

City of New Hope

Resolution No. 2019 - 29

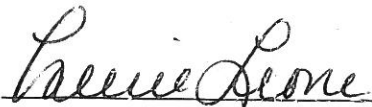
Resolution declaring adoption and implementation of State performance measures

- 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 2019, 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 services in New Hope
 2. Percent change in the taxable property market value
 3. Citizens' rating of the overall general appearance of the city
 4. Bond rating
 5. Citizens' rating of the quality of city recreational programs and facilities
 6. Citizens' likelihood of using public transit if readily available
 7. Citizens' support of funding home repair and improvement programs
 8. Part I and II crime rates
 9. Citizens' rating of safety in the community
 10. Average police response time
 11. Insurance industry rating of fire services
 12. Citizens' rating of the fire protection services
 13. Fire calls per 1,000 population
 14. Average city pavement rating index
 15. Citizens' rating of overall condition of county streets
 16. Citizens' rating of overall condition of city roads
 17. Citizens' rating of the quality of snowplowing on city streets
 18. Citizens' rating of the dependability and overall quality of city water supply
 19. Citizens' rating of the quality of stormwater management in the city
 20. Citizens' rating of the dependability and overall quality of city sanitary sewer service
 21. Number of sewer blockages on city system per 1,000 connections
 22. Citizens' rating of the quality of code enforcement
 23. Citizens' rating of communication/distribution of information

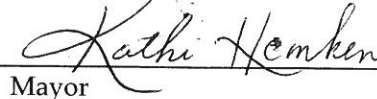
NOW, THEREFORE, BE IT RESOLVED that the New Hope City Council will report the results of the performance measures to its citizenry by the end of the year through publication, direct mailing, posting on the city's website, or through a public hearing at which the budget and levy will be discussed and 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 11th day of March, 2019.



Attest: City Clerk



Mayor

City of New Hope Performance Measures

Quantifiable performance measures are shaded and Summaries of Survey Questions are attached

Category	#	Measure	Comparison of Results between: 2016 online and paper City Services Survey (646 responses), 2017 online and paper City Services Survey (632 responses) and 2018 online and paper City Services Survey (679 responses)
General	1.	Rating of the overall quality of city services	2016: 22% excellent; 65% good; 10% fair; 1% poor; 3% don't know (87% excellent or good) 2017: 21% excellent; 63.5% good; 10.5% fair; 1% poor; 4% don't know (84.5% excellent or good) 2018: 23% excellent; 58% good; 11% neutral; 5% fair, 1% poor; 2% don't know/blank (81% excellent or good)
	2.	Percent change in the taxable property market value	2016: 7.28% (total taxable market value: \$1,535,054,114) 2017: 10.56% (total taxable market value: \$1,697,092,365) 2018 (proposed): 8.06% (total taxable market value: \$1,833,834,182)
	3.	Citizens' rating of the overall appearance of the city	2016: 14% excellent; 64% good; 20% fair; <2% poor; <1% don't know (78% excellent or good) 2017: 16% excellent; 66% good; 15% fair; 2% poor; <1% don't know (82% excellent or good) 2018: 13% excellent; 66% good; 12% neutral, 8% fair; 1% poor (79% excellent or good)
	4.	Bond rating	2016: AA 2017: AA 2018: AA
	5.	Citizens' rating of the quality of city recreational programs and facilities	2016: 26% excellent; 48% good; 10% fair; 1% poor; 16% don't know (74% excellent or good) 2017: 26% excellent; 47% good; 8% fair; 2% poor; 17% don't know (73% excellent or good) 2018: 28% excellent; 47% good; 17% neutral; 5% fair; 1% poor; 2% don't know/blank (75% excellent or good)
	6.	Would use public transit if readily available	2016: 11% very likely; 18% somewhat likely; 20% somewhat unlikely; 42% very unlikely 8% don't know (29% very likely or somewhat likely) 2017: 9% very likely; 20% somewhat likely; 17% somewhat unlikely; 47% very unlikely 7% don't know (29% very likely or somewhat likely) 2018: 10% very likely; 22% somewhat likely; 29% somewhat unlikely; 37% very unlikely 2% don't know/blank (32% very likely or somewhat likely)
Police Services	7.	Part I and II crime rates	2015: Part 1 – 548; Part 2 – 1,188 2016: Part 1 – 583; Part 2 – 814 2017: Part 1 – 536; Part 2 – 735 *Full crime stats for current year compiled after January 1 to ensure accuracy
	8.	Citizens' rating of safety in the community	2016: 46% very safe; 47% somewhat safe: 6% somewhat unsafe; 1% very unsafe; <1% don't know (93% very safe or somewhat safe) 2017: 48% very safe; 43% somewhat safe: 6% somewhat unsafe; <2% very unsafe; <2% don't know (91% very safe or somewhat safe) 2018: 47% very safe; 45% somewhat safe: 6% somewhat unsafe; 1% very unsafe; 1% don't know/blank (92% very safe or somewhat safe)
	9.	Average police response time	2015: 4.36 minutes for priority 1 calls 2016: 4.34 minutes for priority 1 calls 2017: 4.32 minutes for priority 1 calls *Full police stats for current year compiled after January 1 to ensure accuracy

Fire & EMS Services	10.	Insurance industry rating of fire services	2016: 3 2017: 3 2018: 3
	11.	Citizens' rating of the quality of fire protection services	2016: 39% excellent; 29% good; 2% fair; 0% poor; 30% don't know (68% excellent or good) 2017: 33% excellent; 34% good; 2% fair; 0% poor; 31% don't know (67% excellent or good) 2018: 36% excellent; 43% good; 16% neutral; 1% fair; <1% poor; <4% don't know/blank (79% excellent or good)
	12.	Fire calls per 1,000 population	2016: 39.87 (795 calls for service; population 20,339) 2017: 48.13 (979 calls for service; population 20,339) 2018: 31.47 (640 calls for service through 8/31; population 20,339)
Streets	13.	Average city pavement condition rating	2016: 75 2017: 76 2018: 76
	14.	Citizens' rating of county roads	2016: 9% excellent; 59% good; 25% fair; 5% poor; 2% don't know (68% excellent or good) 2017: 12% excellent; 62% good; 20% fair; 4% poor; 2% don't know (74% excellent or good) 2018: 11% excellent; 60% good; 16% neutral; 10% fair; 3% poor (71% excellent or good)
	15.	Citizens' rating of city streets	2016: 8% excellent; 55% good; 30% fair; 6% poor; 1% don't know (63% excellent or good) 2017: 11% excellent; 65% good; 20% fair; 4% poor; <1% don't know (75% excellent or good) 2018: 10% excellent; 60% good; 13% neutral; 10% fair; 2% poor; 5% don't know/blank (70% excellent or good)
	16.	Citizens' rating of the quality of snowplowing on city streets	2016: 36% excellent; 48% good; 10% fair; 4% poor; 2% don't know (84% excellent or good) 2017: 35% excellent; 49% good; 12% fair; 2% poor; 2% don't know (84% excellent or good) 2018: 30% excellent; 50% good; 6% neutral; 9% fair; 4% poor; 1% don't know/blank (80% excellent or good)
Water	17.	Citizens' rating of the dependability and quality of city water supply	2016: 38% excellent; 50% good; 7% fair; 2% poor; 3% don't know (88% excellent or good) 2017: 42% excellent; 48% good; 6% fair; 2% poor; 2% don't know (90% excellent or good) 2018: 42% excellent; 44% good; 8% neutral; 4% fair; 1% poor; 1% don't know/blank (86% excellent or good)
Sanitary Sewer	18.	Citizens' rating of the dependability and quality of city sanitary sewer service	2016: 28% excellent; 56% good; 6% fair; <1% poor; 10% don't know (84% excellent or good) 2017: 30% excellent; 56% good; 5% fair; <1% poor; 8% don't know (86% excellent or good) 2018: 30% excellent; 50% good; 13% neutral; 3% fair; 1% poor; 3% don't know/blank (80% excellent or good)
	19.	Number of sewer blockages on city system per 1000 connections	2016: 0 2017: 0 2018: 0 (as of 10/3/18)
Code Enforcement	20.	Citizens' rating of the quality of code enforcement services	2016: 8% excellent; 37% good; 16% fair; 9% poor; 30% don't know (45% excellent or good) 2017: 7% too tough; 47% about right; 36% not tough enough; 10% don't know 2018: 7% too tough; 53% about right; 34% not tough enough; 6% don't know/blank
Communi-cations	21.	Citizens' rating of the quality of communication/distribution of information	2016: 19% excellent; 59% good; 16% fair; 1% poor; 5% don't know (78% excellent or good) 2017: 22% excellent; 55% good; 19% fair; 2% poor; 2% don't know (77% excellent or good) 2018: 24% excellent; 52% good; 14% neutral; 6% fair; 3% poor; 1% don't know/blank (77% excellent or good)