



Town of Highland Park, Texas
TOWN COUNCIL STUDY SESSION
AGENDA

8:00 AM
September 2, 2025

4700 Drexel Drive Highland Park, TX 75205
Executive Conference Room, Second Floor

I. CALL TO ORDER

II. PUBLIC COMMENT

This portion of the agenda is the public's opportunity to address the Town Council about any item listed on the agenda, except public hearings. Comments related to public hearings will be heard when the specific hearing begins. Public comments are limited to three (3) minutes per speaker, unless otherwise required by law. Per the Texas Open Meetings Act, the Town Council is not permitted to take action on or discuss any item not listed on the agenda. Items suggested for action may be placed on a future agenda at the Town Council's sole discretion.

III. FUTURE AGENDA DISCUSSION

- A. Review, discuss, and consider the opportunity for a Town Council Member to request an item to be placed on a future Town Council Meeting agenda.
- B. Review and discuss proposed amendments to the Fiscal Year 2024-25 Adopted Budget.

IV. REPORTS

- A. Review and discuss the 2025 Town of Highland Park Community Survey results.

V. ADJOURNMENT

Any item on this posted agenda could be discussed in closed session as long as it is within one of the permitted categories under Sections 551.071 through 551.076 and 551.087 of the Texas Government Code.

A member of the public may address the governing body regarding an item on the agenda either before or during the body's consideration of the item, upon being recognized by the presiding officer or the consent of the body.

SPECIAL ACCOMMODATIONS FOR TOWN COUNCIL MEETINGS: Let us know if you need special assistance of any kind.

Please contact the Town of Highland Park Administrative staff at (214) 521-4161 from 7:30 a.m. - 4:30 p.m., Monday through Friday.



**Town of Highland Park
Town Council Study Session
Tuesday, September 2, 2025**

Item Coversheet

Review, discuss, and consider the opportunity for a Town Council Member to request an item to be placed on a future Town Council Meeting agenda.

PRESENTED BY:

BACKGROUND:

RECOMMENDATION

FINANCIAL IMPACT

ATTACHMENTS

None



**Town of Highland Park
Town Council Study Session
Tuesday, September 2, 2025**

Item Coversheet

Review and discuss proposed amendments to the Fiscal Year 2024-25 Adopted Budget.

PRESENTED BY: John Samford, Director of Finance

BACKGROUND:

The Town Council adopted the Fiscal Year 2024–25 budget (“FY25 Budget”) on September 3, 2024. Since that time, Town staff have identified a series of recommended amendments for the Town Council's consideration, as summarized in the narrative below.

General Fund

1. Increase in appropriations within the Community Development Department in the amount of \$276,000.00 for zoning consulting services.

Funding Source: Recognition (increase) in estimated surplus in the current fiscal year General Fund sales tax revenue in the amount of \$276,000.00.

2. Transfer of surplus Fiscal Year 2023-24 fund balance from the General Fund to the Capital Projects Fund in the amount of \$4,000,000.00.

Funding Source: Surplus General Fund Balance - By policy, operating surplus (revenues less expenditures less encumbrances) over the required minimum fund balance shall be transferred, by Town Council action, from the General Fund to the Capital Projects Fund.

3. Increase in appropriations for personnel services costs in the Administration Department in the amount of \$55,000.00.

Funding Source: Re-allocation (reduction) of estimated personnel services cost savings from the Public Safety (\$24,500.00), Community Development (\$20,000.00), and the Information Technology (\$10,500.00) departments.

4. Increase in appropriations for higher-than-anticipated prosecution services expenditures within the Municipal Court Department in the amount of \$22,500.00.

Funding Source: Recognition of estimated surplus in current fiscal year General Fund sales tax revenue in the amount of \$22,500.00.

The overall impact on the General Fund is a net decrease totaling \$4,000,000.00.

Capital Projects Fund

1. Transfer of surplus Fiscal Year 2023-24 General Fund balance to the Capital Projects Fund from the General Fund in the amount of \$4,000,000.00.

Funding Source: Surplus General Fund Balance - By policy, operating surplus (revenues less expenditures less encumbrances) over the required minimum fund balance shall be transferred, by Council action, from the General Fund to the Capital Projects Fund.

The overall impact to the Capital Projects Fund is an increase totaling \$4,000,000.00.

Utility Fund

1. Increase in appropriations within the Water Department in the amount of \$125,000.00 for higher than anticipated water purchase expenditure.

Each year, staff estimates the annual purchase cost of treated water from the Dallas County Park Cities Municipal Utility District, which fluctuates based on demand and weather conditions.

Funding Source: Recognition (increase) in water sales revenue in the amount of \$125,000.00.

2. Increase in appropriations within the Water Department in the amount of \$19,000.00 for utility vehicle damage repair expenditures.

In the prior fiscal year, a utility vehicle was in an accident, resulting in approximately \$19,000.00 in damage. The expenditures incurred to repair the utility vehicle were paid for in the current fiscal year; however, the insurance proceeds from the insurance claim, less deductible, were received in the prior fiscal year.

Funding Source: Use of available Utility Fund balance in the amount of \$19,000.00.

The overall impact on the Utility Fund is a net decrease totaling \$19,000.00.

Building Maintenance & Investment Fund

1. Increase in appropriations within the Municipal Building Department in the amount of \$36,600.00 for unanticipated expenditures associated with facility and furniture maintenance and repair.

Funding Source: Use of available Building Maintenance & Investment Fund balance in the amount of \$36,600.00.

The overall impact on the Building Maintenance & Investment Fund is a net decrease totaling \$36,600.00.

Reserve Fund

1. Increase in appropriations in the amount of \$18,800.00 and increase in rental of Town property revenue in the amount of \$7,900.00, representing the final financial activity associated with the Westside Court apartment complex located at 5000 Holland Avenue. The apartment complex is in the process of being demolished to prepare the property for municipal use.

Funding Source: Use of available Reserve Fund balance in the amount of \$10,900.00 for the current year's net operating loss.

The overall impact to the Reserve Fund is a net decrease totaling \$10,900.00.

Summary

Total Combined Increase in Revenue and Transfer In:	\$ 4,431,400.00
Total Combined Increase in Appropriations (Expenditures and Transfer Out):	<u>\$ 4,497,900.00</u>
Total Combined Net Decrease in Fund Balances:	\$ 66,500.00

RECOMMENDATION

This item is presented solely for discussion purposes and will be placed on the agenda of a future Town Council meeting for Town Council consideration.

FINANCIAL IMPACT

There is no financial impact associated with this agenda item as it is presented solely for discussion purposes.

ATTACHMENTS

None



**Town of Highland Park
Town Council Study Session
Tuesday, September 2, 2025**

Item Coversheet

Review and discuss the 2025 Town of Highland Park Community Survey results.

PRESENTED BY: Chelsey Gordon, Director of Policy Development and Strategic Initiatives

BACKGROUND:

As part of the Town's strategic planning process, a community survey was proposed to solicit feedback from residents regarding long-term goals and priorities that can affect nearly every aspect of the community, including public safety, parks and recreation, public works, community development, code enforcement, the library, and more.

In May 2025, the Town engaged the ETC Institute to conduct this community survey. The ETC Institute is a nationally recognized firm specializing in municipal research and has conducted the most recent community surveys for University Park and Dallas, as well as numerous communities across Texas and the US. Throughout the month of June, survey questions were drafted that focused on the satisfaction levels of all major Town services categories, as well as potential new initiatives and community priorities. At the beginning of July, the survey was mailed to each household within Highland Park along with a prepaid envelope for easy return. The survey was also made available online and published on the Town's website.

The survey was publicized through Bluezone News, flyers at Town Hall, the Library, the Swimming Pool, and the Park Cities 4th of July event, as well as posted by a local Park Cities podcaster via Instagram. ETC Institute also utilized targeted social media ads to encourage local residents to participate.

The survey, which ran from July to the middle of August, received a total of 487 responses, far exceeding the goal of 300 responses. The ETC Institute has compiled all responses and analyzed aggregate results in the attached report. For residents' privacy, all individual responses will remain confidential.

Overall results show 99% of residents are satisfied with Highland Park as a place to live and their overall quality of life in town. Residents felt that the top three issues facing Highland Park over the next five years were 1) cut-through traffic and congestion, 2) encroachment of urban development adjacent to Highland Park, and 3) historic and/or architecturally significant home demolitions and redevelopment.

Jason Morado of the ETC Institute will present a detailed review of the survey results and will be available for questions and discussion with the Town Council.

Additionally, these survey results will provide a framework for The Mejorando Group to initiate community conversations as part of its overall strategic planning process.

RECOMMENDATION

No recommendation, presentation only.

FINANCIAL IMPACT

None.

ATTACHMENTS

Combined 2025 HP Community Survey Results

2025 Town of Highland Park Community Survey

Findings Report

August 2025

HIGHLAND PARK TOWN HALL
4700 DREXEL DRIVE



ETC

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Executive Summary

2025 Highland Park Community Survey

Executive Summary



Purpose

During the summer of 2025, ETC Institute administered a community survey for the town of Highland Park. The purpose of the survey was to assist Town leaders in planning and investment decisions.

Methodology

The eight-page survey, cover letter and postage-paid return envelope were mailed to households in Highland Park. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. At the end of the online survey, residents were asked to enter their home address; this was done to ensure that only responses from residents who were part of the random sample were included in the final survey database. After the surveys were mailed, residents who received the survey were contacted to encourage participation.

The goal was to receive 300 completed surveys. This goal was far exceeded, with 487 households completing the survey. The results for 487 households have a 95% level of confidence with a precision of at least $\pm 4.1\%$.

The percentage of “don’t know” responses has been excluded from many of the graphs and the benchmarking data shown in this report to facilitate valid comparisons between Town services. Since the number of “don’t know” responses often reflects the utilization and awareness of Town services, the percentage of “don’t know” responses has been provided in the tabular data section of this report.

This report contains the following:

- executive summary of the methodology and major findings (Section 1)
- charts depicting the overall results of the survey (Section 2)
- benchmarking analysis that shows how the survey results compare to the U.S. average and the Texas average (Section 3)
- Importance-Satisfaction analysis that shows priorities for investment (Section 4)
- tabular data for all questions on the survey (Section 5)
- a copy of the survey instrument (Section 6)

2025 Highland Park Community Survey

Executive Summary



Major Findings

Major Categories of Town Services. Respondents were asked to rate their level of satisfaction with 12 major categories of Town services. Respondents were most satisfied (rating “satisfied” or “very satisfied”) with the overall quality of police, fire, and EMS (100%), 9-1-1 services (99%), customer service from Town employees (96%), Town parks and green spaces (96%), and the public library (96%). The five services respondents think its most important for the town to provide are quality fire, police, and EMS (90%), maintenance of Town streets, sidewalks, and alleys (72%), and 9-1-1 services (62%). The “Importance-Satisfaction” analysis (Section 4) identified traffic flow/congestion management, and residential waste services as “high priorities.”

Perceptions of Town. Respondents were asked to rate their level of satisfaction with 13 aspects of life in Highland Park. The three items respondents felt most satisfied with (rating “satisfied” or “very satisfied”) were Highland Park as a place to live (99%), their overall quality of life (99%), the overall appearance of Highland Park (98%), and as a place to raise children (98%).

Public Safety. Regarding feeling of safety, respondents felt most safe (rating “safe” or “very safe”) in their neighborhood during the day (99%) and overall in the town (99%). The public safety items respondents felt most satisfied with (rating “satisfied” or “very satisfied”) were overall quality of police response times (99%), overall quality of fire protection services (99%), and overall quality of fire emergency response times (99%). The three items respondents thought were most important for the Town to provide were efforts to prevent serious crimes (45%), visibility of public safety in neighborhoods (34%), and quality police services (33%).

Town Hall/Building Maintenance. Respondents were most satisfied (rating “satisfied” or “very satisfied”) with the maintenance/condition/cleanliness of Town Hall (98%), accessibility (97%), and quality of council chambers/municipal court facilities (96%).

Parks and Recreation. The three aspects of parks and recreation that respondents are most satisfied with (rating “satisfied” or “very satisfied”) are maintenance/condition/cleanliness of decorative fountains (96%), landscape/maintenance/condition/cleanliness of Town parks (96%), and the maintenance/condition/cleanliness of Fairfax Park athletic fields (94%). The three parks and recreation services respondents find most important are landscape/maintenance/condition/cleanliness of Town parks (76%), maintenance/condition/cleanliness of ponds/lakes/greenways, and amenities in Town parks (27%).

Sanitation and Recycling. The three aspects of sanitation/recycling respondents feel most satisfied with (rating “satisfied” or “very satisfied”) are frequency of sanitation and recycling services (98%), residential garbage/recycling collection services (98%), and brush/yard waste collection services (97%). The two services most important to respondents are garbage/recycling collection (78%) and brush/yard waste collection (34%).

2025 Highland Park Community Survey

Executive Summary



Roadways/Public Works/Engineering and Transportation. The roadways/public works/engineering items respondents feel most satisfied with (rating “satisfied” or “very satisfied”) are overall cleanliness of streets (93%), emergency debris pick-up (92%), and maintenance of traffic signals (92%). The three services most important for the Town to provide are maintenance of streets (77%), maintenance of sidewalks (52%), and ability to manage and convey storm water (20%). The “Importance-Satisfaction” analysis (Section 4) identified maintenance of sidewalks and streets as “high priorities.” Four percent (4%) of respondents say they utilize DART services.

Utilities. Respondents were most satisfied (rating “satisfied” or “very satisfied”) with the timeliness of water/service line break repairs (92%), water pressure (89%), and overall quality of water (89%). The two most important items for respondents are quality of water (78%) and water pressure (51%).

Community Development. Regarding community development, respondents feel most satisfied (rating “satisfied” or “very satisfied”) with permitted days/hours for residential construction (62%), appropriateness of Town’s zoning standards (59%), and promoting sound urban planning practices through ordinance development (59%). The three services most important for the Town to provide are new development/redevelopment in the Town (34%), maintenance/cleanliness of residential construction sites (25%), and regulation of residential construction vehicle parking (24%). The “Importance-Satisfaction” analysis (Section 4) identified regulation of residential construction vehicle parking, quality of new development/redevelopment, overall duration of construction projects, and maintenance/cleanliness of residential construction sites as “high priorities.”

Library System. Respondents are most satisfied (rating “satisfied” or “very satisfied”) with the library system in regards to the quality of space of the library facility (93%), hours of operation (92%), and quality of children’s events/classes/programs (91%). The three items most important for the Town to provide are quality space of the facilities (43%), quality and availability of library materials and resources (31%), and hours of operation (30%).

Town Communication. Respondents are most satisfied (rating “satisfied” or “very satisfied”) with Town communication in regards to the Town’s digital newsletter (86%), timeliness of information provided by the Town (83%), and quality/ease of use of the Town’s website (83%). The primary sources for information about Town issues/services/events are Bluezone emails (63%), the town website (42%), and word of mouth (40%). The three sources of information respondents most prefer to get information about the town are Bluezone emails (57%), town website (40%), and direct mail pieces (24%).

Customer Service. Fifty-nine percent (59%) of respondents report calling or visiting the Town with a question, problem, or complaint during the past year. Of these respondents, most (65%) communicated via phone call. These respondents also found contact with the person they needed to reach “very easy” (73%) or “somewhat easy” (20%). The department contacted by the highest percentage of respondents who had contacted the Town was public safety (51%).

2025 Highland Park Community Survey

Executive Summary



Improvements to Highland Park. When asked to select the three issues they believe will be the biggest issues facing Highland Park within the next five years, the highest percentage of respondents selected cut-through traffic and congestion (62%), encroachment of urban development adjacent to Highland Park (46%), and historic and/or architecturally significant home demolitions and redevelopment (46%). The three initiatives respondents most support (rating “very supportive”) are addressing problem intersections to increase safety and traffic flow (77%), implementing a micro transit system (56%), and purchasing property for the creation of additional parks and/or open spaces (53%). The items respondents think should receive the most emphasis over the next two years are addressing problem intersections to increase safety and traffic flow (52%) and implementing a micro transit system aimed at reducing construction and service workers on street parking (34%).

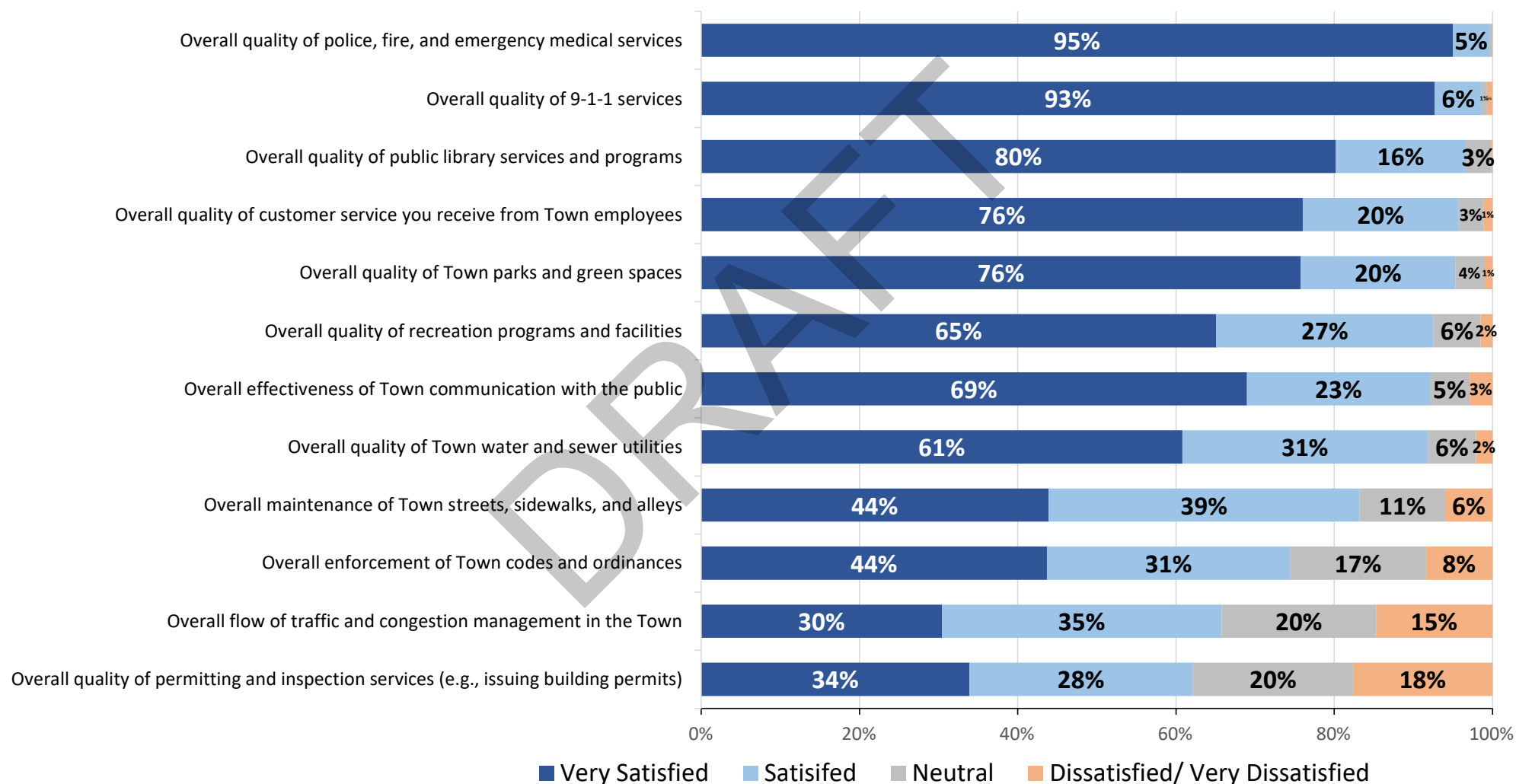
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Charts and Graphs

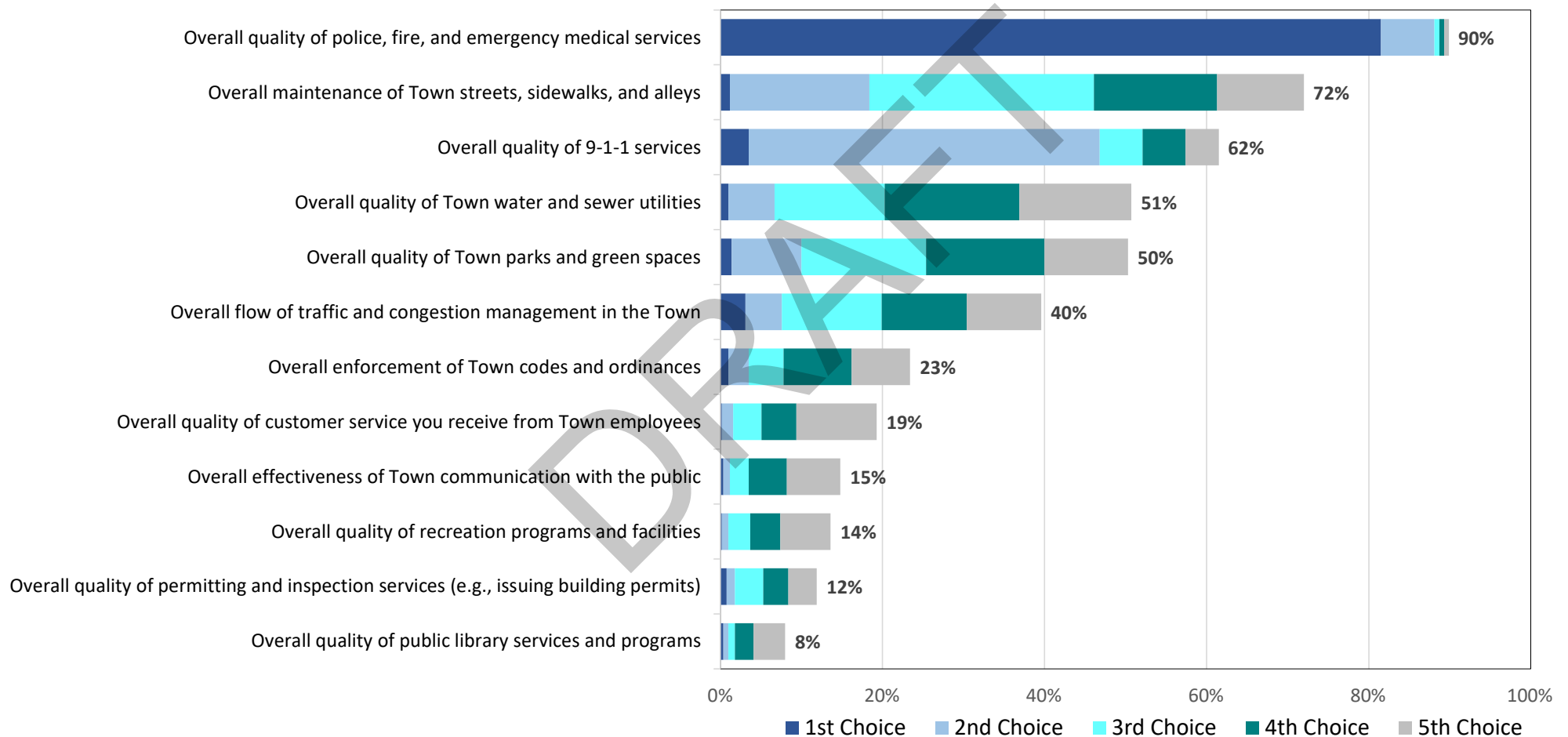
Q1. Satisfaction with Major Categories of Town Services

by percentage of respondents (excluding “don’t know”)



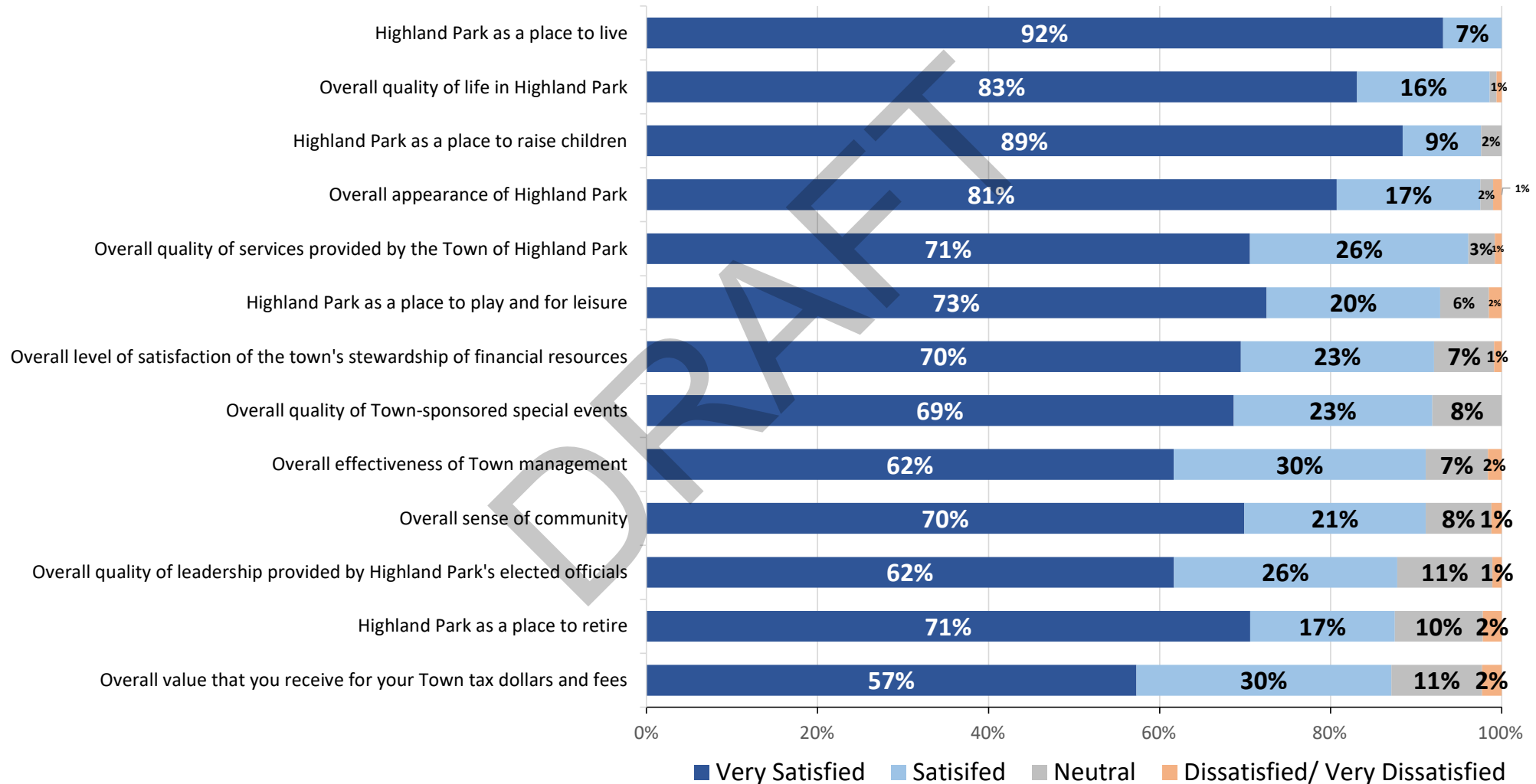
Q2. Which FIVE of the services listed in Question 1 do you think are MOST IMPORTANT for the Town to provide?

by percentage of respondents who selected the item as one of their top five choices



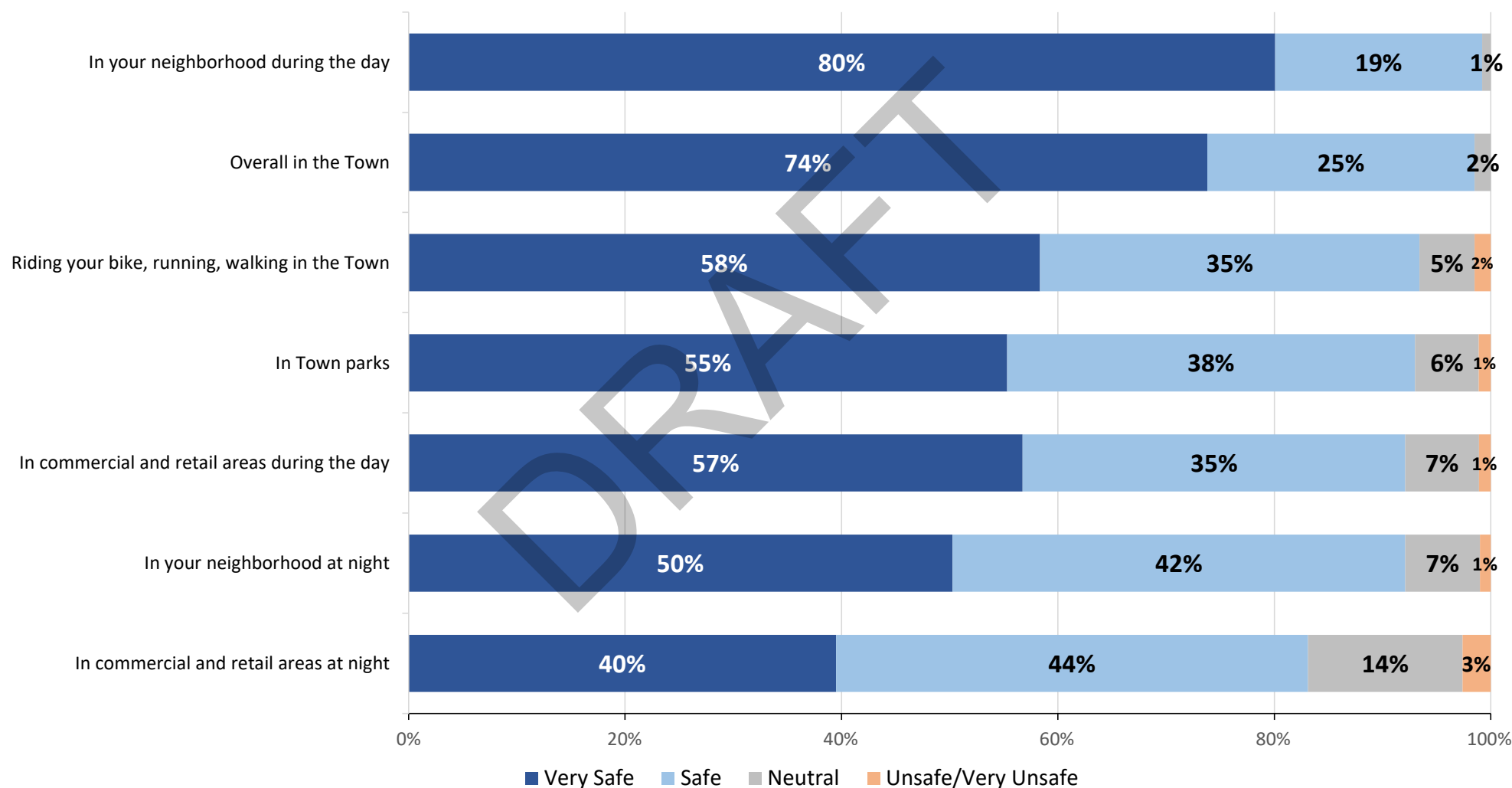
Q3. Perceptions of Town

by percentage of respondents (excluding “don’t know”)



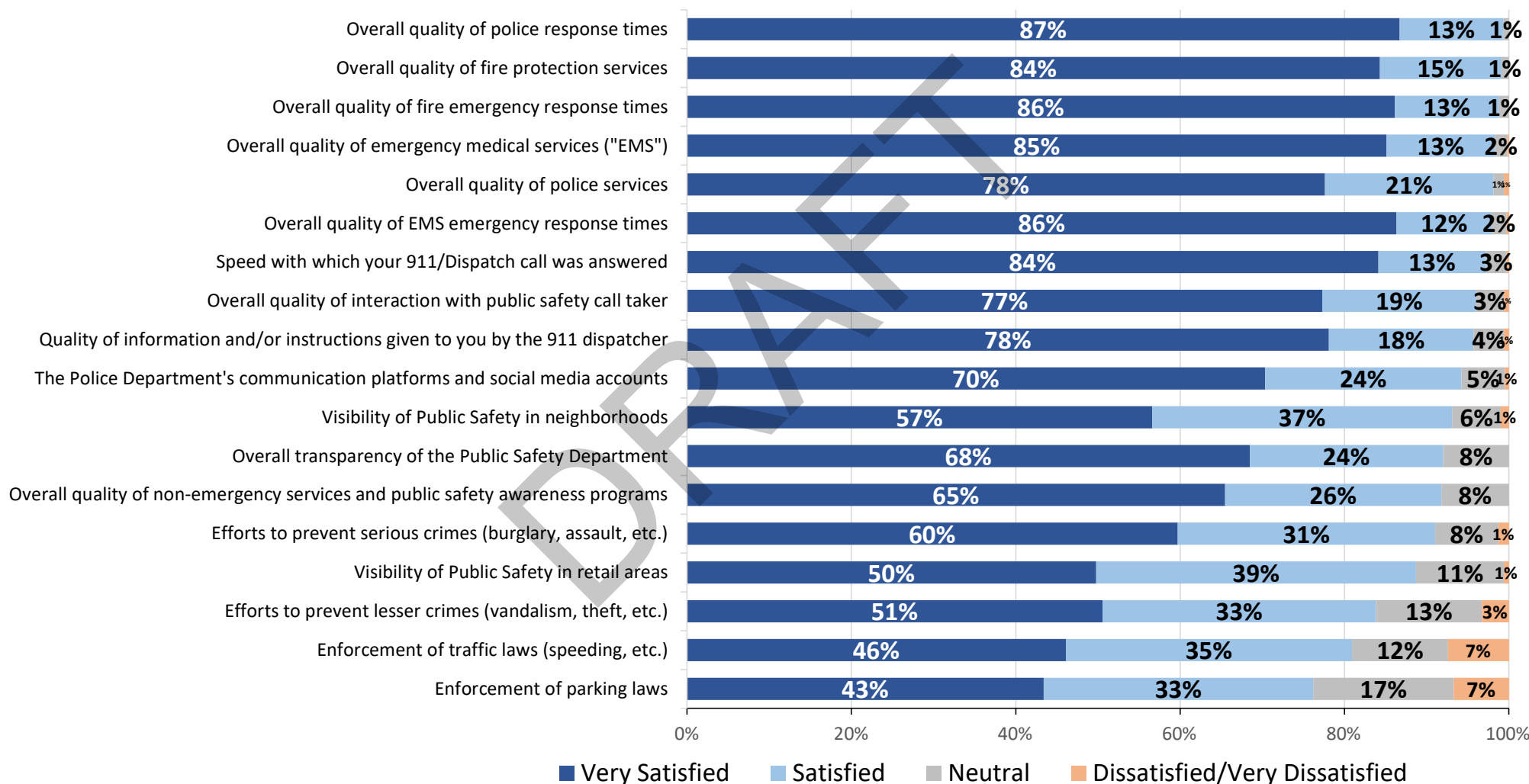
Q4. Rating Feeling of Safety

by percentage of respondents (excluding “don’t know”)



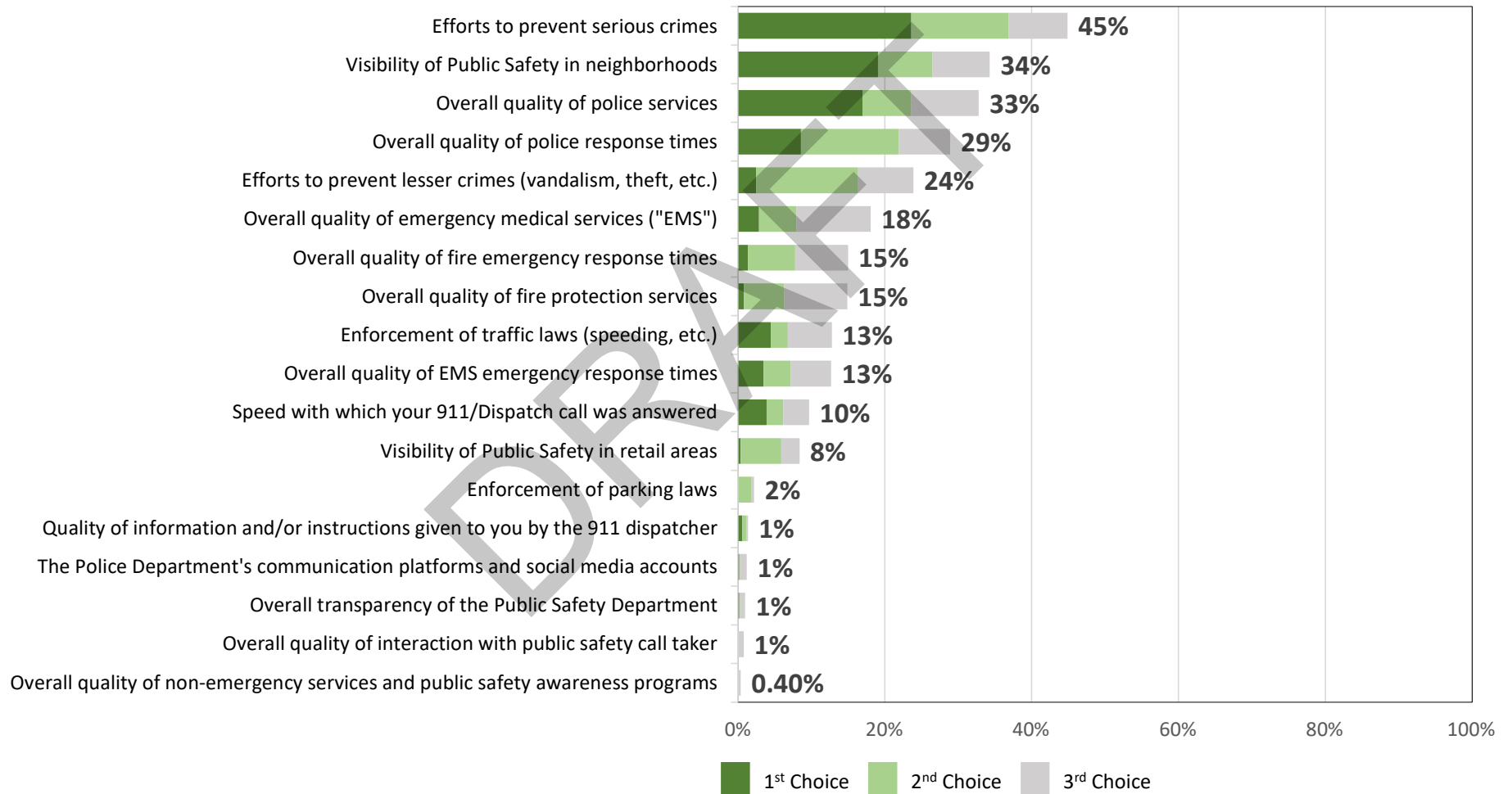
Q5. Satisfaction with Public Safety

by percentage of respondents (excluding “don’t know”)



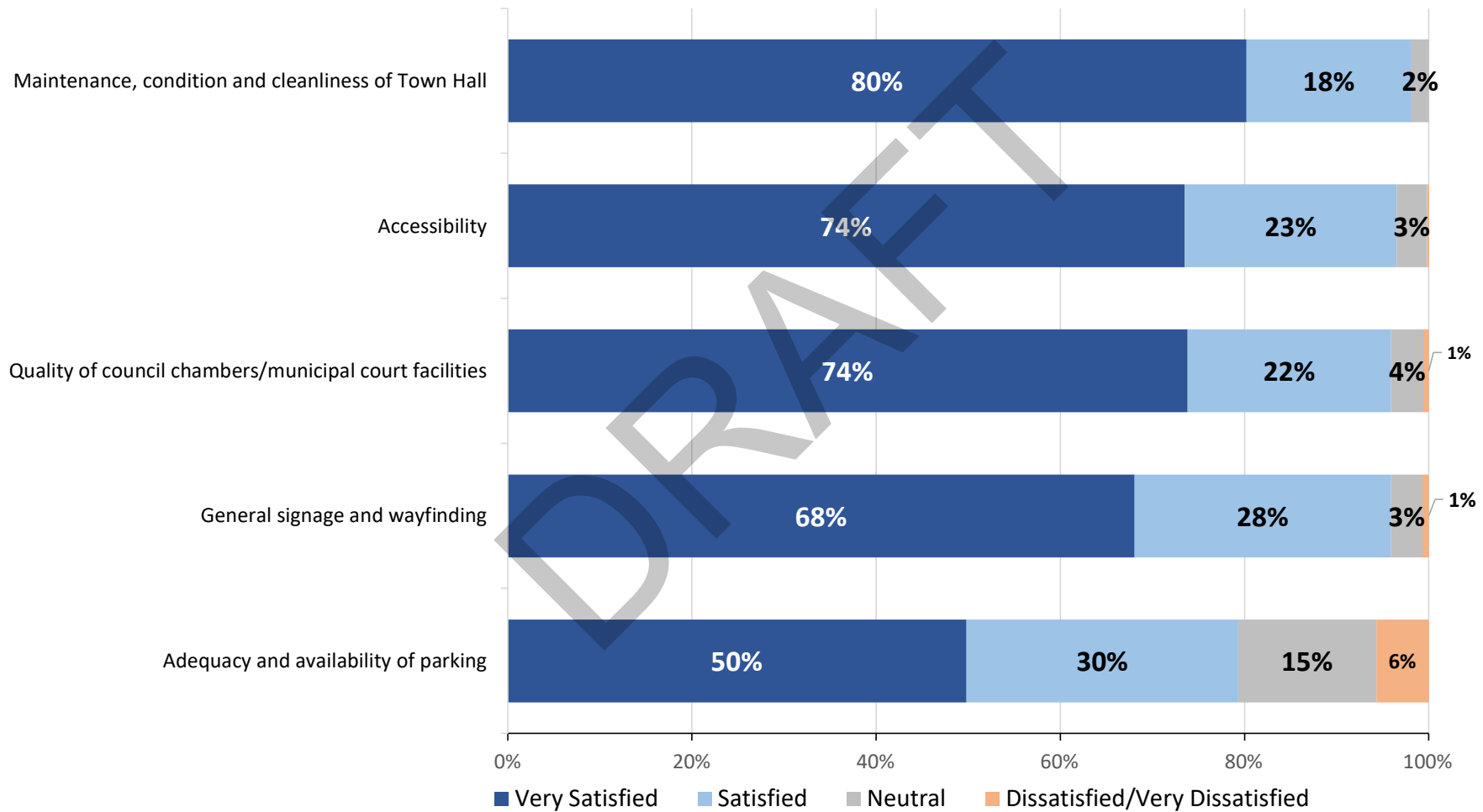
Q6. Which THREE of the Public Safety Department services listed in Question 5 do you think are MOST IMPORTANT for the Town to provide?

by percentage of respondents who selected the item as one of their top three choices

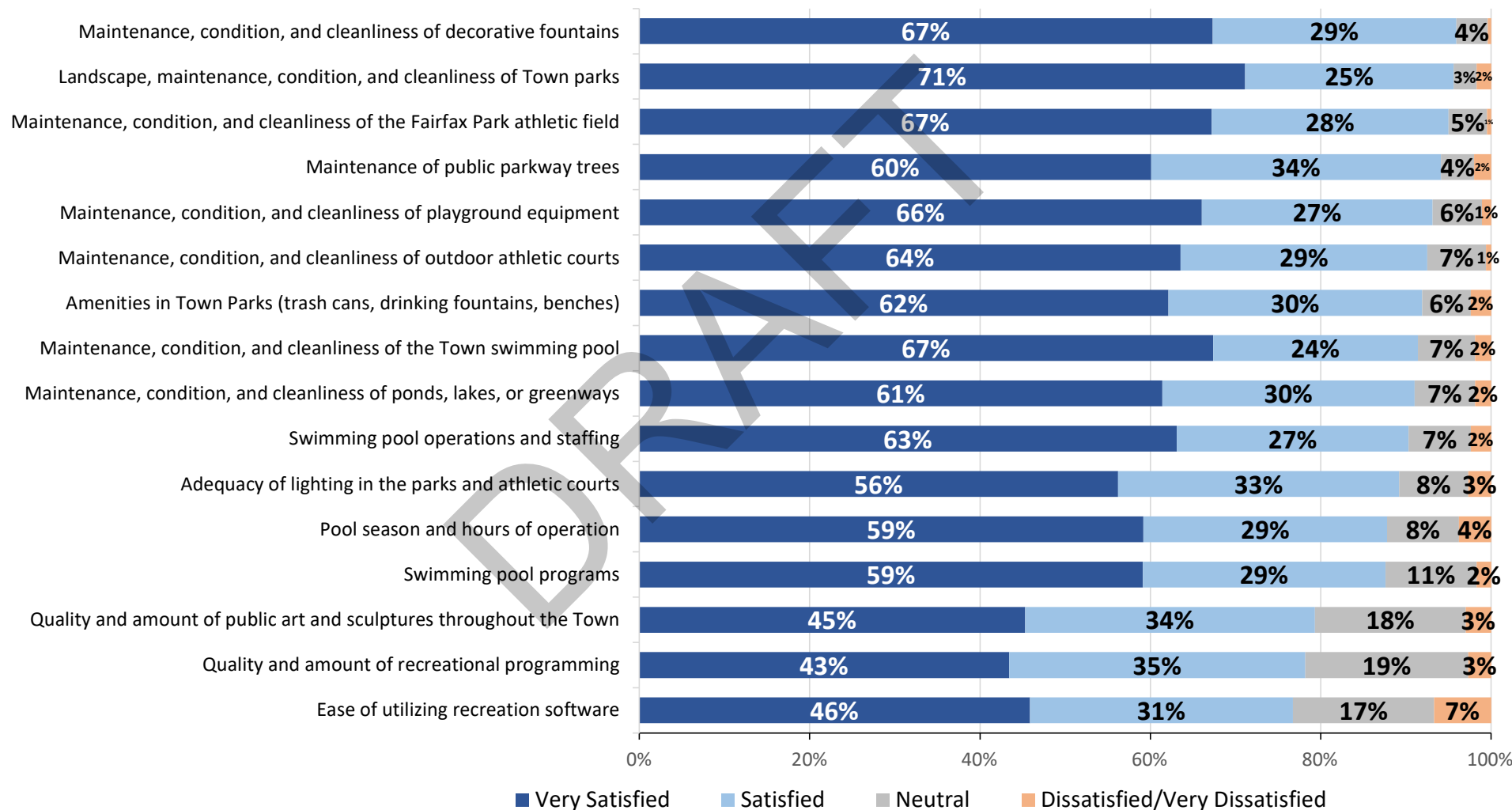


Q7. Satisfaction with Town Hall/Building Maintenance

by percentage of respondents (excluding “don’t know”)

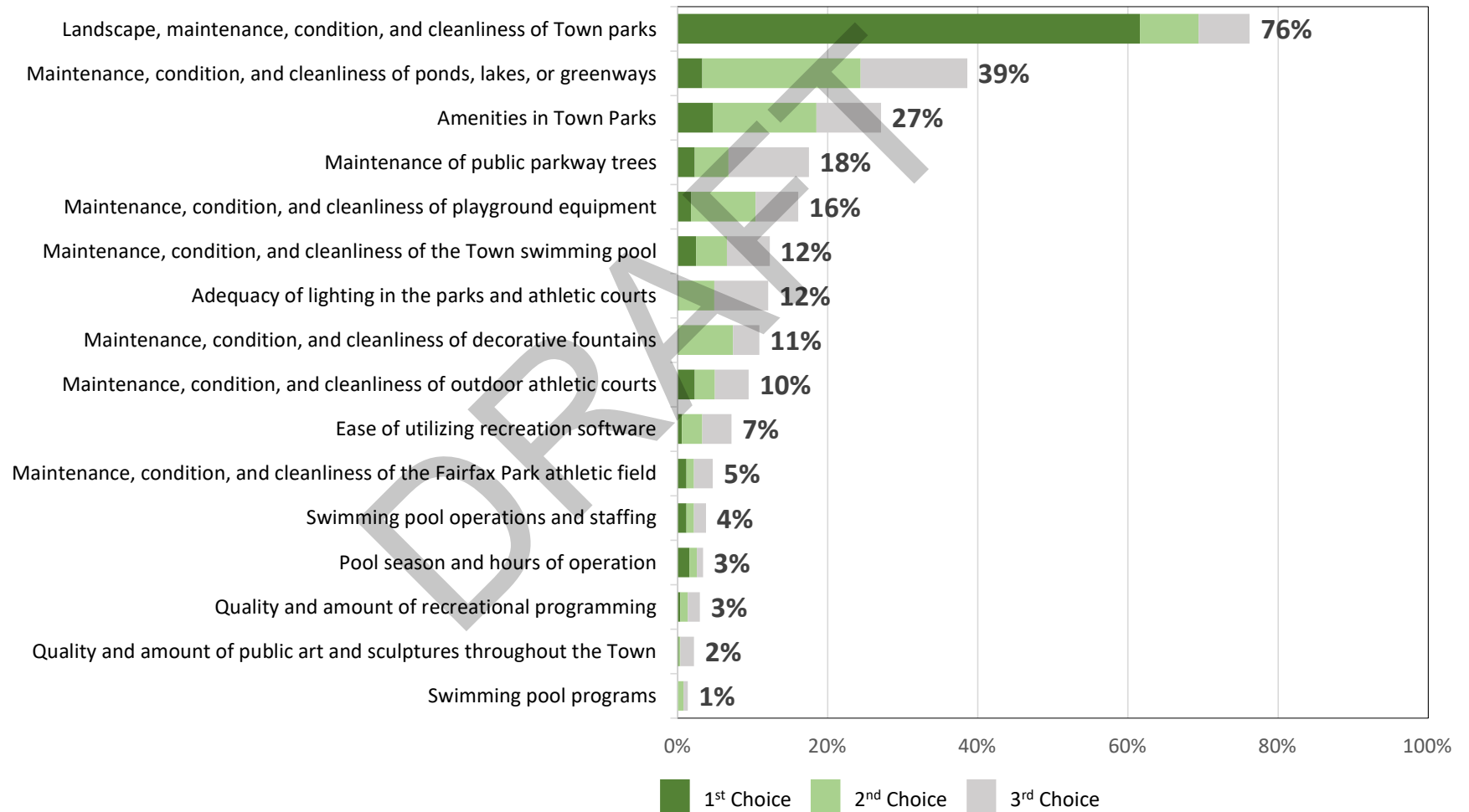


Q8. Satisfaction with Parks and Recreation by percentage of respondents (excluding “don’t know”)



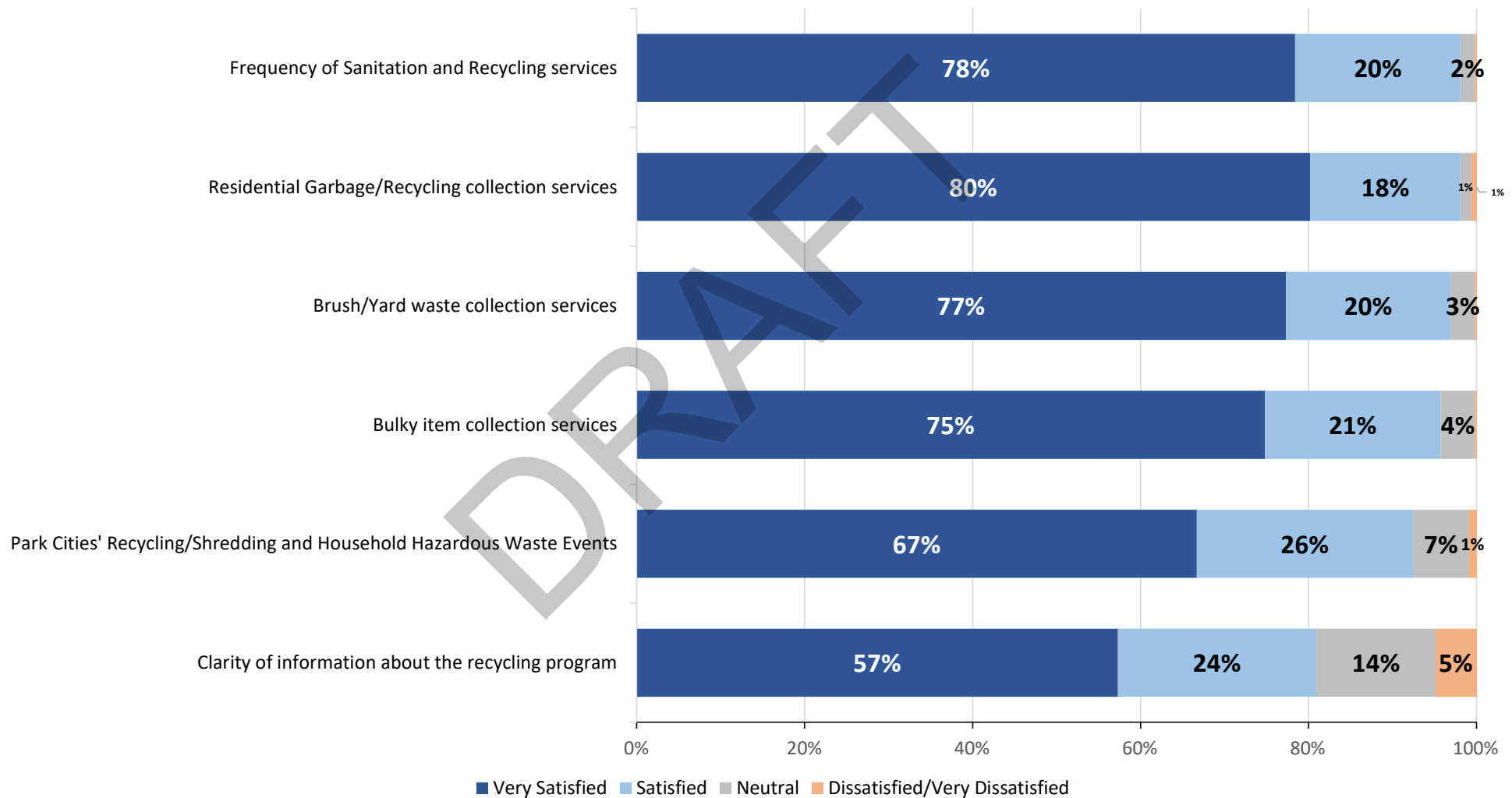
Q9. Which THREE of the Parks and Recreation services listed in Question 8 do you think are MOST IMPORTANT for the Town to provide?

by percentage of respondents who selected the item as one of their top three choices



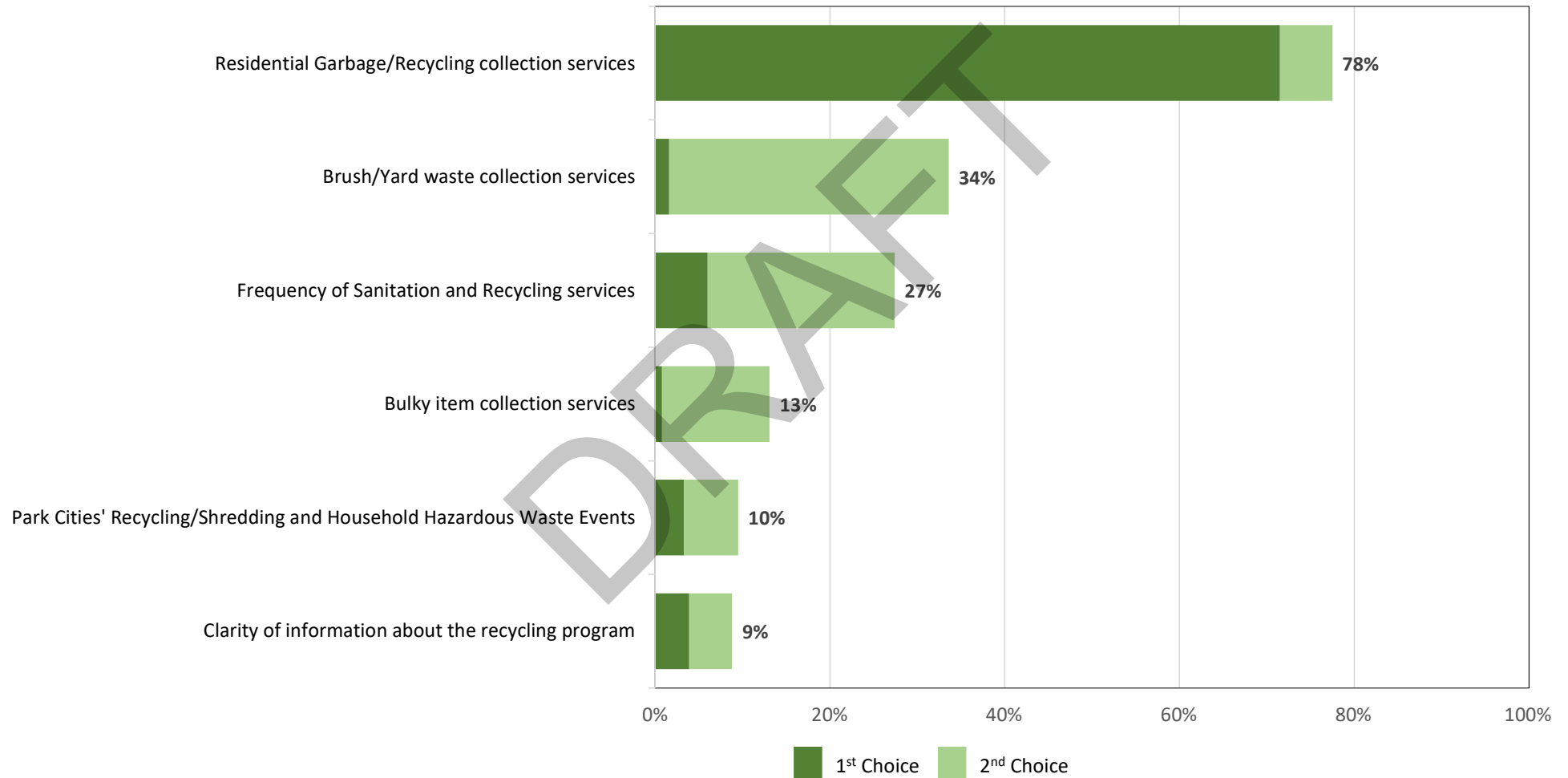
Q10. Satisfaction with Sanitation and Recycling

by percentage of respondents (excluding “don’t know”)

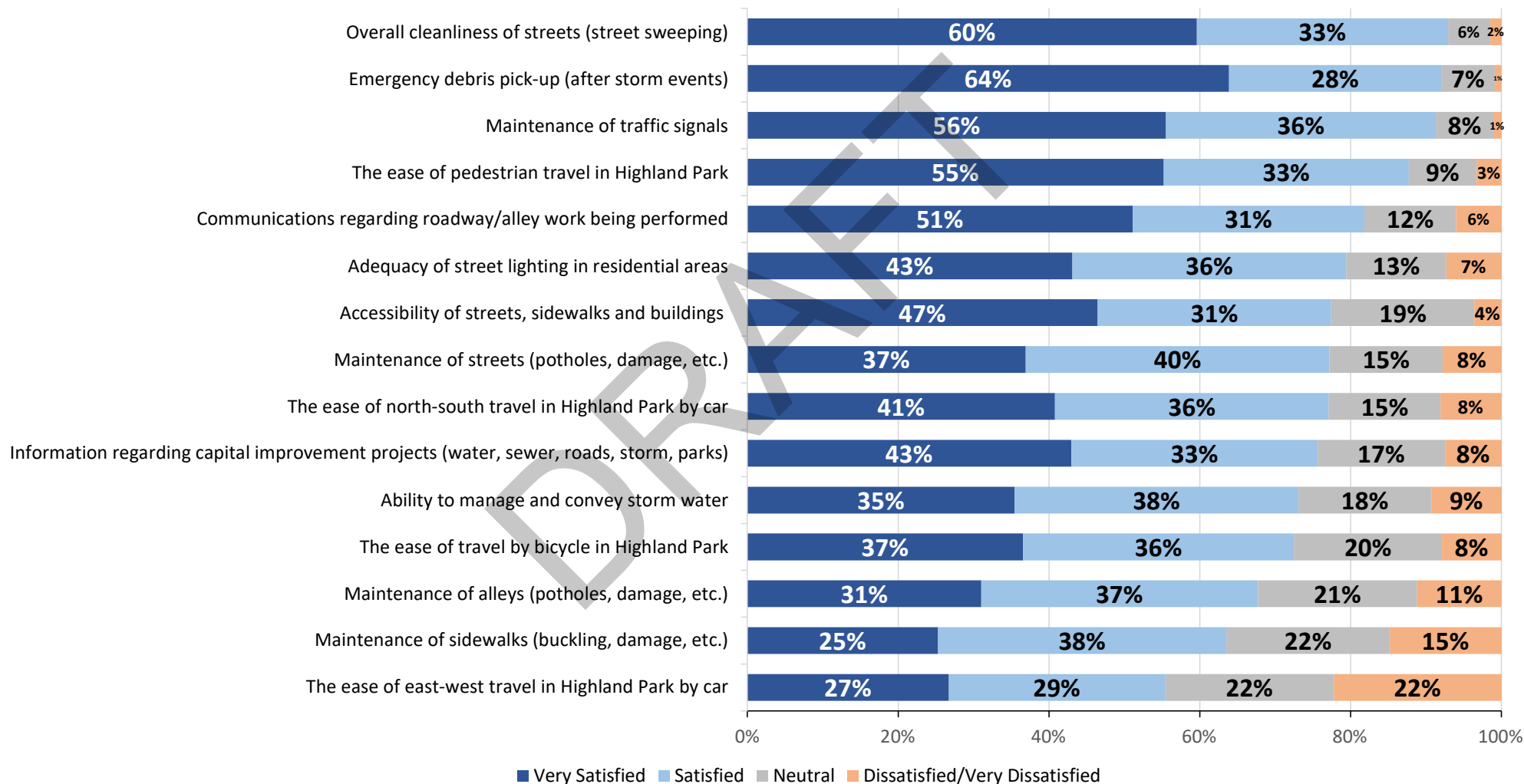


Q11. Which TWO of the Sanitation and Recycling services listed in Question 10 do you think are MOST IMPORTANT for the Town to provide?

by percentage of respondents who selected the item as one of their top two choices

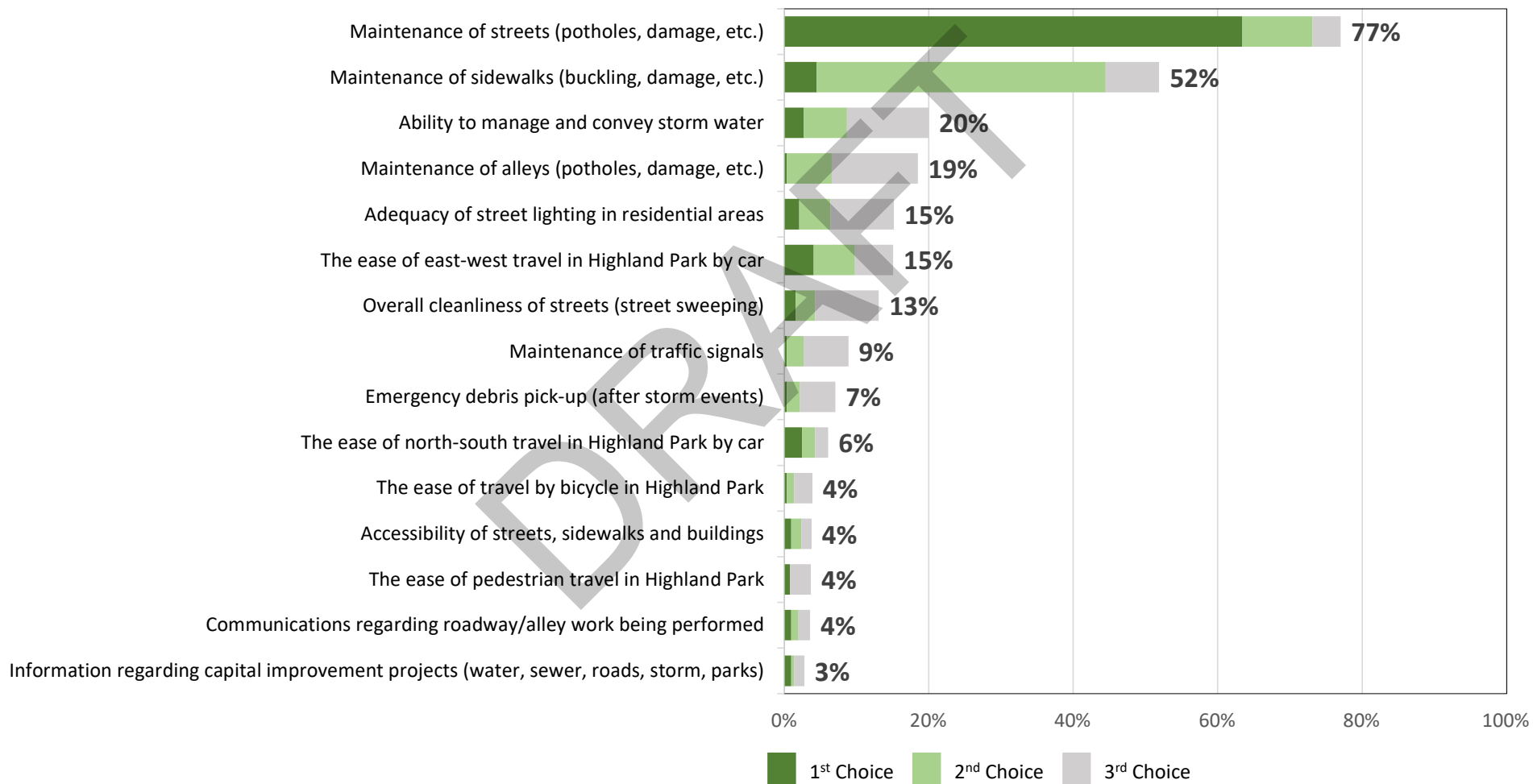


Q12. Satisfaction with Roadways/Public Works/Engineering by percentage of respondents (excluding “don’t know”)



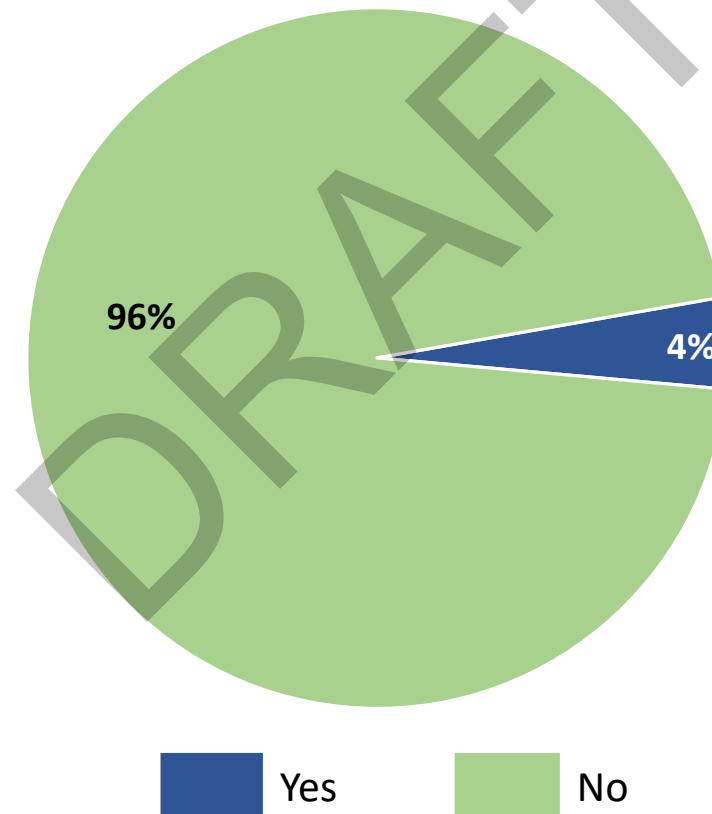
Q13. Which THREE of the Roadways/Public Works/Engineering services listed in Question 12 do you think are MOST IMPORTANT for the Town to provide?

by percentage of respondents who selected the item as one of their top three choices



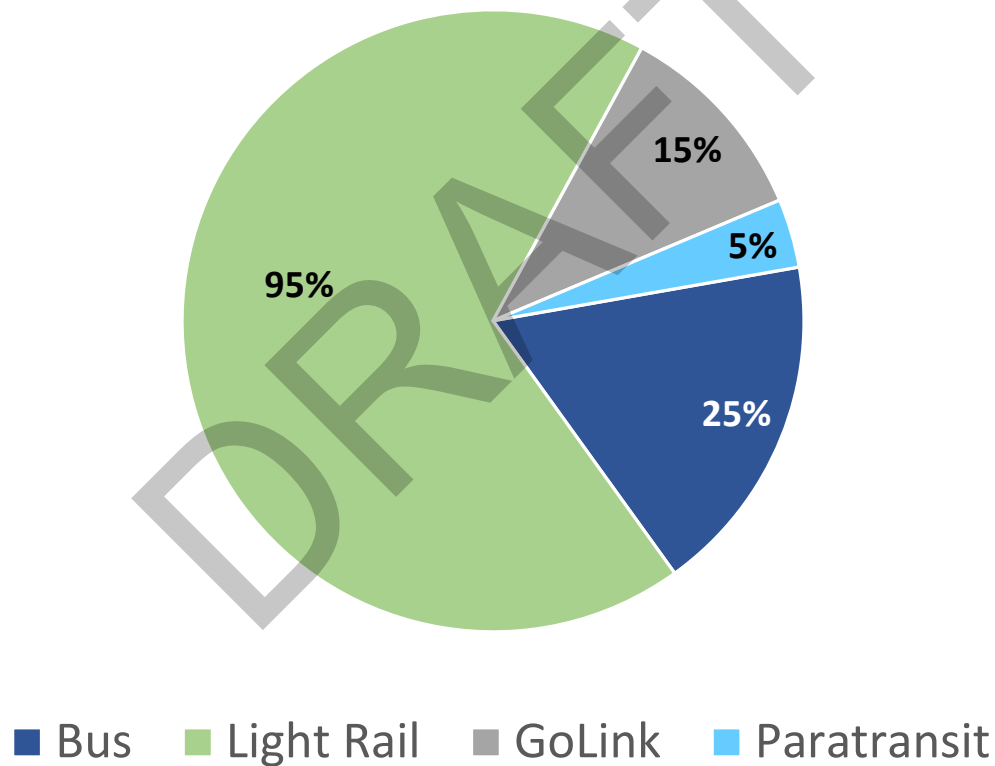
Q14. Transportation. Do you utilize Dallas Area Rapid Transit (DART) Services?

by percentage of respondents (excluding "not provided")



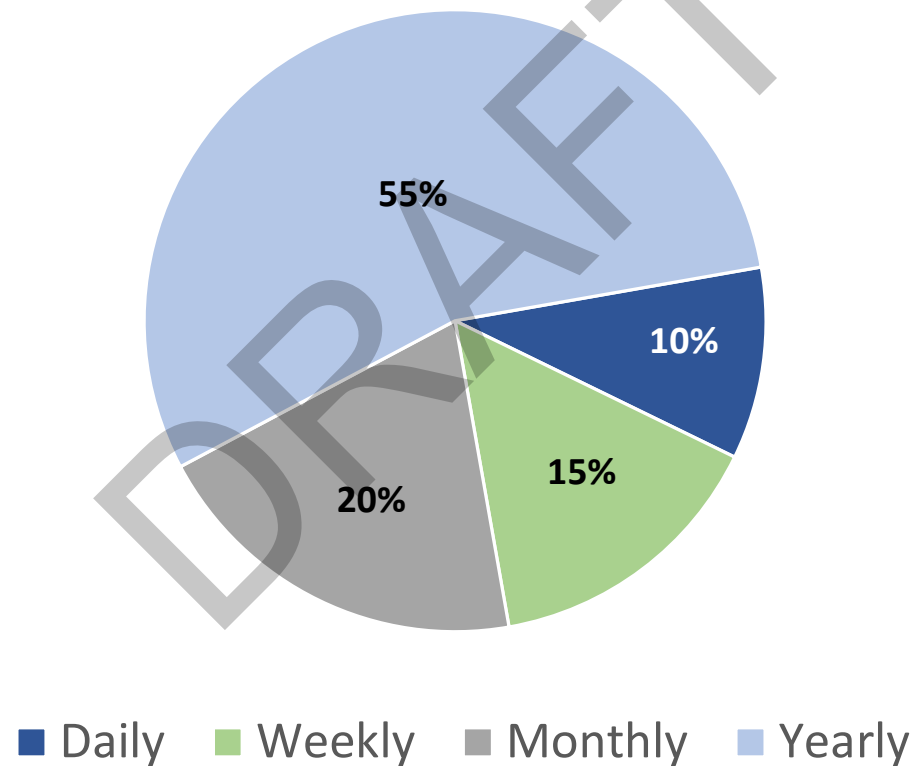
Q14a. If yes, which services do you utilize?

by percentage of respondents who answered "yes" to Q14



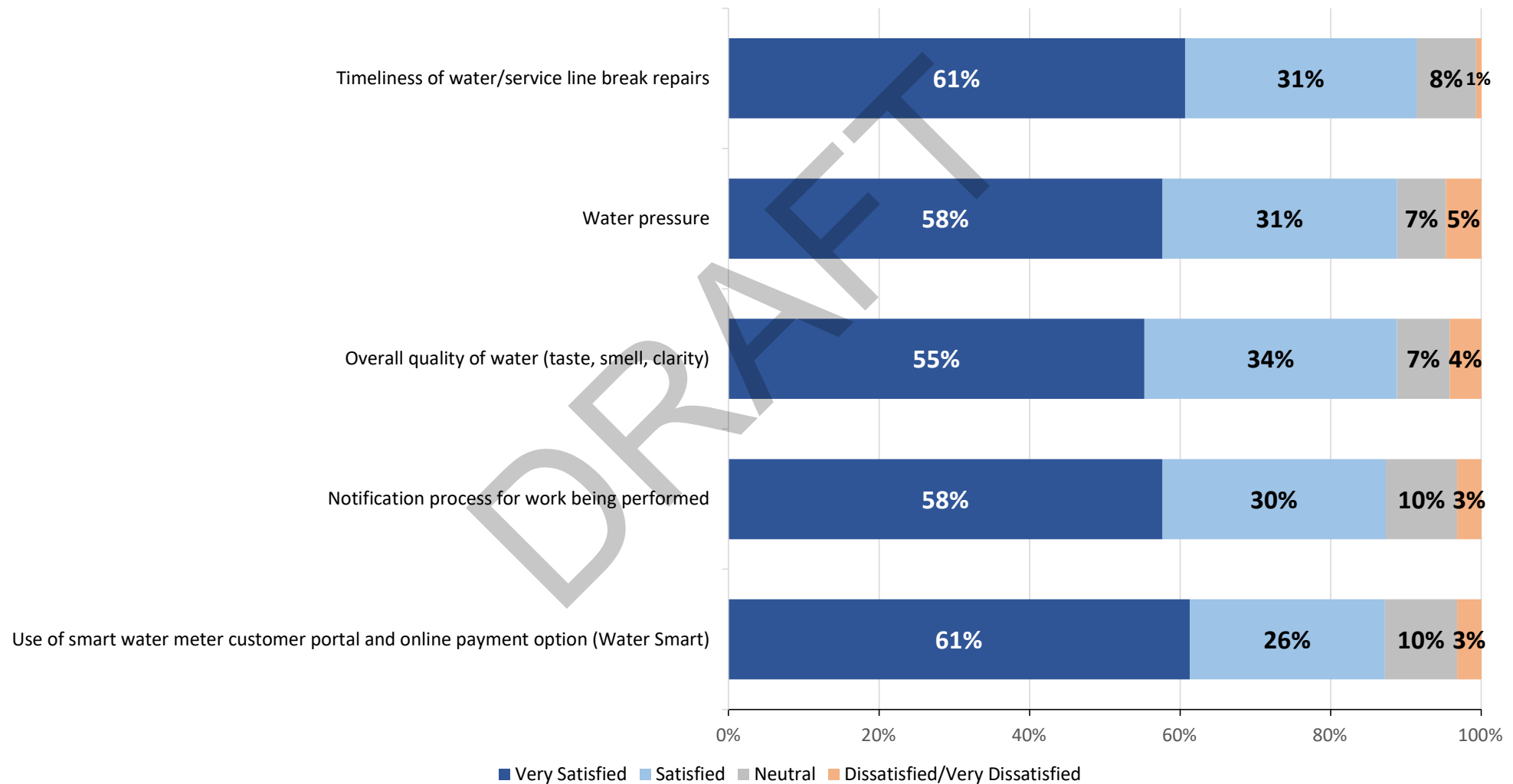
Q14b. If yes, how often do you utilize this service?

by percentage of respondents who answered "yes" to Q14



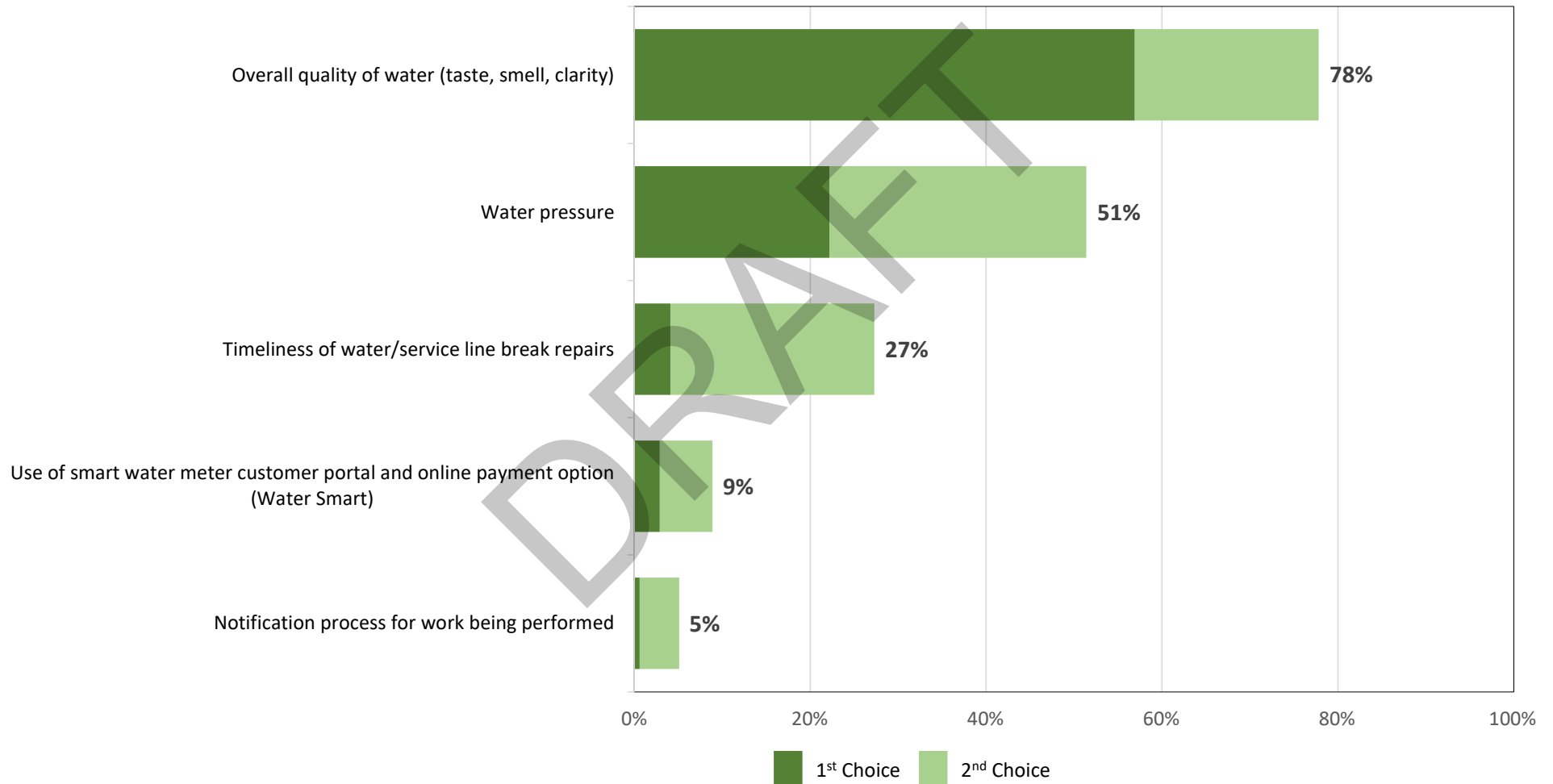
Q15. Satisfaction with Utilities

by percentage of respondents (excluding “don’t know”)



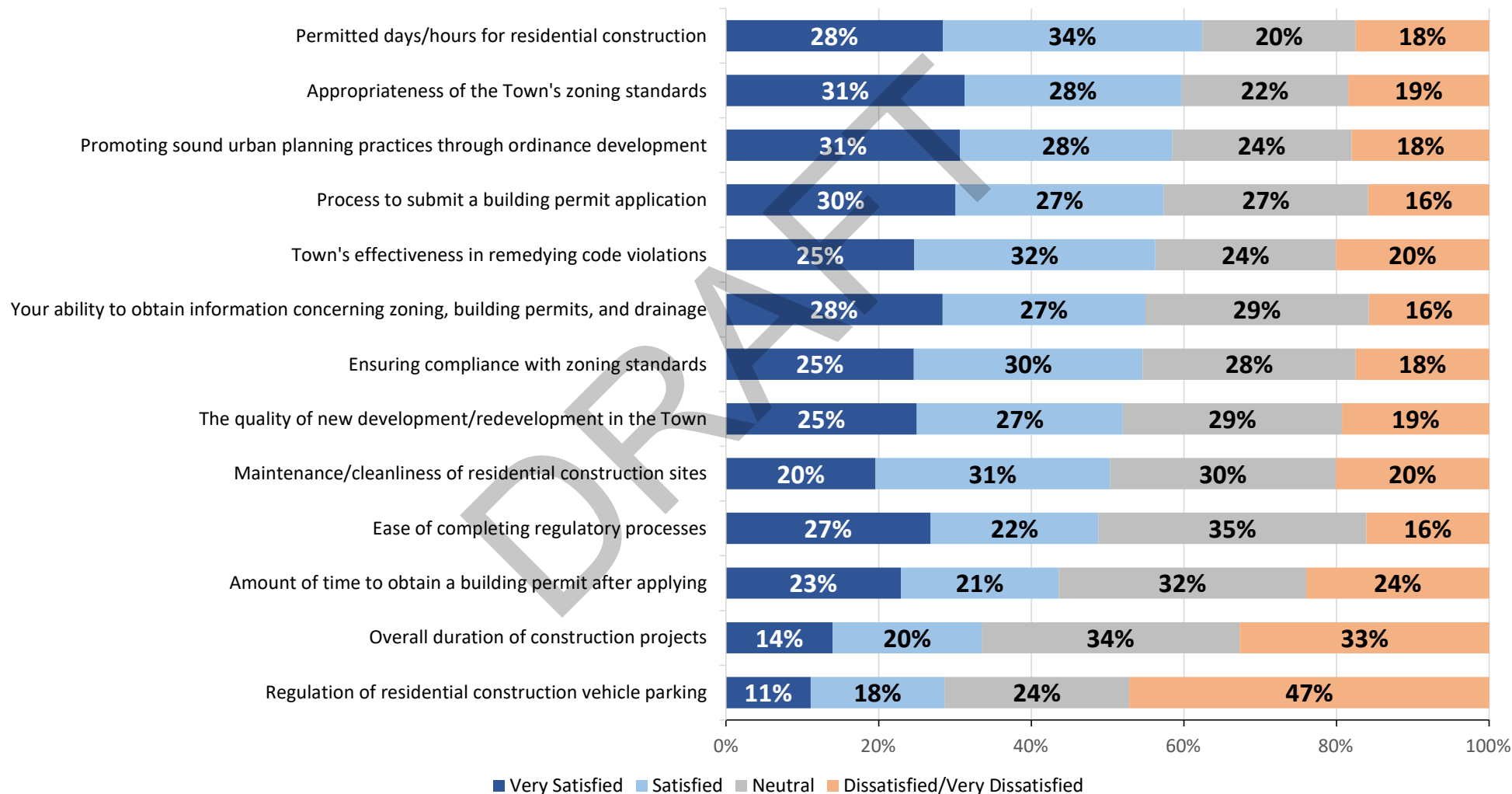
Q16. Which TWO of the Utility services listed in Question 15 do you think are MOST IMPORTANT for the Town to provide?

by percentage of respondents who selected the item as one of their top two choices



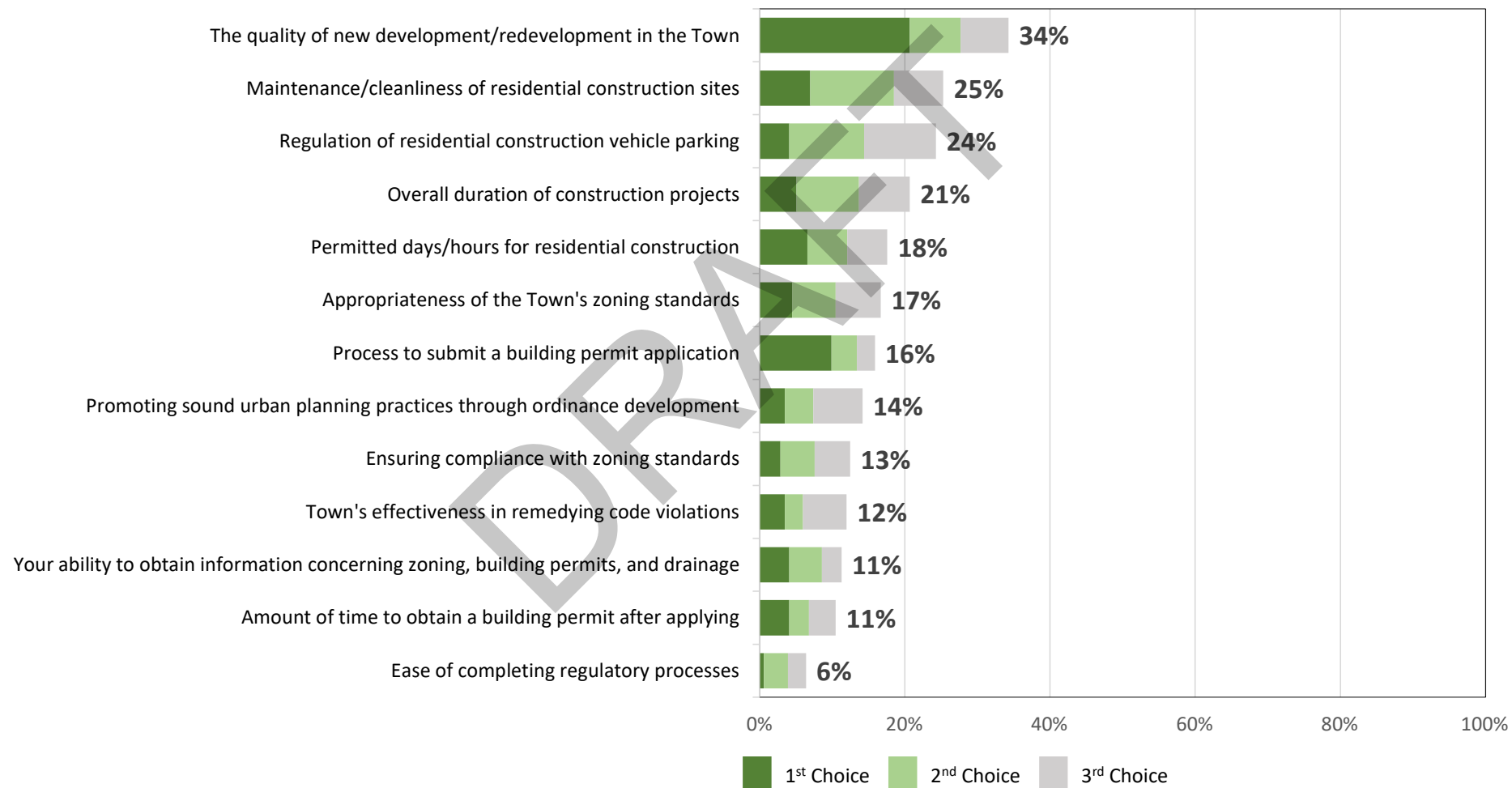
Q17. Satisfaction with Community Development

by percentage of respondents (excluding “don’t know”)



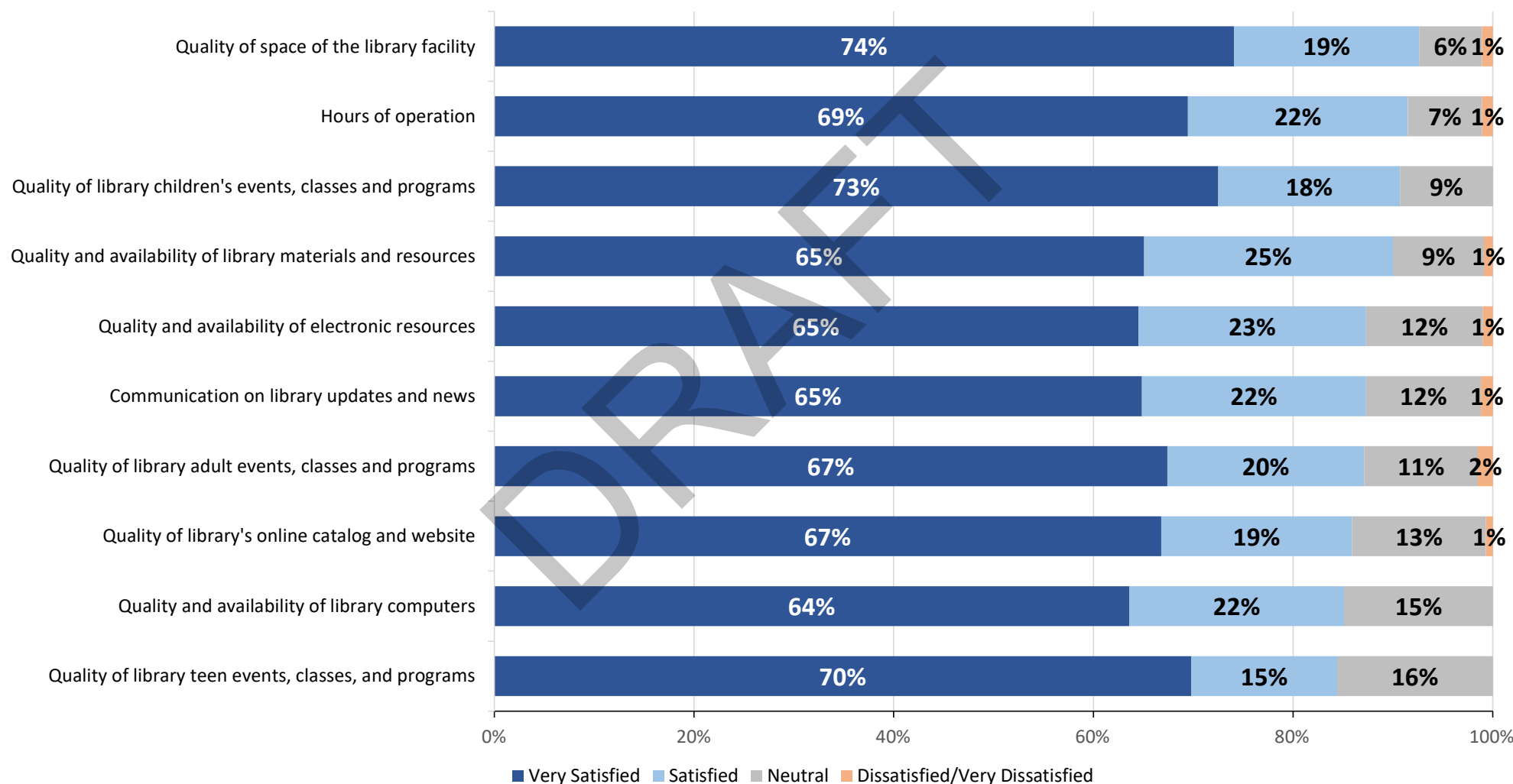
Q18. Which THREE of the Community Development services listed in Question 17 do you think are MOST IMPORTANT for the Town to provide?

by percentage of respondents who selected the item as one of their top three choices



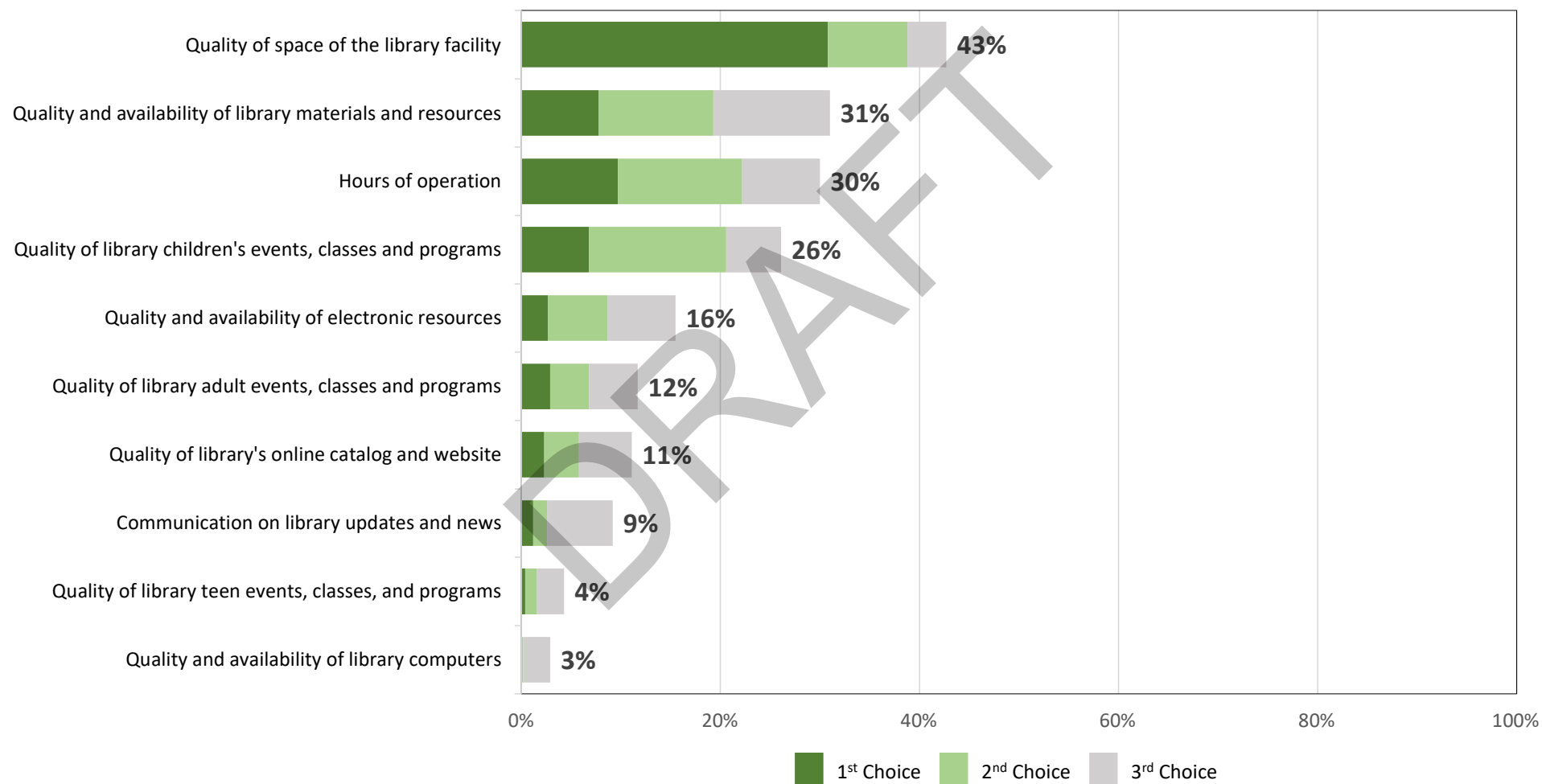
Q19. Satisfaction with the Library System

by percentage of respondents (excluding “don’t know”)



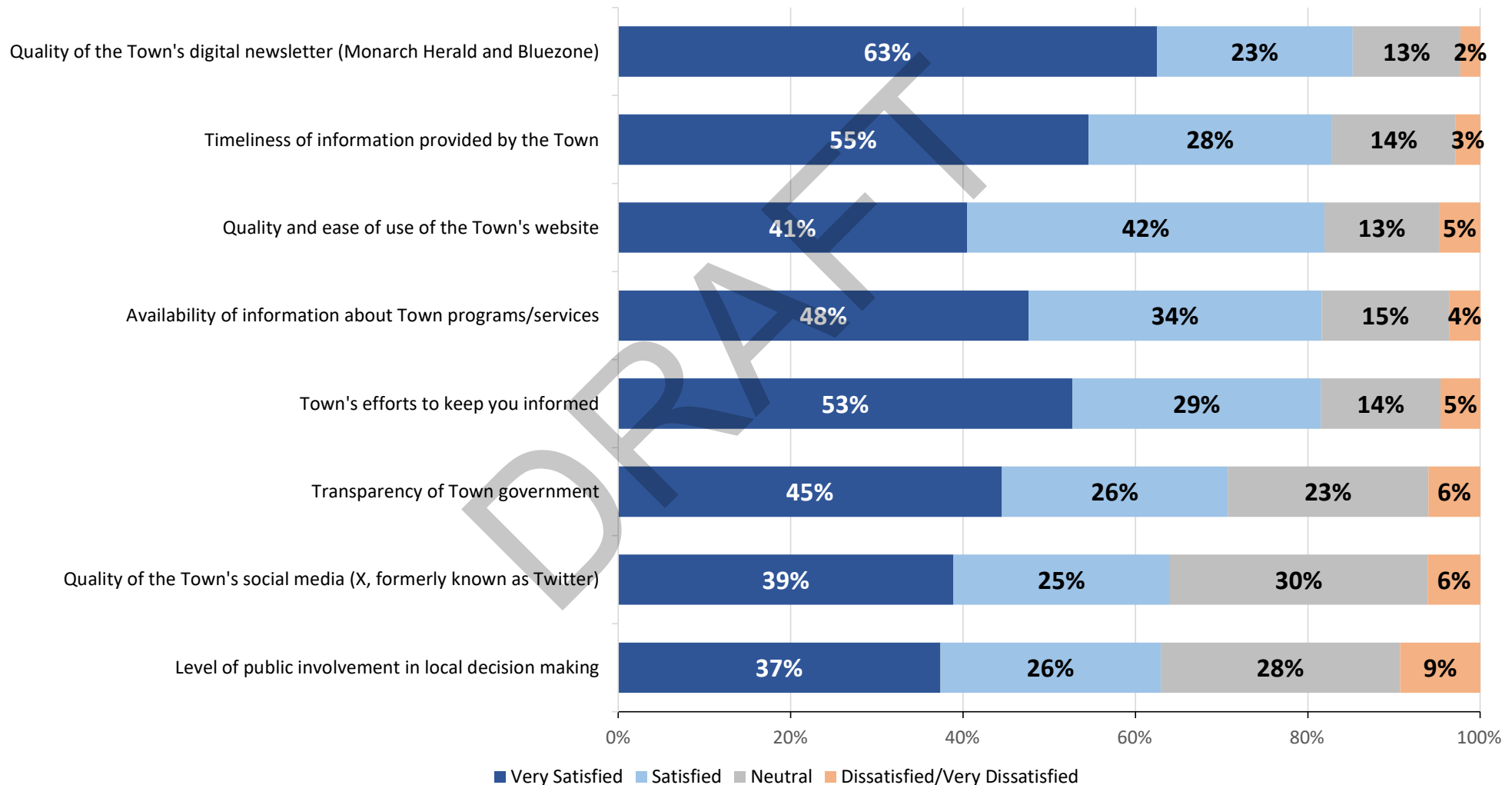
Q20. Which THREE of the library services listed in Question 19 do you think are MOST IMPORTANT for the Town to provide?

by percentage of respondents who selected the item as one of their top three choices



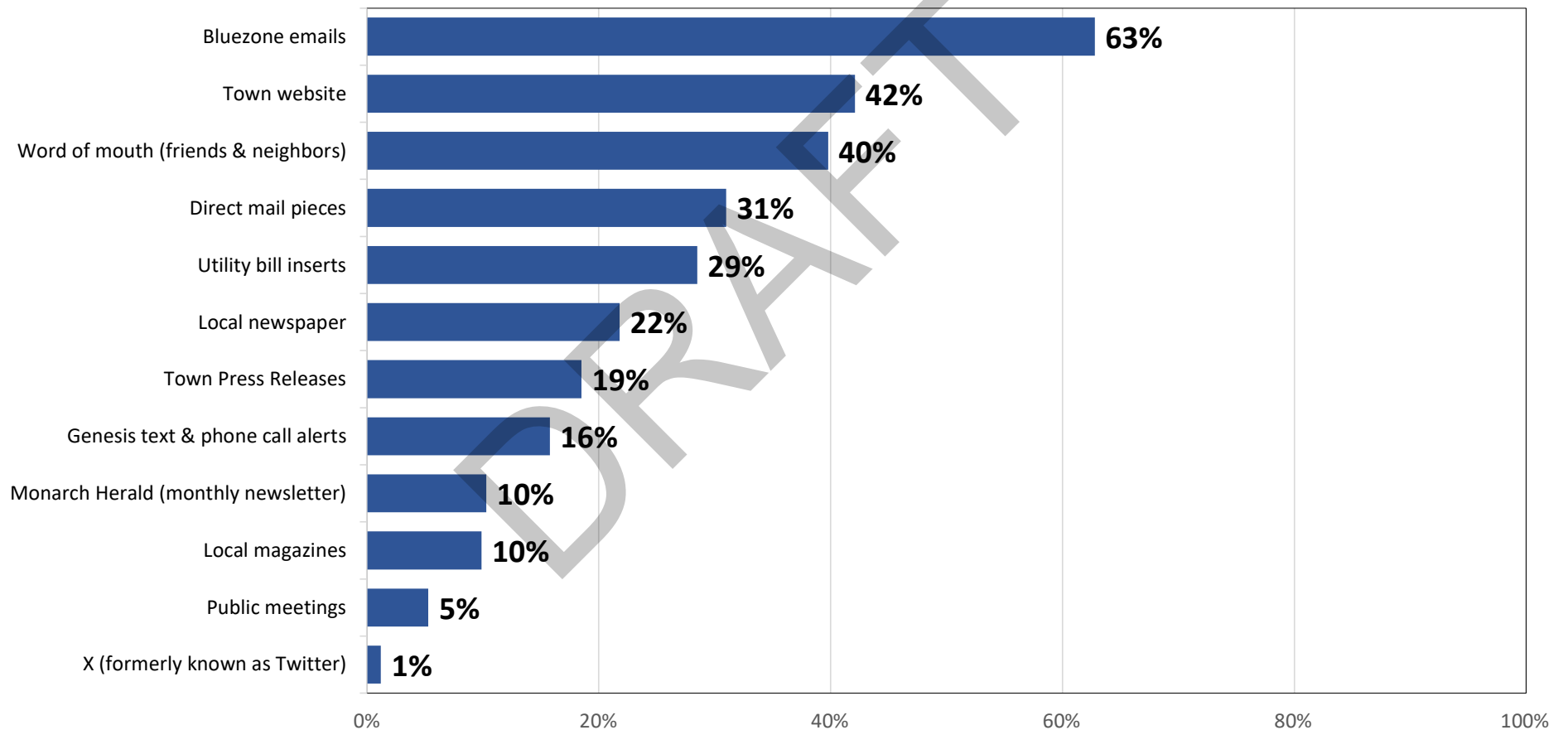
Q22. Satisfaction with Town Communication

by percentage of respondents (excluding "don't know")



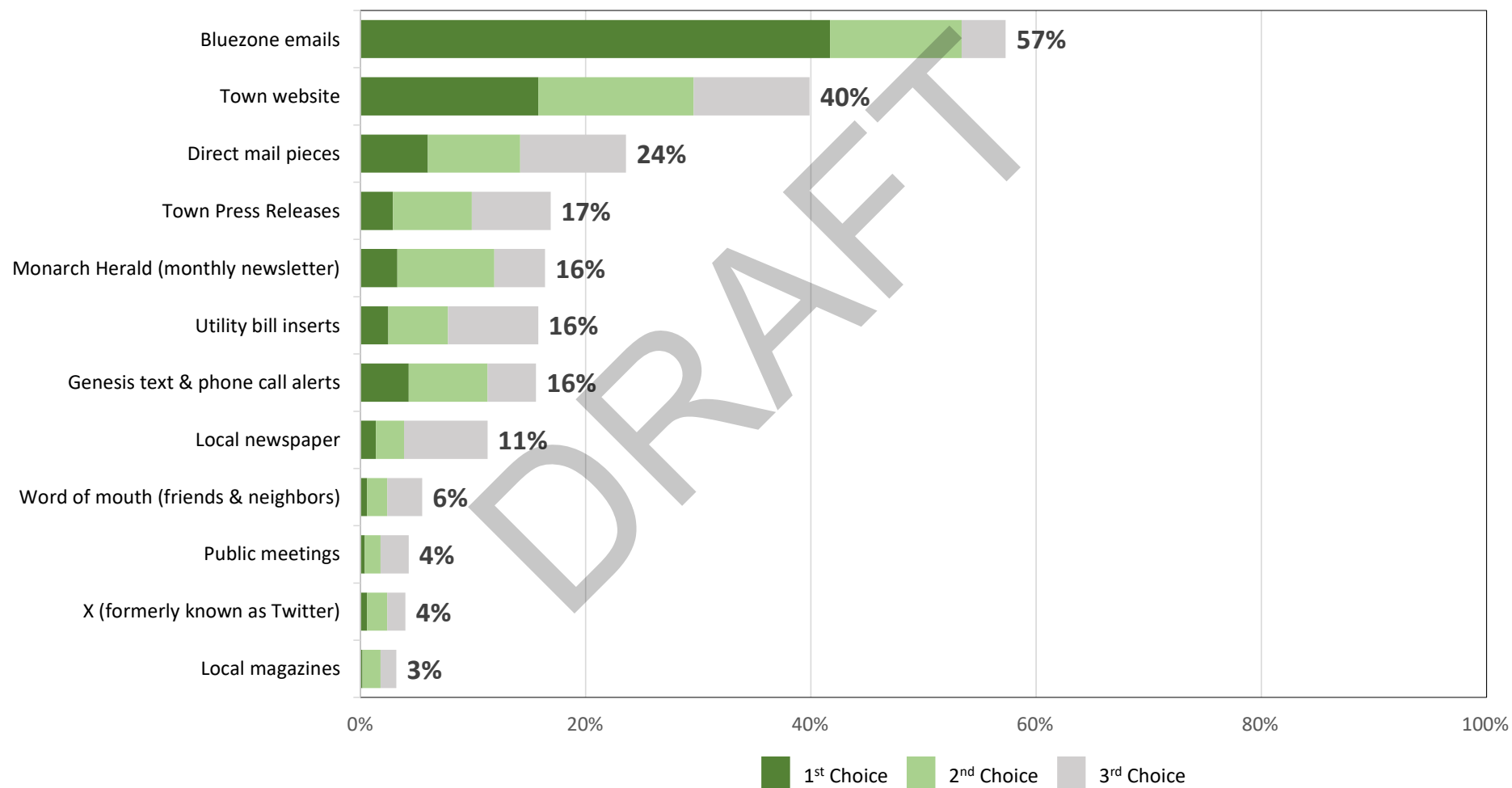
Q23. Which of the following are your PRIMARY SOURCES of information about Town issues, services and events?

by percentage of respondents (multiple selections could be made)



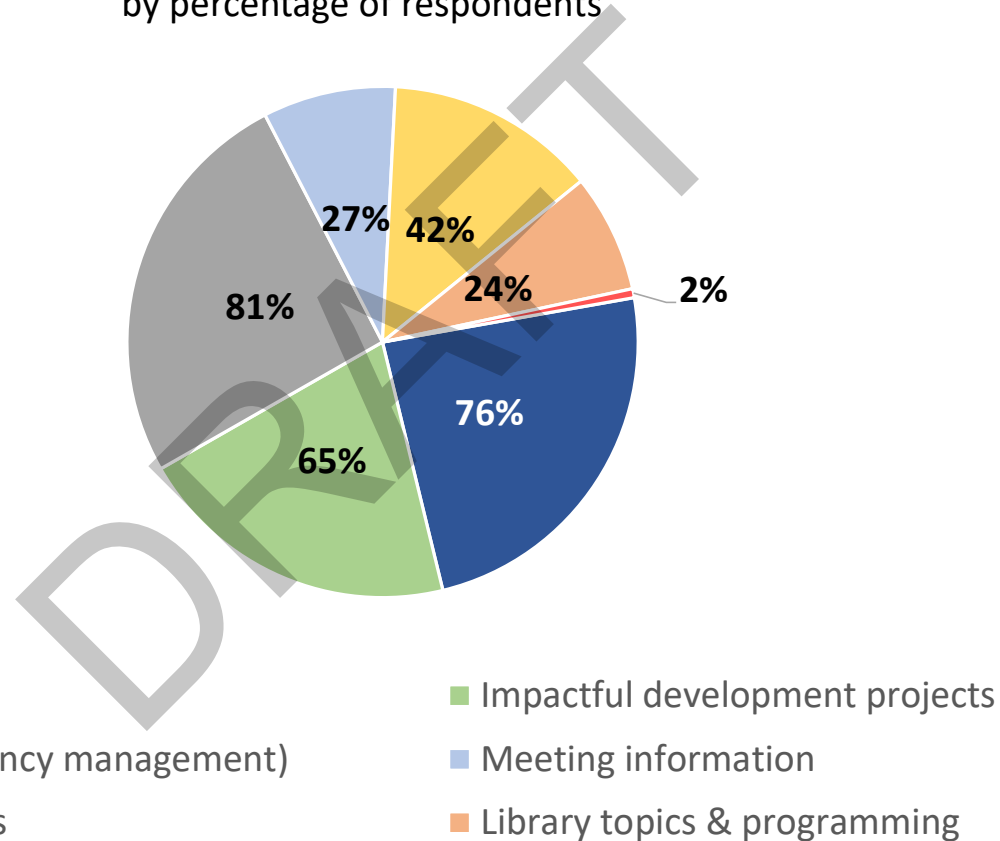
Q24. From which THREE sources of information listed in Question 23 would you prefer to get information from the Town?

by percentage of respondents who selected the item as one of their top three choices



Q26. What topics would you like to hear about the most?

by percentage of respondents



■ Road closures & construction

■ Public Safety (crime, fire, emergency management)

■ Community & recreational events

■ Other

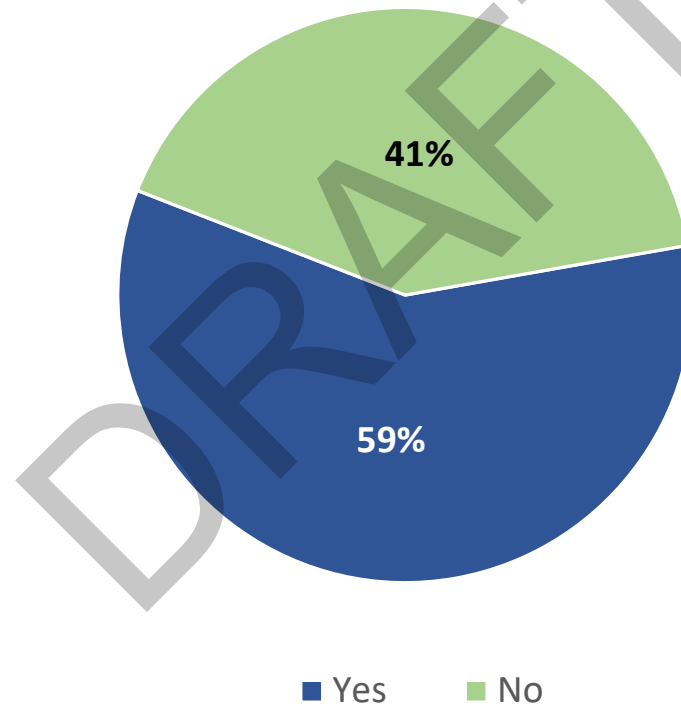
■ Impactful development projects

■ Meeting information

■ Library topics & programming

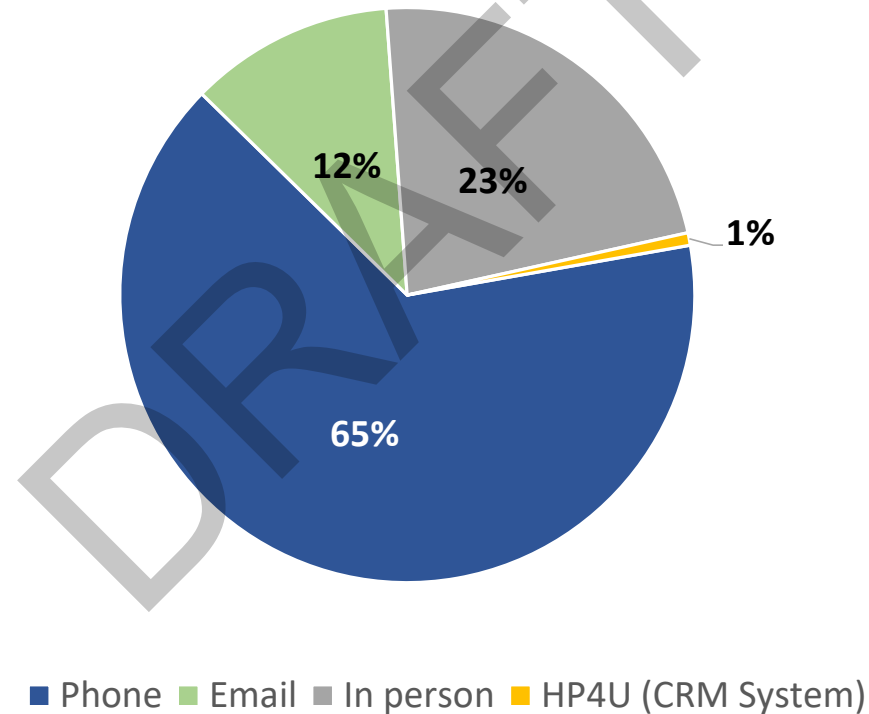
Q27. Customer Service. Have you called or visited the Town with a question, problem or complaint during the past year?

by percentage of respondents



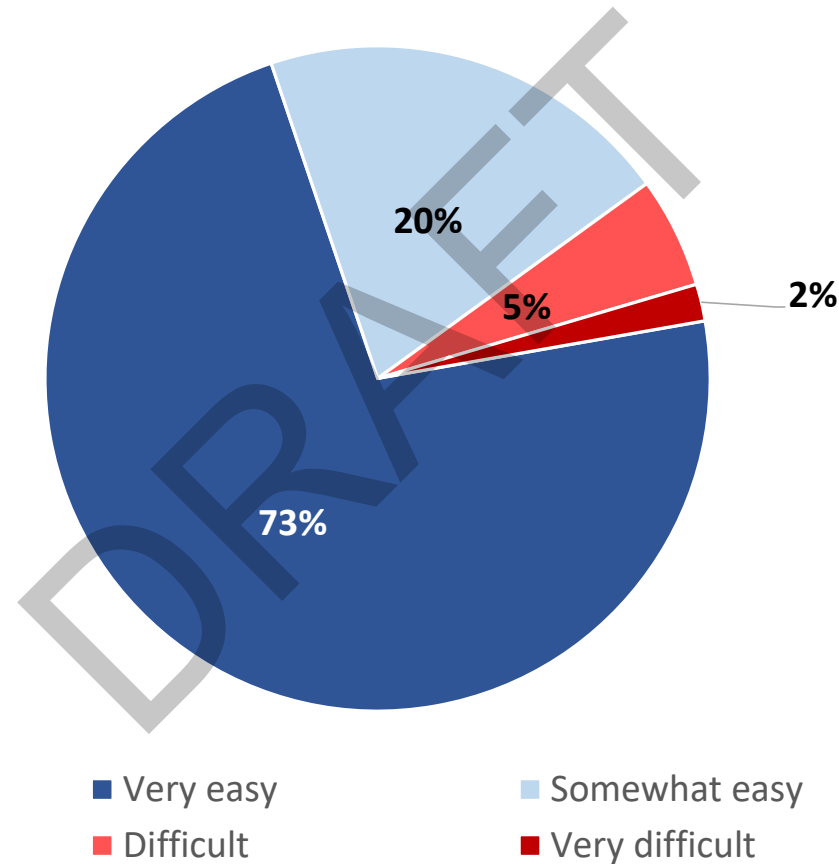
Q27a. How did you communicate with the person you contacted?

by percentage of respondents who answered "yes" to Q27



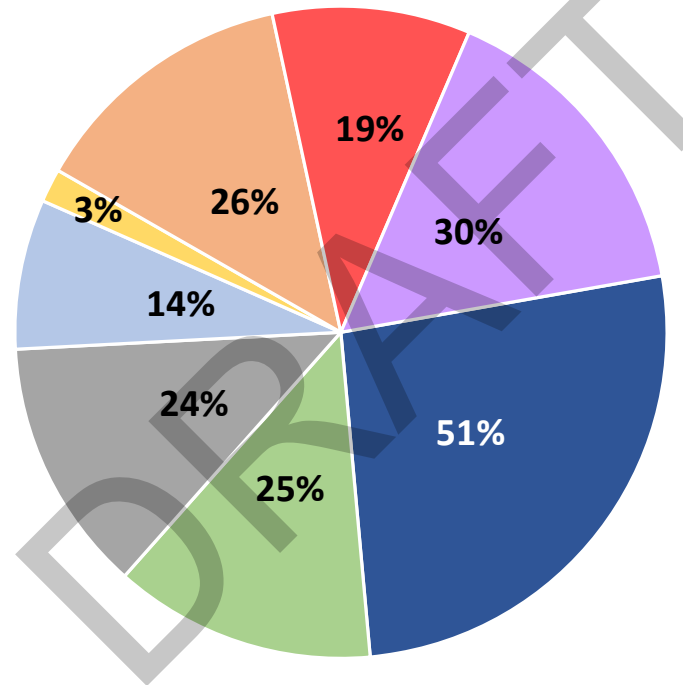
Q27b. How easy was it to contact the person you needed to reach?

by percentage of respondents who answered "yes" to Q27



Q27c. Which departments did you contact?

by percentage of respondents who responded "yes" to Q27



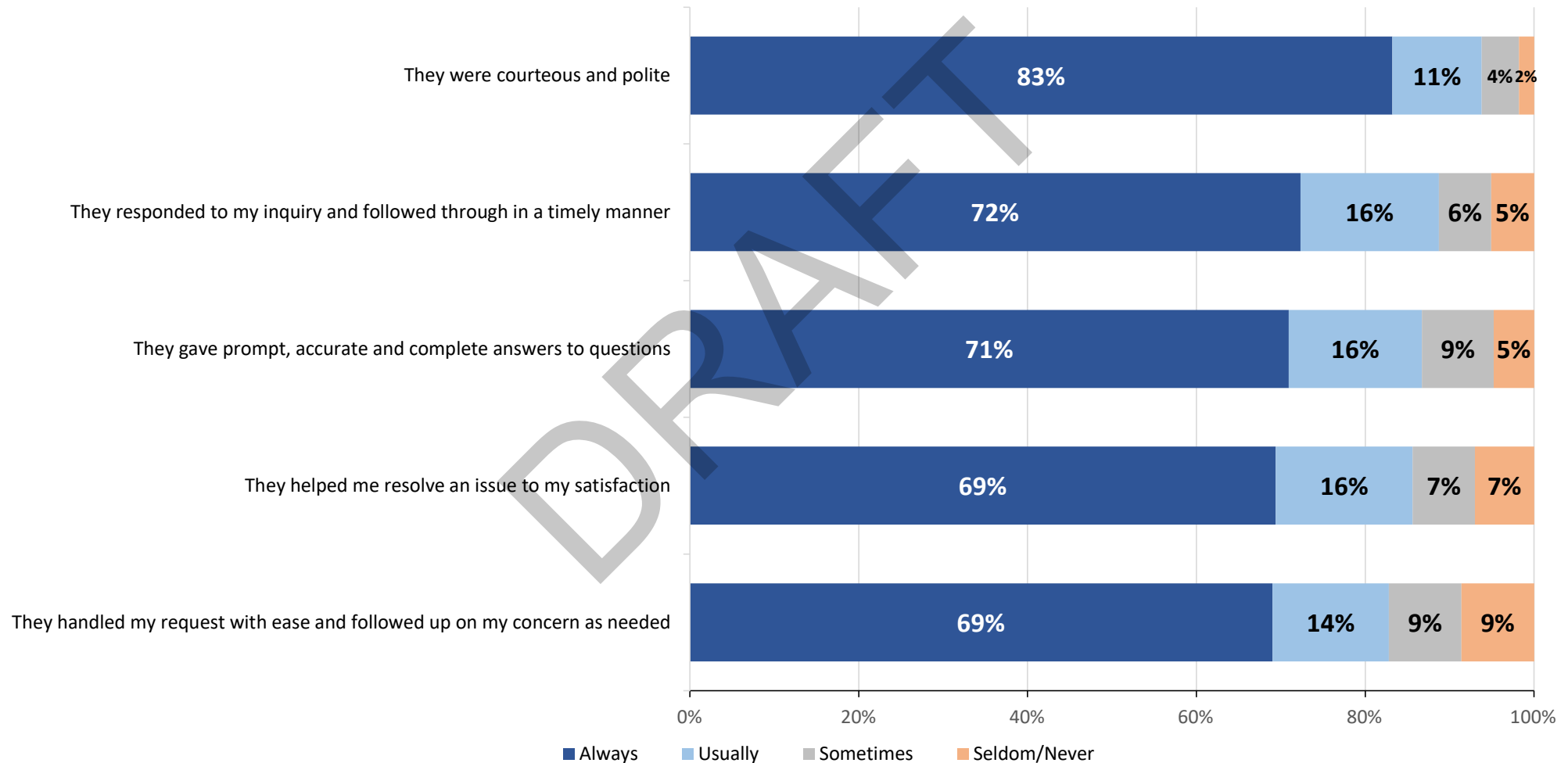
■ Public Safety (Police, Fire, EMS)
 ■ Parks & Recreation
 ■ Library

■ Public Works/Engineering
 ■ Municipal Court
 ■ Utilities

■ Community Development
 ■ Town Administration

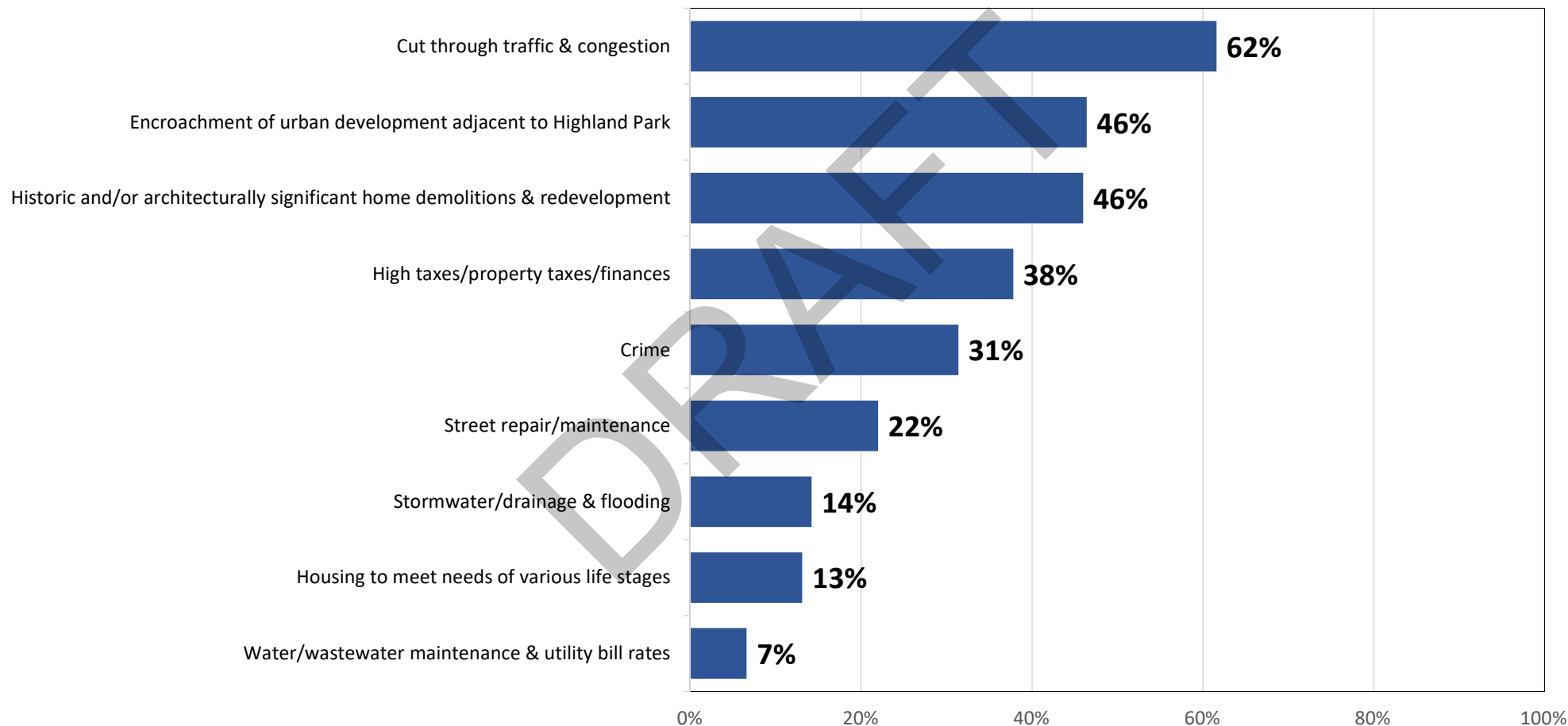
Q27d. Please rate how often the employees you contacted during the past year have displayed the following.

by percentage of respondents who answered "yes" to Q27 (excluding "don't know")



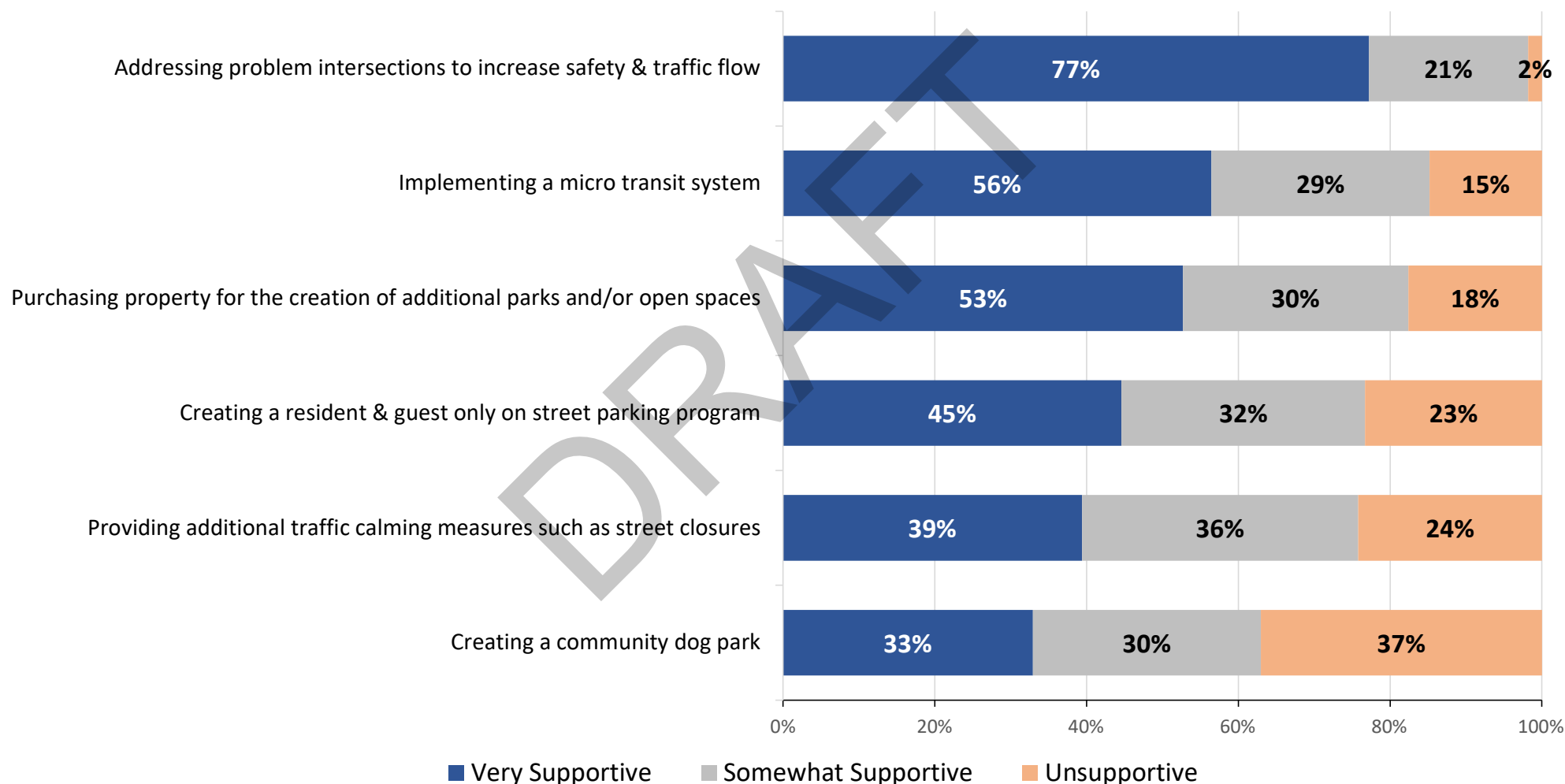
Q28. Which THREE of the following do you think will be the biggest issues facing Highland Park within the next FIVE years?

by percentage of respondents who selected the item as one of their top three choices



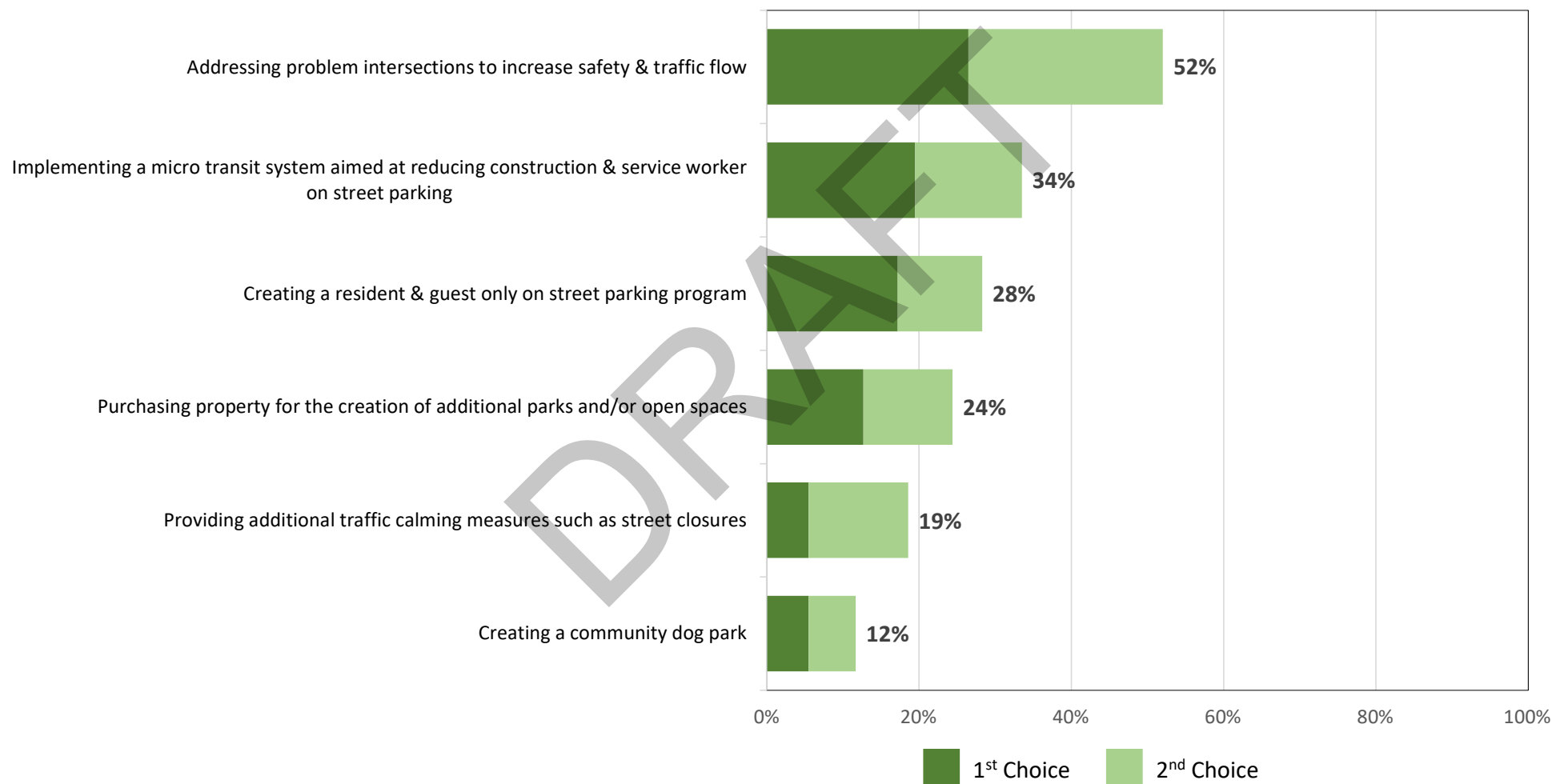
Q29. Rating Support for Initiatives

by percentage of respondents (excluding “don’t know”)



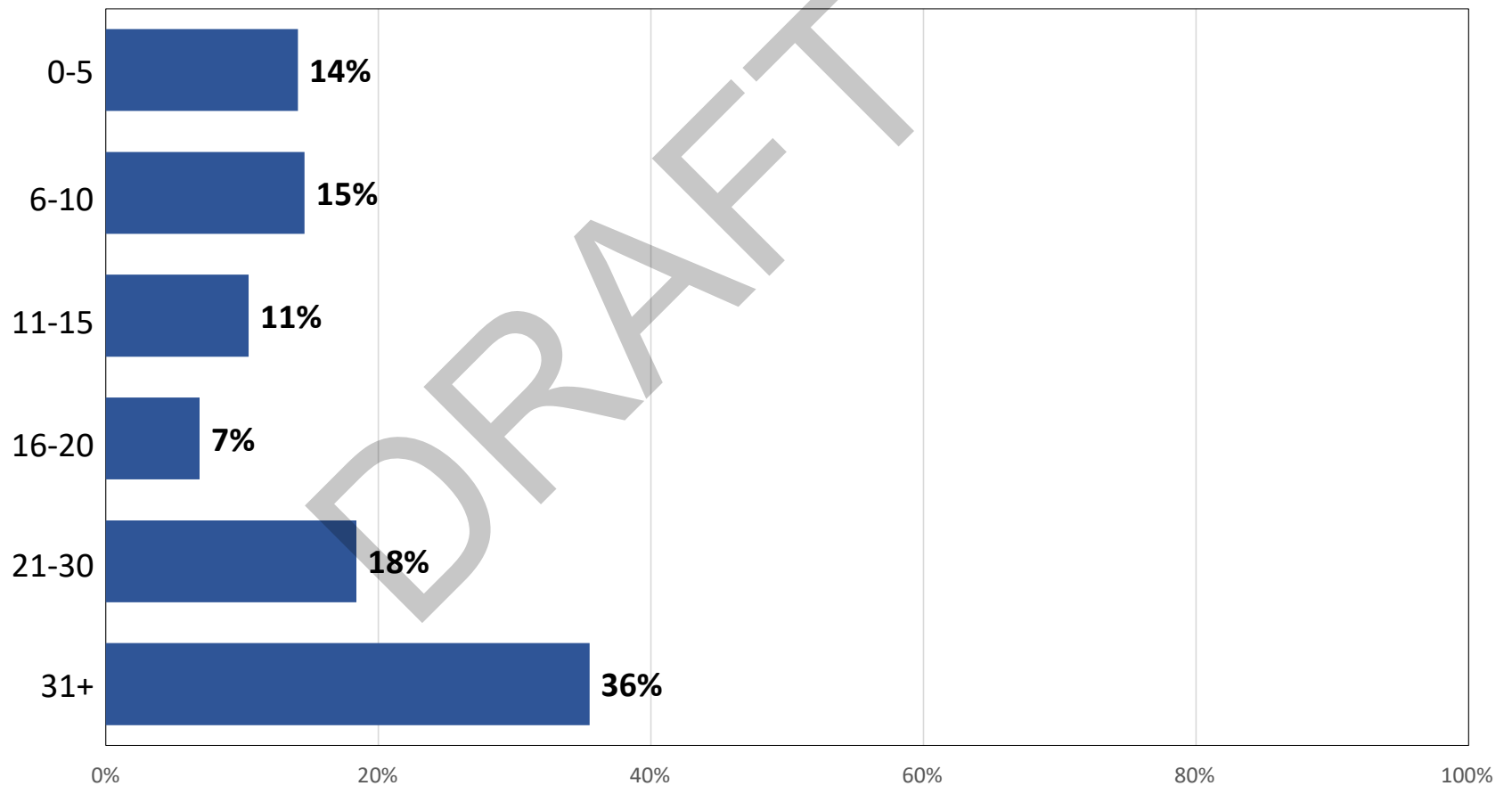
Q30. Which TWO of the initiatives listed in Question 29 do you think should receive the MOST EMPHASIS from Town leaders over the next TWO years?

by percentage of respondents who selected the item as one of their top two choices



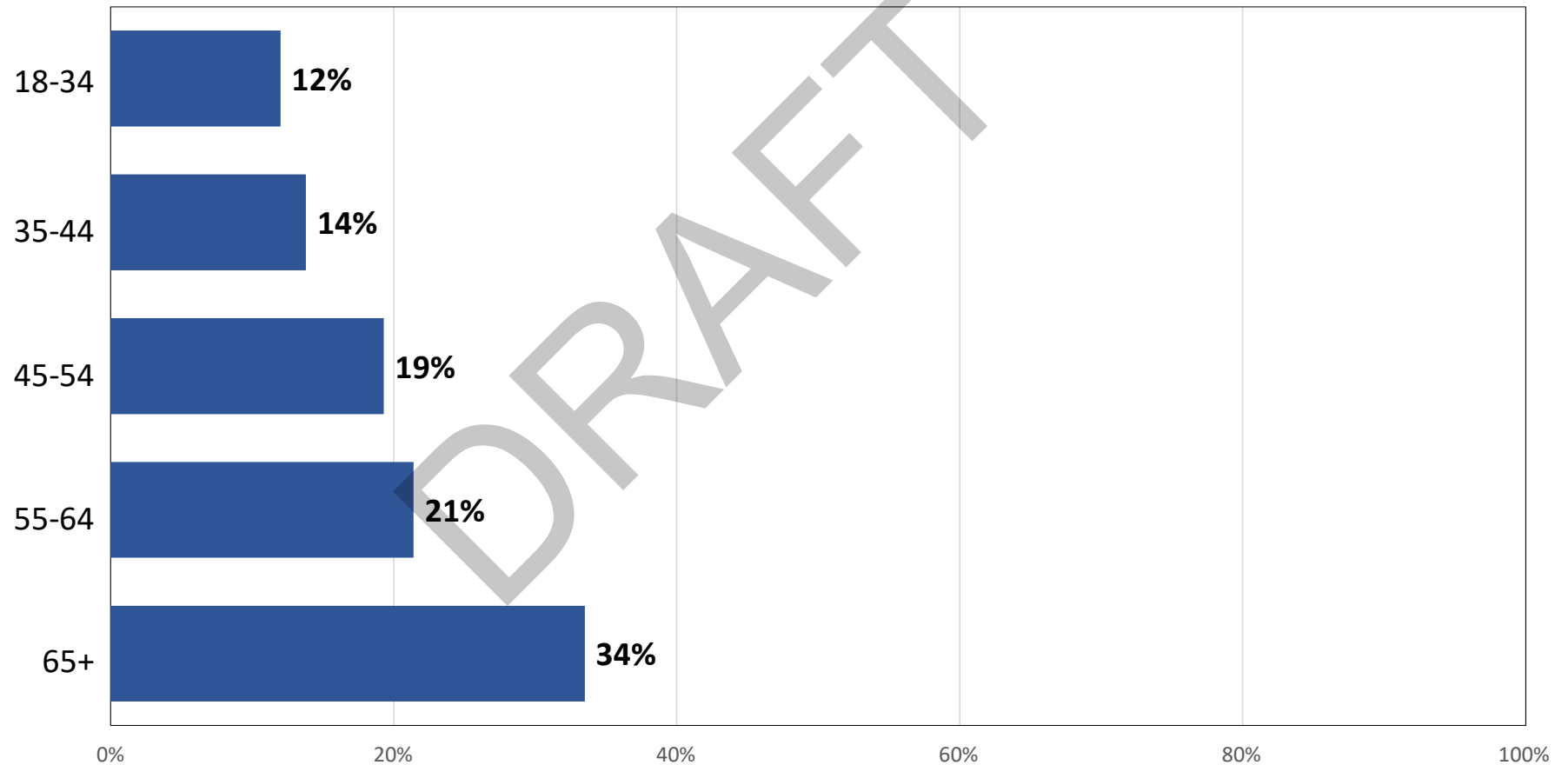
Q33. Approximately how many years have you lived in Highland Park?

by percentage of respondents (excluding "not provided")



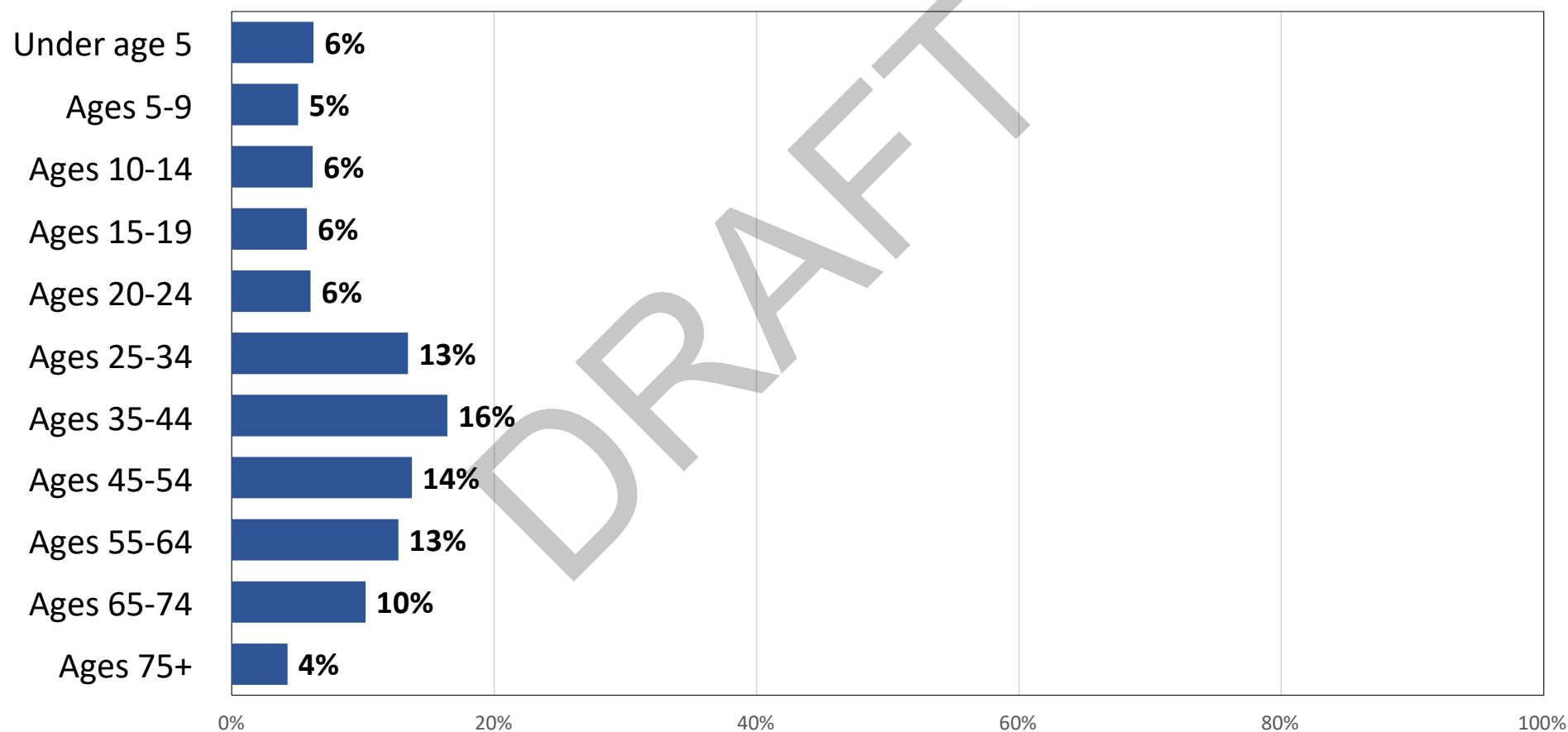
Q34. What Is Your Age?

by percentage of respondents (excluding “not provided”)



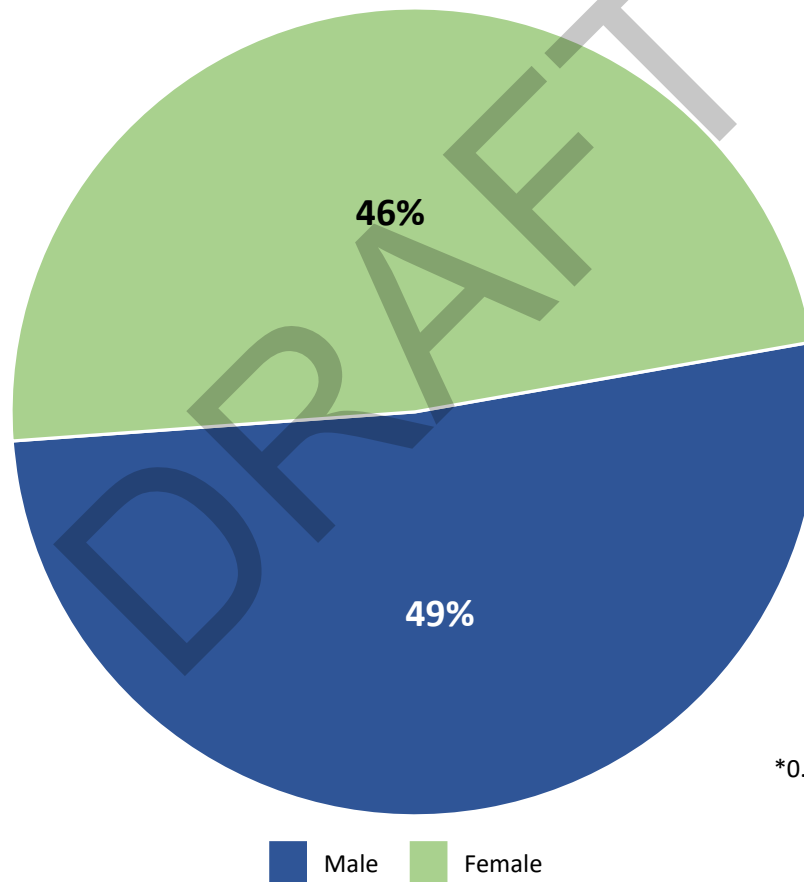
Q35. Including Yourself, How Many People In Your Household Are...

by percentage of respondents (multiple selections could be made)



Q29. Your Gender:

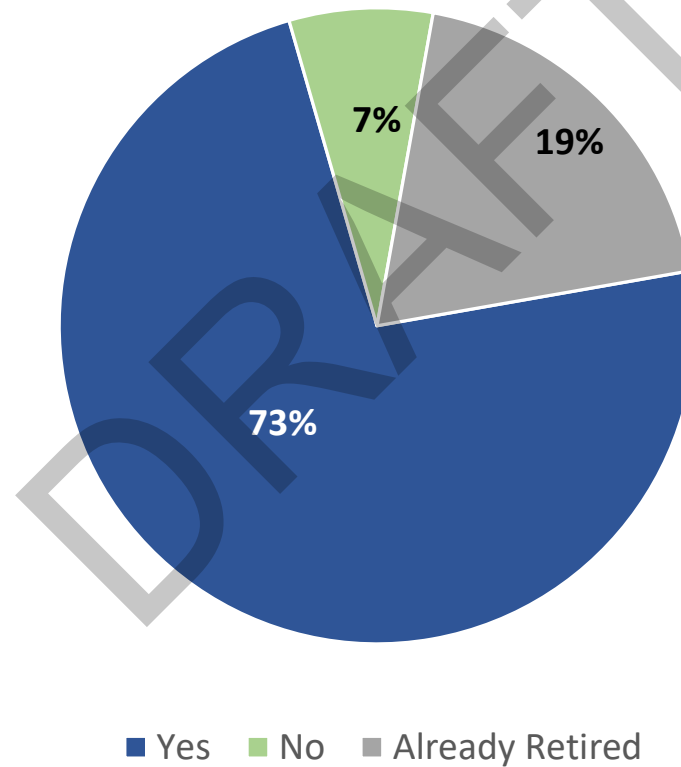
by percentage of respondents (excluding not provided)



*0.2% of respondents identify as Non-binary

Q37. Do you plan to retire in Highland Park?

by percentage of respondents (excluding not provided)



3

Importance-Satisfaction Rating

Importance-Satisfaction Analysis

Highland Park, TX

Overview

Today, Town officials have limited resources which need to be targeted to actions that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

Methodology

The rating is calculated by summing the percentage of responses for items selected as one of the most important items for the city to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the Town's performance in the related area (the sum of the ratings of 4 ("good") and 5 ("excellent") on a 5-point scale excluding "don't know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable. $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$.

Example of the Calculation: In an example scenario, respondents were asked to rate their satisfaction parks and facilities then select the top three most important aspects to their household. In this example, twenty-eight percent (28%) of respondents selected *quality/number of outdoor amenities* as one of the most important services.

Regarding satisfaction, 73% of respondents rated the city's overall performance in the *quality/number of outdoor amenities* as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating for *quality/number of outdoor amenities* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 28% was multiplied by 51% (1-0.73). This calculation yielded an I-S rating of 0.0750 which ranked 3rd out of 15 city services.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one for the three most important areas for the city to emphasize over the next five years.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- *Definitely Increase Emphasis* ($IS \geq 0.20$)
- *Increase Current Emphasis* ($0.10 \leq IS < 0.20$)
- *Maintain Current Emphasis* ($IS < 0.10$)

The results for Highland Park are provided on the following pages.

DRAFT

2025 Importance-Satisfaction Rating

Town of Highland Park

Major Categories of Town Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Overall flow of traffic and congestion management in the Town	39.6%	6	65.7%	11	0.1358	1
Overall maintenance of Town streets, sidewalks, and alleys	72.0%	2	83.2%	9	0.1210	2
Medium Priority (IS <.10)						
Overall enforcement of Town codes and ordinances	23.4%	7	74.4%	10	0.0599	3
Overall quality of permitting and inspection services (e.g., issuing building permits)	11.9%	11	62.1%	12	0.0451	4
Overall quality of Town water and sewer utilities	50.7%	4	91.8%	8	0.0416	5
Overall quality of Town parks and green spaces	50.3%	5	95.2%	5	0.0241	6
Overall effectiveness of Town communication with the public	14.8%	9	92.0%	7	0.0118	7
Overall quality of recreation programs and facilities	13.6%	10	92.5%	6	0.0102	8
Overall quality of 9-1-1 services	61.5%	3	98.5%	2	0.0092	9
Overall quality of customer service you receive from Town employees	19.3%	8	95.8%	4	0.0081	10
Overall quality of police, fire, and emergency medical services	89.9%	1	99.6%	1	0.0036	11
Overall quality of public library services and programs	8.0%	12	96.6%	3	0.0027	12

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the five most important responses for each item. Respondents were asked to identify the items they thought were the most important for the Town to provide

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2025 Importance-Satisfaction Rating

Town of Highland Park

Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS < .10)						
Overall quality of police response times	28.9%	4	99.4%	1	0.0017	1
Overall quality of fire protection services	14.9%	8	99.1%	2	0.0013	2
Overall quality of fire emergency response times	15.0%	7	98.8%	3	0.0018	3
Overall quality of emergency medical services ("EMS")	18.1%	6	98.3%	4	0.0031	4
Overall quality of police services	32.8%	3	98.2%	5	0.0059	5
Overall quality of EMS emergency response times	12.7%	10	98.0%	6	0.0025	6
Speed with which your 911/Dispatch call was answered	9.7%	11	97.3%	7	0.0026	7
Overall quality of interaction with public safety call taker	0.8%	17	96.0%	8	0.0003	8
Quality of information and/or instructions given to you by the 911 dispatcher	1.4%	14	95.7%	9	0.0006	9
The Police Department's communication platforms and social media accounts	1.2%	15	94.3%	10	0.0007	10
Visibility of Public Safety in neighborhoods	34.3%	2	93.1%	11	0.0237	11
Overall transparency of the Public Safety Department	1.0%	16	91.9%	12	0.0008	12
Overall quality of non-emergency services and public safety awareness programs (house watch, car seat installation, animal control, etc.)	0.4%	18	91.7%	13	0.0003	13
Efforts to prevent serious crimes (burglary, assault, etc.)	44.9%	1	91.0%	14	0.0404	14
Visibility of Public Safety in retail areas	8.4%	12	88.7%	15	0.0095	15
Efforts to prevent lesser crimes (vandalism, theft, etc.)	23.9%	5	83.9%	16	0.0385	16
Enforcement of traffic laws (speeding, etc.)	12.8%	9	80.9%	17	0.0244	17
Enforcement of parking laws	2.2%	13	76.2%	18	0.0052	18

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought are most important for the Town to provide

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2025 Importance-Satisfaction Rating

Town of Highland Park

Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
Maintenance, condition, and cleanliness of ponds, lakes, or greenways	38.6%	2	91.0%	9	0.0347	1
Landscape, maintenance, condition, and cleanliness of town parks	76.2%	1	95.6%	2	0.0335	2
Amenities in Town Parks (trash cans, drinking fountains, benches)	27.1%	3	91.9%	7	0.0220	3
Ease of utilizing recreation software	7.2%	10	76.8%	16	0.0167	4
Adequacy of lighting in the parks and athletic courts	12.1%	7	89.2%	11	0.0131	5
Maintenance, condition, and cleanliness of playground equipment	16.1%	5	93.2%	5	0.0109	6
Maintenance, condition, and cleanliness of the Town swimming pool	12.3%	6	91.3%	8	0.0107	7
Maintenance of public parkway trees	17.5%	4	94.1%	4	0.0103	8
Maintenance, condition, and cleanliness of outdoor athletic courts	9.5%	9	92.6%	6	0.0070	9
Quality and amount of recreational programming	3.0%	14	78.1%	15	0.0066	10
Quality and amount of public art and sculptures throughout the Town	2.2%	15	79.3%	14	0.0046	11
Maintenance, condition, and cleanliness of decorative fountains	10.9%	8	95.9%	1	0.0045	12
Pool season and hours of operation	3.4%	13	87.7%	12	0.0042	13
Swimming pool operations and staffing	3.8%	12	90.3%	10	0.0037	14
Maintenance, condition, and cleanliness of the Fairfax Park athletic field	4.7%	11	95.0%	3	0.0024	15
Swimming pool programs	1.4%	16	87.6%	13	0.0017	16

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought are most important for the Town to provide

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2025 Importance-Satisfaction Rating

Town of Highland Park

Sanitation and Recycling

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
Clarity of information about the recycling program (what can be recycled, pick-up schedules and updates)	8.8%	6	80.9%	6	0.0168	1
Residential Garbage/Recycling collection services	77.5%	1	98.0%	2	0.0155	2
Brush/Yard waste collection services	33.6%	2	96.9%	3	0.0104	3
Park Cities' Recycling/Shredding and Household Hazardous Waste Events	9.5%	5	92.4%	5	0.0072	4
Bulky item collection services	13.1%	4	95.7%	4	0.0056	5
Frequency of Sanitation and Recycling services	27.4%	3	98.1%	1	0.0052	6

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-"Satisfaction" %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought are most important for the Town to provide

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2025 Importance-Satisfaction Rating

Town of Highland Park

Roadways/Public Works/Engineering

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Maintenance of sidewalks (buckling, damage, etc.)	51.90%	2	63.5%	14	0.1894	1
Maintenance of streets (potholes, damage, etc.)	77.00%	1	77.2%	8	0.1756	2
Medium Priority (IS <.10)						
The ease of east-west travel in Highland Park by car	15.10%	6	55.3%	15	0.0675	3
Maintenance of alleys (potholes, damage, etc.)	18.50%	4	67.7%	13	0.0598	4
Ability to manage and convey storm water	20.00%	3	73.0%	11	0.0540	5
Adequacy of street lighting in residential areas	15.20%	5	79.4%	6	0.0313	6
The ease of north-south travel in Highland Park by car	6.10%	10	77.1%	9	0.0140	7
The ease of travel by bicycle in Highland Park	3.90%	11	72.4%	12	0.0108	8
Overall cleanliness of streets (street sweeping)	13.10%	7	92.9%	1	0.0093	9
Accessibility of streets, sidewalks and buildings for people with disabilities or using mobility aids	3.80%	12	77.5%	7	0.0086	10
Maintenance of traffic signals	8.90%	8	91.3%	3	0.0077	11
Information regarding capital improvement projects (water, sewer, roads, storm, parks)	2.80%	15	75.7%	10	0.0068	12
Communications regarding roadway/alley work being performed	3.60%	14	81.8%	5	0.0066	13
Emergency debris pick-up (after storm events)	7.10%	9	91.9%	2	0.0058	14
The ease of pedestrian travel in Highland Park	3.70%	13	87.7%	4	0.0046	15

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the three most important responses for each item. Respondents were asked to identify the items they thought were the most important for the Town to provide

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2025 Importance-Satisfaction Rating

Town of Highland Park

Utilities

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Medium Priority (IS <.10)</u>						
Overall quality of water (taste, smell, clarity)	77.8%	1	88.7%	3	0.0879	1
Water pressure	51.4%	2	88.9%	2	0.0571	2
Timeliness of water/service line break repairs	27.3%	3	91.3%	1	0.0238	3
Use of smart water meter customer portal and online payment option (Water Smart)	8.9%	4	87.1%	5	0.0115	4
Notification process for work being performed	5.1%	5	87.4%	4	0.0064	5

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the three most important responses for each item. Respondents were asked to identify the items they thought were the most important for the Town to provide

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2025 Importance-Satisfaction Rating

Town of Highland Park

Community Development

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Regulation of residential construction vehicle parking	24.30%	3	28.7%	13	0.1733	1
The quality of new development/redevelopment in the Town	34.30%	1	52.0%	8	0.1646	2
Overall duration of construction projects	20.70%	4	33.5%	12	0.1377	3
Maintenance/cleanliness of residential construction sites	25.30%	2	50.3%	9	0.1257	4
Medium Priority (IS <.10)						
Process to submit a building permit application	15.90%	7	57.4%	4	0.0677	5
Appropriateness of the Town's zoning standards (height limits, building setbacks, etc.)	16.70%	6	59.7%	2	0.0673	6
Permitted days/hours for residential construction (7 am to 6 pm, Monday - Saturday)	17.60%	5	62.4%	1	0.0662	7
Amount of time to obtain a building permit after applying	10.50%	12	43.6%	11	0.0592	8
Promoting sound urban planning practices through ordinance development	14.20%	8	58.3%	3	0.0592	9
Ensuring compliance with zoning standards	12.50%	9	54.6%	7	0.0568	10
Town's effectiveness in remedying code violations (enforcement of exterior maintenance and upkeep of private property)	12.00%	10	56.3%	5	0.0524	11
Your ability to obtain information concerning zoning, building permits, and drainage	11.30%	11	55.0%	6	0.0509	12
Ease of completing regulatory processes (Town Council, Board of Adjustment, Zoning Commission)	6.40%	13	48.8%	10	0.0328	13

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the two most important responses for each item. Respondents were asked to identify the items they thought were the most important for the Town to provide

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2025 Importance-Satisfaction Rating

Town of Highland Park

Library System

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
Quality of space of the library facility	42.70%	1	92.6%	1	0.0316	1
Quality and availability of library materials and resources	31.00%	2	89.9%	4	0.0313	2
Hours of operation	30.00%	3	91.4%	2	0.0258	3
Quality of library children's events, classes and programs	26.10%	4	90.7%	3	0.0243	4
Quality and availability of electronic resources	15.50%	5	87.3%	5	0.0197	5
Quality of library's online catalog and website	11.10%	7	85.9%	8	0.0157	6
Quality of library adult events, classes and programs	11.70%	6	87.1%	7	0.0151	7
Communication on library updates and news	9.20%	8	87.2%	6	0.0118	8
Quality of library teen events, classes, and programs	4.30%	9	84.4%	10	0.0067	9
Quality and availability of library computers	2.90%	10	85.1%	9	0.0043	10

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the three most important responses for each item. Respondents were asked to identify the items they thought were the most important for the Town to provide

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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Benchmarks

Benchmarking



Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders use statistically-valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 500 cities and counties in 49 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2023 to a random sample of over 10,000 residents in the continental United States and (2) a regional survey that was administered by ETC Institute during the summer of 2023 to a random sample of residents living in Texas.

The charts on the following pages show how the results for Highland Park compare to the national average and the Texas average. The dark blue bar shows the results for Highland Park. The light blue bar shows the Texas state average from communities that administered the *DirectionFinder*® survey during the summer of 2023. The gray bar shows the results of a national survey that was administered by ETC Institute to a random sample of more than 10,000 U.S. residents during the summer of 2023.

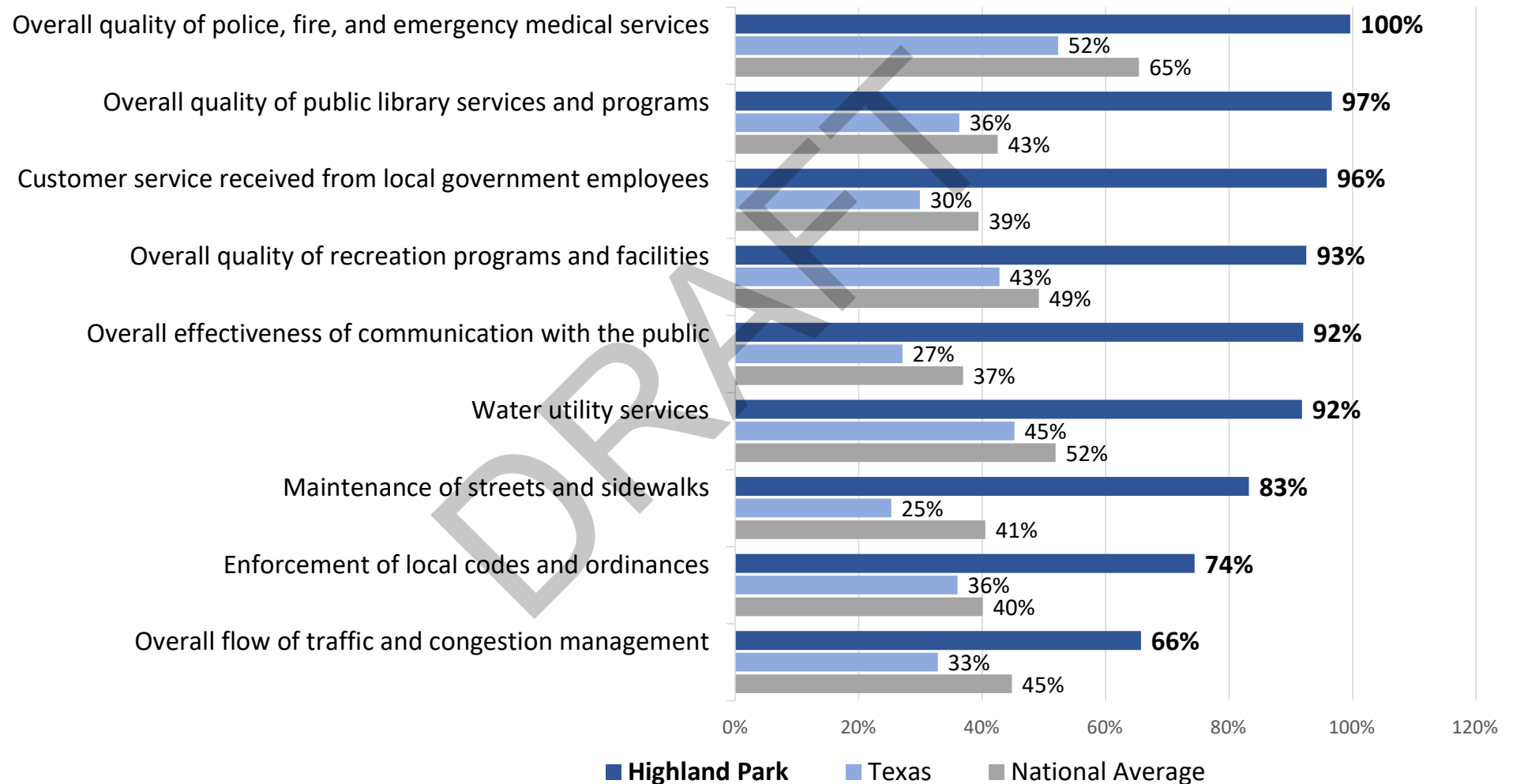
The charts on the following pages exclude the "don't know" responses to aid in data comparison.

National Benchmarks

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with Highland Park is not authorized without written consent from ETC Institute.

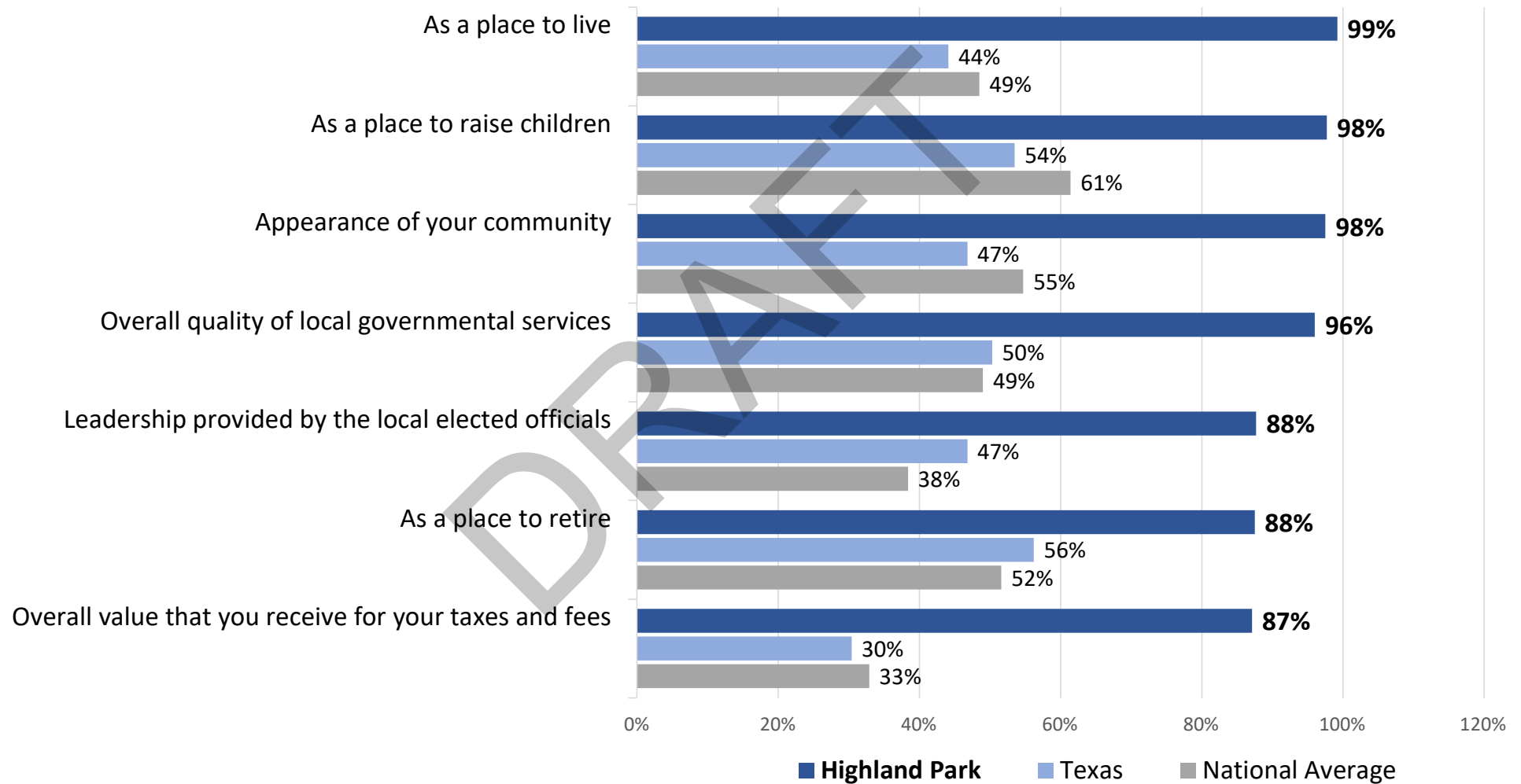
Q1. Major Categories of Town Services

Highland Park vs. Texas Average vs. National Average



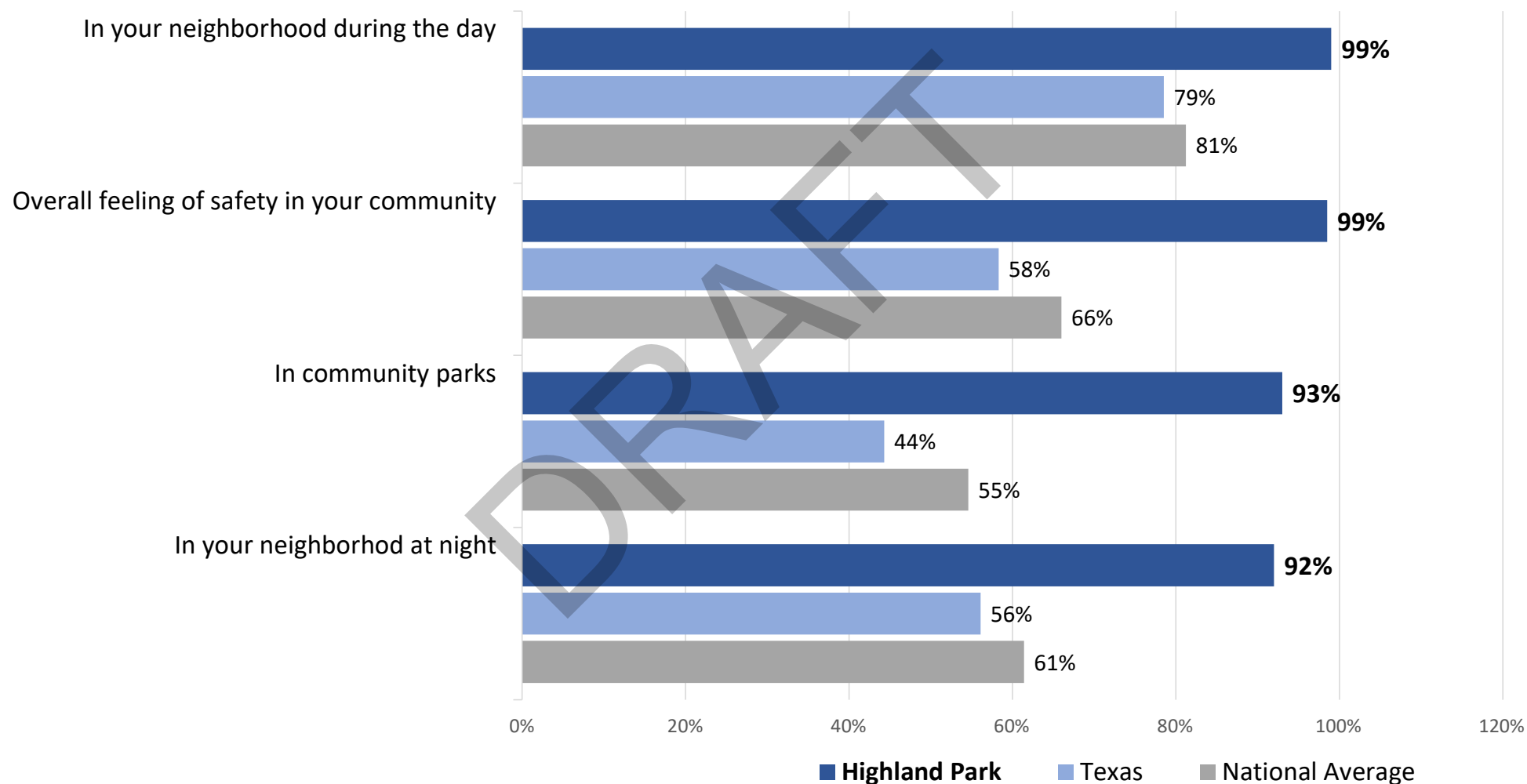
Q3. Perceptions of Town

Highland Park vs. Texas Average vs. National Average



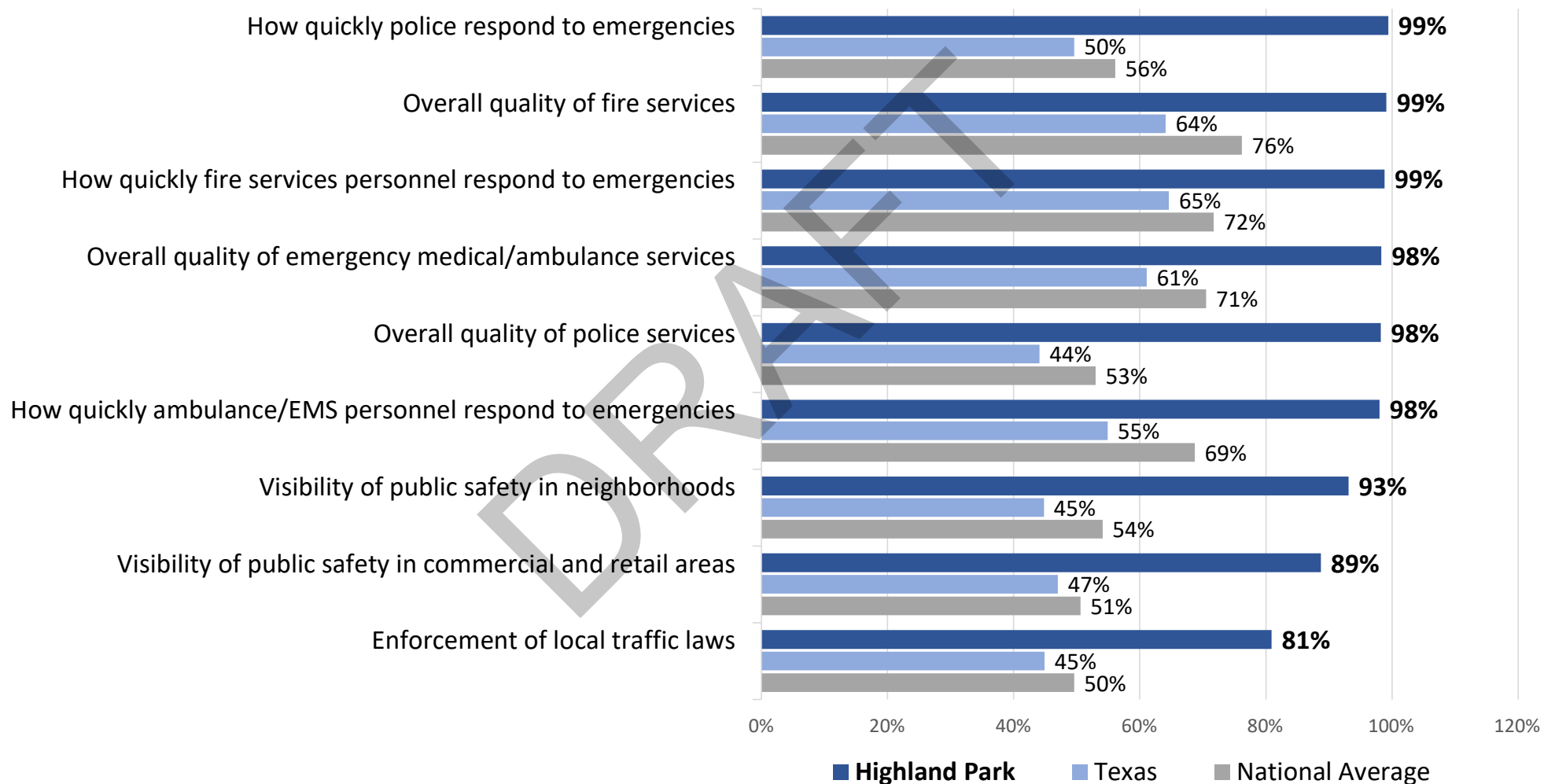
Q4. Feeling of Safety

Highland Park vs. Texas Average vs. National Average



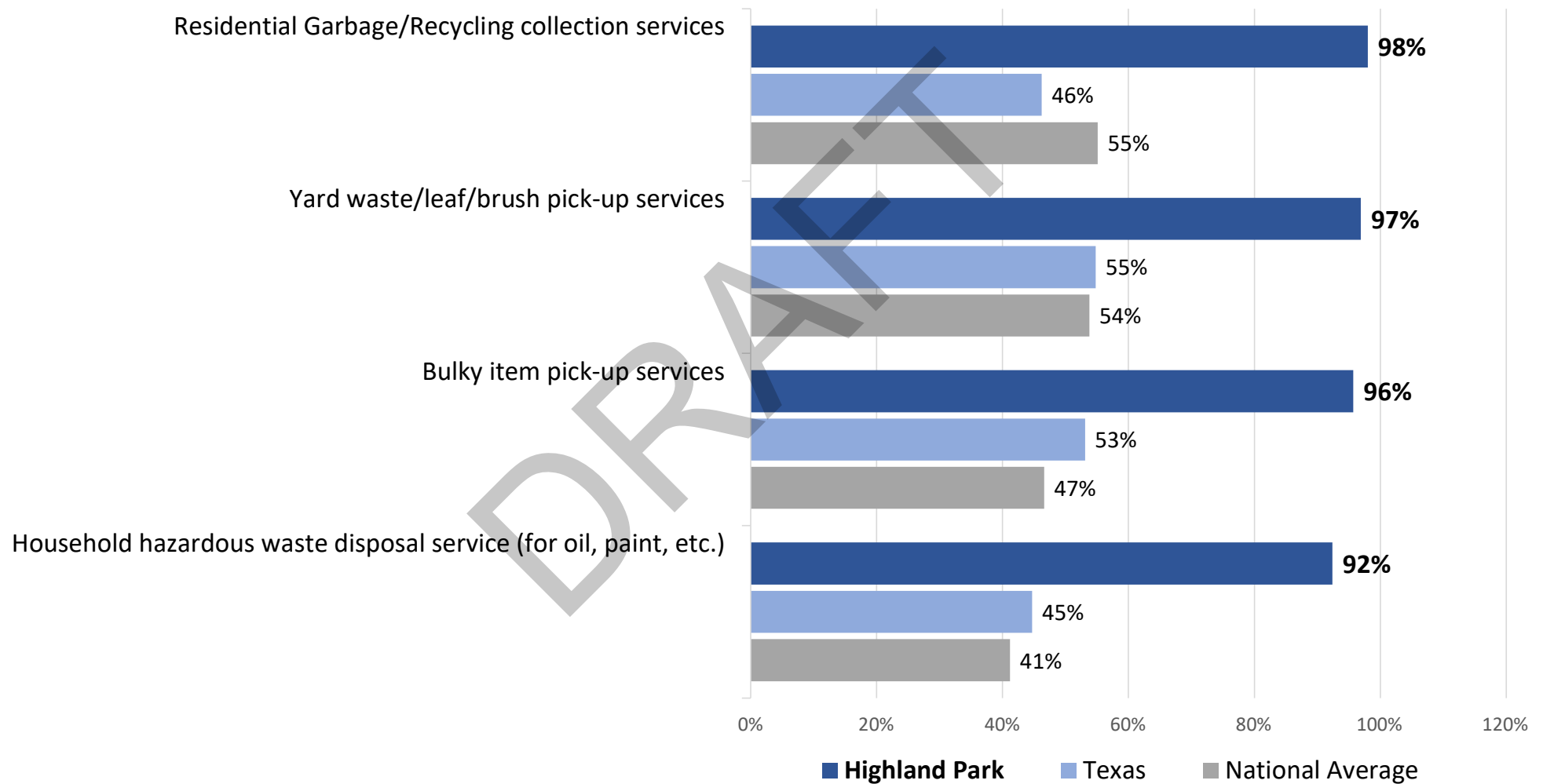
Q5. Public Safety

Highland Park vs. Texas Average vs. National Average



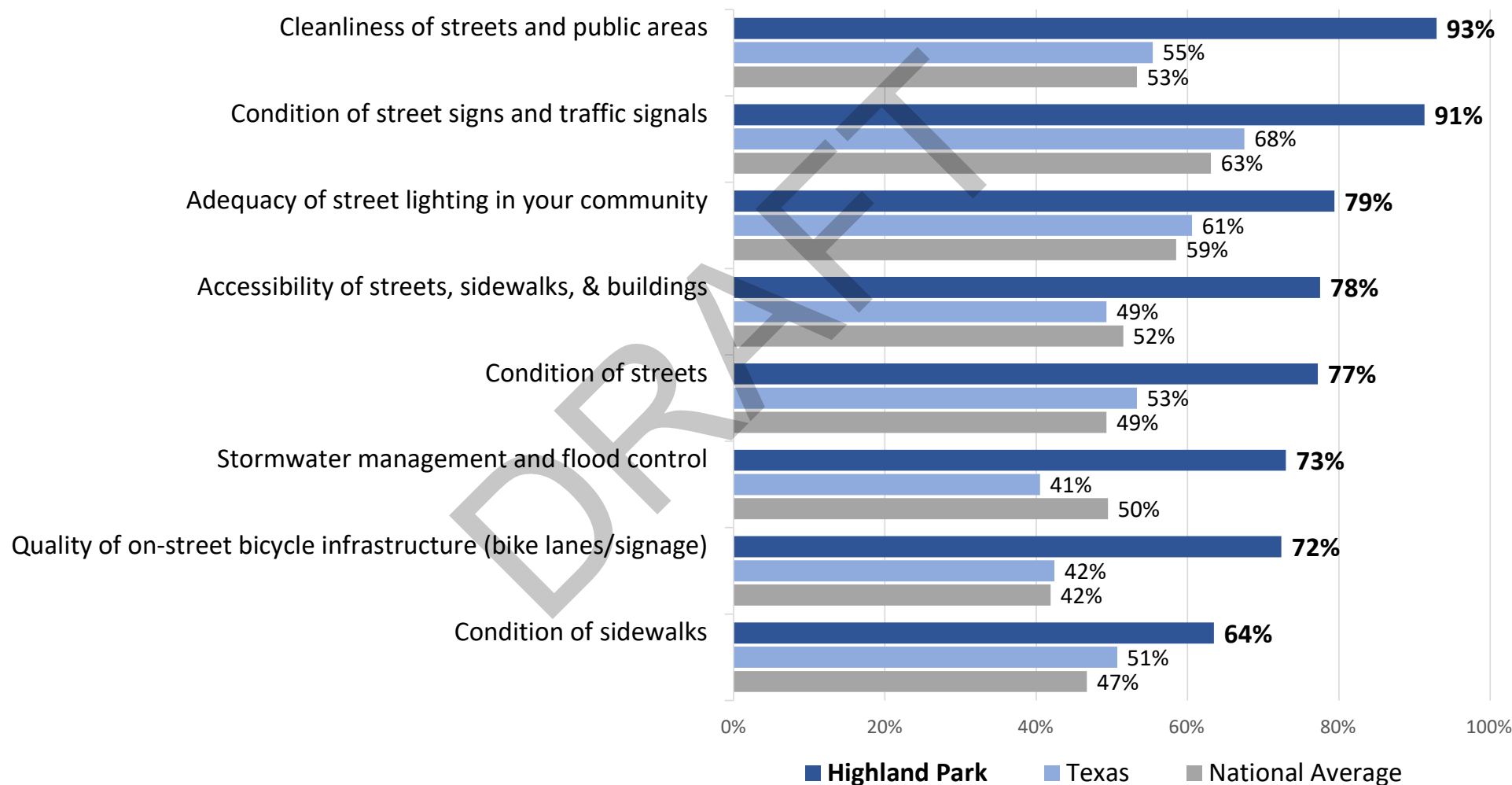
Q10. Sanitation and Recycling

Highland Park vs. Texas Average vs. National Average



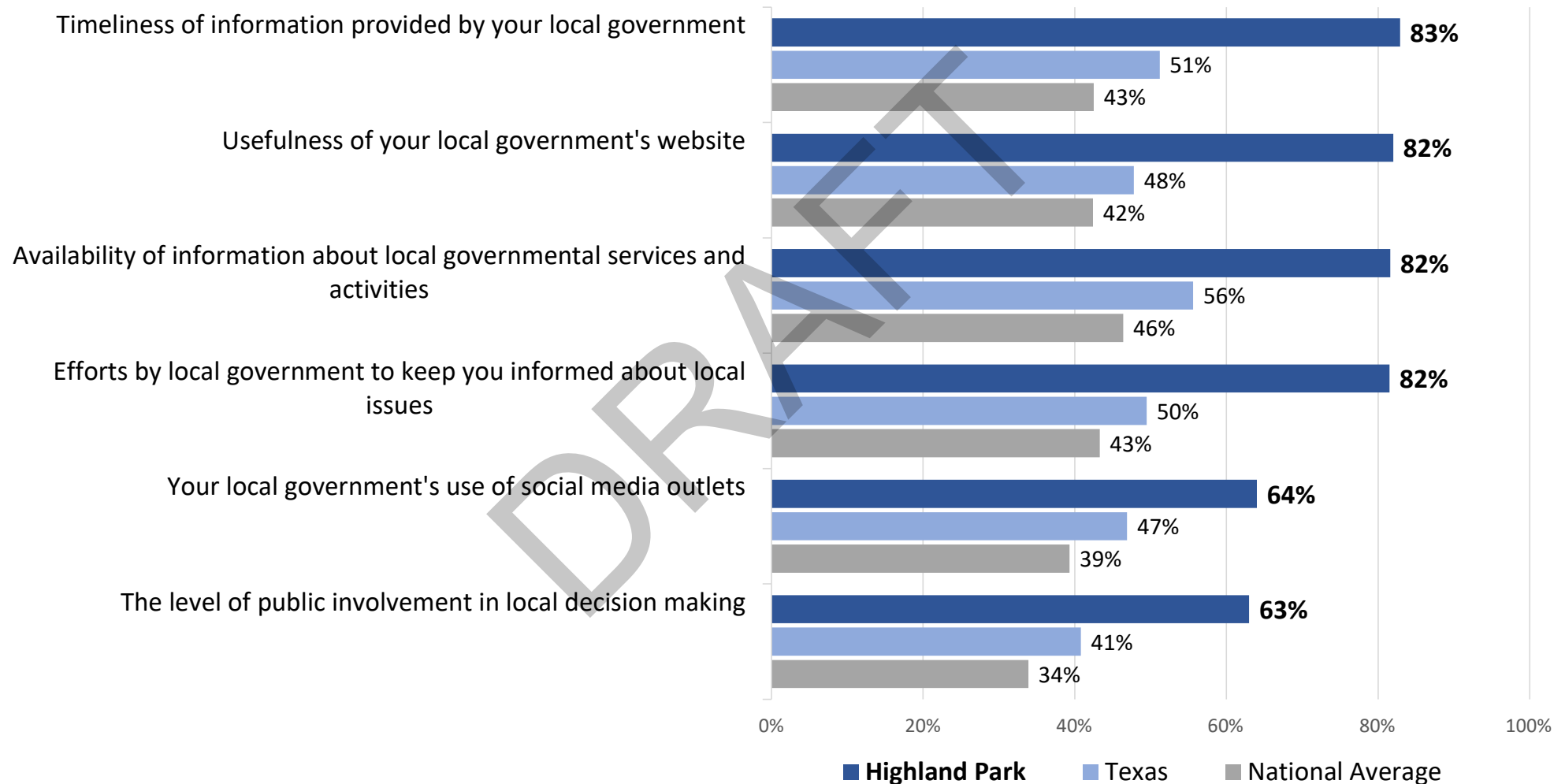
Q12. Roadways/Public Works/Engineering

Highland Park vs. Texas Average vs. National Average



Q22. Town Communication

Highland Park vs. Texas Average vs. National Average



5

Tabular Data

Q1. Major Categories of Town Services. Please rate your overall satisfaction with these major categories of services provided by the Town of Highland Park.

(N=487)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall quality of police, fire, & emergency medical services	93.2%	4.5%	0.4%	0.0%	0.0%	1.8%
Q1-2. Overall quality of 911 services	77.6%	4.9%	0.6%	0.6%	0.0%	16.2%
Q1-3. Overall quality of Town parks & green spaces	74.7%	19.3%	3.7%	0.8%	0.2%	1.2%
Q1-4. Overall quality of recreation programs & facilities	55.6%	23.4%	5.1%	0.8%	0.4%	14.6%
Q1-5. Overall maintenance of Town streets, sidewalks, & alleys	43.5%	39.0%	10.7%	4.7%	1.2%	0.8%
Q1-6. Overall flow of traffic & congestion management in Town	30.0%	34.9%	19.3%	11.1%	3.5%	1.2%
Q1-7. Overall quality of permitting & inspection services (e. g., issuing building permits)	20.9%	17.5%	12.5%	7.8%	3.1%	38.2%
Q1-8. Overall quality of Town water & sewer utilities	59.1%	30.2%	6.0%	1.8%	0.2%	2.7%
Q1-9. Overall quality of public library services & programs	67.4%	13.8%	2.7%	0.2%	0.0%	16.0%
Q1-10. Overall enforcement of Town codes & ordinances	36.6%	25.7%	14.4%	4.7%	2.3%	16.4%
Q1-11. Overall quality of customer service you receive from Town employees	73.1%	18.9%	3.1%	1.0%	0.0%	3.9%
Q1-12. Overall effectiveness of Town communication with the public	67.4%	22.6%	4.9%	2.3%	0.6%	2.3%

(WITHOUT "DON'T KNOW")**Q1. Major Categories of Town Services. Please rate your overall satisfaction with these major categories of services provided by the Town of Highland Park. (without "don't know")**

(N=487)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of police, fire, & emergency medical services	95.0%	4.6%	0.4%	0.0%	0.0%
Q1-2. Overall quality of 911 services	92.6%	5.9%	0.7%	0.7%	0.0%
Q1-3. Overall quality of Town parks & green spaces	75.7%	19.5%	3.7%	0.8%	0.2%
Q1-4. Overall quality of recreation programs & facilities	65.1%	27.4%	6.0%	1.0%	0.5%
Q1-5. Overall maintenance of Town streets, sidewalks, & alleys	43.9%	39.3%	10.8%	4.8%	1.2%
Q1-6. Overall flow of traffic & congestion management in Town	30.4%	35.3%	19.5%	11.2%	3.5%
Q1-7. Overall quality of permitting & inspection services (e.g., issuing building permits)	33.9%	28.2%	20.3%	12.6%	5.0%
Q1-8. Overall quality of Town water & sewer utilities	60.8%	31.0%	6.1%	1.9%	0.2%
Q1-9. Overall quality of public library services & programs	80.2%	16.4%	3.2%	0.2%	0.0%
Q1-10. Overall enforcement of Town codes & ordinances	43.7%	30.7%	17.2%	5.7%	2.7%
Q1-11. Overall quality of customer service you receive from Town employees	76.1%	19.7%	3.2%	1.1%	0.0%
Q1-12. Overall effectiveness of Town communication with the public	68.9%	23.1%	5.0%	2.3%	0.6%

Q2. Which FIVE of the services listed in Question 1 do you think are MOST IMPORTANT for the Town to provide?

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police, fire, & emergency medical services	397	81.5 %
Overall quality of 911 services	17	3.5 %
Overall quality of Town parks & green spaces	7	1.4 %
Overall quality of recreation programs & facilities	1	0.2 %
Overall maintenance of Town streets, sidewalks, & alleys	6	1.2 %
Overall flow of traffic & congestion management in Town	15	3.1 %
Overall quality of permitting & inspection services (e.g., issuing building permits)	4	0.8 %
Overall quality of Town water & sewer utilities	5	1.0 %
Overall quality of public library services & programs	2	0.4 %
Overall enforcement of Town codes & ordinances	5	1.0 %
Overall quality of customer service you receive from Town employees	1	0.2 %
Overall effectiveness of Town communication with the public	2	0.4 %
None chosen	25	5.1 %
Total	487	100.0 %

Q2. Which FIVE of the services listed in Question 1 do you think are MOST IMPORTANT for the Town to provide?

<u>Q2. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police, fire, & emergency medical services	32	6.6 %
Overall quality of 911 services	211	43.3 %
Overall quality of Town parks & green spaces	42	8.6 %
Overall quality of recreation programs & facilities	4	0.8 %
Overall maintenance of Town streets, sidewalks, & alleys	84	17.2 %
Overall flow of traffic & congestion management in Town	22	4.5 %
Overall quality of permitting & inspection services (e.g., issuing building permits)	5	1.0 %
Overall quality of Town water & sewer utilities	28	5.7 %
Overall quality of public library services & programs	3	0.6 %
Overall enforcement of Town codes & ordinances	12	2.5 %
Overall quality of customer service you receive from Town employees	7	1.4 %
Overall effectiveness of Town communication with the public	4	0.8 %
None chosen	33	6.8 %
Total	487	100.0 %

Q2. Which FIVE of the services listed in Question 1 do you think are MOST IMPORTANT for the Town to provide?

Q2. 3rd choice	Number	Percent
Overall quality of police, fire, & emergency medical services	3	0.6 %
Overall quality of 911 services	26	5.3 %
Overall quality of Town parks & green spaces	75	15.4 %
Overall quality of recreation programs & facilities	13	2.7 %
Overall maintenance of Town streets, sidewalks, & alleys	135	27.7 %
Overall flow of traffic & congestion management in Town	60	12.3 %
Overall quality of permitting & inspection services (e.g., issuing building permits)	17	3.5 %
Overall quality of Town water & sewer utilities	66	13.6 %
Overall quality of public library services & programs	4	0.8 %
Overall enforcement of Town codes & ordinances	21	4.3 %
Overall quality of customer service you receive from Town employees	17	3.5 %
Overall effectiveness of Town communication with the public	11	2.3 %
None chosen	39	8.0 %
Total	487	100.0 %

Q2. Which FIVE of the services listed in Question 1 do you think are MOST IMPORTANT for the Town to provide?

Q2. 4th choice	Number	Percent
Overall quality of police, fire, & emergency medical services	3	0.6 %
Overall quality of 911 services	26	5.3 %
Overall quality of Town parks & green spaces	71	14.6 %
Overall quality of recreation programs & facilities	18	3.7 %
Overall maintenance of Town streets, sidewalks, & alleys	74	15.2 %
Overall flow of traffic & congestion management in Town	51	10.5 %
Overall quality of permitting & inspection services (e.g., issuing building permits)	15	3.1 %
Overall quality of Town water & sewer utilities	81	16.6 %
Overall quality of public library services & programs	11	2.3 %
Overall enforcement of Town codes & ordinances	41	8.4 %
Overall quality of customer service you receive from Town employees	21	4.3 %
Overall effectiveness of Town communication with the public	23	4.7 %
None chosen	52	10.7 %
Total	487	100.0 %

Q2. Which FIVE of the services listed in Question 1 do you think are MOST IMPORTANT for the Town to provide?

<u>Q2. 5th choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police, fire, & emergency medical services	3	0.6 %
Overall quality of 911 services	20	4.1 %
Overall quality of Town parks & green spaces	50	10.3 %
Overall quality of recreation programs & facilities	30	6.2 %
Overall maintenance of Town streets, sidewalks, & alleys	52	10.7 %
Overall flow of traffic & congestion management in Town	45	9.2 %
Overall quality of permitting & inspection services (e.g., issuing building permits)	17	3.5 %
Overall quality of Town water & sewer utilities	67	13.8 %
Overall quality of public library services & programs	19	3.9 %
Overall enforcement of Town codes & ordinances	35	7.2 %
Overall quality of customer service you receive from Town employees	48	9.9 %
Overall effectiveness of Town communication with the public	32	6.6 %
None chosen	69	14.2 %
Total	487	100.0 %

(SUM OF TOP 5 RESPONSES)

Q2. Which FIVE of the services listed in Question 1 do you think are MOST IMPORTANT for the Town to provide? (top 5)

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police, fire, & emergency medical services	438	89.9 %
Overall quality of 911 services	300	61.6 %
Overall quality of Town parks & green spaces	245	50.3 %
Overall quality of recreation programs & facilities	66	13.6 %
Overall maintenance of Town streets, sidewalks, & alleys	351	72.1 %
Overall flow of traffic & congestion management in Town	193	39.6 %
Overall quality of permitting & inspection services (e.g., issuing building permits)	58	11.9 %
Overall quality of Town water & sewer utilities	247	50.7 %
Overall quality of public library services & programs	39	8.0 %
Overall enforcement of Town codes & ordinances	114	23.4 %
Overall quality of customer service you receive from Town employees	94	19.3 %
Overall effectiveness of Town communication with the public	72	14.8 %
None chosen	25	5.1 %
Total	2242	

Q3. Perceptions of the Town. Please rate your satisfaction with each of the following.

(N=487)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Highland Park as a place to live	91.8%	6.8%	0.4%	0.4%	0.0%	0.6%
Q3-2. Highland Park as a place to raise children	83.4%	8.6%	2.1%	0.2%	0.0%	5.7%
Q3-3. Highland Park as a place to play & for leisure	70.4%	19.7%	5.5%	1.2%	0.2%	2.9%
Q3-4. Highland Park as a place to retire	66.1%	15.8%	9.7%	1.4%	0.6%	6.4%
Q3-5. Overall quality of Town-sponsored special events (e.g., Park Cities 4th of July Parade, Tree Lighting, Santa Around Town)	63.7%	21.6%	7.2%	0.4%	0.0%	7.2%
Q3-6. Overall sense of community	69.0%	20.9%	7.6%	1.2%	0.0%	1.2%
Q3-7. Overall appearance of Highland Park	79.9%	16.6%	1.4%	1.0%	0.0%	1.0%
Q3-8. Overall quality of life in Highland Park	82.3%	15.4%	0.8%	0.6%	0.0%	0.8%
Q3-9. Overall quality of leadership provided by Highland Park's elected officials	55.6%	23.6%	10.1%	0.8%	0.2%	9.7%
Q3-10. Overall effectiveness of Town management	57.5%	27.5%	6.8%	0.8%	0.6%	6.8%
Q3-11. Overall quality of services provided by Town of Highland Park	69.2%	25.1%	3.1%	0.8%	0.0%	1.8%
Q3-12. Overall value that you receive for your Town tax dollars & fees	55.6%	29.0%	10.3%	2.3%	0.0%	2.9%
Q3-13. Overall level of satisfaction of Town's stewardship of financial resources (pay as you go, no debt)	63.7%	20.7%	6.4%	0.6%	0.2%	8.4%

(WITHOUT "DON'T KNOW")**Q3. Perceptions of the Town. Please rate your satisfaction with each of the following. (without "don't know")**

(N=487)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Highland Park as a place to live	92.4%	6.8%	0.4%	0.4%	0.0%
Q3-2. Highland Park as a place to raise children	88.5%	9.2%	2.2%	0.2%	0.0%
Q3-3. Highland Park as a place to play & for leisure	72.5%	20.3%	5.7%	1.3%	0.2%
Q3-4. Highland Park as a place to retire	70.6%	16.9%	10.3%	1.5%	0.7%
Q3-5. Overall quality of Town-sponsored special events (e.g., Park Cities 4th of July Parade, Tree Lighting, Santa Around Town)	68.6%	23.2%	7.7%	0.4%	0.0%
Q3-6. Overall sense of community	69.9%	21.2%	7.7%	1.2%	0.0%
Q3-7. Overall appearance of Highland Park	80.7%	16.8%	1.5%	1.0%	0.0%
Q3-8. Overall quality of life in Highland Park	83.0%	15.5%	0.8%	0.6%	0.0%
Q3-9. Overall quality of leadership provided by Highland Park's elected officials	61.6%	26.1%	11.1%	0.9%	0.2%
Q3-10. Overall effectiveness of Town management	61.7%	29.5%	7.3%	0.9%	0.7%
Q3-11. Overall quality of services provided by Town of Highland Park	70.5%	25.5%	3.1%	0.8%	0.0%
Q3-12. Overall value that you receive for your Town tax dollars & fees	57.3%	29.8%	10.6%	2.3%	0.0%
Q3-13. Overall level of satisfaction of Town's stewardship of financial resources (pay as you go, no debt)	69.5%	22.6%	7.0%	0.7%	0.2%

Q4. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.

(N=487)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q4-1. Overall in Town	72.3%	24.2%	1.2%	0.2%	0.0%	2.1%
Q4-2. In your neighborhood during the day	78.2%	18.7%	0.8%	0.0%	0.0%	2.3%
Q4-3. In your neighborhood at night	49.3%	41.1%	6.8%	1.0%	0.0%	1.8%
Q4-4. In commercial & retail areas during the day	55.2%	34.5%	6.6%	1.0%	0.0%	2.7%
Q4-5. In commercial & retail areas at night	38.0%	41.9%	13.8%	2.5%	0.0%	3.9%
Q4-6. In Town parks	52.2%	35.5%	5.5%	1.0%	0.0%	5.7%
Q4-7. Riding your bike, running, walking in Town	56.7%	34.1%	4.9%	1.2%	0.2%	2.9%

(WITHOUT "DON'T KNOW")

Q4. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

(N=487)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q4-1. Overall in Town	73.8%	24.7%	1.3%	0.2%	0.0%
Q4-2. In your neighborhood during the day	80.0%	19.1%	0.8%	0.0%	0.0%
Q4-3. In your neighborhood at night	50.2%	41.8%	6.9%	1.0%	0.0%
Q4-4. In commercial & retail areas during the day	56.8%	35.4%	6.8%	1.1%	0.0%
Q4-5. In commercial & retail areas at night	39.5%	43.6%	14.3%	2.6%	0.0%
Q4-6. In Town parks	55.3%	37.7%	5.9%	1.1%	0.0%
Q4-7. Riding your bike, running, walking in Town	58.4%	35.1%	5.1%	1.3%	0.2%

Q5. Public Safety. Please rate your satisfaction with each of the following.

(N=487)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Visibility of Public Safety in neighborhoods	55.4%	35.7%	5.7%	0.8%	0.2%	2.1%
Q5-2. Visibility of Public Safety in retail areas	46.8%	36.6%	10.1%	0.4%	0.2%	6.0%
Q5-3. Efforts to prevent serious crimes (burglary, assault, etc.)	56.1%	29.4%	7.2%	1.2%	0.0%	6.2%
Q5-4. Efforts to prevent lesser crimes (vandalism, theft, etc.)	46.8%	30.8%	11.9%	3.1%	0.0%	7.4%
Q5-5. Enforcement of traffic laws (speeding, etc.)	44.6%	33.7%	11.3%	4.7%	2.5%	3.3%
Q5-6. Enforcement of parking laws	39.6%	30.0%	15.6%	4.5%	1.6%	8.6%
Q5-7. Overall quality of police services	76.4%	20.1%	1.2%	0.6%	0.0%	1.6%
Q5-8. Overall quality of police response times	82.1%	11.9%	0.6%	0.0%	0.0%	5.3%
Q5-9. Overall quality of fire protection services	77.2%	13.6%	0.8%	0.0%	0.0%	8.4%
Q5-10. Overall quality of fire emergency response times	76.4%	11.3%	1.0%	0.0%	0.0%	11.3%
Q5-11. Overall quality of emergency medical services (EMS)	71.5%	11.1%	1.2%	0.2%	0.0%	16.0%
Q5-12. Overall quality of EMS emergency response times	70.2%	9.4%	1.4%	0.2%	0.0%	18.7%
Q5-13. Overall quality of non-emergency services & public safety awareness programs (house watch, car seat installation, animal control, etc.)	54.6%	22.0%	6.8%	0.0%	0.2%	16.4%
Q5-14. Overall transparency of Public Safety Department	60.4%	20.7%	7.0%	0.0%	0.2%	11.7%

Q5. Public Safety. Please rate your satisfaction with each of the following.

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-15. Police Department's communication platforms & social media accounts	60.0%	20.3%	4.5%	0.4%	0.0%	14.8%
Q5-16. Speed with which your 911 dispatch call was answered	63.2%	9.9%	1.8%	0.0%	0.2%	24.8%
Q5-17. Quality of information and/or instructions given to you by 911 dispatcher	55.6%	12.5%	2.7%	0.2%	0.2%	28.7%
Q5-18. Overall quality of interaction with public safety call taker	60.2%	14.6%	2.7%	0.2%	0.2%	22.2%

(WITHOUT "DON'T KNOW")**Q5. Public Safety. Please rate your satisfaction with each of the following. (without "don't know")**

(N=487)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Visibility of Public Safety in neighborhoods	56.6%	36.5%	5.9%	0.8%	0.2%
Q5-2. Visibility of Public Safety in retail areas	49.8%	38.9%	10.7%	0.4%	0.2%
Q5-3. Efforts to prevent serious crimes (burglary, assault, etc.)	59.7%	31.3%	7.7%	1.3%	0.0%
Q5-4. Efforts to prevent lesser crimes (vandalism, theft, etc.)	50.6%	33.3%	12.9%	3.3%	0.0%
Q5-5. Enforcement of traffic laws (speeding, etc.)	46.1%	34.8%	11.7%	4.9%	2.5%
Q5-6. Enforcement of parking laws	43.4%	32.8%	17.1%	4.9%	1.8%
Q5-7. Overall quality of police services	77.7%	20.5%	1.3%	0.6%	0.0%
Q5-8. Overall quality of police response times	86.8%	12.6%	0.7%	0.0%	0.0%
Q5-9. Overall quality of fire protection services	84.3%	14.8%	0.9%	0.0%	0.0%
Q5-10. Overall quality of fire emergency response times	86.1%	12.7%	1.2%	0.0%	0.0%
Q5-11. Overall quality of emergency medical services (EMS)	85.1%	13.2%	1.5%	0.2%	0.0%
Q5-12. Overall quality of EMS emergency response times	86.4%	11.6%	1.8%	0.3%	0.0%
Q5-13. Overall quality of non-emergency services & public safety awareness programs (house watch, car seat installation, animal control, etc.)	65.4%	26.3%	8.1%	0.0%	0.2%
Q5-14. Overall transparency of Public Safety Department	68.4%	23.5%	7.9%	0.0%	0.2%

(WITHOUT "DON'T KNOW")**Q5. Public Safety. Please rate your satisfaction with each of the following. (without "don't know")**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-15. Police Department's communication platforms & social media accounts	70.4%	23.9%	5.3%	0.5%	0.0%
Q5-16. Speed with which your 911 dispatch call was answered	84.2%	13.1%	2.5%	0.0%	0.3%
Q5-17. Quality of information and/or instructions given to you by 911 dispatcher	78.1%	17.6%	3.7%	0.3%	0.3%
Q5-18. Overall quality of interaction with public safety call taker	77.3%	18.7%	3.4%	0.3%	0.3%

Q6. Which THREE of the Public Safety Department services listed in Question 5 do you think are MOST IMPORTANT for the Town to provide?

Q6. Top choice	Number	Percent
Visibility of Public Safety in neighborhoods	93	19.1 %
Visibility of Public Safety in retail areas	2	0.4 %
Efforts to prevent serious crimes (burglary, assault, etc.)	115	23.6 %
Efforts to prevent lesser crimes (vandalism, theft, etc.)	12	2.5 %
Enforcement of traffic laws (speeding, etc.)	22	4.5 %
Overall quality of police services	83	17.0 %
Overall quality of police response times	42	8.6 %
Overall quality of fire protection services	4	0.8 %
Overall quality of fire emergency response times	7	1.4 %
Overall quality of emergency medical services (EMS)	14	2.9 %
Overall quality of EMS emergency response times	17	3.5 %
Overall transparency of Public Safety Department	1	0.2 %
Police Department's communication platforms & social media accounts	1	0.2 %
Speed with which your 911 dispatch call was answered	19	3.9 %
Quality of information and/or instructions given to you by 911 dispatcher	3	0.6 %
None chosen	52	10.7 %
Total	487	100.0 %

Q6. Which THREE of the Public Safety Department services listed in Question 5 do you think are MOST IMPORTANT for the Town to provide?

Q6. 2nd choice	Number	Percent
Visibility of Public Safety in neighborhoods	36	7.4 %
Visibility of Public Safety in retail areas	27	5.5 %
Efforts to prevent serious crimes (burglary, assault, etc.)	65	13.3 %
Efforts to prevent lesser crimes (vandalism, theft, etc.)	67	13.8 %
Enforcement of traffic laws (speeding, etc.)	11	2.3 %
Enforcement of parking laws	9	1.8 %
Overall quality of police services	32	6.6 %
Overall quality of police response times	65	13.3 %
Overall quality of fire protection services	27	5.5 %
Overall quality of fire emergency response times	31	6.4 %
Overall quality of emergency medical services (EMS)	25	5.1 %
Overall quality of EMS emergency response times	18	3.7 %
Speed with which your 911 dispatch call was answered	11	2.3 %
Quality of information and/or instructions given to you by 911 dispatcher	3	0.6 %
None chosen	60	12.3 %
Total	487	100.0 %

Q6. Which THREE of the Public Safety Department services listed in Question 5 do you think are MOST IMPORTANT for the Town to provide?

Q6. 3rd choice	Number	Percent
Visibility of Public Safety in neighborhoods	38	7.8 %
Visibility of Public Safety in retail areas	12	2.5 %
Efforts to prevent serious crimes (burglary, assault, etc.)	39	8.0 %
Efforts to prevent lesser crimes (vandalism, theft, etc.)	37	7.6 %
Enforcement of traffic laws (speeding, etc.)	29	6.0 %
Enforcement of parking laws	2	0.4 %
Overall quality of police services	45	9.2 %
Overall quality of police response times	34	7.0 %
Overall quality of fire protection services	42	8.6 %
Overall quality of fire emergency response times	35	7.2 %
Overall quality of emergency medical services (EMS)	49	10.1 %
Overall quality of EMS emergency response times	27	5.5 %
Overall quality of non-emergency services & public safety awareness programs (house watch, car seat installation, animal control, etc.)	2	0.4 %
Overall transparency of Public Safety Department	4	0.8 %
Police Department's communication platforms & social media accounts	5	1.0 %
Speed with which your 911 dispatch call was answered	17	3.5 %
Quality of information and/or instructions given to you by 911 dispatcher	1	0.2 %
Overall quality of interaction with public safety call taker	4	0.8 %
None chosen	65	13.3 %
Total	487	100.0 %

Q6. Which THREE of the Public Safety Department services listed in Question 5 do you think are MOST IMPORTANT for the Town to provide? (top 3)

<u>Q6. Top choice</u>	<u>Number</u>	<u>Percent</u>
Visibility of Public Safety in neighborhoods	167	34.3 %
Visibility of Public Safety in retail areas	41	8.4 %
Efforts to prevent serious crimes (burglary, assault, etc.)	219	45.0 %
Efforts to prevent lesser crimes (vandalism, theft, etc.)	116	23.8 %
Enforcement of traffic laws (speeding, etc.)	62	12.7 %
Enforcement of parking laws	11	2.3 %
Overall quality of police services	160	32.9 %
Overall quality of police response times	141	29.0 %
Overall quality of fire protection services	73	15.0 %
Overall quality of fire emergency response times	73	15.0 %
Overall quality of emergency medical services (EMS)	88	18.1 %
Overall quality of EMS emergency response times	62	12.7 %
Overall quality of non-emergency services & public safety awareness programs (house watch, car seat installation, animal control, etc.)	2	0.4 %
Overall transparency of Public Safety Department	5	1.0 %
Police Department's communication platforms & social media accounts	6	1.2 %
Speed with which your 911 dispatch call was answered	47	9.7 %
Quality of information and/or instructions given to you by 911 dispatcher	7	1.4 %
Overall quality of interaction with public safety call taker	4	0.8 %
<u>None chosen</u>	<u>52</u>	<u>10.7 %</u>
Total	1336	

Q7. Town Hall/Building Maintenance. Please rate your satisfaction with each of the following.

(N=487)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. Accessibility	64.9%	20.3%	2.9%	0.2%	0.0%	11.7%
Q7-2. General signage & wayfinding	60.8%	24.8%	3.1%	0.6%	0.0%	10.7%
Q7-3. Adequacy & availability of parking	45.0%	26.7%	13.6%	4.7%	0.4%	9.7%
Q7-4. Maintenance, condition & cleanliness of Town Hall	70.6%	15.8%	1.6%	0.0%	0.0%	11.9%
Q7-5. Quality of council chambers/municipal court facilities	52.2%	15.6%	2.5%	0.4%	0.0%	29.4%

(WITHOUT "DON'T KNOW")**Q7. Town Hall/Building Maintenance. Please rate your satisfaction with each of the following. (without "don't know")**

(N=487)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Accessibility	73.5%	23.0%	3.3%	0.2%	0.0%
Q7-2. General signage & wayfinding	68.0%	27.8%	3.4%	0.7%	0.0%
Q7-3. Adequacy & availability of parking	49.8%	29.5%	15.0%	5.2%	0.5%
Q7-4. Maintenance, condition & cleanliness of Town Hall	80.2%	17.9%	1.9%	0.0%	0.0%
Q7-5. Quality of council chambers/municipal court facilities	73.8%	22.1%	3.5%	0.6%	0.0%

Q8. Parks and Recreation. Please rate your satisfaction with each of the following.

(N=487)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-1. Landscape, maintenance, condition, & cleanliness of Town parks	69.2%	23.8%	2.7%	1.4%	0.2%	2.7%
Q8-2. Maintenance, condition, & cleanliness of decorative fountains	64.3%	27.3%	3.5%	0.2%	0.2%	4.5%
Q8-3. Amenities in Town Parks (trash cans, drinking fountains, benches)	58.3%	27.9%	5.3%	2.3%	0.0%	6.2%
Q8-4. Maintenance, condition, & cleanliness of playground equipment	51.5%	21.1%	4.5%	0.6%	0.2%	22.0%
Q8-5. Maintenance, condition, & cleanliness of ponds, lakes, or greenways	58.7%	28.3%	6.8%	1.8%	0.0%	4.3%
Q8-6. Maintenance, condition, & cleanliness of Fairfax Park athletic field (located on northeast corner of Beverly & Tollway)	52.6%	21.8%	3.5%	0.4%	0.0%	21.8%
Q8-7. Maintenance, condition, & cleanliness of outdoor athletic courts (pickleball & tennis)	49.5%	22.6%	5.3%	0.2%	0.2%	22.2%
Q8-8. Ease of utilizing recreation software (purchasing permits, reserving courts, signing up for programs)	29.6%	19.9%	10.7%	3.1%	1.2%	35.5%
Q8-9. Quality & amount of recreational programming (pickleball clinics, yoga, meditation)	25.7%	20.5%	11.3%	1.4%	0.2%	40.9%
Q8-10. Maintenance of public parkway trees	56.7%	32.0%	3.7%	1.2%	0.6%	5.7%
Q8-11. Adequacy of lighting in parks & athletic courts	48.3%	28.3%	7.0%	1.4%	0.8%	14.2%
Q8-12. Quality & amount of public art & sculptures throughout Town	40.5%	30.4%	15.8%	2.3%	0.4%	10.7%

Q8. Parks and Recreation. Please rate your satisfaction with each of the following.

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-13. Maintenance, condition, & cleanliness of Town swimming pool	43.1%	15.4%	4.3%	0.8%	0.4%	35.9%
Q8-14. Pool season & hours of operation	37.4%	18.1%	5.3%	2.1%	0.4%	36.8%
Q8-15. Swimming pool operations & staffing (daily admission, pool party reservation process & experience, concessions)	37.2%	16.0%	4.3%	0.6%	0.8%	41.1%
Q8-16. Swimming pool programs (swim lessons, swim conditioning program, etc.)	29.4%	14.2%	5.3%	0.8%	0.0%	50.3%

(WITHOUT "DON'T KNOW")**Q8. Parks and Recreation. Please rate your satisfaction with each of the following. (without "don't know")**

(N=487)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Landscape, maintenance, condition, & cleanliness of Town parks	71.1%	24.5%	2.7%	1.5%	0.2%
Q8-2. Maintenance, condition, & cleanliness of decorative fountains	67.3%	28.6%	3.7%	0.2%	0.2%
Q8-3. Amenities in Town Parks (trash cans, drinking fountains, benches)	62.1%	29.8%	5.7%	2.4%	0.0%
Q8-4. Maintenance, condition, & cleanliness of playground equipment	66.1%	27.1%	5.8%	0.8%	0.3%
Q8-5. Maintenance, condition, & cleanliness of ponds, lakes, or greenways	61.4%	29.6%	7.1%	1.9%	0.0%
Q8-6. Maintenance, condition, & cleanliness of Fairfax Park athletic field (located on northeast corner of Beverly & Tollway)	67.2%	27.8%	4.5%	0.5%	0.0%
Q8-7. Maintenance, condition, & cleanliness of outdoor athletic courts (pickleball & tennis)	63.6%	29.0%	6.9%	0.3%	0.3%
Q8-8. Ease of utilizing recreation software (purchasing permits, reserving courts, signing up for programs)	45.9%	30.9%	16.6%	4.8%	1.9%
Q8-9. Quality & amount of recreational programming (pickleball clinics, yoga, meditation)	43.4%	34.7%	19.1%	2.4%	0.3%
Q8-10. Maintenance of public parkway trees	60.1%	34.0%	3.9%	1.3%	0.7%
Q8-11. Adequacy of lighting in parks & athletic courts	56.2%	33.0%	8.1%	1.7%	1.0%

(WITHOUT "DON'T KNOW")**Q8. Parks and Recreation. Please rate your satisfaction with each of the following. (without "don't know")**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-12. Quality & amount of public art & sculptures throughout Town	45.3%	34.0%	17.7%	2.5%	0.5%
Q8-13. Maintenance, condition, & cleanliness of Town swimming pool	67.3%	24.0%	6.7%	1.3%	0.6%
Q8-14. Pool season & hours of operation	59.1%	28.6%	8.4%	3.2%	0.6%
Q8-15. Swimming pool operations & staffing (daily admission, pool party reservation process & experience, concessions)	63.1%	27.2%	7.3%	1.0%	1.4%
Q8-16. Swimming pool programs (swim lessons, swim conditioning program, etc.)	59.1%	28.5%	10.7%	1.7%	0.0%

Q9. Which THREE of the Parks and Recreation services listed in Question 8 do you think are MOST IMPORTANT for the Town to provide?

Q9. Top choice	Number	Percent
Landscape, maintenance, condition, & cleanliness of Town parks	300	61.6 %
Maintenance, condition, & cleanliness of decorative fountains	1	0.2 %
Amenities in Town Parks (trash cans, drinking fountains, benches)	23	4.7 %
Maintenance, condition, & cleanliness of playground equipment	9	1.8 %
Maintenance, condition, & cleanliness of ponds, lakes, or greenways	16	3.3 %
Maintenance, condition, & cleanliness of Fairfax Park athletic field (located on northeast corner of Beverly & Tollway)	6	1.2 %
Maintenance, condition, & cleanliness of outdoor athletic courts (pickleball & tennis)	11	2.3 %
Ease of utilizing recreation software (purchasing permits, reserving courts, signing up for programs)	3	0.6 %
Quality & amount of recreational programming (pickleball clinics, yoga, meditation)	2	0.4 %
Maintenance of public parkway trees	11	2.3 %
Adequacy of lighting in parks & athletic courts	1	0.2 %
Quality & amount of public art & sculptures throughout Town	1	0.2 %
Maintenance, condition, & cleanliness of Town swimming pool	12	2.5 %
Pool season & hours of operation	8	1.6 %
Swimming pool operations & staffing (daily admission, pool party reservation process & experience, concessions)	6	1.2 %
None chosen	77	15.8 %
Total	487	100.0 %

Q9. Which THREE of the Parks and Recreation services listed in Question 8 do you think are MOST IMPORTANT for the Town to provide?

Q9. 2nd choice	Number	Percent
Landscape, maintenance, condition, & cleanliness of Town parks	38	7.8 %
Maintenance, condition, & cleanliness of decorative fountains	35	7.2 %
Amenities in Town Parks (trash cans, drinking fountains, benches)	67	13.8 %
Maintenance, condition, & cleanliness of playground equipment	42	8.6 %
Maintenance, condition, & cleanliness of ponds, lakes, or greenways	103	21.1 %
Maintenance, condition, & cleanliness of Fairfax Park athletic field (located on northeast corner of Beverly & Tollway)	5	1.0 %
Maintenance, condition, & cleanliness of outdoor athletic courts (pickleball & tennis)	13	2.7 %
Ease of utilizing recreation software (purchasing permits, reserving courts, signing up for programs)	13	2.7 %
Quality & amount of recreational programming (pickleball clinics, yoga, meditation)	5	1.0 %
Maintenance of public parkway trees	22	4.5 %
Adequacy of lighting in parks & athletic courts	23	4.7 %
Quality & amount of public art & sculptures throughout Town	1	0.2 %
Maintenance, condition, & cleanliness of Town swimming pool	20	4.1 %
Pool season & hours of operation	5	1.0 %
Swimming pool operations & staffing (daily admission, pool party reservation process & experience, concessions)	5	1.0 %
Swimming pool programs (swim lessons, swim conditioning program, etc.)	4	0.8 %
None chosen	86	17.7 %
Total	487	100.0 %

Q9. Which THREE of the Parks and Recreation services listed in Question 8 do you think are MOST IMPORTANT for the Town to provide?

Q9. 3rd choice	Number	Percent
Landscape, maintenance, condition, & cleanliness of Town parks	33	6.8 %
Maintenance, condition, & cleanliness of decorative fountains	17	3.5 %
Amenities in Town Parks (trash cans, drinking fountains, benches)	42	8.6 %
Maintenance, condition, & cleanliness of playground equipment	28	5.7 %
Maintenance, condition, & cleanliness of ponds, lakes, or greenways	69	14.2 %
Maintenance, condition, & cleanliness of Fairfax Park athletic field (located on northeast corner of Beverly & Tollway)	12	2.5 %
Maintenance, condition, & cleanliness of outdoor athletic courts (pickleball & tennis)	22	4.5 %
Ease of utilizing recreation software (purchasing permits, reserving courts, signing up for programs)	19	3.9 %
Quality & amount of recreational programming (pickleball clinics, yoga, meditation)	8	1.6 %
Maintenance of public parkway trees	52	10.7 %
Adequacy of lighting in parks & athletic courts	35	7.2 %
Quality & amount of public art & sculptures throughout Town	9	1.8 %
Maintenance, condition, & cleanliness of Town swimming pool	28	5.7 %
Pool season & hours of operation	4	0.8 %
Swimming pool operations & staffing (daily admission, pool party reservation process & experience, concessions)	8	1.6 %
Swimming pool programs (swim lessons, swim conditioning program, etc.)	3	0.6 %
None chosen	98	20.1 %
Total	487	100.0 %

(SUM OF TOP 3 RESPONSES)**Q9. Which THREE of the Parks and Recreation services listed in Question 8 do you think are MOST IMPORTANT for the Town to provide? (top 3)**

Q9. Top choice	Number	Percent
Landscape, maintenance, condition, & cleanliness of Town parks	371	76.2 %
Maintenance, condition, & cleanliness of decorative fountains	53	10.9 %
Amenities in Town Parks (trash cans, drinking fountains, benches)	132	27.1 %
Maintenance, condition, & cleanliness of playground equipment	79	16.2 %
Maintenance, condition, & cleanliness of ponds, lakes, or greenways	188	38.6 %
Maintenance, condition, & cleanliness of Fairfax Park athletic field (located on northeast corner of Beverly & Tollway)	23	4.7 %
Maintenance, condition, & cleanliness of outdoor athletic courts (pickleball & tennis)	46	9.4 %
Ease of utilizing recreation software (purchasing permits, reserving courts, signing up for programs)	35	7.2 %
Quality & amount of recreational programming (pickleball clinics, yoga, meditation)	15	3.1 %
Maintenance of public parkway trees	85	17.5 %
Adequacy of lighting in parks & athletic courts	59	12.1 %
Quality & amount of public art & sculptures throughout Town	11	2.3 %
Maintenance, condition, & cleanliness of Town swimming pool	60	12.3 %
Pool season & hours of operation	17	3.5 %
Swimming pool operations & staffing (daily admission, pool party reservation process & experience, concessions)	19	3.9 %
Swimming pool programs (swim lessons, swim conditioning program, etc.)	7	1.4 %
None chosen	77	15.8 %
Total	1277	

Q10. Sanitation and Recycling. Please rate your satisfaction with each of the following.

(N=487)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Residential garbage/recycling collection services	77.0%	17.2%	1.2%	0.4%	0.2%	3.9%
Q10-2. Brush/yard waste collection services	71.5%	18.1%	2.7%	0.2%	0.0%	7.6%
Q10-3. Bulky item collection services	67.8%	18.9%	3.7%	0.2%	0.0%	9.4%
Q10-4. Frequency of Sanitation & Recycling services	74.3%	18.7%	1.6%	0.2%	0.0%	5.1%
Q10-5. Clarity of information about recycling program (what can be recycled, pick-up schedules & updates)	52.4%	21.6%	12.9%	3.5%	1.0%	8.6%
Q10-6. Park Cities' Recycling/Shredding & Household Hazardous Waste Events	57.5%	22.2%	5.7%	0.6%	0.2%	13.8%

(WITHOUT "DON'T KNOW")**Q10. Sanitation and Recycling. Please rate your satisfaction with each of the following. (without "don't know")**

(N=487)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Residential garbage/recycling collection services	80.1%	17.9%	1.3%	0.4%	0.2%
Q10-2. Brush/yard waste collection services	77.3%	19.6%	2.9%	0.2%	0.0%
Q10-3. Bulky item collection services	74.8%	20.9%	4.1%	0.2%	0.0%
Q10-4. Frequency of Sanitation & Recycling services	78.4%	19.7%	1.7%	0.2%	0.0%
Q10-5. Clarity of information about recycling program (what can be recycled, pick-up schedules & updates)	57.3%	23.6%	14.2%	3.8%	1.1%
Q10-6. Park Cities' Recycling/Shredding & Household Hazardous Waste Events	66.7%	25.7%	6.7%	0.7%	0.2%

Q11. Which TWO of the Sanitation and Recycling services listed in Question 10 do you think are MOST IMPORTANT for the Town to provide?

Q11. Top choice	Number	Percent
Residential garbage/recycling collection services	348	71.5 %
Brush/yard waste collection services	8	1.6 %
Bulky item collection services	4	0.8 %
Frequency of Sanitation & Recycling services	29	6.0 %
Clarity of information about recycling program (what can be recycled, pick-up schedules & updates)	19	3.9 %
Park Cities' Recycling/Shredding & Household Hazardous Waste Events	16	3.3 %
None chosen	63	12.9 %
Total	487	100.0 %

Q11. Which TWO of the Sanitation and Recycling services listed in Question 10 do you think are MOST IMPORTANT for the Town to provide?

Q11. 2nd choice	Number	Percent
Residential garbage/recycling collection services	29	6.0 %
Brush/yard waste collection services	156	32.0 %
Bulky item collection services	60	12.3 %
Frequency of Sanitation & Recycling services	104	21.4 %
Clarity of information about recycling program (what can be recycled, pick-up schedules & updates)	24	4.9 %
Park Cities' Recycling/Shredding & Household Hazardous Waste Events	30	6.2 %
None chosen	84	17.2 %
Total	487	100.0 %

Q11. Which TWO of the Sanitation and Recycling services listed in Question 10 do you think are MOST IMPORTANT for the Town to provide? (top 2)

Q11. Top choice	Number	Percent
Residential garbage/recycling collection services	377	77.4 %
Brush/yard waste collection services	164	33.7 %
Bulky item collection services	64	13.1 %
Frequency of Sanitation & Recycling services	133	27.3 %
Clarity of information about recycling program (what can be recycled, pick-up schedules & updates)	43	8.8 %
Park Cities' Recycling/Shredding & Household Hazardous Waste Events	46	9.4 %
None chosen	63	12.9 %
Total	890	

Q12. Roadways/Public Works/Engineering. Please rate your satisfaction with each of the following.

(N=487)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Maintenance of streets (potholes, damage, etc.)	35.7%	39.0%	14.6%	5.7%	1.8%	3.1%
Q12-2. Maintenance of sidewalks (buckling, damage, etc.)	24.4%	37.0%	20.9%	11.9%	2.5%	3.3%
Q12-3. Maintenance of alleys (potholes, damage, etc.)	27.7%	32.9%	18.9%	8.6%	1.4%	10.5%
Q12-4. Ability to manage & convey storm water	32.6%	34.7%	16.2%	7.6%	1.0%	7.8%
Q12-5. Accessibility of streets, sidewalks & buildings for people with disabilities or using mobility aids	32.6%	21.8%	13.3%	1.2%	1.2%	29.8%
Q12-6. Maintenance of traffic signals	52.6%	33.9%	7.2%	0.8%	0.2%	5.3%
Q12-7. Adequacy of street lighting in residential areas	41.3%	34.7%	12.7%	5.7%	1.2%	4.3%
Q12-8. Overall cleanliness of streets (street sweeping)	57.3%	32.0%	5.3%	1.2%	0.2%	3.9%
Q12-9. Emergency debris pickup (after storm events)	58.7%	25.9%	6.6%	0.8%	0.0%	8.0%
Q12-10. Ease of north-south travel in Highland Park by car	39.0%	34.7%	14.2%	6.2%	1.6%	4.3%
Q12-11. Ease of east-west travel in Highland Park by car	25.7%	27.5%	21.6%	17.0%	4.3%	3.9%
Q12-12. Ease of travel by bicycle in Highland Park	24.4%	24.0%	13.1%	3.9%	1.4%	33.1%
Q12-13. Ease of pedestrian travel in Highland Park	51.5%	30.4%	8.4%	2.1%	1.0%	6.6%
Q12-14. Communications regarding roadway/alley work being performed	47.2%	28.3%	11.3%	3.7%	1.8%	7.6%
Q12-15. Information regarding capital improvement projects (water, sewer, roads, storm, parks)	39.2%	29.8%	15.4%	3.9%	2.9%	8.8%

(WITHOUT "DON'T KNOW")**Q12. Roadways/Public Works/Engineering. Please rate your satisfaction with each of the following.**
(without "don't know")

(N=487)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Maintenance of streets (potholes, damage, etc.)	36.9%	40.3%	15.0%	5.9%	1.9%
Q12-2. Maintenance of sidewalks (buckling, damage, etc.)	25.3%	38.2%	21.7%	12.3%	2.5%
Q12-3. Maintenance of alleys (potholes, damage, etc.)	31.0%	36.7%	21.1%	9.6%	1.6%
Q12-4. Ability to manage & convey storm water	35.4%	37.6%	17.6%	8.2%	1.1%
Q12-5. Accessibility of streets, sidewalks & buildings for people with disabilities or using mobility aids	46.5%	31.0%	19.0%	1.8%	1.8%
Q12-6. Maintenance of traffic signals	55.5%	35.8%	7.6%	0.9%	0.2%
Q12-7. Adequacy of street lighting in residential areas	43.1%	36.3%	13.3%	6.0%	1.3%
Q12-8. Overall cleanliness of streets (street sweeping)	59.6%	33.3%	5.6%	1.3%	0.2%
Q12-9. Emergency debris pickup (after storm events)	63.8%	28.1%	7.1%	0.9%	0.0%
Q12-10. Ease of north-south travel in Highland Park by car	40.8%	36.3%	14.8%	6.4%	1.7%
Q12-11. Ease of east-west travel in Highland Park by car	26.7%	28.6%	22.4%	17.7%	4.5%
Q12-12. Ease of travel by bicycle in Highland Park	36.5%	35.9%	19.6%	5.8%	2.1%
Q12-13. Ease of pedestrian travel in Highland Park	55.2%	32.5%	9.0%	2.2%	1.1%
Q12-14. Communications regarding roadway/alley work being performed	51.1%	30.7%	12.2%	4.0%	2.0%
Q12-15. Information regarding capital improvement projects (water, sewer, roads, storm, parks)	43.0%	32.7%	16.9%	4.3%	3.2%

Q13. Which THREE of the Roadways/Public Works/Engineering services listed in Question 12 do you think are MOST IMPORTANT for the Town to provide?

Q13. Top choice	Number	Percent
Maintenance of streets (potholes, damage, etc.)	309	63.4 %
Maintenance of sidewalks (buckling, damage, etc.)	22	4.5 %
Maintenance of alleys (potholes, damage, etc.)	2	0.4 %
Ability to manage & convey storm water	13	2.7 %
Accessibility of streets, sidewalks & buildings for people with disabilities or using mobility aids	5	1.0 %
Maintenance of traffic signals	2	0.4 %
Adequacy of street lighting in residential areas	10	2.1 %
Overall cleanliness of streets (street sweeping)	8	1.6 %
Emergency debris pickup (after storm events)	2	0.4 %
Ease of north-south travel in Highland Park by car	12	2.5 %
Ease of east-west travel in Highland Park by car	20	4.1 %
Ease of travel by bicycle in Highland Park	2	0.4 %
Ease of pedestrian travel in Highland Park	4	0.8 %
Communications regarding roadway/alley work being performed	5	1.0 %
Information regarding capital improvement projects (water, sewer, roads, storm, parks)	5	1.0 %
None chosen	66	13.6 %
Total	487	100.0 %

Q13. Which THREE of the Roadways/Public Works/Engineering services listed in Question 12 do you think are MOST IMPORTANT for the Town to provide?

Q13. 2nd choice	Number	Percent
Maintenance of streets (potholes, damage, etc.)	47	9.7 %
Maintenance of sidewalks (buckling, damage, etc.)	195	40.0 %
Maintenance of alleys (potholes, damage, etc.)	30	6.2 %
Ability to manage & convey storm water	29	6.0 %
Accessibility of streets, sidewalks & buildings for people with disabilities or using mobility aids	7	1.4 %
Maintenance of traffic signals	11	2.3 %
Adequacy of street lighting in residential areas	21	4.3 %
Overall cleanliness of streets (street sweeping)	13	2.7 %
Emergency debris pickup (after storm events)	9	1.8 %
Ease of north-south travel in Highland Park by car	9	1.8 %
Ease of east-west travel in Highland Park by car	28	5.7 %
Ease of pedestrian travel in Highland Park	5	1.0 %
Communications regarding roadway/alley work being performed	5	1.0 %
Information regarding capital improvement projects (water, sewer, roads, storm, parks)	2	0.4 %
None chosen	76	15.6 %
Total	487	100.0 %

Q13. Which THREE of the Roadways/Public Works/Engineering services listed in Question 12 do you think are MOST IMPORTANT for the Town to provide?

Q13. 3rd choice	Number	Percent
Maintenance of streets (potholes, damage, etc.)	19	3.9 %
Maintenance of sidewalks (buckling, damage, etc.)	36	7.4 %
Maintenance of alleys (potholes, damage, etc.)	58	11.9 %
Ability to manage & convey storm water	55	11.3 %
Accessibility of streets, sidewalks & buildings for people with disabilities or using mobility aids	7	1.4 %
Maintenance of traffic signals	30	6.2 %
Adequacy of street lighting in residential areas	43	8.8 %
Overall cleanliness of streets (street sweeping)	43	8.8 %
Emergency debris pickup (after storm events)	24	4.9 %
Ease of north-south travel in Highland Park by car	9	1.8 %
Ease of east-west travel in Highland Park by car	26	5.3 %
Ease of travel by bicycle in Highland Park	12	2.5 %
Ease of pedestrian travel in Highland Park	14	2.9 %
Communications regarding roadway/alley work being performed	8	1.6 %
Information regarding capital improvement projects (water, sewer, roads, storm, parks)	7	1.4 %
None chosen	96	19.7 %
Total	487	100.0 %

(SUM OF TOP 3 CHOICES)

Q13. Which THREE of the Roadways/Public Works/Engineering services listed in Question 12 do you think are MOST IMPORTANT for the Town to provide? (top 3)

Q13. Top choice	Number	Percent
Maintenance of streets (potholes, damage, etc.)	375	77.0 %
Maintenance of sidewalks (buckling, damage, etc.)	253	52.0 %
Maintenance of alleys (potholes, damage, etc.)	90	18.5 %
Ability to manage & convey storm water	97	19.9 %
Accessibility of streets, sidewalks & buildings for people with disabilities or using mobility aids	19	3.9 %
Maintenance of traffic signals	43	8.8 %
Adequacy of street lighting in residential areas	74	15.2 %
Overall cleanliness of streets (street sweeping)	64	13.1 %
Emergency debris pickup (after storm events)	35	7.2 %
Ease of north-south travel in Highland Park by car	30	6.2 %
Ease of east-west travel in Highland Park by car	74	15.2 %
Ease of travel by bicycle in Highland Park	14	2.9 %
Ease of pedestrian travel in Highland Park	23	4.7 %
Communications regarding roadway/alley work being performed	18	3.7 %
Information regarding capital improvement projects (water, sewer, roads, storm, parks)	14	2.9 %
None chosen	66	13.6 %
Total	1289	

Q14. Transportation. Do you utilize Dallas Area Rapid Transit (DART) Services?

Q14. Do you utilize Dallas Area Rapid Transit (DART)

Services	Number	Percent
Yes	20	4.1 %
No	458	94.0 %
Not provided	9	1.8 %
Total	487	100.0 %

(WITHOUT "NOT PROVIDED")**Q14. Transportation. Do you utilize Dallas Area Rapid Transit (DART) Services? (without "not provided")**

Q14. Do you utilize Dallas Area Rapid Transit (DART)

Services	Number	Percent
Yes	20	4.2 %
No	458	95.8 %
Total	478	100.0 %

Q14a. If yes, which services do you utilize?

Q14a. Which services do you utilize

	Number	Percent
Bus	5	25.0 %
Light Rail	19	95.0 %
GoLink	3	15.0 %
Paratransit	1	5.0 %
Total	28	

Q14b. If yes, how often do you utilize this service?

Q14b. How often do you utilize this service

	Number	Percent
Daily	2	10.0 %
Weekly	3	15.0 %
Monthly	4	20.0 %
Yearly	11	55.0 %
Total	20	100.0 %

Q15. Utilities. Please rate your satisfaction with each of the following.

(N=487)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Water pressure	56.3%	30.4%	6.4%	3.1%	1.4%	2.5%
Q15-2. Overall quality of water (taste, smell, clarity)	53.4%	32.4%	6.8%	3.3%	0.8%	3.3%
Q15-3. Timeliness of water/ service line break repairs	50.3%	25.5%	6.6%	0.2%	0.4%	17.0%
Q15-4. Notification process for work being performed	52.6%	27.1%	8.6%	2.3%	0.6%	8.8%
Q15-5. Use of smart water meter customer portal & online payment option (Water Smart)	43.1%	18.3%	6.8%	1.8%	0.4%	29.6%

(WITHOUT "DON'T KNOW")**Q15. Utilities. Please rate your satisfaction with each of the following. (without "don't know")**

(N=487)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Water pressure	57.7%	31.2%	6.5%	3.2%	1.5%
Q15-2. Overall quality of water (taste, smell, clarity)	55.2%	33.5%	7.0%	3.4%	0.8%
Q15-3. Timeliness of water/service line break repairs	60.6%	30.7%	7.9%	0.2%	0.5%
Q15-4. Notification process for work being performed	57.7%	29.7%	9.5%	2.5%	0.7%
Q15-5. Use of smart water meter customer portal & online payment option (Water Smart)	61.2%	25.9%	9.6%	2.6%	0.6%

Q16. Which TWO of the Utility services listed in Question 15 do you think are MOST IMPORTANT for the Town to provide?

Q16. Top choice	Number	Percent
Water pressure	108	22.2 %
Overall quality of water (taste, smell, clarity)	277	56.9 %
Timeliness of water/service line break repairs	20	4.1 %
Notification process for work being performed	3	0.6 %
Use of smart water meter customer portal & online payment option (Water Smart)	14	2.9 %
None chosen	65	13.3 %
Total	487	100.0 %

Q16. Which TWO of the Utility services listed in Question 15 do you think are MOST IMPORTANT for the Town to provide?

Q16. 2nd choice	Number	Percent
Water pressure	142	29.2 %
Overall quality of water (taste, smell, clarity)	102	20.9 %
Timeliness of water/service line break repairs	113	23.2 %
Notification process for work being performed	22	4.5 %
Use of smart water meter customer portal & online payment option (Water Smart)	29	6.0 %
None chosen	79	16.2 %
Total	487	100.0 %

(SUM OF TOP 2 RESPONSES)**Q16. Which TWO of the Utility services listed in Question 15 do you think are MOST IMPORTANT for the Town to provide? (top 2)**

<u>Q16. Top choice</u>	<u>Number</u>	<u>Percent</u>
Water pressure	250	51.3 %
Overall quality of water (taste, smell, clarity)	379	77.8 %
Timeliness of water/service line break repairs	133	27.3 %
Notification process for work being performed	25	5.1 %
Use of smart water meter customer portal & online payment option (Water Smart)	43	8.8 %
None chosen	65	13.3 %
Total	895	

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Q17. Community Development (Building Permits, Construction, Zoning and Code Enforcement). Please rate your satisfaction with each of the following.

(N=487)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-1. Process to submit a building permit application	11.3%	10.3%	10.1%	3.1%	2.9%	62.4%
Q17-2. Your ability to obtain information concerning zoning, building permits, & drainage	12.9%	12.1%	13.3%	4.9%	2.3%	54.4%
Q17-3. Quality of new development/redevelopment in Town	18.1%	19.5%	20.7%	9.2%	4.7%	27.7%
Q17-4. Amount of time to obtain a building permit after applying	8.4%	7.6%	11.9%	4.7%	4.1%	63.2%
Q17-5. Ease of completing regulatory processes (Town Council, Board of Adjustment, Zoning Commission)	9.2%	7.6%	12.1%	3.5%	2.1%	65.5%
Q17-6. Maintenance/cleanliness of residential construction sites	16.0%	25.1%	24.2%	12.5%	3.9%	18.3%
Q17-7. Permitted days/hours for residential construction (7 am to 6 pm, Monday-Saturday)	23.0%	27.5%	16.2%	10.7%	3.5%	19.1%
Q17-8. Overall duration of construction projects	11.3%	15.8%	27.3%	17.2%	9.2%	19.1%
Q17-9. Regulation of residential construction vehicle parking	9.0%	14.4%	19.7%	22.0%	16.4%	18.5%
Q17-10. Ensuring compliance with zoning standards	15.0%	18.3%	17.0%	5.5%	5.1%	39.0%
Q17-11. Appropriateness of Town's zoning standards (height limits, building setbacks, etc.)	22.6%	20.5%	15.8%	7.8%	5.5%	27.7%
Q17-12. Promoting sound urban planning practices through ordinance development	19.5%	17.7%	15.0%	6.6%	4.9%	36.3%
Q17-13. Town's effectiveness in remedying code violations (enforcement of exterior maintenance & upkeep of private property)	15.4%	19.7%	14.8%	6.8%	5.7%	37.6%

Q17. Community Development (Building Permits, Construction, Zoning and Code Enforcement). Please rate your satisfaction with each of the following. (without "don't know")

(N=487)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Process to submit a building permit application	30.1%	27.3%	26.8%	8.2%	7.7%
Q17-2. Your ability to obtain information concerning zoning, building permits, & drainage	28.4%	26.6%	29.3%	10.8%	5.0%
Q17-3. Quality of new development/redevelopment in Town	25.0%	27.0%	28.7%	12.8%	6.5%
Q17-4. Amount of time to obtain a building permit after applying	22.9%	20.7%	32.4%	12.8%	11.2%
Q17-5. Ease of completing regulatory processes (Town Council, Board of Adjustment, Zoning Commission)	26.8%	22.0%	35.1%	10.1%	6.0%
Q17-6. Maintenance/cleanliness of residential construction sites	19.6%	30.7%	29.6%	15.3%	4.8%
Q17-7. Permitted days/hours for residential construction (7 am to 6 pm, Monday-Saturday)	28.4%	34.0%	20.1%	13.2%	4.3%
Q17-8. Overall duration of construction projects	14.0%	19.5%	33.8%	21.3%	11.4%
Q17-9. Regulation of residential construction vehicle parking	11.1%	17.6%	24.2%	27.0%	20.2%
Q17-10. Ensuring compliance with zoning standards	24.6%	30.0%	27.9%	9.1%	8.4%
Q17-11. Appropriateness of Town's zoning standards (height limits, building setbacks, etc.)	31.3%	28.4%	21.9%	10.8%	7.7%

Q17. Community Development (Building Permits, Construction, Zoning and Code Enforcement). Please rate your satisfaction with each of the following. (without "don't know")

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-12. Promoting sound urban planning practices through ordinance development	30.6%	27.7%	23.5%	10.3%	7.7%
Q17-13. Town's effectiveness in remedying code violations (enforcement of exterior maintenance & upkeep of private property)	24.7%	31.6%	23.7%	10.9%	9.2%

Q18. Which THREE of the Community Development services listed in Question 17 do you think are MOST IMPORTANT for the Town to provide?

Q18. Top choice	Number	Percent
Process to submit a building permit application	48	9.9 %
Your ability to obtain information concerning zoning, building permits, & drainage	20	4.1 %
Quality of new development/redevelopment in Town	101	20.7 %
Amount of time to obtain a building permit after applying	20	4.1 %
Ease of completing regulatory processes (Town Council, Board of Adjustment, Zoning Commission)	3	0.6 %
Maintenance/cleanliness of residential construction sites	34	7.0 %
Permitted days/hours for residential construction (7 am to 6 pm, Monday-Saturday)	32	6.6 %
Overall duration of construction projects	25	5.1 %
Regulation of residential construction vehicle parking	20	4.1 %
Ensuring compliance with zoning standards	14	2.9 %
Appropriateness of Town's zoning standards (height limits, building setbacks, etc.)	22	4.5 %
Promoting sound urban planning practices through ordinance development	17	3.5 %
Town's effectiveness in remedying code violations (enforcement of exterior maintenance & upkeep of private property)	17	3.5 %
None chosen	114	23.4 %
Total	487	100.0 %

Q18. Which THREE of the Community Development services listed in Question 17 do you think are MOST IMPORTANT for the Town to provide?

Q18. 2nd choice	Number	Percent
Process to submit a building permit application	17	3.5 %
Your ability to obtain information concerning zoning, building permits, & drainage	22	4.5 %
Quality of new development/redevelopment in Town	34	7.0 %
Amount of time to obtain a building permit after applying	13	2.7 %
Ease of completing regulatory processes (Town Council, Board of Adjustment, Zoning Commission)	16	3.3 %
Maintenance/cleanliness of residential construction sites	56	11.5 %
Permitted days/hours for residential construction (7 am to 6 pm, Monday-Saturday)	27	5.5 %
Overall duration of construction projects	42	8.6 %
Regulation of residential construction vehicle parking	50	10.3 %
Ensuring compliance with zoning standards	23	4.7 %
Appropriateness of Town's zoning standards (height limits, building setbacks, etc.)	29	6.0 %
Promoting sound urban planning practices through ordinance development	19	3.9 %
Town's effectiveness in remedying code violations (enforcement of exterior maintenance & upkeep of private property)	12	2.5 %
None chosen	127	26.1 %
Total	487	100.0 %

Q18. Which THREE of the Community Development services listed in Question 17 do you think are MOST IMPORTANT for the Town to provide?

Q18. 3rd choice	Number	Percent
Process to submit a building permit application	12	2.5 %
Your ability to obtain information concerning zoning, building permits, & drainage	13	2.7 %
Quality of new development/redevelopment in Town	32	6.6 %
Amount of time to obtain a building permit after applying	18	3.7 %
Ease of completing regulatory processes (Town Council, Board of Adjustment, Zoning Commission)	12	2.5 %
Maintenance/cleanliness of residential construction sites	33	6.8 %
Permitted days/hours for residential construction (7 am to 6 pm, Monday-Saturday)	27	5.5 %
Overall duration of construction projects	34	7.0 %
Regulation of residential construction vehicle parking	48	9.9 %
Ensuring compliance with zoning standards	24	4.9 %
Appropriateness of Town's zoning standards (height limits, building setbacks, etc.)	30	6.2 %
Promoting sound urban planning practices through ordinance development	33	6.8 %
Town's effectiveness in remedying code violations (enforcement of exterior maintenance & upkeep of private property)	29	6.0 %
None chosen	142	29.2 %
Total	487	100.0 %

(SUM OF TOP 3 RESPONSES)**Q18. Which THREE of the Community Development services listed in Question 17 do you think are MOST IMPORTANT for the Town to provide? (top 3)**

<u>Q18. Top choice</u>	<u>Number</u>	<u>Percent</u>
Process to submit a building permit application	77	15.8 %
Your ability to obtain information concerning zoning, building permits, & drainage	55	11.3 %
Quality of new development/redevelopment in Town	167	34.3 %
Amount of time to obtain a building permit after applying	51	10.5 %
Ease of completing regulatory processes (Town Council, Board of Adjustment, Zoning Commission)	31	6.4 %
Maintenance/cleanliness of residential construction sites	123	25.3 %
Permitted days/hours for residential construction (7 am to 6 pm, Monday-Saturday)	86	17.7 %
Overall duration of construction projects	101	20.7 %
Regulation of residential construction vehicle parking	118	24.2 %
Ensuring compliance with zoning standards	61	12.5 %
Appropriateness of Town's zoning standards (height limits, building setbacks, etc.)	81	16.6 %
Promoting sound urban planning practices through ordinance development	69	14.2 %
Town's effectiveness in remedying code violations (enforcement of exterior maintenance & upkeep of private property)	58	11.9 %
None chosen	114	23.4 %
Total	1192	

Q19. Library System. Please rate your satisfaction with each of the following.

(N=487)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19-1. Quality of space of library facility	53.6%	13.3%	4.5%	0.8%	0.0%	27.7%
Q19-2. Hours of operation (Tuesdays 9:30 am-7:00 pm & Wednesdays-Saturdays 9:30 am-5:30 pm)	51.7%	16.4%	5.5%	0.8%	0.0%	25.5%
Q19-3. Quality of library children's events, classes & programs	40.0%	10.1%	5.1%	0.0%	0.0%	44.8%
Q19-4. Quality of library adult events, classes & programs	36.6%	10.7%	6.2%	0.8%	0.0%	45.8%
Q19-5. Quality of library teen events, classes, & programs	29.4%	6.2%	6.6%	0.0%	0.0%	57.9%
Q19-6. Quality of library's online catalog & website	38.8%	11.1%	7.8%	0.4%	0.0%	41.9%
Q19-7. Quality & availability of library materials & resources	42.3%	16.2%	6.0%	0.6%	0.0%	34.9%
Q19-8. Quality & availability of electronic resources (eBooks, audiobooks, movies, etc.)	38.4%	13.6%	7.0%	0.4%	0.2%	40.5%
Q19-9. Quality & availability of library computers	29.8%	10.1%	7.0%	0.0%	0.0%	53.2%
Q19-10. Communication on library updates & news	42.7%	14.8%	7.6%	0.8%	0.0%	34.1%

(WITHOUT "DON'T KNOW")**Q19. Library System. Please rate your satisfaction with each of the following. (without "don't know")**

(N=487)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19-1. Quality of space of library facility	74.1%	18.5%	6.3%	1.1%	0.0%
Q19-2. Hours of operation (Tuesdays 9:30 am-7:00 pm & Wednesdays-Saturdays 9:30 am-5:30 pm)	69.4%	22.0%	7.4%	1.1%	0.0%
Q19-3. Quality of library children's events, classes & programs	72.5%	18.2%	9.3%	0.0%	0.0%
Q19-4. Quality of library adult events, classes & programs	67.4%	19.7%	11.4%	1.5%	0.0%
Q19-5. Quality of library teen events, classes, & programs	69.8%	14.6%	15.6%	0.0%	0.0%
Q19-6. Quality of library's online catalog & website	66.8%	19.1%	13.4%	0.7%	0.0%
Q19-7. Quality & availability of library materials & resources	65.0%	24.9%	9.1%	0.9%	0.0%
Q19-8. Quality & availability of electronic resources (eBooks, audiobooks, movies, etc.)	64.5%	22.8%	11.7%	0.7%	0.3%
Q19-9. Quality & availability of library computers	63.6%	21.5%	14.9%	0.0%	0.0%
Q19-10. Communication on library updates & news	64.8%	22.4%	11.5%	1.2%	0.0%

Q20. Which THREE of the library services listed in Question 19 do you think are MOST IMPORTANT for the Town to provide?

Q20. Top choice	Number	Percent
Quality of space of library facility	150	30.8 %
Hours of operation (Tuesdays 9:30 am-7:00 pm & Wednesdays-Saturdays 9:30 am-5:30 pm)	47	9.7 %
Quality of library children's events, classes & programs	33	6.8 %
Quality of library adult events, classes & programs	14	2.9 %
Quality of library teen events, classes, & programs	2	0.4 %
Quality of library's online catalog & website	11	2.3 %
Quality & availability of library materials & resources	38	7.8 %
Quality & availability of electronic resources (eBooks, audiobooks, movies, etc.)	13	2.7 %
Communication on library updates & news	6	1.2 %
None chosen	173	35.5 %
Total	487	100.0 %

Q20. Which THREE of the library services listed in Question 19 do you think are MOST IMPORTANT for the Town to provide?

Q20. 2nd choice	Number	Percent
Quality of space of library facility	39	8.0 %
Hours of operation (Tuesdays 9:30 am-7:00 pm & Wednesdays-Saturdays 9:30 am-5:30 pm)	61	12.5 %
Quality of library children's events, classes & programs	67	13.8 %
Quality of library adult events, classes & programs	19	3.9 %
Quality of library teen events, classes, & programs	6	1.2 %
Quality of library's online catalog & website	17	3.5 %
Quality & availability of library materials & resources	56	11.5 %
Quality & availability of electronic resources (eBooks, audiobooks, movies, etc.)	29	6.0 %
Quality & availability of library computers	1	0.2 %
Communication on library updates & news	7	1.4 %
None chosen	185	38.0 %
Total	487	100.0 %

Q20. Which THREE of the library services listed in Question 19 do you think are MOST IMPORTANT for the Town to provide?

Q20. 3rd choice	Number	Percent
Quality of space of library facility	19	3.9 %
Hours of operation (Tuesdays 9:30 am-7:00 pm & Wednesdays-Saturdays 9:30 am-5:30 pm)	38	7.8 %
Quality of library children's events, classes & programs	27	5.5 %
Quality of library adult events, classes & programs	24	4.9 %
Quality of library teen events, classes, & programs	13	2.7 %
Quality of library's online catalog & website	26	5.3 %
Quality & availability of library materials & resources	57	11.7 %
Quality & availability of electronic resources (eBooks, audiobooks, movies, etc.)	33	6.8 %
Quality & availability of library computers	13	2.7 %
Communication on library updates & news	32	6.6 %
None chosen	205	42.1 %
Total	487	100.0 %

(WITHOUT "DON'T KNOW")

Q20. Which THREE of the library services listed in Question 19 do you think are MOST IMPORTANT for the Town to provide? (top 3)

Q20. Top choice	Number	Percent
Quality of space of library facility	208	42.7 %
Hours of operation (Tuesdays 9:30 am-7:00 pm & Wednesdays-Saturdays 9:30 am-5:30 pm)	146	30.0 %
Quality of library children's events, classes & programs	127	26.1 %
Quality of library adult events, classes & programs	57	11.7 %
Quality of library teen events, classes, & programs	21	4.3 %
Quality of library's online catalog & website	54	11.1 %
Quality & availability of library materials & resources	151	31.0 %
Quality & availability of electronic resources (eBooks, audiobooks, movies, etc.)	75	15.4 %
Quality & availability of library computers	14	2.9 %
Communication on library updates & news	45	9.2 %
None chosen	173	35.5 %
Total	1071	

Q22. Town Communication. Please rate your satisfaction with each of the following.

(N=487)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q22-1. Quality & ease of use of Town's website	33.1%	33.9%	10.9%	3.1%	0.8%	18.3%
Q22-2. Quality of Town's social media (X, formerly known as Twitter)	16.8%	10.9%	12.9%	2.3%	0.4%	56.7%
Q22-3. Quality of Town's digital newsletter (Monarch Herald & Bluezone)	44.1%	16.0%	8.8%	1.2%	0.4%	29.4%
Q22-4. Availability of information about Town programs/services	38.2%	27.3%	11.9%	2.5%	0.4%	19.7%
Q22-5. Town's efforts to keep you informed	46.6%	25.5%	12.3%	3.3%	0.8%	11.5%
Q22-6. Timeliness of information provided by Town	47.2%	24.4%	12.3%	2.1%	0.4%	13.6%
Q22-7. Transparency of Town government	34.9%	20.5%	18.3%	3.7%	1.0%	21.6%
Q22-8. Level of public involvement in local decision making	27.3%	18.7%	20.3%	5.5%	1.2%	26.9%

(WITHOUT "DON'T KNOW")**Q22. Town Communication. Please rate your satisfaction with each of the following. (without "don't know")**

(N=487)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q22-1. Quality & ease of use of Town's website	40.5%	41.5%	13.3%	3.8%	1.0%
Q22-2. Quality of Town's social media (X, formerly known as Twitter)	38.9%	25.1%	29.9%	5.2%	0.9%
Q22-3. Quality of Town's digital newsletter (Monarch Herald & Bluezone)	62.5%	22.7%	12.5%	1.7%	0.6%
Q22-4. Availability of information about Town programs/services	47.6%	34.0%	14.8%	3.1%	0.5%
Q22-5. Town's efforts to keep you informed	52.7%	28.8%	13.9%	3.7%	0.9%
Q22-6. Timeliness of information provided by Town	54.6%	28.3%	14.3%	2.4%	0.5%
Q22-7. Transparency of Town government	44.5%	26.2%	23.3%	4.7%	1.3%
Q22-8. Level of public involvement in local decision making	37.4%	25.6%	27.8%	7.6%	1.7%

Q23. Which of the following are your PRIMARY SOURCES of information about Town issues, services and events?

Q23. Your primary sources of information about Town issues, services & events

	Number	Percent
Town website	205	42.1 %
Monarch Herald (monthly newsletter)	50	10.3 %
Bluezone emails	306	62.8 %
X (formerly known as Twitter)	6	1.2 %
Town Press Releases	90	18.5 %
Public meetings	26	5.3 %
Local newspaper	106	21.8 %
Local magazines	48	9.9 %
Utility bill inserts	139	28.5 %
Genesis text & phone call alerts	77	15.8 %
Direct mail pieces	151	31.0 %
Word of mouth (friends & neighbors)	194	39.8 %
Other	9	1.8 %
Total	1407	

Q24. From which THREE sources of information listed in Question 23 would you prefer to get information from the Town?

Q24. Top choice	Number	Percent
Town website	77	15.8 %
Monarch Herald (monthly newsletter)	16	3.3 %
Bluezone emails	203	41.7 %
X (formerly known as Twitter)	3	0.6 %
Town Press Releases	14	2.9 %
Public meetings	2	0.4 %
Local newspaper	7	1.4 %
Local magazines	1	0.2 %
Utility bill inserts	12	2.5 %
Genesis text & phone call alerts	21	4.3 %
Direct mail pieces	29	6.0 %
Word of mouth (friends & neighbors)	3	0.6 %
None chosen	99	20.3 %
Total	487	100.0 %

Q24. From which THREE sources of information listed in Question 23 would you prefer to get information from the Town?

Q24. 2nd choice	Number	Percent
Town website	67	13.8 %
Monarch Herald (monthly newsletter)	42	8.6 %
Bluezone emails	57	11.7 %
X (formerly known as Twitter)	9	1.8 %
Town Press Releases	34	7.0 %
Public meetings	7	1.4 %
Local newspaper	12	2.5 %
Local magazines	8	1.6 %
Utility bill inserts	26	5.3 %
Genesis text & phone call alerts	34	7.0 %
Direct mail pieces	40	8.2 %
Word of mouth (friends & neighbors)	9	1.8 %
None chosen	142	29.2 %
Total	487	100.0 %

Q24. From which THREE sources of information listed in Question 23 would you prefer to get information from the Town?

Q24. 3rd choice	Number	Percent
Town website	50	10.3 %
Monarch Herald (monthly newsletter)	22	4.5 %
Bluezone emails	19	3.9 %
X (formerly known as Twitter)	8	1.6 %
Town Press Releases	34	7.0 %
Public meetings	12	2.5 %
Local newspaper	36	7.4 %
Local magazines	7	1.4 %
Utility bill inserts	39	8.0 %
Genesis text & phone call alerts	21	4.3 %
Direct mail pieces	46	9.4 %
Word of mouth (friends & neighbors)	15	3.1 %
None chosen	178	36.6 %
Total	487	100.0 %

(SUM OF TOP 3 RESPONSES)**Q24. From which THREE sources of information listed in Question 23 would you prefer to get information from the Town? (top 3)**

Q24. Top choice	Number	Percent
Town website	194	39.8 %
Monarch Herald (monthly newsletter)	80	16.4 %
Bluezone emails	279	57.3 %
X (formerly known as Twitter)	20	4.1 %
Town Press Releases	82	16.8 %
Public meetings	21	4.3 %
Local newspaper	55	11.3 %
Local magazines	16	3.3 %
Utility bill inserts	77	15.8 %
Genesis text & phone call alerts	76	15.6 %
Direct mail pieces	115	23.6 %
Word of mouth (friends & neighbors)	27	5.5 %
None chosen	99	20.3 %
Total	1141	

Q26. What topics would you like to hear about the most?

Q26. What topics would you like to hear about the most	Number	Percent
Road closures & construction	368	75.6 %
Impactful development projects	315	64.7 %
Public Safety (crime, fire, emergency management)	394	80.9 %
Meeting information	129	26.5 %
Community & recreational events	205	42.1 %
Library topics & programming	115	23.6 %
Other	9	1.8 %
Total	1535	

Q27. Customer Service. Have you called or visited the Town with a question, problem or complaint during the past year?

Q27. Have you called or visited Town with a question, problem or complaint during past year	Number	Percent
Yes	280	57.5 %
No	197	40.5 %
Don't know	10	2.1 %
Total	487	100.0 %

(WITHOUT "DON'T KNOW")**Q27. Customer Service. Have you called or visited the Town with a question, problem or complaint during the past year? (without "don't know")**

Q27. Have you called or visited Town with a question, problem or complaint during past year	Number	Percent
Yes	280	58.7 %
No	197	41.3 %
Total	477	100.0 %

Q27a. How did you communicate with the person you contacted?

Q27a. How did you communicate with the person you contacted	Number	Percent
Phone	181	64.6 %
Email	32	11.4 %
In person	63	22.5 %
HP4U (CRM System)	2	0.7 %
Not provided	2	0.7 %
Total	280	100.0 %

(WITHOUT "NOT PROVIDED")**Q27a. How did you communicate with the person you contacted? (without "not provided")**

Q27a. How did you communicate with the person you contacted	Number	Percent
Phone	181	65.1 %
Email	32	11.5 %
In person	63	22.7 %
HP4U (CRM System)	2	0.7 %
Total	278	100.0 %

Q27b. How easy was it to contact the person you needed to reach?

Q27b. How easy was it to contact the person you needed to reach	Number	Percent
Very easy	201	71.8 %
Somewhat easy	56	20.0 %
Difficult	15	5.4 %
Very difficult	5	1.8 %
Don't know	3	1.1 %
Total	280	100.0 %

(WITHOUT "DON'T KNOW")**Q27b. How easy was it to contact the person you needed to reach? (without "don't know")**

Q27b. How easy was it to contact the person you needed to reach	Number	Percent
Very easy	201	72.6 %
Somewhat easy	56	20.2 %
Difficult	15	5.4 %
Very difficult	5	1.8 %
Total	277	100.0 %

Q27c. Which departments did you contact?

Q27c. Which departments did you contact	Number	Percent
Public Safety (Police, Fire, EMS)	142	50.7 %
Public Works/Engineering	70	25.0 %
Community Development (Planning, Building Inspection, Code Enforcement)	68	24.3 %
Parks & Recreation	40	14.3 %
Municipal Court	9	3.2 %
Town Administration	72	25.7 %
Library	53	18.9 %
Utilities (Water, Wastewater, Solid Waste)	85	30.4 %
Other	4	1.4 %
Total	543	

Q27c-9. Other:

<u>Q27c-9. Other</u>	<u>Number</u>	<u>Percent</u>
Response to blue zone email	1	25.0 %
Receptionist that answers the main call line	1	25.0 %
PARKING ENFORCEMENT	1	25.0 %
Repair due to trash collection in alley	1	25.0 %
Total	4	100.0 %

Q27d. Several factors may influence your perception of the quality of customer service you receive from Town employees. Please rate how often the employees you contacted during the past year have displayed the following.

(N=280)

	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Seldom</u>	<u>Never</u>	<u>Don't know</u>
Q27d-1. They responded to my inquiry & followed through in a timely manner	71.1%	16.1%	6.1%	2.9%	2.1%	1.8%
Q27d-2. They gave prompt, accurate & complete answers to questions	68.9%	15.4%	8.2%	2.1%	2.5%	2.9%
Q27d-3. They helped me resolve an issue to my satisfaction	67.1%	15.7%	7.1%	3.2%	3.6%	3.2%
Q27d-4. They handled my request with ease & followed up on my concern as needed	66.1%	13.2%	8.2%	4.3%	3.9%	4.3%
Q27d-5. They were courteous & polite	81.4%	10.4%	4.3%	0.7%	1.1%	2.1%

(WITHOUT "DON'T KNOW")

Q27d. Several factors may influence your perception of the quality of customer service you receive from Town employees. Please rate how often the employees you contacted during the past year have displayed the following. (without "don't know")

(N=280)

	Always	Usually	Sometimes	Seldom	Never
Q27d-1. They responded to my inquiry & followed through in a timely manner	72.4%	16.4%	6.2%	2.9%	2.2%
Q27d-2. They gave prompt, accurate & complete answers to questions	71.0%	15.8%	8.5%	2.2%	2.6%
Q27d-3. They helped me resolve an issue to my satisfaction	69.4%	16.2%	7.4%	3.3%	3.7%
Q27d-4. They handled my request with ease & followed up on my concern as needed	69.0%	13.8%	8.6%	4.5%	4.1%
Q27d-5. They were courteous & polite	83.2%	10.6%	4.4%	0.7%	1.1%

Q28. Which THREE of the following do you think will be the biggest issues facing Highland Park within the next FIVE years?

Q28. Biggest issues facing Highland Park within next 5 years	Number	Percent
Encroachment of urban development adjacent to Highland Park	226	46.4 %
Historic and/or architecturally significant home demolitions & redevelopment	224	46.0 %
Housing to meet needs of various life stages	64	13.1 %
Cut through traffic & congestion	300	61.6 %
Stormwater/drainage & flooding	69	14.2 %
Street repair/maintenance	107	22.0 %
High taxes/property taxes/finances	184	37.8 %
Crime	153	31.4 %
Water/wastewater maintenance & utility bill rates	32	6.6 %
Other	20	4.1 %
Total	1379	

Q29. Please rate your support of the following initiatives.

(N=487)

	Very supportive	Somewhat supportive	Unsupportive	Don't know
Q29-1. Purchasing property for the creation of additional parks and/or open spaces	47.4%	26.7%	15.8%	10.1%
Q29-2. Creating a community dog park	27.9%	25.5%	31.4%	15.2%
Q29-3. Creating a resident & guest only on street parking program	37.4%	26.9%	19.5%	16.2%
Q29-4. Implementing a micro transit system aimed at reducing construction & service worker on street parking	47.6%	24.2%	12.5%	15.6%
Q29-5. Providing additional traffic calming measures such as street closures	29.8%	27.5%	18.3%	24.4%
Q29-6. Addressing problem intersections to increase safety & traffic flow	68.8%	18.7%	1.6%	10.9%

(WITHOUT "DON'T KNOW")**Q29. Please rate your support of the following initiatives. (without "don't know")**

(N=487)

	Very supportive	Somewhat supportive	Unsupportive
Q29-1. Purchasing property for the creation of additional parks and/or open spaces	52.7%	29.7%	17.6%
Q29-2. Creating a community dog park	32.9%	30.0%	37.0%
Q29-3. Creating a resident & guest only on street parking program	44.6%	32.1%	23.3%
Q29-4. Implementing a micro transit system aimed at reducing construction & service worker on street parking	56.4%	28.7%	14.8%
Q29-5. Providing additional traffic calming measures such as street closures	39.4%	36.4%	24.2%
Q29-6. Addressing problem intersections to increase safety & traffic flow	77.2%	21.0%	1.8%

Q30. Which TWO of the initiatives listed in Question 29 do you think should receive the MOST EMPHASIS from Town leaders over the next TWO years?

Q30. Top choice	Number	Percent
Purchasing property for the creation of additional parks and/or open spaces	62	12.7 %
Creating a community dog park	27	5.5 %
Creating a resident & guest only on street parking program	84	17.2 %
Implementing a micro transit system aimed at reducing construction & service worker on street parking	95	19.5 %
Providing additional traffic calming measures such as street closures	27	5.5 %
Addressing problem intersections to increase safety & traffic flow	129	26.5 %
None chosen	63	12.9 %
Total	487	100.0 %

Q30. Which TWO of the initiatives listed in Question 29 do you think should receive the MOST EMPHASIS from Town leaders over the next TWO years?

Q30. 2nd choice	Number	Percent
Purchasing property for the creation of additional parks and/or open spaces	57	11.7 %
Creating a community dog park	30	6.2 %
Creating a resident & guest only on street parking program	54	11.1 %
Implementing a micro transit system aimed at reducing construction & service worker on street parking	68	14.0 %
Providing additional traffic calming measures such as street closures	64	13.1 %
Addressing problem intersections to increase safety & traffic flow	124	25.5 %
None chosen	90	18.5 %
Total	487	100.0 %

Q30. Which TWO of the initiatives listed in Question 29 do you think should receive the MOST EMPHASIS from Town leaders over the next TWO years? (top 2)

Q30. Top choice	Number	Percent
Purchasing property for the creation of additional parks and/or open spaces	119	24.4 %
Creating a community dog park	57	11.7 %
Creating a resident & guest only on street parking program	138	28.3 %
Implementing a micro transit system aimed at reducing construction & service worker on street parking	163	33.5 %
Providing additional traffic calming measures such as street closures	91	18.7 %
Addressing problem intersections to increase safety & traffic flow	253	52.0 %
None chosen	63	12.9 %
Total	884	

Q33. Approximately how many years have you lived in Highland Park?

Q33. How many years have you lived in Highland Park	Number	Percent
0-5	66	13.6 %
6-10	68	14.0 %
11-15	49	10.1 %
16-20	32	6.6 %
21-30	86	17.7 %
31+	166	34.1 %
Not provided	20	4.1 %
Total	487	100.0 %

(WITHOUT "NOT PROVIDED")**Q33. Approximately how many years have you lived in Highland Park? (without "not provided")**

Q33. How many years have you lived in Highland Park	Number	Percent
0-5	66	14.1 %
6-10	68	14.6 %
11-15	49	10.5 %
16-20	32	6.9 %
21-30	86	18.4 %
31+	166	35.5 %
Total	467	100.0 %

Q33a. If less than 5 years, where did you move from?

Q33a. Where did you move from	Number	Percent
Dallas	9	19.6 %
University Park	9	19.6 %
Houston	3	6.5 %
New York City	2	4.3 %
Devonshire	2	4.3 %
Austin	2	4.3 %
Santa Fe NM	1	2.2 %
Boone	1	2.2 %
London	1	2.2 %
Turtle Creek area	1	2.2 %
Uptown Dallas	1	2.2 %
Preston Hollow	1	2.2 %
Miami, Florida	1	2.2 %
North Dallas	1	2.2 %
Rockwell, TX	1	2.2 %
Greenway Crest	1	2.2 %
San Francisco	1	2.2 %
St. Louis, Missouri	1	2.2 %
Ritz Carlton Residences	1	2.2 %
Newport Beach, CA	1	2.2 %
California	1	2.2 %
MEMPHIS, TN	1	2.2 %
FLORIDA	1	2.2 %
MINNESOTA	1	2.2 %
Boerne	1	2.2 %
Total	46	100.0 %

Q34. What is your age?

Q34. Your age	Number	Percent
18-34	55	11.3 %
35-44	63	12.9 %
45-54	88	18.1 %
55-64	98	20.1 %
65+	153	31.4 %
Not provided	30	6.2 %
Total	487	100.0 %

(WITHOUT "NOT PROVIDED")**Q34. What is your age? (without "not provided")**

Q34. Your age	Number	Percent
18-34	55	12.0 %
35-44	63	13.8 %
45-54	88	19.3 %
55-64	98	21.4 %
65+	153	33.5 %
Total	457	100.0 %

Q35. Including yourself, how many people in your household are...

	Mean	Sum
number	2.6	1162
Under age 5	0.1	56
Ages 5-9	0.1	53
Ages 10-14	0.1	64
Ages 15-19	0.2	91
Ages 20-24	0.1	48
Ages 25-34	0.3	121
Ages 35-44	0.3	128
Ages 45-54	0.3	140
Ages 55-64	0.4	186
Ages 65-74	0.3	141
Ages 75+	0.3	134

Q36. Your gender:

Q36. Your gender	Number	Percent
Male	231	47.4 %
Female	216	44.4 %
I prefer to self-identify	1	0.2 %
Completing as a household unit	23	4.7 %
Not provided	16	3.3 %
Total	487	100.0 %

(WITHOUT "NOT PROVIDED")**Q36. Your gender: (without "not provided")**

Q36. Your gender	Number	Percent
Male	231	49.0 %
Female	216	45.9 %
I prefer to self-identify	1	0.2 %
Completing as a household unit	23	4.9 %
Total	471	100.0 %

Q36-3. Self-describe your gender:

Q36-3. Self-describe your gender	Number	Percent
Gender fluid	1	100.0 %
Total	1	100.0 %

Q37. Do you plan to retire in Highland Park?

Q37. Do you plan to retire in Highland Park	Number	Percent
Yes	332	68.2 %
No	33	6.8 %
Already retired	88	18.1 %
Not provided	34	7.0 %
Total	487	100.0 %

(WITHOUT "NOT PROVIDED")**Q37. Do you plan to retire in Highland Park? (without "not provided")**

Q37. Do you plan to retire in Highland Park	Number	Percent
Yes	332	73.3 %
No	33	7.3 %
Already retired	88	19.4 %
Total	453	100.0 %

6

Open-Ended Responses

Open-Ended Question Responses

Q21—"What services or resources do you with the library offered?"

- 3D printer
- Adult activities; volunteer opportunities
- Adult education, bridge, mahjong, languages, etc
- Adult education, perhaps coordinated with SMU-continuing education.
- AI education
- All good
- All good
- All good
- Already provide all that I need.
- Author 'talks'; book club reminders, perhaps printed schedule in water bill?
- Better children's area.
- Better idea of book donation policy
- Better study spaces.
- Book clubs
- Book clubs
- Book clubs
- Book reviews.
- Classes about Preparedness for children and adults re: heavy rain, lightning, strong winds if in HP and if away from home.
- COMPUTER CLASSES FOR ADULTS LIKE EXCEL, ADOBE
- Could the library use a modern upgrade to the inside while keeping the outside?
- Does a great job.
- DONT USE THE LIBRARY
- Ebooks, video rentals
- Electronics help for people who aren't savvy with electronics
- Genealogy
- Good people at the library, thank you!
- Great, for its size.
- Have community discussion/groups eg league of women voters, other non profit/civic organizations, hp water planning in nud, air quality and hp representation on north texas counties' boards
- I am very pleased with the resources the library currently offers. The librarians and staff do an excellent job.
- I am very pleased with the services offered and the inclusiveness and friendliness of the library staff.
- I enjoy all services provided.
- I have been pleased with all offerings at the library, as well as the personnel-thank you
- I really do not use the library now that my son is grown, but we used it all the time when he was young. I think the library is a great place to introduce children to the pleasures of reading and the discovery of books and information.

- I think the library is doing great
- I went to use the library once, stepped outside into the hall upstairs to take a call, and was bum-rushed by 3 armed cops. A terrible, terrible experience I will never forget, nor will I ever forgive the town for doing that to me and making me feel more only unwelcome, but lime a criminal threat. Awful.
- I wish it was possible to see what books the library has ordered before the items are arrived and available for checkout. I have used two library systems (Dallas and Santa Fe NM) where it was possible to know what is on order and even to get on the reserve list before the book is in house.
- I would love an author program. We have many local authors and many well-known authors who visit Dallas. I don't know how feasible this is. But as an author myself, I do know that authors are more than willing to participate in such programs.
- I'm not at all dissatisfied with what the library offers, but more events for little kids (1-5) on weekends would be nice. I know you offer more during weekdays, but when both parents work, we aren't able to participate in those.
- It could be neat to allow independent curators to curate fine art shows in an area, quarterly. Four art exhibits a year — each running 2-3 months. Historically the second floor was an art gallery. Also, it could be neat to support local musicians and have performances of violin, cello, etc. — classical music— they could be ticketed. The second floor also used to host music concerts. The art and the music could be HPISD students and or HP residents. Austin's city hall art exhibit programming is a good example. It is a huge resume builder for artists to have their work selected to hang in the city hall. In that case, the work is chosen to hang for one year. Each year, submissions are juried and work is chosen to hang scattershot with wall labels with artist's names throughout the building. Would be neat for HP Town Hall!
- Job skills training
- Library is awesome
- Love the e-books/audiobooks! Wish the audio books had complete series especially the shorter ones.
- Love the intro of mahjong at the library; suggest also more adult programming: adult classic film night in the park; adult crafting/DIY; newcomers book club; age group book clubs (40s-50s; 50s-60s; etc.); cookbook club; trivia nights
- Love the library
- LOVE the library and the services. Our librarian is top notch and extremely helpful!
- Love the mahjong open play dates.
- Love what they offer-maybe more adult programs like cooking, exercise, bird watching, plants and flowers and tree programs
- MEETING ROOM
- More adult "how-to" courses
- More adult classes. Programs on IT, etc.
- More books available, make loan arrangements with other library systems
- More children's programming
- More large print books
- More mahjong open play / guided play for people who work full time (so like a 4 or 5 pm start time for a lesson / guided play). Really looking to get into mahjong

- More non-fiction books/material
- More private work spaces
- More read-A levels for preschoolers
- More recent ebooks
- MORE RESOURCES FOR AUDIO BOOKS
- More toys/educational/STEM
- One great library
- Online reservation
- Our library is a gem. We can always use more books, though there's a space limitation. Thanks!
- Paid access to the Wall St Journal online
- Pamela does a great job trying to find ways to get public attendance. I'm enjoying renting more books there-nice staff
- Perfect
- Pleased with all
- Provide community meeting rooms
- Quiet work space.
- Recycle books that have been read and you want to get rid of
- Satisfied
- Satisfied with current offerings
- Speakers
- Specific adult classes on how to utilize #8 electronic resources
- Suggested kids reading list by reading levels
- Sunday afternoon open
- Texas A&M water landscaping tips from Agri Life continuing education.
- The library does a great job. I can't think of anything missing.
- The library is a jewel.
- The library is amazing!
- The library is fantastic
- The library is really great! I have no requests for improvement. The staff is professional and awesome!!
- The staff and materials are first class....i've always been greeted and helped if I needed it. They have good current selections and if needed they order and let me know via email when it arrives...they have great hours. Wish maybe open on 1-2 Sundays a month?? Since I work full time having library open maybe 1 Sunday a month would be awesome.
- They do a great job
- They do an excellent job!
- This is a hard one. I am confident that the library offers good programs but we never use them. In addition, it is so difficult making the transition from books to e-communications
- THIS IS A PERFECT LIBRARY
- Training on new AI applications.
- Tutoring Services for young children - Hola HP has a monopoly and teachers from Armstrong / Bradfield can offer services.
- Very good library

- Visiting authors, literary events-i love our library
- We do not use the library facilities
- We need to seriously judge need/use of the library funded by public
- When we lived in memphis, tn, the library had ps4 game my son could rent
- Wish for an easy way /form to request ebooks online or in library app
- You do a great job

Q23—"Other": Which of the following are your PRIMARY SOURCES of information about Town issues, services and events?

- Chatter on Facebook
- Community Magazine...The Good Life Park Cities
- Does the town have an instagram or facebook page?
- Email
- Library website
- Mail drop off
- Matt maberry
- Park Cities Chatter page on Facebook (a private page administered by local residents) TONS of local information there.
- Text/email

Q25—"Are there communication tools that you prefer that the Town does not currently utilize? (e.g., Podcast, Facebook, Instagram)"

- Active text messages, for emergency notices, active burglary search's, police actions.
- An Instagram account would be nice. Better notification of trash pick-up days during holiday weeks. It seems like we are always searching to find out when trash pickup will be during holidays, maybe a direct e-mail addressing holiday trash schedule could be created.
- As a resident of HP for 24 years, it is rare that I get any communication from other than word of mouth from neighbors/friends. I do check the Town website which is not very detailed or timely. I don't use podcasts/Facebook or Instagram.
- Community Magazines
- Emailed or direct mail newsletter-monarch herald
- emails
- Facebook
- Facebook
- Facebook
- Facebook
- Facebook
- Facebook
- Facebook
- Facebook
- Facebook would be good as an additional source for timely presentation of information.
- Facebook, direct emails
- Facebook, few resident use the town website

- [illegible]

- Instagram might be helpful
- Instagram might be nice, look at nantucketcurent as an example of what a town instagram could be
- Instagram Updates
- Instagram, LinkedIn
- Ive never seen the x page-i'll look for it
- just stick with us mail for important stuff please.
- Lance does a terrific job.
- Maybe move to Instagram or Facebook...since twitter is now X and more people use Instagram and Facebook. In addition you could add pictures showing improvements or new businesses or new books etc. or what is coming up going on in HP ..pictures are better than a paragraph!
- more frequent
- Please no more social media. LOVE, Love, love the Blue Zone. More frequent communications like this would be welcomed.
- Podcast
- Press releases on website.
- Providing access to the background materials for the council agenda
- Social media
- text
- text
- text
- text
- text
- text for urgent messages?
- the newsletter is a joke. I have to click multiple times. It's out of date and a horrible way to get information. Get with the times!

Q26—"Other": What topics would you like to hear about the most?

- City government - information from all meetings
- flood water control
- historic preservation, tree preservation
- HP is far too tear-down happy. Too many historically significant homes are demolished when they should be preserved.
- My alley closure
- Parking
- Parking in hp village
- Preservation
- Volunteering opportunities

Q28—"Other": Which THREE of the following do you think will be the biggest issues facing Highland Park within the next FIVE years?

- affordable housing
- code enforcement of absentee owners
- constant tear down and rebuild of existing homes
- construction parking
- crime
- electric reliability in storms, need underground wires
- Home building codes-setbacks too small. Cheap building materials now allowed
- Parking
- parking for construction sites is way too long
- Parking in highland park village
- Permitting-its a disaster
- Pool Facility has reached its life expectancy and to provide quality amenities in the town, a new pool area would draw great community events.
- quit building giant ugly houses
- Rise in home price. Young families no longer being able to afford, so decrease in hpisd enrollment dollars
- Street parking
- The loss of neighborhood character due to flipper residential developers cutting down mature trees and building bland, tasteless homes. Speculative homebuilding is a disease on HP.
- The village-ruining the neighborhood around it-traffic, noise, drunks and prostitutes and drugs
- Tree destruction in construction
- Walkability and safety for children. There needs to be more stop signs and less north/south street parking when there are not stop signs present. I have almost been hit by a car while carrying my child because people are driving too quickly and visibility of pedestrians is blocked by cars parking along the streets. It is extremely dangerous.
- water tower, W Highland Park, not enough communication, lack of progress

Q31—"What do you like BEST about living in Highland Park?"

- A REAL community!
- A safe place to live
- A sense of community and safety.
- A very wonderful place to live. We have been here for over two decades.
- Access to downtown, uptown and community shopping areas. Beautiful neighborhood.
- Accessibility to everything
- All of the services, recreation-pool, pickleball courts, library, police services, good parks and maintenance. Great employees working for hp
- All of this!! Community and quality of our services
- All the trees and green spaces
- Always feeling safe.

- Architectural history and culture. Stop letting people tear down historic houses and build over scaled white boxes with black windows. HP is losing it's character that attracted so many homeowners!
- Attractive, safe, nice people
- Beautiful neighborhood. Friendly, wonderful city employees, safety
- Beautiful neighborhoods, safe, and community feel
- Beautiful surroundings - not just the parks but the beauty of the collection of houses.
- Beautiful surroundings and safety
- Beautiful trees and sidewalks
- Beautiful, police and fire are terrific. Walkable.
- Beautifully laid out with very good sidewalks and pedestrian travel paths. Very safe and secure environment (kudos to HP Police and EMS). Excellent responsiveness to public works issues. Parks are beautiful and well maintained. Central location in Dallas area and nearby or local shopping is very good. Friendly people.
- Beauty
- Beauty of the landscape, schools, neighbors, location and churches.
- Beauty, parks, safety, my historic house, trees on my street
- Beauty, safety
- Beauty, safety
- Beauty, safety
- Beauty, safety government excellence.
- Beauty, safety, excellent providers, schools
- Beauty, safety, value hold of asset
- Being 1 block from HPV and 2 blocks from DCC
- Being a single woman, living by myself, the police and fire is the most important to me. Response times are exemplary
- Best community in tx-small enough to be big in all services but still a small community
- Best schools and community
- Born here 94 years ago.
- Calmness within a bigger metro environment.
- Central location, safety, beauty, schools, town support, community spirit
- City Services in general, Police\Fire\EMS and bulk trash program in particular!
- Clean and safe
- Clean, friendly , quiet and neighborly
- Clean, Safe, Walkable
- Cleanliness, green spaces, recreation facilities.
- Commitment to residential living
- Community
- Community
- Community
- Community
- Community and safety
- Community and safety

- Community feel, safety, public services
- Community spirit and unity
- Community, caring and fire, police and emt-such caring first responders
- Convenience
- Convenience
- Convenience and city services.
- Convenience and quality
- Convenience, safety and location.
- Cultural homogeneity. I also like HP's dedication to having a great school district and police/fire/first response system. I also really love having sidewalks on both sides of every street.
- DPS
- Easy access to 75/toll rd. And police presence.
- Emergency services. Beautiful architecture/ well-maintained sense of place via historic homes and buildings.
- Environment
- Every single thing
- Everything
- Everything
- Everything
- Everything is awesome!
- Everything is taken into account for us, wonderful city to live in.
- Everything marked as excellent, always, usually. Town of HP staff in certain departments are much better than they were 2 years ago.
- Everything, especially security
- Everything. HP is the best.
- Everything-we've lived here for 30 years and couldnt be happier
- Excellent here
- Excellent police and fire protection.
- Excellent police/fire/emergency services. Small town, close-knit community feel. Excellent schools.
- Excellent public services. Beautiful community.
- Excellent response by the HP Police
- Excellent/kind hp staff employees and overall great services and beautiful, clean green spaces
- Family friendly
- Feel safe; trees; size, schools, katy trail, close to smu, library
- Feeling of community, safety
- Feeling of safety
- Feeling of safety
- Feeling of safety and community
- Feeling safe with access to 911 especially with how much my husband travels
- Feeling safe, good neighbors, central location
- Friendly, quiet, know my neighbors, being in a bubble

- Friendly, safety, property values
- Friends
- Geographic situation.. Knox on one side, HPV on another, Snider on yet another. Very central for our life and work. Town is very responsive to every need and we feel incredibly safe living here and raising our children. One of our children is in a wheelchair and we enjoy having smooth streets and sidewalks to push him down.
- Good schools
- Great community and people take care of their property
- Great emergency services
- Great police, fire and library. No longer a community center.
- Great public safety services.
- High quality of life
- Highland Park has done an incredible job at maintaining a small town feel, even though it's in the middle of a big metroplex. The town insulates itself well, and the residents are protective and proud of the neighborhood. For example, seeing small kids ride their bikes around is extremely joyful. Protecting the town so the kids can continue to live outside, safely, is important.
- Horse carriages at Christmas, neighborhood feel, DCC, attention to crime
- How beautifully the town spaces are maintained as well as the private properties as required by the town. How safe I feel here. I was born and raised here but lived other places for 30 years so have a wider perspective.
- HP feels like a small town (except E-W roads). I speak to neighbors, nod at other drivers and love our amenities.
- HP is a quintessential town. We moved from New York City via California and love it here. It's a great place to raise a Family - in my mind it's one of the top 10 neighborhoods in the U.S.
- I absolutely LOVE our HPPD- I feel safe, and even when I accidentally set off my alarm they get here before I can even remember my code! It gives me a much better sense of security knowing they are here 24/7 and ALWAYS respond quickly and thoroughly! I love the green belts and building codes, but the Emergency services have to be the best in the country and keep me here whenever I think about moving!
- I appreciate having police presence and timely communication from the town.
- I feel safe
- I feel safe living in HP and love the education that the Town offers to children and teens. I also love the parks and pool and various athletic facilities.
- I feel safe to come and go after dark and to walk my dog without fear
- I feel safe, enjoy the location.
- I feel very safe as a single woman. Also, I grew up here and love it. I wouldn't live anywhere else even with the high taxes.
- I have raised my children here, now we are seniors. Community of nice people, nice physical environment , good services
- I like the small town community feel, and everything that comes along with that. I appreciate that the town is designed to be walkable and community oriented, however traffic, speeding drivers and lack of stop signs have reduced my desire to let my children walk freely as I did when I was growing up here. I appreciate the beautiful green spaces and the history of the community.

- I love HP's overall beauty and functionality.
- I love it here - I feel safe within a wonderful community.
- I love the aesthetic of HP
- I love the strong community and the beautiful parks and safety i feel here. I hope to continue to feel this way in the future
- I love the towns sense of community and dedication of all the public safety operations and town staff. I appreciate all of the effort the town puts into maintaining all of our parks and recreational facilities.
- I LOVEEE living here, I love how safe it is. I currently rent, and my dream is to purchase here so my kids can go to school here. I love how kids still ride their bikes and play and have fun.
- I will never move out of HP. The community feel, the police and beautiful places to take walks are the best parts of HP!
- It is a beautiful, safe friendly community with rich history. Walking our dog along hackberry creek is a highlight. I enjoy the flowers around the town hall, the lights at christmas and the hppd officers and firefighters that provide excellent care and safety
- It is a very clean and walkable place. I feel very safe in my neighborhood.
- It is home and I treat it with care.
- It's a community Police are fast
- It's a town
- It's beautiful, well maintained & close to restaurants we love.
- It's a small town in a big city. It's knowing your neighbors and knowing the folks working at Town Hall. It's a physically beautiful place to live.
- ITS BEAUTIFUL, I FEEL SAFE, GREAT SENSE OF COMMUNITYM POLICE DEPARTMENT, I LOVE ALL OF IT
- It's beautiful, well-maintained and safe. A great place to raise a family.
- It's comfortable, safe, and near things I'm involved with
- It's generally safe and the people are nice, and it's well maintained.
- Its safe, its beautiful, amazing schools and neighbors
- Leafy green spaces, wide sidewalks, beautiful library and town hall building(s), Lakeside Park, and the development heritage including the few historical homes remaining.
- Living in a beautiful area with great amenities
- Location
- Location and safety
- Location, emergency services. Losing the unneighborly environment
- Location, safety, responsiveness
- Love hp, tennis courts, town hall staff always helpful, love the police and sanitation crew
- Low crime, high safety, quick response, good quality services
- Low crime, quick response of police, fire, EMS
- Low crime; excellent police
- Low taxes, great police and fire.
- Lower crime rate
- Most are pleasant and care for their homes well.
- Mostly everything

- My community, the pool, library, walkability and schools
- My friends & the DCC location.
- My neighbors, parks and green Spaces, safety, and schools
- Natural beauty; overall security; cohesiveness
- Neighbors
- Oasis
- Overall appearance-definitely medical, fire, police
- Overall community
- Overall quality of life
- Overall quality of life
- Overall services are very good. Fast response from police, fire and EMS.
- Peaceful
- People, good schools, relatively crime free
- People, safety, quick response of police, fire and EMS. Cleanliness
- Police and fire
- Police and fire
- Police and fire department and safety
- Police and fire protection; library; enforcement of codes all make it a pleasant and agreeable place to live
- Police and Fire, Library, Parks
- Police fire and emt service
- Police nearby, parks well kept, seasonal flowers, firemen nearby
- Police presence provides sense of security. Sense of history and beauty
- Police services and parks.
- Police will come if I need them.
- Police, fire and EMS
- Police, fire, & schools
- Police, fire, EMS, Friendliness of town, beauty of town
- Police, Fire, parks
- Police, neighborhoods
- Police, safety
- POLICE/FIRE
- Police; fire and EMS services are the BEST...
- Pretty idyllic
- Property, beauty safety
- Proximity to downtown; best police, fire, EMT; communication to residents
- Proximity, quality of life and security.
- PUBLIC SAFETY
- Public safety, public schools.
- Public services and functional alleys.
- Public services and school system
- Public works, fire and police departments

- [illegible]

- Safety
- Safety
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- Safety - great police and fires services
- Safety and beautiful community
- Safety and cleanliness and sense of community
- Safety and community
- Safety and community
- Safety and community. Knowing my kids will be safe. And all the beautiful trees. All the beautiful historic and architecturally different homes.
- Safety and density of trees
- Safety and friendly officers, neighbors and beauty
- Safety and location
- Safety and location
- Safety and municipal services
- Safety and our overall established community values for our families to flourish.
- Safety and police response time
- Safety and police/ems services.
- Safety and security and all the nice amenities.
- Safety and security of living in highland park.
- Safety and structure of hpdps.
- Safety in the community supported by town government
- Safety of the community
- Safety of the neighborhood, convenience, green spaces and walkability. The schools are phenomenal, and the fire/police are stellar (response times are always very fast). Living in a neighborhood that is pedestrian for all of its residents is a blessing.
- Safety services
- Safety, attractiveness, congenial neighbors, the hp village, tennis courts
- Safety, beautiful, friendly
- Safety, beauty, and location.
- Safety, beauty, family neighborhood feel
- Safety, beauty, neighborliness
- Safety, beauty, services, everything both important and necessary are done by our town services. Really wonderful
- Safety, cleanliness, beauty
- Safety, cleanliness, great schools

- Safety, community
- Safety, convenience
- Safety, diversity of quality homes and landscapes. Schools. Place for children to be safe
- Safety, excellent police and city services. Good school district
- Safety, friendliness, neighborhood feel, history
- Safety, friendliness, small town, feel, beauty
- Safety, friendliness, trees, walkability, schools
- Safety, police, schools
- Safety, protection, people, beauty, schools, churches
- Safety, schools, natural beauty, proximity to work, good property investment
- Safety, schools, quality of life.
- Safety, security, layout, location, quality of amenities, a town not a city
- Safety, small community, beauty
- Safety, the police and fire and the bulk item pickup man are the BEST. So nice
- Safety, walkability, history, architecture
- Safety. No more apartment/multi living developments
- Safety; responsive police and fire; sanitation pick ups
- Safety-quality of life
- Safety-schools and other amenities
- School system, location
- Schools and public services
- Schools, opportunity for my family
- Schools, parks
- Schools, police response time
- Schools, police, neighbors
- Schools, police, safety, cleanliness
- Security
- Security and community
- Security and safety living here
- Security compared to other areas. God Bless our police and firemen.
- Security, safety
- Sense of community
- Sense of community
- Sense of community
- Sense of community
- Sense of community
- Sense of community and the beautiful parks
- Sense of community, law enforcement
- Sense of community, safety, historic homes, and preservation of green space.
- Sense of community, safety services
- Sense of community. Small town feel.
- Sense of community; safety; great place to raise a family
- Sense of community-safety-parks-town response time-family values

- Services
- Services, protection
- Services, safety, schools, downtown proximity
- Shared values of residents, safety, orderliness and traditions
- Sidewalks, trees, central location
- Size of town, beauty, walkability
- Small city, city works to get community involved
- Small community. Safe. Best police and fire dept
- The area.
- The beautiful public spaces and trees
- The beauty and the high standard of property maintenance
- The beauty of the neighborhood, although declining due to an unchecked building process, although I don't like to see beautiful homes torn down, what is worse is the low quality homes being built that do not fit the neighborhood. I don't particularly like more restrictions but I think we have hit a critical point where it may be necessary. Builders buying lots and building huge homes on small lots for profit reasons is a real problem, although legal.. Drainage is becoming a bigger problem due to this, but more importantly It may be time to revisit what can be built, maybe a new home should only be plus or minus a certain average of that block, currently the rules are too wide and allow for homes that just don't fit into the streetscape to be built, possibly needing an approval department to ensure new homes are being built that are appropriate for that lot/block.
- The beauty of the neighborhood, wonderful city services, the feeling of safety
- The beauty, safety, parks and history.
- The buy in and pride of community members
- The close knit community.
- The community
- The community
- The community
- The community and how safe it is
- The community and safety
- The community and the communication and relationship between residents and the police, fire and town officials.
- The community overall.
- The community, schools, feeling safe, the big trees, historic homes, the character and charm.
- The community, service, and beauty
- The department of public safety
- The feel but it has changed since the early years having lived in hp since childhood.
- The feeling of community and a high quality public school system.
- The feeling of living in a smaller town and great public services
- The generosity and kindness of residents and the collaboration with the town and residents.
- The government services
- The historic homes, the beautiful grounds, and the safety.
- The historical homes and trees. Schools and safety

- The HP police, the safety of the neighborhood and the beauty of the neighborhood & parks
- The landscaping and parks.
- The location
- The location, the community, the overall upkeep and maintenance of public streets/sidewalks, the police/fire/emergency services. It is a wonderful, blessed place to live.
- The many parks, trees, and feeling of safeness
- The neighborhood feeling and the safety provided by Police, Fire, EMT services.
- The obvious master planning of the town, beauty of the homes/neighborhoods, so many trees, easy access to downtown and north locations, outstanding education schools, and the relative calmness of HP.
- The overall atmosphere and beauty of the area
- The parks
- The people and community feel
- The people and services.
- The people and the Town government.
- The people who live in highland park and the personnel who work in the town
- The people, beauty, safety, schools
- The people, schools and police
- The police and schools are amazing, and trash collection.
- The police are available and ready to help
- The police, fire depts. Responders are the best.
- The public safety department, hands down! How kind and friendly they are and how fiercely protective they are of our residents. The big beautiful old trees and historic homes.
- The quality of our government and the services provided are outstanding! It is a beautiful place to live.
- The quality of services and beauty of the town. We love it.
- The rapid response time for police, EMS, and Fire, and the fact that these personnel are cross trained.
- The responsiveness and quality of our public safety departments plus the quality of the parks.
- The safety
- The safety and beauty of the neighborhood.
- The safety and beauty of the town and the small town feeling that comes from knowing your neighbors
- The safety and classical beauty of the neighborhood
- The safety and the ease of access to everything along with the beautiful parks and homes. We have amazing neighbors and we love the feel of Highland Park.
- The safety of the community
- The safety provided by police, fire and landscaping and community leadership ie town council
- The safety, great schools and parks.
- The safety, the beauty of the trees and parks, the historic nature and feeling it has that is unlike all suburb and new development, the community events and feeling of community, the fact that you can actually depend on the police and that they are nice and actually concerned about their citizens instead of making life harder on residents

- The sense of community
- The sense of community and engagement by schools, police and city council.
- The sense of community and family. In HP kids can ride their bikes or walk to friend's houses in safety.
- The sense of community and the schools.
- The small town community feel.
- The small town feel with access to virtually anything we want/need
- The well-maintained environment
- This place is great
- Topflight police and fire departments, response time to emergencies especially medical help.
- Traditions
- Tranquility, cleanliness
- Trees, sidewalks, shopping/restaurants
- Tremendous sense of community and pride here.
- Very easy to live peacefully here
- Very safe
- Walkability and safety
- Walkability, public safety, neighborhood feel
- We are in the middle of the city
- We feel truly blessed to live here.
- We have lived in Dallas for 21 years and moved to HP almost 2 years ago! Could not be happier! ADORE the safety of police and fire, trash and recycle program, beauty of the neighborhood, communication etc.!!! Love love love!!!
- We love hp. Its beautiful, well maintained, secure and convenient. Nothing comes to mind that i could imagine having the govt leaders having to tackle that they are not already addressing
- We love the overall quality of life, community, and beauty of our town. We also love how convenient the location is for entertainment and anything we want or need.
- We LOVE the town services and family oriented community.
- Well maintained at all levels
- Wes HP is so quiet compared to other parts.
- What I like best about living in Highland Park is the unique blend of beautiful homes, stunning aesthetics, and peaceful environments that make every neighborhood feel special. The tree-lined streets and carefully preserved architecture create a sense of timeless charm, while the excellent town services—from parks and schools to public safety—ensure a high quality of life for everyone who lives here. It's a community where beauty and comfort go hand in hand.
- Wonderful community, great schools, beautiful parkways, beautiful architecture, walkable to friends/neighbors/retail/school
- Wonderful neighbors and incredible fire and police service. And top rated schools. And trash and bulk pick up services
- Wonderful supportive neighbors. Mix of ages of residents. Walk ability. Safety due to our fire and police support. Great schools.

- Wow! So many things. Its beauty, safety, amenities like the pickleball courts and parks, most of the people most of the time, special events like the 4th of July parade and Christmas carriage rides, and its general sense of politeness and neighborliness.
- Your efficient, caring attitude, and our outstanding emergency help.

Q32—"What do you like LEAST about living in Highland Park?"

- All is good. I have long held the view that the town could spent some money relandscaping and renovated the town swimming pool. In particular, considering whether it good be redone for Olympic size. If not, there are other upgrades that could be made
- all of the CONSTRUCTION everywhere all the time.
- All of the new construction
- All of the workers blocking the streets
- All the construction cars lining the streets so that friends or repair people can't park near my house.
- All the construction workers cars, Traffic on Mockingbird
- All the construction.
- All the houses being torn down, the traffic
- Allowing loud leaf blowing. Blowing neighborhood leaves in into our streets. New houses that are too large for the lot size. No green space between houses.
- Almost continuous construction and renovation of residences that bring lots of workers and lots of vehicles that block or hinder traffic on streets and alleys. Also opens up our community to potential outside bad actors.
- Any new build that was built by someone just looking to make money. It's obvious - built as big as possible, doesn't match other houses on the block and with a layout that doesn't make sense for a family to move in. I know that is impossible to screen but it's such a pity for our beautiful historic neighborhood. Allowing the public to comment on the plans would reduce this significantly. I know it's anti "don't tread on me" but it protects what makes this neighborhood special. Good neighbors living in harmony, helping our neighbor.
- August!
- Being perceived as snooty
- Being pulled over for non-serious infractions
- California people moving here and losing the down to earth friendly tx community
- Can be somewhat provincial but that comes with the territory ;)
- Cant think of anything
- Cars parked on both sides of street hurt the flow of traffic
- Cars parked on street-too much construction
- City council and lack of measures to protect architecture.
- Clogged streets around knox. Too many high rises in small area.
- Combining lots to build larger homes
- Commercial construction adjoining highland park
- Commercial parking on public streets, including construction
- Concern with established building codes not being honored e.g. height
- Congestion

- Congestion and past through traffic
- Congestion around Highland Village shopping center
- congestion in retail areas
- Congestion of neighborhood streets
- Congestion on streets with the parked vehicles and traffic.
- Congestion/tenant mix of HP Village
- Constant construction making it hard to cut through neighborhoods.
- Constant construction.
- constant tear down, rebuild of homes. Noise during the day, cars parked everywhere. Can barely get down Eton Ave. Construction time is crazy. 3908 Lexington has been under construction for almost 5 years.
- Construction
- Construction
- Construction
- Construction and lawn maintenance vehicles crowding narrow streets
- Construction and parking
- Construction causes congestion.
- Construction everywhere that takes over our entire streets with those workers parking all over. Ruins the neighborhood safety and serenity
- Construction parking
- Construction parking
- Construction parking that causes bottlenecks.
- construction parking, leaf blowing noise.
- Construction projects are taking too many years to complete, congestion at Knox Street, disruptive holiday carriages, non-residents taking over our parks, and finally, the eyesore of exposed electrical wires and telephone poles. The city should be spending tax dollars to clean up this eyesore instead of on pickleball courts.
- Construction sites that do not clean up their litter/trash
- Construction traffic
- Construction vehicle clogging narrow streets, and construction sites not being properly maintained. Need to address Westside storm water drainage (I know this is on the capital improvement plan). The house in the 4500 block of Beverly whose front yard is not code compliant - its a terrible eyesore.
- Construction vehicles
- Construction violations and disregard for owners home access
- Construction-cut thru traffic
- Cost
- Cost of housing
- Cost of living/property taxes; the loss of local businesses, hpv not a local friendly place anymore.
- Cost of living?
- Cost of livingm surge in home prices since 2020
- Cost of starter homes is too high for many young families
- Crime-although it isnt a big problem

- Crossing from Abbott to Knox at the Katy Trail and at Harvard
- crowded streets because of the number of vehicles parked on both sides of the street
- current construction congestion and street parking leaving many streets basically one way, construction projects on Shenandoah taking years to complete, always the question if not HP, where would you live? As residents we are tremendously spoiled in police response and the system of having all public safety trained in paramedic, fire and public safety keeps us all safer and healthier.
- Currently, it's dealing with all the construction. However, the "no construction" parking signs have helped.
- cut through traffic
- cut through traffic
- cut through traffic
- Cut through traffic from downtown to Central Expressway and construction street parking.
- cut through traffic from tollway to central
- Cut thru traffic, thieves
- Dealing with smu worker parking and construction esp east-west
- Demolishing homes with character.
- Demolition of architectural significant historic homes .
- Demolition of architecturally significant houses
- demolitions, new construction is out of control
- Destruction of critical history, the size of new houses , dispute to build a bridge.
- Difficulty with construction permitting
- Driving on mockingbird due to poor traffic light management
- East west traffic in west HP (between Preston and Tollway) is a bit frightening to cross Douglas. The corners are not marked with yellow paint. Car and trucks are parked at the edge of all 3 corners. This blocks the driver's view of cross traffic. Edmondson in particular always seems high risk when crossing Douglas. Perhaps there's too much elementary school or construction-related parking along Douglas.
- ENCROACHMENT AND CONGESTION
- Endless construction. North/south streets are too dark at night near alleys. Need speed bumps on cut thru streets
- Enforcement by traffic and development on McKinney Avenue
- Entitled attitudes: the idea that because a person lives here, they deserve the very best of everything, often at the expense of others. Case in point: the owners of brand-new houses that fuss about other homes' construction workers parking in front, even though their house was just under construction with their workers parking in front of other houses. Total selfishness/no community spirit of putting up with an inconvenience for the good of the community. And on the flip side, contractors who have no respect for the neighbors and regularly block alleys or streets in the name of their project.
- Excessive on the street parking, making it very difficult to drive through the neighborhood and it creates somewhat of a safety hazard
- Expensive
- Expensive

- Extreme disappointment with development of hqv-tourist attraction. I despise being in town during the weekends with the tourists. A huge disservice to hp community
- Fear of high rise developments that exceed. Highland Park height restrictions.
- garbage pickup is expensive and exclusive. Absentee owners neglect of homes and lawns, especially on Mockingbird
- Growth in crime
- Halloween night. I am not sure there is much we can do about this but it has gotten pretty crazy. The little kids are great but the older ones can be a tad snotty. At the end of the day it's only one night. However I would say the trash left behind usually remains for at least a week until yards are maintained. This creates problems for those walking pets. I also would like to see more public waste disposal bins spread around the streets as the parks seem to be the only places to deposit refuse.
- Hard water, parking on the streets. People who are weekenders
- Having to live next to a home that is completely uncared for. I believe the Town has completely failed the residents by allowing Jane Benedum (4513 Beverly) to be a hoarder and trash her property. There is a mosquito and cat infestation at her home. It is horrible.
- High cost of housing.
- High cost of property
- High property taxes.
- High property taxes.
- High property taxes.
- High property taxes. Tear down of historic older homes creating 'Mc-Mansions'. This practice has wiped out a lot of character in the town.
- High school taxes and high property taxes.
- High taxes
- High taxes
- High taxes
- High taxes
- High taxes
- High taxes
- Highland Park has a reputation for being pretentious.
- Highland park village has brought in significant elements of crime and traffic to get into village. Construction projects like on Beverly taking multiple years to complete with construction working parking on Beverly limiting views to pull out ant Fairfield and is dangerous. Trash is left on our streets and sites are dirty. Too many well established historical homes in great condition torn down for the profit of realtors/builders. Some of our parks should be resident only like other cities, to many parties photo shoots blocking the street on Lakeside. I have seen individuals attempting to bring a motor boat for Exhall lake.
- Home building codes allow houses to be built too large on their lots-setbacks too, too small
- Homeless drug addicts on mockingbird
- Housing cost, congested streets
- How busy that the neighborhood streets have gotten

- How difficult it is to work with permitting in a timely and reasonable manner. They have become quite awful over the last 5 years...quite possibly understaffed, but they aren't keeping up with the overall good image of HP.
- How easy it is to tear down a historic home to be replaced by an unattractive home that could be designed by my 9 year old.
- How there is no appreciation for the original homes and architecture that defined HP and how the town allows people to raze historically significant homes, even several at a time, to create a monstrosity, and to make matters worse, grants zoning changes.
- HP Village has gone hay wire. Lawn care providers starting their blowers way too early in the am and on Saturday.
- HP village is not citizen friendly based on the kind of stores there
- Hp village traffic
- I am VERY CONCERNED about modern architecture detracting from the beauty the high quality and style of current homes. Modern architecture DOES NOT FIT IN with current styles!
- I avoid mockingbird like the plague and thats about it
- I can not think of anything that i dislike about living in highland park
- I cant think of anything-i love it here
- I dislike the traffic and congestion that makes it dangerous for young children to walk. There are many intersections that I struggle with as a driver because of north/south street parking. It is highly disconcerting to feel this way driving and/or walking near my home. If we don't improve this, I worry there will be more accidents and children hit by cars which we can avoid by being proactive now. I also dislike that historic properties are being torn down with no measures in place to protect them. The amount of investor-backed builders who can afford to purchase older homes/lots but then maximize the houses from a square foot perspective to make returns for their investors is very disheartening. This practice and the ease of builders to build speculative homes (without even living in our neighborhood) is changing the dynamic and fabric of the community. It is not community focused--it is business focused. There need to be more regulations put into place restricting poorly constructed new builds. The truth of this is that there will be more and more construction congestion from these new builds being torn down again in a few years due to their poor quality and design, and at the same time property values unnecessarily increasing because of this high turnover in home sales. It is sad to think about.
- I hate the fact that many of the towns smaller, more affordable (it's relative) neighborhoods (like the 4500 blocks and HP West) are seeing many historic homes town down and replaced with much larger and less interesting and unique homes. The amount of construction and yard service vehicles make it very hard to navigate many streets during the day, and present an issue to the ability of emergency vehicles to have easy access down those east-west streets, as well as blocking line of sight to traffic when pulling onto a north/south roadway. Fortunately, the town and the builders are, for the most part, building homes in keeping with the character and uniqueness of the town. I wish that HP would try to do a better job of conserving our historical homes.
- I have a smaller lot size but it's worth the trade.
- I love everything about highland park and cant think of a single thing
- I love it here, work here too.
- I'm concerned mainly about crime.

- Inattention to people planting hedges and trees on walks that pose obstacles for pedestrians.
- Increase in taxes and constant construction
- Increase in traffic
- Increase in traffic/cars, construction both public and private; tearing down historic homes
- increased crime and theft
- Increased traffic and taxes
- Increased traffic, cost of living, and lack of preservation of historic homes.
- Increases in: crime, traffic, density of population.
- Increasing crime
- Increasing density, tear downs of older structures
- Increasing petty crimes. Lack of respect of our property and parking with residential construction.
- Increasing traffic, huge structures being built
- It is a perfect place to live.
- It's a target for outsiders to vandalize and steal. Town doesn't use modern technology to help manage the petty crime
- It's sad watching some of our most historic homes being demolished.
- Knox Street at Abbott encroachment
- Lack of affordable shopping for everyday needs
- Lack of basic shops
- Lack of diversity
- Lack of interactive open spaces where people come together.
- Lack of railings In the parks, Cut through traffic, Park benches need replacement or refinishing
- leaf blowers
- leaf blowers, overzealous cops
- Leash laws not enforced; dog owners unaware or dont care. Insufficient reminder signage at parks
- -Lomo Alto, south of Mockingbird: when both homes on the east and west of Lomo Alto (4453 and 4501 Mockingbird) park on the street, it is a terrible bottleneck to traffic -I'm not sure if there is a good solution for this, but the traffic congestion caused by construction sites
- Long construction projects of large homes.
- Losing the small town feel a bit
- Lost gas stations, grocery stores, everyday services. Hard to exit mockingbird and knox streets. Lost small town feeling of home and local newspapers, gathering places like the village
- Lot sizes
- Love Field. Flight over residential areas at all hours.
- Misperceptions by others that this is a community of elites that have never worked.
- Mockingbird traffic
- Mockingbird traffic
- Mockingbird traffic
- Mockingbird, early yard work
- Mockingbird-tunnel or widen
- Mosquitoes

- Mosquitos! Watching beautiful homes get torn down.
- My WATER pressure is terrible!!!!
- Narrow street west of lomo alto/parking on it
- Narrow streets
- New cheaper construction McMansions that are not special and are out of place; eroding "highland park" sense of place
- New construction
- No alleys; construction parking on our narrow streets.
- no bathrooms at parks , parking from new homes being built
- No local parking
- No regulation of demolition of historic homes
- No street lights; traffic created by knox, fitzhugh
- Noise and light pollution, gas blower fumes, overcrowded cars-both construction and residence, parked on streets, speeding and reckless drivers-both construction and residential
- Non-stop construction and the related noise (jack hammering beginning at 7AM) and vehicles in the alley, on the streets, blocking traffic - several times within the last 2 years - my alley has been blocked for long periods of time with no notice of what is going on. At one point, some contractor, who claimed he was contracted by HP, had managed to dig and crack a sewer pipe in the alley behind my house, had not covered the opening and it was a disgusting uncovered unsafe mess. It was eventually fixed by a different contractor, but this occurred over a 2 week period. I live near the middle school and our block is used by numerous parents as the "que" line to pick up their students in our front yards. I am ok with that - but there are times of day when I cannot access or leave my house when school is in session due to the traffic flow. The back up of traffic at Hillcrest and Mockingbird is at times untenable.
- Off street parking is difficult because of Bradfield and HP Village - living close to these is not optimal.
- On street parking by residents. Cant they use their garage and driveway?
- Our ally between the 4600 blocks of Fairfax and Edmondson had some work done following a pipe breaking several years ago. The area at the Westside exit was not repaired properly, and remains damaged and crumbling .
- Our children can't afford to buy a house here. Normal families are priced out of HP.
- Our on-going infestations of rats and mosquitoes. The pool area now has a rat problem, not seen previously.
- over building on lots, over sized residence. Who needs an 8000 sq. ft house?
- Parking on both sides of narrow streets
- Paying ever increasing taxes
- People bulldozing beautiful homes and then building ugly office looking house. The charm of highland park is gone. It looks like Plano.
- People from other states moving here with different values.
- People park on streets instead of back of house parking
- People who don't live in our community use our parks. If we do a dog park you will have to come up with a way to keep non-residents out!
- Perception by others that live in other places

- Plane noise
- Police need to be more sensitive to residents
- Police seem to target visitors
- Porch pirates
- Porch pirates
- Probably the amount of residential construction constantly taking place. I wish there was a cap on how many houses per street could be under construction at one time, or a limit on how many houses in a block radius.
- Property tax
- Property tax
- Property tax amounts-coyotes
- property tax
- property tax
- property tax
- property tax
- Residential building permit process-takes too long
- Residential construction parking, travel along mockingbird
- Ridiculous property taxes
- Rising cost
- Road construction that all happens during the summer.
- Sale price gouging because of zip code.
- Security and schools
- Seeing new construction being too large and without character.
- Shrinking rental properties; disregard for historic homes
- Small item but number of cars on the streets
- small lots
- Snobs
- some houses are ready to fall in on Southern Ave
- Some of the new construction that isn't architecturally significant; construction parking.
- Some ordinances seem arbitrary (for example, UP can have turf visible from the front of the house, HP cannot - I agree that turf can be unsightly, but there are now improved aesthetic options, and as a water-saving option, HP should consider the benefits). Additionally, the construction in HP is ubiquitous, and construction workers are often tempted to use alleyways as easy parking rather than simply loading/unloading. Finally, HP has some incredible architectural gems, none of which are protected. When a house or lot sells for dirt value or even slightly more, developers are not interested retaining a house with historical or architectural value, nor are they interested in building charm - they build to maximize profit and house size, with no regard for old, established trees, which truly do add beauty and value to HP. A house that eats up the lot from setback to setback does not enhance the neighborhood and often decreases the desirability of that street.
- Some worker
- Sometimes there are too many people congregated in areas like parks. It used be less but now I see the lake area to be constantly busy.

- Speculative builders. Many of HP's beautiful and architecturally significant homes are being destroyed and replaced by low quality speculative builds. Zero architecture, zero trim/millwork, zero details, minimal engineering. I am thrilled for anyone to build a home that they intend to occupy regardless of quality, style or architecture. End users are vested in the long term future of the town. When speculative builders tear a house down, their interest is not aligned with the future of the town. They are not vested in the long term future of the home they built or the town. They have aggressive techniques for frontrunning end user buyers which is methodically changing the direction of Highland Park's architecture. Proposal: A transfer tax that disappears over a decade or more of ownership. So if you buy a property and then flip it in 24 months, you pay a transfer tax. However, if the property remains owned and occupied by the same person, the transfer tax reduces year after year until it goes away completely. Thereby promoting end user builds and discouraging the purchase of properties for speculative builds and investment.
- Speculative home building
- Stop signs! Roundabouts would be a far better solution for traffic flow and more importantly, for safety. People accidentally missing stops signs and traffic lights have much higher consequences. There are so many studies that prove this. Unfortunately, for some reason, the majority of our good people in this great state cannot wrap their heads around roundabouts (no pun intended :)
- Street congestion
- Street congestion
- Street congestion
- Street parking
- Street parking because of the level of construction. We live in the Knox/Henderson/Hillcrest traffic pattern and it has become more and more problematic. I'm concerned about what it will be like over the next few years with the development of the Knox area.
- street parking on narrow streets
- streets full of construction workers
- Streets like cornell-too narrow for so much on street parking
- Tax rate
- Taxes
- Taxes
- Taxes
- Taxes
- Taxes
- Taxes
- Taxes
- Taxes
- Taxes and waste
- Taxes and water bills are too high.
- Tearing down fine homes and constant construction
- Tearing down historically & architecturally significant houses. It's obscene.
- Tearing down of historic homes, building big ugly monstrosities.
- Tearing down of wonderful old homes.

- That i must leave the park cities to go to work-i love it here
- That west highland park can't use go to HPISD, but Dallas addresses can
- The amount of construction traffic and street parking
- The amount of pass through traffic and CAR BREAK INS!
- the building permitting process is a TOTAL joke. For minor projects -- not new builds -- there's little information on the website. It's like hunting and pecking to get information. We've spent two months and still don't have a permit for a MINOR project. It's total red tape and unnecessary and EXTREMELY costly. Create a checklist and make it easy to get thru the process. We've spent thousands of dollars and are still weeks away from an answer. HP can and needs to do better.
- The cars running red light and stop signs makes it dangerous to walk, run, or bike. Something must be done to enforce stop signs and red lights. It gets worse every month. Contractors are cutting down every tree on lots after they demo the home. Why are we not saving the trees? Without the mature trees our neighborhood looks like Plano. And it makes the summers so much hotter without the trees to provide shade. Sprinkling rules need to be enforced for residents and the city. We can't keep wasting all this water. And that includes our parks- HP violates its own sprinkling rules. Can they install smart sprinklers in our parks so they don't come in while it's raining? Crazy wasteful.
- The constant construction, the mess, the flat tires, the parking, contractors breaking rules, it's really out of hand and now the main topic of conversation amongst HP neighbors. The destruction of beautiful homes is only half the topic, I believe in property rights too, but it's turned into the wild west, and destroying the look for future generations. Home owners often build nice homes, builders build huge low quality homes hoping to make a quick buck, leaving the streetscape permanently scarred. I don't like more rules, but the Town of HP needs to step up and take action on behalf of the home owners/tax payers/voters, this is not ok. It seems like it's time to reconsider what and how big can and should be built on a street/block. I believe changes here could reduce the temptation of builders to buy lots and build large poorly designed homes, could also help with the increasing drainage issue. This needs to be addressed its gotten so out of control.
- The constant presence of construction and yard crew vehicles parked on the street during the week.
- The Cops are way too aggressive, and the municipal court seems to think that's okay, and takes their side time and time again, leaving residents like me wondering whose side are they really on?
- The corruption at HPISD.
- The cost of admission.
- The failure of our town council to pass ordinances to stop the destruction of architecturally important homes. We must pass ordinances now. People are angry at these accelerating losses.
- The gross excess. Tearing down historic homes to build monster houses. The lack of entry-level houses for young families.
- The high cost
- The high property taxes and house prices. It's almost becoming impossible for young families to move here because of the prices. Young families are what nourish and grow our schools. Also crime coming in - car theft seems to be on the rise.

- The Highland Park Premium, real or imagined, charged by vendors!
- The holiday traffic, specifically the carriages that are allowed to drive on Beverly, Armstrong, Lomo Alto and Douglas., I hate the way they congest our thoroughfares and most importantly, I think they are dangerous! I've seen horses slip and fall when making turns at intersections. They cause traffic delays which then causes impatient drivers to make bad decisions like passing too closely or too quickly which puts our neighbors at risk.
- The huge amount of parking on the streets
- The intolerable and never ending improper street parking by two groups: construction workers and yard maintenance. There are too many vehicles to begin with, not to mention way too big! They park too close to intersections so they obstruct the view of oncoming traffic - and park on both sides of the street (oftentimes facing the wrong direction), so barely one car at a time can pass. I'm a big fan of all the new construction and remodeling - it's wonderful. However, it's never going to end and the town leaders need to figure out a better way to manage this - and above all at least enforce the laws existing or to come. I've called multiple times about construction vehicles parked right up to one intersection at Lomo Alto and Westway - an intersection that HPPD is bound to have passed multiple times daily - and to no avail. I've seen 3 near collisions between vehicles and multiple pedestrians and drivers startled by one another as they are trying to navigate out onto Lomo Alto from Westway. And it's not just here - it's all over town - 4500 block of Bordeaux is the worst - it's like running the gauntlet to get down that block!
- the lack of affordable homes for young families
- The lack of street lights I understand why they have not existed in the past but I think as the city grows we are seeing more and more transients in the area.
- The large amount of cover that is allowed for houses
- The lots being completely overbuilt with houses/hardscape - there should be a minimum requirement of open space on a lot for non-hard surfaces
- The mega houses being built without enough consideration-sometimes-to neighbors
- The North/South route on Hillcrest at the Katy Trail...it is impossible to get across the Katy Trail due to the numerous bikers and walkers. There needs to be some sort of traffic control of the Katy Trail crossings for bikes and walkers..... to keep cars from stacking up on Hillcrest and on Knox. If you wait for groups of walkers and then venture across in a car, sometimes bikes come whizzing through without looking for cars.
- The parks are not ecologically healthy— there are no pollinator gardens. There are lots of invasive plants such as monkey grass in Davis Park. Instead Davis Park and Lakeside could have some turf changed to pollinator wild areas. Also, more understory trees could be planted.
- The plans to ruin a lot of the beauty of the natural parks with new construction and redevelopment, how fast all the historic homes and trees are going. The vibe is what makes Highland Park special. You don't want it to feel like West Lake or Preston Hollow or South Lake.
- The rampant destruction of pre existing housing, particularly houses with architectural quality/significance. There is no good reason in most cases other than owner whim.
- Taxes
- Taxes
- The teardown of historic properties
- The through traffic and no side walk by the tollway

- The town appears to me to be a place for old people and their parents. It didn't used to be that way. The high real estate prices make children a vanishing breed here. The neighborhood lacks diversity, both for good and ill. You can't call the neighborhood lively. When I walk my dog in the evening, there are few signs of life in the houses or front yards.
- The town not being concerned about historic home teardowns as well as issuing regulations to lessen it from happening. The town is allowing our history to be destroyed!
- the traffic
- The traffic and street congestion (caused mainly by construction vehicles
- The traffic and street parking at Versailles Park is dangerous
- The Traffic caused by the Katy Trail that back onto Abbott. A typical 2 second drive to the stop sign turns into 10 minutes.
- THE VILLAGE
- The village. Too bad a wonderful concept has been devoted exclusively to high class shopping.
- There is no impetus to prevent historic properties being demolished - the awful new builds will be regretted in years to come. These are all ugly white boxes that do not meld with the lovely historic homes of Highland Park. There should be an Historical Commission advisory board to chronicle historic properties and advise on Mills Act and other resources to historical home owners. It seems that Highland Park cares only about receiving tax dollars & building permit fees from these horrific new builds. I can only assume that the HP employees that are issuing these building permits are young people without any understanding of history or the pioneers that developed Highland Park.
- There is only high end retail-no place for kids to bike to in the village; we need neighborhood retail and family friendly restaurants
- Too little emphasis on public improvements for children - particularly parks, too little public safety for cycling - particularly children biking to school. incredible amount of distracted motor vehicle driving - people using cell phones while driving - which creates very unsafe biking and pedestrian public safety. recommend the town banning use of cellphones while driving - other than handsfree. way too much turnover of town administration staff and information technology resources creating a poor permit submission and approval process.
- Too many tear downs and construction.
- Too many unnecessary stop signs and stop lights. not programmed properly
- Too many vehicles on street
- Too much construction allowed at same time
- Too much new construction. Streets are filled with trucks and delivery vehicles blind corners with parking at the corners, running red lights and stop signs.
- Too much street parking!
- Traffic
- Traffic
- Traffic
- Traffic
- Traffic
- Traffic
- Traffic

- Traffic
- Traffic
- Traffic
- traffic , increase of crime
- Traffic and congestion (whether major intersections or the ever-present volume of construction crews)
- Traffic and parking
- Traffic and property taxes
- Traffic and the choice to do nothing about the increasing traffic.
- TRAFFIC AT HP VILLAGE AND BACK UP TRAFFIC AT PRESTON ROAD
- Traffic back up in both directions at Katy Trail, especially at Knox and onto Abbott Avenue
- Traffic can get hairy. Some folks feel entitled to special treatment simply because they live here. And sometimes it feels like we are sitting ducks for criminals to target the entire area.
- traffic caused by work vehicles
- traffic congestion
- Traffic congestion around dinning areas.
- Traffic congestion near Knox and Mockingbird
- TRAFFIC CONGESTION, ALLEY MAINTENANCE
- Traffic flow is getting considerably worse. Starting to have less feel of a small town.
- Traffic has made getting around town challenging. I have grandchildren at Airline and Colgate in UP. Every street between Fairfax in W HP to their house is under construction. Can take 15-20 min one way. Lots of cars parked on curbs making getting down two way streets challenging, esp. when construction vehicles are oversized.
- traffic near Katy trail. crossing at Harvard/Col and at Knox street.
- Traffic on Abbot now and when new construction is completed on Knox & Abbott.
- Traffic on Abbott
- Traffic on Abbott, traffic at Harvard and Katy Trail
- traffic on mockingbird
- Traffic speed and stop sign avoidance.
- TRAFFIC VIOLATIONS NOT GIVEN TO SPEEDERS AND NO ANIMAL CONTROL TO TICKET RESIDENTS THAT DO NOT PICK UP AFTER THEIR DOGS
- Traffic, congestion, overcrowding
- traffic, construction, rude people when you call City Hall, no return calls from them. Too many yard blowers.
- traffic, parking of construction, amount of construction. Noise pollution for lawn services
- Traffic, parking, congestion, filthy, never-ending construction projects on Arcady.
- traffic, poor enforcement of laws
- Traffic/ability to drive east-west, and concern about crime (lots of car break ins and criminals roaming the streets at night.
- TRAFFIC-POT HOLES
- Unenforcement of leash laws
- Unfriendly and way spoiled people and self importance
- Violations of drivers treating stop signs as yield signs

- Volume of new construction without regard for safety, volume per block, etc. Quality of construction. Inappropriate design, trees removed.
- We don't have a hard line phone- we only have our cell phones. When we call 911 we may get a tower that connects us to the City of Dallas/ not HP.
- We live near SMU, so its the students speeding through Drexel as they cut through the neighborhood.
- we live next to tollway, the sound from the motorcycle racing can be a bit much.
- We love Highland Park.
- What I like least about living in Highland Park is the town's reluctance to encourage renovation over demolition, which is leading to more massive new construction that undermines the neighborhood's historic character. The current approach to lot coverage and building heights is eroding the aesthetics that make Highland Park unique. While I respect property rights, I believe the town should limit build sizes and lot coverage, and provide incentives or more flexible codes for restoring existing homes. Unfortunately, my experience, and that of friends, has been that renovating an older home is far more difficult than building new, due to town regulations and processes. This needs to change if we want to preserve what makes our community special.
- When town depts dont return calls or follow through
- Wish the pool had nicer facilities (changing rooms) with an onsite restaurant.
- You keep turning my tennis courts into pickleball courts!

Q38—"If you have any other suggestions to improve Town services, please provide them here."

- 1. more police patrols daily on the street, more frequently. 2. Street parking is not good.
- 1. The chain link fencing put up on Mockingbird over the toll road is good for safety- but should be black decorative iron- not chain link. 2. The entry to HP at the SE corner of Mockingbird & the toll road always looks pathetic (note UP fountain on NE corner of Hillcrest & Lovers) 3. Photographers at Flippen park on Versailles between Lomo Alto & Armstrong have ruined the neighborhood feel of the park- they need limited permits & tickets for those without permits- they've taken over the street & park; 4. The landscaping on Mockingbird needs better maintenance (Douglas to the Toll road)
- 1. Yard service trailers are too wide, consider consolidations of the equip. use to designated times. 2. Consider single side of street parking. 3. Monitor for speeding on Preston and Douglas and Armstrong parkway. 4. Fix Douglas roadway, It is terrible. 5. Consider reducing construction projects or stagger them. We are losing a sense of peace here.
- 4 way Stop sign at Lomo alto and S Versailles
- A little more courteous when answering the main number for the Town. When I've called, my questions have been somewhat simple but the lady that answers seems annoyed at the questions and somewhat acts like she doesn't have the time to explain how things work regarding the specific question I'm asking. Thanks for allowing me to explain.
- Ability to communicate with concerns or questions via text/email.
- address traffic on Mockingbird
- Again, nothing comes to mind immediately. Keep up the good work. We appreciate the ton'w efforts
- airport noise from Dallas Love Field

- All is great-just allocate more attention, time and money to fixing streets
- Allow no solicitors at all.
- An upgrade to the community pool surrounds would be amazing. Umbrellas, new chairs and loungers, having the snack bar take credit cards (and not just cash), etc. I don't want an immense set up like the UP pool, but some modernization would be nice and make it more enjoyable for parents as they hang out there with their kids.
- Bade builders disrespecting the other neighbors when building-stop bulldozing houses-code enforcement
- Ban all gas leaf blowers, and mowers. Sound ordinance. Quiet zone. Plant trees in parkways of residential areas. Beautify city
- Bathrooms in Parks, construction parking, police the stop signs on Lomo Alto, put blinking lights there. Speeding on streets
- Be proactive in preservation of historic homes. Newcomers have no concern for the history. Left unfettered, our town will wind up looking like an urban Westlake. What a shame.
- Better bulk trash pick up, instagram and facebook accounts providing town information, and more adult education classes at the library. Less construction and traffic
- Better enforcement of bldg. code.
- better landscaping, more seasonal color, more art/sculptor, better control over the budget
- Better police supervision of problem streets where there is construction, trucks are parked on both sides of the street, and only one car can pass at a time which sometimes results in a deadlock until someone backs up. And given a new home takes 2 years at least to build, this is an extended problem.
- Bring back Ronnie Brown
- Build the tunnel
- Building sites should be kept cleaner.
- cameras in the streets to reduce car break-ins
- Close Drexel at Lexington and include this section of street into the two adjoining parks, making one large park.
- Code enforcement on duplexes with liens to pay for city clean up on Mockingbird
- Complete the drainage repairs on all easements, especially between Beverly and Fairfax
- Congestion related to construction and construction workers' vehicles and paraphernalia is terrible and potentially a hindrance to the dispersal of emergency vehicles (fire trucks, ambulances). There are times when it is difficult to drive a regular sized car through my street due to big vehicles associated with construction on both sides of the street. I am glad to see this subject covered in this questionnaire. I hope you can come up with a good solution before a fire or medical emergency happens in an area where both sides of the street are crowded by large vehicles and multiple trailers etc. one after another all the way up and down the block.
- Consider adding properties to the parks with playgrounds if possible. Those of us that are pregnant and potty training a toddler are begging you. Please focus on maintaining the historical integrity here.
- Construction parking and too much Imperva cover allowed for houses.
- Construction vehicle parking is a real problem and getting worse. I feel measures to prevent streets like Beverly drive from becoming 'cut through' streets need to be taken. The cars drive

through those streets at very high speeds. These cars are dangerous to young kids and pedestrians. Most of the cars are assuming the street is either north or south. This is something that really needs to be addressed. People have been close to being hit right in front of me. And I almost have been too

- Continue the safety standards of the town, keep crime out.
- Create opportunities to encourage residents to express their feelings and concerns, We are not aware of building permit requirement.
- Create pollinator friendly landscapes, plant sidewalk with native plants. Host events in the parks that make them attractive for people other than just dog owners.
- Cut off through traffic on Mockingbird.
- Dallas is creeping all around the city and HP needs to think of ways to help manage its borders. Lemmon has looked more dangerous in recent years and more people are coming into HP. If the town doesn't want to hire more police officers to discourage outsiders from coming here to commit crime it needs to invest in technology to help.
- Directory of staff by department-with their title and contact info
- Dispute about bridge. I request gates that come down and sirens warning. Historic destruction. Flood control.
- Do something about rush hour traffic on Katy trail and Harvard.
- Do something about the terrible parking in Highland Park Village
- Dog Park
- Early am leaf blowers. Service parking on residential streets is out of control. Speed bumps needed on streets with small children
- Easier to navigate website to look up most common ordinance issues .
- Encourage additions and renovations by relaxing construction requirements in plumbing and wiring.
- enforce stop sign laws
- Enforce the length of time permitted to build a house.
- Enforce the ordinances. Make 4513 Beverly clean up her home.
- Enforce the traffic laws. Stop signs mean stop! I'm going to get run over one of these days.
- Enforce traffic laws on bicycle riders. they need to stop at lights and stop signs
- Engineering dept could be more helpful.
- Extend days for lap swimming, start in March; install water heater-tankless-for showers in pool. Hot water for swimmers from March-June and Sept 15-Nov 30 or December 15
- Find a way to discourage speculative home builds and property purchases, and encourage end user ownership and end user builds.
- fix the permitting. Fix crime. It's horrendous. Improve communications. Your Monarch newsletter is a joke.
- Fix the playground at Fairfax park. The rubber bark is not safe, nuisance to all. There is also a mud issue at that location that needs to be addressed. Thank you,
- Flower beds need to be weeded and watered
- For #37, we rent a townhouse currently, but looking at buying a home in HP. We like to live in HP but it seems to be more likely

- Form a volunteer Historical Commission to assist with the historic buildings to mitigate or prevent/reduce demolition of historic buildings/resources.
- Formation of Neighborhood Resident Advisory Council
- frustrated with the construction sites with trash everywhere and mud flowing onto sidewalks. dogs love to get near them!
- Get construction vehicles off the street. A lot of nails ruin our tires. Slow down the speeders and those who run through stop signs and red lights.
- Go to electric blowers, restrict parking on street-both construction and residence; increase police presence at dangerous intersections; add speed bumps, more parks and trees
- great town
- Have Waste Management contractor responsible for repair of damaged to lines in alley. I was without internet for 3 days due to damage this year.
- Hi! The light at Mockingbird and Fairfield should be evaluated for busy traffic times. at around 8 am, there is typically a line of cars waiting for the light to change for those going west, but the light turns green first for those on Fairfield going east. it should be the opposite! There are never that many cars on Fairfield trying to go east, but there are always tons of cars on Fairfield either turning right onto Mockingbird or going straight. I think the light needs to be a little longer, or it needs to turn green to those going west first. anyways, take a look!
- Housewatch program improvements to daily checks for a fee
- How to get people to stop parking on both sides of skinny streets-very stressful to drive through. Also for those of us who grew up here, what the hp village has become is unfortunate. Its not a place for locals anymore
- Hp is a beautiful and wonderful place to live
- I am thankful for the incredible town of HP employees. It's been a blessing to live in this neighborhood.
- I am unable to understand the press regarding the end of alley garbage pickup. It would negatively impact residents. It would result in cans being kept in sideways which would impact the beauty here.
- I live in the 4500 block and I wish the town would do a better job of limiting construction and yard service vehicles parked on the streets. On numerous occasions I have been forced to backup and turn around because I could not get down my street due to vehicle congestion. I have also had to search out service people whose vehicles were parked in such a way as to block access to my driveway. I also would like to see the town pass an ordinance limiting the use of gas powered lawnmowers and leaf blowers
- I love living in Highland Park. You are on the right track in tackling some of its problems. A thank you is given!
- I think we need more street lighting.
- I would like to see more parking for library
- If building a dog park, i would like to contribute to rules governing who (dogs) can be admitted and quality of facilities
- Improve refresh Hp pool !
- Increase Veterans support, recognition, and township benefits.

- It could be a dallas problem, the crosswalk at knox for katy trail needs to be addressed and rectified quickly
- Just be more diligent about enforcing parking regulations and laws - issue tickets when you see a vehicle parked illegally. The biggest thing to me that needs to be addressed is the problem with contractors and vendors who come in to work every day - they must be here - and we welcome them- but a better parking plan for them all is mandatory!
- Just continue the good job you are doing. So many of our issues are growth, surrounding dallas and construction. But many are out of our hands
- Keep streets clear of vehicles, even residents use driveways and garages. Smooth sidewalks
- Keep support for dart - reductions of services will make travel adjacent to highland park more congested and remove options to travel downtown without a vehicle
- Keep swimming pool open year round for lap swim!!
- Keep the architectural integrity of housing, no weird designs, no cheap designs, keep old trees on new housing.
- Keep the same mentality about serving this particular population regardless of what is going on or the pressures of the outside world
- Keep the trees and the greenery. Don't over develop the parks and make them look like the suburbs. It would be nice if there was something in the July 4 parade, other than cars with people riding on them. Overall, I grew up here and now I live here as an adult, and the quality of living is very good.
- Keep up the good work
- Keep up the good work
- Keep up the good work
- Keep up the good work
- Keep up the outstanding job!
- keep up your response time!
- Leaf blowers are ultra-noisy ultra-polluters. They are TERRIBLE for our air quality as well as everyone's nerves. I realize what an huge burden it would place on both homeowners and yard workers to outlaw them, but the benefits would be worth it. 2nd best solution: Move the allowable start times for leaf-blowers from 7:00am to 9:30.
- Less car access to town. Somewhere in between gated and total access.
- Limit teardowns, and zero lot line construction
- Maintain the status quo on building codes, better safety in retail areas, reduce the number of vehicle burglaries / thefts, ensure that all parts of HP connect with HP 911 is dialed via cell phone and not Dallas
- More better maintained parks
- More delivery truck services such as amazon should be ticketed for unsafe driving and illegal parking. So unsafe and frustrating
- More pickleball courts and affordable housing for young couples starting a family
- More street lights
- More visibility of dp's officers
- Mosquito eradication
- Mosquitos are a problem

- My only concern is all of the development and some of the tangent issues with some of the contractors & their workers with taking parking space and some of the minor crimes committed .
- Need more residential street lights. We need larger number and letters on our street signs.
- Need to go back watching the stop sign at Eastern and 46 Hundred block of Belchaire. They run the stop sign.
- Needs locked security gates in areas behind property -the grassy area behind homes west of lomo alto. Someone could enter property from behind homes. Locked gates only emergency people can enter
- Neighborhood communication about planting in public spaces-i'd like to know names of plants in various seasons. Sometimes homeowners might emulate-more information about construction-especially beverly at hackberry creek.-whats going on?
- New communities generally bury telephone and power lines. Why don't we embark on a slow, if necessary, program; and why not go to all electric yard equipment in 2 to 3 years?
- New houses should not cover most of the lot, with only tiny amounts left for a lawn.
- no on street parking overnight. Improvement in roadways and traffic flow/noise. Never requested neighbor input.
- Now that we have turned several tennis courts into pickleball courts, we should get rid of the pickleball nets at the tennis courts. Tennis players have rights too. Also, it would be great if the town had web cams on its web site that show the tennis courts so after a rain we can see when they are dry.
- Ordinance enforcement; no jogging on streets eg airline and parking opposite direction to traffic
- Our police never enforces the state law regarding parking on the wrong side of the street. It is very dangerous
- Overall, the town is very well managed and maintained. Thank you!
- Overhaul the city codes and corruption with town permit office. Partner with Preservation Park cities to identify and research other affluent suburbs across the US that do this right. Stop further building of apartments and townhouse structures.
- Parking on one side of the street, every other day. Difficult to get space reduced by bigger cars, and construction. Also we need a Preservation Society to limit the destruction of worthy buildings, like Cox Mansion, Preston and Beverly.
- Pass an historic district ordinance now. Find a way to stand up to the legislators in Austin who have taken away our right to create an historic district. Their actions in Austin are contrary to local control.
- Pass an ordinance that allows parking on one side of street, exclude Mockingbird Ln
- Patrol Mockingbird alleys by SMU, at night; spray regularly for mosquitoes-they are very active in the summer; traffic patrol at night on Mockingbird-very fast drivers at midnight
- Pay more attention to cross street traffic speed, consider speed bumps on Westway
- Pay more attention to keeping roads in good shape. West Beverly, 4600 block at Westway has been in a state of disrepair for years.
- Pedestrians and bike riders need to obey the stop sign and crosswalks; dog owners should take waste home and not dump in other trash cans
- People are always speeding and not stopping at Hillcrest and Beverly and also Beverly and Abbott. Please try to put a stop to this. It is dangerous for all the young children around the area.

- Permitting is a disaster. We have tried to obtain permits for a couple of small remodeling jobs and projects over the last 2 years and it has been a nightmare. I have talked to a number of people who have lived in highland park for a long time who said that highland park staff used to be proactive is assisting residents with permitting. Currently, staff seems intent on imposing obstacles and delays in the permitting process
- Please address destruction of historic homes
- Please address erosion of Hackberry Creek creek-bed. Lights on Mockingbird eastbound (east of Hillcrest) takes too long. Bishop/Mockingbird light is way too long on Bishop - backs up traffic.
- Please address traffic problem on the Katy Trail. Traffic backup there.
- Please do something about the parking situation in and around the Highland Park Village. Also, please find a way to limit the number of restaurants and bars in the Village. That property has turned into a nightlife district, and it was never designed to be that.
- Please don't allow the carriage services to route through Highland Park!
- Please feel free to contact me if you would like to discuss further about how overbuilt the lots are in the Highland Park (HUGE houses and hardscapes covering every square inch of lots)
- Please improve the pool management. The pool is our favorite part of Highland Park, and the management this year is abysmal. The manager messed up several end of year school parties held at the pool and overall is absentee. This poor management is evident in the quality of the lifeguards. Why is there only one lifeguard on duty who often looks half asleep? This is NOT safe!! Last night, the lifeguard checking people in was so engrossed in her phone that she didn't even notice us walking in. This is again unsafe and completely unacceptable.
- please make sure stormwater drainage exceeds standards and projections.
- Please monitor the two hour parking limit on Douglas by HP Village and enforce the space required between the parked car and intersection.
- Please notify me before pruning my trees on my parkway. Needs to be during winter not summer or spring.
- Please preserve architecturally significant homes
- Please protect the trees! Also I would like to hear about the more serious crimes in blue zone news not just the petty crime.
- Please put limits on the holiday carriages. They descend on our streets during rush hour, causing massive congestion. Their hours of operation should be reduced along with their numbers. And, their routes should be pre-determined so residents can know what streets to avoid. University Park does not have carriages. Why do we even have them?
- Please repave the street between hillcrest and key st (potomac ave)
- Please suggestion about renovating ad redoing the town pool which is dated. Potentially expand to Olympic size or re landscape. Also, movie nights.
- Please try to save historic homes and buildings!
- Please use influence to lower amount of flights over residential areas.
- Please work on controlling the e parking and too much construction traffic on Edmondson and Douglas
- Progress is not always new and different. In our town, it is preserving the beautiful buildings, parks, and traditions.
- Providing composting services (I know!! Sound so Californian but it would be a nice option).

- Put more diverse group of local citizens on town commissions. Everyone seems to be in their late 60's or early 70's. Need representation from different ages. Too homogeneous town council. Not enough diversity.
- Put more money in landscaping program-seems to have declined over the years. HP Village causes traffic problems and crime increase.
- Quit tearing down the smaller homes. Plant more trees.
- Regarding property taxes, it's not right that tearing a house down reduces the property tax so significantly that it is an automatic decision for older homes. You are doing a great job. Would like to be more aware of our elected Reps.
- Repave so many streets that have holes or cracks, especially the intersection of olckingbird and lomo alto-please fix that intersection first-thank you
- require blueprints of new construction prior to issuing a demolition permit to new owners. Too many empty lots where beautiful homes once stood.
- Resident customer service and respect
- "Return of lap swim hours and allocation of 2 lanes in the evening. Not everyone can interrupt their work day to drive to the pool, swim, return home, shower and get dressed. Evening lap swim has been very popular in prior years and appears to have been removed from the 2025 schedule. Continuing to add experienced staff to inspection and respond more quickly to valid complaints from neighbors about unkept ""under-construction"" residential properties. Communicate with these neighbors re: when an unkept properties must complete their repairs. If it's possible to shore-up records for property history, it would be appreciated. It seems that older permits cannot be readily found. When the Town basement flooded in summer 1995, all of the Town's building history was destroyed (as we've been told), but the new system does not appear to be capturing comprehensive data since then, which can become important for a new owner to understand repairs that were made and contractors who performed the work. Thank you!
- Safe bicycle trails for adults and kids
- Security, traffic and parking issues on Abbott, Harvard and Knox as huge developments are coming up.
- See my comments on lawn companies and their blowers. Too many, too often, too early, and too loud.
- sincerely consider a cellphone ban while driving a motor vehicle for overall general public safety. also more motor vehicle speeding violation - particularly on Lomo Alto and Armstrong - between Beverly and Douglas/Bordeaux. also more vigilance of stop sign rolling at intersections particularly during pre and post school hours to protect children while walking and biking home.
- Slow down the building of new homes, save the historic homes
- Soften the water.
- Some of the sidewalks really need repair.
- Stick to deadline on building or redoing an existing home. Stick to fines to make owners and builders finish project. My neighbor took 3 1/2 years-contractor cars make it dangerous for residents pn streets
- Stop wasting money re-landscaping perfectly nice public parks.
- Streets with construction around Knox. Some streets need to be one way leaving Highland Park

- Strictly Enforcing town ordinances for restorations/remodeling homes. Setting standards for trash removal and time limits for completion. Also, every home should have to plant a tree in the easement between sidewalk and street. The beautiful old trees are dying and are not always replaced. I believe UP offers free trees for easement. We should too.
- Thank you for this survey
- Thank you so much for asking all these important questions. I wish I knew more about many of the topics, but the fact the Town is asking at all is another reason to feel so lucky to live here. Thank you for all you do!
- Thank you, Police and Fire for being the best!
- Thanks for asking!
- The demolition will turn the town into a typical suburb
- The drug use and homeless issue is starting to creep in from just south of HP/Lemmon Avenue area.
- The evening/late night traffic heading south on Douglas from Highland Park Village, sports cars going VERY fast - I seldom see it patrolled, and have additional concern that the drivers coming from the Village in the evening could also be potential DUI's.
- The garbage trucks spill as much as they collect. Quit allowing such large, unseemly homes on once quaint streets
- The hp pool needs updating. The pool itself is perfect. Its the facilities - the seating areas and snack shack need updating
- The interests of east Highland Park (east of Hillcrest) have typically been given less consideration by council (particularly Mayor Goodwin). I think it is important to ensure that all Highland Park residents receive the same high quality service and prioritization. The Town should focus on remedying past decisions (e.g. lack of parks on the east side, low water pressure on the east side, decision to not address cut-through traffic, etc.,)
- The police department is amazing!
- The process to get a remodel permit is very onerous and takes way too long. The new portal system allows staff to ask a questions one at a time. Then use the full 10 days between questions to respond. This now looks like getting a permit in Dallas.
- The Town of Highland Park does a great job overall, but I believe more should be done to encourage property owners to preserve and renovate existing homes, rather than making it easiest to build new homes that often overwhelm their lots. Without stronger incentives and support for renovation, we risk losing the character of our neighborhoods. If this trend continues, we may find that in 10 or 15 years, Highland Park no longer resembles the community we all love.
- There need to be more penalties for construction vehicles parking.
- There needs to be more police presence and we need to hire more police to patrol as traffic grows and the density around highland park increases. As traffic flow increases the number of patrolling officers must increase too.
- There should be an optional open enrollment process for West HP to HPISD.
- There should be an ordinance requiring a permit to cut down large trees in front of buildings or the area where new structures are not allowed.

- Too many cars parked on our block for one house. Should be a limit to cars a house can have parked in the street. Hard to get around. Can there be a rule where they can only use no noise leaf blowers? Too much noise!
- Too many huge houses being built that have changed the landscape. Builders are allowed to do whatever without oversight. Houses take all of the lot dwarfing existing homes. It looks ridiculous. Same houses on different streets. Nothing thought out. Lot values keep going up b/c of all the building. We are getting away from normal neighborhood and families-so sad
- Traffic regulator at hp village on saturday
- Vegetation waste bins.
- Walkability is a huge plus for HP but the Town should require owners to prune hedges and trees that obstruct the ROW or bill them for the cost of maintenance.
- We are very happy living here. Thank you for all you do.
- We are very pleased with the town's services.
- We do not like the 7:00 am start for home construction.
- We have a dog that we walk every day. Having access to CLEAN dog water fountains, particularly in the summer, would be fantastic.
- We live near Fappen Park, it would be nice to have a timeframe surrounding photos being taken there, so that residents can enjoy the parks as well
- We live on 3200 block of Drexel and after recent street improvements our water pressure seems to have been cut in half. People are investing in pumps so they have enough pressure to do dishes, but I think it a bit crazy with the taxes we pay our block doesn't have sufficient pressure. It would be nice if City looked at installing a pump to service this area if necessary. Overall very satisfied with everything else other than people speeding down our block to avoid Mockingbird, not much we can do about that.
- We love our town and the fabulous employees -- from the landscaping crews to the ladies at town hall, all the way up to our mayor! Someone dropped the ball on residential inspections during 2016 and allowed Robert Elliot (Stillwater) to violate our city building code in several ways. A Dallas county jury and a bankruptcy judge have both ruled that he committed fraud AND built a substandard structure. Our HOA has prevailed in two lawsuits against him but it has cost us time and lots of money. This would have been unnecessary if he had been forced to obey the city building code, which he did not. Aside from that glitch, we're happy here
- We need to be able to have turf in our front yard, save water
- We need to get to the bottom of the combined lot issue.
- We need to prevent hundreds of cars cutting through from know/henderson condo developments. We need signage to send cars back out to fithugh and mockingbird 6-9am and 4-7pm. When they cross over knox and katy trail on abbott ave. They already speed through our streets to get to the tollway. We need permit stickers for residents and parents driving to the schools; everyone else gets ticketed. Many are worried our neighborhood will be the only way condo people will drive to the tollway
- We need traffic directive and busy places
- We would LOVE to see the parks become resident only. Sometimes the parks have way more non residents than residents. Specially lakeside and those close to Knox.
- We're grateful for our town employees and administration!

- Why no questions about animal control? Dogs off-leash are an issue off and on. Waste pickup by owners is an issue. More trashcans and bags available would be helpful, not just in parks, but also on highly walked streets-beverly, armstrong, douglas. Microchip clinic would be helpful too
- Wonderful place and the police top notch. So is the library and staff. It is just outside the "town" limits. But area near Equinox Fitness Center...lots of car vandalism that can use police or security help.
- Would appreciate greater communication concerning WHP water tower.
- Would like to be notified when the utility are coming to blow out the drain lines. we have many times that the toilets have exploded when the sewer system is being worked on.
- Would love to see a "welcome wagon" style outreach to newcomers. PLEASE END THE CARRIAGE RIDES through the town!!!
- You are doing well, just keep it up.
- You guys are great!
- You're doing a great job. Please keep up the good work.
- Zoom town meetings to inform us about what is going on once a qtr.

DRAFT

7 Survey Instrument

Dear Highland Park Resident,

We appreciate your continued support and involvement in making the Town of Highland Park a premier community. This letter is a request for your assistance in continuing that legacy. Your input on the enclosed survey is invaluable to us.

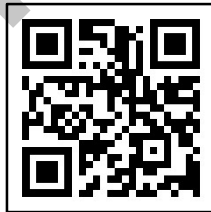
The Town Council is embarking on a strategic planning process to identify long-term goals and priorities that affect nearly every aspect of our community including public safety, parks and recreation, public works, community development and code enforcement, libraries and more. To ensure these priorities reflect your needs and expectations, we need to hear from you.

We understand the survey takes a little time to complete, but every question plays an important role. It should take no longer than **15 minutes**, and the time you invest will help shape important decisions about the Town's future.

To protect your privacy, the Town has engaged ETC Institute, a nationally recognized firm specializing in municipal research, to administer the survey and compile the results. Your individual responses will remain confidential. ETC Institute will present the aggregate findings to the Town Council, and the results will be posted on the Town's website.

You may complete the survey in any of the following ways:

1. By mail, using the enclosed prepaid envelope
2. Online at hptxsurvey.org
3. By scanning the QR code below



If you have questions about the survey or would like additional information, please contact Chelsey Gordon, Director of Policy Development and Strategic Initiatives at 214-559-9347 or by emailing her at cgordon@hptx.org.

Thank you for taking the time to help us shape Highland Park's future and ensure it remains a wonderful place to live.

Sincerely,

A handwritten signature in black ink, appearing to read 'Will Beecherl', written in a cursive style.

Will Beecherl
Mayor



2025 Town of Highland Park Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the Town's planning process and will be used by Town leaders to make planning and investment decisions. If you prefer, you can take this survey at hptxsurvey.org.

1. **Major Categories of Town Services.** Please rate your overall satisfaction with these major categories of services provided by the Town of Highland Park.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall quality of police, fire, and emergency medical services	5	4	3	2	1	9
02. Overall quality of 9-1-1 services	5	4	3	2	1	9
03. Overall quality of Town parks and green spaces	5	4	3	2	1	9
04. Overall quality of recreation programs and facilities	5	4	3	2	1	9
05. Overall maintenance of Town streets, sidewalks, and alleys	5	4	3	2	1	9
06. Overall flow of traffic and congestion management in the Town	5	4	3	2	1	9
07. Overall quality of permitting and inspection services (e.g., issuing building permits)	5	4	3	2	1	9
08. Overall quality of Town water and sewer utilities	5	4	3	2	1	9
09. Overall quality of public library services and programs	5	4	3	2	1	9
10. Overall enforcement of Town codes and ordinances	5	4	3	2	1	9
11. Overall quality of customer service you receive from Town employees	5	4	3	2	1	9
12. Overall effectiveness of Town communication with the public	5	4	3	2	1	9

2. Which FIVE of the services listed in Question 1 do you think are MOST IMPORTANT for the Town to provide? [Write in your answers below using the numbers from the list in Question 1, or circle "NONE."]

1st: _____ 2nd: _____ 3rd: _____ 4th: _____ 5th: _____ NONE

3. **Perceptions of the Town.** Please rate your satisfaction with each of the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Highland Park as a place to live	5	4	3	2	1	9
02. Highland Park as a place to raise children	5	4	3	2	1	9
03. Highland Park as a place to play and for leisure	5	4	3	2	1	9
04. Highland Park as a place to retire	5	4	3	2	1	9
05. Overall quality of Town-sponsored special events (e.g., Park Cities 4th of July Parade, Tree Lighting, Santa Around Town)	5	4	3	2	1	9
06. Overall sense of community	5	4	3	2	1	9
07. Overall appearance of Highland Park	5	4	3	2	1	9
08. Overall quality of life in Highland Park	5	4	3	2	1	9
09. Overall quality of leadership provided by Highland Park's elected officials	5	4	3	2	1	9
10. Overall effectiveness of Town management	5	4	3	2	1	9
11. Overall quality of services provided by the Town of Highland Park	5	4	3	2	1	9
12. Overall value that you receive for your Town tax dollars and fees	5	4	3	2	1	9
13. Overall level of satisfaction of the town's stewardship of financial resources (pay as you go, no debt)	5	4	3	2	1	9

4. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.

How safe do you feel...	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1. Overall in the Town	5	4	3	2	1	9
2. In your neighborhood during the day	5	4	3	2	1	9
3. In your neighborhood at night	5	4	3	2	1	9
4. In commercial and retail areas during the day	5	4	3	2	1	9
5. In commercial and retail areas at night	5	4	3	2	1	9
6. In Town parks	5	4	3	2	1	9
7. Riding your bike, running, walking in the Town	5	4	3	2	1	9

5. **Public Safety.** Please rate your satisfaction with each of the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Visibility of Public Safety in neighborhoods	5	4	3	2	1	9
02. Visibility of Public Safety in retail areas	5	4	3	2	1	9
03. Efforts to prevent serious crimes (burglary, assault, etc.)	5	4	3	2	1	9
04. Efforts to prevent lesser crimes (vandalism, theft, etc.)	5	4	3	2	1	9
05. Enforcement of traffic laws (speeding, etc.)	5	4	3	2	1	9
06. Enforcement of parking laws	5	4	3	2	1	9
07. Overall quality of police services	5	4	3	2	1	9
08. Overall quality of police response times	5	4	3	2	1	9
09. Overall quality of fire protection services	5	4	3	2	1	9
10. Overall quality of fire emergency response times	5	4	3	2	1	9
11. Overall quality of emergency medical services ("EMS")	5	4	3	2	1	9
12. Overall quality of EMS emergency response times	5	4	3	2	1	9
13. Overall quality of non-emergency services and public safety awareness programs (house watch, car seat installation, animal control, etc.)	5	4	3	2	1	9
14. Overall transparency of the Public Safety Department	5	4	3	2	1	9
15. The Police Department's communication platforms and social media accounts	5	4	3	2	1	9
16. Speed with which your 911/Dispatch call was answered	5	4	3	2	1	9
17. Quality of information and/or instructions given to you by the 911 dispatcher	5	4	3	2	1	9
18. Overall quality of interaction with public safety call taker	5	4	3	2	1	9

6. Which **THREE** of the Public Safety Department services listed in Question 5 do you think are **MOST IMPORTANT** for the Town to provide? *[Write in your answers below using the numbers from the list in Question 5, or circle "NONE."]*

1st: ____ 2nd: ____ 3rd: ____ NONE

7. **Town Hall/Building Maintenance.** Please rate your satisfaction with each of the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Accessibility	5	4	3	2	1	9
2. General signage and wayfinding	5	4	3	2	1	9
3. Adequacy and availability of parking	5	4	3	2	1	9
4. Maintenance, condition and cleanliness of Town Hall	5	4	3	2	1	9
5. Quality of council chambers/municipal court facilities	5	4	3	2	1	9

8. Parks and Recreation. Please rate your satisfaction with each of the following.

	How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Landscape, maintenance, condition, and cleanliness of Town parks	5	4	3	2	1	9
02.	Maintenance, condition, and cleanliness of decorative fountains	5	4	3	2	1	9
03.	Amenities in Town Parks (trash cans, drinking fountains, benches)	5	4	3	2	1	9
04.	Maintenance, condition, and cleanliness of playground equipment	5	4	3	2	1	9
05.	Maintenance, condition, and cleanliness of ponds, lakes, or greenways	5	4	3	2	1	9
06.	Maintenance, condition, and cleanliness of the Fairfax Park athletic field (located on the northeast corner of Beverly and the Tollway)	5	4	3	2	1	9
07.	Maintenance, condition, and cleanliness of outdoor athletic courts (pickleball and tennis)	5	4	3	2	1	9
08.	Ease of utilizing recreation software (purchasing permits, reserving courts, signing up for programs)	5	4	3	2	1	9
09.	Quality and amount of recreational programming (pickleball clinics, yoga, meditation)	5	4	3	2	1	9
10.	Maintenance of public parkway trees	5	4	3	2	1	9
11.	Adequacy of lighting in the parks and athletic courts	5	4	3	2	1	9
12.	Quality and amount of public art and sculptures throughout the Town	5	4	3	2	1	9
13.	Maintenance, condition, and cleanliness of the Town swimming pool	5	4	3	2	1	9
14.	Pool season and hours of operation	5	4	3	2	1	9
15.	Swimming pool operations and staffing (daily admission, pool party reservation process and experience, concessions)	5	4	3	2	1	9
16.	Swimming pool programs (swim lessons, swim conditioning program, etc.)	5	4	3	2	1	9

9. Which THREE of the Parks and Recreation services listed in Question 8 do you think are MOST IMPORTANT for the Town to provide? [Write in your answers below using the numbers from the list in Question 8, or circle "NONE."]

1st: _____ 2nd: _____ 3rd: _____ NONE

10. Sanitation and Recycling. Please rate your satisfaction with each of the following.

	How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Residential Garbage/Recycling collection services	5	4	3	2	1	9
2.	Brush/Yard waste collection services	5	4	3	2	1	9
3.	Bulky item collection services	5	4	3	2	1	9
4.	Frequency of Sanitation and Recycling services	5	4	3	2	1	9
5.	Clarity of information about the recycling program (what can be recycled, pick-up schedules and updates)	5	4	3	2	1	9
6.	Park Cities' Recycling/Shredding and Household Hazardous Waste Events	5	4	3	2	1	9

11. Which TWO of the Sanitation and Recycling services listed in Question 10 do you think are MOST IMPORTANT for the Town to provide? [Write in your answers below using the numbers from the list in Question 10, or circle "NONE."]

1st: _____ 2nd: _____ NONE

12. Roadways/Public Works/Engineering. Please rate your satisfaction with each of the following.

	How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Maintenance of streets (potholes, damage, etc.)	5	4	3	2	1	9
02.	Maintenance of sidewalks (buckling, damage, etc.)	5	4	3	2	1	9
03.	Maintenance of alleys (potholes, damage, etc.)	5	4	3	2	1	9
04.	Ability to manage and convey storm water	5	4	3	2	1	9
05.	Accessibility of streets, sidewalks and buildings for people with disabilities or using mobility aids	5	4	3	2	1	9
06.	Maintenance of traffic signals	5	4	3	2	1	9
07.	Adequacy of street lighting in residential areas	5	4	3	2	1	9
08.	Overall cleanliness of streets (street sweeping)	5	4	3	2	1	9
09.	Emergency debris pick-up (after storm events)	5	4	3	2	1	9
10.	The ease of north-south travel in Highland Park by car	5	4	3	2	1	9
11.	The ease of east-west travel in Highland Park by car	5	4	3	2	1	9
12.	The ease of travel by bicycle in Highland Park	5	4	3	2	1	9
13.	The ease of pedestrian travel in Highland Park	5	4	3	2	1	9
14.	Communications regarding roadway/alley work being performed	5	4	3	2	1	9
15.	Information regarding capital improvement projects (water, sewer, roads, storm, parks)	5	4	3	2	1	9

13. Which THREE of the Roadways/Public Works/Engineering services listed in Question 12 do you think are MOST IMPORTANT for the Town to provide? [Write in your answers below using the numbers from the list in Question 12, or circle "NONE."]

1st: _____ 2nd: _____ 3rd: _____ NONE

14. Transportation. Do you utilize Dallas Area Rapid Transit (DART) Services?

____(1) Yes [Answer 14a.] ____ (2) No [Skip to Q15.]

14a. If yes, which services do you utilize?

____(1)Bus ____ (2) Light Rail ____ (3) GoLink ____ (4) Paratransit

14b. If yes, how often do you utilize this service?

____(1) Daily ____ (2) Weekly ____ (3) Monthly ____ (4) Yearly

15. Utilities. Please rate your satisfaction with each of the following.

	How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Water pressure	5	4	3	2	1	9
2.	Overall quality of water (taste, smell, clarity)	5	4	3	2	1	9
3.	Timeliness of water/service line break repairs	5	4	3	2	1	9
4.	Notification process for work being performed	5	4	3	2	1	9
5.	Use of smart water meter customer portal and online payment option (Water Smart)	5	4	3	2	1	9

16. Which TWO of the Utility services listed in Question 15 do you think are MOST IMPORTANT for the Town to provide? [Write in your answers below using the numbers from the list in Question 15, or circle "NONE."]

1st: _____ 2nd: _____ NONE

17. Community Development (Building Permits, Construction, Zoning and Code Enforcement).
Please rate your satisfaction with each of the following.

	How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Process to submit a building permit application	5	4	3	2	1	9
02.	Your ability to obtain information concerning zoning, building permits, and drainage	5	4	3	2	1	9
03.	The quality of new development/redevelopment in the Town	5	4	3	2	1	9
04.	Amount of time to obtain a building permit after applying	5	4	3	2	1	9
05.	Ease of completing regulatory processes (Town Council, Board of Adjustment, Zoning Commission)	5	4	3	2	1	9
06.	Maintenance/cleanliness of residential construction sites	5	4	3	2	1	9
07.	Permitted days/hours for residential construction (7 am to 6 pm, Monday - Saturday)	5	4	3	2	1	9
08.	Overall duration of construction projects	5	4	3	2	1	9
09.	Regulation of residential construction vehicle parking	5	4	3	2	1	9
10.	Ensuring compliance with zoning standards	5	4	3	2	1	9
11.	Appropriateness of the Town's zoning standards (height limits, building setbacks, etc.)	5	4	3	2	1	9
12.	Promoting sound urban planning practices through ordinance development	5	4	3	2	1	9
13.	Town's effectiveness in remedying code violations (enforcement of exterior maintenance and upkeep of private property)	5	4	3	2	1	9

18. Which THREE of the Community Development services listed in Question 17 do you think are MOST IMPORTANT for the Town to provide? *[Write in your answers below using the numbers from the list in Question 17, or circle "NONE."]*

1st: ____ 2nd: ____ 3rd: ____ NONE

19. Library System. Please rate your satisfaction with each of the following.

	How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Quality of space of the library facility	5	4	3	2	1	9
02.	Hours of operation (Tuesdays 9:30 a.m. - 7:00 p.m. and Wednesdays - Saturdays 9:30 a.m. - 5:30 p.m.)	5	4	3	2	1	9
03.	Quality of library children's events, classes and programs	5	4	3	2	1	9
04.	Quality of library adult events, classes and programs	5	4	3	2	1	9
05.	Quality of library teen events, classes, and programs	5	4	3	2	1	9
06.	Quality of library's online catalog and website	5	4	3	2	1	9
07.	Quality and availability of library materials and resources	5	4	3	2	1	9
08.	Quality and availability of electronic resources (e-books, audiobooks, movies, etc.)	5	4	3	2	1	9
09.	Quality and availability of library computers	5	4	3	2	1	9
10.	Communication on library updates and news	5	4	3	2	1	9

20. Which THREE of the library services listed in Question 19 do you think are MOST IMPORTANT for the Town to provide? *[Write in your answers below using the numbers from the list in Question 19, or circle "NONE."]*

1st: ____ 2nd: ____ 3rd: ____ NONE

21. What services or resources do you wish the library offered?

22. Town Communication. Please rate your satisfaction with each of the following.

	How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Quality and ease of use of the Town's website	5	4	3	2	1	9
02.	Quality of the Town's social media (X, formerly known as Twitter)	5	4	3	2	1	9
03.	Quality of the Town's digital newsletter (Monarch Herald and Bluezone)	5	4	3	2	1	9
04.	Availability of information about Town programs/services	5	4	3	2	1	9
05.	Town's efforts to keep you informed	5	4	3	2	1	9
06.	Timeliness of information provided by the Town	5	4	3	2	1	9
07.	Transparency of Town government	5	4	3	2	1	9
08.	Level of public involvement in local decision making	5	4	3	2	1	9

23. Which of the following are your PRIMARY SOURCES of information about Town issues, services and events? [Check all that apply.]

- ☐ (01) Town Website
 ☐ (08) Local magazines
☐ (02) Monarch Herald (monthly newsletter)
 ☐ (09) Utility bill inserts
☐ (03) Bluezone emails
 ☐ (10) Genesis text and phone call alerts
☐ (04) X (formerly known as Twitter)
 ☐ (11) Direct mail pieces
☐ (05) Town Press Releases
 ☐ (12) Word of mouth (friends and neighbors)
☐ (06) Public Meetings
 ☐ (13) Other: _____
☐ (07) Local newspaper

24. From which THREE sources of information listed in Question 23 would you prefer to get information from the Town? [Write in your answers below using the numbers from the list in Question 23, or circle "NONE."]

1st: _____ 2nd: _____ 3rd: _____ NONE

25. Are there communication tools that you prefer that the Town does not currently utilize? (e.g., Podcast, Facebook, Instagram)**26. What topics would you like to hear about the most?**

- ☐ (1) Road closures and construction
 ☐ (5) Community and recreational events
☐ (2) Impactful development projects
 ☐ (6) Library topics and programming
☐ (3) Public Safety (crime, fire, emergency management)
 ☐ (7) Other: _____
☐ (4) Meeting information

27. Customer Service. Have you called or visited the Town with a question, problem or complaint during the past year?

☐ (1) Yes [Answer 27a-d.]
 ☐ (2) No [Skip to Q28.]
 ☐ (9) Don't Know [Skip to Q28.]

27a. How did you communicate with the person you contacted?

- ☐ (1) Phone
 ☐ (3) In person
 ☐ (5) HP4U (CRM System)
☐ (2) Email
 ☐ (4) Social media

27b. How easy was it to contact the person you needed to reach?

- ☐ (4) Very easy
 ☐ (2) Difficult
 ☐ (9) Don't know
☐ (3) Somewhat easy
 ☐ (1) Very difficult

27c. Which departments did you contact? [Check all that apply.]

- ☐ (1) Public Safety (Police, Fire, EMS)
 ☐ (5) Municipal Court
☐ (2) Public Works/Engineering
 ☐ (6) Town Administration
☐ (3) Community Development (Planning, Building Inspection, Code Enforcement)
 ☐ (7) Library
☐ (4) Parks and Recreation
 ☐ (8) Utilities (Water, wastewater, solid waste)
☐ (9) Other: _____

27d. Several factors may influence your perception of the quality of customer service you receive from Town employees. Please rate how often the employees you contacted during the past year have displayed the following.

Frequency that:		Always	Usually	Sometimes	Seldom	Never	Don't Know
01.	They responded to my inquiry and followed through in a timely manner	5	4	3	2	1	9
02.	They gave prompt, accurate and complete answers to questions	5	4	3	2	1	9
03.	They helped me resolve an issue to my satisfaction	5	4	3	2	1	9
04.	They handled my request with ease and followed up on my concern as needed	5	4	3	2	1	9
05.	They were courteous and polite	5	4	3	2	1	9

28. Which THREE of the following do you think will be the biggest issues facing Highland Park within the next FIVE years? [Select THREE at most.]

- ☐ (01) Encroachment of urban development adjacent to Highland Park
☐ (02) Historic and/or Architecturally Significant home demolitions and redevelopment
☐ (03) Housing to meet the needs of various life stages
☐ (04) Cut through traffic and congestion
☐ (05) Stormwater/drainage and flooding
☐ (06) Street repair/maintenance
☐ (07) High taxes/property taxes/finances
☐ (08) Crime
☐ (09) Water/Wastewater maintenance and utility bill rates
☐ (10) Other: _____

29. Please rate your support of the following initiatives.

How supportive are you of...		Very Supportive	Somewhat Supportive	Unsupportive	Don't Know
1.	Purchasing property for the creation of additional parks and/or open spaces	3	2	1	9
2.	Creating a community dog park	3	2	1	9
3.	Creating a resident and guest only on street parking program	3	2	1	9
4.	Implementing a micro transit system aimed at reducing construction and service worker on street parking	3	2	1	9
5.	Providing additional traffic calming measures such as street closures	3	2	1	9
6.	Addressing problem intersections to increase safety and traffic flow	3	2	1	9

30. Which TWO of the initiatives listed in Question 29 do you think should receive the MOST EMPHASIS from Town leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 29.]

1st: _____ 2nd: _____

31. What do you like BEST about living in Highland Park? _____

32. What do you like LEAST about living in Highland Park? _____

Demographics

Your individual responses will remain confidential.

33. Approximately how many years have you lived in Highland Park? _____ years

33a. If less than 5 years, where did you move from? _____

34. What is your age? _____ years

35. Including yourself, how many people in your household are...

Under age 5: _____	Ages 15-19: _____	Ages 35-44: _____	Ages 65-74: _____
Ages 5-9: _____	Ages 20-24: _____	Ages 45-54: _____	Ages 75+: _____
Ages 10-14: _____	Ages 25-34: _____	Ages 55-64: _____	

36. Your gender:

____(1) Male ____ (3) I prefer to self-identify: _____
 ____ (2) Female ____ (4) Completing as a household unit

37. Do you plan to retire in Highland Park? ____ (1) Yes ____ (2) No ____ (3) Already retired

38. If you have any other suggestions to improve Town services, please provide them here.

This concludes the survey. We appreciate your time!
 Please return your completed survey in the enclosed return-reply envelope addressed to:
 ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

2025 Town of Highland Park Community Survey

GIS Maps
August 2025

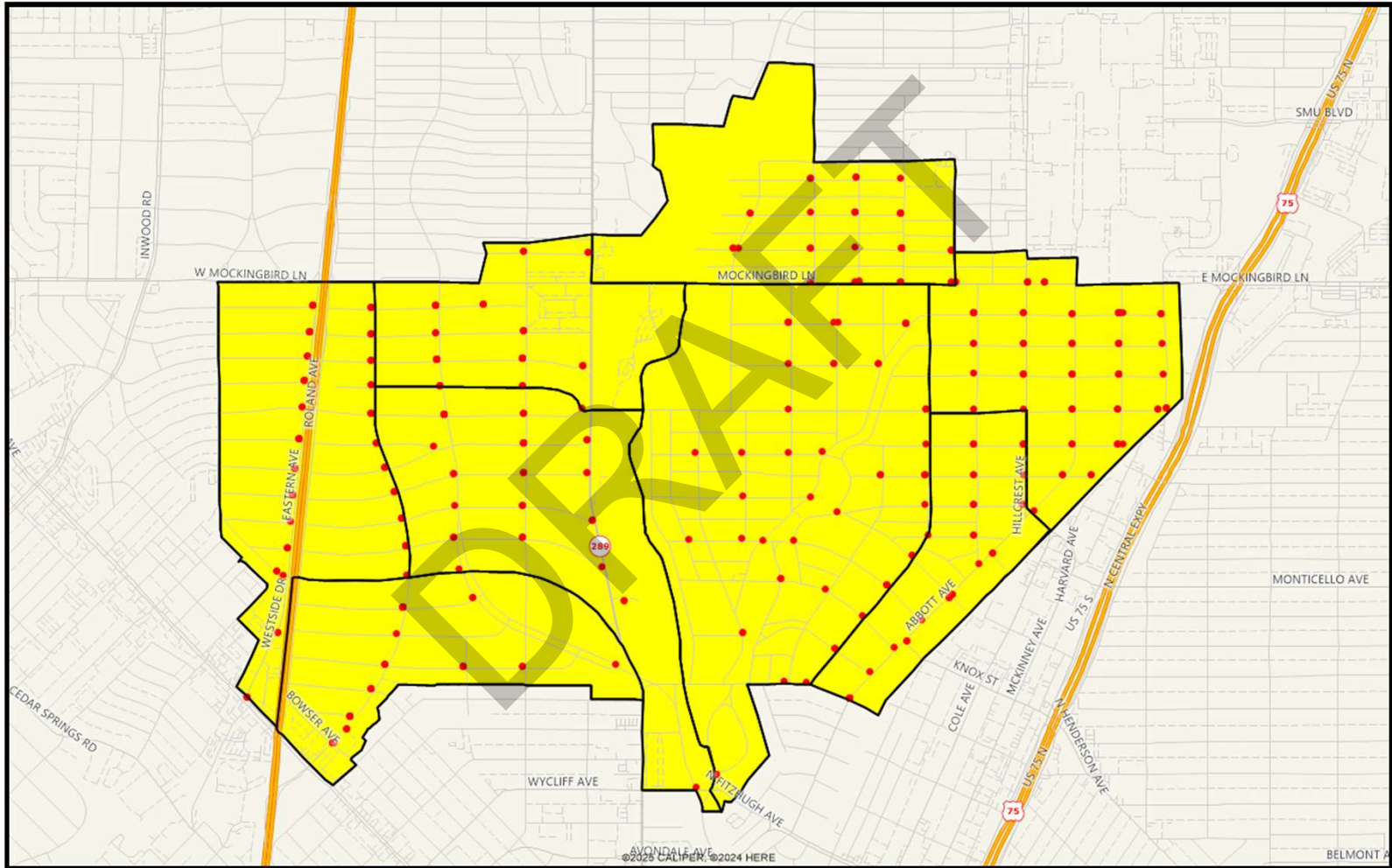
HIGHLAND PARK TOWN HALL
4700 DREXEL DRIVE



ETC

I N S Page 180 of 315

Location of Respondents (Boundaries by Census Block Group)

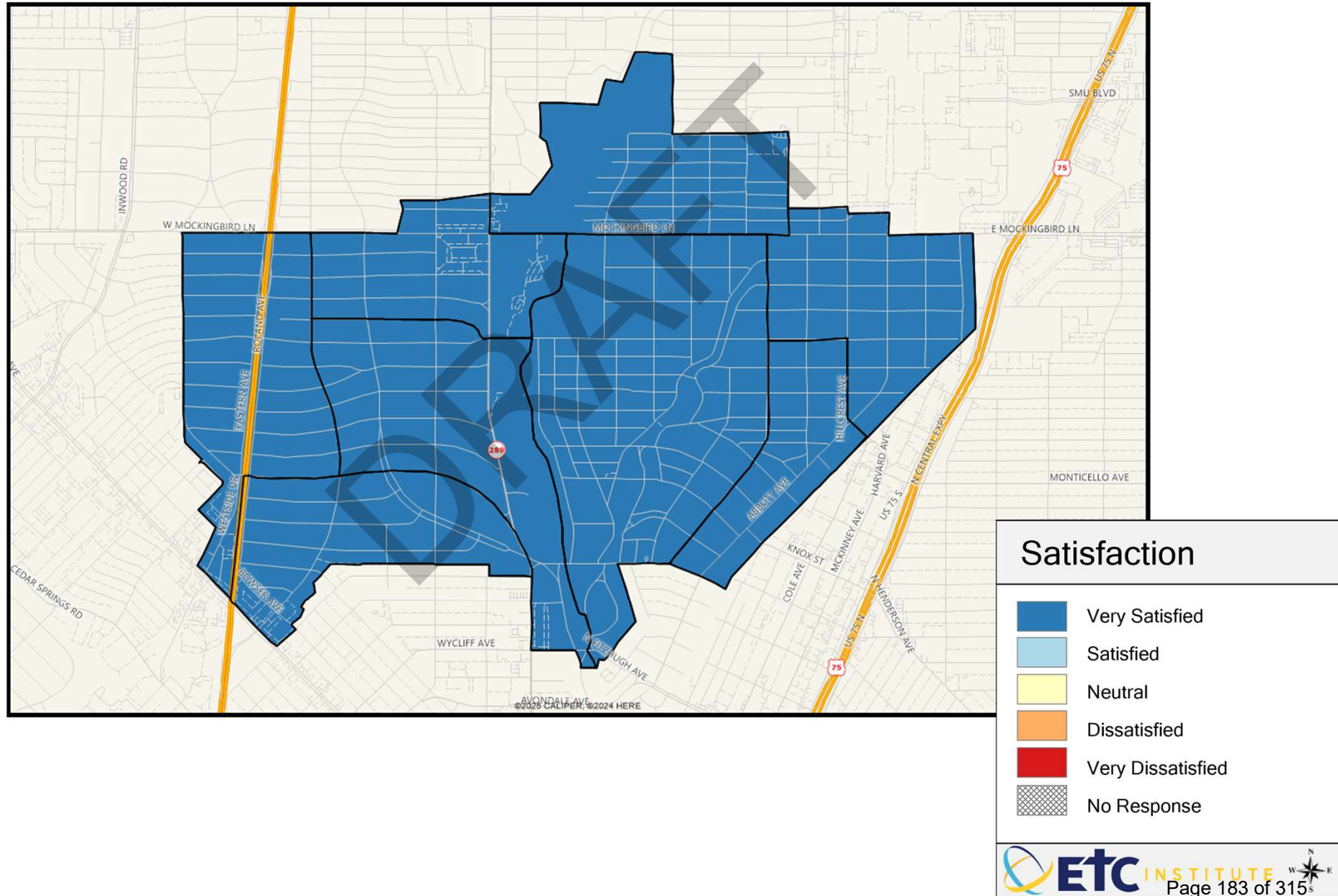


Mean: 4.95



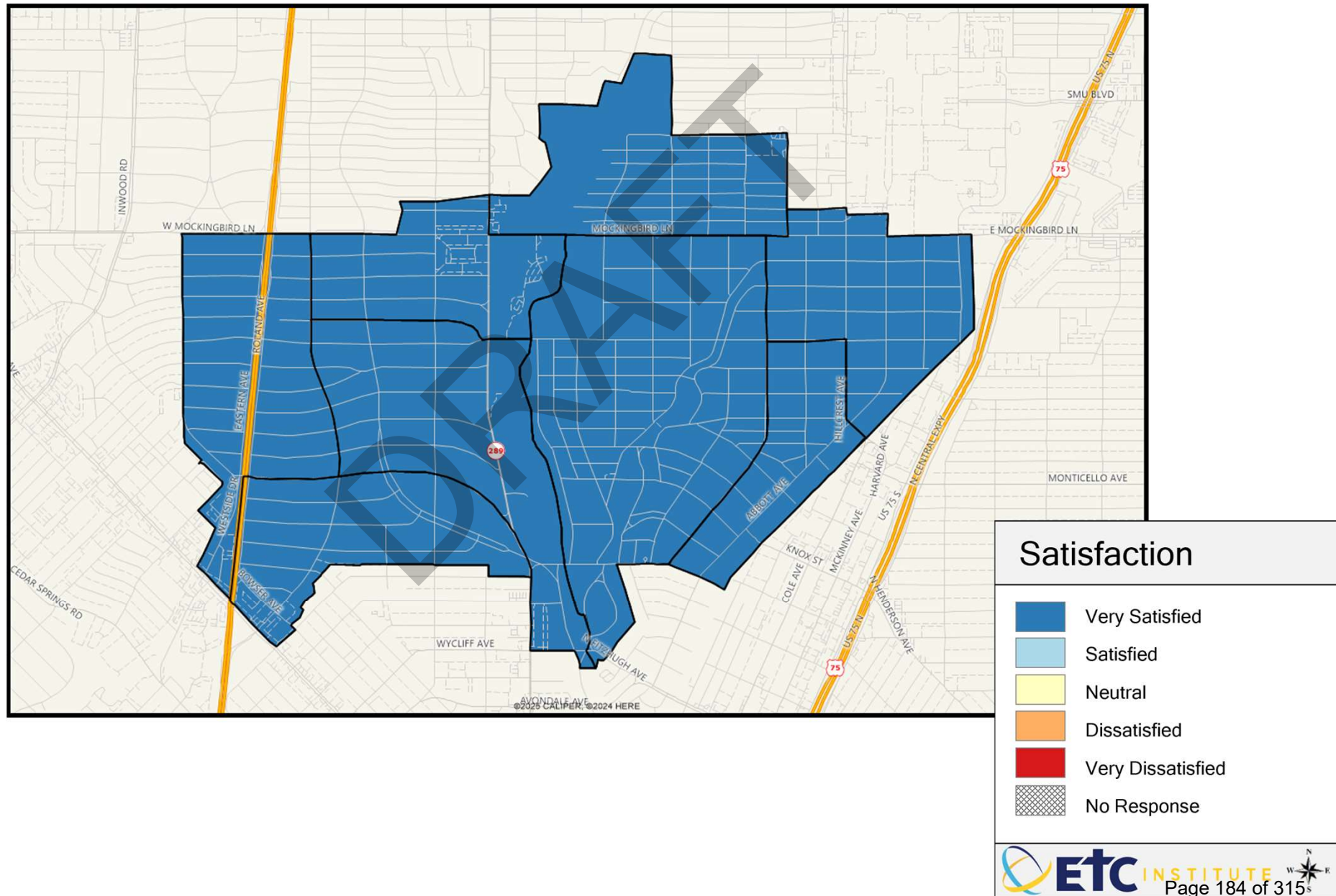
Q1-02. Overall quality of 9-1-1 services

Mean: 4.9



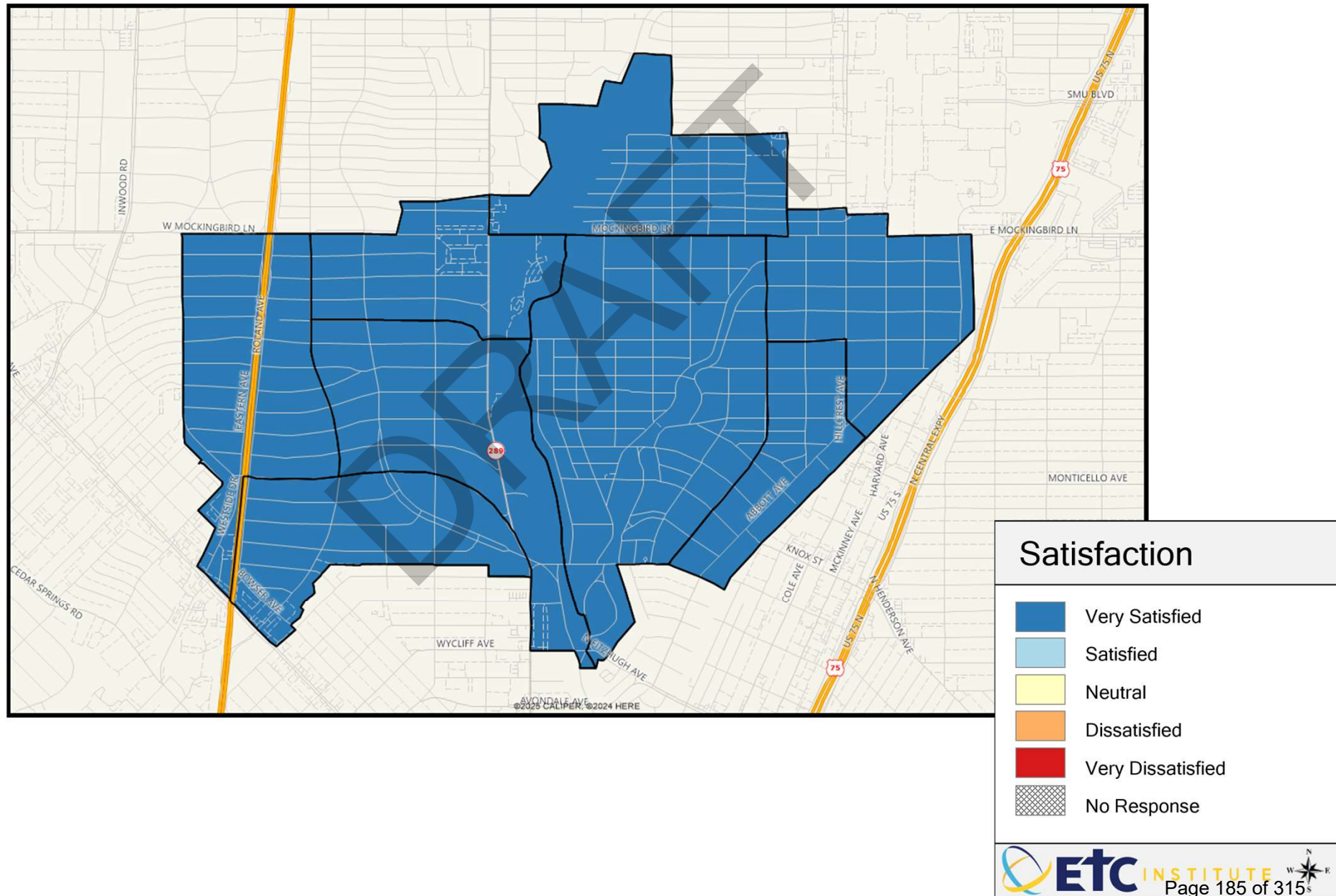
Q1-03. Overall quality of Town parks and green spaces

Mean: 4.7



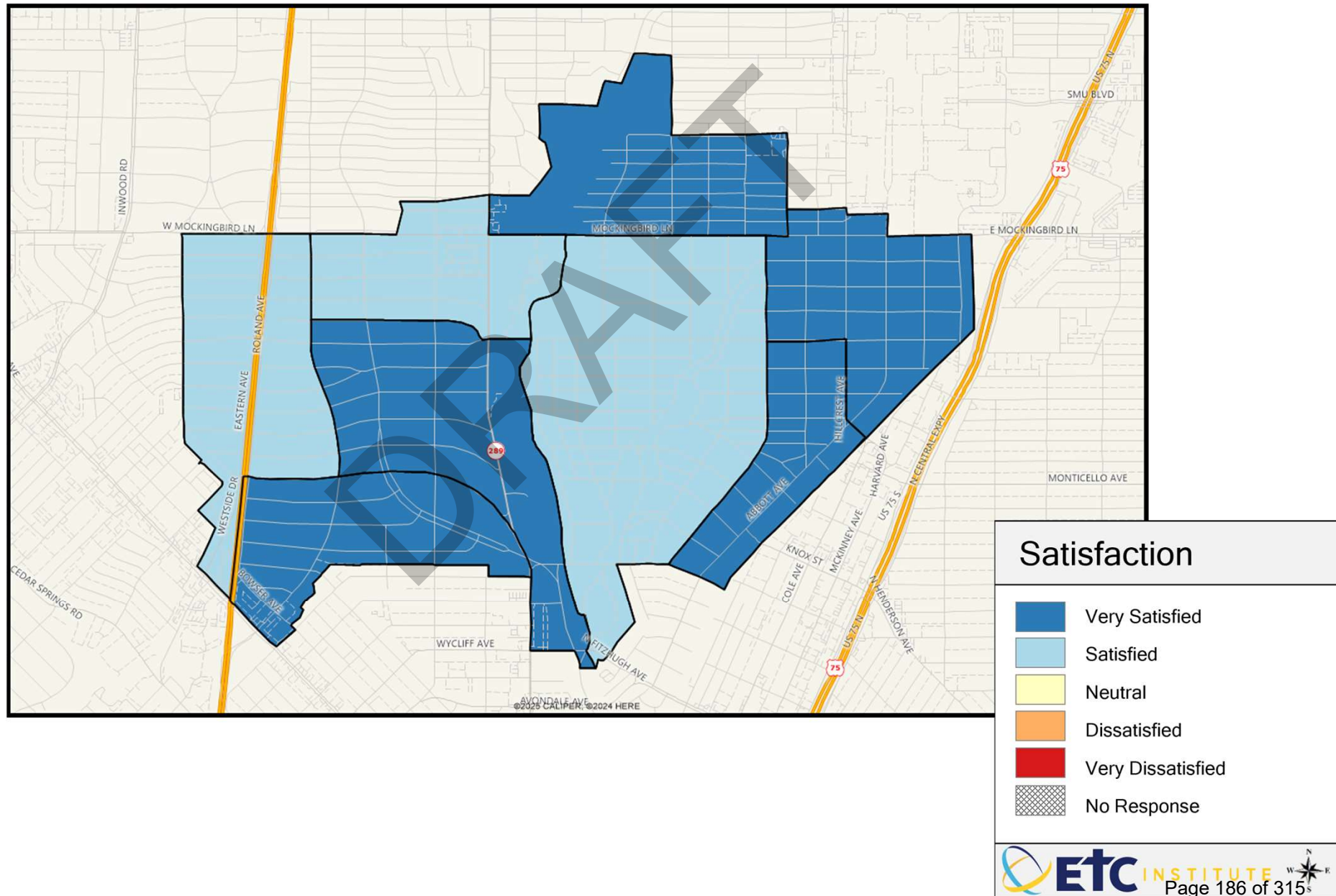
Q1-04. Overall quality of recreation programs and facilities

Mean: 4.56

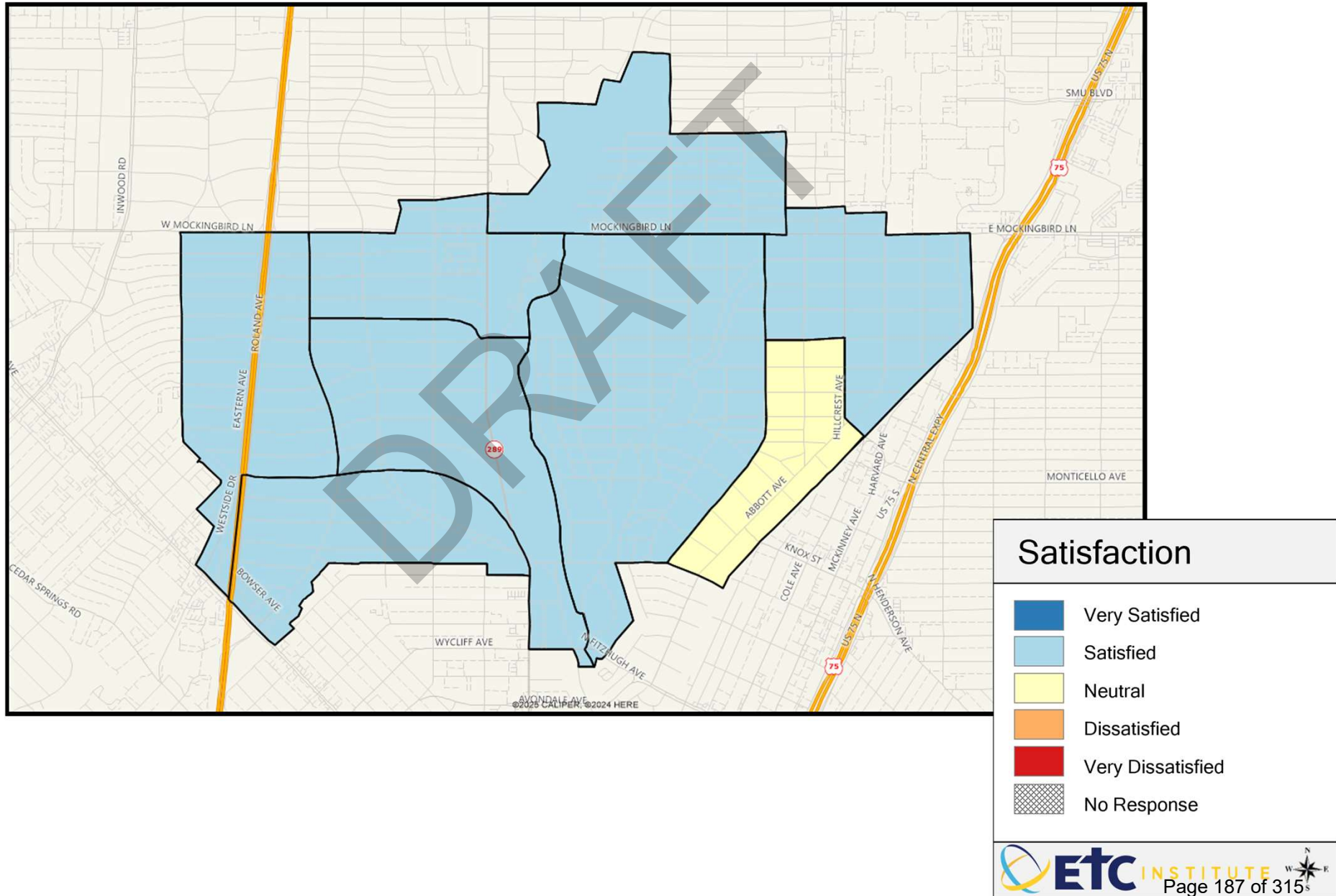


Q1-05. Overall maintenance of Town streets, sidewalks, and alleys

Mean: 4.2

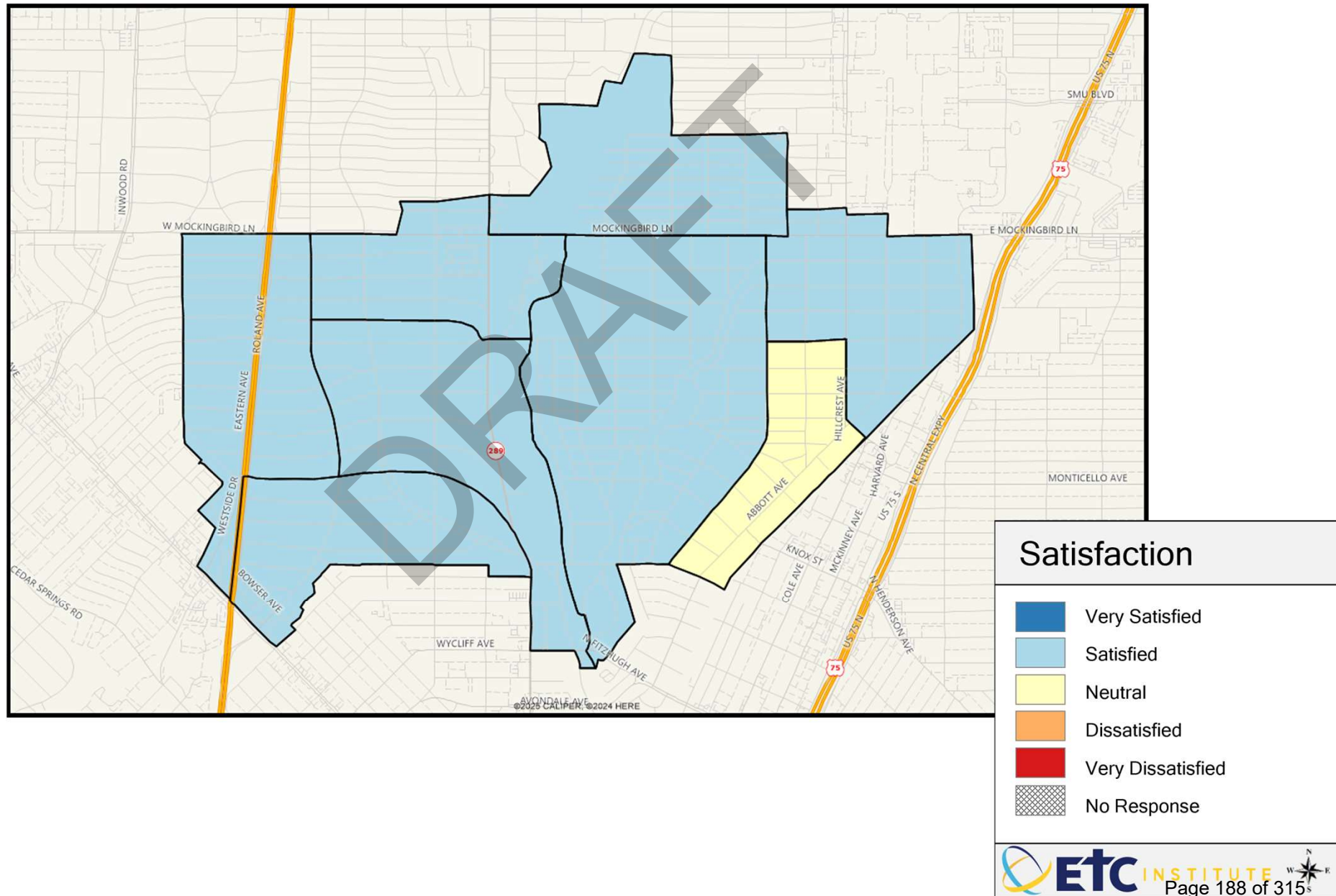


Q1-06. Overall flow of traffic and congestion management in the Town
Mean: 3.78



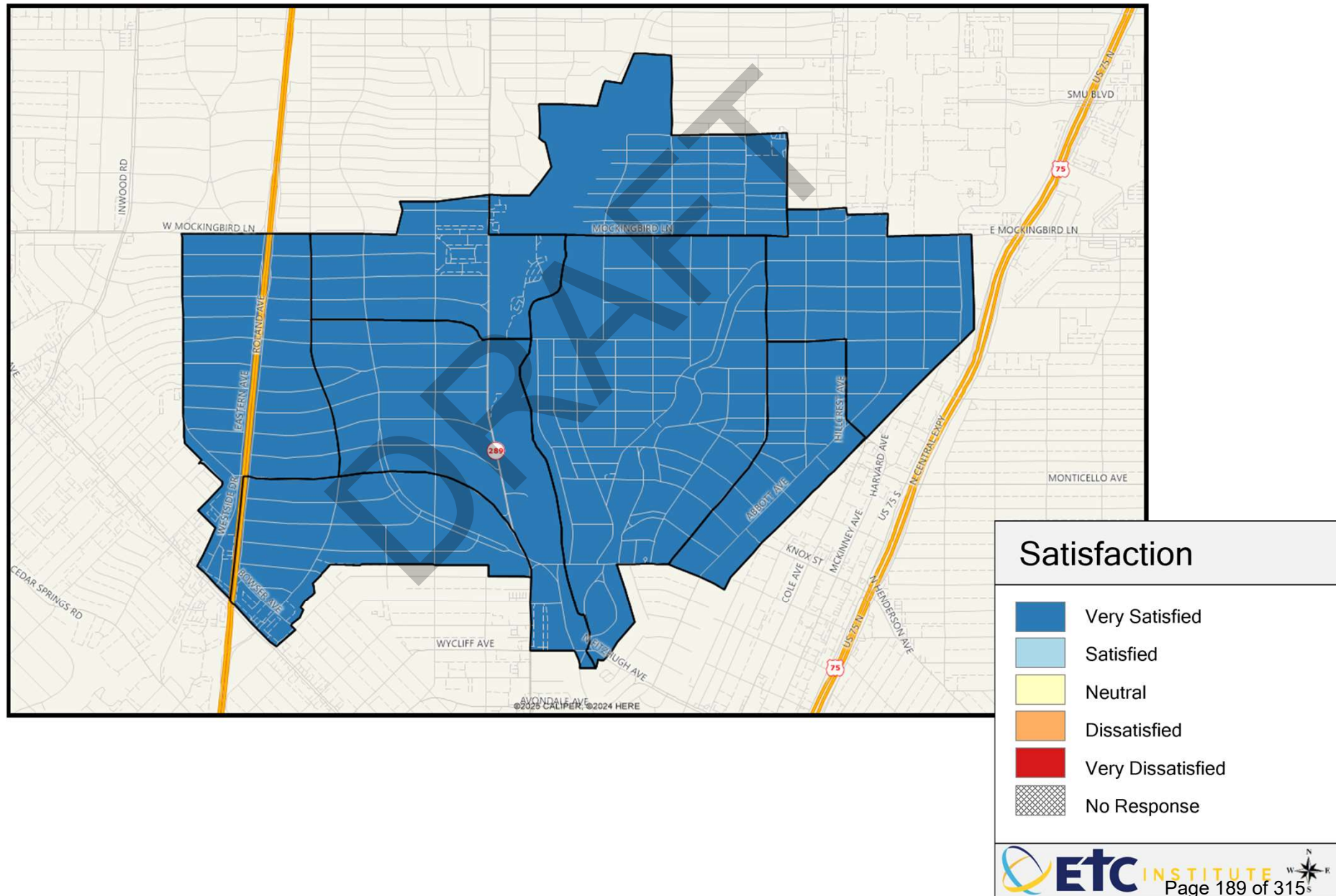
Q1-07. Overall quality of permitting and inspection services (e.g., issuing building permits)

Mean: 3.73



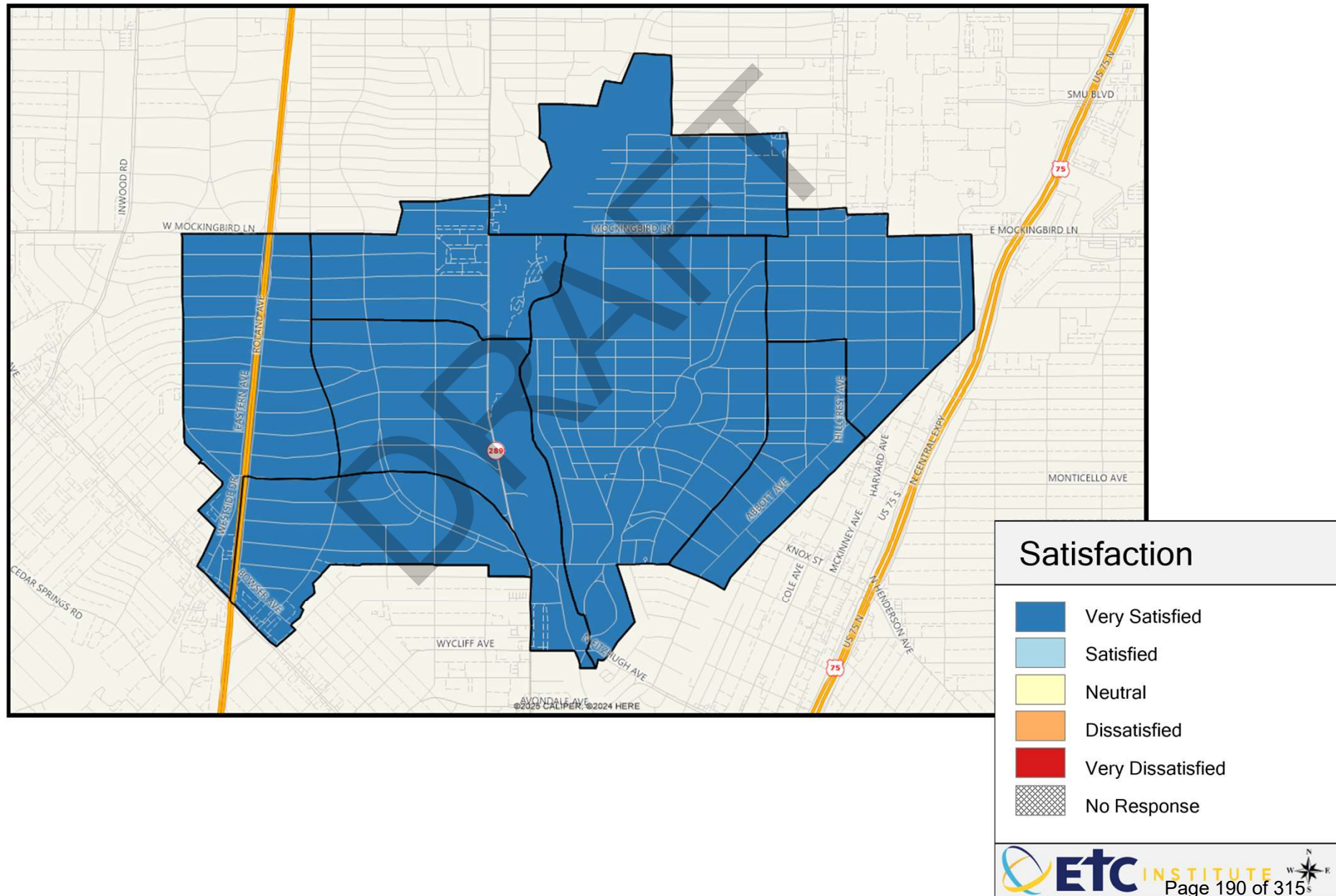
Q1-08. Overall quality of Town water and sewer utilities

Mean: 4.5

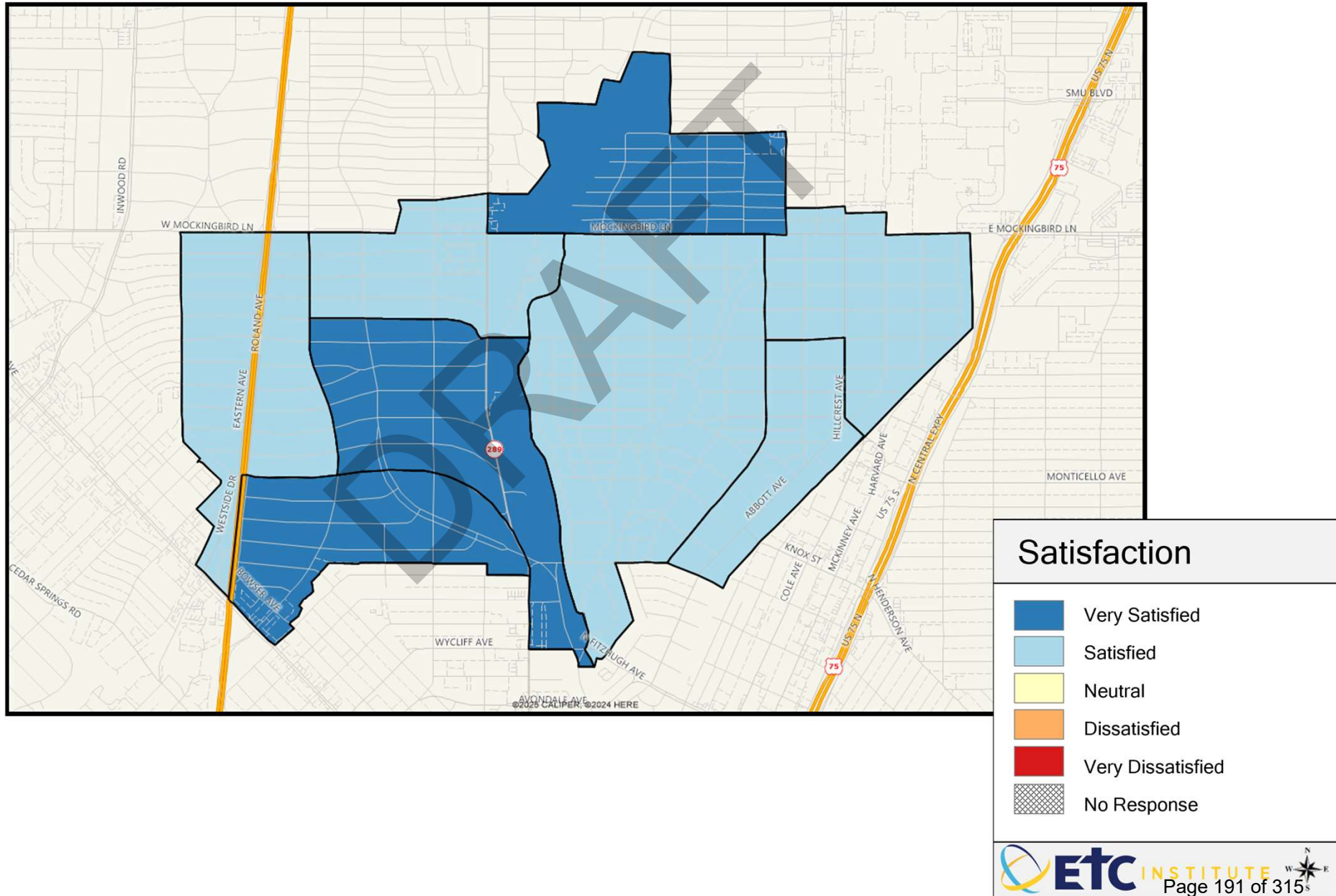


Q1-09. Overall quality of public library services and programs

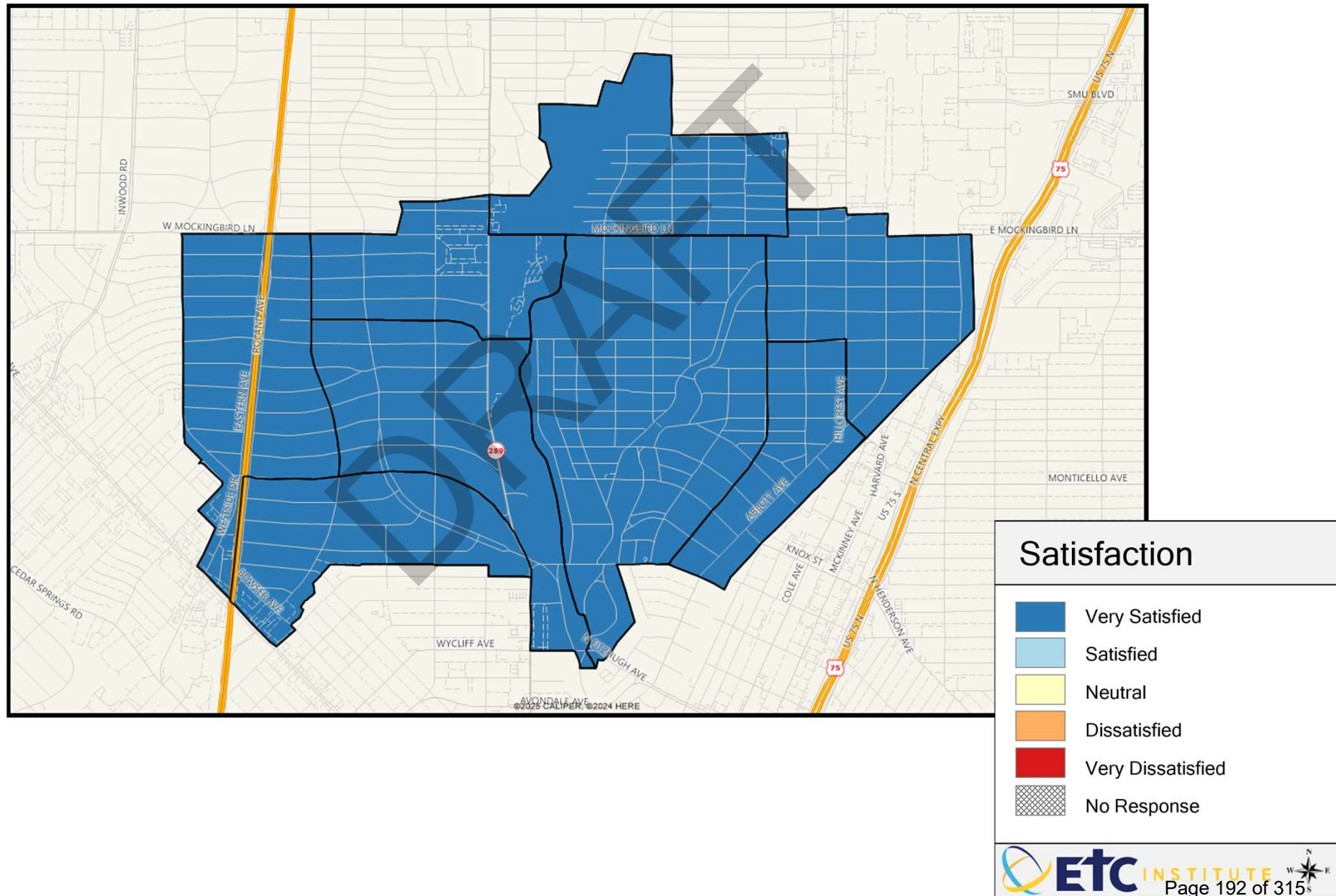
Mean: 4.77



Q1-10. Overall enforcement of Town codes and ordinances
Mean: 4.07

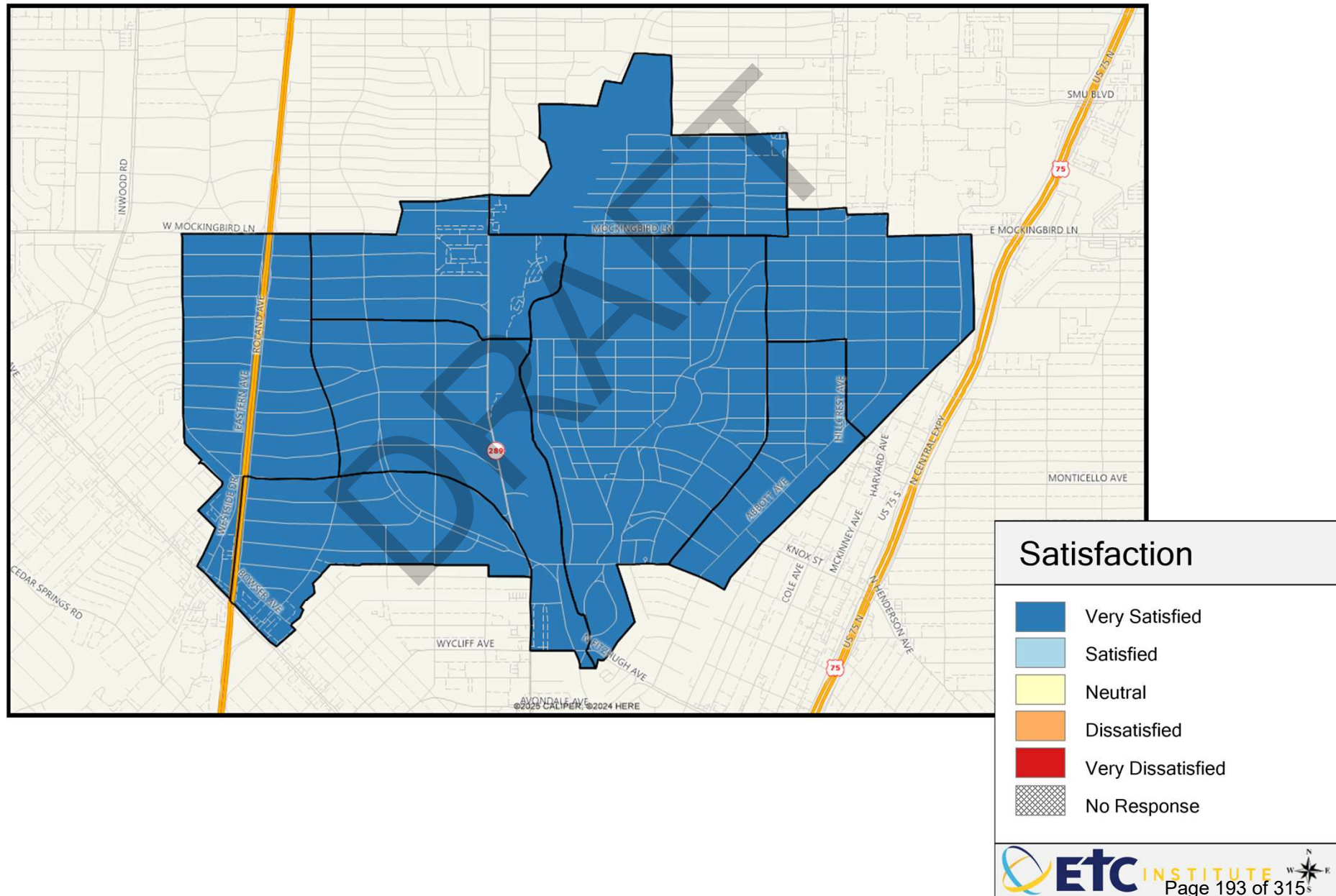


Q1-11. Overall quality of customer service you receive from Town employees Mean: 4.71



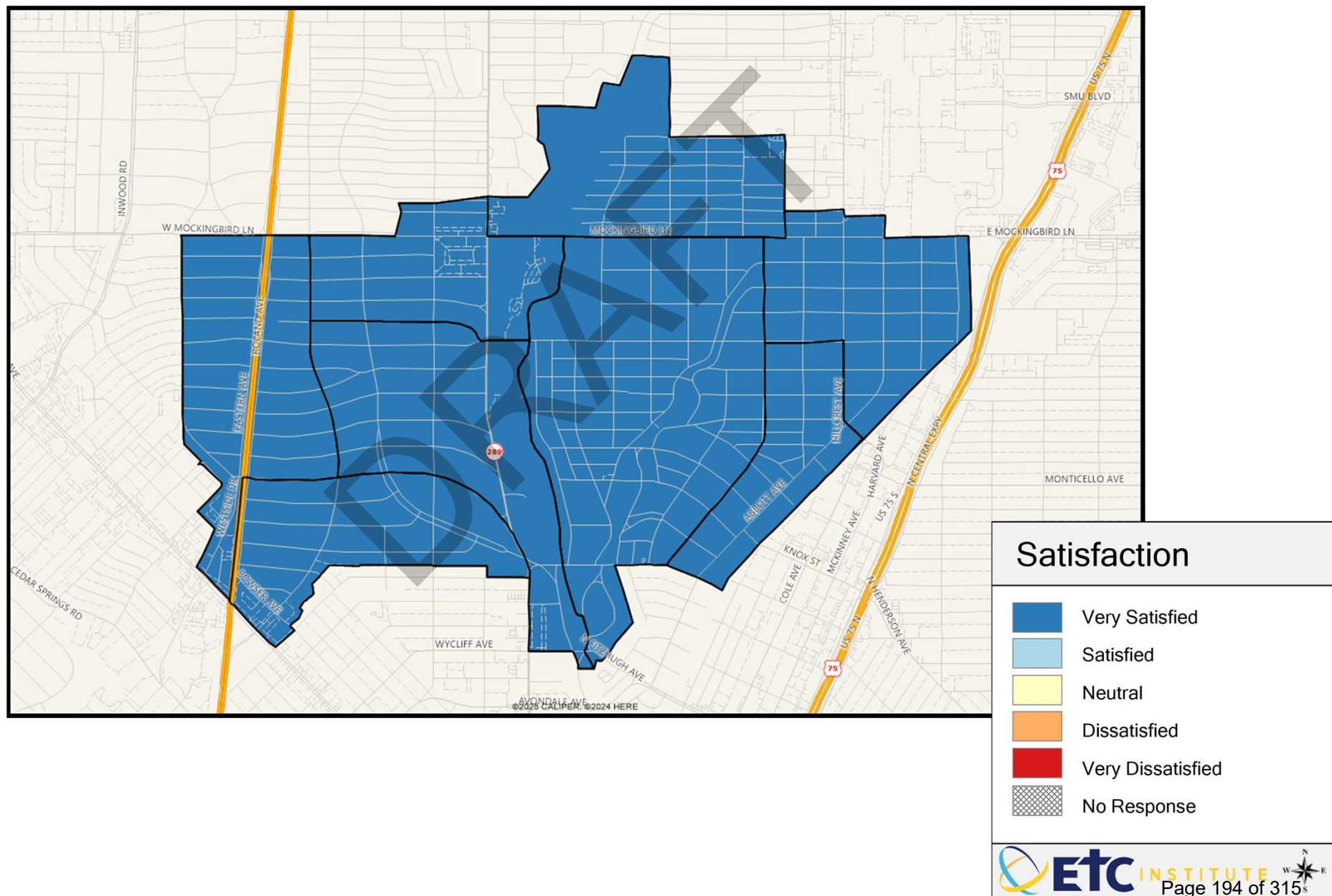
Q1-12. Overall effectiveness of Town communication with the public

Mean: 4.57



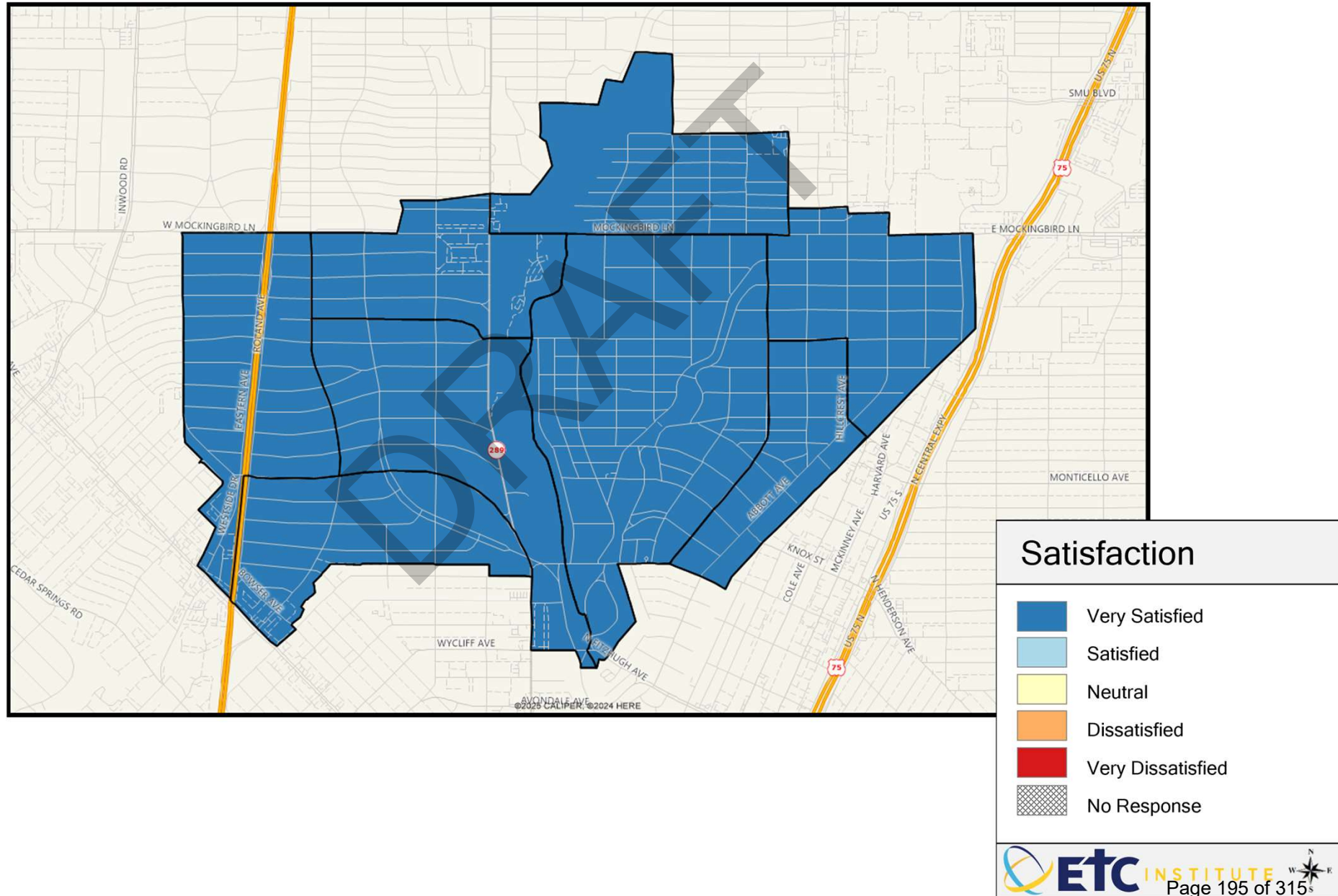
Q3-01. Highland Park as a place to live

Mean: 4.91

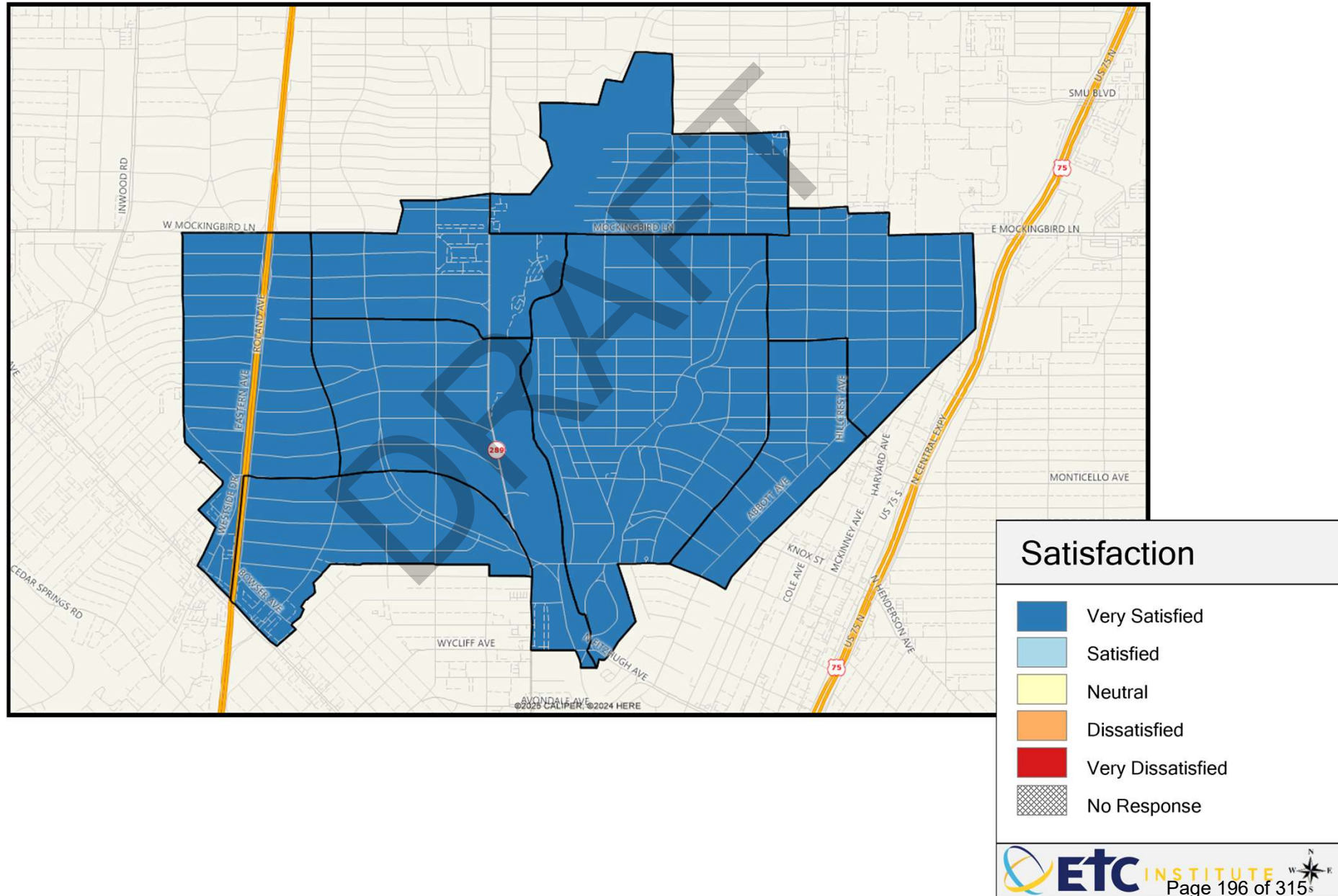


Q3-02. Highland Park as a place to raise children

Mean: 4.86

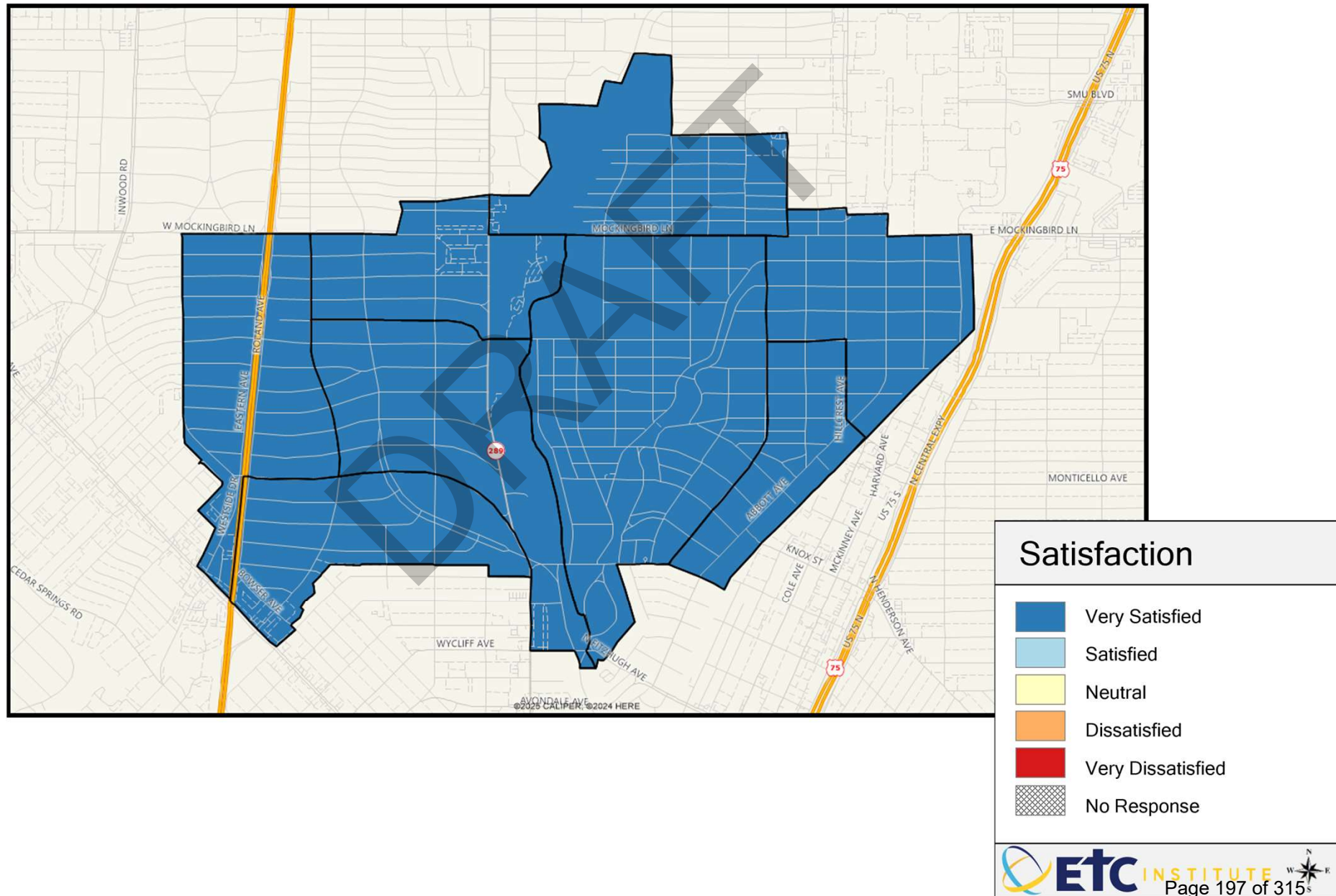


Q3-03. Highland Park as a place to play and for leisure
Mean: 4.64



Q3-04. Highland Park as a place to retire

Mean: 4.55

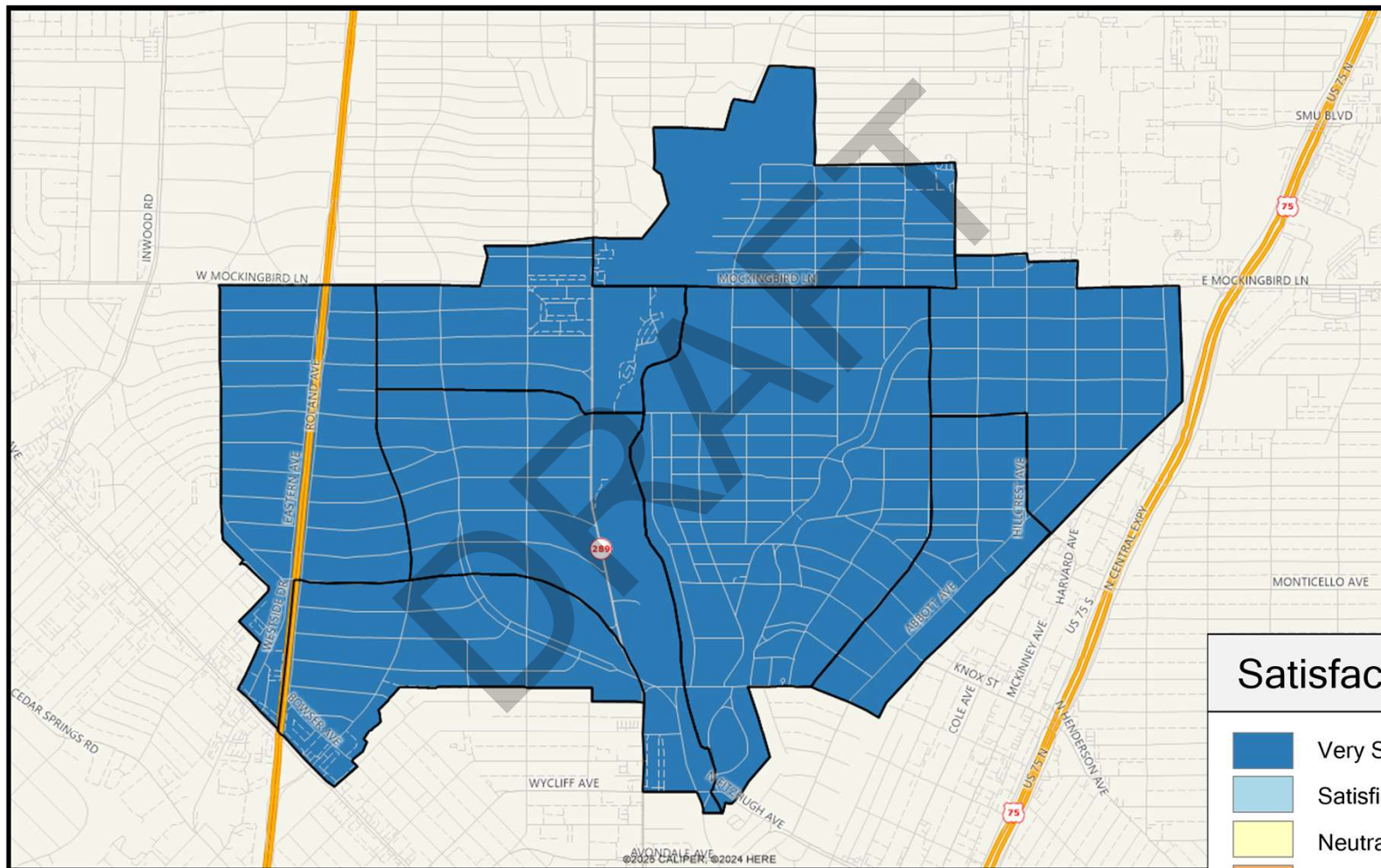


Mean: 4.6



Q3-06. Overall sense of community

Mean: 4.6

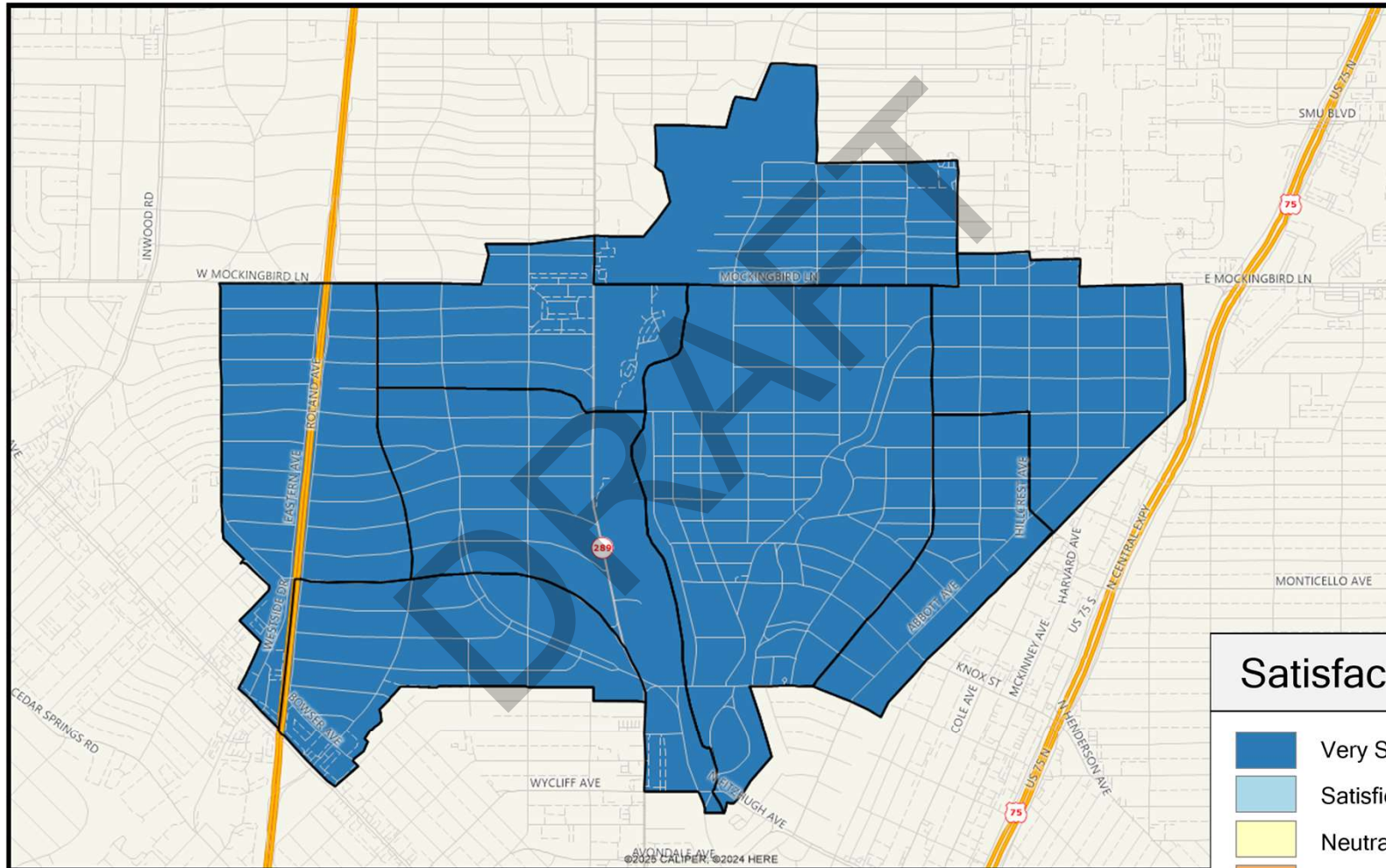


Satisfaction



Q3-07. Overall appearance of Highland Park

Mean: 4.77

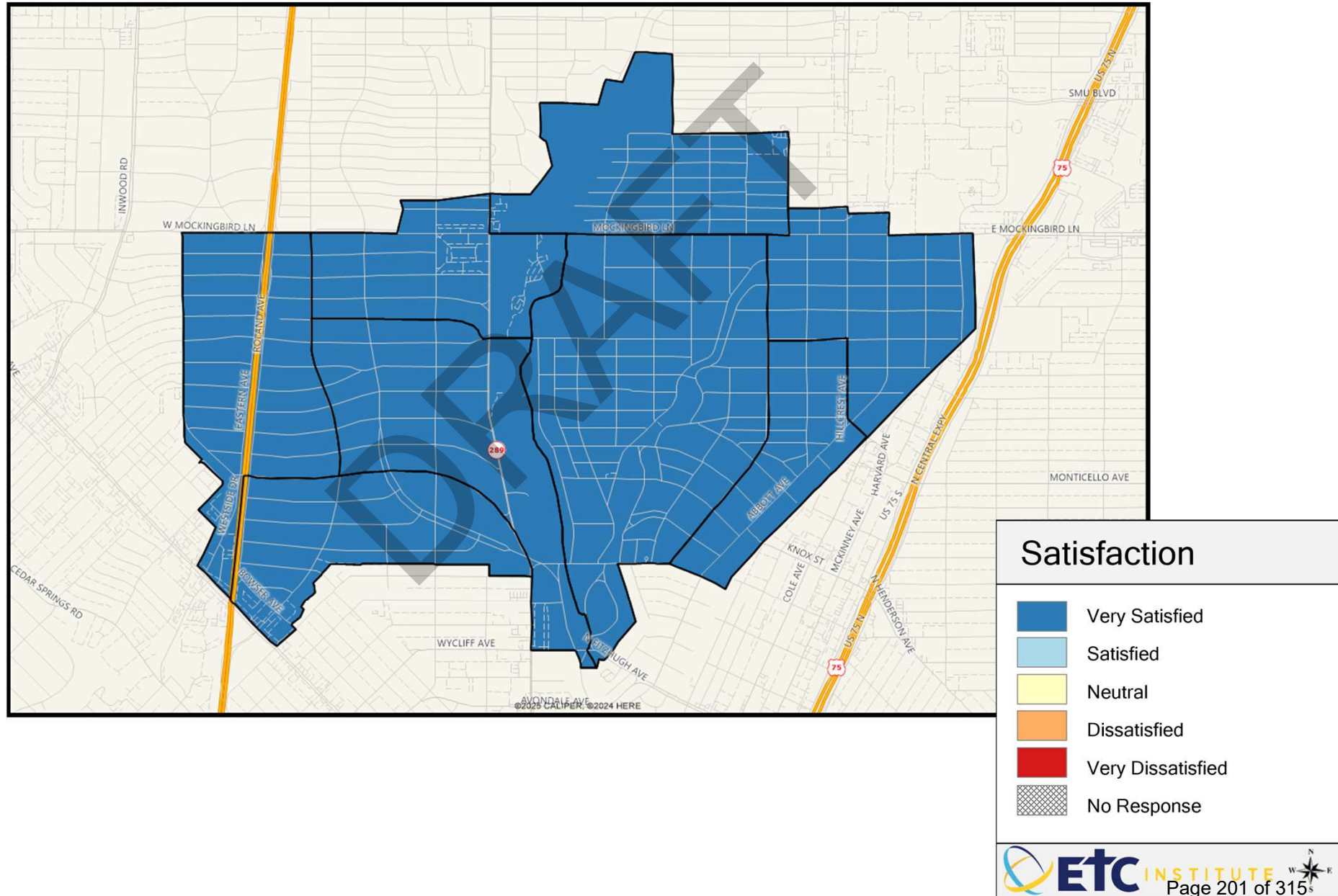


Satisfaction



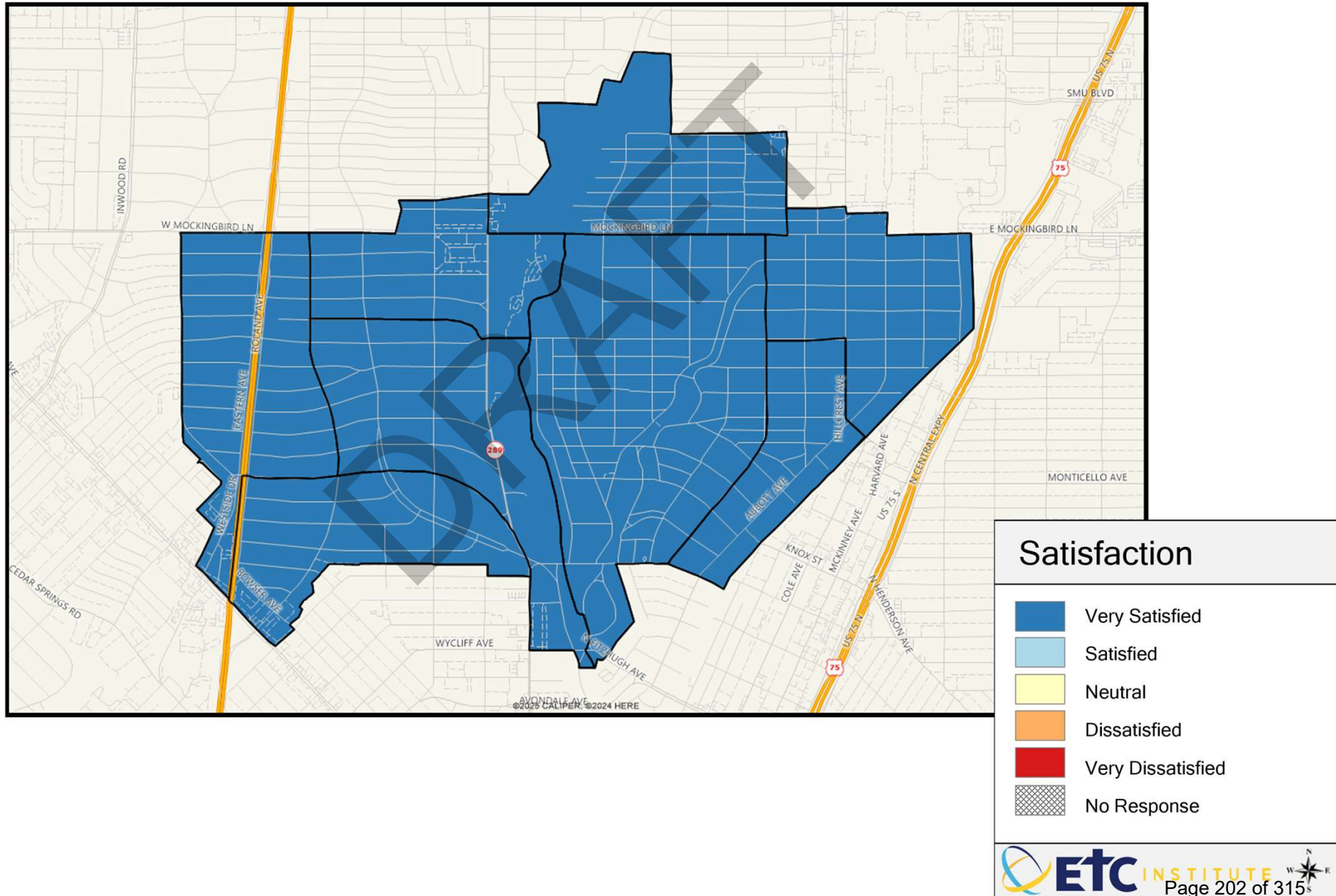
Q3-08. Overall quality of life in Highland Park

Mean: 4.81

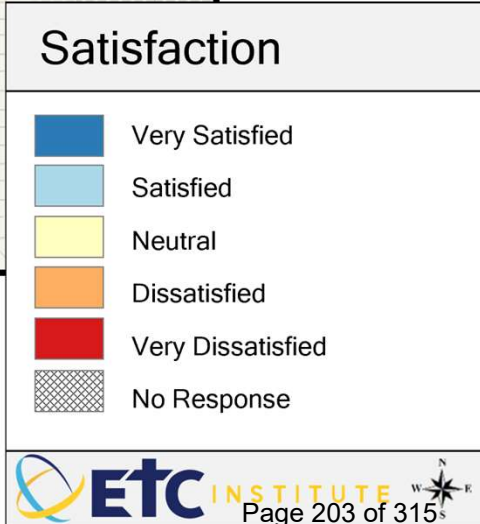


Q3-09. Overall quality of leadership provided by Highland Park's elected officials

Mean: 4.48

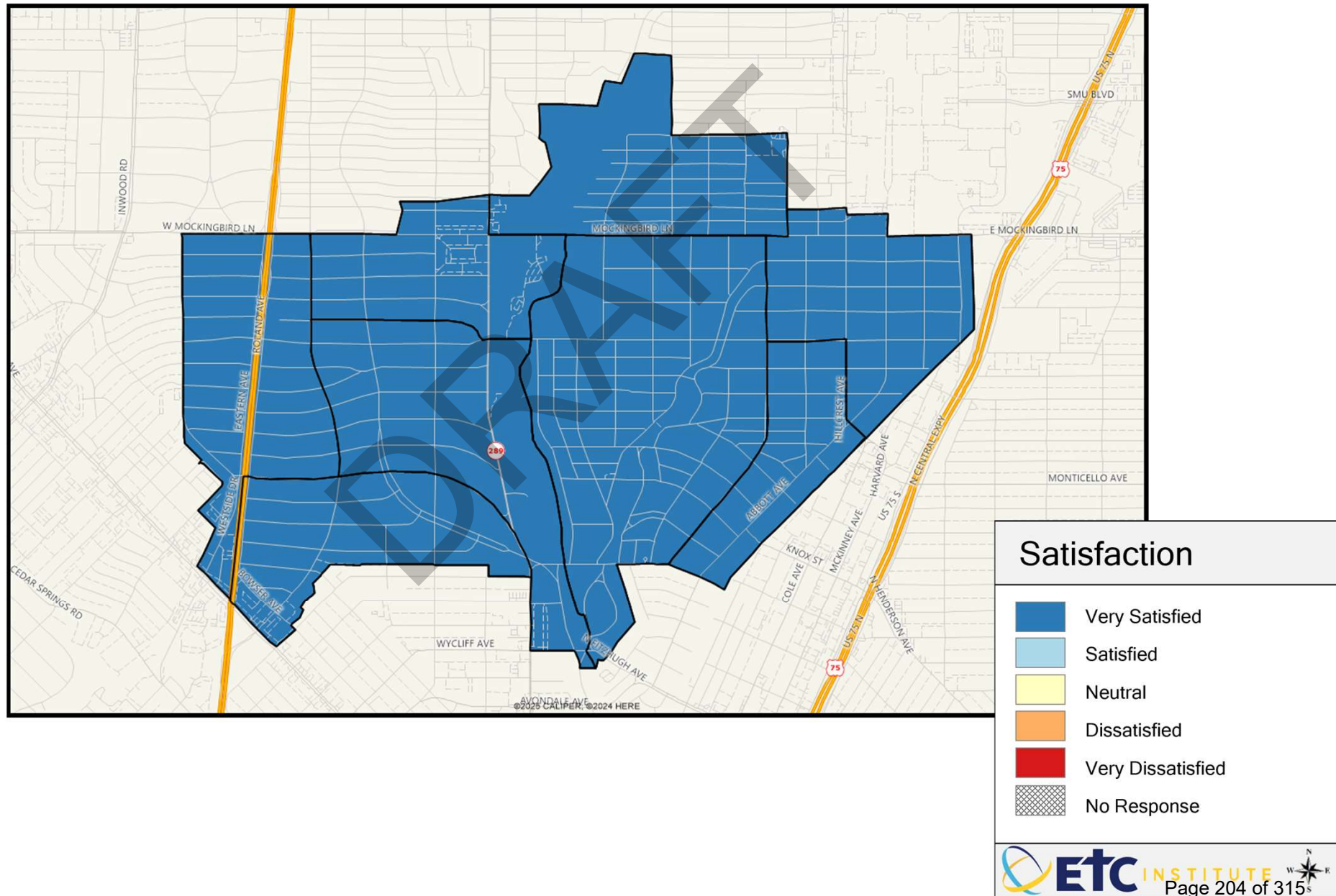


Mean: 4.51



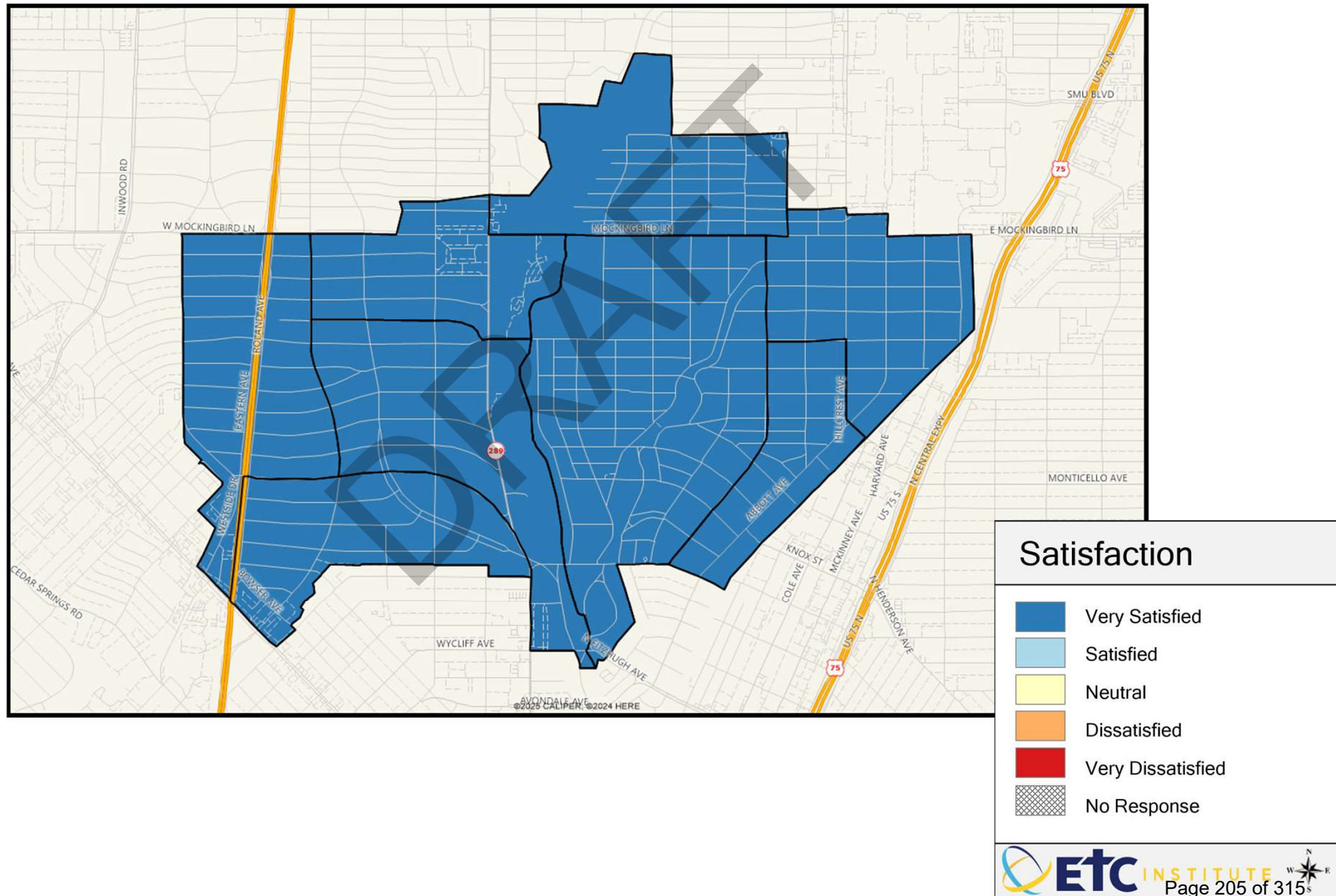
Q3-11. Overall quality of services provided by the Town of Highland Park

Mean: 4.66



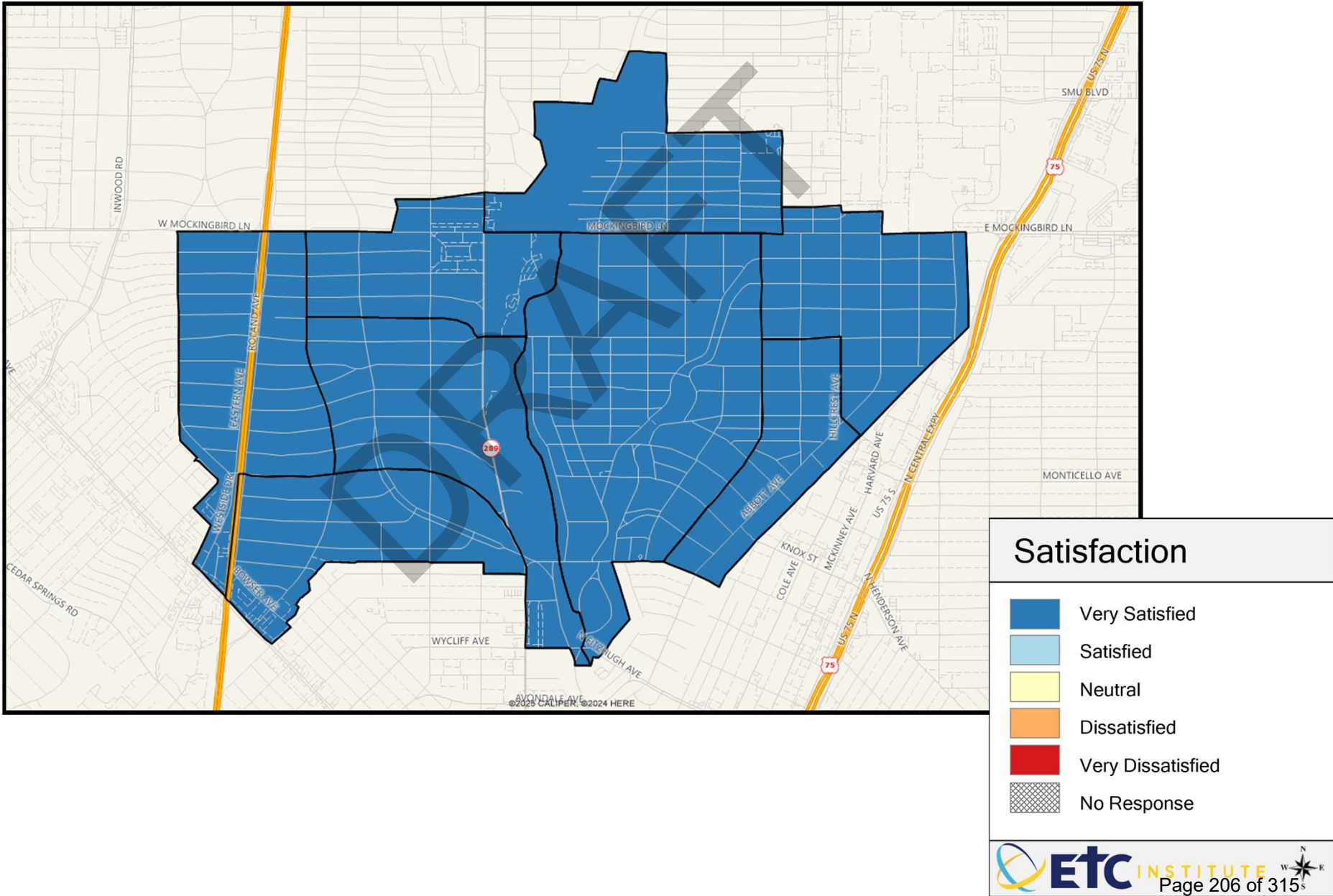
Q3-12. Overall value that you receive for your Town tax dollars and fees

Mean: 4.42



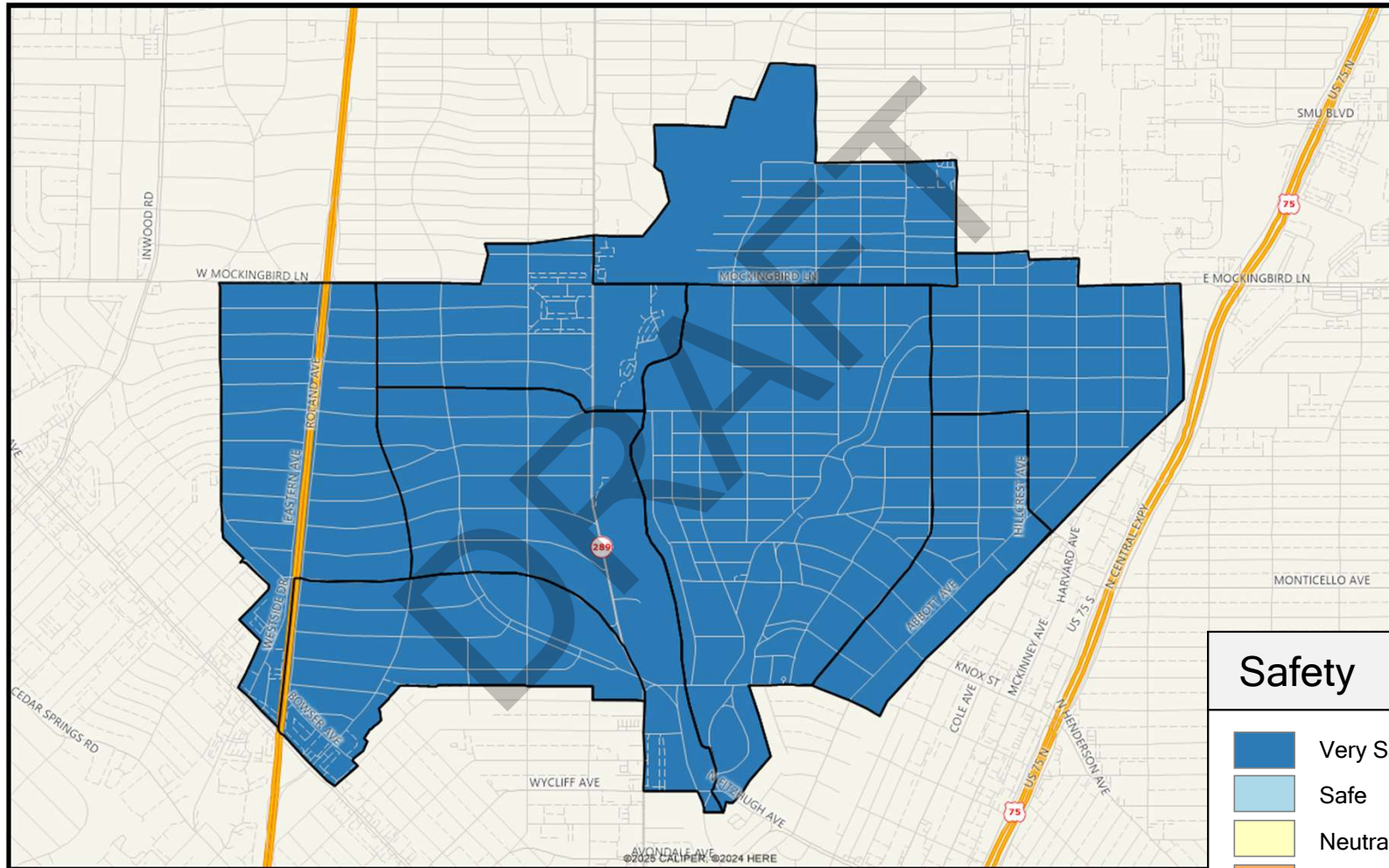
Q3-13. Overall level of satisfaction of the town's stewardship of financial resources (pay as you go, no debt)

Mean: 4.61



Q4-01. Overall in the Town

Mean: 4.72

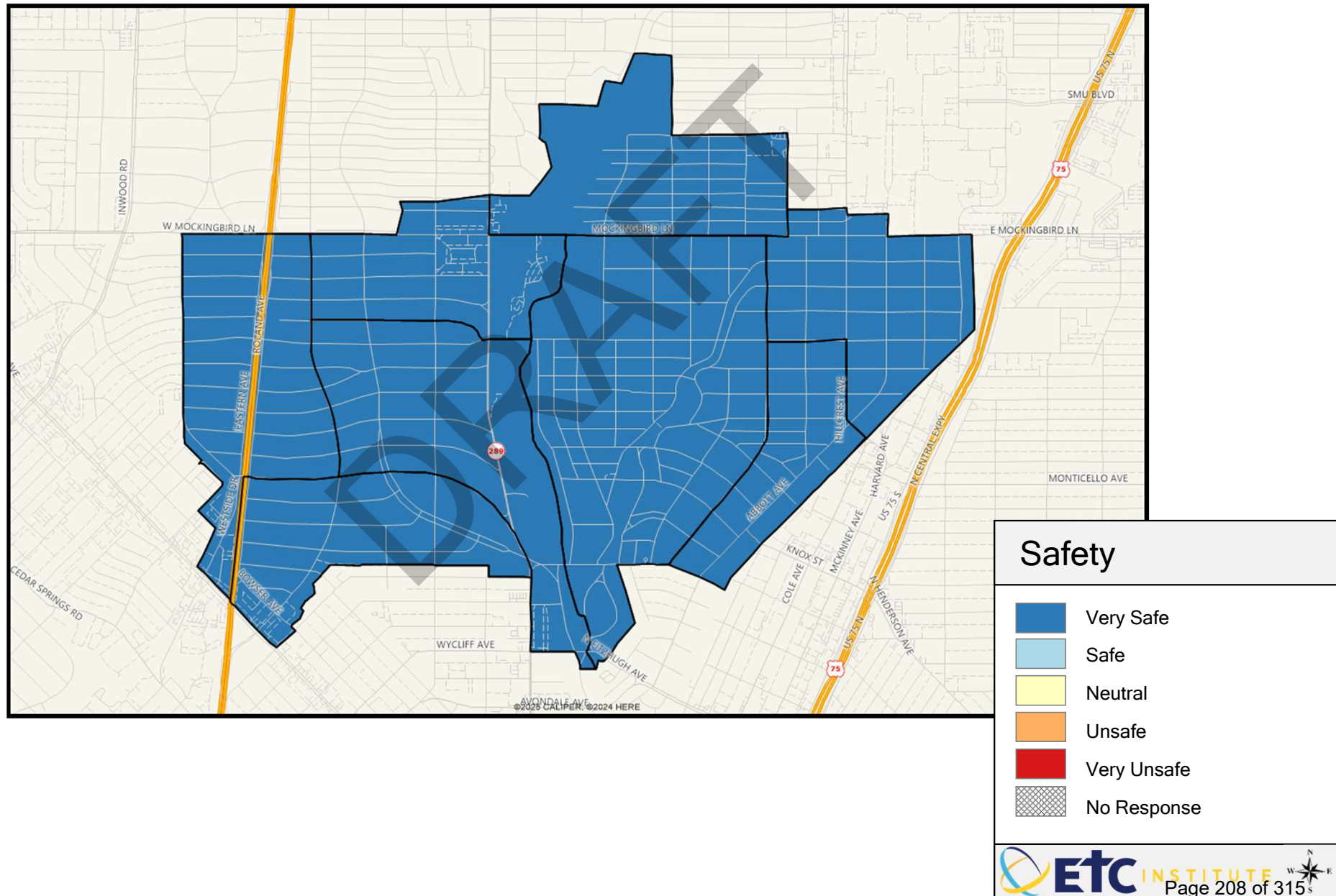


Safety



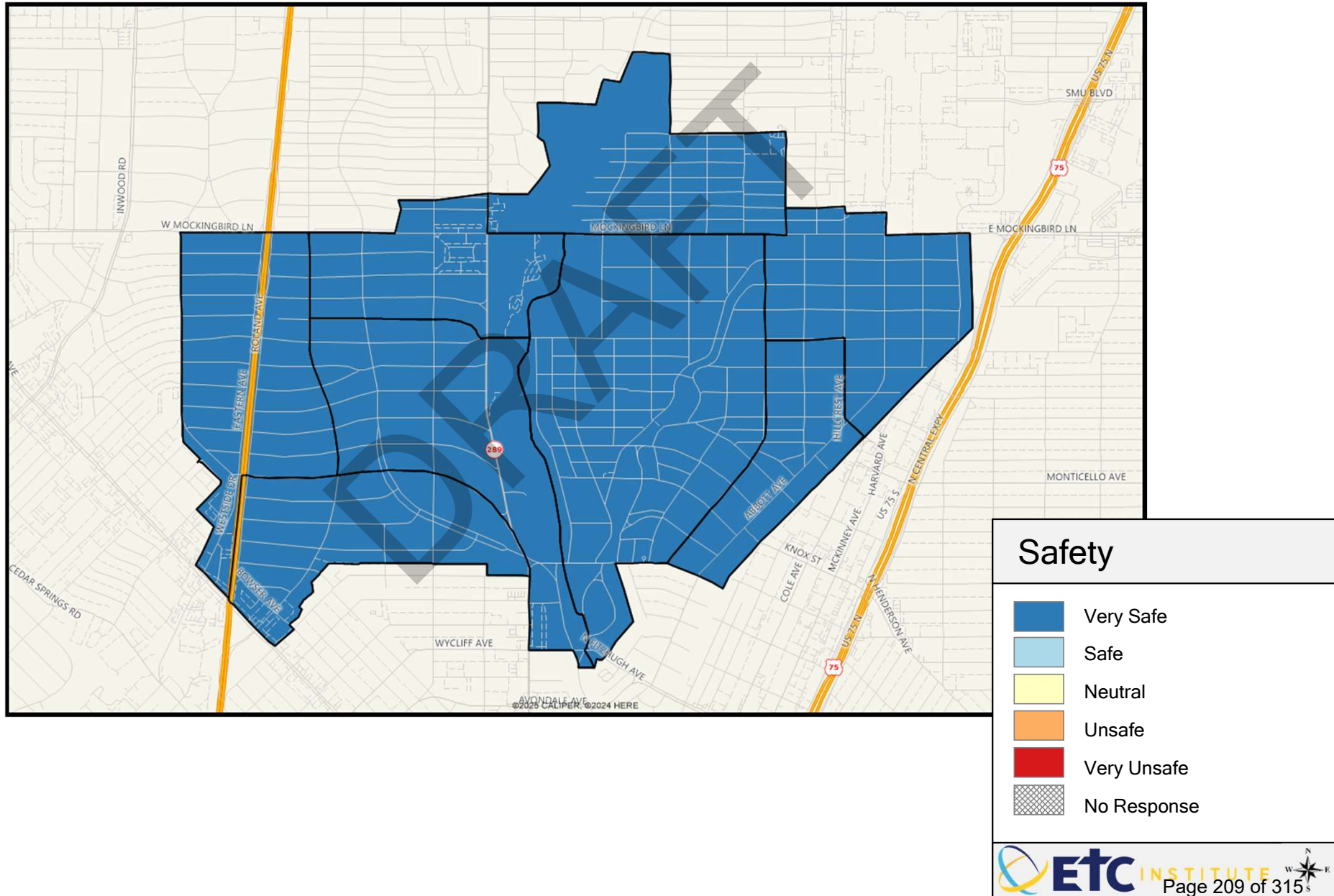
Q4-02. In your neighborhood during the day

Mean: 4.79



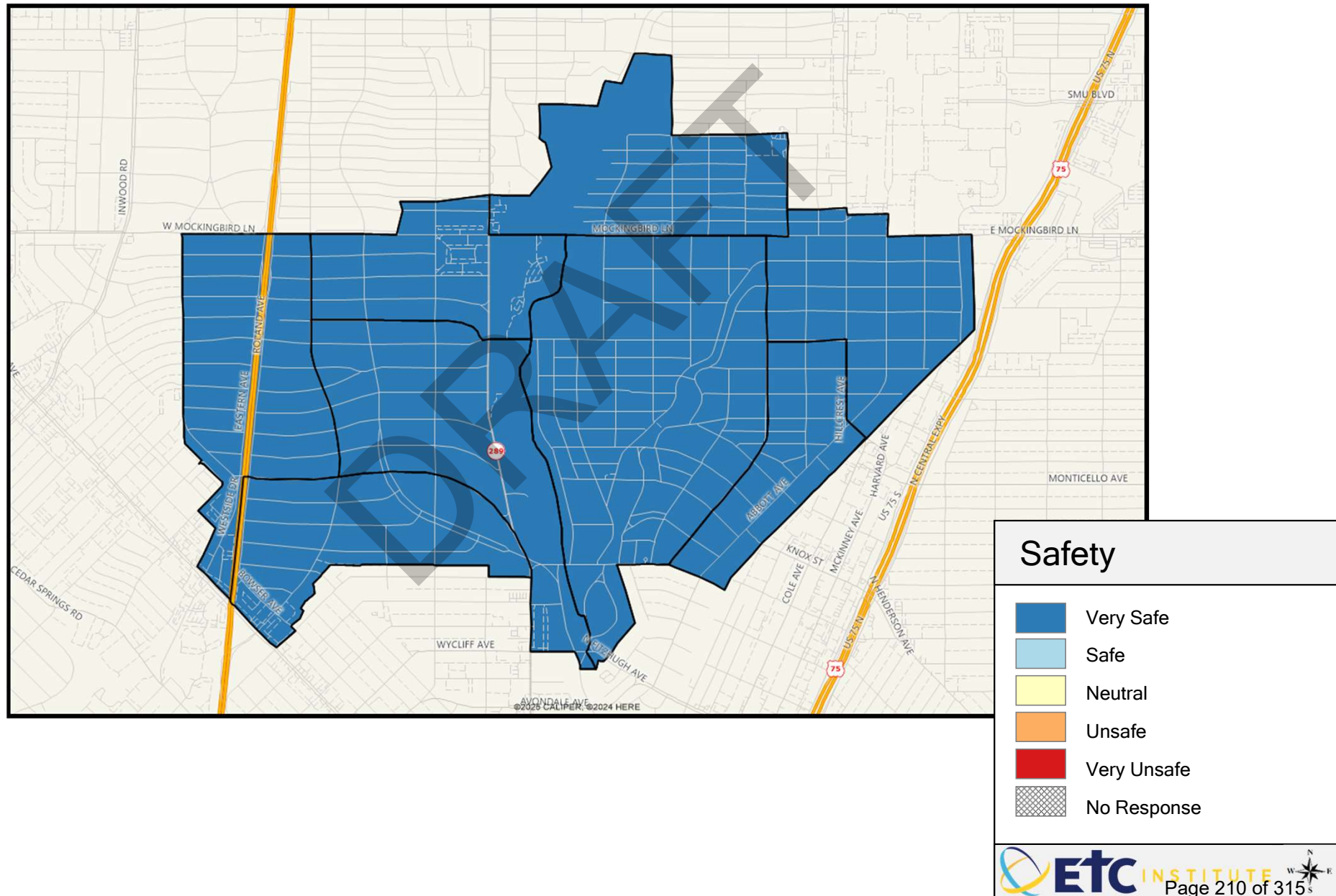
Q4-03. In your neighborhood at night

Mean: 4.41



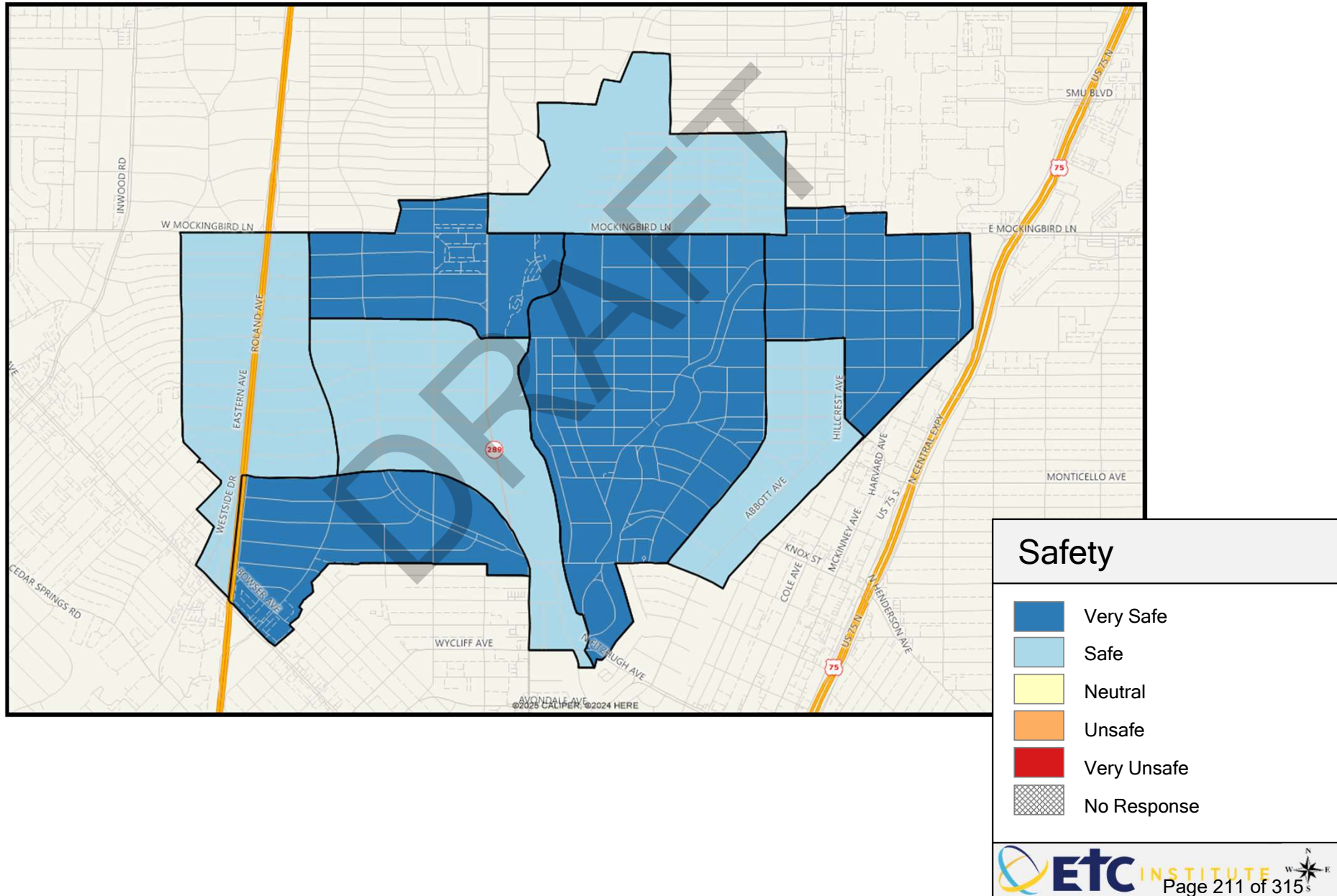
Q4-04. In commercial and retail areas during the day

Mean: 4.48



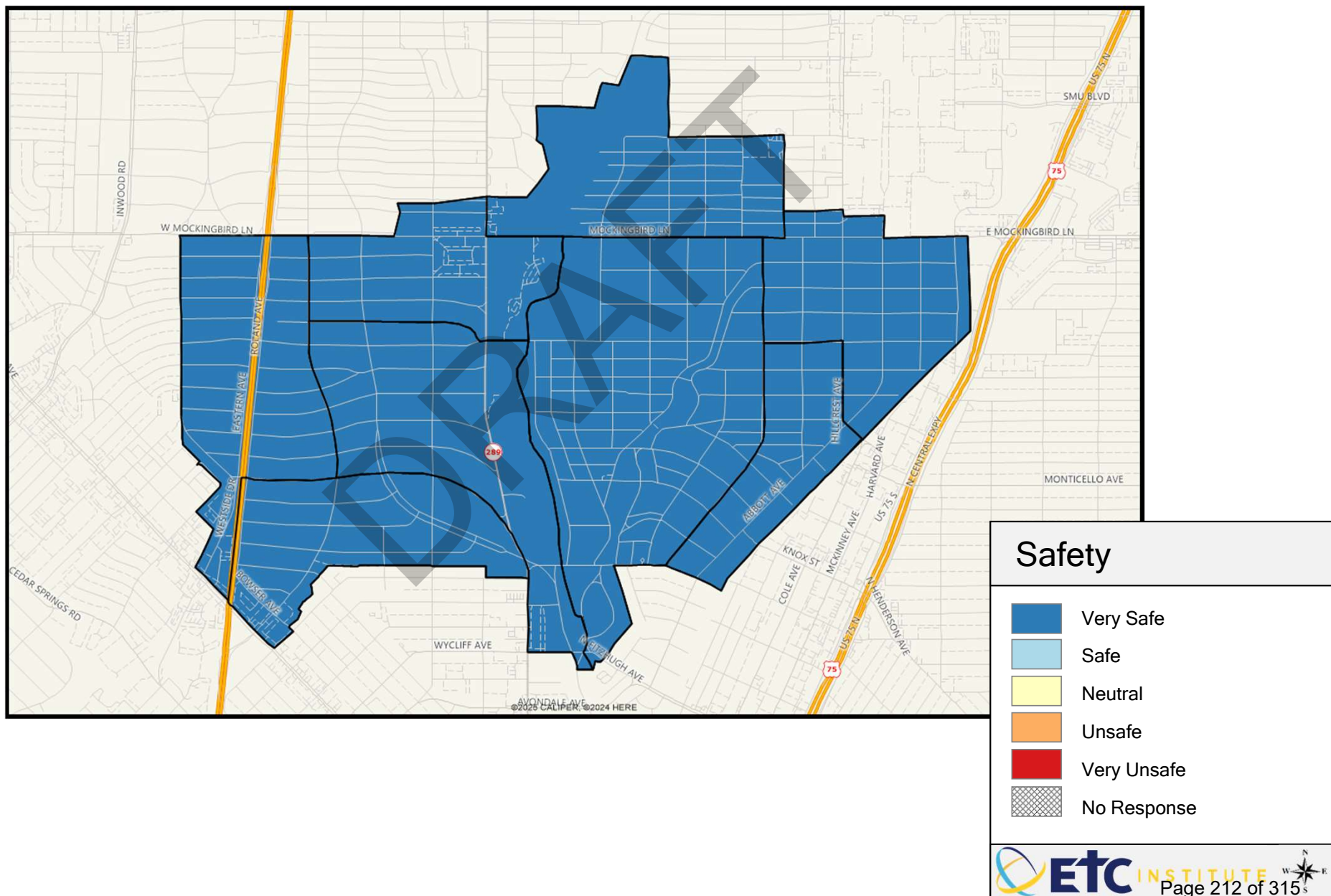
Q4-05. In commercial and retail areas at night

Mean: 4.2



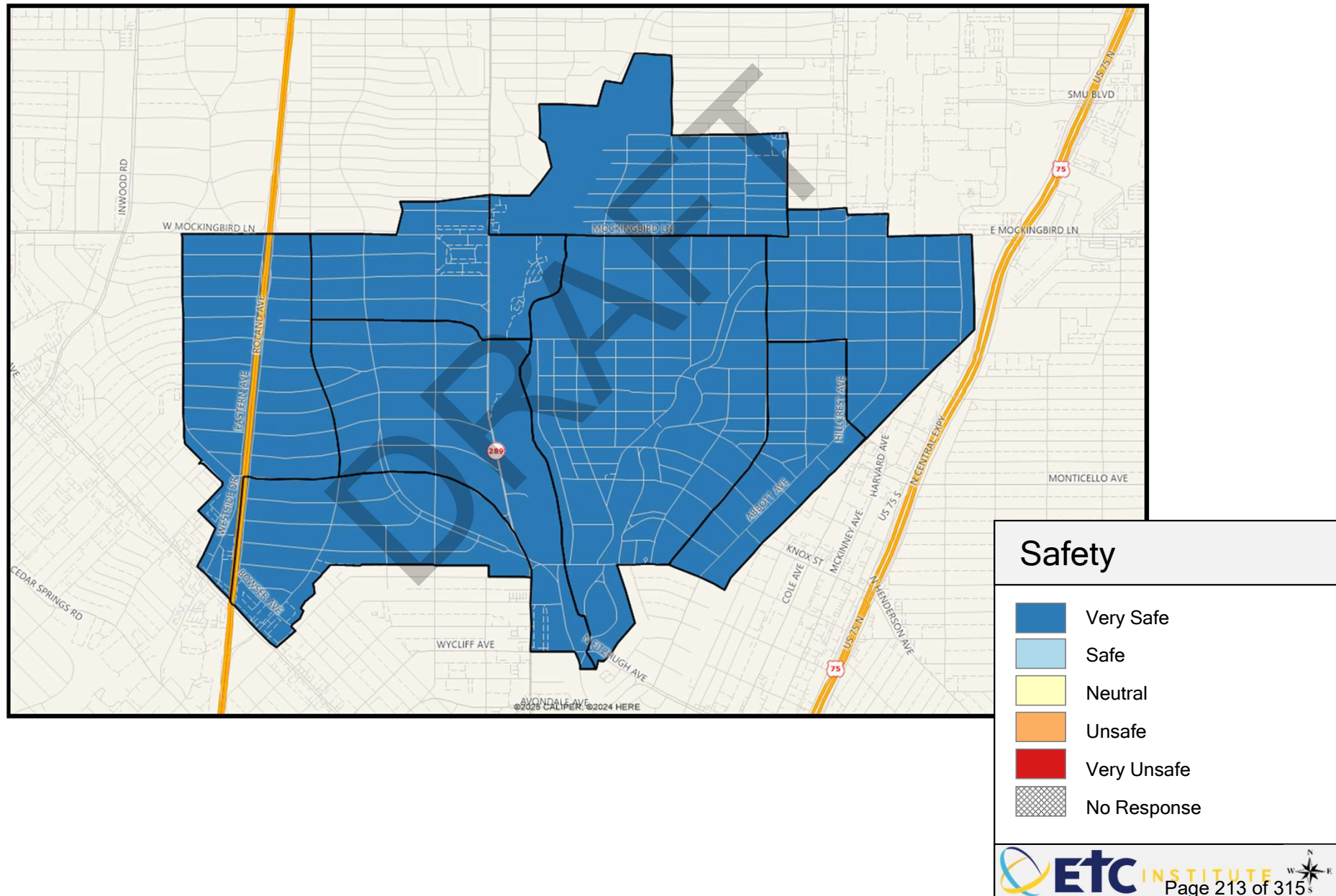
Q4-06. In Town parks

Mean: 4.47



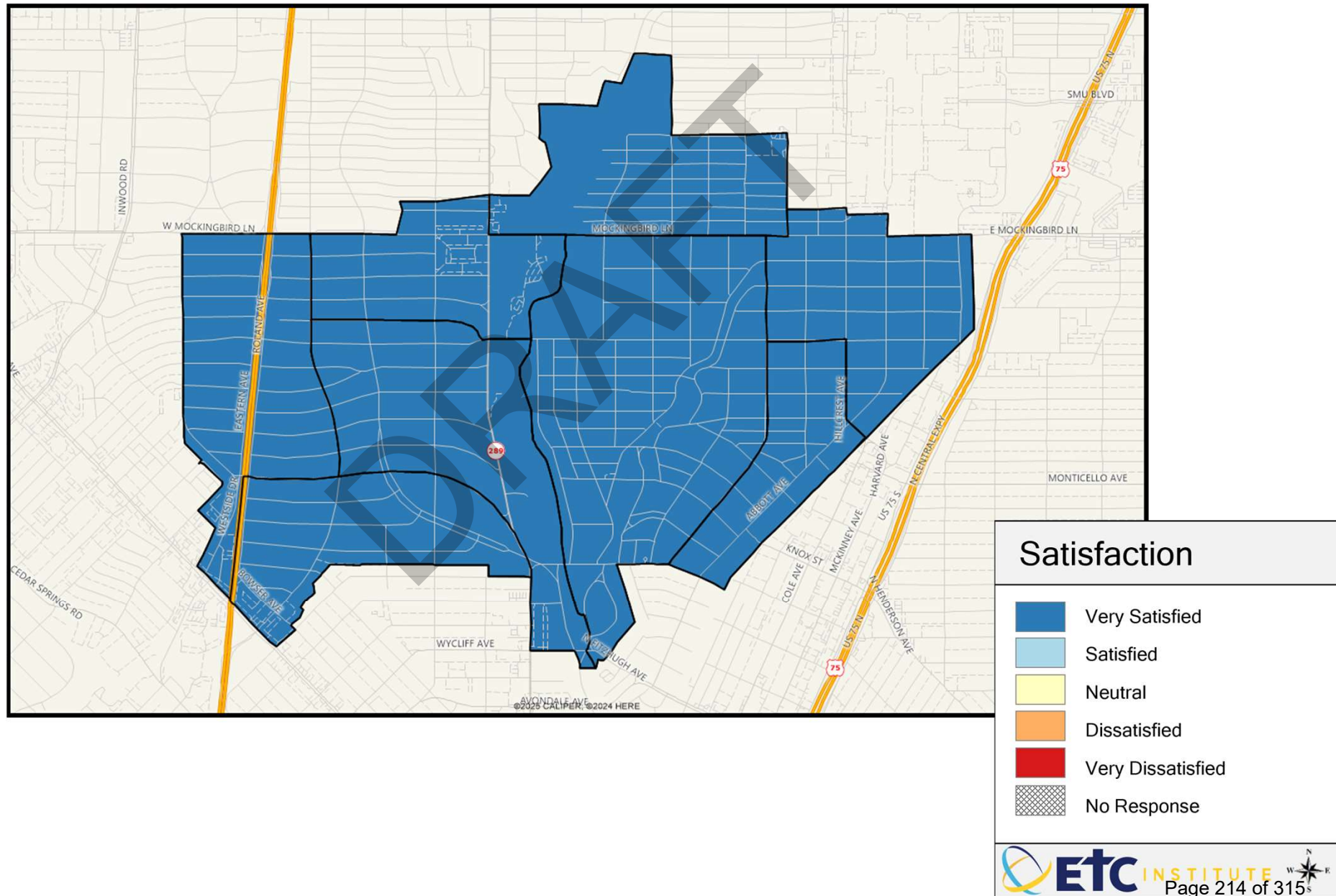
Q4-07. Riding your bike, running, walking in the Town

Mean: 4.5



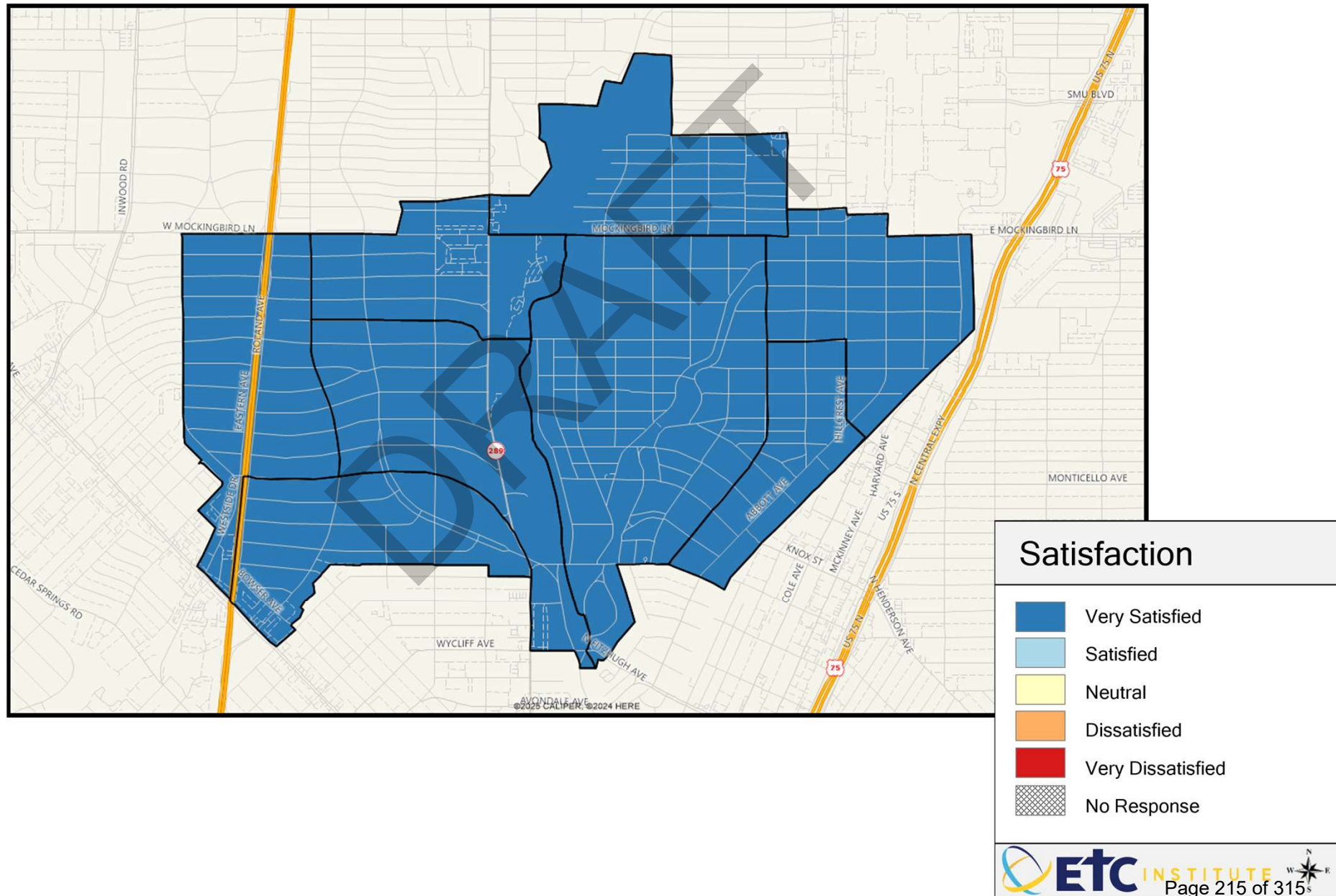
Q5-01. Visibility of Public Safety in neighborhoods

Mean: 4.48



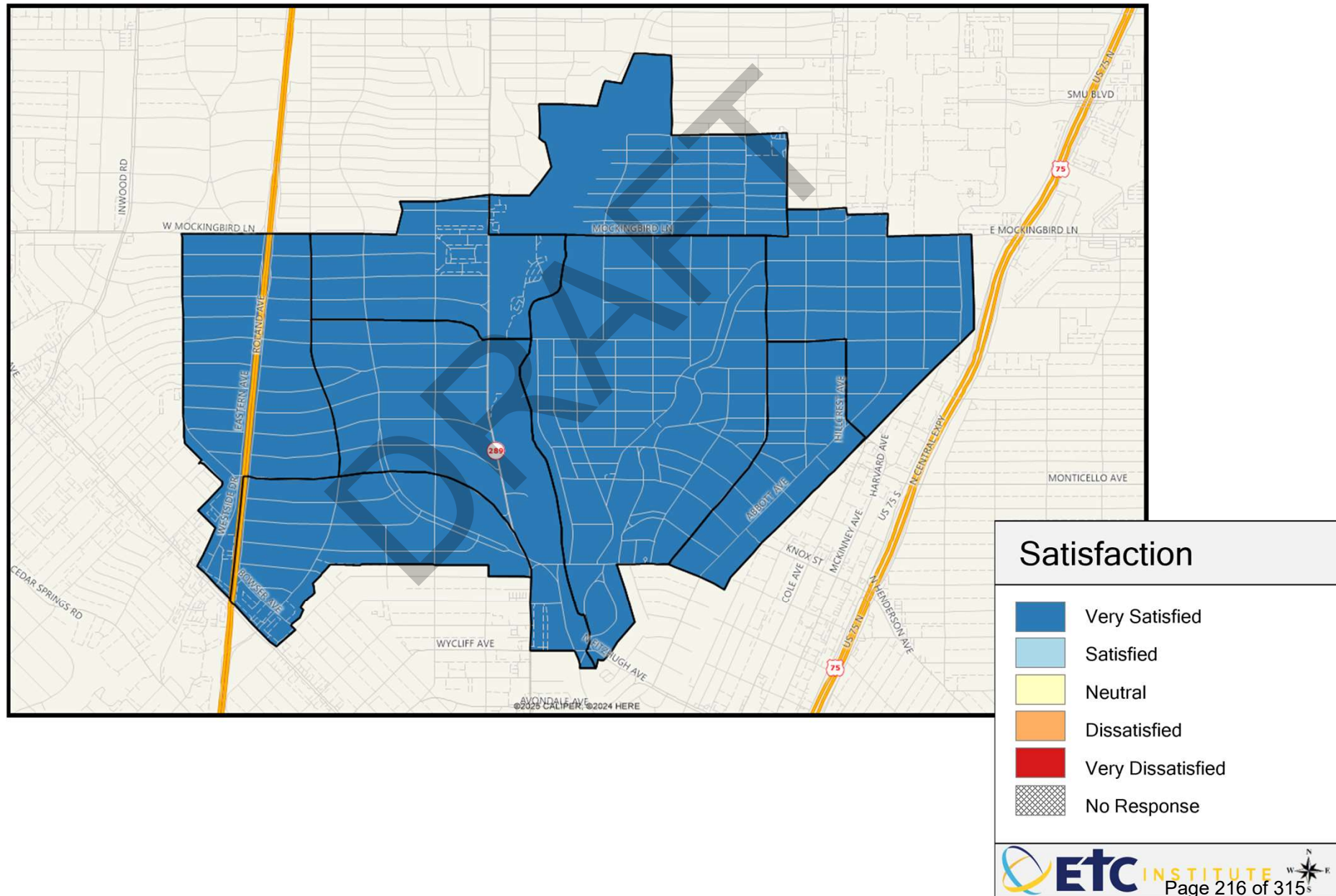
Q5-02. Visibility of Public Safety in retail areas

Mean: 4.38



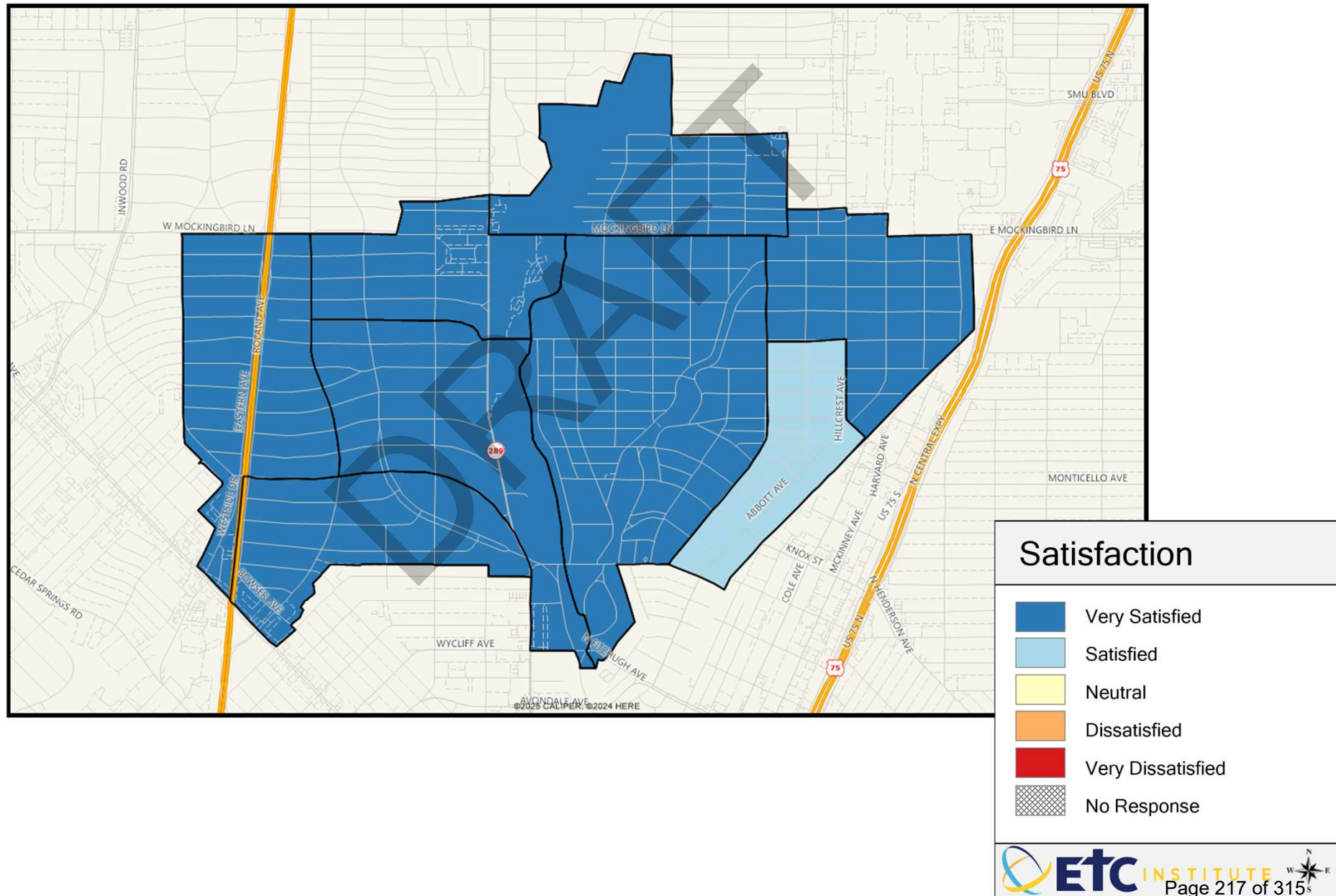
Q5-03. Efforts to prevent serious crimes (burglary, assault, etc.)

Mean: 4.49



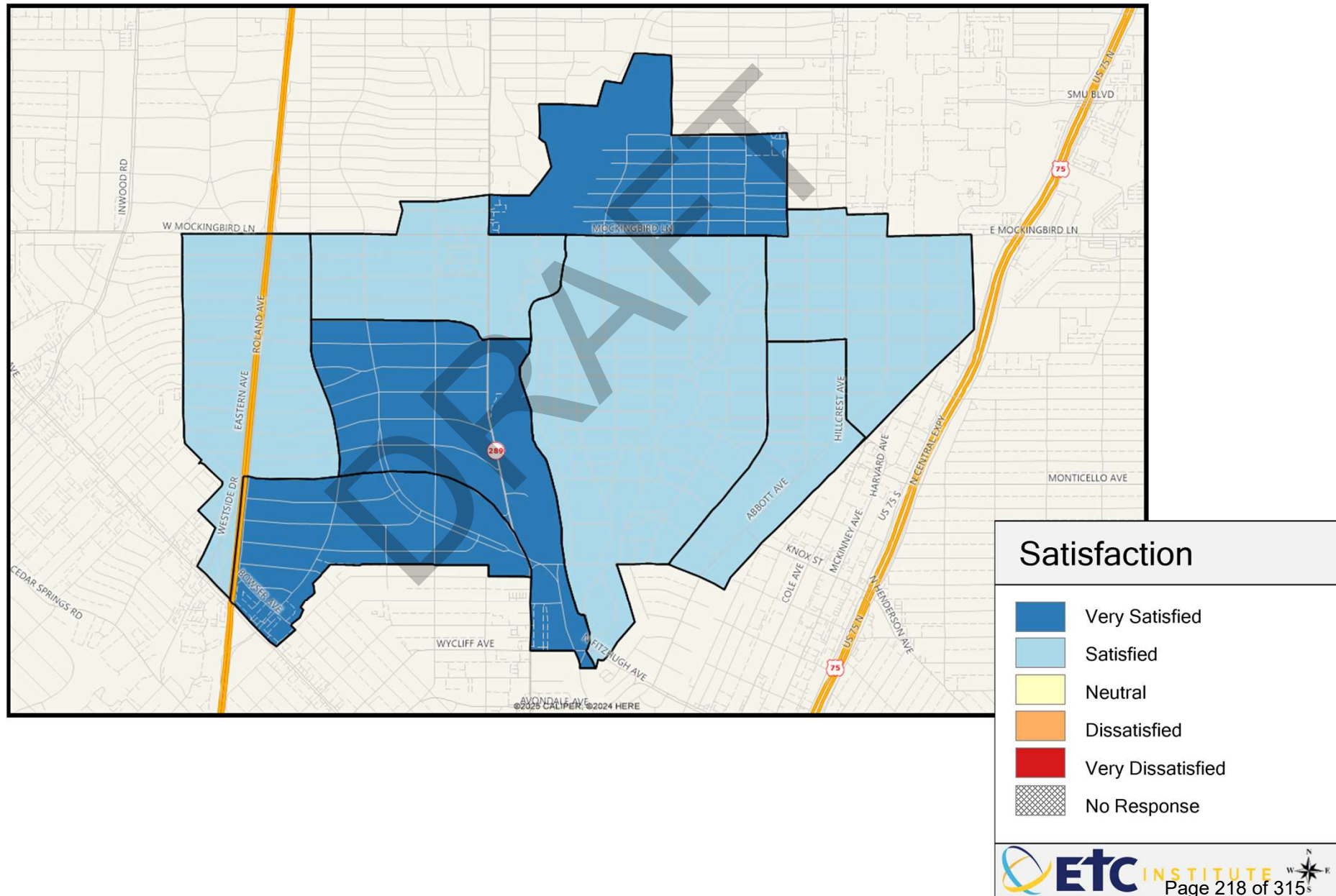
Q5-04. Efforts to prevent lesser crimes (vandalism, theft, etc.)

Mean: 4.31



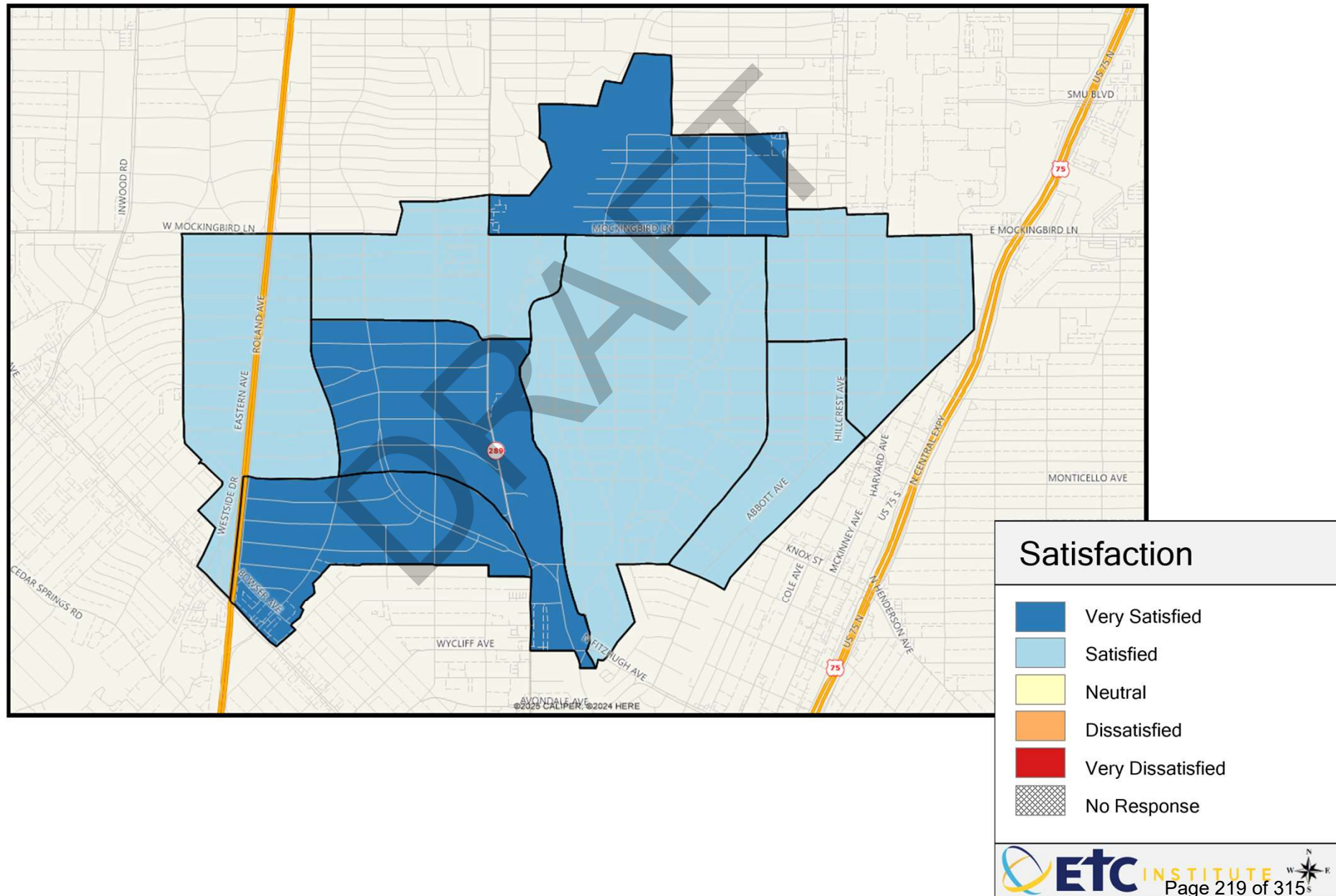
Q5-05. Enforcement of traffic laws (speeding, etc.)

Mean: 4.17



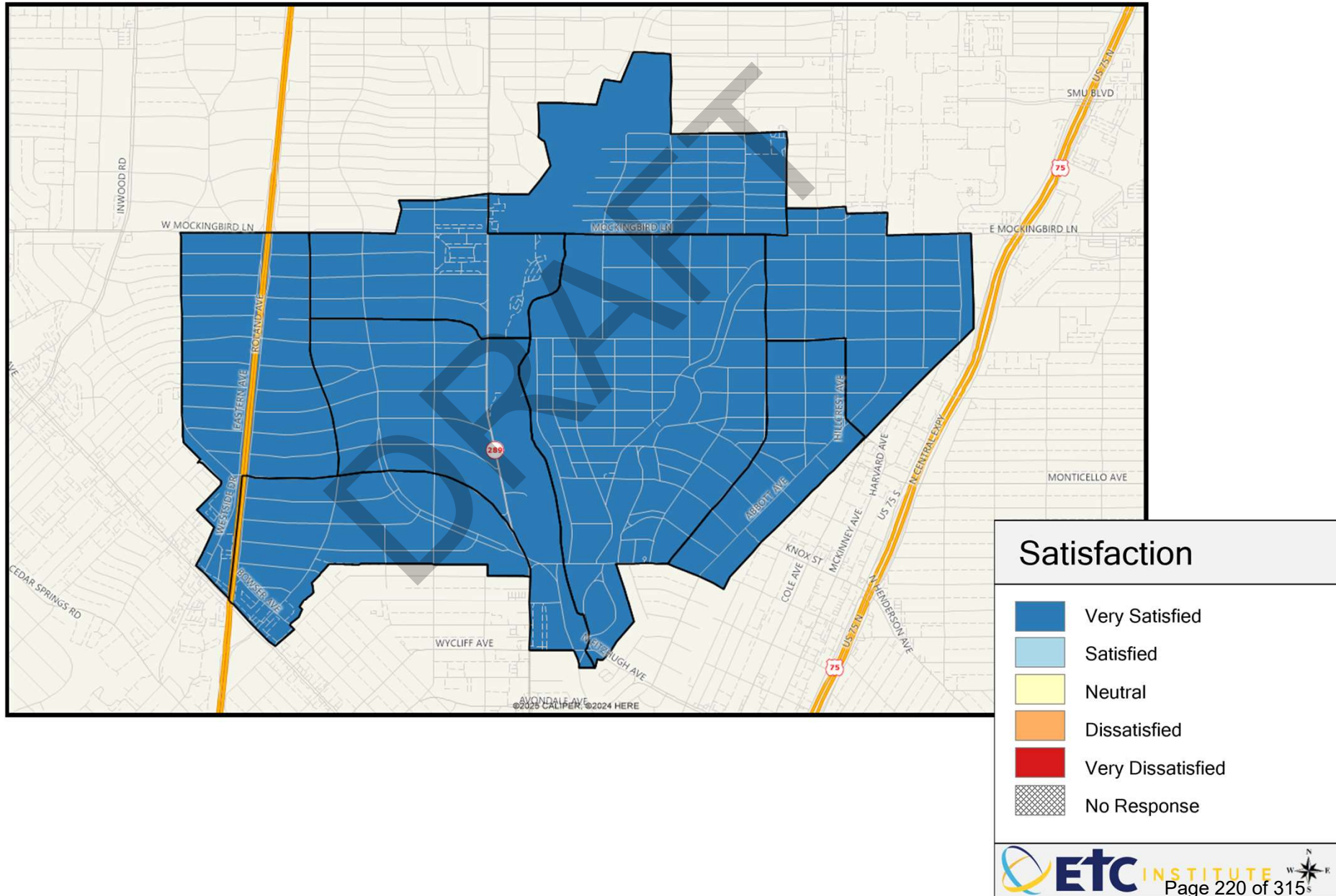
Q5-06. Enforcement of parking laws

Mean: 4.11



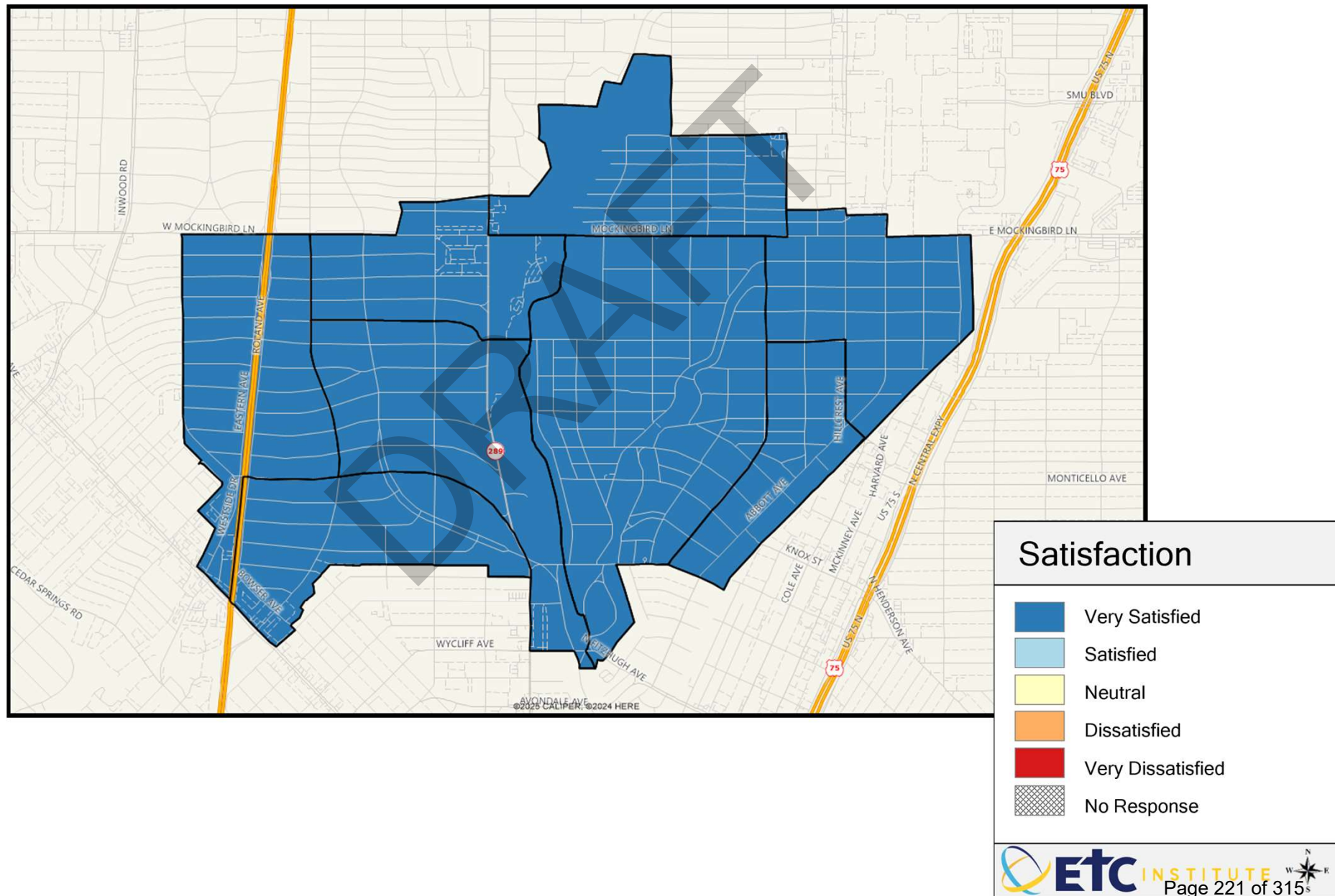
Q5-07. Overall quality of police services

Mean: 4.75



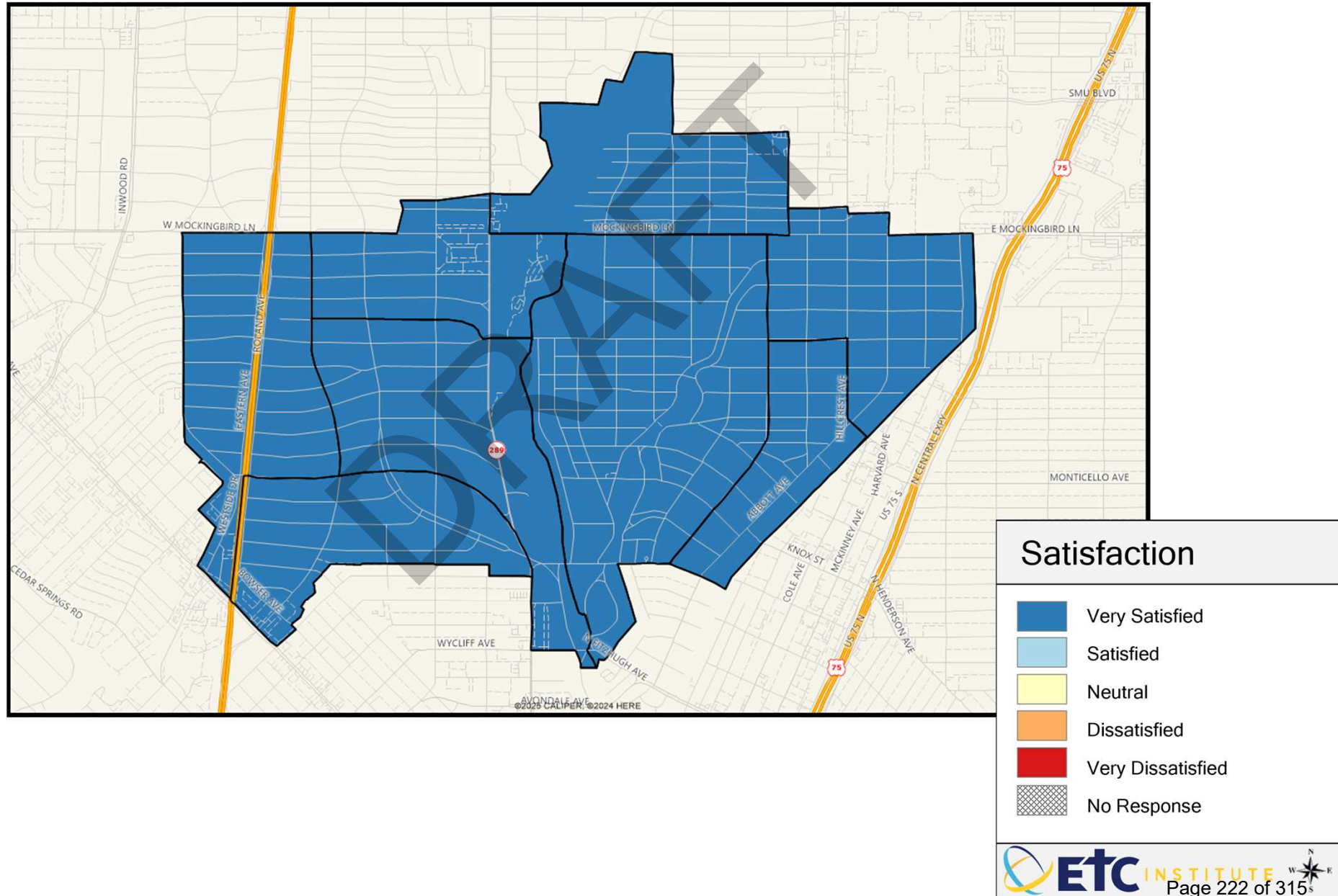
Q5-08. Overall quality of police response times

Mean: 4.86



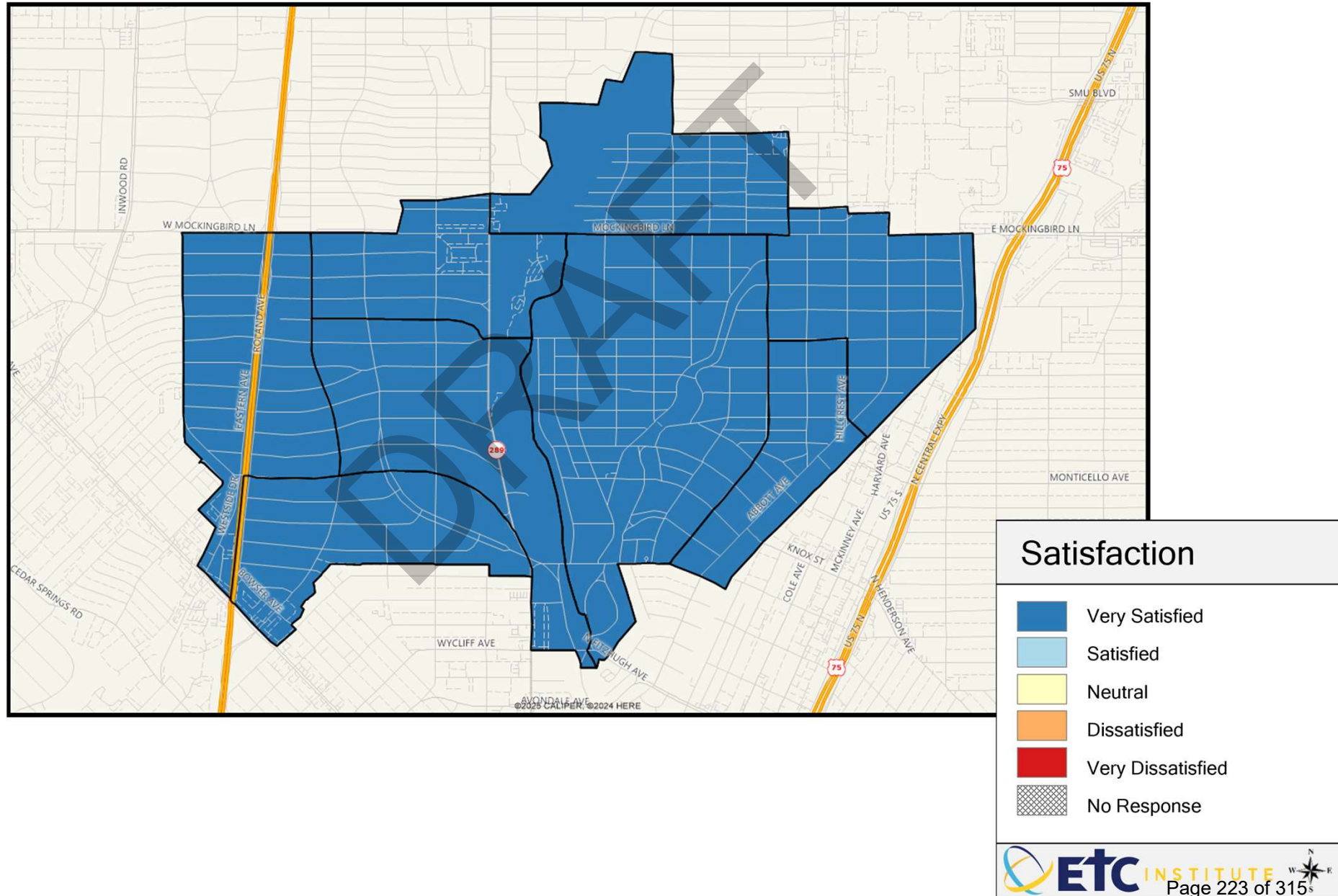
Q5-09. Overall quality of fire protection services

Mean: 4.83



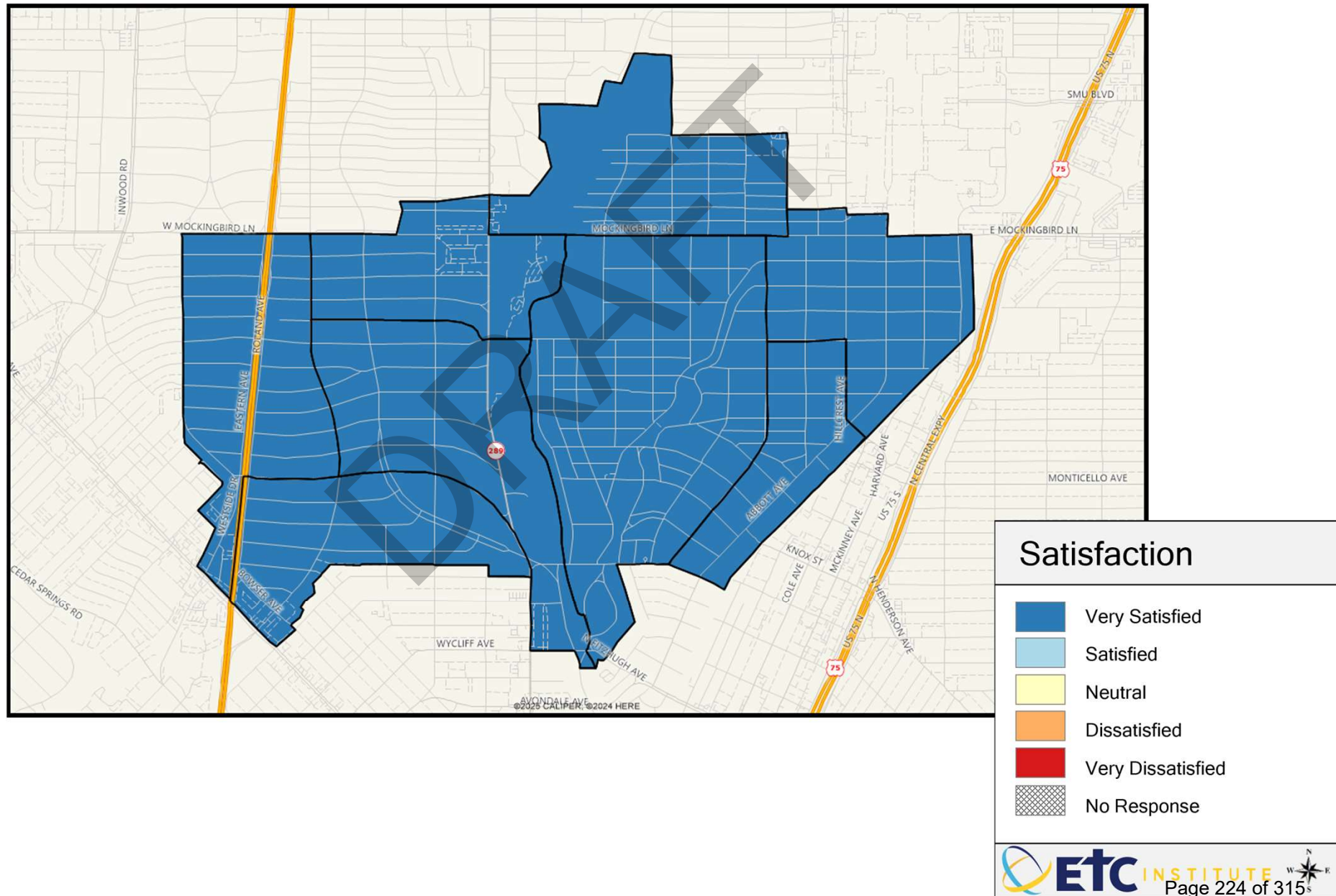
Q5-10. Overall quality of fire emergency response times

Mean: 4.85



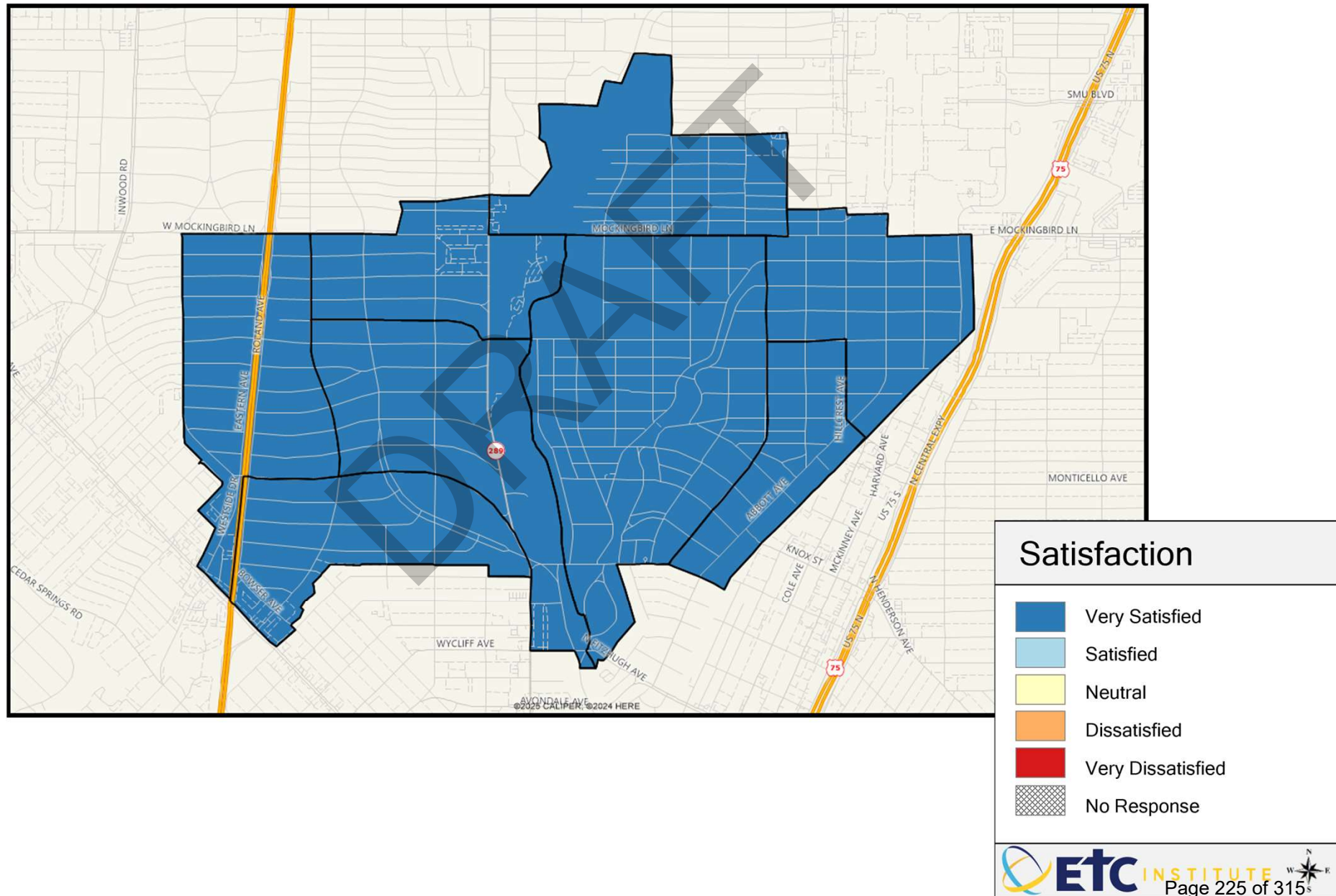
Q5-11. Overall quality of emergency medical services ("EMS")

Mean: 4.83



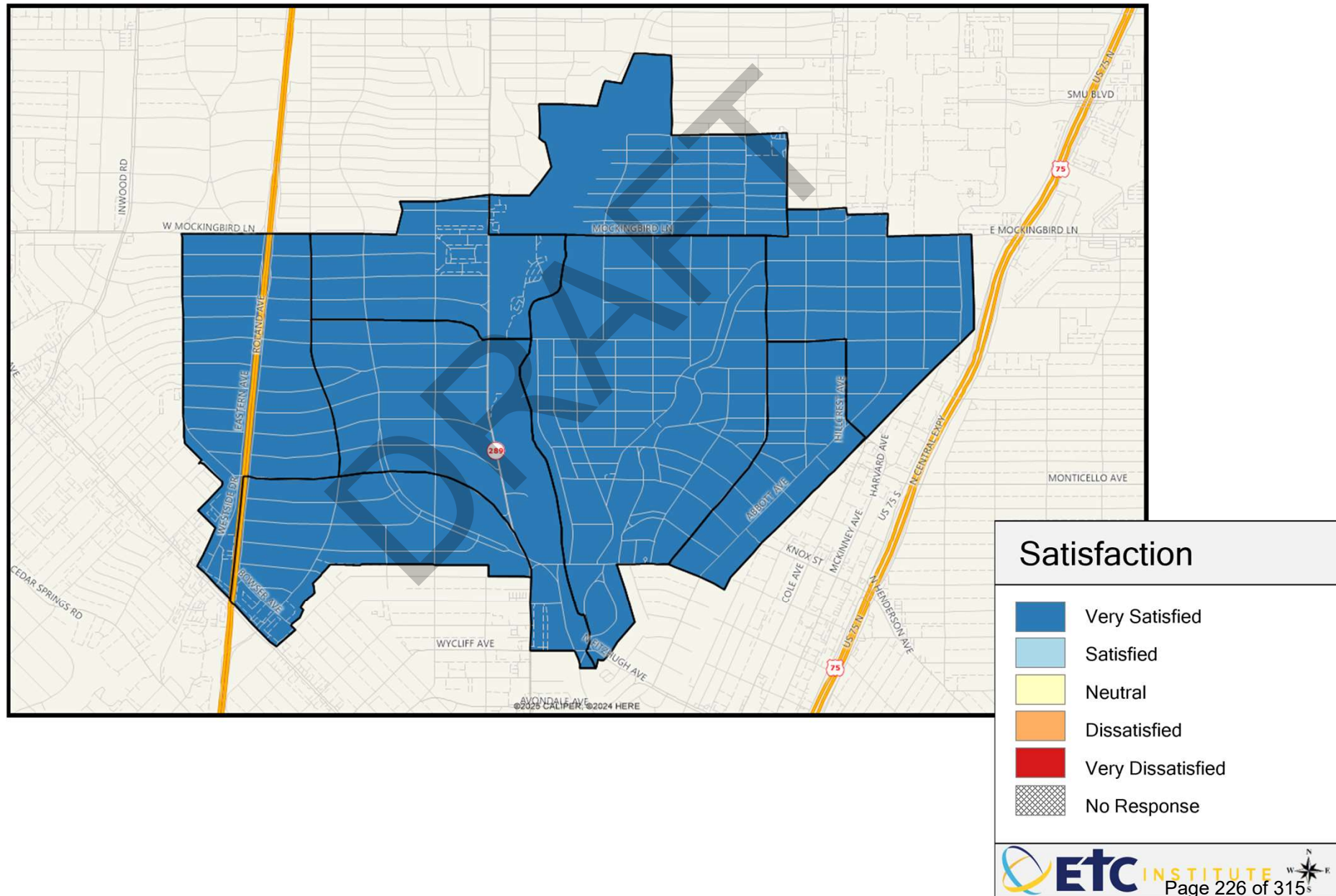
Q5-12. Overall quality of EMS emergency response times

Mean: 4.84



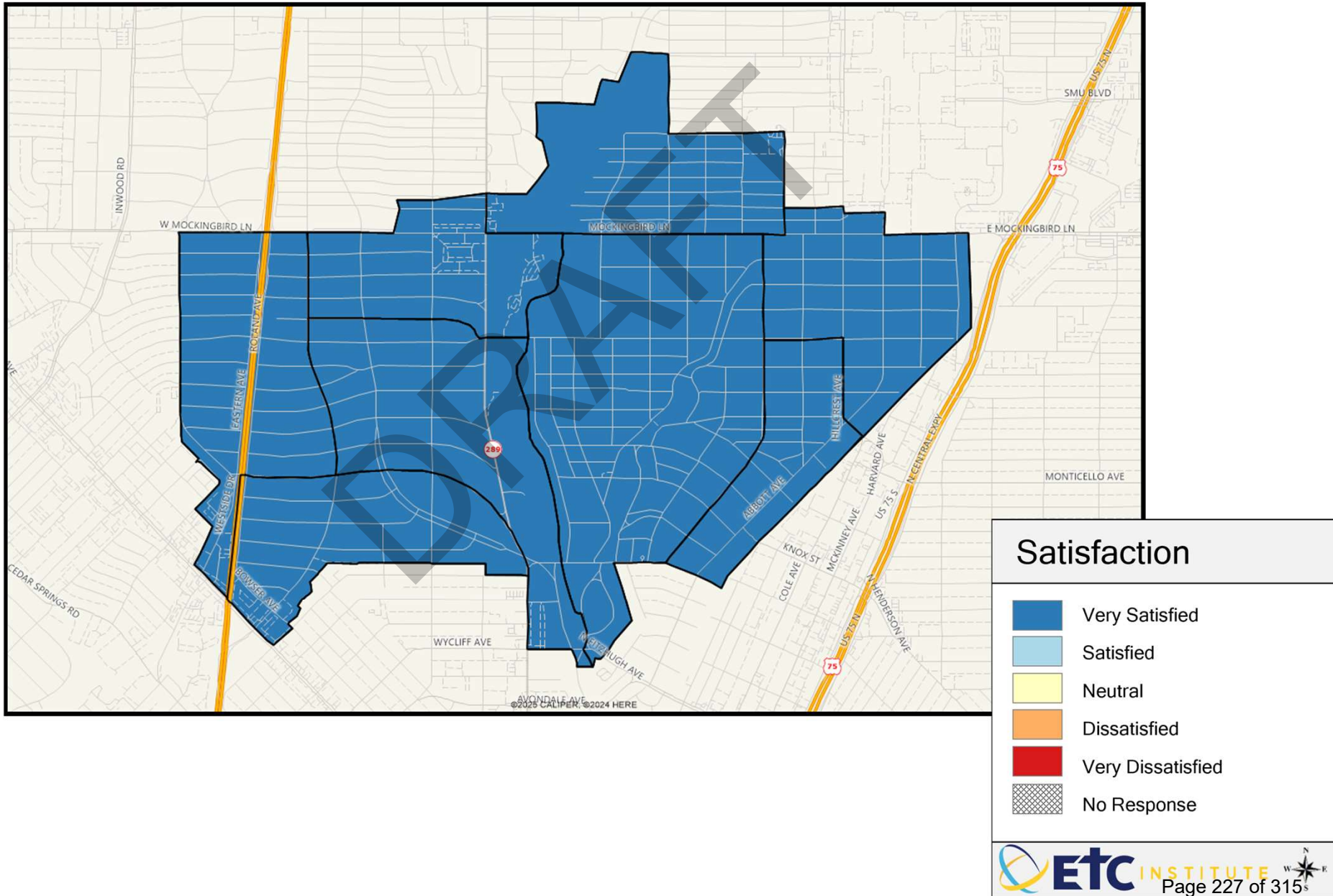
Q5-13. Overall quality of non-emergency services and public safety awareness programs (house watch, car seat installation, animal control, etc.)

Mean: 4.57



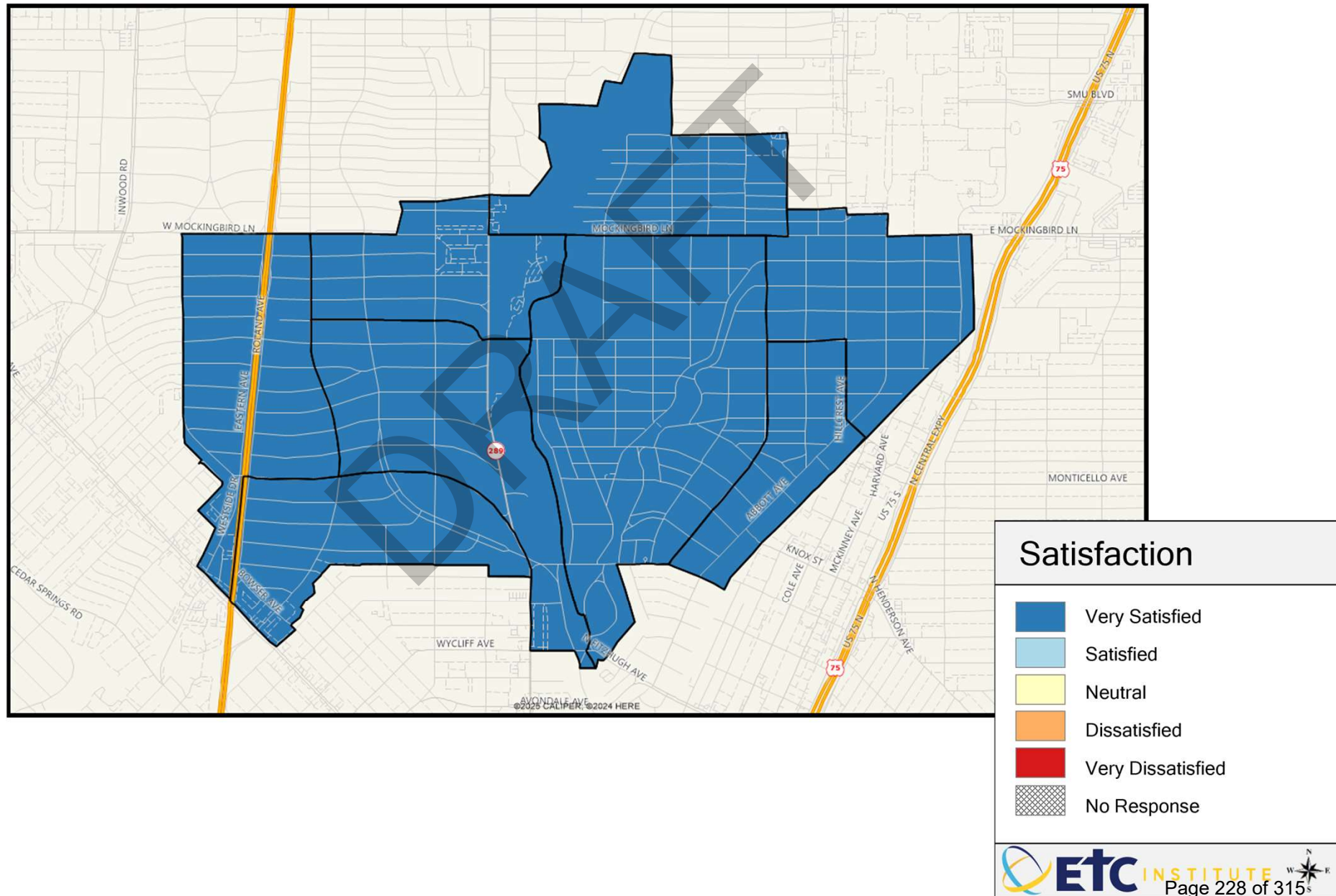
Q5-14. Overall transparency of the Public Safety Department

Mean: 4.6



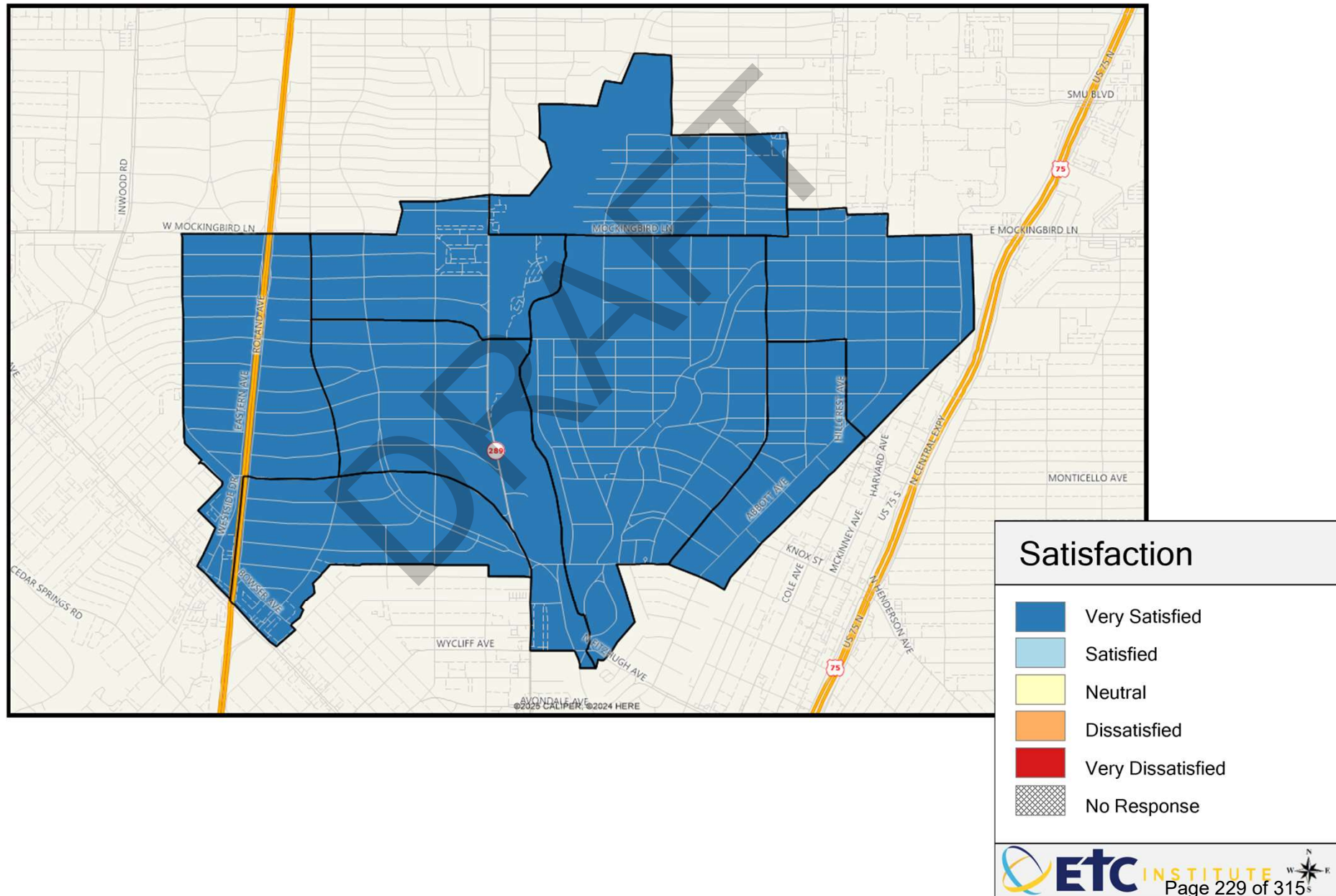
Q5-15. The Police Department's communication platforms and social media accounts

Mean: 4.64



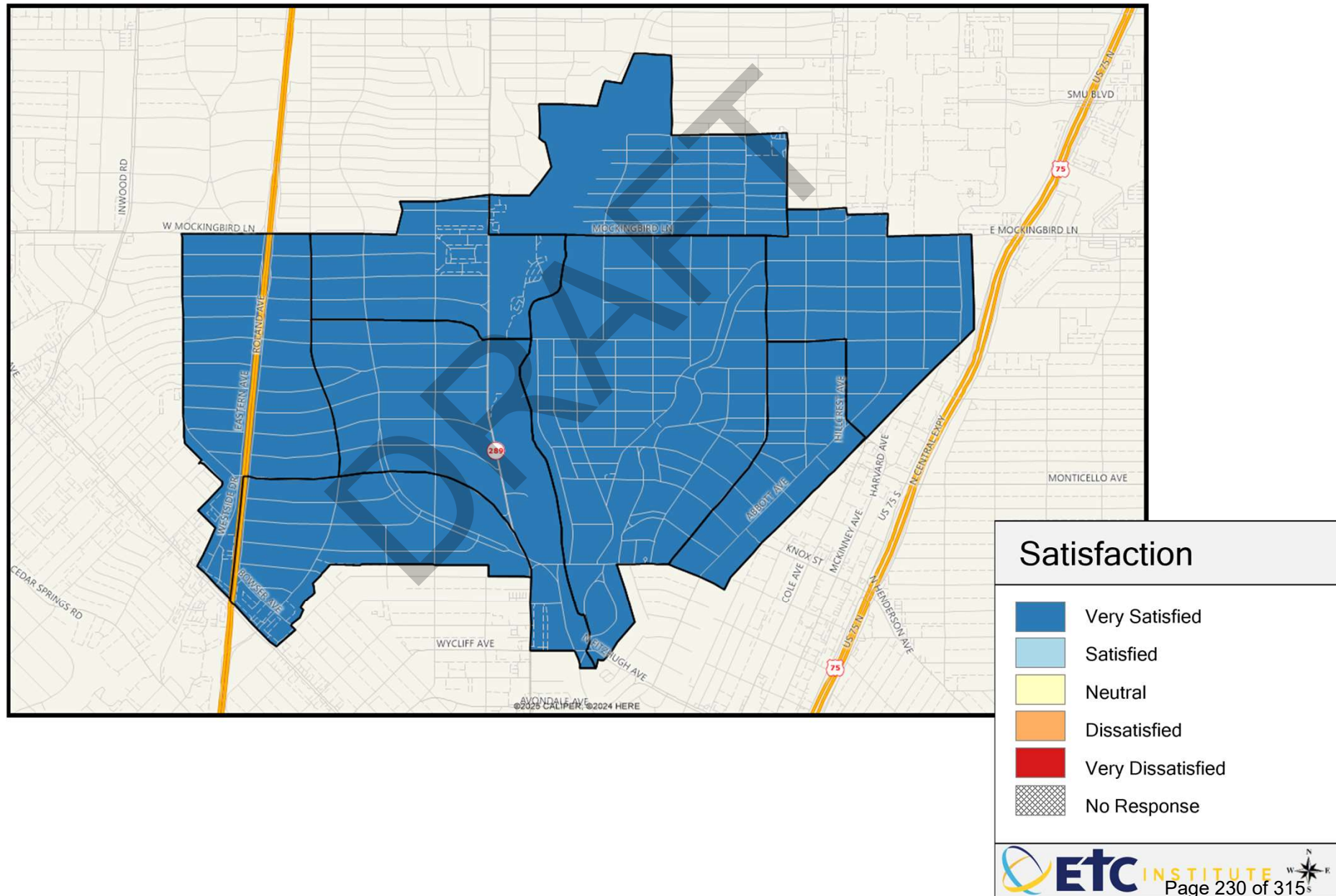
Q5-16. Speed with which your 911/Dispatch call was answered

Mean: 4.81



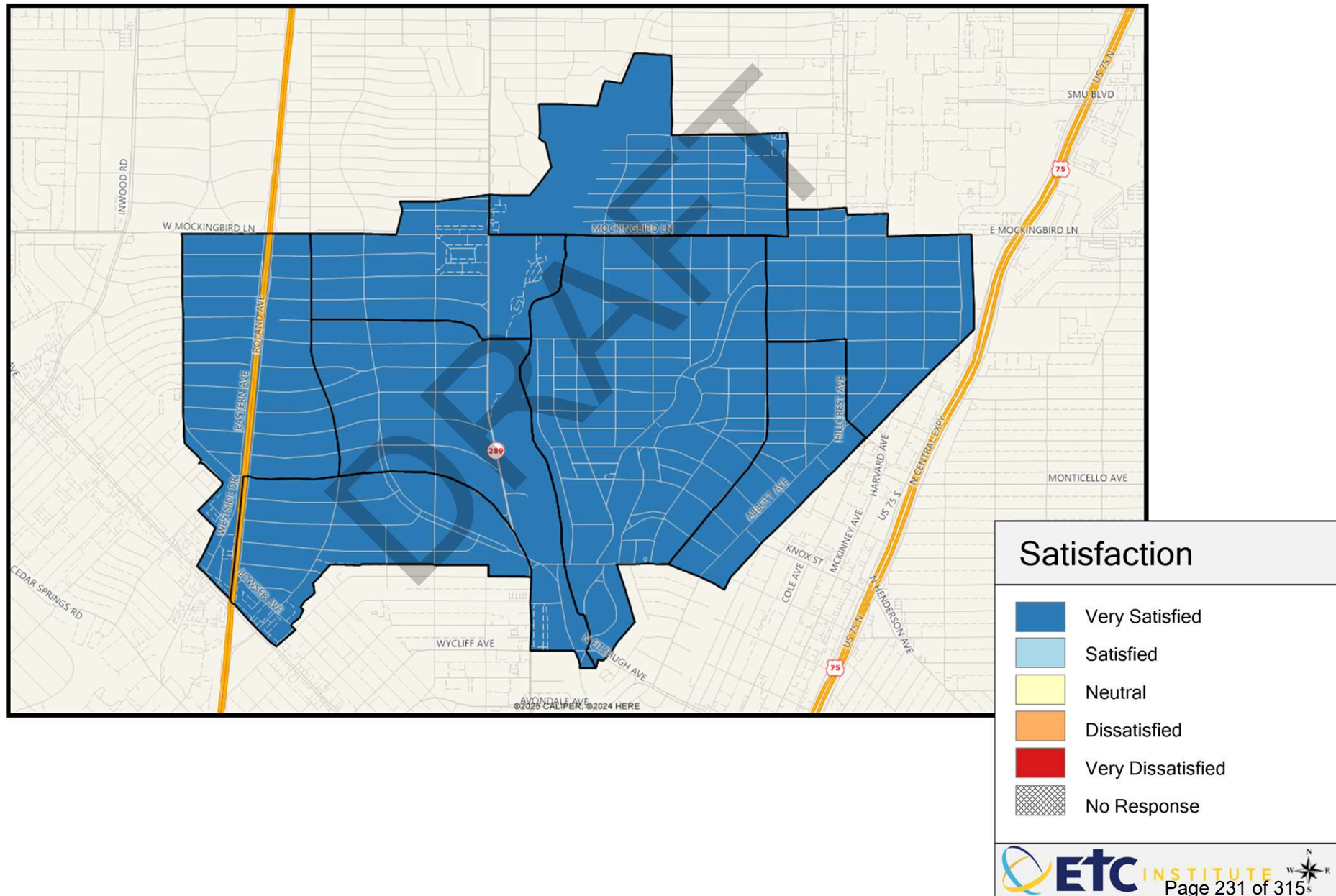
Q5-17. Quality of information and/or instructions given to you by the 911 dispatcher

Mean: 4.73



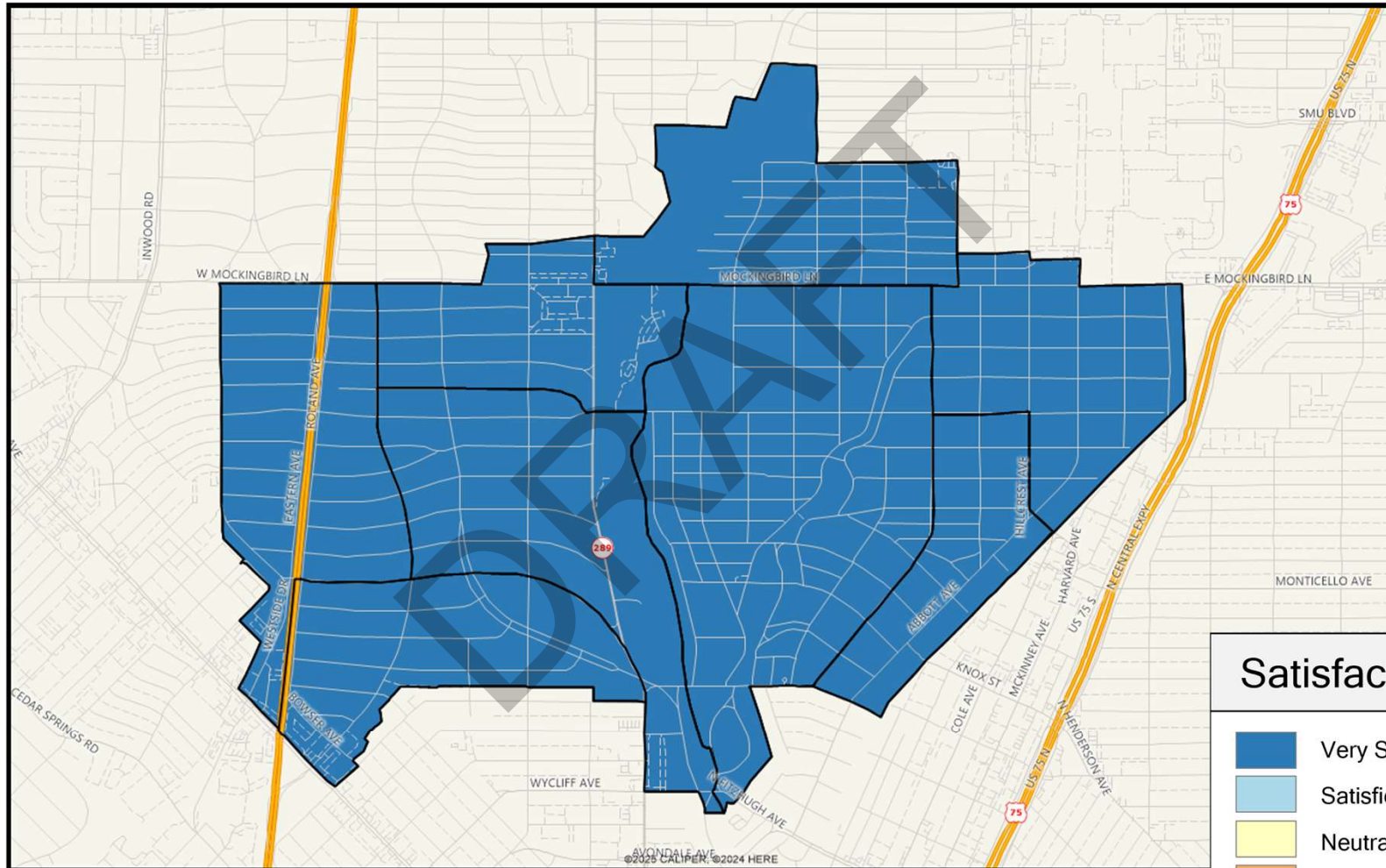
Q5-18. Overall quality of interaction with public safety call taker

Mean: 4.73



Q7-01. Accessibility

Mean: 4.7

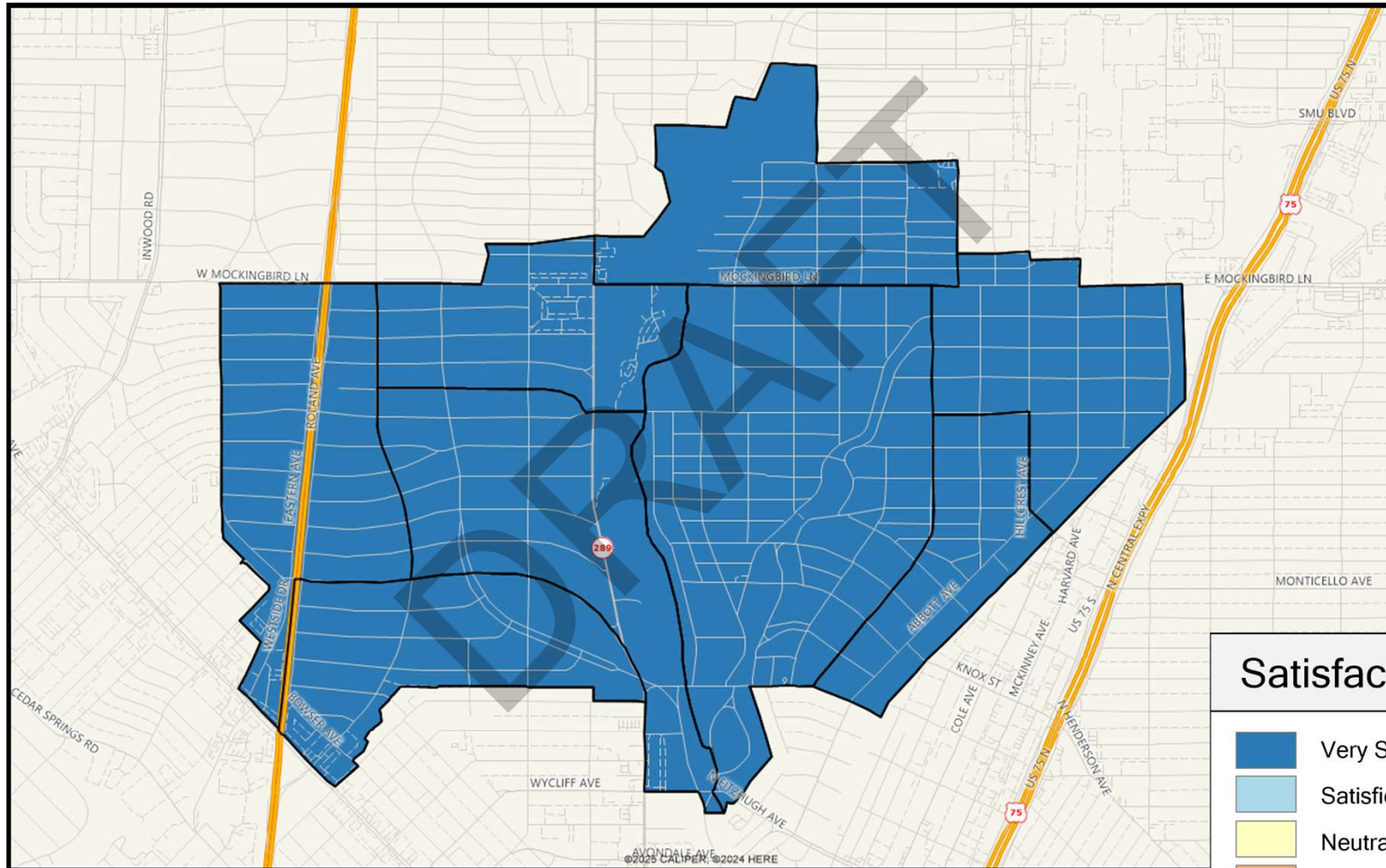


Satisfaction



Q7-02. General signage and wayfinding

Mean: 4.63

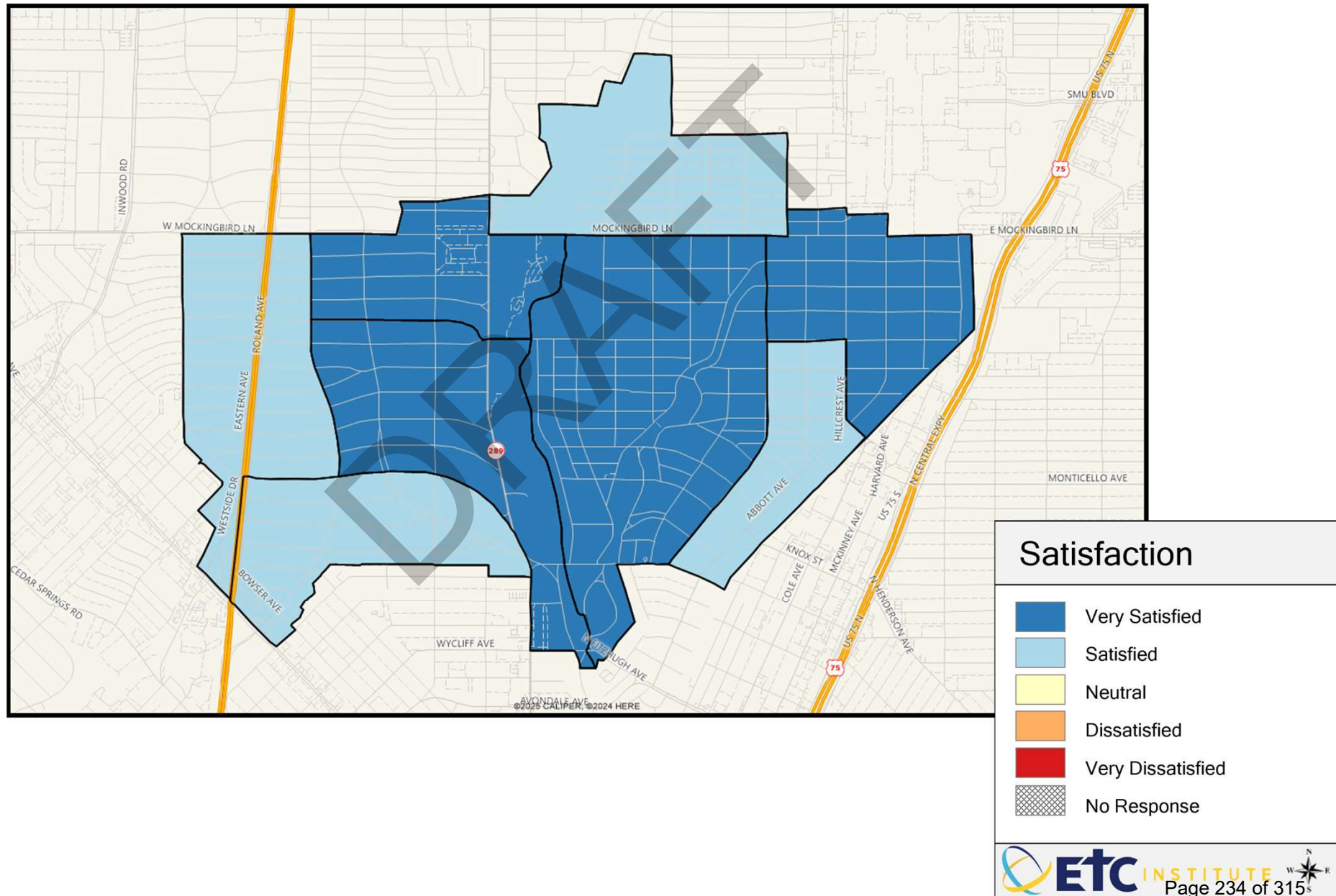


Satisfaction

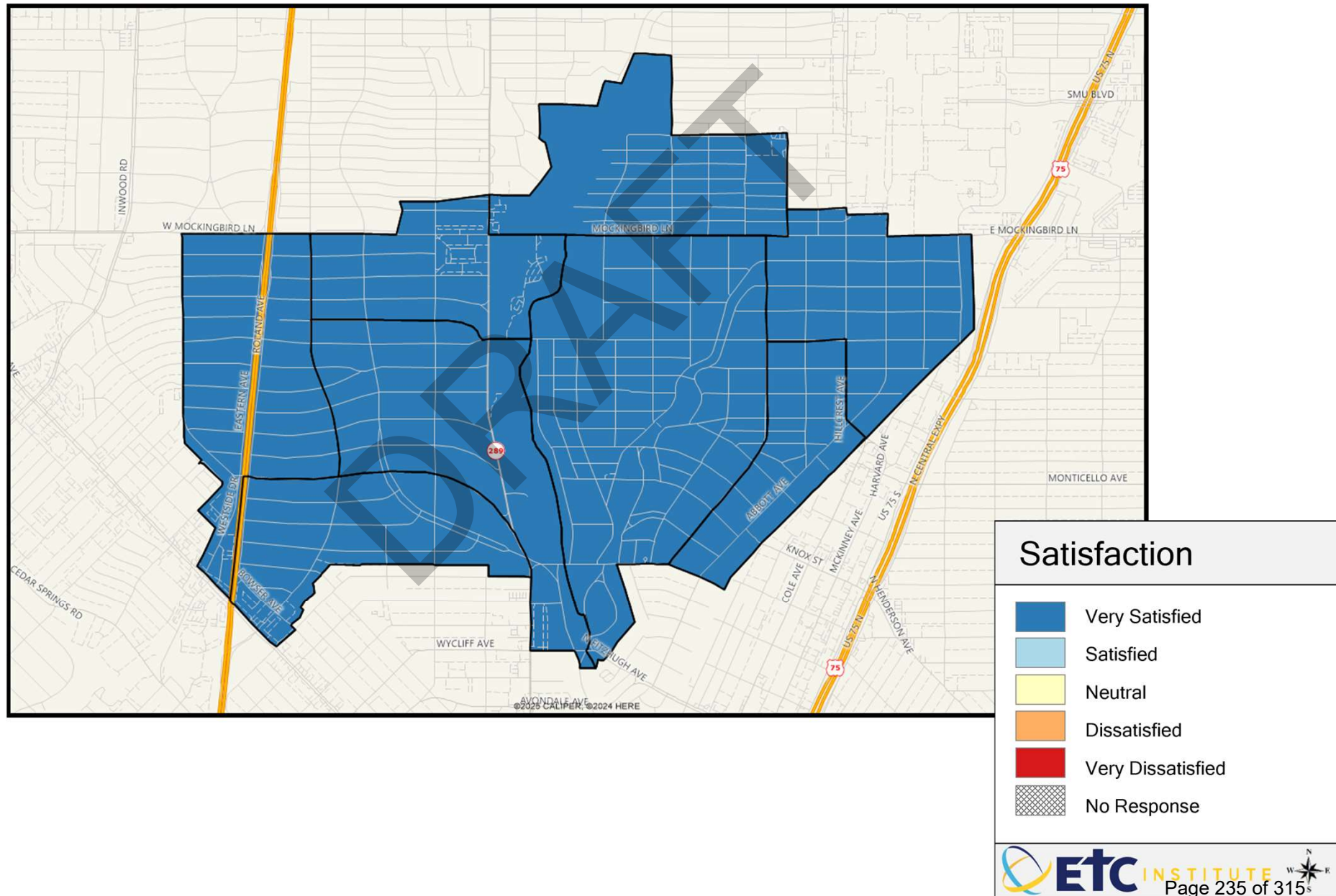


Q7-03. Adequacy and availability of parking

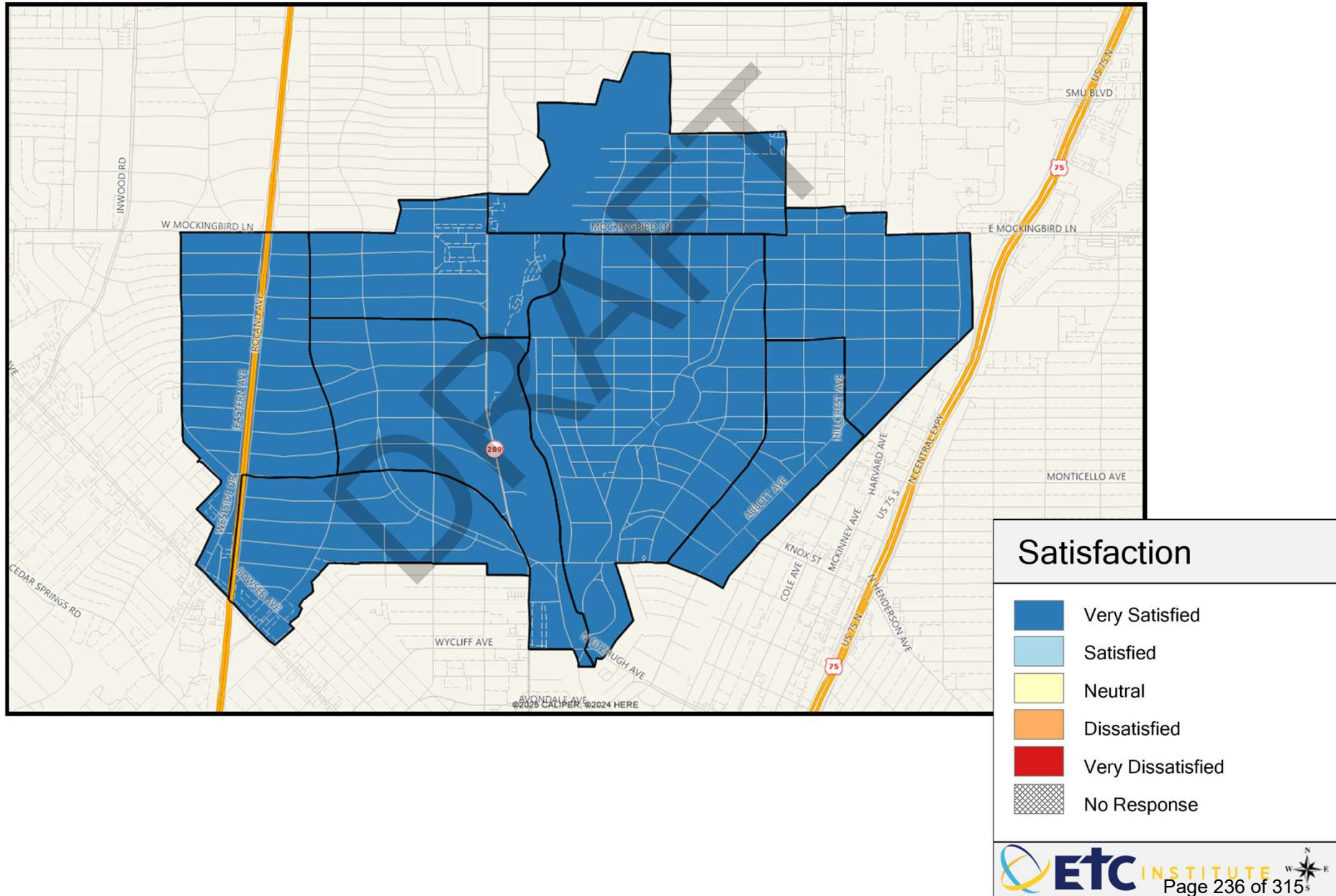
Mean: 4.23



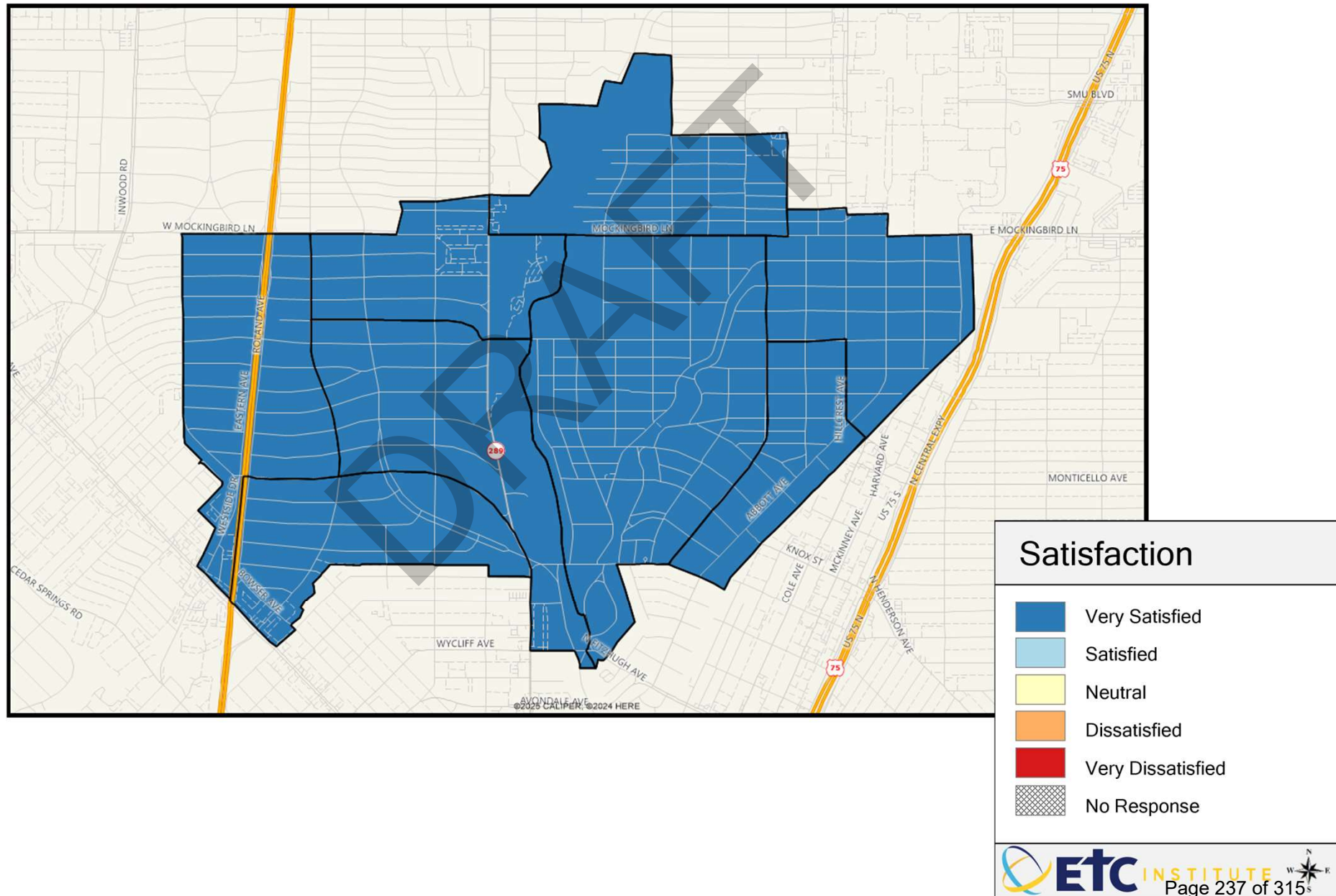
Q7-04. Maintenance, condition and cleanliness of Town Hall
Mean: 4.78



Q7-05. Quality of council chambers/municipal court facilities
Mean: 4.69

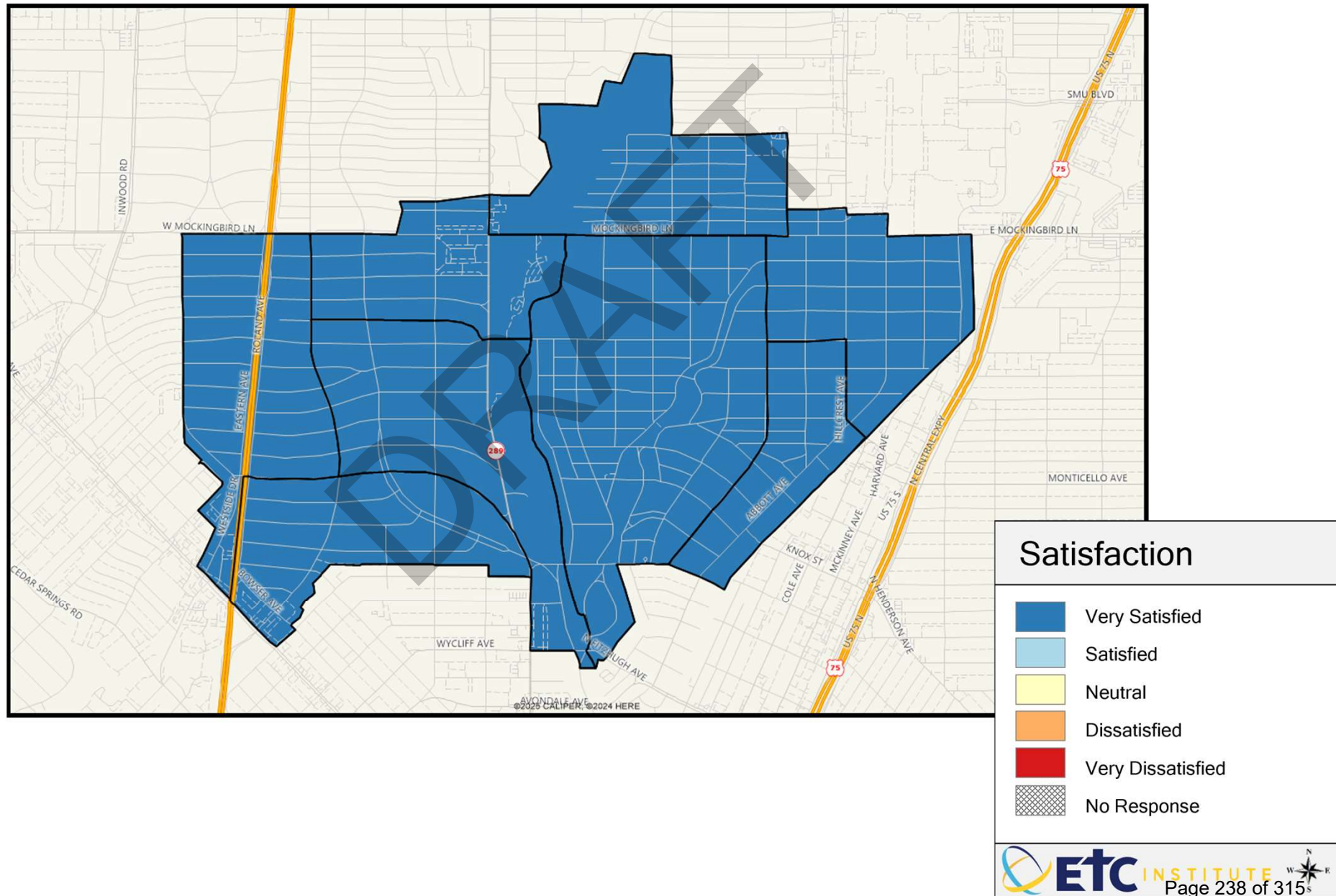


Q8-01. Landscape, maintenance, condition, and cleanliness of Town parks Mean: 4.65



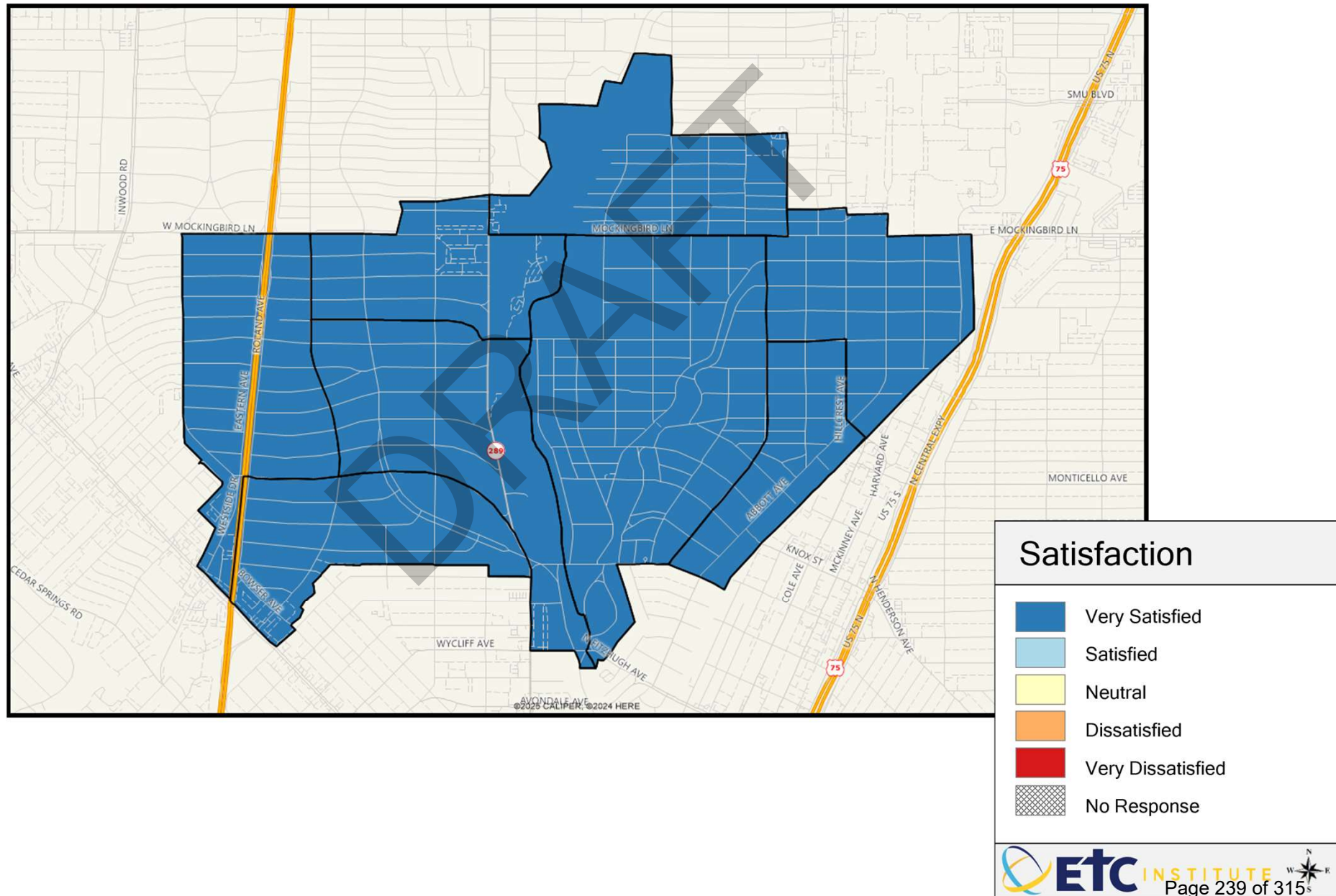
Q8-02. Maintenance, condition, and cleanliness of decorative fountains

Mean: 4.63



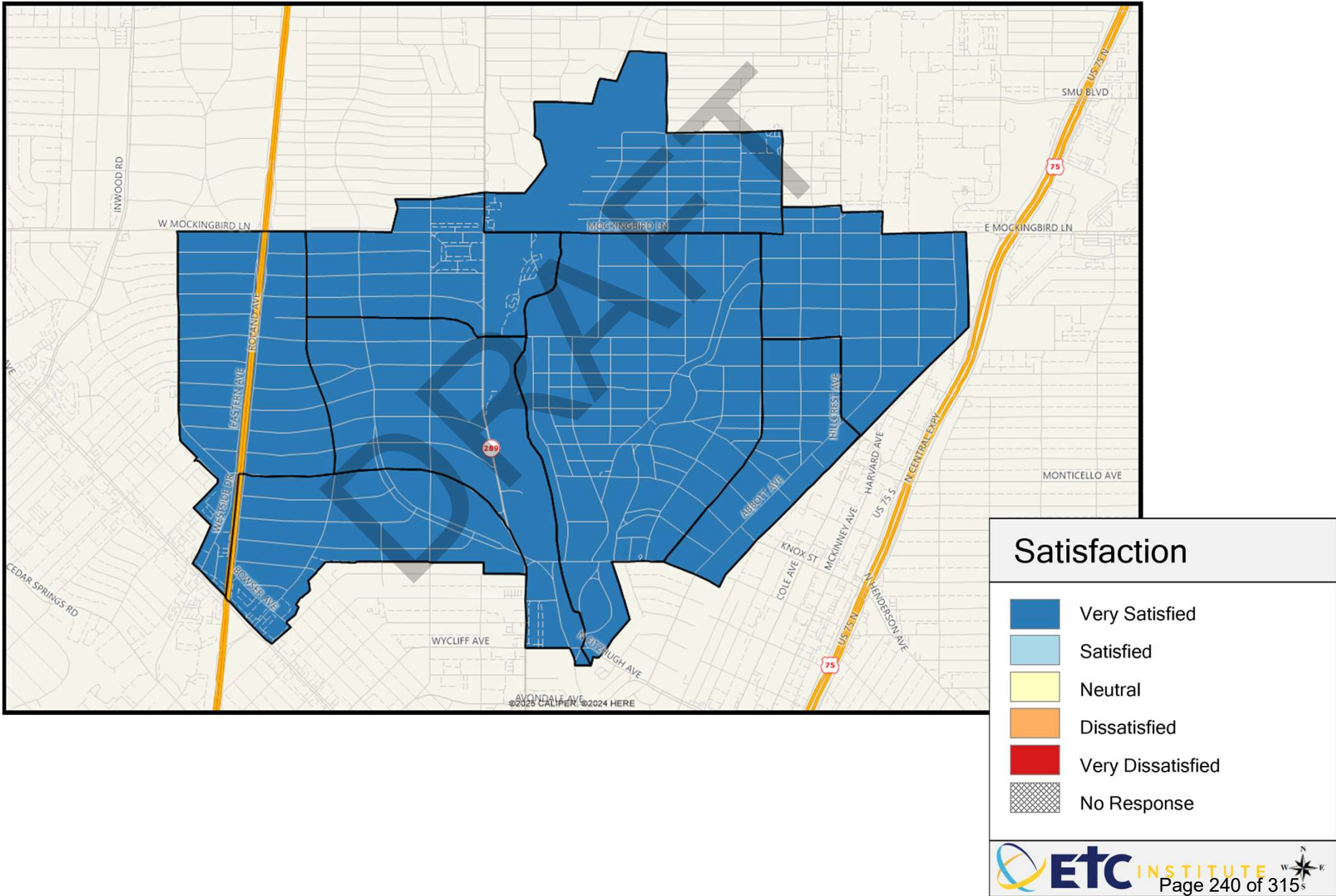
fountains, benches)

Mean: 4.52



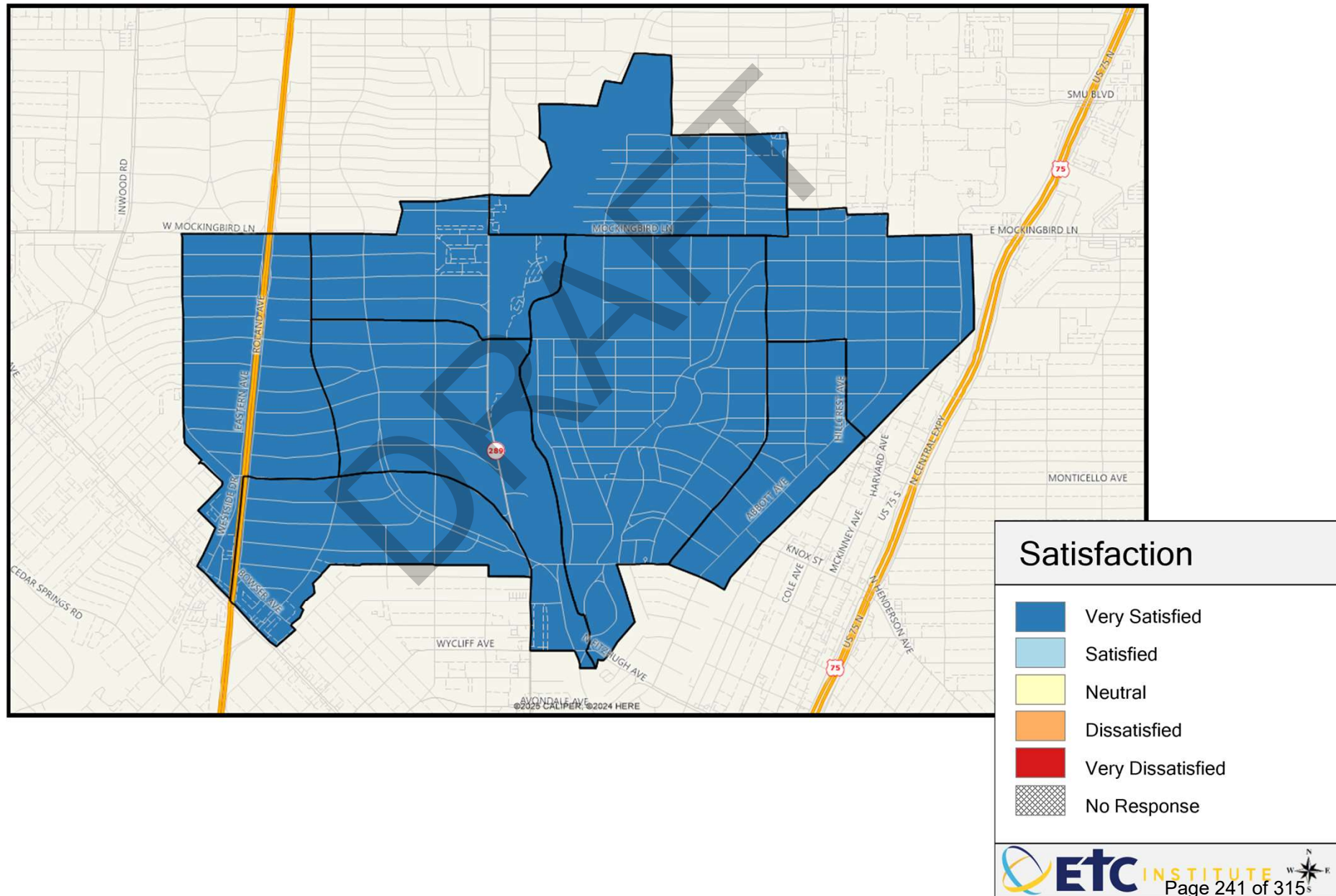
Q8-04. Maintenance, condition, and cleanliness of playground equipment

Mean: 4.58



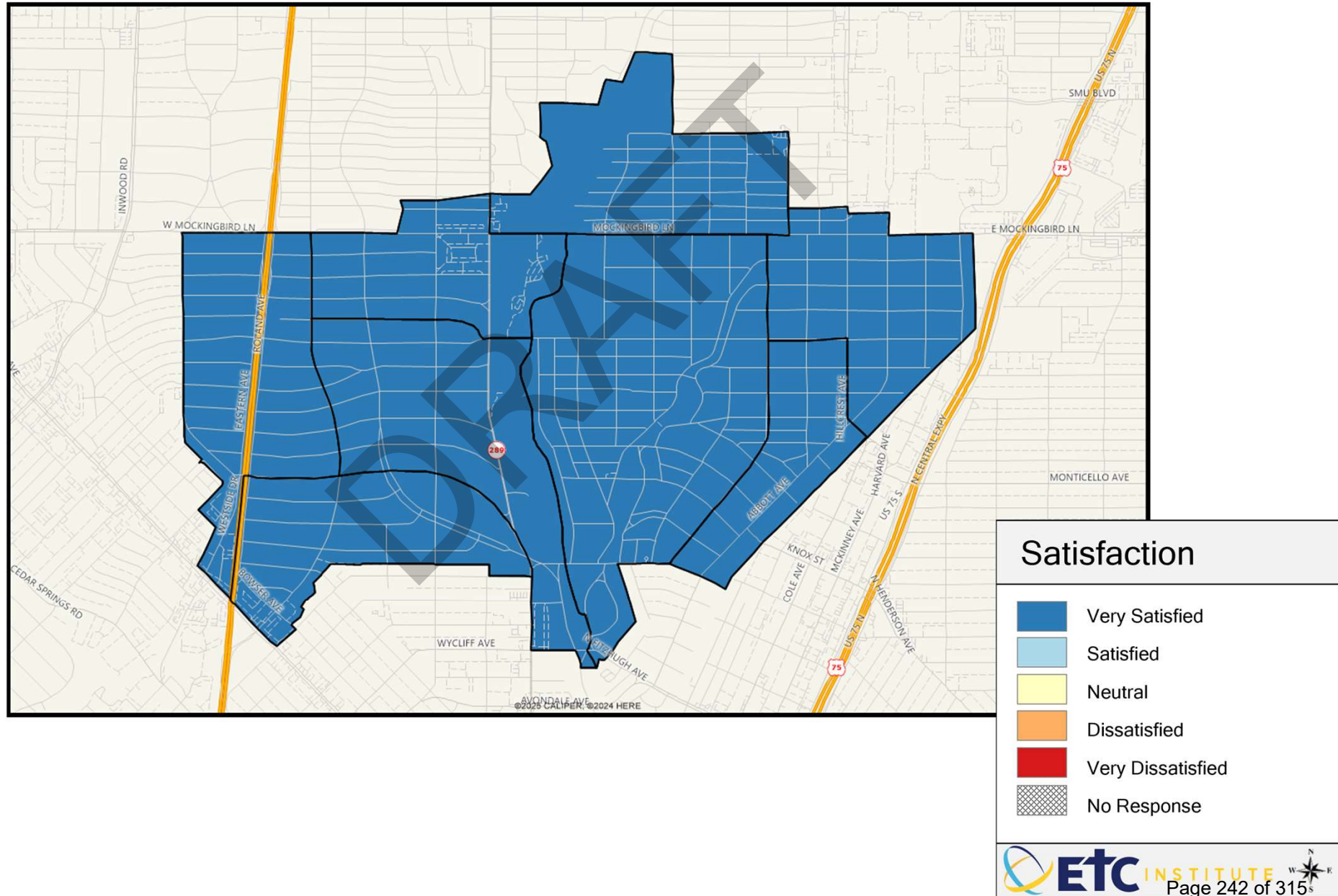
Q8-05. Maintenance, condition, and cleanliness of ponds, lakes, or greenways

Mean: 4.5



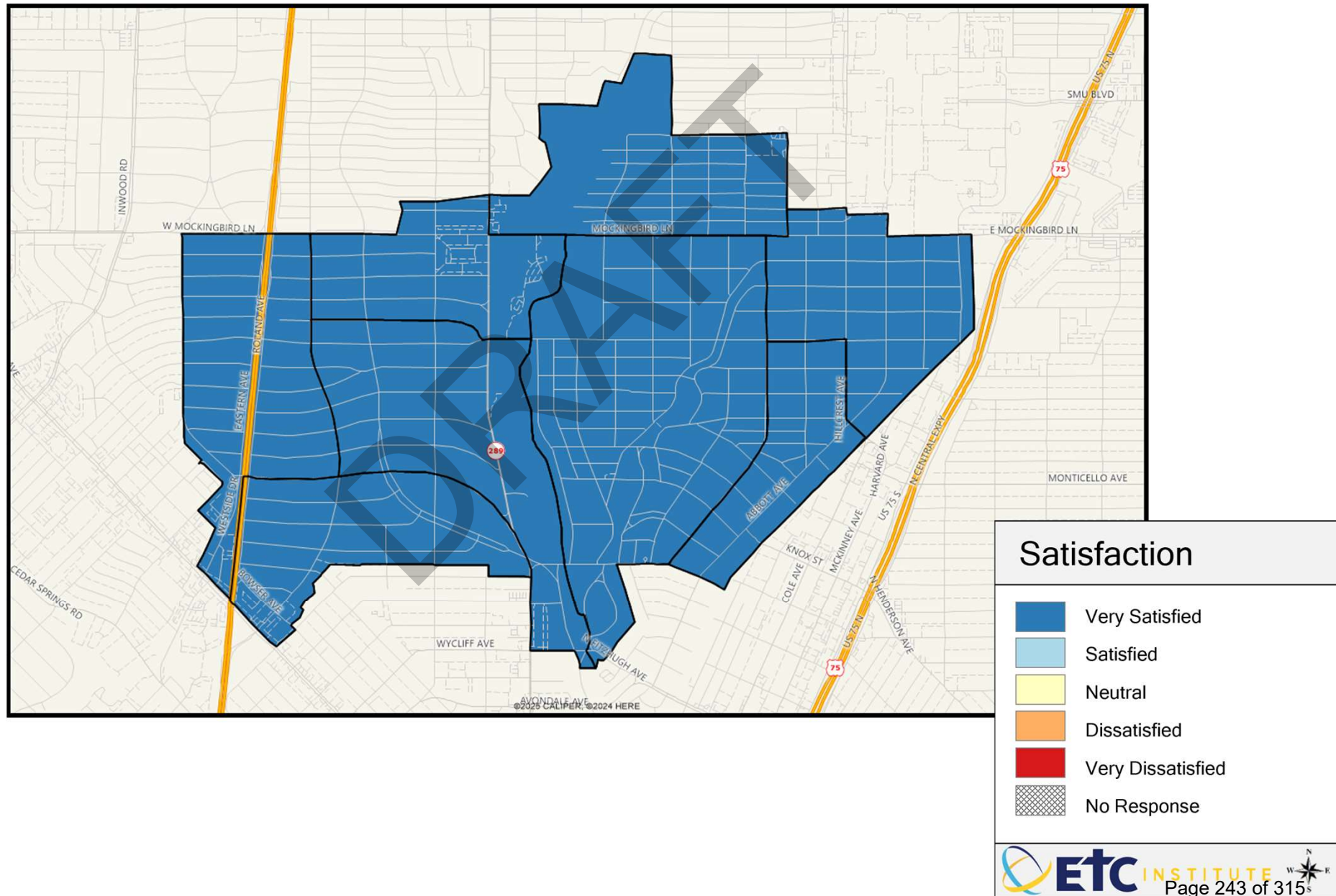
Q8-06. Maintenance, condition, and cleanliness of the Fairfax Park athletic field (located on the northeast corner of Beverly and the Tollway)

Mean: 4.62



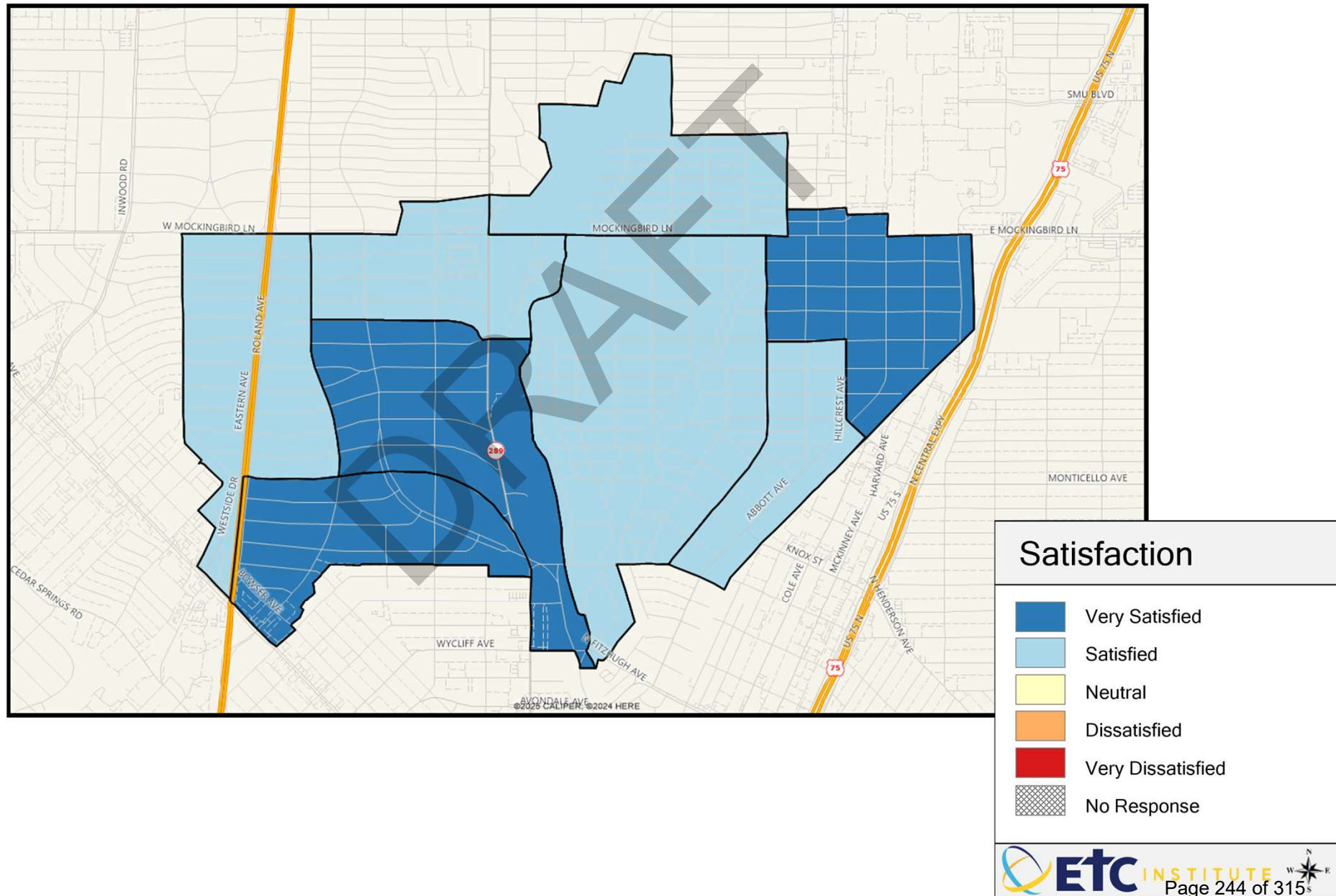
Q8-07. Maintenance, condition, and cleanliness of outdoor athletic courts (pickleball and tennis)

Mean: 4.55



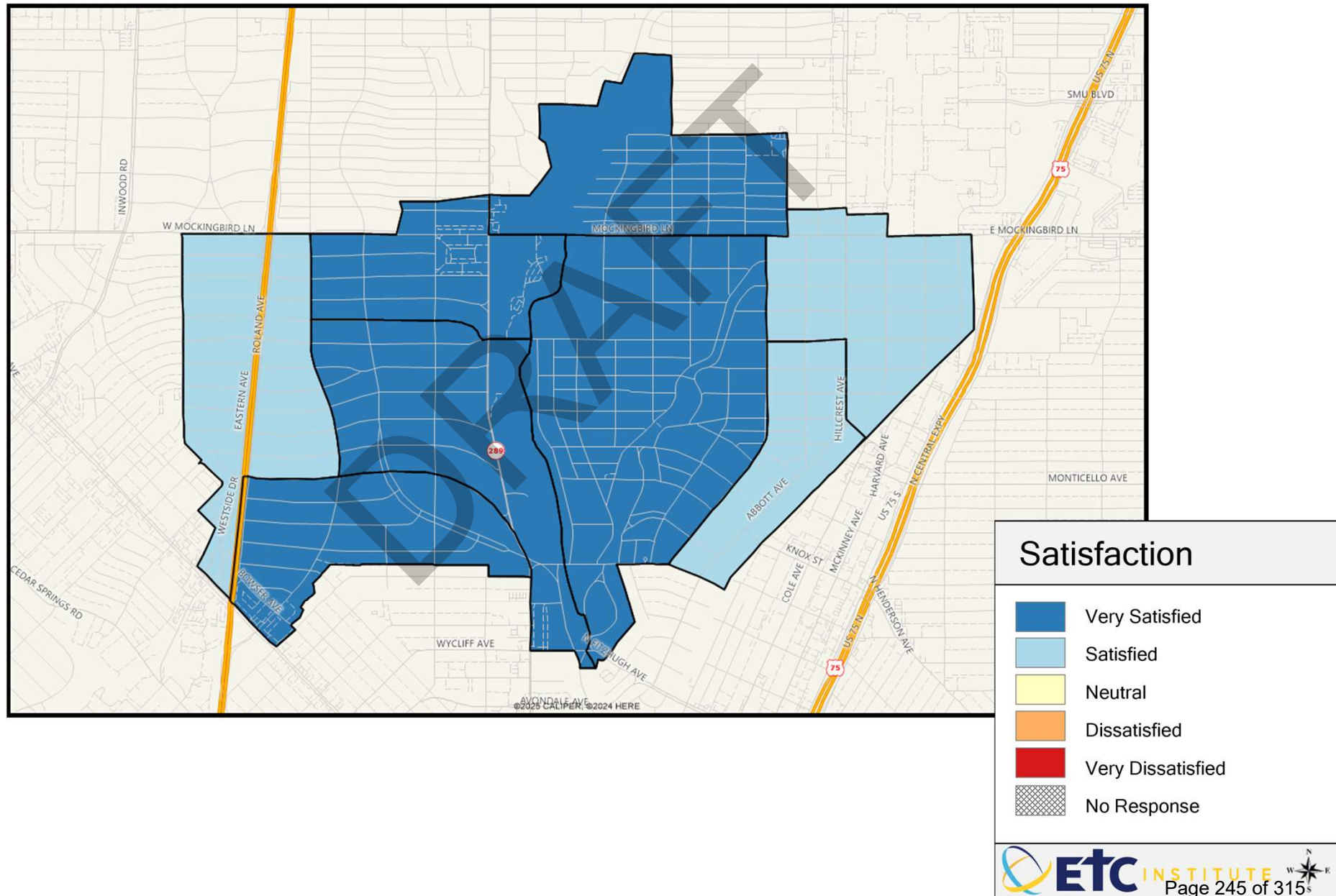
Q8-08. Ease of utilizing recreation software (purchasing permits, reserving courts, signing up for programs)

Mean: 4.14



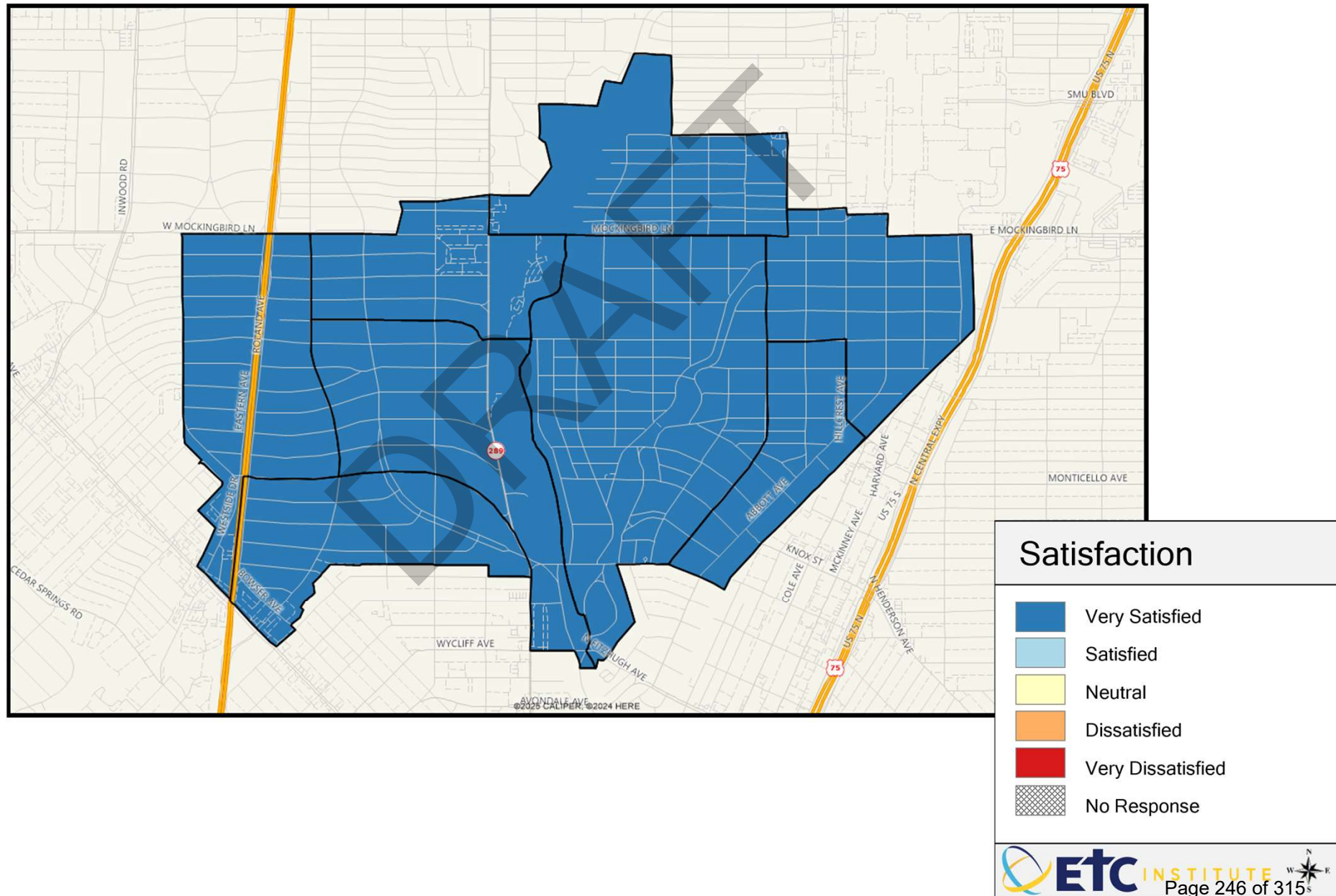
Q8-09. Quality and amount of recreational programming (pickleball clinics, yoga, meditation)

Mean: 4.18



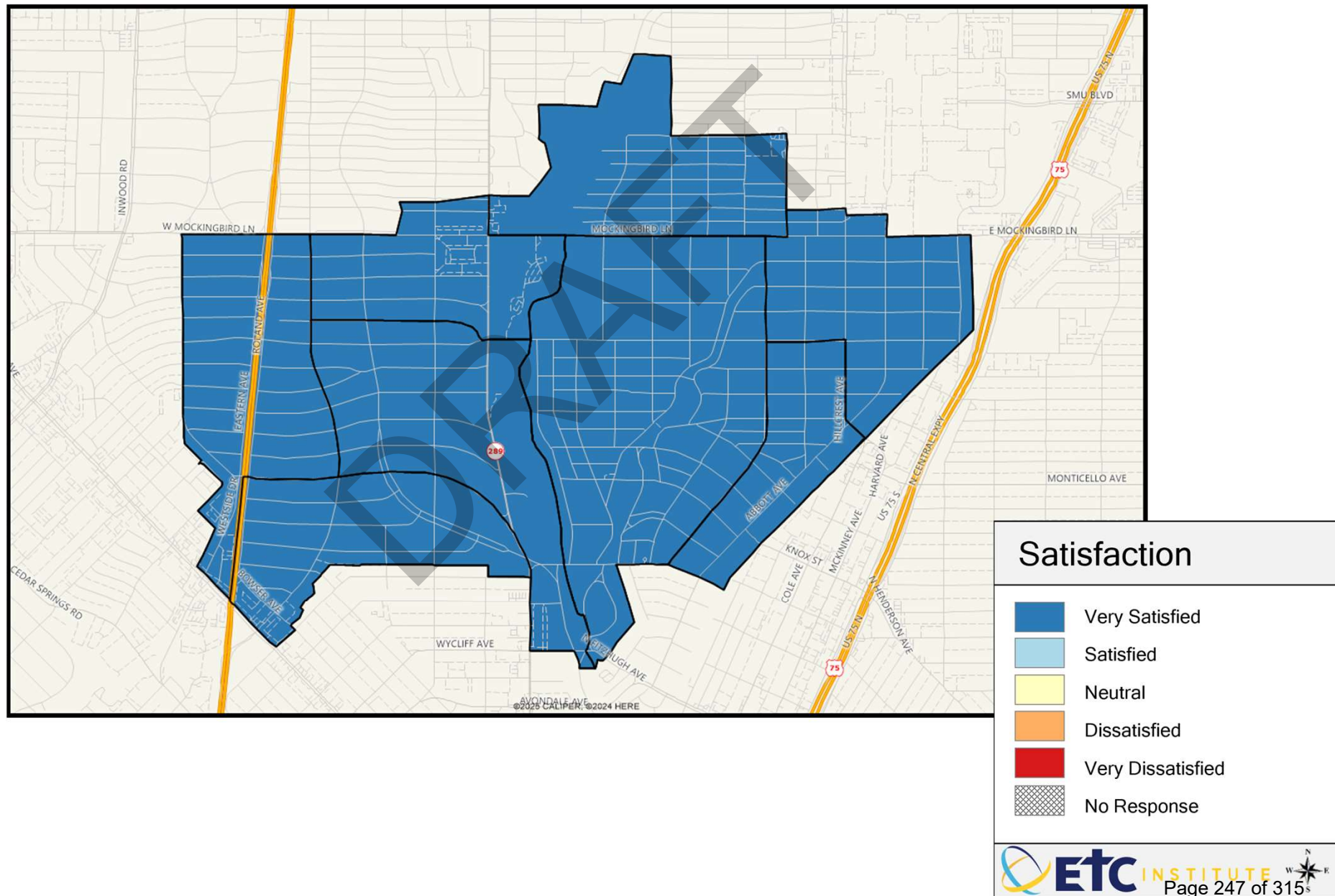
Q8-10. Maintenance of public parkway trees

Mean: 4.52



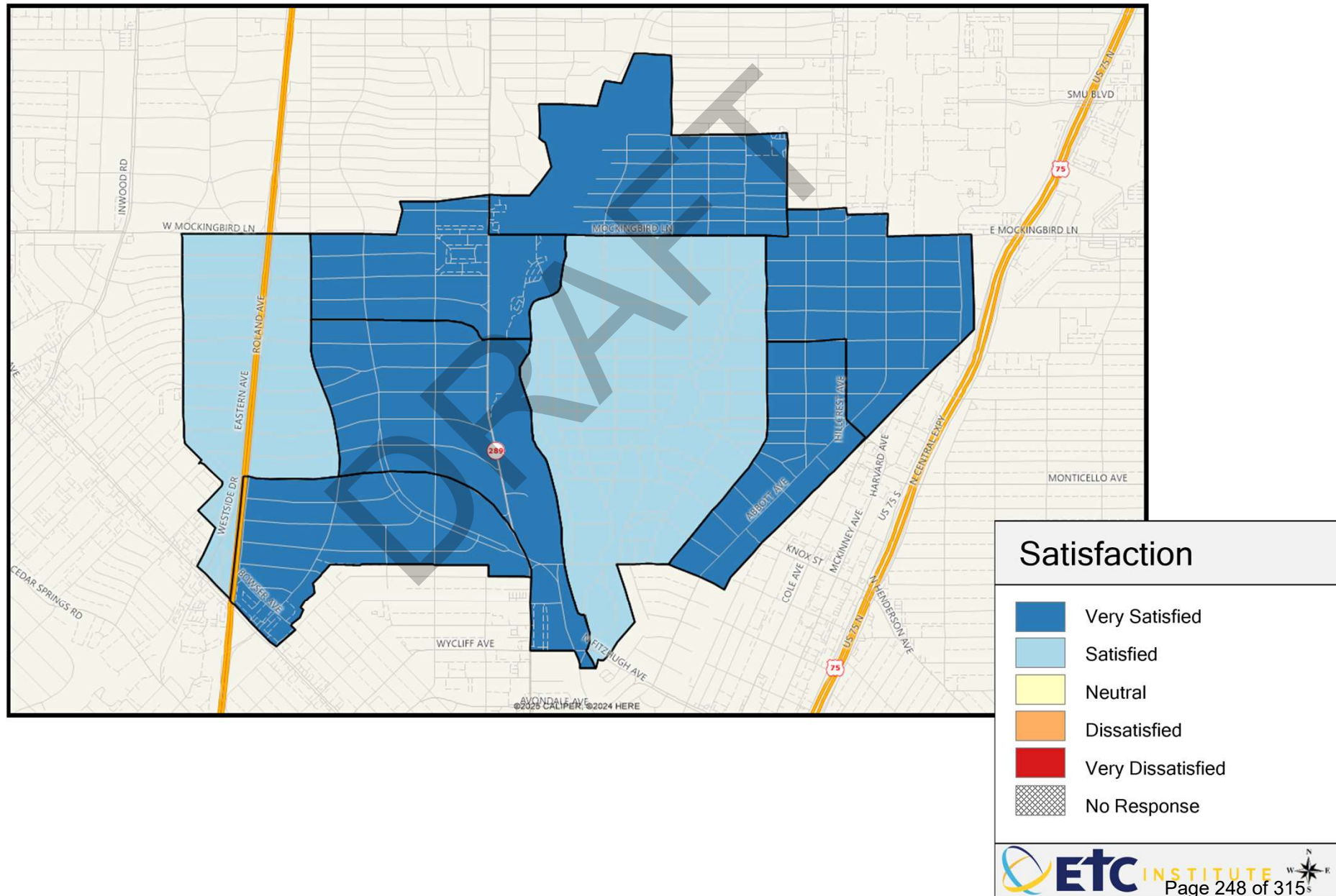
Q8-11. Adequacy of lighting in the parks and athletic courts

Mean: 4.42



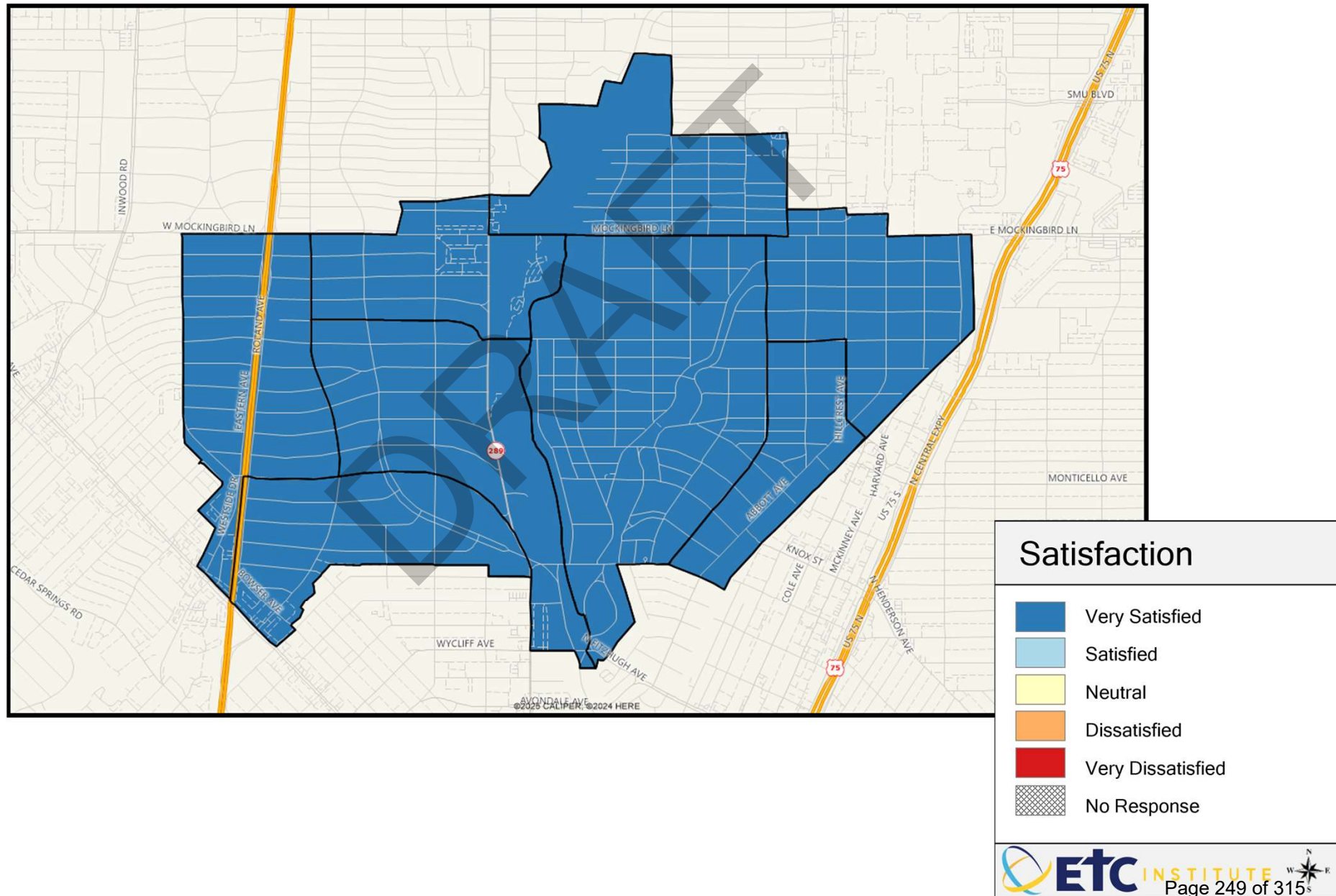
Q8-12. Quality and amount of public art and sculptures throughout the Town

Mean: 4.21



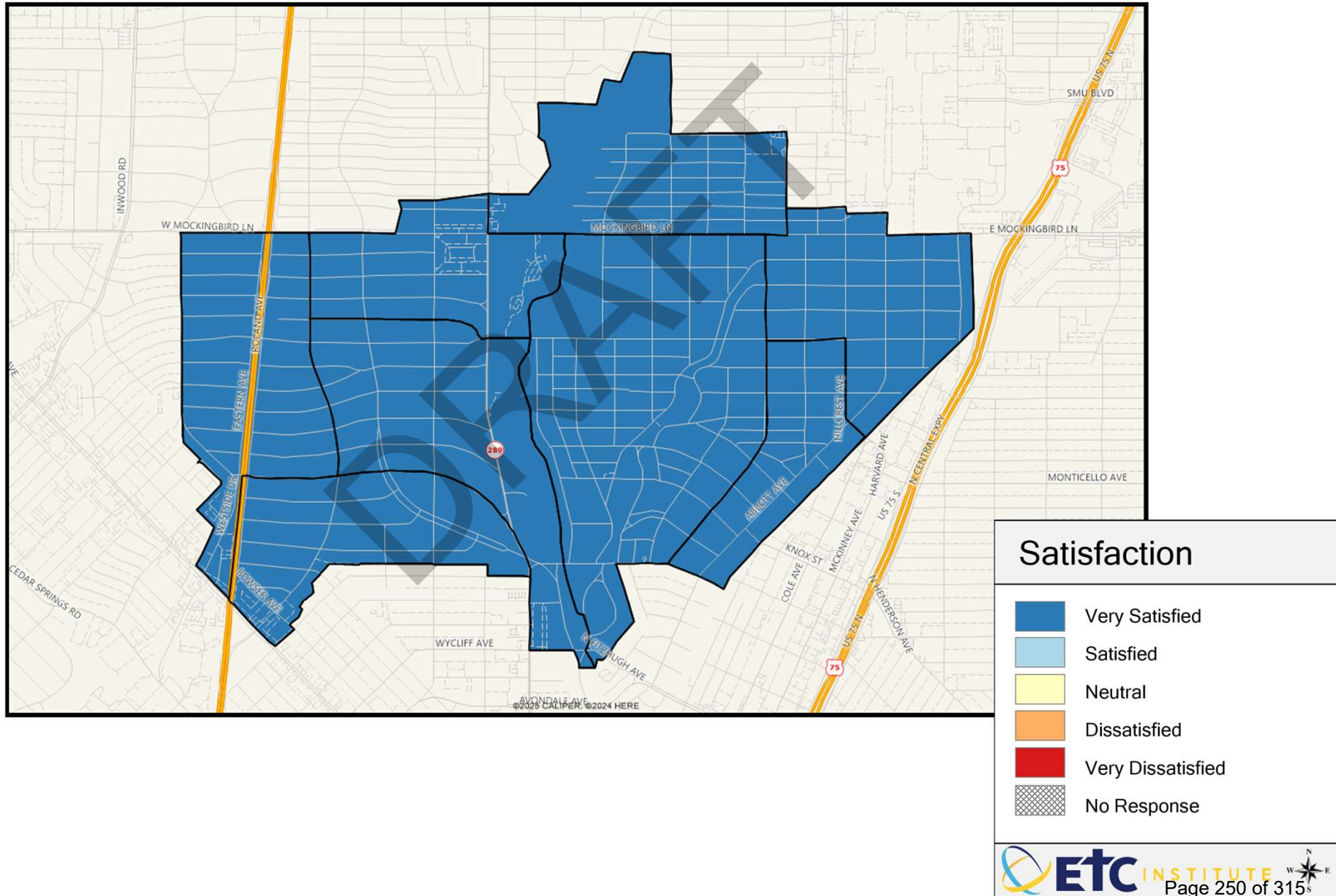
Q8-13. Maintenance, condition, and cleanliness of the Town swimming pool

Mean: 4.56



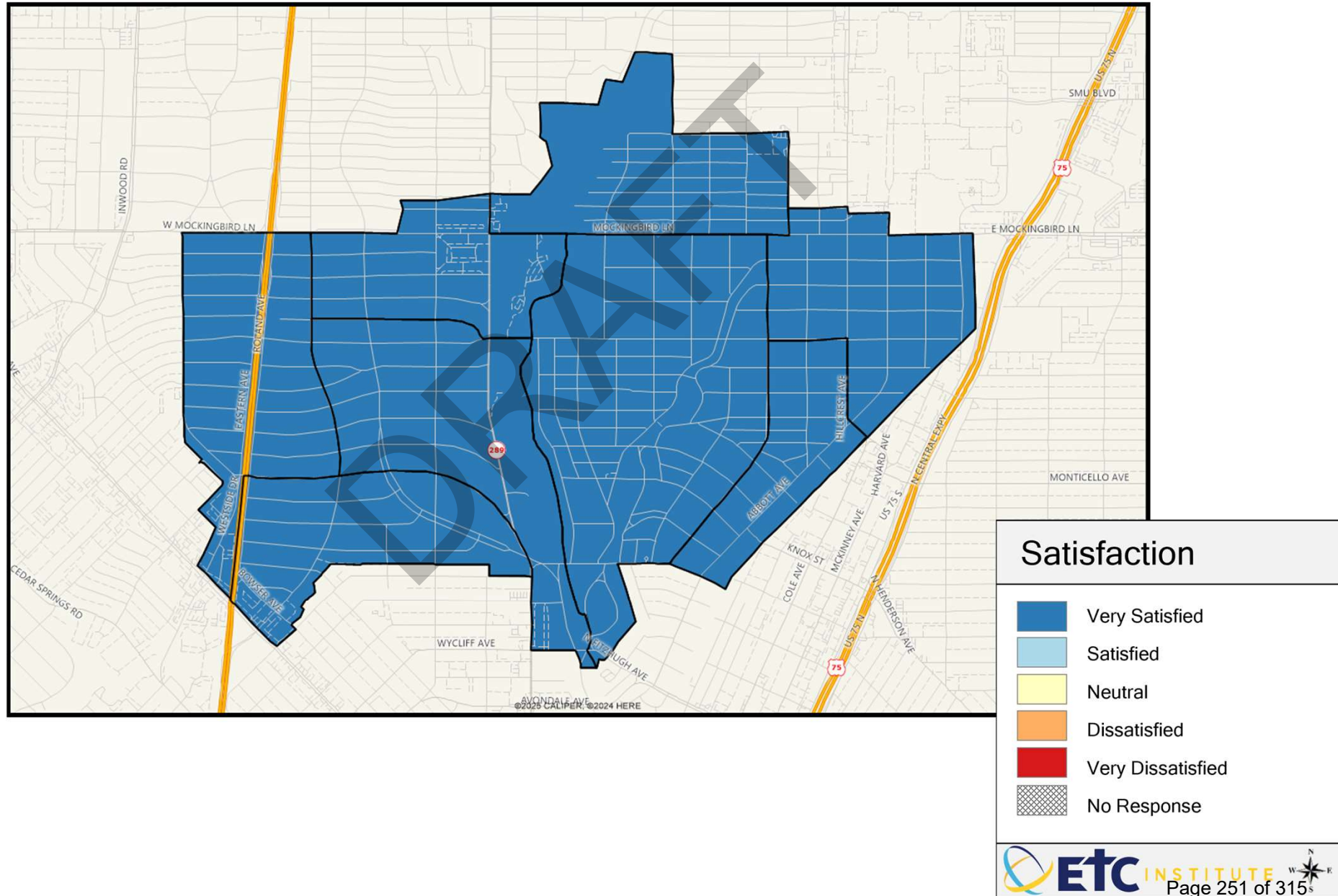
Q8-14. Pool season and hours of operation

Mean: 4.42



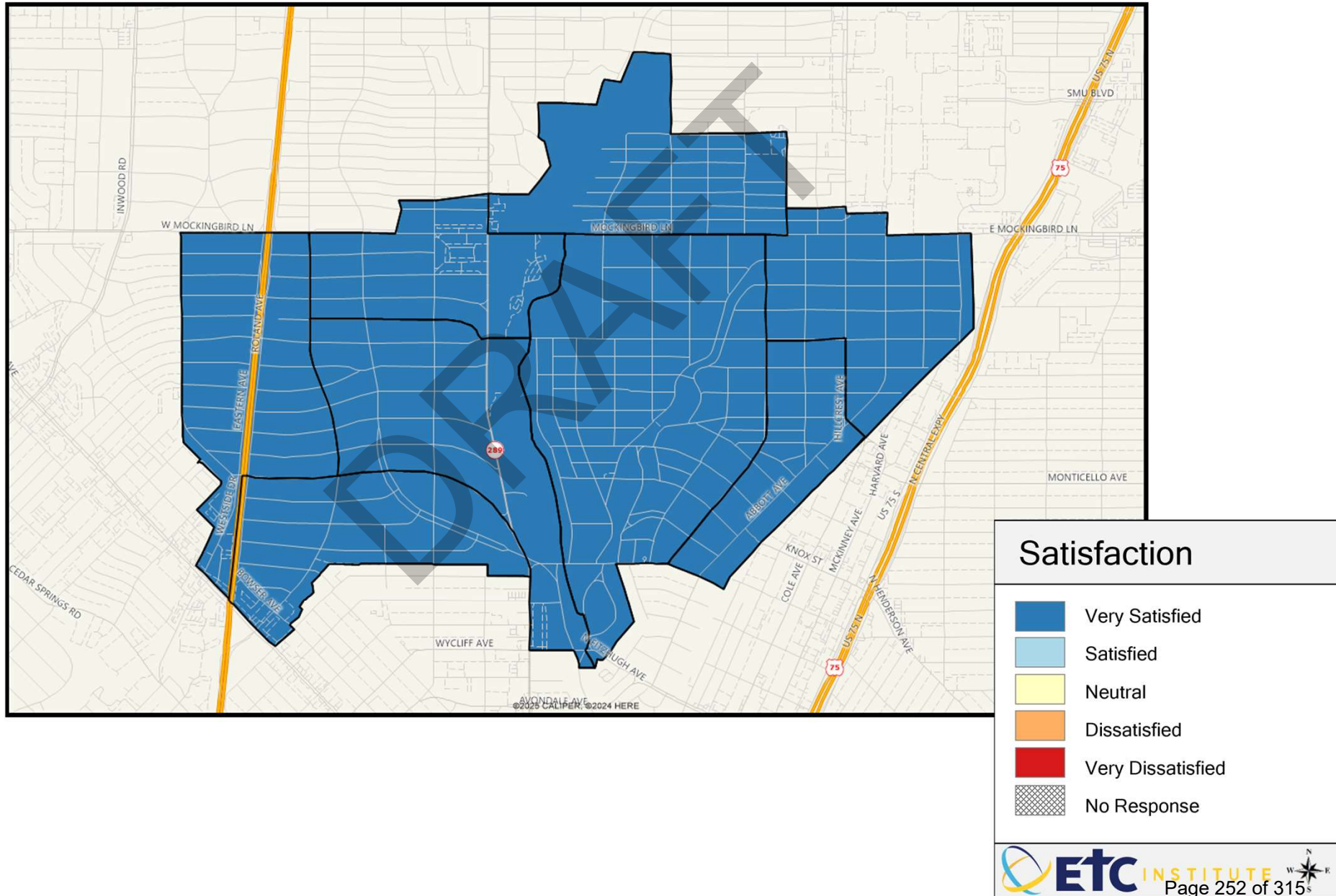
Q8-15. Swimming pool operations and staffing (daily admission, pool party reservation process and experience, concessions)

Mean: 4.49



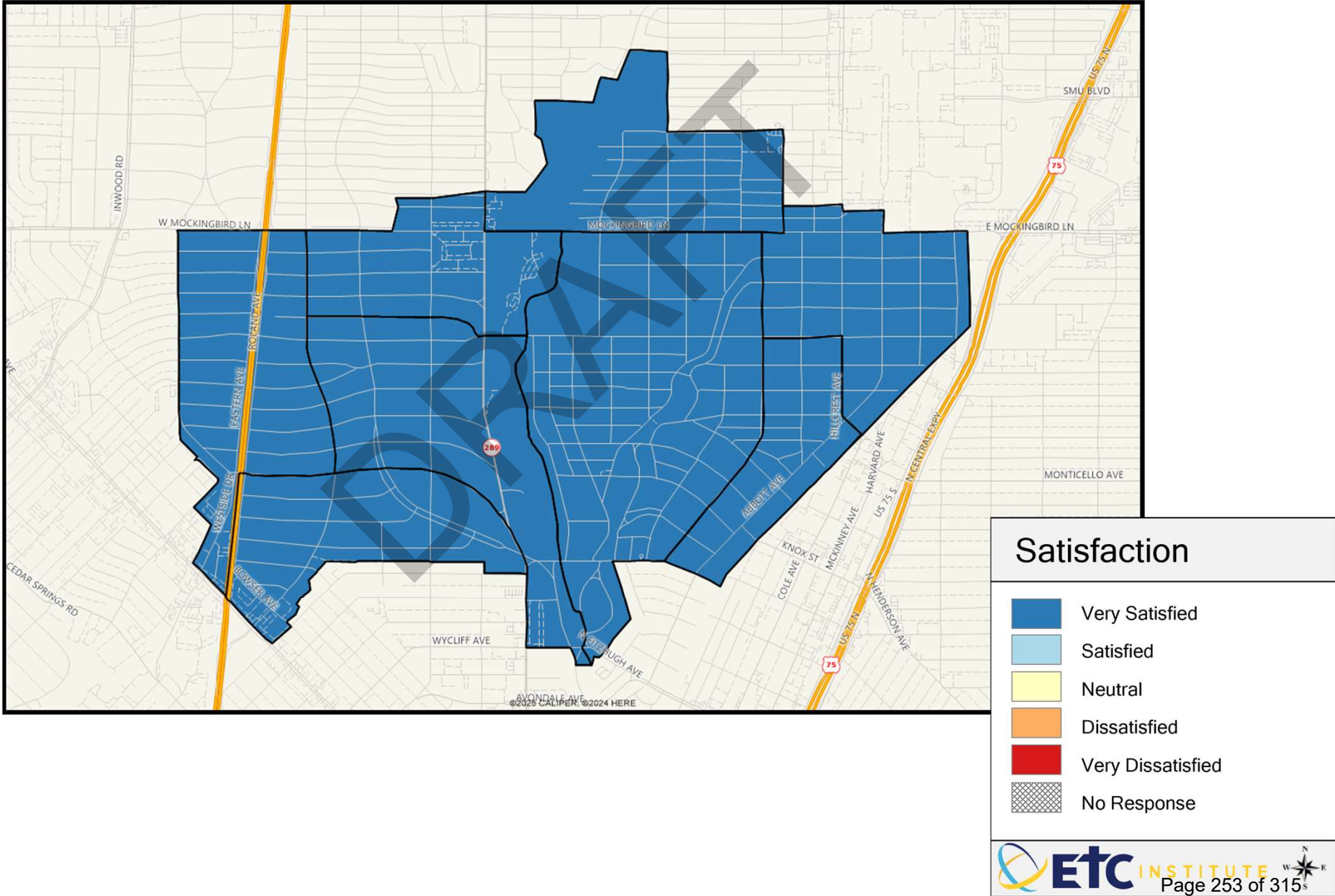
Q8-16. Swimming pool programs (swim lessons, swim conditioning program, etc.)

Mean: 4.45



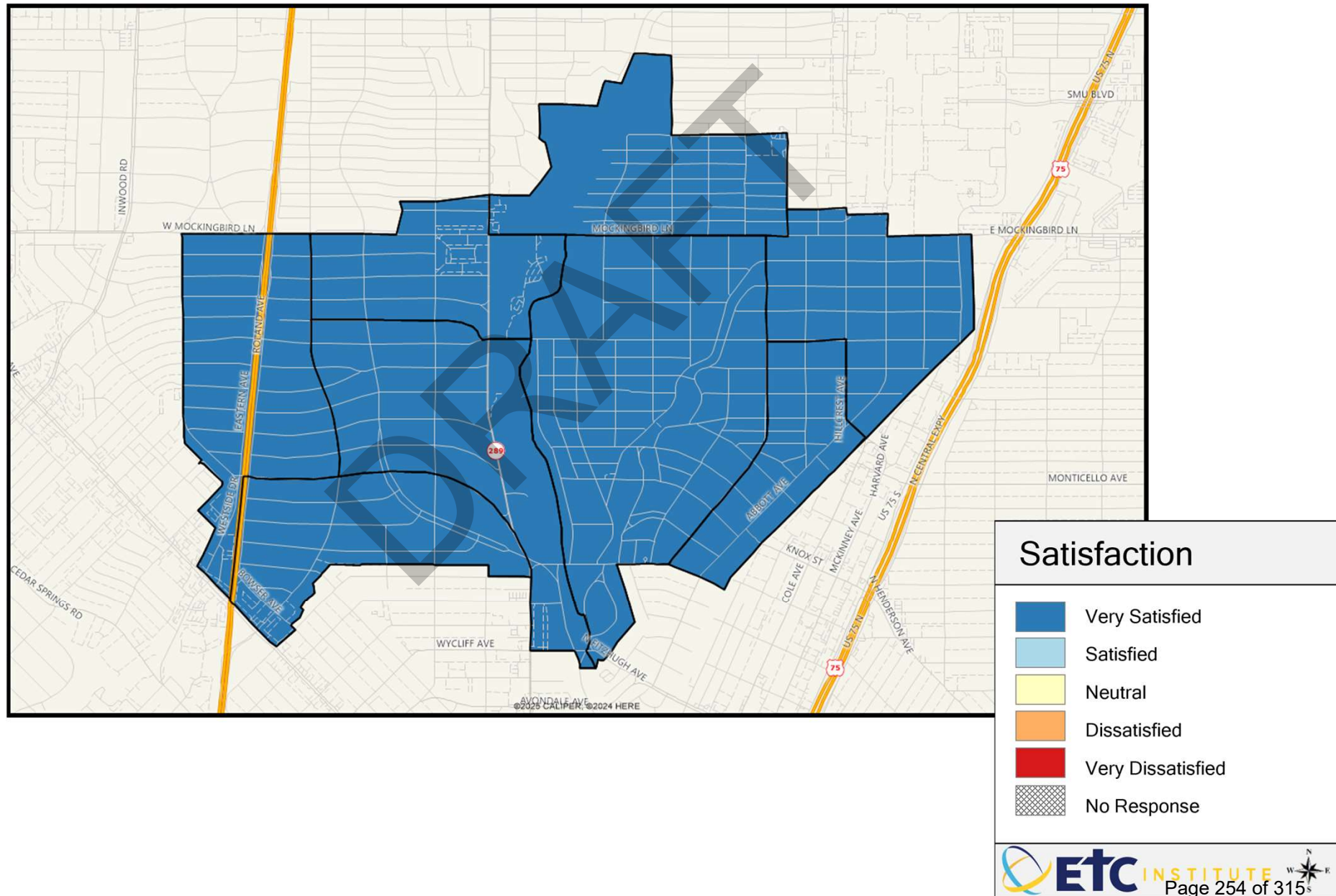
Q10-01. Residential Garbage/Recycling collection services

Mean: 4.77



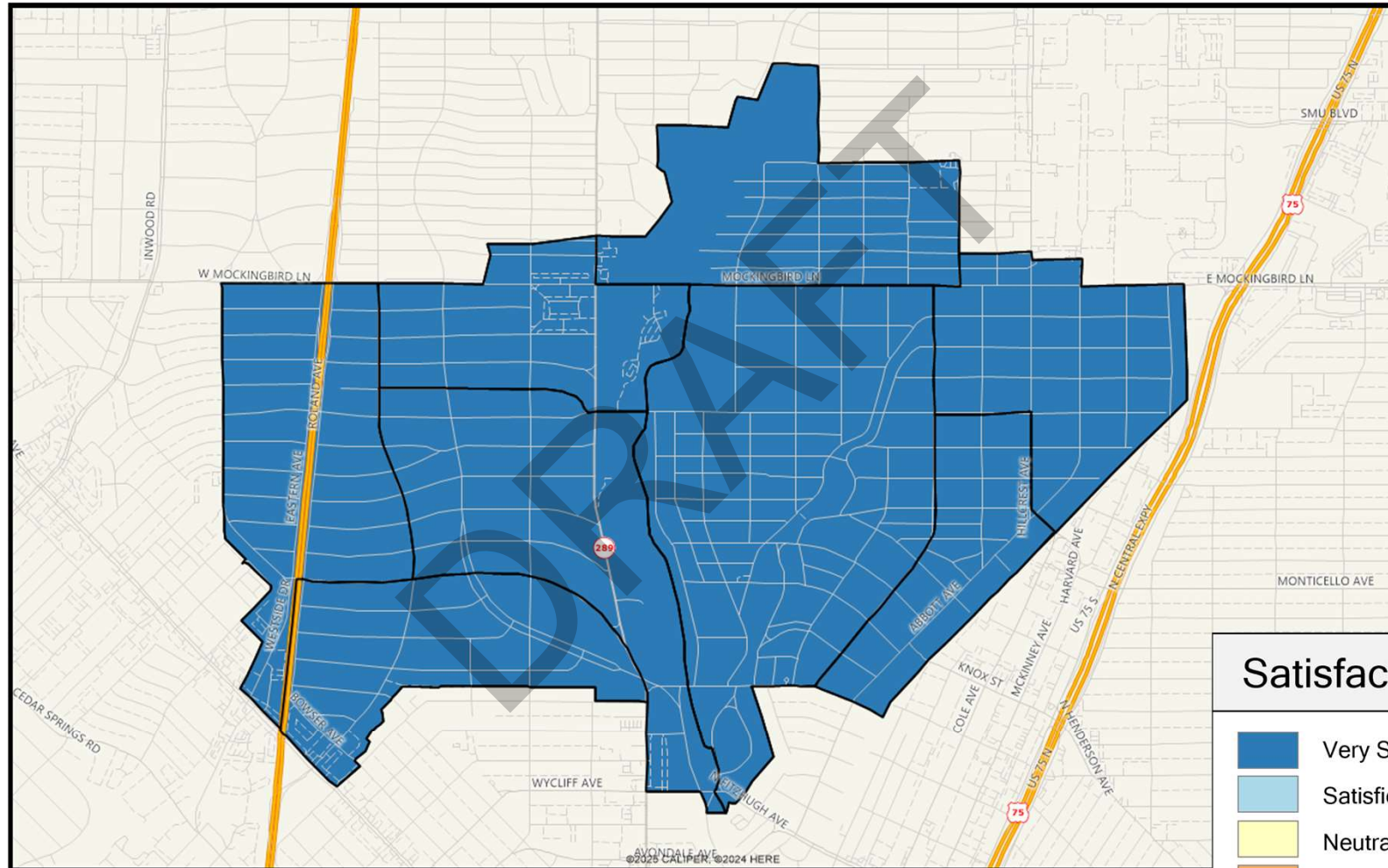
Q10-02. Brush/Yard waste collection services

Mean: 4.74



Q10-03. Bulky item collection services

Mean: 4.7

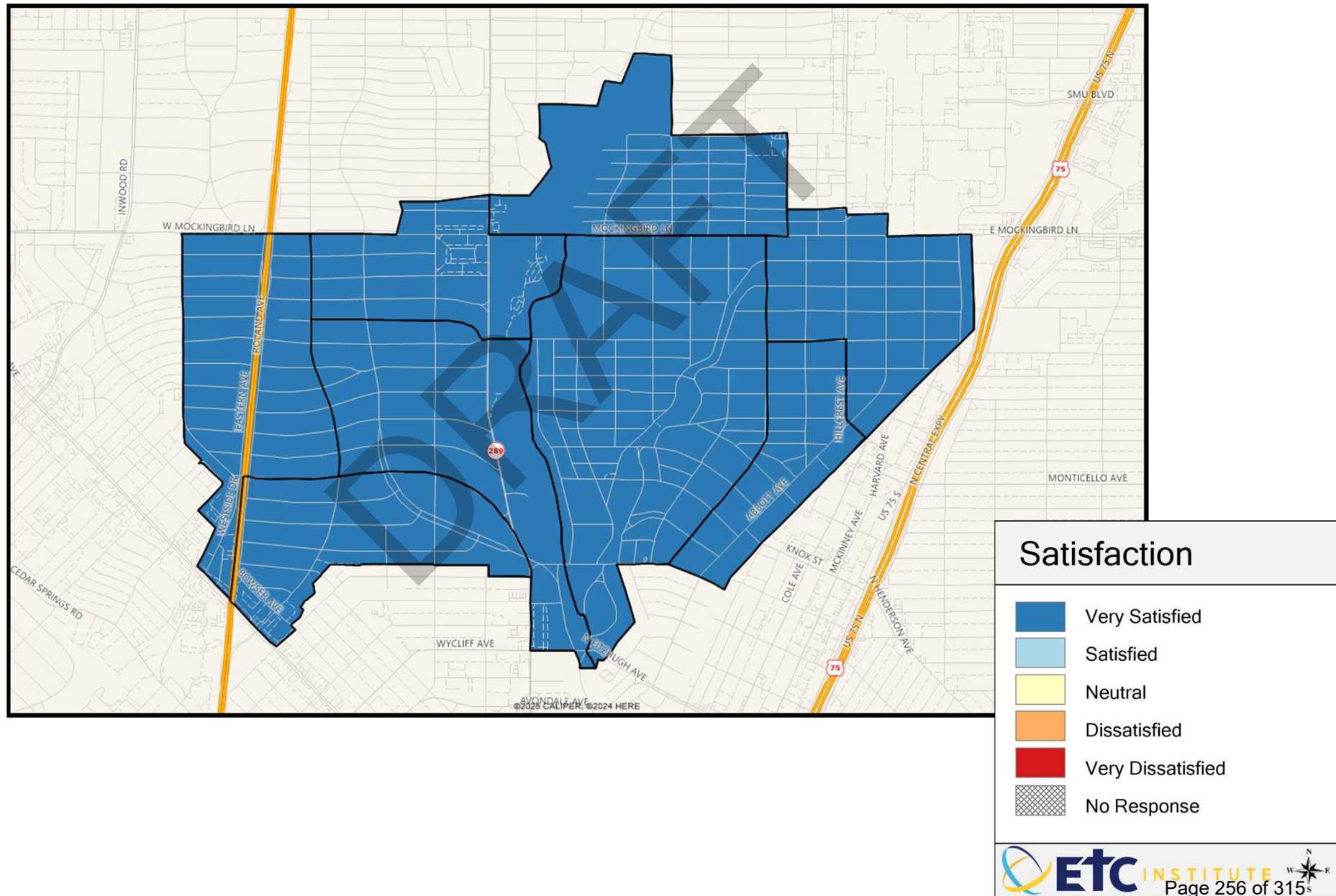


Satisfaction



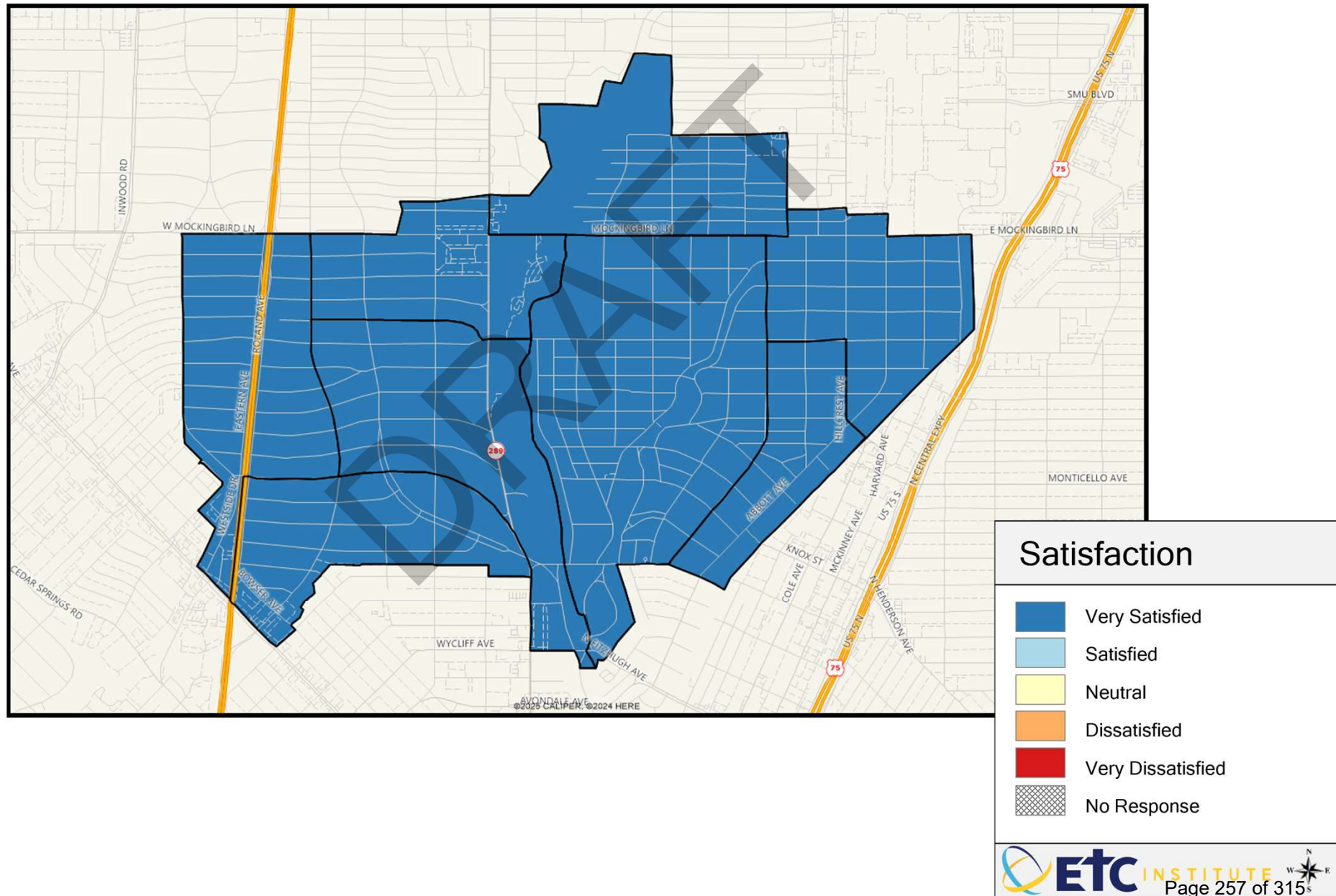
Q10-04. Frequency of Sanitation and Recycling services

Mean: 4.76



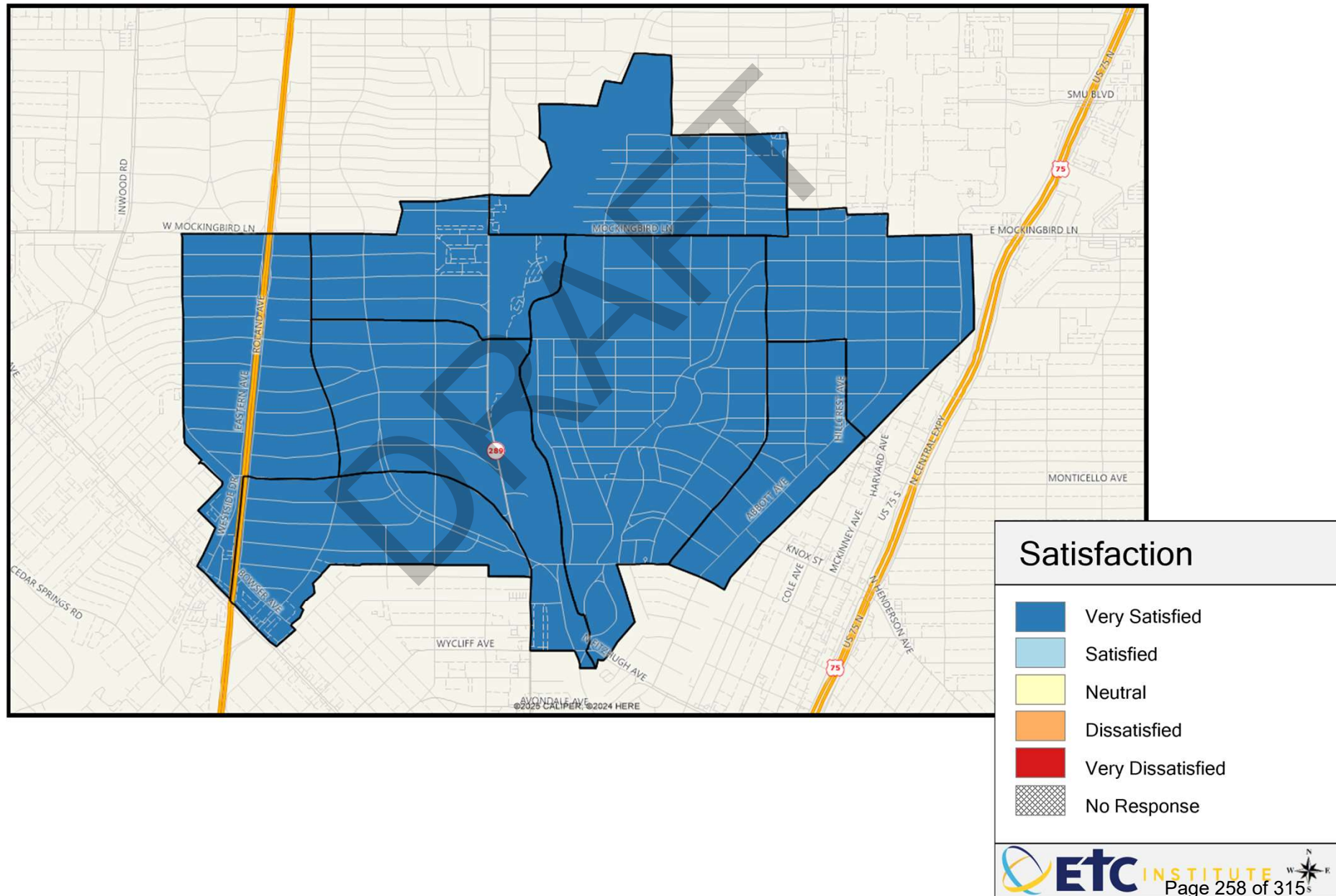
Q10-05. Clarity of information about the recycling program (what can be recycled, pick-up schedules and updates)

Mean: 4.32



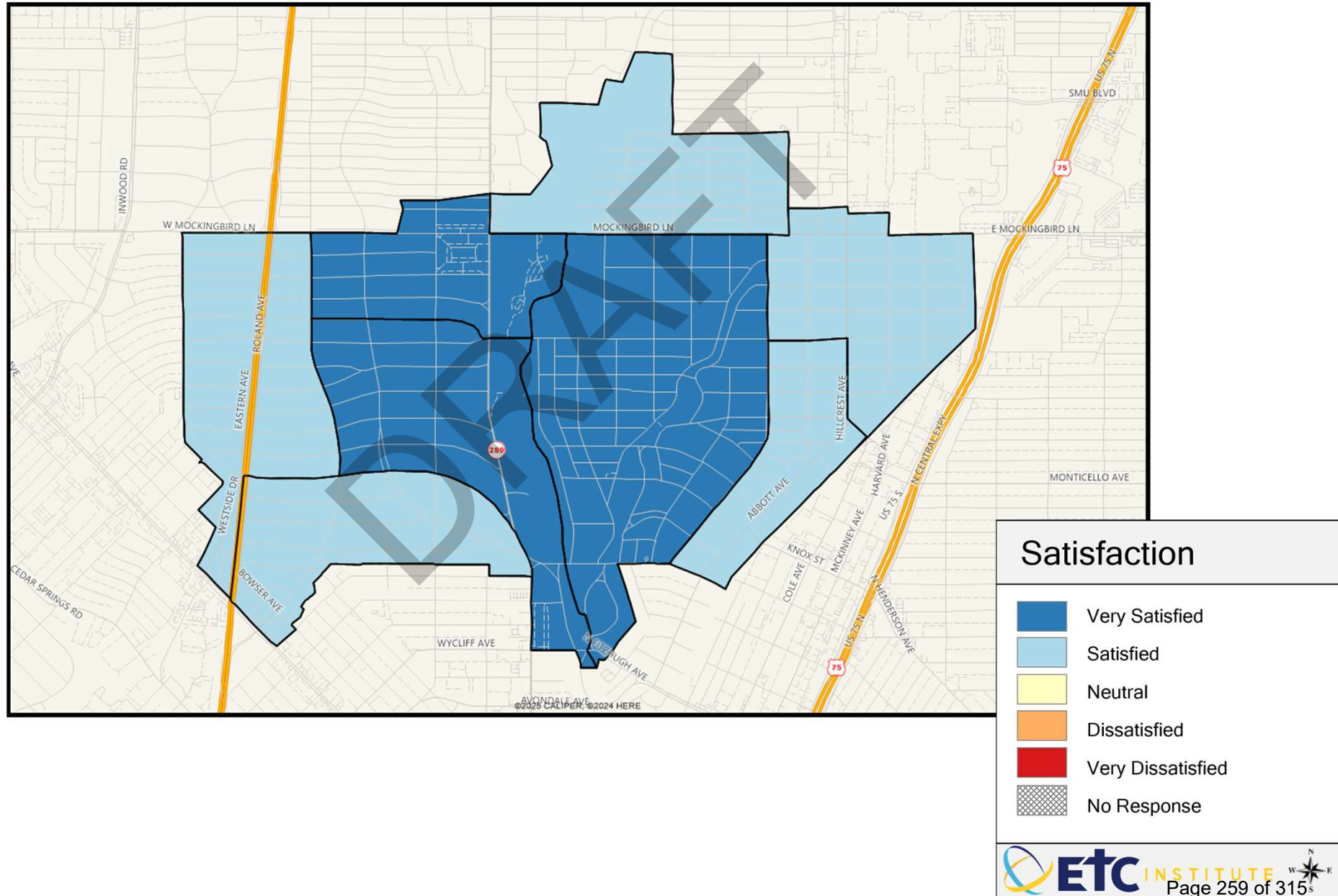
Q10-06. Park Cities' Recycling/Shredding and Household Hazardous Waste Events

Mean: 4.58



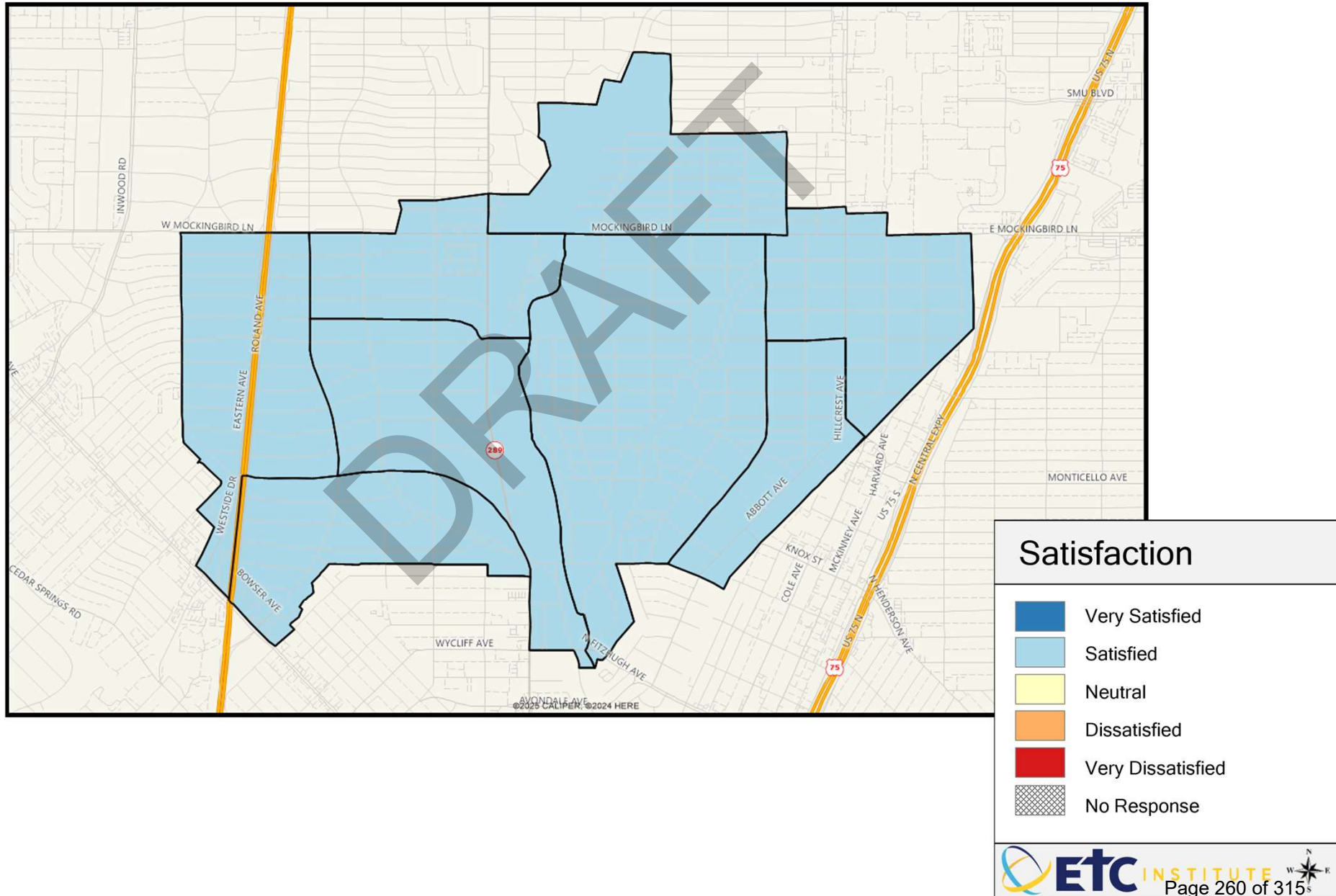
Q12-01. Maintenance of streets (potholes, damage, etc.)

Mean: 4.04



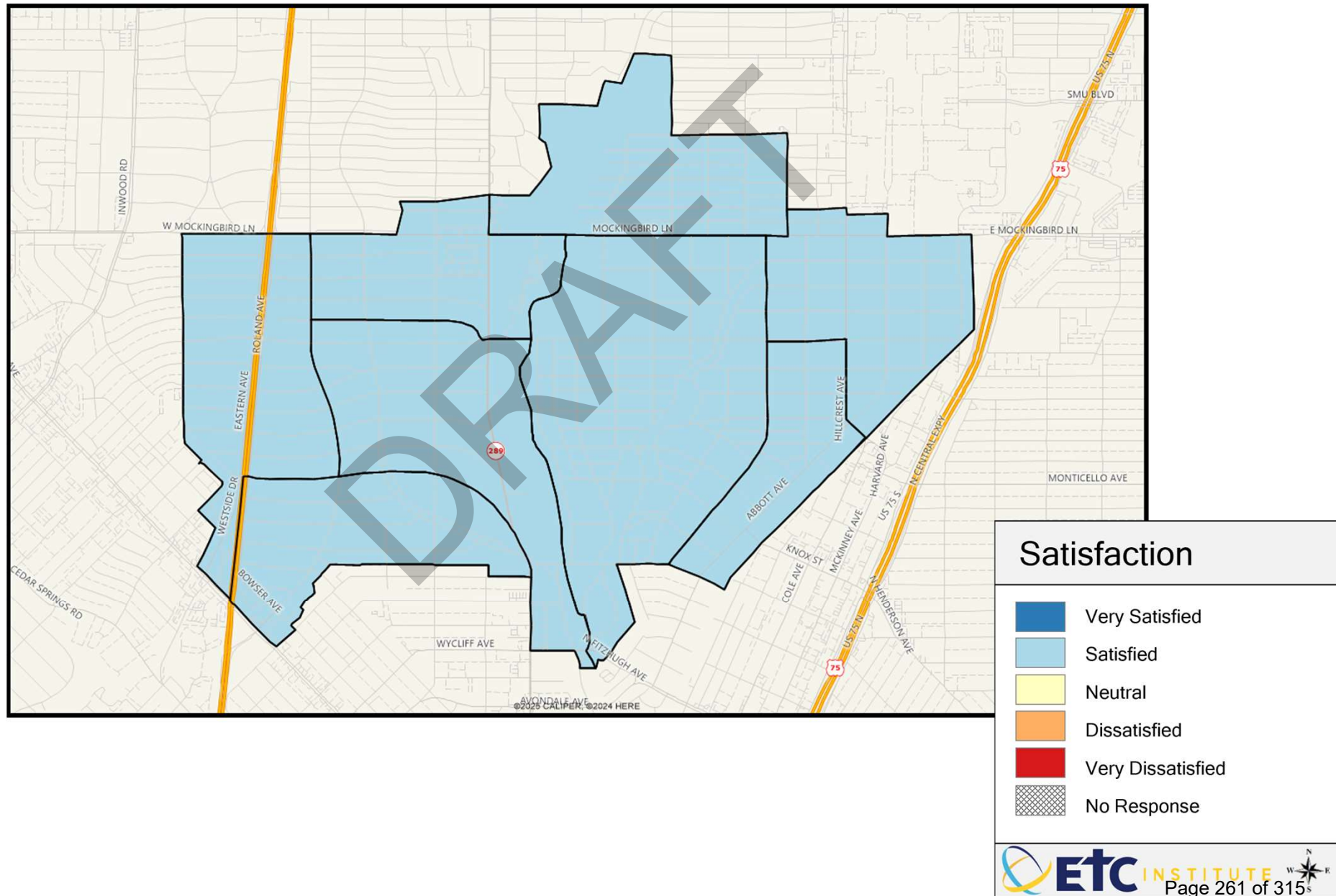
Q12-02. Maintenance of sidewalks (buckling, damage, etc.)

Mean: 3.71



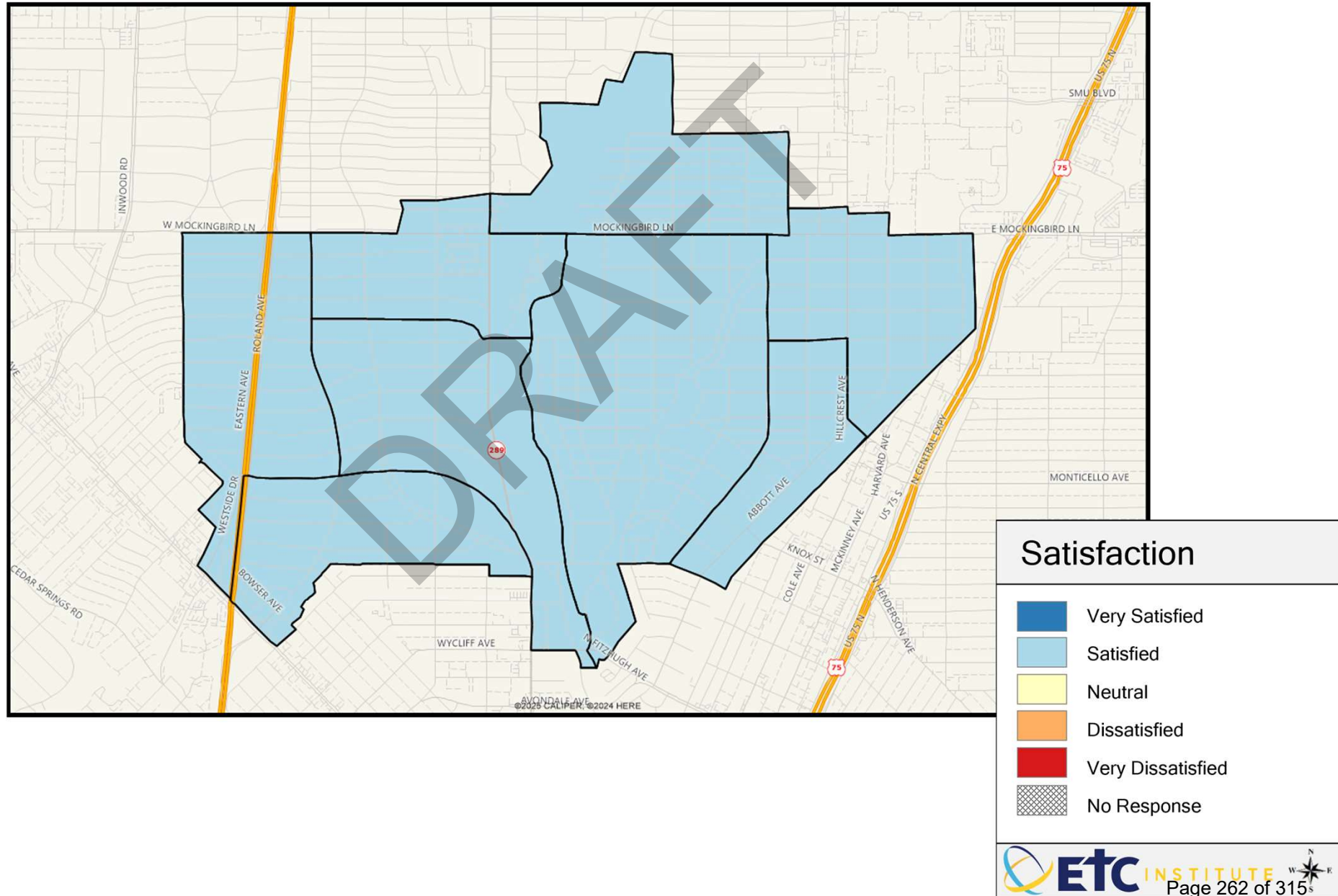
Q12-03. Maintenance of alleys (potholes, damage, etc.)

Mean: 3.86



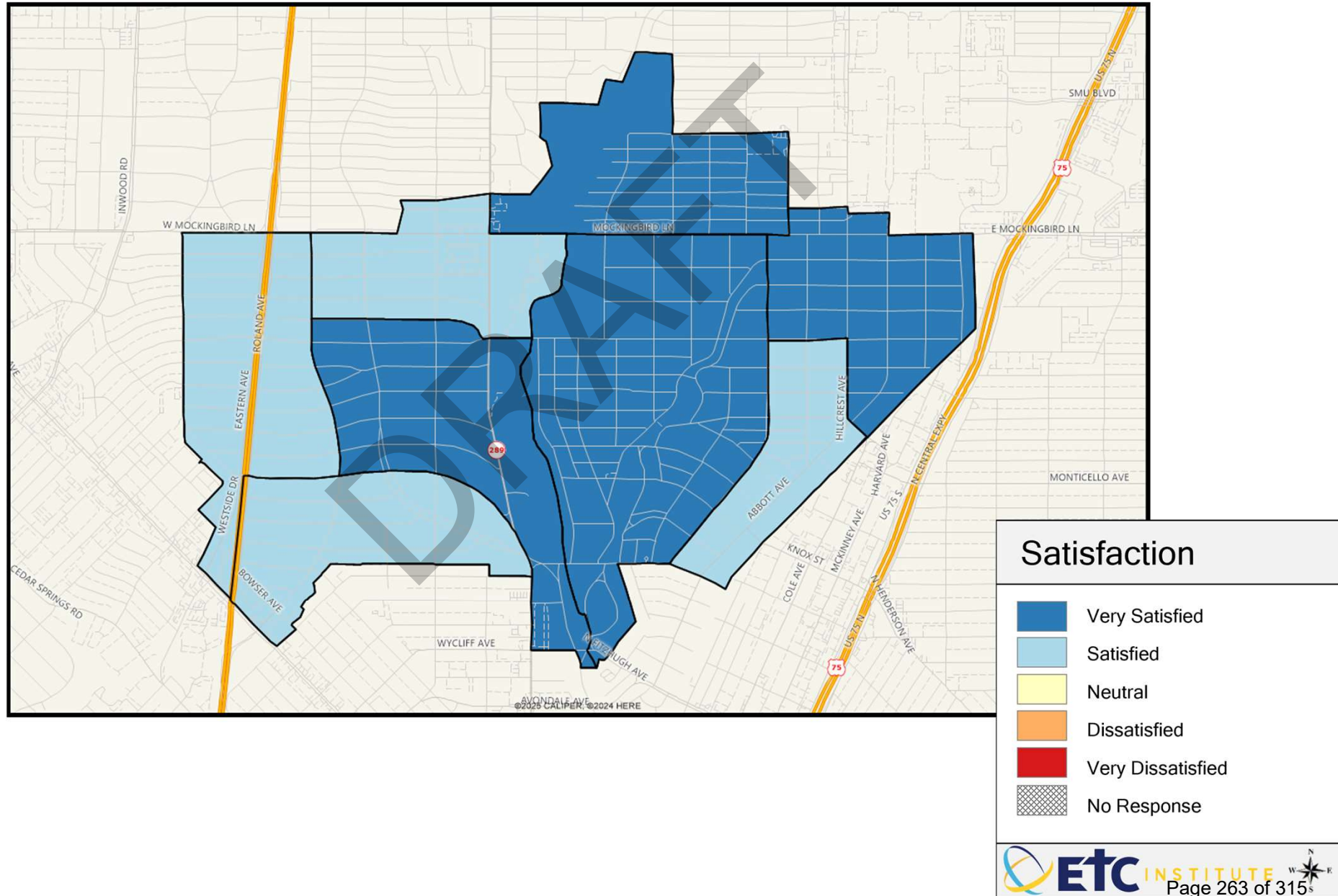
Q12-04. Ability to manage and convey storm water

Mean: 3.98



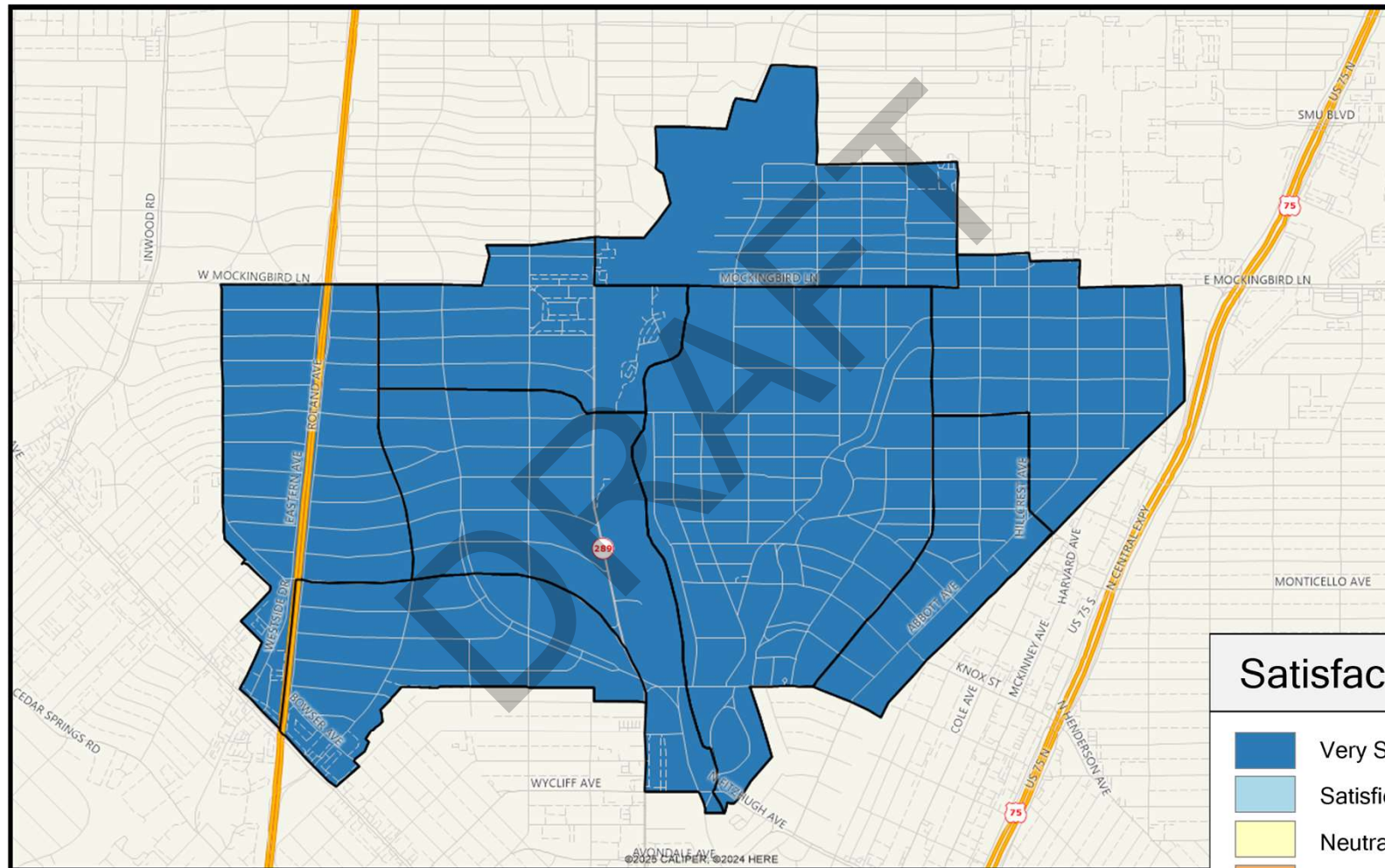
Q12-05. Accessibility of streets, sidewalks and buildings for people with disabilities or using mobility aids

Mean: 4.19



Q12-06. Maintenance of traffic signals

Mean: 4.46

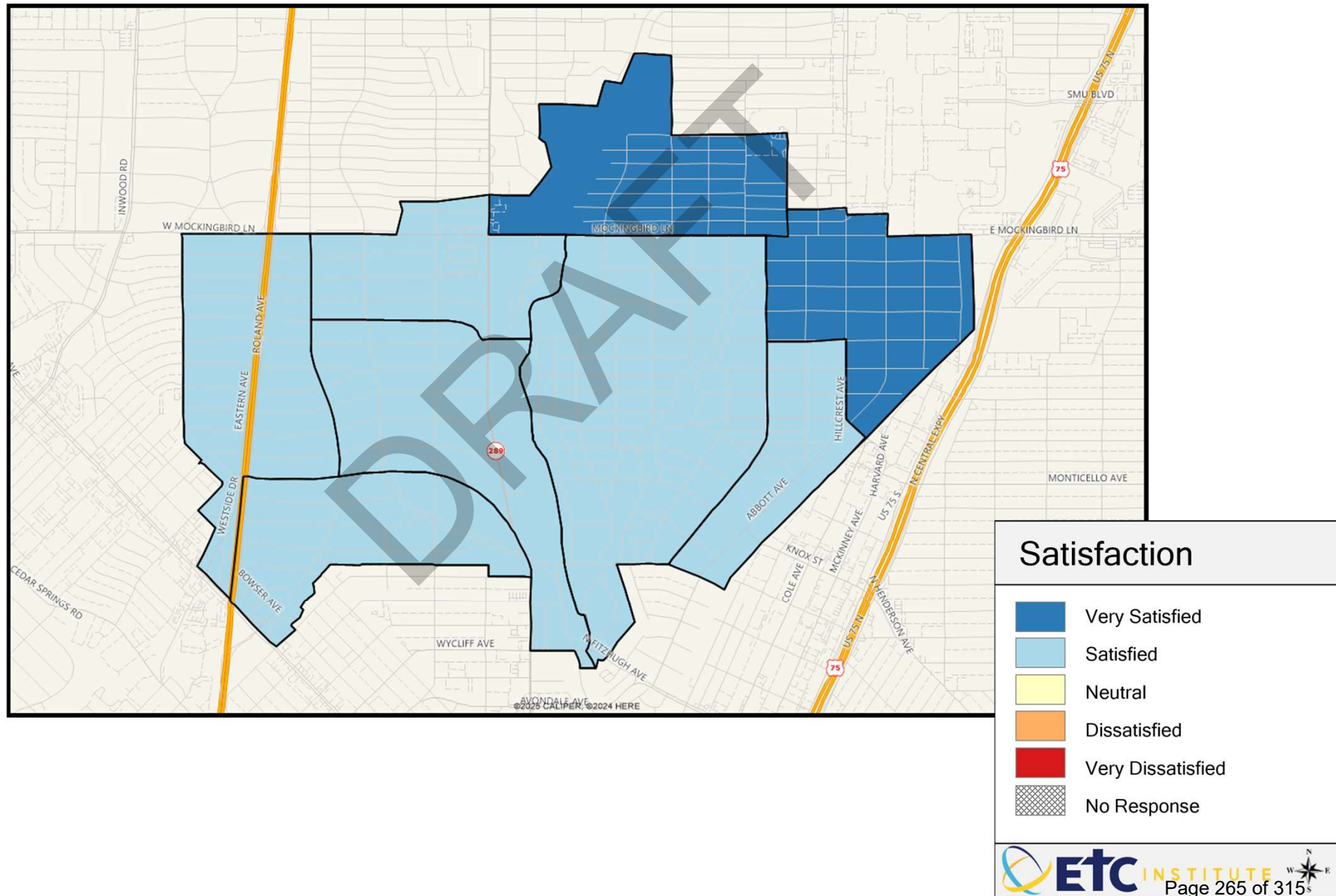


Satisfaction



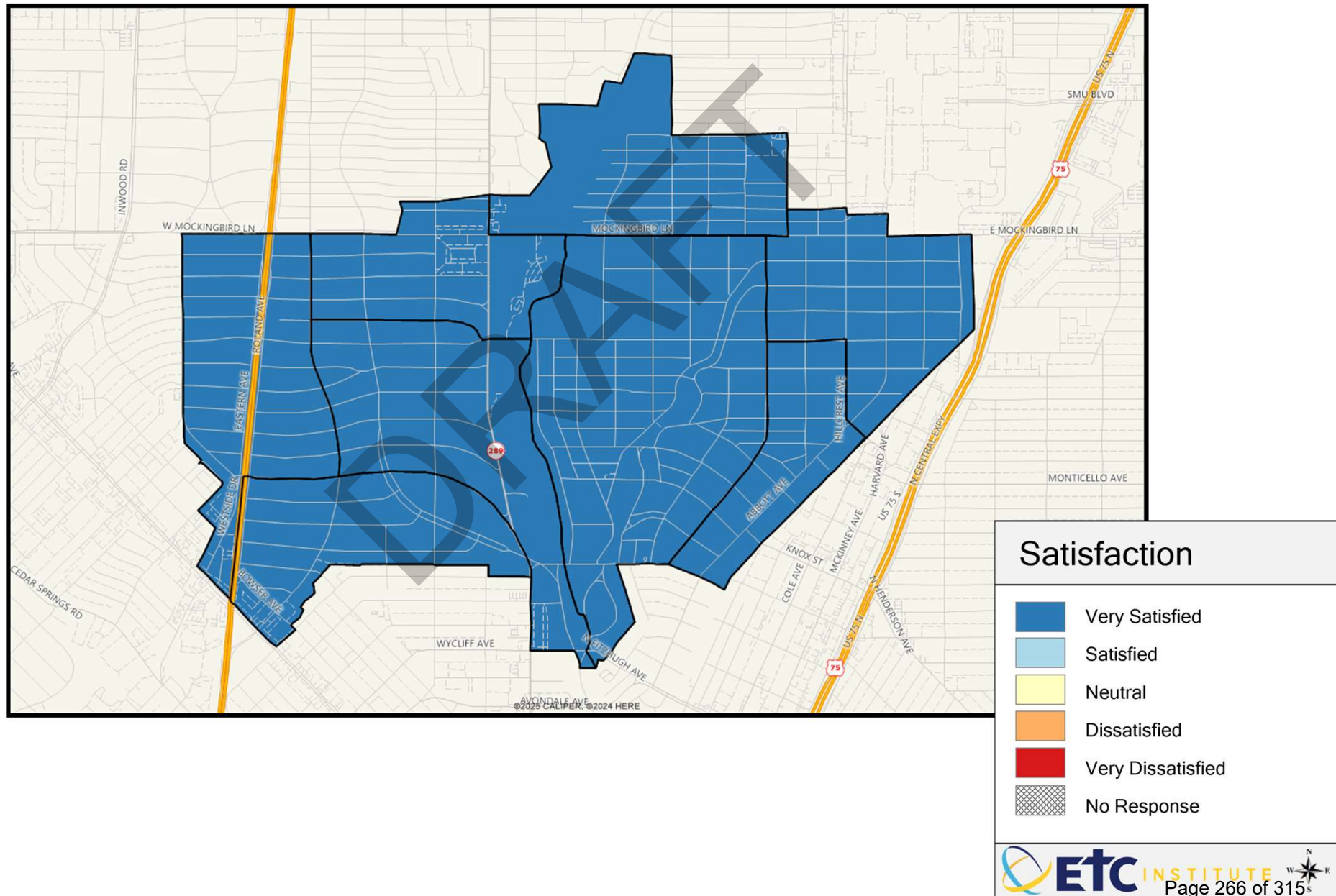
Q12-07. Adequacy of street lighting in residential areas

Mean: 4.14



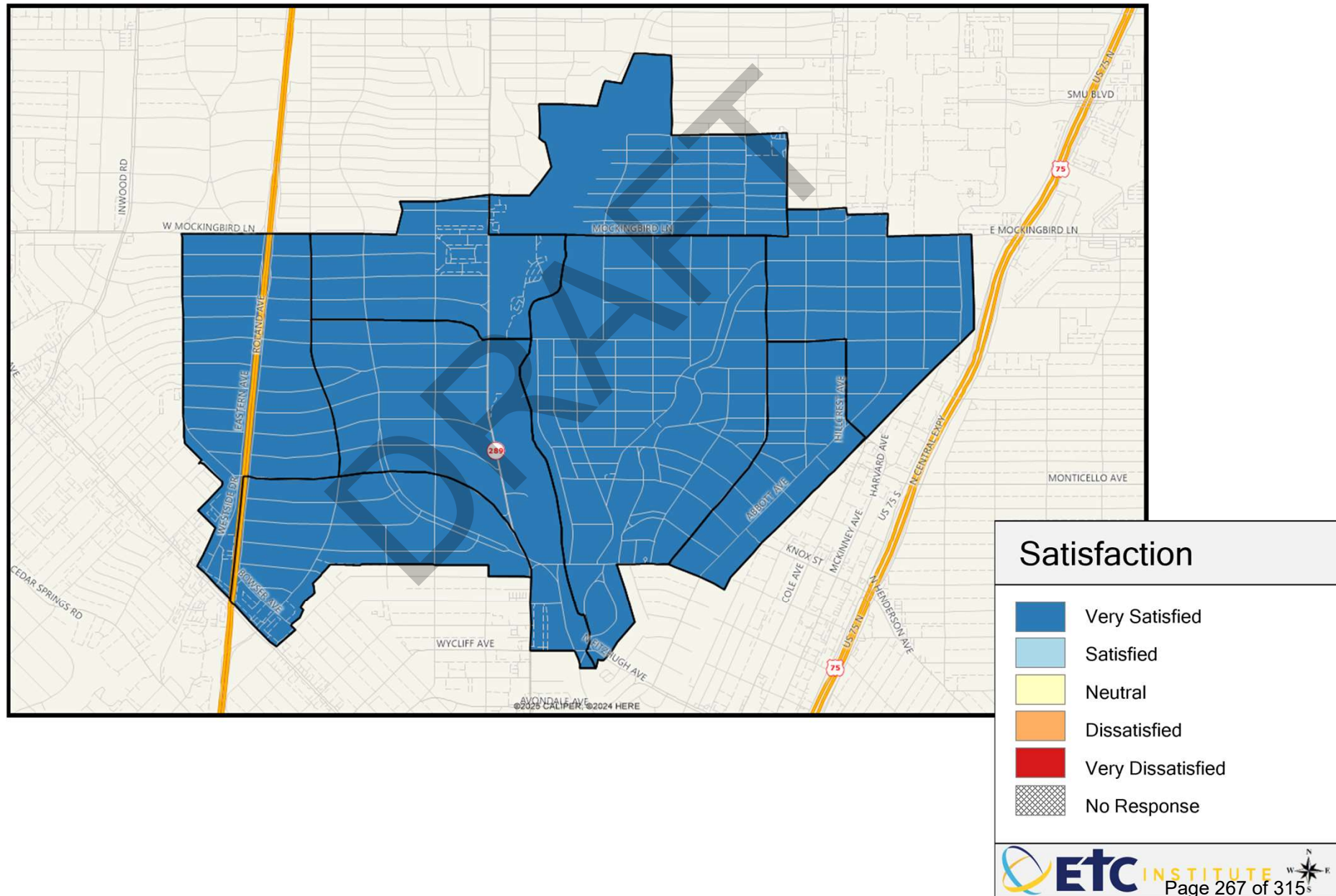
Q12-08. Overall cleanliness of streets (street sweeping)

Mean: 4.51



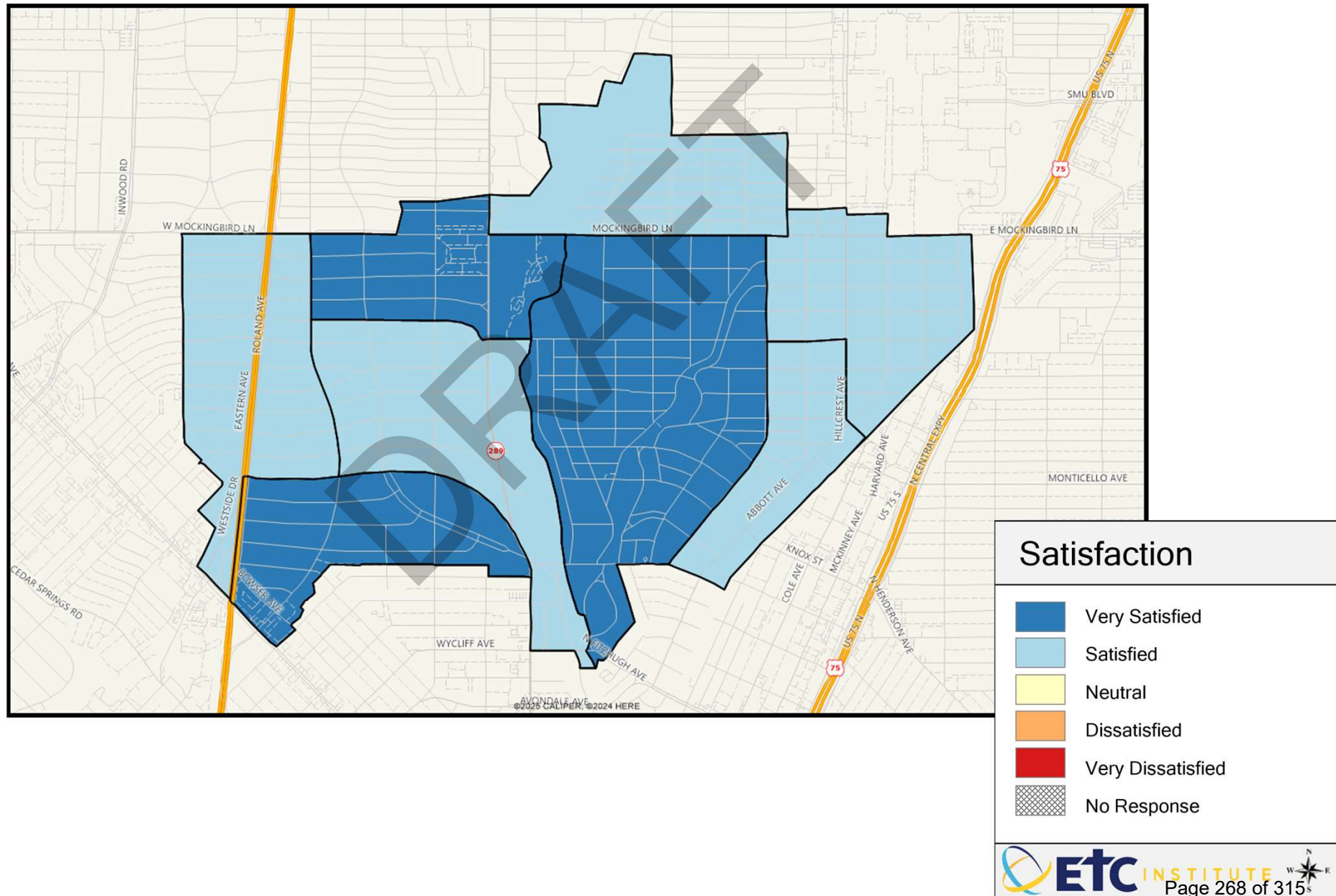
Q12-09. Emergency debris pick-up (after storm events)

Mean: 4.55



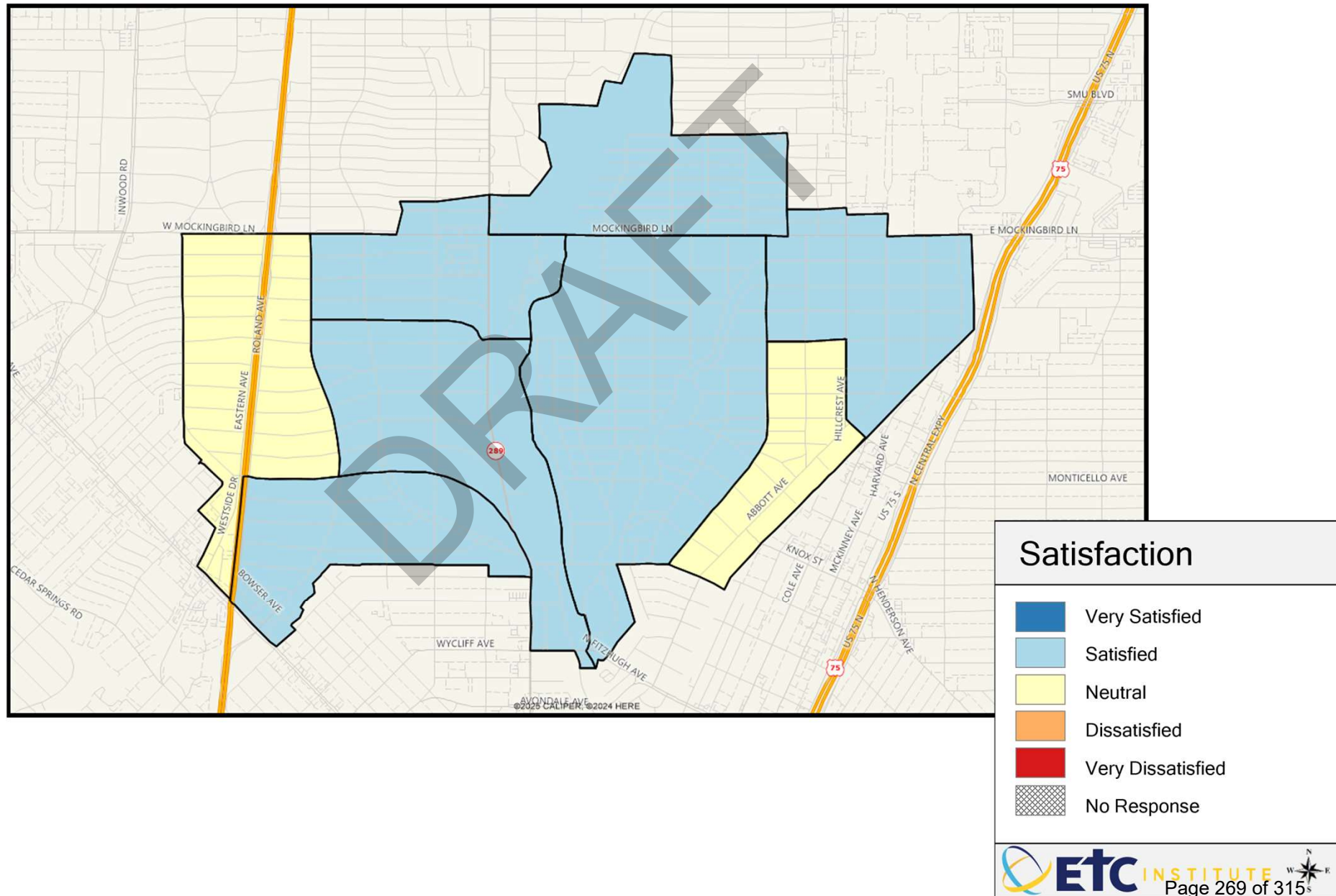
Q12-10. The ease of north-south travel in Highland Park by car

Mean: 4.08



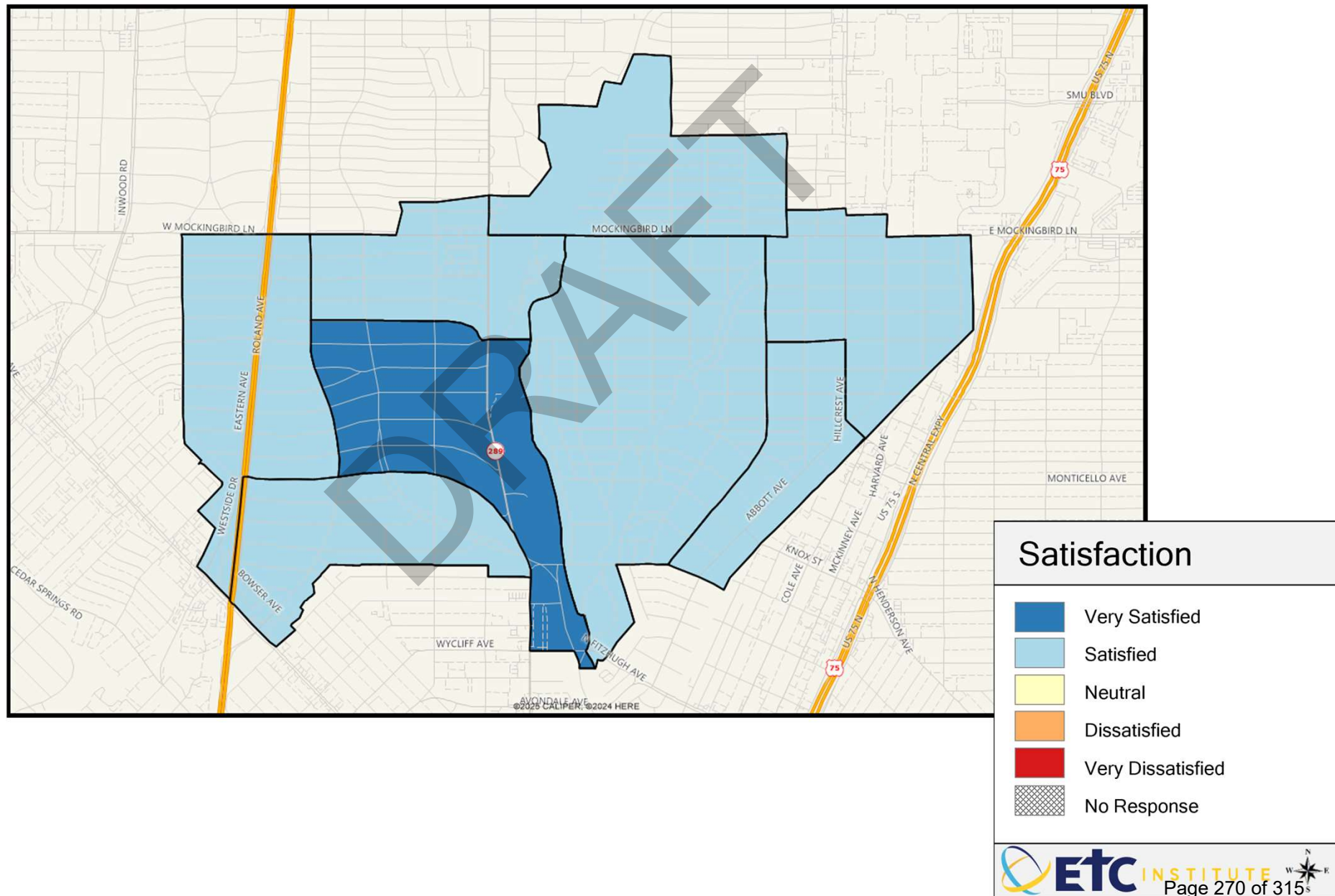
Q12-11. The ease of east-west travel in Highland Park by car

Mean: 3.55



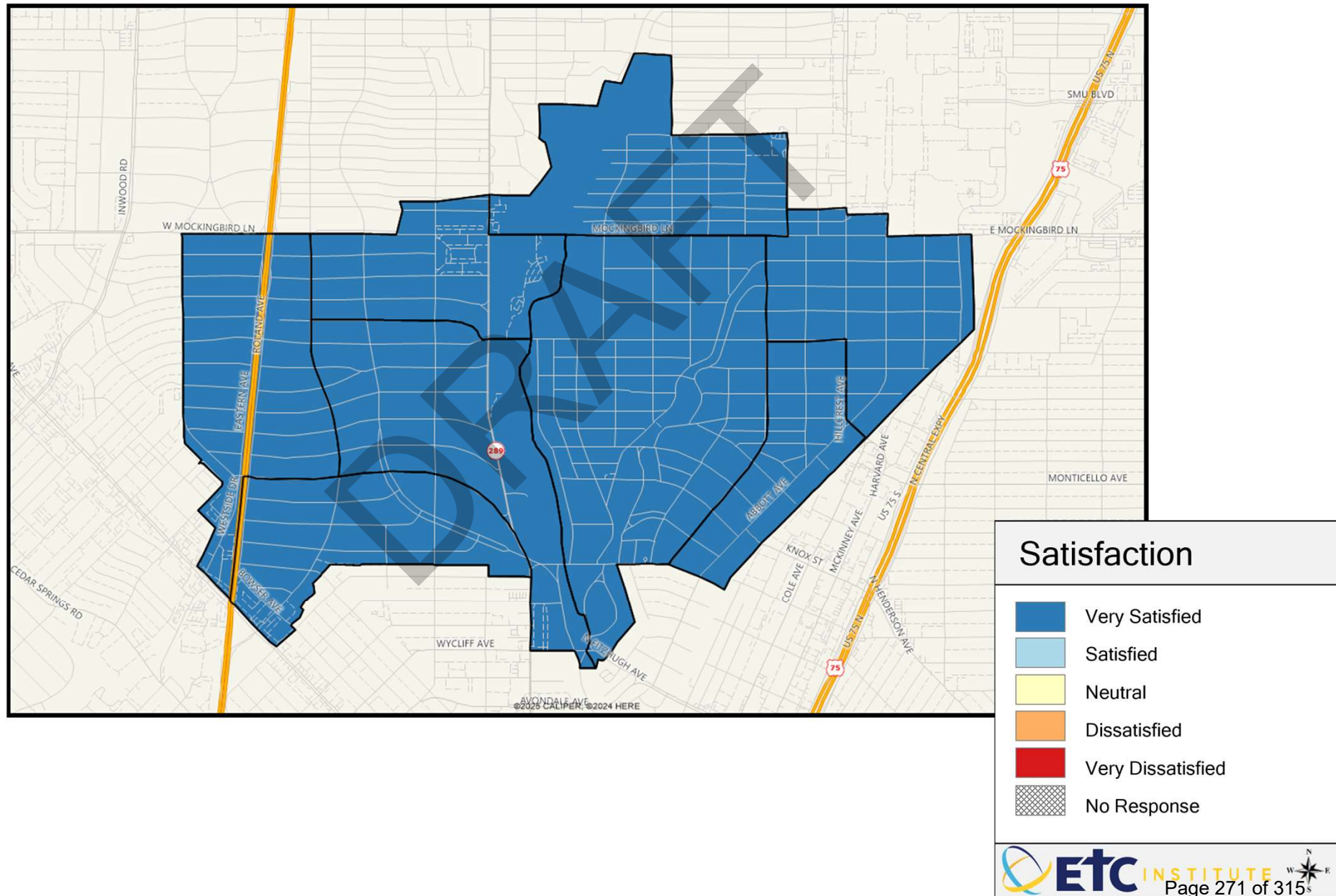
Q12-12. The ease of travel by bicycle in Highland Park

Mean: 3.99



Q12-13. The ease of pedestrian travel in Highland Park

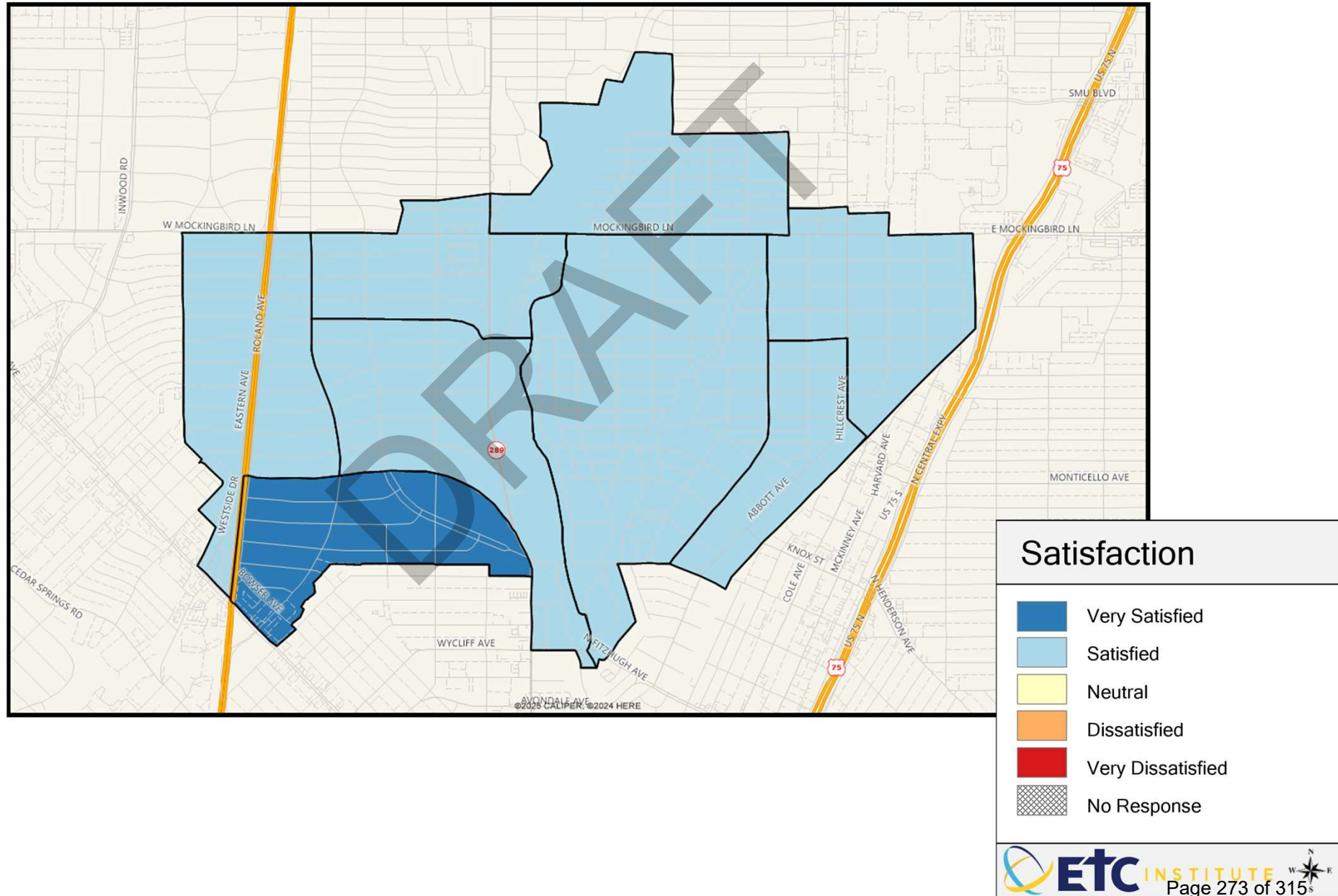
Mean: 4.38



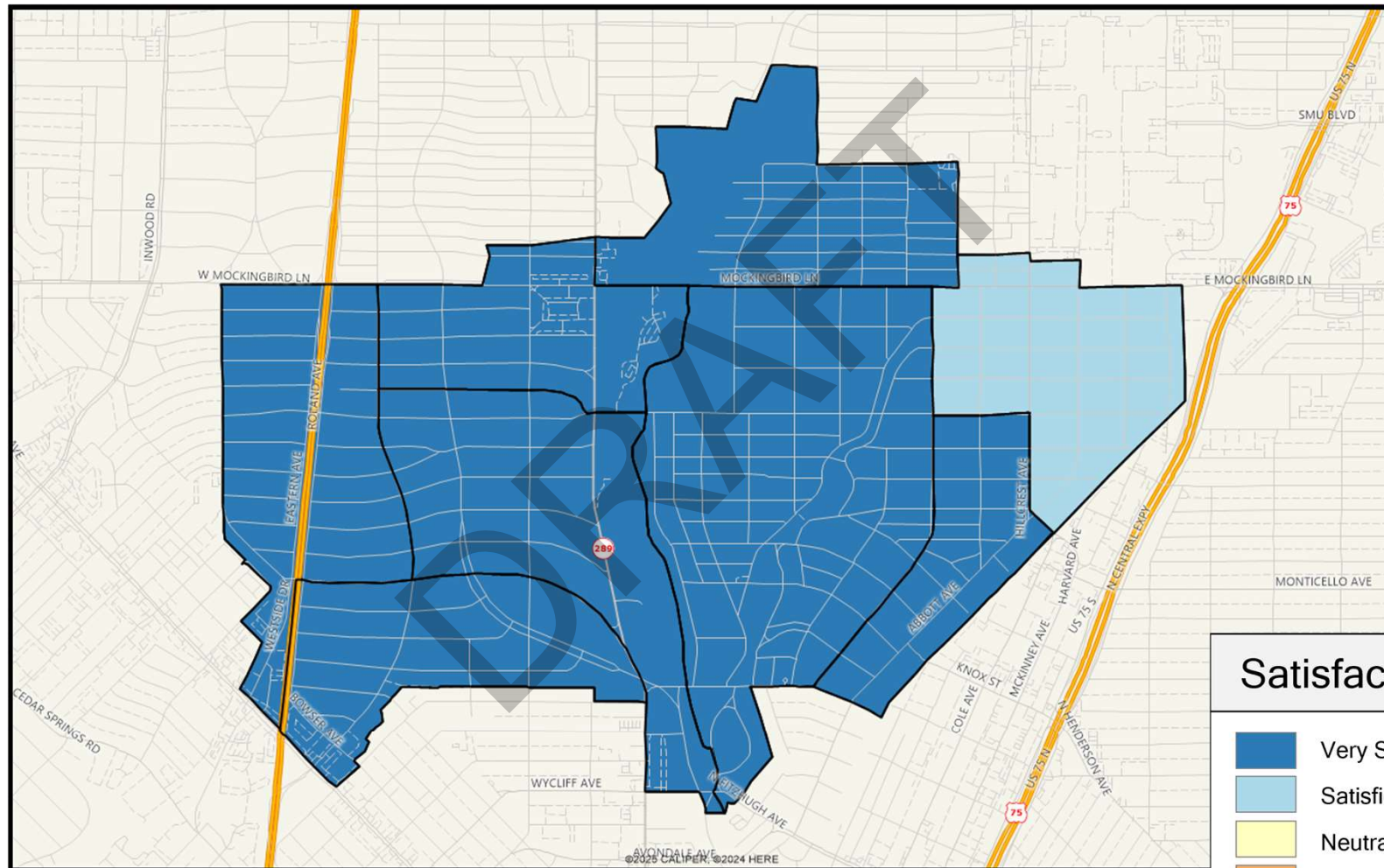


Q12-15. Information regarding capital improvement projects (water, sewer, roads, storm, parks)

Mean: 4.08



Mean: 4.4

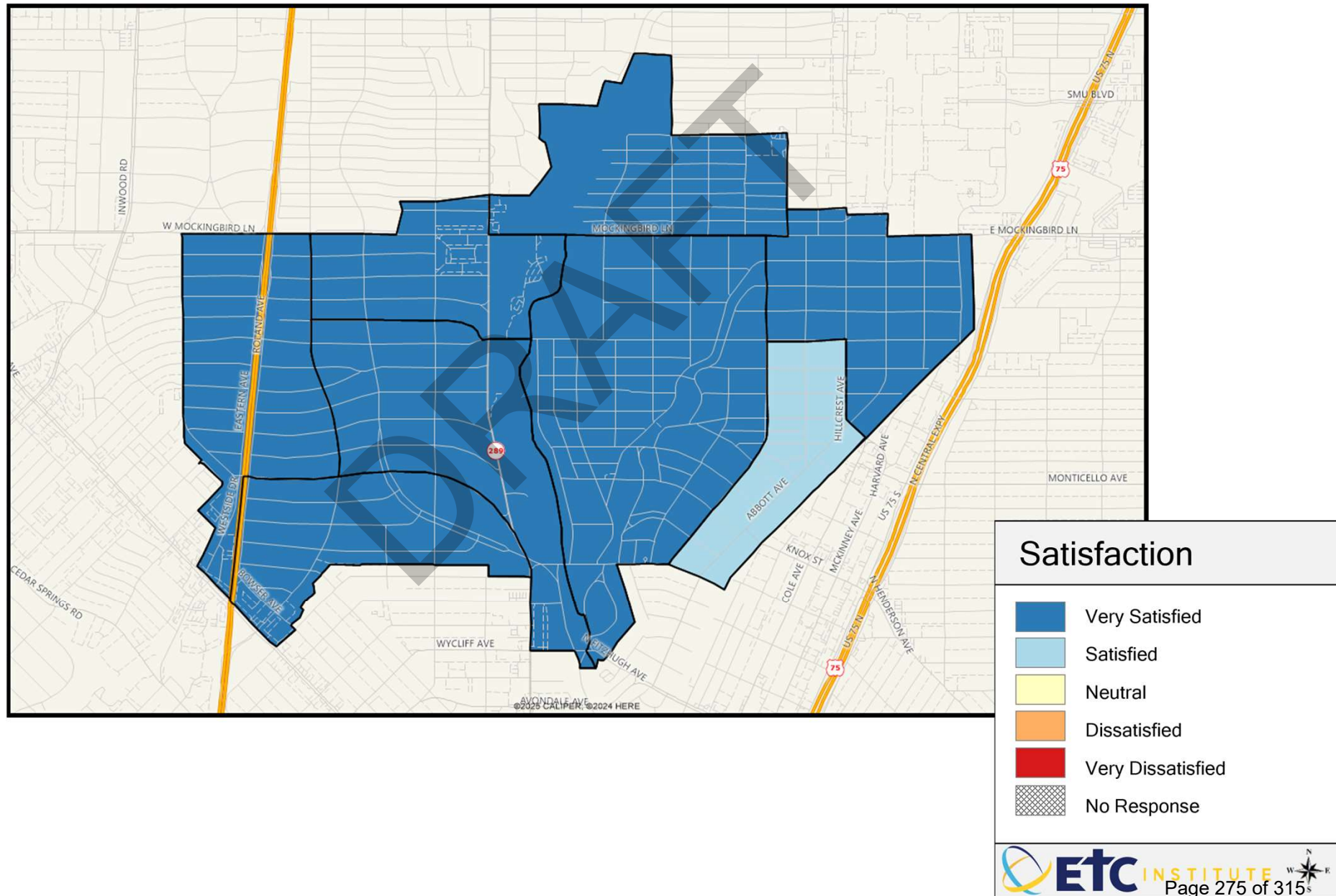


Satisfaction



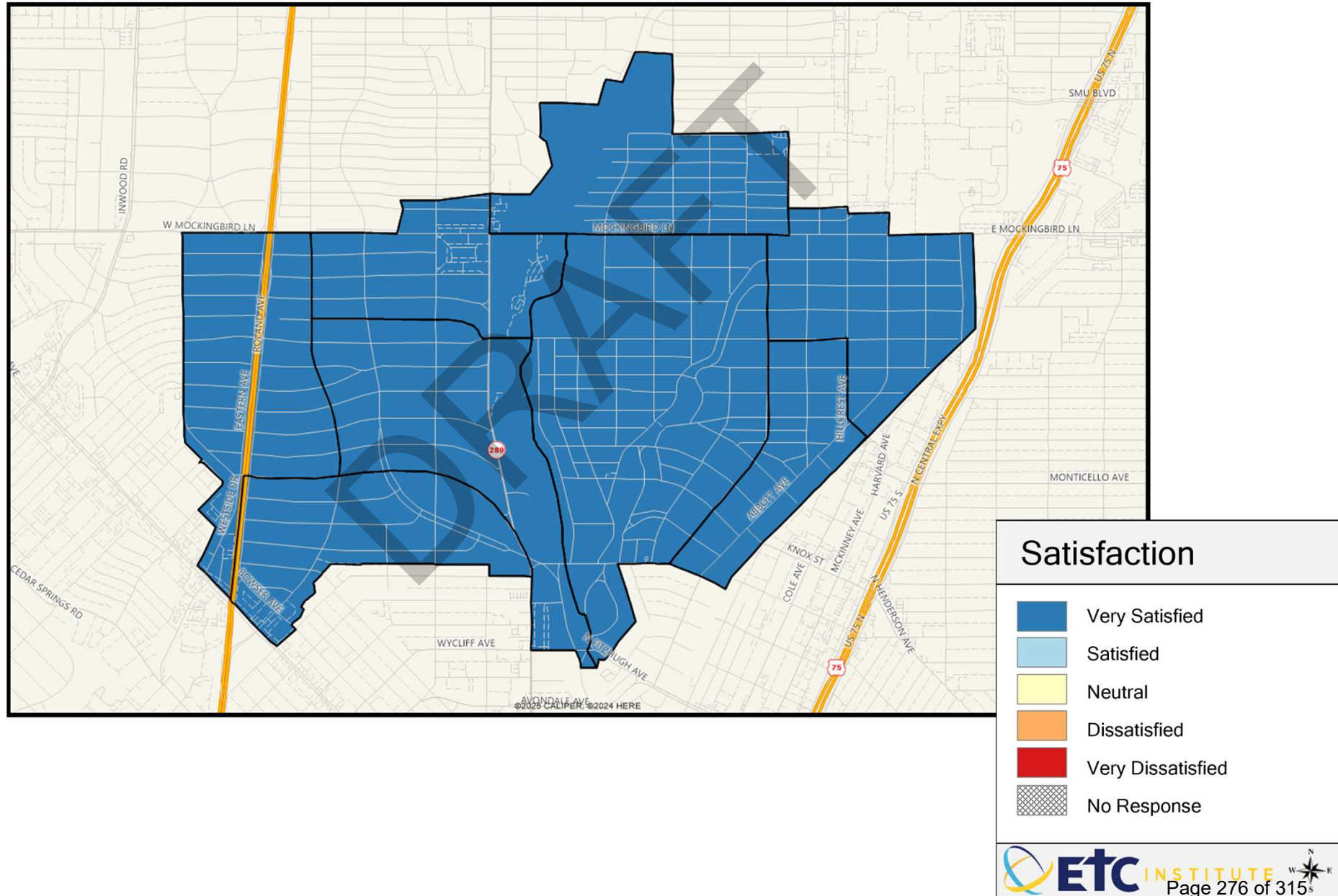
Q15-02. Overall quality of water (taste, smell, clarity)

Mean: 4.39



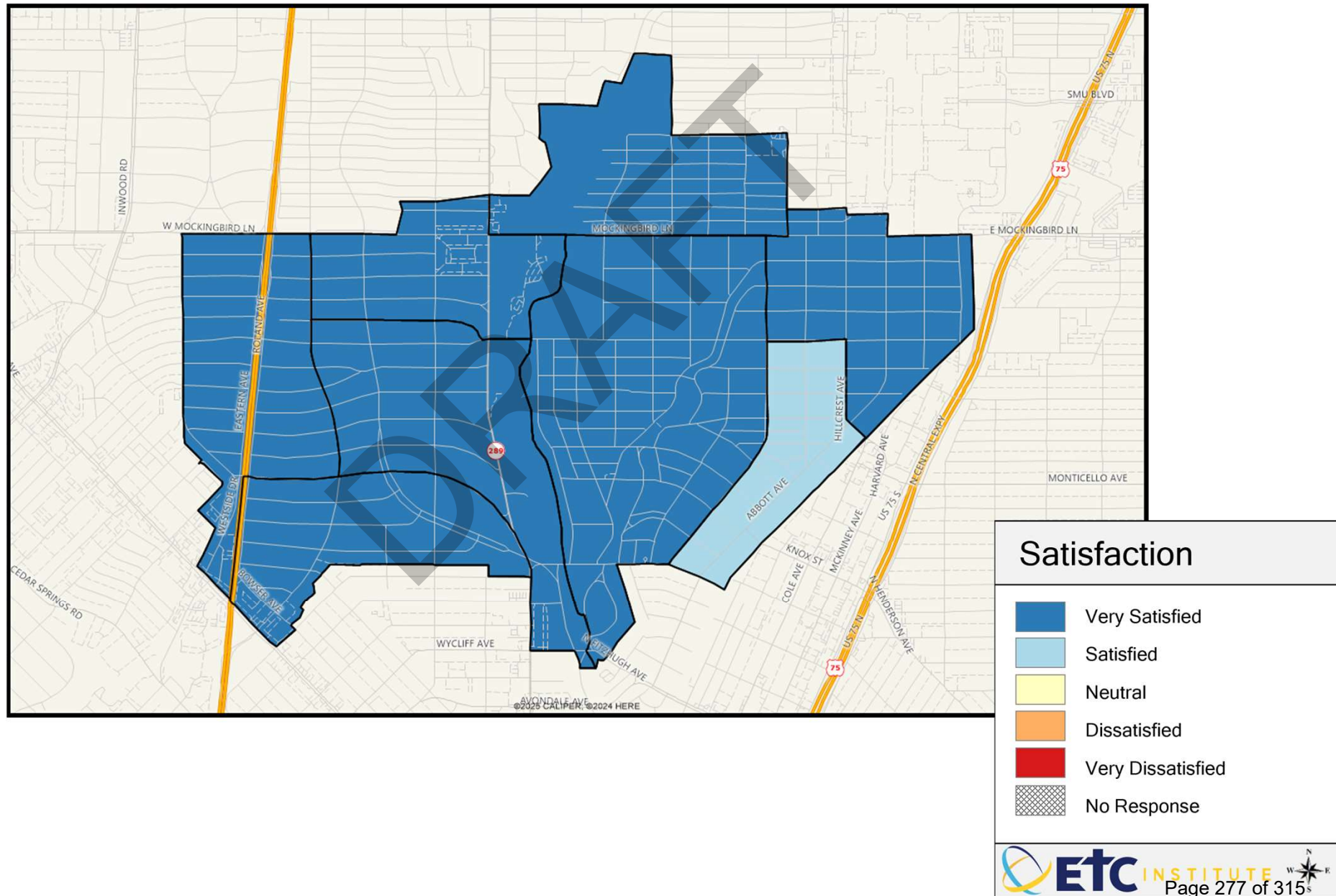
Q15-03. Timeliness of water/service line break repairs

Mean: 4.51

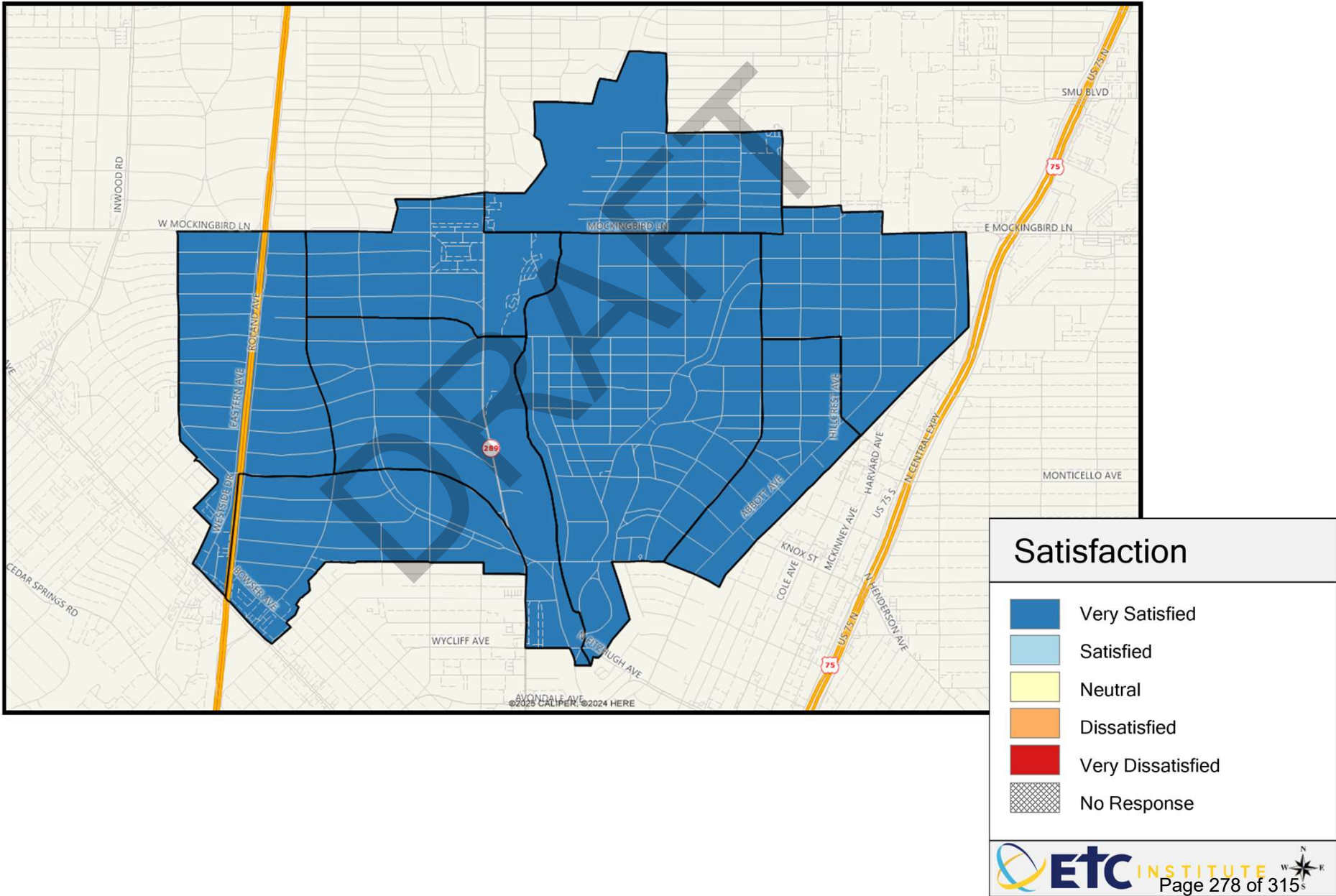


Q15-04. Notification process for work being performed

Mean: 4.41

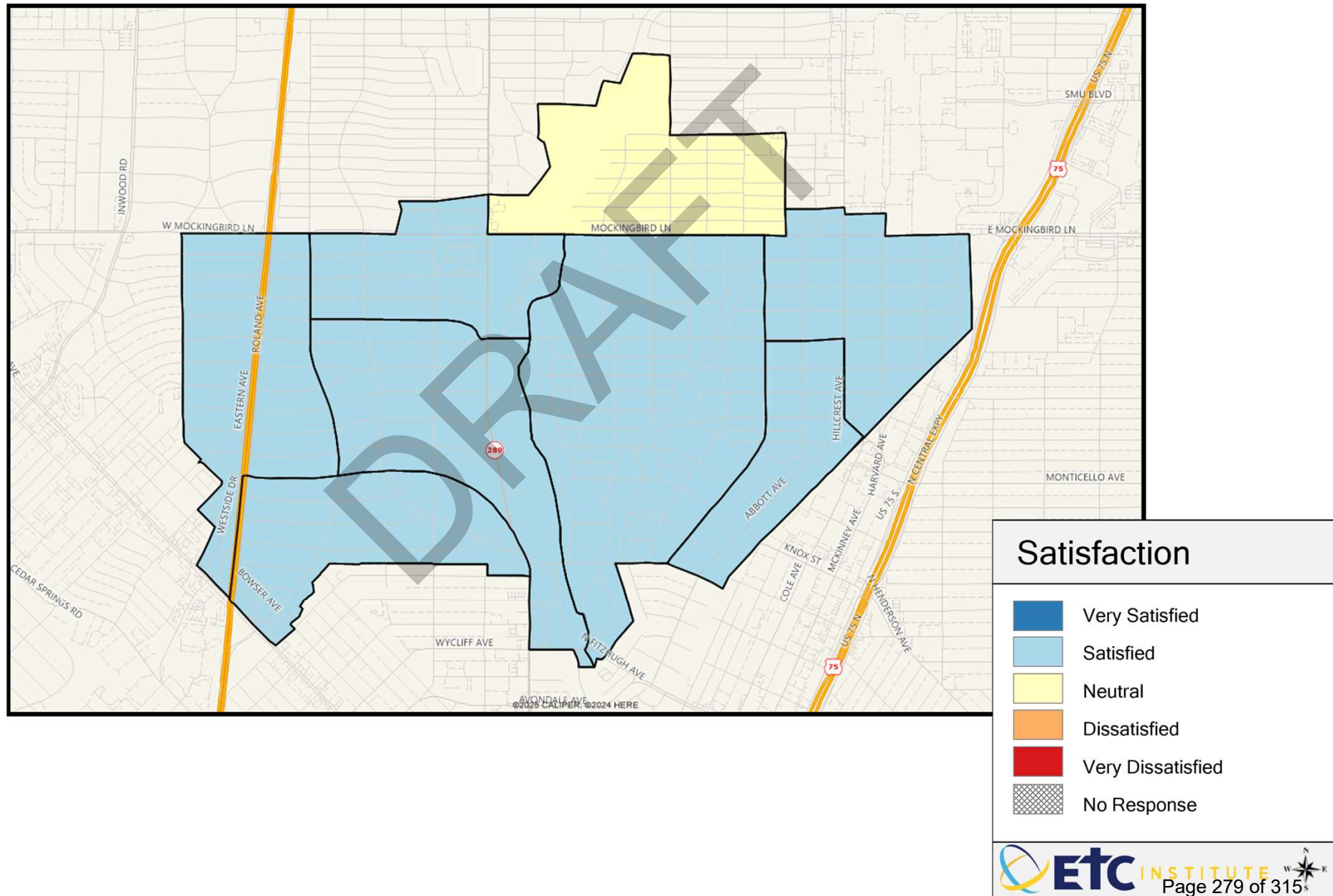


Q15-05. Use of smart water meter customer portal and online payment option (Water Smart)
Mean: 4.45



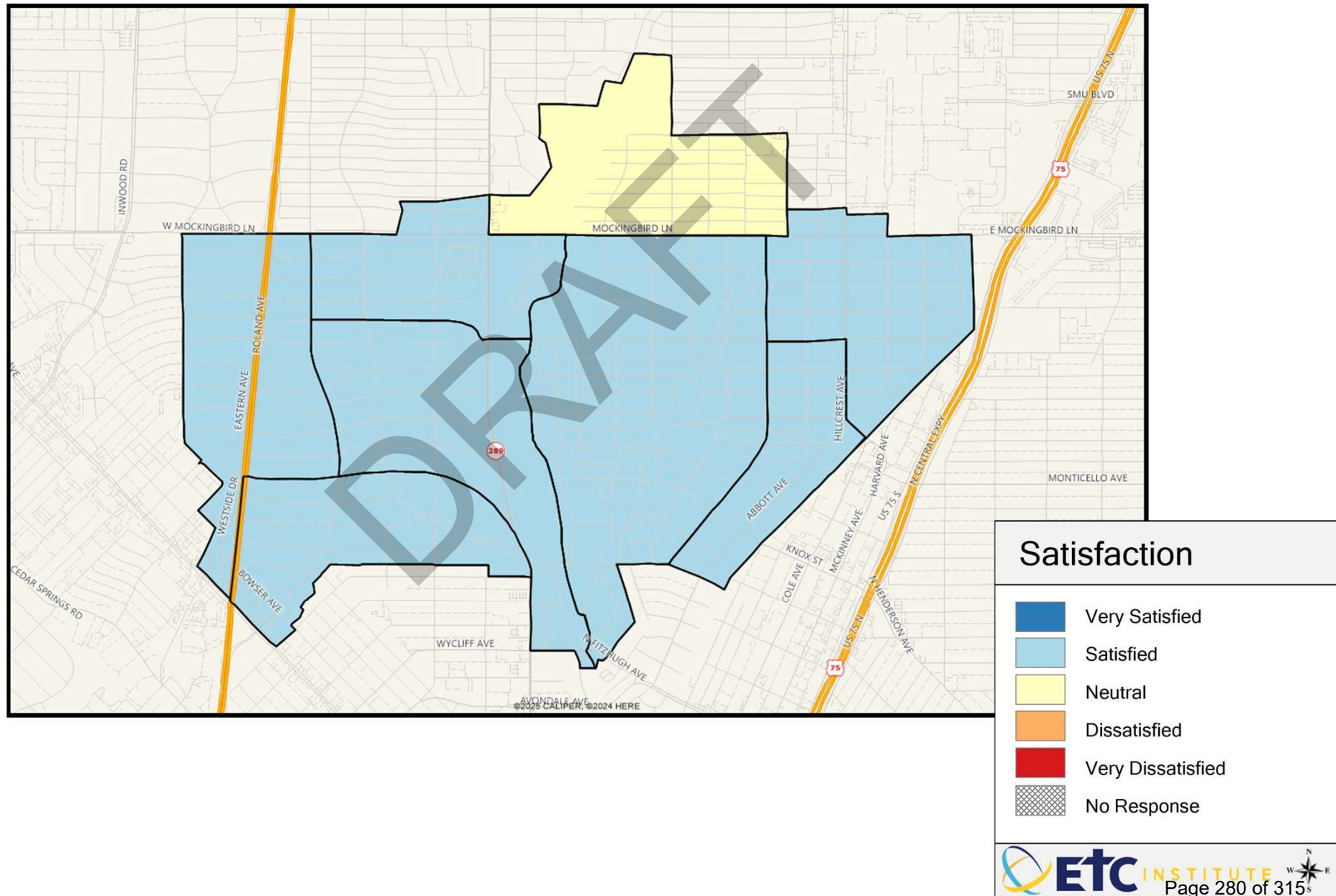
Q17-01. Process to submit a building permit application

Mean: 3.64



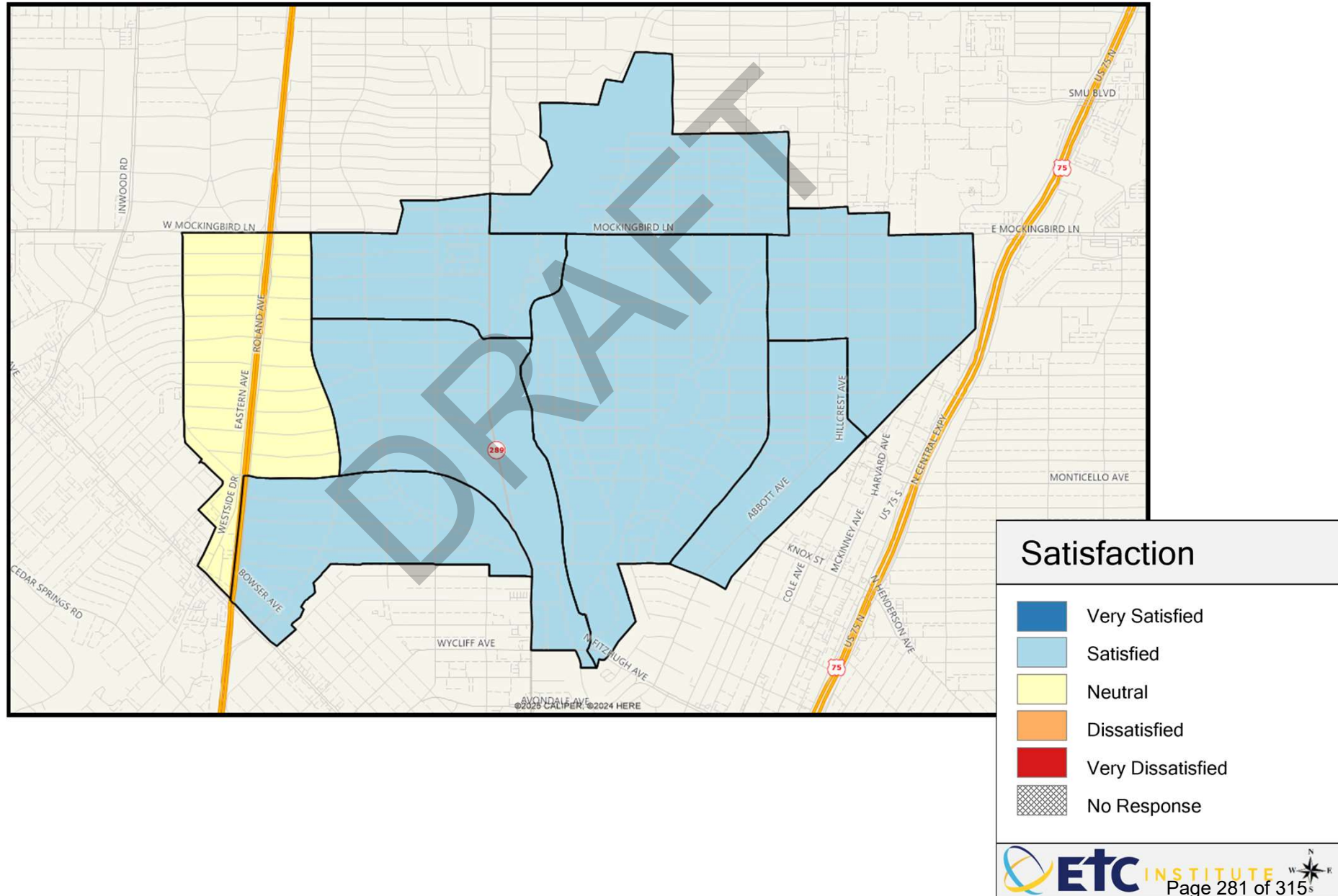
Q17-02. Your ability to obtain information concerning zoning, building permits, and drainage

Mean: 3.63

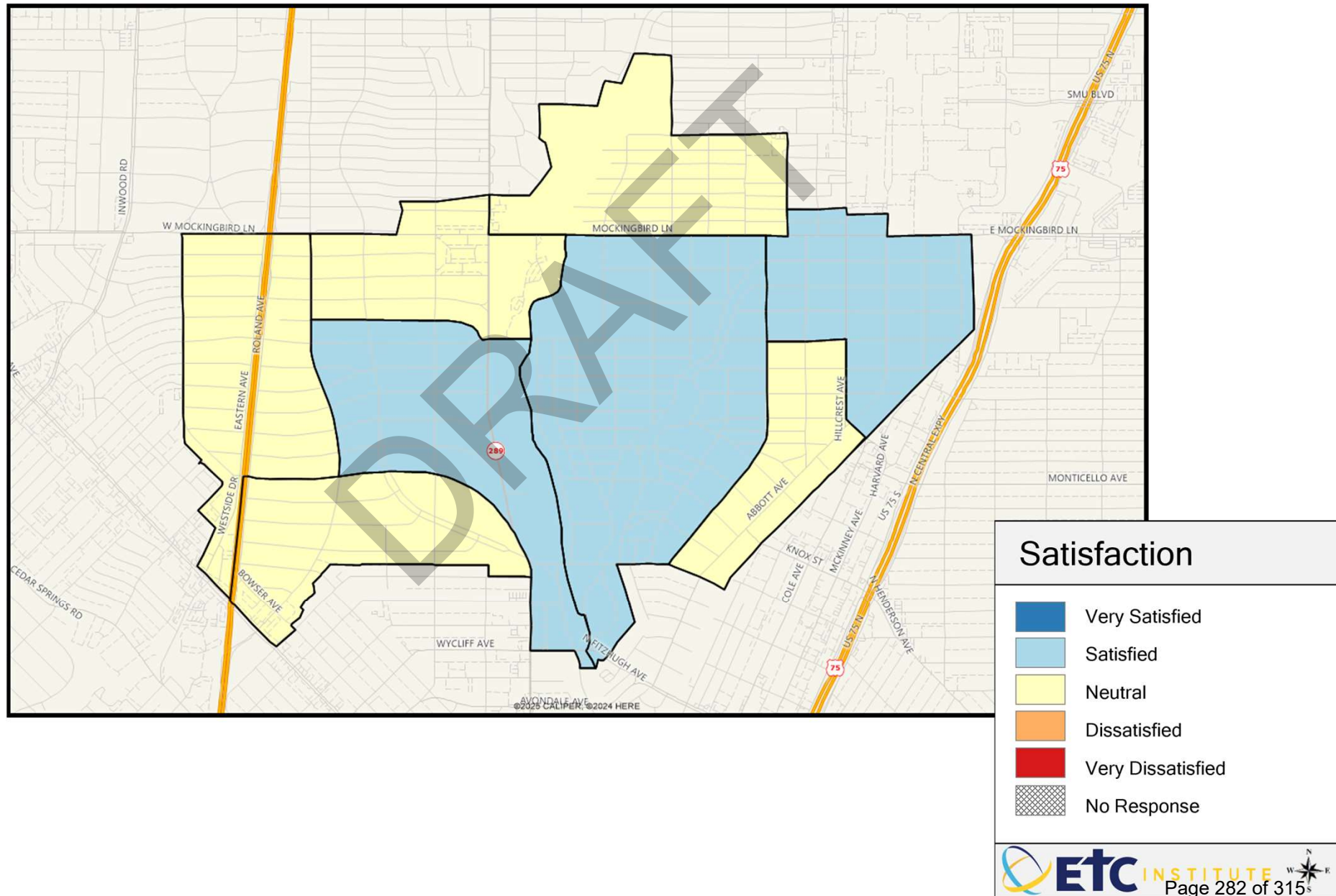


Q17-03. The quality of new development/redevelopment in the Town

Mean: 3.51

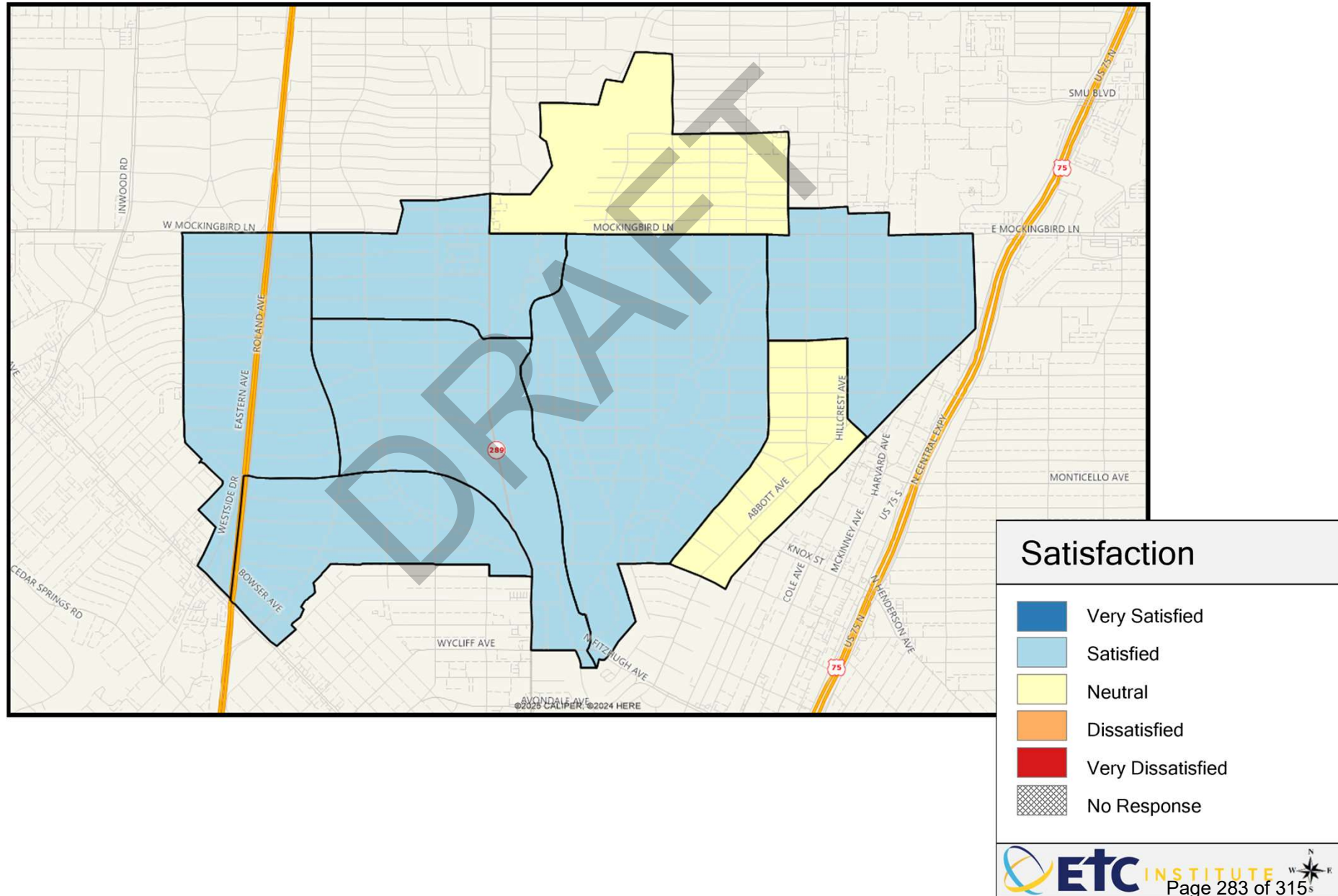


Q17-04. Amount of time to obtain a building permit after
applying
Mean: 3.31



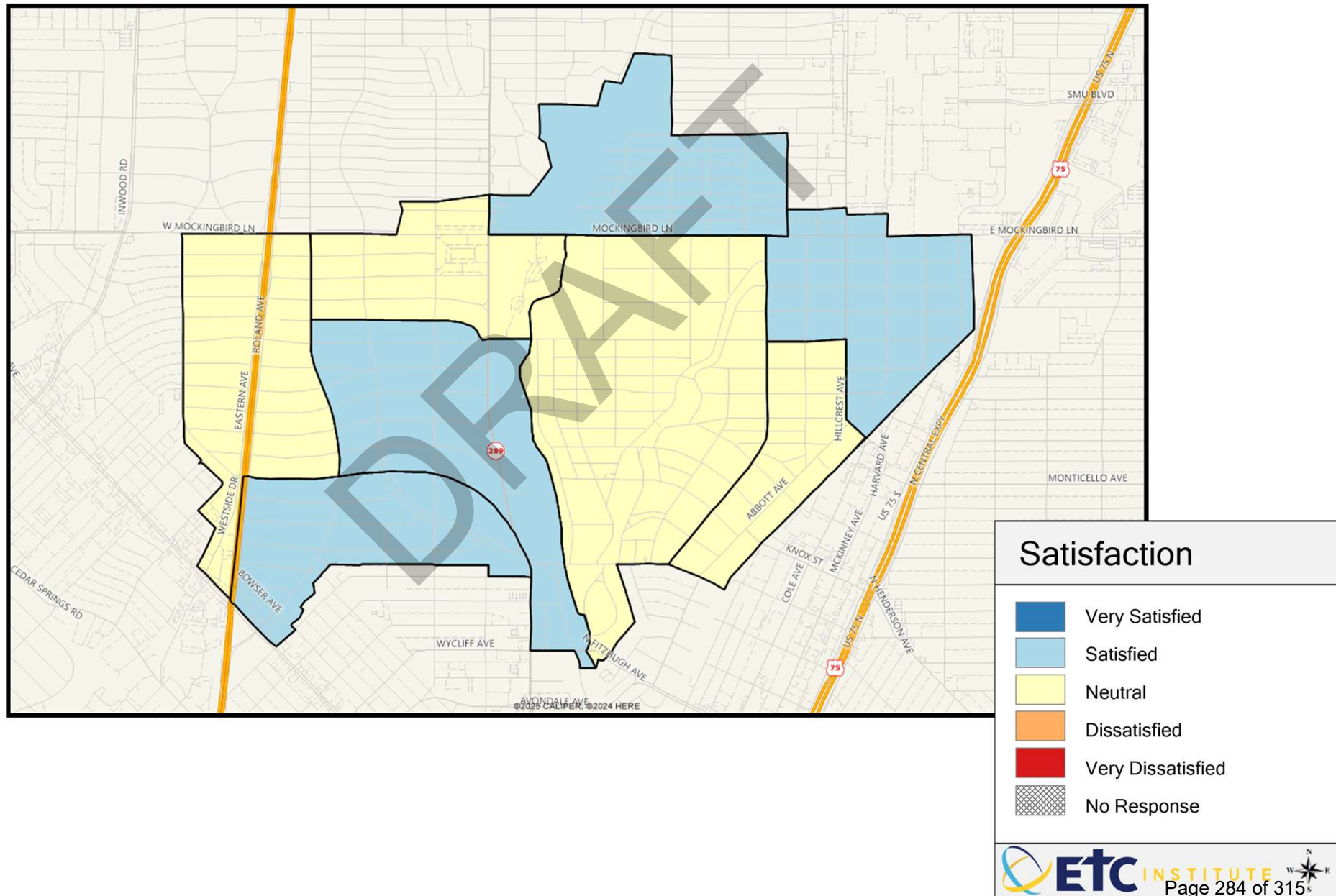
Q17-05. Ease of completing regulatory processes (Town Council, Board of Adjustment, Zoning Commission)

Mean: 3.54

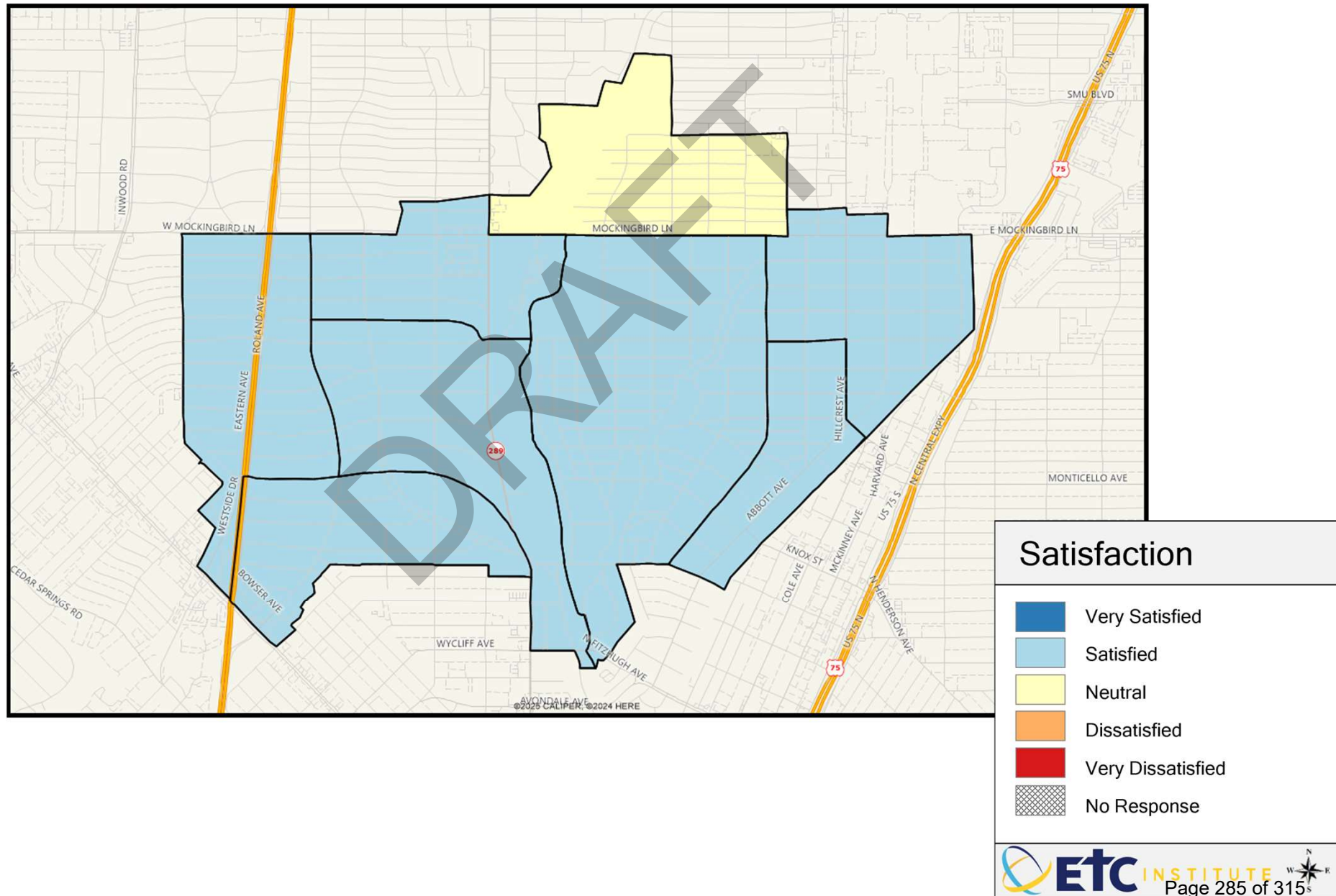


Q17-06. Maintenance/cleanliness of residential construction sites

Mean: 3.45

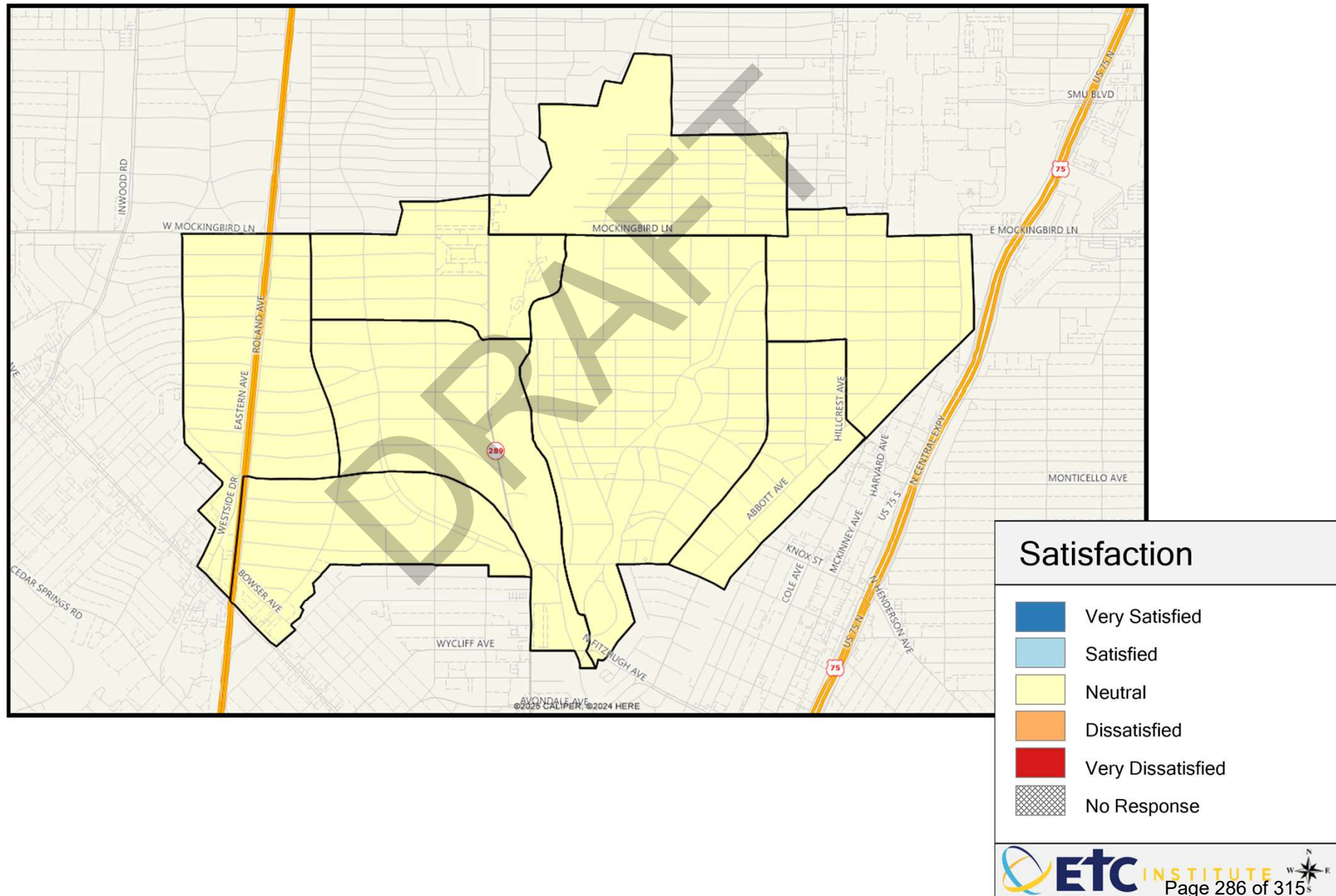


Q17-07. Permitted days/hours for residential construction (7 am to 6 pm, Monday - Saturday) Mean: 3.69



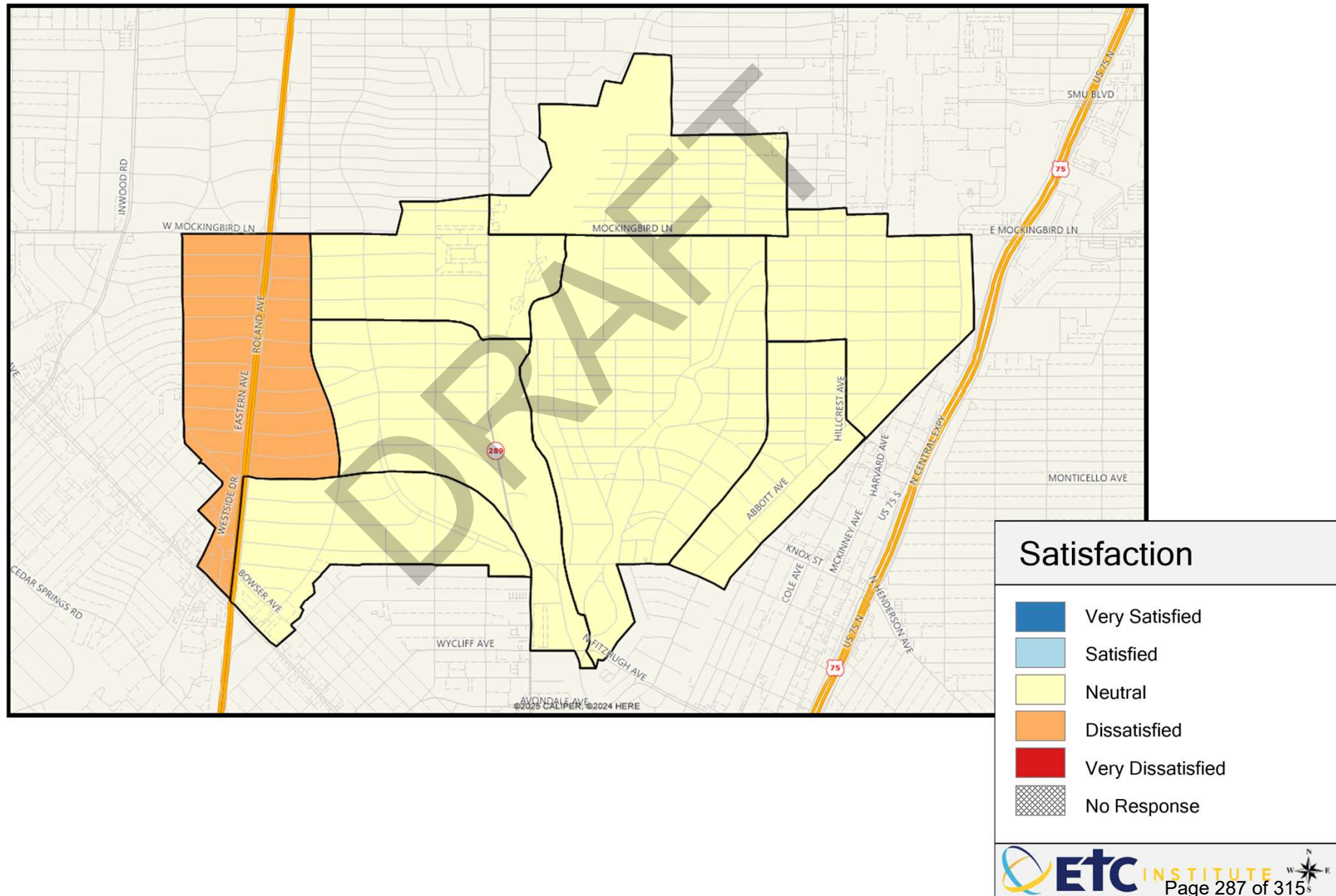
Q17-08. Overall duration of construction projects

Mean: 3.03



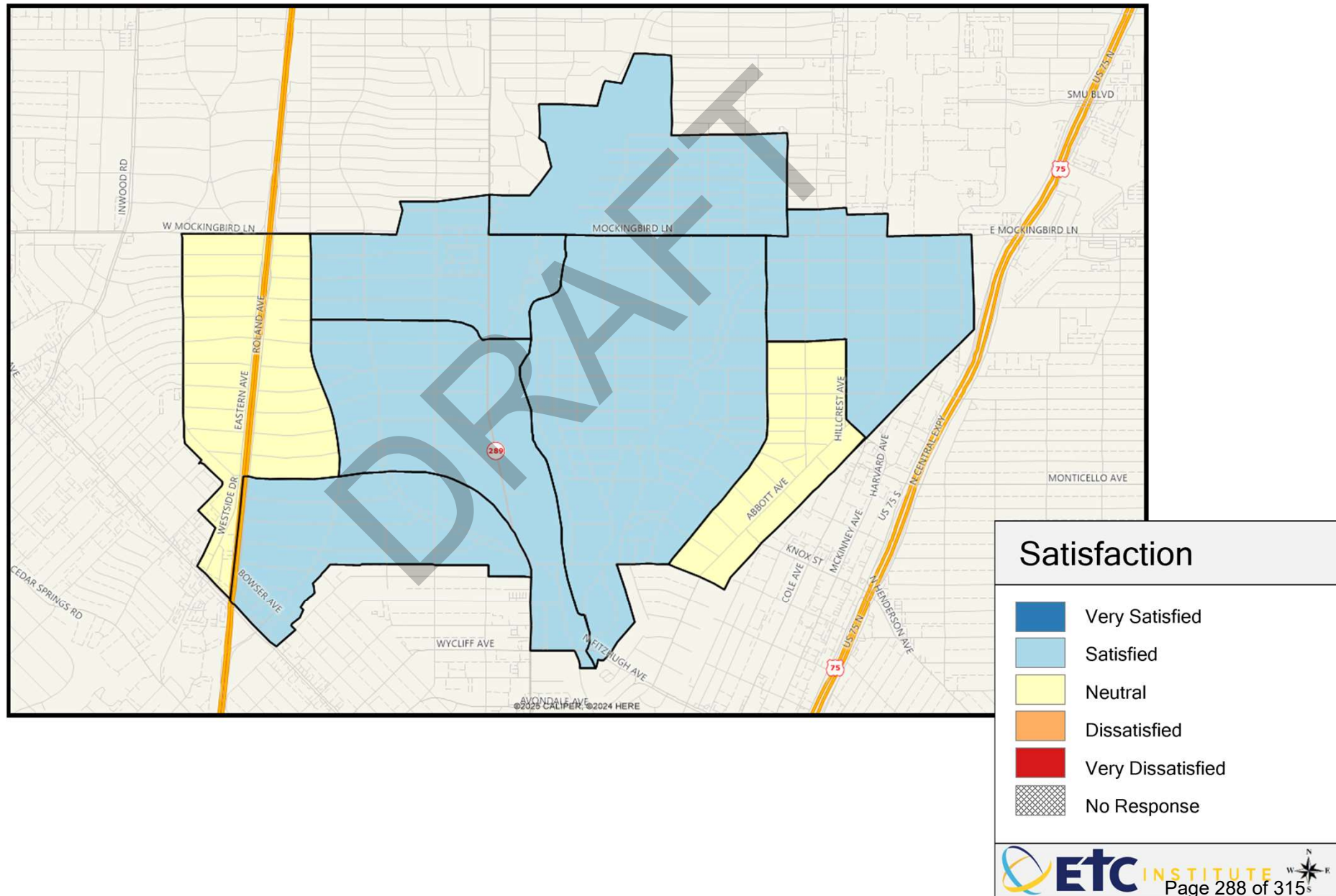
Q17-09. Regulation of residential construction vehicle parking

Mean: 2.73



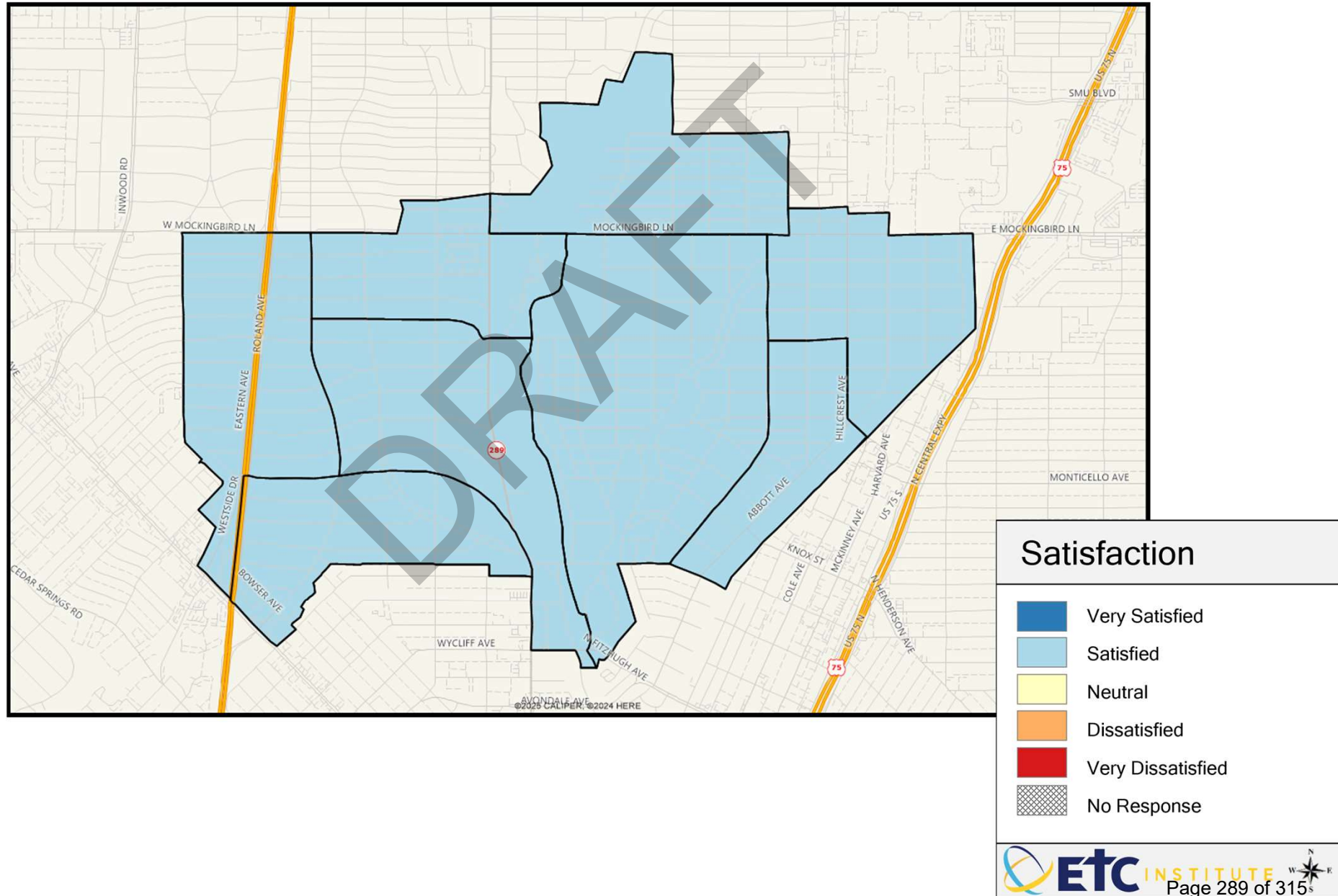
Q17-10. Ensuring compliance with zoning standards

Mean: 3.53



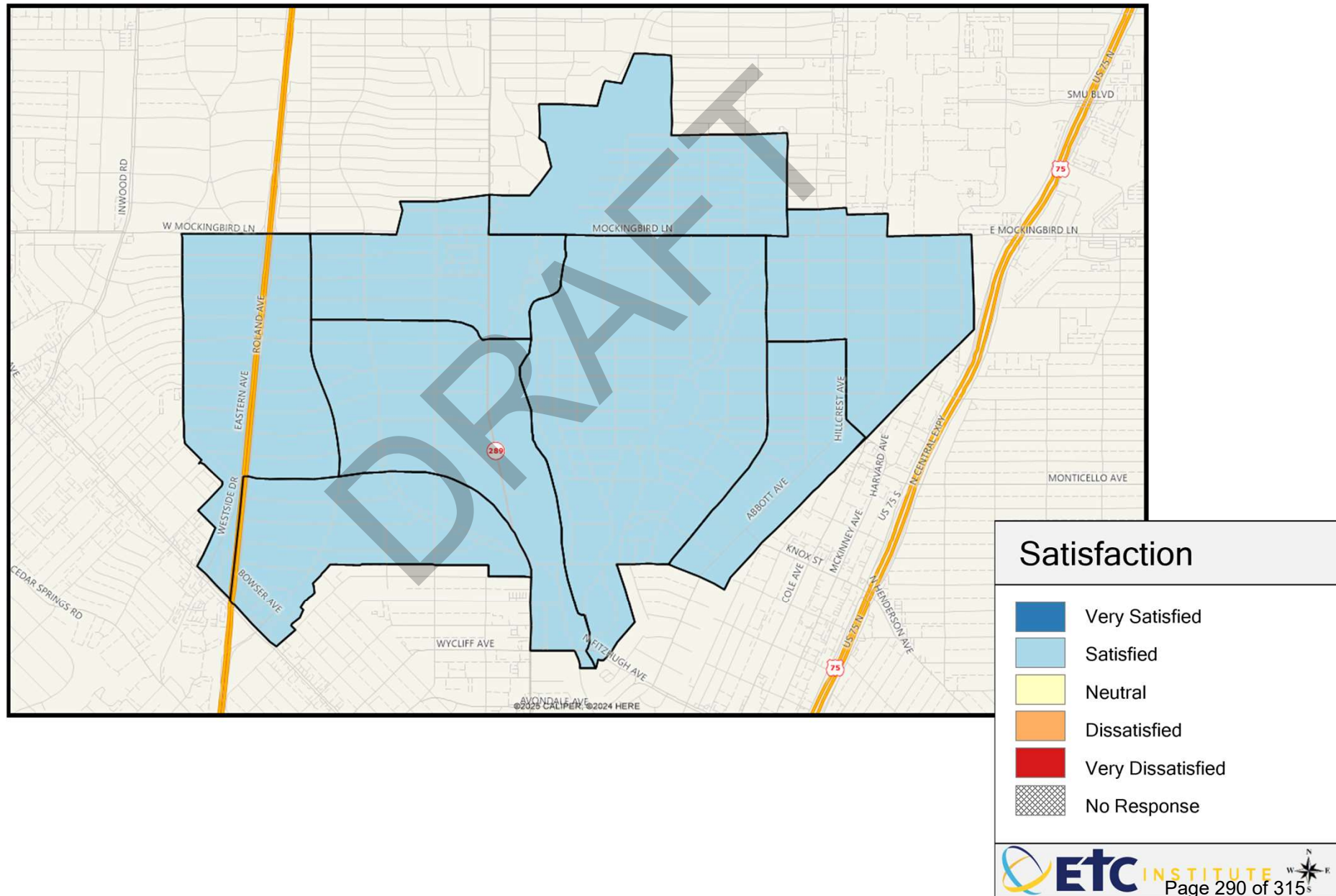
Q17-11. Appropriateness of the Town's zoning standards (height limits, building setbacks, etc.)

Mean: 3.65



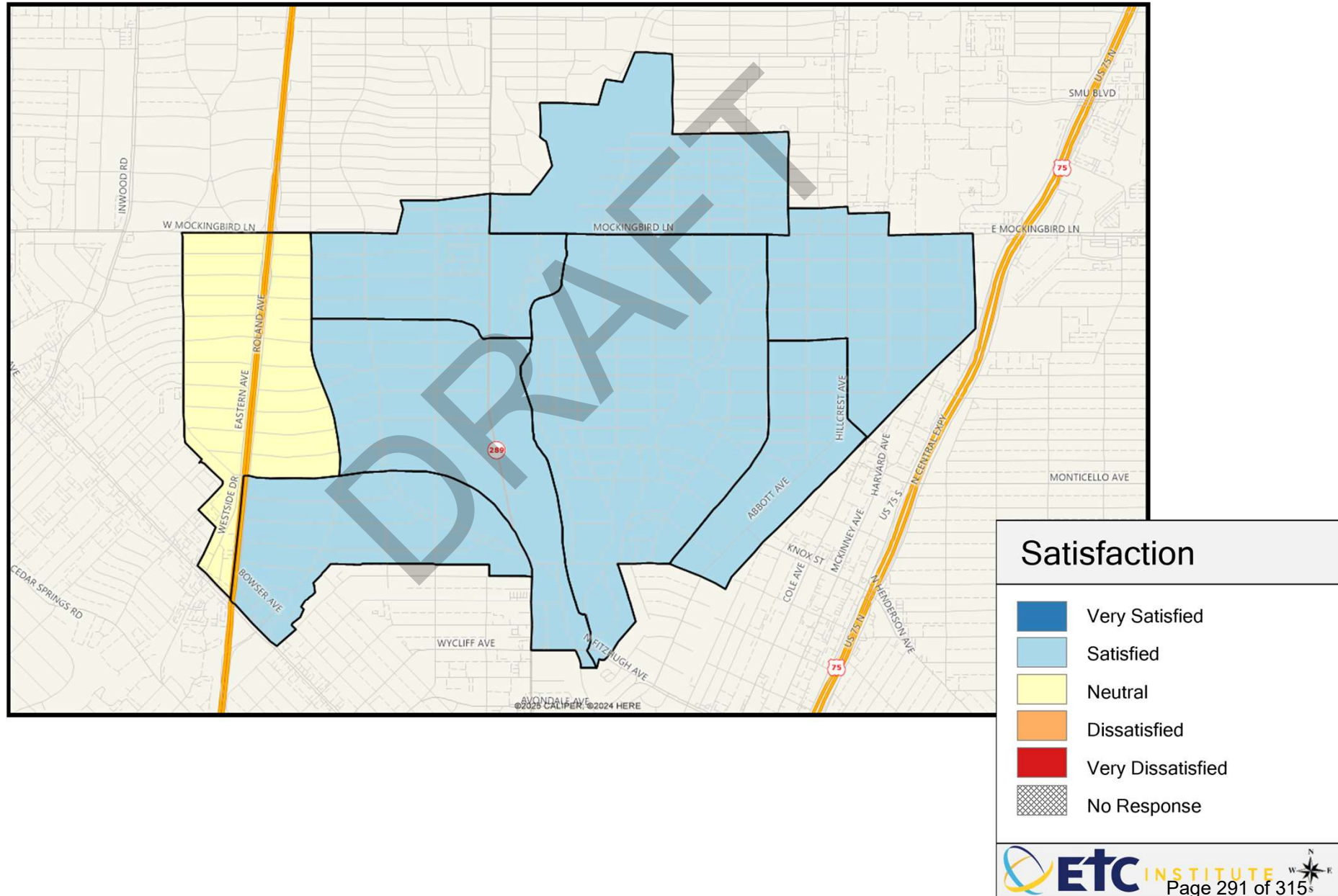
Q17-12. Promoting sound urban planning practices through ordinance development

Mean: 3.63



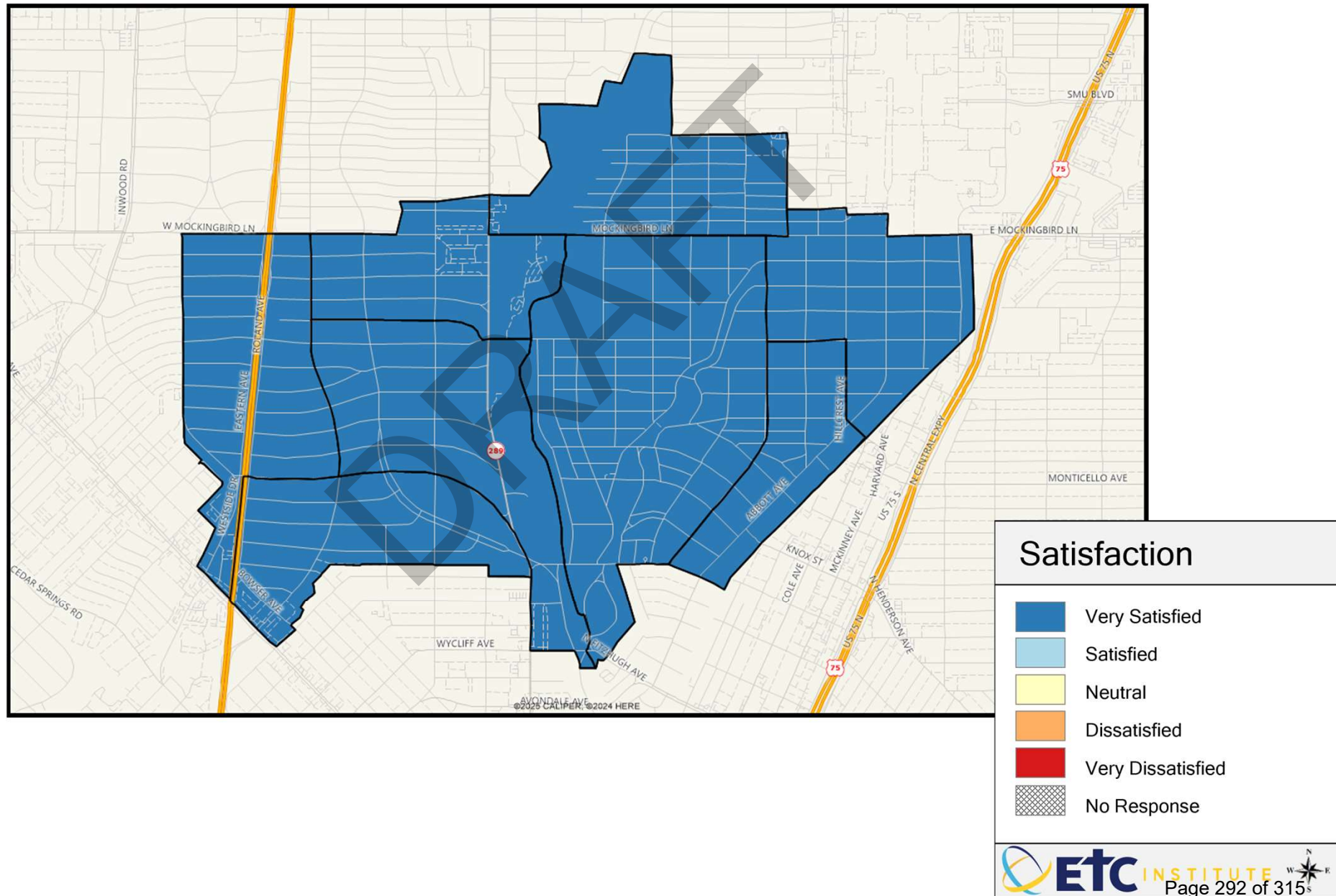
Q17-13. Town's effectiveness in remedying code violations (enforcement of exterior maintenance and upkeep of private property)

Mean: 3.52

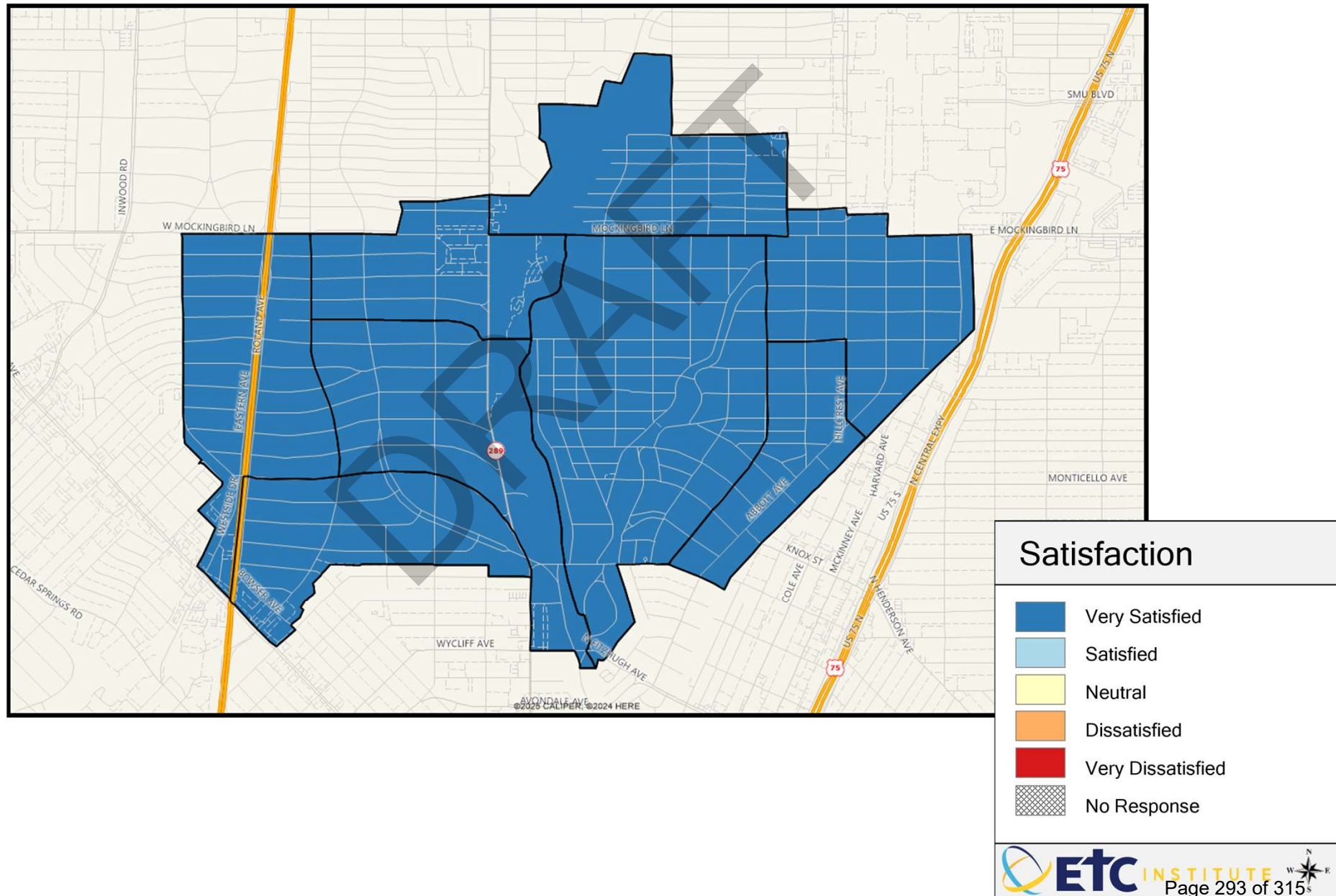


Q19-01. Quality of space of the library facility

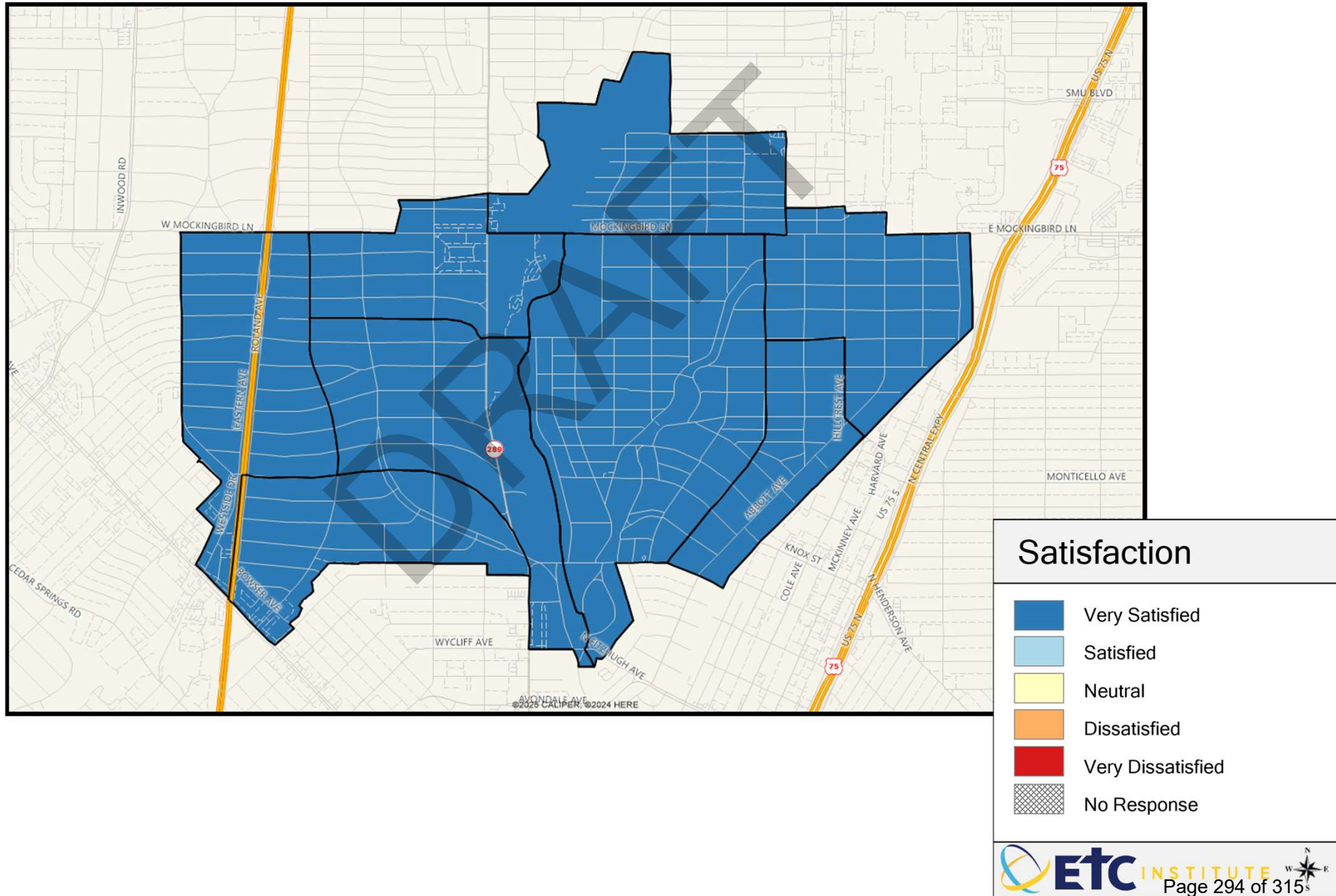
Mean: 4.66



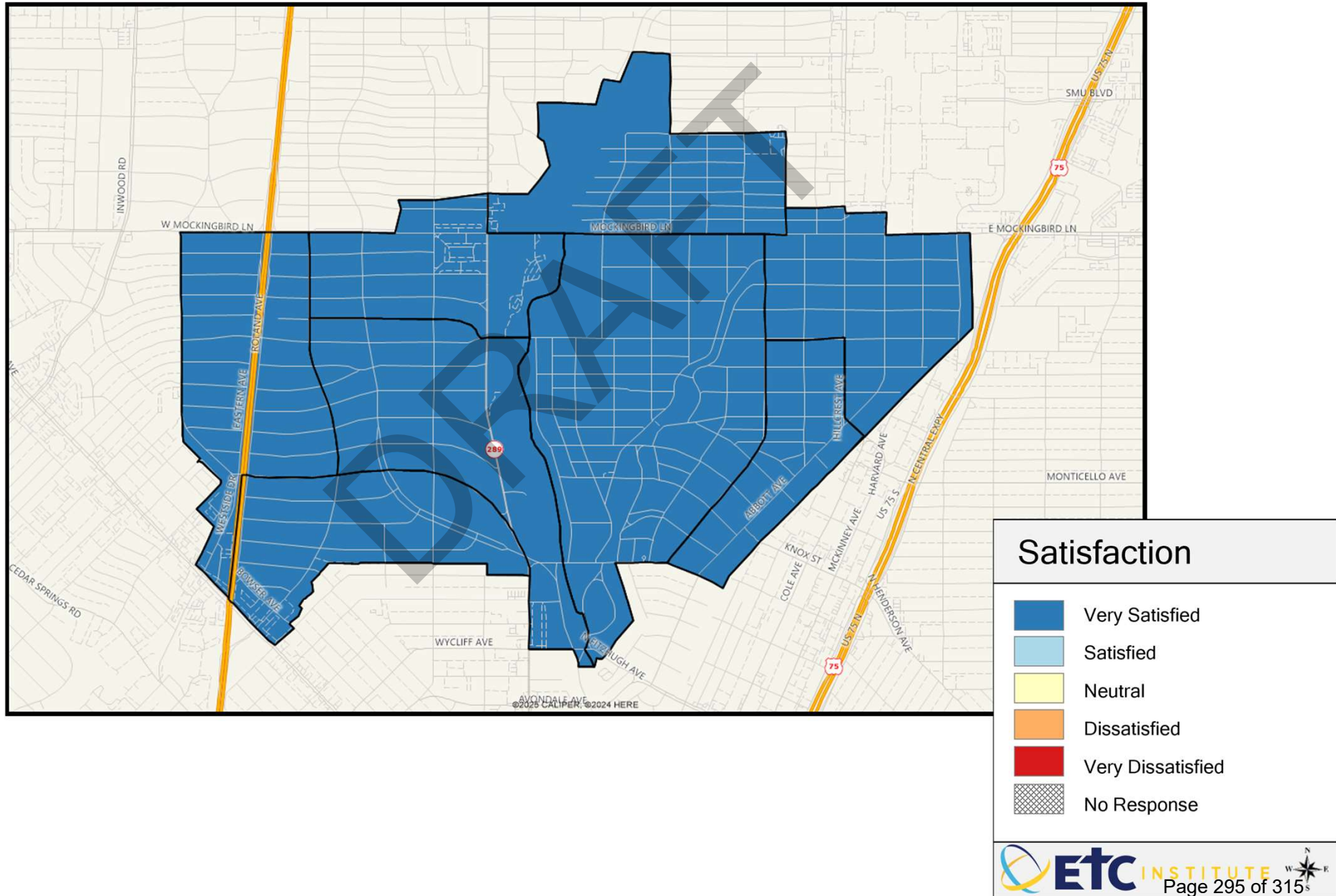
Q19-02. Hours of operation (Tuesdays 9:30 a.m. - 7:00 p.m.
and Wednesdays - Saturdays 9:30 a.m. - 5:30 p.m.)
Mean: 4.6



Q19-03. Quality of library children's events, classes and programs
Mean: 4.63

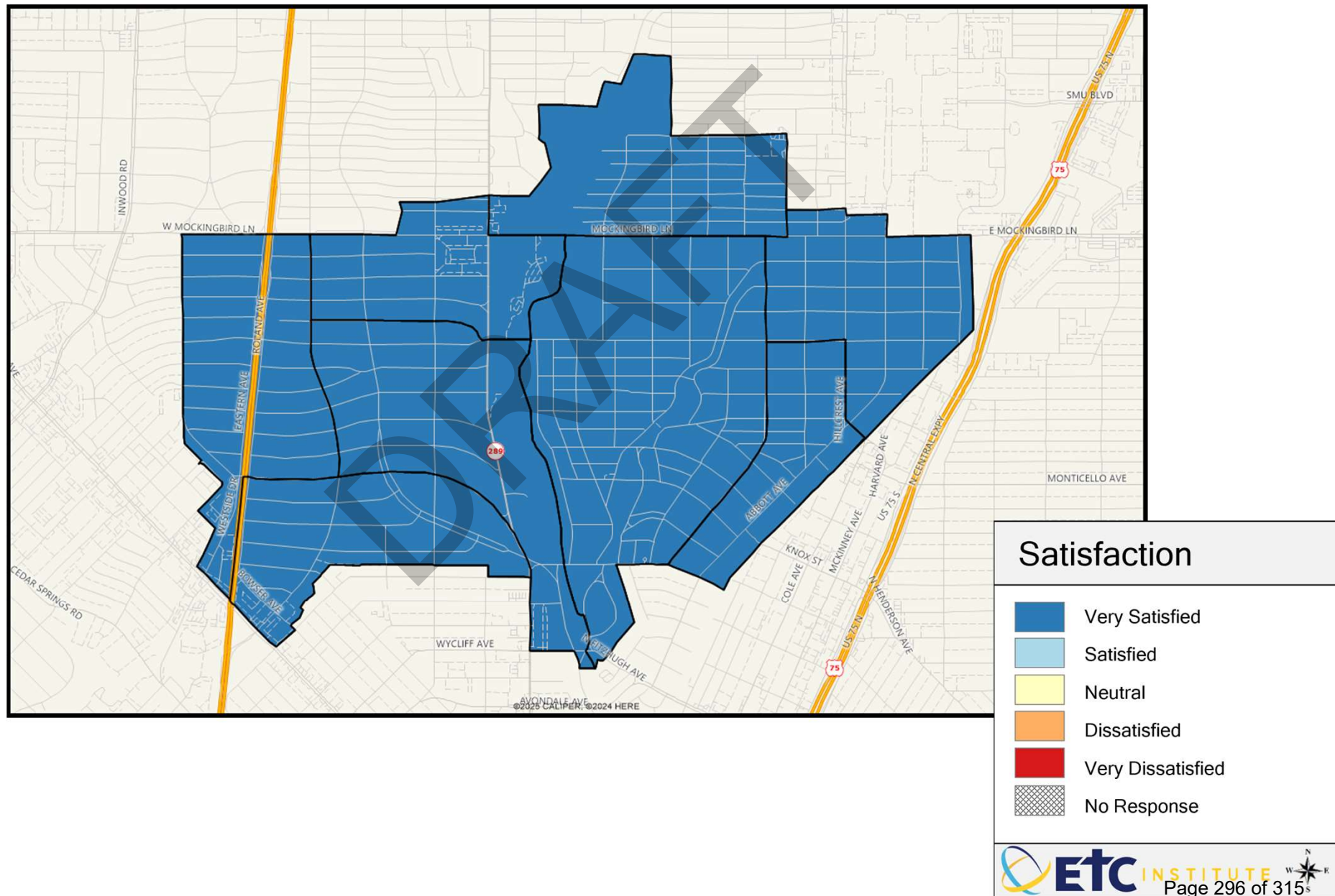


Q19-04. Quality of library adult events, classes and programs
Mean: 4.53



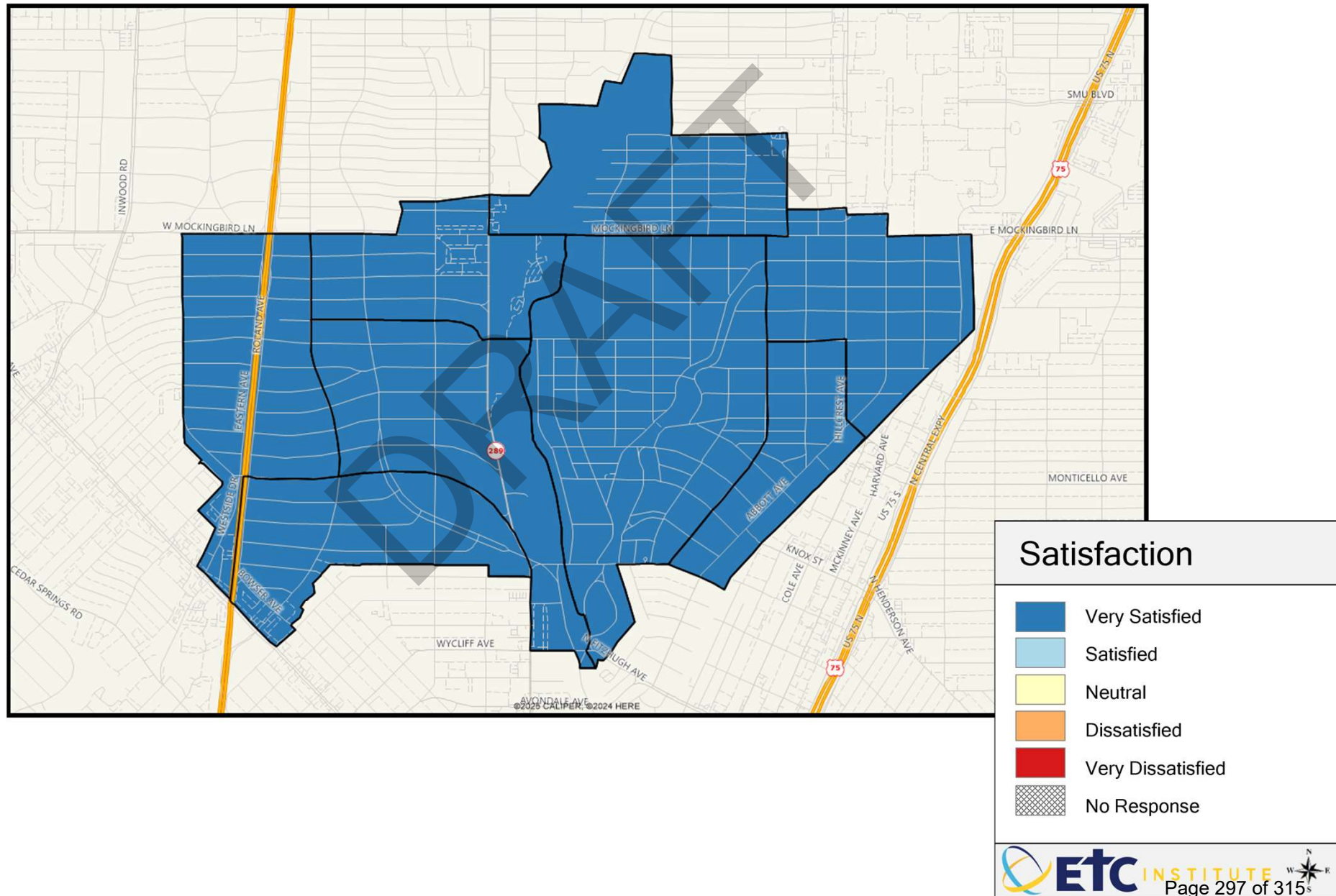
Q19-05. Quality of library teen events, classes, and programs

Mean: 4.54



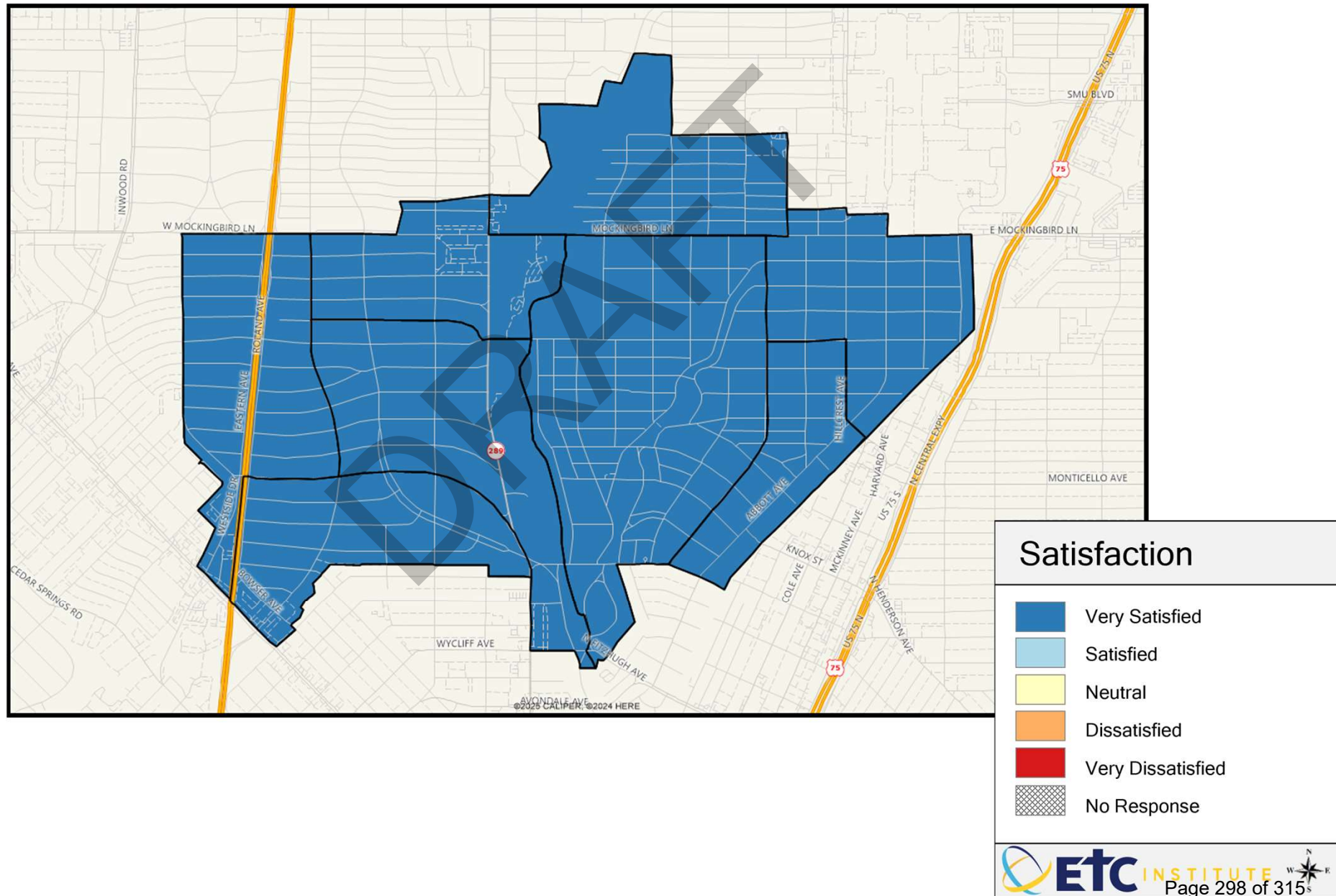
Q19-06. Quality of library's online catalog and website

Mean: 4.52



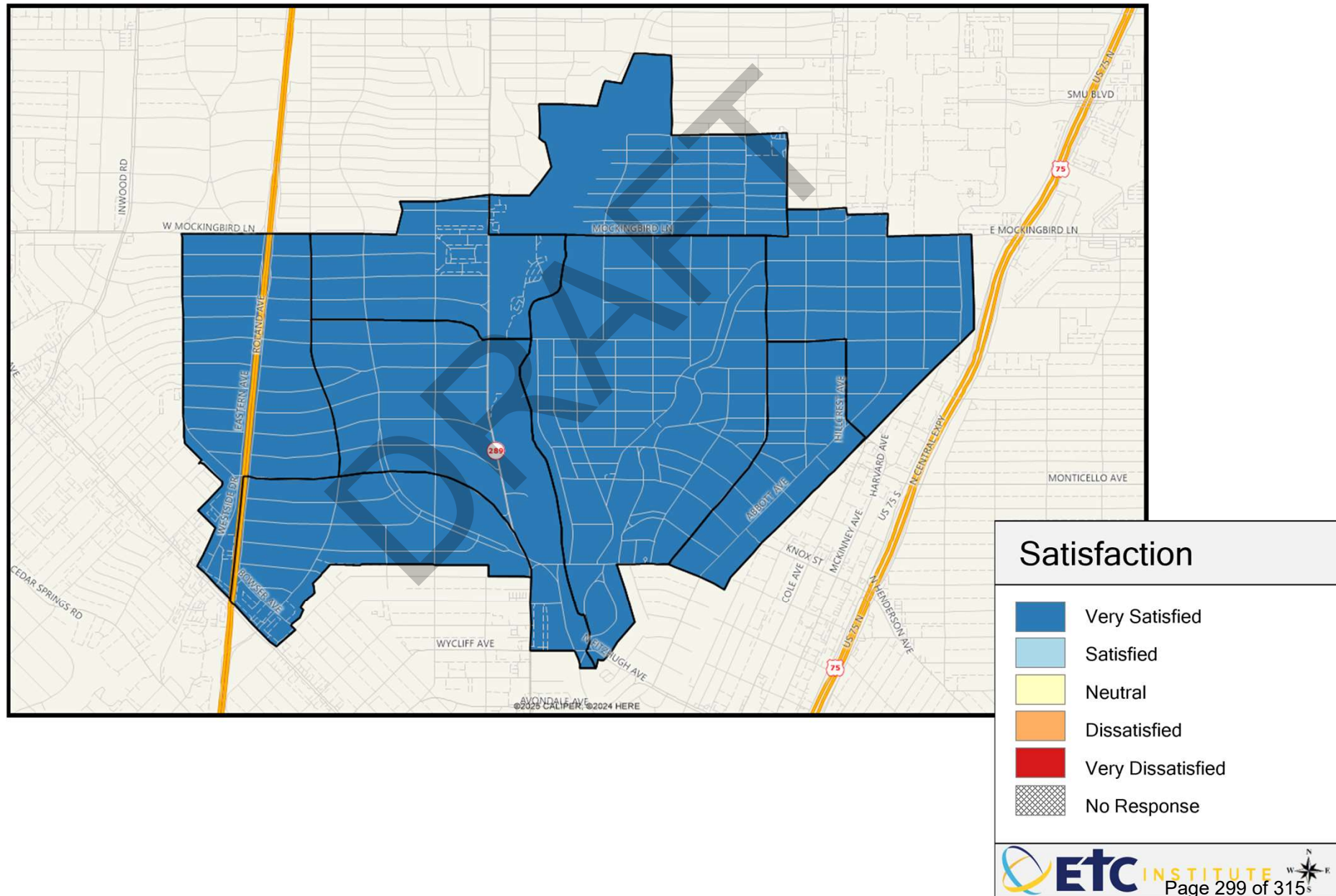
Q19-07. Quality and availability of library materials and resources

Mean: 4.54



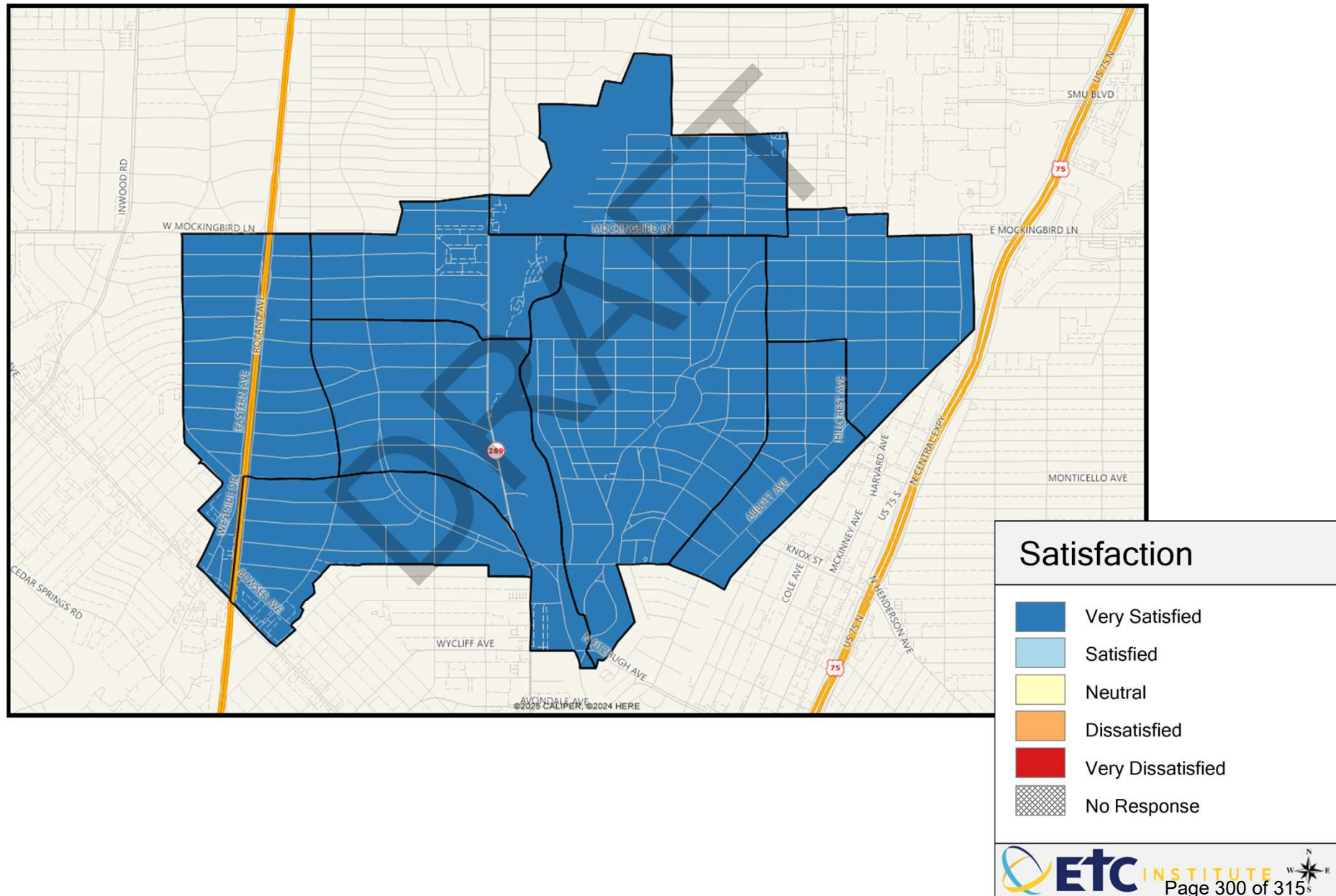
Q19-08. Quality and availability of electronic resources (e-books, audiobooks, movies, etc.)

Mean: 4.5



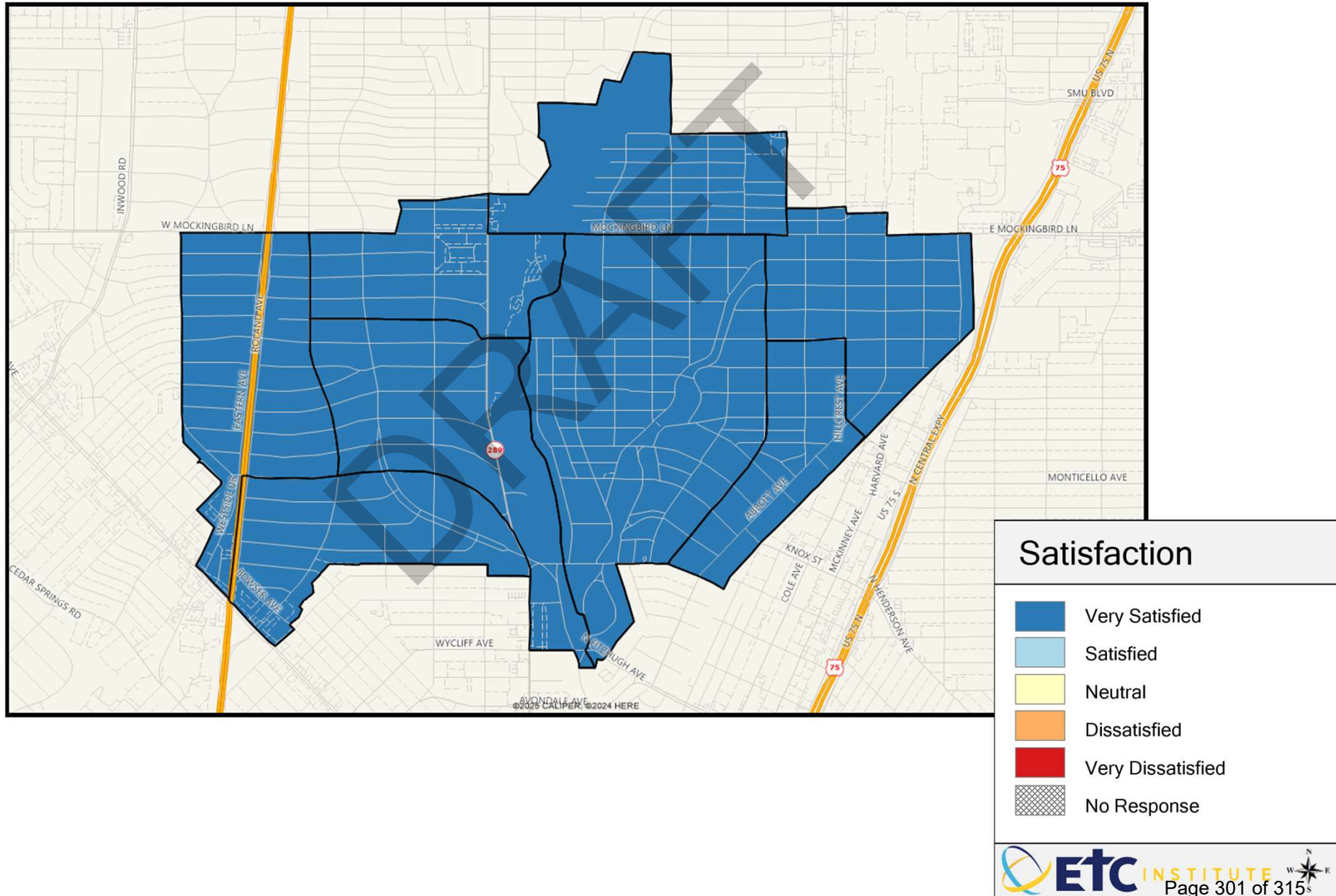
Q19-09. Quality and availability of library computers

Mean: 4.49

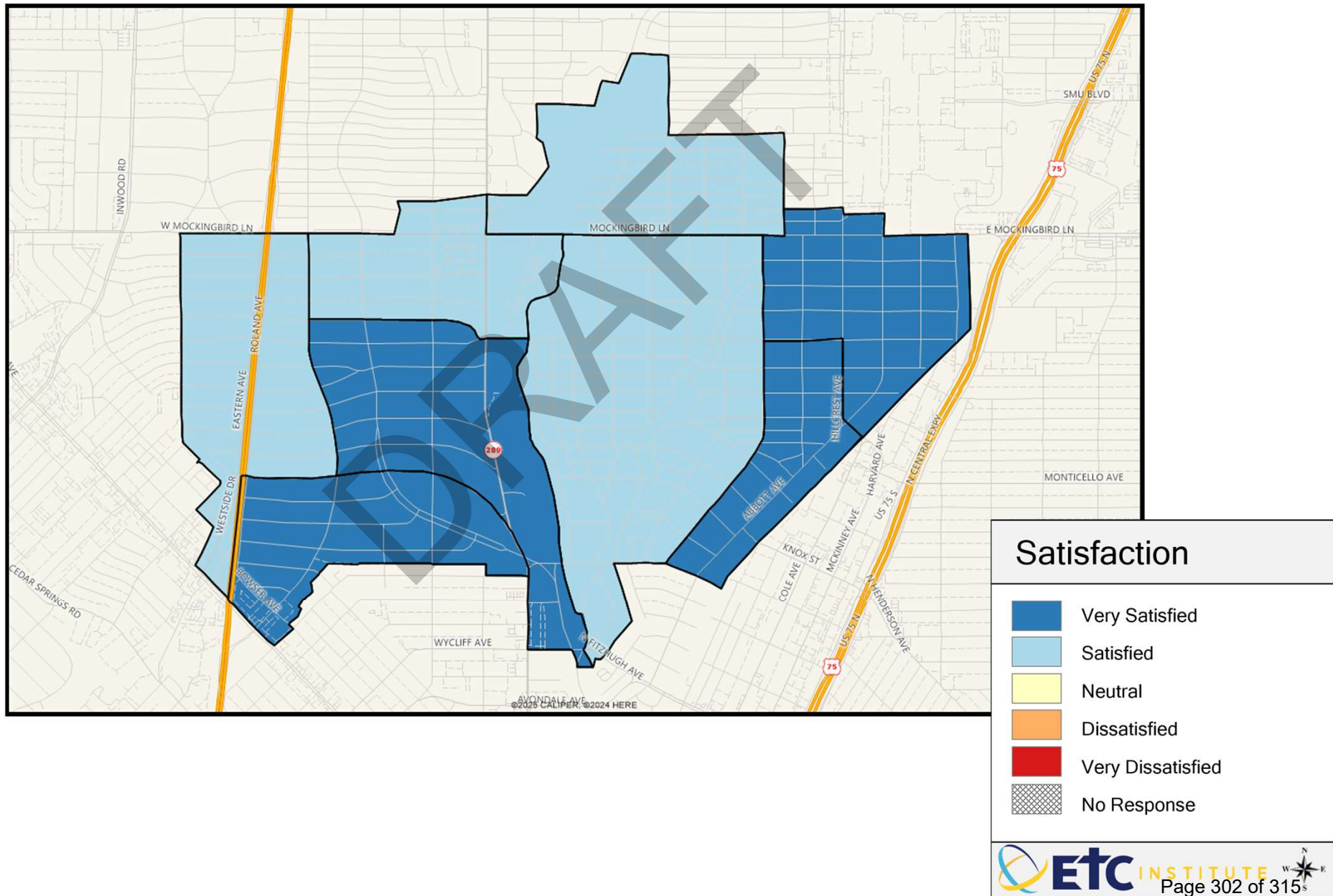


Q19-10. Communication on library updates and news

Mean: 4.51

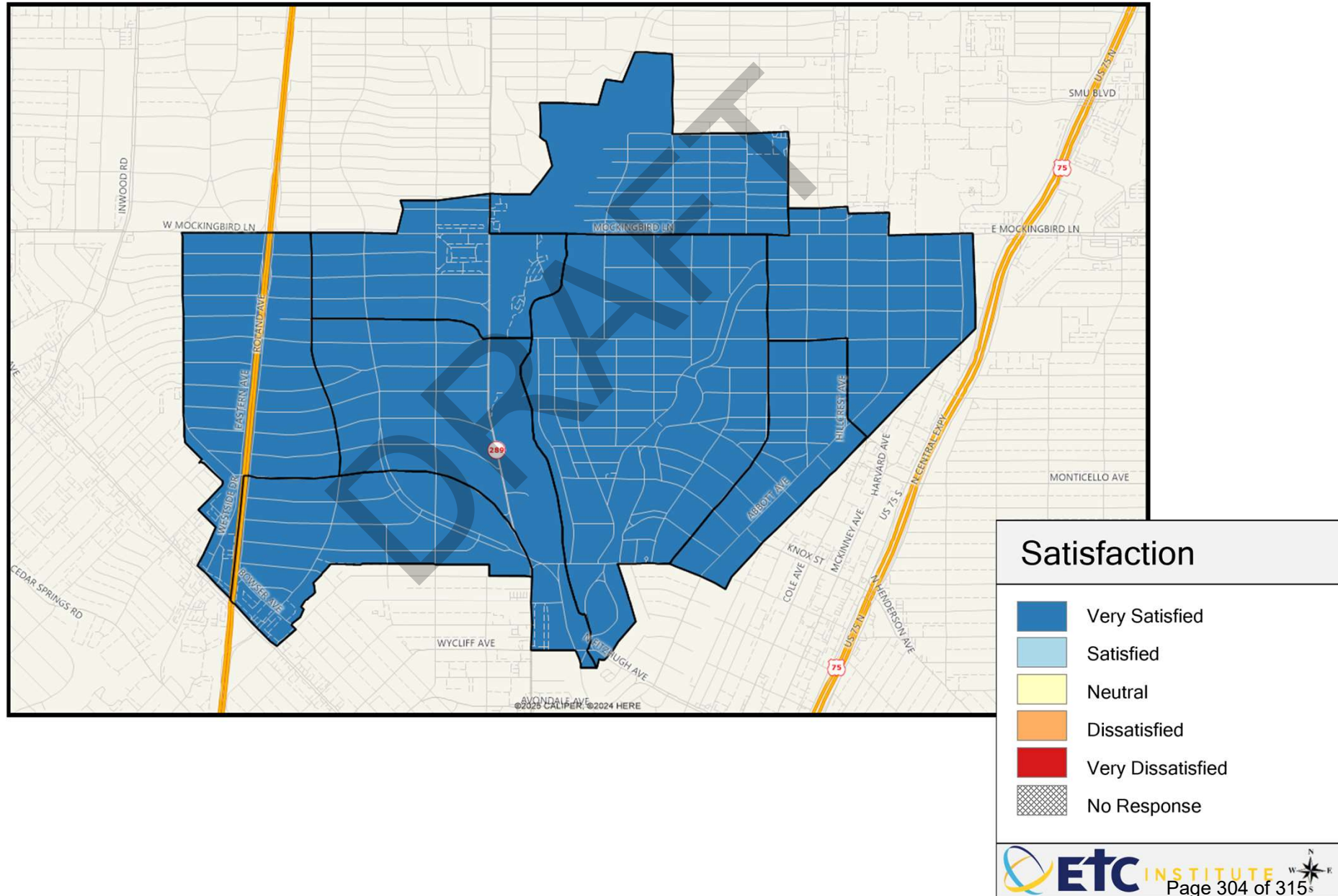


Q22-01. Quality and ease of use of the Town's website
Mean: 4.17



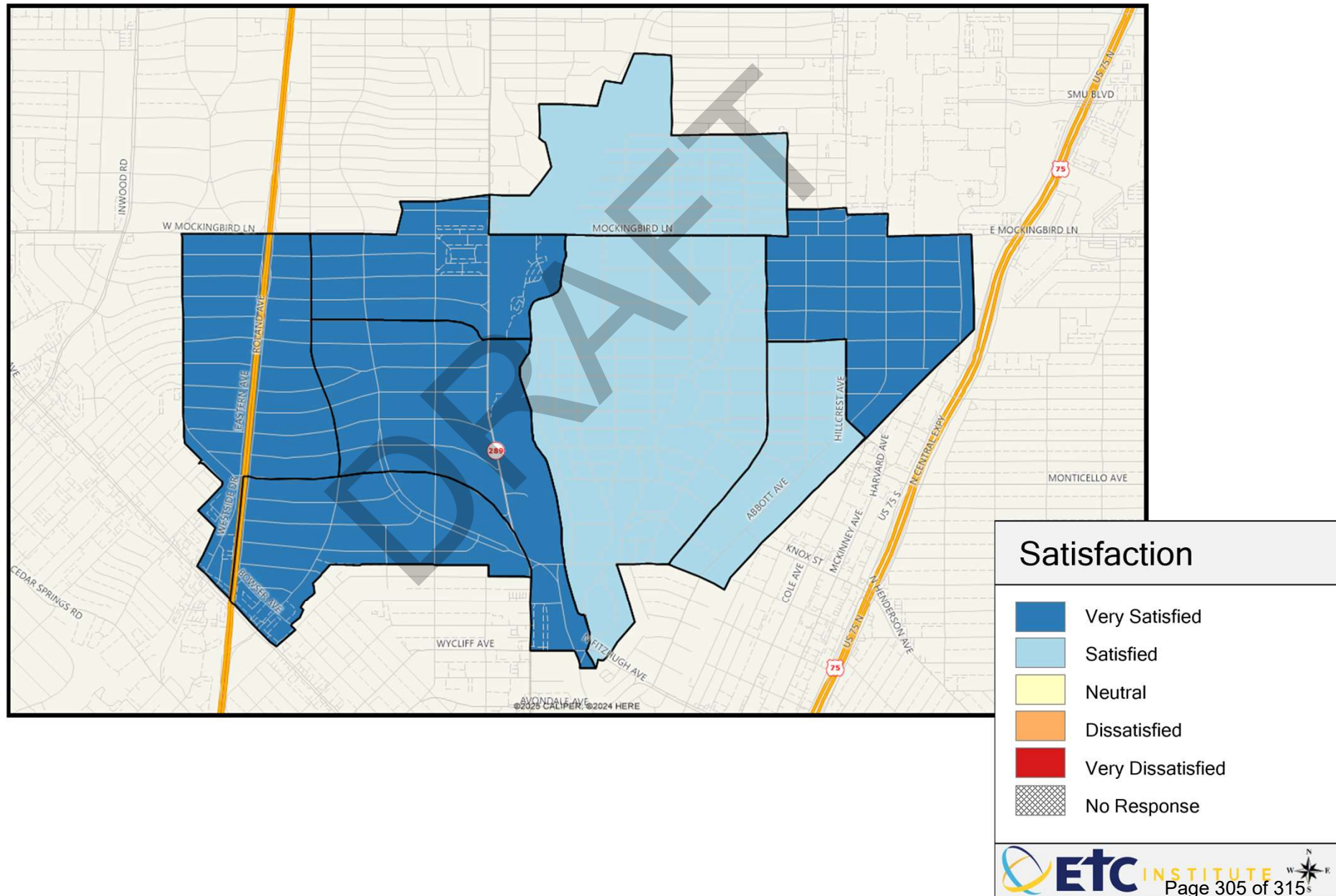
Q22-03. Quality of the Town's digital newsletter (Monarch Herald and Bluezone)

Mean: 4.45



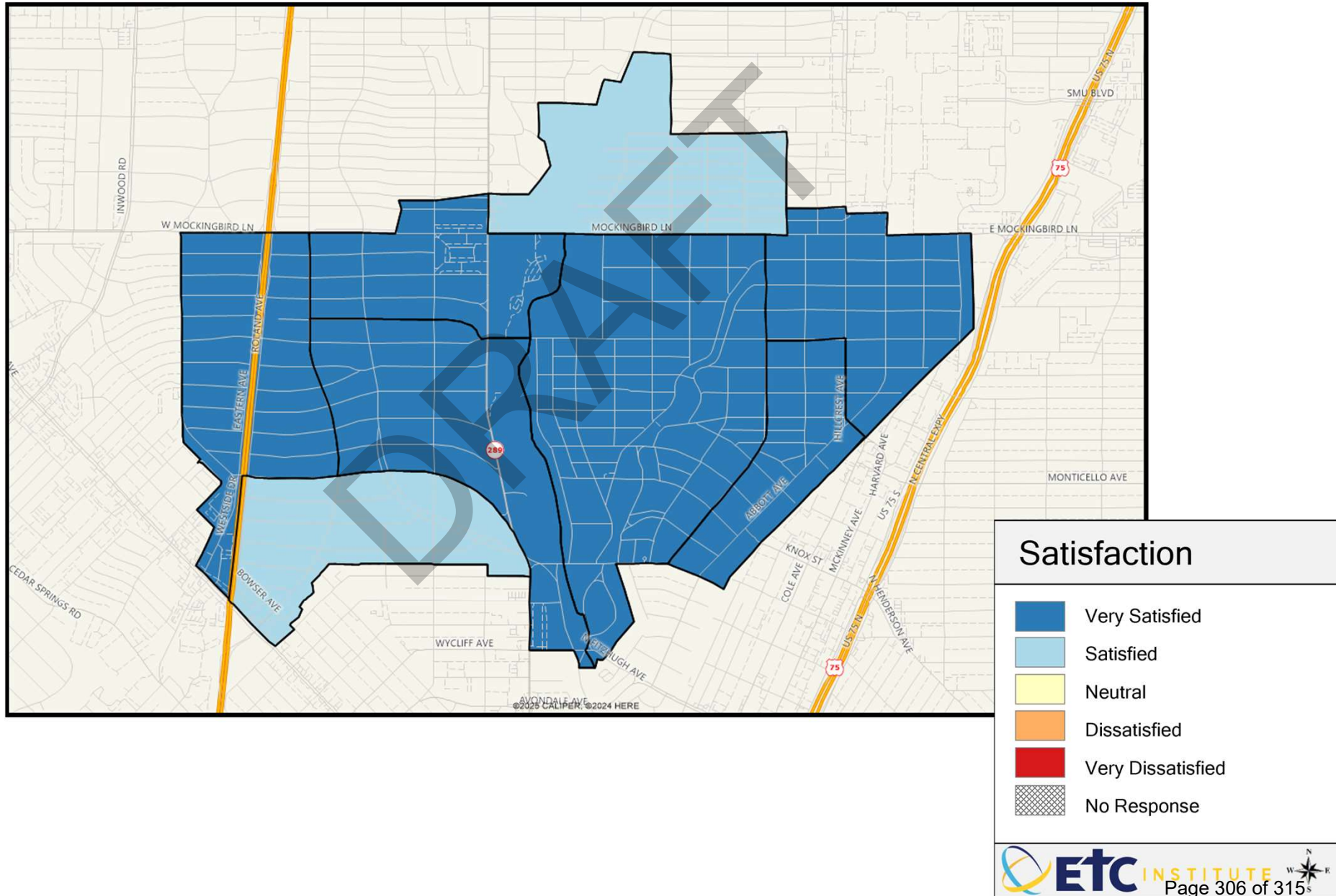
Q22-04. Availability of information about Town programs/services

Mean: 4.25



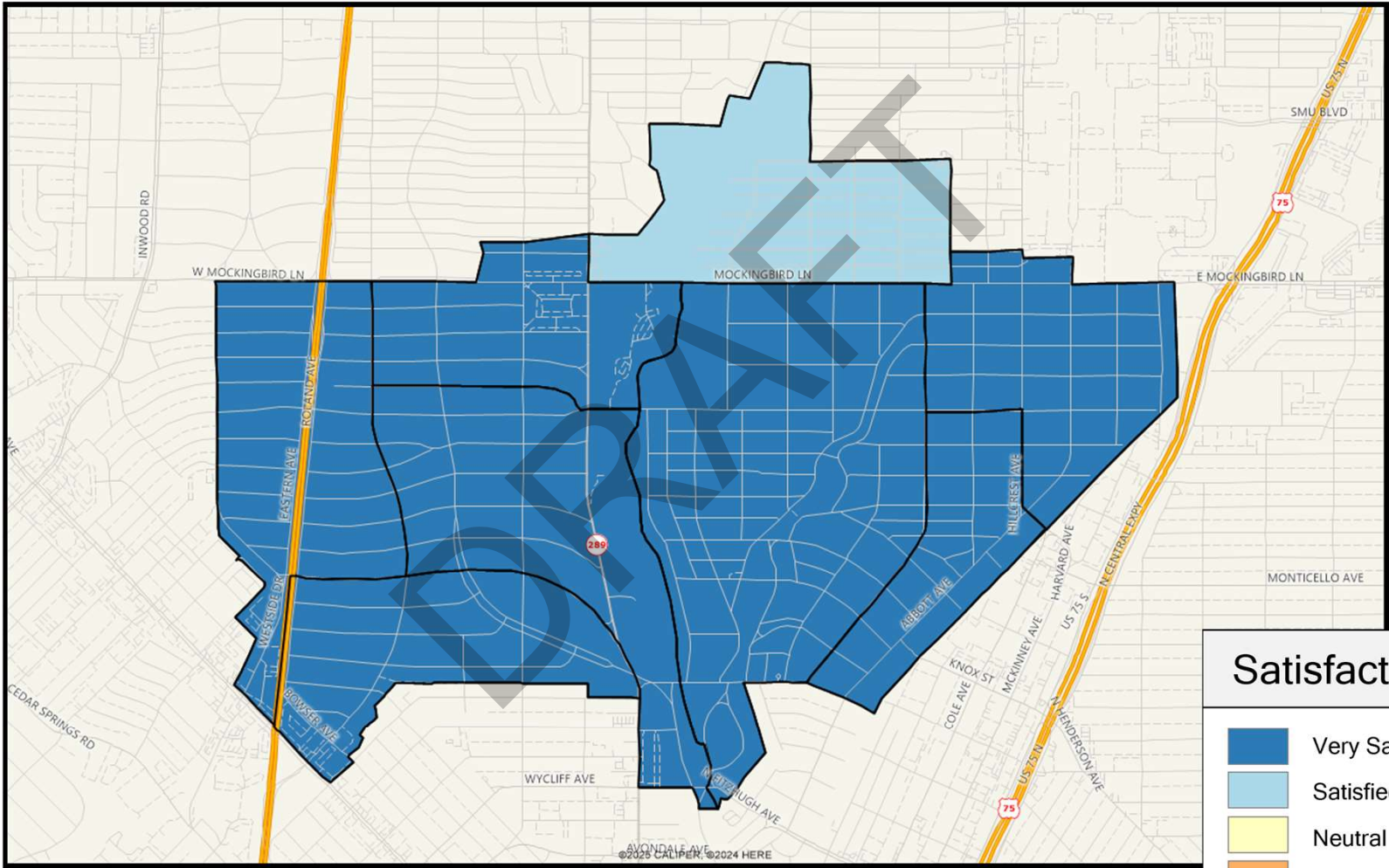
Q22-05. Town's efforts to keep you informed

Mean: 4.29



Q22-06. Timeliness of information provided by the Town

Mean: 4.34

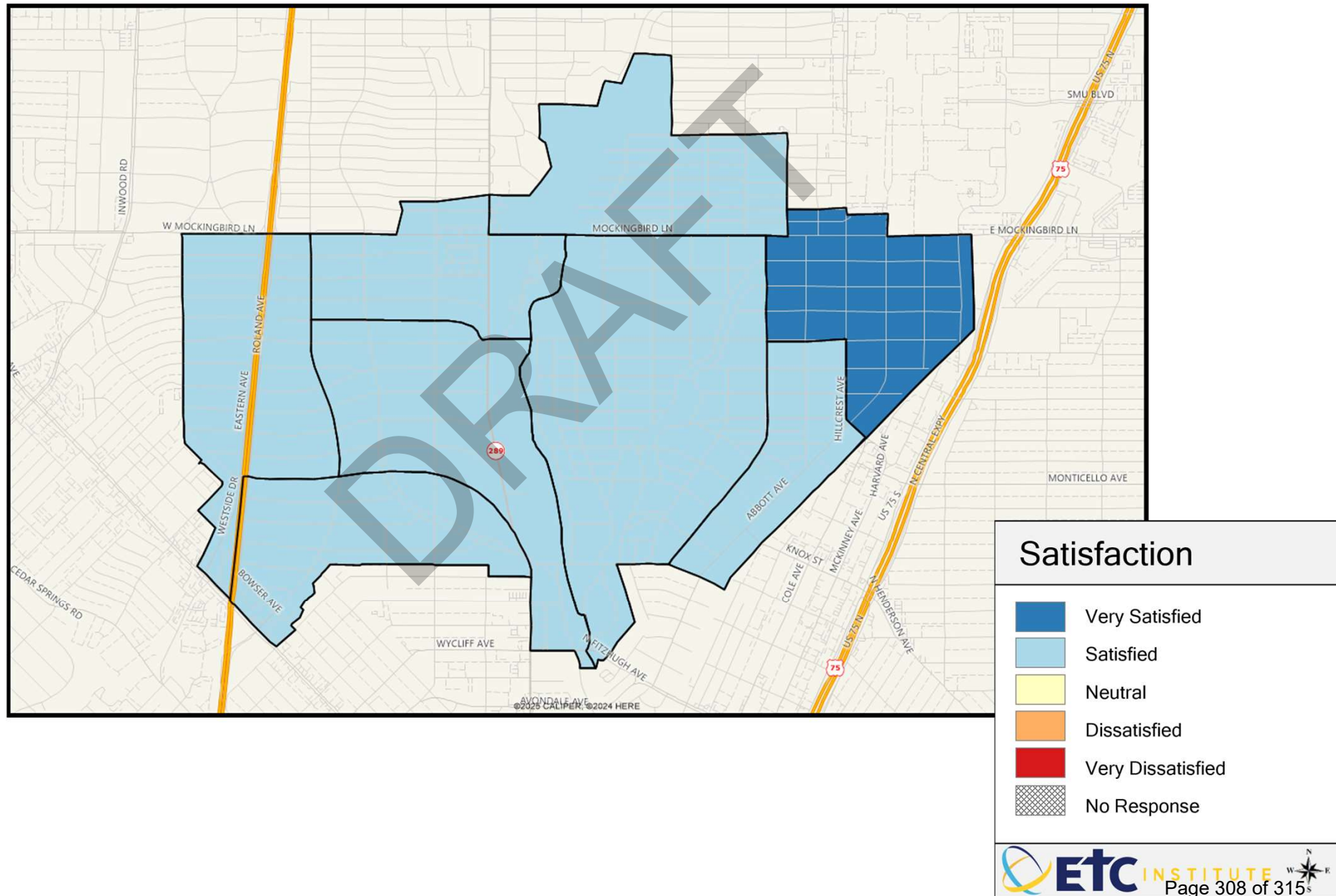


Satisfaction

Very Satisfied
Satisfied
Neutral
Dissatisfied
Very Dissatisfied
No Response

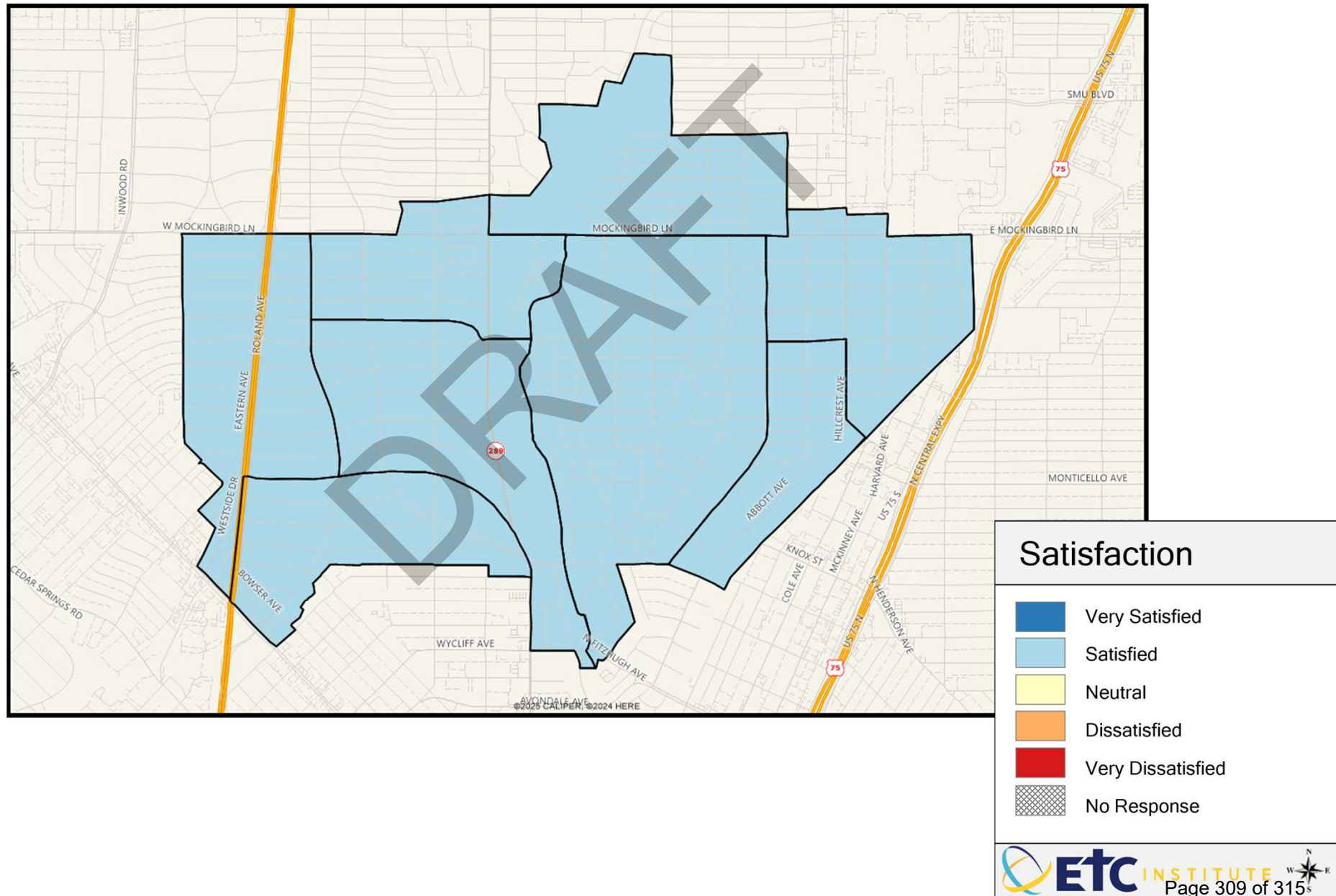
Page 307 of 315

Q22-07. Transparency of Town government
Mean: 4.08



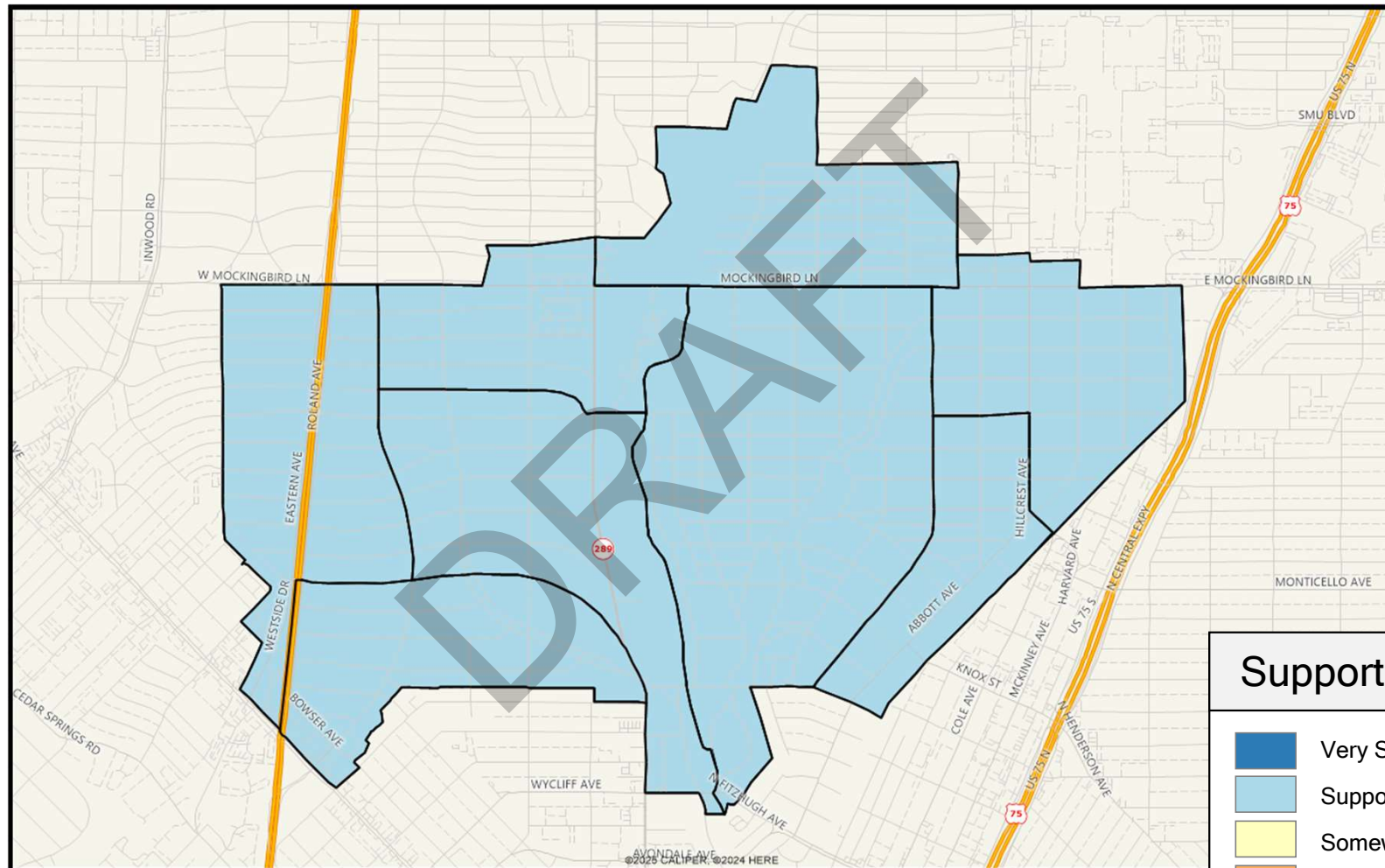
Q22-08. Level of public involvement in local decision making

Mean: 3.89



Q29-01. Purchasing property for the creation of additional parks and/or open spaces

Mean: 3.7

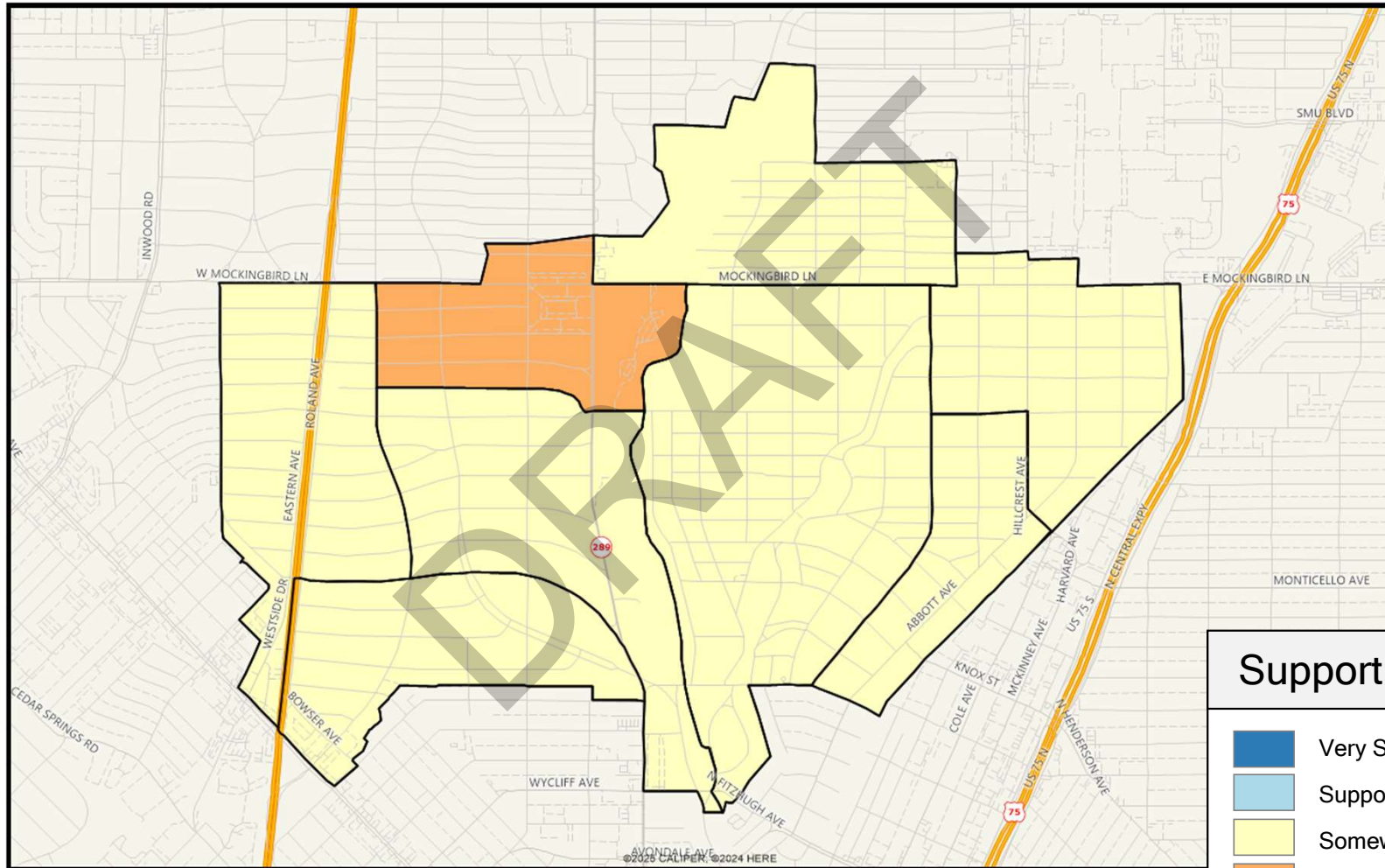


Support

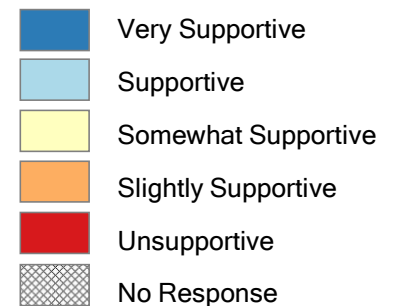
- Very Supportive
- Supportive
- Somewhat Supportive
- Slightly Supportive
- Unsupportive
- No Response

Q29-02. Creating a community dog park

Mean: 2.92

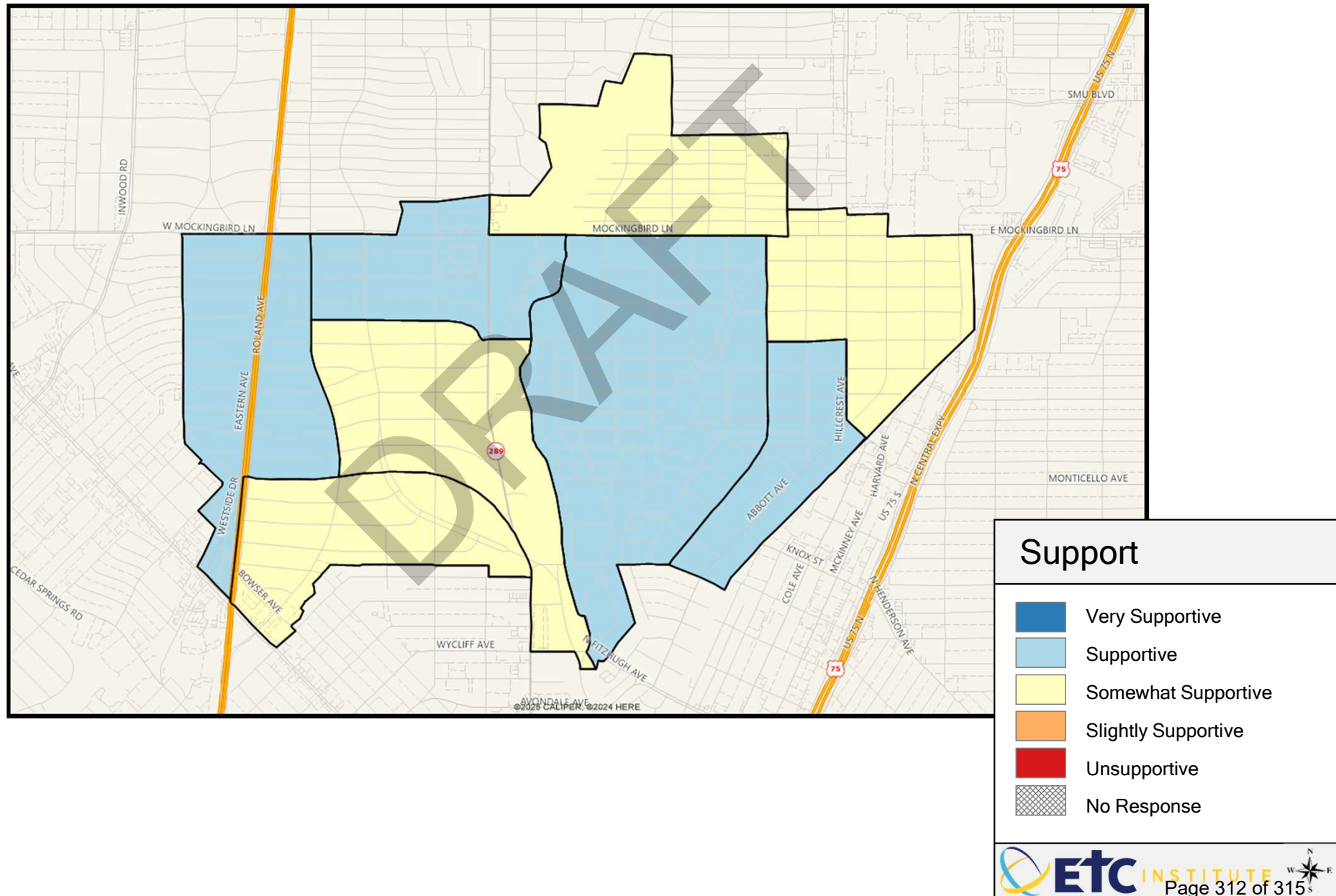


Support



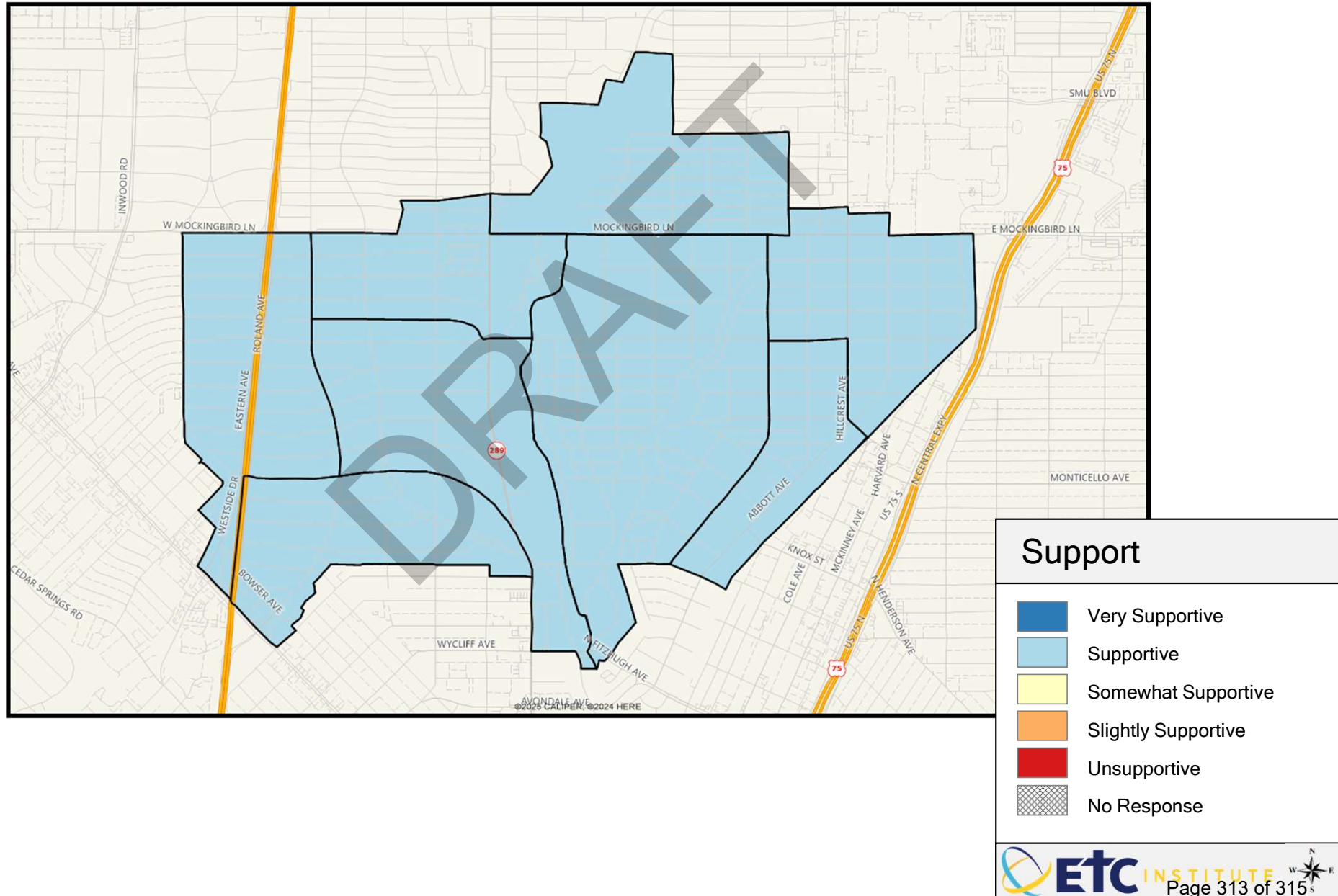
Q29-03. Creating a resident and guest only on street parking program

Mean: 3.43



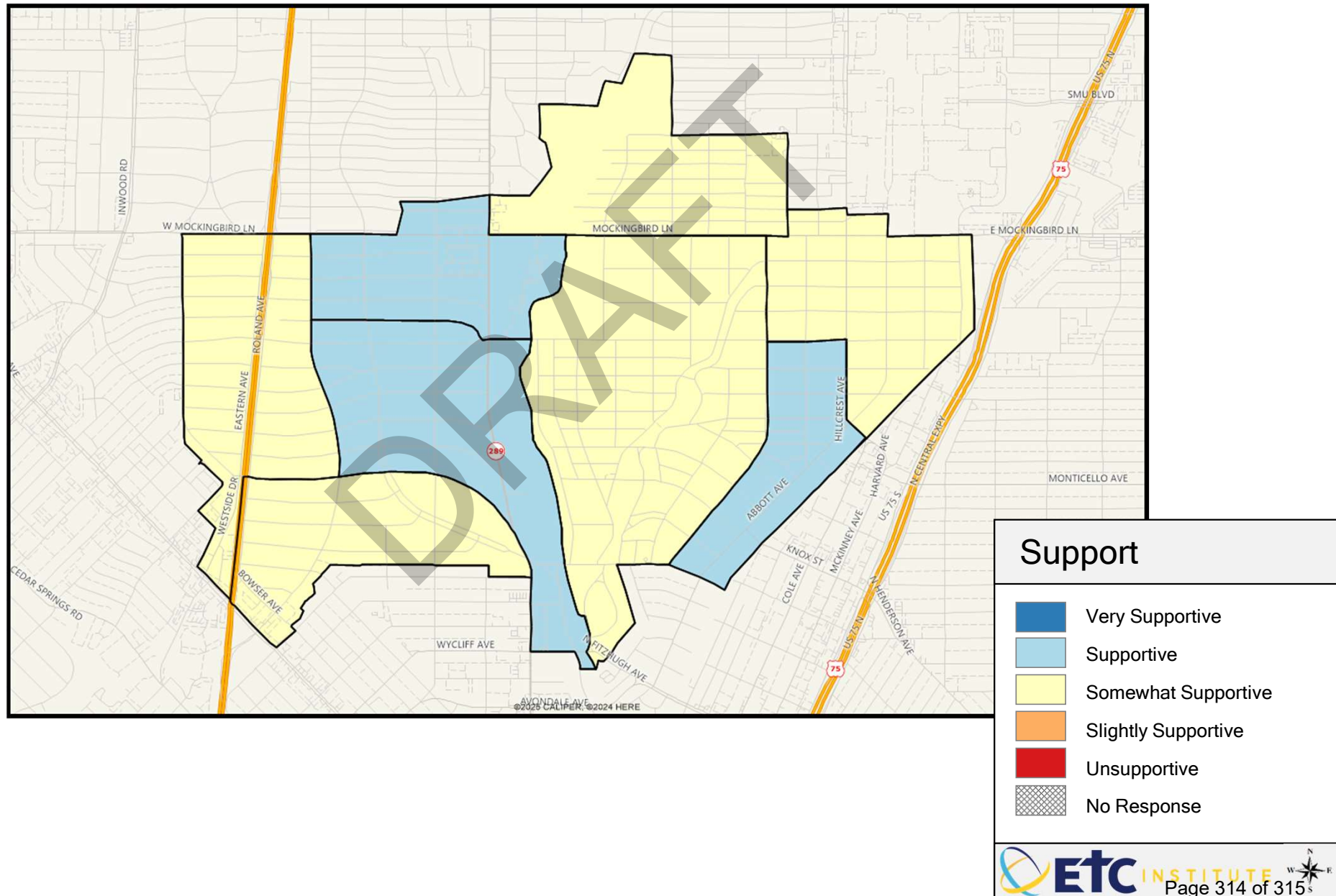
Q29-04. Implementing a micro transit system aimed at reducing construction and service worker on street parking

Mean: 3.83



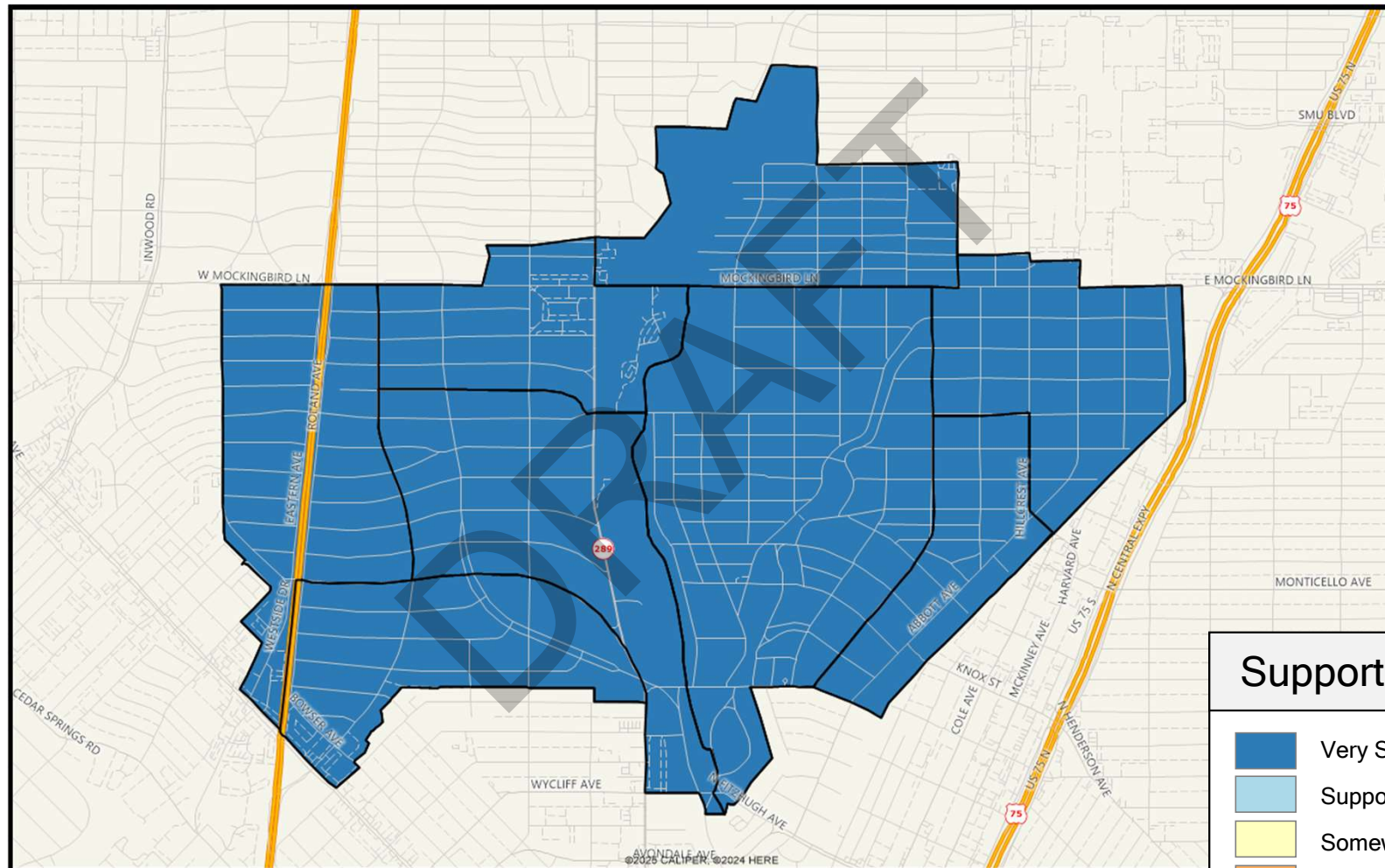
Q29-05. Providing additional traffic calming measures such as street closures

Mean: 3.3



Q29-06. Addressing problem intersections to increase safety and traffic flow

Mean: 4.51



Support

- Very Supportive
- Supportive
- Somewhat Supportive
- Slightly Supportive
- Unsupportive
- No Response