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*The mission of the Wilmington MPO is to develop and implement a comprehensive multi-modal transportation plan that supports the existing and future mobility needs and economic vitality of the Wilmington Urban Area. This shall be accomplished by protecting the environment, safe guarding the social equity, improving the quality of life for the citizens of the community, improving the local economy and providing for the safe and efficient mobility throughout the region. This is achieved through the long range transportation planning process which includes a comprehensive, continuous and cooperative approach from citizens and participating members.*

**Special Meeting  
Wilmington Urban Area MPO FY 2017-2021 Strategic Business Plan  
New Hanover County Government  
320 Chestnut Street, 6th Floor Conference Room  
Wilmington, NC  
March 14, 2016  
1 pm**

1. Call to Order
2. Review Cape Fear Transportation 2040 Goals, Objectives and Policies (15 minutes)
3. Review of SWOT Analysis and Customer Survey Results (15 minutes)
4. Strategic Planning Exercise (3 hours)
5. Summarize Comments from the Strategic Planning Exercise (15 minute)
6. Next Steps (15 minutes)
7. Adjourn

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Wilmington Urban Area Metropolitan Planning Organization

City of Wilmington • Town of Carolina Beach • Town of Kure Beach • Town of Wrightsville Beach  
County of New Hanover • Town of Belville • Town of Leland • Town of Navassa • County of Brunswick  
County of Pender • Cape Fear Public Transportation Authority • North Carolina Department of Transportation

## Q1 What practices are really working well, organizational competencies and effective processes?

Answered: 26 Skipped: 8

#	Responses	Date
1	WMPO attends WAVE meetings.	2/26/2016 11:29 AM
2	Longer-term planning	2/23/2016 11:22 PM
3	Collaboration of NCDOT and planning	2/22/2016 9:52 AM
4	The monthly meetings are very informative. The process of the meetings and the fact that they start on time and finish on time is good.	2/22/2016 9:18 AM
5	Committee agendas and action toward meeting goals	2/21/2016 12:45 PM
6	Regular committee meetings	2/21/2016 5:02 AM
7	Procedures that treat each member fairly. Availability of staff. Follow through of staff. Thoroughness of preparation before meetings.	2/19/2016 5:08 PM
8	Housing MPO in Wilmington's Administrative offices is convenient for staff and contractors.	2/19/2016 11:38 AM
9	Consistency in meeting scheduling and the availability of staff to provide technical assistance on short notice.	2/19/2016 10:52 AM
10	relationship between TAC and CAC are working well. CAC inclusiveness in presenting 25-year plan to TAC works well.	2/15/2016 2:35 PM
11	I think everything is working well.	2/13/2016 3:19 PM
12	Monthly meetings, community outreach for public comment, cooperation with local agencies	2/10/2016 12:12 PM
13	Community engagement seems to work well. Sharing of data, specifically geographic data regarding projects (wish lists, planned, funded, etc) does not work well; technology is under utilized.	2/9/2016 11:20 AM
14	Trying to bring all groups to the table, creating interest and buy-in for the planning process and outcome.	2/5/2016 12:33 PM
15	The team is bright and competent and focused on the areas of their responsibility.	2/2/2016 1:56 PM
16	I've never heard of the WMPO until I received this survey. I don't know anyone with knowledge of this group. I cannot help you. I'm sorry.	2/1/2016 6:10 PM
17	bike-ped planning.	2/1/2016 12:22 PM
18	New member orientation; meeting announcements, meeting agendas, meeting operations, meeting minutes.	2/1/2016 12:01 PM
19	General structure seems to work well with TCC/TAC, Bike-Ped Committee, etc. Staff (at least senior staff) appears knowledgeable and professional. Opportunity for public officials to interact with NCDOT is valuable.	2/1/2016 11:52 AM
20	The TIA scoping process on new residential and commercial development proposals.	2/1/2016 9:08 AM
21	Collaboration with other organizations and staff support of boards and committees	1/31/2016 10:13 PM
22	Identifying projects needed.	1/31/2016 4:59 PM
23	comprehensive, multi-jurisdictional is the proper approach	1/30/2016 2:35 PM
24	Inclusiveness: i.e making all organizations feel as if they are included in the groups decisions	1/30/2016 12:31 PM
25	My experience with the WMPO is with the Bike/Ped Committee. It is working well and is effective.	1/30/2016 2:48 AM
26	Inter-agency cooperation	1/29/2016 2:48 PM

## Q2 Knowledge gaps, inefficient procedures, lack of value, synergy?

Answered: 21 Skipped: 13

#	Responses	Date
1	Coordination with WAVE	2/23/2016 11:22 PM
2	Question why so many layers of drawing up of plans and incorporate of building desired structures are standard. In the business world we are constantly challenged to take out steps/ layers.	2/22/2016 9:52 AM
3	The overall mission of the WMPO is not clear to me personally. After this survey I will dig deeper and attempt to get a better understanding of the charge of the WMPO. Would it be possible to meet in a larger room/facility. There have been several, almost all meetings, which are very crowded with attendees sitting almost on top of each other.	2/22/2016 9:18 AM
4	Elected officials goals vs citizen concerns	2/21/2016 12:45 PM
5	None	2/21/2016 5:02 AM
6	Need to create a consistency in the criteria used for awarding STP-DA and TAP-DA fundings. Should "studies" quality?	2/19/2016 5:08 PM
7	Additional coordination with DOT on maintenance of DOT right-of-way and tree removal in the ROW would be helpful.	2/19/2016 11:38 AM
8	Commercial site plan reviews lack detail. Little input provided at the meetings held every 2 weeks with local governments and NCDOT. Updates in project status are not made.	2/19/2016 10:52 AM
9	catch-up period for newly elected officials necessary but is detrimental to TAC	2/15/2016 2:35 PM
10	I can think of none at this time.	2/13/2016 3:19 PM
11	Need for additional staff, Provide training for Board members	2/10/2016 12:12 PM
12	Gaps are present in data management, dissemination and document management.	2/9/2016 11:20 AM
13	n/a	2/5/2016 12:33 PM
14	New member-have observed none at this time.	2/1/2016 12:01 PM
15	Project DA funding criteria, management, and assistance needs further improvement, despite strides already made.	2/1/2016 11:52 AM
16	At times under the scoping review process, two significant projects close to proximity to each other carry challenges to staff on how to communicate and coordinate potential off-site road improvements to an already existing road infrastructure.	2/1/2016 9:08 AM
17	Public information could be stronger	1/31/2016 10:13 PM
18	coordination w/ NC DOT at higher levels or at greater time horizons	1/30/2016 2:35 PM
19	thorough understanding of the State's discretionary funding of projects	1/30/2016 12:31 PM
20	None I know of	1/30/2016 2:48 AM
21	Keep public better informed of plans and practices	1/29/2016 2:48 PM

### Q3 Untapped resources, positive changes in external environment?

Answered: 19 Skipped: 15

#	Responses	Date
1	Relationships with NCDOT staff are better and productive	2/23/2016 11:22 PM
2	Believe positive changes are being recognized, however unaware of untapped resources - what they are and how we can work those.	2/22/2016 9:52 AM
3	Bring in a member of the City Council to speak to the group about what they expect to garner from the groups work.	2/22/2016 9:18 AM
4	Greater citizen input with impact on elected reps	2/21/2016 12:45 PM
5	Involvement by marine sector transportation	2/21/2016 5:02 AM
6	Use of social media to inform on a regular basis the important projects on which the WMPO TAC is working.	2/19/2016 5:08 PM
7	We need to get another bridge or widen an existing bridge over the Cape Fear ASAP.	2/19/2016 11:38 AM
8	---	2/19/2016 10:52 AM
9	NCDOT various traffic analysis functions	2/15/2016 2:35 PM
10	None	2/13/2016 3:19 PM
11	Making community aware of what organization does	2/10/2016 12:12 PM
12	Technology is under utilized and the information flow between participating jurisdictions appears minimal. The WMPO needs to build better, more active relationships with the member jurisdictions and take ownership of the data required to perform its duties.	2/9/2016 11:20 AM
13	The construction of the cross city trail is such an asset to our area and neighborhoods	2/5/2016 12:33 PM
14	New member-have observed none at this time.	2/1/2016 12:01 PM
15	NA	2/1/2016 11:52 AM
16	Would suggest tapping congestion management in Raleigh more frequently on projects noted above.	2/1/2016 9:08 AM
17	New energy sources such as "Fracking" and off-shore energy production should add additional dollars to building better roads instead of "lining" private companies pockets	1/30/2016 12:31 PM
18	The Bike / Ped Committee has improved steadily over the past 10 years in which I have been participating	1/30/2016 2:48 AM
19	More ties with local industry - public/privet oppertunities	1/29/2016 2:48 PM

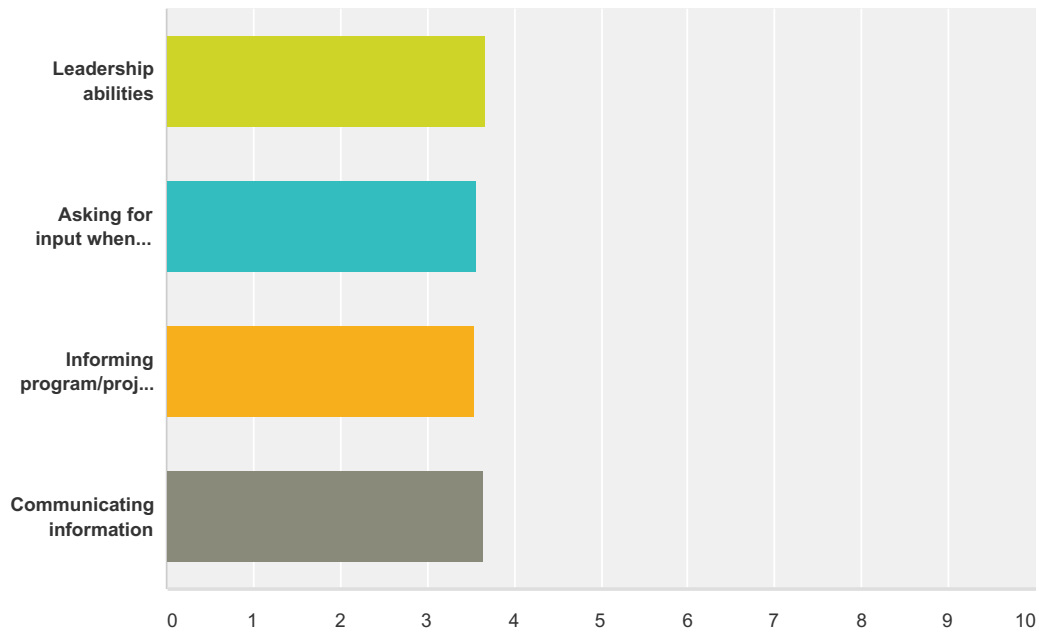
## Q4 Potential changes, threatened resources, unwise practices?

Answered: 20 Skipped: 14

#	Responses	Date
1	Being too Wilmington centric	2/23/2016 11:22 PM
2	not clear on changes currently on table - these may be sent via email but highlighted affects not discussed.	2/22/2016 9:52 AM
3	None that I can note.	2/22/2016 9:18 AM
4	Added resources for infrastructure and improved allocation system	2/21/2016 12:45 PM
5	Political environment, elections, redrawing districts, lack of broader alliances, no apparent involvement by environmental sector	2/21/2016 5:02 AM
6	Attempt to email TAC meeting package at least one day earlier so members have a week to prepare for the meeting.	2/19/2016 5:08 PM
7	The MPO needs to be very careful to equally advocate for all members, not just the City of Wilmington.	2/19/2016 10:52 AM
8	radical change in population growth. Are we correctly recognizing and planing for these changes?	2/15/2016 2:35 PM
9	None.	2/13/2016 3:19 PM
10	Ensure tax dollars are spent wisely	2/10/2016 12:12 PM
11	Maintain a current, working website, build datasets to improve decision making and use technology to share information. Good data management practices enable discovery, sharing and reuse of data, and reduce redundancy. Managing data in personal files and spreadsheets is unwise.	2/9/2016 11:20 AM
12	Lack of monitoring...creates the opportunity for vandalism, misuse, and illegal activity.	2/5/2016 12:33 PM
13	Better coordination with developers to ensure non-motorized infrastructure is to be included in TIA enhancements.	2/1/2016 12:22 PM
14	New member-have observed none at this time.	2/1/2016 12:01 PM
15	NA	2/1/2016 11:52 AM
16	None	2/1/2016 9:08 AM
17	future lifestyles changes likely mean greater density in pocket development, planning should be flexible and anticipate such changes	1/30/2016 2:35 PM
18	(changes) More Toll roads; (threatened resource) Idyllic Country living; (practices) movement to involve counties in Road maintenance..	1/30/2016 12:31 PM
19	None I know of	1/30/2016 2:48 AM
20	Protect loss of rail right-of-way	1/29/2016 2:48 PM

### Q5 How would you grade the WMPO's management on:

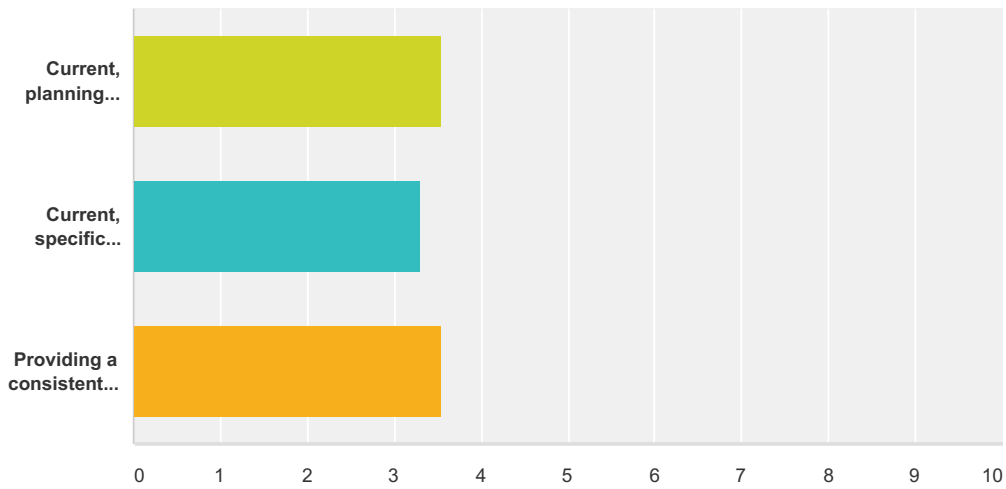
Answered: 31 Skipped: 3



	Has exceeded my expectations (outstanding)	Has consistent performance and is above my minimum expectations/standards	... met my minimum expectations	Is doing some, but did not meet my minimum expectations/standards	Is doing little to nothing in this category	N/A	Total	Weighted Average
Leadership abilities	6.45% 2	67.74% 21	16.13% 5	6.45% 2	3.23% 1	0.00% 0	31	3.68
Asking for input when making impacting decisions	16.13% 5	45.16% 14	25.81% 8	6.45% 2	6.45% 2	0.00% 0	31	3.58
Informing program/project changes	9.68% 3	51.61% 16	25.81% 8	9.68% 3	3.23% 1	0.00% 0	31	3.55
Communicating information	16.13% 5	54.84% 17	12.90% 4	9.68% 3	6.45% 2	0.00% 0	31	3.65

### Q6 How would you grade the WMPO's communication efforts related to:

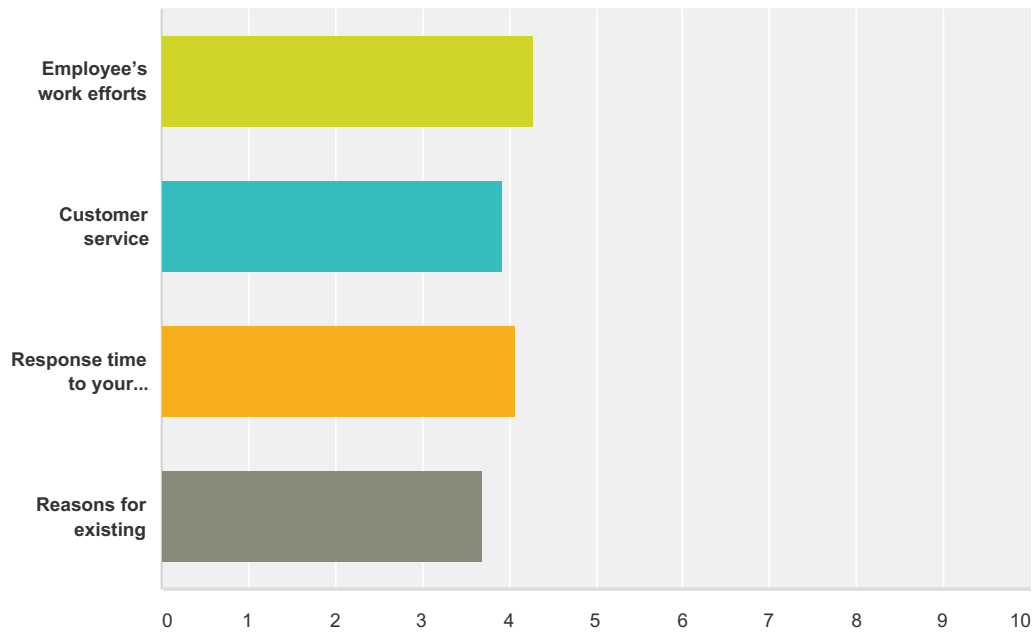
Answered: 31 Skipped: 3



	Has exceeded my expectations (outstanding)	Has consistent performance and is above my minimum expectations/standards	... met my minimum expectations	Is doing some, but did not meet my minimum expectations/standards	Is doing little to nothing in this category	N/A	Total	Weighted Average
Current, planning regional-wide issues	9.68% 3	54.84% 17	19.35% 6	12.90% 4	3.23% 1	0.00% 0	31	3.55
Current, specific jurisdiction issues	6.45% 2	32.26% 10	35.48% 11	12.90% 4	3.23% 1	9.68% 3	31	3.29
Providing a consistent message	16.13% 5	41.94% 13	22.58% 7	19.35% 6	0.00% 0	0.00% 0	31	3.55

### Q7 How would you grade your perception of the WMPO:

Answered: 30 Skipped: 4

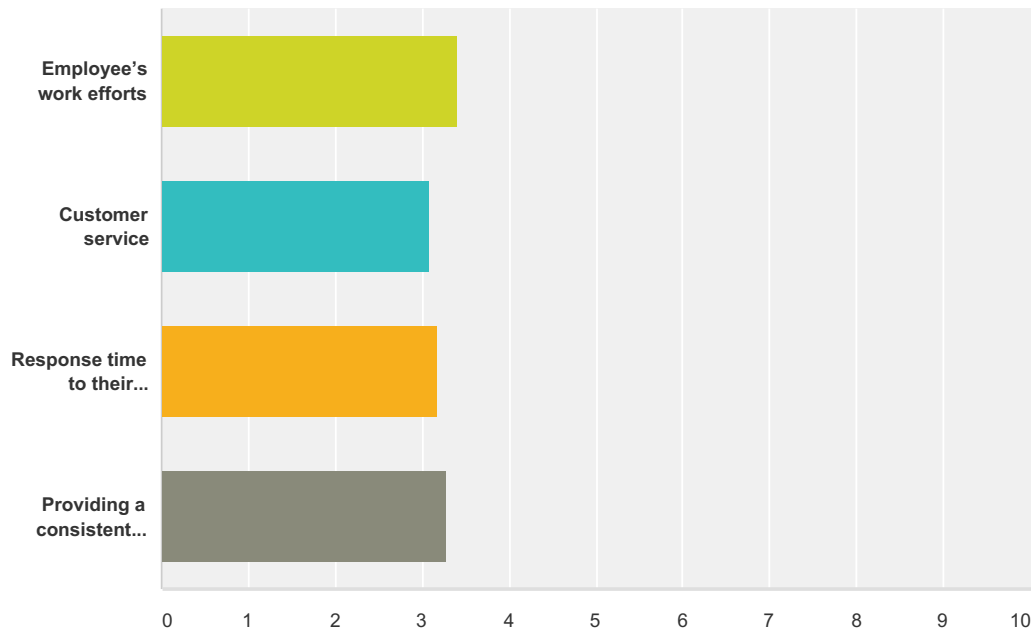


	Has exceeded my expectations (outstanding)	Has consistent performance and is above my minimum expectations/standards	... met my minimum expectations	Is doing some, but did not meet my minimum expectations/standards	Is doing little to nothing in this category	N/A	Total	Weighted Average
Employee's work efforts	40.00% 12	50.00% 15	6.67% 2	3.33% 1	0.00% 0	0.00% 0	30	4.27
Customer service	23.33% 7	43.33% 13	23.33% 7	3.33% 1	0.00% 0	6.67% 2	30	3.93
Response time to your concerns	33.33% 10	30.00% 9	13.33% 4	6.67% 2	0.00% 0	16.67% 5	30	4.08
Reasons for existing	23.33% 7	40.00% 12	20.00% 6	16.67% 5	0.00% 0	0.00% 0	30	3.70



### Q8 How would you grade the publics' perception of the WMPO:

Answered: 31 Skipped: 3



	Has exceeded my expectations (outstanding)	Has consistent performance and is above my minimum expectations/standards	... met my minimum expectations	Is doing some, but did not meet my minimum expectations/standards	Is doing little to nothing in this category	N/A	Total	Weighted Average
Employee's work efforts	12.90% 4	25.81% 8	29.03% 9	6.45% 2	6.45% 2	19.35% 6	31	3.40
Customer service	6.45% 2	25.81% 8	29.03% 9	6.45% 2	12.90% 4	19.35% 6	31	3.08
Response time to their concerns	3.23% 1	29.03% 9	25.81% 8	9.68% 3	6.45% 2	25.81% 8	31	3.17
Providing a consistent message	6.45% 2	35.48% 11	22.58% 7	6.45% 2	9.68% 3	19.35% 6	31	3.28

## Q9 How would you rate the level of “on-the-job” knowledge from WMPO staff?

Answered: 26 Skipped: 8

#	Responses	Date
1	WMPO representative and 2 "trainees" attend WAVE mtgs and very knowledgeable and expanding their participation.	2/26/2016 11:33 AM
2	Excellent and the next hires will also become excellent part of the team.	2/23/2016 11:26 PM
3	Above average	2/22/2016 9:57 AM
4	They seem very knowledgeable.	2/22/2016 9:25 AM
5	They are aware of regulatory specifics	2/21/2016 12:52 PM
6	Excellent	2/21/2016 5:05 AM
7	On a scale of 1-10 with 1 being the highest rate, I would rate the staff's knowledge between an 8 and a 10 depending on the individual.	2/19/2016 5:12 PM
8	The "seasoned" part of the staff have a high level of on-the-job knowledge. The others appear to be learning the ropes and are eager to get the answers.	2/19/2016 10:56 AM
9	Staff (not TAC) is very knowledgeable and passionate about their job. They are engaged and involved. Easy to work with.	2/19/2016 10:53 AM
10	superior	2/15/2016 2:38 PM
11	Excellent, well above expectations.	2/13/2016 3:22 PM
12	Staff members are very knowledgeable.	2/10/2016 12:14 PM
13	Staff I have interacted seem knowledgeable but fiscally constrained almost to the point where their knowledge is useless.	2/9/2016 11:25 AM
14	WMPO staff is knowledgeable.	2/5/2016 12:37 PM
15	The team is knowledgeable.	2/2/2016 1:59 PM
16	Very high.	2/1/2016 12:23 PM
17	Outstanding!	2/1/2016 12:04 PM
18	Generally very good, at least in more senior and seasoned staff.	2/1/2016 11:55 AM
19	Very good.	2/1/2016 9:09 AM
20	Excellent	1/31/2016 10:16 PM
21	High. Everyone seems to know what is going on in every department and if they don't they know where to go to get answers.	1/31/2016 5:02 PM
22	Excellent	1/30/2016 2:36 PM
23	6 on a scale of 10	1/30/2016 12:35 PM
24	Excellent	1/30/2016 2:50 AM
25	Very high. The mpo staff I've dealt with are knowledgeable and helpful. It the processes that concern me.	1/29/2016 3:14 PM
26	High!	1/29/2016 2:50 PM

## Q10 Are WMPO staff members working well with the jurisdictions we serve?

Answered: 25 Skipped: 9

#	Responses	Date
1	Yes	2/23/2016 11:26 PM
2	Yes	2/22/2016 9:57 AM
3	Yes. I am biased as I represent the county in which the WMPO exists but it seems to reach out to all the jurisdictions.	2/22/2016 9:25 AM
4	Much happens that committees are unaware of	2/21/2016 12:52 PM
5	Yes	2/21/2016 5:05 AM
6	I think the Leland staff and council is happy with the efforts of the staff in our needs.	2/19/2016 5:12 PM
7	They appear to be.	2/19/2016 10:56 AM
8	Yes.	2/19/2016 10:53 AM
9	excellent manner	2/15/2016 2:38 PM
10	Yes.	2/13/2016 3:22 PM
11	Yes	2/10/2016 12:14 PM
12	No. Their appears to be a lack of buy-in from jurisdictions.	2/9/2016 11:25 AM
13	I believe WMPO staff tries to bring all jurisdictions to the table and assists in planning efforts when needed.	2/5/2016 12:37 PM
14	The staff is flexible and willing to help partner jurisdictions.	2/2/2016 1:59 PM
15	Yes	2/1/2016 12:23 PM
16	New member-have not observed.	2/1/2016 12:04 PM
17	To my knowledge.	2/1/2016 11:55 AM
18	Yes	2/1/2016 9:09 AM
19	Yes, most	1/31/2016 10:16 PM
20	Yes!	1/31/2016 5:02 PM
21	Yes	1/30/2016 2:36 PM
22	6 on a scale of 10	1/30/2016 12:35 PM
23	Yes	1/30/2016 2:50 AM
24	As far as I can tell.	1/29/2016 3:14 PM
25	Yes	1/29/2016 2:50 PM

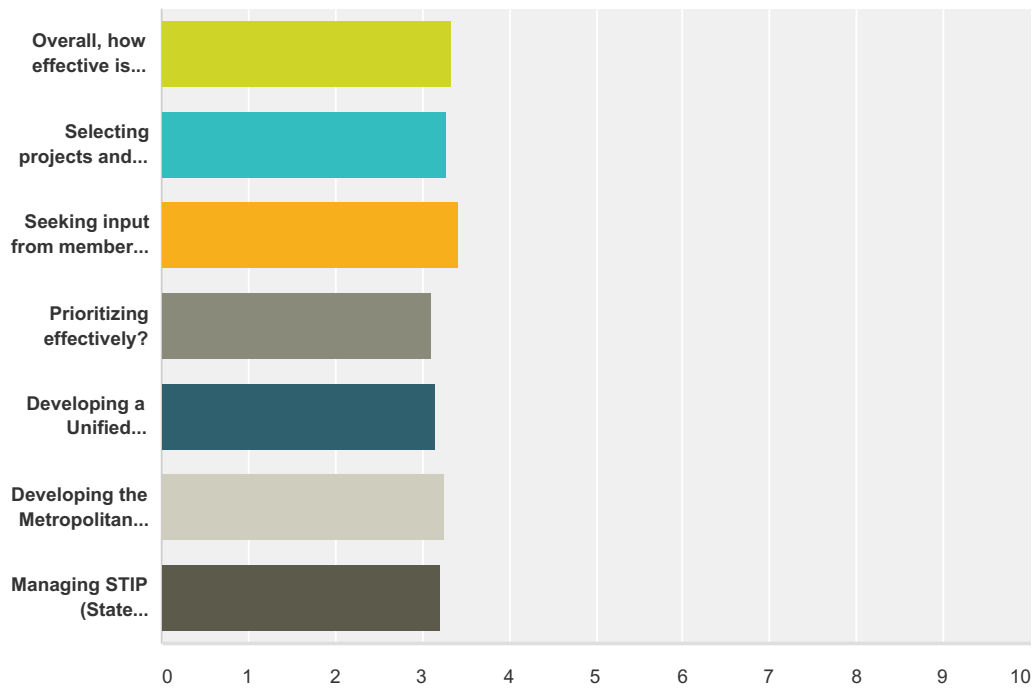
## Q11 Do WMPO staff members understand the community's values?

Answered: 25 Skipped: 9

#	Responses	Date
1	Absolutely	2/23/2016 11:26 PM
2	Yes	2/22/2016 9:57 AM
3	That is a hard question. This is where I feel that a meeting with the commissioners or city council with the WMPO would clarify what they feel are the community's values which then can be focused on by the WMPO.	2/22/2016 9:25 AM
4	Should be reversed, community does not understand WMPO protocols	2/21/2016 12:52 PM
5	Yes	2/21/2016 5:05 AM
6	I think so; especially the WMPO staff who have been in their positions for a number of years.	2/19/2016 5:12 PM
7	Yes.	2/19/2016 10:56 AM
8	I believe they do and represent them well.	2/19/2016 10:53 AM
9	excellent manner	2/15/2016 2:38 PM
10	Yes, much of the time. I think Wilmington community values are understood. I think Leland and north Brunswick County values and expectations are much less well understood.	2/13/2016 3:22 PM
11	Yes	2/10/2016 12:14 PM
12	Not sure.	2/9/2016 11:25 AM
13	Yes, to the best of my knowledge they do.	2/5/2016 12:37 PM
14	The WMPO well-reflects the downtown community values (i.e., bike/ped, transit, passenger rail, community life/work balance) but could be more industry/freight focused.	2/2/2016 1:59 PM
15	I believe so.	2/1/2016 12:23 PM
16	New member-have not observed.	2/1/2016 12:04 PM
17	Not sure.	2/1/2016 11:55 AM
18	Yes	2/1/2016 9:09 AM
19	Yes	1/31/2016 10:16 PM
20	Yes and always seem to be looking for ways to keep current with that through surveys and local community meetings.	1/31/2016 5:02 PM
21	Generally	1/30/2016 2:36 PM
22	5 on a scale of 10	1/30/2016 12:35 PM
23	Yes	1/30/2016 2:50 AM
24	I think they do; however, I think some additional effort/explanation on how to turn those values/goals into functional infrastructure/ projects would be helpful.	1/29/2016 3:14 PM
25	Yes	1/29/2016 2:50 PM

### Q12 Organizational Effectiveness (Please select one of the following)

Answered: 30 Skipped: 4



	Extremely Effective	Somewhat Effective	Somewhat Ineffective	Extremely Ineffective	N/A	Total	Weighted Average
Overall, how effective is the WMPO as an organization?	34.48% 10	65.52% 19	0.00% 0	0.00% 0	0.00% 0	29	3.34
Selecting projects and studies?	33.33% 10	56.67% 17	6.67% 2	0.00% 0	3.33% 1	30	3.28
Seeking input from member organizations and TAC, TCC, CAC, and Bike/Ped members?	51.72% 15	34.48% 10	10.34% 3	0.00% 0	3.45% 1	29	3.43
Prioritizing effectively?	24.14% 7	55.17% 16	13.79% 4	0.00% 0	6.90% 2	29	3.11
Developing a Unified Planning Work Program (UPWP)?	24.14% 7	51.72% 15	10.34% 3	0.00% 0	13.79% 4	29	3.16
Developing the Metropolitan Transportation Plan?	33.33% 10	50.00% 15	10.00% 3	0.00% 0	6.67% 2	30	3.25
Managing STIP (State Transportation Improvement Program)?	33.33% 10	50.00% 15	6.67% 2	3.33% 1	6.67% 2	30	3.21

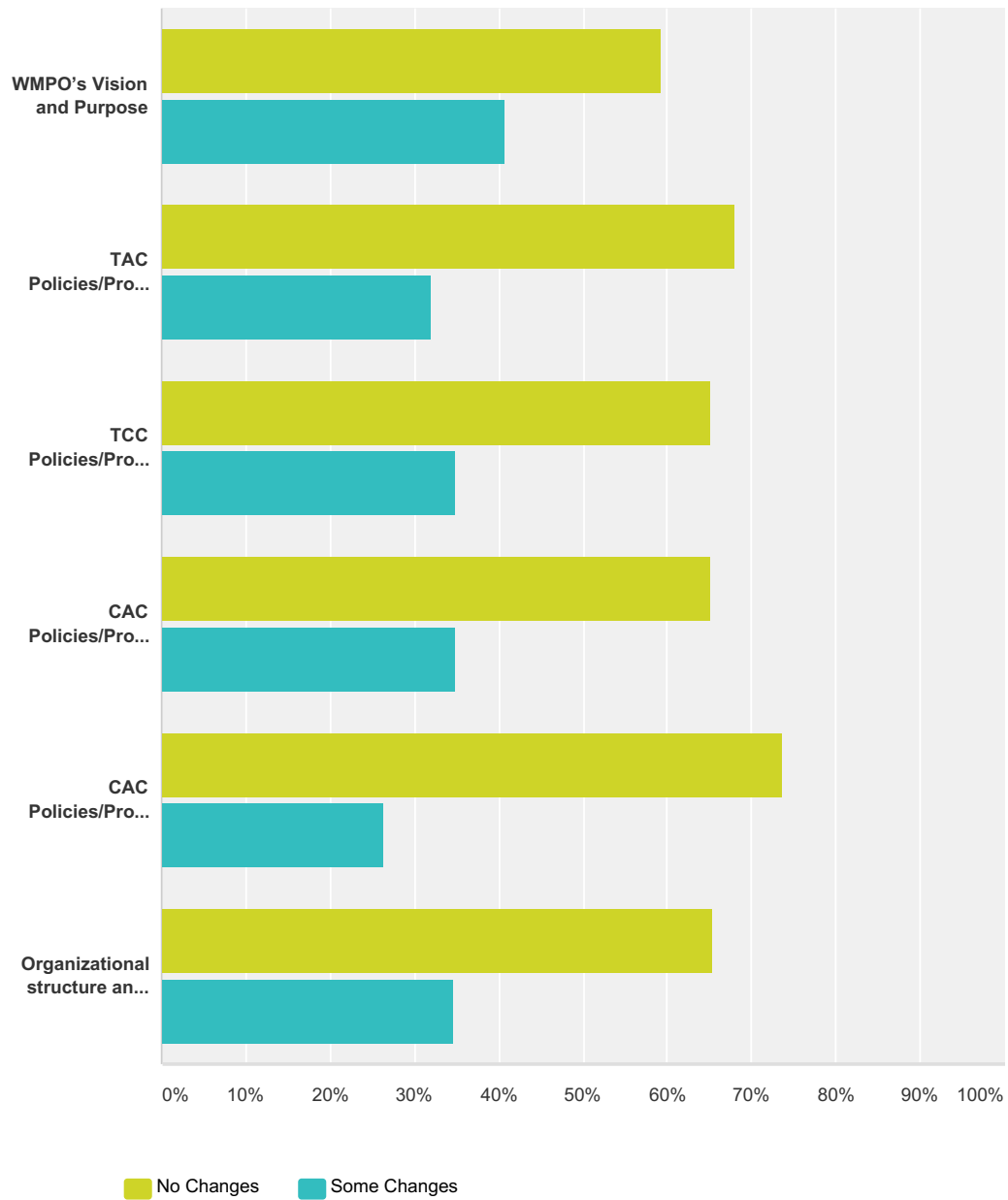
**Q13 Overall, does the WMPO use resources efficiently? If not, what suggestions do you have for the WMPO to operate more efficiently?**

Answered: 20 Skipped: 14

#	Responses	Date
1	Yes, but planning area is somewhat constrained.	2/23/2016 11:28 PM
2	I believe so.	2/22/2016 9:27 AM
3	Improved unification of jurisdictions within the WMPO for funding and planning purposes	2/21/2016 12:56 PM
4	Yes	2/21/2016 5:06 AM
5	Could the WMPO publish a newsletter, perhaps every two months, which can be circulated to the members for circulation to their constituencies? Links could be provided to draw the reader to further information on items of importance or interest.	2/19/2016 5:15 PM
6	Yes.	2/19/2016 10:57 AM
7	no suggestions at this time	2/13/2016 3:23 PM
8	Yes	2/10/2016 12:15 PM
9	Overall I would say resources are used somewhat efficiently. The WMPO appears to need stronger relationships with member jurisdictions. Even after years of existing some jurisdictions still seem unclear on the intent or purpose of the organization. The WMPO could significantly improve it's information management practices and how this information is shared with the member jurisdictions and the general public. There are too many active members of this community that do not even know the WMPO exists.	2/9/2016 11:38 AM
10	Yes	2/5/2016 12:58 PM
11	New member-too soon to know.	2/1/2016 12:05 PM
12	To my knowledge.	2/1/2016 11:56 AM
13	Add another staff member	2/1/2016 9:10 AM
14	Yes	1/31/2016 10:17 PM
15	Yes.	1/31/2016 5:02 PM
16	Yes	1/30/2016 2:37 PM
17	?	1/30/2016 12:36 PM
18	Yes	1/30/2016 2:50 AM
19	I think they do a lot with what they have. Congestion management definitely needs to become a priority. As the region grows the traffic issue we see today won't be solved by widening every road.	1/29/2016 3:15 PM
20	Yes	1/29/2016 2:51 PM

### Q14 Changes in the WMPO (Please select one of the following)

Answered: 27 Skipped: 7



	No Changes	Some Changes	Total
WMPO's Vision and Purpose	59.26% 16	40.74% 11	27
TAC Policies/Processes	68.00% 17	32.00% 8	25
TCC Policies/Processes	65.22% 15	34.78% 8	23
CAC Policies/Processes	65.22% 15	34.78% 8	23

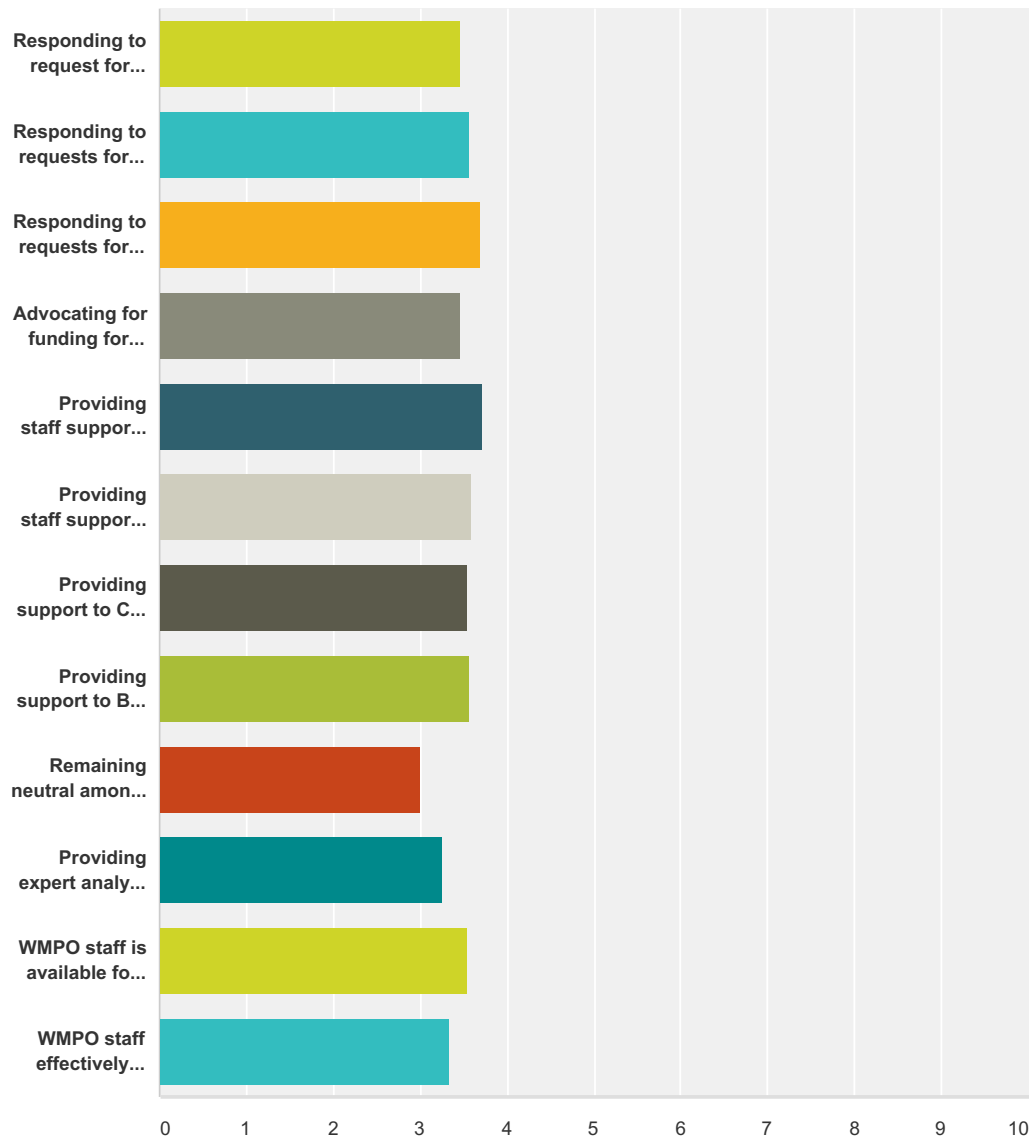
CAC Policies/Processes	<b>73.68%</b> 14	<b>26.32%</b> 5	19
Organizational structure and hosting of the WMPO	<b>65.38%</b> 17	<b>34.62%</b> 9	26

#	Recommendations/Comments	Date
1	Planning area should be expanded and voting adjusted	2/23/2016 11:30 PM
2	WMPO/TAC need stronger unified voice CAC needs periodic joint meetings with TCC /jurisdiction town planning staff	2/21/2016 1:01 PM
3	Adapt to changing environmental influences. Flooding of roads remains a critical problem and is only going to get worse.	2/21/2016 5:10 AM
4	Hopefully, our retreat will bring out some ideas for changes to the Vision and Purpose; TAC policies and processes, and organizational structure and hosting of the WMPO.	2/19/2016 5:17 PM
5	Need to change the name in order to reflect the entire MPO membership.	2/19/2016 10:58 AM
6	better job of communicating WMPO"s vision and purpose	2/15/2016 2:41 PM
7	The WMPO needs to get out from under the umbrella of the City of Wilmington.	2/9/2016 11:39 AM
8	New member-non at this time.	2/1/2016 12:06 PM
9	As the region grows and more of the MPO's population is outside of the City of Wilmington, it is important to monitor whether the City is the appropriate host.	2/1/2016 11:58 AM
10	None	2/1/2016 9:11 AM
11	Should include Southport and Oak Island and the ferry connection	1/31/2016 10:20 PM



### Q15 WMPO's Staff Effectiveness (Please select one of the following)

Answered: 26 Skipped: 8



	Extremely Effective	Somewhat Effective	Somewhat Ineffective	Extremely Ineffective	N/A	Total	Weighted Average
Responding to request for information from the public	32.00% 8	24.00% 6	4.00% 1	0.00% 0	40.00% 10	25	3.47
Responding to requests for information from member jurisdiction staff members	50.00% 12	25.00% 6	4.17% 1	0.00% 0	20.83% 5	24	3.58
Responding to requests for information from elected officials and TAC	50.00% 12	12.50% 3	4.17% 1	0.00% 0	33.33% 8	24	3.69
Advocating for funding for WMPO priorities	36.00% 9	40.00% 10	0.00% 0	0.00% 0	24.00% 6	25	3.47
Providing staff support to TCC meetings	43.48% 10	17.39% 4	0.00% 0	0.00% 0	39.13% 9	23	3.71

Providing staff support to TAC meetings	<b>45.83%</b> 11	<b>20.83%</b> 5	<b>4.17%</b> 1	<b>0.00%</b> 0	<b>29.17%</b> 7	24	3.59
Providing support to CAC meetings	<b>26.09%</b> 6	<b>21.74%</b> 5	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>52.17%</b> 12	23	3.55
Providing support to Bike Ped meetings	<b>41.67%</b> 10	<b>33.33%</b> 8	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>25.00%</b> 6	24	3.56
Remaining neutral amongst member jurisdictions	<b>16.00%</b> 4	<b>48.00%</b> 12	<b>8.00%</b> 2	<b>4.00%</b> 1	<b>24.00%</b> 6	25	3.00
Providing expert analysis in a way that is meaningful and understandable	<b>30.77%</b> 8	<b>50.00%</b> 13	<b>7.69%</b> 2	<b>0.00%</b> 0	<b>11.54%</b> 3	26	3.26
WMPO staff is available for assistance	<b>61.54%</b> 16	<b>34.62%</b> 9	<b>0.00%</b> 0	<b>3.85%</b> 1	<b>0.00%</b> 0	26	3.54
WMPO staff effectively communicates each of their roles	<b>40.00%</b> 10	<b>52.00%</b> 13	<b>0.00%</b> 0	<b>4.00%</b> 1	<b>4.00%</b> 1	25	3.33

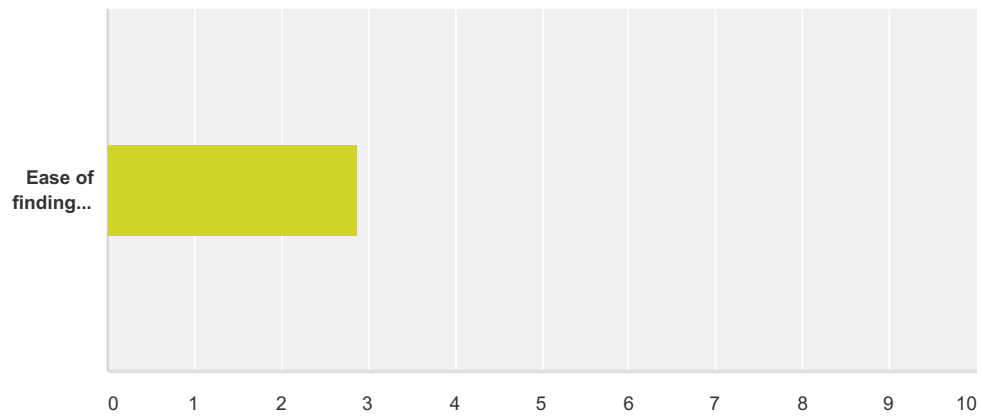
### Q16 Please provide ways to improve staff effectiveness:

Answered: 8 Skipped: 26

#	Responses	Date
1	Maybe a flow chart of who does what and a description of their responsibilities.	2/22/2016 9:29 AM
2	Hire sufficient staff	2/21/2016 1:03 PM
3	Continue to present to civic organizations	2/21/2016 5:11 AM
4	Date all maps used in processes. Number all pages of documents produced. When producing lengthy docs regarding prioritization, etc. extract or somehow highlight those projects of interest to their respective representative to make for quicker identification.	2/19/2016 5:22 PM
5	no suggestions at this time	2/13/2016 3:25 PM
6	Hire additional staff members.	2/10/2016 12:17 PM
7	New member-have not observed, hence reason for N/As.	2/1/2016 12:08 PM
8	No comments at this time	2/1/2016 9:12 AM

### Q17 WMPO's Website (Please select one of the following)

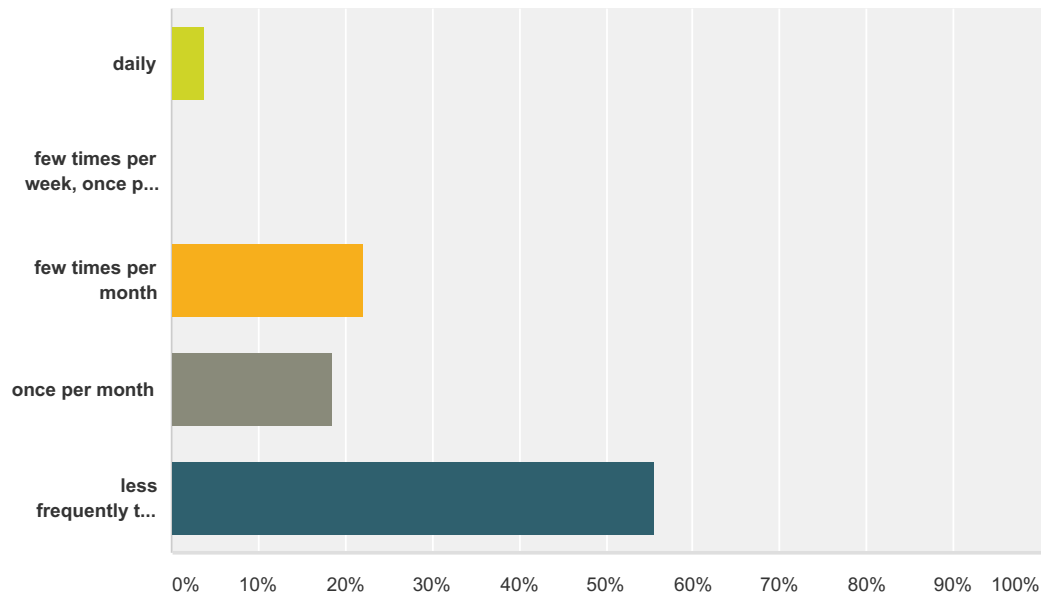
Answered: 21 Skipped: 13



	Extremely Effective	Somewhat Effective	Somewhat Ineffective	Extremely Ineffective	N/A	Total	Weighted Average
Ease of finding information on website	19.05% 4	47.62% 10	9.52% 2	9.52% 2	14.29% 3	21	2.89

### Q18 How Frequently do you visit our website?

Answered: 27 Skipped: 7



Answer Choices	Responses
daily	3.70% 1
few times per week, once per week	0.00% 0
few times per month	22.22% 6
once per month	18.52% 5
less frequently than once per month	55.56% 15
<b>Total</b>	<b>27</b>

## Q19 How can we better design the website? Tell us your ideas and suggestions

Answered: 12 Skipped: 22

#	Responses	Date
1	Improved promotion of the site	2/21/2016 1:05 PM
2	I would consider a redesign to include links to other transportation informational sites. E.g. Anyone interested in the Cape Fear Crossing, aka the Skyway would be able to pull up details, maps, history, Purpose and Need data, etc. simply by following the link. If the WMPO decides to create a newsletter, a link to it would be included. Perhaps highlight the major agenda items of an upcoming TAC meeting. Survey Monkey's like this one could be accessible through the website. Is it possible to create a database of all the local area maps that are used for all the projects on which projects are based? That would be easier than trying to find them on the NCDOT site.	2/19/2016 5:27 PM
3	--	2/19/2016 11:00 AM
4	put a search engine on the website if it doesn't have one to look for documents	2/10/2016 12:21 PM
5	More user friendly and better content management.	2/9/2016 11:41 AM
6	n/a	2/5/2016 1:06 PM
7	Font size could be larger. Get rid of dark blue background and white and light blue font.	2/2/2016 2:06 PM
8	Include alternates. Add more images from jurisdictions to reflect diverse community where we live.	2/1/2016 12:17 PM
9	Keep the site updated as practical.	2/1/2016 9:14 AM
10	Would like to see a "project finder" that uses a map or an address lookup	1/30/2016 2:40 PM
11	Give it more visibility to the public (media coverage)	1/30/2016 2:59 AM
12	Simply bringing it up to the form and function of a modern website would do much to improve usability.	1/29/2016 3:19 PM

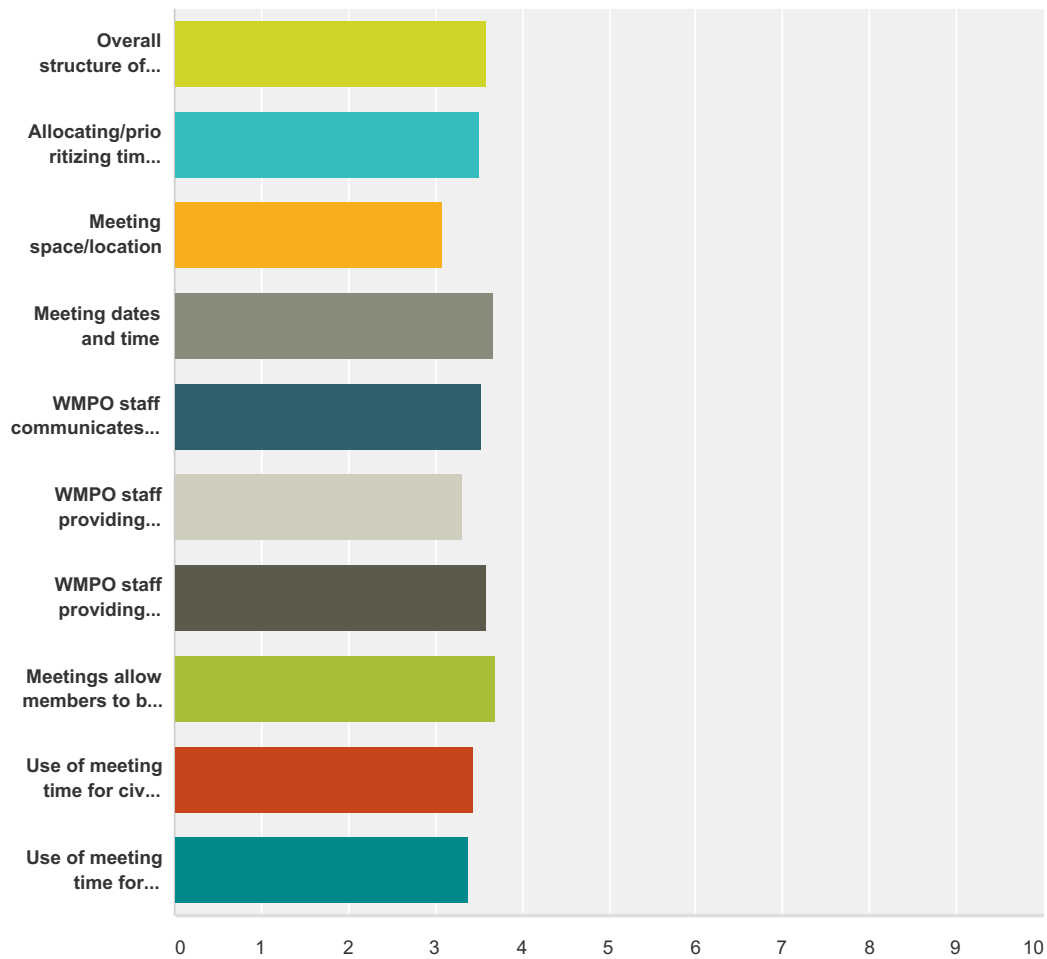
## Q20 What information do you search for and would like to see on the WMPO website?

Answered: 15 Skipped: 19

#	Responses	Date
1	Interactive mapping capacity with key facilities in the community.	2/23/2016 11:33 PM
2	Current /planned projects and status	2/21/2016 1:05 PM
3	See 19.	2/19/2016 5:27 PM
4	--	2/19/2016 11:00 AM
5	agendas, minutes, plan docs, maps	2/10/2016 12:21 PM
6	Calendar, project information, plans/initiatives	2/9/2016 11:41 AM
7	n/a	2/5/2016 1:06 PM
8	I search for contact info and reports/plans. People always ask me for bike maps, I send them to WMPO website.	2/2/2016 2:06 PM
9	Demographics; census data.	2/1/2016 12:17 PM
10	Generally what's there: agendas, minutes, plans, contact info.	2/1/2016 12:00 PM
11	Traffic Level of Service (LOS) stats. Collector street plan.	2/1/2016 9:14 AM
12	transportation Improvement Projects	1/31/2016 10:22 PM
13	Project status	1/30/2016 2:40 PM
14	None that is not already there	1/30/2016 2:59 AM
15	Plans, projects (planned, ongoing, recently completed - time tables for all), meeting schedules, links to other items (reporting road issues, etc), public input method.	1/29/2016 3:19 PM

### Q21 Committee Procedures and Operations (Please select one of the following)

Answered: 23 Skipped: 11



	Extremely Effective	Somewhat Effective	Somewhat Ineffective	Extremely Ineffective	N/A	Total	Weighted Average
Overall structure of meetings	52.17% 12	34.78% 8	0.00% 0	0.00% 0	13.04% 3	23	3.60
Allocating/prioritizing time for discussion based on importance	43.48% 10	43.48% 10	0.00% 0	0.00% 0	13.04% 3	23	3.50
Meeting space/location	34.78% 8	34.78% 8	8.70% 2	8.70% 2	13.04% 3	23	3.10
Meeting dates and time	63.64% 14	18.18% 4	4.55% 1	0.00% 0	13.64% 3	22	3.68
WMPO staff communicates/channels relevant information/concerns among committees	52.17% 12	21.74% 5	8.70% 2	0.00% 0	17.39% 4	23	3.53
WMPO staff providing orientation and on-boarding process for new committee members	34.78% 8	26.09% 6	4.35% 1	4.35% 1	30.43% 7	23	3.31
WMPO staff providing committee members agenda materials in a timely manner	60.87% 14	17.39% 4	8.70% 2	0.00% 0	13.04% 3	23	3.60



Meetings allow members to be engaged/represented equally	<b>60.87%</b> 14	<b>26.09%</b> 6	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>13.04%</b> 3	23	3.70
Use of meeting time for civic organizations, e.g. presentations	<b>47.83%</b> 11	<b>21.74%</b> 5	<b>4.35%</b> 1	<b>4.35%</b> 1	<b>21.74%</b> 5	23	3.44
Use of meeting time for consultants, e.g. presentations, reports	<b>39.13%</b> 9	<b>30.43%</b> 7	<b>8.70%</b> 2	<b>0.00%</b> 0	<b>21.74%</b> 5	23	3.39

## Q22 How can committee procedures and operations be improved?

Answered: 11 Skipped: 23

#	Responses	Date
1	Meeting room for committee is crowded	2/23/2016 11:36 PM
2	believe doing a good job here	2/22/2016 10:07 AM
3	Presentations should be timed if at all possible. The meeting room is overcrowded on occasion and doesn't provide a comfortable atmosphere to the public whom we are encouraging to attend and be heard, if they like. I question whether we should have evening meetings in order to make it more consumer accessible. Also, if that isn't possible, how about video of the meetings so anyone can access them on cable tv.	2/19/2016 5:52 PM
4	--	2/19/2016 11:06 AM
5	recommend no changes to my committee, CAC	2/15/2016 2:46 PM
6	Provide more time for members to give input.	2/10/2016 12:35 PM
7	Better utilize applicable tools when providing information to a large group, especially geographic information.	2/9/2016 11:53 AM
8	n/a	2/5/2016 1:09 PM
9	New member-have not observed.	2/1/2016 12:21 PM
10	Working well now	1/30/2016 3:02 AM
11	Clear focus on what a given committee's responsibilities are, as well as their sphere of influence i.e. what we can do as a committee.	1/29/2016 3:23 PM

**Q23 How can information best be  
communicated/exchanged among TCC,  
TAC and WMPO staff?**

Answered: 9 Skipped: 25

#	Responses	Date
1	additional emails	2/22/2016 10:07 AM
2	Joint meetings	2/21/2016 1:12 PM
3	In our case, staff communicates with me and I communicate with my alternate. We make it a point to try to review the TCC meetings held two weeks prior to the TAC meeting.	2/19/2016 5:52 PM
4	Electronically.	2/19/2016 11:06 AM
5	email works well for me	2/13/2016 3:28 PM
6	email	2/10/2016 12:35 PM
7	n/a	2/5/2016 1:09 PM
8	New member-have not observed.	2/1/2016 12:21 PM
9	I am not familiar with those interactions	1/30/2016 3:02 AM

## Q24 How difficult was it to become oriented to your role as a committee member?

Answered: 14 Skipped: 20

#	Responses	Date
1	Staff at that time did an excellent job.	2/23/2016 11:36 PM
2	Still getting oriented.	2/22/2016 9:35 AM
3	A couple of meetings....but much depends on the total committee make up	2/21/2016 1:12 PM
4	I did not have the benefit of going through an orientation with a WMPO member. Mayor Futch was my mentor and otherwise, I had to learn by reading and research.	2/19/2016 5:52 PM
5	Not difficult.	2/19/2016 11:06 AM
6	Not difficult	2/15/2016 2:46 PM
7	fairly easy	2/13/2016 3:28 PM
8	Not difficult at all.	2/10/2016 12:35 PM
9	not difficult.	2/9/2016 11:53 AM
10	There was no training or orientation as a new member	2/5/2016 1:09 PM
11	New alternate committee member-orientation was excellent!	2/1/2016 12:21 PM
12	Not difficult / great staff preparation	1/31/2016 10:25 PM
13	Easy	1/30/2016 2:41 PM
14	Easy	1/30/2016 3:02 AM

**Q25 How can we improve the  
orientation/on-boarding process for new  
TAC/TCC committee member?**

Answered: 8 Skipped: 26

#	Responses	Date
1	not aware of the process to make any comments	2/22/2016 10:07 AM
2	One on one with staff leader	2/21/2016 1:12 PM
3	Can't respond since I have never taken part in that process. If possible, a packet of background info on the major projects on which we are working would be great if not currently provided.	2/19/2016 5:52 PM
4	Members need to understand how they fit into the overall picture.	2/19/2016 11:06 AM
5	Make the process steps available to the board members	2/10/2016 12:35 PM
6	provide an information pamphlet or sheet for new members or new staffers taking over a member position.	2/5/2016 1:09 PM
7	Will let you know, my orientation/on-boarding was excellent. Let me see how it applies over next few meetings.	2/1/2016 12:21 PM
8	I am not familiar with current procedures for the TAC / TCC	1/30/2016 3:02 AM

**Q26 How do your fellow  
alderman/commission/council members  
view the WMPO?**

Answered: 11 Skipped: 23

#	Responses	Date
1	do not know	2/22/2016 10:07 AM
2	Point organization for unified action	2/21/2016 1:12 PM
3	Necessary	2/21/2016 5:13 AM
4	The Mayor attends all the TAC meetings and has been able to witness firsthand the process. I cannot speak for her. Likewise for my alternate. I must provide a report at each monthly Council meeting with regard to any WMPO issues about which every council member needs to be aware. I would suggest this practice for all the members of the TAC.	2/19/2016 5:52 PM
5	Good resource.	2/19/2016 11:06 AM
6	They see it as a valuable organization for the region.	2/10/2016 12:35 PM
7	Not sure	2/9/2016 11:53 AM
8	n/a	2/5/2016 1:09 PM
9	Positively from what I've already observed.	2/1/2016 12:21 PM
10	High regard	1/30/2016 2:41 PM
11	Unknown	1/30/2016 3:02 AM

## Q27 Do you have any final comments about your expectations or experiences with the WMPO?

Answered: 13 Skipped: 21

#	Responses	Date
1	To date, limited interaction with WMPO has been positive, informing, and task orientated.	2/26/2016 11:39 AM
2	WMPO is a vital and effective organization in our region!	2/23/2016 11:36 PM
3	believe we are making a good impact on the regions with which we live	2/22/2016 10:07 AM
4	Excited to see some positive results from my attendance at the meetings.	2/22/2016 9:35 AM
5	....keep on improving!	2/21/2016 1:12 PM
6	Because I have been on the TAC going on 5 years, I have seen a steady swing to the polished and efficient operation I believe we have today. Unfortunately, politics still play a role in some of the decisionmaking, and for Leland, now that our population is far surpassing those of the other member municipalities (which in turn is causing our town to have new transportation challenges the others do not) the voting allocation is losing its equitable weighting. I also think that while it is the goal to reach consensus on all we do, sometimes it is just not possible. And so, that's the way it is.	2/19/2016 5:52 PM
7	Suraiya always exceeds my expectations. She is a very capable and intelligent young lady . . . a good representative for the MPO.	2/19/2016 11:06 AM
8	Staff works very hard.	2/10/2016 12:35 PM
9	I believe the WMPO serves an important mission and too many citizens/member jurisdictions perceive the group as government waste, or as serving the City of Wilmington but not the other jurisdictions. As a regional planning organization does the focus need to be on truly regional issues and not local projects that impact only one small neighborhood in only one part of a participating jurisdiction? Do sidewalks for one small block in the City of Wilmington really serve our regional transportation network or needs.	2/9/2016 11:53 AM
10	n/a	2/5/2016 1:09 PM
11	New alternate - As I learn more I will let you know.	2/1/2016 12:21 PM
12	Keep doing well what you are doing well	1/30/2016 2:41 PM
13	None	1/30/2016 3:02 AM