



2023 NEW HOPE CITY SERVICES SURVEY

November 20, 2023

SUBMISSIONS AT A GLANCE

Survey period of July 1 to Oct. 1, 2023

561 total responses

- 360 paper surveys returned
- 201 completed online

Decrease in response rate from previous years:

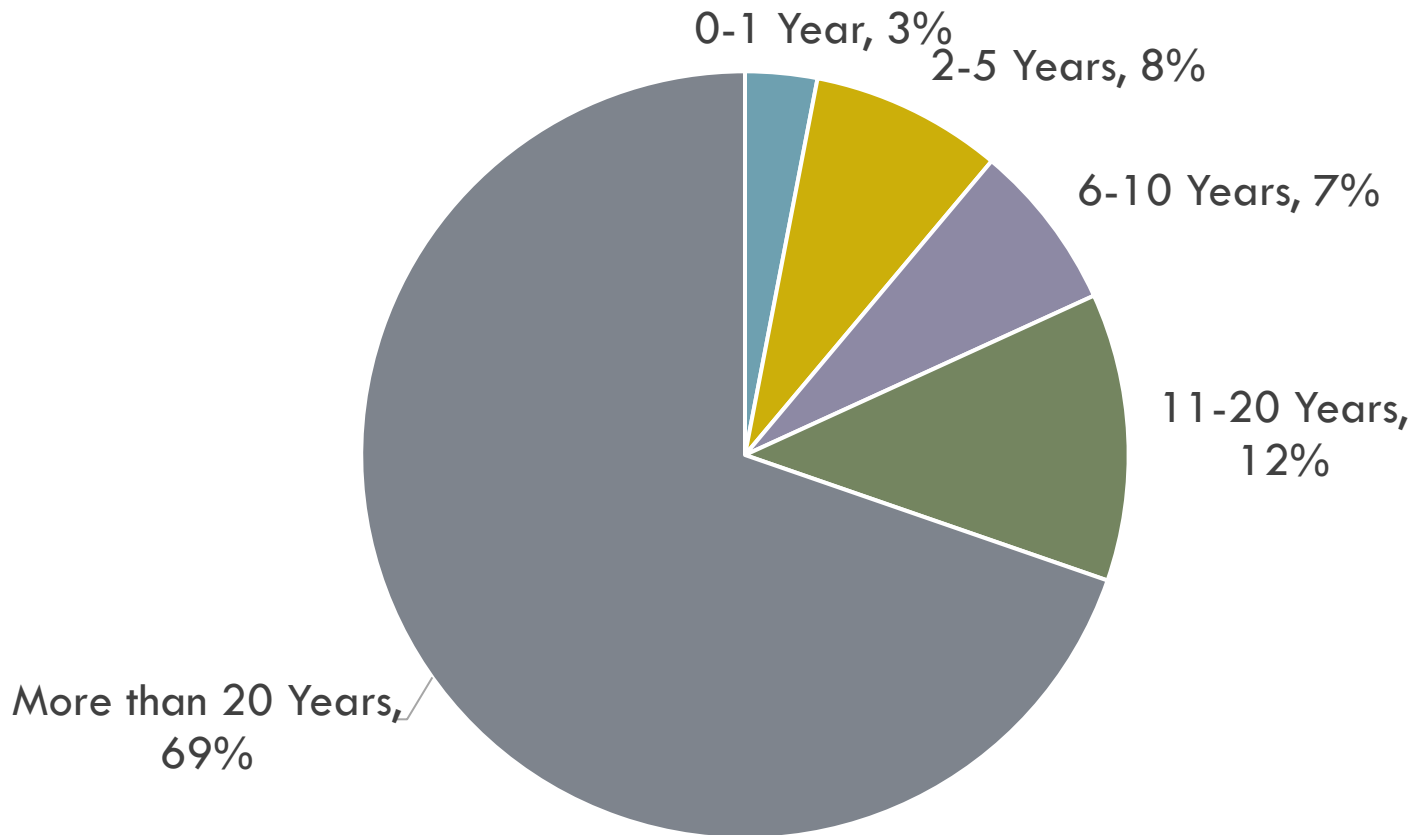
<u>2022 (ML)</u>	<u>2021</u>	<u>2020</u>	<u>2019</u>	<u>2018</u>
400	663	839	610	679

81% of respondents rated the overall quality of city services as excellent or good (a decrease from 2022's Morris Leatherman results of 94%, however, only a slight decrease from 2021's survey of the same methodology with an 82% ranking)

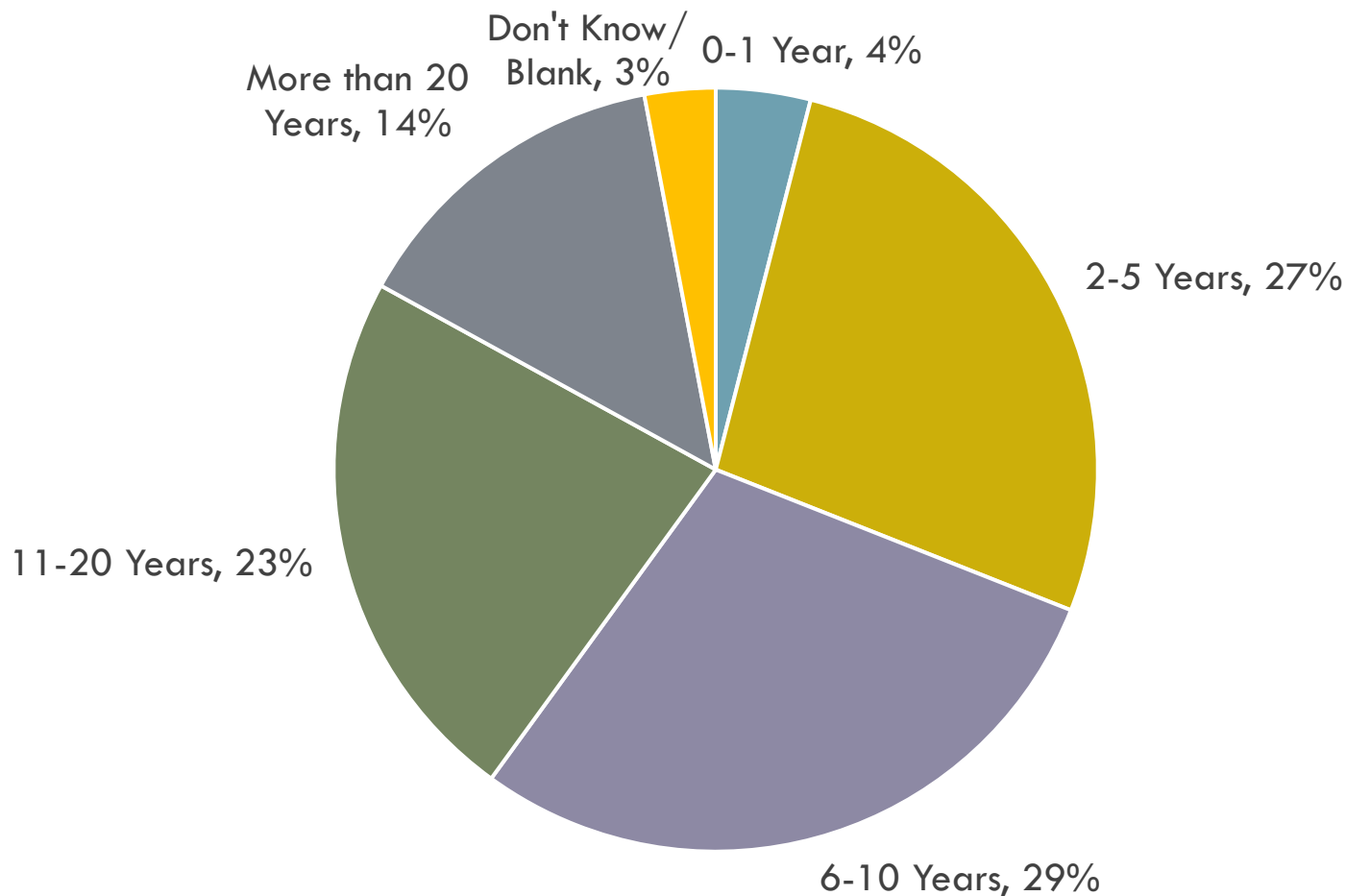
Top-rated city services:

- Water Supply (89% excellent or good)
- Police (88% very or somewhat safe)
- Sanitary Sewer (85% excellent or good)
- Snowplowing (82% excellent or good)

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



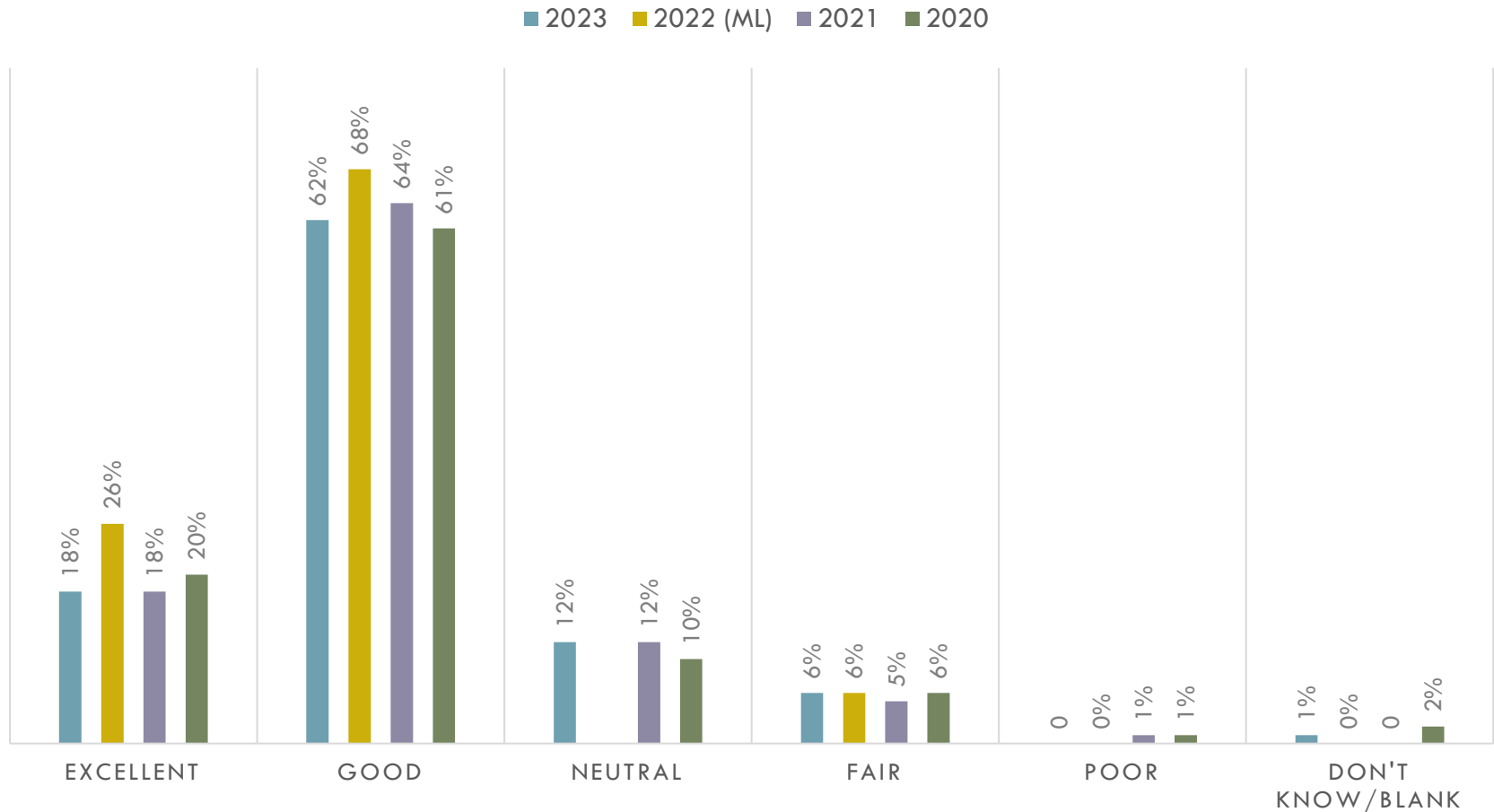
Q2: AS THINGS STAND NOW, HOW LONG IN THE FUTURE DO YOU EXPECT TO LIVE IN NEW HOPE?





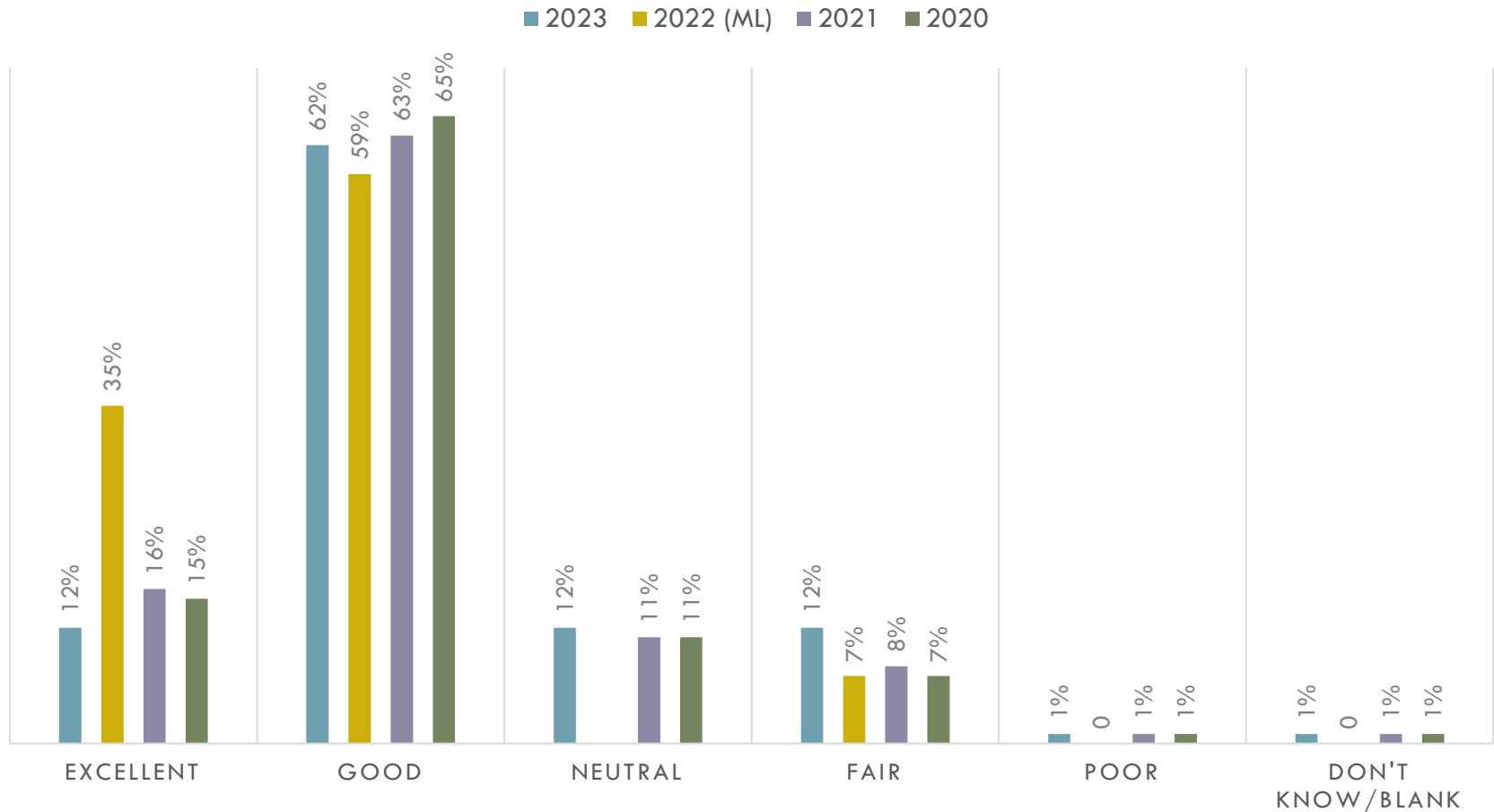
GENERAL

Q18: HOW WOULD YOU RATE THE OVERALL QUALITY OF SERVICES PROVIDED BY THE CITY?



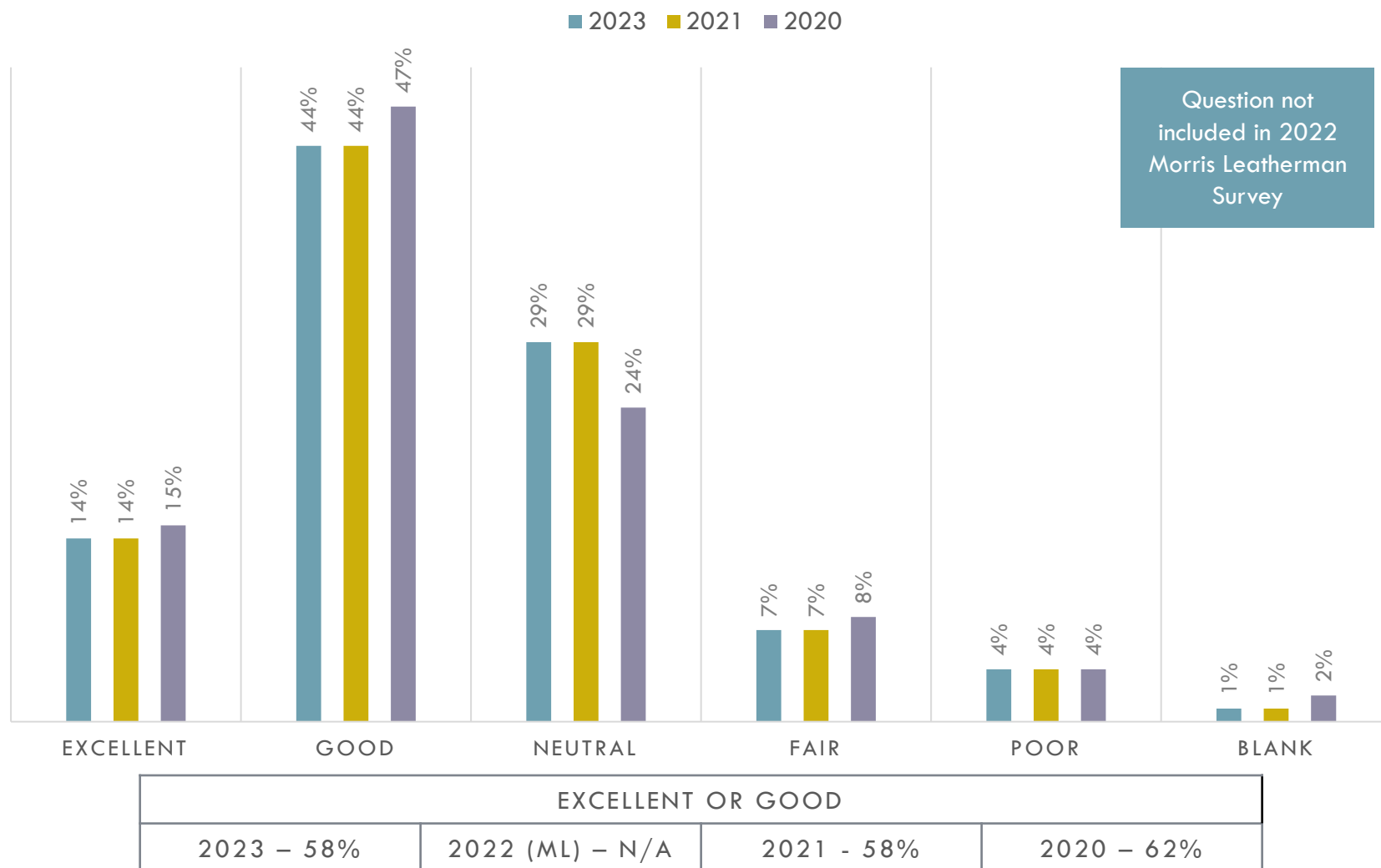
EXCELLENT OR GOOD			
2023 – 81%	2022 (ML) – 94%	2021 - 82%	2020 - 81%

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



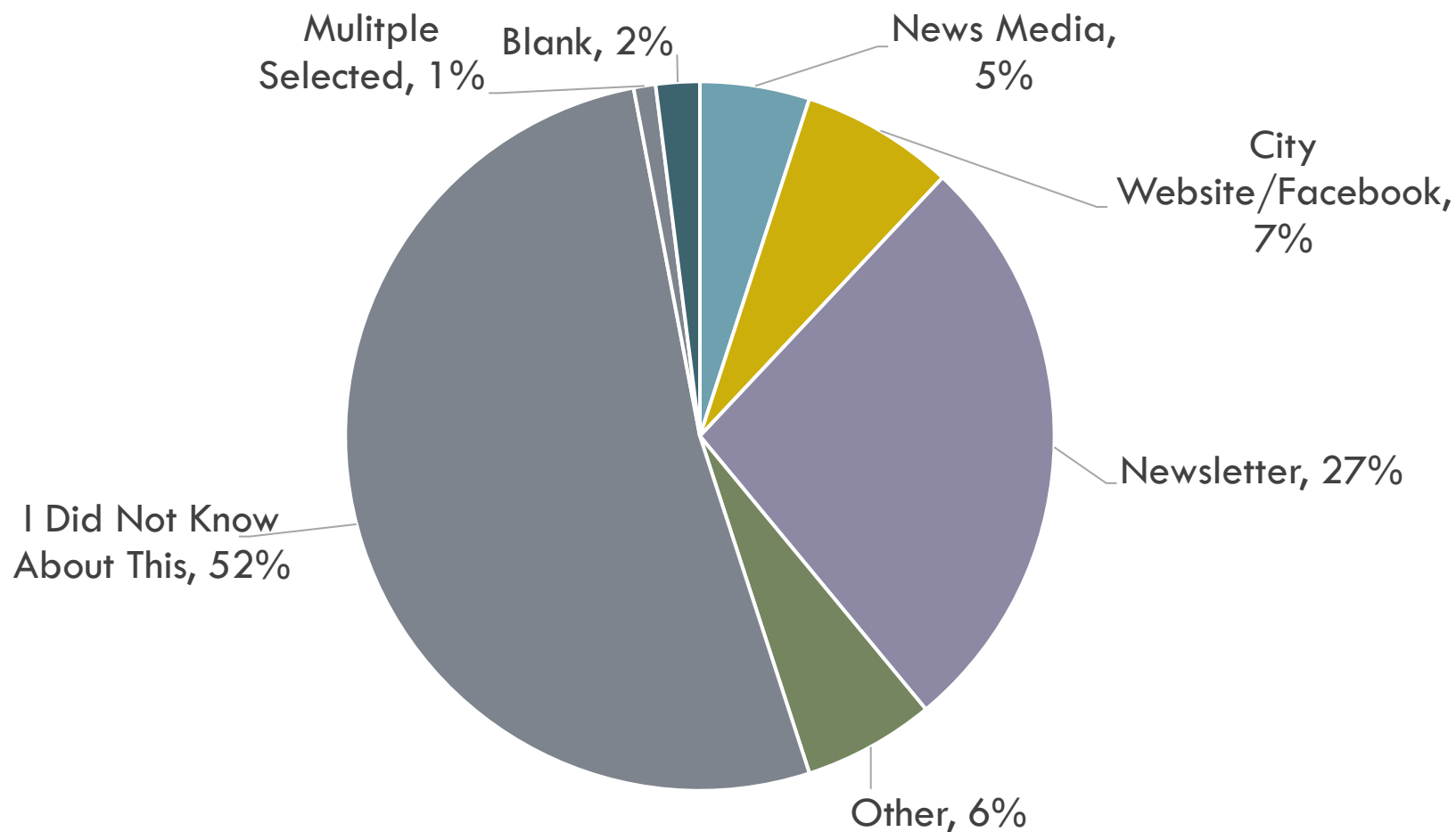
EXCELLENT OR GOOD			
2023 – 74%	2022 (ML) – 94%	2021 - 79%	2020 - 80%

Q19: HOW DO YOU FEEL ABOUT YOUR OPPORTUNITIES TO PROVIDE INPUT AND FEEDBACK ABOUT ISSUES OF NEW HOPE?



Q17: DID YOU KNOW ABOUT THE CURBSIDE APPEAL REIMBURSEMENT PROGRAM?

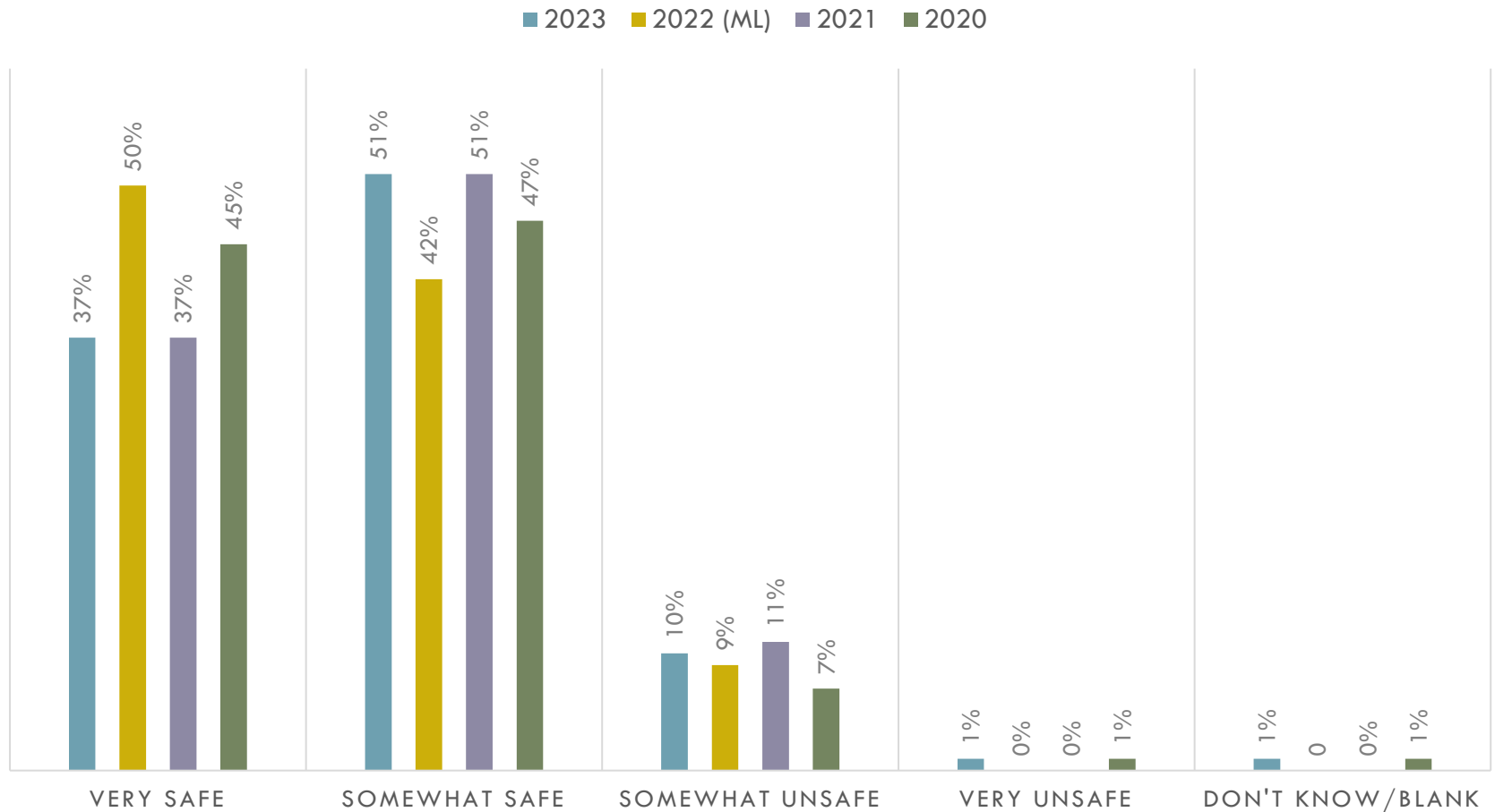
IF YES, HOW DID YOU HEAR ABOUT IT?





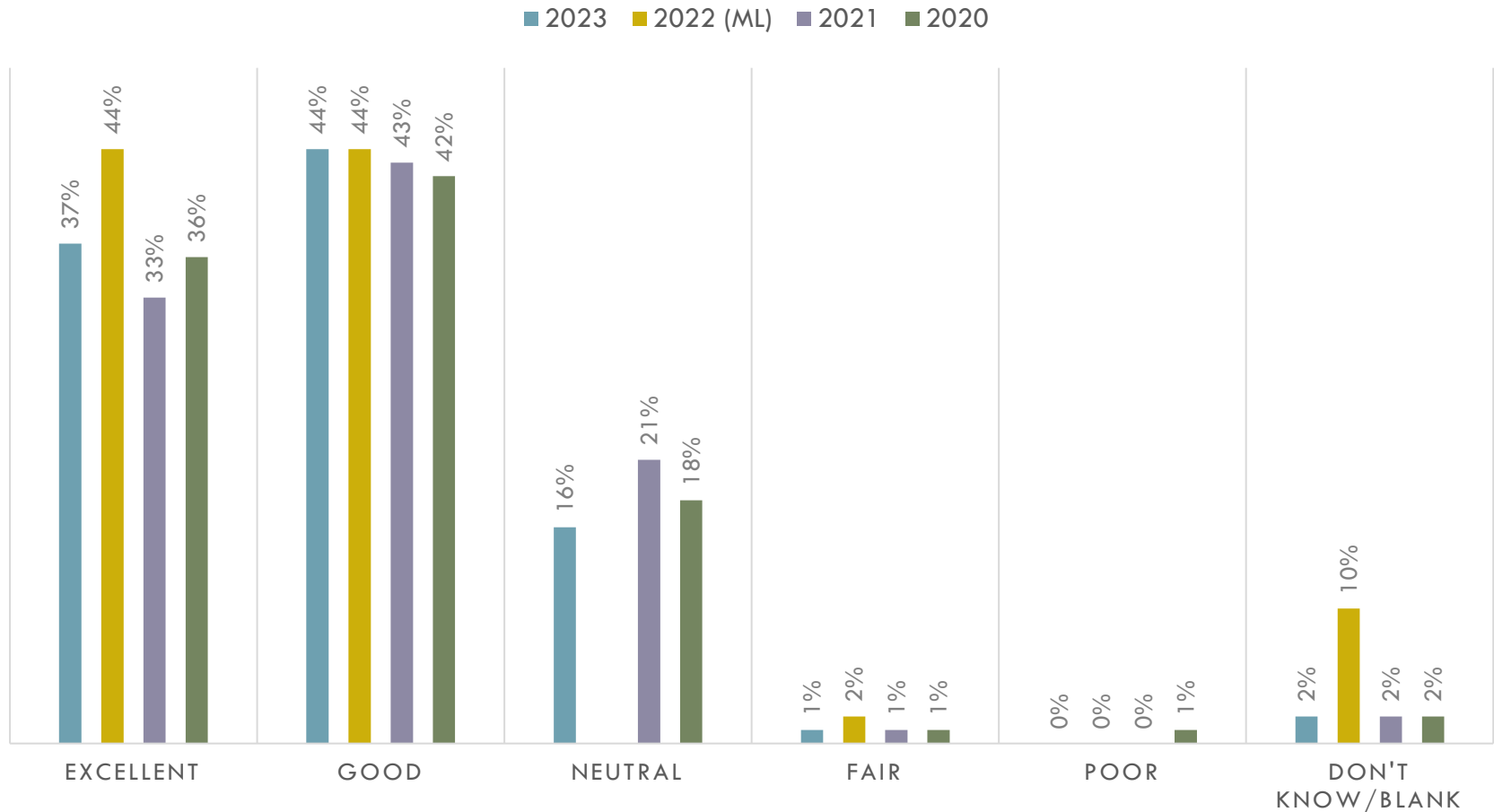
PUBLIC SAFETY

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



VERY SAFE OR SOMEWHAT SAFE			
2023 – 88%	2022 (ML) – 93% (EXCELLENT OR GOOD)	2021 - 88%	2020 - 92%

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

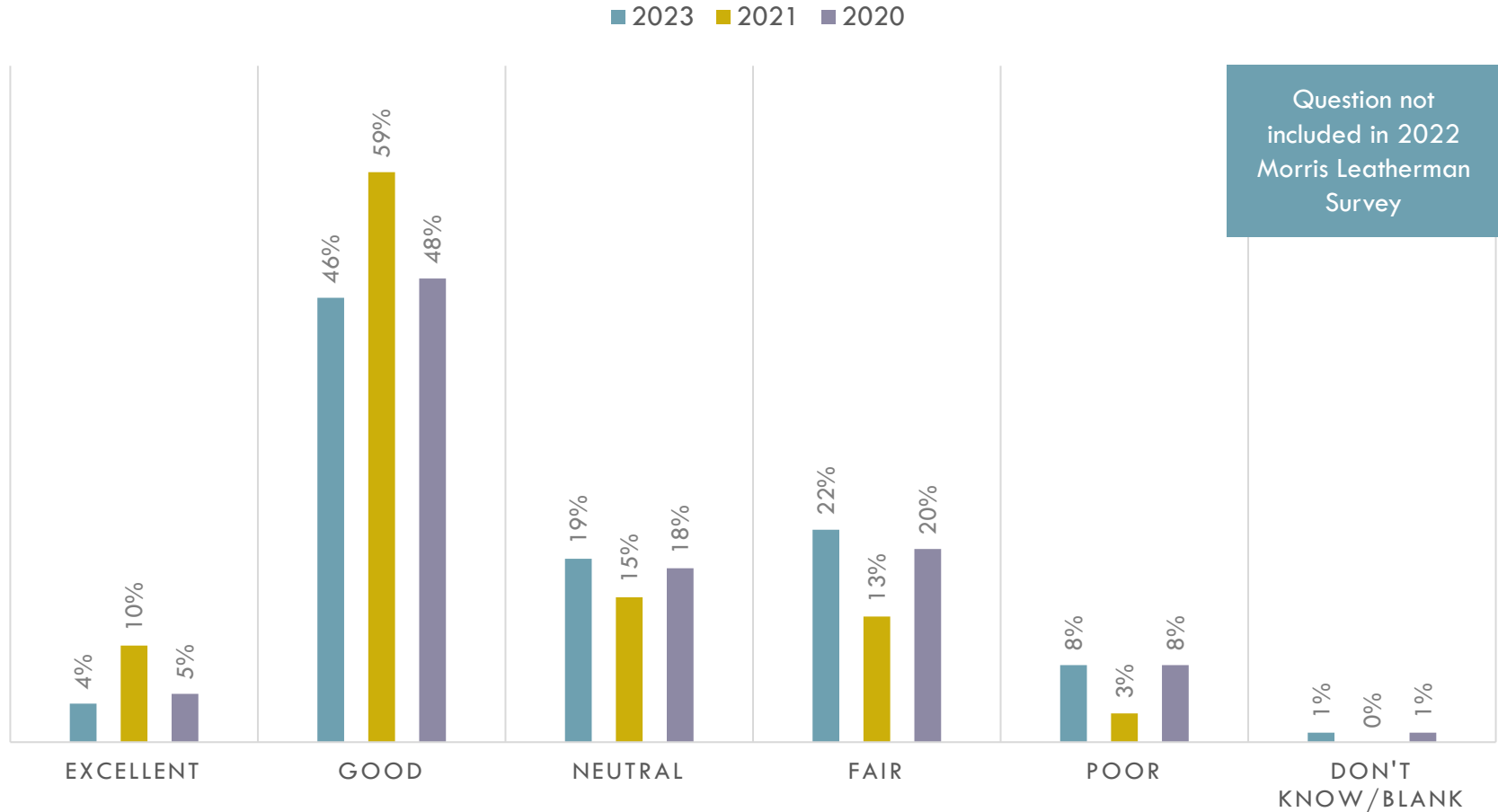


EXCELLENT OR GOOD			
2023 – 81%	2022 (ML) – 88%	2021 - 76%	2020 - 78%



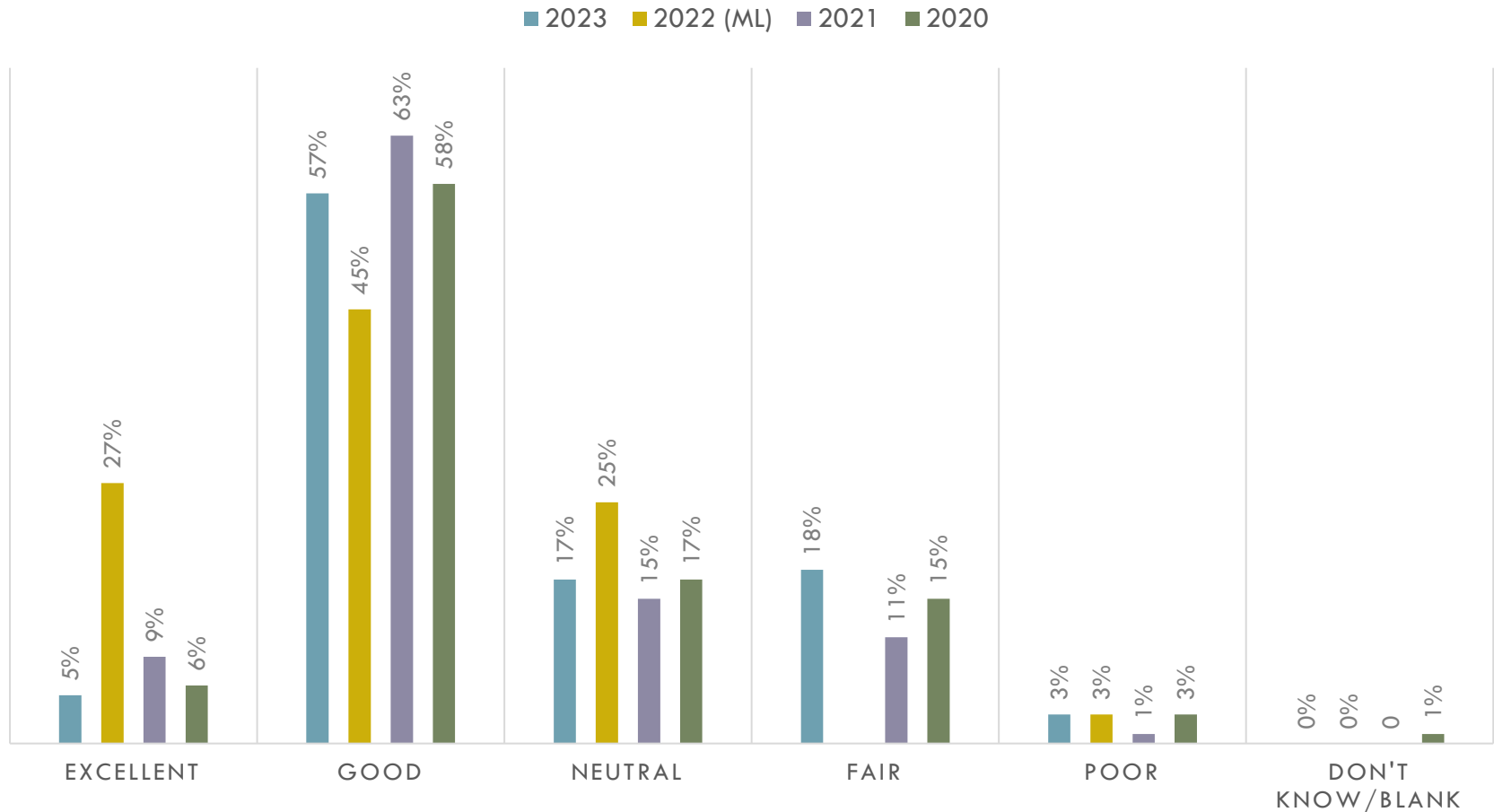
PUBLIC WORKS

Q7: HOW WOULD YOU RATE THE OVERALL CONDITION OF COUNTY ROADS?



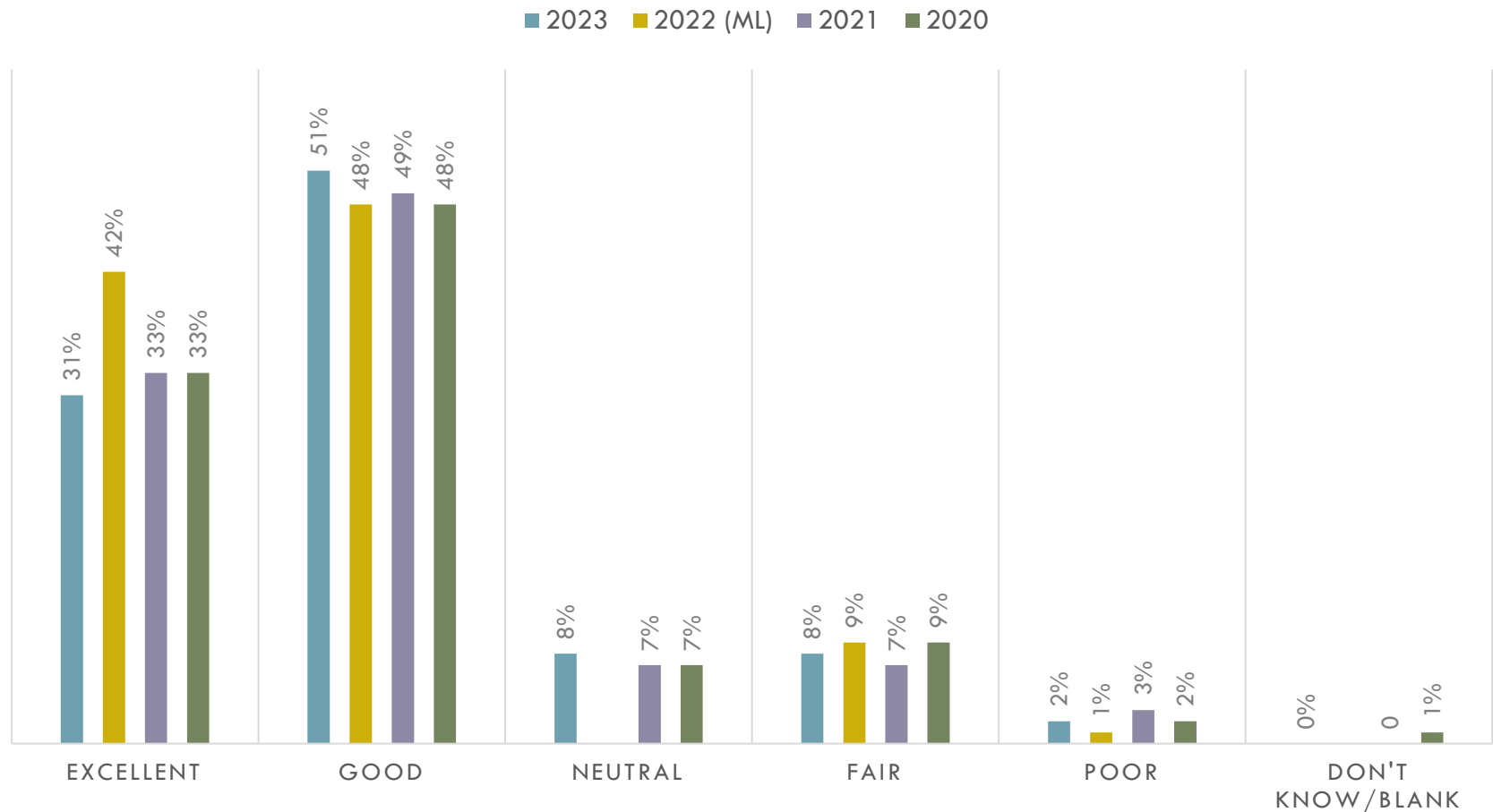
EXCELLENT OR GOOD			
2023 – 50%	2022 – N/A	2021 - 69%	2020 - 53%

Q8: HOW WOULD YOU RATE THE OVERALL CONDITION OF CITY STREETS?



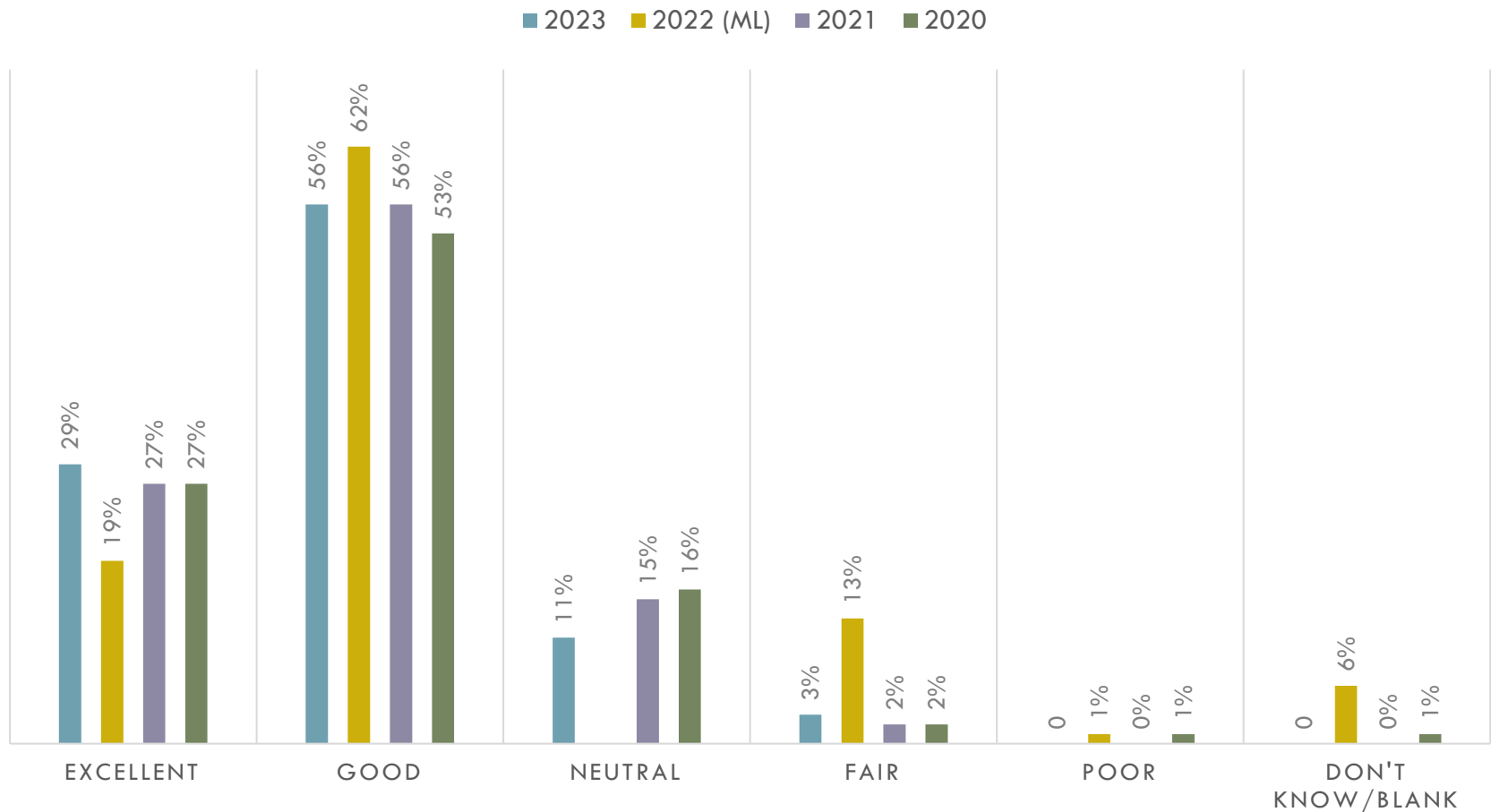
EXCELLENT OR GOOD			
2023 – 62%	2022 (ML) – 72%	2021 – 72%	2020 – 64%

Q9: HOW WOULD YOU RATE THE OVERALL QUALITY OF SNOWPLOWING ON CITY STREETS?



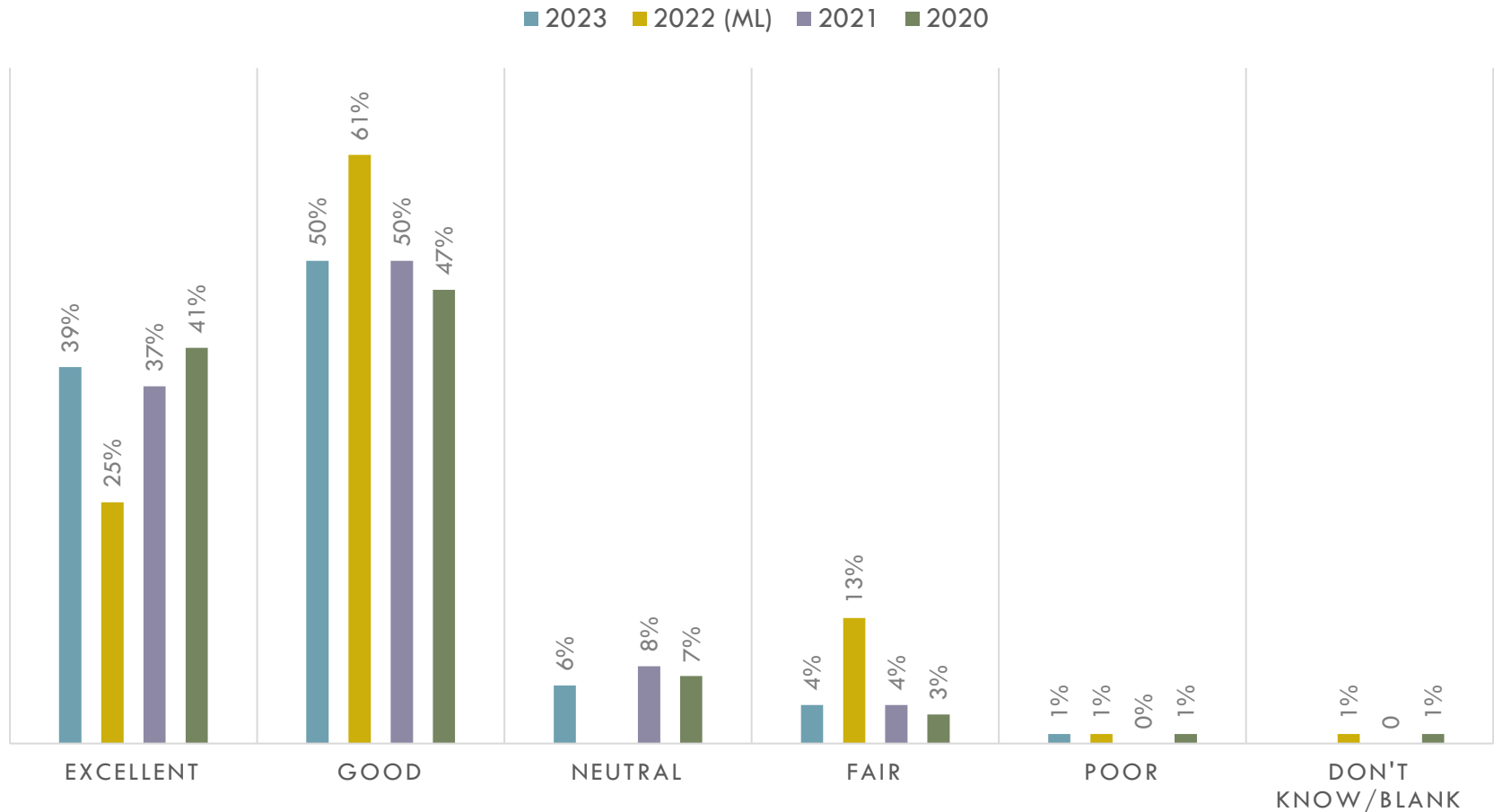
EXCELLENT OR GOOD			
2023-82%	2022 (ML)-90%	2021 – 82%	2020 – 81%

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



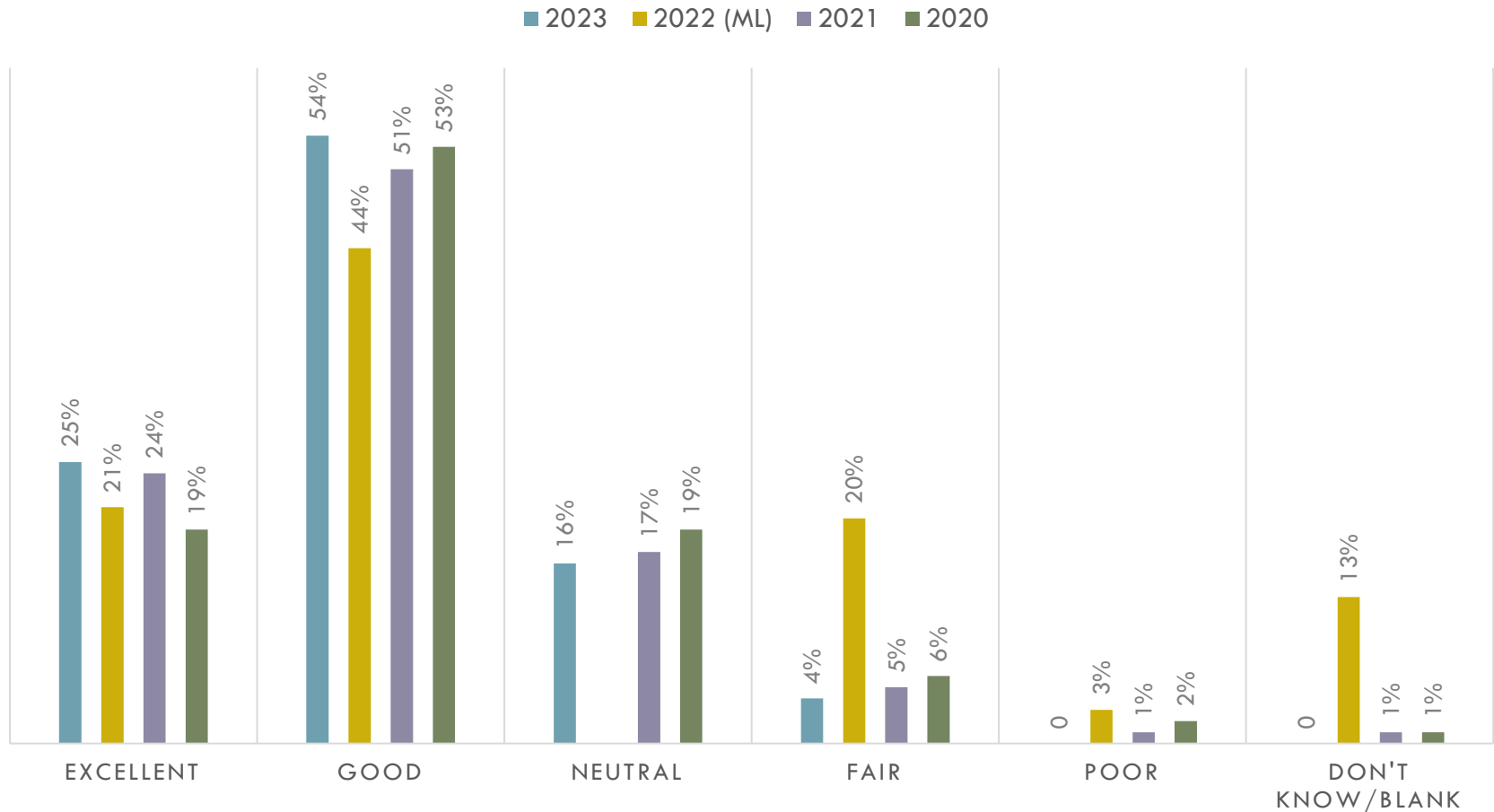
EXCELLENT OR GOOD			
2023 – 85%	2022 (ML) – 81%	2021 - 83%	2020 - 80%

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



EXCELLENT OR GOOD			
2023 – 89%	2022 (ML) -86%	2021 - 87%	2020 - 88%

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

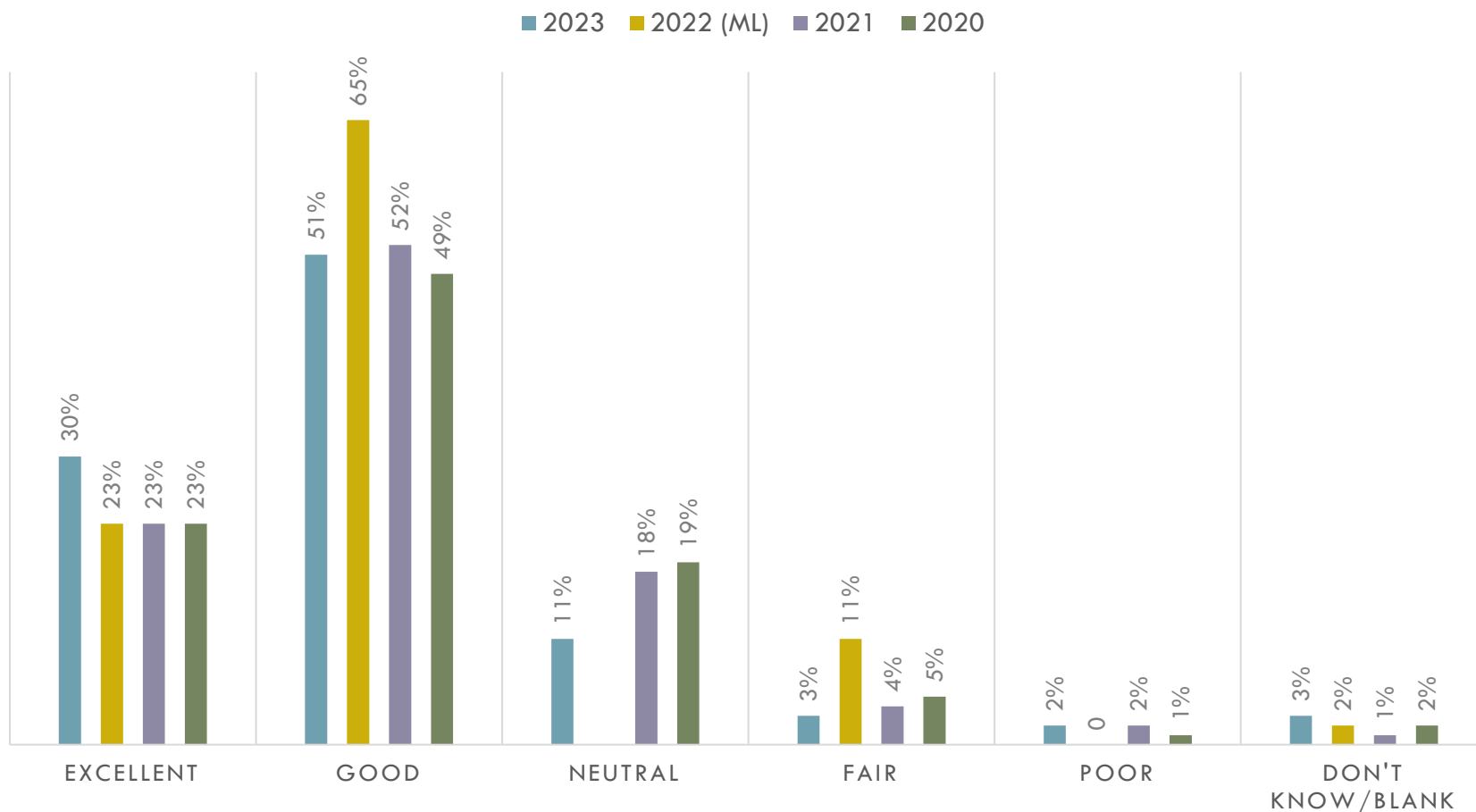


EXCELLENT OR GOOD			
2023 – 79%	2022 (ML) – 65%	2021 – 75%	2020 – 72%



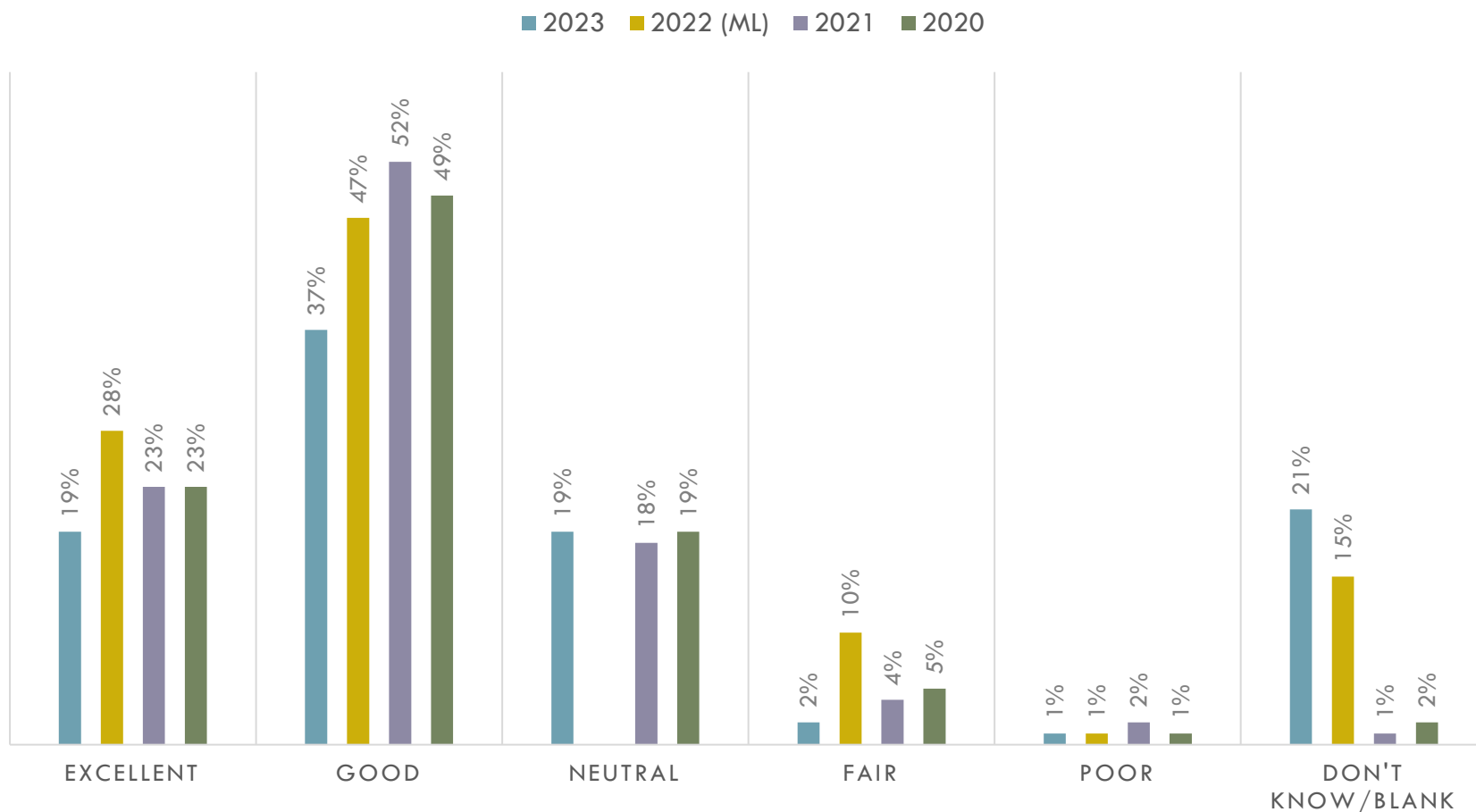
PARKS & RECREATION

Q13: HOW WOULD YOU RATE THE OVERALL QUALITY OF CITY RECREATIONAL FACILITIES (PARKS, TRAILS, RECREATION FACILITIES, ETC.)?



EXCELLENT OR GOOD			
2023- 81%	2022 (ML) – 88%	2021 - 75%	2020 - 72%

Q14: HOW WOULD YOU RATE THE OVERALL QUALITY OF CITY RECREATIONAL PROGRAMS (CLASSES, EVENTS, ACTIVITIES, ETC.)?

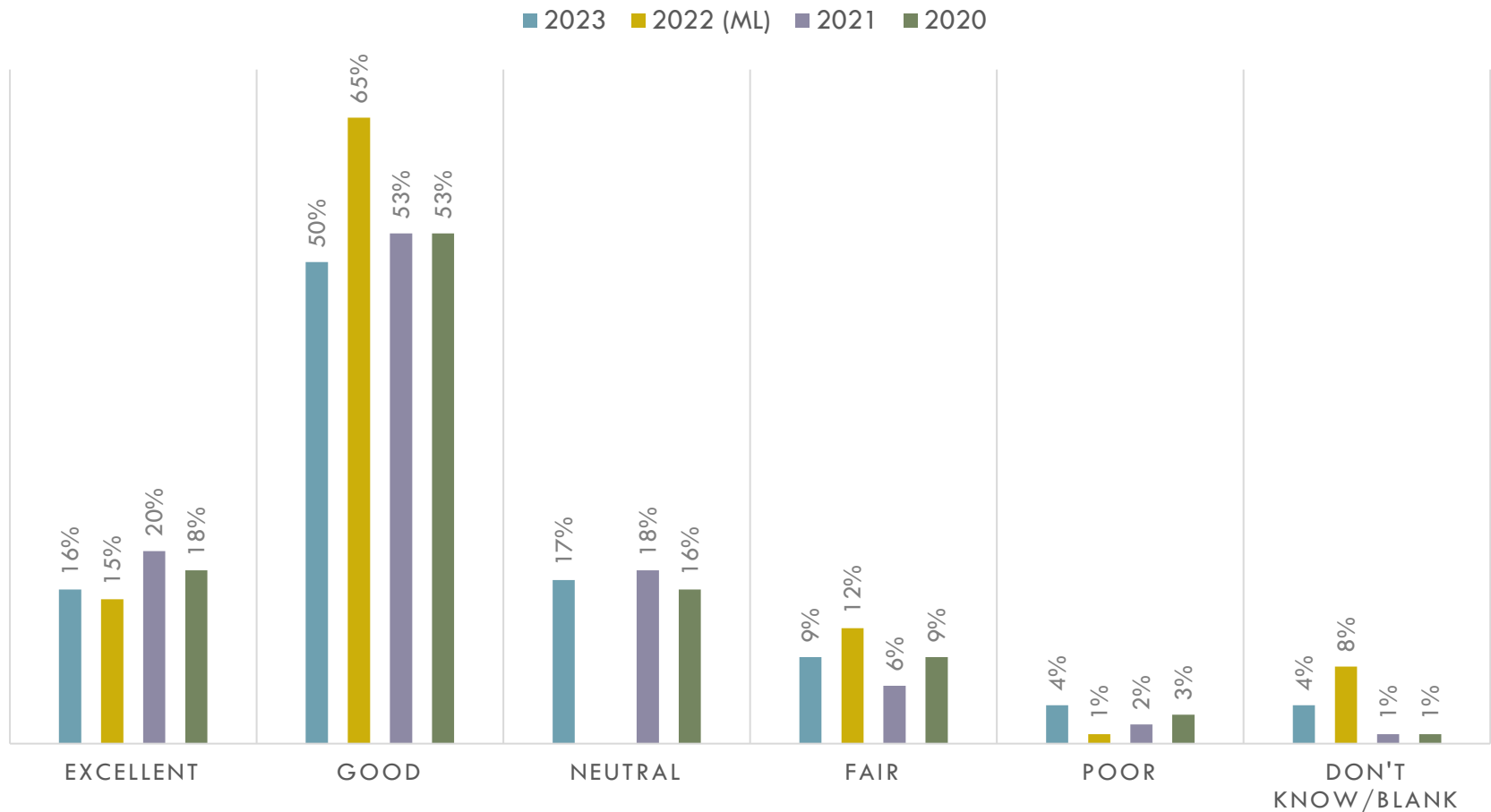


EXCELLENT OR GOOD			
2023 – 56%	2022 (ML) – 75%	2021 – 75%	2020 – 72%



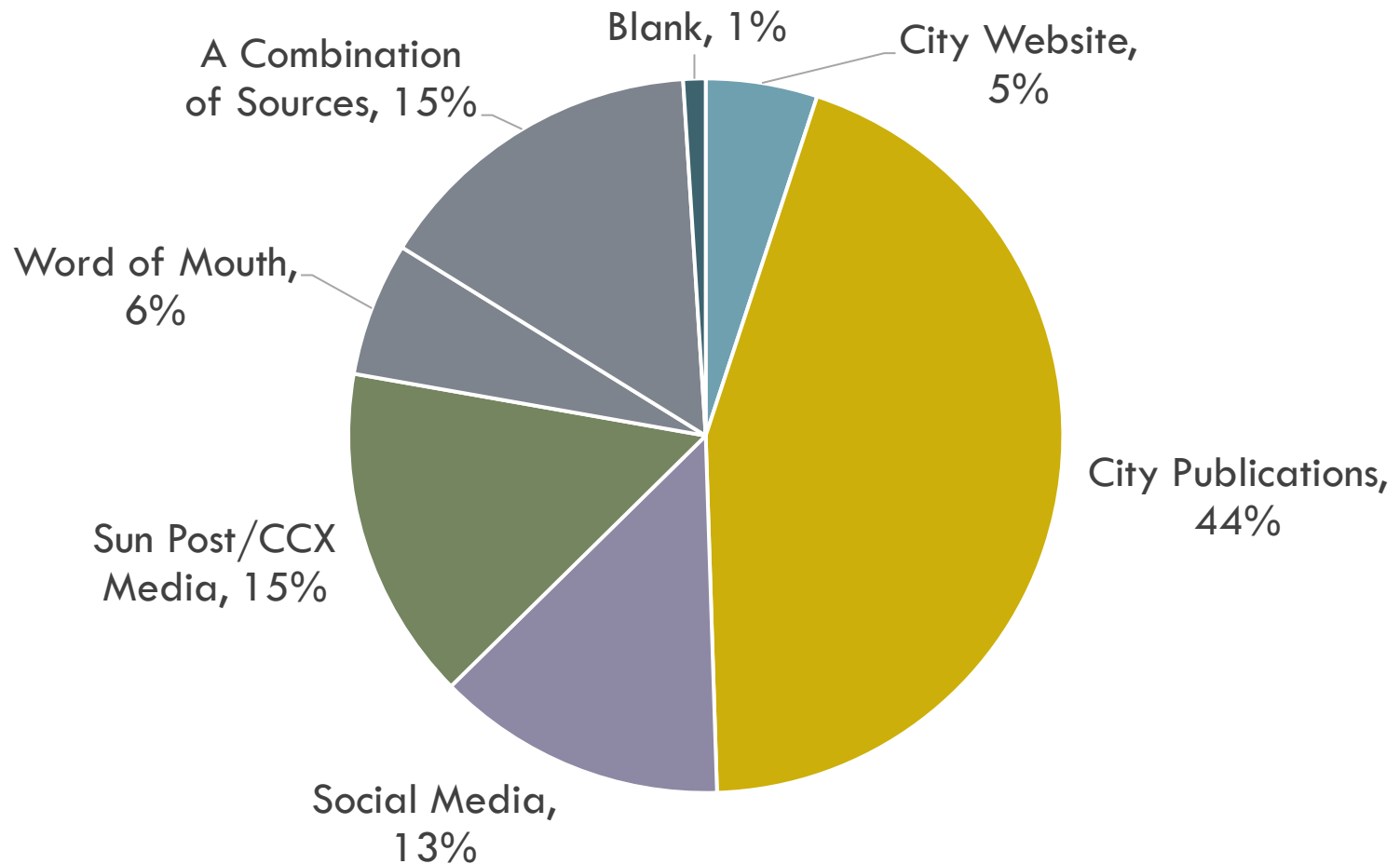
COMMUNICATIONS

Q15: HOW WOULD YOU RATE THE QUALITY OF COMMUNICATION/DISTRIBUTION OF INFORMATION?



EXCELLENT OR GOOD			
2023 – 66%	2022 (ML) – 80%	2021 - 73%	2020 - 71%

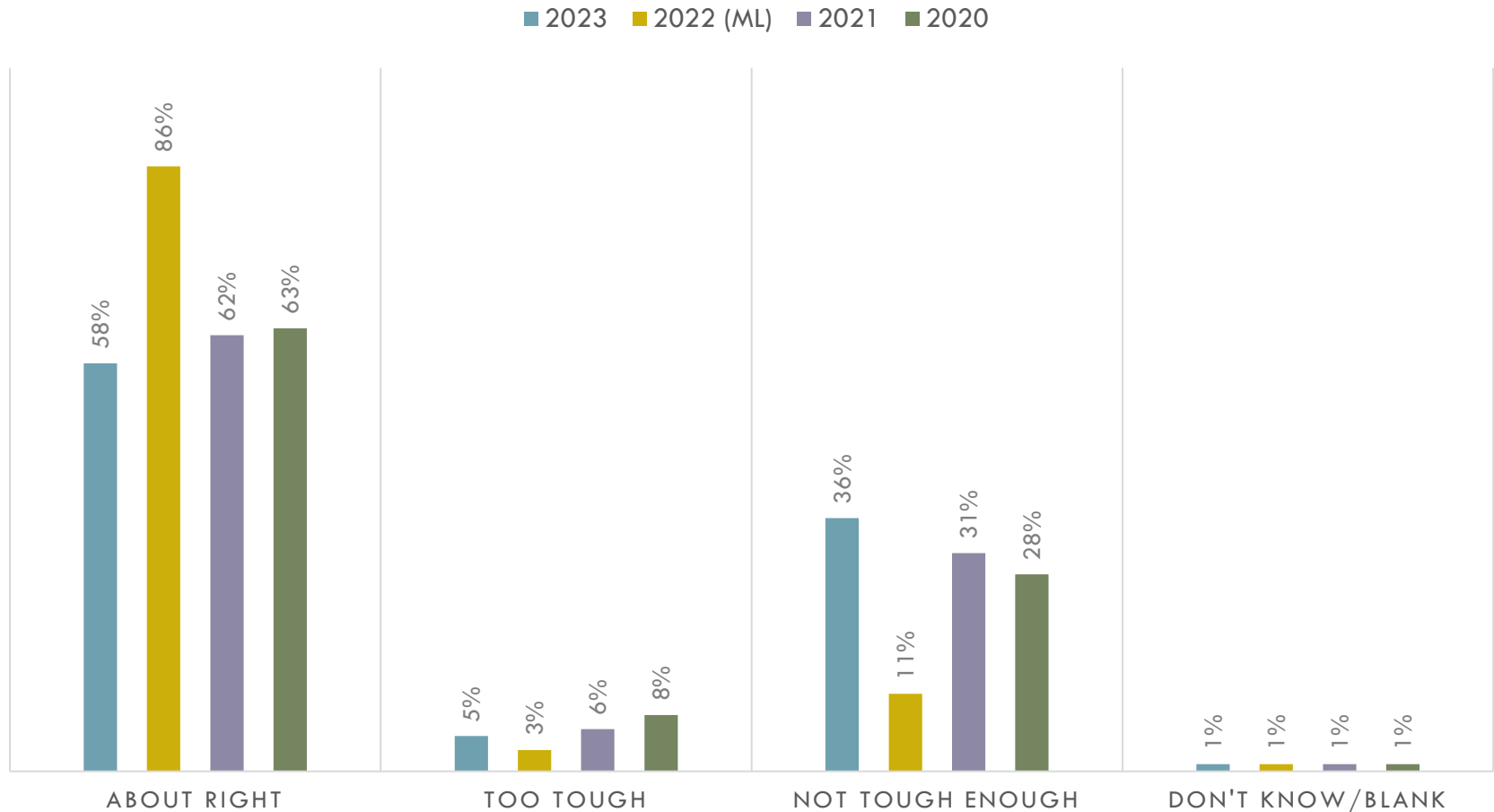
Q16: OF THESE SOURCES, HOW DO YOU OBTAIN THE MAJORITY OF YOUR CITY INFORMATION?





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				
2023-58%	2022 (ML) – 86%	2021 - 62%	2020 - 63%	2019 - 58%