



CITY OF MORA / MORA MUNICIPAL UTILITIES

2020 PERFORMANCE MEASUREMENTS PROGRAM

COMMUNITY SURVEY

ANNUAL REPORT

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2020 Community Survey Report

Introduction

First we would like to thank those that took the time to complete and return the 2020 community survey. In the January 2021 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 140 responses, 18 than last year. We appreciate the responses we received and hope we can get more next year. Look for the 2021 survey in the January 2022 newsletter. Thanks again to those who participated!

The city council reviewed the results of the survey at their March meeting. 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%
2020	140	N/A	140	7%

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 2020 survey was not available electronically due to a lack of responses in previous years.

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 2018, 2019, and 2020. 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 2020 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>
- Facebook..... [@cityofmora](https://www.facebook.com/cityofmora)

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

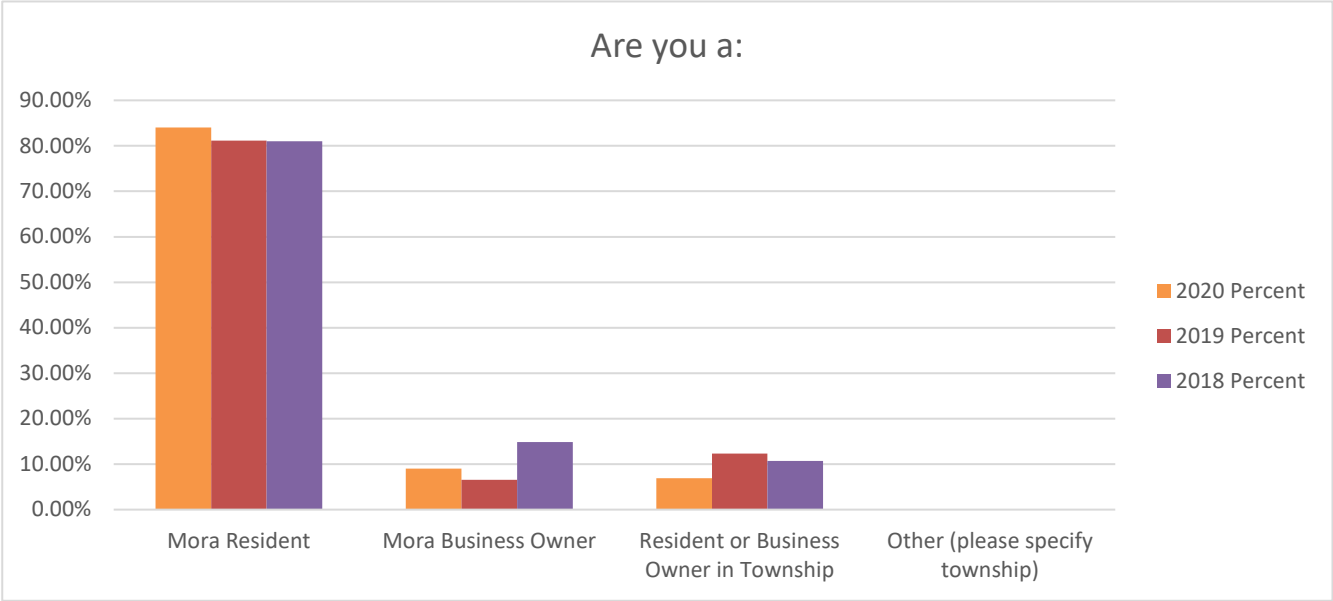
Survey Responses

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2020 Performance Measurement Program

Are you a:

Answer Choices	2020 Percent	2020 Count	2019 Percent	2019 Count	2018 Percent	2018 Count
Mora Resident	84.02%	121	81.15%	99	80.99%	98
Mora Business Owner	9.03%	13	6.56%	8	14.88%	18
Resident or Business Owner in Township	6.94%	10	12.30%	12	10.74%	13
Other (please specify township)						13
Answered		144		122		121
Skipped		1		3		0



2020 Performance Measurement Program

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

2020 Count

Answered 128

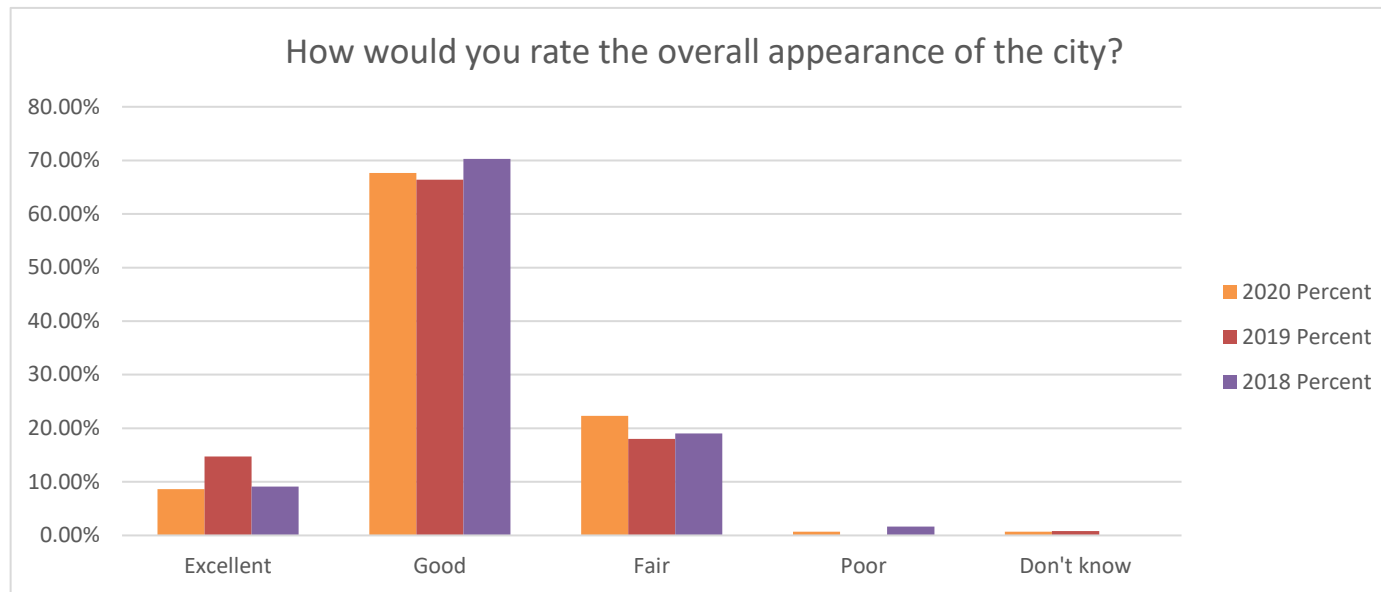
Skipped 5

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

2020 Performance Measurement Program

How would you rate the overall appearance of the city?

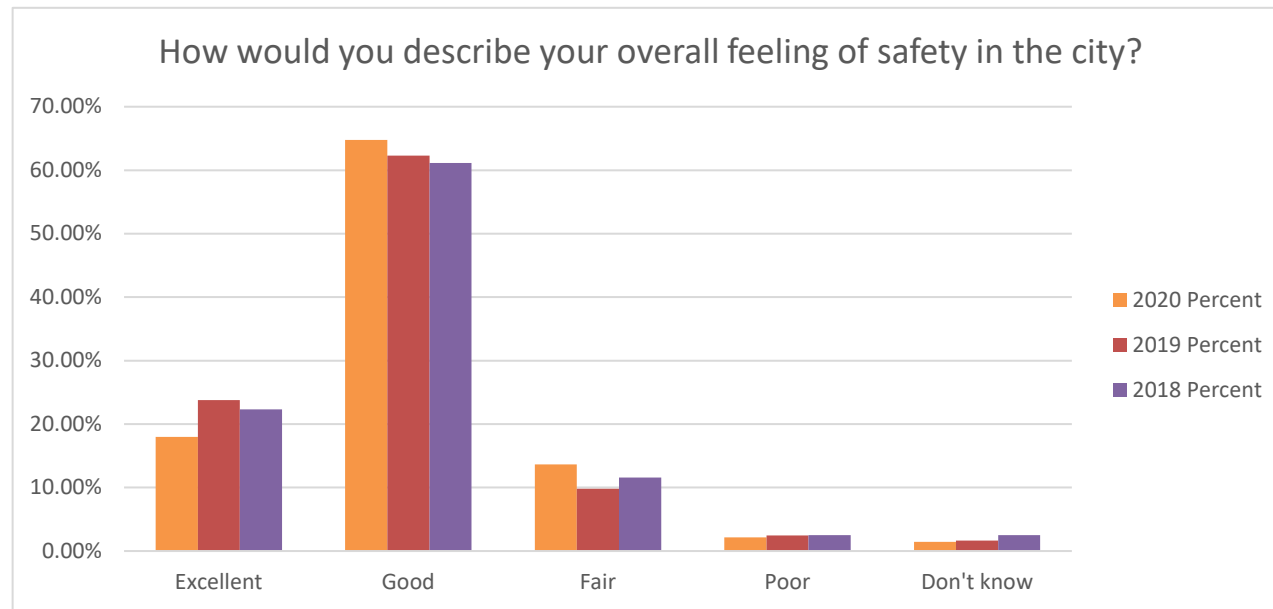
Answer Choices	2020 Percent	2020 Count	2019 Percent	2019 Count	2018 Percent	2018 Count
Excellent	8.63%	12	14.75%	18	9.09%	11
Good	67.63%	94	66.40%	81	70.25%	85
Fair	22.30%	31	18.00%	22	19.01%	23
Poor	0.72%	1	0.00%	0	1.65%	2
Don't know	0.72%	1	0.82%	1	0.00%	0
Comment						6
Answered		139		122		121
Skipped		1		0		0



2020 Performance Measurement Program

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

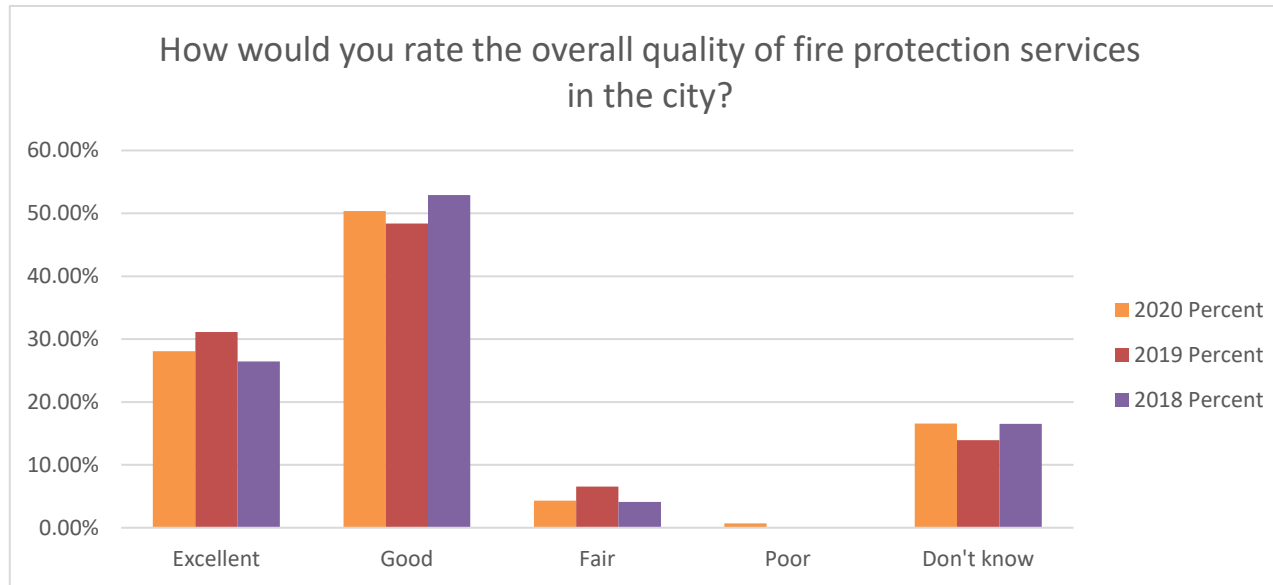
Answer Choices	2020 Percent	2020 Count	2019 Percent	2019 Count	2018 Percent	2018 Count
Excellent	17.99%	25	23.77%	29	22.31%	27
Good	64.78%	90	62.30%	76	61.16%	74
Fair	13.67%	19	9.84%	12	11.57%	14
Poor	2.16%	3	2.46%	3	2.48%	3
Don't know	1.44%	2	1.64%	2	2.48%	3
Comment		2		1		3
Answered		139		122		121
Skipped		1		0		0



2020 Performance Measurement Program

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

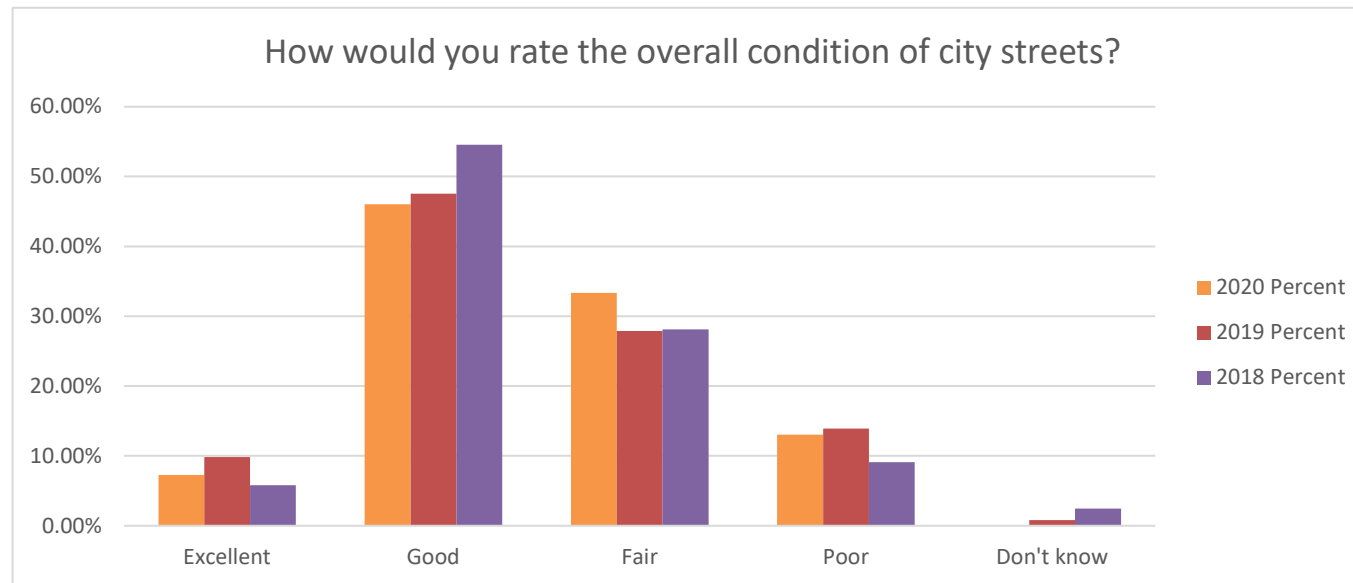
Answer Choices	2020 Percent	2020 Count	2019 Percent	2019 Count	2018 Percent	2018 Count
Excellent	28.06%	39	31.15%	38	26.45%	32
Good	50.36%	70	48.36%	59	52.89%	64
Fair	4.32%	6	6.56%	8	4.13%	5
Poor	0.72%	1	0.00%	0	0.00%	0
Don't know	16.55%	23	13.93%	17	16.53%	20
Comment		2		0		0
Answered		139		122		121
Skipped		1		0		0



2020 Performance Measurement Program

How would you rate the overall condition of city streets?

Answer Choices	2020 Percent	2020 Count	2019 Percent	2019 Count	2018 Percent	2018 Count
Excellent	7.25%	10	9.84%	12	5.79%	7
Good	46.04%	64	47.54%	58	54.55%	66
Fair	33.34%	46	27.87%	34	28.10%	34
Poor	13.04%	18	13.93%	17	9.09%	11
Don't know	0.00%	0	0.82%	1	2.48%	3
Comment		2		4		11
Answered		138		122		121
Skipped		2		0		0



2020 Performance Measurement Program

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

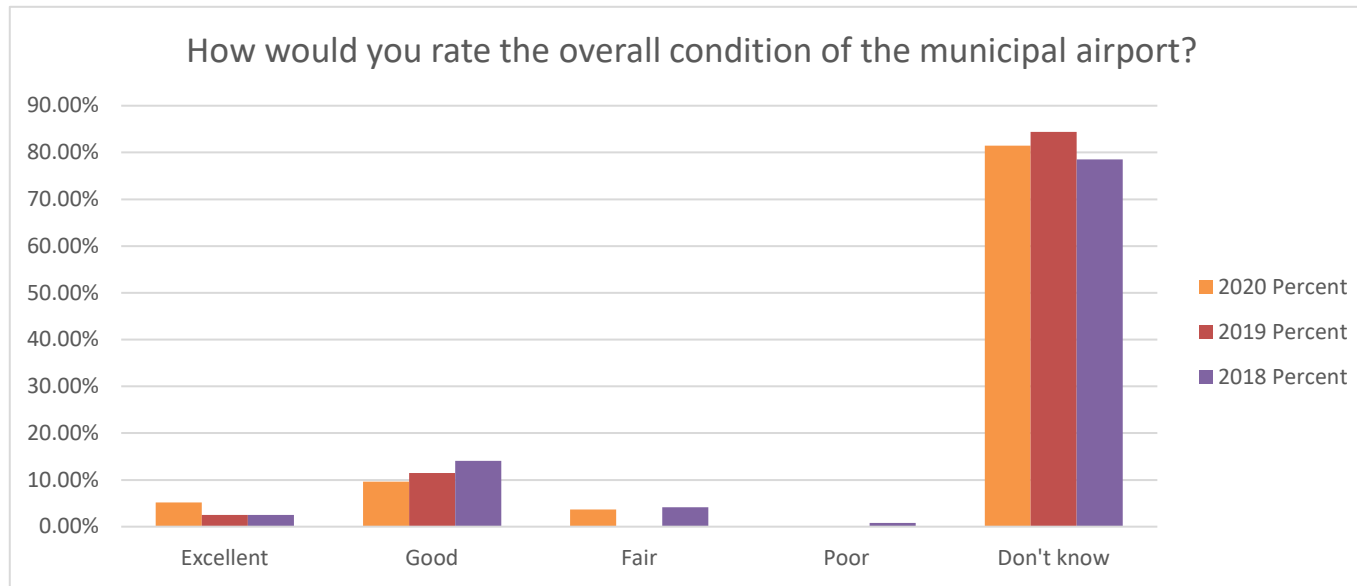
Answer Choices	2020 Percent	2020 Count	2019 Percent	2019 Count	2018 Percent	2018 Count
Excellent	27.34%	38	21.31%	26	26.45%	32
Good	48.92%	68	52.46%	64	51.24%	62
Fair	17.27%	24	19.67%	24	12.40%	15
Poor	5.06%	7	5.74%	7	5.79%	7
Don't know	1.44%	2	0.82%	1	4.13%	5
Comment		2		4		7
Answered		139		122		121
Skipped		1		0		0



2020 Performance Measurement Program

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

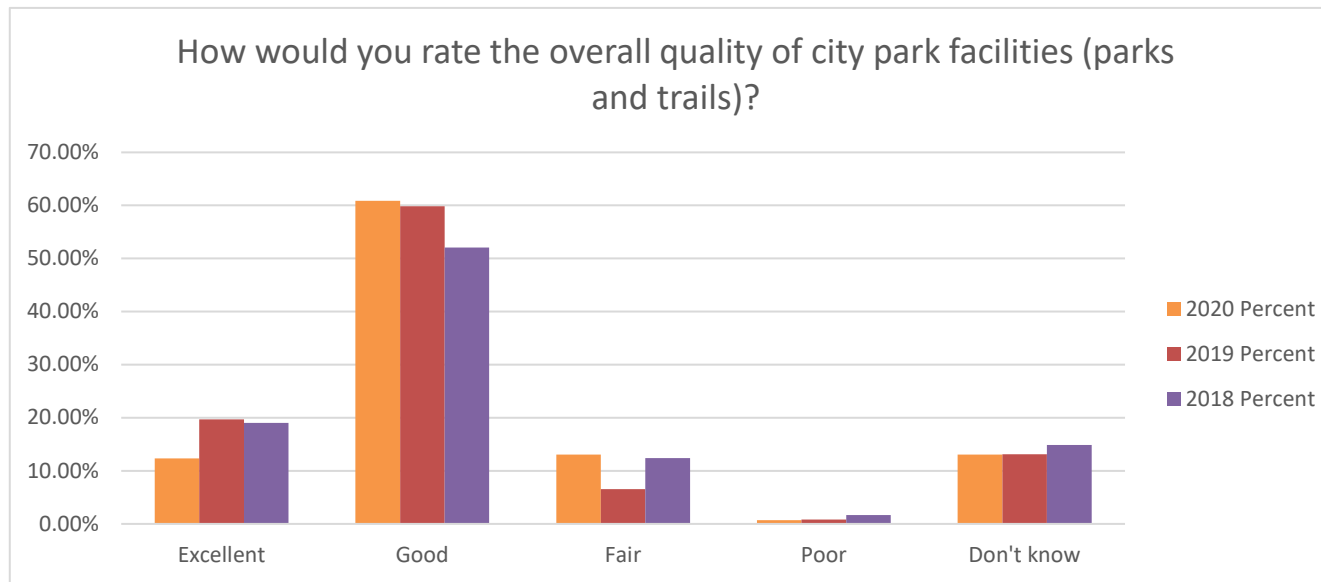
Answer Choices	2020 Percent	2020 Count	2019 Percent	2019 Count	2018 Percent	2018 Count
Excellent	5.19%	7	2.50%	3	2.48%	3
Good	9.63%	13	11.48%	14	14.05%	17
Fair	3.70%	5	0.00%	0	4.13%	5
Poor	0.00%	0	0.00%	0	0.83%	1
Don't know	81.48%	110	84.43%	103	78.51%	95
Comment		4		3		5
Answered		135		120		121
Skipped		5		2		0



2020 Performance Measurement Program

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

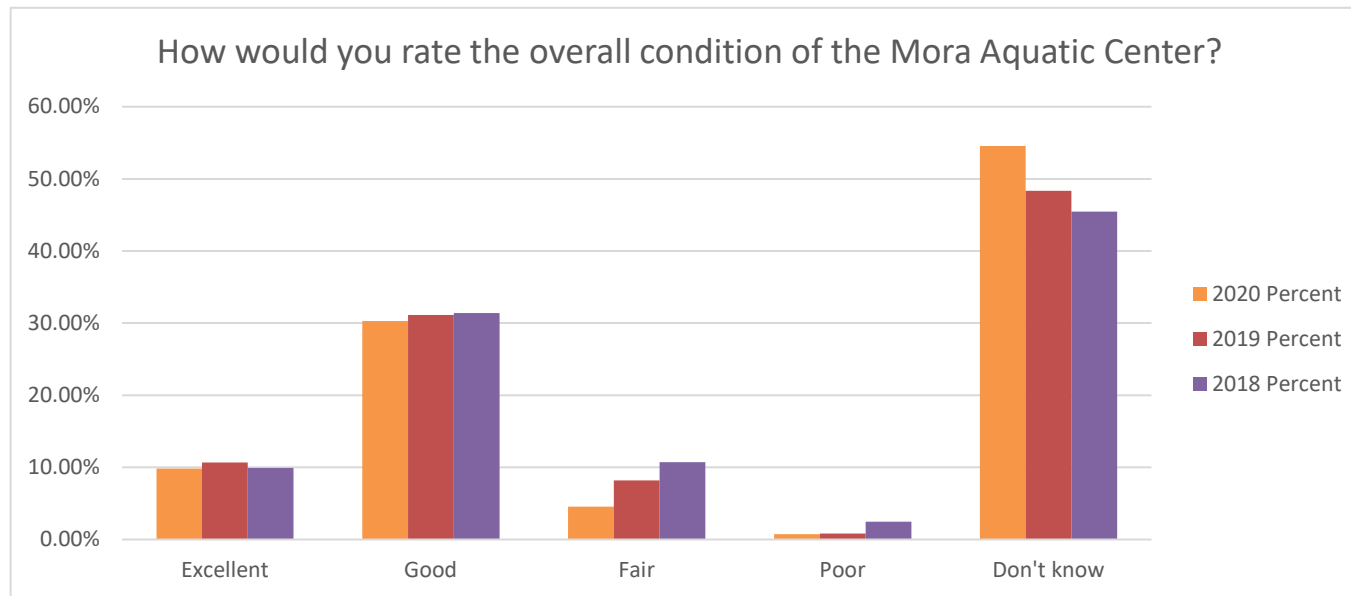
Answer Choices	2020 Percent	2020 Count	2019 Percent	2019 Count	2018 Percent	2018 Count
Excellent	12.32%	17	19.7%	24	19.01%	23
Good	60.87%	84	59.8%	73	52.07%	63
Fair	13.04%	18	6.6%	8	12.40%	15
Poor	0.72%	1	0.8%	1	1.65%	2
Don't know	13.04%	18	13.1%	16	14.88%	18
Comment		5		0		6
Answered		138		122		121
Skipped		2		0		0



2020 Performance Measurement Program

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

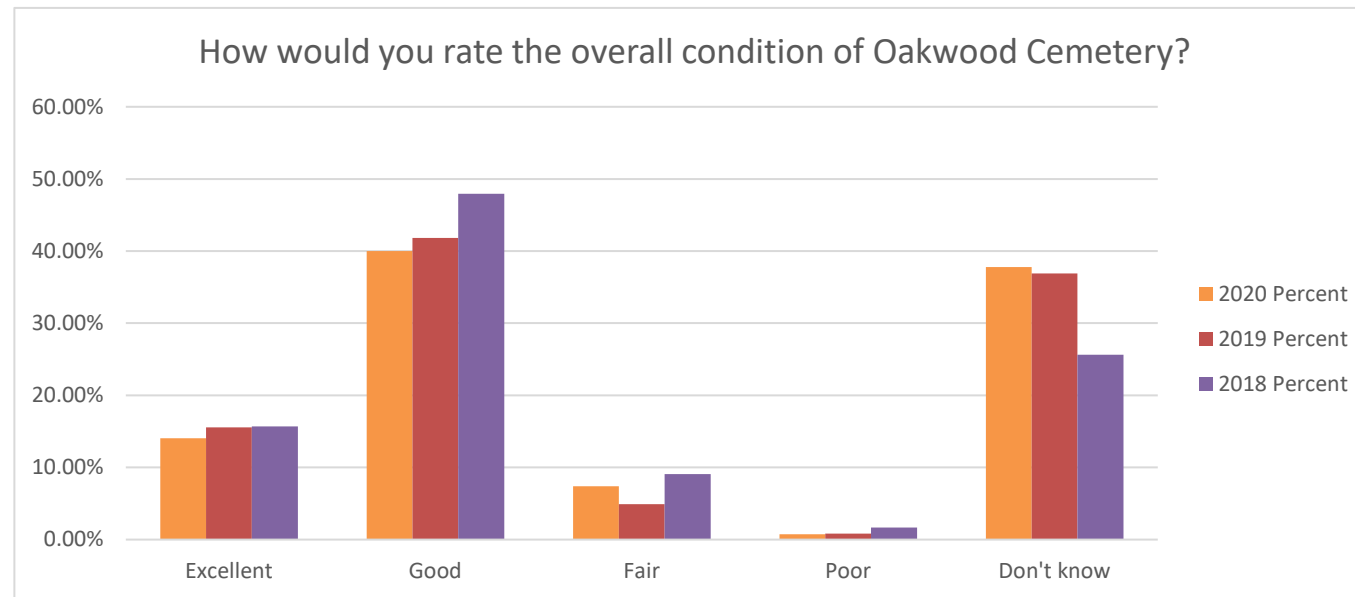
Answer Choices	2020 Percent	2020 Count	2019 Percent	2019 Count	2018 Percent	2018 Count
Excellent	9.85%	13	10.66%	13	9.92%	12
Good	30.30%	40	31.15%	38	31.40%	38
Fair	4.55%	6	8.20%	10	10.74%	13
Poor	0.76%	1	0.82%	1	2.48%	3
Don't know	54.55%	72	48.36%	59	45.45%	55
Comment	3.03%	4		3		4
Answered		132		121		121
Skipped		8		1		0



2020 Performance Measurement Program

How would you rate the overall condition of Oakwood Cemetery?

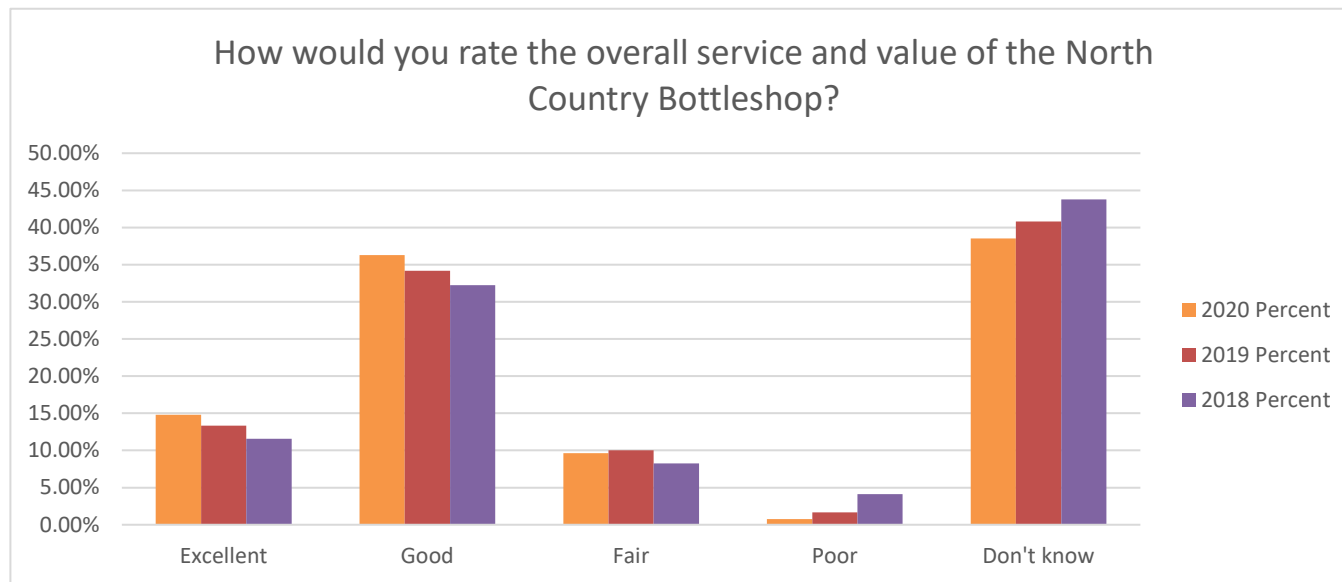
Answer Choices	2020 Percent	2020 Count	2019 Percent	2019 Count	2018 Percent	2018 Count
Excellent	14.07%	19	15.57%	19	15.70%	19
Good	40.00%	54	41.80%	51	47.93%	58
Fair	7.41%	10	4.92%	6	9.09%	11
Poor	0.74%	1	0.82%	1	1.65%	2
Don't know	37.78%	51	36.89%	45	25.62%	31
Comment		1		0		1
Answered		135		122		121
Skipped		5		0		0



2020 Performance Measurement Program

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

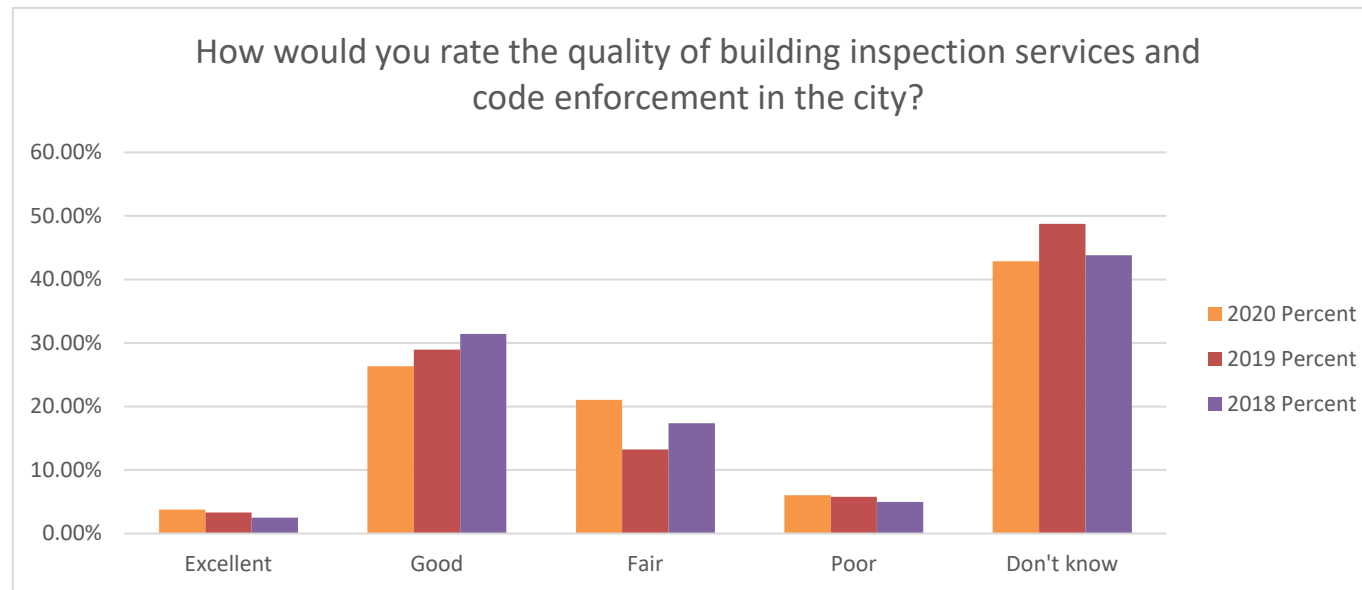
Answer Choices	2020 Percent	2020 Count	2019 Percent	2019 Count	2018 Percent	2018 Count
Excellent	14.81%	20	13.34%	16	11.57%	14
Good	36.30%	49	34.17%	41	32.23%	39
Fair	9.63%	13	10.00%	12	8.26%	10
Poor	0.74%	1	1.67%	2	4.13%	5
Don't know	38.52%	52	40.83%	49	43.80%	53
Comment		5		3		3
Answered		135		120		121
Skipped		5		2		0



2020 Performance Measurement Program

How would you rate the quality of building inspection services and code enforcement in the city?

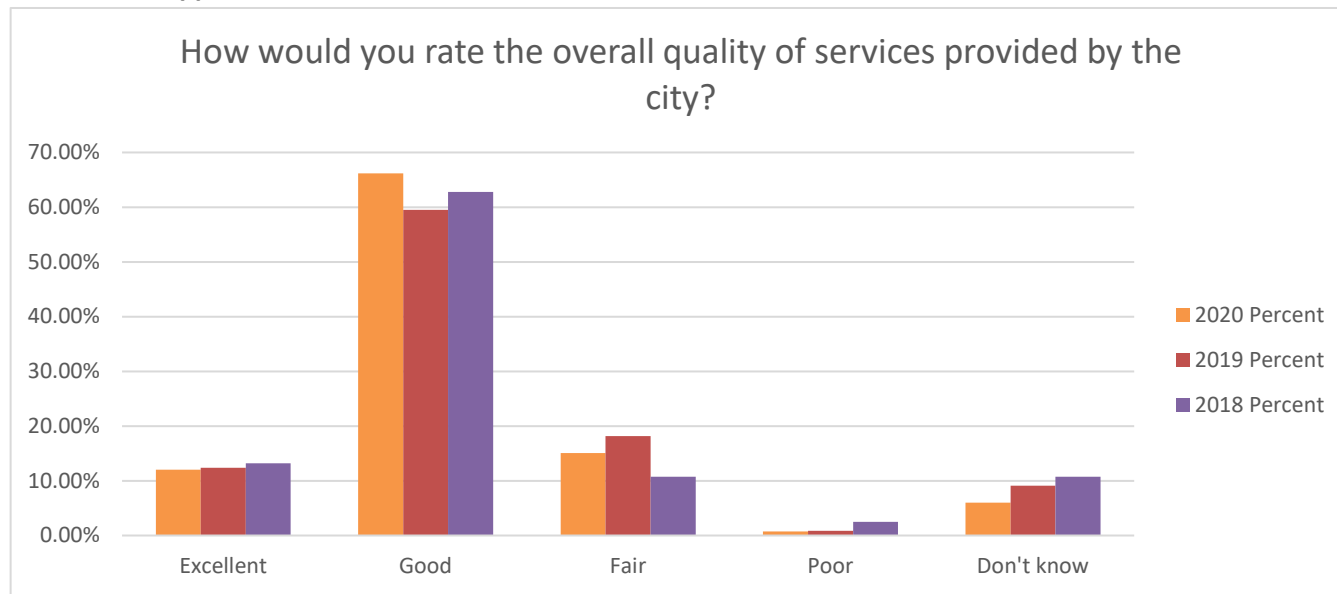
Answer Choices	2020 Percent	2020 Count	2019 Percent	2019 Count	2018 Percent	2018 Count
Excellent	3.76%	5	3.31%	4	2.48%	3
Good	26.32%	35	28.93%	35	31.40%	38
Fair	21.05%	28	13.22%	16	17.36%	21
Poor	6.02%	8	5.79%	7	4.96%	6
Don't know	42.86%	57	48.76%	59	43.80%	53
Comment		4		5		4
Answered		133		121		121
Skipped		7		1		0



2020 Performance Measurement Program

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

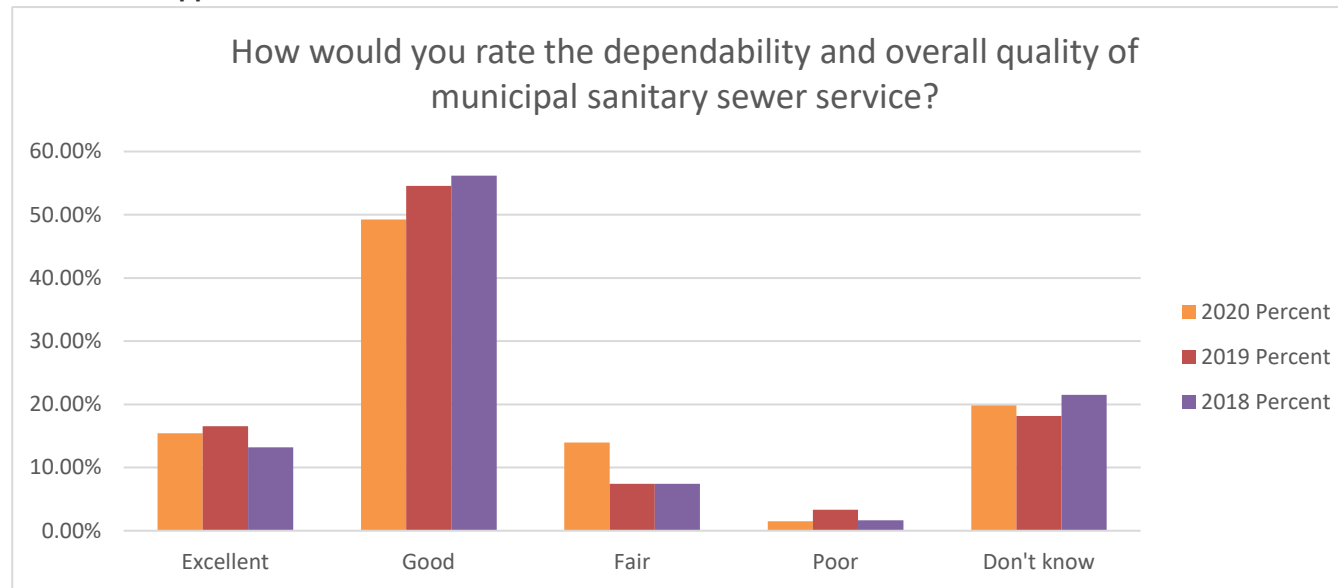
Answer Choices	2020 Percent	2020 Count	2019 Percent	2019 Count	2018 Percent	2018 Count
Excellent	12.03%	16	12.40%	15	13.22%	16
Good	66.17%	88	59.50%	72	62.81%	76
Fair	15.04%	20	18.18%	22	10.74%	13
Poor	0.75%	1	0.83%	1	2.48%	3
Don't know	6.02%	8	9.10%	11	10.74%	13
Comment		1		2		1
Answered		133		121		121
Skipped		7		1		0



2020 Performance Measurement Program

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

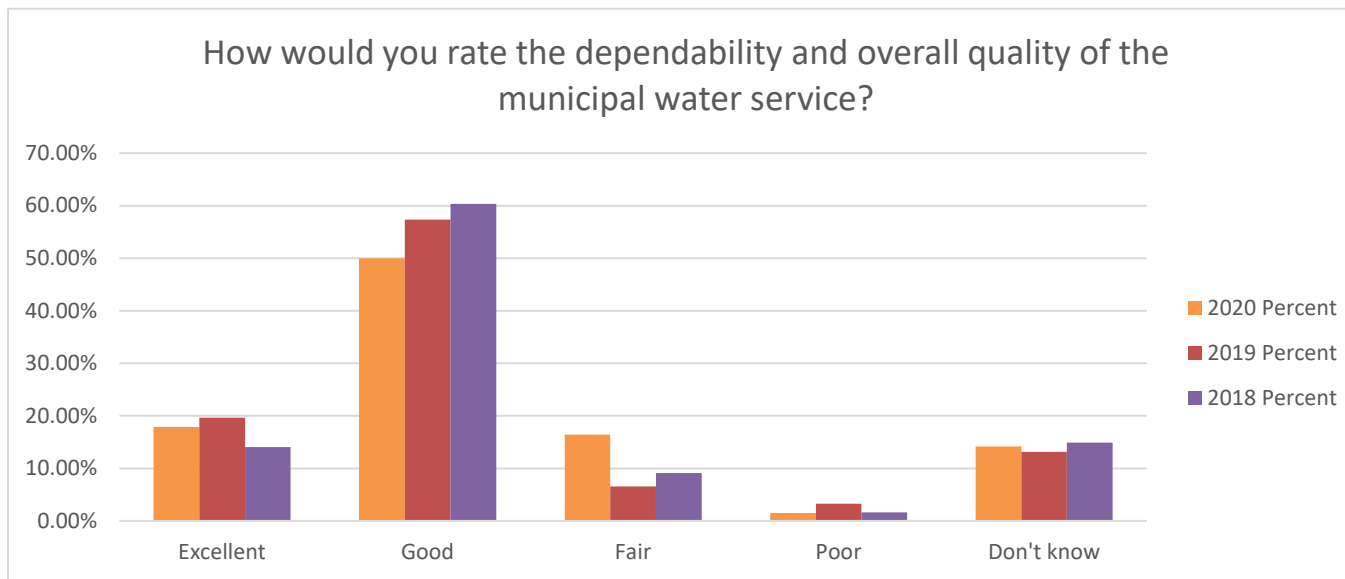
Answer Choices	2020 Percent	2020 Count	2019 Percent	2019 Count	2018 Percent	2018 Count
Excellent	15.44%	21	16.53%	20	13.22%	16
Good	49.26%	67	54.54%	66	56.20%	68
Fair	13.97%	19	7.44%	9	7.44%	9
Poor	1.48%	2	3.31%	4	1.65%	2
Don't know	19.85%	27	18.18%	22	21.49%	26
Comment		2		2		2
Answered		136		121		121
Skipped		4		1		0



2020 Performance Measurement Program

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

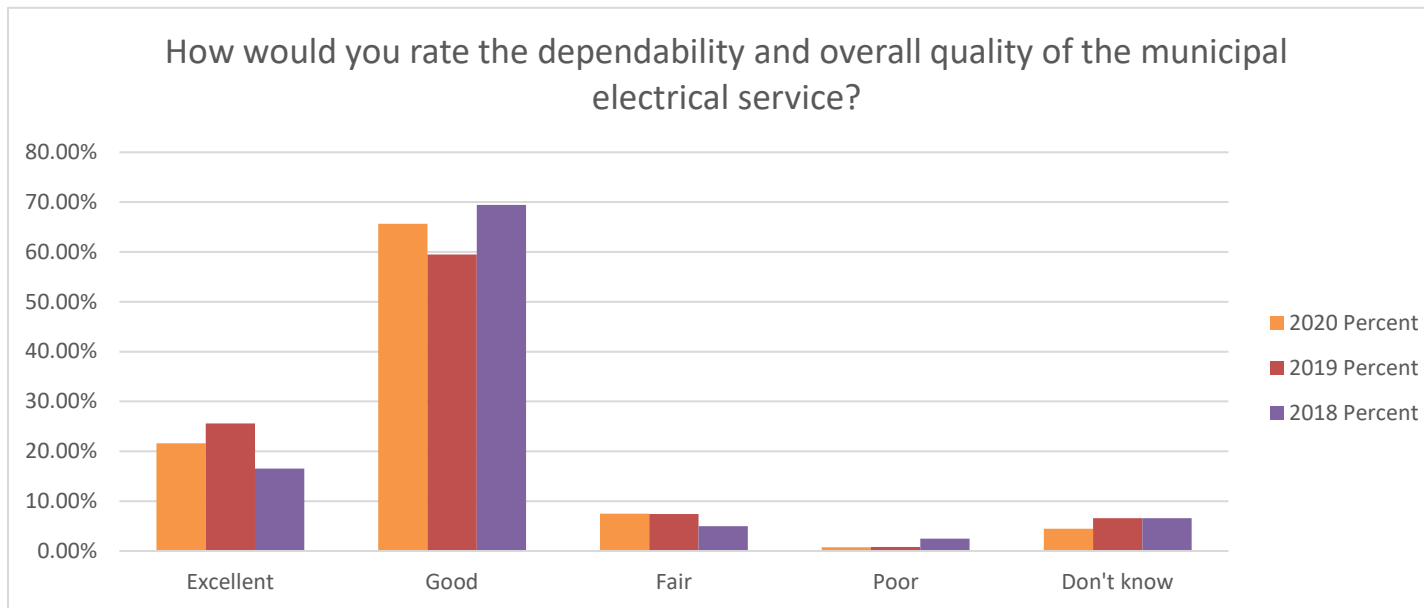
Answer Choices	2020 Percent	2020 Count	2019 Percent	2019 Count	2018 Percent	2018 Count
Excellent	17.91%	24	19.67%	24	14.05%	17
Good	50.00%	67	57.38%	70	60.33%	73
Fair	16.42%	22	6.56%	8	9.09%	11
Poor	1.49%	2	3.28%	4	1.65%	2
Don't know	14.18%	19	13.11%	16	14.88%	18
Comment		3		2		4
Answered		134		122		121
Skipped		6		0		0



2020 Performance Measurement Program

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

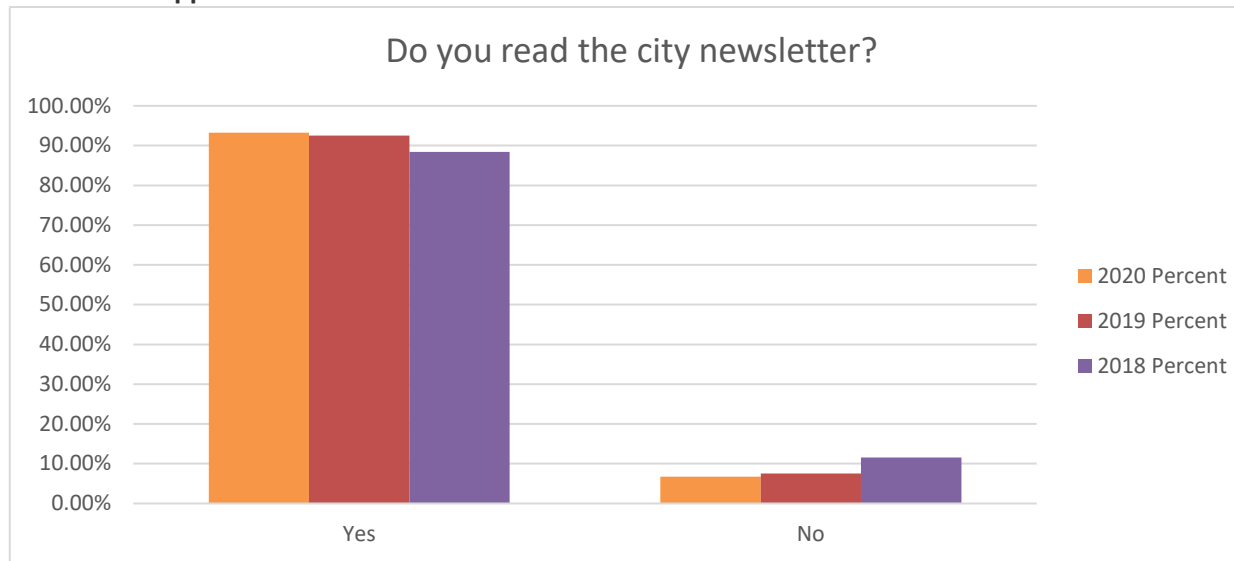
	2020	2020	2019	2019	2018	2018
Answer Choices	Percent	Count	Percent	Count	Percent	Count
Excellent	21.64%	29	25.62%	31	16.53%	20
Good	65.67%	88	59.50%	72	69.42%	84
Fair	7.46%	10	7.44%	9	4.96%	6
Poor	0.75%	1	0.83%	1	2.48%	3
Don't know	4.48%	6	6.61%	8	6.61%	8
Comment		1		0		5
Answered		134		121		121
Skipped		6		1		0



2020 Performance Measurement Program

Do you read the city newsletter?

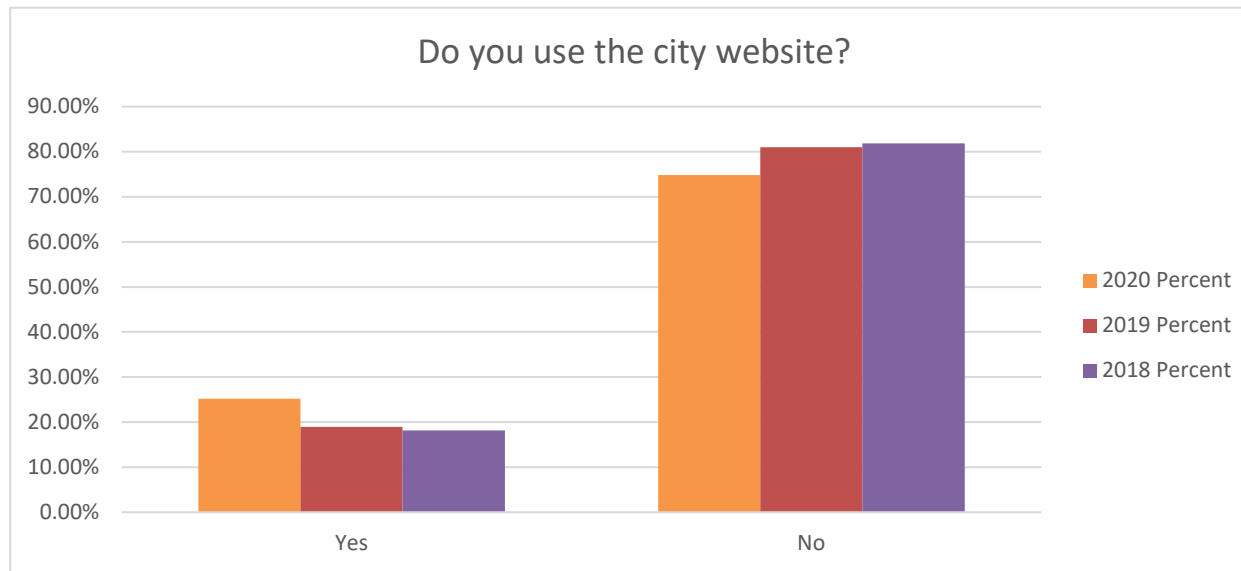
	2020	2020	2019	2019	2018	2018
Answer Choices	Percent	Count	Percent	Count	Percent	Count
Yes	93.28%	125	92.50%	111	88.43%	107
No	6.76%	9	7.50%	9	11.57%	14
No Answer		6		45		37
Answered		134		120		121
Skipped		6		2		0



2020 Performance Measurement Program

Do you use the city website?

	2020		2019		2018	
Answer Choices	Percent	2020 Count	Percent	Count	Percent	Count
Yes	25.19%	33	18.97%	22	18.18%	22
No	74.81%	98	81.03%	94	81.82%	99
No Answer		9		54		45
Answered		131		116		121
Skipped		9		6		0



**City of Mora / Mora Municipal Utilities
2020 Performance Measurement Program
Community Survey Written Comments**

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

- Good, except I have drug dealers living on both sides of me.
- Fair, no enforcement of mask mandate or bar restrictions.

Question 5 – How would you rate the overall quality of fire protection services in the city?

- Don't know, have not needed it.
- Excellent, never had to depend on it; stated reports printed in media indicate a professional approach to protection services.

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

- Poor, very poor pot-hole patching. Maintenance poor.
- Fair, potholes and bumps.

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

- Fair, getting better.
- Excellent, (January 2, 2021) as an outdoor walker there are an incredible number of sidewalks that are not cleaned off – too many. Isn't there a city ordinance regarding this?

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

- Don't Know, never been there.
- Don't know, don't use.
- No Answer, crosswind – waste of \$\$\$
- Don't know, never been there!

Question 9 – How would you rate the overall quality of city park facilities (parks and trails)?

- Excellent, bike trail north of museum is very rough though (the old railroad track).
- Fair, trails are poor.
- Good, condition of some bike trails poor, need to maintain better.
- Don't know, don't use.
- Good, after the brushing out of city trail south of History Center there was much debris on trail – aesthetics were like a clear slash cutting in the forest and the machines left the old tar repairs lumpy, bumpy and uneven. Really poor clean up.

2020 Performance Measurement Program
Community Survey Written Comments

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

- Poor, it was closed this season.
- No Answer, who cares.
- No Answer, it's good when we can use it.
- Good, who chose colors for water slides at pool?! Yuck! Liked blue that it was (god awful colors!

Question 11 – How would you rate the overall condition of Oakwood Cemetery?

- Don't know, not dying to get in to find out.

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

- Fair, prices are higher here.
- No Answer, who cares.
- Don't know, don't use it.
- Don't know, don't shop there. High prices and hard to find items.
- Fair, too expensive.

Question 13 – How would you rate the overall quality of building inspection services and code enforcement in the city?

- Don't know, have not used.
- Fair, charge permit fee for any building project but no follow / inspection after.
- Poor, more trashy properties in town than there should be (included map).
- Fair, barking dogs and snow removal could use improved enforcement. I have seen an improvement in regards to trash filled properties being addressed.

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

- Good, expensive!

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

- Fair, expensive!
- Poor, it cost to much to live in city limits.

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

- Excellent, rates a bit high.
- Fair, tastes nasty.
- Fair, very expensive!

Question 17 – How would you rate the dependability and overall quality of the municipal electric service?

- Good, too many outages (including “blips”).

Question 18 – Do you read the city newsletter?

- Yes, keep up on city.
- Yes, sometime.
- Yes, read what's happening sometimes.
- Yes, keep informed.
- Yes, to stay informed.
- Yes, good info.
- No, no time.
- Yes, information.
- Yes, like to know the latest info.
- Yes, to see what you guys are thinking about.
- Yes, find things out.
- Yes, for information about the city.
- Yes, it is good.
- Yes, info.
- Yes, to see what's not accurate.
- Yes, I like to know what's going on in Mora.
- Yes, info on the town.
- No, not applicable to my interests.
- Yes, to know news.
- Yes, no internet.
- Yes, good info.
- Yes, stupid 2nd grade question!
- No, no time.
- Yes, sometimes.
- Yes, news.
- Yes, updates / new information.
- No Answer, how up to date is it?
- Yes, of interest.
- Yes, local news.
- No, very little news.
- Yes, stores about people, evens, laws and departments.

2020 Performance Measurement Program
Community Survey Written Comments

- Yes, some.
- Yes, want to know what's happening around town.
- Yes, if mailed.
- Yes, it is my way to keep informed about the city I call home.
- Yes, because you mailed it to me.
- No, sometimes.
- Yes, to be informed!
- Yes, sometimes.
- Yes, information.

Question 19 – Do you use the city website?

- No, do not have internet.
- No, have no computer.
- No, because I don't give out any of personal information.
- No, no computer.
- No, 80 years old and don't know how.
- No, no time.
- No, no internet.
- No, no reason to.
- No, no internet.
- Yes, to check on stuff between newsletters.
- No, don't have computer.
- No, no computer.
- No, too slow to post info.
- No, my kids are proud of me because I know how to use my cell phone! (I don't have a computer.)
- No, can't.
- No, no computer.
- No, no computer system.
- No, don't want to.
- No, no computer.
- No, rd. newspaper.
- No, no computer.
- No, no computer.
- No, no internet.
- No, don't have computer.

2020 Performance Measurement Program
Community Survey Written Comments

- No, I don't think about it until I need to find a name or telephone #.
- No, don't have internet.
- No, no website.
- No, no internet.
- No, no computer.
- Yes, pay my MMU bill online.
- No, no time.
- No, no computer.
- Yes, updates / new information.
- No, no reason.
- Yes, when needed.
- No, no internet.
- No, no computer.
- No, not usually needed.
- No, don't have computer.
- Yes, usually for information I am looking for.
- Yes, pay bill.
- No, didn't know.
- Yes, only when needed.
- Yes, to get info!
- Yes, information.

General Questions or Comments:

- Very nice community and really pretty well run.
- Continue to pursue controlled overflow system of Mora Lake, to help stop or slow down future flooding issues that will occur.
- Hate all the parked cars in front yards and all the garbage / appliances in people's back yards. People burning garbage.
- I would like to have a competitive grocery store for Coburns – too expensive. It's hard to see the Shopco building sitting vacant. Any ideas being discussed?
- North Wood Street needs a sidewalk system for the kids walking to school. Cars drive too fast and young kids are walking on the unmarked side of the road on Wood St. between 3 – 7th where they get on the sidewalk.
- Future dog park? Would use it if we had one.

2020 Performance Measurement Program
Community Survey Written Comments

- The city, after several years of dragging their feet, did fix a water drainage runoff issue around my home by adding sewer drainage across the street but did not address damage to my property in a timely fashion. I paid for it myself, which wasn't right. (No name or address provided.)
- Grove Street is horrible and Portage is becoming quite rough as well. We really miss a "Shopko" type store.
- Edgewood trailer park street need totally redone.
- I've been here for 25 years and am a "happy camper." Good place to live.
- Lower safety rating (Good) attributed to sketchy people more so than services. Fire Dept. went above and beyond this year to raise morale. The improvements to park and aquatic center were forward thinking. Was disappointed when a sewer project was put on hold 'til 2021 because there wasn't far available and then literally the next week holes and cracks were being repaired in front of house.
- It is a very good community.
- You're asking the wrong questions. Cut city employees health benefits (like the rest of the private sector). Close or sell pool to cut costs. Cut spending before we have a ghost town! Give tax relief to businesses – it is hard enough to run a small town business even without local policy killing it's own. Mora water and sewer are too expensive. The taxes along 65 zoned commercial have gone up do to assessor's changing way of calculating and are expected to go up next year. The cumulative costs to live in Mora are not sustainable. I know people who are selling their homes and businesses because of all these increased costs. Your policies are going to shoot yourself in the foot. No longer proud of being a Mora resident.
- Instead of a program to replace electric poles use the \$ to start a program of burying the electrical service lines. Increases dependability and don't have to spend \$ cutting trees.
- I think the water in town is ridiculously very expensive. I see a lot of lots in town and coming into town that need to be cleaned up around there homes. Kind of brings down the City of Mora when people can't keep there property cleaned up!
- There are days the crew needs to do something, not just drive trucks around. All that money for improvements, (what) I haven't seen improvements. Where could they be? Stop raising taxes, all the new housing built plus Kwik trip, smok shop, and more how much more money do you need to piss away?
- Very happy to be members of the City of Mora as we have been accepted by the residents of the city.
- Although Mora is in good shape, we need more stores to "shop Mora." I like to shop and spend money, but there are no stores. Stores should be open on Sundays too. Traffic is very busy on Union St., people need to slow it down! Mora is a good place to live, but we do need more shops.
- I don't like that the snow plow puts a big pile of snow at the end of my driveway. It is very difficult to shovel.

2020 Performance Measurement Program
Community Survey Written Comments

- Does anybody ever read the rules at both gates of the cemetery? People with loved ones there or city people that work there? A city cemetery – it's shameful!
- New to Mora. So far I really enjoy it here.
- Why don't they do something about all stray cats???
- I called city hall to report that my parents' grave was damaged at Oakwood Cemetery in early Sept. and it was never repaired.
- Over the last 3+ years our streets are really looking tough. In front of my house there are a dozen pot holes and lots of patching; that comes off with snowplow. I think streets need at minimum resurfacing more often, because this affects the appearance of our town. Why the huge dip in the street by the manhole covers? My understanding is these should be level with the street surface. I see people swerve around these daily.
- Is there enforcement or standards for upkeep of yards? It really detracts from the look of our town.
- Trails: On a consistent basis the trail off of S Grove St, north of Locust St, needs a new top coat. Thanks for plowing the trails following 7th St and N Grove St, in addition to the trails along Wood St and 9th St. It really motivates older citizens to walk, when the trails are clear.
- City charges too many fees!!
- Drive down alleys to see the junk collected in backyards. Also weeds in alleys and backyards.
- I think Mora is a good city to live.
- Not so many flowers and pots in the cemetery in 2020 year, that was ok with me because of covid 19 (there were lots of good gardens).
- We love living here. Would be nice to attract a "big box" retail. Do you offer mental health awareness training to city staff?
- Would be nice to have something in city limits or for pick up of yard waste.
- A sales tax was imposed to fix city streets. "1" street was fixed all summer. Not so good.
- Would be nice if you would include everything in the price of a building permit, for example, water hook up, sewer hook up, not hook up necessarily, but the initial fee, also the fee the city charges for an inspectors two cents is ridiculous!
- Why is sheriffs patrol never seen or Mora car out in the county? Why do we keep worthless airport?
- Mora is a nice town. Wellia is a fantastic hospital and clinic. The folks who keep the roads clean and general upkeep of the city should be commended.
- I'm proud to live in the City of Mora.
- Streets need maintenance!! Paving. We pay \$2 / day for water and sewer for a senior couple. Too expensive!
- Living in a place run by HRA and in 5 years our quality of 'care service' has gone down considerably.

2020 Performance Measurement Program
Community Survey Written Comments

- Street and road need some repair and fixed. Some sidewalks are bad.
- What number do we call if our power is out? Esp. nights and weekends? (No name or contact information provided.)
- Excessive cutting along the walking / bike trail from History Center to Fair Ave ruined the beauty of the woods.
- I use the nordic center ski trails and bike trails almost every day. Love the trails and would like to see the bike trail connected fully.
- Please repair North Wood – put in center line and sidewalks. So much concern about school, young children walk this road everyday – on the road! Install sidewalks!!!
- I have answered this survey many times and have written the same complaint but so far nothing has happened. In these days, shouldn't an apt. building be secured? Shouldn't our apts. Have solid doors on them and some fire protection? No one seems to care! No codes I guess! (Neither name nor location of building provided.)
- Fire Dept. was called and I had to pay \$500 fee when I put it out myself. Very unfair. The person who called should have to pay. The Fire Captain said I would only pay if they put it out and I still had to pay!
- Taxes are crazy in the 6+ years we are here. Water bills suck! Never paid this much for water and sewer on Long Island and especially Tuscon AZ. You are not making this town business friendly at all.
- Especially this winter because of COVID-19 pandemic I think the city should be extra diligent in enforcing the cleaning of snow from what limited sidewalks we have. Shut down of Welia Health Center has affected many. Is there an ordinance or agreement of where the Advertiser and Scotsman can be dropped, thrown, distributed to properties – there are a lot of old, yucky plastic bags lying everywhere – seems to be no rhyme nor reason how it is distributed to each property.
- Fix the streets. N-Grove.
- Im on a fixed income it cost me \$88.00 just for sewer. My house payment went up \$150 because of school bond. I pay more in taxes for a small corner lot than I did with 4 acers on a private lake.
- I have only lived in this city maybe 8 months. I havn't ran into any problems.
- I just want to say thank you to who ever is snow plowing some of the walking trails in the city. It is very much appreciated.
- Although the water meets safety requirements its quality is poor. Bad flavor and color. Know its a budget issue but many streets are desintegrating and have pot holes. Bike and walking paths are an asset.
- Mora is a very nice Minnesota town. It's safe, has great schools and a nice library and a few parks!
- Mora needs City Police. Need good reputation businesses. Would be nice if you would monitor dogs running loose and doing their business in neighbors lawns; or walking dogs and not cleaning up. Traffic speeds through side streets. Pedestrians walking in driving path and ignore to move over as they have rights to walk in driving paths.

2020 Performance Measurement Program
Community Survey Written Comments

- Lack of street sweeping is going to cause problems with storm sewers.

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Appendix B

Survey Instrument

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CITY OF MORA/MORA MUNICIPAL UTILITIES 2020 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 29, 2021. 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 29, 2021.
Thank You!

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