



# **CITY OF MORA / MORA MUNICIPAL UTILITIES**

## **2023 PERFORMANCE MEASUREMENTS PROGRAM**

### **COMMUNITY SURVEY**

### **ANNUAL REPORT**

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## 2023 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 292 responses to the 2023 Survey, which is 111 more than last year and the highest number of responses received since the survey began in 2012. We appreciate the responses we received and hope we can get more next year. Look for the 2024 survey in the January 2025 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%
<b>2023</b>	<b>110</b>	<b>182</b>	<b>292</b>	<b>1500</b>	<b>19.5%</b>

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 2023 survey in two formats:

1. A paper version was distributed in the January 2024 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

One change was made to the survey document in 2023 with the inclusion of the following question: *"How would you rate the overall condition of the Mora Public Library?"*

### Survey Responses

Responses to the twenty (20) 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 2021, 2022 and 2023.

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 2023 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 Person .....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](mailto:info@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**

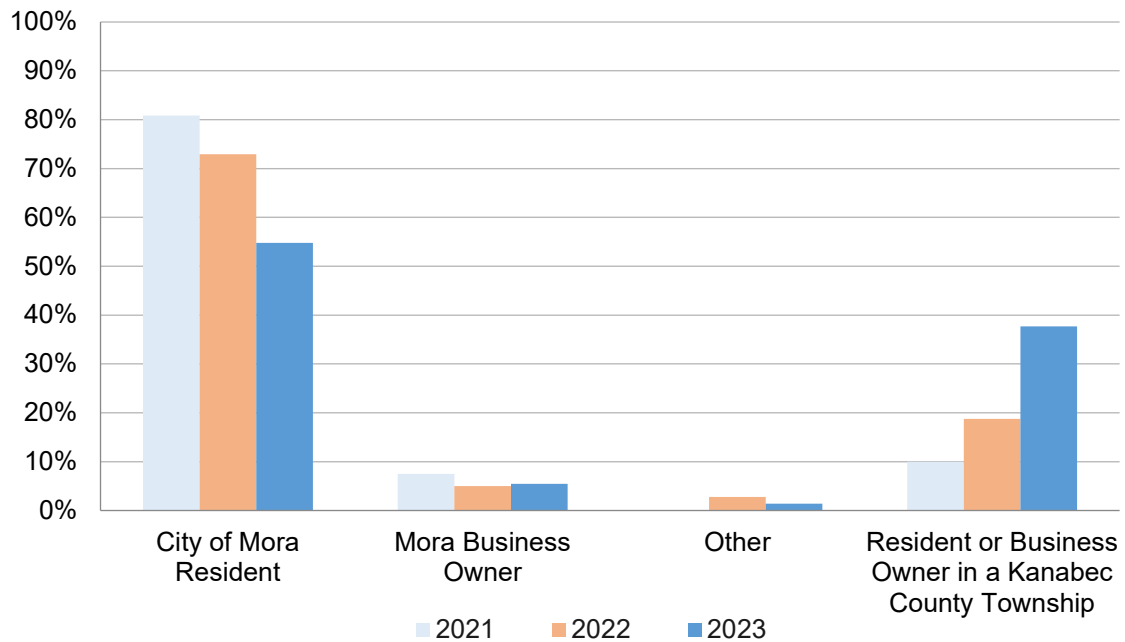
### **Survey Responses**

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2023 Performance Measurement Program

**Question 1: Are you a ...**

	2021 Percent	2021 Count	2022 Percent	2022 Count	2023 Percent	2023 Count
City of Mora Resident	80.83%	97	72.93%	133	54.79%	160
Mora Business Owner	7.50%	9	4.97%	9	5.48%	16
Other	0.00%	0	2.76%	5	1.37%	4
Resident or Business Owner in a Kanabec County Township	10.00%	12	18.78%	34	37.67%	110
<b>Answered</b>		118		181		290
<b>Skipped</b>		2		0		2
<b>Total</b>		120		181		292



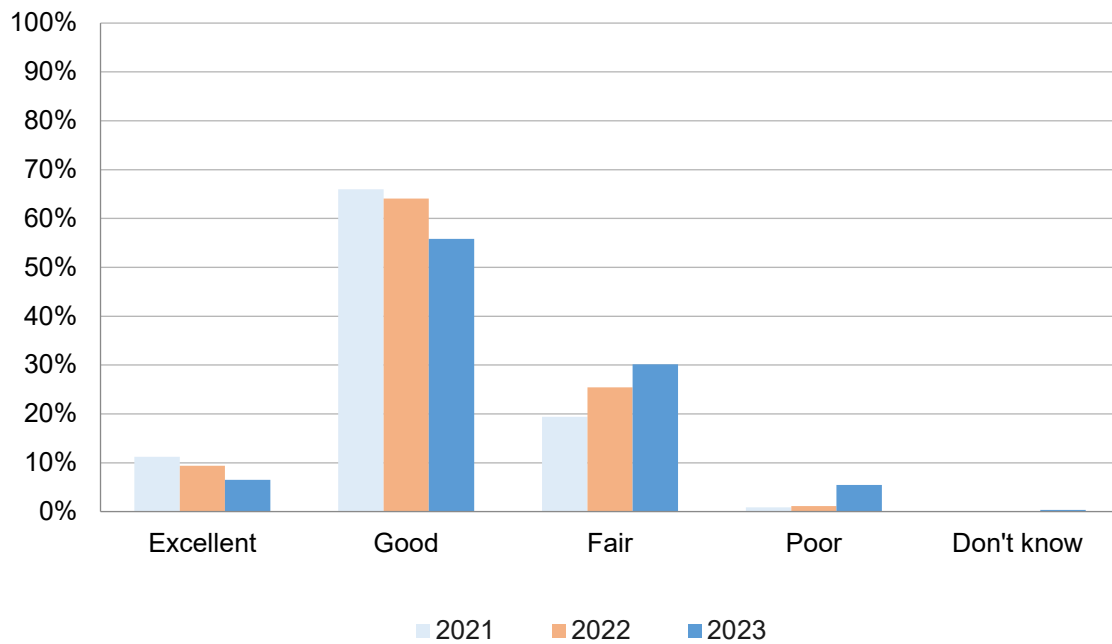
**Question 2: How many years have you lived in the city/township?**

<b>Years</b>	<b>2022 Count</b>	<b>2023 Count</b>
<1 to 5	44	56
6 to 10	22	43
11 to 15	23	21
16-20	21	34
21-30	24	53
31-40	14	28
41-50	20	25
51-60	10	13
61-70	1	8
71-80	1	3
> 80	0	1
<b>Answered</b>	180	285
<b>Skipped</b>	1	7
<b>Total</b>	181	292



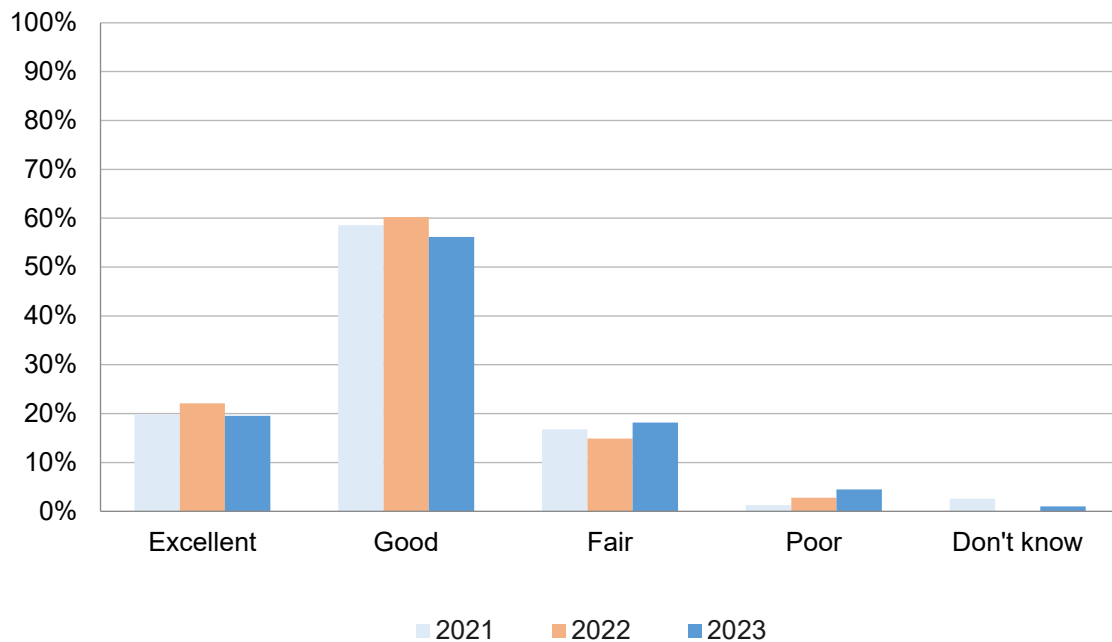
**Question 3: How would you rate the overall appearance of the city?**

	2021 Percent	2021 Count	2022 Percent	2022 Count	2023 Percent	2023 Count
Excellent	11.21%	13	9.39%	17	6.51%	19
Good	65.95%	76.5	64.09%	116	55.82%	163
Fair	19.40%	22.5	25.41%	46	30.14%	88
Poor	0.86%	1	1.10%	2	5.48%	16
Don't know	0.00%	0	0.00%	0	0.34%	1
<b>Answered</b>		113		181		287
<b>Skipped</b>		3		0		5
<b>Total</b>		116		181		292



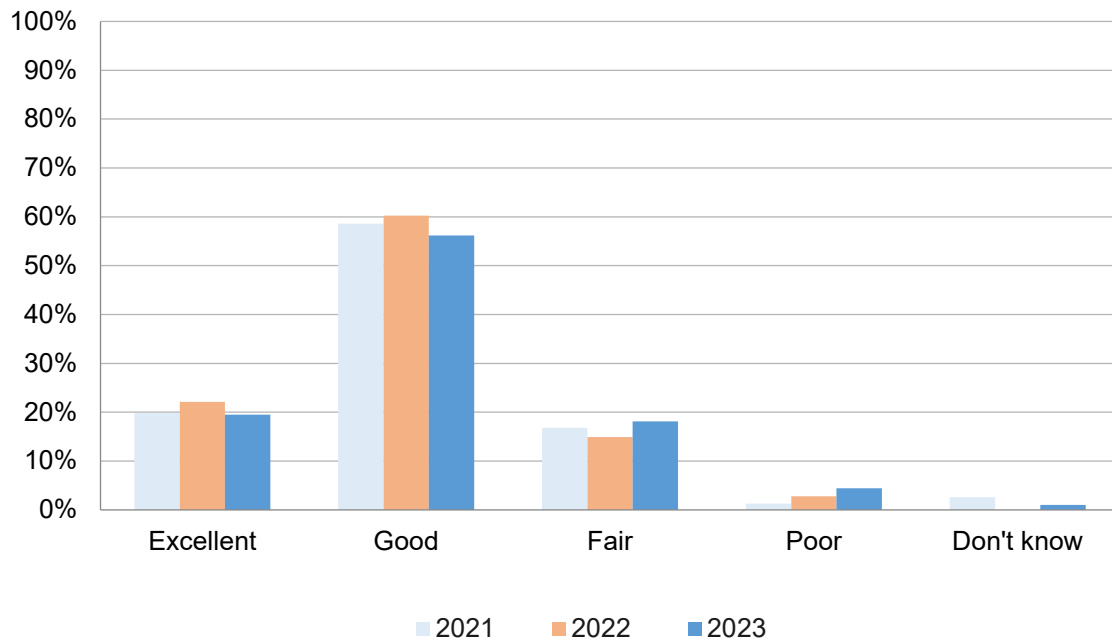
**Question 4: How would you describe your overall feeling of safety in the city?**

	2021 Percent	2021 Count	2022 Percent	2022 Count	2023 Percent	2023 Count
Excellent	19.83%	23	22.10%	40	19.52%	57
Good	58.62%	68	60.22%	109	56.16%	164
Fair	16.81%	19.5	14.92%	27	18.15%	53
Poor	1.29%	1.5	2.76%	5	4.45%	13
Don't know	2.59%	3	0.00%	0	1.03%	3
<b>Answered</b>		115		181		290
<b>Skipped</b>		1		0		2
<b>Total</b>		116		181		292



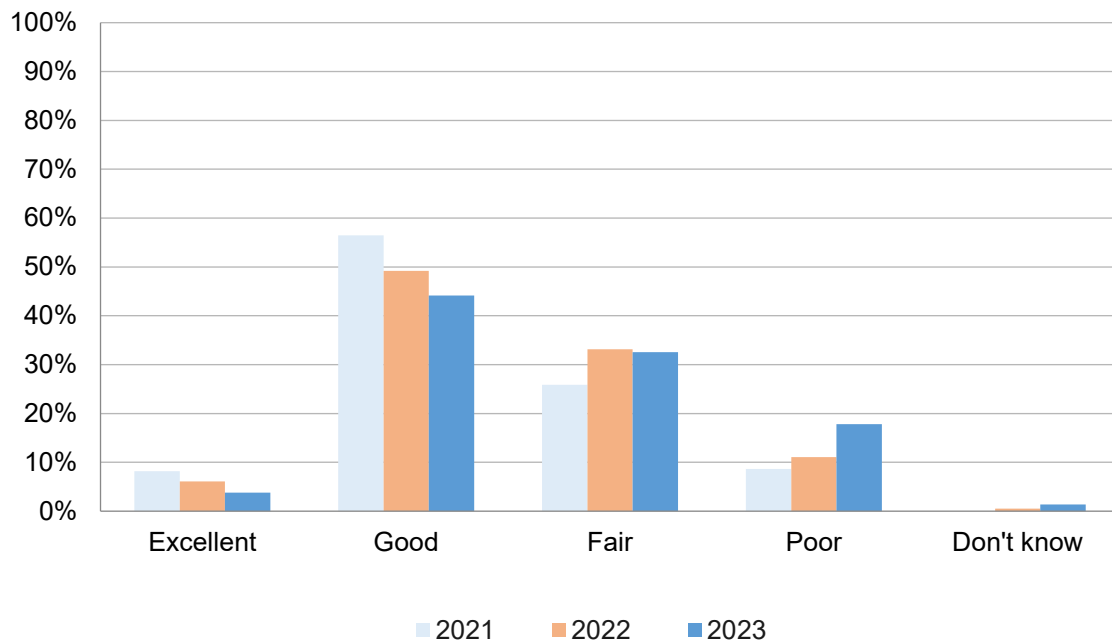
**Question 5: How would you rate the overall quality of fire protection services in the city?**

	2021 Percent	2021 Count	2022 Percent	2022 Count	2023 Percent	2023 Count
Excellent	31.03%	36	37.57%	68	29.11%	85
Good	46.55%	54	45.30%	82	48.29%	141
Fair	3.02%	3.5	3.87%	7	7.53%	22
Poor	1.29%	1.5	0.55%	1	0.68%	2
Don't know	17.24%	20	12.71%	23	13.70%	40
<b>Answered</b>		115		181		290
<b>Skipped</b>		1		0		2
<b>Total</b>		116		181		292



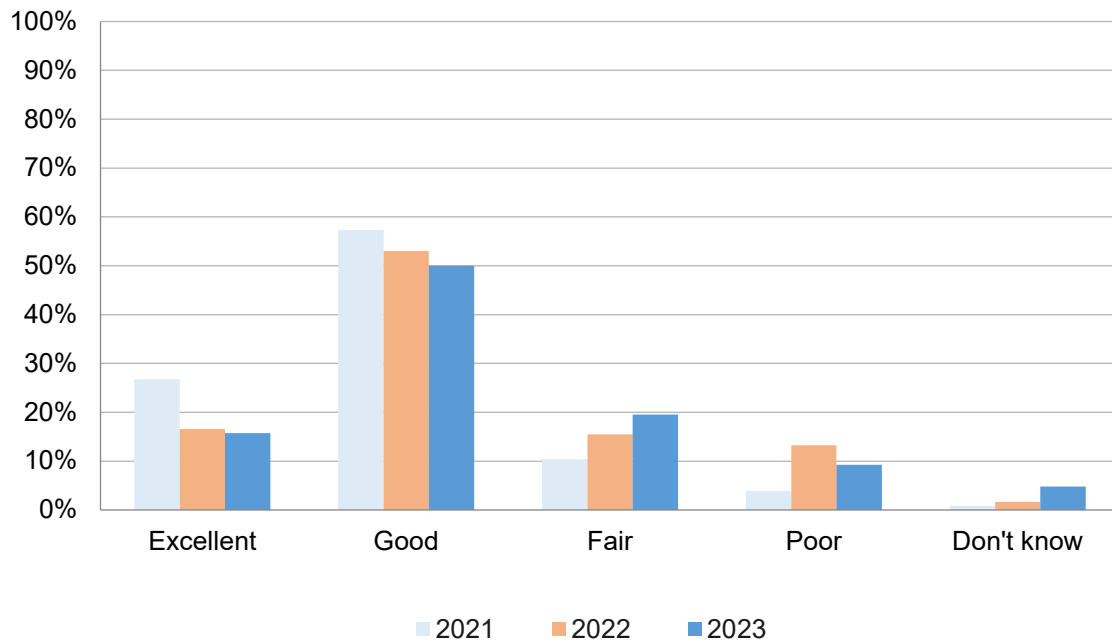
**Question 6: How would you rate the overall condition of city streets?**

	2021 Percent	2021 Count	2022 Percent	2022 Count	2023 Percent	2023 Count
Excellent	8.19%	9.5	6.08%	11	3.77%	11
Good	56.47%	65.5	49.17%	89	44.18%	129
Fair	25.86%	30	33.15%	60	32.53%	95
Poor	8.62%	10	11.05%	20	17.81%	52
Don't know	0.00%	0	0.55%	1	1.37%	4
<b>Answered</b>		115		181		291
<b>Skipped</b>		1		0		1
<b>Total</b>		116		181		292



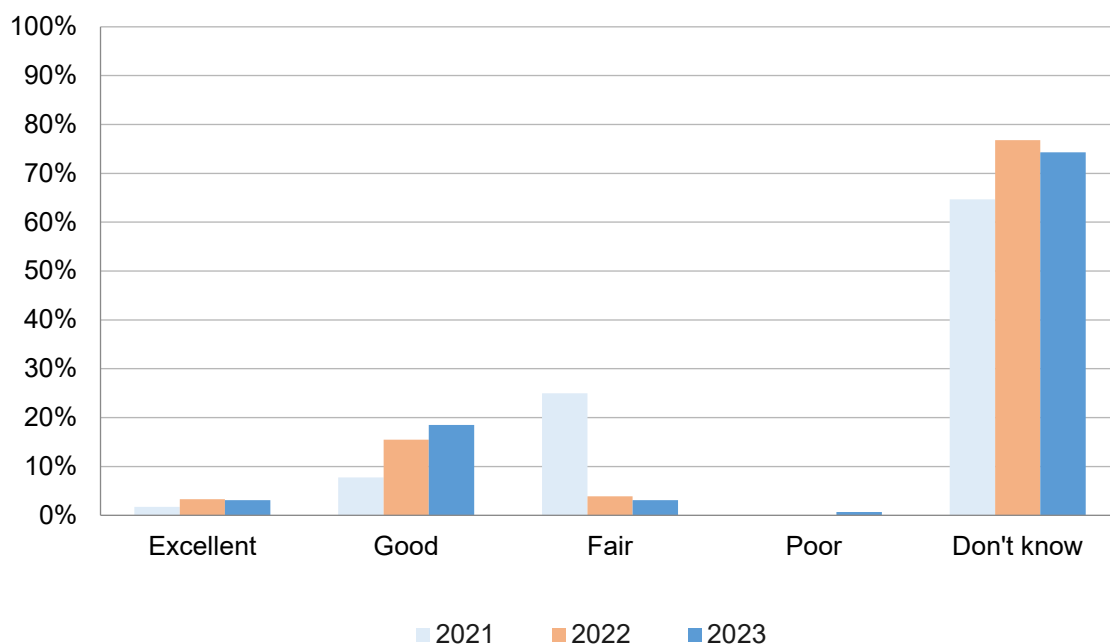
**Question 7: How would you rate the overall quality of snowplowing on city streets?**

	2021 Percent	2021 Count	2022 Percent	2022 Count	2023 Percent	2023 Count
Excellent	26.72%	31	16.57%	30	15.75%	46
Good	57.33%	66.5	53.04%	96	50.00%	146
Fair	10.34%	12	15.47%	28	19.52%	57
Poor	3.88%	4.5	13.26%	24	9.25%	27
Don't know	0.86%	1	1.66%	3	4.79%	14
<b>Answered</b>		115		181		290
<b>Skipped</b>		1		0		2
<b>Total</b>		116		181		292



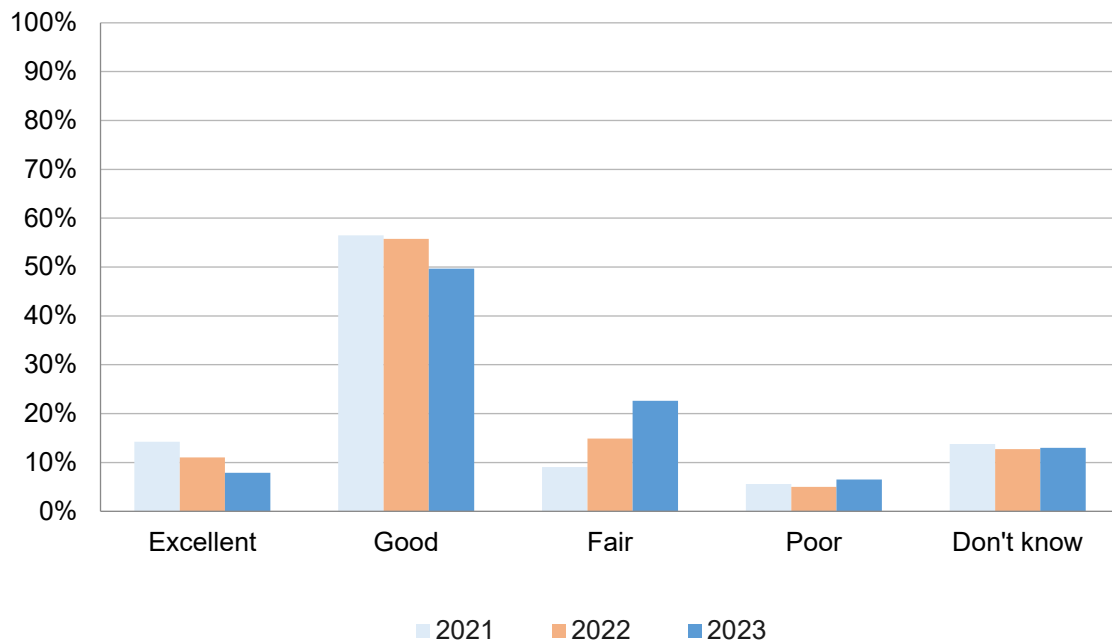
### Question 8: How would you rate the overall condition of the municipal airport?

	2021 Percent	2021 Count	2022 Percent	2022 Count	2023 Percent	2023 Count
Excellent	1.72%	2	3.31%	6	3.08%	9
Good	7.76%	9	15.47%	28	18.49%	54
Fair	25.00%	29	3.87%	7	3.08%	9
Poor	0.00%	0	0.00%	0	0.68%	2
Don't know	64.66%	75	76.80%	139	74.32%	217
<b>Answered</b>		115		180		291
<b>Skipped</b>		1		1		1
<b>Total</b>		116		181		292



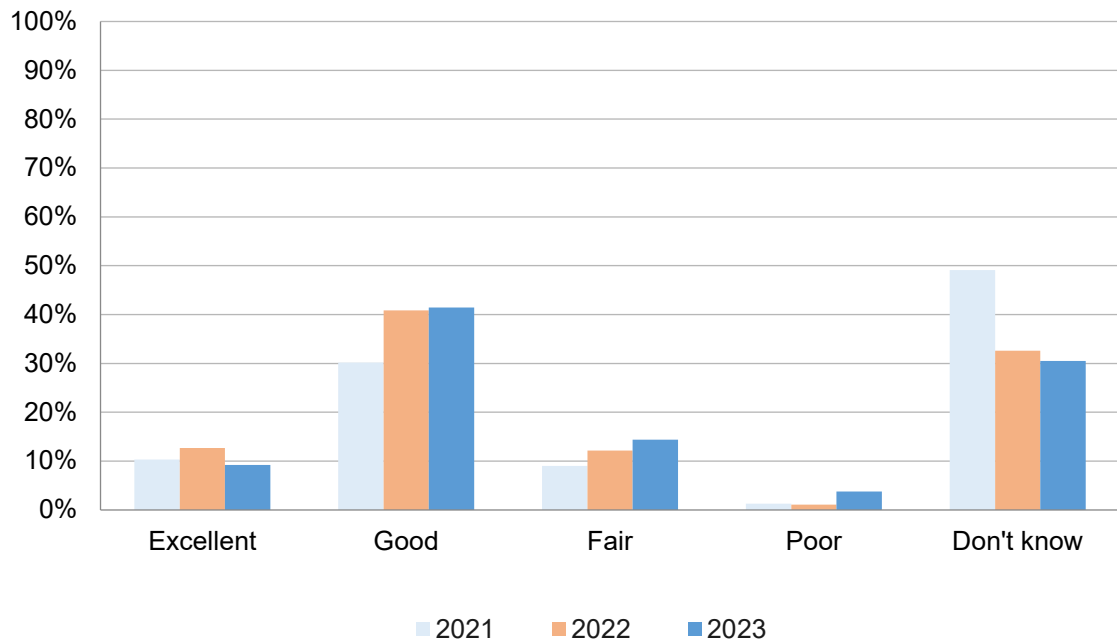
**Question 9: How would you rate the overall quality of city park facilities  
(parks and trails)?**

	2021 Percent	2021 Count	2022 Percent	2022 Count	2023 Percent	2023 Count
Excellent	14.22%	16.5	11.05%	20	7.88%	23
Good	56.47%	65.5	55.80%	101	49.66%	145
Fair	9.05%	10.5	14.92%	27	22.60%	66
Poor	5.60%	6.5	4.97%	9	6.51%	19
Don't know	13.79%	16	12.71%	23	13.01%	38
<b>Answered</b>		115		180		291
<b>Skipped</b>		1		1		1
<b>Total</b>		116		181		292



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

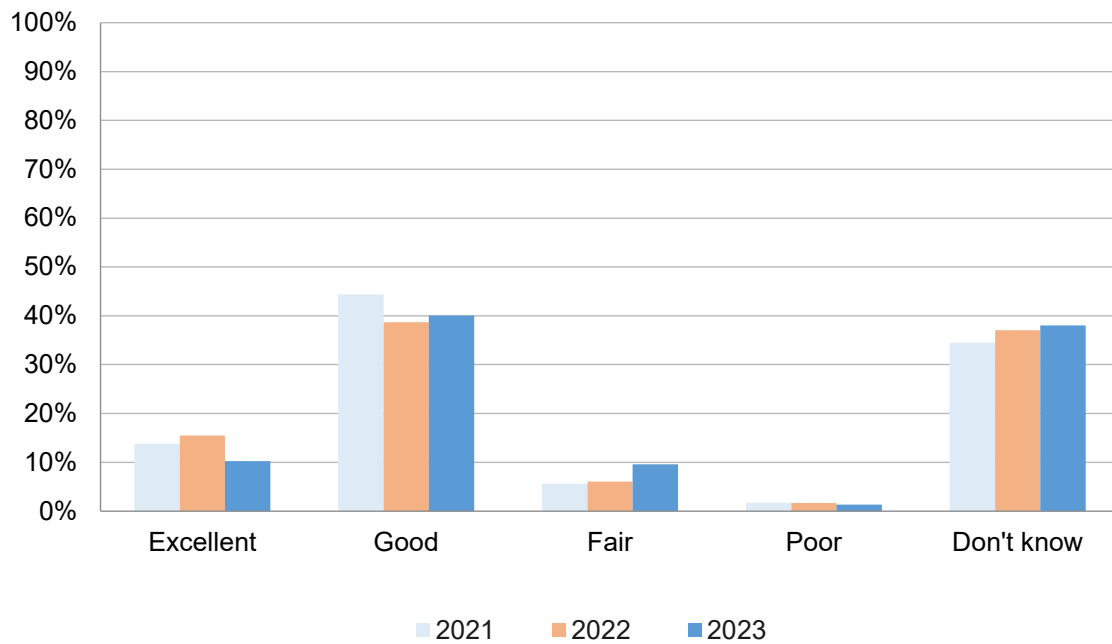
	2021 Percent	2021 Count	2022 Percent	2022 Count	2023 Percent	2023 Count
Excellent	10.34%	12	12.71%	23	9.25%	27
Good	30.17%	35	40.88%	74	41.44%	121
Fair	9.05%	10.5	12.15%	22	14.38%	42
Poor	1.29%	1.5	1.10%	2	3.77%	11
Don't know	49.14%	57	32.60%	59	30.48%	89
<b>Answered</b>		116		180		290
<b>Skipped</b>		0		1		2
<b>Total</b>		116		181		292





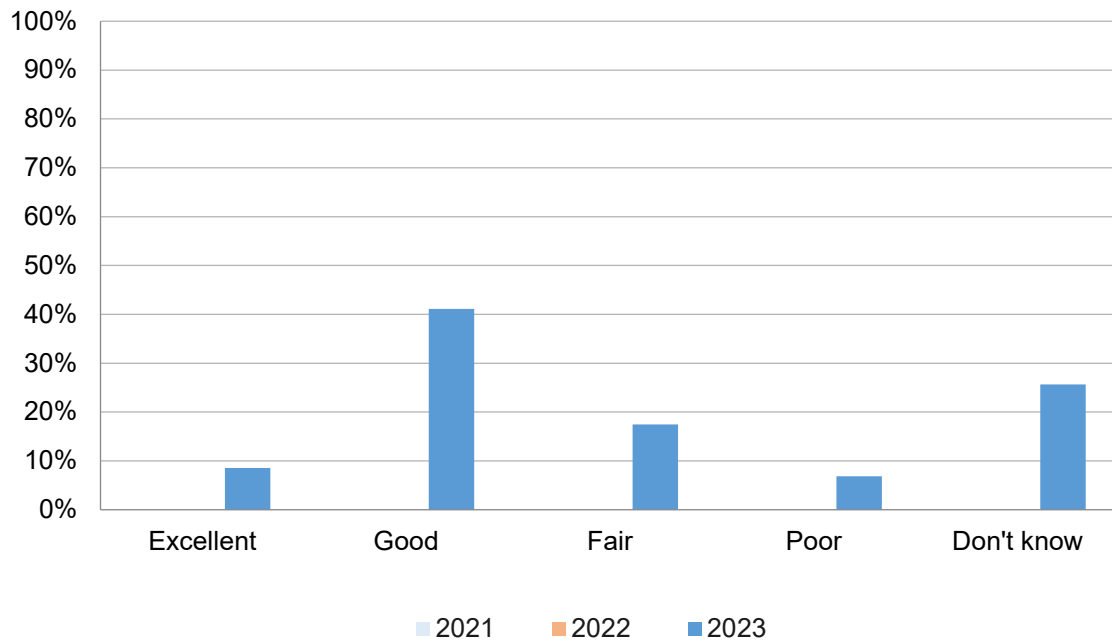
**Question 11: How would you rate the overall condition of Oakwood Cemetery?**

	2021 Percent	2021 Count	2022 Percent	2022 Count	2023 Percent	2023 Count
Excellent	13.79%	16	15.47%	28	10.27%	30
Good	44.40%	51.5	38.67%	70	40.07%	117
Fair	5.60%	6.5	6.08%	11	9.59%	28
Poor	1.72%	2	1.66%	3	1.37%	4
Don't know	34.48%	40	37.02%	67	38.01%	111
<b>Answered</b>		116		179		290
<b>Skipped</b>		0		2		2
<b>Total</b>		116		181		292



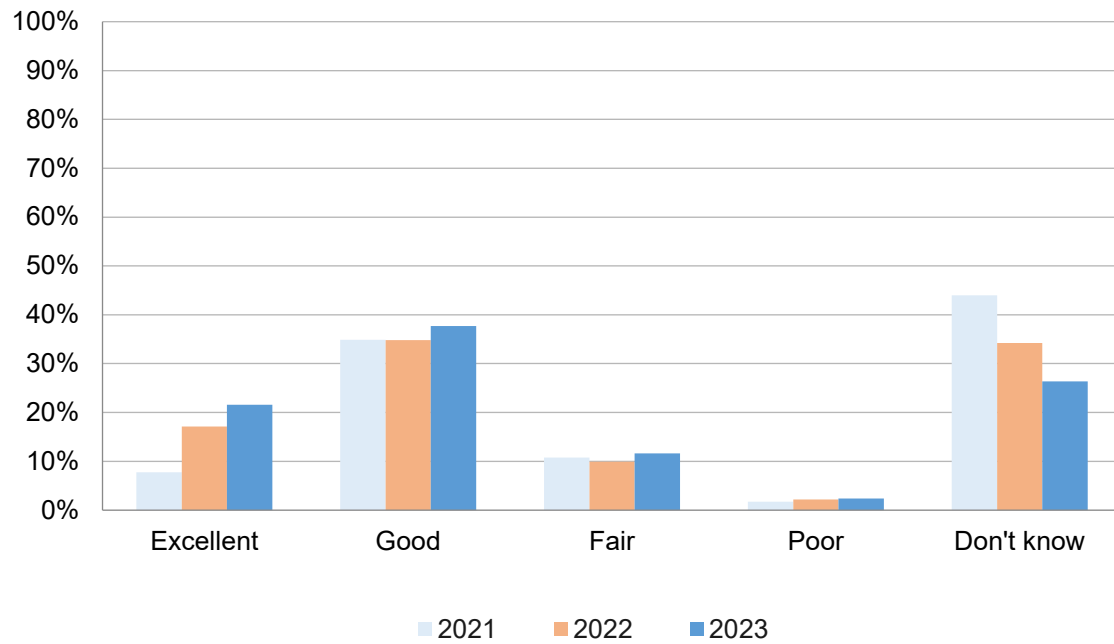
**Question 12: How would you rate the overall condition of the Mora Public Library?**  
(New question in 2023)

	2021 Percent	2021 Count	2022 Percent	2022 Count	2023 Percent	2023 Count
Excellent					8.56%	25
Good					41.10%	120
Fair					17.47%	51
Poor					6.85%	20
Don't know					25.68%	75
<b>Answered</b>						291
<b>Skipped</b>						1
<b>Total</b>						292



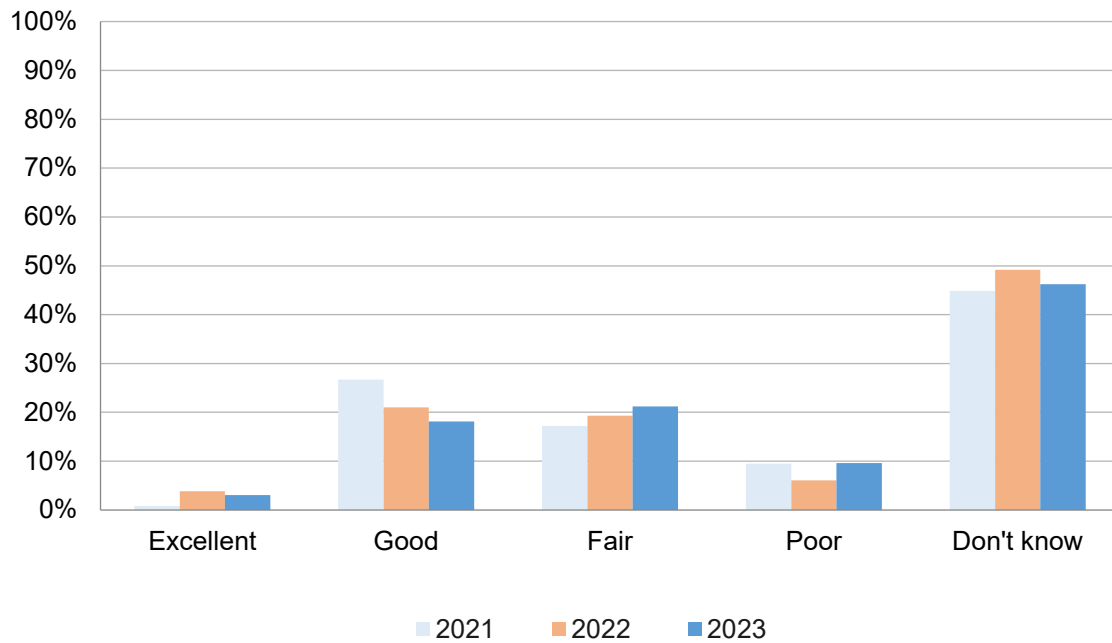
**Question 13: How would you rate the overall service and value of the North Country Bottleshop?**

	2021 Percent	2021 Count	2022 Percent	2022 Count	2023 Percent	2023 Count
Excellent	7.76%	9	17.13%	31	21.58%	63
Good	34.91%	40.5	34.81%	63	37.67%	110
Fair	10.78%	12.5	9.94%	18	11.64%	34
Poor	1.72%	2	2.21%	4	2.40%	7
Don't know	43.97%	51	34.25%	62	26.37%	77
<b>Answered</b>		115		178		291
<b>Skipped</b>		1		3		1
<b>Total</b>		116		181		292



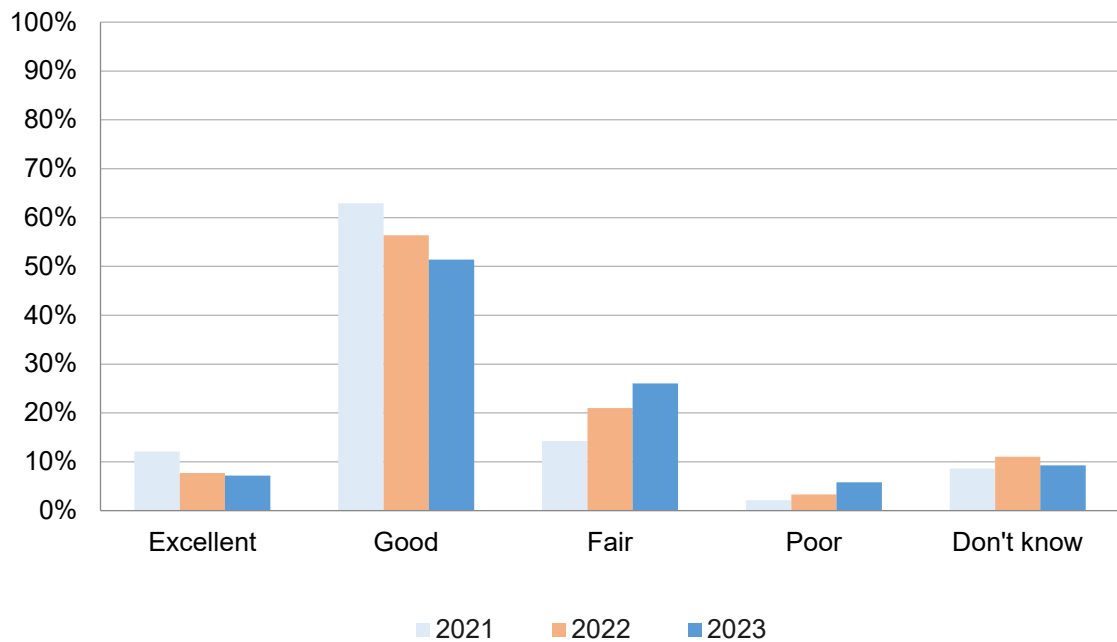
**Question 14: How would you rate the quality of building inspection services and code enforcement (zoning, nuisances, etc.) in the city?**

	2021 Percent	2021 Count	2022 Percent	2022 Count	2023 Percent	2023 Count
Excellent	0.86%	1	3.87%	7	3.08%	9
Good	26.72%	31	20.99%	38	18.15%	53
Fair	17.24%	20	19.34%	35	21.23%	62
Poor	9.48%	11	6.08%	11	9.59%	28
Don't know	44.83%	52	49.17%	89	46.23%	135
<b>Answered</b>		115		180		287
<b>Skipped</b>		1		1		5
<b>Total</b>		116		181		292



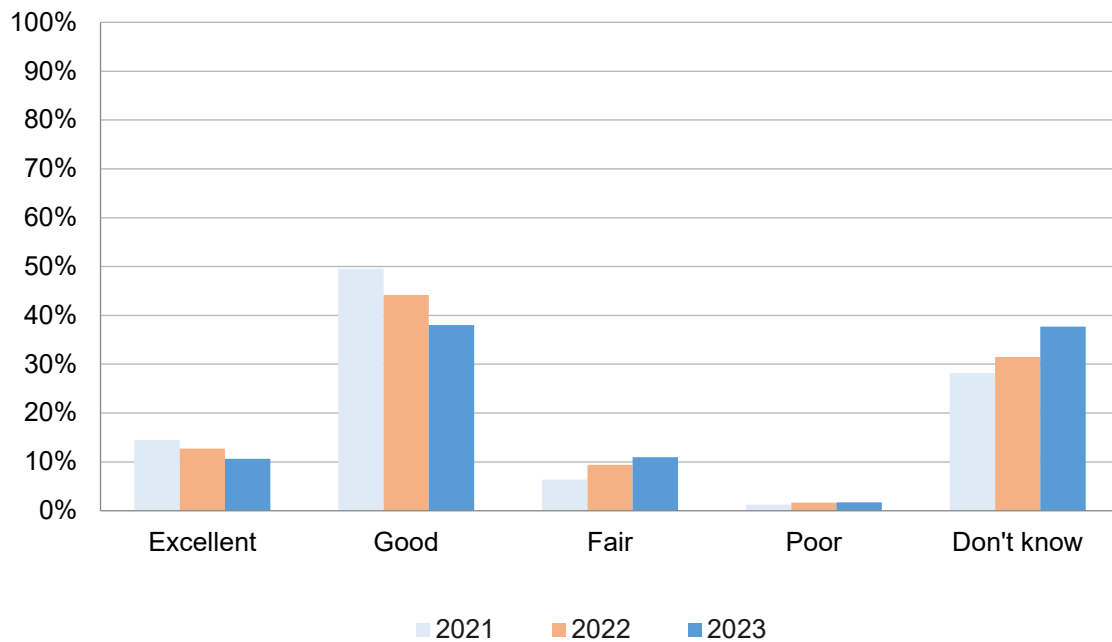
**Question 15: How would you rate the overall quality of services provided by the city?**

	2021 Percent	2021 Count	2022 Percent	2022 Count	2023 Percent	2023 Count
Excellent	12.07%	14	7.73%	14	7.19%	21
Good	62.93%	73	56.35%	102	51.37%	150
Fair	14.22%	16.5	20.99%	38	26.03%	76
Poor	2.16%	2.5	3.31%	6	5.82%	17
Don't know	8.62%	10	11.05%	20	9.25%	27
<b>Answered</b>		116		180		291
<b>Skipped</b>		0		1		1
<b>Total</b>		116		181		292



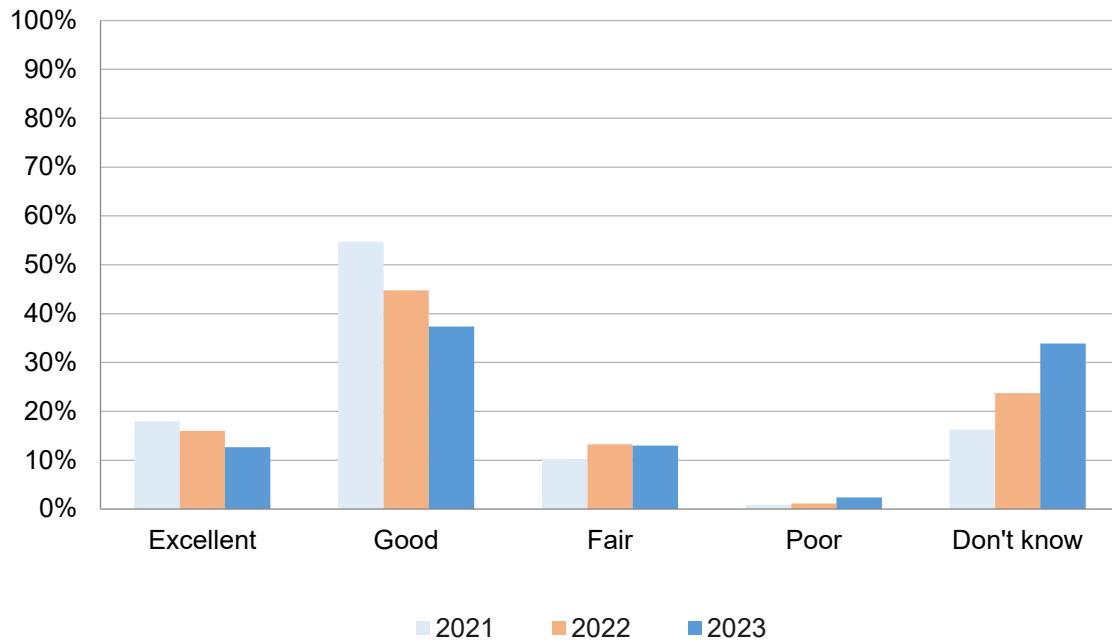
**Question 16: How would you rate the dependability and overall quality of municipal sanitary sewer service?**

	2021 Percent	2021 Count	2022 Percent	2022 Count	2023 Percent	2023 Count
Excellent	14.53%	17	12.71%	23	10.62%	31
Good	49.57%	58	44.20%	80	38.01%	111
Fair	6.41%	7.5	9.39%	17	10.96%	32
Poor	1.28%	1.5	1.66%	3	1.71%	5
Don't know	28.21%	33	31.49%	57	37.67%	110
<b>Answered</b>		117		180		289
<b>Skipped</b>		0		1		3
<b>Total</b>		117		181		292



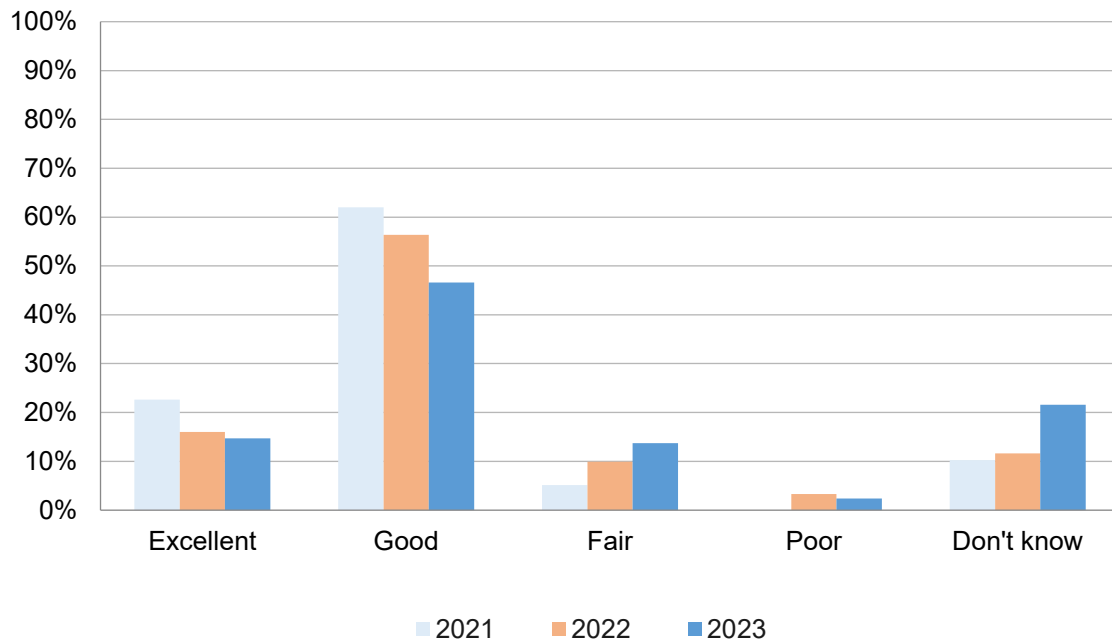
**Question 17: How would you rate the dependability and overall quality of the municipal water service?**

	2021 Percent	2021 Count	2022 Percent	2022 Count	2023 Percent	2023 Count
Excellent	17.95%	21	16.02%	29	12.67%	37
Good	54.70%	64	44.75%	81	37.33%	109
Fair	10.26%	12	13.26%	24	13.01%	38
Poor	0.85%	1	1.10%	2	2.40%	7
Don't know	16.24%	19	23.76%	43	33.90%	99
<b>Answered</b>		117		179		290
<b>Skipped</b>		0		2		2
<b>Total</b>		117		181		292



**Question 18: How would you rate the dependability and overall quality of the municipal electrical service?**

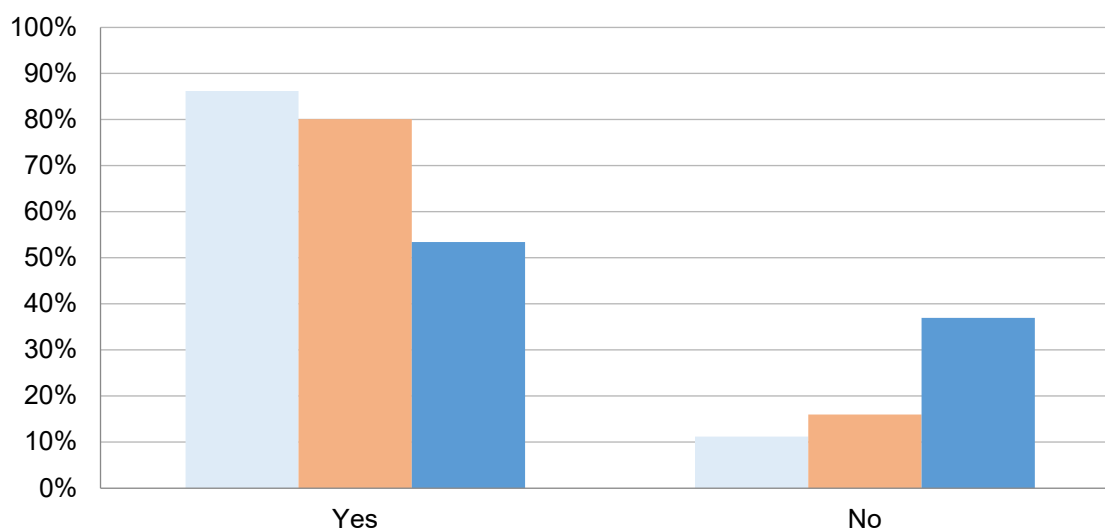
	2021 Percent	2021 Count	2022 Percent	2022 Count	2023 Percent	2023 Count
Excellent	22.65%	26.5	16.02%	29	14.73%	43
Good	61.97%	72.5	56.35%	102	46.58%	136
Fair	5.13%	6	9.94%	18	13.70%	40
Poor	0.00%	0	3.31%	6	2.40%	7
Don't know	10.26%	12	11.60%	21	21.58%	63
<b>Answered</b>		117		176		289
<b>Skipped</b>		0		5		3
<b>Total</b>		117		181		292





### Question 19: Do you read the city newsletter (yes or no) and why?

	2021 Percent	2021 Count	2022 Percent	2022 Count	2023 Percent	2023 Count
Yes	86.21%	100	80.11%	145	53.42%	156
No	11.21%	13	16.02%	29	36.99%	108
<b>Answered</b>		113		174		264
<b>Skipped</b>		3		7		28
<b>Total</b>		116		181		292



#### “No” comments

- “No” – (48)
- Didn’t know there was one; don’t receive one; and/or unsure how to access it (44)
- Comments related to the Kanabec County Times such as subscription cost, political bias, etc. (4)
- “No, because it is included in my virtual bill and I don’t remember to look for it.”
- “No hard to read sometimes in black and white”
- “No, I just don't think about it. If it was delivered via paper, I would read it. But I don't much pay attention to things online.”
- “No, I know it is attached to my e bill but I don’t take the time to open it”
- “No. Cause it informs the people of the things we have no say over. At our expense.”
- Other (7)

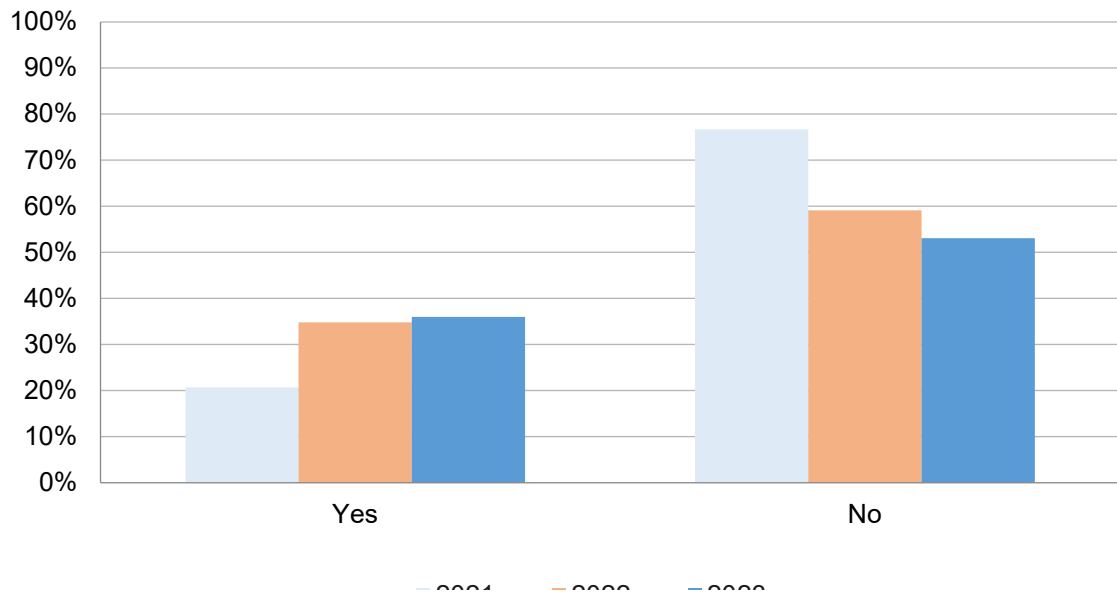
22

#### “Yes” comments

- “Yes” (84)
- Not always/generally/sometimes/occasionally (6)
- To stay informed/updated/looking for community information (50)
- Comments related to the Kanabec County Times such as subscription cost, etc. (5)
- “Yes, to see the 17.73% increase”
- “Yes, to get all the tax increases”
- Other (8)

**Question 20: Do you use the city website (yes or no) and why?**

	2021 Percent	2021 Count	2022 Percent	2022 Count	2023 Percent	2023 Count
Yes	20.69%	24	34.81%	63	35.96%	105
No	76.72%	89	59.12%	107	53.08%	155
<b>Answered</b>		113		170		260
<b>Skipped</b>		3		11		32
<b>Total</b>		116		181		292



**“No” comments**

- “No” – (97)
- No computer/internet/tech skills (14)
- Didn’t know about it (6)
- No need to/no desire to (20)
- Too hard/frustrating to use (2)
- Other (16)

**“Yes” comments**

- “Yes” – (39)
- Sometimes/occasionally (12)
- To pay bills (12)
- For swimming lessons/MAC info (9)
- To find/look up specific information including ordinances, forms, contact info, minutes/agendas, events, etc. (27)
- Other (6)

**City of Mora/Mora Municipal Utilities**  
**2023 Performance Measurement Program**  
**Community Survey – Written Comments (grouped by main topic)**

**Building Inspection/Code Enforcement**

- Brunswick Township has board supervisors who allow properties on Highway 65 and 70 to be infested with junk and other nuisances in violation of the township ordinance and Minnesota law. Brunswick Township devalues properties in the surrounding area. That township should be in compliance with local and state nuisance laws.
- Building inspection/code enforcement: Doesn't know construction or codes. Too many employees at city hall. We see a lot of people sitting around on their personal phones. Mr. Anderson needs to get rid of the dead weight. Having part-time employees made to full-time was a big mistake and waste of money-same with recent job hires.
- Code enforcement especially poor. Numerous homes allowed to bring down home values with junk in their yards, clearly violating codes, are not enforced. Meanwhile property taxes continue to go up.
- Does the city ever enforce junky yards and not mowing lawns front and back? What about campers, RV's parked in driveways all year long?
- Drug houses are allowed to accumulate more and more junk with nothing done about it. No enforcement of noise rules. There is no pride in making our little town of Ogilvie look or be better.
- Enforce ordinances. Make people clean up their properties. Even in town the amount of disabled cars, brush piles along the street from a storm back in August, unleashed dogs, unsightly properties. This effects the overall look of the town. Make people clean up their rubbish.
- I did not place any 'excellent' scores for city services. I'm a long-distance walker and see during my travels walking/biking trails not cleared of snow, city residents who have year-round yard sales, unmowed lawns in the summer, or have junk (including junk vehicles) eye sores, plus streets/sidewalks in need of major repairs. The overall appearance of the city is very important and becomes worse with slow reactions or inactions on part of the city. Being proactive is the key for progress. When I was younger, I always heard a catchy phrase played on WCMP radio, "There is More in Mora" and it was true at that time. In my opinion, the City has lost its standing and edge, other surrounding communities now outshine Mora.
- I feel the city has done a good job providing services, BUT, I live at [REDACTED] Mora, home should never been given a building permit to build in an area that's prone to flood, every spring and whenever we have average rainfall for more than 1 day. I've only been here 3 years and my walkout level has been flooded twice involving Sheetrock repair and carpet replacement. We also purchased a pump to pump flooded back yard otherwise water comes through the walls. Why was build permit issued?
- I rated one thing down.... code enforcement. Noise not enforced and parking on grass and yards.
- Please drive in alleys to see stored cars with outdated plates. Overgrown bushes- storage facility!? (Are they approved?) How far from neighbors line?? Rental homes are run down!! Fences being built with no license permits showing!!??
- Some peoples' yards need to have junk removed.
- The houses on the east side of 65 coming from the south, need to be torn down and disposed of. They give a trashy look to the town as people are driving through. Also on Hwy 23, [REDACTED]'s house needs to get rid of cars and stuff in the yard looks awful! Actually everyone should clean up their yards and try to "beautify the town and surrounding areas".

## Mora Aquatic Center

- I would like to know why the City Commerce Dept. is never open? Is this a volunteer service or is someone paid to man this office?? The mora swimming pool could use some upgrades like putting something down on the dressing room floor - always a hazard for slipping and falling. Could be a liability issue.
- Love the pool, however it could definitely use some updates. The parks have icky kids hanging out at them.
- Mora Aquatic Center excellent except locker rooms. More walking and bike trails that connect together, more sidewalks. More access to walking around Mora Lake.

## Community Development

- Growth is needed! There is nowhere to buy clothing, shoes, printer cartridges, and more ... forces us to go out of town or order, and not all are able to do that! Time and money spent on a school and medical facility are great - but where will people shop? Coborn's is very expensive - needs competition! Lower income people are not getting what they need in order to make ends meet. Dollar and thrift stores help but are absolutely not the answer.
- I have lived here 90% of my life and it is a nice town for what I need except we need a department store very bad. Otherwise all is ok in this town.
- I still don't think the Shopko building should have been demolished. There is a Spire building already. What a waste! Too many dollar stores!
- I think there is so much more the city could do to help businesses, we have such cute shops now, our main street should be a spot lake people want to come. City should do hanging baskets, really promote our businesses, fix the side streets, Fair Ave. as an example. City should work with the school and community have an online pamphlet that Realtors can print out on all of our offerings and their contact info.
- If you are concerned about city appearance, when coming into town from the south, it gives a poor impression of our city with the run down gas station, empty lot and old Buzzano's building.
- Mora is a growing city and as such it needs to keep evolving to suit the people's needs. WE NEED EITHER TARGET or WALMART!! Having to drive 25 min to reach the nearest one is ridiculous for a city of our size and strategic geographic location. As the last major city on 65 going north for over an hour, having one of these stores would be very financially lucrative not just for permanent residents, but also for passer-throughers. It doesn't even have to be a full store, we all know Coborn's won't allow it to sell groceries and we all know you cater to what Coborn's wants..., but just a retail location that sells clothes, shoes, electronics, toys/cards, and other normal items. The reason Shopko failed is cause the store simply sucked and everything was incredibly expensive. Get a real store like the ones mentioned above and I guarantee they will prosper. Also, allowing Spire/Blaze to buy that land and then do nothing with it was beyond stupid. 1) We don't need another freaking bank location; 2) The non-developed land for the past couple years and now likely quite a few more years is ugly and shows how crappy you as a city are at developing said city.
- Need better grocery stores – Coborn's is too expensive!!
- Need more businesses such as restaurants, grocery, clothing store or Walmart.
- The businesses in town need to take into consideration the working class people. Too many businesses close at 5 pm. Too little of competition leads to higher prices and lower quality. The city should work on bringing more businesses into town and not just worry about the wants on main street. Expand into industrial section. The city should put more money into the parks and trails. Parks and trails are a great perk that bring people to the city and if we put money into them, the people will move here and bring more tax revenue. The city should look into child care options like a YMCA. Something to bring in more families and encourage people to keep their families in our city.

- The city doesn't allow for any growth. No decent restaurants or larger stores are brought in. A city filled with dollar stores & thrift stores and an over-priced grocery store and nothing else. A Dollar General on every corner exudes one image- poor community. There's a reason Cambridge is thriving, because they grow and all the surrounding cities shop there, including nearly everyone from Mora.
- The city needs to welcome and support more business so the tax bills aren't all on the homeowners.
- The reason I put poor on appearance is the lack of business'. Many lots vacant downtown and on Hwy 65. What do we need to do to get more business' in Mora? And where there are vacant lots, the parking lots are trashed. The little town has so much going for it but at the same time, pretty trashy and vacant looking. Also wondering why water and sewer so expensive?"
- We need better shopping. Target, Marshalls, anything that sells new, not secondhand. No more dollar stores.
- We sure could use more retail instead of having to drive to Pine City or Cambridge. Very thankful for our hospital and clinic.

## Streets

- 4 huge pot holes at Hwy 65/153rd Ave have been there for years. Keep getting bigger.
- Because of heavy school traffic at 9th street and Hwy 65 I would recommend lower speed limits from the north and south.
- City streets are NOT repaired right. Ride the bus, then you'll know. Patching is NOT smooth & packed smooth when holes are filled. Businesses want more people to come into their stores but there are TOO many with steps - walkers and wheelchair can't go up & down stairs!!! Bad problem.
- I suggest moving the 60 mph speed sign heading North out of Mora to past 9th Street (for safety). Also, I would like to see senior housing on the old school property which would benefit the city of Mora. Trucks heading into town from the north use their air brakes to slow down adding to noise pollution. Can a no air brake sign be put in?
- Lighting at corner of Hwy 65 and old school street by Sportsmens is very poor.
- Monitor speed of cars going N & S on Wood Street school mornings and at school let out times.
- Plow the road all of them; fix water odor; fix bad roads
- Portage Ave. needs to be resurface from Chev. Garage to Walnut St. Lots of traffic on that road heading for businesses. Semis headed for Coborn's, W Walnut St. speeding is excessive heading South from Post Office. Many pedestrians & bicycles. Dangerous four wheelers motorcycles.
- Re-paving the roads is a must.
- Roads are the worst... very embarrassing to our city
- Roads could use work, utility rates are pretty high.
- Same shit different day. Streets = crack seal, did any get done this summer? I didn't see any! Pot holes, did any get patched? Most are the same today as this spring! Very poor street maintenance! But more tax increase - money-money-money. Capital improvements (where?)
- Snow plowing streets - please do the east side of town first. Then the next snowfall start with the west side. It seems that last year west side was done first every time. Driving around there are many yard that have junk piled around - go down the alleys you see lots of junk. Do something to clean up the messes.
- Street/sidewalk maintenance could be better. Grass growing in the curb and gutter along many sections. Some uneven sections of sidewalk along main street. Some sections have been obviously neglected. Would be nice to see the street sweeper out more often to clean things up.
- The frequency of plowing and salting could be improved.
- We live on North Grove St. north of 3-way stop signs. The morning and afternoon school traffic is very bad and noisy. Could school traffic be divert out to Hwy 65. It is not safe to be driving or walking on Wood or Grove St. when school is in session. Also the loud pickups from school.

- We think the streets have too much salt used in the winter. Would like to see bike trail near Oakwood Cemetery & JC Ballfields plowed as well as sidewalk on 7th St. And find a way to keep the pool open until Labor Day like it used to be.

## **Parks and Trails**

- Bike trail needs a pedestrian tunnel or bridge at the Hwy 65 crossing.
- Complete the trail over or under Hwy. 65 (before something bad happens). Make it a priority.
- I believe the kids in the community would benefit from upgraded and bigger playgrounds and parks so all children can play no matter their physical limitations.
- It would be nice to know what the plans for repaving the older pavement sections of the bike path are. Perhaps I should read the newsletter more often!
- Joe Kohlgraf and his crew do an amazing job of keeping up with the demands of the city. I think the city of Mora has a lot of nice things to offer. The pool and trails are great. Love that there is a dog park, skate park and two playgrounds. I wish the library was more updated in looks.
- Lack of sidewalks make Mora pedestrian unfriendly. Better & more sidewalks would be a benefit to the downtown business dist.
- Overall a well run town! Would love continued development of trail system and parks, including pickle ball courts
- Please add a usable public boat launch where the old high school was. This will bring in tourism money. Also, many of the city monuments are in disrepair (i.e. skier, founders spire) thank you.
- The bike trails need to be repaved and should continue along the river (St. Francis is a good example). The pool should offer longer hours so people who work can enjoy it in the evening. Also offer an 18+ time for adults to enjoy the pool. We should have a public beach on Mora Lake.
- We could use an indoor play area for young kids.
- We could use expanded walking & bike trails. And more community wide events. Both would help keep community members active and social - important aspects for mental health.
- We love Mora parks!

## **City Services**

- Electrical service: Too many overhead lines - unused or hanging utility lines are not removed if no longer used (cable/Internet/phone)
- I want to thank the city for taking care of a large tree that blew down in a storm last summer near my home.
- My brother Jim donated time to build the pool. Temp inspector too strict. Sewer and water service too expensive.
- Plan now for exceptions to land water line replacement in older houses. Just because the state wants to make this a priority doesn't mean it's legally "reasonable" for property owners to do so. Not all homes will be a possible retrofit candidate so expect opt outs who aren't interested in the destruction/time costs for the exchange.
- Portage Ave. is used as a main junction - people speed, road is not monitored, it is not maintained and there is nowhere for people to walk safely. Not enough power supplied to surrounding houses. For example - lights dim on a regular basis. Please work on making Mora a MORE attractive place for people to live and where they want to stay.
- The streets are awful in town. The electric infrastructure is falling down. MMU was in my yard with a truck and rutted my yard.
- When there is a city power outage in the summer like Aug. 11th, it would be nice to hear an update on when power is expected to return - I was without power for 12 hours.

- Will there be grants for home owners bad piping to the street and back? City put in new sewers 100 years old.

## Taxes

- Extremely high taxes for little to no services.
- I feel that there is a lacking of services for the amount of taxes I pay.
- It's hard to continue to justify living here after 3 short years and our property value going up 37% on our 1959 home. Our property taxes do not match what the city of Mora has to offer. We have to travel to Cambridge for food because your one grocer consistently sells expired, overpriced food (well documented within this community). The conditions of your roads are unacceptable. The water is brown and full of metals. The play grounds are unsafe, poorly maintained (often closing bathroom facilities due to vandalism) equipment falling apart while children are playing on them. The price for us to use the MAC is absurd. Poor budgeting and spending puts a huge burden on your tax payers and we are feeling it. We are grateful for the hard working, small business owners, otherwise we wouldn't have reason to leave our house.
- Our property taxes are too high. Citizens are talking about moving. Many are still upset and angry that we were so mislead re: new school.
- We need to encourage new businesses and get the city growing and thriving!!!
- Extremely disappointed that WiFi access is poor considering the council has been ""working on it"" for years.
- People cannot afford a 17.73% increase. That is crazy.
- Property taxes are so high now - more than 4x when I moved here - that I cannot afford to live her any more and will be moving ASAP.
- Seniors are being taxed out of the city. I don't see improvements that justify increases.
- The tax rate increase in the past 2 years have been unjustified for the amount that they have gone up. I understand raising it a little each year, but the amount of the hike is unsustainable. Added to that, when the city puts a million dollar increase in a category labeled ambiguously such as "misc." that does not look good. If the city wants to raise taxes they need to be completely transparent on where the money is going and show where it is going. For example, last winter the quality of plowing was terrible across the board. Also, when we had the storm that knocked down many trees and branches, the city told us they would not be picking up any collected on the edge of residential properties. If taxes go up as much as they had, the least they can do is prove that the money is going somewhere tangible.
- One thing the city should push for is having the old high school property be zoned for generating excellent tax revenue. It is a prime location that, if it is commercial, could help ease some of the burden of the city residents."

## Other

- Any EV chargers should be paid for by those using them. Not by residents and business owners of the local area. Having people who make decisions at city hall who are local is beneficial vs. having people who live out of town. The city should support local businesses when making purchases (cars, etc).
- Good city staff. Administrator needs to go or be held accountable for his inabilities to reply to requests and lack of knowledge. He is a micromanager and a detriment to the city and the quality staff that are members of the Mora community.
- It would be nice to see improvements in other areas of the city that have been neglected. Area by Coborn's (frontage road), parks not being utilized (by Coborn's and anytime fitness).
- Social media presence would be helpful. Not just used for shouting directives but to share resources and ways to be involved in the community.

- The Vasaloppet claims to bring people in, is there any collaboration with the city? The Chamber of Commerce is borderline non-existent, could that be improved to help draw business? There is no space to rent or lease for new or existing businesses to expand, how can the city address that?"
- I have lived here my entire life and it has been very depressing watching the decline of this once vibrant town. Our taxes are so high that it makes it impossible to keep our properties in good condition. I have never been able to afford to side or replace my windows, for one... I don't have enough money left to do so, and two... I am afraid of being raped by the city/county for more inflated taxes! There are no jobs here, so those of us that have to be able to make a living have to travel an hour one way just to live. There are no stores here, other than shitty dollar stores, or our overpriced grocery (Coborn's) store... we have to travel just to buy a pair of pants to wear. Our streets are all crumbling, when Gene was in charge, our streets were taken care of and always cleared during the winter, for the last ten years or so we are lucky to see a plow come down our streets before they are packed into nothing short of an ice road. Don't get me started on enforcement of city codes.... What a joke!!! It's always pass the buck, we have homes here where there are people stacking pallets and just plain trash and the city turns a blind eye to it. Saying you need to talk to law enforcement, law enforcement says their hands are tied by the courts... so nothing ever gets done! Just keep sweeping it all under the rug! If we are going to have code then enforce them damnit! There are constantly dogs/cats running and crapping all over everyone's property and again the city does nothing. I would move out of this town in a heartbeat but because of inability to update my house, I would never be able to get the true market value of it. Sadly I will be here until my property rots away and then have nothing. I honestly don't even know why I took the time to write this, nothing will be done... I might as well have went and told it to my trees.
- I live on Mora Lake, upset with the changing watershed. You have killed my oak trees while draining the backyards of houses north of me. I'm upset with what has been done at the airport. Waste of money. The companies that use to use it are long gone. FAA money is taxpayer money. I also would like to see the wages published so we can see what people are payed. My taxes have gone up 30%-30%-17% and then the value of a 100 year old house up 30k last year. I quit going to City Council meetings because I just get upset. Many members are not qualified for the job.
- I think the city of Mora has great potential. Things seem poorly coordinated. I think with a little better effort, this could be one of the most ideal small communities in Minnesota.
- I worked in city gov and volunteered to help in \_(illegible)\_ but never got an answer to my letter and \_\_\_\_  
\_(illegible)\_ .
- I'm new here.
- Just lived here 9 months - moved here in March 22-23. So far good, don't know about a lot of things yet. I am concerned about the none-emergency number of the police, they don't answer their phone I called no one answered.
- Library is small. Would be nice to have one on ground level - not one we have to "climb to." Overall our city is well taken care of. Great city crew.
- More/better updates and announcements on city "festivals" would be nice. There have been 2 parades we missed/had no knowledge of until it was already happening. Services/activities geared towards toddlers/kids would be awesome, but I do understand the struggles in coordinating such. We do love living here, it's been a great place to start our family. One big complaint is the people speeding down side roads. We live on a very short side road in town, and people FLY by. I don't at all feel safe letting my son play in the front yard for that reason. But again, I understand the police cannot be everywhere at once. They've got bigger fish to fry I'm sure.
- Oakwood Cemetery - They mow my decorations over. Family service don't want to be helpful - no empathy. Beware of Crystal's bar. Seems like the drunk and obnoxious hang there. Something was put in my drink on Halloween. Sick for 3 days. I feel safe at Kev's Depot.



- On the new school. The flag pole and flag are a slap in the face to the residence who've served. It doesn't have to be so small. Why in the world is there non bulletproof glass as a barrier from our kids. There is no safety net once so ever. It's an embarrassment just like our raised taxes! Who pocketed money in the building project?
- Overall I think Mora is a pretty good town.
- Since I live in rural Arthur Township, I'm not familiar with services in town so have circled "Don't know."
- Thanks for taking the time to listen.
- The city has a neat and clean appearance and has been a great community to raise my family.
- The library could really use carpet refresh
- The Mora Public Library needs to be updated. The building was built 50 years ago and it is showing its age- the carpet is ripped and full of stains, the paint is outdated, and it is too small to provide the services that the community needs.
- The pink ugly rocks and railing on Forest candy shop need to go. It an eyesore!!!
- This city is very well organized and run. Glen and Company are doing a very good job.
- Too many stray cats in the trailer park. Should have a place for them, not on residents' door steps.
- Very unhappy with Kanabec County Sheriff Dept. & County Attorney office. Do not respond to calls or emails.
- Website clumsy and not very user friendly.
- Why doesn't Mora take better care of buildings, such as schools? They let them go to hell, and then tear down and build new! How wasteful! And our Tax money pays for that! If all towns are this wasteful, who is making the money? I rue the day I moved to this "God Forsaken Place." I'm too old to go elsewhere, but I'll be glad when I leave in spirit.
- Would love to have the city more wheelchair friendly

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## **Appendix B**

### **Survey Instrument**

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## CITY OF MORA/MORA MUNICIPAL UTILITIES 2023 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 26, 2024. 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 condition of the **Mora Public Library**?

Excellent      Good      Fair      Poor      Don't know

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

Excellent      Good      Fair      Poor      Don't know

14. 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

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

Excellent      Good      Fair      Poor      Don't know

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

Excellent      Good      Fair      Poor      Don't know

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

Excellent      Good      Fair      Poor      Don't know

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

Excellent      Good      Fair      Poor      Don't know

19. Do you read the **city newsletter**?      Yes      No      Why\_\_\_\_\_

20. 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 26, 2024. Thank you!**

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