

2011 SELF ASSESSMENT PURPOSE AND METHODS

The 2011 self-evaluation of the Upper Minnesota Valley Regional Development Commission (UMVRDC) was conducted pursuant to Minnesota Statute 462.393, Subdivision 2. Every five years the regional development commission is required to review its activities and file a report on its findings.

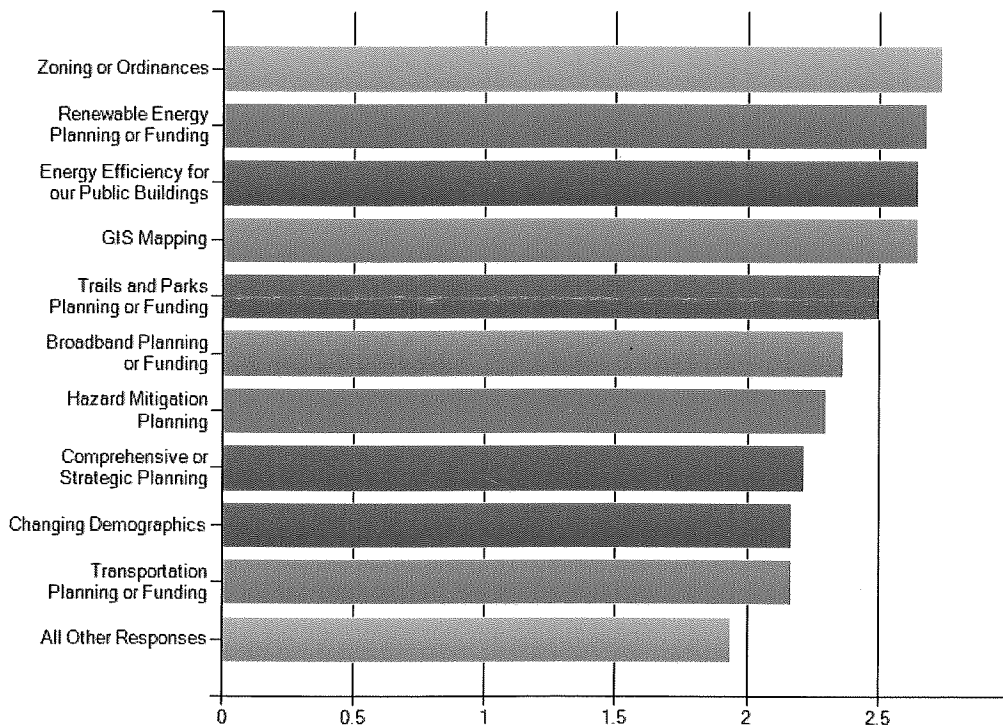
This evaluation was conducted by means of an electronic community survey. The survey was emailed to 109 public officials (mayors, tribal chair, county commissioners, school board superintendents, city manager/clerks, county administrators, county engineers, RDC board members) in the region. A full copy of the survey is attached for your review.

Of those responding to specific questions:

- 61% of respondents viewed themselves as either very knowledgeable or knowledgeable about the Commission. 35% were somewhat knowledgeable and 4% not knowledgeable.
- 92% had worked with the UMVRDC over the last five years.
- 54 % felt the UMVRDC had been very responsive and 42 % felt the UMVRDC had been responsive to their requests.
- 62 % were completely satisfied and 30 % somewhat satisfied with the service they received from the UMVRDC.
- 92 % judged the overall quality of service as good to excellent, while 4% judged it as fair and 4% did not know.
- 89 % rated the effectiveness and professional capabilities of the UMVRDC staff to be good to excellent, while 11% judged it as fair.

Survey respondents identified the following issues as important to the region.

From the below list, what are the top priority issues in your jurisdiction?



Overall, the UMVRDC views the results of the self-evaluation as very positive. The UMVRDC feels the report documents support for the UMVRDC and verifies that the existence of the UMVRDC is in the public's welfare and interest.

1. How knowledgeable are you of the UMRDC and its programs and or services?

		Response Percent	Response Count
Very Knowledgeable	<input type="checkbox"/>	30.8%	8
Knowledgeable	<input type="checkbox"/>	30.8%	8
Somewhat Knowledgeable	<input type="checkbox"/>	34.6%	9
Not Knowledgeable	<input type="checkbox"/>	3.8%	1
answered question			26
skipped question			0

2. Have you or your organization had an opportunity to work with the UMRDC staff over the past five years?

		Response Percent	Response Count
Yes	<input type="checkbox"/>	92.3%	24
No	<input type="checkbox"/>	3.8%	1
I do not know	<input type="checkbox"/>	3.8%	1
answered question			26
skipped question			0

3. Which of the following best describes what jurisdiction you represent?

		Response Percent	Response Count
County Commissioner	<input type="checkbox"/>	23.1%	6
City Mayor or Council Member	<input type="checkbox"/>	19.2%	5
Local Government Staff	<input checked="" type="checkbox"/>	46.2%	12
Township Official	<input type="checkbox"/>	0.0%	0
School District	<input type="checkbox"/>	3.8%	1
Tribal Community	<input type="checkbox"/>	0.0%	0
Other	<input type="checkbox"/>	7.7%	2
		answered question	26
		skipped question	0




4. In what areas have you had experience with the UMRDC staff?

		Response Percent	Response Count
Census	<input type="checkbox"/>	11.5%	3
Zoning or Ordinance Work	<input type="checkbox"/>	15.4%	4
Comprehensive or Strategic Planning	<input type="checkbox"/>	53.8%	14
Trails and Parks Planning or Grant Writing	<input type="checkbox"/>	30.8%	8
Infrastructure Planning or Grant Writing	<input type="checkbox"/>	34.6%	9
Renewable Energy Planning or Grant Writing	<input type="checkbox"/>	23.1%	6
Broadband Planning or Grant Writing	<input type="checkbox"/>	30.8%	8
GIS Mapping	<input type="checkbox"/>	50.0%	13
Revolving Loan Fund	<input type="checkbox"/>	46.2%	12
Other Grant Writing	<input type="checkbox"/>	34.6%	9
Grant Management	<input type="checkbox"/>	15.4%	4
Technical or Planning Assistance	<input type="checkbox"/>	19.2%	5
Hazard Mitigation Planning	<input type="checkbox"/>	42.3%	11
Tourism (Byway, Prairie Waters, Meander)	<input type="checkbox"/>	53.8%	14
Housing or Commercial Rehab Grant Writing	<input type="checkbox"/>	34.6%	9
Transportation	<input type="checkbox"/>	23.1%	6
No experience with any of these areas	<input type="checkbox"/>	3.8%	1
Other (please specify)	<input type="checkbox"/>	7.7%	2





answered question 26

skipped question 0

5. How responsive has the UMRDC been to your questions, needs, or calls?

	Response Percent	Response Count
Very Responsive 	53.8%	14
Responsive 	42.3%	11
Unresponsive 	3.8%	1
Very Unresponsive	0.0%	0
answered question		26
skipped question		0

6. How do you judge the overall quality of service that the UMRDC provides?

	Response Percent	Response Count
Excellent 	42.3%	11
Good 	50.0%	13
Poor	0.0%	0
Fair 	3.8%	1
Don't know 	3.8%	1
answered question		26
skipped question		0

7. How satisfied were you with the service you received?

		Response Percent	Response Count
Completely Satisfied	<input type="checkbox"/>	61.5%	16
Somewhat Satisfied	<input type="checkbox"/>	30.8%	8
Not Satisfied		0.0%	0
Have not received service	<input type="checkbox"/>	7.7%	2
answered question			26
skipped question			0

8. How would you describe the value for the service you were provided?

		Response Percent	Response Count
Too expensive	<input type="checkbox"/>	7.7%	2
About right	<input type="checkbox"/>	88.5%	23
Inexpensive	<input type="checkbox"/>	3.8%	1
answered question			26
skipped question			0

9. How would you rate the effectiveness and professional capabilities of the UMVRDC staff?

		Response Percent	Response Count
Excellent	<input type="checkbox"/>	34.6%	9
Good	<input type="checkbox"/>	53.8%	14
Fair	<input type="checkbox"/>	11.5%	3
Poor	<input type="checkbox"/>	0.0%	0
		answered question	26
		skipped question	0

10. From the below list, what are the top priority issues in your jurisdiction?

	Critical/Urgent Issue	Important Issue	Unimportant Issue	Not a concern/problem for my jurisdiction	Rating Average	Respo Coui
Changing Demographics	20.8% (5)	50.0% (12)	20.8% (5)	8.3% (2)	2.17	
Zoning or Ordinances	0.0% (0)	39.1% (9)	47.8% (11)	13.0% (3)	2.74	
Comprehensive or Strategic Planning	4.3% (1)	73.9% (17)	17.4% (4)	4.3% (1)	2.22	
Trails and Parks Planning or Funding	12.5% (3)	41.7% (10)	29.2% (7)	16.7% (4)	2.50	
Infrastructure Planning or Funding	40.9% (9)	31.8% (7)	18.2% (4)	9.1% (2)	1.95	
Renewable Energy Planning or Funding	13.6% (3)	31.8% (7)	27.3% (6)	27.3% (6)	2.68	
Energy Efficiency for our Public Buildings	13.0% (3)	26.1% (6)	43.5% (10)	17.4% (4)	2.65	
Broadband Planning or Funding	22.7% (5)	31.8% (7)	31.8% (7)	13.6% (3)	2.36	
GIS Mapping	8.7% (2)	39.1% (9)	30.4% (7)	21.7% (5)	2.65	
Business Retention and Expansion	45.5% (10)	45.5% (10)	4.5% (1)	4.5% (1)	1.68	
Assisting with Financing for Buisnesses in our Community	36.4% (8)	45.5% (10)	13.6% (3)	4.5% (1)	1.86	
Hazard Mitigation Planning	8.7% (2)	52.2% (12)	39.1% (9)	0.0% (0)	2.30	
Marketing our Community	8.7% (2)	69.6% (16)	21.7% (5)	0.0% (0)	2.13	
Housing Rehabilitation	13.0% (3)	78.3% (18)	4.3% (1)	4.3% (1)	2.00	
Business Rehabilitation	18.2% (4)	68.2% (15)	9.1% (2)	4.5% (1)	2.00	
Transportation Planning or Funding	26.1% (6)	43.5% (10)	17.4% (4)	13.0% (3)	2.17	

Other (please specify)

answered question

skipped question

11. Has your jurisdiction chosen to hire a consultant, engineer or outside contractor to assist you with any of the issues in the previous question rather than the UMRDC during the last year? If so, can you please share why?

	Response Percent	Response Count
The UMRDC is too expensive <input type="checkbox"/>	3.8%	1
The UMRDC does not provide the service we were looking for <input type="checkbox"/>	42.3%	11
The UMRDC has provided poor service in the past	0.0%	0
I did not think to call the UMRDC <input type="checkbox"/>	34.6%	9
Other (please specify) <input type="checkbox"/>	30.8%	8
	answered question	26
	skipped question	0

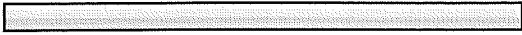

12. Can you suggest services the UMRDC should provide?

	Response Count
	6
	answered question
	6
	skipped question
	20

13. Can you offer any suggestions on how the UMRDC can improve services?

	Response Count
	5
answered question	5
skipped question	21

14. Can you share any specific problems or concerns about the service, staffing or expertise of the UMRDC?

	Response Percent	Response Count
None 	77.8%	14
Other (please specify) 	22.2%	4
answered question		18
skipped question		8

15. Would you like to provide any additional comments?

	Response Count
	6
answered question	6
skipped question	20

Q4. In what areas have you had experience with the UMRDC staff?

1	Web Site design	Dec 23, 2011 9:22 AM
2	set up website	Dec 22, 2011 9:16 PM

Q10. From the below list, what are the top priority issues in your jurisdiction?

1	This is an organization in search of a mission. I hate to answer, it will just lead you into areas you have no expertise.	Jan 3, 2012 3:56 PM
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Q11. Has your jurisdiction chosen to hire a consultant, engineer or outside contractor to assist you with any of the issues in the previous question rather than the UMRDC during the last year? If so, can you please share why?

1	Ortonville has a very vibrant EDA, and I place the basis for decisions on what resource to use is their responsibility...and they do a good job of it.	Jan 4, 2012 9:06 PM
2	used other professionals prior to one year ago	Jan 4, 2012 7:24 AM
3	The UMRDC, like many RDC's, is a dinosaur looking for a mission. There are many good people in your organization, and in a few cases, excellent people, but if you closed up shop I'm not sure you would be missed. In our case, when we go outside, we want to hire the best, not the cheapest. I do think you may be useful for the very smallest organizations.	Jan 3, 2012 3:56 PM
4	Did not hire anyone	Dec 29, 2011 11:11 AM
5	We always look to the RDC FIRST!	Dec 27, 2011 9:39 AM
6	no	Dec 23, 2011 6:58 AM
7	At all times we will check for provision of services of the RDC and if they have the service we will use or purchase their service. If they do not offer the service we will find a qualified firm to perform the service.	Dec 22, 2011 5:04 PM
8	Engineering and Financial	Dec 22, 2011 3:57 PM

Q12. Can you suggest services the UMRDC should provide?

1	No.	Jan 4, 2012 9:06 PM
2	None	Jan 3, 2012 3:56 PM
3	NA	Dec 28, 2011 3:09 PM
4	GIS	Dec 23, 2011 8:45 AM
5	Professional Human Resources Support for local government	Dec 22, 2011 4:22 PM
6	Continue to Develop sound comprehensive plans for our region.	Dec 22, 2011 3:57 PM

Q13. Can you offer any suggestions on how the UMRDC can improve services?

1	No.	Jan 4, 2012 9:06 PM
2	Honestly, much of it can be done by local staff or by contractors.	Jan 3, 2012 3:56 PM
3	Personal visits to school districts to see if there are services UMRDC can provide.	Dec 29, 2011 11:07 AM
4	NA	Dec 28, 2011 3:09 PM
5	Make known what they can assist with. With some past dealing, felt we were often put on a back burner & one project I felt did not get completed(GIS mapping)	Dec 22, 2011 9:16 PM

Q14. Can you share any specific problems or concerns about the service, staffing or expertise of the UMRDC?

1	You have very fine people. Some are quite excellent. But your original mission has changed over the years and I'm not at all sure RDC's in general should even be around any more.	Jan 3, 2012 3:56 PM
2	When we hired UMRDC to do GIS mapping, it was a disaster, total waste of time and money. Staff kept changing, Maps are worthless and incorrect.	Dec 23, 2011 9:22 AM
3	See above answer	Dec 22, 2011 9:16 PM
4	The GIS mapping service was not completed properly and we cannot access it on our computer. Person who did work left UMRDC so it never got fixed so basically worthless to us. Now I believe we can get the maps we need from the County but just not have them on our computer.	Dec 22, 2011 4:00 PM

Q15. Would you like to provide any additional comments?

1	no	Jan 4, 2012 7:24 AM
2	I have worked directly with the UMRDC staff for several years. Our community has greatly benefited from the staffs knowledge, expertise and professionalism. The services and I provided are excellent.	Dec 28, 2011 3:09 PM
3	Maybe have a more central location in the county so all cities get equal attention.	Dec 28, 2011 1:08 PM
4	RDC and administration is extraordinary	Dec 27, 2011 9:39 AM
5	Tourism is a waste of time and tax payer money for Region 6W. We are NOT a tourism destination; don't spend money pretending we are! Quit doing the art crawl. All you are doing is free advertising for one group of people/businesses who want a free ride. RDCs have lived their "life cycle" and are a wasted layer of government now.	Dec 23, 2011 8:27 AM
6	The UMRDC provides excellent services and with appropriate financing they will continue to do so.	Dec 22, 2011 5:04 PM