

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 2021 and to receive the per capita reimbursement in 2021 and the levy limit exemption for 2022 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 2021 to the Office of the State Auditor.


The foregoing resolution was introduced and moved for adoption by Council Member Shepard and seconded by Council Member Anderson.

Voting for the Resolution:..... Mayor Skramstad, Anderson, Brockmeier, Mathison,
 Voting Against the Resolution: .. none
 Abstained from Voting:..... none
 Absent:..... none

Shepard

Motion carried and resolution adopted this 16th day of March 2021.


 Lindy Crawford, City Administrator


 Alan Skramstad, Mayor



CITY OF MORA / MORA MUNICIPAL UTILITIES

2020 PERFORMANCE MEASUREMENTS PROGRAM

COMMUNITY SURVEY

ANNUAL REPORT

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2020 Community Survey Report

Introduction

First we would like to thank those that took the time to complete and return the 2020 community survey. In the January 2021 newsletter we distributed the survey asking you how you feel about various services provided by the City of Mora and Mora Municipal Utilities.

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 140 responses, 18 than last year. We appreciate the responses we received and hope we can get more next year. Look for the 2021 survey in the January 2022 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 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%
2019	122	N/A	122	6%
2020	140	N/A	140	7%

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 2020 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 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 2018, 2019, and 2020. 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 2020 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>
- 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.

Appendix A

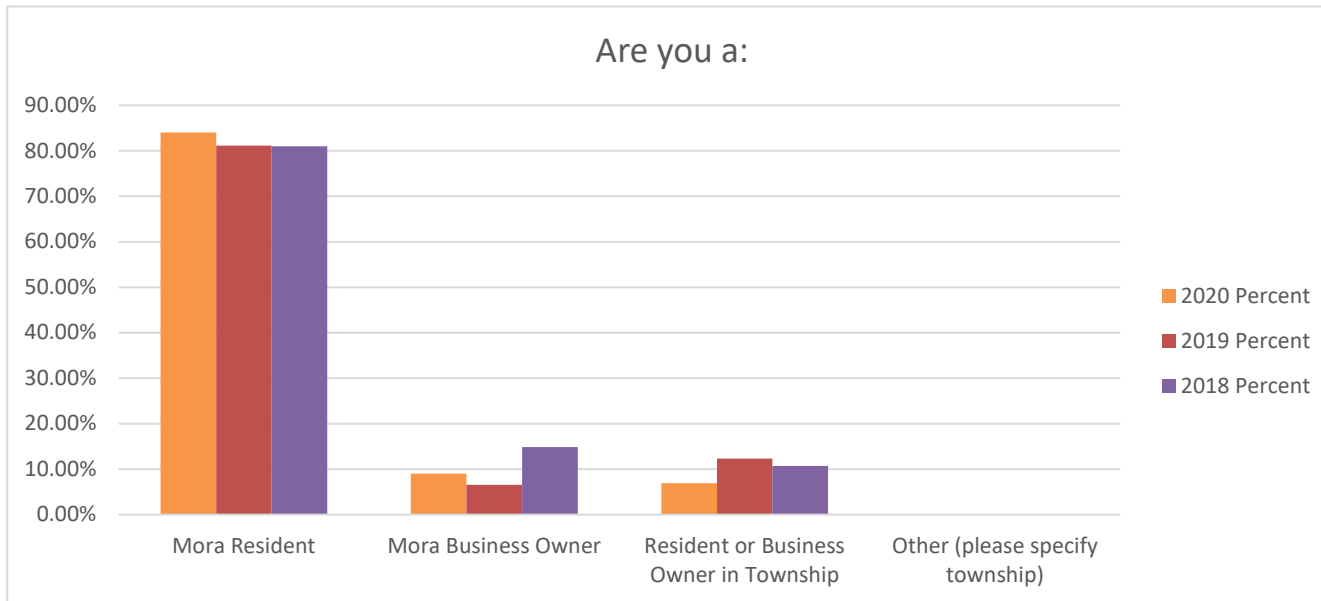
Survey Responses

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2020 Performance Measurement Program

Are you a:

Answer Choices	2020	2020	2019	2019	2018	2018
	Percent	Count	Percent	Count	Percent	Count
Mora Resident	84.02%	121	81.15%	99	80.99%	98
Mora Business Owner	9.03%	13	6.56%	8	14.88%	18
Resident or Business Owner in Township	6.94%	10	12.30%	12	10.74%	13
Other (please specify township)						13
Answered		144		122		121
Skipped		1		3		0



2020 Performance Measurement Program

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

2020 Count

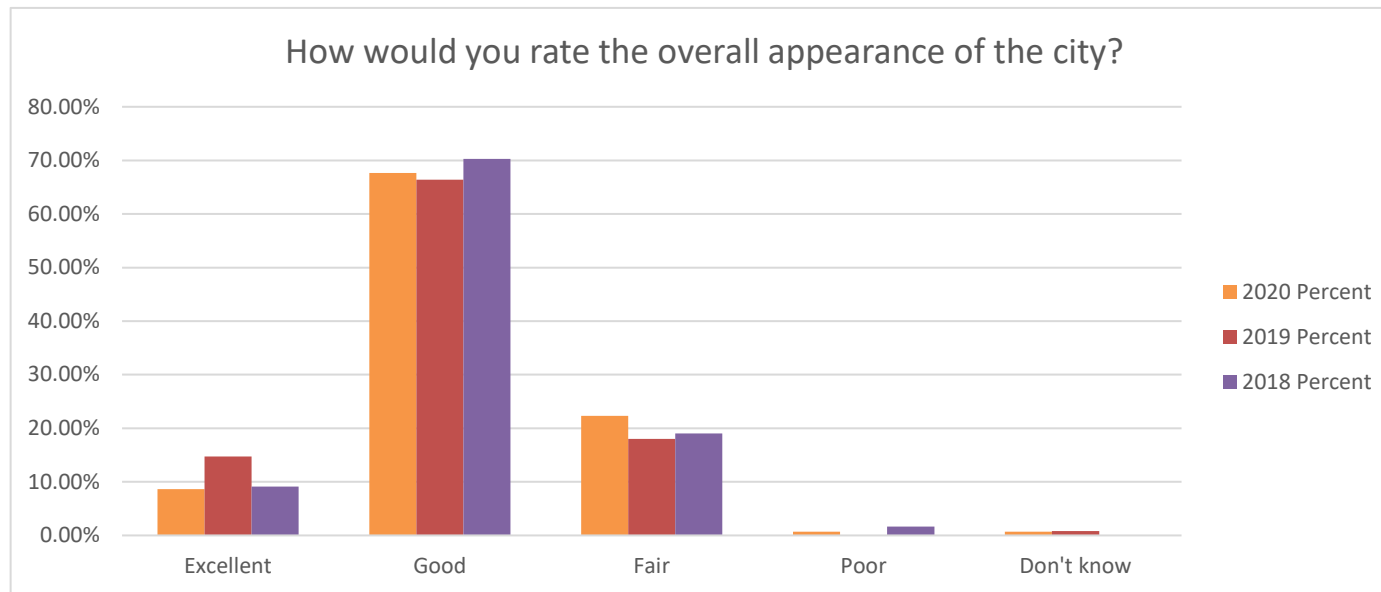
Answered 128
Skipped 5

Years	Count	Years	Responses	Years	Responses	Years	Responses	Years	Responses	Years	Responses
< 1	2	<1	2	20	5	40	9	60	0	80	1
1 to 5	31	1	3	21	1	41	1	61	0	81	0
6 to 10	12	2	8	22	6	42	1	62	1	82	0
11 to 15	12	3	8	23	0	43	0	63	1	83	1
16-20	13	4	8	24	0	44	3	64	0	84	1
21-30	18	5	4	25	6	45	0	65	1	85	0
31-40	15	6	5	26	1	46	4	66	0	86	0
41-50	14	7	2	27	2	47	0	67	1	87	0
51-60	2	8	0	28	2	48	0	68	0	88	0
61-70	5	9	3	29	0	49	1	69	0	89	0
71-80	2	10	2	30	6	50	4	70	1	90	0
> 80	2	11	8	31	0	51	0	71	0	91	0
		12	1	32	0	52	1	72	0	92	0
		13	2	33	2	53	0	73	1	93	0
		14	1	34	1	54	1	74	0	94	0
		15	0	35	2	55	0	75	0	95	0
		16	3	36	0	56	0	76	0	96	0
		17	1	37	0	57	0	77	0	97	0
		18	2	38	0	58	0	78	0	98	0
		19	2	39	1	59	0	79	0	No Answer	5

2020 Performance Measurement Program

How would you rate the overall appearance of the city?

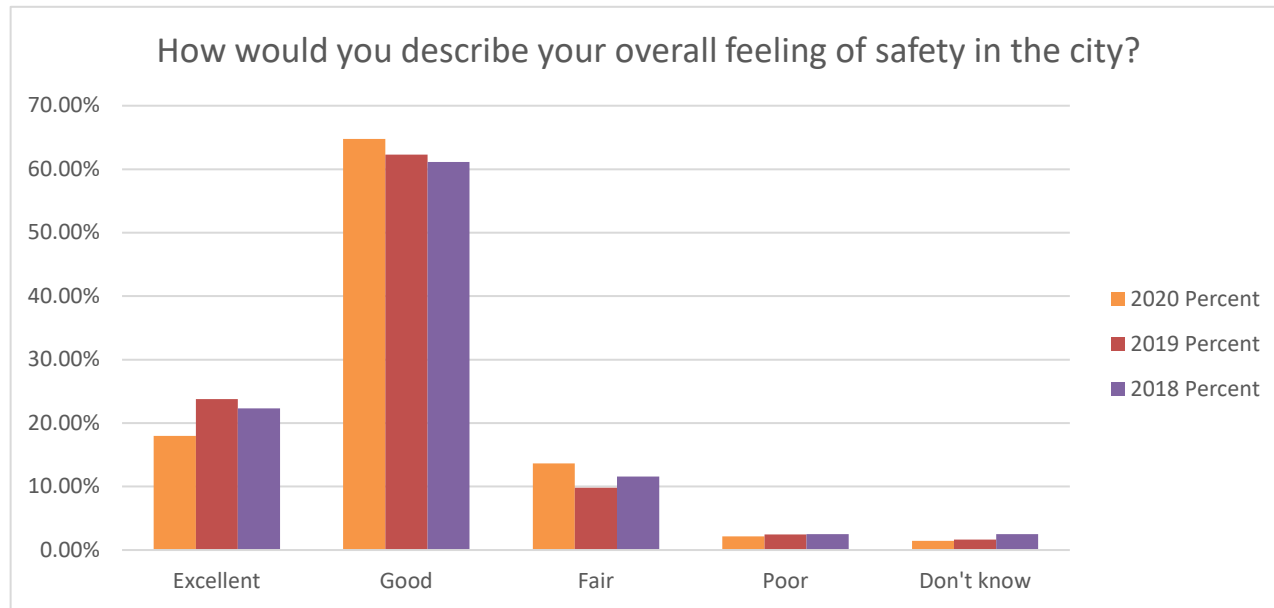
Answer Choices	2020	2020	2019	2019	2018	2018
	Percent	Count	Percent	2019 Count	Percent	Count
Excellent	8.63%	12	14.75%	18	9.09%	11
Good	67.63%	94	66.40%	81	70.25%	85
Fair	22.30%	31	18.00%	22	19.01%	23
Poor	0.72%	1	0.00%	0	1.65%	2
Don't know	0.72%	1	0.82%	1	0.00%	0
Comment						6
Answered		139		122		121
Skipped		1		0		0



2020 Performance Measurement Program

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

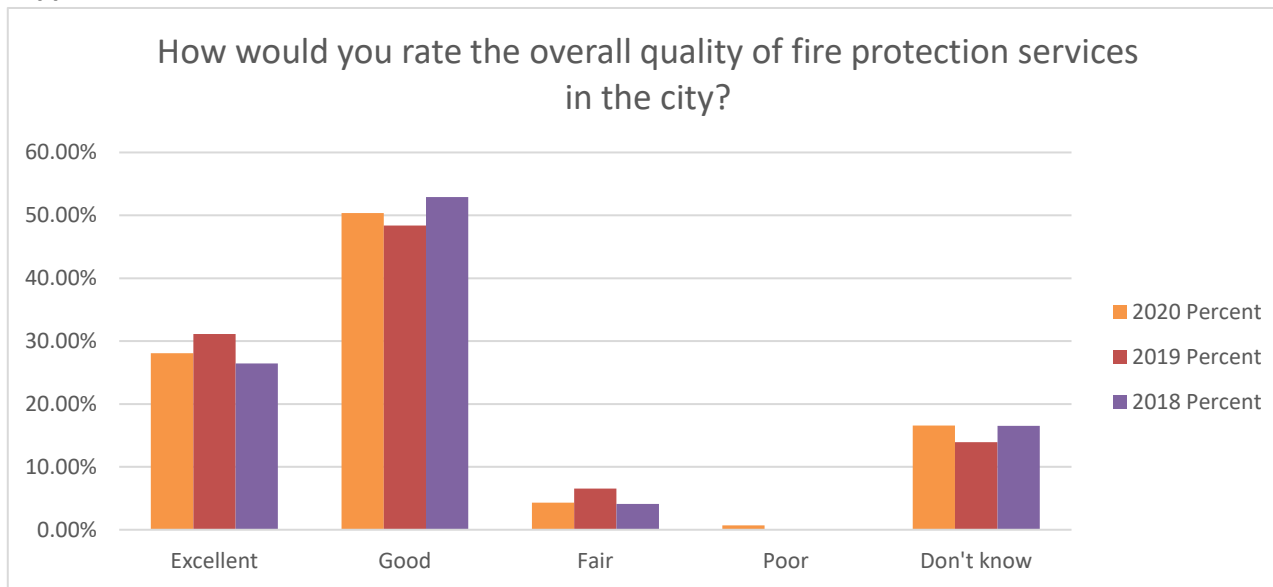
Answer Choices	2020	2020	2019	2019	2018	2018
	Percent	Count	Percent	2019 Count	Percent	Count
Excellent	17.99%	25	23.77%	29	22.31%	27
Good	64.78%	90	62.30%	76	61.16%	74
Fair	13.67%	19	9.84%	12	11.57%	14
Poor	2.16%	3	2.46%	3	2.48%	3
Don't know	1.44%	2	1.64%	2	2.48%	3
Comment		2		1		3
Answered		139		122		121
Skipped		1		0		0



2020 Performance Measurement Program

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

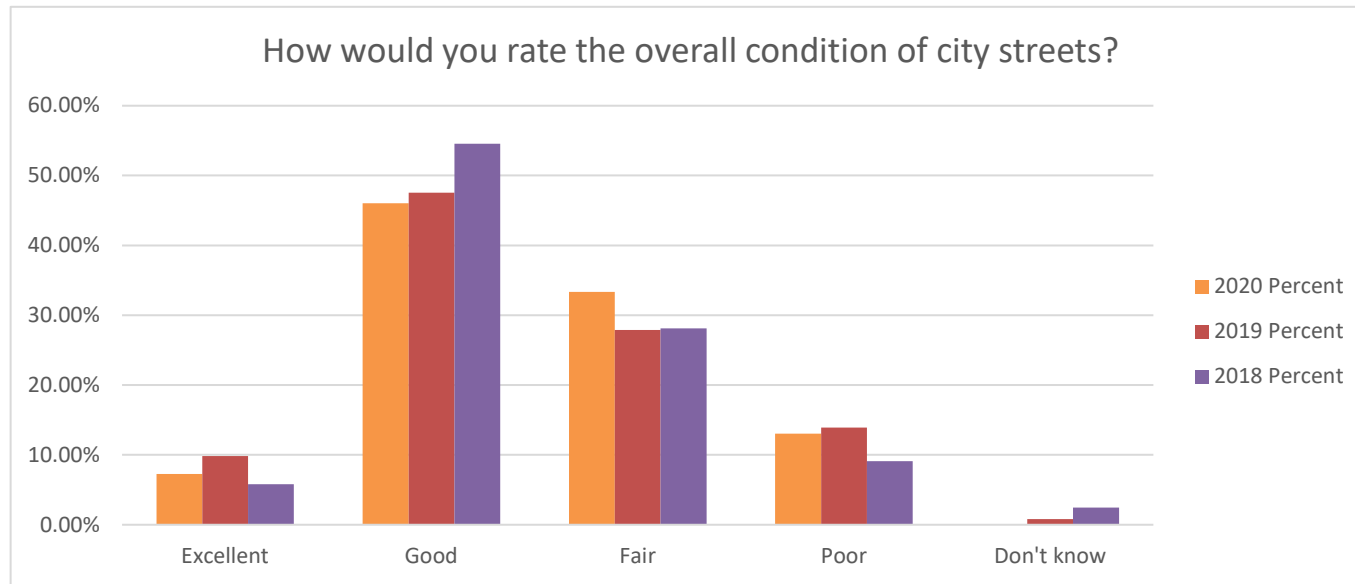
Answer Choices	2020	2020	2019	2019	2018	2018
	Percent	Count	Percent	Count	Percent	Count
Excellent	28.06%	39	31.15%	38	26.45%	32
Good	50.36%	70	48.36%	59	52.89%	64
Fair	4.32%	6	6.56%	8	4.13%	5
Poor	0.72%	1	0.00%	0	0.00%	0
Don't know	16.55%	23	13.93%	17	16.53%	20
Comment		2		0		0
Answered		139		122		121
Skipped		1		0		0



2020 Performance Measurement Program

How would you rate the overall condition of city streets?

Answer Choices	2020	2020	2019	2019	2018	2018
	Percent	Count	Percent	Count	Percent	Count
Excellent	7.25%	10	9.84%	12	5.79%	7
Good	46.04%	64	47.54%	58	54.55%	66
Fair	33.34%	46	27.87%	34	28.10%	34
Poor	13.04%	18	13.93%	17	9.09%	11
Don't know	0.00%	0	0.82%	1	2.48%	3
Comment		2		4		11
Answered		138		122		121
Skipped		2		0		0



2020 Performance Measurement Program

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

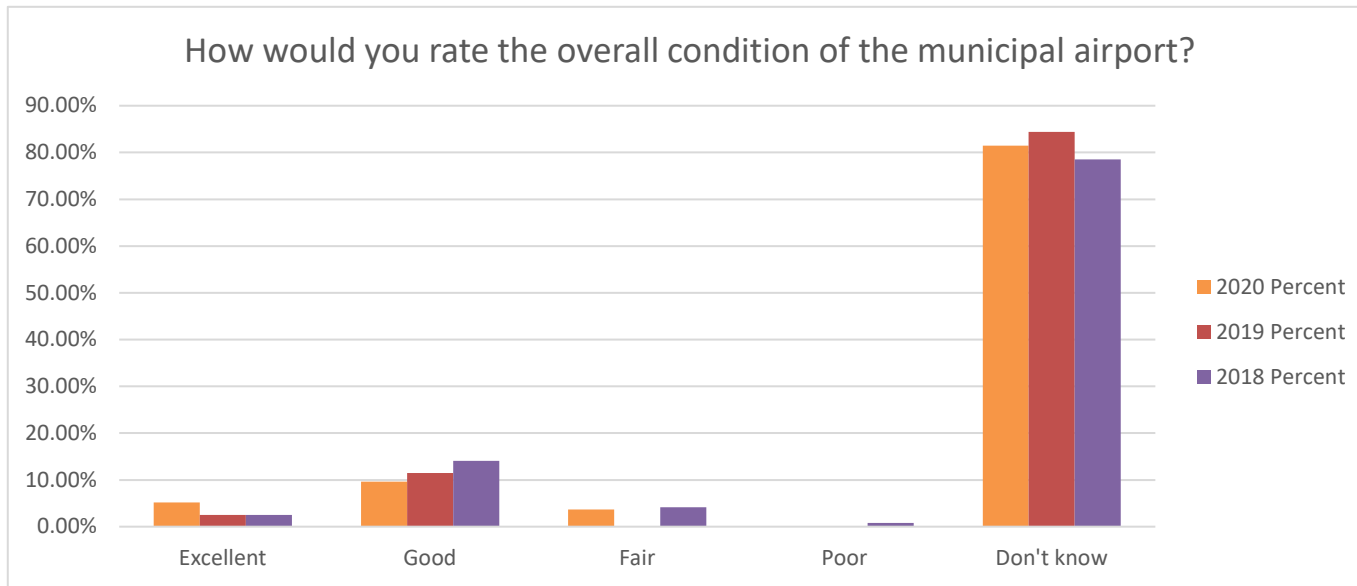
Answer Choices	2020	2020	2019	2019	2018	2018
	Percent	Count	Percent	2019 Count	Percent	Count
Excellent	27.34%	38	21.31%	26	26.45%	32
Good	48.92%	68	52.46%	64	51.24%	62
Fair	17.27%	24	19.67%	24	12.40%	15
Poor	5.06%	7	5.74%	7	5.79%	7
Don't know	1.44%	2	0.82%	1	4.13%	5
Comment		2		4		7
Answered		139		122		121
Skipped		1		0		0



2020 Performance Measurement Program

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

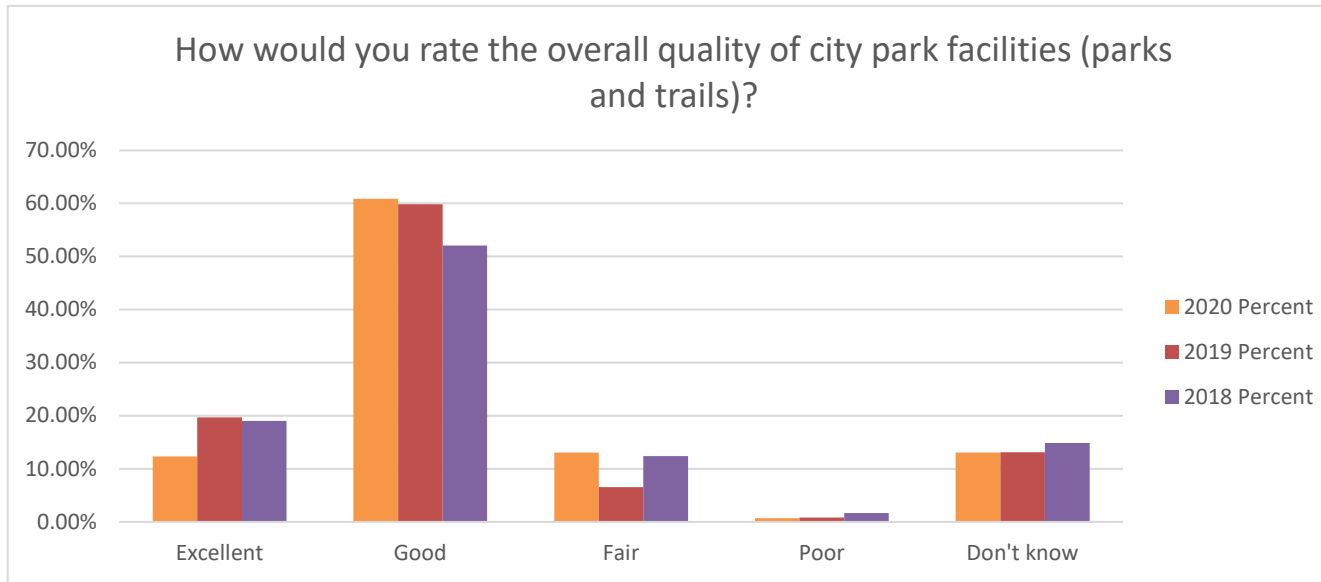
Answer Choices	2020	2020	2019	2019	2018	2018
	Percent	Count	Percent	Count	Percent	Count
Excellent	5.19%	7	2.50%	3	2.48%	3
Good	9.63%	13	11.48%	14	14.05%	17
Fair	3.70%	5	0.00%	0	4.13%	5
Poor	0.00%	0	0.00%	0	0.83%	1
Don't know	81.48%	110	84.43%	103	78.51%	95
Comment		4		3		5
Answered		135		120		121
Skipped		5		2		0



2020 Performance Measurement Program

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

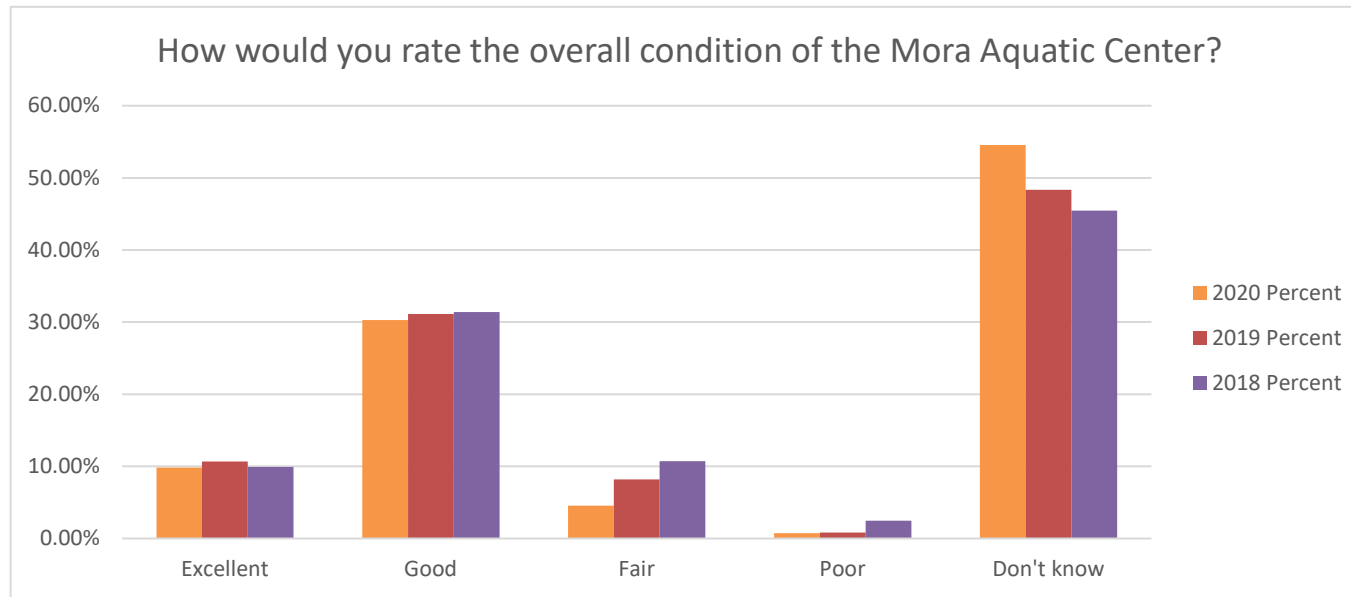
Answer Choices	2020	2020	2019	2019	2018	2018
	Percent	Count	Percent	Count	Percent	Count
Excellent	12.32%	17	19.7%	24	19.01%	23
Good	60.87%	84	59.8%	73	52.07%	63
Fair	13.04%	18	6.6%	8	12.40%	15
Poor	0.72%	1	0.8%	1	1.65%	2
Don't know	13.04%	18	13.1%	16	14.88%	18
Comment		5		0		6
Answered		138		122		121
Skipped		2		0		0



2020 Performance Measurement Program

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

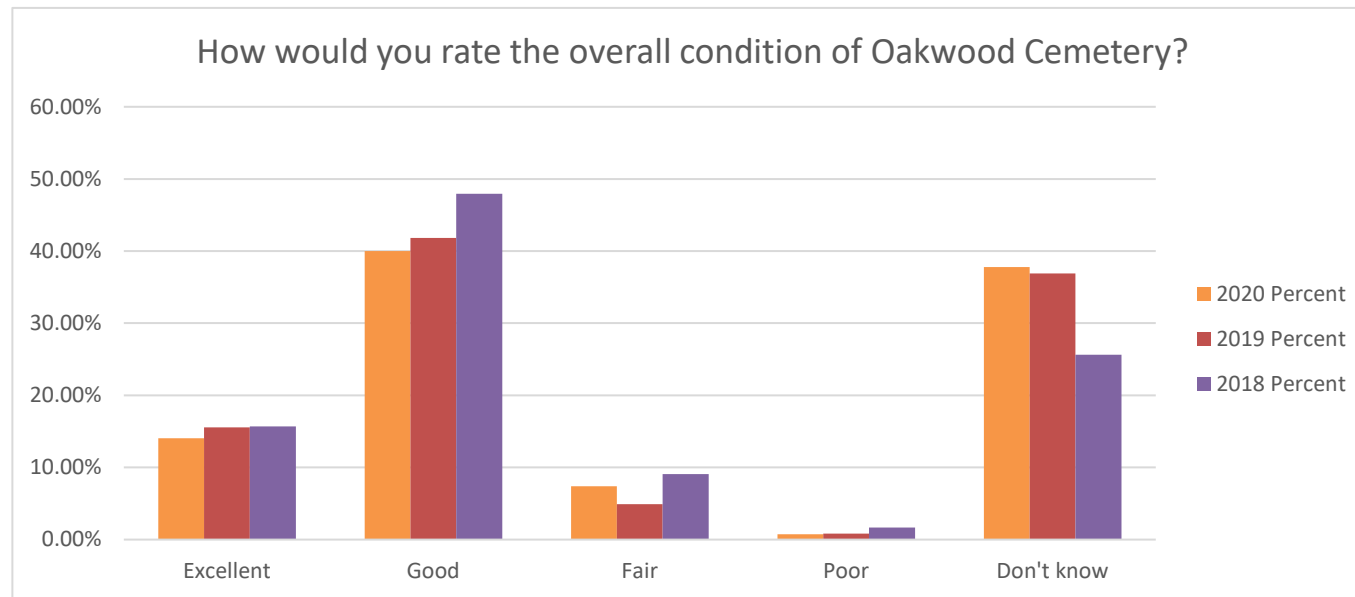
Answer Choices	2020	2020	2019	2019	2018	2018
	Percent	Count	Percent	Count	Percent	Count
Excellent	9.85%	13	10.66%	13	9.92%	12
Good	30.30%	40	31.15%	38	31.40%	38
Fair	4.55%	6	8.20%	10	10.74%	13
Poor	0.76%	1	0.82%	1	2.48%	3
Don't know	54.55%	72	48.36%	59	45.45%	55
Comment	3.03%	4		3		4
Answered		132		121		121
Skipped		8		1		0



2020 Performance Measurement Program

How would you rate the overall condition of Oakwood Cemetery?

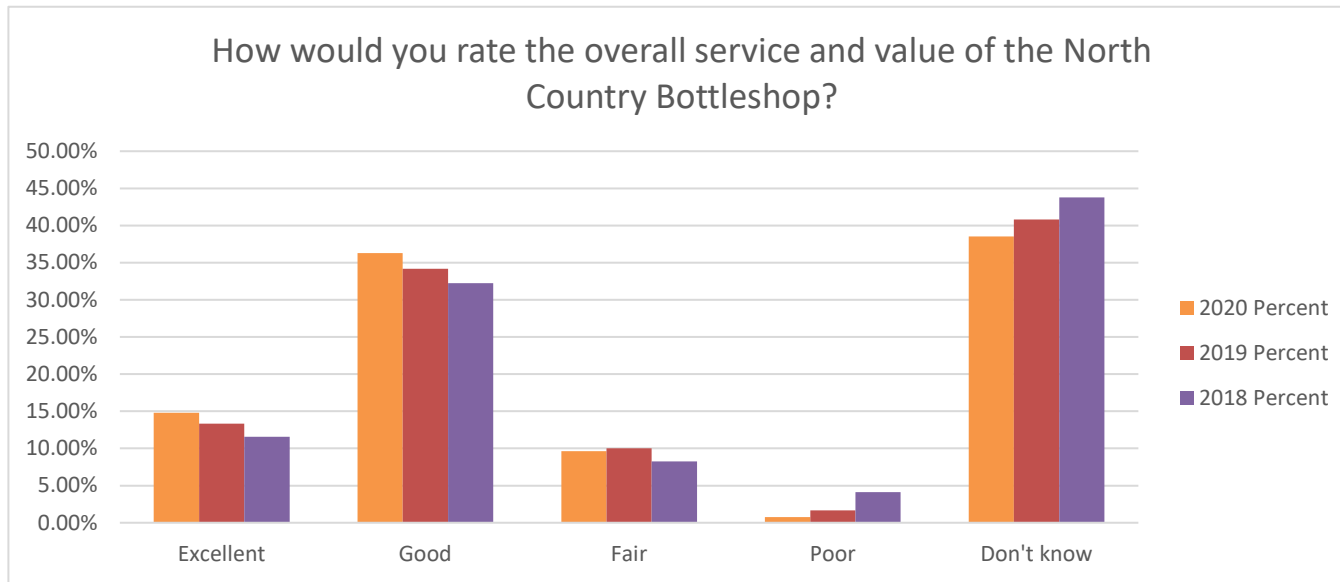
Answer Choices	2020 Percent	2020 Count	2019 Percent	2019 Count	2018 Percent	2018 Count
Excellent	14.07%	19	15.57%	19	15.70%	19
Good	40.00%	54	41.80%	51	47.93%	58
Fair	7.41%	10	4.92%	6	9.09%	11
Poor	0.74%	1	0.82%	1	1.65%	2
Don't know	37.78%	51	36.89%	45	25.62%	31
Comment		1		0		1
Answered		135		122		121
Skipped		5		0		0



2020 Performance Measurement Program

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

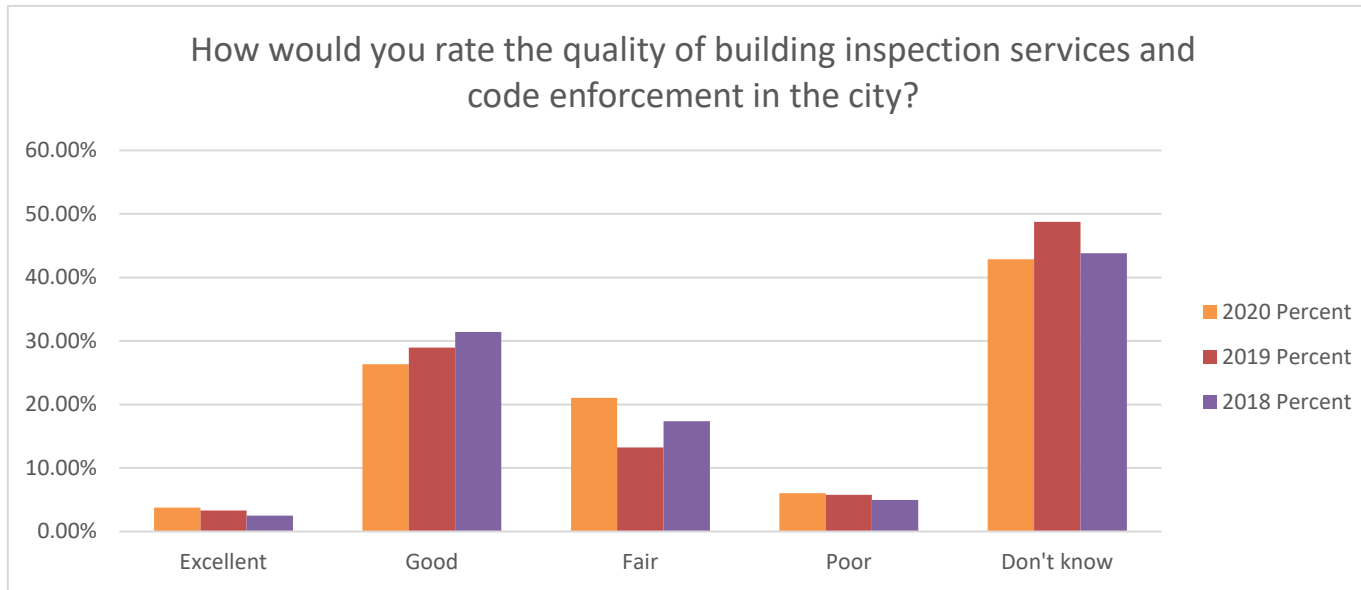
Answer Choices	2020	2020	2019	2019	2018	2018
	Percent	Count	Percent	Count	Percent	Count
Excellent	14.81%	20	13.34%	16	11.57%	14
Good	36.30%	49	34.17%	41	32.23%	39
Fair	9.63%	13	10.00%	12	8.26%	10
Poor	0.74%	1	1.67%	2	4.13%	5
Don't know	38.52%	52	40.83%	49	43.80%	53
Comment		5		3		3
Answered		135		120		121
Skipped		5		2		0



2020 Performance Measurement Program

How would you rate the quality of building inspection services and code enforcement in the city?

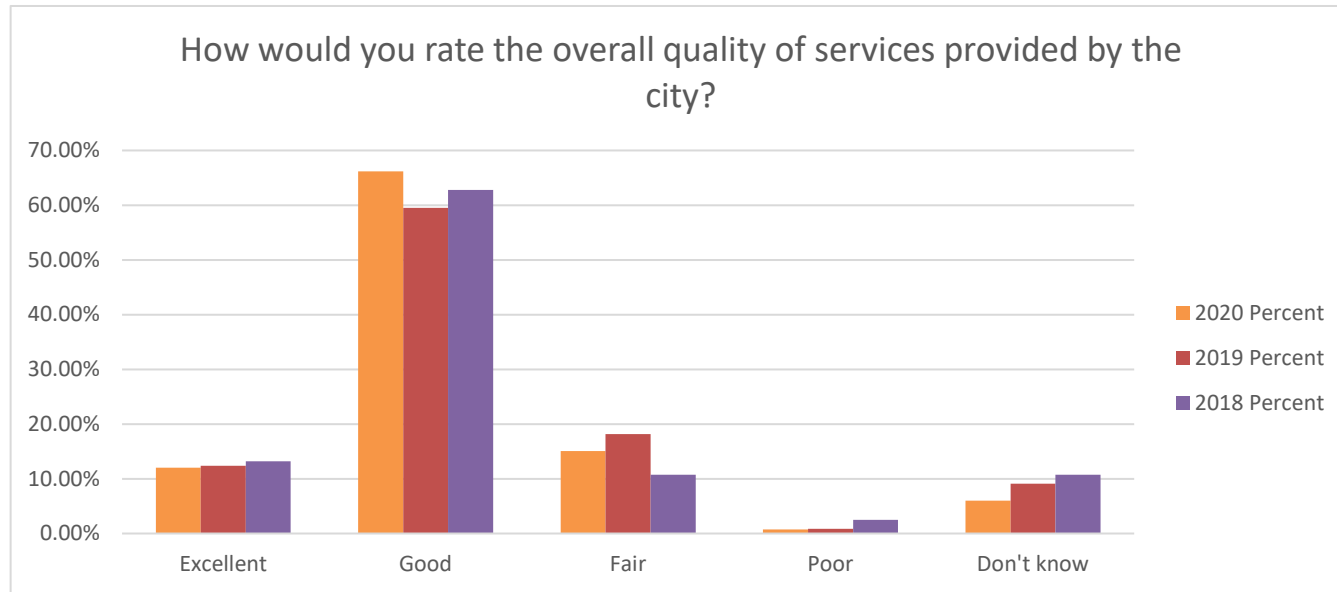
Answer Choices	2020	2020	2019	2019	2018	2018
	Percent	Count	Percent	Count	Percent	Count
Excellent	3.76%	5	3.31%	4	2.48%	3
Good	26.32%	35	28.93%	35	31.40%	38
Fair	21.05%	28	13.22%	16	17.36%	21
Poor	6.02%	8	5.79%	7	4.96%	6
Don't know	42.86%	57	48.76%	59	43.80%	53
Comment		4		5		4
Answered		133		121		121
Skipped		7		1		0



2020 Performance Measurement Program

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

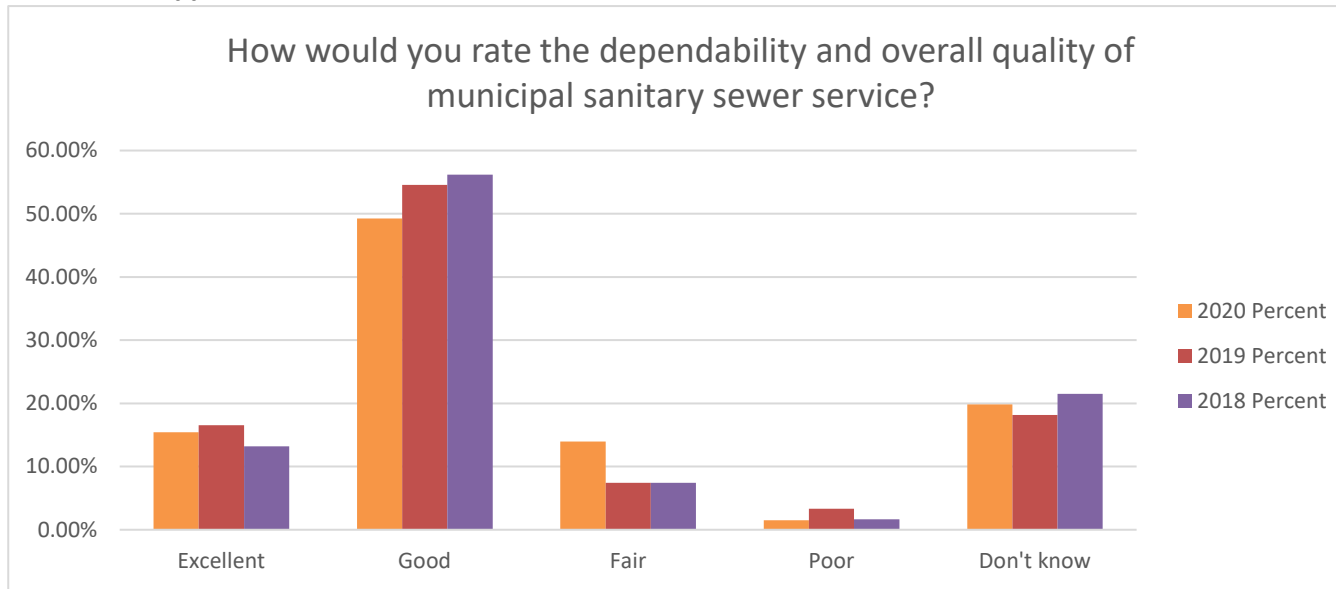
Answer Choices	2020	2020	2019	2019	2018	2018
	Percent	Count	Percent	Count	Percent	Count
Excellent	12.03%	16	12.40%	15	13.22%	16
Good	66.17%	88	59.50%	72	62.81%	76
Fair	15.04%	20	18.18%	22	10.74%	13
Poor	0.75%	1	0.83%	1	2.48%	3
Don't know	6.02%	8	9.10%	11	10.74%	13
Comment		1		2		1
Answered		133		121		121
Skipped		7		1		0



2020 Performance Measurement Program

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

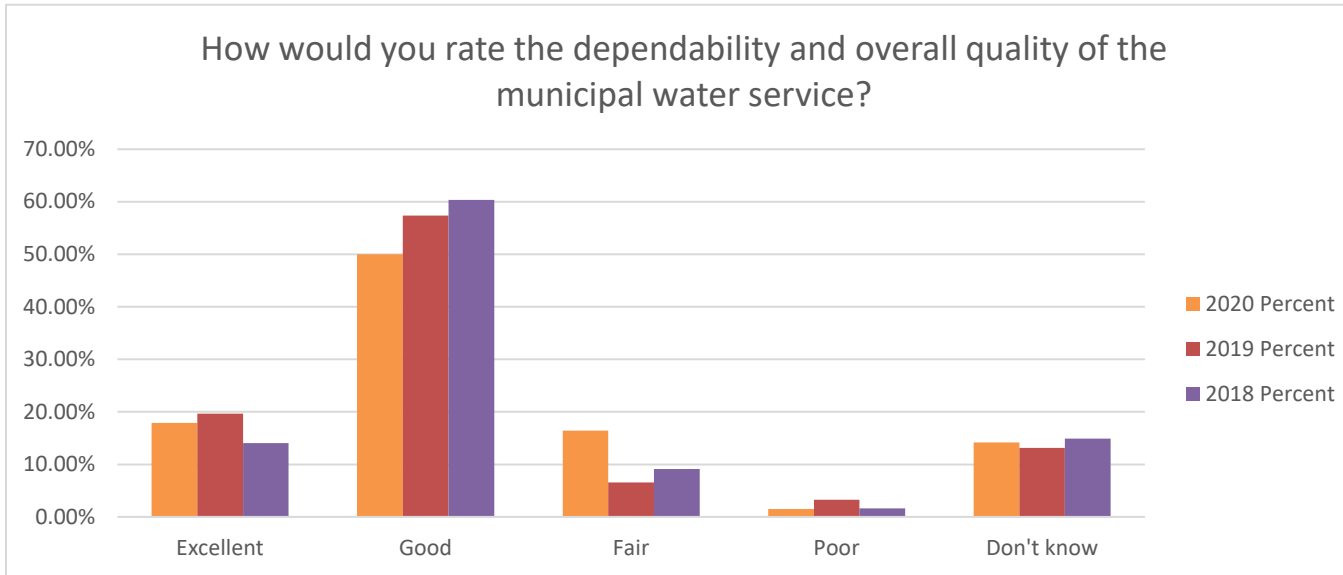
Answer Choices	2020	2020	2019	2019	2018	2018
	Percent	Count	Percent	Count	Percent	Count
Excellent	15.44%	21	16.53%	20	13.22%	16
Good	49.26%	67	54.54%	66	56.20%	68
Fair	13.97%	19	7.44%	9	7.44%	9
Poor	1.48%	2	3.31%	4	1.65%	2
Don't know	19.85%	27	18.18%	22	21.49%	26
Comment		2		2		2
Answered		136		121		121
Skipped		4		1		0



2020 Performance Measurement Program

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

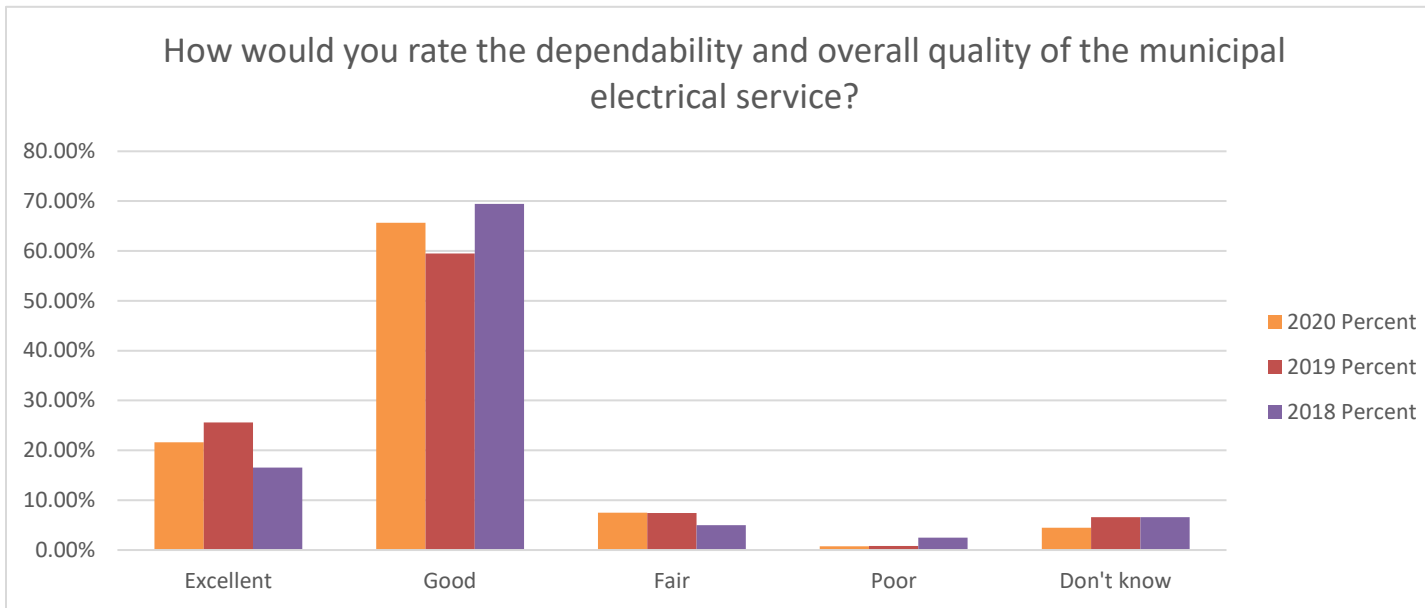
Answer Choices	2020	2020	2019	2019	2018	2018
	Percent	Count	Percent	Count	Percent	Count
Excellent	17.91%	24	19.67%	24	14.05%	17
Good	50.00%	67	57.38%	70	60.33%	73
Fair	16.42%	22	6.56%	8	9.09%	11
Poor	1.49%	2	3.28%	4	1.65%	2
Don't know	14.18%	19	13.11%	16	14.88%	18
Comment		3		2		4
Answered		134		122		121
Skipped		6		0		0



2020 Performance Measurement Program

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

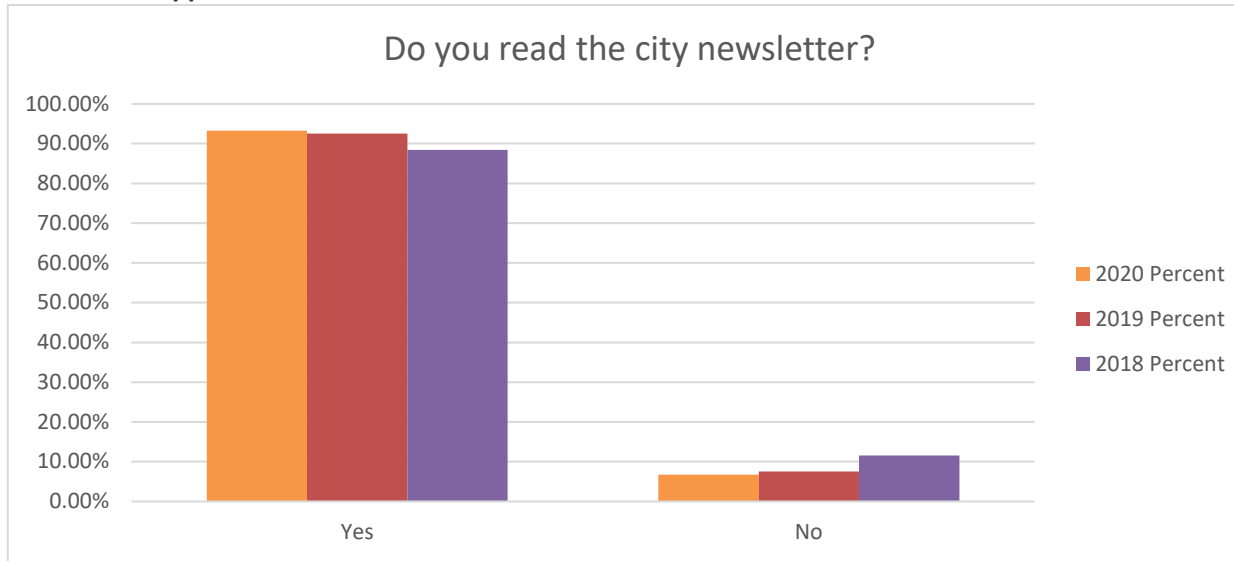
Answer Choices	2020	2020	2019	2019	2018	2018
	Percent	Count	Percent	Count	Percent	Count
Excellent	21.64%	29	25.62%	31	16.53%	20
Good	65.67%	88	59.50%	72	69.42%	84
Fair	7.46%	10	7.44%	9	4.96%	6
Poor	0.75%	1	0.83%	1	2.48%	3
Don't know	4.48%	6	6.61%	8	6.61%	8
Comment		1		0		5
Answered		134		121		121
Skipped		6		1		0



2020 Performance Measurement Program

Do you read the city newsletter?

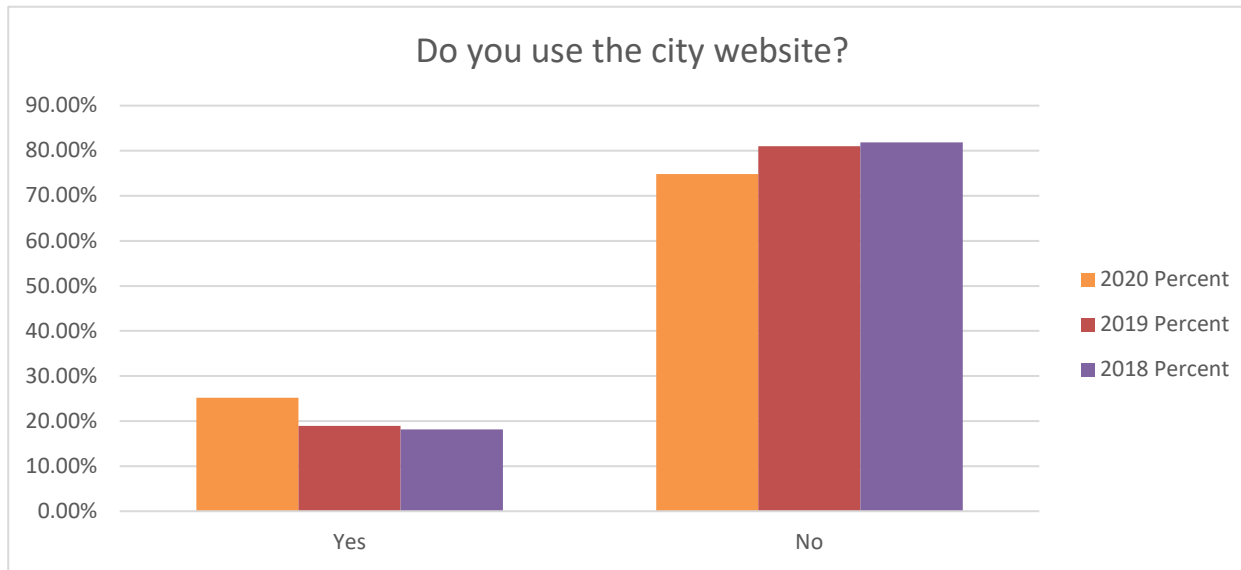
Answer Choices	2020 Percent	2020 Count	2019 Percent	2019 Count	2018 Percent	2018 Count
Yes	93.28%	125	92.50%	111	88.43%	107
No	6.76%	9	7.50%	9	11.57%	14
No Answer		6		45		37
Answered		134		120		121
Skipped		6		2		0



2020 Performance Measurement Program

Do you use the city website?

Answer Choices	2020		2019		2018	
	Percent	2020 Count	Percent	2019 Count	Percent	2018 Count
Yes	25.19%	33	18.97%	22	18.18%	22
No	74.81%	98	81.03%	94	81.82%	99
No Answer		9		54		45
Answered		131		116		121
Skipped		9		6		0



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CITY OF MORA/MORA MUNICIPAL UTILITIES 2020 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 29, 2021. 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 679.1511.

1. Are you a Mora Resident Mora Business owner
 Resident or Business Owner in _____ Township
2. Indicate the number of years you have lived in the city/township: _____ years.
3. How would you rate the overall **appearance** of the city?
Excellent Good Fair Poor Don't know
4. How would you describe your overall **feeling of safety** in the city?
Excellent Good Fair Poor Don't know
5. How would you rate the overall **quality of fire protection services** in the city?
Excellent Good Fair Poor Don't know
6. How would you rate the overall **condition of city streets**?
Excellent Good Fair Poor Don't know
7. How would you rate the overall **quality of snowplowing on city streets**?
Excellent Good Fair Poor Don't know
8. How would you rate the overall **condition of the municipal airport**?
Excellent Good Fair Poor Don't know
9. How would you rate the overall **quality of city park facilities** (parks and trails)?
Excellent Good Fair Poor Don't know

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

Excellent Good Fair Poor Don't know

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

Excellent Good Fair Poor Don't know

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

Excellent Good Fair Poor Don't know

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

Excellent Good Fair Poor Don't know

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

Excellent Good Fair Poor Don't know

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

Excellent Good Fair Poor Don't know

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

Excellent Good Fair Poor Don't know

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

Excellent Good Fair Poor Don't know

18. Do you read the **city newsletter?** Yes No Why_____

19. Do you use the **city website?** Yes No Why_____

Questions or comments_____

**Please complete and return this survey to city hall no later than Friday, January 29, 2021.
Thank You!**

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