

City of New Hope

Resolution 2014- 38

Resolution declaring adoption and implementation of  
State performance measures

WHEREAS, the State Legislature created the Council on Local Results and Innovation which set a standard set of ten performance measures for cities that will aid residents, taxpayers and state and local elected officials in determining the efficiency of local services; and

WHEREAS, the city of New Hope has participated in the new standards measure program voluntarily since 2011 and wishes to do so again in 2014, and the city may be eligible for a reimbursement and exemption from levy limits; and

WHEREAS, the city has adopted the following performance measures:

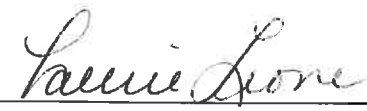
1. Rating of the overall quality of city services
2. Percent change in the taxable property market value
3. Citizens' rating of the overall appearance of the city
4. Bond rating
5. Citizens' rating of the quality of city recreational programs and facilities
6. Citizens' usage of public transit
7. Part I and II crime rates
8. Citizens' rating of safety in the community
9. Average police response time
10. Insurance industry rating of fire services
11. Citizens' rating of the quality of fire protection services
12. Fire calls per 1,000 population
13. Average city pavement condition rating
14. Citizens' rating of the county road conditions in the city (Winnetka Avenue south of Bass Lake Road, Bass Lake Road, 42<sup>nd</sup> Ave, and Medicine Lake Road)
15. Citizens' rating of the road conditions in the city
16. Citizens' rating of the quality of snowplowing on city streets
17. Citizens' rating of the dependability and quality of city water supply
18. Citizens' rating of the dependability and quality of city sanitary sewer service
19. Number of sewer blockages on city system per 100 connections

NOW, THEREFORE, BE IT RESOLVED that the New Hope City Council will continue to report the results of the performance measures to its citizenry by the end of the year through publication, direct mailing, posting on the city's website, or through a public hearing at which the budget and levy will be discussed and public input allowed.

BE IT FURTHER RESOLVED, the city of New Hope will submit to the Office of the State Auditor the actual results of the performance measures adopted by the city.

Adopted by the City Council of the city of New Hope, Hennepin County, Minnesota, the 24<sup>th</sup> day of February, 2014.

Attest:

  
\_\_\_\_\_  
City Clerk

  
\_\_\_\_\_  
Mayor

# 2013 New Hope City Services Survey

*You can complete this survey online by following the link at [www.ci.new-hope.mn.us/servicessurvey](http://www.ci.new-hope.mn.us/servicessurvey). Or, if you choose, you may fill out this paper copy of the survey and mail it back to the city with your utility bill, or drop it off at New Hope City Hall (either inside or at the utility drop box in the parking lot). Please submit only one copy of the survey per adult resident. Thank you.*

## 1. How many years have you lived in New Hope?

- 0-1 Year                       11-20 Years                      Comments:  
 2-5 Years                       More than 20 Years  
 6-10 Years

## 2. How would you rate the overall appearance of the city?

- Excellent                       Poor                      Comments:  
 Good                       Don't Know  
 Fair

## 3. How would you describe your overall feeling of safety in the city?

- Very Safe                       Very Unsafe                      Comments:  
 Somewhat Safe                       Don't Know  
 Somewhat Unsafe

## 4. How would you rate the overall quality of fire protection services in the city?

- Excellent                       Poor                      Comments:  
 Good                       Don't Know  
 Fair

## 5. How would you rate the overall condition of city streets?

- Excellent                       Poor                      Comments:  
 Good                       Don't Know  
 Fair

## 6. How would you rate the overall quality of snowplowing on city streets?

- Excellent                       Poor                      Comments:  
 Good                       Don't Know  
 Fair

## 7. How would you rate the dependability and overall quality of city sanitary sewer service?

- Excellent                       Poor                      Comments:  
 Good                       Don't Know  
 Fair

*Continued on back...*

**8. How would you rate the dependability and overall quality of the city water supply?**

Excellent

Poor

Comments:

Good

Don't Know

Fair

**9. How would you rate the overall quality of city recreational programs and facilities (parks, trails, recreation facilities, classes, etc.)?**

Excellent

Poor

Comments:

Good

Don't Know

Fair

**10. How would you rate the overall quality of services provided by the city?**

Excellent

Poor

Comments:

Good

Don't Know

Fair

***You have completed the survey. Thank you for participating!***

# 2013 City of New Hope Performance Measures

Category	#	Measure	Results
General	1.	Rating of the overall quality of city services	21% excellent; 59% good; 13% fair; 3% poor; 3% don't know
	2.	Percent change in the taxable property market value	1.3% (\$1,214,204,483 in 2012 to \$1,230,369,549 in 2013)
	3.	Citizens' rating of the overall appearance of the city	9% excellent; 60% Good; 27% fair; 4% poor
	4.	Bond rating	AA
	5.	Citizens' rating of the quality of city recreational programs and facilities	25% excellent; 49% good; 10% fair; 2% poor; 13% don't know
Police Services	6.	Part I and II crime rates	Will be completed at year-end (last year was Part I - 831; Part II - 1106)
	7.	Citizens' rating of safety in the community	43% very safe; 49% somewhat safe; 7% somewhat unsafe; 1% very unsafe; 1% don't know
Fire & EMS Services	8.	Average police response time	Will be completed at year-end (last year was avg response time to priority 1 calls is 3.6 minutes)
	9.	Insurance industry rating of fire services	3
Streets	10.	Citizens' rating of the quality of fire protection services	36% excellent; 34% good; 2% fair; 0% poor; 28% don't know
	11.	Fire calls per 1,000 population	31.95 (appx 650 calls for service; population 20,339)
	12.	Average city pavement condition rating	67 in 2012; 63 is projection for 2014
	13.	Citizens' rating of the road conditions in the city	7% excellent; 47% good; 30% fair; 16% poor
Water	14.	Citizens' rating of the quality of snowplowing on city streets	31% excellent; 48% good; 15% fair; 5% poor; 1% don't know
	15.	Citizens' rating of the dependability and quality of city water supply	40% excellent; 48% good; 8% fair; 2% poor; 2% don't know
Sanitary Sewer	16.	Citizens' rating of the dependability and quality of city sanitary sewer service	31% excellent; 50% good; 6% fair; 1% poor; 11% don't know
	17.	Number of sewer blockages on city system per 100 connections	Will be completed at year-end (last year was 0.018 per 100 connections)

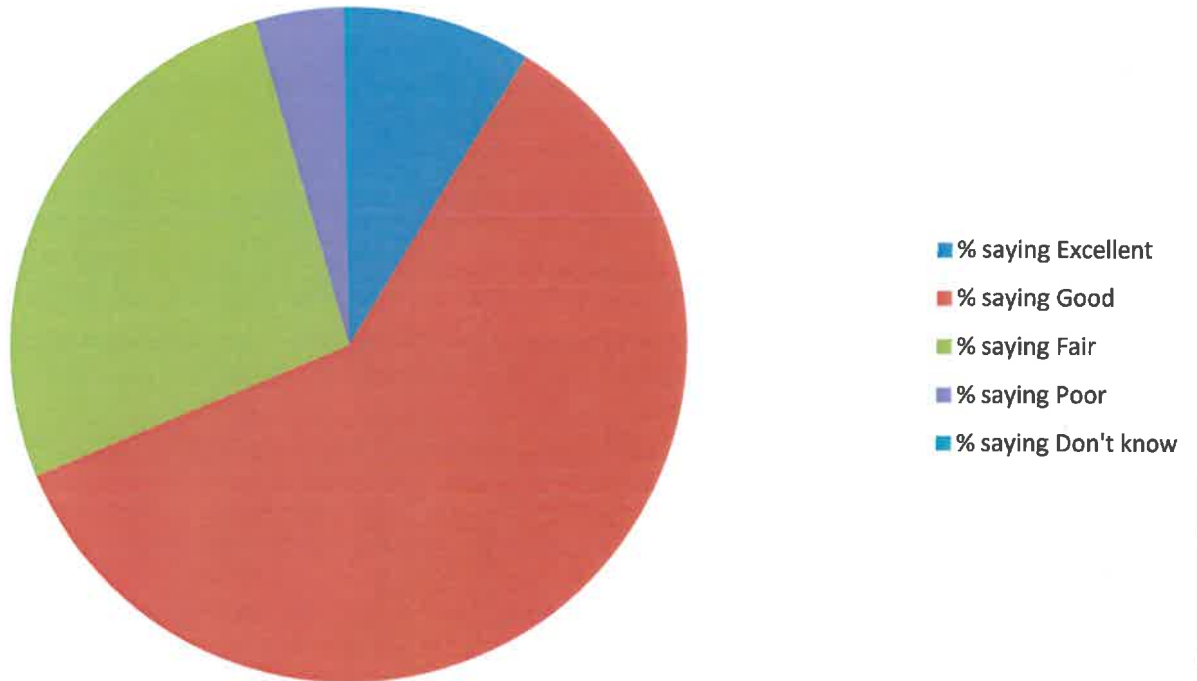
*Quantifiable performance measures are shaded*

*Summaries of Survey Questions are attached*

How would you rate the overall appearance of the city?

# saying Excellent	96
# saying Good	661
# saying Fair	295
# saying Poor	47
# saying Don't know	4
Total Responses	1103
% saying Excellent	9%
% saying Good	60%
% saying Fair	27%
% saying Poor	4%
% saying Don't know	0%

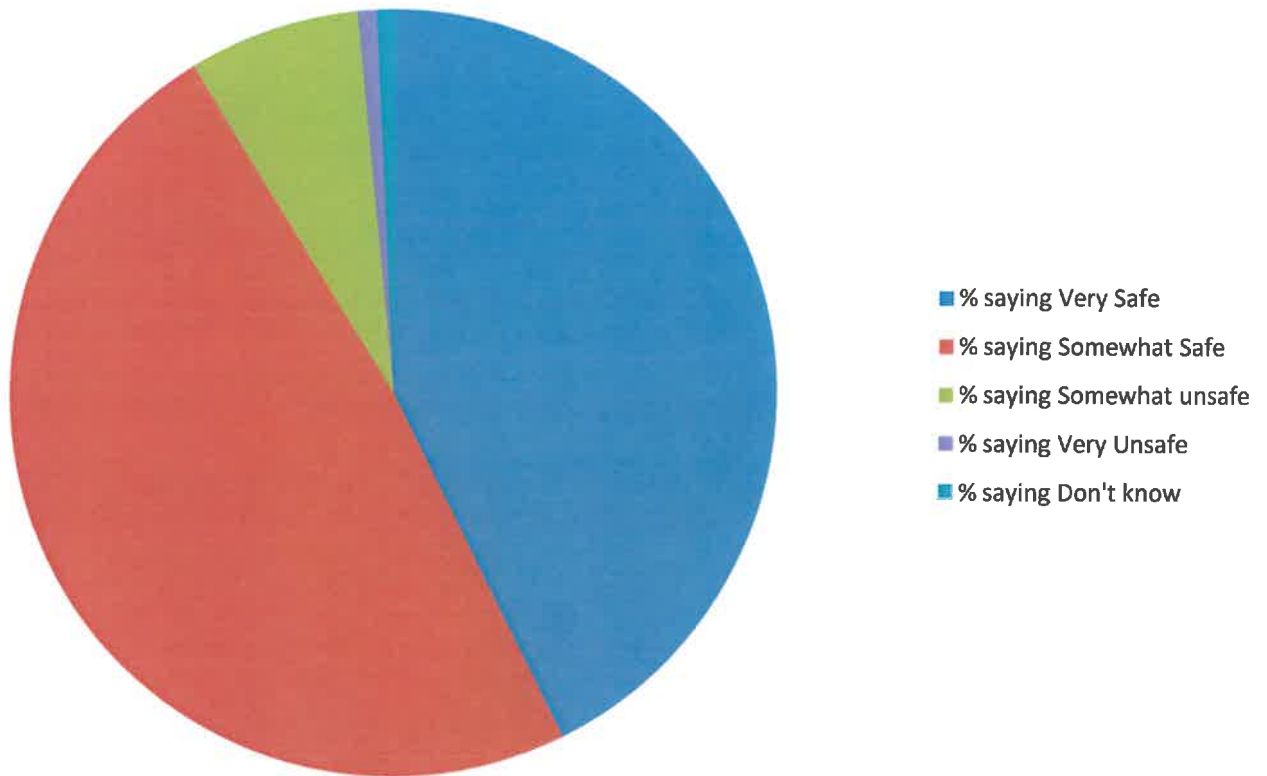
Overall appearance of city



How would you describe your overall feeling of safety in the city?

# saying Very Safe	473
# saying Somewhat Safe	540
# saying Somewhat unsafe	80
# saying Very Unsafe	9
# saying Don't know	9
Total Responses	1111
% saying Very Safe	43%
% saying Somewhat Safe	49%
% saying Somewhat unsafe	7%
% saying Very Unsafe	1%
% saying Don't know	1%

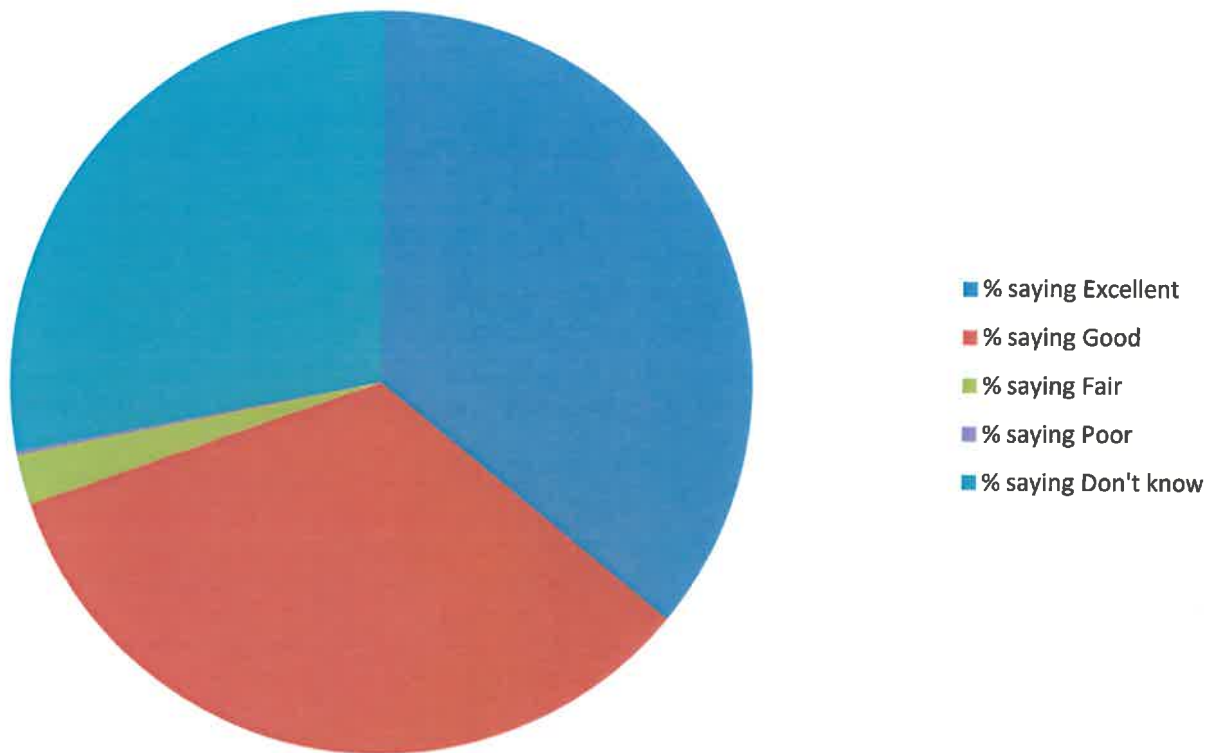
Overall feeling of safety



How would you rate the overall quality of fire protection services in the city?

# saying Excellent	397
# saying Good	373
# saying Fair	24
# saying Poor	2
# saying Don't know	310
Total Responses	1106
% saying Excellent	36%
% saying Good	34%
% saying Fair	2%
% saying Poor	0%
% saying Don't know	28%

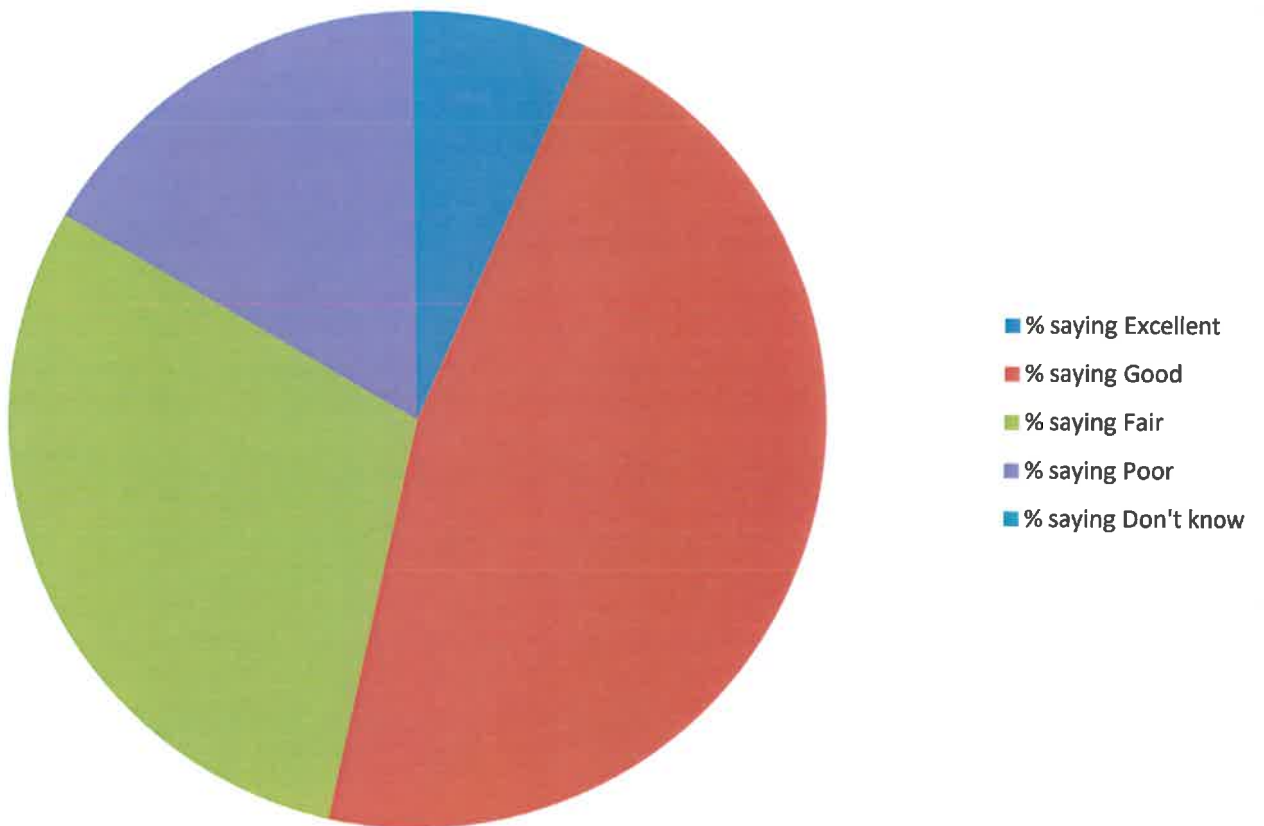
Overall quality of fire protection



How would you rate the overall condition of city streets?

# saying Excellent	72
# saying Good	515
# saying Fair	329
# saying Poor	181
# saying Don't know	3
Total Responses	1100
% saying Excellent	7%
% saying Good	47%
% saying Fair	30%
% saying Poor	16%
% saying Don't know	0%

Overall condition of city streets

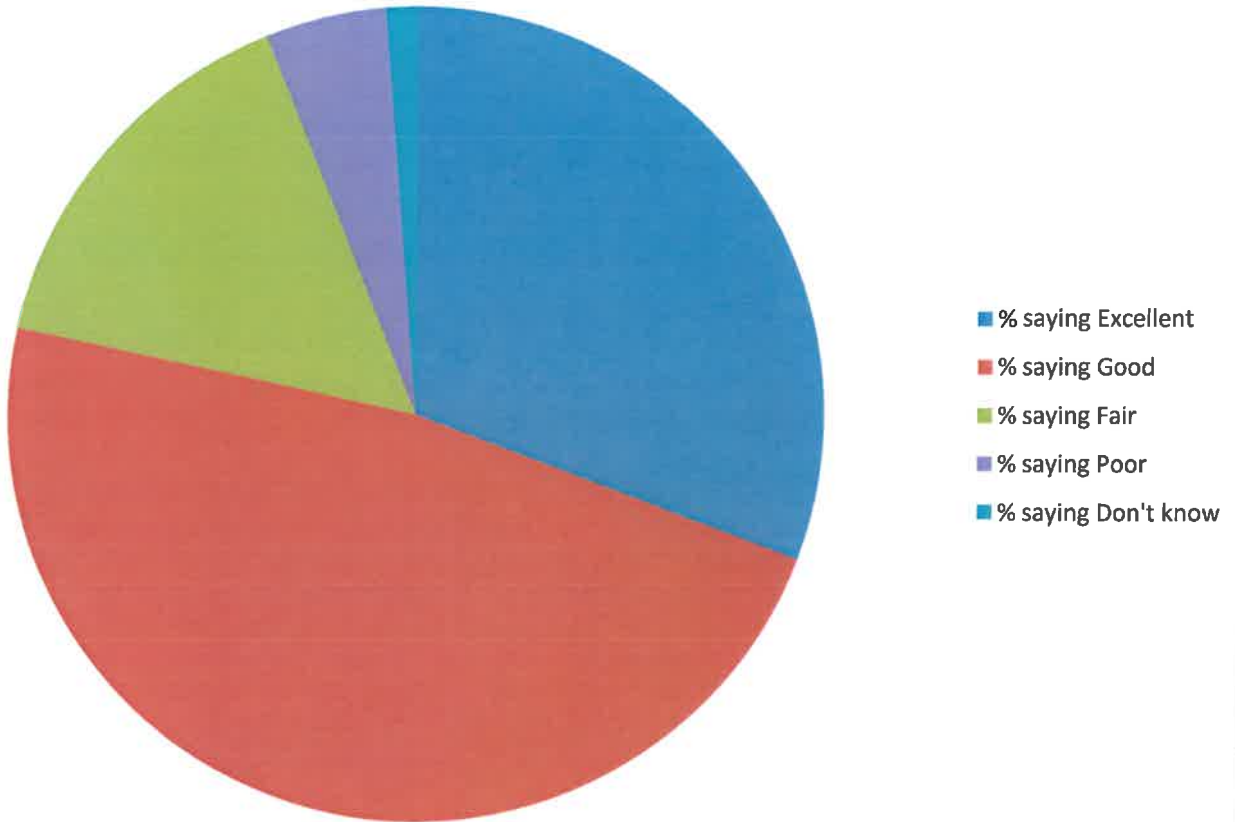




How would you rate the overall quality of snowplowing on city streets?

# saying Excellent	342
# saying Good	529
# saying Fair	172
# saying Poor	54
# saying Don't know	14
Total Responses	1111
% saying Excellent	31%
% saying Good	48%
% saying Fair	15%
% saying Poor	5%
% saying Don't know	1%

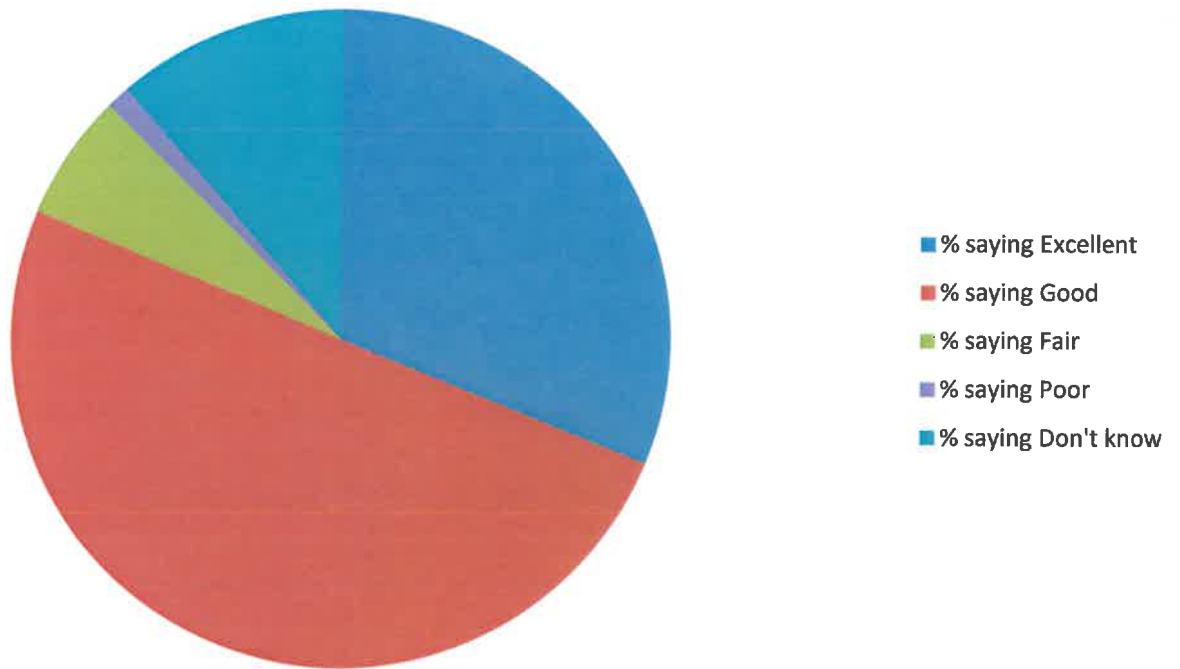
Overall quality of snowplowing



**How would you rate the dependability and overall quality of city sanitary sewer service?**

# saying Excellent	346
# saying Good	558
# saying Fair	69
# saying Poor	13
# saying Don't know	126
Total Responses	1112
% saying Excellent	31%
% saying Good	50%
% saying Fair	6%
% saying Poor	1%
% saying Don't know	11%

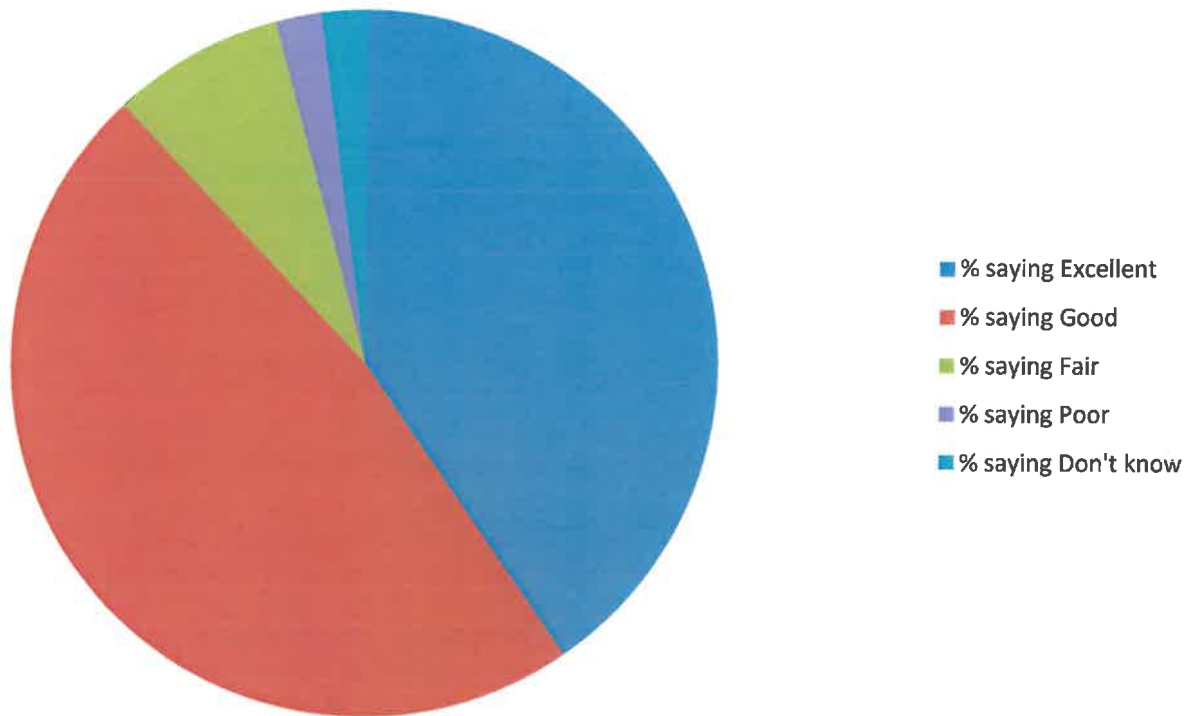
**Dependability and quality of sewer**



**How would you rate the dependability and overall quality of the city water supply?**

# saying Excellent	444
# saying Good	525
# saying Fair	86
# saying Poor	23
# saying Don't know	23
Total Responses	1101
% saying Excellent	40%
% saying Good	48%
% saying Fair	8%
% saying Poor	2%
% saying Don't know	2%

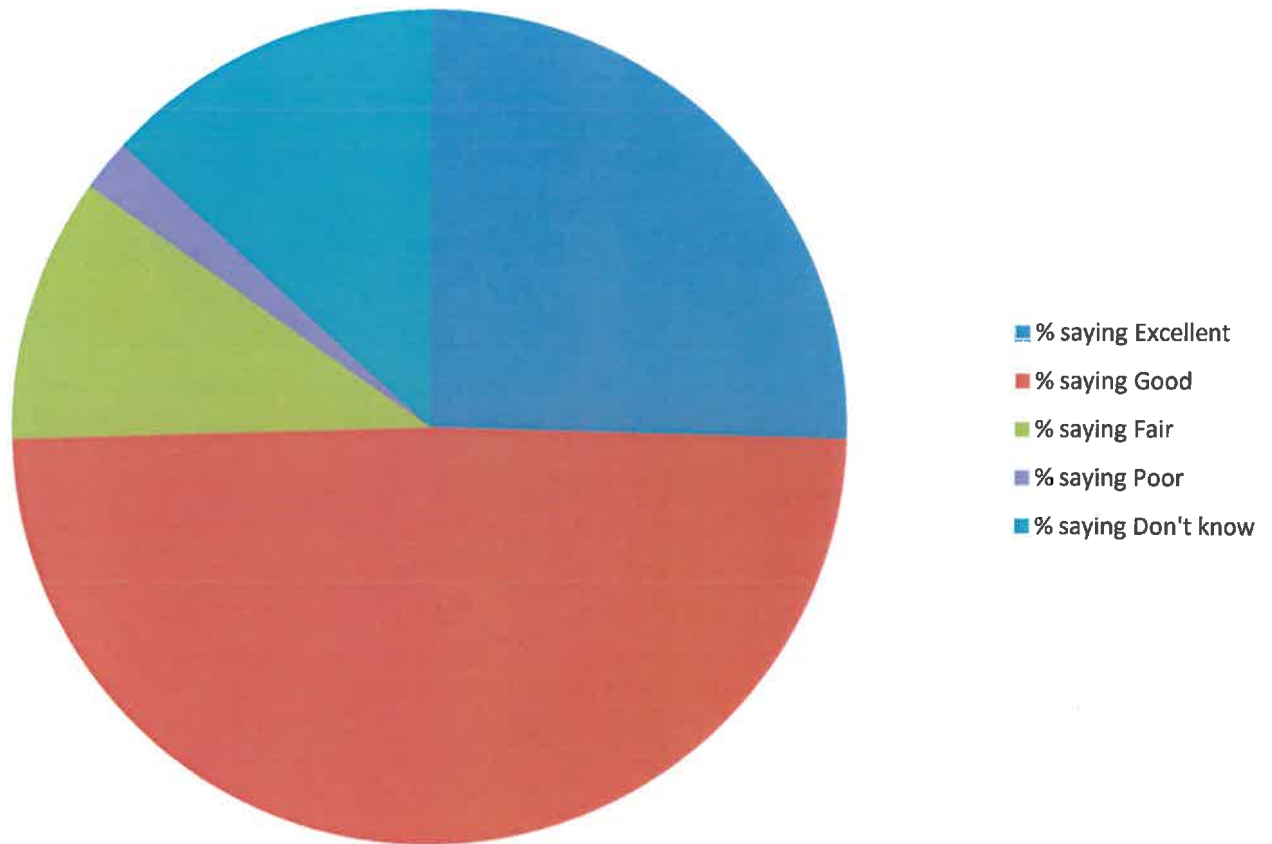
**Dependability and quality of water**



How would you rate the overall quality of city recreational programs and facilities (e.g. parks, trails, recreation facilities, classes, etc.)?

# saying Excellent	278
# saying Good	538
# saying Fair	112
# saying Poor	22
# saying Don't know	145
Total Responses	1095
% saying Excellent	25%
% saying Good	49%
% saying Fair	10%
% saying Poor	2%
% saying Don't know	13%

### Overall quality of rec programs and facilities



How would you rate the overall quality of services provided by the city?	
# saying Excellent	230
# saying Good	643
# saying Fair	142
# saying Poor	36
# saying Don't know	38
Total Responses	1089
% saying Excellent	21%
% saying Good	59%
% saying Fair	13%
% saying Poor	3%
% saying Don't know	3%

