

**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 2016 and to receive the per capita reimbursement in 2016 and the levy limit exemption for 2017 the city must adopt and transmit this resolution to the State of Minnesota.

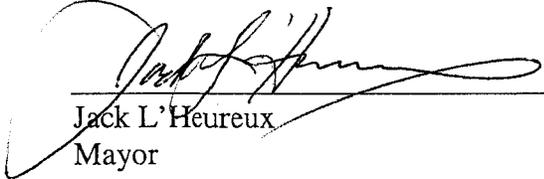
NOW, THEREFORE, BE IT RESOLVED by the city council of the City of Mora, Kanabec County, Minnesota, that the city council hereby approves the following measures:

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 2016 to the Office of the State Auditor.

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

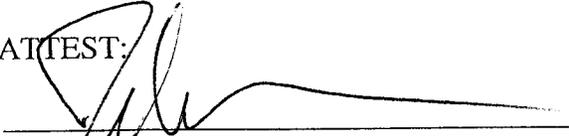
Voting for the Resolution: Akerman, Bollenbeck, L'Heureux, Skramstad
Voting Against the Resolution: 0
Abstained from Voting: 0
Absent: Treiber

Motion carried and resolution adopted this 21st day of June 2016.



Jack L'Heureux
Mayor

ATTEST:



Joel Dhein
City Administrator



CITY NEWS

Volume 13, Issue 1

April 2016

Inside this issue:

Residential & Commercial Rehab Program	3
Reminders from the Building Dept.	3
Spring Clean-Up	4
Air Conditioning Tune-Up Rebate	4
MMU Budget Billing Policy & Agreement	5
Swimming Season Info	6
Loan Funds Available	6
Open & Leaf Burning	6
Liquor Store Balance Sheet	7
Storm Water Fees	7
Public Works News	8

2015 Community Survey Report

Last fall we distributed a short community survey asking you how you feel about various services provided by the City of Mora and Mora Municipal Utilities. In this article we will present a summary of the results of the survey. This article along with all responses, comments, and graphs can be viewed on the city's website. Look for the link to the community survey on our home page.

First we would like to thank those that took the time to return the

survey. The city sent out 1,740 surveys in the December 2015 utility bills. One hundred seventy-four or 10% were returned. This is about 75 fewer responses than last year. We really appreciate the responses we received.

APPEARANCE.

About 73% of the responses rated the appearance of the community good or excellent; a slight increase from last year's survey.

FEELING OF SAFETY.

About 72% of the re-

spondents rated their feeling good or excellent. This is lower than last year.

QUALITY OF FIRE PROTECTION SERVICES.

The fire department received a good or excellent rating of over 90% which was a significant increase from last year. There were few comments about the fire department.

CONDITION OF CITY STREETS.

About 56% rated the condition of city streets as good or excellent; this was a moderate drop

(Continued on page 2)

Mora Area Farmers' Market

The Mora Area Farmers' Market (MAFM) is opening its sixth season on Saturday, May 7th at Ole Park at the north intersection of State Highway 65 & 23 East. The market will be open every Saturday, May through October, 8:00 am—1:00 pm.

The Mora Area Farmers' Market offers a variety of locally grown and produced items, including jams, jellies and syrups; breads, cookies and other baked goods; fresh produce; dried herbs; canned goods; fresh eggs; bedding and potted plants; candles; and glass and wood crafts. All items for sale at the market are grown or produced within 50 miles of Mora.

For those interested in becoming a vendor at the market, it's not too late. Application materials will be available as of March 29th and can be obtained by calling Beth Thorp at 320.225.4807; by contacting the market at farmersmarket@cityofmora.com; or they can be downloaded from ci.mora.mn.us.

We hope to see you at the market this summer!



(Continued from page 1)

from last year.

QUALITY OF SNOWPLOWING.

While snow plowing received a high rating of good or excellent (73% - up slightly from last year) there were a few comments on the timeliness of plowing, use of sand and salt, and where the snow ends up when the plows go by. Snow is a fact of life in Minnesota, and dealing with it can be difficult at times. Our staff tries to get streets open as soon as possible according to a well established policy. Sometimes the amount or consistency of the snow challenges our equipment, so it takes longer than expected to clear the streets. We have cut back on our use of sand and salt, but some is still needed to deal with icy conditions. As for snow piled at the end of driveways, that cannot be avoided. We do not have the time or equipment to clear the end of driveways in a timely manner.

CONDITION OF MUNICIPAL AIRPORT.

Most respondents answered "Don't Know." The City of Mora is required by long standing agreements with the state and Federal governments to operate the airport. Almost everything we do at the airport is governed by these agreements.

QUALITY OF PARK FACILITIES.

The score for this question is down from last year to 78% scoring it good or excellent.

QUALITY OF THE MORA AQUATIC CENTER.

Almost 69% of the respondents rated this facility good or excellent; slightly lower than last year. There were quite a few comments on the amount of time the aquatic center is open. The limiting factors on the use of the aquatic center are weather and staffing. We cannot do anything about the weather. We get about three months of warm weather-not many people want to swim when the days turn cool. Most of our staff members are high school or college students. They are available only from the beginning of June to mid-August. If we do not have enough staff we cannot operate the facility safely. Cost was another frequent comment. The cost of operating the MAC in 2015 was slightly over \$207,000. Revenues for lessons, admissions, and concessions amounted to about \$147,000. This left a subsidy of \$60,000 or 29% to be covered by other revenues. We try to minimize this subsidy while keeping prices affordable compared to other entertainment options. Look for free and reduced admission events at the MAC this

summer.

CONDITION OF OAKWOOD CEMETERY.

About 80% of those responding ranked the cemetery good or excellent; slightly less than last year.

SERVICE AND VALUE OF THE NORTH COUNTRY BOTTLESHOP.

About 70% ranked the North County Bottleshop good or excellent. This is up substantially from last year. The bottleshop contributes \$280,000 per year to the city's General Fund. Every dollar spent at the bottle shop helps reduce your property taxes.

QUALITY OF BUILDING INSPECTION SERVICES AND CODE ENFORCEMENT.

Just over 53% of the survey respondents rated building inspection and code enforcement as good or excellent. If you have questions on these matters contact Randy Nummela, Building Official, at 679.1511 ext. 108.

OVERALL QUALITY OF SERVICE.

Overall quality of service received a ranking of about 72% good or excellent; about the same as last year.

DEPENDABILITY AND QUALITY OF THE WATER SERVICE AND OF THE SANITARY SEWER SERVICE.

Both of these services received slightly above 83% good or excellent ratings; up slightly from last year. The most common comment was about the cost of the service. Mora Municipal

Utilities ranks about in the middle for the cost of its services among local municipal utilities. It is difficult to make direct comparisons of the cost of water and sewer services among cities due to the types of systems, number of customers, subsidies from tax revenues, and age of infrastructure, etc. Mora has a complex water and wastewater treatment system compared to other cities. The water treatment plant was rehabilitated in 2010-2011 and now the wastewater treatment plant is undergoing rehabilitation which will be completed in 2016. We have fewer customers to spread that cost around, and the city does not subsidize the utilities with tax revenues as do some cities. Please contact the utility office if you desire more information.

DEPENDABILITY AND QUALITY OF THE ELECTRICAL SERVICE.

Overall the service was rated slightly over 86%, a moderate increase over last year, as either good or excellent. As for comments on cost - we are still less expensive than our neighboring electrical co-operative.

Thank you to those participating in the survey. More details can be found on the city's website.

Look for the 2016 survey this fall.

Residential and Commercial Rehabilitation Program

The Mora Economic Development Authority has received a \$651,590 Small Cities Development Program grant from the Minnesota Department of Employment and Economic Development to provide grants and loans for owner occupied home rehabilitation and commercial building rehabilitation. Owners of homes on streets in the area bounded by Railroad Avenue / Forest Avenue, Grove Street, Fair Avenue, and Clark Street / Vine Street will be eligible to apply for funds to perform basic and necessary repairs to their homes. Owners of commercial buildings in the downtown area bound-

ed by Maple Avenue, Union Street, Hersey Avenue / Howe Avenue, and Lake Street will be eligible to apply for funds to perform basic and necessary repairs to their buildings. The grant award will provide funding for 18 residential and 10 commercial projects.

The residential and commercial rehabilitation program is being administered by Lakes & Pines C.A.C. and applications are currently being accepted. Lakes & Pines C.A.C. has received several applications for commercial projects; however, there are still several residential spots available. We strongly encourage you to con-

sider utilizing the rehabilitation program if you're currently considering improvements to your home and your property is located in the geographic area described above.

If you have questions regarding the rehabilitation program or would like to request application materials, contact Nicole Klosner, Housing Rehab and Public Facilities Project Manager for Lakes & Pines C.A.C. at 320.679.1800 ext. 123. Application materials can also be downloaded from the Lakes & Pines C.A.C. website, www.lakesandpines.org/small-cities-development-program.

Monthly Meetings

- City Council meets the 3rd Tuesday at 6:30 pm
- Public Utilities Commission meets the Monday before the 3rd Tuesday at 3:00 pm
- Housing & Redevelopment Authority meets the 3rd Wednesday at 3:30 pm in the Life Enrichment Center 160 Valhalla Circle
- Economic Development Authority meets the 1st Tuesday at 7:00 am
- Planning Commission meets the Monday before the 2nd Tuesday at 6:00 pm
- Park Board meets the 2nd Tuesday at 6:00 pm
- Airport Advisory Board meets the 2nd Tuesday at 5:00 pm

Meetings are held in the council room at city hall unless otherwise noted.

Reminders from the Building Dept., by Randy Nummela, Building Official

SMOKE DETECTORS & CO ALARMS—The Minnesota State Fire Code requires that all owners of apartment rental units check their smoke detectors and alarm systems once a year. We recommend that you document your inspection and that you do an inspection more than once a year.

EQUIPMENT MAINTENANCE—Remember to perform required maintenance and to clean or replace the filters in your heating and

air conditioning systems. If you are not comfortable around this equipment, local mechanical and plumbing contractors can help you. If you are looking for a local contractor you can call the building inspector at 320.225.4808 for contact information.

ADDRESS SIGNS—Approved address numbers shall be on all new and existing buildings in such a position as to be plainly visible from the street or road fronting

the property. Noncompliance with this requirement is a violation of the state building code and state fire code. Street numbers help to insure that delivery services, utility companies, and emergency personnel are able to locate structures in a timely manner.



City offices will be closed in observance of the following holidays:

Memorial Day
Monday, May 30

Independence Day
Monday, July 4

Spring Clean-Up Activities

Leaves, grass clippings, and branches up to 1-1/2 inches in diameter may be taken to the East Central Solid Waste Facility southwest of Mora. There is no charge for this service. For hours and more information call 679.4930. We would like to remind you that raking leaves and grass clippings into the street is prohibited. They end up in the storm water drains and pollute our water.

Kanabec County Clean-Up Day is Saturday, May

21st from 8:00 am to 1:00 pm at the East Central Solid Waste Facility.

For more information call 679.5207.

Household Hazardous Waste Collection Day will be held on Saturday, May 21st. You must pre-register by April 30th. More information and registration forms are available in the *Kanabec County Times* and the *Advertiser*. For more information call Kanabec County Environmental Services at 679.6456.

The zoning office, along with assistance from the sheriff's office, will soon be doing its annual spring clean-up inspection of the entire city.

This includes identifying properties that need to clean up miscellaneous garbage and debris, along with identifying unlicensed, abandoned, or junked vehicles.



Air Conditioning Tune-Up Rebate

It's not too late to make sure your air conditioner or air source heat pump (ASHP) is operating at optimum efficiency. A tune-up provides an opportunity for a licensed HVAC technician to professionally evaluate your cooling system and ensure that it operates efficiently. A professional tune-up can improve unit efficiency by about 10 percent.

Mora Municipal Utilities offers our electric customers a \$35.00 rebate once every two years for the completion of a professional inspection, cleaning, and tune-up of each air conditioner or ASHP between April 1 and September 30. Your air conditioner or air source heat pump must have a cooling capacity of 5.5 tons (66,000 BTUh) or less to qualify.

Just follow these simple steps:

- Complete the "Customer Information" section of the rebate form which is available on-line at SaveEnergyInMora.com or at the utility office.
- Schedule a tune-up with your AC contractor.
- Have your licensed contractor perform the tune up between April 1 and September 30, and complete/sign the "Contractor Information" section, page 2, of the rebate form.
- Mail or bring in your rebate form and original invoice to the utility office.



Please see our rebate form for specific requirements and terms & conditions.

To learn more about this rebate program or any of our other energy efficiency programs, visit us online at SaveEnergyInMora.com.

Mowing Lawns? Grass doesn't belong in the street

Streets are part of our storm water drainage system. Grass clippings blown into the street can enter storm drains and streams, increasing the risk of localized flooding and adding pollutants to our streams and rivers. Grass clippings, leaves, and other yard waste should be composted or otherwise disposed of properly.

Hydrant Flushing

Mora Municipal Utilities will be flushing hydrants once again this spring.

Residents may notice some discoloration in their water during this time and are cautioned to avoid washing clothes until the water clears.

Watch for dates in the local papers.

Oakwood Cemetery

Fresh cut flowers are allowed throughout the growing season. We encourage the free use of our flower containers available at the entrance to the cemetery. NO glass jars, coffee cans, etc. will be allowed.

Artificial flowers are allowed only from May 15 to June 15 unless they are in an approved planter or placed in the ground in a manner similar to live plantings.

If, in the opinion of cemetery management, any flowers become unsightly the flowers will be removed.

Mora Municipal Utilities

BUDGET BILLING POLICY

The Public Utilities Commission adopted a Budget Billing policy in 2014 for Homeowners who want to pay an equal amount for their utilities over a 12 month period. An application for Budget Billing is included for those who meet the qualifications. Please return the completed application to MMU by May 15th, if interested in signing up.

The Budget billing period will run from June 1 to May 31 of each year. Budgeted amounts will be re-evaluated annually based on the prior 12 months actual usage for electric, water and sewer. The following criteria must be met to be eligible for Budget Billing. The applicant must:

1. Own and reside at the property address
2. Have at least 1 year of billing history with Mora Municipal Utilities
3. Have their utility account paid in full
4. Have no late payments during the prior 6 months

Actual usage and charges will be reflected on the Budget Bills, but you pay the Budget Total Due amount. Budget due payment on account must be received by the due date each month once enrolled in the Budget Billing program. A missed or late payment will result in cancellation from the program and any variance between the monthly budget amount and actual balance on account will be due in full. If there is a credit variance, the credit amount will be applied to the account.

Mora Municipal Utilities reserves the right to adjust the monthly budget amount at any time for such reasons as an increase in rates or a significant increase in usage over the prior year. The customer can cancel budget billing at any time by written request. If cancelled by the customer, any variance between the monthly budget amount and actual balance on account will be due in full. If there is a credit variance, the credit amount will be applied to the account.

BUDGET BILLING AGREEMENT

MMU Customer Name: _____

MMU Service Address: _____

MMU Account Number: _____

I authorize Mora Municipal Utilities to calculate an average monthly billing amount each year in June, same amount to be paid each month through May. Each year I agree to catch up the full amount of my May bill, due in June, or carry any credit balance over to the next billed month.

I agree to pay the budget billing amount in full each month by the due date printed on my monthly bill. I understand that a missed payment will terminate this contract and I will be removed from the budget program. All bills thereafter will be due in full as billed.

Signature

Date

2016 Swimming Season Info

Preparation for the 2016 swimming season is underway at the Mora Aquatic Center (MAC).

Open swimming begins Saturday, June 4th. Daily pass fees are the same as last year \$6.00 limited (pools only) and \$8.00 unlimited (pools and water slides). Look for money saving coupons in this newsletter and area newspapers. Bonus tickets are now on sale at city hall and will also be on sale at the MAC beginning June 4th. The price is \$80.00 for a sheet of twenty (20) tickets: 1 ticket good for either a limited or unlimited daily pass.

On-line swim lesson registration began March 1st. Besides regular pre-school and children learn to swim lessons, we also offer private lessons, instructor aid and community water safety courses, and lifeguard training. See the city's website (ci.mora.mn.us) for details. In-person swim lesson registration begins June 1, 2016 from 8:00 am-4:00 pm Monday through Friday at city hall. Lesson fees are \$80.00 and includes twenty (20) 2016 complimentary swim tickets.

See you at the MAC!



MAC COUPON

Bring this coupon to the Mora Aquatic Center to receive \$2.00 off daily admission fee for each person in your group.

(Offer expires 8/14/16)

Loan Funds Available

The Mora Economic Development Authority administers a revolving loan fund available to local manufacturers. Eligible uses of loan funds include: land acquisition, construction or rehabilitation, renovations, site improvements, utilities or infrastructure, equipment, inventory, training, and working capital. Loans will be made based on a business' ability to meet established economic development goals and ability to meet other loan program requirements.

For more information about the Revolving Economic Development Loan Program, please contact Beth Thorp, Community Development Planner, at 320.225.4807 or beth.thorp@cityofmora.com.

Open & Leaf Burning

All recreational fires must comply with the following regulations:

1. *Fire cannot exceed three (3) feet in diameter or height.*
2. *Fire must be contained in a fire ring or outdoor fire place made of a non-combustible material.*
3. *Ground must be clear of combustible materials within five (5) feet of the base of the fire.*
4. *Only unpainted and untreated wood, coal or charcoal may be burned. Absolutely NO garbage burning is allowed!!*
5. *A fire suppression device (i.e. garden hose, fire extinguisher, pail of water or sand) must be readily available.*
6. *Not closer than 25' to any structure.*

Leaf burning is permissible only from October 17 through November 7 as long as a burning ban is not effect. Community members must obtain a burning permit from city hall which costs \$10.00.

Other types of outdoor burning are prohibited. If there is any illegal burning the fire department may be called to extinguish the fire. This service comes with a bill of at least \$500.00. Fines could also be imposed.



MORA MUNICIPAL LIQUOR STORE

Balance Sheet
12/31/2015

The Mora Municipal Liquor Store balance sheet is published in accordance with the requirements of MN Statute 471.6985.

Assets

Cash & Investments	\$	177,915
Inventory	\$	432,975
Fixed Assets Less Depreciation	\$	1,472,553
Total Assets	\$	2,083,444

Liabilities and Retained Earnings

Accounts Payable	\$	46,416
Long Term Debt	\$	1,400,000
Retained Earnings	\$	637,027
Total Liabilities and Retained Earnings	\$	2,083,444

Revenues	\$	3,077,648
Expenditures	\$	2,750,245
Net Earnings Before Transfer	\$	327,402
Transfer to General Fund	\$	270,000

City Staff Changes

Carol Allman retired after 35 years of employment with the City of Mora.

Kimberly Whited was hired as a Liquor Store Clerk for the Mora Municipal liquor store in March.

The City of Mora and Mora Municipal Utilities wishes Carol the best in her future endeavors and thank her for her many years of dedicated service; and welcomes Kimberly to her new role!



Reminder

A reminder that sump pumps by city ordinance may not be discharged into the sanitary sewer. They should discharge outside away from the house.

Storm Water Fees to Change

Effective this coming July the method and rate structure for assessing storm water fees is changing in order to cover the increased cost of maintaining and improving the city's storm water control infrastructure. Fees will be based on the amount of impervious surface on an individual parcel. Fees for

single family residential properties will increase to \$2.00 per month from \$1.50. For small commercial properties of 10,000 square feet of impervious surface or less the rate will go to \$8.50 per month from \$7.50. For each additional 10,000 square feet of impervious surface, or a portion thereof, the rate will in-

crease \$1.00 per month. About 93% of these customers will see a monthly charge of \$12.50 or less. There will be opportunities to reduce fees through best management practices. More information on these credits will appear in the July newsletter.

Before You Dig

For residents planning to do any digging in their yards, it is important to call Gopher State One Call at 1.800.252.1166 or 811. Almost everyone has some type of buried wires or pipes in their yards. These need to be located before digging takes place.

City of Mora Kanabec County Minnesota

101 Lake Street South
Mora, MN 55051-1588
Phone: 320.679.1511
Fax: 320.679.3862
Email: j.dhein@cityofmora.com
Website: ci.mora.mn.us



Office Hours

Monday through Friday
8:00 am to 4:30 pm

Make Money Over the Summer!



Apply to work as a lifeguard and/or water safety instructor at the Mora Aquatic Center or as summer maintenance for our Public Works Department. Stop by city hall or visit ci.mora.mn.us to obtain the required application packet. Don't miss out to make some extra cash! Contact j.ness@cityofmora.com with questions.

Firefighters Needed

The Mora Area Fire Department is accepting applications for the position of paid-per-call firefighters. Stop by city hall or visit ci.mora.mn.us to obtain the required application packet. Contact j.ness@cityofmora.com with questions.

Public Works News by Joe Kohgraf, Public Works Director

Spring has arrived! With the snow melting and weather warming, crews will be busy throughout the city with spring cleanup and maintenance projects.

LAWN DAMAGE BY THE CURB

During snow plowing operations a plow may have disturbed some of the grassy areas along the curb line. Crews will be out to repair the damage when the weather permits. The city is not responsible if sprinkler systems and decorative landscaping placed in the public right of way are damaged during plowing operations.

STREET SWEEPING

The city conducts a spring street sweeping program that involves the removal of the residual sand resulting from snow and ice control activities. The street department will begin sweeping and all streets will be swept full width. The city encourages residents to deposit any sand that has accumulated on the boulevard onto the street near the curb. This allows the street sweeper to remove the material and makes spring cleanup easier for the residents. Do not place leaves and/or branches in the street. Garbage cans and recycling bins should be placed approximately two feet (2') behind the curb in the driveway so they do not interfere with sweeping operations.

POTHOLE PATCHING

This past winter season was particularly hard on city streets due to moisture and temperature changes. Crews will do their best to keep the holes patched. If you see any major potholes on a city street, please call city hall and report the location. We appreciate being notified so the pothole can be repaired quickly.

CRACK SEALING

This is a preventive maintenance activity conducted mostly in the spring and fall when temperatures are between 40° and 65°. Crack sealing prevents water and incompressible material from entering the pavement structure and extends the life of the street. Crews will cone off the area in which they are working to prevent vehicles from tracking the material until it dries.

EMERALD ASH BORER

Emerald Ash Borer (EAB) is now in the Twin Cities area. It may be only a matter of time before it arrives in Mora. At the current time the best advice for homeowners concerned about EAB is to:

- Monitor the health of your ash trees – learn early symptoms and signs of EAB. Information can be found at these web sites: www.emeraldashborer.info and www.mda.state.mn.us
- Contact the city or the local D.N.R. Forester if you think you see signs of EAB on your trees. The phone number for the D.N.R. Forester is 679.3683.

DO NOT transport firewood from another area. EAB can easily be spread in firewood.