

2012 MAG Agency Performance Review Questionnaire Roadmap

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Results of the 2012 MAG Agency Performance Review Questionnaire

Management Committee

May 8, 2013



Participants



Invitees

- **829 Invitations**
 - Other COGs/MPOs – 10
 - Federal Agencies – 17
 - Member Agencies – 581
 - Cities Outside of MAG – 8
 - Counties Outside of MAG – 1
 - State Agencies – 43
 - Stakeholders – 162
 - Other Organizations – 7



Participants



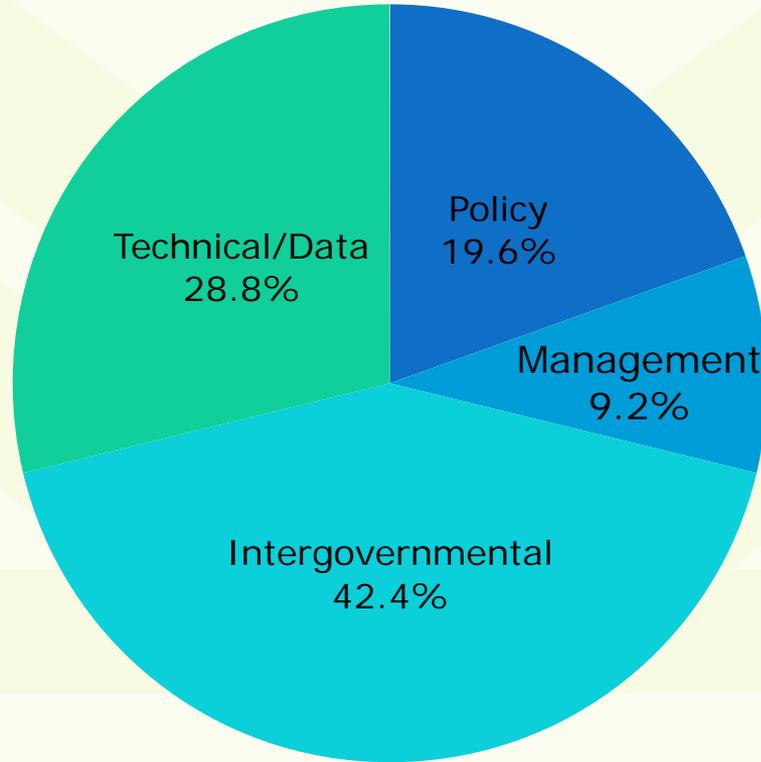
Responders

- **370 Full or Partial Responses**
 - Other COGs/MPOs – 5 (50%)
 - Federal Agencies – 7 (41%)
 - Member Agencies – 271 (47%)
 - Cities Outside of MAG – 3 (38%)
 - Counties Outside of MAG – 0 (0%)
 - State Agencies – 23 (53%)
 - Stakeholders – 58 (36%)
 - Other Organizations – 3 (43%)



How would you describe your primary involvement with MAG?

Participants

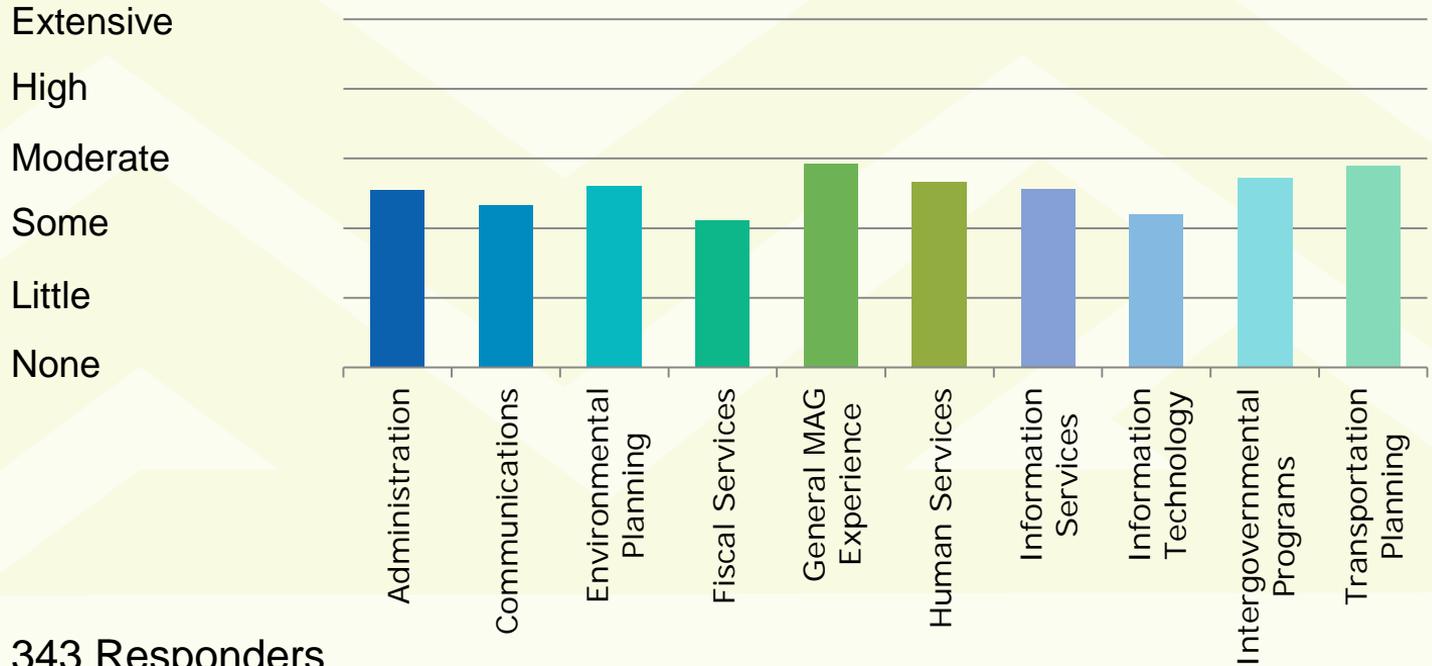


368 Responses



Please rate your level of experience with the following MAG program areas. If you have not been involved with a specific program area, please indicate your general MAG experience.

Participants

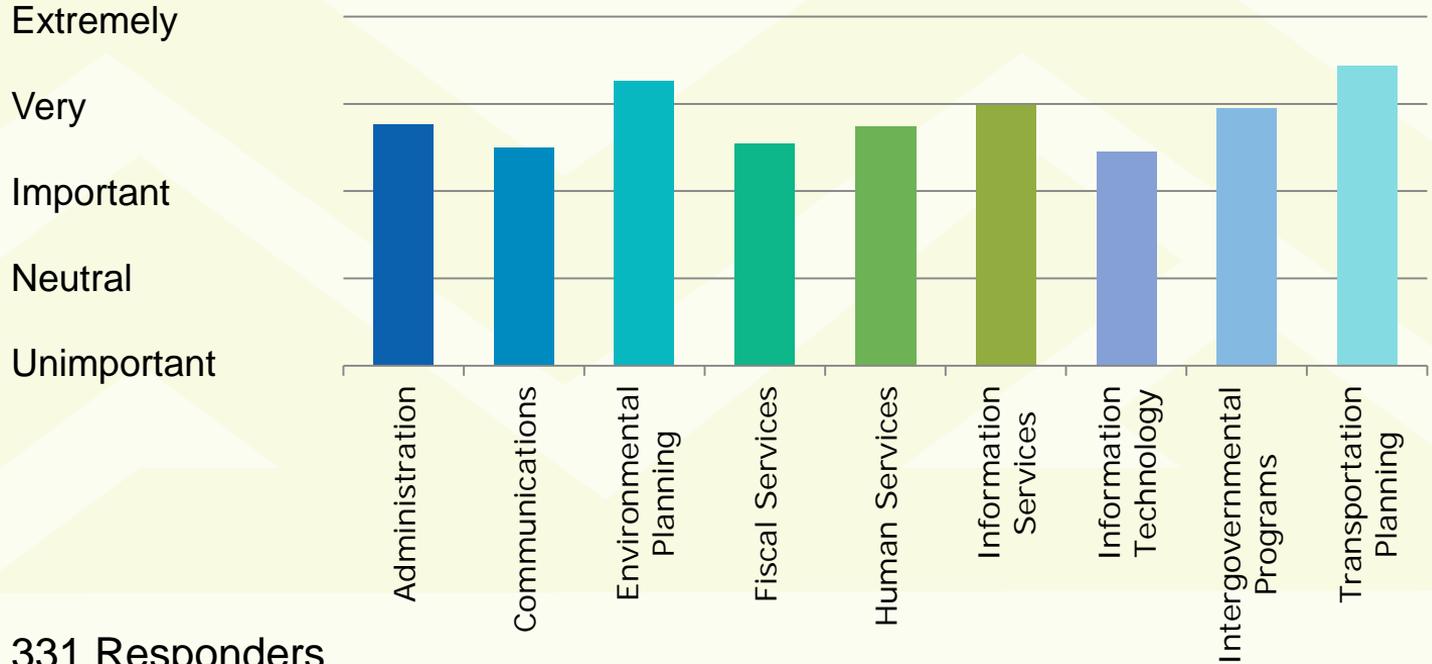


343 Responders



Please rate the importance of the following MAG program areas.

Importance of MAG Program Areas



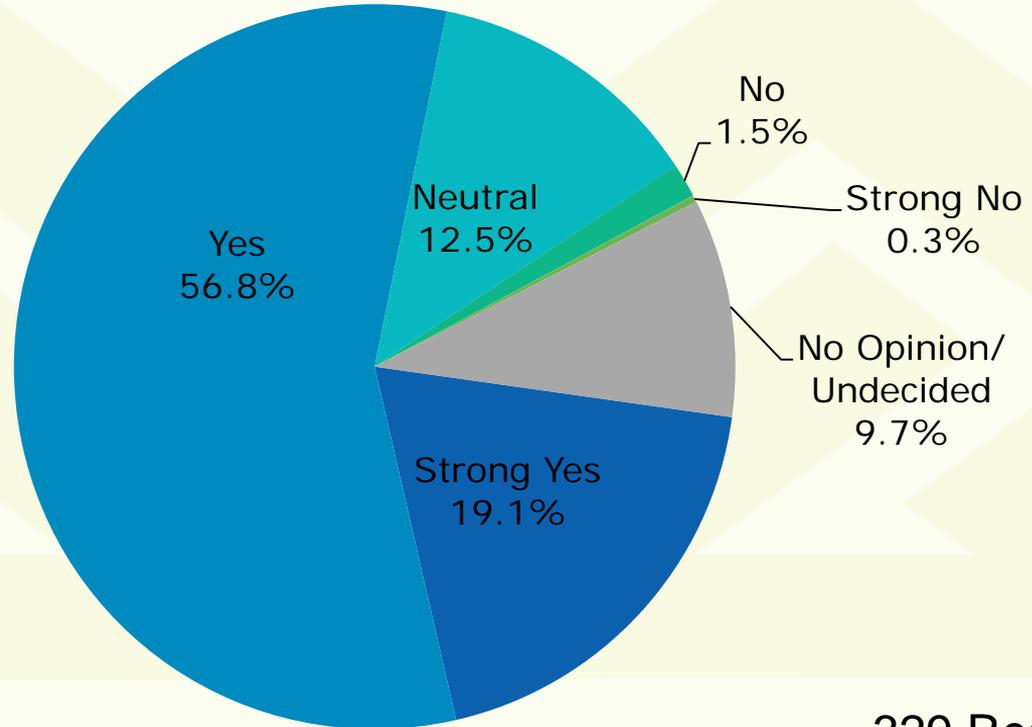
331 Responders



Organizational Effectiveness



Has MAG been effective in evolving its programs and services to meet the region's changing needs and opportunities?



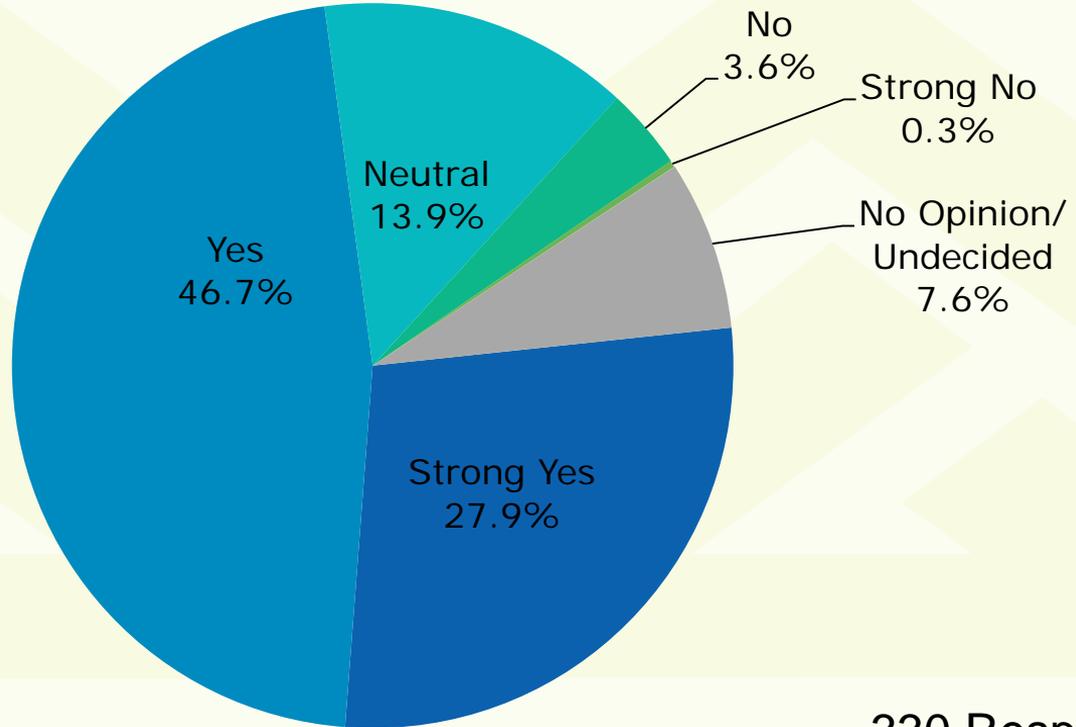
329 Responses



Organizational Effectiveness



Is MAG effective in its collaboration with other statewide, regional, and local entities and leaders?



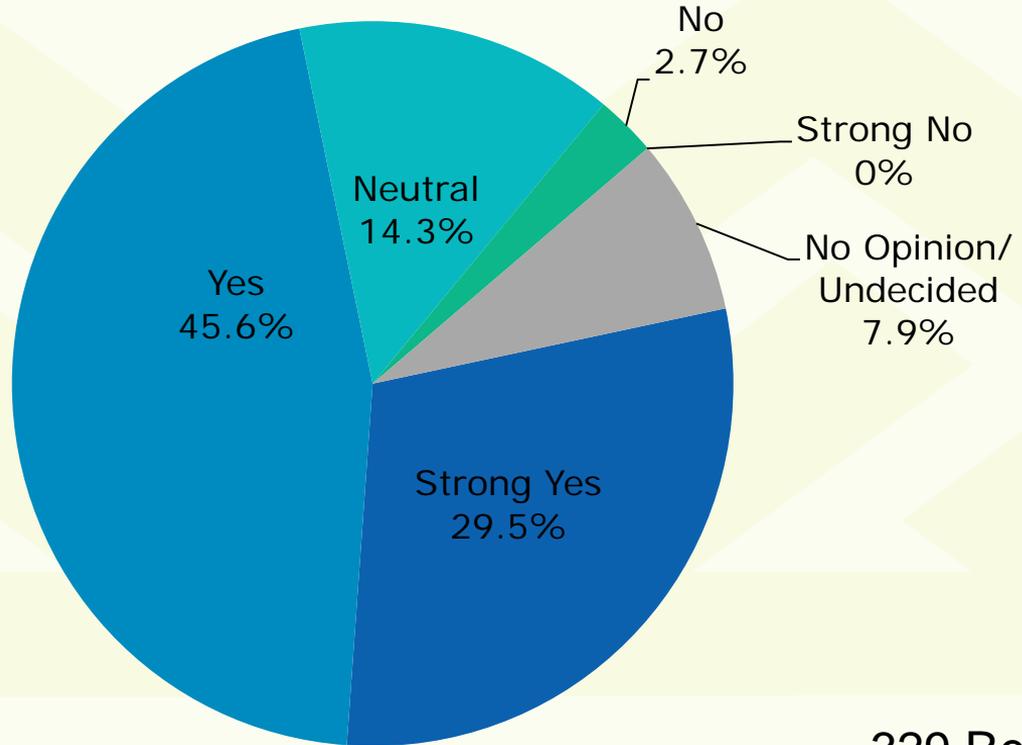
330 Responses



Organizational Effectiveness



Is MAG an effective primary convener and forum for public officials and other stakeholders to work on regional issues?

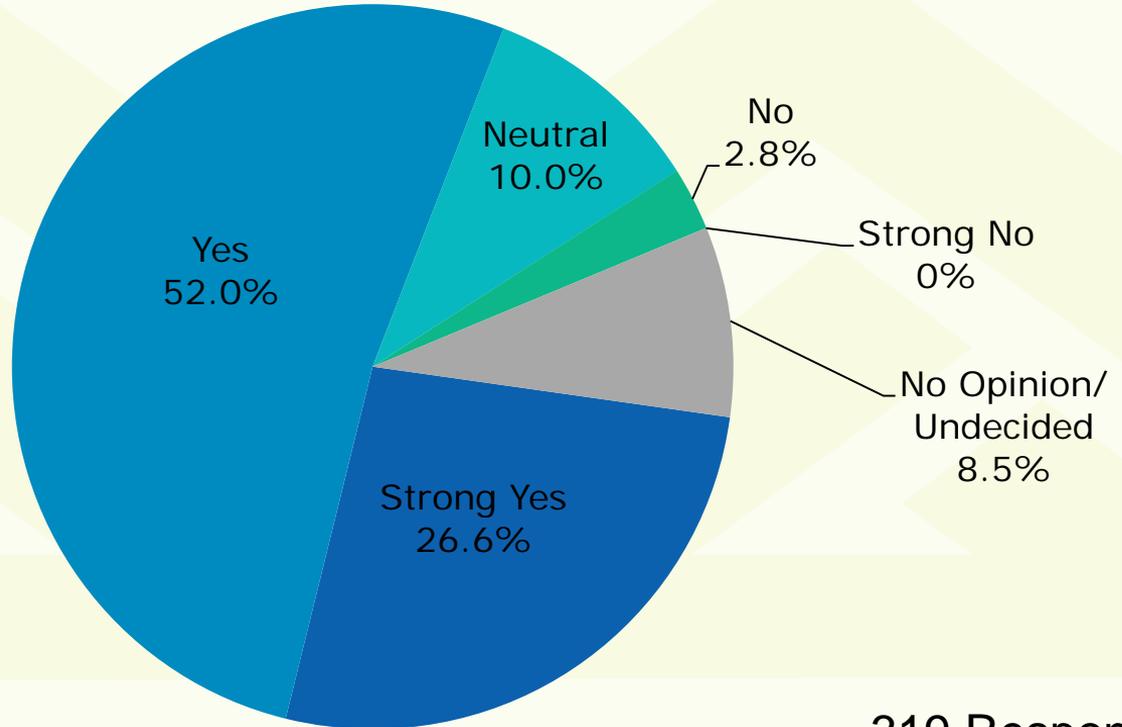


329 Responses



As a council of governments and metropolitan planning organization, does MAG exercise an appropriate role and function in the region?

Role of MAG

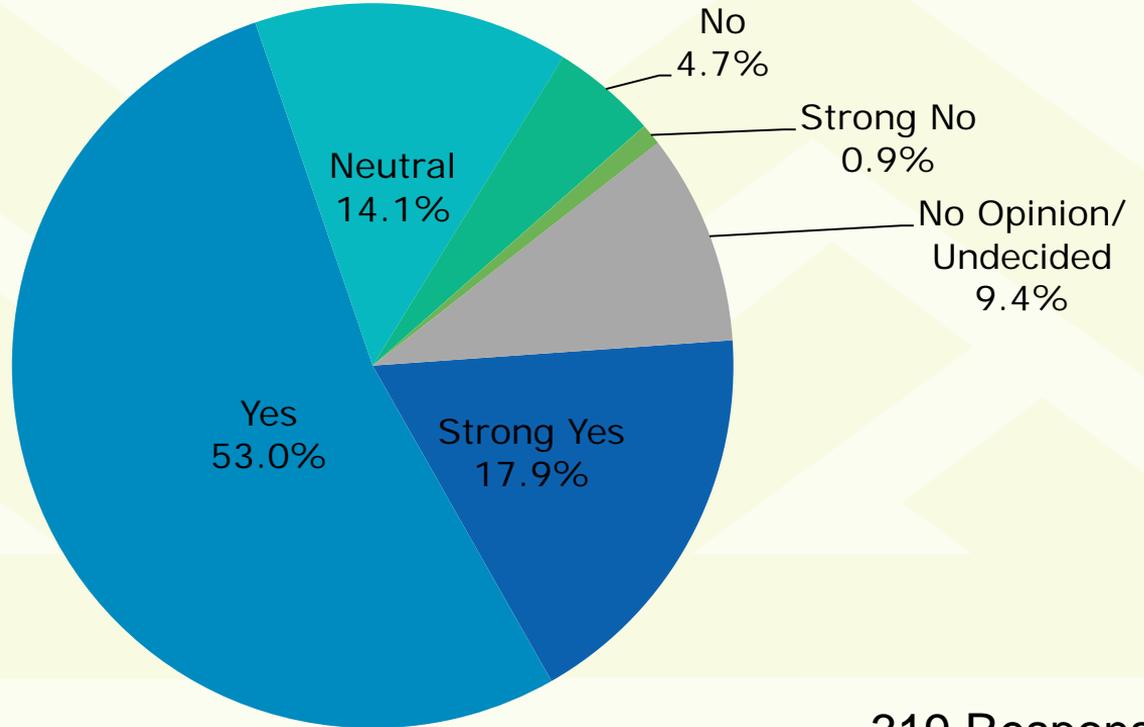


319 Responses



Does MAG manage to stay within its appropriate role and function in the region?

Role of MAG

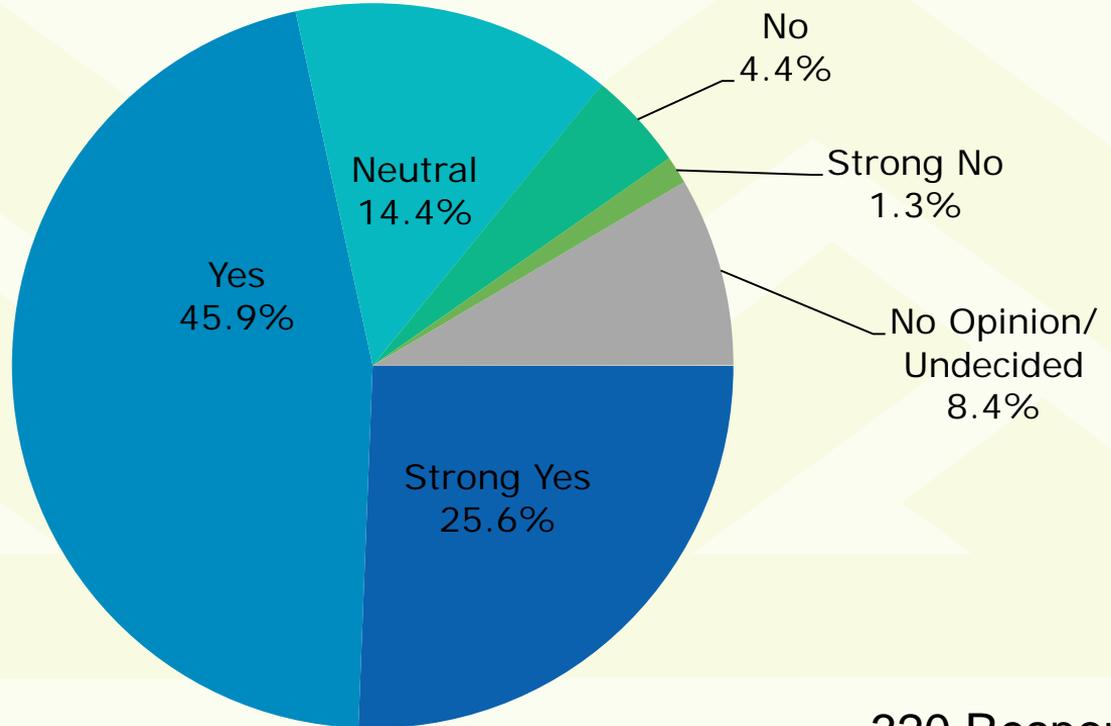


319 Responses



On the whole, does MAG do an adequate job of remaining apolitical?

Role of MAG

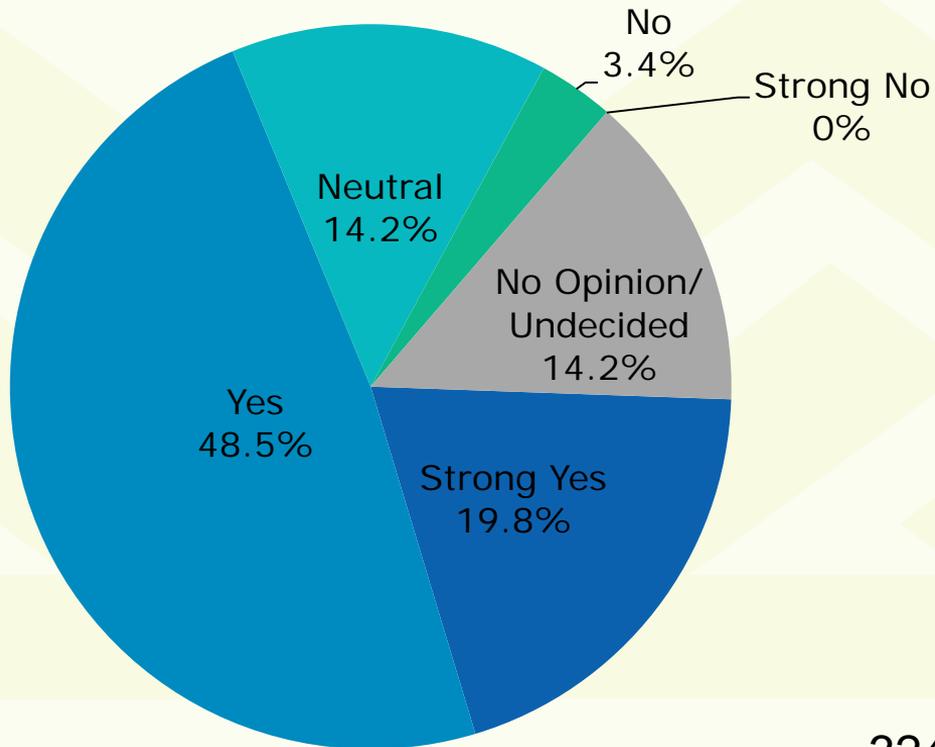


320 Responses



Is MAG receptive to new ideas originated by its member agencies?

Organizational Responsiveness

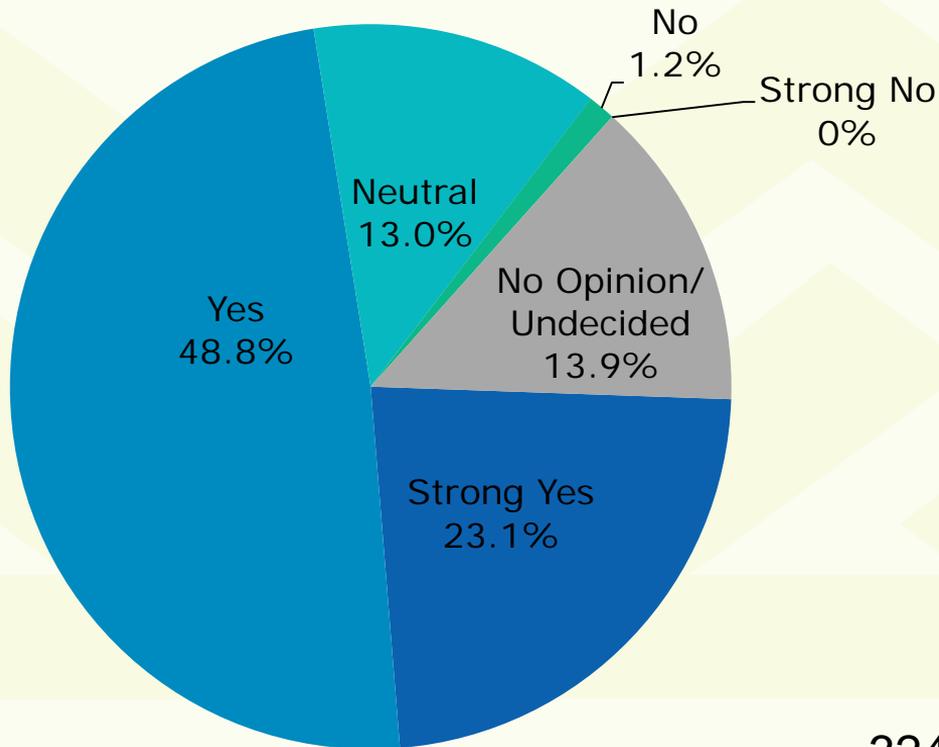


324 Responses



Is MAG responsive to requests for assistance from its member jurisdictions?

Organizational Responsiveness

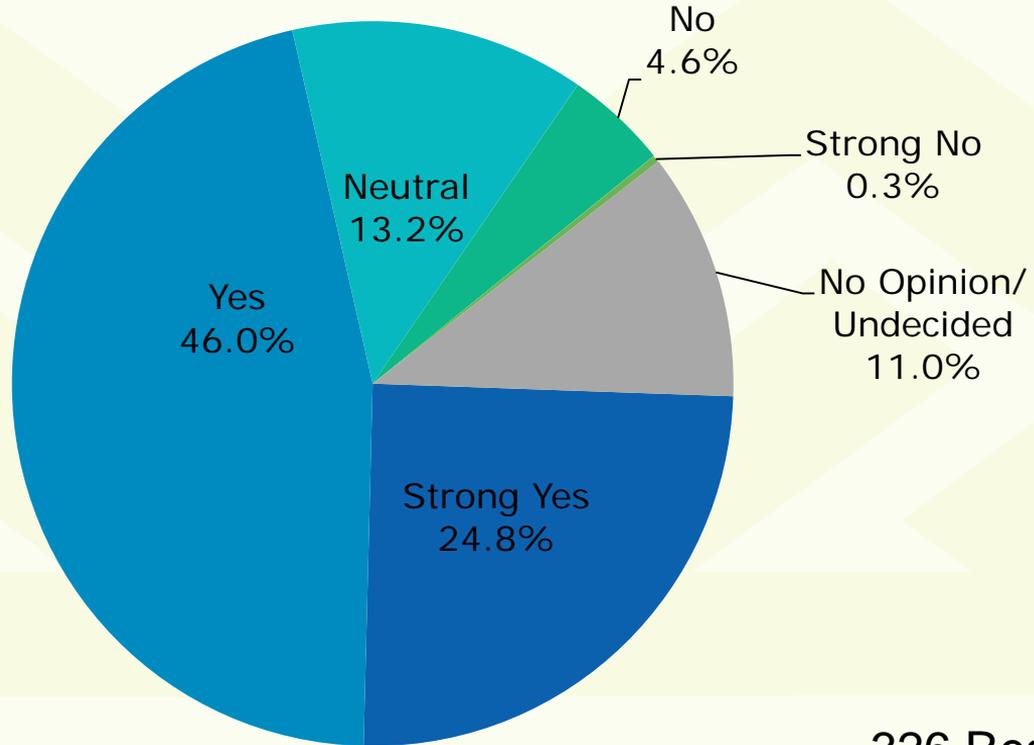


324 Responses



Does MAG appear to take seriously stakeholder perceptions of the organization?

Organizational Responsiveness

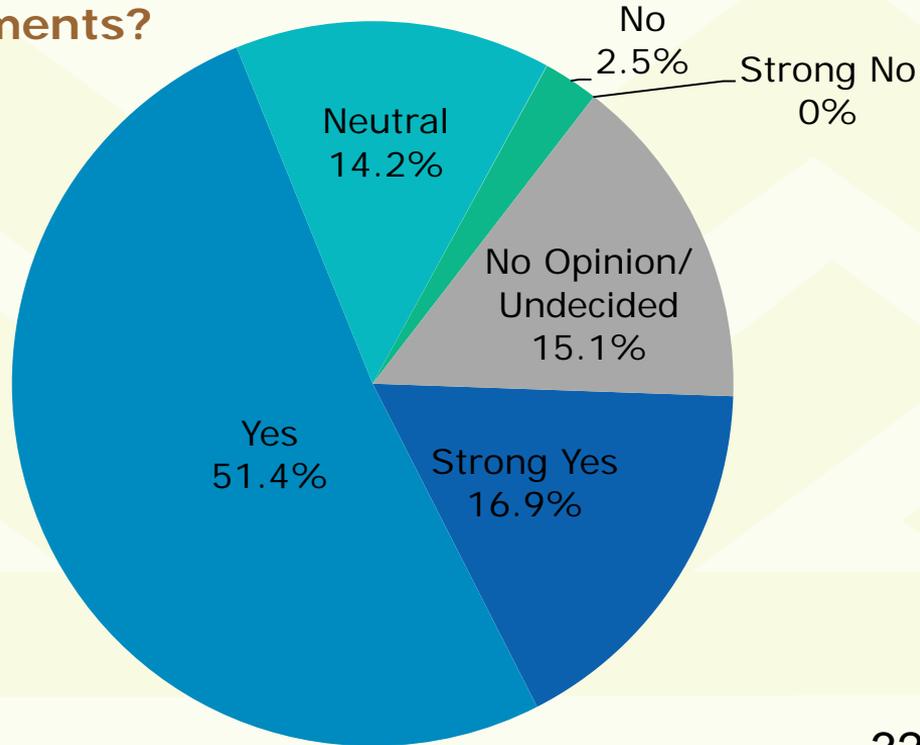


326 Responses



Does MAG amend its processes and procedures over time to adjust to lessons learned, changes in the political environment, and new federal, state or local requirements?

Organizational Responsiveness

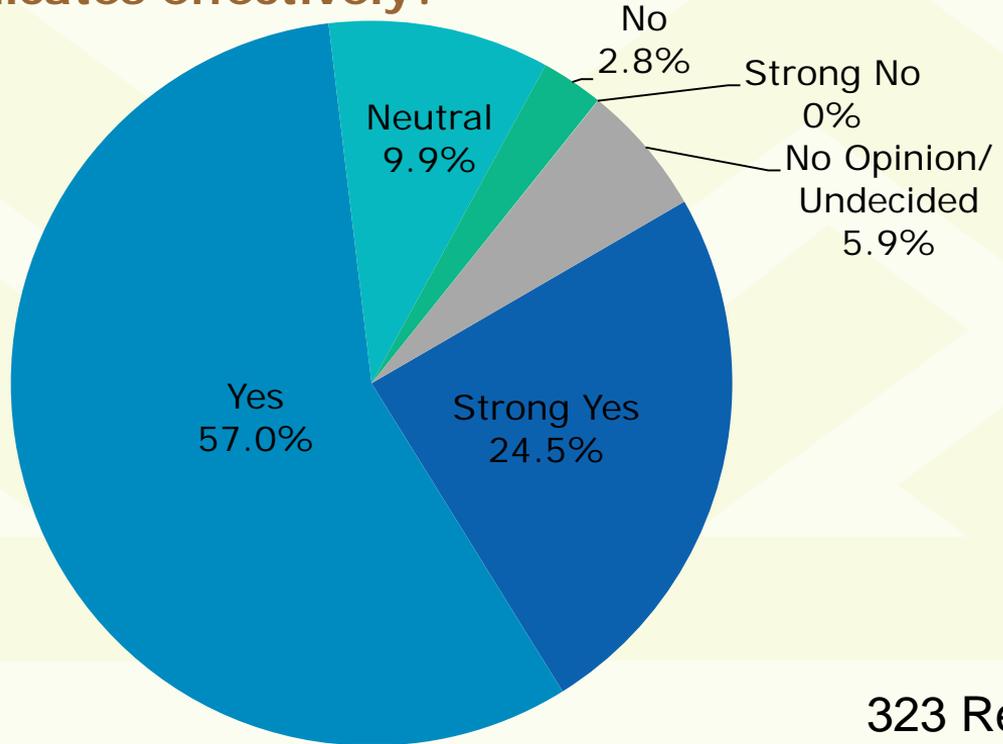


325 Responses



Based on your knowledge of MAG's publications, reports, Internet material, presentations, and participation in meetings, would you say that MAG communicates effectively?

Communication

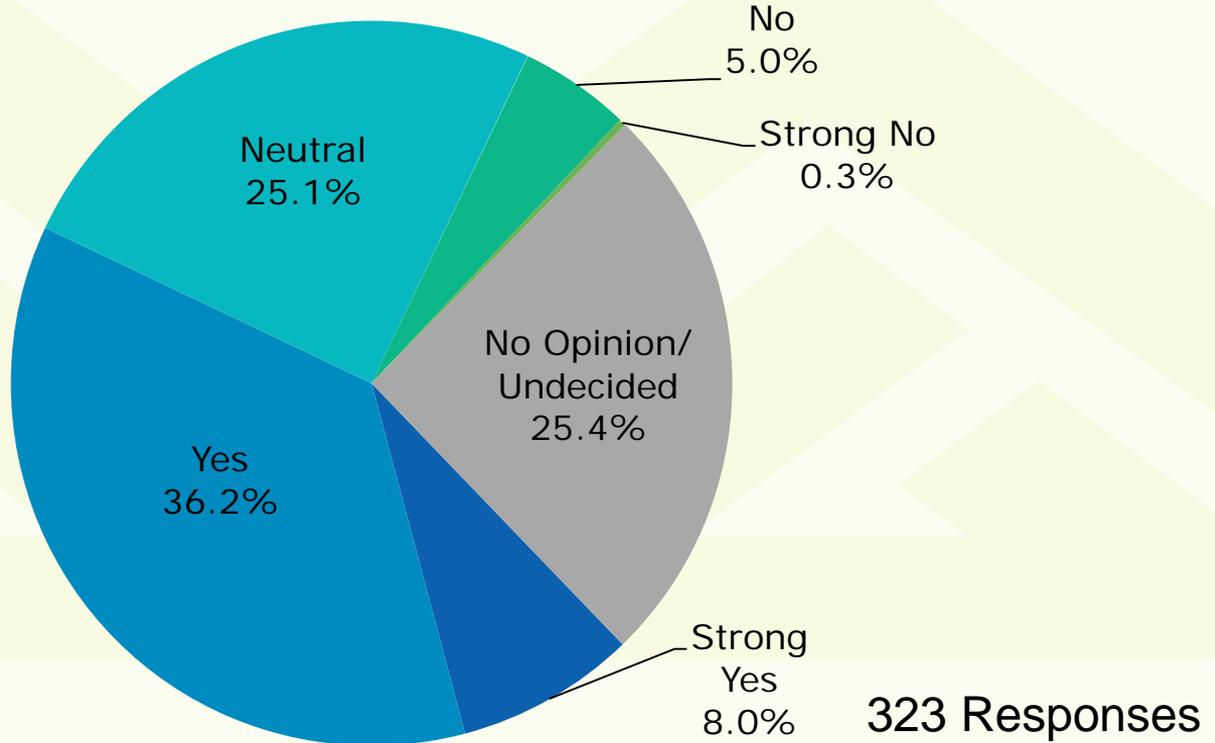


323 Responses



Does MAG work effectively with local media?

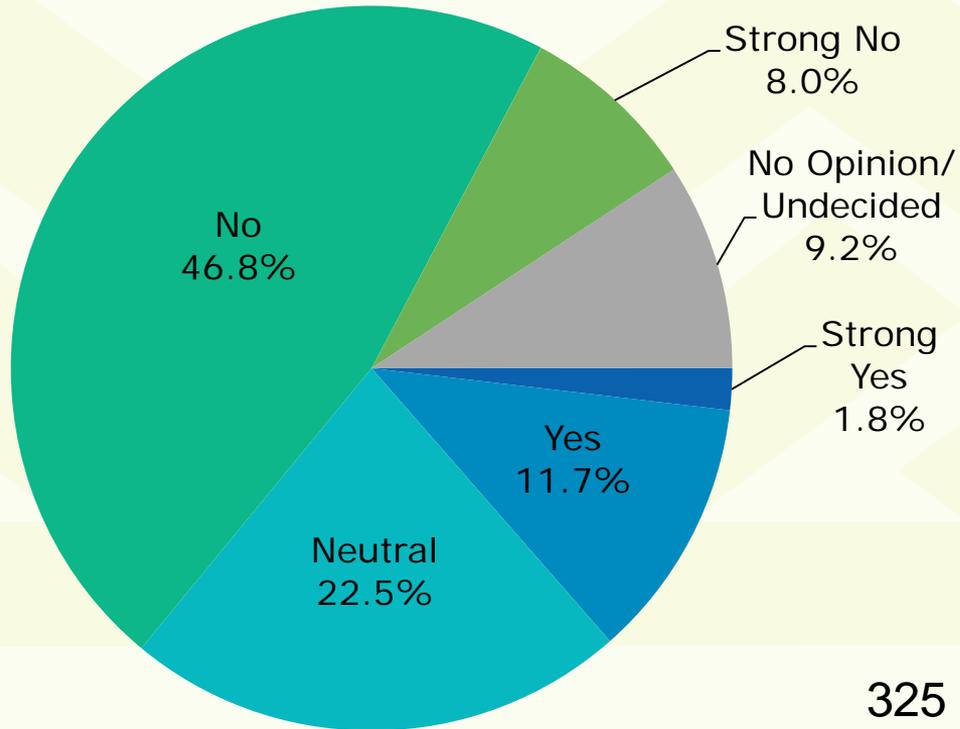
Communication





Do you think there is sufficient understanding in the community of what MAG is and does?

Communication



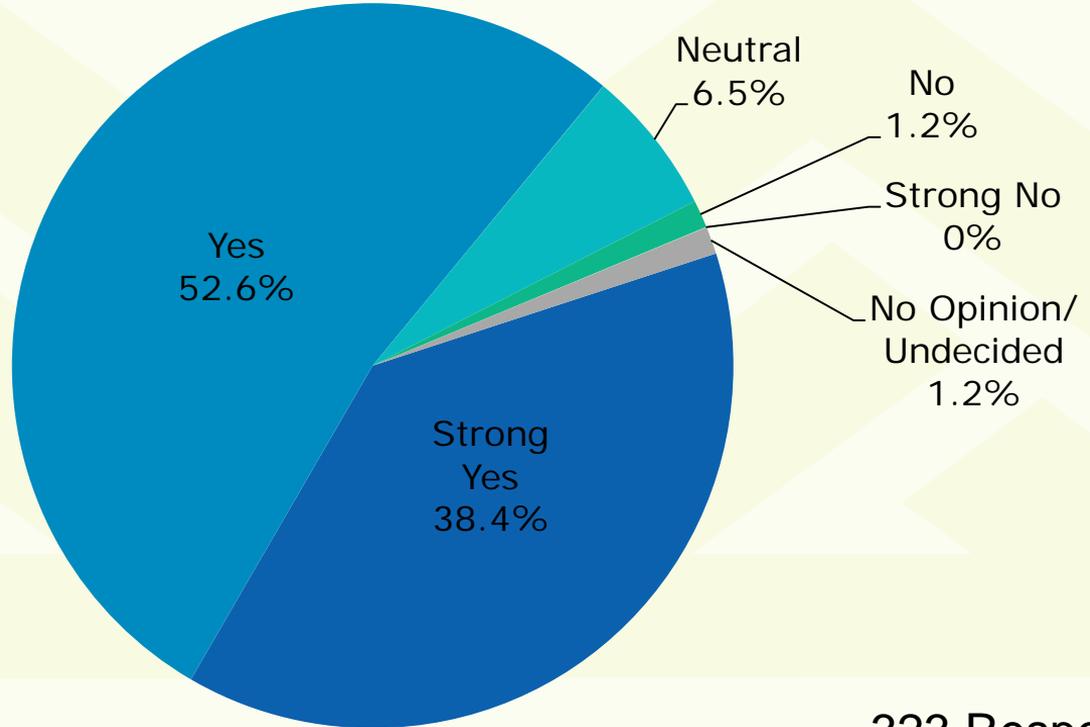
325 Responses



Reputation



Do you perceive MAG as an important resource in the region?

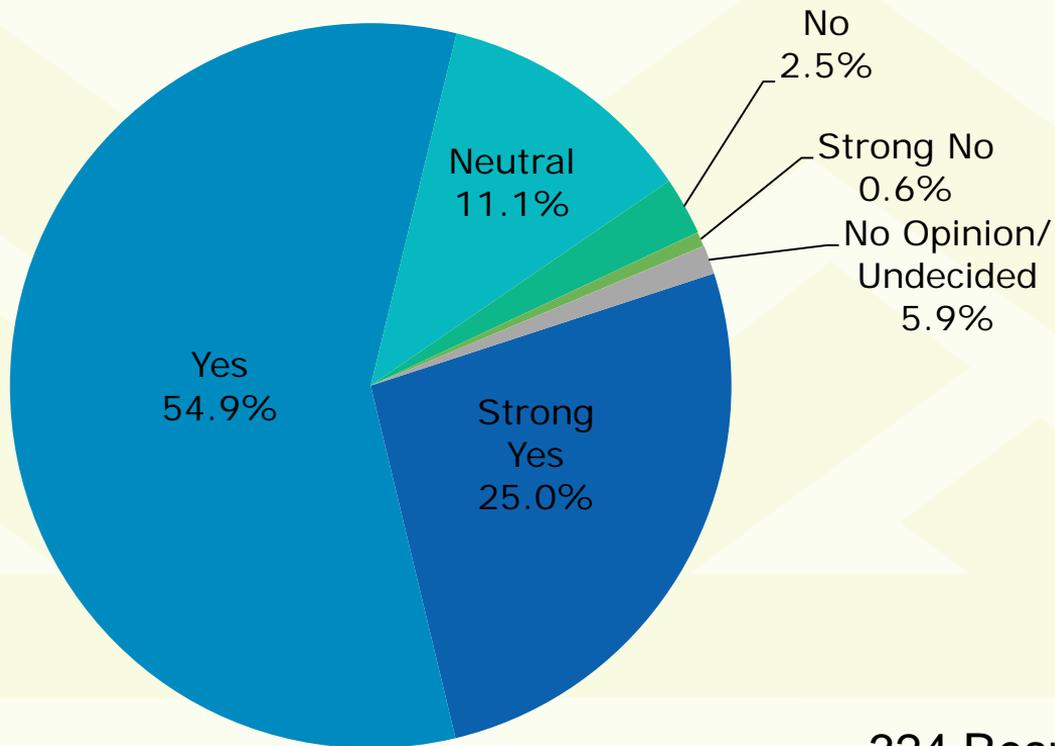


323 Responses



Has MAG earned a positive reputation as an important partner in regional issues?

Reputation



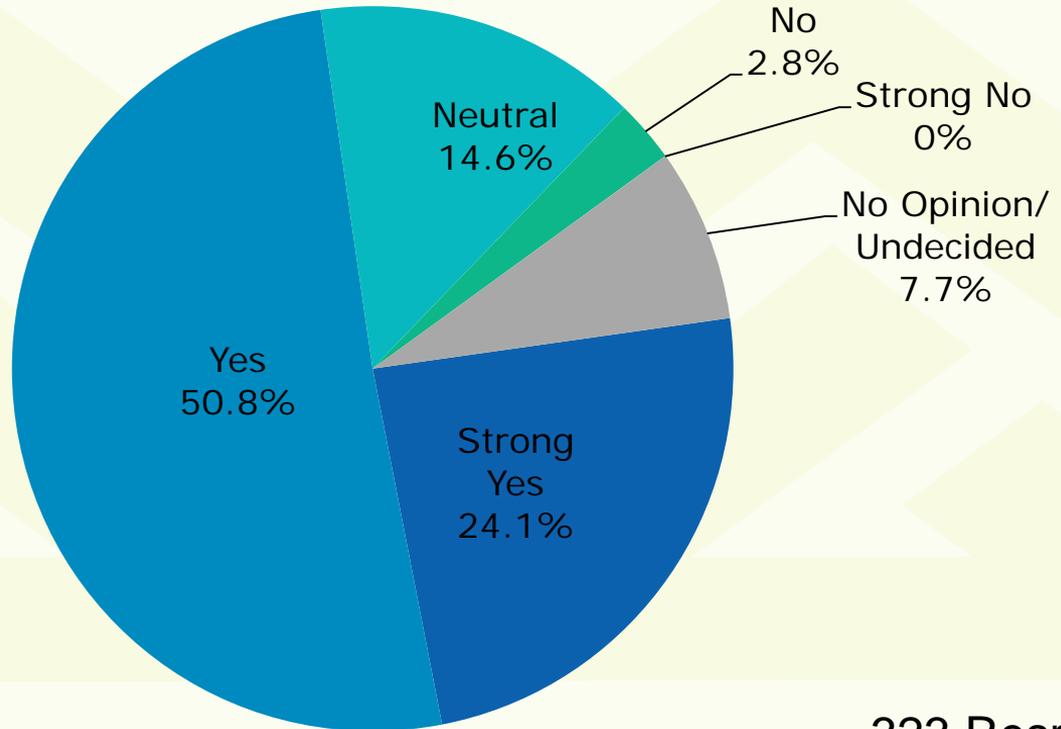
324 Responses



Reputation



Does MAG make it clear by virtue of its actions, that it understands that accurate information is a primary source of its credibility and influence?

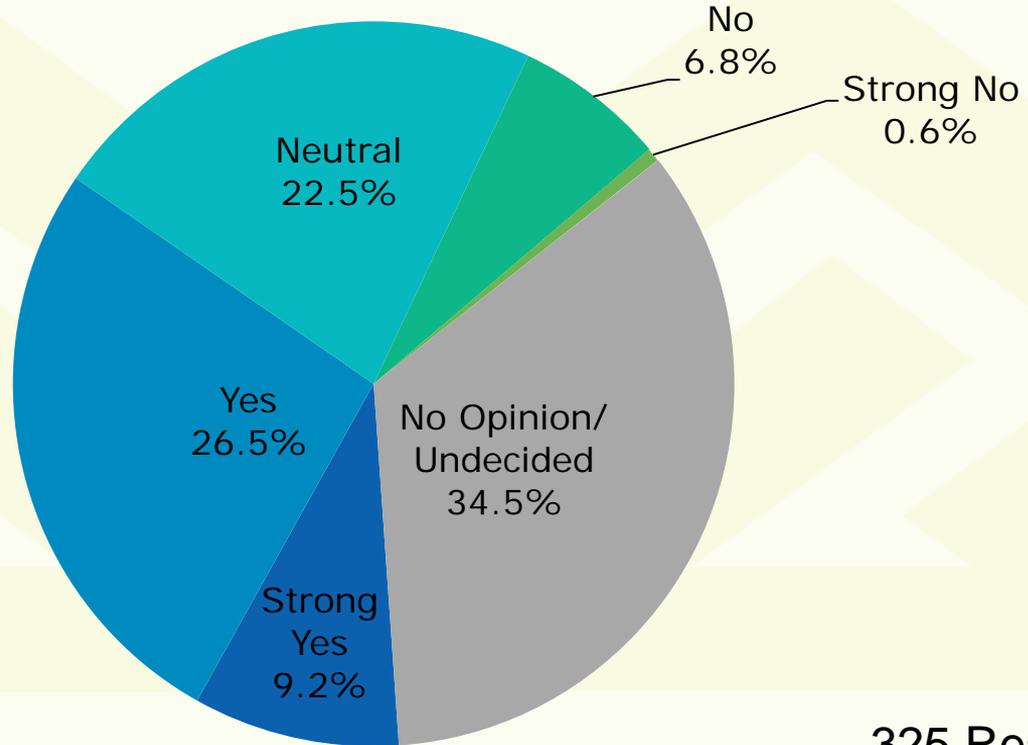


323 Responses

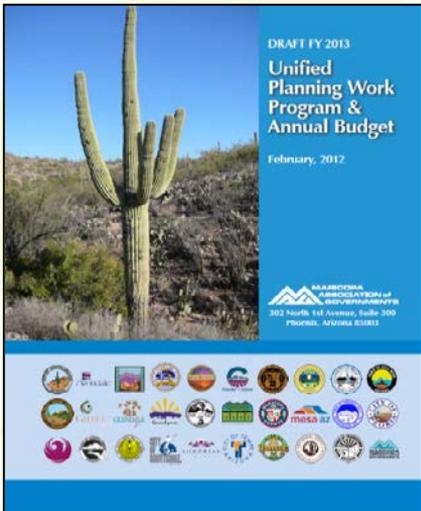


Has MAG been successful in seeking out program support from non-governmental sources, including foundations, the private sector, individuals, or nonprofit organizations?

Fiscal Considerations



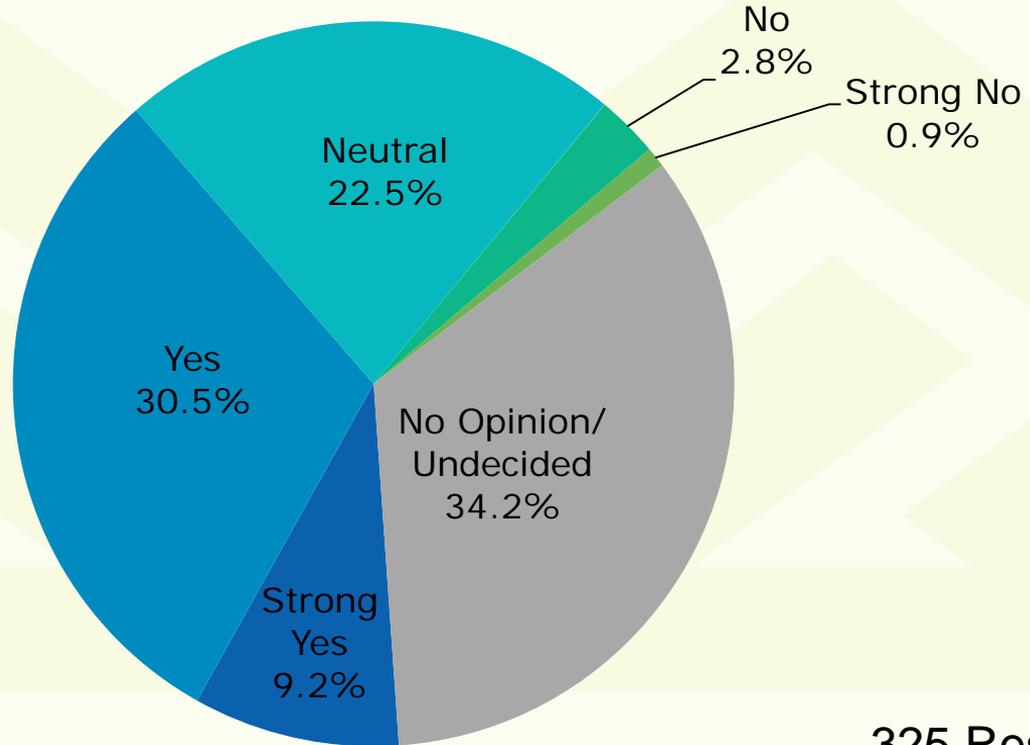
325 Responses



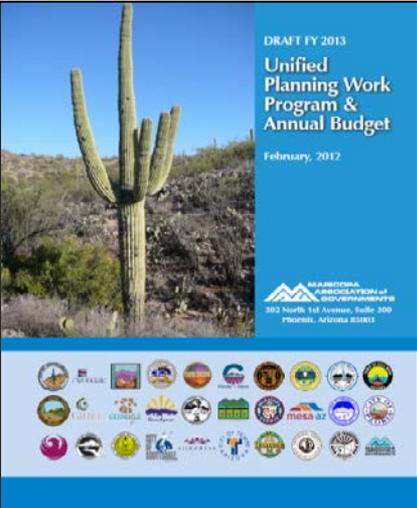


Fiscal Considerations

Does MAG reach out regularly to funding partners to communicate, evaluate progress and performance, and explore opportunities for additional funding and projects?



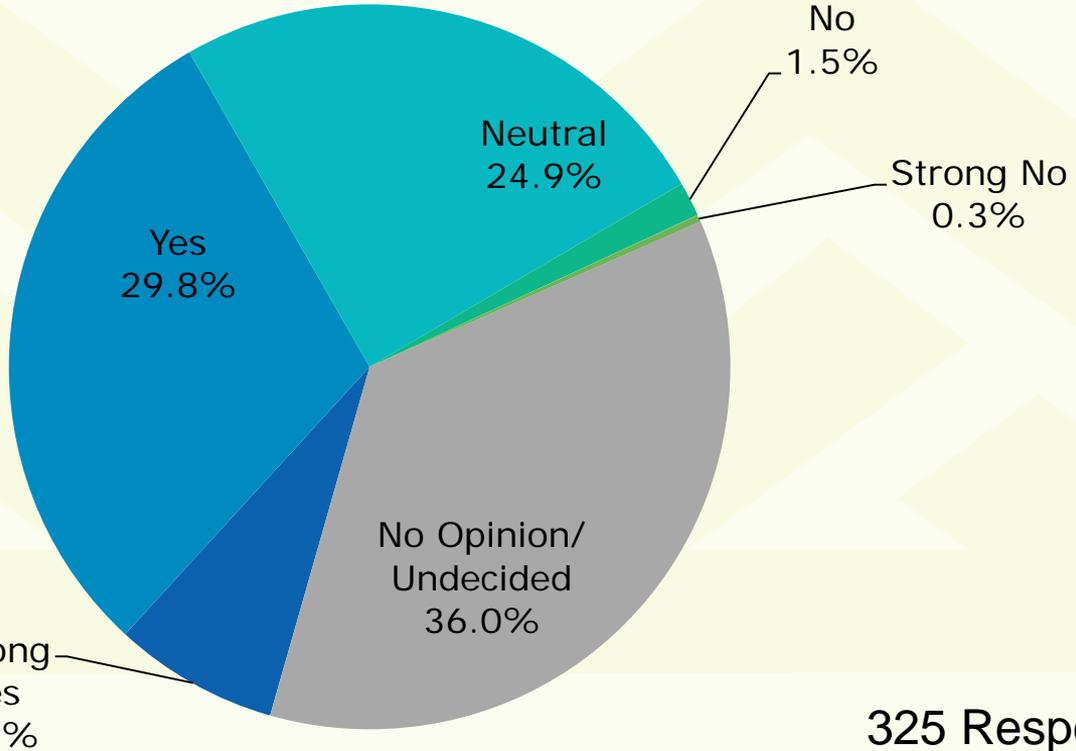
325 Responses



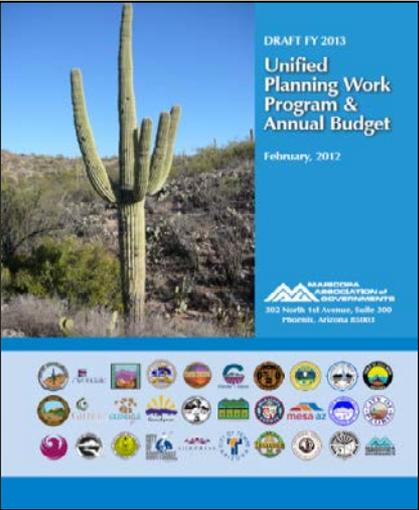


Has MAG been successful in containing the cost of its services?

Fiscal Considerations



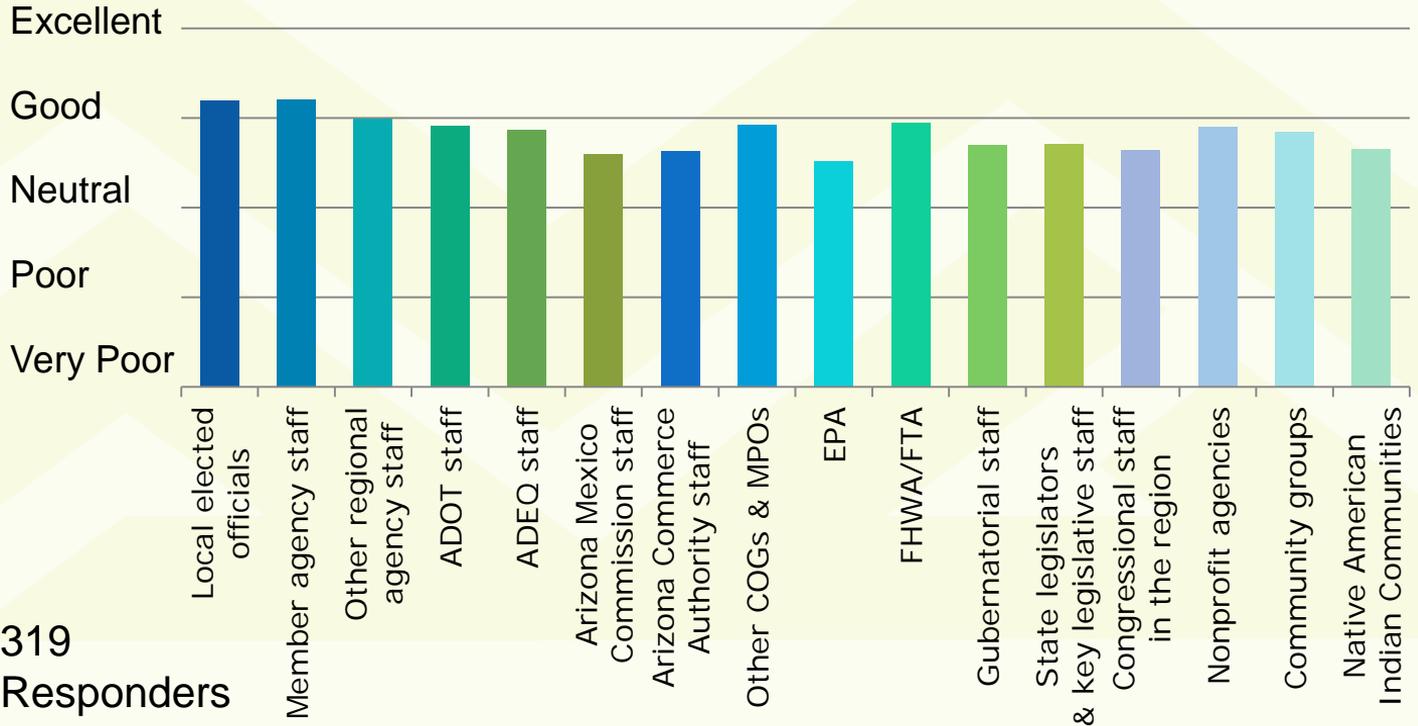
325 Responses





How would you rate the relationship MAG has with the following?

Relationships

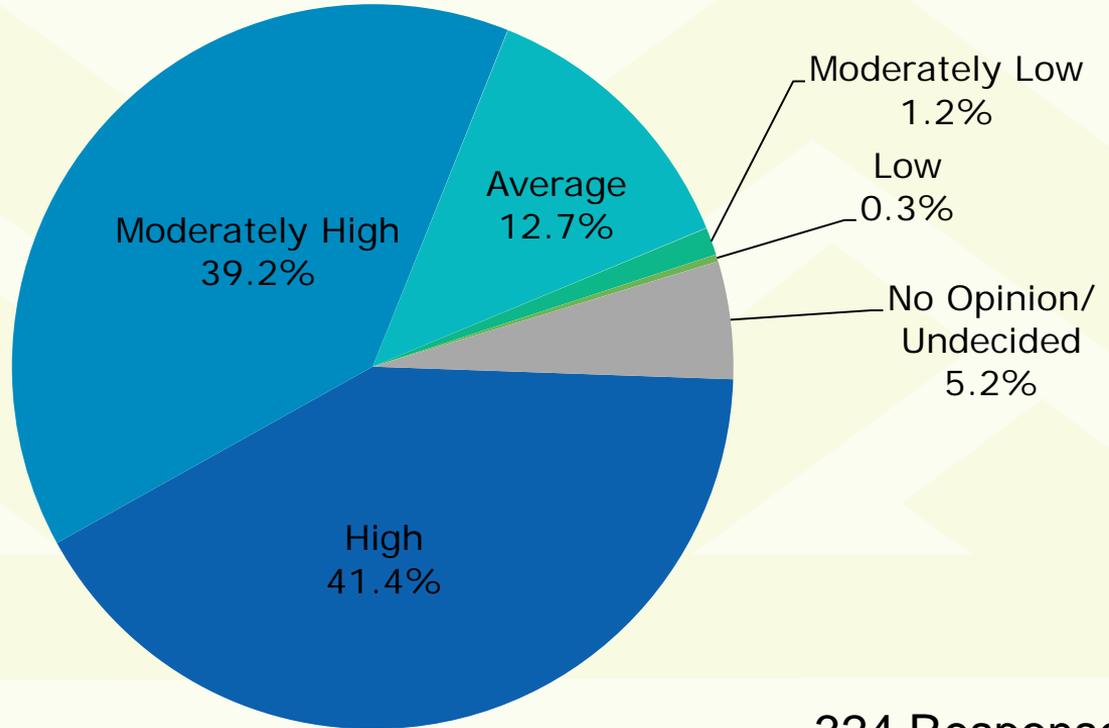


319 Responders



How would you rate the quality of the data developed by MAG?

MAG Staff and Data

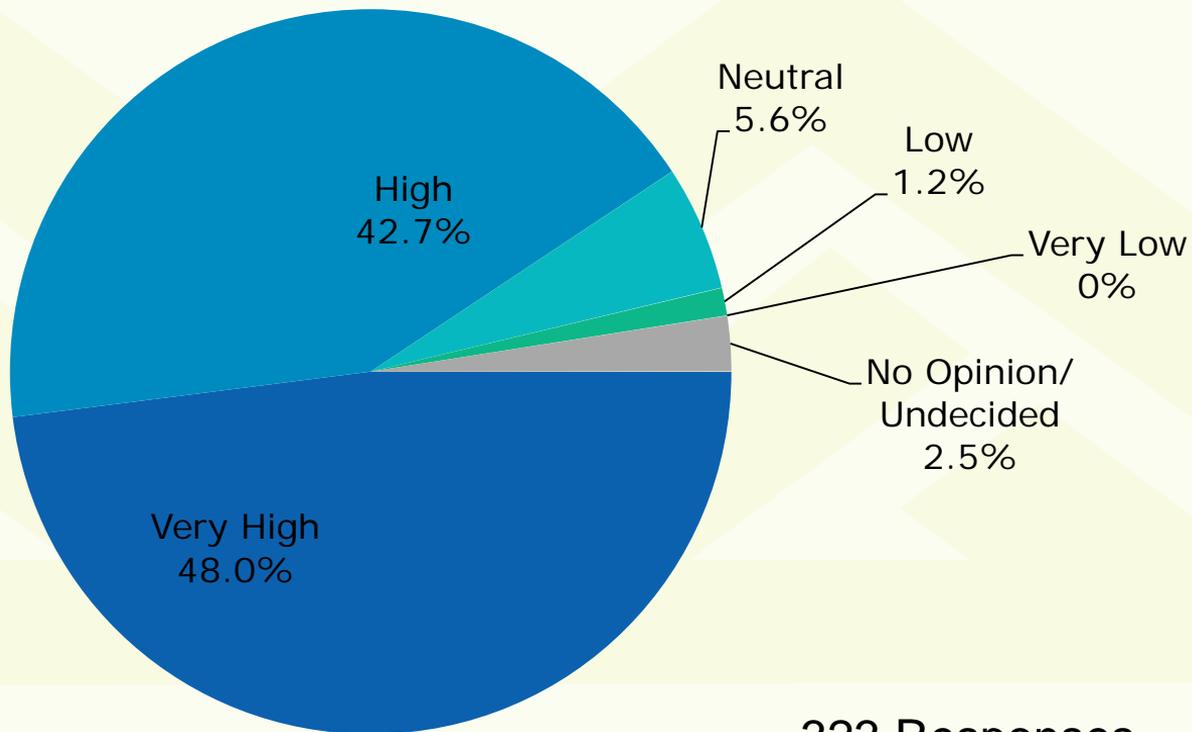


324 Responses



How would you rate the competence and professionalism of MAG staff?

MAG Staff and Data



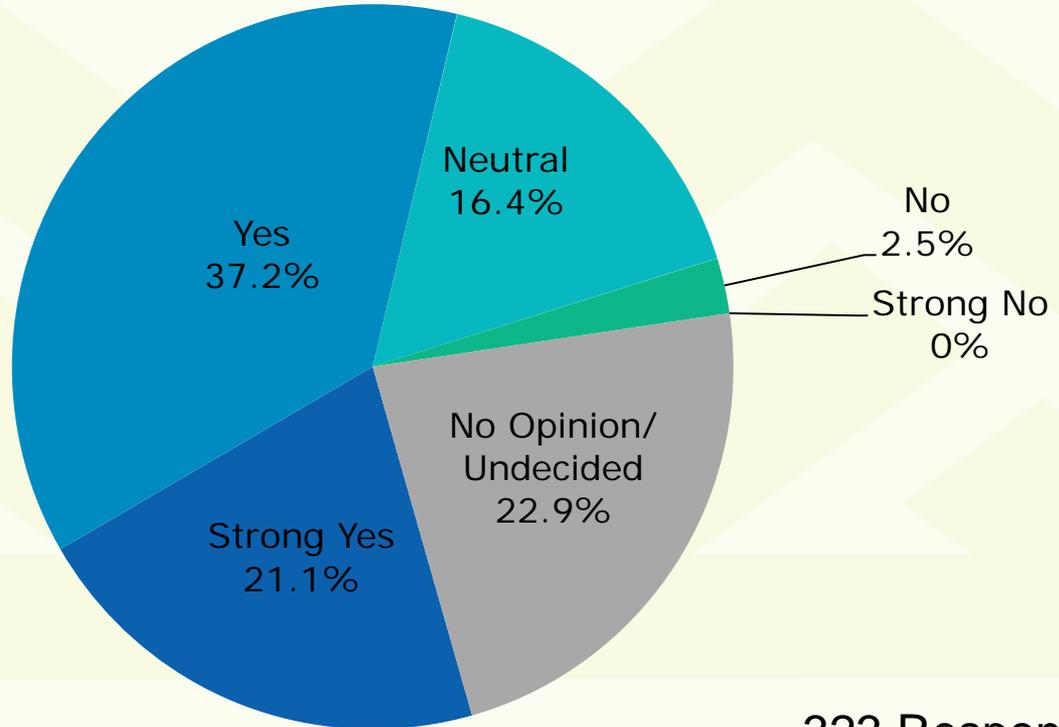
323 Responses



MAG Staff and Data



Has MAG been successful in empowering its staff to conceive, design and pursue the development of new programs and ideas, including potential revenue sources?

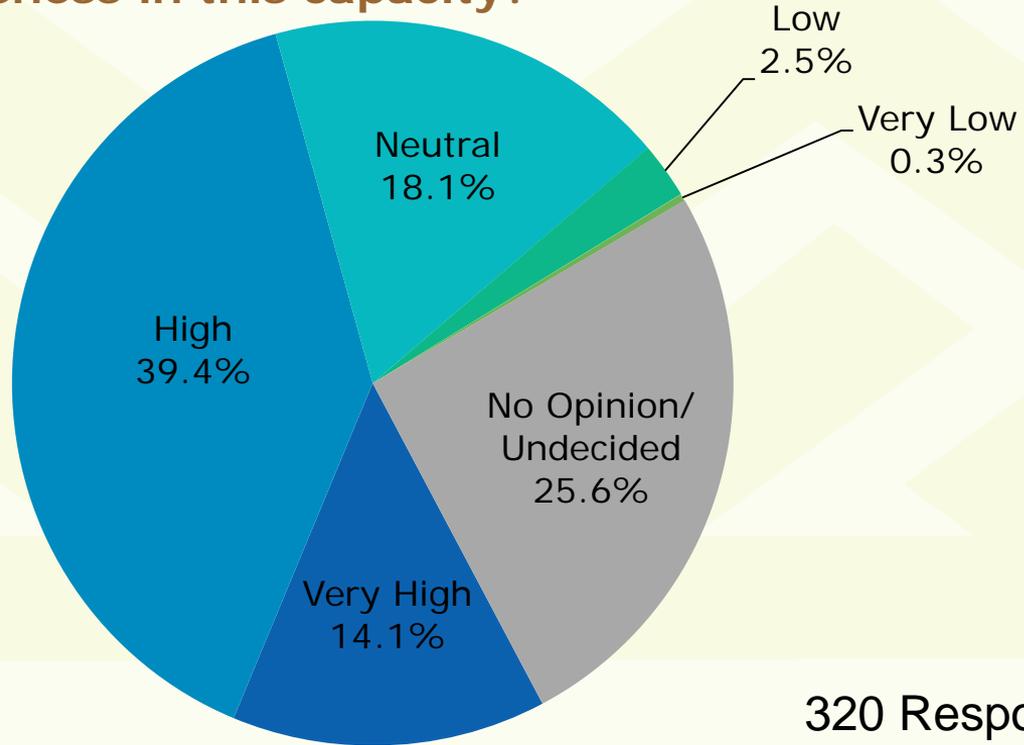


323 Responses



MAG often finds itself facilitating a solution between member jurisdictions on one hand and state and/or federal agencies on the other. How would you rate MAG's effectiveness in this capacity?

Regional Leadership

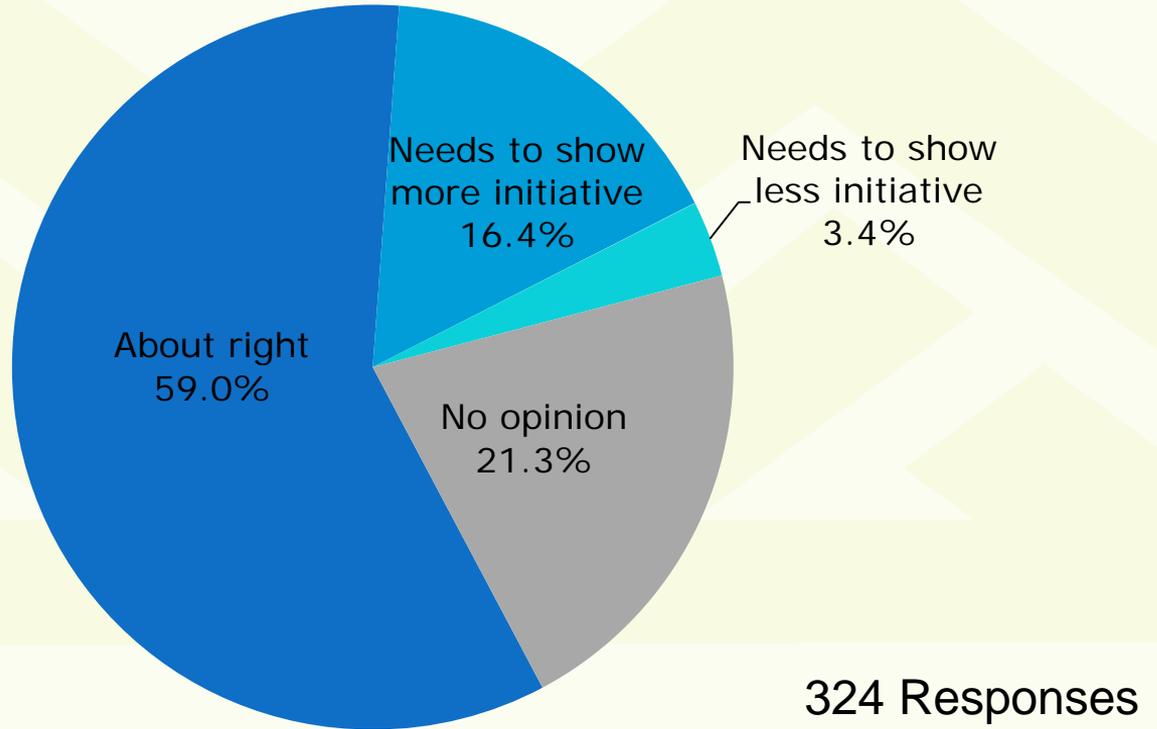
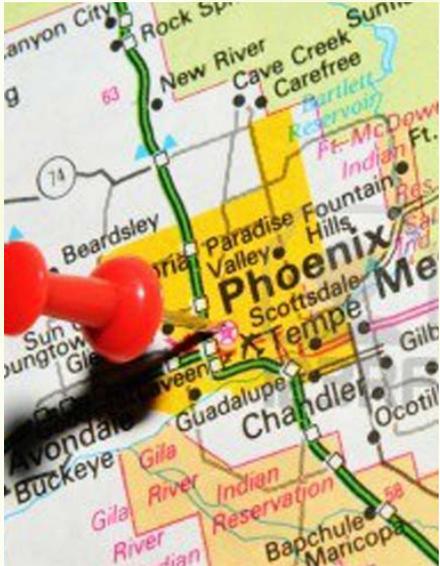


320 Responses



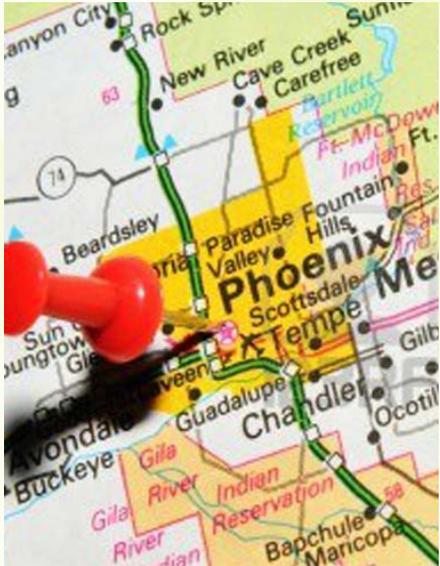
Does MAG show an appropriate level of initiative in becoming involved in new issues and in developing new programs and services?

Regional Leadership

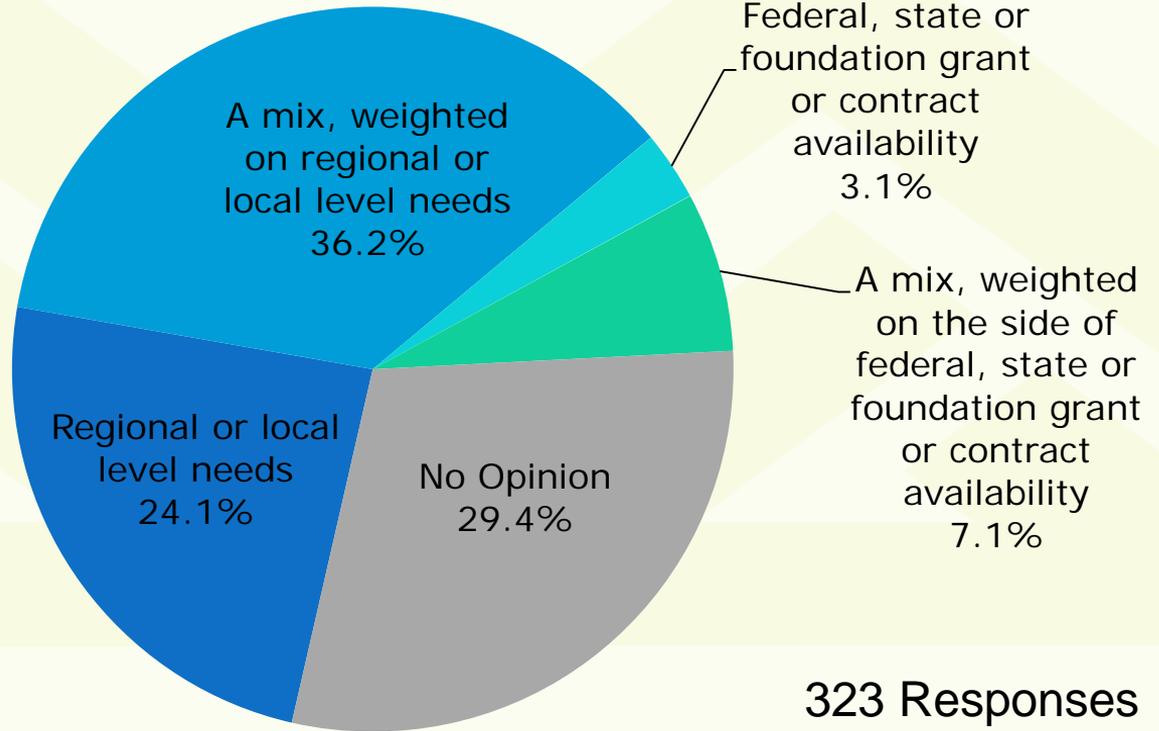




Regional Leadership



What is the prime motivation behind MAG developing new programs or expanding or extending current ones?



323 Responses

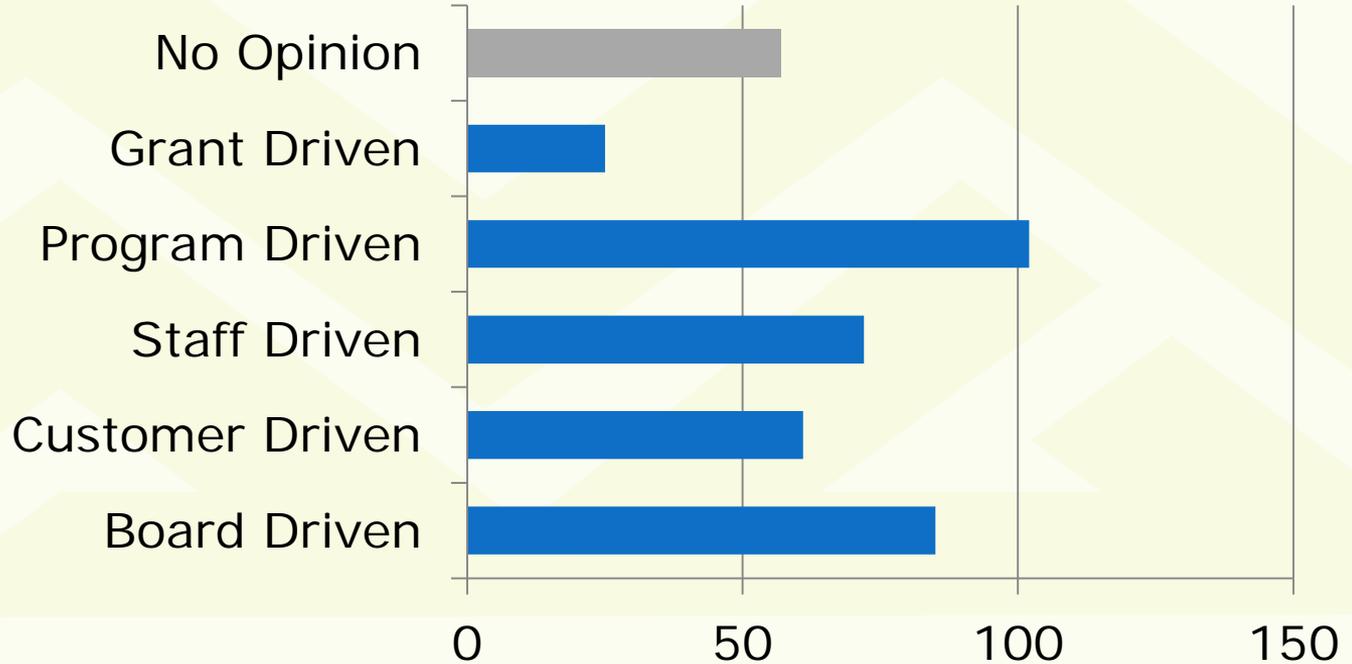


Which of the following do you believe best describes MAG (choose one or more)?

Organizational Leadership



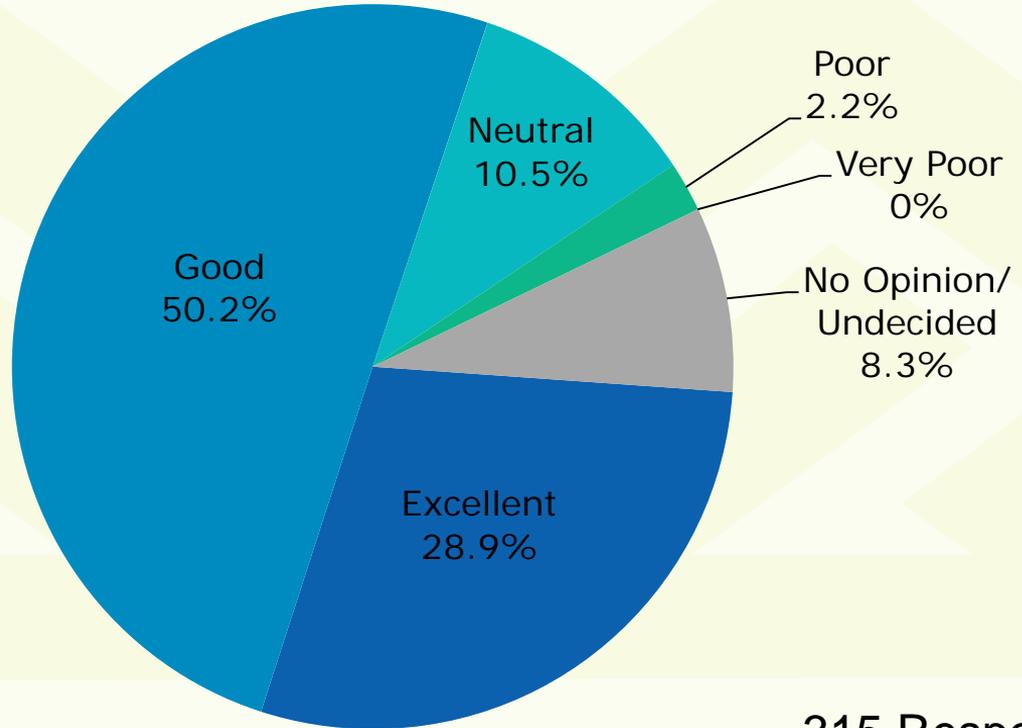
313 Responders





How would you rate the leadership of MAG as an organization?

Organizational Leadership

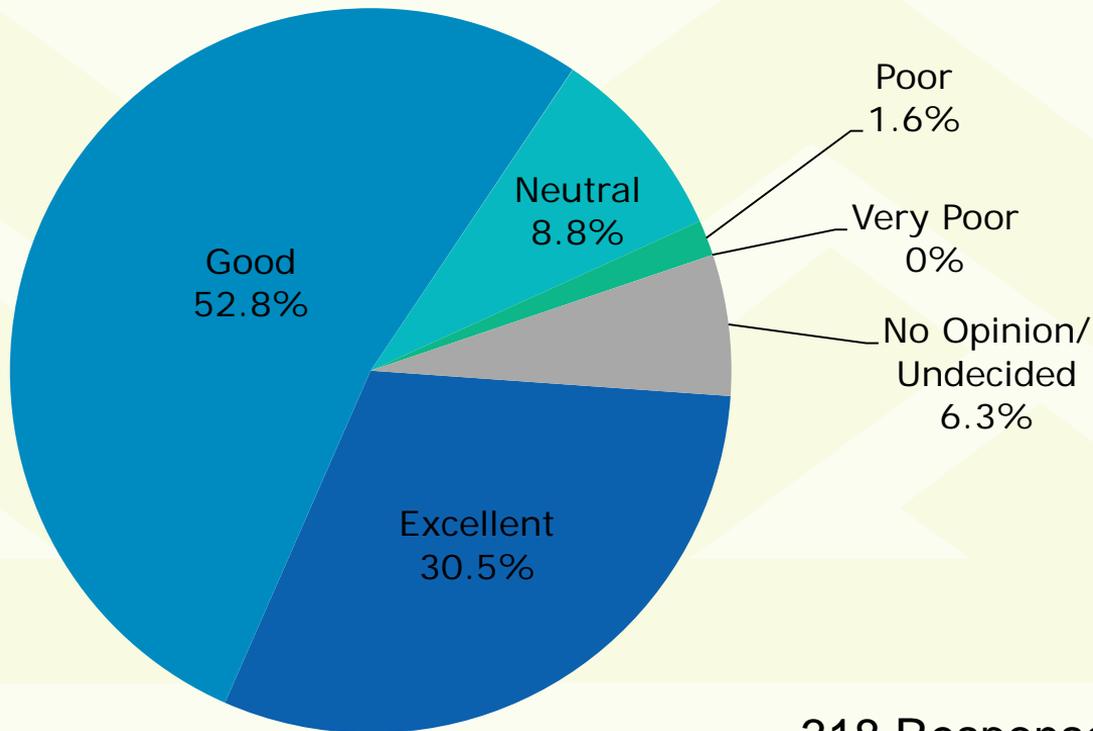


315 Responses



Overall, how would you rate MAG's effectiveness at serving the region as a council of governments and metropolitan planning organization?

Wrap-up

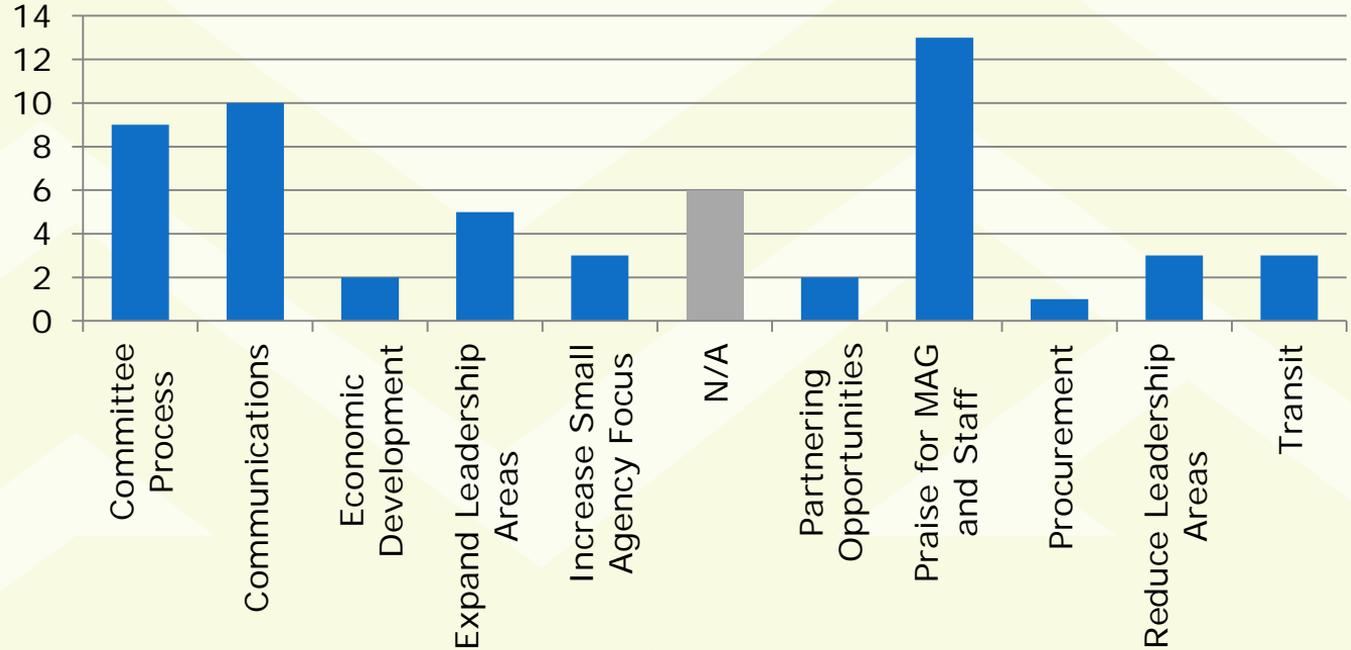


318 Responses



Comments

Wrap-up



43 Responders

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