City of New Hope

Resolution No. 2021 - 52

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 2021, 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 roads
16. Citizens’ rating of overall condition of city streets
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 26th day of April, 2021.

[Signature]
Mayor

Attest: City Clerk
# City of New Hope Performance Measures

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

<table>
<thead>
<tr>
<th>Category</th>
<th>#</th>
<th>Measure</th>
<th>Comparison of results between online and paper city services surveys from 2018 (679 responses), 2019 (610 responses) and 2020 (839 responses)</th>
</tr>
</thead>
</table>
| **General**  | 1.   | Rating of the overall quality of city services                        | 2018: 23% excellent; 58% good; 11% neutral; 5% fair, 1% poor; 2% don’t know/blank (81% excellent or good)  
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) |
|              | 2.   | Percent change in the taxable property market value                   | Payable 2018: 10.56% (total taxable market value: $1,697,092,365)  
Payable 2019: 7.92% (total taxable market value: $1,831,436,951)  
Payable 2020: 10.37% (total taxable market value: $2,021,382,123) |
|              | 3.   | Citizens’ rating of the overall appearance of the city               | 2018: 13% excellent; 66% good; 12% neutral, 8% fair; 1% poor (79% excellent or good)  
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) |
|              | 4.   | Bond rating                                                           | 2018: AA  
2019: AA  
2020: AA |
|              | 5.   | Citizens’ rating of the quality of city recreational programs and facilities | 2018: 28% excellent; 47% good; 17% neutral; 5% fair, 1% poor; 2% don’t know/blank (75% excellent or good)  
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) |
|              | 6.   | Would use public transit if readily available                        | 2018: 10% very likely; 22% somewhat likely; 29% somewhat unlikely; 37% very unlikely; 2% don’t know/blank (32% very likely or somewhat likely)  
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) |
|              | 7.   | Citizens’ support of funding home repair and improvement programs    | 2019: 50% Yes; 48% No; 2% Blank  
2020: 51% Yes; 46% No; 3% Blank |
2018: Part 1: 682; Part 2: 721  
2019: Part 1: 611; Part 2: 680  
*Full crime stats for current year compiled after January 1 to ensure accuracy* |
|              | 9.   | Citizens’ rating of safety in the community                           | 2018: 47% very safe; 45% somewhat safe; 6% somewhat unsafe; 1% very unsafe; 1% don’t know/blank (92% very safe or somewhat safe)  
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) |
|              | 10.  | Average police response time                                         | 2017: 4.32 minutes for priority 1 calls  
2018: 4.36 minutes for priority 1 calls  
2019: 4.35 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 | 2018: 3  
| | | 2019: 3  
| | | 2020: 3  
| | 12. Citizens' rating of the quality of fire protection services | 2018: 36% excellent; 43% good; 16% neutral; 1% fair; <1% poor; <4% don’t know/blank (79% excellent or good)  
| | | 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)  
| | 13. Fire calls per 1,000 population | 2018: 47.79 (972 calls for service; population 20,339)  
| | | 2019: 53.94 (1097 calls for service; population 20,339)  
| | | 2020: 677; calls for service through 9/29/20; population 20,339  
| Streets | 14. Average city pavement condition rating | 2018: 76  
| | | 2019: 76  
| | | 2020: 76  
| | 15. Citizens' rating of county roads | 2018: 11% excellent; 60% good; 16% neutral; 10% fair; 3% poor (71% excellent or good)  
| | | 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)  
| | 16. Citizens' rating of city streets | 2018: 10% excellent; 60% good; 13% neutral; 10% fair; 2% poor; 5% don’t know/blank (70% excellent or good)  
| | | 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)  
| | 17. Citizens' rating of the quality of snowplowing on city streets | 2018: 33% excellent; 45% good; 8% neutral; 10% fair, 4% poor; 0% don’t know/blank (78% excellent or good)  
| | | 2019: 30% excellent; 50% good; 6% neutral; 9% fair; 4% poor; 1% don’t know/blank (80% excellent or good)  
| | | 2020: 33% excellent; 48% good; 7% neutral; 9% fair, 2% poor; 1% don’t know/blank (81% excellent or good)  
| Water | 18. Citizens' rating of the dependability and quality of city water supply | 2018: 42% excellent; 44% good; 8% neutral; 4% fair; 1% poor; 1% don’t know/blank (86% excellent or good)  
| | | 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)  
| | 19. 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)  
| Sanitary Sewer | 20. Citizens' rating of the dependability and quality of city sanitary sewer service | 2018: 28% excellent; 53% good; 14% neutral; 3% fair, 1% poor; 1% don’t know/blank (81% excellent or good)  
| | | 2019: 27% excellent; 53% good; 16% neutral; 2% fair, 1% poor; 1% don’t know/blank (80% excellent or good)  
| | 21. Number of sewer blockages on city system per 1000 connections | 2018: 0  
| | | 2019: 1  
| | | 2020: 0 (as of 9/29/20)  
| Code Enforcement | 22. Citizens' rating of the quality of code enforcement services | 2018: 7% too tough; 53% about right; 34% not tough enough; 6% don’t know/blank  
| | | 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  
| Communications | 23. Citizens' rating of the quality of communication/distribution of information | 2018: 24% excellent; 52% good; 14% neutral; 6% fair; 3% poor; 1% don’t know/blank (77% excellent or good)  
| | | 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)