Resolution No. 2023-522

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

WHEREAS, Benefits to the City of Mora for participation in the Minnesota Council on Local Results and Innovation's comprehensive performance measurement program are outlined in MS 6.91 and include eligibility for a reimbursement as set by State statute; and

WHEREAS, Any city participating in the comprehensive performance measurement program is also exempt from levy limits for taxes, if levy limits are in effect; and

WHEREAS, The City Council of Mora has adopted and implemented at least 10 of the performance measures, as developed by the Council on Local Results and Innovation, and a system to use this information to help plan, budget, manage and evaluate programs and processes for optimal future outcomes; and

NOW THEREFORE LET IT BE RESOLVED THAT, The City Council of Mora will continue to report the results of the performance measures to its citizenry by the end of the year through publication, direct mailing, posting on the city's website, or through a public hearing at which the budget and levy will be discussed and public input allowed.
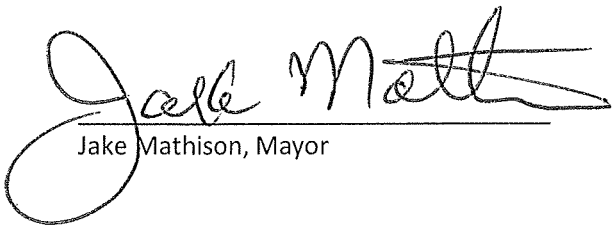
BE IT FURTHER RESOLVED, The City Council of Mora will submit to the Office of the State Auditor the actual results of the performance measures adopted by the city.

The foregoing resolution was introduced and moved for adoption by Council Member
Youngquist and seconded by Council Member _Anderson_.

Voting for the Resolution:.......... Mathison, Shepard, Brockemeier, Anderson, Youngquist
Voting Against the Resolution: .. none
Abstained from Voting:............. none
Absent:................................... none

Motion carried and resolution adopted this 16th day of May 2023.

_____
Jake Mathison, Mayor

_____
Glenn Anderson, City Administrator

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			Surveys distributed	Response Rate
	Paper	Electronic	Total		
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 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
- Website ....http://www.ci.mora.mn.us
- Facebook.....................@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 …
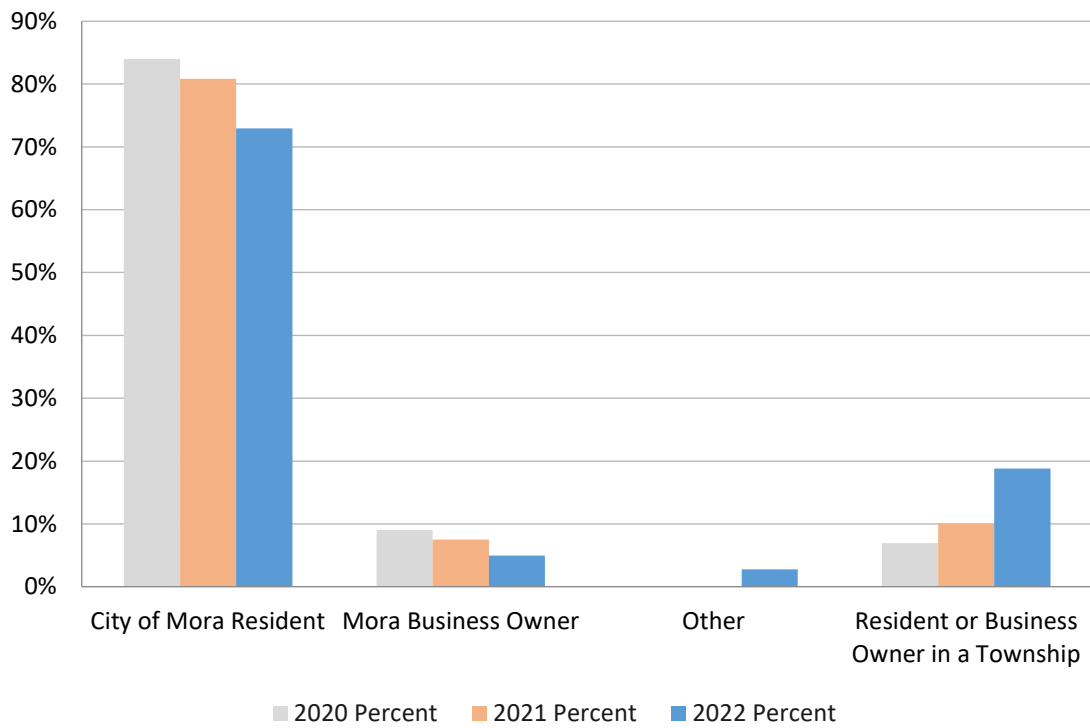
Question 2: How many years have you lived in the city/township?

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

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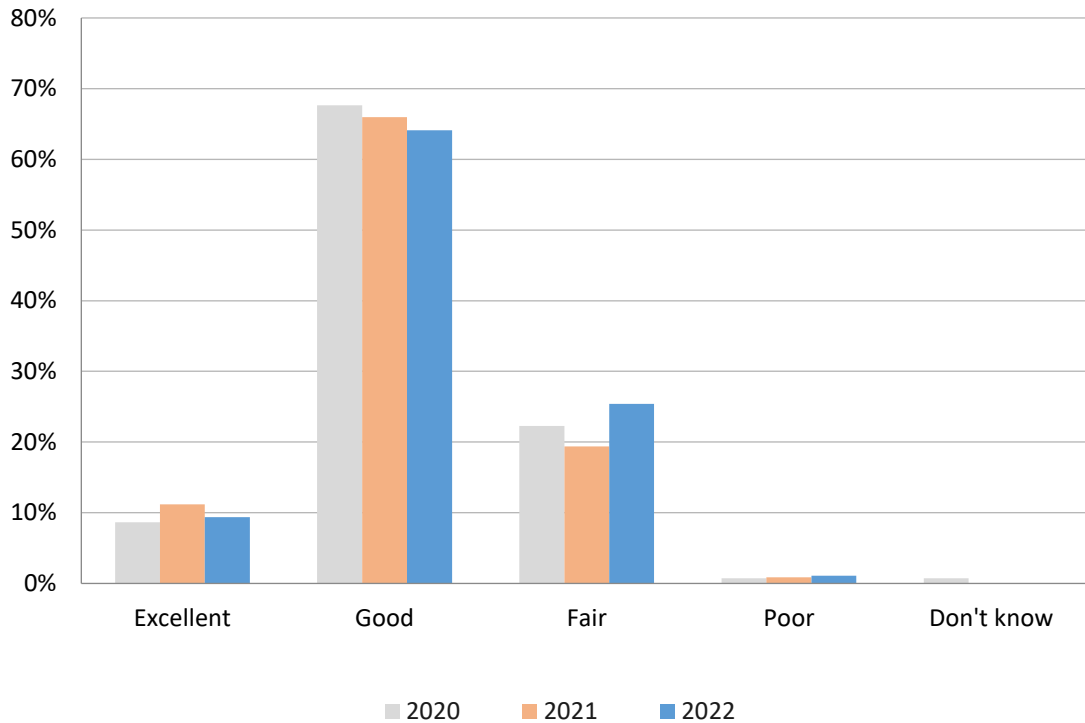
Question 4: How would you describe your overall feeling of safety in the city?

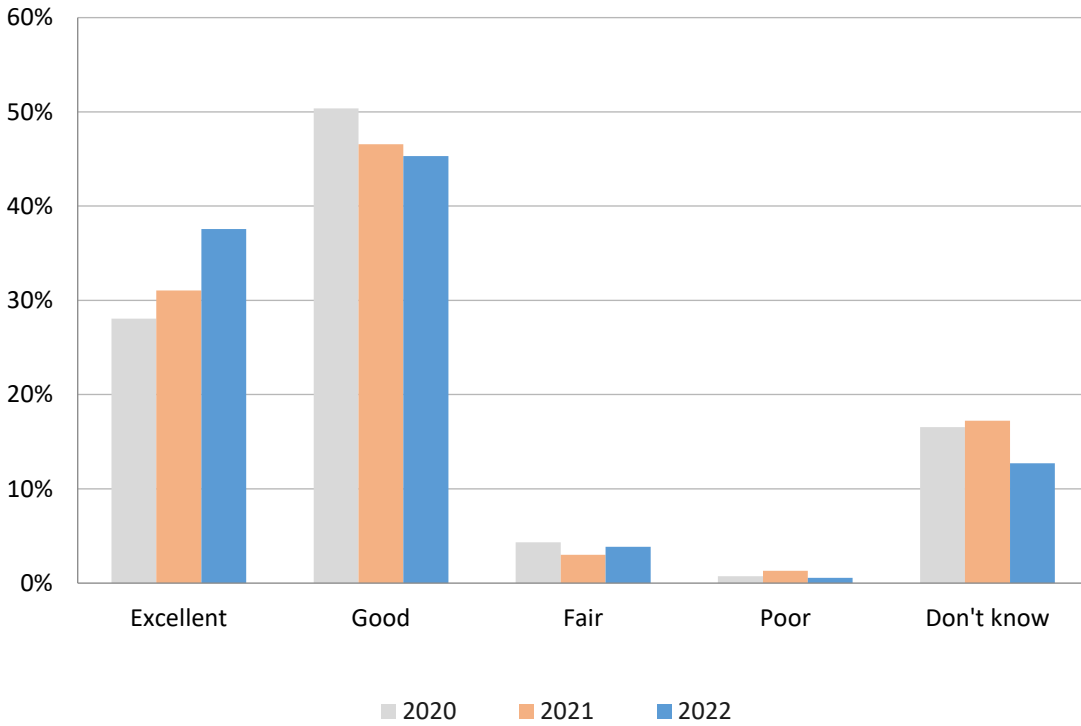|	2020 Percent	2020 Count	2021 Percent	2021 Count	2022 Percent	2022 Count
Excellent	17.99%	25	19.83%	23	22.10%	40
Good	64.75%	90	58.62%	68	60.22%	109
Fair	13.67%	19	16.81%	19.5	14.92%	27
Poor	2.16%	3	1.29%	1.5	2.76%	5
Don't know	1.44%	2	2.59%	3	0.00%	0
Answered		139		115		181
Skipped		0		1		0
Total	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

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

10
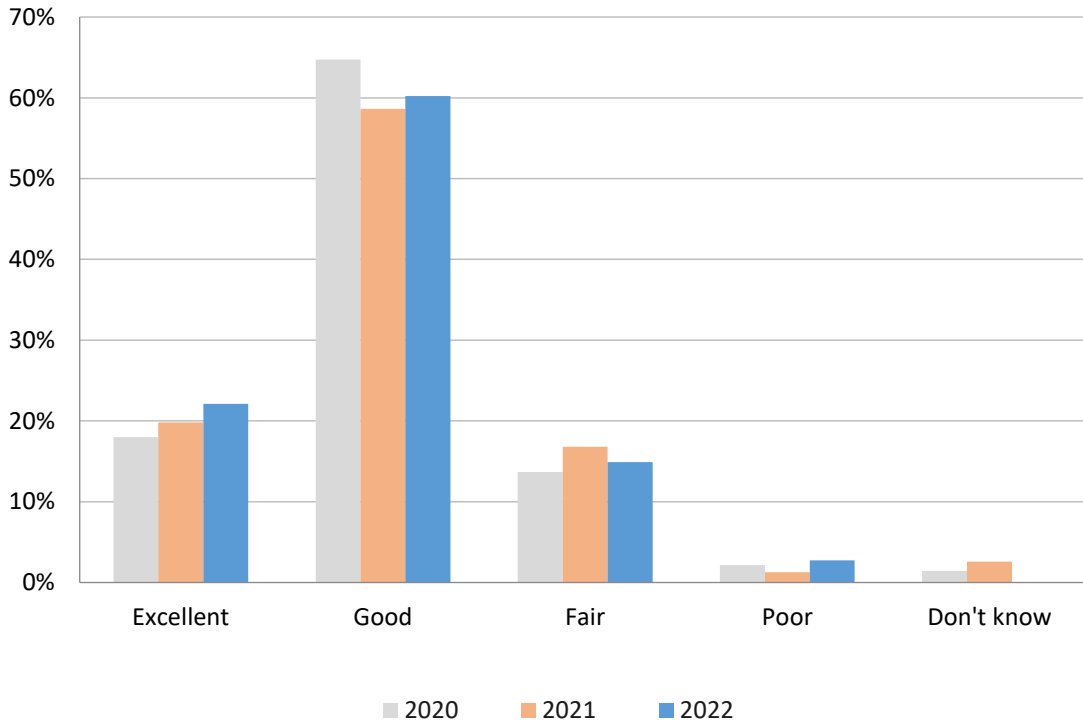
Question 5: How would you rate the overall quality of fire protection services in the city?

	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

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

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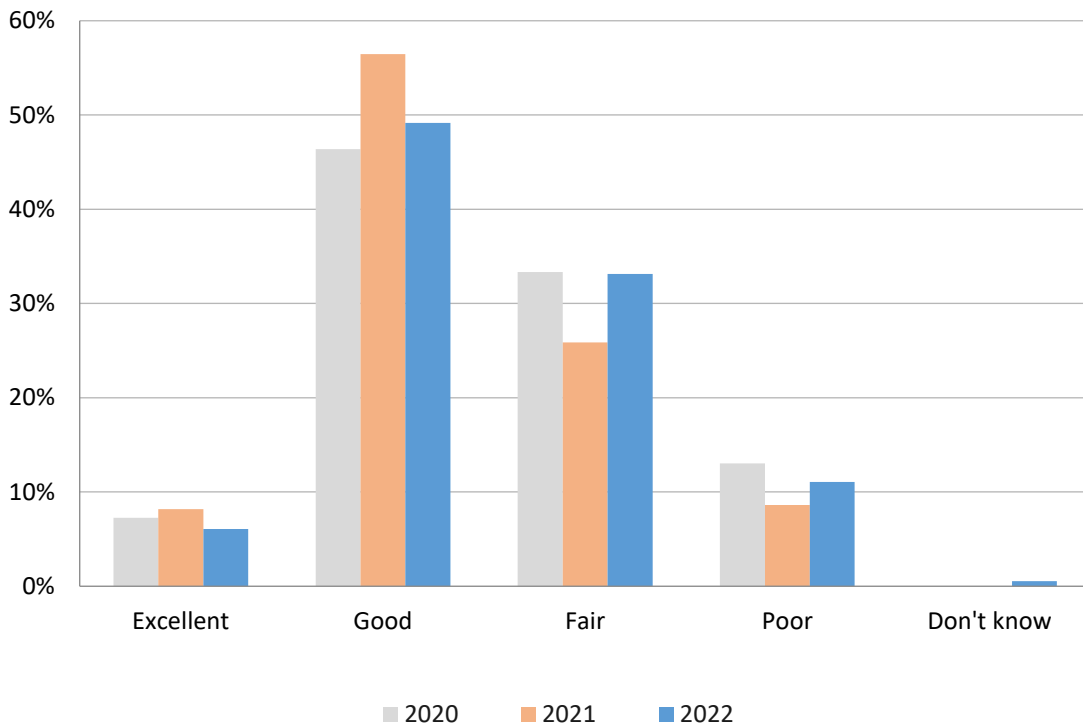
Question 7: How would you rate the overall quality of snowplowing on city streets?

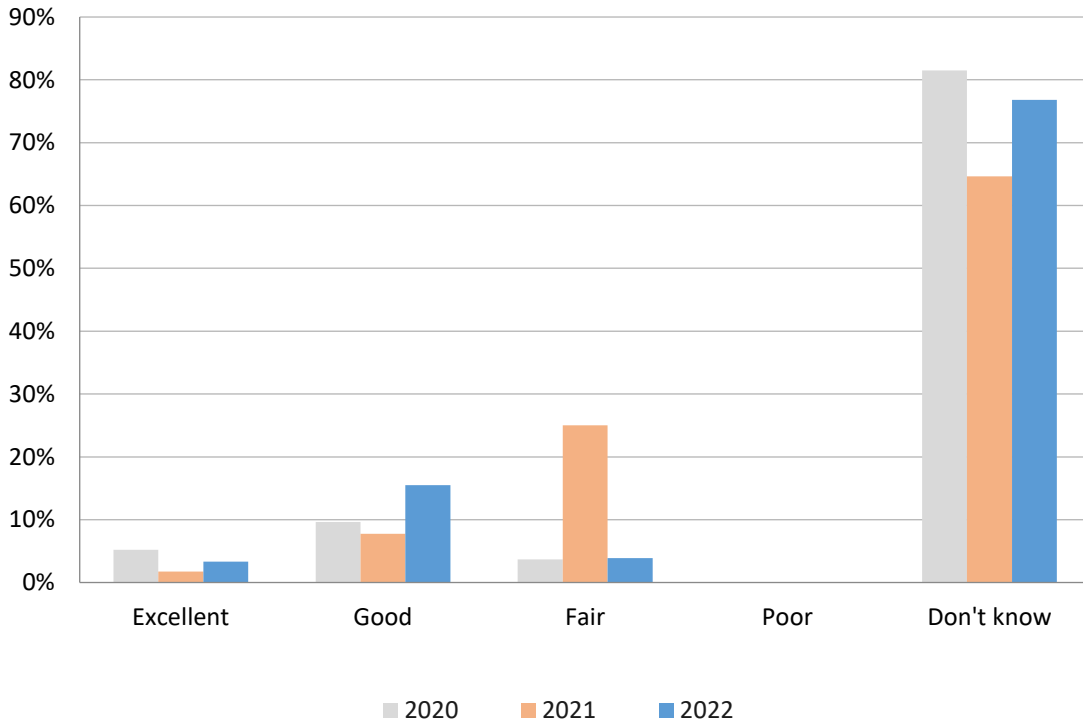|	2020 Percent	2020 Count	2021 Percent	2021 Count	2022 Percent	2022 Count
Excellent	27.74%	38	26.72%	31	16.57%	30
Good	49.64%	68	57.33%	66.5	53.04%	96
Fair	17.52%	24	10.34%	12	15.47%	28
Poor	5.11%	7	3.88%	4.5	13.26%	24
Don't know	0.00%	0	0.86%	1	1.66%	3
Answered		137		115		181
Skipped		0		1		0
Total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

Question 7: How would you rate the overall quality of snowplowing on city streets?
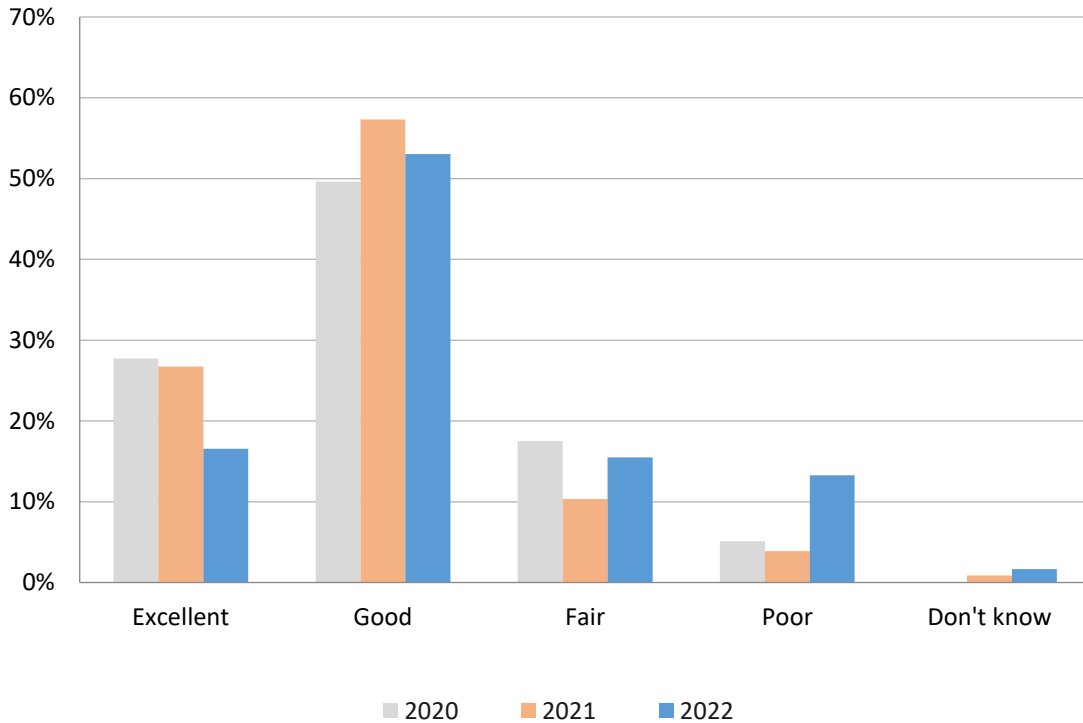
Question 8: How would you rate the overall condition of the municipal airport?

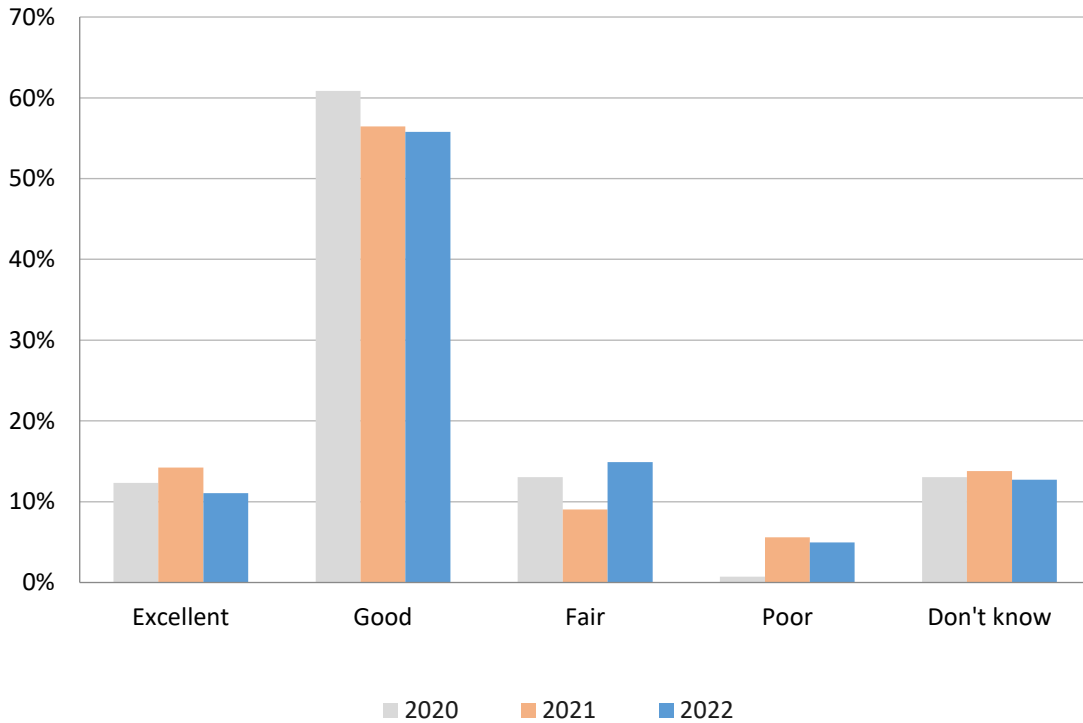|	2020 Percent	2020 Count	2021 Percent	2021 Count	2022 Percent	2022 Count
Excellent	5.19%	7	1.72%	2	3.31%	6
Good	9.63%	13	7.76%	9	15.47%	28
Fair	3.70%	5	25.00%	29	3.87%	7
Poor	0.00%	0	0.00%	0	0.00%	0
Don't know	81.48%	110	64.66%	75	76.80%	139
Answered		135		115		180
Skipped		0		1		1
Total		135		116	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

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

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)?

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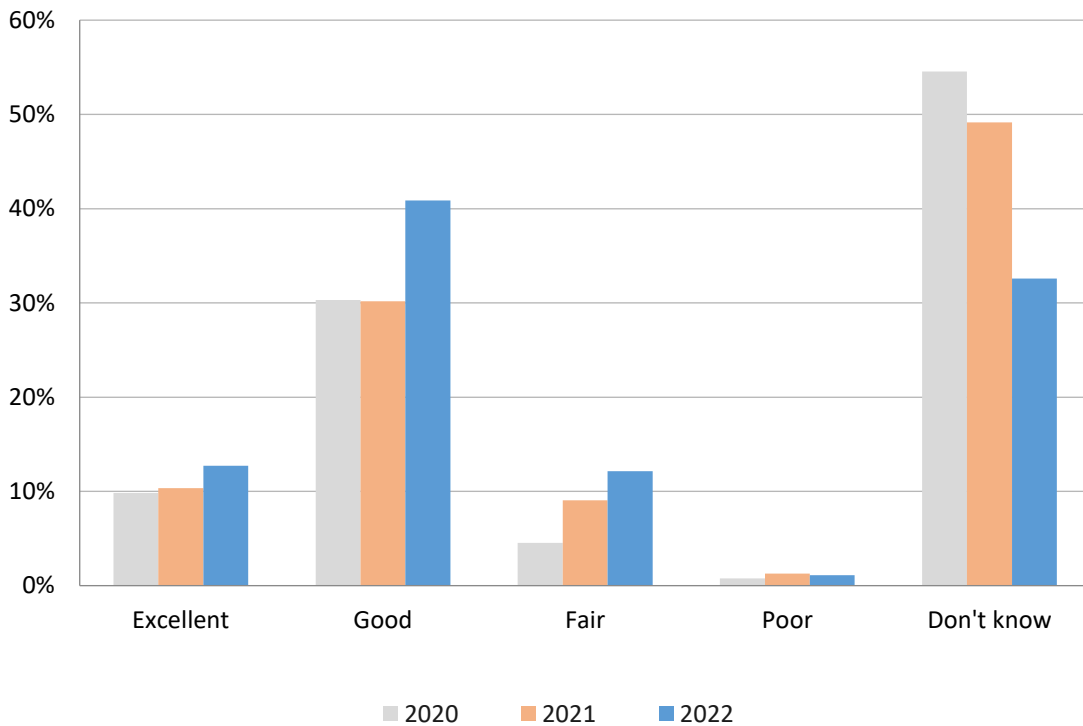
Question 11: How would you rate the overall condition of Oakwood Cemetery?

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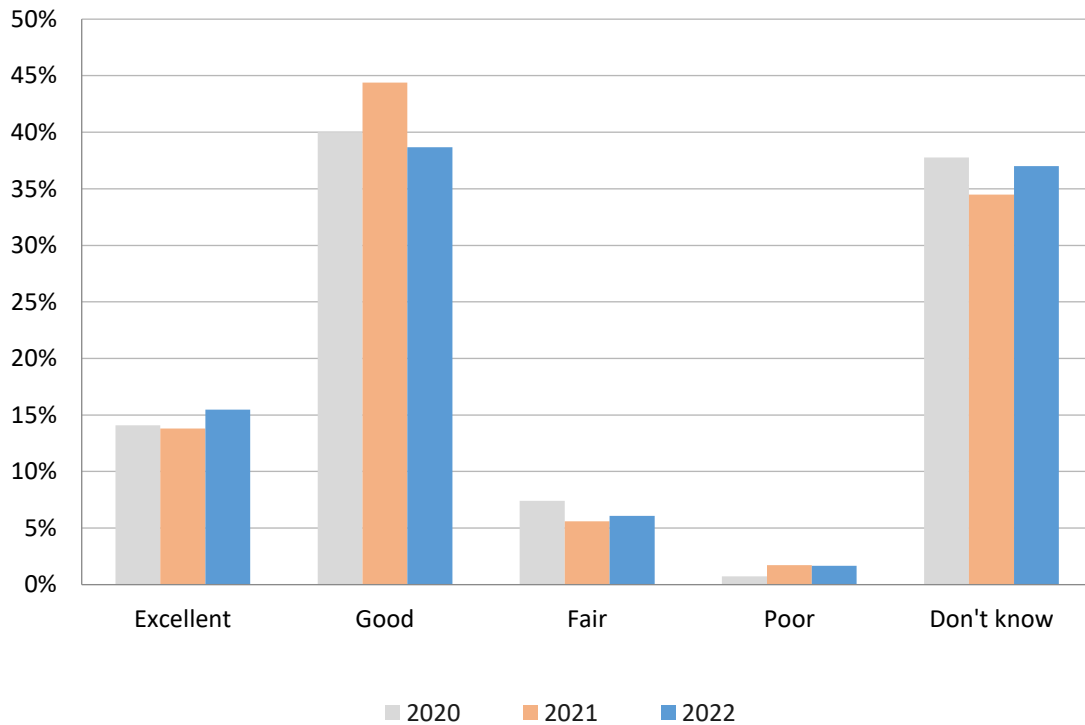
Question 12: How would you rate the overall service and value of the North Country Bottleshop?

	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

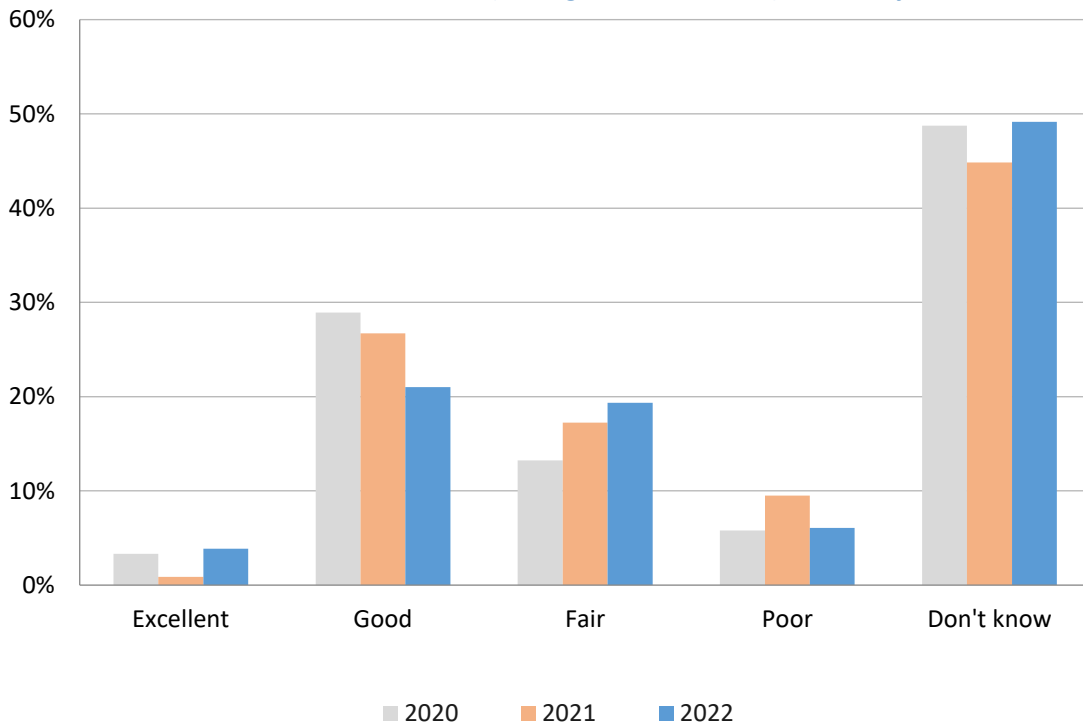

Question 12: How would you rate the overall service and value of the North Country Bottleshop?
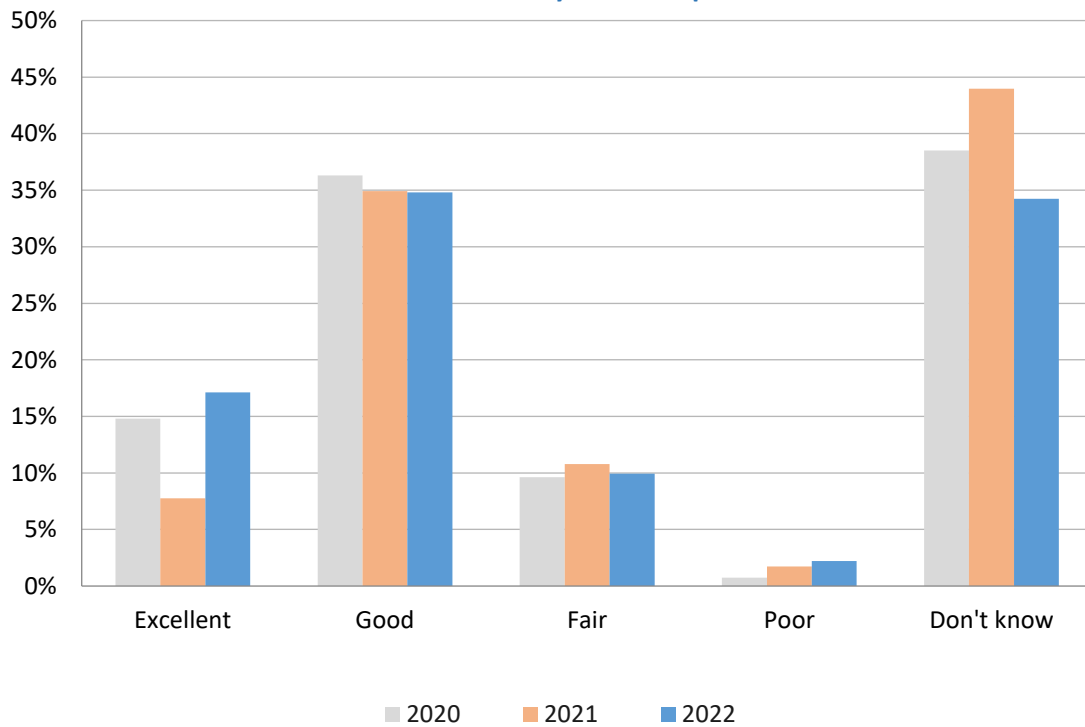
Question 13: How would you rate the quality of building inspection services and code enforcement (zoning, nuisances, etc.) in the city?

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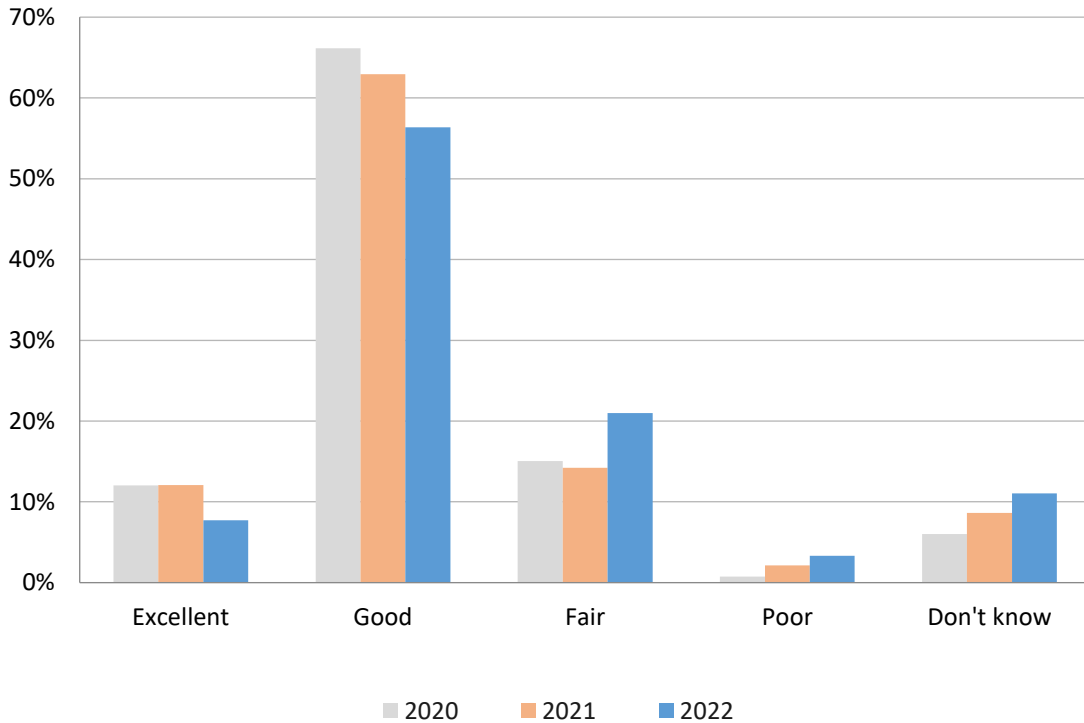
Question 14: How would you rate the overall quality of services provided by the city?

	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?

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

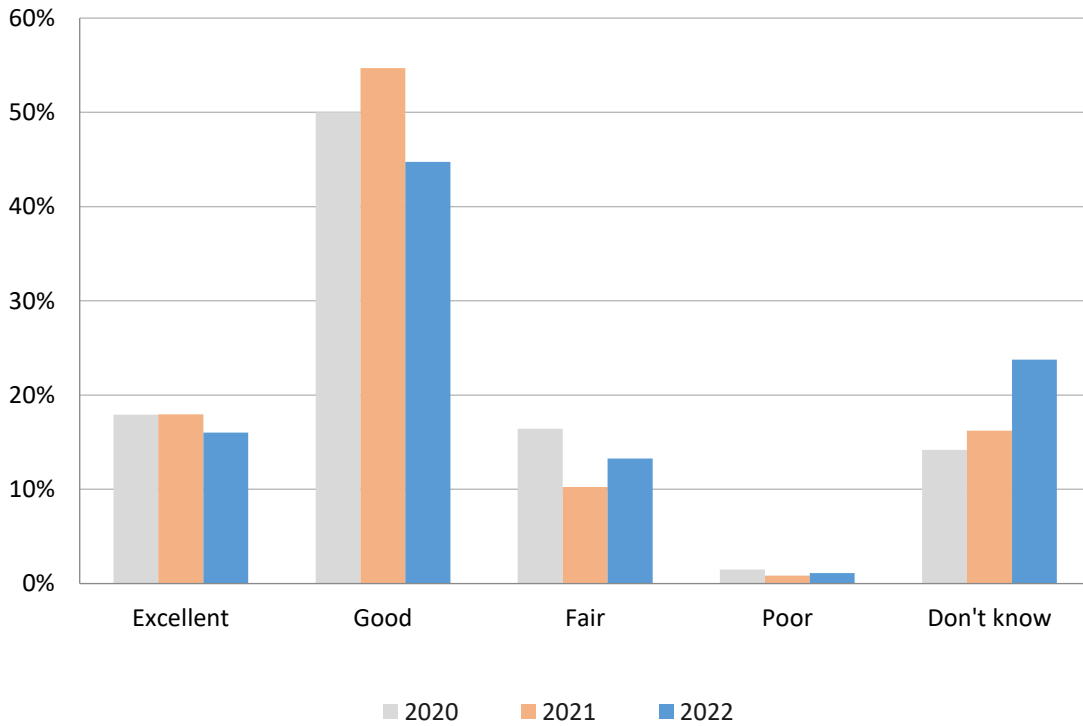|	2020 Percent	2020 Count	2021 Percent	2021 Count	2022 Percent	2022 Count
Excellent	15.44%	21	14.53%	17	12.71%	23
Good	49.26%	67	49.57%	58	44.20%	80
Fair	13.97%	19	6.41%	7.5	9.39%	17
Poor	1.47%	2	1.28%	1.5	1.66%	3
Don't know	19.85%	27	28.21%	33	31.49%	57
Answered		136		117		180
Skipped		0		0		1
Total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

Question 15: How would you rate the dependability and overall quality of municipal sanitary sewer service
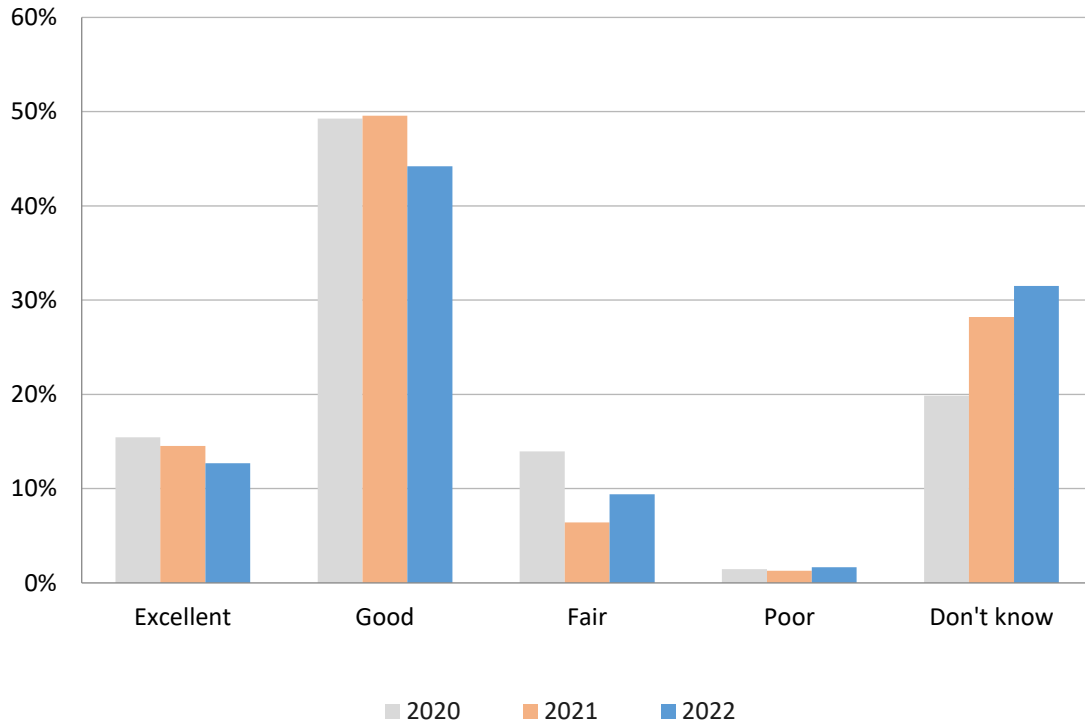
Question 16: How would you rate the dependability and overall quality of the municipal water service?

	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?**

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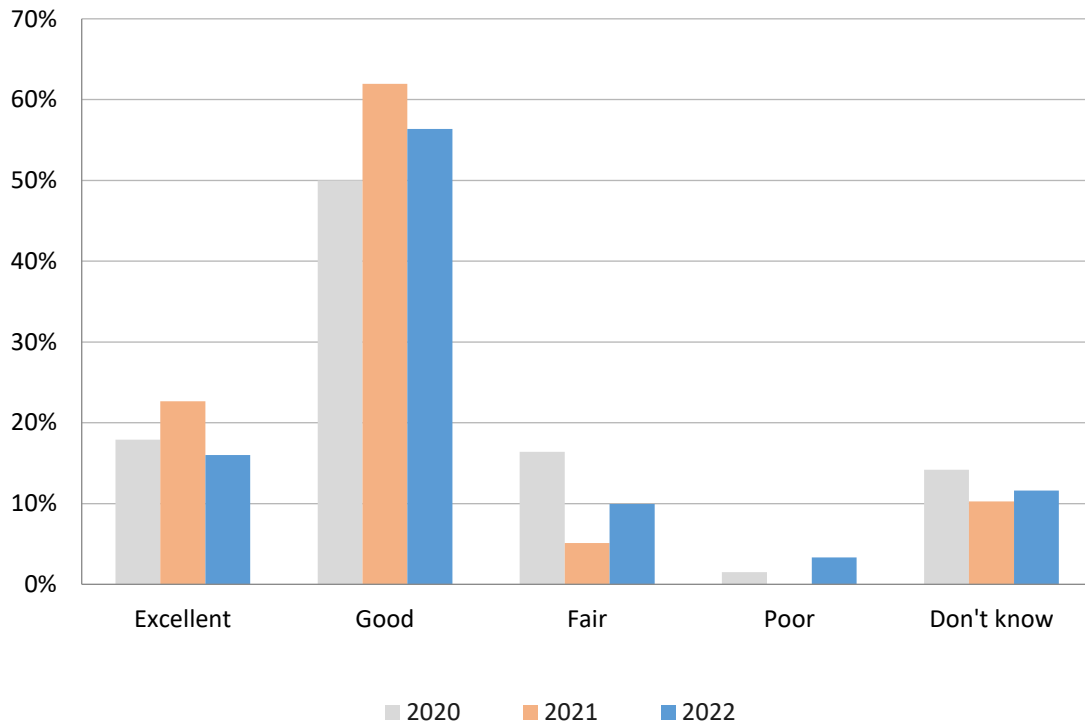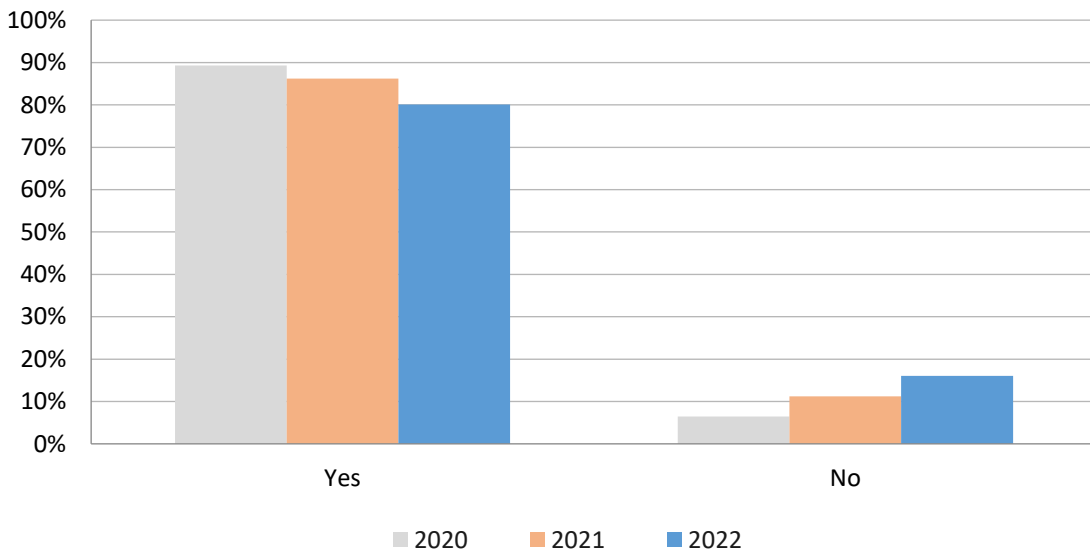
Question 18: Do you read the city newsletter (yes or no) and why?

	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"

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
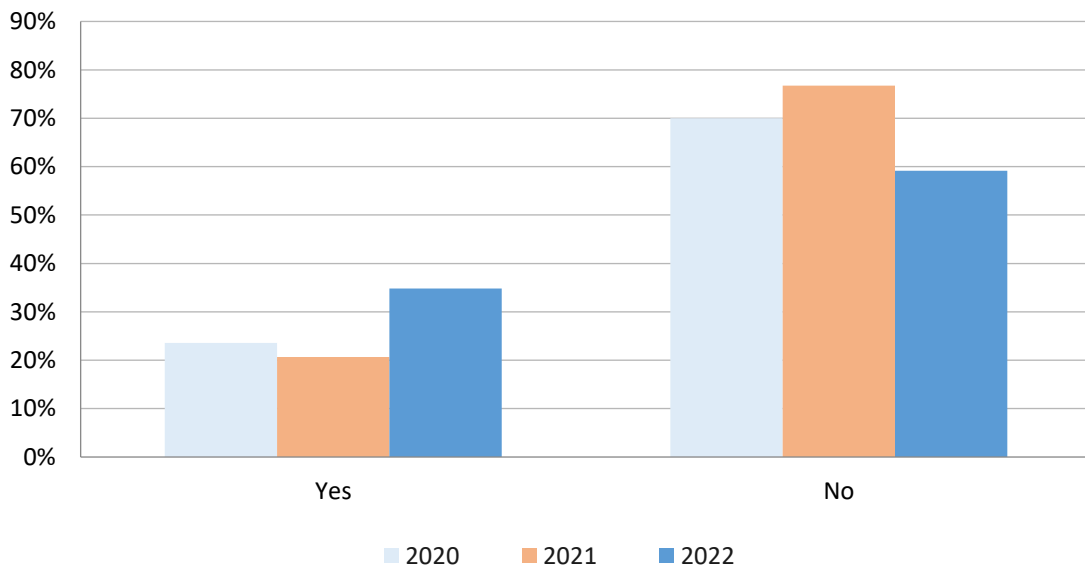
"No" comments

- "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"