

**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.

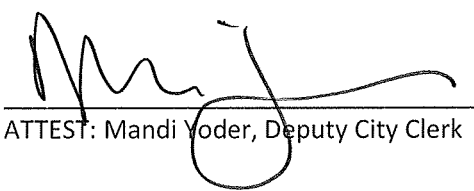
The foregoing resolution was introduced and moved for adoption by Council Member Henry and seconded by Council Member Knutson.

Voting for the Resolution:..... Henry, Knutson, Mathison, Youngquist
Voting Against the Resolution: .. None
Abstained from Voting:..... None
Absent:..... Pioske

Motion carried and resolution adopted this 17th day of March 2026.



Jake Mathison, Mayor



ATTEST: Mandi Yoder, Deputy City Clerk



CITY OF MORA / MORA MUNICIPAL UTILITIES

2025 PERFORMANCE MEASUREMENTS PROGRAM

COMMUNITY SURVEY

ANNUAL REPORT

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2025 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 149 responses to the 2025 Survey. We appreciate the responses we received and the time respondents took to answer our questions. Look for the 2026 survey in the January 2027 city 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 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%
2025	98	51	149	1500	9.9%

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, however must click a link to access it.

The City distributed the 2025 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

One change was made to the survey document in 2025 by adjusting the language of question one in an attempt to add clarity surrounding the difference between respondents in or outside city limits.

Question 1 (2024 language):

1. Are you a ☐ Mora Resident ☐ Mora Business owner
☐ Resident or Business Owner in _____ Township

Question 2 (2025 language):

1. Please indicate which of the following best describes you:
- ☐ Resident living in Mora city limits
 - ☐ Owner of a business operating in the Mora city limits
 - ☐ Both a resident and business owner in Mora city limits
 - ☐ Resident and/or business owner in Kanabec County, but outside of Mora city limits
 - ☐ Other

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 2023, 2024 and 2025.

Following this information are comments made by the respondents. 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 2025 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.

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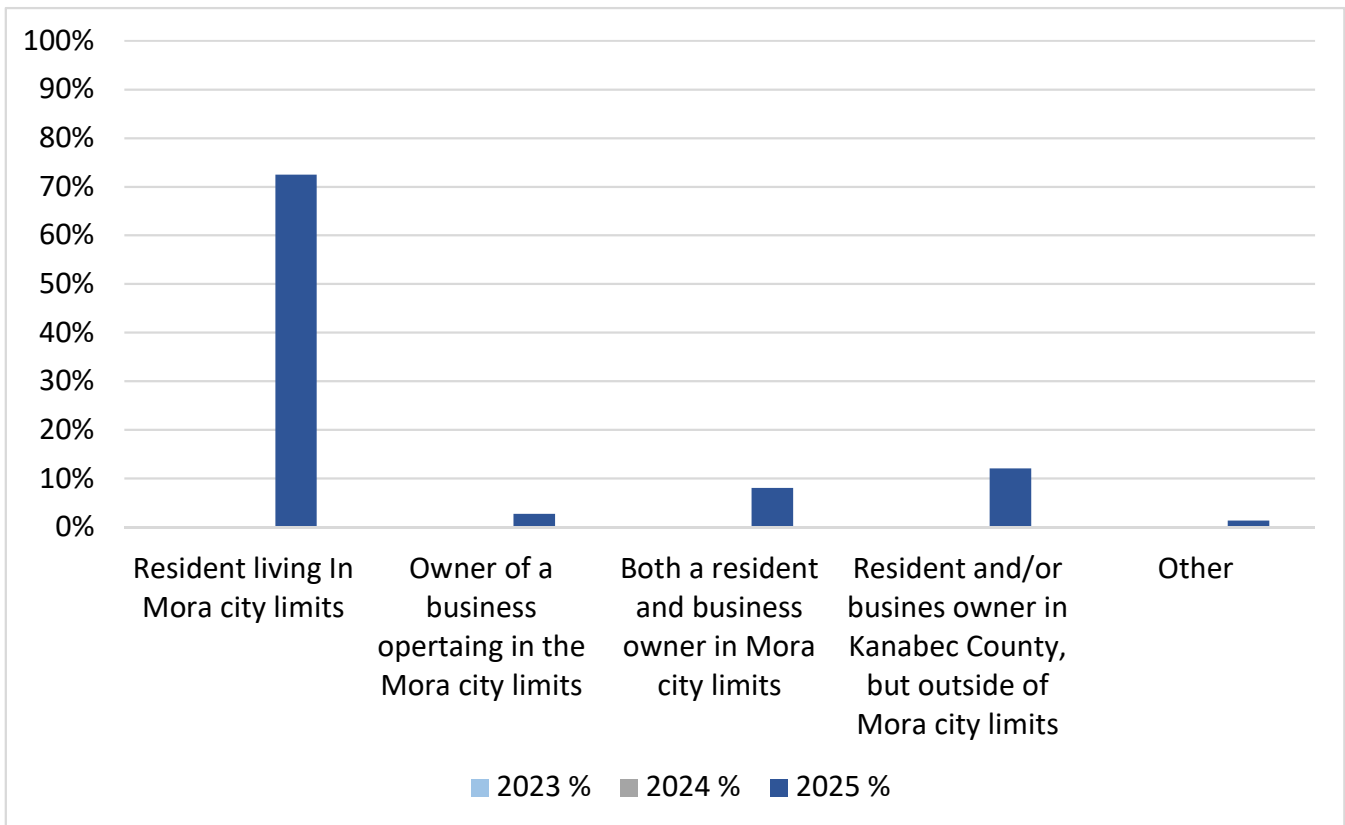
Appendix A

Survey Responses

2025 Performance Measurement Program

Question 1: Which of the following best describes you?

	2023		2024		2025	
	%	Count	%	Count	%	Count
Resident living In Mora city limits					72%	108
Owner of a business opertaing in the Mora city limits					3%	4
Both a resident and business owner in Mora city limits					8%	12
Resident and/or busines owner in Kanabec County, but outside of Mora city limits					12%	18
Other					1%	2
Answered						144
Skipped						5
Total						149



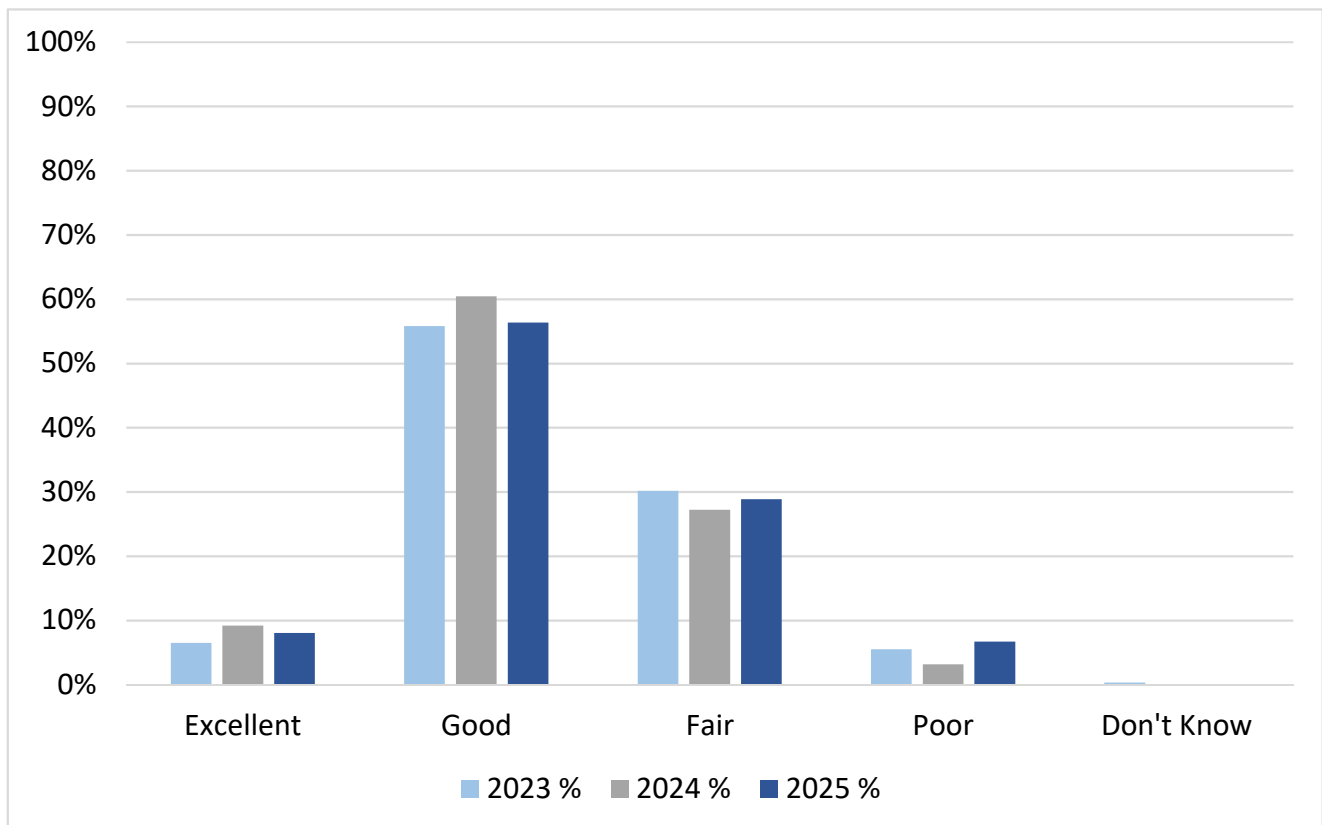
Question 2: How long have you lived in the city/county/other?

Year Range	2023 Count	2024 Count	2025 Count
<1 to 5	56	59	35
6 to 10	43	47	18
11 to 15	21	23	5
16-20	34	27	12
21-30	53	54	28
31-40	28	29	13
41-50	25	12	15
51-60	13	14	16
61-70	8	7	3
71-80	1	2	3
> 80	0	2	0
Answered	180	285	148
Skipped	1	7	1
Total	181	292	149

2025 Performance Measurement Program

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

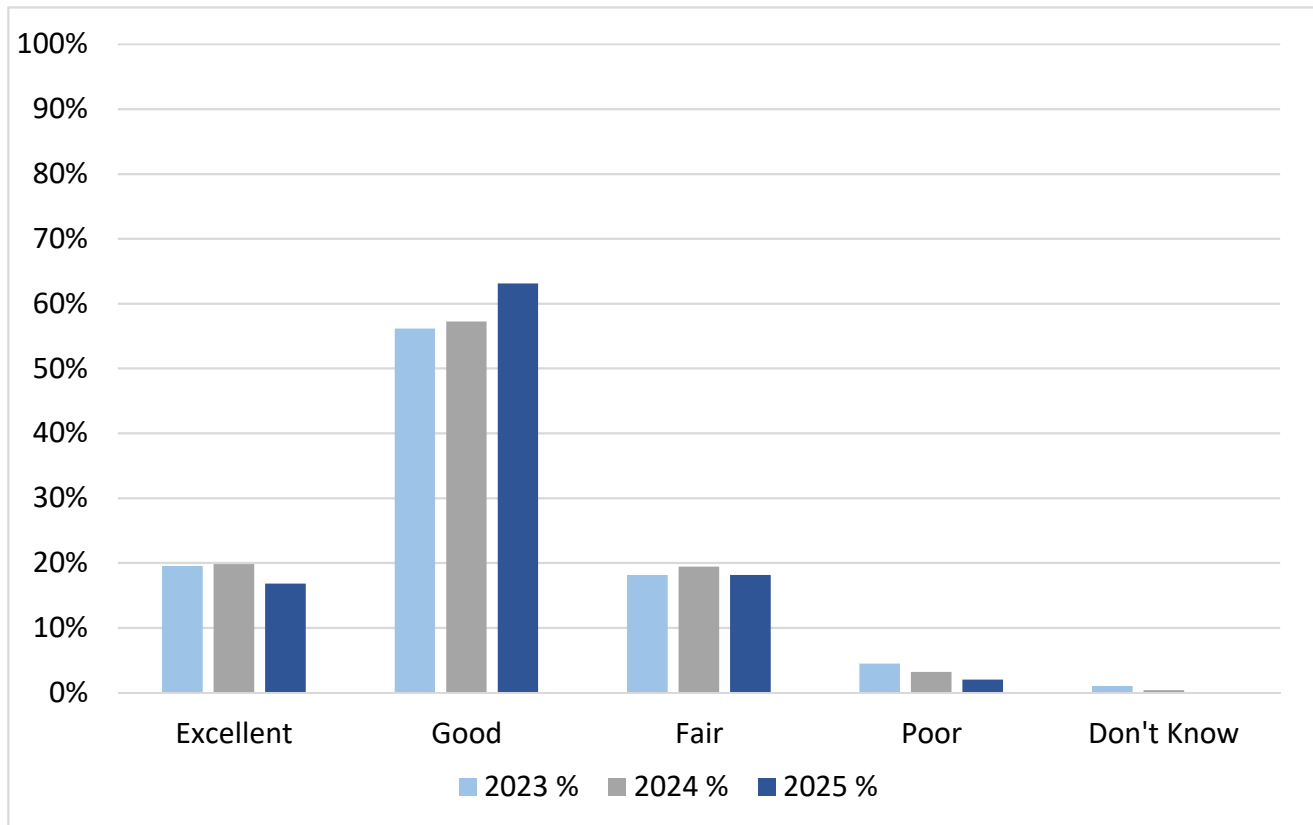
	2023		2024		2025	
	%	Count	%	Count	%	Count
Excellent	7%	19	9%	26	8%	12
Good	56%	163	60%	171	56%	84
Fair	30%	88	27%	77	29%	43
Poor	5%	16	3%	9	7%	10
Don't Know	0%	1	0%	0	0%	0
Answered		287		283		149
Skipped		5		0		0
Total		292		283		149



2025 Performance Measurement Program

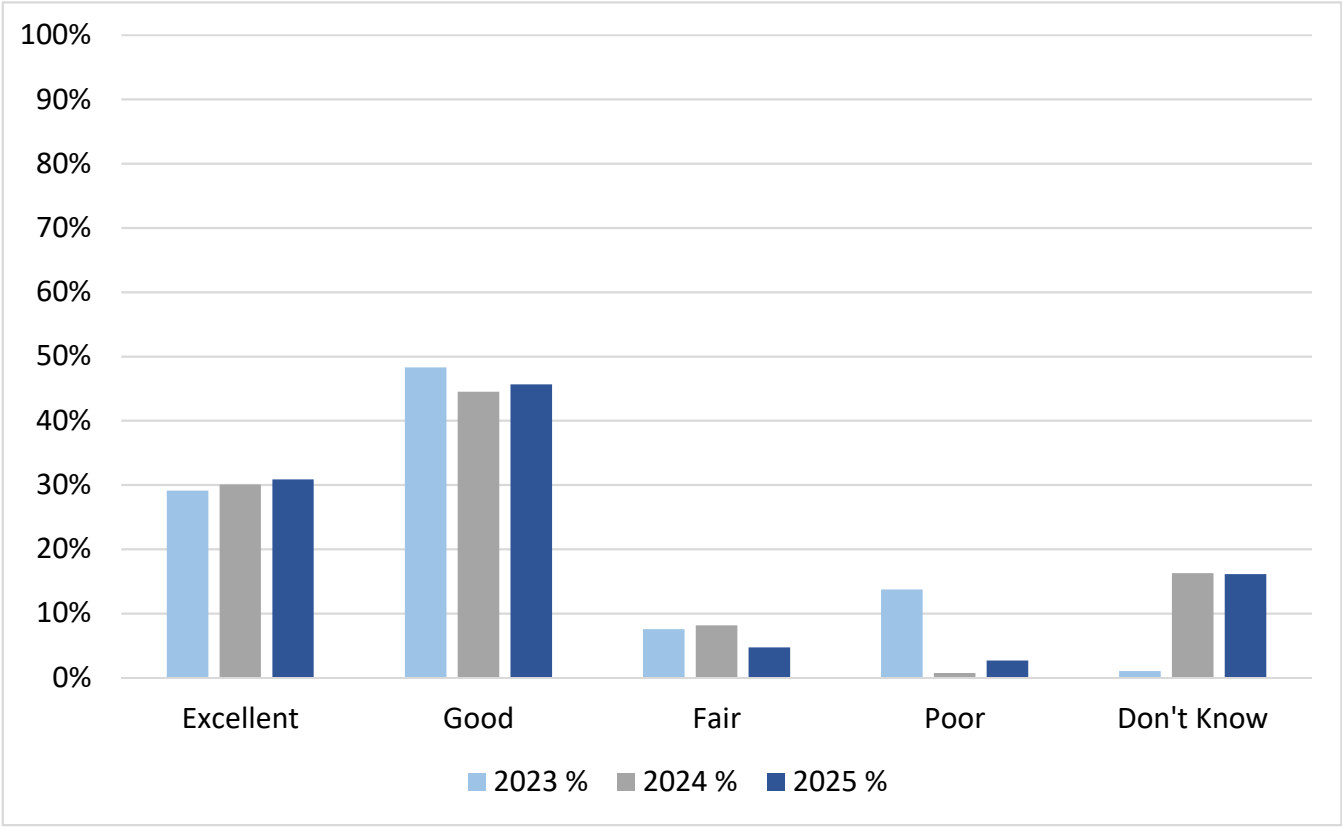
Question 4: How would you describe your overall feeling of safety in the city?

	2023		2024		2025	
	%	Count	%	Count	%	Count
Excellent	20%	57	20%	56	17%	25
Good	56%	164	57%	162	63%	94
Fair	18%	53	19%	55	18%	27
Poor	4%	13	3%	9	2%	3
Don't Know	1%	3	0%	1	0%	0
Answered		290		283		149
Skipped		2		0		0
Total		292		283		149



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

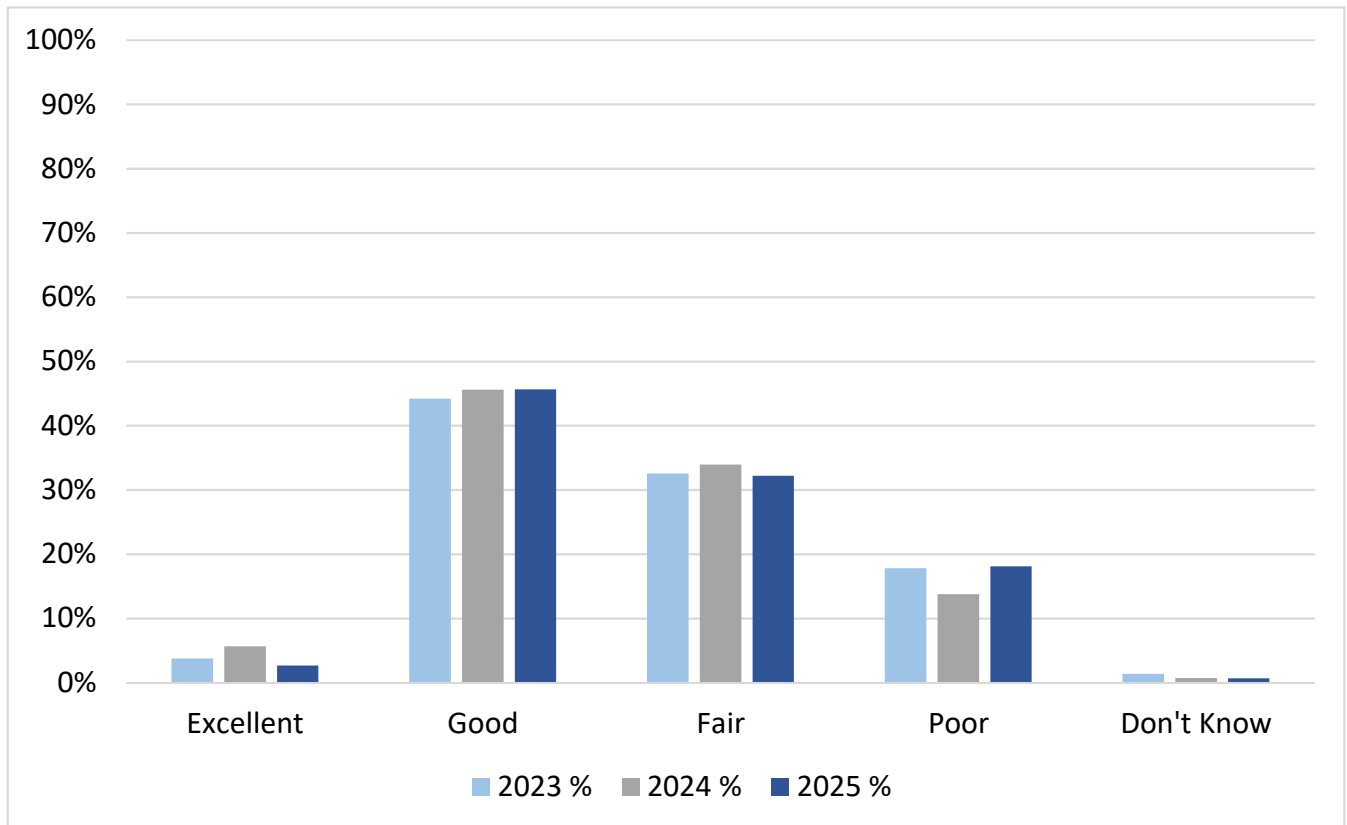
	2023		2024		2025	
	%	Count	%	Count	%	Count
Excellent	29%	85	30%	85	31%	46
Good	48%	141	45%	126	46%	68
Fair	8%	22	8%	23	5%	7
Poor	14%	40	1%	2	3%	4
Don't Know	1%	3	16%	46	16%	24
Answered		291		282		149
Skipped		1		1		0
Total		292		283		149



2025 Performance Measurement Program

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

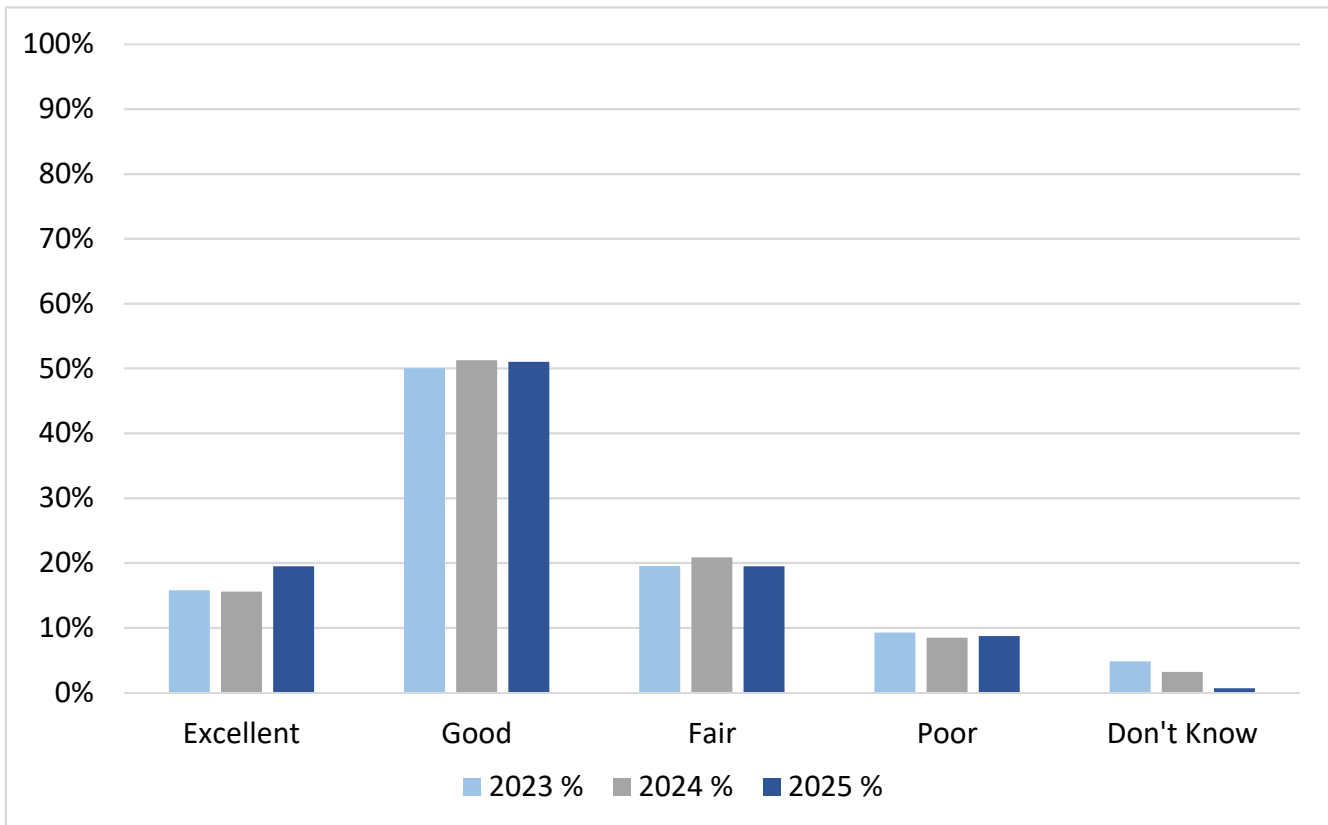
	2023		2024		2025	
	%	Count	%	Count	%	Count
Excellent	4%	11	6%	16	3%	4
Good	44%	129	46%	129	46%	68
Fair	33%	95	34%	96	32%	48
Poor	18%	52	14%	39	18%	27
Don't Know	1%	4	1%	2	1%	1
Answered		291		282		148
Skipped		1		1		1
Total		292		283		149



2025 Performance Measurement Program

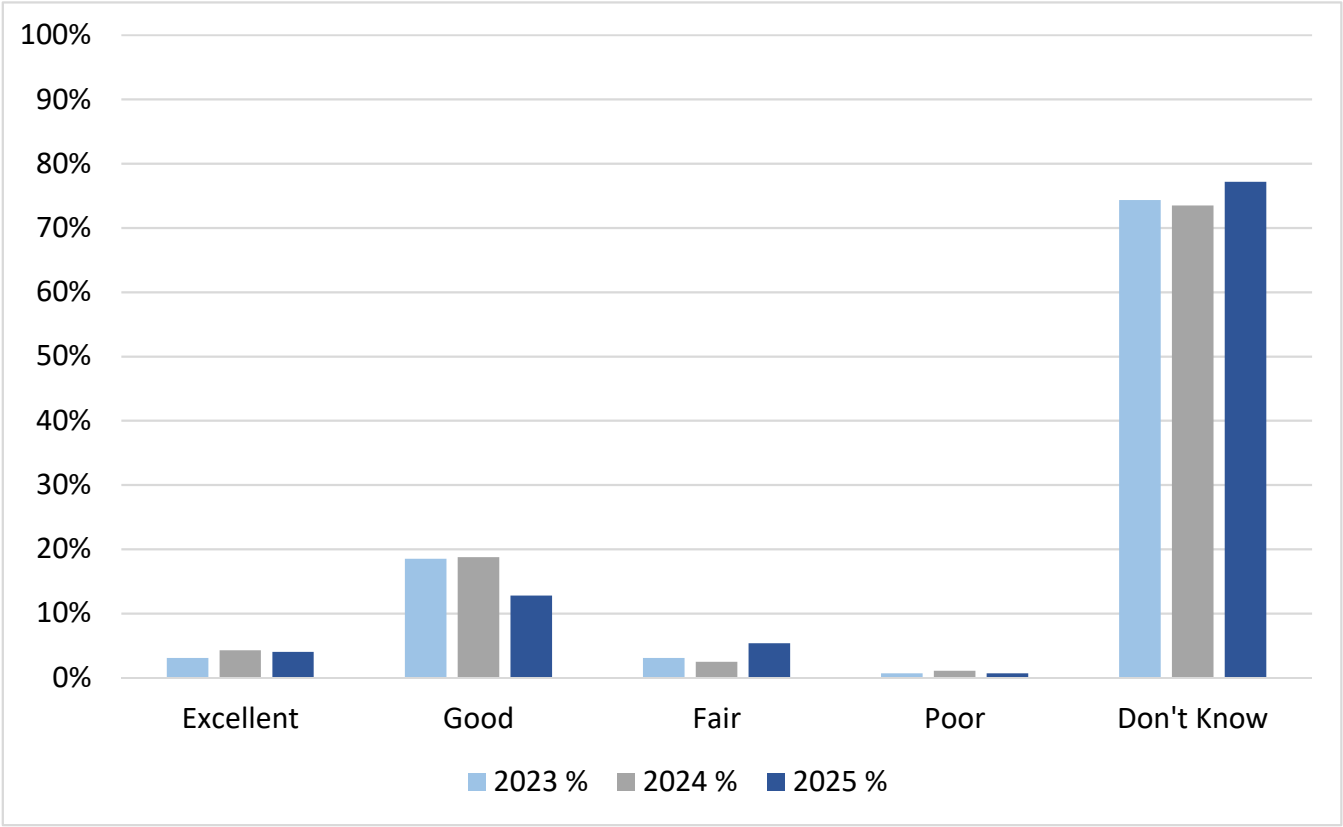
Question 7: How would you rate the overall quality of snowplowing on city streets?

	2023		2024		2025	
	%	Count	%	Count	%	Count
Excellent	16%	46	16%	44	19%	29
Good	50%	146	51%	145	51%	76
Fair	20%	57	21%	59	19%	29
Poor	9%	27	8%	24	9%	13
Don't Know	5%	14	3%	9	1%	1
Answered		290		281		148
Skipped		2		2		1
Total		292		283		149



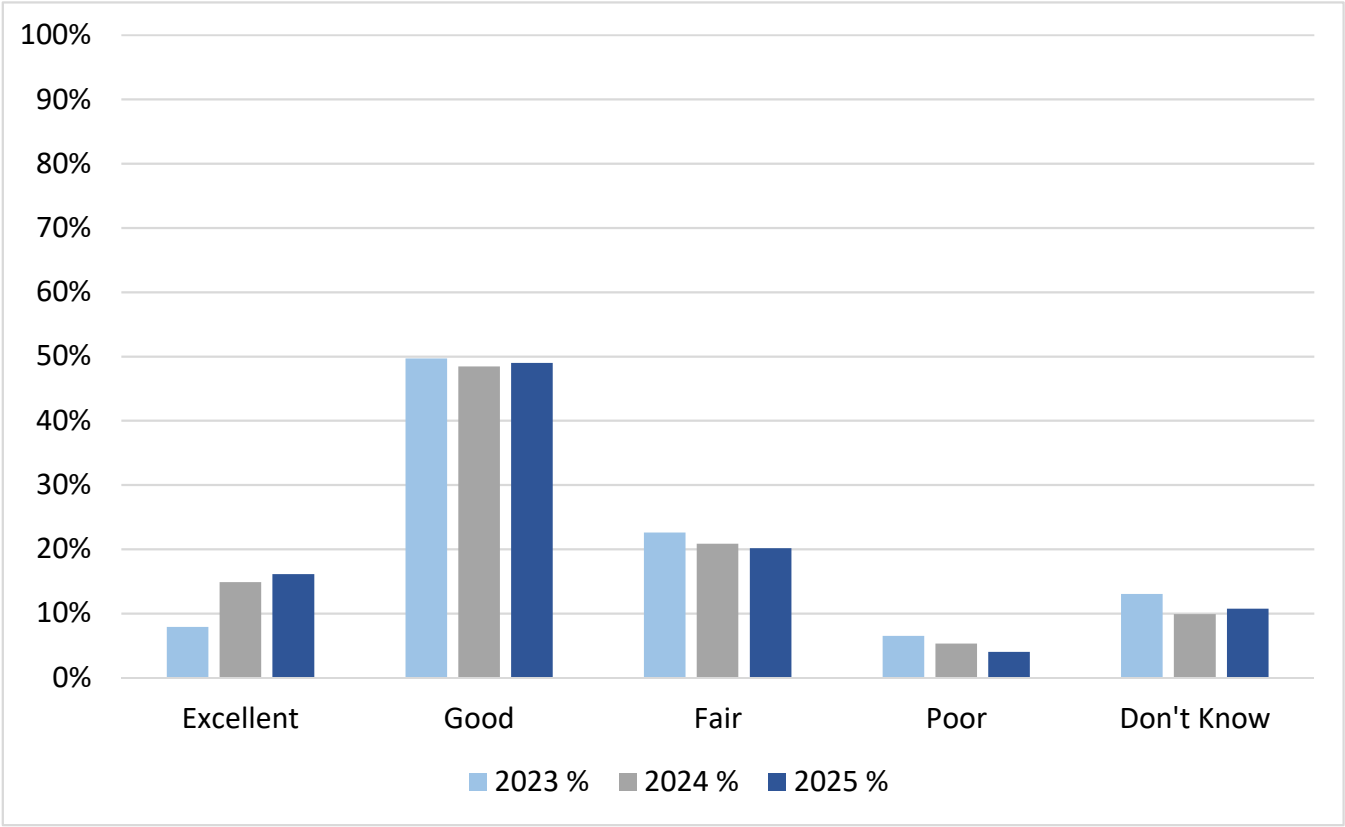
Question 8: How would you rate the overall condition of the municipal airport?

	2023		2024		2025	
	%	Count	%	Count	%	Count
Excellent	3%	9	4%	12	4%	6
Good	18%	54	19%	53	13%	19
Fair	3%	9	2%	7	5%	8
Poor	1%	2	1%	3	1%	1
Don't Know	74%	217	73%	208	77%	115
Answered		291		283		149
Skipped		1		0		0
Total		292		283		149



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

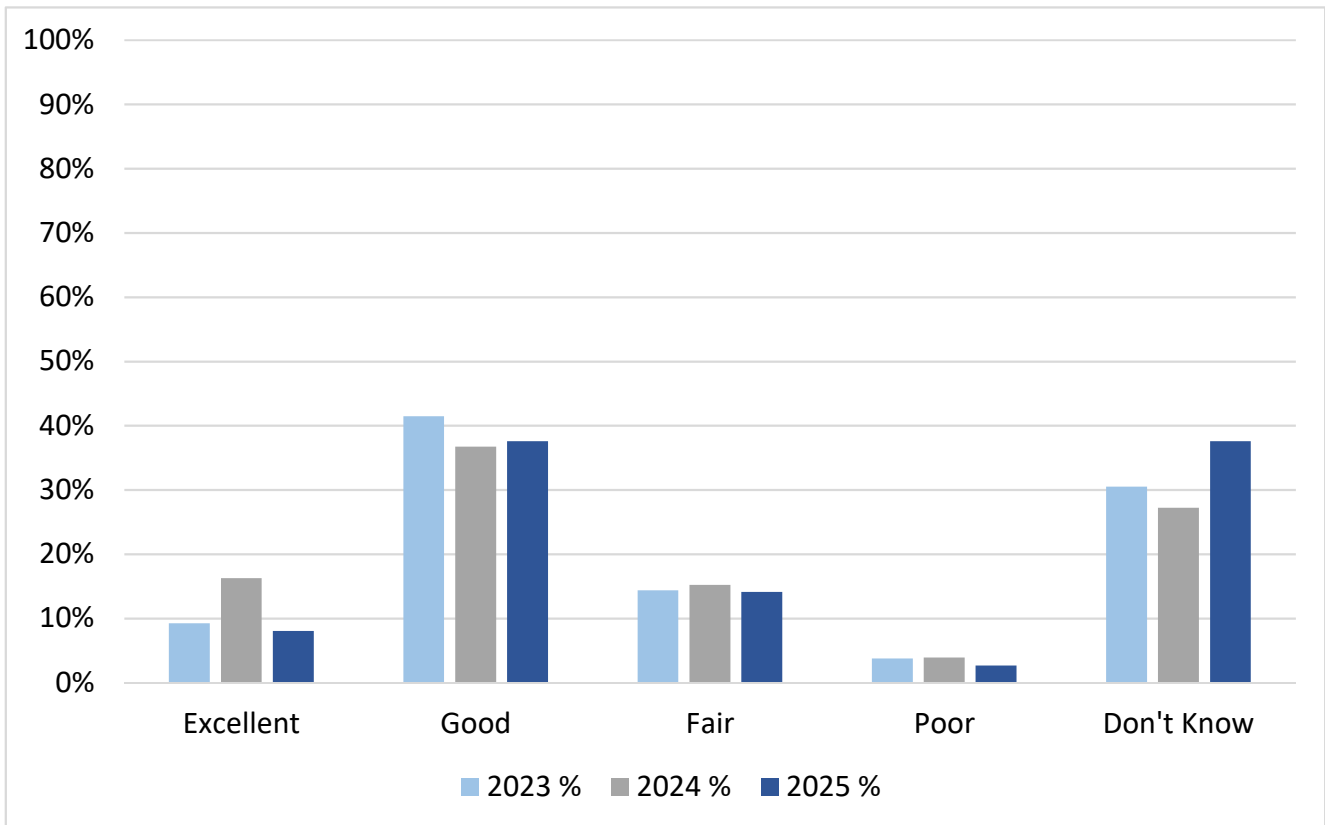
	2023		2024		2025	
	%	Count	%	Count	%	Count
Excellent	8%	23	15%	42	16%	24
Good	50%	145	48%	137	49%	73
Fair	23%	66	21%	59	20%	30
Poor	7%	19	5%	15	4%	6
Don't Know	13%	38	10%	28	11%	16
Answered		291		281		149
Skipped		1		2		0
Total		292		283		149



2025 Performance Measurement Program

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

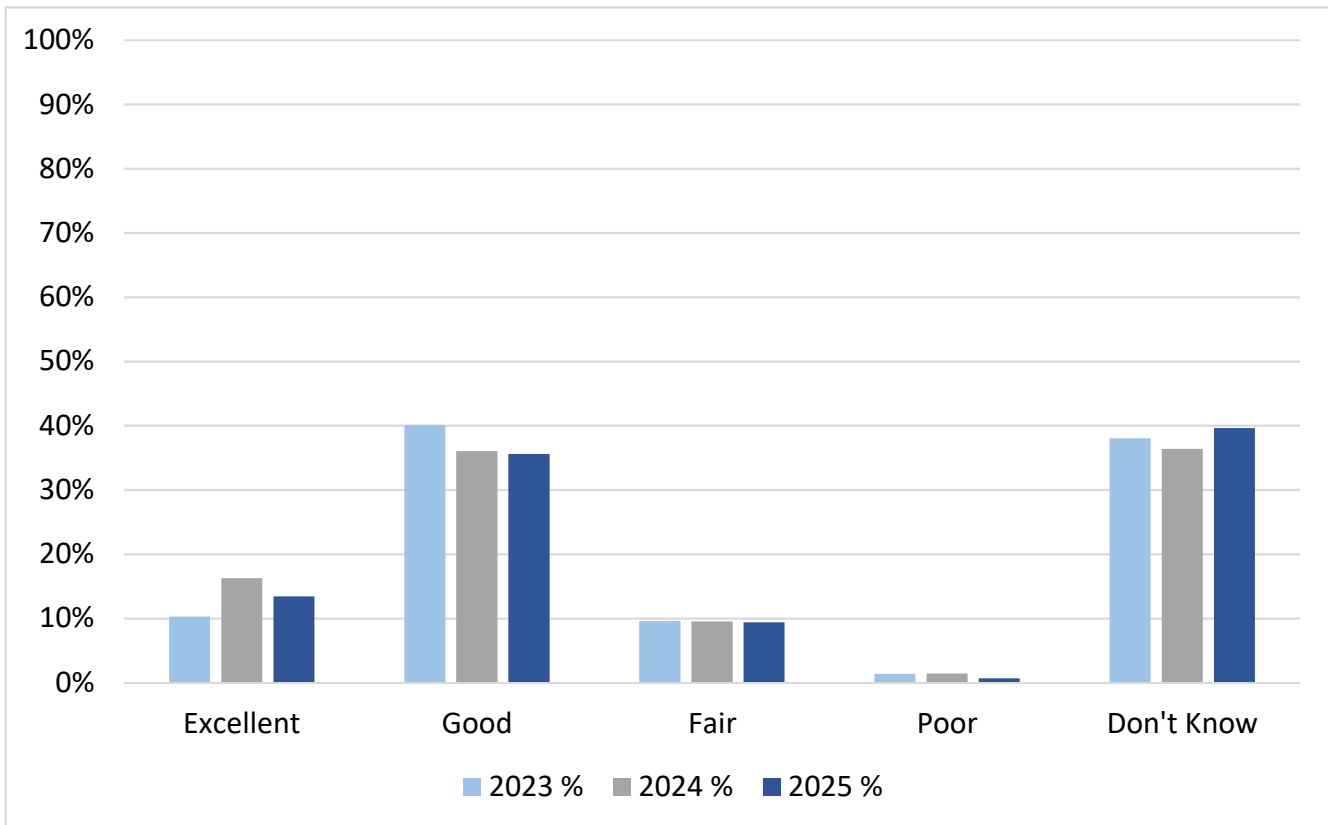
	2023		2024		2025	
	%	Count	%	Count	%	Count
Excellent	9%	27	16%	46	8%	12
Good	41%	121	37%	104	38%	56
Fair	14%	42	15%	43	14%	21
Poor	4%	11	4%	11	3%	4
Don't Know	30%	89	27%	77	38%	56
Answered		290		281		149
Skipped		2		2		0
Total		292		283		149



2025 Performance Measurement Program

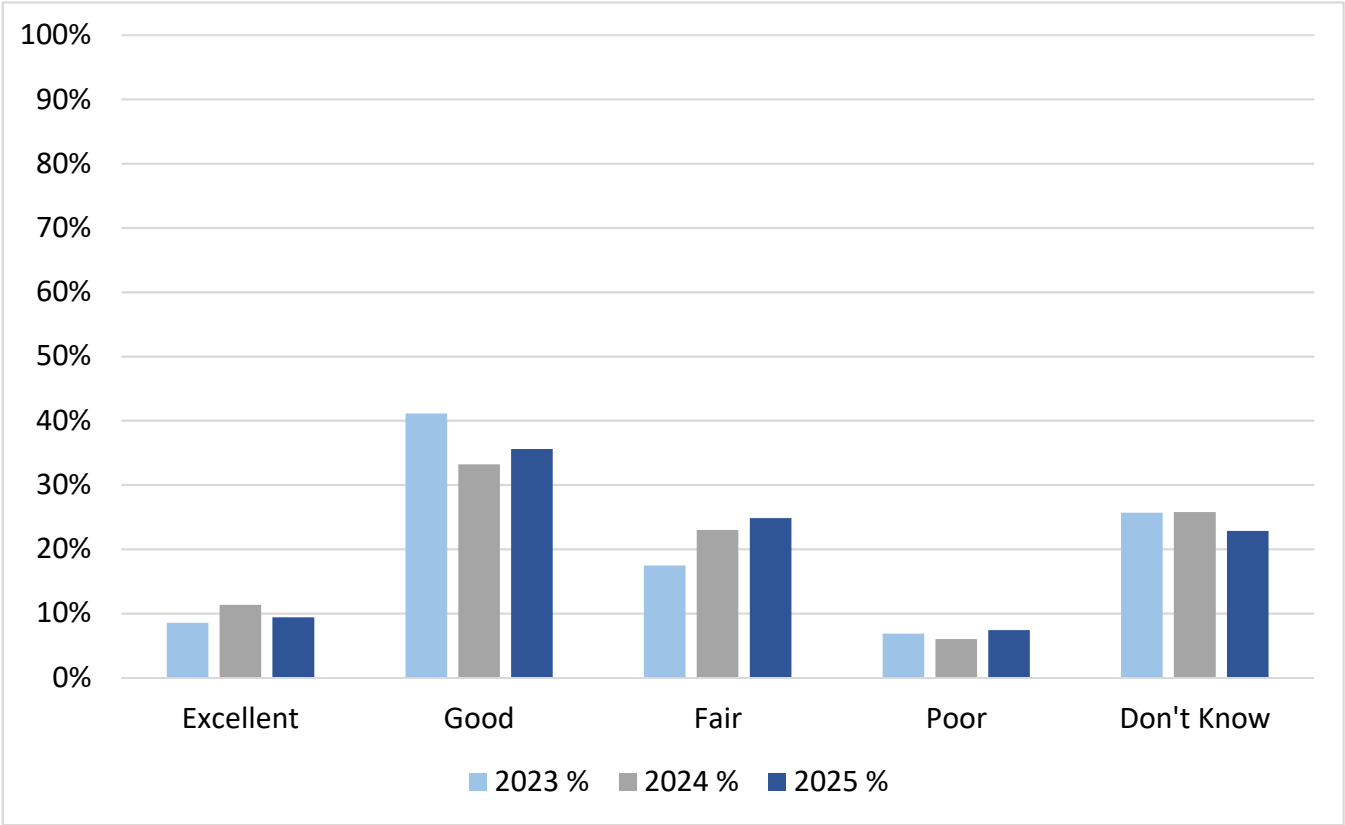
Question 11: How would you rate the overall condition of Oakwood Cemetery?

	2023		2024		2025	
	%	Count	%	Count	%	Count
Excellent	10%	30	16%	46	13%	20
Good	40%	117	36%	102	36%	53
Fair	10%	28	10%	27	9%	14
Poor	1%	4	1%	4	1%	1
Don't Know	38%	111	36%	103	40%	59
Answered		290		282		147
Skipped		2		1		2
Total		292		283		149



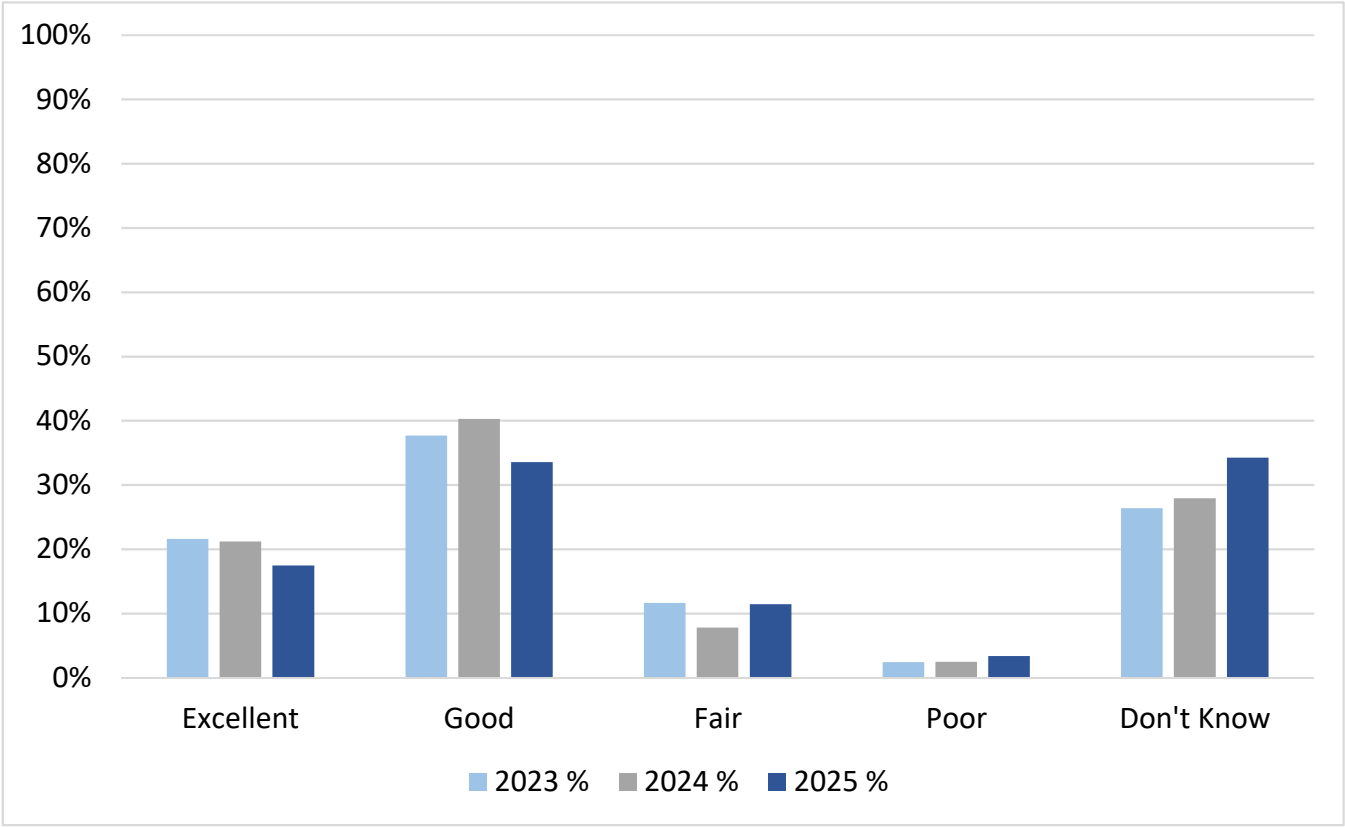
Question 12: How would you rate the overall condition of the Mora Public Library?

	2023		2024		2025	
	%	Count	%	Count	%	Count
Excellent	9%	25	11%	32	9%	14
Good	41%	120	33%	94	36%	53
Fair	17%	51	23%	65	25%	37
Poor	7%	20	6%	17	7%	11
Don't Know	26%	75	26%	73	23%	34
Answered		291		281		149
Skipped		1		2		0
Total		292		283		149



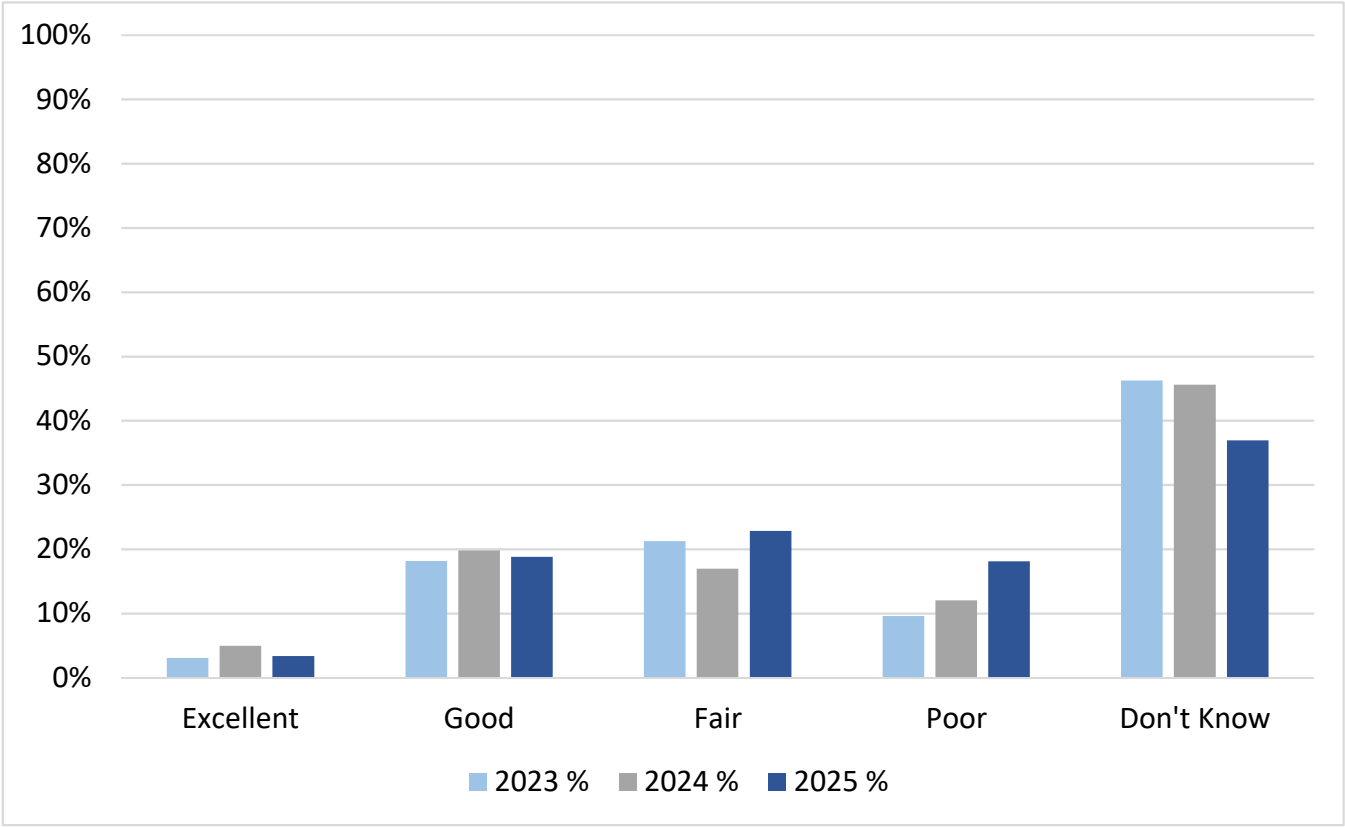
Question 13: How would you rate the overall service and value of the North Country Bottleshop?

	2023		2024		2025	
	%	Count	%	Count	%	Count
Excellent	22%	63	21%	60	17%	26
Good	38%	110	40%	114	34%	50
Fair	12%	34	8%	22	11%	17
Poor	2%	7	2%	7	3%	5
Don't Know	26%	77	28%	79	34%	51
Answered		291		282		149
Skipped		1		1		0
Total		292		283		149



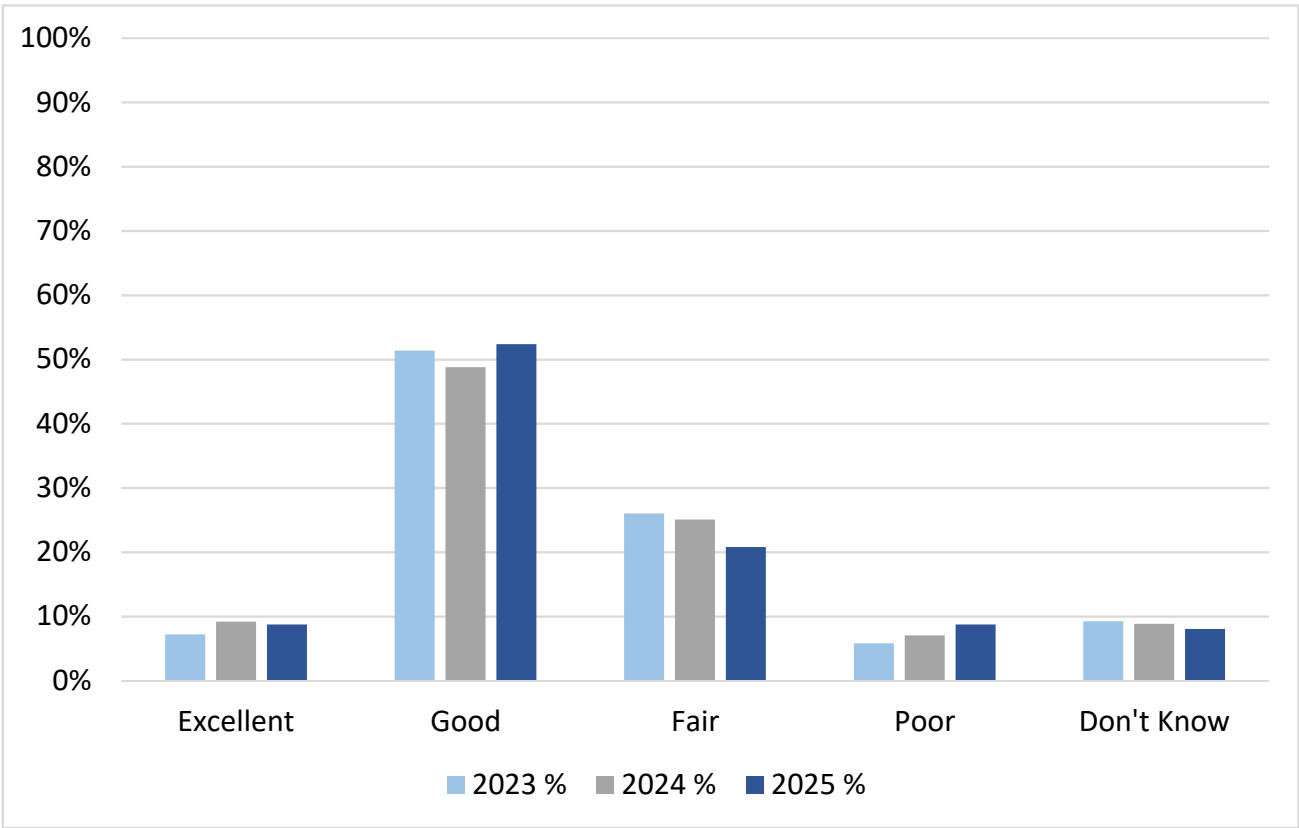
Question 14: How would you rate the quality of building inspection services and code enforcement (zoning, nuisances, etc.) in the city?

	2023		2024		2025	
	%	Count	%	Count	%	Count
Excellent	3%	9	5%	14	3%	5
Good	18%	53	20%	56	19%	28
Fair	21%	62	17%	48	23%	34
Poor	10%	28	12%	34	18%	27
Don't Know	46%	135	46%	129	37%	55
Answered		287		281		149
Skipped		5		2		0
Total		292		283		149



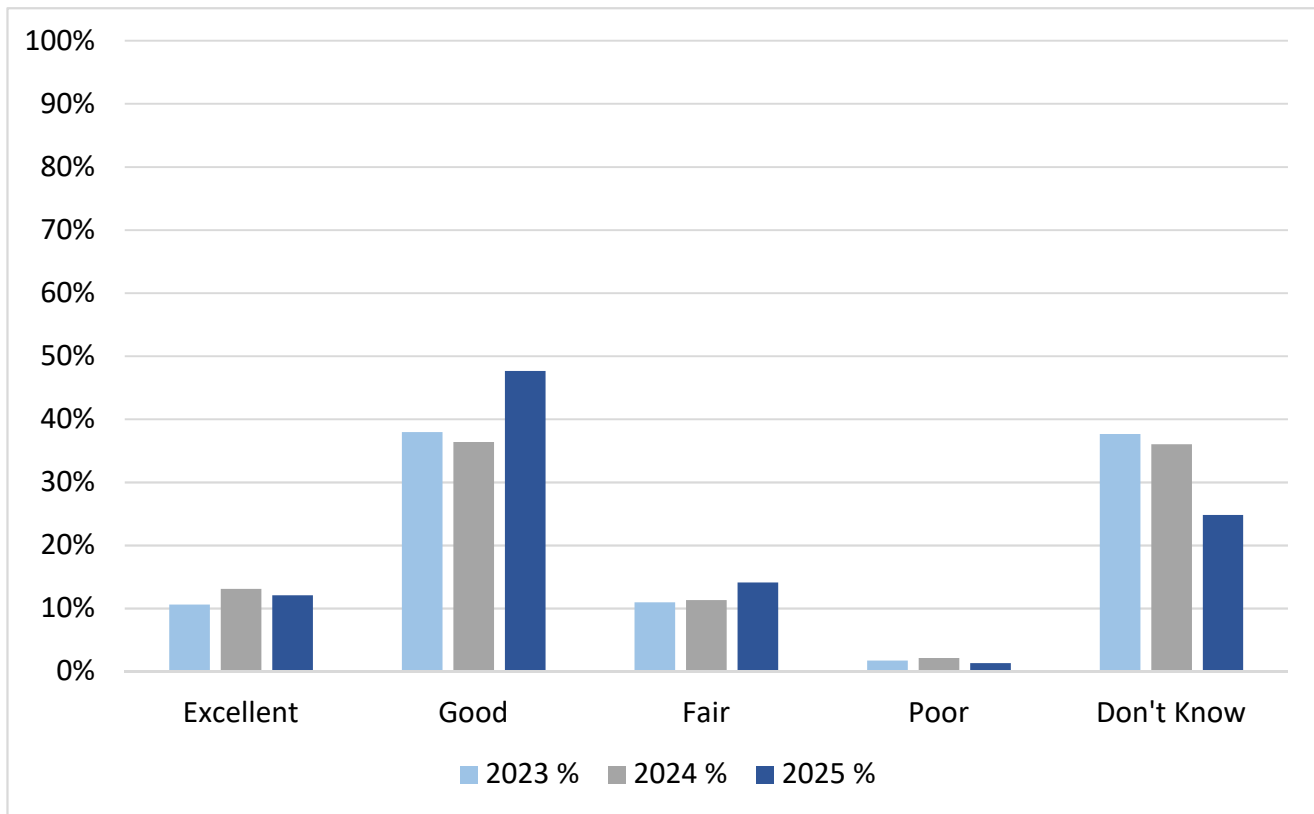
Question 15: How would you rate the overall quality of services provided by the city?

	2023		2024		2025	
	%	Count	%	Count	%	Count
Excellent	7%	21	9%	26	9%	13
Good	51%	150	49%	138	52%	78
Fair	26%	76	25%	71	21%	31
Poor	6%	17	7%	20	9%	13
Don't Know	9%	27	9%	25	8%	12
Answered		291		280		147
Skipped		1		3		2
Total		292		283		149



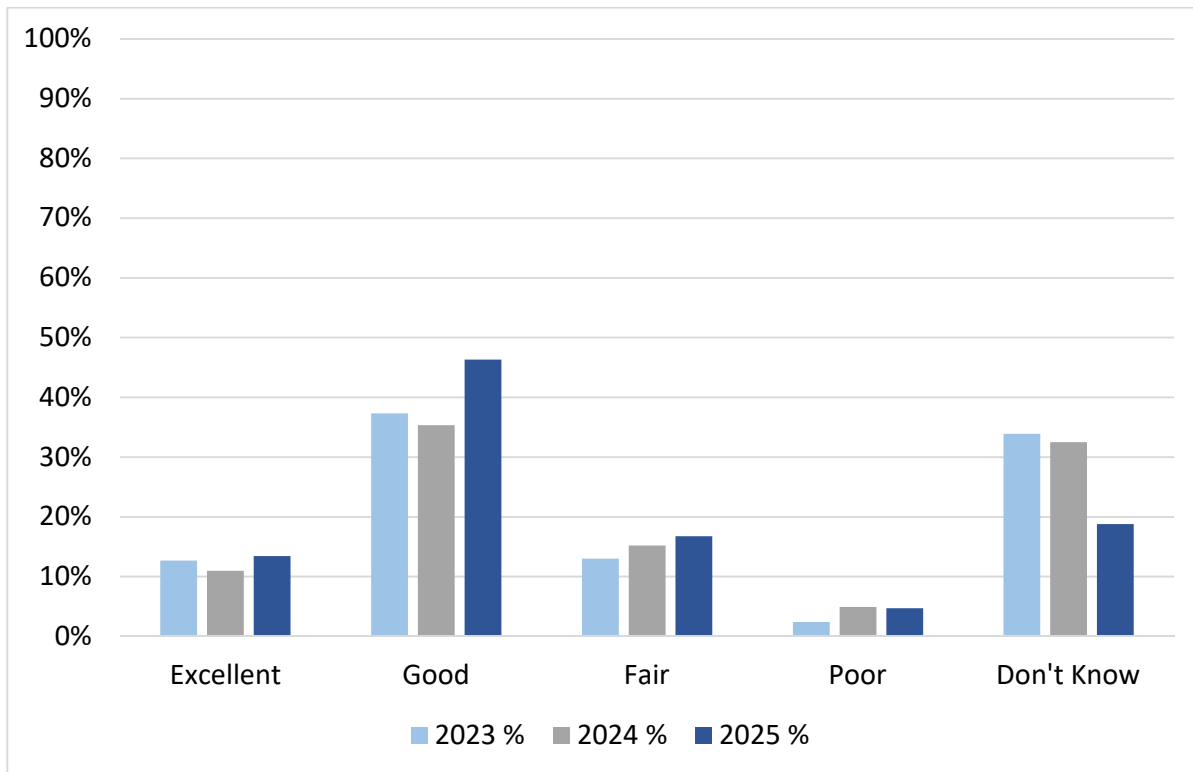
Question 16: How would you rate the dependability and overall quality of municipal sanitary sewer service?

	2023		2024		2025	
	%	Count	%	Count	%	Count
Excellent	11%	31	13%	37	12%	18
Good	38%	111	36%	103	48%	71
Fair	11%	32	11%	32	14%	21
Poor	2%	5	2%	6	1%	2
Don't Know	38%	110	36%	102	25%	37
Answered		289		280		149
Skipped		3		3		0
Total		292		283		149



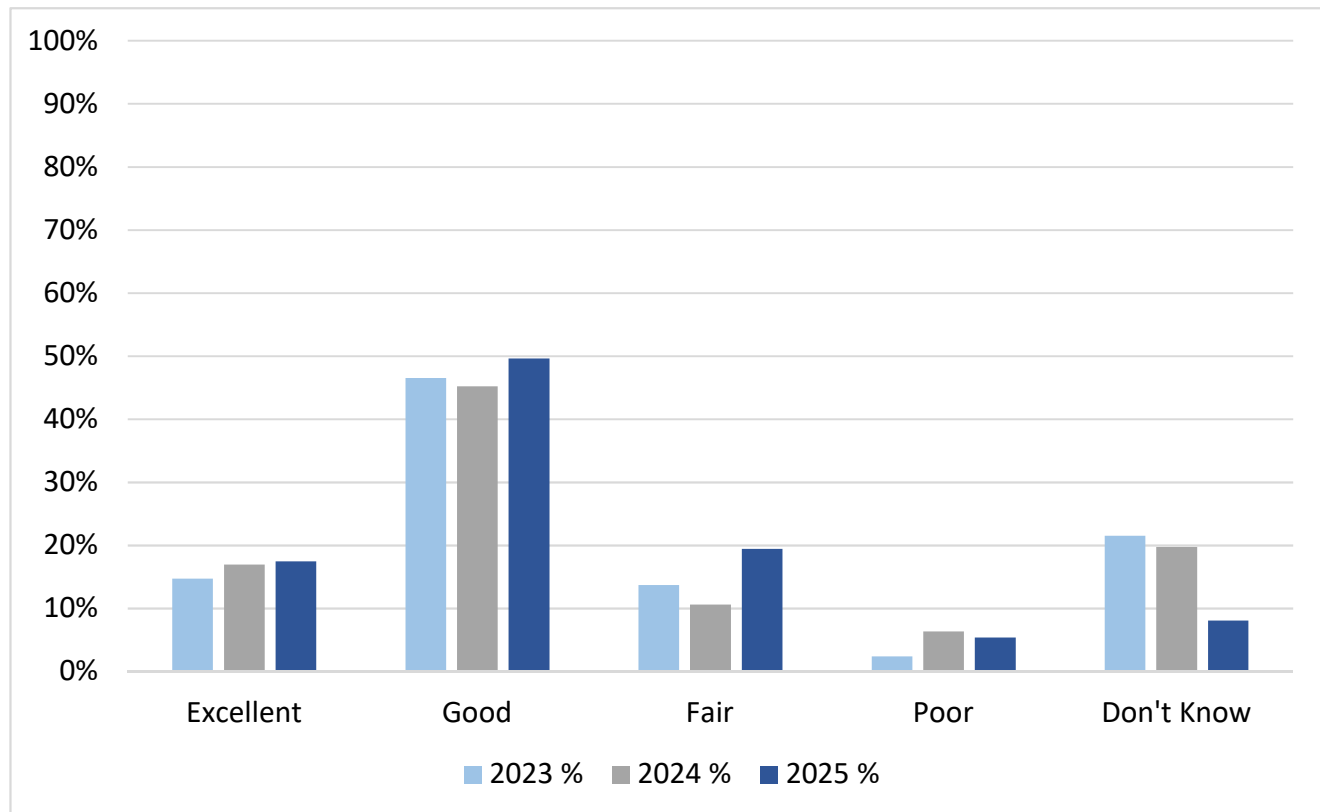
Question 17: How would you rate the dependability and overall quality of the municipal water service?

	2023		2024		2025	
	%	Count	%	Count	%	Count
Excellent	13%	37	11%	31	13%	20
Good	37%	109	35%	100	46%	69
Fair	13%	38	15%	43	17%	25
Poor	2%	7	5%	14	5%	7
Don't Know	34%	99	33%	92	19%	28
Answered		290		280		149
Skipped		2		3		0
Total		292		283		149



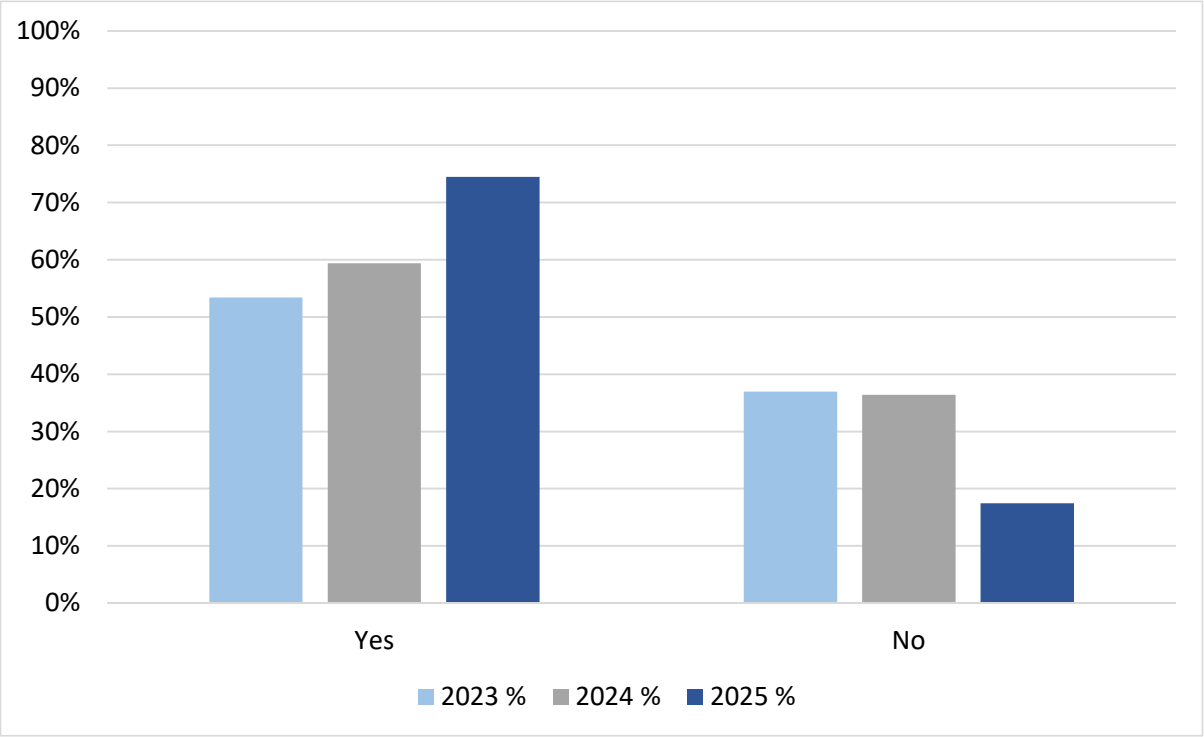
Question 18: How would you rate the dependability and overall quality of the municipal electrical service?

	2023		2024		2025	
	%	Count	%	Count	%	Count
Excellent	15%	43	17%	48	17%	26
Good	47%	136	45%	128	50%	74
Fair	14%	40	11%	30	19%	29
Poor	2%	7	6%	18	5%	8
Don't Know	22%	63	20%	56	8%	12
Answered		289		280		149
Skipped		3		3		0
Total		292		283		149



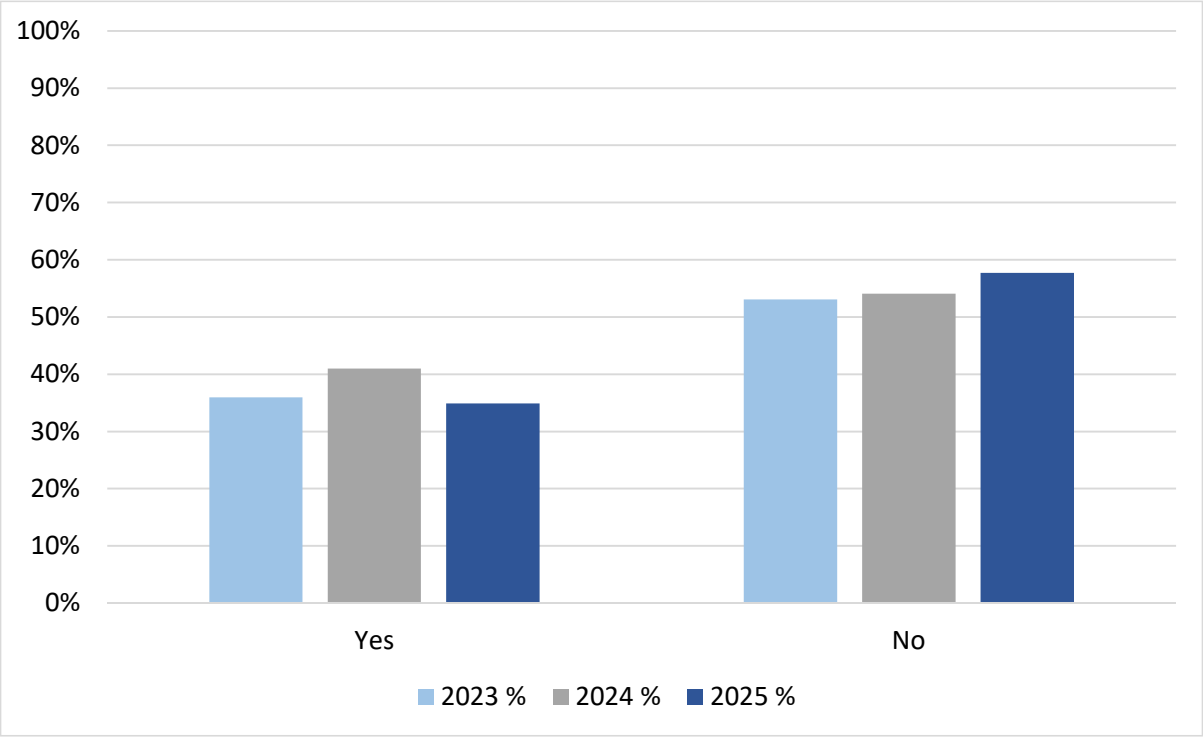
Question 19: Do you read the city newsletter (yes or no) and why?

		2023		2024		2025	
		%	Count	%	Count	%	Count
	Yes	53%	156	59%	168	74%	111
	No	37%	108	36%	103	17%	26
Answered			264		271		137
Skipped			28		12		12
Total			292		283		149



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

		2023		2024		2025	
		%	Count	%	Count	%	Count
	Yes	36%	105	41%	116	35%	52
	No	53%	155	54%	153	58%	86
Answered			260		269		138
Skipped			32		14		11
Total			292		283		149



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Appendix B

Survey Instrument

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CITY OF MORA/MORA MUNICIPAL UTILITIES 2025 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 23, 2026**. You can include the survey with your utility bill payment, mail it, or drop it off at city hall. The survey is completely anonymous.

The survey results (including written comments) 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 320-679-1511 or k.faurie@cityofmora.com

1. Please indicate which of the following best describes you:

- ☐ Resident living in Mora city limits
- ☐ Owner of a business operating in the Mora city limits
- ☐ Both a resident and business owner in Mora city limits
- ☐ Resident and/or business owner in Kanabec County, but outside of Mora city limits
- ☐ Other

2. How long have you lived in the city/county/other? _____ 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 condition of the **Mora Public Library**?

Excellent Good Fair Poor Don't know

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

Excellent Good Fair Poor Don't know

14. 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

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

Excellent Good Fair Poor Don't know

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

Excellent Good Fair Poor Don't know

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

Excellent Good Fair Poor Don't know

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

Excellent Good Fair Poor Don't know

19. Do you read the **city newsletter**? Yes No Why _____

20. 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 23, 2026. Thank you!

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