



CITY OF MORA / MORA MUNICIPAL UTILITIES

2022 PERFORMANCE MEASUREMENTS PROGRAM

COMMUNITY SURVEY

ANNUAL REPORT

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2022 Performance Measurement Program/Community Survey Report

Introduction

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; for Mora, this amounts to approximately \$525. To learn more about the Performance Measurement Program visit the program page on the state auditor's website at: <https://www.osa.state.mn.us/forms-deadlines/forms/performance-measurement-program/>.

The city received 181 responses to the 2022 Survey, which is 65 more than last year. We appreciate the responses we received and hope we can get more next year. Look for the 2023 survey in the January 2024 newsletter.

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 distributed approximately 1,900 surveys from 2012-2020. The number of responses and response rate are shown in the table below.

Year	Responses				
	Paper	Electronic	Total	Surveys distributed	Response Rate
2012	70	N/A	70	1900	4%
2013	250	N/A	250	1900	14%
2014	250	N/A	250	1900	14%
2015	174	N/A	174	1900	10%
2016	137	16	153	1900	8%
2017	129	23	152	1900	8%
2018	117	4	121	1900	6%
2019	122	N/A	122	1900	6%
2020	140	N/A	140	1900	7%
2021	116	N/A	116	1500	8%
2022	113	68	181	1500	12%

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 City distributed the 2022 survey in two formats:

1. A paper version was distributed in the January 2023 city newsletter which is mailed with the utility bills; Utility customers receiving e-mail bills also receive an electronic version of the newsletter with their bill.

2. An online version which was posted on the city website and via the city's Facebook page.

Changes to Survey Instrument

There have been no changes to the survey document since 2016 when the city 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 2020, 2021 and 2022.

Following this information are comments made by the respondents. Spelling has been corrected, but in general the comments appear as they were written. Names, addresses, telephone numbers and other private information has been redacted from the comments.

Conclusion

The city appreciates those who took the time to respond to the 2022 survey and hope more will do so in the future. While the city is not able to respond to all of the comments, those with questions or concerns can contact city staff at:

- In PersonCity Hall/Utilities office, 101 Lake Street South,
8:00 am to 4:30 pm, Monday through Friday
- Telephone320.679.1511 (city hall) or 320.679.1451 (utilities office)
- E-mailinfo@cityofmora.com
- Website<http://www.ci.mora.mn.us>
- Facebook.....[@cityofmora](https://www.facebook.com/cityofmora)

Persons 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

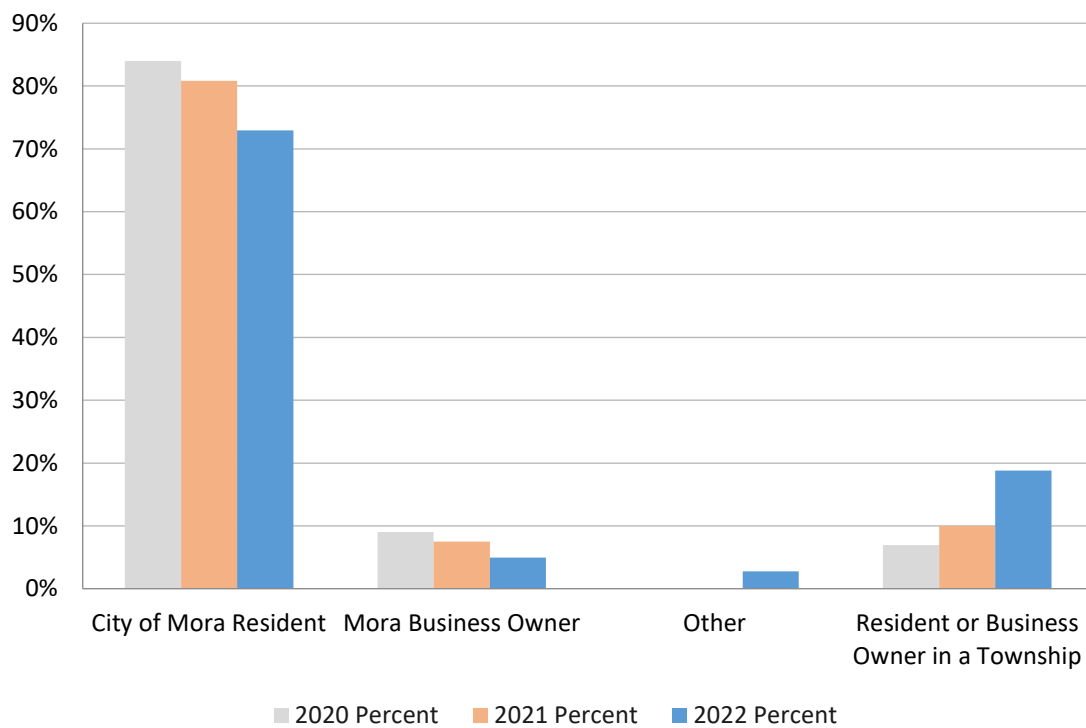
Survey Responses

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Question 1: Are you a ...

	2020 Percent	2020 Count	2021 Percent	2021 Count	2022 Percent	2022 Count
City of Mora Resident	84.02%	121	80.83%	97	72.93%	133
Mora Business Owner	9.03%	13	7.50%	9	4.97%	9
Other	0.00%	0	0.00%	0	2.76%	5
Resident or Business Owner in a Township	6.94%	10	10.00%	12	18.78%	34
Answered		144		118		0
Skipped		1		2		181
Total		145		120		181

Question 1: Are you a ...



Question 2: How many years have you lived in the city/township?

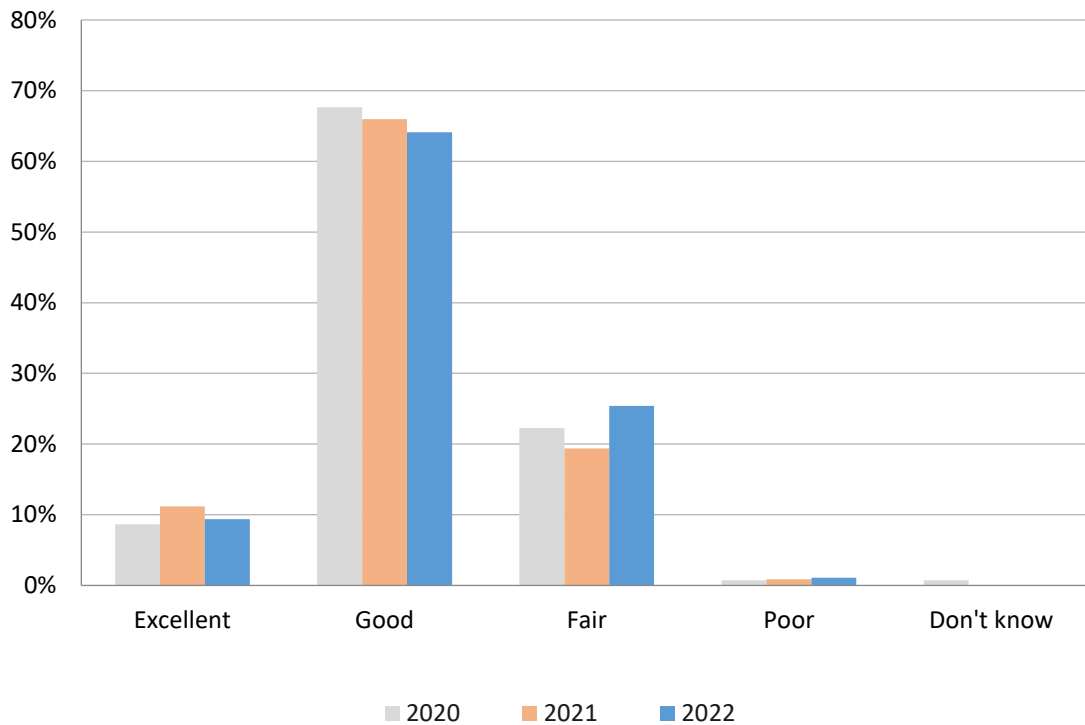
Years	2022 Count
<1 to 5	44
6 to 10	22
11 to 15	23
16-20	21
21-30	24
31-40	14
41-50	20
51-60	10
61-70	1
71-80	1
> 80	0
Answered	180
Skipped	1
Total	181

2022 Performance Measurement Program

Question 3: How would you rate the overall appearance of the city?

	2020 Percent	2020 Count	2021 Percent	2021 Count	2022 Percent	2022 Count
Excellent	8.63%	12	11.21%	13	9.39%	17
Good	67.63%	94	65.95%	76.5	64.09%	116
Fair	22.30%	31	19.40%	22.5	25.41%	46
Poor	0.72%	1	0.86%	1	1.10%	2
Don't know	0.72%	1	0.00%	0	0.00%	0
Answered		139		113		181
Skipped		0		3		0
Total		139		116		181

Question 3: How would you rate the overall appearance of the city

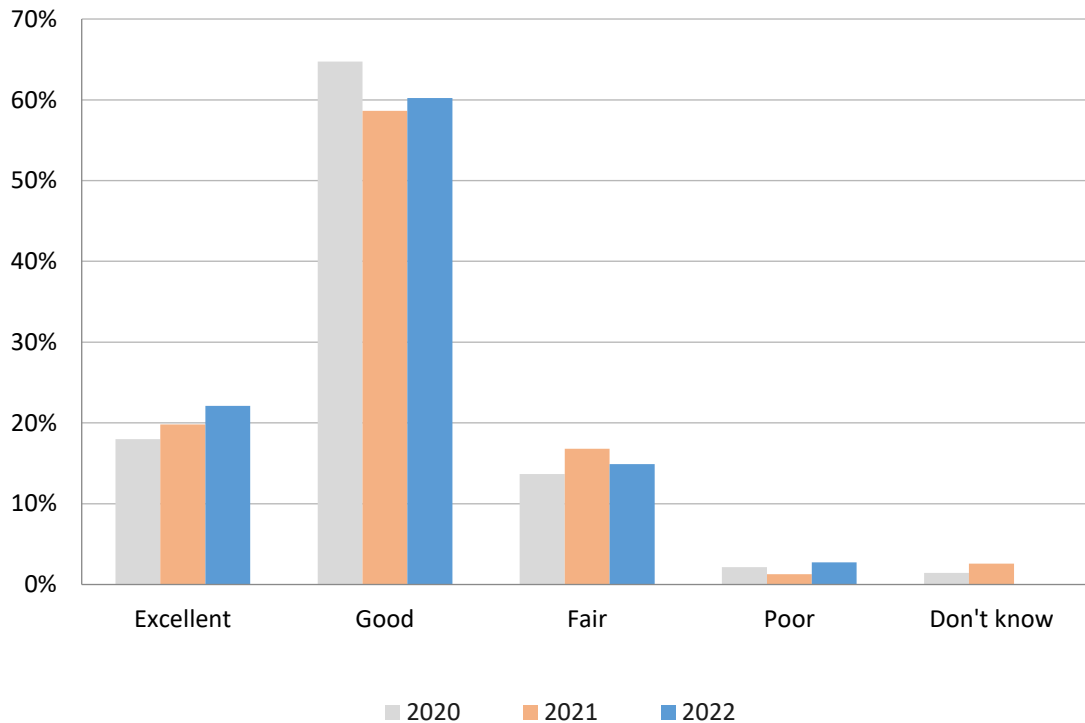


2022 Performance Measurement Program

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

	2020 Percent	2020 Count	2021 Percent	2021 Count	2022 Percent	2022 Count
Excellent	17.99%	25	19.83%	23	22.10%	40
Good	64.75%	90	58.62%	68	60.22%	109
Fair	13.67%	19	16.81%	19.5	14.92%	27
Poor	2.16%	3	1.29%	1.5	2.76%	5
Don't know	1.44%	2	2.59%	3	0.00%	0
Answered		139		115		181
Skipped		0		1		0
Total		139		116		181

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

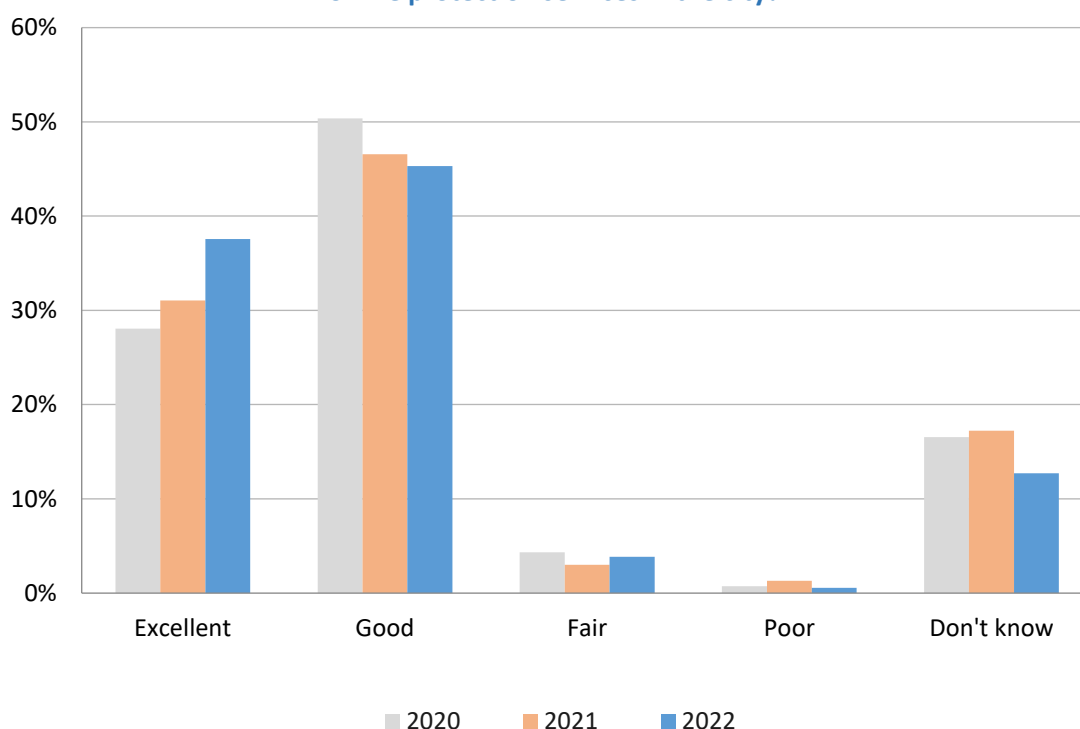


2022 Performance Measurement Program

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

	2020 Percent	2020 Count	2021 Percent	2021 Count	2022 Percent	2022 Count
Excellent	28.06%	39	31.03%	36	37.57%	68
Good	50.36%	70	46.55%	54	45.30%	82
Fair	4.32%	6	3.02%	3.5	3.87%	7
Poor	0.72%	1	1.29%	1.5	0.55%	1
Don't know	16.55%	23	17.24%	20	12.71%	23
Answered		139		115		181
Skipped		0		1		0
Total		139		116		181

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

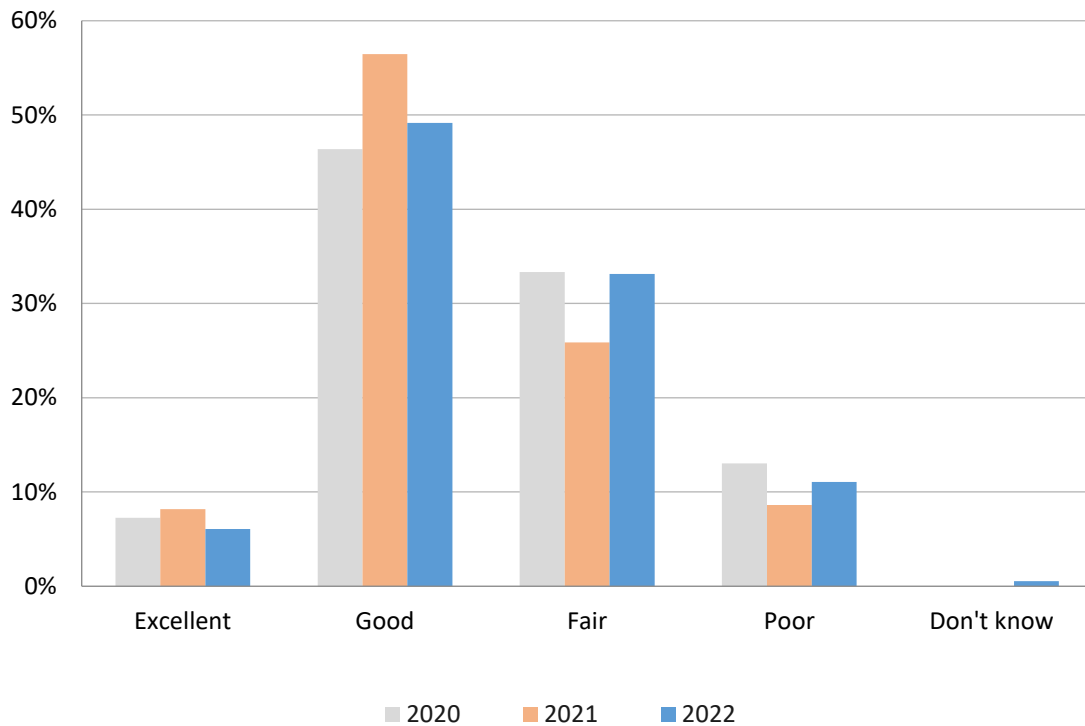


2022 Performance Measurement Program

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

	2020 Percent	2020 Count	2021 Percent	2021 Count	2022 Percent	2022 Count
Excellent	7.25%	10	8.19%	9.5	6.08%	11
Good	46.38%	64	56.47%	65.5	49.17%	89
Fair	33.33%	46	25.86%	30	33.15%	60
Poor	13.04%	18	8.62%	10	11.05%	20
Don't know	0.00%	0	0.00%	0	0.55%	1
Answered		138		115		181
Skipped		0		1		0
Total		138		116		181

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

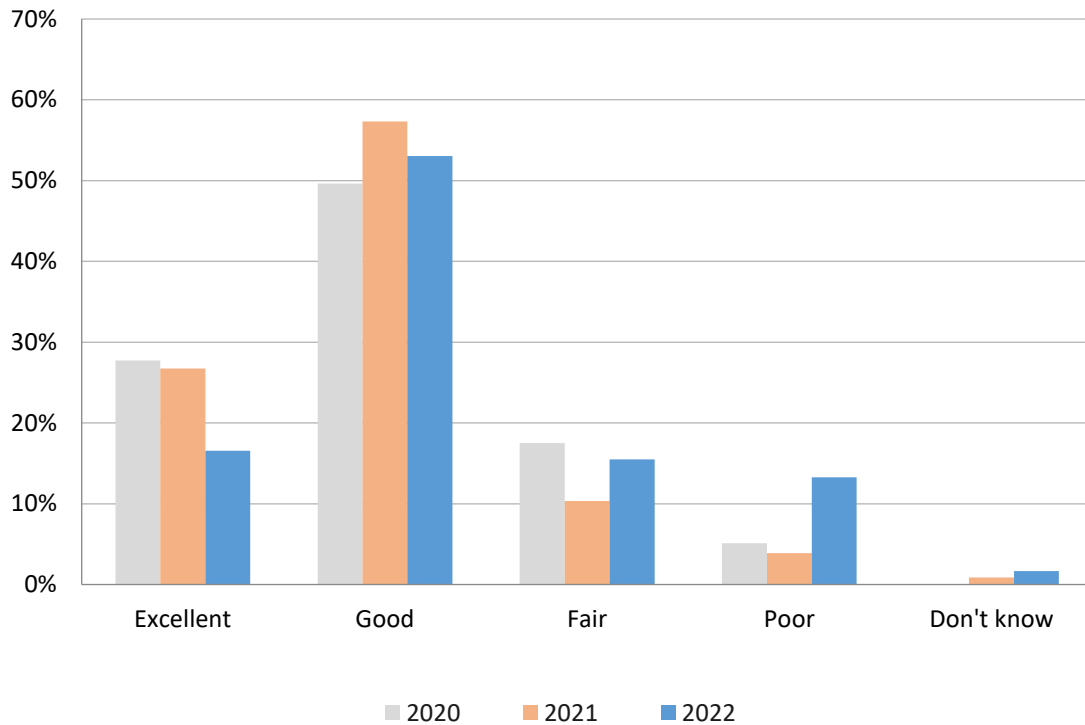


2022 Performance Measurement Program

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

	2020 Percent	2020 Count	2021 Percent	2021 Count	2022 Percent	2022 Count
Excellent	27.74%	38	26.72%	31	16.57%	30
Good	49.64%	68	57.33%	66.5	53.04%	96
Fair	17.52%	24	10.34%	12	15.47%	28
Poor	5.11%	7	3.88%	4.5	13.26%	24
Don't know	0.00%	0	0.86%	1	1.66%	3
Answered		137		115		181
Skipped		0		1		0
Total		137		116		181

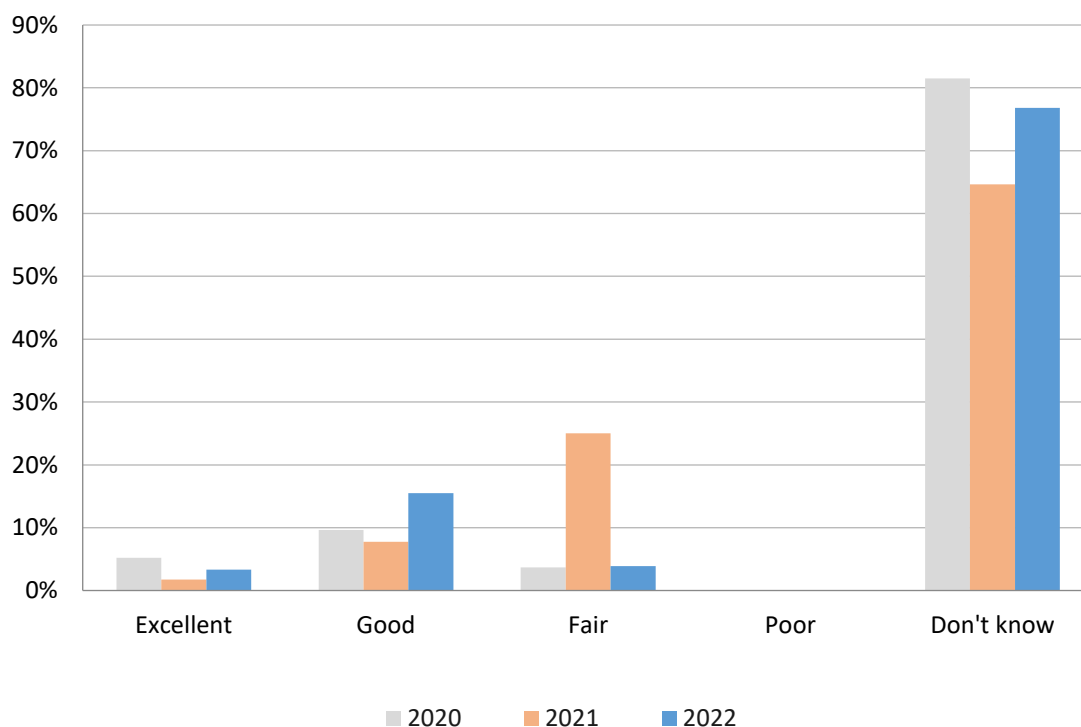
Question 7: How would you rate the overall quality of snowplowing on city streets?



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

	2020 Percent	2020 Count	2021 Percent	2021 Count	2022 Percent	2022 Count
Excellent	5.19%	7	1.72%	2	3.31%	6
Good	9.63%	13	7.76%	9	15.47%	28
Fair	3.70%	5	25.00%	29	3.87%	7
Poor	0.00%	0	0.00%	0	0.00%	0
Don't know	81.48%	110	64.66%	75	76.80%	139
Answered		135		115		180
Skipped		0		1		1
Total		135		116		181

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

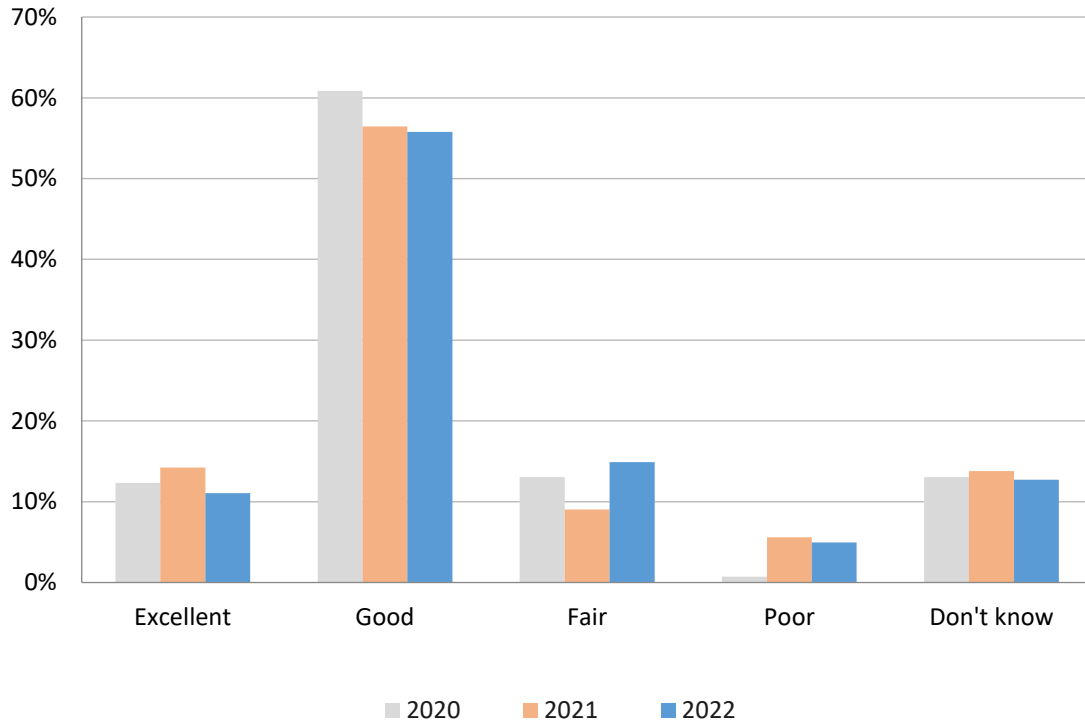


2022 Performance Measurement Program

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

	2020 Percent	2020 Count	2021 Percent	2021 Count	2022 Percent	2022 Count
Excellent	12.32%	17	14.22%	16.5	11.05%	20
Good	60.87%	84	56.47%	65.5	55.80%	101
Fair	13.04%	18	9.05%	10.5	14.92%	27
Poor	0.72%	1	5.60%	6.5	4.97%	9
Don't know	13.04%	18	13.79%	16	12.71%	23
Answered		138		115		180
Skipped		0		1		1
Total		138		116		181

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

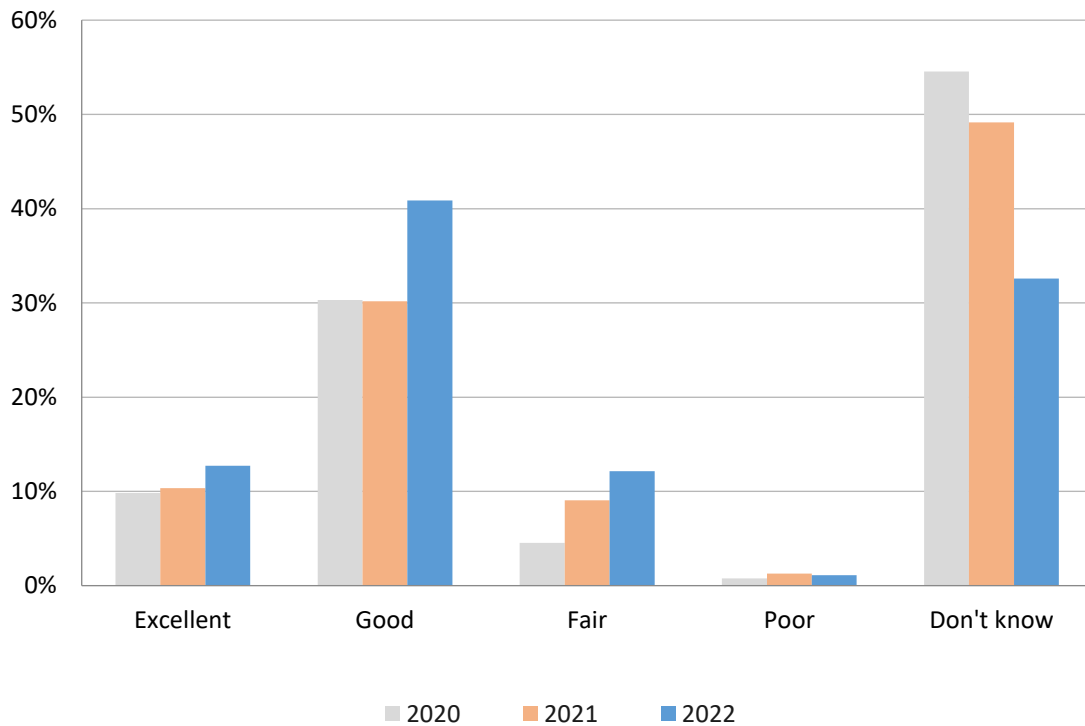


2022 Performance Measurement Program

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

	2020 Percent	2020 Count	2021 Percent	2021 Count	2022 Percent	2022 Count
Excellent	9.85%	13	10.34%	12	12.71%	23
Good	30.30%	40	30.17%	35	40.88%	74
Fair	4.55%	6	9.05%	10.5	12.15%	22
Poor	0.76%	1	1.29%	1.5	1.10%	2
Don't know	54.55%	72	49.14%	57	32.60%	59
Answered		132		116		180
Skipped		0		0		1
Total		132		116		181

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

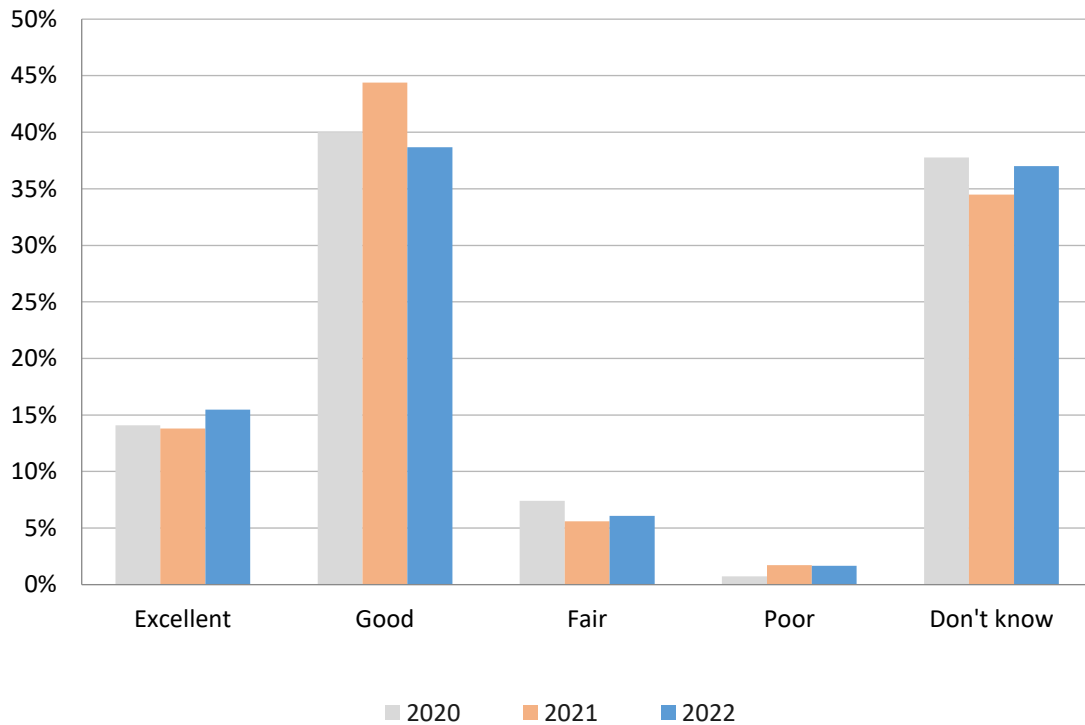


2022 Performance Measurement Program

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

	2020 Percent	2020 Count	2021 Percent	2021 Count	2022 Percent	2022 Count
Excellent	14.07%	19	13.79%	16	15.47%	28
Good	40.00%	54	44.40%	51.5	38.67%	70
Fair	7.41%	10	5.60%	6.5	6.08%	11
Poor	0.74%	1	1.72%	2	1.66%	3
Don't know	37.78%	51	34.48%	40	37.02%	67
Answered		135		116		179
Skipped		0		0		2
Total		135		116		181

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

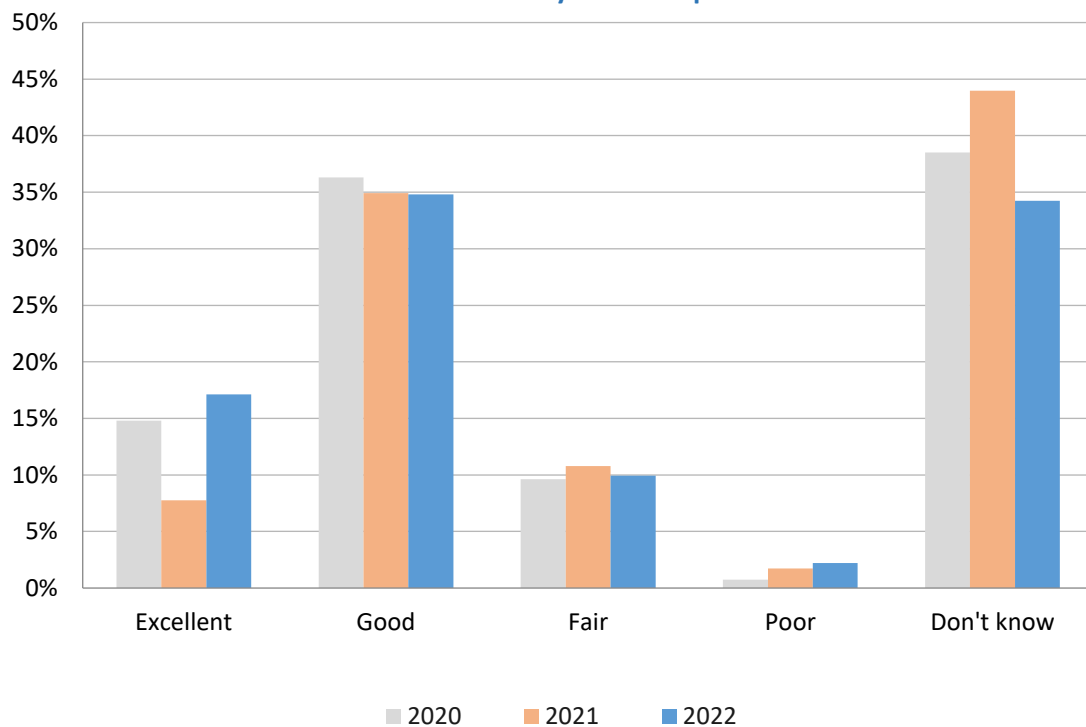


2022 Performance Measurement Program

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

	2020 Percent	2020 Count	2021 Percent	2021 Count	2022 Percent	2022 Count
Excellent	14.81%	20	7.76%	9	17.13%	31
Good	36.30%	49	34.91%	40.5	34.81%	63
Fair	9.63%	13	10.78%	12.5	9.94%	18
Poor	0.74%	1	1.72%	2	2.21%	4
Don't know	38.52%	52	43.97%	51	34.25%	62
Answered		135		115		178
Skipped		0		1		3
Total		135		116		181

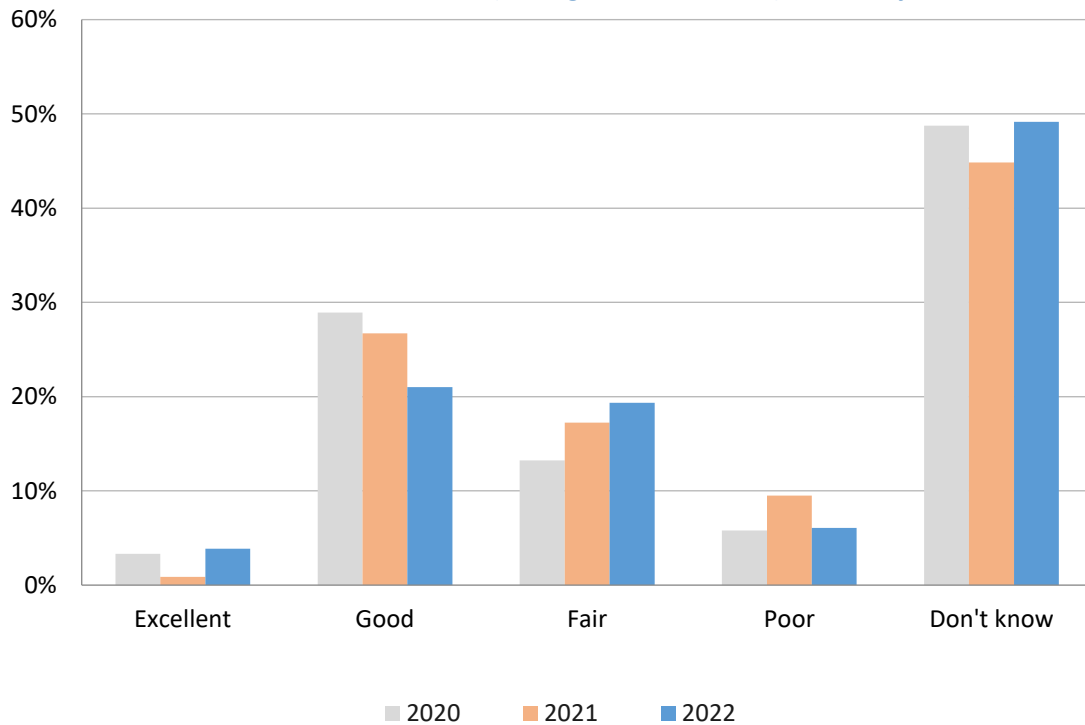
Question 12: How would you rate the overall service and value of the North Country Bottleshop?



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

	2020 Percent	2020 Count	2021 Percent	2021 Count	2022 Percent	2022 Count
Excellent	3.31%	4	0.86%	1	3.87%	7
Good	28.93%	35	26.72%	31	20.99%	38
Fair	13.22%	16	17.24%	20	19.34%	35
Poor	5.79%	7	9.48%	11	6.08%	11
Don't know	48.76%	59	44.83%	52	49.17%	89
Answered		121		115		180
Skipped		0		1		1
Total		121		116		181

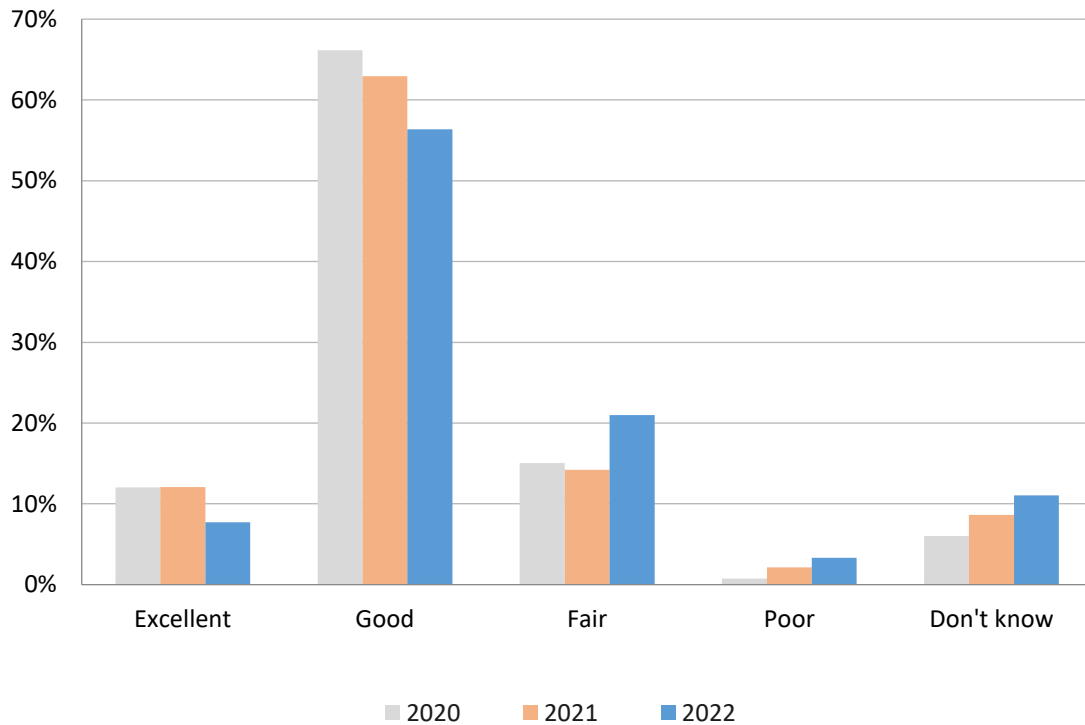
Question 13: How would you rate the quality of building inspection services and code enforcement (zoning, nuisances, etc.) in the city?



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

	2020 Percent	2020 Count	2021 Percent	2021 Count	2022 Percent	2022 Count
Excellent	12.03%	16	12.07%	14	7.73%	14
Good	66.17%	88	62.93%	73	56.35%	102
Fair	15.04%	20	14.22%	16.5	20.99%	38
Poor	0.75%	1	2.16%	2.5	3.31%	6
Don't know	6.02%	8	8.62%	10	11.05%	20
Answered		133		116		180
Skipped		0		0		1
Total		133		116		181

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

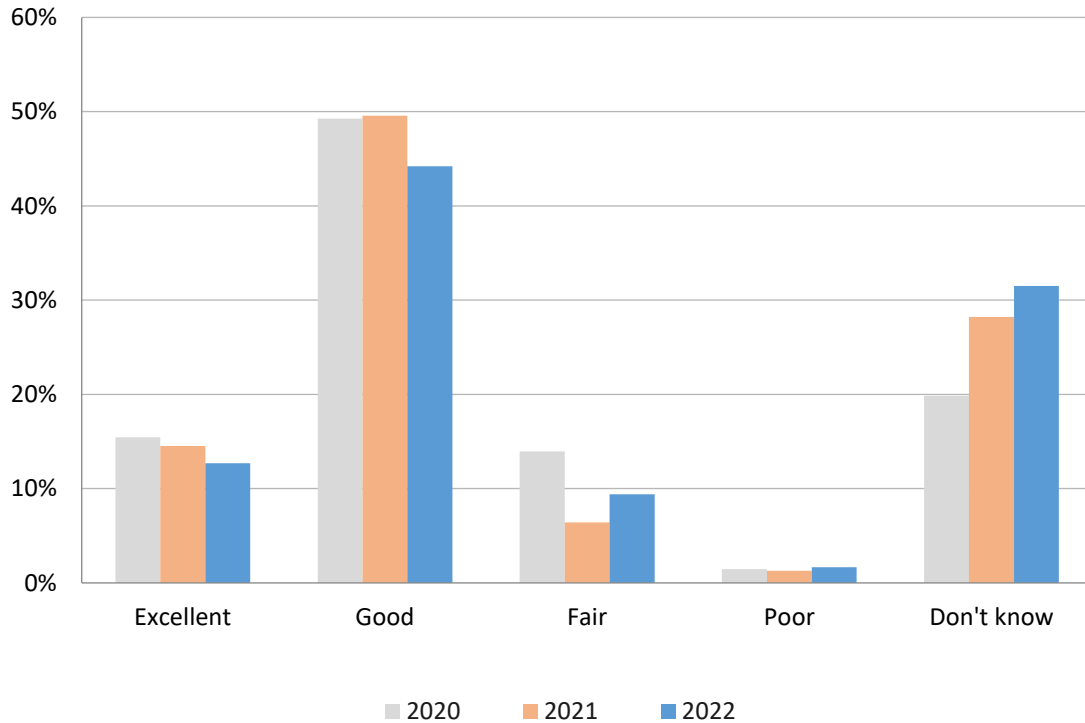


2022 Performance Measurement Program

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

	2020 Percent	2020 Count	2021 Percent	2021 Count	2022 Percent	2022 Count
Excellent	15.44%	21	14.53%	17	12.71%	23
Good	49.26%	67	49.57%	58	44.20%	80
Fair	13.97%	19	6.41%	7.5	9.39%	17
Poor	1.47%	2	1.28%	1.5	1.66%	3
Don't know	19.85%	27	28.21%	33	31.49%	57
Answered		136		117		180
Skipped		0		0		1
Total		136		117		181

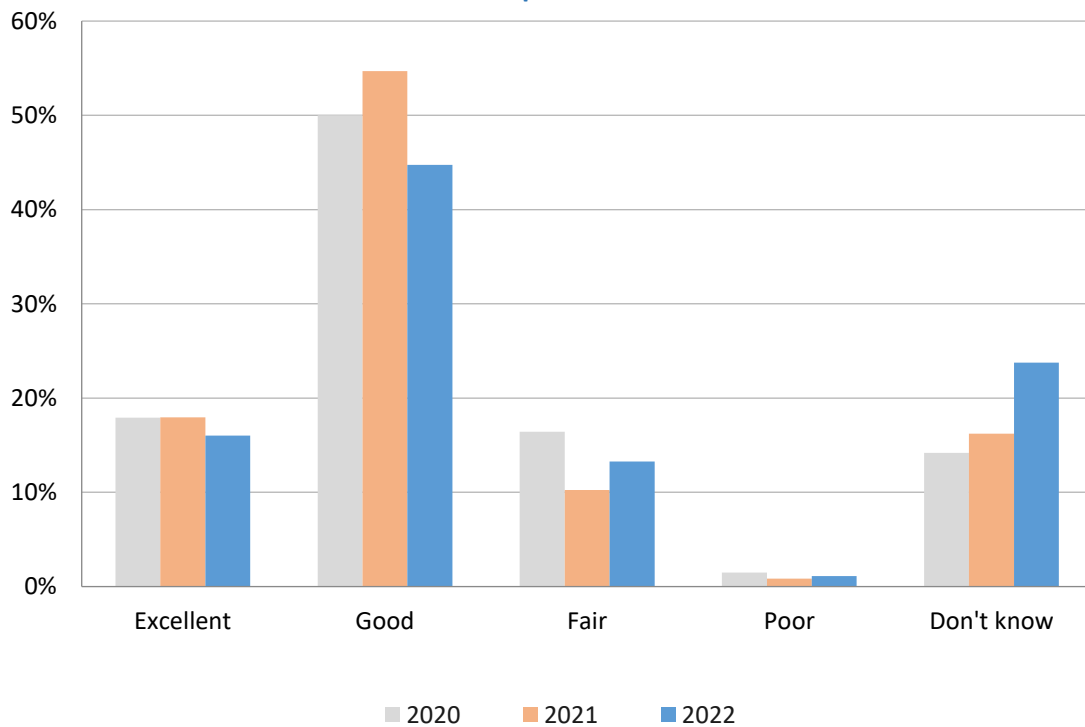
Question 15: How would you rate the dependability and overall quality of municipal sanitary sewer service



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

	2020 Percent	2020 Count	2021 Percent	2021 Count	2022 Percent	2022 Count
Excellent	17.91%	24	17.95%	21	16.02%	29
Good	50.00%	67	54.70%	64	44.75%	81
Fair	16.42%	22	10.26%	12	13.26%	24
Poor	1.49%	2	0.85%	1	1.10%	2
Don't know	14.18%	19	16.24%	19	23.76%	43
Answered		134		117		179
Skipped		0		0		2
Total		134		117		181

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

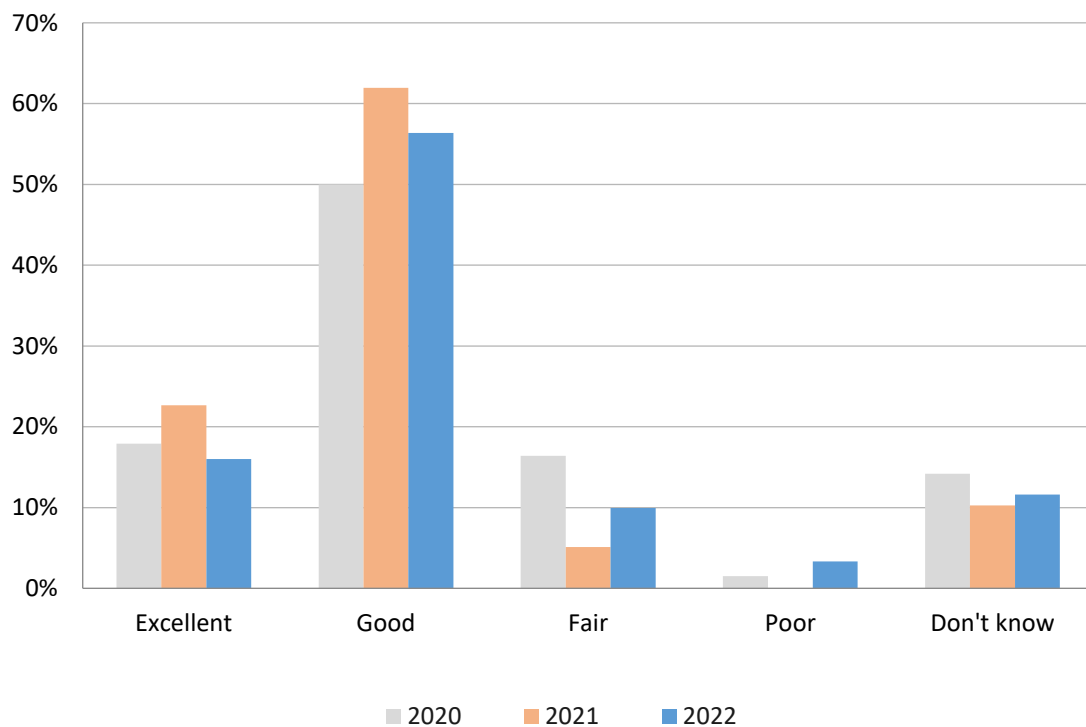


2022 Performance Measurement Program

Question 17: How would you rate the dependability and overall quality of the municipal electrical service?

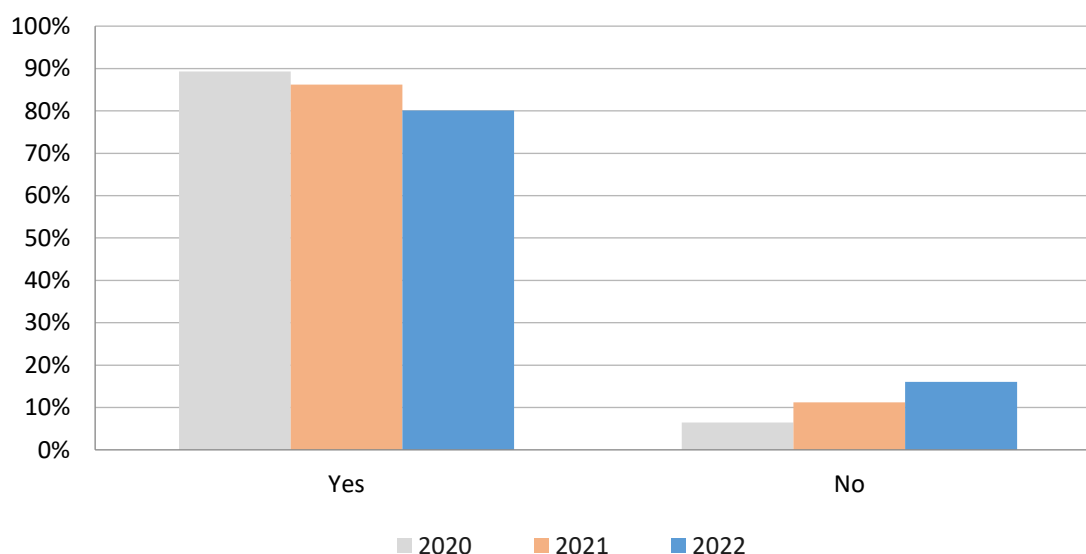
	2020 Percent	2020 Count	2021 Percent	2021 Count	2022 Percent	2022 Count
Excellent	17.91%	24	22.65%	26.5	16.02%	29
Good	50.00%	67	61.97%	72.5	56.35%	102
Fair	16.42%	22	5.13%	6	9.94%	18
Poor	1.49%	2	0.00%	0	3.31%	6
Don't know	14.18%	19	10.26%	12	11.60%	21
Answered		134		117		176
Skipped		0		0		5
Total		134		117		181

Question 17: How would you rate the dependability and overall quality of the municipal electrical service?



Question 18: Do you read the city newsletter (yes or no) and why?

	2020 Percent	2020 Count	2021 Percent	2021 Count	2022 Percent	2022 Count
Yes	89.29%	125	86.21%	100	80.11%	145
No	6.43%	29	11.21%	13	16.02%	29
Answered		134		113		174
Skipped		6		3		7
Total		140		116		181

Question 18: Do you read the city newsletter (yes or no) and why?**“No” comments**

- “No” – (11)
- Didn’t know there was one/ don’t receive one (14)
- “I did when it was mailed”
- “Don’t care – waste of my money”
- “Not really. It is a poor print quality document that’s not attention getting.”
- “No. Live out of town”

“Yes” comments

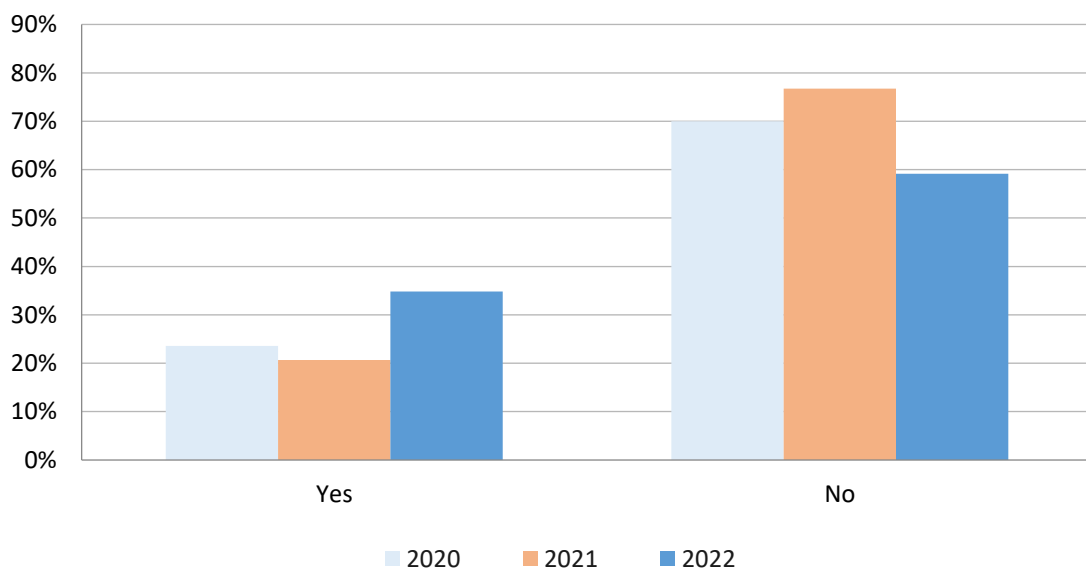
- “Yes” (89)
- Not always/generally/sometimes/ occasionally (12)
- To stay informed/updated (36)
- “Yes, Because I pay a fortune in taxes and 80% of the services suck”
- “Yes, I enjoy reading it”
- “Yes, I’m interested”
- “Yes, just because”
- “Yes, occasionally, not every edition. An e-letter would be better, maybe that's an option, but it goes to an incorrect email.”
- “Yes, online only
- “Yes, skim”

2022 Performance Measurement Program

Do you use the city website (yes or no) and why?

	2020 Percent	2020 Count	2021 Percent	2021 Count	2022 Percent	2022 Count
Yes	23.57%	33	20.69%	24	34.81%	63
No	70.00%	98	76.72%	89	59.12%	107
Answered		131		113		170
Skipped		9		3		11
Total		140		116		181

Chart Title



“No” comments

- “No” – (72)
- No computer/internet/tech skills (18)
- Didn’t know about it (4)
- No need to (7)
- “Don’t have the time to use”
- “Don’t think of it”
- “No, fb”
- “No, haven’t had a reason to”
- “No, not up to date”
- “No -haven’t needed to for years (only when kids were young to swimming lessons)”

“Yes” comments

- “Yes” – (21)
- Utility billing/to pay bills (10)
- Swimming Lessons (5)
- To find/look up information including ordinances, forms, addresses, minutes/agendas, events, etc. (20)
- “Occasionally. It is difficult to navigate.”
- “Very Seldom”
- “Sometimes, same reason as newsletter”
- “Yes, numerous reasons, it's a great resource.”
- “Yes, job openings/happenings”
- “Yes, sometimes”
- “Yes, but not often”

City of Mora/Mora Municipal Utilities
2022 Performance Measurement Program
Community Survey – Written Comments (grouped by main topic)

Building Inspection/Code Enforcement

- Enforcement of ordinances could be better, i.e. blight, numerous broke down cars in yards in town, people living in campers within city limits, snowbanks and bushes and shrubs creating driving hazards and blind spots, lawn mowing of unkempt yards, large amount of garbage, appliances, and mattresses in yards (all within city limits.) I like the offering of different community activities - offering the ice fishing activity to get people doing things on Mora Lake is a great idea! We should be promoting that lake more, get people out kayaking and fishing, show it being used.
- Need to clean up the houses that constantly have junk (cars, etc.) I have one house down the street that has an average of six or more junk cars, wood pallets, etc. ([REDACTED])
- There are a few city residences that are an eyesore ... Junk in the yards and unmaintained lawns. Why doesn't the city issue citations?
- Women never feel 100% safe alone in the dark. Rental house on [REDACTED] leave garbage cans on street 365 days a year. Did not mow lawn more than 3-4 times this past 2 summers. A mess! Large tree branches fallen due to storms not removed since mid-summer last year.

Mora Aquatic Center

- Love the pool - wish the bathroom facilities could be updated
- The pool is far too expensive for A LOT of families to access on a regular basis through the summer. Consider the taxes we spend in this area and the lakes we have, it's really a shame there can't be a public swim beach (Knife Lake) that people can enjoy for a much lower cost than the pool!
- Wish the pool was open later in the day in summer, and sidewalks had some maintenance
- Would love an adult lap swim time at the pool in the summer hard to lap swim with kids constantly in the only lane
- Would the city consider having regular adult lap swim times at the pool? People could pay each time, or get a punch card for admission.

Community Development

- How did a vape shop end up in downtown Mora? What's up with the empty Tobacco Shop on 65? Mora needs an edible CBD ordinance and needs to prohibit sales until one passes.

- Internet service outside of Mora is my biggest concern. Would also love other businesses besides dollar stores and banks.
- There is an issue with small city development and loan to residents with [REDACTED] and remodel. Their work is not the best.
- Putting in a tobacco shop on main street is/was a huge mistake. New bridge walkway dumps people using it in the right turn lane that leads to the frontage road?! How is this safe? We didn't need another General Dollar store!
- We could sure use some good quality retail stores - like clothing, etc. I miss my former Walmart in Pine City.
- We like Mora. We only wish the area had more places to work as we have to commute toward the metro for our jobs. More retail shopping stores like other neighboring towns have for their communities. At least a clothing store.
- We need less dollar stores and more businesses of substance.
- No competitive businesses to keep People in Mora. Taxing us out, yet we have to go out of town to shop. I know this is more than the city streets. Need a survey for overall Mora needs.

Streets

- With the increased number of kids/adults walking the shoulder of Wood Street, traffic needs to slow down.
- After any parade or other activities downtown, Union Street is always cleaned up by the next morning. Thank you. An issue which concerns me is the lack of another grocery store or Wal-Mart-type to be able to have more items to purchase rather than to have to drive and spend my money elsewhere. Thank you.
- Edgewood Park needs streets redone. Need stop light by Kwik Trip.
- Hats off to Mora street dept. for the great snow removal
- I feel the quality of the snow removal has really gotten worse. It isn't as good/quick as it use to be. I have noticed weeds in the sidewalk cracks on Forest Ave downtown..... enforcement on sidewalk snow removal needs to be stepped up
- I know there are many streets to plow after a snow, but it is very upsetting to have sidewalk/driveway shoveled and much later the snowplow comes by and plugs up the sidewalk/driveway. Then have to pay more to have someone shovel this mess.
- I wish they would plow closer to the curb, I wish they wouldn't plow so much more snow on my side of the street than the other side, I wish they would clean up the cemetery (newer graves have no grass on them, just dirt and weeds growing, ruts from driving that aren't repaired).
- I've been very disappointed in how the streets are plowed. Not only are most of the side streets so sloppy my little car can barely find traction, but because the plows always use the same route my side of the street has snow piled up to my knees after the plows go by while the other side of the street will have ankle deep piles. It's a huge disservice to leave half the city with infinitely more snow to remove than the other, all just because we were unlucky in which side of the street we happened to buy a house.
- Plow the streets curb to curb. Put the wing down please!

- Sidewalk repairs beyond Main Street would improve our city appearance.
- Street crack seal very bad. Street repair very bad. Pothole repair very bad job. Ask me I'll show you how to patch potholes. Oh, and I have more. High pay, poor work (we pay).
- Streets are plowed too far away from the curb, making the streets narrow and dangerous. Saw the streets cleaned only once this summer. Heard a new street cleaner was purchased??? We've been hit with higher sewer, water and electric plus a big rise in taxes in town. Liquor store prices are high.
- Thanks for repairing North Grove Street - it's such an improvement. Can you get the boarded up house by the Library Park Area destroyed? Horrible.
- The city does a great job of snowplowing, but I wish they could try to avoid putting piles of snow at the end of the driveway after the driveway is cleared.
- The street lights on 7th Street (at least 1-2 of them) have been burnt out since June 23, 2022. I think if they are back ordered then get another company to order from. Please get your act together and get them working. Thank you.
- Why should they be an ordinance on parking on the street during the winter when they don't plow until 8am-10am in the morning. Also could they possibly even try and get close to the curb they are like 3ft from the curb. The snow plowing and removal is horrible.
- With the increased number of kids/adults walking the shoulder of Wood Street, traffic needs to slow down.

Parks & Trails

- Better maintenance and updates needed at city parks.
- Bike/walking trails need to be repaired. City should consider expanding the walking trail to include along the river - it appears to have been a trail in the past.
- Enjoy Music in the Park and would appreciate receiving survey, but they are mostly handed out to people that sit up front, when they do come to us, we get passed by.
- I wish the park had better maintenance near the pool. Some of the swings looked a bit dangerous. I wish the pool allowed families to bring in at least beverages. It would help everyone save some money. An inclusive handicap accessible playground would be amazing. I love the walking track at Welia health center.
- Library Park could use an additional trash can and would encourage volunteer clean up events by local clubs.
- Please repair and maintain with pride our town's monuments and parks.
- Some benches around town
- The basketball court on the north side of Library Park is a nuisance for nearby residential neighbors. Please enforce hours, noise ordinances and parking violations. The extended fences protect pickle ball courts, but no such fencing protects property owners on the north side.
- The latest city newsletter was very detailed and informative - new format? Please continue to maintain the walking/bike path along 9th St. and 7th St. during the winter. Many walk these paths. Stopped at the port-a-potty at the Library Park this summer - couldn't use; it was disgustingly filthy.

- We use a septic system and well for water that is why I selected don't know for those answers. We have also not been to the airport yet. I would love to see a wheelchair accessible playground built in town. The park by the waterpark was in dire need of maintenance when we visited, we did report it. I love the many activities offered for families at the library. As a newer resident it would be great to have a welcome packet sent out explaining town offerings. I love that the Facebook page is being utilized to notify of events.
- Would like to see some music/speakers along main street. Music in the Park is great!

City Services

- City bill has franchise fees? Why? All the extra charges on the monthly bill are getting ridiculous!
- Don't know enough about the services - trust those in charge to handle things.
- I actually live out of town - about 3 1/2 miles - so I am not familiar with the "in-town" facilities.
- Not a fan of the high electrical rates
- Our city water and wastewater are way too expensive. I've said this since the wastewater treatment plant was put in. Nothing seems to change. Bottleshop was not needed - too much \$. Building inspection is inconsistent. Airport not needed - waste of \$.
- We love living in the city of Mora. However, the water is not the greatest quality, gives us tummy aches and we have had to install filters in everything including shower head. We also would love to see more sidewalks for safe walking around the city. Finally we'd love to see a safe way to cross 65 to walk and get groceries. Traffic is always speeding 40+mph and when we cross it feels like cars speed up to intimidate pedestrians, even when using the crosswalk. The frontage road by Coborn's has no safe walkways for pedestrians either. Adding a safer crosswalk or pedestrian overpass and sidewalks near the grocery store would greatly improve our perception of the city.
- Why do you not send a return envelope with the bill?

Taxes

- Bring some businesses into this town to raise tax revenue and take some of the burden off of the residents.
- I don't understand why the value of my home goes up every year - by a lot - and no improvements have been made - and I feel like it's just so you can raise taxes on my property which I think is pretty awful. We are being taxed right out of our home!
- I moved here and taxes almost doubled for the school, now they are doubling again. I pay \$6,000 [REDACTED] grand a year and every other day someone is trespassing or casing my house. The police force shows up about me throwing 4 boxes in a public dumpster but can't keep my family safe?! Why the [REDACTED] should I pay \$6,000 a year to help the county out of debt? Did I cause this debt? Get your [REDACTED] heads out of your [REDACTED] What a [REDACTED] joke.

- Property taxes are getting absolutely out of hand. Something must be done to change it. Why did the city budget "Misc." line go up by almost a million dollars? I tried to go through the process on the property tax statement to decrease the value my house is listed at, because it's nowhere near that value, and I was treated terribly by the woman I was dealing with. I bought my house at an affordable price, around \$65,000, so I wasn't living beyond my means, and my house value has increased over 300% to over \$200,000 (over \$100,000 in just the last 5 years), which has pushed my property taxes close to \$4000. I am the sole provider of my family of four. A working mother shouldn't have to worry whether she can afford to stay in a house that used to be within her means. I have to put \$75 away every week just to pay my property taxes. If anyone asks me, I will not recommend that anyone move to Mora. I used to love it here, now I'm just stuck.
- Property taxes too high. How about a self-addressed, self-stamped envelope next time?
- Regarding 2023 City Budget: How do you justify a >50% budget increase without any explanation to residents? What is extra \$ being used for - in the three years we have lived here, our property taxes increase 40% - I soon will have to move away from Mora - too expensive!
- We are retired and live on a fixed income. Since we bought our home in June 2018, our taxes have gone up \$1,000. This is unsustainable! What is your plan to remedy this?

Other

- The services (plowing, mowing fuel pump) are excellent, but, the runway and taxiways and ramp are of very poor quality (cracks, breaking up leaving stones do damage very expensive propellers.
- Been in contact for two years to have something fixed city related and told it wasn't a priority
- I like the newer, lightweight city newsletter
- I thought this survey was going to include questions such as: What are we doing right? What could we do better? What are priorities you have with regard to a city of our size?
- I would like to commend the first responders of Mora- I work at a place in town where they are often called, and have always been very efficient and resourceful. EMT's are quick to respond, and officers take every bit of information seriously while treating the complainant with 100% respect and dignity. I have lived here 2 years and worked here under 1 year, and I have nothing but great things to say about our city. Best place I've ever lived. Thank you to all first responders keeping the city safe!
- Is the city still pursuing state funding for a Mora Lake overflow system upgrade? It's been 4 years in process. What's the delay when the state has a surplus budget?
- Overall I feel the city is doing a good job but I am very surprised of the number of people in the office and seem to not have enough to do. Pool & Parks was one person part time and now is full-time with no improvements. Same in accounting too many people to handle simple accounts and simple accounting principles. Too many workers with not enough work. City should streamline the office staff and get rid at least a third of the staff.

Appendix B

Survey Instrument

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CITY OF MORA/MORA MUNICIPAL UTILITIES 2022 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 27, 2023. 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 320-679-1511.

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 27, 2023.
Thank you!**

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