

City of New Hope

Resolution No. 2023 - 68

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 2023, and the city may be eligible for a reimbursement and exemption from levy limits; and

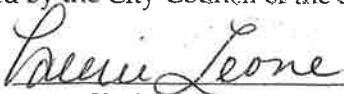
WHEREAS, the city has adopted the following performance measures:


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 facilities
6. Citizens' rating of the quality of city recreational programs
7. Part I and II crime rates
8. Citizens' rating of safety in the community
9. Average police response time
10. Insurance industry rating of fire services
11. Citizens' rating of the fire protection services
12. Fire calls per 1,000 population
13. Average city pavement rating index
14. Citizens' rating of overall condition of county roads
15. Citizens' rating of overall condition of city streets
16. Citizens' rating of the quality of snowplowing on city streets
17. Citizens' rating of the dependability and overall quality of city water supply
18. Citizens' rating of the quality of stormwater management in the city
19. Citizens' rating of the dependability and overall quality of city sanitary sewer service
20. Number of sewer blockages on city system per 1,000 connections
21. Citizens' rating of the quality of code enforcement
22. 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 8th day of May, 2023.


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 online and paper city services surveys from 2020 (839 responses) and 2021 (663 responses) and Morris Leatherman Company survey from 2022 (400 responses)
General	1.	Rating of the overall quality of city services/quality of life	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) 2022: 26% excellent; 68% good; 6% fair; 0% poor; 0% don't know/blank (94% excellent or good)
	2.	Percent change in the taxable property market value	Payable 2020: 10.37% (total taxable market value: \$2,021,382,123) Payable 2021: 7.72% (total taxable market value: \$2,177,389,934) Payable 2022: 6.03% (total taxable market value: \$2,308,596,615)
	3.	Citizens' rating of the overall appearance of city/neighborhood	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) 2022: 35% excellent; 59% good; 7% fair; 0% poor; 0% don't know/blank (94% excellent or good)
	4.	Bond rating	2020: AA 2021: AA 2022: AA
	5.	Citizens' rating of the quality of city recreational programs and facilities	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) 2022 – Programs: 28% excellent; 47% good; 10% fair; 1% poor; 15% don't know/blank (75% excellent or good) 2022 – Facilities: 23% excellent; 65% good; 11% fair; 0% poor; 2% don't know/blank (88% excellent or good)
	6.	Would use public transit if readily available	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) *Question not included with Morris Leatherman Company survey from 2022
	7.	Citizens' support of funding home repair and improvement programs	2020: 51% Yes; 46% No; 3% Blank 2021: 56% Yes; 42% No; 2% Blank *Question not included with Morris Leatherman Company survey from 2022
Police Services	8.	Part I and II crime rates	2019: Part I: 611; Part II: 680 2020: Part I: 600; Part II: 503 2021: Group A: 1,240; Group B: 103 *Full crime stats for current year compiled after January 1 to ensure accuracy
	9.	Citizens' rating of safety in the community/police protection	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) 2022: 50% excellent; 42% good; 9% fair; 0% poor; 0% don't know/blank (92% excellent or good)
	10.	Average police response time	2019: 4.35 minutes for priority 1 calls 2020: 4.03 minutes for priority 1 calls 2021: 3.40 minutes for priority 1 calls *Full police stats for current year compiled after January 1 to ensure accuracy

Fire & EMS Services	11.	Insurance industry rating of fire services	2020: 3 2021: 3 2022: 3
	12.	Citizens' rating of the quality of fire protection services	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) 2022: 44% excellent; 44% good; 2% fair; 0% poor; 10% don't know/blank (88% excellent or good)
	13.	Fire calls per 1,000 population	2019: 53.94 (1097 calls for service; population 20,339) 2020: 48.33 (983 calls for service; population 20,339) 2021: 53.12 (1,168 calls for service; population 21,986) *Full fire stats for current year compiled after January 1 to ensure accuracy
Streets	14.	Average city pavement condition rating	2020: 80 2021: 81 2022: 81
	15.	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) *Question not included with Morris Leatherman Company survey from 2022
	16.	Citizens' rating of city streets	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) 2022: 27% excellent; 45% good; 25% fair; 3% poor; 0% don't know/blank (72% excellent or good)
	17.	Citizens' rating of the quality of snowplowing on city streets	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; 0% don't know/blank (82% excellent or good) 2022: 42% excellent; 48% good; 9% fair; 1% poor; 0% don't know/blank (90% excellent or good)
Water	18.	Citizens' rating of the dependability and quality of city water supply	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) 2022: 25% excellent; 61% good; 13% fair; 1% poor; 1% don't know/blank (86% excellent or good)
	19.	Citizens' rating of the quality of stormwater management in the city	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) 2022: 21% excellent; 44% good; 20% fair; 3% poor; 13% don't know/blank (65% excellent or good)
Sanitary Sewer	20.	Citizens' rating of the dependability and quality of city sanitary sewer service	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) 2022: 19% excellent; 62% good; 13% fair; 1% poor; 6% don't know/blank (81% excellent or good)
	21.	Number of sewer blockages on city system per 1000 connections	2020: 2 2021: 0 2022: 0
Code Enforcement	22.	Citizens' rating of the quality of code enforcement services	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 2022: 3% too tough; 86% about right; 11% not tough enough; 1% don't know/blank
Communications	23.	Citizens' rating of the quality of communication/distribution of information	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) 2022: 15% excellent; 65% good; 12% fair; 1% poor; 8% don't know/blank (80% excellent or good)