

# 2010 LGTP Annual Survey Results

## I. From the categories below, select the SOG programs you would like offered in the Western region.

Note: Respondents could select more than one topic under each category.

	Number	Percent	
<b>1. Budget, Finance and Accounting Programs</b>			
1. Governmental Accounting and Financial Reporting	57	29%	2
2. Best Practices in Capital Planning, Budgeting and Finance	81	41%	1
3. Public School Finance: Funding and the Budgeting Process	9	5%	
4. Financial Condition Analysis in Local Government	48	24%	3
5. Others*	5	3%	
Total	200	100%	
<i>* Law; Grantwriting; Payroll tax issues; Tax collection; Bankruptcy</i>			
<b>2. Community and Economic Development</b>			
1. Essentials of Economic Development: Strategies and Tools	70	57%	1
2. Development Finance for NC Local Governments	52	43%	2
Total	122	100%	
<b>3. Programs for Elected Officials</b>			
1. Essentials of County Government	28	7%	
2. Building Your Governing Team: Board Roles and Responsibilities	41	10%	3
3. Strategic Planning and Capital Budgeting	42	10%	3
4. Suggested Rules of Procedure for Small Governing Boards	40	9%	
5. Ethics for Local Government Officials	59	14%	1
6. Manager Evaluation and Board Self-Assessment	16	4%	
7. Orientation for New Commission Chairs	18	4%	
8. Managing Conflicts: How to Disagree and Still Work Together	44	10%	3
9. Resolving Public Disputes III: Managing High Emotions & Contention in Public Hearings	31	7%	
10. Regional LeaderShop	16	4%	
11. Open Meetings Law	46	11%	2
12. City and County Governing Board Procedures	39	9%	
13. Others*	2	0%	
Total	422	100%	
<i>* Land use and zoning issues for elected officials; Techniques for hiring a new manager</i>			
<b>4. Environmental Management</b>			
1. Hot Topics in Water Finance and Governance	30	22%	3
2. Paying for Green Government: Financing & Implementing Environmental Initiatives	56	40%	1
3. Capital Improvement Planning, Budgeting & Asset Management of Water, WW Systems	47	34%	2
4. Others*	6	4%	
Total	139	100%	
<i>* Air quality issues; Planning for sustainability; Low impact development; Steep slopes; Stormwater planning and budgeting; Lake, river, viewshed and ridgetop development regulations</i>			
<b>5. Health and Human Services</b>			
1. Training for Social Services Board Members	16	21%	3
2. Medical Confidentiality	23	31%	2
3. Animal Control Law	34	45%	1
4. Other*	2	3%	
Total	75	100%	
<i>* Developing and measuring program performance standards; Supervisor training for Social Services</i>			
<b>6. Information Technology</b>			
1. Budget for Information Technology	32	18%	2
2. Emerging Technology Trends and Best Practices	58	33%	1
3. Security: Physical and Logistical Preventive Measures	28	16%	3
4. Electronic Public Records and Electronic Discovery	58	33%	
5. Others*	1	1%	1
Total	177	100%	
<i>* Shared information--countywide information solutions</i>			
<b>7. Management, Administration, and Personnel</b>			
1. Public Employment Law Update	60	14%	1
2. Public Executive Leadership Academy	31	7%	
3. Effective Supervisory Management Program	50	12%	3
4. Program Evaluation for Local Governments	16	4%	
5. Maximizing Non Profit/Local Government Resources	25	6%	
6. Emerging Leaders: Your Role and Impact as Leader	37	9%	
7. Resolving Public Disputes I: Situation Assessment and Negotiation Skills	26	6%	
8. Resolving Public Disputes II: Collaboration & Tools for Handling Contentious Stakeholder Groups	17	4%	
9. Resolving Public Disputes III: Managing High Emotions & Contention in Public Hearings	18	4%	
10. Building Your Personal Leadership: Understanding the Public Sector	41	10%	
11. Public Records Law	52	13%	2
12. Performance Measurement in Local Government	41	10%	
Total	414	100%	
<b>8. Planning and Land Use</b>			
1. Land Subdivision Workshop	46	24%	3
2. Board of Adjustment Workshop	50	26%	2
3. Historic Preservation Commissions Workshop	35	18%	
4. Planning Board Workshop	59	31%	1
5. Others*	3	2%	
Total	193	100%	
<i>* Environmental affairs board workshop; Code enforcement--legal issues and training; Region A Planning Toolbox</i>			
<b>9. Property Tax Assessment and Administration</b>			
1. Fundamentals of Property Tax Listing and Assessing	36	31%	2
2. Property Tax Collection Essentials	55	47%	1
3. Fundamentals of Real Property Appraisal	26	22%	3
Total	117	100%	
<i>* Property mappers workshop; Bankruptcy; Property tax fundamentals; Valuing mountain subdivisions</i>			
<b>10. Purchasing and Contracts</b>			
1. Local Government Purchasing	74	55%	1
2. Contracting for Construction and Design Services	58	43%	2
3. Others*	3	2%	
Total	135	100%	
<i>* Mass appraisal services; Purchasing policies to support sustainability; CDBG administration workshop</i>			

**II. From the categories below, select additional workshops that would benefit you/your staff in the next year.**

	Number	Percent	
<b>1. Management</b>			
1. Public Debt and Financing Strategies	41	18%	3
2. Workforce Planning	31	13%	
3. Managing Multiple Generations	26	11%	
4. Improving Public Perception Through Good Public Policy	46	20%	2
5. Motivating Without Money: Keeping Employees Engaged During an Economic Downturn	55	24%	1
6. Program Evaluation: Getting Information, Making Decisions	33	14%	
Total	232	100%	
<b>2. Communication</b>			
1. Grant Proposal Writing 101	44	20%	3
2. Gauging Public Opinion	26	12%	
3. Grants Management	49	23%	2
4. Communicating With Citizens: Strategies and New Technologies	62	29%	1
5. Crisis Communication Planning and Management	35	16%	
Total	216	100%	
<b>3. Environment</b>			
1. Air Quality in WNC	16	7%	
2. Alternative Energy Sources	44	20%	3
3. Water Resource Issues	44	20%	3
4. Managing Growth and Development	62	29%	1
5. Stormwater and Watershed Finance	51	24%	2
Total	217	100%	
<b>4. Development</b>			
1. Expanding Your Community's Housing Options	33	19%	
2. Aging in Place: Demographic Issues and Strategies for Local Governments	40	22%	2
3. Developing Local Food Networks	29	16%	
4. Engaging the Next Generation: Strategies for Effective Youth Outreach	35	20%	3
5. Engaging a Broad Cross-section of Citizens	41	23%	1
Total	178	100%	

**III. Survey Response Rate: 31%**

**IV. Respondent Information**

<b>1. Current Position</b>			
1. Elected/Appointed Official	16	13%	
2. Manager/Administrator/Asst. Manager	27	22%	
3. Department Head/Director/Supervisor	41	33%	
4. Clerk/Deputy Clerk	17	14%	
5. Unit, Departmental or Organizational Staff	13	10%	
6. Others (please specify):	11	9%	
Total	125	100%	
<i>* Finance officer (2); Consultant; Community developer; Regional planner; Zoning administrator; Former mayor; Planner; Tax Collector; Planning technician; Volunteer</i>			
<b>2. Unit/Jurisdiction</b>			
1. Municipality	73	60%	
2. County	38	31%	
3. Regional Entity	10	8%	
Total	121	100%	
<b>3. Training Location Preference</b>			
1. School of Government, UNC-Chapel Hill	0	0%	
2. Western North Carolina	108	87%	
3. Either location (no preference)	16	13%	
Total	124	100%	

**V. Additional Comments:**

1. Appreciate the access to our local governments in Western NC - especially in these economic times. Thank you. Keep up the important work.
2. New training center in Morganton is extremely appealing, great visibility, great services, up-to-date technology
3. The trainings I have attended in the past have been outstanding.
4. I would like to see more training offered in Western North Carolina. A lot of courses have always been offered in Chapel Hill. With the economic downturn, cities and counties have cut down on training due to travel costs. If courses can be driven to, then the cost is less for the government and more people are permitted to attend the courses. I think that the full classes recently in WNC should be proof that we can fill the classrooms here. Thank you for your commitment to our continuing education.
5. Due to budget cuts need to have several of these classes in the Western District.
6. I work in a very small unit of government where the people in my office do many jobs. It is hard to get the training you need because of the lack of funding. If classes were closer at least that would cut down on travel expenses. It is nearly a six-hour drive to Chapel Hill. That's a lot of miles on our vehicles as well. It would be greatly appreciated if classes could be offered in Western North Carolina.
7. Please continue to provide a variety of classes and meetings in the Western part of the state. We really do appreciate it. Saves the small towns money...
8. We are in need of jobs here in most of Western Carolina. It is a tough time I know but we need some life here. It is getting very hard to collect taxes here and the base continues to fall to the middle class of which there are not many left that fall into that situation.
9. Would like to get email notices of training events and offerings. The UNC School of Government has great trainers, but travel is a problem, particularly in this budget era. If you could match their quality and provide it locally it would be a great service. The State has slashed its training budget in Social Services; therefore there is a need for training in this area beyond the basics.
10. Western North Carolina needs many things, and the opportunity for education and training of local government officials is high on that list. We do not have the same opportunity to travel to UNC SOG as our colleagues in the Eastern part of the state do. We are very thankful for Western Carolina University providing these educational opportunities. We have attended several this year and would attend more if offered.
11. I hope the town of Boone can get some of the workshops. Thank you.
12. Thanks for all you do.