



CITY OF MORA / MORA MUNICIPAL UTILITIES

2018 PERFORMANCE MEASUREMENTS PROGRAM

COMMUNITY SURVEY

ANNUAL REPORT

March 15, 2018

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2018 Community Survey Report

Introduction

First we would like to thank those that took the time to complete and return the 2018 community survey. In the January 2019 newsletter we distributed the survey asking you how you feel about various services provided by the City of Mora and Mora Municipal Utilities. We also provided the opportunity to take the survey online.

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 121 responses or about a 6% response rate compared to a 9% response rate last year. We appreciate the responses we received and hope we can get more next year. Look for the 2019 survey with your utility bill or delivered to your apartment building in December of this year. Thanks again to those who participated!

The city council and public utilities commission reviewed the results of the survey at their March meetings. 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%

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 2018 survey was available electronically from the city website using Survey Monkey. While only a few responses were received in this manner we are hoping its use will grow. It also made tabulating responses more efficient.

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 2016, 2017, and 2018. 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 2018 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>

You can also attend meetings of the city council and other city boards. Their meeting times and places can be found on the city's website.

Appendix A Survey Responses

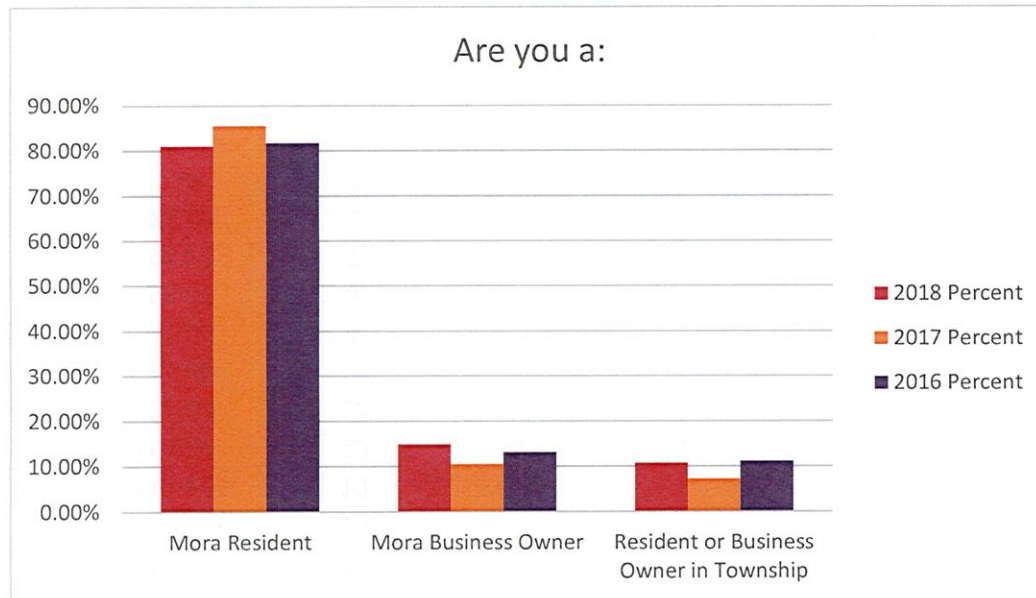
Appendix A Survey Responses

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2018 Performance Measurement Program

Are you a:

Answer Choices	2018 Percent	2018 Count	2017 Percent	2017 Count	2016 Percent	2016 Count
Mora Resident	80.99%	98	85.53%	130	81.7%	125
Mora Business Owner	14.88%	18	10.53%	16	13.1%	20
Resident or Business Owner in Township	10.74%	13	7.24%	11	11.1%	17
Other (please specify township)		13		11		18
Answered		121		152		153
Skipped		0		0		0



2018 Performance Measurement Program

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

2018 Count

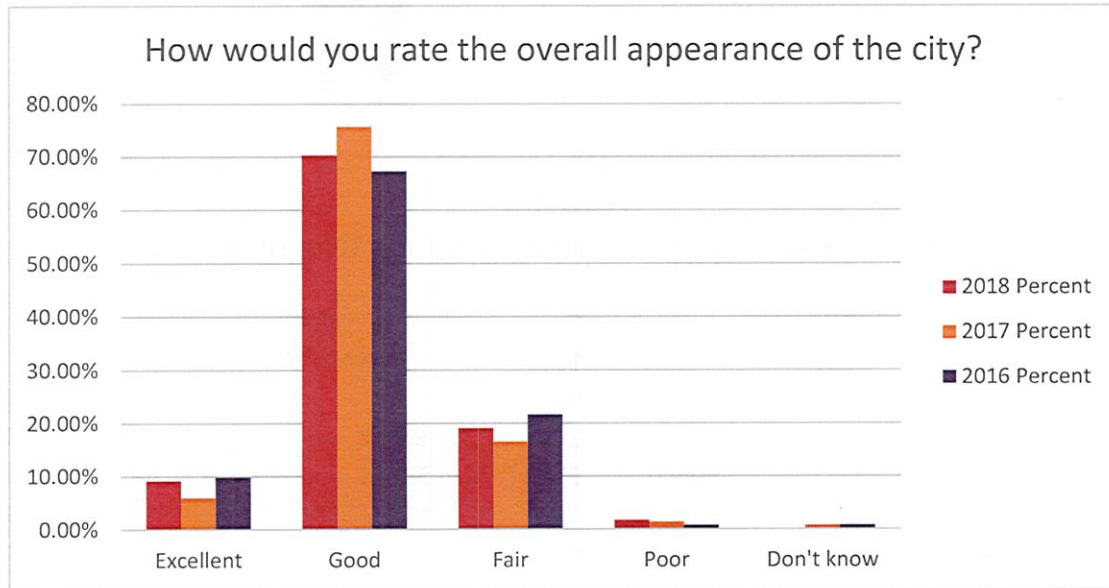
Answered	100
Skipped	21

Years	Count
< 1	3
1 to 5	17
6 to 10	10
11 to 15	10
16-20	10
21-30	12
31-40	15
41-50	4
51-60	4
61-70	7
71-80	1
> 80	2

2018 Performance Measurement Program

How would you rate the overall appearance of the city?

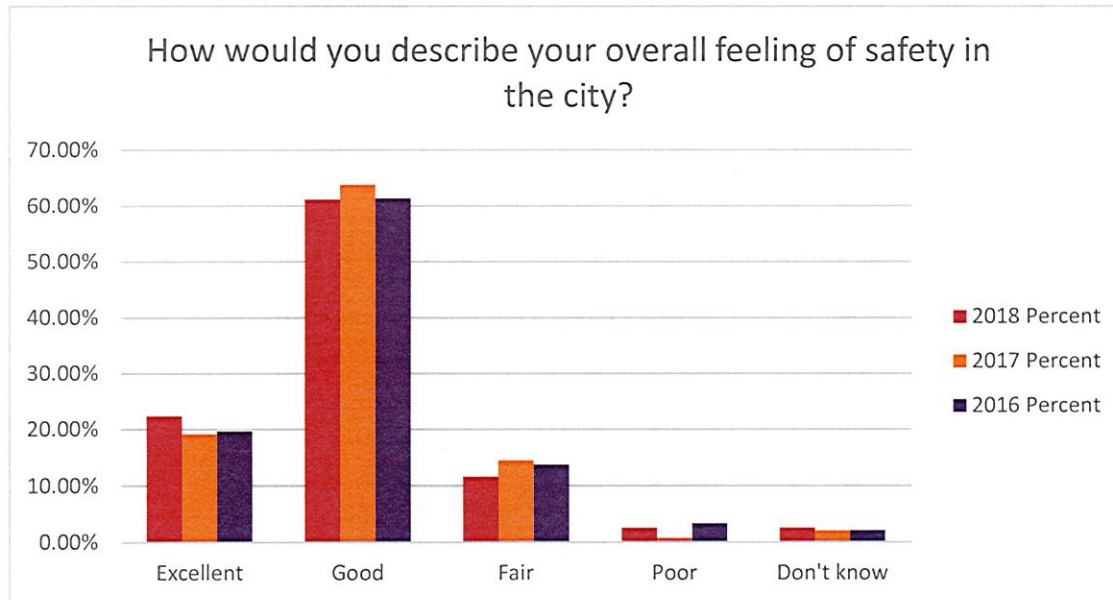
Answer Choices	2018	2018 Count	2017	2017	2016	2016
	Percent		Percent	Count	Percent	Count
Excellent	9.09%	11	5.92%	9	9.8%	15
Good	70.25%	85	75.66%	115	67.3%	103
Fair	19.01%	23	16.45%	25	21.6%	33
Poor	1.65%	2	1.32%	2	0.7%	1
Don't know	0.00%	0	0.66%	1	0.7%	1
Comment		6		4		5
Answered		121		152		153
Skipped		0		0		0



2018 Performance Measurement Program

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

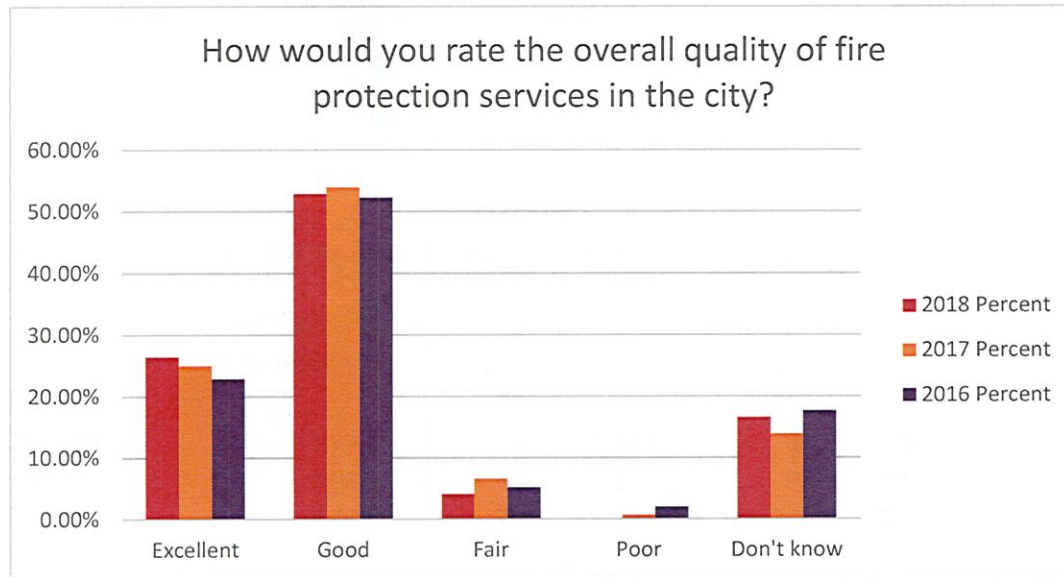
Answer Choices	2018	2018 Count	2017	2017 Count	2016	2016 Count
	Percent		Percent		Percent	
Excellent	22.31%	27	19.08%	29	19.6%	30
Good	61.16%	74	63.82%	97	61.4%	94
Fair	11.57%	14	14.47%	22	13.7%	21
Poor	2.48%	3	0.66%	1	3.3%	5
Don't know	2.48%	3	1.97%	3	2.0%	3
Comment		3		1		4
	Answered	121		152		153
	Skipped	0		0		0



2018 Performance Measurement Program

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

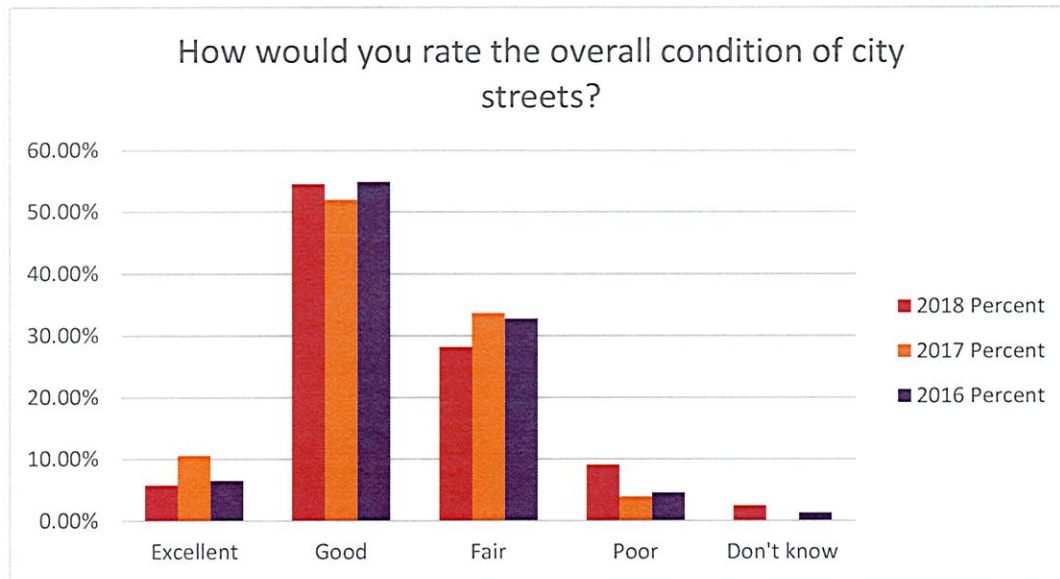
Answer Choices	2018 Percent	2018 Count	2017 Percent	2017 Count	2016 Percent	2016 Count
Excellent	26.45%	32	25.00%	38	22.9%	35
Good	52.89%	64	53.95%	82	52.3%	80
Fair	4.13%	5	6.58%	10	5.2%	8
Poor	0.00%	0	0.66%	1	2.0%	3
Don't know	16.53%	20	13.82%	21	17.6%	27
Comment		0		3		2
	Answered	121		152		153
	Skipped	0		0		0



2018 Performance Measurement Program

How would you rate the overall condition of city streets?

Answer Choices	2018 Percent	2018 Count	2017 Percent	2017 Count	2016 Percent	2016 Count
Excellent	5.79%	7	10.53%	16	6.5%	10
Good	54.55%	66	51.97%	79	54.9%	84
Fair	28.10%	34	33.55%	51	32.7%	50
Poor	9.09%	11	3.95%	6	4.6%	7
Don't know	2.48%	3	0.00%	0	1.3%	2
Comment		11		10		2
Answered		121		152		153
Skipped		0		0		0



2018 Performance Measurement Program

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

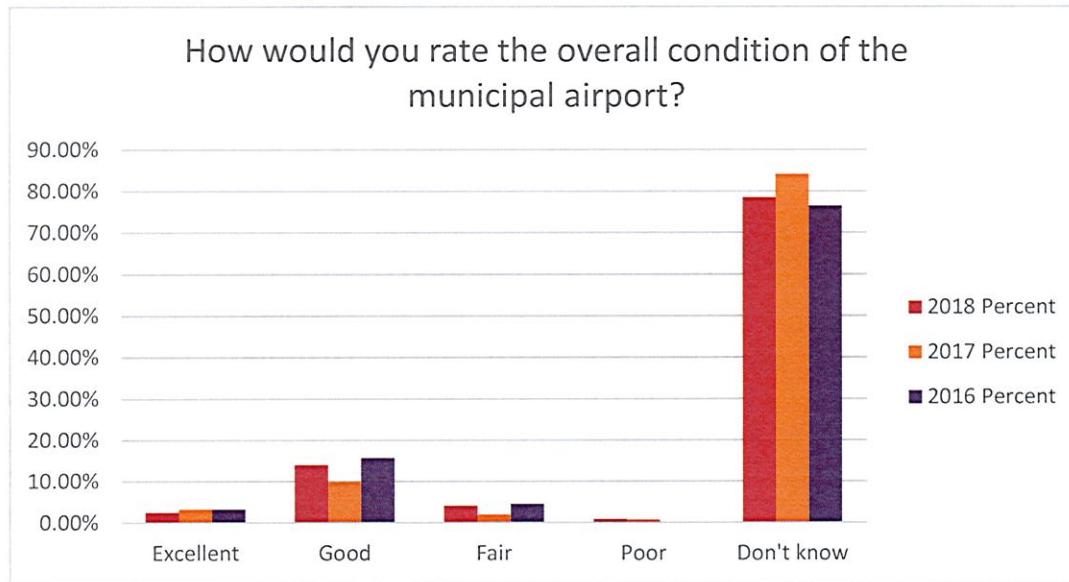
Answer Choices	2018 Percent	2018 Count	2017 Percent	2017 Count	2016 Percent	2016 Count
Excellent	26.45%	32	25.66%	39	20.3%	31
Good	51.24%	62	57.24%	87	52.3%	80
Fair	12.40%	15	11.84%	18	19.6%	30
Poor	5.79%	7	3.95%	6	6.5%	10
Don't know	4.13%	5	1.32%	2	1.3%	2
Comment		7		7		6
Answered		121		152		153
Skipped		0		0		0



2018 Performance Measurement Program

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

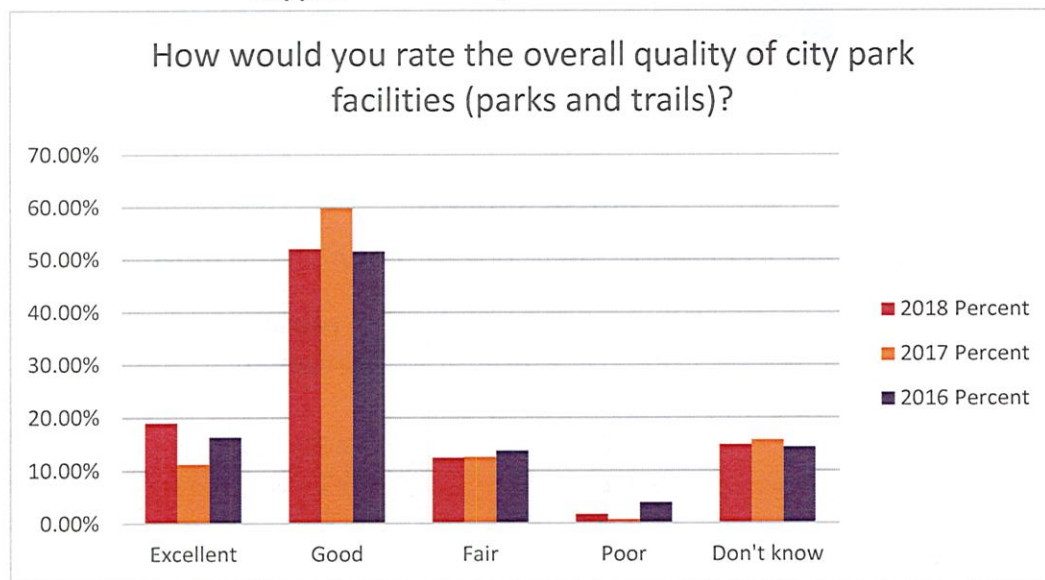
Answer Choices	2018 Percent	2018 Count	2017 Percent	2017 Count	2016 Percent	2016 Count
Excellent	2.48%	3	3.29%	5	3.3%	5
Good	14.05%	17	9.87%	15	15.7%	24
Fair	4.13%	5	1.97%	3	4.6%	7
Poor	0.83%	1	0.66%	1	0.0%	0
Don't know	78.51%	95	84.21%	128	76.5%	117
Comment		5		5		3
	Answered	121		152		153
	Skipped	0		0		0



2018 Performance Measurement Program

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

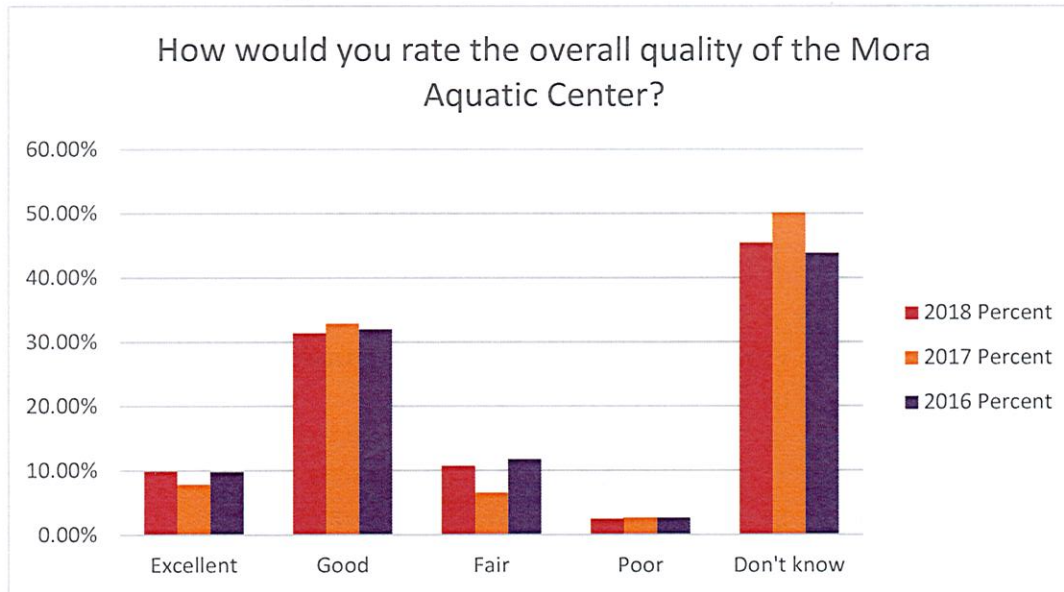
Answer Choices	2018 Percent	2018 Count	2017 Percent	2017 Count	2016 Percent	2016 Count
Excellent	19.01%	23	11.18%	17	16.3%	25
Good	52.07%	63	59.87%	91	51.6%	79
Fair	12.40%	15	12.50%	19	13.7%	21
Poor	1.65%	2	0.66%	1	3.9%	6
Don't know	14.88%	18	15.79%	24	14.4%	22
Comment		6		10		3
	Answered	121		152		153
	Skipped	0		0		0



2018 Performance Measurement Program

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

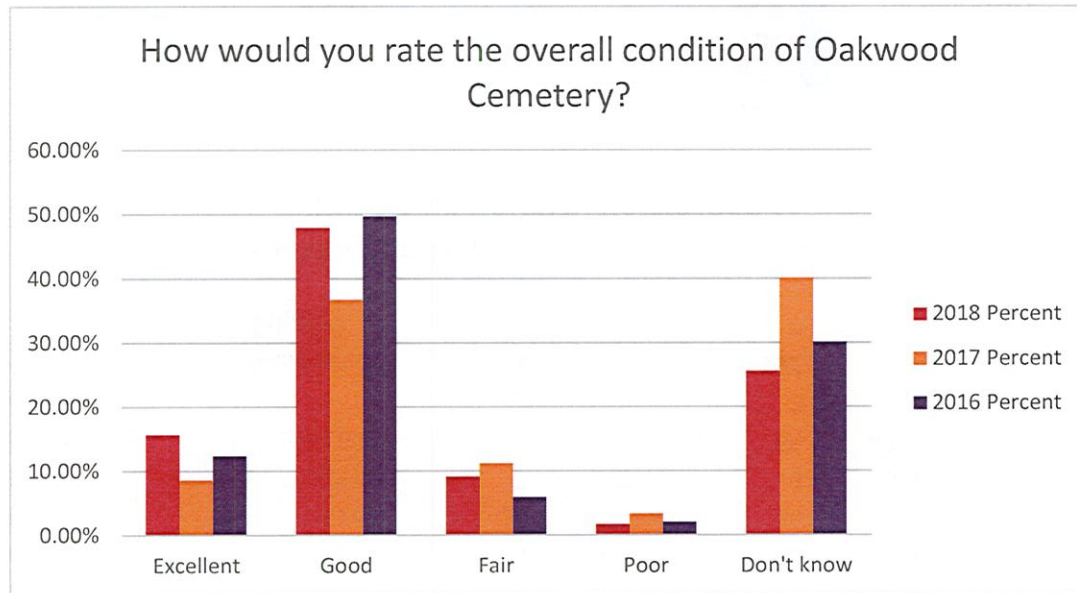
Answer Choices	2018 Percent	2018 Count	2017 Percent	2017 Count	2016 Percent	2016 Count
Excellent	9.92%	12	7.89%	12	9.8%	15
Good	31.40%	38	32.89%	50	32.0%	49
Fair	10.74%	13	6.58%	10	11.8%	18
Poor	2.48%	3	2.63%	4	2.6%	4
Don't know	45.45%	55	50.00%	76	43.8%	67
Comment		4		12		13
	Answered	121		152		153
	Skipped	0		0		0



2018 Performance Measurement Program

How would you rate the overall condition of Oakwood Cemetery?

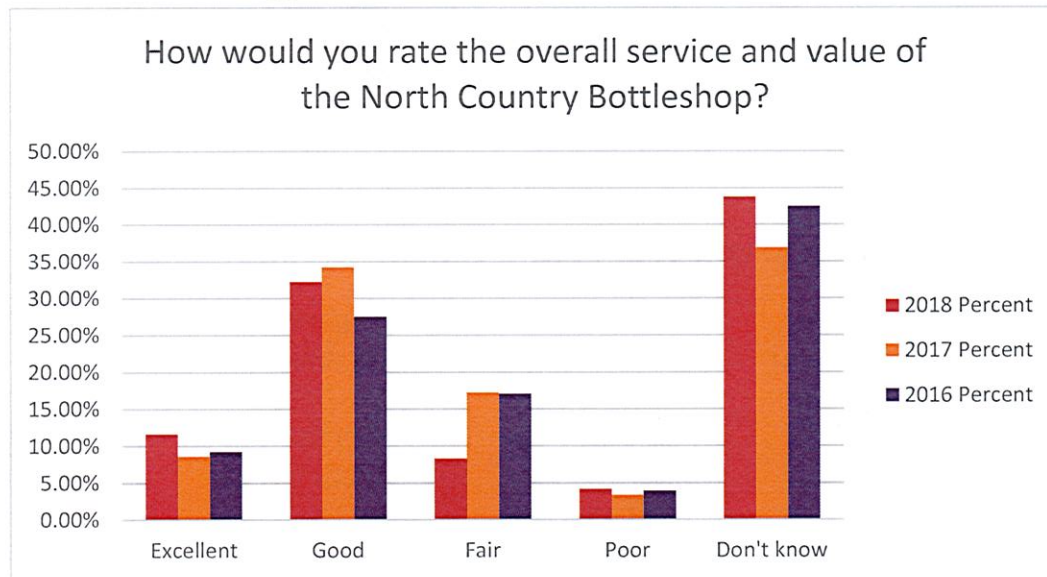
Answer Choices	2018	2018 Count	2017	2017 Count	2016	2016 Count
	Percent		Percent		Percent	
Excellent	15.70%	19	8.55%	13	12.4%	19
Good	47.93%	58	36.84%	56	49.7%	76
Fair	9.09%	11	11.18%	17	5.9%	9
Poor	1.65%	2	3.29%	5	2.0%	3
Don't know	25.62%	31	40.13%	61	30.1%	46
Comment		1		5		2
	Answered	121		152		153
	Skipped	0		0		0



2018 Performance Measurement Program

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

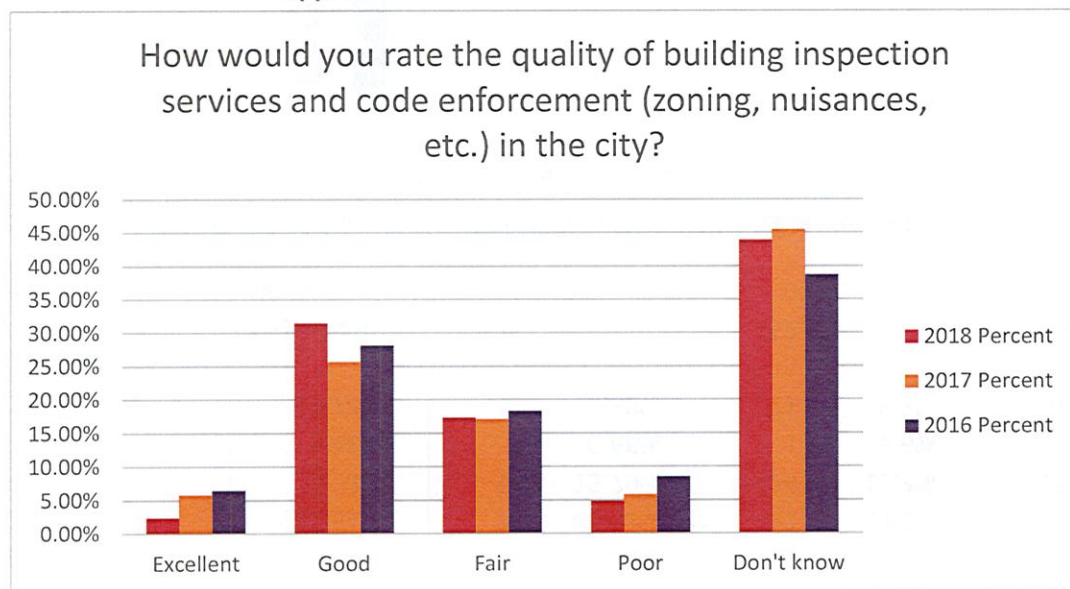
Answer Choices	2018 Percent	2018 Count	2017 Percent	2017 Count	2016 Percent	2016 Count
Excellent	11.57%	14	8.55%	13	9.2%	14
Good	32.23%	39	34.21%	52	27.5%	42
Fair	8.26%	10	17.11%	26	17.0%	26
Poor	4.13%	5	3.29%	5	3.9%	6
Don't know	43.80%	53	36.84%	56	42.5%	65
Comment		3		8		9
	Answered	121		152		153
	Skipped	0		0		0



2018 Performance Measurement Program

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

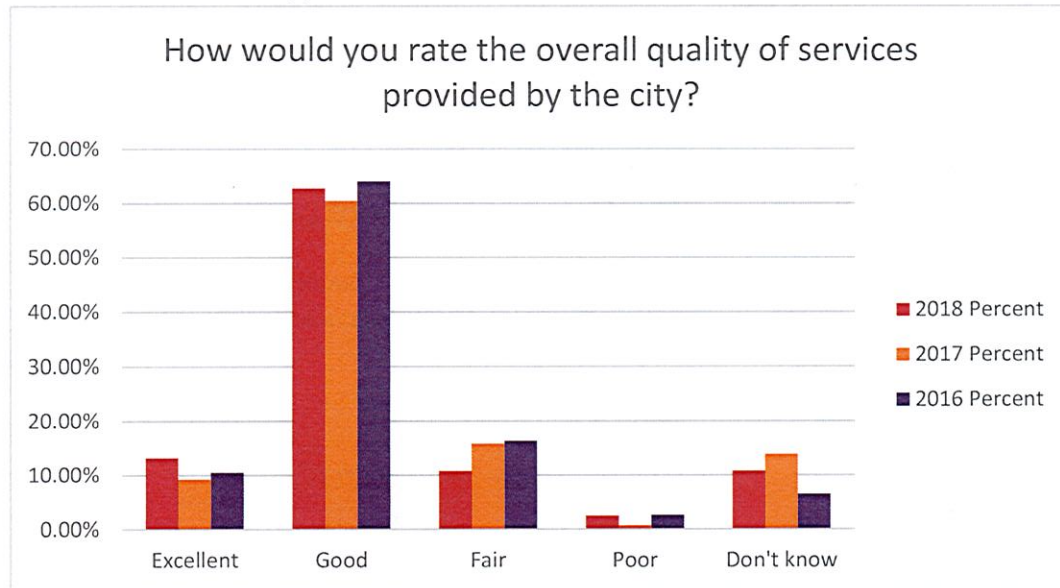
Answer Choices	2018 Percent	2018 Count	2017 Percent	2017 Count	2016 Percent	2016 Count
Excellent	2.48%	3	5.92%	9	6.5%	10
Good	31.40%	38	25.66%	39	28.1%	43
Fair	17.36%	21	17.11%	26	18.3%	28
Poor	4.96%	6	5.92%	9	8.5%	13
Don't know	43.80%	53	45.39%	69	38.6%	59
Comment		4		12		5
Answered		121		152		153
Skipped		0		0		0



2018 Performance Measurement Program

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

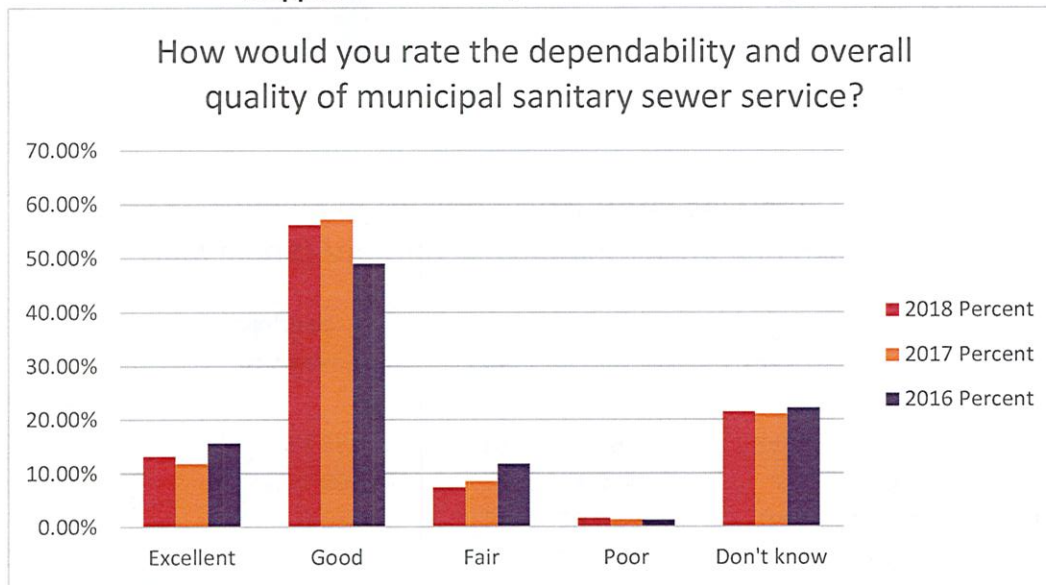
Answer Choices	2018 Percent	2018 Count	2017 Percent	2017 Count	2016 Percent	2016 Count
Excellent	13.22%	16	9.21%	14	10.5%	16
Good	62.81%	76	60.53%	92	64.1%	98
Fair	10.74%	13	15.79%	24	16.3%	25
Poor	2.48%	3	0.66%	1	2.6%	4
Don't know	10.74%	13	13.82%	21	6.5%	10
Comment		1		1		2
Answered		121		152		153
Skipped		0		0		0



2018 Performance Measurement Program

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

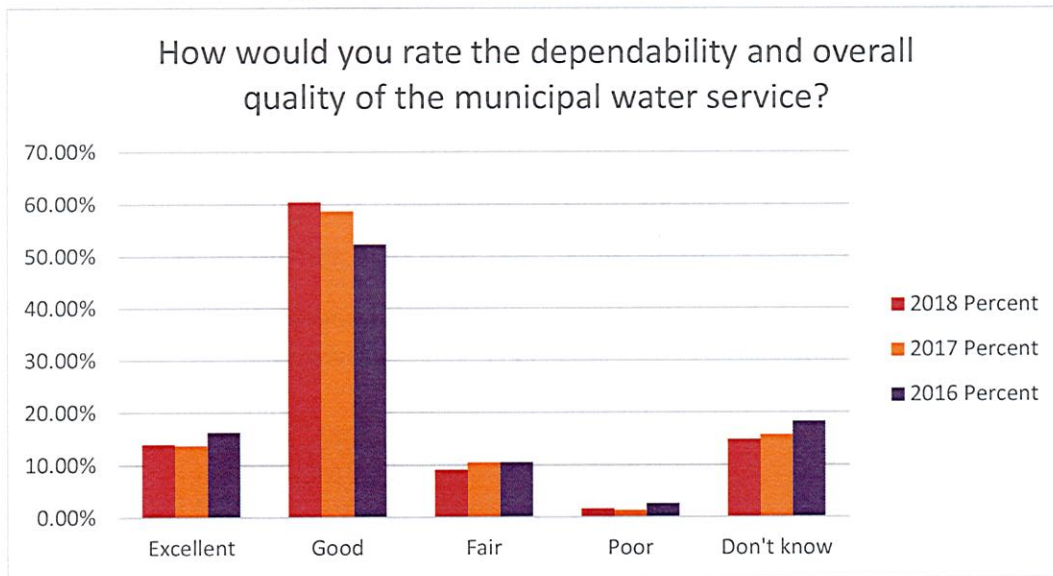
Answer Choices	2018 Percent	2018 Count	2017 Percent	2017 Count	2016 Percent	2016 Count
Excellent	13.22%	16	11.84%	18	15.7%	24
Good	56.20%	68	57.24%	87	49.0%	75
Fair	7.44%	9	8.55%	13	11.8%	18
Poor	1.65%	2	1.32%	2	1.3%	2
Don't know	21.49%	26	21.05%	32	22.2%	34
Comment		2		4		3
	Answered	121		152		153
	Skipped	0		0		0



2018 Performance Measurement Program

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

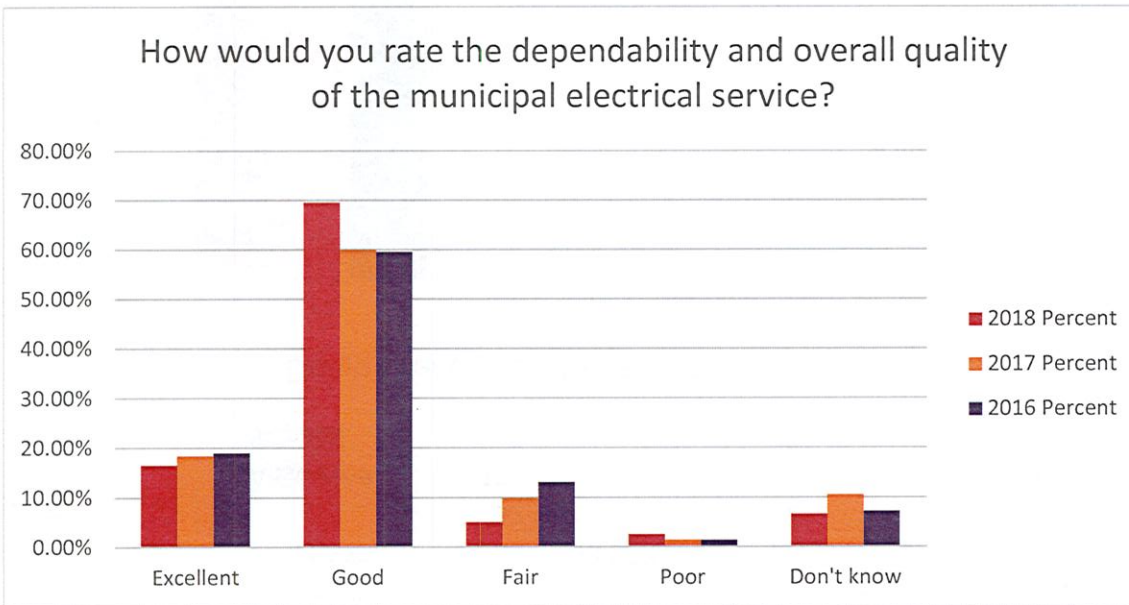
Answer Choices	2018 Percent	2018 Count	2017 Percent	2017 Count	2016 Percent	2016 Count
Excellent	14.05%	17	13.82%	21	16.3%	25
Good	60.33%	73	58.55%	89	52.3%	80
Fair	9.09%	11	10.53%	16	10.5%	16
Poor	1.65%	2	1.32%	2	2.6%	4
Don't know	14.88%	18	15.79%	24	18.3%	28
Comment		4		8		4
	Answered	121		152		153
	Skipped	0		0		0



2018 Performance Measurement Program

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

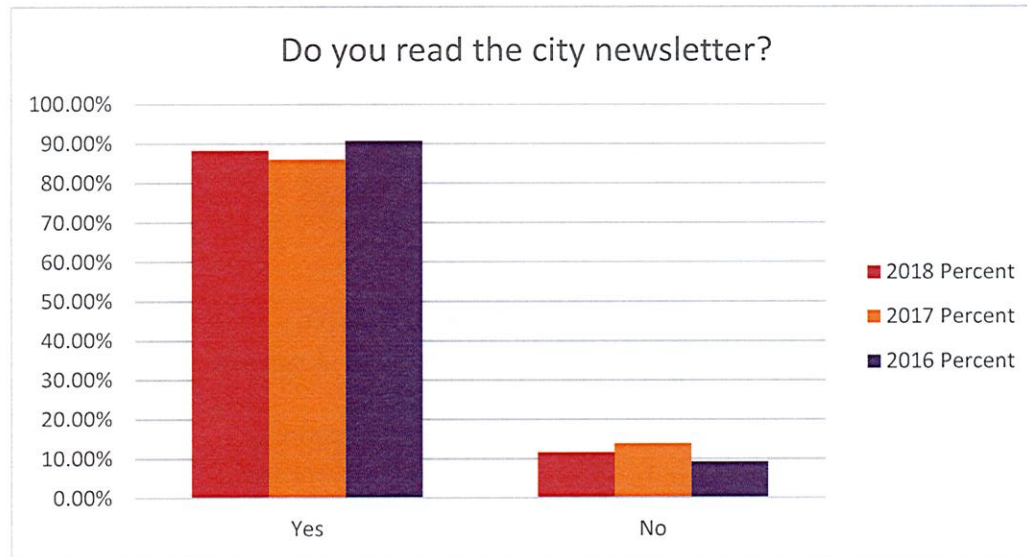
Answer Choices	2018 Percent	2018 Count	2017 Percent	2017 Count	2016 Percent	2016 Count
Excellent	16.53%	20	18.42%	28	19.0%	29
Good	69.42%	84	59.87%	91	59.5%	91
Fair	4.96%	6	9.87%	15	13.1%	20
Poor	2.48%	3	1.32%	2	1.3%	2
Don't know	6.61%	8	10.53%	16	7.2%	11
Comment		5		4		4
	Answered	121		152		153
	Skipped	0		0		0



2018 Performance Measurement Program

Do you read the city newsletter?

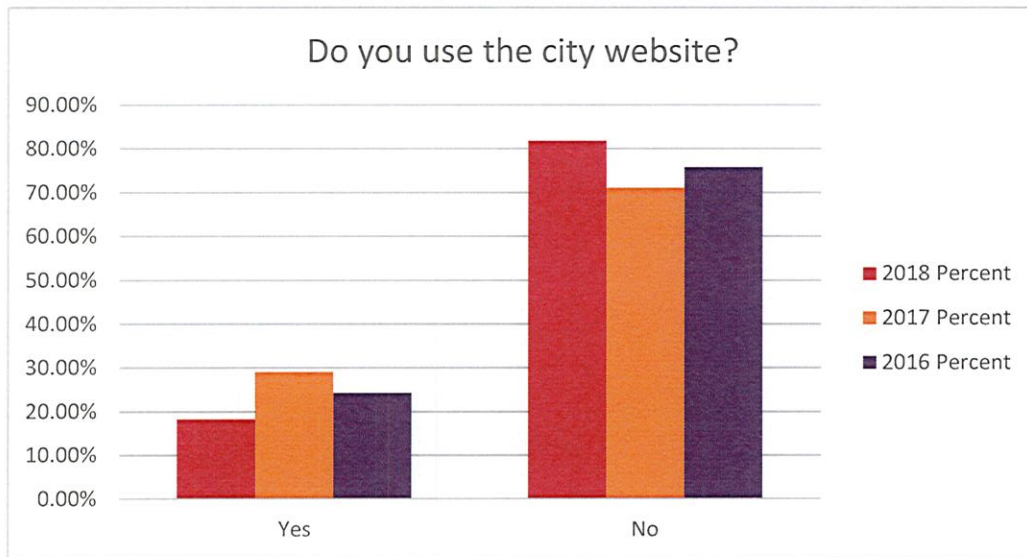
Answer Choices	2018 Percent	2018 Count	2017 Percent	2017 Count	2016 Percent	2016 Count
Yes	88.43%	107	86.18%	131	90.8%	139
No	11.57%	14	13.82%	21	9.2%	14
Comment		37		2		1
	Answered	121		152		153
	Skipped	0		0		0



2018 Performance Measurement Program

Do you use the city website?

Answer Choices	2018 Percent	2018 Count	2017 Percent	2017 Count	2016 Percent	2016 Count
Yes	18.18%	22	28.95%	44	24.2%	37
No	81.82%	99	71.05%	108	75.8%	116
Comment		45		5		3
	Answered	121		152		153
	Skipped	0		0		0



**City of Mora / Mora Municipal Utilities
2018 Performance Measurement Program
Community Survey Written Comments**

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

- Fire #2022 - Arthur Township, I think - it is an eye sore if you are on Highway 23 just before the lights. [illegible sentence] Fence it in or make them clean it up.
- Lots improvements.
- Getting better. Love the blue house and red house. Edgewood Trailer Court, no.
- The downtown area would look so much better if the store owners would agree to a theme and decorate their buildings and store fronts to give a cohesive look. The remodel of the blue house at the end of Union on Maple is a great example. It's too bad that the many of the stores on Union are more service oriented than shops, but I understand that retail stores need to have business. If the downtown had a theme that could be marketed, perhaps retail sales would improve. A co-op art gallery would be a wonderful addition. Getting rid of the smoke shop and the rundown building would definitely improve the area along 65.
- New street lighting is nice. What is going to happen with the empty spaces on Highway 65?
- We need to enhance the north and south appearances as you enter on 65: the old lumber yard on the north; Buzzanos and cig shop on the south.

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

- More money for law enforcement.
- Work nights, rarely in city.
- Never see the county cops.

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

- North Grove Street from Maple to 3-way stop is in very poor condition. Ditch by 3 homes just south of 7th on North Grove Street needs to have better drainage.
- Very poor. When you come into town you feel like you should go back home. It's just bad for your truck. (Streets are very bad.) Where is all the tax money going. This has been a problem for years and years.
- Extremely poor.
- Too many potholes.
- Please try and resurface all of North Grove Street! The street is nothing but lumps of patching and holes. It has a lot of traffic to the cemetery and north out of town.

2018 Performance Measurement Program
Community Survey Written Comments

- Streets are in poor condition. No seal coating or overlays for how long now. Overall preventative maintenance on the streets is poor and will only continue to get worse as time goes on. Simple patching of cracks and pot holes is not going to keep them from getting worse. Cost of replacing streets will only increase if they're not seriously looked at.
- Grove Avenue in very bad condition, needs work now.
- It's difficult to maintain integrity of the surfaces with the winter challenges. There are quite a few deteriorating streets and pot holes that should be repaired.
- City streets are still in poor condition. Our city taxes increase every year, but there isn't any money put into improving them. All you do is keep patching every year, because the patching doesn't fix the problem, the following year you're patching the same potholes.
- Why don't all cracks in city streets get sealed? Some are 1/2 to 3/4 wide. I will look for answer in next newsletter.
- Need to keep at the streets like you did the downtown. Some are county or state, but make them maintain. Maintenance is cheaper than repair.

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

- Less plowing if it's on overtime.
- Extremely poor.
- Don't have the road I live on plowed by the City.
- Rarely go on any street but one to work. It's always good.
- Streets not plowed as well as in the past this year.
- Why weren't the streets plowed before they froze?
- Drivers don't know how to plow.

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

- Why do we need it?
- Never go there.
- Don't care.
- Too big.
- I fly over 100+ hours per year from Mora Airport. Staff does excellent job of maintaining what they have, but with an asset like this, a much needed hangar development / expansion plan is needed, hard surface runway repair needed, and an operating FBO would be great.

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

- Very poor.
- Port-a-potty at Library Park needs to be cleaner during the summer months.

2018 Performance Measurement Program
Community Survey Written Comments

- Trail along the street by elementary school is very slippery. Bike trail is not cleared always (by Grove).
- Not using them. Have used parks for kids, like that.
- Great trails and park facilities.
- Need new equipment for the kids in the library park. Keep patrolling to reduce the drug traffic.

Question 10 – How would you rate the overall quality of the Mora Aquatic Center?

- Looks good when driving past.
- Too expensive.
- Needs updating and more space.

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

- Crooked stones, flags.

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

- Don't go there.
- Great selection and staff!
- The wine department has a reasonable selection but is organized in an odd way. It would be so much better to have the wines organized by type e.g. chardonnay, pinot noir, etc. Prices are higher than any in other areas. The facility itself is clean and well managed.

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

- There are a couple of places that should be addressed regarding vehicles and junk in the yard.
- (Poor) For trailer courts.
- Could use enforcement of the sign ordinance.
- It would be nice if the City would enforce personal property nuisances, i.e. RVs parked in yard that are being semi-occupied, dumpsters parked in driveway with debris fly into the street, grass being overgrown and not mowed frequently. City is too lax in this area.

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

- The city staff does a lot to make Mora a small town with good services.

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

- North of Lake Mora smells foul quite often.
- VERY expensive compared to other places I've lived.

2018 Performance Measurement Program
Community Survey Written Comments

Question 16 – How would you rate the dependability and overall quality of the municipal water service?

- North of Lake Mora smells foul quite often.
- VERY expensive compared to other places I've lived.
- Water needs better filtration! Thank you.
- Don't care for the taste of the city water. We filter ours as much as possible.

Question 17 – How would you rate the dependability and overall quality of the municipal electrical service?

- A few brownouts here and there but overall good.
- Too many surges.
- Electric is too expensive.
- Much better than in the past. Good rates too.
- Thanks for keeping the power flowing.

Question 18 – Do you read the city newsletter?

- Stay informed on pertinent issues.
- Always enjoy it.
- What's happening.
- It has important info.
- Good information.
- To see what the laws are.
- Don't read much.
- Busy.
- Can't afford.
- Stay in the know!
- Know rules.
- Boring – irrelevant to me.
- Interesting and want to know current information.
- Habit.
- For what's going on and when the city offices are closed.
- I like to know what I should be doing.
- Get info on public services.

Question 19 – Do you use the city website?

- No internet, computer not good, don't have a computer.

2018 Performance Measurement Program
Community Survey Written Comments

- Stay informed on pertinent issues.
- If needed, not much.
- Don't think about using it.
- Sometimes.
- Occasionally depending on what service or information I need.
- When I'm looking for something specific usually.
- Not aware of it.
- Council agendas.
- Look up ordinances, etc.
- Difficult design (poor). Also not up to date (Council and other meetings notes, planning notes, etc.). Poor communication.

General Questions or Comments:

- Overall we feel very well served. Very grateful for all you do to keep us safe and comfortable.
- NOT HAPPY about my property taxes quadrupling in 3 years! NOT HAPPY with forced/unethical processes that created that mess. I am seriously considering moving myself and my business out of the city because of this nonsense.
- I do like the idea I per se can go to the library for assistance, since in the last few years I do notice more updating going on. This is our community. Our towns and cities need not riff raff. Our new generation is growing up.
- Much improvement is need for storm sewer run off in coordination of Mora Lake over flow. This should be a high priority budgeted item. This will help reduce property damage for the future and keep major traffic movement for local business.
- 'Red Alerts' should be on ALL local phones and landlines - with proper caller ID.
- I have lived in Mora for 10 years. I think it is a wonderful community in so many ways - medical facilities, caring people, volunteerism, education system, city leadership, police and fire protection, programs for the needy. Thanks to all who make these things possible.
- We are anxious about preventing Lake Mora from flooding again. Good luck on the project.
- My SSA increased 2.8% so I'm still behind, with 7% city increase.
- I don't live in the town and haven't used some of the facilities, so I have circled "don't know" for a number of questions.
- Would like to see a dog park, i.e. fenced area to let dogs off-leash.
- I have a concern about no sidewalk available from 4th Street - north on Wood to the school sidewalk. Many, many small children are walking on the street with large amounts of traffic. The sidewalk from 7th Street to the school is great.
- Why don't you send an envelope with the payment? Since the jail went in, there has been a change in the people we see in the neighborhood and we don't feel as safe. Also some of the children are destructive to other peoples'

2018 Performance Measurement Program
Community Survey Written Comments

belongings. Our road is a racetrack and we need a speed bump put in to slow the speeders down before someone gets hit!

- I've been here over 20 years - and it's been good!
- My wife and I raised 6 children in Mora, who often mention happy occasions of their youth. We are grateful for the many who assisted us in raising our family.
- Mora is a wonderful community - nicely maintained, lots of activities for kids, wonderful parks, library, Aquatic Center. I love to walk around - safe and friendly!
- Something should be done with the trailer on 65 in McCarty Trailer Park.

Appendix B

Survey Instrument

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CITY OF MORA/MORA MUNICIPAL UTILITIES

2018 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 Thursday, January 31, 2019. You can include the survey with your utility bill payment, mail it, or drop it off at city hall. You may also complete the survey online. The online survey can be found on the city's website www.ci.mora.mn.us at the Community Survey sidebar. If you take the online survey please do not return a paper copy as well. 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 quality 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 Thursday, January 31, 2019
or complete the survey online at www.ci.mora.mn.us.

Thank You!