

City of New Hope

Resolution 2015- 90

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 2015, 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. Citizens' rating of the overall general appearance of their neighborhood
4. Bond rating
5. Citizens' rating of the quality of city recreational facilities
6. Part I and II crime rates
7. Citizens' rating of police protection in the community
8. Average police response time
9. Insurance industry rating of fire services
10. Citizens' rating of the fire protection services
11. Fire calls per 1,000 population
12. Average city pavement condition rating
13. Citizens' rating of the pavement repair and patching on city streets
14. Citizens' rating of the quality of snowplowing on city streets
15. Citizens' rating of the taste and quality of city water supply
16. Citizens' rating of the dependability and quality of city sanitary sewer service
17. Number of sewer blockages on city system per 100 connections

WHEREAS, the city is conducting a professional city survey in 2015 which will be conducted by The Morris Leatherman Company, 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 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 26th day of May, 2015.

Attest: *Pamela Leone*
City Clerk

Kathi Hemken
Mayor

2015 City of New Hope Performance Measures

Category	#	Measure	Results
General	1.	Rating of the overall quality of life in New Hope	(Question 4)
	2.	Percent change in the taxable property market value	
	3.	Citizens' rating of the overall general appearance of neighborhood	(Question 40)
	4.	Bond rating	
Police Services	5.	Citizens' rating of the quality of city recreational facilities	(Question 78)
	6.	Part I and II crime rates	
	7.	Citizens' rating of police protection in the community	(Question 10)
	8.	Average police response time	
Fire & EMS Services	9.	Insurance industry rating of fire services	
	10.	Citizens' rating of the fire protection services	(Question 11)
	11.	Fire calls per 1,000 population	
Streets	12.	Average city pavement condition rating	
	13.	Citizens' rating of pavement repair and patching on city streets	(Question 22)
Water	14.	Citizens' rating of the quality of snowplowing on city streets	(Question 23)
	15.	Citizens' rating of the taste and quality of city water supply	(Question 21)
Sanitary Sewer	16.	Citizens' rating of the dependability and quality of city sanitary sewer service	(Question 13)
	17.	Number of sewer blockages on city system per 100 connections	

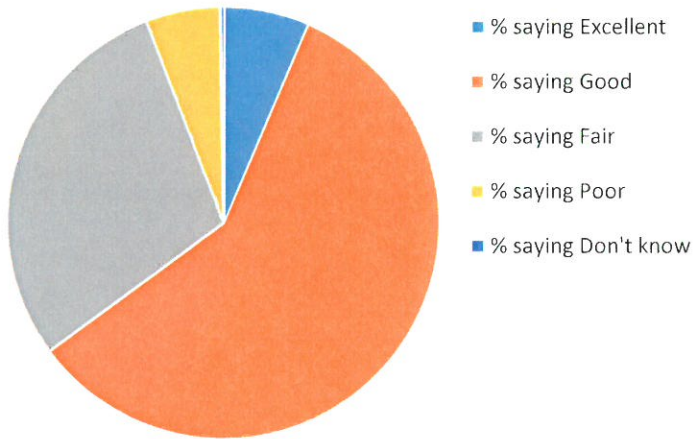
Quantifiable performance measures are shaded

City of New Hope

2014 PERFORMANCE MEASURES
SURVEY RESULTS

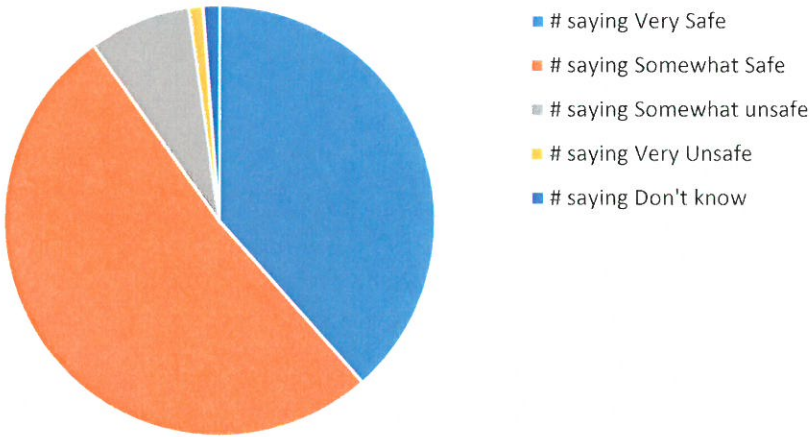
	How would you rate the overall appearance of the city?
# saying Excellent	68
# saying Good	619
# saying Fair	310
# saying Poor	59
# saying Don't know	3
Total Responses	1059
% saying Excellent	6.4%
% saying Good	58.5%
% saying Fair	29.3%
% saying Poor	5.6%
% saying Don't know	0.3%

Overall appearance



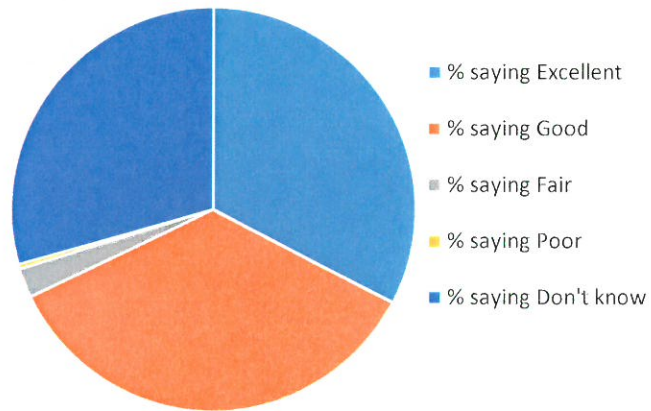
	How would you describe your overall feeling of safety in the city?
# saying Very Safe	409
# saying Somewhat Safe	548
# saying Somewhat unsafe	81
# saying Very Unsafe	11
# saying Don't know	13
Total Responses	1062
% saying Very Safe	38.5%
% saying Somewhat Safe	51.6%
% saying Somewhat unsafe	7.6%
% saying Very Unsafe	1.0%
% saying Don't know	1.2%

Feeling of safety



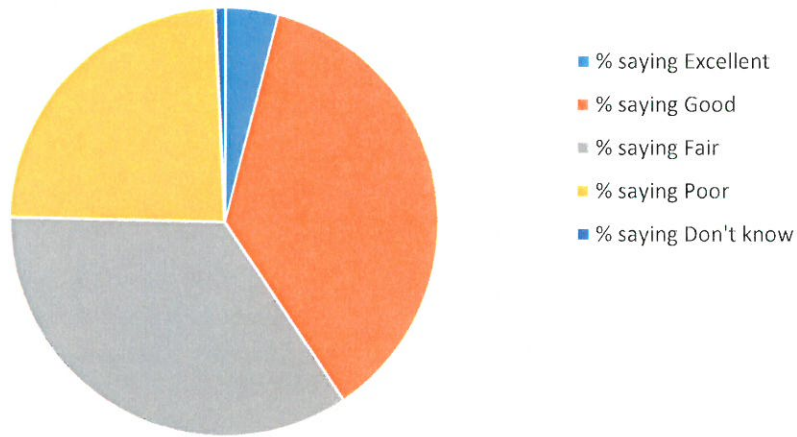
	How would you rate the overall quality of fire protection services in the city?
# saying Excellent	346
# saying Good	374
# saying Fair	25
# saying Poor	4
# saying Don't know	312
Total Responses	1061
% saying Excellent	32.6%
% saying Good	35.2%
% saying Fair	2.4%
% saying Poor	0.4%
% saying Don't know	29.4%

Quality of fire protection



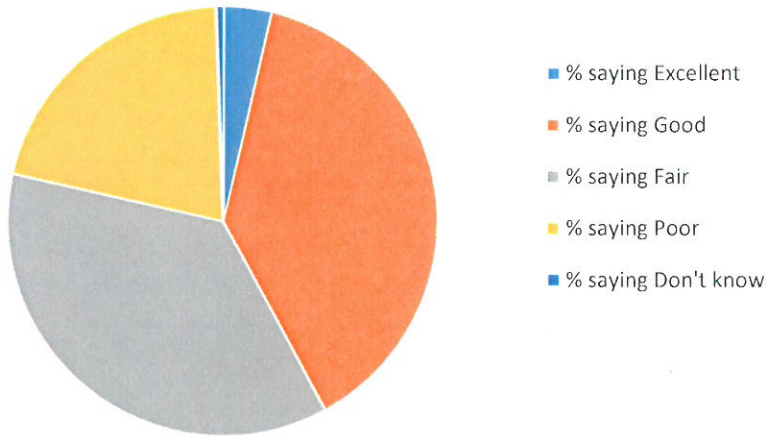
	How would you rate the overall condition of county roads (Winnetka Avenue south of Bass Lake Road, Bass Lake Road, 42nd Avenue, and Medicine Lake Road)?
# saying Excellent	42
# saying Good	386
# saying Fair	366
# saying Poor	252
# saying Don't know	8
Total Responses	1054
% saying Excellent	4.0%
% saying Good	36.6%
% saying Fair	34.7%
% saying Poor	23.9%
% saying Don't know	0.8%

Overall condition of county roads



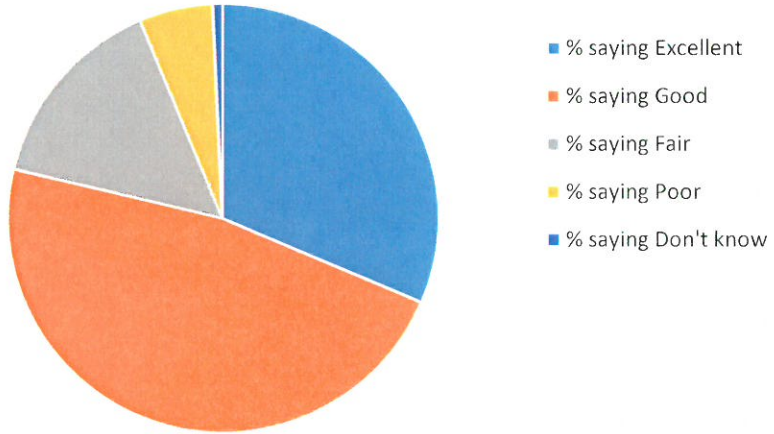
	How would you rate the overall condition of city streets (NOT including county roads)?
# saying Excellent	38
# saying Good	407
# saying Fair	386
# saying Poor	221
# saying Don't know	6
Total Responses	1058
% saying Excellent	3.6%
% saying Good	38.5%
% saying Fair	36.5%
% saying Poor	20.9%
% saying Don't know	0.6%

Overall condition of city streets



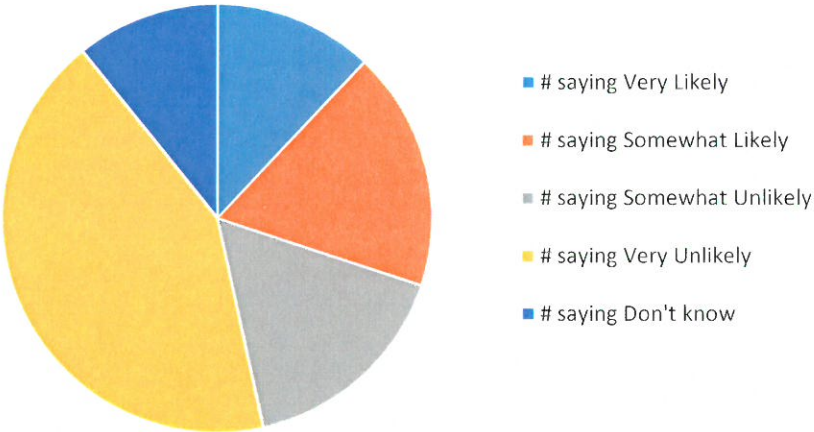
	How would you rate the overall quality of snowplowing on city streets?
# saying Excellent	333
# saying Good	501
# saying Fair	159
# saying Poor	59
# saying Don't know	8
Total Responses	1060
% saying Excellent	31.4%
% saying Good	47.3%
% saying Fair	15.0%
% saying Poor	5.6%
% saying Don't know	0.8%

Quality of snowplowing



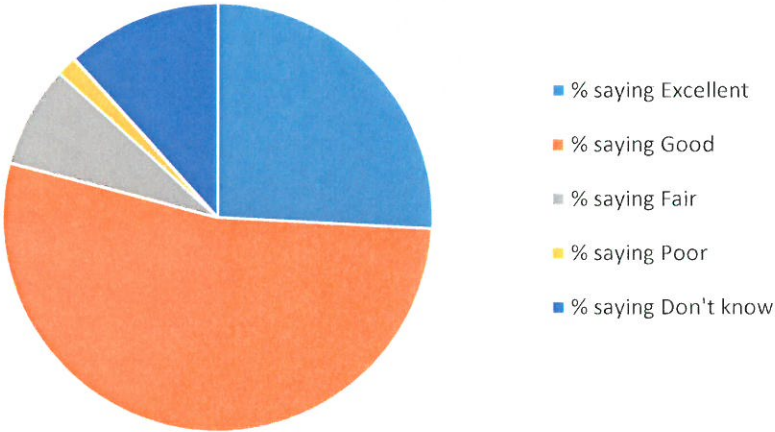
	How likely would you be to use public transit if it was readily available?
# saying Very Likely	127
# saying Somewhat Likely	191
# saying Somewhat Unlikely	174
# saying Very Unlikely	451
# saying Don't know	114
Total Responses	1057
% saying Very Likely	12.0%
% saying Somewhat Likely	18.1%
% saying Somewhat Unlikely	16.5%
% saying Very Unlikely	42.7%
% saying Don't know	10.8%

How likely to use public transit



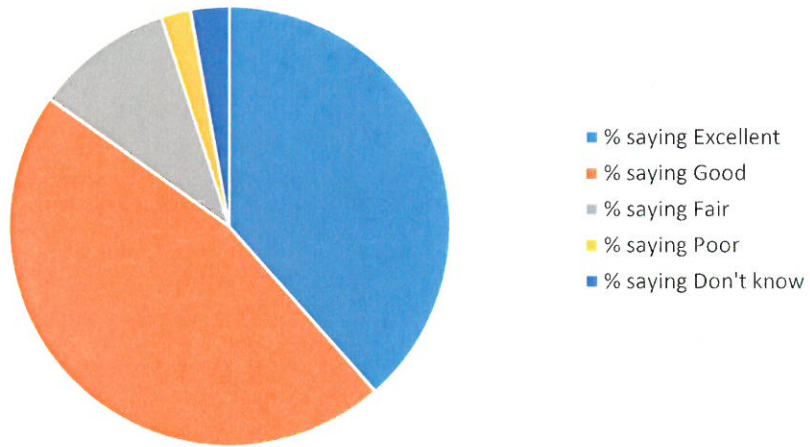
	How would you rate the dependability and overall quality of city sanitary sewer service?
# saying Excellent	273
# saying Good	563
# saying Fair	81
# saying Poor	16
# saying Don't know	124
Total Responses	1057
% saying Excellent	25.8%
% saying Good	53.3%
% saying Fair	7.7%
% saying Poor	1.5%
% saying Don't know	11.7%

Quality of sanitary sewer



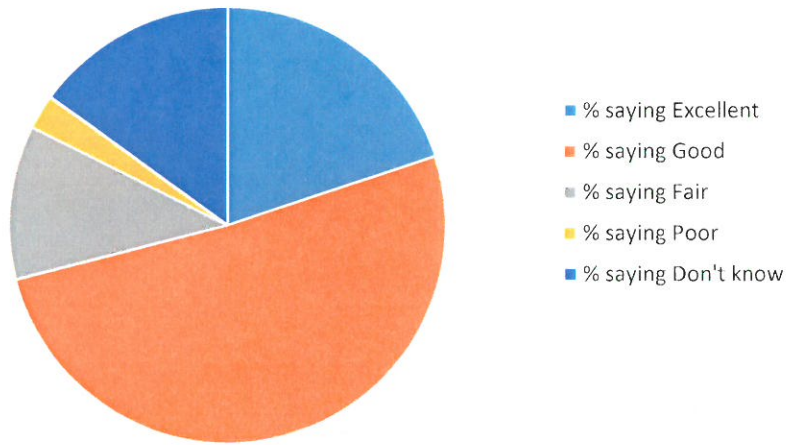
	How would you rate the dependability and overall quality of the city water supply?
# saying Excellent	406
# saying Good	488
# saying Fair	107
# saying Poor	23
# saying Don't know	30
Total Responses	1054
% saying Excellent	38.5%
% saying Good	46.3%
% saying Fair	10.2%
% saying Poor	2.2%
% saying Don't know	2.8%

Quality of water supply



	How would you rate the overall quality of city recreational programs and facilities (parks, trails, recreation facilities, classes, etc.)?
# saying Excellent	209
# saying Good	537
# saying Fair	120
# saying Poor	27
# saying Don't know	158
Total Responses	1051
% saying Excellent	19.9%
% saying Good	51.1%
% saying Fair	11.4%
% saying Poor	2.6%
% saying Don't know	15.0%

Overall quality of rec programs/facilities



	How would you rate the overall quality of services provided by the city?
# saying Excellent	170
# saying Good	639
# saying Fair	173
# saying Poor	22
# saying Don't know	48
Total Responses	1052
% saying Excellent	16.2%
% saying Good	60.7%
% saying Fair	16.4%
% saying Poor	2.1%
% saying Don't know	4.6%

