

City of New Hope

Resolution No. 2025 - 55

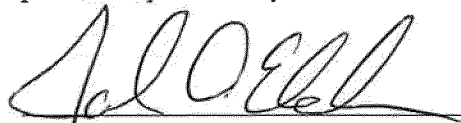
Resolution approving participation
in the state's performance measurement program for 2025

- 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 this year; and
- WHEREAS, benefits to the City for participation in the Minnesota Council on Local Results and Innovation's comprehensive performance measurement program are outlined in MS 6.91 and include eligibility for reimbursement as set by state statute and exemption from levy limits for taxes, if levy limits are in effect; and
- WHEREAS, the City Council has adopted and implemented at least 10 of the performance measures, as developed by the Council on Local Results and Innovation, and a system to use this information to help plan, budget, manage and evaluate programs and processes for optimal future outcomes; and

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 27th day of May, 2025.



Mayor

Attest: 

City Clerk



Request for Action

November 18, 2024

Agenda Section
Work Session

Approved by: Reece Bertholf, City Manager

Originating Department: City Manager

**By: Beth Kramer, Communications Coordinator;
& Reece Bertholf, City Manager**

Item Number
11.2

Agenda Title

Review 2024 performance measures survey results

Requested Action

Staff requests to discuss the results of the 2024 City Services Survey. For the past several years, excerpts from these survey results have been included in the budget public hearing presentation, and staff intends to do the same this year. Therefore, they would like to review them with the City Council before the public hearing.

Policy/Past Practice

In 2011, the Minnesota Legislature's Council on Local Results and Innovation established a standard set of ten performance measures for cities. These measures are designed to help residents, taxpayers, and state and local officials assess the effectiveness of city services and gauge residents' opinions about those services. The City of New Hope has participated in this program since its inception. Cities involved in the program are eligible for a reimbursement of \$0.14 per capita, which translates to approximately \$3,000 per year for New Hope. While the survey results may not be scientifically rigorous, they still provide valuable feedback. In 2022, the City conducted a comprehensive citywide survey through the Morris Leatherman Company, which likely offers a more accurate representation of residents' opinions on City services.

Background

During the work session on May 20, 2024, the City Council expressed its support for ongoing participation in the state's performance measures program. Council reviewed the proposed survey questions and agreed to change question #16 (Which of these sources do you use most often to obtain city information?) from a multiple-choice format to a ranked-choice format.

To participate in the 2024 performance measures program, the City Council needed to adopt a resolution to implement the performance measures and submit a report of the previous year's results to the Office of the State Auditor by July 1, 2024. The City Council adopted the resolution approving the program at their meeting on May 28, 2024, and subsequently filed the required report with the state. The program mandates that cities implement ten standard performance measures to assess residents' satisfaction with local services.

The 2024 surveys were sent to residents along with their July utility bills and were also made available on the city's website and at City Hall from July 1, 2024, to October 1, 2024. Survey response rates since 2012 are as follows:

- 2012 – 189 residents
- 2013 – 1,114 residents
- 2014 – 1,062 residents
- 2015 – 400 residents (Morris Leatherman Professional Survey)
- 2016 – 646 residents (submission: 140 online, 506 paper)
- 2017 – 632 residents (submission: 98 online, 534 paper)
- 2018 – 679 residents (submission: 194 online, 485 paper)

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- 2019 – 610 residents (submission: 246 online, 346 paper)
- 2020 – 839 residents (submission: 375 online, 464 paper)
- 2021 – 663 residents (submission: 297 online, 366 paper)
- 2022 – 400 residents (Morris Leatherman Professional Survey)
- 2023 – 561 Residents (submission: 201 online, 360 paper)
- 2024 – 499 Residents (submission: 172 online, 327 paper)

Survey Results

The 2024 survey results are attached with comparison data from 2021, 2022 and 2023. In general, the responses were very similar to the last survey completed by the City in 2023.

- When asked how many years respondents have lived in New Hope, 68% have lived in the City more than 20 years, 10% between 11 and 20 years, and 22% have lived here less than 10 years.
- When asked how much longer into the future respondents expect to live in New Hope, 39% answered 11 or more years, 34% answered between 6-10 years, 20% answered between 2-5 years, and 7% did not know or indicated less than one year.
- The overall quality of city services rating of "excellent" or "good" increased from 81% in 2023 to 84% in 2024.
- The city's payable taxable property market value increased by 4.24% between 2023 and 2024.
- The overall appearance of the city rating of "excellent" or "good" increased from 74% in 2023 to 81% in 2024.
- 61% of respondents indicated they feel "excellent" or "good" about their opportunities to provide input and feedback about issues to the City of New Hope. This increased from 58% in 2023.
- Citizens' categorizing their overall feeling of safety in the city as "very safe" or "somewhat safe" increased slightly from 88% to 91% between 2023 and 2024.
- The overall quality of fire education, inspection, and response services receiving a rating of "excellent" stayed flat at 81% between 2023 and 2024.
- The overall condition of county roads receiving a rating of "excellent" or "good" increased significantly from 50% to 74% from 2023 to 2024 (question was not included on the 2022 survey) as well as for city roads which increased from 62% to 75% between 2023 and 2024.
- The average pavement condition rating for city streets increased to 83 after three years at 81.
- The overall quality of snowplowing services receiving an "excellent" or "good" rating increased slightly from 82% to 83% between 2023 and 2024.
- The ratings of "excellent" or "good" for the quality of water supply decreased slightly from 89% in 2023 to 88% in 2024.
- 80% of citizens rated stormwater management's dependability and overall quality as "excellent" or "good," an increase of 1% from 79% in 2023.
- The overall quality of recreational programs receiving an "excellent" or "good" rating increased from 56% to 59%, and facilities stayed flat at 81% between 2023 and 2024. It's important to note that when N/A are omitted from the program rating (e.g., someone who has not participated), the ranking increases to 77%.
- Citizens' rating of the toughness of code enforcement being "about right" increased from 58% to 60% between 2023 and 2024.
- The overall quality of communication/distribution of information receiving a rating of "excellent" or "good" increased from 66% to 70% between 2023 and 2024.

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- Respondents' listed their top source for City information as follows: 50% City Publications, 17% Sun Post/CCX Media, 13% City Social Media, 12% City Website and 6% Word of Mouth/Other.
- When asked if they knew about the Curbside Appeal Reimbursement Program and how they heard about it, 37% said the newsletter, 6% said the City website or Facebook page, 4% said the news media, 7% said other, and 41% said they did not know about the program.

A copy of the survey data is attached and will be incorporated into the 2024 Performance Measurement Report. Excerpts will also be included in the annual budget presentation. Early next year, staff will present the proposed 2025 survey questions for review/approval by the City Council and results from the 2024 Survey will be submitted to the state.

All comments from respondents have been compiled and organized by category in the attached memorandum. References to specific addresses have been redacted, and some spelling errors have been corrected; however, the general content remains unchanged. Many residents expressed concerns about code enforcement and property maintenance issues, such as overgrown weeds, tall grass, unscreened trash cans, and problems with exterior storage. Additionally, residents reported issues related to tree removal, problematic drivers, infrastructure, and tax rates.

The final question on the survey allowed residents to request contact from City staff regarding their comments or concerns. A total of 50 residents asked to be contacted by the City. These callback requests were distributed among each department head for completion. Staff returned calls to all who requested a callback, either by speaking directly with each resident or if there was no answer, by leaving a message with their contact details. Residents who received follow-up phone calls provided overall positive feedback that the city took the time to contact them and to address their concerns or answer questions. A complete summary of the comments is attached.

Attachments

- 2024 City Services Survey
- Summary table/comparison of responses
- Survey results PowerPoint
- "2024 City Services Survey Comments" memorandum from Beth Kramer (November 13, 2024)



2024 New Hope City Services Survey

Complete this paper survey or visit newhopemn.gov/survey to complete an online version. Completed paper surveys should be returned with monthly utility bills or to New Hope City Hall in person (either inside or in the utility bill drop box) or by mail, 4401 Xylon Ave N, New Hope, MN 55428. Submit only one copy of the survey per adult resident per year.

Please complete and return surveys by Oct. 1, 2024. We appreciate your feedback!

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

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

2. As things now stand, how long in the future do you expect to live in New Hope?

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

3. How would you rate the overall appearance of the city?

☐ Excellent ☐ Good ☐ Neutral ☐ Fair ☐ Poor

4. Do you think the city is too tough, about right or not tough enough in enforcing the City Code on such nuisance issues as trash can screening, exterior storage and inoperable vehicles?

☐ Too Tough ☐ About Right ☐ Not Tough Enough

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

☐ Very Safe ☐ Somewhat Safe ☐ Somewhat Unsafe ☐ Very Unsafe

6. What is your perception of the quality of fire education, inspection and response services provided by West Metro Fire-Rescue District?

☐ Excellent ☐ Good ☐ Neutral ☐ Fair ☐ Poor

7. 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)?

☐ Excellent ☐ Good ☐ Neutral ☐ Fair ☐ Poor

8. How would you rate the overall condition of city streets (not including county roads)?

☐ Excellent ☐ Good ☐ Neutral ☐ Fair ☐ Poor

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

☐ Excellent ☐ Good ☐ Neutral ☐ Fair ☐ Poor

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

☐ Excellent ☐ Good ☐ Neutral ☐ Fair ☐ Poor

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

☐ Excellent ☐ Good ☐ Neutral ☐ Fair ☐ Poor

12. How would you rate the overall quality of stormwater management in the city?

☐ Excellent ☐ Good ☐ Neutral ☐ Fair ☐ Poor

Survey continued on other side.

13. How would you rate the overall quality of city recreational facilities (parks, trails, facilities)?

☐ Excellent ☐ Good ☐ Neutral ☐ Fair ☐ Poor ☐ N/A

14. How would you rate the overall quality of city recreational programs?

☐ Excellent ☐ Good ☐ Neutral ☐ Fair ☐ Poor ☐ N/A

15. How would you rate the quality of communication/distribution of information?

☐ Excellent ☐ Good ☐ Neutral ☐ Fair ☐ Poor ☐ N/A

16. Of these sources, rank how do you obtain most of your city information (1= Most, 5= Least)

☐ City Website ☐ City Publications ☐ City Social Media ☐ Sun Post/CCX Media ☐ Other

17. Did you know about the Curbside Appeal Reimbursement Program the city offers for qualifying home improvement projects? If yes, how did you hear about it?

☐ News Media ☐ City Website/Facebook Page ☐ Newsletter ☐ Other ☐ I did not know about this

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

☐ Excellent ☐ Good ☐ Neutral ☐ Fair ☐ Poor

19. How do you feel about your opportunities to provide input and feedback about issues of New Hope?

☐ Excellent ☐ Good ☐ Neutral ☐ Fair ☐ Poor

Additional comments or concerns:

If you would like someone from the city to contact you about your comments/concerns, please provide your contact information below and select which department you would like to have contact you.

Name _____

Daytime Phone _____

☐ City Manager/Administration ☐ Community Development ☐ Police ☐ Fire-Rescue
☐ Public Works ☐ Parks & Recreation ☐ Communications

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 Morris Leatherman Company survey from 2022 (400 responses) and online and paper city services surveys from 2023 (561 responses) and 2024 (499 responses)
General	1.	Rating of the overall quality of city services/quality of life	2022: 26% excellent; 68% good; 6% fair; 0% poor; 0% don't know/blank (94% excellent or good) 2023: 19% excellent; 62% good; 12% neutral; 6% fair; <1% poor; <1% don't know/blank (81% excellent or good) 2024: 24% excellent; 60% good; 7% neutral; 5% fair; 1% poor; 3% don't know/blank (84% excellent or good)
	2.	Percent change in the taxable property market value	Payable 2022: 6.03% (total taxable market value: \$2,308,596,615) Payable 2023: 16.68% (total taxable market value: \$2,693,654,510) Payable 2024: 4.24% (total taxable market value: \$2,807,951,918)
	3.	Citizens' rating of the overall appearance of city/neighborhood	2022: 35% excellent; 59% good; 7% fair; 0% poor; 0% don't know/blank (94% excellent or good) 2023: 12% excellent; 62% good; 12% neutral; 12% fair; 1% poor; 1% don't know/blank (74% excellent or good) 2024: 18% excellent; 63% good; 9% neutral; 7% fair; 1% poor; 2% don't know/blank (81% excellent or good)
	4.	Bond rating	2022: AA 2023: AA 2024: AA
	5.	Citizens' rating of the quality of city recreational programs and facilities	2022: Programs: 28% excellent; 47% good; 10% fair; 1% poor; 15% don't know/blank (75% excellent or good) Facilities: 23% excellent; 65% good; 11% fair; 0% poor; 2% don't know/blank (88% excellent or good) 2023: Programs: 19% excellent; 37% good; 19% neutral; 2% fair; 1% poor; 21% N/A or blank (56% excellent or good) Facilities: 30% excellent; 51% good; 11% neutral; 3% fair; 2% poor; 3% N/A or blank (81% excellent or good) 2024: Programs: 18% excellent; 41% good; 15% neutral; 2% fair; 1% poor; 23% N/A or blank (59% excellent or good, 77% if calculated based on omission of N/A responses) Facilities: 33% excellent; 48% good; 8% neutral; 2% fair; 1% poor; 7% N/A or blank (81% excellent or good)
	6.	Citizens' rating of opportunities to provide input and feedback	2022: Question not included with Morris Leatherman Company survey from 2022 2023: 14% excellent; 44% good; 29% neutral; 7% fair; 4% poor; 2% don't know/blank (58% excellent or good) 2024: 16% excellent; 45% good; 26% neutral; 6% fair; 3% poor; 3% don't know/blank (61% excellent or good)
Police Services	7.	Part I and II crime rates	2021: Group A: 1,240; Group B: 103 2022: Group A: 1,281; Group B: 95 2023: Group 1: 1,056; Group B: 101 *Full crime stats for current year compiled after January 1 to ensure accuracy
	8.	Citizens' rating of safety in the community/police protection	2022: 50% excellent; 42% good; 9% fair; 0% poor; 0% don't know/blank (92% excellent or good) 2023: 37% very safe; 51% somewhat safe; 10% somewhat unsafe; 1% very unsafe; 1% don't know/blank (88% very safe or somewhat safe) 2024: 42% very safe; 49% somewhat safe; 6% somewhat unsafe; 1% very unsafe; 2% don't know/blank (91% very safe or somewhat safe)
	9.	Average police response time	2020: 4.03 minutes for priority 1 calls 2021: 3.40 minutes for priority 1 calls

			2022: 3.33 minutes for priority 1 calls 2023: 3.03 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	2022: 3 2023: 3 2024: 2
	11.	Citizens' rating of the quality of fire protection services	2022: 44% excellent; 44% good; 2% fair; 0% poor; 10% don't know/blank (88% excellent or good) 2023: 37% excellent; 44% good; 16% neutral; 1% fair; 0% poor; 2% don't know/blank (81% excellent or good) 2024: 40% excellent; 41% good; 13% neutral; 2% fair; 1% poor; 3% don't know/blank (81% excellent or good)
	12.	Fire calls per 1,000 population	2021: 53.12 (1,168 calls for service; population 21,986) 2022: 49.99 (1,099 calls for service; population 21,986) 2023: 53.08 (1,167 calls for service; population 21,986) *Full fire stats for current year compiled after January 1 to ensure accuracy
Streets	13.	Average city pavement condition rating	2022: 81 2023: 81 2024: 83
	14.	Citizens' rating of county roads	2022: Question not included with Morris Leatherman Company survey from 2022 2023: 4% excellent; 46% good; 19% neutral; 22% fair; 8% poor; 1% don't know/blank (50% excellent or good) 2024: 11% excellent; 63% good; 15% neutral; 9% fair; 1% poor; 1% don't know/blank (74% excellent or good)
	15.	Citizens' rating of city streets	2022: 27% excellent; 45% good; 25% fair; 3% poor; 0% don't know/blank (72% excellent or good) 2023: 5% excellent; 57% good; 17% neutral; 18% fair; 3% poor; 0% don't know/blank (62% excellent or good) 2024: 11% excellent; 64% good; 14% neutral; 8% fair; 1% poor; 2% don't know/blank (75% excellent or good)
	16.	Citizens' rating of the quality of snowplowing on city streets	2022: 42% excellent; 48% good; 9% fair; 1% poor; 0% don't know/blank (90% excellent or good) 2023: 31% excellent; 51% good; 8% neutral; 8% fair; 2% poor; 0% don't know/blank (82% excellent or good) 2024: 36% excellent; 47% good; 5% neutral; 11% fair; 4% poor; 1% don't know/blank (83% excellent or good)
Water	17.	Citizens' rating of the dependability and quality of city water supply	2022: 25% excellent; 61% good; 13% fair; 1% poor; 1% don't know/blank (86% excellent or good) 2023: 39% excellent; 50% good; 6% neutral; 4% fair; 1% poor; 0% don't know/blank (89% excellent or good) 2024: 42% excellent; 46% good; 7% neutral; 3% fair; 1% poor; 1% don't know/blank (88% excellent or good)
	18.	Citizens' rating of the quality of stormwater management in the city	2022: 21% excellent; 44% good; 20% fair; 3% poor; 13% don't know/blank (65% excellent or good) 2023: 25% excellent; 54% good; 16% neutral; 4% fair; <1% poor; <1% don't know/blank (79% excellent or good) 2024: 28% excellent; 52% good; 13% neutral; 4% fair; 1% poor; 1% don't know/blank (80% excellent or good)
Sanitary Sewer	19.	Citizens' rating of the dependability and quality of city sanitary sewer service	2022: 19% excellent; 62% good; 13% fair; 1% poor; 6% don't know/blank (81% excellent or good) 2023: 29% excellent; 56% good; 11% neutral; 3% fair; <1% poor; <1% don't know/blank (85% excellent or good) 2024: 34% excellent; 53% good; 10% neutral; 1% fair; <1% poor; 2% don't know/blank (87% excellent or good)
	20.	Number of sewer blockages on city system per 1000 connections	2022: .185 (1 blockage) 2023: .370 (2 blockages) 2024: .370 (2 blockages) *2024 data through Nov.13
Code Enforcement	21.	Citizens' rating of the quality of code enforcement services	2022: 3% too tough; 86% about right; 11% not tough enough; 1% don't know/blank 2023: 5% too tough; 58% about right; 36% not tough enough; 1% don't know/blank 2024: 8% too tough; 60% about right; 30% not tough enough; 2% don't know/blank

Communications	22.	Citizens' rating of the quality of communication/ distribution of information	2022: 15% excellent; 65% good; 12% fair; 1% poor; 8% don't know/blank (80% excellent or good) 2023: 16% excellent; 50% good; 17% neutral; 9% fair; 4% poor; 4% don't know/blank (66% excellent or good) 2024: 20% excellent; 50% good; 15% neutral; 8% fair; 3% poor; 4% don't know/blank (70% excellent or good)
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2024 NEW HOPE CITY SERVICES SURVEY

November 18, 2024

SUBMISSIONS AT A GLANCE

Survey period of July 1 to Oct. 1, 2024

499 total responses

- 327 paper surveys returned
- 172 completed online

Slight decrease in response rate compared to past years:

<u>2023</u>	<u>2022 (ML)</u>	<u>2021</u>	<u>2020</u>	<u>2019</u>	<u>2018</u>
561	400	663	839	610	679

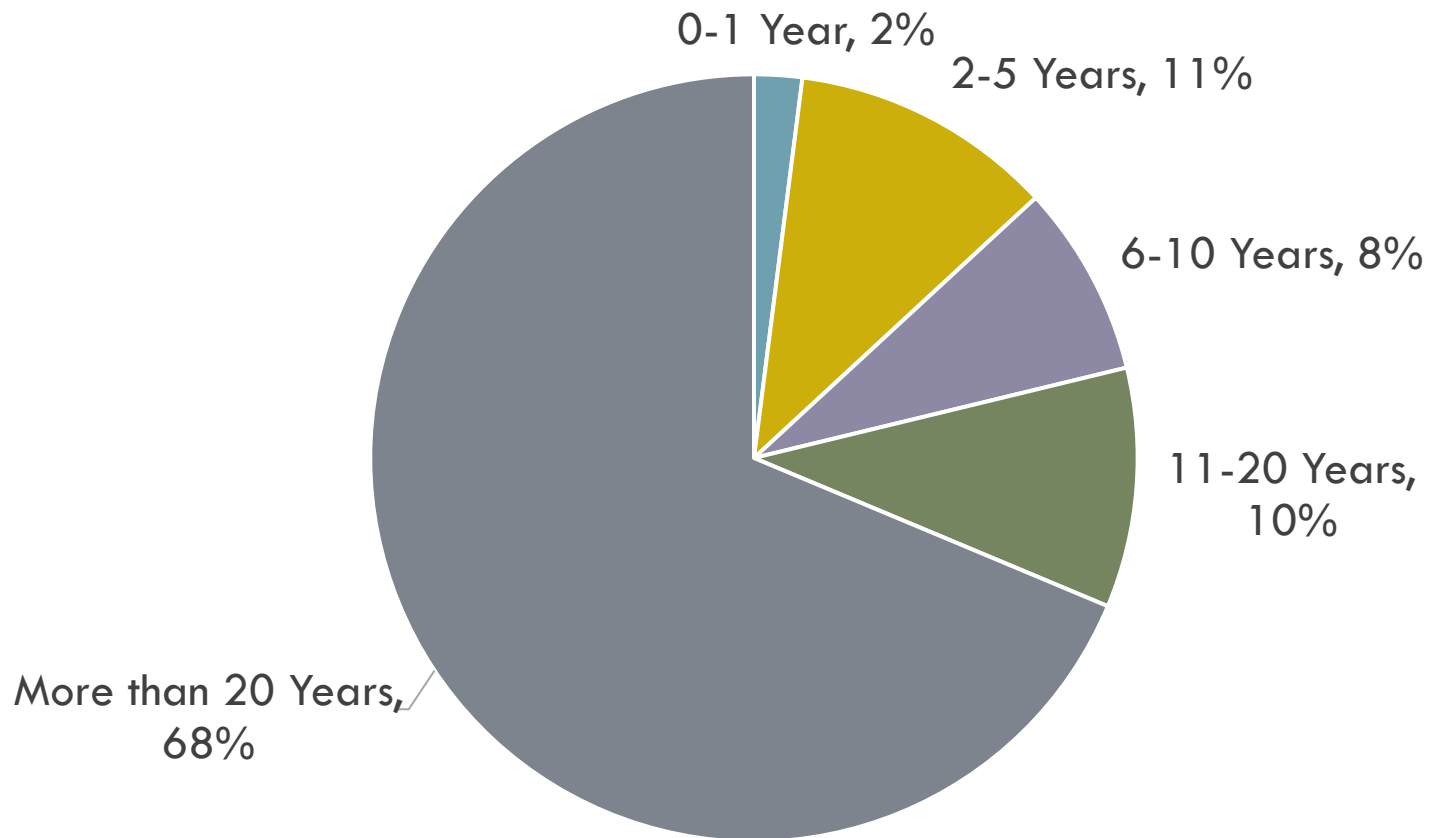
84% of respondents rated the overall quality of city services as excellent or good (a slight increase from 2023's 81% ranking)

Top-rated city services:

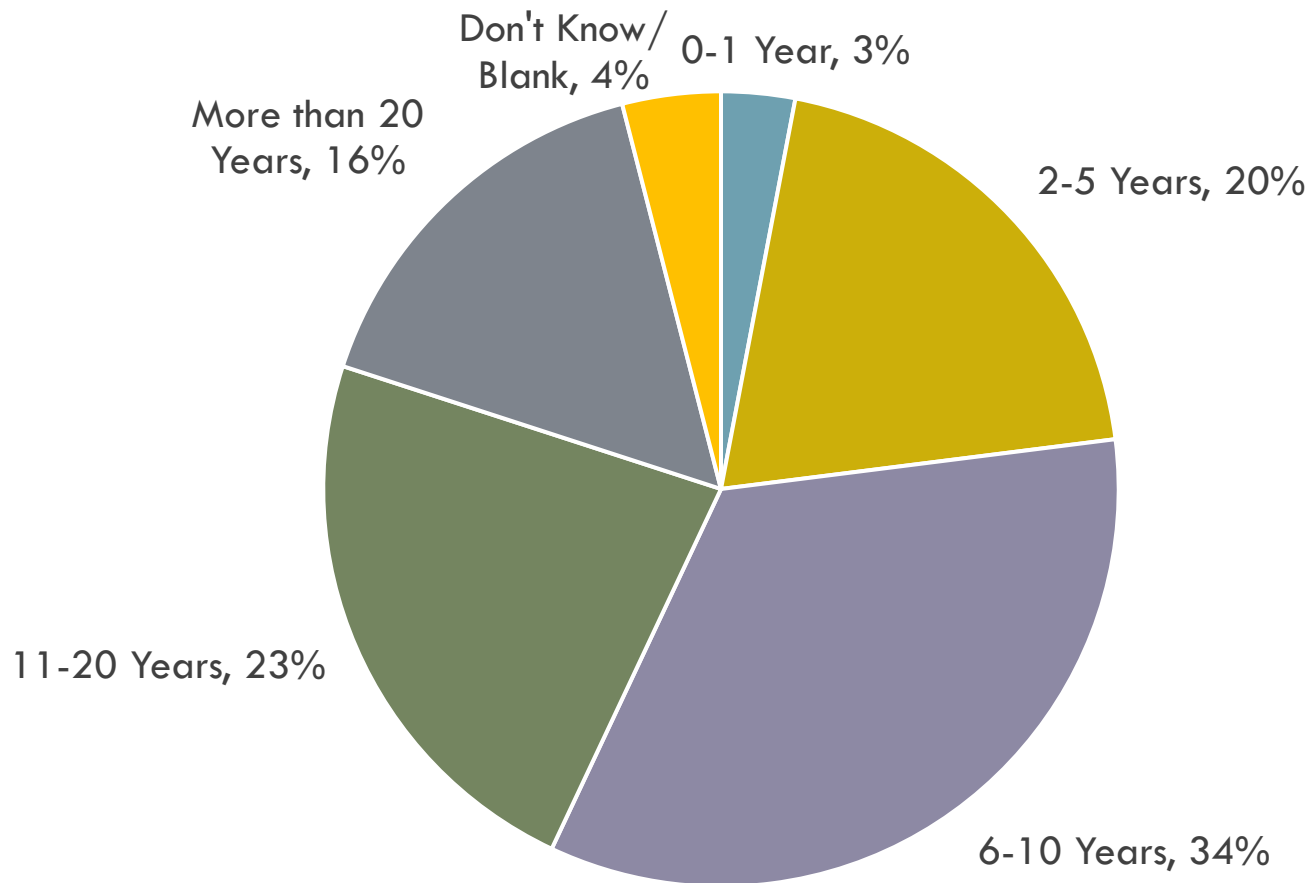
- Police (91% very or somewhat safe)
- Water Supply (88% excellent or good)
- Sanitary Sewer (87% excellent or good)
- Snowplowing (83% excellent or good)



Q1: HOW MANY YEARS HAVE YOU LIVED IN NEW HOPE?



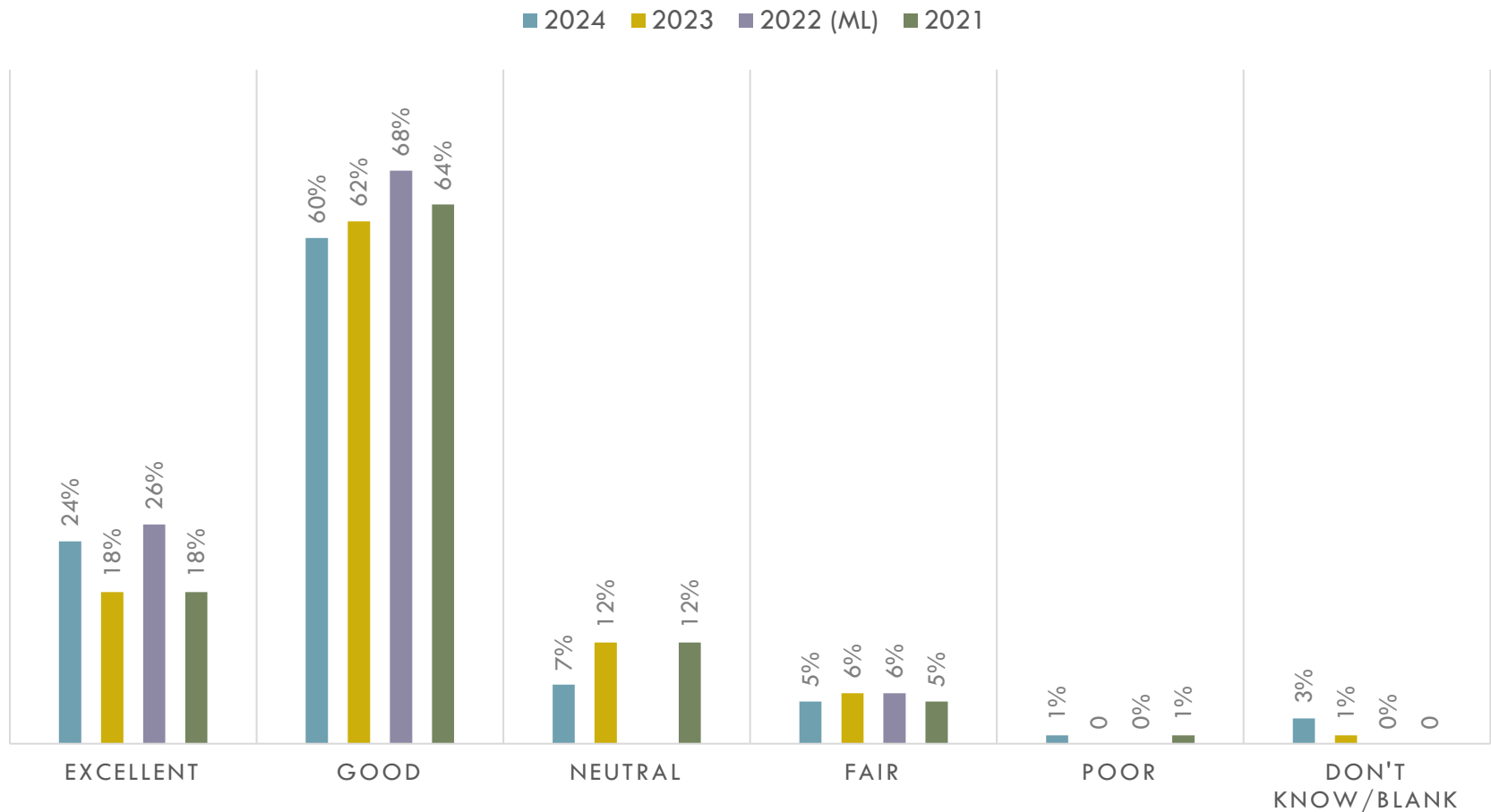
Q2: AS THINGS STAND NOW, HOW LONG IN THE FUTURE DO YOU EXPECT TO LIVE IN NEW HOPE?





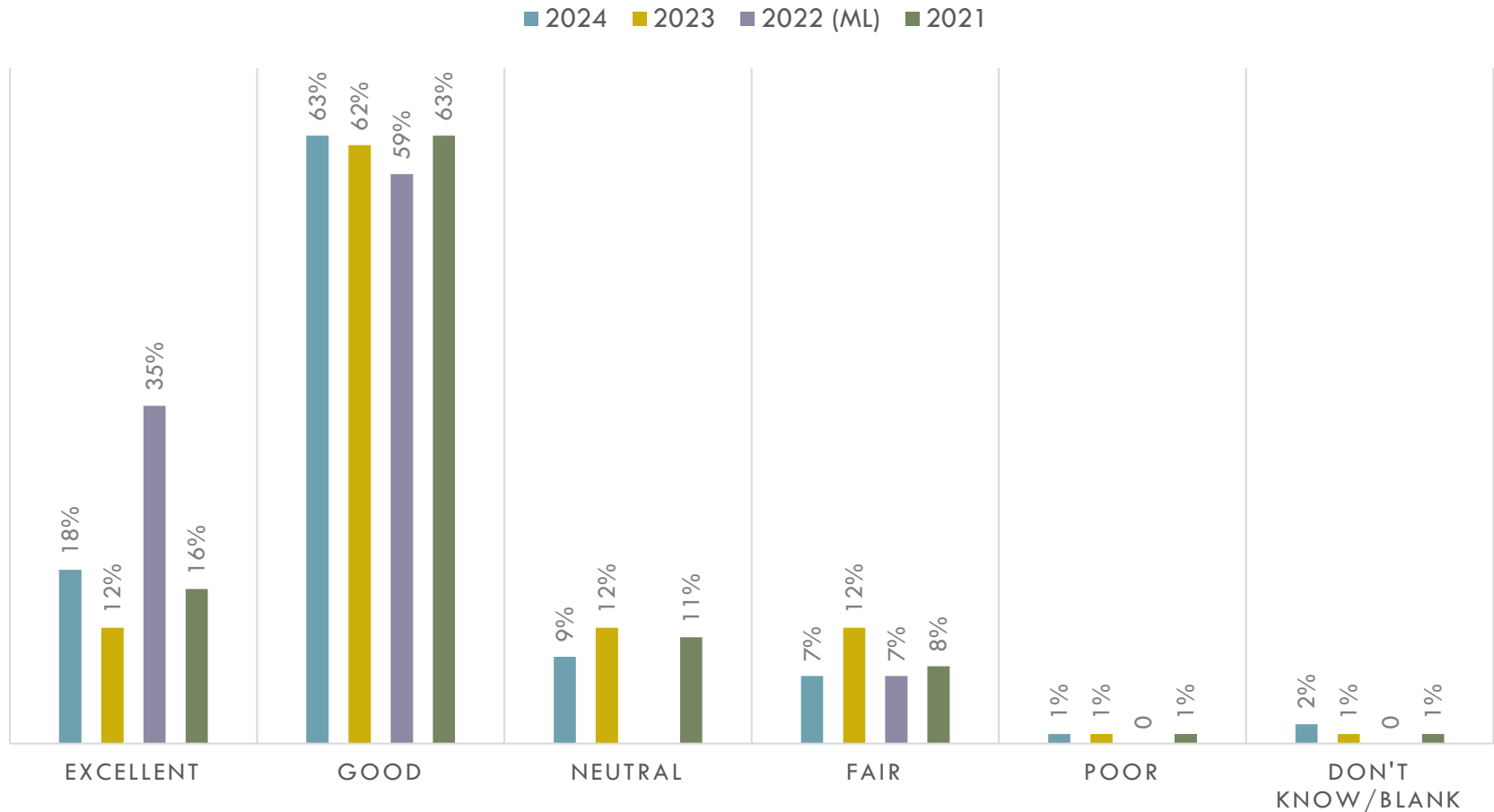
GENERAL

Q18: HOW WOULD YOU RATE THE OVERALL QUALITY OF SERVICES PROVIDED BY THE CITY?



EXCELLENT OR GOOD			
2024- 84%	2023 – 81%	2022 (ML) – 94%	2021 - 82%

Q3: HOW WOULD YOU RATE THE OVERALL APPEARANCE OF THE CITY?



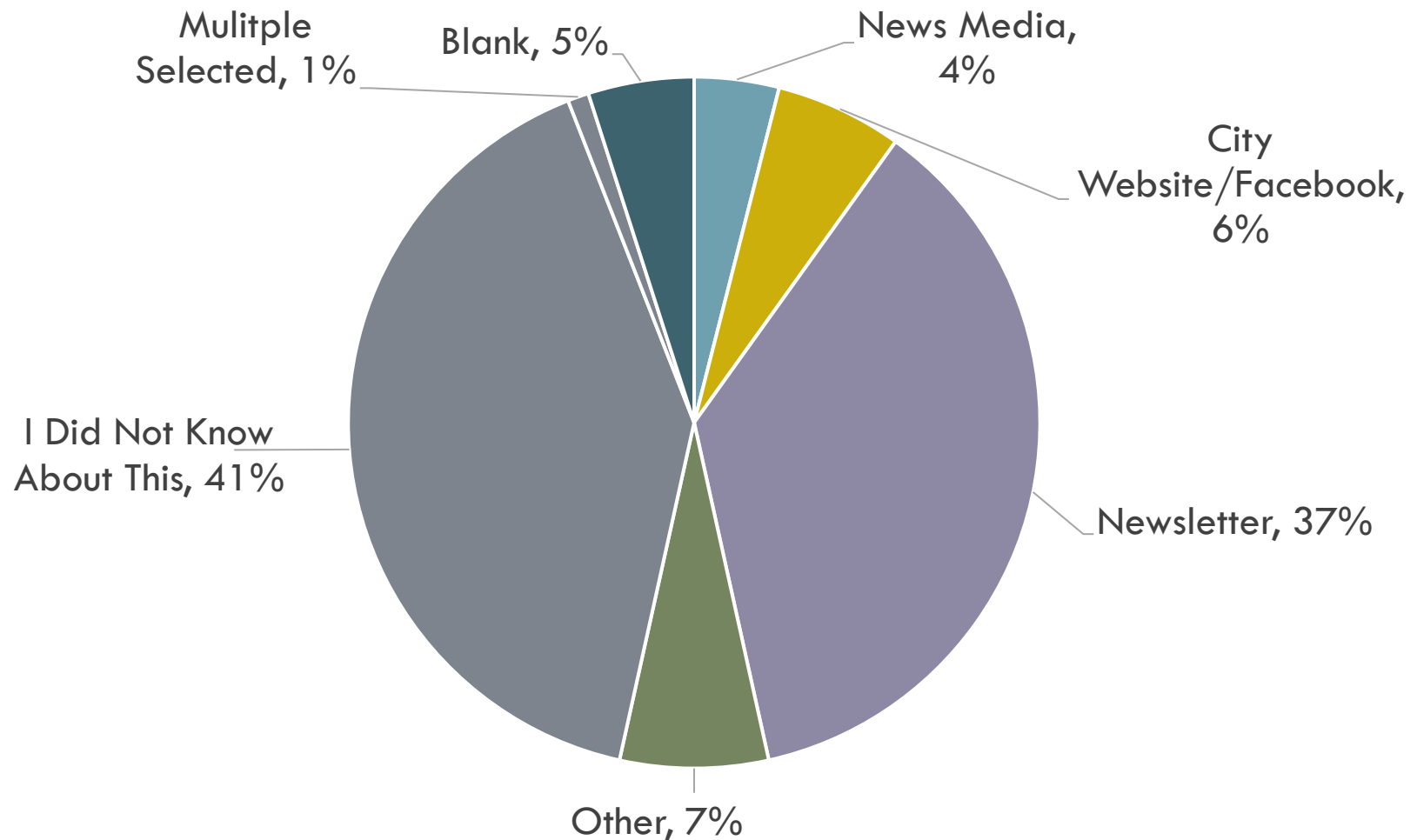
EXCELLENT OR GOOD			
2024 – 81%	2023 – 74%	2022 (ML) – 94%	2021 - 79%

Q19: HOW DO YOU FEEL ABOUT YOUR OPPORTUNITIES TO PROVIDE INPUT AND FEEDBACK ABOUT ISSUES OF NEW HOPE?



Q17: DID YOU KNOW ABOUT THE CURBSIDE APPEAL REIMBURSEMENT PROGRAM?

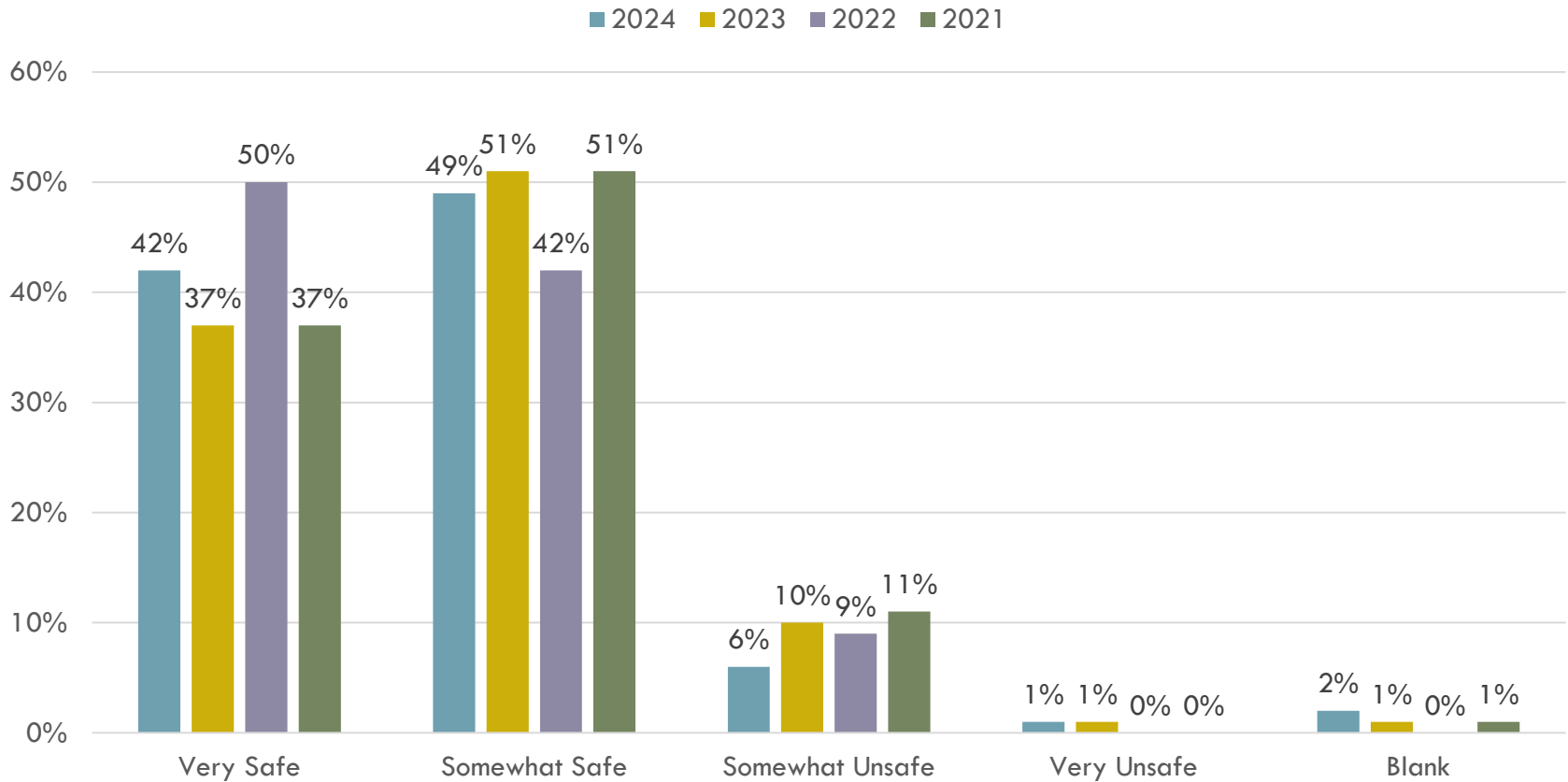
IF YES, HOW DID YOU HEAR ABOUT IT?





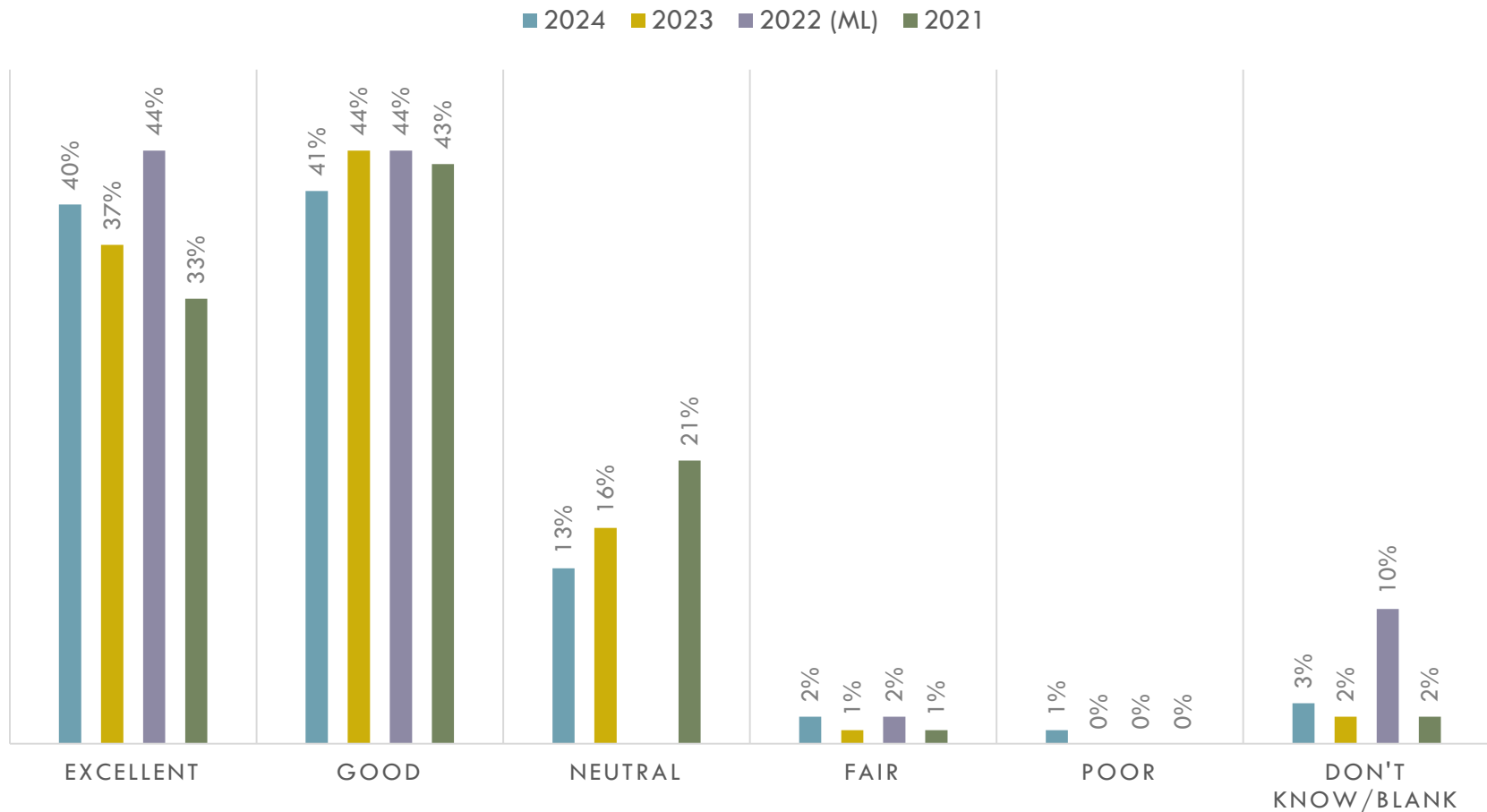
PUBLIC SAFETY

Q5: HOW WOULD YOU DESCRIBE YOUR OVERALL FEELING OF SAFETY IN THE CITY?



VERY SAFE OR SOMEWHAT SAFE			
2024 – 91%	2023 – 88%	2022 (ML)-92% (EXCELLENT OR GOOD)	2021 - 88%

Q6: WHAT IS YOUR PERCEPTION OF THE QUALITY OF FIRE EDUCATION, INSPECTION AND RESPONSE SERVICES PROVIDED BY WEST METRO FIRE-RESCUE DISTRICT?

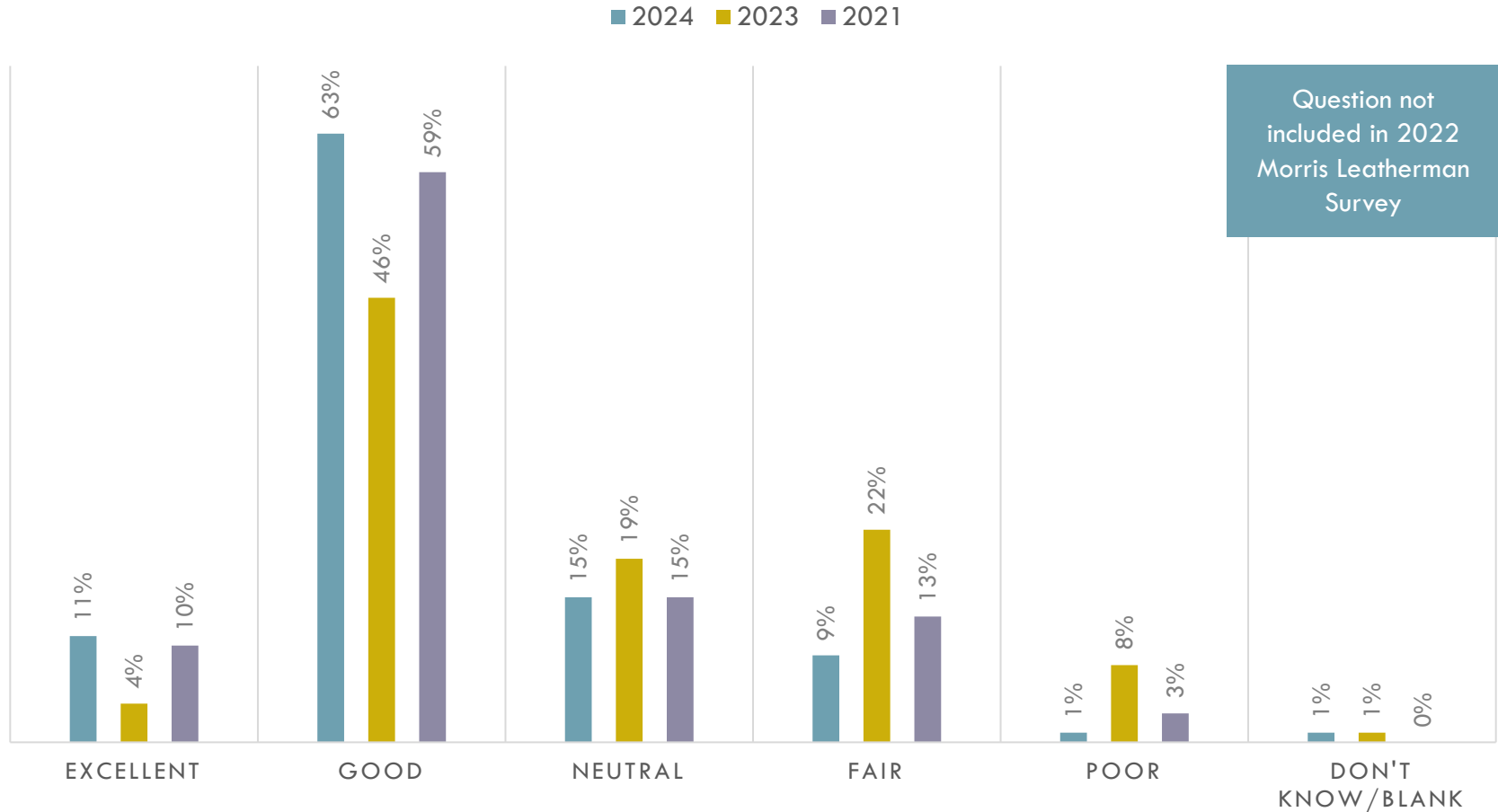


EXCELLENT OR GOOD			
2024 – 81%	2023 – 81%	2022 (ML) – 88%	2021 - 76%



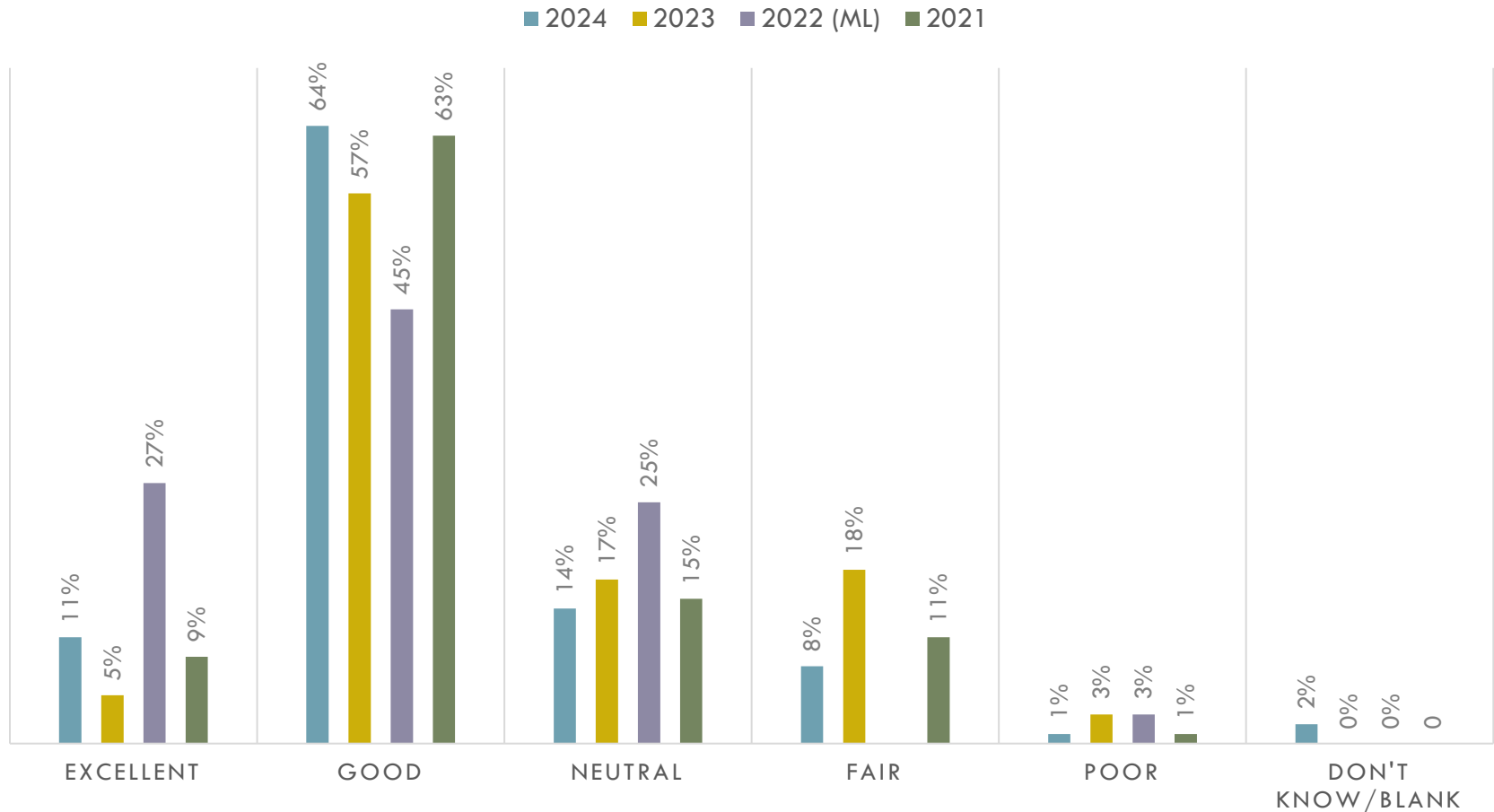
PUBLIC WORKS

Q7: HOW WOULD YOU RATE THE OVERALL CONDITION OF COUNTY ROADS?



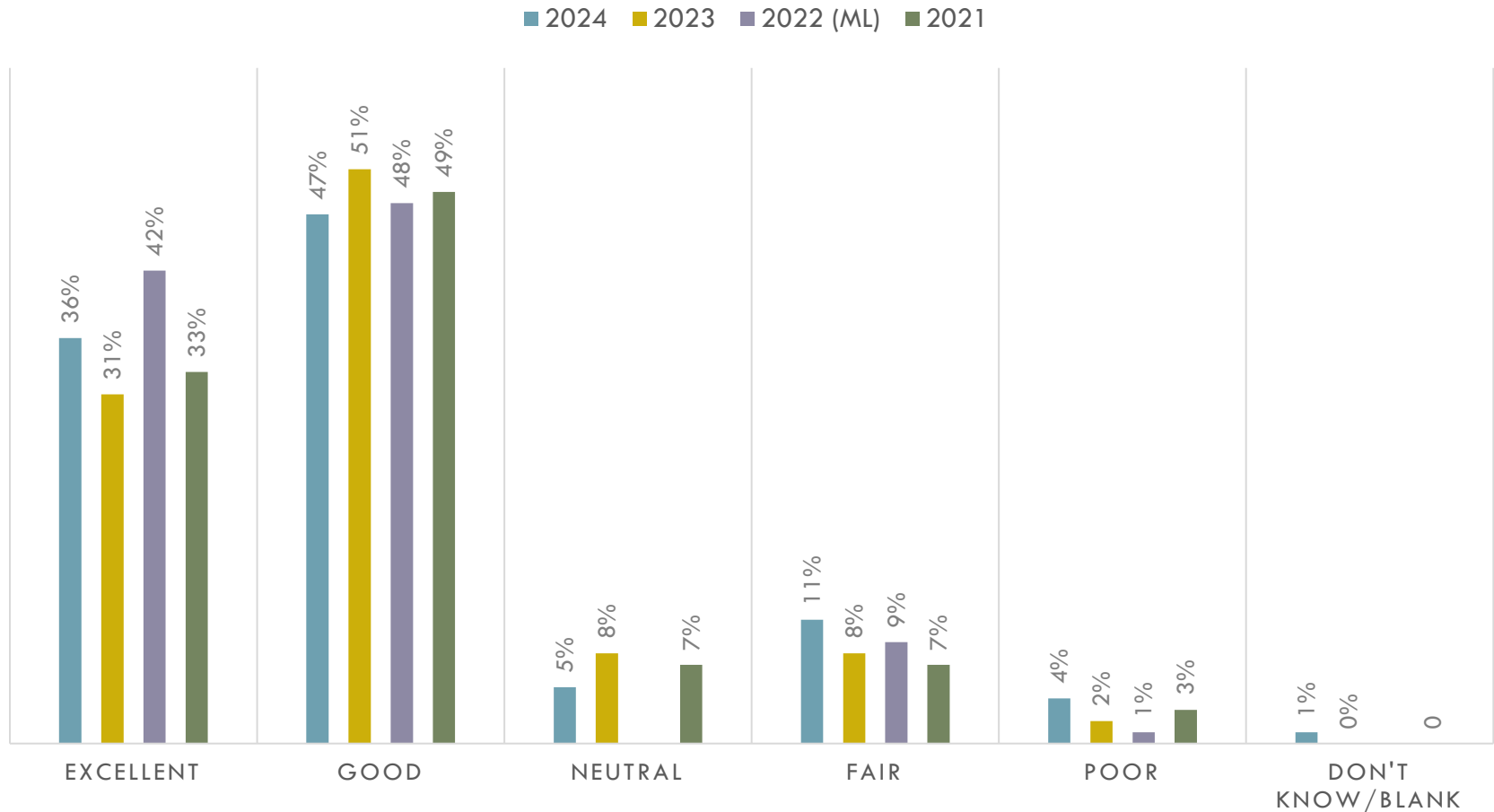
EXCELLENT OR GOOD			
2024 – 74%	2023 – 50%	2022 – N/A	2021 - 69%

Q8: HOW WOULD YOU RATE THE OVERALL CONDITION OF CITY STREETS?



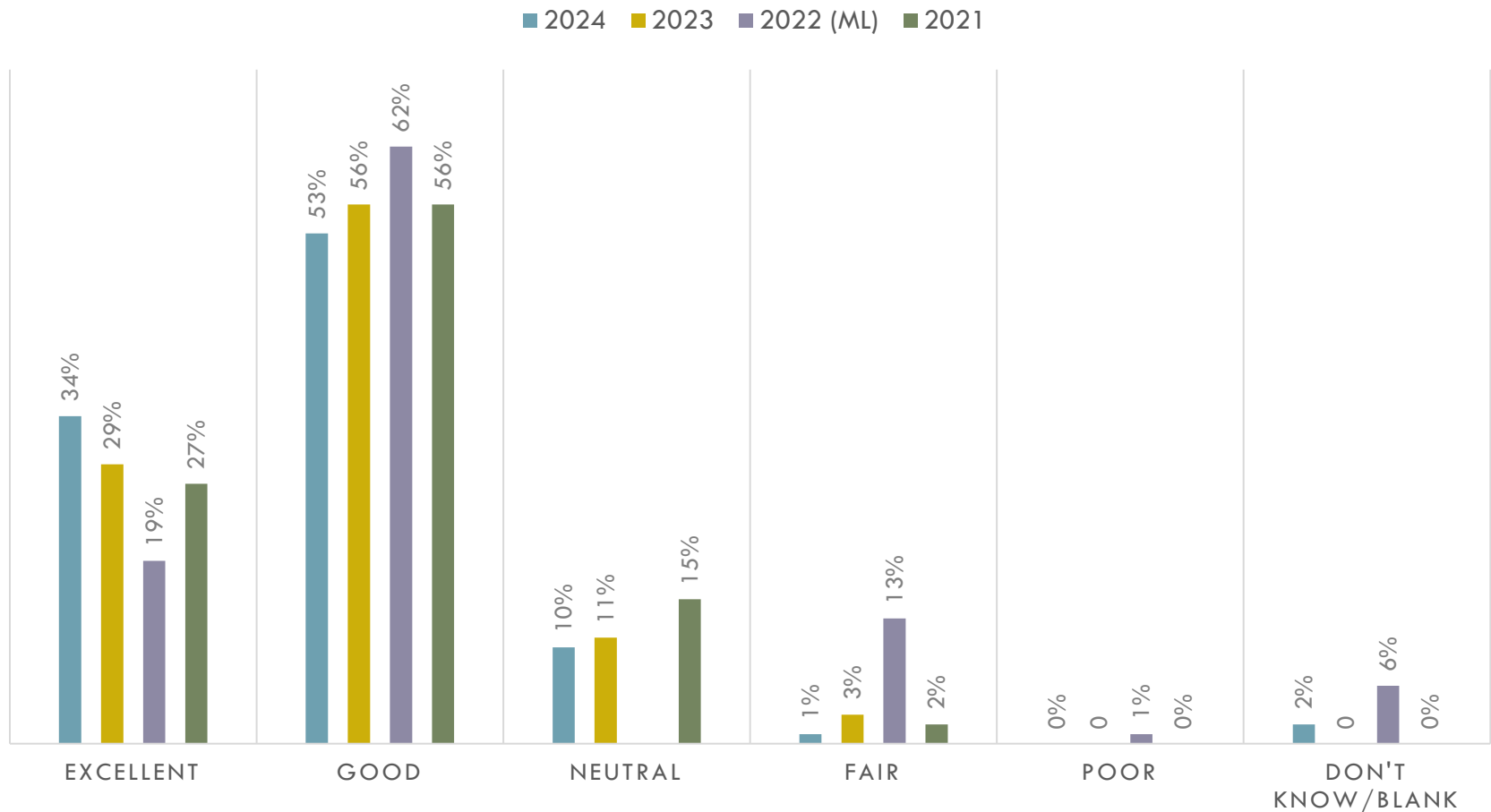
EXCELLENT OR GOOD			
2024 – 75%	2023 – 62%	2022 (ML) – 72%	2021 – 72%

Q9: HOW WOULD YOU RATE THE OVERALL QUALITY OF SNOWPLOWING ON CITY STREETS?



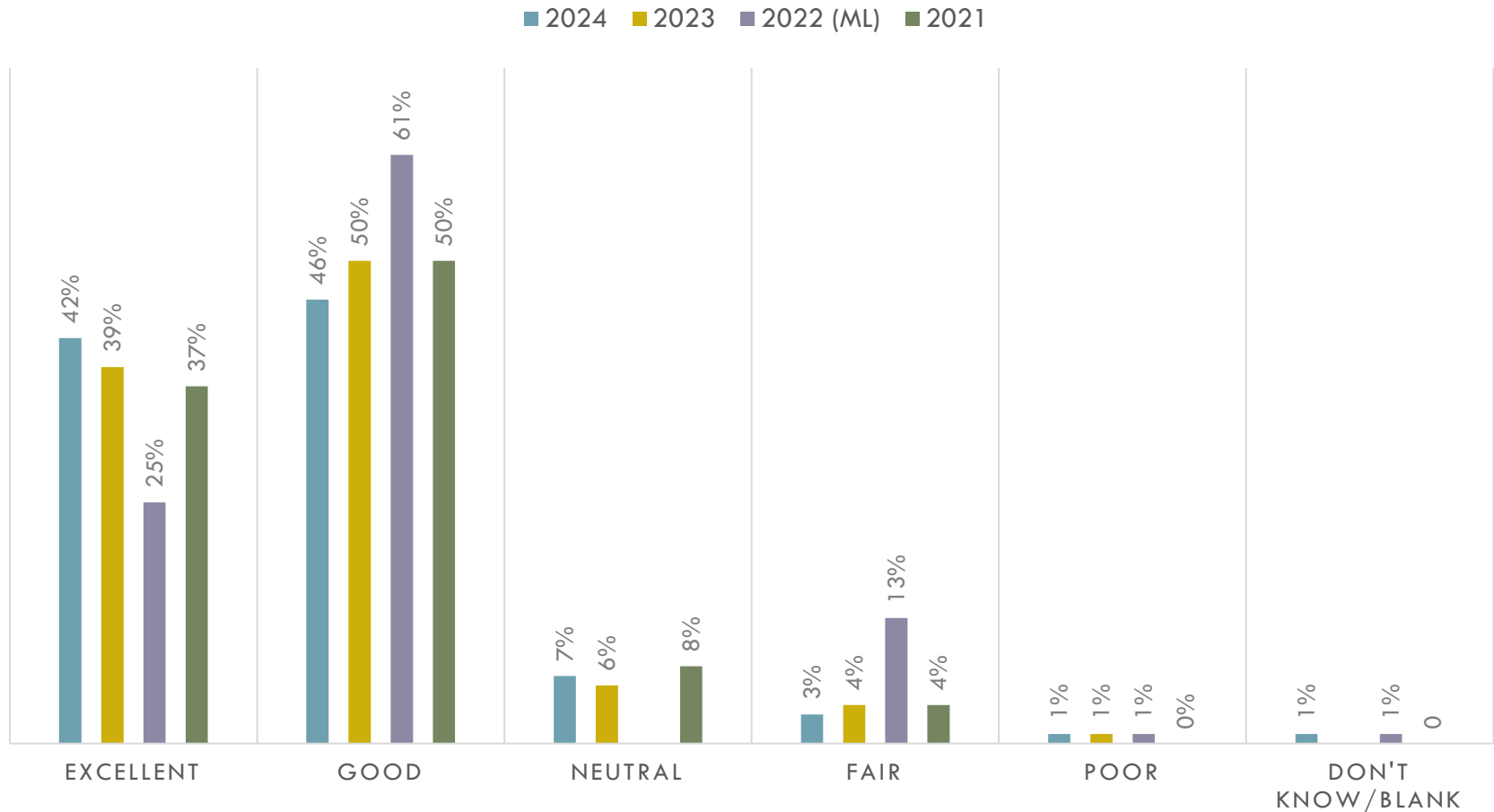
EXCELLENT OR GOOD			
2024-83%	2023-82%	2022 (ML)-90%	2021 – 82%

Q10: HOW WOULD YOU RATE THE DEPENDABILITY AND OVERALL QUALITY OF CITY SANITARY SEWER SERVICE?



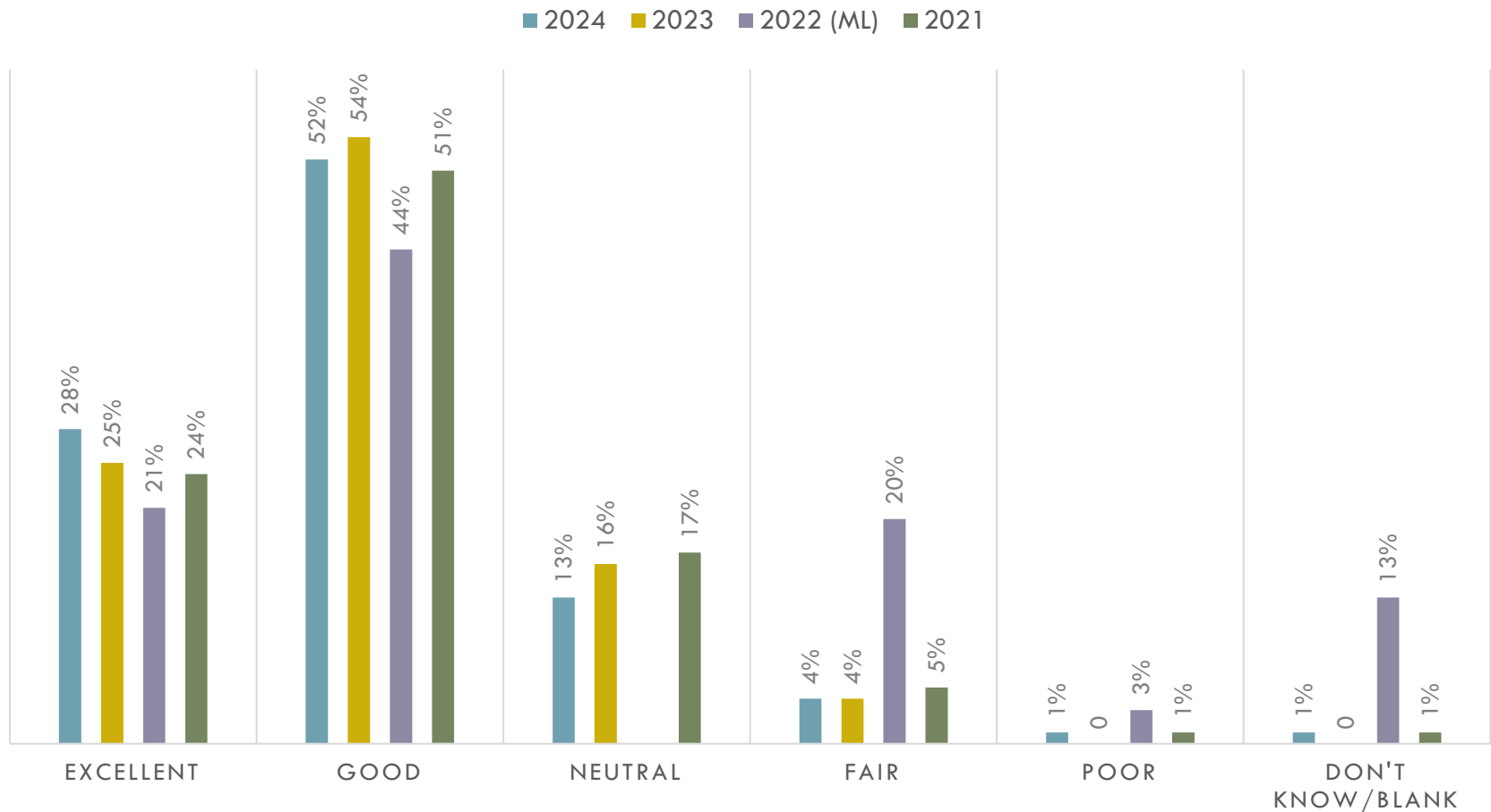
EXCELLENT OR GOOD			
2024 – 87%	2023 – 85%	2022 (ML) – 81%	2021 - 83%

Q11: HOW WOULD YOU RATE THE DEPENDABILITY AND OVERALL QUALITY OF THE CITY WATER SUPPLY?



EXCELLENT OR GOOD			
2024 – 88%	2023 – 89%	2022 (ML) -86%	2021 - 87%

Q12: HOW WOULD YOU RATE THE OVERALL QUALITY OF STORMWATER MANAGEMENT IN THE CITY?

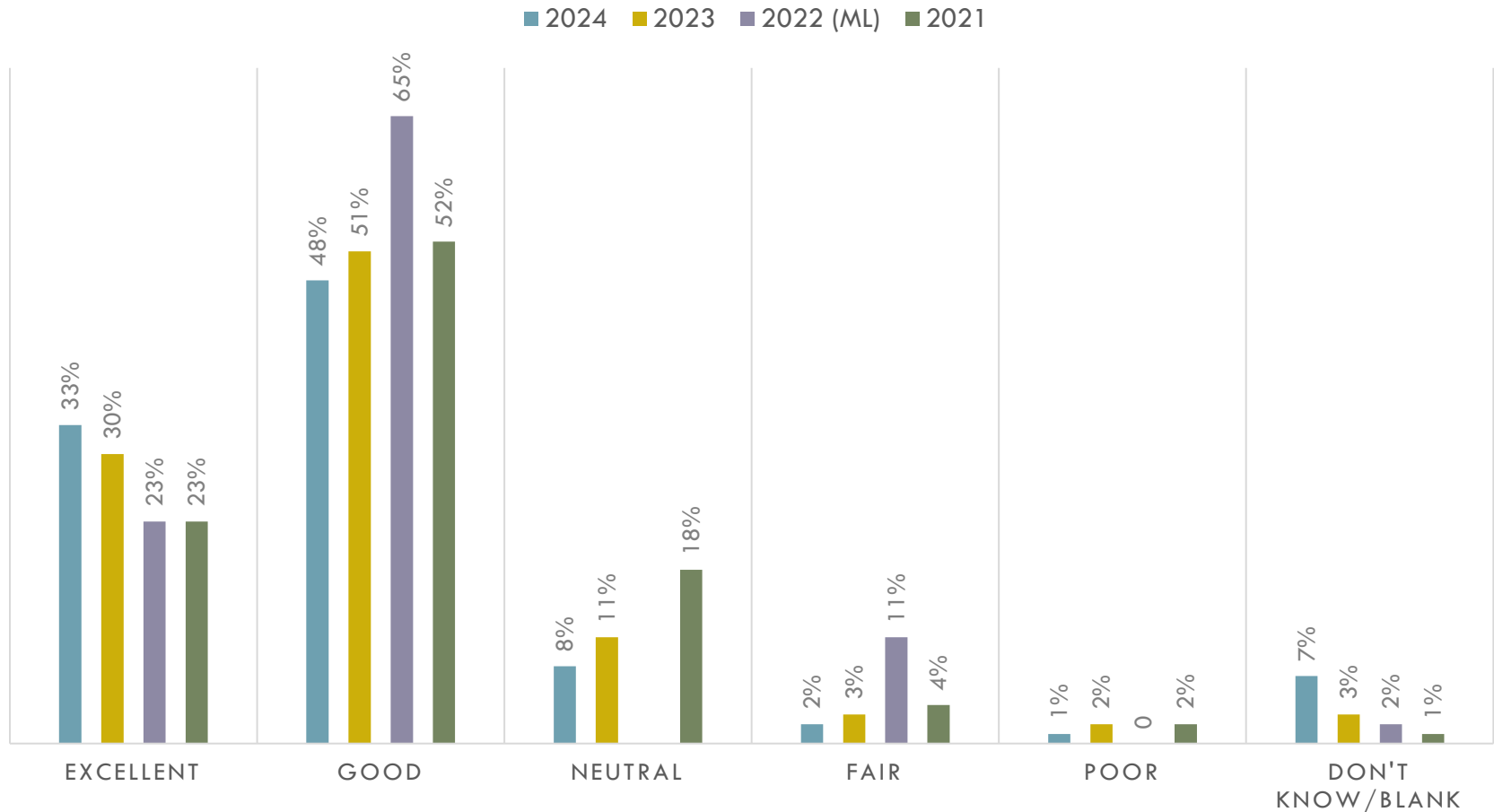


EXCELLENT OR GOOD			
2024 – 80%	2023 – 79%	2022 (ML) – 65%	2021 – 75%



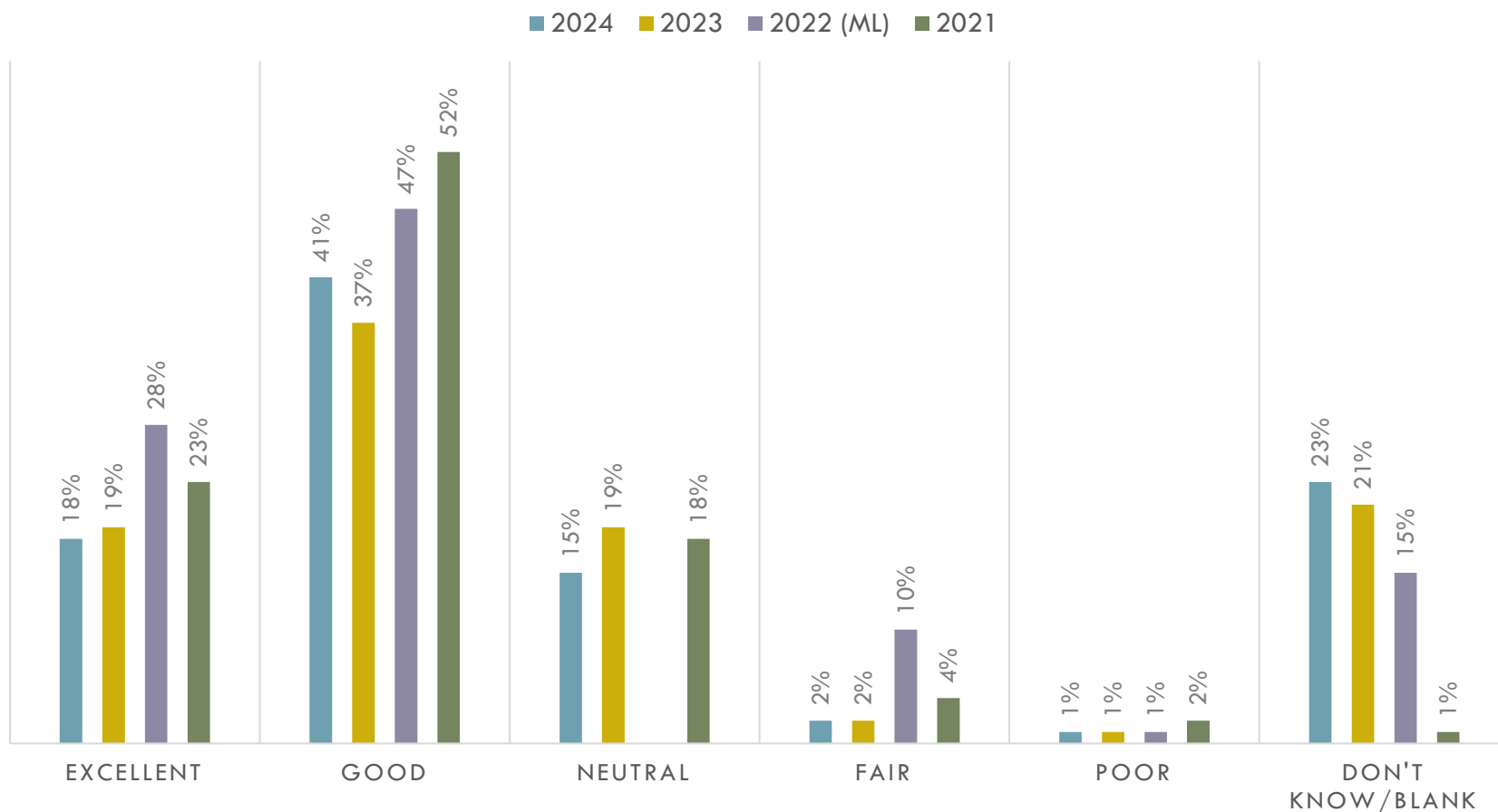
PARKS & RECREATION

Q13: HOW WOULD YOU RATE THE OVERALL QUALITY OF CITY RECREATIONAL FACILITIES (PARKS, TRAILS, RECREATION FACILITIES, ETC.)?



EXCELLENT OR GOOD			
2024- 81%	2023- 81%	2022 (ML) – 88%	2021 - 75%

Q14: HOW WOULD YOU RATE THE OVERALL QUALITY OF CITY RECREATIONAL PROGRAMS (CLASSES, EVENTS, ACTIVITIES. ETC.)?



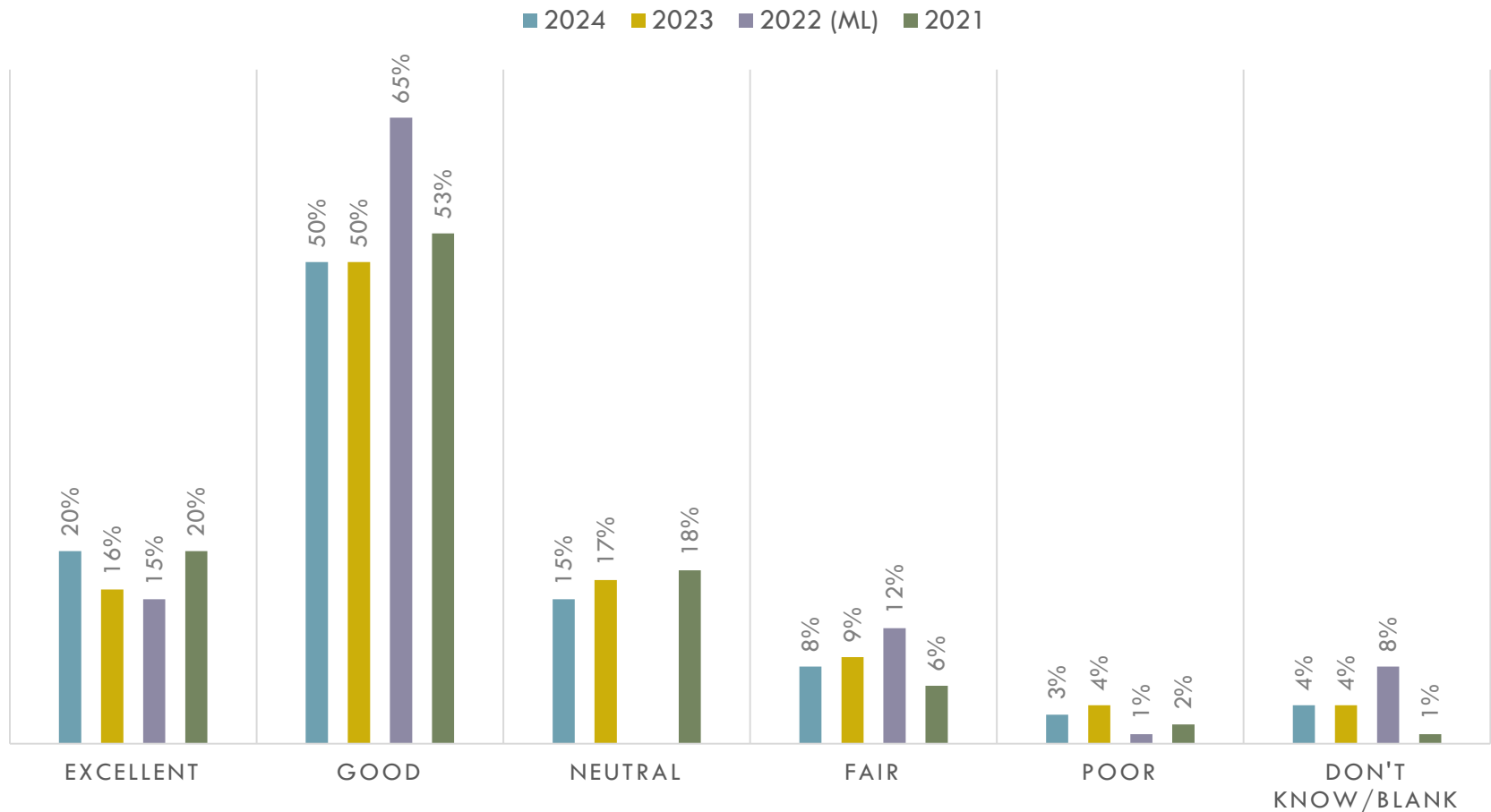
EXCELLENT OR GOOD

2024 – 59% (77% IF N/A ARE OMITTED)	2023 – 56%	2022 (ML) – 75%	2021 - 75%
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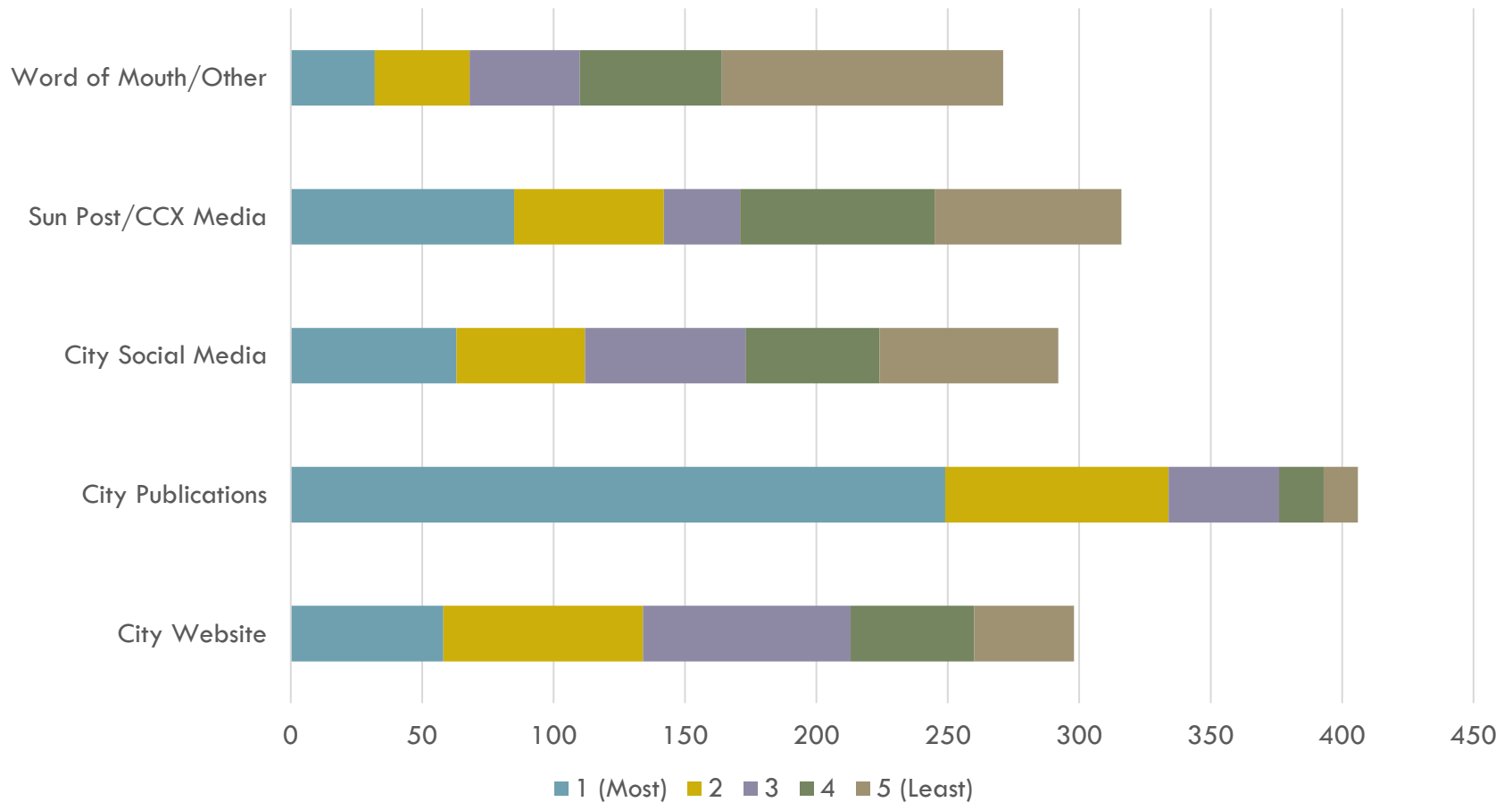
COMMUNICATIONS

Q15: HOW WOULD YOU RATE THE QUALITY OF COMMUNICATION/DISTRIBUTION OF INFORMATION?



EXCELLENT OR GOOD			
2024 – 70%	2023 – 66%	2022 (ML) – 80%	2021 - 73%

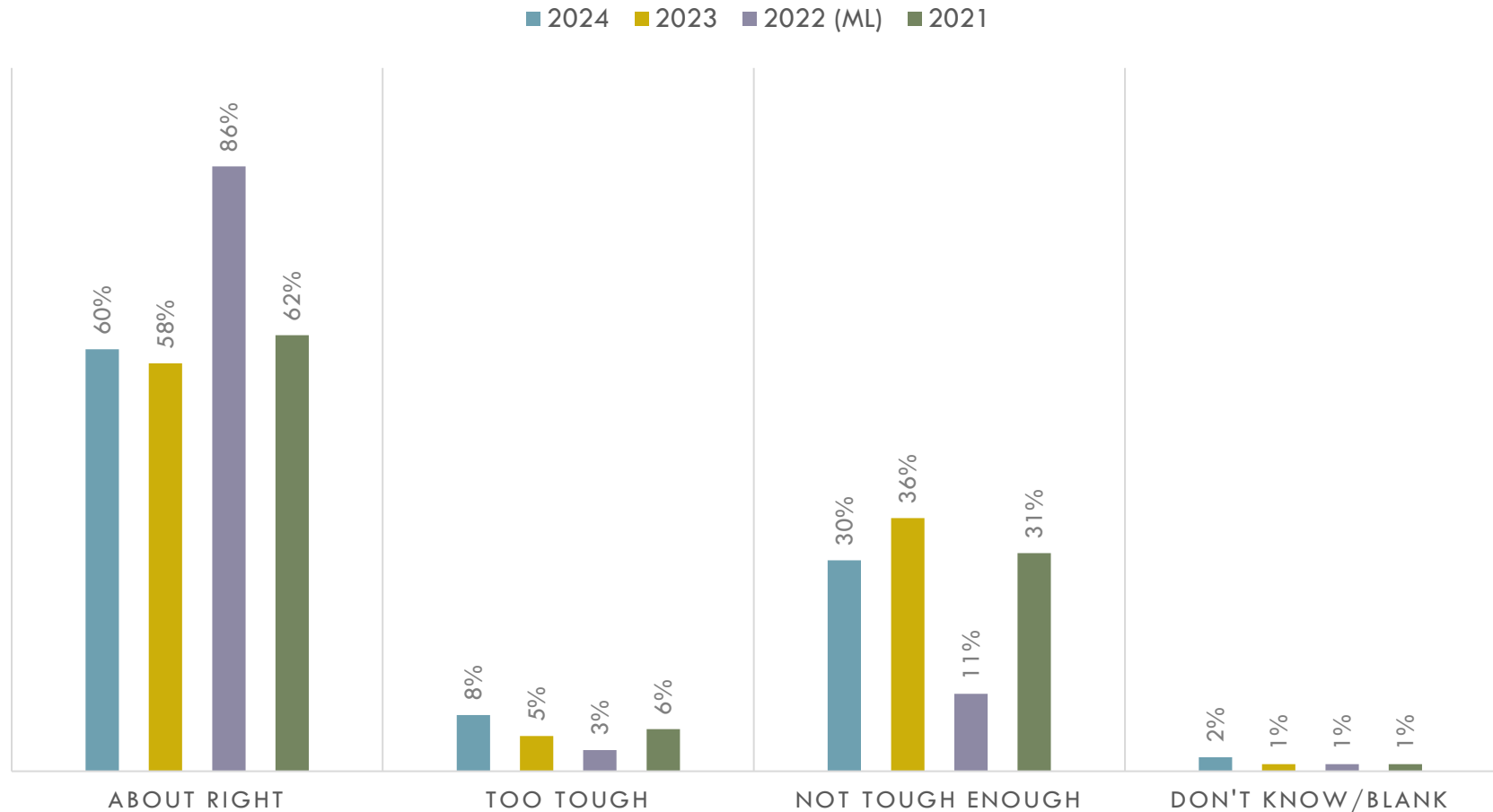
Q16: OF THESE SOURCES, RANK HOW YOU OBTAIN MOST OF YOUR INFORMATION





CODE ENFORCEMENT

Q4: DO YOU THINK THE CITY IS TOO TOUGH, ABOUT RIGHT OR NOT TOUGH ENOUGH IN ENFORCING THE CITY CODE ON SUCH NUISANCE ISSUES AS TRASH CAN SCREENING, EXTERIOR STORAGE AND INOPERABLE VEHICLES?



ABOUT RIGHT			
2024-60%	2023-58%	2022 (ML) – 86%	2021 - 62%