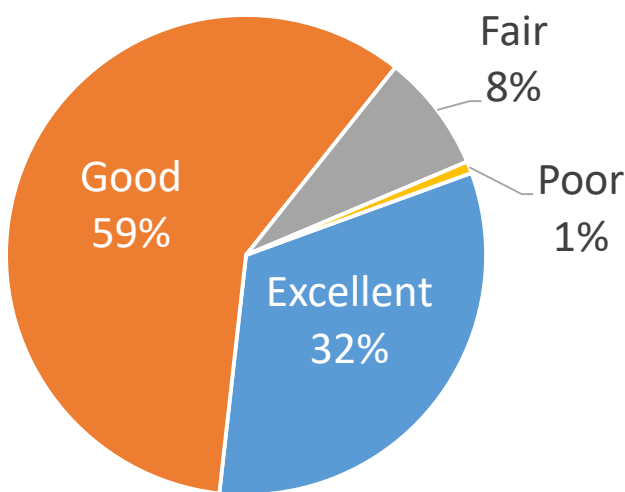


2020 American Fork Community Survey

The 2020 Survey was open from November 30, 2020 to December 31, 2020. It was available primarily online, though physical copies were available at city facilities and mailed out to residents with their utility bill. The city received 1,712 responses, which represents about 5% of the population, or 20% of the households in the City. In each portion of the survey you will see "% Responded." This is the number of people, out of the 1,712 total responses, that responded to that particular question.

Overall Quality of Life in American Fork

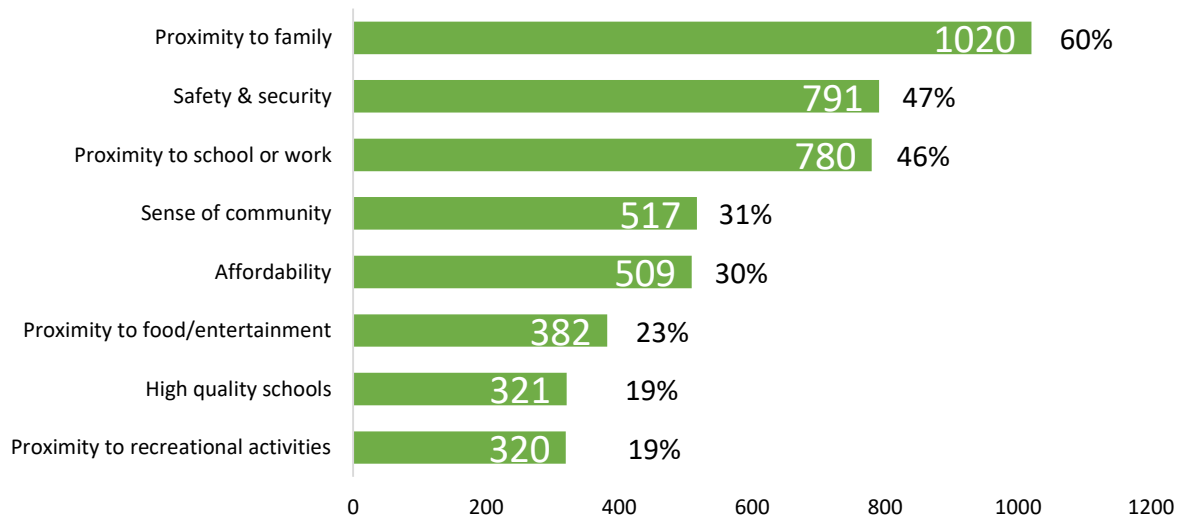


Overall Score (out of 4)

2016	3.38	85%
2017	3.19	80%
2018	3.23	81%
2019	3.18	80%
2020	3.25	81%

99% Responded

Top Reasons to Live in American Fork



99% Responded

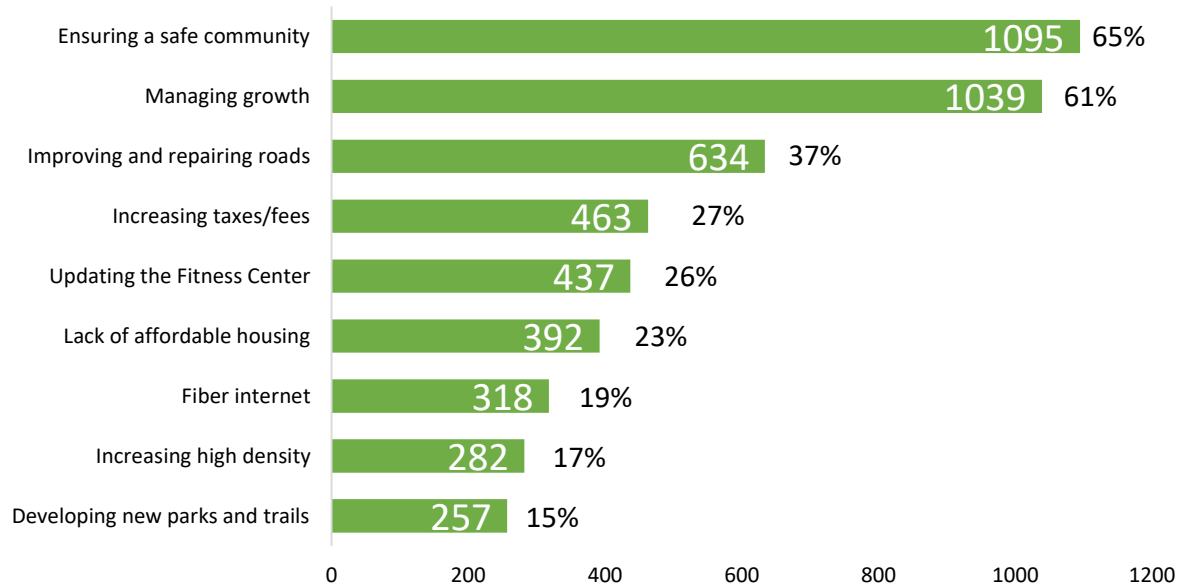
Percent in graph represents the percent of total respondents, not percent of 100%.

2020 American Fork Community Survey

Continued

Top Issues in American Fork

Top issues to focus on over the next 5 years

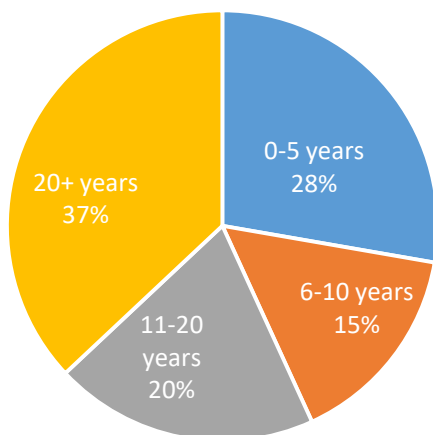


99% Responded

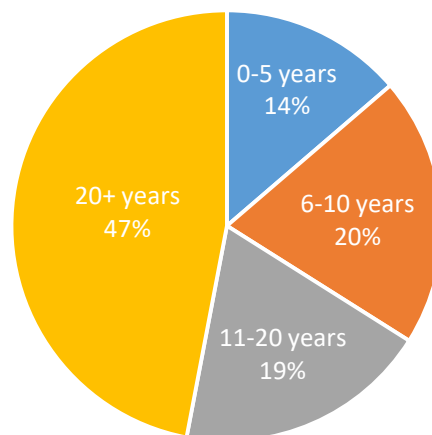
Percent in graph represents the percent of total respondents, not percent of 100%.

Time in American Fork

How long have you lived in AF?



How long do you plan to stay in AF?

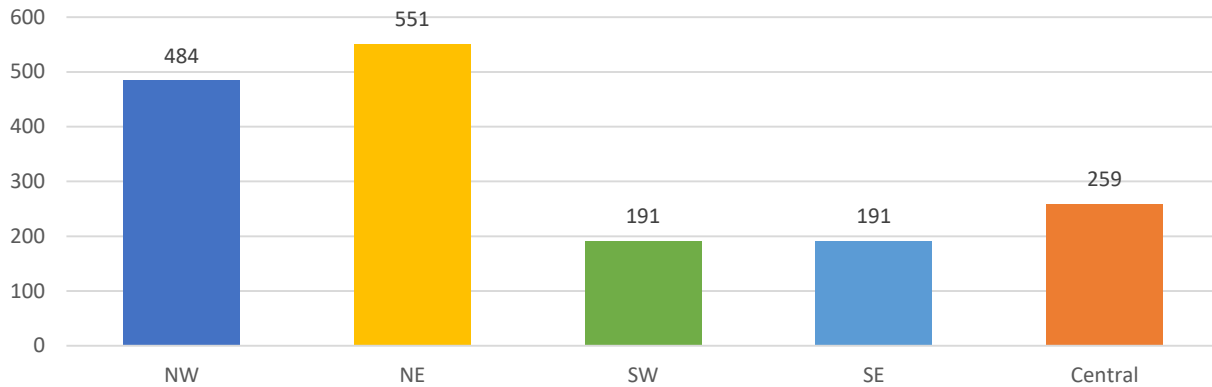


2020 American Fork Community Survey

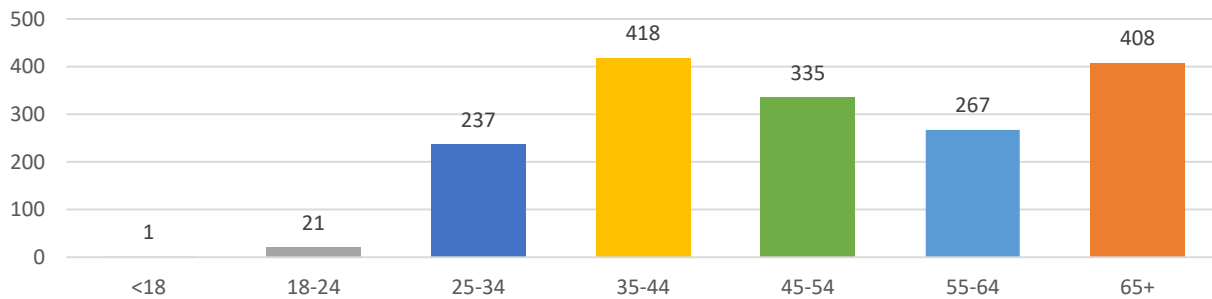
Continued

Demographics

Where do you live?



What is your age?



Quality of City Staff

Customer Service & Professionalism

Department	2017	2018	2019	2020	Responded*
Mayor & Council	3.0	3.1	3.0	3.1	97%
Admin/ City office	3.1	3.1	3.1	3.1	97%
Public Works	2.9	2.9	2.9	2.9	97%
Fitness Center	2.8	2.9	2.9	2.8	96%
Cemetery	3.3	3.3	3.2	3.3	96%
Police	3.3	3.4	3.4	3.3	97%
Fire	3.3	3.4	3.4	3.4	97%
Library	3.3	3.3	3.3	3.4	97%

*% Responded for 2020

Ratings are 1-4; 1=Poor, 2=Fair, 3=Good, 4=Excellent

2020 American Fork Community Survey

Continued

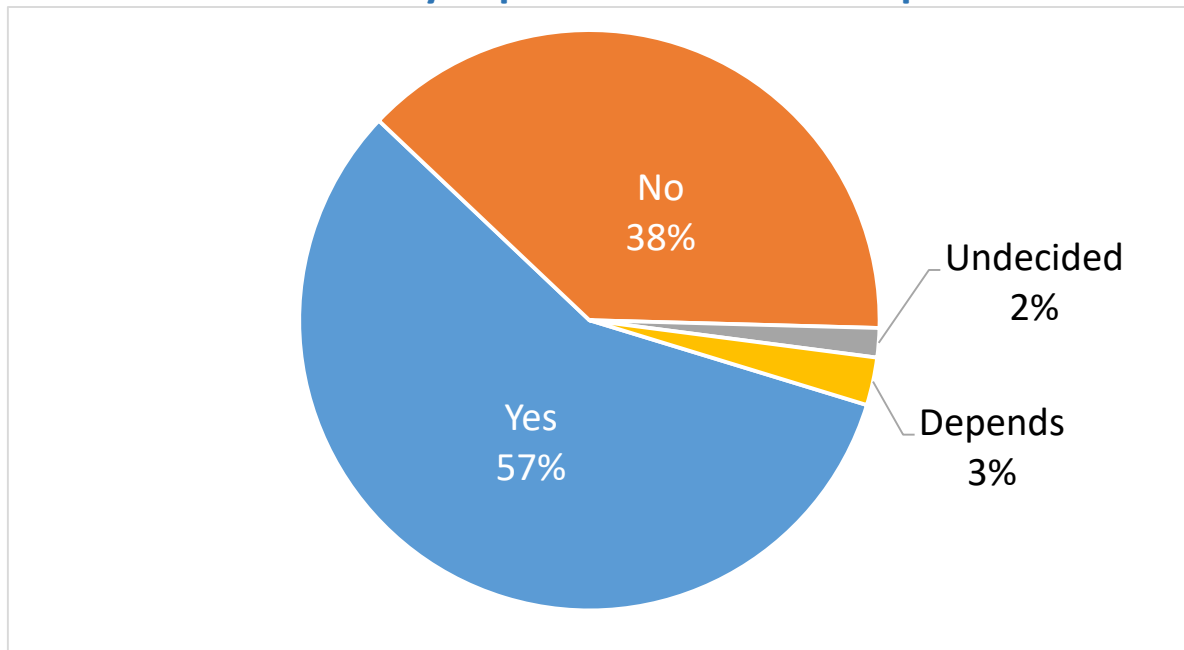
Quality of City Services

Service	2017	2018	2019	2020	Responded*
Library	3.2	3.2	3.3	3.4	96%
Police	3.3	3.3	3.4	3.3	97%
Fire	3.3	3.3	3.4	3.5	96%
Garbage/recycling	3.1	3.1	3.1	3.2	97%
Parks & trails	2.8	2.9	2.9	3.0	96%
Fitness Center	2.6	2.6	2.6	2.6	96%
Road maintenance	1.7	1.9	1.8	1.9	97%
Snow removal	2.7	2.7	2.6	2.7	97%

*% Responded for 2020

Ratings are 1-4; 1=Poor, 2=Fair, 3=Good, 4=Excellent

Should the City explore fiber internet options?

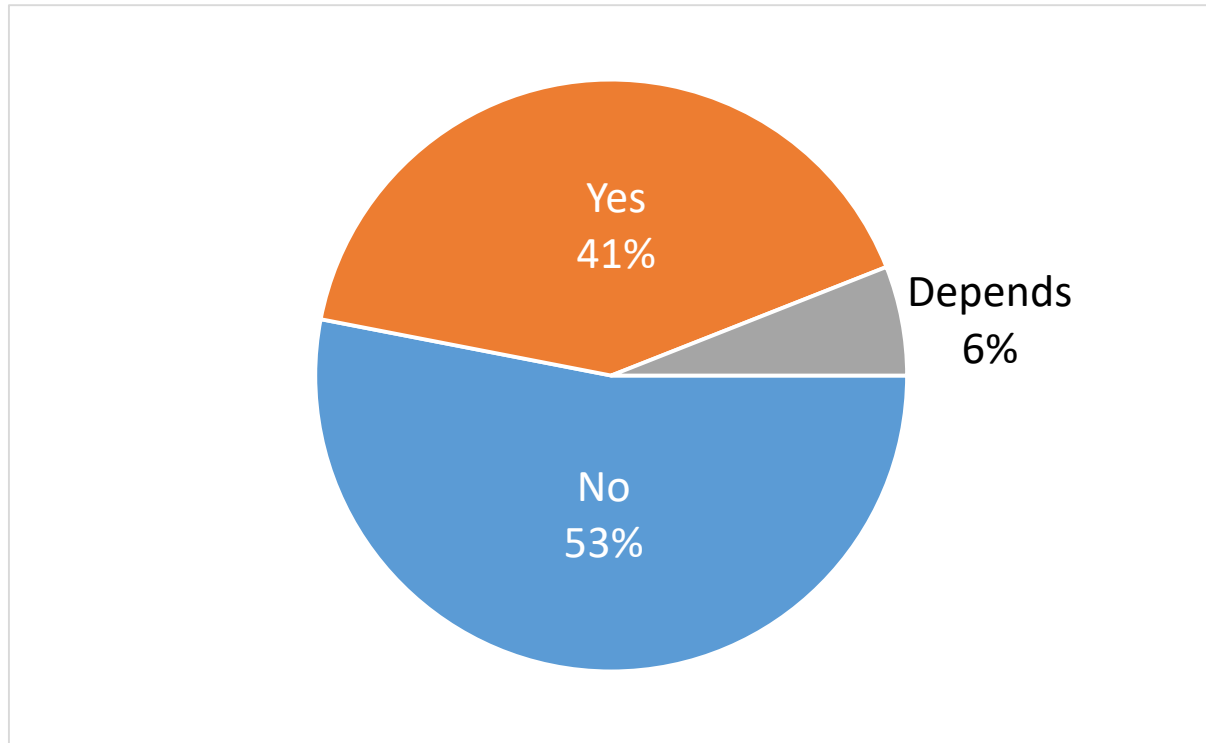


97% Responded

Percent in graph represents the percent of total respondents, not percent of 100%.

2020 American Fork Community Survey

Would you support a utility fee or property tax increase specifically for road improvements?



99% Responded

Percent in graph represents the percent of total respondents, not percent of 100%.