

THE MORRIS LEATHERMAN COMPANY
3128 Dean Court
Minneapolis, Minnesota 55416

CITY OF NEW HOPE
RESIDENTIAL SURVEY
FINAL APRIL 2022

Hello, I'm _____ of the Morris Leatherman Company, a nationwide polling firm located in Minneapolis. We've been retained by the City of New Hope to speak with a random sample of residents about issues facing the city. The survey is being taken because your city representatives and staff are interested in your opinions and suggestions. I want to assure you that all individual responses will be held strictly confidential; only summaries of the entire sample will be reported. (DO NOT PAUSE)

- | | |
|--|--|
| 1. Approximately how many years have you lived in New Hope? | LESS THAN TWO YEARS.....8%
TWO TO FIVE YEARS.....15%
SIX TO TEN YEARS.....28%
ELEVEN TO TWENTY YRS...24%
21 TO THIRTY YRS.....12%
OVER THIRTY YEARS.....14%
REFUSED.....0% |
| 2. What do you like MOST, if anything, about living in New Hope? | DON'T KNOW/REFUSED.....0%
CONVENIENT LOCATION.....9%
HOUSING/NEIGHBORHOOD...13%
PARKS/TRAILS.....8%
SMALL TOWN FEEL.....12%
QUIET AND PEACEFUL.....17%
FRIENDLY PEOPLE.....12%
CLOSE TO JOB.....9%
SCHOOLS.....9%
SAFE.....4%
CLOSE TO FAMILY.....4%
SHOPPING/SERVICES.....2%
SCATTERED.....2% |
| 3. How would you rate the City's job of handling the COVID-19 pandemic - excellent, good, only fair or poor? | EXCELLENT.....27%
GOOD.....58%
ONLY FAIR.....13%
POOR.....2%
DON'T KNOW/REFUSED.....1% |
| 4. How would you rate the City's communication about the COVID-19 pandemic -- excellent, good, only fair, or poor? | EXCELLENT.....35%
GOOD.....48%
ONLY FAIR.....13%
POOR.....3%
DON'T KNOW/REFUSED.....1% |

5.	How would you rate how you and members of your household are doing financially, mentally and physically -- excellent, good, only fair, or poor?	EXCELLENT.....14%
		GOOD.....62%
		ONLY FAIR.....23%
		POOR.....2%
		DON'T KNOW/REFUSED.....0%

Aside from the COVID-19 pandemic....

6.	What do you think is the most serious issue facing New Hope today?	DON'T KNOW/REFUSED.....9%
		NOTHING.....13%
		REDEVELOPMENT.....13%
		RISING CRIME.....14%
		HIGH TAXES.....16%
		STREET MAINTENANCE.....8%
		GROWTH.....16%
		DIVERSITY.....4%
		POOR SPENDING.....2%
		RUN-DOWN PROPERTIES.....2%
		ECONOMY.....3%
		SCATTERED.....1%
7.	How would you rate the quality of life in New Hope -- excellent, good, only fair, or poor?	EXCELLENT.....26%
		GOOD.....68%
		ONLY FAIR.....6%
		POOR.....0%
		DON'T KNOW/REFUSED.....0%
8.	How would you rate the City of New Hope as a place to raise children -- excellent, good, only fair, or poor?	EXCELLENT.....38%
		GOOD.....62%
		ONLY FAIR.....8%
		POOR.....0%
		DON'T KNOW/REFUSED.....3%
9.	And, how would you rate New Hope as a place to retire -- excellent, good, only fair, or poor?	EXCELLENT.....36%
		GOOD.....49%
		ONLY FAIR.....10%
		POOR.....1%
		DON'T KNOW/REFUSED.....5%
10.	How would you rate the general sense of community among New Hope residents -- excellent, good, only fair, or poor?	EXCELLENT.....29%
		GOOD.....56%
		ONLY FAIR.....15%
		POOR.....1%
		DON'T KNOW/REFUSED.....0%

11. All in all, do you think things in RIGHT DIRECTION.....90%
 New Hope are generally headed in WRONG TRACK.....3%
 the right direction, or do you DON'T KNOW/REFUSED.....7%
 feel things are off on the wrong
 track?

IF "WRONG TRACK," ASK: (N=11)

12. Could you tell me why you feel that way?

RISING CRIME, 100%.

13. How welcoming, if at all, do you VERY WELCOMING.....58%
 think New Hope is -- is it very SOMEWHAT WELCOMING.....41%
 welcoming, somewhat welcoming, NOT TOO WELCOMING.....1%
 not too welcoming or not at all NOT AT ALL WELCOMING....1%
 welcoming? DON'T KNOW/REFUSED.....0%

IF "NOT TOO WELCOMING" OR "NOT AT ALL WELCOMING," ASK: (N=4)

14. Who do you think does not feel welcomed in New Hope?

PEOPLE OF COLOR, 75%; NON-ENGLISH SPEAKING, 25%.

For each of the following, please rate the City of New Hope as
 excellent, good, only fair, or poor.

	EXC	GOO	FAI	POO	DKR
15. Creating a welcoming community to residents of all backgrounds.	41%	46%	11%	0%	2%
16. Treating all residents with respect.	39%	51%	8%	1%	2%
17. Treating all residents fairly.	43%	47%	7%	0%	3%
18. Providing services to residents of all backgrounds.	40%	50%	2%	1%	8%

IF "ONLY FAIR" OR "POOR," ASK: (N=9)

19. Is there a particular city service which needs to improve?

POLICE, 11%; NON-ENGLISH SPEAKING SERVICES, 11%;
COMMUNITY EVENTS, 11%; SOCIAL SERVICES, 22%; JOB
PLACEMENT, 22%; AFFORDABLE HOUSING, 22%.

20. Do you think the City is doing enough to create a diverse, inclusive and fair community? (WAIT FOR RESPONSE) Do you feel strongly that way?	STRONGLY YES.....20% YES.....66% NO.....6% STRONGLY NO.....0% DON'T KNOW/REFUSED.....8%
21. Should this be high priority, moderate priority, low priority, or not a priority at all for the City of New Hope	HIGH PRIORITY.....42% MODERATE PRIORITY.....43% LOW PRIORITY.....10% NOT A PRIORITY AT ALL...4% DON'T KNOW/REFUSED.....2%

Moving on....

I would like to read you a list of a few city services. For each one, please tell me whether you would rate the quality of the service as excellent, good, only fair, or poor?

	EXC	GOO	FAI	POO	DKR
22. Police protection?	50%	42%	9%	0%	0%
23. Fire protection?	44%	44%	2%	0%	10%
24. Building inspection?	12%	57%	11%	1%	19%
25. Sanitary sewer service?	19%	62%	13%	1%	6%
26. Accommodation and control of storm water run-off?	21%	44%	20%	3%	13%
27. Animal control?	24%	49%	19%	1%	8%
28. Park maintenance?	32%	60%	6%	0%	2%
29. Condition of trails?	37%	45%	13%	0%	6%
30. Recreational programs?	28%	47%	10%	1%	15%
31. Street lighting?	28%	57%	15%	1%	0%
32. Recycling service?	39%	54%	6%	0%	0%
33. Taste and quality of drinking water?	25%	61%	13%	1%	1%

Roadways in the City of New Hope consist of both city and county streets and state highways. The county maintains 42nd Avenue, Bass Lake Road and Winnetka Avenue, while the state maintains Highway 169. Now, for the next two city services, please consider only city-maintained streets and roads. How would you rate....

	EXC	GOO	FAI	POO	DKR					
34. Pavement repair and patching on city streets?	27%	45%	25%	3%	0%					
35. Snowplowing of city streets?	42%	48%	9%	1%	0%					
36. When you consider the property taxes you pay and the quality of city services you receive, would you rate the general value of city services as excellent, good, only fair, or poor?	EXCELLENT.....	11%	GOOD.....	67%	ONLY FAIR.....	16%	POOR.....	0%	DON'T KNOW/REFUSED.....	6%
37. Would you favor or oppose an increase in your city property taxes if it were needed to maintain city services at their current level?	FAVOR.....	70%	OPPOSE.....	19%	DON'T KNOW/REFUSED.....	11%				

IF "OPPOSE," ASK: (N=76)

38. What services would you be willing to see cut?	DON'T KNOW/REFUSED.....	8%	NONE/CUT WASTE.....	58%	ADMINISTRATION.....	15%	PARKS/RECREATION.....	16%	PUBLIC WORKS.....	1%	RECYCLING.....	3%
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In 2015, the City of New Hope implemented a new street improvement plan, which focuses on less expensive "mill and overlay" improvements, to improve driving and the appearance of streets, rather than full reconstruction and utility replacement. This new approach makes it possible for the City to make improvements to ten or more miles of city streets each construction year, rather than one or two miles if the streets were fully reconstructed and the utilities were replaced.

39. Do you support or oppose this plan? (WAIT FOR RESPONSE) Do you feel strongly that way?	STRONGLY SUPPORT.....	18%	SUPPORT.....	55%	OPPOSE.....	19%	STRONGLY OPPOSE.....	1%	DON'T KNOW/REFUSED.....	8%
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IF "STRONGLY SUPPORT" OR "SUPPORT," ASK: (N=293)

40. Would you support a property tax increase to increase the number of miles that can be completed during a construction year?
- | | |
|-------------------------|-----|
| YES..... | 54% |
| NO..... | 41% |
| DON'T KNOW/REFUSED..... | 5% |

Most communities have one of two systems for garbage collection. In an open collection system, which the City of New Hope currently has, residents choose their hauler from several different companies serving the community. Other cities use an organized collection system, where the City contracts with a hauler or haulers for collection throughout the city.

41. Would you favor or oppose the City of New Hope changing from the current system in which residents may choose from several different haulers to a system where the City chooses a specific hauler or haulers for the whole community?
(WAIT FOR RESPONSE) Do you feel strongly that way?
- | | |
|-------------------------|-----|
| STRONGLY FAVOR..... | 12% |
| FAVOR..... | 28% |
| OPPOSE..... | 36% |
| STRONGLY OPPOSE..... | 6% |
| DON'T KNOW/REFUSED..... | 18% |

IF A RESPONSE IS GIVEN, ASK: (N=330)

42. Could you tell me one or two reasons for your decision?
- | | |
|--------------------------|-----|
| DON'T KNOW/REFUSED..... | 0% |
| WANT CHOICE..... | 27% |
| LIKE CURRENT HAULER.... | 16% |
| CHOICE/COST LESS..... | 9% |
| ORGANIZED/COST LESS.... | 17% |
| ORGANIZED/LESS TRUCKS.. | 26% |
| ORGANIZED/STREET REP.... | 3% |
| SCATTERED..... | 2% |

IF "OPPOSE" OR "STRONGLY OPPOSE," ASK: (N=173)

43. Would you still oppose if changing to an organized system would reduce truck traffic in neighborhoods and save the city money on street repair and maintenance?
- | | |
|-------------------------|-----|
| YES..... | 50% |
| NO..... | 34% |
| DON'T KNOW/REFUSED..... | 17% |

Moving on....

44.	Do you think you have adequate opportunities to provide input and feedback about issues to the City of New Hope?	YES.....84% NO.....5% DON'T KNOW/REFUSED.....11%
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IF "NO," ASK: (N=19)

45. What additional opportunities would you like to see the City of New Hope offer residents to provide input and feedback on issues?

UNSURE, 10%; ISSUES FORUM, 43%; MAILINGS, 22%;
RESPOND TO COMPLAINTS, 16%; SURVEYS, 10%.

46.	How much do you feel you know about the work of the Mayor and City Council -- a great deal, a fair amount, or very little?	GREAT DEAL.....13% FAIR AMOUNT.....42% VERY LITTLE.....45% DON'T KNOW/REFUSED.....1%
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47.	From what you know, do you approve or disapprove of the job the Mayor and City Council are doing? (WAIT FOR RESPONSE) And do you feel strongly that way?	STRONGLY APPROVE.....18% APPROVE.....67% DISAPPROVE.....3% STRONGLY DISAPPROVE.....1% DON'T KNOW/REFUSED.....12%
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48.	How much first-hand contact have you had with New Hope City staff -- quite a lot, some, very little, or none at all?	QUITE A LOT.....3% SOME.....30% VERY LITTLE.....46% NONE AT ALL.....20% DON'T KNOW/REFUSED.....1%
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49.	From your experience, how would you rate the job performance of New Hope City staff -- excellent, good, only fair, or poor?	EXCELLENT.....21% GOOD.....60% ONLY FAIR.....9% POOR.....0% DON'T KNOW/REFUSED.....10%
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50.	During the past year, have you visited or contacted New Hope City Hall in person, or on the telephone?	IN-PERSON.....7% TELEPHONE.....33% NO.....60% DON'T KNOW/REFUSED.....0%
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IF "IN-PERSON" OR "TELEPHONE," ASK: (N=160)

51. On your last contact with the City, which Department did you contact -- the Police Department, Fire Department, Public Works, Parks and Recreation, Building Inspections, Planning, Administration, Finance Department, General Information, Licenses and Permits or Utility billing?	POLICE DEPARTMENT.....3%
	FIRE DEPARTMENT.....0%
	PUBLIC WORKS.....9%
	PARK AND RECREATION....15%
	BUILDING INSPECTIONS....3%
	PLANNING.....4%
	ADMINISTRATION.....8%
	FINANCE DEPARTMENT.....1%
	GENERAL INFORMATION.....8%
	LICENSE PERMITS.....11%
	UTILITY BILLING.....38%
	DON'T KNOW/REFUSED.....1%

Thinking about your last contact with the City, for each of the following characteristics, please rate the service as excellent, good, only fair, or poor....

	EXC	GOO	FAI	POO	DKR
52. Waiting time for a staff member to assist you?	39%	55%	5%	1%	0%
53. Courtesy of the City Staff?	51%	43%	6%	1%	0%
54. Ease of obtaining the service you needed?	47%	43%	8%	2%	0%

Thinking about your neighborhood for a moment....

55. How would you rate the overall general appearance of your neighborhood -- excellent, good, only fair, or poor?	EXCELLENT.....35%
	GOOD.....59%
	ONLY FAIR.....7%
	POOR.....0%
	DON'T KNOW/REFUSED.....0%

IF "ONLY FAIR" OR "POOR," ASK: (N=28)

56. Why do you feel that way?

UNSURE, 7%; RUNDOWN RESIDENTIAL PROPERTIES, 21%; MESSY YARDS, 21%; LONG GRASS/WEEDS, 4%; TRASH/LITTER, 14%; RUNDOWN BUSINESS PROPERTIES, 4%; JUNK CARS, 21%; TOO MANY CARS, 4%; SCATTERED, 4%.

57. Do you feel the City is too tough, TOO TOUGH.....3%
 about right, or not tough enough ABOUT RIGHT.....86%
 in enforcing the City Code on such NOT TOUGH ENOUGH.....11%
 nuisances as animal control, gar- DON'T KNOW/REFUSED.....1%
 bage disposal, junk cars, messy
 yards, and noise?

IF "TOO TOUGH" OR "NOT TOUGH ENOUGH," ASK: (N=54)

58. Could you tell me one or two reasons why you feel that way?

RUNDOWN PROPERTIES, 11%; MESSY YARDS, 19%; LONG GRASS/WEEDS, 13%; TRASH/LITTER, 2%; LOOSE ANIMALS, 4%; TOO RESTRICTIVE STREET PARKING, 9%; JUNK CARS, 26%; TOO STRICT ON PROPERTY CODES, 2%; TRASH BIN STORAGE, 4%; BARKING DOGS, 2%; TOO TOUGH ON YARD MAINTENANCE, 6%; SCATTERED, 2%.

I would like to read you a list of characteristics of a community. For each one, please tell me if you think New Hope currently has too many or too much, too few or too little, or about the right amount. (ROTATE LIST)

	MANY MUCH	FEW/ LITT	ABOUT RIGHT	D.K./ REF.
59. Apartments?	40%	12%	47%	2%
60. Starter homes?	9%	30%	58%	4%
61. "Move-up" housing?	13%	21%	61%	6%
62. Condominiums and townhouses?	30%	23%	45%	2%
63. Affordable housing, defined by the Metropolitan Council as a single family home costing less than \$316,000?	8%	32%	54%	7%
64. Assisted living for seniors?	7%	22%	58%	13%
65. Nursing homes?	7%	15%	65%	13%
66. One-level housing for seniors maintained by an association?	5%	29%	49%	17%
67. Parks and open spaces?	13%	11%	74%	2%
68. Trails and bikeways?	12%	25%	60%	4%
69. Service and retail establishments?	11%	36%	53%	1%
70. Entertainment opportunities?	6%	37%	54%	3%
71. Fine dining restaurants?	6%	32%	61%	2%
72. Family sit-down restaurants?	9%	27%	65%	0%

73. Are there any types of development you would like to see in the city? (IF "YES," ASK:) What are they? (PROBE)

UNSURE, 2%; NO, 48%; FINE DINING, 5%; VARIETY FOR DINING, 3%; RETAIL/SERVICE, 6%; AFFORDABLE HOUSING, 2%; TRAILS/SIDEWALKS, 3%; TOWNHOMES, 4%; PARKS, 2%; FAMILY ENTERTAINMENT, 6%; GROCERY STORE, 3%; STARTER HOMES, 3%; JOBS, 3%; SENIOR HOUSING, 5%; SCATTERED, 5%.

74. Are there any types of development you would strongly oppose? (PROBE)

UNSURE, 3%; NO, 55%; APARTMENTS, 14%; LOW-INCOME HOUSING, 3%; INDUSTRIAL, 2%; BARS, 3%; RETAIL, 2%; HIGH-END HOUSING, 2%; TOBACCO SHOPS, 2%; ADULT ENTERTAINMENT, 2%; LIQUOR STORES, 2%; CONVENIENCE STORES, 3%; SCATTERED, 7%.

As the City of New Hope continues development and redevelopment....

75. Do you support or oppose the City providing financial incentives to attract specific types of development? (WAIT FOR RESPONSE) Do you feel strongly that way?

STRONGLY SUPPORT.....	7%
SUPPORT.....	58%
OPPOSE.....	20%
STRONGLY OPPOSE.....	7%
DON'T KNOW/REFUSED.....	9%

I would like to ask about a specific redevelopment site....

Discussions are underway about potential redevelopment of the shopping center on the southwest corner of Winnetka and 45th avenues, just east of the new Hy-Vee.

For each of the following types of development, please tell me if you would strongly support it, support, oppose or strongly oppose it. (ROTATE)

	STS	SUP	OPP	STO	DKR
76. High-density residential, such as townhouses or apartments?	14%	36%	36%	11%	4%
77. Retail stores?	29%	44%	20%	7%	1%
78. Medical office space?	31%	46%	14%	3%	7%
79. Senior housing?	26%	42%	19%	4%	10%

Continuing....

The City of New Hope has again started to purchase deteriorating and blighted properties, demolish them and resell the lots for new home construction.

- | | | |
|-----|--|---|
| 80. | Do you favor or oppose the City purchasing deteriorating and blighted properties for redevelopment? (WAIT FOR RESPONSE) Do you feel strongly that way? | STRONGLY FAVOR.....19%
FAVOR.....66%
OPPOSE.....8%
STRONGLY OPPOSE.....1%
DON'T KNOW/REFUSED.....6% |
| 81. | Have you done any remodeling or home improvements in the past five years? | YES.....27%
NO.....73%
DON'T KNOW/REFUSED.....0% |

IF "YES," ASK: (N=109)

- | | | |
|-----|---|--|
| 82. | What remodeling or home improvements have you undertaken? | DON'T KNOW/REFUSED.....0%
KITCHEN.....19%
BATHROOM.....21%
FINISHED BASEMENT.....10%
WINDOWS/DOORS.....10%
ROOF.....11%
DECK/LANDSCAPING.....21%
INSULATION.....4%
SIDING.....2%
SCATTERED.....2% |
|-----|---|--|

Moving on...

- | | | |
|-----|---|---|
| 83. | During the past two years, has crime increased, decreased, or remained about the same in your area of the city? | INCREASED.....22%
DECREASED.....12%
REMAINED ABOUT SAME....64%
DON'T KNOW/REFUSED.....3% |
| 84. | Do you generally feel safe walking in your neighborhood alone at night? | YES.....84%
NO.....14%
DON'T KNOW/REFUSED.....2% |

IF "NO," ASK: (N=56)

85. In which areas do you not feel safe?

UNSURE, 4%; EVERYWHERE, 46%; PARKS, 11%; TRAILS, 4%;
APARTMENTS, 4%; LOW-INCOME AREAS, 4%; BUSY STREETS, 11%;
BUS STOPS, 4%; SCATTERED AREAS, 13%.

86. What makes you feel unsafe?

UNSURE, 4%; CRIME, 27%; NOT ENOUGH LIGHTS, 4%; LOITERING
YOUTH, 25%; AGE/HEALTH/VULNERABLE, 30%; ISOLATED AREA,
4%; BUSY TRAFFIC, 7%.

87. During the past twelve months, YES.....7%
were you or a member of your NO.....93%
household the victim of a crime DON'T KNOW/REFUSED.....0%
in New Hope?

88. Are you a member of a Neighborhood Watch? YES.....32%
NO.....67%
DON'T KNOW/REFUSED.....1%

I would like to read you a short list of public safety concerns.

89. Please tell me which one you consider to be the greatest
concern in New Hope? If you feel that none of these problems
are serious in New Hope, just say so. (ROTATE AND READ LIST)

VIOLENT CRIME.....6%
TRAFFIC SPEEDING.....20%
DRUGS.....13%
YOUTH CRIMES AND VANDALISM.....14%
BUSINESS CRIMES, SUCH AS SHOPLIFTING
AND CHECK FRAUD.....6%
RESIDENTIAL CRIMES, SUCH AS BURGLARY
AND THEFT.....13%
IDENTITY THEFT.....5%
ALL EQUALLY.....1%
NONE OF THE ABOVE.....21%
DON'T KNOW/REFUSED.....2%

90. Is speeding in your neighborhood YES.....33%
a serious traffic problem? NO.....67%
DON'T KNOW/REFUSED.....1%

91. Are stop sign and traffic signal YES.....23%
violations a serious problem in NO.....76%
your neighborhood? DON'T KNOW/REFUSED.....2%

Continuing....

92.	Do you leave the City of New Hope on a regular or daily basis to go to work?	YES.....55%
		NO.....30%
		NOT EMPLOYED/RETIRED...15%
		DON'T KNOW/REFUSED.....0%

IF "YES," ASK: (N=220)

93.	In what city is your job located?	DON'T KNOW/REFUSED.....0%
		MINNEAPOLIS.....42%
		SAINT PAUL.....5%
		PLYMOUTH.....16%
		MAPLE GROVE.....9%
		BLOOMINGTON.....13%
		CRYSTAL.....5%
		GOLDEN VALLEY.....5%
		SCATTERED.....5%

94.	How many minutes does it take you to get to work?	FIVE MINUTES OR LESS....3%
		SIX TO TEN MINUTES.....13%
		11 TO 15 MINUTES.....21%
		16 TO 20 MINUTES.....26%
		21 TO 25 MINUTES.....19%
		26 TO 30 MINUTES.....12%
		OVER 30 MINUTES.....6%
		DON'T KNOW/REFUSED.....0%

95.	How would you rate the ease of getting to and from work -- excellent, good, only fair, or poor?	EXCELLENT.....17%
		GOOD.....60%
		ONLY FAIR.....23%
		POOR.....0%
		DON'T KNOW/REFUSED.....0%

96.	Do you or anyone in your household ride public transit on a regular basis?	YES.....33%
		NO.....67%
		DON'T KNOW/REFUSED.....0%

IF "NO," ASK: (N=147)

97.	Why don't you use public transit?	DON'T KNOW/REFUSED.....0%
		NEED CAR.....16%
		PREFER TO DRIVE.....58%
		UNSAFE.....7%
		INCONVENIENT.....12%
		DOESN'T GO WHERE NEED...6%

98.	How would you rate the ease of getting from place to place within the City of New Hope -- excellent, good, only fair, or poor?	EXCELLENT.....19%
		GOOD.....69%
		ONLY FAIR.....12%
		POOR.....0%
		DON'T KNOW/REFUSED.....0%

Turning to parks and recreation....

99.	How would you rate park and recreation facilities in New Hope -- excellent, good, only fair, or or poor?	EXCELLENT.....23%
		GOOD.....65%
		ONLY FAIR.....11%
		POOR.....0%
		DON'T KNOW/REFUSED.....2%

The New Hope Park and Recreation system is composed of larger community parks and smaller neighborhood parks, community ballfields, the Ice Arena, New Hope Community Gyms, the Golf Course and trails. For each of the following facilities, first, tell me if you or members of your household have used it during the past year. Then, for those you have used, please rate them as excellent, good, only fair, or poor. If you have no opinion, just say so....

	NOT	EXC	GOO	FAI	POO	DKR
100. City parks?	7%	38%	50%	5%	0%	0%
101. Community ballfields?	31%	20%	33%	5%	0%	12%
102. New Hope Ice Arena?	42%	10%	24%	4%	0%	20%
103. New Hope Community Gyms?	47%	13%	19%	3%	0%	18%
104. New Hope Village Golf Course?	39%	21%	23%	2%	0%	16%
105. Trails?	16%	36%	31%	13%	0%	4%
106. New Hope Performance Center?	38%	14%	27%	3%	0%	19%
107. The New Hope Aquatic Park?	40%	20%	17%	3%	0%	20%
108. Have you or members of your household participated in any city sponsored recreational programs during the past year?	YES.....22%					
	NO.....78%					
	DON'T KNOW/REFUSED.....1%					

IF "YES," ASK: (N=87)

109. Which ones?	DON'T KNOW/REFUSED.....0%
	BASEBALL/SOFTBALL.....15%
	ADULT SPORTS.....12%
	YOUTH SPORTS.....29%
	YOUTH PROGRAMS.....2%
	ADULT PROGRAMS.....5%
	ADULT FITNESS.....4%
	YOUTH BASKETBALL.....8%
	YOUTH SOCCER.....5%
	GOLF.....5%
	YOUTH HOCKEY.....5%
	SCATTERED.....10%
110. Were you satisfied or dissatisfied with your experience?	SATISFIED.....86%
	DISSATISFIED.....14%
	DON'T KNOW/REFUSED.....0%
111. Does the current mix of recreational programming in the city adequately meet the needs of your household?	YES.....85%
	NO.....1%
	DON'T KNOW/REFUSED.....15%
IF "NO," ASK: (N=3)	
112. What additional recreational programs would you like to see offered?	
	ADULT FITNESS, 33%; CITY EVENTS, 33%; SENIOR PROGRAMS, 33%.
Moving on....	
113. What is your primary source of information about city government and its activities?	DON'T KNOW/REFUSED.....0%
	NOTHING.....2%
	CITY NEWSLETTER.....51%
	LOCAL NEWSPAPER.....16%
	CITY WEBSITE.....12%
	WORD OF MOUTH.....12%
	STAR TRIBUNE.....2%
	SOCIAL MEDIA.....4%
	SCATTERED.....2%

114. How would you prefer to receive information from the city?	DON'T KNOW/REFUSED.....1%
	NOTHING.....1%
	CITY NEWSLETTER.....54%
	LOCAL NEWSPAPER.....16%
	CITY WEBSITE.....13%
	WORD OF MOUTH.....4%
	STAR TRIBUNE.....2%
	E-MAIL.....5%
	SOCIAL MEDIA.....3%
	SCATTERED.....2%

The City publishes a bi-monthly newsletter, "In Touch," which is mailed to all residents.

115. Do you receive and regularly read the City newsletter? (IF "YES," ASK:) How would you evaluate the newsletter overall -- excellent, good, only fair, or poor?	NO.....15%
	YES/EXCELLENT.....36%
	YES/GOOD.....42%
	YES/ONLY FAIR.....7%
	YES/POOR.....0%
	DON'T KNOW/REFUSED.....1%

116. How would you prefer to receive the city's newsletter -- only electronically, only in print or both?	ELECTRONICALLY.....24%
	PRINT.....61%
	BOTH.....12%
	DON'T KNOW/REFUSED.....4%

117. Does your household currently subscribe to cable television, satellite television, or neither?	CABLE.....41%
	SATELLITE.....12%
	NEITHER.....47%
	DON'T KNOW/REFUSED.....0%

IF "CABLE," ASK: (N=163)

As you may know, the City currently cablecasts City Council and Planning Commission meetings.

118. How often do you watch City Council or Planning Commission meetings -- frequently, occasionally, rarely, or never?	FREQUENTLY.....1%
	OCCASIONALLY.....11%
	RARELY.....29%
	NEVER.....59%
	DON'T KNOW/REFUSED.....0%

119. Have you accessed the City's website?	YES.....50%
	NO.....49%
	DON'T KNOW/REFUSED.....2%

IF "YES," ASK: (N=198)

120. Were you able to find what you were looking for? YES.....96%
 NO.....4%
 DON'T KNOW/REFUSED.....1%

121. What information were you looking for?

UNSURE, 3%; GENERAL INFORMATION, 10%; PARKS AND RECREATION, 27%; UTILITY DEPARTMENT, 19%; CITY NEWS, 5%; ELECTIONS, 2%; CODES AND ORDINANCES, 12%; CITY EVENTS, 3%; CRIME REPORTS, 3%; SCHOOLS, 2%; SCATTERED, 14%.

The City webstreams its City Council and other public meetings on its website. Meetings are archived and can also be viewed anytime after their original airing.

122. Have you ever viewed meetings from the City's website? YES.....22%
 NO.....76%
 DON'T KNOW/REFUSED.....2%

123. How interested would you be in subscribing to receive e-mails containing city information and news -- very interested, somewhat interested, not too interested or not at all interested? VERY INTERESTED.....12%
 SOMEWHAT INTERESTED....26%
 NOT TOO INTERESTED.....26%
 NOT AT ALL INTERESTED..33%
 DON'T KNOW/REFUSED.....3%

I would like to ask you about social media sources. For each one, tell me if you currently use that source of information; then, for each you currently use, tell me if you would be likely or not likely to use it to obtain information about the City of New Hope.

	NOT USE	USE LIK	USE NLK	DK/ REF
124. Facebook?	35%	51%	14%	0%
125. Twitter?	67%	22%	10%	1%
126. Next Door?	61%	30%	9%	1%

127. How would you rate the City's overall performance in communicating key local issues to residents in its publications, website, mailings, and on cable television -- excellent, good, only fair, or poor?	EXCELLENT.....15%
	GOOD.....65%
	ONLY FAIR.....12%
	POOR.....1%
	DON'T KNOW/REFUSED.....8%

Now, just a few more questions for demographic purposes....

Could you please tell me how many people in each of the following age groups live in your household. Let's start oldest to youngest....

128. First, persons 65 or over?	0.....74%
	1.....7%
	2 OR MORE.....19%

129. Adults under 65?	0.....21%
	1.....15%
	2.....58%
	3 OR MORE.....6%

130. School-aged children or pre-schoolers?	0.....71%
	1.....7%
	2.....18%
	3 OR MORE.....5%

131. Do you own or rent your present residence?	OWN.....56%
	RENT.....44%
	DON'T KNOW/REFUSED.....0%

132. What is your age, please?	18-24.....9%
	25-34.....17%
	35-44.....19%
	45-54.....17%
	55-64.....16%
	65 AND OVER.....23%
	REFUSED.....0%

133. Which of the following categories represents your ethnicity -- White, African-American, Hispanic-Latino, Asian-Pacific Islander, Native American, or something else? (IF "SOMETHING ELSE," ASK:) What would that be?	WHITE.....62% AFRICAN-AMERICAN.....22% HISPANIC-LATINO.....8% ASIAN-PACIFIC ISLANDE...5% NATIVE AMERICAN.....1% SOMETHING ELSE.....0% MIXED/BI-RACIAL.....3% DON'T KNOW.....0% REFUSED.....0%
134. What is the primary language spoken in your home?	REFUSED.....0% ENGLISH.....90% SPANISH.....5% SOMALI.....2% SCATTERED.....3%
135. Does anyone in this household have a physical limitation that makes it difficult to access City services?	YES.....12% NO.....88% DON'T KNOW/REFUSED.....1%
136. Finally, thinking about your household finances, how would you describe your financial situation, would you say that -- A) Your monthly expenses are exceeding your income; B) You are meeting your monthly expenses but are putting aside little or no savings; C) You are managing comfortably while putting some money aside; D) Managing very well?	STATEMENT A.....7% STATEMENT B.....33% STATEMENT C.....43% STATEMENT D.....18% DON'T KNOW/REFUSED.....0%
137. Gender	MALE.....49% FEMALE.....51%
138. ZONE	PRECINCT 1.....9% PRECINCT 2.....14% PRECINCT 3.....14% PRECINCT 4.....14% PRECINCT 5.....10% PRECINCT 6.....5% PRECINCT 7.....20% PRECINCT 8.....15%