



2018 NEW HOPE CITY SERVICES SURVEY

November 19, 2018

SUBMISSIONS AT A GLANCE

Survey period of June 21 – September 30, 2018

679 total responses

- 485 paper surveys returned
- 194 completed online

Slight increase in responses over the last two years:

- 2016 - 646
- 2017 - 632

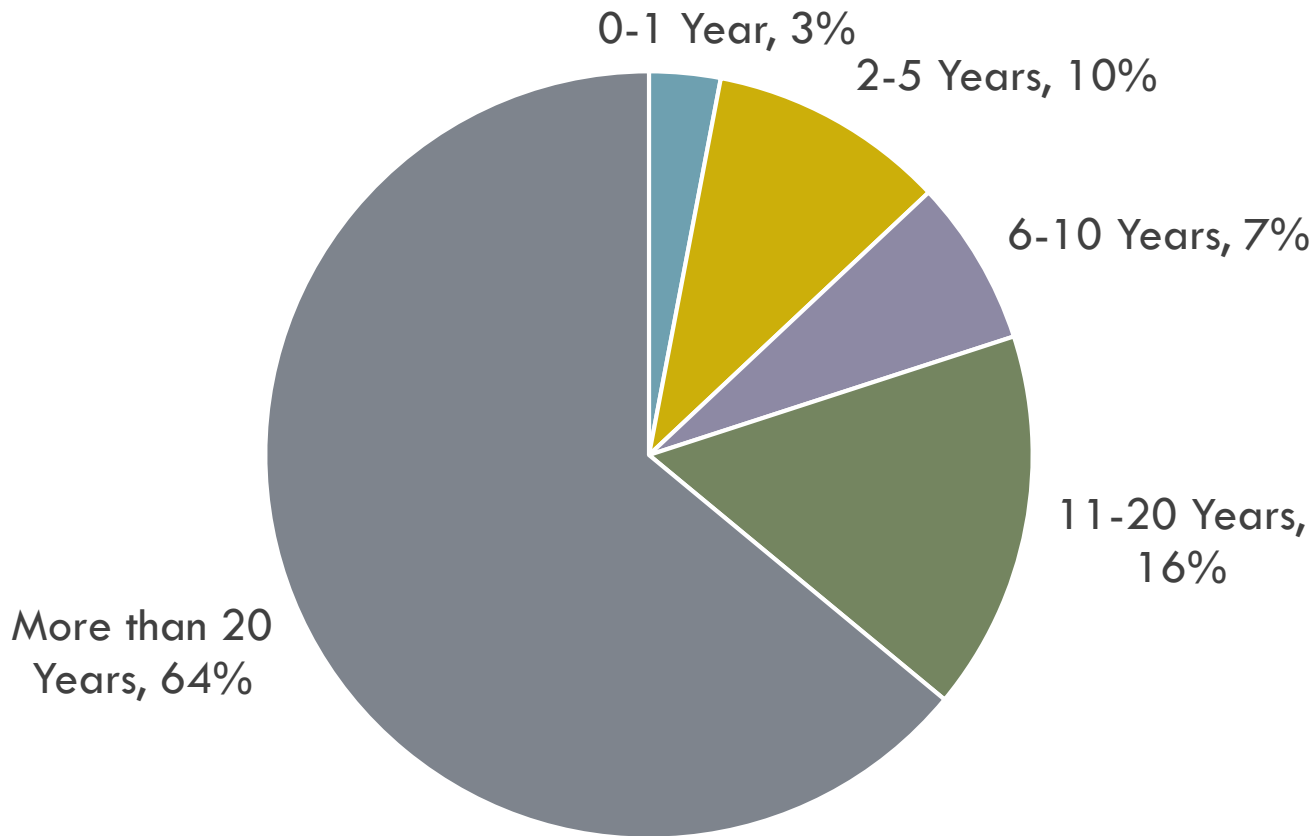
81% of respondents rated the overall quality of city services as excellent or good (down slightly from 84.5% in 2017)

Top rated city services:

- Police (92% very or somewhat safe)
- Water Supply (86% excellent or good)
- Snowplowing (80% excellent or good)
- Sanitary Sewer (80% excellent or good)



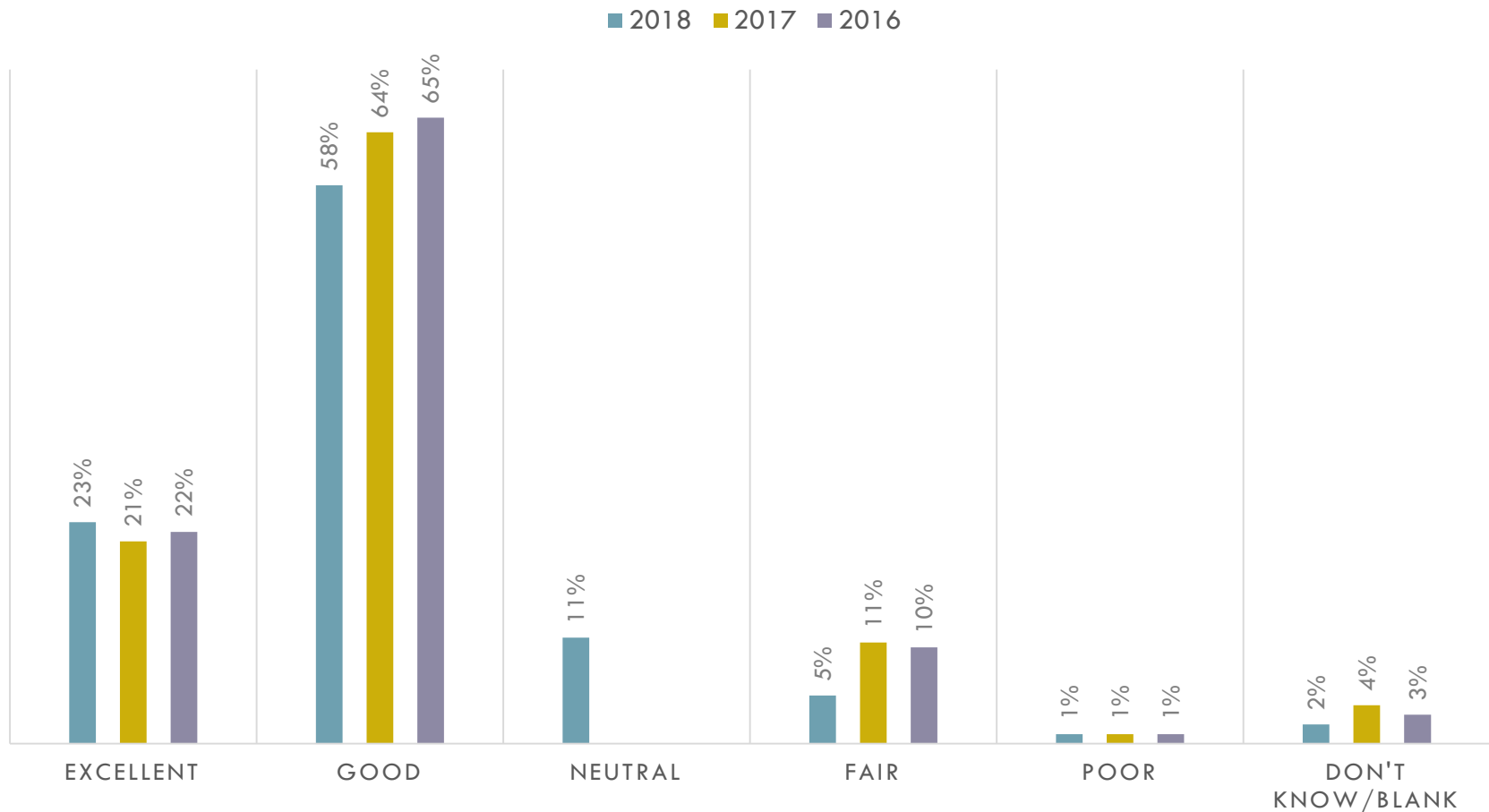
Q1: HOW MANY YEARS HAVE YOU LIVED IN NEW HOPE?





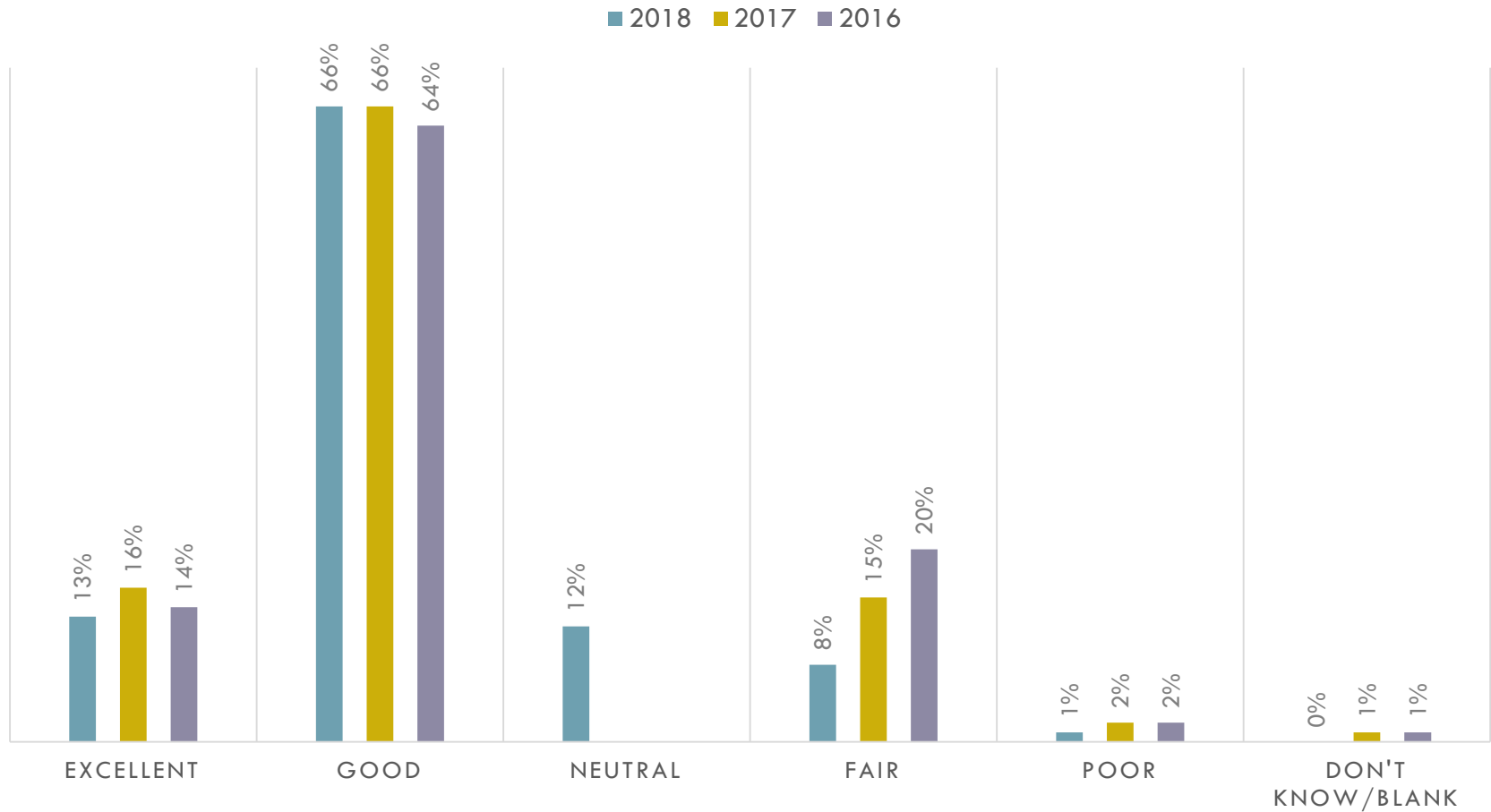
GENERAL

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



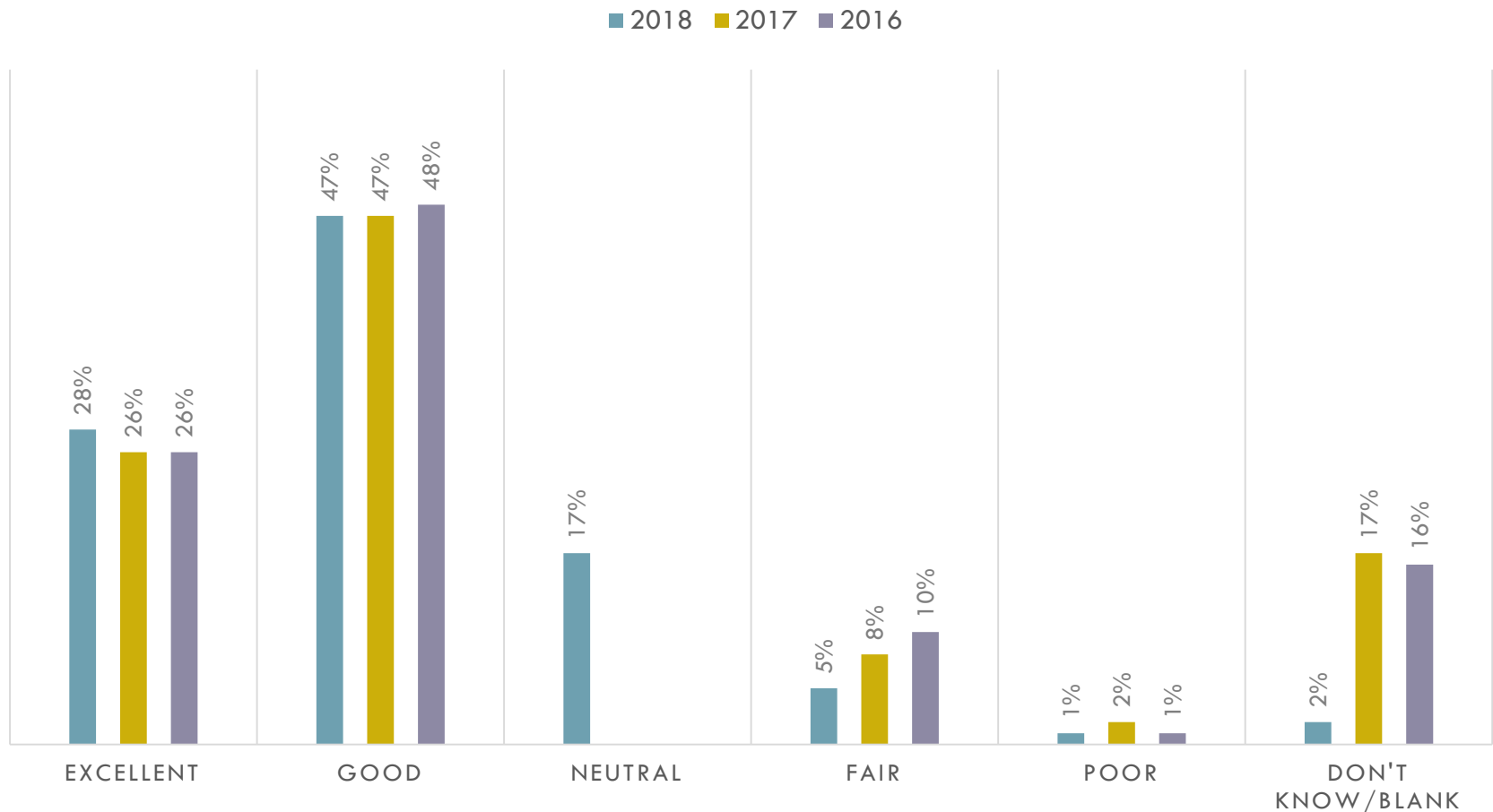
EXCELLENT OR GOOD		
2018 - 81%	2017 - 84.5%	2016 - 87%

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



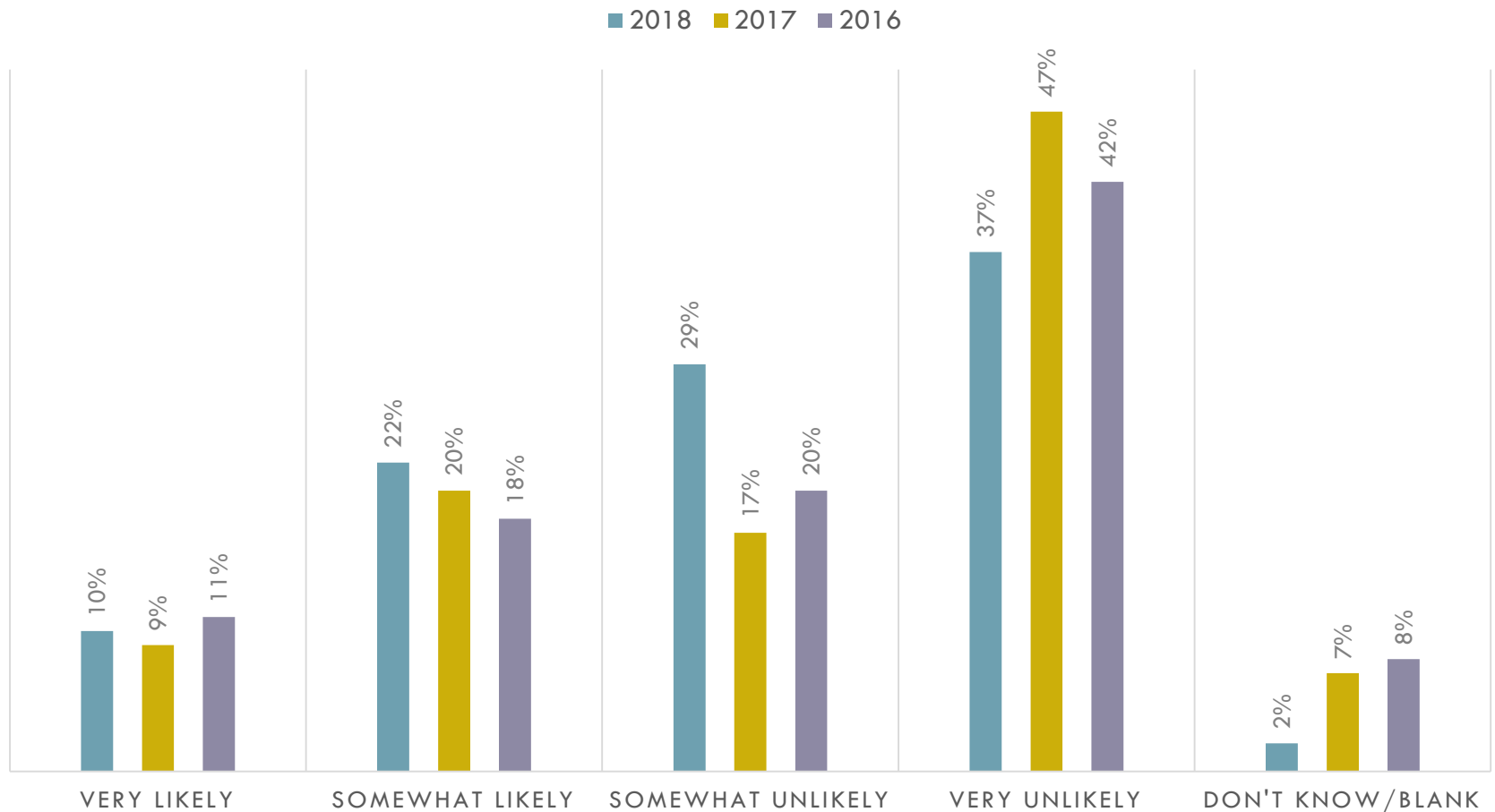
EXCELLENT OR GOOD		
2018 - 79%	2017 - 82%	2016 - 78%

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



EXCELLENT OR GOOD		
2018 - 75%	2017 - 73%	2016 - 74%

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

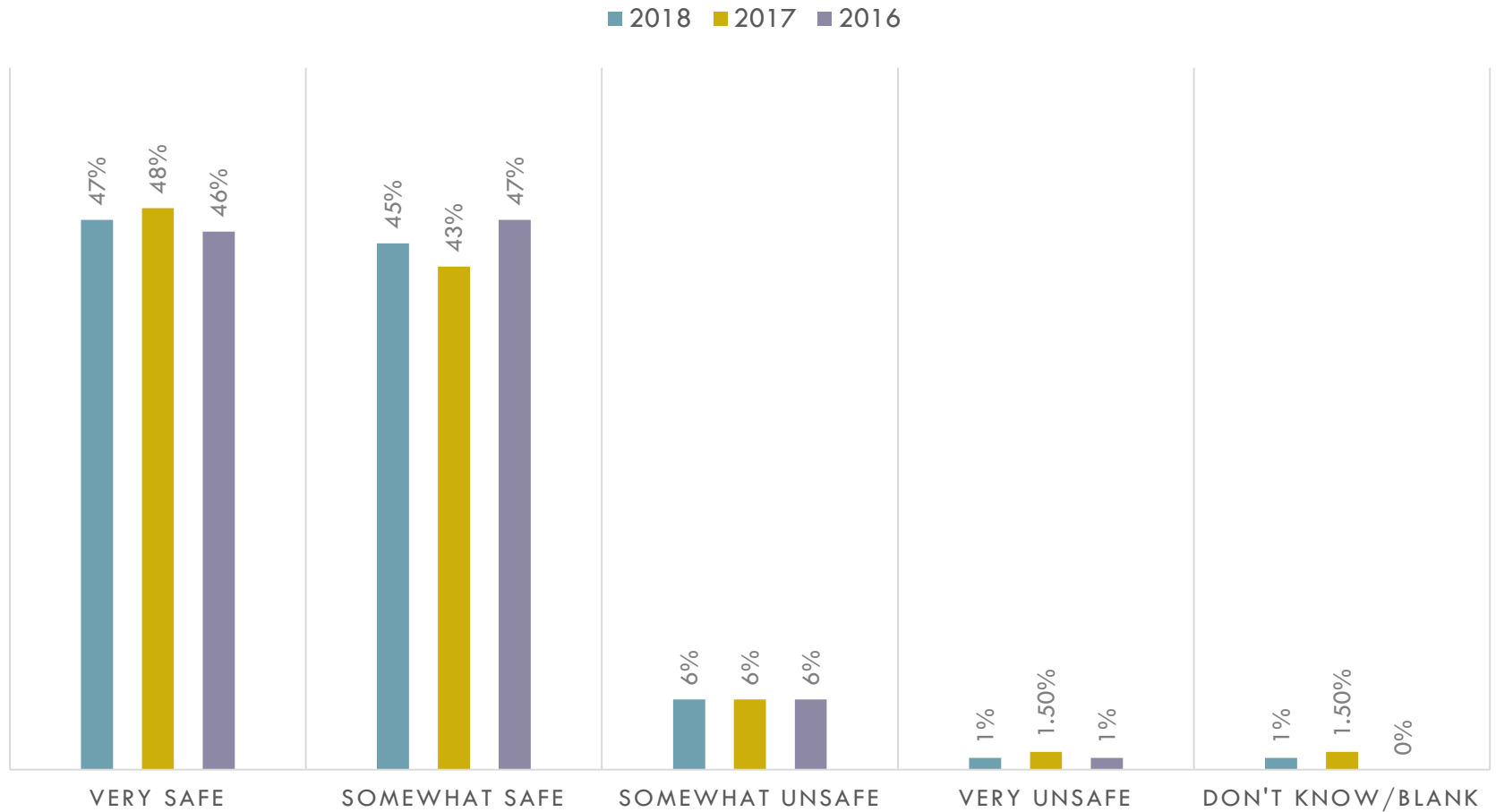


VERY LIKELY OR SOMEWHAT LIKELY		
2018 - 32%	2017 - 29%	2016 - 29%



POLICE SERVICES

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

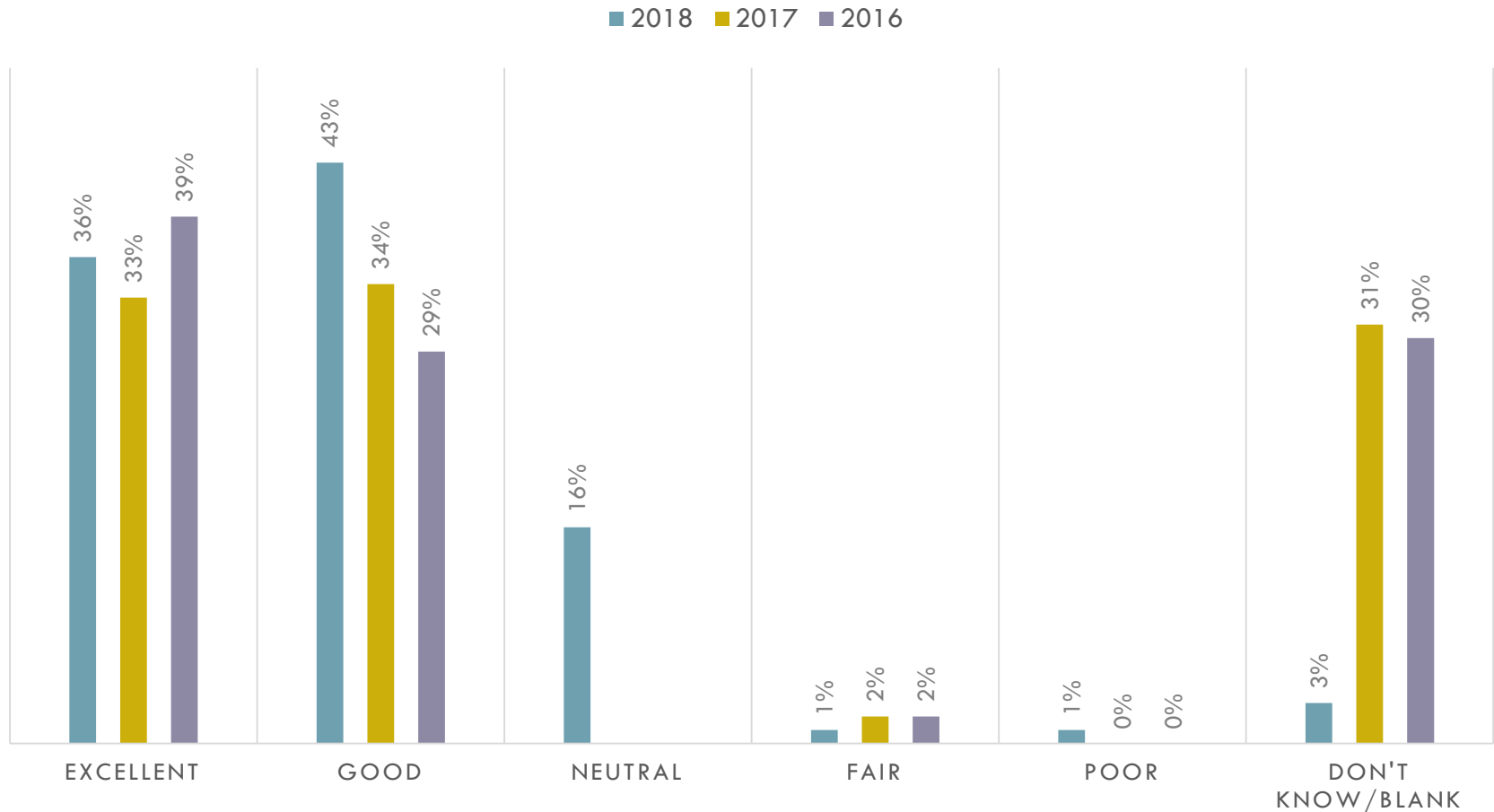


VERY SAFE OR SOMEWHAT SAFE		
2018 - 92%	2017 - 91%	2016 - 93%



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?

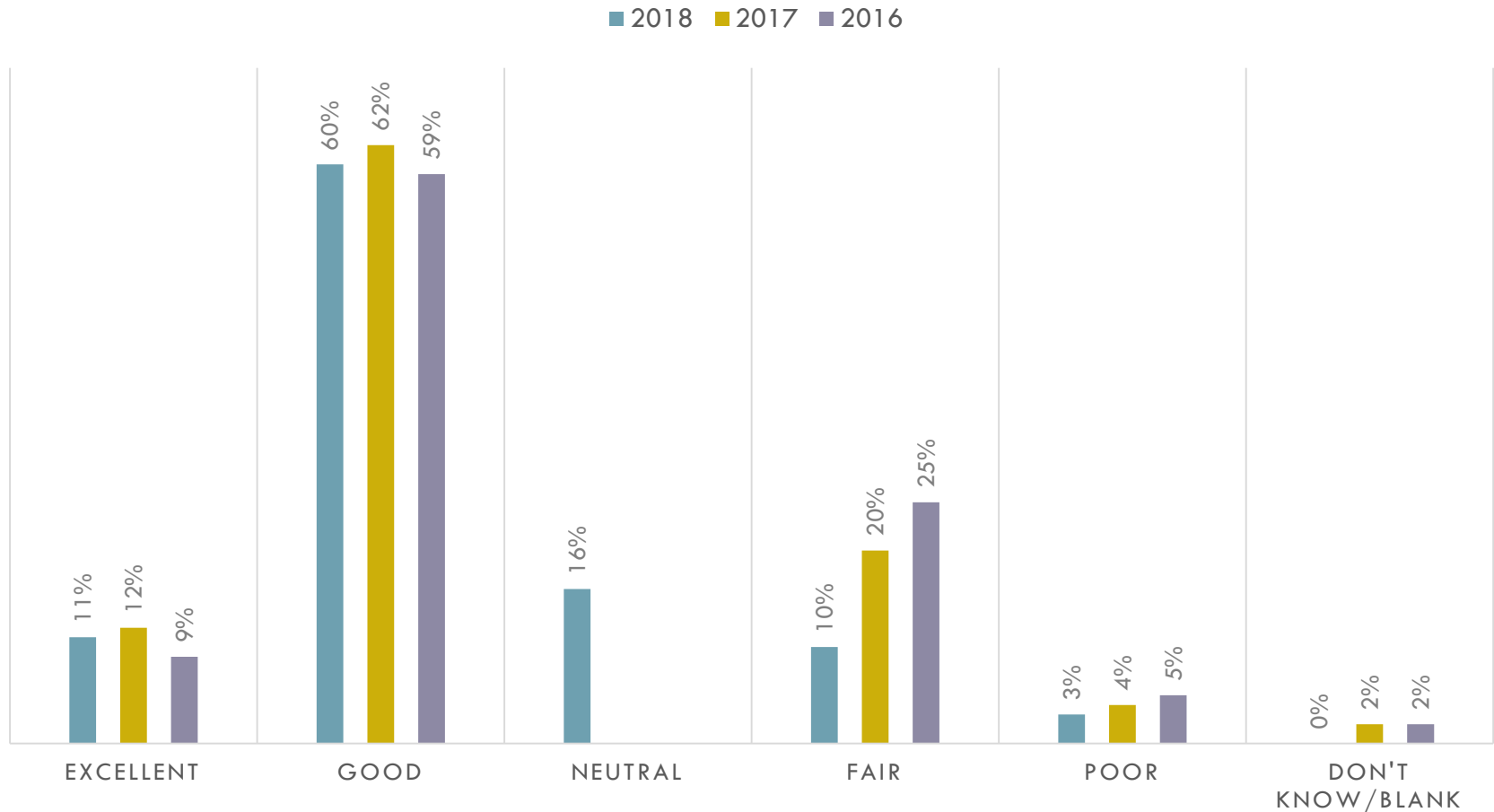


EXCELLENT OR GOOD		
2018 - 79%	2017 - 67%	2016 - 68%



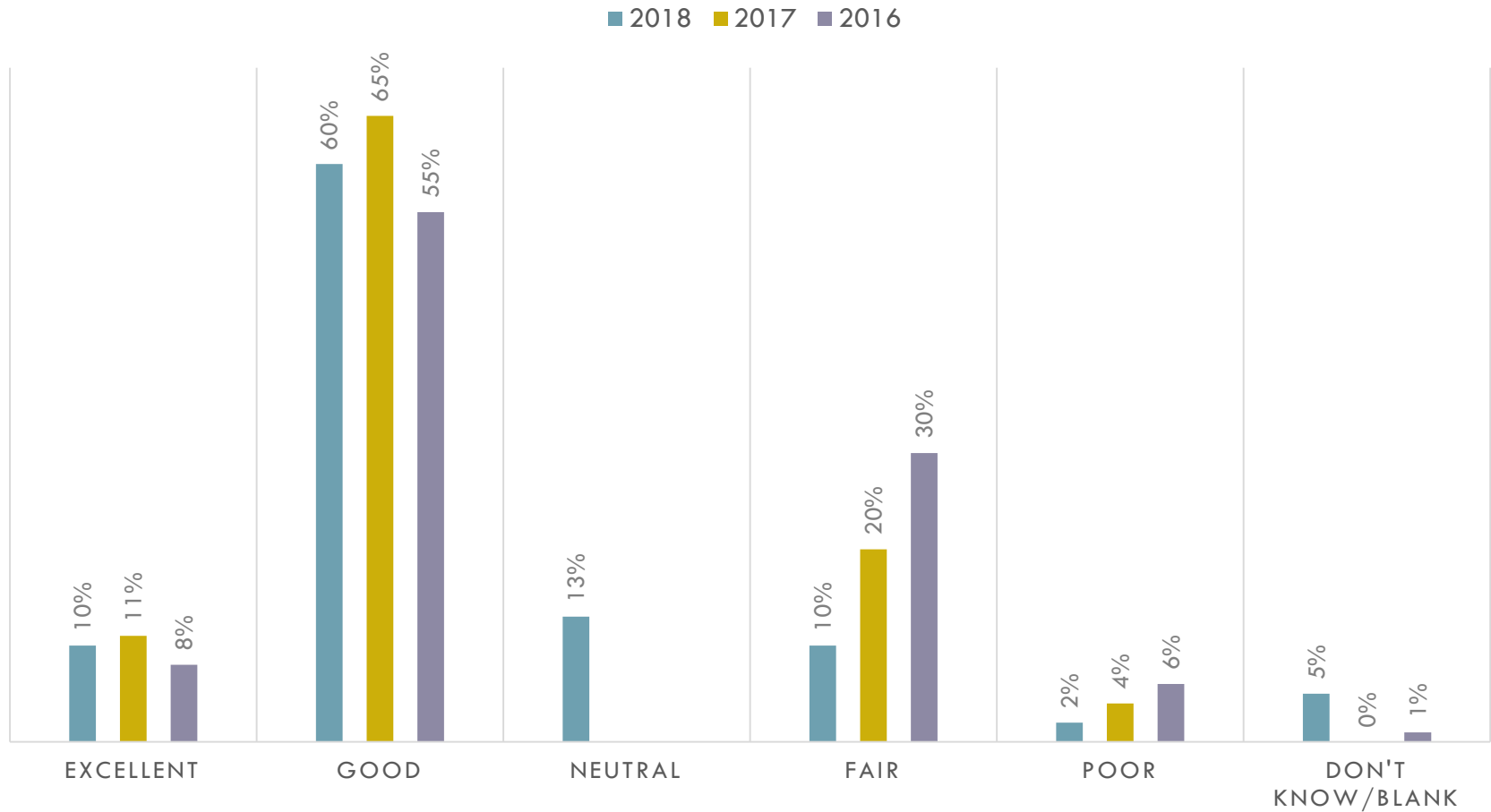
STREETS

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



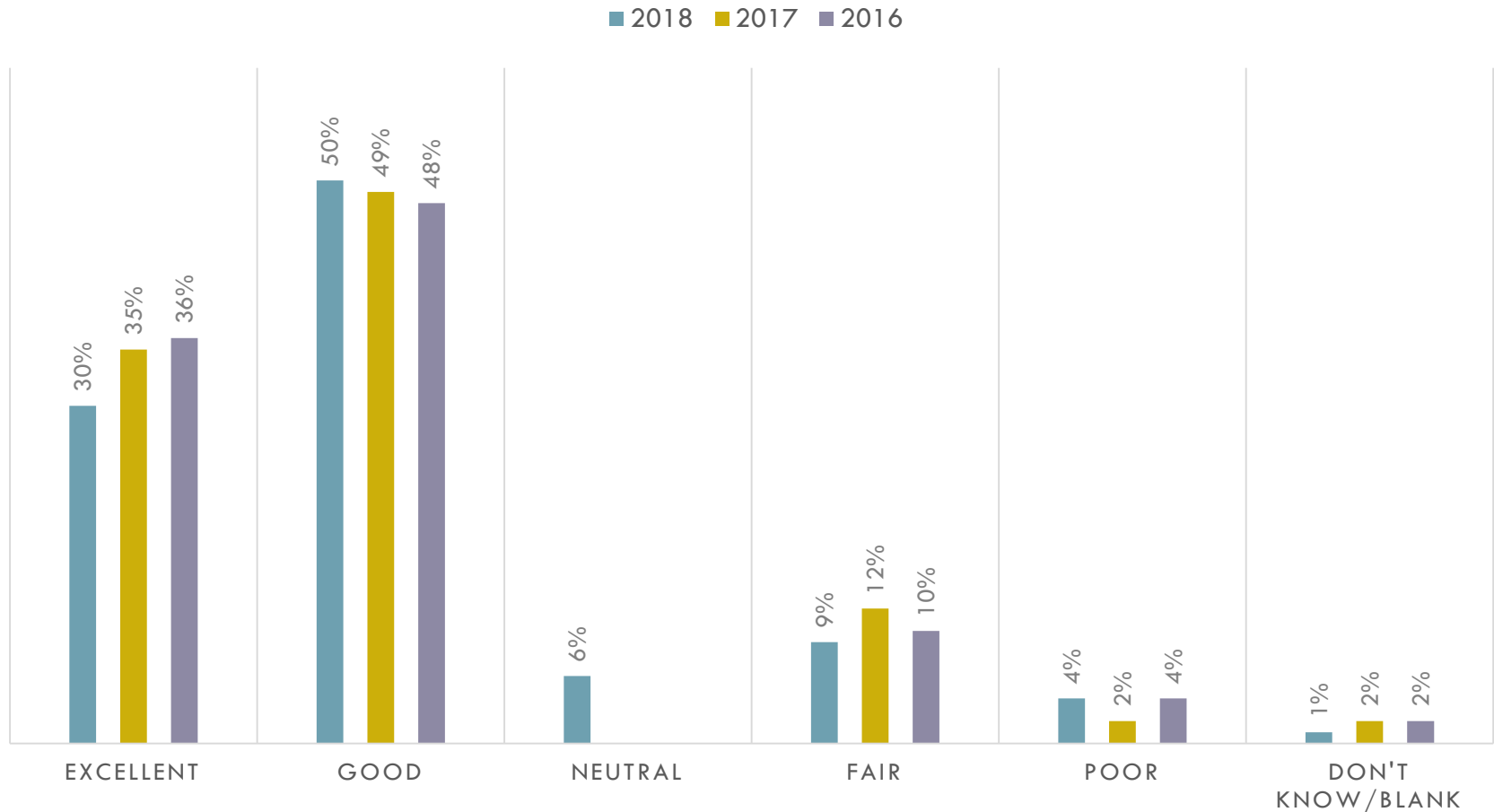
EXCELLENT OR GOOD		
2018 - 71%	2017 - 74%	2016 - 68%

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



EXCELLENT OR GOOD		
2018 - 70%	2017 - 75%	2016 - 63%

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

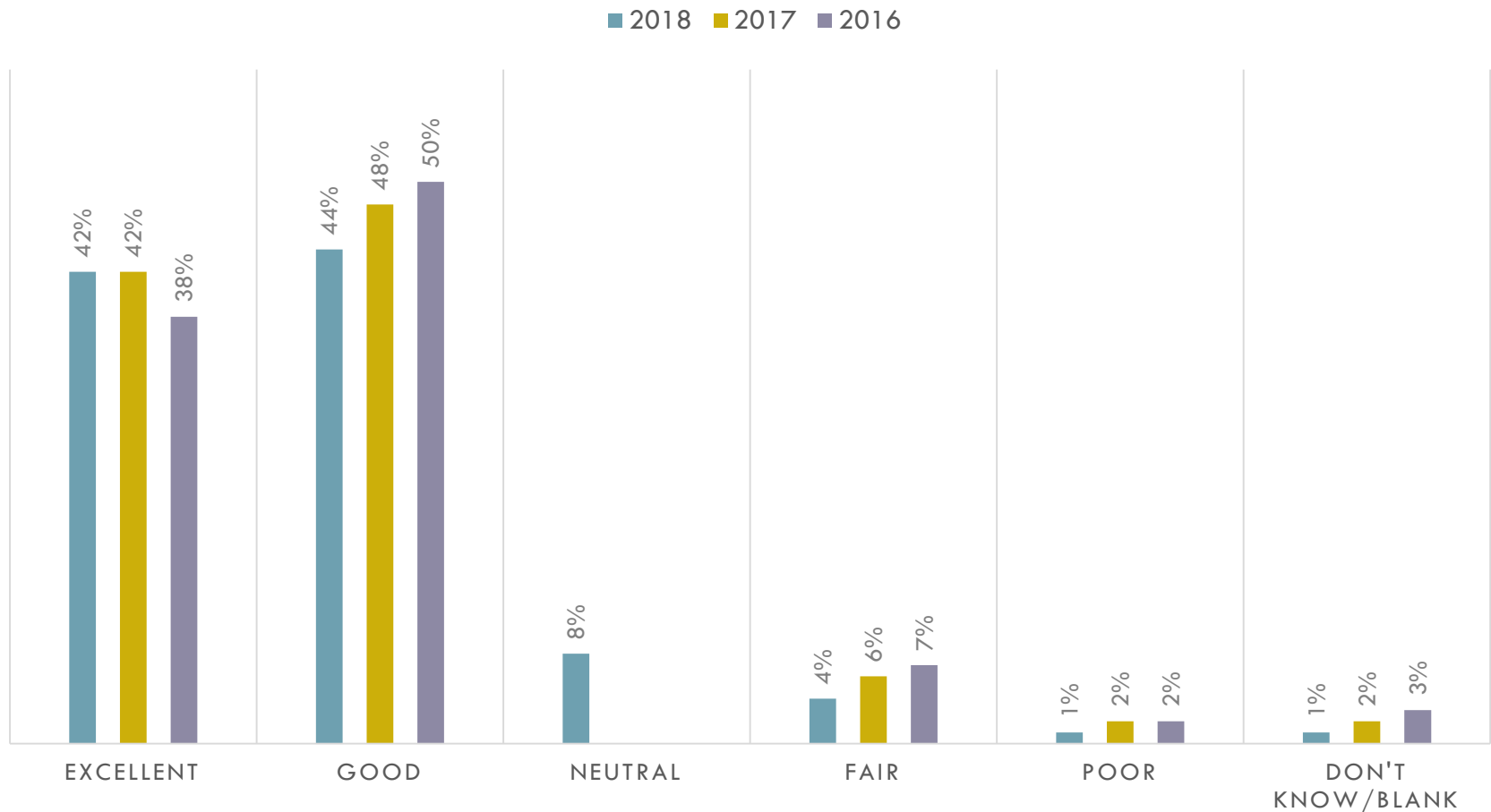


EXCELLENT OR GOOD		
2018 - 80%	2017 - 84%	2016 - 84%



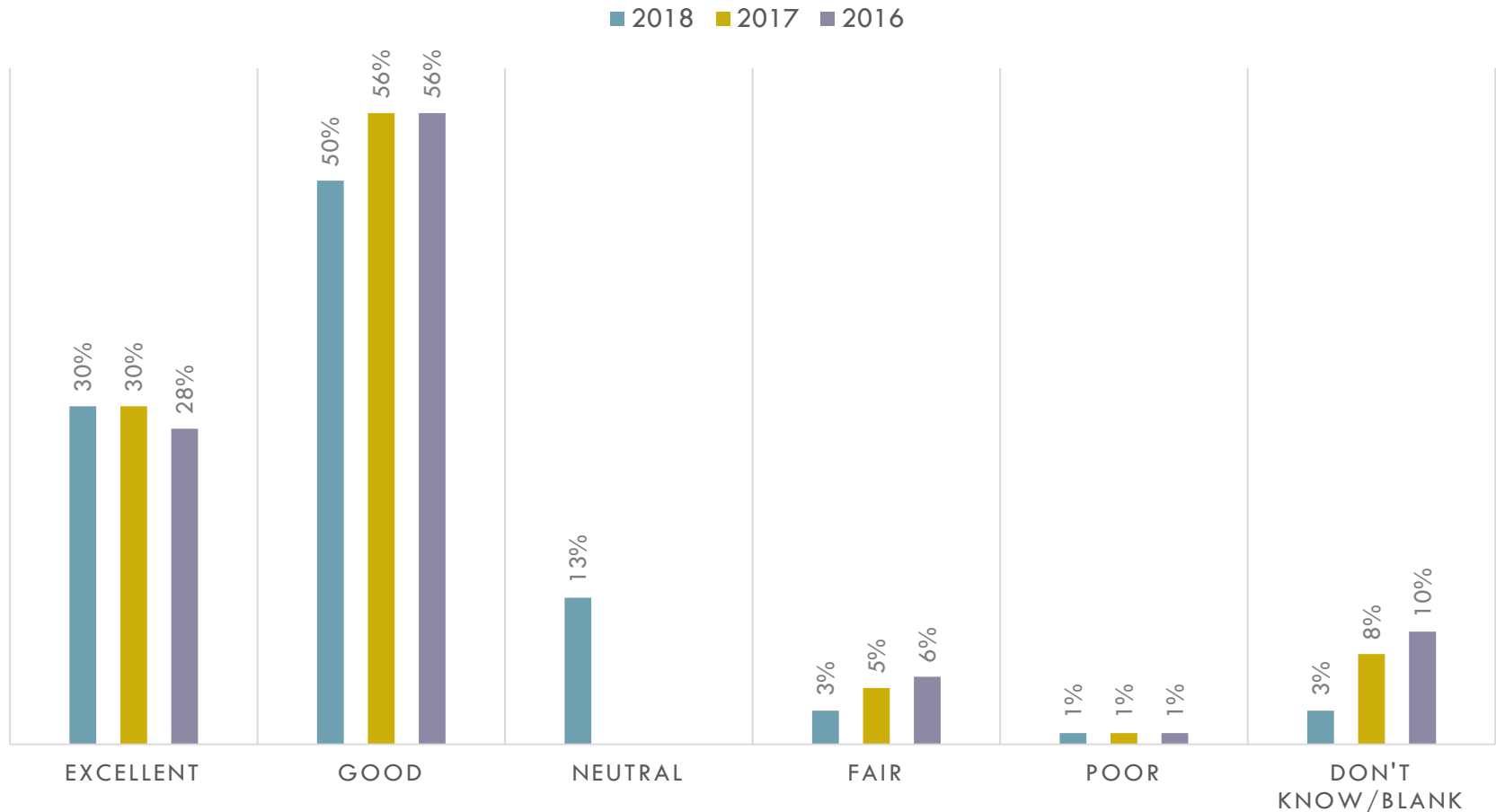
WATER & SEWER

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



EXCELLENT OR GOOD		
2018 - 86%	2017 - 90%	2016 - 88%

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

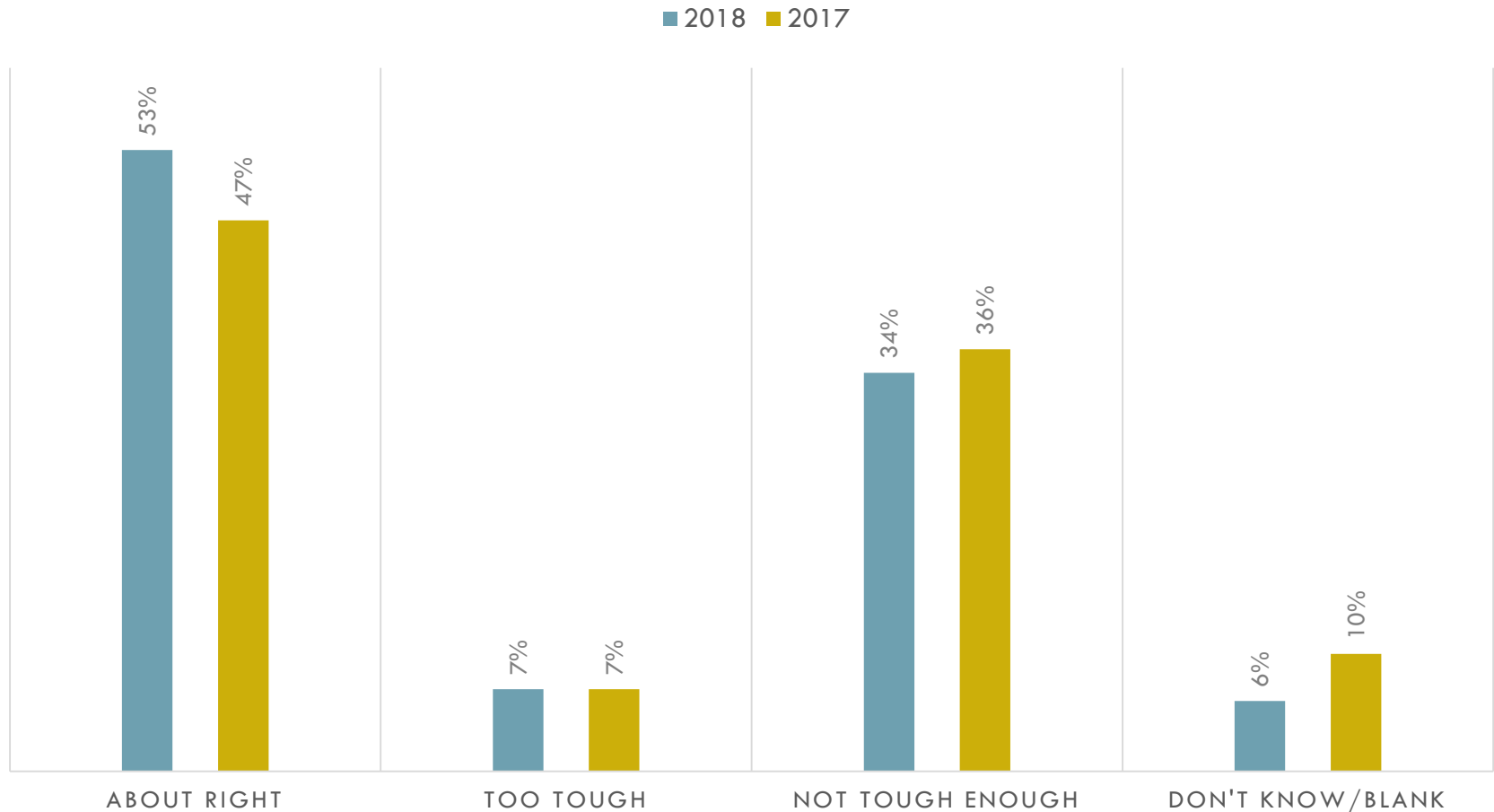


EXCELLENT OR GOOD		
2018 - 80%	2017 - 86%	2016 - 84%



CODE ENFORCEMENT

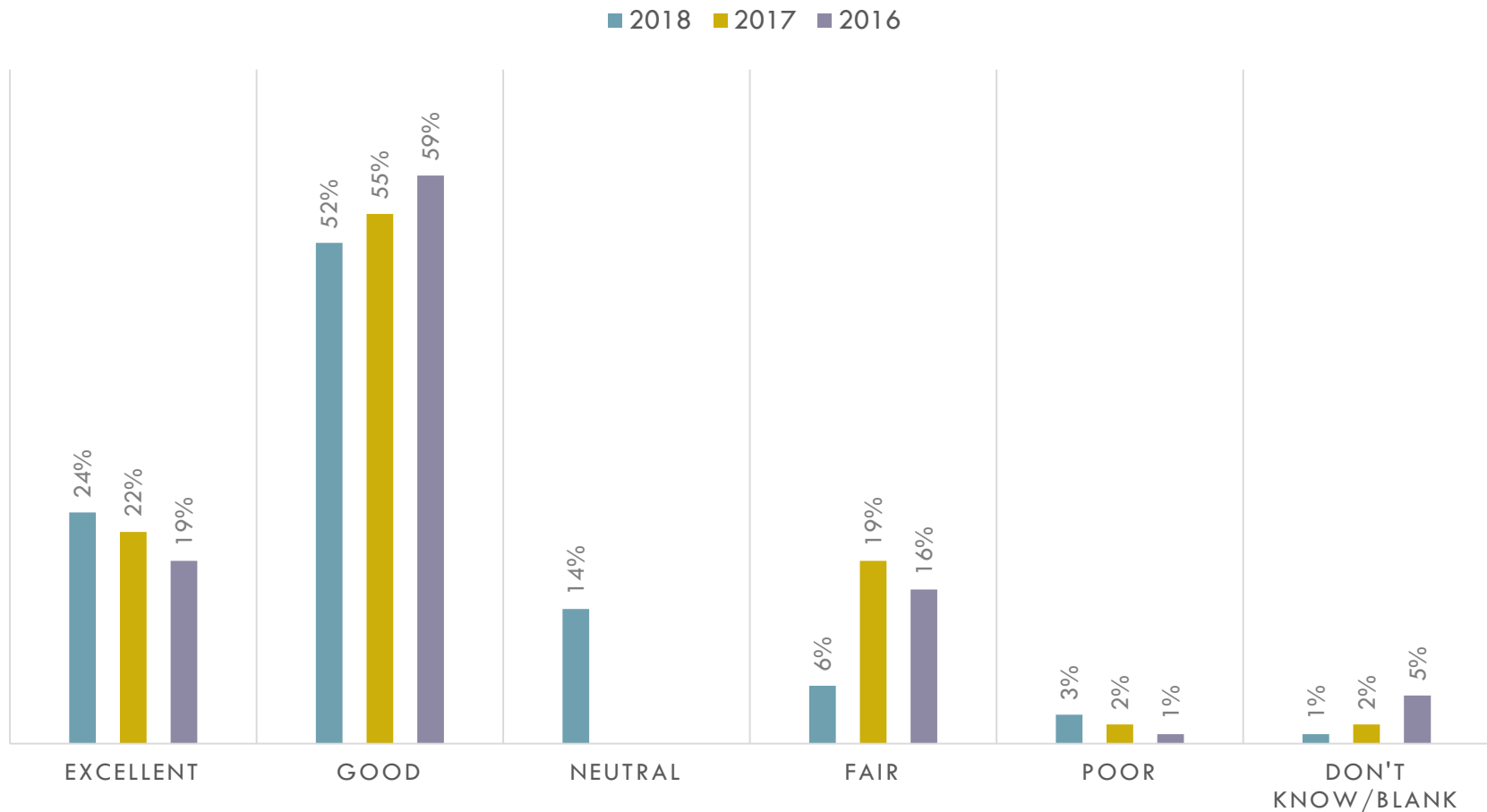
Q3: DO YOU THINK THE CITY IS TOO TOUGH, ABOUT RIGHT OR NOT TOUGH ENOUGH IN ENFORCING THE CITY CODE ON SUCH NUISANCE ISSUES AS TRASH CAN SCREENING, EXTERIOR STORAGE AND INOPERABLE VEHICLES?





COMMUNICATIONS

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



EXCELLENT OR GOOD		
2018 - 77%	2017 - 77%	2016 - 78%