



CITY OF MORA / MORA MUNICIPAL UTILITIES

2019 PERFORMANCE MEASUREMENTS PROGRAM

COMMUNITY SURVEY

ANNUAL REPORT

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2019 Community Survey Report

Introduction

First we would like to thank those that took the time to complete and return the 2019 community survey. In the January 2020 newsletter we distributed the survey asking you how you feel about various services provided by the City of Mora and Mora Municipal Utilities.

The Community Survey is part of the city's Performance Measurement Program sponsored by the Minnesota Office of the State Auditor. This voluntary program provides feedback to city officials and provides a small increase in Local Government Aid to the city for participating – about \$500 in Mora's case. To learn more about the Performance Measurement Program visit the program page on the state auditor's website at:
<http://www.auditor.state.mn.us/default.aspx?page=20130214.000>.

We received 122 responses, one more than last year. We appreciate the responses we received and hope we can get more next year. Look for the 2020 survey with your utility bill or delivered to your apartment building in December of this year. Thanks again to those who participated!

The city council and public utilities commission reviewed the results of the survey at their May meetings. They were very appreciative of the feedback provided by the public.

Distribution & Responses

The survey was initially and continues to be distributed as part of the quarterly newsletter. While now included in the January edition to survey the prior year, it was first introduced in the October newsletter for the first two (2) years. The city distributes approximately 1,900 surveys each year. The number of responses and response rate are shown in the table below.

Year	Responses			
	Paper	Electronic	Total	Rate
2012	70	n/a	70	4%
2013	250	n/a	250	14%
2014	250	n/a	250	14%
2015	174	n/a	174	10%
2016	137	16	153	8%
2017	129	23	152	8%
2018	117	4	121	6%
2019	122	N/A	122	6%

Responses increased dramatically when the newsletter was sent out with the utility bills beginning in January 2014 (for the 2013 survey). Utility customers

receiving e-mail bills receive the newsletter via email with their bill. The 2019 survey was not available electronically due to a lack of responses in the previous year.

Changes to Survey Instrument

There have been no changes to the survey document since 2016 when we added two (2) new questions. "Do you read the city newsletter" and "Do you use the city's website."

Survey Responses

Responses to the nineteen (19) survey questions and comments received are shown in Appendix A of this report. There is one page for each question that shows the responses in table and graph formats for 2017, 2018, and 2019. Following this information are comments made by the respondents. Names, addresses, and telephone numbers have been redacted from the comments.

Conclusion

Again, we appreciate those who took the time to respond to the 2019 survey and hope more will do so in the future. While we are not able to respond to all of the comments we hope that if you have a question or a concern you will contact us by:

- Visiting City Hall/Utilities office, 101 Lake Street South,
8:00 am to 4:30 pm, Monday through Friday
- Telephone 320.679.1511 (city hall) or 320.679.1451 (utilities office)
- E-mail info@cityofmora.com
- Website <http://www.ci.mora.mn.us>

You can also attend meetings of the city council and other city boards and commissions. Their meeting times and places can be found on the city's website.

Appendix A

Survey Responses

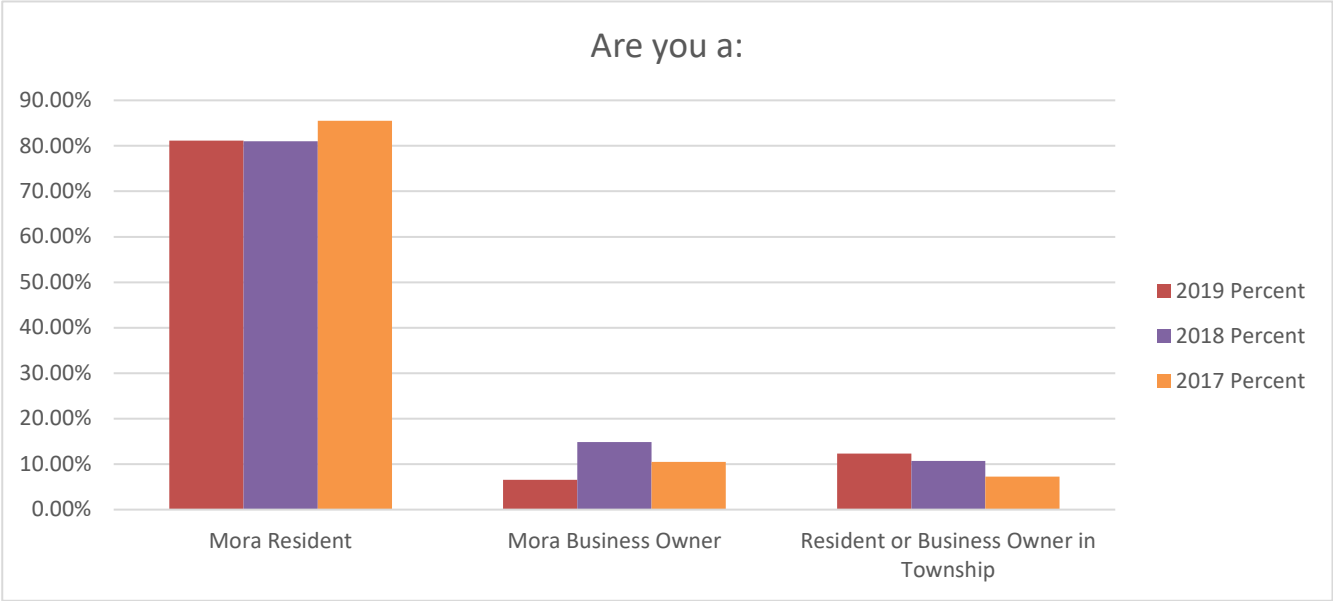
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2019 Performance Measurement Program

Are you a:

Answer Choices	2019 Percent	2019 Count	2018 Percent	2018 Count	2017 Percent	2017 Count
Mora Resident	81.15%	99	80.99%	98	85.53%	130
Mora Business Owner	6.56%	8	14.88%	18	10.53%	16
Resident or Business Owner in Township	12.30%	12	10.74%	13	7.24%	11
Other (please specify township)				13		11
	Answered	122		121		152
	Skipped	3		0		0

Are you a:



2019 Performance Measurement Program

Indicate the number of years you have lived in the city/township.

2019 Count

Answered 120

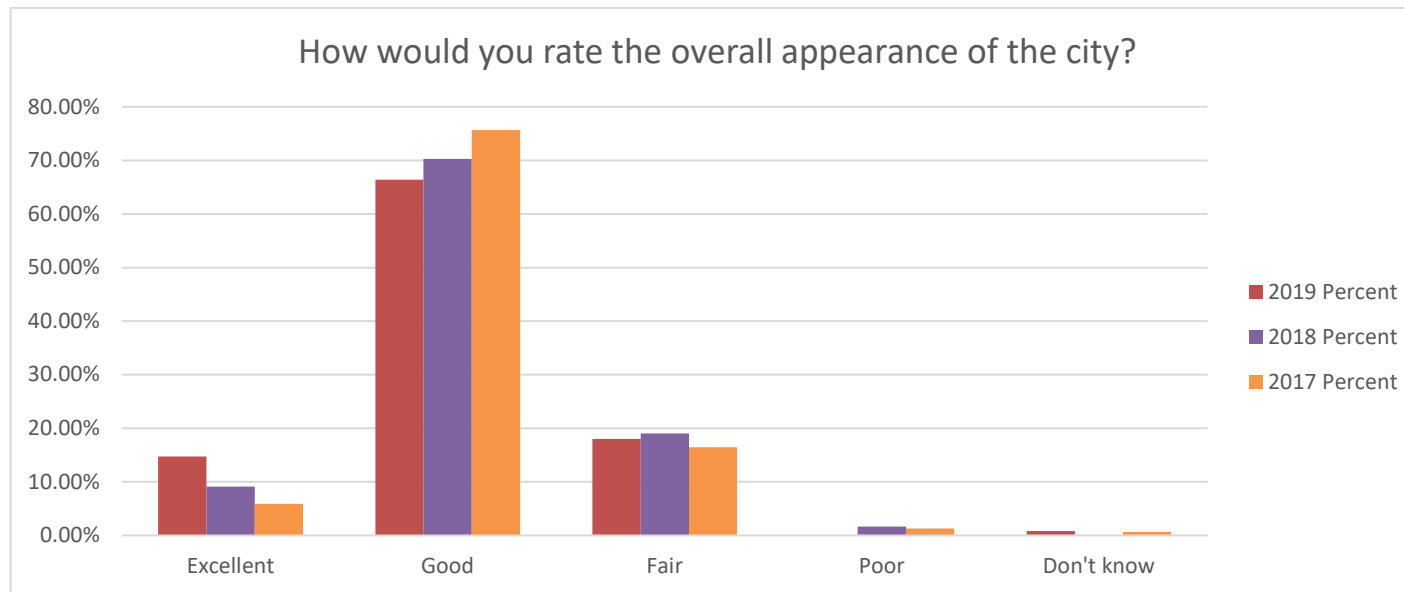
Skipped 2

Years	Count	Years	Responses	Years	Responses	Years	Responses	Years	Responses	Years	Responses
< 1	9	<1	9	20	4	40	4	60	3	80	0
1 to 5	28	1	7	21	2	41	0	61	0	81	0
6 to 10	11	2	9	22	2	42	0	62	1	82	0
11 to 15	5	3	4	23	1	43	1	63	0	83	0
16-20	15	4	2	24	1	44	0	64	0	84	0
21-30	13	5	6	25	4	45	4	65	1	85	0
31-40	12	6	3	26	0	46	1	66	0	86	0
41-50	13	7	1	27	0	47	2	67	0	87	0
51-60	8	8	3	28	1	48	0	68	0	88	0
61-70	4	9	0	29	0	49	1	69	0	89	0
71-80	2	10	4	30	2	50	4	70	2	90	0
> 80	0	11	1	31	0	51	0	71	0	91	0
		12	3	32	1	52	2	72	0	92	0
		13	0	33	0	53	0	73	0	93	0
		14	0	34	0	54	0	74	2	94	0
		15	1	35	4	55	1	75	0	95	0
		16	5	36	0	56	1	76	0	96	0
		17	3	37	2	57	1	77	0	97	0
		18	1	38	1	58	0	78	0	98	0
		19	2	39	0	59	0	79	0	No Answer	2

2019 Performance Measurement Program

How would you rate the overall appearance of the city?

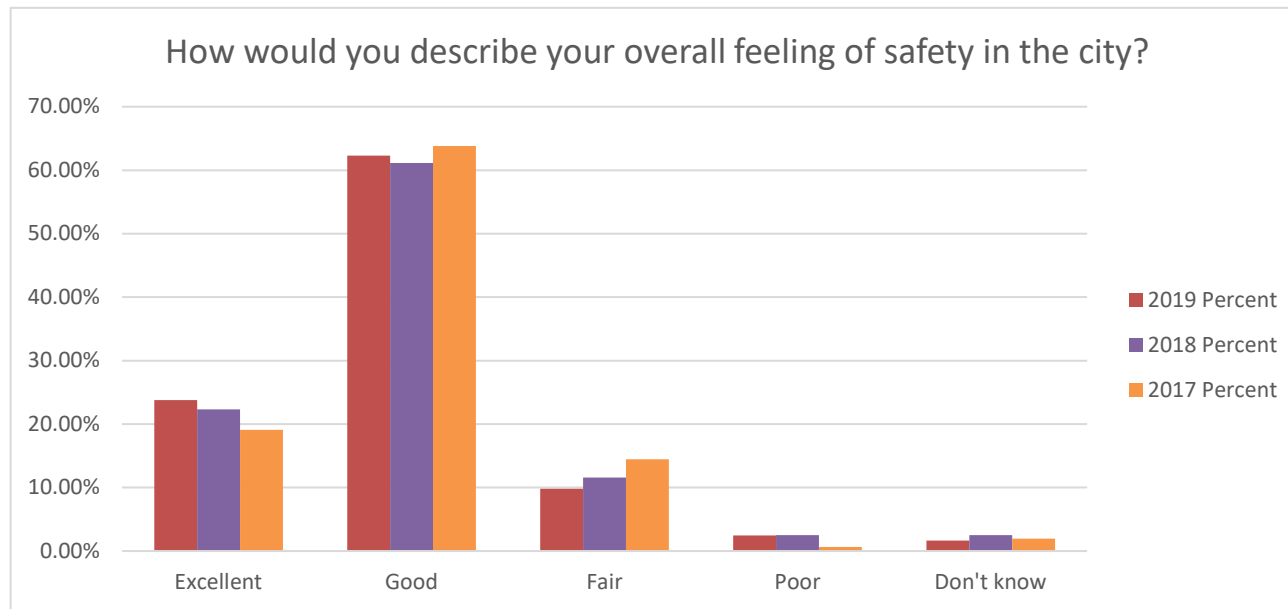
Answer Choices	2019 Percent	2019 Count	2018 Percent	2018 Count	2017 Percent	2017 Count
Excellent	14.75%	18	9.09%	11	5.92%	9
Good	66.40%	81	70.25%	85	75.66%	115
Fair	18.00%	22	19.01%	23	16.45%	25
Poor	0.00%	0	1.65%	2	1.32%	2
Don't know	0.82%	1	0.00%	0	0.66%	1
Comment				6		4
Answered		122		121		152
Skipped		0		0		0



2019 Performance Measurement Program

How would you describe your overall feeling of safety in the city?

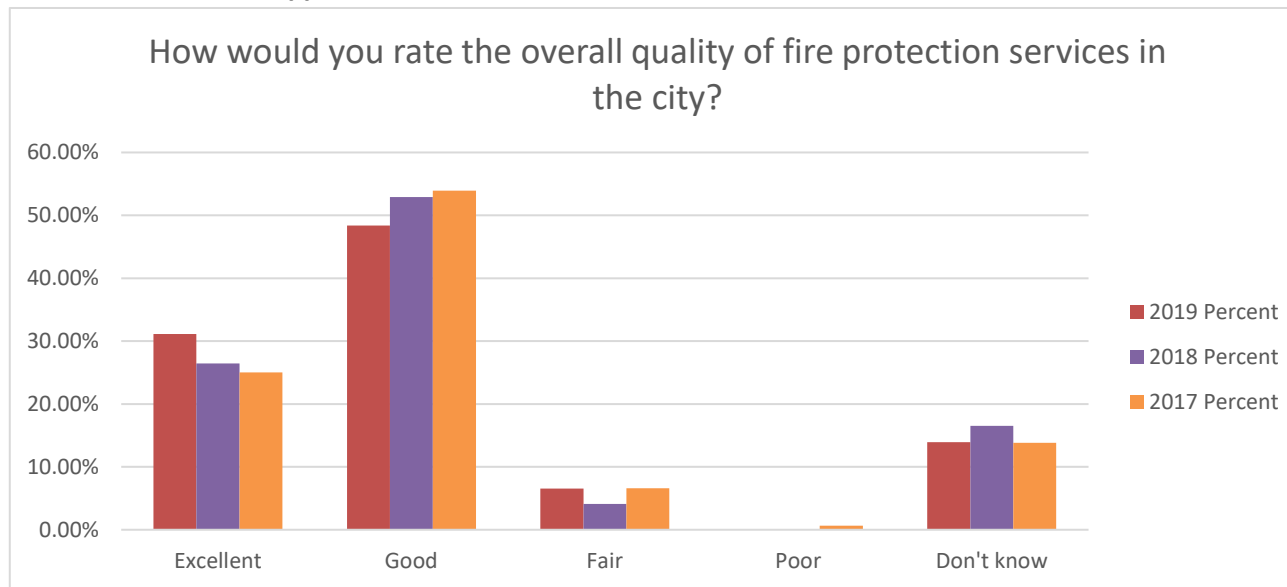
Answer Choices	2019		2018		2017	
	Percent	2019 Count	Percent	2018 Count	Percent	2017 Count
Excellent	23.77%	29	22.31%	27	19.08%	29
Good	62.30%	76	61.16%	74	63.82%	97
Fair	9.84%	12	11.57%	14	14.47%	22
Poor	2.46%	3	2.48%	3	0.66%	1
Don't know	1.64%	2	2.48%	3	1.97%	3
Comment		1		3		1
Answered		122		121		152
Skipped		0		0		0



2019 Performance Measurement Program

How would you rate the overall quality of fire protection services in the city?

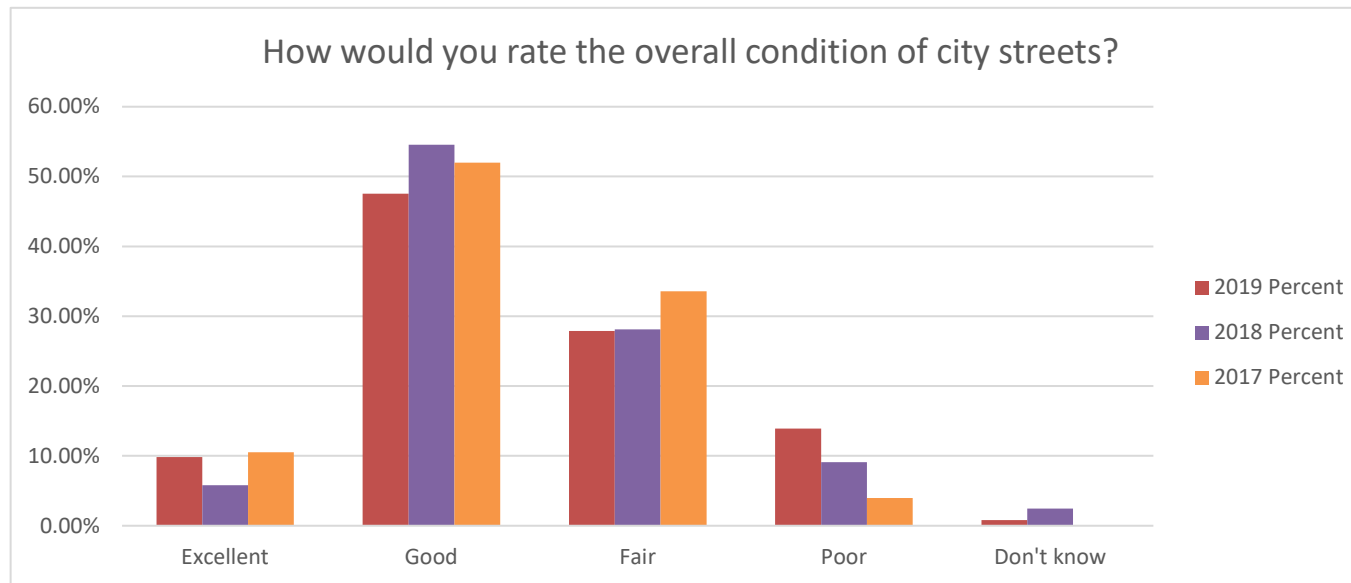
Answer Choices	2019 Percent	2019 Count	2018 Percent	2018 Count	2017 Percent	2017 Count
Excellent	31.15%	38	26.45%	32	25.00%	38
Good	48.36%	59	52.89%	64	53.95%	82
Fair	6.56%	8	4.13%	5	6.58%	10
Poor	0.00%	0	0.00%	0	0.66%	1
Don't know	13.93%	17	16.53%	20	13.82%	21
Comment		0		0		3
	Answered	122		121		152
	Skipped	0		0		0



2019 Performance Measurement Program

How would you rate the overall condition of city streets?

Answer Choices	2019 Percent	2019 Count	2018 Percent	2018 Count	2017 Percent	2017 Count
Excellent	9.84%	12	5.79%	7	10.53%	16
Good	47.54%	58	54.55%	66	51.97%	79
Fair	27.87%	34	28.10%	34	33.55%	51
Poor	13.93%	17	9.09%	11	3.95%	6
Don't know	0.82%	1	2.48%	3	0.00%	0
Comment		4		11		10
Answered		122		121		152
Skipped		0		0		0



2019 Performance Measurement Program

How would you rate the overall quality of snowplowing on city streets?

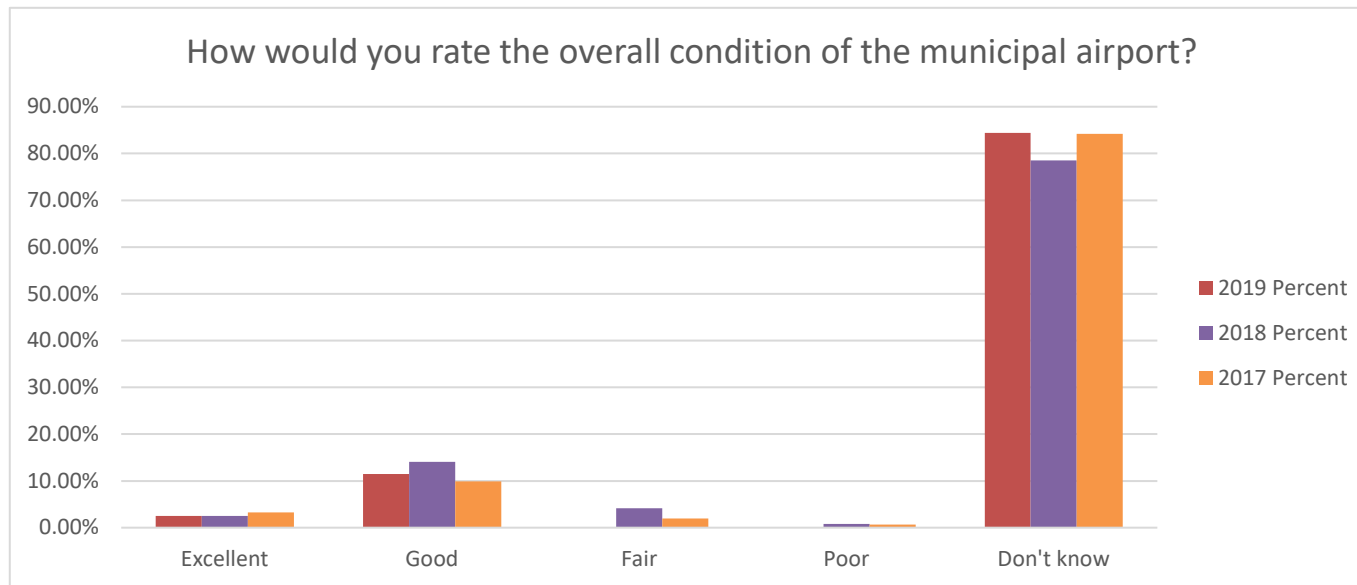
Answer Choices	2019 Percent	2019 Count	2018 Percent	2018 Count	2017 Percent	2017 Count
Excellent	21.31%	26	26.45%	32	25.66%	39
Good	52.46%	64	51.24%	62	57.24%	87
Fair	19.67%	24	12.40%	15	11.84%	18
Poor	5.74%	7	5.79%	7	3.95%	6
Don't know	0.82%	1	4.13%	5	1.32%	2
Comment		4		7		7
	Answered	122		121		152
	Skipped	0		0		0



2019 Performance Measurement Program

How would you rate the overall condition of the municipal airport?

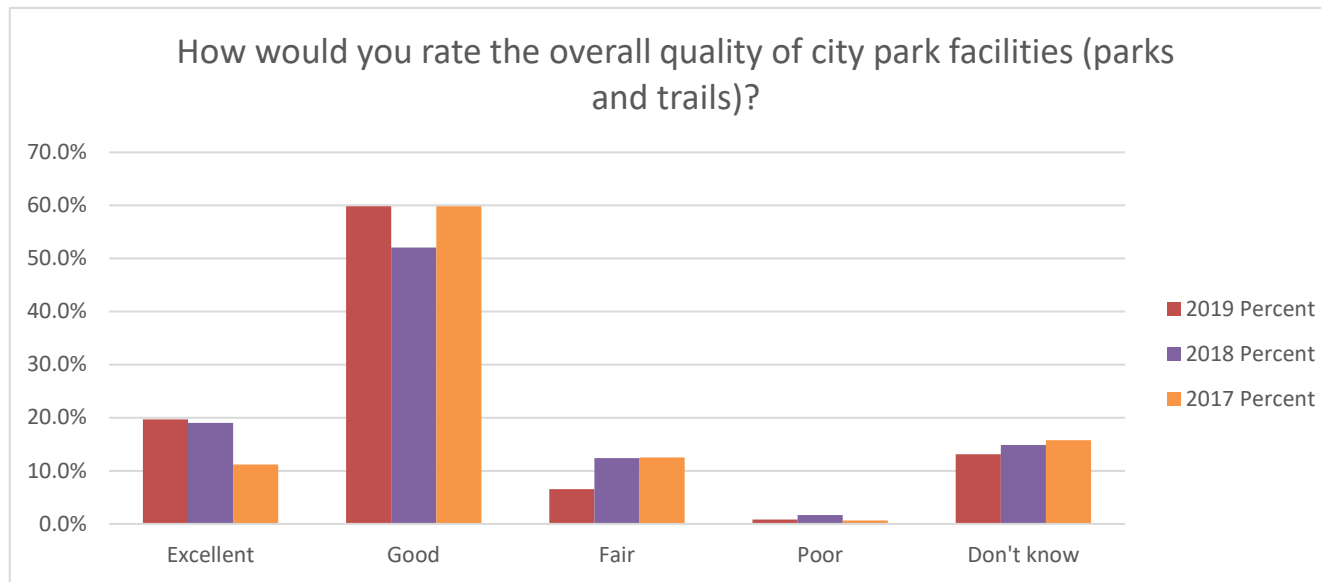
Answer Choices	2019 Percent	2019 Count	2018 Percent	2018 Count	2017 Percent	2017 Count
Excellent	2.50%	3	2.48%	3	3.29%	5
Good	11.48%	14	14.05%	17	9.87%	15
Fair	0.00%	0	4.13%	5	1.97%	3
Poor	0.00%	0	0.83%	1	0.66%	1
Don't know	84.43%	103	78.51%	95	84.21%	128
Comment		3		5		5
	Answered	120		121		152
	Skipped	2		0		0



2019 Performance Measurement Program

How would you rate the overall quality of city park facilities (parks and trails)?

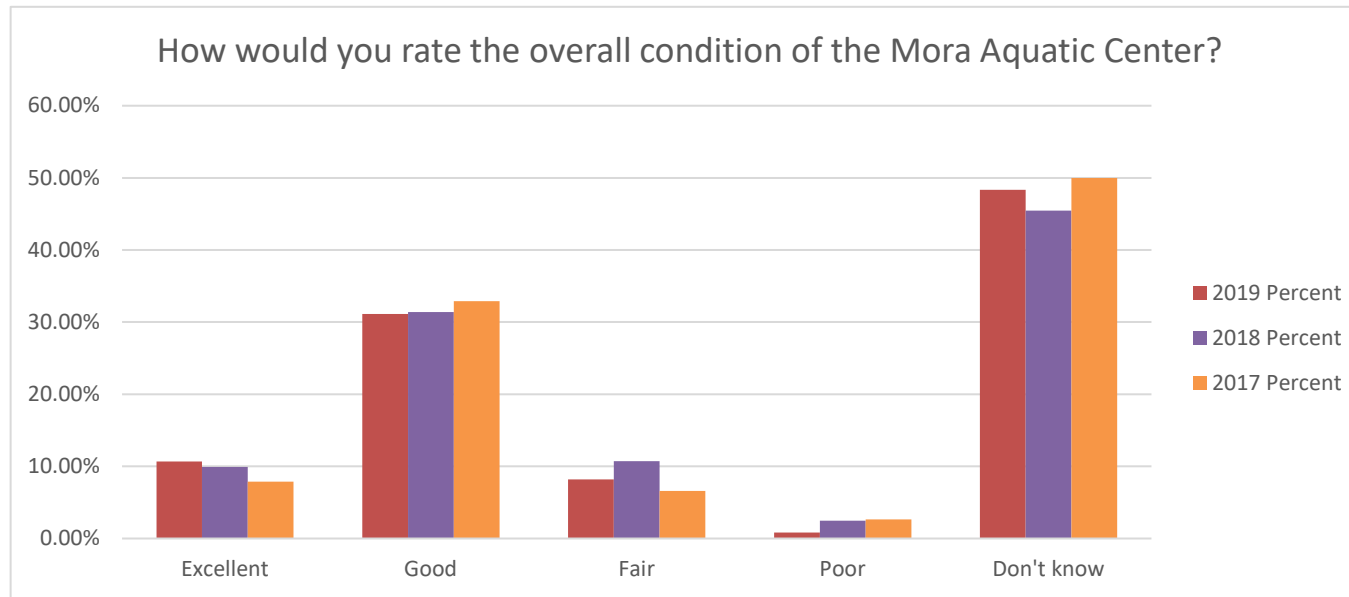
Answer Choices	2019 Percent	2019 Count	2018 Percent	2018 Count	2017 Percent	2017 Count
Excellent	19.7%	24	19.01%	23	11.18%	17
Good	59.8%	73	52.07%	63	59.87%	91
Fair	6.6%	8	12.40%	15	12.50%	19
Poor	0.8%	1	1.65%	2	0.66%	1
Don't know	13.1%	16	14.88%	18	15.79%	24
Comment		0		6		10
	Answered	122		121		152
	Skipped	0		0		0



2019 Performance Measurement Program

How would you rate the overall condition of the Mora Aquatic Center?

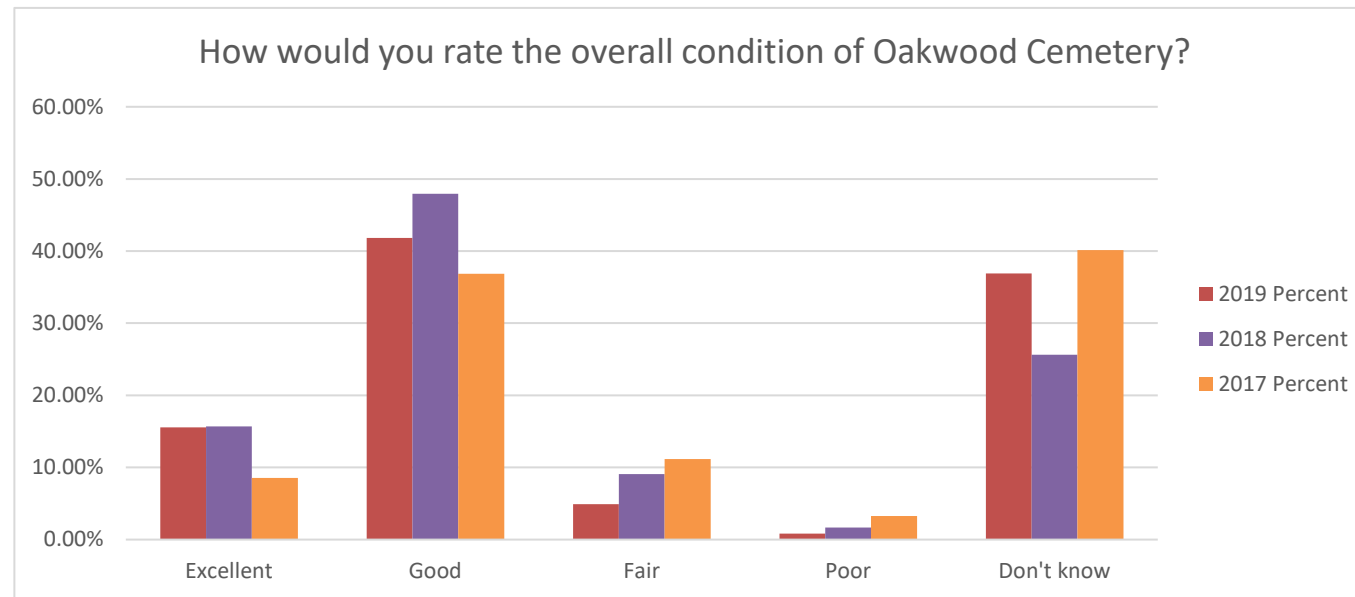
Answer Choices	2019 Percent	2019 Count	2018 Percent	2018 Count	2017 Percent	2017 Count
Excellent	10.66%	13	9.92%	12	7.89%	12
Good	31.15%	38	31.40%	38	32.89%	50
Fair	8.20%	10	10.74%	13	6.58%	10
Poor	0.82%	1	2.48%	3	2.63%	4
Don't know	48.36%	59	45.45%	55	50.00%	76
Comment		3		4		12
	Answered	121		121		152
	Skipped	1		0		0



2019 Performance Measurement Program

How would you rate the overall condition of Oakwood Cemetery?

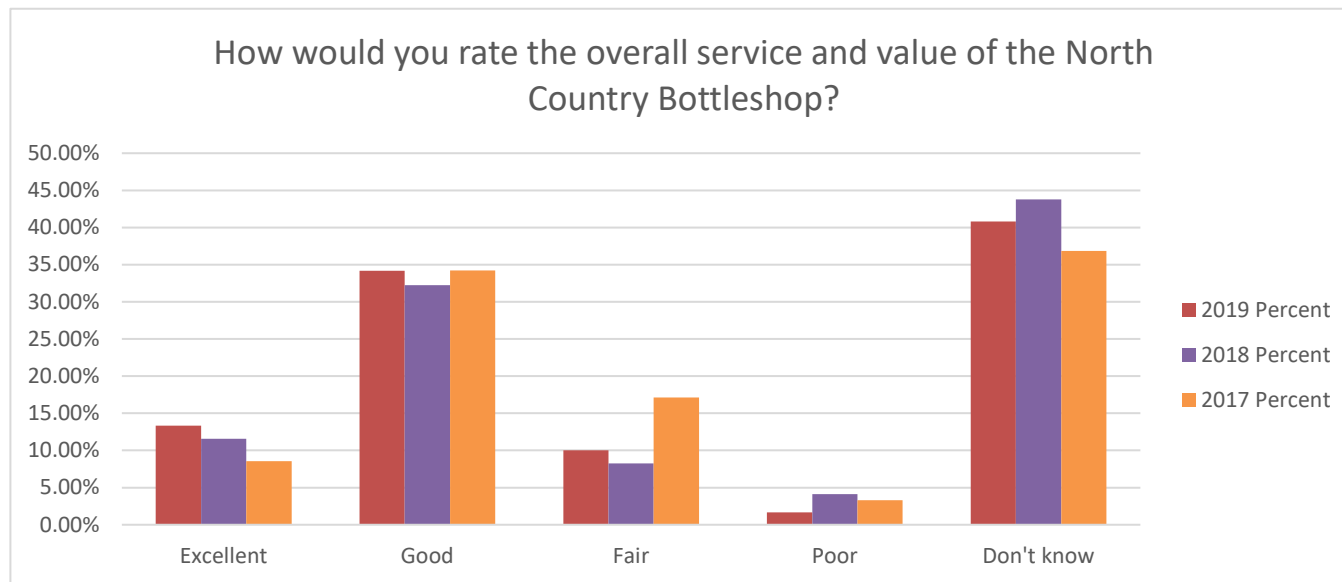
Answer Choices	2019 Percent	2019 Count	2018 Percent	2018 Count	2017 Percent	2017 Count
Excellent	15.57%	19	15.70%	19	8.55%	13
Good	41.80%	51	47.93%	58	36.84%	56
Fair	4.92%	6	9.09%	11	11.18%	17
Poor	0.82%	1	1.65%	2	3.29%	5
Don't know	36.89%	45	25.62%	31	40.13%	61
Comment		0		1		5
	Answered	122		121		152
	Skipped	0		0		0



2019 Performance Measurement Program

How would you rate the overall service and value of the North Country Bottleshop?

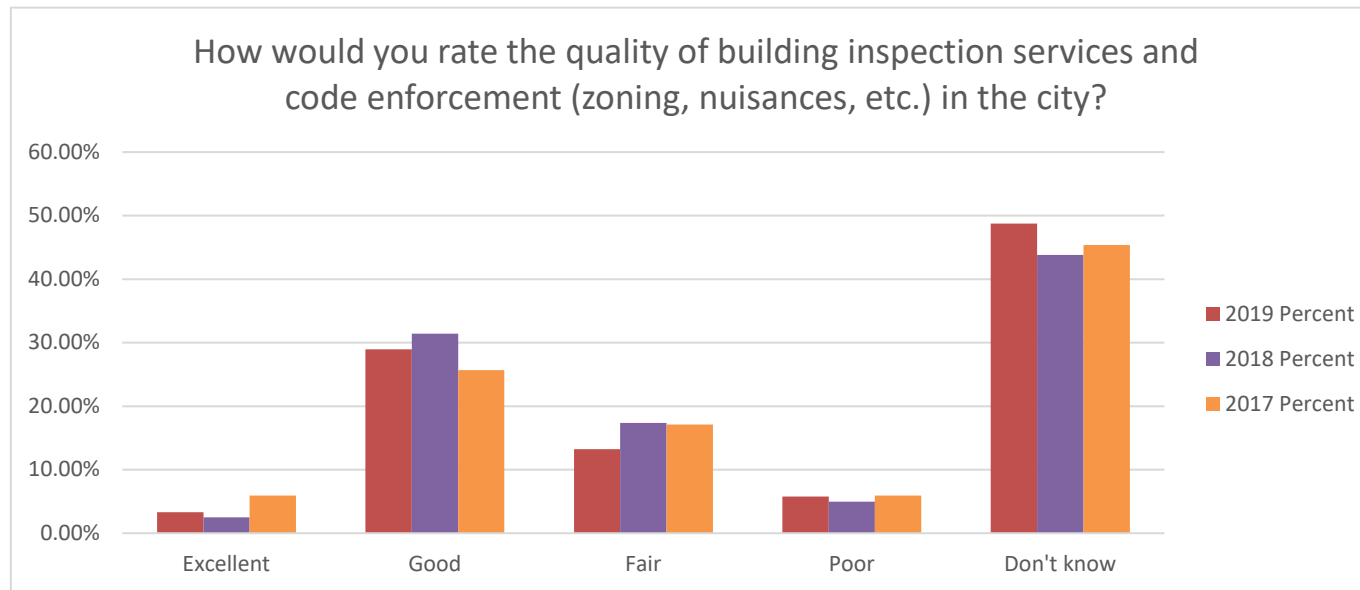
Answer Choices	2019 Percent	2019 Count	2018 Percent	2018 Count	2017 Percent	2017 Count
Excellent	13.34%	16	11.57%	14	8.55%	13
Good	34.17%	41	32.23%	39	34.21%	52
Fair	10.00%	12	8.26%	10	17.11%	26
Poor	1.67%	2	4.13%	5	3.29%	5
Don't know	40.83%	49	43.80%	53	36.84%	56
Comment		3		3		8
Answered		120		121		152
Skipped		2		0		0



2019 Performance Measurement Program

How would you rate the quality of building inspection services and code enforcement (zoning, nuisances, etc.) in the city?

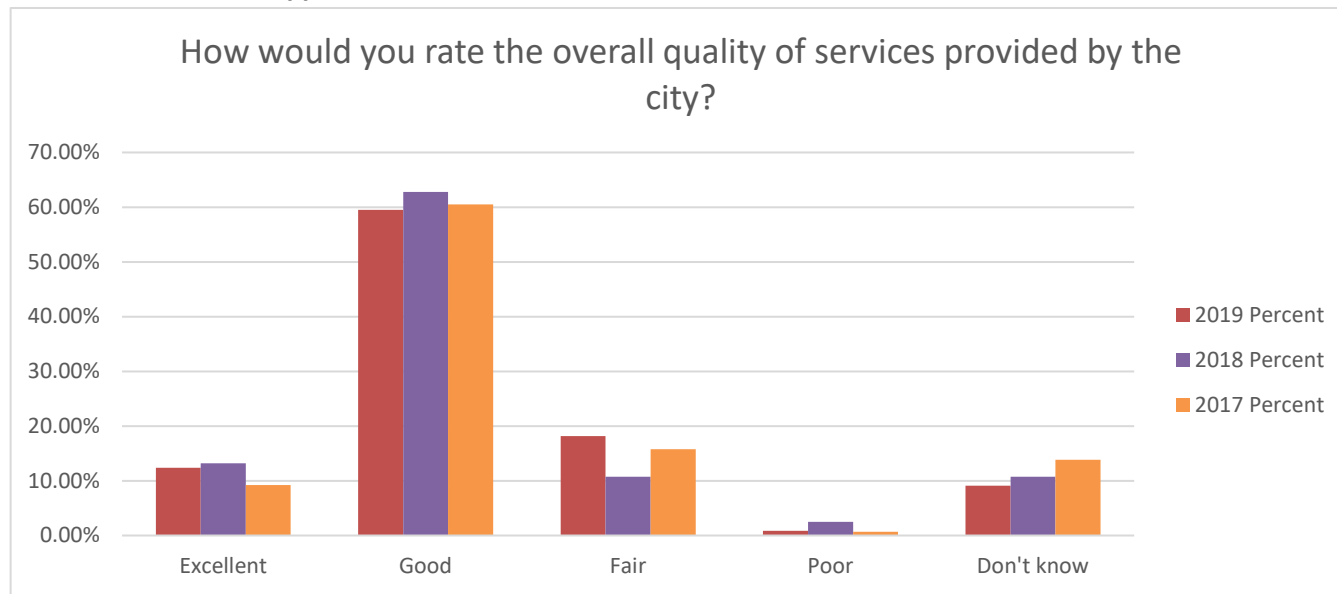
Answer Choices	2019 Percent	2019 Count	2018 Percent	2018 Count	2017 Percent	2017 Count
Excellent	3.31%	4	2.48%	3	5.92%	9
Good	28.93%	35	31.40%	38	25.66%	39
Fair	13.22%	16	17.36%	21	17.11%	26
Poor	5.79%	7	4.96%	6	5.92%	9
Don't know	48.76%	59	43.80%	53	45.39%	69
Comment		5		4		12
	Answered	121		121		152
	Skipped	1		0		0



2019 Performance Measurement Program

How would you rate the overall quality of services provided by the city?

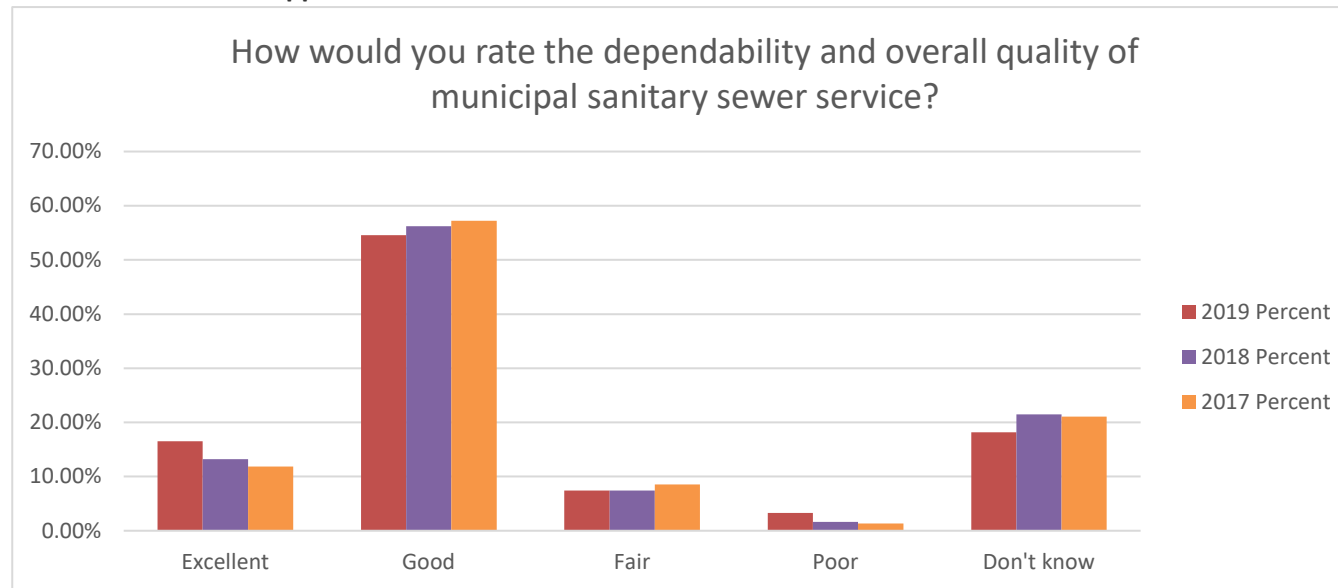
Answer Choices	2019 Percent	2019 Count	2018 Percent	2018 Count	2017 Percent	2017 Count
Excellent	12.40%	15	13.22%	16	9.21%	14
Good	59.50%	72	62.81%	76	60.53%	92
Fair	18.18%	22	10.74%	13	15.79%	24
Poor	0.83%	1	2.48%	3	0.66%	1
Don't know	9.10%	11	10.74%	13	13.82%	21
Comment		2		1		1
	Answered	121		121		152
	Skipped	1		0		0



2019 Performance Measurement Program

How would you rate the dependability and overall quality of municipal sanitary sewer service?

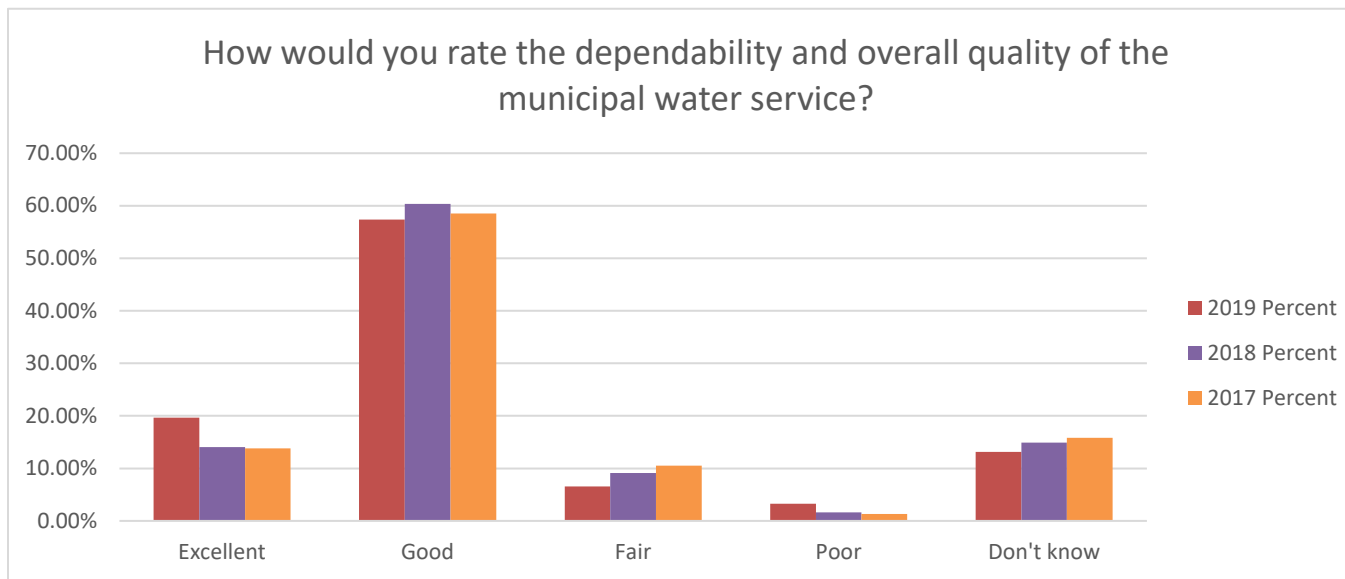
Answer Choices	2019 Percent	2019 Count	2018 Percent	2018 Count	2017 Percent	2017 Count
Excellent	16.53%	20	13.22%	16	11.84%	18
Good	54.54%	66	56.20%	68	57.24%	87
Fair	7.44%	9	7.44%	9	8.55%	13
Poor	3.31%	4	1.65%	2	1.32%	2
Don't know	18.18%	22	21.49%	26	21.05%	32
Comment		2		2		4
	Answered	121		121		152
	Skipped	1		0		0



2019 Performance Measurement Program

How would you rate the dependability and overall quality of the municipal water service?

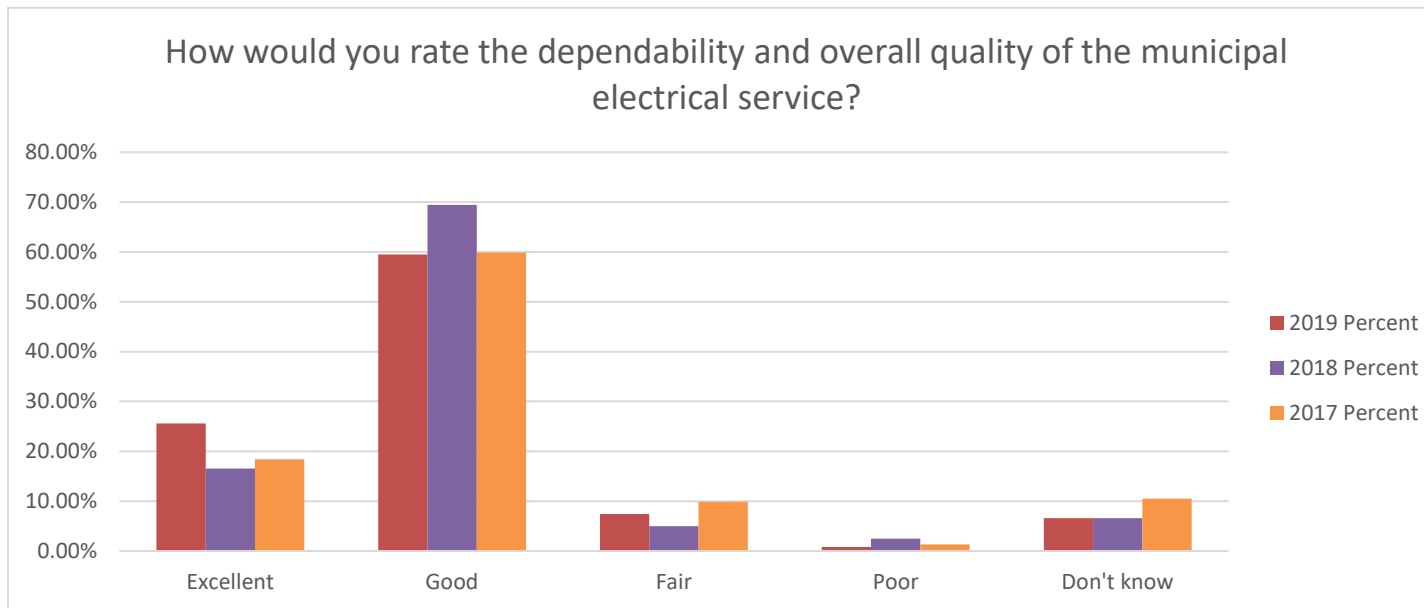
Answer Choices	2019 Percent	2019 Count	2018 Percent	2018 Count	2017 Percent	2017 Count
Excellent	19.67%	24	14.05%	17	13.82%	21
Good	57.38%	70	60.33%	73	58.55%	89
Fair	6.56%	8	9.09%	11	10.53%	16
Poor	3.28%	4	1.65%	2	1.32%	2
Don't know	13.11%	16	14.88%	18	15.79%	24
Comment		2		4		8
	Answered	122		121		152
	Skipped	0		0		0



2019 Performance Measurement Program

How would you rate the dependability and overall quality of the municipal electrical service?

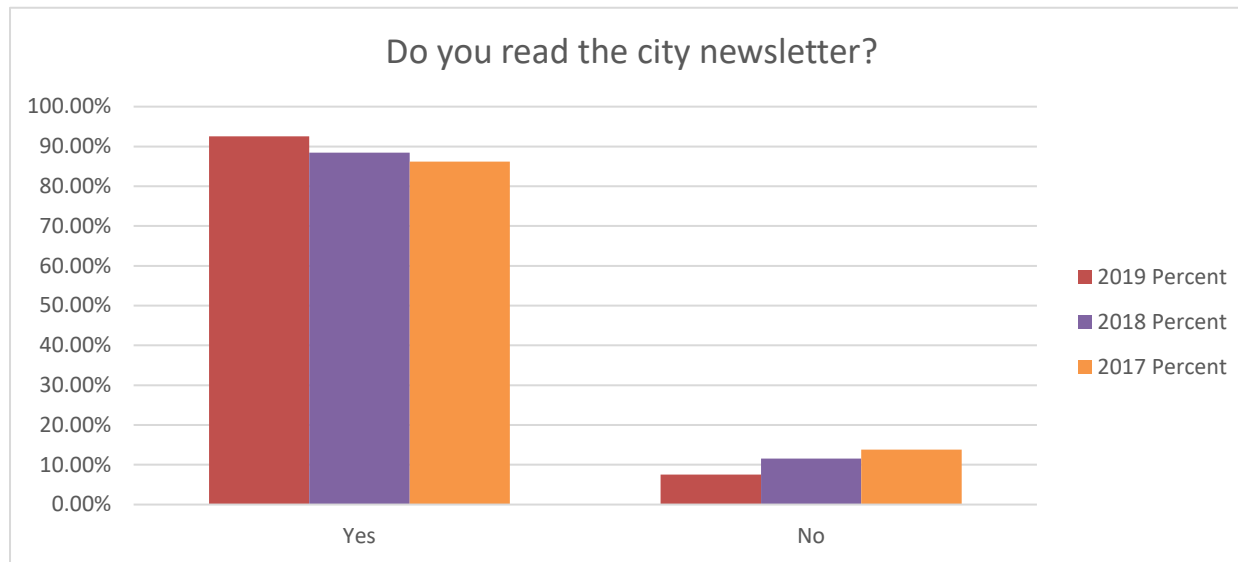
Answer Choices	2019 Percent	2019 Count	2018 Percent	2018 Count	2017 Percent	2017 Count
Excellent	25.62%	31	16.53%	20	18.42%	28
Good	59.50%	72	69.42%	84	59.87%	91
Fair	7.44%	9	4.96%	6	9.87%	15
Poor	0.83%	1	2.48%	3	1.32%	2
Don't know	6.61%	8	6.61%	8	10.53%	16
Comment		0		5		4
	Answered	121		121		152
	Skipped	1		0		0



2019 Performance Measurement Program

Do you read the city newsletter?

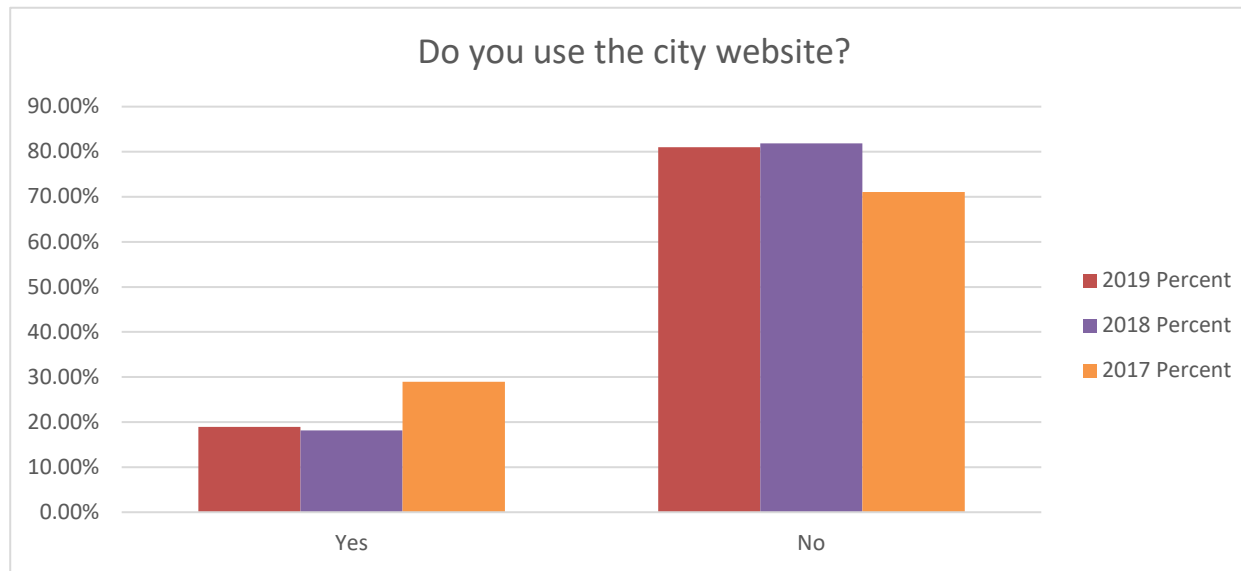
Answer Choices	2019 Percent	2019 Count	2018 Percent	2018 Count	2017 Percent	2017 Count
Yes	92.50%	111	88.43%	107	86.18%	131
No	7.50%	9	11.57%	14	13.82%	21
No Answer		45		37		2
	Answered	120		121		152
	Skipped	2		0		0



2019 Performance Measurement Program

Do you use the city website?

	2019		2018		2017	
Answer Choices	Percent	2019 Count	Percent	Count	Percent	Count
Yes	18.97%	22	18.18%	22	28.95%	44
No	81.03%	94	81.82%	99	71.05%	108
No Answer		54		45		5
	Answered	116		121		152
	Skipped	6		0		0



**City of Mora / Mora Municipal Utilities
2019 Performance Measurement Program
Community Survey Written Comments**

Question 4 – How would you describe your overall feeling of safety in the city?

- There are people (kids) and adults roaming the streets all night.

Question 6 – How would you rate the overall condition of city streets?

- Well maintained by city crew.
- I have lived in this town a long time. Not too many years ago we had bare streets all winter. What happened? Now you have half of the snow on them.
- Manhole covers NEED corrections, "even with street level".
- [Poor] Pot holes, snow removal, uneven pavement.

Question 7 – How would you rate the overall quality of snowplowing on city streets?

- My street is poor.
- Go to neighbor towns and compare...ours is great!
- I have lived in this town a long time. Not too many years ago we had bare streets all winter. What happened? Now you have half of the snow on them. It would be nice if you would use a blade.
- Plow to the curb! Lose 6' of street each winter.

Question 8 – How would you rate the overall condition of the municipal airport?

- We don't need one!
- Get rid of it.
- Underappreciated as a local area asset.

Question 10 – How would you rate the overall condition of the Mora Aquatic Center?

- Poor quality – Bathrooms need to be redone and hours of operation are too short. Concession stand is too small and very congested. There should be a senior discount and more coupons in the shopper.
- Millions don't need to be spent on center. Mora Lake needs it to control water level.
- Good to see season is being extended, waste of water to be cut off around 8-1.

Question 12 – How would you rate the overall service and value of the North Country Bottleshop?

- High prices; always open late.
- (no answer) I don't approve of the liquor business.

2019 Performance Measurement Program
Community Survey Written Comments

- The male cashier with a beard has always been helpful and courteous and conversational.

Question 13 – How would you rate the overall quality of building inspection services and code enforcement (zoning, nuisances, etc.) in the city?

- There is a lot of violators in Kenwood trailer court, especially a shed next too a trailer is not good.
- Too strict!
- So many codes to follow that in intent are logical, but in reality problematic.
- Many homes in town seem to be filled with items that should be disposed of vs. sitting in the yard. Hoping that codes would prevent this from happening. It appears it must not or I wouldn't see so much of it.
- Unkept yards, junk cars, weeds, ice houses in front yards.

Question 14 – How would you rate the overall quality of services provided by the city?

- Good people doing a lot with a little.
- Have to go to Cambridge for anything outside of groceries.

Question 15 – How would you rate the dependability and overall quality of municipal sanitary sewer service?

- Too expensive.
- Rates are way too high. Two-adult house, 1200 square feet, 1 bath. Our sewer water rates are ridiculous. I lived on Long Island, NY and in Tucson, AZ and never saw water bills this high, especially the sewer charge which is always higher than my water rates. We are averaging 70 – 90 per month on water total bill. Never paid more than \$35 in either NY or AZ. Ridiculous.

Question 16 – How would you rate the dependability and overall quality of the municipal water service?

- Too expensive.
- Water quality should be better!!!!!!

Question 18 – Do you read the city newsletter?

- Yes, to find out what's going on.
- Yes, to know what's going on.
- Yes, get information.
- Yes, keep up.
- Yes, to keep updated on city news.
- Yes, I like to read it.
- No, not much of a reader.
- Yes, I check for any new ordinances.

2019 Performance Measurement Program
Community Survey Written Comments

- Yes, like to know what's going on.
- Yes, important data.
- Yes, information.
- Yes, interested in it.
- Yes, interested.
- Yes, information – be informed.
- Yes, to learn more about Mora.
- Yes, learn what is happening.
- Yes, want to know what's going on.
- Yes, for information I may need to know.
- Yes, I live here so I want to know what's going on.
- Yes, need to be reminded of city rules to abide by.
- Yes, informative.
- Yes, I enjoy reading all the newsletter.
- Yes, to know what going on.
- Yes, information.
- No, Wade Weber sucks.
- Yes, see if there is any news.
- Yes, being aware of local events.
- Yes, to see if you are enforcing your city laws.
- Yes, get city updates.
- Yes, find out news of the city.
- No, too busy, don't care.
- Yes, keep up to date.
- Yes, keep informed.
- Yes, for information about city.
- Yes, like info.
- Yes, to known.
- Yes, it's in with my bill.
- Yes, convenient and stay informed.
- Yes, keep informed.
- Yes, interesting, keeps you up to date.
- Yes, something to read.
- Yes, see what's happening.
- No Answer, will start.

2019 Performance Measurement Program
Community Survey Written Comments

- Yes, see whats in it.
- Yes, sometimes.

Question 19 – Do you use the city website?

- No, no computer.
- Yes, we tried.
- No, don't have website.
- No, difficult to navigate, info not up to date.
- No, no computer.
- Yes, when needed.
- No, no computer.
- No, I do not get into that electronic stuff so much.
- No, no computer.
- No, don't do websites.
- Yes, sometimes for info.
- Yes, swim lessons only.
- No, don't use computer.
- No, no computer.
- No, no computer.
- No, haven't found a need.
- No, don't have computer.
- No, I don't think of it.
- Yes, to look up city ordinances.
- No, forget to go look!
- No, didn't know ther was one.
- No, I don't have a computer.
- Yes, sign up for swimming lessons and research minutes for rules / ordinances.
- Yes, find info fast.
- No, I don't use website very much.
- No, no reason.
- No, I didn't know there was one.
- No, no internet.
- No, no internet.
- No, don't think of it.

2019 Performance Measurement Program
Community Survey Written Comments

- No, don't have any!
- No, no computer.
- Yes, read council packets.
- Yes, pay bill.
- No, too busy, don't care.
- No, no computer.
- Yes, sometimes need to find something.
- No, don't have time.
- No, can't afford expensive equipment and service.
- No, not connected.
- No, no computer.
- No, no computer.
- No, look at screen all day.
- No, no internet.
- No, no internet.
- No, cause I don't need it.
- No, don't use internet very often.
- No, don't use much tech.
- No, never got on it.
- No, no computer.
- No, no internet.
- No Answer, will start.
- No, not informative.
- No, no computer.

General Questions or Comments:

- We still need a Walgreens here in Mora. Be nice if we had another clothing store, maybe even a Walmart. Some sidewalks are not shoveled!!
- Need stoplight by Mora Chev and quick trip. Snow plow puts snow in driveway. I'm handicapped, hard for me to shovel.
- Seems like a reasonable place to live. Electricity seems high. Only been here a couple of months and haven't had the opportunity to check everything that the city has to offer.

2019 Performance Measurement Program
Community Survey Written Comments

- North Wood Street needs walking lane for children going north after the sidewalk ends between 4th and 7th. Cars are driving too fast for the little kids to walk safely.
- Edgewood trailer court needs their codes and inspections more enforced it seems like a shed up against house isn't good. And some fire burning areas not properly built or set too codes as well as Kenwood trailer court needs their streets plowed more its only park area with lots ice dangerous for kids walk too bus for school even elderly / disabled isn't safe for walking especially in winter.
- With rising costs of water, electric, taxes, etc., sadly building a new school will not be something residents of this district will see. Miss our country well.
- Bushes should not be allowed at the cemetery. They cover up reading. The rules are not enforced there. Read the rules at the gates.
- Really happy to be a resident of Mora; however, the only complaint I have is the condition of the streets. There are too many potholes and there are some of the streets in need of resurfacing. The ones marked "Don't Know" I haven't used their services especially the cemetery as I'm not dying to get in there.
- Definitely appreciate the new hospital and new businesses.
- The only senior living is in a nursing home?! I see no senior services except 7 County Seniors and Eastwood (nursing home).
- Pool should stay open longer, not close in August.
- City ordinances are a joke! They are never enforced except when a complaint is filed. They are only "selectively" enforced an use as a weapon for neighbor/neighbor squabbles. The law enforcement in this town are "ignorant" of the city ordinances and "never" enforce 99% of them (only nailing loud trucks passing through).
- I've been here for quite a while and am quite content.
- Kinda out of your control and people are disgusting, but porta potty in park is often an experience / convenience to skip. I go to work or church early in AM and the streets are always passable. The care staff takes in keeping the shower rooms and cement pads outside clean is commendable. Was dismayed outside food is no longer an option. We have dietary and nutrition concerns that we enjoyed being able to supplement concessions with.
- We need new places to shop. When a person needs certain goods they have to drive to Cambridge or order online. This does not help Mora bottom line.
- Stop throwing all the snow in my driveway – 330 Railroad Ave NW on the west side – mine is the worst on the block you say it emergency route ridiculous my neighbors have nothing! Stop charging for water Really!
- Need to go down alleys to see unkept yards, etc. You send letters out to mow yards – check from alleys to see backyard messes.

2019 Performance Measurement Program
Community Survey Written Comments

- City streets need better maintenance. High water Mora Lake = lay a 24" pipe along side the one that is there and you have the 48" pipe that was said needed to control water level. Get smart! Forget the dam pool! Why is everything done wrong?
- Some places (houses) have been redone but more houses and businesses need work.
- Our street corner had a bulb burn out about 4 years ago. There is no sidewalk so people need to walk on the street. Finally fixed it this past fall. We feel that this could have been addressed much sooner.
- Franchise fees for electricity and water should be a flat rate – not a tax on how much your use is. Storm water rates keep escalating.
- Streets remain in terrible condition, what are we receiving from our tax dollars? Nothing in the way of street repair.
- I am impressed by the improvement of city services and appearance of the city over the past 70 years.
- Please fix the streets.
- Love the park events – free – really makes a difference to our sense “of community”. Overall – nice job! Thank you!
- Street by school is in need of repair.
- Don't like the taste of the water and the electric bill is way to much especially when you live on social security and only get one paycheck a month.
- Repair potholes on side streets. Stop lake from flooding streets, yards and homes.
- The condition of N. Wood St. is bad.
- Plow better! Get closer to the curb. Put in yield and/or stop sign on Maple right in front of welding (NPP). Deal with property with weeds / overgrown grass.
- Too many vacant buildings. Need another grocery store. Need to take steps to prevent flooding.
- We don't need 2 dollar store and the Kwik Trip gas station / convenience store. This has nothing to do with the utilities but I think the City Council should make better decisions concerning new businesses.
- We have lost a lot of businesses in our city these past years and am wondering whose responsibility it is to try to revive Mora. I appreciate your yearly surveys to “stay on your toes.” I am impressed with staff and always feel welcome when I stop in. I must add that your new building does remind me of the old laundry service ‘cuz I used to work there.
- A dog park would be nice addition to the city.
- I think if we are going to add on to the pool we should add on to the west. The skate park is in great condition and lots of kids use it. It would cost us more to put it somewhere else. I don't think we should waste money having some company from the cities telling us how to improve our pool.

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Appendix B

Survey Instrument

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CITY OF MORA/MORA MUNICIPAL UTILITIES 2019 Performance Measurement Program Community Survey



This is a short community survey asking you how you feel about various services provided by the City of Mora and Mora Municipal Utilities.

Please take the time to complete this short survey and return it to city hall no later than Friday, January 31, 2020. You can include the survey with your utility bill payment, mail it, or drop it off at city hall. The survey is completely anonymous. If you have a question or comment to which you would like a response, please write your name and contact information on the survey or send your question or comment to the city.

The survey results will be presented at a future city council meeting and will then be posted on the city's website and published in the newsletter. This survey will also be given in coming years so we can measure our performance over time.

Thank you very much for taking the time and showing an interest in your community. If you have any questions, please contact city hall at 679.1511.

1. Are you a ☐ Mora Resident ☐ Mora Business owner
☐ Resident or Business Owner in _____ Township
2. Indicate the number of years you have lived in the city/township: _____ years.
3. How would you rate the overall **appearance** of the city?
Excellent Good Fair Poor Don't know
4. How would you describe your overall **feeling of safety** in the city?
Excellent Good Fair Poor Don't know
5. How would you rate the overall **quality of fire protection services** in the city?
Excellent Good Fair Poor Don't know
6. How would you rate the overall **condition of city streets**?
Excellent Good Fair Poor Don't know
7. How would you rate the overall **quality of snowplowing on city streets**?
Excellent Good Fair Poor Don't know
8. How would you rate the overall **condition of the municipal airport**?
Excellent Good Fair Poor Don't know
9. How would you rate the overall **quality of city park facilities** (parks and trails)?
Excellent Good Fair Poor Don't know

10. How would you rate the overall **condition of the Mora Aquatic Center?**

Excellent Good Fair Poor Don't know

11. How would you rate the overall **condition of Oakwood Cemetery?**

Excellent Good Fair Poor Don't know

12. How would you rate the overall **service and value of the North Country Bottleshop?**

Excellent Good Fair Poor Don't know

13. How would you rate the quality of **building inspection services and code enforcement** (zoning, nuisances, etc.) in the city?

Excellent Good Fair Poor Don't know

14. How would you rate the overall **quality of services** provided by the city?

Excellent Good Fair Poor Don't know

15. How would you rate the **dependability and overall quality of municipal sanitary sewer service?**

Excellent Good Fair Poor Don't know

16. How would you rate the **dependability and overall quality of the municipal water service?**

Excellent Good Fair Poor Don't know

17. How would you rate the **dependability and overall quality of the municipal electrical service?**

Excellent Good Fair Poor Don't know

18. Do you read the **city newsletter?** Yes No Why_____

19. Do you use the **city website?** Yes No Why_____

Questions or comments_____

Please complete and return this survey to city hall no later than Friday, January 31, 2020.
Thank You!

Mailing Address: City of Mora / Mora Municipal Utilities, 101 Lake Street S., Mora, MN 55051