



## 2016 City of New Hope Performance Measures

Category	#	Measure	Results
General	1.	Rating of the overall quality of services in New Hope	(Question 15) 22% excellent; 65% good; 10% fair; 1% poor; 3% don't know
	2.	Percent change in the taxable property market value	6.4% (total taxable market value \$1,522,726,514)
	3.	Citizens' rating of the overall appearance of the city	(Question 2) 14% excellent; 64% good; 20% fair; <2% poor; <1% don't know
	4.	Bond rating	AA
	5.	Citizens' rating of the quality of city recreational programs and facilities	(Question 12) 26% excellent; 48% good; 10% fair; 1% poor; 16% don't know
	6.	Citizens rating of ease in getting place to place in city	(Question 8) 28% excellent; 60% good; 9% fair; <1% poor; <1% don't know
	7.	Citizens' rating of the quality of code enforcement	(Question 13) 8% excellent; 37% good; 16% fair; 9% poor; 30% don't know
	8.	Citizens' rating of communication/distribution of information	(Question 14) 19% excellent; 59% good; 16% fair; 1% poor; 5% don't know
Police Services	9.	Part I and II crime rates	Part 1 – 439; Part 2 – 1,073 (as of 11/2/16)
	10.	Citizens' rating of police protection in the community	(Question 3) 46% very safe; 47% somewhat safe; 6% somewhat unsafe; 1% very unsafe; <1% don't know
	11.	Average police response time	4.32 minutes for priority 1 calls
Fire & EMS Services	12.	Insurance industry rating of fire services	3
	13.	Citizens' rating of the fire protection services	Question 4
	14.	Fire calls per 1,000 population	31.76 (646 calls for service through 11/2/16; population 20,339)
Streets	15.	Average city pavement rating index	74.5
	16.	Citizens' rating of overall condition of city streets	(Question 6) 8% excellent; 55% good; 30% fair; 6% poor; 1% don't know
	17.	Citizens' rating of overall condition of county roads	(Question 5) 9% excellent; 59% good; 25% fair; 5% poor; 2% don't know
	18.	Citizens' rating of the quality of snowplowing on city streets	(Question 7) 36% excellent; 48% good; 10% fair; 4% poor; 2% don't know
Water	19.	Citizens' rating of the dependability and overall quality of city water supply	(Question 11) 38% excellent; 50% good; 7% fair; 2% poor; 3% don't know
Sanitary Sewer	20.	Citizens' rating of the dependability and overall quality of city sanitary sewer service	(Question 10) 28% excellent; 56% good; 6% fair; <1% poor; 10% don't know
	21.	Number of sewer blockages on city system per 100 connections	0

*Quantifiable performance measures are shaded*

# 2016 New Hope City Services Survey

Tuesday, November 01, 2016

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# 646

**Total Responses**

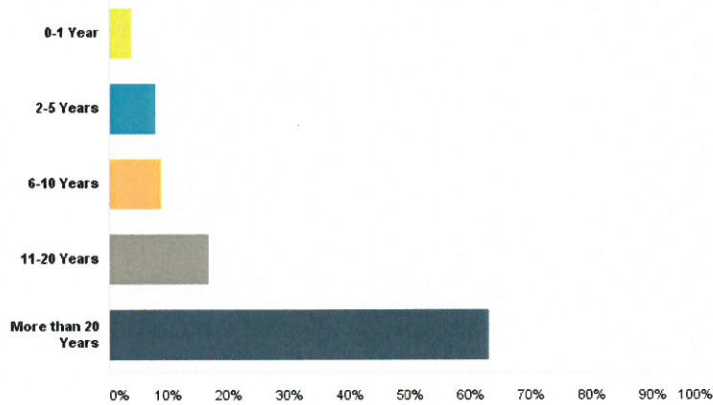
Date Created: Monday, June 27, 2016

Complete Responses: 646

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### Q1: How many years have you lived in New Hope?

Answered: 643 Skipped: 3



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### Q1: How many years have you lived in New Hope?

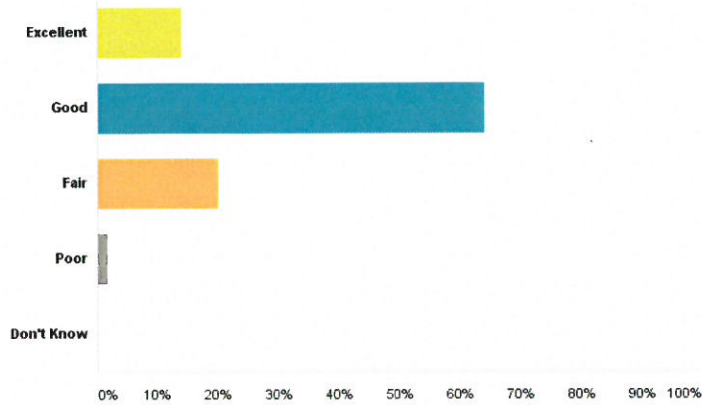
Answered: 643 Skipped: 3

Answer Choices	Responses	
0-1 Year	3.73%	24
2-5 Years	7.62%	49
6-10 Years	8.71%	56
11-20 Years	16.80%	108
More than 20 Years	63.14%	406
<b>Total</b>		<b>643</b>

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### Q2: How would you rate the overall appearance of the city?

Answered: 642 Skipped: 4



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### Q2: How would you rate the overall appearance of the city?

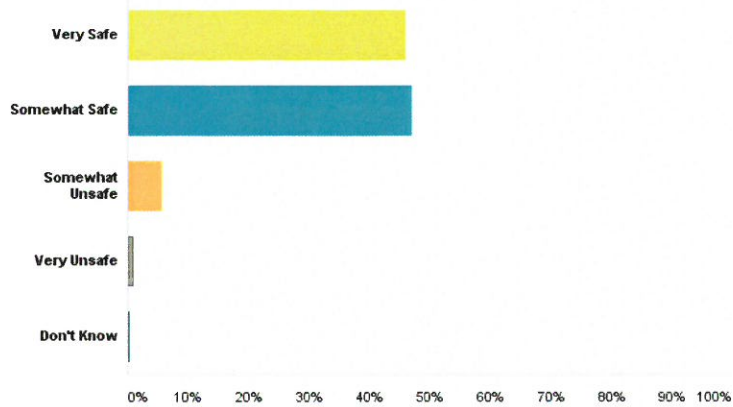
Answered: 642 Skipped: 4

Answer Choices	Responses	Count
Excellent	14.02%	90
Good	64.17%	412
Fair	19.94%	128
Poor	1.71%	11
Don't Know	0.16%	1
<b>Total</b>		<b>642</b>

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### Q3: How would you describe your overall feeling of safety in the city?

Answered: 640 Skipped: 6



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### Q3: How would you describe your overall feeling of safety in the city?

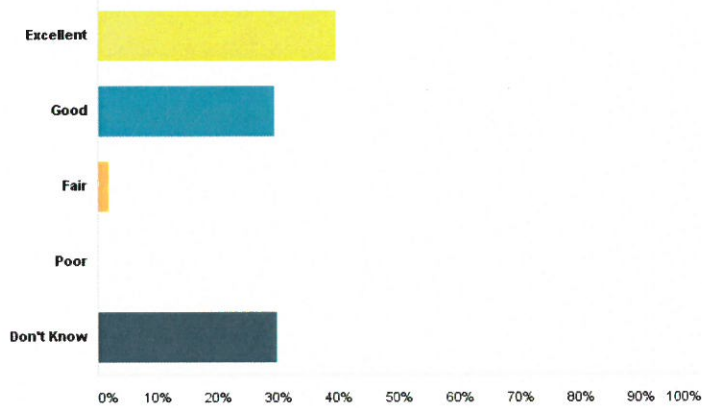
Answered: 640 Skipped: 6

Answer Choices	Responses	Count
Very Safe	45.94%	294
Somewhat Safe	46.88%	300
Somewhat Unsafe	5.63%	36
Very Unsafe	1.09%	7
Don't Know	0.47%	3
<b>Total</b>		<b>640</b>

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### Q4: How would you rate the overall quality of fire protection services in the city?

Answered: 642 Skipped: 4



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### Q4: How would you rate the overall quality of fire protection services in the city?

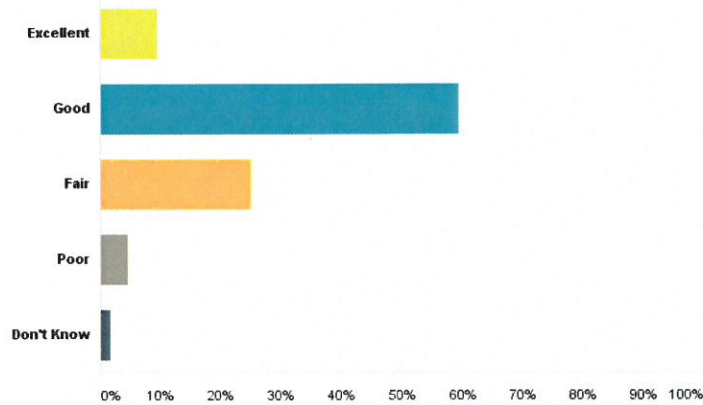
Answered: 642 Skipped: 4

Answer Choices	Responses	Count
Excellent	39.41%	253
Good	29.13%	187
Fair	1.87%	12
Poor	0.00%	0
Don't Know	29.60%	190
<b>Total</b>		<b>642</b>

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**Q5: How would you rate the overall condition of county roads (Winnetka Avenue south of Bass Lake Road, Bass Lake Road, 42nd Avenue, and Medicine Lake Road)?**

Answered: 631 Skipped: 15



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**Q5: How would you rate the overall condition of county roads (Winnetka Avenue south of Bass Lake Road, Bass Lake Road, 42nd Avenue, and Medicine Lake Road)?**

Answered: 631 Skipped: 15

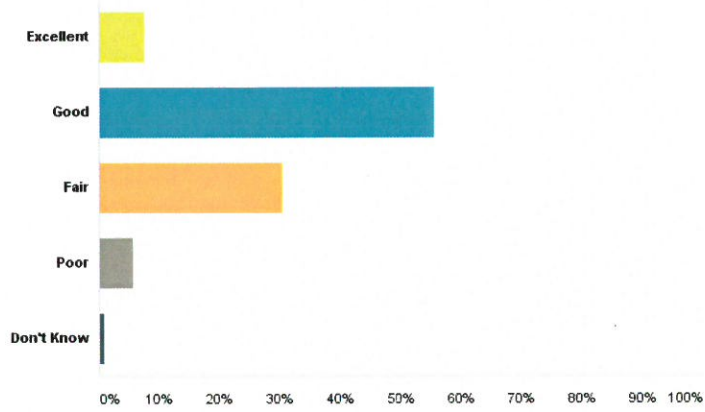
Answer Choices	Responses
Excellent	9.35% 59
Good	59.27% 374
Fair	25.04% 158
Poor	4.60% 29
Don't Know	1.74% 11
<b>Total</b>	<b>631</b>

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**Q6: How would you rate the overall condition of city streets (not including county roads)?**

Answered: 636 Skipped: 10



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**Q6: How would you rate the overall condition of city streets (not including county roads)?**

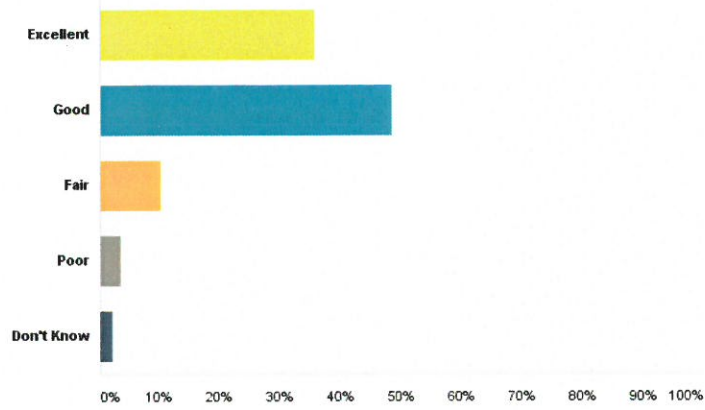
Answered: 636 Skipped: 10

Answer Choices	Responses	Count
Excellent	7.55%	48
Good	55.50%	353
Fair	30.50%	194
Poor	5.66%	36
Don't Know	0.79%	5
<b>Total</b>		<b>636</b>

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### Q7: How would you rate the overall quality of snowplowing on city streets?

Answered: 641 Skipped: 5



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### Q7: How would you rate the overall quality of snowplowing on city streets?

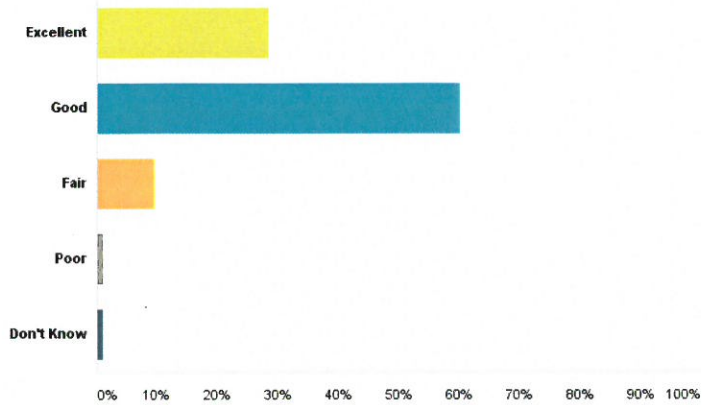
Answered: 641 Skipped: 5

Answer Choices	Responses	Count
Excellent	35.73%	229
Good	48.52%	311
Fair	10.14%	65
Poor	3.59%	23
Don't Know	2.03%	13
<b>Total</b>		<b>641</b>

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### Q8: How would you rate the quality of getting place to place within the city?

Answered: 637 Skipped: 9



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### Q8: How would you rate the quality of getting place to place within the city?

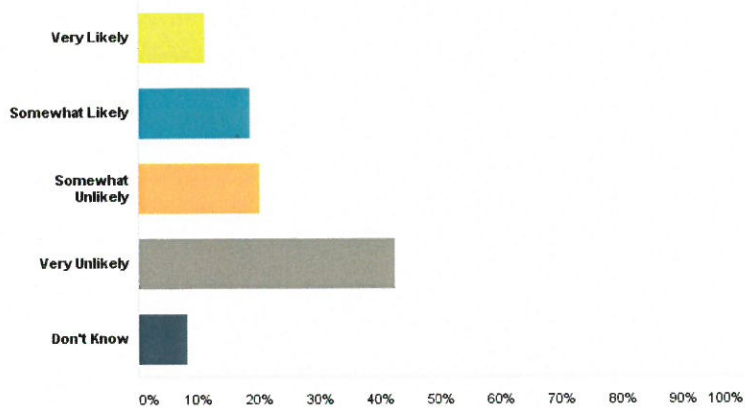
Answered: 637 Skipped: 9

Answer Choices	Responses	
Excellent	28.41%	181
Good	60.13%	383
Fair	9.56%	61
Poor	0.94%	6
Don't Know	0.94%	6
<b>Total</b>		<b>637</b>

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### Q9: How likely would you be to use public transit if it were readily available?

Answered: 629 Skipped: 17



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### Q9: How likely would you be to use public transit if it were readily available?

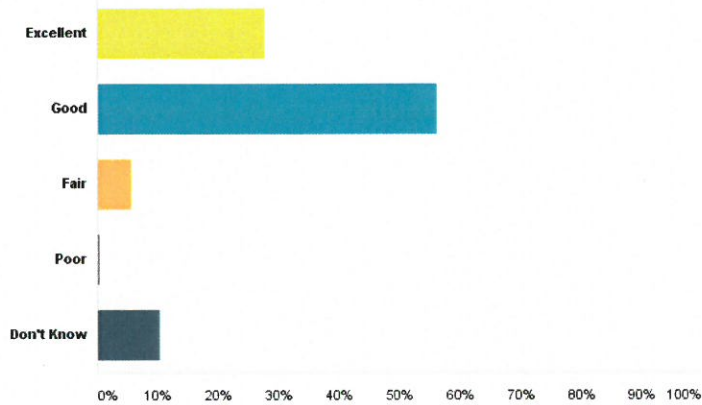
Answered: 629 Skipped: 17

Answer Choices	Responses
Very Likely	11.13% 70
Somewhat Likely	18.44% 116
Somewhat Unlikely	20.03% 126
Very Unlikely	42.29% 266
Don't Know	8.11% 51
<b>Total</b>	<b>629</b>

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### Q10: How would you rate the dependability and overall quality of city sanitary sewer service?

Answered: 636 Skipped: 10



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### Q10: How would you rate the dependability and overall quality of city sanitary sewer service?

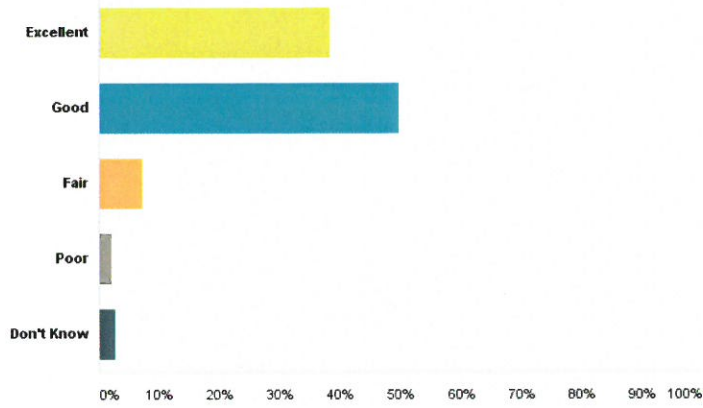
Answered: 636 Skipped: 10

Answer Choices	Responses	Count
Excellent	27.52%	175
Good	56.13%	357
Fair	5.66%	36
Poor	0.47%	3
Don't Know	10.22%	65
<b>Total</b>		<b>636</b>

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### Q11: How would you rate the dependability and overall quality of the city water supply?

Answered: 639 Skipped: 7



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### Q11: How would you rate the dependability and overall quality of the city water supply?

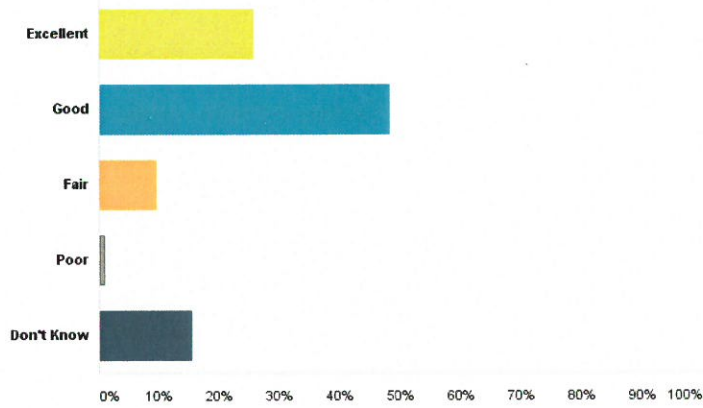
Answered: 639 Skipped: 7

Answer Choices	Responses	Count
Excellent	38.18%	244
Good	49.77%	318
Fair	7.04%	45
Poor	2.19%	14
Don't Know	2.82%	18
<b>Total</b>		<b>639</b>

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**Q12: How would you rate the overall quality of city recreational programs and facilities (parks, trails, recreation facilities, classes, etc.)?**

Answered: 631 Skipped: 15



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**Q12: How would you rate the overall quality of city recreational programs and facilities (parks, trails, recreation facilities, classes, etc.)?**

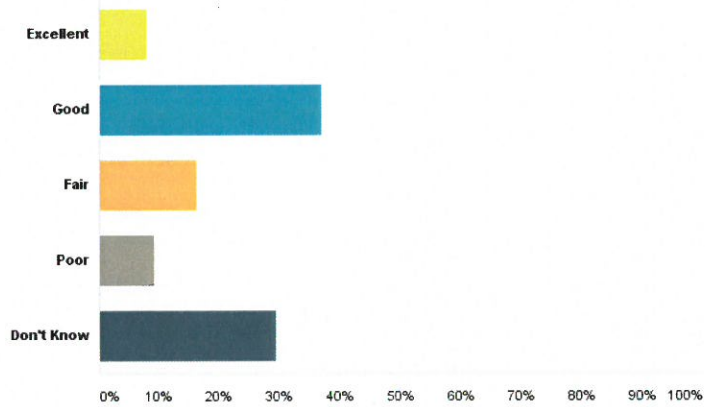
Answered: 631 Skipped: 15

Answer Choices	Responses
Excellent	25.67% 162
Good	48.18% 304
Fair	9.51% 60
Poor	1.11% 7
Don't Know	15.53% 98
<b>Total</b>	<b>631</b>

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### Q13: How would you rate the quality of code enforcement services?

Answered: 627 Skipped: 19



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### Q13: How would you rate the quality of code enforcement services?

Answered: 627 Skipped: 19

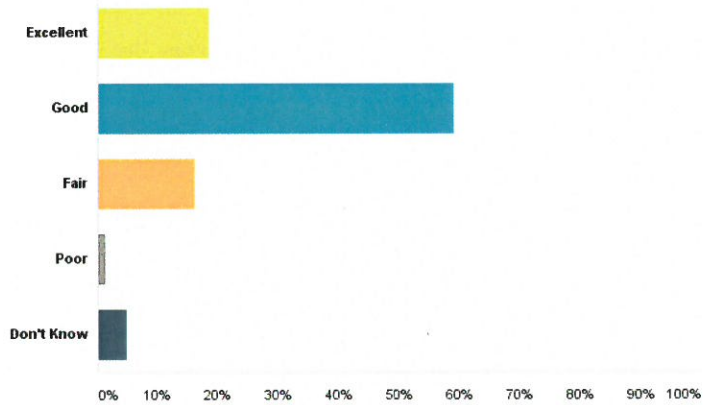
Answer Choices	Responses
Excellent	7.97% 50
Good	37.00% 232
Fair	16.27% 102
Poor	9.25% 58
Don't Know	29.51% 185
<b>Total</b>	<b>627</b>

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### Q14: How would you rate the quality of communication/distribution of information?

Answered: 638 Skipped: 8



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### Q14: How would you rate the quality of communication/distribution of information?

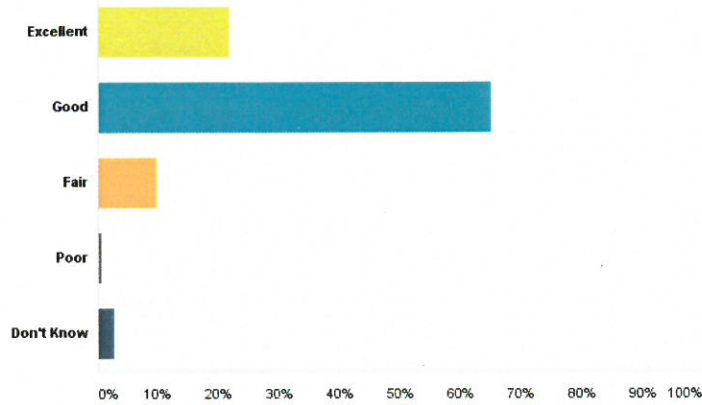
Answered: 638 Skipped: 8

Answer Choices	Responses	
Excellent	18.50%	118
Good	59.09%	377
Fair	16.30%	104
Poor	1.25%	8
Don't Know	4.86%	31
<b>Total</b>		<b>638</b>

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### Q15: How would you rate the overall quality of services provided by the city?

Answered: 638 Skipped: 8



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### Q15: How would you rate the overall quality of services provided by the city?

Answered: 638 Skipped: 8

Answer Choices	Responses	Count
Excellent	21.79%	139
Good	65.05%	415
Fair	9.87%	63
Poor	0.63%	4
Don't Know	2.66%	17
<b>Total</b>		<b>638</b>

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