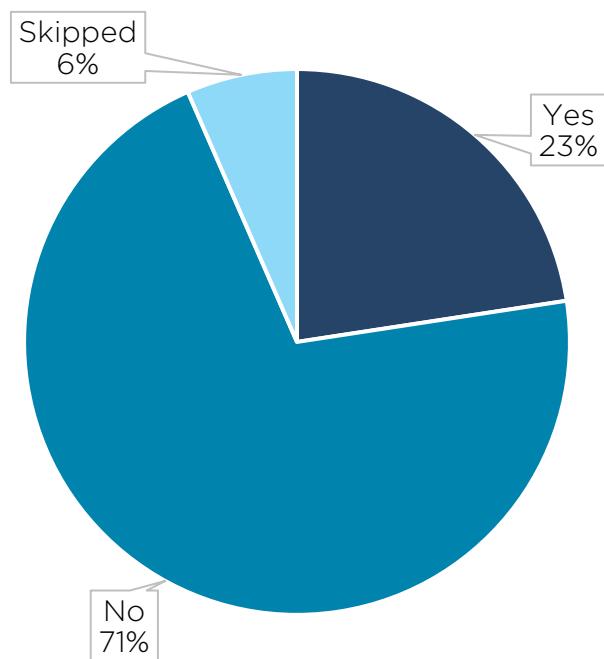
Area of Highland



2021 Precinct Estimations:

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

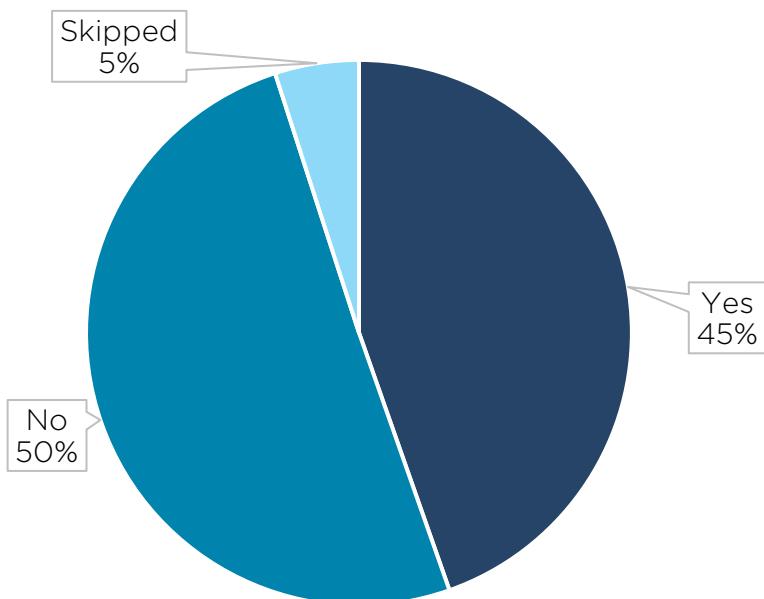
Live in Open Space



Staff Estimation:

Yes ~ 25%
No - 75%

Minor Children at Home



2020 Census Data:

Yes - 41%
No - 59%