



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.

Pleas 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"/>				
Arts Council	<input type="radio"/>				
Building Permitting	<input type="radio"/>				
Business Licensing	<input type="radio"/>				
Cemetery Arrangements	<input type="radio"/>				
City Hall Hours	<input type="radio"/>				
City Library	<input type="radio"/>				
Code Enforcement	<input type="radio"/>				
Communication with Residents	<input type="radio"/>				
Field or Pavilion Rental	<input type="radio"/>				
Garbage/Recycling	<input type="radio"/>				
Highland Fling	<input type="radio"/>				
Natural Open Space Maintenance	<input type="radio"/>				
Pressurized Irrigation (Residential Outdoor Watering)	<input type="radio"/>				
Quality of Parks	<input type="radio"/>				
Quality of Roads	<input type="radio"/>				
Quality of Trails	<input type="radio"/>				
Snow Removal	<input type="radio"/>				
Traffic/Speeding Enforcement	<input type="radio"/>				
Utility Billing	<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	1	2	3	4	Excellent	N/A
Elected Officials	<input type="radio"/>						
Fire/EMS Staff	<input type="radio"/>						
Police Officers & Staff	<input type="radio"/>						
General City Staff	<input type="radio"/>						
Library Staff	<input type="radio"/>						
Public Works Staff	<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 fund-raising, 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

6. What areas should the city prioritize for funding?

Mark your top 3.

- Community events
- Library
- Public safety (staffing & wages)
- Road maintenance
- Sidewalk connectivity (adding sidewalks where there aren't any)
- Trails and parks maintenance
- New trails & parks amenities
- Other _____

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

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

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.

- Amphitheater
- Dog Park
- Pavilions
- Pickleball Courts
- Playgrounds
- Other _____

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

- Not interested
- Not very interested
- Somewhat interested
- Very interested

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.

Yes No

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

○ Female ○ Male

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

- 18 to 24 years
- 25 to 29 years
- 30 to 34 years
- 35 to 39 years
- 40 to 44 years
- 45 to 49 years
- 50 to 54 years
- 55 to 59 years
- 60 to 64 years
- 65 to 69 years
- 70 to 74 years
- 75 to 79 years
- 80 to 84 years
- 85 years and older

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

Yes No

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

- North of Timpanogos Highway (S.R. 92) and west of Alpine Highway (5300 W)
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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.