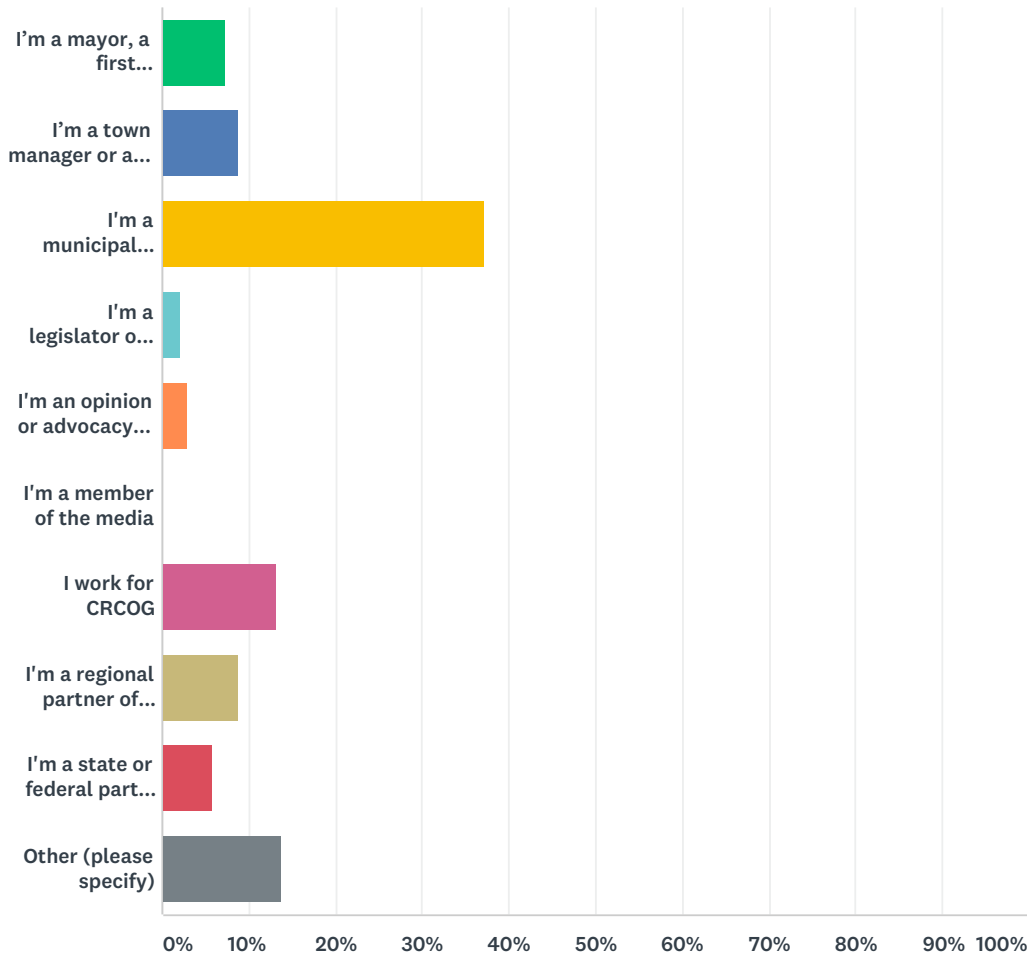


Q1 What best describes your role? Choose one:

Answered: 137 Skipped: 0

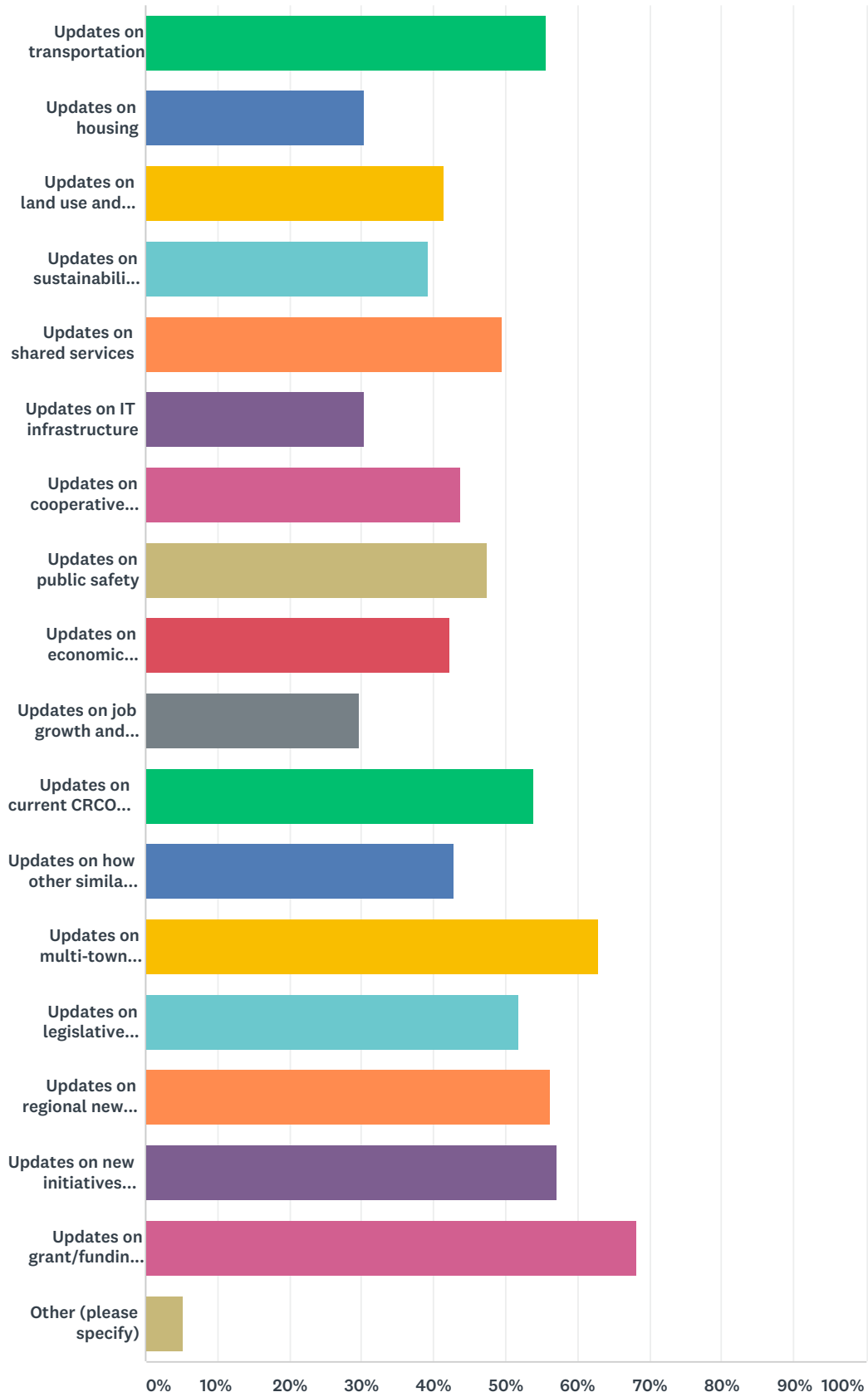


ANSWER CHOICES	RESPONSES	
I'm a mayor, a first selectman, or another local elected official	7.30%	10
I'm a town manager or a chief administrative officer	8.76%	12
I'm a municipal department head	37.23%	51
I'm a legislator or other elected leader	2.19%	3
I'm an opinion or advocacy leader	2.92%	4
I'm a member of the media	0.00%	0
I work for CRCOG	13.14%	18
I'm a regional partner of CRCOG	8.76%	12
I'm a state or federal partner of CRCOG	5.84%	8
Other (please specify)	13.87%	19
TOTAL		137

#	OTHER (PLEASE SPECIFY)	DATE
1	Purchasing Manager at CREC and CROCOG purchasing council Chair	6/14/2018 12:03 PM
2	Portland CERT Team Coordinator	6/14/2018 11:42 AM
3	Public Health Emergency Preparedness Planner/Coordinator	6/14/2018 10:41 AM
4	Purchasing Agent	6/14/2018 9:53 AM
5	volunteer MRC director	6/13/2018 10:14 AM
6	I'm a self-employed consultant working for a town government on contract	6/11/2018 12:58 PM
7	Transportation Man for Connecticut Coalition for Environmental Justice.	6/8/2018 11:34 PM
8	Emergency Manager	6/8/2018 9:38 AM
9	I work at the Capitol Region Education Council	6/8/2018 8:52 AM
10	Fire Chief - Emergency response	6/8/2018 7:18 AM
11	Member of Regional Planning Commission	6/8/2018 5:22 AM
12	town planning and zoning commission	6/7/2018 8:22 PM
13	Retired agency head at both local and state level	6/7/2018 8:00 PM
14	Planning and Zoning Commissioner; Energy Committee Chair; Water Pollution Control Authority member	6/7/2018 6:00 PM
15	Private Sector planning partner	6/7/2018 5:54 PM
16	member of CROCOG foundation board	6/7/2018 5:48 PM
17	Supervisor of Fiscal and Transportation Services for Cheshire Public Schools CT	6/7/2018 4:41 PM
18	ESF chair	6/7/2018 4:27 PM
19	I an ESF chair within CREPC, a committee of CROCOG.	6/7/2018 4:24 PM

Q2 What types of information from CRCOG would improve your knowledge of regional activities? Check all that apply:

Answered: 135 Skipped: 2



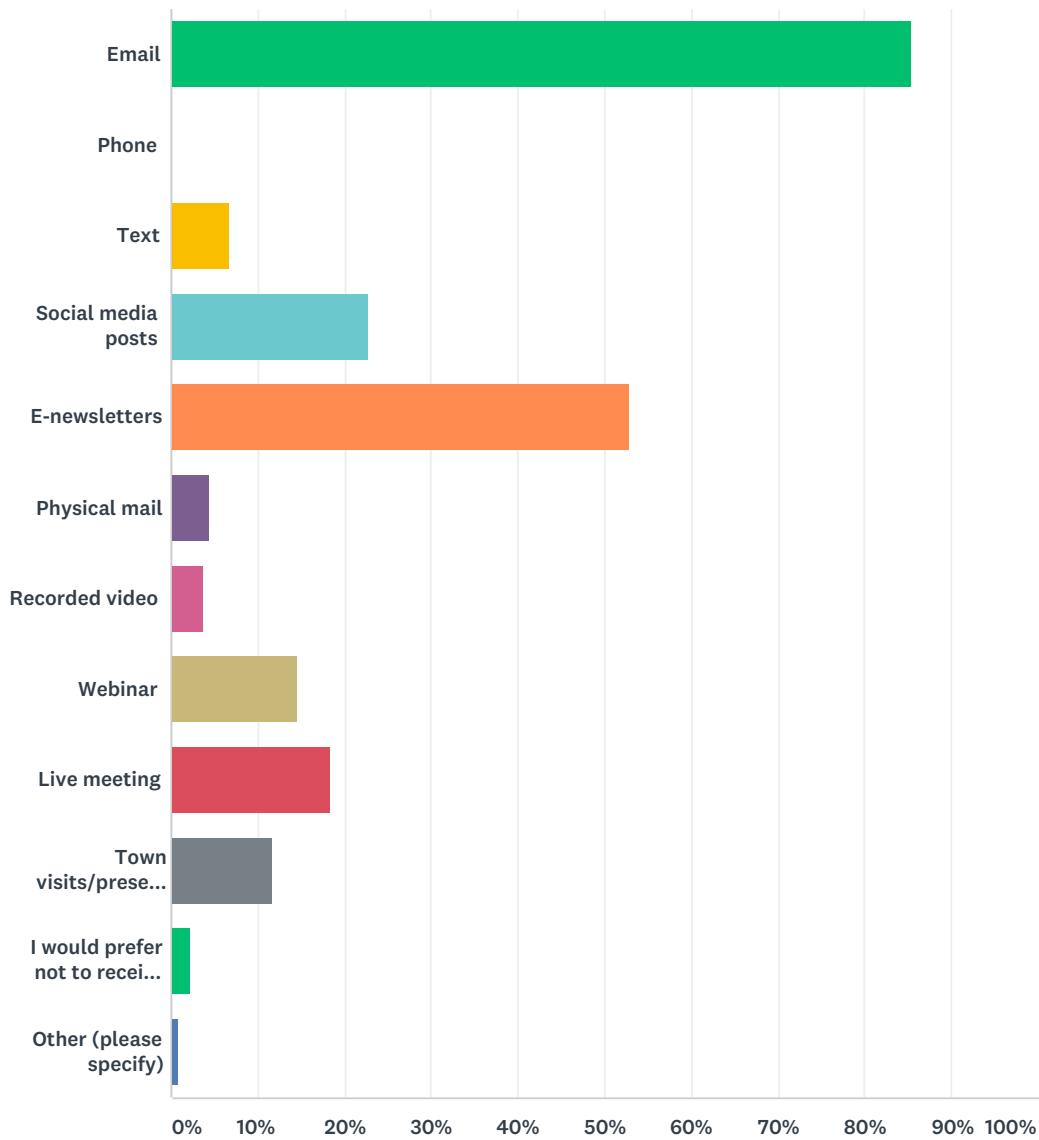
ANSWER CHOICES	RESPONSES
Updates on transportation	55.56% 75

Updates on housing	30.37%	41
Updates on land use and zoning	41.48%	56
Updates on sustainability efforts	39.26%	53
Updates on shared services	49.63%	67
Updates on IT infrastructure	30.37%	41
Updates on cooperative purchasing	43.70%	59
Updates on public safety	47.41%	64
Updates on economic development	42.22%	57
Updates on job growth and workforce training	29.63%	40
Updates on current CRCOG projects	54.07%	73
Updates on how other similar towns are using CRCOG's services (testimonials/quantifiable benefits)	42.96%	58
Updates on multi-town cooperation opportunities	62.96%	85
Updates on legislative activities	51.85%	70
Updates on regional news affecting our towns	56.30%	76
Updates on new initiatives affecting our towns	57.04%	77
Updates on grant/funding opportunities	68.15%	92
Other (please specify)	5.19%	7
Total Respondents: 135		

#	OTHER (PLEASE SPECIFY)	DATE
1	Updates on services available to members	6/13/2018 4:53 PM
2	I beleive CRCOG provides all of this already	6/11/2018 12:52 PM
3	Any emergency Management info	6/8/2018 8:27 PM
4	updates on capital projects or initiatives that resulted from CRCOG studies.	6/8/2018 2:52 PM
5	Updates on training opportunities	6/7/2018 9:22 PM
6	Similar Town's - Best Practices	6/7/2018 4:43 PM
7	local transporation initiatives	6/7/2018 4:22 PM

Q3 How would you prefer to receive brief updates from CRCOG? Check all that apply:

Answered: 136 Skipped: 1



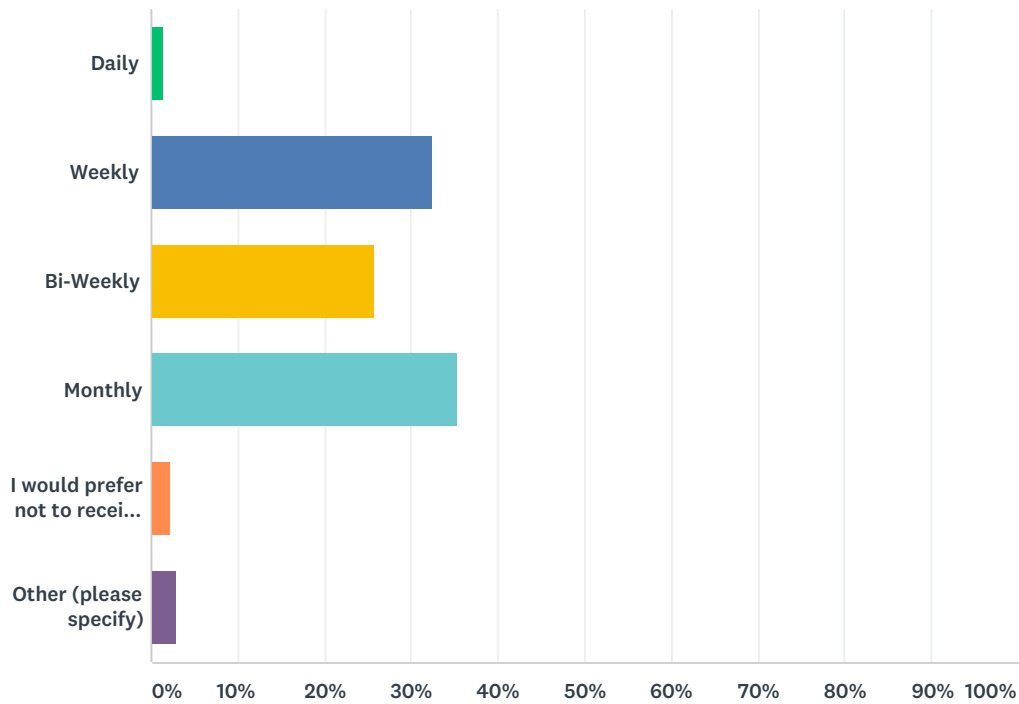
ANSWER CHOICES	RESPONSES	
Email	85.29%	116
Phone	0.00%	0
Text	6.62%	9
Social media posts	22.79%	31
E-newsletters	52.94%	72
Physical mail	4.41%	6
Recorded video	3.68%	5

Webinar	14.71%	20
Live meeting	18.38%	25
Town visits/presentations	11.76%	16
I would prefer not to receive ongoing updates from CRCOG	2.21%	3
Other (please specify)	0.74%	1
Total Respondents: 136		

#	OTHER (PLEASE SPECIFY)	DATE
1	site tours	6/11/2018 9:15 AM

Q4 How often would you prefer to receive brief updates from CRCOG? Chose one:

Answered: 136 Skipped: 1

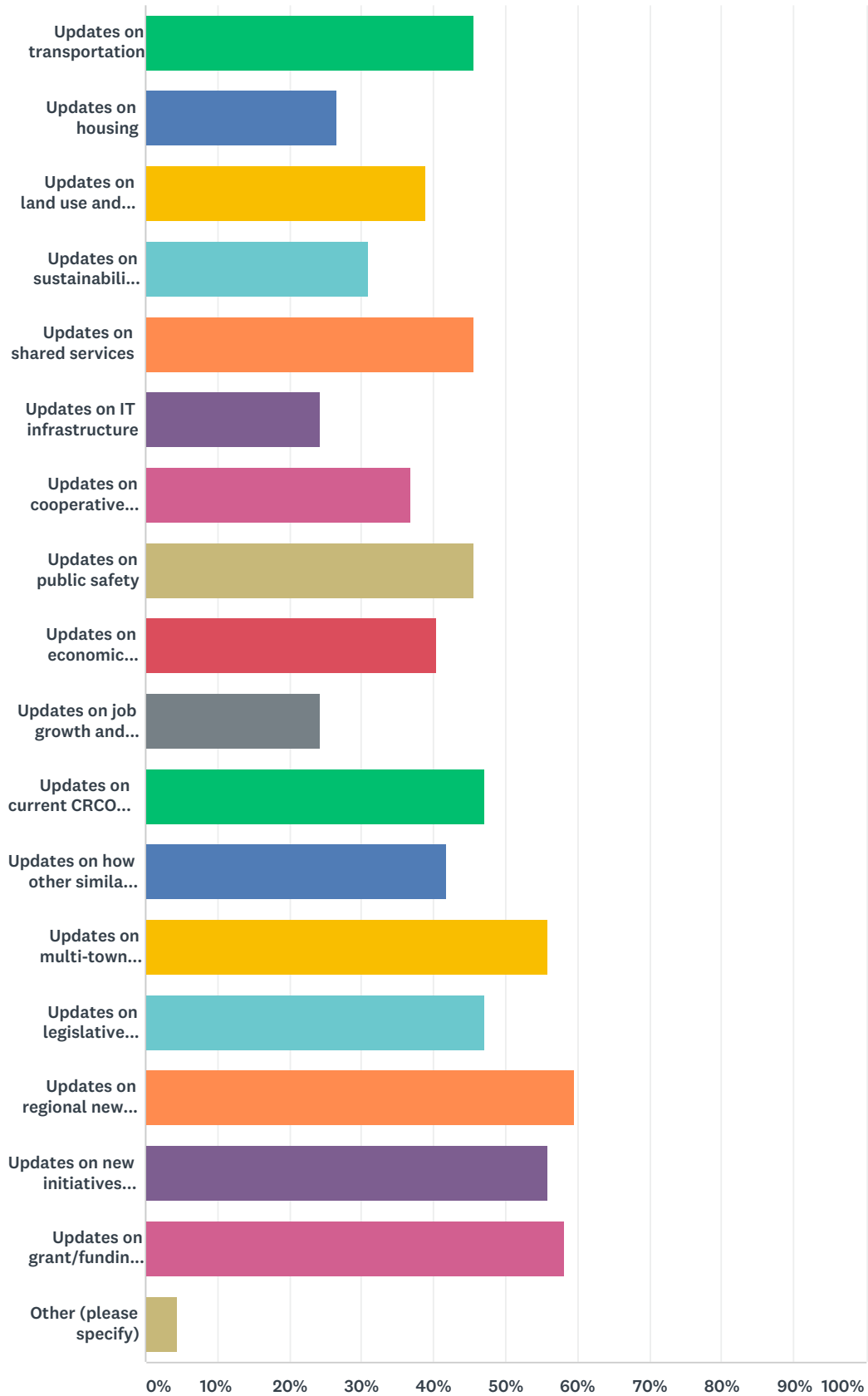


ANSWER CHOICES	RESPONSES	
Daily	1.47%	2
Weekly	32.35%	44
Bi-Weekly	25.74%	35
Monthly	35.29%	48
I would prefer not to receive ongoing updates from CRCOG	2.21%	3
Other (please specify)	2.94%	4
TOTAL		136

#	OTHER (PLEASE SPECIFY)	DATE
1	quarterly	6/13/2018 4:53 PM
2	Quarterly	6/12/2018 10:31 AM
3	Depends on time of year and what is happening, at legislative session time needs to be more frequent than perhaps mid-summer.	6/11/2018 12:52 PM
4	WHenever necessary	6/7/2018 4:01 PM

Q5 What types of regional information would make you more effective in your current role? Check all that apply:

Answered: 136 Skipped: 1



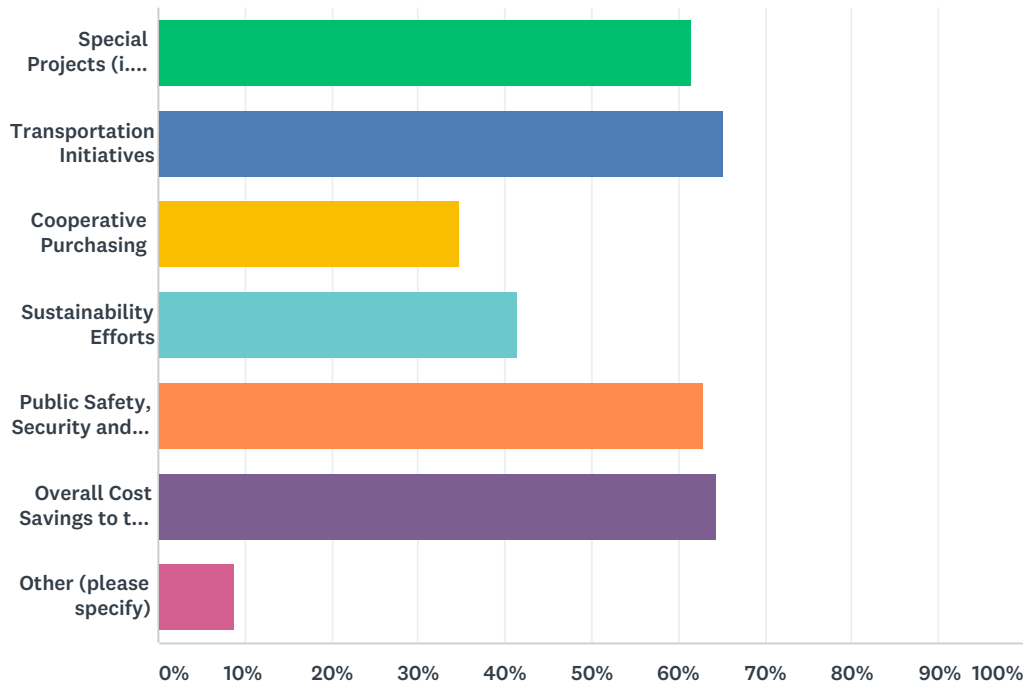
ANSWER CHOICES	RESPONSES
Updates on transportation	45.59% 62

Updates on housing	26.47%	36
Updates on land use and zoning	38.97%	53
Updates on sustainability efforts	30.88%	42
Updates on shared services	45.59%	62
Updates on IT infrastructure	24.26%	33
Updates on cooperative purchasing	36.76%	50
Updates on public safety	45.59%	62
Updates on economic development	40.44%	55
Updates on job growth and workforce training	24.26%	33
Updates on current CRCOG projects	47.06%	64
Updates on how other similar towns are using CRCOG's services (testimonials/quantifiable benefits)	41.91%	57
Updates on multi-town cooperation opportunities	55.88%	76
Updates on legislative activities	47.06%	64
Updates on regional news affecting our towns	59.56%	81
Updates on new initiatives affecting our towns	55.88%	76
Updates on grant/funding opportunities	58.09%	79
Other (please specify)	4.41%	6
Total Respondents: 136		

#	OTHER (PLEASE SPECIFY)	DATE
1	Updates on other services available to members	6/13/2018 4:53 PM
2	I beleive CRCOG already provides this information.	6/11/2018 12:52 PM
3	All can/may have bearing at a particular time.	6/8/2018 1:34 PM
4	Updates on training opportunities	6/7/2018 9:22 PM
5	Retired,but huge supporter of CRCOG	6/7/2018 8:00 PM
6	Especially creative grants/funding opportunities	6/7/2018 4:32 PM

Q6 What aspects of CRCOG's regular work do you feel would be most appropriate for the public/CT residents to be informed about and provide input into? Choose all that apply:

Answered: 135 Skipped: 2



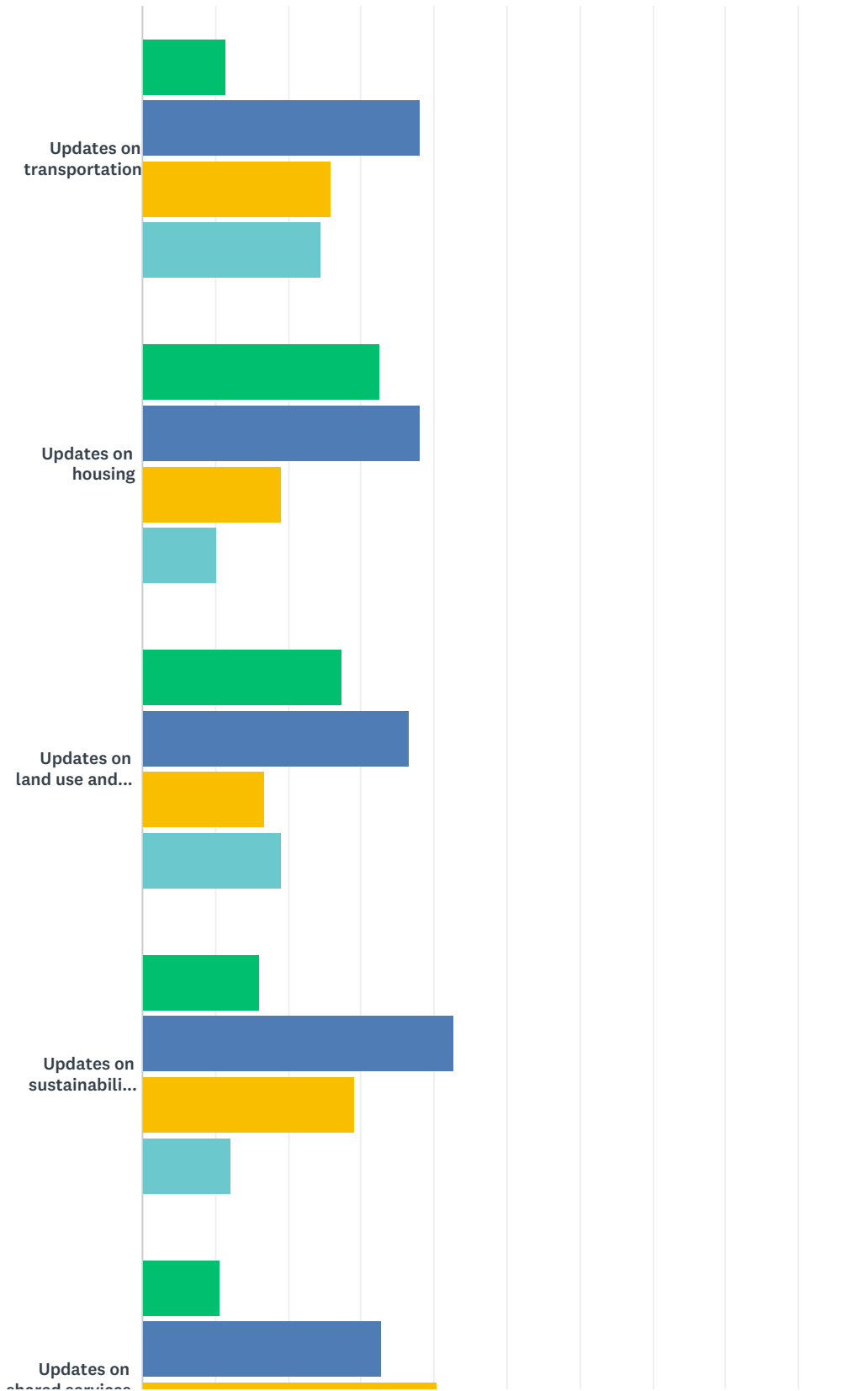
ANSWER CHOICES	RESPONSES
Special Projects (i.e. Crumbling Foundations)	61.48% 83
Transportation Initiatives	65.19% 88
Cooperative Purchasing	34.81% 47
Sustainability Efforts	41.48% 56
Public Safety, Security and Health Activities	62.96% 85
Overall Cost Savings to the Region	64.44% 87
Other (please specify)	8.89% 12
Total Respondents: 135	

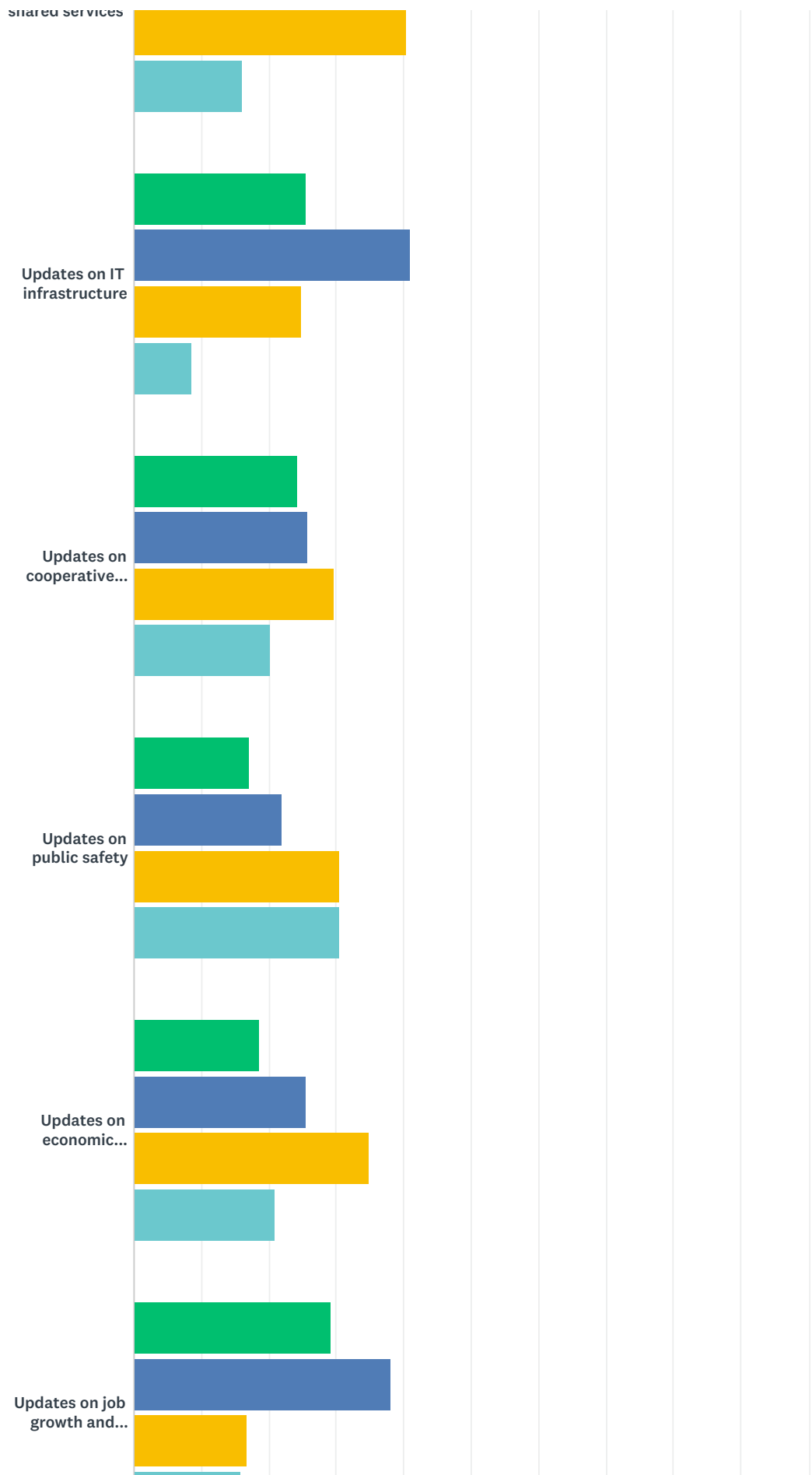
#	OTHER (PLEASE SPECIFY)	DATE
1	I think all of CRCOG's work could benefit from public understanding & exposure	6/14/2018 1:28 PM
2	Data, mapping and GIS	6/14/2018 9:31 AM
3	Given that CRCOG currently "flies under the radar" it's important that we use every opportunity to publicize the benefits that CRCOG provides the region and member towns as well as the state as a whole.	6/13/2018 6:06 PM
4	Things that are regional, which demonstrate that COG's are the closest thing to county government that we have in CT. A lot of people don't realize this.	6/13/2018 9:28 AM
5	congestion and incident management initiatives	6/11/2018 10:21 AM

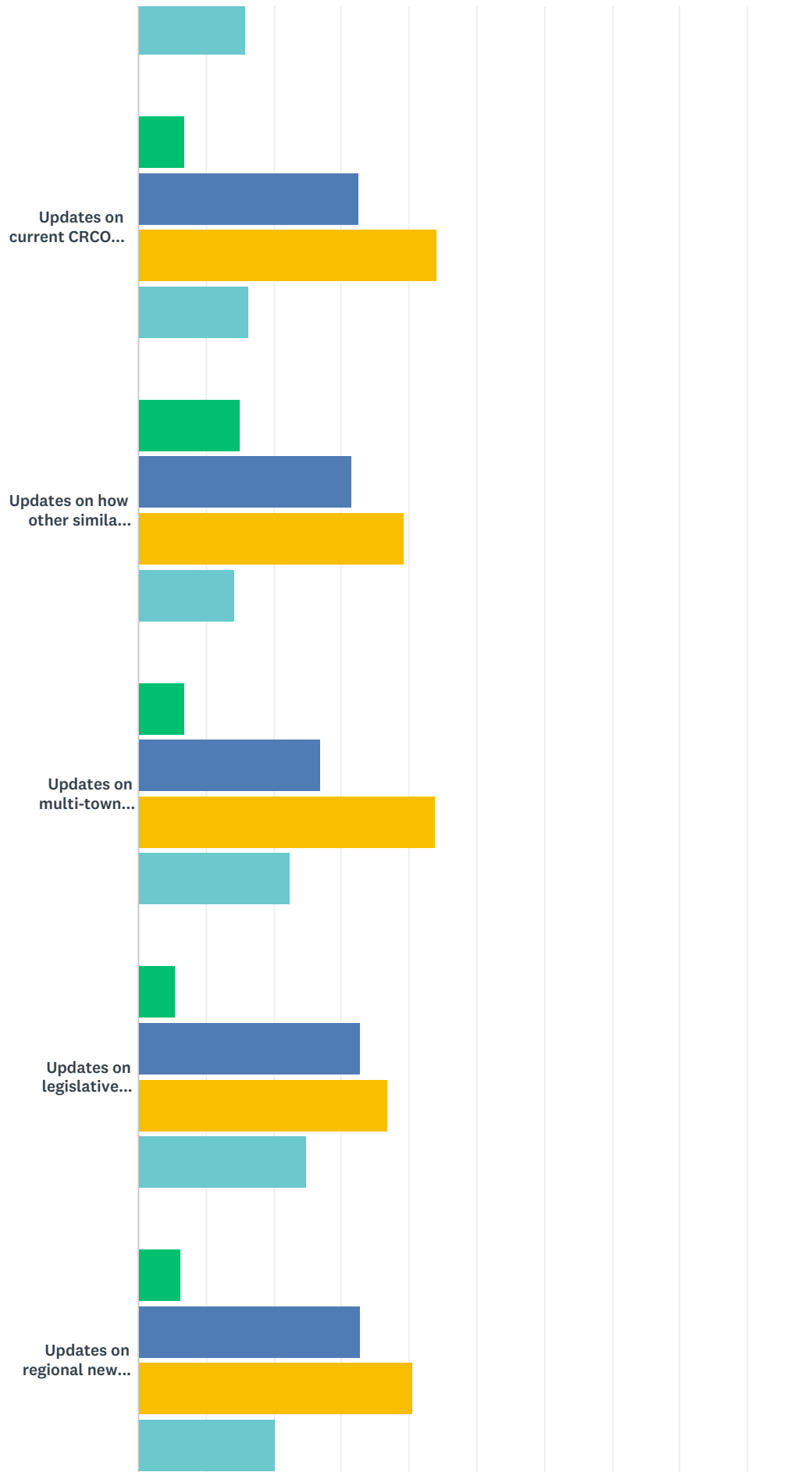
6	You are making the assumption that the reader of the survey knows and understands what CRCOG's 'regular work' is. Second, you assume the public knows who/what CRCOG is. Both are dubious assumptions. Start small, with very basic elements and then provide periodic updates on the work	6/8/2018 1:34 PM
7	Regional efforts	6/8/2018 11:47 AM
8	Economic Development	6/8/2018 9:14 AM
9	Not sure on this one	6/8/2018 8:10 AM
10	provide specific examples of how towns are presently sharing services	6/7/2018 5:35 PM
11	quantifiable information about the positive economic impact of investment in transit, the includes job growth, jobs access etc.	6/7/2018 4:22 PM
12	Other work we do on behalf of our towns such as brownfields assessment and remediation, natural hazards mitigation planning, economic development planning, GIS, support for grant applications, etc.	6/7/2018 9:48 AM

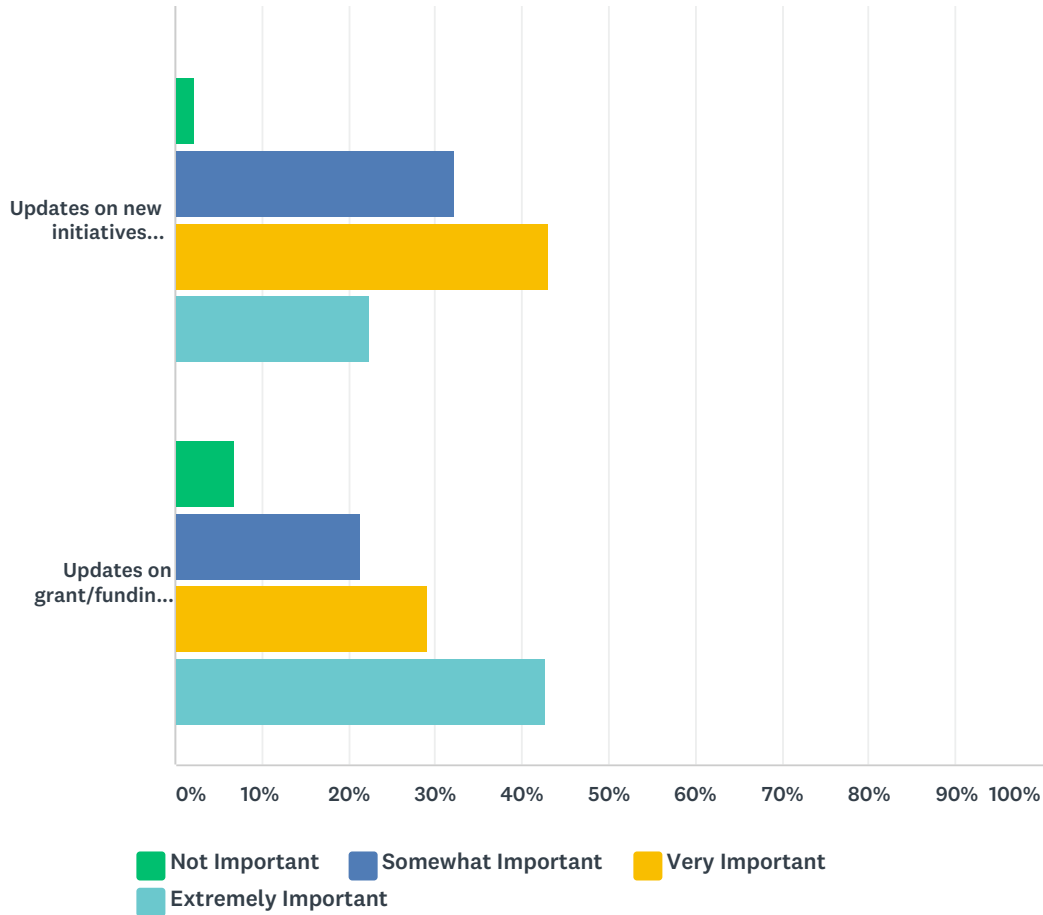
Q7 How important is it for you to know about the following CRCOG activities in your current role?

Answered: 134 Skipped: 3









	NOT IMPORTANT	SOMEWHAT IMPORTANT	VERY IMPORTANT	EXTREMELY IMPORTANT	TOTAL
Updates on transportation	11.45% 15	38.17% 50	25.95% 34	24.43% 32	131
Updates on housing	32.54% 41	38.10% 48	19.05% 24	10.32% 13	126
Updates on land use and zoning	27.48% 36	36.64% 48	16.79% 22	19.08% 25	131
Updates on sustainability efforts	16.03% 21	42.75% 56	29.01% 38	12.21% 16	131
Updates on shared services	10.69% 14	32.82% 43	40.46% 53	16.03% 21	131
Updates on IT infrastructure	25.58% 33	41.09% 53	24.81% 32	8.53% 11	129
Updates on cooperative purchasing	24.22% 31	25.78% 33	29.69% 38	20.31% 26	128
Updates on public safety	17.19% 22	21.88% 28	30.47% 39	30.47% 39	128
Updates on economic development	18.60% 24	25.58% 33	34.88% 45	20.93% 27	129
Updates on job growth and workforce training	29.37% 37	38.10% 48	16.67% 21	15.87% 20	126
Updates on current CRCOG projects	6.98% 9	32.56% 42	44.19% 57	16.28% 21	129

Updates on how other similar towns are using CRCOG's services (testimonials/quantifiable benefits)	14.96% 19	31.50% 40	39.37% 50	14.17% 18	127
Updates on multi-town cooperation opportunities	6.92% 9	26.92% 35	43.85% 57	22.31% 29	130
Updates on legislative activities	5.47% 7	32.81% 42	36.72% 47	25.00% 32	128
Updates on regional news affecting our towns	6.25% 8	32.81% 42	40.63% 52	20.31% 26	128
Updates on new initiatives affecting our towns	2.31% 3	32.31% 42	43.08% 56	22.31% 29	130
Updates on grant/funding opportunities	6.87% 9	21.37% 28	29.01% 38	42.75% 56	131

Q8 What do you expect CROCOG to provide to you in terms of ongoing communications (how, what, when)?

Answered: 93 Skipped: 44

#	RESPONSES	DATE
1	Emails of upcoming and pertinent information.	6/14/2018 2:22 PM
2	Emails of information outlined above on a monthly basis.	6/14/2018 1:30 PM
3	Overview of what CROCOG is doing that benefits the region and it's member municipalities	6/14/2018 1:28 PM
4	Email newsletter Bi-Weekly	6/14/2018 12:03 PM
5	N/A	6/14/2018 10:41 AM
6	Email updates, staff meetings; updates on CROCOG milestone achievements, new programs, best practice examples (internally and externally); weekly/monthly	6/14/2018 10:39 AM
7	Monthly Report that emphasizes movement in projects, no stagnant and repetitive text via email.	6/14/2018 9:09 AM
8	What: (1) Opportunities to increase the quality of local services or to save my town money by participating in regional/multi-town activities (2) Current savings my town is realizing by participating (3) CROCOG initiatives that offer potential increased professionalism or cost savings How: by email, e-newsletter and meeting presentations When: at least monthly and more often as appropriate	6/13/2018 6:06 PM
9	Newsletters, quarterly, unless directly associated with my role then more often	6/13/2018 4:53 PM
10	Updates	6/13/2018 12:20 PM
11	Infrastructure for the support of my program; continuity of operations; funding	6/13/2018 10:14 AM
12	By email. Information on housing issues, land use in general, and grant opportunities. Depends on how time-sensitive the information is.	6/13/2018 9:28 AM
13	Via email or newsletters new information on areas previously identified.	6/12/2018 5:55 PM
14	How: in person or email communication; social media; YouTube informational videos; What: Current projects, program successes and/or challenges; opportunities for collaboration either with other CROCOG departments or outside agencies; milestones, new information or new updates on existing programs. When: biweekly or weekly, perhaps highlighting certain department work or programs depending on progress/milestone achievement.	6/12/2018 1:39 PM
15	Weekly email updates	6/12/2018 1:25 PM
16	Newsletter quarterly	6/12/2018 10:31 AM
17	Monthly regional newsletter by mail, email updatesbi-weekly	6/11/2018 4:50 PM
18	A monthly e- mailed newsletter is fine	6/11/2018 2:46 PM
19	Keeping us informed on what is going on with other COG Agencies etc.	6/11/2018 2:39 PM
20	Monthly newsletters, as-needed announcements regarding projects/grants/events	6/11/2018 2:14 PM
21	At least a once a month touch base through email or newsletter, although twice a month would be good	6/11/2018 12:58 PM
22	All information has been included in previous questions. For me, CROCOG needs to continue what it is doing but needs to "share/sell" to others that may not be as familiar with the organization and work.	6/11/2018 12:52 PM
23	in a timely manner, like weekly updates or enewsletters, especially any in my district.	6/11/2018 11:47 AM
24	Monthly communication e-news or similar	6/11/2018 11:27 AM

25	Current news, town opportunities for projects and growth initiatives. Forum for towns to voice their concerns or suggestions. Maybe a town highlight section to promote good practices, showcase projects or something that is making a difference in their community. Place to share information, etc. Almost like a "Share your knowledge" section	6/11/2018 10:21 AM
26	brief items to share on our social media.	6/11/2018 9:15 AM
27	Email about current events on a weekly or semi-weekly basis	6/11/2018 7:32 AM
28	Previously answered in this survey.	6/10/2018 7:17 AM
29	No expectations	6/9/2018 4:15 PM
30	email, webinar, live visits and meetings, phone calls, website updates and resources, regional data upon request	6/9/2018 3:34 PM
31	Emails whe appropriate on issues previously mentioned	6/9/2018 9:03 AM
32	I expect nothing....	6/8/2018 11:34 PM
33	Email weekly updates, quarterly, annual	6/8/2018 6:19 PM
34	Providing updates on current work and policy updates on CROCOG's focus areas would be very helpful. Bi-weekly updates for most work would be fine but any major announcements could also be sent separately via email.	6/8/2018 3:56 PM
35	regular but not super frequent email updates	6/8/2018 3:55 PM
36	Regular eNews updates would be fine	6/8/2018 3:44 PM
37	brief but frequent updates via email and social media with links to more in-depth descriptions.	6/8/2018 2:52 PM
38	Frequent, detailed, and worthwhile updates of the COG are critical for every community. It seems like those that are involved in a project get info, those that aren't may not. Oh, and the previous question (7) is horribly constructed	6/8/2018 1:34 PM
39	Monthly to the TMO	6/8/2018 11:17 AM
40	Timely, detailed, factual. Not political spin	6/8/2018 11:05 AM
41	Crumbling foundation's-those updates are extremely important to me and the towns which I represent .	6/8/2018 10:40 AM
42	electronic newsletter, notices	6/8/2018 10:10 AM
43	periodic updates on project/program status and the message that is being delivered to their towns on transportation	6/8/2018 9:40 AM
44	.	6/8/2018 9:38 AM
45	Once a month updates via email to provide any information that affects my town.	6/8/2018 9:33 AM
46	A concise, bi-weekly newsletter/email.	6/8/2018 9:00 AM
47	Public safety initiatives and regionalising	6/8/2018 8:58 AM
48	I expect CROCOG to be a leader in regional efforts, through emails, newsletters and promoting inter town efforts	6/8/2018 8:52 AM
49	Brief descriptions with links to official language, project documents, press releases, etc.	6/8/2018 8:51 AM
50	brief overviews	6/8/2018 8:37 AM
51	information via email updates on bid pricing once a month	6/8/2018 8:10 AM
52	bi-weekly, anything that pertains to transportation initiatives	6/8/2018 8:01 AM
53	Email-purchasing/grant funding-quarterly	6/8/2018 7:50 AM
54	No expectations	6/8/2018 7:37 AM
55	At a minimum monthly updates on activities and opportunities to participate in the region.	6/8/2018 7:31 AM
56	Texts, e-mail web site and at least monthly	6/8/2018 7:18 AM
57	Information	6/8/2018 7:17 AM
58	See survey questions for what How:Email weekly or at meetings	6/8/2018 5:22 AM

59	email updates would be great	6/7/2018 10:19 PM
60	Grant opportunities via email and social media. Best practices and partnership opportunities via social media.	6/7/2018 9:25 PM
61	Periodic concise updates on the value CROCOG is delivering to member towns/the region, reminders of important events in the region such as town halls, an online dashboard of regional statistics and indicators of community status (health, economic development, housing).	6/7/2018 9:22 PM
62	Knowledge that makes my community feel that CROCOG is an important partner with cities and towns	6/7/2018 9:12 PM
63	Periodic (weekly) emails	6/7/2018 8:55 PM
64	On any and all new and on going grants, regional efforts to reduce traffic especially sounding town and what maybe expected with major state projects, especially 84 reconstruction	6/7/2018 8:22 PM
65	Once a month would be great	6/7/2018 8:00 PM
66	emails or e-newsletters monthly	6/7/2018 5:48 PM
67	Na	6/7/2018 5:46 PM
68	email is efficient, perhaps some mtgs could be 'virtual', service sharing initiatives/opportunities, cooperative purchasing opportunities, up coming grants, monthly or as needed in the interim period	6/7/2018 5:35 PM
69	Return on investment and value added services.	6/7/2018 5:30 PM
70	I want news pushed to me in a timely, concise manner as soon as it becomes available for critical matters, like legislation	6/7/2018 5:14 PM
71	I think I just answered those questions	6/7/2018 5:10 PM
72	e-newsletter on initiatives going on at CROCOG	6/7/2018 5:04 PM
73	Email keeping me updated on significant issues, times, dates and how we can respond.	6/7/2018 5:02 PM
74	Not sure.	6/7/2018 4:50 PM
75	As needed updates: more during budget/legislative season, less when unnecessary	6/7/2018 4:43 PM
76	I expect a monthly email of latest information.	6/7/2018 4:41 PM
77	Monthly email	6/7/2018 4:41 PM
78	brief email with link for more information.	6/7/2018 4:40 PM
79	Mailings,email and live update meetings.	6/7/2018 4:40 PM
80	Per previous question, email is fine.	6/7/2018 4:36 PM
81	Latest trends and work by CROCOG, best practices from the region	6/7/2018 4:32 PM
82	Monthly updates via email.	6/7/2018 4:28 PM
83	electronic content once a month	6/7/2018 4:26 PM
84	Every two weeks, updates via email, on topics I indicated were very important.	6/7/2018 4:24 PM
85	Brief updates on its activities on a regular schedule.	6/7/2018 4:24 PM
86	Monthly e-newsletters or emails are most useful	6/7/2018 4:16 PM
87	I expect brief updates with the option for more detail if I want it.	6/7/2018 4:14 PM
88	Monthly updates are fine	6/7/2018 4:12 PM
89	Weekly...E-mail	6/7/2018 4:11 PM
90	Weekly or monthly blasts including updates on all activity would be great.	6/7/2018 4:05 PM
91	e-mails bi-weekly	6/7/2018 4:02 PM
92	More regular opportunities for staff to learn what other staff are doing and to collaborate as one staff serving the region.	6/7/2018 10:20 AM

93	-short bullets of updates on projects with links to more detailed information. -bi-weekly or monthly if comprehensive; daily if focused on one or two "featured" updates - email delivery is preferred	6/7/2018 9:48 AM
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Q9 What types of information would help you most in your position, which we haven't listed already?

Answered: 78 Skipped: 59

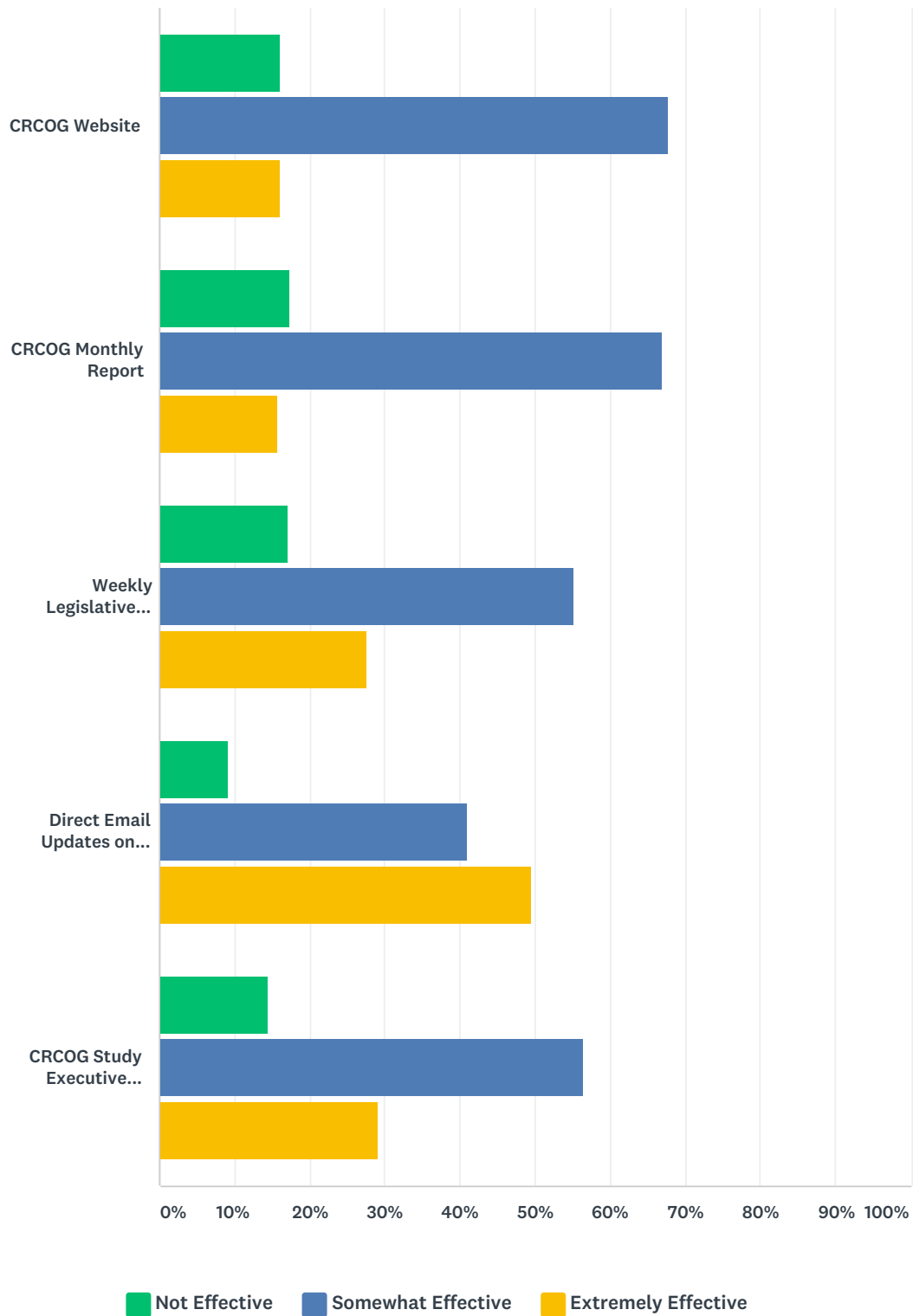
#	RESPONSES	DATE
1	Updated GIS and mapping services regionally.	6/14/2018 2:22 PM
2	N/A	6/14/2018 1:30 PM
3	The web site could be easier to use	6/14/2018 12:03 PM
4	Regional Public Health & Private Sector Health	6/14/2018 10:41 AM
5	None	6/14/2018 10:39 AM
6	Ongoing grant opportunities.	6/14/2018 9:09 AM
7	Can't think of any to add	6/13/2018 6:06 PM
8	NA	6/13/2018 12:20 PM
9	Future/vision for CREPC; training and leadership	6/13/2018 10:14 AM
10	It's been listed already.	6/13/2018 9:28 AM
11	N/A	6/12/2018 5:55 PM
12	It's always good to know what everyone else is doing because it helps all of us identify overlap or places where there might be collaborative opportunities.	6/12/2018 1:39 PM
13	solid waste/recycling	6/12/2018 1:25 PM
14	More details on Economic Development opportunities for the region	6/11/2018 4:50 PM
15	none	6/11/2018 2:46 PM
16	As I mentioned before keeping us informed on how things are going on in our region.	6/11/2018 2:39 PM
17	n/a	6/11/2018 2:14 PM
18	can't think of anything you haven't mentioned	6/11/2018 12:58 PM
19	Not sure what may be missing.	6/11/2018 12:52 PM
20	News about projects in my district/region.	6/11/2018 11:47 AM
21	Impacts to housing, disaster response, and resources	6/11/2018 11:27 AM
22	none known at this time	6/11/2018 10:21 AM
23	sound bites to share	6/11/2018 9:15 AM
24	Anything that would help make the process work easier.	6/11/2018 8:31 AM
25	Always more funding opportunities	6/11/2018 7:32 AM
26	None	6/10/2018 7:17 AM
27	None	6/9/2018 4:15 PM
28	workforce retention/desires data	6/9/2018 3:34 PM
29	Effects on the environment.	6/8/2018 11:34 PM
30	all covered	6/8/2018 6:19 PM
31	Knowing the type of work CROCOG does - I think the list covered it well.	6/8/2018 3:56 PM
32	nothing	6/8/2018 3:55 PM
33	Transit Oriented Development Updates	6/8/2018 3:44 PM

34	information on projects that result from our projects.	6/8/2018 2:52 PM
35	Data data data data data. Followed by research.	6/8/2018 1:34 PM
36	I believe that I am getting what I need	6/8/2018 10:40 AM
37	Good	6/8/2018 10:10 AM
38	CRCOG needs to disseminate a much clearer message to their member towns on the departments strategies and practices	6/8/2018 9:40 AM
39	.	6/8/2018 9:38 AM
40	N/A	6/8/2018 9:33 AM
41	none	6/8/2018 9:00 AM
42	None	6/8/2018 8:58 AM
43	Forums between town and school officials	6/8/2018 8:52 AM
44	Construction start and end dates for projects impacting roadways	6/8/2018 8:51 AM
45	none	6/8/2018 8:10 AM
46	none	6/8/2018 8:01 AM
47	Municipal job postings	6/8/2018 7:50 AM
48	None	6/8/2018 7:37 AM
49	Updated listings on CRCOG resources available sent out on a regular basis.	6/8/2018 7:31 AM
50	None	6/8/2018 7:18 AM
51	Information	6/8/2018 7:17 AM
52	In the past the sessions discussing land use law at meetings have been the most helpful. Next, the discussions at meetings of matters that other towns have confronted and what they did in response and the results therefrom.	6/8/2018 5:22 AM
53	Public Safety and Grant Information	6/7/2018 10:19 PM
54	I wish that CRCOG offered more free training and exercise opportunities in emergency management	6/7/2018 9:22 PM
55	Can't think of anything	6/7/2018 8:55 PM
56	I am a firm believer in Connecticut home rule, and especially with the issue on going in Hartford about emit domain, don't think it should be used to expand private semi quasit indies it seams like an end run around peoples rights. It is only to be used to the betterment of the general public safety. The legislature passed a governors bill giving rights crdc to use emit domain this should never be given to a semi private group in my opinion	6/7/2018 8:22 PM
57	Complete Streets Greenways, bike lanes, etc.	6/7/2018 6:00 PM
58	none	6/7/2018 5:48 PM
59	Na	6/7/2018 5:46 PM
60	Regional emergency preparedness and response planning.	6/7/2018 5:30 PM
61	None	6/7/2018 5:10 PM
62	none	6/7/2018 5:02 PM
63	News that will negatively impact my town (i.e. mandates, legislation). News of other Town's success.	6/7/2018 4:50 PM
64	How to...have master classes taught by those 10-20 year veteran mayors & selectmen to those in the first few terms.	6/7/2018 4:43 PM
65	You have listed a lot of information so I don't want to push them for more than those.	6/7/2018 4:41 PM
66	You have	6/7/2018 4:41 PM
67	grant applications	6/7/2018 4:40 PM

68	None	6/7/2018 4:40 PM
69	n/a	6/7/2018 4:32 PM
70	All have been covered.	6/7/2018 4:28 PM
71	n/a	6/7/2018 4:26 PM
72	Efforts to promote regionalization wherever possible.	6/7/2018 4:24 PM
73	I am not sure.	6/7/2018 4:14 PM
74	Explanation of how transportation grants are allocated/appropriated. It is confusing and I don't think CRCOG staff does a particularly good job translating it.	6/7/2018 4:11 PM
75	I think you've covered it well.	6/7/2018 4:05 PM
76	nothing to add	6/7/2018 4:02 PM
77	Staff need to be able to state CRCOG's mission clearly and effortlessly when asked what we do as an agency.	6/7/2018 10:20 AM
78	Links to what others are doing with regard to a particular field - towns in our region or other COGs, states, federal agencies, NGOs, private sector, etc. What are best practices, what's been tried but didn't quite work...	6/7/2018 9:48 AM

Q10 How effective do you find the following communication tools that CRCOG currently employs?

Answered: 135 Skipped: 2



NOT EFFECTIVE	SOMEWHAT EFFECTIVE	EXTREMELY EFFECTIVE	TOTAL
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CRCOG Communications Survey

SurveyMonkey

CRCOG Website	16.15% 21	67.69% 88	16.15% 21	130
CRCOG Monthly Report	17.32% 22	66.93% 85	15.75% 20	127
Weekly Legislative Updates (during session)	17.07% 21	55.28% 68	27.64% 34	123
Direct Email Updates on Issues	9.30% 12	41.09% 53	49.61% 64	129
CRCOG Study Executive Summaries	14.52% 18	56.45% 70	29.03% 36	124

Q11 What should CRCOG do better to communicate with you? What should it stop doing?

Answered: 80 Skipped: 57

#	RESPONSES	DATE
1	Emails of upcoming info.	6/14/2018 2:22 PM
2	Improve the CRCOG website so it's more user-friendly	6/14/2018 1:30 PM
3	More regular communication through staff meetings and email sharing of agency-wide information. Stop canceling and rescheduling staff meetings.	6/14/2018 1:28 PM
4	N/A	6/14/2018 10:41 AM
5	More staff meetings; milestone updates (shouldn't find out about a major achievement via the press release); regular email updates from Director and managers. Stop issuing the monthly reports (or modify them extensively). Too long and detailed. Bigger picture focus.	6/14/2018 10:39 AM
6	Monthly Report that emphasizes movement in projects, no stagnant and repetitive text.	6/14/2018 9:09 AM
7	Send emails that show other recipients so that we know who else is involved that we can learn from.	6/13/2018 4:53 PM
8	Regular communication	6/13/2018 10:14 AM
9	You're doing fine.	6/13/2018 9:28 AM
10	Highlight changes or updates to the website.	6/12/2018 5:55 PM
11	The monthly report is onerous and contains too much information that doesn't change. It's also not visually compelling. So improving how we deliver that information, perhaps with more infographics or video representations, would make more of an impact.	6/12/2018 1:39 PM
12	Flow information through other COG's	6/12/2018 1:25 PM
13	Quarterly Newsletter	6/12/2018 10:31 AM
14	Reach out a little more for assistance and opportunities	6/11/2018 4:50 PM
15	No changes needed	6/11/2018 2:46 PM
16	Use social media. Make the monthly report more easily digestible.	6/11/2018 2:14 PM
17	not sure	6/11/2018 12:58 PM
18	While the information in the monthly reports on CRCOG department activities is very useful, knowing how the Executive Director spends his time is unnecessary.	6/11/2018 12:52 PM
19	Good concise news that I can use in my job	6/11/2018 11:47 AM
20	I do not receive any of the above communications	6/11/2018 11:27 AM
21	nothing noted at this time	6/11/2018 10:21 AM
22	Nothing	6/11/2018 8:31 AM
23	Can't think of anything	6/11/2018 7:32 AM
24	No additional input.	6/10/2018 7:17 AM
25	Currently not receiving very much from CRCOG on a regular basis	6/9/2018 4:15 PM
26	Stop having everyone report at policy board, perhaps a summary report from all . Send out information bulletins more like COST uses	6/9/2018 9:03 AM
27	Asking these dumb questions.	6/8/2018 11:34 PM
28	I have been trying to get on mailing list to no avail Web site isn't too helpful	6/8/2018 6:19 PM
29	i don't think i currently get regular email with consistent format with updates	6/8/2018 3:55 PM

30	I think CRCOG does a good job currently	6/8/2018 3:44 PM
31	distribute news more widely.	6/8/2018 2:52 PM
32	Regarding question 10; the website is clunky and difficult to navigate; I'm not sure who gets legislative updates, but I never see one.	6/8/2018 1:34 PM
33	Provide actionable facts. No spin	6/8/2018 11:05 AM
34	I think you do a good job.	6/8/2018 10:40 AM
35	?	6/8/2018 10:10 AM
36	It has been our experience, at times, that information conveyed to the CRCOG on transportation and funding issues is not clearly conveyed to their transportation committee leadership or their member towns	6/8/2018 9:40 AM
37	.	6/8/2018 9:38 AM
38	Develop a consistent approach to delivering information via email.	6/8/2018 9:00 AM
39	Weekly update e-mail based on my role.	6/8/2018 8:58 AM
40	Expand communications beyond the policy board members to other partners and decision makers	6/8/2018 8:52 AM
41	Regular email reminders about meetings, and other events	6/8/2018 8:51 AM
42	I don't receive many updates from CRCOG	6/8/2018 8:37 AM
43	I find that CRCOG has always been very helpful in answering my questions or communicating with me	6/8/2018 8:10 AM
44	succinct messages more often	6/8/2018 8:01 AM
45	Satisfied	6/8/2018 7:50 AM
46	I really don't reference CRCOG during normal course of business.	6/8/2018 7:37 AM
47	I am not getting communication on a regular basis, this would be a good start.	6/8/2018 7:31 AM
48	Nothing to comment on.	6/8/2018 7:18 AM
49	Nothing	6/8/2018 7:17 AM
50	The only info sent is a list of referrals and meeting notices. Excessive redundancy and reminders may help others so no need to stop them; but, once is enough for me.	6/8/2018 5:22 AM
51	nothing	6/7/2018 10:19 PM
52	Use Twitter and Instagram more and more effectively. Engage planners regionally more actively. Communicate via phone or in person regularly.	6/7/2018 9:25 PM
53	I don't work for a town so I'm unaware of CRCOG's communications like the weekly legislative updates. I have turned to the CRCOG website for statistics about the region, (e.g., total population, etc.) and wish it was readily available from the main website landing page.	6/7/2018 9:22 PM
54	Social media	6/7/2018 9:18 PM
55	Continue to do what id does now	6/7/2018 9:12 PM
56	I'm simply not aware of many of the ones listed above	6/7/2018 8:55 PM
57	I think its working well now, might want to develop a list of projects members maybe interested in, like what Carl brought in from Windsor and a small set to bring back to have other members of boards and commissions look at.	6/7/2018 8:22 PM
58	I tried to go to the website, crcog.org and www.crcog.org, to see what was offered and it wasn't available. Neither were some of the sub-menu items like regional GIS.	6/7/2018 6:00 PM
59	monthly emails and e-newsletters	6/7/2018 5:48 PM
60	Na	6/7/2018 5:46 PM
61	I'm rather active in organization so I get info through various means. It is a challenge at times to get elected officials engaged in CRCOG or to better informed so perhaps a 1 or twice a year outreach visit to a City Council mtg to provide update on key issues	6/7/2018 5:35 PM

62	SHOULD: Executive summary state budget updates and issue advocacy briefs.	6/7/2018 5:30 PM
63	Exec directors report on where he was on a given day is a waste of my time to read and his time to put it together - focus on what was accomplished	6/7/2018 5:14 PM
64	It communicates fine.	6/7/2018 5:10 PM
65	I like the e-newsletter idea. I find that I read those because they are on point and provide good info.	6/7/2018 5:04 PM
66	Fewer acronyms - plain English for those of us who aren't career state or muni folks.	6/7/2018 4:43 PM
67	I think they do a good job of communicating with me and don't think they should stop doing anything.	6/7/2018 4:41 PM
68	More print info	6/7/2018 4:41 PM
69	I have no problems with the current level of communication	6/7/2018 4:40 PM
70	no thoughts on this	6/7/2018 4:32 PM
71	Direct email for updates is most effective.	6/7/2018 4:28 PM
72	I didn't know most of those communications listed above existed, and I consider myself fairly involved/invested in CROCOG	6/7/2018 4:26 PM
73	no comment	6/7/2018 4:24 PM
74	I personally would some sort of bundling so there fewer emails.	6/7/2018 4:14 PM
75	The communication process is adequate.	6/7/2018 4:11 PM
76	E mails and webinars	6/7/2018 4:10 PM
77	Have each town share relevant CROCOG info through their individual newsletters - will certainly reach more people.	6/7/2018 4:08 PM
78	I think you need to be a bit more in my face. Think DEEP communications on LI Sound activities or "Torrent."	6/7/2018 4:05 PM
79	structure productive collaborative work sessions amongst staff members brief the staff via regular newsletters better train staff on the communication tools available to us, for example through Office 365	6/7/2018 10:20 AM
80	Try holding more lunch & learns (not just for staff but invite towns also) and other similar short programs focused on specific issues. Reformat monthly reports to make them more enjoyable to read.	6/7/2018 9:48 AM

Q12 What should CROCOG start doing to better communicate with the public/CT residents? What should it stop doing?

Answered: 85 Skipped: 52

#	RESPONSES	DATE
1	Maybe public infi. meetings.	6/14/2018 2:22 PM
2	Email notices with important info that they specify	6/14/2018 1:30 PM
3	Get CROCOG news into municipal info newsletters to local citizens. More regular press releases on our activities. Build relationships with press contacts.	6/14/2018 1:28 PM
4	D/K	6/14/2018 10:41 AM
5	Perhaps more use of media (interviews, articles, public access tv, radio), signage at construction sites where CROCOG played a role in the project, better branding and understanding of what CROCOG is/does, tie into town communications with residents (so they start to have a regional identity and know what we are working on and that the town 'endorses' us--in newsletters, on websites, in tax mailers, though the latter would be expensive), presentations at council meetings, greater use of social media (Facebook, twitter), greater use of photos.	6/14/2018 10:39 AM
6	I think connecting to the public directly is tricky and is different per department. Transportation often attempts to communicate with the public to solicit support for certain projects. Having staff that is up to date with all departments may help communicate person to person, what we do as an organization, not just transportation related projects. Municipal Services needs to get more credit for certain projects from the towns themselves. For those citizens that stay abreast in their own town, it would help to have municipal support when communicating their projects with the public.	6/14/2018 9:09 AM
7	Direct communication to the public with the CROCOG "brand" (e.g. in eastern CT talk about the organization's role in sparking the crumbling foundations issue; statewide talk about the Purchasing Council, public safety initiatives, etc.).	6/13/2018 6:06 PM
8	Partner with Towns to host a website page on a municipal website for services to that particular community or through other social media.	6/13/2018 4:53 PM
9	I am no longer familiar with up-dates and what's happening at CROCOG	6/13/2018 10:14 AM
10	Maybe more social media, like Facebook? I'm on FB a lot but I don't think I ever see anything from CROCOG.	6/13/2018 9:28 AM
11	Push for more media coverage, news stories about CROCOG projects. Stop assuming people know what CROCOG is.	6/12/2018 11:13 PM
12	Not very familiar with what is being done now.	6/12/2018 5:55 PM
13	Social media, visually compelling information on our programs and how they affect local residents; cost savings based on program participation by municipalities that use our programs.	6/12/2018 1:39 PM
14	Provide a button/link that can be pasted on town websites as an easy redirect	6/12/2018 1:25 PM
15	More advertising, many do not know what it is that you do for the communities that you serve	6/11/2018 4:50 PM
16	No changes needed	6/11/2018 2:46 PM
17	n/a	6/11/2018 2:39 PM
18	Use social media. Connect with other groups/towns/agencies who can help spread the word about CROCOG activities	6/11/2018 2:14 PM
19	maybe ask for a link on local websites to CROCOG, or provide a sign up for email	6/11/2018 12:58 PM
20	Further outreach in selling itself and the work it does as an organization, a true leader in the state on so many fronts.	6/11/2018 12:52 PM
21	More coverage of projects and decisions.	6/11/2018 11:47 AM
22	Better utilization of Social Media	6/11/2018 11:27 AM

23	Social Media and news feeds would help and asking towns to allow CRCOG to participate in a town meeting once in a while to present what CRCOG is doing to help towns in its region.	6/11/2018 10:21 AM
24	provide social media blurbs for towns to personalize and share on our platforms	6/11/2018 9:15 AM
25	Just Fine	6/11/2018 8:31 AM
26	More social media engagement	6/11/2018 7:32 AM
27	No additional feedback.	6/10/2018 7:17 AM
28	Needs to be a broader understanding of the efficiencies that can be obtained by towns working together through CRCOG	6/9/2018 4:15 PM
29	Only on special project successes and cost saving programs . Targeted announcements maybe quarterly	6/9/2018 9:03 AM
30	Hmmm	6/8/2018 11:34 PM
31	user friendly web site	6/8/2018 6:19 PM
32	I think the CRCOG does a great deal of work on major issues that goes relatively unnoticed by the public and they should do more grassroots events in the communities they serve along with more media/public education work to better inform residents.	6/8/2018 3:56 PM
33	Is it crucial that COG/MPO have public support if they have municipal, administration, and legislative support?	6/8/2018 3:55 PM
34	Not Sure	6/8/2018 3:44 PM
35	get on social media.	6/8/2018 2:52 PM
36	Again, i'm not sure the general public know's who CRCOG is. Start there and help people understand the value and what you do. Then get into program level detail. jho	6/8/2018 1:34 PM
37	Uncertain as to what CRCOG is currently doing in communicating to the general public.	6/8/2018 11:17 AM
38	Again, I think you do an excellent job.	6/8/2018 10:40 AM
39	?	6/8/2018 10:10 AM
40	At times, the lack of clear communication between agencies adversely affects the productive management and strategic decision making	6/8/2018 9:40 AM
41	.	6/8/2018 9:38 AM
42	Educate the public about CRCOG and its role. I would expect that most resident don't know what CRCOG is	6/8/2018 9:00 AM
43	I think much of the public does not know about CRCOG	6/8/2018 8:58 AM
44	leverage social accounts	6/8/2018 8:51 AM
45	I'm not aware of a strong communication with the public right now	6/8/2018 8:37 AM
46	I have no recommendations for this question	6/8/2018 8:10 AM
47	same as above	6/8/2018 8:01 AM
48	-	6/8/2018 7:50 AM
49	No suggestions	6/8/2018 7:37 AM
50	N/A	6/8/2018 7:31 AM
51	Let them know that you are there. Most don't know what CRCOG is and what it's doing for them.	6/8/2018 7:18 AM
52	O	6/8/2018 7:17 AM
53	Executive level could better comment on this. Most of what CRCOG provides to me in terms of information and advice about local policy is available elsewhere in the same or better form. There is a tendency for any part of government to justify its existence by highlighting its successes and ignoring its costs. If the cost of CRCOG was compared to its benefits in an honest way the public might decide to eliminate CRCOG.	6/8/2018 5:22 AM
54	nothing	6/7/2018 10:19 PM

55	Use youtube/video.	6/7/2018 9:25 PM
56	Keep up your social media activities and work on expanding your reach. Pursue a regular presence on local news outlets.	6/7/2018 9:22 PM
57	Stop fighting with the anti busway people. talk about cost sharing, savings, staff impacts, on a regular basis	6/7/2018 9:12 PM
58	Not much	6/7/2018 8:55 PM
59	CROG needs to think locally what effect it has on small towns ie wanting to develop a residential zone in Newington disrupting people who have lived there for many years, trying to expand more urban sprawl, people moved to towns so they have yards for enjoyment, yet plans pushed to destroy residential areas	6/7/2018 8:22 PM
60	Like ours, I suspect all the towns have a web page with interesting bulletins, etc. Everybody should have a link to the crcog website (regardless of my previous comment). Also, a series of monthly bulletins - think one very low detail PPT slide - to post on town's websites. E.g., foundations one month, complete streets next, regional bus service next, etc.	6/7/2018 6:00 PM
61	develop list serve and communicate more regularly with the public	6/7/2018 5:48 PM
62	Na	6/7/2018 5:46 PM
63	consistently inform public on current service sharing efforts so they understand we already are cooperating, perhaps greater use of social media to demonstrate value of existing efforts	6/7/2018 5:35 PM
64	SHOULD: More mass-media demographically targeted campaigns in partnership with member municipalities. Also, regionalized municipal website design and hosting services.	6/7/2018 5:30 PM
65	see above	6/7/2018 5:10 PM
66	I have noticed the CROG has been getting better publicity to the public on their initiatives, especially during the legislative sessions. Continue with this info to the public.	6/7/2018 5:04 PM
67	Do not mention taxes.	6/7/2018 4:50 PM
68	Possibly picture some of the smaller towns, not just the capital and city issues. TOD means little to anyone outside the immediate Hartford 'burbs.	6/7/2018 4:43 PM
69	My wife may get the information in our home mail and not show it to me so I am not sure how they could better communicate with the public/CT residents but I imagine they should not stop doing anything that they believe the public/CT residents would find helpful	6/7/2018 4:41 PM
70	More info in loc papers	6/7/2018 4:41 PM
71	More TV exposure.	6/7/2018 4:40 PM
72	no thoughts on this	6/7/2018 4:32 PM
73	Social media.	6/7/2018 4:28 PM
74	Find ways to become a louder mouthpiece on topics of importance that CROG is an expert of.	6/7/2018 4:26 PM
75	direct public outreach on local tv might be useful	6/7/2018 4:24 PM
76	even greater coordination, were possible and appropriate with State and Private partners to get information out about transportation impacts to the region as a whole	6/7/2018 4:22 PM
77	I am not sure.	6/7/2018 4:14 PM
78	I would ask why CROG needs to communicate with residents? What does it want to communicate? I think most residents have no idea what CROG is and or does. I see CROG's primary function as serving the member municipalities.	6/7/2018 4:11 PM
79	Reach out regularly to residents engaged in their own communities and advocating regional solutions.	6/7/2018 4:10 PM
80	As a resident of CROG's region, I only know about CROG's work as part of my involvement through my job - if I didn't work for a state partner then I wouldn't know anything about CROG's work.	6/7/2018 4:08 PM
81	attend Town Council meetings from time to time.	6/7/2018 4:06 PM
82	unknown, but localities should be able to assist through their own social media outlets.	6/7/2018 4:05 PM

83	Push out success stories	6/7/2018 4:01 PM
84	Hire a Public Relations staff person and a graphic designer to be able to clearly, efficiently and promptly deliver messages to the public on CRCOG's activities. Stop spending so much time producing the monthly newsletter in its current format	6/7/2018 10:20 AM
85	Send out short announcements on a weekly or bi-weekly basis to highlight CRCOG's work on a specific issue or two. (Similar to MHA's daily news emails.) These could be emailed to a broad list and/or tweeted or posted on Facebook or other social media outlets.	6/7/2018 9:48 AM

Q13 Please share specific examples of effective communication tools that your town, agency or organization uses that can serve as a model for CROCOG's future communications efforts.

Answered: 77 Skipped: 60

#	RESPONSES	DATE
1	Transportation Committee meetings.	6/14/2018 2:22 PM
2	Management reports and short, important notices emailed to residents	6/14/2018 1:30 PM
3	We have a bi-weekly newsletter emailed	6/14/2018 12:03 PM
4	D/K	6/14/2018 10:41 AM
5	N/A	6/14/2018 10:39 AM
6	CROCOG employee. But in my time in Windsor, they have a full time staffer who is responsible for creating content and posting on social media. She also creates a quarterly 'magazines' that are circulated in schools and town offices. The Town Manager was also very active on twitter (but really it was that employee who would run the account).	6/14/2018 9:09 AM
7	Inserts in tax bills. Website updates. Social Media. Local TV. Hosting Town Hall Meetings.	6/13/2018 4:53 PM
8	N/A	6/13/2018 10:14 AM
9	We do the usual - website, email blasts by subscription, FB page.	6/13/2018 9:28 AM
10	Constant Contact newsletter	6/12/2018 11:13 PM
11	Use of social media is expanding.	6/12/2018 5:55 PM
12	n/a	6/12/2018 1:39 PM
13	Live talks at the transfer station	6/12/2018 1:25 PM
14	FB live is a great tool as well as LinkedIn for the business sectors	6/11/2018 4:50 PM
15	none to share	6/11/2018 2:46 PM
16	bi-weekly email blast to all who sign up for the service	6/11/2018 12:58 PM
17	Electronic information bulletins are sent out at least every 2 weeks but maybe more frequent as needed. Also do public access bi-weekly TV show.	6/11/2018 12:52 PM
18	weekly eBlasts, email directly to subscribers.	6/11/2018 11:47 AM
19	Links to social media from web page and vice versa	6/11/2018 11:27 AM
20	N/A	6/11/2018 10:21 AM
21	Facebook, tweeter, monthly e-blasts, on demand web push, video chats " coventry Conversation"	6/11/2018 9:15 AM
22	Just Fine	6/11/2018 8:31 AM
23	Facebook posts seem to get the most response	6/11/2018 7:32 AM
24	No additional feedback.	6/10/2018 7:17 AM
25	We have moved to a weekly Sunday night e-mail that has a good open and click through rate.	6/9/2018 4:15 PM
26	We use a monthly mgrs report sent to council and residents summarizing highlights from each dept. use citizen eblast to get info out	6/9/2018 9:03 AM
27	I'll pass....	6/8/2018 11:34 PM
28	facebook updates newsletters direct email to various topic related mailing lists	6/8/2018 6:19 PM
29	Monthly E-Newsletters, Short Video of highlights from meetings/events, Regular social media posts, share media releases.	6/8/2018 3:56 PM

30	regular email with one high profile story and links to media sources on that topic	6/8/2018 3:55 PM
31	CROCG' Analysis of Transit Oriented Development, Anchor Institutions and Brownfields	6/8/2018 3:44 PM
32	I'm not sure.	6/8/2018 2:52 PM
33	It seems like social media platforms are key. That said, they need to be fed daily to remain relevant.	6/8/2018 1:34 PM
34	Nothing comes to mind.	6/8/2018 10:40 AM
35	email notices	6/8/2018 10:10 AM
36	Direct communication with pertinent stakeholders to have a full understanding of the reasons behind agency decision making	6/8/2018 9:40 AM
37	.	6/8/2018 9:38 AM
38	Agency newsletter	6/8/2018 8:58 AM
39	We issue awards for leadership and innovation; we have a mission statement that includes regional cooperation	6/8/2018 8:52 AM
40	Internal newsletter Having outreach events at the site level E-Alerts	6/8/2018 8:51 AM
41	Manchester Matters Email updated; Better Manchester Magazine mailed to every resident	6/8/2018 8:37 AM
42	no suggestions	6/8/2018 8:10 AM
43	no examples	6/8/2018 8:01 AM
44	Monthly/quarterly team meetings	6/8/2018 7:50 AM
45	No specific example	6/8/2018 7:37 AM
46	Social media plus direct emails gets the word out about activities, especially notifications that point back to the town's website for more information.	6/8/2018 7:31 AM
47	News letter in an e-mail, goes to all towns people that have signed up.	6/8/2018 7:18 AM
48	New letters, Seminars, and lunch ins and BBQ's	6/8/2018 7:17 AM
49	Meetings, lectures, workshops, mailers, email blasts, press releases, interviews with press, submitted articles, advertisements.	6/8/2018 5:22 AM
50	Manchester CT Economic Development Twitter Account and video series.	6/7/2018 9:25 PM
51	I provide my clients with email updates that are no more than 3-5 bulleted items (highlights of key trends around the globe in my area of expertise). I send them 1-2x per week	6/7/2018 9:22 PM
52	Monthly newsletter	6/7/2018 9:18 PM
53	CROCG already has this	6/7/2018 9:12 PM
54	local paper	6/7/2018 8:55 PM
55	we have open meetings where general public can come and get FACTS not rumors, and should be held in each town quartly. Most importantly state government MUST respect wishes of town not go in there with the attitude I know what's best.	6/7/2018 8:22 PM
56	Our bulletins that cycle thru when the viewer is looking at the town website.	6/7/2018 6:00 PM
57	retired-no examples	6/7/2018 5:48 PM
58	Na	6/7/2018 5:46 PM
59	Citizen Academy, email 'subscription' service to push info out, short PSA video that can be distributed to local public access stations	6/7/2018 5:35 PM
60	Social media, Everbridge, community forums, quarterly resident newsletter, unified calendar of community events.	6/7/2018 5:30 PM
61	Twitter	6/7/2018 5:10 PM
62	town does weekly management reports that are available to staff and residents.	6/7/2018 5:04 PM
63	When it happens, I'll let you know...	6/7/2018 4:43 PM

64	We distribute information via bulk mail because we know that not all of our residents receive the local newspaper or read their email.	6/7/2018 4:41 PM
65	Public TV is the most useful	6/7/2018 4:40 PM
66	CT Main Street uses "Board Bullet Points" each month to give high level organizational direction and achievements that month	6/7/2018 4:32 PM
67	Directing traffic to the front webpage for updates seems to be the most effective.	6/7/2018 4:28 PM
68	listserv for members only email communication to discuss questions or issues	6/7/2018 4:26 PM
69	regular email updates	6/7/2018 4:24 PM
70	Business breakfast forums	6/7/2018 4:16 PM
71	Most of our communications are well thought out and useful for our task.	6/7/2018 4:14 PM
72	Cooperative purchasing is a staple of the city's Purchasing department	6/7/2018 4:12 PM
73	CRCOG covers the basics. I can't think of anything we do that CRCOG does not do.	6/7/2018 4:11 PM
74	periodic eBulletins, as warranted	6/7/2018 4:10 PM
75	ever bridge use, twitter, face book online dash board system.	6/7/2018 4:06 PM
76	Social Media - Code Red	6/7/2018 4:05 PM
77	CCAPA produced Connecticut Planning Magazine - CRCOG could have a quarterly digital magazine	6/7/2018 10:20 AM

Q14 Please share specific examples of effective communications tools that are used by other towns, agencies, or organizations that can serve as a model for CROCOG's future communications efforts.

Answered: 60 Skipped: 77

#	RESPONSES	DATE
1	?	6/14/2018 2:22 PM
2	MetroHartford Alliance Daily Briefs--only 3 each day iQuilt Friday Five--quick bits of news Both are quick and easy to read.	6/14/2018 1:28 PM
3	D/K	6/14/2018 10:41 AM
4	Facebook, Twitter, better websites, mail chimp or constant contact newsletters, Meet Edgar?, better infographics, photos, testimonials	6/14/2018 10:39 AM
5	Use of social media is expanding.	6/12/2018 5:55 PM
6	https://www.youtube.com/channel/UCjkAzQTiyYHKbBul87L2ygg/videos CCM	6/12/2018 1:39 PM
7	Quarterly mailings	6/12/2018 1:25 PM
8	Not sure what others use regularly	6/11/2018 4:50 PM
9	none to share	6/11/2018 2:46 PM
10	n/a	6/11/2018 2:39 PM
11	social media	6/11/2018 2:14 PM
12	not sure of any	6/11/2018 12:58 PM
13	Emails, bulletins, press releases.	6/11/2018 12:52 PM
14	I like photos and information tailored to my job.	6/11/2018 11:47 AM
15	No comment at this time	6/11/2018 10:21 AM
16	Just Fine	6/11/2018 8:31 AM
17	Instagram	6/11/2018 7:32 AM
18	No additional feedback.	6/10/2018 7:17 AM
19	N/A	6/9/2018 4:15 PM
20	Just answered	6/9/2018 9:03 AM
21	How would I know?	6/8/2018 11:34 PM
22	see above	6/8/2018 3:56 PM
23	monthly newsletter highlighting outcomes from research and planning projects	6/8/2018 3:55 PM
24	n/a	6/8/2018 3:44 PM
25	Broad email distribution lists. Tolland has a general information email lists that provides updates on all sorts of things, not just specific departments.	6/8/2018 2:52 PM
26	You communicate well as is.	6/8/2018 10:40 AM
27	email notices, e-newsletters,	6/8/2018 10:10 AM
28	see above	6/8/2018 9:40 AM
29	.	6/8/2018 9:38 AM
30	YouTube subject vignettes	6/8/2018 9:14 AM
31	N/A	6/8/2018 8:58 AM

32	NA	6/8/2018 8:51 AM
33	CIRMA's email blasts seem to get my attention for some reason- perhaps it's the graphics?	6/8/2018 8:37 AM
34	no suggestions	6/8/2018 8:10 AM
35	no examples	6/8/2018 8:01 AM
36	-	6/8/2018 7:50 AM
37	No specific example	6/8/2018 7:37 AM
38	N/A	6/8/2018 7:31 AM
39	N/A	6/8/2018 7:18 AM
40	?	6/8/2018 7:17 AM
41	Repeat list from 13	6/8/2018 5:22 AM
42	The Town of Windsor has a great publication it uses for its annual budget communications to voters.	6/7/2018 9:22 PM
43	None known	6/7/2018 8:55 PM
44	Open town meetings, each of the 169 city's and towns is unique and has its own issue, by trying to use a catch all upsets people who than call attend meetings to voice there concerns. CROG is still pushing regionalization, towns don't want it ,maybe in small way like sharing equipment	6/7/2018 8:22 PM
45	retired-no examples	6/7/2018 5:48 PM
46	Na	6/7/2018 5:46 PM
47	Monthly Town Manger report to residents.	6/7/2018 5:30 PM
48	Social Media	6/7/2018 5:10 PM
49	Madison & Marlborough use their Town's FB sites pretty effectively: one-way communication, important issues, control the narrative, prevent the ugly dialogue.	6/7/2018 4:43 PM
50	Town of New Britain sends good newsletter and the water quality brochure is impressive.	6/7/2018 4:41 PM
51	Unknown	6/7/2018 4:40 PM
52	na	6/7/2018 4:32 PM
53	development of an active and heavily followed social media presence	6/7/2018 4:26 PM
54	none come to mind	6/7/2018 4:24 PM
55	I do not know.	6/7/2018 4:14 PM
56	NA	6/7/2018 4:11 PM
57	Don't know.	6/7/2018 4:10 PM
58	unknown	6/7/2018 4:05 PM
59	Twitter feeds of different related organizations are what I follow the most - if CROCOG had a robust twitter feed that coordinated with a regular e-newsletter and quarterly publication, that would be a big improvement over current communications.	6/7/2018 10:20 AM
60	MetroHartford Alliance's Daily Briefs	6/7/2018 9:48 AM

Q15 When you think of CROG, what comes to mind?

Answered: 92 Skipped: 45

#	RESPONSES	DATE
1	good quality information and an effective resource for change and knowledge	6/15/2018 11:57 AM
2	Regional transportation information and coordination of grant opportunities.	6/14/2018 2:22 PM
3	Regional planning and purchasing initiatives	6/14/2018 1:30 PM
4	Bringing towns together to build a better region.	6/14/2018 1:28 PM
5	Regional services	6/14/2018 12:03 PM
6	An organization of capital region municipalities -- local governments	6/14/2018 10:41 AM
7	Leader, regional champion, high level of professionalism, resource/partner for our towns, values cooperation and collaboration	6/14/2018 10:39 AM
8	shared resources	6/14/2018 9:53 AM
9	- An energetic and highly professional organization that constantly seeking ways to better the region and member towns. - An organization that outpaces both the state government and any other region within Connecticut. - A forum for town leaders to share ideas	6/13/2018 6:06 PM
10	An umbrella agency that assists it's member Town's with a number of services, many of which I am not even aware of.	6/13/2018 4:53 PM
11	History I've had with CROG, staff and resources	6/13/2018 10:14 AM
12	Regional government, in a good way!	6/13/2018 9:28 AM
13	Shared services	6/12/2018 11:13 PM
14	Cooperative bidding contracts.	6/12/2018 5:55 PM
15	An agency that is extremely productive, is extremely trustworthy, and unknown outside of those that interact with us directly.	6/12/2018 1:39 PM
16	Cooperative purchasing/regional services	6/12/2018 1:25 PM
17	Hartford unfortunately	6/11/2018 4:50 PM
18	administering EPA brownfields grants; running a regional GIS system	6/11/2018 2:46 PM
19	Service/Opportunities	6/11/2018 2:39 PM
20	Transportation planning. Regionalism.	6/11/2018 2:14 PM
21	Regional effort, willing to help towns find a solution	6/11/2018 12:58 PM
22	Since I know what CROG stands for, it is an organization that will advocate for and aid my town in anything I do including resources.	6/11/2018 12:52 PM
23	a regional approach to planning and projects in my area.	6/11/2018 11:47 AM
24	Regional planning initiatives	6/11/2018 11:27 AM
25	An organization that works with towns to empower, support and encourage economic growth, sustainability, and promotes safety, mobility and traffic management in all of the 4E's (engineering, enforcement, education and emergency response) to reduce fatalitites and serious injuries for all road users.	6/11/2018 10:21 AM
26	hard name to say	6/11/2018 9:15 AM
27	Good Information	6/11/2018 8:31 AM
28	Very helpful and informative	6/11/2018 7:32 AM
29	Regionalism, innovation, progress.	6/10/2018 7:17 AM

30	Lyle	6/9/2018 4:15 PM
31	support, sustainable region stronger than the individual town	6/9/2018 3:34 PM
32	A great regional org that is meant to be a hands on assist to Municipalities. It is not meant to be a lobbyist group as its prime function	6/9/2018 9:03 AM
33	Simplicity	6/8/2018 11:34 PM
34	regional cooperation	6/8/2018 6:19 PM
35	A wonderful resource to promote sharing of resources, improving our transportation systems, promoting workforce development and job creation.	6/8/2018 3:56 PM
36	transportation, tod, shared services	6/8/2018 3:55 PM
37	Knowledge, Professionalism and leadership	6/8/2018 3:44 PM
38	Transportation.	6/8/2018 2:52 PM
39	1. Way, way, way under utilized. Should be the go-to for regional initiatives. But, in this parochial New England, it doesn't seem to get the attention it should. 2. Starter of many things; completer of few. 3. In need of an overhaul to remain current. The same/similar structure has been in place for decades. Is it still serving the member communities? 4. 'Regional' is only 'regional' if anyone participates. There are a lot of communities in the Capitol Region that contribute zero effort to the work of CROCOG, but expect service from it.	6/8/2018 1:34 PM
40	Fiduciary for regional projects	6/8/2018 12:09 PM
41	Regional collaboration	6/8/2018 11:47 AM
42	Regional approaches on a variety of topics, functions, efficiencies	6/8/2018 11:17 AM
43	Professional organization	6/8/2018 10:40 AM
44	Support	6/8/2018 10:10 AM
45	A very capable COG that has competent staff that at times are hindered by leaderships lack of clarity in message to the CROCOGs member towns	6/8/2018 9:40 AM
46	.	6/8/2018 9:38 AM
47	Regional Planning	6/8/2018 9:00 AM
48	County-like regional government	6/8/2018 8:58 AM
49	Effective regional board that can communication vision to a broader audience	6/8/2018 8:52 AM
50	MPO-Roadway improvement projects	6/8/2018 8:51 AM
51	It needs a new name	6/8/2018 8:37 AM
52	Maureen answering my questions or steering me in the right direction	6/8/2018 8:10 AM
53	effective	6/8/2018 8:01 AM
54	Funding opportunities/cooperative purchasing	6/8/2018 7:50 AM
55	CREPC, and I don't know why	6/8/2018 7:37 AM
56	A regional effort that has lost its energy to serve public safety initiatives.	6/8/2018 7:31 AM
57	None	6/8/2018 7:18 AM
58	County Government	6/8/2018 7:17 AM
59	Wasteful Government Spending comes first. Next, the pleasant relationships and socializing at meetings. Then, a few sessions where I was informed on a variety of subjects by guest lecturers--- but almost always the info was already known to me or available on-line if desired.	6/8/2018 5:22 AM
60	Public Safety	6/7/2018 10:19 PM
61	Professional and forward-thinking staff.	6/7/2018 9:25 PM

62	I have worked with one set of CROCOG staff for 10 years but I still don't know about the full range of work you do. The staff are knowledgeable and enjoy doing meaningful work. CROCOG has a strong commitment to delivering value to its member towns as exemplified by not extracting large admin fees when it serves as a fiduciary. I don't, however, perceive that all member towns fully understand the benefits you can deliver.	6/7/2018 9:22 PM
63	regionalization	6/7/2018 8:55 PM
64	Development	6/7/2018 8:22 PM
65	Excellent staff fully committed to working on behalf of region	6/7/2018 8:00 PM
66	Regional planning. From my PZC experience, approval of zoning changes. Attending as an alternate, I was surprised to learn how much is going on at CROCOG.	6/7/2018 6:00 PM
67	Good partner and advocate for the region	6/7/2018 5:54 PM
68	innovative, regional leader, state leader	6/7/2018 5:48 PM
69	Na	6/7/2018 5:46 PM
70	Collaboration, help build and or find commonality among diverse communities excellent at leveraging resource forward thinking	6/7/2018 5:35 PM
71	Planning and grants.	6/7/2018 5:30 PM
72	Long meetings, lots of bureacracy	6/7/2018 5:14 PM
73	advocacy and support	6/7/2018 5:10 PM
74	Regional entity that looks at the big picture and works to coordinate efficiencies and projects with the cities & towns that make up the region.	6/7/2018 5:04 PM
75	network	6/7/2018 5:02 PM
76	Meetings	6/7/2018 4:50 PM
77	Affordable Shared Infrastructure (i.e. HR Portal)More importantly, I don't believe more than 1% of my residents have any idea it exists or why.	6/7/2018 4:43 PM
78	I like that they provide cooperative purchasing arrangements and information on oil prices.	6/7/2018 4:41 PM
79	County government without any power	6/7/2018 4:40 PM
80	Sophisticated, organized, effective regional planning agency. Passionate and dedicated staff.	6/7/2018 4:32 PM
81	The Purchasing Council, the I-84 Viaduct.	6/7/2018 4:26 PM
82	Regionalization as an aspirational goal.	6/7/2018 4:24 PM
83	Good people, cooperation, leadership	6/7/2018 4:16 PM
84	I wish we could up with a better acronym that is pronounceable.	6/7/2018 4:14 PM
85	I feel the primary reason to be involved with CROCOG is the Transportation Committee. There is also some value with cooperative purchasing and the public safety functions.	6/7/2018 4:11 PM
86	Great organization, great important mission.	6/7/2018 4:10 PM
87	Transportation initiatives	6/7/2018 4:08 PM
88	cooperation of towns for the betterment of the region and lowing cost to the taxpayers	6/7/2018 4:06 PM
89	The best COG/regional agency I've had the pleasure of dealing with. Competent employees.	6/7/2018 4:05 PM
90	A gear shaped cog.	6/7/2018 4:01 PM
91	Our Director, our Policy Board and the services that we offer to towns. I think that in the future, staff could be better highlighted - we have very talented staff members.	6/7/2018 10:20 AM
92	A helpful organization working to help our local governments function more efficiently and one which is leading the way toward solving some of our region and state's most vexing problems.	6/7/2018 9:48 AM

Q16 Other general suggestions for CROG communications?

Answered: 52 Skipped: 85

#	RESPONSES	DATE
1	Keep up the good work.	6/14/2018 2:22 PM
2	Staffing to maintain consistent focus on communications will be key. We've tried many things in the past that fell by the wayside due to lack of staff time commitment.	6/14/2018 1:28 PM
3	D/K	6/14/2018 10:41 AM
4	One-pager about what CROG is and what it does; departmental highlights; better branding; more consistency across communications within and across departments--reach for highest level of professionalism; showcase the region (not just downtown Hartford, there are lots of wonderful downtown districts across the region); town spotlight to highlight replicable and scalable best practices	6/14/2018 10:39 AM
5	Change the monthly report. We need to create more content like articles, and progress updates that we can share links to and promote. Make it a priority for all departments to keep an active eye for content that makes us look good.	6/14/2018 9:09 AM
6	Aim communications at a variety of constituencies - i.e. the general public, town council/board of selectmen members, professional town administrators, board of finance members - in order to amplify the effect of communications.	6/13/2018 6:06 PM
7	Educate municipal officials on what services are available through print material that can be distributed either electronically or in print to member communities at various levels of the organization, not just at the Top level.	6/13/2018 4:53 PM
8	Have towns help CROG with outreach. Give the town leaders CROG talking points, for outreach to other residents	6/12/2018 11:13 PM
9	N/A	6/12/2018 5:55 PM
10	How about coming to city meetings to update legislative bodies periodically on projects?	6/11/2018 4:50 PM
11	none	6/11/2018 2:46 PM
12	This will most likely involve expansion, but do not forget about what you are doing now.	6/11/2018 12:52 PM
13	None at this time	6/11/2018 10:21 AM
14	Supply more information regularly	6/11/2018 8:31 AM
15	Can't think of any	6/11/2018 7:32 AM
16	No additional feedback.	6/10/2018 7:17 AM
17	None	6/9/2018 4:15 PM
18	Not at this time	6/9/2018 9:03 AM
19	none	6/8/2018 11:34 PM
20	none	6/8/2018 3:44 PM
21	better more transparent inter office communications.	6/8/2018 12:09 PM
22	Your efforts are appreciated	6/8/2018 10:40 AM
23	none	6/8/2018 10:10 AM
24	The Department strives to work with all COG's collaboratively across the state and have our strategic and project level decision making founded in well thought out solutions that weigh all sides of a discussion for all stakeholders. It is the opinion of a large number of Department staff that this is not always portrayed accurately to CROGs member towns.	6/8/2018 9:40 AM
25	.	6/8/2018 9:38 AM

26	NA	6/8/2018 8:51 AM
27	None	6/8/2018 8:10 AM
28	-	6/8/2018 7:50 AM
29	None	6/8/2018 7:37 AM
30	N/A	6/8/2018 7:31 AM
31	None	6/8/2018 7:18 AM
32	o	6/8/2018 7:17 AM
33	Keep it cheerful...	6/8/2018 5:22 AM
34	Website seems a little dated.	6/7/2018 9:25 PM
35	Find ways to highlight the successes of your members in every external communication you do.	6/7/2018 9:22 PM
36	none	6/7/2018 8:55 PM
37	find way to make webb site more well known other than to town officials and boards and commissions	6/7/2018 8:22 PM
38	none	6/7/2018 5:48 PM
39	Na	6/7/2018 5:46 PM
40	there are many audiences so be strategic in prioritizing limited communication resources. Try to demonstrate the level of cooperation that already exists to gain efficiencies, mitigate costs and improve quality of life for the greater Hartford community	6/7/2018 5:35 PM
41	See above.	6/7/2018 5:30 PM
42	none	6/7/2018 5:10 PM
43	Keep the communication narrowly focused. There really is not much of a reason for CROCOG to communicate with the General Public	6/7/2018 4:50 PM
44	Tag Line, Logo, topics of shared concern	6/7/2018 4:43 PM
45	No.	6/7/2018 4:41 PM
46	None	6/7/2018 4:40 PM
47	none	6/7/2018 4:32 PM
48	None.	6/7/2018 4:14 PM
49	No	6/7/2018 4:11 PM
50	None	6/7/2018 4:10 PM
51	Unknown	6/7/2018 4:05 PM
52	They should be "branded" so CROCOG gets more name recognition; they should be quick reads with links to more detailed information; the time and skill needed to produce effective communications should be recognized - training opportunities for all staff should be provided.	6/7/2018 9:48 AM