

**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 Ploske.

Voting for the Resolution:..... Henry, Knutson, Youngquist, Ploske, Mathison
Voting Against the Resolution: .. none
Abstained from Voting: none
Absent: none

Motion carried and resolution adopted this 18th day of March 2025.


Jake Mathison, Mayor


ATTEST: Natasha Segelstrom, City Clerk



CITY OF MORA / MORA MUNICIPAL UTILITIES

2024 PERFORMANCE MEASUREMENTS PROGRAM

COMMUNITY SURVEY

ANNUAL REPORT

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2024 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 283 responses to the 2024 Survey, which is a mere nine less than the year before. We appreciate the responses we received. Look for the 2025 survey in the January 2026 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%
2023	110	182	292	1500	19.5%
2024	114	169	283	1500	18.9%

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 2024 survey in two formats:

1. A paper version was distributed in the January 2025 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

No changes were made to the survey document in 2024. 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 2022, 2023 and 2024.

Following this information are comments made by the respondents. Some 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 2024 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 PersonCity Hall/Utilities office, 101 Lake Street South,
8:00 am to 4:30 pm, Monday through Friday
- Telephone320.679.1511 (city hall) or 320.679.1451 (utilities office)
- E-mailinfo@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.

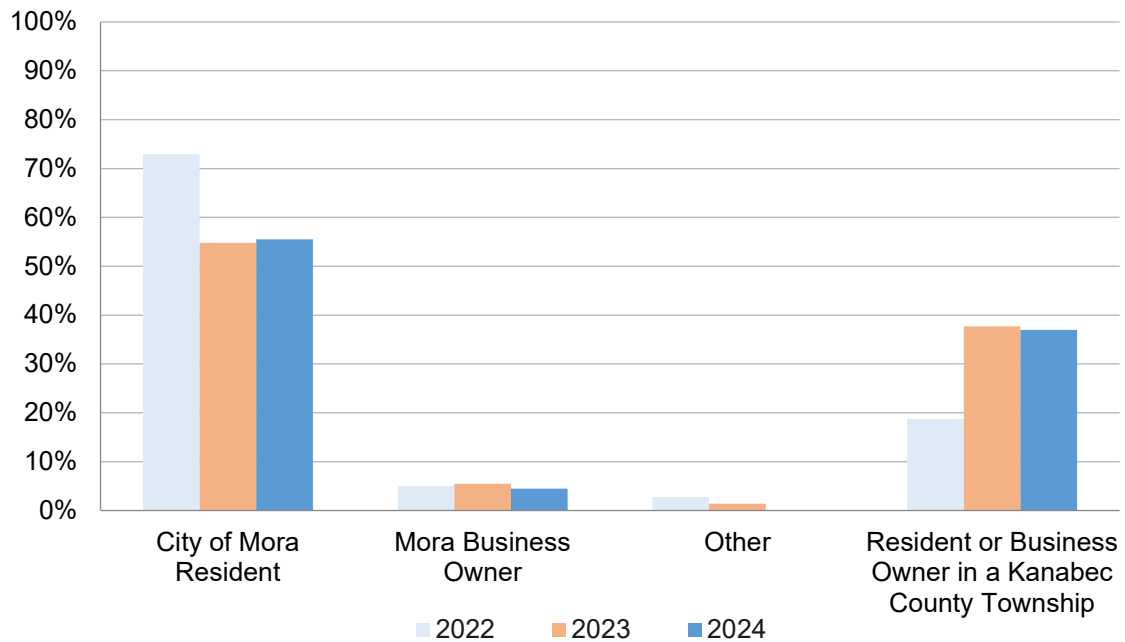
Appendix A

Survey Responses

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Question 1: Are you a ...

	2022 Percent	2022 Count	2023 Percent	2023 Count	2024 Percent	2024 Count
City of Mora Resident	72.93%	133	54.79%	160	55.48%	162
Mora Business Owner	4.97%	9	5.48%	16	4.45%	13
Other	2.76%	5	1.37%	4	0%	0
Resident or Business Owner in a Kanabec County Township	18.78%	34	37.67%	110	36.99%	108
Answered		181		290		283
Skipped		0		2		0
Total		181		292		283

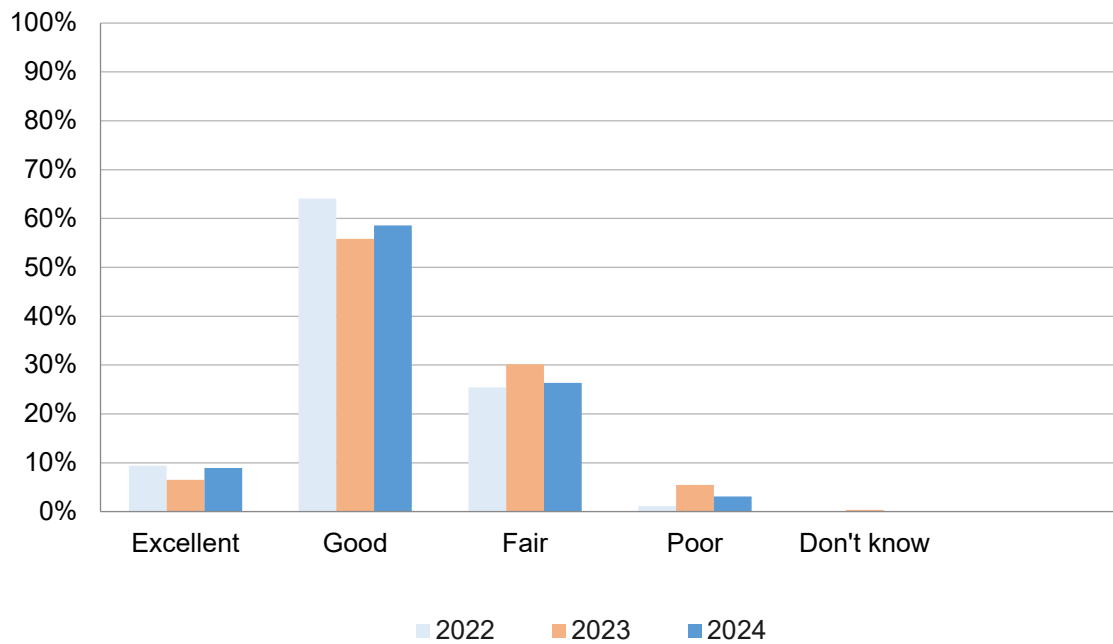


Question 2: How many years have you lived in the city/township?

Years	2022 Count	2023 Count	2024 Count
<1 to 5	44	56	59
6 to 10	22	43	47
11 to 15	23	21	23
16-20	21	34	27
21-30	24	53	54
31-40	14	28	29
41-50	20	25	12
51-60	10	13	14
61-70	1	8	7
71-80	1	3	2
> 80	0	1	2
Answered	180	285	276
Skipped	1	7	7
Total	181	292	283

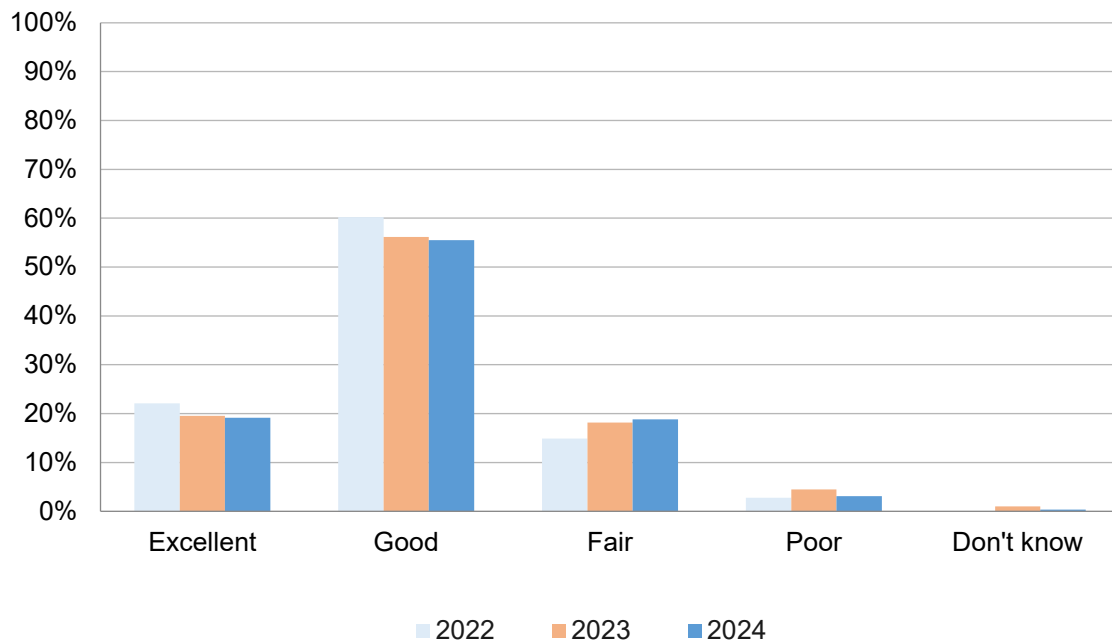
Question 3: How would you rate the overall appearance of the city?

	2022 Percent	2022 Count	2023 Percent	2023 Count	2024 Percent	2024 Count
Excellent	9.39%	17	6.51%	19	8.90%	26
Good	64.09%	116	55.82%	163	58.56%	171
Fair	25.41%	46	30.14%	88	26.37%	77
Poor	1.10%	2	5.48%	16	3.08%	9
Don't know	0.00%	0	0.34%	1	0.00%	0
Answered		181		287		283
Skipped		0		5		0
Total		181		292		283



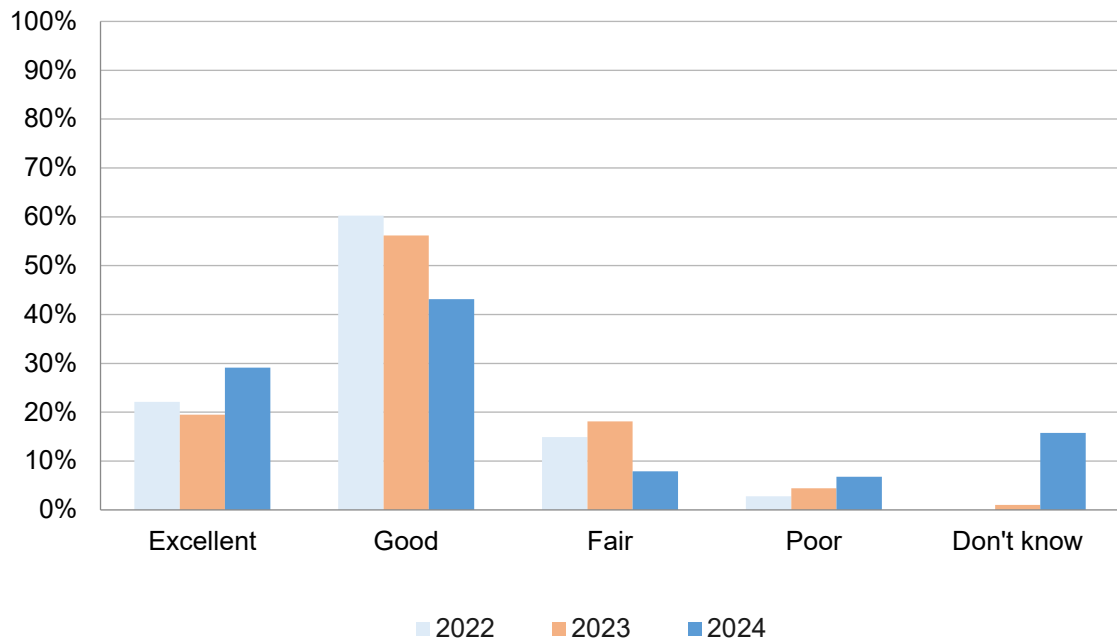
Question 4: How would you describe your overall feeling of safety in the city?

	2022 Percent	2022 Count	2023 Percent	2023 Count	2024 Percent	2024 Count
Excellent	22.10%	40	19.52%	57	19.18%	56
Good	60.22%	109	56.16%	164	55.48%	162
Fair	14.92%	27	18.15%	53	18.84%	55
Poor	2.76%	5	4.45%	13	3.08%	9
Don't know	0.00%	0	1.03%	3	0.34%	1
Answered		181		290		283
Skipped		0		2		0
Total		181		292		283



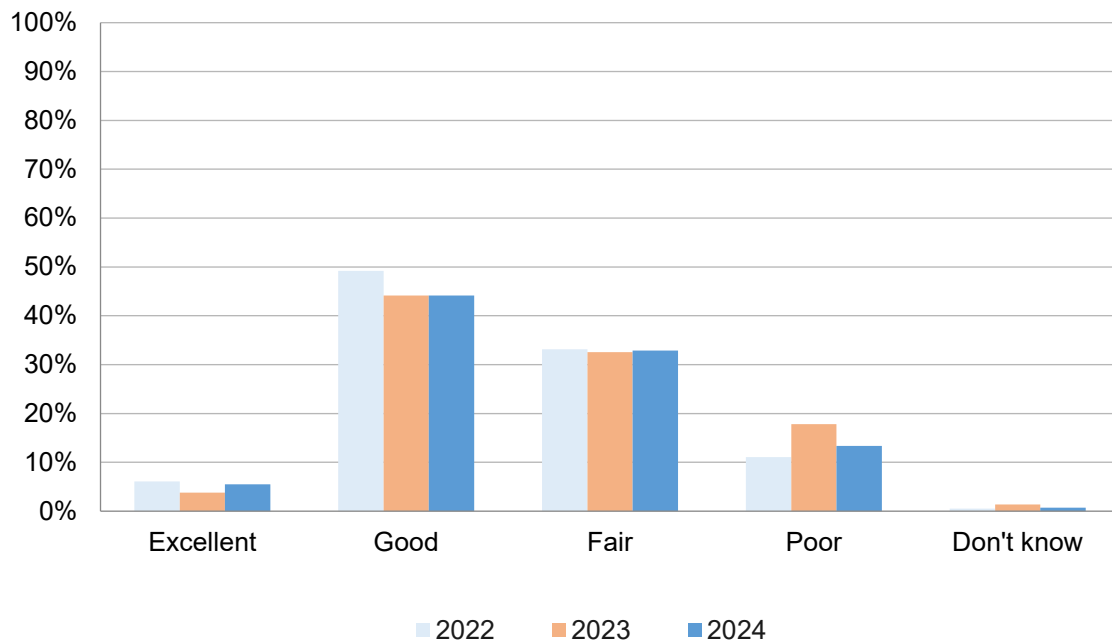
Question 5: How would you rate the overall quality of fire protection services in the city?

	2022 Percent	2022 Count	2023 Percent	2023 Count	2024 Percent	2024 Count
Excellent	37.57%	68	29.11%	85	29.11%	85
Good	45.30%	82	48.29%	141	43.15%	126
Fair	3.87%	7	7.53%	22	7.88%	23
Poor	0.55%	1	0.68%	2	0.68%	2
Don't know	12.71%	23	13.70%	40	15.75%	46
Answered		181		290		282
Skipped		0		2		2
Total		181		292		283



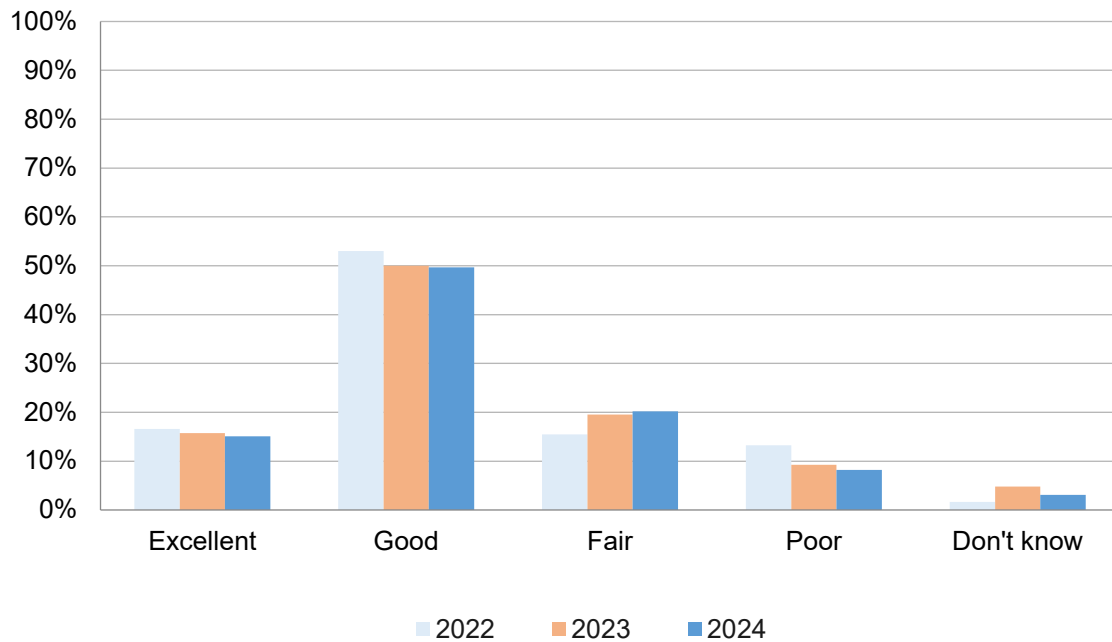
Question 6: How would you rate the overall condition of city streets?

	2022 Percent	2022 Count	2023 Percent	2023 Count	2024 Percent	2024 Count
Excellent	6.08%	11	3.77%	11	5.48%	16
Good	49.17%	89	44.18%	129	44.18%	129
Fair	33.15%	60	32.53%	95	32.88%	96
Poor	11.05%	20	17.81%	52	13.36%	39
Don't know	0.55%	1	1.37%	4	0.68%	2
Answered		181		291		282
Skipped		0		1		1
Total		181		292		283



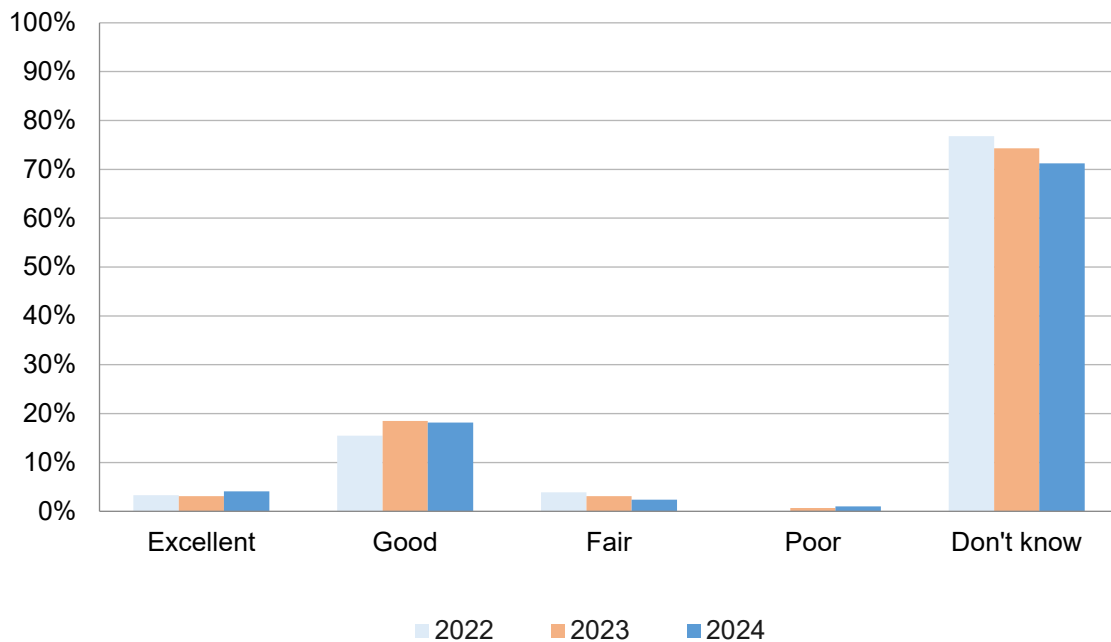
Question 7: How would you rate the overall quality of snowplowing on city streets?

	2022 Percent	2022 Count	2023 Percent	2023 Count	2024 Percent	2024 Count
Excellent	16.57%	30	15.75%	46	15.07%	44
Good	53.04%	96	50.00%	146	49.66%	145
Fair	15.47%	28	19.52%	57	20.21%	59
Poor	13.26%	24	9.25%	27	8.22%	24
Don't know	1.66%	3	4.79%	14	3.08%	9
Answered		181		290		281
Skipped		0		2		2
Total		181		292		283



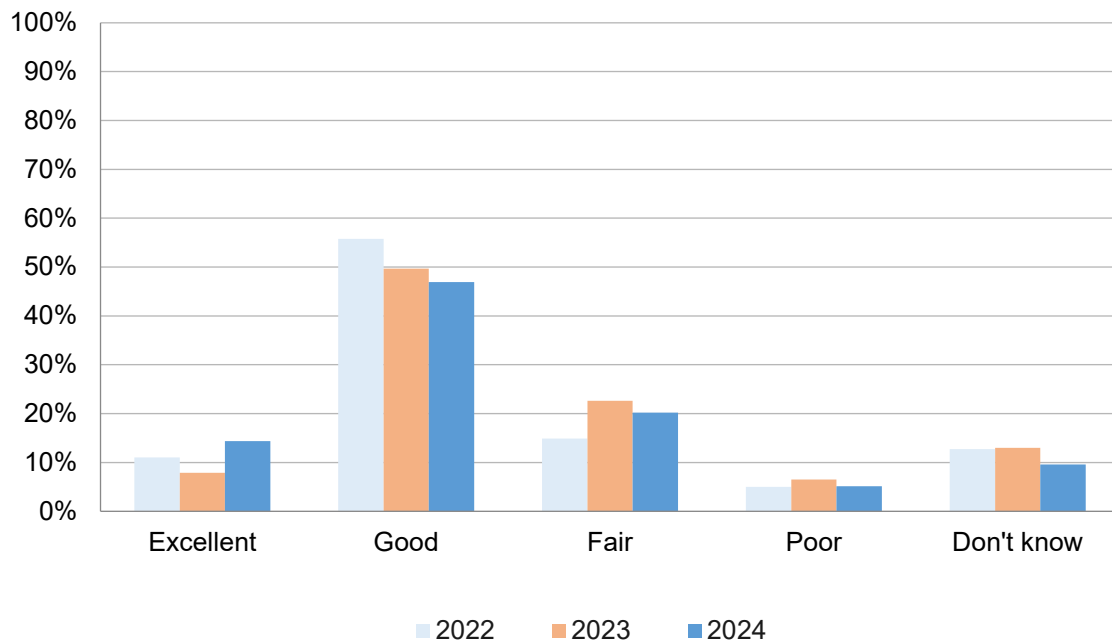
Question 8: How would you rate the overall condition of the municipal airport?

	2022 Percent	2022 Count	2023 Percent	2023 Count	2024 Percent	2024 Count
Excellent	3.31%	6	3.08%	9	4.11%	12
Good	15.47%	28	18.49%	54	18.15%	53
Fair	3.87%	7	3.08%	9	2.40%	7
Poor	0.00%	0	0.68%	2	1.03%	3
Don't know	76.80%	139	74.32%	217	71.23%	208
Answered		180		291		283
Skipped		1		1		0
Total		181		292		283



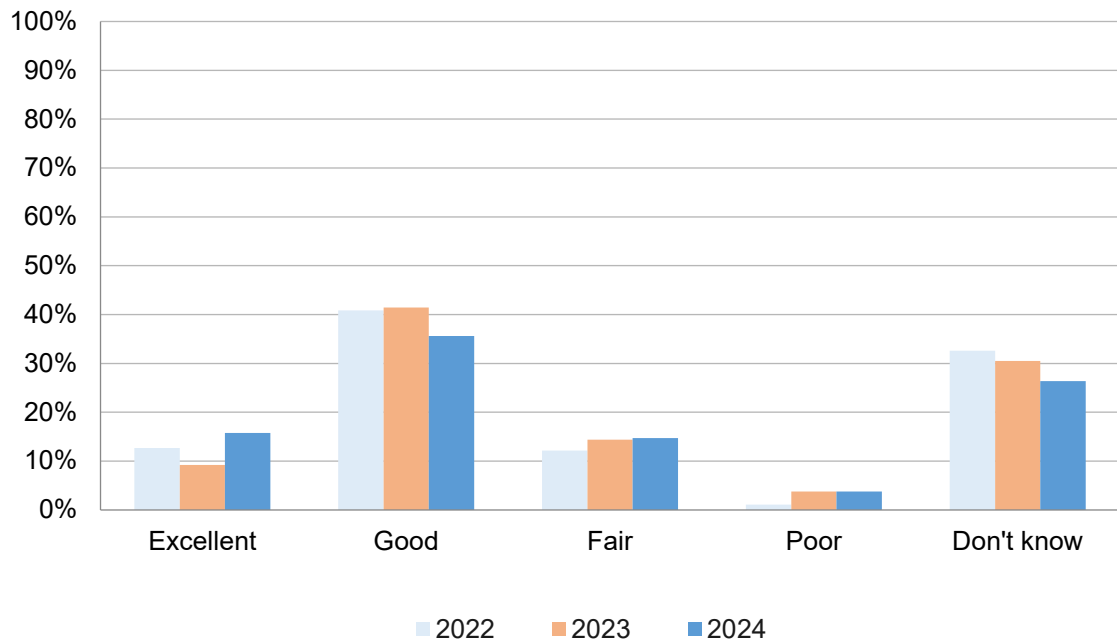
**Question 9: How would you rate the overall quality of city park facilities
(parks and trails)?**

	2022 Percent	2022 Count	2023 Percent	2023 Count	2024 Percent	2024 Count
Excellent	11.05%	20	7.88%	23	14.38%	42
Good	55.80%	101	49.66%	145	46.92%	137
Fair	14.92%	27	22.60%	66	20.21%	59
Poor	4.97%	9	6.51%	19	5.14%	15
Don't know	12.71%	23	13.01%	38	9.59%	28
Answered		180		291		281
Skipped		1		1		1
Total		181		292		283



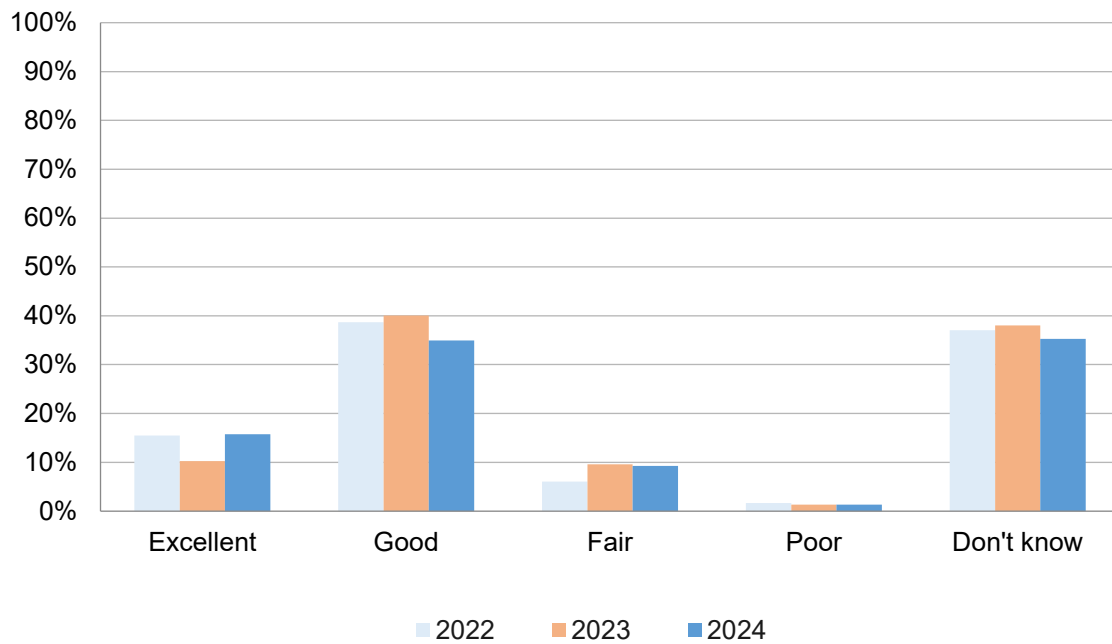
Question 10: How would you rate the overall condition of the Mora Aquatic Center?

	2022 Percent	2022 Count	2023 Percent	2023 Count	2024 Percent	2024 Count
Excellent	12.71%	23	9.25%	27	15.75%	46
Good	40.88%	74	41.44%	121	35.62%	104
Fair	12.15%	22	14.38%	42	14.73%	43
Poor	1.10%	2	3.77%	11	3.77%	11
Don't know	32.60%	59	30.48%	89	26.37%	77
Answered		180		290		281
Skipped		1		2		2
Total		181		292		283



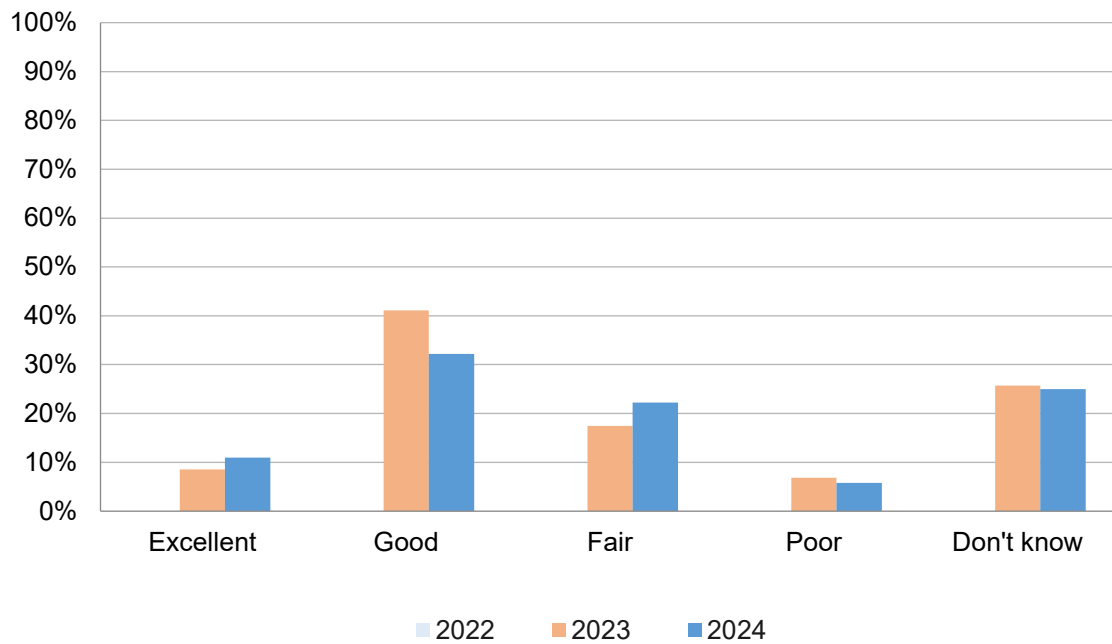
Question 11: How would you rate the overall condition of Oakwood Cemetery?

	2021 Percent	2021 Count	2022 Percent	2022 Count	2024 Percent	2024 Count
Excellent	15.47%	28	10.27%	30	15.75%	46
Good	38.67%	70	40.07%	117	34.93%	102
Fair	6.08%	11	9.59%	28	9.25%	27
Poor	1.66%	3	1.37%	4	1.37%	4
Don't know	37.02%	67	38.01%	111	35.27%	103
Answered		179		290		282
Skipped		2		2		1
Total		181		292		283



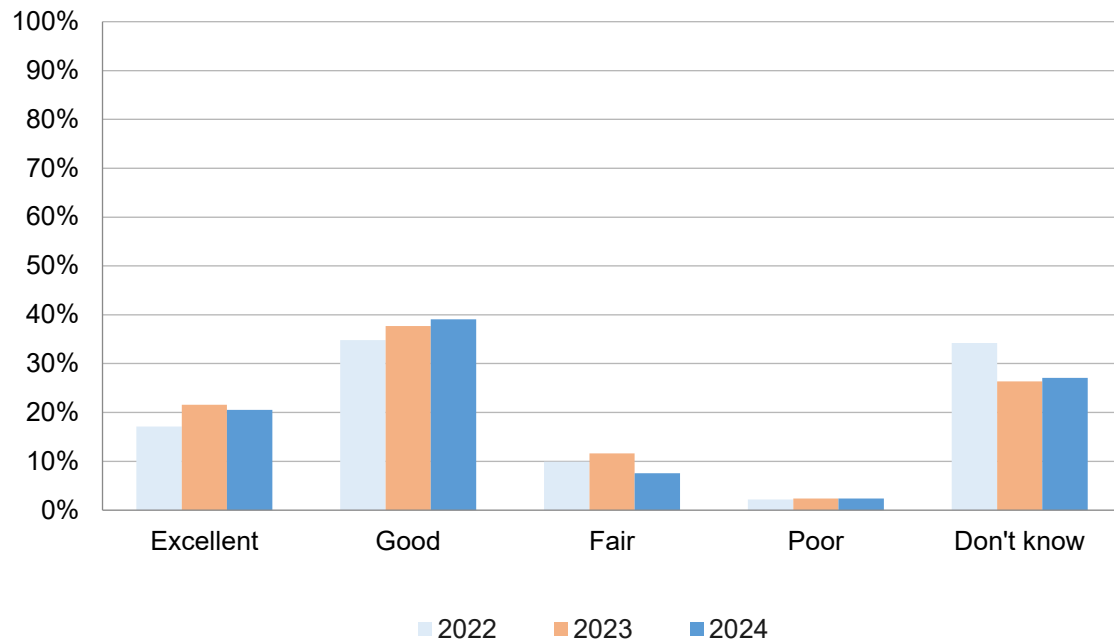
Question 12: How would you rate the overall condition of the Mora Public Library?
(New question in 2023)

	2022 Percent	2022 Count	2023 Percent	2023 Count	2024 Percent	2024 Count
Excellent			8.56%	25	10.96%	32
Good			41.10%	120	32.19%	94
Fair			17.47%	51	22.26%	65
Poor			6.85%	20	5.82%	17
Don't know			25.68%	75	25.00%	73
Answered				291		281
Skipped				1		2
Total				292		283



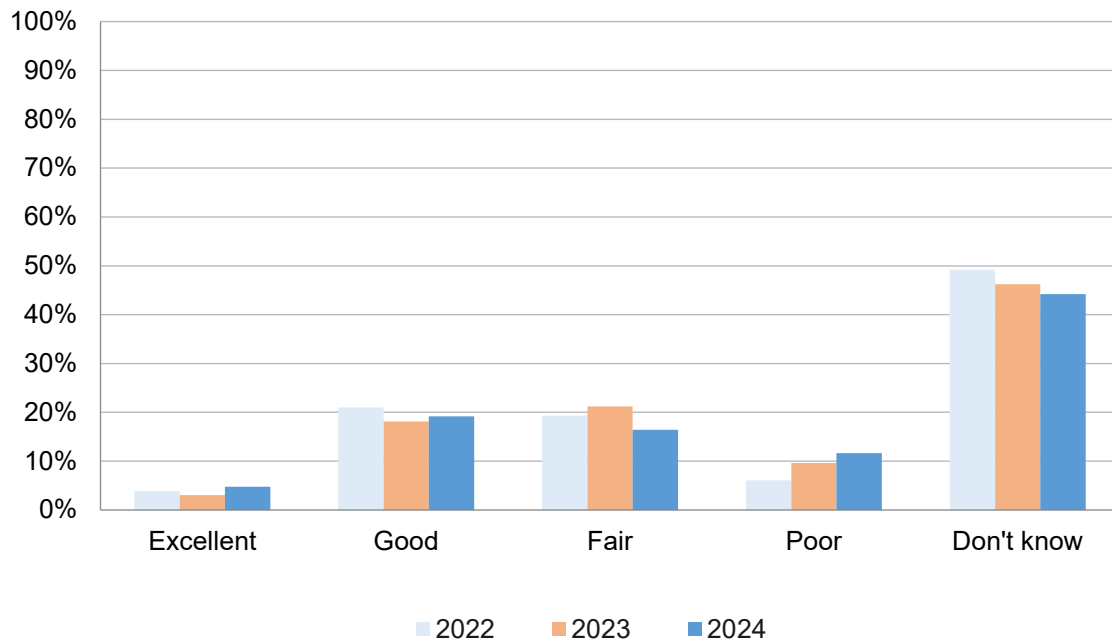
Question 13: How would you rate the overall service and value of the North Country Bottleshop?

	2022 Percent	2022 Count	2023 Percent	2023 Count	2024 Percent	2024 Count
Excellent	17.13%	31	21.58%	63	20.55%	60
Good	34.81%	63	37.67%	110	39.04%	114
Fair	9.94%	18	11.64%	34	7.53%	22
Poor	2.21%	4	2.40%	7	2.40%	7
Don't know	34.25%	62	26.37%	77	27.05%	79
Answered		178		291		282
Skipped		3		1		1
Total		181		292		283



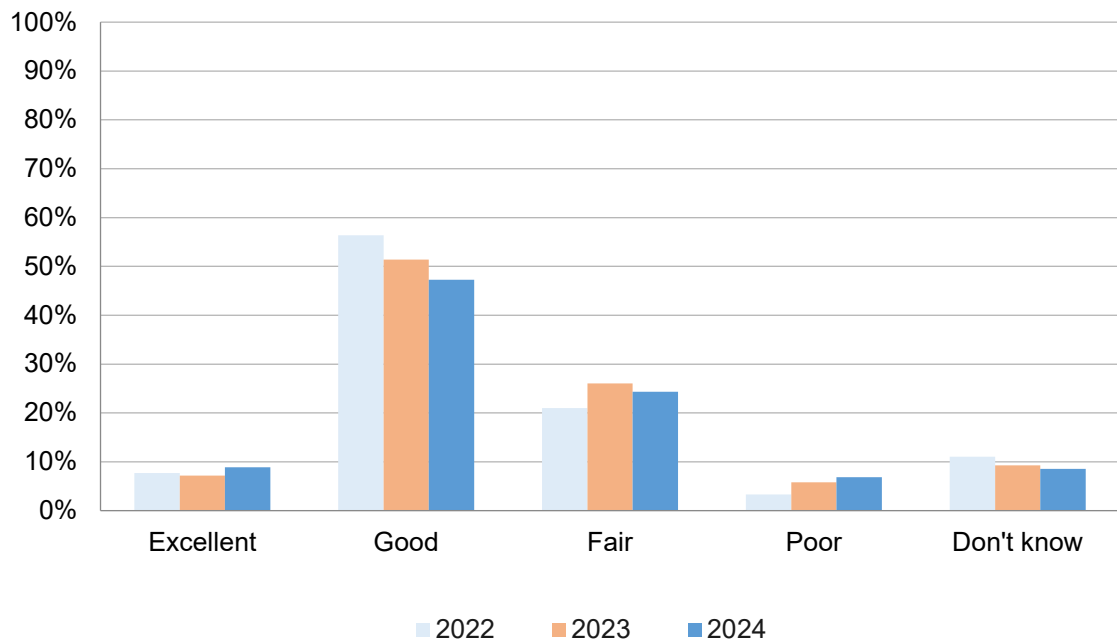
Question 14: How would you rate the quality of building inspection services and code enforcement (zoning, nuisances, etc.) in the city?

	2022 Percent	2022 Count	2023 Percent	2023 Count	2024 Percent	2024 Count
Excellent	3.87%	7	3.08%	9	4.79%	14
Good	20.99%	38	18.15%	53	19.18%	56
Fair	19.34%	35	21.23%	62	16.44%	48
Poor	6.08%	11	9.59%	28	11.64%	34
Don't know	49.17%	89	46.23%	135	44.18%	129
Answered		180		287		281
Skipped		1		5		2
Total		181		292		283



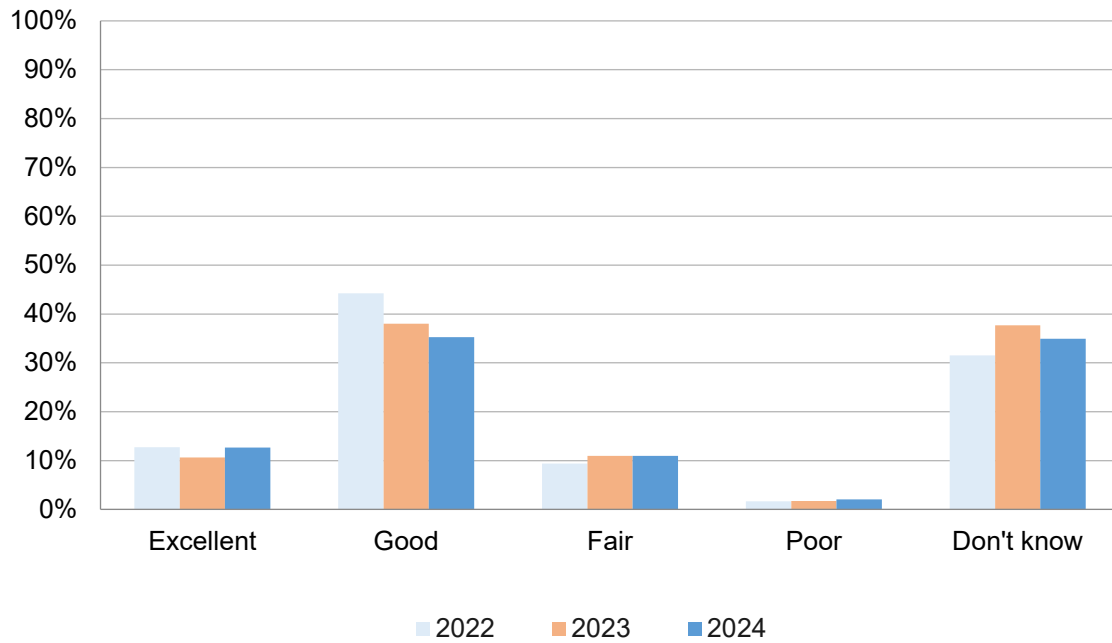
Question 15: How would you rate the overall quality of services provided by the city?

	2022 Percent	2022 Count	2023 Percent	2023 Count	2024 Percent	2024 Count
Excellent	7.73%	14	7.19%	21	8.90%	26
Good	56.35%	102	51.37%	150	47.26%	138
Fair	20.99%	38	26.03%	76	24.32%	71
Poor	3.31%	6	5.82%	17	6.85%	20
Don't know	11.05%	20	9.25%	27	8.56%	25
Answered		180		291		280
Skipped		1		1		3
Total		181		292		283



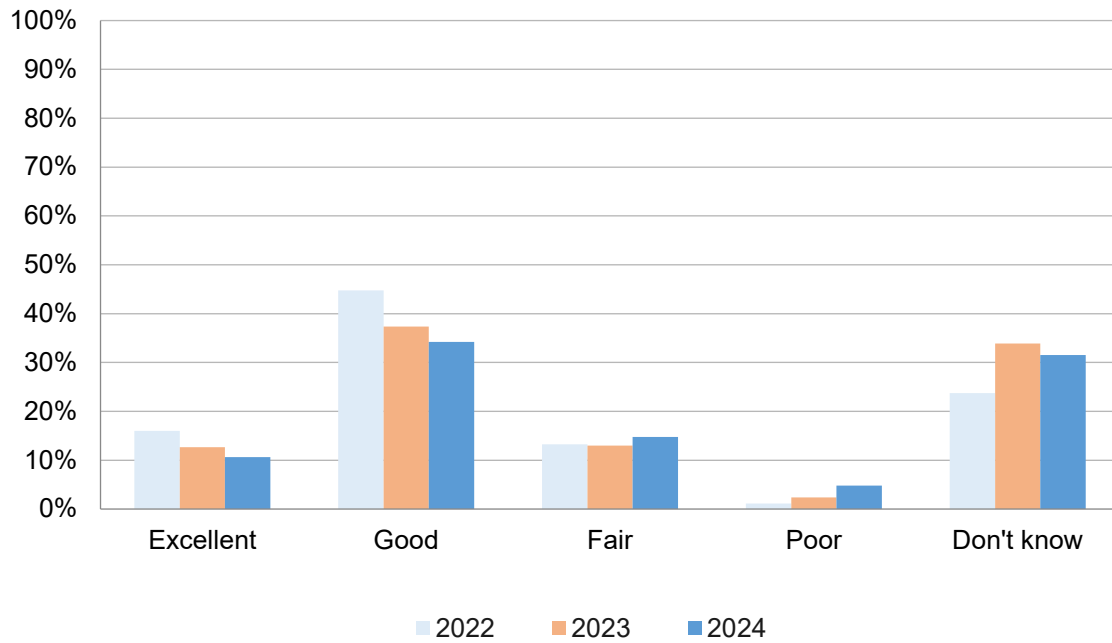
Question 16: How would you rate the dependability and overall quality of municipal sanitary sewer service?

	2022 Percent	2022 Count	2023 Percent	2023 Count	2024 Percent	2024 Count
Excellent	12.71%	23	10.62%	31	12.67%	37
Good	44.20%	80	38.01%	111	35.27%	103
Fair	9.39%	17	10.96%	32	10.96%	32
Poor	1.66%	3	1.71%	5	2.05%	6
Don't know	31.49%	57	37.67%	110	34.93%	102
Answered		180		289		280
Skipped		1		3		3
Total		181		292		283



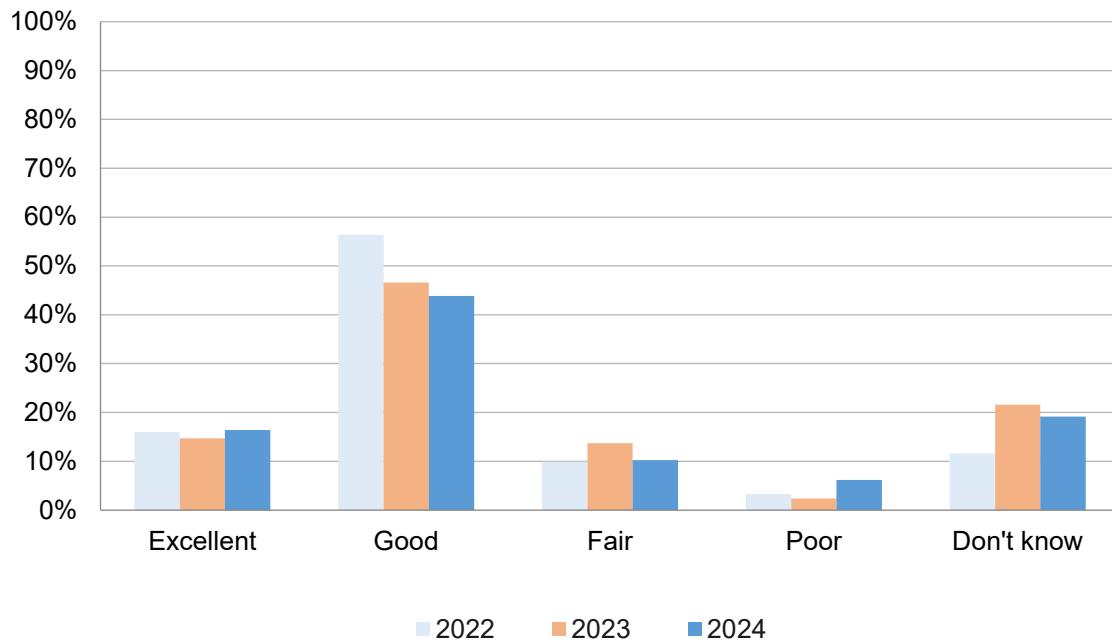
Question 17: How would you rate the dependability and overall quality of the municipal water service?

	2022 Percent	2022 Count	2023 Percent	2023 Count	2024 Percent	2024 Count
Excellent	16.02%	29	12.67%	37	10.62%	31
Good	44.75%	81	37.33%	109	34.25%	100
Fair	13.26%	24	13.01%	38	14.73%	43
Poor	1.10%	2	2.40%	7	4.79%	14
Don't know	23.76%	43	33.90%	99	31.51%	92
Answered		179		290		280
Skipped		2		2		3
Total		181		292		283



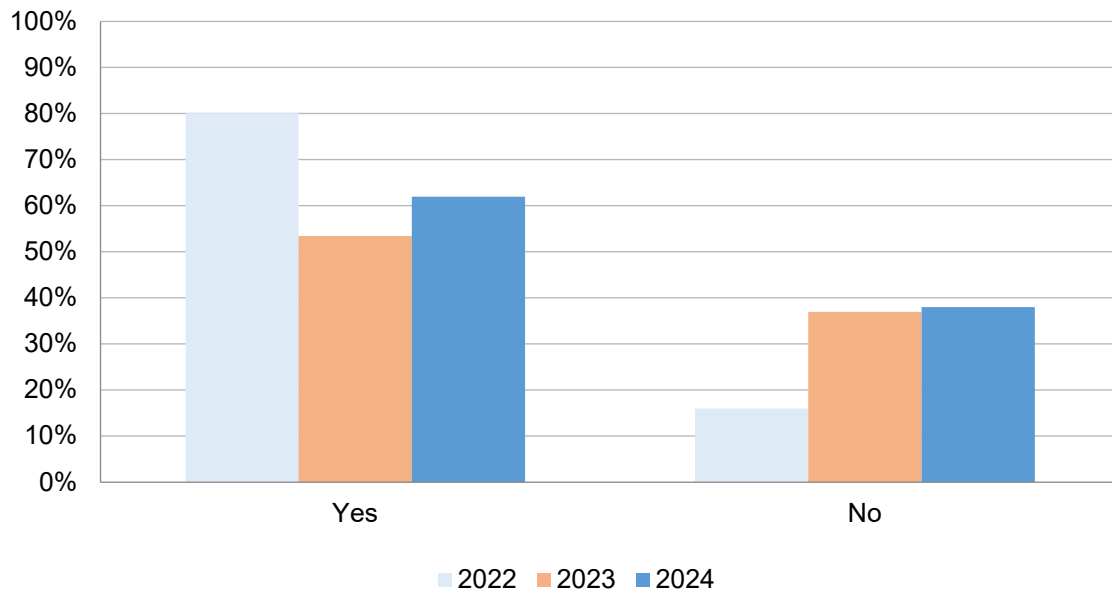
Question 18: How would you rate the dependability and overall quality of the municipal electrical service?

	2022 Percent	2022 Count	2023 Percent	2023 Count	2024 Percent	2024 Count
Excellent	16.02%	29	14.73%	43	16.44%	48
Good	56.35%	102	46.58%	136	43.84%	128
Fair	9.94%	18	13.70%	40	10.27%	30
Poor	3.31%	6	2.40%	7	6.16%	18
Don't know	11.60%	21	21.58%	63	19.18%	56
Answered		176		289		280
Skipped		5		3		3
Total		181		292		283



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

	2022 Percent	2022 Count	2023 Percent	2023 Count	2024 Percent	2024 Count
Yes	80.11%	145	53.42%	156	61.99%	168
No	16.02%	29	36.99%	108	38.00%	103
Answered		174		264		271
Skipped		7		28		12
Total		181		292		283



Comments

Of the respondents who answered “no” and explained why, some of the most common reasons were:

- They didn’t know the city had a newsletter
- They did not know how to access it
- They are too busy to read it

Of the respondents who answered “yes” and explained why, some of the most common reasons were:

- They read it to keep informed and get information about what is happening in the city

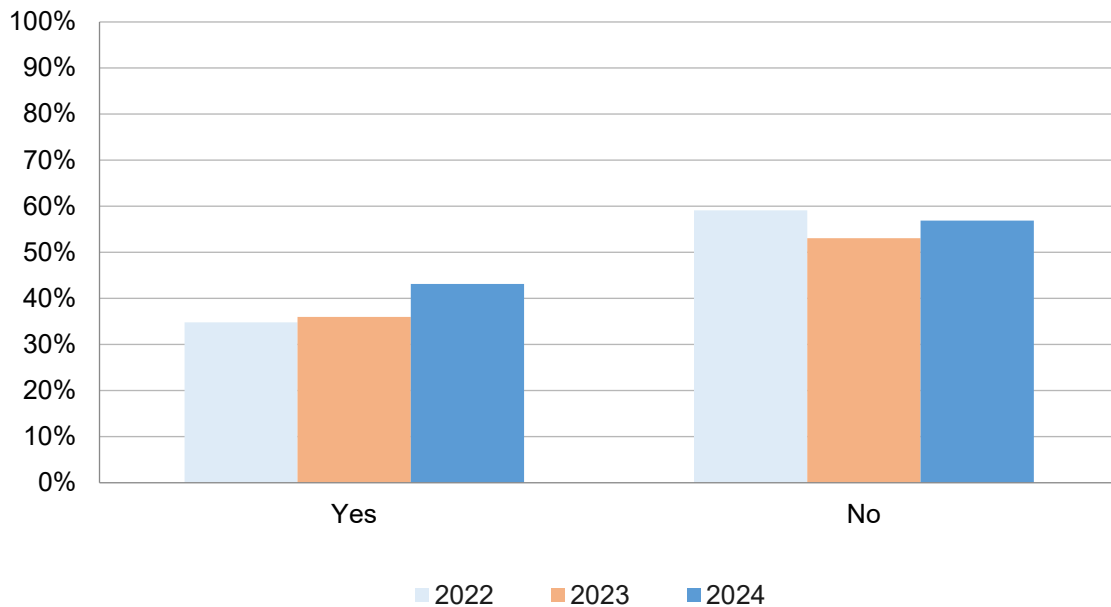
A number of the respondents mentioned items such as sports coverage and subscriptions which reveals a number of the respondents were referencing the local newspaper instead of the city newsletter.

Those respondents that responded using paper surveys often indicated they didn’t have computers or the skill set to access digital versions of city information; they often read the paper version of the newsletter because it is delivered with their mail.

Those that responded to the survey online noted they often pay their bill digitally and didn’t click the link to view the online version of the newsletter, or they didn’t know how to access the online newsletter.

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

	2022 Percent	2022 Count	2023 Percent	2023 Count	2024 Percent	2024 Count
Yes	34.81%	63	35.96%	105	43.12%	116
No	59.12%	107	53.08%	155	56.88%	153
Answered		170		260		269
Skipped		11		32		14
Total		181		292		283



Comments

Of the respondents who answered “no” and explained why, some of the most common reasons were:

- They didn’t know the city had a website
- They did not have a computer, internet access or the digital skills necessary to access it
- They don’t want to or haven’t needed to

Of the respondents who answered “yes” and explained why, some of the most common reasons were:

- To access information about the Mora Aquatic Center, sign up and pay for swimming lessons
- To pay their utility bills
- To look up something specific such as city staff contact information, city ordinances, meeting times and agendas/packets
- To find job openings

Several respondents noted the website was difficult to navigate, wasn’t update or contained outdated information.