

# PLANNING DEPARTMENT ANNUAL SURVEY RESULTS!!

JUNE 2019



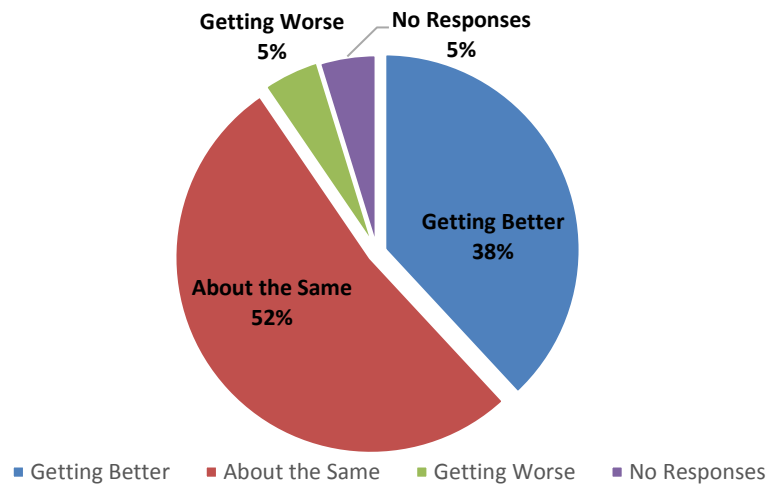
The Southwest Georgia Regional Commission Planning Department distributed surveys to all 14 counties and 43 cities from February 2019 through June 2019. The purpose of the survey is to give the planning department a clear picture of what services are being utilized and which municipalities are using them and what their overall feelings are regarding the service received. The survey participants consisted of City and County Administrators, Mayors, City and County Clerks. After various follow-up methods (emails, fax, and phone calls), the survey had only 6 counties out of 14 and 15 out of 43 cities respond to the survey. A total of 57 communities were surveyed and only 21 communities responded to the survey.



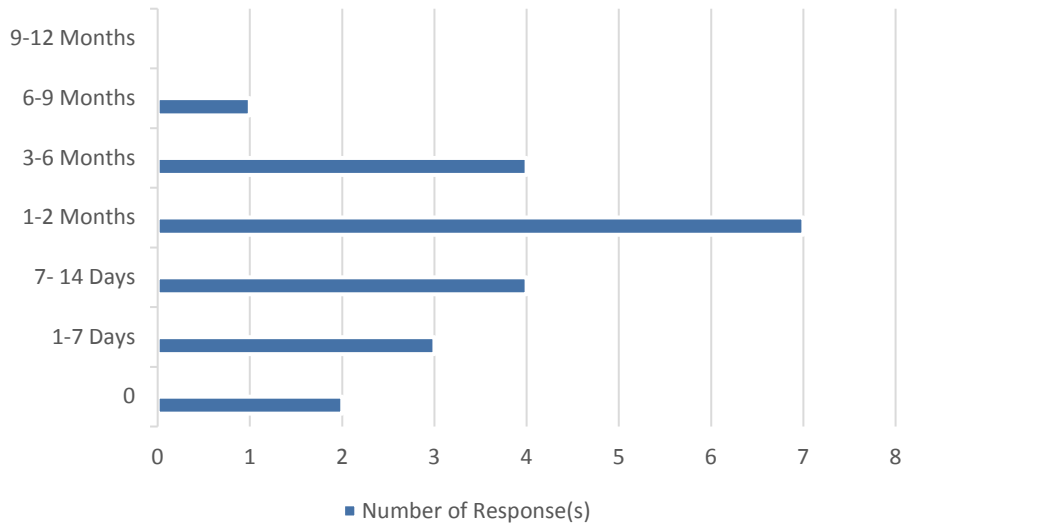
*The RC serves 14 counties and 43 cities of the Southwest Georgia region, covering 8,000 square miles and serving a population of 348,300. The RC is an extension of local governments and, to some extent, the respective governments' communities' development group. The RC's sole purpose is to assist and complement local jurisdictions by responding to their needs, as well as to assist in accomplishing*

*goals in and for the communities. The RC is advisory in nature. It can only provide recommendations and varying types of assistance. RC employees assure that local governments receive the best service possible. A 49-member Council, representing elected officials and individuals from the private sector of the population of each of the 14 counties and 43 cities, meets the last Thursday of each month. The Council provides local guidance and oversight for the RC.*

**Question 1: Thinking about the Southwest Georgia Regional Commission's "Planning Department" would you say the Planning Department is?**



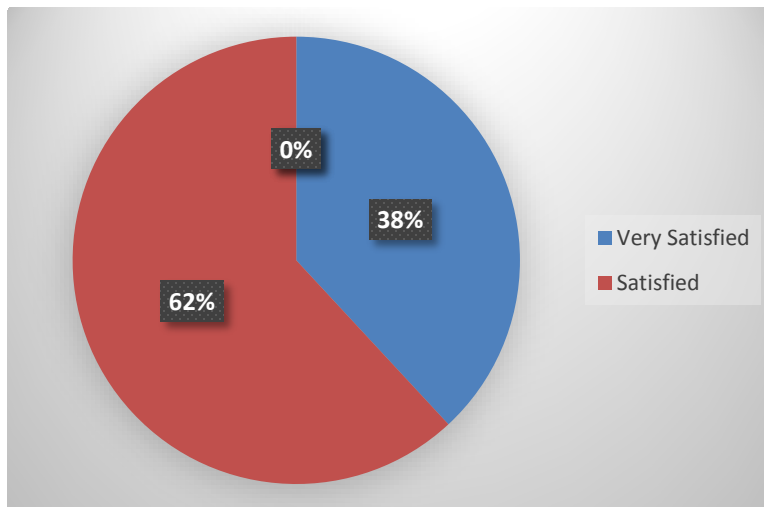
**Question 2: When was your last contact with the Regional Commission?**



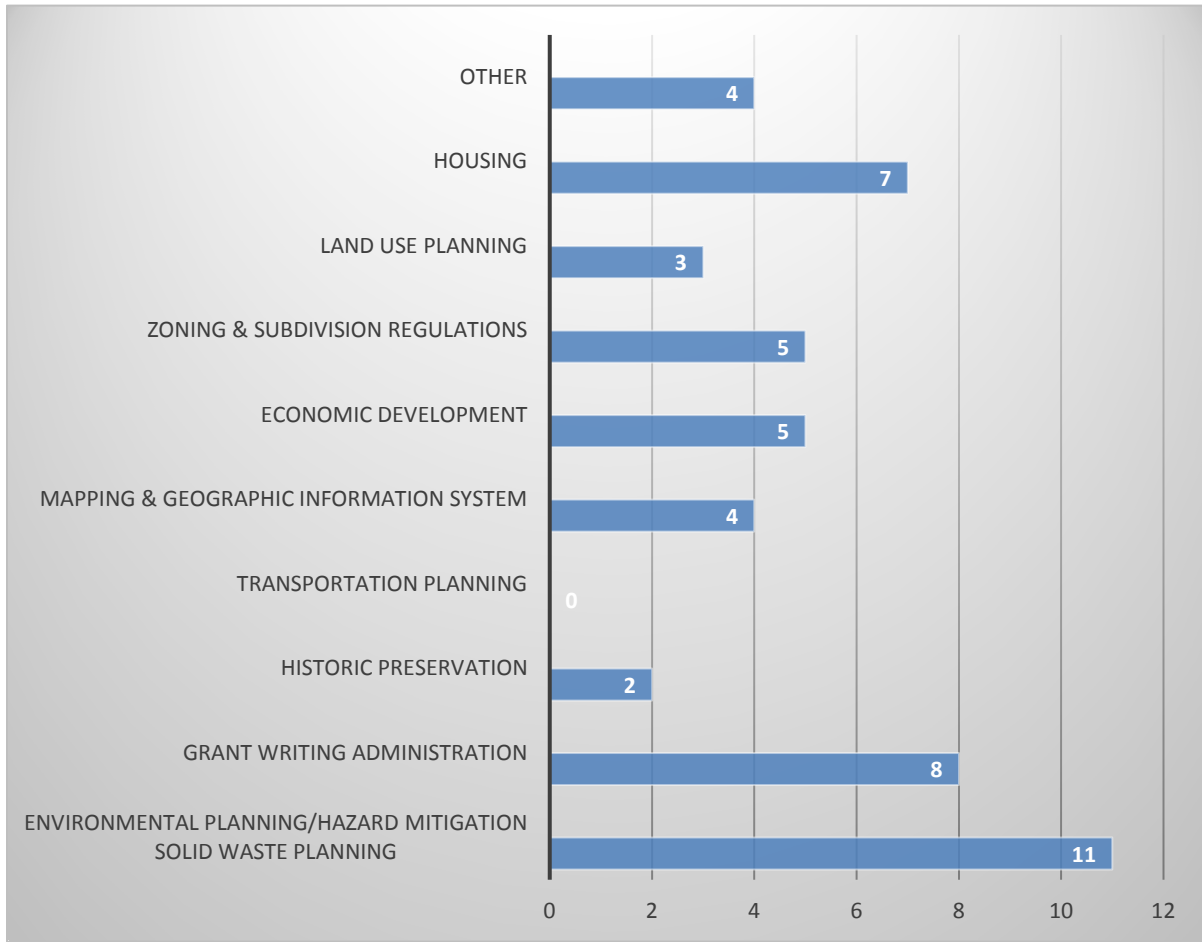
**Question 3: How many contacts have you had with the RC in the last 12 months?**

- \* 3
- \* 12
- \* 24 or more
- \* Several (2)
- \* About 20
- \* 2
- \* 5 (2)
- \* Weekly
- \* 12 or more
- \* 20 or more
- \* 6 or more
- \* Many
- \* Not Sure (2)
- \* 4
- \* 3-4

**Question 4: Based on your last contact, how satisfied were you with the results of that contact? If not satisfied why?**



**Question 5: Which of the following SWGRC Planning Services has your community used in the past 12 Months?**



**Question 6: The Southwest Georgia Regional Commission Planning Department serves all 14 counties and 43 cities in Southwest Georgia. Staff members are Barbara Reddick, Planning Director, Steve O Neil, Planner II, Kimberly Brooks, Planner II, Shelby Rhymes, Administrative Assistant, and Brenda Wade, Grants Administration Manager, Shanique Daniels, Grants Administration Assistant. Please rate the quality of service received from the RC Staff:**

<b>Totals for Quality of services received from the RC Staff</b>					
<b>Services</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Great</b>	<b>Not Applicable</b>
Grant Writing / Admin.	0	1 (5%)	5 (24%)	6 (29%)	9 (43%)
Environmental Planning	0	0	5 (24%)	4(19%)	12 (57%)
Geographic Information Systems	0	0	5 (24%)	2 (10%)	14 (67%)
Transportation Planning	0	0	3 (14%)	1 (5%)	17 (81%)
Housing	0	1 (5%)	4(19%)	6 (29%)	10 (48%)
Mapping & GIS	0	1 (5%)	3 (14%)	4 (19%)	13 (62%)
Historic Preservation	0	0	4(19%)	2 (10%)	15 (71%)
Land Use Planning	0	1 (5%)	5(24%)	1 (5%)	14 (67%)
Zoning & Subdivision Regulations	0	1(5%)	8 (38%)	1 (5%)	11 (52%)
Economic Development	0	0	6 (29%)	2 (10%)	13(62%)

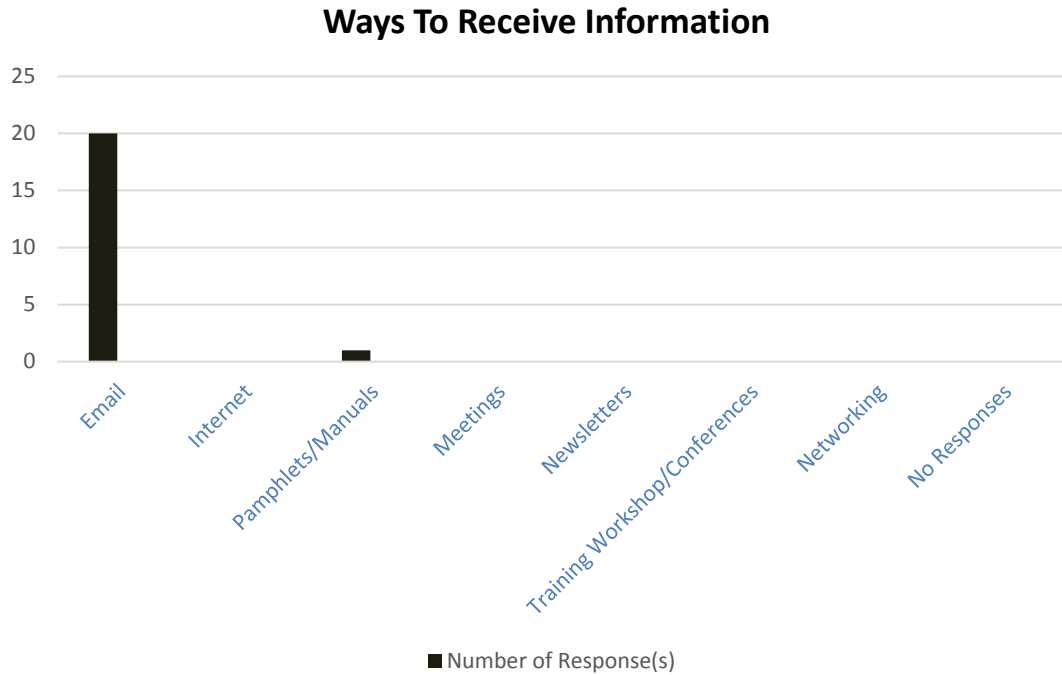
**Question 7: What extent do you agree or disagree with the following statements about the Southwest Georgia Regional Commission's Planning Department?**

<b>SWGRC Planning Department.....</b>		
	<b>Agree</b>	<b>Disagree</b>
Provides services in a timely manner	<b>20 (95%)</b>	<b>1 (5%)</b>
Provides services correctly the first time	<b>20 (95%)</b>	<b>1 (5%)</b>
Staff demonstrate a willingness to help local governments	<b>21 (100%)</b>	<b>0</b>
Staff demonstrate knowledge and expertise	<b>20 (95%)</b>	<b>1 (5%)</b>
RC employees are courteous and respectful	<b>21 (100%)</b>	<b>0</b>
The RC makes information easily available	<b>21 (100%)</b>	<b>0</b>
I am satisfied with the range of services provided by the Planning Department	<b>20 (95%)</b>	<b>1 (5%)</b>

**Question 8: What services or information do you need that you are not currently receiving?**

- \* **The reduction in cost for services, especially since municipalities are required to pay a quarter fee.**
- \* **Public officials training**
- \* **Not sure**
- \* **None**
- \* **Housing and Transportation Planning**
- \* **I always get an answer to my question from SWGRC**

**Question 9: Please check the primary method you prefer to receive information**



**Question 10: Please add any additional comments here and tell us how we can better serve you.**

- \* Please add more N/A categories. Some of these questions didn't apply to me.
- \* Offering more classes to public officials training
- \* Thank you
- \* I the mayor plan to attend meeting and learn how to better serve our community.
- \* Southwest Georgia Regional Commission does a wonderful job assisting local governments