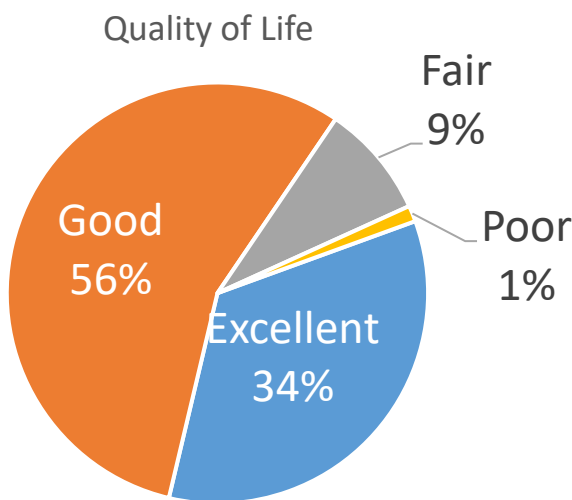


2021 American Fork Community Survey

The 2021 Survey was open from December 1, 2021 to January 3, 2022. It was available online, though physical mailers were mailed out to residents within their utility bill with a QR code and URL to take the survey online. The City received 1,476 responses, which represents about 4% of the population, or 15% 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 1,476 total responses, that responded to that particular question.

Overall Quality of Life in American Fork

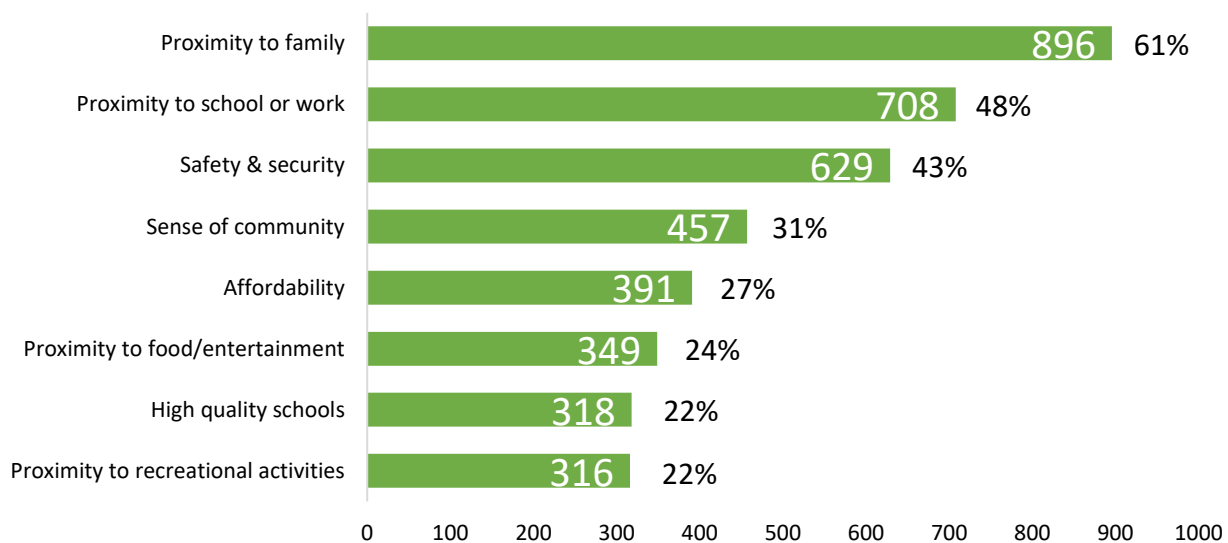


Overall Score (out of 4)

2016	3.38	85%
2017	3.19	80%
2018	3.23	81%
2019	3.18	80%
2020	3.25	81%
2021	3.23	81%

99% Responded

Top Reasons to Live in American Fork



99% Responded

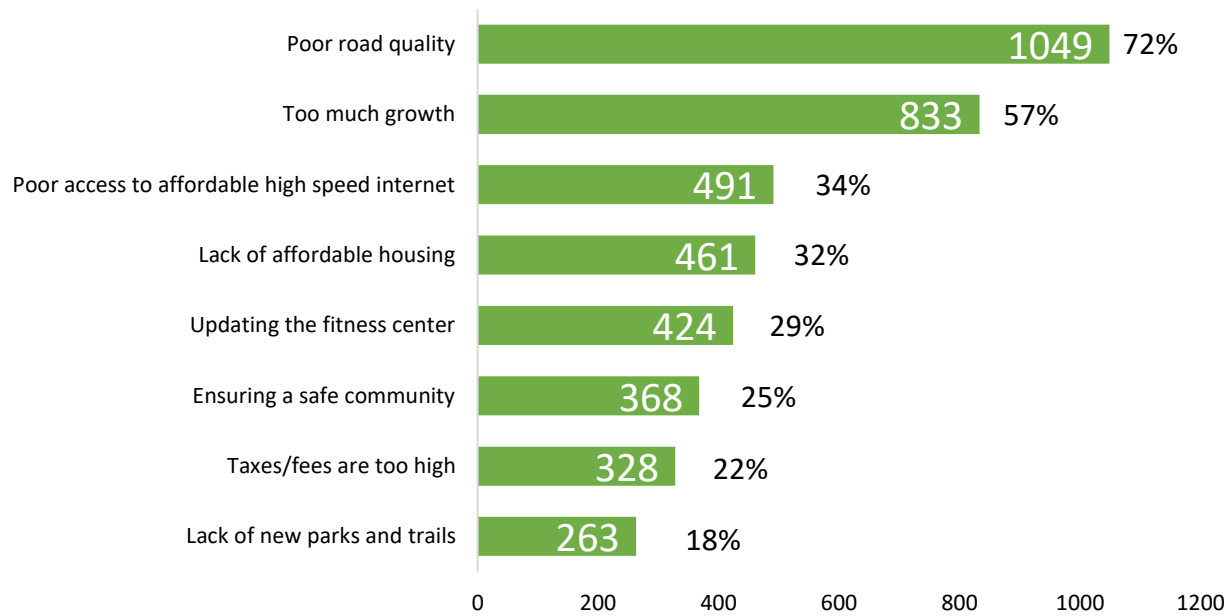
Percent in graph represents the percent of total respondents, not percent of 100%.

2021 American Fork Community Survey

Continued

Top Issues in American Fork

Top issues to focus on over the next 5 years

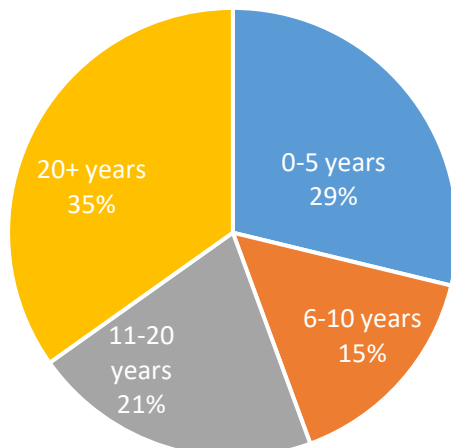


99.9% Responded

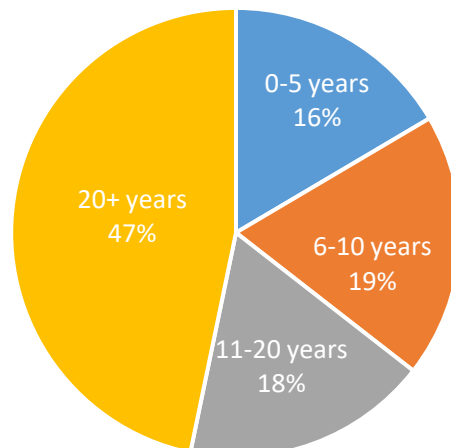
Percent in graph represents the percent of total respondents, not percent of 100%.

Time in American Fork

How long have you lived in AF?



How long do you plan to stay in AF?



2021 American Fork Community Survey

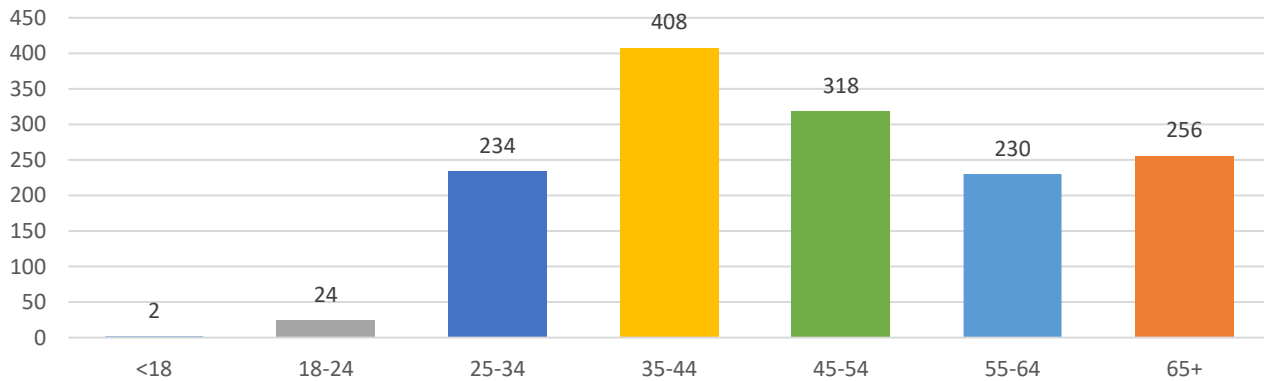
Continued

Demographics

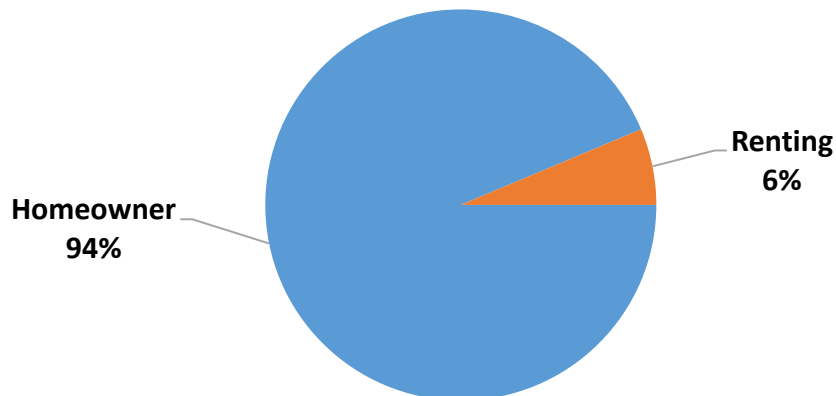
Where do you live?



What is your age?



Housing Status



2021 American Fork Community Survey

Continued

Quality of City Staff

Customer Service & Professionalism

Department	2018	2019	2020	2021	Responded*
Mayor & Council	3.1	3.0	3.1	3.1	78%
Admin/ City office	3.1	3.1	3.1	3.1	78%
Public Works	2.9	2.9	2.9	3.0	79%
Fitness Center	2.9	2.9	2.8	2.8	69%
Cemetery	3.3	3.2	3.3	3.3	62%
Police	3.4	3.4	3.3	3.3	86%
Fire	3.4	3.4	3.4	3.5	80%
Library	3.3	3.3	3.4	3.4	82%

*% Responded for 2021

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

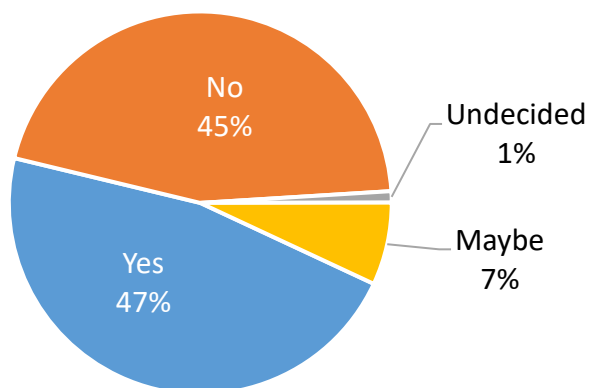
Quality of City Services

Service	2018	2019	2020	2021	Responded*
Library	3.2	3.3	3.4	3.4	83%
Police	3.3	3.4	3.3	3.3	87%
Fire	3.3	3.4	3.5	3.5	81%
Garbage/recycling	3.1	3.1	3.2	3.2	95%
Parks & trails	2.9	2.9	3.0	3.0	90%
Fitness Center	2.6	2.6	2.6	2.5	74%
Road maintenance	1.9	1.8	1.9	1.8	96%
Snow removal	2.7	2.6	2.7	2.7	89%

*% Responded for 2020

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

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



Most people that selected "Maybe" stated they were in support of an increase for roads if they saw a plan for the funds.

99% Responded