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RAMP UP EAST

2012 Municipal Internal Capacity and External Satisfaction Surveys
REPORT OF RESULTS: CITY OF MEHTERLAM

JANUARY, 2013

This publication was produced for review by the United States Agency for International Development. It was prepared by National Research Center, Inc. under sub contract to Development Alternatives Inc.

Program Title: Regional Afghan Municipalities Program for Urban Populations – Regional Command East

Sponsoring USAID Office: USAID/Afghanistan

Contract Number: 306-C-00-10-00526-00

Contractor: DAI

Date of Publication: January 2, 2013

Author: USAID/RAMP UP East

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CONTENTS

- Introduction 1**
- Overview of Mehterlam Results 2**
- City Demographics 5**
- Internal Capacity 6**
 - General Municipal Capacity 6
 - Public Works Capacity 16
 - Public Finance/Financial Management Capacity 22
 - Revenue Enhancement Capacity 25
- Resident Survey 28**
 - Quality of Life 28
 - Services 31
 - Governance 53
 - Women in Society 61
- Appendix A: Complete Set of Frequencies, 2012**
 - Resident Survey 63**
- Appendix B: Complete Set of Frequencies, 2011**
 - Resident Survey 93**
- Appendix C: Complete Set of Frequencies, 2010**
 - Resident Survey 121**
- Appendix D: Survey Methodology 145**

FIGURES

Figure 1: Demographic Outline for RAMP UP East Cities	5
Figure 2: Per Capita Demographic Outline for RAMP UP East Cities	5
Figure 3: Total Staff (Permanent and Contract) in RAMP UP East Cities Compared by Year	6
Figure 4: Staff per Capita (Staff members per 1,000 people) in RAMP UP East Cities Compared by Year	6
Figure 5: Permanent Staff in RAMP UP East Cities Compared by Year	7
Figure 6: Contract Staff in RAMP UP East Cities Compared by Year	7
Figure 7: Percent of Total Positions in Each Department in RAMP UP East Cities, 2012.....	8
Figure 8: Law that Governs Municipalities, 2012	8
Figure 9: City Master Plan Compared by Year	8
Figure 10: Year City Master Plan Written	9
Figure 11: Number of Naiyas Covered by City Master Plan.....	9
Figure 12: Year Municipal Organization Chart Created	9
Figure 13: Organization Assisting with Municipal Organization Chart.....	9
Figure 14: Municipal Development Plan, 2012	10
Figure 15: Provincial Development Plan Projects within City Boundaries, 2012	10
Figure 16: Local Economic Development Plan Compared by Year	11
Figure 17: Municipal Procedures Manual, 2012	11
Figure 18: Municipal Government Documents Compared by Year	11
Figure 19: Municipal Council, 2012	12
Figure 20: Number of Council Members Compared by Year	12
Figure 21: Mechanism to Deal with Citizen Complaints Compared by Year	12
Figure 22: Citizen Forum, 2012.....	13
Figure 23: Number of Citizen Forum Representatives by Group, 2012	13
Figure 24: Types of Activities the Forum Performs, 2012	13
Figure 25: List of Donors that Assisted the Municipality Compared by Year.....	14
Figure 26: Frequency of Communication with IDLG/DGMA Compared by Year	14
Figure 27: Mode of Communication with IDLG/DDMA Compared by Year	14
Figure 28: Provincial Line Ministries Directorates with Which Municipality Coordinates, 2012.....	15
Figure 29: Municipality Involved in Providing Services Compared by Year.....	16
Figure 30: Public Works Activity Planning Document Compared by Year.....	16
Figure 31: Public Works Operations and Maintenance Scheduling Document Compared by Year.....	16
Figure 32: Service Delivery Inspection Report Compared by Year	16
Figure 33: Municipality Contacted by NEPA about Municipal Projects	17
Figure 34: Service Delivery Project Maintenance Document Compared by Year	17
Figure 35: Conducted Regular Road Maintenance Compared by Year	17
Figure 36: Conducted Regular Public Parks Maintenance Compared by Year	17
Figure 37: Conducted Regular Latrine Maintenance Compared by Year.....	17
Figure 38: Waste Management	18
Figure 39: Trash Collection Plan Compared by Year.....	18
Figure 40: Physical Assets, 2012	19
Figure 41: Physical Assets, 2011	19
Figure 42: Physical Assets, 2010	20

Figure 43: Regular Maintenance Schedule for Vehicles, Tools and Equipment Compared by Year.....	20
Figure 44: Operations and Maintenance Facility Compared by Year.....	20
Figure 45: Community or Private Sector Involvement in the Delivery of Public Works Services, 2012	20
Figure 46: Systematic Filing System for Public Works Compared by Year	21
Figure 47: Public Works Office Infrastructure Compared by Year	21
Figure 48: Public Works Computers Available, 2012.....	21
Figure 49: Public Works Computer Software Available, 2012.....	21
Figure 50: Public Works Electricity Provision, 2012.....	21
Figure 51: Budget and Planning Activities, 2012	22
Figure 52: Frequency of Update of Work Plans, 2012.....	22
Figure 53: Systematic Filing System for Financial Management Compared by Year.....	22
Figure 54: Use of General Ledger Compared by Year	23
Figure 55: Procurement System Type, 2012	23
Figure 56: Financial Audits, 2012.....	23
Figure 57: Public Finance Office Infrastructure Compared by Year	24
Figure 58: Public Finance Computers Available, 2012	24
Figure 59: Public Finance Computer Software Available, 2012	24
Figure 60: Public Finance Electricity Provision, 2012	24
Figure 61: Revenue Enhancement Department Documents and Procedures Compared by Year.....	25
Figure 62: Frequency of Work Plan Updates, 2012.....	25
Figure 63: Revenue System Types, 2012	25
Figure 64: Revenue System Types Compared by Year.....	26
Figure 65: Systematic Filing System Compared by Year.....	26
Figure 66: Business Representatives in City, 2012	26
Figure 67: Number of Registered Businesses and Properties and Guilds, 2012.....	26
Figure 68: Amount of Commercial Truck Fees Collected, 2012.....	27
Figure 69: Revenue Enhancement Office Infrastructure Compared by Year	27
Figure 70: Revenue Enhancement Computers Available, 2012	27
Figure 71: Revenue Enhancement Electricity Provision, 2012	27
Figure 72: Quality of Life in Mehterlam, 2012.....	28
Figure 73: Quality of Life in Mehterlam Compared by Year	28
Figure 74: Quality of Employment in Mehterlam, 2012.....	29
Figure 75: Job Opportunities in Mehterlam Compared by Year	29
Figure 76: Change in Job Opportunities in Last Year Compared by Year.....	29
Figure 77: Head of Household Employment Status Compared by Year	30
Figure 78: Job the City Does at Providing Services, 2012.....	31
Figure 79: Job the City Does at Providing Services Compared by Year	31
Figure 80: Trash Disposal Method Compared by Year.....	32
Figure 81: Satisfaction with Trash Disposal Method.....	33
Figure 82: Frequency of Trash Removal from Street by City Compared by Year	34
Figure 83: Party Paid for Trash Removal Compared by Year.....	35
Figure 84: Quality of City Trash Services, 2012	36
Figure 85: Quality of City Trash Services Compared by Year.....	36
Figure 86: Drinking Water Sources Compared by Year.....	37
Figure 87: Party Paid for Water Service Compared by Year.....	38
Figure 88: Monthly Amount Paid for Water Service Compared by Year	38
Figure 89: Family Experienced Dysentery/Cholera/Severe Diarrhea by Drinking Water Source Compared by Year	39

Figure 90: Electricity Sources Compared by Year	40
Figure 91: Party Paid for Electricity Compared by Year.....	41
Figure 92: Monthly Amount Paid for Electricity Compared by Year	42
Figure 93: Quality of City Electricity Services, 2012	43
Figure 94: Quality of City Electricity Services Compared by Year	43
Figure 95: Type of Toilet in Home Compared by Year.....	44
Figure 96: Type of Drainage for Waste Water	44
Figure 97: Quality of City Drainage and Drainage Services, 2012.....	45
Figure 98: Quality of City Drainage and Drainage Services Compared by Year	45
Figure 99: Quality of City Roads and Road Services.....	46
Figure 100: Quality of City Roads and Road Services Compared by Year	46
Figure 101: Availability of City Parks Compared by Year	47
Figure 102: Quality of Parks, 2012.....	47
Figure 103: Quality of Parks Compared by Year	47
Figure 104: Parks Visited, 2012	48
Figure 105: Quality of City Market, 2012	49
Figure 106: Quality of City Market Compared by Year	49
Figure 107: Family Can Afford Food at the Market Compared by Year	50
Figure 108: Municipal Service Priorities, 2012.....	51
Figure 109: Municipal Service Priorities Compared by Year.....	52
Figure 110: Entity Sought in Case of a Problem Compared by Year	53
Figure 111: Identification of City Mayor Compared by Year.....	53
Figure 112: Contact with City Government Compared by Year	54
Figure 113: Perceived Length of Time for the City to Attend to a Request Compared by Year	54
Figure 114: Perceived Level of Influence in Government Decisions Compared by Year	55
Figure 115: Frequency Government Officials Work to Serve the People Compared by Year	55
Figure 116: Level of Trust in Representatives Conducting Activities to Benefit the People, 2012.....	56
Figure 117: Level of Trust in Representatives Conducting Activities to Benefit the People Compared by Year	56
Figure 118: Level of Corruption, 2012.....	57
Figure 119: Level of Corruption Compared by Year	57
Figure 120: Change in Level of Corruption Compared by Year	57
Figure 121: Frequency of Giving Cash, Gifts or Performing Favors when Contacting Government Officials, 2012.....	58
Figure 122: Percent Who Had Contact with Government Officials Compared by Year.....	59
Figure 123: Frequency of Giving Cash, Gifts or Performing Favors when Contacting Government Officials Compared by Year	60
Figure 124: Awareness of Ministry of Women’s Affairs Compared by Year.....	61
Figure 125: Agreement that Women Should Have Equal Opportunities Like Men in Education and Government, 2012.....	61
Figure 126: Female Respondents’ Agreement that Women Should Have Equal Opportunities as Men in Education and Government Compared by Year	62
Figure 127: Male Respondents’ Agreement that Women Should Have Equal Opportunities as Men in Education and Government Compared by Year	62

ACRONYMS

ASGP	Afghanistan Subnational Governance Programme
CAD	Computer Aided Design
CDC	Community Development Council
COA	Ministry of Finance - Municipal Chart of Accounts
DAI	Development Alternatives, Inc.
GDMA	General Directorate for Municipal Affairs
GIS	Geographic Information System
GOA	Government of Afghanistan
ICMA	International City/County Management Association
IDLG	Independent Directorate of Local Governance
NA	Not asked
NRC	National Research Center, Inc.
OAA	Office of Administrative Affairs
PDP	Provincial Development Plan
RAMP UP	Regional Afghan Municipalities Program for Urban Populations
RIAP	<i>Revenue Improvement Action Plan</i>
RUE	RAMP UP - Regional Command East
SNGP	Subnational Governance Policy
UNDP	United Nations Development Programme

INTRODUCTION

RAMP UP EAST

Through the USAID funded Regional Afghan Municipalities Program for Urban Populations (RAMP UP), Development Alternatives Inc. (DAI), the International City/County Management Association (ICMA) and National Research Center, Inc. (NRC) are working with 13 municipalities in Eastern Afghanistan to improve local governance by addressing infrastructure, service delivery, leadership and management capacity.

EVALUATION EFFORTS

To evaluate a program so vast in scope, as is RAMP UP East (RUE), requires a clear intention of the kinds of achievements that are to be expected and measures of those achievements that can be monitored over time. Care was taken to keep measurements of administrative activities and resident perceptions consistent across locales. Measures also attempt to target the areas of intervention undertaken by the DAI team of U.S. and Afghan partners aimed to improve quality of life, the role of women in society and the capacity of the governance, especially related to Public Works, financial management and revenue enhancement.

To assess the success of the programs in these municipalities, an annual survey of residents of 13 of these cities was conducted to measure the change in citizen perspectives about governance and services. Additionally, RUE staff also completed an annual survey of municipal employees to assess the internal capacity of these local governments. This report outlines the results from the internal (employee) and external (resident) surveys conducted in 2012 in Mehterlam. The internal survey interviews with staff were conducted in September and October 2012 and the external survey interviews with residents were conducted in September 2012. A total of 200 residents were interviewed in Mehterlam.

This was the third in a series of three planned soundings of resident opinion about the outcomes of the RUE work and the second full assessment of measures of internal capacity (some limited data on internal capacity was gathered in 2010). When available, the results from the 2012 surveys were compared to the results from the 2010 and 2011 surveys.

MEASURING CHANGE

It is clear from work in America that even the most exuberant interventions – extensive capital improvements, innovative program delivery, enhanced personnel training or additional staff – do not always rise to a threshold that moves resident opinion about the services. For example, not everyone necessarily recognizes that response times have shortened, that bridges have been repaired or that community leaders are operating in the interest of the public more often. Adding trash bins in commercial areas may be a necessary precursor to improving resident opinion about trash haul, but it may not be sufficient.

In this report, we display and discuss the circumstances at the time of the data collection. While we speculate on some of the reasons for circumstances as they are, we are aware that not all descriptions of what has happened in a locale will provide answers about why residents gave particular ratings.

Changes observed across the 13 municipalities of RUE were not uniform and, clearly, understanding how residents in different communities view important characteristics of the community will help identify where further effort should be expended. In addition, understanding what kinds of infrastructure capacity exist in municipalities will point the way to building the kind of capacity that is necessary to improve resident opinion.

OVERVIEW OF MEHTERLAM RESULTS

Mehterlam was experiencing staffing fluctuations.

Staffing was above 2010 levels but about half that of 2011. Mehterlam cut 54 permanent positions and had 10 unfilled permanent positions, they cut 14 contract positions and had three unfilled. Overall, they had more staff per capita than most other cities. More staff was in the Administration department than the Public Works department, which was not typical among RUE cities.

Planning was progressing, but work remained.

Mehterlam had not updated its master plan map since 1965 and had not created strategic development or municipal plans. The municipal organization chart was prepared in 2011 with assistance from RUE. The city did have a Municipal Development Plan as well as economic development profile and in 2012 had appointed an economic development committee. They did not have a procedures manual, but had a written statement of the vision, mission and goals of the municipality and written job descriptions for all municipal staff. They did not have written objectives, responsibilities and timelines for achieving municipal goals.

The municipality had avenues for input.

Mehterlam had a functioning municipal council that had started with nine members in 2010, grew to 60 in 2011 but lessened to 20 in 2012. This reduction in members meant a loss of the six women who were on the council in 2011. Mehterlam also had a Citizen Forum with 15 members, three of which were women. Like the council, the forum met monthly to help the municipality set priorities for municipal projects and services, monitor municipal projects, prepare the annual budget, set tariffs and resolve conflicts. The City also presented its budget at this forum. The City did not have a complaint or suggestion box available for residents, but the Mayor did talk with people directly in his office. The municipality communicated weekly with the Independent Directorate of Local Governance (IDLG) and General Directorate for Municipal Affairs (GDMA) through official reports, letters and documents, but they did not speak or email with them regularly.

Municipal services were expanding.

The Mehterlam municipality was involved in providing sanitation, waste water and water to residents, but not in providing power. Water services were new in 2012. The Public Works office had written plans for the activities of all its departments and written schedules for maintenance for at least one department. Service

inspection reports were maintained in written format for at least one department or area. The Municipality hired specific maintenance crews and purchased equipment for general, road, park and latrine maintenance but they did not have specific schedules or a line item in the budget. Trash collection was completed monthly and the City had a specific crew and equipment for this; it was also a line item in the budget.

Capacity to provide services increased.

In 2012, Mehterlam added new equipment to complete service projects. The Public Works Office also began scheduling the maintenance of this equipment and obtained a small garage or work space as a location to complete this maintenance. The department also improved its document filing system.

Some improvement in finance and revenue practices

Mehterlam had developed department level work plans, formed a budget committee and presented the budget in the Citizen's Forum. In 2012 they moved from using a Correspondence Book and M20 to using a Cash Account and M20 for financial accounting. However, they continued to have a manual (not computerized) procurement system. Mehterlam was audited twice in 2012, once by the IDLG and once by the OAA. They had a computerized system for revenue

and business registration and licensing, but a manual system for Property Safayi fees. In 2012, they began using a Microsoft Excel based revenue sub-ledger, rather than a manual one and created specific storage for their files.

Quality of life was better, but had room for improvement.

Residents' average rating for their overall quality of life in Mehterlam fell between "fair" and "good" – closer to "fair" in 2010 and closer to "good" in 2012. There was also modest improvement in the rating of quality of healthcare facilities, and stronger improvement in the rating of schools in the city.

Employment opportunities were on the rise.

In 2012, 60% of residents rated the number of job opportunities in Mehterlam as excellent or good and 67% thought the number had increased from the previous year. In the two years prior, half the residents thought the number of job opportunities was increasing. Most heads of households were employed in all three years.

Mehterlam provided more services but received slightly lower ratings.

Between 2010 and 2012, Mehterlam increased its capacity to provide services and began more regular maintenance of parks and latrines. They also began providing water services. In 2012, 70% of residents said the City was doing a somewhat or very good job of providing the services residents think they should provide, compared to 85% of residents in 2010.

Streets were not clean, but efforts were improving.

Cleanliness' of streets was rated as poor (41%) or fair (37%) by most residents in 2012, which was similar to other years. While fewer residents said they threw their trash in the streets in 2012, most used improvised dumpsites instead of official dumpsites or public containers for trash disposal. Residents were not satisfied with these disposal methods. Efforts to clean the streets had improved. The City began using dedicated crews and equipment and the residents reported seeing their streets being cleaned more frequently in 2012 than prior years. Resident ratings for City trash services were better than past years, but remained poor for all but the provision of containers in commercial areas and the cost of trash services. However, no one paid for the service.

Water service started but low usage.

The City indicated that it began providing water services in 2012, and the proportion of residents who said they received drinking water from a government supply piped to their home increased from 1% in 2011 to 7% in 2012. Most residents continued to get drinking water from a well on their property or a shared well. Those using the government supplied water piped to their home were least likely to have a family member who had experienced a waterborne disease.

Solar energy was on the rise.

While most Mehterlam residents continued to get electricity from a government source, that proportion was dropping (from

87% in 2010 to 58% in 2012) and more were using solar energy (5% in 2010 and 30% in 2012). The cost of electricity from the government source increased each of these years. Ratings of the amount of electricity supplied by the government declined between 2011 and 2012.

Overall, roads and sanitation systems were getting better.

In 2012, about half of respondents rated the condition of drainage ditches and roads near their homes as excellent or good, while about 4 in 10 said they were poor. While leaving much room for improvement, these ratings were markedly better than previous years. Most residents had dry latrines and used open ditches or canals for gray water (non-toilet waste water), but some residents upgraded to septic systems for latrines and drainage. Ratings for the condition of main city roads and street construction services improved, while ratings of the condition of highway remained steady and ratings for street repair declined.

Parks were rare but markets were improving.

As in past years, few residents claimed to have parks nearby and few said they visited parks. Residents were more positive about the markets in their city. Ratings for the location, size and layout and the amount of food and non-food goods all improved from 2010 to 2012. Ratings for the quality and variety of foods available remained steady.

Improving electricity service is a priority.

More residents were using solar energy and ratings for electricity service were declining which likely influenced residents to name the provision of electricity as the top priority for the municipal government. Next in importance was supplying clean drinking water and a new dump site for trash to reduce leaching into water and the spread of disease.

Few residents had contact with the municipal government.

Just under half of Mehterlam residents knew who their mayor was and most would contact their Malik or Wakil-eGozar if they had a problem with something related to the city. In 2011, only 2 in 10 residents said they had ever asked someone in the municipal government to help solve a problem or provide a service, the same proportion indicated they had contacted a municipal government official in the past year. No one paid Safayi taxes and only 13% had seen a newsletter.

Trust in the government was good and growing.

In 2012 there was a great increase in the percent of respondents who thought that they could have a lot of influence over government decisions in Mehterlam and most residents felt that government officials worked to serve people like them. Residents had more trust in local government to conduct its activities to benefit the people in the city than they had in the provincial and national government as well as businesses, donor agencies and religious leaders.

Women were making some gains in Mehterlam.

Half the interviews of residents conducted in Mehterlam were with women and Mehterlam hired one woman to a permanent staff position in 2012. While they had no women on their municipal council, three were on the Citizen Forum. Most men and women in Mehterlam strongly agreed that women should have equal opportunities like men in education and in participating in government.

CITY DEMOGRAPHICS

Mehterlam had a smaller than average population, compared to others in the RUE program. An estimate of its land size was not available. It had more educational institutes and health centers per capita than most RUE cities.

FIGURE 1: DEMOGRAPHIC OUTLINE FOR RAMP UP EAST CITIES

	Population	Land size (KM ²)	Total education institutions	Total health centers
Maidan Shar	5,804	345	27	61
Bazarak	15,593	191	11	5
Mehterlam	39,254	N/A	63	64
Charikar	50,140	273	56	16
Sharana	54,416	20	15	4
Mahmood Raqi	60,400	120	45	37
Gardez	76,858	750	67	38
Bamyan	78,000	14,175	48	14
Asadabad	90,000	899	29	4
Puli Alam	100,000	30	74	29
Ghazni	154,618	3,698	98	70
Khost	158,546	4,152	50	57
Jalalabad	456,500	7,616	51	22

FIGURE 2: PER CAPITA DEMOGRAPHIC OUTLINE FOR RAMP UP EAST CITIES

	Per capita land size (people per KM ²)	Education institutions (people per institution)	Health centers (people per center)
Maidan Shar	17	215	95
Bazarak	82	1,418	3,119
Mehterlam	N/A	623	613
Charikar	184	895	3,134
Sharana	2,721	3,628	13,604
Mahmood Raqi	503	1,342	1,632
Gardez	102	1,147	2,023
Bamyan	6	1,625	5,571
Asadabad	100	3,103	22,500
Puli Alam	3,333	1,351	3,448
Ghazni	42	1,578	2,209
Khost	38	3,171	2,782
Jalalabad	60	8,951	20,750

INTERNAL CAPACITY

GENERAL MUNICIPAL CAPACITY

Mehterlam had about half the number of staff in 2012 that it had in 2011. Given the decline in staff numbers, the ratio of staff member per residents was halved, from 4.4 per 1,000 to 2.2 per 1,000. However, the ratio of staff members per residents was still among the highest of the 13 RUE cities. As the figures show, staffing had fluctuated greatly over the three years. Mehterlam hired one woman in 2012.

FIGURE 3: TOTAL STAFF (PERMANENT AND CONTRACT) IN RAMP UP EAST CITIES COMPARED BY YEAR

	Total staff			Percent women		
	2010	2011	2012	2010	2011	2012
Asadabad	70	55	54	0%	0%	0%
Bamyan	22	38	26	0%	0%	3.8%
Charikar	68	84	109	0%	0%	8%
Gardez	53	64	57	0%	0%	0%
Ghazni	54	171	160	0%	0%	0%
Jalalabad	NA	480	638	NA	0.4%	0%
Khost	91	165	190	0%	0%	0.0%
Mahmood Raqi	46	32	44	0%	3.1%	4.5%
Maidan Shar	NA	60	77	NA	6.7%	0%
Mehterlam	25	159	85	0%	0%	1.2%
Bazarak	42	30	31	0%	0%	0%
Puli Alam	63	67	78	0%	0%	0%
Sharana	NA	34	52	NA	0%	0%
All cities	NA	1,439 (average=111)	1,601 (average=123)	NA	0.0%	0.9%

FIGURE 4: STAFF PER CAPITA (STAFF MEMBERS PER 1,000 PEOPLE) IN RAMP UP EAST CITIES COMPARED BY YEAR

	2010	2011	2012
Asadabad	0.8	0.6	0.6
Bamyan	0.3	0.5	0.3
Bazarak	2.7	1.9	2.0
Charikar	1.4	1.7	2.2
Gardez	0.7	0.8	0.7
Ghazni	0.3	1.1	1.0
Jalalabad	NA	1.1	1.4
Khost	0.6	1.0	1.2
Mahmood Raqi	0.8	0.5	0.7
Maidan Shar	NA	10.3	13.3
Mehterlam	0.6	4.1	2.2
Puli Alam	0.6	0.7	0.8
Sharana	NA	0.6	1.0
All cities average	NA	1.1	1.2

Mehterlam staff reported that many fewer permanent positions were available or filled in 2012 compared to 2011; there were also fewer positions for contract staff. Still, in 2012 the number of positions available and filled was greater than it had been in 2010.

FIGURE 5: PERMANENT STAFF IN RAMP UP EAST CITIES COMPARED BY YEAR

	2010			2011			2012		
	Positions	Filled	Unfilled	Positions	Filled	Unfilled	Positions	Filled	Unfilled
Asadabad	45	45	0	21	21	0	22	21	1
Bamyan	14	9	5	32	23	9	23	13	10
Charikar	22	22	0	26	26	0	35	35	0
Gardez	30	13	17	30	14	16	32	16	16
Ghazni	40	40	0	50	50	0	48	38	10
Jalalabad	135	135	0	139	139	0	172	172	0
Khost	52	35	17	61	61	0	73	53	20
Mahmood Raqi	31	29	2	13	13	0	13	13	0
Maidan Shar	60	60	0	23	22	1	27	27	0
Mehterlam	24	24	0	86	79	7	32	22	10
Bazarak	30	25	5	12	12	0	15	12	3
Puli Alam	25	25	0	26	23	3	26	25	1
Sharana	23	23	0	17	17	0	18	13	5
All cities average	41	37	4	41	38	3	41	35	6
All cities total	531	485	46	536	500	36	536	460	76

FIGURE 6: CONTRACT STAFF IN RAMP UP EAST CITIES COMPARED BY YEAR

	2010			2011			2012		
	Positions	Filled	Unfilled	Positions	Filled	Unfilled	Positions	Filled	Unfilled
Asadabad	25	25	0	34	34	0	34	33	1
Bamyan	13	13	0	15	15	0	15	13	2
Charikar	46	46	0	58	58	0	74	74	0
Gardez	56	40	16	56	50	6	59	41	18
Ghazni	14	14	0	121	121	0	137	122	15
Jalalabad	NA	NA	NA	341	341	0	466	466	0
Khost	85	56	29	104	104	0	140	137	3
Mahmood Raqi	19	17	2	21	19	2	33	31	2
Maidan Shar	NA	NA	NA	38	38	0	50	50	0
Mehterlam	1	1	0	80	80	0	66	63	3
Bazarak	18	17	1	18	18	0	19	19	0
Puli Alam	38	38	0	49	44	5	54	53	1
Sharana	NA	NA	NA	17	17	0	39	39	0
All cities average	NA	NA	NA	73	72	1	91	88	3
All cities	NA	NA	NA	952	939	13	1,112	1,067	45

Unlike most other RUE cities, in Mehterlam most of municipal employees were in the Administration department, rather than the Public Works department.

FIGURE 7: PERCENT OF TOTAL POSITIONS IN EACH DEPARTMENT IN RAMP UP EAST CITIES, 2012

	Total number of positions	Administration	Finance	Revenue	Public Works
Asadabad	56	25%	11%	11%	54%
Bamyan	38	24%	11%	34%	32%
Charikar	109	23%	6%	16%	56%
Gardez	91	21%	7%	9%	64%
Ghazni	185	5%	4%	15%	76%
Jalalabad	638	8%	2%	19%	71%
Khost	213	23%	2%	7%	69%
Mahmood Raqi	46	24%	4%	20%	52%
Maidan Shar	77	19%	5%	6%	69%
Mehterlam	98	57%	5%	4%	34%
Bazarak	34	24%	12%	26%	38%
Puli Alam	80	18%	5%	6%	71%
Sharana	57	12%	9%	21%	58%
All cities	1,722	17%	4%	14%	65%

When asked to name the law that governs municipalities, all of the municipalities were aware that it was the Taliban Municipal Law; they referred to it as the Taliban Law, the Municipal Law or Jareeda No. 794 Islamic Emirate of Afghanistan. All the cities had a copy of this law.

FIGURE 8: LAW THAT GOVERNS MUNICIPALITIES, 2012

	Jareeda No 794 Islamic Emirate of Afghanistan	Municipal Law	Taliban Law
Please name the law that governs municipalities.	31%	23%	46%

The Mehterlam master plan was prepared in 1965 and covered one Naiya. The municipal organization chart was prepared in 2011 with assistance from RUE. Without change from prior years, the master plan did contain a map of the city but did not have an updated physical plan or strategic plan. All of the RUE cities had municipal organization charts.

FIGURE 9: CITY MASTER PLAN COMPARED BY YEAR

	None	Physical Plan - map of the city done within last 50 years	Physical Plan had been updated within the last 10 years	Comprehensive Development Plan that included Strategic Municipal Plan
Mehterlam 2010		✓		
Mehterlam 2011		✓		
Mehterlam 2012		✓		
All cities 2012	8%	92%	62%	23%

FIGURE 10: YEAR CITY MASTER PLAN WRITTEN

	Mehterlam	All cities
1965	✓	8%
1970		8%
1973		15%
1976		15%
1986		8%
2006		8%
2007		8%
2008		8%
2009		8%
2011		8%
2012		8%

FIGURE 11: NUMBER OF NAIYAS COVERED BY CITY MASTER PLAN

	Mehterlam	All cities
0		15%
1	✓	23%
2		15%
4		8%
5		15%
6		15%
8		8%

FIGURE 12: YEAR MUNICIPAL ORGANIZATION CHART CREATED

	Mehterlam	All cities
2002		8%
2005		8%
2008		8%
2010		15%
2011	✓	31%
2012		31%

FIGURE 13: ORGANIZATION ASSISTING WITH MUNICIPAL ORGANIZATION CHART

	Mehterlam	All cities
Ministry of Interior/IDLG		8%
Municipality		15%
RUE	✓	54%
RUE/ASGP		8%
RUE/Office of Governor		8%
RUE/UNDP		8%

The city did have a Municipal Development Plan. The time horizon for the plan was 15 years, and 25% of the plan had already been implemented. The Municipal Development Plan was not updated annually.

FIGURE 14: MUNICIPAL DEVELOPMENT PLAN, 2012

		Mehterlam	All cities
Do you have a Municipal Development Plan?	Yes	✓	100%
What is the time horizon of the Municipal Development Plan?	1		8%
	3		23%
	5		54%
	15	✓	8%
	20		8%
What percentage of the Municipal Development Plan has already been implemented?	25%	✓	77%
	50%		15%
	75%		8%
Is the plan updated annually?	No	✓	31%
	Yes		69%

There were no completed PDP projects and no ongoing PDP projects within the city boundaries.

FIGURE 15: PROVINCIAL DEVELOPMENT PLAN PROJECTS WITHIN CITY BOUNDARIES, 2012

		Mehterlam	All cities
Number of projects within the city boundaries of PDP that are completed	0	✓	15%
	2		8%
	3		8%
	5		8%
	7		8%
	10		8%
	12		8%
	15		8%
	16		8%
	21		8%
	29		8%
	35		8%
	Number of projects within the city boundaries of PDP that are ongoing	0	✓
3			8%
4			15%
5			15%
7			23%
10			8%
11			8%
22			8%

Mehterlam had an economic development profile and in 2012 appointed an economic development committee. Municipal staff had not created a procedure manual by 2012 but had written job descriptions for all municipal staff. There was a written statement of the vision, mission and goals of the municipality but no written objectives, responsibilities and timelines for achieving municipal goals.

FIGURE 16: LOCAL ECONOMIC DEVELOPMENT PLAN COMPARED BY YEAR

	None	Have an economic profile	Economic profile has been analyzed with stakeholders	Economic development committee was created	Economic development plan with intervention strategies and potential projects
Mehterlam 2011		✓			
Mehterlam 2012		✓	✓	✓	
All cities 2012	8%	92%	54%	31%	0%

FIGURE 17: MUNICIPAL PROCEDURES MANUAL, 2012

	None	Step by step procedures are documented manually on paper	Automated step by step procedures in MS Word document	Procedures include flow charts for each type of process or document
Mehterlam 2012	✓			
All cities	31%	69%	46%	8%

FIGURE 18: MUNICIPAL GOVERNMENT DOCUMENTS COMPARED BY YEAR

	Mehterlam 2010	Mehterlam 2011	Mehterlam 2012	Percent of all cities in 2012
A copy of the law that governs municipalities	NA	NA	✓	100%
A copy of Sub-National Governance Policy Document	NA	NA		23%
A municipal organizational chart		✓	✓	100%
A description of the responsibilities, for each of your municipal departments	NA	No	✓	92%
Written job description for all municipal staff members	✓	✓	✓	85%
A copy of the Provincial Development Plan (PDP)	✓			85%
An economic profile?	NA	✓	✓	100%
Written statements of vision, mission, and goals	NA	✓	✓	77%
Established written objectives, responsibilities and timelines for achieving municipal goals?	NA	NA		31%

Mehterlam did have a functioning municipal council. The council met monthly and minutes were kept at these meetings. There were 20 council members in Mehterlam, down from 60 in 2011, but none of the council members were women. Of the 13 RUE cities, ten had functioning councils, four met weekly and six met monthly, nine of the ten kept minutes at their meetings.

FIGURE 19: MUNICIPAL COUNCIL, 2012

		Mehterlam	All cities
Functioning municipal council	No		23%
	Yes	✓	77%
Frequency of municipal council meetings (percent of cities that have a municipal council)	Weekly		40%
	Monthly	✓	60%
Meeting minutes are kept (percent of cities that have a municipal council)	No		10%
	Yes	✓	90%

FIGURE 20: NUMBER OF COUNCIL MEMBERS COMPARED BY YEAR

	Total council members	Male council members	Female council members
Mehterlam 2011	60	54	6
Mehterlam 2012	20	20	0
2012 All cities average	20.6	18.8	1.8

In 2012, as in 2011, the only mechanism for dealing with a complaint would be for a resident to talk directly to staff of the Mayor's office.

FIGURE 21: MECHANISM TO DEAL WITH CITIZEN COMPLAINTS COMPARED BY YEAR

	None	Citizens can call in to the office or media areas	Mayor talks with people directly in his office	Complaint box or suggestion box available in the municipality
Mehterlam 2011		✓	✓	
Mehterlam 2012		✓	✓	
All cities 2012	8%	92%	77%	46%

Mehterlam reported having a forum for citizens' consultation and participation. The forum, which met monthly, was ad hoc rather than formal and had 15 members. Of the 15 forum members, three were women and others represented local businesses, religious groups, youth, and culture. The forum set priorities for municipal projects and services as well as monitored municipal projects. It prepared the annual budget and set tariffs and resolved conflicts. The forum did not evaluate municipal services, evaluate the proper use of the budget or plan public events. Mehterlam had five or fewer donors, so a list was not kept.

FIGURE 22: CITIZEN FORUM, 2012

		Mehterlam	All cities
Have a forum for citizens' consultation and participation	Yes	✓	100%
Forum is formal or ad hoc	None		8%
	Ad hoc	✓	62%
	Formal		31%
Number of forum members	8		8%
	15	✓	15%
	18		8%
	24		8%
	25		8%
	27		8%
	30		15%
	34		8%
	35		8%
	45		8%
	72		8%
	Frequency forum meets	Monthly	✓

FIGURE 23: NUMBER OF CITIZEN FORUM REPRESENTATIVES BY GROUP, 2012

	Mehterlam	Average for all cities
Women	3	3.9
Local business	4	8.2
Religious	2	2.5
Youth	2	5.1
Culture	2	2.6
Other	2	6.7
Total	15	29.1

FIGURE 24: TYPES OF ACTIVITIES THE FORUM PERFORMS, 2012

	Mehterlam	All cities
Prioritization of municipal projects	✓	77%
Prioritization of municipal services	✓	100%
Delivery of municipal services	✓	92%
Monitoring and evaluation of municipal projects	✓	85%
Monitoring and evaluation of municipal services		69%
Annual budget preparation	✓	54%
Monitoring and evaluations of budget execution		38%
Tariff setting for municipal taxes, charges, and fees	✓	46%
Conflict resolution	✓	100%
Planning and conduct of public events		69%
Others		31%

FIGURE 25: LIST OF DONORS THAT ASSISTED THE MUNICIPALITY COMPARED BY YEAR

	None	Know the donors because there are less than 5 donors	Written list of donors and contact numbers
Mehterlam 2011		✓	✓
Mehterlam 2012		✓	
All cities 2012	8%	54%	38%

The Mehterlam municipality communicated with the Independent Directorate of Local Governance (IDLG) and General Directorate for Municipal Affairs (GDMA) weekly. Communication was through official documents but not by telephone, email or in-person conferences. The municipality also coordinates with most of the Provincial Line Ministry Directorates.

FIGURE 26: FREQUENCY OF COMMUNICATION WITH IDLG/DGMA COMPARED BY YEAR

	Weekly	Monthly	Quarterly	Annually
Mehterlam 2010			✓	
Mehterlam 2011		✓		
Mehterlam 2012	✓			
All cities 2012	77%	23%	0%	0%

FIGURE 27: MODE OF COMMUNICATION WITH IDLG/DDMA COMPARED BY YEAR

	Mehterlam 2011	Mehterlam 2012	Percent of all cities 2012
Telephone			54%
Email	✓		46%
Reports/legal documents and official letters		✓	85%
In-person, meetings or conferences			46%

FIGURE 28: PROVINCIAL LINE MINISTRIES DIRECTORATES WITH WHICH MUNICIPALITY COORDINATES, 2012

Provincial Line Ministry Directorate	Mehterlam	Percent of all cities
Agriculture Directorate		92%
Border and Tribal Affairs Directorate	✓	38%
Communication Directorate	✓	77%
Commerce Directorate		62%
Counter Narcotics Directorate	✓	46%
Central Statistics Directorate	✓	92%
Education Directorate	✓	77%
Economy Directorate	✓	100%
Finance Directorate		92%
Foreign Affairs Directorate	✓	23%
Hajj and Pilgrimage Directorate	✓	85%
Information and Culture Directorate	✓	92%
Department of Youth	✓	77%
Law and Justice Department	✓	77%
Directorate of Mines and Industries	✓	54%
Public Health Directorate	✓	100%
Public Work Directorate	✓	92%
Rural Rehabilitation & Development Directorate	✓	69%
Refugees and Repatriation Directorate	✓	85%
Social Affairs Directorate	✓	77%
Transportation Directorate	✓	77%
Urban Development Directorate	✓	92%
Women's Affairs Directorate		92%
Department of Petroleum		23%
Local University	✓	38%
Environmental Protection Directorate		92%
Canal Directorate	✓	38%
Electricity Directorate		77%
Lamentation Directorate		8%
Custom Directorate		23%
Security		38%
National Police	✓	92%
Border Army		8%
National Intelligence Directorate	✓	77%
Judiciary		23%
Appellate Court	✓	85%
Urban Primary Court	✓	69%
General Military Attorney	✓	23%
Attorney General		46%
Red Crescent	✓	69%
Da Afghanistan Bank	✓	85%

PUBLIC WORKS CAPACITY

The Mehterlam municipality was involved in providing sanitation, waste water and water to residents, but not in providing power. Water services were new in 2012.

FIGURE 29: MUNICIPALITY INVOLVED IN PROVIDING SERVICES COMPARED BY YEAR

Type of Service	Mehterlam 2010	Mehterlam 2011	Mehterlam 2012	Percent of all Cities in 2012
Water	NA		✓	46%
Power	✓			23%
Waste water system	✓	✓	✓	100%
Sanitation system (septic tanks with removal)	✓	✓	✓	92%

All of the 13 RUE cities had a legal instrument that governs the delivery of Public Works service. In 2012, Mehterlam improved from having written plans for Public Works activities for at least one department to having written plans each week or month for all departments. For Public Works operations and maintenance scheduling, the municipality continued to operate using written schedules for at least one department each week or month. Service delivery inspection reports continued to be done in writing for at least one department on a regular basis.

FIGURE 30: PUBLIC WORKS ACTIVITY PLANNING DOCUMENT COMPARED BY YEAR

	None	Most planning was done orally for areas like solid waste and services, some written plans	Written plans on a daily and/or weekly basis for at least 1 department or service area	Written plans were weekly/monthly for all departments
Mehterlam 2011		✓	✓	
Mehterlam 2012		✓	✓	✓
All cities 2012	0%	100%	92%	46%

FIGURE 31: PUBLIC WORKS OPERATIONS AND MAINTENANCE SCHEDULING DOCUMENT COMPARED BY YEAR

	None	Most scheduling of latrine, park, and other services was done orally, some written plans	Written schedules for maintenance on weekly/monthly basis for at least one department or service area	Written schedules on weekly/monthly basis for all departments	Written schedules for all departments and operations/maintenance included in budget
Mehterlam 2011		✓	✓		
Mehterlam 2012		✓	✓		
All cities 2012	8%	92%	69%	38%	8%

FIGURE 32: SERVICE DELIVERY INSPECTION REPORT COMPARED BY YEAR

	None	Service inspections were done orally with mayor who provided the monitoring	Service inspection reports were maintained in written format for at least 1 department or area	Service inspection process had a standard form with procedures performed by most or all of the departments or areas
Mehterlam 2011		✓	✓	
Mehterlam 2012		✓	✓	
All cities 2012	0%	100%	85%	31%

The mayor, municipality, or Public Works had been contacted by the Afghan National Environmental Protection Agency (NEPA) about any municipal projects in the past.

FIGURE 33: MUNICIPALITY CONTACTED BY NEPA ABOUT MUNICIPAL PROJECTS

	Mehterlam 2012	All cities 2012
Mayor, municipality, or public works had been contacted by the Afghan National Environmental Protection Agency (NEPA) about municipal projects in the past	✓	100%

Mehterlam had included, in its 2011 budget, a schedule for crew to complete service delivery project maintenance, but in 2012 the city did not have this schedule. Instead the city hired crew members for maintaining projects. Maintenance for roads, parks and latrines was not scheduled nor planned for in the budget in Mehterlam, but crew members were hired in 2012 and equipment was purchased to maintain these projects.

FIGURE 34: SERVICE DELIVERY PROJECT MAINTENANCE DOCUMENT COMPARED BY YEAR

	None	Estimated project maintenance as part of the initial project scoping	Municipality hired specific crew members and purchased some equipment for maintaining the projects	Municipality had a schedule for crew to complete maintenance included in the budget
Mehterlam 2011		✓	✓	✓
Mehterlam 2012		✓	✓	
All cities 2012	0%	100%	69%	38%

FIGURE 35: CONDUCTED REGULAR ROAD MAINTENANCE COMPARED BY YEAR

	None	Maintenance only included road cleaning and was not scheduled	Municipality had a specific crew and equipment for road maintenance	Municipality had a specific crew and equipment and a line item in the budget for road maintenance
Mehterlam 2011		✓	✓	✓
Mehterlam 2012		✓	✓	
All cities 2012	15%	85%	38%	23%

FIGURE 36: CONDUCTED REGULAR PUBLIC PARKS MAINTENANCE COMPARED BY YEAR

	None	Maintenance only included occasional park cleaning and was not scheduled	Municipality had a specific crew and equipment for park maintenance	Municipality had a specific crew and equipment and a line item in the budget for park maintenance
Mehterlam 2011	✓			
Mehterlam 2012		✓	✓	
All cities 2012	8%	92%	62%	23%

FIGURE 37: CONDUCTED REGULAR LATRINE MAINTENANCE COMPARED BY YEAR

	None	Maintenance only included occasional latrine cleaning and was not scheduled	Municipality had a specific crew and equipment for latrine maintenance	Municipality had a specific crew and equipment and a line item in the budget for latrine maintenance
Mehterlam 2011	✓			
Mehterlam 2012		✓	✓	
All cities 2012	0%	100%	62%	31%

Like most cities, Mehterlam had a designated landfill (12 of 13 RUE cities had landfills). The city also had 140 designated dumpsites and two informal dumpsites. Approximately 285 cubic meters of solid waste were generated and 165 cubic meters were collected each month. This collection was accomplished with two trucks and 12 laborers. The city had a trash collection budget that included in 2012, but not 2011, the hiring of crew, purchasing of equipment and scheduling of service.

FIGURE 38: WASTE MANAGEMENT

	Mehterlam 2012
Do you have a designated land fill site?	✓
How many formal dumpsites	140
How many informal dumpsites	2
How many cubic meters of solid waste are produced/generated each month?	285
How many cubic meters of solid waste are collected each month?	165
How many trucks are involved in municipal trash collection?	2
How many laborers are involved in municipal trash collection?	12

FIGURE 39: TRASH COLLECTION PLAN COMPARED BY YEAR

	None	Completed analysis for number of bins, crew size, equipment and fuel	Hired crew, purchased equipment and scheduled service	Hired crew, purchased equipment, schedule service and had a line item in the budget
Mehterlam 2012		✓	✓	✓
All cities 2012	0%	100%	100%	69%

The City of Mehterlam had several vehicles to use in its work (crane, truck, grass cutter, etc.). The inventory list included more assets in 2012 than in 2010 or 2011. The excavator, Jeep, Land Cruiser, motor cycle and loader remained in poor condition but new equipment in excellent condition was added in 2012. Sanitation and Greenery is responsible for the maintenance of vehicles, tools and equipment.

FIGURE 40: PHYSICAL ASSETS, 2012

	Number	Primary use	Operational	Condition	Has operator
Car/Corrola/Saracha taxi	3	Staff transport	Yes	Good	Yes
Coach/van	5	Waste management	Yes	Good	Yes
Dump truck/large Mazda	2	Waste management	Yes	Good	Yes
Excavator	1	Construction	Yes	Good	Yes
Generator	4	Staff transport	Yes	Good	Yes
Motorcycle/bike	5	Staff transport	Yes	Good	Yes
Other super custom	1	Construction	Yes	Good	Yes
Pick axe	10	Construction	Yes	Poor	Yes
Septic	1	Staff transport	Yes	Good	Yes
Shovel	10	Staff transport	Yes	Good	Yes
Water tanker	2	Watering	Yes	Poor	Yes

FIGURE 41: PHYSICAL ASSETS, 2011

	Number	Primary use	Operational	Condition	Has operator
Coach/Van	1	Staff transport	Yes	Good	Yes
Coaster	1	Staff transport	Yes	Good	Yes
Crane	1	Road maintenance/construction	Yes	Good	Yes
Dump Truck/Large Mazda	1	Construction/waste management	Yes	Good	Yes
Excavator	1	Construction	Yes	Good	Yes
Jeep/Truck/Pickup	1	Staff transport	Yes	Good	Yes
Land Cruiser/Fardo	1	Staff transport	Yes	Good	Yes
Loader	1	Construction		Poor	Yes
Septic	1	Waste management	Yes	Good	Yes
Volater	1	Road maintenance	Yes	Good	Yes
Water Tanker	1	Watering	Yes	Good	Yes
Glider	2	Road maintenance	Yes	Good	Yes
Motor Cycle/Bike	2	Staff transport		Poor	Yes
Cutting Machine	6	Park maintenance	Both	Fair	Yes
Generator	6	Watering/waste management	Yes	Fair	Yes
Pick Axe	25	Waste management	Yes	Good	Yes

FIGURE 42: PHYSICAL ASSETS, 2010

	Number	Primary use	Operational	Condition	Has operator
Coach/Van	1	Staff transport	Yes		Yes
Crane	1		Yes		Yes
Grader	1	Road maintenance	Yes		Yes
Loader	1				
Excavator	1	Road maintenance	Yes		Yes
Jeep/Truck/Pickup	1	Staff transport	Yes		Yes
Land Cruiser	1	Staff transport	Yes		Yes
Flat Bed Truck	1	Waste management	Yes		Yes
Septic	1	Waste management	Yes		Yes
Water Tankers	2		Yes		Yes

In 2012, Mehterlam had a written checklist for vehicle maintenance and scheduled the work. In 2012 the city added a work space for operations and maintenance that did not exist in 2011. Neither the community nor the private sector was involved with the delivery of Public Works services.

FIGURE 43: REGULAR MAINTENANCE SCHEDULE FOR VEHICLES, TOOLS AND EQUIPMENT COMPARED BY YEAR

	None	Repaired vehicles when needed	Written checklist for vehicle maintenance on daily/weekly basis	Written checklist for vehicle maintenance on daily/ weekly basis and also included in budget
Mehterlam 2011	✓			
Mehterlam 2012		✓	✓	
All cities 2012	8%	92%	38%	23%

FIGURE 44: OPERATIONS AND MAINTENANCE FACILITY COMPARED BY YEAR

	None	Small garage or work space location	Large space able to perform maintenance on equipment
Mehterlam 2011	✓		
Mehterlam 2012		✓	
All cities 2012	15%	54%	31%

FIGURE 45: COMMUNITY OR PRIVATE SECTOR INVOLVEMENT IN THE DELIVERY OF PUBLIC WORKS SERVICES, 2012

	Mehterlam		All cities	
	Community	Private Sector	Community	Private Sector
Any Public Works services			54%	54%
House-to-house collection of solid waste			23%	0%
Transport of solid waste to the dumpsite/landfill			23%	0%
Operation and maintenance of dumpsite/landfill			8%	0%
Collection of solid waste management fee			8%	8%
Materials recovery			15%	0%
Composting			23%	0%
Selling of compost			15%	0%
Operation and maintenance of public latrines			8%	31%
Collection of public latrine user fees			8%	31%
Operation and maintenance of public parks			8%	31%
Collection of public parks entrance fees			8%	15%
House-to-house collection and disposal of raw sewage			23%	0%

The Mehterlam Public Works Office had enough office space, furniture and cabinets and it improved its filing system by placing source documents in easily retrievable files in cabinets or on shelves. The department had one shared computer with MS Office and CAD software and electricity provided by the municipality.

FIGURE 46: SYSTEMATIC FILING SYSTEM FOR PUBLIC WORKS COMPARED BY YEAR

	None	Memos, letters, vouchers were filed in folder or box but without organization (difficult to find a specific item)	Source documents were filed in a book, file folder, or box with organization so that specific items were easily found	Source documents were filed and organized so they were easily retrieved, kept in a cabinet or shelving
Mehterlam 2011		✓	✓	
Mehterlam 2012		✓	✓	✓
All cities 2012	0%	100%	100%	77%

FIGURE 47: PUBLIC WORKS OFFICE INFRASTRUCTURE COMPARED BY YEAR

		Mehterlam			All cities		
		None	Shared	Enough	None	Shared	Enough
Office space	2010			✓	31%	38%	31%
	2011		✓		8%	77%	15%
	2012		✓		0%	62%	38%
Furnishings (desk/chairs)	2010		✓		15%	69%	15%
	2011		✓		8%	69%	23%
	2012		✓		0%	46%	54%
Furnishings cabinets	2012		✓		0%	62%	38%

FIGURE 48: PUBLIC WORKS COMPUTERS AVAILABLE, 2012

	Mehterlam	All cities average
Number of computers	1	3.8
Number of people who share these computers	4	4.8
Number of computers with internet provided by RUE	0	0.3
Number of computers with internet provided by municipality	0	0.5
Number of computers with internet provided by another donor	1	0.1

FIGURE 49: PUBLIC WORKS COMPUTER SOFTWARE AVAILABLE, 2012

	Mehterlam	All cities
Microsoft Office	✓	85%
GIS software		0%
CAD software	✓	77%

FIGURE 50: PUBLIC WORKS ELECTRICITY PROVISION, 2012

	Mehterlam	All cities
Electricity provided by RUE		85%
Electricity provided by the municipality	✓	62%

PUBLIC FINANCE/FINANCIAL MANAGEMENT CAPACITY

All 13 cities surveyed had an approved budget for the current year. For the 1391 (2012) budget year, it took 47 days from submitting the budget to receiving final approval. The budget was created using computer software – Microsoft Excel. Twelve of the 13 RUE cities used Microsoft Excel to create their budget and it took an average of 54 days for final approval.

Mehterlam had developed department level work plans, formed a budget committee and presented the budget in the Citizen’s Forum.

FIGURE 51: BUDGET AND PLANNING ACTIVITIES, 2012

	Mehterlam	Percent of all cities
Had an approved budget for the current year	✓	100%
Budget created using Microsoft Excel	✓	92%
Average number of days to receive final budget approval	47	54 days
Municipality presented the 1391 (2012) budget in the Citizens’ Forum	✓	62%
Municipality published the 1391 (2012) budget in the municipal newsletter		15%
Municipality formed a budget committee for the 1391 (2012) budget preparation	✓	100%
Municipality developed department level or staff level work plans	✓	54%

FIGURE 52: FREQUENCY OF UPDATE OF WORK PLANS, 2012

	No plans	Weekly	Monthly	Quarterly	Annually
Mehterlam 2012					✓
All cities 2012	46%	0%	23%	8%	23%

The City had a systematic filing system for financial management where documents were kept and organized but not safely stored. The accounting/budget system had only manual components for financial management.

FIGURE 53: SYSTEMATIC FILING SYSTEM FOR FINANCIAL MANAGEMENT COMPARED BY YEAR

	None	Filed but not organized	Filed and organized	Filed, organized and stored
Mehterlam 2011		✓	✓	
Mehterlam 2012		✓	✓	
All cities 2012	0%	100%	100%	77%

While they did not have written procedures to disburse cash (including recording the disbursement) they did use a cash account and M20 to record revenues.

FIGURE 54: USE OF GENERAL LEDGER COMPARED BY YEAR

	None	Correspondence Book and M20 - Manual	Correspondence Book and M20 – Automated	Cash Account and M20	Automated General Journal and Ledger
Mehterlam 2011		✓	✓		
Mehterlam 2012		✓	✓	✓	
All cities 2012	0%	100%	100%	85%	8%

A note about accounting in Afghan municipalities: The goal for accounting is to use a general journal and ledger system (standard accounting practice in which all transactions are recorded as balanced debit/credit entries to a general journal and then posted to sub-ledger accounts) but most Afghan cities used a sub-ledger system called an M20. The M20 is a large book with a separate page for each expense account (from the Ministry of Finance Municipal Chart of Accounts (COA)). When a cash payment is made, the amount of the payment is recorded in the M20 book. The Afghan COA does not include a cash account and without a cash account having a general journal and ledger is not possible. Municipal governments record one-sided accounting entries and do not record the outgoing cash to offset the expense account (i.e., not using balanced double entry accounting). However, Afghan cities do keep incoming and outgoing Correspondence Books. Requests for payments from municipal finance departments begin with a formal letter to the mayor, which goes to the governor for approval, signature and an "official stamp". These letters are recorded in the Correspondence Books.

All of the RUE cities had Cash Disbursement (Expense) systems with both manual and computerized components and all cities used GDMA- Municipal COA for expenditures.

Mehterlam had two governmental audits conducted in 1390 (2011). One by the OAA was over a 90 day period and the other by the IDLG took 60 days. Of the 13 RUE cities, two were not audited, seven had one audit and two had two audits in the previous fiscal year.

FIGURE 55: PROCUREMENT SYSTEM TYPE, 2012

	Manual	Computerized
Mehterlam	✓	
All cities	100%	46%

FIGURE 56: FINANCIAL AUDITS, 2012

	Mehterlam		All cities			
	Audited by	Number of Days	Number of cities	Average days	Minimum days	Maximum days
First Audit						
Control and Audit Office			3	31	6	76
IDLG	1	60	6	32	10	60
OAA	1	90	3	32	6	45
Second Audit						
OAA			4	30	5	90

By 2012, Mehterlam reported having enough office space, furnishings and cabinets for its public finance office. The department had two computers, both with Internet access and electricity provided by the municipality. The department had Microsoft Office but no accounting software.

FIGURE 57: PUBLIC FINANCE OFFICE INFRASTRUCTURE COMPARED BY YEAR

		Mehterlam			All cities		
		None	Shared	Enough	None	Shared	Enough
Office space	2010		✓		8%	69%	23%
	2011			✓	0%	77%	23%
	2012			✓	0%	54%	46%
Furnishings (desk/chairs)	2010		✓		0%	85%	15%
	2011		✓		0%	92%	8%
	2012			✓	0%	38%	62%
Furnishings cabinets	2012			✓	0%	38%	62%

FIGURE 58: PUBLIC FINANCE COMPUTERS AVAILABLE, 2012

	Mehterlam	All cities average
Number of computers	2	1.5
Number of people who share these computers	2	1.8
Number of computers with internet provided by RUE	0	0.2
Number of computers with internet provided by municipality	0	0.0
Number of computers with internet provided by another donor	0	0.0

FIGURE 59: PUBLIC FINANCE COMPUTER SOFTWARE AVAILABLE, 2012

	Mehterlam	All cities
Microsoft Office	✓	92%
Accounting software		0%

FIGURE 60: PUBLIC FINANCE ELECTRICITY PROVISION, 2012

	Mehterlam	All cities
Electricity provided by RUE		77%
Electricity provided by the municipality	✓	69%

REVENUE ENHANCEMENT CAPACITY

In 2012, the Revenue Enhancement Department did not report having a list of municipal owned property which was said to exist in 2011. However, the department did have written procedures for collecting Safayi fees and other revenues, staff level work plans, revenue sources and collections and revenue forecasts from the RIAP. The department or staff level work plans were updated annually.

FIGURE 61: REVENUE ENHANCEMENT DEPARTMENT DOCUMENTS AND PROCEDURES COMPARED BY YEAR

	Mehterlam 2011	Mehterlam 2012	All cities 2012
List of Municipal owned property and their values	✓		92%
Listing of revenue sources and actual collections	✓	✓	100%
Revenue forecast from the RIAP including frequency of collection for each source.	✓	✓	100%
Department level or staff level work plans	NA	✓	62%
Standard written procedures for collecting business license fees	NA	✓	100%
Standard written procedures for collecting property Safayi fees	NA	✓	69%
Standard written procedures for collecting other sources of revenue	NA	✓	54%
Municipal uses of the GDMA Municipal COA for revenue	NA	✓	100%

FIGURE 62: FREQUENCY OF WORK PLAN UPDATES, 2012

	Weekly	Monthly	Quarterly	Annually
Mehterlam 2012				✓
All cities, 2012	0%	38%	0%	63%

The business licensing system was computerized as was the revenue system, which also was done manually. The property Safayi fee tracking system was not computerized, however. Revenue receipts were recorded in Excel spreadsheets and logged in the cash ledger in 2012, an improvement over 2011 when revenues were not recorded in the cash ledger. Additionally, the files were organized and stored in 2012 though they were not stored in 2011.

FIGURE 63: REVENUE SYSTEM TYPES, 2012

	Mehterlam			Percent of all cities		
	Manual	Computerized	Both	Manual	Computerized	Both
Business registration and licensing system		✓		38%	100%	38%
Property Safayi fee system	✓			92%	15%	15%
Revenue system			✓	85%	92%	77%

FIGURE 64: REVENUE SYSTEM TYPES COMPARED BY YEAR

	None	All revenue receipts are recorded in a manual revenue journal.	All revenue receipts are recorded in excel based revenue sub-ledger.	All revenue is recorded in both cash ledger and revenue sub-ledger in Excel.	All transactions are recorded in an electronic General Journal and posted to sub-ledger.
Mehterlam 2011		✓			
Mehterlam 2012		✓	✓		
All cities	0%	100%	92%	54%	8%

FIGURE 65: SYSTEMATIC FILING SYSTEM COMPARED BY YEAR

	None	Filed but not organized	Filed and organized, but not stored	Filed, organized and stored
Mehterlam 2011		✓	✓	
Mehterlam 2012		✓	✓	✓
All cities 2012	0%	100%	100%	46%

The city had no business guilds or representatives of Chamber of Commerce and Industry within its boundaries, but they had contracts between the municipality and the private sector and provided a list of these contracts. There were 2,200 registered businesses and 1,300 registered properties in the municipal registry system, close to the average across RUE cities.

FIGURE 66: BUSINESS REPRESENTATIVES IN CITY, 2012

	Mehterlam	Percent of all cities
Provided a list of business guilds and the name of the representative of each guild.		69%
Had a representative of Chamber of Commerce and Industry in the municipality		31%
Provided a list of contracts between the municipality and the private sector. Such as shop rental, parking lot rental, slaughter house rental, leased properties etc.	✓	92%

FIGURE 67: NUMBER OF REGISTERED BUSINESSES AND PROPERTIES AND GUILDS, 2012

	Mehterlam	All cities		
	Number	Average	Minimum	Maximum
Businesses registered in the business registration system	2,200	2,418	308	6,803
Properties registered in the property Safayi fee system	1,300	1,500	0	5,793
Business guilds in the municipality	0	32	0	171

In 1390 (2011), 12 out of 13 RUE Cities collect City Service fees. Mehterlam collected 9,812,095 AFN in 1390 and projected collections of 7,000,000 in 1391.

FIGURE 68: AMOUNT OF COMMERCIAL TRUCK FEES COLLECTED, 2012

	Mehterlam	All cities		
	Total AFN	Average	Minimum	Maximum
How much was collected in 1390 (2011)?	9,812,095	15,703,778	647,898	90,313,332
How much is forecasted for 1391 (2012)?	7,000,000	11,592,498	225,000	58,822,500
How much was collected for 1st Quarter 1391 (2012)?	2,497,755	4,275,393	100,000	21,390,000

A note about fee collection and forecasts: The Afghan government follows a solar calendar that begins March 21 and ends March 20 and in the past had used this calendar year as the government's fiscal year for budgeting. Solar year 1391 encompassed March 21, 2011 to March 20, 2012. In April, 2012, the decision was made to change the government's fiscal year. The budget year 1392 will begin on December 21, 2012 and end on December 20, 2013. This resulted in a shortened 1391 fiscal year; consequently the budget forecast for 1391 was based on a 9 month budget year (March 21, 2012 to December 20, 2012). Additionally, in 1390 and 1391 Afghan municipalities collected a fee on commercial trucks (based upon the goods the trucks were carrying) as they went through their cities. In 1391 the national government stated that it would take over this revenue function and setup stations along the roads to collect this fee, giving 0.25% of the fee to the municipal governments. The timing for the setup of this new system was unknown. Widely varying forecasts of fee collections for 1391 were due to varying opinions among RUE municipalities as to how this new policy would impact their budgets.

As with other departments, the Revenue Enhancement Department had sufficient office space, furniture and storage. It had two computers, one with Internet provided by RUE. Electricity was provided by the municipality.

FIGURE 69: REVENUE ENHANCEMENT OFFICE INFRASTRUCTURE COMPARED BY YEAR

		Mehterlam			All cities		
		None	Shared	Enough	None	Shared	Enough
Office space	2010		✓		0%	77%	23%
	2011		✓		0%	92%	8%
	2012			✓	0%	31%	69%
Furnishings (desk/chairs)	2010		✓		0%	92%	8%
	2011		✓		0%	92%	8%
	2012			✓	0%	15%	85%
Storage	2012			✓	0%	31%	69%

FIGURE 70: REVENUE ENHANCEMENT COMPUTERS AVAILABLE, 2012

	Mehterlam	All cities average
Number of computers	2	2.7
Number of people who share these computers	2	2.9
Number of computers with internet provided by RUE	1	0.5
Number of computers with internet provided by municipality	0	0.1

FIGURE 71: REVENUE ENHANCEMENT ELECTRICITY PROVISION, 2012

	Mehterlam	All cities
Electricity provided by RUE		77%
Electricity provided by the municipality	✓	69%

RESIDENT SURVEY

QUALITY OF LIFE

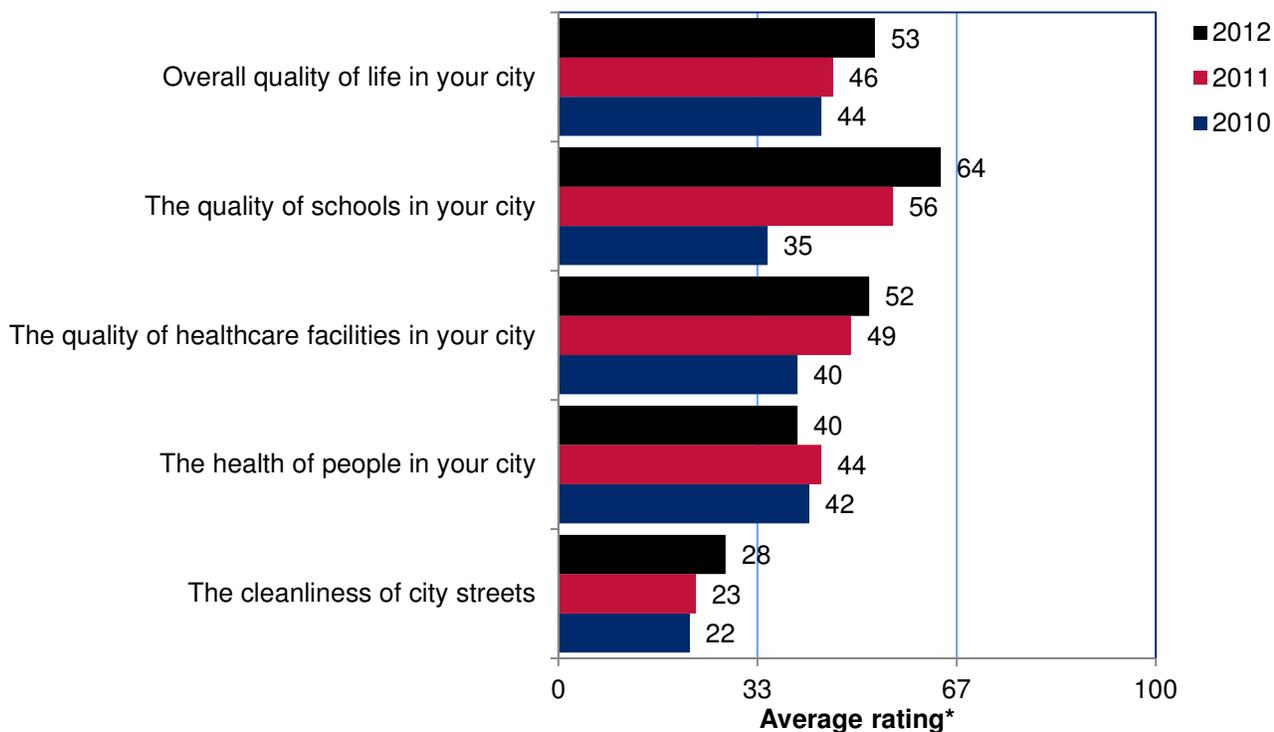
All aspects of quality of life in the City of Mehterlam improved between 2010 and 2012 except the health of people in the city, which remained at the 2010 level. As in 2010 and 2011, the cleanliness of Mehterlam's streets received the lowest ratings.

FIGURE 72: QUALITY OF LIFE IN MEHTERLAM, 2012

	Excellent	Good	Fair	Poor	Average rating*
Overall quality of life in your city	4%	54%	39%	4%	53
The quality of schools in your city	5%	84%	10%	2%	64
The quality of healthcare facilities in your city	4%	53%	39%	5%	52
The health of people in your city	1%	25%	68%	7%	40
The cleanliness of city streets	1%	22%	37%	41%	28

* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

FIGURE 73: QUALITY OF LIFE IN MEHTERLAM COMPARED BY YEAR



* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

EMPLOYMENT

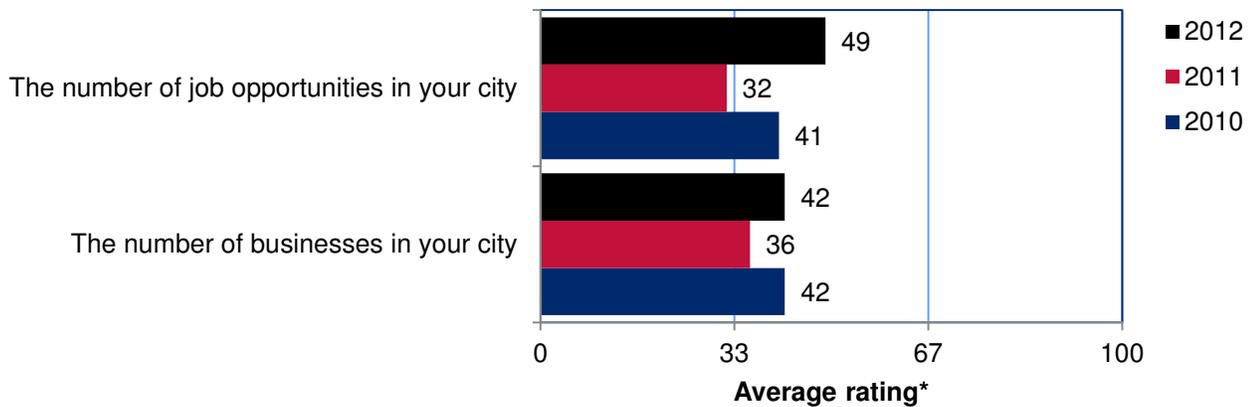
Ratings for the number of job opportunities and businesses in Mehterlam increased from 2011 to 2012. In 2012, respondents rated the number of job opportunities at its highest level and the number of businesses at the same level as in 2010. Most residents also thought that job opportunities had increased in the previous year.

FIGURE 74: QUALITY OF EMPLOYMENT IN MEHTERLAM, 2012

	Excellent	Good	Fair	Poor	Average rating*
The number of job opportunities in your city	2%	58%	27%	14%	49
The number of businesses in your city	0%	33%	60%	8%	42

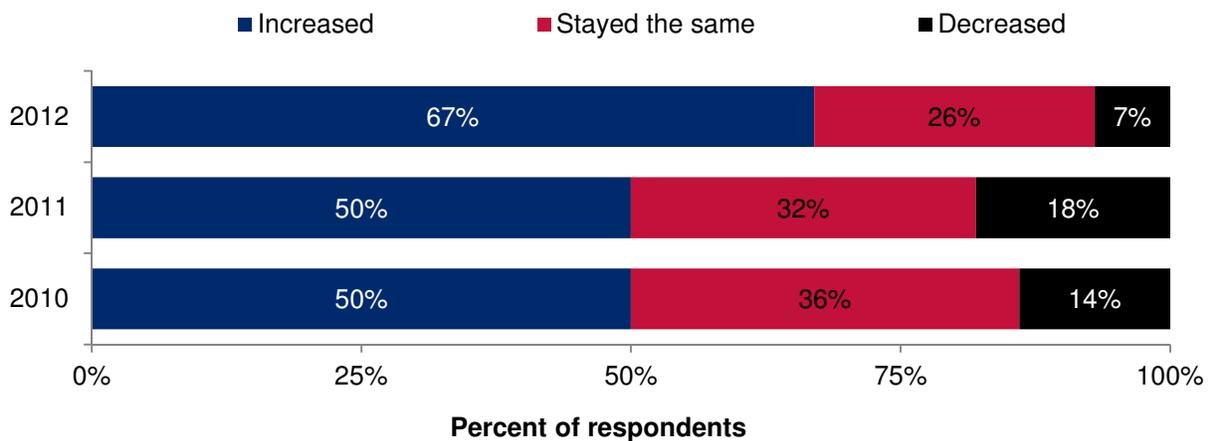
* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

FIGURE 75: JOB OPPORTUNITIES IN MEHTERLAM COMPARED BY YEAR



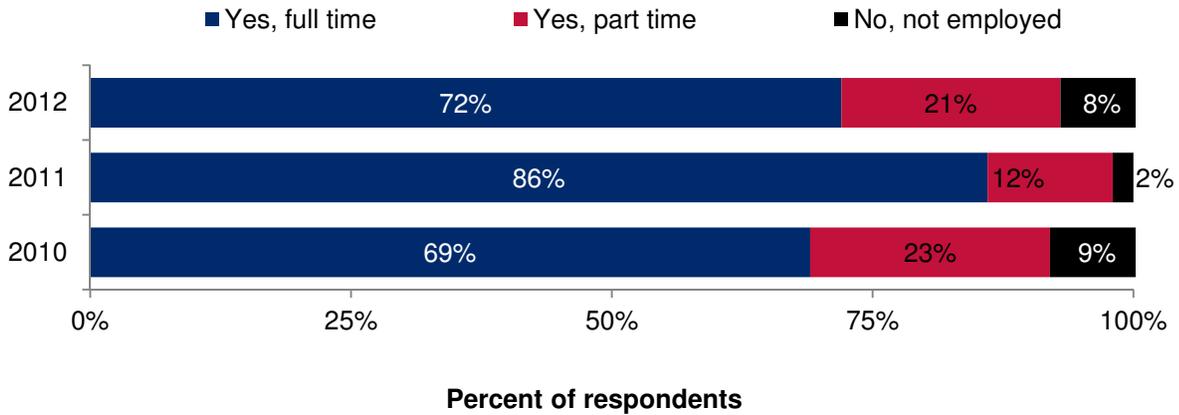
* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

FIGURE 76: CHANGE IN JOB OPPORTUNITIES IN LAST YEAR COMPARED BY YEAR



Despite the higher rating for job opportunities, a smaller percentage of heads of households in Mehterlam reported they were employed on a full time basis in 2012 compared to 2011, but most remained at employed at least part time.

FIGURE 77: HEAD OF HOUSEHOLD EMPLOYMENT STATUS COMPARED BY YEAR



SERVICES

Afghan cities varied in the number and type of services they were able to provide their residents. The survey asked about several services provided by the city, province or a national agency, and some that may not exist in the city at all. These included solid waste, water, electricity, roads, drainage, sanitation, green areas/parks and markets.

The Mehterlam municipality was involved in providing sanitation, waste water and water to residents, but not in providing power. Water services were new in 2012. The City also had specific crews for road, parks and latrine maintenance.

Mehterlam residents (70%) thought the City did either a somewhat or very good job at providing services. These ratings were about the same as in 2011 and lower than in 2010.

FIGURE 78: JOB THE CITY DOES AT PROVIDING SERVICES, 2012

Overall, how well is the City providing the services you think they should provide?

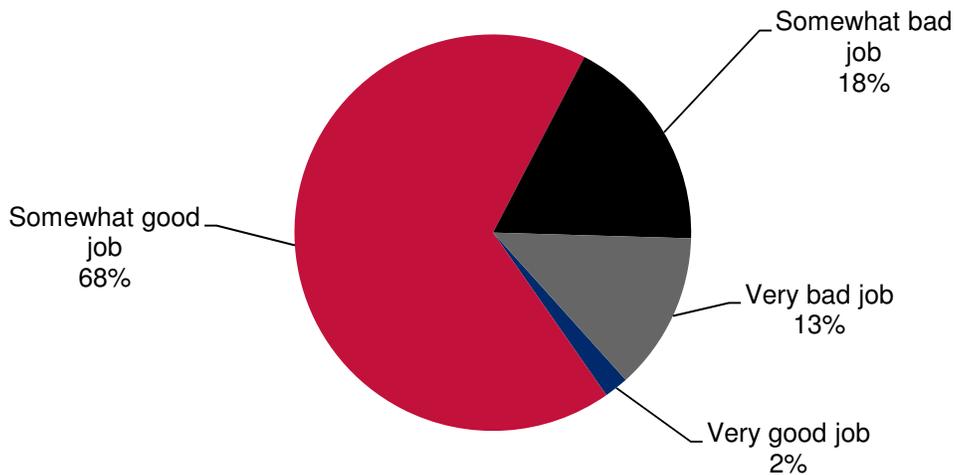
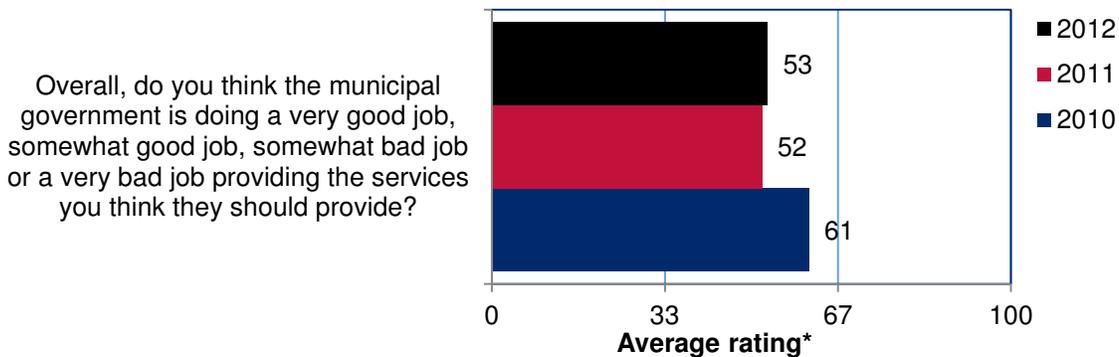


FIGURE 79: JOB THE CITY DOES AT PROVIDING SERVICES COMPARED BY YEAR

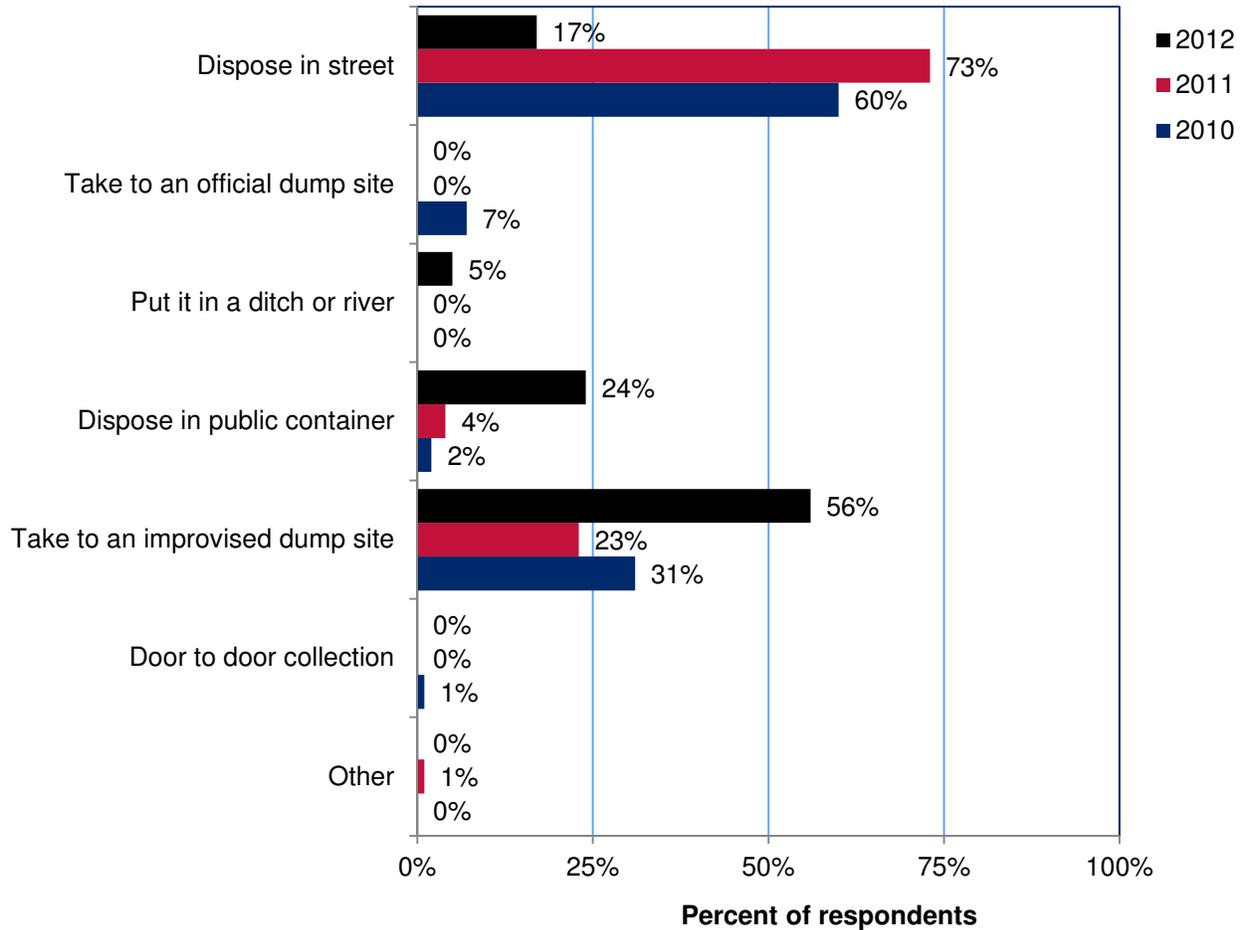


* Average rating where 0=very bad job, 33=somewhat bad job, 67=somewhat good job and 100=very good job.

SOLID WASTE

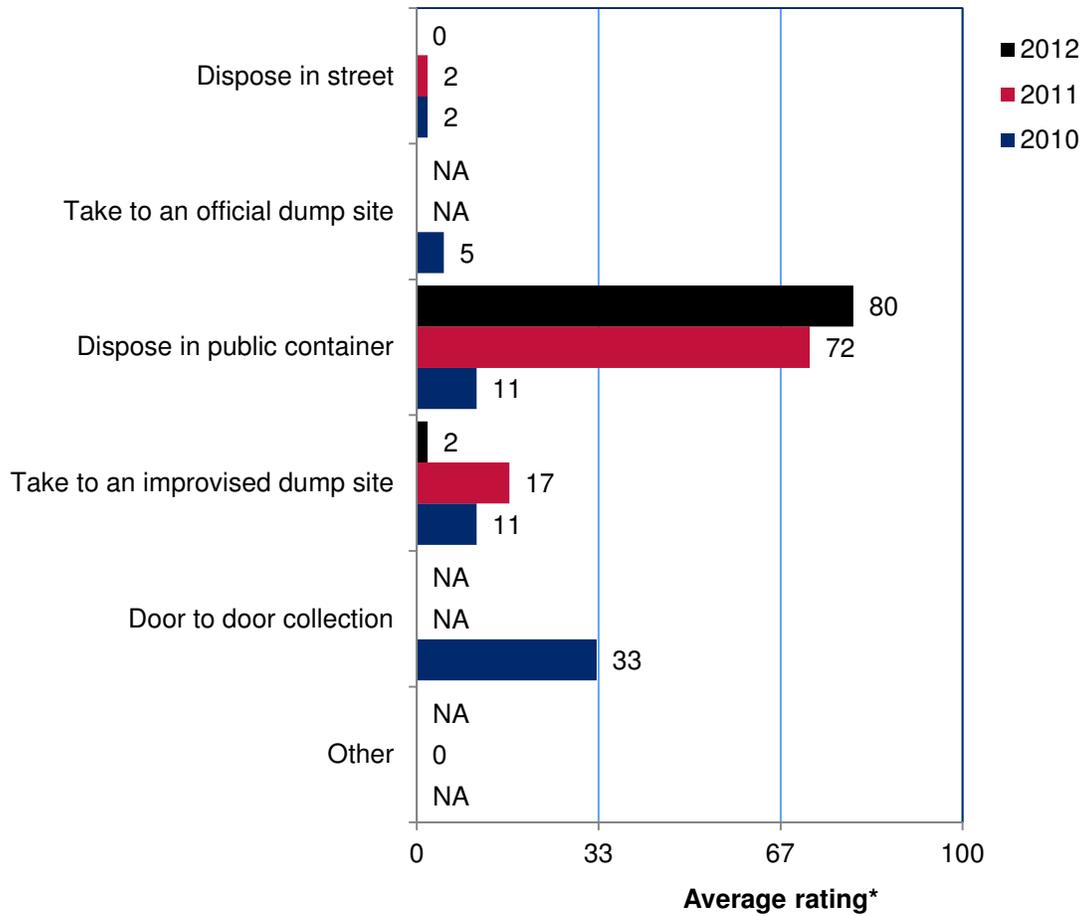
A much smaller percentage of Mehterlam residents disposed of their trash in the street in 2012 compared to 2011 or 2010. While this was the most common method of trash disposal for respondents in 2011, by 2012 the most frequent method of trash disposal was using an improvised dump site. By 2012, still almost no one had door to door collection, or used official dumpsites or containers.

FIGURE 80: TRASH DISPOSAL METHOD COMPARED BY YEAR



Residents who disposed of trash in the street remained very dissatisfied with the method in all years of surveying. Residents using improvised dumpsites (the majority of respondents in 2012) were very, or at best somewhat, dissatisfied as well. Disposal in public containers was satisfactory for those few residents who used this method.

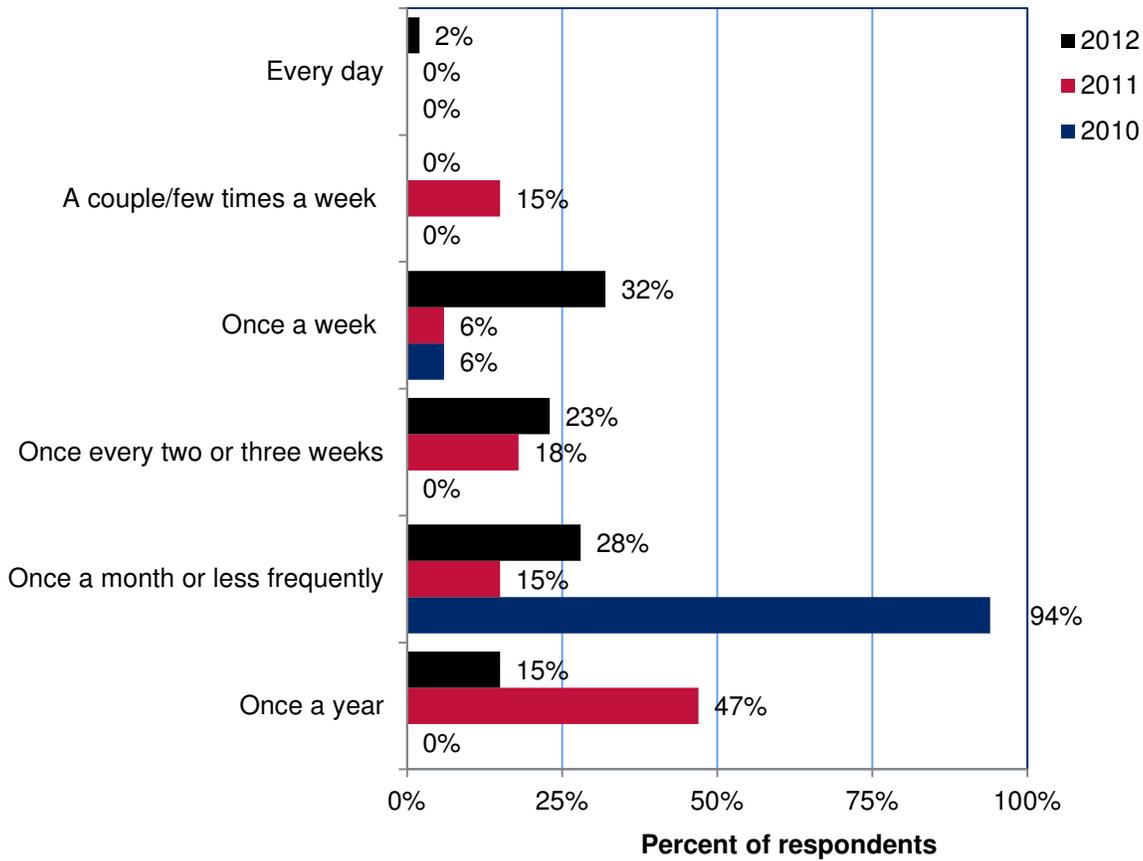
FIGURE 81: SATISFACTION WITH TRASH DISPOSAL METHOD



*Average rating where 0=very dissatisfied, 33=somewhat dissatisfied, 67=somewhat satisfied and 100=very satisfied

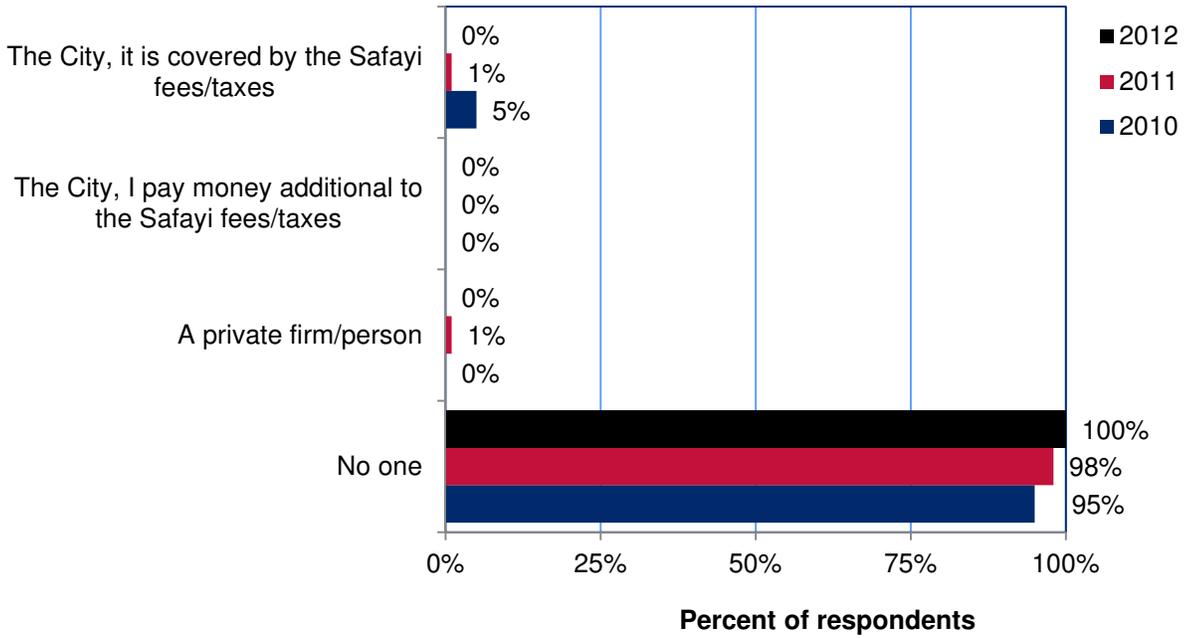
In 2012 close to equal percentages of residents reported that trash removal from streets occurred once per week, once every two or three weeks or once a month (or less). The frequency of street trash removal remained better than it had been in 2010, when almost all residents reported that removal occurred one time per month or less.

FIGURE 82: FREQUENCY OF TRASH REMOVAL FROM STREET BY CITY COMPARED BY YEAR



As in years past, in 2012 virtually no Mehterlam residents paid for trash removal or thought it was covered by their Safayi.

FIGURE 83: PARTY PAID FOR TRASH REMOVAL COMPARED BY YEAR



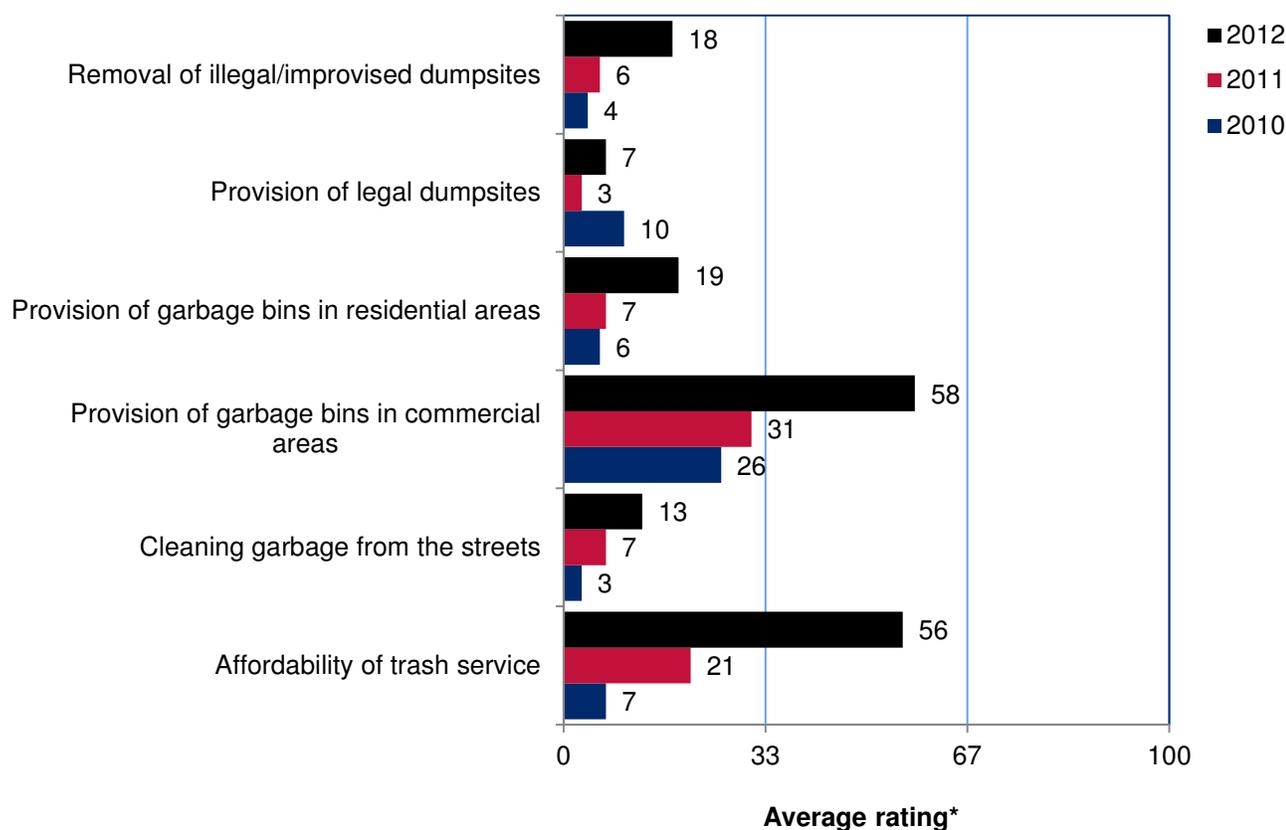
By 2012 ratings of the provision of garbage bins in commercial areas and affordability of trash collection had risen. Still, evaluations for all other trash services were poor by the standards of most residents of Mehterlam.

FIGURE 84: QUALITY OF CITY TRASH SERVICES, 2012

	Excellent	Good	Fair	Poor	Average rating*
Removal of illegal/improvised dumpsites	5%	17%	5%	74%	18
Provision of legal dumpsites	1%	7%	5%	88%	7
Provision of garbage bins in residential areas	3%	21%	8%	69%	19
Provision of garbage bins in commercial areas	2%	75%	20%	4%	58
Cleaning garbage from the streets	5%	8%	12%	76%	13
Affordability of trash service	7%	61%	22%	9%	56

* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

FIGURE 85: QUALITY OF CITY TRASH SERVICES COMPARED BY YEAR



* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

WATER

In 2012, the most common source of drinking water for residents of the City of Mehterlam remained a well on their property. A minority of residents received their drinking water from a shared well or government supplied pipe at home. The government supplied pipe at home was used by a small percent of residents in 2012 (7%), but this was a larger percent than in 2011 (1%). Almost all respondents indicated that they did not pay anyone for drinking water.

FIGURE 86: DRINKING WATER SOURCES COMPARED BY YEAR

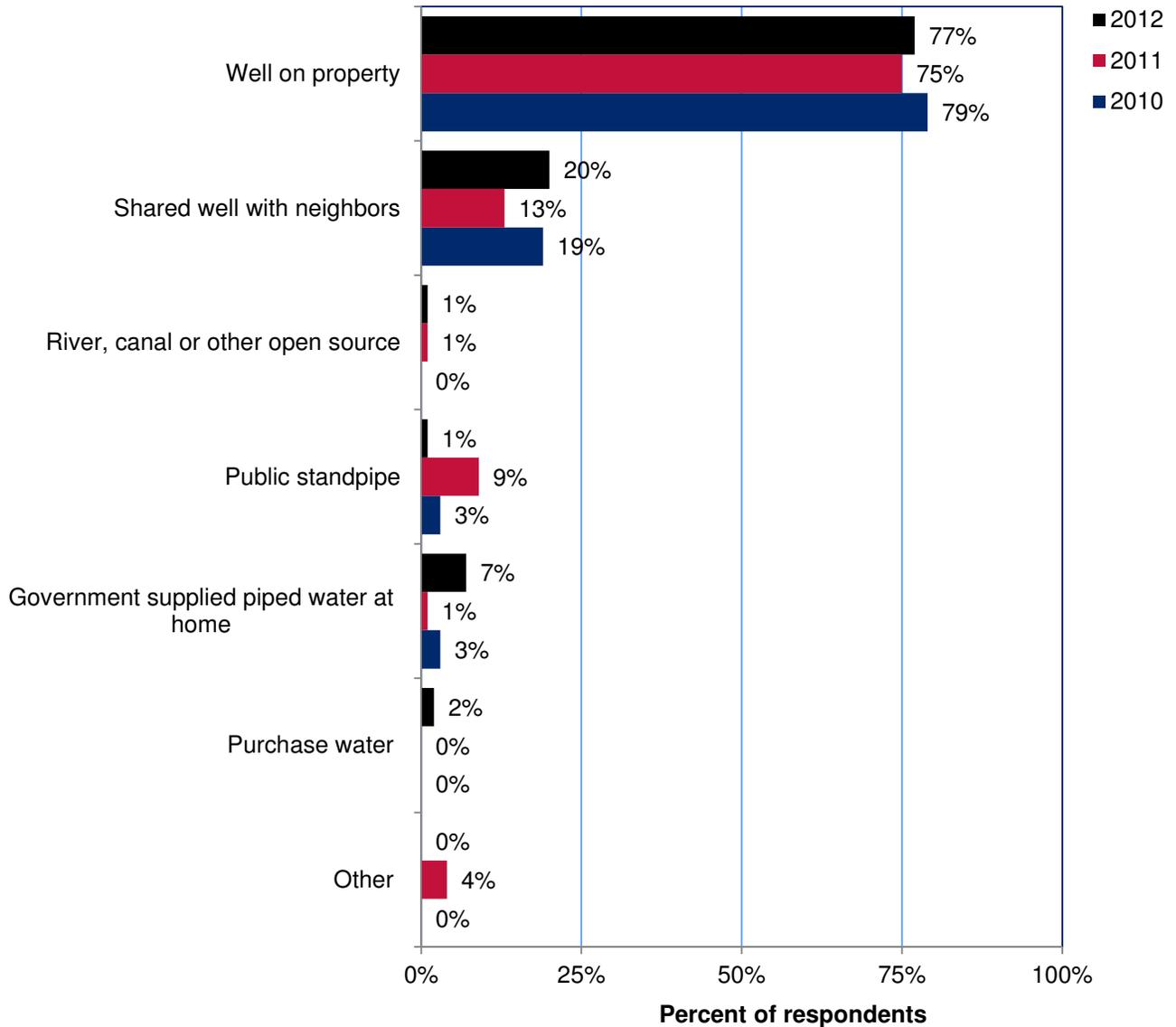


FIGURE 87: PARTY PAID FOR WATER SERVICE COMPARED BY YEAR

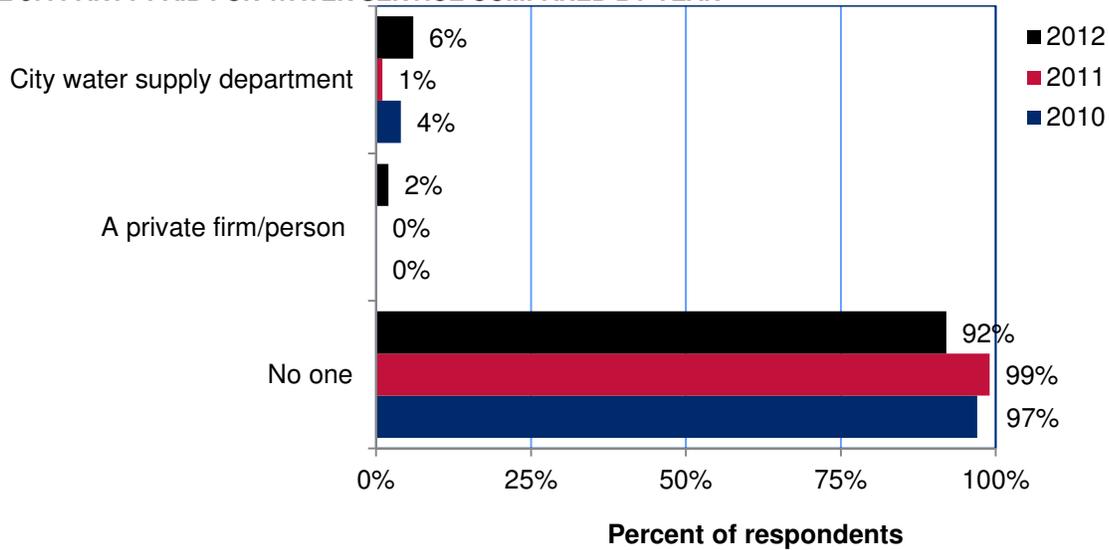
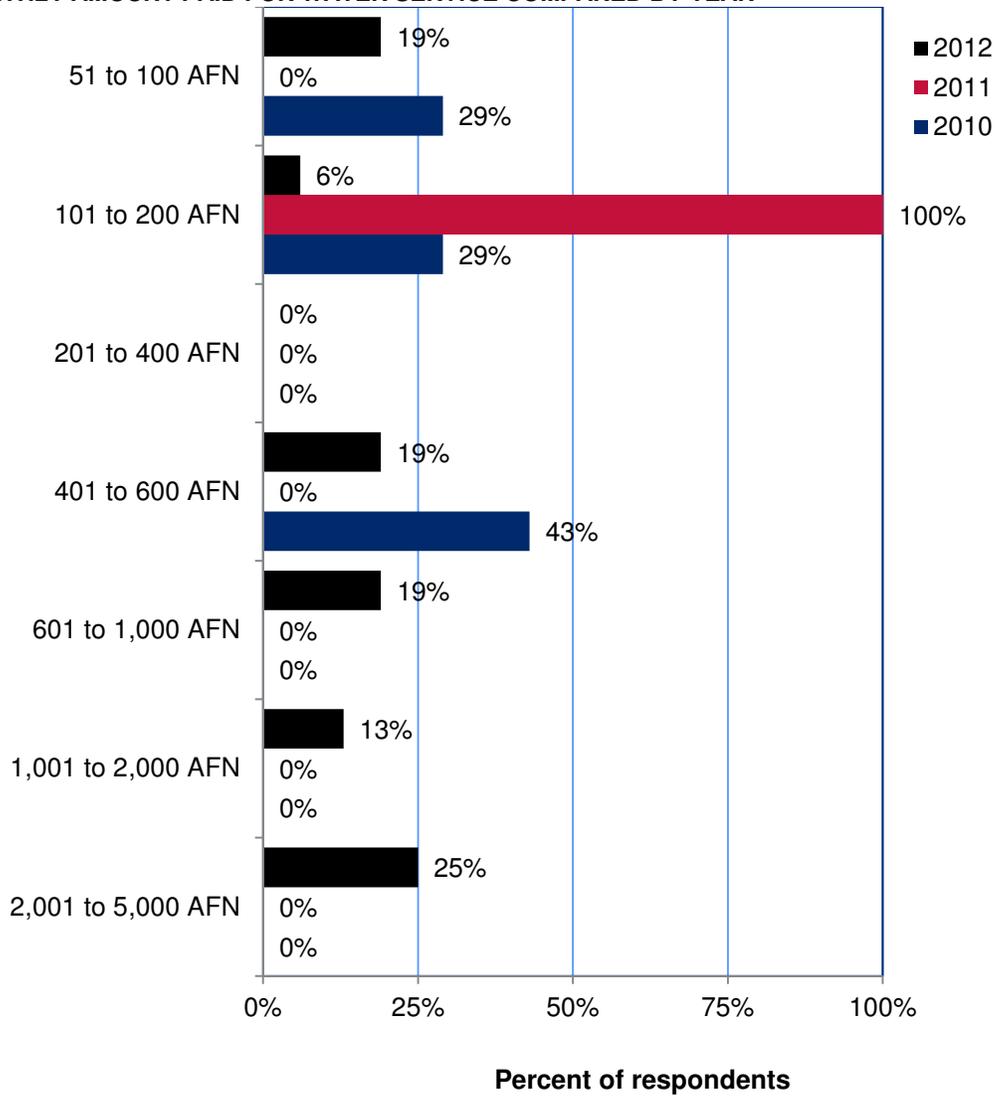
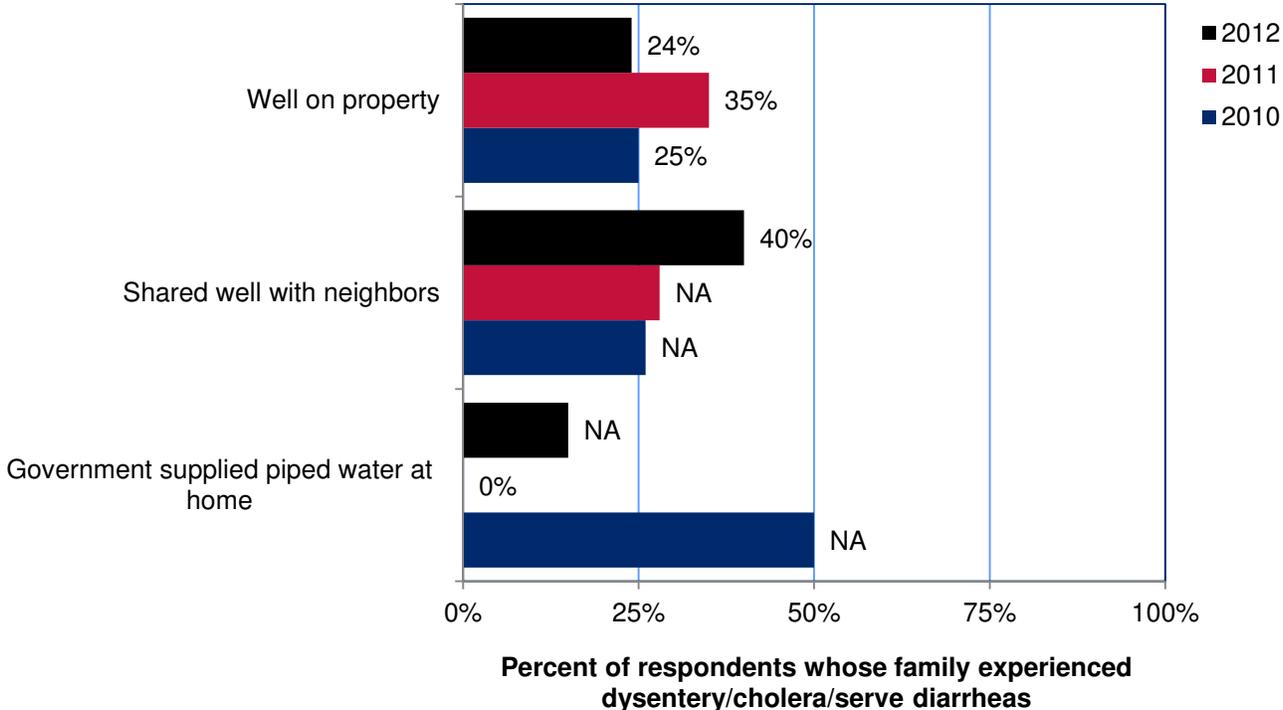


FIGURE 88: MONTHLY AMOUNT PAID FOR WATER SERVICE COMPARED BY YEAR



In 2012, among residents who received their drinking water from a well, fewer experienced dysentery, cholera and/or severe diarrhea than in 2011, but still about one in four did suffer from these illnesses. Those using government supplied water piped to their home were least likely to have experienced dysentery, cholera and/or severe diarrhea.

FIGURE 89: FAMILY EXPERIENCED DYSENTERY/CHOLERA/SEVERE DIARRHEA BY DRINKING WATER SOURCE COMPARED BY YEAR



ELECTRICITY

While a majority of respondents indicated that the government provided their electricity, this percentage was lower in 2012 than in 2011 and lower in 2011 than it was in 2010. There were slight increases in the proportion of Mehterlam residents who used personal generators and a greater increase in the use of solar power in 2012. This trend was paralleled in the declining percent of residents who paid the City for their electricity.

FIGURE 90: ELECTRICITY SOURCES COMPARED BY YEAR

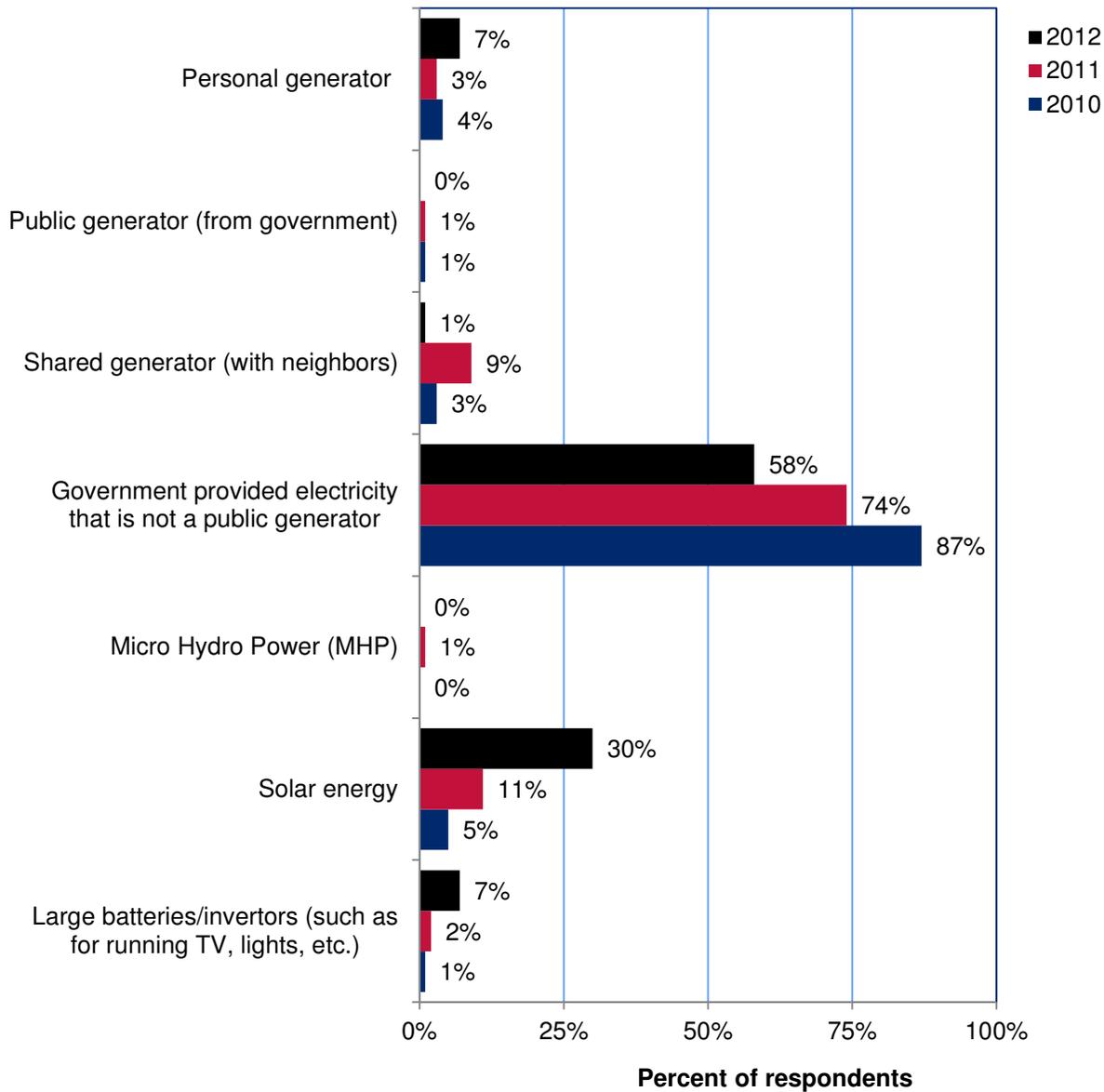
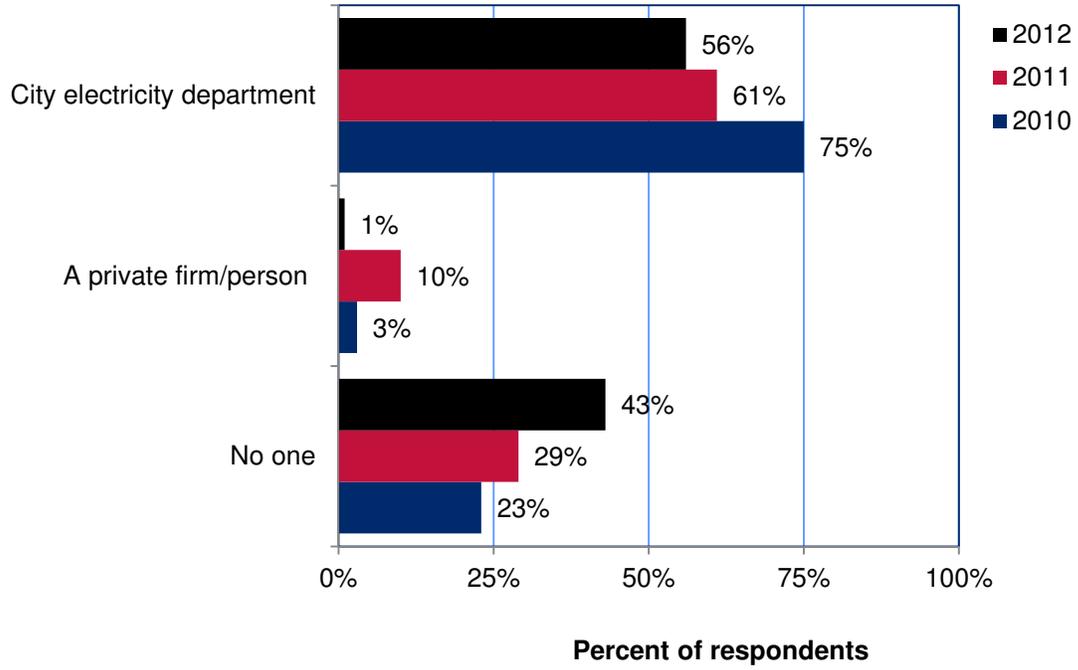
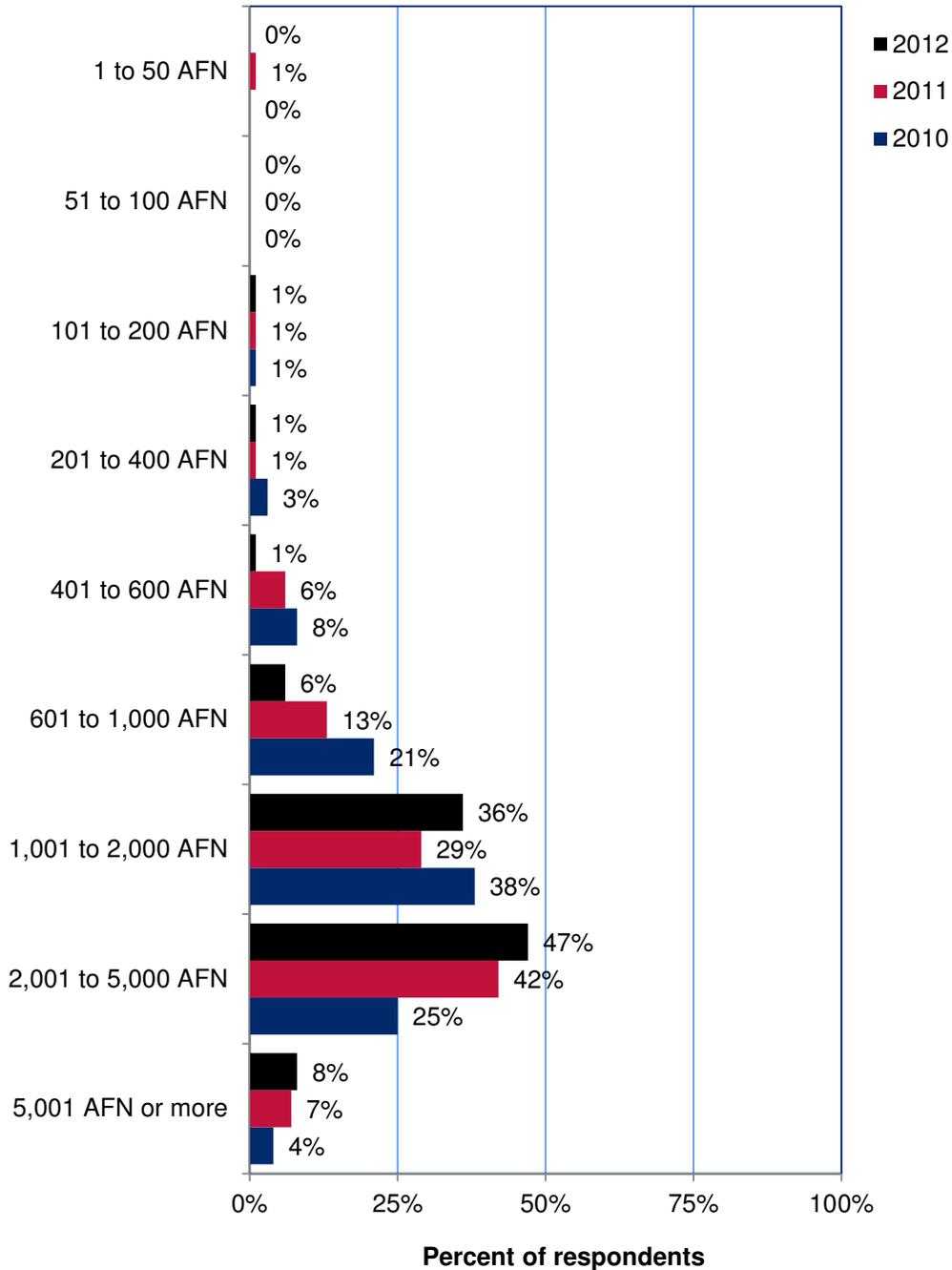


FIGURE 91: PARTY PAID FOR ELECTRICITY COMPARED BY YEAR



Mehterlam residents who paid for their electricity paid more each year since 2010. Residents commonly paid between 2,001 and 5,000 AFN per month for electricity. The amount of electricity they received was not known.

FIGURE 92: MONTHLY AMOUNT PAID FOR ELECTRICITY COMPARED BY YEAR



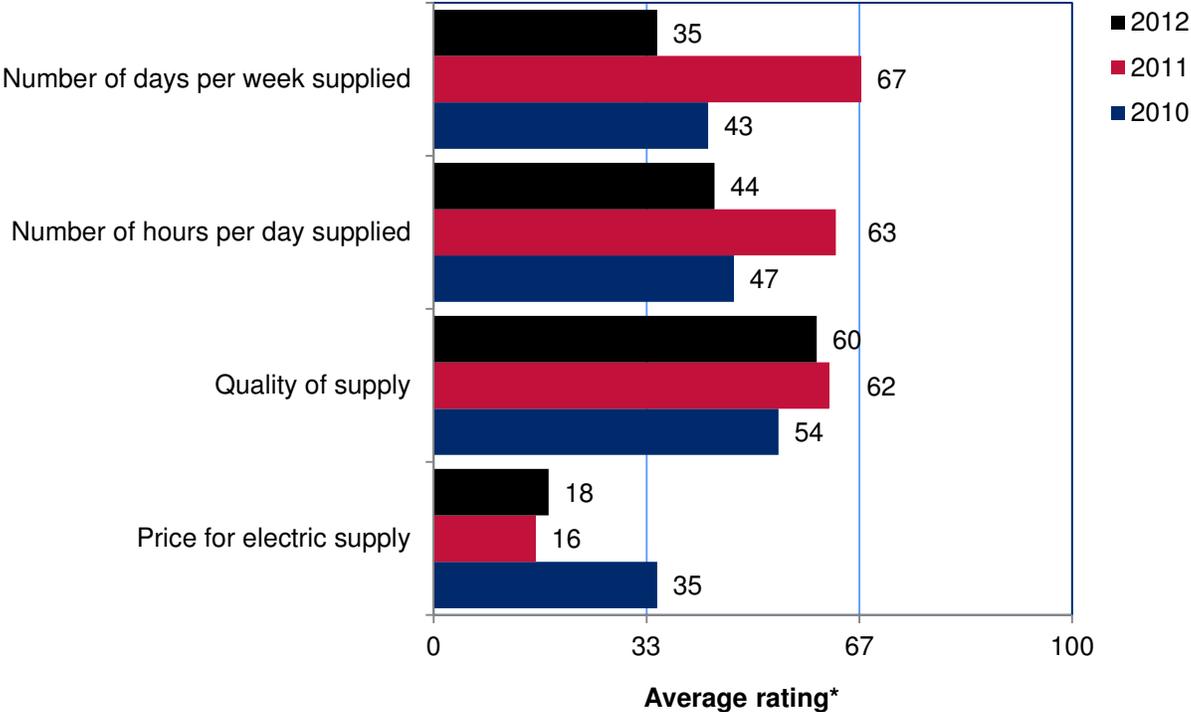
Ratings of the number of days of electricity per week and number of hours supplied per day declined precipitously between 2011 and 2012. However, the quality of the supply and the price of the electricity held steady.

FIGURE 93: QUALITY OF CITY ELECTRICITY SERVICES, 2012

	Excellent	Good	Fair	Poor	Average rating**
Number of days per week supplied	3%	22%	53%	23%	35
Number of hours per day supplied	2%	40%	46%	12%	44
Quality of supply*	6%	73%	18%	4%	60
Price for electric supply	0%	10%	34%	56%	18

*Electricity power and cut outs during service hours.
 ** Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

FIGURE 94: QUALITY OF CITY ELECTRICITY SERVICES COMPARED BY YEAR



* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

ROADS, DRAINAGE AND SANITATION

The type of toilet in the homes of Mehterlam residents changed somewhat between 2011 and 2012, with more residents reporting a latrine with septic in 2012 and fewer reporting a dry latrine. Indoor plumbing remained rare. The prevalence of septic systems increased somewhat in 2012, while the use of open ditch/canal for drainage of waste water declined but remained widely prevalent, with more than 90% of residents using that method for drainage.

FIGURE 95: TYPE OF TOILET IN HOME COMPARED BY YEAR

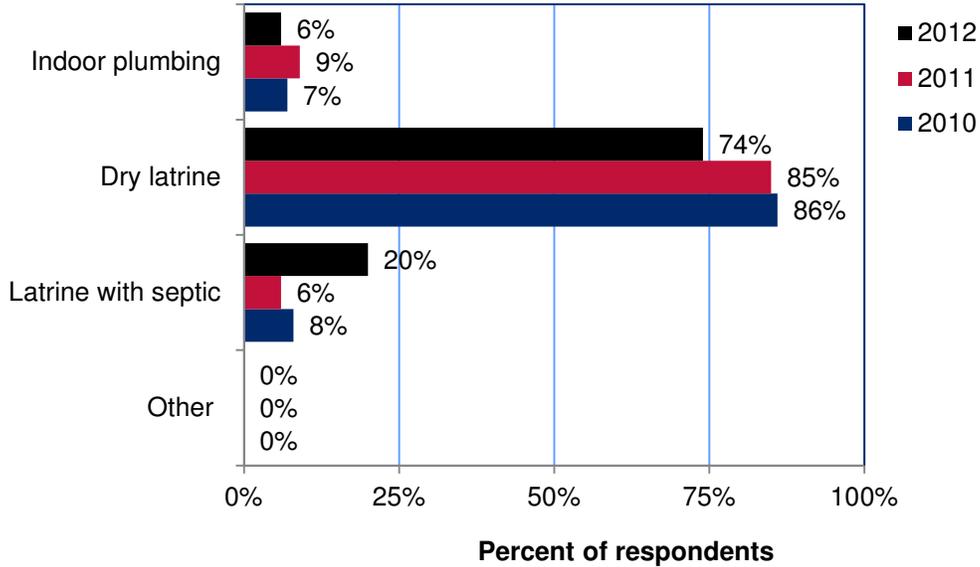
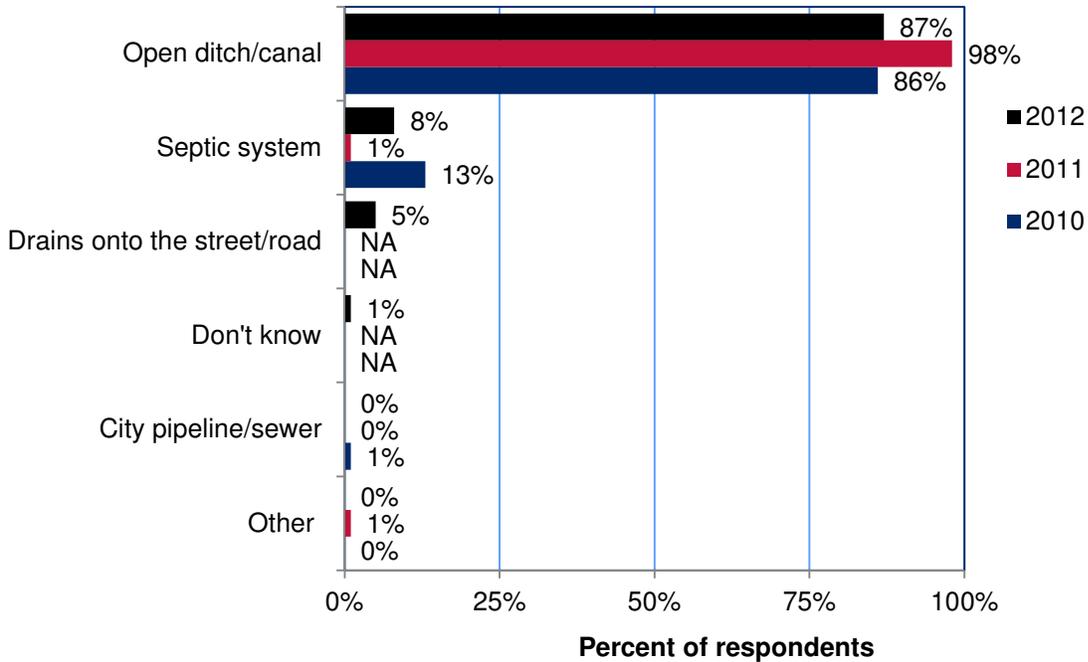


FIGURE 96: TYPE OF DRAINAGE FOR WASTE WATER



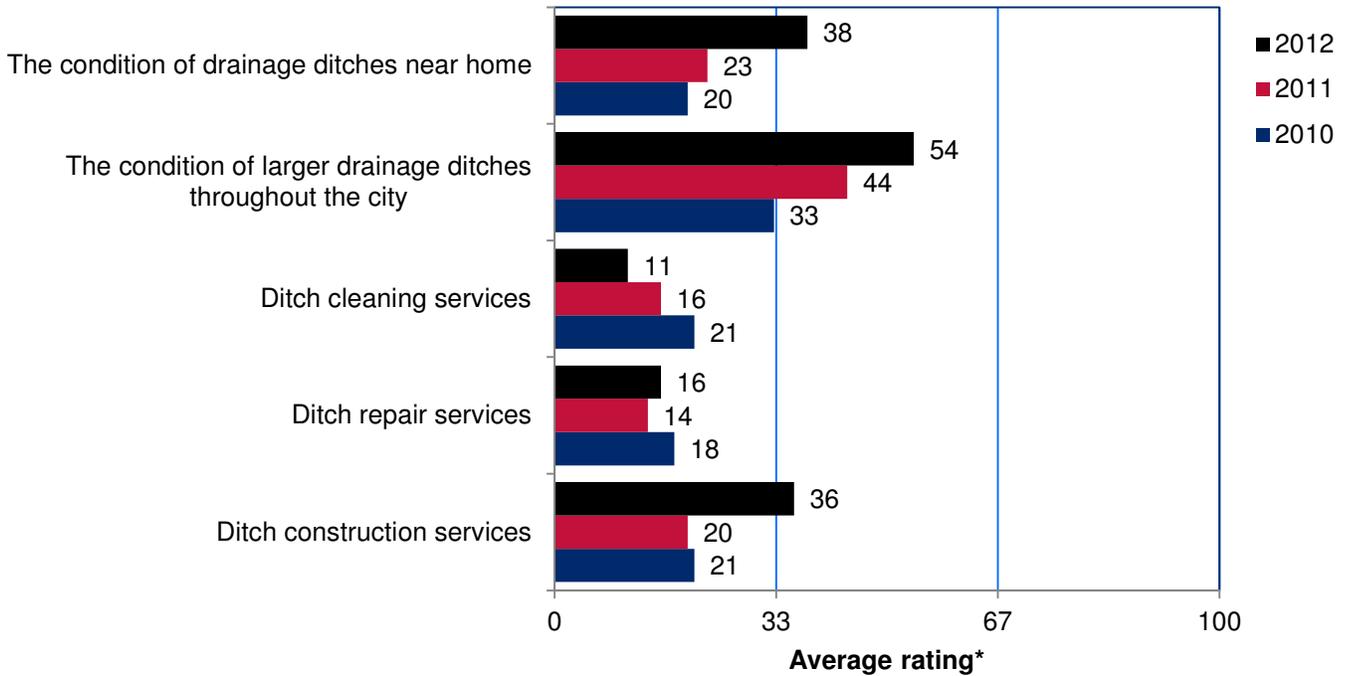
Most residents in Mehterlam rated the quality of all aspects of City drainage and drainage services as either fair or poor, though ratings of the condition of drainage ditches near homes improved noticeably. The condition of larger drainage ditches throughout the city continued to trend higher as it did from 2010 to 2011.

FIGURE 97: QUALITY OF CITY DRAINAGE AND DRAINAGE SERVICES, 2012

	Excellent	Good	Fair	Poor	Average rating*
The condition of drainage ditches near home	5%	47%	6%	43%	38
The condition of larger drainage ditches throughout the city	2%	72%	16%	11%	54
Ditch cleaning services	1%	5%	22%	73%	11
Ditch repair services	2%	9%	25%	65%	16
Ditch construction services	2%	49%	7%	43%	36

* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

FIGURE 98: QUALITY OF CITY DRAINAGE AND DRAINAGE SERVICES COMPARED BY YEAR



* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

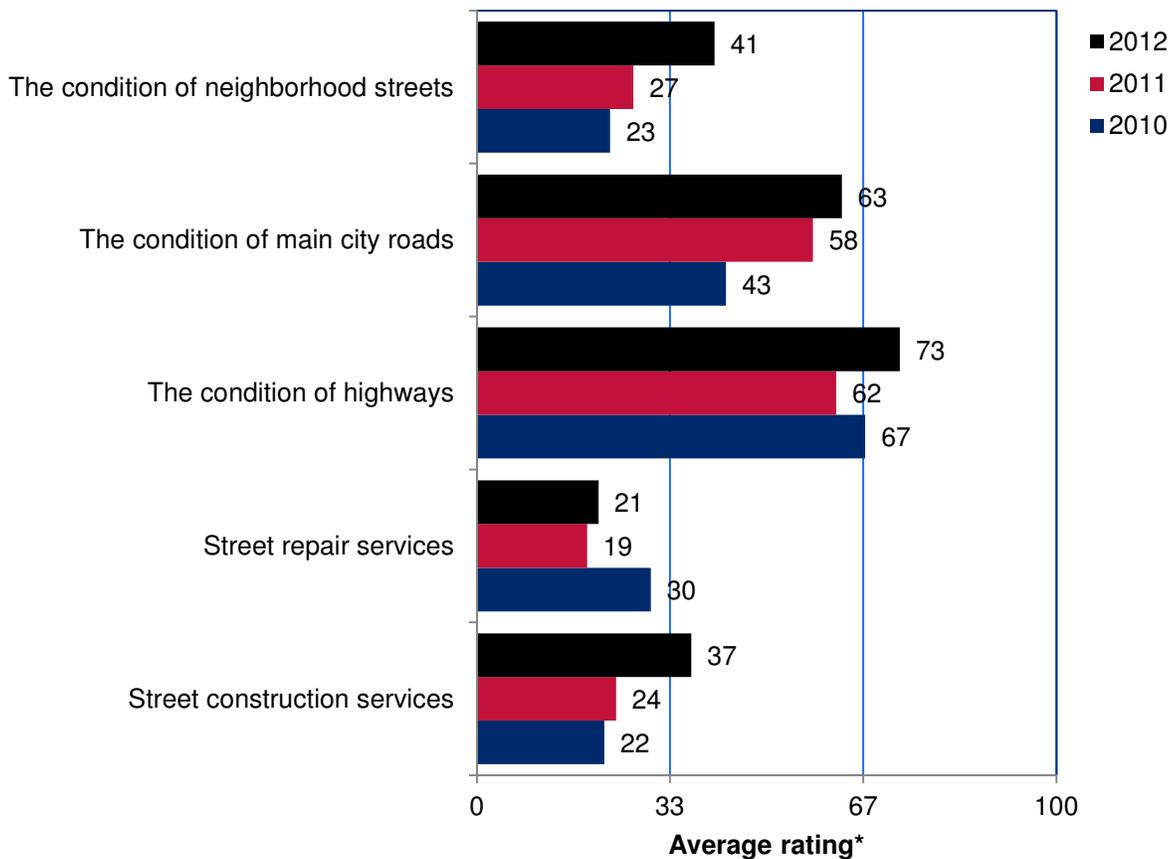
Only street repair services showed ratings in 2012 that were lower than the 2010 baseline. All other street services had improved since 2010 and had improved since last year as well. The condition of main city roads was rated as either excellent or good by 80% of respondents in 2012 (an improvement from 2011) and almost all respondents thought the condition of Mehterlam’s highways were excellent or good in 2012. Street construction ratings improved noticeably from 2011 to 2012, while ratings of street repair services held steady.

FIGURE 99: QUALITY OF CITY ROADS AND ROAD SERVICES

	Excellent	Good	Fair	Poor	Average rating*
The condition of neighborhood streets	6%	50%	5%	39%	41
The condition of main city roads	11%	69%	18%	3%	63
The condition of highways	24%	73%	2%	2%	73
Street repair services	2%	18%	23%	58%	21
Street construction services	4%	45%	9%	43%	37

* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

FIGURE 100: QUALITY OF CITY ROADS AND ROAD SERVICES COMPARED BY YEAR



* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

GREEN AREAS AND PARKS

Parks continued to be seen as a rare amenity in Mehterlam, and the parks that were noticed were given low ratings by residents. In 2012, ratings for teen and children play areas were at their lowest since 2010. Ratings for women’s parks remained at the same low level as in 2011.

FIGURE 101: AVAILABILITY OF CITY PARKS COMPARED BY YEAR

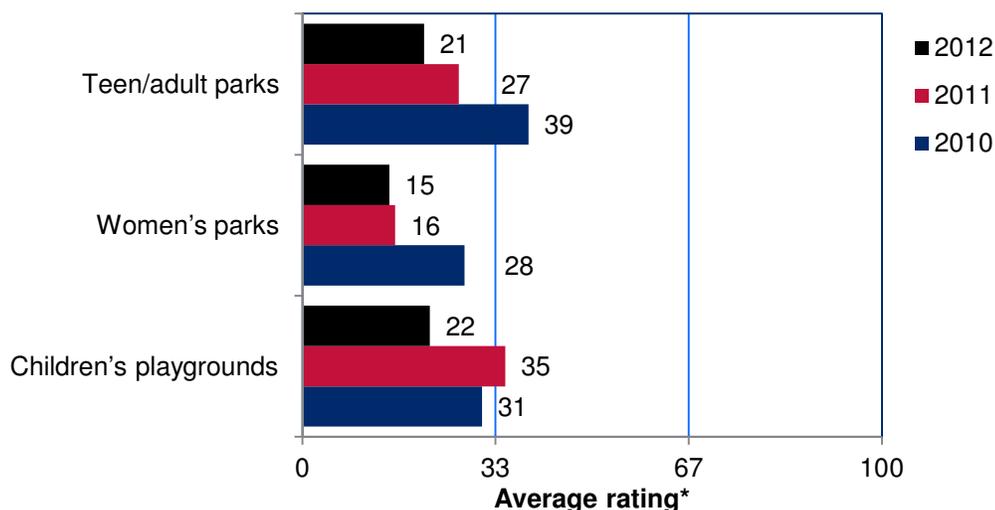
Are there any green areas/parks in close to, or farther from, your home to be used for the following?		2010	2011	2012
Teen/adult parks	Yes close	14%	16%	11%
	None close but some further away	54%	42%	29%
	Aware of no parks	32%	43%	60%
Women’s parks	Yes close	12%	16%	5%
	None close but some further away	30%	39%	22%
	Aware of no parks	58%	45%	73%
Children’s playgrounds	Yes close	12%	14%	10%
	None close but some further away	40%	23%	28%
	Aware of no parks	48%	62%	61%

FIGURE 102: QUALITY OF PARKS, 2012

	Excellent	Good	Fair	Poor	Average rating*
Teen/adult parks	2%	20%	18%	61%	21
Women’s parks	0%	17%	11%	71%	15
Children’s playgrounds	2%	19%	25%	55%	22

* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

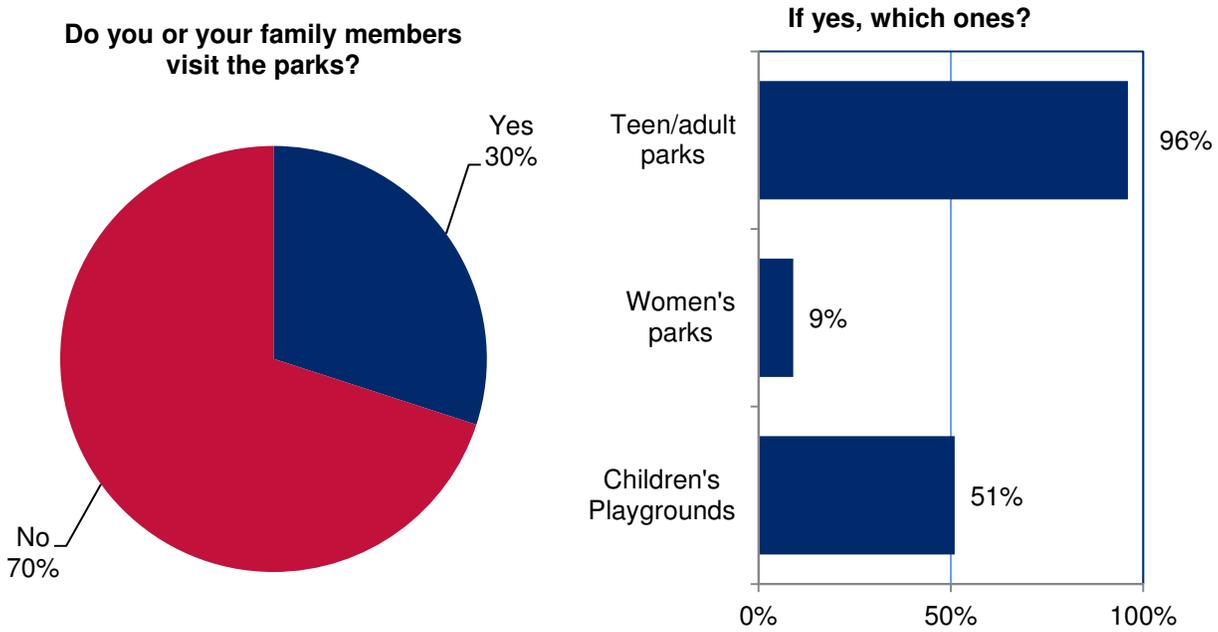
FIGURE 103: QUALITY OF PARKS COMPARED BY YEAR



* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

Only 30% of respondents in 2012 had visited a park in Mehterlam, down from 45% in 2011. Among those residents who had visited a park, almost all had visited a park for adults, half had visited a children's playground and few had visited a women's park.

FIGURE 104: PARKS VISITED, 2012



MARKET

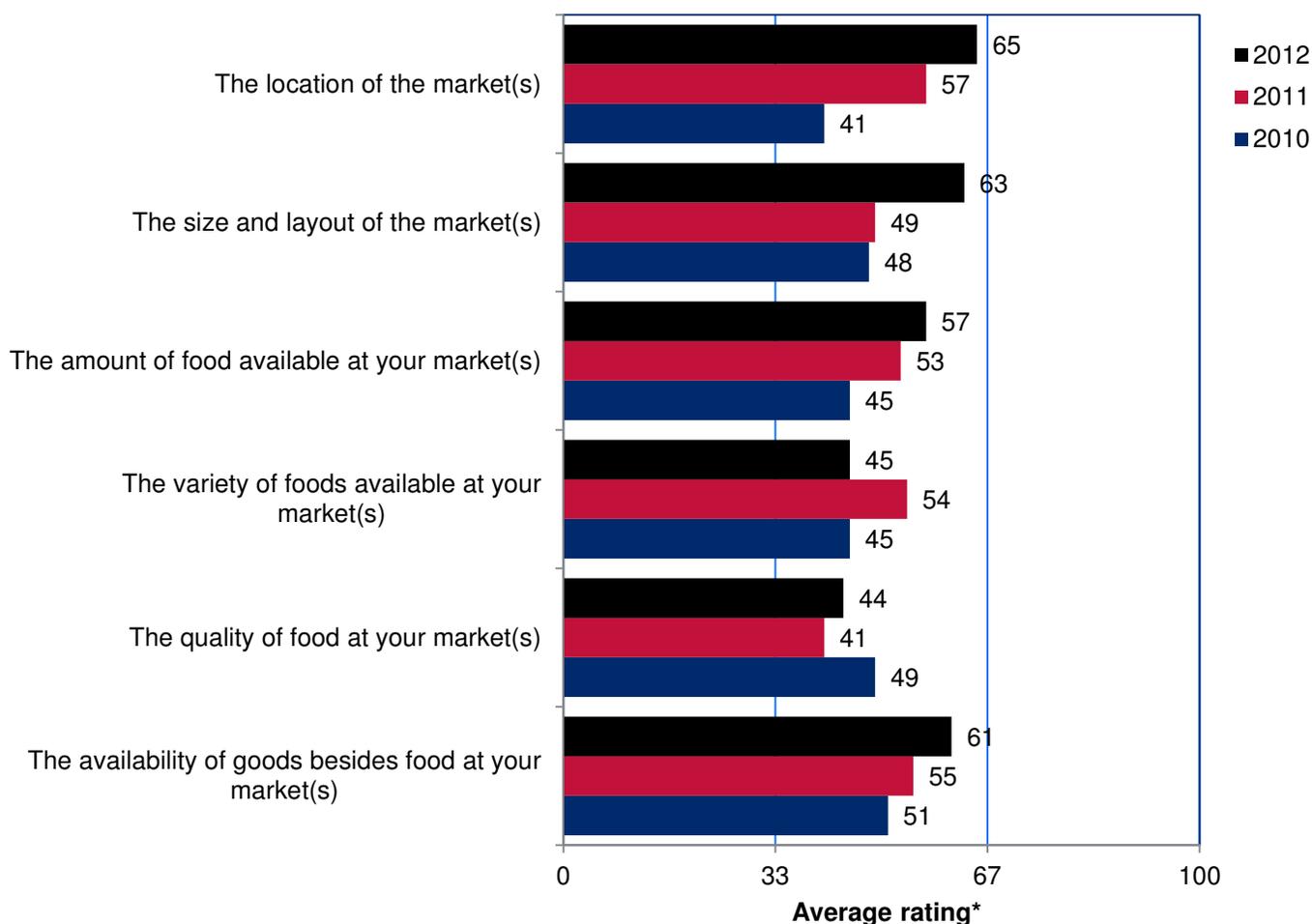
In 2012, quality ratings of the city market(s) were generally positive and improving. The location and size of city markets, amount of food and availability of non-food items improved year over year. The quality and variety of food at Mehterlam's market(s) was rated as excellent or good by about a third of respondents. These ratings were similar to 2010.

FIGURE 105: QUALITY OF CITY MARKET, 2012

	Excellent	Good	Fair	Poor	Average rating*
The location of the market(s)	9%	80%	10%	2%	65
The size and layout of the market(s)	5%	80%	15%	1%	63
The amount of food available at your market(s)	2%	67%	32%	0%	57
The variety of foods available at your market(s)	1%	37%	60%	3%	45
The quality of food at your market(s)	0%	36%	62%	3%	44
The availability of goods besides food at your market(s)	1%	82%	18%	1%	61

* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

FIGURE 106: QUALITY OF CITY MARKET COMPARED BY YEAR



* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

Vegetables, flour, sugar, tea, cereals and cooking oil were considered to be more affordable for Mehterlam residents in 2012 compared to 2011. However, meat and fruits were considered less affordable.

FIGURE 107: FAMILY CAN AFFORD FOOD AT THE MARKET COMPARED BY YEAR

Can your family afford to buy the following food at the market as often as you want, not as often as you want, only on rare occasions or never?		2010	2011	2012
Meat	As often as we want	55%	11%	28%
	Not as often as we want	27%	55%	61%
	Only rarely	19%	34%	12%
	Never	0%	0%	0%
Fruit	As often as we want	49%	13%	33%
	Not as often as we want	31%	55%	57%
	Only rarely	20%	32%	10%
	Never	1%	0%	1%
Vegetables	As often as we want	87%	67%	94%
	Not as often as we want	13%	32%	6%
	Only rarely	1%	1%	0%
	Never	0%	0%	0%
Flour	As often as we want	91%	85%	98%
	Not as often as we want	7%	11%	2%
	Only rarely	3%	5%	1%
	Never	0%	0%	0%
Cooking oil	As often as we want	79%	85%	97%
	Not as often as we want	18%	11%	3%
	Only rarely	4%	4%	1%
	Never	0%	0%	0%
Sugar, tea	As often as we want	96%	85%	98%
	Not as often as we want	4%	13%	2%
	Only rarely	1%	2%	0%
	Never	0%	0%	0%
Cereal	As often as we want	92%	77%	94%
	Not as often as we want	7%	13%	6%
	Only rarely	1%	10%	1%
	Never	0%	0%	0%

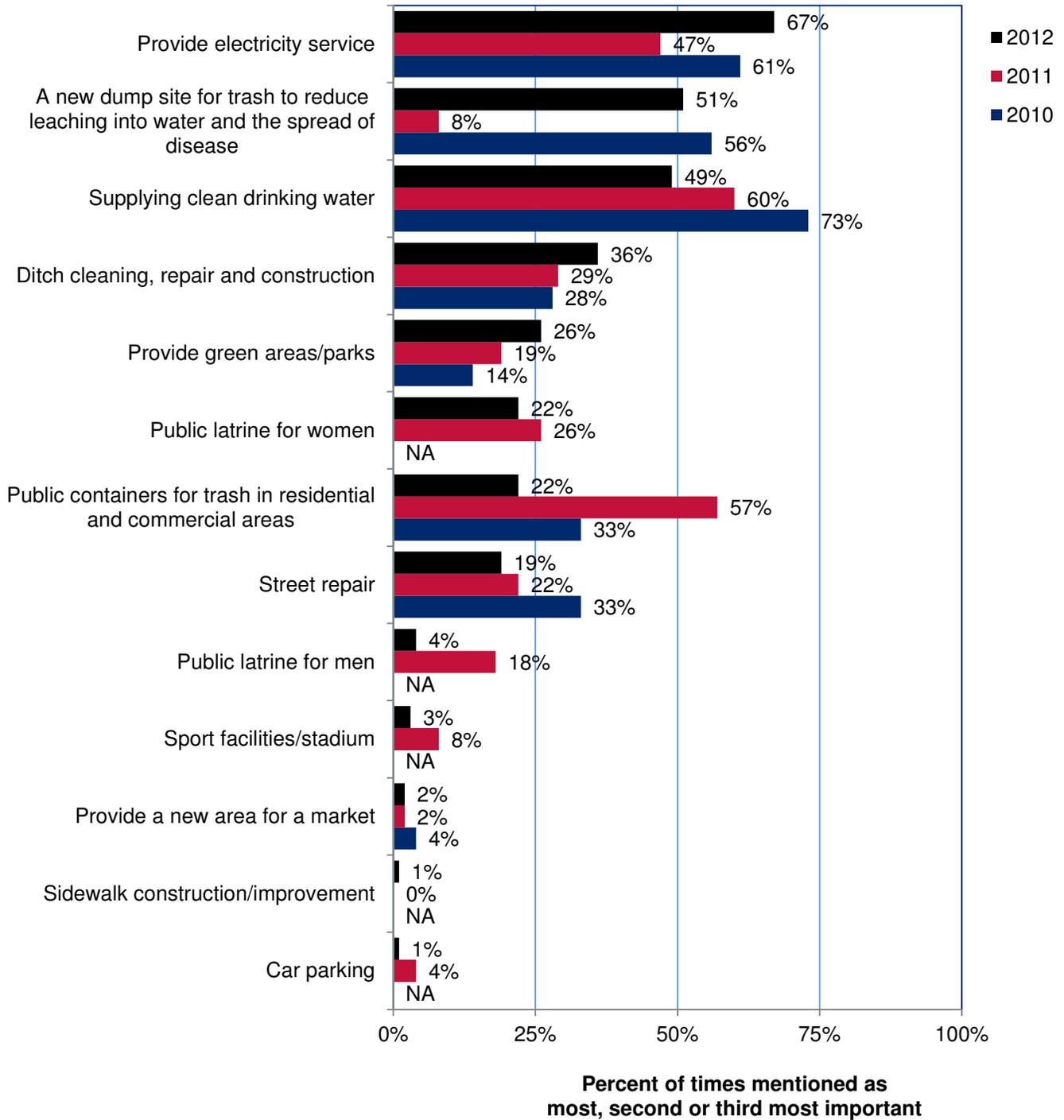
SERVICE PRIORITIES

Providing electricity rose from being Mehterlam residents' third priority in 2010 and 2011 to their highest priority for municipal government services in 2012. Supplying clean drinking water had been top priority for the majority of Mehterlam residents in both 2010 and 2011; it remained a high priority for many in 2012. Developing a new dump site for trash to reduce leaching into water and the spread of disease was not thought to be a great priority in 2011, but in 2010 and 2012 it was among the top three priorities for residents.

FIGURE 108: MUNICIPAL SERVICE PRIORITIES, 2012

The municipal government only has so much money to maintain services and invest in new services. Sometimes government has to make difficult choices about what to do. I am going to read you a list and I would like you to tell me which three services you think are the most important for the city to provide	Most important	Second most important	Third most important	Not in top three
Provide electricity service	34%	18%	16%	33%
A new dump site for trash to reduce leaching into water and the spread of disease	14%	14%	24%	49%
Supplying clean drinking water	15%	24%	10%	52%
Ditch cleaning, repair and construction	12%	14%	11%	64%
Provide green areas/parks	2%	8%	16%	75%
Public containers for trash in residential and commercial areas	8%	8%	6%	78%
Public latrine for women	8%	5%	10%	78%
Street repair	7%	8%	5%	81%
Public latrine for men	1%	2%	1%	97%
Sport facilities/stadium	0%	0%	3%	98%
Provide a new area for a market	1%	1%	1%	99%
Car parking	0%	1%	1%	99%
Sidewalk construction/improvement	1%	0%	0%	100%

FIGURE 109: MUNICIPAL SERVICE PRIORITIES COMPARED BY YEAR



* Car parking, sidewalk construction/improvement, sport facilities/stadium, public latrine for men and public latrine for women were not included as options in the 2010 survey.

GOVERNANCE

As in 2010 and 2011, in 2012 most residents of the City of Mehterlam said they would contact their tribal leader/Malik if they had a problem with something related to the city, followed by a large minority of residents who would contact Wakil-e-Gozar. Few would rely on Shuras, CDCs or Jirgas or the Mayor.

Not quite half of Mehterlam residents correctly identified the Mehterlam mayor in 2012, about the same percent as in 2010.

FIGURE 110: ENTITY SOUGHT IN CASE OF A PROBLEM COMPARED BY YEAR

If you have a problem with something related to the city, who would you contact?

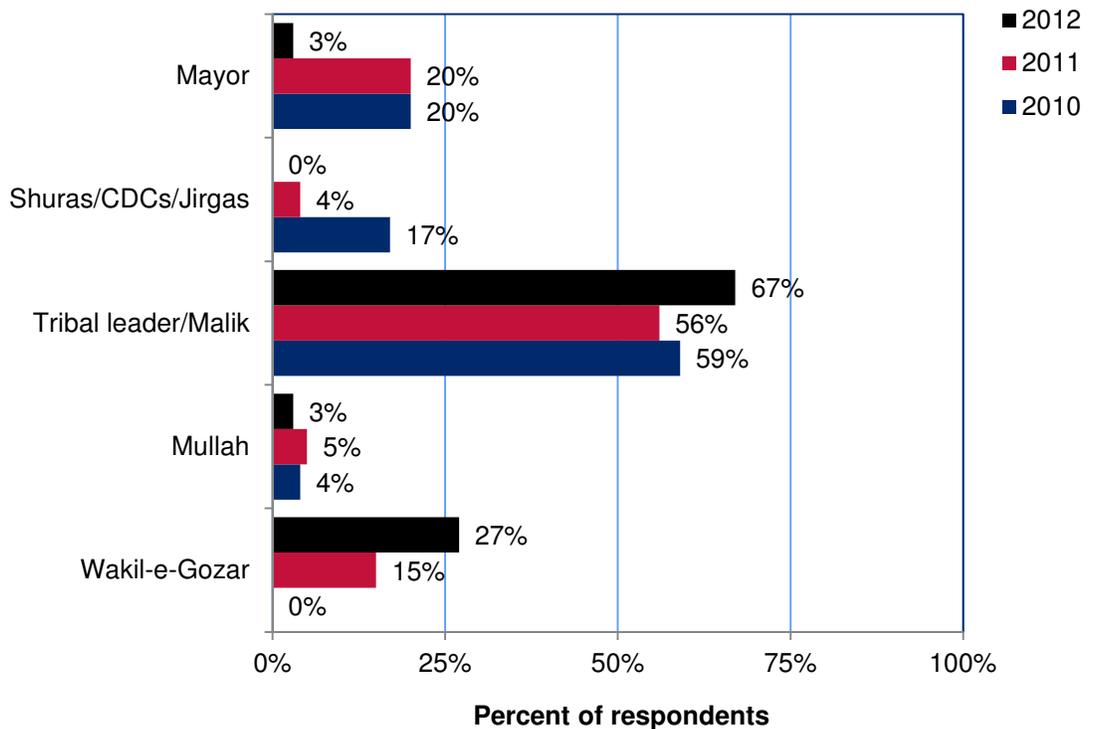
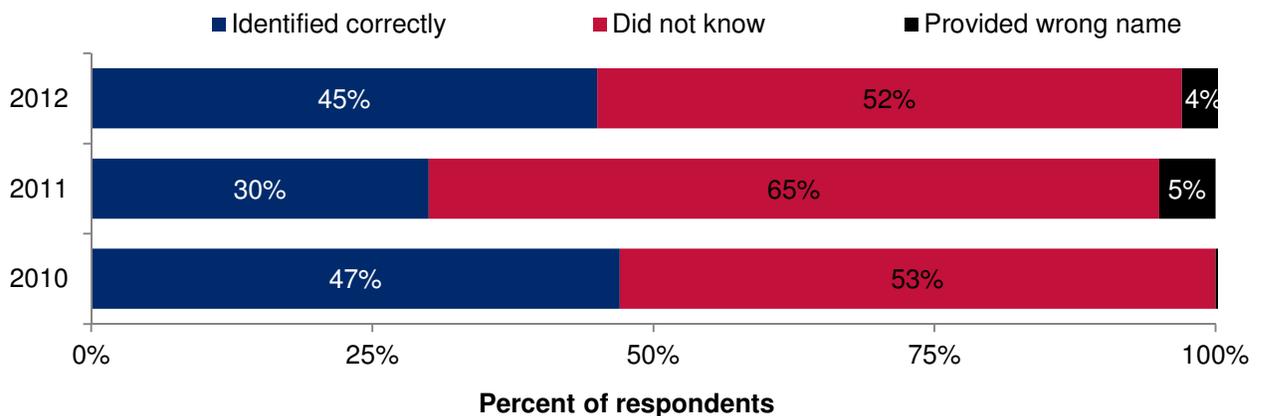
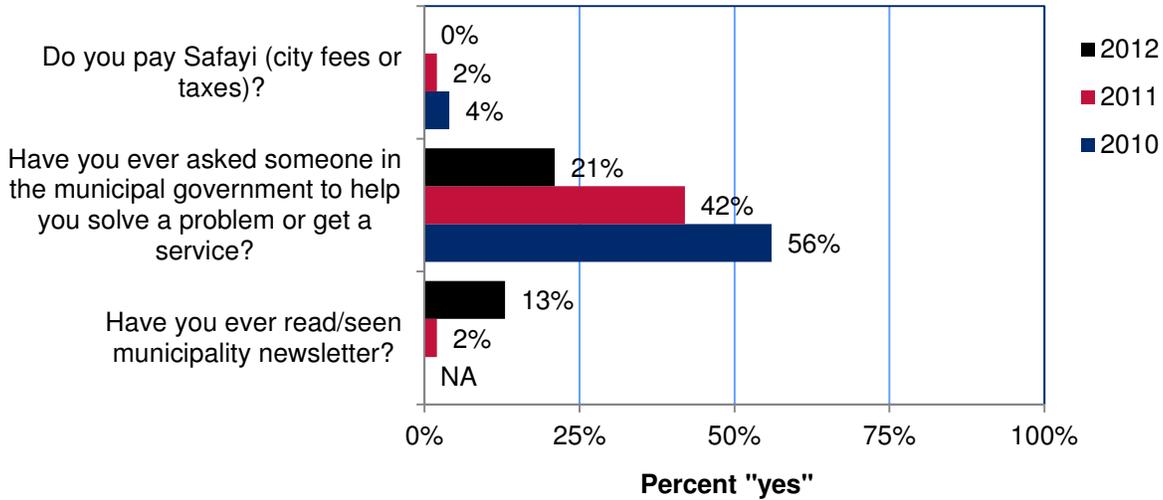


FIGURE 111: IDENTIFICATION OF CITY MAYOR COMPARED BY YEAR



Fewer and fewer respondents in Mehterlam indicated that they had ever asked someone in the municipal government to help solve a problem or get a service – down by half since 2011, which was lower than in 2010. However, more residents in 2012 than 2011 reported reading the municipal newsletter. As in 2010 and 2011, very few respondents paid Safayi. In 2012 compared to 2011 fewer Mehterlam residents indicated that a request to fix streets would be put on a long wait list; although, more said they did not know.

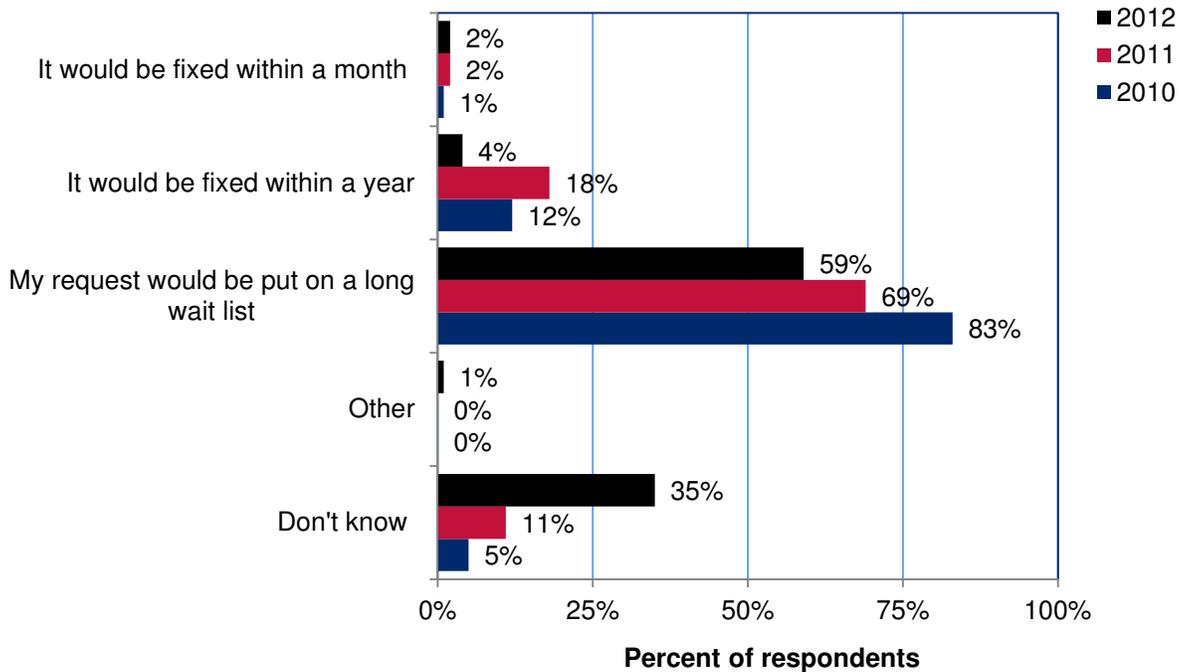
FIGURE 112: CONTACT WITH CITY GOVERNMENT COMPARED BY YEAR



In 2012 compared to 2011 fewer Mehterlam residents indicated that a request to fix streets would be put on a long wait list; however, more said they did not know.

FIGURE 113: PERCEIVED LENGTH OF TIME FOR THE CITY TO ATTEND TO A REQUEST COMPARED BY YEAR

If you asked your municipal government to fix your street, what do you think would happen?



In 2012 there was a great increase in the percent of respondents who thought that they could have a lot of influence over government decisions in Mehterlam, up to 96% from 44% in 2011, and more felt that government officials worked to serve people like them than had reported that sentiment in 2011.

FIGURE 114: PERCEIVED LEVEL OF INFLUENCE IN GOVERNMENT DECISIONS COMPARED BY YEAR

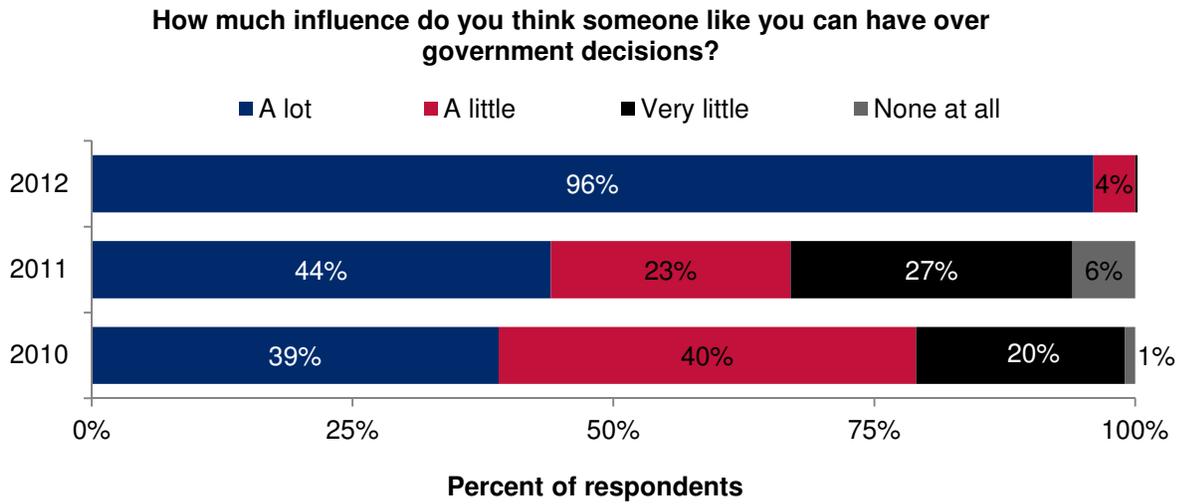
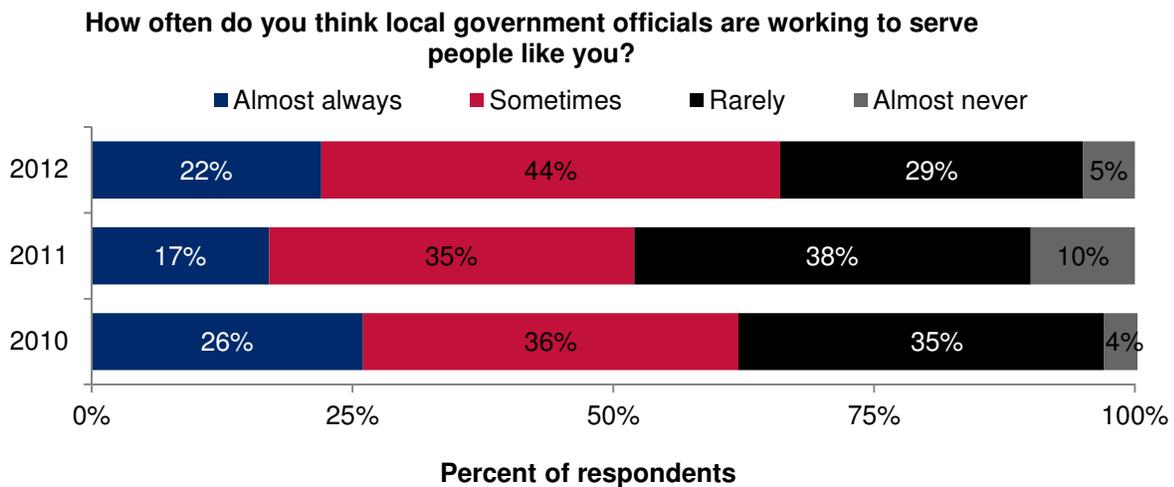


FIGURE 115: FREQUENCY GOVERNMENT OFFICIALS WORK TO SERVE THE PEOPLE COMPARED BY YEAR



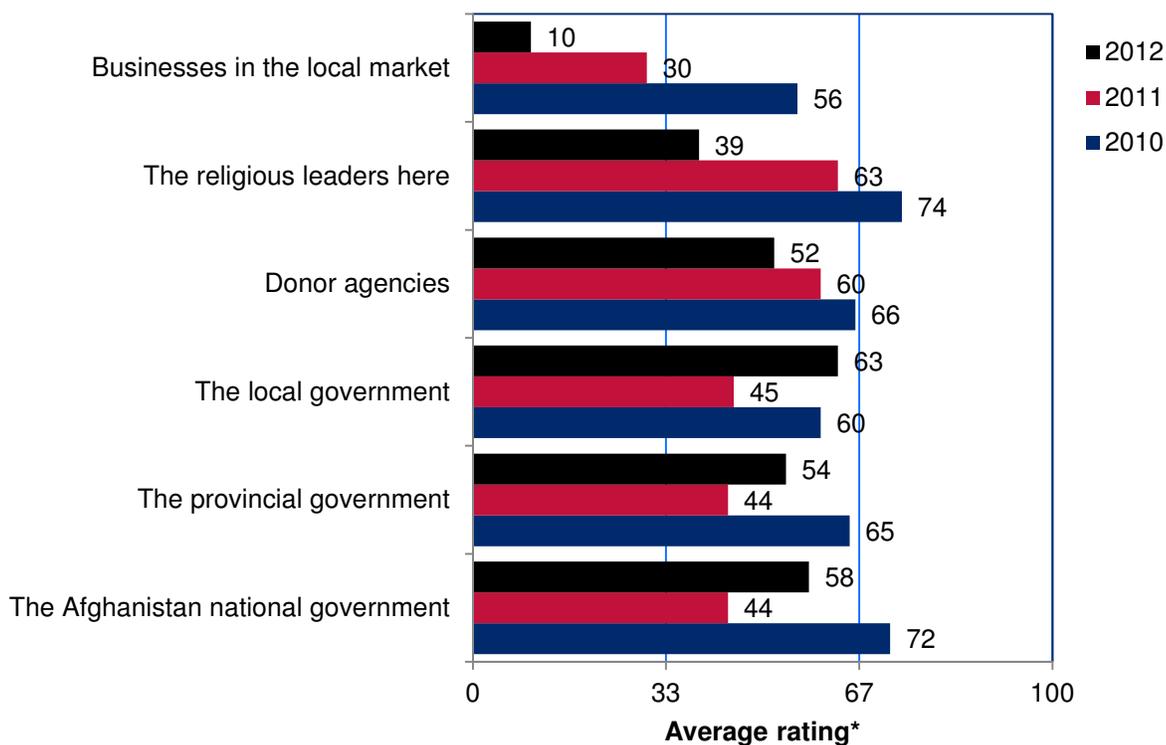
For residents of Mehterlam, trust in businesses, donor agencies and religious leaders continued to decrease as they had from 2010 to 2011. Trust in local, provincial and national government saw a rebound in 2012 to about the levels seen at the 2010 baseline.

FIGURE 116: LEVEL OF TRUST IN REPRESENTATIVES CONDUCTING ACTIVITIES TO BENEFIT THE PEOPLE, 2012

To what extent do you trust each of the following to conduct its activities to benefit the people in your city?	Great deal of trust	Some trust	Little trust	No trust	Average rating*
Businesses in the local market	3%	5%	13%	79%	10
The religious leaders here	11%	23%	38%	27%	39
Donor agencies	7%	53%	28%	12%	52
The local government	15%	65%	12%	8%	63
The provincial government	13%	51%	23%	14%	54
The Afghanistan national government	17%	46%	31%	7%	58

* Average rating where 0=no trust, 33=little trust, 67=some trust and 100=a great deal of trust

FIGURE 117: LEVEL OF TRUST IN REPRESENTATIVES CONDUCTING ACTIVITIES TO BENEFIT THE PEOPLE COMPARED BY YEAR



* Average rating where 0=no trust, 33=little trust, 67=some trust and 100=a great deal of trust

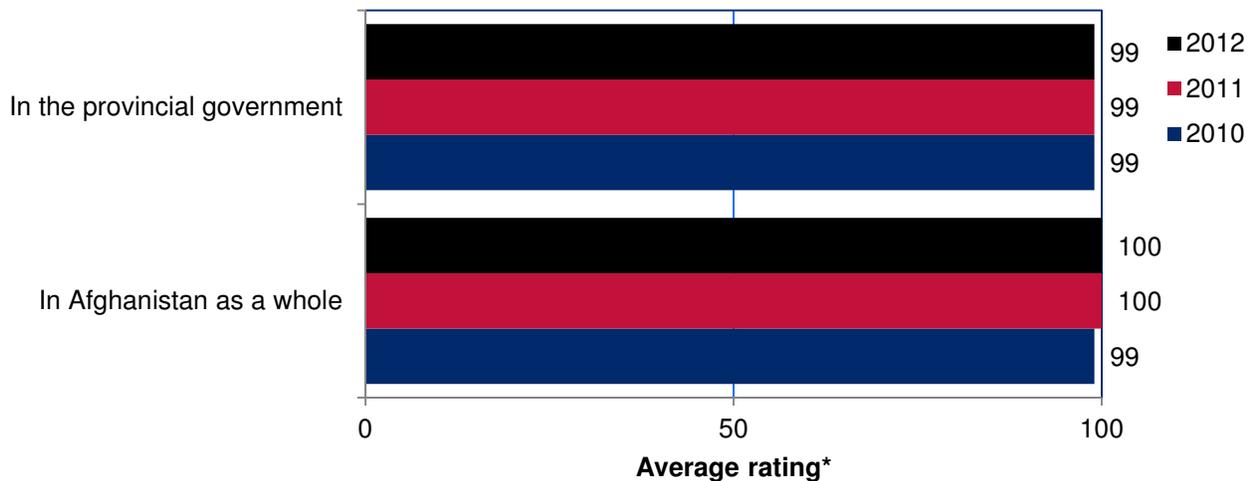
In 2012, as in 2011 and 2010, virtually all respondents from Mehterlam indicated that corruption was a major problem in both the provincial government and in Afghanistan as a whole. Furthermore, percentages of respondents indicating that corruption was on the rise continued to increase in 2012.

FIGURE 118: LEVEL OF CORRUPTION, 2012

Please tell me whether you think that corruption is a major problem, a minor problem, or no problem at all in the following areas.	Major Problem	Minor Problem	Not a Problem	Average rating*
In the provincial government	98%	1%	1%	99
In Afghanistan as a whole	100%	0%	0%	100

* Average rating where 0=no problem, 50=a minor problem and 100=a major problem

FIGURE 119: LEVEL OF CORRUPTION COMPARED BY YEAR



* Average rating where 0=no problem, 50=a minor problem and 100=a major problem

FIGURE 120: CHANGE IN LEVEL OF CORRUPTION COMPARED BY YEAR

Compared to a 12 months ago, do you think the amount of corruption overall stayed the same or decreased in the following areas?		2010	2011	2012
In Afghanistan as a whole	Increased	46%	73%	89%
	Stayed the same	38%	17%	7%
	Decreased	17%	9%	4%
In the provincial government	Increased	44%	74%	89%
	Stayed the same	28%	20%	7%
	Decreased	29%	6%	4%

In 2012, most Mehterlam residents who had contact with the government officials listed below had not been asked for cash, a gift or a favor. The judiciary/courts were the exception to this trend. Over 80% of Mehterlam residents who had contact with the judiciary/courts were asked for cash, a gift or a favor in all or most cases. Sixty percent of residents contacting the customs office had been asked for a gift or favor by staff. This was slightly more than in 2011. In 2012, residents reported contact with any office of government less often than in 2011.

FIGURE 121: FREQUENCY OF GIVING CASH, GIFTS OR PERFORMING FAVORS WHEN CONTACTING GOVERNMENT OFFICIALS, 2012

Whenever you have contacted government officials, how often in the past 12 months have you had to give cash, a gift or perform a favor for an official?*	In all cases	Most cases	Isolated cases	No cases
To receive official documents	2%	10%	10%	78%
Admissions to schools/university	0%	3%	11%	86%
When applying for a job	10%	19%	12%	60%
Public healthcare service	1%	0%	10%	89%
State electricity supply	3%	6%	14%	78%
Judiciary/courts	23%	35%	27%	15%
Afghan National Army	0%	0%	0%	100%
Afghan National Police	3%	3%	24%	69%
Customs office	30%	30%	0%	40%
Officials in the Municipality	9%	11%	30%	50%

** Only for those who had contact with Government Official*

FIGURE 122: PERCENT WHO HAD CONTACT WITH GOVERNMENT OFFICIALS COMPARED BY YEAR

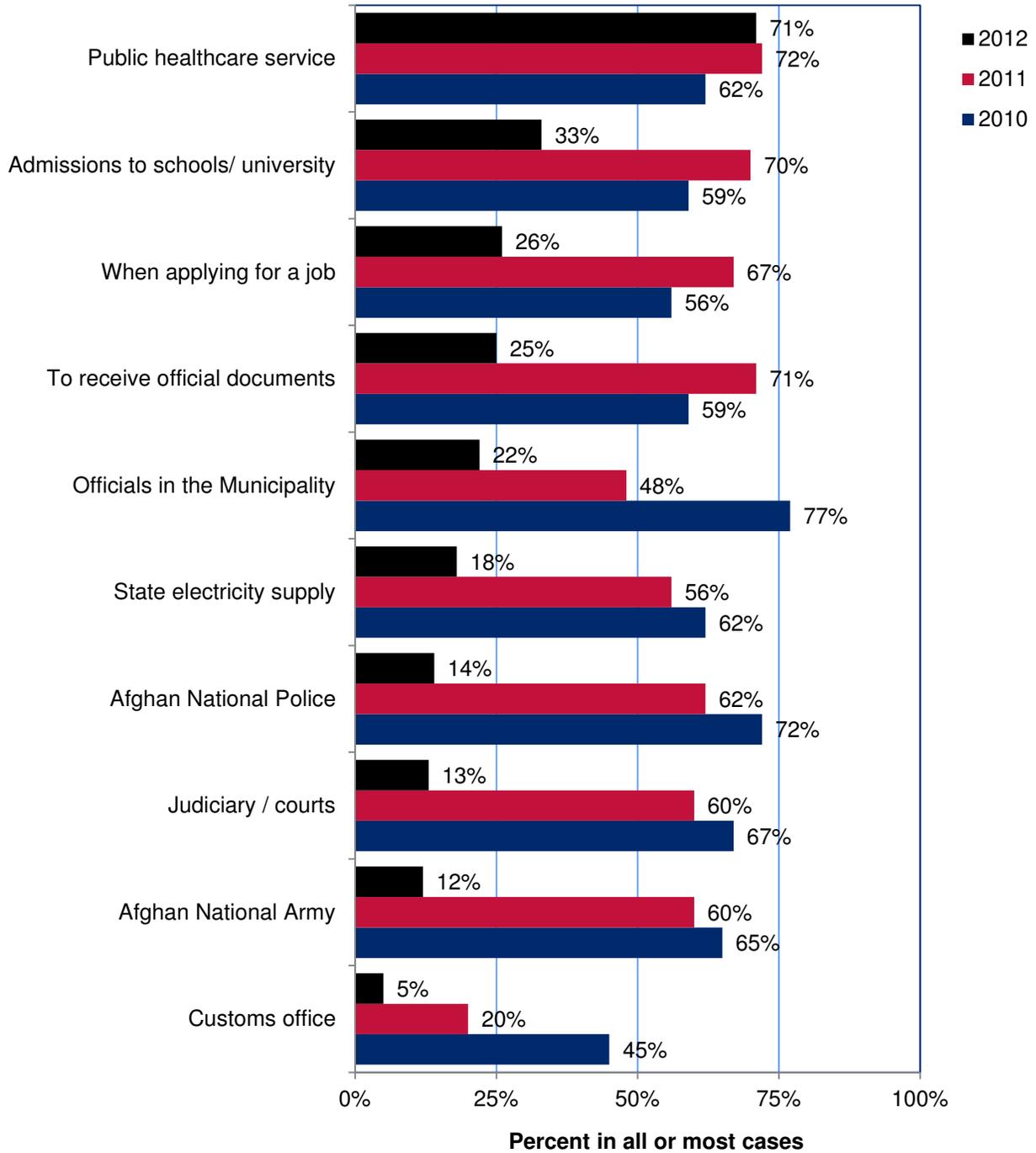
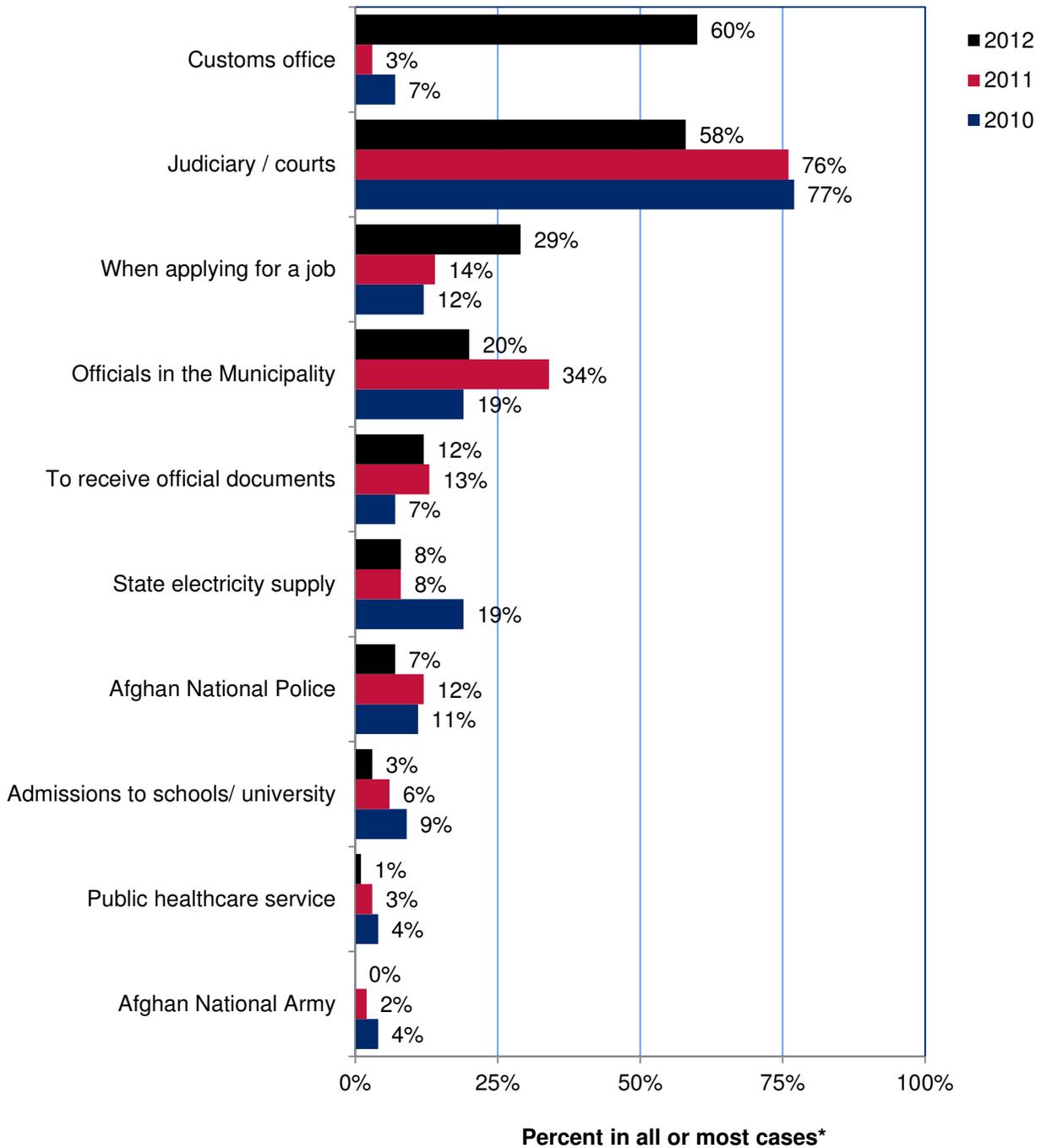


FIGURE 123: FREQUENCY OF GIVING CASH, GIFTS OR PERFORMING FAVORS WHEN CONTACTING GOVERNMENT OFFICIALS COMPARED BY YEAR



* Only for those who had contact with Government Official

WOMEN IN SOCIETY

Continuing the decline from 2010 to 2011, by 2012, fewer, but still majorities, of Mehterlam residents were aware of the Ministry of Women’s Affairs; however, if they were aware of the Ministry of Women’s Affairs, most knew of a local Ministry office in their district or province.

Throughout the three years of surveying, most women and men in the City of Mehterlam continued to agree that women should have equal opportunities in education and government. Support from both genders for women having equal opportunities in education and government rebounded in 2012 after a decline from 2010 to 2011.

FIGURE 124: AWARENESS OF MINISTRY OF WOMEN'S AFFAIRS COMPARED BY YEAR

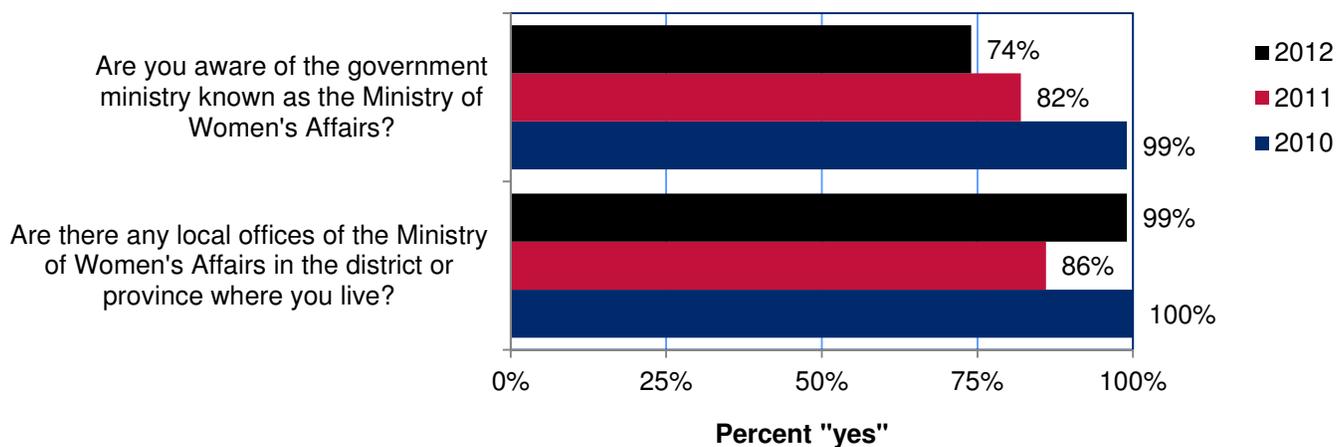
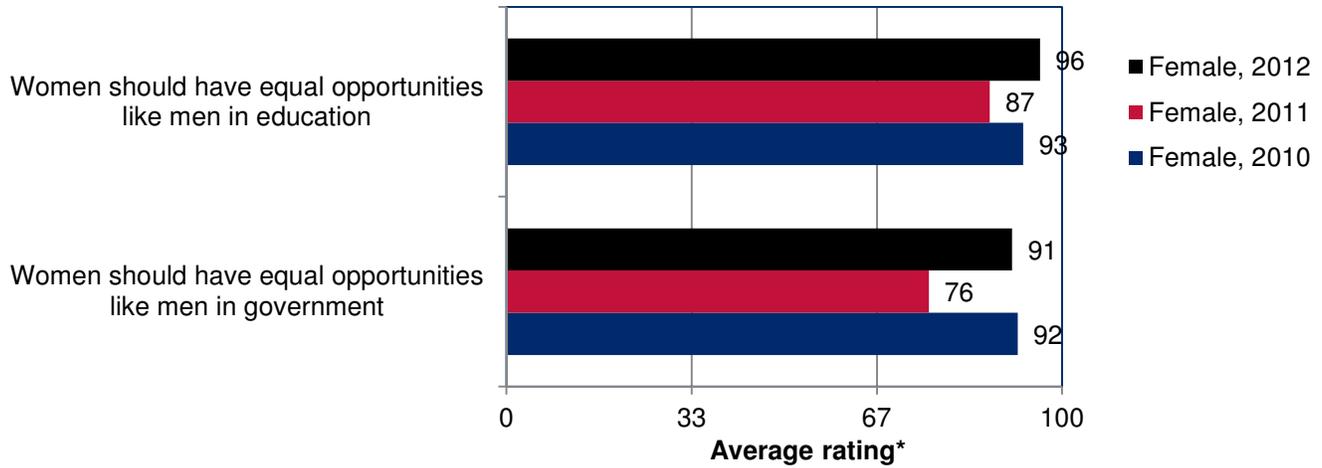


FIGURE 125: AGREEMENT THAT WOMEN SHOULD HAVE EQUAL OPPORTUNITIES LIKE MEN IN EDUCATION AND GOVERNMENT, 2012

Do you strongly agree, agree or disagree or strongly disagree with this opinion?		Male	Female
Some people say that women should have equal opportunities like men in education. Do you strongly agree, agree or disagree or strongly disagree with this opinion?	Strongly agree	86%	92%
	Agree somewhat	6%	5%
	Disagree somewhat	4%	2%
	Strongly disagree	4%	1%
	Average rating*	91	96
Some people say that women should have equal opportunities like men in participating in government. Do you strongly agree, agree or disagree or strongly disagree with this opinion?	Strongly agree	65%	87%
	Agree somewhat	15%	4%
	Disagree somewhat	10%	3%
	Strongly disagree	10%	6%
	Average rating*	78	91

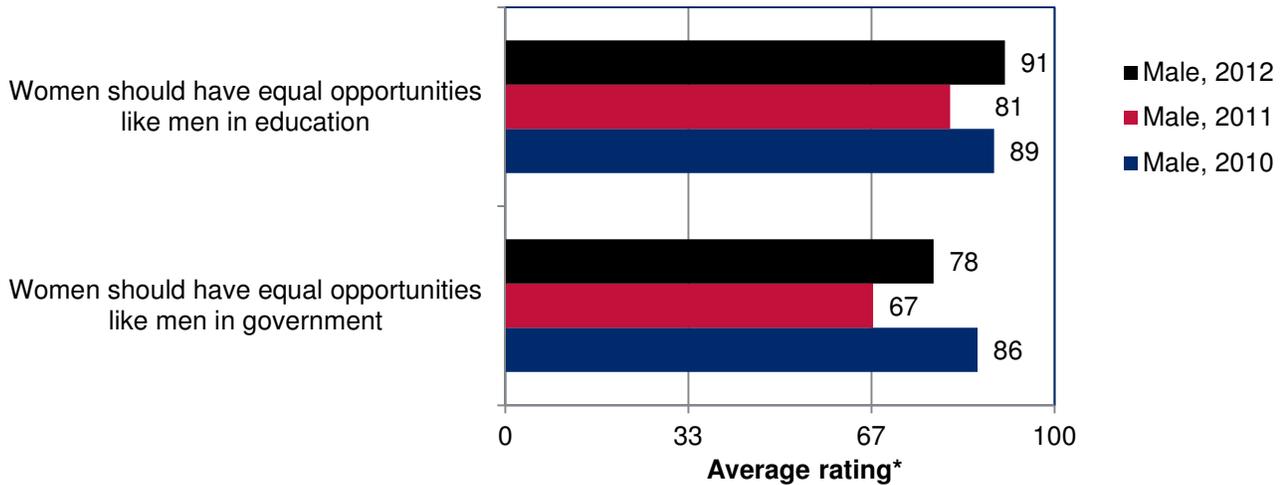
* Average rating where 0=strongly disagree, 33=disagree somewhat, 67=agree somewhat and 100=strongly agree

FIGURE 126: FEMALE RESPONDENTS' AGREEMENT THAT WOMEN SHOULD HAVE EQUAL OPPORTUNITIES AS MEN IN EDUCATION AND GOVERNMENT COMPARED BY YEAR



* Average rating where 0=strongly disagree, 33=disagree somewhat, 67=agree somewhat and 100=strongly agree

FIGURE 127: MALE RESPONDENTS' AGREEMENT THAT WOMEN SHOULD HAVE EQUAL OPPORTUNITIES AS MEN IN EDUCATION AND GOVERNMENT COMPARED BY YEAR



* Average rating where 0=strongly disagree, 33=disagree somewhat, 67=agree somewhat and 100=strongly agree

APPENDIX A: COMPLETE SET OF FREQUENCIES, 2012 RESIDENT SURVEY

These tables contain the percentage of respondents for each response category as well as the “N” or total number of respondents for each category, next to the percentage.

Q1 Can you tell me how many years you have lived in this city?		
	Number	Percent of households
1-5 years	79	40%
6-10 years	37	19%
11-20 years	53	27%
21-40 years	27	14%
41 or more years	4	2%
Total	200	100%

Q1 Average Number of Years Lived in this City	
Average years in Mehterlam	12

Q2 Quality of Life in City

How would you rate the following aspects of life in your city? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one response to each question)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Overall quality of life in Mehterlam	8	4%	108	54%	77	39%	7	4%	0	0%	0	0%	200	100%
The quality of schools in your city	9	5%	168	84%	20	10%	3	2%	0	0%	0	0%	200	100%
The quality of healthcare facilities in your city	7	4%	106	53%	77	39%	10	5%	0	0%	0	0%	200	100%
The health of people in your city	2	1%	49	25%	135	68%	14	7%	0	0%	0	0%	200	100%
The cleanliness of city streets	2	1%	43	22%	74	37%	81	41%	0	0%	0	0%	200	100%
The number of job opportunities in your city	4	2%	115	58%	53	27%	28	14%	0	0%	0	0%	200	100%
The number of businesses in your city	0	0%	65	33%	119	60%	15	8%	1	1%	0	0%	200	100%

Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Mehterlam	2.6
The quality of schools in your city	2.9
The quality of healthcare facilities in your city	2.6
The health of people in your city	2.2
The cleanliness of city streets	1.8
The number of job opportunities in your city	2.5
The number of businesses in your city	2.3

*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q3 Is the head of your household currently employed?		
	Number	Percent
Yes, full time	143	72%
Yes, part time	41	21%
No, not employed	16	8%
Refused	0	0%
Don't know	0	0%

Q4 Compared to 12 months ago, do you think opportunities for employment in Mehterlam have increased, stayed the same or decreased?		
	Number	Percent
Increased	131	66%
Stayed the same	50	25%
Decreased	14	7%
Refused	0	0%
Don't know	5	3%
Total	200	100%

Q5 Do you pay Safayi (city fees or taxes)?		
	Number	Percent
Yes	0	0%
No	200	100%
Total	200	100%

Q6 How do you dispose of your household trash?

	Number	Percent
Dispose in street	33	17%
Dispose in public container	47	24%
Take to an official dump site	0	0%
Take to an improvised dump site	111	55%
Door to door collection	0	0%
Other	9	4%
Refused	0	0%
Don't know	0	0%

Total may exceed 100% as respondents could provide more than one response.

Q6 How do you dispose of your household trash?

	Number	Percent
Dispose in street	33	17%
Dispose in public container	47	24%
Take to an official dump site	0	0%
Take to an improvised dump site	111	56%
Door to door collection	0	0%
Refused	0	0%
Don't know	0	0%
Other: Put it in a ditch or river	9	5%

Total may exceed 100% as respondents could provide more than one response.

Q6a Where is this container?

	Number	Percent
On my street/close to my house	30	64%
On the next street	13	28%
Several streets away	3	6%
Further than several streets away	1	2%
Total	47	100%

Q7 How satisfied or dissatisfied are you with your current methods of trash disposal?

	Number	Percent
Very satisfied	24	12%
Somewhat satisfied	19	10%
Somewhat dissatisfied	8	4%
Very dissatisfied	149	75%
Refused	0	0%
Don't know	0	0%
Total	200	100%

Q7 Average Rating of Satisfaction with Trash Disposal Method

	Average rating*
How satisfied or dissatisfied are you with your current methods of trash disposal? (Circle one)	1.6

**Average rating where 1=very dissatisfied, 2=somewhat dissatisfied, 3=somewhat satisfied and 4=very satisfied*

Q8 How often does the city clean trash from streets?

	Number	Percent
Every day	1	1%
A couple/few times a week	0	0%
Once a week	15	8%
Once every two or three weeks	11	6%
Once a month or less frequently	13	7%
Once a year	7	4%
Never	148	74%
Refused	0	0%
Don't know	5	3%
Total	200	100%

Q9 Who do you pay for this trash service?

	Number	Percent
The city, it is covered by the Safayi fees/taxes	0	0%
The city, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	0	0%
No one	200	100%
Total	200	100%

Q9 If you pay, how much do you pay per month?

	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	0	0%
101 to 200 AFN	0	0%
201 to 400 AFN	0	0%
401 to 600 AFN	0	0%
601 to 1,000 AFN	0	0%
1,001 to 2,000 AFN	0	0%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%
Total	0	0%

Q10 Quality of Trash Services

How would you rate the following aspect of trash services provided by the city, would you say they are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Removal of illegal/improvised dumpsites	9	5%	34	17%	10	5%	147	74%	0	0%	0	0%	200	100%
Provision of legal dumpsites	2	1%	13	7%	9	5%	175	88%	0	0%	1	1%	200	100%
Provision of garbage bins in residential areas	6	3%	41	21%	15	8%	138	69%	0	0%	0	0%	200	100%
Provision of garbage bins in commercial areas	4	2%	149	75%	39	20%	7	4%	0	0%	1	1%	200	100%
Cleaning garbage from the streets	9	5%	15	8%	24	12%	152	76%	0	0%	0	0%	200	100%
Affordability of trash service	11	6%	91	46%	33	17%	13	7%	3	2%	49	25%	200	100%

Q10 Average Rating of Satisfaction with Trash Services

	Average rating*
Removal of illegal/improvised dumpsites	1.5
Provision of legal dumpsites	1.2
Provision of garbage bins in residential areas	1.6
Provision of garbage bins in commercial areas	2.8
Cleaning garbage from the streets	1.4
Affordability of trash service	2.7

*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q11 Which of the following sources do you use for drinking water?

	Number	Percent
Well on property	154	77%
Shared well with neighbors	40	20%
River, canal or other open source	2	1%
Public standpipe	1	1%
Government supplied piped water at home	13	7%
Purchase water	4	2%
Other	0	0%
Refused	0	0%
Don't know	0	0%

Total may exceed 100% as respondents could provide more than one response.

Q12 Who do you pay for this water service?

	Number	Percent
City water supply department	12	6%
A private firm/person	4	2%
No one	184	92%
Total	200	100%

Q12 If you pay, how much do you pay per month?

	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	3	19%
101 to 200 AFN	1	6%
201 to 400 AFN	0	0%
401 to 600 AFN	3	19%
601 to 1,000 AFN	3	19%
1,001 to 2,000 AFN	2	13%
2,001 to 5,000 AFN	4	25%
5,001 AFN or more	0	0%
Total	16	100%

Q13 Quality of Government Water Services, if Connected

[ask if Q11=5 - they are connected to a government water supply], Please tell us if you think the following aspects of piped water service to your home are excellent, good, fair or poor: (Circle one for each)

	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Frequency of supply (times per week)	0	0%	3	23%	2	15%	8	62%	0	0%	0	0%	13	100%
Amount supplied	1	8%	2	23%	2	15%	7	54%	0	0%	0	0%	12	100%
Overall quality of water for drinking	0	0%	11	85%	0	0%	2	15%	0	0%	0	0%	13	100%

Q13 Average Rating of Satisfaction with Water Services

	Average rating*
Frequency of supply (times per week)	1.6
Amount supplied	1.8
Overall quality of water for drinking	2.7

*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q14 In the last year, has any family member suffered from dysentery, cholera or severe diarrhea?

	Number	Percent
Yes	55	28%
No	145	73%
Total	200	100%

Q15 At this house where you live, which of the following kinds of electricity supply, if any, do you have?

	Number	Percent
Government provided electricity that is not a public generator	106	53%
Solar Energy	55	28%
No electricity	18	9%
Personal Generator	12	6%
Large batteries/invertors (such as for running TV, lights, etc.)	12	6%
Shared Generator (with neighbors)	1	1%
Public Generator (from government)	0	0%
Micro Hydro Power (MHP)	0	0%
Refused	0	0%
Don't know	0	0%

Total may exceed 100% as respondents could provide more than one response.

Q16 Who do you pay for this electricity service?

	Number	Percent
City electricity department	105	56%
A private firm/person	1	1%
No one	81	43%
Total	187	100%

Q16 If you pay, how much do you pay per month?

	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	0	0%
101 to 200 AFN	1	1%
201 to 400 AFN	1	1%
401 to 600 AFN	1	1%
601 to 1,000 AFN	6	6%
1,001 to 2,000 AFN	38	36%
2,001 to 5,000 AFN	50	47%
5,001 AFN or more	9	8%
Total	106	100%

Q17 Quality of Government Electricity Services, If Connected

[ask if they are connected to a government electricity supply], Please tell us if you think the following aspects of electric service are excellent, good, fair or poor: (Circle one for each)

	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Number of days per week supplied	3	3%	23	22%	56	53%	24	23%	0	0%	0	0%	106	100%
Number of hours per day supplied	2	2%	42	40%	49	46%	13	12%	0	0%	0	0%	106	100%
Quality of supply*	6	6%	77	73%	19	18%	4	4%	0	0%	0	0%	106	100%
Price for electric supply	0	0%	11	10%	36	34%	59	56%	0	0%	0	0%	106	100%

Q17 Average Rating of Satisfaction with Government Electricity Services, If Connected

	Average rating*
Number of days per week supplied	2.0
Number of hours per day supplied	2.3
Quality of supply*	2.8
Price for electric supply	1.5

*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q18 What type of toilet do you have at your home?

	Number	Percent
Indoor plumbing	12	6%
Dry latrine	148	74%
Latrine with septic	40	20%
Other	0	0%
Refused	0	0%
Don't know	0	0%

Total may exceed 100% as respondents could provide more than one response.

Q19 What type of drainage do you have for your waste water?

	Number	Percent
Open ditch/canal	172	87%
Septic system	15	8%
Drains onto the street/road	10	5%
Don't know	1	1%
City pipeline/sewer	0	0%
Other	0	0%
Drains into the yard/garden	0	0%
Refused	0	0%

Total may exceed 100% as respondents could provide more than one response.

Q20 Condition of Drainage and Quality of Drainage Services in City

Now I would like to ask you about the conditions and services for drainage in your city. Would you say the following are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of drainage ditches near home	10	5%	94	47%	11	6%	85	43%	0	0%	0	0%	200	100%
The condition of larger drainage ditches throughout the city	3	2%	141	71%	31	16%	22	11%	0	0%	3	2%	200	100%
Ditch cleaning services	1	1%	9	5%	43	22%	145	73%	0	0%	2	1%	200	100%
Ditch repair services	3	2%	17	9%	48	24%	127	64%	2	1%	3	2%	200	100%
Ditch construction services	3	2%	96	48%	14	7%	84	42%	1	1%	2	1%	200	100%

Q20 Average Rating of Condition of Drainage and Quality of Drainage Services in City

	Average rating*
The condition of drainage ditches near home	2.1
The condition of larger drainage ditches throughout the city	2.6
Ditch cleaning services	1.3
Ditch repair services	1.5
Ditch construction services	2.1

*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q21 Quality of Roads and Road Services

Now I would like to ask you about the conditions and services for roads in your city. Would you say the following are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of neighborhood streets	12	6%	100	50%	10	5%	78	39%	0	0%	0	0%	200	100%
The condition of main city roads	22	11%	137	69%	35	18%	5	3%	1	1%	0	0%	200	100%
The condition of highways	47	24%	145	73%	3	2%	4	2%	1	1%	0	0%	200	100%
Street repair services	3	2%	35	18%	46	23%	116	58%	0	0%	0	0%	200	100%
Street construction services	8	4%	90	45%	17	9%	85	43%	0	0%	0	0%	200	100%

Q21 Average Rating of Quality of Roads and Road Services

	Average rating*
The condition of neighborhood streets	2.2
The condition of main city roads	2.9
The condition of highways	3.2
Street repair services	1.6
Street construction services	2.1

*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q22 Are there any green areas/parks in close to, or farther from, your home to be used for the following?

	Yes close		None close but some further away		Aware of no parks		Refused		Don't know		Total	
Teen/adult parks	20	10%	54	27%	113	57%	0	0%	13	7%	200	100%
Women's parks	8	4%	37	19%	120	60%	0	0%	35	18%	200	100%
Children's playgrounds	19	10%	53	27%	115	58%	0	0%	13	7%	200	100%

Q23 Quality of Parks

Now I would like to ask you about the quality of these parks. Would you say the following parks are excellent, good, fair or poor? (Circle one answer for each)

	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Teen/adult parks	1	1%	13	13%	12	12%	40	39%	0	0%	37	36%	103	100%
Women's parks	0	0%	6	6%	4	4%	25	24%	0	0%	68	66%	103	100%
Children's playgrounds	1	1%	12	12%	16	16%	35	34%	0	0%	39	38%	103	100%

Q23 Average Rating of Quality of Parks

	Average rating*
Teen/adult parks	1.6
Women's parks	1.5
Children's playgrounds	1.7

*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q24A Do you or your family members visit the parks?		
	Number	Percent
No	127	70%
Yes	55	30%

Q24B If yes, which ones?		
	Number	Percent
Teen/adult parks	53	96%
Children's Playgrounds	28	51%
Women's parks	5	9%

Q25 Quality of City's Market

How would you rate the following aspects of your city's market(s)? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The location of the market(s)	17	9%	160	80%	20	10%	3	2%	0	0%	0	0%	200	100%
The size and layout of the market(s)	10	5%	159	80%	29	15%	2	1%	0	0%	0	0%	200	100%
The amount of food available at your market(s)	4	2%	133	67%	63	32%	0	0%	0	0%	0	0%	200	100%
The variety of foods available at your market(s)	1	1%	74	37%	120	60%	5	3%	0	0%	0	0%	200	100%
The quality of food at your market(s)	0	0%	71	36%	123	62%	6	3%	0	0%	0	0%	200	100%
The availability of goods besides food at your market(s)	1	1%	163	82%	35	18%	1	1%	0	0%	0	0%	200	100%

Q25 Average Rating of Quality of City's Market

	Average rating*
The location of the market(s)	3.0
The size and layout of the market(s)	2.9
The amount of food available at your market(s)	2.7
The variety of foods available at your market(s)	2.4
The quality of food at your market(s)	2.3
The availability of goods besides food at your market(s)	2.8

*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q26 Can your family afford to buy the following food at the market as often as you want, not as often as you want, only on rare occasions or never?

	As often as we want		Not as often as we want		Only rarely		Never		Refused		Don't know		Total	
Meat	55	28%	121	61%	24	12%	0	0%	0	0%	0	0%	200	100%
Fruit	66	33%	113	57%	20	10%	1	1%	0	0%	0	0%	200	100%
Vegetables	188	94%	12	6%	0	0%	0	0%	0	0%	0	0%	200	100%
Flour	195	98%	4	2%	1	1%	0	0%	0	0%	0	0%	200	100%
Cooking oil	194	97%	5	3%	1	1%	0	0%	0	0%	0	0%	200	100%
Sugar, tea	196	98%	4	2%	0	0%	0	0%	0	0%	0	0%	200	100%
Cereal	187	94%	12	6%	1	1%	0	0%	0	0%	0	0%	200	100%

Q27 Municipal Service Priorities

The municipal government only has so much money to maintain services and invest in new services. Sometimes government has to make difficult choices about what to do. I am going to read you a list and I would like you to tell me which three services you think are the most important for the city to provide.

	Most important		Second most important		Third most important		Not in top three		Total	
Public containers for trash in residential and commercial areas	16	8%	16	8%	12	6%	156	78%	200	100%
A new dump site for trash to reduce leaching into water and the spread of disease	27	14%	27	14%	48	24%	98	49%	200	100%
Ditch cleaning, repair and construction	23	12%	28	14%	21	11%	128	64%	200	100%
Street repair	14	7%	15	8%	9	5%	162	81%	200	100%
Supplying clean drinking water	30	15%	48	24%	19	10%	103	52%	200	100%
Provide a new area for a market	1	1%	1	1%	1	1%	197	99%	200	100%
Provide green areas/parks	4	2%	15	8%	32	16%	149	75%	200	100%
Provide electricity service	67	34%	36	18%	31	16%	66	33%	200	100%
Car parking	0	0%	1	1%	1	1%	198	99%	200	100%
Sidewalk construction/improvement	1	1%	0	0%	0	0%	199	100%	200	100%
Sport facilities/stadium	0	0%	0	0%	5	3%	195	98%	200	100%
Public latrine for men	2	1%	3	2%	2	1%	193	97%	200	100%
Public latrine for women	15	8%	10	5%	19	10%	156	78%	200	100%

Q28 If you have a problem with something related to the city, like roads, trash, or electricity, as examples, who would you most likely contact to help solve the problem?

	Number	Percent
Mayor	3	2%
Shuras/CDCs/Jirgas	0	0%
Tribal leader/Malik	72	36%
Mullah	3	2%
Wakil-e-Gozar	29	15%
Others	0	0%
Would contact no one	92	46%
Don't know	1	1%
Refused	0	0%
Total	200	100%

Q29 Have you ever asked someone in the municipal government to help you solve a problem or get a service?		
	Number	Percent
Yes	41	21%
No	159	80%
Don't know	0	0%
Refused	0	0%
Total	200	100%

Q30 If you asked someone from the municipal government to fix your street, what do you think would happen?		
	Number	Percent
It would be fixed within a month	4	2%
It would be fixed within a year	7	4%
My request would be put on a long wait list	117	59%
Other	2	1%
Don't know	70	35%
Refused	0	0%

Total may exceed 100% as respondents could provide more than one response.

Q31 Overall, do you think the municipal government is doing a very good job, somewhat good job, somewhat bad job or a very bad job providing the services you think they should provide?		
	Number	Percent
Very good job	3	2%
Somewhat good job	136	68%
Somewhat bad job	35	18%
Very bad job	25	13%
Refused	0	0%
Don't know	1	1%
Total	200	100%

Q32 How often do you think local government officials are working to serve people like you?

	Number	Percent
Almost always	44	22%
Sometimes	87	44%
Rarely	58	29%
Almost never	10	5%
Refused	0	0%
Don't know	1	1%
Total	200	100%

Q33 How much influence do you think someone like you can have over government decisions – a lot, a little, very little, or none at all?

	Number	Percent
A lot	191	96%
A little	8	4%
Very little	1	1%
None at all	0	0%
Don't know	0	0%
Refused	0	0%
Total	200	100%

Q34 To what extent do you trust each of the following to conduct its activities to benefit the people in your city?

	Great deal of trust		Some trust		Little trust		No trust		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Businesses in the local market	6	3%	9	5%	26	13%	156	78%	2	1%	1	1%	200	100%
The religious leaders here	22	11%	46	23%	76	38%	54	27%	1	1%	1	1%	200	100%
Donor agencies	14	7%	105	53%	55	28%	24	12%	1	1%	1	1%	200	100%
The local government	30	15%	130	65%	24	12%	15	8%	1	1%	0	0%	200	100%
The provincial government	25	13%	102	51%	45	23%	27	14%	1	1%	0	0%	200	100%
The Afghanistan national government	33	17%	92	46%	61	31%	13	7%	1	1%	0	0%	200	100%

Q35 Who is your mayor?

	Number	Percent
Identified correctly	90	45%
Did not know	103	52%
Provided wrong name	7	4%
Total	200	100%

Q36 Please tell me whether you think that corruption is a major problem, a minor problem, or no problem at all in the following areas.

	Major Problem		Minor Problem		Not a Problem		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
In the provincial government	190	95%	2	1%	1	1%	0	0%	7	4%	200	100%
In Afghanistan as a whole	193	97%	0	0%	0	0%	0	0%	7	4%	200	100%

Q37 Compared to 12 months ago, do you think the amount of corruption overall in ...												
	Increased		Stayed the same		Decreased		Refused		Don't know		Total	
In the provincial government	168	84%	13	7%	8	4%	0	0%	11	6%	200	100%
In Afghanistan as a whole	169	85%	13	7%	7	4%	0	0%	11	6%	200	100%

Q38 Whenever you have contacted government officials, how often in the past 12 months have you had to give cash, a gift or perform a favor for an official?

	In all cases		Most cases		Isolated cases		No cases		Had no contact		Refused		Don't know		Total	
Officials in the Municipality	4	2%	5	3%	13	7%	22	11%	156	78%	0	0%	0	0%	200	100%
Customs office	3	2%	3	2%	0	0%	4	2%	190	95%	0	0%	0	0%	200	100%
Afghan National Police	1	1%	1	1%	7	4%	20	10%	171	86%	0	0%	0	0%	200	100%
Afghan National Army	0	0%	0	0%	0	0%	23	12%	177	89%	0	0%	0	0%	200	100%
Judiciary/courts	6	3%	9	5%	7	4%	4	2%	174	87%	0	0%	0	0%	200	100%
State electricity supply	1	1%	2	1%	5	3%	28	14%	164	82%	0	0%	0	0%	200	100%
Public healthcare service	1	1%	0	0%	14	7%	127	64%	58	29%	0	0%	0	0%	200	100%
When applying for a job	5	3%	10	5%	6	3%	31	16%	148	74%	0	0%	0	0%	200	100%
Admissions to schools/university	0	0%	2	1%	7	4%	57	29%	134	67%	0	0%	0	0%	200	100%
To receive official documents	1	1%	5	3%	5	3%	40	20%	149	75%	0	0%	0	0%	200	100%

Q39 Are you aware of the government ministry known as the Ministry of Women's Affairs?

	Number	Percent
Yes	144	72%
No	51	26%
Don't know	5	3%
Refused	0	0%
Total	200	100%

Q340 Are there any local offices of the Ministry of Women's Affairs in the district or province where you live? (If answered 'Yes' in Q38)?

	Number	Percent
Yes	194	97%
No	2	1%
Don't know	4	2%
Refused	0	0%
Total	200	100%

Q43 Have you ever read/seen municipality newsletter?

	Number	Percent
Yes	26	13%
No	174	87%
Total	200	100%

Q41 Some people say that women should have equal opportunities like men in education. Do you strongly agree, agree or disagree or strongly disagree with this opinion?

	Number	Percent
Strongly agree	178	89%
Agree somewhat	11	6%
Disagree somewhat	6	3%
Strongly disagree	5	3%
Don't know	0	0%
Refused	0	0%
Total	200	100%

Q42 Some people say that women should have equal opportunities like men in participating in government. Do you strongly agree, agree or disagree or strongly disagree with this opinion?

	Number	Percent
Strongly agree	151	76%
Agree somewhat	19	10%
Disagree somewhat	13	7%
Strongly disagree	16	8%
Don't know	1	1%
Refused	0	0%
Total	200	100%

Q44 How old were you on your last birthday?

	Number	Percent of households
13-17 years old	4	2%
18-30 years old	84	42%
31-40 years old	64	32%
41-50 years old	34	17%
51-60 years old	7	4%
61 or more years old	7	4%
Total	200	100%

Q45 Are you now working, a housewife (ask only women), retired, a student, or looking for work?

	Number	Percent of households
Working	78	39%
Retired	3	2%
Housewife	83	42%
Student	15	8%
Unemployed	20	10%
Other	1	1%
Refused	0	0%
Don't know	0	0%
Total	200	100%

Total may exceed 100% as respondents could provide more than one response.

Q46 What is the highest level of school or madrassa you completed?

	Number	Percent of households
Never went to school	96	48%
Primary School, incomplete (classes 1 to 5)	17	9%
Primary School, complete (finished class 6)	5	3%
Secondary education, incomplete (classes 7 to 8)	1	1%
Secondary education, complete (finished class 9)	7	4%
High School (classes 10 to 12)	47	24%
University education or above	27	14%
Refused	0	0%
Don't know	0	0%
Total	200	100%

Q47 Are you married or single?

	Number	Percent of households
Single	41	21%
Married	158	79%
Widower/Widow	1	1%
Refused	0	0%
Don't know	0	0%
Total	200	100%

Q48 How many people live here in this house?

	Number	Percent of households
No people	0	0%
1-5 people	9	5%
6-10 people	107	54%
10-20 people	70	35%
21 or more people	14	7%
Total	200	100%

Q49 Does your family lease or own this house?

	Number	Percent of households
Lease	32	16%
Own	168	84%
Don't know	0	0%
Refused	0	0%
Total	200	100%

Q450 Does your family have a Qabala or other way of demonstrating your tenure?

	Number	Percent of households
Yes	164	82%
No	35	18%
Don't know	1	1%
Refused	0	0%
Total	200	100%

Q51 What do you pay each month for your lease or mortgage?

	Number	Percent of households
Pay nothing	0	0%
1,000 AFN or less per month	8	25%
1,001-2,000 AFN per month	7	22%
2,001-3,000 AFN per month	5	16%
3,001-4,000 AFN per month	5	16%
4,001-5,000 AFN per month	3	9%
5,001-7,500 AFN per month	3	9%
7,501 or more AFN per month	1	3%
Total	32	100%

Q52 Income Level

Will you please tell me which of the following categories best represents your average total family monthly income?	Number	Percent of households
Less than 2,000 AFN	0	0%
2,001 - 3,000 AFN	2	1%
3,001 - 5,000 AFN	7	4%
5,001 - 10,000 AFN	32	16%
10,001 - 15,000 AFN	72	36%
15,001 - 20,000 AFN	34	17%
20,001 - 25,000 AFN	29	15%
25,001 - 40,000 AFN	8	4%
More than 40,000 AFN	14	7%
Refused	2	1%
Don't know	0	0%
Total	200	100%

Q53 Gender

	Number	Percent of households
Male	100	50%
Female	100	50%
Total	200	100%

APPENDIX B: COMPLETE SET OF FREQUENCIES, 2011 RESIDENT SURVEY

These tables contain the percentage of respondents for each response category as well as the “N” or total number of respondents for each category, next to the percentage.

Q1 Can you tell me how many years you have lived in this City?		
	Number	Percent of households
1-5 years	63	32%
6-10 years	28	14%
11-20 years	36	18%
21-40 years	60	30%
41 or more years	11	6%
Total	198	100%

Q1 Average Number of Years Lived in this City	
Average years in Mehterlam	17

Q2 Quality of Life in City

How would you rate the following aspects of life in your city? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one response to each question)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Overall quality of life in Mehterlam	10	5%	74	37%	96	48%	18	9%	0	0%	0	0%	198	100%
The quality of schools in your city	9	5%	126	63%	54	27%	10	5%	0	0%	0	0%	199	100%
The quality of healthcare facilities in your city	5	3%	102	51%	72	36%	20	10%	0	0%	0	0%	199	100%
The health of people in your city	1	1%	83	42%	93	47%	22	11%	0	0%	0	0%	199	100%
The cleanliness of city streets	0	0%	34	17%	72	36%	93	47%	0	0%	0	0%	199	100%
The number of job opportunities in your city	0	0%	45	23%	97	49%	55	28%	0	0%	1	1%	198	100%
The number of businesses in your city	0	0%	47	24%	106	53%	34	17%	0	0%	12	6%	199	100%

Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Mehterlam	2.4
The quality of schools in your city	2.7
The quality of healthcare facilities in your city	2.5
The health of people in your city	2.3
The cleanliness of city streets	1.7
The number of job opportunities in your city	1.9
The number of businesses in your city	2.1

*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q3 Is the head of your household currently employed?

	Number	Percent
Yes, full time	172	86%
Yes, part time	23	12%
No, not employed	4	2%
Refused	0	0%
Don't know	0	0%

Q4 Compared to 12 months ago, do you think opportunities for employment in Mehterlam have increased, stayed the same or decreased?

	Number	Percent
Increased	100	50%
Stayed the same	64	32%
Decreased	35	18%
Refused	0	0%
Don't know	0	0%
Total	199	100%

Q5 Do you pay Safayi (city fees or taxes)?

	Number	Percent
Yes	4	2%
No	195	98%
Total	199	100%

Q5 If you pay, how much do you pay per month?

	Number	Percent
1 to 50 AFN	2	67%
51 to 100 AFN	1	33%
101 to 200 AFN	0	0%
201 to 400 AFN	0	0%
401 to 600 AFN	0	0%
601 to 1,000 AFN	0	0%
1,001 to 2,000 AFN	0	0%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%

Q6 How do you dispose of your household trash?

	Number	Percent
Dispose in street	145	73%
Dispose in public container	7	4%
Take to an official dump site	0	0%
Take to an improvised dump site	46	23%
Door to door collection	0	0%
Other	1	1%
Don't know	0	0%

Total may exceed 100% as respondents could provide more than one response.

Q6 Which OTHER way do you dispose of your household trash?

	Number	Percent
Near to home	1	1%
No response	197	99%
We trash them near to home	1	1%

Q6a Where is this container?

	Number	Percent
On my street/close to my house	4	50%
On the next street	3	38%
Several streets away	1	13%
Further than several streets away	5	8%
Total	13	100%

Q7 How satisfied or dissatisfied are you with your current methods of trash disposal?

	Number	Percent
Very satisfied	4	2%
Somewhat satisfied	16	8%
Somewhat dissatisfied	3	2%
Very dissatisfied	176	88%
Refused	0	0%
Don't know	0	0%
Total	199	100%

Q7 Average Rating of Satisfaction with Trash Disposal Method

	Average rating*
How satisfied or dissatisfied are you with your current methods of trash disposal? (Circle one)	1.2

**Average rating where 1=very dissatisfied, 2=somewhat dissatisfied, 3=somewhat satisfied and 4=very satisfied*

Q8 How often does the city clean trash from streets?

	Number	Percent
Every day	0	0%
A couple/few times a week	5	3%
Once a week	2	1%
Once every two or three weeks	6	3%
Once a month or less frequently	5	3%
Once a year	16	8%
Never	165	83%
Refused	0	0%
Don't know	0	0%
Total	199	100%

Q9 Who do you pay for this trash service?

	Number	Percent
The city, it is covered by the Safayi fees/taxes	2	1%
The city, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	1	1%
No one	196	98%
Total	199	100%

Q9 If you pay, how much do you pay per month?

	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	1	100%
101 to 200 AFN	0	0%
201 to 400 AFN	0	0%
401 to 600 AFN	0	0%
601 to 1,000 AFN	0	0%
1,001 to 2,000 AFN	0	0%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%
Total	1	100%

Q10 Quality of Trash Services

How would you rate the following aspect of trash services provided by the city, would you say they are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Removal of illegal/improvised dumpsites	0	0%	8	4%	20	10%	171	86%	0	0%	0	0%	199	100%
Provision of legal dumpsites	1	1%	0	0%	10	5%	121	61%	1	1%	66	33%	199	100%
Provision of garbage bins in residential areas	0	0%	10	5%	21	11%	166	83%	0	0%	2	1%	199	100%
Provision of garbage bins in commercial areas	3	2%	28	14%	116	59%	46	23%	0	0%	5	3%	198	100%
Cleaning garbage from the streets	0	0%	5	3%	29	15%	163	82%	1	1%	1	1%	199	100%
Affordability of trash service	0	0%	2	1%	18	9%	15	8%	1	1%	163	82%	199	100%

Q10 Average Rating of Satisfaction with Trash Services

	Average rating*
Removal of illegal/improvised dumpsites	1.2
Provision of legal dumpsites	1.1
Provision of garbage bins in residential areas	1.2
Provision of garbage bins in commercial areas	1.9
Cleaning garbage from the streets	1.2
Affordability of trash service	1.6

**Average rating where 1=poor, 2=fair, 3=good and 4=excellent*

Q11 Which of the following sources do you use for drinking water?

	Number	Percent
Well on property	148	75%
Shared well with neighbors	25	13%
River, canal or other open source	2	1%
Public Standpipe	17	9%
Government supplied piped water at home	1	1%
Purchase water	0	0%
Other	7	4%
Refused	0	0%
Don't know	0	0%

Total may exceed 100% as respondents could provide more than one response.

Q11 Which OTHER sources do you use for drinking water?

	Number	Percent
From Masjid	1	1%
From school	1	1%
ICRC Office	1	1%
Masjid	1	1%
No response	191	96%
On street	1	1%
Well on School	1	1%
well on street	1	1%
Well on street	1	1%

Q12 Who do you pay for this water service?

	Number	Percent
City water supply department	1	1%
A private firm/person	0	0%
No one	197	99%
Total	199	100%

Q13 Average Rating of Satisfaction with Water Services

	Average rating*
Frequency of supply (times per week)	1.0
Amount supplied	1.0
Overall quality of water for drinking	1.0

*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q14 In the last year, has any family member suffered from dysentery, cholera or severe diarrhea?

	Number	Percent
Yes	66	34%
No	131	66%
Total	197	100%

Q15 At this house where you live, which of the following kinds of electricity supply, if any, do you have?

	Number	Percent
Government provided electricity that is not a public generator	125	63%
No electricity	29	15%
Solar Energy	18	9%
Shared Generator (with neighbors)	16	8%
Personal Generator	5	3%
Large batteries/invertors (such as for running TV, lights, etc.)	4	2%
Public Generator (from government)	2	1%
Micro Hydro Power (MHP)	1	1%
Refused	0	0%
Don't know	0	0%

Total may exceed 100% as respondents could provide more than one response.

Q16 Who do you pay for this electricity service?

	Number	Percent
City electricity department	121	61%
A private firm/person	20	10%
No one	58	29%
Total	199	100%

Q16 If you pay, how much do you pay per month?

	Number	Percent
1 to 50 AFN	1	1%
51 to 100 AFN	0	0%
101 to 200 AFN	2	1%
201 to 400 AFN	1	1%
401 to 600 AFN	9	6%
601 to 1,000 AFN	18	13%
1,001 to 2,000 AFN	40	29%
2,001 to 5,000 AFN	59	42%
5,001 AFN or more	10	7%
Total	140	100%

Q17 Quality of Government Electricity Services, If Connected

[ask if they are connected to a government electricity supply], Please tell us if you think the following aspects of electric service are excellent, good, fair or poor: (Circle one for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Number of days per week supplied	29	24%	68	55%	23	19%	3	2%	0	0%	0	0%	123	100%
Number of hours per day supplied	19	15%	76	62%	25	20%	3	2%	0	0%	0	0%	123	100%
Quality of supply*	22	18%	71	58%	20	16%	10	8%	0	0%	0	0%	123	100%
Price for electric supply	0	0%	16	13%	26	21%	81	66%	0	0%	0	0%	123	100%

Q17 Average Rating of Satisfaction with Government Electricity Services, If Connected

	Average rating*
Number of days per week supplied	3.0
Number of hours per day supplied	2.9
Quality of supply*	2.9
Price for electric supply	1.5

*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q18 What type of toilet do you have at your home?

	Number	Percent
Indoor plumbing	18	9%
Dry latrine	169	85%
Latrine with septic	12	6%
Other	0	0%
Refused	0	0%
Don't know	0	0%

Total may exceed 100% as respondents could provide more than one response.

Q19 What type of drainage do you have for your waste water?

	Number	Percent
Open ditch/canal	193	98%
Other	2	1%
Septic system	1	1%
Refused	1	1%
City pipeline/sewer	0	0%
Don't know	0	0%
Drains onto the street/road	0	0%
Drains into the yard/garden	0	0%

Total may exceed 100% as respondents could provide more than one response.

Q19 Which OTHER type of drainage do you have for your waste water?

	Number	Percent
In home	1	1%
Inside of home	1	1%
No response	197	99%

Q20 Condition of Drainage and Quality of Drainage Services in City

Now I would like to ask you about the conditions and services for drainage in your city. Would you say the following are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of drainage ditches near home	2	1%	37	19%	58	29%	102	51%	0	0%	0	0%	199	100%
The condition of larger drainage ditches throughout the city	1	1%	84	42%	93	47%	20	10%	0	0%	1	1%	199	100%
Ditch cleaning services	0	0%	12	6%	73	37%	114	57%	0	0%	0	0%	199	100%
Ditch repair services	0	0%	21	11%	43	22%	135	68%	0	0%	0	0%	199	100%
Ditch construction services	1	1%	32	16%	52	26%	114	57%	0	0%	0	0%	199	100%

Q20 Average Rating of Condition of Drainage and Quality of Drainage Services in City

	Average rating*
The condition of drainage ditches near home	1.7
The condition of larger drainage ditches throughout the city	2.3
Ditch cleaning services	1.5
Ditch repair services	1.4
Ditch construction services	1.6

*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q21 Quality of Roads and Road Services

Now I would like to ask you about the conditions and services for roads in your city. Would you say the following are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of neighborhood streets	2	1%	44	22%	67	34%	86	43%	0	0%	0	0%	199	100%
The condition of main city roads	13	7%	123	62%	59	30%	3	2%	0	0%	1	1%	199	100%
The condition of highways	20	10%	135	68%	38	19%	6	3%	0	0%	0	0%	199	100%
Street repair services	0	0%	29	15%	58	29%	112	56%	0	0%	0	0%	199	100%
Street construction services	0	0%	36	18%	69	35%	94	47%	0	0%	0	0%	199	100%

Q21 Average Rating of Quality of Roads and Road Services

	Average rating*
The condition of neighborhood streets	1.8
The condition of main city roads	2.7
The condition of highways	2.8
Street repair services	1.6
Street construction services	1.7

*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q22 Are there any green areas/parks in close to, or farther from, your home to be used for the following?

	Yes close		None close but some further away		Aware of no parks		Refused		Don't know		Total	
Teen/adult parks	31	16%	83	42%	85	43%	0	0%	0	0%	199	100%
Women's parks	31	16%	77	39%	89	45%	0	0%	2	1%	199	100%
Children's playgrounds	27	14%	44	22%	118	59%	2	1%	8	4%	199	100%

Q23 Quality of Parks

Now I would like to ask you about the quality of these parks. Would you say the following parks are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Teen/adult parks	5	3%	28	14%	22	11%	59	30%	0	0%	84	42%	198	100%
Women's parks	0	0%	16	8%	21	11%	72	36%	0	0%	89	45%	198	100%
Children's playgrounds	2	1%	21	11%	28	14%	21	11%	0	0%	126	64%	198	100%

Q23 Average Rating of Quality of Parks

	Average rating*	
Teen/adult parks	1.8	
Women's parks	1.5	
Children's playgrounds	2.1	

*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q24 Quality of City's Market

How would you rate the following aspects of your city's market(s)? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The location of the market(s)	8	4%	133	67%	43	22%	12	6%	0	0%	2	1%	198	100%
The size and layout of the market(s)	4	2%	97	49%	84	42%	11	6%	0	0%	2	1%	198	100%
The amount of food available at your market(s)	5	3%	109	55%	80	40%	2	1%	0	0%	2	1%	198	100%
The variety of foods available at your market(s)	1	1%	119	60%	75	38%	1	1%	0	0%	2	1%	198	100%
The quality of food at your market(s)	1	1%	68	34%	102	52%	24	12%	0	0%	3	2%	198	100%
The availability of goods besides food at your market(s)	2	1%	125	63%	67	34%	2	1%	0	0%	2	1%	198	100%

Q24 Average Rating of Quality of City's Market

	Average rating*
The location of the market(s)	2.7
The size and layout of the market(s)	2.5
The amount of food available at your market(s)	2.6
The variety of foods available at your market(s)	2.6
The quality of food at your market(s)	2.2
The availability of goods besides food at your market(s)	2.6

*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q25 Can your family afford to buy the following food at the market as often as you want, not as often as you want, only on rare occasions or never?

	As often as we want		Not as often as we want		Only rarely		Never		Refused		Don't know		Total	
Meat	21	11%	109	55%	68	34%	0	0%	0	0%	0	0%	198	100%
Fruit	25	13%	109	55%	64	32%	0	0%	0	0%	0	0%	198	100%
Vegetables	133	67%	63	32%	2	1%	0	0%	0	0%	0	0%	198	100%
Flour	168	85%	21	11%	9	5%	0	0%	0	0%	0	0%	198	100%
Cooking oil	168	85%	22	11%	8	4%	0	0%	0	0%	0	0%	198	100%
Sugar, tea	169	85%	25	13%	4	2%	0	0%	0	0%	0	0%	198	100%
Cereal	153	77%	25	13%	20	10%	0	0%	0	0%	0	0%	198	100%

Q26 Municipal Service Priorities

The municipal government only has so much money to maintain services and invest in new services. Sometimes government has to make difficult choices about what to do. I am going to read you a list and I would like you to tell me which three services you think are the most important for the city to provide.	Most important		Second most important		Third most important		Not in top three		Total	
Public containers for trash in residential and commercial areas	50	25%	29	15%	35	18%	85	43%	199	100%
A new dump site for trash to reduce leaching into water and the spread of disease	6	3%	4	2%	6	3%	183	92%	199	100%
Ditch cleaning, repair and construction	13	7%	22	11%	23	12%	141	71%	199	100%
Street repair	7	4%	18	9%	18	9%	156	78%	199	100%
Supplying clean drinking water	54	27%	36	18%	30	15%	79	40%	199	100%
Provide a new area for a market	0	0%	0	0%	4	2%	195	98%	199	100%
Provide green areas/parks	3	2%	15	8%	19	10%	162	81%	199	100%
Provide electricity service	30	15%	40	20%	24	12%	105	53%	199	100%
Car parking	0	0%	2	1%	5	3%	192	96%	199	100%
Sidewalk construction/improvement	0	0%	0	0%	0	0%	199	100%	199	100%
Sport facilities/stadium	2	1%	4	2%	9	5%	184	92%	199	100%
Public latrine for men	8	4%	14	7%	14	7%	163	82%	199	100%
Public latrine for women	28	14%	10	5%	14	7%	147	74%	199	100%

Q27 If you have a problem with something related to the city, like roads, trash, or electricity, as examples, who would you most likely contact to help solve the problem?

	Number	Percent
Mayor	39	20%
Shuras/CDCs/Jirgas	8	4%
Tribal leader/Malik	108	54%
Mullah	9	5%
Wakil-e-Gozar	28	14%
Others	0	0%
Would contact no one	7	4%
Don't know	0	0%
Refused	0	0%
Total	199	100%

Q28 Have you ever asked someone in the municipal government to help you solve a problem or get a service?

	Number	Percent
Yes	83	42%
No	113	57%
Don't know	3	2%
Refused	0	0%
Total	199	100%

Q29 If you asked someone from the municipal government to fix your street, what do you think would happen?

	Number	Percent
It would be fixed within a month	4	2%
It would be fixed within a year	36	18%
My request would be put on a long wait list	135	69%
Other	0	0%
Don't know	22	11%
Refused	0	0%

Total may exceed 100% as respondents could provide more than one response.

Q30 Overall, do you think the municipal government is doing a very good job, somewhat good job, somewhat bad job or a very bad job providing the services you think they should provide?

	Number	Percent
Very good job	12	6%
Somewhat good job	104	52%
Somewhat bad job	57	29%
Very bad job	20	10%
Refused	0	0%
Don't know	6	3%
Total	199	100%

Q31 How often do you think local government officials are working to serve people like you?

	Number	Percent
Almost always	34	17%
Sometimes	68	34%
Rarely	74	37%
Almost never	20	10%
Refused	0	0%
Don't know	2	1%
Total	198	100%

Q32 How much influence do you think someone like you can have over government decisions – a lot, a little, very little, or none at all?

	Number	Percent
A lot	87	44%
A little	46	23%
Very little	53	27%
None at all	12	6%
Don't know	0	0%
Refused	0	0%
Total	198	100%

Q33 To what extent do you trust each of the following to conduct its activities to benefit the people in your city?

	Great deal of trust		Some trust		Little trust		No trust		Refused		Don't know		Total	
Businesses in the local market	1	1%	58	29%	59	30%	81	41%	0	0%	0	0%	199	100%
The religious leaders here	48	24%	97	49%	41	21%	13	7%	0	0%	0	0%	199	100%
Donor agencies	29	15%	111	56%	48	24%	11	6%	0	0%	0	0%	199	100%
The local government	5	3%	76	38%	99	50%	19	10%	0	0%	0	0%	199	100%
The provincial government	6	3%	78	39%	91	46%	24	12%	0	0%	0	0%	199	100%
The Afghanistan national government	8	4%	68	34%	96	48%	24	12%	0	0%	3	2%	199	100%

Q34 Who is your mayor?

	Number	Percent
Identified correctly	60	30%
Did not know	130	65%
Provided wrong name	9	5%
Total	199	100%

Q35 Please tell me whether you think that corruption is a major problem, a minor problem, or no problem at all in the following areas.

	Major Problem		Minor Problem		Not a Problem		Refused		Don't know		Total	
In the provincial government	190	95%	5	3%	0	0%	0	0%	4	2%	199	100%
In Afghanistan as a whole	194	97%	1	1%	0	0%	0	0%	4	2%	199	100%

Q36 Compared to 12 months ago, do you think the amount of corruption overall in ...

	Increased		Stayed the same		Decreased		Refused		Don't know		Total	
In the provincial government	147	74%	39	20%	12	6%	0	0%	1	1%	199	100%
In Afghanistan as a whole	143	72%	34	17%	18	9%	0	0%	4	2%	199	100%

Q37 Whenever you have contacted government officials, how often in the past 12 months have you had to give cash, a gift or perform a favor for an official?

	In all cases		Most cases		Isolated cases		No cases		Had no contact		Refused		Don't know		Total	
Officials in the Municipality	21	11%	11	6%	16	8%	47	24%	104	52%	0	0%	0	0%	199	100%
Customs office	0	0%	1	1%	0	0%	38	19%	159	80%	0	0%	1	1%	199	100%
Afghan National Police	7	4%	8	4%	29	15%	79	40%	76	38%	0	0%	0	0%	199	100%
Afghan National Army	0	0%	2	1%	3	2%	114	57%	80	40%	0	0%	0	0%	199	100%
Judiciary/courts	44	22%	46	23%	19	10%	10	5%	80	40%	0	0%	0	0%	199	100%
State electricity supply	4	2%	5	3%	17	9%	85	43%	88	44%	0	0%	0	0%	199	100%
Public healthcare service	1	1%	4	2%	11	6%	128	64%	55	28%	0	0%	0	0%	199	100%
When applying for a job	4	2%	15	8%	31	16%	83	42%	66	33%	0	0%	0	0%	199	100%
Admissions to schools/university	4	2%	4	2%	13	7%	119	60%	59	30%	0	0%	0	0%	199	100%
To receive official documents	5	3%	14	7%	32	16%	90	45%	58	29%	0	0%	0	0%	199	100%

Q38 Are you aware of the government ministry known as the Ministry of Women's Affairs?

	Number	Percent
Yes	160	81%
No	36	18%
Don't know	2	1%
Total	198	100%

Q39 Are there any local offices of the Ministry of Women's Affairs in the district or province where you live? Q39 (If answered 'Yes' in Q38)?

	Number	Percent
Yes	166	83%
No	26	13%
Don't know	7	4%
Refused	0	0%
Total	199	100%

Q40 Some people say that women should have equal opportunities like men in education. Do you strongly agree, agree or disagree or strongly disagree with this opinion?

	Number	Percent
Strongly agree	126	63%
Agree somewhat	53	27%
Disagree somewhat	11	6%
Strongly disagree	9	5%
Don't know	0	0%
Refused	0	0%
Total	199	100%

Q41 Some people say that women should have equal opportunities like men in participating in government. Do you strongly agree, agree or disagree or strongly disagree with this opinion?

	Number	Percent
Strongly agree	80	40%
Agree somewhat	80	40%
Disagree somewhat	19	10%
Strongly disagree	20	10%
Don't know	0	0%
Refused	0	0%
Total	199	100%

Q42 How old were you on your last birthday?

	Number	Percent of households
13-17 years old	0	0%
18-30 years old	112	57%
31-40 years old	42	21%
41-50 years old	26	13%
51-60 years old	14	7%
61 or more years old	4	2%
Total	198	100%

Q43 Are you now working, a housewife (ask only women), retired, a student, or looking for work?

	Number	Percent of households
Working	91	46%
Retired	2	1%
Housewife	62	31%
Student	39	20%
Unemployed	4	2%
Other	1	1%
Refused	0	0%
Don't know	0	0%
Total	199	100%

Total may exceed 100% as respondents could provide more than one response.

Q44 What is the highest level of school or madrassa you completed?

	Number	Percent of households
Never went to school	87	44%
Primary School, incomplete (classes 1 to 5)	14	7%
Primary School, complete (finished class 6)	16	8%
Secondary education, incomplete (classes 7 to 8)	5	3%
Secondary education, complete (finished class 9)	12	6%
High School (classes 10 to 12)	54	27%
University education or above	11	6%
Refused	0	0%
Don't know	0	0%
Total	199	100%

Q45 Are you married or single?

	Number	Percent of households
Single	48	24%
Married	147	74%
Widower/Widow	3	2%
Refused	0	0%
Don't know	0	0%
Total	198	100%

Q46 How many people live here in this house?

	Number	Percent of households
No people	0	0%
1-5 people	13	7%
6-10 people	91	46%
10-20 people	82	41%
21 or more people	12	6%
Total	198	100%

Q47 Does your family lease or own this house?

	Number	Percent of households
Lease	40	20%
Own	159	80%
Don't know	0	0%
Refused	0	0%
Total	199	100%

Q48 Does your family have a Qabala or other way of demonstrating your tenure?

	Number	Percent of households
Yes	155	78%
No	44	22%
Total	199	100%

Q49 What do you pay each month for your lease or mortgage?

	Number	Percent of households
Pay nothing	0	0%
1,000 AFN or less per month	3	8%
1,001-2,000 AFN per month	11	31%
2,001-3,000 AFN per month	10	28%
3,001-4,000 AFN per month	5	14%
4,001-5,000 AFN per month	5	14%
5,001-7,500 AFN per month	2	6%
7,501 or more AFN per month	0	0%
Total	36	100%

Q50 Income Level

Will you please tell me which of the following categories best represents your average total family monthly income?	Number	Percent of households
Less than 2,000 AFN	1	1%
2,001 - 3,000 AFN	3	2%
3,001 - 5,000 AFN	19	10%
5,001 - 10,000 AFN	65	33%
10,001 - 15,000 AFN	47	24%
15,001 - 20,000 AFN	21	11%
20,001 - 25,000 AFN	21	11%
25,001 - 40,000 AFN	13	7%
more than 40,000 AFN	9	5%
Refused	0	0%
Don't know	0	0%
Total	199	100%

Q51 Gender

	Number	Percent of households
Male	134	67%
Female	65	33%
Total	199	100%

APPENDIX C: COMPLETE SET OF FREQUENCIES, 2010 RESIDENT SURVEY

These tables contain the percentage of respondents for each response category as well as the “N” or total number of respondents for each category, next to the percentage.

Q1 Can you tell me how many years you have lived in this city?		
	Number	Percent of households
1-5 years	67	34%
6-10 years	33	17%
11-20 years	37	19%
21-40 years	50	25%
41 or more years	12	6%
Total	199	100%

Q1 Average Number of Years Lived in City	
Average years in Mehterlam	17

Q2 Quality of Life in City

How would you rate the following aspects of life in your city? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one response to each question)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Overall quality of life in Mehterlam	3	2%	92	46%	68	34%	37	19%	0	0%	0	0%	200	100%
The quality of schools in your city	2	1%	45	23%	115	58%	38	19%	0	0%	0	0%	200	100%
The quality of healthcare facilities in your city	2	1%	71	36%	90	45%	37	19%	0	0%	0	0%	200	100%
The health of people in your city	0	0%	102	51%	46	23%	52	26%	0	0%	0	0%	200	100%
The cleanliness of city streets	0	0%	53	27%	25	13%	122	61%	0	0%	0	0%	200	100%
The number of job opportunities in your city	1	1%	111	56%	22	11%	66	33%	0	0%	0	0%	200	100%
The number of businesses in your city	0	0%	107	54%	37	19%	53	27%	1	1%	2	1%	200	100%

Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Mehterlam	2.3
The quality of schools in your city	2.1
The quality of healthcare facilities in your city	2.2
The health of people in your city	2.2
The cleanliness of city streets	1.7
The number of job opportunities in your city	2.2
The number of businesses in your city	2.3

*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q3 Is the head of your household currently employed?

	Number	Percent
Yes, full time	137	69%
Yes, part time	45	23%
No, not employed	18	9%
Refused	0	0%
Don't know	0	0%

Q4 Compared to 12 months ago, do you think opportunities for employment in Mehterlam have increased, stayed the same or decreased?

	Number	Percent
Increased	99	50%
Stayed the same	71	36%
Decreased	28	14%
Refused	1	1%
Don't know	1	1%
Total	200	100%

Q5 Do you pay Safayi (city fees or taxes)?

	Number	Percent
Yes	9	5%
No	191	96%
Total	200	100%

Q5 If you pay, how much do you pay per month?

	Number	Percent
1 to 50 AFN	1	11%
51 to 100 AFN	4	44%
101 to 200 AFN	1	11%
201 to 400 AFN	0	0%
401 to 600 AFN	1	11%
601 to 1,000 AFN	1	11%
1,001 to 2,000 AFN	1	11%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%

Q6 How do you dispose of your household trash?

	Number	Percent
Burn it	0	0%
Put it in a ditch or river	0	0%
Take it to farm/agricultural/desert land	0	0%
Dispose in street	120	60%
Dispose in public container	3	2%
Take to an official dump site	14	7%
Take to an improvised dump site	62	31%
Door to door collection	1	1%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Put it in our yard	0	0%

Total may exceed 100% as respondents could provide more than one response.

Q6a Where is this container?

	Number	Percent
On my street/close to my house	2	67%
On the next street	1	33%
Several streets away	0	0%
Further than several streets away	0	0%
Total	3	100%

Q7 How satisfied or dissatisfied are you with your current methods of trash disposal?

	Number	Percent
Very satisfied	0	0%
Somewhat satisfied	6	3%
Somewhat dissatisfied	20	10%
Very dissatisfied	174	87%
Refused	0	0%
Don't know	0	0%
Total	200	100%

Q7 Average Rating of Satisfaction with Trash Disposal Method

	Average rating*
How satisfied or dissatisfied are you with your current methods of trash disposal? (Circle one)	1.2

**Average rating where 1=very dissatisfied, 2=somewhat dissatisfied, 3=somewhat satisfied and 4=very satisfied*

Q8 How often does the city clean trash from streets?

	Number	Percent
Every day	0	0%
A couple/few times a week	0	0%
Once a week	1	1%
Once every two or three weeks	0	0%
Once a month or less frequently	16	8%
Never	183	92%
Refused	0	0%
Don't know	0	0%
Total	200	100%

Q9 Who do you pay for this trash service?

	Number	Percent
The city, it is covered by the Safayi fees/taxes	10	5%
The city, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	0	0%
No one	189	95%
Total	199	100%

Q10 Quality of Trash Services

How would you rate the following aspect of trash services provided by the city, would you say they are excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Removal of illegal/improvised dumpsites	0	0%	10	5%	4	2%	185	93%	1	1%	0	0%	200	100%
Provision of legal dumpsites	0	0%	29	15%	3	2%	167	84%	0	0%	1	1%	200	100%
Provision of garbage bins in residential areas	0	0%	17	9%	1	1%	182	91%	0	0%	0	0%	200	100%
Provision of garbage bins in commercial areas	0	0%	71	36%	11	6%	118	59%	0	0%	0	0%	200	100%
Cleaning garbage from the streets	0	0%	10	5%	0	0%	189	95%	0	0%	0	0%	199	100%
Affordability of trash service	0	0%	15	8%	6	3%	150	75%	2	1%	27	14%	200	100%

Q10 Average Rating of Satisfaction with Trash Services

	Average rating*
Removal of illegal/improvised dumpsites	1.1
Provision of legal dumpsites	1.3
Provision of garbage bins in residential areas	1.2
Provision of garbage bins in commercial areas	1.8
Cleaning garbage from the streets	1.1
Affordability of trash service	1.2

*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q11 Which of the following sources do you use for drinking water?

	Number	Percent
Well on property	157	79%
Shared well with neighbors	38	19%
River, canal or other open source	0	0%
Public Standpipe	5	3%
Government supplied piped water at home	6	3%
Purchase water	0	0%
Other	0	0%
Refused	0	0%
Don't know	0	0%

Total may exceed 100% as respondents could provide more than one response.

Q12 Who do you pay for this water service?

	Number	Percent
City water supply department	7	4%
A private firm/person	0	0%
No one	193	97%
Total	200	100%

Q12 If you pay, how much do you pay per month?

	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	2	29%
101 to 200 AFN	2	29%
201 to 400 AFN	0	0%
401 to 600 AFN	3	43%
601 to 1,000 AFN	0	0%
1,001 to 2,000 AFN	0	0%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%
Total	7	100%

Q13 Quality of Government Water Services, if Connected

[ask if Q11=5 - they are connected to a government water supply], Please tell us if you think the following aspects of piped water service to your home are excellent, good, fair or poor:

	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Frequency of supply (times per week)	0	0%	3	43%	1	14%	3	43%	0	0%	0	0%	7	100%
Amount supplied	0	0%	4	57%	1	14%	2	29%	0	0%	0	0%	7	100%
Overall quality of water for drinking	0	0%	1	14%	1	14%	5	71%	0	0%	0	0%	7	100%

Q13 Average Rating of Satisfaction with Water Services

	Average rating*
Frequency of supply (times per week)	2.0
Amount supplied	2.3
Overall quality of water for drinking	1.4

*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q14 In the last year, has any family member suffered from dysentery, cholera or severe diarrhea?

	Number	Percent
Yes	51	26%
No	149	75%
Total	200	100%

Q15 At this house where you live, which of the following kinds of electricity supply, if any, do you have?

	Number	Percent
Government provided electricity that is not a public generator	148	74%
No electricity	29	15%
Solar Energy	8	4%
Personal Generator	7	4%
Shared Generator (with neighbors)	5	3%
Large batteries/invertors (such as for running TV, lights, etc.)	2	1%
Public Generator (from government)	1	1%
Micro Hydro Power (MHP)	0	0%
Refused	0	0%
Don't know	0	0%

Total may exceed 100% as respondents could provide more than one response.

Q16 Who do you pay for this electricity service?

	Number	Percent
City electricity department	149	75%
A private firm/person	5	3%
No one	46	23%
Total	200	100%

Q16 If you pay, how much do you pay per month?

	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	0	0%
101 to 200 AFN	2	1%
201 to 400 AFN	4	3%
401 to 600 AFN	12	8%
601 to 1,000 AFN	33	21%
1,001 to 2,000 AFN	59	38%
2,001 to 5,000 AFN	38	25%
5,001 AFN or more	6	4%
Total	154	100%

Q17 Quality of Government Electricity Services, If Connected

[ask if they are connected to a government electricity supply], Please tell us if you think the following aspects of electric service are excellent, good, fair or poor:

	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Number of days per week supplied	13	9%	25	17%	104	69%	8	5%	0	0%	0	0%	150	100%
Number of hours per day supplied	11	7%	48	32%	82	55%	9	6%	0	0%	0	0%	150	100%
Quality of supply (Electricity power & its cut out during service hours)	34	23%	39	26%	62	41%	15	10%	0	0%	0	0%	150	100%
Price for electric supply	5	3%	50	33%	44	29%	51	34%	0	0%	0	0%	150	100%

Q17 Average Rating of Satisfaction with Government Electricity Services, If Connected

	Average rating*
Number of days per week supplied	2.3
Number of hours per day supplied	2.4
Quality of supply (Electricity power & its cut out during service hours)	2.6
Price for electric supply	2.1

*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q18 What type of toilet do you have at your home?

	Number	Percent
Indoor plumbing	13	7%
Dry latrine	171	86%
Latrine with septic	16	8%
Other	0	0%
Refused	0	0%
Don't know	0	0%

Total may exceed 100% as respondents could provide more than one response.

Q19 What type of drainage do you have for your waste water?

	Number	Percent
Open ditch/canal	171	86%
Septic system	26	13%
City pipeline/sewer	1	1%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Drains onto the street/road	0	0%
Drains into the yard/garden	0	0%

Total may exceed 100% as respondents could provide more than one response.

Q20 Condition of Drainage and Quality of Drainage Services in City

Now I would like to ask you about the conditions and services for drainage in your city. Would you say the following are excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
The condition of drainage ditches near home	1	1%	49	25%	16	8%	134	67%	0	0%	0	0%	200	100%
The condition of larger drainage ditches throughout the city	0	0%	73	37%	51	26%	76	38%	0	0%	0	0%	200	100%
Ditch cleaning services	0	0%	62	31%	3	2%	135	68%	0	0%	0	0%	200	100%
Ditch repair services	0	0%	47	24%	13	7%	140	70%	0	0%	0	0%	200	100%
Ditch construction services	0	0%	57	29%	12	6%	131	66%	0	0%	0	0%	200	100%

Q20 Average Rating of Condition of Drainage and Quality of Drainage Services in City

	Average rating*
The condition of drainage ditches near home	1.6
The condition of larger drainage ditches throughout the city	2.0
Ditch cleaning services	1.6
Ditch repair services	1.5
Ditch construction services	1.6

*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q21 Quality of Roads and Road Services

Now I would like to ask you about the conditions and services for roads in your city. Would you say the following are excellent, good, fair or poor?

	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of neighborhood streets	8	4%	31	16%	50	25%	111	56%	0	0%	0	0%	200	100%
The condition of main city roads	15	8%	44	22%	127	64%	14	7%	0	0%	0	0%	200	100%
The condition of highways	78	39%	51	26%	63	32%	7	4%	0	0%	0	0%	199	100%
Street repair services	1	1%	65	33%	45	23%	89	45%	0	0%	0	0%	200	100%
Street construction services	1	1%	45	23%	39	20%	115	58%	0	0%	0	0%	200	100%

Q21 Average Rating of Quality of Roads and Road Services

	Average rating*
The condition of neighborhood streets	1.7
The condition of main city roads	2.3
The condition of highways	3.0
Street repair services	1.9
Street construction services	1.7

*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q22 Are there any green areas/parks in close to, or farther from, your home to be used for the following?

	Yes close		None close but some further away		Aware of no parks		Refused		Don't know		Total	
Teen/adult parks	27	14%	108	54%	64	32%	0	0%	1	1%	200	100%
Women's parks	23	12%	60	30%	115	58%	0	0%	2	1%	200	100%
Children's playgrounds	23	12%	79	40%	95	48%	3	2%	0	0%	200	100%

Q23 Quality of Parks

Now I would like to ask you about the quality of these parks. Would you say the following parks are excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Teen/adult parks	1	1%	66	33%	22	11%	46	23%	0	0%	65	33%	200	100%
Women's parks	0	0%	33	17%	4	2%	47	24%	0	0%	116	58%	200	100%
Children's playgrounds	0	0%	47	24%	4	2%	53	27%	1	1%	95	48%	200	100%

Q23 Average Rating of Quality of Parks

	Average rating*
Teen/adult parks	2.2
Women's parks	1.8
Children's playgrounds	1.9

*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q24 Quality of City's Market

How would you rate the following aspects of your city's market(s)? For each item I list please tell me if you think it is excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The location of the market(s)	2	1%	73	37%	92	46%	32	16%	0	0%	0	0%	199	100%
The size and layout of the market(s)	1	1%	104	52%	74	37%	21	11%	0	0%	0	0%	200	100%
The amount of food available at your market(s)	6	3%	77	39%	98	49%	19	10%	0	0%	0	0%	200	100%
The variety of foods available at your market(s)	6	3%	70	35%	110	55%	14	7%	0	0%	0	0%	200	100%
The quality of food at your market(s)	9	5%	80	40%	106	53%	5	3%	0	0%	0	0%	200	100%
The availability of goods besides food at your market(s)	6	3%	99	50%	87	44%	7	4%	0	0%	1	1%	200	100%

Q24 Average Rating of Quality of City's Market

	Average rating*
The location of the market(s)	2.2
The size and layout of the market(s)	2.4
The amount of food available at your market(s)	2.4
The variety of foods available at your market(s)	2.3
The quality of food at your market(s)	2.5
The availability of goods besides food at your market(s)	2.5

*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q25 Can your family afford to buy the following food at the market as often as you want, not as often as you want, only on rare occasions or never?

	As often as we want		Not as often as we want		Only rarely		Never		Refused		Don't know		Total	
Meat	109	55%	53	27%	38	19%	0	0%	0	0%	0	0%	200	100%
Fruit	97	49%	62	31%	40	20%	1	1%	0	0%	0	0%	200	100%
Vegetables	174	87%	25	13%	1	1%	0	0%	0	0%	0	0%	200	100%
Flour	181	91%	13	7%	6	3%	0	0%	0	0%	0	0%	200	100%
Cooking oil	158	79%	35	18%	7	4%	0	0%	0	0%	0	0%	200	100%
Sugar, tea	192	96%	7	4%	1	1%	0	0%	0	0%	0	0%	200	100%
Cereal	184	92%	14	7%	2	1%	0	0%	0	0%	0	0%	200	100%

Q26 Municipal Service Priorities

The municipal government only has so much money to maintain services and invest in new services. Sometimes government has to make difficult choices about what to do. I am going to read you a list and I would like you to tell me which three services you think are the most important for the city to provide.

	Most important		Second most important		Third most important		Not in top three		Total	
Public containers for trash in residential and commercial areas	37	19%	14	7%	14	7%	135	68%	200	100%
A new dump site for trash to reduce leaching into water and the spread of disease	43	22%	26	13%	44	22%	87	44%	200	100%
Ditch cleaning, repair and construction	11	6%	25	13%	19	10%	145	73%	200	100%
Street repair	21	11%	26	13%	18	9%	135	68%	200	100%
Supplying clean drinking water	36	18%	74	37%	35	18%	55	28%	200	100%
Provide a new area for a market	1	1%	5	3%	2	1%	192	96%	200	100%
Provide green areas/parks	4	2%	6	3%	17	9%	173	87%	200	100%
Provide electricity service	49	25%	23	12%	50	25%	78	39%	200	100%

Q27 If you have a problem with something related to the city, like roads, trash, or electricity, as examples, who would you most likely contact to help solve the problem?

	Number	Percent
Mayor	30	15%
Shuras/CDCs/Jirgas	26	13%
Tribal leader/Malik	91	46%
Mullah	6	3%
Would contact no one	46	23%
Don't know	1	1%
Refused	0	0%
Total	200	100%

Q28 Have you ever asked someone in the municipal government to help you solve a problem or get a service?

	Number	Percent
Yes	110	55%
No	88	44%
Don't know	1	1%
Refused	0	0%
Total	199	100%

Q29 If you asked someone from the municipal government to fix your street, what do you think would happen?

	Number	Percent
It would be fixed within a month	1	1%
It would be fixed within a year	24	12%
My request would be put on a long wait list	166	83%
Other	0	0%
Don't know	9	5%
Refused	0	0%

Total may exceed 100% as respondents could provide more than one response.

Q30 Overall, do you think the municipal government is doing a very good job, somewhat good job, somewhat bad job or a very bad job providing the services you think they should provide?

	Number	Percent
Very good job	1	1%
Somewhat good job	168	84%
Somewhat bad job	25	13%
Very bad job	6	3%
Refused	0	0%
Don't know	0	0%
Total	200	100%

Q31 How often do you think local government officials are working to serve people like you?

	Number	Percent
Almost always	51	26%
Sometimes	72	36%
Rarely	70	35%
Almost never	7	4%
Refused	0	0%
Don't know	0	0%
Total	200	100%

Q32 How much influence do you think someone like you can have over government decisions – a lot, a little, very little, or none at all?

	Number	Percent
A lot	78	39%
A little	80	40%
Very little	40	20%
None at all	2	1%
Don't know	0	0%
Refused	0	0%
Total	200	100%

Q33 To what extent do you trust each of the following to conduct its activities to benefit the people in your city?

	Great deal of trust		Some trust		Little trust		No trust		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Businesses in the local market	16	8%	119	60%	49	25%	14	7%	1	1%	1	1%	200	100%
The religious leaders here	81	41%	88	44%	27	14%	4	2%	0	0%	0	0%	200	100%
Donor agencies	45	23%	113	57%	34	17%	7	4%	0	0%	1	1%	200	100%
The local government	45	23%	93	47%	41	21%	21	11%	0	0%	0	0%	200	100%
The provincial government	79	40%	53	27%	48	24%	20	10%	0	0%	0	0%	200	100%
The Afghanistan national government	86	43%	77	39%	21	11%	16	8%	0	0%	0	0%	200	100%

Q34 Who is your mayor?

	Number	Percent
Identified correctly	93	47%
Did not know	105	53%
Provided wrong name	2	1%
Total	200	100%

Q35 Please tell me whether you think that corruption is a major problem, a minor problem, or no problem at all in the following areas.

	Major Problem		Minor Problem		Not a Problem		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
In the provincial government	197	99%	2	1%	1	1%	0	0%	0	0%	200	100%
In Afghanistan as a whole	197	99%	2	1%	1	1%	0	0%	0	0%	200	100%

Q36 Compared to 12 months ago, do you think the amount of corruption overall in ...

	Increased		Stayed the same		Decreased		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
In the provincial government	87	44%	55	28%	58	29%	0	0%	0	0%	200	100%
In Afghanistan as a whole	91	46%	76	38%	33	17%	0	0%	0	0%	200	100%

Q37 Whenever you have contacted government officials, how often in the past 12 months have you had to give cash, a gift or perform a favor for an official?

	In all cases		Most cases		Isolated cases		No cases		Had no contact		Refused		Don't know		Total	
Officials in the Municipality	12	6%	17	9%	27	14%	98	49%	46	23%	0	0%	0	0%	200	100%
Customs office	1	1%	5	3%	6	3%	79	40%	109	55%	0	0%	0	0%	200	100%
Afghan National Police	5	3%	11	6%	11	6%	117	59%	56	28%	0	0%	0	0%	200	100%
Afghan National Army	1	1%	4	2%	0	0%	125	63%	70	35%	0	0%	0	0%	200	100%
Judiciary/courts	75	38%	28	14%	5	3%	25	13%	67	34%	0	0%	0	0%	200	100%
State electricity supply	11	6%	12	6%	13	7%	88	44%	76	38%	0	0%	0	0%	200	100%
Public healthcare service	1	1%	4	2%	4	2%	114	57%	77	39%	0	0%	0	0%	200	100%
When applying for a job	6	3%	7	4%	9	5%	91	46%	87	44%	0	0%	0	0%	200	100%
Admissions to schools/university	2	1%	8	4%	17	9%	90	45%	83	42%	0	0%	0	0%	200	100%
To receive official documents	4	2%	4	2%	5	3%	104	52%	83	42%	0	0%	0	0%	200	100%

Q38 Are you aware of the government ministry known as the Ministry of Women's Affairs?

	Number	Percent
Yes	195	98%
No	1	1%
Don't know	4	2%
Refused	0	0%
Total	200	100%

Q39 Are there any local offices of the Ministry of Women's Affairs in the district or province where you live? Q39 (If answered 'Yes' in Q38)?

	Number	Percent
Yes	193	99%
No	0	0%
Don't know	2	1%
Refused	0	0%
Total	195	100%

Q40 Some people say that women should have equal opportunities like men in education. Do you strongly agree, agree or disagree or strongly disagree with this opinion?

	Number	Percent
Strongly agree	154	77%
Agree somewhat	39	20%
Disagree somewhat	3	2%
Strongly disagree	4	2%
Don't know	0	0%
Refused	0	0%
Total	200	100%

Q41 Some people say that women should have equal opportunities like men in participating in government. Do you strongly agree, agree or disagree or strongly disagree with this opinion?

	Number	Percent
Strongly agree	147	74%
Agree somewhat	40	20%
Disagree somewhat	5	3%
Strongly disagree	8	4%
Don't know	0	0%
Refused	0	0%
Total	200	100%

Q42 How old were you on your last birthday?

	Number	Percent of households
13-17 years old	1	1%
18-30 years old	84	42%
31-40 years old	54	27%
41-50 years old	29	15%
51-60 years old	22	11%
61 or more years old	9	5%
Total	199	100%

Q43 Are you now working, a housewife (ask only women), retired, a student, or looking for work?

	Number	Percent of households
Working	110	55%
Retired	1	1%
Housewife	56	28%
Student	28	14%
Unemployed	7	4%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Total	200	100%

Total may exceed 100% as respondents could provide more than one response.

Q44 What is the highest level of school or madrassa you completed?

	Number	Percent of households
Never went to school	69	35%
Primary School, incomplete (classes 1 to 5)	4	2%
Primary School, complete (finished class 6)	6	3%
Secondary education, incomplete (classes 7 to 8)	10	5%
Secondary education, complete (finished class 9)	15	8%
High School (classes 10 to 12)	68	34%
University education or above	28	14%
Refused	0	0%
Don't know	0	0%
Total	200	100%

Q45 Are you married or single?

	Number	Percent of households
Single	39	20%
Married	158	79%
Widower/Widow	3	2%
Refused	0	0%
Don't know	0	0%
Total	200	100%

Q46 How many people live here in this house?

	Number	Percent of households
No people	1	1%
1-5 people	7	4%
6-10 people	89	45%
10-20 people	94	47%
21 or more people	9	5%
Total	200	100%

Q47 Does your family lease or own this house?

	Number	Percent of households
Lease	31	16%
Own	169	85%
Don't know	0	0%
Refused	0	0%
Total	200	100%

Q48 Does your family have a Qabala or other way of demonstrating your tenure?

	Number	Percent of households
Yes	166	83%
No	29	15%
Don't know	4	2%
Refused	1	1%
Total	200	100%

Q49 What do you pay each month for your lease or mortgage?

	Number	Percent of households
Pay nothing	168	84%
1,000 AFN or less per month	5	3%
1,001-2,000 AFN per month	9	5%
2,001-3,000 AFN per month	6	3%
3,001-4,000 AFN per month	5	3%
4,001-5,000 AFN per month	4	2%
5,001-7,500 AFN per month	1	1%
7,501 or more AFN per month	1	1%
Total	199	100%

Q50 Income Level

Will you please tell me which of the following categories best represents your average total family monthly income?	Number	Percent of households
Less than 2,000 AFN	0	0%
2,001 - 3,000 AFN	1	1%
3,001 - 5,000 AFN	22	11%
5,001 - 10,000 AFN	64	32%
10,001 - 15,000 AFN	56	28%
15,001 - 20,000 AFN	35	18%
20,001 - 25,000 AFN	13	7%
25,001 - 40,000 AFN	6	3%
more than 40,000 AFN	1	1%
Refused	1	1%
Don't know	1	1%
Total	200	100%

Q51 Gender

	Number	Percent of households
Male	144	72%
Female	56	28%
Total	200	100%

APPENDIX D: SURVEY METHODOLOGY

INTERNAL CAPACITY SURVEY

In 2010, NRC worked with RUE staff to create a data collection instrument to assess basic government capacity. In 2011, the instrument was significantly revised to capture more elements in each of four municipal government areas: general administration, financial management, revenue enhancement and Public Works. This instrument was further refined in 2012 to clarify question intent, collect additional information and eliminate some unnecessary questions.

Each year the internal capacity assessment was completed by RUE staff. They visited each city and interviewed appropriate municipal staff to complete the assessment forms. Their assessment included gathering available documents such as economic plans, job descriptions and inventories, when available. The data forms completed with the municipalities and documents collected on the trips were reviewed by staff at RUE headquarters in Kabul and the information was data-entered and sent electronically to NRC.

Internal capacity data was not collected in Parun in any of the years, as security issues could not be resolved.

RESIDENT SURVEY

A survey instrument was developed in June and July 2010 through collaboration between NRC, ICMA and DAI staff with the goal of assessing residents' opinion about the quality of infrastructure, services and governance in their cities. The survey was then translated into appropriate Afghan languages. The survey was implemented in 2010, and then in July 2011, before the second iteration, minor changes and additions were made to the script. The 2011 version of the survey was used in 2012 with no substantive changes.

This survey was intended to provide a baseline for assessing the effectiveness of projects and programs that will be implemented through the USAID funded Regional Afghan Municipalities Program for Urban Populations (RAMP UP). The survey was reviewed and approved by the Government of Afghanistan Independent Directorate of Local Governance (IDLG).

Along with the survey instrument, a sampling plan and interview training materials were developed to ensure consistency in implementation of the survey. Sample sizes for each city were chosen to ensure a 5% margin of error. For larger population centers (>7,000 households), the desired margin of error of 5%, given a .95 confidence interval, required that 350 households be interviewed. For smaller cities, the margin of error varied by the estimated number of households. In the following table, we show the number of interviews required in each city to attain a 5% margin of error, given the population estimate and using a finite population correction factor.

The same sampling plan was used for the 2010, 2011 and 2012 iterations. The resident survey was implemented in all the RUE cities in each of these years, except for Parun which was only included in the 2012 iteration. Security concerns prevented interviewing in Parun in 2010 and 2011.

Sample Sizes

City	Approximate number of households ¹	Number of interviews planned	Number of interviews completed		
			2010	2011	2012
Asadabad (Kunar)	1,800	275	275	276	275
Bamyan (Bamyan)	1,600	265	264	265	265
Bazarak (Bazarak)	2,700	300	300	300	300
Charikar (Parwan)	7,200	352	352	352	351
Gardez (Paktia)	3,100	312	313	312	295
Ghazni (Ghazni)	7,500	350	295	295	312
Jalalabad (Nangarhar)	26,000	372	371	372	372
Khost (Khost)	1,500	264	264	264	264
Mahmood Raqi (Kapisa)	200	100	100	100	100
Maidan Shar (Wardak)	400	150	150	150	150
Mehterlam (Laghman)	700	200	200	199	200
Parun (Nuristan)	350	140	0	0	140
Puli Alam (Logar) ²	700	200	200	200	200
Sharana (Paktika)	350	140	140	140	140

¹ The number of households in some cities was larger than the number shown in the table, this is because the interviews were conducted only in those sections of larger or geographically spread out cities where RAMP UP programs will be implemented.

² Due to safety concerns it was not possible to interview residents in Parun in 2010 and 2011.

Households in each city were chosen through random route sampling. If the city was large, interviewers planned to visit an equal number of households in each district. For each city (or neighborhood/district) a starting address (or spot, like the south east corner of the market) was randomly selected and the interview team wound through the streets, selecting every Nth household. If streets had homes facing each other, the team went up one side and returned down the other. The skip factor was chosen by dividing the total number of households in the town by the number of interviews to be completed (e.g., for Asadabad, every 6th house was interviewed as 1,800 estimated households divided by 275 equals 6.5). Once at the home, enumerators were asked to conduct the interview with the most senior or educated household member available and to alternate between men and women as much as possible. While choosing a family member (whether they were at home at that time or not) at random would be optimal for sampling, it was not possible for practical and security reasons. Interviewing the most senior or educated household member available each year will provide some consistency in sampling where true randomness is not possible.

Local people were recruited from each city to be enumerators for their city and each attended training before going into the field. Both male and female enumerators were recruited where it was possible to interview women. Interviewers were trained to understand the survey questions and the importance of conducting the survey in a consistent manner. Consistency in following the sampling plan and in reading the questions exactly as they were worded was emphasized. Interviewers also maintained interview disposition forms; tracking whether anyone was home and willing to complete an interview at the household.

Survey managers accompanied the survey teams in the field and reviewed interview sheets daily to correct any errors and retrain if methods were not followed. Completed survey forms were data entered by staff at the Kabul office using a structured Microsoft Access database. Open-ended questions were translated into English and the completed datasets were emailed to NRC staff for analysis and report writing.



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