

Statement of Purpose



Parks & Recreation

The mission of the Highland Parks & Recreation Department is to strengthen community image and sense of place, support economic development, strengthen safety and security, promote health and wellness, foster human development, increase cultural unity, protect environmental resources, provide recreational experiences and facilitate community problem solving.

Parks & Recreation Staff

Maintain park facilities and provide recreation programs

so that

Provide high quality parks and recreation programs

so that

Increase citizens' health, activity, and quality of life.

so that

Citizen Satisfaction Is Achieved

Park Acres per Capita

Index	200.0%
Actual	0.0783
Benchmark	0.0153

FTE's per 1000 Residents

Index	47.6%
Actual	11.74
Benchmark	7.70

TSC Survey - Quality of Programs

Index	99.4%
Actual	84.52%
Benchmark	85.00%

TSC Survey - Range of Activities

Index	112.0%
Actual	95.24%
Benchmark	85.00%

Promote Active / Healthy Lifestyle

Index	123.7%
Actual	--
Benchmark	--

KRC - # of Members

Index	135.2%
Actual	2,703
Benchmark	2,000

TSC Survey - Parks Overall Satisfaction

Index	107.6%
Actual	91.47%
Benchmark	85.00%

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Light & Power

City of Highland Department of Light and Power, shall be the consumer-owned electrical energy supplier of choice for its customers by

- Offering safe, reliable, high quality power and related services
- Giving superior customer service
- Being a regional price leader.

Electric Lineman

Maintain the Electric Infrastructure.

so that

Power outages are minimized.

so that

Customers have reliable and affordable electric service

so that

A high level of customer satisfaction is achieved.

OUTCOMES

Cost per Foot - Electric Lines

Index	111.9%
Actual	\$3.82
Benchmark	\$4.34

Electric Service Disruptions

Index	110.1%
Actual	--
Benchmark	--

System Reliability - Electric

Index	163.7%
Actual	--
Benchmark	--

Rate analysis vs competitors

TSC Survey - Cost of Electric

Index	27.6%
Actual	23.46%
Benchmark	85.00%

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Fire & EMS

When Fire and Emergency Medical Services employees respond to fires and medical emergencies, they strive to preserve lives and protect property. Their goal is to provide effective and efficient services that enhance a safe environment for the public.



Statement of Purpose



Police Services

Police Department

Prevent and Respond to Crime

so that

Keep City Safe

so that

Citizens feel safe & satisfaction is achieved

Annual Police Incidents per 1000	
Index	150.7%
Actual	1,230.28
Benchmark	2,493.21

Emergency 9-1-1 calls per 1,000	
Index	115.0%
Actual	81.80
Benchmark	96.20

Sworn Police Officers per 1000	
Index	90.2%
Actual	2.09
Benchmark	1.90

Public Safety Citizen Programs	
Index	34.4%
Actual	--
Benchmark	--

UCR Crimes per 1,000	
Index	66.8%
Actual	55.82
Benchmark	41.90

DUI Arrests per 1,000	
Index	200.0%
Actual	9.18
Benchmark	4.04

Overall Satisfaction - Police Department	
Index	106.1%
Actual	--
Benchmark	--

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Streets & Alley

Public Works Mission Statement - To serve the community with efficient operations in a timely, professional manner. To provide safe and ample water supply, adequate sanitary sewer collection and treatment, and a safe and efficient roadway system. To maintain existing infrastructure and prudent guidance for future infrastructure.

