

CITY OF NEW HOPE PERFORMANCE MEASUREMENT REPORT



11/16/2015

New Hope, Minnesota

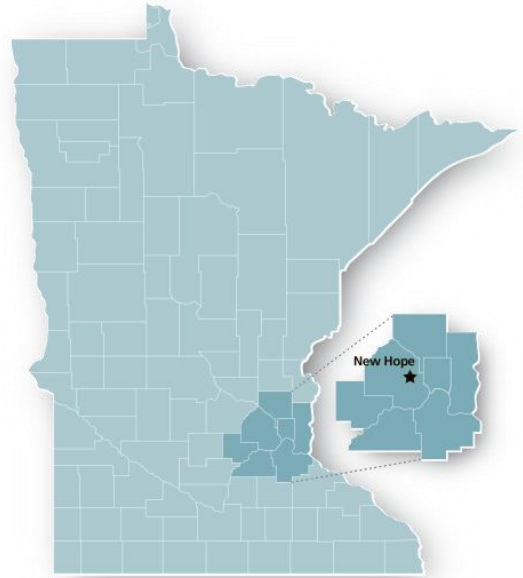
The city of New Hope Performance Measurement Report is a cumulative summary report compiled from various sources, primarily the City Services Survey, an annual paper and web-based survey, and the Morris Leatherman Company Survey, an extensive professional community-wide phone survey.

CITY OF NEW HOPE

OVERVIEW & HISTORY

LOCATION

The city of New Hope is a suburb located northwest of Minneapolis with strong neighborhoods, an abundance of parks and recreation opportunities, excellent schools, with great shopping nearby. The city has easy access to the entire Twin Cities area with major arterials of Highway 169, Highway 100, Interstate 694, and Interstate 394 all nearby.



POPULATION (2010) **YEAR FORMED**

20,339 1953

AREA **JOBS** **BUSINESSES**

5.1 square miles 11,080 490

PARKS/ACREAGE **SCHOOL DISTRICT** **SCHOOLS**

18/200 ROBBINSDALE AREA/281 5

CITY FACILITIES

Ice Arena, Swimming Pool, Golf Course, Outdoor Theater, Fire Station

HISTORY

1900s: Farming-rich community, settled as part of Crystal Lake Township

1930s: Residents of Crystal Lake Township began movement to incorporate township

1936: City of Crystal formed, rural residents in western half broke away and formed township known as New Hope

1936-1953: Housing developments led to farmers being a minority in New Hope

1953: Rapidly developing township of New Hope incorporated as a city to prevent losing more of its land and residents to Crystal via annexation

1953: Population of 600

1958: Population of 2,500

1971: Population of 24,000

CITY OF NEW HOPE PERFORMANCE MEASUREMENT REPORT

COMPARISON OF TOP TIER INDICATORS

COMMUNITY SAFETY & SECURITY

New Hope

1. Safety (Citizen Rating)

	2013 ¹	2014 ¹	2015 ²
Very or somewhat safe ¹ /Excellent or good ²	92%	91%	91%
Somewhat or very unsafe ¹ /Fair or poor ²	7%	8%	9%
Unknown ^{1,2}	1%	1%	1%

¹Data for citizens' rating of safety in the community from 2013 and 2014 was compiled from the **City Services Survey**, an annual paper and web-based survey hosted by the League of Minnesota Cities as part of the city's participation in the state's Performance Measurement Program.

²Data for citizens' rating of quality of service for police protection from 2015 was compiled from the **Morris Leatherman Company Survey**, a professional community-wide phone survey.

Comparison to Other Cities – 2013

	New Hope	Crystal	Golden Valley	New Brighton	Richfield
Very or somewhat safe/Excellent or good	92%	N/A	N/A	85%	86%
Somewhat or very unsafe/Fair or poor	7%	N/A	N/A	15%	N/A
Unknown	1%	N/A	N/A	0%	N/A

Comparison to Other Cities – 2014

	New Hope	Crystal	Golden Valley	New Brighton	Richfield
Very or somewhat safe/Excellent or good	91%	67%	N/A	N/A	N/A
Somewhat or very unsafe/Fair or poor	8%	33%	N/A	N/A	N/A
Unknown	1%	0%	N/A	N/A	N/A

Comparison data was compiled from reports submitted by each individual city to the state as part of the Performance Measurement Program. "N/A" signifies that no data was reported to the state.

	New Hope			
2. Crime Rates	2012	2013	2014	2015
Part I crime rates	831	526	495	TBD
Part II crime rates	1,106	787	1,176	TBD

Crime rate data for 2012-2014 was compiled by the city's **Police department**. Part I crimes include murder, rape, aggravated assault, burglary, larceny, motor vehicle theft, and arson. Part II crimes include other assaults, forgery/counterfeiting, embezzlement, stolen property, vandalism, weapons, prostitutions, other sex offenses, narcotics, gambling, family/children crime, DUI, liquor laws, and disorderly conduct. "N/A" signifies that data is unavailable.

Comparison to Other Cities – 2012	New Hope	Crystal	Golden Valley	New Brighton	Richfield
Part I crime rates	831	762	575	615	1,001
Part II crime rates	1,106	1,092	1,559	538	1,417
Comparison to Other Cities – 2013	New Hope	Crystal	Golden Valley	New Brighton	Richfield
Part I crime rates	526	550	473	566	1,070
Part II crime rates	787	989	1,410	457	1,419
Comparison to Other Cities – 2014	New Hope	Crystal	Golden Valley	New Brighton	Richfield
Part I crime rates	495	632	546	559	958
Part II crime rates	1,176	1,024	1,300	529	1,132

Comparison data was compiled from reports posted on official websites for each city. "N/A" signifies that data is unavailable.

	New Hope			
3. Traffic Accident Rate	2012	2013	2014	2015
Accidents	358	365	N/A	TBD
Number per 1,000 population	17.60	17.95	N/A	TBD

Traffic accident rate data for 2012-2014 was compiled by the city's **Police department**. "N/A" signifies that data is unavailable.

New Hope

4. Police Response

	2012	2013	2014	2015
Priority 1 call response time (average minutes)	3.60	3.93	N/A	TBD

Police response data for 2012-2014 was compiled by the city's **Police department**. "N/A" signifies that data is unavailable.

New Hope

5. Emergency Services

	2012	2013	2014	2015
Calls for service	642	658	812	TBD
Calls per 1,000 population	31.56	32.35	39.92	TBD

Emergency services data for 2012-2014 was compiled by the **West Metro Fire Rescue District**. Calls for service include fire, hazardous conditions, target hazards, EMS, rescue, weather, police assistance, service, good intent, and false alarms, amongst others.

Comparison to Other Cities – 2012

	New Hope	Crystal	Golden Valley	New Brighton	Richfield
Calls per 1,000 population	31.56	25.64	N/A	14.43	N/A

Comparison to Other Cities – 2013

	New Hope	Crystal	Golden Valley	New Brighton	Richfield
Calls per 1,000 population	32.35	29.39	N/A	14.00	N/A

Comparison to Other Cities – 2014

	New Hope	Crystal	Golden Valley	New Brighton	Richfield
Calls per 1,000 population	39.92	31.69	N/A	N/A	N/A

Comparison data was compiled from reports submitted by each individual city to the state as part of the Performance Measurement Program. "N/A" signifies that no data was reported to the state.



6. Fire Protection (Citizen Rating)	New Hope		
	2013 ¹	2014 ¹	2015 ²
Excellent or good	70%	68%	92%
Fair	2%	2%	5%
Poor	0%	0%	0%
Unknown	28%	29%	3%

¹Data for citizens' rating of the quality of fire protection services from 2013 and 2014 was compiled from the **City Services Survey**, an annual paper and web-based survey hosted by the League of Minnesota Cities as part of the city's participation in the state's Performance Measurement Program.

²Data for citizens' rating of quality of service for fire protection from 2015 was compiled from the **Morris Leatherman Company Survey**, a professional community-wide phone survey.

Comparison to Other Cities – 2013	New Hope	Crystal	Golden Valley	New Brighton	Richfield
Excellent or good	70%	N/A	99%	96%	100%
Fair	2%	N/A	0%	4%	0%
Poor	0%	N/A	0%	0%	0%
Unknown	28%	N/A	1%	0%	0%

Comparison to Other Cities – 2014	New Hope	Crystal	Golden Valley	New Brighton	Richfield
Excellent or good	68%	61%	N/A	N/A	N/A
Fair	2%	6%	N/A	N/A	N/A
Poor	0%	0%	N/A	N/A	N/A
Unknown	29%	33%	N/A	N/A	N/A

Comparison data was compiled from reports submitted by each individual city to the state as part of the Performance Measurement Program. "N/A" signifies that no data was reported to the state. Note that data may be skewed as many residents have not used fire services, thus rated service quality as "unknown."

PUBLIC SERVICE DELIVERY & COMMUNITY SUSTAINABILITY

7. City Services/Quality of Life (Citizen Rating)	New Hope		
	2013 ¹	2014 ¹	2015 ²
Excellent or good	80%	77%	98%
Fair	13%	16%	2%
Poor	3%	2%	0%
Unknown	3%	5%	0%

¹Data for citizens’ rating of the overall quality of city services from 2013 and 2014 was compiled from the **City Services Survey**, an annual paper and web-based survey hosted by the League of Minnesota Cities as part of the city’s participation in the state’s Performance Measurement Program.

²Data for citizens’ rating of quality of life from 2015 was compiled from the **Morris Leatherman Company Survey**, a professional community-wide phone survey.

Comparison to Other Cities – 2013	New Hope	Crystal	Golden Valley	New Brighton	Richfield
Excellent or good	80%	N/A	86%	90%	86%
Fair	13%	N/A	8%	9%	N/A
Poor	3%	N/A	1%	1%	N/A
Unknown	3%	N/A	5%	0%	N/A
Comparison to Other Cities – 2014	New Hope	Crystal	Golden Valley	New Brighton	Richfield
Excellent or good	77%	53%	N/A	N/A	N/A
Fair	16%	42%	N/A	N/A	N/A
Poor	2%	0%	N/A	N/A	N/A
Unknown	5%	5%	N/A	N/A	N/A

Comparison data was compiled from reports submitted by each individual city to the state as part of the Performance Measurement Program. “N/A” signifies that no data was reported to the state.

8. Creditworthiness	New Hope			
	2012	2013	2014	2015
Bond rating	AA	AA	AA	AA

The city’s bond rating for 2012-2014 was determined by **Standard & Poor’s Ratings Services**. Standard & Poor’s rating definitions state that “an insurer rated ‘AA’ has very strong capacity to meet its financial commitments and differs from the highest-rated insurers only to a small degree.” The rating reflects an assessment of various factors for the city, including adequate economy; strong management with “good” financial policies; adequate budgetary performance, with an operating surplus in the general fund; very strong budgetary flexibility; very strong liquidity; adequate debt and contingent liability position; and a strong institutional framework score.

Comparison to Other Cities – 2012	New Hope	Crystal	Golden Valley	New Brighton	Richfield
Bond rating	AA	AA2	AAA	AA	AA+
Comparison to Other Cities – 2013	New Hope	Crystal	Golden Valley	New Brighton	Richfield
Bond rating	AA	AA2	AAA	AA	AA+

Comparison data was compiled from reports posted on official websites for each city. Standard & Poor’s rating definitions state that “an insurer rated ‘AAA’ has extremely strong capacity to meet its financial commitments” and that the rating is the highest assigned by the organization. Standard & Poor’s rating of “AA+” indicates a slightly higher rating as compared to the “AA” rating, as does Moody’s “AA2” rating.

9. Financial Management	New Hope			
	2012	2013	2014	2015
Unqualified audit on prior year’s financial statements	✓	✓	✓	TBD

Unqualified financial audits for 2012-2014 were performed by **Malloy, Montague, Karnowski, Radosevich & Co., P.A**

10. Financial Condition	New Hope			
	2012	2013	2014	2015
Property taxes	\$7,423,273	\$7,803,838	\$7,928,813	TBD
Personnel costs	\$6,292,866	\$6,592,257	\$6,697,939	TBD
Ratio of tax revenues to personnel costs	1.18	1.18	1.18	TBD

Unqualified financial audits for 2012-2014 were performed by **Malloy, Montague, Karnowski, Radosevich & Co., P.A**

11. Property Values	New Hope			
	2012	2013	2014	2015
Taxable market value	\$1,223,862,183	\$1,235,267,314	\$1,334,517,728	TBD
Percent change in taxable market value	-7.98%	0.93%	8.03%	TBD

Data for taxable market values of properties in New Hope for 2012-2014 was determined by Hennepin County.

Comparison to Other Cities – 2012	New Hope	Crystal	Golden Valley	New Brighton	Richfield
Taxable market value	\$1,223,862,183	\$1,136,761,834	\$2,744,389,240	\$1,746,296,100	\$2,327,199,260
Percent change in taxable market value	-7.98%	-12.07%	-3.00%	-4.57%	-5.71%

Comparison to Other Cities – 2013	New Hope	Crystal	Golden Valley	New Brighton	Richfield
Taxable market value	\$1,235,267,314	\$1,135,611,852	\$2,719,232,050	\$1,747,585,600	\$2,308,801,930
Percent change in taxable market value	0.93%	-0.10%	-0.92%	0.74%	-0.79%

Comparison to Other Cities – 2014	New Hope	Crystal	Golden Valley	New Brighton	Richfield
Taxable market value	\$1,334,517,728	\$1,293,693,713	\$2,934,477,667	\$1,838,979,100	\$2,541,853,432
Percent change in taxable market value	8.03%	13.92%	7.92%	5.23%	10.09%

Data for taxable market values was compiled from comprehensive market value reports posted on county website.



New Hope

12. Employee Retention

	2012	2013	2014	2015
Turnover rate	6.3%	11.9%	8.4%	TBD

Employee turnover rate data for 2012-2014 was compiled by the city's **Human Resources department**.

New Hope

13. Risk Management

	2012	2013	2014	2015
Number of insurance claims	31	29	23	TBD

Employee work injury claims data for 2012-2014 was compiled by the city's **Human Resources department**.

New Hope

14. Environmental Stewardship

	2013	2014	2015
Minnesota GreenSteps Cities rating	Program Evaluation	Step 2	

Minnesota GreenStep Cities is a voluntary program offered by the Minnesota Pollution Control Agency and its partners, offering cities a cost-effective, step-wise path to implement sustainable development best practices. The rating ranges from Step 1 to Step 3 and was determined by the **Minnesota GreenStep Cities**.



GENERAL GOVERNMENT INFRASTRUCTURE CONDITION

15. City Roads (Citizen Rating)	New Hope		
	2013 ¹	2014 ¹	2015 ²
Excellent or good	54%	43%	70%
Fair	30%	37%	22%
Poor	16%	21%	9%
Unknown	0%	1%	0%

¹Data for citizens’ rating of city roads from 2013 and 2014 was compiled from the **City Services Survey**, an annual paper and web-based survey hosted by the League of Minnesota Cities as part of the city’s participation in the state’s Performance Measurement Program.

²Data for citizens’ rating of pavement repair and patching from 2015 was compiled from the **Morris Leatherman Company Survey**, a professional community-wide phone survey.

Comparison to Other Cities – 2013	New Hope	Crystal	Golden Valley	New Brighton	Richfield
Excellent or good	54%	N/A	80%	70%	89%
Fair	30%	N/A	13%	25%	N/A
Poor	16%	N/A	7%	5%	N/A
Unknown	0%	N/A	0%	0%	N/A
Comparison to Other Cities – 2014	New Hope	Crystal	Golden Valley	New Brighton	Richfield
Excellent or good	43%	53%	N/A	N/A	N/A
Fair	37%	37%	N/A	N/A	N/A
Poor	21%	11%	N/A	N/A	N/A
Unknown	1%	0%	N/A	N/A	N/A

Comparison data was compiled from reports submitted by each individual city to the state as part of the Performance Measurement Program. “N/A” signifies that no data was reported to the state.

16. Pavement

2013¹

2014²

2015²

Pavement condition rating

63 (fair)

61 (fair)

TBD

¹Data for pavement condition rating for 2013 was compiled by **GoodPointe Technology**.

²Data for pavement condition ratings from 2014-2015 was compiled by the city's **Public Works/Engineering department**.



17. Road Snowplowing (Citizen Rating)	New Hope		
	2013 ¹	2014 ¹	2015 ²
Excellent or good	79%	78%	88%
Fair	15%	15%	12%
Poor	5%	6%	1%
Unknown	1%	1%	0%

¹Data for citizens' rating of the quality of snowplowing of city streets from 2013 and 2014 was compiled from the **City Services Survey**, an annual paper and web-based survey hosted by the League of Minnesota Cities as part of the city's participation in the state's Performance Measurement Program.

²Data for citizens' rating of the quality of snowplowing of city streets from 2015 was compiled from the **Morris Leatherman Company Survey**, a professional community-wide phone survey.

Comparison to Other Cities – 2013	New Hope	Crystal	Golden Valley	New Brighton	Richfield
Excellent or good	79%	N/A	95%	98%	82%
Fair	15%	N/A	3%	2%	N/A
Poor	5%	N/A	2%	0%	N/A
Unknown	1%	N/A	0%	0%	N/A
Comparison to Other Cities – 2014	New Hope	Crystal	Golden Valley	New Brighton	Richfield
Excellent or good	78%	47%	N/A	N/A	N/A
Fair	15%	21%	N/A	N/A	N/A
Poor	6%	32%	N/A	N/A	N/A
Unknown	1%	0%	N/A	N/A	N/A

Comparison data was compiled from reports submitted by each individual city to the state as part of the Performance Measurement Program. "N/A" signifies that no data was reported to the state.

New Hope

18. Water Utility Infrastructure

	2012	2013	2014	2015
Water main breaks	28	29	28	TBD

Water main break data for 2012-2014 was compiled by the city's **Public Works department**.



19. Water Quality (Citizen Rating)	New Hope		
	2013 ¹	2014 ¹	2015 ²
Excellent or good	88%	85%	81%
Fair	8%	10%	18%
Poor	2%	2%	1%
Unknown	2%	3%	1%

¹Data for citizens' rating of the dependability and quality of the city water supply from 2013 and 2014 was compiled from the **City Services Survey**, an annual paper and web-based survey hosted by the League of Minnesota Cities as part of the city's participation in the state's Performance Measurement Program.

²Data for citizens' rating of the taste and quality of drinking water from 2015 was compiled from the **Morris Leatherman Company Survey**, a professional community-wide phone survey.

Comparison to Other Cities – 2013	New Hope	Crystal	Golden Valley	New Brighton	Richfield
Excellent or good	88%	N/A	99%	70%	97%
Fair	8%	N/A	1%	21%	N/A
Poor	2%	N/A	0%	9%	N/A
Unknown	2%	N/A	0%	0%	N/A

Comparison to Other Cities – 2014	New Hope	Crystal	Golden Valley	New Brighton	Richfield
Excellent or good	85%	79%	N/A	N/A	N/A
Fair	10%	11%	N/A	N/A	N/A
Poor	2%	0%	N/A	N/A	N/A
Unknown	3%	11%	N/A	N/A	N/A

Comparison data was compiled from reports submitted by each individual city to the state as part of the Performance Measurement Program. "N/A" signifies that no data was reported to the state. The cities of New Hope, Crystal, and Golden Valley are members of the Joint Water Commission (JWC), a joint powers board that was formed in 1963 with the intent of providing its member cities with a secure, reliable, cost-effective water supply. The JWC purchases water from the city of Minneapolis, which draws its water supply from the Mississippi River in Fridley, where it is treated and purified.

20. Sewer Utility Infrastructure	New Hope		
	2013	2014	2015
Blockages	2	1	TBD
Blockages per 1,000 connections (5,400 connections)	.370	.185	TBD

Sewer blockages data for 2012-2014 was compiled by the city's **Public Works department**.

Comparison to Other Cities – 2012	New Hope	Crystal	Golden Valley	New Brighton	Richfield
Blockages per 1,000 connections	.370	N/A	N/A	.170	N/A
Comparison to Other Cities – 2013	New Hope	Crystal	Golden Valley	New Brighton	Richfield
Blockages per 1,000 connections	.185	N/A	N/A	.372	N/A

Comparison data was compiled from reports submitted by each individual city to the state as part of the Performance Measurement Program. "N/A" signifies that no data was reported to the state.



21. Sanitary Sewer Quality (Citizen Rating)	New Hope		
	2013 ¹	2014 ¹	2015 ²
Excellent or good	81%	80%	82%
Fair	6%	8%	8%
Poor	1%	2%	1%
Unknown	11%	12%	9%

¹Data for citizens' rating of the dependability and quality of the city sanitary sewer service from 2013 and 2014 was compiled from the **City Services Survey**, an annual paper and web-based survey hosted by the League of Minnesota Cities as part of the city's participation in the state's Performance Measurement Program.

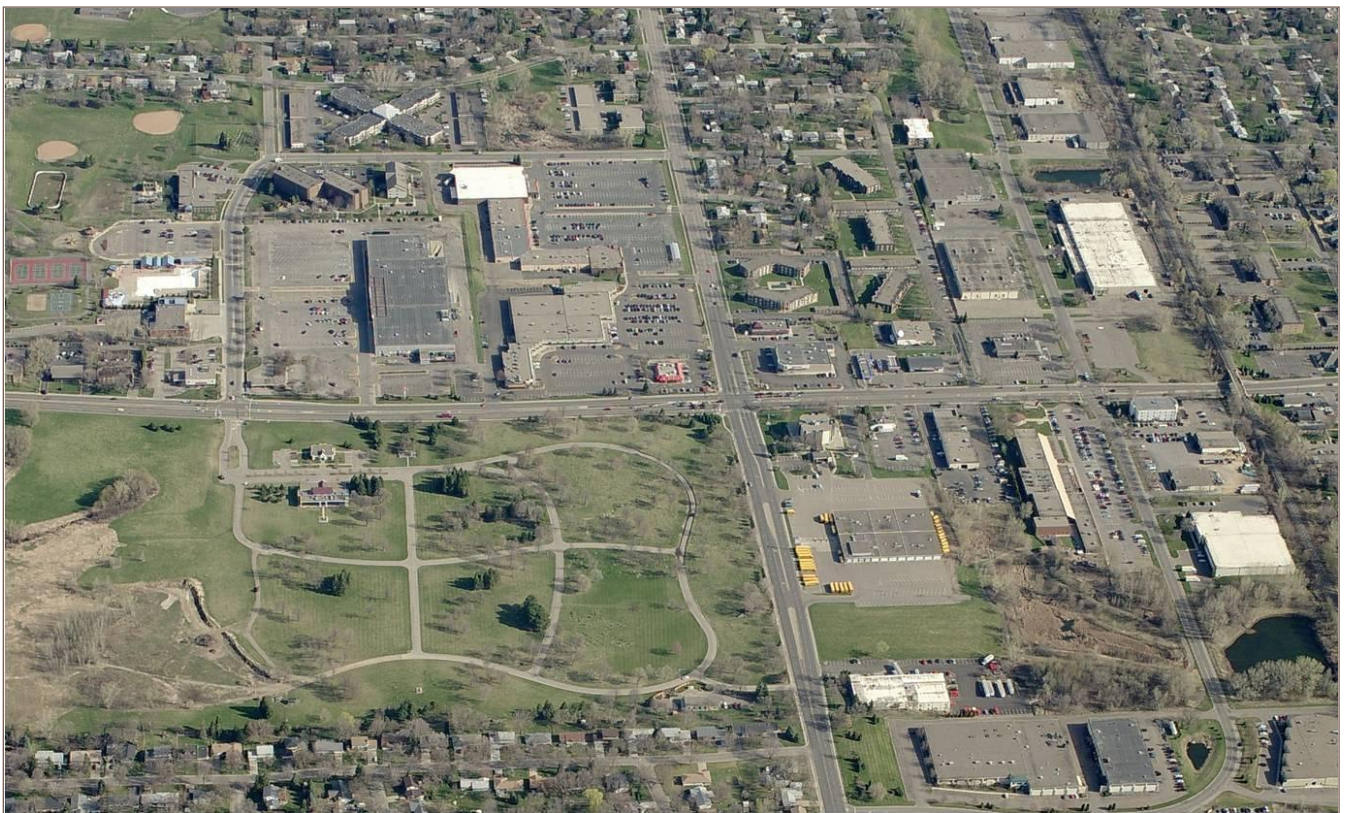
²Data for citizens' rating of the sanitary sewer service from 2015 was compiled from the **Morris Leatherman Company Survey**, a professional community-wide phone survey.

Comparison to Other Cities – 2013	New Hope	Crystal	Golden Valley	New Brighton	Richfield
Excellent or good	81%	N/A	97%	86%	96%
Fair	6%	N/A	2%	13%	N/A
Poor	1%	N/A	0%	1%	N/A
Unknown	11%	N/A	1%	0%	N/A
Comparison to Other Cities – 2014	New Hope	Crystal	Golden Valley	New Brighton	Richfield
Excellent or good	80%	79%	N/A	N/A	N/A
Fair	8%	11%	N/A	N/A	N/A
Poor	2%	5%	N/A	N/A	N/A
Unknown	12%	5%	N/A	N/A	N/A

Comparison data was compiled from reports submitted by each individual city to the state as part of the Performance Measurement Program. "N/A" signifies that no data was reported to the state.

22. Ease of Getting Place to Place (Citizen Rating)	New Hope	
	2014	2015
Excellent or good	N/A	91%
Fair	N/A	7%
Poor	N/A	1%
Unknown	N/A	1%

*Data for citizens' rating of the ease of getting from place to place within the city was compiled from the **Morris Leatherman Company Survey**, a professional community-wide phone survey. "N/A" signifies that data was not collected for the year listed.*



ATTRACTIVE, HIGH QUALITY NEIGHBORHOODS & BUSINESS DISTRICTS

New Hope

23. Development Activity

	2012	2013	2014	2015
Permits Issued	1,621	1,653	1,634	TBD
Fees Collected	\$266,214	\$322,070	\$447,946	TBD
Valuation of Work	\$12,813,093	\$17,069,459	\$32,802,509	TBD

*Permit data for 2012-2014 was compiled by city's **Community Development department.***

Comparison to Other Cities – 2012

	New Hope	Crystal	Golden Valley	New Brighton	Richfield
Permits Issued	2,167	2,996	4,112	1,735	4,237
Fees Collected	\$300,967	\$342,548	\$1,144,906	\$348,952	\$814,951
Valuation of Work	\$12,813,093	\$10,402,989	\$64,648,443	\$10,162,643	\$51,226,807

Comparison to Other Cities – 2013

	New Hope	Crystal	Golden Valley	New Brighton	Richfield
Permits Issued	2,212	3,128	4,429	1,711	4,599
Fees Collected	\$356,242	\$411,100	\$1,480,997	\$388,407	\$700,503
Valuation of Work	\$17,069,459	\$9,162,312	\$82,536,093	\$12,798,218	\$37,062,739

Comparison to Other Cities – 2014

	New Hope	Crystal	Golden Valley	New Brighton	Richfield
Permits Issued	2,141	2,843	4,348	1,736	5,306
Fees Collected	\$485,371	\$542,958	\$1,543,913	\$607,758	\$838,248
Valuation of Work	\$32,802,509	\$34,148,244	\$93,039,155	\$33,759,482	\$53,657,313

Comparison data was requested and supplied by each individual city. "N/A" signifies that no data was available.

24. Recreation Programs & Facilities (Citizen Rating)	New Hope		
	2013 ¹	2014 ¹	2015 ²
Excellent or good	74%	71%	85%
Fair	10%	11%	5%
Poor	2%	3%	1%
Unknown	13%	15%	10%

¹Data for citizens' rating of the quality of city recreational programs and facilities from 2013 and 2014 was compiled from the **City Services Survey**, an annual paper and web-based survey hosted by the League of Minnesota Cities as part of the city's participation in the state's Performance Measurement Program.

²Data for citizens' rating of recreation programs from 2015 was compiled from the **Morris Leatherman Company Survey**, a professional community-wide phone survey.

Comparison to Other Cities – 2013	New Hope	Crystal	Golden Valley	New Brighton	Richfield
Excellent or good	74%	N/A	96%	70%	71%
Fair	10%	N/A	2%	25%	N/A
Poor	2%	N/A	0%	5%	N/A
Unknown	13%	N/A	3%	0%	N/A
Comparison to Other Cities – 2014	New Hope	Crystal	Golden Valley	New Brighton	Richfield
Excellent or good	71%	68%	N/A	N/A	N/A
Fair	11%	32%	N/A	N/A	N/A
Poor	3%	0%	N/A	N/A	N/A
Unknown	15%	0%	N/A	N/A	N/A

Comparison data was compiled from reports submitted by each individual city to the state as part of the Performance Measurement Program. "N/A" signifies that no data was reported to the state.

New Hope

25.Recreation Participation & Attendance	2012	2013	2014	2015
Participants in recreation programs	32,307	25,962	25,229	TBD
Pool attendance	27,190	20,102	18,259	TBD
Pool passes	863	732	693	TBD
Golf rounds	19,568	16,782	16,431	TBD
Ice hours rented	3,625	3,739	3,734	TBD

*Recreation program participant data for 2012-2014 was compiled by the city's **Parks and Recreation department**.*

Comparison to Other Cities – 2012	New Hope	Crystal	Golden Valley	New Brighton	Richfield
Pool attendance	27,190	31,127	N/A	N/A	N/A
Pool passes	863	667	N/A	N/A	N/A

Comparison to Other Cities – 2013	New Hope	Crystal	Golden Valley	New Brighton	Richfield
Pool attendance	20,102	30,184	N/A	N/A	N/A
Pool passes	732	629	N/A	N/A	N/A

Comparison to Other Cities – 2014	New Hope	Crystal	Golden Valley	New Brighton	Richfield
Pool attendance	18,259	28,042	N/A	N/A	N/A
Pool passes	693	611	N/A	N/A	N/A

*Comparison data was supplied by the city's **Parks and Recreation department**. "N/A" signifies that no data was available for reporting.*

26. City/Neighborhood Appearance (Citizen Rating)	New Hope		
	2013	2014	2015
Excellent or good	69%	65%	94%
Fair	27%	29%	5%
Poor	4%	6%	1%
Unknown	0%	0%	0%

¹Data for citizens' rating of the overall appearance of the city from 2013 and 2014 was compiled from the **City Services Survey**, an annual paper and web-based survey hosted by the League of Minnesota Cities as part of the city's participation in the state's Performance Measurement Program.

²Data for citizens' rating of the overall general appearance of their neighborhood from 2015 was compiled from the **Morris Leatherman Company Survey**, a professional community-wide phone survey.

Comparison to Other Cities – 2013	New Hope	Crystal	Golden Valley	New Brighton	Richfield
Excellent or good	69%	N/A	95%	91%	43%
Fair	27%	N/A	5%	16%	N/A
Poor	4%	N/A	0%	2%	N/A
Unknown	0%	N/A	0%	0%	N/A

Comparison to Other Cities – 2014	New Hope	Crystal	Golden Valley	New Brighton	Richfield
Excellent or good	65%	39%	N/A	N/A	N/A
Fair	29%	56%	N/A	N/A	N/A
Poor	6%	6%	N/A	N/A	N/A
Unknown	0%	0%	N/A	N/A	N/A

Comparison data was supplied by the city's **Parks and Recreation department**. "N/A" signifies that no data was available for reporting.

PUBLIC COMMUNICATION & COMMUNITY INVOLVEMENT

New Hope

27. Website Traffic

	2012	2013	2014	2015
Unique visitors	78,175	92,290	94,868	TBD

Website hit data for 2012-2014 was compiled by the city's **Communications department**.

New Hope

28. Meeting Viewership

	2012	2013	2014	2015
Online views of City Council meeting	948	796	1,397	TBD

City Council online viewership data for 2012-2014 was compiled by **Northwest Community Television**, the organization that broadcasts city meetings.



COMPARATIVE ANALYSIS TO SIMILAR CITIES

29. Tax rate	2012	2013	2014	2015
New Hope ¹	54.80%	57.04%	58.69%	55.98%
New Hope without street infrastructure levy ²	46.07%	49.75%	49.59%	47.42%
Crystal	51.34%	56.15%	54.81%	50.50%
Golden Valley	55.80%	58.20%	61.82%	54.63%
Champlin	41.20%	44.77%	44.73%	42.71%
Hopkins	58.68%	62.42%	62.42%	62.50%
Brooklyn Center	64.36%	71.07%	54.34%	71.29%

*Tax rate data for 2012-2014 was compiled by the city's financial consultant, **Abdo, Eick and Meyers, LLP**, as a part of the city's Long Term Plan - 2013-2018.*

¹*New Hope's total tax capacity rate does not take into account that New Hope does not levy special assessments for street infrastructure improvement projects.*

²*Removing New Hope's street infrastructure levy from the tax capacity rate puts it on an equal playing field with neighboring communities. The city funds street infrastructure improvement projects through its annual street infrastructure levy with the cost of street improvements spread across all taxpaying properties.*

30. Debt per capita	2012	2013	2014	2015
New Hope	717	732	513	TBD
Crystal	604	703	607	TBD
Golden Valley	3,789	3,935	3,777	TBD
Champlin	485	614	N/A	TBD
Hopkins	1,636	1,610	1,897	TBD
Brooklyn Center	594	865	798	TBD

*Debt per capita data for New Hope from 2012-2014 was compiled by the city's financial consultant, **Abdo, Eick and Meyers, LLP**, as a part of the city's Long Term Plan - 2013-2018. Debt per capita data for other cities from 2012-2014 was compiled from financial reports from official websites for each city. "N/A" signifies that no data was available for reporting.*

FOOTNOTES

League of Minnesota Performance Measurement Survey responses by year:

2013 – 1,114 residents

2014 – 1,062 residents

Morris Leatherman Company survey responses by year:

2015 – 400 residents

Comparisons to other cities:

Crystal – 18-19 responses per question

New Brighton – 350-370 responses per question

Golden Valley and Richfield – Unknown number of responses

The city of Crystal did not administer a survey in 2013 and the cities of Golden Valley, New Brighton, and Richfield did not administer a survey in 2014.