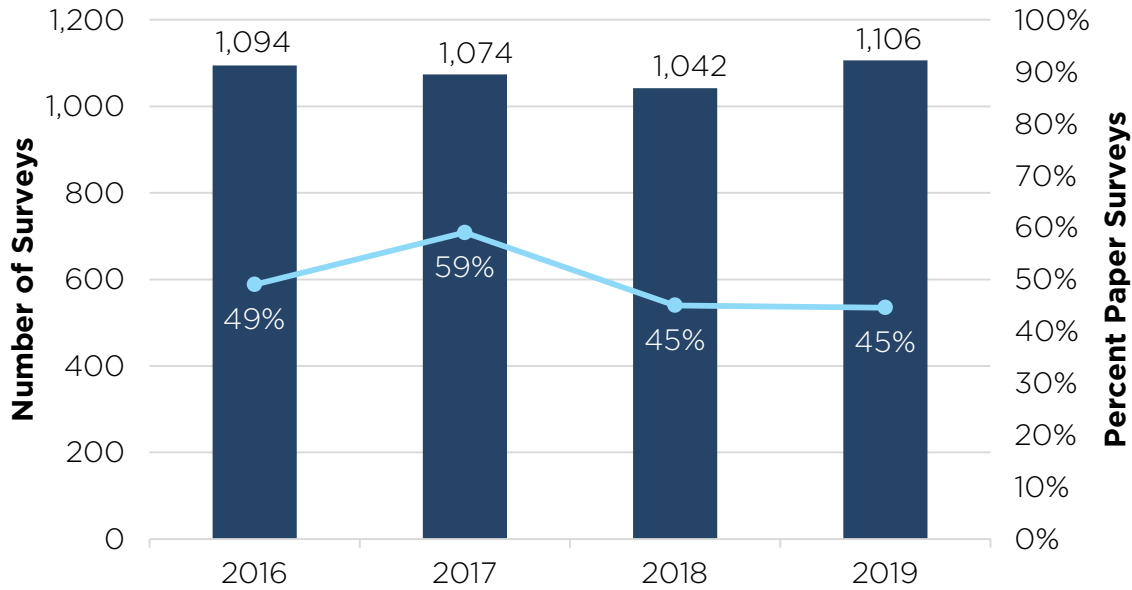


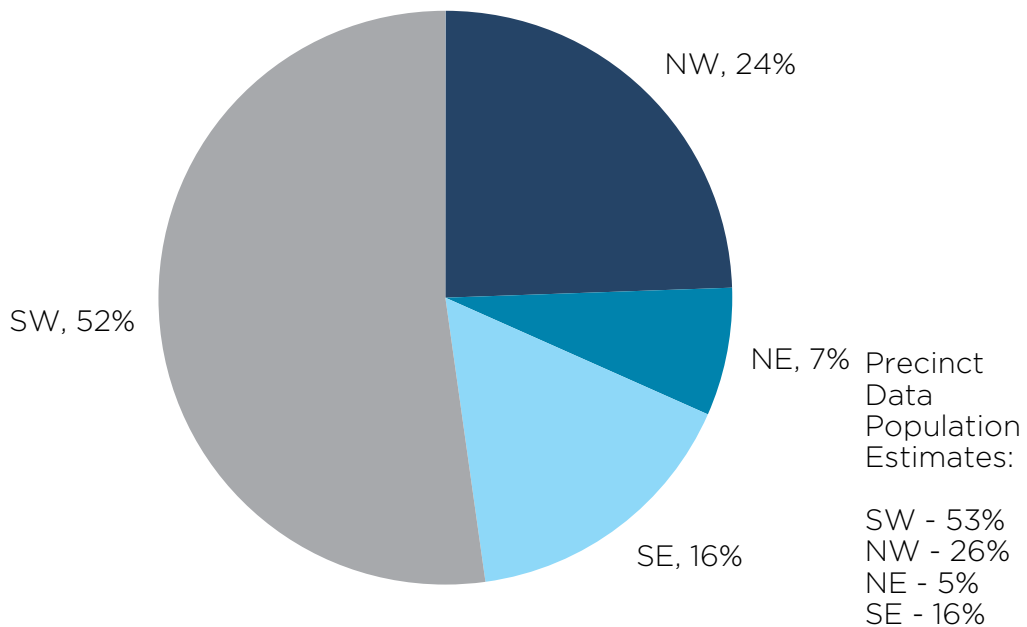
2019 Resident Survey Results

Survey Count and Method

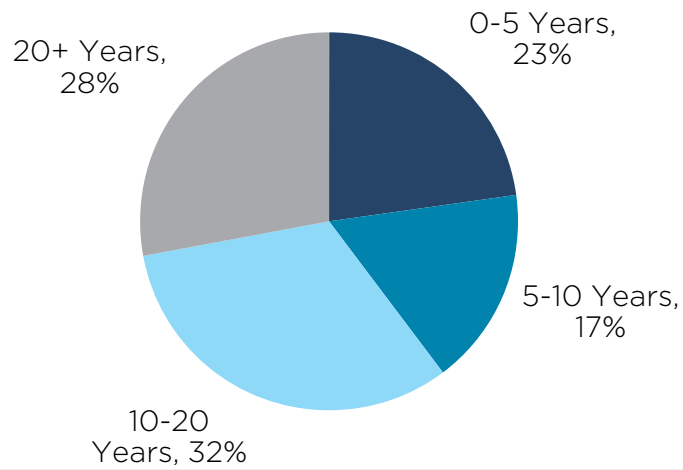


24% of Highland households which gives us a 95% confidence level that these results can be attributed to the population with a 3% margin of error.

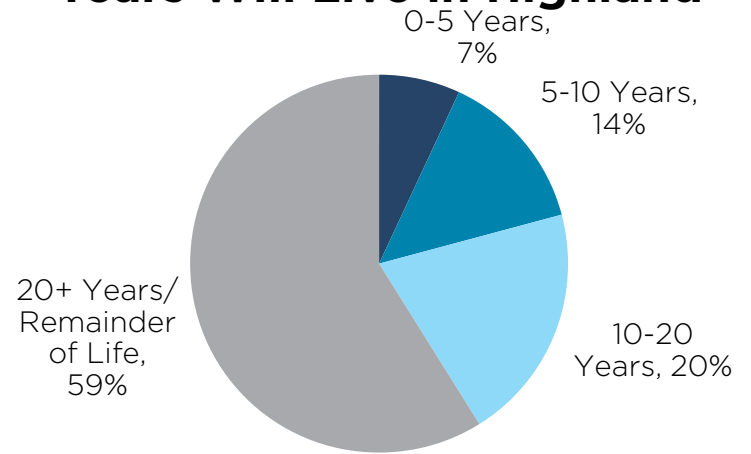
Area of Highland SR 92 & Alpine Highway



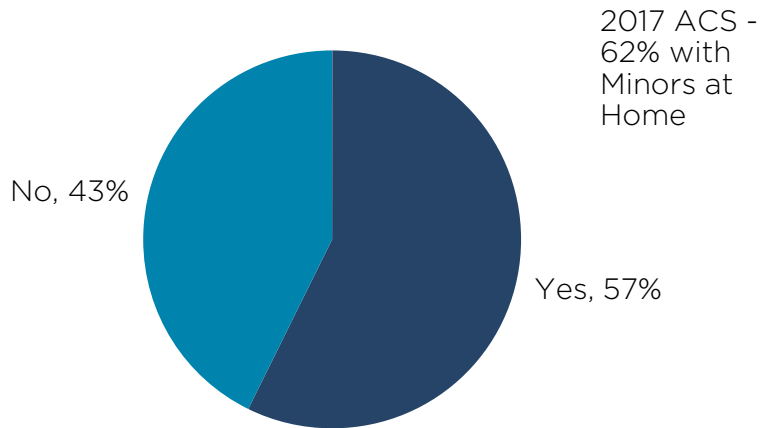
Years Lived in Highland



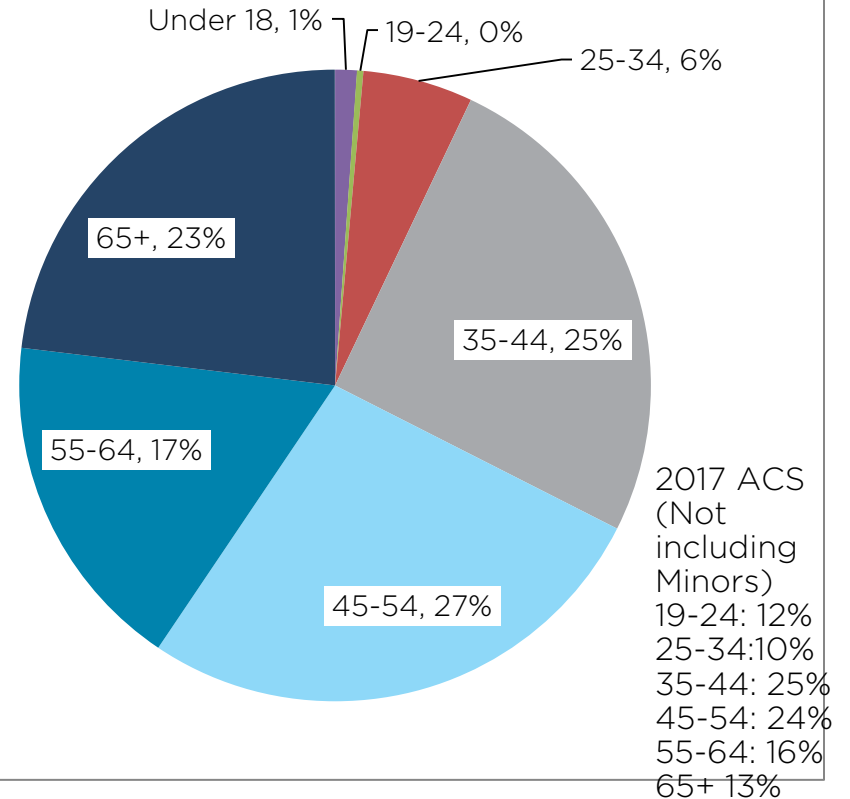
Years Will Live in Highland



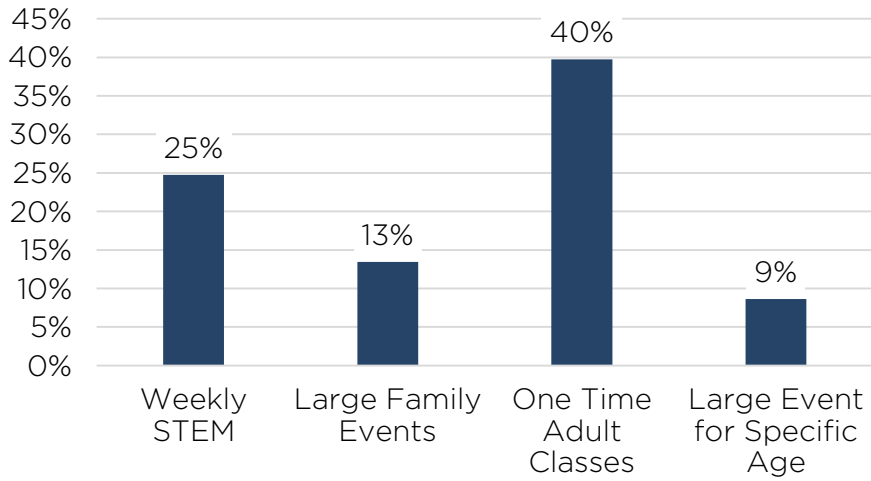
Minors Living at Home



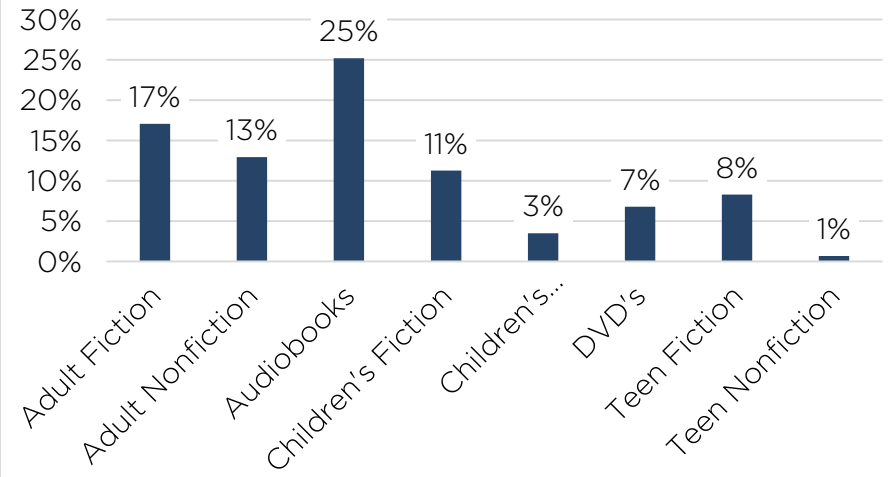
Age Distribution



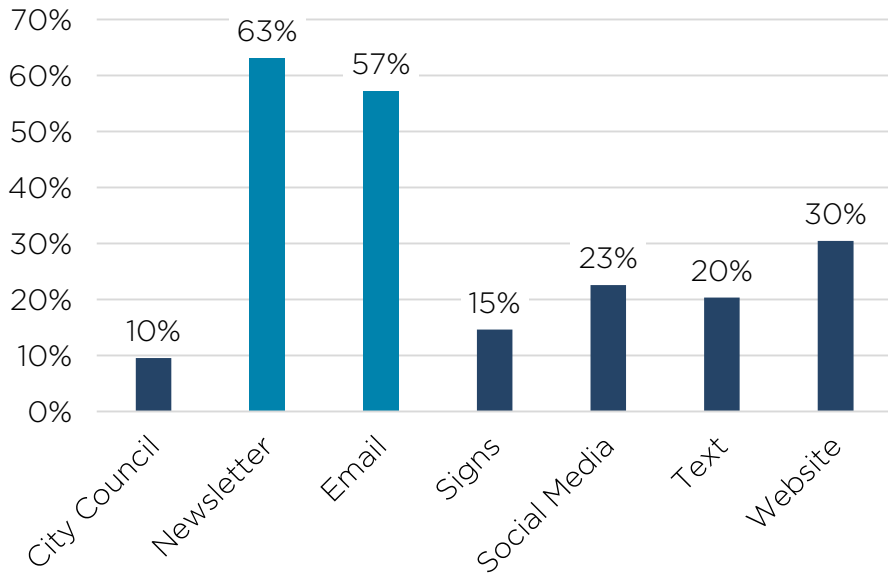
Library Programs



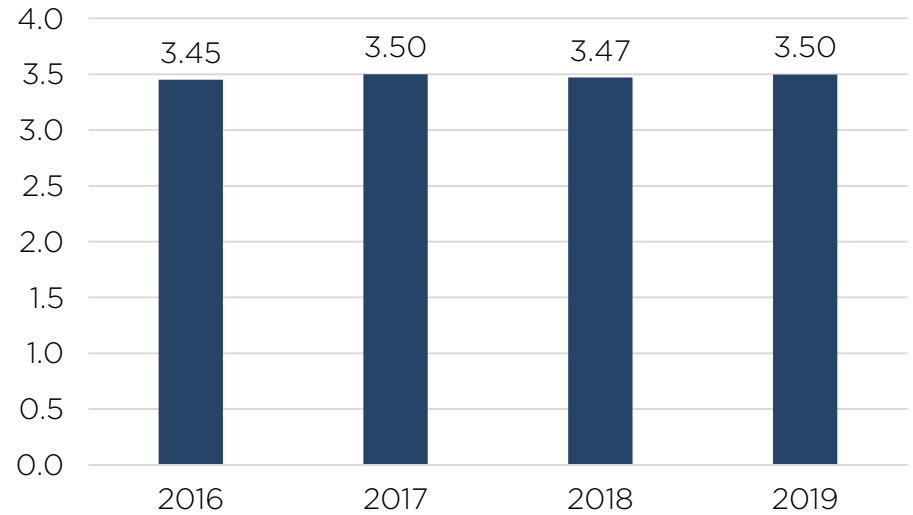
More Library Materials



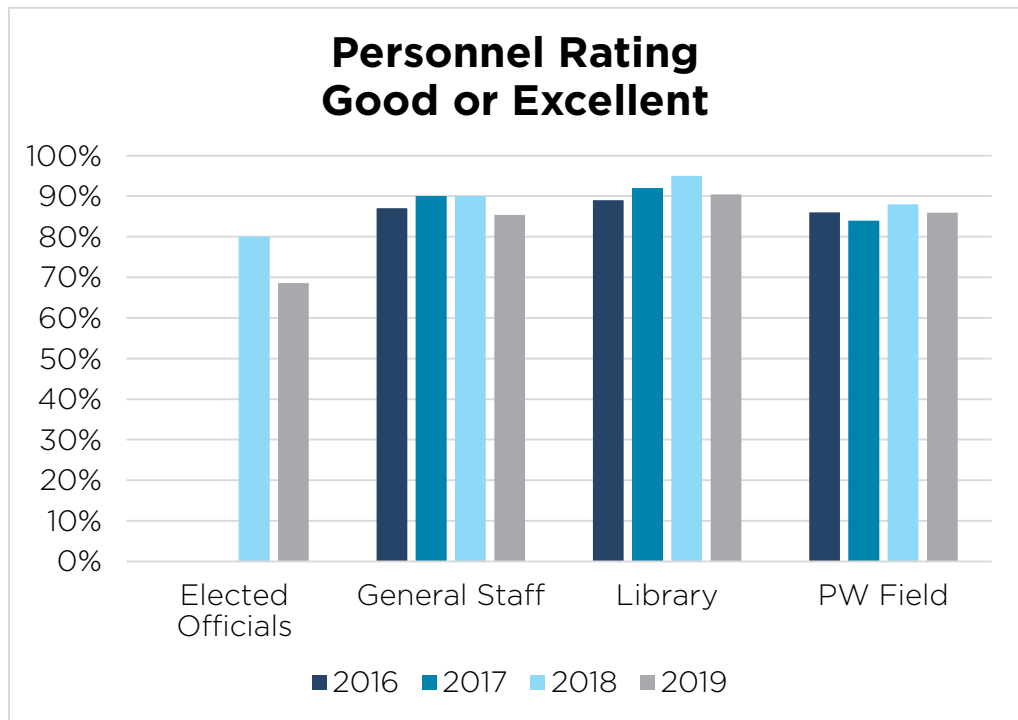
Preferred Information Sources



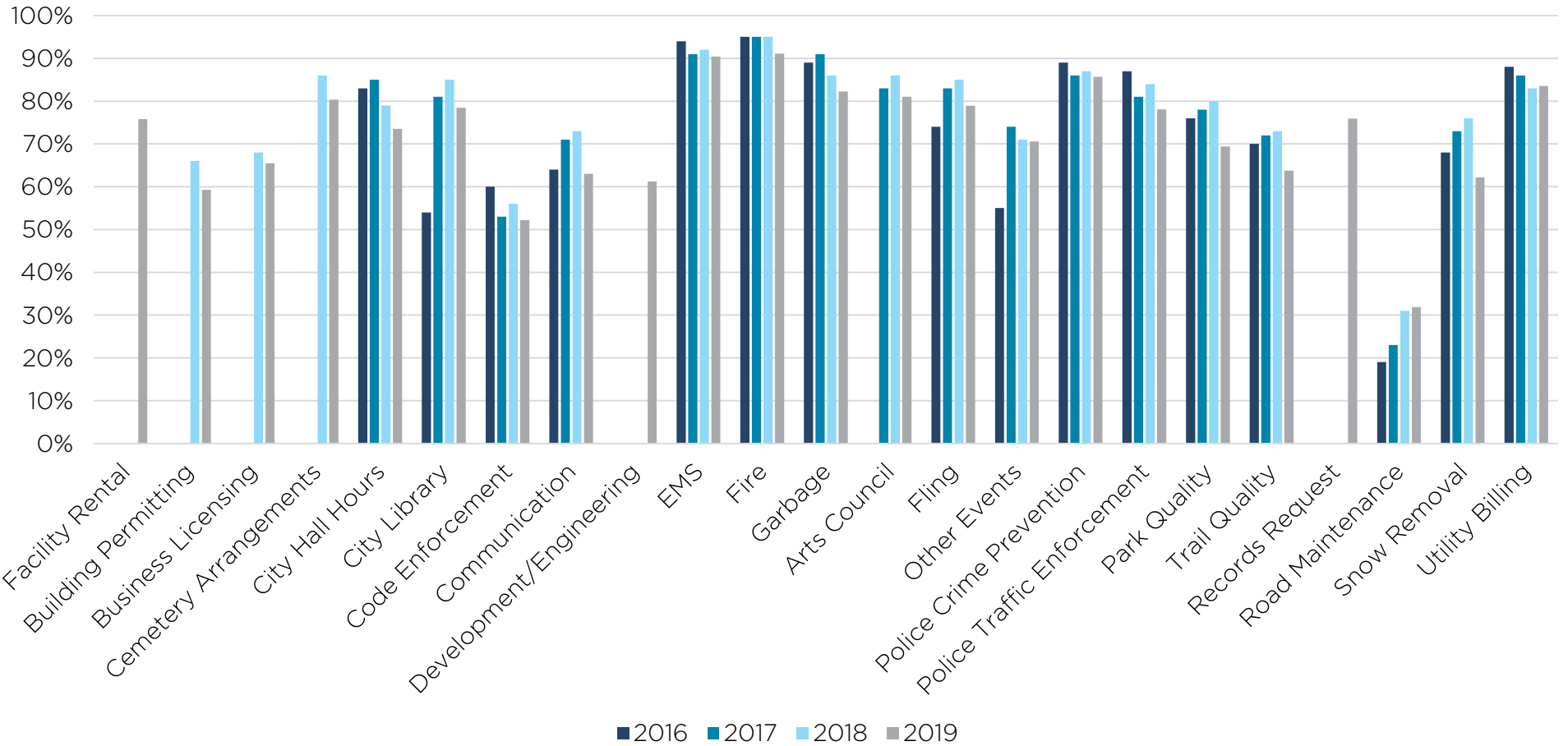
Quality of Life



	2016	2017	2018	2019	18-19 Change
Elected Officials	--	--	80%	69%	-11%
General Staff	87%	90%	90%	85%	-5%
Library	89%	92%	95%	90%	-5%
PW Field	86%	84%	88%	86%	-2%

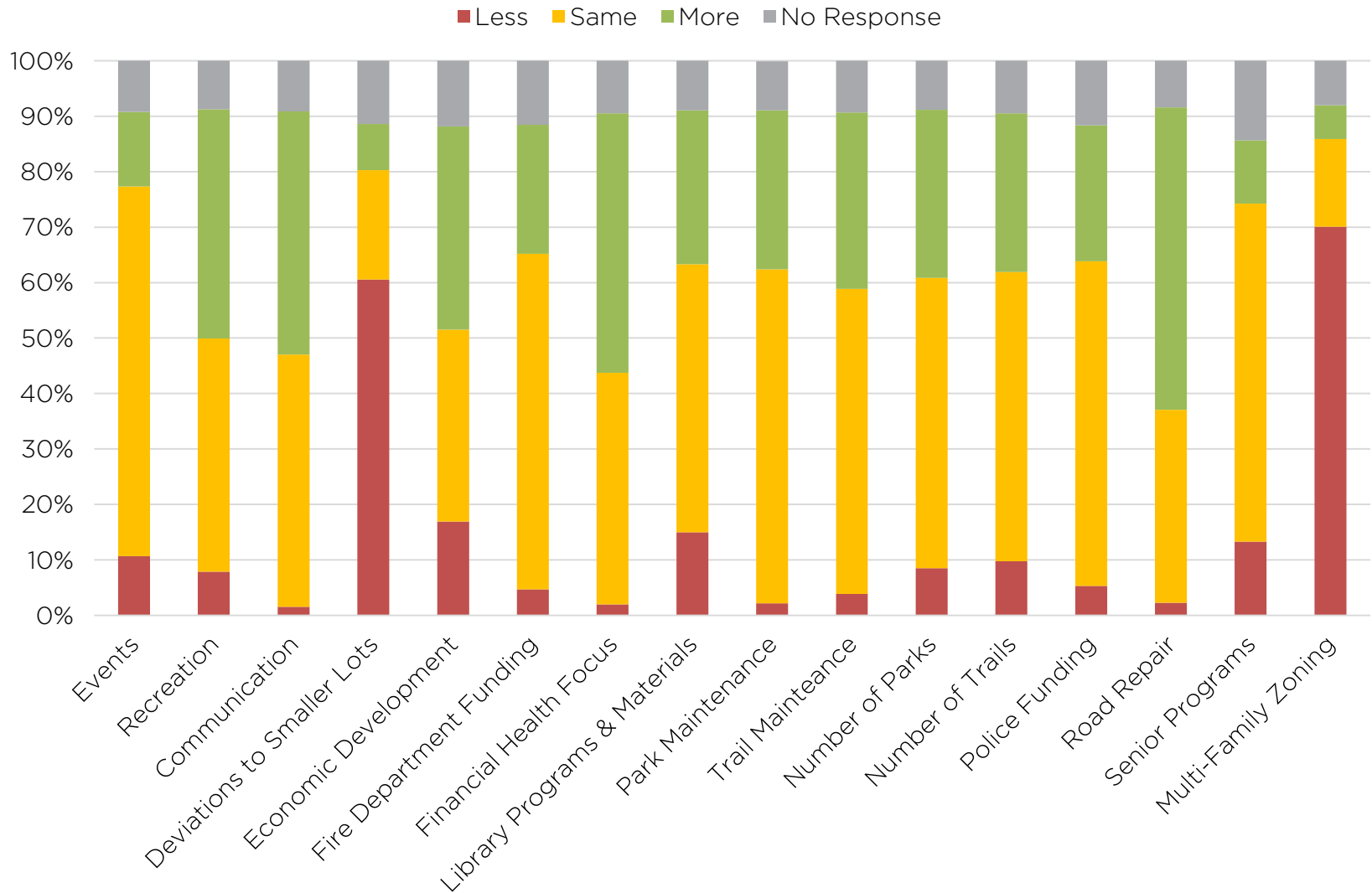


Service Rating

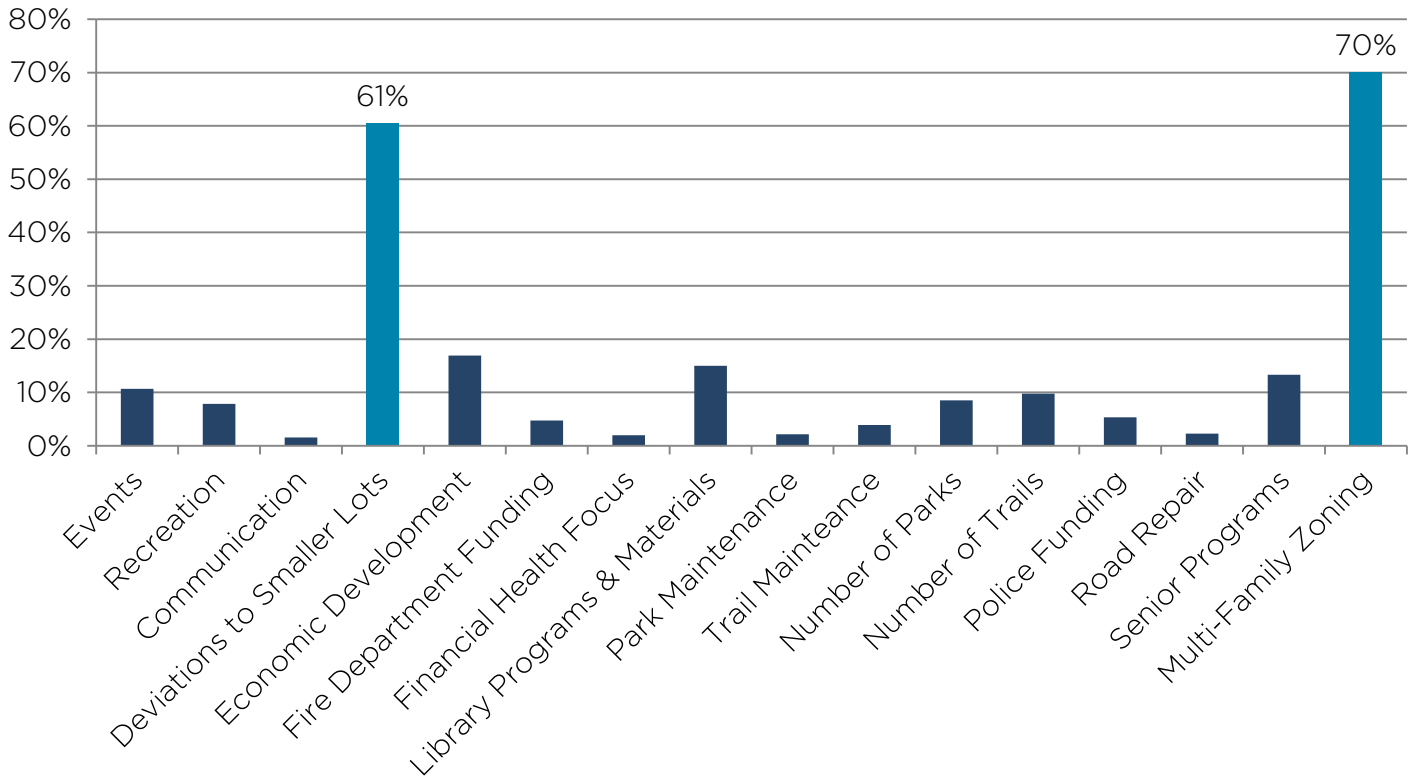


Service Level Ratings - Good or Excellent					
	2016	2017	2018	2019	18-19 Change
Facility Rental	--	--	--	76%	
Building Permitting	--	--	66%	59%	-7%
Business Licensing	--	--	68%	65%	-3%
Cemetery Arrangements	--	--	86%	80%	-6%
City Hall Hours	83%	85%	79%	74%	-5%
City Library	54%	81%	85%	78%	-7%
Code Enforcement	60%	53%	56%	52%	-4%
Communication	64%	71%	73%	63%	-10%
Development/Engineering	--	--	--	61%	
EMS	94%	91%	92%	90%	-2%
Fire Services	95%	95%	95%	91%	-4%
Garbage	89%	91%	86%	82%	-4%
Arts Council	--	83%	86%	81%	-5%
Fling	74%	83%	85%	79%	-6%
Other Events	55%	74%	71%	71%	0%
Police Crime Prevention	89%	86%	87%	86%	-1%
Police Traffic Enforcement	87%	81%	84%	78%	-6%
Park Quality	76%	78%	80%	69%	-11%
Trail Quality	70%	72%	73%	64%	-9%
Records Request	--	--	--	76%	
Road Maintenance	19%	23%	31%	32%	1%
Snow Removal	68%	73%	76%	62%	-14%
Utility Billing	88%	86%	83%	84%	1%

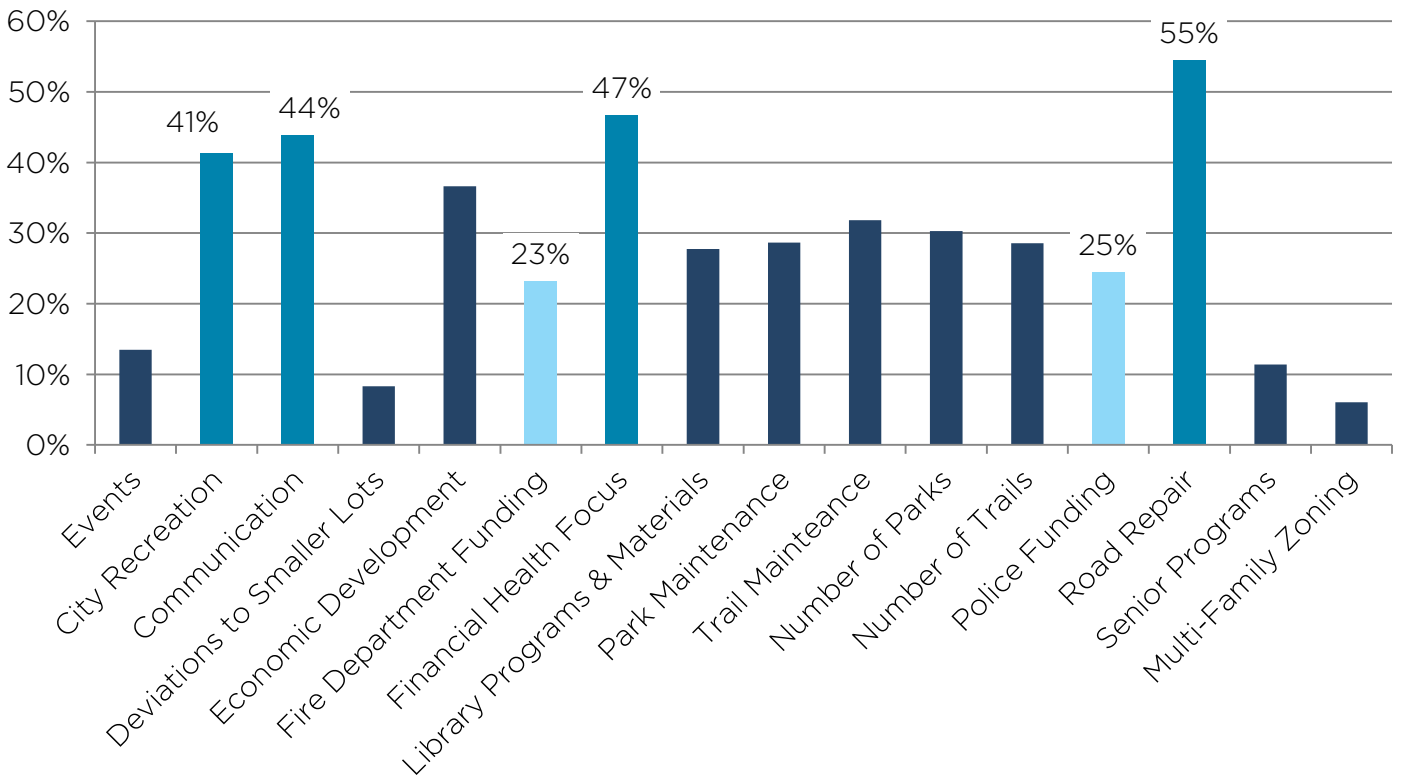
Level of Focus



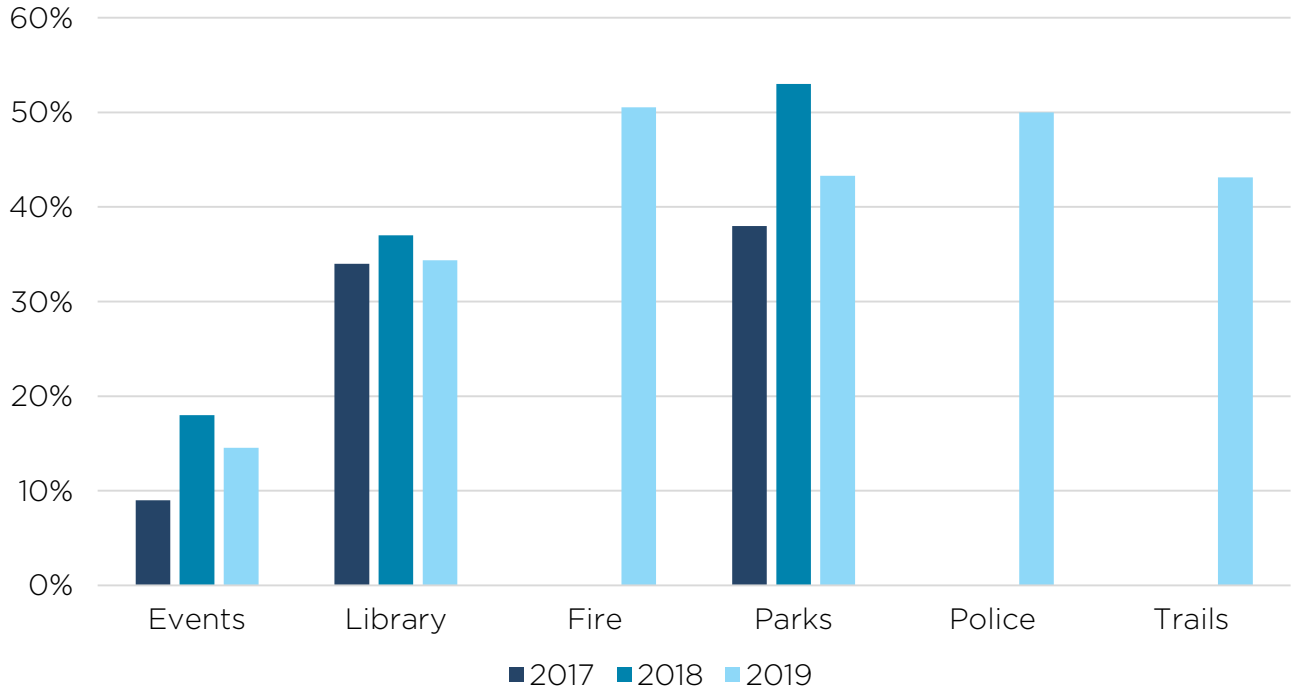
Less Focus



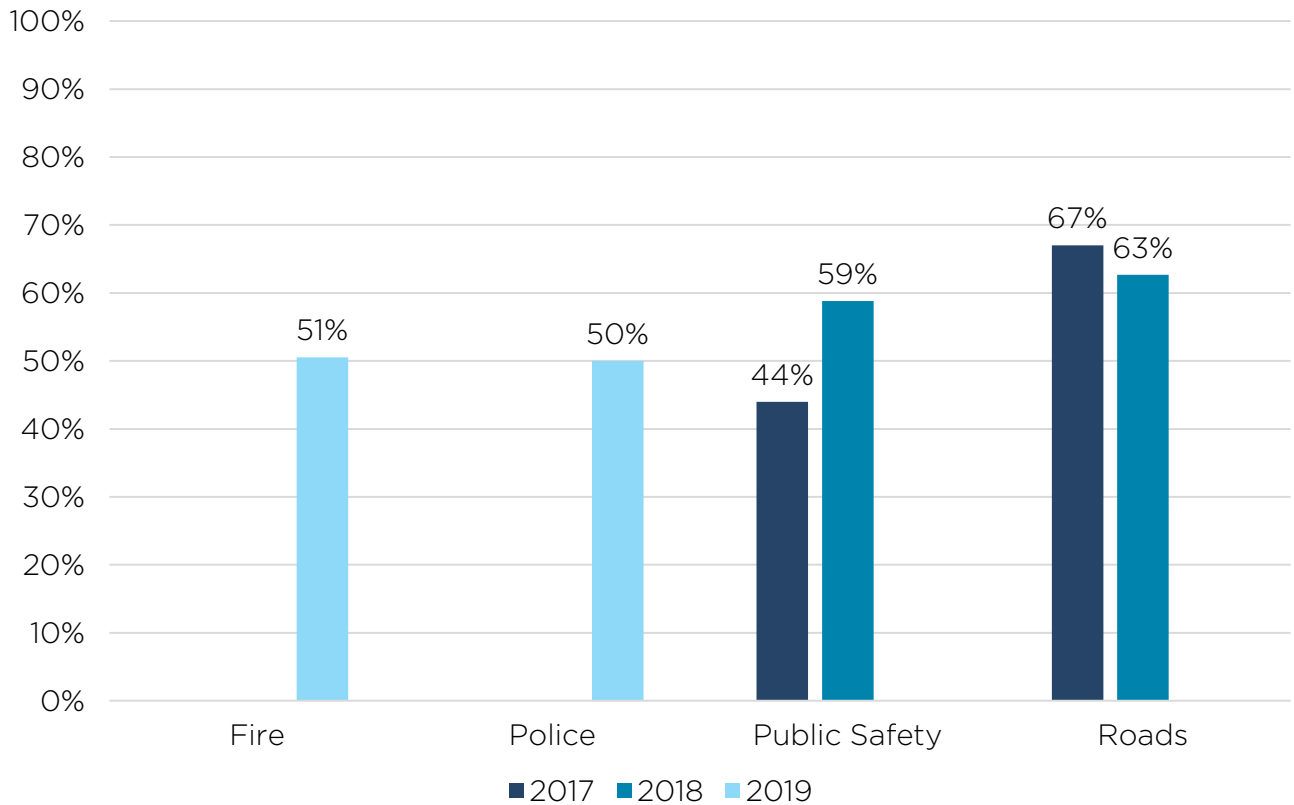
More Focus



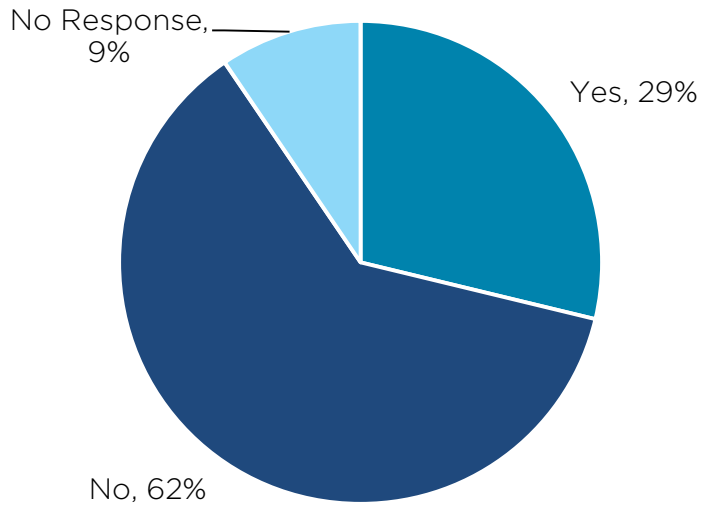
Funding Support - Likely or Very Likely



Funding Support - Deeper Dive



Large Sports Tournaments in Highland



More Recreation Elements

