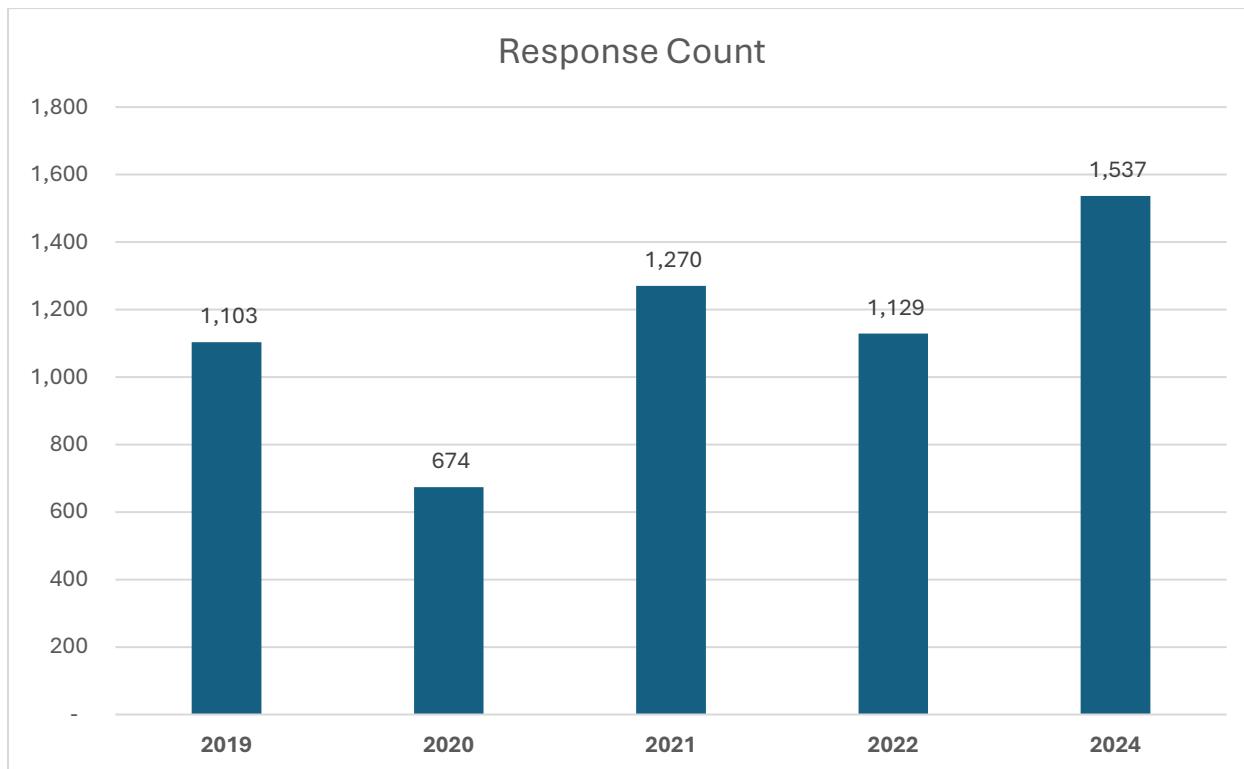
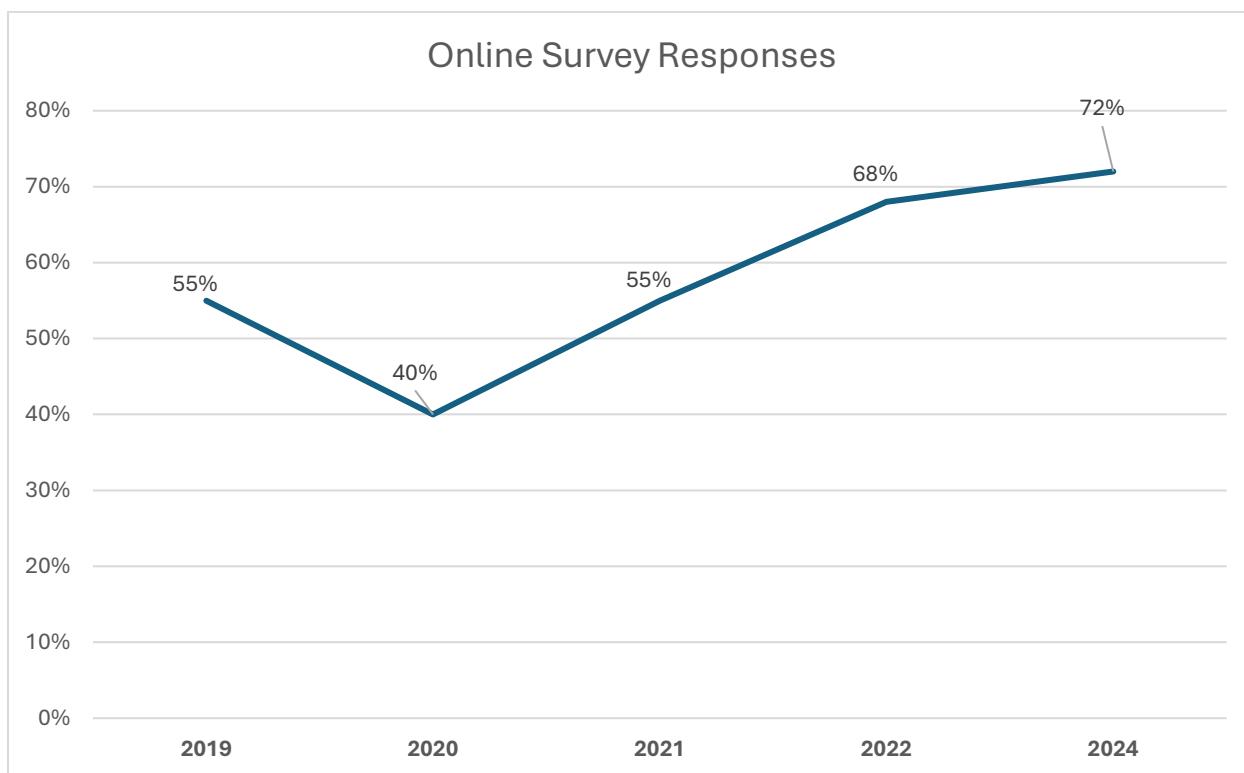


## Highland City Resident Survey 2024

*2023 Survey was skipped in lieu of the Alcohol Sales Survey.*



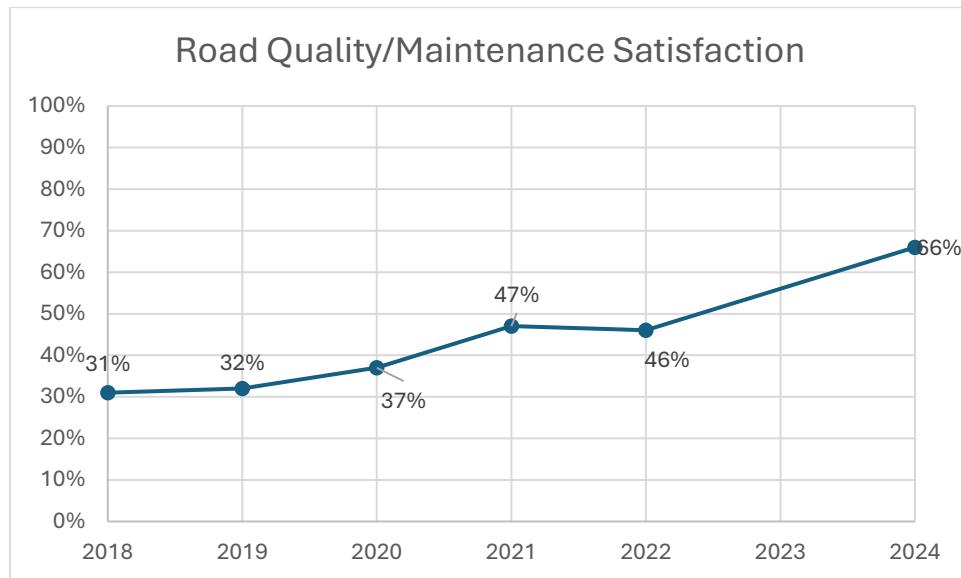
Survey response method: Online responses have increased year-over-year



City Service ratings have increased over 2022's ratings with the exception of Traffic Enforcement and Utility Billing, which had slight decreases. Pressurized Irrigation is a new category this year.



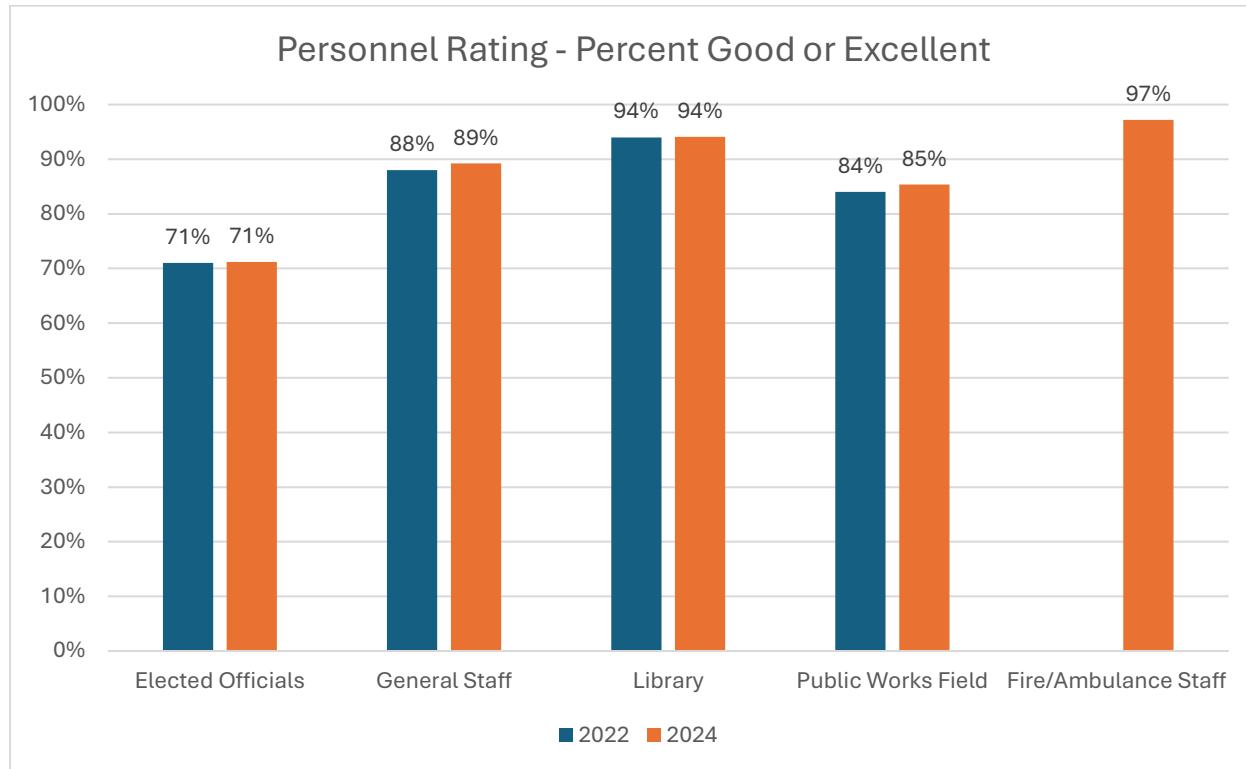
The condition of our roads is important to our residents and their satisfaction with road quality has been on the rise.



Resident satisfaction with our parks has also increased, going from 74% to 87% in two years.



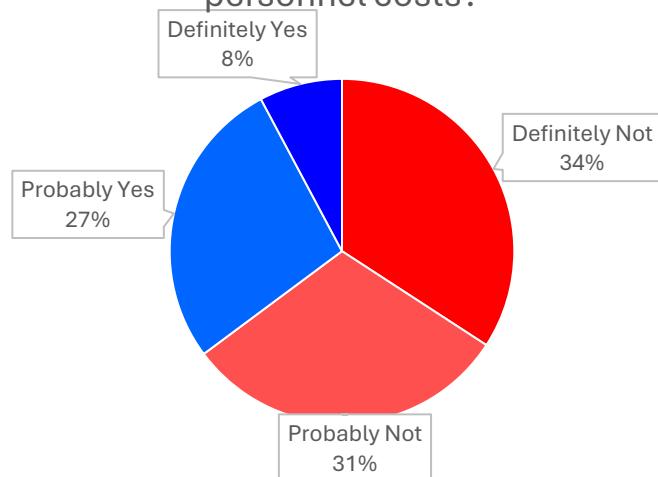
Personnel ratings have remained the same or increased. We will be tracking public safety ratings now.



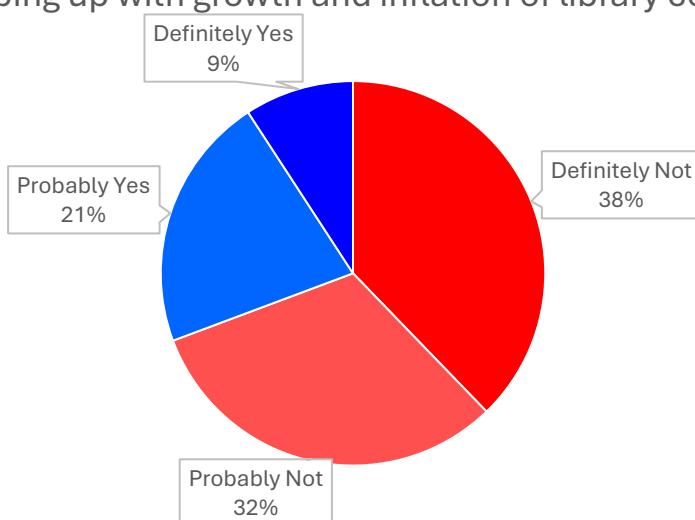
Personnel Rating - Percent Good or Excellent						
	2019	2020	2021	2022	2024	2022-2024 Change
<b>Elected Officials</b>	69%	76%	76%	71%	71%	0%
<b>General Staff</b>	85%	90%	89%	88%	89%	1%
<b>Library</b>	90%	94%	95%	94%	94%	0%
<b>PW Field</b>	86%	88%	89%	84%	85%	1%

**Would you support the City raising *property taxes* for the following?**

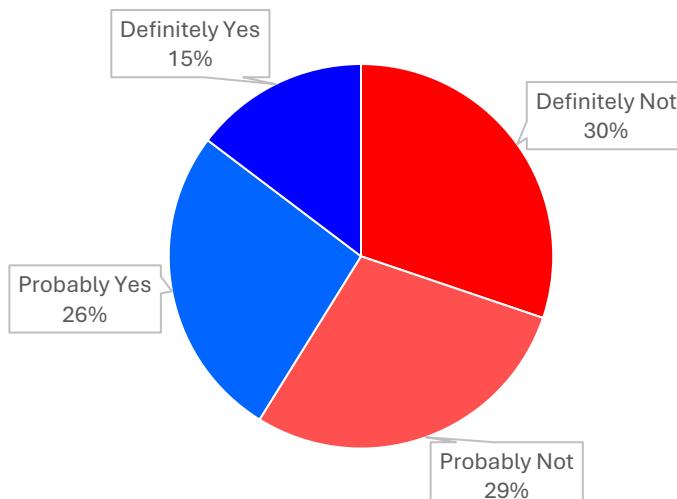
Keeping up with growth and inflation of City operations and personnel costs?



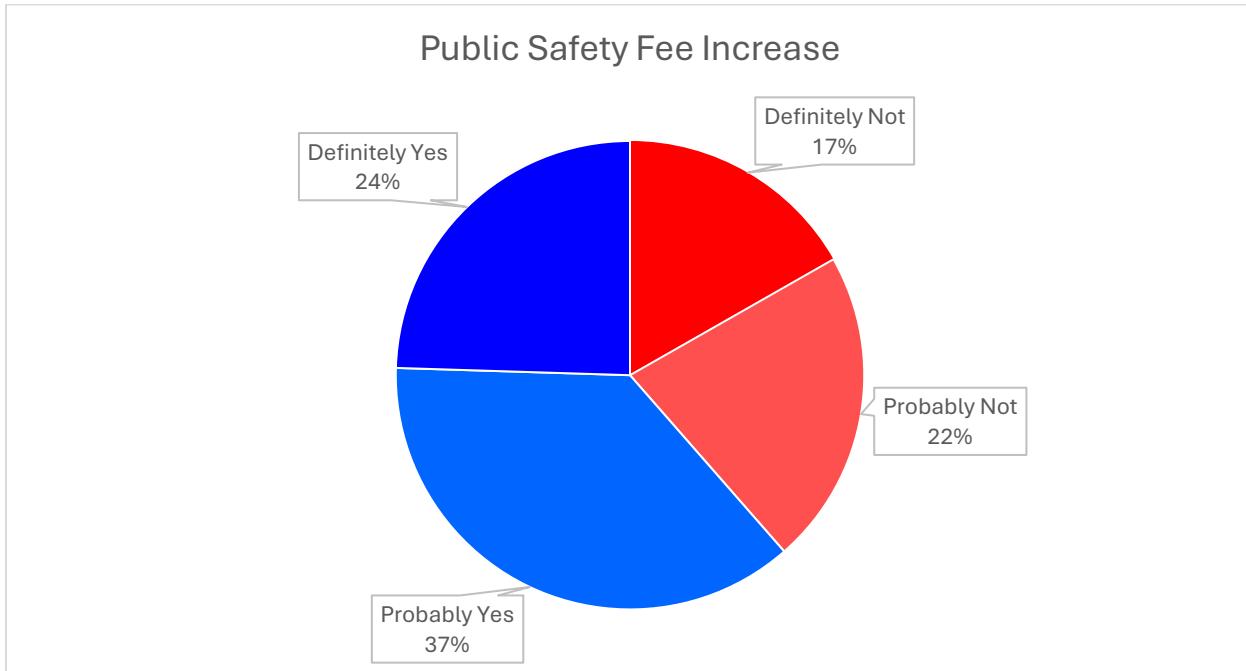
Keeping up with growth and inflation of library costs?



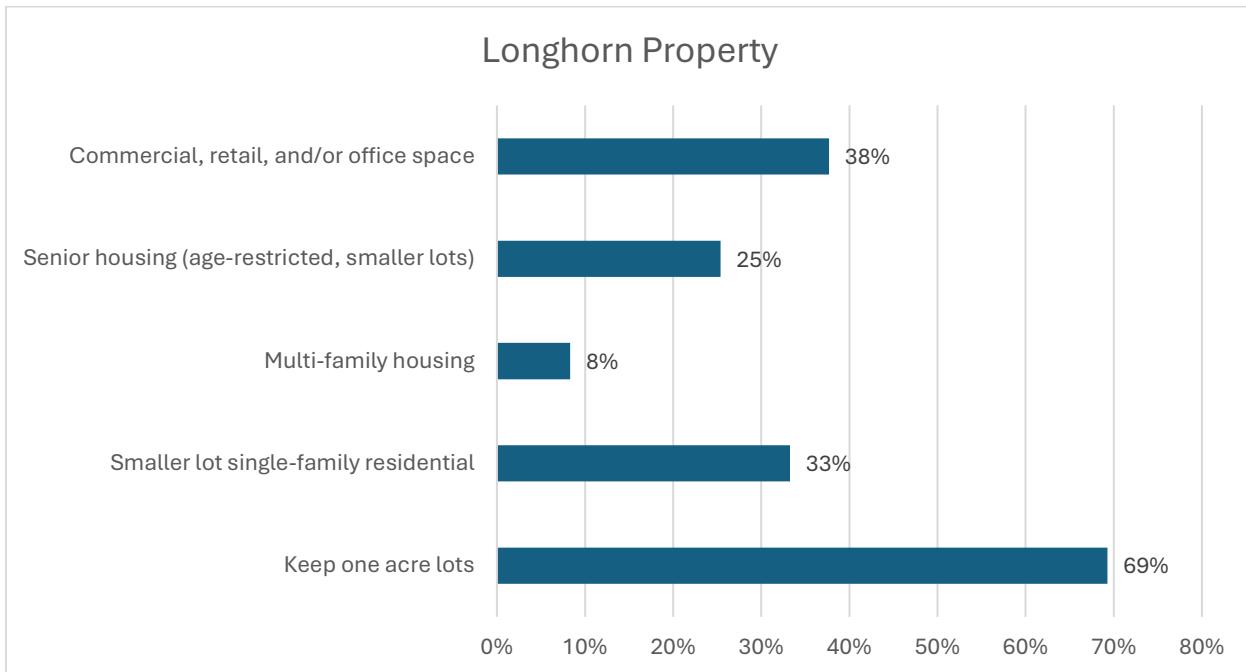
New trail construction and ongoing maintenance?



**Would you support the City raising the *Public Safety Fee* to raise wages for police officers and firefighters to help with recruitment and retention?**

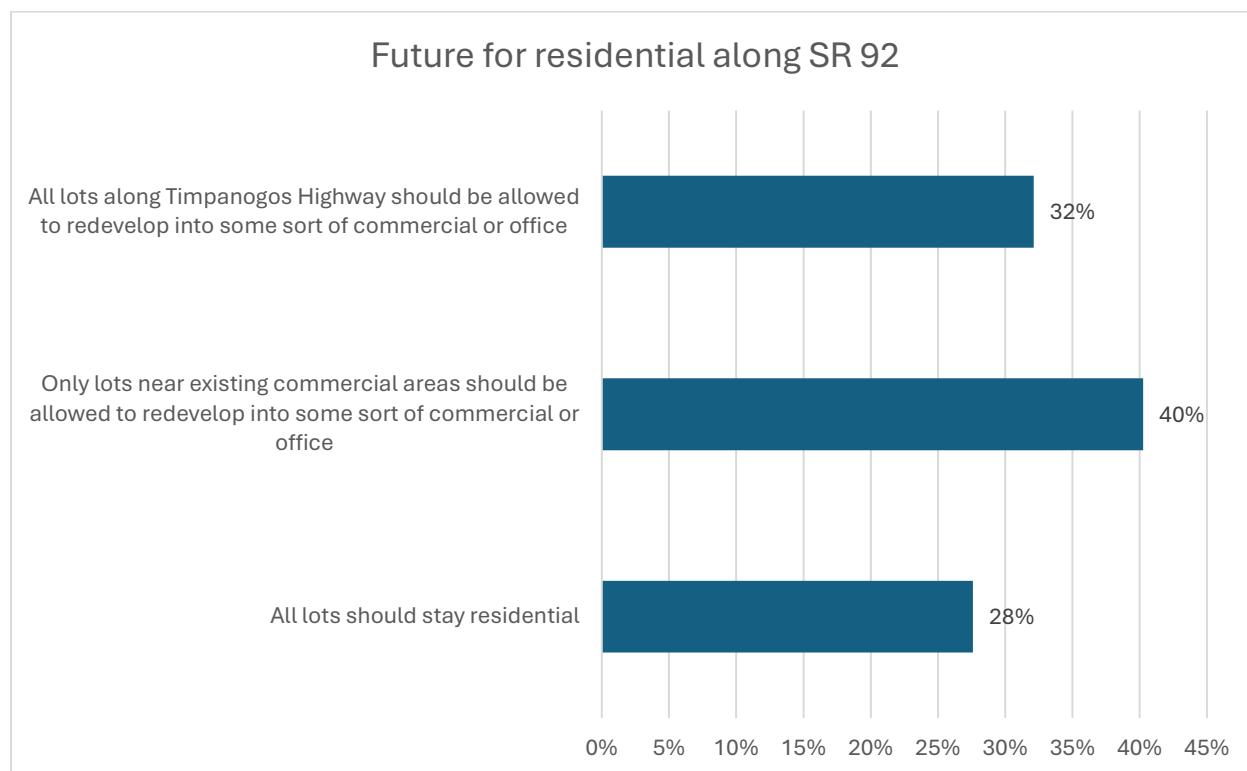


**The property at the NW corner of Timpanogos Highway (SR 92) and 6000 West, commonly called the "longhorn property", is currently zoned for one acre lots. If, as part of the current General Plan update, that zoning were to change, which of the following is acceptable?**

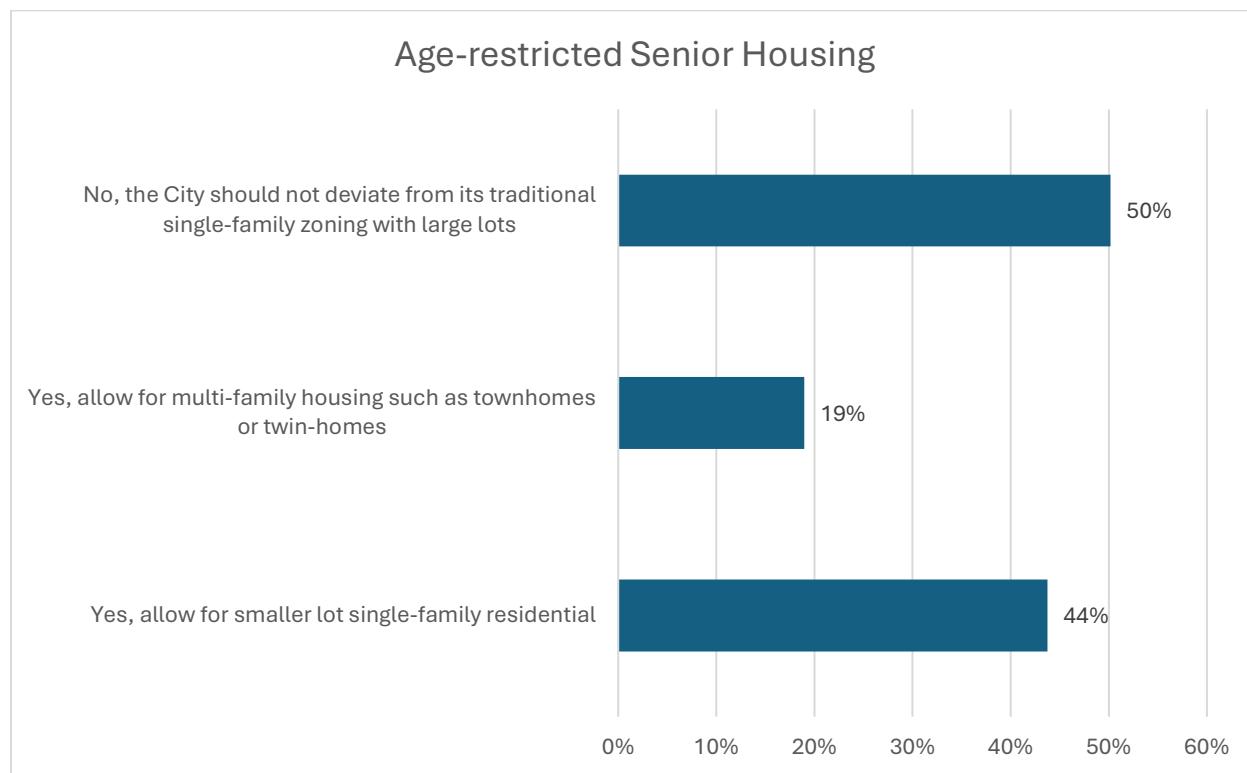


*Percentages total more than 100% because respondents could choose more than one option.*

**What do you think is the best long-term future for the residential lots along Timpanogos Highway (SR 92)?**

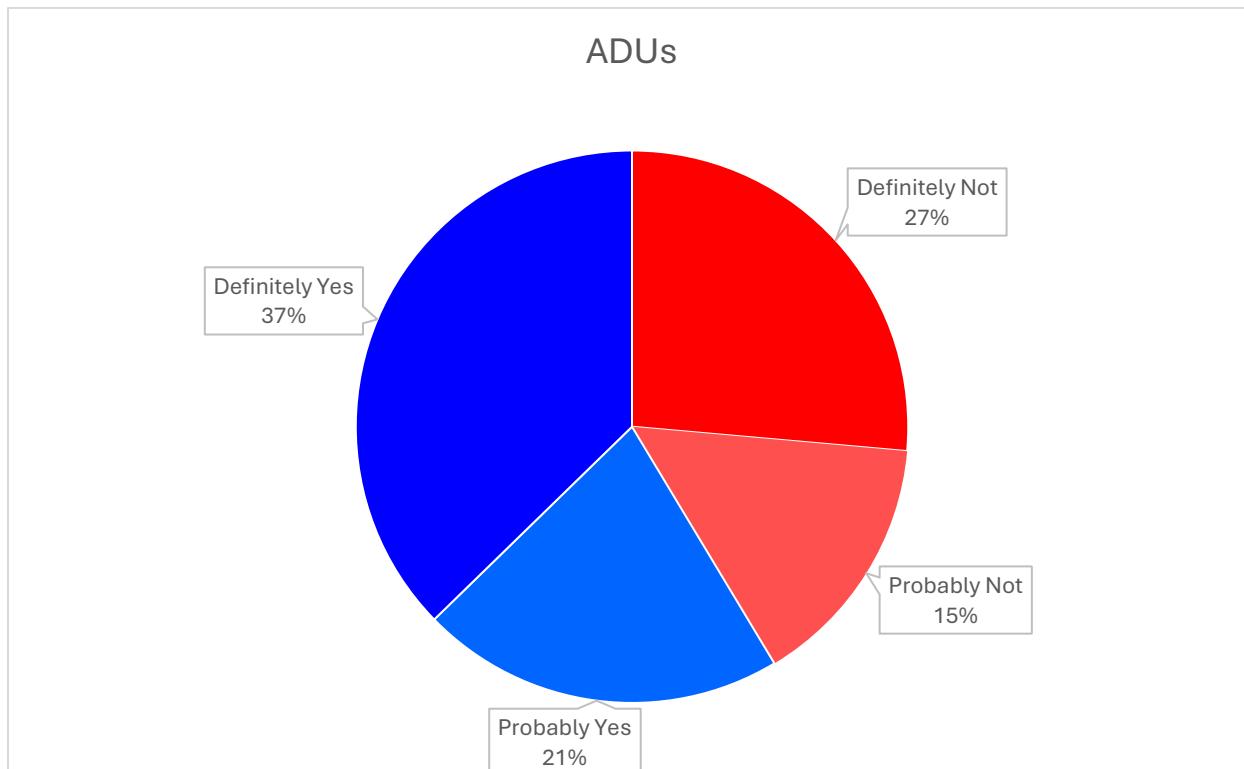


**If a proposed development was age-restricted for senior housing, should the City deviate from traditional single family residential with large lots (1-acre) to allow for any of the following types of housing?**

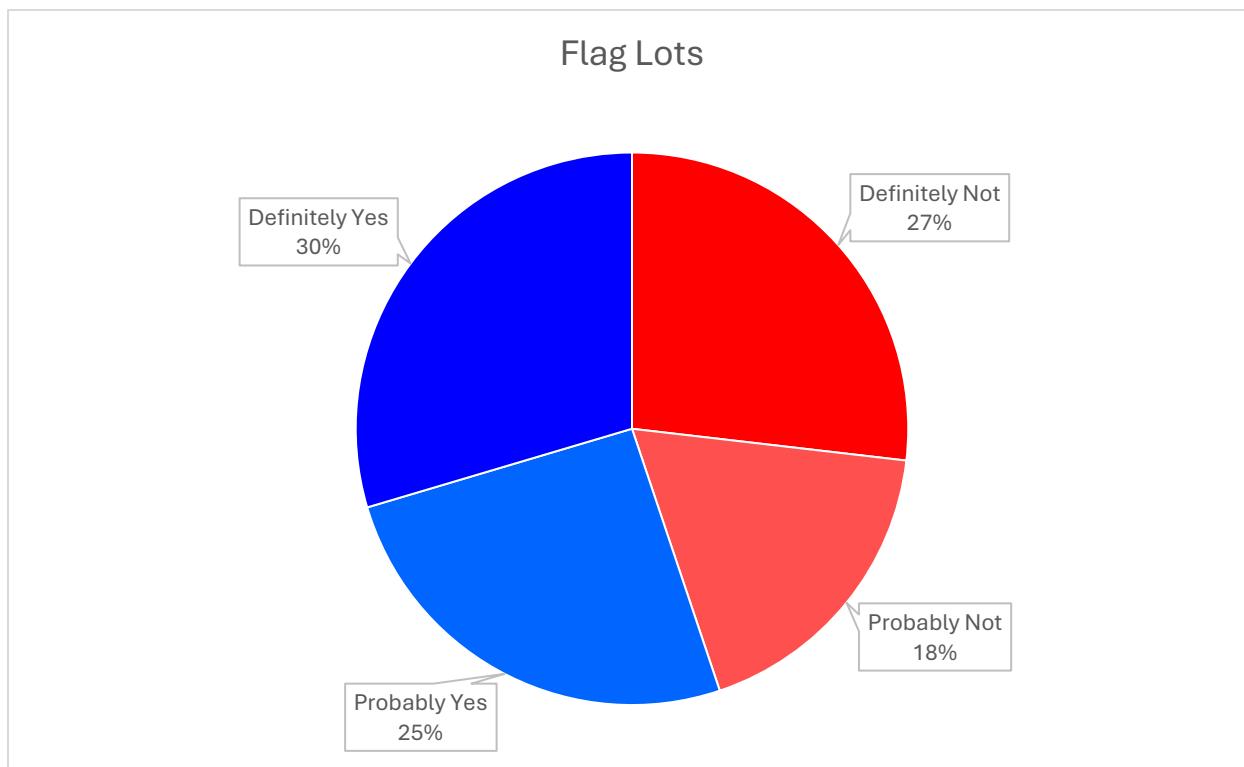


*Percentages total more than 100% because respondents could choose more than one option.*

**Accessory dwelling units, such as mother-in-law suites, are only allowed in Highland if they are attached to the main home. Should the City allow for accessory dwelling units that are not attached to the main home?**

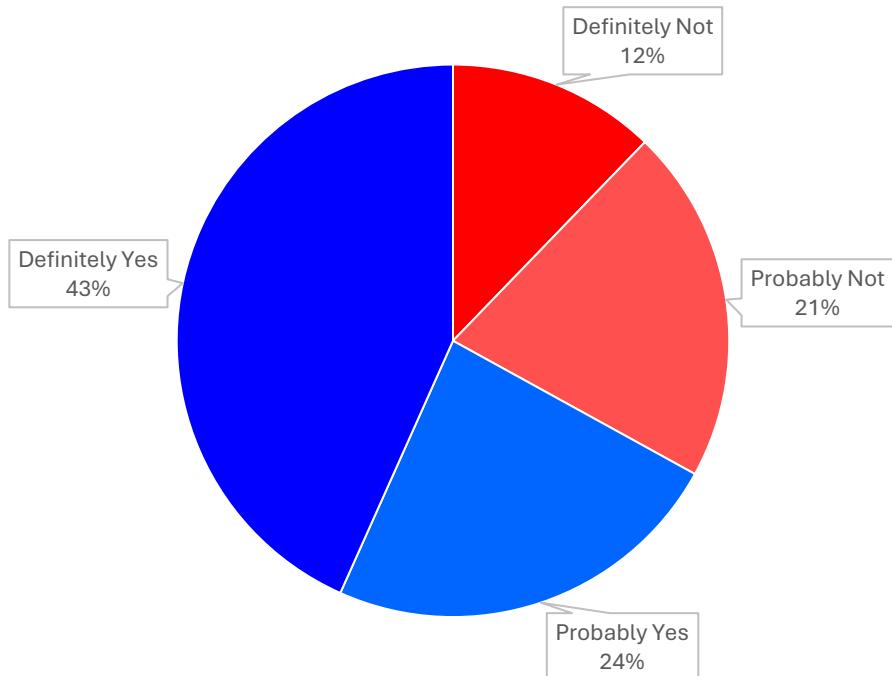


**Should the City allow large lot owners to create one additional lot in the back portion of their property that that is accessed by a private drive (flag lot) so long as the lots meet size and density requirements?**



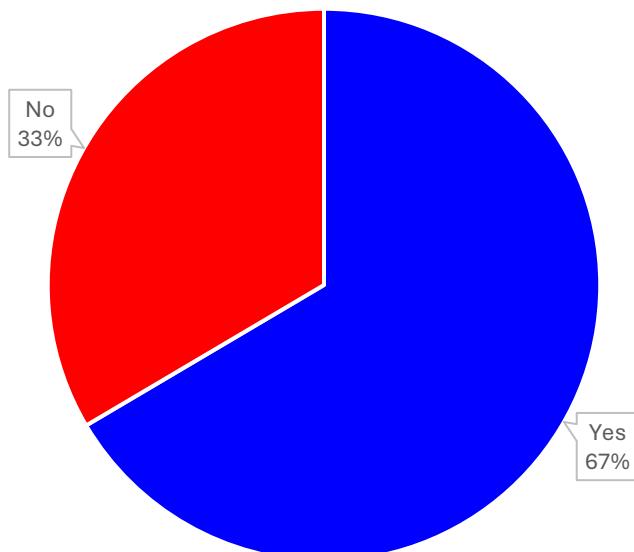
**The Highland Library is considering partnering with American Fork and Pleasant Grove Libraries as a service to share library catalogues. Books from the other libraries could be picked up in Highland and late fees would be eliminated. How likely are you or someone in your family to use this service?**

Library Consortium Use



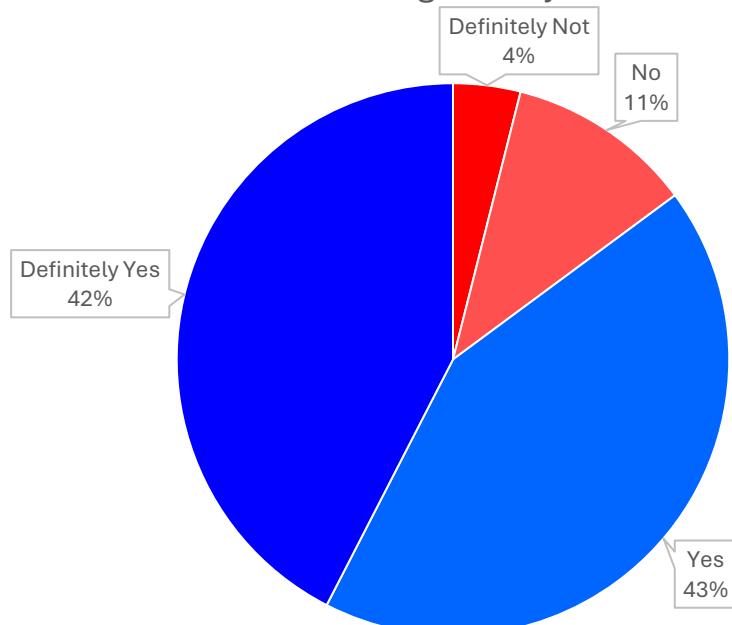
**Are you aware that you can sign up for text alerts for City news, information, and events?**

City Text Alerts

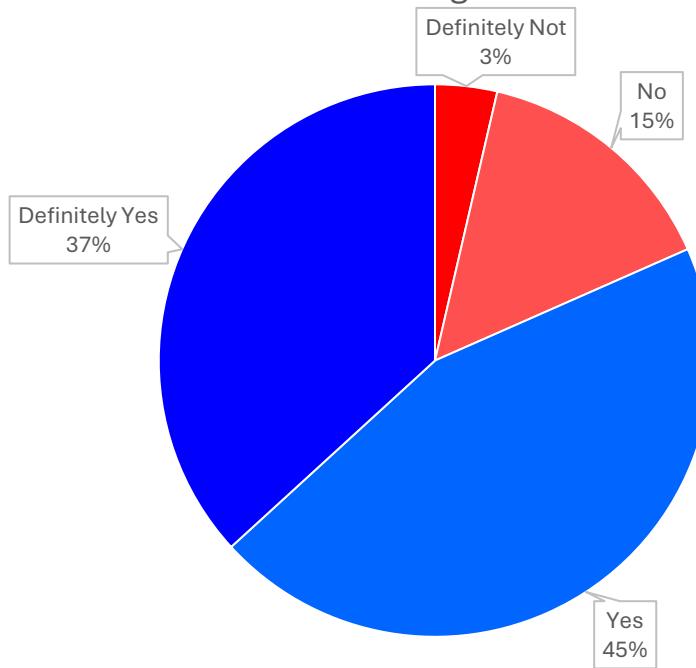


**Citizens Budget: How clear and useful did you find the information presented?**

**Citizens Budget: Easy to Read**

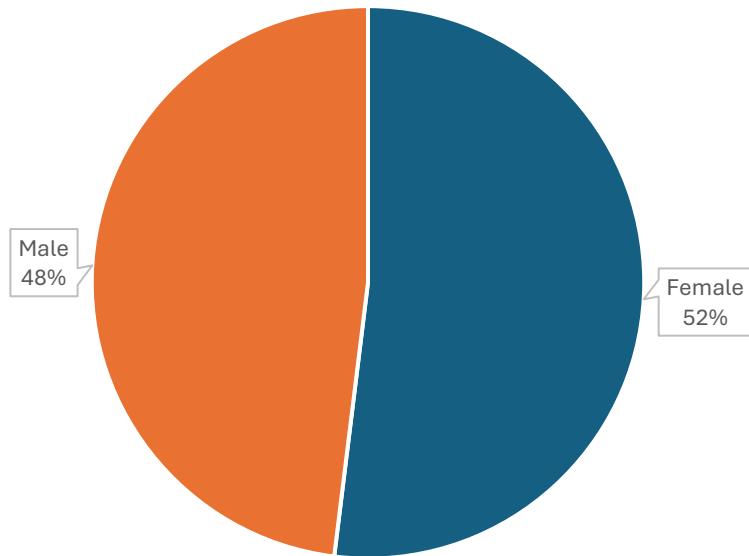


**Citizens Budget: Useful**

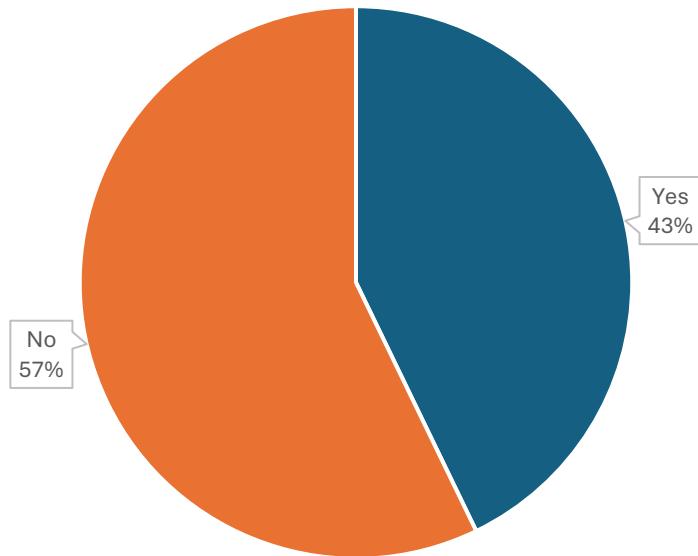


## **Demographics**

Gender

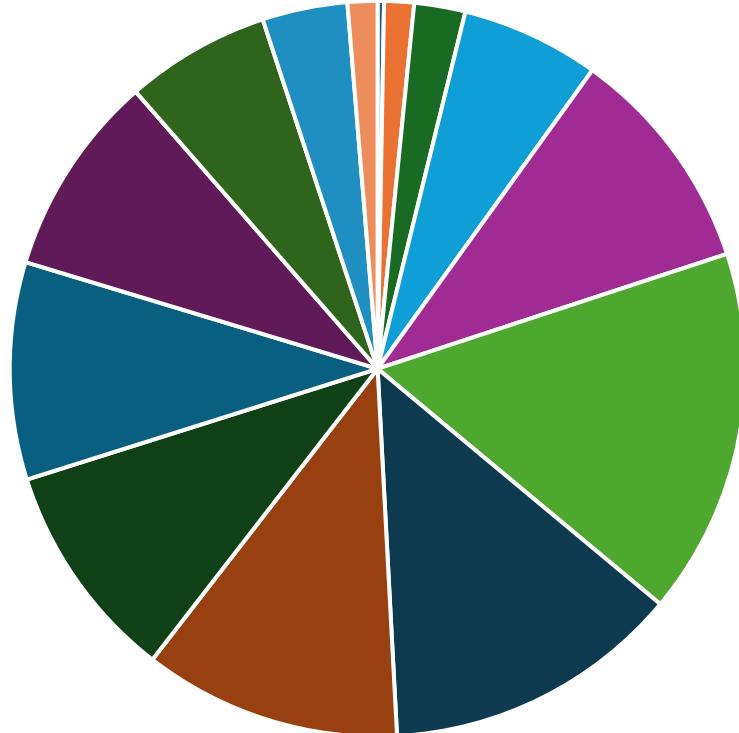


Minor Children at Home



### Age Breakdown

18 to 24 years	<1%
25 to 29 years	1%
30 to 34 years	2%
35 to 39 years	6%
40 to 44 years	10%
45 to 49 years	16%
50 to 54 years	13%
55 to 59 years	11%
60 to 64 years	10%
65 to 69 years	10%
70 to 74 years	9%
75 to 79 years	6%
80 to 84 years	4%
85 years and up	1%



### Responses by Geographic Location

