



2019 NEW HOPE CITY SERVICES SURVEY

November 18, 2019

SUBMISSIONS AT A GLANCE

Survey period of June 1 to September 1, 2019

610 total responses

- 346 paper surveys returned
- 264 completed online

Lowest number of responses received in the last three years:

- 2017 - 632
- 2018 - 679

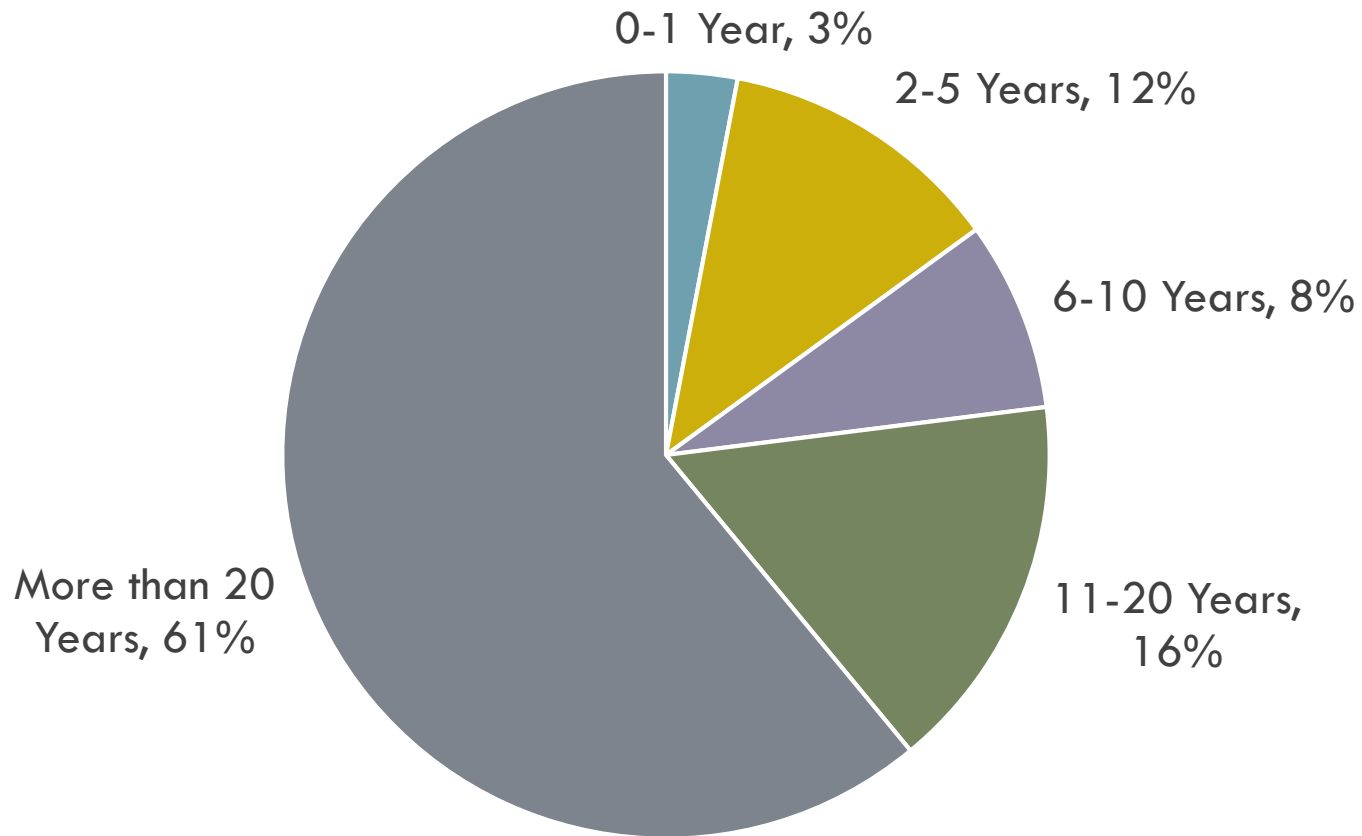
81% of respondents rated the overall quality of city services as excellent or good (flat to last year)

Top rated city services:

- Police (93% very or somewhat safe)
- Water Supply (87% excellent or good)
- Sanitary Sewer (81% excellent or good)
- West Metro Fire-Rescue (80% excellent or good)



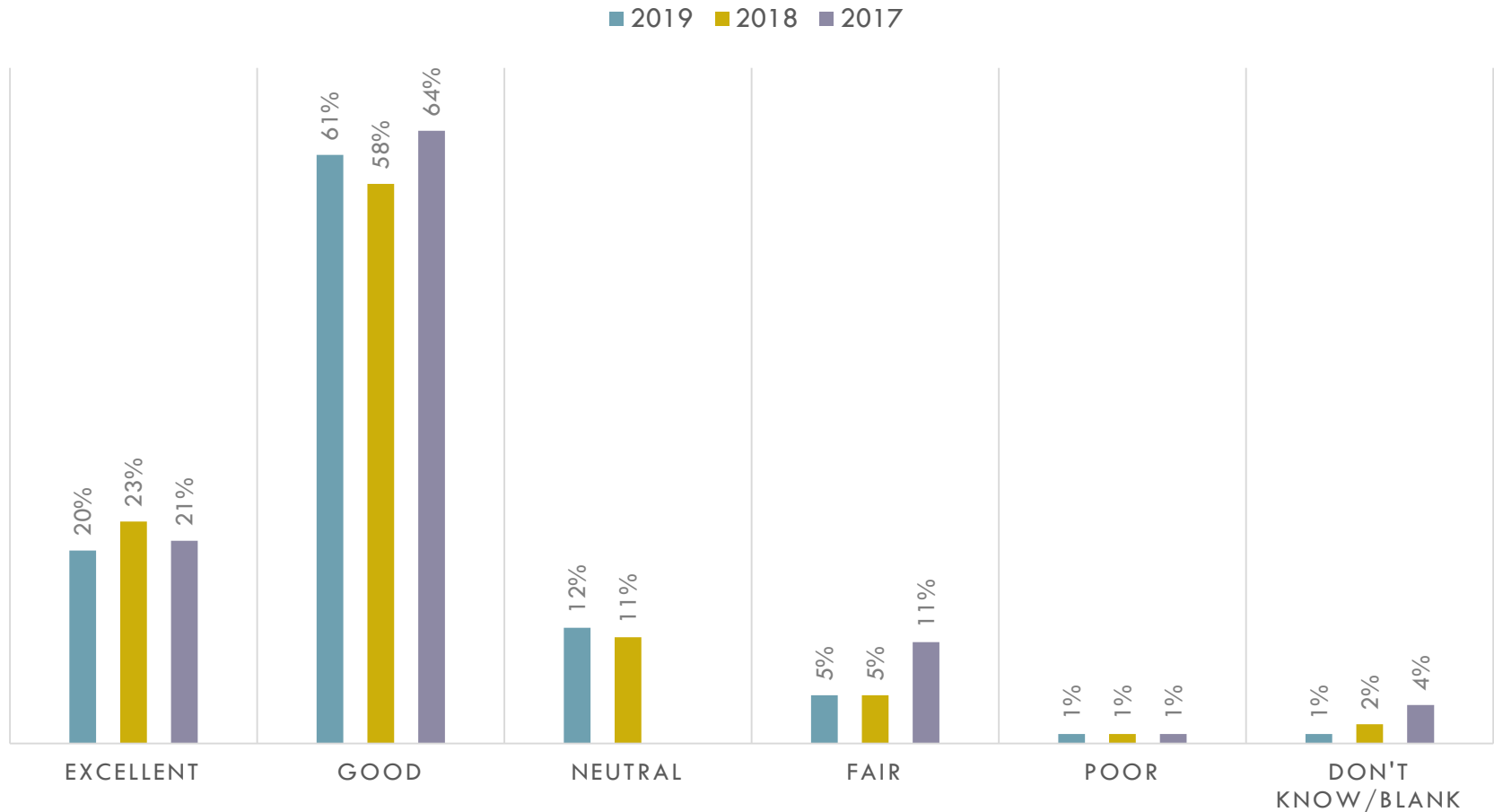
Q1: HOW MANY YEARS HAVE YOU LIVED IN NEW HOPE?





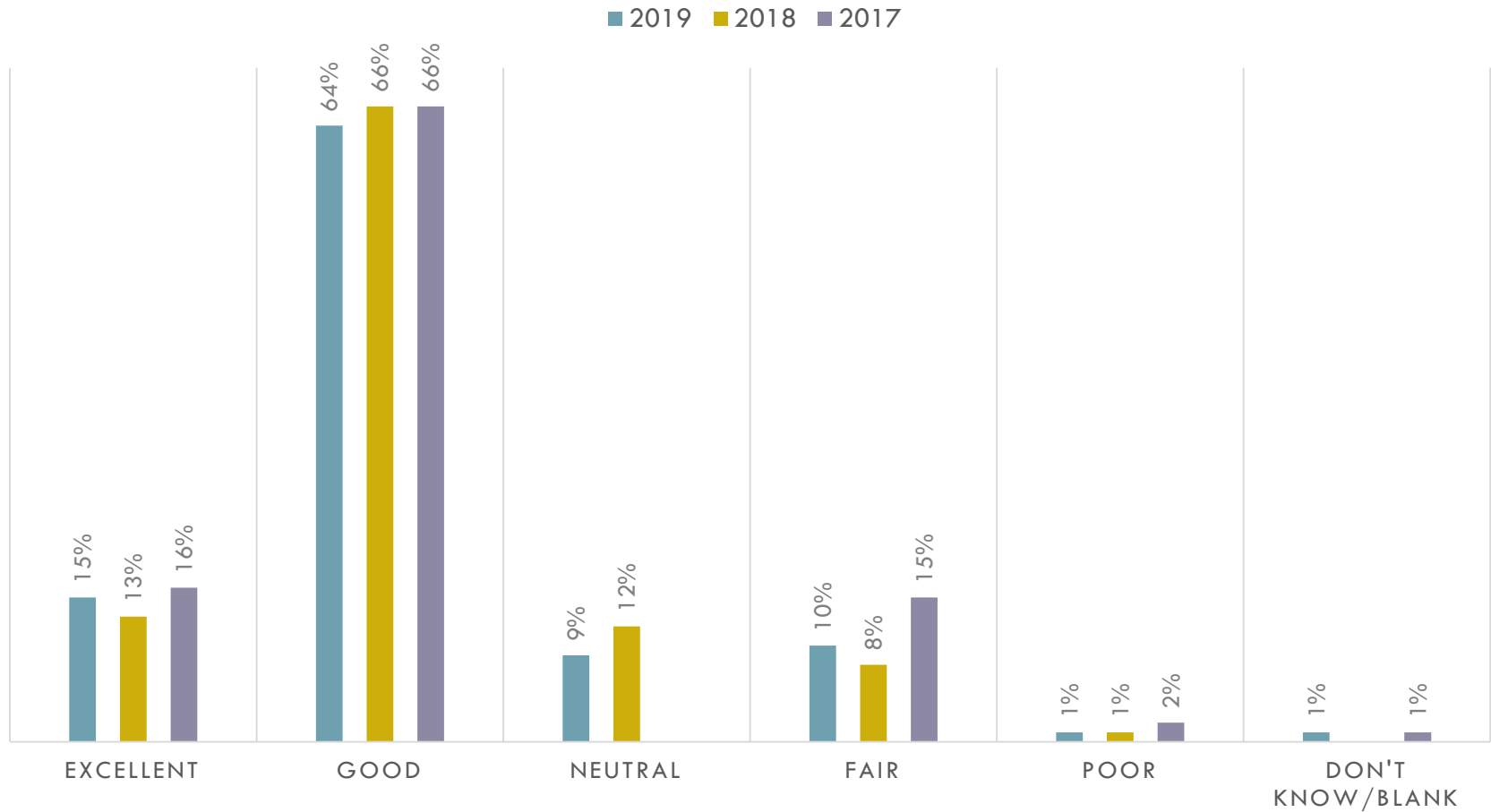
GENERAL

Q14: HOW WOULD YOU RATE THE OVERALL QUALITY OF SERVICES PROVIDED BY THE CITY?



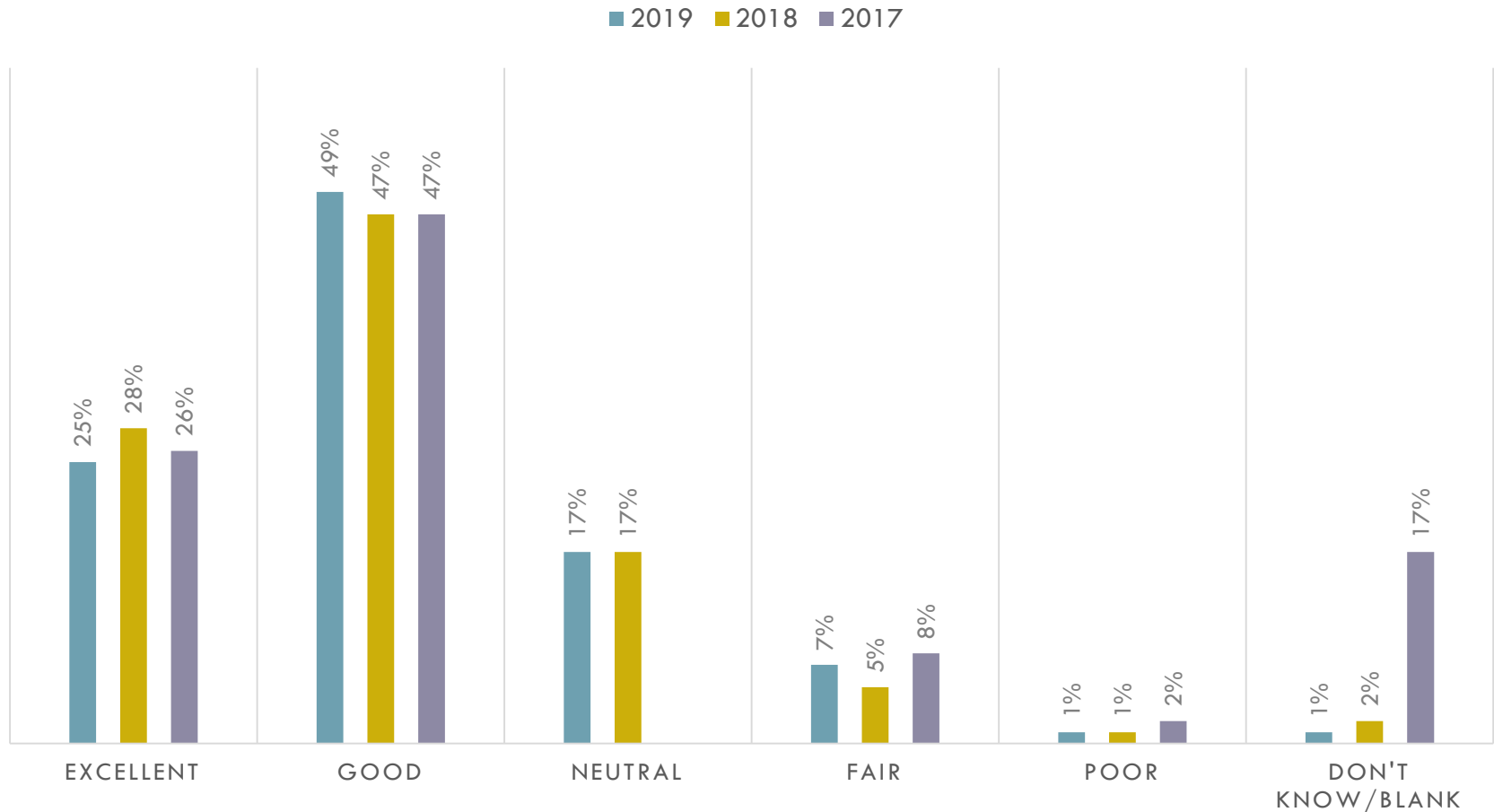
EXCELLENT OR GOOD		
2019 - 81%	2018 - 81%	2017 - 84.5%

Q2: HOW WOULD YOU RATE THE OVERALL APPEARANCE OF THE CITY?



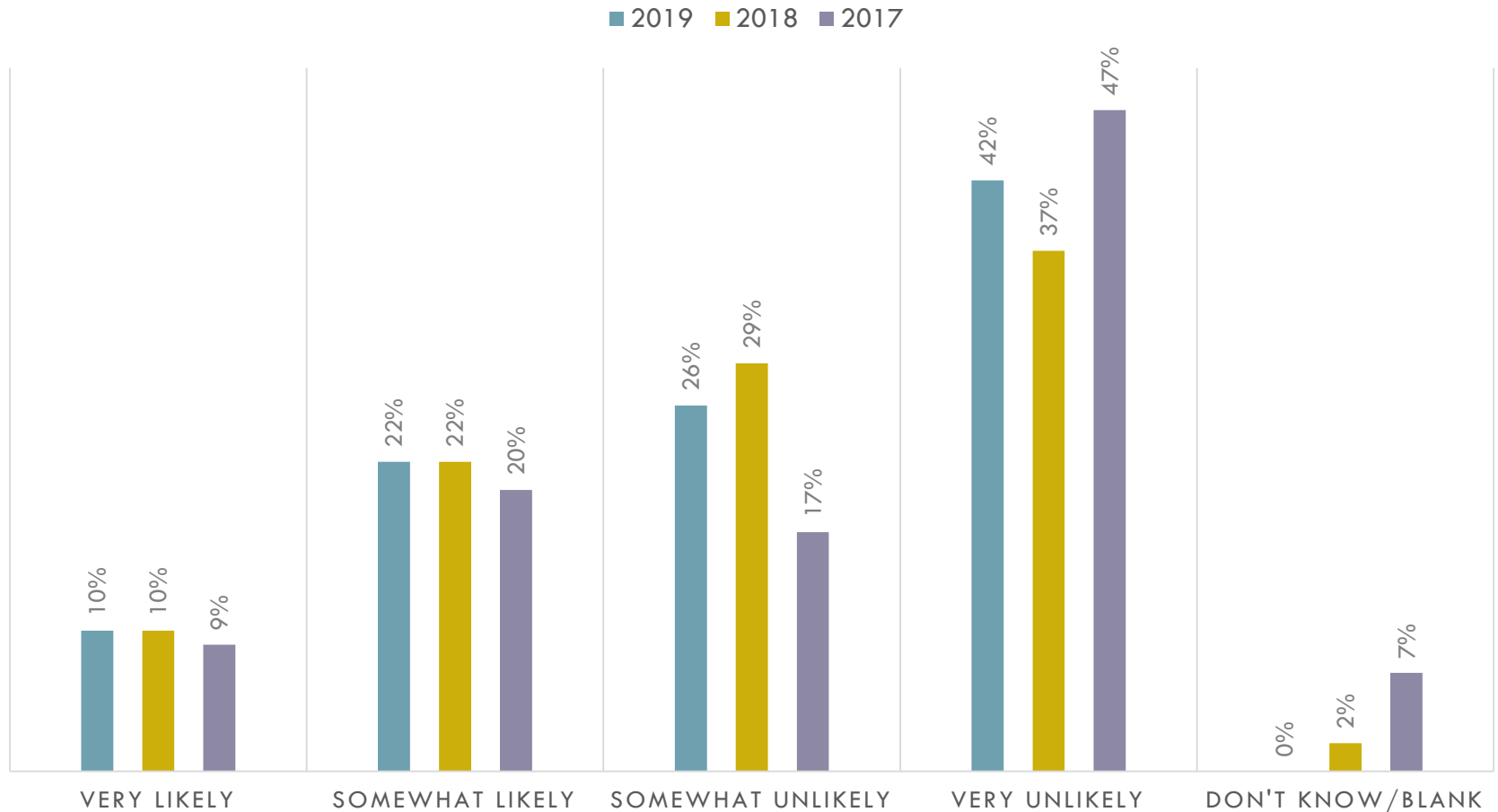
EXCELLENT OR GOOD		
2019 - 79%	2018 - 79%	2017 - 82%

Q12: HOW WOULD YOU RATE THE OVERALL QUALITY OF CITY RECREATIONAL PROGRAMS AND FACILITIES (PARKS, TRAILS, RECREATION FACILITIES, CLASSES, ETC.)?



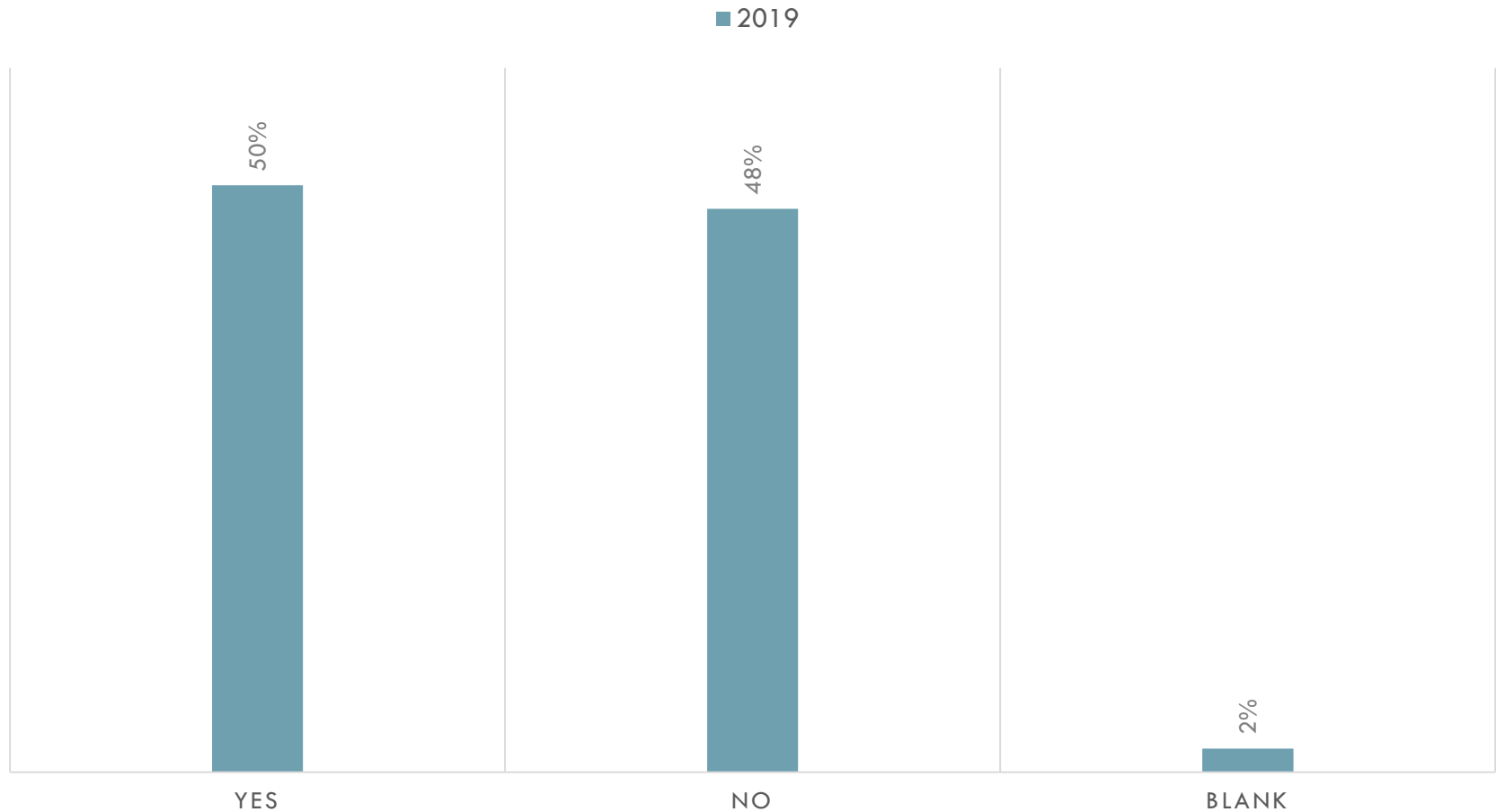
EXCELLENT OR GOOD		
2019 - 74%	2018 - 75%	2017 - 73%

Q9: HOW LIKELY WOULD YOU BE TO USE PUBLIC TRANSIT IF IT WERE READILY AVAILABLE?



VERY LIKELY OR SOMEWHAT LIKELY		
2019 - 32%	2018 - 32%	2017 - 29%

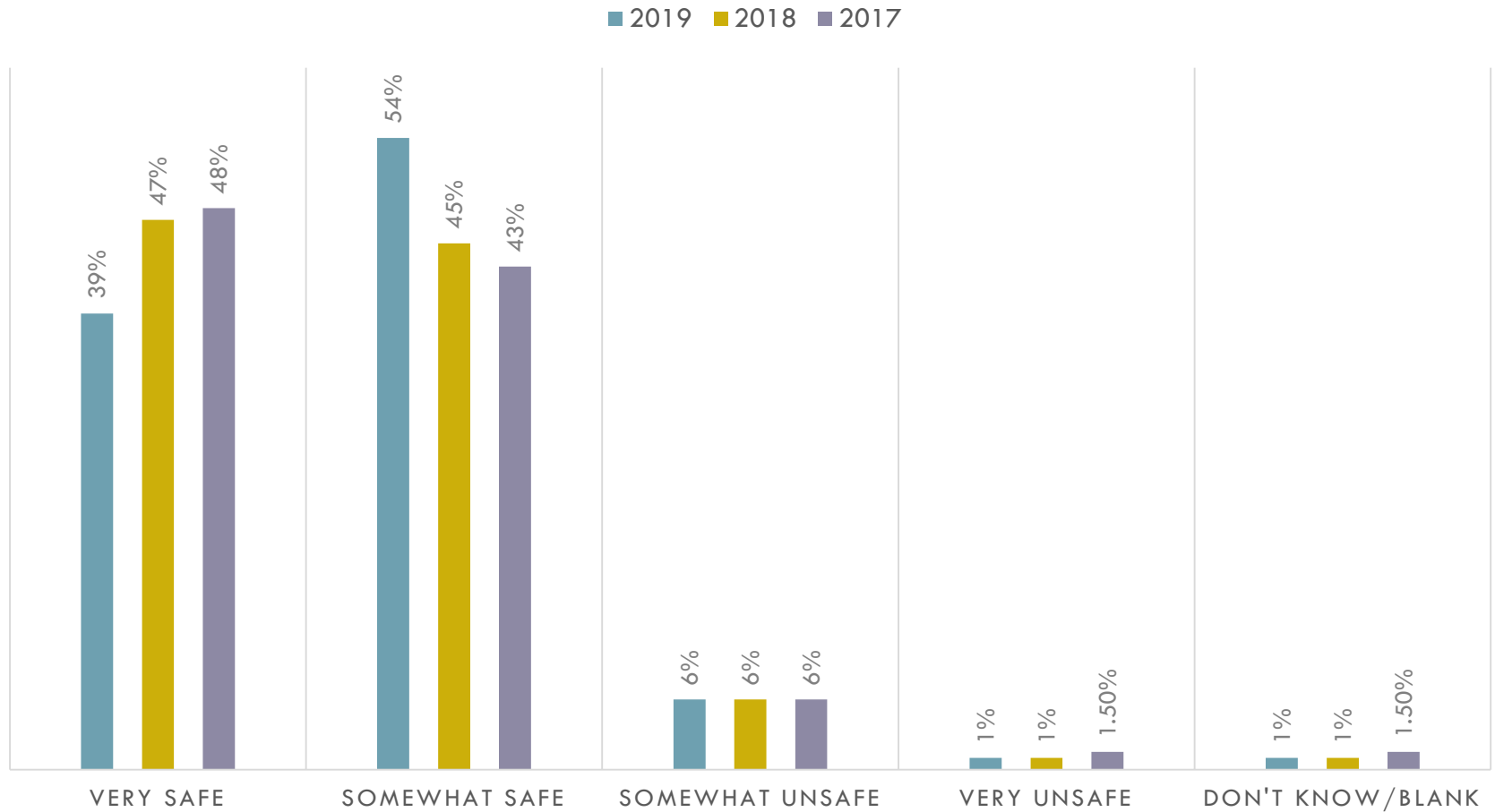
Q15: IF FINANCIAL ASSISTANCE FOR HOME REPAIR AND IMPROVEMENT PROJECTS WERE AVAILABLE, WOULD YOU BE INTERESTED IN OBTAINING IT THROUGH THE CITY?





POLICE SERVICES

Q4: HOW WOULD YOU DESCRIBE YOUR OVERALL FEELING OF SAFETY IN THE CITY?

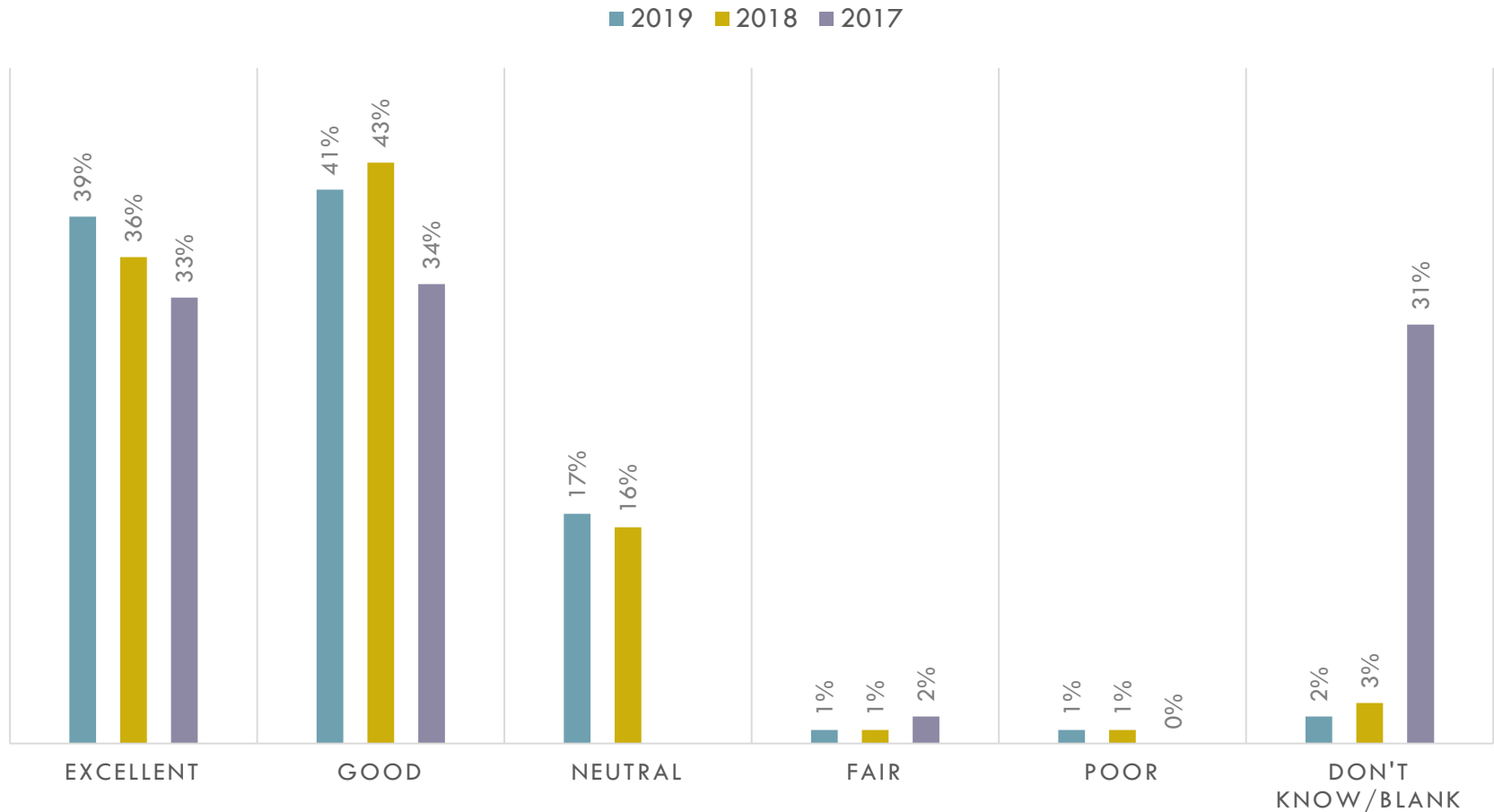


VERY SAFE OR SOMEWHAT SAFE		
2019 - 93%	2018 - 92%	2017 - 91%



FIRE & EMS SERVICES

Q5: WHAT IS YOUR PERCEPTION OF THE QUALITY OF FIRE EDUCATION, INSPECTION AND RESPONSE SERVICES PROVIDED BY WEST METRO FIRE-RESCUE DISTRICT?

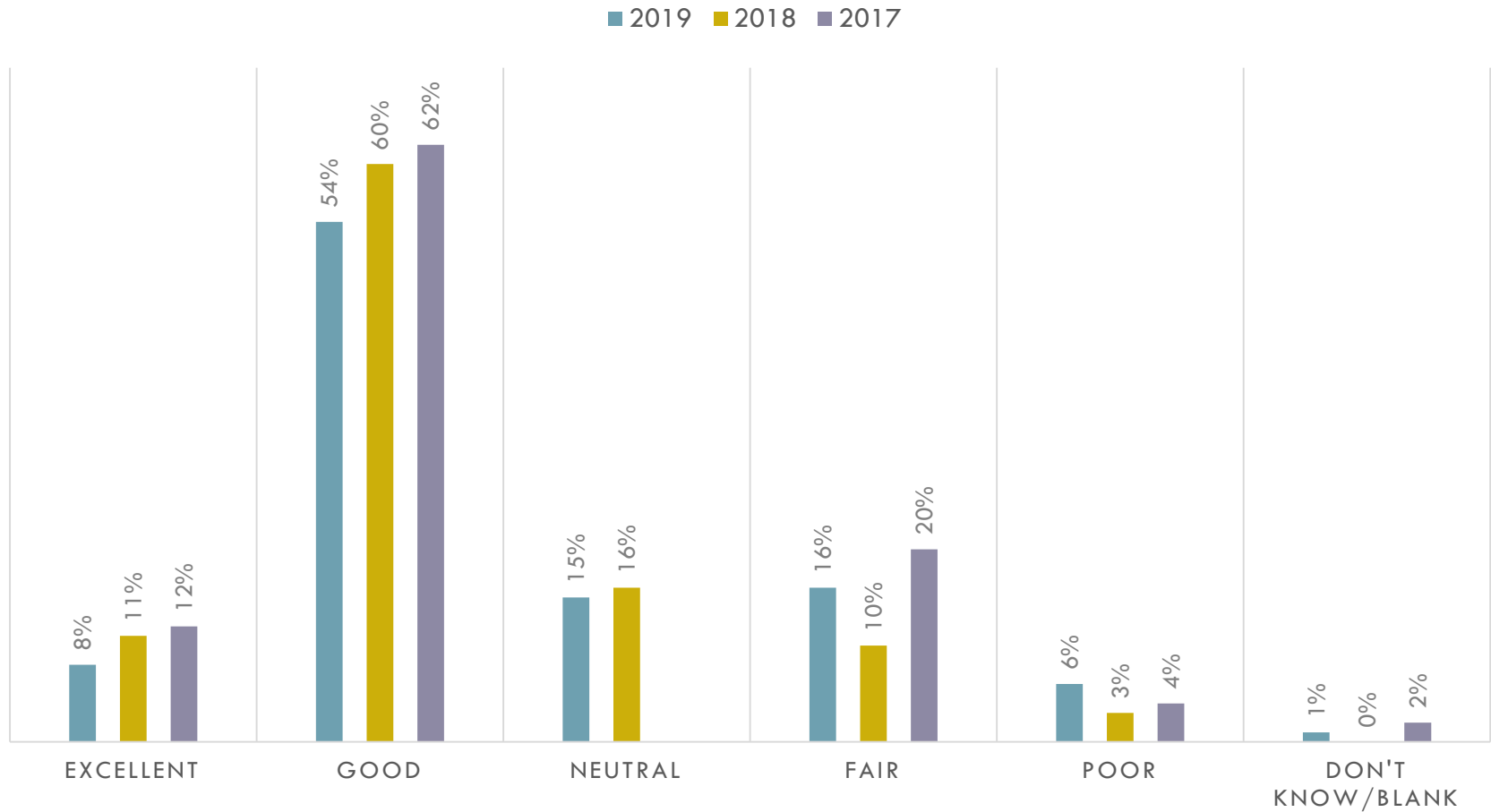


EXCELLENT OR GOOD		
2019 - 80%	2018 - 79%	2017 - 67%



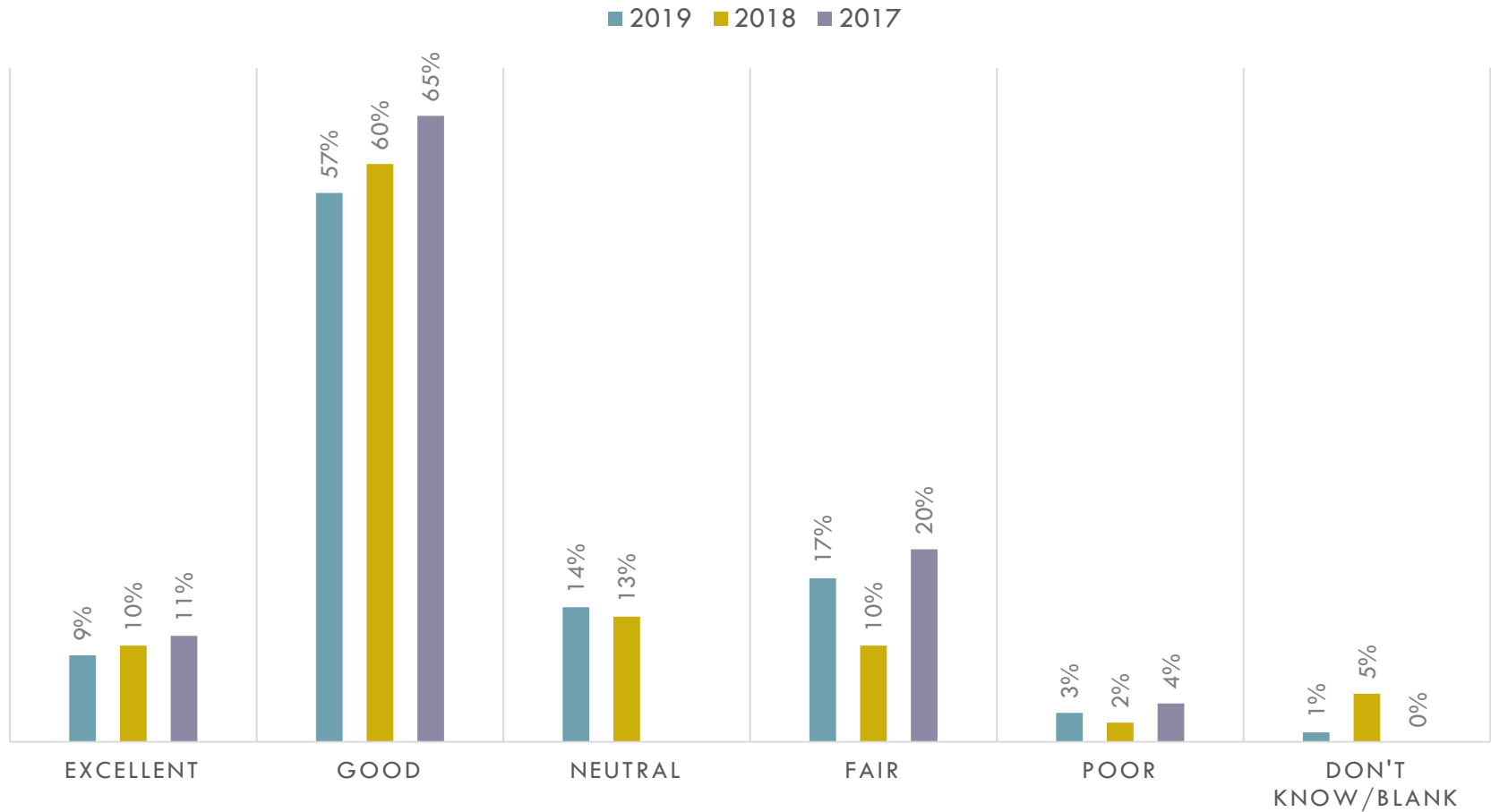
STREETS

Q6: HOW WOULD YOU RATE THE OVERALL CONDITION OF COUNTY ROADS?



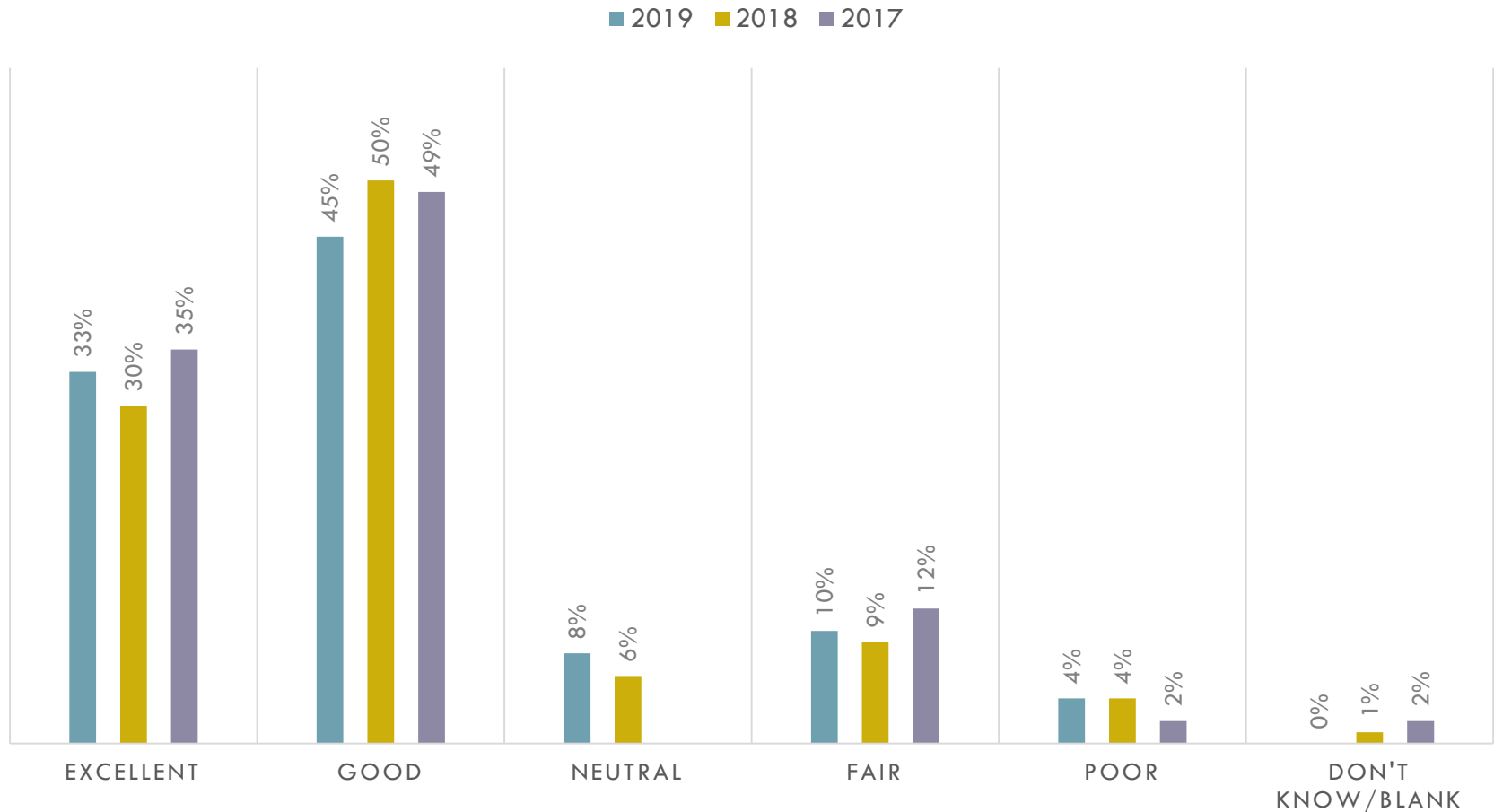
EXCELLENT OR GOOD		
2019 - 62%	2018 - 71%	2017 - 74%

Q7: HOW WOULD YOU RATE THE OVERALL CONDITION OF CITY STREETS?



EXCELLENT OR GOOD		
2019 - 64%	2018 - 70%	2017 - 75%

Q8: HOW WOULD YOU RATE THE OVERALL QUALITY OF SNOWPLOWING ON CITY STREETS?

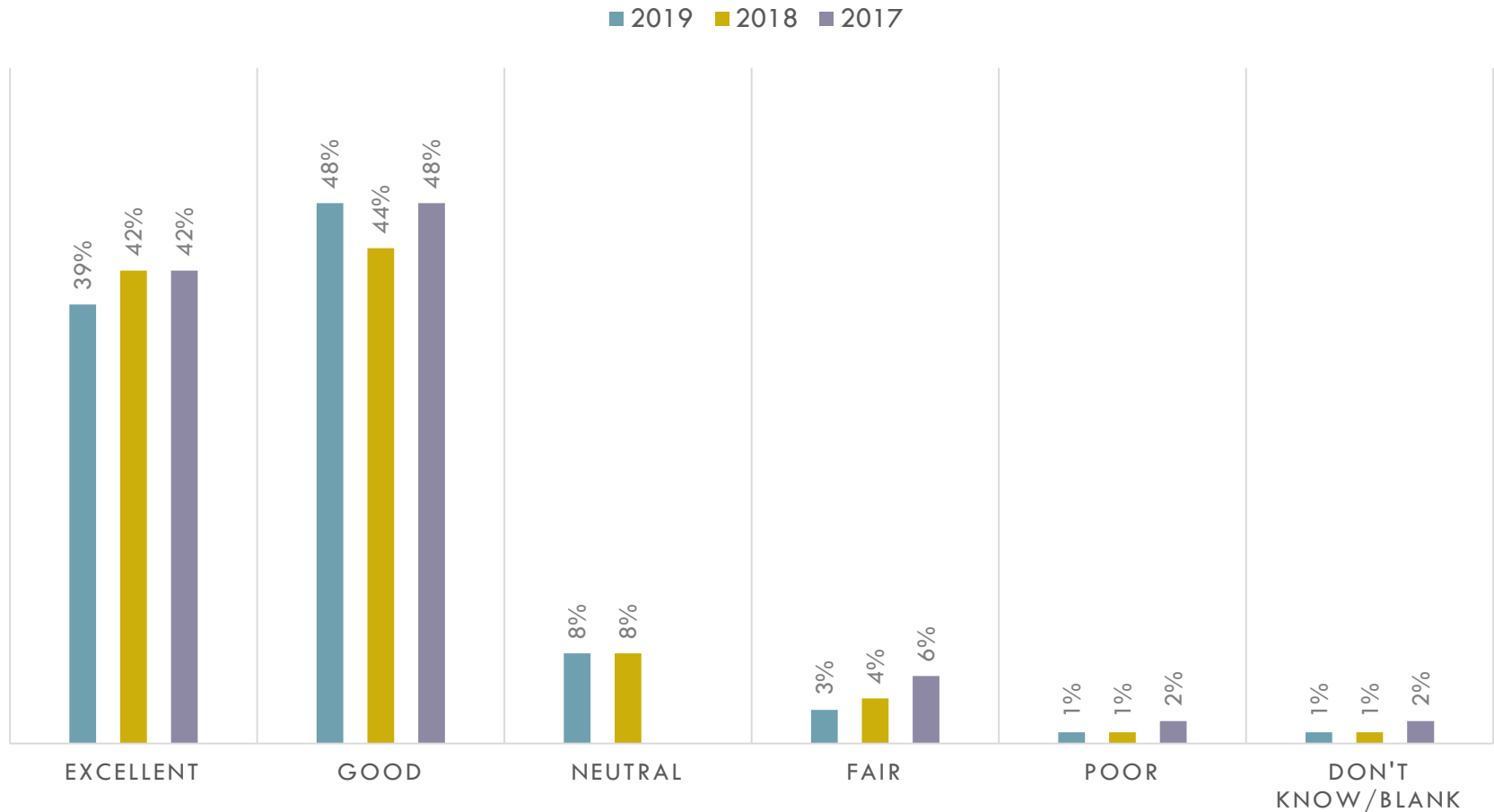


EXCELLENT OR GOOD		
2019 - 78%	2018 - 80%	2017 - 84%



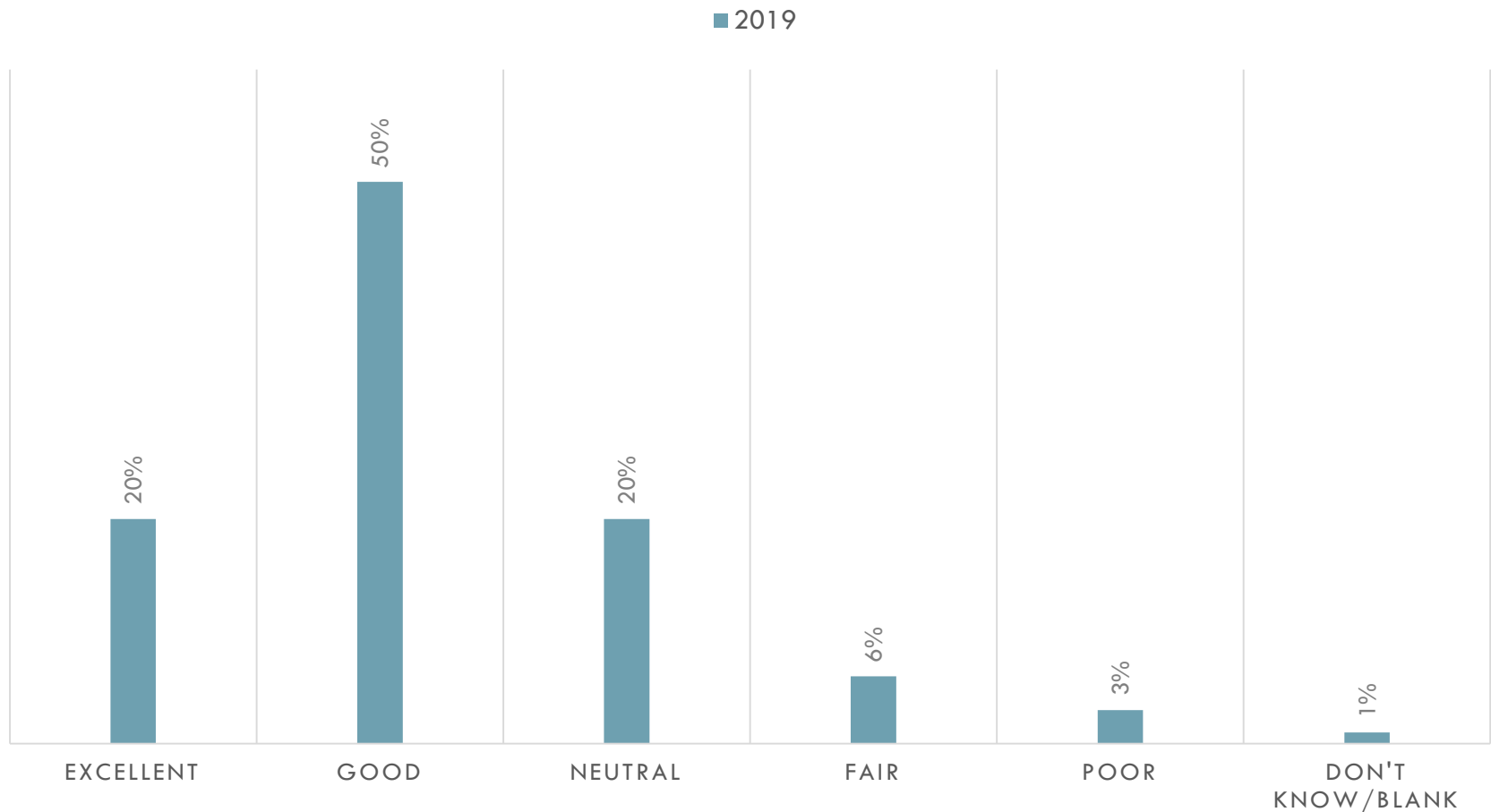
WATER & SEWER

Q11: HOW WOULD YOU RATE THE DEPENDABILITY AND OVERALL QUALITY OF THE CITY WATER SUPPLY?



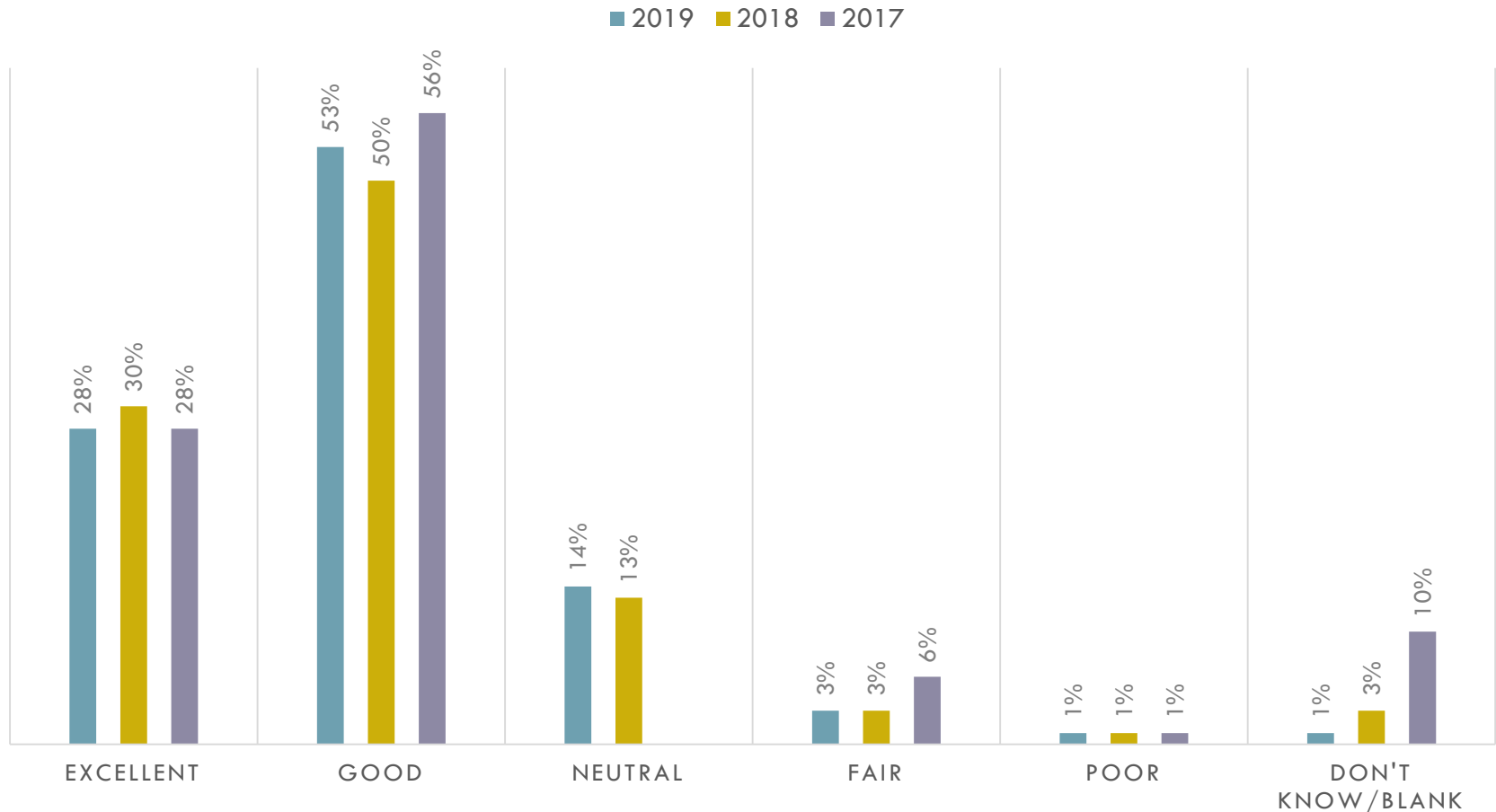
EXCELLENT OR GOOD		
2019 - 87%	2018 - 86%	2017 - 90%

Q12: HOW WOULD YOU RATE THE OVERALL QUALITY OF STORMWATER MANAGEMENT IN THE CITY?



EXCELLENT OR GOOD		
2019 – 70%	2018 – N/A	2017 – N/A

Q10: HOW WOULD YOU RATE THE DEPENDABILITY AND OVERALL QUALITY OF CITY SANITARY SEWER SERVICE?

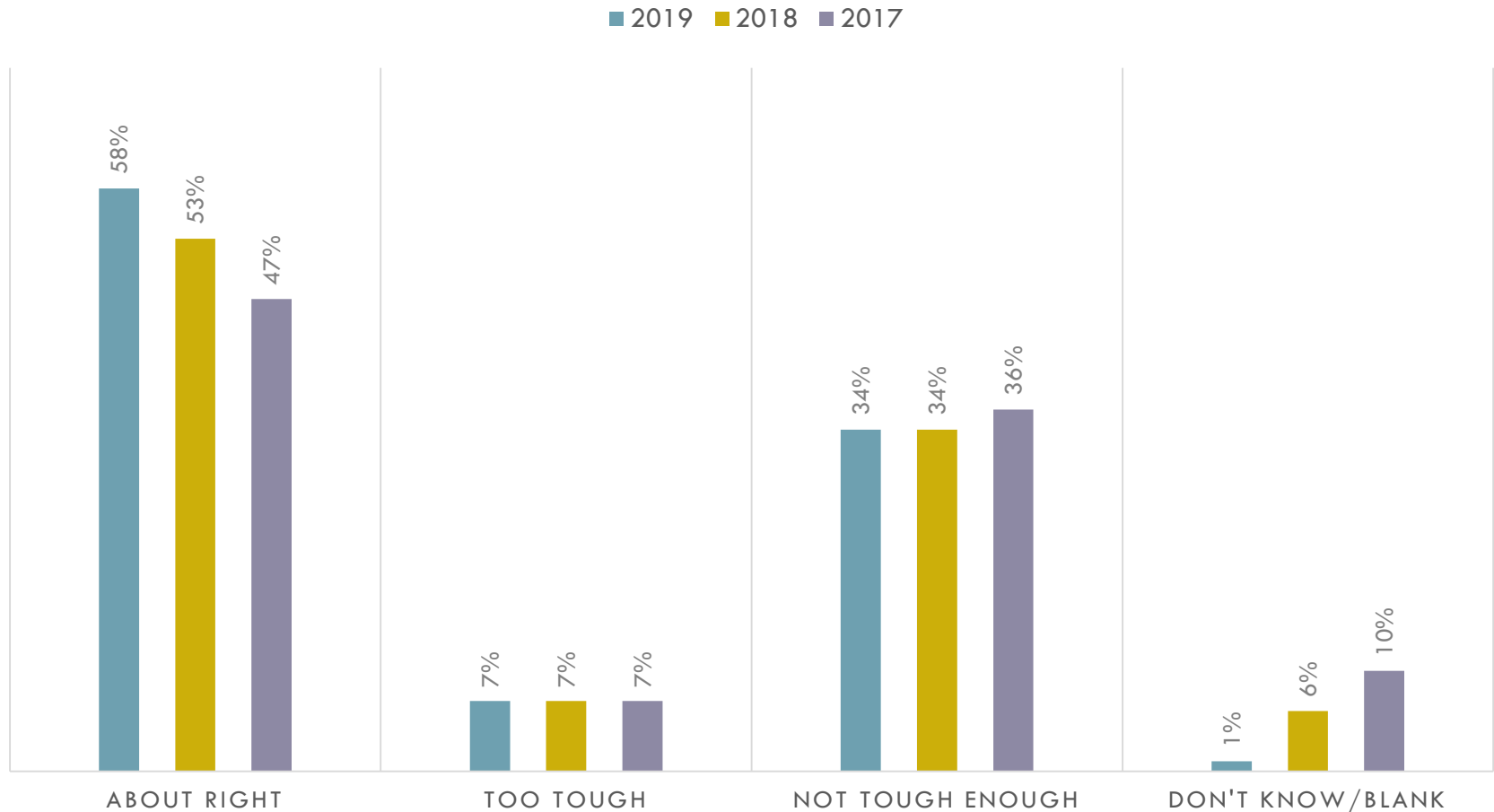


EXCELLENT OR GOOD		
2019 - 81%	2018 - 80%	2017 - 86%



CODE ENFORCEMENT

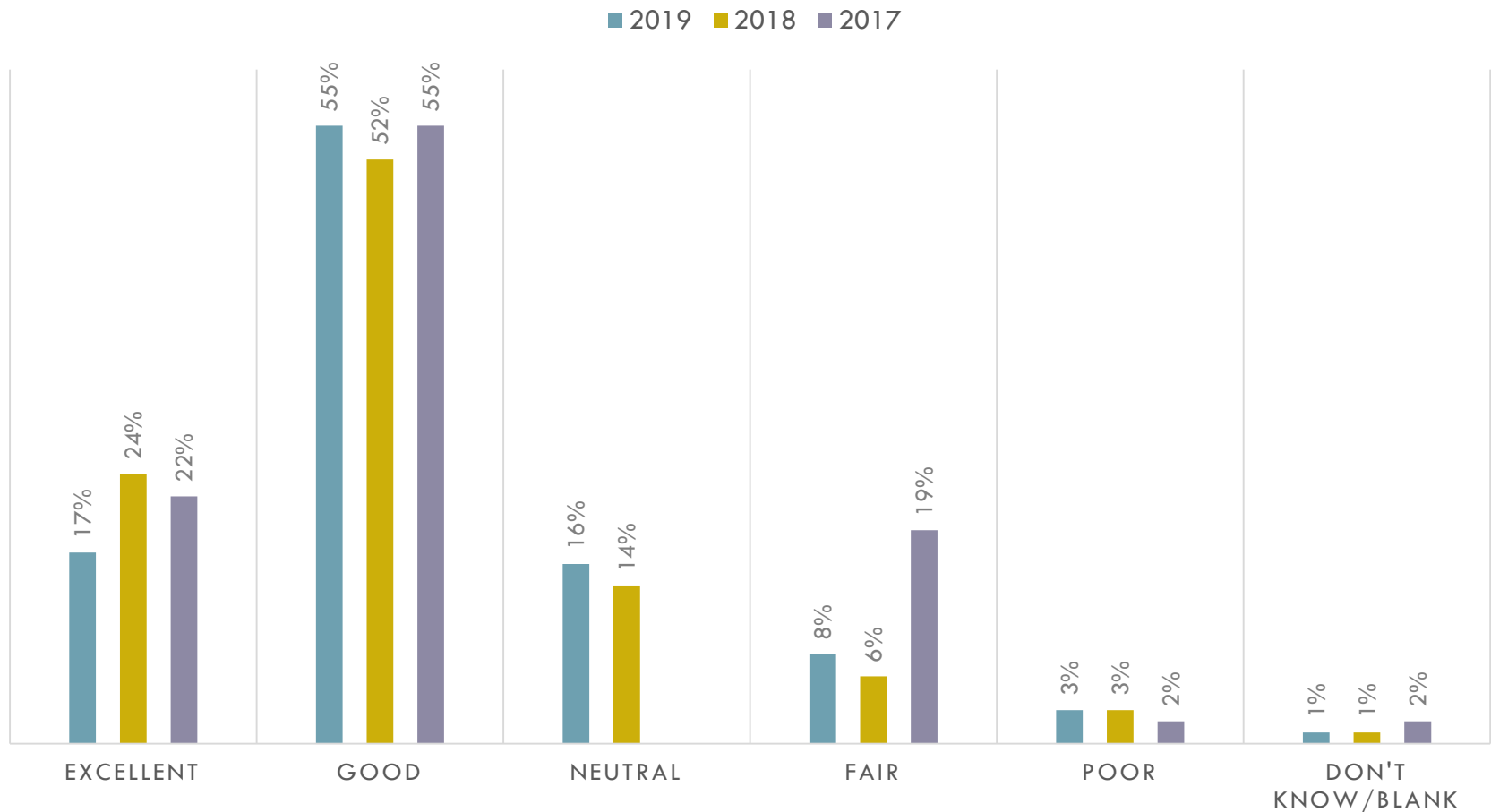
Q3: DO YOU THINK THE CITY IS TOO TOUGH, ABOUT RIGHT OR NOT TOUGH ENOUGH IN ENFORCING THE CITY CODE ON SUCH NUISANCE ISSUES AS TRASH CAN SCREENING, EXTERIOR STORAGE AND INOPERABLE VEHICLES?





COMMUNICATIONS

Q13: HOW WOULD YOU RATE THE QUALITY OF COMMUNICATION/DISTRIBUTION OF INFORMATION?



EXCELLENT OR GOOD		
2019 - 72%	2018 - 77%	2017 - 77%