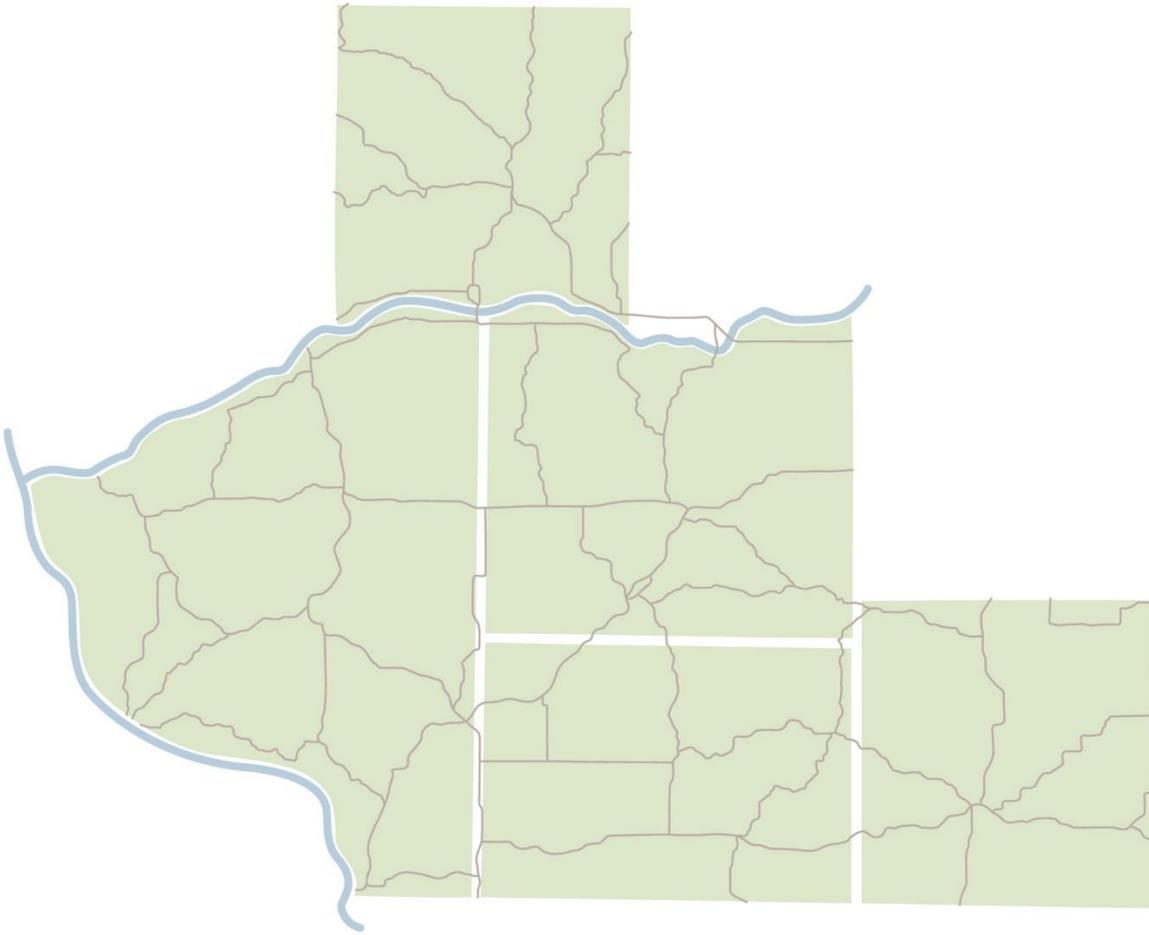


Appendix C: SWWRPC Strategic Plan Client and Partner Survey Results



PLANNING ASSISTANCE PROVIDED BY



1. Defined Mission

Scale:

0 = SWWRPC's mission/purpose is not clear

100 = SWWRPC's mission/purpose is clear

Mean Score: 57

Median Score: 51

Range of Scores: 0-100

The Southwestern Wisconsin Regional Planning Commission works on the ground with communities in Grant, Green, Iowa, Lafayette, and Richland County to build local economies, increase quality of life, and preserve our natural heritage. Yep, you nailed it!
Mission is reflected in activities clearly
Because of the turnover in management and public officials it needs regular, reoccurring training to ensure the S WW RPCs mission is understood.
Representatives have never equivocated on their purpose.
Of what I know, the mission is clearly defined and projects that are undertaken are within the scope of the mission and purpose.
I'm not aware of any clear, well articulated goals or wishes for the advancement of my township/city. The ad hoc committees have not brought a vision to the table yet.
My involvement with the SWWRPC staff is limited at this time to RTC involvement, but while there have been several staff changes the RPC's assistance has been consistent and staff performance more than acceptable. Despite these staff changes the RPC's mission with regard to the RTC has been consistent.
Only deal with SWWRPC on a limited basis, the Wisconsin River Rail Transit Commission.
I felt that there was understanding of why they were hired to assist.
We work with the SWWRPC on projects that affect the Highways in Grant County. There purpose is probably clear but impacts more than just the highways in Grant County. I'm not sure what the complete purpose is.
I'm not very familiar with this agency, except as Kate's employer.
Skills set needs to be given to the muni's. Past accomplishments need to be broadcasted as well.
I don't always understand everything SWWRPC has to offer. I am not sure how to "sell" and promote SWWRPC in networking situations.
I know you assist local governments, but what services do you offer in that capacity. Familiar with Grant Writing, Planning, and Capacity Building, Staffing... What other services do you do?
don't know what it is but do understand it's work
I think the purpose is for planning
Some mission goals are unclear.
I am not clear regarding what SWWRPC's specific mission is at this time.

Our company never had any confusion about what the SWWRPC could help us with.
They seem to be more interested in what a few "important" residents want rather than all the folks. They bring in too many non-residents who influence ideas, school, businesses,
The non-government public may perceive SWWRPC as a private consultant, vs. local community resource and advocate. SWWRPC should expound on its fiscal benefits and include some examples of successful partnership projects.
The website gives the reader a brief outlook as well as in depth reports and specific details about each topic.
Not sure how the information gathered will be used.
I think that they truly try to help cities find clear ways to grow and prosper.
I have never had personal interaction with them
Question do we have any influence or direction where we go?
Engage the region in effective planning that leads to broad and deep change
Effective communication
Katrina does a nice job of being a supportive role to the Region. She is very clear about the roles and responsibilities of SWWRPC.
I don't know what it is
Clearly unclear.
Reasons = Word Count > 60 - Reading level: Grade 15 (3rd year College level) - 1 sentence rated "Very Hard to read" - 1 sentence rated "Hard to read" - use of adverbs - use of hedging language. See Below.
The Southwestern Wisconsin Regional Planning Commission collaborates with communities and organizations to build capacity within southwestern Wisconsin, serving as advocates for its residents. We create opportunities and develop dynamic solutions to the challenges facing the region. We foster growth by supporting innovative endeavors that provide tangible benefits to those we serve. We believe in the bold vision of southwestern Wisconsin and work to build the region's future.
Always prepared!
I know SWWRPC aims to help communities in Southwest Wisconsin through a variety of offered services.
I don't know that enough information about SWWRPC is made public. Also don't know that people pay attention.
Planning, but what else?
My understanding is that SWWRPC assists communities with planning of all types so that those communities can maintain or improve on the quality of life experience by their citizens.
Generally understood by staff but not necessarily by elected local officials
I don't actually know the mission, and I don't hear it articulated at all.
Serving the planning needs of the communities of the region is understood. On an individual community basis establishing and fulfilling reasonable expectations is more of a challenge.
I am not totally aware of tasks of SWRPC
Don't always understand the point.

Although I know the mission and purpose as someone associated with the Commission, it is not generally published. News articles about Commission accomplishments would broaden the community's knowledge base about the Commission.
do not often hear about you
SWWRPC assisted SWCAP in completing the Community Needs Assessment by gathering, aggregating and analyzing data from the five county service area and the communities and citizens living within the service area.
There could be confusion regarding the connection between planning and implementation. Planning typically is the preparations leading up to implementation. When you contract to provide implementation services (eg - economic development), the connection isn't always clear. Just because you can do something, doesn't mean you should do it.
No organization's mission/purpose is 100% clear except to the organization itself.
I could guess, but I really don't know what the SWWRPC does. In fact, I am going to google it right now to find out... and know I know. :)
You need to make the mission and purpose clear with each community.
Your involvement is broad so sometimes it is hard to pinpoint.
Clear...
While SWWRPC works on various projects I am not aware that the public understands the abilities or true purpose of the RPC
Honestly, I will have to read it again.
I don't have a lot of contact with you and I don't know the entire scope of your services.
I don't know it or have I heard it at any of the meetings I attended. If I did hear it, it wasn't memorable.
There appears to be a very clear SWWRPC mission purpose that has been met on the one hand; on the other hand it falls far short of providing the tools necessary to produce any real change within a community or literally provide any real backup for problem solving.
i AM NOT FAMILIAR WITH ALL OF YOUR PROGRAMS
Kind of wordy and doesn't really tell us the why/what SWWRPC purpose
The description on the web is pretty broad, and I know some things you do, but probably not all of the things you do and how they are accomplished.
I don't know that the mission is. I don't see a clear mission statement on the website.
I do not know what the mission and purpose of SWWRPC is. I can share with you some of the work they do.
I like the fact that the mission focuses on collaborating to find solutions to challenges that face us all. I like the vision that builds on the traditions while moving our region into the future.
I understand what they are doing.
Ready and willing to offer expertise and support.
The mission is probably more than I know.

2. Effective Leadership

Scale:

0 = SWWRPC does not have effective internal leadership (Executive Director and Commission)

100 = SWWRPC has effective internal leadership (Executive Director and Commission)

Mean Score: 72

Median Score: 84

Range of Scores: 0-100

Troy rocks! He is always building relationships.
Of some of the projects I have been involved with, the staff is very attentive to detail and ensuring upper management is involved in the process.
I am not in a very good position to comment on this question. I hesitate to rank at all due to my lack of knowledge.
My experience in the past year has been very positive with the leadership. My only criticism is that there appears to have been funding gaps in the past that created some turnover of leadership -- however, the quality of leadership past and present has been very strong.
SWWRPC, to my knowledge, hasn't advanced or enabled the process forward. It has looked backwards in order to get a historic view and some context for the current needs in our community.
Once again, in my limited exposure to SWWRPC, I have found them to be responsive.
I do not have enough insight into the internal leadership to know.
Enjoy working with SWWRPC.
I don't know.
Communication between the two is open and anything the commission requests appears to be provided to their satisfaction. It's a great working relationship.
Mr. Maggied has done a fantastic job. I would encourage the Commission to compensate all employees in a manor that discourages them from seeking employment elsewhere. Turnover is a problem for you.
I do not know what leadership the Commission provides at this time. I do not hear from Commissioners regarding SWWRPC in the county.
Everyone that our company has worked with has been great. We haven't had a lot of communication with the Executive Director.
I really don't know if the Town Board pushes the commission in ways they may not want to go. Too much influence, a perception, with county board.
SWWRPC staff are very competent and good communicators.
It appears that each county is represented by 3 people with diverse backgrounds.
Don't know the answer to that question
I do not know the Executive Director and Commission well enough to judge the internal leadership. In our situation in Dodgeville, the person running the community discussion meetings left the position before everything was complete.

Lot of wishes and ideas but no money to support it.
Early in the game. Troy is impressive and I like what I see. Need to wait until half time to take a bet.
Established a mission and plan to accomplish their goals
The Executive Director filled in when staff was not available
No concerns here.
I don't know who they are
Executive Director appears to have clear vision and strong expertise but also significant external restrictions.
Good people, knowledge!
I am familiar with the Executive Director and know how to communicate, if needed, with the Commission.
I don't know enough about the internal leadership to judge
New leadership was needed, not sure what the commission does
All experiences with SWWRPC leadership have been positive and productive.
I feel the leadership is very strong.
I think the leadership is fantastic. Meetings are efficient, complete and detailed. Staff are replaced quickly. Finances are getting cleaned up.
Leadership is consistent and reachable
I am aware of some staff roles and tasks but not of the Executive Director.
See above.
Troy Maggied is an outstanding executive director (administrator). He thinks futuristically, is collaborative and proactive.
not familiar with leadership
To be honest I'm not familiar with the internal workings of SWWRPC; however the Community Needs Assessment process was smooth and streamlined. The final product was very professional.
You and your staff do an awesome job!
SWWRPC does a good job of this.
I have no way of knowing what the quality of leadership is, so I marked it neutral.
I don't really have the answer to that one because I don't know what your relationship is with the commission.
Excellent Executive Director. Unsure about Board. Fairly new staff.
No specific issues
The leadership is great and focused on efficient use of resources and staff
I think the leadership is great.....however, you guys need more people to work with communities on a REGULAR basis.
I don't have enough knowledge to answer this fairly.
I feel the leadership is responsive when asked to help out a group.
All good on paper and in person. Totally ineffective as a tool for real change.
Don't really know much about the internal leadership so really can't give it a ranking
It seems that leadership sometimes gets bogged down. It would be helpful for customers to not have to work through the Director, but instead to work directly with a staff member when working on a project. Having the Director as a bottle neck slows the speed and did not seem to improve the outcome.

I feel the RPC has greatly improved under the leadership of Troy M. He is much more hands-on and result oriented than the past Director.
I have no idea about their leadership as I have never worked with them directly.
I've met many of the members of the Executive team and they are all talented and skilled, and even more importantly committed to southwest Wisconsin.
Nothing to add.
Awareness of regional needs and challenges.
I know the director is effective. I don't know about the commission.

3. Effective Delivery of Services

Scale:

0 = SWWRPC staff effectively deliver the services they are asked to deliver.

100 = SWWRPC staff do not effectively deliver the services they are asked to deliver.

Mean Score: 70

Median Score: 77

Range of Scores: 0-100

In my experience, yes.
Progress towards goals & outcomes is clear
I don't know if I can state there is any need for improvement.
I appreciated the community forum work and understand the difficulty of managing that type of input session.
Very effective with the resources provided. Additional resources could extend service delivery.
Not that I know of. See answer to #4
They have consistently met the needs of the various RTC's
SWWRPC has effectively handled matters where I have been intimately involved, especially related to the Great Sauk State Trail.
I felt that the town meetings that we had were not effective. Particularly the second one. I do not think any real information was gained from the process. There are questions that I would like to see answered and I do not feel that the process got to the basis of the concerns/needs. I do not think that the process allowed for a clear understanding of numbers of participants felt one way or another on our biggest questions of land use. I also think that the way the topics were narrowed down did not allow for a couple of very important topics to gain any traction and were eliminated from the discussion.
SWWRPC is helpful when we, or Consulting Engineers working for Grant County Highway Dept., make requests.
Kate seems effective in Richland Center but that is my only observation.
Even though there has been turnover in leadership and staff over the last few years, services are still delivered.

Most. Disappointed with economic development in the region. What role does staff have in encouraging greater economic development efforts in region? Why aren't we thriving in this economy? Need outside the box programs. Make a few statewide headlines with innovative ideas. "what have you done for me lately"?
not knowledgeable enough to answer
Yes, Savannah and Troy have gone above and beyond to help our company.
Haven't really gotten far enough or SWRPC hasn't been involved enough.
not a lot of personal data on this one
This has gotten much better in the past year.
I have had the opportunity to work within several programs and I found the services complete and timely.
Received an email with question results
I'm not sure what the services were that they were asked to deliver, but from what I saw, they did their job and Dodgeville is well on the way to completing a plan of action.
Still looking for accomplishment
Only recently has there been a working relationship, again, early in the game.
See previous response
The grant App.was written on time
Katrina does an excellent job of communicating with members of the coalition along with being very attentive to her responsibilities. Troy also does a great job in his role. He is a great support, has great relationships, and advocates within each county.
I don't know what they do
Staffing appears to be in flux. Turnover and capacity reductions impact effectiveness.
They have the facts!! Good job!
Communities seem to be pleased with the services they pay for through SWWRPC.
As far as I know, but I don't have enough contact with the agency to be more specific
Planning services are delivered well, but what other services are provided may not be
Always please with the SWWRPC end results.
I appreciate the follow to see if my needs/request were met.
My direct involvement has been limited but all appeared fine.
Some projects have been slower than they should have been.
comprehensive and generally timely evaluation of needs. Educating and energizing participants to create collaborative implementation is tougher
Staff member with whom we work performs expected tasks.
For the items related to my office, services have been average.
Savannah Erzen has been particularly helpful and has a good rapport with Dodgeville. The GIS mapping services are also wonderful!
little experience
As stated above the Community Needs Assessment process was streamlined and the final product was well organized, informative and professional in appearance.
Always impressed by your ability to create detailed contracts and workplans.
They do a very good job of this.
See # 6 -- again, neutral.

We needed to get more outside people at the meetings. I feel it was such a small representation of the community.
Agreed
Long response time...sometimes
YOU do deliver services, however, sometimes it seems like a longer than necessary time goes by before that happens.....need more employees!!
Current staff deliver well on the projects they work with
from the planning activities that I have participated in the presentations were professional and done well
Same process every time. Maybe a little more focus on actionable items vs getting an overview.
All good on paper and in person. Totally ineffective as a tool for real change.
Services are delivered satisfactorily, but not above. It seems they could be done more cost effectively elsewhere.
My experience has been positive. The key to effective delivery of services is clear expectations at the start.
From hear say they do deliver on their services. They are great to have in meetings as they bring an outside perspective.
To be honest, I am relatively new to the region and have not witnessed one way or another the effective delivery of services. Knowing the staff involved I am extremely confident that they will deliver!
The project we worked on was great.
Certainly has been my experience.
They have always followed through on promises
I have not had any services delivered.
In fact they over-deliver.
During a very complex, multi-year process to allow conversion of the former rail corridor through the communities of Sauk City and Prairie du Sac, staff has been effective in every facet.
Very good.
Maggied has professional delivery skills. Unsure about rest of staff. There has been a lot of staff turn over.
Again, we're not done and if the board stomps on what the people want, my rating would change
I am very pleased with the services that I have had the pleasure and experience using.
Don't have an opinion based on my limited dealings with organization
I do not know the services they were asked to deliver, but Dodgeville seems to have lots of answers as to how to move forward to strengthen our community.
Maybe a better description of your process.
again, too early to tell but very promising
Again no concerns.
don't know what it is
As far as my experience goes.

certain projects had to be sourced to a different party because SWWRPC didn't get it completed
When part of the service requires presentation, there have been time when the presentation was weak. It wasn't lack of knowledge, but more a lack of preparation.
Very timely and professional.
little experience
The Community Needs Assessment is informative and easy to read. I refer to it often when determining service needs and writing grants.
Yes
I assume effectiveness because I have not heard bad things and I see a lot of projects listed on the website, but I have no personal experience with service delivery.
They need to get more people at the meetings to get a better representation of the community and our needs.
Agree
Within their ability to deliver
Staff deliver the services they are asked. I feel that sometimes the challenge is that the clients are not asking for the right deliverables. Seems like there are opportunities for a next level that should be recognized
I don't have enough experience to answer this fairly
Responsive when asked to help
All good on paper and in person. Totally ineffective as a tool for real change.
I do not know as I have never known what services they have been ask to provide.
Nothing to add
usually very good.

4. Staff Professionalism

Scale:

0 = SWWRPC staff conduct themselves professionally.

100 = SWWRPC staff do not conduct themselves professionally.

Mean Score: 82

Median Score: 97.5

Range of Scores: 0-100

SWWRPC are always professionals.
Interactions are consistently professional & responsible
The representatives are obviously well educated, know how to conduct group meetings, produce timely follow-up to questions, and present a good professional appearance.
Always.
Very professional
In community meetings, Yes. In other ways, I don't know.
I have experienced nothing but professionalism over my years of involvement.

They were on time, and prepared. Savannah had some difficulty maintaining control of the meeting.
Always in my experience.
Not all of them come across as professional. I do not wish to elaborate in a survey.
always been very impressed
SWWRPC staff respond in a timely manner.
As far as I can tell there wasn't a lot of buddy-buddy between board and SWRPC
Timely for meetings and professional presentations!
I have met 2 of the staff and they are professional
Everything was very professional.
Gave us good ideas to think about.
Very professional
Professional while personal
Professionalism is at the highest level.
Highly professional. Casual when it counts.
I have been with the commission off and on for about three different reps! All were excellent!
I've never had an unprofessional encounter with anyone affiliated with SWWRPC.
Everything I have seen shows professionalism, or at least as much as is standard in this day and age.
quite professional
Again, I have never had an issue with SWWRPC staff. Always professional
Very professional staff.
not an issue
Employee is professional and sensitive to ideas of others.
Staff has been fairly professional during my interactions with them.
Staff are polite and responsive.
professional with me
My experiences with SWWRPC staff have always been positive. Staff are knowledgeable, courteous and represent SWWRPC very well.
They do a very good job of this.
I have seen emails that look professional. And the website.
They were very professional all the time.
Agreed.
No issues
Very Good Listeners which allow them to act in a manner appreciated and respected by clients and the public
Absolutely, you guys are professional and just as important, PERSONABLE!
same as the previous question
Good
All good on paper and in person. Totally ineffective as a tool for real change.
I have no issues with demonstrated professionalism. My constructive criticism is to work on better relating to the intended audience. This may require altering the formality of presentations and/or communication styles.

Everybody seems happy to be there and is friendly and helpful to customers, although sometimes on the timid side, unable or unwilling to speak their mind and be forthcoming with thoughts & ideas.
Absolutely. In the meetings that I have been a part of the staff have been very professional.
Nothing to add.
Definitely
Great people working at SWWRPC

5. What services or products of SWWRPC do you value?

Availability, wise counsel, facilitation, grant writing.
Transit coordination (difficult, time consuming, necessary); data & info partnerships with WisDOT (ex. rail crossing mapping)
Organizing the group of stakeholders, establishing timelines, and producing quality documents (e.g. grant documents & applications).
Any way to promote the conversation about local economic and civic development is a good thing for our region.
I have utilized and most value the ability of SWWRPC to identify grant programs, gather public input and synthesize public input into a grant application that benefits the public interest. Of note here is their involvement in writing broadband expansion grant applications to encourage economic development through the use of technology.
Forward think/problem solving. Enabling success for the residents of our community.
Staff coordination with local, regional and state organizations. Administrative support.
Administrator, Wisconsin River Rail Transit Comm.
Process is not complete, unable to answer.
Strategic planning, contracted services for Non Metallic Mining
Help with communication with other planning organizations that affect or are affected by our highway construction plans, such as the railroads or other state/county highway agencies.
State wide contacts. Regional contacts. Skill sets for the muni's to use.
I think the GIS is still a growing industry that has potential and can serve multiple entities and purposes.
Grant Writing and allowing Cities/Counties to use skills from SWWRPC.
economic planning
Grants
Regional Planning. SWWRPC does a great job letting us know where our Internet Services are needed.
Overview of what we should and shouldn't be doing
Planning experts and partners in grant resources
Planning
planning assistance
Consulting

Reports, planning, research, and knowledge base of the the people in the organization.
SW small town image improvement and retention of businesses.
Hopefully everybody will open their eyes to see what could be accomplished if everybody gets together.
planning, assistance to counties and township, partnerships with other agencies, professional staff
Personally n/a
Working for and with the counties they represent
Collaboration with Regional partners
Input and expertise
don't know
CEDS
All!
Working with communities to help them improve different aspects.
Surveys, coordination of community and regional agencies and information, having someone outside the community to give feedback.
All products SWWRPC offers are valuable to me either through work or through general citizenship and the impact on my community
mapping of conservation plans/resources, comprehensive planning and visioning for communities
We are trying to keep our transportation system safe
shared insights from other communities. Can ask better questions because of outside experience. Ability to deliver remedies or solutions much more dependent upon local politics and varying strengths of leadership.
Meeting preparation and thoroughness.
sharing at the regional level
Mapping services. Strategic planning assistance.
little experience
The Community Needs Assessment. Strategic Planning.
Demographics, mapping and grant writing.
Research and reporting
Most of my experience is with their strategic planning.
I guess I am glad there is an organization that can help communities maximize potential in needed projects.
Value their expertise, collaboration skills, and planning assistance to local governments.
Comprehensive planning is the only one I know of that they do. Sorry
Economic development and planning
care for seniors
Information, local State and National trends, programs available
The time consuming tedious research and development of information on projects
A comprehensive marketing plan for the village.
I am not fully aware of the the services offered

Only been involved with group meetings
In its present form, of no real value.
Map making, connections with other agency personnel and key officials, planning documents, surveys, etc.
Community planning and resource for information gathering/analysis.
Attendance a community meetings regarding community projects/events.
The documents found on the website are valuable to individuals new to the area who would like to know more about the work that has been done to develop the region as well as what other opportunities may arise.
Consulting
Awareness of territory and possible partnerships and connections.
Ability to assist counties and communities with planning and action.
Supporting regional economic development

6. What services or products of SWWRPC do you not value?

I don't know of any.
None come to mind
No comment.
I don't know of anything to add here.
I have no examples of products I do not value.
I don't know SWWRPC well enough to say.
Not Applicable for Sauk County
I did not feel that our meetings were effectively structured nor communicated to the public. I have heard from a number of people that they did not know about them. In spite of the assurance that they would bring the public in I think it was left to the town board.
Need to teach government officials how to be innovative and USE the comprehensive plans.
There really isn't much ACTION and local governments need a role model from an Agency that can get things done. SWWRPC accomplishes plans and really doesn't "do" anything, right?
No services that we know of that we do not value.
Too interested in getting opinions from certain folks.
? Not sure what else is provided
I have not had enough experience or time to not value the services offered.
Not sure
The verdict is still out waiting for the Finish
Personally n/a
No issues. The meetings are very productive.
None
same

RLF. If SWWRPC is highlighting information dissemination, it should cover all regional programs, incentives, and reproduce statewide and federal technical support. Though, this seems out of scope.
They do a good Job!!
Can't think of any
None
with 40 plus people on the commission, it is difficult to agree on many things
Being informed on issues we discuss.
?
None
little experience
The SWCAP Head Start program does not include Green County in our service area, so information about Green County is not of value.
can't think of anything
I have no complaints.
I don't know the "products" well enough to answer.
I don't really know
??
at times limited support for SNF
None
The Feel Good justification of products when the outcomes seemed to be apparent prior to taking on the project. Maybe it has been the lack of use of plain language in a project or two in the past.
none that I am aware of
Again, your double negative says it all. A process that maintains the status quo.
Services to counties such as monitoring mines & quarries since that is something we could offer and we may be more likely to recognize an environmental problem.
I am not aware of other services than listed in #11.
I do not know what services they offer so I can not tell you.
Haven't found any services or products I've not found valuable.
None I could identify
Not sure about all the written plans...are they being used?

7. What services or products aren't you receiving from SWWRPC that you would like to receive?

I don't know.
WisDOT would like to reach out to hear feedback on federal performance measure setting in non-MPO areas.
Nothing to add.
Not Applicable for Sauk County
Survey.
Nothing comes to mind at this time

As mentioned, a base line of what is available, with past results, would be nice.
It would be great if we had a speakers' bureau that could organize guest lectures around the region informing resident about innovations in areas that interest them.
Need to market agency's grant writing services much more..
Writing a survey, conducting ad hoc committees
Ability to perform detailed studies on things as needed.
It seems that funding is given to cities that already have some progress happening. That is understandable, but I would like if the funding was somehow pursued out by those needing the most help.
More community exposure
The Finish Line what can we accomplish with what we have.
all good at the moment
Currently the content of the meetings and projects are very helpful
Regionalism efforts. Regional Convening.
Don't know!!
Again, not sure. One thing would be information on grants for improving infrastructure and cultural and outdoor opportunities.
Community Resiliency
Long Term Disaster Recovery
regional planning of large areas across county borders for the purpose of natural resource conservation, and recreational trail collaborations
More help with orchestration of collaborative solutions to needs.
Not aware
none
I am hopeful the Commission can provide in-depth data mining services to the counties and communities they serve.
none
Community Needs Assessment specific to SWCAP Head Start/Early Head Start.
Not sure.
No comment. I am not familiar enough with services/products to know whether I need to receive them or not.
More I on I county assistance
I don't really know sorry
Regional Planning That is bringing the Region together with a FOCUS on the future economically, infrastructure and sharing of resources in the unstable challenging governmental revenue system we have to deal with
A marketing plan.
since I don't know of all the services I cannot answer this
don't know what I should be expecting from SWWRPC
A list of implementable solutions that can be voted on.
Would like to see them host/coordinate non-profit round tables or leadership events to help various non-profits network and learn about fundraising, HR stuff, and other topic areas helpful to non-profits.

Effort for countywide review/revision of comprehensive plans.
Again I am not aware of the services SWWRPC offer so I don't know what I am not receiving.
Cannot think of any at this time.
None that I know.
I have never been denied any services from SWWRPC

8. What are some of the greatest strengths of SWWRPC?

Availability, networks, crackerjack staff.
depth of experience & expertise of staffing
True partnership on project goals and friendly service during the process.
You are in a good position to further the conversation within our community.
Their staff and their energy to promote Southwest Wisconsin.
I don't know yet
Local involvement and strong county board support.
I greatly respect and appreciate Mary's efforts, and believe Matt has brought a fresh face and approach to his role with the Rail Commission.
Not able to answer.
Data gathering for and from multiple sources
Patience, courtesy.
Leadership and being willing to partner with a person or entity to fill a potential "weakness."
I'm a fan of Maggied. But as an organization, the strength isn't clear to me.
Planning
Communication and making sure all involved parties are on the same page.
They are done many comprehensive plan.
Staff
planning skills/services
The demographics, research, and data reports that would be very expensive to do on a local level. The people that I have dealt with are very knowledgeable and have passion for the work they do!
Good for community development
Getting people together. Getting people to talk about their ideas. Maybe more heads are better than one
new director and staff, new energy
Staff
Professional staff that the county does not have
Leadership, professionalism, ease of working together.
Their staff are easy to work with. They think outside of the box. SWWRPC has excellent ideas and they are there to answer your questions.

Extraregional funding streams for their activities, especially considering that with the lower population and wealth of the communities, it would unlikely receive adequate resources within.
Leadership!
SWWRPC staff work together well and it shows when they help communities work together to further their own goals.
Being a force in the area for planning. Planning is important, and planning with information and vision is needed. Good to have professionals to help communities with that.
I think it has excellent leadership, flexibility and this survey show a willingness to explore new areas of community involvement.
Professionalism and knowledge
Staff appear to be both competent and personable.
depth of technical resources, facilitation of planning
it's devoted commissioners
expertise and process organization
Expertise and flexibility
cooperative efforts
Excellent executive director leadership, providing an analytical approach to the Commission.
Staff: easy to work with, good data skill sets, good listeners
good representation from throughout the region
The staff has become much more responsive to the needs of the area. More problem solving oriented.
Great staff and abilities.
Looks like SWWRPC makes things happen.
Good staff with expertise. Could there be more local presence?
comprehensive plan
Team
involvement of various senior care programs
Diverse abilities of Current Staff. Same comment on Commission. The entire group seem to be open to moving forward and want to share to overcome challenges and improve our region
Communication & area of expertise knowledge
Access to many programs and the ability to fit these programs or grants to a community.
communication is great!
planning services
People
It brings together like minded people to reach conclusions for keeping outcomes consistent with the way things are.
Broad knowledge, longevity of the organization, connections with government and other organizations, historical institutional knowledge (Director), practical and helpful suggestions/recommendations when we ask. GIS expertise, marketing expertise.

1. Reachable/Responsive
2. Quality staff
3. Quality work
I don't know as I do not have knowledge of SWWRPC services
The leadership team is very approachable, and are talented in creating new opportunities to keep improving life in Southwest Wisconsin.
Communication
Availability and awareness of area.
Leadership. Think of future possibilities. knowledgeable.
Staff and online information

9. What are some of the greatest areas for improvement for SWWRPC?

not really an improvement, but keep building those relationships
Perhaps greater visibility to public managers to help us understand the purpose of the S W W R P C, and how to request and obtain services for projects that fit their mission.
A clearer definition of the Administrator's role with the Wisconsin River Rail Transit Commission.
Evaluate the process and make sure the steps provide important information. Not just meeting time.
Need to be more known to the region in which you serve.
Staff Retention...it will allow the entity stability and growth.
I don't see the region working together very much if at all. Let's work on something big!
1- develop a tourist event that connects all our airports together. people fly from one to the next.
2- develop a series of business incubators where business owners are required to meet [using technology] once per week to teach each other with real world experiences.
3 - develop a marketing piece that shows industrial development sites for entire region on a website, all residential subdivision lots available, all business incubators... [let show off what we do have...]
No improvement areas come to mind.
They have not done enough reviews of Comprehensive plans, they don't work hard enough at getting the residents to the meetings
sharing stories of successes
communication of services provided
Once again, I would like if the counties and townships that need the most help would be prorated on the top side of the scale for funding projects. I know that is tough order. I don't have enough experience in all that you do offer to have a more specific suggestion.
Don't have an opinion
Move forward grab some of the ideas and get them accomplished.
too early to tell

Regionalism. The SWWRPC appears to help one community at a time as best as possible, rather than bringing the region together as an economic force.
expanding services to areas related to community recovery and resiliency
better outreach on what the commission does and can do.
Opportunities for leadership training and education beyond specific projects. Both government and industry leaders learning more about interdependence.
communication
Data mining and distribution on a consistent basis.
Nothing comes to mind for improvements. Maybe public relations/marketing as I only found out about SWWRPC when they completed the SWCAP Community Needs Assessment.
Increase private sector involvement.
Staffing changes
No suggestions at this time.
No comment -- I am not familiar enough to say.
Could there be more local presence?
Understanding of economic development, interaction with Prosperity SW and local and state ED efforts.
Not just ADRC based outlook but a balance of all the other programs
FOCUS Making sure that everyone in the Region understands the mission and capabilities of the SWWRPC
Reminders of what is available
Yeah, I know, this is getting old.....but, you need more employees working with communities on a regular basis.....establishing even better relationships.
Giving credence and legitimacy to different points of view, and presently those views as well and with the respect required to introduce opposing viewpoints.
Get the word out more about the purpose of SWWRPC and what it does.
Director to let go a bit of control so staff can exercise their own wings and grow and gain confidence, allowing director to apply himself to bigger tasks. Figure out a way to lower costs. :(
Relating to intended audience in some instances. This may more to do with young, inexperienced staff than anything.
I would say to educate the Southwest Region that they cover on the services they provide.
None that I know at this time.
More presence beyond Platteville

10. What was the most meaningful project in your community completed by SWRPC over the past five years (if applicable)?

comprehensive planning
Rural broadband initiative-grant application process
Still a work in progress, the community strategic planning efforts are a good step.
Broadband Expansion Grants
Don't know, I'm a newbie in SW Wisconsin.
Rehabilitation work on the regional railroad system.
After decades of non-use, the conversion of the rail corridor through the Villages of Sauk City and Prairie du Sac to the Great Sauk State Trail.
Comprehensive Plan
Work on County & State Highway and Bridge Replacement projects. Work with the Dubuque Area Transportation Planning Group.
Green County Rural Broadband Grant Project
None come to mind.
Lafayette Expansion Grant
None have been completed
Dodgeville Development plan
city planning assistance
As a community, we are rather new to using your services. I will be thrilled to report back in the future!
Never heard what you guys have really accomplished. Cannot respond to this question.
Nothing that I am aware of
Broadband High Speed Internet grant App.
5304 grant
Comprehensive plan
All were done great!
SWRPC is currently working with the City of Dodgeville on their Comprehensive Plan - when it is completed, it will be very meaningful for the Dodgeville community.
The city meetings about our strengths and weaknesses and how to use the information for the future.
Multi Hazard Mitigation Plan
Verified sites
Comprehensive plan.
conservation plan, Monticello comprehensive plan, Monroe comprehensive plan, watershed map
improving the railroad
Comprehensive Plan
Comprehensive Plan update.
For my job the Community Needs Assessment. I live in Lafayette county and we raise beef cattle on a small farm, so personally I like the Farmland Preservation project.
community survey

Comprehensive plan
Don't know of projects in my community.
Comprehensive planning efforts
eventually setting up the revolving loan program.
comprehensive planning project
Retention Plans & Workforce Development
Comprehensive planning for the City of Monroe
nothing really
Don't know
MHMP
Town Hall meeting regarding Dodgeville. Having input on the Healthy Iowa County forming committee.
Too little knowledge in this region to respond as I am a relative newcomer.
Land Report
Individual project planning assistance
Assistance with restarting economic development

Q15. Has momentum or action been created as a result of SWWRPC's work in your community? Please explain.

yes, the plan has been prioritized and used
The crossing mapping project; the transit coordination
Our core group working with SWWRPC was encouraged to seek local support of the project, resulting in public speaking engagements and other agency and industry involvement.
There are many factors but I believe SWWRPC is one of the positive influences.
Yes. In Iowa, Lafayette and Green Counties I have experienced momentum for broadband expansion as a result of SWWRPC's work.
No, reasons already stated in this survey
The SWWRPC's steady support of the southern Wisconsin railroad system over the years has been very import to the entire region. Not just communities served directly by the rail system.
See #16...this trail is expected to become the most traveled trail in the state in the future, having huge economic impact on our county and the region.
The process has become very contentious. I feel this is more a process of the board, but perhaps better town meetings could have helped to make it smoother.
Unsure
Not sure.
Comprehensive plan work led to the county broadband project.
Not sure
Nope - SWWRPC has a very limited presence here. It really isn't SWWRPC's fault. They have a lot of work to do in other areas of the region.
No, but because SWRPC has been involved sparingly.

TBD
not sure
Momentum is on the rise. Just yesterday I was told a story about a stranger stopping by a coffee shop to say that he was pleased to see an increased "vibe" in the downtown area. He said several years ago he wanted to buy the entire downtown and give it what it deserved! WOW. We have turned the corner and I believe it is, in part, because of the direction we have received from your organization.
Hopefully
Do not know of any
Partnership on economic development is beginning
Unsure
Yes. Hopefully we will get grant money
Currently no, working towards making/exploring changes after the completion of the 5304 grant project.
Not yet, but hopeful
They lead our commission great!
Although Community Discussions scheduled by SWWRPC didn't seem well-attended, those who came showed interest in making Dodgeville a better place. It made a difference to those people, who in turn, maybe told a neighbor, friend, family member, etc.
Probably not, but more because of government leadership (or lack thereof) than because of failures of SWWRPC. Progressive action comes from outside the government, but the government needs to support it, and in this city, does not. Lowering taxes is the only goal.
Yes, the Multi Hazard Mitigation Plan created a reference for legitimate mitigation project strategies and a way to track progress on achieving completion of projects.
Yes, local leaders have appeared to actually look to the comprehensive plan for guidance.
not yet - I think communities need a better sense ahead of time of how they are to follow up
not that I'm aware of
Yes....Monroe has a Dog Park, Change in composition of City Council or Village Board causes "new views" of previously agreed priorities. Over a decade of flailing away in New Glarus & still no new library.
N/A. (Comprehensive Plan has not yet been completed.)
I'm not sure, but I plan to read the Farmland Preservation Plan for Lafayette county. I moved to Lafayette county four years ago and I'm still learning about the county.
Yes, the comprehensive plan is tied to our budgeting process and internal planning.
Yes projects identified in the comprehensive planning are happening!!
Don't know.
After numerous unforeseen obstacles, we are now meeting with business owners regarding this. Momentum will follow!
We have a dog park now
I am not sure that momentum has been created due to a lack of real interaction in my community not due to the fault of SWWRPC but overall lack of interest in the area to get with the times

Assistance with many topics
not sure A dog park was opened due to this
No
No
Don't know
Yes. Action has been taken on identified strategies to minimize impact of hazards.
Regarding the City of Dodgeville I am not sure they have completed the meeting long enough to take any action.
Too little knowledge in this region to respond as I am a relative newcomer.
Yes
Yes, clarity of guiding document prepared by SWWRPC continues to provide direction.
Yes. New optimism and expectancy.

Q16. Any other comments?

Excellent efficiency and effectiveness, especially for the staff size
I appreciate your interest in our input on the quality of services provided by your organization. Thank you!
The representatives are nice people, but I just felt that they were selling their product and not entirely concerned about how it fit the needs of the town.
The SWWRPC is visible on the major bridge & highway construction projects in Grant County.
I held back on my comments, as I didn't know what you planned to do with this survey. if a regional proposal were to be undertaken, we would have resources to contribute. Looking for big ideas that will get our region on the map.
Do reviews without so much board input. Handle the entire process. Get to know the entire town well before beginning
Thank you for the work you do. Passion is catchy!!
I don't feel qualified to answer the above questions based upon my experience. I attended most our community discussions based upon my interest in our community and how I can help. I did understand that the SWWRPC was involved to help Dodgeville learn what community members were interested in fixing or making better.
I think building a major Convention Center Woods bring in money. Bring in jobs. Bring in business. A lot like the World's Fair. That bring in opportunities and ideas.
Again, early in the game, team looks great
Keep up the good work!!
Though in many places these responses were highly critical, the SWWRPC is very important and must continue forward with its good work to support a region whose challenges will only continue to grow.
Thank you.

Excellent organization to work with. Staff have always been attentive to the projects I have been involved with. End results show the professionalism instilled by the leadership and embraced by the staff.
I think this organization offers great opportunities and support to communities, if only they will take it!
Many people don't know you exist, nor that you are a potential resource on a broad spectrum of issues/opportunities.
This survey prompted me to visit your website again and look more closely at your services.
That's it.....we enjoy working with you guys.
Some newer staff needs additional orientation to the region and practices in the region.
I think that the survey questions were difficult as I don't know all the services that SWWRPC should be offering me or my community. Maybe that is the issue...the group is responsive when asked to attend or lead a meeting, but maybe a goal should be to get "what you do" out to all the municipalities, etc.
As an organization, SWWRPC has accomplished its purpose for maintaining the status quo.
It is a very much needed organization in support of small rural communities that do not have resources to conduct planning and outreach.
None at this point.
Keep up the good work!
Troy is a very good leader.