



2021 NEW HOPE CITY SERVICES SURVEY

November 15, 2021

SUBMISSIONS AT A GLANCE

Survey period of July 1 to Oct. 1, 2021

663 total responses

- 366 paper surveys returned
- 297 completed online

Decrease from 2020, but similar response rate to past years:

2020 – 839 2019 – 610 2018 - 679 2017 - 632

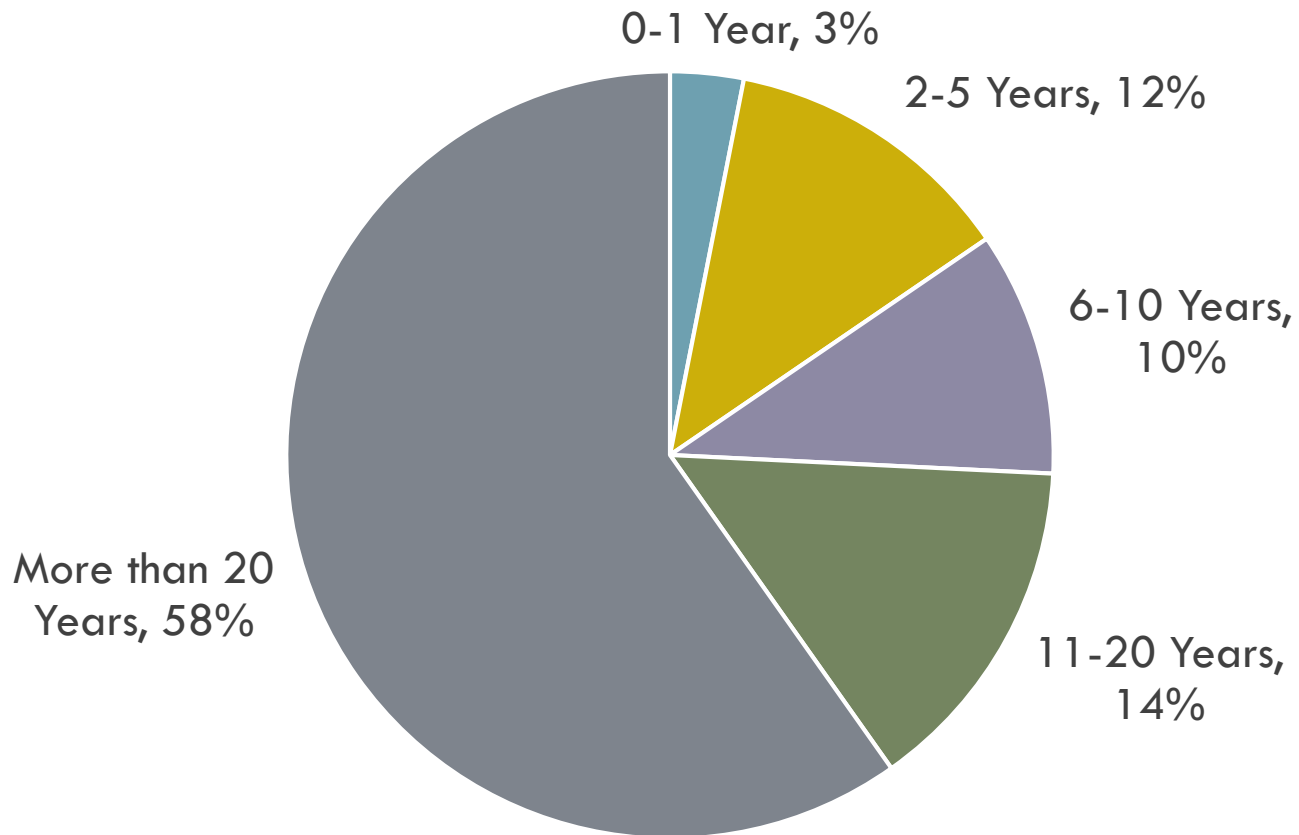
82% of respondents rated the overall quality of city services as excellent or good (slight increase from last year)

Top rated city services:

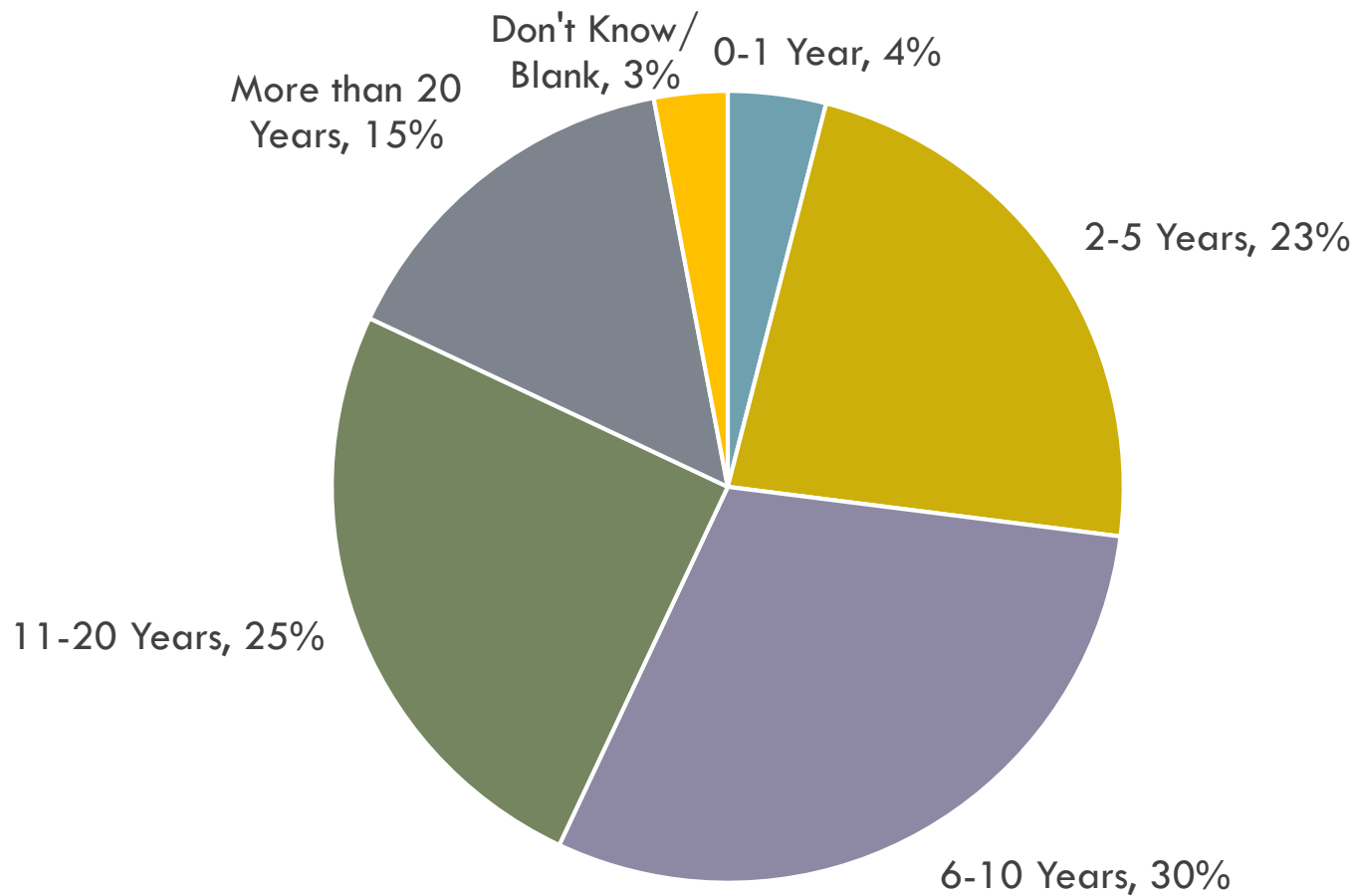
- Police (88% very or somewhat safe)
- Water Supply (87% excellent or good)
- Sanitary Sewer (83% excellent or good)
- Snowplowing (82% excellent or good)



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



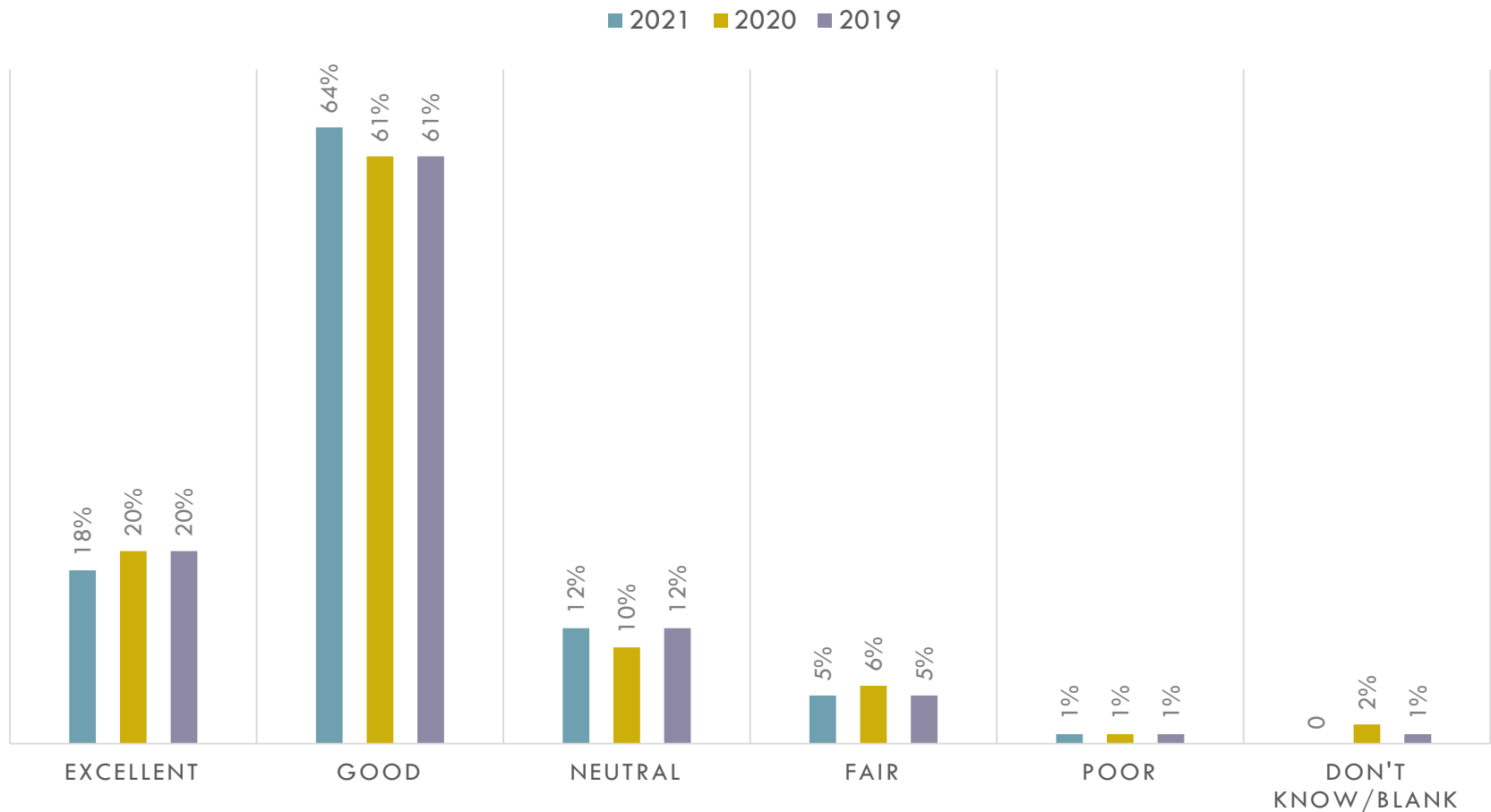
Q2: AS THINGS STAND NOW, HOW LONG IN THE FUTURE DO YOU EXPECT TO LIVE IN NEW HOPE?





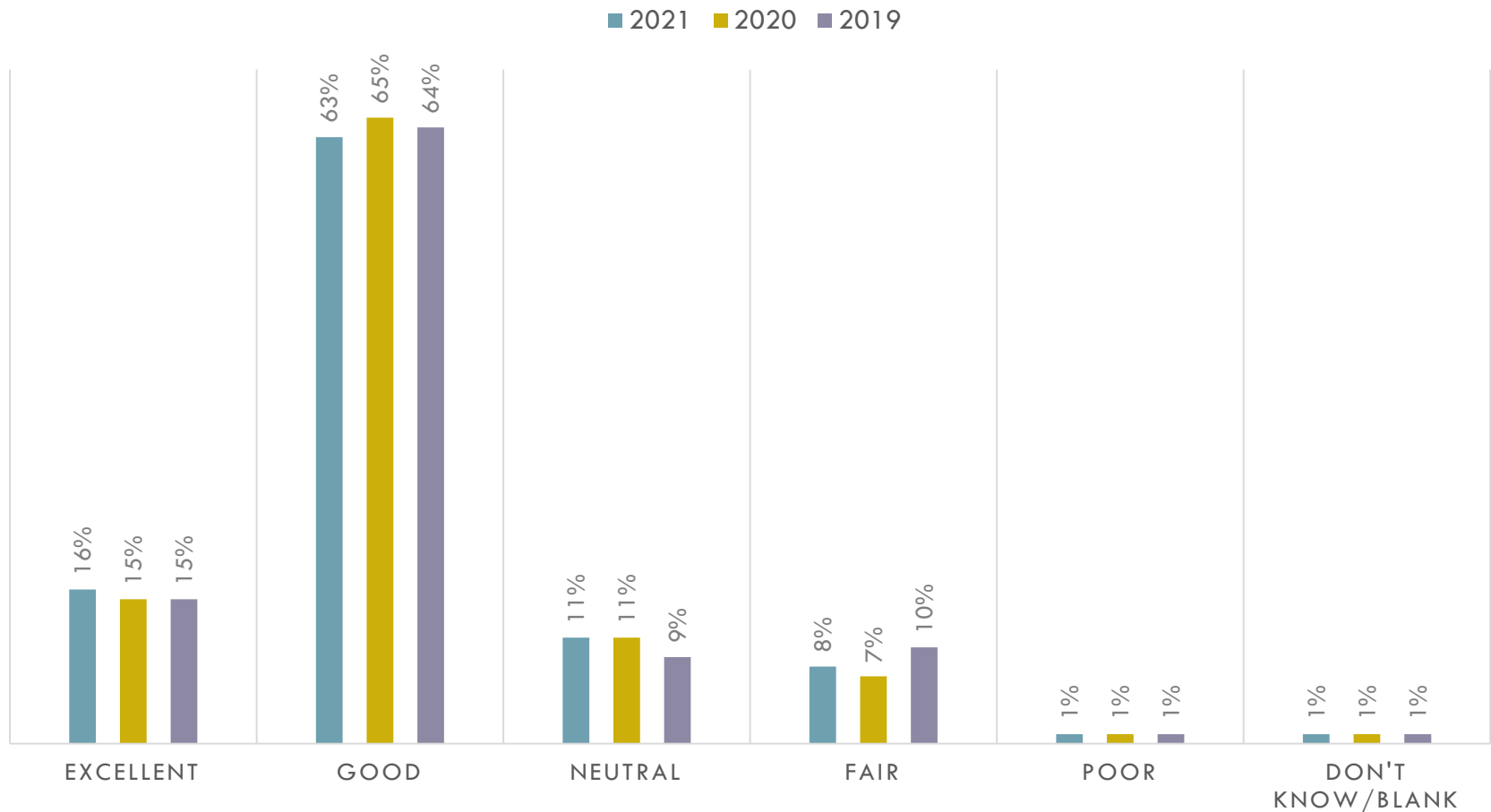
GENERAL

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



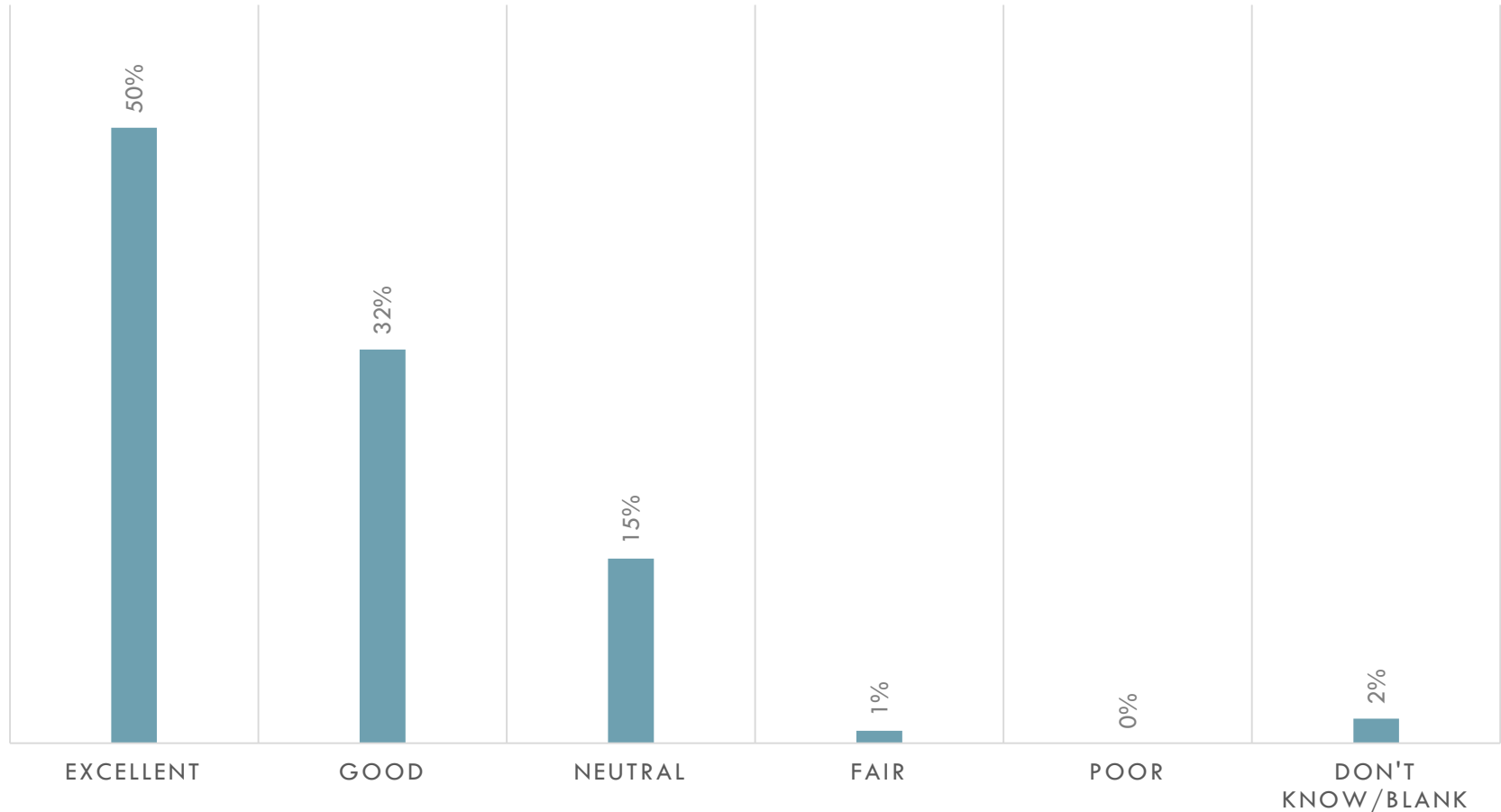
EXCELLENT OR GOOD		
2021 - 82%	2020 - 81%	2019 - 81%

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



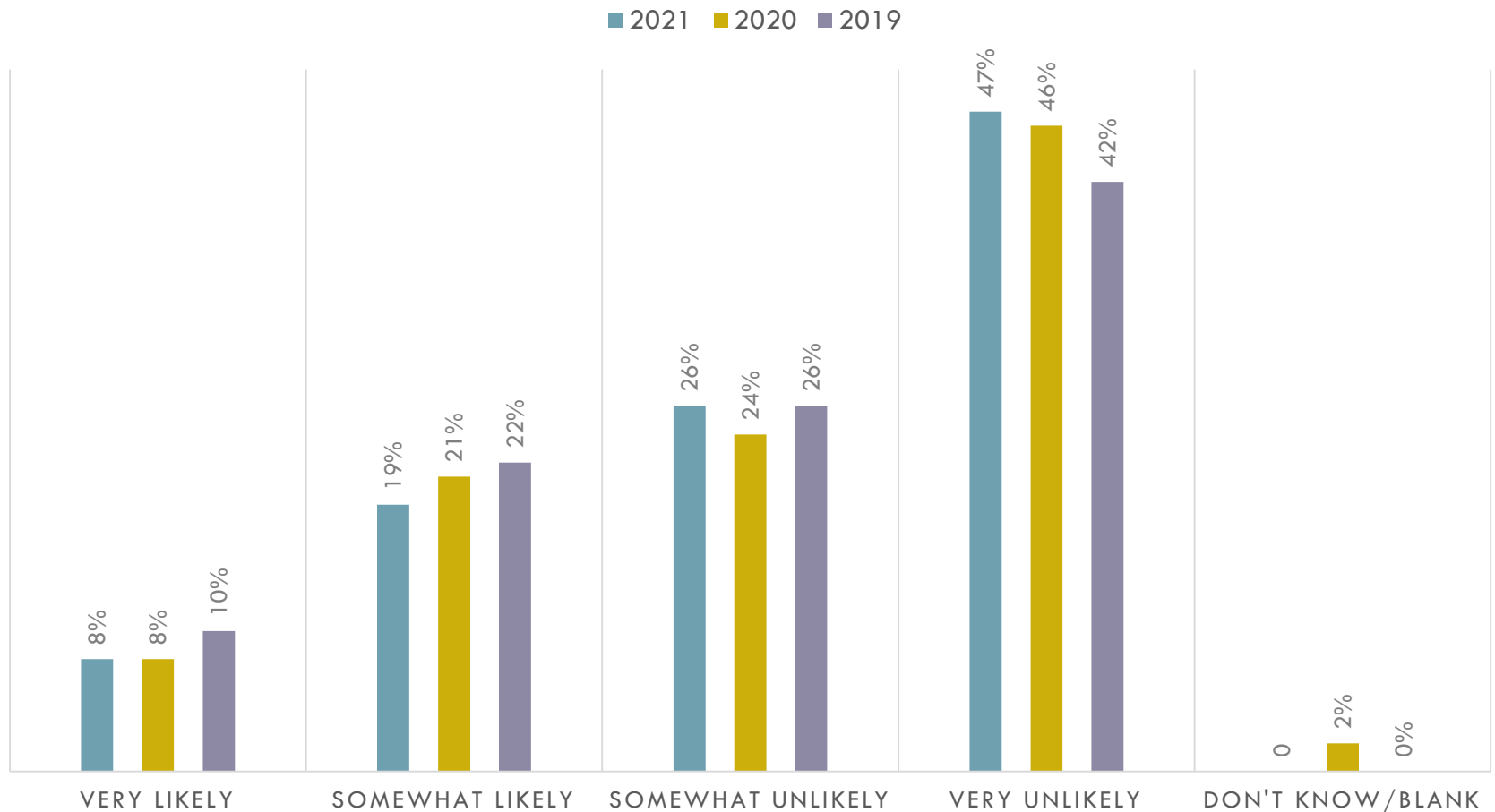
EXCELLENT OR GOOD		
2021 - 79%	2020 - 80%	2019 - 79%

Q4: HOW WOULD YOU RATE THE OVERALL APPEARANCE AND FUNCTION OF CIVIC CENTER PARK, INCLUDING THE NEW AQUATIC PARK?



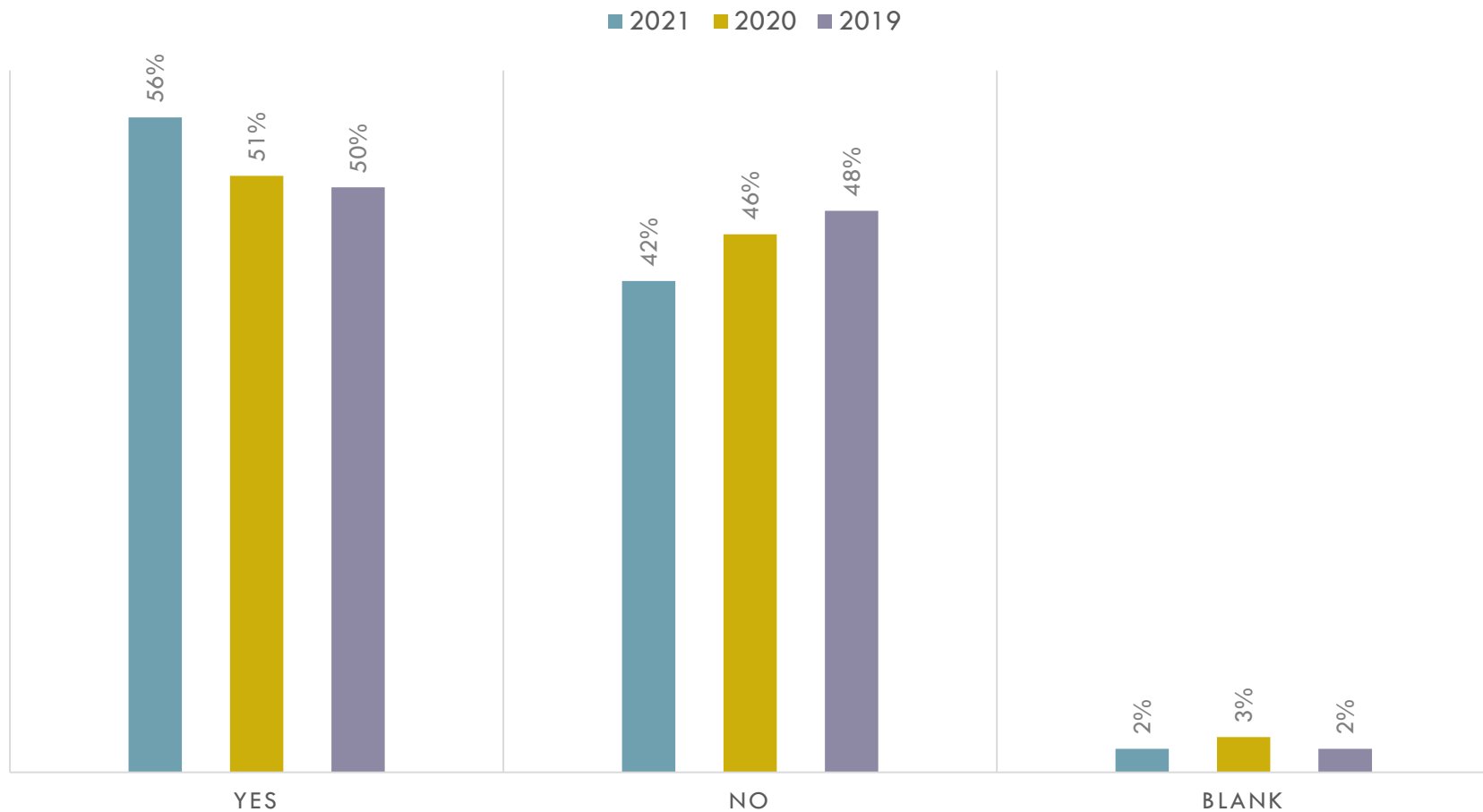
EXCELLENT OR GOOD
2021 - 82%

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



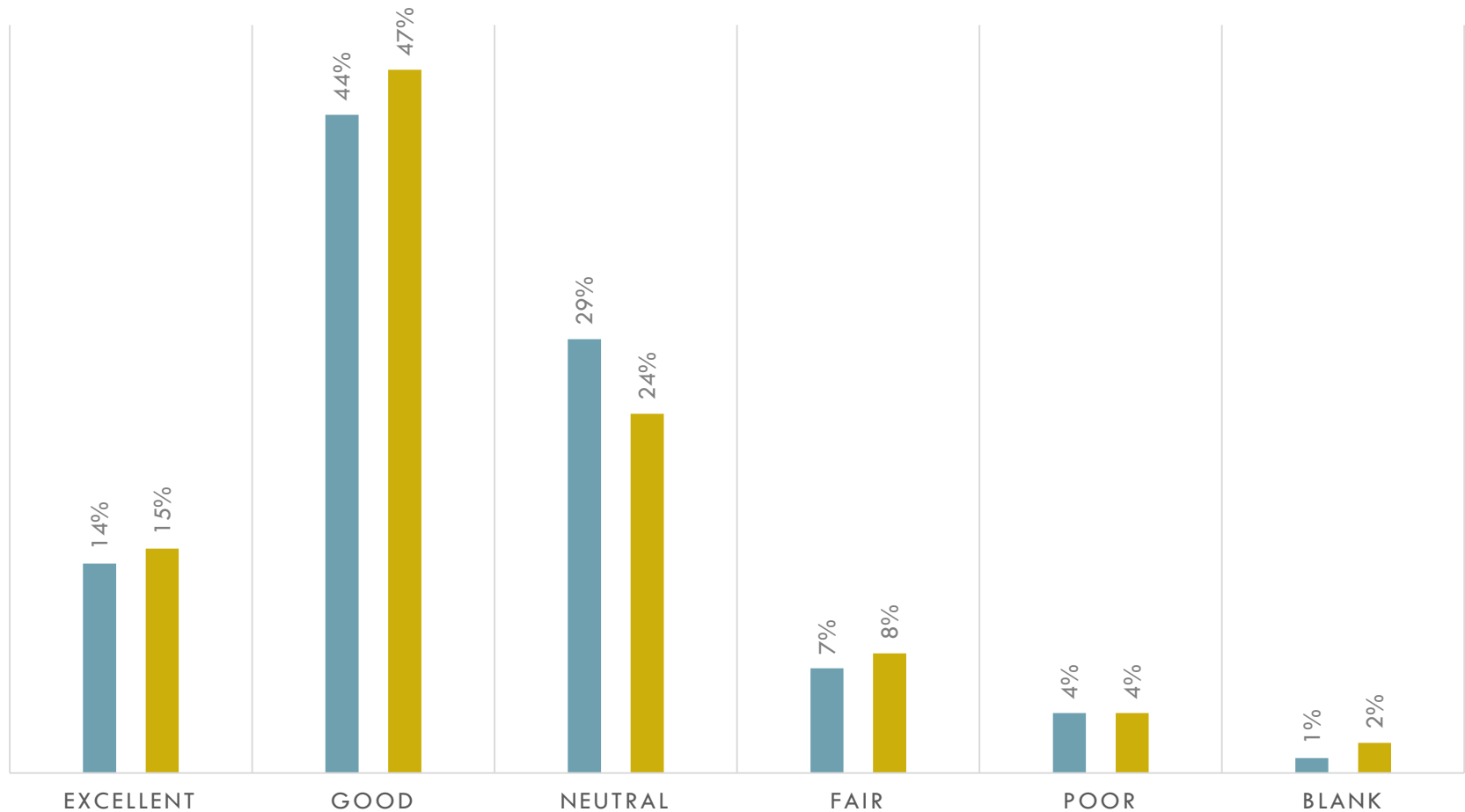
VERY LIKELY OR SOMEWHAT LIKELY		
2021 - 27%	2020 - 29%	2019 - 32%

Q18: IF THE CITY OFFERED FINANCIAL ASSISTANCE FOR HOME REPAIR AND IMPROVEMENT PROJECTS, WOULD THIS INTEREST YOU?



YES		
2021 - 56%	2020 - 51%	2019 - 50%

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

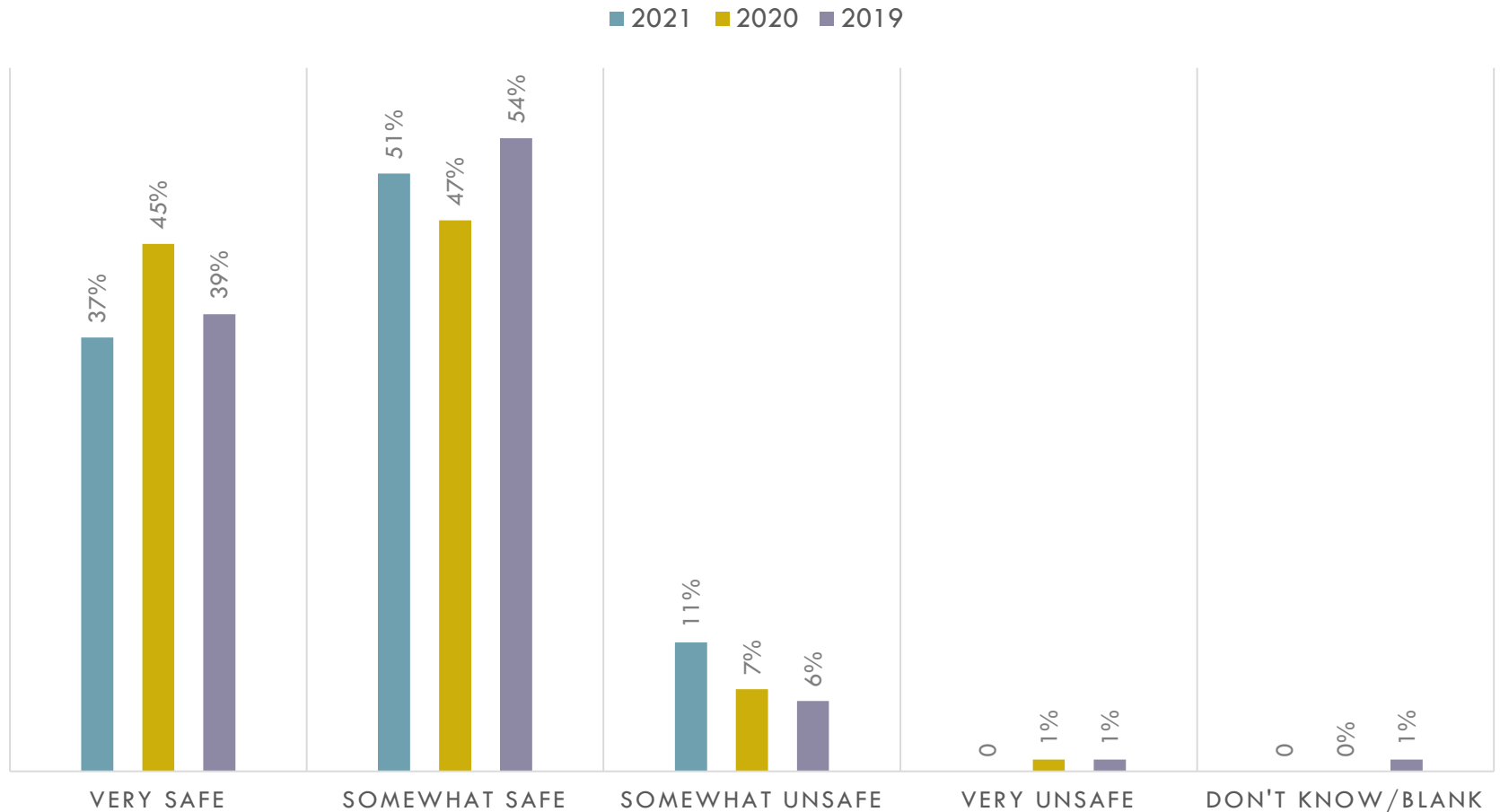


EXCELLENT OR GOOD		
2021 - 58%	2020 - 62%	2019 - N/A



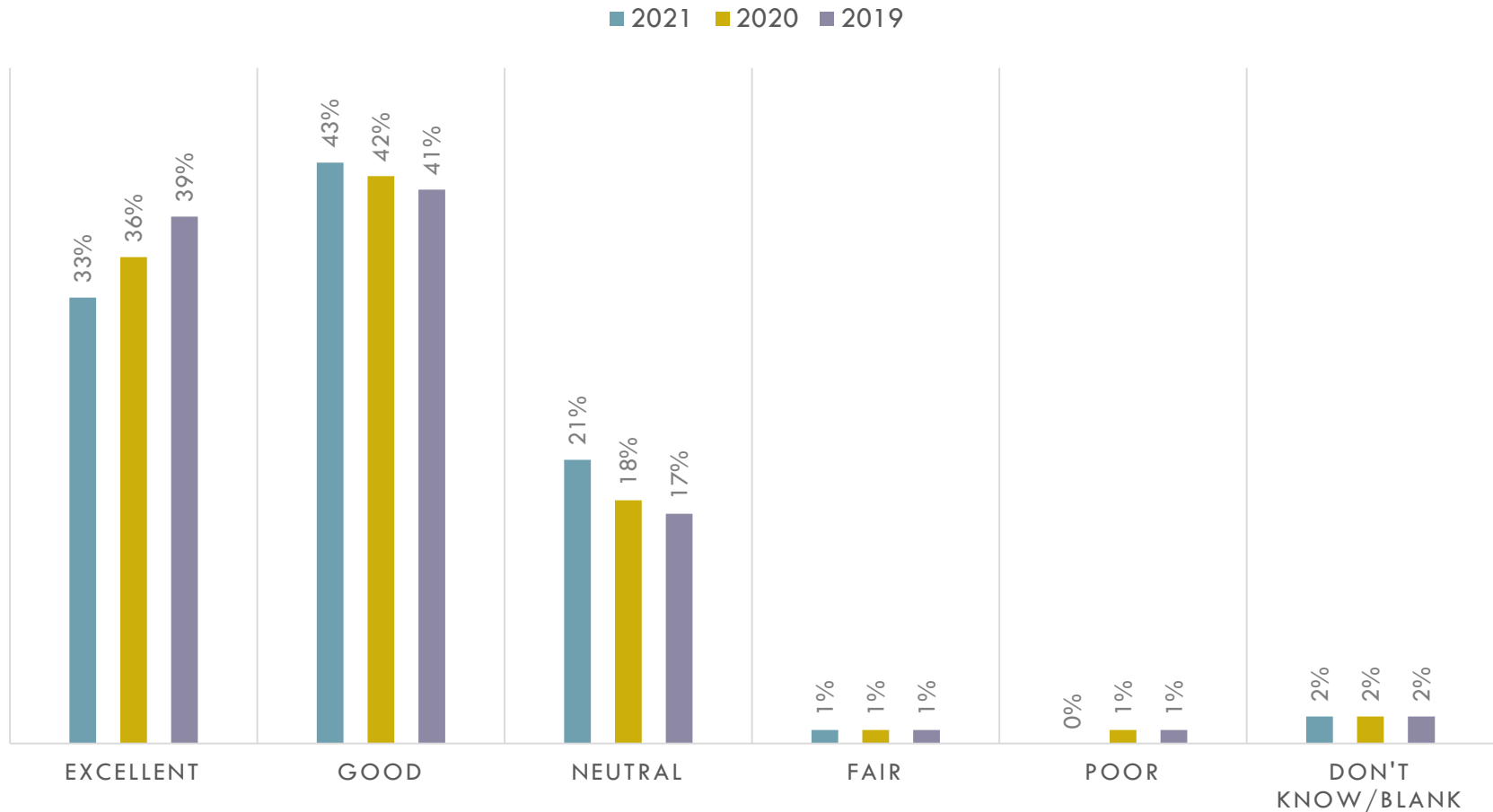
PUBLIC SAFETY

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



VERY SAFE OR SOMEWHAT SAFE		
2021 - 88%	2020 - 92%	2019 - 93%

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

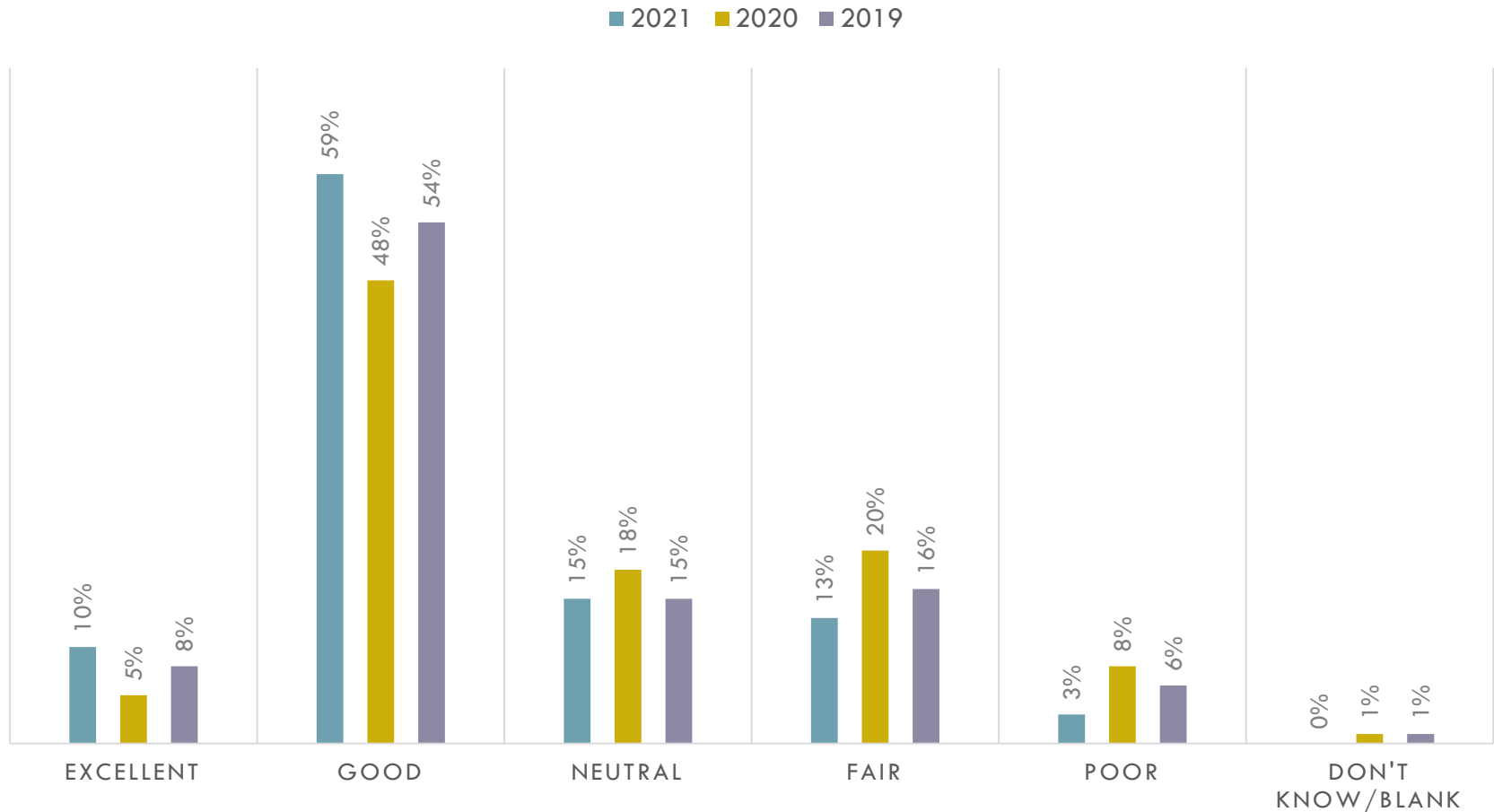


EXCELLENT OR GOOD		
2021 - 76%	2020 - 78%	2019 - 80%



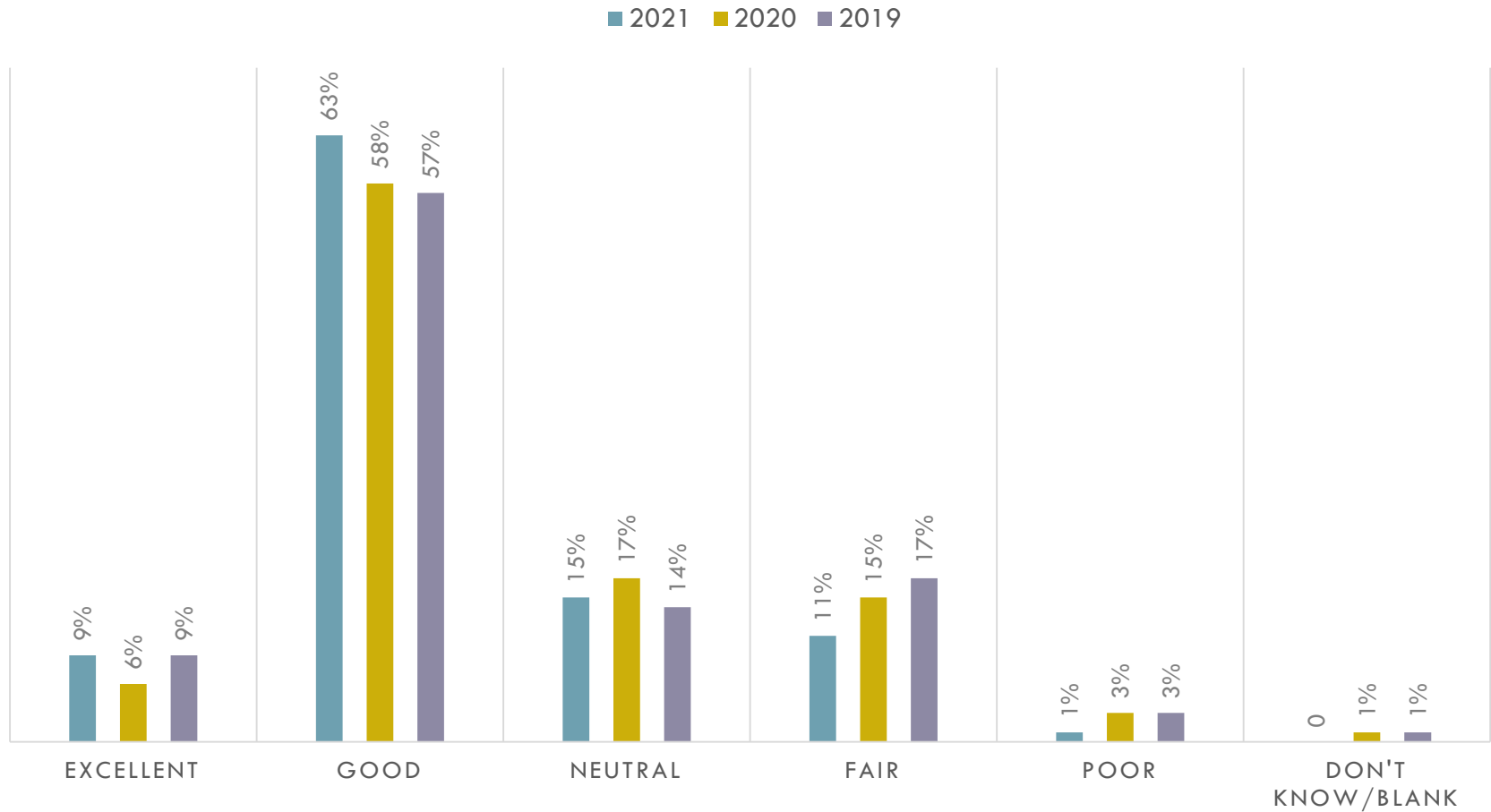
PUBLIC WORKS

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



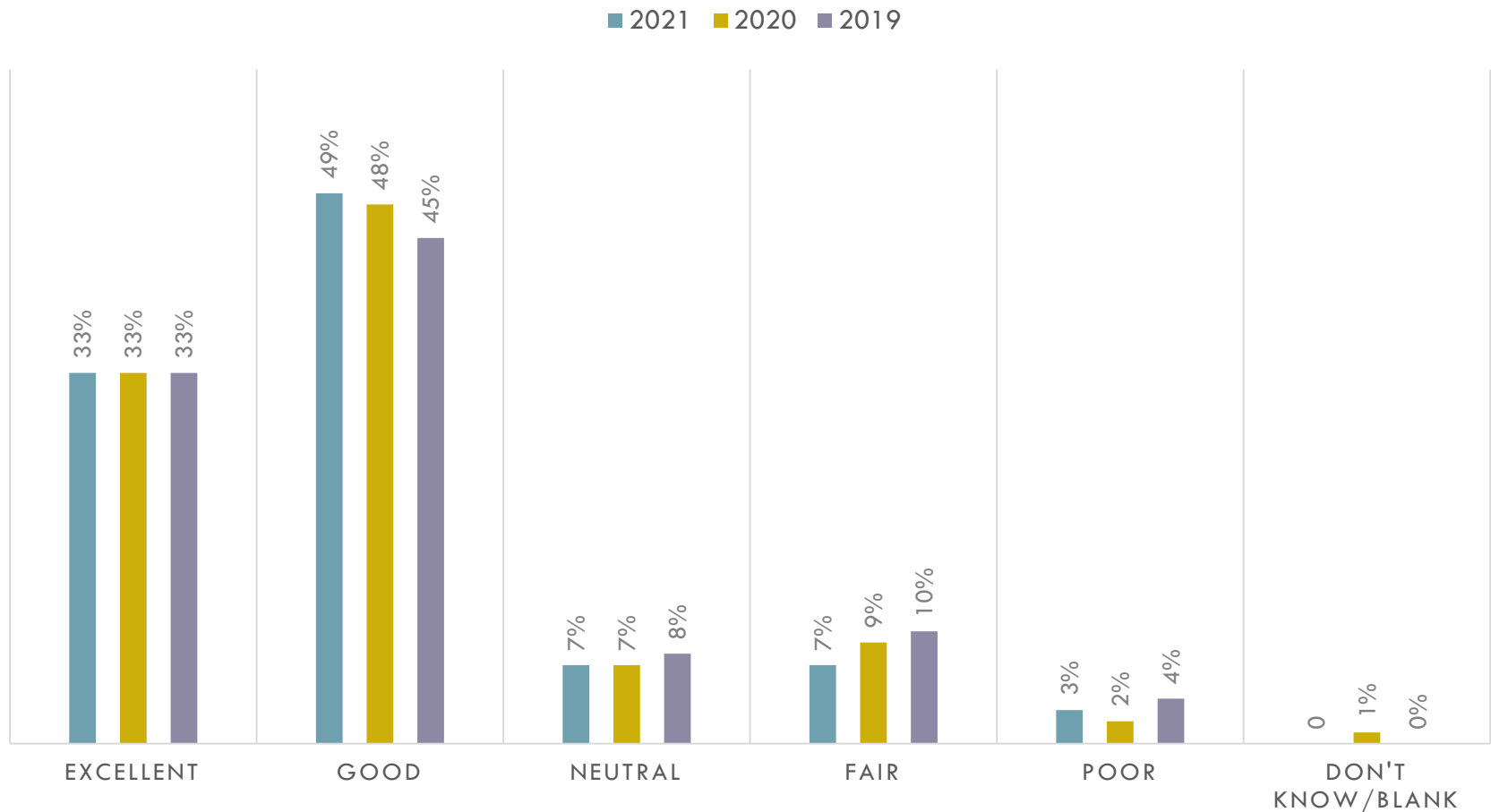
EXCELLENT OR GOOD		
2021 - 69%	2020 - 53%	2019 - 62%

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



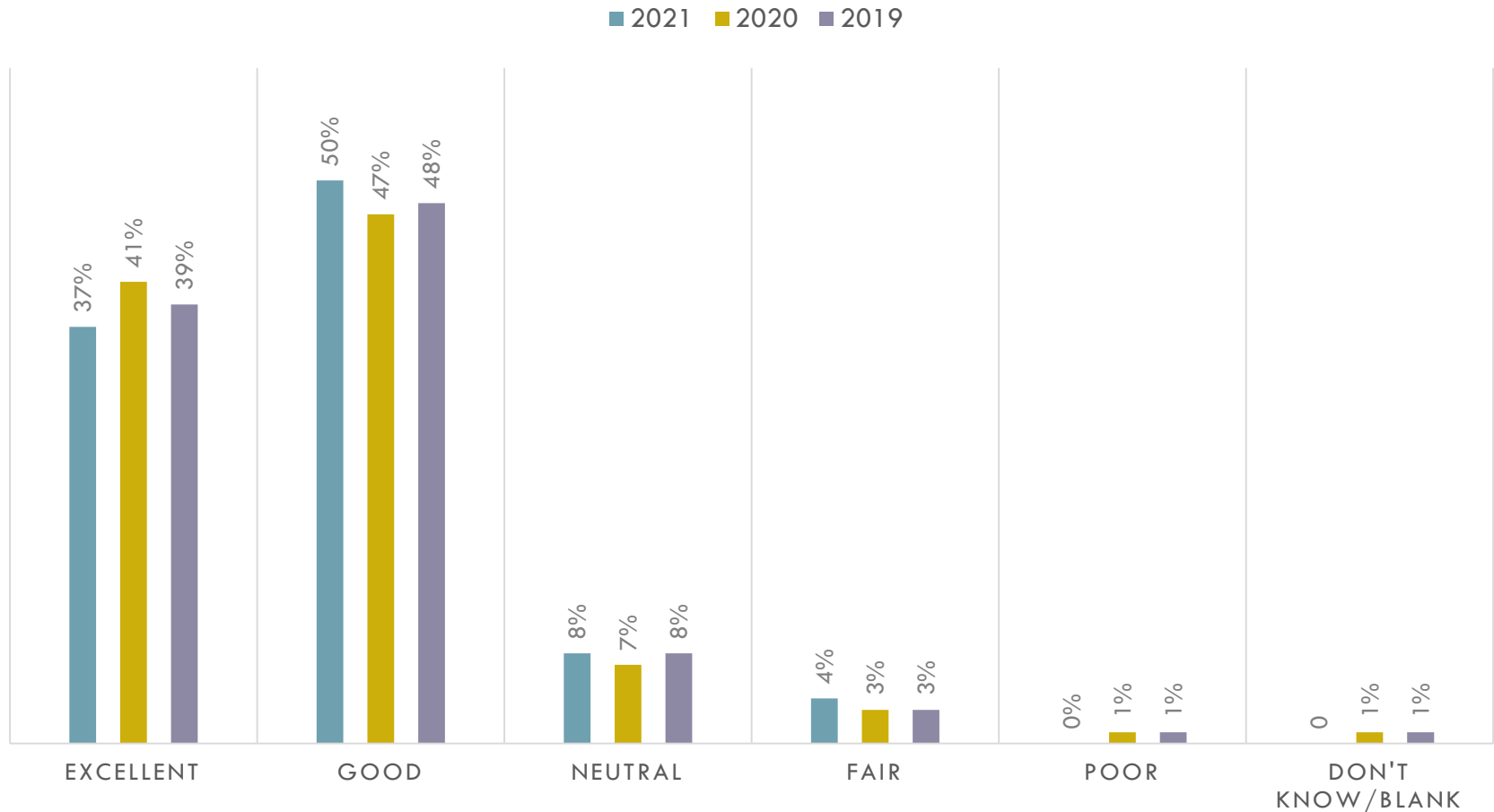
EXCELLENT OR GOOD		
2021 – 72%	2020 – 64%	2019 - 64%

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



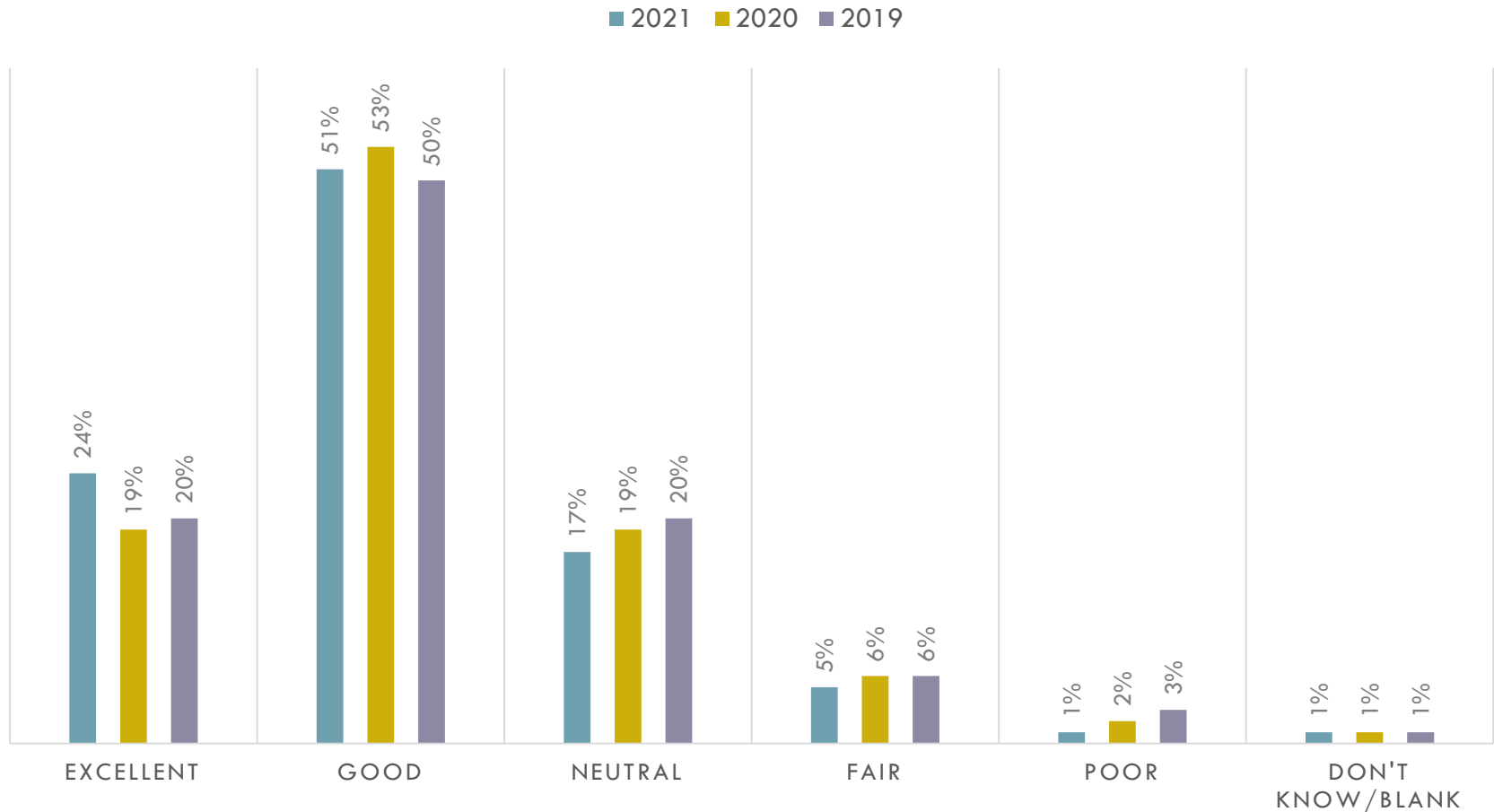
EXCELLENT OR GOOD		
2021 – 82%	2020 – 81%	2019 - 78%

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



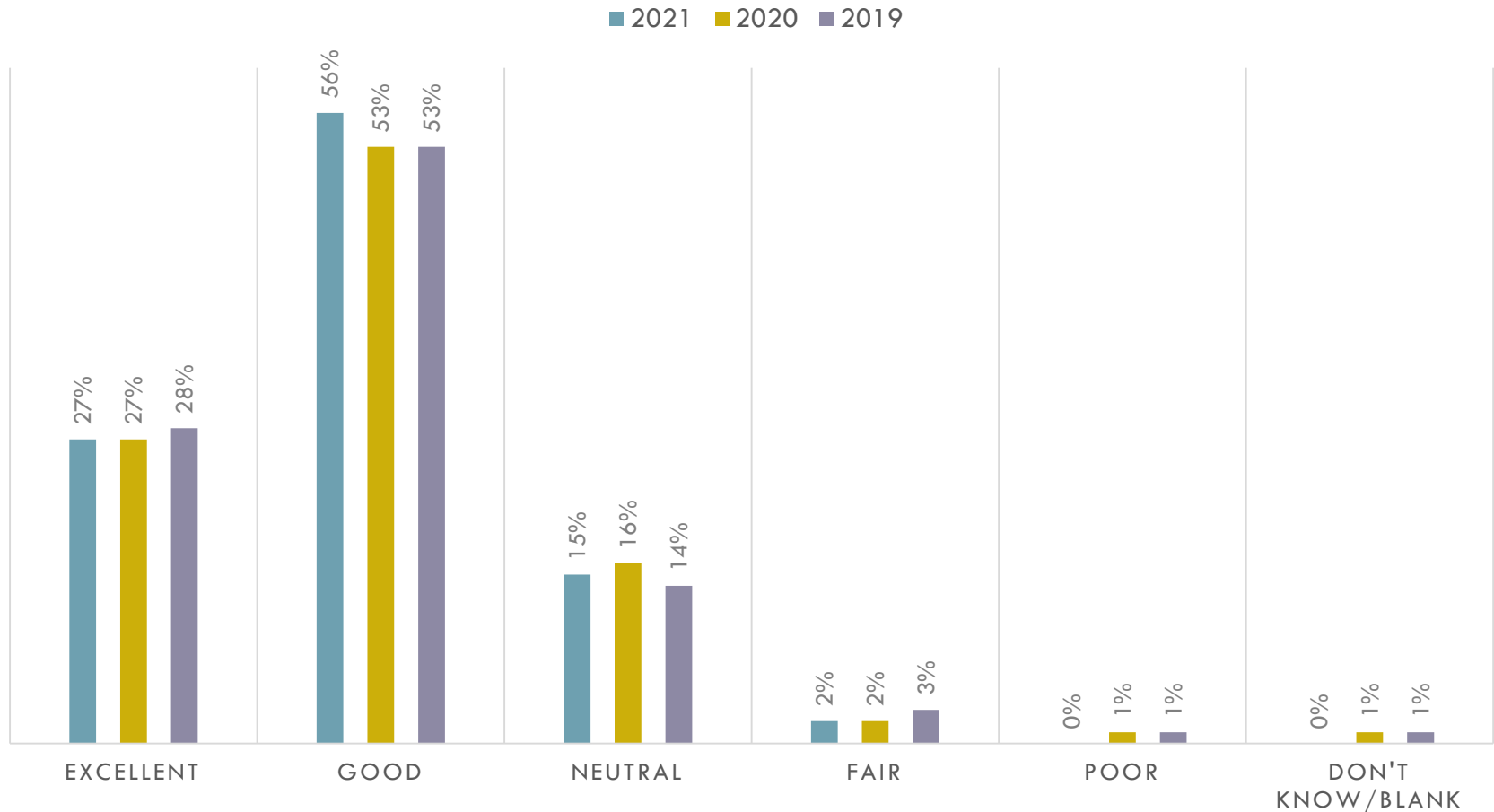
EXCELLENT OR GOOD		
2021 - 87%	2020 - 88%	2019 - 87%

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



EXCELLENT OR GOOD		
2021 – 75%	2020 – 72%	2019 – 70%

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

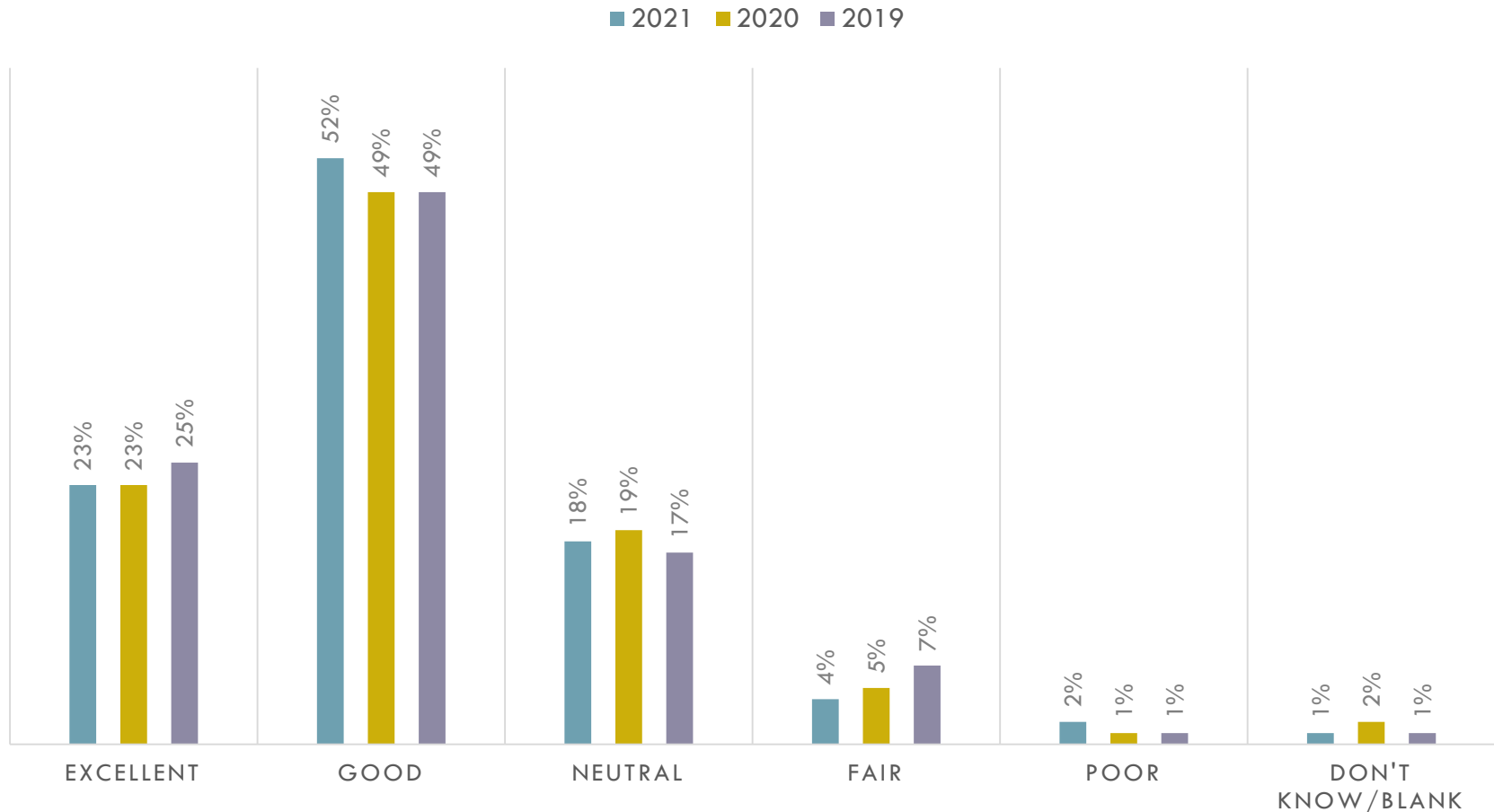


EXCELLENT OR GOOD		
2021 - 83%	2020 - 80%	2019 - 81%



PARKS & RECREATION

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

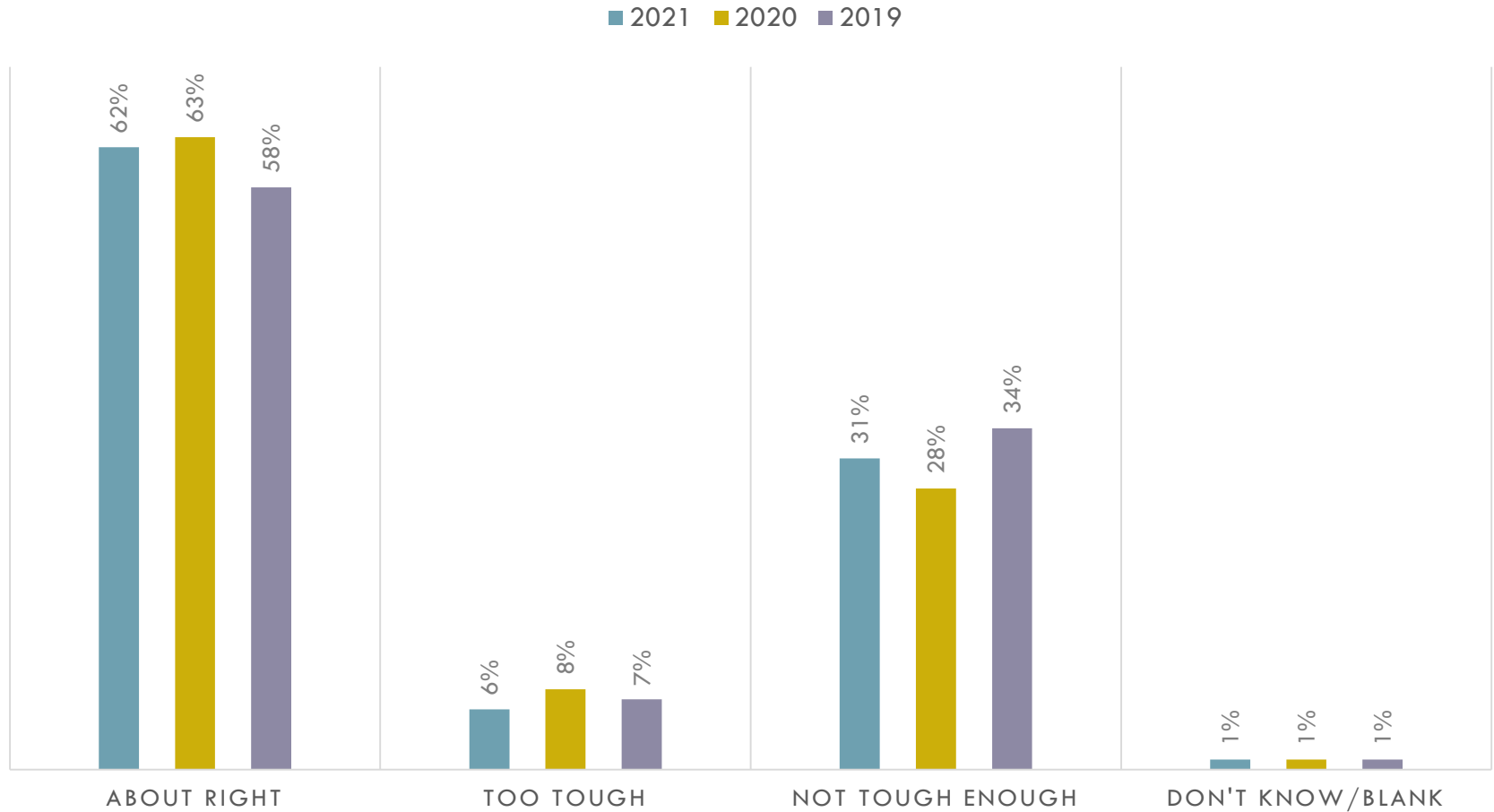


EXCELLENT OR GOOD		
2021 - 75%	2020 - 72%	2019 - 74%



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?

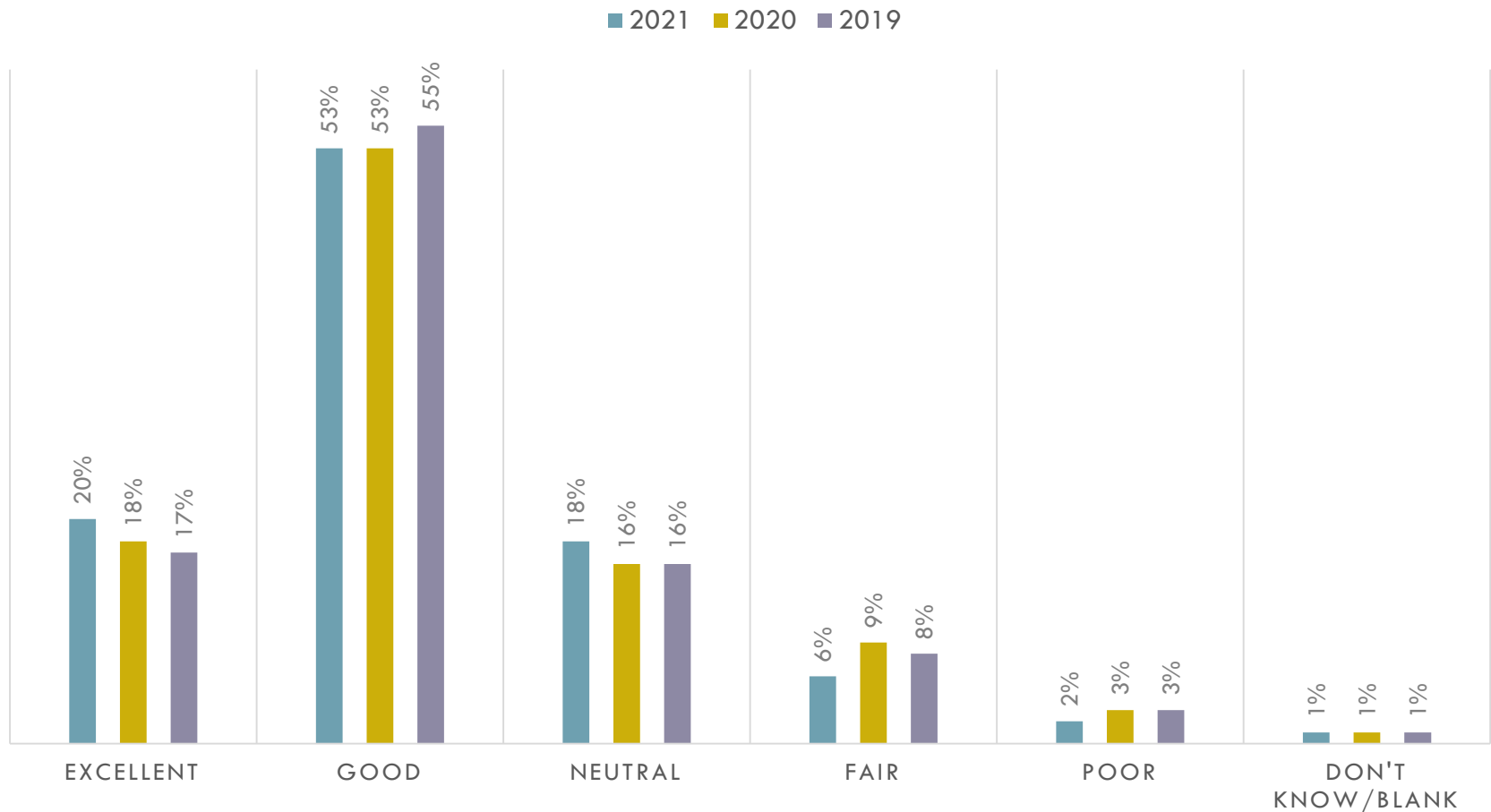


ABOUT RIGHT		
2021 - 62%	2020 - 63%	2019 - 58%



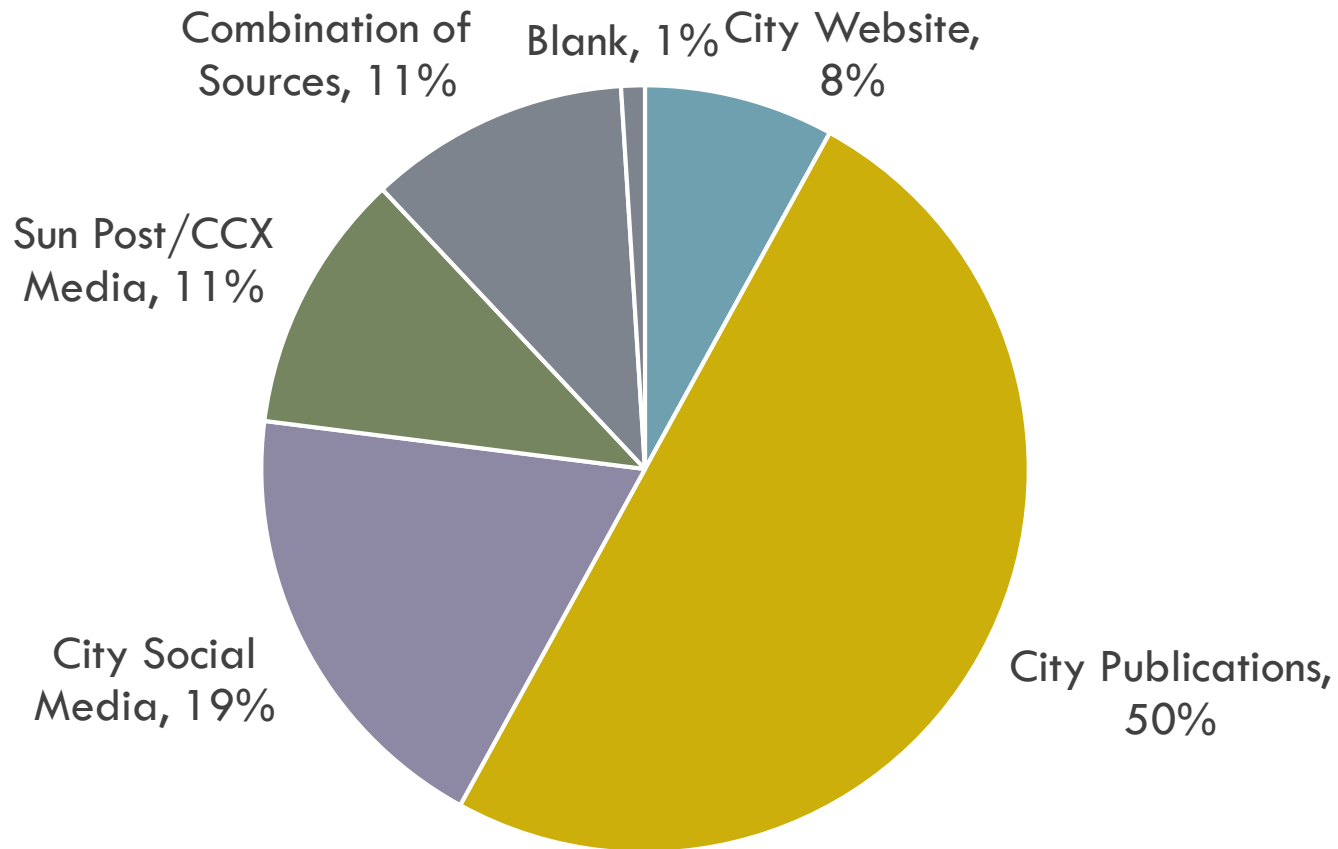
COMMUNICATIONS

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



EXCELLENT OR GOOD		
2021 - 73%	2020 - 71%	2019 - 72%

Q17: OF THESE SOURCES, HOW DO YOU OBTAIN THE MAJORITY OF YOUR CITY INFORMATION?

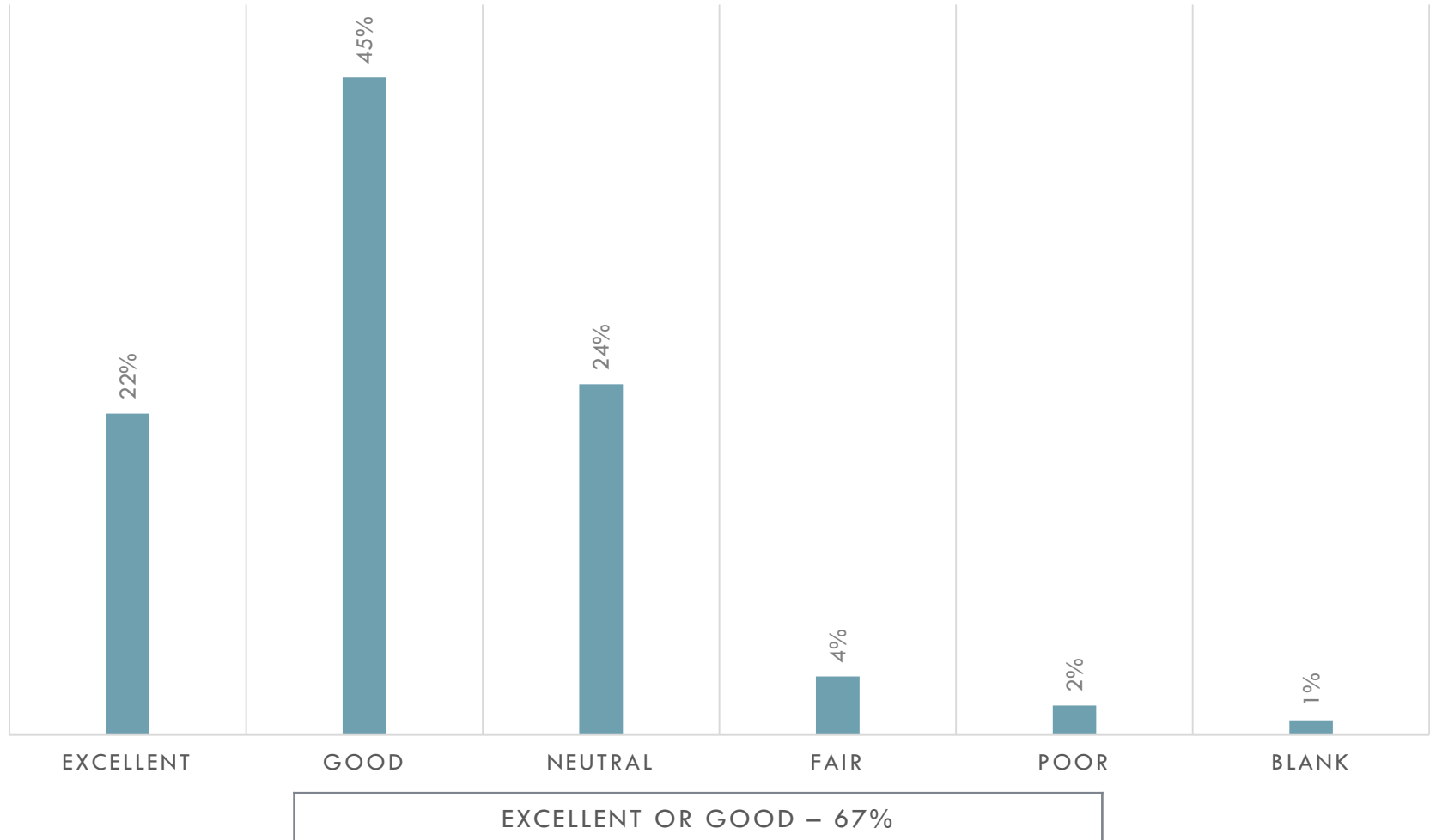




COVID-19 PANDEMIC

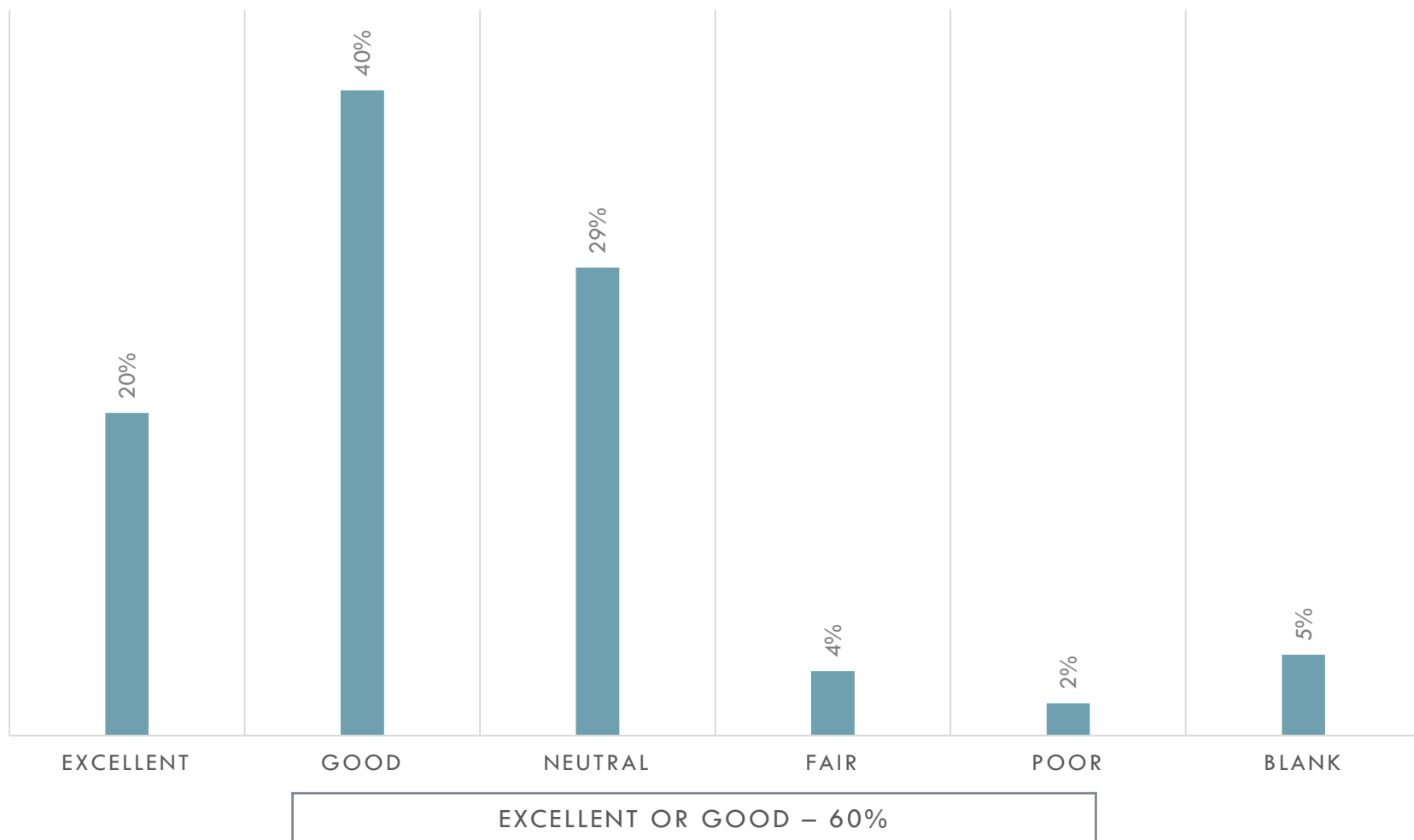
Q20: HOW DO YOU FEEL THE CITY REACTED THE COVID-19 PANDEMIC IN THE FOLLOWING AREAS?

OVERALL



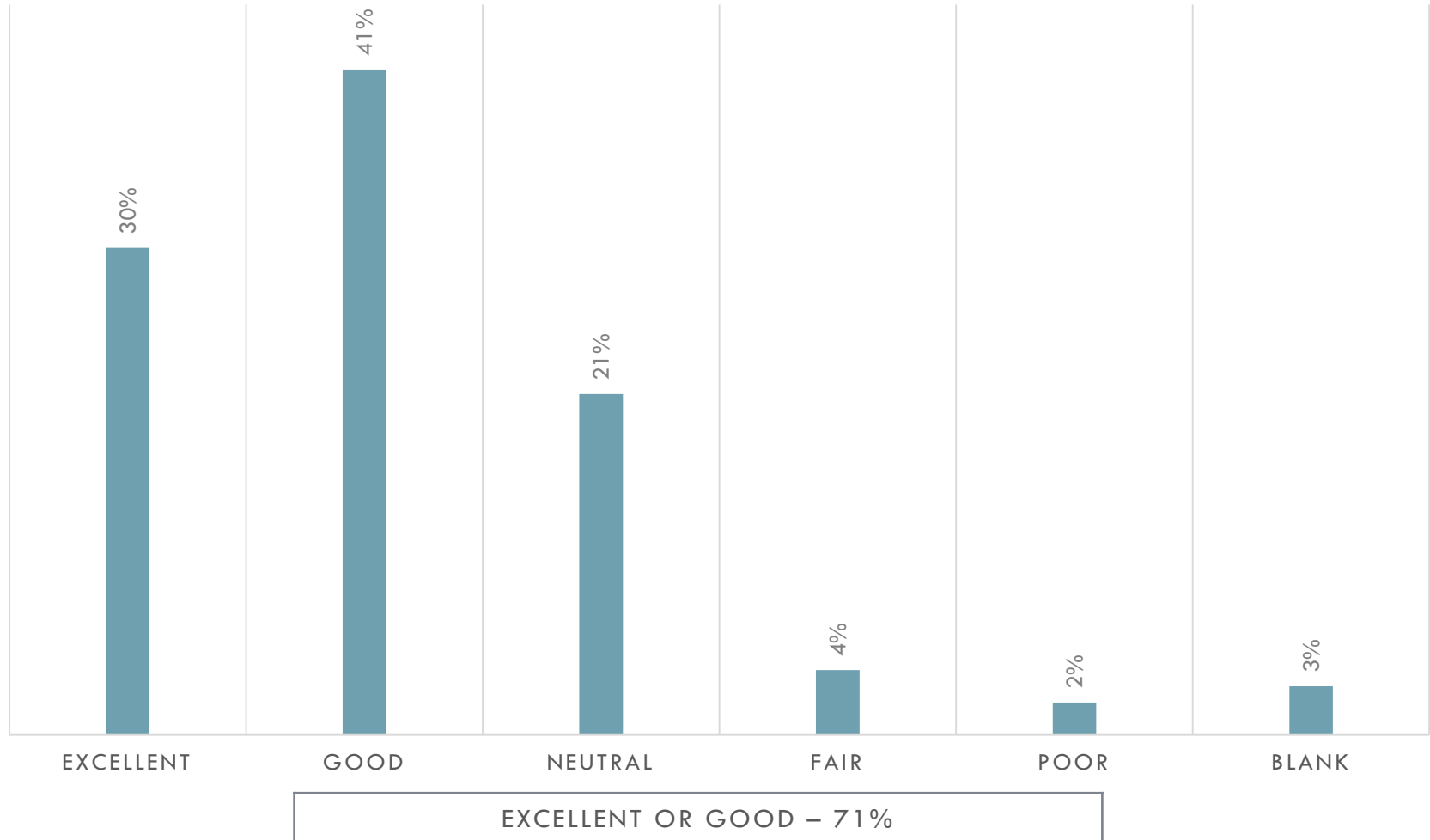
Q20: HOW DO YOU FEEL THE CITY REACTED THE COVID-19 PANDEMIC IN THE FOLLOWING AREAS?

PARKS & RECREATION



Q20: HOW DO YOU FEEL THE CITY REACTED THE COVID-19 PANDEMIC IN THE FOLLOWING AREAS?

ELECTIONS



Q20: HOW DO YOU FEEL THE CITY REACTED THE COVID-19 PANDEMIC IN THE FOLLOWING AREAS?

PERMITS & INSPECTIONS

