



2025 Highland City Resident Survey

Please scan the QR code to take the survey online for faster processing!

Surveys are due September 30, 2025. Please only submit one per adult.

Please skip any question you choose except #1. There is space at the end of the survey to provide feedback regarding any city topic.

1. What is your street address? Surveys without a valid Highland address will be discarded. This will ensure all responses are limited to one per adult Highland resident. This information WILL NOT be used to track your responses.

2. Please rate the following City services. Mark one circle per row. The scale is 1: poor, 2: fair, 3: good, 4: excellent. Please select N/A if you have not used a particular service/department in the last 12 months.

| | Poor | | Excellent | | |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| | 1 | 2 | 3 | 4 | N/A |
| Ambulance/Paramedic Services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Arts Council | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Building Permitting | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Business Licensing | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Cemetery Arrangements | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| City Hall Hours | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| City Library | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Code Enforcement | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Communication with Residents | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Field or Pavilion Rental | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Garbage/Recycling | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Highland Fling | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Natural Open Space Maintenance | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Pressurized Irrigation (Residential Outdoor Watering) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Quality of Parks | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Quality of Roads | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Quality of Trails | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Snow Removal | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Traffic/Speeding Enforcement | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Utility Billing | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

3. Please rate the following personnel groups on their overall job performance. Mark one circle per row. The scale is 1: poor, 2: fair, 3: good, 4: excellent. Please select N/A if you have not interacted with a particular group in the last 12 months.

| | Poor | | Excellent | | |
|-------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| | 1 | 2 | 3 | 4 | N/A |
| Elected Officials | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Fire/EMS Staff | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Police Officers & Staff | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| General City Staff | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Library Staff | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Public Works Staff | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

4. How often do you use the Highland City Library, including attending programs or borrowing materials including e-books and other electronic resources? Mark one

- ☐ Never
- ☐ A few times per year
- ☐ About once per month
- ☐ About once per week
- ☐ Multiple times per week

5. The Highland City Library is funded primarily by a dedicated property tax, which covers about 98% of its operations. This tax was established in 2007 and has not increased since. Over that time, costs have risen, library use has grown, and some outside funding has been reduced. Despite careful budgeting and fundraising, the library cannot maintain its current level of service without additional funding. What should the City do to address this? Mark one

- ☐ Reduce its level of service including cutting hours of operation, limiting activities like story time, and reducing its book/materials collection (including e-books).
- ☐ Use general city funds to supplement the library instead of using those funds for other city purposes.
- ☐ Raise the library tax enough to fund the current level of service, roughly \$2.00 a month for an average home in Highland.
- ☐ Raise the library tax enough to fund improving the book collection and meet demand for additional materials and activities, roughly \$5.00 a month for an average home in Highland.

Survey continues on opposite side

Mark your top 3.

- 7. Weather/seasons permitting, how often do you use Highland's parks, trails, or open spaces? *Mark one.***

- 8. In 2021, the City adopted a special 0.1% sales tax for our city parks. Which amenities should we focus on with these funds at our parks? *Mark three.***

- 9. How interested are you in the City creating a designated place at the cemetery where cremated remains (ashes) can be placed and memorialized?**

10. Are you aware that you can sign up for text alerts for City news, information, and events at <https://bit.ly/3zos8rs>? Mark one.

- 11. What is your gender as categorized in the US Census? Mark one.**

- 12. What is your age as categorized in the US Census?**
Mark one.

- 13. Do you have any children living at home under the age of 19? Mark one.**

- 14. What area of Highland do you live in?**
Mark one.

- 15. If there is any topic regarding Highland City that you would like to comment on, please do so here. If you need more space, please attach additional paper.**

[illegible]