

**2004 Budget  
State of the Community Report**



***Residential Survey Results***

***Prepared for:***

Corporate Strategy & Policy Analysis  
Section  
Office of the CAO  
The City of Greater Sudbury

***By:***

Oraclepoll  
Research Limited

**January 2004**

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## ***Objective***

- The following represents the results of a public opinion survey conducted for The City of Greater Sudbury.
- The objective of this survey was to gauge the opinions of residents of The City of Greater Sudbury on a series of issues related to life in community and about services.

## ***Methodology and Logistics***

### ***Project Team***

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- Carlos Salazar, Manager of Corporate Strategy & Policy, City of Greater Sudbury
- Paul Seccaspina PhD, Oraclepoll Research Ltd.
- Bob Sinclair PhD, Oraclepoll Research Ltd.

### ***Study Sample***

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- A total of 1,200 respondents, 18 years of age and older, were interviewed in the survey. The sample was stratified with 200 respondents being randomly selected from each of the City's six Wards.
- The survey screened for the person at the contact residence who was responsible for making buying/payment decisions and other decisions related to areas such as their utility or municipal tax bills. In addition, the study sample was drawn using the "Random Digit Dialing" method.
- A total of 1,200 residents of the City of Greater Sudbury, 18 years of age and older, were contacted in this survey.

## ***Survey Method***

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- The survey was conducted using computer-assisted techniques of telephone interviewing (CATI) and random number selection.
- Interviews were conducted in English or in French, as the respondent preferred.
- A total of 30% of all interviews were monitored and the management of Oraclepoll Research supervised 100%.

## ***Logistics***

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- Interviews were conducted in December 2003.
- Initial calls were made from 5:30 p.m. to 9:00 p.m. with call-backs of no-answers and busy numbers made on a (staggered) daily rotating basis up to 5 times (from 10:00 a.m. to 9:00 p.m.) until contact was made. In addition, telephone interview appointments were attempted with those respondents unable to complete the survey at the time of contact.

## ***Confidence***

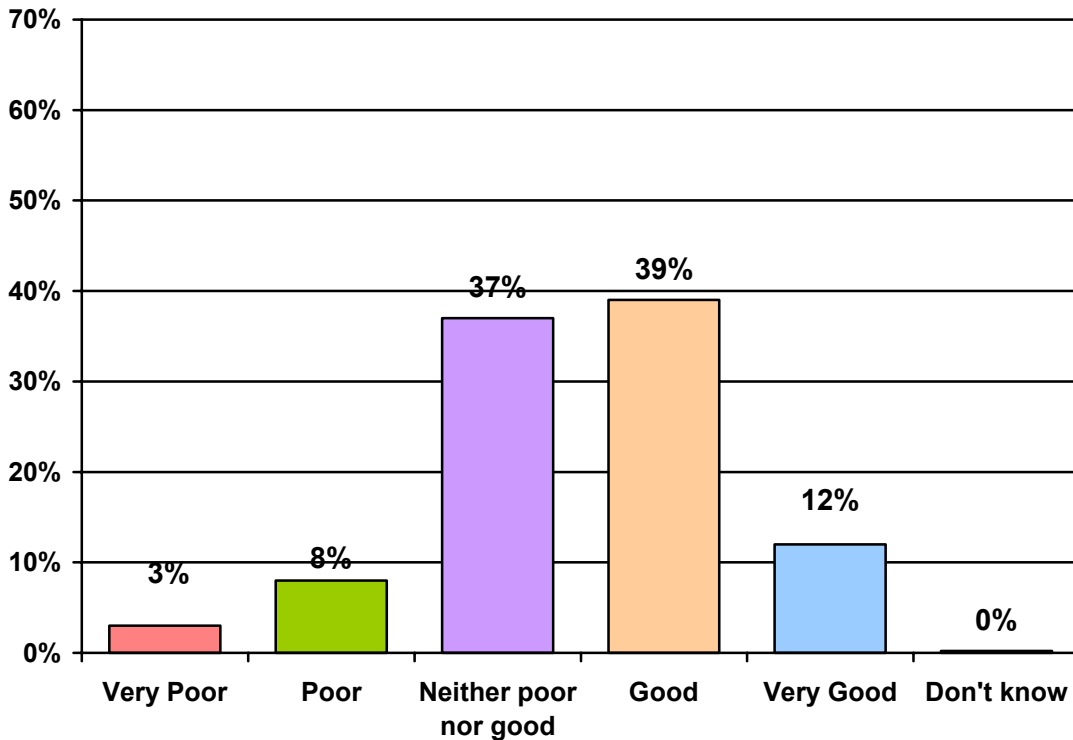
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- The margin of error for a survey of this nature is +/- 2.8%, 19/20 times.

# Executive Summary

## Our Community's Future

### Quality of Life



Slightly more than half (51%) of respondents in December 2003 rated the overall **quality of life** in the community as positive and only 11% rated it as negative, while almost four in ten respondents (37%) parked their rating in the neutral or neither poor nor good category.

These findings are similar to the previous survey period in 2003 when 50% of respondents rated the overall **quality of life** in the community as positive, 10% rated it as negative, while four in ten respondents (40%) parked their rating in the neutral or satisfactory category.

## ***Most important issues facing the Community***

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Respondents were asked what they felt were the most important issues facing the community.

### ***Most Important Top of Mind Issues***

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<b>2001</b>		<b>2002</b>		<b>2003</b>		<b>2004</b>	
Taxes	16%	Jobs / Employment / Unemployment	15%	Roads	19%	Roads	31%
Health care	16%	Roads	11%	Jobs / Employment / Unemployment	15%	Taxes	15%
Jobs / Employment / Unemployment	16%	Taxes	10%	Taxes	12%	Jobs / Employment / Unemployment	12%
Roads	9%	Health care	9%	Health care	8%	Health care	11%
Equal service across CGS	5%	Water	8%	Hydro / hydro rates	6%	Economy	4%
Water quality	3%	Economy	7%	Hospital / completion of Infrastructure	4% each	Budget	3%

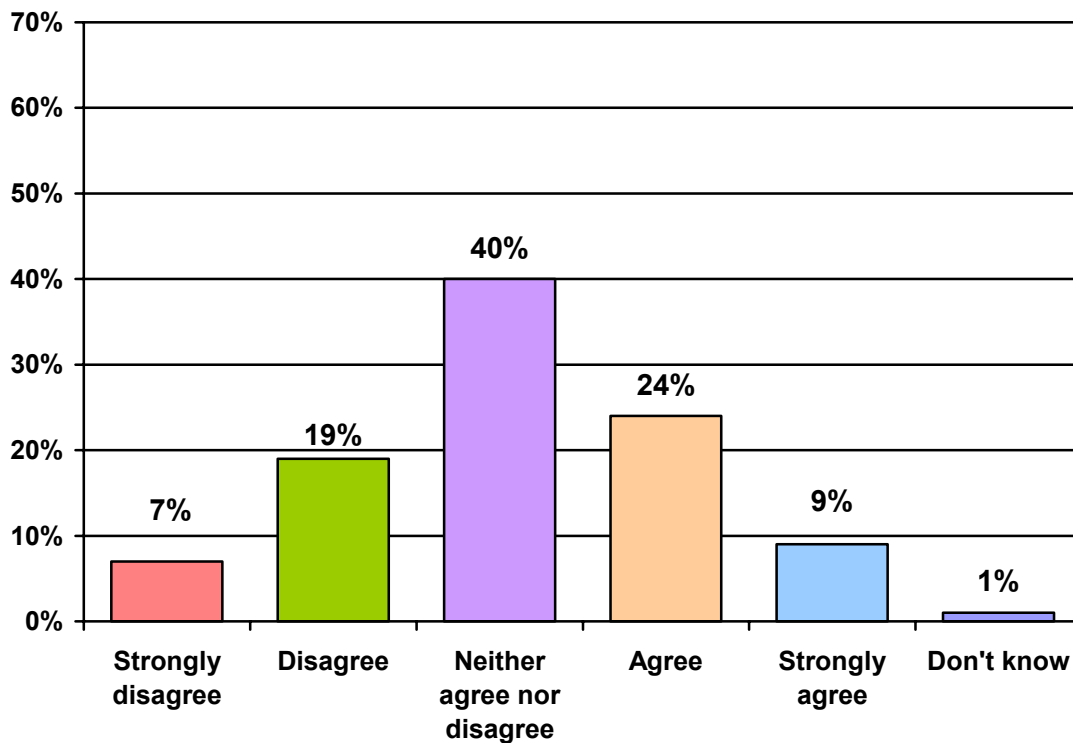
***(Excluding responses of don't know)***

The issue of roads continues to be the most cited **top of mind issue** as now cited by almost one-third (31%) of respondents. Taxes, job creation and health care also remain as top four issues.

## Confidence Areas

Respondents were asked to agree or disagree with the following statement.

*"I am confident about the economic future of the community?"*



One third of respondents (33%) were confident about the **economic future** of the community by agreeing or strongly agreeing with the statement. Results have improved over 2003 when less than one-quarter or 24% were confident about the community's future.

In addition, 34% of residents surveyed were of the opinion that the City is **changing for the better**, 25% felt that things have changed for the worse, while 38% stated that there has been no change and 3% did not know. Results are similar to the last survey when 31% of respondents were of the opinion that the community is changing for the better, 24% for the worse and 43% no change at all.

## Municipal Services

### ***Importance of services***

Respondents were asked to rate the importance of a range of services that the City currently provides. The following table ranks each category by level of importance to respondents.

<b><i>Importance of Services</i></b>	<b><i>2001 Priority</i></b>	<b><i>2002 Priority</i></b>	<b><i>2003 Priority</i></b>	<b><i>2004 Priority</i></b>	<b><i>Percent Change +/-%</i></b>
Fire protection	73%	95%	96%	96%	0%
Maintenance of main roads	79%	91%	96%	95%	-1%
Winter road maintenance	83%	91%	95%	94%	-1%
Ambulance services	78%	94%	94%	93%	-1%
Policing	77%	89%	93%	92%	-1%
Planning for the City's future	72%	85%	88%	92%	+4%
Developing job creation initiatives	77%	90%	92%	91%	-1%
Public health unit services	71%	88%	89%	87%	-2%
Water and sewer services	80%	85%	88%	87%	-1%
Economic diversification	72%	80%	80%	86%	+6%
Promoting the reduction of waste (3 R's)	70%	86%	86%	85%	-1%
Ensuring building safety	71%	83%	84%	81%	-3%
Promoting tourism	71%	82%	81%	81%	0%
Pioneer Manor	71%	81%	83%	80%	-3%
Landfill sites	71%	75%	78%	80%	+2%
Re-greening of the community	70%	81%	78%	75%	-3%
Recreational facilities	66%	69%	70%	72%	+2%
Libraries	64%	75%	75%	71%	-4%
Providing affordable housing	65%	68%	72%	67%	-5%
Public transit	63%	70%	66%	66%	0%
Child care funding	53%	64%	63%	59%	-4%
Leisure programs	63%	58%	59%	58%	-1%
Providing welfare assistance	63%	46%	48%	49%	+1%
Providing quality of land development	46%	47%	42%	44%	+2%

Priority importance ratings were consistent over last year, with emergency services, road infrastructure and maintenance issues as well as economic development being of highest importance.

## **Rating services**

Respondents were then asked to rate how the City currently provides a range of services.

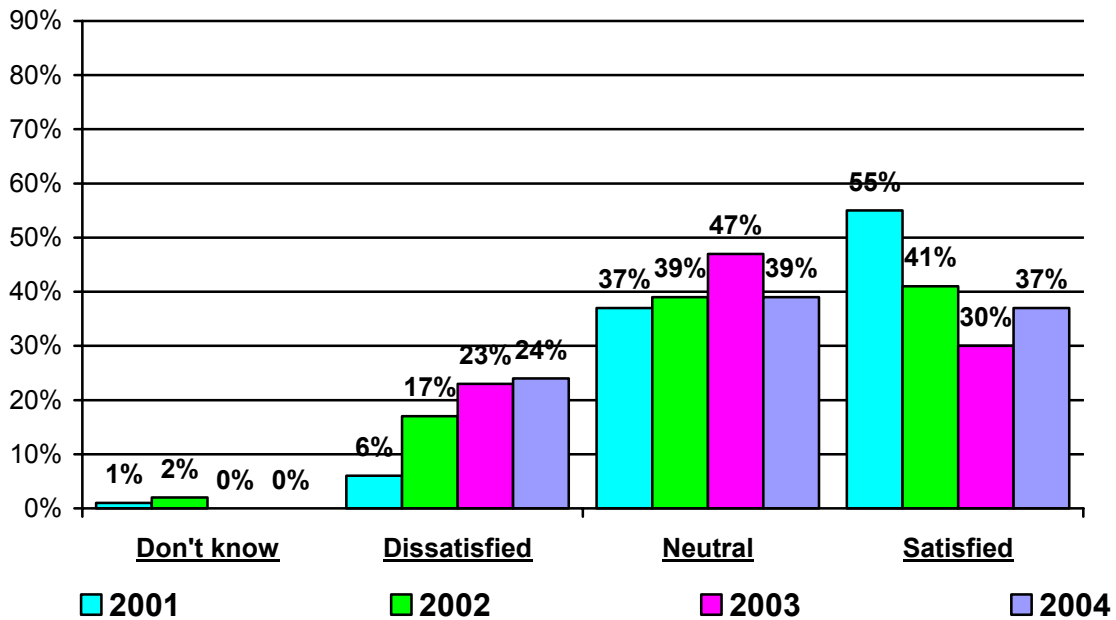
<b>Rating Services</b>	<b>2001 Positive</b>	<b>2002 Positive</b>	<b>2003 Positive</b>	<b>2004 Positive</b>	<b>2003/2004 Change +/-%</b>
Recreational facilities	51%	60%	55%	31%	-24%
Leisure programs	47%	50%	47%	32%	-15%
Promoting the reduction of waste (3 R's)	41%	51%	59%	50%	-9%
Landfill sites	30%	39%	42%	36%	-6%
Child care funding	22%	28%	25%	23%	-2%
Planning for the City's future	32%	47%	41%	39%	-2%
Providing welfare assistance	29%	31%	35%	33%	-2%
Libraries	58%	66%	64%	63%	-1%
Providing affordable housing	34%	30%	28%	27%	-1%
Re-greening of the community	52%	62%	61%	60%	-1%
Maintenance of main roads	28%	21%	17%	17%	0%
Economic diversification	27%	31%	28%	29%	1%
Ensuring building safety	35%	43%	42%	43%	1%
Promoting tourism	49%	55%	50%	51%	1%
Providing quality of land development	24%	26%	23%	24%	1%
Public Transit	46%	55%	51%	53%	2%
Developing job creation initiatives	30%	29%	20%	24%	4%
Ambulance services	49%	64%	66%	71%	5%
Policing	50%	60%	59%	64%	5%
Water and sewer services	45%	44%	45%	50%	5%
Winter road maintenance	40%	40%	33%	40%	7%
Public health unit services	47%	57%	57%	67%	10%
Fire protection	63%	75%	61%	73%	12%
Pioneer Manor	36%	39%	47%	63%	16%

The strongest rating increases were for fire, public health and pioneer manor. Drops were most evident in the areas of leisure programs and recreational facilities.

## ***Satisfaction with the Range of Services Provided by the City***

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Residents were asked to rate the **range of services** provided by the City of Greater Sudbury.



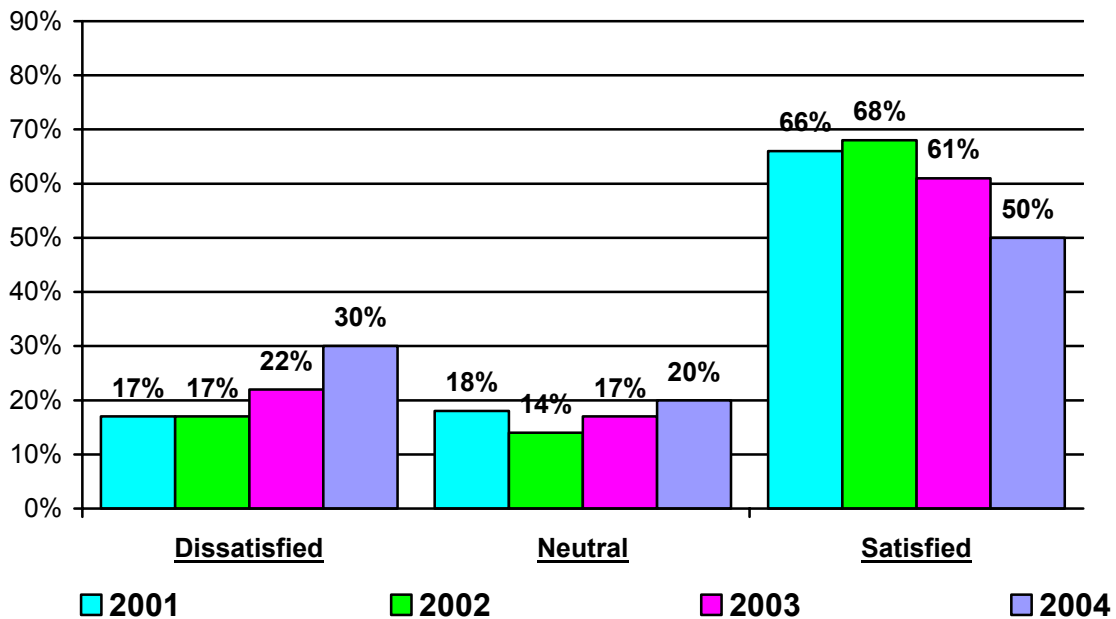
There was a 7% increase in the number of respondents that stated they were satisfied with the **range of services** provided by the City of Greater Sudbury. An improvement over last years result when only 30% said they were satisfied. The results still are in the low range.

## ***Contact with a Municipal Staff Member***

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A total of 35% of residents claimed that they had contacted a municipal staff member in the past 12 months, compared to 38% in the previous survey

Residents who had contact were then asked to rate their satisfaction with this experience.



A total of 50% of those respondents who had **contact with a municipal staff member** stated that they were satisfied or very satisfied, which is a lower level of satisfaction than the previous year.

# B u d g e t I s s u e s

## ***Budget Issues***

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Respondents were read and asked to agree or disagree with each of the following **budget** related statements that have been tracked.

TRACKING ITEMS	Total Agree			
	2001	2002	2003	2004
Rather than building new facilities or roads, the City should invest in maintaining and improving existing facilities and roads	72%	78%	79%	76%
Where appropriate the direct users of City services should pay for the cost of providing those services	41%	36%	37%	40%
The City should reduce service levels by whatever is needed in order to hold the line on taxes	21%	25%	23%	30%
The City should maintain current levels of service and increase taxes up to 5%	37%	37%	32%	27%

Results from the four areas covered show consistent results over the past four survey periods.

Respondents were also asked to agree or disagree with each of the following new **budget** related statements.

<b>NEW ITEMS</b>	<b>Total Agree</b>
There needs to be more public input in the budget process	74%
The City should pursue innovative means in order to deliver municipal services and to operate it's facilities	64%
I would be willing pay more taxes in order to improve infrastructure such as roads and to reopen facilities	42%
I understand the city budget process, or the way that the city allocates money to various services (e.g., roads, libraries, etc.).	29%
I would support a specific tax levy to support road maintenance (e.g., 3% of my property taxes paid above the level of my current property taxes).	27%
The City should borrow money to pay for needed infrastructure and maintenance	26%
I get good value for my municipal tax dollars	26%
City Hall provides me with enough information and opportunities to have my voice heard and for me to be involved in the decision making process	23%
I feel as though I can participate in and contribute to the way the city develops its budget	21%
I agree with the way the city currently allocates money for various services through its budget process	17%

Respondent most agreed that there should be more public input into the budget process, that storeowners should regulate their own hours and that the City should pursue innovative means in order to deliver municipal services and to operate its facilities.

# Council Specific Questions

## **Council Specific Questions**

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The following questions were specifically requested City Councilors.

% within WARDS

		Polling stations for municipal elections are conveniently located						Total
		Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree	Don't know	
WARDS	Ward 1	13.5%	8.0%	6.5%	26.0%	44.0%	2.0%	100.0%
	Ward 2	8.0%	3.0%	9.0%	25.5%	53.0%	1.5%	100.0%
	Ward 3	4.0%	5.9%	10.9%	22.8%	55.9%	.5%	100.0%
	Ward 4	3.9%	3.0%	9.9%	17.7%	63.1%	2.5%	100.0%
	Ward 5	8.5%	7.5%	9.5%	23.5%	49.0%	2.0%	100.0%
	Ward 6	14.7%	7.4%	11.3%	22.1%	39.7%	4.9%	100.0%
Total		8.8%	5.8%	9.5%	22.9%	50.8%	2.2%	100.0%

% within WARDS

		I am concerned about falling property values in my area.						Total
		Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree	Don't know	
WARDS	Ward 1	17.0%	21.5%	23.0%	18.0%	17.0%	3.5%	100.0%
	Ward 2	13.0%	17.5%	24.0%	23.5%	20.0%	2.0%	100.0%
	Ward 3	12.4%	20.8%	29.7%	17.3%	18.3%	1.5%	100.0%
	Ward 4	12.8%	21.7%	24.1%	17.7%	23.6%		100.0%
	Ward 5	11.5%	23.0%	23.5%	19.0%	20.5%	2.5%	100.0%
	Ward 6	14.7%	25.0%	24.0%	15.7%	13.2%	7.4%	100.0%
Total		13.6%	21.6%	24.7%	18.5%	18.8%	2.8%	100.0%

% within WARDS

		A casino should be developed in the downtown core of the city						Total
		Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree	Don't know	
WARDS	Ward 1	43.5%	8.0%	15.0%	16.5%	16.5%	.5%	100.0%
	Ward 2	62.5%	13.5%	10.0%	5.5%	7.5%	1.0%	100.0%
	Ward 3	52.0%	11.4%	13.9%	9.9%	12.4%	.5%	100.0%
	Ward 4	40.9%	13.3%	17.7%	10.3%	17.2%	.5%	100.0%
	Ward 5	47.5%	11.0%	12.5%	9.0%	19.0%	1.0%	100.0%
	Ward 6	46.6%	11.3%	10.8%	10.3%	17.6%	3.4%	100.0%
Total		48.8%	11.4%	13.3%	10.3%	15.1%	1.2%	100.0%

% within WARDS

		Some older arenas in the community should be closed so that a new multiplex sports facility can be built.						Total
		Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree	Don't know	
WARDS	Ward 1	35.5%	22.5%	14.5%	14.5%	10.5%	2.5%	100.0%
	Ward 2	49.0%	17.0%	16.0%	8.0%	7.5%	2.5%	100.0%
	Ward 3	33.7%	20.8%	19.8%	9.9%	14.4%	1.5%	100.0%
	Ward 4	39.9%	22.2%	19.2%	8.4%	8.9%	1.5%	100.0%
	Ward 5	40.5%	22.0%	15.5%	6.5%	9.0%	6.5%	100.0%
	Ward 6	30.9%	20.6%	17.2%	12.3%	17.2%	2.0%	100.0%
	Total	38.2%	20.8%	17.0%	9.9%	11.2%	2.7%	100.0%

% within WARDS

		City Councilors should promote economic development						Total
		Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree	Don't know	
WARDS	Ward 1	.5%	2.0%	11.5%	41.0%	43.5%	1.5%	100.0%
	Ward 2	2.0%	4.5%	20.5%	30.5%	41.0%	1.5%	100.0%
	Ward 3	.5%	2.5%	12.4%	35.6%	48.0%	1.0%	100.0%
	Ward 4	2.5%	3.9%	17.2%	30.0%	44.8%	1.5%	100.0%
	Ward 5	2.5%	2.5%	12.5%	32.0%	49.5%	1.0%	100.0%
	Ward 6	2.0%	2.0%	14.2%	28.9%	49.5%	3.4%	100.0%
	Total	1.7%	2.9%	14.7%	33.0%	46.1%	1.7%	100.0%

% within WARDS

		Our community is better off today than before municipal amalgamation.						Total
		Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree	Don't know	
WARDS	Ward 1	46.5%	19.0%	17.5%	10.5%	3.0%	3.5%	100.0%
	Ward 2	55.5%	18.5%	15.0%	4.5%	3.5%	3.0%	100.0%
	Ward 3	46.5%	23.3%	18.8%	4.5%	4.0%	3.0%	100.0%
	Ward 4	44.8%	18.2%	21.2%	7.9%	4.9%	3.0%	100.0%
	Ward 5	36.0%	19.0%	25.0%	7.0%	3.0%	10.0%	100.0%
	Ward 6	28.4%	19.1%	24.5%	13.7%	5.9%	8.3%	100.0%
	Total	42.9%	19.5%	20.3%	8.0%	4.1%	5.1%	100.0%

% within WARDS

		People living in areas of the City with lower levels of fire and transit service should pay higher taxes if they want these services improved						Total
		Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree	Don't know	
WARDS	Ward 1	16.5%	9.5%	21.0%	24.5%	25.5%	3.0%	100.0%
	Ward 2	25.0%	15.0%	14.0%	23.5%	20.0%	2.5%	100.0%
	Ward 3	25.2%	14.9%	18.8%	20.3%	16.8%	4.0%	100.0%
	Ward 4	16.7%	13.8%	17.2%	26.1%	23.6%	2.5%	100.0%
	Ward 5	14.5%	11.5%	17.5%	25.0%	27.5%	4.0%	100.0%
	Ward 6	9.8%	7.4%	13.2%	32.4%	34.8%	2.5%	100.0%
Total		17.9%	12.0%	17.0%	25.3%	24.7%	3.1%	100.0%

% within WARDS

		The provincial and federal governments should provide more funding for cities.						Total
		Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree	Don't know	
WARDS	Ward 1	1.0%	1.5%	6.5%	30.0%	59.5%	1.5%	100.0%
	Ward 2	1.0%	1.0%	8.5%	24.0%	64.5%	1.0%	100.0%
	Ward 3	1.5%	3.0%	9.4%	27.7%	57.9%	.5%	100.0%
	Ward 4	2.5%	2.0%	8.9%	16.7%	70.0%		100.0%
	Ward 5	1.0%	3.0%	9.5%	23.5%	62.5%	.5%	100.0%
	Ward 6	1.0%	1.0%	6.4%	23.5%	67.6%	.5%	100.0%
Total		1.3%	1.9%	8.2%	24.2%	63.7%	.7%	100.0%

% within WARDS

		I support having community action groups in my area that would deal with local issues such as community improvement projects, policing issues etc.						Total
		Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree	Don't know	
WARDS	Ward 1	2.5%	4.0%	10.5%	37.0%	44.5%	1.5%	100.0%
	Ward 2	3.0%	3.5%	15.0%	36.0%	42.0%	.5%	100.0%
	Ward 3	1.5%	3.0%	12.4%	38.1%	44.1%	1.0%	100.0%
	Ward 4	3.0%	3.0%	12.3%	30.5%	50.7%	.5%	100.0%
	Ward 5	3.5%	2.0%	12.5%	30.5%	50.0%	1.5%	100.0%
	Ward 6	1.5%	2.9%	9.3%	36.8%	47.5%	2.0%	100.0%
Total		2.5%	3.1%	12.0%	34.8%	46.5%	1.2%	100.0%

% within WARDS

		The City should reopen the Adanac Ski Hill.						Total
		Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree	Don't know	
WARDS	Ward 1	8.0%	8.5%	15.5%	13.5%	51.0%	3.5%	100.0%
	Ward 2	6.5%	10.5%	16.5%	17.0%	44.0%	5.5%	100.0%
	Ward 3	5.9%	5.4%	18.3%	22.3%	45.0%	3.0%	100.0%
	Ward 4	5.9%	3.0%	11.3%	19.2%	57.6%	3.0%	100.0%
	Ward 5	9.0%	10.5%	15.0%	18.0%	46.5%	1.0%	100.0%
	Ward 6	4.9%	4.9%	18.1%	17.2%	52.5%	2.5%	100.0%
Total		6.7%	7.1%	15.8%	17.9%	49.5%	3.1%	100.0%

% within WARDS

		In general, the City should reopen facilities that were closed last year (e.g., the Dow Pool, Barrydowne Arena, Lively ski hill, etc.).						Total
		Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree	Don't know	
WARDS	Ward 1	3.5%	5.0%	13.0%	18.5%	58.5%	1.5%	100.0%
	Ward 2	4.0%	7.0%	17.0%	24.0%	46.0%	2.0%	100.0%
	Ward 3	3.5%	6.4%	19.8%	22.3%	46.0%	2.0%	100.0%
	Ward 4	4.4%	3.9%	8.4%	21.2%	58.6%	3.4%	100.0%
	Ward 5	8.0%	9.5%	20.5%	17.5%	43.5%	1.0%	100.0%
	Ward 6	3.4%	7.4%	16.2%	20.1%	48.5%	4.4%	100.0%
Total		4.5%	6.5%	15.8%	20.6%	50.2%	2.4%	100.0%

% within WARDS

		I would be willing to pay user fees to keep the Dow Pool and Lively Ski Hill open.						Total
		Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree	Don't know	
WARDS	Ward 1	12.0%	3.0%	13.5%	25.0%	44.5%	2.0%	100.0%
	Ward 2	22.0%	7.0%	16.0%	17.5%	35.0%	2.5%	100.0%
	Ward 3	21.8%	10.4%	17.3%	17.3%	31.2%	2.0%	100.0%
	Ward 4	19.2%	7.9%	16.3%	23.6%	31.5%	1.5%	100.0%
	Ward 5	21.0%	11.0%	20.0%	16.0%	28.0%	4.0%	100.0%
	Ward 6	16.2%	9.8%	13.7%	25.0%	33.8%	1.5%	100.0%
Total		18.7%	8.2%	16.1%	20.8%	34.0%	2.2%	100.0%

% within WARDS

		I would be willing to participate in fundraising to keep the Dow Pool and Lively Ski Hill open						Total
		Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree	Don't know	
WARDS	Ward 1	29.0%	13.0%	24.0%	16.0%	17.5%	.5%	100.0%
	Ward 2	29.0%	16.0%	20.5%	14.5%	18.5%	1.5%	100.0%
	Ward 3	35.6%	16.3%	24.3%	10.4%	12.4%	1.0%	100.0%
	Ward 4	35.0%	18.2%	16.7%	13.3%	16.3%	.5%	100.0%
	Ward 5	35.5%	16.5%	23.0%	12.0%	12.0%	1.0%	100.0%
	Ward 6	26.5%	18.6%	21.6%	13.7%	18.1%	1.5%	100.0%
Total		31.8%	16.5%	21.7%	13.3%	15.8%	1.0%	100.0%

% within WARDS

		A bicycle path should be developed in the Minnow Lake area.						Total
		Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree	Don't know	
WARDS	Ward 1	21.0%	10.0%	24.0%	18.0%	19.0%	8.0%	100.0%
	Ward 2	19.0%	10.0%	23.0%	19.0%	23.0%	6.0%	100.0%
	Ward 3	15.3%	9.4%	23.8%	20.3%	26.2%	5.0%	100.0%
	Ward 4	9.4%	10.3%	17.7%	23.2%	33.0%	6.4%	100.0%
	Ward 5	12.5%	10.5%	19.0%	19.0%	34.5%	4.5%	100.0%
	Ward 6	12.7%	11.3%	16.7%	19.1%	38.2%	2.0%	100.0%
Total		15.0%	10.3%	20.7%	19.8%	29.0%	5.3%	100.0%

% within WARDS

		I support the development of a world-class multipurpose civic auditorium and convention centre in the downtown core.						Total
		Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree	Don't know	
WARDS	Ward 1	16.5%	19.0%	20.5%	20.5%	23.0%	.5%	100.0%
	Ward 2	13.5%	13.0%	21.0%	20.0%	31.5%	1.0%	100.0%
	Ward 3	15.3%	10.4%	22.3%	21.8%	29.2%	1.0%	100.0%
	Ward 4	16.7%	12.3%	16.7%	20.2%	33.5%	.5%	100.0%
	Ward 5	19.0%	9.5%	17.0%	19.5%	33.5%	1.5%	100.0%
	Ward 6	14.7%	12.3%	21.6%	17.2%	32.8%	1.5%	100.0%
Total		16.0%	12.7%	19.9%	19.9%	30.6%	1.0%	100.0%

% within WARDS

		Store owners should be allowed to set their own hours of operation without the city regulating them.					Total	
		Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree		Don't know
WARDS	Ward 1	9.0%	5.0%	6.5%	15.0%	64.0%	.5%	100.0%
	Ward 2	11.5%	8.5%	10.0%	12.5%	56.0%	1.5%	100.0%
	Ward 3	17.3%	7.9%	9.9%	12.9%	51.5%	.5%	100.0%
	Ward 4	14.3%	5.4%	9.4%	16.3%	54.7%		100.0%
	Ward 5	14.5%	6.0%	12.5%	11.5%	55.5%		100.0%
	Ward 6	15.7%	8.3%	9.8%	13.7%	50.5%	2.0%	100.0%
	Total	13.7%	6.9%	9.7%	13.6%	55.3%	.7%	100.0%

% within WARDS

		City government conducts business in an open and accountable manner.					Total	
		Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree		Don't know
WARDS	Ward 1	12.0%	18.5%	26.5%	22.5%	17.0%	3.5%	100.0%
	Ward 2	8.5%	15.5%	34.0%	19.0%	17.0%	6.0%	100.0%
	Ward 3	9.9%	15.3%	37.1%	22.3%	10.9%	4.5%	100.0%
	Ward 4	13.3%	13.3%	29.6%	18.7%	19.2%	5.9%	100.0%
	Ward 5	7.5%	17.0%	32.5%	18.5%	17.5%	7.0%	100.0%
	Ward 6	12.3%	12.3%	24.5%	28.4%	17.2%	5.4%	100.0%
	Total	10.6%	15.3%	30.7%	21.6%	16.5%	5.4%	100.0%