City of New Hope

Resolution No. 2024 - 66

Resolution approving participation
in the state's performance measurement program for 2024

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 28th day of May, 2024.

Mayor

Attest: City Clerk

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 2021 (663 responses), Morris Leatherman Company survey from 2022 (400 responses) and online and paper city services surveys from 2023 (561 responses)
General	1.	Rating of the overall quality of city services/quality of life	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) 2023: 19% excellent; 62% good; 12% neutral; 6% fair; <1% poor; <1% don't know/blank (81% excellent or good)
	2.	Percent change in the taxable property market value	Payable 2021: 7.72% (total taxable market value: $2,177,389,934) Payable 2022: 6.03% (total taxable market value: $2,308,596,615) Payable 2023: 16.68% (total taxable market value:$2,693,654,510)
	3.	Citizens' rating of the overall appearance of city/ neighborhood	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) 2023: 12% excellent; 62% good; 12% neutral; 12% fair; 1% poor; 1% don't know/blank (74% excellent or good)
	4.	Bond rating	2021: AA 2022: AA 2023: AA

	5.	Citizens' rating of the quality of city recreational programs and facilities	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)
			     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)

	6.	Citizens' rating of opportunities to provide input and feedback	2021: 14% excellent; 44% good; 29% neutral; 7% fair; 4% poor; 1% don't know/blank (58% excellent or good) 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)
Police Services	7.	Part I and II crime rates	2020: Part I: 600; Part II: 503 2021: Group A: 1,240; Group B: 103 2022: Group A: 1,281; Group B: 95 *Full crime stats for current year compiled after January 1 to ensure accuracy
	8.	Citizens' rating of safety in the community/police protection	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) 2023: 37% very safe; 51% somewhat safe; 10% somewhat unsafe; 1% very unsafe; 1% don't know/blank (88% 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 *Full police stats for current year compiled after January 1 to ensure accuracy

Fire & EMS Services	10.	Insurance industry rating of fire services	2021: 3 2022: 3 2023: 3
	11.	Citizens' rating of the quality of fire protection services	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) 2023: 37% excellent; 44% good; 16% neutral; 1% fair; 0% poor; 2% don't know/blank (81% excellent or good)
	12.	Fire calls per 1,000 population	2020: 48.33 (983 calls for service; population 20,339) 2021: 53.12 (1,168 calls for service; population 21,986) 2022: 49.99 (1,099 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	2021: 81 2022: 81 2023: 81
	14.	Citizens' rating of county roads	2021: 10% excellent; 59% good; 15% neutral; 13% fair; 3% poor; <1% don't know/blank (69% excellent or good) 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)
	15.	Citizens' rating of city streets	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) 2023: 5% excellent; 57% good; 17% neutral; 18% fair; 3% poor; 0% don't know/blank (62% excellent or good)
	16.	Citizens' rating of the quality of snowplowing on city streets	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) 2023: 31% excellent; 51% good; 8% neutral; 8% fair; 2% poor; 0% don't know/blank (82% excellent or good)
Water	17.	Citizens' rating of the dependability and quality of city water supply	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) 2023: 39% excellent; 50% good; 6% neutral; 4% fair; 1% poor; 0% don't know/blank (89% excellent or good)
	18.	Citizens' rating of the quality of stormwater management in the city	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) 2023: 25% excellent; 54% good; 16% neutral; 4% fair; <1% poor; <1% don't know/blank (79% excellent or good)
Sanitary Sewer	19.	Citizens' rating of the dependability and quality of city sanitary sewer service	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) 2023: 29% excellent; 56% good; 11% neutral; 3% fair; <1% poor; <1% don't know/blank (85% excellent or good)
	20.	Number of sewer blockages on city system per 1000 connections	2021: .000 (0 blockages) 2022: .185 (1 blockage) 2023: .370 (2 blockages) *2023 data through October 25
Code Enforcement	21.	Citizens' rating of the quality of code enforcement services	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 2023: 5% too tough; 58% about right; 36% not tough enough; 1% don't know/blank
Communications	22.	Citizens' rating of the quality of communication/ distribution of information	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) 2023: 16% excellent; 50% good; 17% neutral; 9% fair; 4% poor; 4% don't know/blank (66% excellent or good)