

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 2015 and to receive the per capita reimbursement in 2015 and the levy limit exemption for 2016 the city must adopt and transmit this resolution to the State of Minnesota.

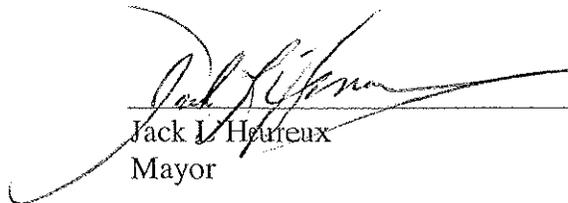
NOW, THEREFORE, BE IT RESOLVED by the city council of the City of Mora, Kanabec County, Minnesota, that the city council hereby approves the following measures:

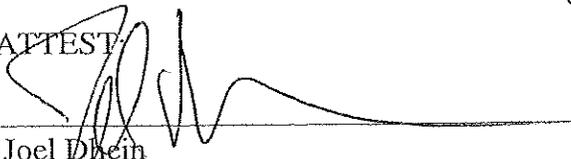
1. The city has adopted and implemented the minimum ten performance measures developed by the Council on Local Results and Innovation; and
2. The city has implemented a local performance measurement system as developed by the Council on Local Results and Innovation; and
3. The city will report the results 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 2013 to the Office of the State Auditor.

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

Voting for the Resolution: all  
Voting Against the Resolution: none  
Abstained from Voting: none  
Absent: none

Motion carried and resolution adopted this 16<sup>th</sup> day of June 2015.

  
\_\_\_\_\_  
Jack I. Heffaux  
Mayor

ATTEST  
  
\_\_\_\_\_  
Joel Dheim  
City Administrator

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 2,125 surveys in the December 2014 utility bills. Two hundred fifty or 11.76% were returned. This is the same number of surveys received last year. We really appreciate the responses we received.

**APPEARANCE.**

About 70% of the responses rated the appearance of the community good or excellent; a slight decrease from last year's survey.

**FEELING OF SAFETY.**

About 80% of the respondents rated their feeling good or excellent. This is about the same as last year. There were as many comments about the sheriff's office doing a good job as well as requests to bring back our own police department.

**QUALITY OF FIRE PROTECTION SERVICES.**

While the fire department received a good or excellent rating of over 85% this was still a moderate drop from last year. There were few comments about the fire department.

**CONDITION OF CITY STREETS.**

About 60% rated the condition of city streets as good or excellent; again this was a moderate drop from last year.

**QUALITY OF SNOWPLOWING.**

While snow plowing received a high rating of good or excellent (70% - down 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.**

A new question last year and one 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. While most of the comments were opposed to the airport we are obligated to keep it up to the best of our ability.

**QUALITY OF PARK FACILITIES.**

The score for this question is up from last year to 85% scoring it good or excellent.

**QUALITY OF THE MORA AQUATIC CENTER.**

Almost 75% of the respondents rated this facility good or excellent about the same as 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 2014 was \$223,000. Revenues for lessons, admissions, and concessions amounted to slightly over \$134,000. This left a subsidy of \$89,000 or 40% to be covered by other revenues. An extraordinary expense in 2014 was the replacement of the two pool heaters. After 15 years of service they were replaced at a cost of over \$40,000. 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.**

A new question on the survey last year. About 85% of those responding ranked the cemetery good or excellent; about the same as last year.

**SERVICE AND VALUE OF THE NORTH COUNTRY BOTTLESHOP.**

In another new question last year; a little over 65% ranked the North County Bottleshop good or excellent. This is up substantially from last year. The bottleshop contributes \$270,000 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 50% 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.

**OVERALL QUALITY OF SERVICE.**

Overall quality of service received a ranking of about 75% good or excellent a 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 80% 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 for more information.

**DEPENDABILITY AND QUALITY OF THE ELECTRICAL SERVICE.**

Overall the service was rated slightly over 80%, about the same as last year, as either good or excellent. As for comments on cost – we are still less expensive than our neighboring electrical co-operative, East Central Energy.

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

Look for the 2015 survey this fall.

CITY OF MORA / MORA MUNICIPAL UTILITIES  
2014 Performance Measurement Program  
Community Survey

**250 RESPONSES**

1. Are you a Mora Resident **213**  
 Mora Business Owner **25**  
 Resident or Business Owner in \_\_\_\_\_ Township **28**  
 (Arthur 16, Kanabec 7, Whited 1, Quamba 4)

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

|               |               |              |              |
|---------------|---------------|--------------|--------------|
| < 1 year - 5  | 19 years - 4  | 38 years - 2 | 57 years - 0 |
| 1 year - 8    | 20 years - 7  | 39 years - 2 | 58 years - 2 |
| 2 years - 12  | 21 years - 2  | 40 years - 4 | 59 years - 2 |
| 3 years - 10  | 22 years - 2  | 41 years - 0 | 60 years - 3 |
| 4 years - 14  | 23 years - 3  | 42 years - 2 | 61 years - 1 |
| 5 years - 3   | 24 years - 3  | 43 years - 2 | 62 years - 1 |
| 6 years - 5   | 25 years - 2  | 44 years - 1 | 63 years - 0 |
| 7 years - 8   | 26 years - 1  | 45 years - 3 | 64 years - 2 |
| 8 years - 8   | 27 years - 1  | 46 years - 3 | 65 years - 1 |
| 9 years - 5   | 28 years - 0  | 47 years - 1 | 66 years - 0 |
| 10 years - 8  | 29 years - 4  | 48 years - 1 | 67 years - 0 |
| 11 years - 5  | 30 years - 14 | 49 years - 2 | 68 years - 1 |
| 12 years - 11 | 31 years - 2  | 50 years - 6 | 69 years - 1 |
| 13 years - 2  | 32 years - 0  | 51 years - 0 | 70 years - 0 |
| 14 years - 6  | 33 years - 2  | 52 years - 1 | 77 years - 1 |
| 15 years - 8  | 34 years - 3  | 53 years - 1 | 78 years - 1 |
| 16 years - 5  | 35 years - 5  | 54 years - 1 | 89 years - 1 |
| 17 years - 1  | 36 years - 3  | 55 years - 2 |              |
| 18 years - 4  | 37 years - 4  | 56 years - 2 |              |

3. How would you rate the overall **appearance** of the city?

**Excellent**    20  
**Good**        150  
**Fair**         64  
**Poor**         11  
**Don't Know** 2  
**No Answer** 3

- Main Street is bare!
- Old mobile park is a disgrace right downtown. Seems a lot of landlords forget about upkeep.
- Lots of empty buildings.
- Too many empty buildings.

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

**Excellent**    44  
**Good**        150  
**Fair**         43  
**Poor**         8

**Don't Know 3**  
**No Answer 2**

- Too many cars speeding with loud mufflers. Walnut Street, Mora especially careless reckless drivers.
- The reason for safety being in question is the routing of service roads and streets with business parking lots and stop signs on a busy highway that many people either don't see or ignore entirely.

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

**Excellent 61**  
**Good 120**  
**Fair 27**  
**Poor 2**  
**Don't Know 37**  
**No Answer 3**

6. How would you rate the overall **condition of city streets**?

**Excellent 15**  
**Good 130**  
**Fair 82**  
**Poor 20**  
**Don't Know 1**  
**No Answer 2**

- Big hole in my street – 10 feet away from big hole was repaired?
- Glad to hear street work is scheduled for the 2015 summer.
- In my estimation, I think our town should really improve the streets. Some of the residential streets are horrible. Spend some money on this now that we aren't getting the new school.
- Would like to see the roads in town get the much needed repaving and complete before 2016. And the extension of recreational walking paths going around the city.
- Poor as none of streets should've even been allowed to get this bad.
- Some alleys are in very poor condition. Why are some alleys paved and some are not? What are the priority of which alleys get paved??

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

**Excellent 54**  
**Good 115**  
**Fair 58**  
**Poor 17**  
**Don't Know 2**  
**No Answer 4**

- Over kill – plowing after 1" of snow – CRAZY.
- In regard to Question 7, snowplowing, I have a concern. I live on Summit Lane. I have noticed that when there are more than a few inches of snow the street doesn't get plowed in a timely manner. This street is a hill and begins ascending immediately so there have been many times I am unable to get up the hill to my house because the street is unplowed. The intersecting street, Portage Avenue, will be plowed but Summit Lane will

wait several hours – into the night or early morning before it has been plowed even once. But then other times when there is only a dusting or an inch or two, then the plow comes thru multiple times. The same situation exists in regard to the alleyway that runs behind Summit and Acorn Lanes. I appreciate you're listening to my concern and look forward to this situation improving. Thank you very much!

- Please enforce the sidewalk snow shoveling ordinance.
- When it snows aprox 2" or in that area. Instead of plowing they put down sand and salt on the side streets. Which causes a lot of slush later on. I believe it would be more effective to just plow. Cost also.
- I'd like to compliment the city street department. The streets in town are plowed and sanded and snow is hauled away. The winter of 2014 proved to be such a challenge, I am sure. Kudos to that department!
- Down from past years.
- Real good on plugging up the driveway!
- I live on Valley Lane. Sometimes it is 2 days not plowed, and many times it is a solid sheet of ice, making getting mail very dangerous.
- [Fair] when a lot of snow falls.
- Plows wait till someone could get in accident before clearing roads.

8. How would you rate the overall condition of the **municipal airport**?

|                   |            |
|-------------------|------------|
| <b>Excellent</b>  | <b>12</b>  |
| <b>Good</b>       | <b>29</b>  |
| <b>Fair</b>       | <b>10</b>  |
| <b>Poor</b>       | <b>0</b>   |
| <b>Don't Know</b> | <b>193</b> |
| <b>No Answer</b>  | <b>6</b>   |

- Crosswind runway – a stupid idea.
- Don't like lawsuit for property owner going on – unfair.
- Airport serves little public use. Please do not expand.
- With more than one fuel spill and the old city dump on site, what are the potential environmental impacts from the airport site? Wildlife fence is very ugly. Crosswind runway will be of little benefit to the city and a very poor use of land and money.
- Don't care – we don't need it.
- The crosswind runway is a ridiculous venture, and should be stopped.
- Get rid of it.

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

|                   |            |
|-------------------|------------|
| <b>Excellent</b>  | <b>35</b>  |
| <b>Good</b>       | <b>148</b> |
| <b>Fair</b>       | <b>33</b>  |
| <b>Poor</b>       | <b>2</b>   |
| <b>Don't Know</b> | <b>22</b>  |
| <b>No Answer</b>  | <b>10</b>  |

- City parks would be great if they were patrolled for abuse and loitering and littering. As they are, they do not seem safe nor clean enough to allow children to play. No public restroom, and when it is open it is FILTHY!
- It would be nice to have the bike path that's part of Grove cleaned during the winter; the snowplow could make another pass.

- Any news on possible dog park? For senior citizens who like to walk, enjoy the benches around so we can rest when needed.

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

|                   |           |
|-------------------|-----------|
| <b>Excellent</b>  | <b>21</b> |
| <b>Good</b>       | <b>85</b> |
| <b>Fair</b>       | <b>33</b> |
| <b>Poor</b>       | <b>8</b>  |
| <b>Don't Know</b> | <b>93</b> |
| <b>No Answer</b>  | <b>10</b> |

- The pool and slides look like they could use a paint job.
- We are senior citizens and desire improved hours / service at the aquatic center to benefit children and adults. Adult-only time. Also the pools needs to be open earlier in the spring and later in the summer / fall.
- Seems very busy - plus for town.
- It seems the Municipal Swimming Pool is always in financial rears. Maybe some brainstorming could be done to get the best use out of that facility. As a child growing up in this town some days you'd have to wait on the steps to get into the swimming pool because it was already at capacity. We would sit there until someone left and then we could go in and swim. I understand the family pass is not an option in today's world with all the blended families. I wondered if there could be a free night swim for families sponsored by a business in town. Like every Wednesday night would be free family swim and the sponsor each week would change. Maybe there are families who can not afford a day pass that would be able to enjoy this facility. Would our town be eligible for a grant to help reduce the price of admission? (<http://www.sparkpe.org/grants/pep-grant-info/>). I also think it closes too early in August. Not all lifeguards can be students returning to college. The last two weeks of August are sometimes the hottest days of the summer. Maybe when you hire staff for 2015 you could make sure some lifeguards are available to work up until Labor Day.
- Wish you were able to lower the cost of the aquatic center. Too many children are not able to afford to use it. I believe it was refurbished by community donations, but many cannot use it because of cost.
- Expensive.
- Get rid of that money drain.
- Don't go to Aquatic Center because it's too expensive.

11. How would you rate the overall quality of **Oakwood Cemetery**?

|                   |           |
|-------------------|-----------|
| <b>Excellent</b>  | <b>38</b> |
| <b>Good</b>       | <b>95</b> |
| <b>Fair</b>       | <b>21</b> |
| <b>Poor</b>       | <b>7</b>  |
| <b>Don't Know</b> | <b>77</b> |
| <b>No Answer</b>  | <b>12</b> |

- Items stolen constantly!
- Too much plain junk on some graves.
- Need to clear away old faded flowers. Some graves in older part have sunk way down and they don't get filled in. Isn't this what we pay for when we buy a plot? Some upkeep of it?

- They don't take all of the flowers off by June 15<sup>th</sup>. There's dead trees and bushes they never remove at the cemetery.
- [Poor] due to inappropriate grave items.
- The cemetery is beautiful, as are the parks, etc.

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

|                   |           |
|-------------------|-----------|
| <b>Excellent</b>  | <b>29</b> |
| <b>Good</b>       | <b>66</b> |
| <b>Fair</b>       | <b>39</b> |
| <b>Poor</b>       | <b>6</b>  |
| <b>Don't Know</b> | <b>96</b> |
| <b>No Answer</b>  | <b>14</b> |

- Size is overkill – bad area – I drive out of town for far better prices.
- Too high priced.
- Waste of money.
- Too big for county needs.
- The Bottle Shop is overpriced.
- Should not have been built at new location.
- Don't care – it's money wasted in such an expensive building.
- It was not necessary to build it.
- Too expensive.
- Never will go there.

13. How would you rate the quality of **building inspection services and code enforcement** in the city?

|                   |            |
|-------------------|------------|
| <b>Excellent</b>  | <b>11</b>  |
| <b>Good</b>       | <b>56</b>  |
| <b>Fair</b>       | <b>47</b>  |
| <b>Poor</b>       | <b>19</b>  |
| <b>Don't Know</b> | <b>105</b> |
| <b>No Answer</b>  | <b>12</b>  |

- Some concerns – noisy vehicles, dog ordinance – many unleashed dogs, residence storing many vehicles or cycles in yards – trash and debris overflowing garbage containers.
- Need more regulations!
- I think there could be better enforcement of the City codes that are not being followed. If you drive around town you will see houses with cars parked in the front lawns – some of which are junkers and can't be in running condition. Also, some people park their big recreation vehicles in their driveways all winter long. One on Clark Street is parked along the driveway and hasn't been moved in two years. What if everyone did this? I have called in many violations and have gotten a response back. I just wish more people would report violations.
- Why are people allowed to turn their front yards into parking lots?
- Deer are eating up our neighborhoods – kill some of them. Abandoned homes don't have lawn mowed, old junk cars sit in yard for months to years.
- Some backyards look like junk yards. Can't anything be done to get rid of old unused vehicles and junk??

- Why are some yards full of old cars and junk! Recreational burning in yards should be only with burning pits that are not hazardous! Not a hole in the ground!!!

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

|                   |            |
|-------------------|------------|
| <b>Excellent</b>  | <b>19</b>  |
| <b>Good</b>       | <b>142</b> |
| <b>Fair</b>       | <b>50</b>  |
| <b>Poor</b>       | <b>5</b>   |
| <b>Don't Know</b> | <b>24</b>  |
| <b>No Answer</b>  | <b>10</b>  |

- Joe Kohlgraf is a good and hard working man and all of the guys that work for him they stay busy they are hard workers they do a really good job.
- The service is good.

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

|                   |            |
|-------------------|------------|
| <b>Excellent</b>  | <b>27</b>  |
| <b>Good</b>       | <b>131</b> |
| <b>Fair</b>       | <b>31</b>  |
| <b>Poor</b>       | <b>3</b>   |
| <b>Don't Know</b> | <b>47</b>  |
| <b>No Answer</b>  | <b>11</b>  |

- Too expensive.
- Water and sewer services good, but getting too costly.
- Absolutely no need to have: "You are spending \_\_\_\_\_ a year more than the efficient Mora residents on the Mora Municipal Utilities" on water / sewer bill!
- Rates are terribly high for what we have.
- Too expensive compared to other cities our size.

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

|                   |            |
|-------------------|------------|
| <b>Excellent</b>  | <b>35</b>  |
| <b>Good</b>       | <b>131</b> |
| <b>Fair</b>       | <b>30</b>  |
| <b>Poor</b>       | <b>7</b>   |
| <b>Don't Know</b> | <b>37</b>  |
| <b>No Answer</b>  | <b>10</b>  |

- Discolored water sometimes in year.
- Too expensive!
- The water is nasty. I've never needed to drink bottled water because I dislike my water so much!
- Water has a really bad smell and taste, about once a month – is it safe?
- I cannot drink my water and it smells BAD!!
- Prefer that fluoride be eliminated from our water. We get enough in our toothpaste and dental visits.
- Also too expensive.

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

**Excellent** 47  
**Good** 137  
**Fair** 36  
**Poor** 8  
**Don't Know** 11  
**No Answer** 11

- The electric emergency service guys should know the addresses of customers out on County Road 6 – when we called for an outage last year, they went east of Mora by using a GPS.
- Power flicks on and off several times a month.
- They should be able or afford to provide payment return envelopes with our bills!!!
- Too many interruptions in service without notification. Late fees are extremely high! Need new electric company!
- Sell the power plant to someone to keep rates down every year you hicke the rates without fail you can't keep raising rates a lot of us fixed income seniors have a hard time enough of raising the rates.
- The electrical services have improved the past year. Prior to that electricity was going out quite a bit.
- Last summer we out of electricity 2 or 3 times for several hours – no explanation in paper – would be nice to know why.
- We have many power outages during the year! It would be nice to get return envelope for paying high prices in the country.
- We would like off-peak available.
- Seems to go out fairly often.
- Could be improve.
- Need off-peak option for water heating rate adjustments for air source heat pumps. These are options for ECE and Mora should follow these options.
- I have a high efficiency geo thermal heat / AC unit. Are there any special rates for my system. If no you should start one.
- You charge insain late fee cost. I have never paid so much for electric in my life. It's double what I paid in the cities. Rediculous! I guess you can because you are the only electric company in tow. It should be iligal what you charge. Very, very dissatisfied!

Questions or Comments:

- I wish MMU would provide a self-stamped envelope!
- Since I've only lived in the City of Mora for a few months I am not that familiar with some of the services although I have shopped and worked (Fingerhut) in Mora many years.
- The Mora business district is in real bad shape from about 10:30 am 6 days per week you park on Main Street anywhere with a fleet of Greyhound busses or a fleet of semis the fact of more and more people are going out of town to shop. Because what's left on Main Street to shop is prices are way to height we need some industry brought in and I know for sure you keep Aldi grocery out of here just because Coborn's didn't want comp you keep doing that your killing the city it will dry up make the city grow that has to happen before you go around putting all that money in fixing everything. The city business is drying up this needs to change now.
- I've only lived here for 5 months so I don't know about a lot of these things but I do know it's a great city to live in.
- Let's get the city police back and not depend on the county.

- Having empty businesses is not good for a nice town like Mora – like Buzzano’s (sore spot), old Mustang restaurant, the lighting store, etc.
- In general Mora is a nice town to live in. More businesses would help a lot, bigger businesses like industry for more jobs. I wish I could work in Mora instead of Hinckley.
- My only comment is from a business owner on Main Street standpoint, property taxes cannot keep going up on commercial storefronts!!! The value of our buildings go DOWN and property taxes keep going up!!! There are too many empty store fronts – let’s not keep that direction going!!!
- My wife and I enjoy living in Mora.
- The staff and city crew have always cheerfully, promptly, and efficiently assisted and solved problems beyond my expectation. Thank you.
- Could something be done to rid our city of the Edgewood trailer court. It’s an eyesore for the community.
- Courts / Sheriff Dept horrible need to be investigated by FBI an BCA!
- Cable TV and Internet service is questionable, as in cost for service provided, maybe. Too expensive.
- I think your utility costs are to high for low or fixed income residence.
- Just moved into town – no opinion but can tell it’s going to be more expensive than on the farm.
- No police dept puts everyone’s lives at risk.
- Good job.
- There is nothing being done about the trucks that go up and down East Maple Ave. To many speeders, we not only paid to redo East Maple Ave but the utilities just keep going up.
- I live in the area of Mora where the city water, sewer, storm sewer and street improvements will take place in 2015. My assessment will cost me about \$12,000. Most of the residents living in this area are senior citizens like me living on a fixed income, how do you think we can afford a cost like that. I think the City of Mora better look at taking on a greater part of the total cost.
- City is doing the best with what money they have to work with.
- Municipal utilities workers are rude, utilities are high priced and city would be ok if my water didn’t freeze EVERY YEAR!! Before pushing an unneeded school on a poor city you should take care of all the streets! I hear most of people in Mora are dealing with water freezing! Not just my street is bad!
- I did the best I know as am 94.
- Start Police dept, no faith in this sheriff’s office.
- Please send envelopes with your bills and surveys, so much easier for us to return it in them then to find one of my own to use. Most bills come with a return envelope.
- We are “tee-totalers” so of course don’t use the bottle shop. We did hear that much of the materials bought for the bottle shop were bought elsewhere, rather than in Mora. If that is true, it would seem contrary to the idea of “municipal”.