



City of New Hope

Residents' Guide



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City of New Hope
Contact Information

Information

Main Number/Reception	763-531-5100
Building Official	763-531-5122
Comment Line (24-hour).....	763-531-5102
Community Development.....	763-531-5110
Crime Tips (Voice Mail).....	763-531-5169
Fax Number (City Hall)	763-531-5136
Fax Number (Police).....	763-531-5174
Fax Number (Public Works Department).....	763-592-6776
Finance.....	763-531-5131
Fire-Rescue Services.....	763-230-7030
Forestry/Grass & Weed Inspection.....	763-592-6763
Golf Course	763-531-5178
Housing.....	763-531-5110
Ice Arena	763-531-5181
Inspection Scheduling	763-531-5127
Job Line.....	763-531-5107
Parks and Recreation.....	763-531-5151
Parks and Recreation Weather Cancellation.....	763-531-5158
Planning	763-531-5110
Police/Fire Dispatch.....	911
Police Department Administration	763-531-5170
Public Works Department	763-592-6777
Recycling Information Line	763-493-8006
Snowplowing.....	763-592-6764
Swimming Pool	763-531-5177
Utility Billing	763-592-6760

City Staff

City Manager, Kirk McDonald.....	763-531-5112
City Clerk, Valerie Leone.....	763-531-5117
Director of HR/Admin. Rich Johnson	763-531-5115
Director of Community Development, Jeff Sargent.....	763-531-5196
Director of Parks and Recreation, Susan Rader	763-531-5152
Director of Police, Tim Fournier	763-531-5141
Director of Public Works, Bernie Weber.....	763-592-6766
Fire Chief of West Metro Fire-Rescue District, Sarah Larson	763-230-7002

City Consultants

Attorney: Steve Sondrall, Jensen Sondrall Persellin & Woods, P.A.....	763-424-8811
Engineer: Christopher Long, Stantec.....	651-604-4808
Planner: Alan Brixius, Northwest Associated Consultants.....	763-231-2555

City Hall, 4401 Xylon Avenue North

City Manager, Community Development, Finance and Parks and Recreation Departments

Open 8 a.m. to 4:30 p.m. Monday through Friday

Police Department, lower level of City Hall (separate entrance faces Xylon Ave N)

Open 8 a.m. to 6 p.m. Monday through Friday and 10 a.m. to 2 p.m. on Saturdays

Public Works Maintenance Facility, 5500 International Parkway

Public Works Department (includes Utilities, Streets and Central Garage Divisions)

Open 8 a.m. to 4:30 p.m. Monday through Friday.

Website – www.ci.new-hope.mn.us

City Officials, Commissions and Boards

City Government

The City Council, consisting of a mayor and four council members, all of whom serve at-large, is responsible for setting city policy and overall direction for city operations. The Council appoints a city manager to administer policy and handle daily operations.

Mayor Kathi Hemken
763-537-7990 (Residence)
khemken@ci.new-hope.mn.us
Term expires: 12/31/20

Council Member John Elder
763-913-1472 (Cell phone)
jelder@ci.new-hope.mn.us
Term expires 12/31/18

Council Member Eric Lammle
763-544-0912 (Residence)
elammle@ci.new-hope.mn.us
Term expires: 12/31/20

Council Member Andy Hoffe
763-537-2647 (Residence)
ahoffe@ci.new-hope.mn.us
Term expires: 12/31/20

Council Member Jonathan London
763-546-1293 (Residence)
jlondon@ci.new-hope.mn.us
Term expires: 12/31/18

City Council

The City Council meets at City Hall the second and fourth Mondays of each month at 7 p.m., except for the second Monday in July and the fourth Monday in December. If a regularly scheduled meeting falls on a legal holiday, the date is typically the day after. City council meetings are broadcast live on cable channel 16 and are replayed daily at 10 am and 6 pm.

Open Forum

An open forum is held at the beginning of every council meeting. Individuals may address the council on any subject pertaining to city business not listed on the agenda or scheduled as a future item. The council requests that presentations be limited to three minutes. A maximum of 15 minutes is allotted for the forum.

Economic Development Authority/Housing and Redevelopment Authority

The EDA/HRA promotes and facilitates economic development and housing redevelopment activities within the city. The EDA/HRA considers business and housing development proposals on a case-by-case basis and uses a broad base of public financing options. The commissioners of the EDA and HRA are sitting members of the City Council. Council members are appointed to these two commissions for the duration of their terms. Meetings are held following the city council meetings on the second and fourth Monday evenings of each month, as needed.

Citizen Commissions and Boards

New Hope city ordinance provides for several advisory commissions including Citizen Advisory Commission, Human Rights Commission, Personnel Board and Planning Commission. All regular monthly meetings are open to the public. Commissions contribute to the quality of life in the community by assisting the City Council or city manager in an advisory

capacity regarding a wide range of activities. Members volunteer their time to attend meetings addressing matters relevant to the particular commission. If you are interested in serving on a commission, call 763-531-5117.

The Citizen Advisory Commission acts as a resource group and an informational, educational coordinator to the community on matters assigned by the Council for study, analysis and recommendations. The commission is also free to study any subject they believe has importance to the citizens of the city. Meetings are usually held on the second Tuesday of the month at 7 p.m. The commission consists of members serving two-year terms.

The Human Rights Commission advises the City Council on human relations and civil rights issues, acts in an advisory capacity with respect to planning or operation of any city service or program on issues of civil and human services, and recommends the adoption of specific policies or actions needed to provide for full equal opportunity in the community. Also, the commission is active in educating the community regarding the Minnesota Human Rights Act. Meetings are usually held on the first Monday of each month at 7 pm. Members serve two-year terms. Voice mail messages may be left at 763-531-5186.

The Personnel Board is responsible for the recruitment and hiring process of all employees covered by the personnel ordinance, the establishment of general personnel rules and advising the city manager on personnel policies and issues. The board consists of three members serving three-year terms. Meetings are held on an as-needed basis.

The Planning Commission carries on planning activities to regulate future physical development, unplatted properties and subdivisions of land in the city. The commission also makes recommendations to Council on matters affecting zoning, platting, commercial/industrial expansions and redevelopment, and public improvements. Meetings are usually held on the first Tuesday of the month at 7 pm. Members serve three-year terms.

Notary Public

A notary public is usually available at city hall to provide you with these services. The charge is \$5.00. If you would like to make an appointment, please call 763-531-5123.

County, State and Federal Elected Officials

Hennepin County

County Commissioner

Mike Opat, District 1

Office: 612-348-7881

Website: www.co.hennepin.mn.us/wdist7.html

E-mail: mike.opat@hennepin.us

Term expires: 12/31/2016 (four-year term)

State

Governor Mark Dayton

75 Rev. Dr. Martin Luther King Jr. Blvd.

St. Paul, MN 55155

Office: 651-201-3400

Website: www.mainserver.state.mn.us/governor

Term expires: 12/31/2018 (four-year term)

Park Commissioner

Penny Steele, District 1

21323 Foxtail Lane, Rogers, MN 55374

Office: 763-559-6730 or 651-335-9621 (cell)

Website: www.threeriversparks.org

E-mail: psteele@threeriversparkdistrict.org

Term expires 12/31/16 (four-year term)

Metropolitan Council (appointed by Governor)

New Hope Representative Gail Dorfman

390 Robert Street North

St. Paul, MN 55101-1805

Office: 612-998-5214

Website: www.metrocouncil.org/about/members.htm

E-mail: gail.dorfman@metc.state.mn.us

Senate District (45)

Senator Ann H. Rest
 3209 Minnesota Senate Building
 95 University Avenue West
 St. Paul, MN 55155
 Office: 651-296-2889; Fax: 651-296-6511
 Website: www.senate.leg.state.mn.us/members/
 E-mail: annr@senate.mn
 Term expires: 12/31/2016 (four-year term except election years following redistricting process)

House District 45A (precincts 2-8)

Representative Lyndon Carlson
 283 State Office Building
 Office: 651-296-4255
 E-mail: rep.lyndon.carlson@house.mn

Federal**President Barack Obama**

The White House
 1600 Pennsylvania Avenue NW
 Washington, DC 20500
 Office: 202-456-1414
 Website: www.whitehouse.gov
 E-mail: president@whitehouse.gov
 Term expires: 1/20/2017 (four-year term)

5th Congressional District

Congressman Keith Ellison
 2100 Plymouth Avenue North
 Minneapolis, MN 55411
 Office: 612-522-1212
 Website: <http://ellison.house.gov/>
 E-mail: keith.ellison@mail.house.gov
 Term expires: 12/31/2016 (two-year term)

House District 45B (precinct 1)

Representative Mike Freiberg
 239 State Office Building
 Office: 651-296-4176
 E-mail: rep.mike.freiberg@house.mn

For Representatives:

100 Rev. Dr. Martin Luther King Jr. Blvd.
 St. Paul, MN 55155
 Website: www.house.leg.state.mn.us/members
 Term expires: 12/31/2016 (two-year terms)

United States Senate

Senator Amy Klobuchar
 320 Hart Senate Office Building
 Washington, DC 20510
 Office: 202-224-3244
 Website: www.senate.gov/index.htm
 E-mail: senator@klobuchar.senate.gov
 Term expires: 12/31/2018 (six-year term)

Senator Al Franken

60 East Plato Boulevard Suite 220
 St. Paul, MN 55107
 Office: 651-221-1016
 E-mail: info@franken.senate.gov
 Term expires: 12/31/2020 (six-year term)

Communications

In Touch

The city's newsletter, *In Touch*, is mailed to all residents and businesses. The newsletter, which is published four times a year, includes updates on city projects, activities and seasonal reminders.

In Motion

The parks and recreation brochure, *In Motion*, lists activities and programs for youth through adults. The publication is mailed to New Hope residents three times each year.

In The Pipeline

This monthly news brief is included with your water bill and keeps you apprised of goings-on in the city for the next month, as well as any news on safety tips, meetings and other related information.

City Email

Residents can express their comment or concerns to the city by sending an email to cityhall@ci.new-hope.mn.us. The emails are forwarded to the appropriate city personnel.

Cable Channel 12

Cable 12 features local news, sports and events highlighting the northwest suburban cities of New Hope, Plymouth, Maple Grove, Crystal, Robbinsdale, Golden Valley, Brooklyn Park, Brooklyn Center and Osseo. Programming on Cable 12 is produced by Northwest Community Television (NWCT). For programming information, visit www.twelve.tv. Jointly funded by the northwest cities through cable franchise fees, NWCT also offers residents an opportunity to produce their own public access cable television programs. NWCT's public access department provides northwest suburban residents with free television production training and free use of TV production equipment. Public access shows run on channels 19 and 20. The NWCT studio is located at 6900 Winnetka Avenue North in Brooklyn Park. For more information, call 763-533-8196, or visit the NWCT website at www.nwct.org.

Cable Channel 16

Channel 16, New Hope's government access channel, broadcasts live coverage and replays of New Hope City Council meetings. When programming is not showing, Channel 16 displays notices highlighting city information, special events and programs.

Comment Line

The city has a 24-hour comment line which allows residents to express a concern, compliment or inquiry about city services and activities. The number is 763-531-5102.

SunPost

The *SunPost* is the local newspaper that serves the communities of New Hope and Golden Valley. It is also the city's official newspaper for legal notices. Call 952-392-6860 for delivery service.

City of New Hope Website

Visit the city of New Hope's website at www.ci.new-hope.mn.us. If there is an area of interest that you cannot locate, send us an e-mail at cityhall@ci.new-hope.mn.us.

Elections

Voting

City-administered elections are held in November of even numbered years.

Registration

Voter registration applications are available at city hall, county service centers and mnvotes.org. Upon pre-registration, a card will be mailed to you listing your polling location. To register at the poll on Election Day you will need proper identification and address verification.

Absentee Voting

If you are unable to go to the polling location on Election Day, you can cast an absentee ballot. Residents can apply for an absentee ballot until the day before the election. Call 763-531-5160 to request an absentee ballot.

Election Judges

Residents serve as election judges for city-administered elections. This is a great opportunity for residents to contribute to the community and learn about the election process while earning an hourly wage. Interested persons should call the city clerk at 763-531-5117.

Eligibility

To vote in any election in Minnesota, you must be:

- A citizen of the United States,
- At least 18 years old,
- A resident of Minnesota for at least 20 days prior to election day,
- Properly registered.

Where to Vote

Call 763-531-5123 to find your New Hope poll location or visit <http://pollfinder.sos.state.mn.us>.

Fire-Rescue

West Metro Fire-Rescue District is committed to providing quality fire and safety services to the cities of New Hope and Crystal. Emergency response services are provided by on-call firefighters responding from three fire stations. For information about any of the following fire services, contact the District at 763-230-7030 between the hours of 8 am and 4:30 pm, Monday through Friday.

Blood Pressure Testing

Residents can have their blood pressure checked Monday through Friday between 8 am and 4:30 pm at the West Metro Fire-Rescue District Station, 4251 Xylon Ave N. Call in advance at 763-230-7030 to ensure staff presence.

Business and Multiple Dwelling Inspections

The fire inspectors conduct inspections of businesses and multiple family dwelling units for fire and city code compliance.

Firefighter Employment

West Metro Fire-Rescue frequently has paid on-call openings for firefighters. For more information, call 763-230-7030.

Fire District Open House

Each October West Metro Fire-Rescue District has an open house for residents. It is an opportunity to meet local firefighters and learn more about district operations. Call 763-230-7000.

Fire District Tours

Many community groups visit West Metro Fire-Rescue District fire-fighting facilities. Call 763-230-7030 to schedule a tour.

Fireworks

The sale, possession and use of certain non-explosive and non-aerial consumer fireworks is now permitted in Minnesota. A detailed list is available at <https://dps.mn.gov>. Consumer fireworks may not be used on public property (e.g. parks, roads, alleys, schools, government property, etc.). Individuals must be at least 18 years old to purchase consumer fireworks, and retailers are required to check photo identification of purchasers before selling these products. Explosive and aerial fireworks (e.g. firecrackers, bottle rockets, missiles, roman candles, mortars and shells) are prohibited for public sales, possession and use.

Juvenile Fire Setters

If you know a child who plays with matches or lighters, contact the fire inspector for information on the Juvenile Fire Setter program. This could help save lives. Call 763-230-7030 for information.

Recreational Burning

Recreational fires are allowed but must follow current regulations and cannot be used for disposal of yard waste, trash or construction materials. For current regulations and additional information, call 763-230-7000 or visit wmfrd.org.

Safety Demonstrations

A fire inspector is available to visit any business or school in New Hope or Crystal to conduct fire safety demonstrations on the use of fire extinguishers, planning a fire escape route or assisting safety committees with developing safety programs. Call 763-230-7030 to schedule an appointment.

House and Apartment Living

Alarm Systems

The city encourages the responsible and effective use of alarm systems. Residents and businesses must register properties with alarm systems. The registration fee is a one-time fee for individual residential properties unless the property changes ownership. If you change alarm companies, please submit a new form but no fee.

Call Before You Dig

Never dig a hole before calling Gopher State One Call at 651-454-0002 / 800-252-1166 / 811, or submitting a ticket at gopherstateonecall.org. Allow 48 hours advance notice so that utility companies can mark the location of buried electrical, gas and utility lines on your lot.

Construction Related Permits

A building permit is required before you make most changes, repairs, alteration and additions to your home, basement, swimming pool, garage or storage shed. Specialty permits are also required for excavating, plumbing, electrical and mechanical/heating work. Permit fees vary according to the extent of work being done. The city also issues permits for fire alarm systems and permanent and temporary signs.

Driveway Permit

A permit must be obtained prior to performing any work on driveways and/or curb cuts, whether new or replacement.

Electrical Permits

Electrical contractors are required to obtain a permit when installing an electrical system in a business or residence.

Application for all permits may be made on the city website or at city hall. For more information, call 763-531-5127.

Fertilizer - Phosphorus-Free

State law prohibits the routine application of lawn fertilizers that contain phosphorus in the seven-county metro area. This law also applies to commercial lawn services. When shopping for fertilizer, residents need to read packaging labels carefully and look for a middle number of zero (e.g. 22-0-15) which indicates zero percent phosphorus content. Lawn fertilizer containing phosphorus may still be used on newly seeded lawns or lawns where soil testing indicates low levels of phosphorus (rare in New Hope). To obtain a soil testing kit, contact the University of Minnesota Extension Service at 612-625-3101 or soiltest.cfans.umn.edu.

Resident cooperation is appreciated to keep New Hope's waterways clean. Excess phosphorous found in grass clippings, leaves, eroded soil, fertilizers and some car cleaning products causes lakes and ponds to become choked with algae or weed growth.

Flood Zone Information

Fewer than 10 properties in New Hope are located in the FEMA NFIP 100-year floodplain; however, city ordinance has established a more accurate 100-year floodplain level that shows 20-30 homes in the 100-year floodplain. The DNR is currently working to align these two programs. Residents can call Megan Albert, stormwater specialist, at 763-592-6765, with any questions regarding the current and proposed flood elevations.

Garage Sales and Signs

Garage sales are a great way for residents to reuse and recycle unwanted items.

- Garage sales cannot exceed three consecutive days in length and are limited to a maximum of three sales at any property within a calendar year.
- Signs in residential neighborhoods must be set back a minimum of two feet behind the curb or behind the sidewalk if the sign placement would interfere with the use of the sidewalk. In all other zoning districts, signs must be set back 10 feet behind the curb.
- Signs may not exceed six square feet in size and must clearly identify the address and date(s) of sale.
- Signs may not be placed on utility poles, fences or trees.
- Individuals placing signs on private property must first obtain permission from the property owner.
- Signs may not be posted more than one day prior to the sale and must be removed by 10 pm on the final day.

Graffiti Abatement

Residents are encouraged to contact the Police Department by calling 911 to report graffiti vandalism. If caught, the perpetrators will be required to pay all costs associated with removal of the graffiti. Unfortunately, it is frequently not possible for the Police Department to identify and apprehend the individual(s) responsible for graffiti. In these instances, property owners (residential as well as commercial) are required to remove the graffiti within five days. The prompt removal of graffiti will help reduce the recurrence of graffiti and maintain property values.

Homesteading

Homeowners purchasing a new or existing home who occupy their home as their principal residence may qualify for the homestead classification. To qualify for the full-year homestead classification, homeowners must own and occupy their home on or before December 1. The filing deadline is December 15. For more information about the homestead

classification, call the Hennepin County Assessor's Office at 612-348-3046. A new application is required if there is a change in ownership, occupancy or residency – this includes marriage, name changes and refinancing.

To file for homestead, bring a copy of your warranty/contract for deed and certificate of resale value to city hall. You must own and occupy your home before filing. If you would like to complete an application prior to coming to city hall they can be found at www.hennepin.us/residents/property/homestead. For more information, call 763-531-5123.

Home-Based Business

If you are contemplating operation of a business in your home, contact Community Development at 763-531-5127. You will need to register with the city and depending on the business, additional permits and licenses may be required.

Lot Surveys

Lot surveys may be required for certain projects. To determine if the city has a copy of your lot on file, call 763-531-5127.

Point of Sale Inspection/Certificate of Property Maintenance

The city initiated a housing maintenance ordinance in 1978 in an effort to maintain the condition and value of the housing stock. Homes are inspected at point-of-sale to ensure they comply with code requirements. This inspection must be done within one year prior to selling a home. Call 763-531-5127 to schedule an appointment and for information regarding fees.

House Numbers

All residential homes must have legible house numbers at least four inches high that contrast to the surface to which they are attached. For all commercial, industrial and apartment buildings, the numbers must be at least six inches high.

Nuisance Complaints

Nuisance complaints (junk, noise) on residential property may be referred to Inspections at 763-531-5127.

Parking Restrictions

Parking is prohibited on New Hope streets from 2 am to 6 am and is limited to six consecutive hours any other time. You may call the Police Department at 763-531-5170 to obtain permission to park a vehicle overnight on a city street, if necessary (paving driveway, out of town guests). This exception is limited to two instances per calendar year. No parking is permitted on city streets after a snowfall of 1½ inches or greater until the streets have been plowed curb-to-curb.

Solicitors

The city requires solicitors to register with the city. As a property owner, you can prevent door-to-door salespersons from coming to your home by posting a "No Solicitation" sign near your door.

Pets

City ordinance allows a maximum of three dogs, three cats, three other household pets and three fowl (all over six months of age) per property. All dogs, cats and ferrets over six months of age must be licensed and vaccinated for rabies. To obtain an animal license proof of vaccination must be provided. License fees help defray the cost of animal control in the city. Pet licenses may be purchased in person at the police station, by calling 763-531-5170 to request an application by mail or by downloading from the city's website. Cat licenses are free for indoor-only cats. If a cat is found off the owner's property, the owner will be required to purchase a license.

Property Taxes

City services are largely funded through property taxes. Of each residential property tax dollar, the city receives approximately 30 percent. Of the remaining amount, the school district receives 30 percent, the county receives 34 percent and special taxing districts receive the remaining six percent. The city contracts with Hennepin County for property tax assessments and the Hennepin County Assessor's office makes final determinations and sets tax classifications. For more information, call 612-348-3046.

Current law provides for an annual real property assessment to be used in determining taxes. Any property owner who believes their assessed property value is unfair may contact the Hennepin County Assessor's office at 612-348-3046. Notices are mailed in the spring of each year, giving property owners an opportunity to appear before the New Hope Board of Appeal and Equalization (comprised of members of the City Council) to voice any objections. The meeting is usually held in early May.

Remodeling

If you are considering a remodeling project, the city has tip sheets on a variety of topics to help you. The fliers are available at city hall or on the city's website.

Residential Rental Properties

All residential rental properties are required to register with the city annually. The purpose of the rental registration permit program is to help maintain the quality of the rental housing stock in the city and protect the city's neighborhoods. Rental property owners are responsible for contacting the city at 763-531-5110 to obtain a rental registration application or upon change of contact information, such as new owner name, address or phone number.

Sewer Line Blockage

If your sewer line is blocked, call the Public Works Department before you call a sewer cleaning service. Public Works Department personnel will come to your home, 24-hours-a-day, at no charge, to determine the location of the problem. If the problem is in the city sewer main, the city will correct the problem as soon as possible. If the blockage is within your sewer line, city utilities staff will advise you to contact a sewer service company. To report a sewer backup during regular business hours, call the Public Works Department at 763-592-6777. After hours or on weekends and holidays, call the Police Department at 763-531-5170.

Snowplowing/Winter Parking

Parking is not allowed on New Hope streets once 1½ inches of snow has fallen, until the streets have been plowed to full width. Residents can reduce the amount of snow deposited at the end of their driveway by shoveling or blowing the snow to the right when facing the street, the same direction that snowplows travel. To notify the city of concerns relating to snow removal or to report a slippery spot, call the Public Works Department at 763-592-6777.

Hennepin County maintains several of the major streets in New Hope including 42nd Avenue, Bass Lake Road, Medicine Lake Road and Winnetka Avenue (from Bass Lake Road to Medicine Lake Road). To report a winter maintenance concern on these streets, contact Hennepin County Roadway Maintenance at 612-596-0300.

Property owners are responsible for clearing sidewalks adjacent to their property and failure to do so may result in a fine. The city does plow sidewalks as time and resources allow. Residents are encouraged to shovel out fire hydrants near their home. Keeping fire hydrants clear of snow substantially reduces the time it takes firefighters to access a hydrant.

Sump Pumps

Private sump pumps and drain tile systems must have a rigid plastic pipe to discharge the clear water outside the home so that it drains away from the foundation. Discharge pipes must drain on the owner's property and may not drain onto adjacent land. City code prohibits any connection between these systems and sanitary sewer system fixtures like a sink or floor drain. For more information, call 763-592-6762.

Tenant Advocacy

HOME Line is a non-profit agency that provides free legal advice, education and advocacy to renters. The HOME Line hotline, 612-728-5767, is answered by volunteers under the guidance of three staff attorneys. Hotline advocates provide tenants with free practical advice relating to the Minnesota landlord/tenant law and offer options for resolving problems. For more information about the agency's services, visit homelinemn.org.

Trees

Preferred Tree List

The city of New Hope has developed a preferred tree list to address tree selection considerations including hardiness, mature size, salt tolerance, pest and disease resistance, rooting habits, maintenance requirements and soil compatibility. A preferred tree list and more information may be obtained by calling the city forester at 763-592-6763.

Boulevard Tree Replacement Policy

The city of New Hope has adopted a policy to help homeowners replace boulevard trees that have been lost to storms, disease or other causes. For more information, call the city forester at 763-592-6763.

Weed Control

Homeowners play a vital role in neighborhood preservation by maintaining their lawn and cutting the grass regularly. Weeds that are taller than six inches or have gone to seed are considered a nuisance. Property owners who fail to maintain

their yards will be sent a notice from the weed inspector. If the property owner does not comply within 10 days, the city may perform the work and assess the cost to the property owner. For more information, call 763-592-6763.

Parks and Recreation

Parks

New Hope has an extensive system of 18 city parks, two school parks, one nine-hole par-three golf course, an outdoor theatre, an outdoor pool complex and an ice arena with two sheets of ice.

To make New Hope parks enjoyable for all users, please observe the following regulations:

- glass containers are prohibited in parks
- motorized vehicles are prohibited in parks and on trails
- animals must be leashed (except in designated areas) and feces disposed of in a sanitary manner
- hitting golf balls is prohibited in parks
- littering is prohibited
- parks are closed from 10 p.m. to sunrise unless special permission is granted
- park usage prohibits the use of tobacco with the exceptions of city hall, ice arena, golf course grounds, Victory Park playfields and special events designated by city staff

Adopt-a-Park

The Adopt-a-Park program enables volunteers to assist the city in keeping its parks clean and beautiful. This public service program is open to community groups, civic organizations, churches, businesses and individuals. Past activities include litter pick up, flower planting, tree planting and painting park signs. For more information, call 763-592-6763.

Dog Parks

New Hope has off-leash dog areas in three parks: the hockey rink at Lions, Civic Center and Liberty Parks. New Hope's dog parks generally open in April and close for the season by the end of November. There is no fee for using the dog parks. The off-leash areas may be used during daylight hours only. The hockey boards provide a large, safe, enclosed area where pet owners can allow their pets to run and socialize with other dogs. The city has provided seating for dog owners, bags for dog droppings and a trash receptacle at each dog park enclosure. Pet owners are responsible for controlling and picking up after their dogs. Dogs must remain on-leash until they enter the dog park. Please read all of the rules posted at the entrance before using the dog parks. For more information, call the Parks and Recreation office at 763-531-5151.

Dorothy Mary Park

Dorothy Mary Park is located at 60½ Avenue, west of Winnetka Avenue North on approximately six acres of land. The property was donated with the stipulation that the park be left in its natural state. It features crushed rock paths, boardwalks, a dock, an aquatic habitat for water fowl, a mixed hardwood forest, an upland shrub habitat and an open meadow. The accessible entrances are located at 61st and Virginia avenues and 61st and Xylon avenues.

Northwood Park

Northwood Park is located at 38th and Boone avenues. The park includes two softball fields, parking, trails, picnic areas, a playground and Northwood Lake.

Sk8 Pad

The city of New Hope constructed a tier-one skateboard park in Civic Center Park in 2008. The pad features:

- 6,000 square foot concrete pad
- eight obstacles including an assortment of ramps, grind rails, ledges and boxes, up to four feet high
- suitable for skateboarders of all skill levels, including beginners
- available for use from 8 a.m. to sunset
- a modular stainless steel equipment that is low maintenance and can be moved if the park is expanded or redesigned in the future

Facilities Rental

The New Hope Parks and Recreation Department has many quality indoor and outdoor facilities including ballfields, picnic shelters, ice rinks and tennis courts as well as indoor gyms, the clubhouse at our golf course and a community room available for rent. To reserve a facility, call 763-531-5151 unless otherwise noted.

Clubhouse and Community Room

The New Hope Village Golf Course clubhouse and New Hope Ice Arena community room are available for family gatherings, business meetings, baby and bridal showers, birthday and anniversary parties and more. The golf course clubhouse is available for rental from November through mid-March and the ice arena community room is available year-round. For more information or to make a reservation, call the golf course at 763-531-5178 or the ice arena at 763-531-5181.

Picnic Pavilions

- Northwood Park, 38th and Boone
- Hidden Valley Park, 32nd and Boone

Tennis Courts

- Begin Park, 54th and Wisconsin
- Civic Center Park, 44th and Xylon
- Hidden Valley Park, 32nd and Boone
- Meadow Lake School Park, 60th and Boone
- Sunny Hollow School Park, Boone and Medicine Lake Road

Recreation

The city of New Hope has many recreational and educational activities for its residents. The Parks and Recreation Department offers activities such as dance, gymnastics, swim lessons, team sports for youth and adults, sports camps, skating lessons, playground programs, activities for families and adult trips to exciting locations. Classes are also offered in first aid, art and defensive driving to name a few. The department, in cooperation with REACH for Resources, also has programs for people with disabilities. These and many more activities can be found in *In Motion*, the parks and recreation brochure. You can register in person, by mail, by phone or online. For more information, visit the city's website or call 763-531-5151. For weather cancellation information concerning parks and recreation activities, call 763-531-5158.

Athletic Organizations

The city maintains a list of contact people for the various athletic organizations in New Hope. For information, or to receive a copy of the list, call 763-531-5151 or visit the city's website.

Bike Rodeo

The New Hope Police and Parks and Recreation departments participate in a bike rodeo program with the cities of Crystal and Golden Valley. The rodeo is held the first Wednesday in May to teach bicycle safety to young children.

City Day

Generally held annually on a Saturday morning to early afternoon on city hall grounds, residents have an opportunity to visit with the mayor, council members and city hall department directors. We also have demonstrations of our police K-9 unit, gymnastics, a sampling of the Off Broadway Music Theatre players, a display of public works vehicles and much more. For more information, visit the city's website or call 763-531-5103.

Community Garden, Hope Grows

Hope Grows is a community-based organization run by a volunteer board and sponsored by the city of New Hope. Funding from Active Living Hennepin County and Statewide Health Improvement Program (SHIP) helped the garden get started. The Food Group is providing the land for the garden to Hope Grows. The garden includes 31 individual plots available to local gardeners who want to grow fresh produce for their families. For more information email produce@thefoodgroupmn.org.

Duk Duk Daze

Duk Duk Daze is sponsored by the Lions Club, the New Hope Women of Today and the city of New Hope. The annual festival is held the third weekend in July at Northwood Park. Festivities include a softball tournament, carnival, kiddie parade, dunk tank, tennis tournament, fireworks and much more. For more information, visit dukdukdaze.com.

Farmers Market

The New Hope Farmers Market is located at city hall and typically runs from the third Saturday in June to third Saturday in October. The New Hope Community Farmers Market was founded in October 2009 and offers a wide variety of fresh fruits and vegetables, flowers, foodstuff, arts and crafts, entertainment, community groups and more. New Hope's market is the only Saturday farmers market in the northwest suburbs. newhopemarket.org or 763-453-0064

Golf Course, New Hope Village

New Hope's golf course is located at 8130 Bass Lake Road. It is a nine-hole, par-three course offering open golf, lessons and extensive league programs for juniors, adults and senior adults. The clubhouse at the New Hope Village Golf Course is available from November through March for rental for parties, anniversaries, wedding receptions, business meetings or small conferences. This beautiful facility has a fireplace, limited kitchen facilities and seating for up to 50. For golfing information call 763-531-5178; for space rental, call 763-531-5151 x1.

Gymnasiums, New Hope Community

The New Hope community gyms, 8230 47th Ave N, are attached to the north end of Cooper High School. This facility was built as a cooperative venture between the city of New Hope and Robbinsdale Area School District 281. Two full-size basketball/volleyball courts and a batting cage are available to rent evenings, weekends and on non-school days. Other amenities include concessions area and storage rooms. Direct number is 763-531-5155. For reservations, call 763-531-5151.

Ice Arena, New Hope

The New Hope Ice Arena, located at 4949 Louisiana Ave N, features two sheets of ice, 12 locker rooms, a concessions area, meeting rooms and an elevated walking track. It is home to Robbinsdale Area Schools' hockey teams, the Armstrong Cooper youth hockey program and the New Hope Skating School. For more information, call 763-531-5181.

In Focus Photo Contest

In the summer of 2010, the city established a photo contest to inspire civic pride, motivate amateur and professional shutterbugs and encourage those who live and work in New Hope to explore their city. Contact Jerry Beck at 763-531-5103 or jbeck@ci.new-hope.mn.us.

Outdoor Theatre

The New Hope Outdoor Theatre is located at 4401 Xylon Ave N, behind City Hall. The Off Broadway Musical Theatre presents a musical the last two weekends in July and the first weekend in August. Past musicals include "Bye Bye Birdie," "Sound of Music," "Cinderella" and "Annie." A free will donation of \$4 per person is suggested. All programs are wheelchair accessible. An American Sign Language interpreter will be provided for one performance per run. For schedule information, call 763-531-5151. For information on how to become involved in the musical productions, call 763-592-6805 or visit www.obmt.org.

Safety Camp

Safety Camp is a three-day camp for youth entering third and fourth grades in the fall of the year. Safety experts from the Police and Fire departments, as well as other outside agencies, teach safety lessons with fun and games led by Parks and Recreation Department staff. The camp concludes with a graduation ceremony. For information on registering, call 763-531-5151.

Swimming Pool, Milton Honsey

The city's outdoor pool is located at 4301 Xylon Ave N. The facility features a concessions area, an Olympic-sized pool with a drop slide and diving boards and a separate shallow water pool with play features for young children. Swimming lessons for ages 4-16 are offered June through August. New Hope and Crystal offer a joint pool pass program entitling anyone purchasing a pass at one pool to use that pass at both pools all summer. Call 763-531-5151 for more information or visit the city's website.

Police

New Hope Emergency – Fire, Police and Medical

911 is the universal telephone number to call for police, fire or medical assistance in the seven county metropolitan area. An emergency call from any phone in the area is automatically routed over circuits reserved only for 911 to the correct public safety agency, such as the local police department, where the dispatcher will respond to your request. If the call needs to be relayed to another agency, such as the poison control center, the call can be transferred by the dispatcher.

Animal Control

City ordinances help to address the health and safety of pets and pet owners. To avoid the cost of fines and impoundment fees, please follow the city's animal control ordinances.

Confinement/Clean Up

All dogs and cats must be restrained by a fence or leash when outside the home, and when off the owner's property, under effective physical restraint. Owners must clean up any feces left behind by their pets on public or private property. When your pet is outside, it must wear a collar at all times with the license tag attached and clearly visible. Contact the animal control officer with any questions regarding animal regulations at 763-531-5161.

Lost Pets

If your pet is lost, notify both the New Hope Police Department at 763-531-5170 and Pets Under Police Security (PUPS), a multi-city kennel facility located in Maple Grove, at 763-494-5999 as soon as possible. If your pet is at PUPS, owners must come to the New Hope Police Department to pay impoundment and boarding fees before retrieving the pet. Owners need to provide proof of current rabies vaccinations for their pets. If this is not possible, owners must leave a \$25 deposit. The deposit is returned if proof of vaccination is provided within three business days. If you have a problem with stray animals or want to report a nuisance, please call 911.

Block Parties

Block parties must be approved in advance by the Police Department and require the signature of 100 percent of your neighbors affected by the barricades. Block party request forms are available online in the National Night Out section of the city webpage.

Canine Unit

The Police Department has canine officers assigned to the afternoon and night shifts. The police canines are used to search buildings, track suspects and look for lost people. They are very sociable animals and are frequently used in demonstrations at the parks and schools.

Child Passenger Safety Checks

New Hope Police Department has a nationally certified technician who can provide one-on-one education for families who wish to have their child's safety seat checked. This service is by appointment only and is available to any resident of New Hope and to those who are employed within New Hope. Appointments take 30 to 45 minutes. State mandated training for child care providers is also available, as is informal community/parent education. Please call Officer Nichole Korth at 763-531-5140 for more information.

Citizens Police Academy

The Police Department periodically conducts a Citizens Police Academy. The academy is a six-week course that gives residents a first-hand look at police work and teaches the various functions of the Police Department and how it interacts with the community. There are hands-on activities that illustrate the many daily functions that police officers are required to perform. Class announcements are posted in the *SunPost* newspaper and on the city website.

Community Notification Act

Minnesota's Predatory Offender Registry (POR) was established on August 1, 1991. Since then, the Minnesota Bureau of Criminal Apprehension (BCA) POR unit has maintained the state's central database of information on predatory offenders. The BCA has established a public website with the purpose of enhancing public safety by identifying offenders who are non-compliant with registration requirements and to obtain assistance from the public in locating them. This website allows

you to search for these offenders and provides the answers to many frequently asked questions as well as resources for residents. <https://por.state.mn.us>

Crime-Free, Drug-Free Multi-Housing

The Crime-Free, Drug-Free Multi-Housing Program is a partnership between the New Hope Police and Community Development departments and rental property managers to help tenants, owners and managers improve safety and deter drugs and other unacceptable or illegal activity from rental properties.

Crime Prevention Fund

Business and community leaders serve on the New Hope Crime Prevention Fund. The money raised by this board is used to promote and implement crime prevention programs including Neighborhood Watch, D.A.R.E., National Night Out, Safety Camp, Explorers and educational safety programs. The Crime Fund also provides equipment and training material for safety, drugs and crime prevention activities. And, when appropriate, the board makes funds available for the Police Department to offer rewards for information leading to the arrest of people committing crimes.

The money raised to support programs comes from the contributions of generous residents and businesses. Individuals who would like to donate to the Crime Fund may send a check to the Attn: Officer Korth, New Hope Crime Prevention Fund, 4401 Xylon Ave N, New Hope, MN 55428. For more information or if you would like to serve on the board, please call Officer Korth at 763-531-5140.

Crime Prevention and Safety Presentations

The New Hope Police Department provides crime prevention and safety presentations for community groups at no charge. If you would like a member of the Police Department to come and speak to your group on crime prevention, safety or other police department related topics, please call 763-531-5140 for additional information.

Crime Stats (Interactive Mapping)

The interactive crime map can be accessed through the New Hope web page. Incidents are updated weekly and only display the previous 90 days from the date of entry, excluding a seven-day backlog. The map will show the following crime types: robbery, theft, burglary, auto theft and arson. If you need more information or have a question about the map, please contact the Crime Prevention Officer at 763-531-5163.

Crime Tip Line

Residents who have information about a crime can report it anonymously on the Crime Tip Line at 763-531-5169.

Curfew Hours

Youth and parents are responsible for maintaining the curfew hours established by Hennepin County. The curfew prohibits youth from being in public places after designated hours. Parents are responsible for ensuring that their children abide by curfew hours. Children under the age of 12 must be home by 9 pm on Sunday through Thursday, 10 pm on Friday and Saturday. Children ages 12 to 14 must be home by 10 pm on Sunday through Thursday, 11 pm on Friday and Saturday. Children ages 15 to 17 must be home by 11 pm on Sunday through Thursday, 12:01 am on Friday and Saturday.

D.A.R.E. (Drug Abuse Resistance Education)

The D.A.R.E. program is designed to teach students how to identify and resist pressures that lead to the use of dangerous drugs and violence. The D.A.R.E. curriculum is taught in all three elementary schools in New Hope. Fifth grade students participate in a 10+ lesson program that is taught by a uniformed officer. D.A.R.E. lessons focus on providing students with accurate information about drugs and violence, teaching decision-making skills, showing students how to resist peer pressure and building self-confidence.

Emergency Management

The city has an Emergency Operations Plan that conforms with the National Incident Management System requirements. The city's plan is an all-hazard plan designed to guide the city through a major disaster or other significant emergency.

Fingerprinting

The New Hope Police Department will provide fingerprint services for a fee. Call 763-531-5170 for an appointment.

National Night Out/Minnesota's Night to Unite

National Night Out is America's annual night out against crime. New Hope officials and staff cooperate with residents to celebrate the city's commitment to crime prevention and enhancement of public safety on the first Tuesday of every August. Numerous New Hope neighborhoods gather together on this evening for picnics and games.

Neighborhood Watch

Neighborhood Watch is one of the most effective ways to prevent crime and reduce fear in New Hope's neighborhoods by forging bonds between police and the community they serve. New Hope has approximately 60 active Neighborhood Watch groups. The groups meet formally each year to discuss crime prevention or a related topic of interest to the neighbors. A second informational meeting or block party is also required each year. To start a Neighborhood Watch Group in your area or schedule an annual meeting, call Officer Nichole Korth at 763-531-5140. Many neighborhood groups have a lot of fun by planning block parties, picnics and get-togethers while working together to solve or prevent problems.

Operation Identification

Operation Identification is a free service of the New Hope Police Department. Program participants are supplied with a 13-digit identification number that can be placed on valuable household possessions. This number, applied with an etching tool, helps identify property that is recovered from a burglary. Operation ID stickers displayed on the windows of residents' homes may also ward off some burglars. Residents can be issued an Operation Identification number and borrow an etching tool to mark their property by coming to the Police Department offices during business hours.

Police Explorers

The New Hope Police Explorers is a program for young men and women between the ages of 15 and 21 who are interested in a career in police work. Exploring provides training and skill development related to a career in law enforcement and allows a close up view of what police officers do on a daily basis. Explorers are encouraged to ride along with an officer once a month and help with crime prevention programs and events such as the Bike Rodeo and Safety Camp. Meetings focus on training for the types of calls to which police officers regularly respond. For more information or to request an application, contact Investigator Marty Williams at 763-531-5170.

Police Reserves

The New Hope Police Reserve unit is a volunteer group that assists the Police Department, primarily as an additional resource for emergency personnel. Reserve members receive 150 to 200 hours of training in police procedures, including traffic control and medical emergencies. Each reserve officer usually volunteers ten to fifteen hours per month and is on emergency callout status 24 hours a day. The New Hope Police Reserve Unit accepts applications year-round with formal training classes in the spring and fall. For more information, call 763-531-5170.

Police Department Tours

Many community groups visit the city's police facility. Call 763-531-5170 to schedule a time for a tour.

Premise Survey

Police personnel are available to conduct a premise survey of homes and businesses in New Hope to provide suggestions for security improvements that could lessen the likelihood of the property becoming a target for crime. Call 763-531-5140.

Ride-Alongs

The New Hope Police Department's ride-along program allows residents to become better acquainted with the operation of the police department by riding with an officer during the course of a regular shift. Call 763-531-5170.

School Liaison Program

The New Hope Police Department works with the local school district to employ school resource officers. The resource officers provide security in the schools, investigate school related incidents and act as a resource for staff and students.

Traffic Enforcement

The enforcement of traffic laws helps to establish a safe environment for residents. Traffic enforcement routinely targets problem areas for increased law enforcement and radar observations. Call 763-531-5170 to report traffic concerns.

Volunteer Opportunities

The following citizen involvement opportunities are available with the New Hope Police Department: Neighborhood Watch block captain, office volunteers, Police Explorers and Police Reserves. See specific program descriptions for additional information or call 763-531-5140.

Residential Property Programs

Apartment Rehabilitation Program

The city of New Hope has adopted a multi-family housing financial assistance policy that provides apartment owners with matching funds for basic building improvements like roofs, windows and heating systems.

First-Time Home Buyer Program

The city of New Hope, in conjunction with Hennepin County, participates in the Minnesota City Participation Program (MPCC). The MCPP is administered by the MHFA. Its purpose is to provide loans for low and moderate income first-time home buyers. For an information packet, call 763-531-5110.

Home Loan and Improvement Programs

Fix-up loans are available through the Minnesota Housing Finance Agency (MHFA). For more information on loan amounts and annual income limits, contact your local lender or call MHFA at 651-296-8215. The Center for Energy and Environment (CEE) is the official administrator of housing programs and can be contacted at 612-335-5858 or mncee.org.

Multi-Family Housing Owners and Managers Association

The cities of New Hope and Robbinsdale are members of a Multi-Family Housing Owners and Managers Association to address apartment-related issues common to both cities. All owners and managers of multiple-family dwellings in the two cities are welcome to attend the meetings. For more information, call 763-531-5110.

Scattered Site Housing Program

New Hope has an active scattered site housing program and is a member of a multi-city, non-profit Community Housing Development Organization (CHDO). Through this program, the city acquires homes voluntarily, on a scattered site basis. Substantial improvements are made to the property or, in some instances, the home is demolished and a new home is built. The program helps to keep New Hope neighborhoods vital and to create home ownership opportunities.

Scattered Site Private Rehabilitation Loan Programs

Each year the city designates a certain amount of Community Development Block Grant funds to provide rehabilitation grants of up to \$25,000 to low and moderate income residents to make home repairs. For more information, contact Hennepin County Housing, Community Works and Transit Department at 612-348-2235.

Trash and Recycling

Hazardous Waste

Residents use household hazardous products every day to clean and fix their homes, maintain their cars and take care of their lawns. Products such as paint, weed killer and drain opener are okay when they are used for the job they were intended, but if these products are not properly used, stored and disposed of, they can present a hazard to our health and our environment. These items may not be mixed with household garbage. Common household hazardous waste items include paint products (latex/oil paints, thinners, solvents, varnishes), auto products (batteries, used oil, oil filters, wax, fluids), cleaning products (oven cleaners, bleach, detergents), flammables (gasoline, diesel, kerosene), garden products (pesticides, weed killers, fertilizers) and miscellaneous items (lighter fluid, glues and some batteries).

The Hennepin County Transfer Station accepts household hazardous waste items free of charge year round. The transfer station is located in Brooklyn Park at 8100 Jefferson Highway. For more information, call 612-348-6500 or go to <http://www.hennepin.us/residents/recycling-hazardous-waste/drop-off-facilities>.

Large Item Pick-up

The Hennepin Recycling Group sponsors a curbside waste collection event on even-numbered years for residents to dispose of unwanted household items. Watch for details in the city newsletter regarding this event and a list of acceptable materials. Please contact your garbage hauler for details on disposal of items any other time.

Recycling Collection

The Hennepin Recycling Group (HRG) coordinates curbside recycling and yard waste disposal programs for New Hope and several neighboring communities. Bi-weekly curbside collection service collects certain recyclable materials for all single family through eight-unit homes. A green bin is provided at no charge for each household and must be set at curbside by 6:30 am on collection day. Materials must be prepared according to guidelines to ensure pick up of recyclables. For more information, or to request a smaller/larger bin or a "Recycling and Materials Management Guide," call HRG Administration at 763-493-8120 or City Hall at 763-531-5123.

Trash Collection

The city does not provide refuse collection services but requires that all refuse collection contractors have a city license. All refuse and recycling are collected on the same day each week, south of 42nd Avenue on Tuesdays and north of 42nd Avenue on Wednesdays. All refuse haulers offer volume-based rates. Through careful waste reduction practices and aggressive recycling participation, you may lower your refuse disposal bill. Contact City Hall at 763-531-5123 or refer to the city's website for a current list of licensed garbage haulers.

Residential waste containers may be placed on the curbside for pickup no earlier than sunset on the day preceding the scheduled pickup and must be removed by sunset on the scheduled pickup day. Residential waste containers must be screened from all principal residential structures within 50 feet and from the adjacent streets. Multi-family, commercial, industrial and institutional properties are also required to screen containers so that they cannot be seen off premises.

Yard Waste Drop off Site

Yard waste, defined as garden waste, leaves, lawn cuttings, weeds and prunings, may not be mixed in with garbage. City ordinance prohibits depositing debris such as grass clippings and leaves in the street. All yard waste that is not collected by your garbage hauler must be taken to the yard waste drop off site in Maple Grove. There is no charge for New Hope residents with proof of residence.

The yard waste site is located at 10300 Maple Grove Parkway North, Maple Grove. The site is open from April 1 to November 30, weather permitting. Site hours are 8 am to 7 pm, Monday through Saturday and 12 to 7 pm on Sunday. For a recorded message with detailed directions and additional information, call 763-420-4886.

Utilities

City Utilities

Water, sanitary sewer, storm drainage, street lights and recycling are provided by the city. Residents receive monthly bills and have an average of 30 days to pay their bills. All bills are due on the 21st or before of each month. For questions regarding your utility bill, call 763-592-6760 for an explanation. For water, storm and sanitary sewer problems, call the Public Works Department at 763-592-6762. For curbside recycling questions, call the Hennepin Recycling Group (HRG) at 763-493-8007.

Street Lighting

Street lights in New Hope are owned, operated and maintained by Xcel Energy. Utility customers are charged a street light fee on their utility bill to pay for the operation of street lights throughout the city. If a street light has burned out, malfunctioned or been damaged, call Xcel Energy at 800-960-6235. General questions about street lights may be directed to the Public Works Department at 763-592-6777. Residents who believe that street lighting is not adequate in their neighborhood should circulate a petition amongst their neighbors and submit the petition to the director of Public Works.

Traffic Signals

The city of New Hope is responsible for the maintenance of only two traffic signals in the city which are located at the intersections of 36th & Boone Avenues and 49th Avenue & Highway 169. Please report problems to 763-592-6777. All other traffic signals in the city are maintained by Hennepin County and problems may be reported to 612-596-0299.

Water

New Hope, along with Crystal and Golden Valley, is served by a single water system managed by the Joint Water Commission (JWC). The JWC's water source is from the city of Minneapolis, primarily from the Mississippi River.

Water Main Breaks

If you see water coming up from the ground, it could be a water main break. During business hours call the Public Works Department at 763-592-6777. After hours call the non-emergency number for the Police Department at 763-531-5170.

Other Utilities

Cable

Comcast, 651-222-3333, is the only provider of cable television and digital cable in New Hope. The company also offers high-speed internet and home phone service locally.

Electric

Xcel Energy, 800-895-4999, provides electric service in New Hope.

Gas

CenterPoint Energy, 612-372-4720, provides local natural gas service in New Hope.

Phone

CenturyLink, 800-244-1111, also offers high-speed Internet (DSL) and television service via phone lines.

Internet

Several other companies offer high-speed internet and phone service options. Consult the phone book or internet for more information. Free internet access and wi-fi is available at all Hennepin County libraries.

Water

Waterways

New Hope's two lakes, Northwood and Meadow Lake, are classified as general development lakes by the Minnesota Department of Natural Resources. Bass and Bassett Creeks are classified as tributary streams. The city has adopted a Shoreland Ordinance to preserve the quality and user enjoyment of all lakes.

Surface Water Management and Wetland Conservation

The city has a comprehensive surface water management plan that includes implementation strategies to control seasonal drainage problems. The city also has adopted the Wetland Conservation Act to regulate development that results in no net loss of wetland drainage.

The city of New Hope contains several wetlands, marshy areas and depressions which serve as ponding areas for excessive storm water runoff during certain seasons of the year. These areas are valuable for their role in flood water retention, ground water recharge, nutrient assimilation and aesthetics. They also provide a natural habitat for water fowl and other wildlife.

Watershed Districts

The natural drainage in the city is split into two watersheds: Shingle Creek Watershed Management Commission to the north and Bassett Creek Watershed Management Commission to the south. Both commissions consist of nine cities cooperating to manage water resources.

Waste Water

The city of New Hope's sanitary sewer system is serviced by the Environmental Services Division of the Metropolitan Council. The city requires that all developments connect to the city's sewer system.

Community of New Hope

Yesterday

New Hope was a farming-rich community in the early 1900s. The area was settled as part of the Crystal Lake Township and became the home for many family farms. As housing developments spread west from Minneapolis in the 1930s, the new residents of Crystal Lake Township began the movement to incorporate the township.

In 1936, the city of Crystal was incorporated. Forming a city, though, was not supported by all residents in the township. The rural residents in the western half of the township broke away from the city of Crystal and formed their own township. The resistant residents, mostly farmers, were unhappy about paying taxes for projects such as street lighting and sanitary sewer. The name the farmers selected for their new township was a reflection of the time: New Hope.

Three of the New Hope Township's boundaries were distinct, including what are now 62nd Avenue North to the north, Medicine Lake Road to the south and Highway 169 to the west. The eastern boundary shared with the new city of Crystal, however, was less distinct. Many residents along the border formed groups and requested to be annexed by Crystal in order to receive what were the most modern city services at the time. Others, however, were happy to be part of the New Hope Township and remained separate from Crystal. Therefore, pockets of New Hope were created along the eastern boundary for a size of approximately six square miles.

By the early 1950s, the rapidly developing township of New Hope chose the fate it had eluded just over 15 years earlier. On October 8, 1953, New Hope incorporated as a city to prevent losing more of its land and residents to Crystal via annexation. This move was again opposed by the farming community of New Hope, but housing developments between 1936 and 1953 had made farmers a minority in New Hope.

Today

New Hope takes pride in its long-standing "urban village" tradition. This distinction began with the vision of city founders when New Hope was incorporated as a village. Today, the city is known for its well-kept residential neighborhoods. In New Hope, youth and families are top priorities. The city is served by the highly regarded Robbinsdale Area School District. New Hope is a place to enjoy life.

New Hope is a thriving residential community of approximately 20,339 (2010 census) residents with over 8,700 housing units and a wide variety of housing types, including single-family, twin homes, and medium and high density. Approximately 58 percent of the housing stock is single-family units and 42 percent is multiple family units. New Hope boasts many options for senior housing. There are three long-term care facilities in the city as well as assisted living complexes and apartments that offer subsidized rents for low and moderate income seniors who are at least 55 years old.

New Hope has an extensive system of 18 parks along with two school parks which are part of a lease arrangement with the Robbinsdale School District. The city has over 200 acres of park land, an outdoor swimming pool complex, an ice arena with two sheets of ice, an outdoor theatre and a nine-hole par-three golf course.

New Hope also has ample employment opportunities, with 490 commercial and industrial businesses. The city's strong commercial industrial tax base accounts for 24 percent of its total market value.

Tomorrow

New Hope's approach to community management has always been proactive. Early on, city leaders followed a Comprehensive Plan to direct the city's growth, and they continue to do so. The city has cultivated several cooperative efforts with adjoining communities and other levels of government for housing needs and community-wide improvement projects, as well as parks and recreation programming. Currently, one of the city's primary goals is to focus on redevelopment of existing land for creative housing and commercial endeavors. The city of New Hope is positioning itself for the future by continuing to provide a healthy economic base, a well-maintained infrastructure and public facilities to enhance the quality of life.

Business Networking

New Hope Business Networking Group

Formed by New Hope business owners to create an open forum for networking within the city. The group is free and open to all New Hope business owners and entrepreneurs. For more information, visit www.newhopebng.org.

TwinWest Business Council

New Hope and Crystal, along with the TwinWest Chamber of Commerce, have joined together to form a local, joint-city business council. The purpose of the business council is to enhance business relationships within the communities, provide local government updates to the business community and encourage economic vitality. The council consists of two business leaders from both cities serving as co-chairs, along with 15 to 20 business people from both communities, the two city managers and TwinWest staff. For more information, call 763-531-5110.

TwinWest Chamber of Commerce

Ten cities in the western suburbs comprise the TwinWest Chamber of Commerce, including New Hope. Members work to strengthen the community and to assure economic, political and social climates where individuals and businesses can thrive. The TwinWest office is located at 10700 Old County Road 15, Suite 170, in Plymouth. For more information, call 763-450-2220 or visit www.twinwest.com.

Citizen Awards and Recognition

Good Citizenship Awards

The New Hope City Council established the Good Citizenship Award program in 2011 to recognize individuals who exemplify acts of good citizenship. Frequently individuals volunteer in various ways to make New Hope a better place to live, work and play and receive no acknowledgement for their work. The city recognizes that the strength of a community is dependent upon a strong network of citizens who devote time and effort to improve the quality of life by helping others.

Nominations for the *Good Citizenship Award* are accepted and reviewed by the City Council throughout the year. Applications are available on the city's website or by calling 763-531-5110. Elected officials may neither nominate nor receive the award. The City Council will publicly recognize award recipients and present them with a Certificate of Good Citizenship at an official council meeting.

To nominate someone for the *Good Citizenship Award*, please use the following guidelines:

Volunteer to improve the quality of life in New Hope by:

- Helping others
- Protecting the environment
- Providing opportunities for youth
- Exemplifying good citizenship

Volunteer work can be performed in:

- Schools, churches or homes
- Parks and public land
- Businesses and work places

Outstanding Business Award

The New Hope Outstanding Business Award recognizes businesses for noteworthy accomplishments such as expanding or improving a building or property, creating new jobs for New Hope residents, reaching a milestone year in business or providing outstanding community service. Nominations are accepted by the City Council quarterly. Any local business person or resident may nominate a company for the award. For more information about the program, contact Aaron Chirpich at 763-531-5114 or achirpich@ci.new-hope.mn.us.

Residential Property Recognition Program

This program recognizes the efforts of residential property owners who contribute time and resources to maintain or improve their residential properties in New Hope. Community members are welcome to nominate a residential property in the following categories:

- Outstanding general property maintenance and improvements

- Outstanding remodel, renovation or addition
- Outstanding landscaping and/or gardens
- Outstanding environmentally sensitive improvements (i.e. use of rain gardens, green building materials and storm water management strategies)

Nominations are accepted each year from January through July and awards are presented in November. Applications are available on the city's website or by calling 763-531-5110.

Community Assistance

Community Action Partnership of Suburban Hennepin

Community Action Partnership of Suburban Hennepin (CAPSH) is a community action agency working in all of Suburban Hennepin County to improve the lives of low-income people. CAPSH offers services to individuals through outreach, energy assistance programs, homeownership services and financial counseling. Call 952-933-9639 or visit www.capsh.org.

Community Development and Youth Outreach

The Northwest YMCA sponsors a community development and youth outreach program to assist troubled youth ages 12-18 and their families in developing a lifestyle acceptable to themselves and society. For more information, call 763-535-4800 or visit <http://www.ymcamn.org/locations>.

Community Mediation Services, Inc.

Committed to developing the capacity of individuals, families, communities and businesses to respectfully manage and resolve conflict. Located at 9220 Bass Lake Road, New Hope. Call 763-561-0033 or visit mediationprogram.com.

Domestic Abuse Shelters

Home Free is a shelter located in Plymouth to assist battered women and their children. For more information, call 763-559-9008, or call the 24-hour crisis line at 763-559-4945.

Energy Assistance

The Energy Assistance Program can help you pay energy costs-- such as a heating bill-- between Oct 1 and May 30 each year. If you qualify, you could receive a grant to cover some of your energy expenses. This grant is paid directly to your energy provider, to reduce your energy bill. capsh.org/services/energy-assistance/ or 952-930-3541

First Call for Help – United Way 2-1-1

First Call for Help is a referral agency that provides information on health and human service programs in the metro area. The agency is entirely funded by the United Way. Call 211 or 1-800-543-7709 for more information.

Food Shelves and Programs

- **Fare for All**, 8501 54th Avenue North, New Hope, MN 55428 - 763-450-3895 - fareforall.org
- **NEAR**, 5209 West Broadway, Crystal, MN 55429 - 763-533-2836 - nearfoodshelf.org
- **PRISM**, 730 Florida Avenue South, Golden Valley, MN 55426 - 763-529-1350 - prismmpls.org

Group Homes

Group homes provide assistance to vulnerable adults who cannot manage all aspects of living independently. Hennepin County is responsible for licensing and contracting with group homes as well as placing residents who are in need of a group home environment. Call 612-348-4111 for more information.

Senior Services

Senior Community Services is an organization that works within the areas of transportation, community senior centers, H.O.M.E., health insurance counseling and caregiver support services. Visit seniorcommunity.org or call 952-541-1019.

Tree House – Teen & Family Services

Tree House is a non-profit, non-sectarian organization located at 4203 Boone Avenue North, committed to supporting parents and teens during difficult times. For more information, call 763-533-9667 or www.treehouseyouth.org.

Libraries

Brookdale Library, 6125 Shingle Creek Parkway, Brooklyn Center, MN 55430 - 612-543-5600

Golden Valley Library, 830 Winnetka Avenue North, Golden Valley, MN 55427 - 612-543-6375

Rockford Road Library, 6401 42nd Avenue North, Crystal, MN 55427 - 612-543-5875

For additional information on Hennepin County libraries, visit their website at: www.hclib.org.

Licensing Offices

Hennepin County Service Centers

Driver's license renewal, vehicle license tabs, title transfers, marriage licenses, fishing and hunting licenses and boat and snowmobile licenses. Call 612-348-8240 or visit <http://www.hennepin.us/> for more information.

- **Brookdale Service Center**, 6125 Shingle Creek Parkway, Brooklyn Center
- **Maple Grove Service Center**, 9325 Upland Lane North, Maple Grove
- **Ridgedale Service Center**, 12601 Ridgedale Drive, Minnetonka

Deputy Registrars

Vehicle license tabs, title transfers, motorcycle, boat, snowmobile and ATV licenses.

- **Golden Valley Government Center**, 7800 Golden Valley Road - 763-593-8111
- **Robbinsdale City Hall**, 4100 Lakeview Avenue - 763-535-8133
- **West Metropolitan Driver's Exam Station**, 2455 Fernbrook Lane, Plymouth - 952-476-3042

Post Offices

Contact for all post offices is 800-275-8777 or usps.com.

- **Brooklyn Center**, 6848 Lee Ave N, Brooklyn Center 55430 - 763-566-8701 - *Services 55428*
- **Crystal Post Office**, 5550 W Broadway Ave, Crystal 55428 - 763-536-0493
- **Golden Valley Post Office**, 7701 Golden Valley Rd, Golden Valley 55427 - 763-544-4126 - *Services 55427*

Public Transportation

Metro Mobility

Metro Mobility serves people who need specially-equipped vehicles for transportation, including vehicles with lift equipment. Call 651-602-1111 or visit <http://metro council.org/Transportation/Services/Metro-Mobility.aspx>.

Metro Transit

The Metropolitan Council operates Metro Transit, the region's largest bus system. There are several local routes as well as express bus service to downtown Minneapolis. For more information on local bus routes in New Hope, call 612-373-3333 or visit Metro Transit's website at www.metrotransit.org.

Schools

Public Schools in New Hope

Independent School District 281 serves all of New Hope, Robbinsdale and Crystal as well as parts of Plymouth, Brooklyn Center, Brooklyn Park and Golden Valley. Contact the administrative office at 763-504-8000 or visit www.rdale.org.

- **Meadow Lake Elementary School**, 8525 62nd Avenue North - 763-504-7700
- **North Education Center**, 5530 Zealand Avenue North - 763-550-7302
- **Robbinsdale Cooper High School**, 8230 47th Avenue North - 763-504-8500
- **Robbinsdale Spanish Immersion**, 8808 Medicine Lake Road - 763-504-4400
- **Sonnesyn Elementary School**, 3421 Boone Avenue North - 763-504-7600

Worship

Calvary Solid Rock, 8731 Bass Lake Road, 763-913-7022
Evergreen Community Church, 3351 Independence Avenue North, 763-546-4352
Holy Nativity Lutheran Church, 3900 Winnetka Avenue North, 763-545-1647
Holy Trinity Lutheran Church, 4240 Gettysburg Avenue North, 763-533-3693
House of Hope Lutheran Church, 4800 Boone Avenue North, 763-533-3341
New Hope Church, 4225 Gettysburg Avenue North, 763-533-2449
Northwest Church of Christ, 8624 50th Avenue North, 763-533-3336
St. Joseph's Catholic Church, 8701 36th Avenue North, 763-544-3352
St. Raphael's Catholic Church, 7301 Bass Lake Road, 763-537-8401

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