

# **Public Participation Survey - Results**

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## **Survey Overview**

### **Instructions Provided To Respondents**

Answer questions as they relate to you. For most answers, check the boxes most applicable to you or fill in the blanks.

### **Respondent Metrics**

Respondents:	12
First Response:	2/28/2007 01:45 PM
Last Response:	9/11/2007 08:35 PM

## Survey Results

The following is a tabular depiction of the responses to each survey question. Additional comments provided by respondents, if any, are included after each table.

### Section - Public Participation

#### 1. What is the most effective method of informing people about opportunities for involvement in transportation decisions?

16.3%	7	Newspaper articles
14.0%	6	Internet
14.0%	6	Other:
14.0%	6	Radio
11.6%	5	Newsletters
11.6%	5	Public Meetings
9.3%	4	Public notices in newspapers
9.3%	4	Television

#### Comments/Notes:

- Carrier Pigeons
- Email
- News Story in paper
- On the sides of buses & inside, @ bus shelters, on moving message boards where schedules are shown
- Signs on the backs of cyclists riding up Rte 52 during rush hour, etc.
- Targeted emails to address of those known to be interested

#### 2. Have you participated in public meetings or public workshops in the past?

75.0%	9	Yes
25.0%	3	No

#### 3. What do you like or dislike about them?

Having experts on hand to answer specific questions.

I liked you could fill in a survey & turn it in I did not like that it seemed my concerns did not matter in the big scheme of things. Also it seems that If one neighbor says no, the other 20 who say yes don't matter.

Liked to be able to speak about the items on the adjenda and hear other points of view.

Poorly set - up, lack of follow-thru, false promises, unfamiliar with many subjects, territories and issues - too many low-level people - who never "get back to you" Very ineffective - as most complaints still continue - years after they have been brought to attention! Extremely mediocre at best - lacking in Management Excellence & Quality! Appear to try to "get it over with as soon as possible" Hearings are downtown - where many refuse to go - the lack of Outreach to key centers such as Trolley Square is noticeable - Promises to do "walk thrus" into Congested areas & High-Tech "Beltway" have not come about - no reasons, no re-scheduling, no CONSIDERATION! '

Sometimes move slowly if a small group dominate discussion. But can give Wilmapco/DelDOT good feedback if well managed.

Too long, information often too broad-based and not localized, information frequently presents Cecil County as an after thought, little to no significant change or impact acknowledged with upcoming BRAC

Too much DedDot slanted - dislike. Too much road building - DelDot influence. I can't believe Wilmapco ignores the need for rail commuter service Middletown - Wilmington and Newark - Maryland with the large population increase predicted at Aberdeen Proving Ground! GET WITH IT!!!!

WILMAPCO's public meetings are a good learning opportunity, but, the material presented is often so large and complex that it is difficult for a general member of the public to understand how it may affect them or their community. Or, how their comments would be incorporated. Its daunting.

#### **4. How did you find out about the meeting or workshop?**

I am on the wilmapco mailing list.

I am on your mailing list.

Involvement in a different but related project.

Newspaper

Sign in front of school & newsletter

Various Ways - too bad I wasn't warned about the poor quality & poor service!

Wilmapco News Letter

WILMAPCO Newsletter, newspaper announcement in Cecil Whig

## **5. What would be the best way to inform the people in your community about a public outreach event?**

Announcements at Town Meetings, advertisements in Cecil Whig, announcements through Chamber of Commerce (Cecil, Port Deposit, Perryville, Rising Sun, North East & Elkton Alliance) website & newsletter

Direct mail (postcard OK), email.

Direct mailing. Newspaper.

Lawn signs in public places a week in advance in one color and then more signs another color a day or two ahead of the event.

Newspaper article

newspapers,radio, TV.posters,&cmtty officials, kiosks with brochures,flyers in electric,etc. bills

Post flyers in apartment building lobbies.

Put notices in the ACME, Logan House, Trolley Square Shoppes, Banks, Senior High-Rise Apartment Lobbies, Churches & where there are DART signs! Have a Representative stand @ the front door of the ACME & @ Happy Harry's/Walgreen - don't all our key Lawmakers do that @ each election????

Signs on street in front of building where it is to be held one week ahead of time. Also article in News Journal or Brandywine Community News. Radio 1050 announcement.

Targeted emails, local newsletters.

TV

## **6. How did you initially learn about WILMAPCO?**

A friend of my brother told me about a spunky little MPO.

Colleagues.

Harvey Road Traffic Calming project

I am a member od DelMarVa Rail Passenger Association.

I learned about WILMAPCO when the widening of Shipley Rd was about to commence, then for some reason stopped. All of my neighbors were happy except 1 because finally we could bike & ride somewhere. No one knew the project had terminated until it was

too late. People, dogs & bikes come within inches of moving cars everyday because we're forced to walk to parks via Shipley to Wilson Rd or Rockwood or WAWA on this dangerous road. Sidewalks would greatly improve quality of life & house desirability & prices. However I gather from the meetings it may be a hopeless dream because of a small minority. To me it seems a necessity.

Media - Rising Sun Herald Newspaper

Member DelMarVa Rail Assoc.

Newsletter.

Newspaper

On the Urban Bike Project website.

papers, then brochures

When I started to look for the Responsible Agency for our Well-Being as the Top Demographic Area in this Third Wave VIP World Class HQ!

### **7. How satisfied are you with WILMAPCO's efforts to solicit public participation?**

50.0%	6	Somewhat satisfied
25.0%	3	Not at all satisfied
8.3%	1	Don't know
8.3%	1	Not very satisfied
8.3%	1	Very satisfied

### **8. Do you feel that WILMAPCO has provided reasonable public access to technical and policy information used in the development of plans and TIPS. Why or why not?**

I feel that if more people were reached and made aware the minority would not be taken as the only voice.

I think WILMAPCO has done an excellent job.

No - I've never received acknowledge of my comments that were submitted via letter to Wilmapco.

No. WimMapCo is too beholden to DelDot road proposals. WilMapCo needs to have leadership that thinks for themselves and make proposals not necessarily originally proposed or sponsored by DelDot.

Not sure. I've lived in Wilmington three years, am an avid cyclist, and this is the first I've heard of WILMAPCO.

Probably. Limitation is simply time to look at it.

Too many acronyms in newsletter, including "WILMAPCO." Internet access to plans and proposals is very good, since most proposals and plans seem to be on the site. But the jargon is still heavy. For example: under "Community and Corridor Plans" there are two plans for "Newark." One of them appears alphabetically in the right place, because it happens to be titled "Newark Bicycle." But the other report, also about Newark, appears under the letter "O" because it's titled "Old Newark Traffic Calming." That report should be listed alphabetically under "Newark," of course.

WILMAPCO has been "Cited" more than once for lack of Outreach by the Federal Highway Administration; I have spent more than 2 years trying to get a copy of the Port of Wilmington Service Area - which is on the wall @ the Newark HQ! There is a SEVERE lack of info - which I consider to be an INSULT to the High Level Gurus in this area of Scientists, PhDs, Patent Holders, Board Gurus, Third Wave Leaders and Multi-Dimensional Super-Experienced "Smart Community" members.

yes

Yes

yes

### **9. Do you feel that WILMAPCO has disseminated clear, concise and timely information to citizens?**

50.0%	6	Yes
41.7%	5	No
8.3%	1	Other:

#### **Comments/Notes for "Other:"**

They used to...but less so now

### **10. Do you feel that WILMAPCO has provided timely responses to issues, concerns and comments raised by the public?**

45.5%	5	No
45.5%	5	Yes

9.1% 1 Other:

**Comments/Notes for "Other:"**

No Followup

**11. Do you have any other suggestions how WILMAPCO can improve its public participation process.**

Employ ISO 9000 Excellence Councils for more adequate management and End-user participation - isn't this a requirement for any entity having obligations with the Federal government?

Flyers in Community paper. Community Notification of opposition to a planned improvement prior to its termination and a petition process to allow the possibility that it can move forward.

Focus on the target community. Come out on rides. Walk some of the relevant streets. Put up a table in an area where people are walking, cycling, driving.

Have aggressive leadership to solve transportant transportation problems other than to build roads! PUBLIC TRANSPORTATION. Rail service Middletown - Wilmington - Philadelphia. Relieve Del 1 and I - 95 congestion - give Middletown residents a choice!

Have newspaper articles about issues discussed at public meetings. I look upon Wilmapco as an operating arm of DelDot. Wilmapco gives short shift on views that differ from DelDot plans.

Its a hard thing to get public input while also keeping things balanced and consistent with professional practice - it cannot always be clear that the comment you do get is really representative of "the public" and not a vocal minority. You seem to do your best.

Keep on keeping on

Reports and plans seem often to arrive in the mail after much of the public information process is complete. Maybe this is just my perception. But I always seem to have the feeling that "it's too late" to find out/comment upon something underway.

start in elementary schools with demographic geography etc. of region & links to national/regional marketing & security preparedness. Games, events, competitions, awards

There seems to be less public involvement than in past years. And WILMAPCO seems to have less influence on decision makers to help the public get what they want. Plus, there's fewer community projects that provided small but beneficial changes for bike ped.