



2020 NEW HOPE CITY SERVICES SURVEY

November 16, 2020

SUBMISSIONS AT A GLANCE

Survey period of July 5 to September 18, 2020

839 total responses

- 464 paper surveys returned
- 375 completed online

Highest number of responses received in the last four years:

2019 - 610

2018 - 679

2017 - 632

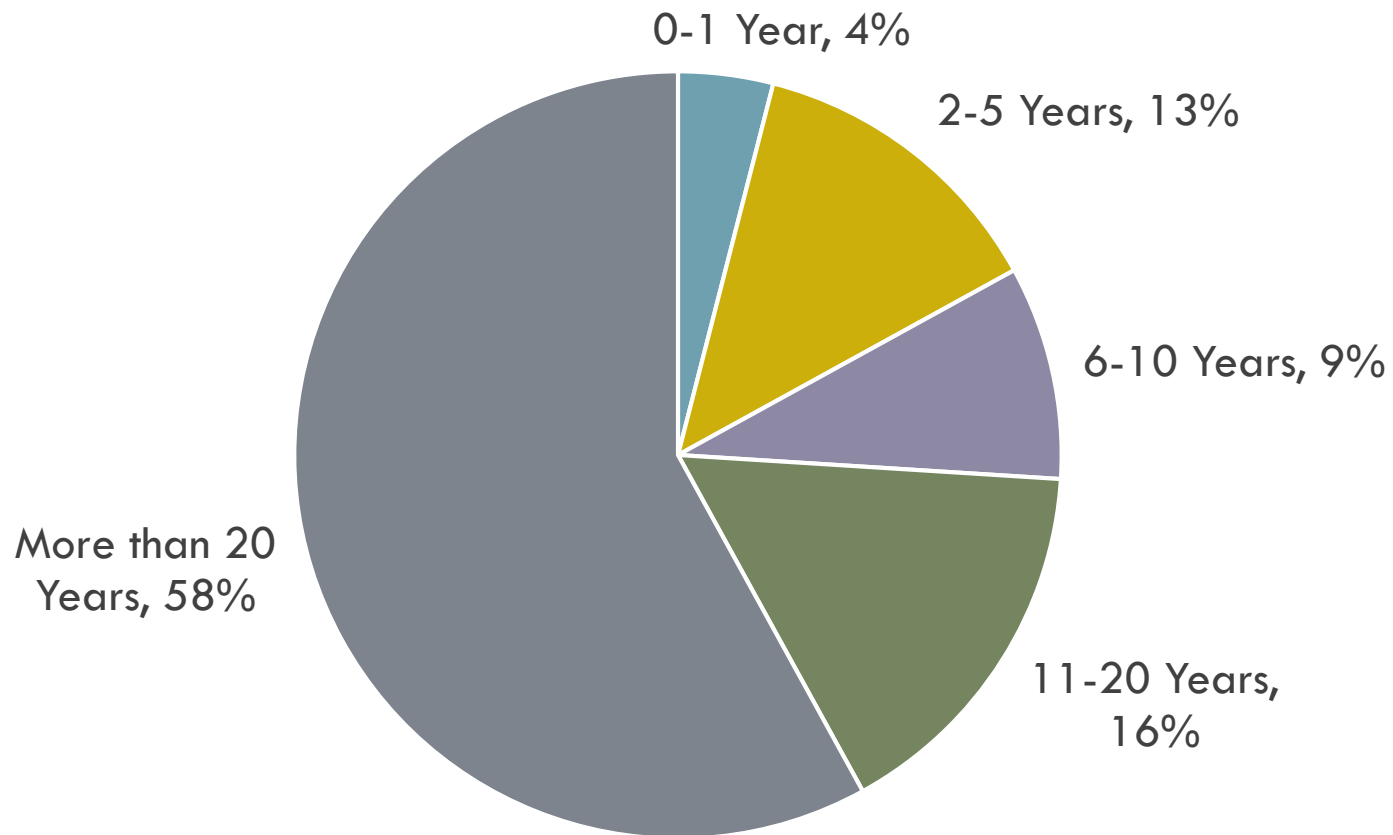
81% of respondents rated the overall quality of city services as excellent or good (flat to last two year)

Top rated city services:

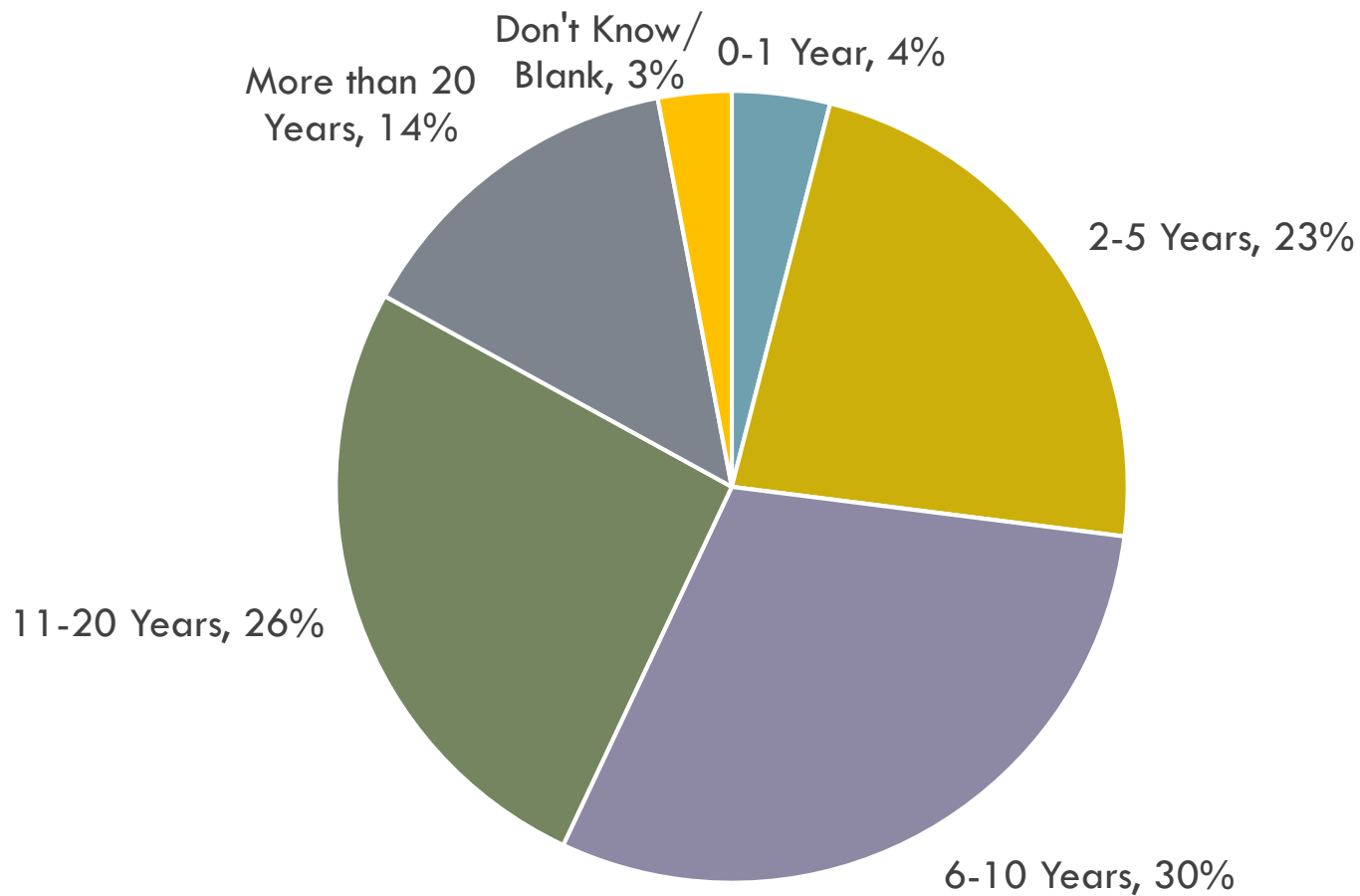
- Police (92% very or somewhat safe)
- Water Supply (88% excellent or good)
- Snowplowing (81% excellent or good)
- Sanitary Sewer (80% excellent or good)



Q1: HOW MANY YEARS HAVE YOU LIVED IN NEW HOPE?



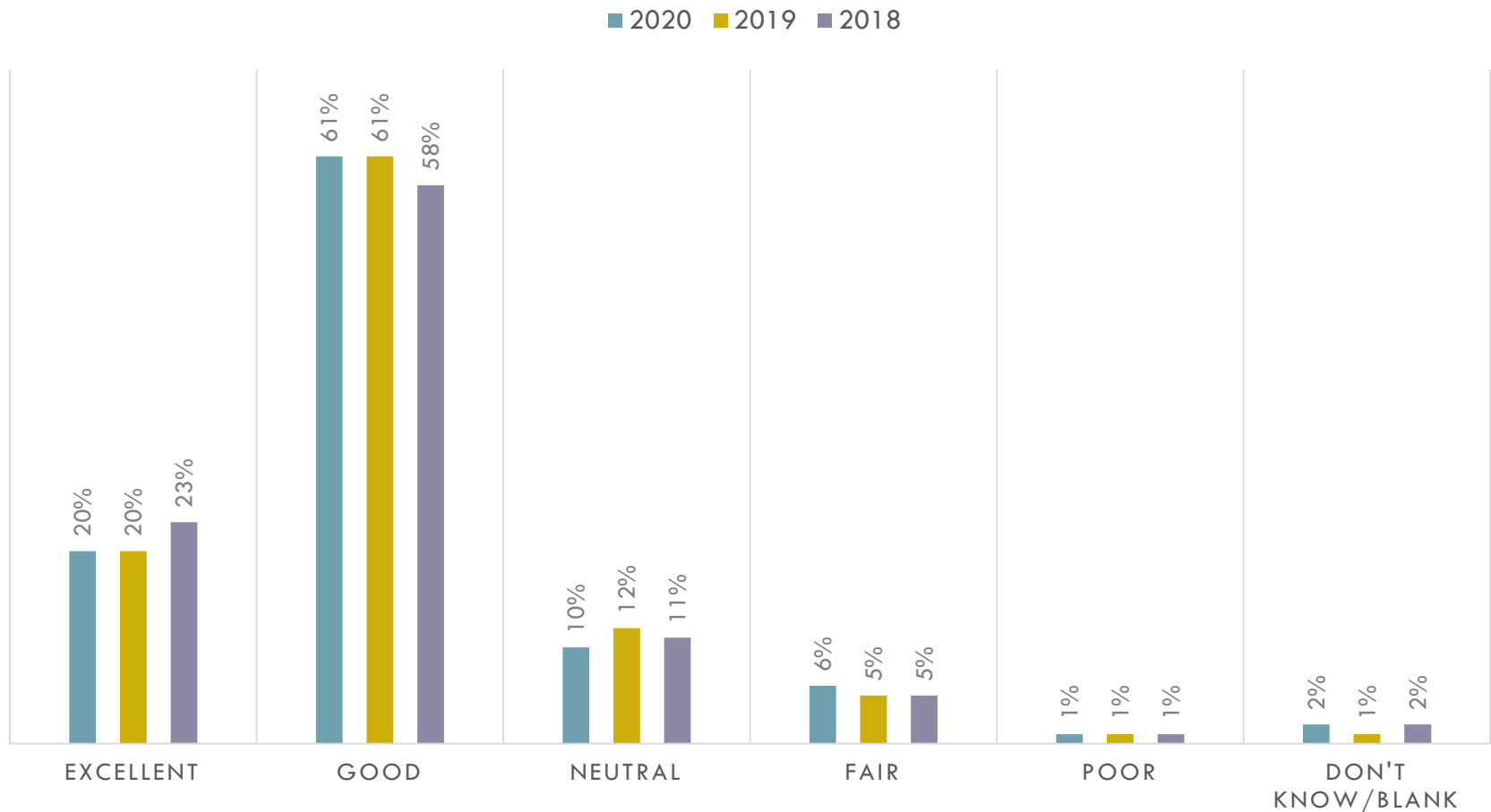
Q1: AS THINGS STAND NOW, HOW LONG IN THE FUTURE DO YOU EXPECT TO LIVE IN NEW HOPE?





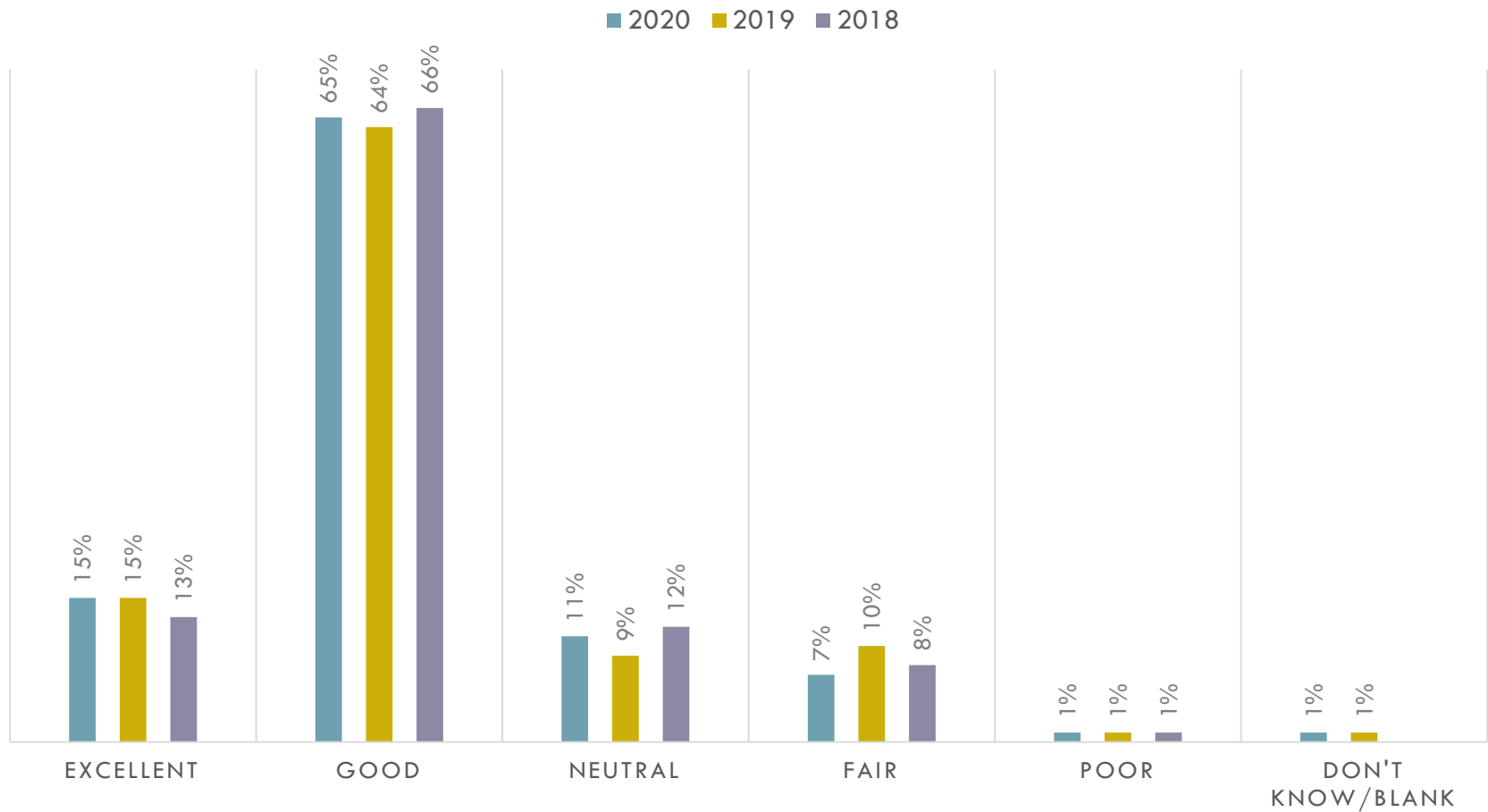
GENERAL

Q19: HOW WOULD YOU RATE THE OVERALL QUALITY OF SERVICES PROVIDED BY THE CITY?



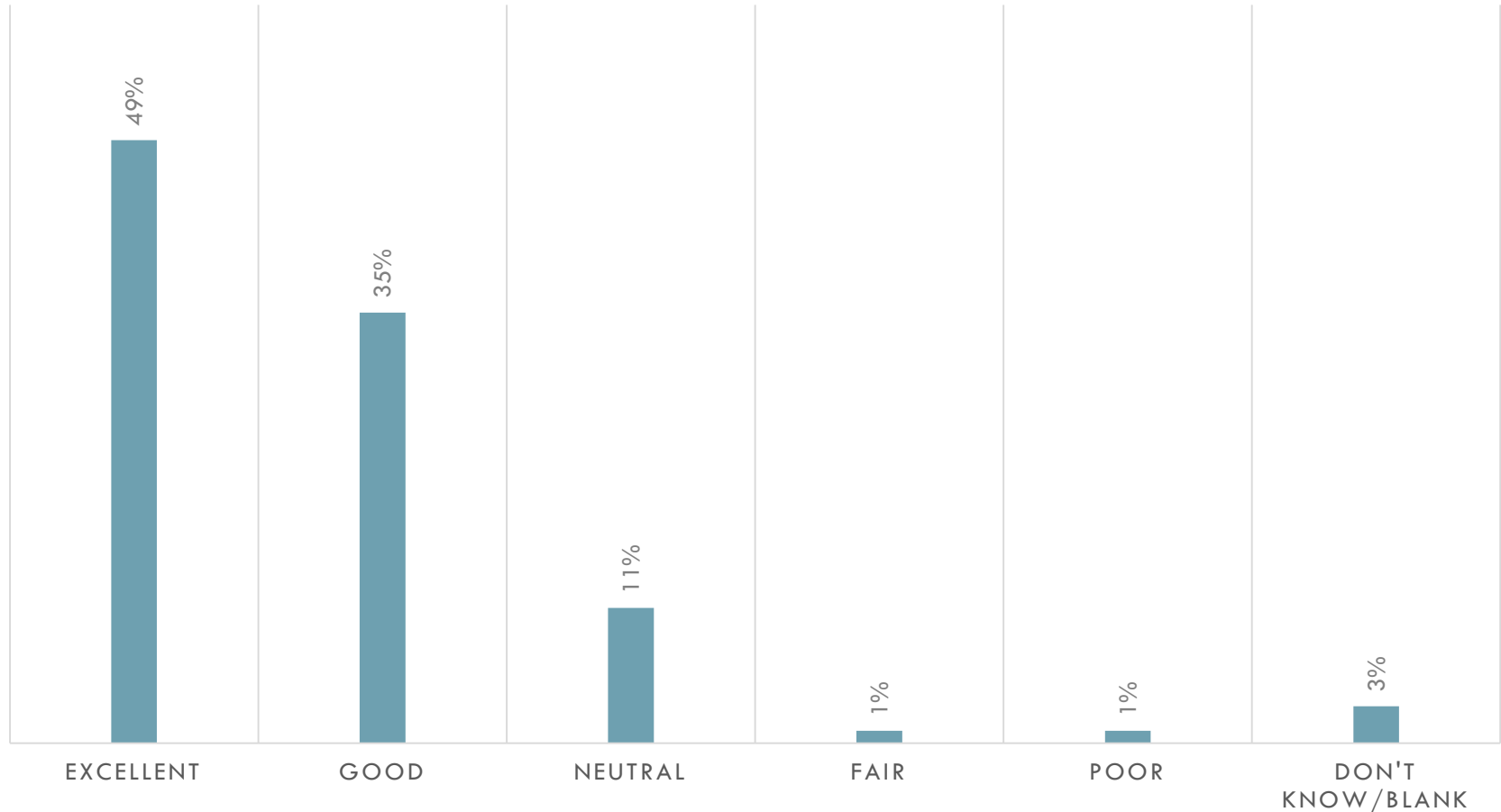
EXCELLENT OR GOOD		
2020 - 81%	2019 - 81%	2018 - 81%

Q3: HOW WOULD YOU RATE THE OVERALL APPEARANCE OF THE CITY?



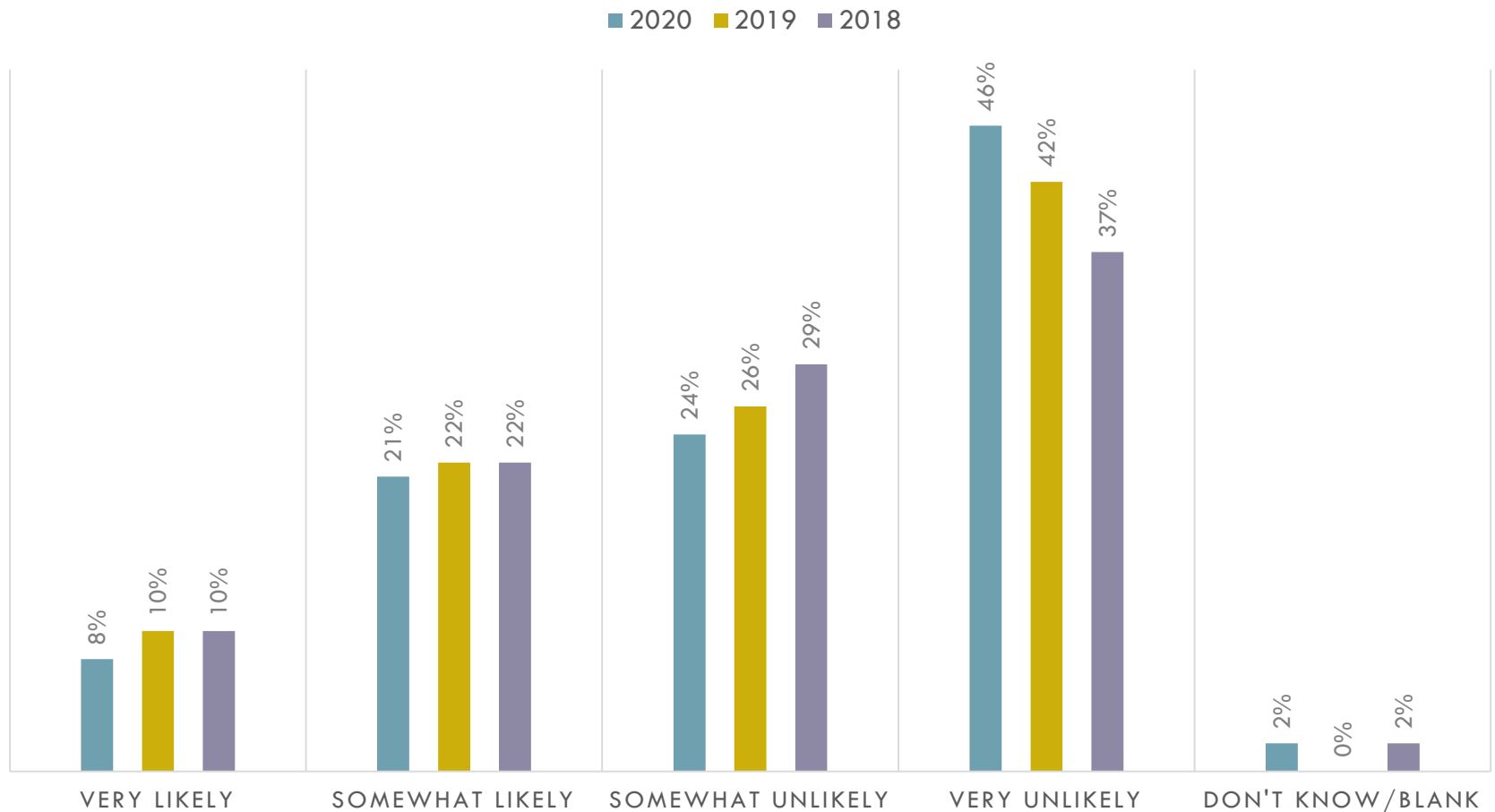
EXCELLENT OR GOOD		
2020 - 80%	2019 - 79%	2018 - 79%

Q4: HOW WOULD YOU RATE THE OVERALL APPEARANCE OF THE NEW CITY HALL?



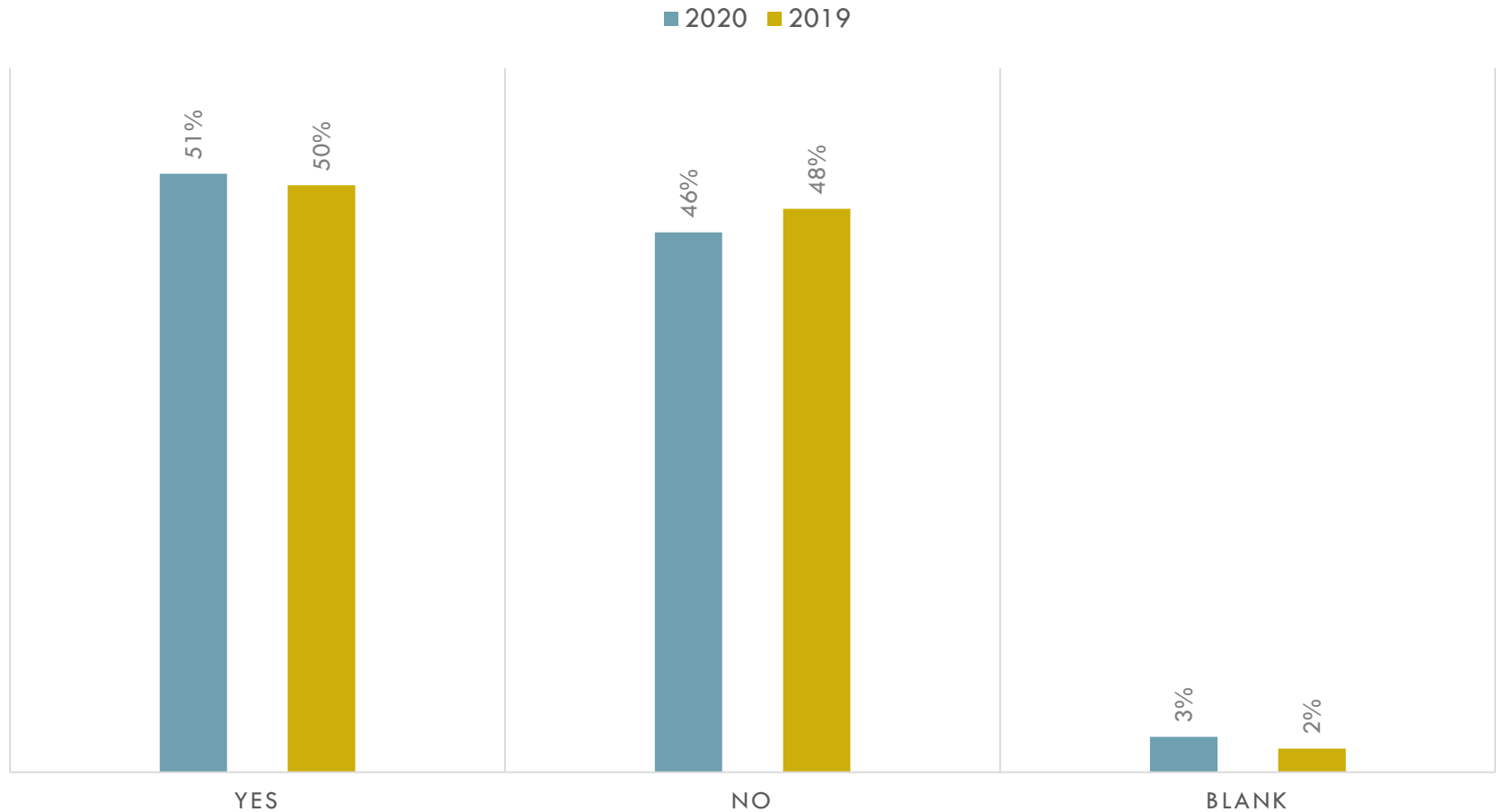
EXCELLENT OR GOOD
2020 - 79%

Q11: HOW LIKELY WOULD YOU BE TO USE PUBLIC TRANSIT IF IT WERE READILY AVAILABLE?



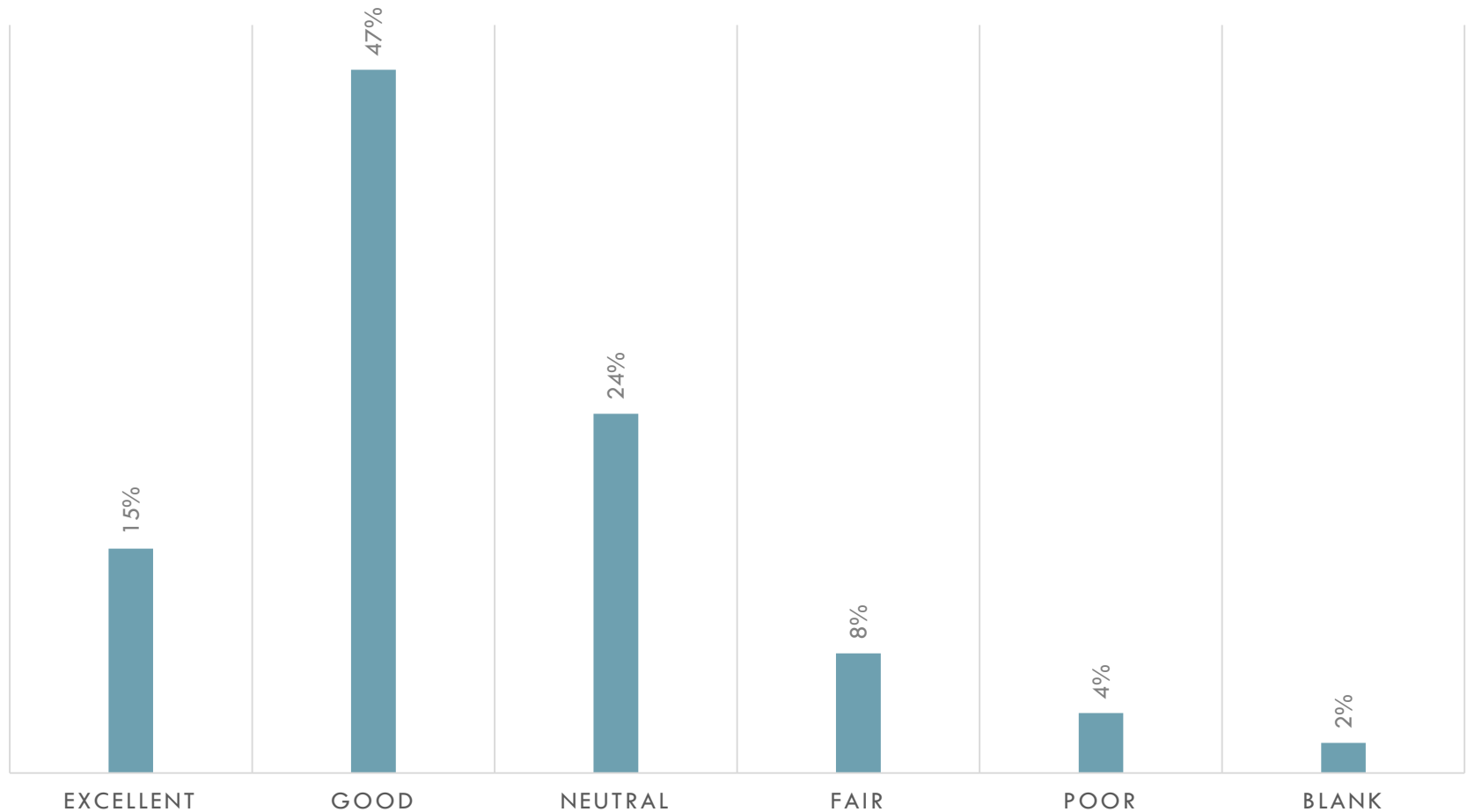
VERY LIKELY OR SOMEWHAT LIKELY		
2020 - 29%	2019 - 32%	2018 - 32%

Q15: IF FINANCIAL ASSISTANCE FOR HOME REPAIR AND IMPROVEMENT PROJECTS WERE AVAILABLE, WOULD YOU BE INTERESTED IN OBTAINING IT THROUGH THE CITY?



YES	
2020 - 51%	2019 - 50%

Q20: HOW DO YOU FEEL ABOUT YOUR OPPORTUNITIES TO PROVIDE INPUT AND FEEDBACK ABOUT ISSUES TO THE CITY OF NEW HOPE?

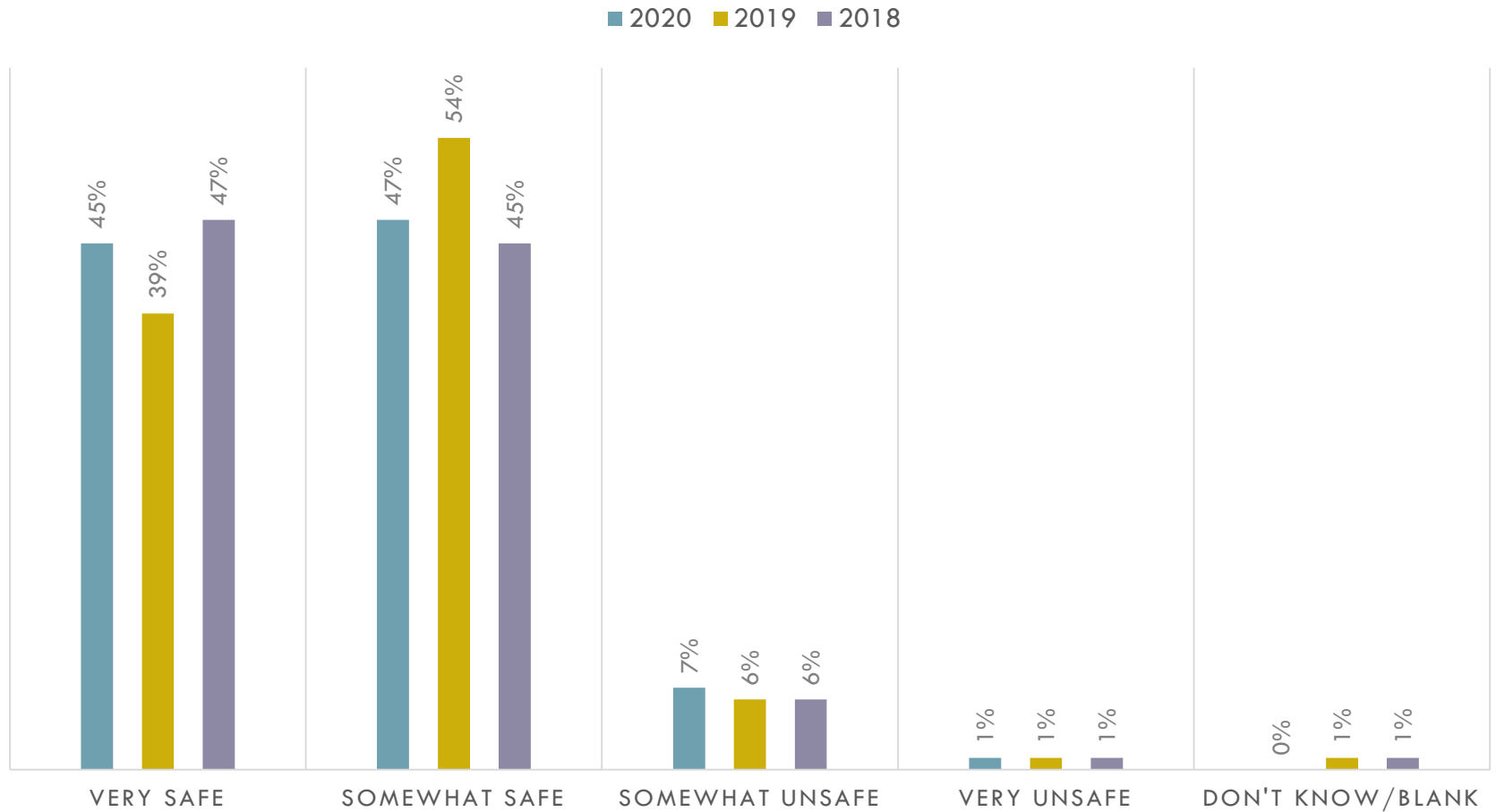


EXCELLENT OR GOOD		
2020 - 62%	2018 - N/A	2017 - N/A



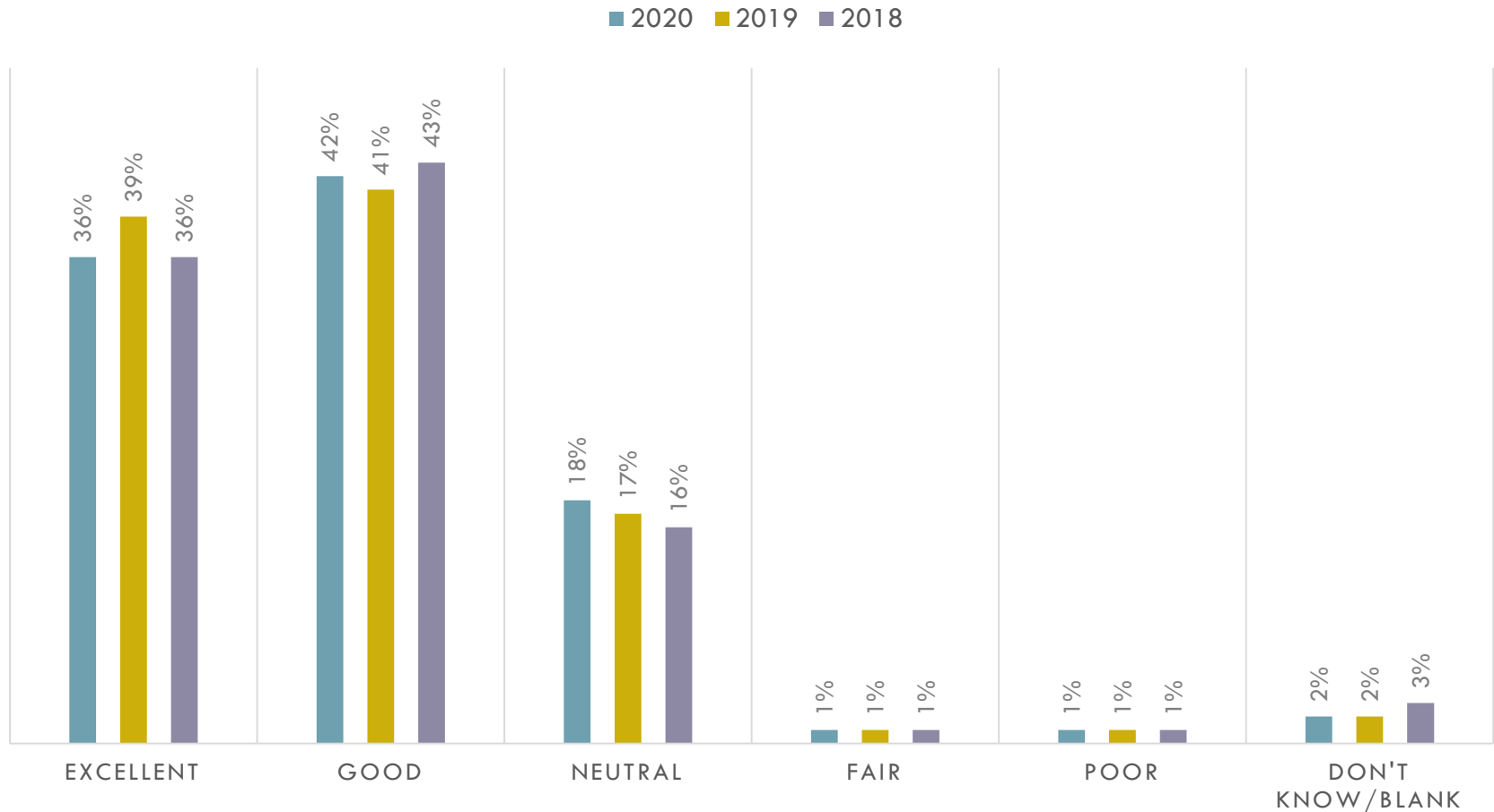
PUBLIC SAFETY

Q6: HOW WOULD YOU DESCRIBE YOUR OVERALL FEELING OF SAFETY IN THE CITY?



VERY SAFE OR SOMEWHAT SAFE		
2020 - 92%	2019 - 93%	2018 - 92%

Q7: WHAT IS YOUR PERCEPTION OF THE QUALITY OF FIRE EDUCATION, INSPECTION AND RESPONSE SERVICES PROVIDED BY WEST METRO FIRE-RESCUE DISTRICT?



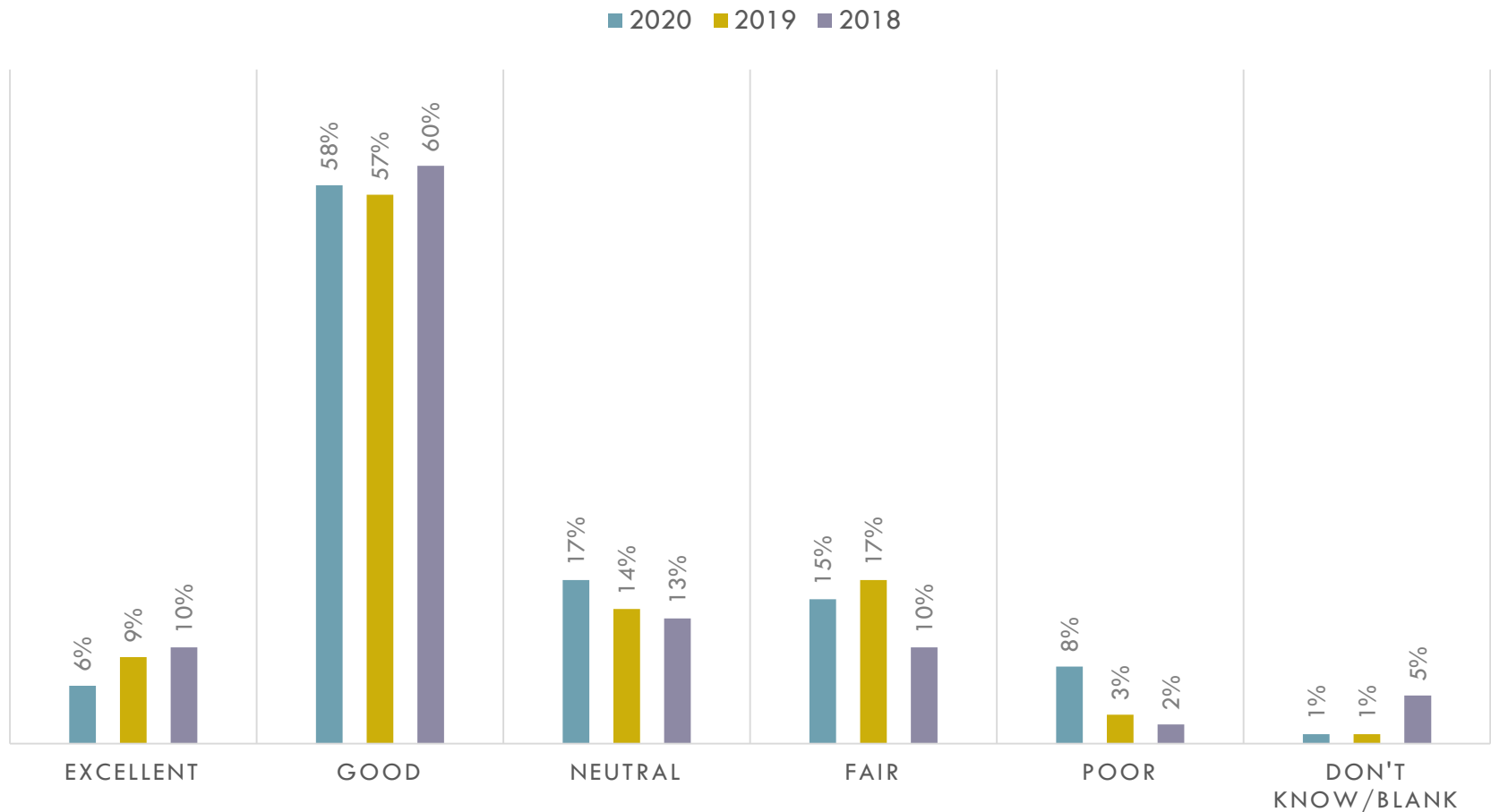
EXCELLENT OR GOOD		
2020 - 78%	2019 - 80%	2018 - 79%



PUBLIC WORKS

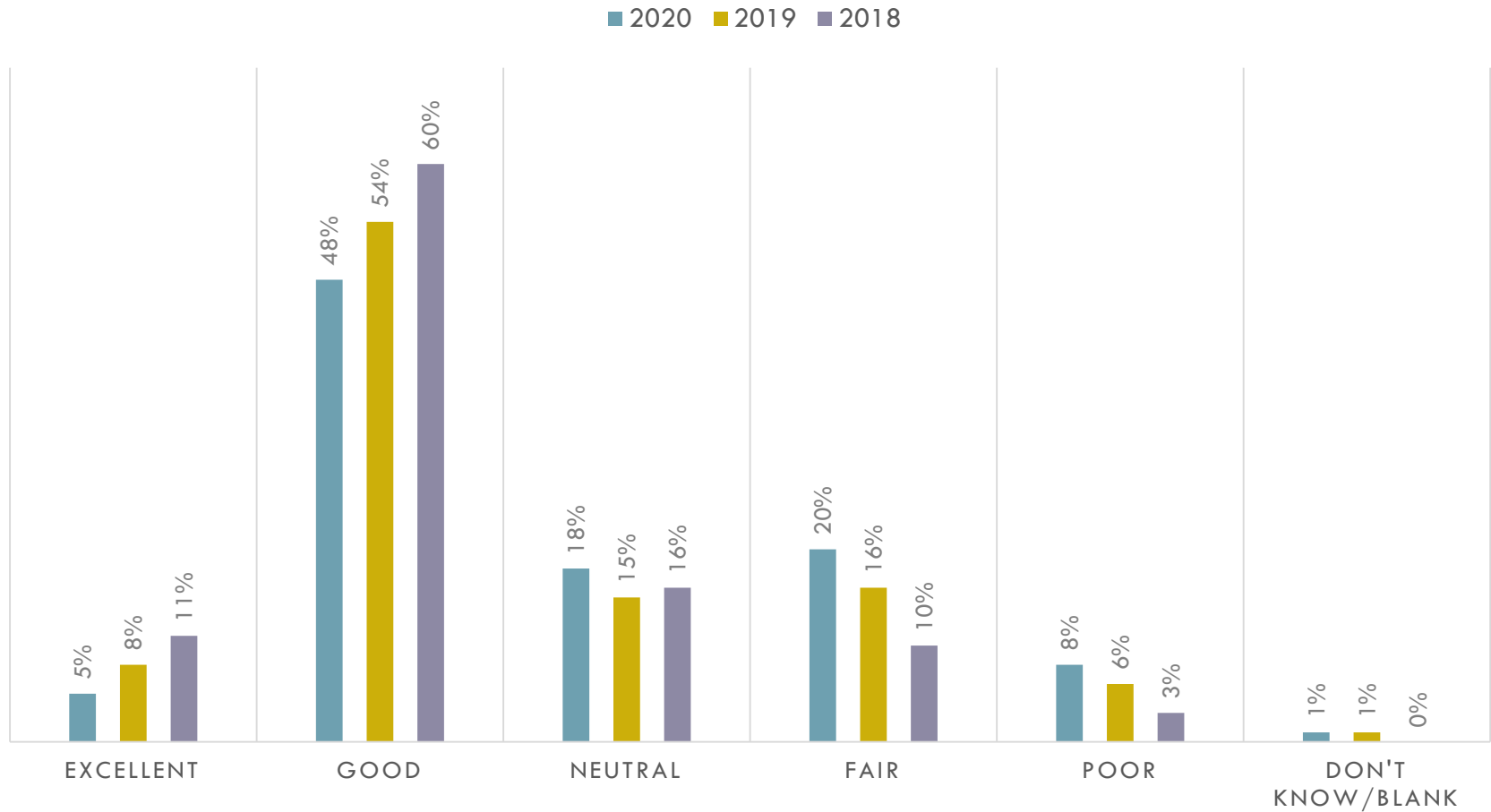


Q9: HOW WOULD YOU RATE THE OVERALL CONDITION OF CITY STREETS?



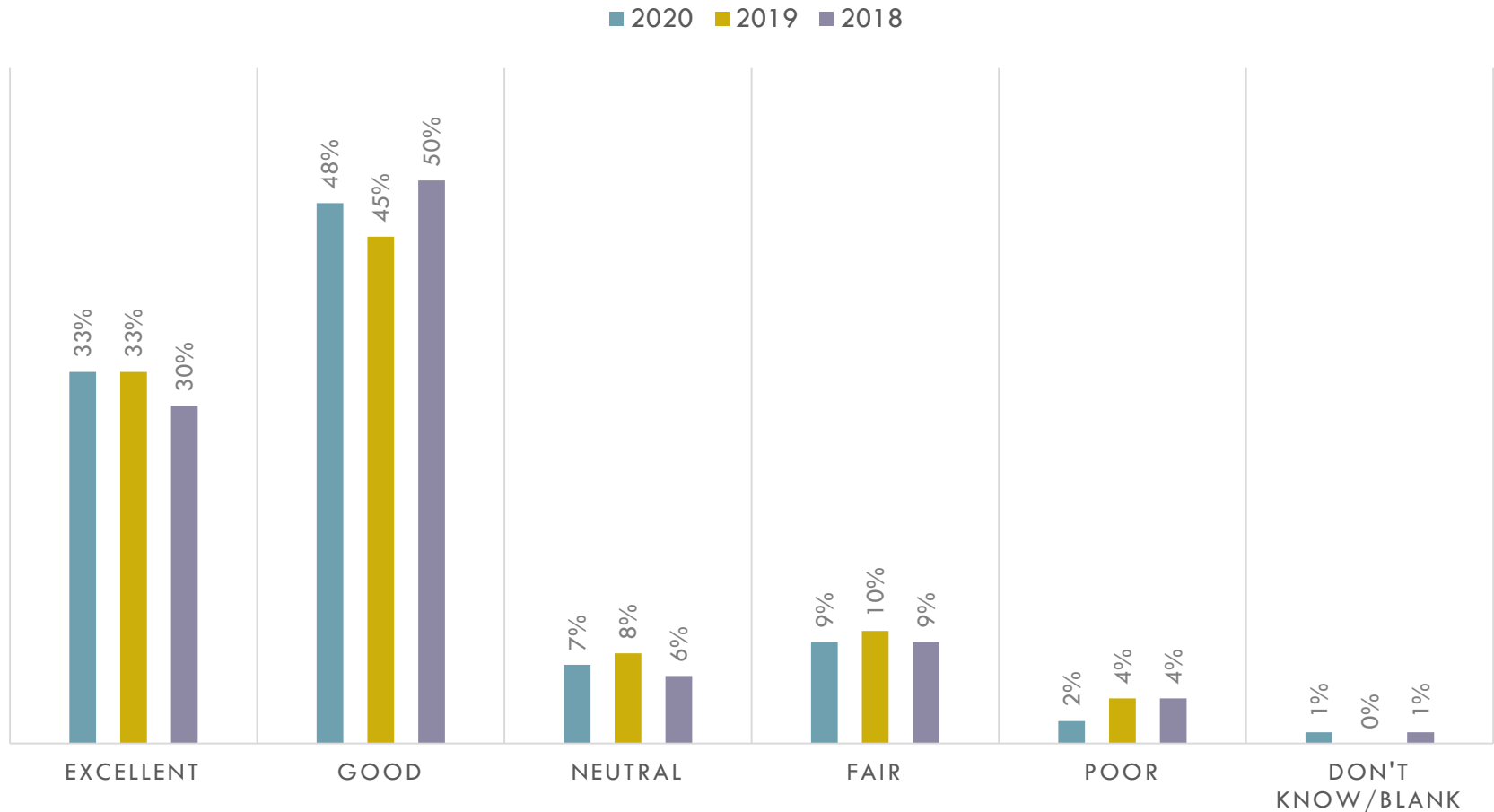
EXCELLENT OR GOOD		
2020 – 64%	2019 - 64%	2018 - 70%

Q8: HOW WOULD YOU RATE THE OVERALL CONDITION OF COUNTY ROADS?



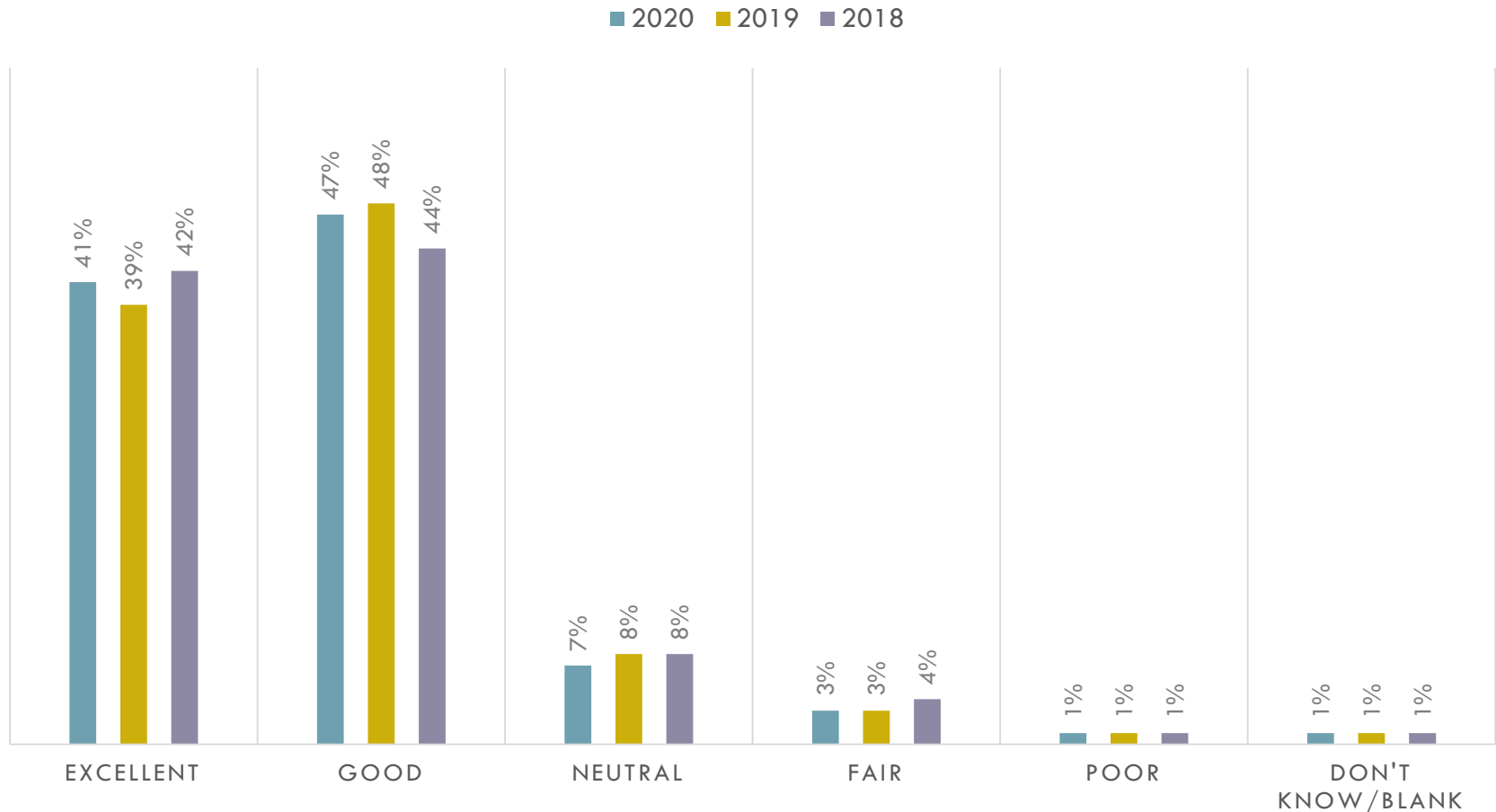
EXCELLENT OR GOOD		
2020 - 53%	2019 - 62%	2018 - 71%

Q10: HOW WOULD YOU RATE THE OVERALL QUALITY OF SNOWPLOWING ON CITY STREETS?



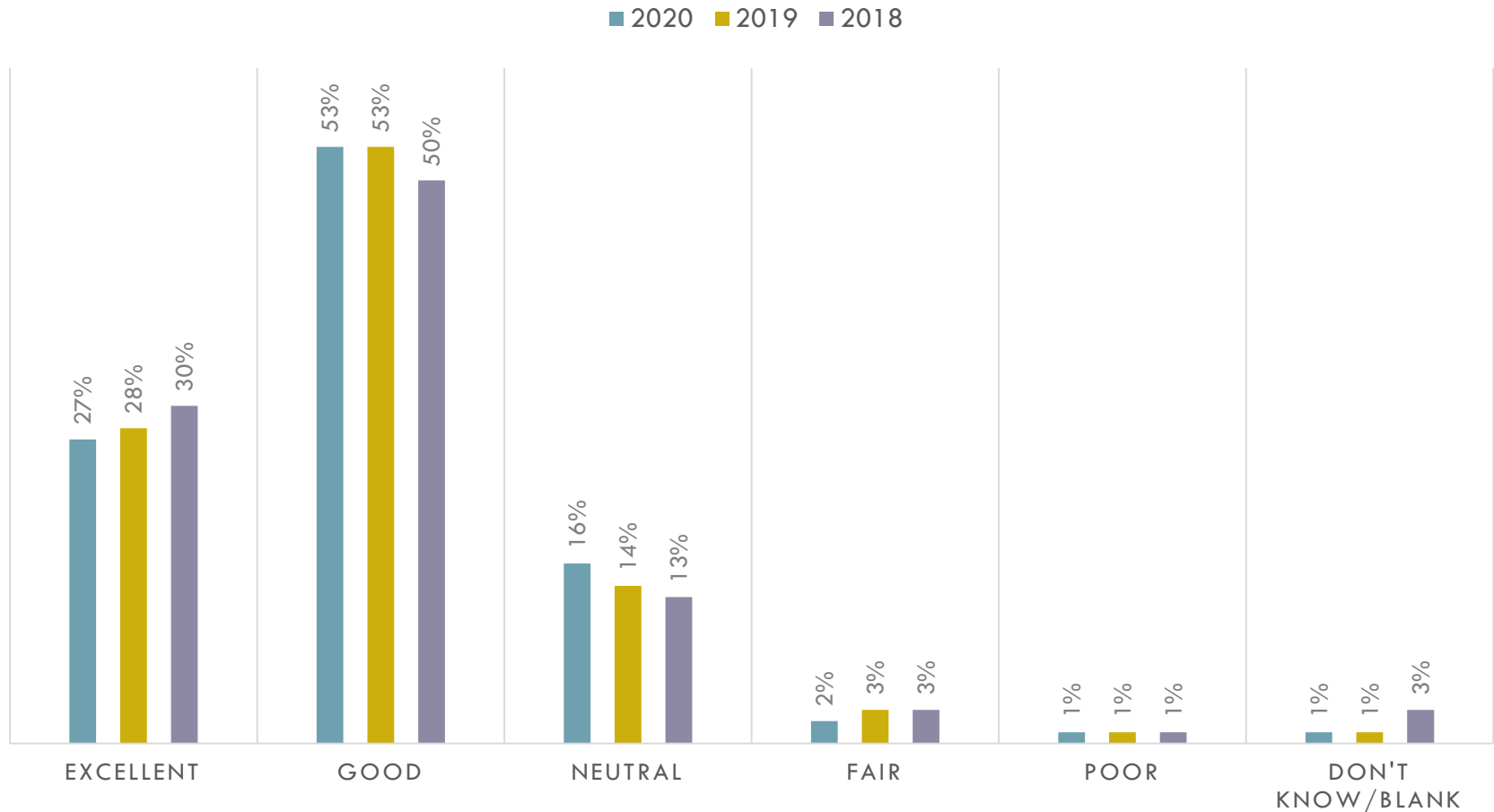
EXCELLENT OR GOOD		
2020 - 81%	2019 - 78%	2018 - 80%

Q13: HOW WOULD YOU RATE THE DEPENDABILITY AND OVERALL QUALITY OF THE CITY WATER SUPPLY?



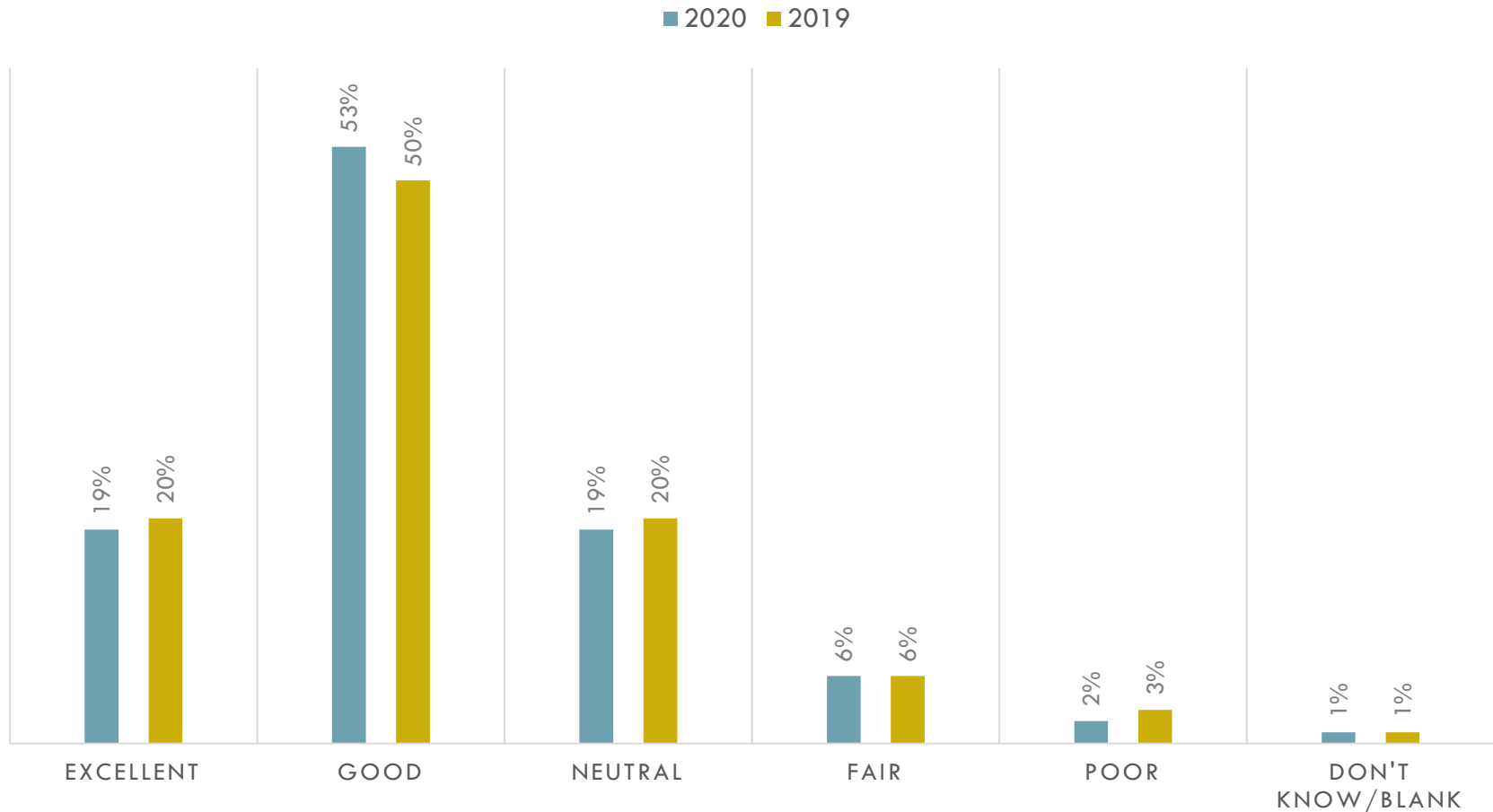
EXCELLENT OR GOOD		
2020 - 88%	2019 - 87%	2018 - 86%

Q12: HOW WOULD YOU RATE THE DEPENDABILITY AND OVERALL QUALITY OF CITY SANITARY SEWER SERVICE?



EXCELLENT OR GOOD		
2020 - 80%	2019 - 81%	2018 - 80%

Q14: HOW WOULD YOU RATE THE OVERALL QUALITY OF STORMWATER MANAGEMENT IN THE CITY?

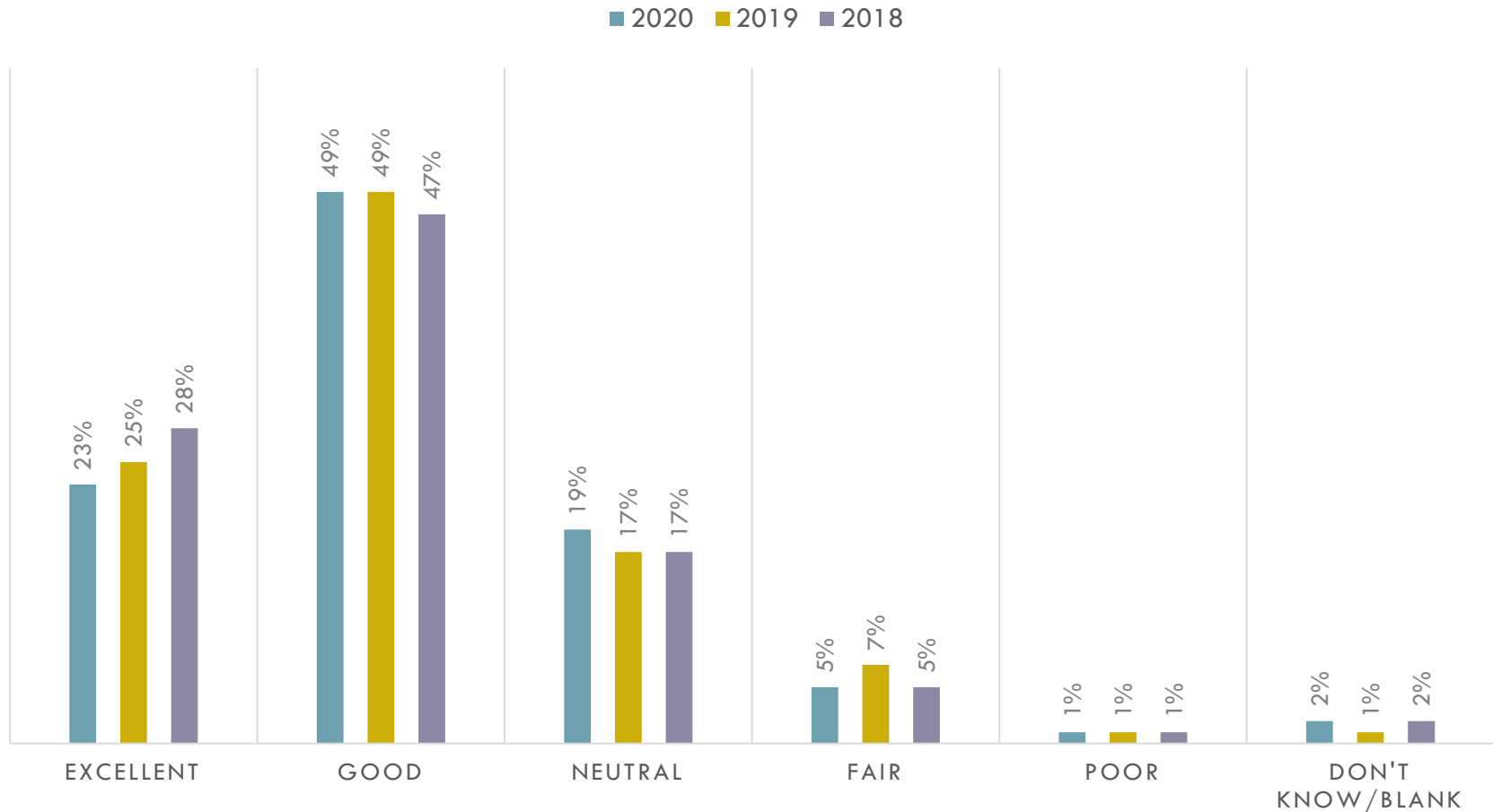


EXCELLENT OR GOOD		
2020 – 72%	2019 – 70%	2018 – N/A



PARKS & RECREATION

Q15: HOW WOULD YOU RATE THE OVERALL QUALITY OF CITY RECREATIONAL PROGRAMS AND FACILITIES (PARKS, TRAILS, RECREATION FACILITIES, CLASSES, ETC.)?

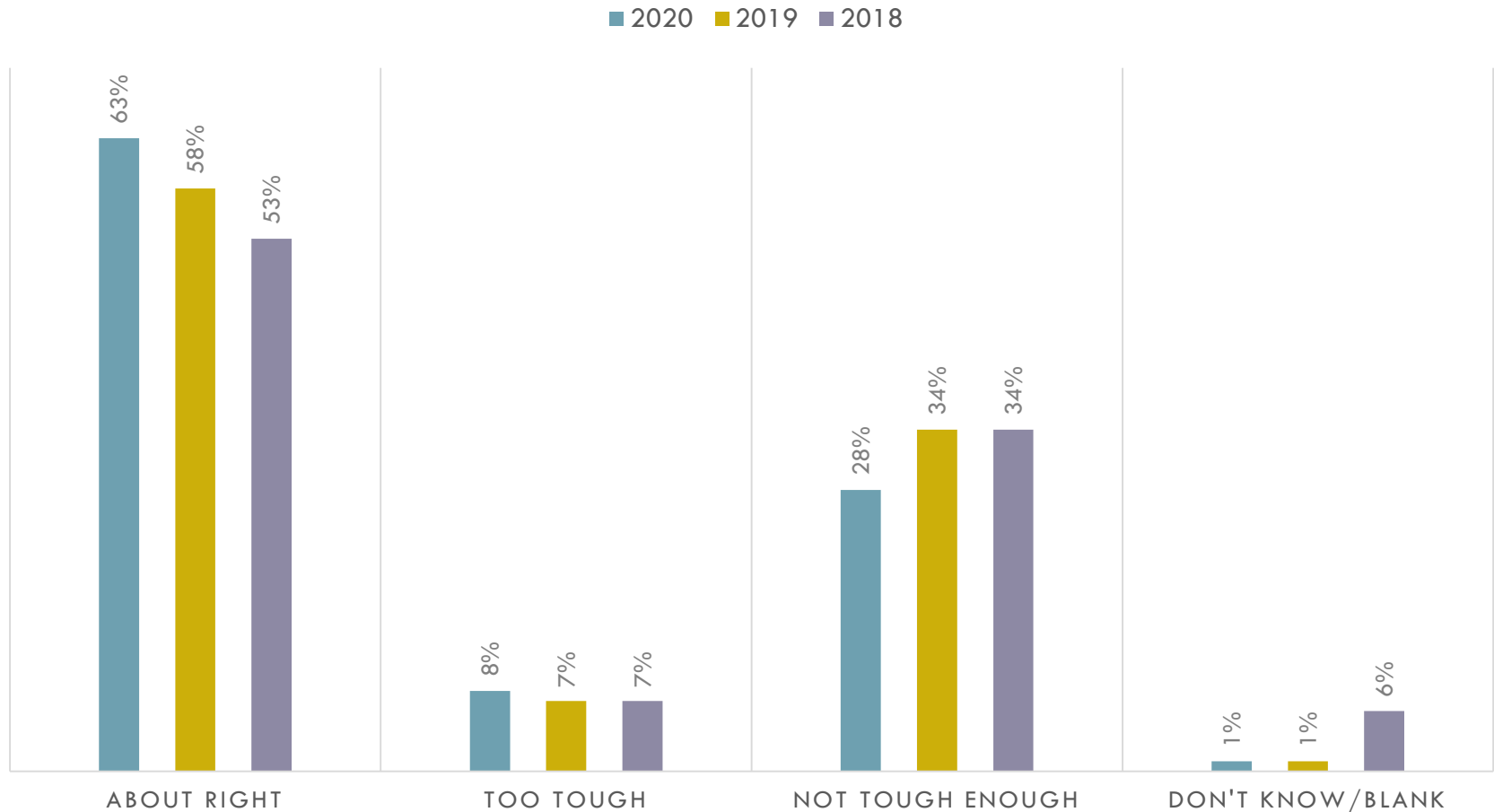


EXCELLENT OR GOOD		
2020 - 72%	2019 - 74%	2018 - 75%



CODE ENFORCEMENT

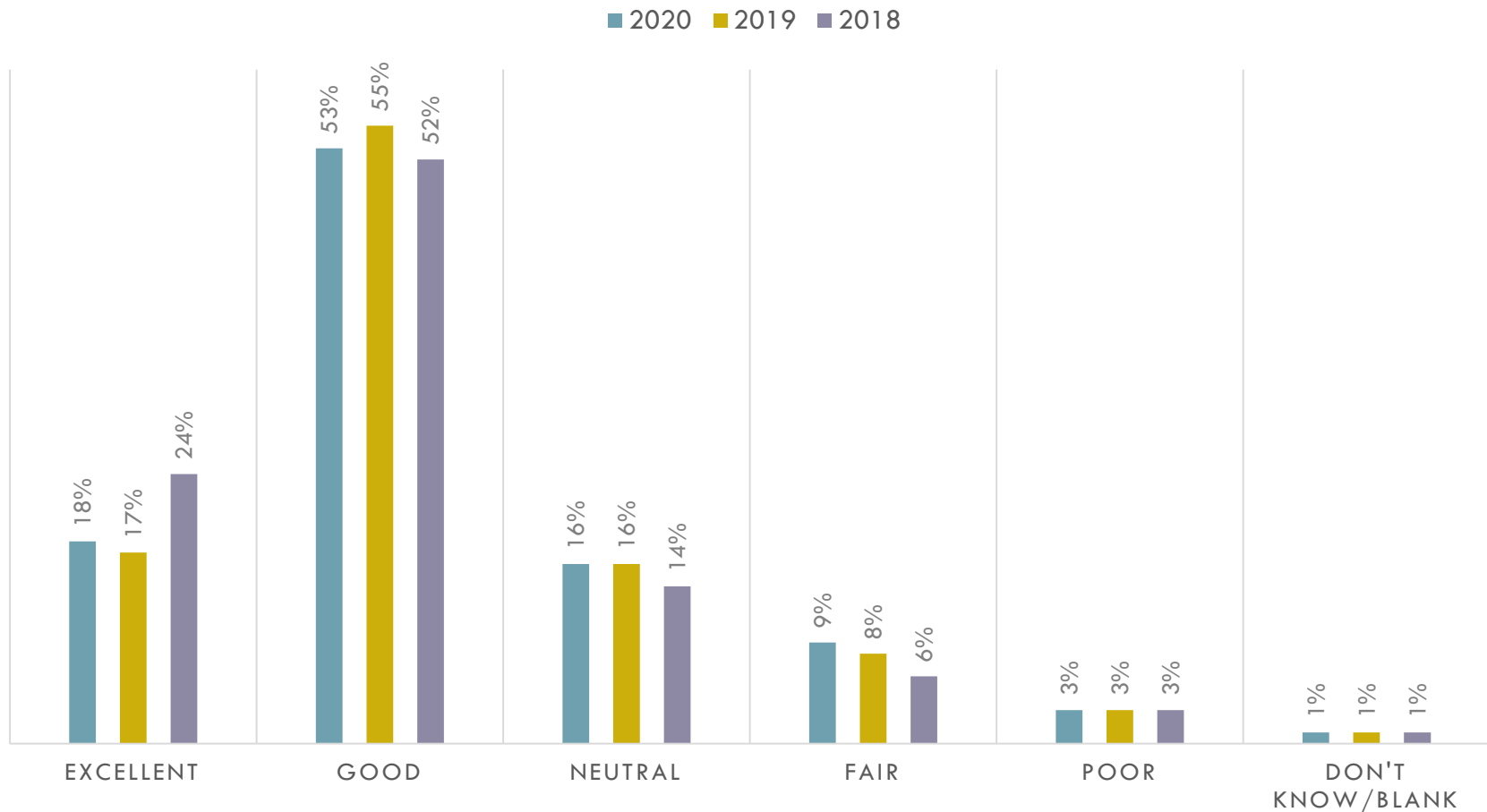
Q5: DO YOU THINK THE CITY IS TOO TOUGH, ABOUT RIGHT OR NOT TOUGH ENOUGH IN ENFORCING THE CITY CODE ON SUCH NUISANCE ISSUES AS TRASH CAN SCREENING, EXTERIOR STORAGE AND INOPERABLE VEHICLES?





COMMUNICATIONS

Q16: HOW WOULD YOU RATE THE QUALITY OF COMMUNICATION/DISTRIBUTION OF INFORMATION?



EXCELLENT OR GOOD		
2020 - 71%	2019 - 72%	2018 - 77%

Q17: HOW WOULD YOU PREFER TO RECEIVE THE CITY'S NEWSLETTER?

