

City of New Hope

Resolution 2013- 89

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 measures will aid in evaluating residents' satisfaction with local services, and the measures will report on general administration, police services, fire services, streets, water, sanitary sewer and parks and recreation; 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 2013, 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 city services
 2. Percent change in the taxable property market value
 3. Citizens' rating of the overall appearance of the city
 4. Bond rating
 5. Citizens' rating of the quality of city recreational programs and facilities
 6. Part I and II crime rates
 7. Citizens' rating of safety in the community
 8. Average police response time
 9. Insurance industry rating of fire services
 10. Citizens' rating of the quality of fire protection services
 11. Fire calls per 1,000 population
 12. Average city pavement condition rating
 13. Citizens' rating of the road conditions in the city
 14. Citizens' rating of the quality of snowplowing on city streets
 15. Citizens' rating of the dependability 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

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 28th day of May, 2013.

Attest: Laerie Leone
City Clerk

Kathi Hamken
Mayor

2012 City of New Hope Performance Measures

Category	#	Measure	Results
General	1.	Rating of the overall quality of city services (<i>survey data, provide year completed and total responses</i>)	81% good or excellent; 12% fair
	2.	Percent change in the taxable property market value	081% (\$1,321,463,913 in 2011 to \$1,214,204,483 in 2012)
	3.	Citizens' rating of the overall appearance of the city (<i>survey data, provide year completed and total responses</i>)	73% good or excellent; 20% fair
	4.	Bond rating	A.A
Police Services	5.	Citizens' rating of the quality of city recreational programs and facilities (<i>survey data, provide year completed and total responses</i>)	64% as good or excellent; 13% did not know
	6.	Citizens' rating of redevelopment efforts	84% important or very important
	7.	Part I and II crime rates	Part I – 831; Part II – 1106
	8.	Citizens' rating of safety in the community (<i>survey data, provide year completed and total responses</i>)	57% very safe; 37% somewhat safe
Fire & EMS Services	9.	Average police response time	Average response time to priority 1 calls (in minutes) is 3.6
	10.	Insurance industry rating of fire services	4
Streets	11.	Citizens' rating of the quality of fire protection services (<i>survey data, provide year completed and total responses</i>).	72% good or excellent; 24% said they did not know
	12.	Fire calls per 1,000 population	31.35 (627 calls for service)
Recreation	13.	Average city pavement condition rating	67
	14.	Citizens' rating of the road conditions in the city (<i>survey data, provide year completed and total responses</i>).	65% good or excellent; 27% said fair (some streets are county roads)
Water	15.	Citizens' rating of value of rec facilities (pool, golf course, arena)	75% somewhat or very high; 15% said they did not know
	16.	Citizens' rating of the dependability and quality of city water supply (<i>survey data, provide year completed and total responses</i>).	85% good or excellent
Sanitary Sewer	17.	Citizens' rating of the dependability and quality of city sanitary sewer service (<i>survey data, provide year completed and total responses</i>).	77% good or excellent; 17% said they did not know
	18.	Number of sewer blockages on city system per 100 connections	0.018 per 100 connections

Quantifiable performance measures are shaded

Summaries of Survey Questions are attached

2012 New Hope City Services Survey

(Please complete only one survey per person)

How many years have you lived in New Hope?

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

How would you rate the overall appearance of the city?

- Excellent Poor Comments:
 Good Don't Know
 Fair

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

- Very Safe Very Unsafe Comments:
 Somewhat Safe Don't Know
 Somewhat Unsafe

How would you rate the overall quality of fire protection services in the city?

- Excellent Poor Comments:
 Good Don't Know
 Fair

How would you rate the overall condition of city streets?

- Excellent Poor Comments:
 Good Don't Know
 Fair

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

- Excellent Poor Comments:
 Good Don't Know
 Fair

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

- Excellent Poor Comments:
 Good Don't Know
 Fair

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

- Excellent Poor Comments:
 Good Don't Know
 Fair

Continued on back...

How much value do you think the city's three primary recreation amenities - the New Hope Village Golf Course, New Hope Ice Arena, and New Hope Outdoor Pool - add to the community?

- Very High Very Low Comments:
 Somewhat High Don't Know
 Somewhat Low

How would you rate the overall quality of city recreational programs and parks?

- Excellent Poor Comments:
 Good Don't Know
 Fair

How would you rate the quality of permitting, building inspection and code enforcement services in the city?

- Excellent Poor Comments:
 Good Don't Know
 Fair

How important do you think redevelopment is for the city of New Hope?

- Very Important Very Unimportant Comments:
 Important Don't Know
 Unimportant

Where do you think the city should focus its redevelopment efforts (pick one)?

- City Center & 42nd Ave. Winnetka & Medicine Lake Rd. Comments/Other:
 Bass Lake Road Corridor & Don't Know
 Winnetka Learning Center
 62nd Ave. & West Broadway

How would you rate the fiscal management and health of the city?

- Excellent Poor Comments:
 Good Don't Know
 Fair

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

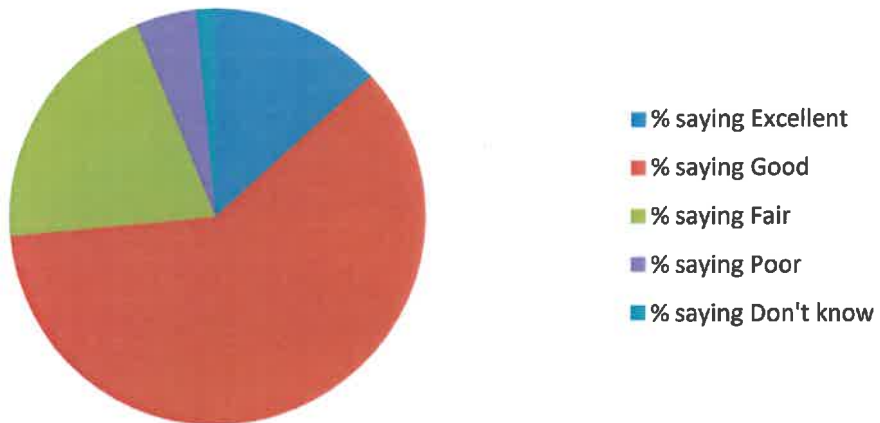
- Excellent Poor Comments:
 Good Don't Know
 Fair

You have completed the survey. Thank you for participating!

QUESTION SUMMARIES

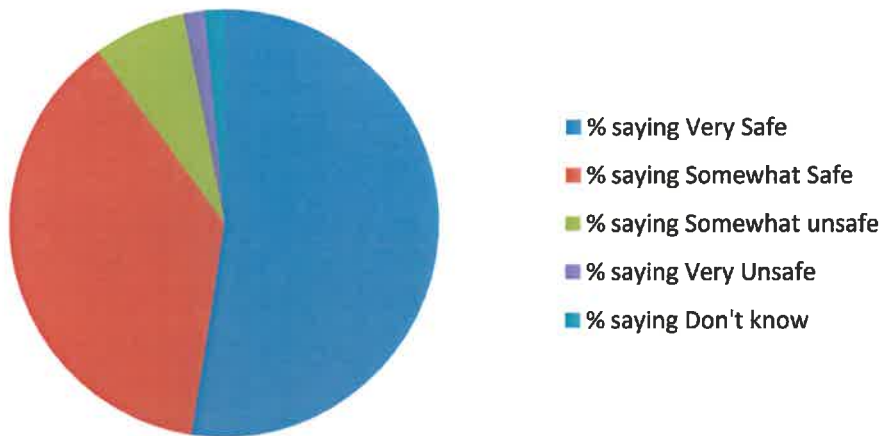
	How would you rate the overall appearance of the city?
# saying Excellent	25
# saying Good	114
# saying Fair	38
# saying Poor	9
# saying Don't know	3
Total Responses	189
% saying Excellent	13%
% saying Good	60%
% saying Fair	20%
% saying Poor	5%
% saying Don't know	2%

Overall appearance of city

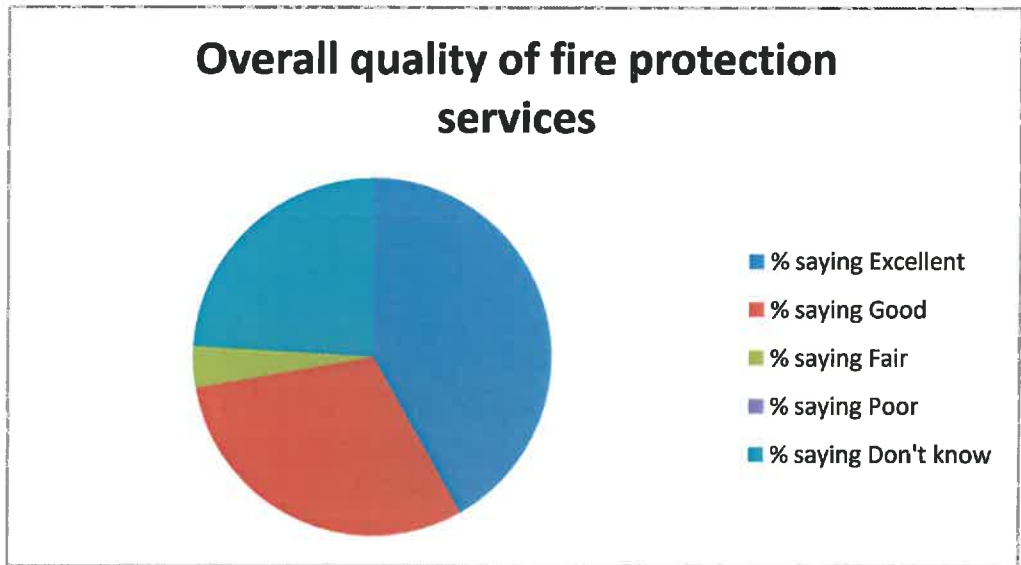


QUESTION SUMMARIES	
	How would you describe your overall feeling of safety in the city?
# saying Very Safe	98
# saying Somewhat Safe	70
# saying Somewhat unsafe	13
# saying Very Unsafe	3
# saying Don't know	3
Total Responses	187
% saying Very Safe	52%
% saying Somewhat Safe	37%
% saying Somewhat unsafe	7%
% saying Very Unsafe	2%
% saying Don't know	2%

Overall feeling of safety

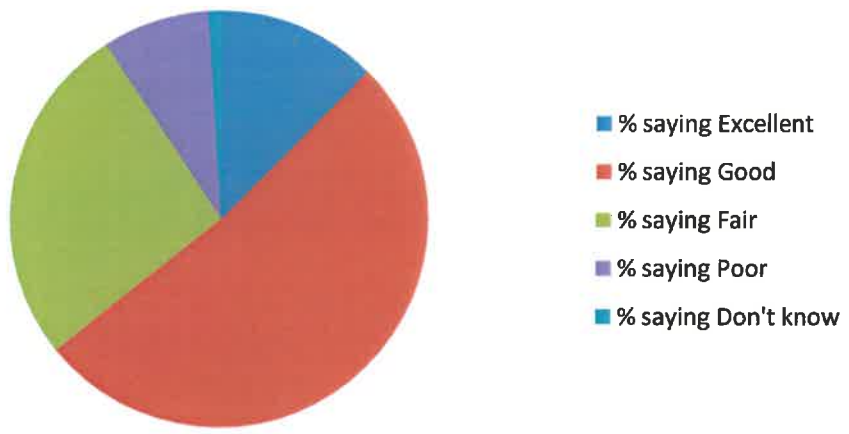


QUESTION SUMMARIES	
	How would you rate the overall quality of fire protection services in the city?
# saying Excellent	78
# saying Good	57
# saying Fair	7
# saying Poor	0
# saying Don't know	45
Total Responses	187
% saying Excellent	42%
% saying Good	30%
% saying Fair	4%
% saying Poor	0%
% saying Don't know	24%

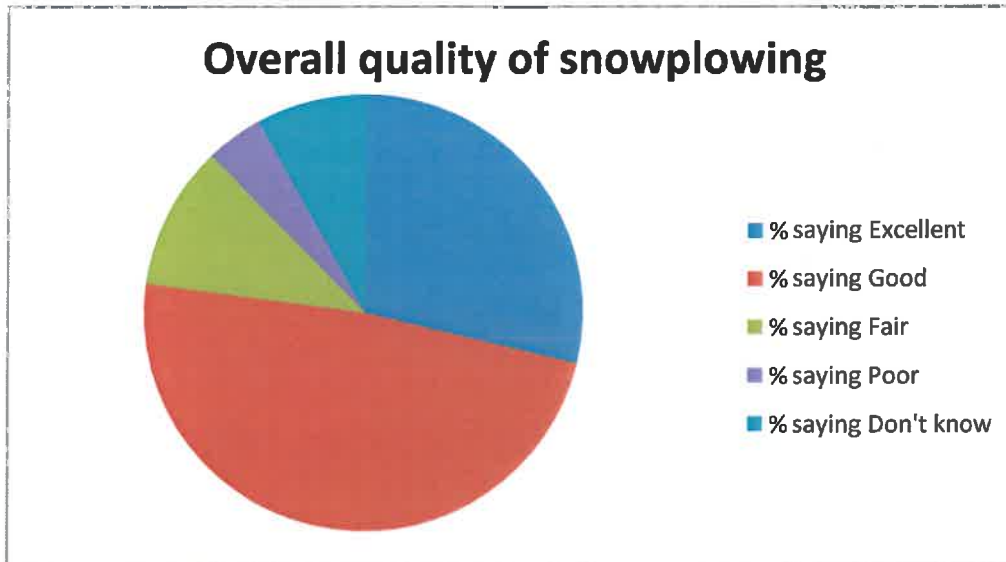


QUESTION SUMMARIES	
	How would you rate the overall condition of city streets?
# saying Excellent	23
# saying Good	95
# saying Fair	49
# saying Poor	15
# saying Don't know	2
Total Responses	184
% saying Excellent	13%
% saying Good	52%
% saying Fair	27%
% saying Poor	8%
% saying Don't know	1%

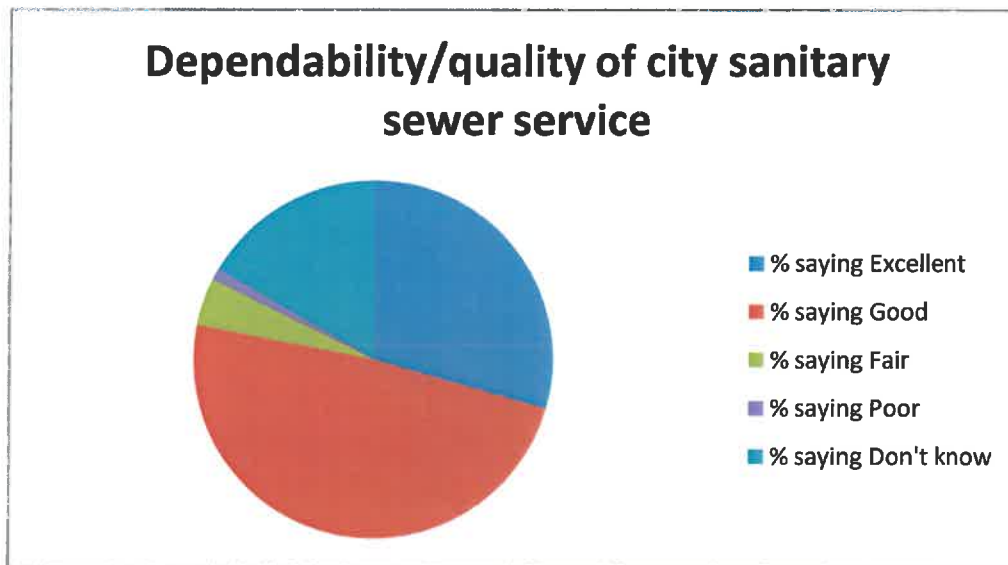
Overall condition of city streets



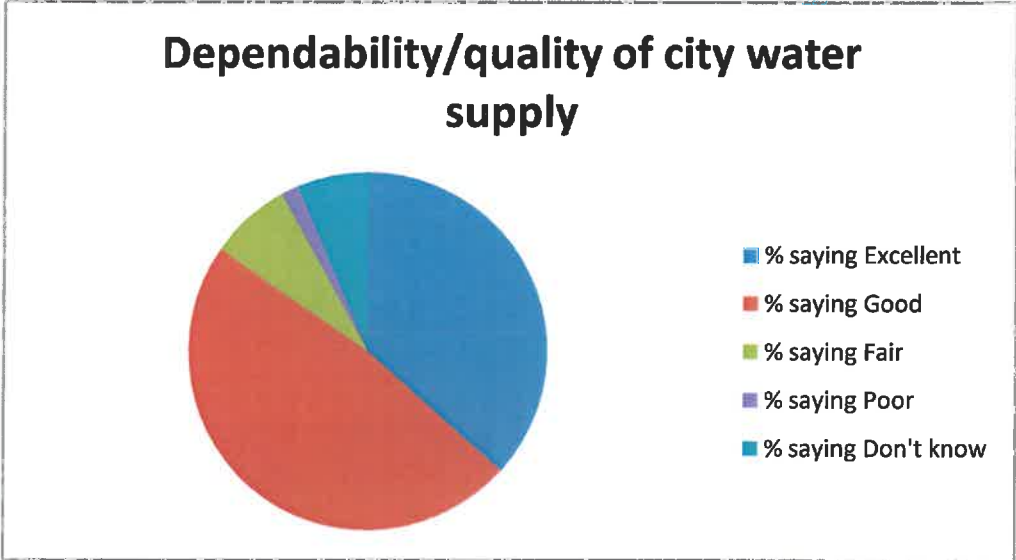
QUESTION SUMMARIES	
	How would you rate the overall quality of snowplowing on city streets?
# saying Excellent	54
# saying Good	91
# saying Fair	20
# saying Poor	8
# saying Don't know	15
Total Responses	188
% saying Excellent	29%
% saying Good	48%
% saying Fair	11%
% saying Poor	4%
% saying Don't know	8%



QUESTION SUMMARIES	
	How would you rate the dependability and overall quality of city sanitary sewer service?
# saying Excellent	55
# saying Good	91
# saying Fair	8
# saying Poor	2
# saying Don't know	31
Total Responses	187
% saying Excellent	29%
% saying Good	49%
% saying Fair	4%
% saying Poor	1%
% saying Don't know	17%

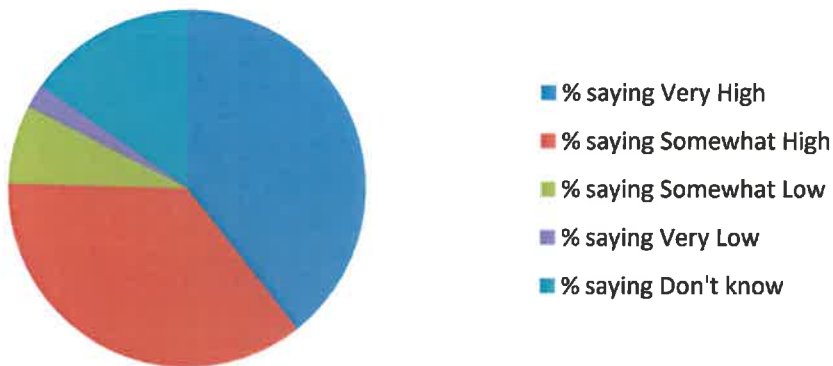


QUESTION SUMMARIES	
	How would you rate the dependability and overall quality of the city water supply?
# saying Excellent	69
# saying Good	91
# saying Fair	14
# saying Poor	3
# saying Don't know	12
Total Responses	189
% saying Excellent	37%
% saying Good	48%
% saying Fair	7%
% saying Poor	2%
% saying Don't know	6%

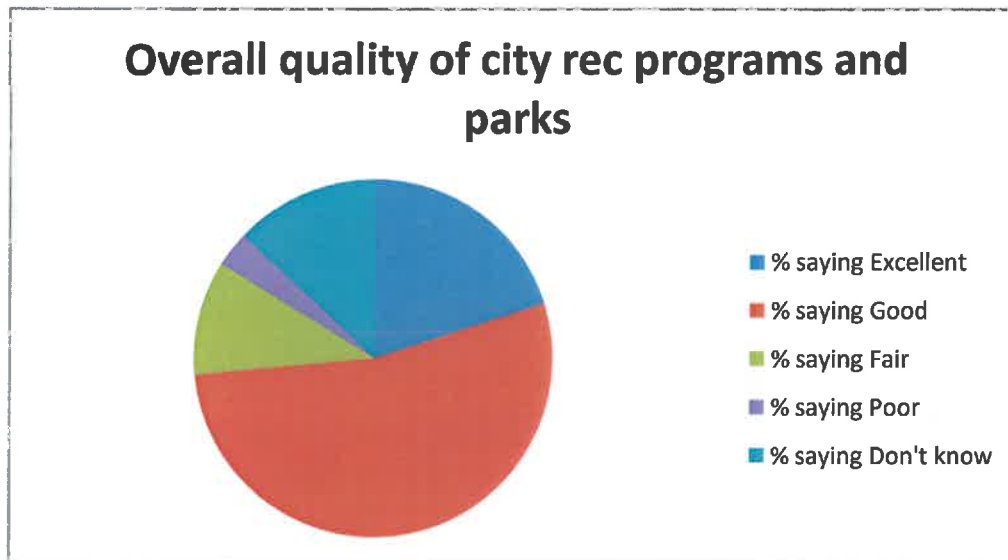


QUESTION SUMMARIES	
	How much value do you think the city's three primary recreation amenities - the New Hope Village Golf Course, New Hope Ice Arena, and New Hope Outdoor Pool - add to the community?
saying very high	72
saying somewhat high	66
saying somewhat low	13
saying very low	4
saying don't know	28
Total Responses	183
% saying Very High	39%
% saying Somewhat High	36%
% saying Somewhat Low	7%
% saying Very Low	2%
% saying Don't know	15%

Value placed on three primary rec amenities

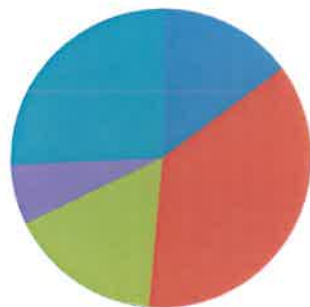


QUESTION SUMMARIES	
	How would you rate the overall quality of city recreational programs and parks?
saying excellent	37
saying good	99
saying fair	19
saying poor	6
saying don't know	24
Total Responses	185
% saying excellent	20%
% saying good	54%
% saying fair	10%
% saying poor	3%
% saying Don't know	13%



QUESTION SUMMARIES	
	How would you rate the quality of permitting, building inspection and code enforcement services in the city?
saying excellent	27
saying good	67
saying fair	30
saying poor	12
saying don't know	47
Total Responses	183
% saying excellent	15%
% saying good	37%
% saying fair	16%
% saying poor	7%
% saying Don't know	26%

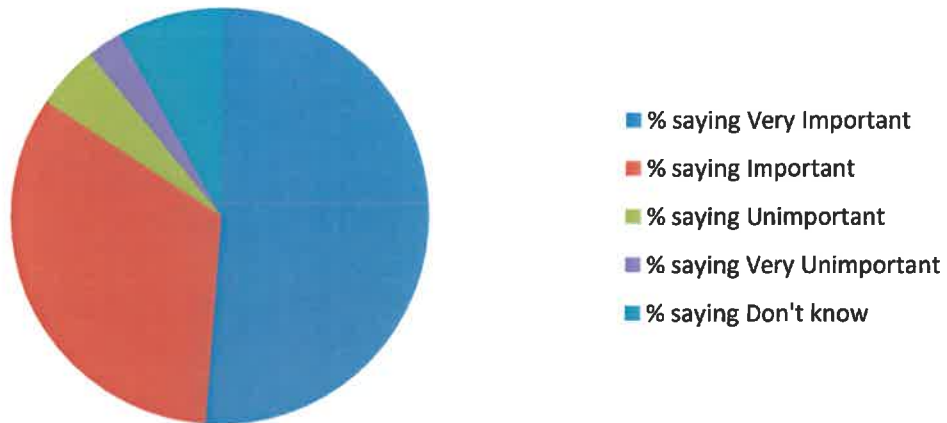
Quality of permitting, building inspection and code enforcement services



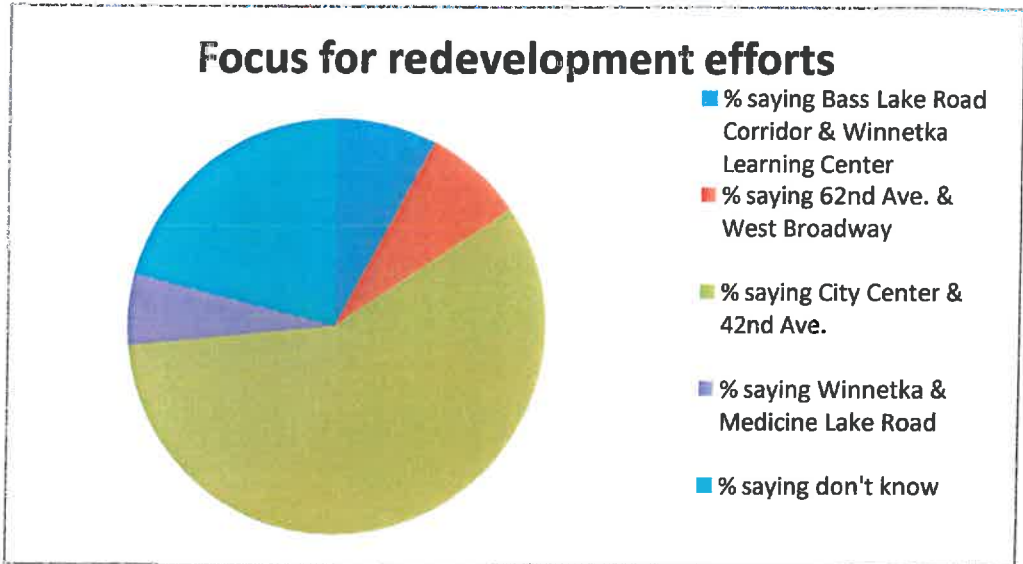
- % saying Excellent
- % saying Good
- % saying Fair
- % saying Poor
- % saying Don't know

QUESTION SUMMARIES	
	How important do you think redevelopment is for the city of New Hope?
saying very important	94
saying important	61
saying unimportant	9
saying very unimportant	5
saying don't know	15
	184
% saying Very Important	51%
% saying Important	33%
% saying Unimportant	5%
% saying Very Unimportant	3%
% saying Don't know	8%

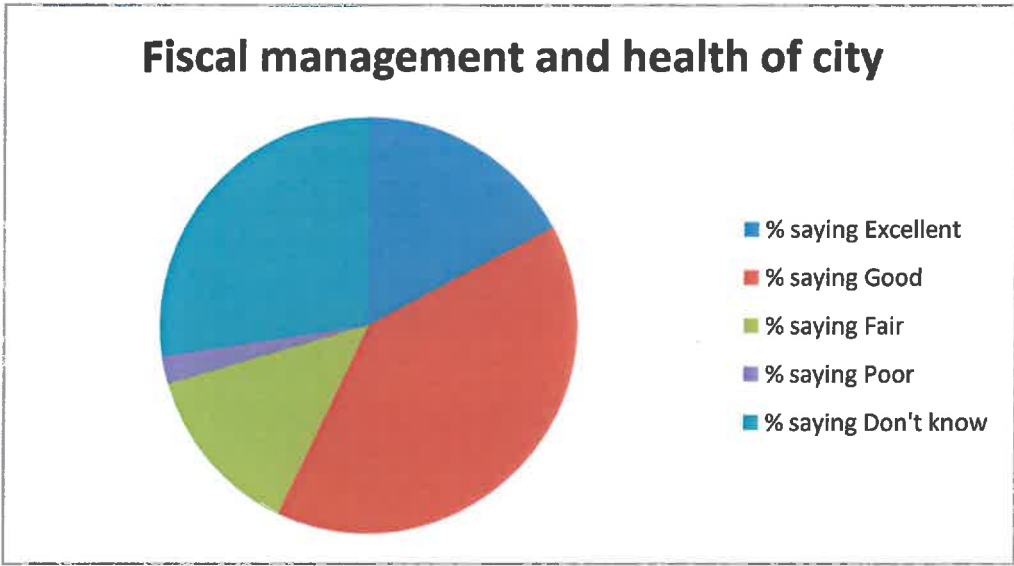
Importance of redevelopment for the city



QUESTION SUMMARIES	
	Where do you think the city should focus its redevelopment efforts? (Pick one)
Bass Lake Road Corridor & Winnetka Learning Center	14
62nd Ave. & West Broadway	14
City Center & 42nd Ave.	105
Winnetka & Medicine Lake Road	10
don't know	38
	181
% saying Bass Lake Road Corridor & Winnetka Learning Center	8%
% saying 62nd Ave. & West Broadway	8%
% saying City Center & 42nd Ave.	58%
% saying Winnetka & Medicine Lake Road	6%
% saying don't know	21%



QUESTION SUMMARIES	
	How would you rate the fiscal management and health of the city?
saying excellent	32
saying good	74
saying fair	25
saying poor	4
saying don't know	51
Total Responses	186
% saying excellent	17%
% saying good	40%
% saying fair	13%
% saying poor	2%
% saying Don't know	27%



QUESTION SUMMARIES	
	How would you rate the overall quality of services provided by the city?
saying excellent	50
saying good	102
saying fair	22
saying poor	4
saying don't know	10
Total Responses	188
% saying excellent	27%
% saying good	54%
% saying fair	12%
% saying poor	2%
% saying Don't know	5%

Overall quality of services provided

