
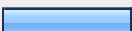
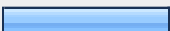









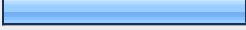
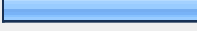
### 3. How long have you, as an individual, been involved with LGC or NHMA in some way?

	Response Percent	Response Count
Less than 2 years 	10.6%	36
2 – 5 years 	19.1%	65
6 – 10 years 	24.7%	84
<b>More than 10 years</b> 	<b>45.6%</b>	<b>155</b>
<i>answered question</i>		<b>340</b>
<i>skipped question</i>		<b>0</b>


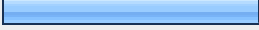

### 4. How long have you been involved in local government service?

	Response Percent	Response Count
Less than 2 years 	6.2%	21
2 - 5 years 	15.0%	51
6 - 10 years 	15.9%	54
<b>More than 10 years</b> 	<b>62.9%</b>	<b>214</b>
<i>answered question</i>		<b>340</b>
<i>skipped question</i>		<b>0</b>




## 5. What is your age?

	Response Percent	Response Count
Younger than 21 years old	0.0%	0
21 to 35 years old 	3.2%	11
36 to 50 years old 	30.9%	105
<b>51 to 60 years old</b> 	<b>36.8%</b>	<b>125</b>
61 or older 	29.1%	99
<i>answered question</i>		<b>340</b>
<i>skipped question</i>		<b>0</b>





## 6. Overall, how would you rate the value of your LGC/NHMA membership?

	Response Percent	Response Count
<b>High value</b> 	<b>59.9%</b>	<b>179</b>
Valuable 	38.5%	115
Low value 	1.7%	5
<i>answered question</i>		<b>299</b>
<i>skipped question</i>		<b>41</b>

**7. How satisfied are you with LGC's/NHMA's services and programs, in general?**

	Response Percent	Response Count
Very satisfied 	53.2%	159
Satisfied 	44.5%	133
Dissatisfied 	2.3%	7
Very dissatisfied	0.0%	0
<i>answered question</i>		<b>299</b>
<i>skipped question</i>		<b>41</b>

**8. Do you agree or disagree with the following statement? "My perspective and needs as a local government official are generally well represented in the work LGC/NHMA does."**

	Response Percent	Response Count
Strongly agree 	36.5%	109
Agree 	56.5%	169
Disagree 	5.4%	16
Strongly disagree	0.0%	0
Does not apply 	1.7%	5
<i>answered question</i>		<b>299</b>
<i>skipped question</i>		<b>41</b>



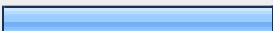
### 9. What are the three most important services that LGC/NHMA provides?

		Response Percent	Response Count
1.		100.0%	299
2.		96.0%	287
3.		88.6%	265
<i>answered question</i>			299
<i>skipped question</i>			41



### 10. How satisfied are you with your personal understanding of LGC's/NHMA's programs, structure and finances?

		Response Percent	Response Count
Very satisfied		23.4%	70
<b>Satisfied</b>		<b>64.5%</b>	<b>193</b>
Dissatisfied		4.3%	13
Very dissatisfied		0.7%	2
Would like to know more		7.0%	21
<i>answered question</i>			299
<i>skipped question</i>			41


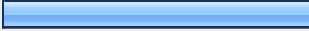
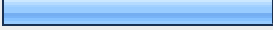
**11. When thinking about membership, programs and services, with which of the following do you identify most?**

		Response Percent	Response Count
Local Government Center (LGC)		50.8%	152
New Hampshire Municipal Association (NHMA)		8.4%	25
Both, based on service being offered		40.8%	122
<i>answered question</i>			<b>299</b>
<i>skipped question</i>			<b>41</b>

**12. The organizational and financial distinctions between the Local Government Center and the New Hampshire Municipal Association are:**

		Response Percent	Response Count
Clear, easily understood		24.1%	72
Confusing, needs clarification		75.9%	227
<i>answered question</i>			<b>299</b>
<i>skipped question</i>			<b>41</b>

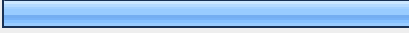
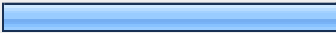
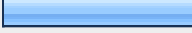
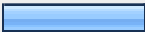
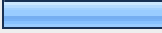

### 13. How important to you are the organizational and financial distinctions between the Local Government Center and the New Hampshire Municipal Association?

	Response Percent	Response Count
Very important 	12.7%	38
<b>Important</b> 	<b>46.5%</b>	<b>139</b>
Not important 	40.8%	122
<i>answered question</i>		<b>299</b>
<i>skipped question</i>		<b>41</b>


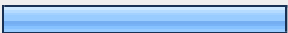




### 14. Please rate your satisfaction with the following LGC training programs and events:

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Does not apply / never used	Response Count
LGC Annual Conference	23.7% (70)	<b>43.1% (127)</b>	2.4% (7)	0.0% (0)	30.8% (91)	295
LGC Academy (online classes)	6.4% (19)	17.3% (51)	1.7% (5)	0.0% (0)	<b>74.6% (220)</b>	295
Selectpersons Institute	10.8% (32)	15.9% (47)	0.7% (2)	0.0% (0)	<b>72.5% (214)</b>	295
Local Government Leadership Institute	13.6% (40)	16.3% (48)	0.3% (1)	0.0% (0)	<b>69.8% (206)</b>	295
Budget and Finance Workshop	25.1% (74)	<b>36.9% (109)</b>	0.7% (2)	0.3% (1)	<b>36.9% (109)</b>	295
Moderators Workshop	4.4% (13)	11.9% (35)	0.0% (0)	0.0% (0)	<b>83.7% (247)</b>	295
Risk and safety training programs	24.7% (73)	<b>39.3% (116)</b>	0.3% (1)	0.0% (0)	35.6% (105)	295
Health and wellness training programs	22.0% (65)	<b>41.7% (123)</b>	2.4% (7)	0.0% (0)	33.9% (100)	295
<i>answered question</i>						<b>295</b>
<i>skipped question</i>						<b>45</b>

### 15. What are your two preferred venues for training and education programs? (Check your top two.)

		Response Percent	Response Count
Live workshop at LGC in Concord		61.7%	182
Live workshop in my region		50.5%	149
Online, at my convenience		28.5%	84
Once a year, at annual conference		21.0%	62
On-site, at my location		24.1%	71
Does not apply		3.1%	9
<b>answered question</b>			<b>295</b>
<b>skipped question</b>			<b>45</b>

### 16. What is your primary reason for participating in LGC training programs and events?

		Response Percent	Response Count
To gain knowledge		46.1%	136
To strengthen my ability to serve the public		42.7%	126
General interest in topic		4.7%	14
To have a voice		0.0%	0
To support LGC		0.3%	1
To meet and network		2.7%	8
Does not apply		3.4%	10
<b>answered question</b>			<b>295</b>
<b>skipped question</b>			<b>45</b>









**17. Please rate your satisfaction with the following municipal programs and services:**

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Does not apply / never used	Response Count
Legislative advocacy services at the statehouse on behalf of municipalities	30.7% (90)	<b>47.8% (140)</b>	5.1% (15)	0.7% (2)	15.7% (46)	293
Legislative Bulletins and Alerts	42.0% (123)	<b>51.5% (151)</b>	0.7% (2)	0.3% (1)	5.5% (16)	293
Legal Services Hotline for municipal officials	<b>44.0% (129)</b>	30.4% (89)	2.0% (6)	0.7% (2)	22.9% (67)	293
Municipal Law Lecture Series	22.9% (67)	<b>40.6% (119)</b>	0.7% (2)	0.3% (1)	35.5% (104)	293
Local Officials Workshops	30.4% (89)	<b>36.9% (108)</b>	0.3% (1)	0.3% (1)	32.1% (94)	293
NHMA policy-setting process	11.3% (33)	38.6% (113)	3.8% (11)	0.3% (1)	<b>46.1% (135)</b>	293
					<b>answered question</b>	<b>293</b>
					<b>skipped question</b>	<b>47</b>






**18. How satisfied are you with the following methods of communications that LGC currently uses to reach its members?**

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Does not apply	Response Count
LGC Website	33.6% (98)	<b>60.3% (176)</b>	0.7% (2)	1.0% (3)	4.5% (13)	292
New Hampshire Town and City magazine	<b>53.4% (156)</b>	40.1% (117)	2.1% (6)	0.3% (1)	4.1% (12)	292
Targeted newsletters (e.g., City Views, Benefits Bulletin, Coordinator Connection, A Matter of Trust, Affiliate Link, Slice of Life)	24.7% (72)	<b>54.8% (160)</b>	4.8% (14)	0.3% (1)	15.4% (45)	292
E-mail communication	33.9% (99)	<b>61.0% (178)</b>	1.4% (4)	0.0% (0)	3.8% (11)	292
On-site visits from LGC staff	30.8% (90)	<b>41.4% (121)</b>	3.1% (9)	0.7% (2)	24.0% (70)	292
Phone conversations with LGC staff	<b>46.6% (136)</b>	42.1% (123)	1.4% (4)	0.3% (1)	9.6% (28)	292
Paper mail (brochures, letters, flyers, etc.)	21.6% (63)	<b>68.2% (199)</b>	3.4% (10)	1.0% (3)	5.8% (17)	292
Social media (Twitter and Facebook)	1.4% (4)	7.5% (22)	2.1% (6)	0.0% (0)	<b>89.0% (260)</b>	292
	<b>answered question</b>					<b>292</b>
	<b>skipped question</b>					<b>48</b>






## 19. What is your preferred means for staying informed about LGC and its programs and services?

	Response Percent	Response Count
E-mail communication 	62.7%	183
Opt-in/subscription e-mail information 	11.0%	32
On-site visits from LGC staff 	2.4%	7
Phone conversations with LGC staff 	6.5%	19
Fax 	0.3%	1
LGC website 	8.2%	24
Social media (Twitter and Facebook) 	0.7%	2
Paper mail 	8.2%	24
<b>answered question</b>		<b>292</b>
<b>skipped question</b>		<b>48</b>

## 20. Do you agree or disagree with the following statement? “Getting information/connecting with LGC on issues that matter to my community is very easy.”

	Response Percent	Response Count
Strongly agree 	30.8%	90
Agree 	61.0%	178
Disagree 	3.4%	10
Strongly disagree 	0.3%	1
Does not apply 	4.5%	13
<b>answered question</b>		<b>292</b>
<b>skipped question</b>		<b>48</b>






**21. Do you agree or disagree with this statement? “When I have a problem or need information from LGC, I am able to get a timely and helpful response.”**

	Response Percent	Response Count
Strongly agree 	42.1%	123
<b>Agree</b> 	<b>50.7%</b>	<b>148</b>
Disagree 	3.8%	11
Strongly disagree 	0.3%	1
Does not apply 	3.1%	9
<i>answered question</i>		<b>292</b>
<i>skipped question</i>		<b>48</b>

## 22. How satisfied are you with the following LGC member services?

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Does not apply / never use	Response Count
Personnel recruitment services	7.9% (23)	17.5% (51)	2.1% (6)	0.7% (2)	<b>71.8% (209)</b>	291
Flexible Spending Account (FSA) services	9.6% (28)	14.4% (42)	1.4% (4)	0.3% (1)	<b>74.2% (216)</b>	291
Support to benefits administrators	25.1% (73)	<b>37.8% (110)</b>	1.7% (5)	0.3% (1)	35.1% (102)	291
On-site risk management consultation services	21.0% (61)	35.1% (102)	0.7% (2)	0.3% (1)	<b>43.0% (125)</b>	291
Conference room services (at LGC)	23.0% (67)	29.2% (85)	0.0% (0)	0.3% (1)	<b>47.4% (138)</b>	291
Affiliate Group Services Program	14.8% (43)	28.5% (83)	0.3% (1)	0.3% (1)	<b>56.0% (163)</b>	291
Wage, Salary and Benefits Survey (municipal)	29.6% (86)	<b>43.3% (126)</b>	2.7% (8)	0.7% (2)	23.7% (69)	291
Directory of New Hampshire Municipal Officials	32.6% (95)	<b>40.5% (118)</b>	1.0% (3)	0.3% (1)	25.4% (74)	291
Assistance with the design of health benefits and plans	24.1% (70)	32.6% (95)	3.4% (10)	0.7% (2)	<b>39.2% (114)</b>	291
<b>answered question</b>						<b>291</b>
<b>skipped question</b>						<b>49</b>






**23. How many times during the year do you come to LGC in Concord for a meeting or program of any type?**

	Response Percent	Response Count
Never 	14.4%	42
<b>Less than 3</b> 	<b>38.1%</b>	<b>111</b>
3 to 5 	25.8%	75
5 to 10 	12.4%	36
More than 10 	9.3%	27
<b>answered question</b>		<b>291</b>
<b>skipped question</b>		<b>49</b>




**24. How satisfied are you with the management of the following LGC coverage programs, if your group participates in them?**

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Do not participate	Response Count
HealthTrust	<b>36.0% (104)</b>	34.9% (101)	3.8% (11)	0.7% (2)	24.6% (71)	289
Property-Liability Trust	<b>39.1% (113)</b>	35.6% (103)	1.0% (3)	0.0% (0)	24.2% (70)	289
Workers Compensation	23.2% (67)	31.1% (90)	1.7% (5)	0.0% (0)	<b>43.9% (127)</b>	289
Unemployment Compensation	15.2% (44)	22.8% (66)	1.0% (3)	0.0% (0)	<b>60.9% (176)</b>	289
<b>answered question</b>						<b>289</b>
<b>skipped question</b>						<b>51</b>

**25. Do you agree or disagree with the following statement? "My participation in risk management and insurance programs has helped my local government save money."**

	Response Percent	Response Count
Strongly agree 	25.6%	74
Agree 	43.9%	127
Disagree 	3.5%	10
Strongly disagree 	0.3%	1
Don't know 	26.6%	77
<i>answered question</i>		<b>289</b>
<i>skipped question</i>		<b>51</b>


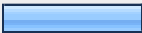

**26. Does your group participate in HealthTrust?**

	Response Percent	Response Count
Yes 	66.8%	193
No 	21.8%	63
Don't know 	11.4%	33
<i>answered question</i>		<b>289</b>
<i>skipped question</i>		<b>51</b>

## 27. If your group does participate in HealthTrust, how satisfied are you with each of these factors?

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Does not apply	Response Count
Cost	7.4% (14)	<b>60.3% (114)</b>	22.8% (43)	4.2% (8)	5.3% (10)	189
Value-added programs (e.g., administrative support services, retiree billing, COBRA billing, etc.)	33.9% (62)	<b>47.0% (86)</b>	1.1% (2)	0.5% (1)	17.5% (32)	183
Connection to LGC as a reliable provider	31.4% (60)	<b>58.6% (112)</b>	2.6% (5)	0.5% (1)	6.8% (13)	191
Strength of network	31.6% (60)	<b>56.8% (108)</b>	2.1% (4)	0.0% (0)	9.5% (18)	190
Customer service	45.8% (87)	<b>47.4% (90)</b>	1.6% (3)	0.0% (0)	5.3% (10)	190
<i>answered question</i>						<b>191</b>
<i>skipped question</i>						<b>149</b>

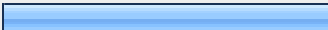
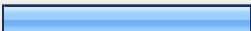

## 28. Does your group participate in Property-Liability Trust?

		Response Percent	Response Count
Yes		<b>67.1%</b>	<b>192</b>
No		20.6%	59
Don't know		12.2%	35
<i>answered question</i>			<b>286</b>
<i>skipped question</i>			<b>54</b>

## 29. If your group does participate in Property-Liability Trust, how satisfied are you with each of these factors?

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Does not apply	Response Count
Cost of coverage	23.9% (45)	<b>67.6% (127)</b>	3.2% (6)	0.0% (0)	5.3% (10)	188
Reducing possible losses from property damage or third-party liability	26.1% (49)	<b>64.4% (121)</b>	1.6% (3)	0.0% (0)	8.0% (15)	188
Breadth of coverage	31.6% (59)	<b>59.9% (112)</b>	1.1% (2)	0.0% (0)	7.5% (14)	187
Safety training programs	36.5% (69)	<b>45.0% (85)</b>	1.1% (2)	0.0% (0)	17.5% (33)	189
Responsiveness of claims management	39.2% (73)	<b>47.3% (88)</b>	1.1% (2)	0.0% (0)	12.4% (23)	186
Connection to LGC as a reliable provider	38.6% (73)	<b>55.6% (105)</b>	0.0% (0)	0.0% (0)	5.8% (11)	189
<i>answered question</i>						<b>189</b>
<i>skipped question</i>						<b>151</b>

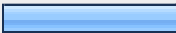
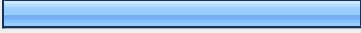
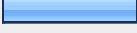
## 30. Does your group participate in Workers Compensation?

	Response Percent	Response Count
Yes 	<b>49.1%</b>	<b>140</b>
No 	37.5%	107
Don't know 	13.3%	38
<i>answered question</i>		<b>285</b>
<i>skipped question</i>		<b>55</b>

### 31. If your group does participate in Workers Compensation, how satisfied are you with each of these factors?

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Does not apply	Response Count
Cost of coverage	16.8% (23)	<b>70.8% (97)</b>	5.1% (7)	0.0% (0)	7.3% (10)	137
Reducing possible losses from employee injury	22.1% (30)	<b>63.2% (86)</b>	2.9% (4)	0.0% (0)	11.8% (16)	136
Breadth of coverage	26.3% (36)	<b>66.4% (91)</b>	0.7% (1)	0.0% (0)	6.6% (9)	137
Safety training programs	30.9% (42)	<b>52.9% (72)</b>	1.5% (2)	0.0% (0)	14.7% (20)	136
Responsiveness of claims management	29.7% (41)	<b>58.0% (80)</b>	2.9% (4)	0.0% (0)	9.4% (13)	138
Connection to LGC as a reliable provider	30.4% (41)	<b>62.2% (84)</b>	0.7% (1)	0.0% (0)	6.7% (9)	135
<b>answered question</b>						<b>138</b>
<b>skipped question</b>						<b>202</b>

### 32. Does your group participate in Unemployment Compensation?

	Response Percent	Response Count
Yes 	26.1%	74
No 	<b>53.9%</b>	<b>153</b>
Don't know 	20.1%	57
<b>answered question</b>		<b>284</b>
<b>skipped question</b>		<b>56</b>

**33. If your group does participate in Unemployment Compensation, how satisfied are you with each of these factors?**

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Does not apply	Response Count
Cost of coverage	18.3% (13)	<b>67.6% (48)</b>	4.2% (3)	0.0% (0)	9.9% (7)	71
Breadth of coverage	26.8% (19)	<b>63.4% (45)</b>	0.0% (0)	0.0% (0)	9.9% (7)	71
Responsiveness of claims management	30.0% (21)	<b>57.1% (40)</b>	1.4% (1)	0.0% (0)	11.4% (8)	70
Connection to LGC as a reliable provider	28.6% (20)	<b>61.4% (43)</b>	0.0% (0)	0.0% (0)	10.0% (7)	70
					<b>answered question</b>	<b>71</b>
					<b>skipped question</b>	<b>269</b>

**34. As LGC develops its strategic plan, it is important for us to understand what is important to our members, in order to focus our resources in the best way. Please rate the importance of the following issues or initiatives to you:**

	Very important	Somewhat important	Not important	No opinion	Response Count
Legislative advocacy at the statehouse	<b>71.0% (198)</b>	22.6% (63)	1.4% (4)	5.0% (14)	279
Legal services	<b>71.0% (198)</b>	22.6% (63)	3.2% (9)	3.2% (9)	279
Direct technical assistance in your local government	<b>52.3% (146)</b>	32.6% (91)	5.7% (16)	9.3% (26)	279
Lowering the cost of health insurance	<b>82.8% (231)</b>	8.2% (23)	1.1% (3)	7.9% (22)	279
Wellness initiatives	41.2% (115)	<b>41.9% (117)</b>	8.6% (24)	8.2% (23)	279
Energy	33.0% (92)	<b>45.9% (128)</b>	12.9% (36)	8.2% (23)	279
Transportation	21.1% (59)	<b>50.9% (142)</b>	15.8% (44)	12.2% (34)	279
Economic development	34.8% (97)	<b>40.1% (112)</b>	12.9% (36)	12.2% (34)	279
Municipal finance	<b>55.2% (154)</b>	34.1% (95)	2.9% (8)	7.9% (22)	279
Environmental sustainability	29.7% (83)	<b>46.6% (130)</b>	12.2% (34)	11.5% (32)	279
				Other (please specify)	13
				<b>answered question</b>	<b>279</b>
				<b>skipped question</b>	<b>61</b>

**35. What do you see as the most pressing issues your local government will face in the next 5 years?**

	Response Count
	203
	<b>answered question</b>
	<b>203</b>
	<b>skipped question</b>
	<b>137</b>

**36. How can LGC support your most pressing issues over the next 5 years?**

	Response Count
	175
<i>answered question</i>	175
<i>skipped question</i>	165

**37. Under a representative board structure, how can LGC increase member participation in and understanding of LGC's decision-making process?**

	Response Count
	126
<i>answered question</i>	126
<i>skipped question</i>	214

**38. If you would like to be contacted by LGC staff to discuss our services or this survey, please provide your contact information, below.**

	Response Percent	Response Count
Name <input type="text"/>	100.0%	40
Phone <input type="text"/>	90.0%	36
E-mail <input type="text"/>	95.0%	38
<i>answered question</i>		40
<i>skipped question</i>		300

**39. Please provide us with your contact information if you would like to be eligible to win a \$50 gift card to The Common Man Restaurants.**

		Response Percent	Response Count
Name	<input type="text"/>	100.0%	125
Phone	<input type="text"/>	97.6%	122
E-mail	<input type="text"/>	98.4%	123
<i>answered question</i>			125
<i>skipped question</i>			215