

City of New Hope

Resolution No. 2022 - 46

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 2022, 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 life in New Hope
  2. Percent change in the taxable property market value
  3. Bond rating
  4. Citizens' rating of the quality of city recreational programs and facilities
  5. Part I and II crime rates
  6. Citizens' rating of safety in the community
  7. Average police response time
  8. Insurance industry rating of fire services
  9. Citizens' rating of the fire protection services
  10. Fire calls per 1,000 population
  11. Average city pavement rating index
  12. Citizens' rating of overall condition of city streets
  13. Citizens' rating of the quality of snowplowing on city streets
  14. Citizens' rating of the dependability and overall quality of city water supply
  15. Citizens' rating of the quality of stormwater management in the city
  16. Citizens' rating of the dependability and overall quality of city sanitary sewer service
  17. Number of sewer blockages on city system per 1,000 connections
  18. Citizens' rating of the quality of code enforcement
  19. Citizens' rating of communication/distribution of information

WHEREAS, the city of New Hope is contracting with The Morris Leatherman Company to conduct a professional city survey in 2022, and the results of the survey will be submitted in addition to the statistical information outlined above.

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 April, 2022.

Attest: Lucille Leone  
City Clerk

Kathi Hemken  
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 online and paper city services surveys from 2019 (610 responses), 2020 (839 responses) and 2021 (663 responses)
<b>General</b>	1.	Rating of the overall quality of city services	2019: 20% excellent; 61% good; 12% neutral; 5% fair, 1% poor; 1% don't know/blank (81% excellent or good) 2020: 20% excellent; 61% good; 10% neutral; 6% fair, 1% poor; 2% don't know/blank (81% excellent or good) 2021: 18% excellent; 64% good; 12% neutral; 5% fair, 1% poor; 0% don't know/blank (82% excellent or good)
	2.	Percent change in the taxable property market value	Payable 2019: 7.92% (total taxable market value: \$1,831,436,951) Payable 2020: 10.37% (total taxable market value: \$2,021,382,123) Payable 2021: 7.72% (total taxable market value: \$2,177,389,934)
	3.	Citizens' rating of the overall appearance of the city	2019: 15% excellent; 64% good; 9% neutral; 10% fair, 1% poor; 1% don't know/blank (79% excellent or good) 2020: 15% excellent; 65% good; 11% neutral; 7% fair, 1% poor; 1% don't know/blank (80% excellent or good) 2021: 16% excellent; 63% good; 11% neutral; 8% fair, 1% poor; 1% don't know/blank (79% excellent or good)
	4.	Citizens' rating of appearance and function of Civic Center Park	2021: 50% excellent; 32% good; 15% neutral; 1% fair, 0% poor; 2% don't know/blank (82% excellent or good)
	5.	Bond rating	2019: AA 2020: AA 2021: AA
	6.	Citizens' rating of the quality of city recreational programs and facilities	2019: 25% excellent; 49% good; 17% neutral; 7% fair, 1% poor; 1% don't know/blank (74% excellent or good) 2020: 23% excellent; 49% good; 19% neutral; 5% fair, 1% poor; 2% don't know/blank (72% excellent or good) 2021: 23% excellent; 52% good; 18% neutral; 4% fair, 2% poor; 1% don't know/blank (75% excellent or good)
	7.	Citizens' rating of opportunity to provide input and feedback about issues	2019: N/A 2020: 15% excellent; 47% good; 24% neutral; 8% fair, 4% poor; 2% don't know/blank (62% excellent or good) 2021: 14% excellent; 44% good; 29% neutral; 7% fair, 4% poor; 1% don't know/blank (58% excellent or good)

	8.	Would use public transit if readily available	2019: 10% very likely; 22% somewhat likely; 26% somewhat unlikely; 42% very unlikely; 0% don't know/blank (32% very likely or somewhat likely) 2020: 8% very likely; 21% somewhat likely; 24% somewhat unlikely; 46% very unlikely; 2% don't know/blank (29% very likely or somewhat likely) 2021: 8% very likely; 19% somewhat likely; 26% somewhat unlikely; 47% very unlikely; <1% don't know/blank (27% very likely or somewhat likely)
	9.	Citizens' support of funding home repair and improvement programs	2019: 50% Yes; 48% No; 2% Blank 2020: 51% Yes; 46% No; 3% Blank 2021: 56% Yes; 42% No; 2% Blank
Police Services	10.	Part I and II crime rates	2018: Part I: 682; Part II: 721 2019: Part I: 611; Part II: 680 2020: Part I: 600; Part II: 503 *Full crime stats for current year compiled after January 1 to ensure accuracy
	11.	Citizens' rating of safety in the community	2019: 39% very safe; 54% somewhat safe; 6% somewhat unsafe; <1% very unsafe; <1% don't know/blank (93% very safe or somewhat safe) 2020: 45% very safe; 47% somewhat safe; 7% somewhat unsafe; 1% very unsafe; <1% don't know/blank (92% very safe or somewhat safe) 2021: 37% very safe; 51% somewhat safe; 11% somewhat unsafe; 0% very unsafe; <1% don't know/blank (88% very safe or somewhat safe)
	12.	Average police response time	2018: 4.36 minutes for priority 1 calls 2019: 4.35 minutes for priority 1 calls 2020: 4.03 minutes for priority 1 calls *Full police stats for current year compiled after January 1 to ensure accuracy
Fire & EMS Services	13.	Insurance industry rating of fire services	2019: 3 2020: 3 2021: 3
	14.	Citizens' rating of the quality of fire protection services	2019: 39% excellent; 41% good; 17% neutral; <1% fair, <1% poor; 2% don't know/blank (80% excellent or good) 2020: 36% excellent; 42% good; 18% neutral; 1% fair, 1% poor; 1% don't know/blank (78% excellent or good) 2021: 33% excellent; 43% good; 21% neutral; 1% fair, 0% poor; 2% don't know/blank (76% excellent or good)
	15.	Fire calls per 1,000 population	2018: 47.79 (1,097 calls for service, 20,339 pop) 2019: 53.94 (1,097 calls for service, 20,339 pop) 2020: 48.33 (983 calls for service, 20,339 pop) *Full fire stats for current year compiled after January 1 to ensure accuracy
Streets	16.	Average city pavement condition rating	2019: 76 2020: 76 2021: 80

	17.	Citizens' rating of county roads	2019: 8% excellent; 54% good; 15% neutral; 16% fair, 6% poor; 1% don't know/blank (62% excellent or good) 2020: 5% excellent; 48% good; 18% neutral; 20% fair, 8% poor; 1% don't know/blank (53% excellent or good) 2021: 10% excellent; 59% good; 15% neutral; 13% fair, 3% poor; 0% don't know/blank (69% excellent or good)
	18.	Citizens' rating of city streets	2019: 9% excellent; 57% good; 14% neutral; 17% fair, 3% poor; <1% don't know/blank (64% excellent or good) 2020: 6% excellent; 58% good; 17% neutral; 15% fair, 3% poor; 1% don't know/blank (64% excellent or good) 2021: 9% excellent; 63% good; 15% neutral; 11% fair, 1% poor; <1% don't know/blank (72% excellent or good)
	19.	Citizens' rating of the quality of snowplowing on city streets	2019: 33% excellent; 45% good; 8% neutral; 10% fair, 4% poor; 0% don't know/blank (78% excellent or good) 2020: 33% excellent; 48% good; 7% neutral; 9% fair, 2% poor; 1% don't know/blank (81% excellent or good) 2021: 33% excellent; 49% good; 7% neutral; 7% fair, 3% poor; % don't know/blank (82% excellent or good)
<b>Water</b>	20.	Citizens' rating of the dependability and quality of city water supply	2019: 39% excellent; 48% good; 8% neutral; 3% fair, 1% poor; 1% don't know/blank (87% excellent or good) 2020: 41% excellent; 47% good; 7% neutral; 3% fair, 1% poor; 1% don't know/blank (88% excellent or good) 2021: 37% excellent; 50% good; 8% neutral; 4% fair, 0% poor; <1% don't know/blank (87% excellent or good)
	21.	Citizens' rating of the quality of stormwater management in the city	2019: 20% excellent; 50% good; 20% neutral; 6% fair, 3% poor; 1% don't know/blank (70% excellent or good) 2020: 19% excellent; 53% good; 19% neutral; 6% fair, 2% poor; 1% don't know/blank (72% excellent or good) 2021: 24% excellent; 51% good; 17% neutral; 5% fair, 1% poor; 1% don't know/blank (75% excellent or good)
<b>Sanitary Sewer</b>	22.	Citizens' rating of the dependability and quality of city sanitary sewer service	2019: 28% excellent; 53% good; 14% neutral; 3% fair, 1% poor; 1% don't know/blank (81% excellent or good) 2020: 27% excellent; 53% good; 16% neutral; 2% fair, 1% poor; 1% don't know/blank (80% excellent or good) 2021: 27% excellent; 56% good; 15% neutral; 2% fair, 0% poor; 0% don't know/blank (83% excellent or good)
	23.	Number of sewer blockages on city system per 1000 connections	2019: 1 2020: 2 2021: 0 total as of November 1, 2021

<b>Code Enforcement</b>	24.	Citizens' rating of the quality of code enforcement services	2019: 7% too tough; 58% about right; 34% not tough enough; 1% don't know/blank 2020: 8% too tough; 63% about right; 28% not tough enough; 1% don't know/blank 2021: 6% too tough; 62% about right; 31% not tough enough; 1% don't know/blank
<b>Communication</b>	25.	Citizens' rating of the quality of communication/distribution of information	2019: 17% excellent; 55% good; 16% neutral; 8% fair, 3% poor; 1% don't know/blank (72% excellent or good) 2020: 18% excellent; 53% good; 16% neutral; 9% fair, 3% poor; 1% don't know/blank (71% excellent or good) 2021: 20% excellent; 53% good; 18% neutral; 6% fair, 2% poor; 1% don't know/blank (73% excellent or good)
	26.	Citizens' source for city information	2021: 8% city website; 50% city publications; 19% social media; 11% Sun Post/CCX Media; 11% a combination of sources; 1% blank.
<b>COVID-19</b>	27.	Citizens' rating of the city's reaction to the COVID-19 Pandemic in several areas.	Overall: 22% excellent; 45% good; 24% neutral; 4% fair, <1% poor; 4% don't know/blank (67% excellent or good) Parks & Recreation: 20% excellent; 40% good; 29% neutral; 4% fair, 2% poor; 5% don't know/blank (60% excellent or good) Elections: 30% excellent; 41% good; 21% neutral; 4% fair, 2% poor; 3% don't know/blank (71% excellent or good) Permits & Inspections: 19% excellent; 32% good; 39% neutral; 3% fair, 1% poor; 5% don't know/blank (51% excellent or good)