

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.

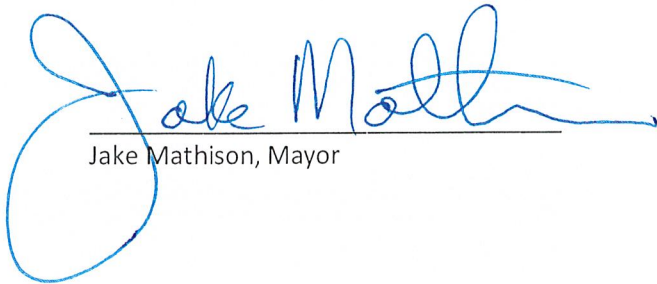
BE IT FURTHER RESOLVED, The City Council of Mora will submit to the Office of the State Auditor the actual results of the performance measures adopted by the city.

The foregoing resolution was introduced and moved for adoption by Council Member

Shepard and seconded by Council Member Youngquist.

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

Motion carried and resolution adopted this 19th day of March 2024.



Jake Mathison, Mayor



Glenn Anderson, City Administrator



CITY OF MORA / MORA MUNICIPAL UTILITIES

2023 PERFORMANCE MEASUREMENTS PROGRAM

COMMUNITY SURVEY

ANNUAL REPORT

2023 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 292 responses to the 2023 Survey, which is 111 more than last year and the highest number of responses received since the survey began in 2012. We appreciate the responses we received and hope we can get more next year. Look for the 2024 survey in the January 2025 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%

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 2023 survey in two formats:

1. A paper version was distributed in the January 2024 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 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 2021, 2022 and 2023.

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 2023 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:

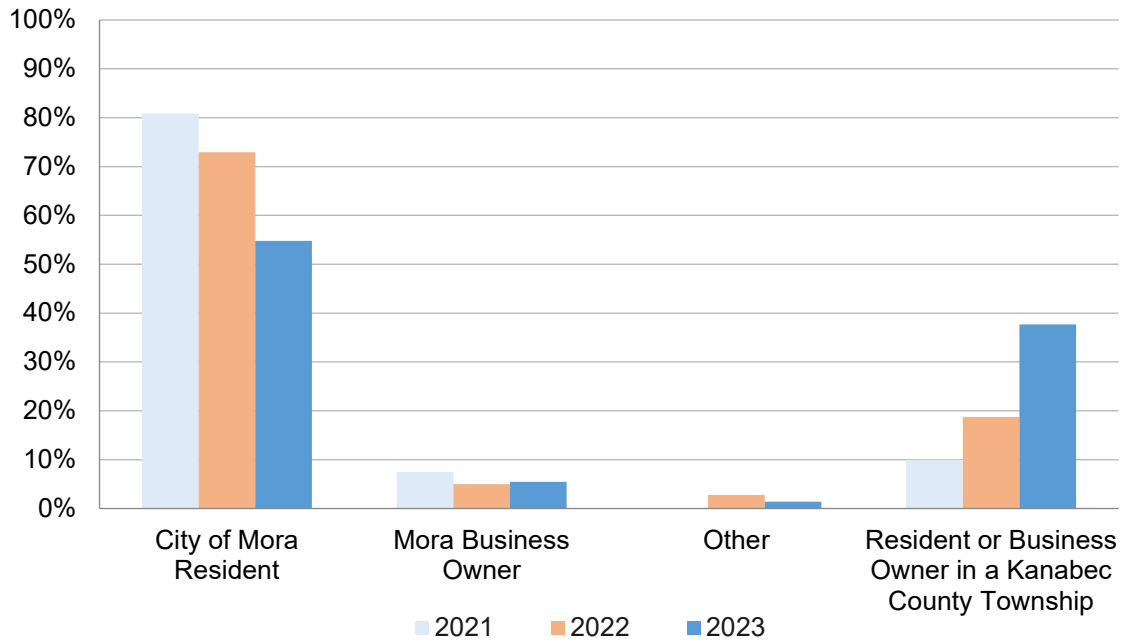
- In PersonCity Hall/Utilities office, 101 Lake Street South,
8:00 am to 4:30 pm, Monday through Friday
- Telephone320.679.1511 (city hall) or 320.679.1451 (utilities office)
- E-mailinfo@cityofmora.com
- Website<http://www.ci.mora.mn.us>
- Facebook.....[@cityofmora](https://www.facebook.com/cityofmora)

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.

2023 Performance Measurement Program

Question 1: Are you a ...

	2021 Percent	2021 Count	2022 Percent	2022 Count	2023 Percent	2023 Count
City of Mora Resident	80.83%	97	72.93%	133	54.79%	160
Mora Business Owner	7.50%	9	4.97%	9	5.48%	16
Other	0.00%	0	2.76%	5	1.37%	4
Resident or Business Owner in a Kanabec County Township	10.00%	12	18.78%	34	37.67%	110
Answered		118		181		290
Skipped		2		0		2
Total		120		181		292

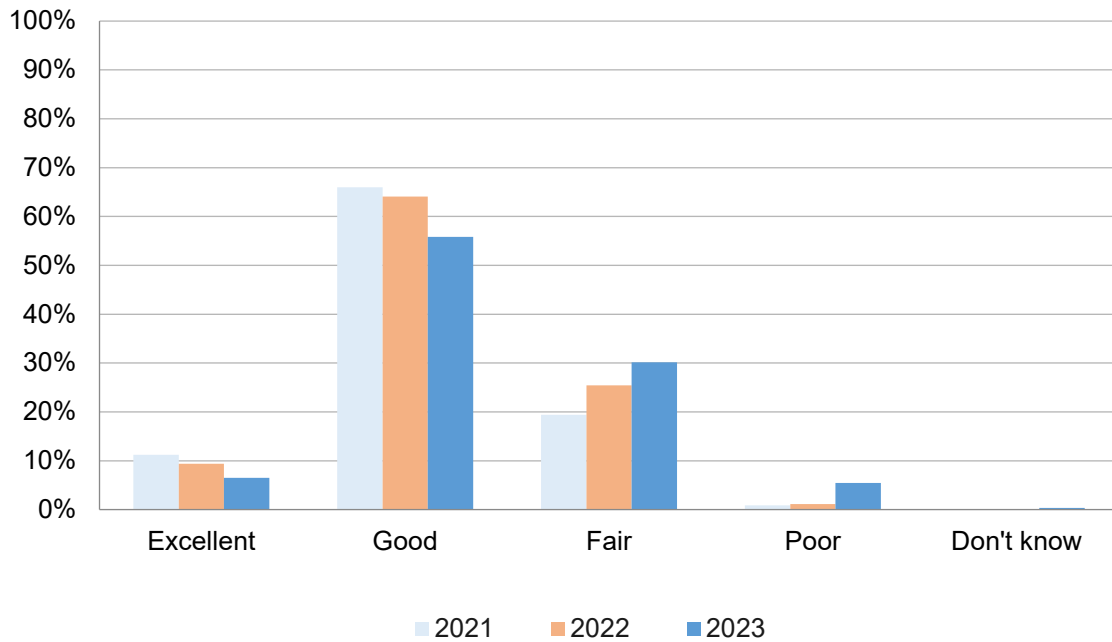


Question 2: How many years have you lived in the city/township?

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

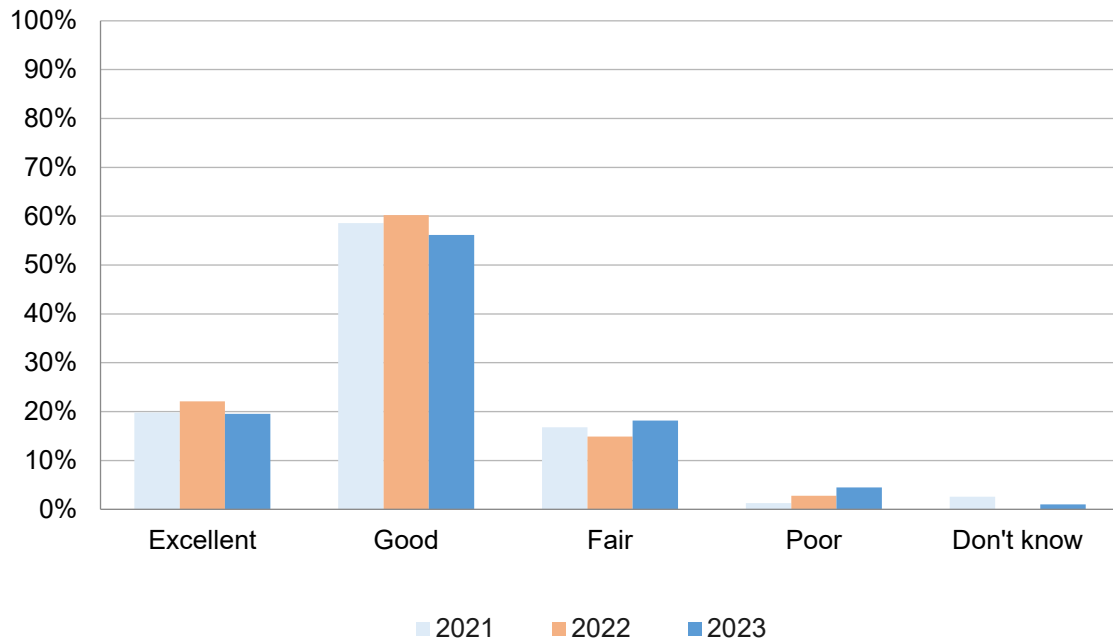
Question 3: How would you rate the overall appearance of the city?

	2021 Percent	2021 Count	2022 Percent	2022 Count	2023 Percent	2023 Count
Excellent	11.21%	13	9.39%	17	6.51%	19
Good	65.95%	76.5	64.09%	116	55.82%	163
Fair	19.40%	22.5	25.41%	46	30.14%	88
Poor	0.86%	1	1.10%	2	5.48%	16
Don't know	0.00%	0	0.00%	0	0.34%	1
Answered		113		181		287
Skipped		3		0		5
Total		116		181		292



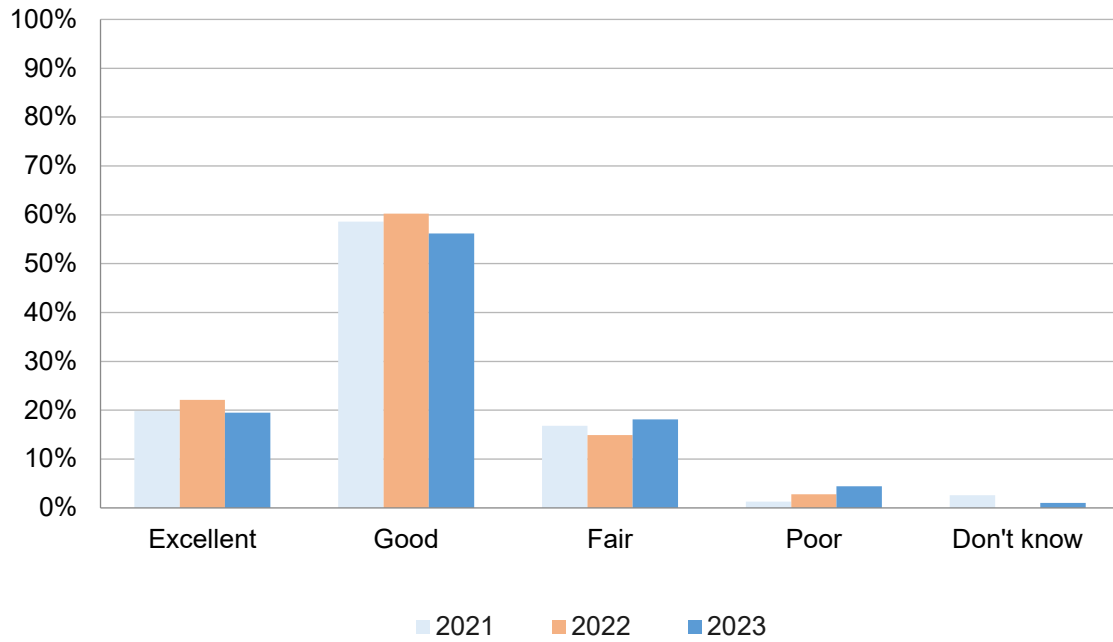
Question 4: How would you describe your overall feeling of safety in the city?

	2021 Percent	2021 Count	2022 Percent	2022 Count	2023 Percent	2023 Count
Excellent	19.83%	23	22.10%	40	19.52%	57
Good	58.62%	68	60.22%	109	56.16%	164
Fair	16.81%	19.5	14.92%	27	18.15%	53
Poor	1.29%	1.5	2.76%	5	4.45%	13
Don't know	2.59%	3	0.00%	0	1.03%	3
Answered		115		181		290
Skipped		1		0		2
Total		116		181		292



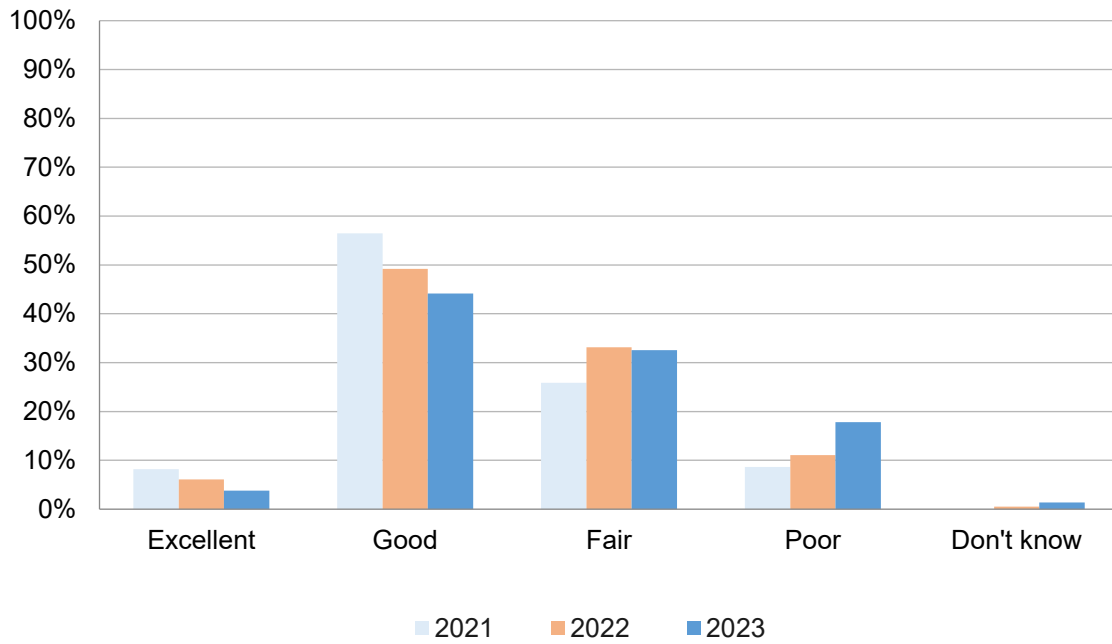
Question 5: How would you rate the overall quality of fire protection services in the city?

	2021 Percent	2021 Count	2022 Percent	2022 Count	2023 Percent	2023 Count
Excellent	31.03%	36	37.57%	68	29.11%	85
Good	46.55%	54	45.30%	82	48.29%	141
Fair	3.02%	3.5	3.87%	7	7.53%	22
Poor	1.29%	1.5	0.55%	1	0.68%	2
Don't know	17.24%	20	12.71%	23	13.70%	40
Answered		115		181		290
Skipped		1		0		2
Total		116		181		292



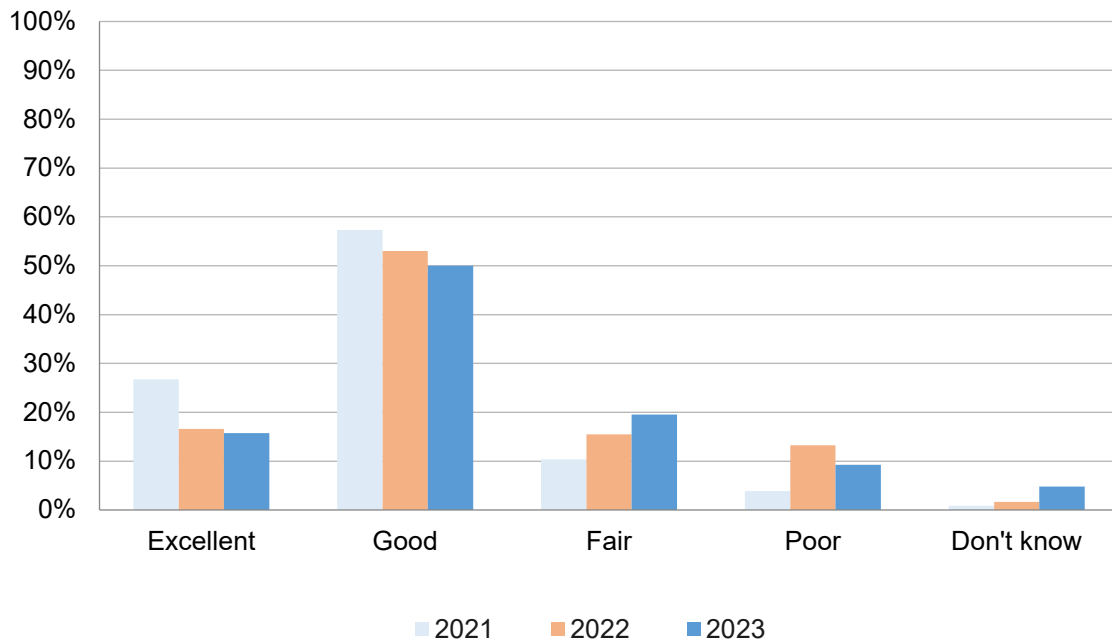
Question 6: How would you rate the overall condition of city streets?

	2021 Percent	2021 Count	2022 Percent	2022 Count	2023 Percent	2023 Count
Excellent	8.19%	9.5	6.08%	11	3.77%	11
Good	56.47%	65.5	49.17%	89	44.18%	129
Fair	25.86%	30	33.15%	60	32.53%	95
Poor	8.62%	10	11.05%	20	17.81%	52
Don't know	0.00%	0	0.55%	1	1.37%	4
Answered		115		181		291
Skipped		1		0		1
Total		116		181		292



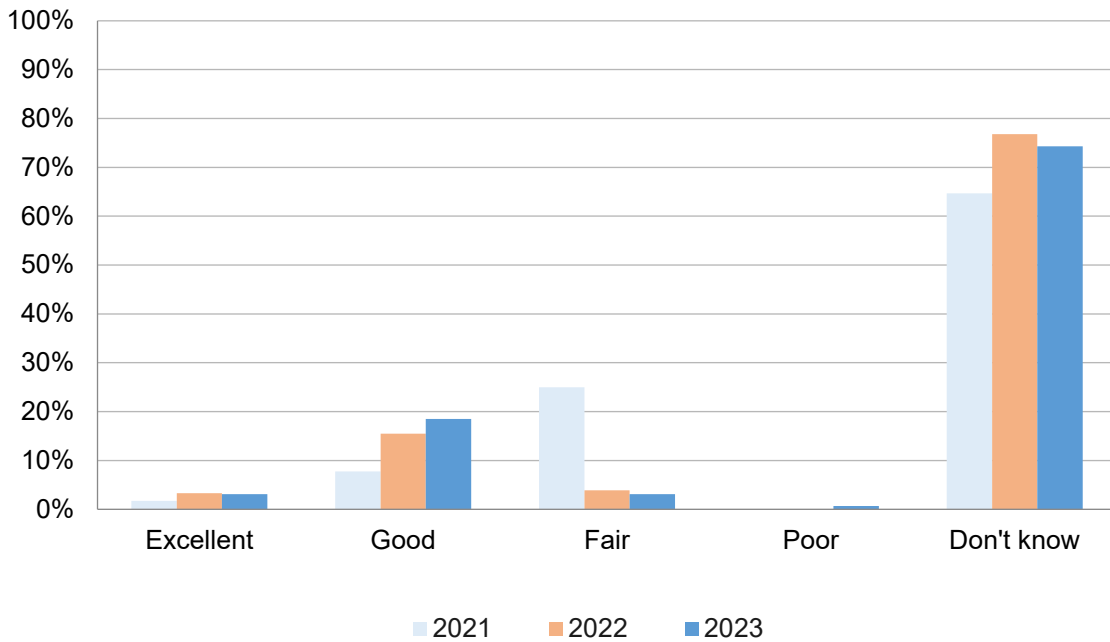
Question 7: How would you rate the overall quality of snowplowing on city streets?

	2021 Percent	2021 Count	2022 Percent	2022 Count	2023 Percent	2023 Count
Excellent	26.72%	31	16.57%	30	15.75%	46
Good	57.33%	66.5	53.04%	96	50.00%	146
Fair	10.34%	12	15.47%	28	19.52%	57
Poor	3.88%	4.5	13.26%	24	9.25%	27
Don't know	0.86%	1	1.66%	3	4.79%	14
Answered		115		181		290
Skipped		1		0		2
Total		116		181		292



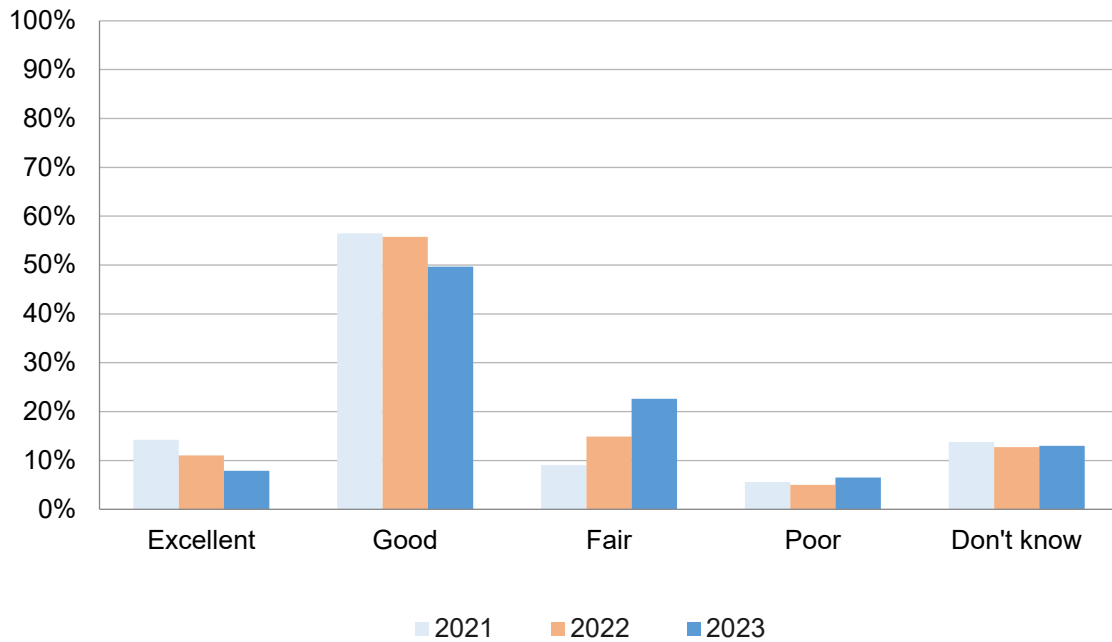
Question 8: How would you rate the overall condition of the municipal airport?

	2021 Percent	2021 Count	2022 Percent	2022 Count	2023 Percent	2023 Count
Excellent	1.72%	2	3.31%	6	3.08%	9
Good	7.76%	9	15.47%	28	18.49%	54
Fair	25.00%	29	3.87%	7	3.08%	9
Poor	0.00%	0	0.00%	0	0.68%	2
Don't know	64.66%	75	76.80%	139	74.32%	217
Answered		115		180		291
Skipped		1		1		1
Total		116		181		292



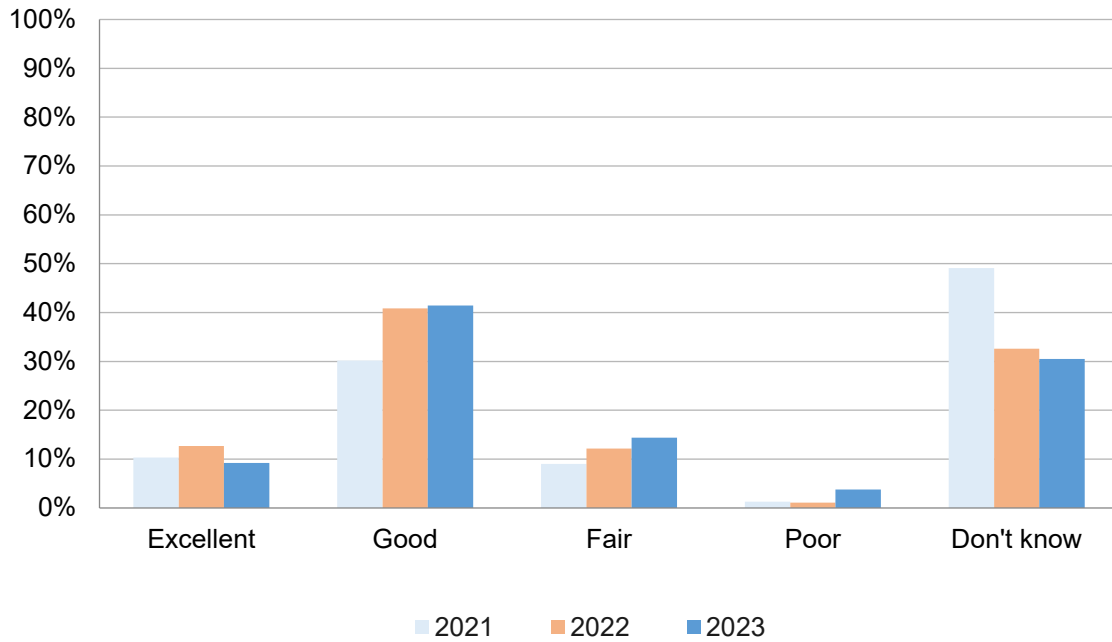
Question 9: How would you rate the overall quality of city park facilities (parks and trails)?

	2021 Percent	2021 Count	2022 Percent	2022 Count	2023 Percent	2023 Count
Excellent	14.22%	16.5	11.05%	20	7.88%	23
Good	56.47%	65.5	55.80%	101	49.66%	145
Fair	9.05%	10.5	14.92%	27	22.60%	66
Poor	5.60%	6.5	4.97%	9	6.51%	19
Don't know	13.79%	16	12.71%	23	13.01%	38
Answered		115		180		291
Skipped		1		1		1
Total		116		181		292



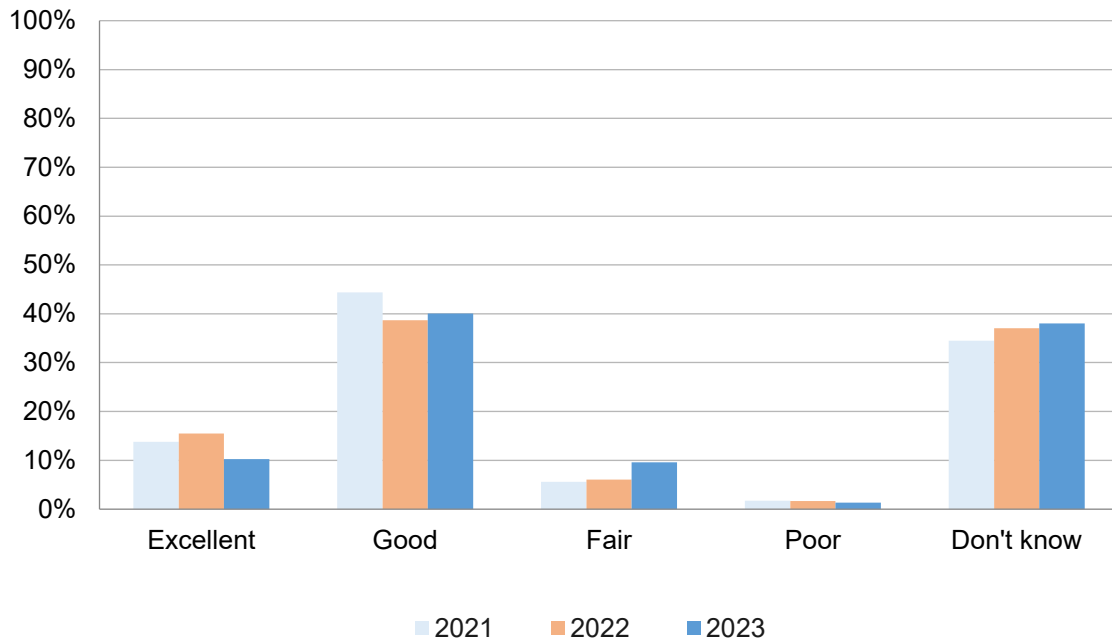
Question 10: How would you rate the overall condition of the Mora Aquatic Center?

	2021 Percent	2021 Count	2022 Percent	2022 Count	2023 Percent	2023 Count
Excellent	10.34%	12	12.71%	23	9.25%	27
Good	30.17%	35	40.88%	74	41.44%	121
Fair	9.05%	10.5	12.15%	22	14.38%	42
Poor	1.29%	1.5	1.10%	2	3.77%	11
Don't know	49.14%	57	32.60%	59	30.48%	89
Answered		116		180		290
Skipped		0		1		2
Total		116		181		292



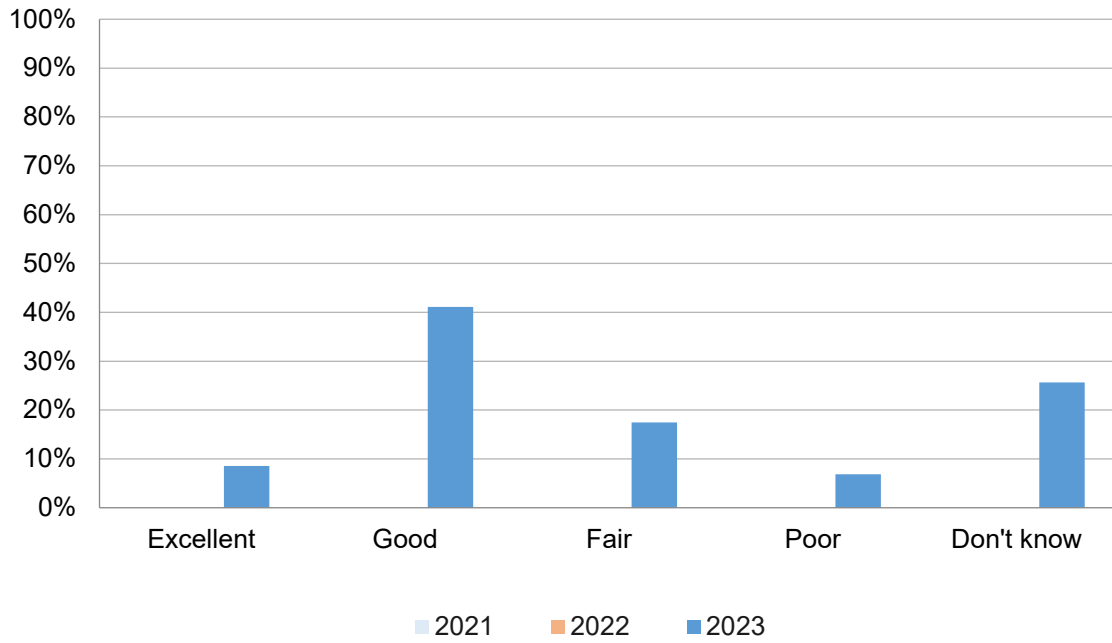
Question 11: How would you rate the overall condition of Oakwood Cemetery?

	2021 Percent	2021 Count	2022 Percent	2022 Count	2023 Percent	2023 Count
Excellent	13.79%	16	15.47%	28	10.27%	30
Good	44.40%	51.5	38.67%	70	40.07%	117
Fair	5.60%	6.5	6.08%	11	9.59%	28
Poor	1.72%	2	1.66%	3	1.37%	4
Don't know	34.48%	40	37.02%	67	38.01%	111
Answered		116		179		290
Skipped		0		2		2
Total		116		181		292



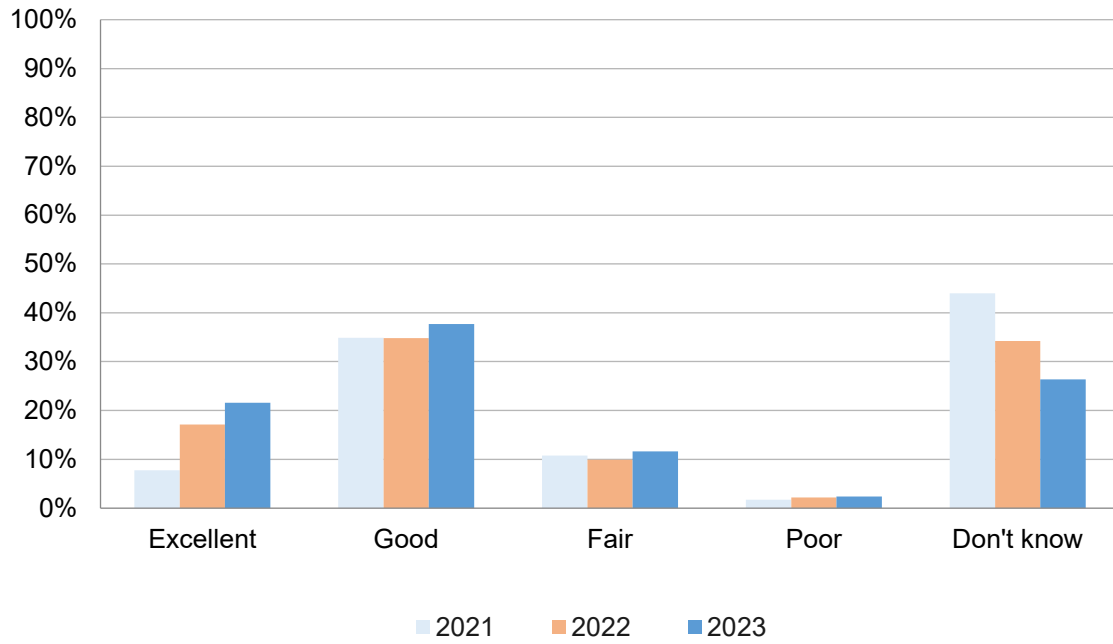
Question 12: How would you rate the overall condition of the Mora Public Library?
 (New question in 2023)

	2021 Percent	2021 Count	2022 Percent	2022 Count	2023 Percent	2023 Count
Excellent					8.56%	25
Good					41.10%	120
Fair					17.47%	51
Poor					6.85%	20
Don't know					25.68%	75
Answered						291
Skipped						1
Total						292



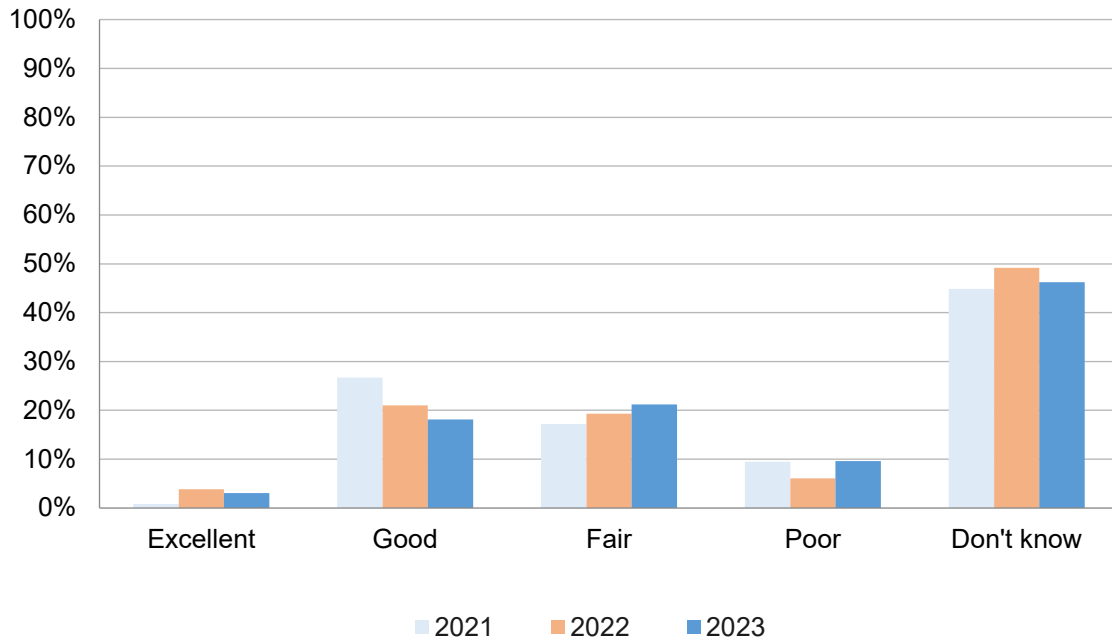
Question 13: How would you rate the overall service and value of the North Country Bottleshop?

	2021 Percent	2021 Count	2022 Percent	2022 Count	2023 Percent	2023 Count
Excellent	7.76%	9	17.13%	31	21.58%	63
Good	34.91%	40.5	34.81%	63	37.67%	110
Fair	10.78%	12.5	9.94%	18	11.64%	34
Poor	1.72%	2	2.21%	4	2.40%	7
Don't know	43.97%	51	34.25%	62	26.37%	77
Answered		115		178		291
Skipped		1		3		1
Total		116		181		292



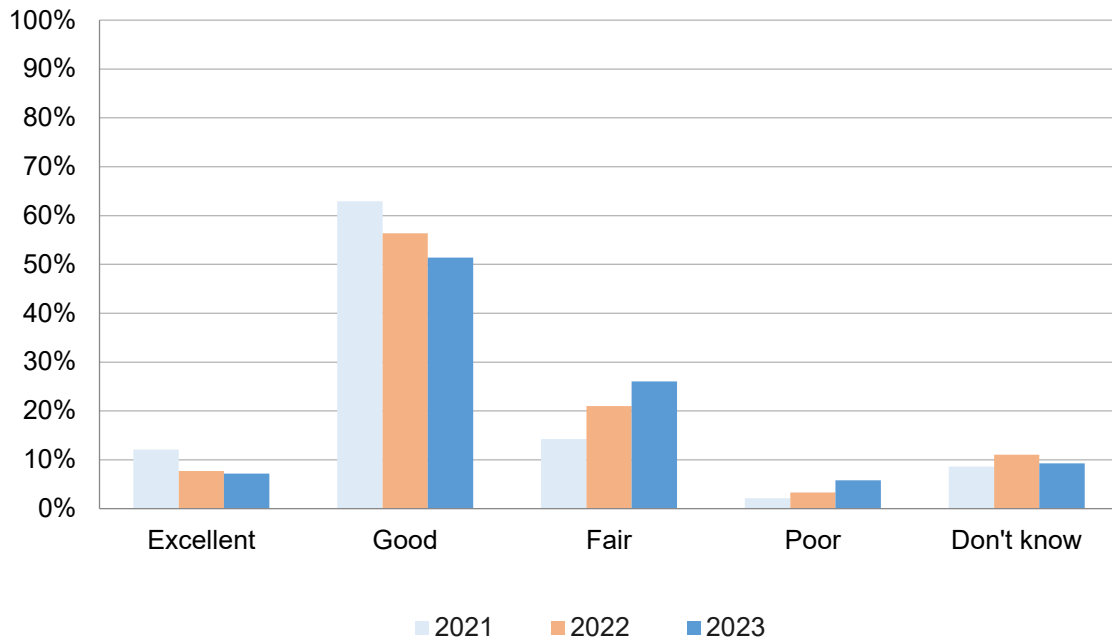
Question 14: How would you rate the quality of building inspection services and code enforcement (zoning, nuisances, etc.) in the city?

	2021 Percent	2021 Count	2022 Percent	2022 Count	2023 Percent	2023 Count
Excellent	0.86%	1	3.87%	7	3.08%	9
Good	26.72%	31	20.99%	38	18.15%	53
Fair	17.24%	20	19.34%	35	21.23%	62
Poor	9.48%	11	6.08%	11	9.59%	28
Don't know	44.83%	52	49.17%	89	46.23%	135
Answered		115		180		287
Skipped		1		1		5
Total		116		181		292



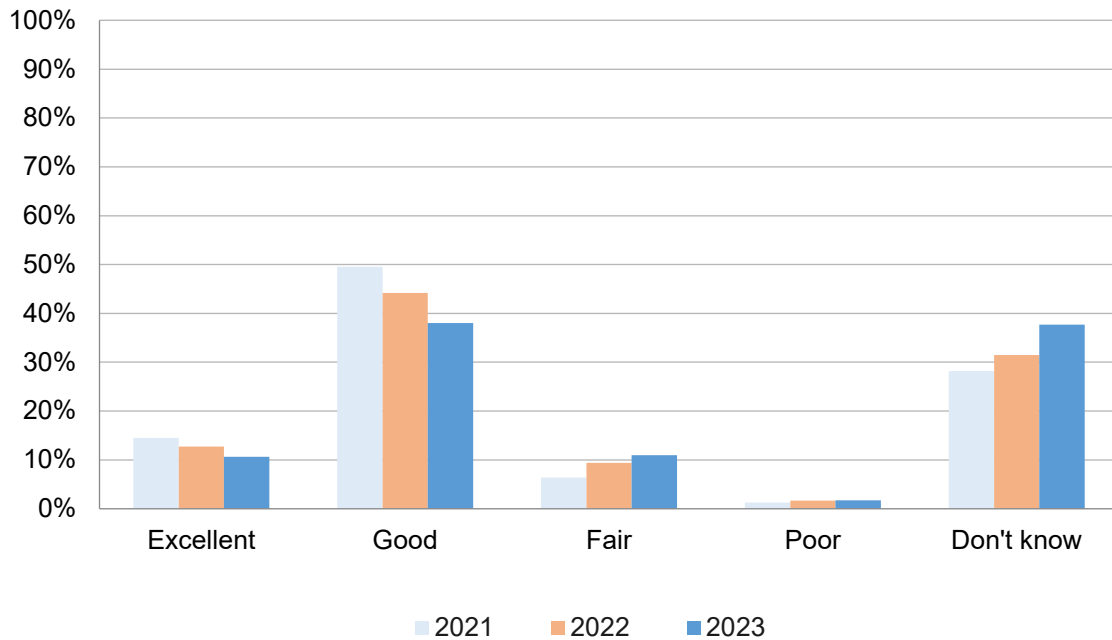
Question 15: How would you rate the overall quality of services provided by the city?

	2021 Percent	2021 Count	2022 Percent	2022 Count	2023 Percent	2023 Count
Excellent	12.07%	14	7.73%	14	7.19%	21
Good	62.93%	73	56.35%	102	51.37%	150
Fair	14.22%	16.5	20.99%	38	26.03%	76
Poor	2.16%	2.5	3.31%	6	5.82%	17
Don't know	8.62%	10	11.05%	20	9.25%	27
Answered		116		180		291
Skipped		0		1		1
Total		116		181		292



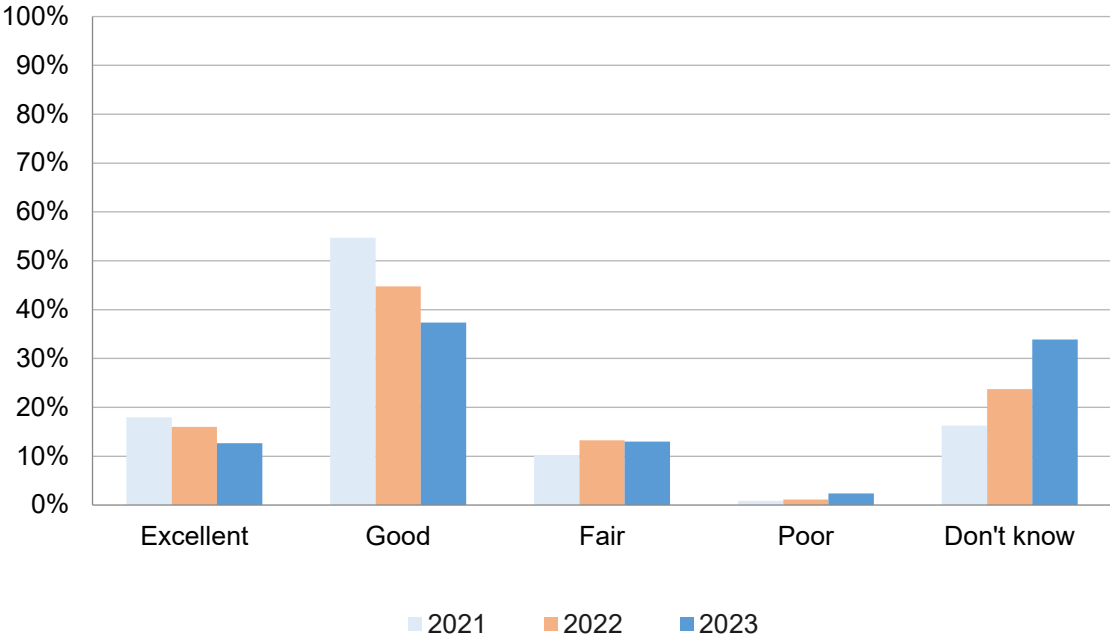
Question 16: How would you rate the dependability and overall quality of municipal sanitary sewer service?

	2021 Percent	2021 Count	2022 Percent	2022 Count	2023 Percent	2023 Count
Excellent	14.53%	17	12.71%	23	10.62%	31
Good	49.57%	58	44.20%	80	38.01%	111
Fair	6.41%	7.5	9.39%	17	10.96%	32
Poor	1.28%	1.5	1.66%	3	1.71%	5
Don't know	28.21%	33	31.49%	57	37.67%	110
Answered		117		180		289
Skipped		0		1		3
Total		117		181		292



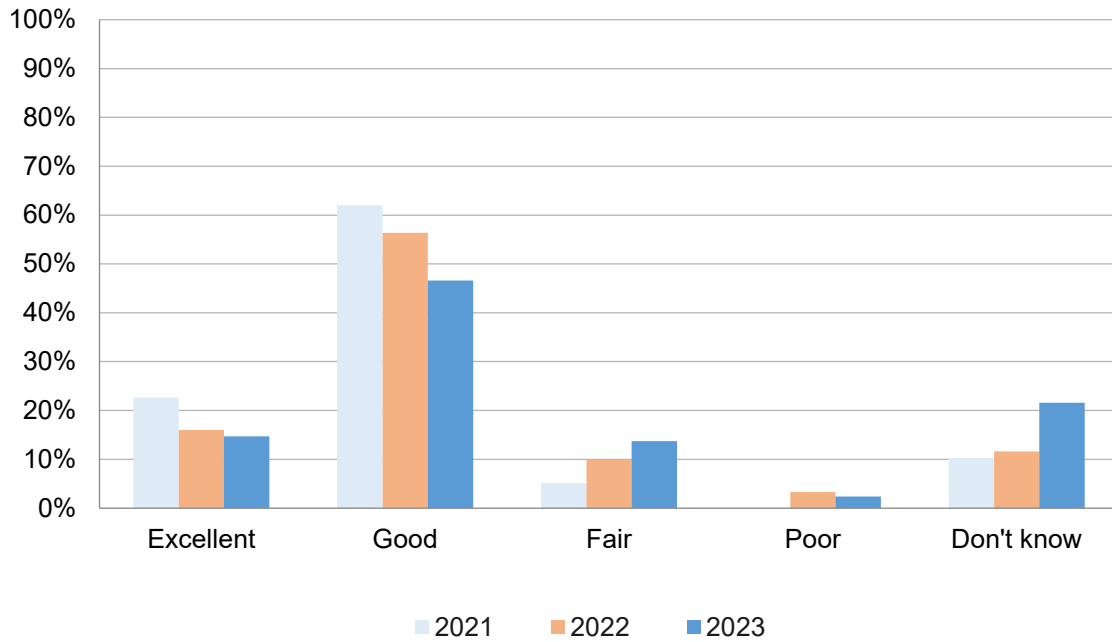
Question 17: How would you rate the dependability and overall quality of the municipal water service?

	2021 Percent	2021 Count	2022 Percent	2022 Count	2023 Percent	2023 Count
Excellent	17.95%	21	16.02%	29	12.67%	37
Good	54.70%	64	44.75%	81	37.33%	109
Fair	10.26%	12	13.26%	24	13.01%	38
Poor	0.85%	1	1.10%	2	2.40%	7
Don't know	16.24%	19	23.76%	43	33.90%	99
Answered		117		179		290
Skipped		0		2		2
Total		117		181		292



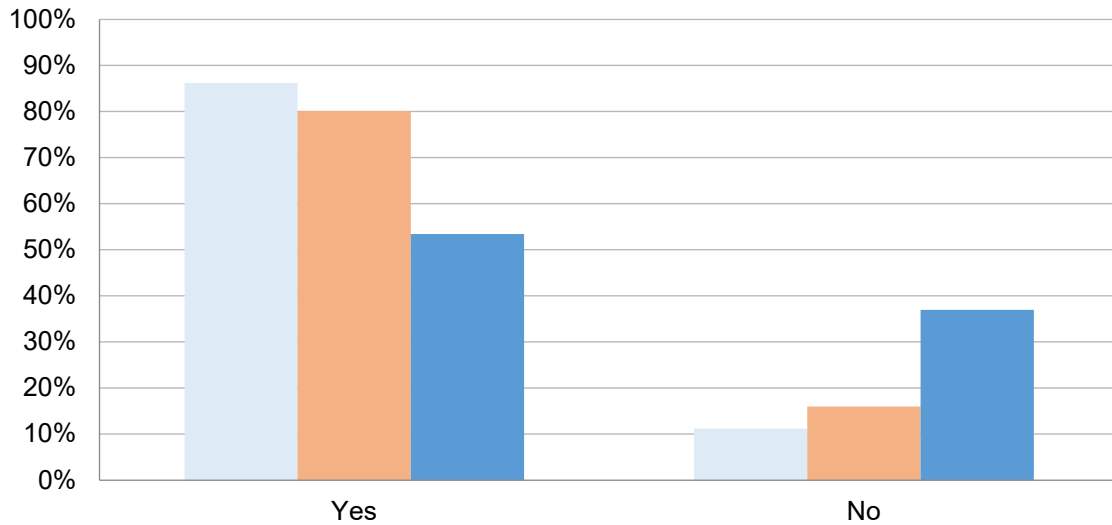
Question 18: How would you rate the dependability and overall quality of the municipal electrical service?

	2021 Percent	2021 Count	2022 Percent	2022 Count	2023 Percent	2023 Count
Excellent	22.65%	26.5	16.02%	29	14.73%	43
Good	61.97%	72.5	56.35%	102	46.58%	136
Fair	5.13%	6	9.94%	18	13.70%	40
Poor	0.00%	0	3.31%	6	2.40%	7
Don't know	10.26%	12	11.60%	21	21.58%	63
Answered		117		176		289
Skipped		0		5		3
Total		117		181		292



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

	2021 Percent	2021 Count	2022 Percent	2022 Count	2023 Percent	2023 Count
Yes	86.21%	100	80.11%	145	53.42%	156
No	11.21%	13	16.02%	29	36.99%	108
Answered		113		174		264
Skipped		3		7		28
Total		116		181		292



“No” comments

- “No” – (48)
- Didn’t know there was one; don’t receive one; and/or unsure how to access it (44)
- Comments related to the Kanabec County Times such as subscription cost, political bias, etc. (4)
- “No, because it is included in my virtual bill and I don’t remember to look for it.”
- “No hard to read sometimes in black and white”
- “No, I just don't think about it. If it was delivered via paper, I would read it. But I don't much pay attention to things online.”
- “No, I know it is attached to my e bill but I don’t take the time to open it”
- “No. Cause it informs the people of the things we have no say over. At our expense.”
- Other (7)

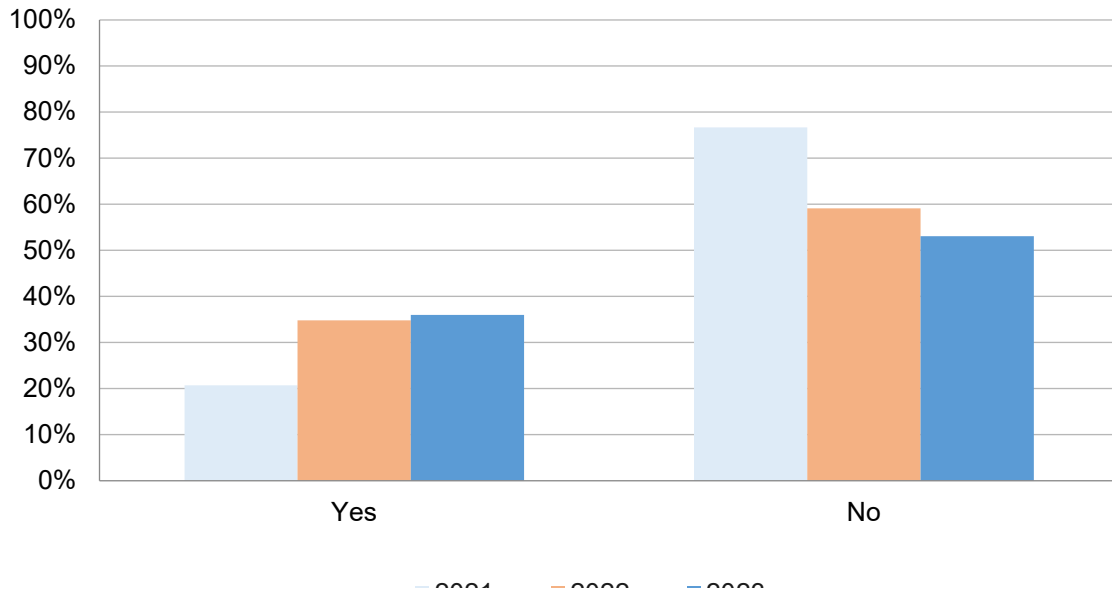
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“Yes” comments

- “Yes” (84)
- Not always/generally/sometimes/occasionally (6)
- To stay informed/updated/looking for community information (50)
- Comments related to the Kanabec County Times such as subscription cost, etc. (5)
- “Yes, to see the 17.73% increase”
- “Yes, to get all the tax increases”
- Other (8)

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

	2021 Percent	2021 Count	2022 Percent	2022 Count	2023 Percent	2023 Count
Yes	20.69%	24	34.81%	63	35.96%	105
No	76.72%	89	59.12%	107	53.08%	155
Answered		113		170		260
Skipped		3		11		32
Total		116		181		292



“No” comments

- “No” – (97)
- No computer/internet/tech skills (14)
- Didn’t know about it (6)
- No need to/no desire to (20)
- Too hard/frustrating to use (2)
- Other (16)

“Yes” comments

- “Yes” – (39)
- Sometimes/occasionally (12)
- To pay bills (12)
- For swimming lessons/MAC info (9)
- To find/look up specific information including ordinances, forms, contact info, minutes/agendas, events, etc. (27)
- Other (6)