

Summary of MTCMA Membership Survey

Question	# of Responses
<i>Approximately how many years have you been an MTCMA member?</i>	
1-2	1
3-5	5
6-10	2
11-15	3
16+	10
<i>How would you categorize your participation in the Association and its training?</i>	
Essentially None	2
Minimal	0
Fair	10
Strong	7
Very Active	3
<i>How would you rate the value of MTCMA Membership?</i>	
Great Value	15
Average Value	5
Less than Average Value	0
Poor Value	0
<i>MTCMA has a website. How often do you visit it?</i>	
Never	2
1x/year	1
2-5x/year	6
1x/month	4
2+times/month	8
<i>What would be needed at the website to inspire you to use it regularly?</i>	
Comments:	
Issues tend to drive need for resources/research for most managers. I like it when mgrs share factual outcomes to issues.	
Continue to add information.	
Comedy. ☺	
Archive storage of various surveys or questions run by the members that would have mass appeal or interest statewide. Things such as contracts (unions and manager), Bids, RFP's (to use as examples), policy questions, trends in annual raises, etc... The managers that ask the questions usually will do a summary report. If it could be dated and posted to the website to use when the questions or concerns arise in other parts of the State. Right now, I save the beneficial chatter and try to develop my own archive for the City's use.	
The archives efforts will make the website much more relevant/useful in the future.	
Training records, articles related to profession.	
Updating it more often	
The archive files are going to be very helpful! Thanks Stu!	
Continue to make constant improvements as needs of membership change.	
Personal stories by and about managers.	
<i>MTCMA has a listserv where members can talk to one another via e-mail. Do you use/enjoy it?</i>	
Don't Like It	0

Like It Okay	0
Quite Useful	10
Great Resource	8
What could be done to improve the utility/use of the listserv?	
<i>Comments:</i>	
Can we list "email" narratives and place in a "blog" library on our website that is searchable?	
Keep unimportant "chatter" to a minimum.	
Continue to encourage members to respond to each other and not to the entire listserv.	
Reduce responses to the whole group.	
Limit chatter, fooling, joking, and responses.	
I wish people would observe proper protocol.	
I think that it has been greatly improved, but we, as managers, violate our own policy on its use. I believe some managers are not comfortable or familiar with getting a single email address and responding to the manager only without the full listserv participating. Overall, I believe the listserv is a valuable tool to all managers.	
Great the way it is.	
Those that don't like it should lighten up or not use it.	
Responses to all could be directed to whoever wanted the information instead.	
Email should automatically go to the association and the requesting manager, but replies should not be sent to all on listserv.	
Ask membership to respond individually to queries!	
Follow Protocol!	
Do you normally attend Institute?	
Yes	17
No	4
<i>Comments:</i>	
Access to personnel, war stories and resolution of issues; a great support group; allows one to evaluate their own performance to that of other managers.	
Allow more time for questions/answers.	
I have heard from other managers who have expressed a difficulty in attending the Sebasco Institute because of cost of accommodations and because of the distant location. I would suggest a different location, one more central to all managers in the State. We could alternate from Sebasco to the Bangor area.	
It is always great.	
It's time to move to a new location.	
It's a strange combination of work-related talks and vacation type recreation. I'm more inclined to stick to business at these meetings and use my vacation time at home.	
Over past few years have attended more regularly-usually held at a time when office (small office) is quite busy.	
New Town Manager-often too busy to attend conferences.	
Since Wednesday training starts at 9:00am , I have two choices: Leave home at 5am or stay overnight. The rate for Tuesday night is \$319.00!! I think most of our taxpayers would find this excessive.	
Awesome site, excellent program!	
I enjoy the Institute very much. I think, however, that it could be improved by moving it around a bit-Spruce Point, for example.	
Do you normally attend MTCMA training at MMA Convention?	
Yes	16

No	5
Comments:	
More of it, more nuts & bolts...	
The Convention has too many competing workshops for multi-hat wearing managers. However, I believe there has been an effort to appeal to everyone and for me it results in something less than appealing or valuable. I like to bring something back to the Town that will help to make me better at municipal government management.	
Rarely get to the Convention.	
Over past few years have attended more regularly-usually held at a time when office (small office) is quite busy.	
Perhaps more promotion.	
Keep up with the changing climate-rotate sites more please-go back to Bangor	
Do you normally attend the Winter Training?	
Yes	13
No	8
Comments:	
Attended similar session in Yarmouth.	
I have attended in the past, but this year I had a significant personal experience that took most of my non-work related attention. However, I determine whether I will attend depending on the agenda and location.	
It is always great as well.	
Not last year, but usually.	
It helped develop our understanding of an important new law.	
Very difficult to be out of office.	
New Town Manager-often too busy to attend conferences.	
It depends on the subject. Didn't attend this past year because topic was also covered in Orono.	
Usually a good program.	
The Elks Lodge was not a good venue for last winter's session, although the content was good.	
Do you normally attend Interchange?	
Yes	16
No	5
Comments:	
Distance/time.	
Topics have been a little odd/weak. Needs to be more brainstorming/sharing strategies-less panels.	
My attendance at workshops would be better if I had more advanced knowledge of the planned dates (without the agenda) for the event. I can set aside the date in my calendar and make sure no conflicting event is scheduled for me. MMA Executive Board gets an annual calendar and this would be beneficial to utilize as a yearly planning tool.	
This is always great, too.	
It pretty much sticks to business.	
Over past few years have attended more regularly-usually held at a time when office (small office) is quite busy.	
New Town Manager-often too busy to attend conferences.	
Time constraints this year.	
Good winter break.	
I think Interchange is great just the way it is.	
Do you normally attend the Spring Training?	

Yes	8
No	11
<i>Comments:</i>	
Distance/time.	
Will need to maybe offer every other year with a stronger program.	
I had another obligation.	
Topics have been a little odd/weak. Needs to be more brainstorming/sharing strategies-less panels.	
I did not attend this workshop, but I would have liked to attend. I had a conflicting schedule at that time. Notice was very good and the marketing was also very good.	
Could not get away during budget season.	
I did this year and in other years.	
Too far to travel.	
New Town Manager-often too busy to attend conferences.	
Travel and busy time of year.	
Time constraints this year.	
Too close to Town Meeting.	
Too far.	
Needs more participation	
Please name the three top topics that you think we should focus on in the next couple of years:	
<i>Comments:</i>	
Tax reform & how to influence it, legislative summary	
Regionalization Issues, LD 1 Limit Analysis-cap overrides, etc., Technology & How it helps us, budgeting, human resources, life after management!, regional cooperation, cost shifting to towns and cities, taxes & industry, regional & transportation issues, statewide economic policy, slot machine/casino benefits, local promotion of tourism-how to do it, labor law and IRS issues,	
New dynamics of mgr/elected officials in a stressed, overtaxed environment, take another look at the Freedom of Access-emails, Regulatory onsite inspections, DOL, MMA, EPA-are these punitive or educational?-how to avoid fines and penalties.	
I believe the next several years will be very challenging in local government. There will likely be another referendum this Nov (TABOR), the State is clearly heading for fiscal meltdown, and the public opinion is at least adverse if not hostile. Focusing on organizational change, creative problem solving, reinventing service delivery and like topics seems most helpful.	
Support regional associations, how to build consensus, council-manager relations	
How to develop and maintain a sense of humor as a manager, School-municipal relations (in the wake of LD-1), Citizen relations: How to determine what municipal services the Citizens really want.	
Managers role in comprehensive planning, including "smart growth", Economic development options/strategies, Coaching, counseling and mentoring skills.	
Nuts & Bolts type issues, personnel issues, legal issues-eminant domain, etc..., code of ethics	
Ethics, Board Relations, Personnel Management, finances, cutting-edge ideas (incentives, profit-making in munis), grants/resources,	
Do you think we should endeavor to do a wide array of training with less depth of the material covered, or should we focus on fewer issues and go into more depth on those issues?	
More topics, less depth	3
More depth, fewer topics	15
Not sure, it depends. (Sounds like a mother to a child.	
Alternate each year.	

Do you believe that conducting training in all parts of the state, regardless of relative size of turnout, should be a primary MTCMA goal?	
Yes	11
No	6
Yes, but it's okay to have 2 programs-1 North, 1 South rather than to expect traveling by everyone.	
No, we must gauge impact. Resources are too tight to ignore impact.	
How do you feel about the MTCMA Code of Ethics?	
Very Good	8
Good	9
Has Problems	2
Very Problematic	0
Comments:	
Need to constantly promote.	
Tenet 7 is kind of broad.	
There needs to be clarification on political involvement.	
It re-centers us periodically.	
We need to be reminded of the existence of the Code from time to time.	
Do you believe that certification of municipal managers is a worthy goal?	
Yes	18
No	3
Comments:	
It should mean something along the lines of Supt. of Schools certifications. It should mean more pay-reimbursed to the town by the State.	
Subject to time allocations.	
Continue/increase the momentum.	
It needs to be tougher, more meaningful and better publicized.	
It needs to mean something.	
Not for me. It might be for others, so don't place too much weight on my answer.	
These things tend to become more exclusive than inclusive over time. It's hard now to encourage people to enter local government.	
This is difficult for managers in small communities to attend courses.	
I think modifying the process to make it more meaningful is a good step.	
Yes and No, always mixed on this issue, what is it worth?	
Name the one MTCMA service/item of greatest value to you:	
Comments:	
Institute, Website, Listserv, Listserv, Listserv, Interchange & Listserv, Listserv and personal interaction, Institute, Listserv and face-to-face networking, Listserv, social, networking, professional development and encouragement, Listserv, code of ethics, networking, Listserv, Listserv	
Name the one MTCMA service/item of least value to you:	
Comments:	
Website, dues, certification, surveys, it all has value, certification, certification, Convention	
Any other Comments:	

I remember when I first started attending the Manager's Institute and we had a segment where we introduced ourselves to one another and spoke very briefly. As a new and very inexperienced manager, it helped me to become comfortable with the group of managers and helped me to build the network resources that has enabled me to survive as a manager to this date. I am not sure if we have done that well enough with the younger managers. This comment may also be reflecting that I may not be as engaged as I should.

Keep up the good work!

I am a new Town Manager. It is difficult to rate many of the MTCMA programs and services. I have not had enough exposure to have a valid basis for offering ideas or opinions.

Whoever created this survey did a wonderful job! ☺

Keep up the good work!