



**CITY OF MORA
MORA MUNICIPAL UTILITIES**

101 Lake Street South
Mora, MN 55051-1588

ci.mora.mn.us



320.679.1511

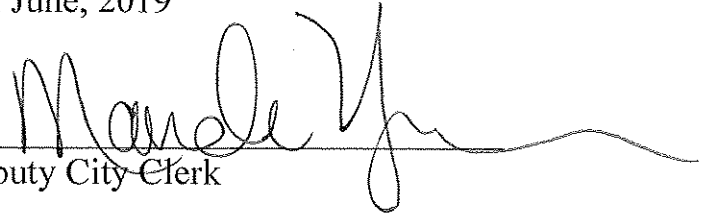
Fax 320.679.3862

320.679.1451

STATE OF MINNESOTA)
COUNTY OF KANABEC)
CITY OF MORA)

I, Mandi Yoder, Deputy Clerk to the City Council in and for the City of Mora, Minnesota, do hereby certify that the attached Resolution No. 2019-624 dated June 18, 2019, is a true and correct copy of the original on file and of record in my office.

Dated at Mora, Minnesota this 21st day of June, 2019


Deputy City Clerk

SEAL

Resolution No. 2019-624

RESOLUTION ADOPTING THE PERFORMANCE MEASURES DEVELOPED BY THE COUNCIL ON LOCAL RESULTS AND INNOVATION

WHEREAS, in order to participate in the standard measures program for 2019 and to receive the per capita reimbursement in 2019 and the levy limit exemption for 2020 the city must adopt and transmit this resolution to the State of Minnesota.

NOW, THEREFORE, BE IT RESOLVED by the city council of the City of Mora, Kanabec County, Minnesota, that the city council hereby approves the following measures:

- 1. The City has adopted and implemented the minimum ten performance measures developed by the council on Local Results and Innovation; and
2. The City has implemented a local performance measurement system as developed by the council on Local Results and Innovation; and
3. The City will report the results of the ten adopted measures to its residents before the end of the calendar year through publication, direct mailing, posting on the entity's website, or through a public hearing at which the budget and levy will be discussed and public input will be allowed; and
4. By the end of the calendar year, the City will survey its residents on the services included in the performance benchmarks; and
5. The City will report the actual results of the performance measures adopted in 2019 to the Office of the State Auditor.

The foregoing resolution was introduced and moved for adoption by Council Member L'Heureux and seconded by Council Member Anderson.

Voting for the Resolution:..... Mayor Skramstad, L'Heureux, Anderson, Mathison

Voting Against the Resolution: .. none

Abstained from Voting:..... none

Absent:..... Treiber

Motion carried and resolution adopted this 18th day of June 2019.

Lindy Crawford, City Administrator

Alan Skramstad, Mayor



CITY OF MORA / MORA MUNICIPAL UTILITIES

2018 PERFORMANCE MEASUREMENTS PROGRAM

COMMUNITY SURVEY

ANNUAL REPORT

March 15, 2018

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2018 Community Survey Report

Introduction

First we would like to thank those that took the time to complete and return the 2018 community survey. In the January 2019 newsletter we distributed the survey asking you how you feel about various services provided by the City of Mora and Mora Municipal Utilities. We also provided the opportunity to take the survey online.

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

We received 121 responses or about a 6% response rate compared to a 9% response rate last year. We appreciate the responses we received and hope we can get more next year. Look for the 2019 survey with your utility bill or delivered to your apartment building in December of this year. Thanks again to those who participated!

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

Distribution & Responses

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

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

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 2018 survey was available electronically from the city website using Survey Monkey. While only a few responses were received in this manner we are hoping its use will grow. It also made tabulating responses more efficient.

Changes to Survey Instrument

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

Survey Responses

Responses to the nineteen (19) survey questions and comments received are shown in Appendix A of this report. There is one page for each question that shows the responses in table and graph formats for 2016, 2017, and 2018. Following this information are comments made by the respondents. Names, addresses, and telephone numbers have been redacted from the comments.

Conclusion

Again, we appreciate those who took the time to respond to the 2018 survey and hope more will do so in the future. While we are not able to respond to all of the comments we hope that if you have a question or a concern you will contact us by:

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

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

Appendix A
Survey Responses

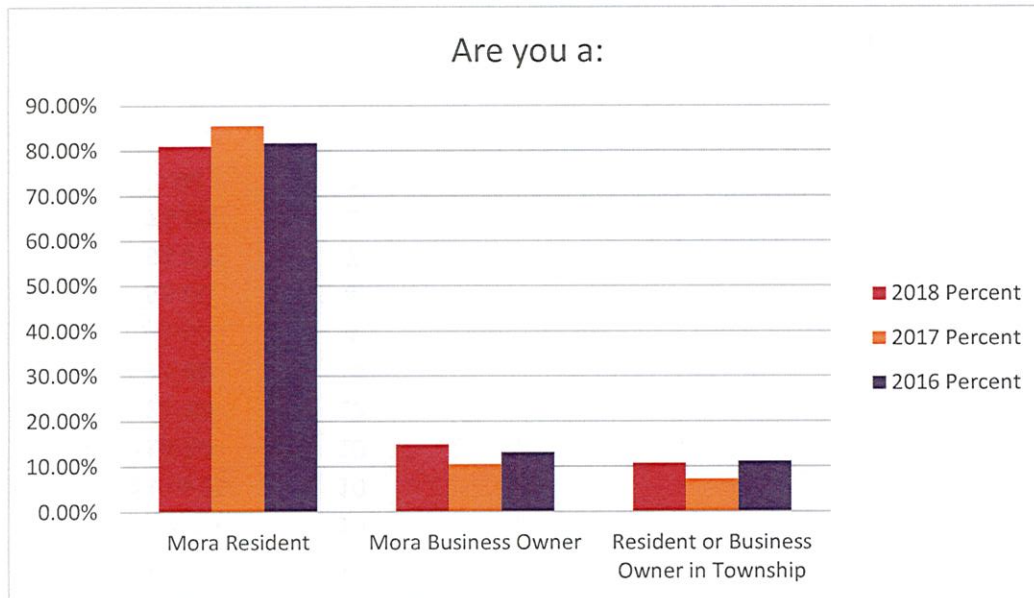
**Appendix A
Survey Responses**

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2018 Performance Measurement Program

Are you a:

Answer Choices	2018	2018	2017	2017	2016	2016
	Percent	Count	Percent	Count	Percent	Count
Mora Resident	80.99%	98	85.53%	130	81.7%	125
Mora Business Owner	14.88%	18	10.53%	16	13.1%	20
Resident or Business Owner in Township	10.74%	13	7.24%	11	11.1%	17
Other (please specify township)		13		11		18
Answered		121		152		153
Skipped		0		0		0



2018 Performance Measurement Program

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

2018 Count

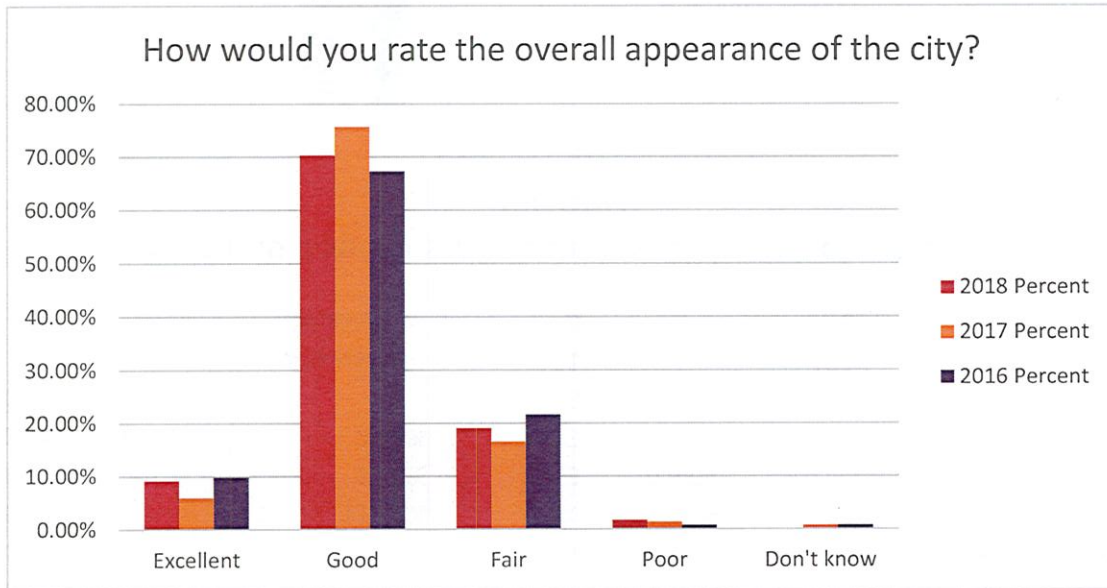
Answered	100
Skipped	21

Years	Count
< 1	3
1 to 5	17
6 to 10	10
11 to 15	10
16-20	10
21-30	12
31-40	15
41-50	4
51-60	4
61-70	7
71-80	1
> 80	2

2018 Performance Measurement Program

How would you rate the overall appearance of the city?

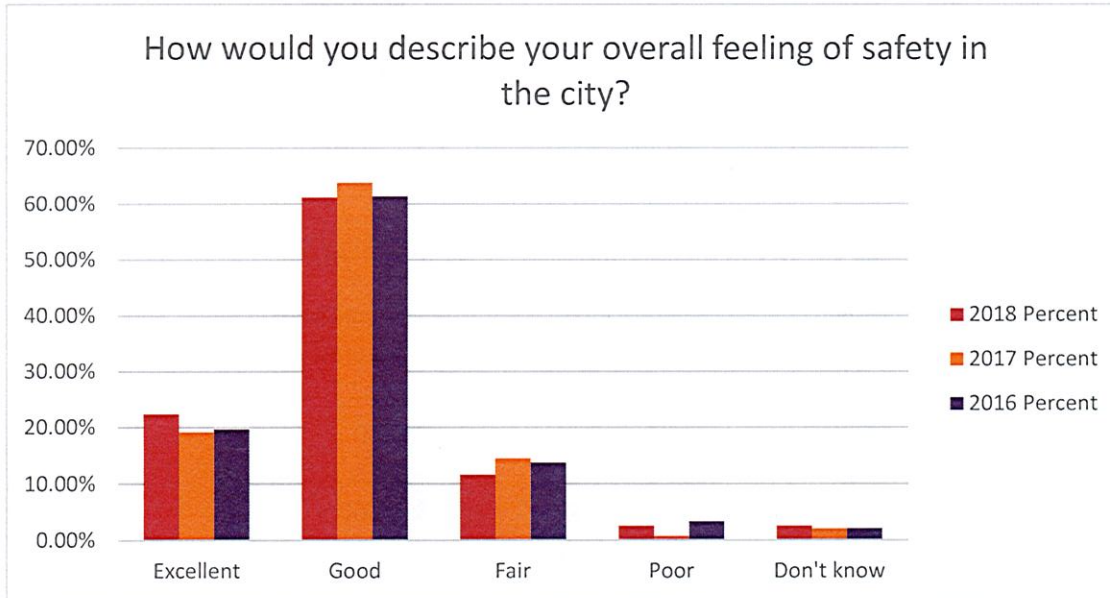
Answer Choices	2018		2017		2016	
	Percent	2018 Count	Percent	Count	Percent	Count
Excellent	9.09%	11	5.92%	9	9.8%	15
Good	70.25%	85	75.66%	115	67.3%	103
Fair	19.01%	23	16.45%	25	21.6%	33
Poor	1.65%	2	1.32%	2	0.7%	1
Don't know	0.00%	0	0.66%	1	0.7%	1
Comment		6		4		5
Answered		121		152		153
Skipped		0		0		0



2018 Performance Measurement Program

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

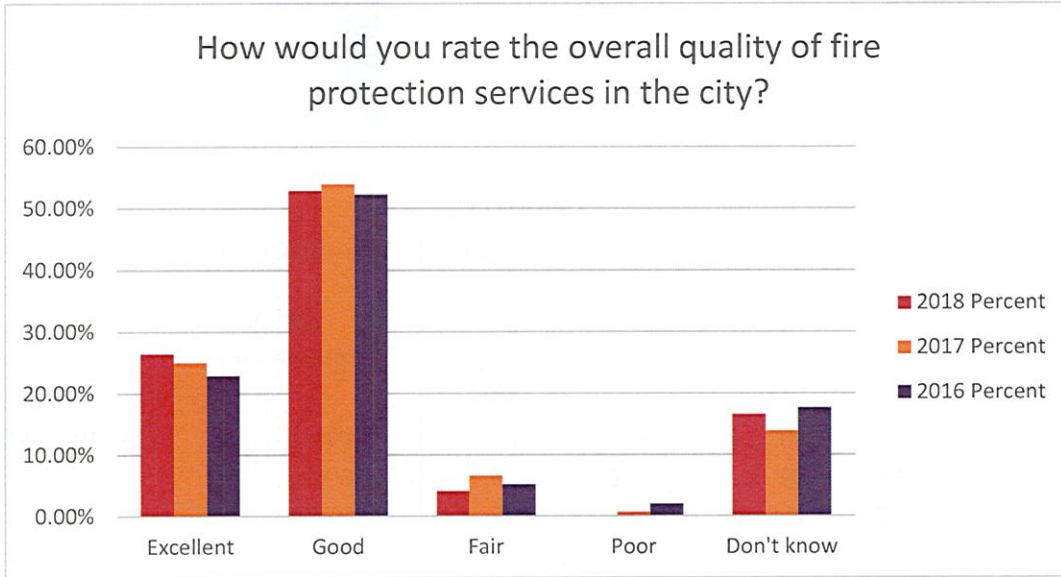
Answer Choices	2018		2017		2016	
	Percent	2018 Count	Percent	Count	Percent	Count
Excellent	22.31%	27	19.08%	29	19.6%	30
Good	61.16%	74	63.82%	97	61.4%	94
Fair	11.57%	14	14.47%	22	13.7%	21
Poor	2.48%	3	0.66%	1	3.3%	5
Don't know	2.48%	3	1.97%	3	2.0%	3
Comment		3		1		4
Answered		121		152		153
Skipped		0		0		0



2018 Performance Measurement Program

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

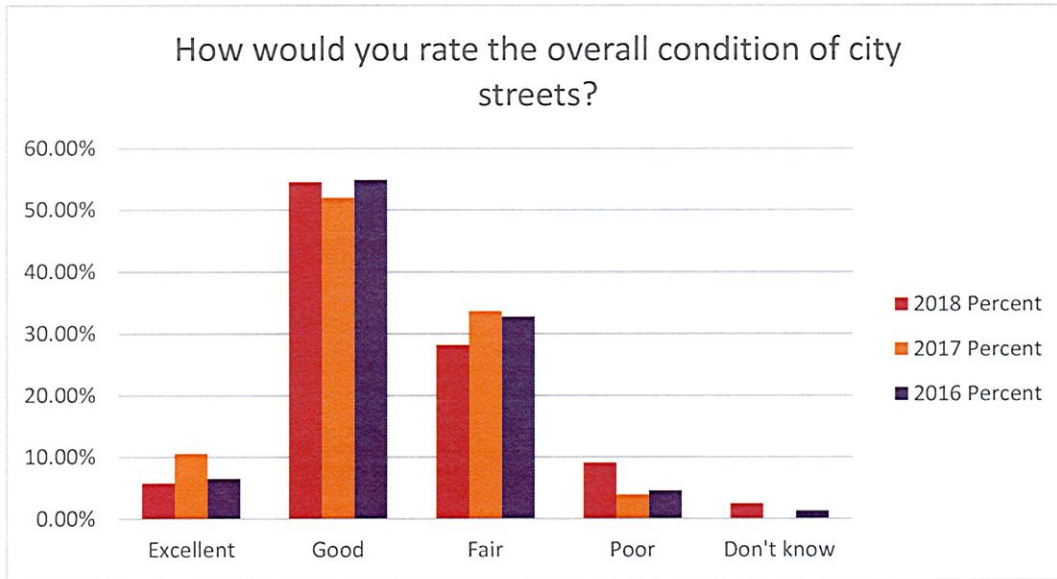
Answer Choices	2018	2018	2017	2017	2016	2016
	Percent	Count	Percent	Count	Percent	Count
Excellent	26.45%	32	25.00%	38	22.9%	35
Good	52.89%	64	53.95%	82	52.3%	80
Fair	4.13%	5	6.58%	10	5.2%	8
Poor	0.00%	0	0.66%	1	2.0%	3
Don't know	16.53%	20	13.82%	21	17.6%	27
Comment		0		3		2
	Answered	121		152		153
	Skipped	0		0		0



2018 Performance Measurement Program

How would you rate the overall condition of city streets?

Answer Choices	2018	2018	2017	2017	2016	2016
	Percent	Count	Percent	Count	Percent	Count
Excellent	5.79%	7	10.53%	16	6.5%	10
Good	54.55%	66	51.97%	79	54.9%	84
Fair	28.10%	34	33.55%	51	32.7%	50
Poor	9.09%	11	3.95%	6	4.6%	7
Don't know	2.48%	3	0.00%	0	1.3%	2
Comment		11		10		2
	Answered	121		152		153
	Skipped	0		0		0



2018 Performance Measurement Program

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

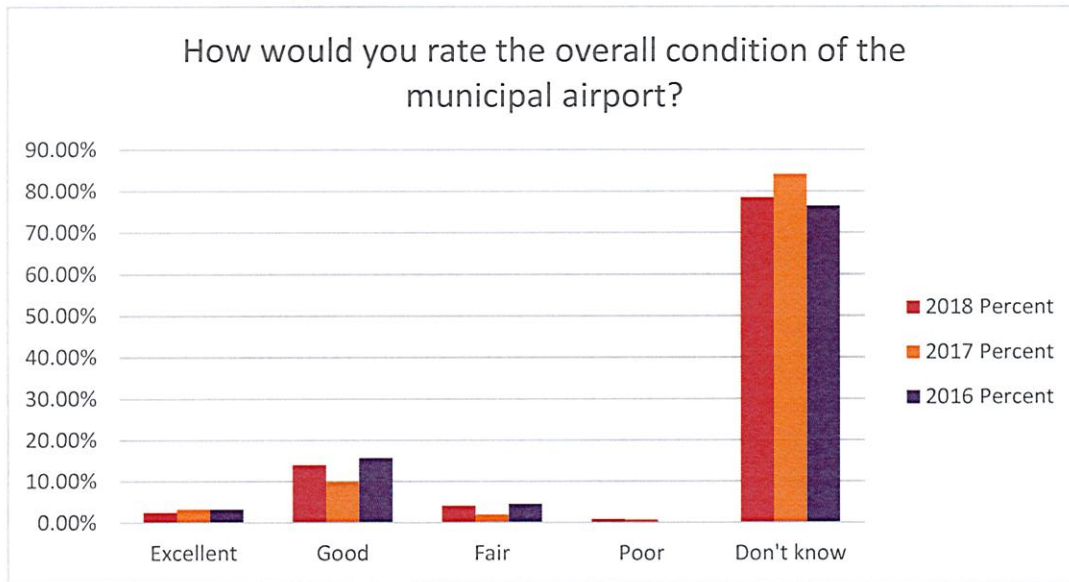
Answer Choices	2018		2017		2016	
	Percent	2018 Count	Percent	2017 Count	Percent	2016 Count
Excellent	26.45%	32	25.66%	39	20.3%	31
Good	51.24%	62	57.24%	87	52.3%	80
Fair	12.40%	15	11.84%	18	19.6%	30
Poor	5.79%	7	3.95%	6	6.5%	10
Don't know	4.13%	5	1.32%	2	1.3%	2
Comment		7		7		6
Answered		121		152		153
Skipped		0		0		0



2018 Performance Measurement Program

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

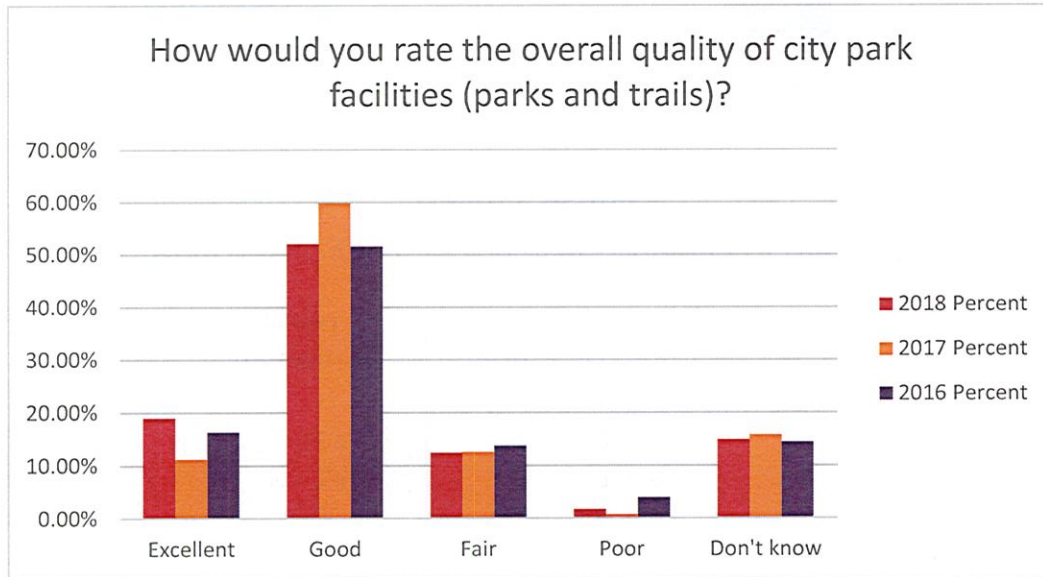
Answer Choices	2018	2018	2017	2017	2016	2016
	Percent	Count	Percent	Count	Percent	Count
Excellent	2.48%	3	3.29%	5	3.3%	5
Good	14.05%	17	9.87%	15	15.7%	24
Fair	4.13%	5	1.97%	3	4.6%	7
Poor	0.83%	1	0.66%	1	0.0%	0
Don't know	78.51%	95	84.21%	128	76.5%	117
Comment		5		5		3
	Answered	121		152		153
	Skipped	0		0		0



2018 Performance Measurement Program

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

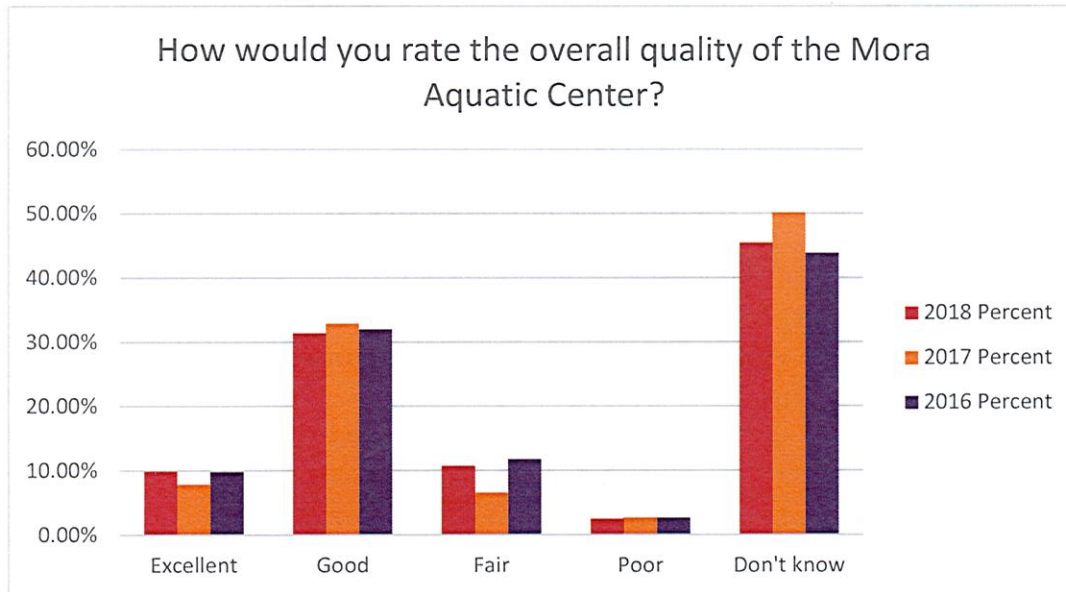
Answer Choices	2018	2018	2017	2017	2016	2016
	Percent	Count	Percent	Count	Percent	Count
Excellent	19.01%	23	11.18%	17	16.3%	25
Good	52.07%	63	59.87%	91	51.6%	79
Fair	12.40%	15	12.50%	19	13.7%	21
Poor	1.65%	2	0.66%	1	3.9%	6
Don't know	14.88%	18	15.79%	24	14.4%	22
Comment		6		10		3
	Answered	121		152		153
	Skipped	0		0		0



2018 Performance Measurement Program

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

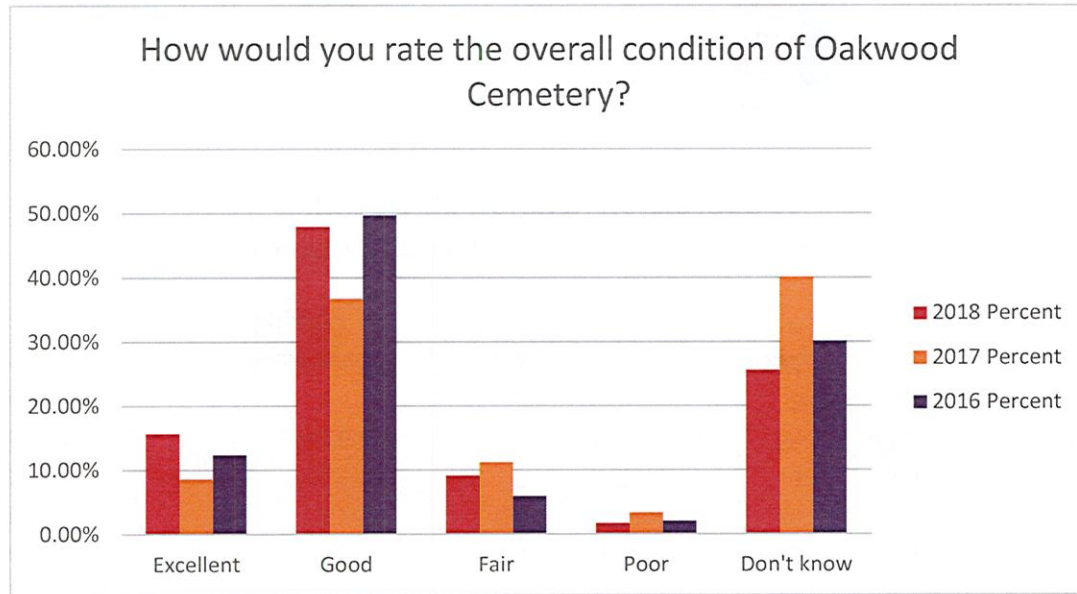
Answer Choices	2018	2018	2017	2017	2016	2016
	Percent	Count	Percent	Count	Percent	Count
Excellent	9.92%	12	7.89%	12	9.8%	15
Good	31.40%	38	32.89%	50	32.0%	49
Fair	10.74%	13	6.58%	10	11.8%	18
Poor	2.48%	3	2.63%	4	2.6%	4
Don't know	45.45%	55	50.00%	76	43.8%	67
Comment		4		12		13
	Answered	121		152		153
	Skipped	0		0		0



2018 Performance Measurement Program

How would you rate the overall condition of Oakwood Cemetery?

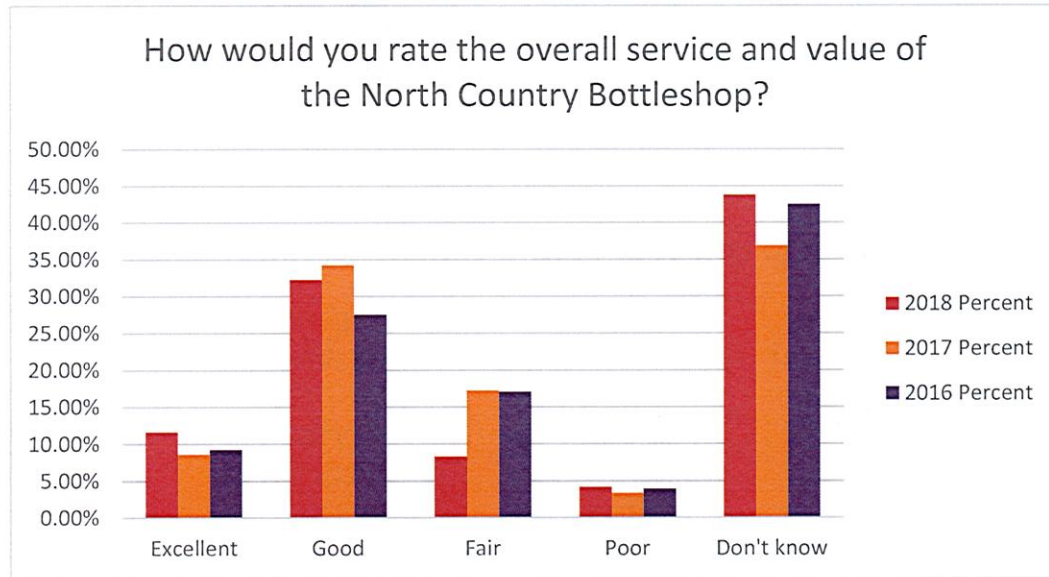
Answer Choices	2018		2017		2016	
	Percent	2018 Count	Percent	Count	Percent	Count
Excellent	15.70%	19	8.55%	13	12.4%	19
Good	47.93%	58	36.84%	56	49.7%	76
Fair	9.09%	11	11.18%	17	5.9%	9
Poor	1.65%	2	3.29%	5	2.0%	3
Don't know	25.62%	31	40.13%	61	30.1%	46
Comment		1		5		2
	Answered	121		152		153
	Skipped	0		0		0



2018 Performance Measurement Program

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

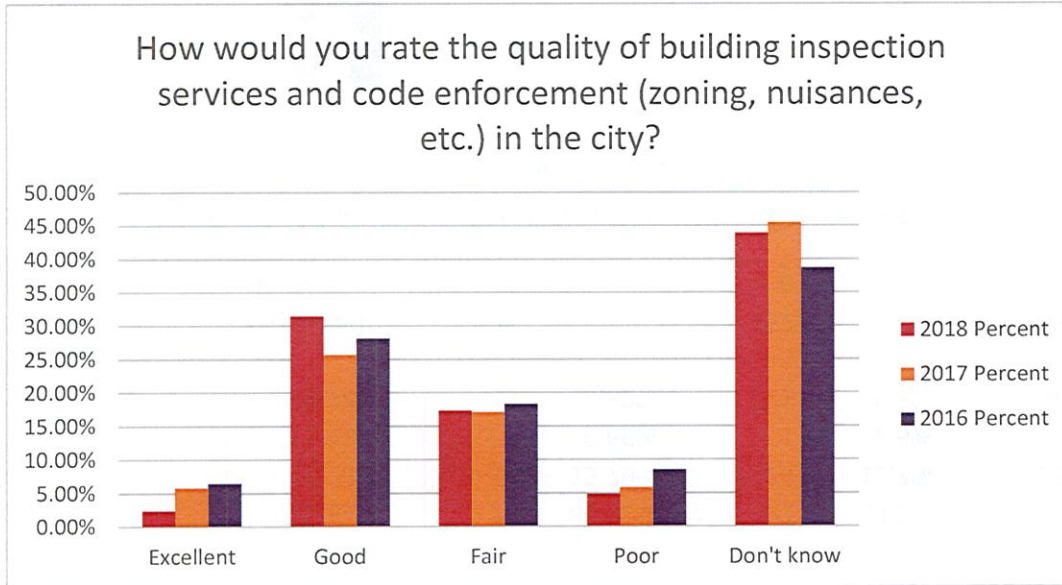
Answer Choices	2018	2018	2017	2017	2016	2016
	Percent	Count	Percent	Count	Percent	Count
Excellent	11.57%	14	8.55%	13	9.2%	14
Good	32.23%	39	34.21%	52	27.5%	42
Fair	8.26%	10	17.11%	26	17.0%	26
Poor	4.13%	5	3.29%	5	3.9%	6
Don't know	43.80%	53	36.84%	56	42.5%	65
Comment		3		8		9
	Answered	121		152		153
	Skipped	0		0		0



2018 Performance Measurement Program

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

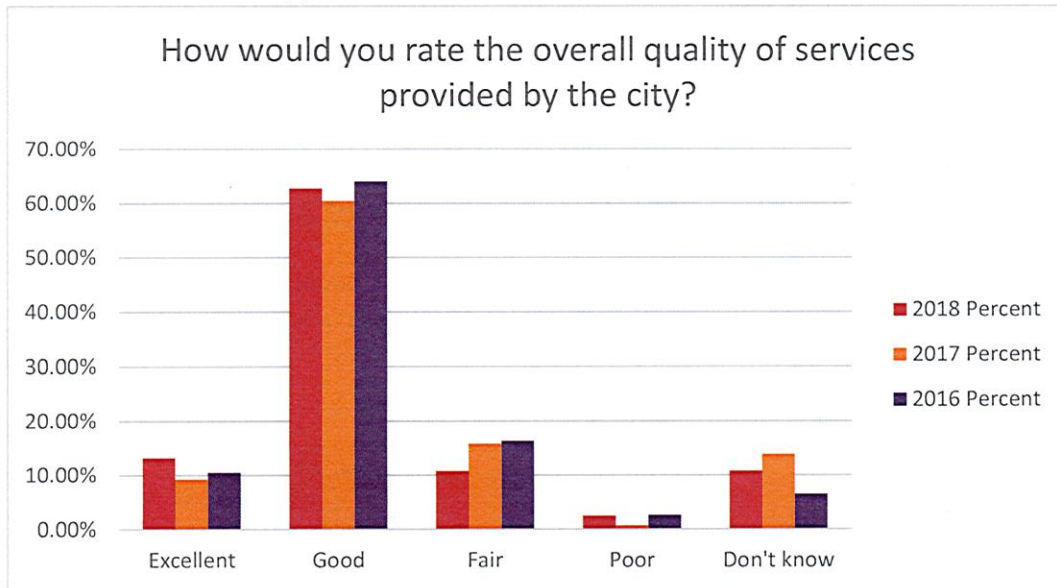
Answer Choices	2018	2018	2017	2017	2016	2016
	Percent	Count	Percent	Count	Percent	Count
Excellent	2.48%	3	5.92%	9	6.5%	10
Good	31.40%	38	25.66%	39	28.1%	43
Fair	17.36%	21	17.11%	26	18.3%	28
Poor	4.96%	6	5.92%	9	8.5%	13
Don't know	43.80%	53	45.39%	69	38.6%	59
Comment		4		12		5
	Answered	121		152		153
	Skipped	0		0		0



2018 Performance Measurement Program

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

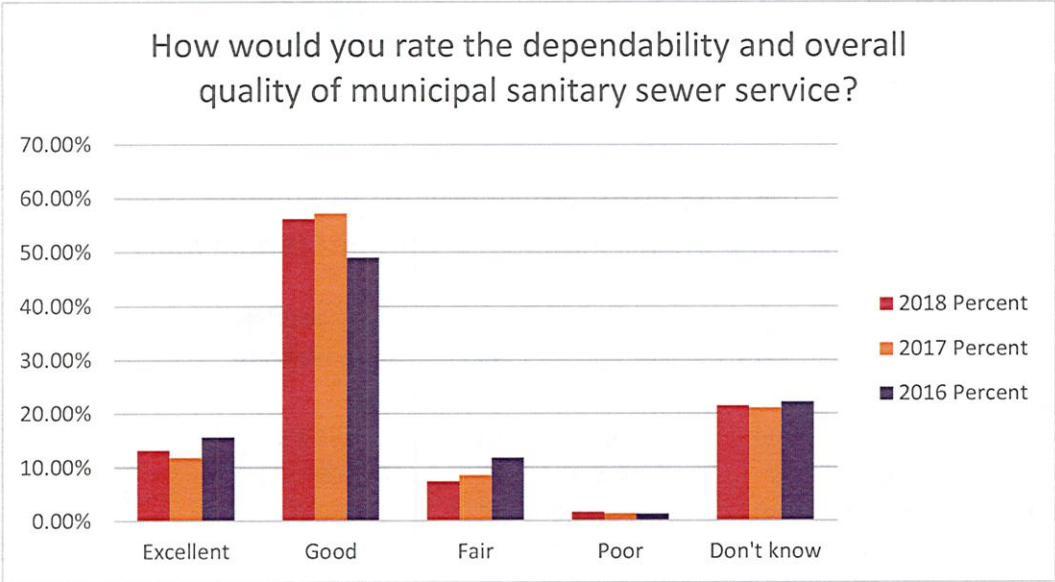
Answer Choices	2018	2018	2017	2017	2016	2016
	Percent	Count	Percent	Count	Percent	Count
Excellent	13.22%	16	9.21%	14	10.5%	16
Good	62.81%	76	60.53%	92	64.1%	98
Fair	10.74%	13	15.79%	24	16.3%	25
Poor	2.48%	3	0.66%	1	2.6%	4
Don't know	10.74%	13	13.82%	21	6.5%	10
Comment		1		1		2
Answered		121		152		153
Skipped		0		0		0



2018 Performance Measurement Program

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

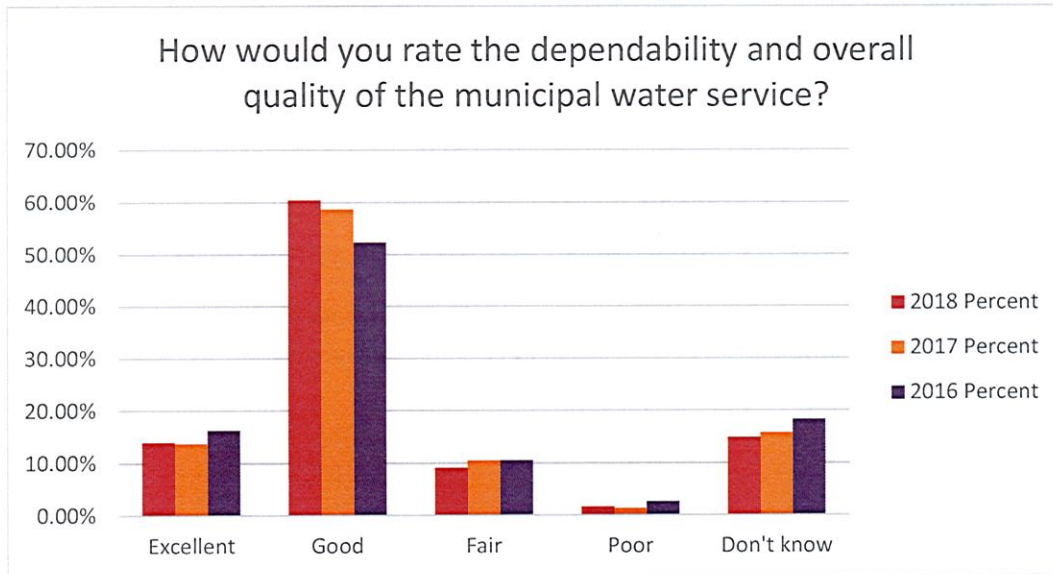
Answer Choices	2018		2017		2016	
	Percent	Count	Percent	Count	Percent	Count
Excellent	13.22%	16	11.84%	18	15.7%	24
Good	56.20%	68	57.24%	87	49.0%	75
Fair	7.44%	9	8.55%	13	11.8%	18
Poor	1.65%	2	1.32%	2	1.3%	2
Don't know	21.49%	26	21.05%	32	22.2%	34
Comment		2		4		3
Answered		121		152		153
Skipped		0		0		0



2018 Performance Measurement Program

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

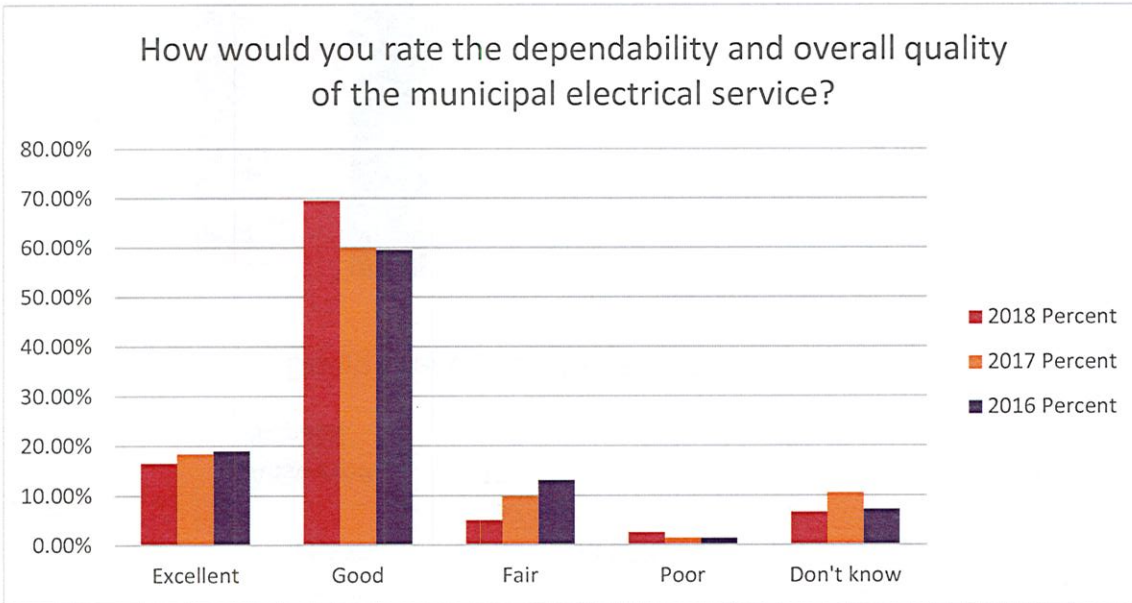
Answer Choices	2018	2018	2017	2017	2016	2016
	Percent	Count	Percent	Count	Percent	Count
Excellent	14.05%	17	13.82%	21	16.3%	25
Good	60.33%	73	58.55%	89	52.3%	80
Fair	9.09%	11	10.53%	16	10.5%	16
Poor	1.65%	2	1.32%	2	2.6%	4
Don't know	14.88%	18	15.79%	24	18.3%	28
Comment		4		8		4
	Answered	121		152		153
	Skipped	0		0		0



2018 Performance Measurement Program

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

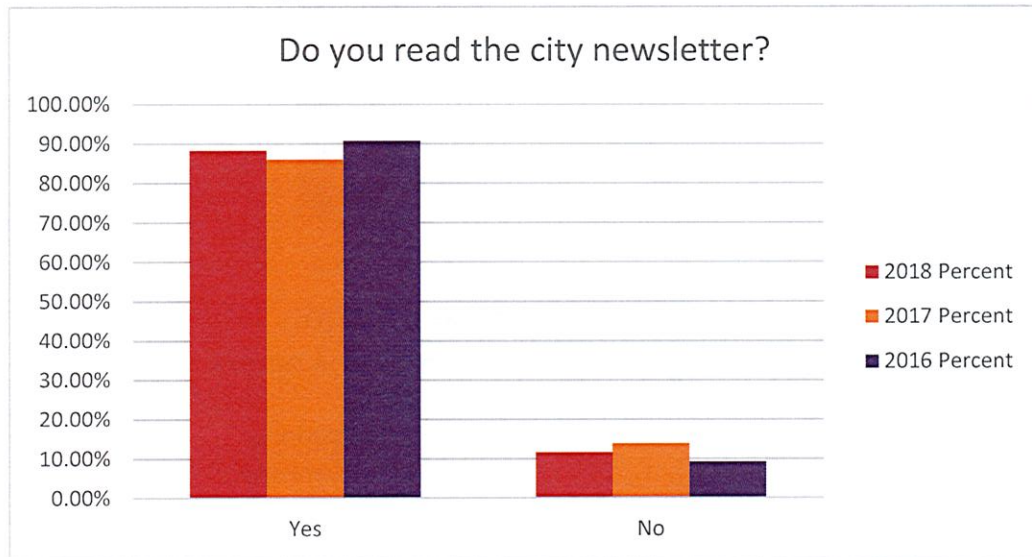
Answer Choices	2018	2018	2017	2017	2016	2016
	Percent	Count	Percent	Count	Percent	Count
Excellent	16.53%	20	18.42%	28	19.0%	29
Good	69.42%	84	59.87%	91	59.5%	91
Fair	4.96%	6	9.87%	15	13.1%	20
Poor	2.48%	3	1.32%	2	1.3%	2
Don't know	6.61%	8	10.53%	16	7.2%	11
Comment		5		4		4
	Answered	121		152		153
	Skipped	0		0		0



2018 Performance Measurement Program

Do you read the city newsletter?

Answer Choices	2018	2018	2017	2017	2016	2016
	Percent	Count	Percent	Count	Percent	Count
Yes	88.43%	107	86.18%	131	90.8%	139
No	11.57%	14	13.82%	21	9.2%	14
Comment		37		2		1
	Answered	121		152		153
	Skipped	0		0		0



2018 Performance Measurement Program

Do you use the city website?

Answer Choices	2018	2018	2017	2017	2016	2016
	Percent	Count	Percent	Count	Percent	Count
Yes	18.18%	22	28.95%	44	24.2%	37
No	81.82%	99	71.05%	108	75.8%	116
Comment		45		5		3
	Answered	121		152		153
	Skipped	0		0		0

