



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

**2021 PERFORMANCE MEASUREMENTS PROGRAM COMMUNITY SURVEY**

**ANNUAL REPORT**

# 2021 Community Survey Report

## Introduction

Surveys were distributed in the January 2022 newsletter.

The survey asks how respondents feel about various services provided by the City of Mora and Mora Municipal Utilities.

We received 116 responses, 6 less than the responses received last year. Look for the 2022 survey in the January 2023 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 city distributed 1,449 surveys for 2021. The number of responses and response rates are shown in the table below. In previous years the city had distributed approximately 1900 surveys, so that is why a fewer number of responses in 2021 resulted in a higher percentage rate of return than 2020.

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%
2021	116	N/A	116	8%

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>.

The 2021 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 two (2) new questions were added “Do you read the city newsletter” and “Do you use the city’s website.”

Changes to the reporting format were implemented this year. It has been put into a power point to make it easier to update and present the data.

### **Survey Responses**

Questions 3 through 17 compare the 2021 responses to 2020 and 2019 so the city can track their improvement, or need for improvement in those categories. Comments made about each question appear following the graph.

The last two pages of this report contain all the questions or comments made in the *General Comments* section of the report. Spelling has been corrected, but in general the comments appear as they were written with punctuation as written. Names, addresses, and telephone numbers have been redacted from the comments. Some respondents made a new box halfway between two survey responses. In those cases, half a point was awarded to the category on each side of the comment.

A printed copy of the 2021 Performance Measurement Program Community Survey is available upon request from City Hall.

### **Conclusion**

Thank you again to those who took the time to respond to the 2021. Some interesting results from the survey:

- **42%** of respondents have lived in the City for less than 15 years and **65%** of them have lived in the city for under 5 years.
- In most categories “Good” was the most common response, but **65%** of respondents selected “don’t know” regarding the Municipal Airport. This is down slightly from previous years.
- **86%** of respondents read the City Newsletter
- **77%** of respondents do NOT use the City website citing some kind of computer or internet issues as the main reasons.

You can see the details of all the responses in the report.

While staff 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:

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)

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.

**Question 1 :**

Are you a Mora resident, Mora business owner or township resident/business owner?  
(Indicate Township)

Location	Quantity	Township
Resident: City of Mora	97	
Business Owner: City of Mora	9	
Township: Resident or Business Owner	12	8-Arthur 1-Whited 1-Kanabec 1-Knife Lake 1-Not indicated
Unanswered	2	
<b>Total*</b>		

\* Some respondents identified as a resident and a business owner.

**Question 2:**

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

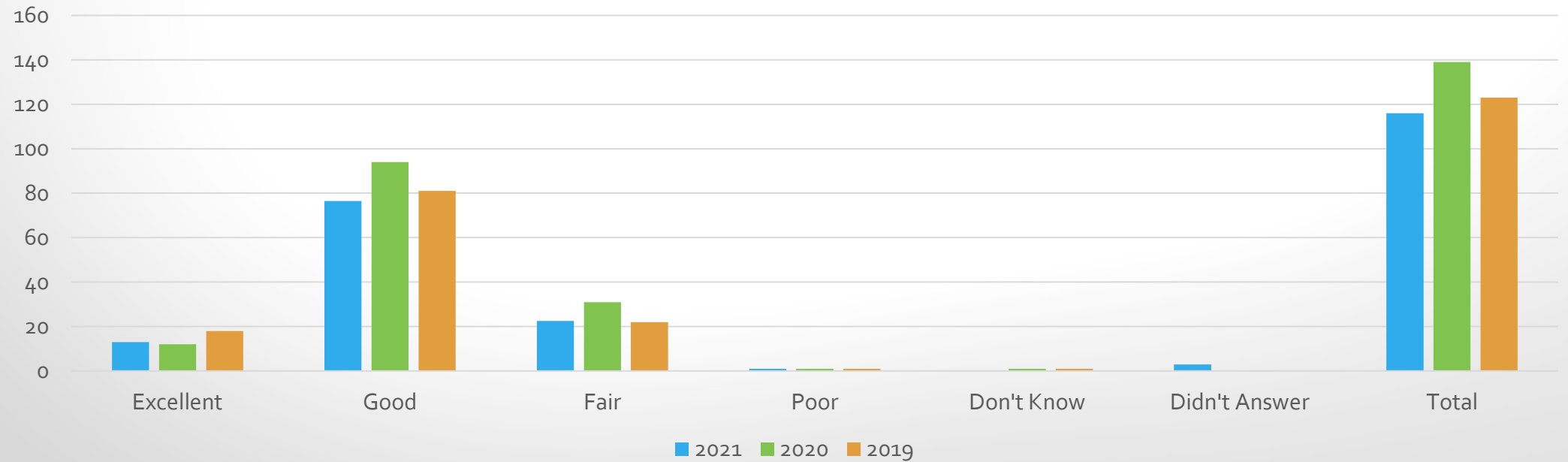
Number of Years	Quantity
< 1	5
1-5	27
6-10	8
11-15	9
16-20	12
21-30	11
31-40	12
41-50	16
51-60	5
61-70	6
71-80	0
80 +	0
Unanswered	5

**Total Responses 116**

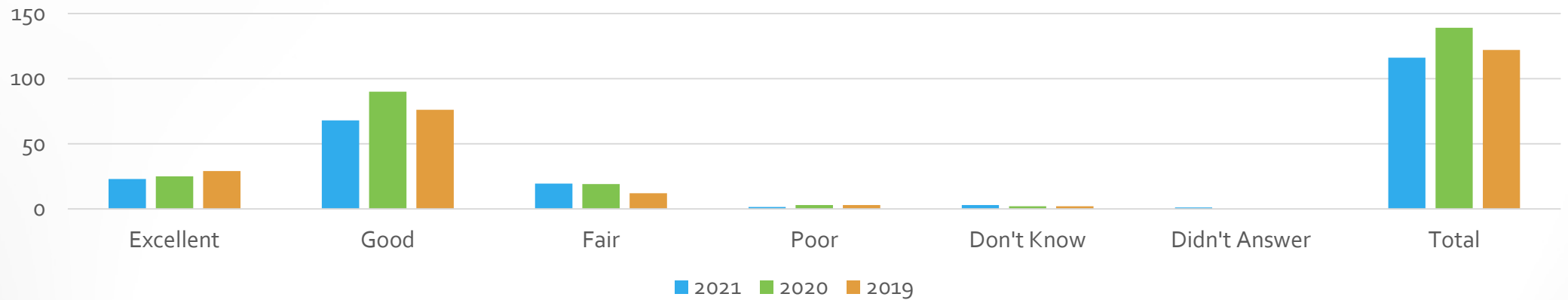
### Question 3:

How would you rate the overall appearance of the city?

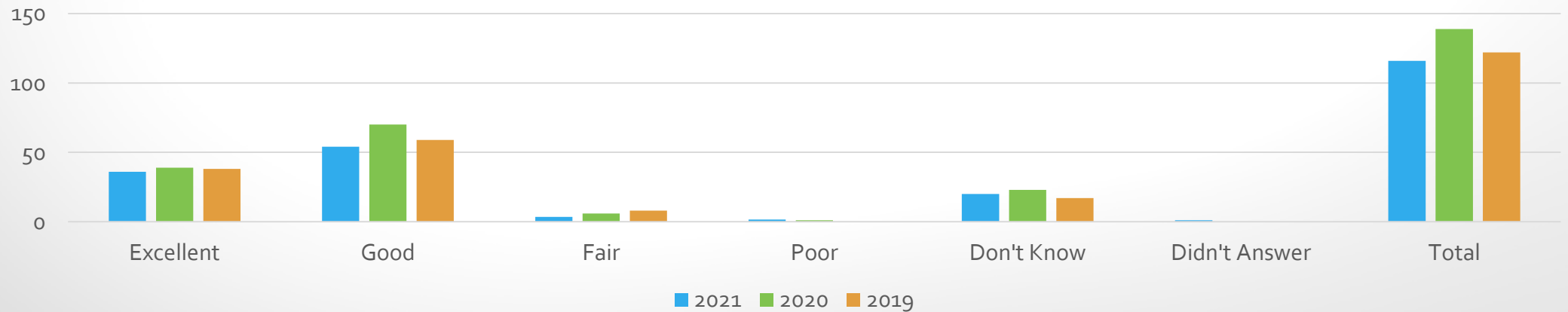
Total Number of Responses:



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



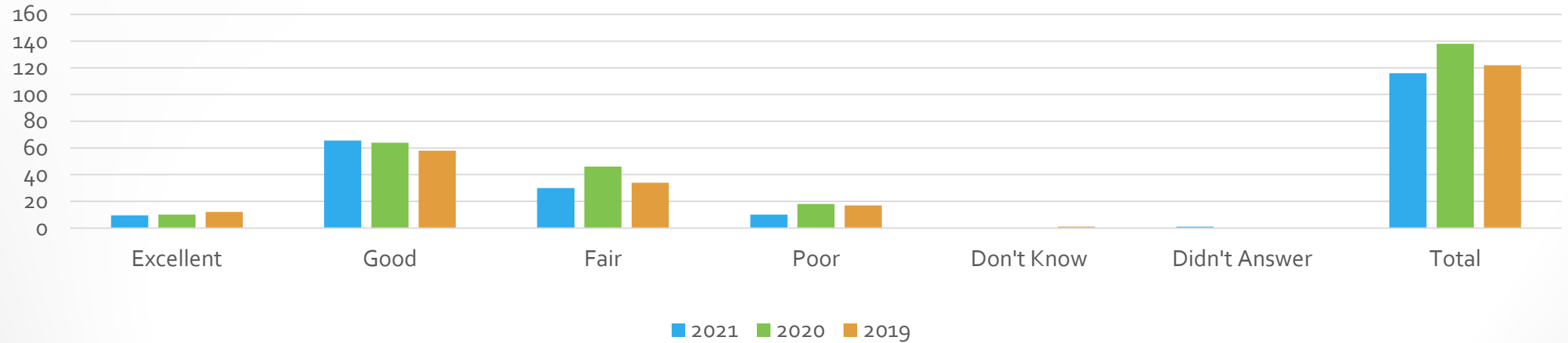
#### Question 5: How would you rate the overall quality of fire protection services in the city?



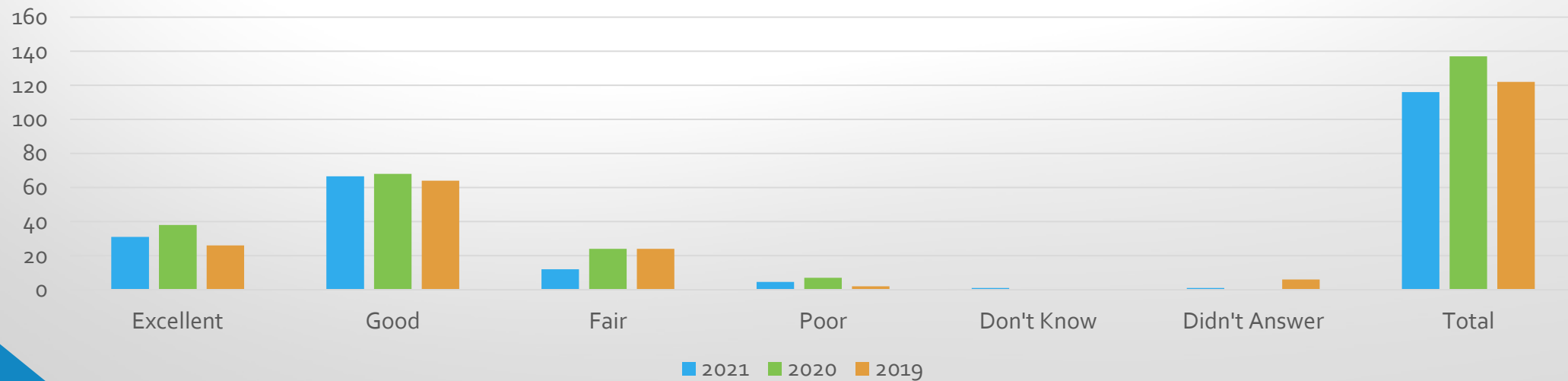
#### Comments:

- Neighborhood Residents A lot of Domestic
- Need better law enforcement that care and don't judge you from prior contact.

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



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



## Questions 6 and 7: Condition of Streets and Quality of Snowplowing Comments

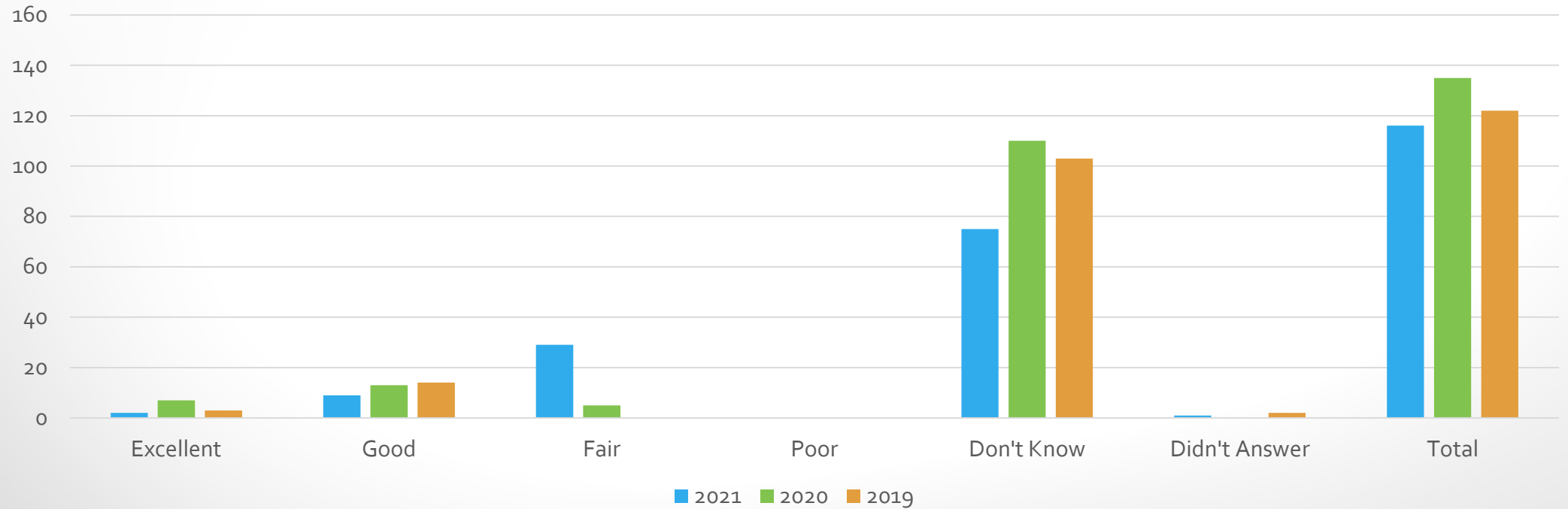
### Comments:

- Good, but no salt our sand in our area.
- Streets! They're Terrible!
- Forest Ave W need work
- Fair, but better this year
- The streets need resurfacing at minimum. Makes the town look very shabby-
- In the past winter years-my street corner of Stewart and Union was so high with snow, we had to pull into the street to look for traffic. The young men working on January 11 to clean that corner did a great job!! Thank them, please.
- Plow snow to curbs-they are narrow now.
- Streets (like grove) are terrible. Think of the beating when the new school opens.
- Could plow better, slower! So they cover/plow to the curb
- Slow down, plow to curb
- Streets-need work-Keep up with pot hole patching



## Question 8:

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

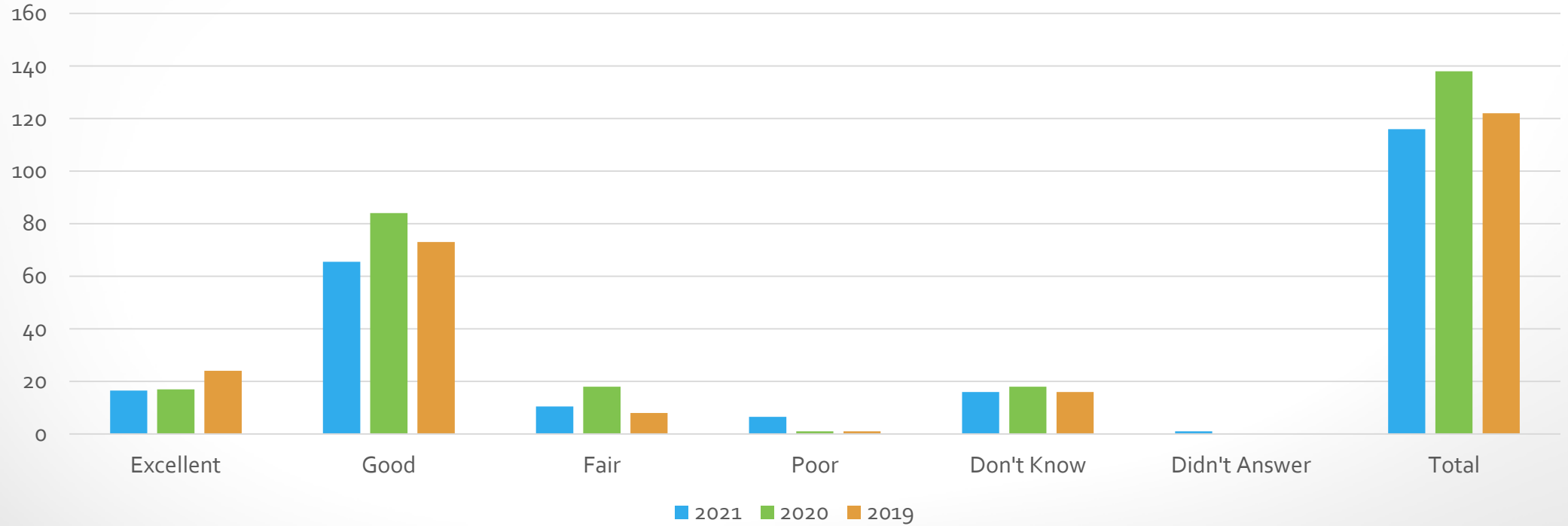


### Comments:

- Waste of our dollars
- Airport needs immediate hangar build project to fill the current underserved market. (Look at area airports and see how their hangar build efforts have succeeded!)

### Question 9:

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

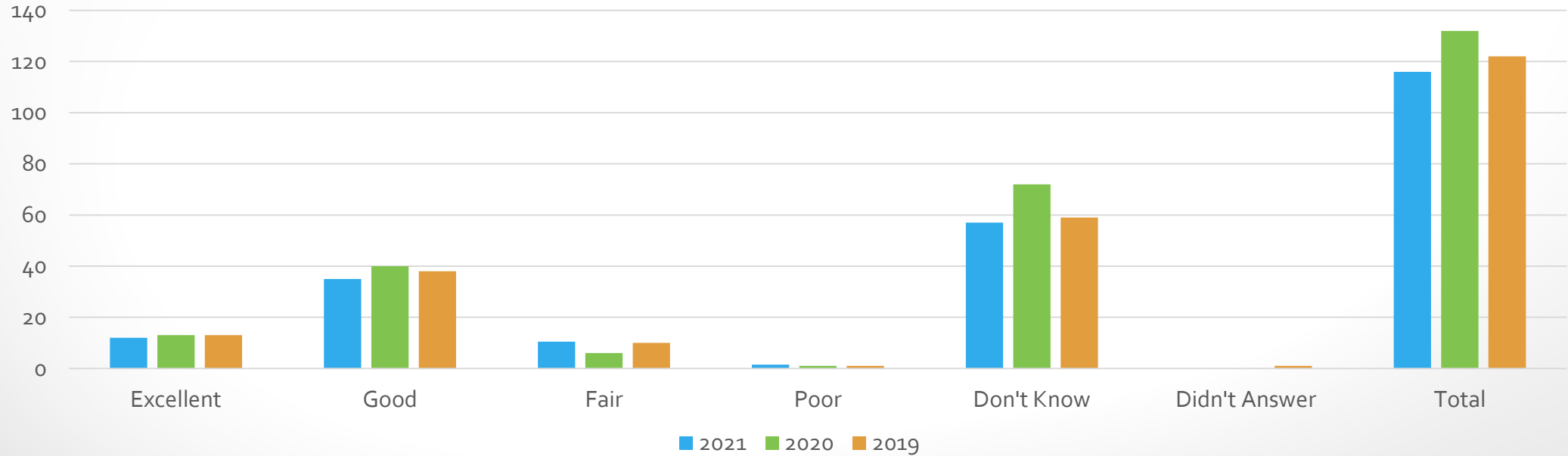


#### Comments:

- I am not sure what time city parks close, but there seems to be a lot of drug garbage by the Bell Tower in the summer months.
- History Center Trail could be better.

## Question 10:

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

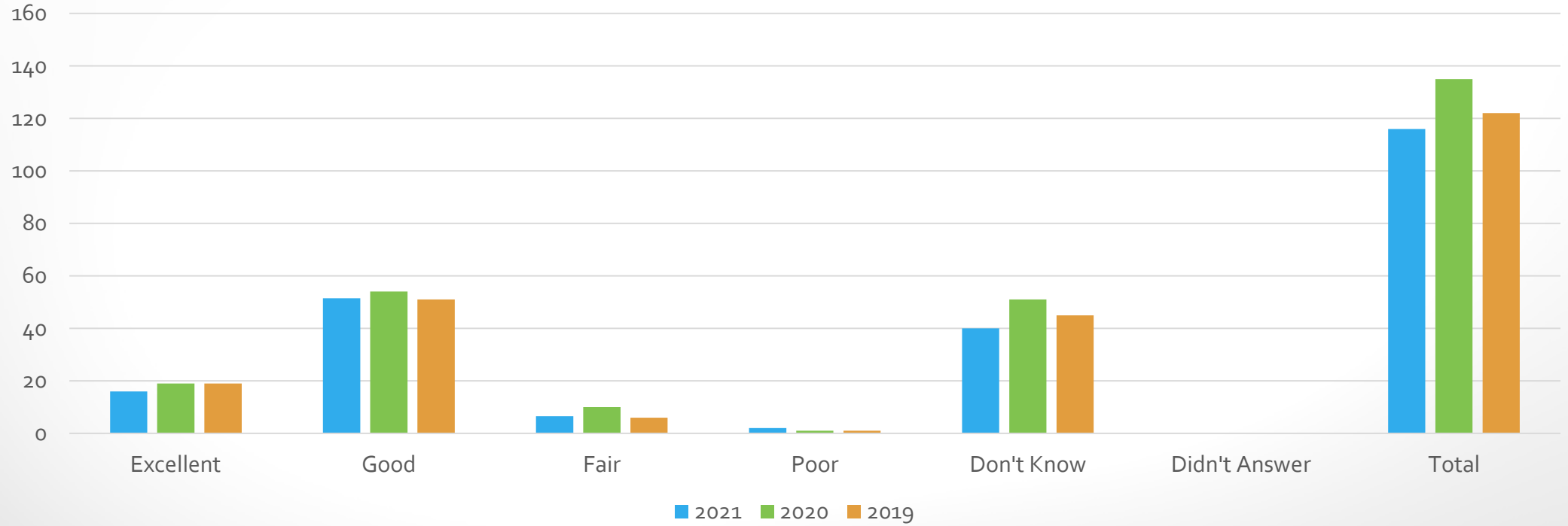


### Comments:

- I think we have a beautiful pool. When I visit, many people aren't from Mora. Purchasing the page of city passes is the way to go. Maybe more publicity as the details where/how to purchase them would be helpful to families. I realize the family yearly pass is no longer an option-however it was good as long as it lasted. If we could mirror Rush City pool's format that would be nice. Mora Pool closes during Mid-August and Rush City's does not.
- Pool should stay open later in season.
- I believe the pool should hire only people that don't have to go back to school or college so early. The city is losing money and summer is not over. Bathrooms need to be upgraded.

### Question 11:

How would you rate the overall condition of Oakwood Cemetery?

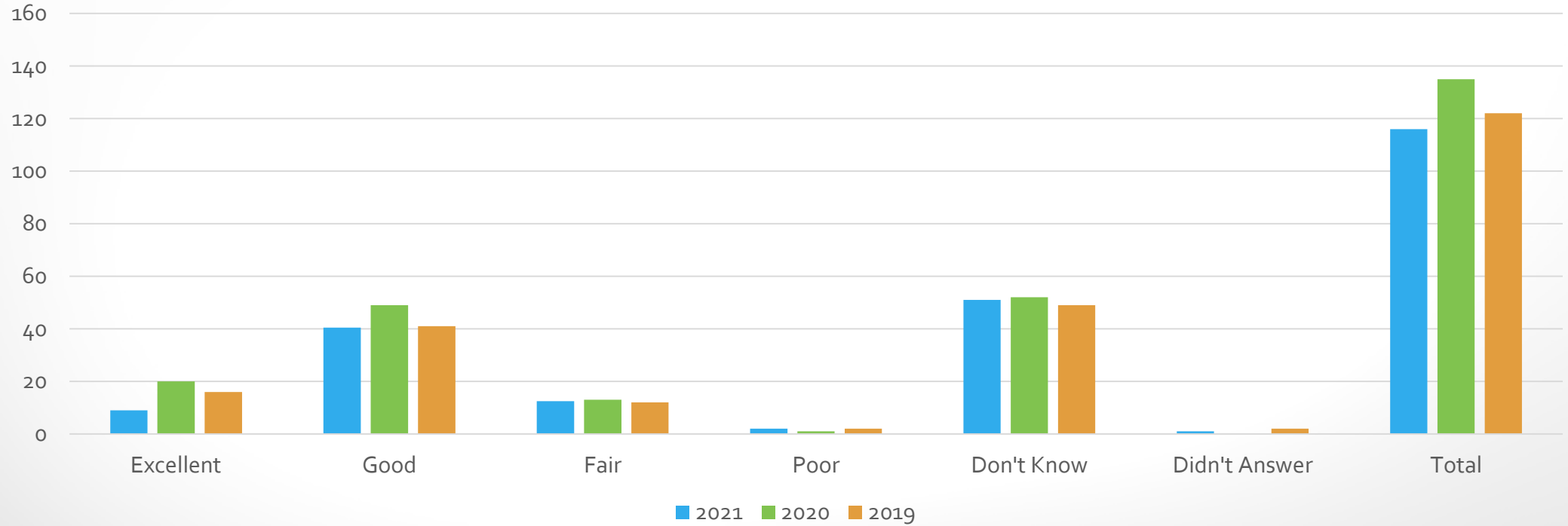


#### Comments:

Cemetery-take down dead/dying trees

## Question 12:

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

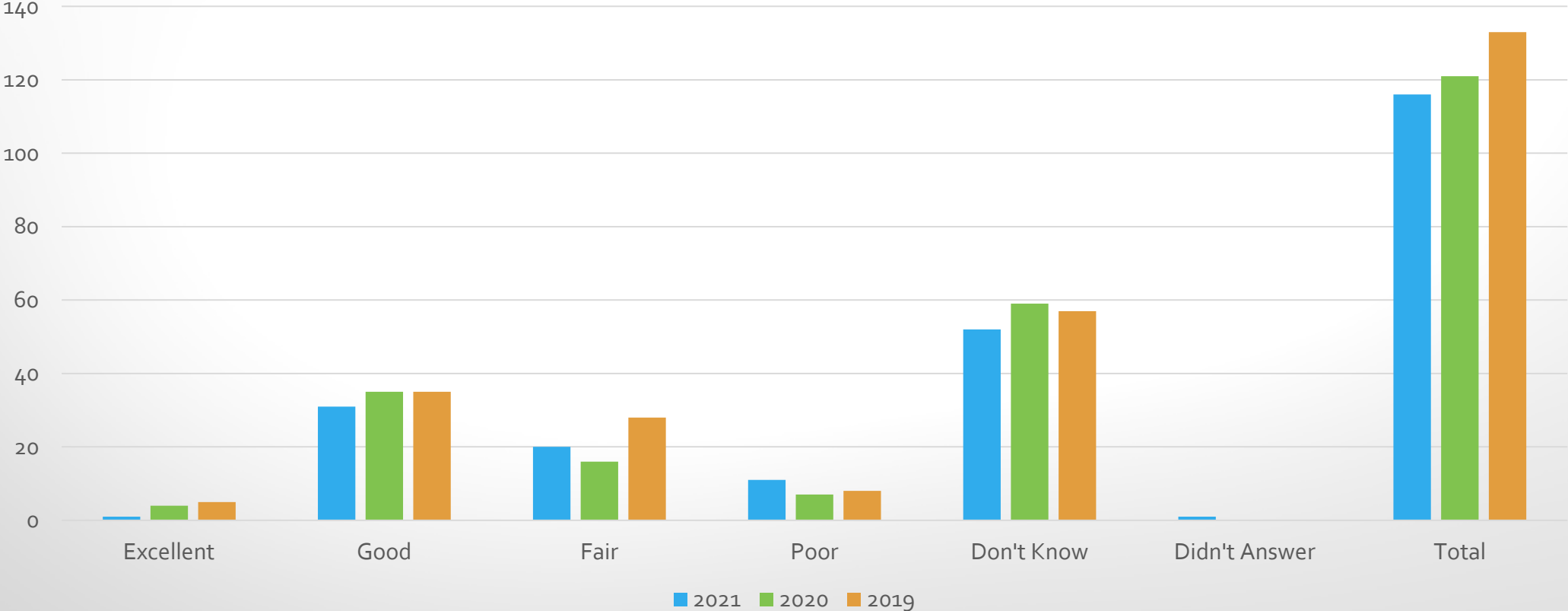


### Comments:

- Waste of our dollars
- Don't use it
- DON'T CARE
- High Prices. Liquor prices push us to Sam's Club or Total Wine.
- Prices too high

### Question 13:

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



### Question 13:

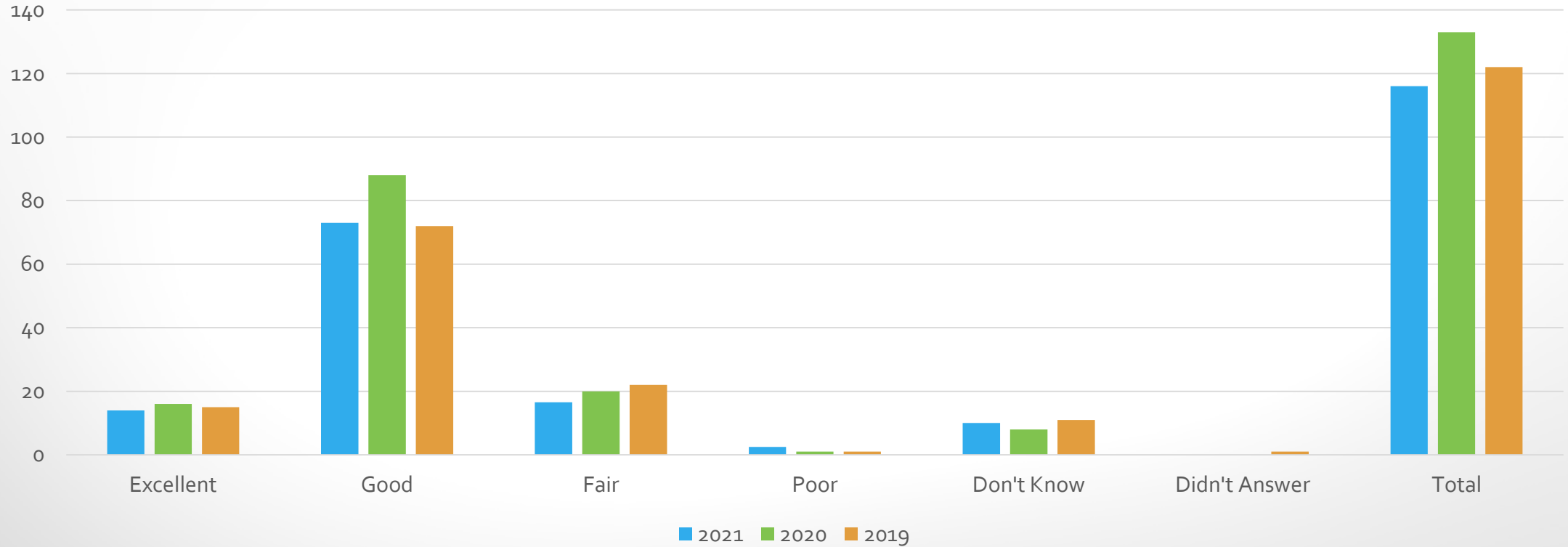
How would you rate the quality of building inspection services and code enforcement ( zoning, nuisances, etc.) in the city?

#### Comments

- Not enforced equitably
- Some lawns need mowing at least once a month. (McLean St XXX Blk) (Park St XXX Blk, uninhabited house) Some lawns extremely junky.
- With regard to enforcement, I had complaints on 2 neighbors, one in violation of public nuisance ordinances and one in gross violation of the weed ordinance. The Building Inspector spoke with one neighbor once. Nothing was done and I find that extremely disappointing. I still have to look at piles of junk in the neighbor to my south, and weeds all around the house to my north.
- 1) Person at XXX St have a continuous garage sale all summer long-driveway and street blocked due to traffic. 2) Party at XXX has people living in small (no sewer facilities) trailer year round-garbage dump with items in yard. 3) Numerous homes with 3-4 cars, trucks sitting in driveway or lawn not driven for years. Difficult for the rest of the neighborhood to deal with, affects value of our homes. 4) Get rid of boarded up house near the Library Park-it's been that way for a year-disgraceful.
- I'd like to know why the property next door to me is allowed to stand empty. The address is XXX St.
- While I am not up to date on code enforcement, I do find some properties and the accumulated "stuff" disturbing. Why are people allowed to keep multiple vehicles and tons of stuff on their properties?
- S/B also no smoking! City needs MORE senior subsidized apt bldgs., Especially – "no smoking" – which needs to be ENFORCED!
- Regular inspections of City scheduled. Parking and refuse and old cars on properties, etc. Loud Parties.
- Do we have inspectors for apartment buildings/water, electric, heating systems?
- Why are city ordinances only enforced when someone files a complaint? Sidewalks go unshoveled, lawns unmowed, cars illegally parked etc, etc, but no one gets a ticket or fine unless someone files a complaint. WHO IS SUPPOSED TO ENFORCE THESE – Now that we NO LONGER HAVE A CITY POLICE?
- Clean up the town! Weeds in yards, junk in yards, cars in yards. Fix the fairgrounds-clean it, fix fences, graffiti

### Question 14:

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



#### Comments:

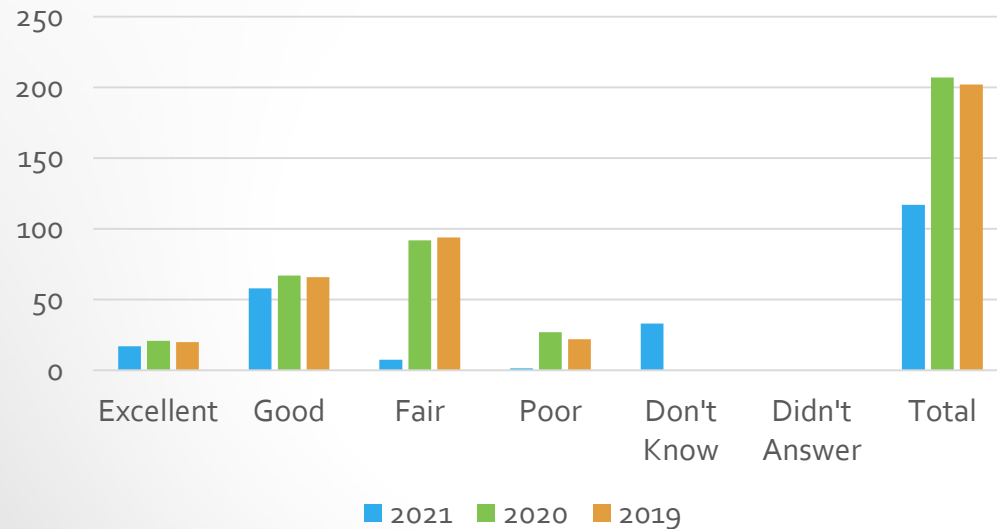
- What services? Be more clear on question
- Over all city services are good



## City Utilities: Questions 15, 16, and 17

How would you rate the overall quality of:

### 15. Municipal Sanitary Sewer



#### Comments:

#15 Way too expensive

#16 Too expensive

#16 Water pressure throughout the city (my home and work) seems pretty low.

#15 It works.

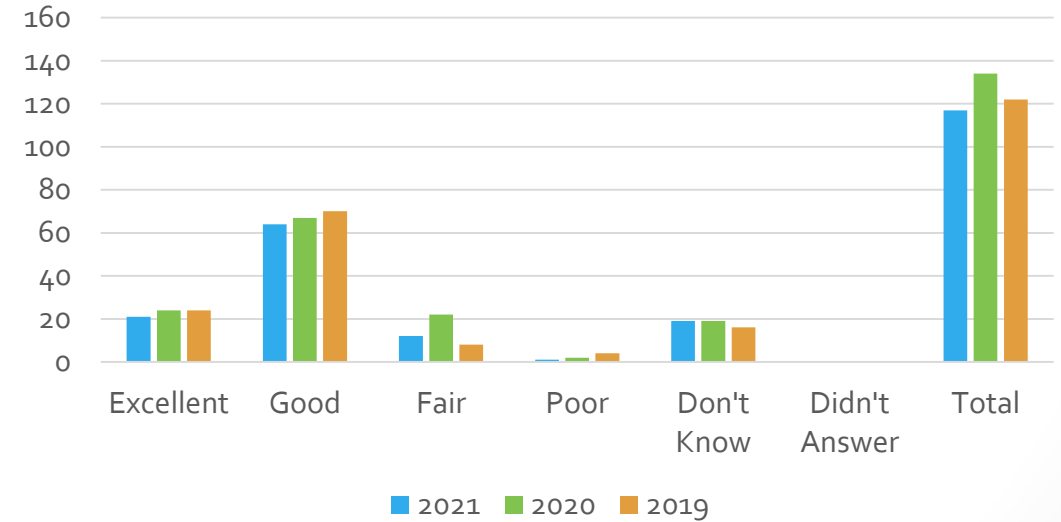
#16 I have water

#17 I have electric

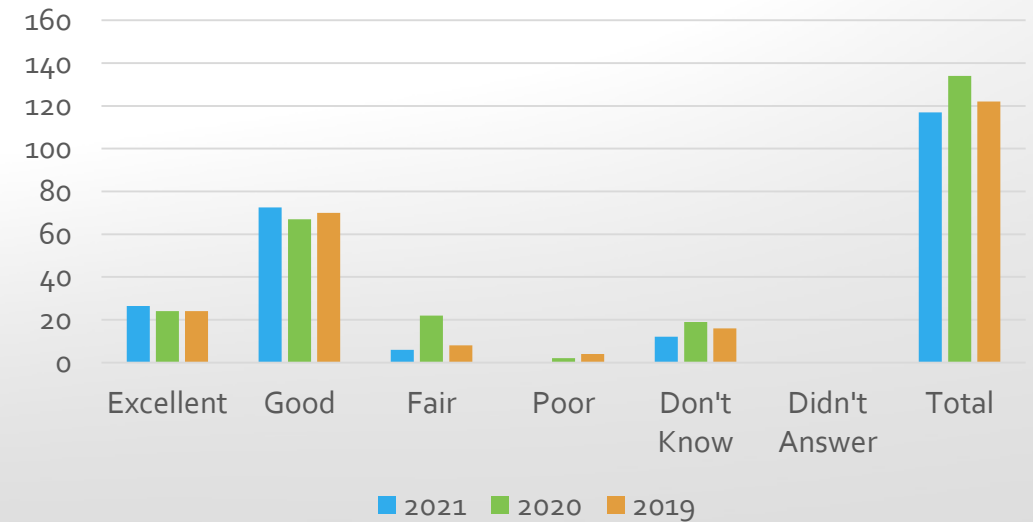
#15, 16, 17 One person circled both "Good" and "Don't know" on each answer.

#17 Electric-Very dependable, as well as water/sewer service

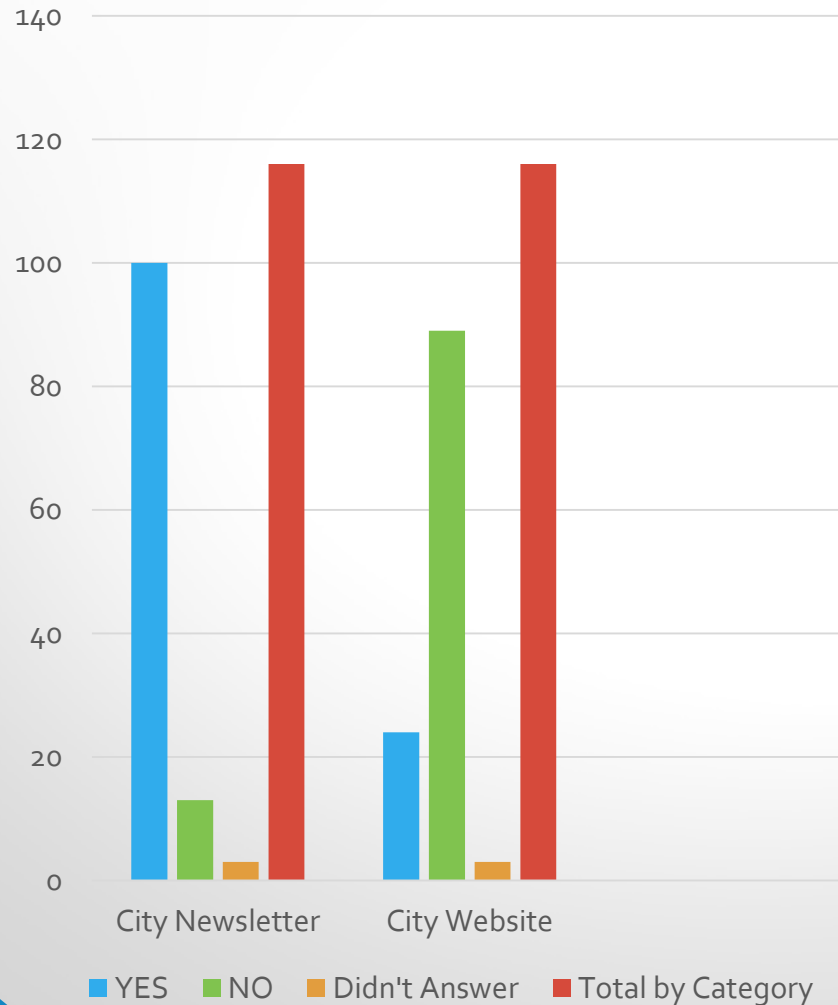
### 16. Municipal Water Service



### 17. Municipal Electrical Service



## Questions 18 and 19: Do you read the city newsletter? Why Do you use the city website? Why



### Comments Yes to Newsletter:

- Keep Current/Up-to-date (5 responses)
- For information (19 responses)
- Occasionally there is important information on dates and city "events" like tree pickup after Christmas.
- Interesting (32 responses)
- For updates (2 responses)
- Check on things
- Enjoy community news
- For any changes
- Learn about the city
- To read some made up stories. Some not true!
- Like the news
- Feel obligated
- Sometimes-parking/cleanup
- It's very good (2 responses)
- I should, as a resident
- Get answers

### Comments No to Newsletter:

- Very little done at the Cemetery
- Time
- No interest
- Most things of no interest
- Don't like to read
- As a commuter, I am plenty busy

### Comments Yes to Website:

- Agendas
- Current Information (3 responses)
- Check on things
- Permits
- Contact Information
- See what city is doing
- Ordinance look-up
- It's very good
- Not often, but to know when something needed

### Comments No to Website:

- No reason too (5 responses)
- No computer (15 responses)
- Not current enough (meeting minutes)
- Hard to find info
- Don't have it
- Don't go online (2 responses)
- I like paper. Don't have a need
- No internet (2 responses)
- Don't have equipment for this
- Don't use computer much
- Unreliable internet
- Gave up computer
- I am not a computer person
- Didn't realize there was one
- Most things of no interest (2 responses)
- Don't know how
- Don't think of it
- Not needed
- Needs better info
- Read the newsletter
- Not Techy

## General Questions or Comments Section Survey Answers

- I would like to see stricter guidelines about how many vehicles are allowed to park at a house in city limits.
- When we built our business the city was excellent to work with!
- Too many cars and trucks on Mora streets not safe for bicycle riding. They all are heading to Kwik Trip. Cars and trucks. More semis on Union Street then ever before. Easy excess [sic] from Union St to get on Hwy 65 S. Too many semi on Union Street. Very noisy to listen too. I won't ride bicycle anymore not safe from getting hit.
- I live in an apartment and the utilities are paid except electric. I am not yet fully acquainted with the community. I am very thankful for our hospital. It would be helpful not to have to travel to Walmart either in Pine City or Cambridge for groceries. Coburn's is so expensive. Are there any plans for the Shopko building?
- Drive down alleys and do something about mess/clutter in backyards. Also get weeds taken care of.
- More benches
- I am proud of our beautiful courthouse and point it out to visitors.
- No clothing stores, 1 grocery store, need Walmart in town.
- North end of town needs better parking. Could angle parking allow for more vehicles? Need to use city, county, state funding to make Mora Main St. a more attractive place to shop and attract more Main St. businesses. We are a county seat they should participate in a funding process to keep our city vibrant. Pass City wide masking requirement and vaccination requirements for all public buildings. The City of Minneapolis has been wiped out. The entire state of MN, ND, SD have all been hospitalized yet citizens of Kanabec County don't think COVID is REAL!!!

## General Questions or Comments Section Survey Answers

- This town needs better shopping like Target, Shopko better quality goods. Department store type shopping.
- Since I live west of Mora in Arthur Township, I am not familiar with inner town services. But I feel Mora is a fairly well kept town and feel fortunate to use it. Great hospital and clinic, efficient courthouse, available churches, etc. Need a business to replace Shopko.
- Huge storage units and junk in yards. As many as five cars in driveways. People do not keep the gutters next to property clean.
- I live in an apartment in the city and am satisfied with Mora overall.
- Few people live on my street, but other routes are plowed twice before mine is cleared. Sometimes, I can't get to work. Moving the basketball courts close to my house makes me want to move. Were residents affected by this ever asked about it?
- Garbage, noise, and other nuisance behavior is common. The tennis courts didn't have these problems.
- Why doesn't the police dept. enforce the law on fireworks? Last year we had illegal fireworks across the street, starting middle of June and going until the end of July. We had fireworks again on Halloween.
- I believe for what we pay in taxes we could have a better city. We need more businesses in this city, another grocery store, another Shopko-like store. Can't afford to buy local, especially groceries, can drive to Cambridge and even with the cost of gas, it is still cheaper.
- Pot holes getting better- now for those "man-hole covers" MUST BE ALIGNED WITH STREET LEVEL! Many a driver would thank you!

## General Questions or Comments Section Survey Answers

- I live in an apartment so I can't answer these questions, actually don't know. I realize your note about the amount of my bill but I can't control the type of appliances.
- Why does it take years to fix street lights. One that I know off [sic] took a year to fix. Another has been out for a year and still out, why???? Find them, I'm not telling you where to find them. THEY KNOW
- Like to see the city control wires, cables, etc. when no longer being used-require company (cable/phone) to remove old lines. Do not renew their permit if they don't maintain old lines.
- Recommend city departments and committees take classes through League of Minnesota Cities. Planning Commission should tour subject properties before meetings and should review ordinances prior to making decisions as to follow City Ordinances.
- I would like to see a paved off the street trail of at least 3 miles for walking and bike riding and could be used in the winter as part of the winter ski race or for snowmobiling (if the existing trails cross)
- Thank you all for that wonderful City of Mora☺
- This survey would be more meaningful if your answers would be a scale from 1-10 vs the above word choices. I might like to rate something an 8 or 9; better than good but not excellent.
- When will Mora Lake over flow system be completed? Soon!
- More beautiful hanging plants in summer. (Cambridge/North Branch)

## General Questions or Comments Section Survey Answers

- I love Mora. The Scandinavian downtown is cute-
- Fines-tickets for people who don't clean up after their pets. Dog poop-Amish folks-horses.
- I have seen dog? Poop downtown on sidewalks right outside businesses-Maybe post signs-More garbage containers?
- The flowers at "the clock" downtown were amazing!!
- Another grocery store, reputable businesses, good clothing store, more senior townhomes, a City Police.
- Does anyone within the City pay attention to trash lined up in personal property, campers, boats, etc. within City limits? Has that been accepted by the City?

Thank you to all those who participated in the Survey!