

Comments Regarding City Staff

Positive - Not Specific

Always helpful and courteous.
Very friendly, knowledgeable and willing to help
Staff has always been very helpful, friendly and never condescending.
Good
All staff we have dealt with are courteous and knowledgeable
I've always had positive interaction with them.
Positive and helpful
Fine
Always helpful and attentive.
Always professional
I have had very positive experiences with the staff!
I know a few of them from neighborhoods I've lived in. I don't have any experience with them professionally.
Good job; carry on.
Fair.
Positive
They are always very friendly and helpful.
Fine
Helpful and courteous
I've had only positive experiences with the Highland City staff.
They've been courteous and helpful.
They are friendly and helpful
Good
Very Kim and helpful
Very Positive
In every interaction I have felt like I am dealing with friends and neighbors.
Always cooperative.
Good people trying very hard.
My interaction with city staff has been primarily by phone, and they have generally been very pleasant to talk with.
Everyone has been very friendly and happy to answer questions & address concerns.
Very good.
Very responsive and knowledgeable!
They all seem like responsible nice people. I like that Highland runs fairly lean and that staff seldom passes the buck
They seem to be hard workers trying to do their best. Our small town and small staff makes them wear many hats and three do their best.
They have always been helpful, courteous and professional.
Courteous and professional
We have interacted with each and they have given their expertise and time kindly.
My experience has always been positive. They are helpful, responsive and professional. They are also genuinely nice.
Very Helpful
Typically positive. Nothing outstanding or significantly disappointing.
Limited, but generally OK
They have always been friendly and helpful. Great job staff!
I sure appreciate the time they put in to serve us.
Very favorable and resolute to solving my issues. Paid great attention to detail.

All interactions have been good
Tops. Good people at every level.
great
great people ,never had a bad experience
treated respectfully & guided to right person for answers
fine
friendly & helpful
It has always been excellent
Willing to help or find a person with knowledge
Staff is awesome, knowledgable, friendly. Two thumbs up.
helpful
generally good
excellent
always patient
They are great!
very helpful
good
Positive -great to work with
not much-but the little I have done, they were great
better now, used to be quite
always courteous and helpful
friendly- non combative
helpful , friendly
polite and informed
pleasant, helpful and professional
People are helpful and courteous
Accurate and prompt answers to questions.
helpful & friendly
always polite and willing to go the extra mile
Nice and helpful
very helpful and friendly
very quick to help
they care
helpful and friendly
courteous ,kind and helpful
positive and helpful
helpful & Pleasant
courteous ,kind and helpful
helpful & courteous
great
good
GREAT
Very positive and helpful
Overall good
Pleasant
friendly,pleasant, quick to help
limited but positive
good-excellent

overall good
overall helpful
Always friendly and helpful; don't always follow up
good, professional,knowledgable
polite and helpful
positive
excellent
pleasant
good
good
questions were answered, help was given
willing to help
very helpful
it has been limited but generally good
have called the city a few times, always pleasant to work with
professional & helpful
great!
Everyone has been kind and courteous
eager to help
everyone has been courteous and kind
always helpful with questions
few interactions but all have been fine
very helpful, good people
Positive
Great
Good
Willing to help
always good
always helpful
Friendly and accommadative
Good
limited but good
limited but no complaints
courteous ,helpful,knowledgeable,welcoming, good follow through
Friendly
Positive
friendly
excellent
good
They have always been polite
Polite and knowledgeable
friendly and helpful
always can answer my questions
very competent
They have been respectful and friendly
The times I have interacted with staff have been pleasant and beneficiary
Very good
Every interaction with city has been outstanding!

very helpful
good
much kinder
pleasant
seem friendly
very helpful & willing to find answers to questions if they were unaware
Good
Positive
Quite good
very helpful and nice
positive
helpful and mostly accomodating
Been able to communicate well with them.
courteous and helpful
limited interaction but good when I do interact
always very friendly, willing to help & professional
Great
Always reponsive, helpful, friendly, and available
Positive
Polite and helpful
good. Professional. Knowlgable
overall helpful
overall good
Good - excellent
Limited but positive
friendly, pleasant and quick to help
Excellent
Good
Thank you for our service
they have been very helpful and very friendly
Always helpful
Very friendly and helpful
Good
good
great
helpful
very helpful
prompt and helpful
friendly
helpful, friendly, courteous
helpful, kind and professional
city staff is great!!!!
They have been very courteous and helpful
No complaints
Always been great, friendly & helpful
good
keep working hard with a big smile

Positive - General Office Staff

Every time I go to the library or the city offices I am greeted by friendly people who try their best to help me with my issue.
Coming into offices, staff is helpful & friendly. Building inspector was thorough, knowledgeable, & great.
Since Barry left it is much improved
Everyone is friendly and helpful. This past summer we were trying to reserve the city park and the person in charge was so helpful and even communicated through email with us. I think the staff is great and they do a good job.
My main experience has been with the general city staff. Last year I came in the office for a fence permit and they provided excellent service.
The woman who helped me recently to find Toscana maps at the city building was very helpful.
Erin wells and Nathan crane have been very helpful with information
The folks at city hall are wonderful, and pleasant to deal with. Very friendly and professional.
Dealt with city office officials a few times. For the most part I would say they are trying to do a great job.
Everyone in the office was so nice while setting up my account. The building dept was great to work with
Knowledgeable ,helpful,appreciat the extended hours
office staff was friendly and nice
love Nathan
Emily has always been great to work with
building inspector is awesome
have not had much but appreciate the way we are able to reserve parks
Everyone at the city office I have ever spoken with has been polite and helpful.
Love the library & their services. Rental of city hall great experience
ways friendly,plows are always there early, utilities staff very courteous
We love the City Staff. Very friendly, competent and helpful.
We think the library should allow anyone to come to the library storyhour without registering. And we think that they should allow Kindergarteners to attend as well. The librarians say, "they read at school." How bizaare is that? To discourage reading at such a young and critical age. Shouldn't we be celebrating literacy at all ages and stages?!
let little kids of all ages go to story time, And have open story time, General City staff-amazing
I have always had exceptional help from the people I have spoken with at the Highland City offices. They always try to get me answers to my questions even when it takes extra effort on their part.

Positive - Library Staff

The new librarian is one of the kindest, most considerate people I have ever interacted with. The library has become much easier to work with.
We are frequent library visitors and we regularly rent out the community center. I appreciate the helpful and respectful attitude of all employees I have interacted with.
Librarians have recommended some fabulous books for myself and my kids. I appreciate that they are avid readers, not just scanning books to check them out to you.
The library staff does a great job with their programs. They are friendly and helpful.
I've only interacted with the library staff, and they do a great job there.
only interact w. library staff-excellent
Love the library & their services. Rental of city hall great experience
everyone at library is very helpful & friendly
The library staff were there for me in a time of need and were excellent!
I mostly use the library and receive great service
Everyone at the Library is very friendly and helpful
the people at the library have been friendly and helpful

Library staff know the books and make good recommendations.
Splash pad and library workers are very nice.
Library staff very helpful. City staff is friendly

Positive – PW Staff

The field staff come to my home everyday...to check one of the city's sewer lift stations. They have had to deal with two floods of my home, and a major surface flood that almost took out the station and our trees. They are professional and courteous and clean. I believe they are the un-recognized champions of our community.
Splash pad and library workers are very nice.
Called to get water line fixed on trail. They can out quickly and cut down tree branches that needed to be cut back.
always friendly, plows are always there early, utilities staff very courteous
Helpful during a water line break, Ty Christensen was very helpful
prompt action & info. By public works and field staff
Doesn't get any better thank you for all you do. Te best road plow guys in the state!
City staff is easy to work with. Parks staff does a good job
parks & rec. staff do a great job & are always polite
Water main was leaking called the city and guy excellent reponse
I called about a strobing street light and it was fixed the next day

Mixed Comments – Not Specific

Generally good but I have had a few bad experiences which stick in my mind
Friendly but not very knowledgeable, usually not available by phone, prior experience with outright lying.
Most staff, it seems, are not unfriendly, but don't really go out of their way to be helpful.
Just mediocre
So so
Fair to good.
Most of our interactions have been positive. Every once in a while, there is those that are more difficult to deal with and seem ornery, but the good far out weight those.
They have been courteous and helpful. However, it is often difficult to get anyone on the phone.
People are generally helpful. Sometimes take too long to respond.
professional however, sometimes hard to get ahold of.
some are nicer than others, It's important to be nice and helpful
acceptable
polite, efficient but not particularly friendly
mostly friendly
One person is very two-faced others are fine
willing to help and reaponsive with few exceptions
Always friendly and helpful. Don't always follow up
friendly & helpful but only to an extent-stop short of full assistance

Mixed Comments – General Office Staff

I have been assisted in reserving various rooms for meetings and events. Overall, they have been very helpful and friendly. The only problem has been getting someone to work with getting an audio/video problem resolved in the council chamber.
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I don't like that they're not available on Fridays. But perhaps it helps the budget?
all experiences = positive, Except with Nathan Crane(planner), He is difficult and not friendly
The city Building inspectors have been great to work with. I have been building an external Garage and had a very pleasant experience. I however did not have a great experience when I had to complain about a neighbor who moved in and brought multiple families and opened up a recording business resulting in an unbelievable increase in traffic and people parking behind my driveway and so many strangers, that I cannot let my two young boys play out front any more. I was hoping the city would help preserve my rights to live in a neighborhood and not a Mcdonalds drive through. I was terribly disappointed with that experience.
They are very cordial and approachable. I just get a little frustrated when I come in and the same issues that I have asked about over the past 7 years they pretty much say, "we are still working on that." I realize that they may not have the decision power, but I hope they relay the concerns and questions citizens have to the people that make those decisions.
Great except when reporting someone who is not adhering to city rules. The response usually is yes, that is a city law but we don't actually have the jurisdiction to uphold the law

Mixed Comments - Library Staff

They are helpful and try to be responsive. The Library staff is less so.
library staffr-some are excellent,some are grouchy & negative

Mixed Comments - PW Staff

staff has been good, City promised open space maintenance behind home-never happened
Always polite. Wish more pride was taqken in maintaining open spaces, park strips, trees in particular. Planted and left unattended it feels like.
Need ligh (street) fixed. Two telephone calls - nothing. One personal visit - fixed next day.
Staff is very responsive. However, additional snow removal would be helpful. Some storms there is only one pass down the street resulting in only one lane being drive-able. When that one lane is taken, cars get stuck in the other unplowed lane.
I have had limited interactions with the staff. I would like to see the road maintenance improved.
library is amazing,full of ideas, public works responds quickly but has yet to fix issues

Mixed Comments - City Council

all the staff is great! It's the leaders that want to build, build, build. Stop trying to be AF

Negative Comments - Not Specific

Not very organized
Difficult to find the right person or group to talk to about a problem.
poor!
City staff struggle to listen to residents concerns and act as if residents are guests here instead of understanding they work for the residents of the city.
The Mayor needs to track the whereabouts all the people working for the city every hour of every day! It would be so easy to do through phone tracking and so many other ways. I know many of the people that work here too well and know how little they did on past jobs and what they get away with not doing here. Why should they work (or say they work) 4 days a week and the rest of us have to work 5 days! It has been proven time and again that you do not get any more production out of a worker in 10 hours that you do in 8, maybe on a short term basis but definitely not on long

term!
Does not seem like they act in a timely manner when citizens have concerns or issues.
My concerns about the quarry seem to fall on deaf ears.
Not friendly
Not helpful or concerned about citizen property
The staff is not consistent. When problems are addressed there is no follow up or resolve
Always seem to be grumpy and unprofessional
over 10 years ago they were not helpful and haven't been in since
Don't feel like I have been heard. They tell one thing and do another. Don't think they are honest
condescending and illogical at times
Very frustrating!
not overly interested in your problem
not very positive
poor interaction-the didn't address the issue or seem to care

Negative Comments - General Office Staff

Too much employee turnover. Changes need to be made to upper management.
The code enforcement dude is a jerk who should not have contact with the comm. Terr.attitude
not a big fan of M-TH
city planner and engineer have been biased & unfair in their decisions & actions
Frankly, the only negative experience I've had with Nathan Crane. Nice guy but, frankly, he's difficult to work with. Instead of looking at the facts and trying to understand them, he tries to manipulate them to only support his agenda.
Why is the city closed so much? They should be open the same as Home depot.
I have called several times, to get my cemetery plot deeds, but I keep getting put off.
Poor experience with the city manager
lack of follow through, annoying that they are closed on Fridays

Negative Comments - Library Staff

I wish the library would be a library (quite place to study and read) vs a socializing location. Staff speak in full-voice which has caused me to study at another library (AF or BYU) that is much more quiet and conducive to study and reflection.
Regarding library staff - I check out books using the pioneer system every week. Only once in the last year did I need to check out a physical book, only to be told by library staff I could not because I did not have my card with me. Really?! I knew my number and had ID, but without the physical card I can't check out a book? In the past I have been a strong supporter of the library, because I read a ton. Not now. I say close it down and go strictly to online circulation. As for the public works staff, my wife and I were on a bike ride and while coming around a curve on the Murdock trail in Highland Glen Park we braked sharply when we found a city truck parked across the trail, with a sign saying the trail was closed. No problem. We started to turn around when the serious biker behind us (not part of our group) zoomed past the truck before he could stop. The biker peeled off onto the roadway as soon as he could safely do so and continued on his way. I'm not even sure he heard the incredibly foul language the middle-age public works staffer used toward him, and he certainly didn't see the city employee THROW HIS SHOVEL at the biker. I certainly would have testified in the biker's behalf if he had seen it and wanted to press charges. Either the wages or the working conditions for the city public works crews are terrible, because I have never had a single smile or a wave from any of them in my thirteen years here. They are as unfriendly as the rest of the citizens are friendly.
I think the library staff could be more generous in relieving fees for quality books.
Library would not let my autistic son do comm. Service, very surprised with attitude
Library staff not knowledgeable, turns down volunteer people

The librarian is very gruff.
We love the City Staff. Very friendly, competent and helpful.
We think the library should allow anyone to come to the library storyhour without registering. And we think that they should allow Kindergarteners to attend as well. The librarians say, "they read at school." How bizaare is that? To discourage reading at such a young and critical age. Shouldn't we be celebrating literacy at all ages and stages?!
let little kids of all ages go to story time, And have open story time, General City staff-amazing
only experience with library-they have 3x's not checked in a I book I returned

Negative Comments - PW Staff

Poor job maintaining open spaces
Public works has been unskilled and rude. Have little respect for private property
please have cemetary main entrance bushes trimmed-request at city ignored
Parks staff very unfriendly and not easy to work with
city staff& public works seem more concered about protecting the city than helping citiz.
had a police issue, a water issue& a street issue-all 3 did notknow what they were doing
public works staff has generally been unskilled & rude-have little respect for private prop.
some trails:especially by Hidden Pond get ignored
have asked many times to clean drain in road-prevent flooding, NOTHING has been done
I have communicated some dangers with the landscaping islands as one looks to the right (south) for coming traffic when turning left on the Alpine Highway when facing east. These landscaping islands totally block the traffic. Too many times I have had close calls for accidents because I could not see the oncoming traffic due to the landscaping islands in the middle of the road. Someday someone (or more than one person) will be seriously injured or killed if this is not addressed. I have yet to hear back from Public Works as we have complained several times in the past two years. That is why I rate them poorly because obviously they do not care.
Public works seems to always have an excuse why things can't be fixed.
The snow is never plowed all the way infront of my home
Highland trails get overrun with weeds and could use better care.
Have not had much interaction, only that my Eagle Scout projects are not easy to get thru the system
In regards to the public works staff: our open space was extremely muddy during the summer months, and when my neighbors and I tried to discuss the issue with the public works manager he was extremely rude and unhelpful
Poor gounds crew operation. Need better supervision
Regarding library staff - I check out books using the pioneer system every week. Only once in the last year did I need to check out a physical book, only to be told by library staff I could not because I did not have my card with me. Really?! I knew my number and had ID, but without the physical card I can't check out a book? In the past I have been a strong supporter of the library, because I read a ton. Not now. I say close it down and go strictly to online circulation. As for the public works staff, my wife and I were on a bike ride and while coming around a curve on the Murdock trail in Highland Glen Park we braked sharply when we found a city truck parked across the trail, with a sign saying the trail was closed. No problem. We started to turn around when the serious biker behind us (not part of our group) zoomed past the truck before he could stop. The biker peeled off onto the roadway as soon as he could safely do so and continued on his way. I'm not even sure he heard the incredibly foul language the middle-age public works staffer used toward him, and he certainly didn't see the city employee THROW HIS SHOVEL at the biker. I certainly would have testified in the biker's behalf if he had seen it and wanted to press charges. Either the wages or the working conditions for the city public works crews are terrible, because I have never had a single smile or a wave from any of them in my thirteen years here. They are as unfriendly as the rest of the citizens are friendly.
I'm not too happy with trail maqintenance in my neighborhood - North Canterbury

Negative Comments - City Council

Unhappy with the continued push by the city council to develop an east-west corridor.
No problems with staff, just city councilmen who want to sell our trails!!!
city council members are lousy!

Negative Comments - Police Department

Very poor experience trying to get City animal control to come pick up a ferrel cat.
had a police issue, a water issue& a street issue-all 3 did not know what they were doing
Not impressed with an officer who gave my son a ticket, I believe it was not his fault

Other/Miscellaneous Comments

not a lot of experience with the staff
None
I don't use the library; so I have no experience with them.
not a ton of experience
minimal as it should be
No comment
Signing up for my water/sewer/garbage in the main office.
Voting.
I chatted for a while, today, to a guy, flushing the sewer line, after my toilet had water blasting out of it!
at the library and
Using staff during building process.
Have not had any experience with public works field staff or library staff
Library requests , building permits, building inspection
We did not interact with any staff
Would like to see stores put their street numbers with name.
limited
have very limited experience with general workers & staff
little contact with city staff
just general interaction
2
No interactions with current staff
minimal
fix sidewalk and repair manhole
I don't go to the Library. I get the info I need from the internet
city permits/inspections
limited
Public works guy came out when our water was turned on with a leak.