



THE WORLD BANK



City of Accra, Ghana CONSULTATIVE CITIZENS' REPORT CARD



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City of Accra, Ghana

CONSULTATIVE CITIZENS' REPORT CARD



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Foreword

It is with great pleasure that I introduce the Accra Metropolitan Assembly's first Consultative Citizens' Report Card.

Under my administration, the Accra Metropolitan Assembly (AMA) has introduced a number of initiatives to improve services for City residents. Some sound progress is being made on these initiatives, including on refuse collection, sanitation, and public basic education. However, I am aware that, as highlighted in this report, a number of important service issues continue to need attention. One overarching imperative is to provide more, and better, services to the AMA's less well served Sub-Metros and Residential Areas.

To deliver the needed service improvements, the AMA will need to work in partnership with its constituents, the residents of Accra. This means communicating more frequently with residents, and actively listening to residents. This Consultative Citizens' Report Card has been designed specifically to facilitate the exchange of information between City residents and the AMA. It has asked a representative sample of almost 4,000 households, scattered across the City and in all Sub-Metros, to identify and prioritize their service needs, report on the quality of the

services they receive, and provide feedback on their interactions with City officials. My office is, through this Consultative Citizens' Report Card, listening to what Accra's residents are saying. We will use this information to shape policies and programs so they respond more closely to residents' needs. And, a future follow-up Consultative Citizens' Report Card exercise will help us assess the progress we are making towards meeting these needs.

This Consultative Citizens' Report Card also contains much information that will be of interest and use to City residents. It provides a fact-based picture of service coverage and service quality issues across the City at large, and also within each of the eleven Sub-metros. This information will help residents determine how services in their neighborhood and Sub-metro compare with other areas across the City, and help them identify areas which are better or less well served.

I would like to extend our thanks to the World Bank for partnering with the AMA in designing and implementing this first Consultative Citizens' Report Card, and I look forward to a continued fruitful partnership in the effort to better serve the residents of AMA.



Dr. Alfred Okoe Vanderpuije
Metropolitan Chief Executive
Accra Metropolitan Assembly

Acknowledgements

This report was undertaken under the auspices of the World Bank and the Accra Metropolitan Assembly, Ghana.

Management of the Consultative Citizens' Report Card work program and preparation of this report was undertaken by Carolyn Winter (World Bank). Bruce MacPhail (Consultant, World Bank) provided key support on data analysis and report preparation. Team members contributing to the Citizens' Report Card included: Peter Jacobusen (Field Project Manager, Dynamic Research); Kofi Yeboah (Urban Management Land Information System, AMA, Ghana); Craig Schwabe (Africa-Scope); Ariane Neethling (Consultant); Philip Okullo and William Mensah (Synovate/Steadman Ghana); Katie Mark and Douglas Wissoker (Urban Institute); and, Ventura Bengoechea and Beatrix Allah-Mensah (World Bank).

Special thanks are due to the many officials in the Accra Metropolitan Assembly, Ghana, who generously provided their time and input, most particularly for the development of the Survey Questionnaire. Amongst these officials are Messrs. Timothy Oman, Wisdom Kwame Nyamadi, and Kwame Twum-Adaboh of the AMA Development Planning Office; Messrs. Edmond Abbey and Otchese Anning Bejani from Ablekuma South Sub-Metro; Mr. Patrick Ankomageyi of Ablekuma North Sub-Metro; and Mr. Philip Odoosu of Ablekuma Central Sub-Metro. The Hon. Phillip Lamptey, Assembly Member for Ablekuma South was also most helpful.

Thanks are also due to staff of the Ghana Water Company Ltd. who provided background information and input to the development of the Questionnaire on water services, including Messrs. Daniel Adjetey Adjei, Kweku Botwe and Michael Botse-Baidoo.

The assistance of Mrs. Rosalind Quartey of the Ghana Statistical Service in providing access to the Ghana Census 2009 population projections and the 2000 Enumeration Area information is gratefully acknowledged.

A number of NGOs and policy think tanks working on municipal service and water issues also provided input during the Consultative Citizens' Report Card process. They included: CHF International; the Coalition of NGOs in Waste Management (CONWAM); Coalition of NGOs in Water and Sanitation (CONIWAS); Life Bridge 68 Foundation; Peoples' Dialogue; Future Watch Foundation; SEND-Ghana; Social Development Center (ISODEC); Integrated Ecological Restorations; Not A Waste Recycle; Center for Democratic Development (CDD); and, The Institute of Local Government Studies (ILGS).

The Consultative Citizens' Report Card work was completed under the management of Ishac Diwan, World Bank Country Director, Ghana, and Ian Bannon, Sector Manager, Fragile States, Conflict and Social Development Unit, Africa Region, World Bank.

Acronyms and Abbreviations

| | |
|------------------|------------------------------------|
| AMA | Accra Metropolitan Assembly |
| EA | Enumeration Area |
| GIS | Geographic Information Systems |
| GWCL | Ghana Water Company Limited |
| Sub-Metro | Sub-Metropolitan District Councils |
| TV | Television |
| WC | Water Closet |

RESIDENTIAL LIFE IN ACCRA



Compound Housing, Nima

Accra Metropolitan Assembly Mission Statement

"To Raise the Living Standard of the people of the City, Especially the Poor, Vulnerable and Excluded by Providing and Maintaining Basic Services and Facilities in the area of Education, Health, Sanitation and other Social Amenities"



National Theatre

Political and Administrative System

- Residents of the City of Accra are governed by a political body, the Accra Metropolitan Assembly (AMA), which carries out legislative, deliberative and executive functions. The AMA is run as a corporate body like other District Assemblies in Ghana, and consists of 90 members, 60 of whom are elected and 30 of whom are ap-

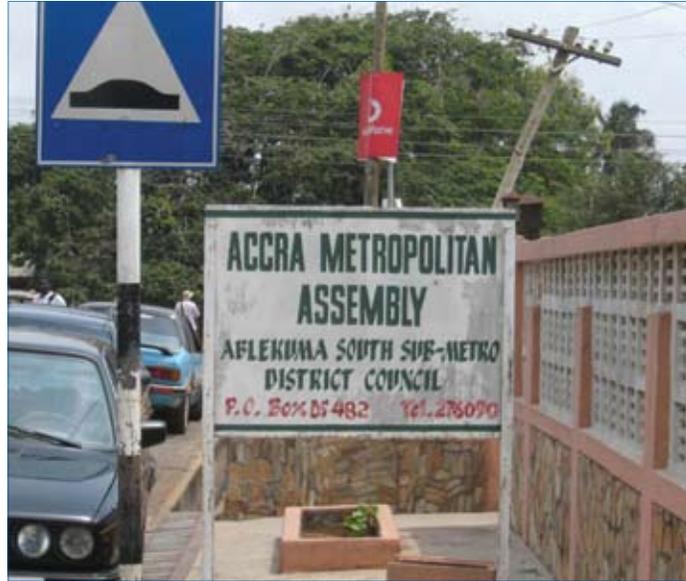
pointed by government. The functions of the AMA are outlined in a Legislative Instrument (L.I. 1500) and are summarized as follows:

- ✓ Provision of a sound sanitary and healthy environment
- ✓ Provision of educational infrastructure for first and second cycle schools
- ✓ Provision of markets and lorry parks within the Metropolis

- ✓ The planning and development control of all infrastructure within Accra
- ✓ Activities bordering on the maintenance of peace and security within the Metropolis
- ✓ Provision of public safety and comfort

• A number of functional departments support the AMA in performing its functions, including the: General Administration department which houses the Metro Chief Executive, treasury and other core administrative entities; Metropolitan Education Department; Metropolitan Health Department; Waste Management Department; Department of Food and Agriculture; Town and Country Planning Department; Metropolitan Works Department; Internal Audit Unit; Metropolitan Planning Co-ordinating Unit; Security Department;

External Audit Unit; Metropolitan Road Department; Budget and Rating Department; Public Relations Unit; and National Disaster Management Organization.



Ablekuma South Sub-Metro Office Sign



The Location of Sub-Metros in the City of Accra

• For administrative purposes the City is sub-divided into 11 administrative entities called Sub-Metropolitan District Councils, commonly referred to as "sub-metros". The sub-metros are named Ablekuma North, Ablekuma Central, Ablekuma South, Ashiedu Keteke, Ayawaso Central, Ayawaso East, Ayawaso West, La, Okaikoi North, Okaikoi South, and Osu Klottery. Each sub-metro has an administrative building with staffing. The sub-metros are responsible for decentralized functions which include some combination of the core Metropolitan functions, the particular combination depending upon the requirements of the particular sub-metro.

• As the City has grown, large settlements have devel-

oped around the City boundaries. In the last several years these settlements have become separate municipalities with their own administrations. Some of these surrounding municipalities are home to high income households while others are predominantly comprised of low income households. Because of the City's centrality as an administrative and commercial center, it draws many worker commuters from these radial municipalities.

City Demographics

- **The City of Accra is a large metropolis with a 2009 estimated residential population of slightly more than 2.1 million.** However, it is commonly thought that, with migrant inflows from the north of Ghana and from neighboring countries, the City's population may really top 3.5 million. It is estimated that the City's growth rate is around 4.4% per annum. Whatever the actual residential population, an additional half a million commuters stream in from radial areas daily to work in administrative, educational, industrial and commercial concerns.

- **The residential populations of the different sub-metros vary quite considerably.** Larger populations, estimated to be well over a quarter of a million, reside in Ablekuma South, Ablekuma Central and Ayawaso Central. Ayawaso West, which spans a large geographic area, has a significantly smaller population than other sub-metros with an estimated 70,000 people.

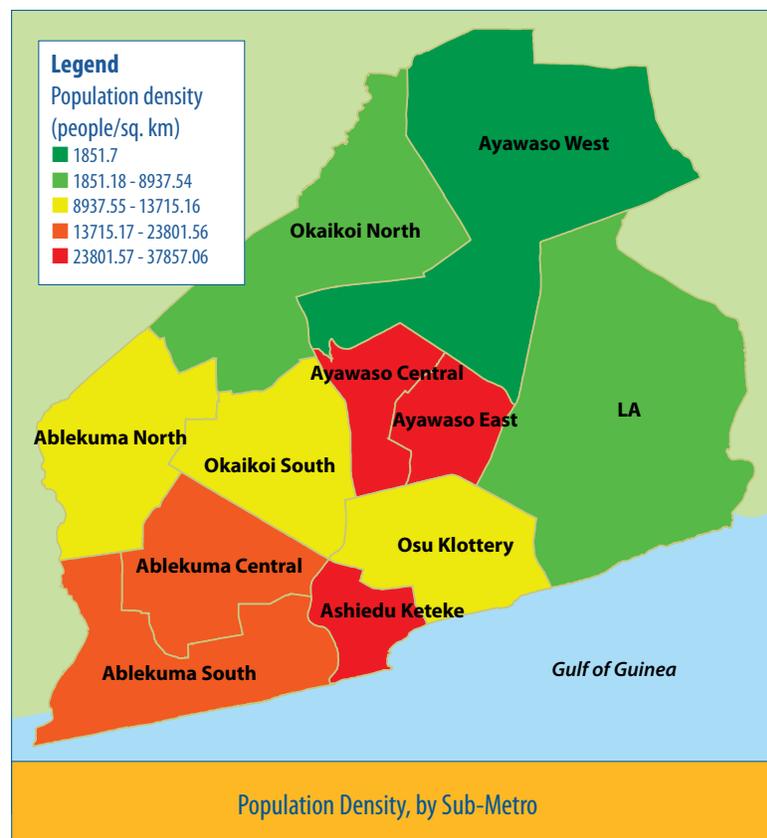
- **Population densities differ considerably across sub-metros.** The highest densities are found in Ayawaso Central, Ayawaso East and Ashiedu Keteke. The lowest density oc-

curs in Ayawaso West, reflecting the large land surface area and the small resident population.

- **The Citizens' Report Card Survey shows that average household size in the City is around 3.8.** This suggests that average household size has not changed significantly since the 2000 National Census. In the Survey a "household" is defined as the number of people who commonly share food/eat together. Average household size does not vary markedly across sub-metros.

- Larger households (6+ people) occur mainly in Ablekuma Central, Okaikoi South, Ayawaso West and Ashiedu Keteke. There are few exceptionally large (11+) households in the City, but these are located mainly in Ashiedu Keteke and Okaikoi South. Single person households predominate in La, Osu Klottery and Ashiedu Keteke.

- **The City's population is a very youthful one,** consistent with Ghana's high population



growth rate. This is reflected in the age profile of respondents to the Citizens' Report Card Survey; they are mainly between the ages of 21 and 40 years. 27% of respondents were aged 21 – 30 years, and 25% were aged 31 - 40 years.

Housing and Neighborhoods

- **The Citizens' Report Card Survey finds that most residents have had a long tenure in the City.** Some 84% of respondents say they have lived in the City for more than 10 years, and 9% between 5 – 10 years. Only 7% of respondents report having lived in the City for less than 5 years.

- **Occupancy rates of dwellings in the City are very high.** On average, 11.8 people live in one dwelling unit. The highest occupancy rates per dwelling are found in Ashiedu Keteke where, on average, 15.6 people share a dwelling. The lowest occupancy rates occur in Ayawaso West where, on average, 6.9 people share a dwelling.

- Slightly more than one third (34%) of respondents say they rent their residence. This is consistent with the 2000 National Census finding and suggests there has been little change in residence/ownership patterns in the City. Others own their residence, but a substantial percentage of residents live in dwellings rent-free.

- **Residences are very largely constructed of sound materials.** The Survey shows that 91% of residences are built of cement blocks or concrete and that roofs are predominantly iron/zinc sheets (56%) or asbestos (36%). Comparison with the 2000 National Census suggests that the percentage of residences constructed of concrete has increased by something in the order of 8%.

- A significant percentage of renters (93%) consider the structure they live in to be safe, and 94% say they are aware that the law makes the landlord responsible for ensuring the building is safe.



Private Residence, Ablekuma South

- People who rent their accommodation are generally required by landlords to make significant advance payments. 31% of renters have had to pay 24 months of their rental in advance; 11% paid 36 months of rental in advance, and 10% paid 12 months of rental in advance. 38% of renters said they were required to make no advance payment of their rent.

- **Four classes of Residential Areas or neighborhoods exist in the City.** These were established in 2002 when census data helped define localities where income levels, housing characteristics and environmental conditions were similar. The four Residential Areas, defined by average annual per capita household income in 2000 are: 1st Class Residential Areas (+/-Cedis 12,462,499 /US\$1,519.82); 2nd Class Residential Areas (+/-Cedis 7,242,187 /US\$883); 3rd Class Residential Areas (+/-Cedis 6,509,090 /US\$793); and, 4th Class Residential Areas (<Cedis 6,509,090 /<US\$793). Many residential areas contain a mix of Residential Area classes. Exceptions to this pattern are Ayawaso West which is

comprised very largely of 1st Class Residential Areas; Osu Klottey which is predominantly 1st Class Residential Areas; and Ablekuma South which is largely 3rd Class Residential Areas. Ayawaso East has an interesting mix of Residential Classes; of the 4 Residential Areas, 2 are 3rd Class, 1 is 2nd class, and 1 is 1st Class.

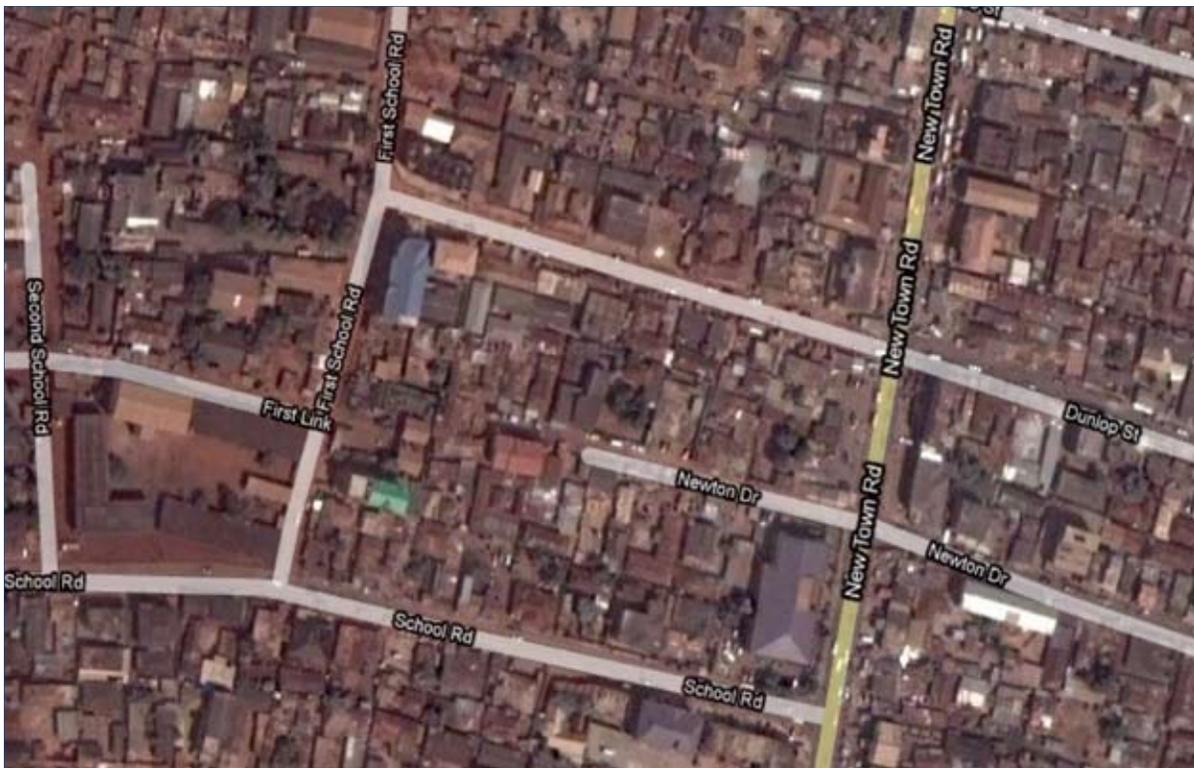
- The different classes of Residential Areas look very different from each other. 1st Class Residential Areas are well planned, have well developed infrastructure, and spacious, landscaped properties. 2nd Class Residential Areas are middle-income areas predominantly occupied by business, administrative and professional families. Much of the housing in these areas has been provided by state, parastatal and private sector organizations. These areas are generally better-planned but are sometimes in need of infrastructure services. Housing construction is generally good. 3rd and 4th Class Residential Areas are generally densely settled and largely unplanned. Infrastructure is limited and dwellings are of poorer quality construction.



Private Residence, Ayawaso West



Ayawaso West – Airport Residential Area – 1st Class Residential Area (Google Earth Map)



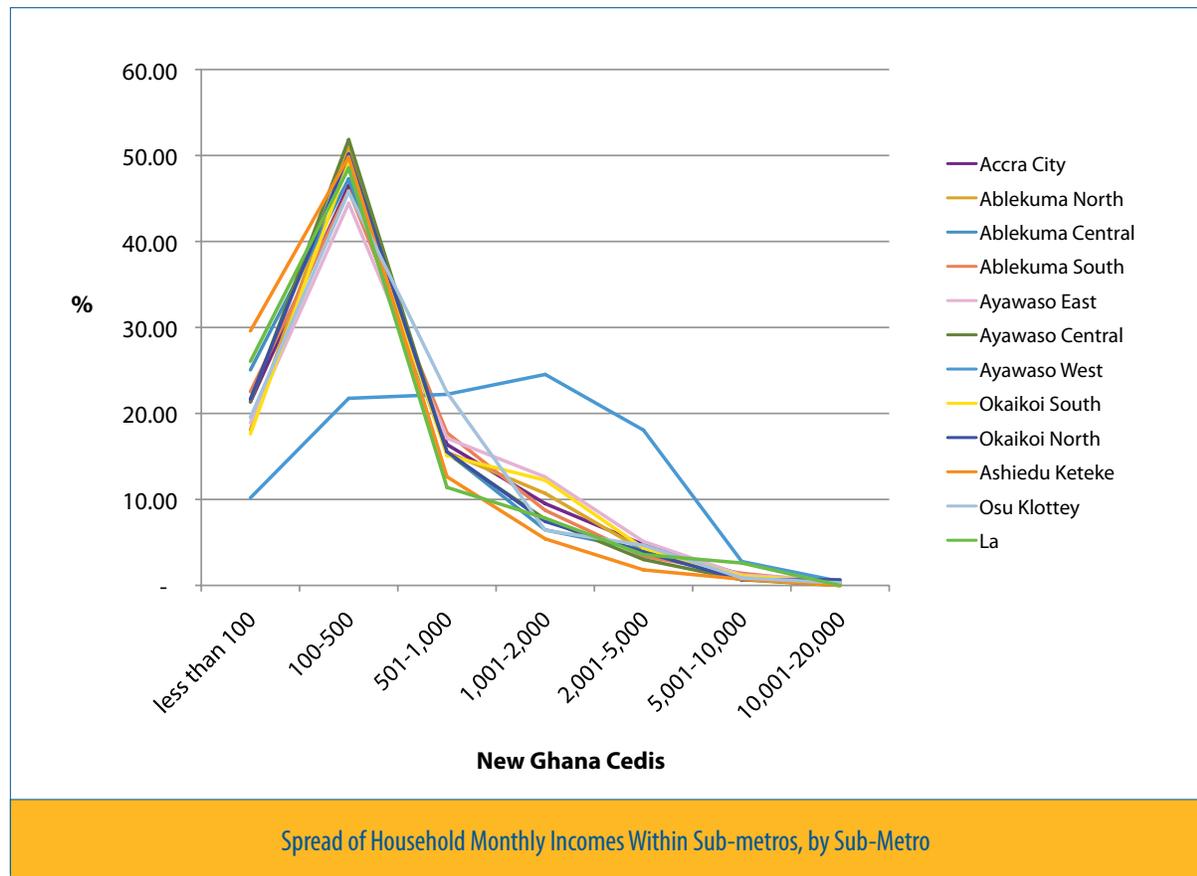
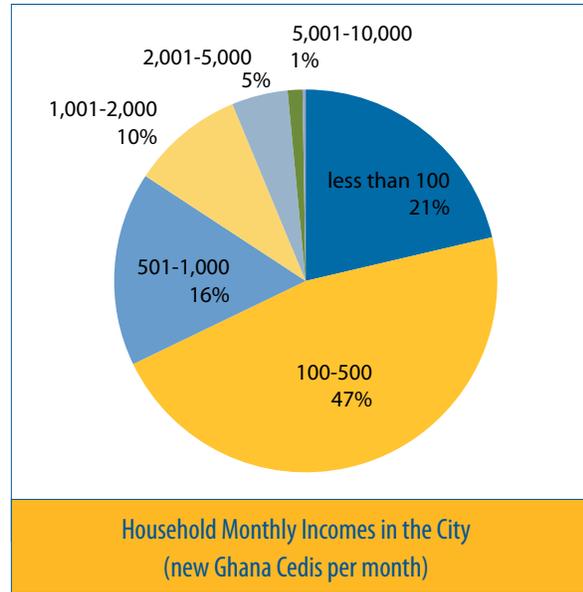
Ayawaso Central – Kpehe Residential Area - 3rd Class Residential Area (Google Earth Map)

- **80% of households report that they paid a property tax in the last 2 years.** Two thirds (66%) of households consider the property tax rate to be "about right". Around 32% of households say these taxes are "too high" and just 2% think they are "too low".

seen in Ayawaso West. Here, households with monthly incomes between 1,001-2,000 new Ghana Cedis predominate and the incidence of low income households is significantly below that of other households. There are evidently far

Household Income

- **The majority (47%) of households in the City report a monthly income of between 100-500 new Ghana Cedis.** Around 21% of households report having a very low monthly income of less than 100 new Ghana Cedis. Approximately 16% of households report very high monthly incomes of 1,000 new Ghana Cedis or more.
- **The spread of household incomes within each sub-metro differs somewhat across sub-metros.** The most marked difference is



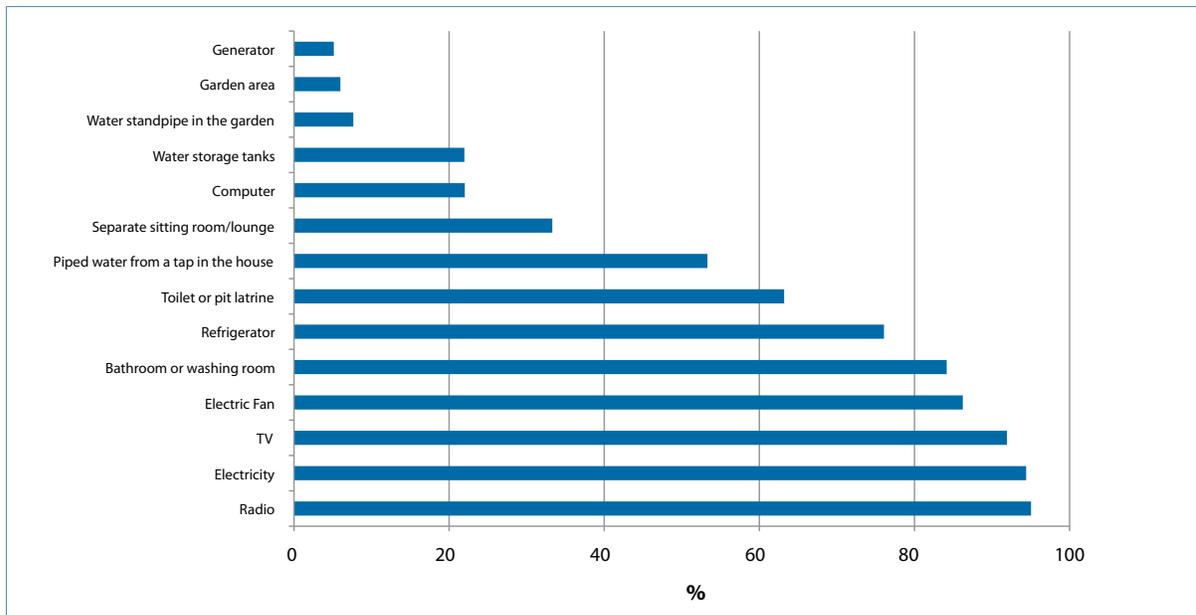
| New Ghana Cedis | Accra City % | Ablekuma North % | Ablekuma Central % | Ablekuma South % | Ayawaso East % | Ayawaso Central % | Ayawaso West % | Okaikoi South % | Okaikoi North % | Ashiedu Keteke % | Osu Klottey % | La % |
|-----------------|--------------|------------------|--------------------|------------------|----------------|-------------------|----------------|-----------------|-----------------|------------------|---------------|-------|
| less than 100 | 21.33 | 18.08 | 25.06 | 22.54 | 18.92 | 21.40 | 10.19 | 17.63 | 21.68 | 29.60 | 19.53 | 26.06 |
| 100-500 | 46.52 | 50.92 | 47.29 | 45.92 | 44.44 | 51.84 | 21.76 | 49.28 | 50.16 | 49.82 | 45.77 | 48.53 |
| 501-1,000 | 16.39 | 15.50 | 15.50 | 17.75 | 17.12 | 15.38 | 22.22 | 15.11 | 15.53 | 12.64 | 22.45 | 11.40 |
| 1,001-2,000 | 9.51 | 10.70 | 6.46 | 8.73 | 12.61 | 7.69 | 24.54 | 12.23 | 7.44 | 5.42 | 6.41 | 7.82 |
| 2,001-5,000 | 4.74 | 4.06 | 4.13 | 3.38 | 5.11 | 3.01 | 18.06 | 4.32 | 3.88 | 1.81 | 4.66 | 3.58 |
| 5,001-10,000 | 1.24 | 0.74 | 1.29 | 1.41 | 1.20 | 0.67 | 2.78 | 1.08 | 0.65 | 0.72 | 0.87 | 2.61 |
| 10,001-20,000 | 0.27 | - | 0.26 | 0.28 | 0.60 | - | 0.46 | 0.36 | 0.65 | - | 0.29 | - |

Spread of Household Monthly Incomes Within Sub-Metros

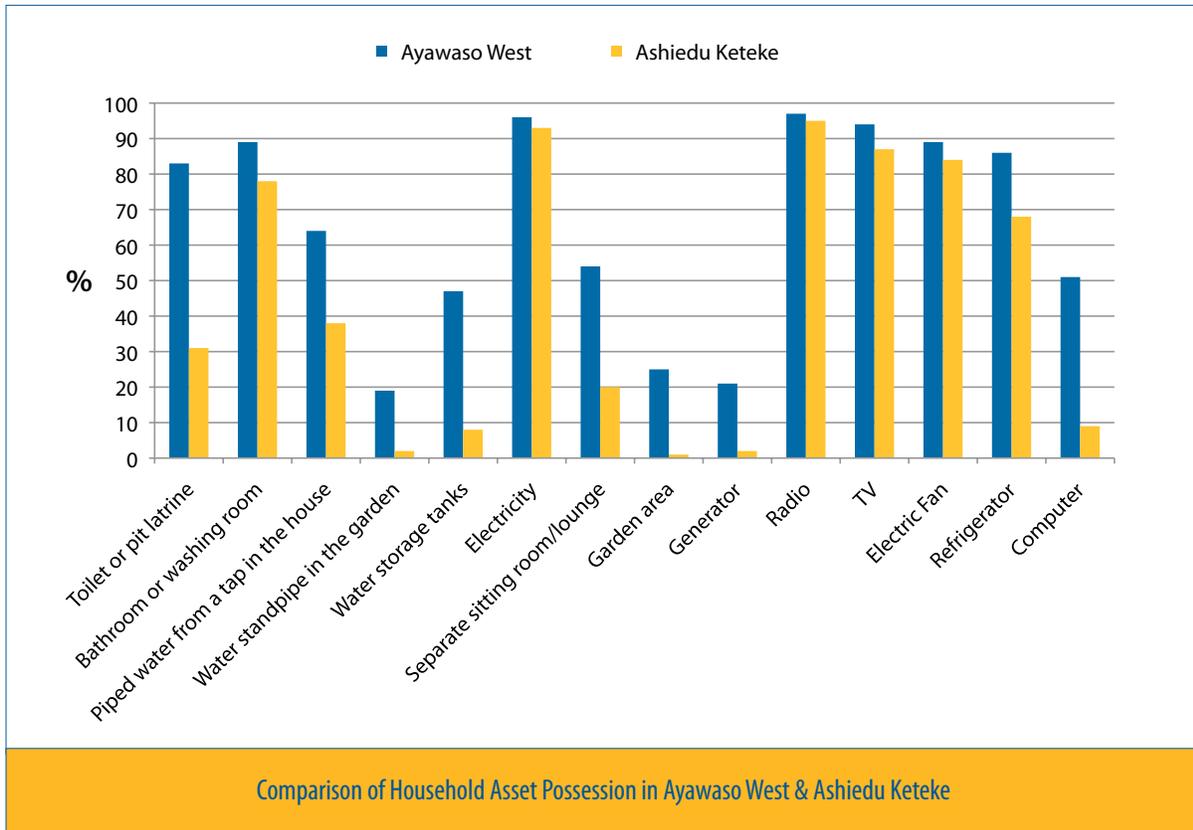
fewer households with monthly incomes above 1,000 new Ghana Cedis in La, Ashiedu Keteke and Okaikoi North. And, in Ashiedu Keteke, Ayawaso Central and Okaikoi North the incidence of households with monthly incomes below 100 new Ghana Cedis is highest.

Household Assets

- The Citizens' Report Card Survey asked households to indicate which of 14 different items or "assets" they possess. The number of



Household Assets Possessed by City Households (%)



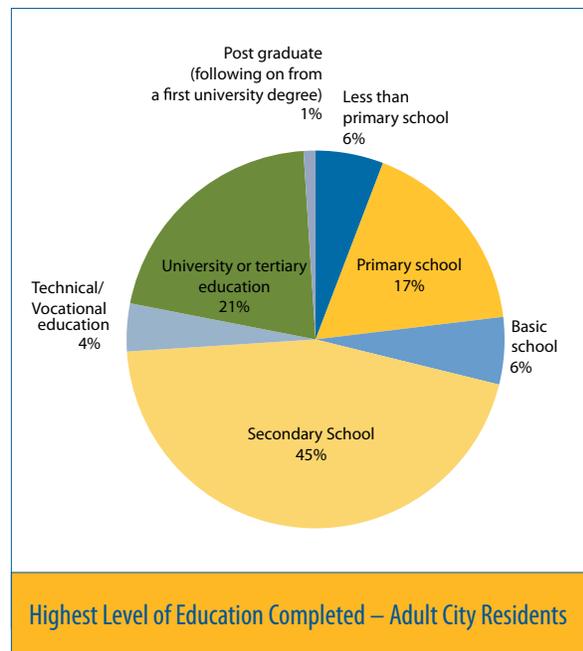
assets a household has is not only a marker of relative wealth, but indicates the degree of comfort household members live in. Most households have a radio (95%), access to electricity (94%), and a TV (92%). Relatively few households have computers (22%), a garden area (6%), or a generator (5%).

- Households' possession of these assets, expectedly, mirrors household income levels. Residents in Ayawaso West are most likely to possess more of these assets, including the more expensive ones. Ashiedu Keteke households, on average, possess far fewer of these assets and are least likely to have the more expensive ones, such as computers.

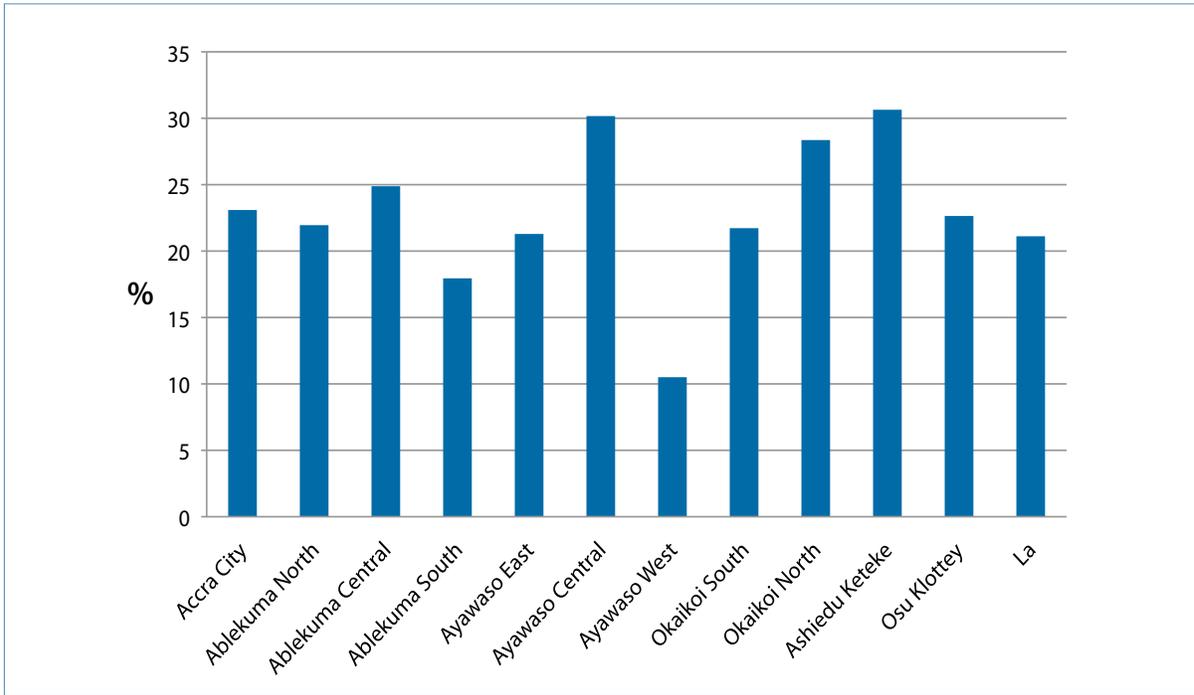
Education Level

- The City has a well-educated resident adult population.** Over 21% have university level education and 45% finished their education with secondary school. 6% ended their

education with basic level education. Just 17% of residents report ending their schooling at the primary level, and a very small percentage (6%) have less than primary education.



- Adult residents of sub-metros having a higher percentage of households with very low monthly incomes – Ashiedu Keteke, Ayawaso Central and Okaikoi North – are more likely to have ended their education at the primary school level.



Adult City Residents with Primary or Less Education, by Sub-Metro



Informal Housing, Ayawaso East

QUALITY OF LIFE & STANDARD OF LIVING



Public Market Vendor, Ashiedu Keteke

Quality of Life

The Citizens' Report Card Survey asked respondents to assess their household's Quality of Life. This question was asked as a way of gaining some insight into household members' general sense of well-being and happiness. Obviously, a great number of factors – many well beyond the City's power of influence – affect a household's general sense of well-being and happiness. However, household members' access to core basic services such as good sanitation, water, and basic education, and household members' ability to conduct their lives in a reasonably orderly, clean and safe environment undoubtedly contributes significantly to their sense of well-being. Thus, while it is important not to infer too much from the information gathered on households' Quality of Life, it does provide at least a partial picture of City households' general sense of well-being.



Vendor at City Craft Market

The Survey asked respondents to rate their Quality of Life as being High, Medium, or Low. A High rating would mean they consider their household to be "comfortable and happy with their living conditions"; a Medium rating would mean they consider their household to be "reasonably comfortable and happy with their living conditions"; and a Low rating would mean they consider their household to be "often uncomfortable and unhappy with their living conditions".

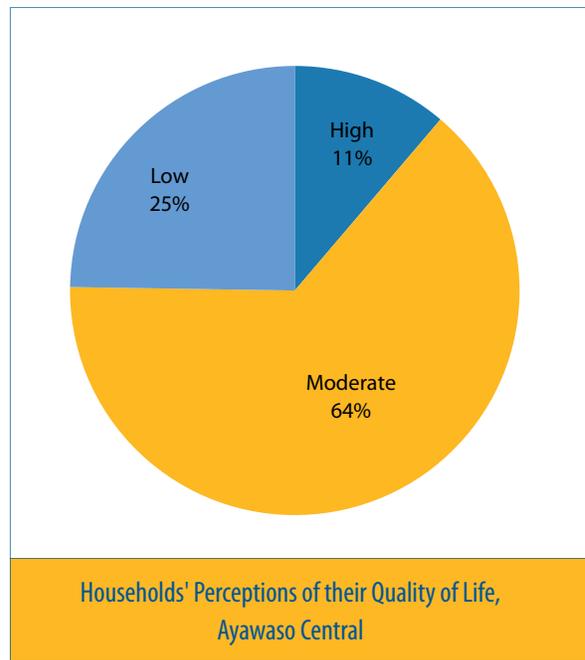
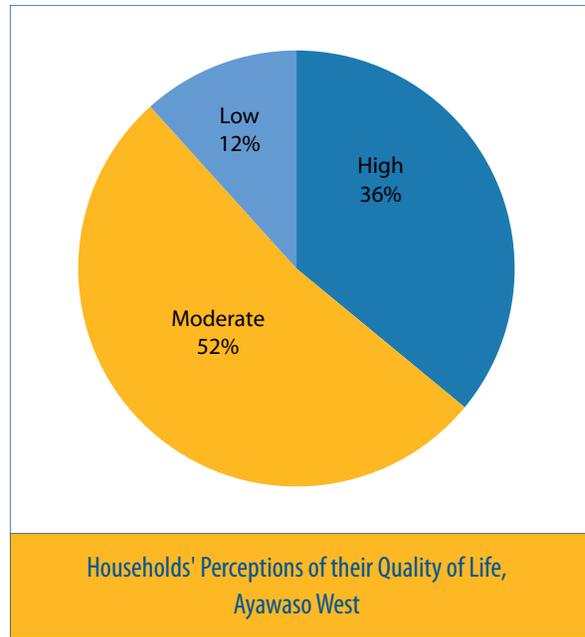
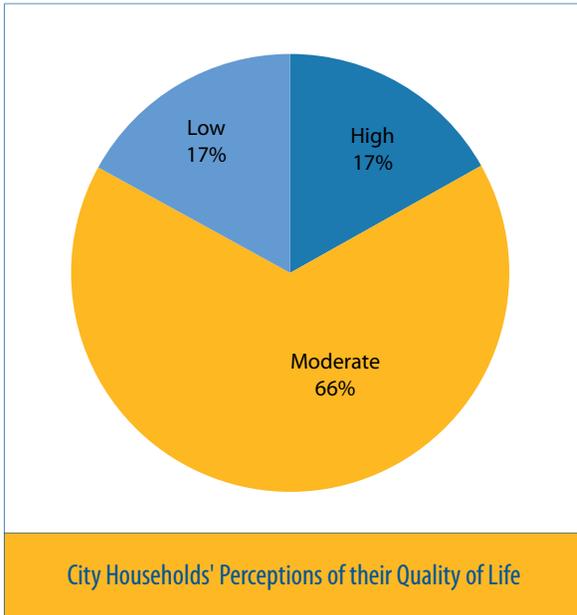
Residents' Responses Across The City at Large

- **A majority (66%) of City households consider themselves to have a Moderate Quality of Life** (i.e., they are "reasonably

comfortable and happy with their living conditions"). Some 17% of households believe they have a High Quality of Life (i.e., are "comfortable and happy with their living conditions"), and 17% believe they have a Low Quality of Life (i.e., are "often uncomfortable and unhappy with their living conditions").

- **More than half (51%) of households think their Quality of Life has improved over**

the past few years. Slightly more than 32% of households say their Quality of Life has remained the same over this period, and just 17% of households say their Quality of Life has worsened over the past few years.

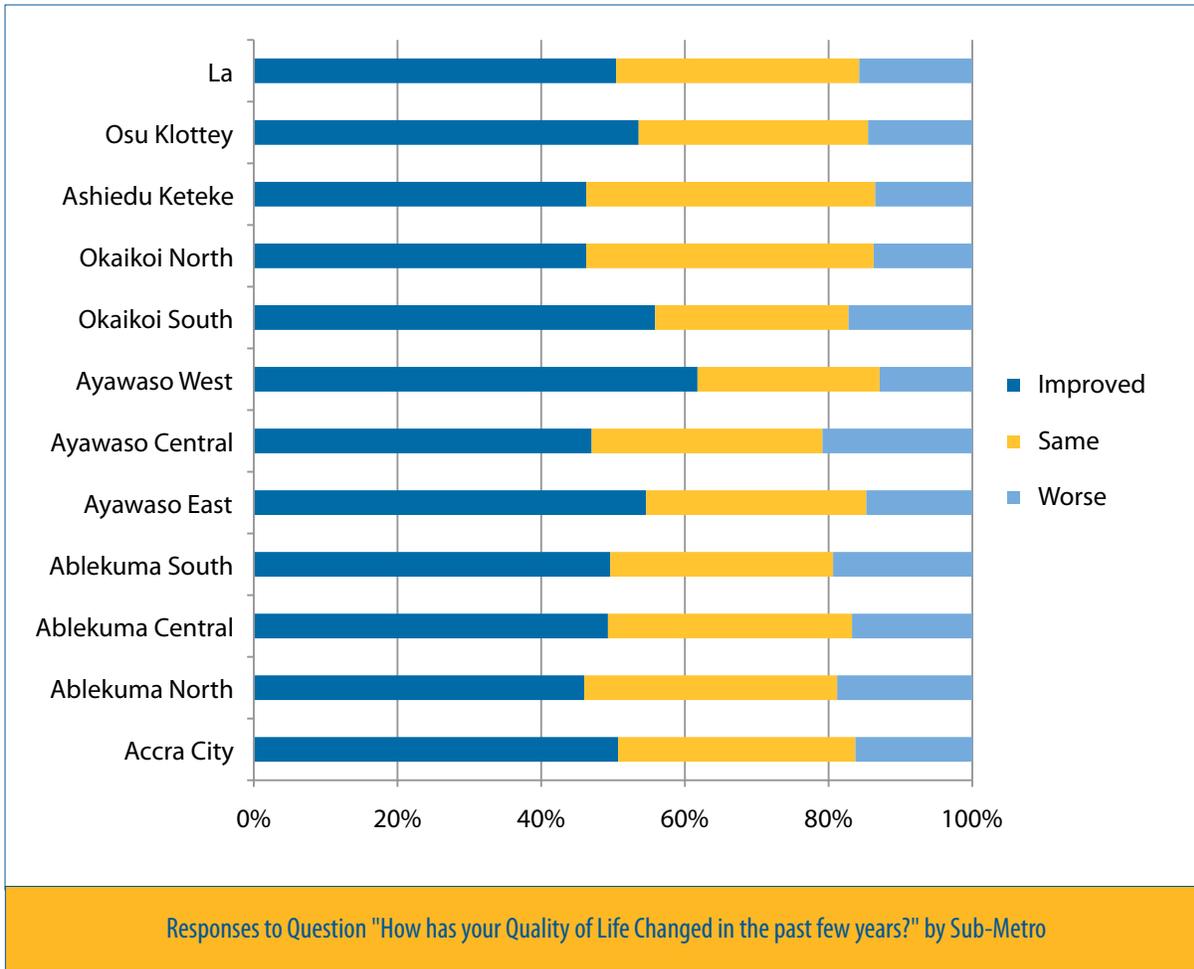


Residents' Responses Across The Sub-metros

- Households' perceptions of their Quality of Life vary quite considerably across sub-metros, likely reflecting sub-metro differences in household wealth and differences in service coverage and quality. Ayawaso West, the wealthiest sub-metro, is comprised almost exclusively of 1st Class Residential Areas and has, according to residents' reports, broad coverage of good quality services. Here, the highest percentage of households (36%) of any sub-metro rate their Quality of Life as "High". Just 12% of the sub-metro's households rate their Quality of Life as "Low". This contrasts quite sharply with household ratings in Ayawaso Central which is a considerably less wealthy sub-metro comprised of 2nd and 3rd Class Residential Areas, and one where households report much lower levels of service coverage and quality. Here, just 11% of

households rate their Quality of Life as "High" and 25% rate it "Low".

- In some sub-metros, a majority of households say their Quality of Life has improved over the past few years. This perception is held most strongly in Ayawaso West where almost two thirds (62%) of households report this. Households in Okaikoi South follow



Ayawaso West in reporting that their Quality of Life improved over the past few years; well over half (56%) of report this.

- **A fairly sizeable proportion of house-**

holds in some sub-metros report that their Quality of Life has worsened over the past few years. In Ayawaso Central 22% of households report this, and 20% do so in Ablekuma North and Ablekuma South.

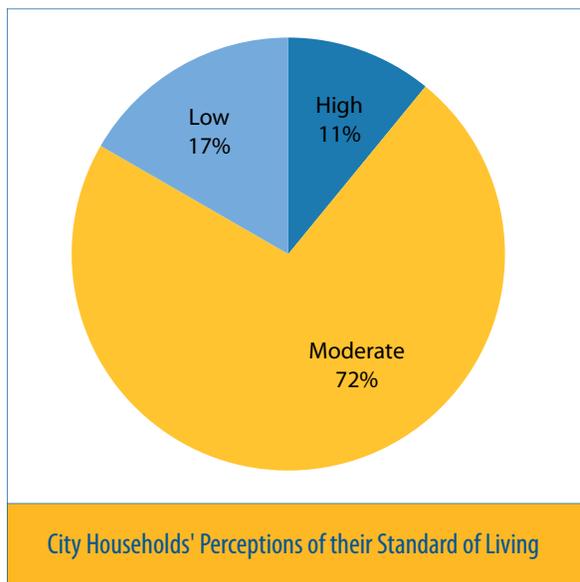
Standard of Living

The Citizens' Report Card Survey also asked respondents to assess their household's Standard of Living. This question sought to obtain information about a household's access to the basic material needs of life, including food, household equipment, and entertainment. As such, it is a rather different assessment of a household's general condition than the Quality of Life assessment.

The Survey asked respondents to rate their household's Standard of Living as being High, Moderate, or Low. A High rating would mean that their household has "plenty of food, household equipment, and opportunities for entertainment". A Moderate rating would mean the household has "sufficient food, reasonable household equipment, and has some opportunities for entertainment". A Low rating would mean the household "struggles to get sufficient food, has very limited household equipment, and has few opportunities for entertainment".

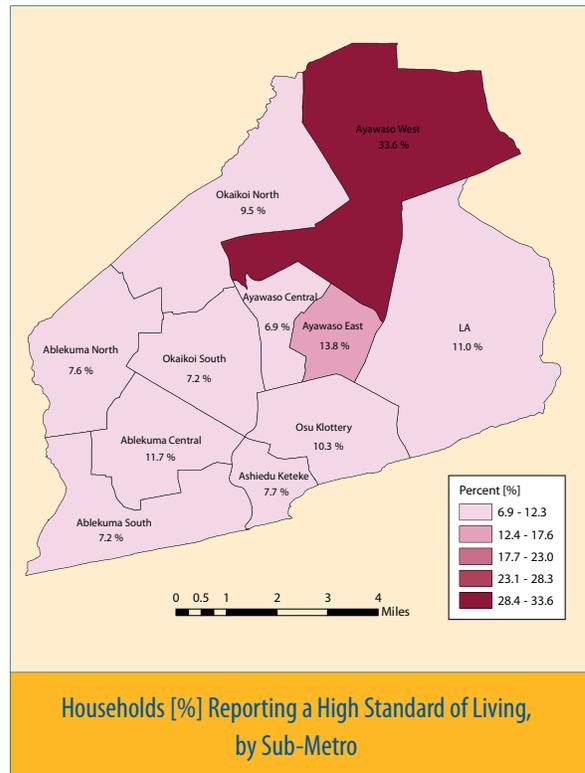
- **A majority of households in the City consider themselves to have a "Moderate" Standard of Living**, with "reasonable access to food, household equipment, and entertainment opportunities". 11% of City households think they have a "High" Standard of Living while 17% report that they have a "Low" Standard of Living.

Residents' Responses Across The City at Large



Residents' Responses Across the Sub-metros

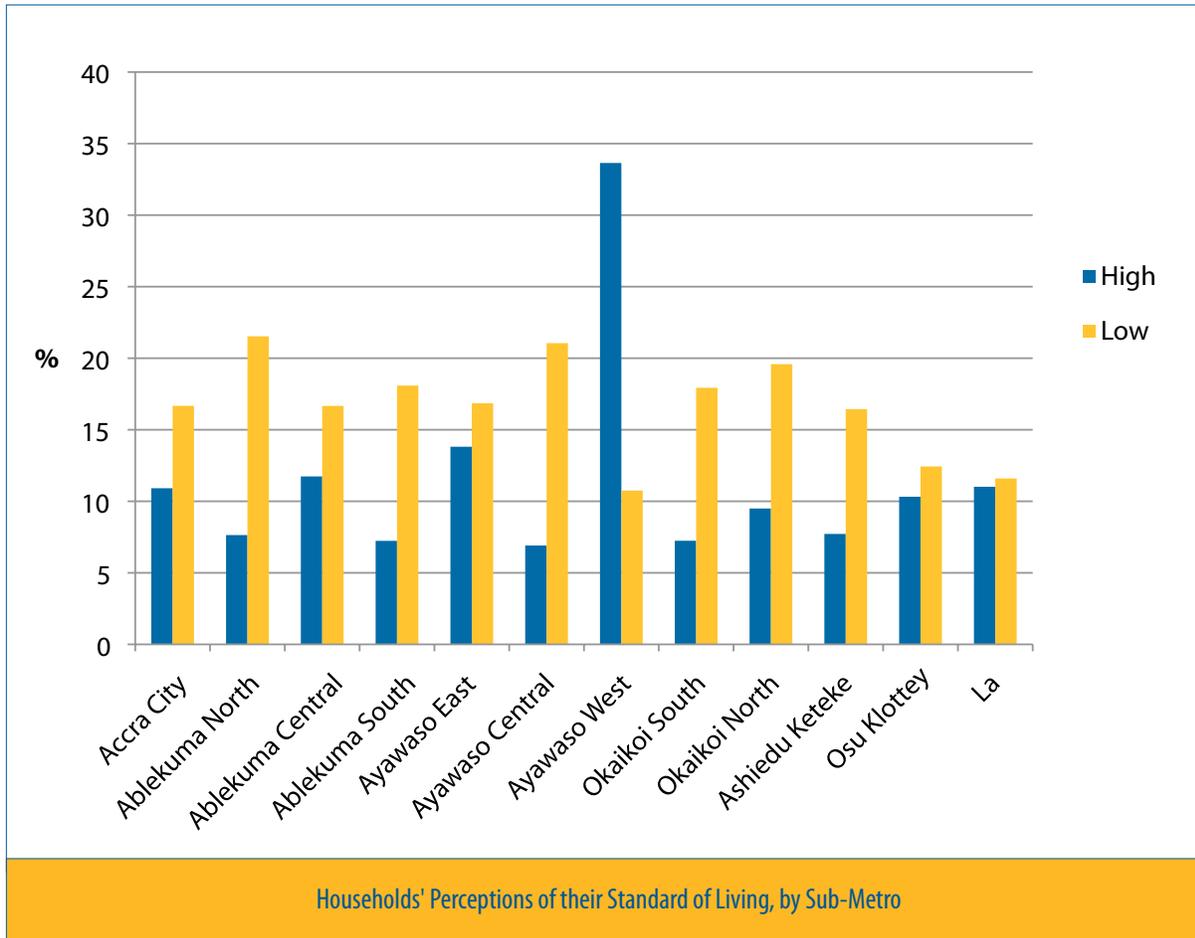
- **Some marked differences are evident across sub-metros in terms of households' rating of their Standard of Living.**



- A substantial percentage of households in Ayawaso West – 34% -- rate their Standard of Living as being "High". This is a significantly

higher percentage than is recorded in any of the other sub-metros. Ayawaso East follows Ayawaso West in the percentage of households reporting they have a "High" Standard of Living; here just 14% of households report this.

Ratings of a "Low" Standard of Living are highest in Ablekuma North (22%), Ayawaso Central (21%) and Okaikoi North (20%). By contrast, just 11% of households in Ayawaso West report a "Low" Standard of Living.



A NOTE ON HOUSEHOLDS' SERVICE PRIORITIES & SERVICE SATISFACTION



Vendors and Travellers at Tro-Tro Site

Households' Service Priorities

• **City households, responding to a question in the Citizens' Report Card Survey, ordered the seven services according to their importance to the household (i.e., 1 through 7).** Table 1 shows how households across the City at large ranked the services. The services ranked higher are evidently those for which households are most wanting broadened coverage and/or improved service quality. This does not mean that the lower priority services are necessary unimportant to them. Rather, it means that these services have less immediate impact on their quality of life at the present time, possibly because citizens already have good access to them and/or because they consider the quality of the service to be adequate.

Table 1: City Households' Ranking of Services by Importance

| Service | Households' Prioritization of Services |
|------------------------|--|
| Toilets & Sanitation | #1 |
| Gutters & Drains | #2 |
| Refuse and Solid Waste | #3 |
| Water | #4 |
| Public Markets | #5 |
| Basic Education | #6 |
| Roads | #7 |

Comparing Households' Service Priorities and Service Satisfaction

• **Knowing how Households' prioritize the services is clearly a very useful input to policy making. However, this information needs to be considered alongside households' satisfaction with the delivery of the respective services.**

• **Logically, an inverse relationship will exist between the priority a service is given and the level of satisfaction associated with it. A service identified as a high priority will likely be one that households are dissatis-**

fied with. For instance, if refuse collection services reach few households and do not function well, households are much more likely to think that the service needs to be expanded and improved; they will have a low level of satisfaction with the service and accord it a higher priority for City Administration attention. Conversely, if a service reaches most households and its quality is adequate, households are more likely to be satisfied with it and are less likely to think the City Administration should invest more resources in it relative to other services.

Comparing Service Priority and Satisfaction: All City Households

- **The expected inverse relationship between households' service priorities and satisfaction levels is not, however, very strong when the data are considered for the full population of City households** (see Table 2). While the inverse relationship is evident for Gutters and Drains (2nd highest priority / lowest satisfaction level), it does not hold for other services, and particularly for the highest priority service, Toilets and Sanitation (1st priority / 2nd highest satisfaction level).
- **City household's satisfaction with the different services varies markedly.** Their satisfaction level is much higher for Basic Education services (85%) than for any other service. The second highest level of satisfaction is recorded for Toilets and Sanitation (67%). City households'

satisfaction with Gutter and Drain services (29%) is much lower than for any other service.

Comparing Service Priority and Satisfaction: Households with Better Service Coverage

- A somewhat stronger inverse relationship between households' service priority and satisfaction level is found when just the population of households with better service coverage is considered (see Table 3). It is stronger for Gutters and Drains (2nd highest priority / 2nd lowest satisfaction level) and Basic Education (6th priority / 2nd highest satisfaction level). Little, if any, inverse relationship, however, is observed for the highest and lowest priority services -- Toilets and Sanitation (1st priority / highest satisfaction level) and Roads (7th priority / 7th satisfaction level).

Table 2: Relationship between Service Priority & Service Satisfaction
(All City Households)

| Service | Households' Prioritization of Services | Ranking of Households' Satisfaction Level with Service | Households' Satisfaction Level (all households) |
|------------------------|--|--|---|
| Toilets & Sanitation | #1 | #2 | 67% |
| Gutters & Drains | #2 | #7 | 29% |
| Refuse and Solid Waste | #3 | #4 | 48% |
| Water | #4 | #3 | 51% |
| Public Markets | #5 | #5 | 43% |
| Basic Education | #6 | #1 | 85% |
| Roads | #7 | #6 | 36% |

Table 3: Relationship between Service Priority & Service Satisfaction
(Households with Better Service Coverage)

| Service | Households' Prioritization of Services | Ranking of Households' Satisfaction Level with Service | Satisfaction Level (households with better service coverage) |
|------------------------|--|--|--|
| Toilets & Sanitation | #1 | 1 | 86% |
| Gutters & Drains | #2 | 6 | 37% |
| Refuse and Solid Waste | #3 | 3 | 69% |
| Water | #4 | 4 | 58% |
| Public Markets | #5 | 5 | 43% |
| Basic Education | #6 | 2 | 85% |
| Roads | #7 | 7 | 36% |

Notes: Households identified as having better service coverage are defined here as follows: for Toilets and Sanitation – having facilities inside their home; for Refuse and Solid Waste Collection – having refuse pick-up from their home; for Gutters and Drains – having City constructed gutters and drains in their neighborhood; for Water – having Ghana Water Company Ltd. service; for Basic Education – all households are included; for Roads – all households are included but only responses on “neighborhood” (secondary) roads are considered.

- It is notable, and expected, that satisfaction levels with the services are generally considerably higher amongst households with better service coverage than for those of City households at large. The most marked difference is in terms of Refuse and Solid Waste collection where the satisfaction level, at 69%, is 21 percentage points higher than when considered for households as a whole. Satisfaction levels for this group are also considerably higher for Toilet and Sanitation and Gutter and Drains services.

Comparing Service Priority and Satisfaction: Households with Lower Service Coverage

- The strongest inverse relationship between households' service priorities and satisfaction level is found when just the population of

households with lower service coverage is considered (see Table 4). This is seen, for instance, for Toilets and Sanitation (highest priority / 6th satisfaction level); Gutters and Drains (2nd priority / 7th satisfaction level); Basic Education (6th priority / highest satisfaction level); and Markets (5th priority / 2nd highest satisfaction level).

- The strength of this inverse relationship indicates that this is the most useful framework for the City Administration to use if it is seeking to target service delivery so as to maximize gains in households' perceptions of, and satisfaction with, its performance. It indicates that attention and resources should be directed mainly at improving coverage and quality of Toilets and Sanitation, Gutters and Drains, Refuse and Solid Waste Collection, and Water services in currently underserved areas. It turns out that policies formulated on this basis would also end up being decidedly pro-poor.

- It is notable, and expected, that satisfaction levels with the services are significantly lower amongst this group of households, given

Table 4: Relationship between Service Priority & Service Satisfaction
(Households with Low Service Coverage)

| (%) | Households' Prioritization of Services | Ranking of Households' Satisfaction Level with Service | Households' Satisfaction Level (%) |
|------------------------|--|--|------------------------------------|
| Toilets & Sanitation | #1 | #6 | 30% |
| Gutters & Drains | #2 | #7 | 18% |
| Refuse and Solid Waste | #3 | #4-5 | 36% |
| Water | #4 | #3 | 38% |
| Public Markets | #5 | #2 | 43% |
| Basic Education | #6 | #1 | 85% |
| Roads | #7 | #4-5 | 36% |

Notes: Households identified as having low service coverage are defined here as follows: for Toilets and Sanitation – having to use facilities outside their home; for Refuse and Solid Waste Collection – having no refuse pick-up from their home; for Gutters and Drains – having no, or limited, City constructed gutters and drains in their neighborhood; for Water – not having Ghana Water Company Ltd. service; for Basic Education – all households are included; for Roads – all households are included but only responses on “neighborhood”(secondary) roads are considered.

their lower service coverage. As Table 5 shows, their satisfaction levels with services are significantly lower than those for City households at large, and are very significantly lower than those of households with better service coverage. In the case of Toilets and Sanitation services households with lower service coverage have

a satisfaction level 56 percentage points lower than that of households with better service coverage. In the case of Refuse and Solid Waste Collection, their satisfaction level is 33 percentage points below that of households with better service coverage.

Table 5: Variance from All City Households' Satisfaction Levels with Services
By Households Having Relatively Better & Lower Service Coverage

| Service | Service Prioritization (all City Households) | Satisfaction Levels – All City Households % | Satisfaction Levels for Households with Better Service Coverage (% point difference)* | Satisfaction Levels for Households with Low Service Coverage (% point difference)** |
|------------------------|--|---|---|---|
| Toilets & Sanitation | #1 | 67% | +19 | -37 |
| Gutters & Drains | #2 | 29% | +8 | -11 |
| Refuse and Solid Waste | #3 | 48% | +21 | -12 |
| Water | #4 | 51% | +7 | -13 |
| Public Markets | #5 | 43% | 0 | 0 |
| Basic Education | #6 | 85% | 0 | 0 |
| Roads | #7 | 36% | 0 | 0 |

* Estimated as % satisfaction level for “All City Households” minus % satisfaction level for “Households with Better Service Coverage”.
** Estimated as % satisfaction level for “All City Households” minus % satisfaction level for “Households with Low Service Coverage”

THE SERVICES



Toilets and Sanitation



Gutters and Drains



Refuse and Solid Waste



Water



Public Markets



Basic Education



Roads



TOILETS AND SANITATION



Signage on Wall in Lorry Parking Lot

Residents' Service Priority Rating: 1st (out of 7 services)

City residents at large consider Toilets and Sanitation to be their highest priority. They rank it 1st out of the 7 services.

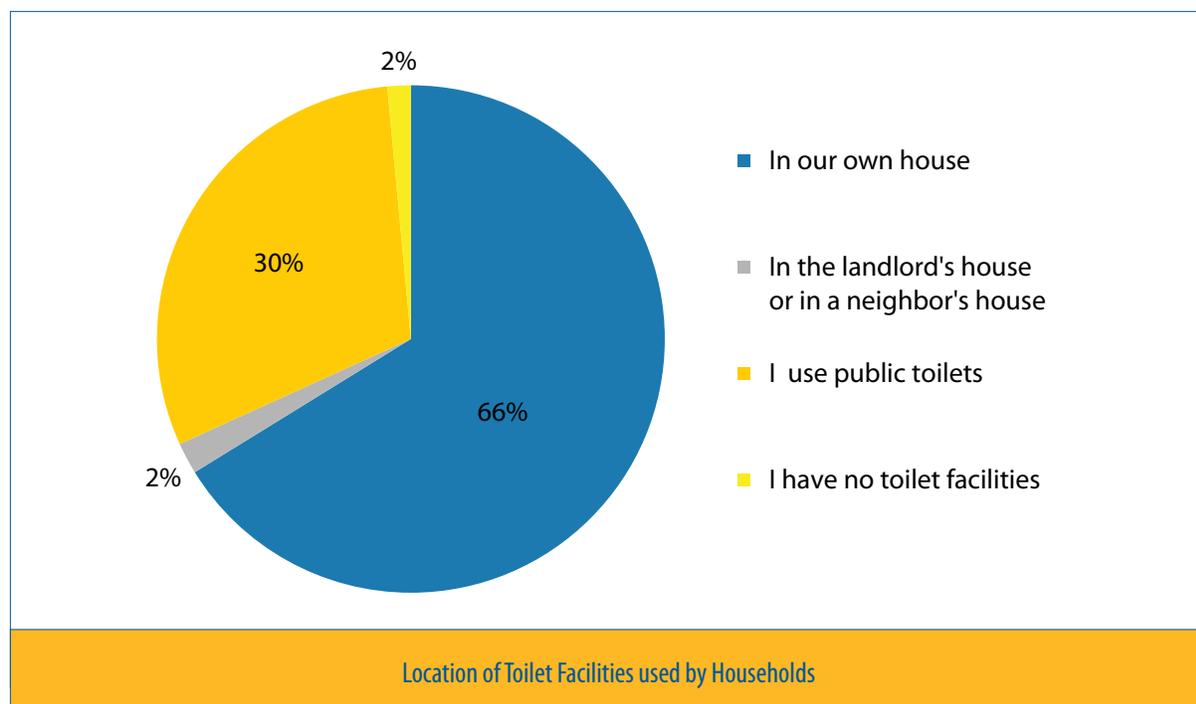
Residents in all sub-metros rate Toilets and Sanitation their top priority except those in Ablekuma North and Ayawaso West (where Roads are the top priority), and Ayawaso East and Okaikoi South (where Gutters and Drains are the top priority).

Residents' Responses Across The City at Large

- **A surprisingly high percentage of households in the City do not have access to any form of toilet facility in their homes; one third (30%) of City residents rely on using public toilet facilities.** A very small percentage

of City residents (2%) report having no access to toilet facilities at all, public or private. Slightly more than two thirds of residents do have access to a toilet facility in their home.

- **The percentage of City households relying on unsanitary toilet facilities – either in their home or in public facilities – is high.** Close to one third (30%) of households continue to rely on the pan/bucket system, and 4% of



households say they use plastic bags, gutters, outdoor areas and/or an open hole dug in the ground. The GIS Map, below, pinpoints locations where households rely on these unsanitary methods. Hotspots are evident in Ashiedu Keteke, Ayawaso Central, central Ayawaso East, and south-west Okaikoi North.

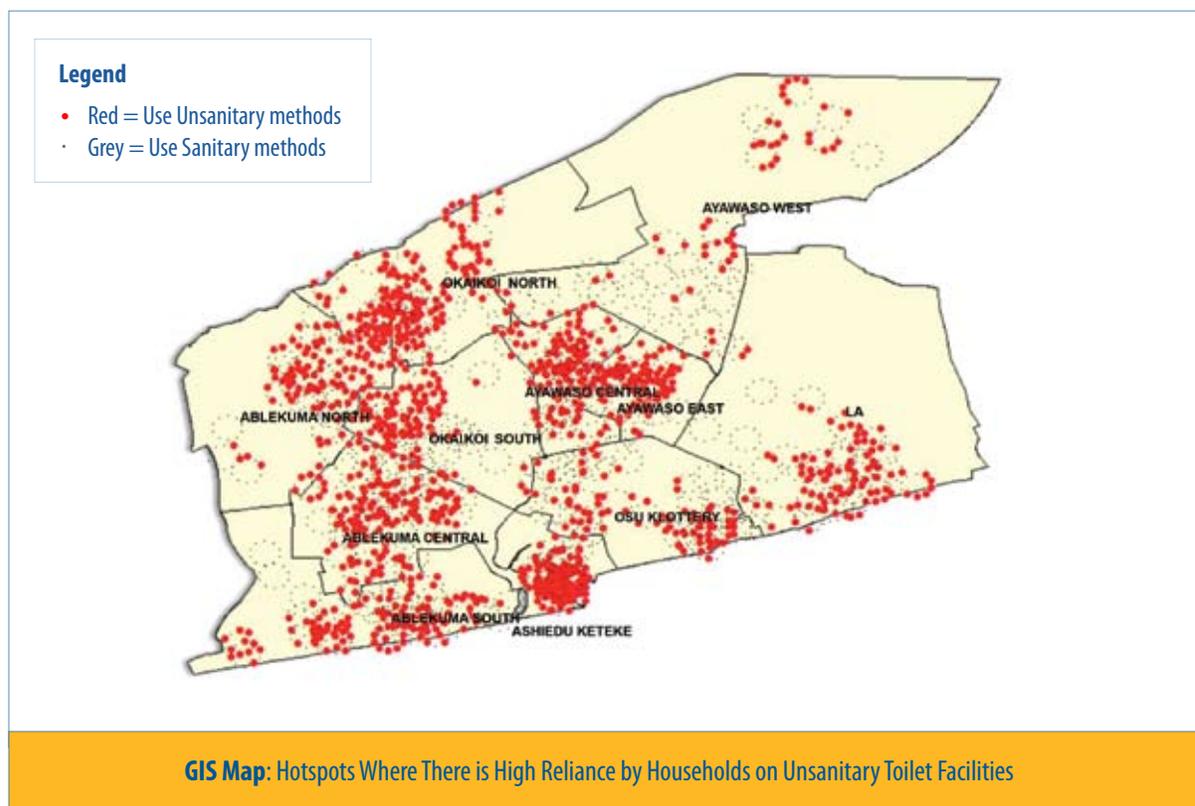
- **Reliance on pan/buckets and other unsanitary systems is inversely correlated with household income, although even some high income households use this system.** Well over a third (37%) of households with monthly incomes between 101-500 new Ghana Cedis rely on the pan/bucket system, compared to 25% of households with monthly incomes between 501-1,000 new Ghana Cedis and 14% of households with monthly incomes between 1,001-2,000 new Ghana Cedis.

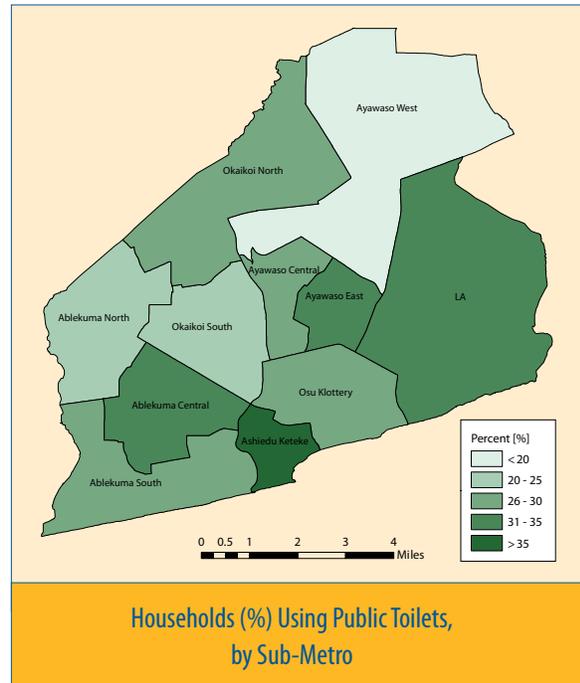
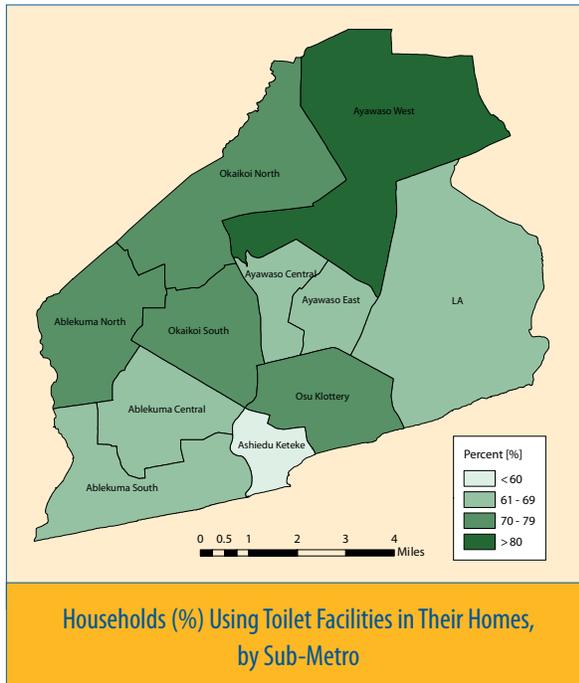
- Close to two thirds (62%) of households use water closets with a connected water supply, and the majority of these households (60%) say the water closet is located in their home.

- Use of water closets is correlated with household income, although even a sizeable percentage (51%) of the poorest households have access to water closets. 51% of households with monthly incomes below 100 new Ghana Cedis use a water closet, 55% of households with monthly incomes between 101-500 new Ghana Cedis do, 66% of households with monthly incomes between 501-1,000 new Ghana Cedis do, and 80% of households with monthly incomes between 1,001-2,000 new Ghana Cedis do.

Residents' Responses Across The Sub-Metros

- **The percentage of households who use some form of toilet/sanitation facility (be it water closet, pit latrine or pan/bucket) in their homes varies considerably across sub-metros.** Households that do not have facilities in their homes must rely on public facilities. In some sub-metros a significant percentage of

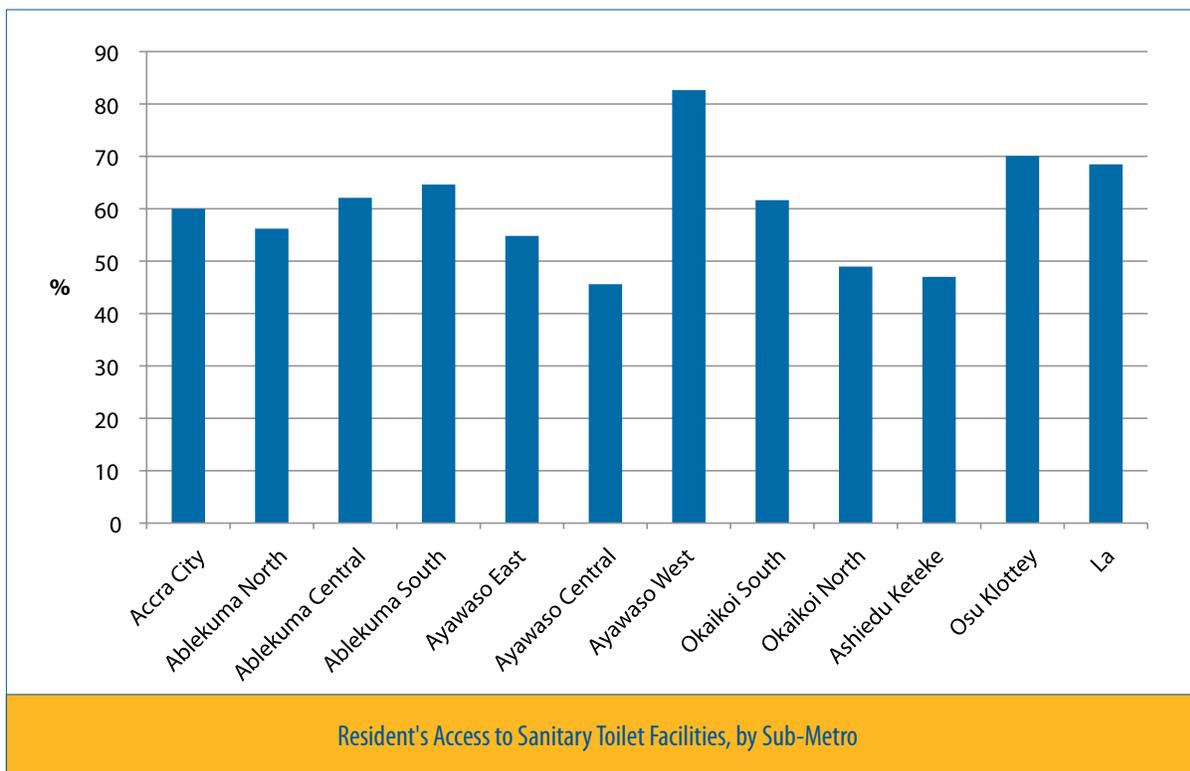




households use toilet facilities in their homes; this is the case in Ayawaso West (84%), Okaikoi South (74%), and Osu Klottery (71%). In other sub-metros, however, less than a third of households report using some form of toilet facility in their home; this is the case in Ashiedu Keteke

where just 31% of households use a toilet facility at home.

- The proportion of households that have access to sanitary toilet facilities (water closets, aqua privies, pit latrines) either in their



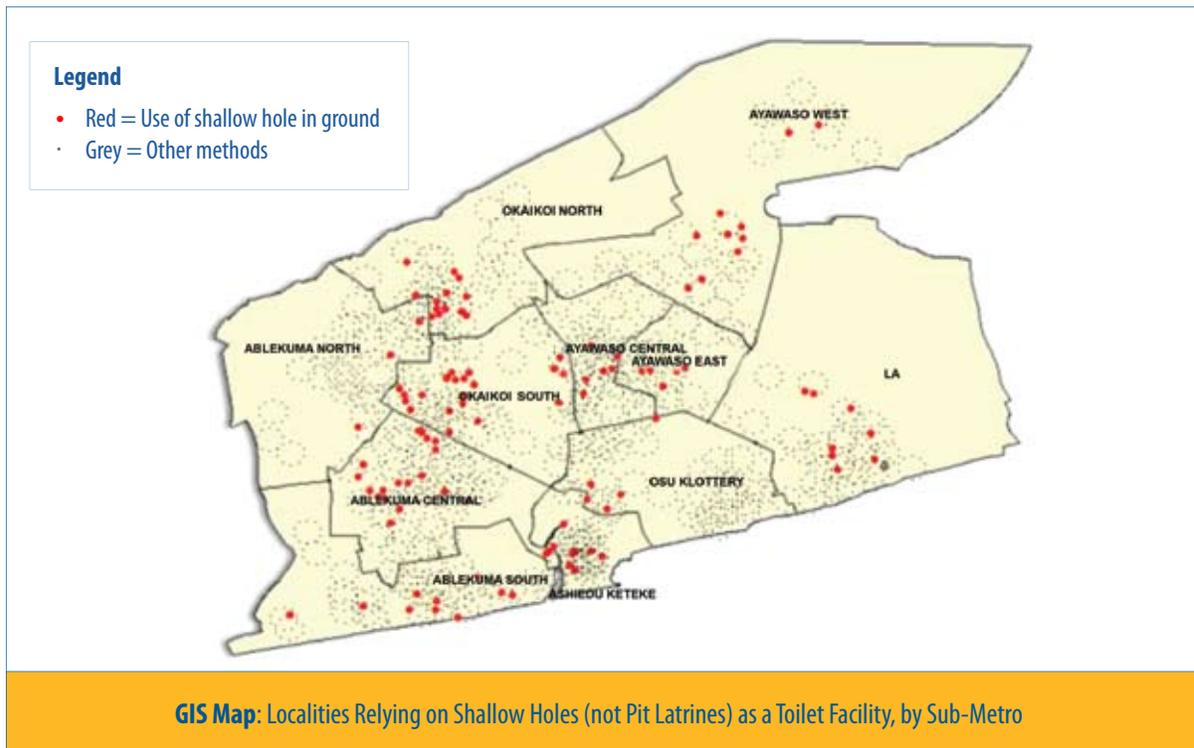
homes or in public facilities varies significantly across sub-metros. Households in Ayawaso West are most likely to have access to such facilities; 80% of households report using them. A high percentage of households in Osu Klottery (74%) and La (73%) also have good access to sanitary systems. The picture is quite different, however, in other sub-metros. Just 42% of households in Ayawaso Central, and 44% in Ashiedu Keteke have access to sanitary facilities.

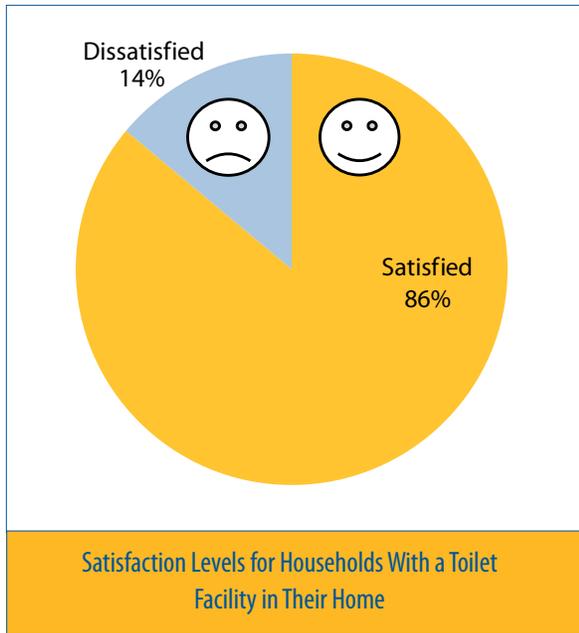
- **In several sub-metros, households continue to rely quite heavily on the much less sanitary pan/bucket system, either in or outside of their home.** Reliance on this method is highest in Okaikoi North (45%), Ashiedu Keteke (42%), and Ablekuma North (37%).
- **Residents using the most unsanitary toilet systems – shallow holes in the ground (not pit latrines) -- are largely concentrated in 5 sub-metros.** These are Okaikoi South where 7% of households say they use this method, Okaikoi North (4% of households), and Ashiedu Keteke, Ablekumar Central and Ayawaso East

(3% of households). The GIS Map below pinpoints localities where reliance on this method is most prevalent.

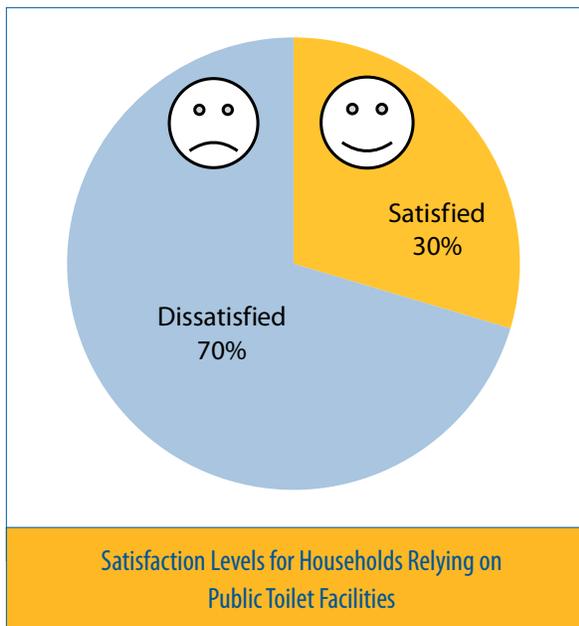
City Residents' Satisfaction With Service

- **Residents' satisfaction with this service, which they rate as their highest priority service, is nuanced and must be considered very carefully.** Residents across the City at large report a satisfaction level with this service of 67%. However, this apparently high satisfaction level is driven by the two thirds of residents who use some form of facility in their home.
- **Residents' satisfaction level with this service depends on whether or not they have access to some form of toilet facility -- be it a water closet, aqua privy, pit latrine, pan/bucket -- in their home.** Those who use some form of facility in their home have a high satisfaction level (86%).



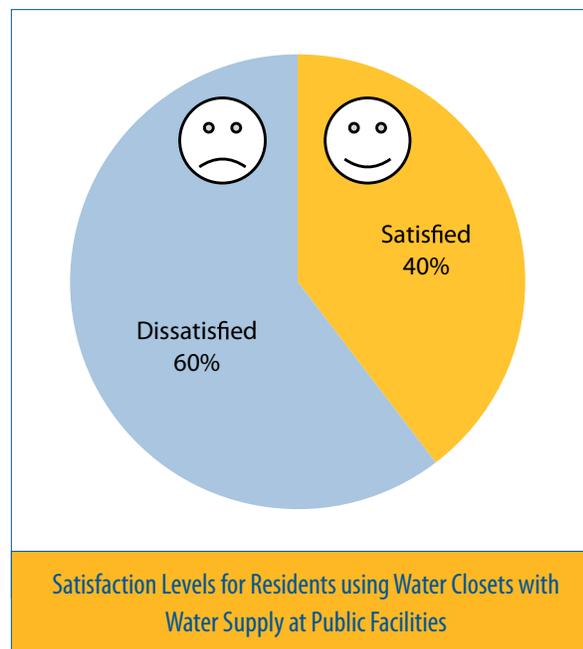
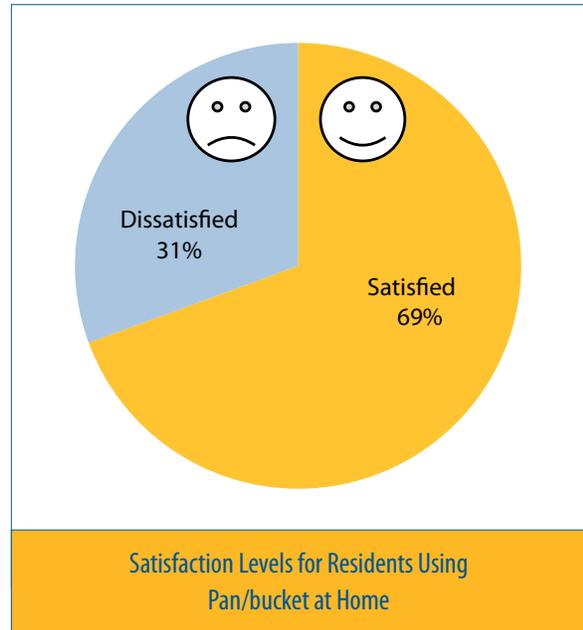


- **Satisfaction levels are very low (30%) for households which use toilet facilities outside of their home, regardless of whether they are sanitary or not. Residents who use public facilities, and who consider them to be clean, accessible and well run, still report high levels of dissatisfaction with this service.**



- **Satisfaction levels are much higher (69%) amongst residents who use a pan/**

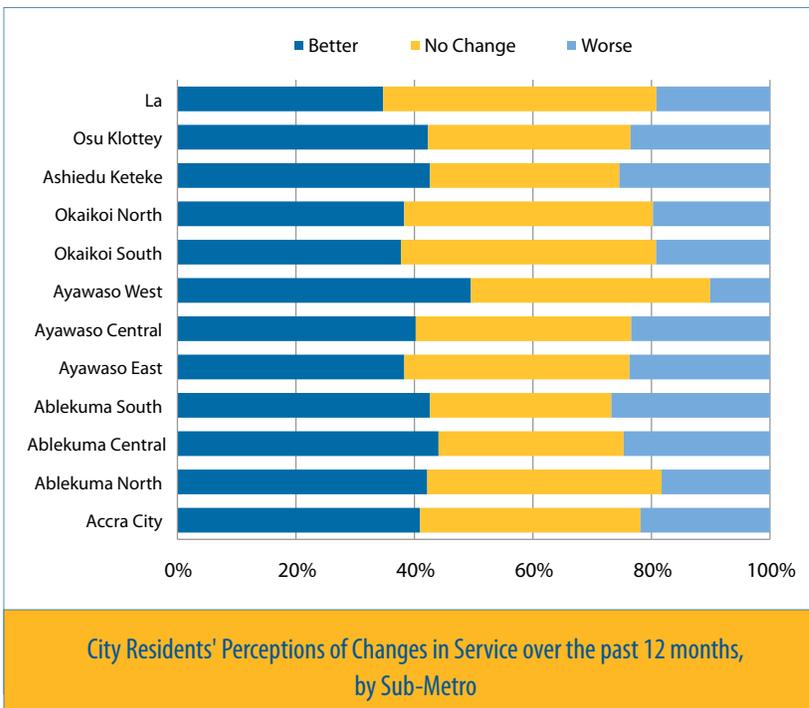
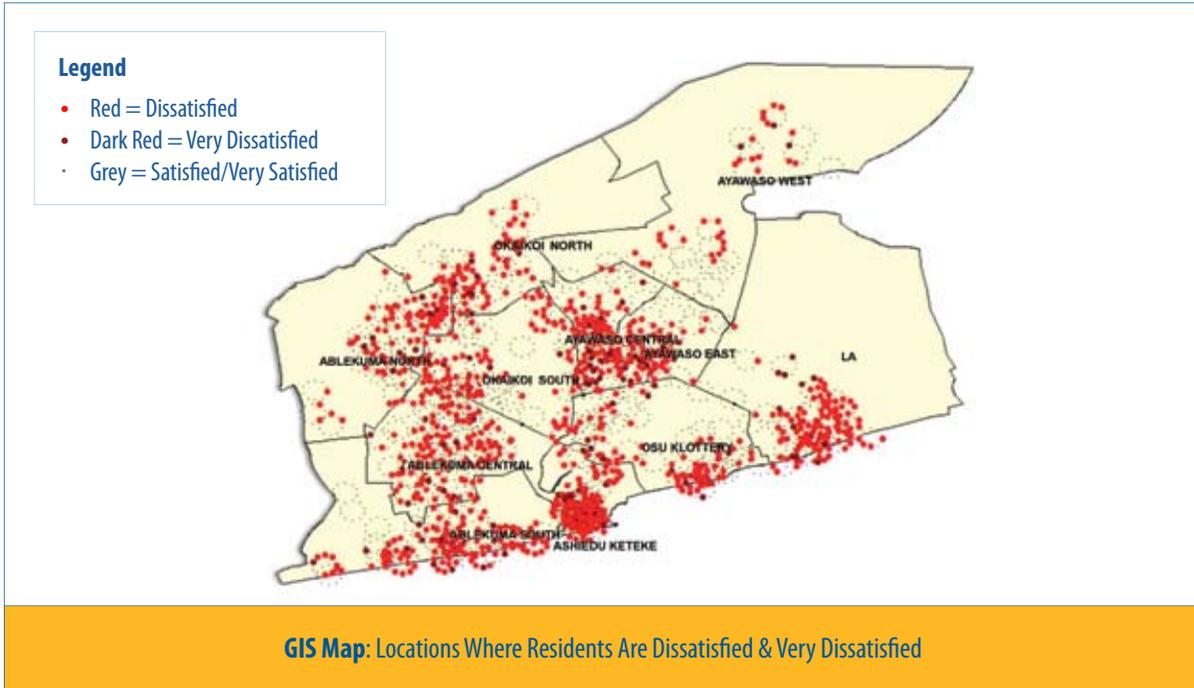
bucket system at home than satisfaction levels (40%) for residents who use a water closet with a water supply in a public toilet facility, as is clear from the two graphs below.



- **Residents' satisfaction level is lowest in sub-metros where households use a bucket/pan system at a public toilet facility.** This is the case in Ashiedu Keteke where more than half of

residents lack sanitary facilities in their homes, and where 42% of households use the bucket/pan system. Satisfaction levels are also very low in Ayawaso Central and La where 40% and 37% of respondents, respectively, say they are satisfied. The GIS Map below pinpoints the localities where dissatisfaction with this service is con-

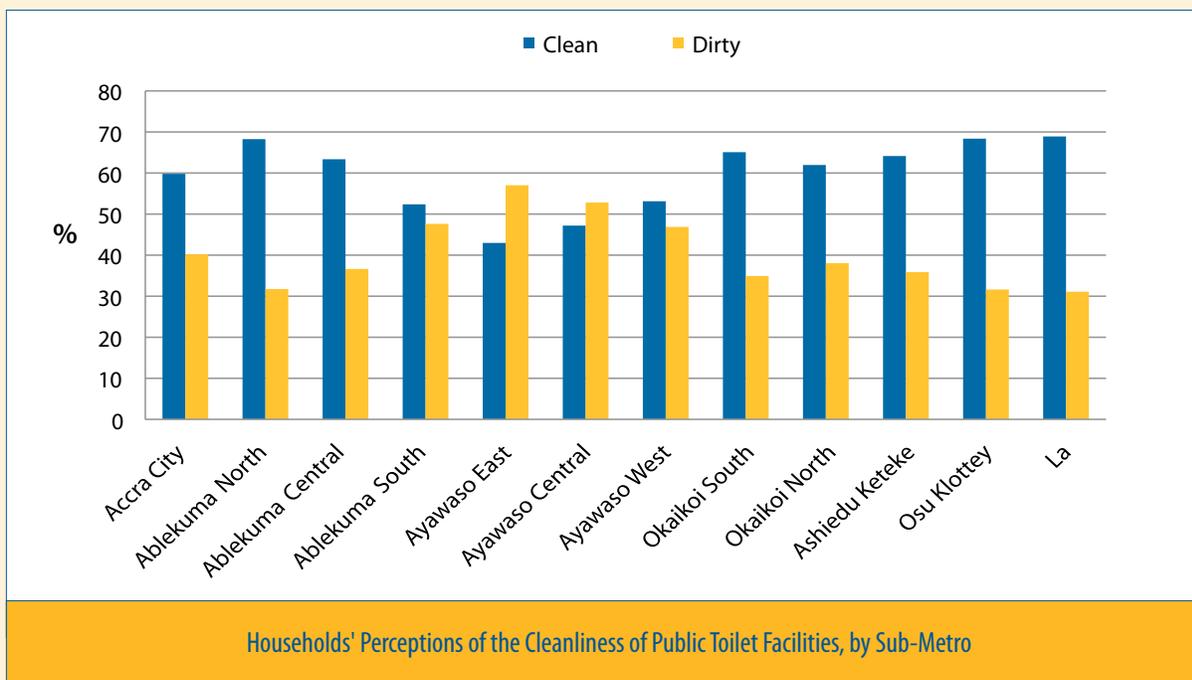
centrated-- Ashiedu Keteke; central-south Ayawaso Central; south-central La; and, to a lesser extent, west-central Ayawaso East and central-east Ablekuma North. South-central Ayawaso Central has the most concentrated pocket of residents saying they are "very dissatisfied" with this service.



- Satisfaction with this service is highest amongst residents in Ayawaso West (84%) and Ablekuma North (74%). These are both sub-metros in which the majority of households have water closets located in their homes.
- City residents at large think that this service has improved somewhat over the past 12 months.
- **Residents without toilet facilities in their homes report that public toilet/sanitation services have declined over the past year.**

A SPECIAL ISSUE — Public Toilet Facilities

- **Users of public toilet facilities are widely dissatisfied with the service regardless of how well managed and sanitary the facilities are;** just 30% of public toilet users say they are satisfied with the service.
- The extent to which residents must rely on public toilets varies considerably across the sub-metros. Residents of Ashiedu Keteke are most reliant on public facilities; around 60% of households here use them. And, in La, 34% of households use them. By contrast, just 15% of households in Ayawaso West rely on public facilities.
- Conditions of public toilet facilities vary across sub-metros. Two thirds or more of users in Ashiedu Keteke (63%) and La (69%) say the facilities are clean and convenient (within 5 minutes walk of their homes). In Ayawaso Central and Ayawaso East, however, only 47% and 43% of users, respectively, say the facilities are clean.



- Fees for using public toilet/sanitation facilities are universally low across the City, generally being around 0.10 of a new Ghana Cedi per usage.
- Residents do not generally report problems or lodge complaints about the public toilets/sanitation facilities they use; only 7% of users say they made a complaint over the past 12 months. Complaint levels are highest in Ayawaso Central, Ayawaso East, and Okaikoi North where users are more likely to report that facilities are dirty. Most complaints were directed to the private operators of the facilities, which indicates that many facility users know where they should direct their complaints. However, a considerable proportion of complaints were also directed to Assembly Members and the Central City Administration. Regardless of where users lodged their complaint, most (75%) reported that there was no effective response to their complaint and the problem was not fixed.

Policy Implications

- **The City Administration would be wise to put significant effort into improving this service.** City residents at large identify it as their top (#1) priority out of the 7 services. A sizeable proportion of residents – about one third – are deeply dissatisfied with this service. Amongst these residents, service satisfaction is lower than for any other service barring Gutters and Drains.



Public shower facility in Ashiedu Keteke

- **Raising residents' satisfaction with this service presents special challenges. This is because it will require that the City Administration: (i) target households who use facilities outside their homes, and (ii) identify sanitary systems that can be introduced/installed in households located in high density settlements where space is at a premium.** Dissatisfaction with the service is concentrated amongst users of public toilet facilities, and exists even when they have ready access to well-managed, sanitary facilities. It is notable that residents have higher satisfaction levels when they use unsanitary facilities (buckets/pans) in their homes than when they use sanitary facilities (water closets, aqua privies or pit latrines) in

easily accessible and well-managed public facilities.

- **The City Administration would be wise to focus some immediate energies on eliminating households' usage of shallow holes (i.e. not pit latrines).** This practice is not widespread but is relied on most in west Okaikoi South. It is also more prevalent in Okaikoi North,

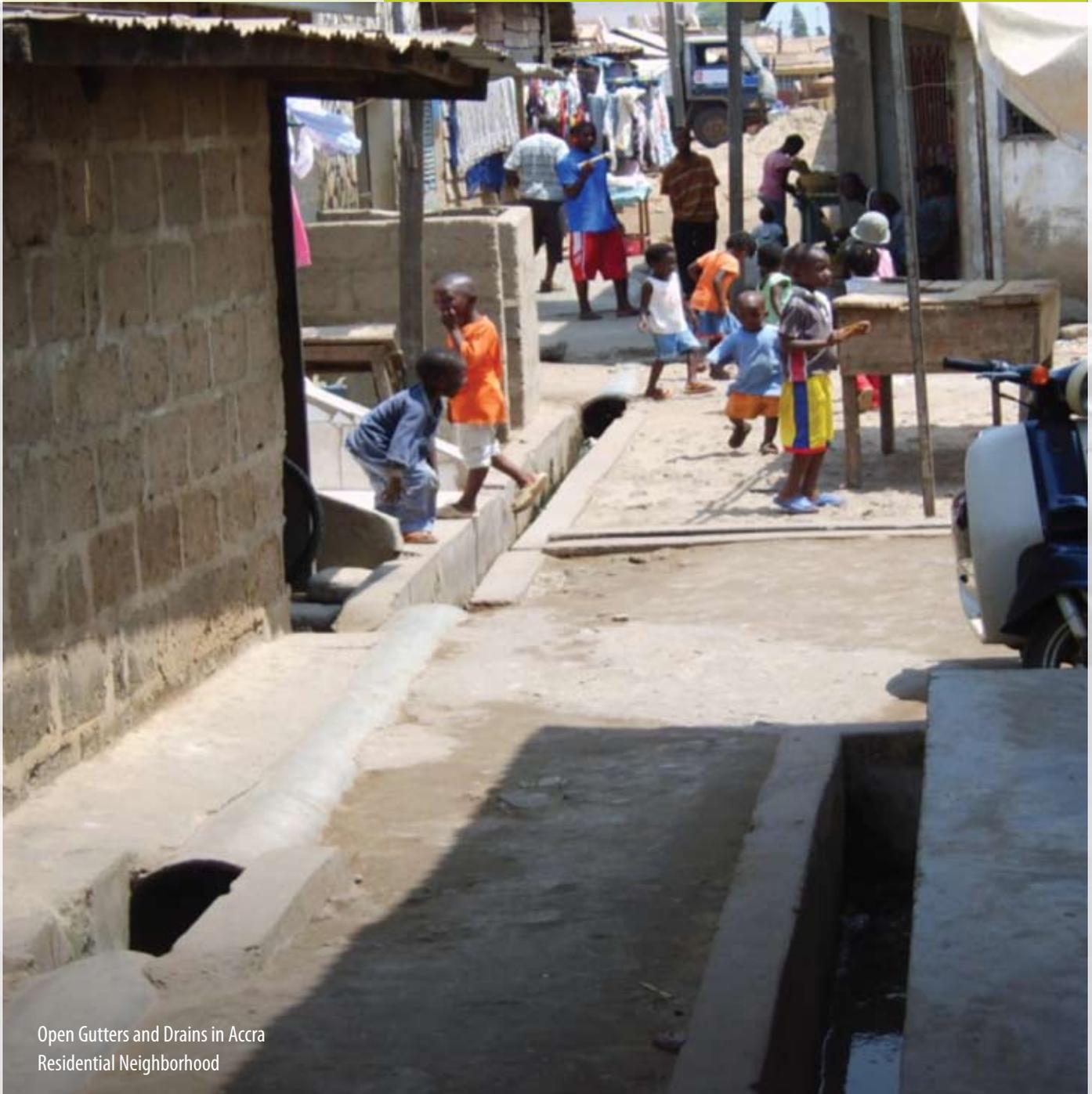
Ashiedu Keteke, Ablekuma Central and Ayawaso East. This is a highly unsanitary practice and significantly increases the risk of disease.

- **Public opinion of City services could be quickly improved in some sub-metros.** This could be achieved most readily in Ayawaso East and Ayawaso Central. Here, a sizeable percentage of residents use public

facilities and, amongst those, a significant percentage report that the facilities are unclean. Improving the cleanliness of these facilities would undoubtedly boost users' satisfaction with the service. This would likely best be achieved by instituting a multi-pronged approach: by pressing facility managers, whether public or private, to maintain hygienic conditions; by instituting random checks of the facilities by sub-metro officials, and by providing facility users with access to an easy and effective complaints hotline where they can lodge complaints. This could be done by posting a hotline telephone number in all public facilities. It would also require that the City hold facility managers to task if complaints are not quickly addressed.



GUTTERS AND DRAINS



Open Gutters and Drains in Accra
Residential Neighborhood

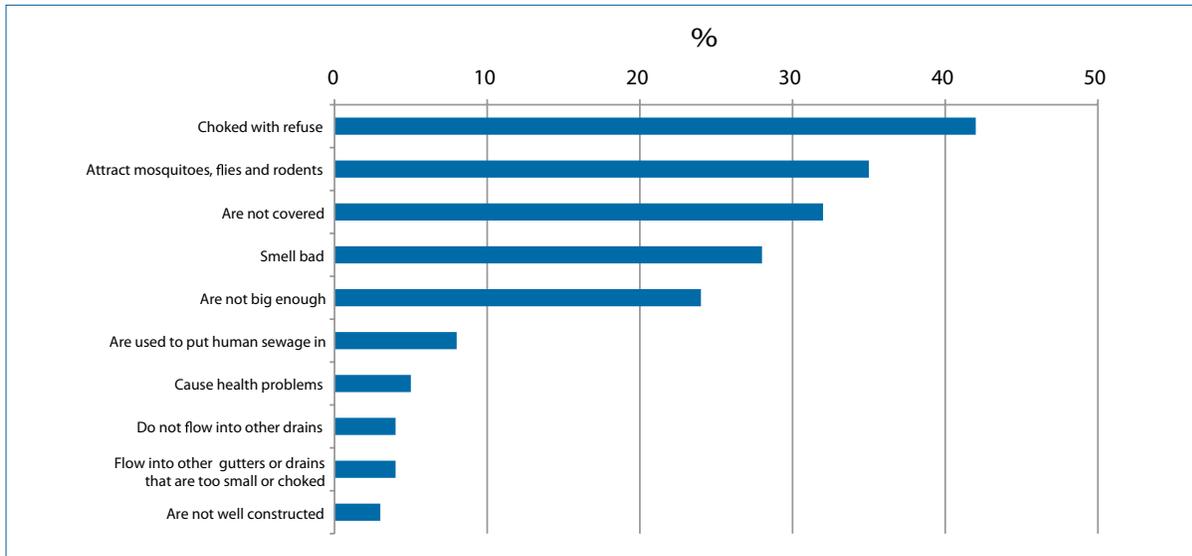
Residents' Service Priority Rating: 2nd (out of 7 services)

City residents at large consider Gutters and Drains to be their 2nd highest priority of the 7 services. It is notable that in two sub-metros, Ayawaso East and Okaikoi South, residents rate this service their 1st priority.

Residents' Responses Across The City at Large

- **The City at large appears to have a fairly good coverage of gutters and drains;** some 76% of households report having at least some gutters and drains in their neighborhood which have been constructed by the City Administration. However, around 24% of these residents say the gutters and drains are not big enough to deal with water flows.
- **Gutters and drains, however, are predominantly uncovered;** 70% of respondents say gutters and drains in their neighborhood are uncovered and that this is a concern to them.

- Residents in areas where there is not adequate gutter and drain coverage have sometimes attempted to construct them themselves. Around 20% of respondents said that residents of the neighborhood have constructed some gutters and drains.
- **Residents report that gutters and drains are not kept clean;** slightly more than 73% of households say the gutters and drains are "always choked" or "often choked" in their neighborhood.
- Residents report a number of key concerns with gutters and drains. The most commonly reported problem is that gutters and drains are blocked. Other main concerns are that they attract mosquitoes, flies and rodents, that they are



Main Problems with Gutters and Drains, as Identified by City Residents

uncovered, and that they smell bad. Many of these key concerns can be linked to the fact that most gutters and drains are not covered.

Residents' Responses Across The Sub-Metros

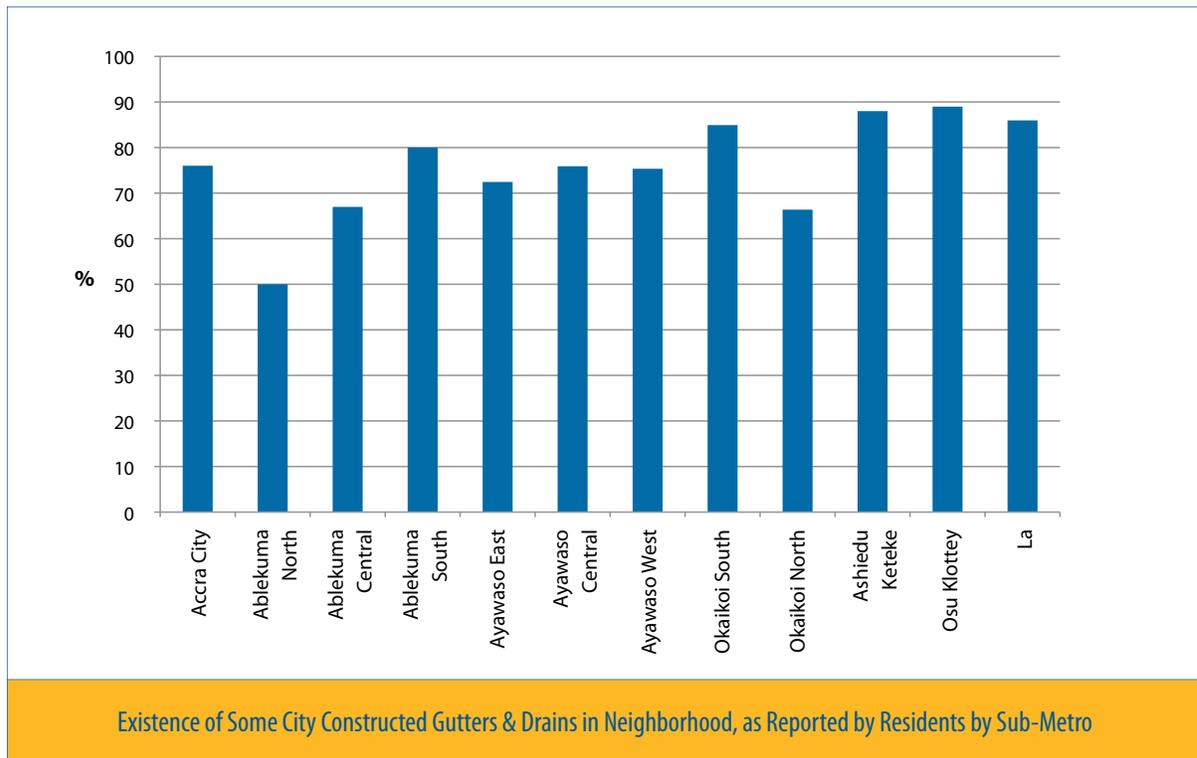
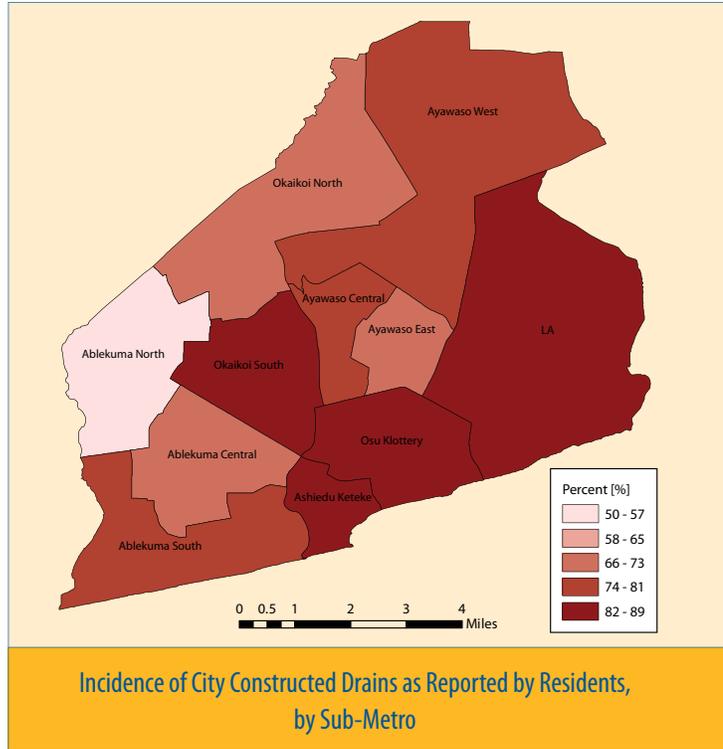
- **City constructed gutters and drains appear to be most prevalent in Ashiedu Keteke and Osu Klottey.** In these sub-metros, 88% and 89% of households, respectively, report having them in their neighborhoods.

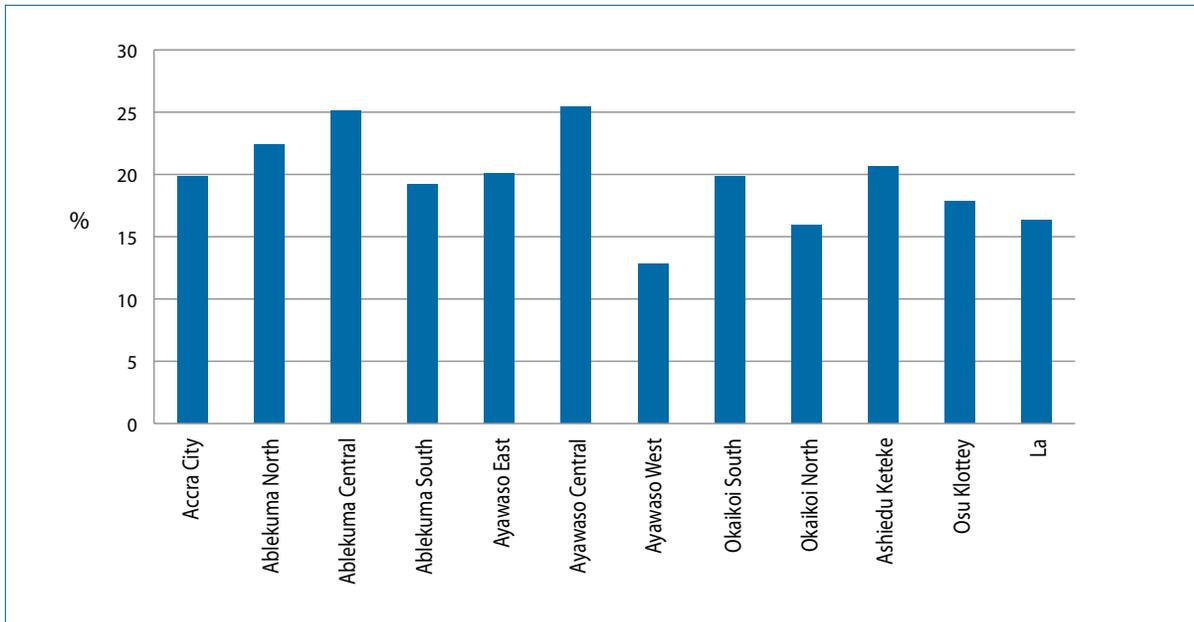
- **Provision of City constructed drains is much more limited in some sub-metros than others.**

This is the case in Ablekuma North and Okaikoi North where 50% and 63% of households, respectively, report that there are no City constructed gutters and drains in their neighborhood. This contrasts with the coverage

in Ashiedu Keteke and Osu Klottey.

- Some 20% of households report that their community or neighborhood has constructed



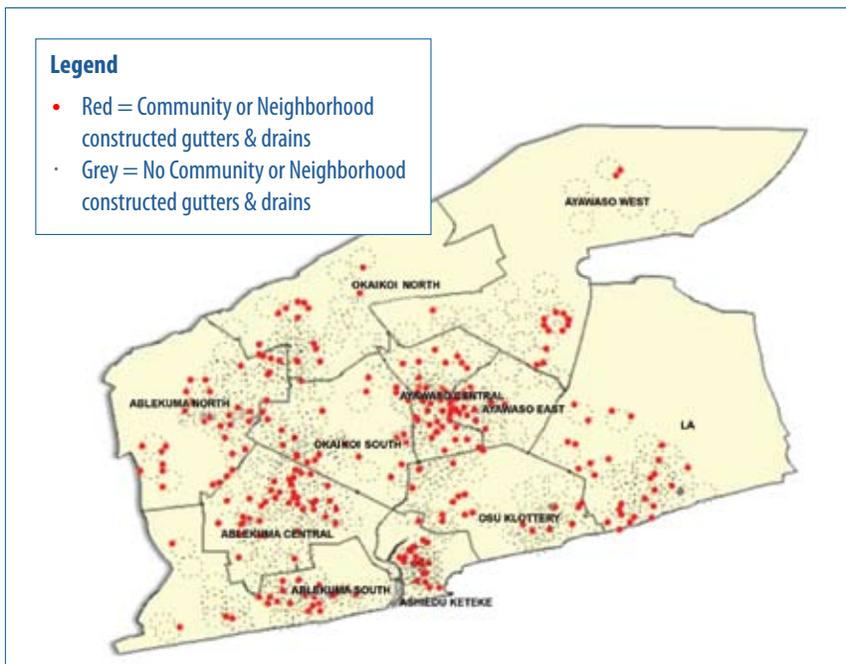


Residents Reporting Presence of Community/Neighborhood Constructed Gutters & Drains by Sub-metro

its own gutters and drains. This practice is most prevalent in Ayawaso Central and Ablekuma Central where a quarter of households report that there are community or neighborhood constructed gutters and drains.

- Although Ayawaso Central and Ablekuma Central both report having fairly widespread coverage of City constructed gutters and drains, they also have the highest incidence of community or neighborhood constructed gutters and drains.

Possibly, there are some neighborhood pockets within these sub-metros where the City has not constructed any gutters and drains. The GIS Map helps pinpoint these areas. In the case of Ayawaso Central it is clear that one such pocket exists in the central-east part of the sub-metro, along the borderline with Ayawaso East. Other such pockets exist in central-east Ashiedu Keteke and north-east Ablekuma Central.

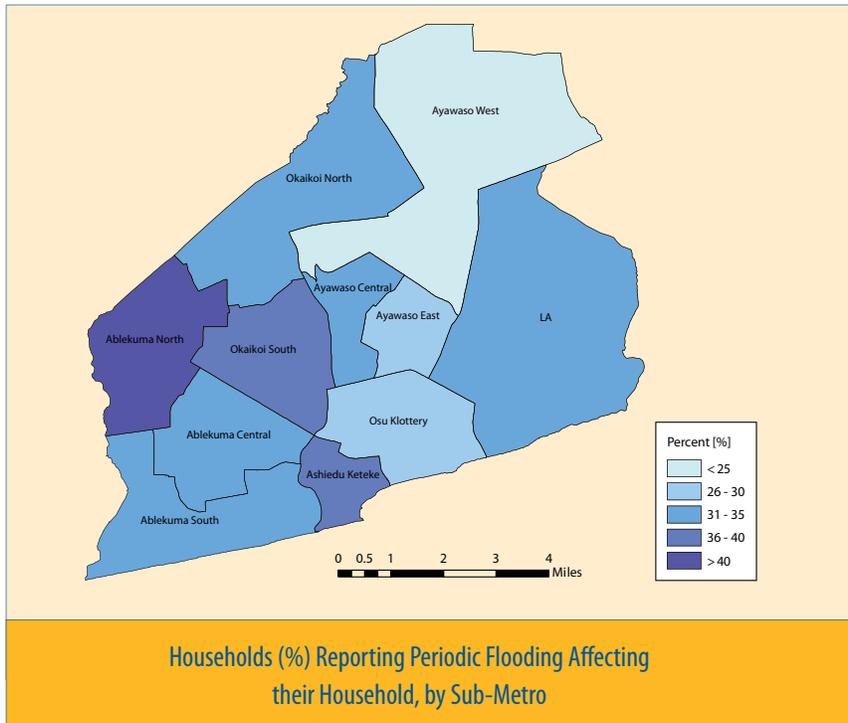


GIS Map: Location of Community or Neighborhood Constructed Gutters and Drains

- Periodic flooding affecting households is widespread**

across all sub-metros.

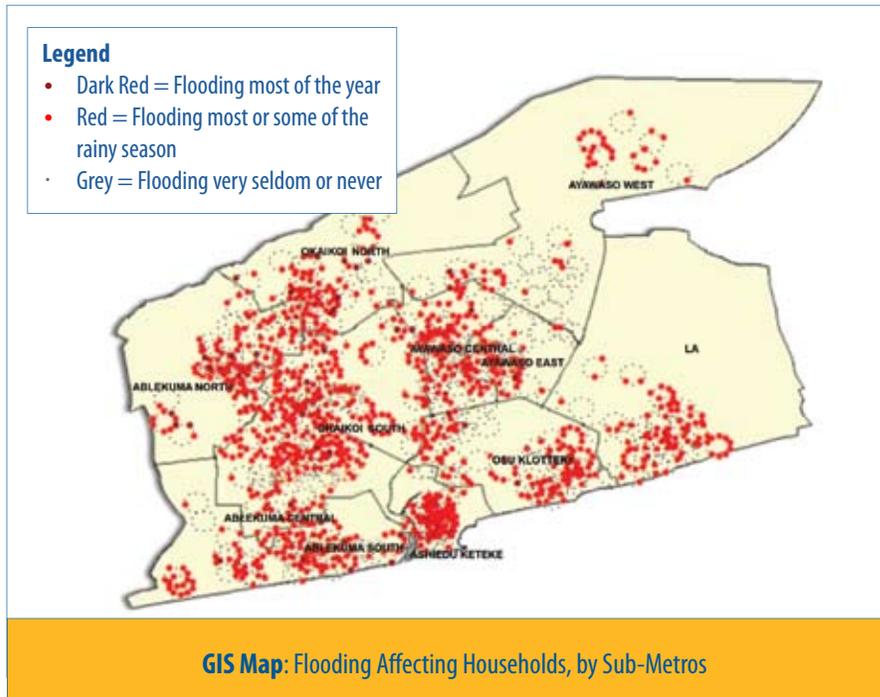
However, households in Ablekuma North seem to suffer more from such flooding; some 41% of households report experiencing this. The higher incidence of flooding may be a consequence of the more limited provision of City constructed gutters and drains in this sub-metro; only around 48% of households report having City constructed gutters and drains, the lowest coverage level of any sub-metro. However, the incidence of periodic flooding is also high in some sub-metros where there is much wider provision of city constructed gutters and drains. This is the case in Okaikoi South, Ashiedu Keteke and Ablekuma Central where around 35% of households report having periodic flooding. This might be explained by the existence of neighborhood pockets in these



sub-metros where City gutters and drains are not provided.

sub-metros where City gutters and drains are not provided.

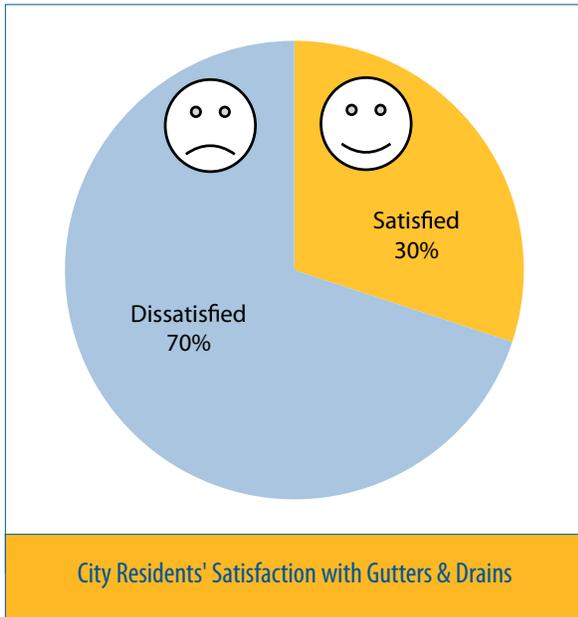
- The GIS map below pinpoints localities where households report suffering persistent flooding or periodic seasonal flooding. While periodic flooding evidently affects households across many sub-metros, it is more concentrated in some localities, including along the joint borders of Ablekuma Central, Okaikoi South and Ablekuma North, and along the borders of Ablekuma North and Okaikoi North. It is notable that the coverage of City constructed gutters and drains is lowest in three of these sub-metros, Ablekuma North, Ablekuma Central, and Okaikoi North.



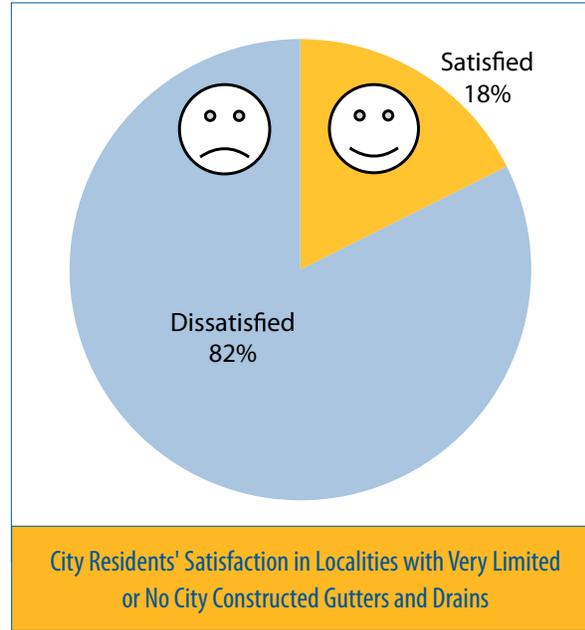
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City Residents' Satisfaction With Service

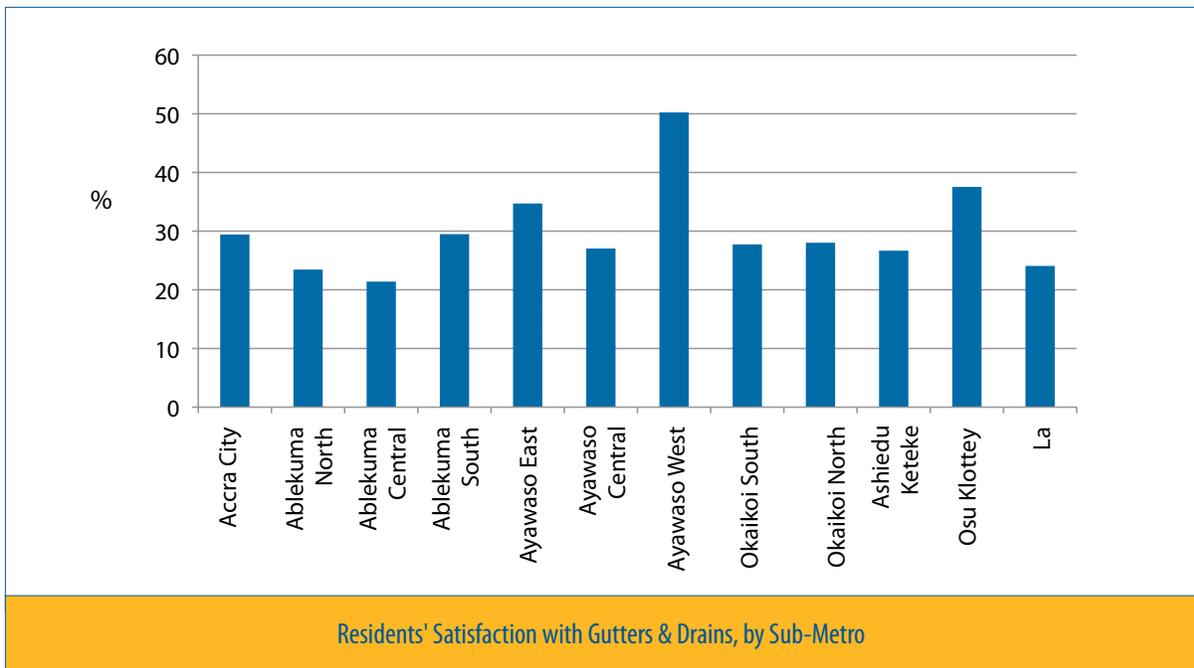
• City residents at large have low satisfaction levels with gutters and drains. Just 30% of City residents report being satisfied with this service. This is the lowest satisfaction level City residents accord any of the 7 services.



• City residents with very limited or no City constructed gutters and drains in their neighborhood have an exceptionally low satisfaction level (18%) with this service.



• Satisfaction levels for residents that have access to City constructed gutters and drains vary considerably across sub-metros. Satisfaction levels are considerably higher in Ayawaso West, at almost 50%, than in any other

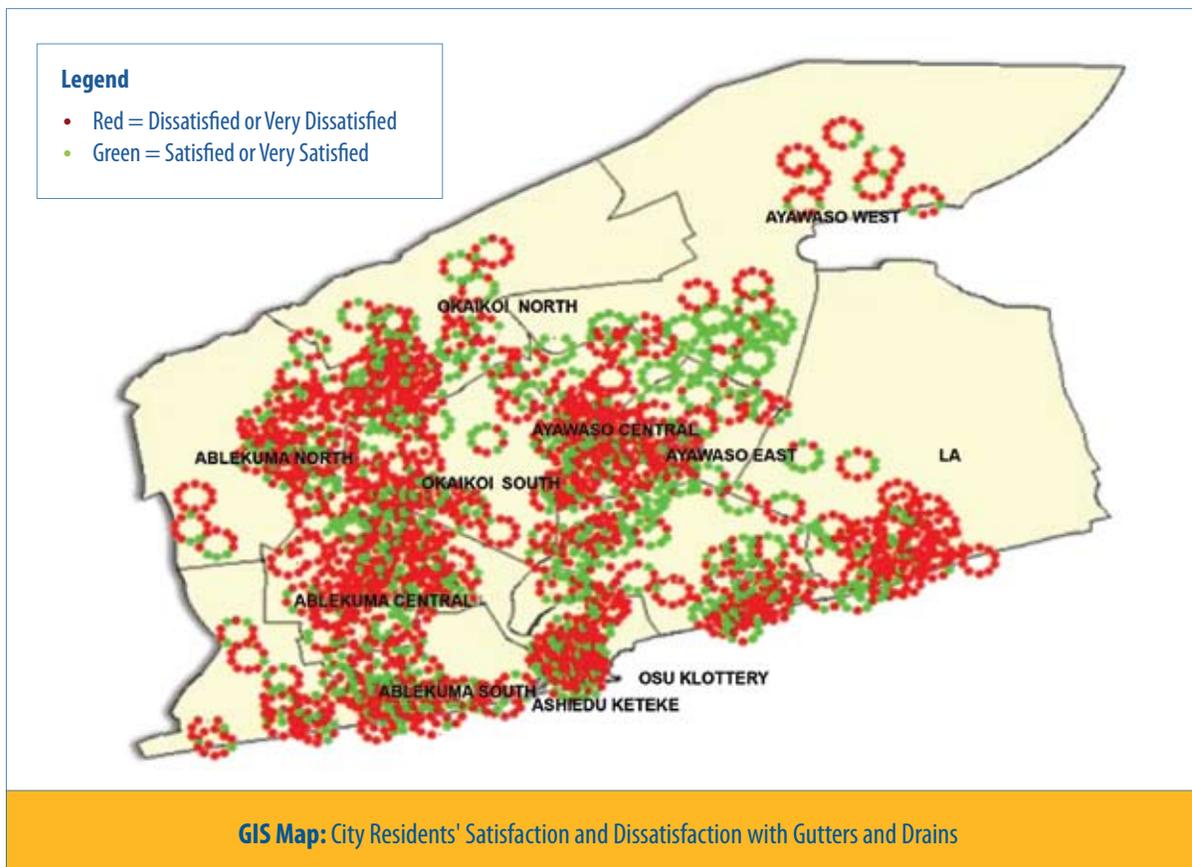


sub-metro. The second highest satisfaction level is 36% in Osu Klottey. The lowest satisfaction level is 20% in Ablekuma Central, but satisfaction levels are also very low in Ablekuma North and La.

- Neighborhood localities where dissatisfaction with this service is highest can be identified in the GIS Map (below). While there is clearly widespread dissatisfaction with gutters and drains, concentrated pockets of dissatisfaction are evident in Ablekuma Central, Ayawaso Central, central-east Ablekuma North, south-west Okaikoi North, and south-west La.
- City residents, although predominantly dissatisfied with this service, do not tend to lodge complaints about it. Just 6% of households report lodging a complaint about their gutter and drain service in the past 12 months. Amongst those who did, however, there was evident uncertainty as to where to lodge the

complaint. Most (61%) lodged their complaint with their Assembly Member, 14% did so with their sub-metro administration, 11% with the City Administration, and 3% with a private individual/company.

- Of those households that did lodge a complaint, very few (3%) reported that the problem was addressed and fixed. Most respondents (74%) said the response to their complaint was poor and the problem not fixed. Around 23% reported that they received some response and that the problem was partly fixed.
- **A majority of households think the problems with gutters and drains have become worse over the past 12 months.** Almost 41% of households think this, while 30% of households think the service has remained much the same. The perception that problems with gutters and drains have worsened is strongest in Ablekuma Central and La where 52%

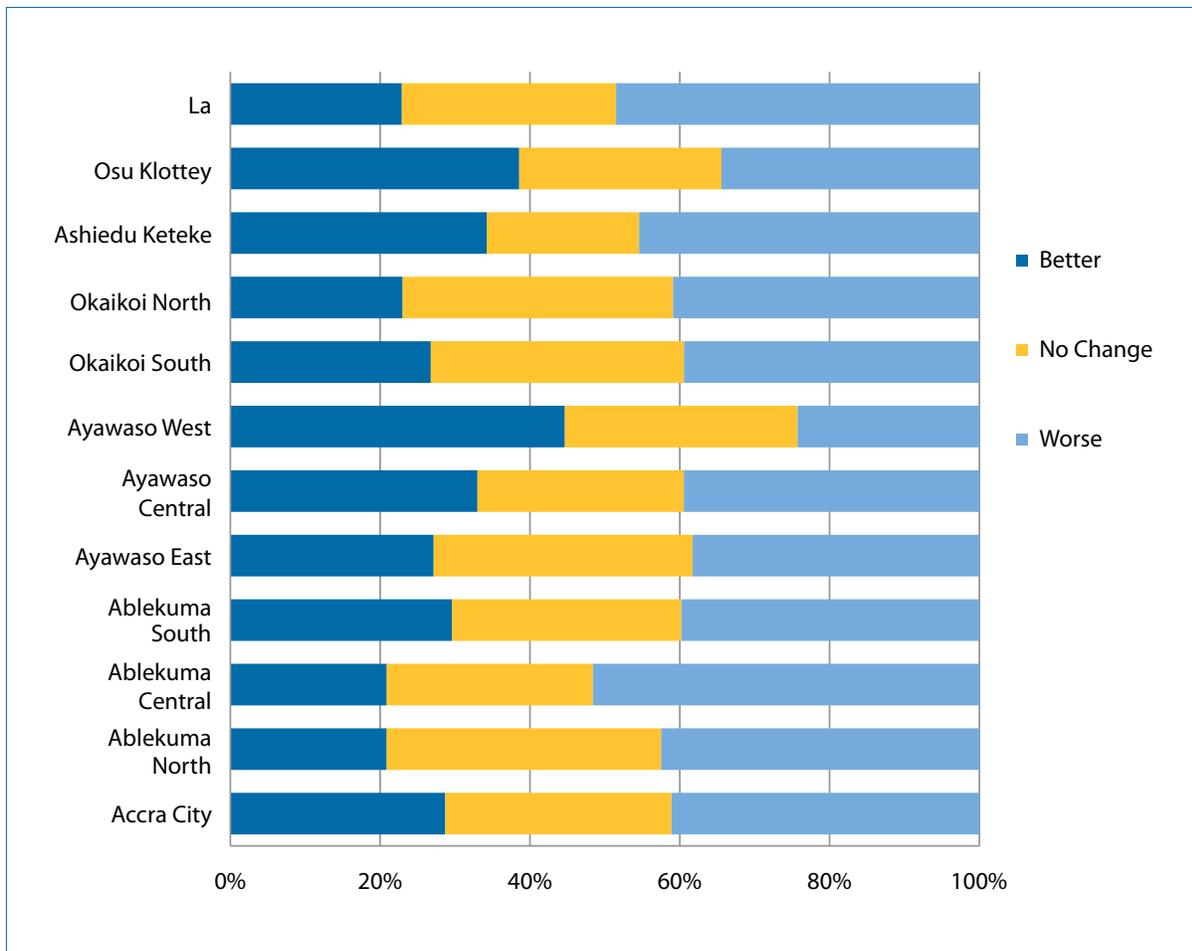


and 48% of households hold this viewpoint.

- **Households in 3 sub-metros, however, think this service has got much better over the past 12 months.** These sub-metros are Ayawaso West, Osu Klottey, and Ashiedu Keteke where 45%, 39% and 34% of households report this. Possibly, the strong presence of Zoomlion in neighborhoods in these sub-metros, and its efforts to clean gutters and remove litter, has contributed to these positive opinions.



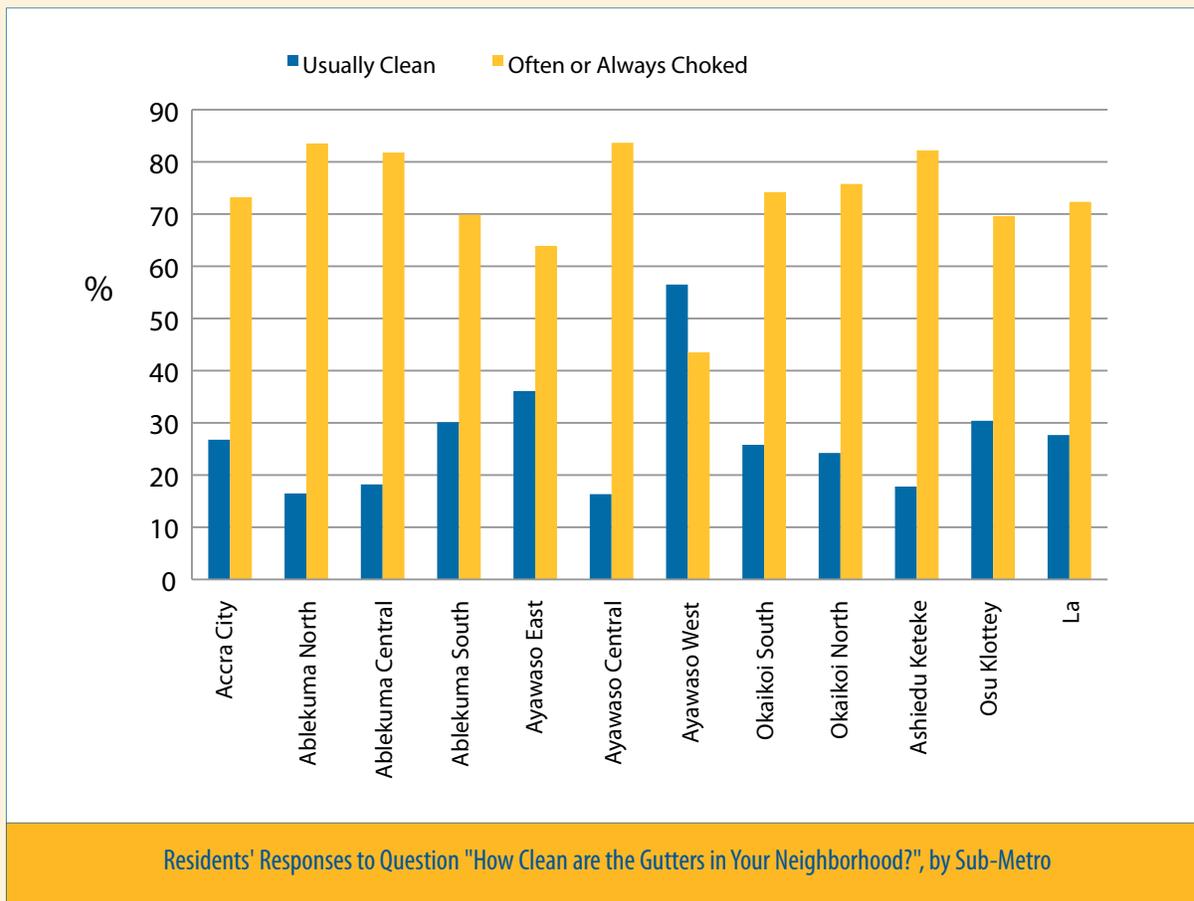
Community/Neighborhood Constructed Drain in Ayawaso Central



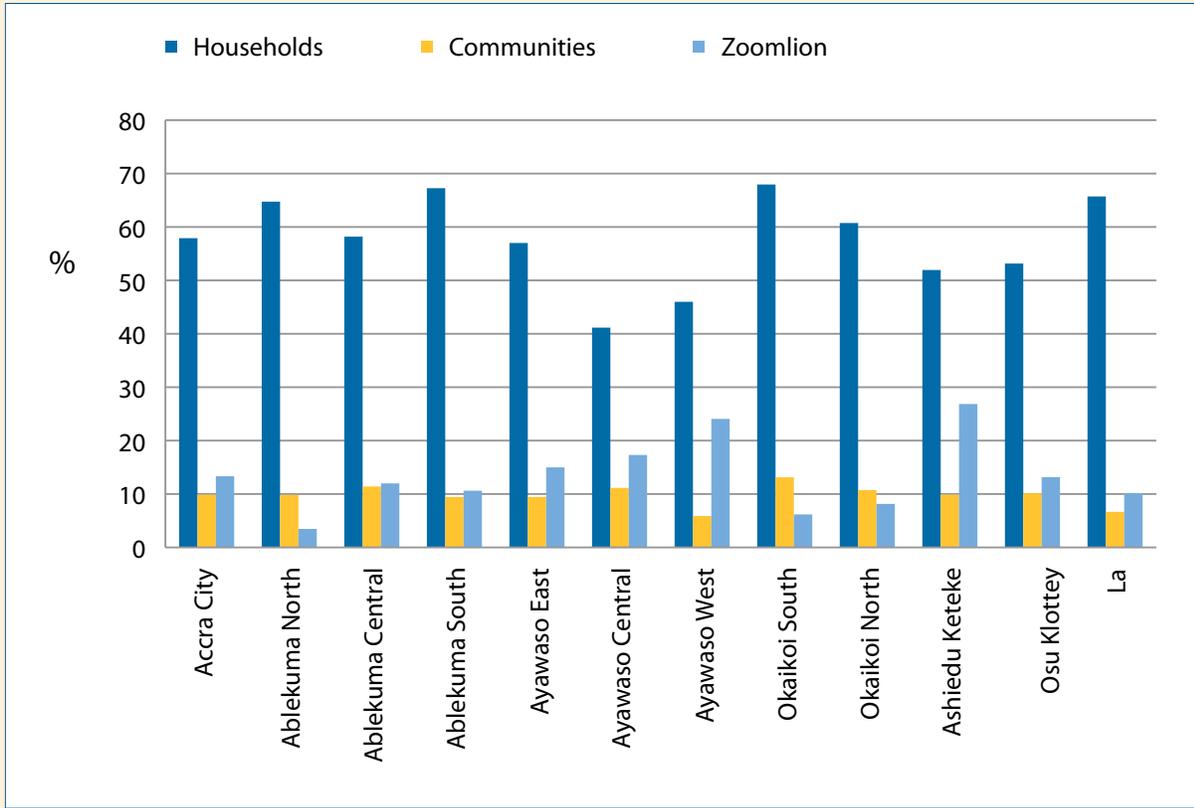
Changes in Cleanliness of Gutters & Drains in the Past 12 Months

A SPECIAL ISSUE — Gutter And Drain Blockage

• **Almost three quarters of City residents consider the blockage of gutters and drains to be a problem.** However, it seems that such blockages are worse in some sub-metros than others. Ablekuma North, despite having the lowest coverage of City constructed gutters and drains, reports the highest incidence of blockage; some 84% of households report that gutters and drains are "always" or "often" choked. It is worthwhile noting that this is the sub-metro where the highest percentage of residents report suffering periodic flooding. Households in Ayawaso Central (84%) and Ablekuma Central (82%) also report persistent choking of gutters and drains. By contrast, well over half (56%) of households in Ayawaso West report that their gutters and drains are usually clean.



• **Gutter and drain cleaning is mainly undertaken by households;** some 58% of households report performing this function in their neighborhoods. However, Zoomlion also contributes to gutter and drain cleaning with approximately 13% of households reporting that it performs this function in their neighborhood. Zoomlion appears to perform this function more widely in Ashiedu Keteke and Ayawaso West where 27% and 24% of households say that it cleans neighborhood gutters and drains. Zoomlion is less engaged on this service in Ablekuma North and Okaikoi South where just 3% and 6% of households report that it cleans neighborhood gutters and drains. Across all sub-metros, community groups and private companies appear to perform only a very modest role in providing this service.



Residents' Responses to Question "Who Cleans The Gutters in Your Neighborhood?," by Sub-Metro



Choked Gutters in Ablekuma South

- Residents who have received information from City officials on why gutters and drains should be kept clean have found this information useful. However, only around 10% of households across the City say they have received such information, and these households are mainly located in Okaikoi North and Ablekuma South. Over 91% of households receiving such information say they found it useful and that they have followed some or all of the recommendations on keeping gutters and drains clean.

Policy Implications

- **The City Administration should concentrate resources and efforts on improving gutters and drains, both in terms of provision and maintenance.** There are two reasons for doing this: (i) because City residents consider gutters and drains a very high priority, rating it 2nd out of the 7 services; and, (ii) because City residents' satisfaction with this service is lower than that for any other service. The satisfaction level amongst City residents at large is just 29%. However, the satisfaction level is a mere 18% for the group of residents living in areas where City constructed gutters and drains are very limited or not provided.
- **Significant improvements could be achieved if the widespread choking and blockage of gutters was addressed.** This is evidently caused by the build-up of refuse and waste which is reportedly widespread and persistent. A very sizeable percentage of households report suffering from periodic flooding which is undoubtedly partly exacerbated by blocked gutters and drains. Additionally, resi-

dents express concern that choked gutters harbor mosquitoes and rodents and human sewage. There are several options for reducing choking and blockages, including covering the gutters and drains, instituting a public system to undertake widespread and frequent cleaning, and educating the public on why gutters should be kept clean and not used to dispose of waste. Some combination of these options is likely to bring about the best results.

- **Some special efforts need to be made by the City Administration to improve gutters and drains in Ablekuma North.** This sub-metro stands as having the lowest coverage of City constructed gutters and drains; having a high incidence of community or neighborhood constructed gutters and drains (which are undoubtedly not very effective); reporting the highest incidence of blocked and choked drains; receiving the lowest coverage of Zoomlion gutter and draining cleaning services; and having the highest incidence of periodic flooding of households.



Neighborhood Constructed Drain, Nima, Ayawaso East Sub-Metro



REFUSE AND SOLID WASTE COLLECTION



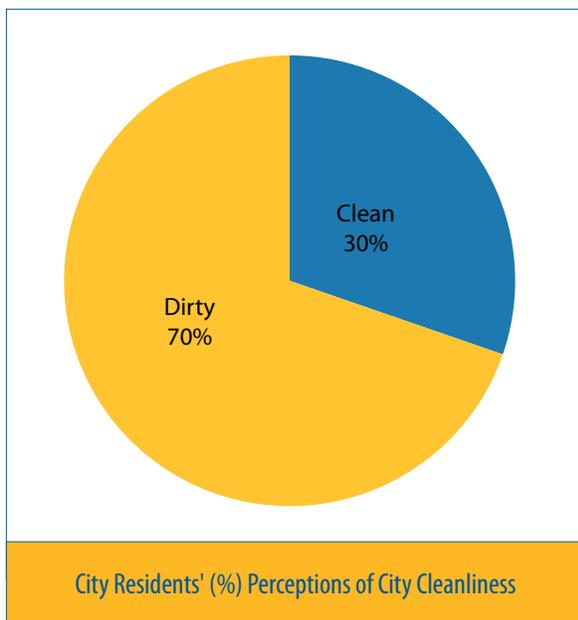
Communal Refuse Collection Bin, Ayawaso East Sub-Metro

Residents' Service Priority Rating: 3rd (out of 7 services)

City residents at large rank Refuse and Solid Waste Collection their 3rd highest priority out of the 7 services. Residents of all sub-metros rate Refuse and Solid Waste Collection this way except for those in Ayawaso West and Ablekuma North who give it a slightly lower rating.

Residents' Responses Across The City at Large

- **Residents generally think the City is "dirty".** Almost 55% of City residents think this and a further 15% think the City is "very dirty". While the perception that the City is dirty is widespread, residents in Okaikoi North (80%) and La (74%) hold this perception most strongly.



- This means that slightly less than 30% of residents think their city is "clean", and less than 1% of those residents think it is "very clean". It is notable that a sizeable proportion of residents

who consider the city "clean" live in Ayawaso West and Osu Klottey.

- **Uncleanliness in the City is attributed mainly to refuse and waste in the gutters and drains.** Residents do, however, also consider litter in the streets to be a major concern; some 80% of residents report that street litter is a "big problem". The collection of refuse around communal refuse collection bins and sites is also considered to be a problem.

- **Just under half (49%) of households have their refuse picked-up at their home.** Household refuse pick-up is undertaken by a range of collection agents, including unregistered individual waste collectors, a large private collection agency (Zoomlion), and several smaller private sector collection agencies.

- Refuse pick-up from homes is frequent, with around a quarter of households reporting that their waste is picked up daily, a quarter reporting having twice weekly pick-ups, and around 34% reporting having weekly pick-ups. Very few households report having less regular pick-up.

- **Slightly more than 40% of households whose waste is picked-up rely on the services of unregulated individual, itinerant collectors.** It is mainly these households that report having very frequent (daily or twice weekly) waste pick-up. Zoomlion, the large private

waste collection agent, provides collection services for around 35% of households whose refuse is picked up from their homes and tends to provide service on a weekly or biweekly basis. A number of smaller private companies provide refuse pick-up services to a further 22% of households.

- **More than half (51%) of City households do not have refuse pick-up service from their home and must deposit their refuse either in communal waste containers or at neighborhood refuse collection points.** By and large, households say the containers/collection points are convenient to their homes; 44% have one within 5 minutes walk of their house, and 33% within 10 minutes walk. Some 20% say they have to walk more than 10 minutes to reach a

container/collection point. Well over half (54%) of the households disposing of their refuse this way say they "always" or "sometimes" have to pay an "unofficial fee" to deposit waste in the containers or at the collection site. These unofficial fees are, however, very modest.

- **A very small percentage of households (just over 1%) report that refuse disposal is a serious problem for them.** Most of these households are in Ablekuma North and Ablekuma Central. These households do not have refuse pick-up from their homes and say there are no communal containers or collection points in their neighborhood. These households say they dispose of their waste by putting it in gutters or drains or by depositing it on sidewalks or on open ground.



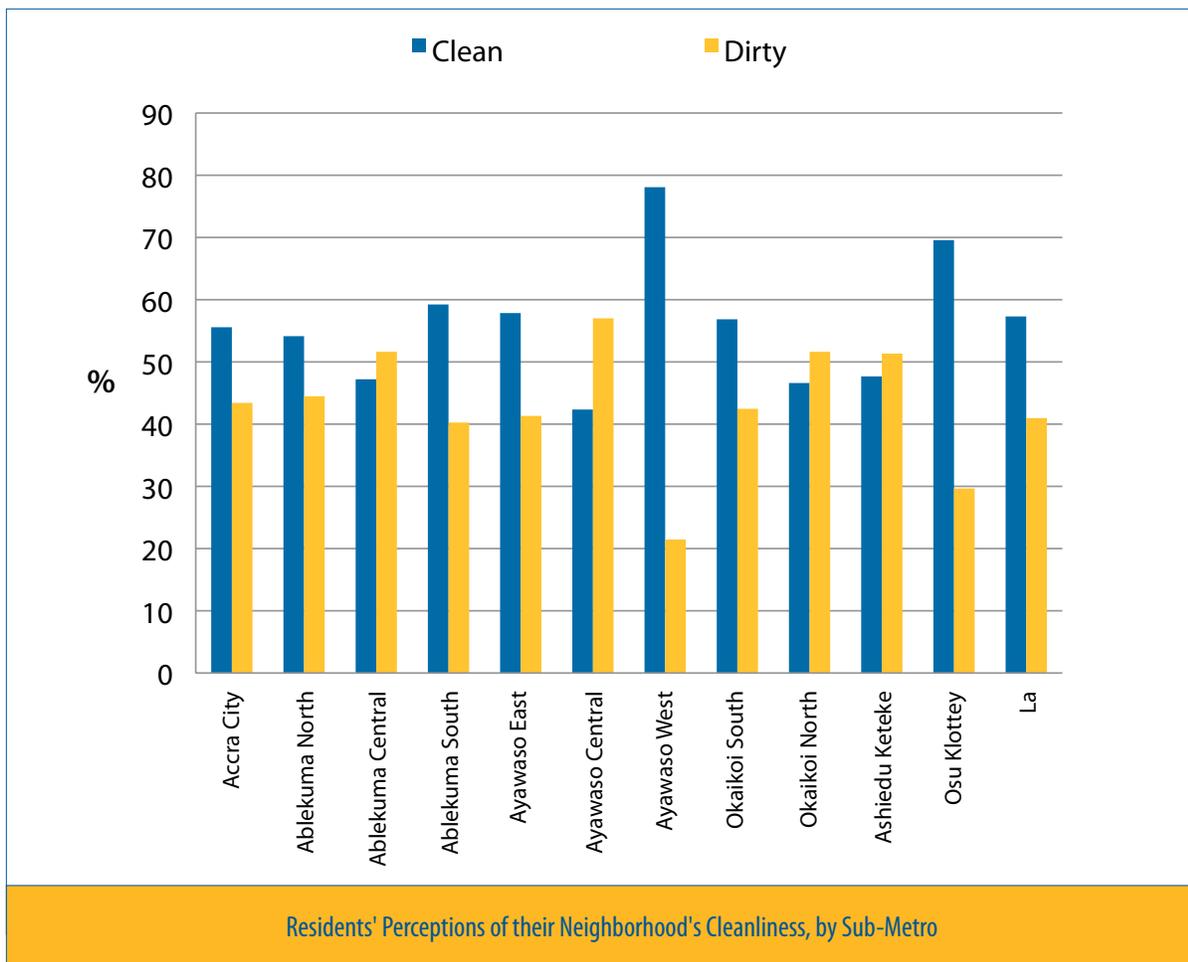
Communal Refuse Bin

Residents' Responses Across The Sub-Metros

- **More than half of residents (56%) think their own residential neighborhood is "clean" or "very clean".** Their perception of their neighborhood's cleanliness differs considerably from residents' widely held perception that the City at large is "dirty".
- Residents in two sub-metros, Ayawaso West and Osu Klottey, are much more likely to consider their neighborhoods to be clean. Some 78% of residents in Ayawaso West and 70% in Osu Klottey report that their neighborhoods are "clean" or "very clean".
- By contrast, residents of Ayawaso Cen-

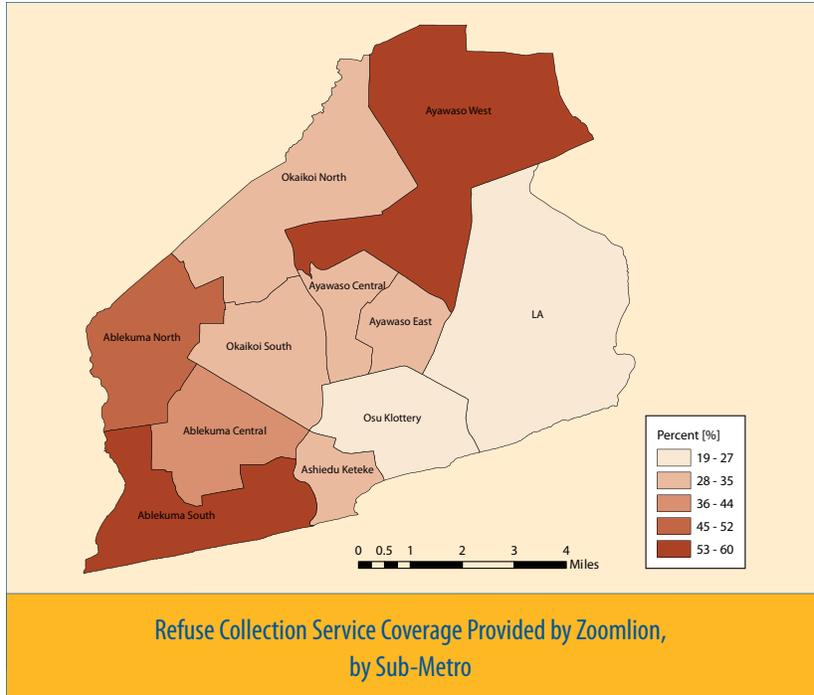
tral are considerably more likely to think their neighborhoods are dirty; here 57% of residents consider their neighborhood to be "dirty", of whom 5% consider it to be "very dirty". Half of residents of Ashiedu Keteke, Okaikoi North and Ablekuma Central say their neighborhoods are dirty.

- **Residents say uncleanliness in their neighborhood is largely the result of refuse in gutters and drains.** While this is a widespread problem, it seems to be particularly prevalent in Ashiedu Keteke. Residents across sub-metros also report that refuse and litter in the streets contributes to neighborhood uncleanliness, and this problem seems to be rather more severe -- with more households identifying this as an issue -- in Ayawaso Central. A lesser, but still important contributor to neighborhood uncleanliness that is reported across all sub-

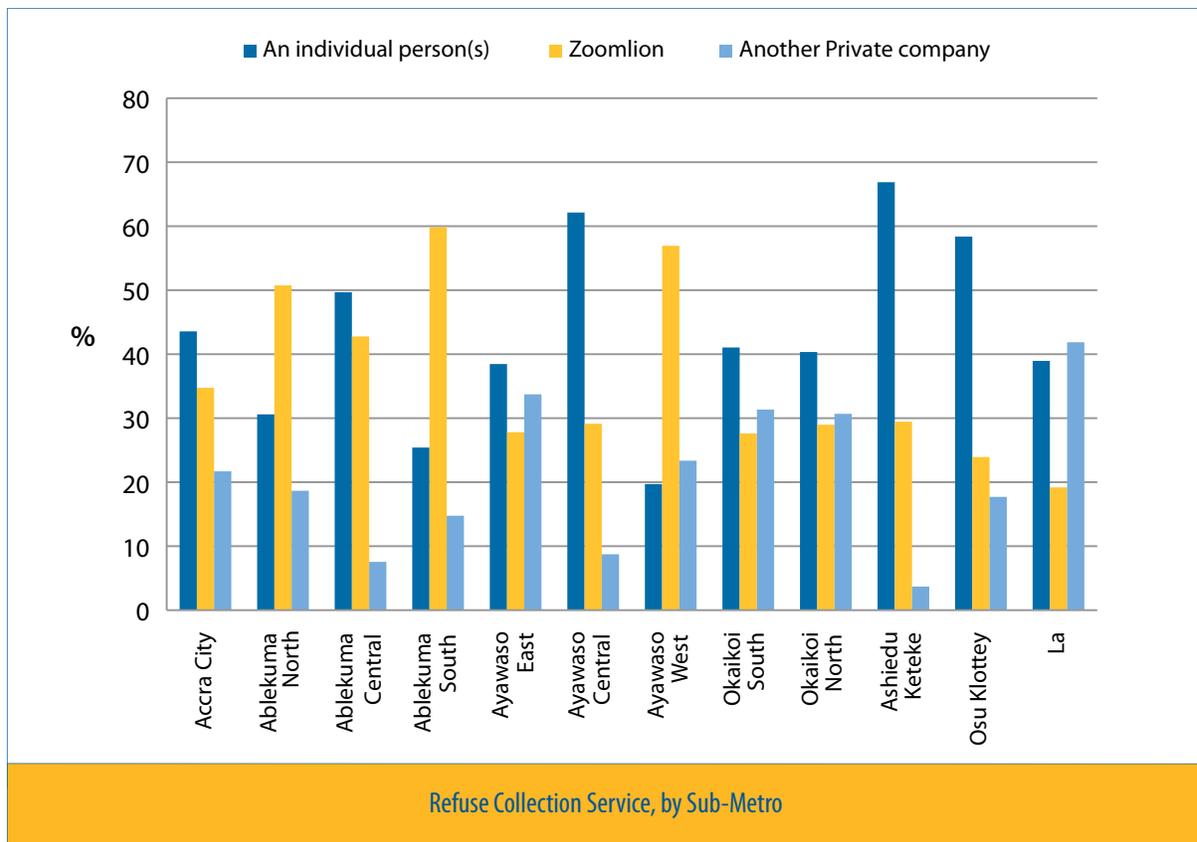


metros is waste scattered around garbage bins and refuse collection sites.

- **Refuse collection services available vary quite considerably across the sub-metros.** Individual itinerant refuse collectors, who comprise 40% of refuse collectors for the City at large, work predominantly in sub-metros with higher population densities and lower average household incomes; they serve 65% of households in Ashiedu Keteke and 57% in Ayawaso Central.



- **Zoomlion, which collects refuse from 35% of all AMA households, tends to service lower population density sub-metros.** Zoomlion serves half or more of the households in Ayawaso West (57%) and Ablekuma North (51%). However, households in Ablekuma Central also receive somewhat higher levels of Zoomlion service than is the case in many of the

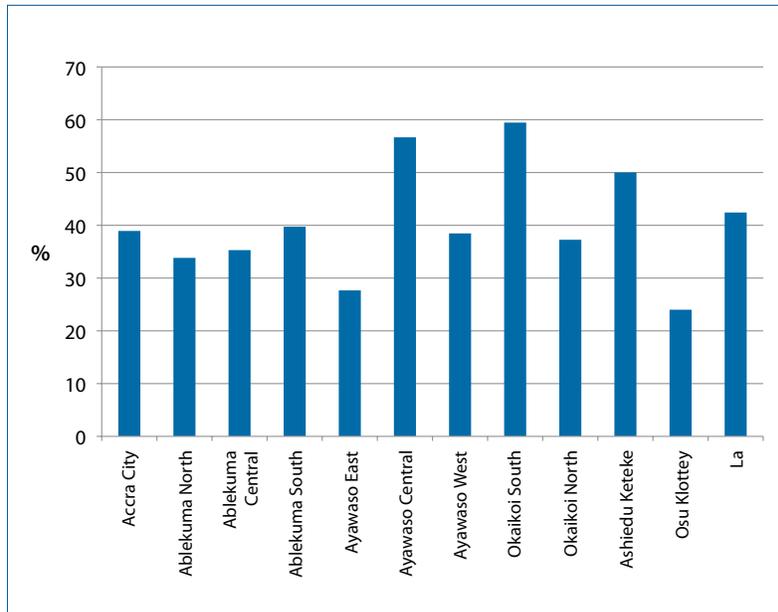


other sub-metros. Zoomlion provides very limited service coverage in some sub-metros, as in La where it services only 19% of households. La's refuse collection needs are largely met by other private refuse collection companies which service 42% of households.

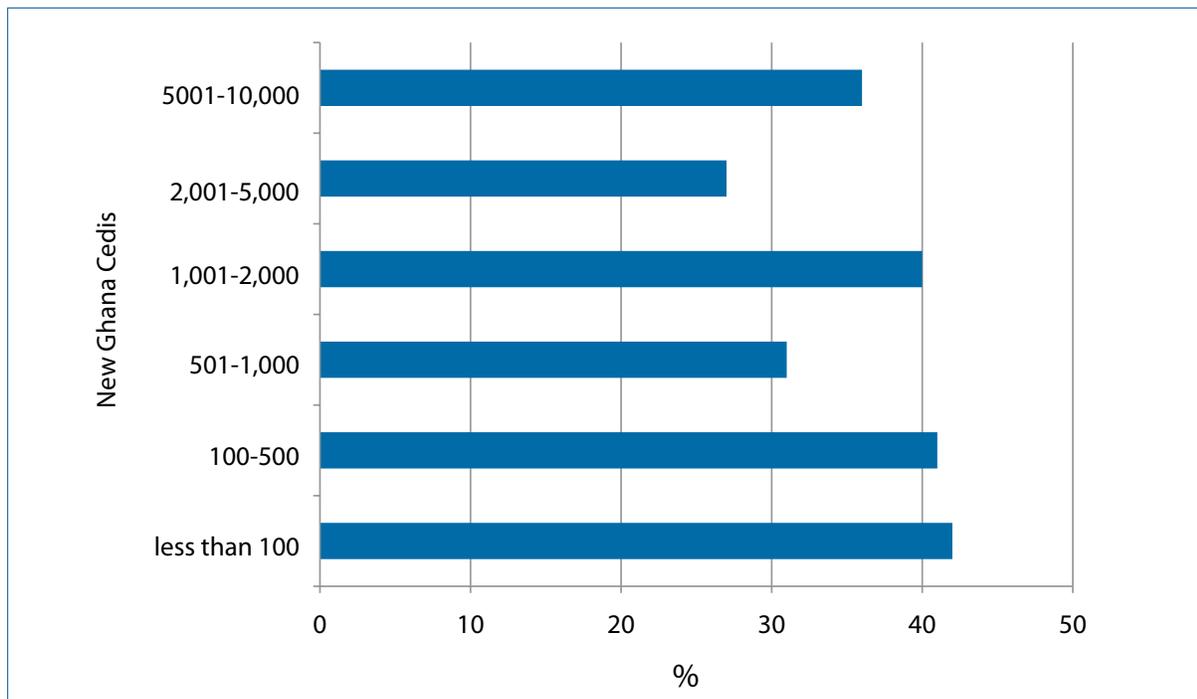
- Zoomlion appears to provide "free" refuse collection services to a fairly sizeable percentage of households. Well over one third (39%) of households who report that their refuse is collected by Zoomlion say they do not pay for this service.

- **Zoomlion's "free" refuse collection services are neither equitably spread across the sub-metros, nor sharply targeted to households with low or moderate monthly household incomes.** Households reporting monthly incomes of 500 new Ghana

Cedis or less do benefit quite significantly from the subsidies; 42% say they receive Zoomlion service but do not pay for it. And, just over 40% of households with incomes in the 501 – 1,000 new Ghana Cedis category say they receive,



Free/Heavily Subsidized Refuse Pickup by Zoomlion, by Sub-Metro

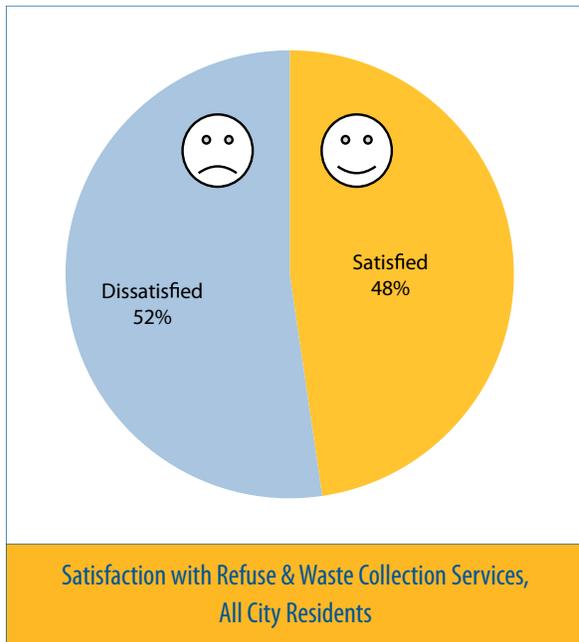


Households (%) Receiving "Free" Zoomlion Refuse Pick-up by Income Category

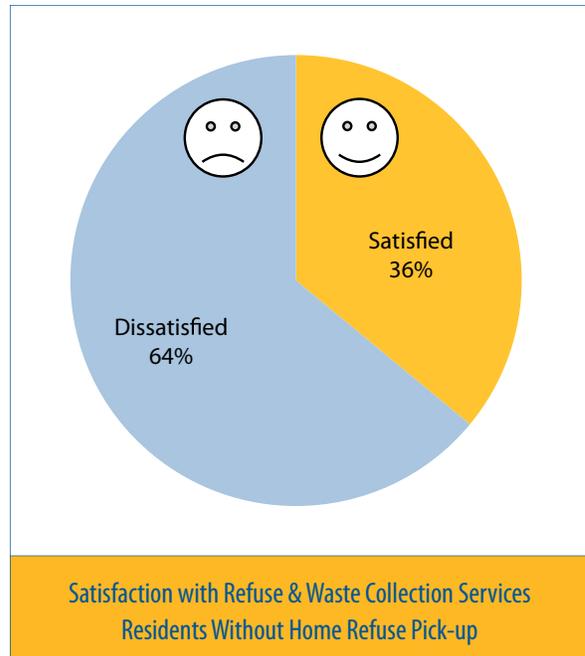
but do not pay for, Zoomlion refuse collection services. However, a sizeable percentage of households in the 1,001-2,000 new Ghana Cedis income category (39%) and the +5,001 new Ghana Cedis income category (36%) also report receiving this subsidy.

City Residents' Satisfaction With Service

- **City residents as a whole are moderately satisfied with refuse collection services, relative to the other City services.** Almost 48% of City residents say they are satisfied with this service. This satisfaction level means this service receives the 5th highest (or 3rd lowest) rating of the 7 services.



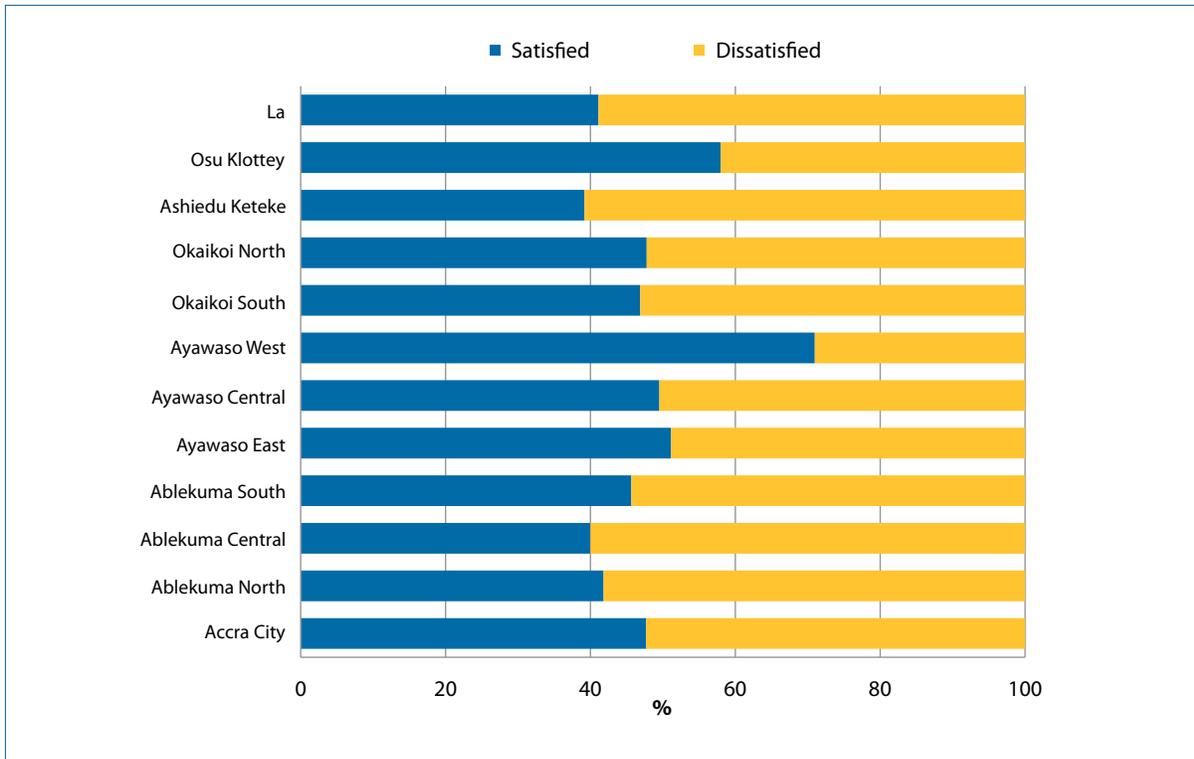
- **However, households which do not have their refuse and waste picked-up from their homes are much less satisfied with this service; just 36% report being satisfied.**
- **City residents' (all residents) level of satisfaction varies considerably across the sub-metros.** In Ayawaso West, residents hold



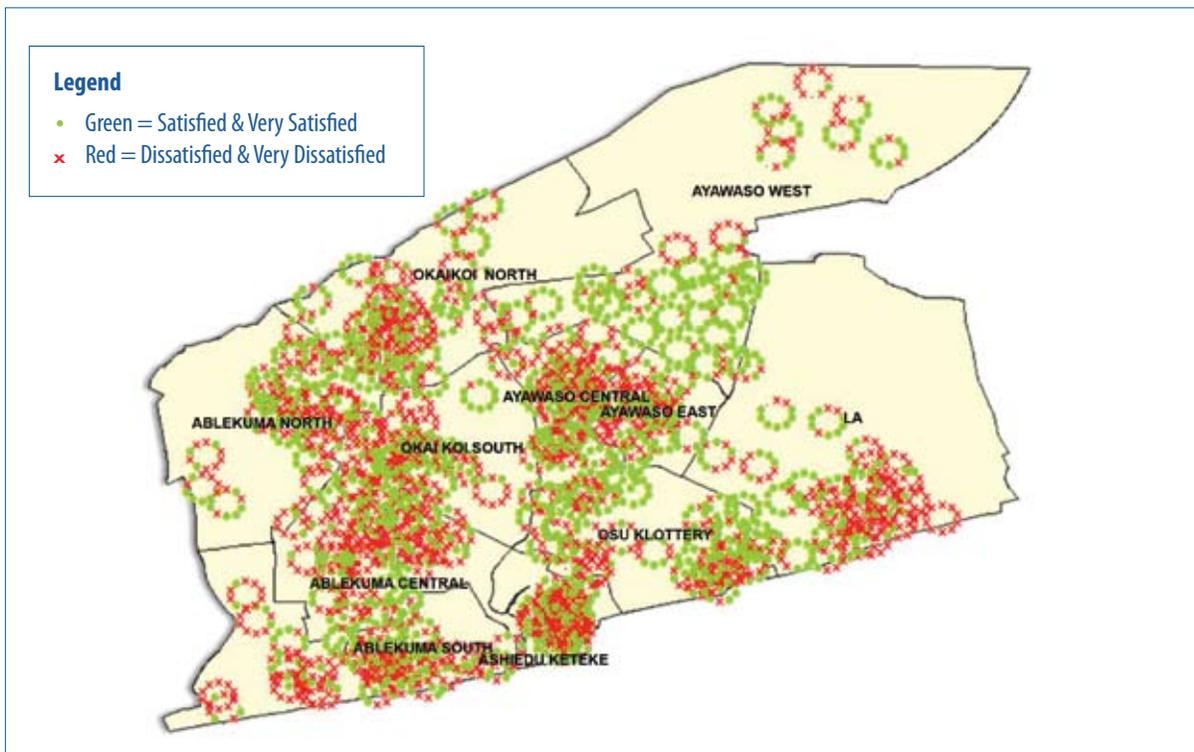
much more positive views of this service than elsewhere; some 70% of residents report being "satisfied" with the service. Their level of satisfaction is very much higher than in any other sub-metro. The second highest level of satisfaction (57%) with this service is reported in Osu Klottey. Residents of Ashiedu Keteke and Ablukama Central are least satisfied with the service.

- Resident satisfaction with refuse collection services differs across neighborhoods within sub-metros, as is evident from the GIS mapping of households' responses. Higher levels of satisfaction are evident in south Ayawaso West, west Okaikoi North and central-west Okaikoi South. Dissatisfaction is more concentrated in neighborhood localities in south La, central Ashiedu Keteke, central Ablekuma Central, and along the border of Ayawaso Central and Ayawaso East.

- **Amongst households that do have refuse pick-up from their home, satisfaction with service varies according to what type of agent they rely on for the service.** Satisfaction is highest, at 72%, amongst those served by Zoomlion. Satisfaction with other Private Collection Companies is relatively high at 69%.



Residents' Satisfaction with Refuse Collection, by Sub-Metro

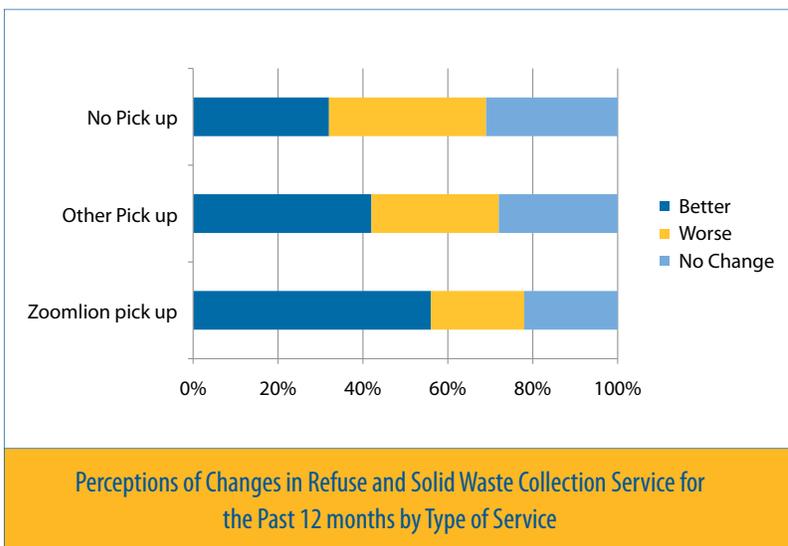
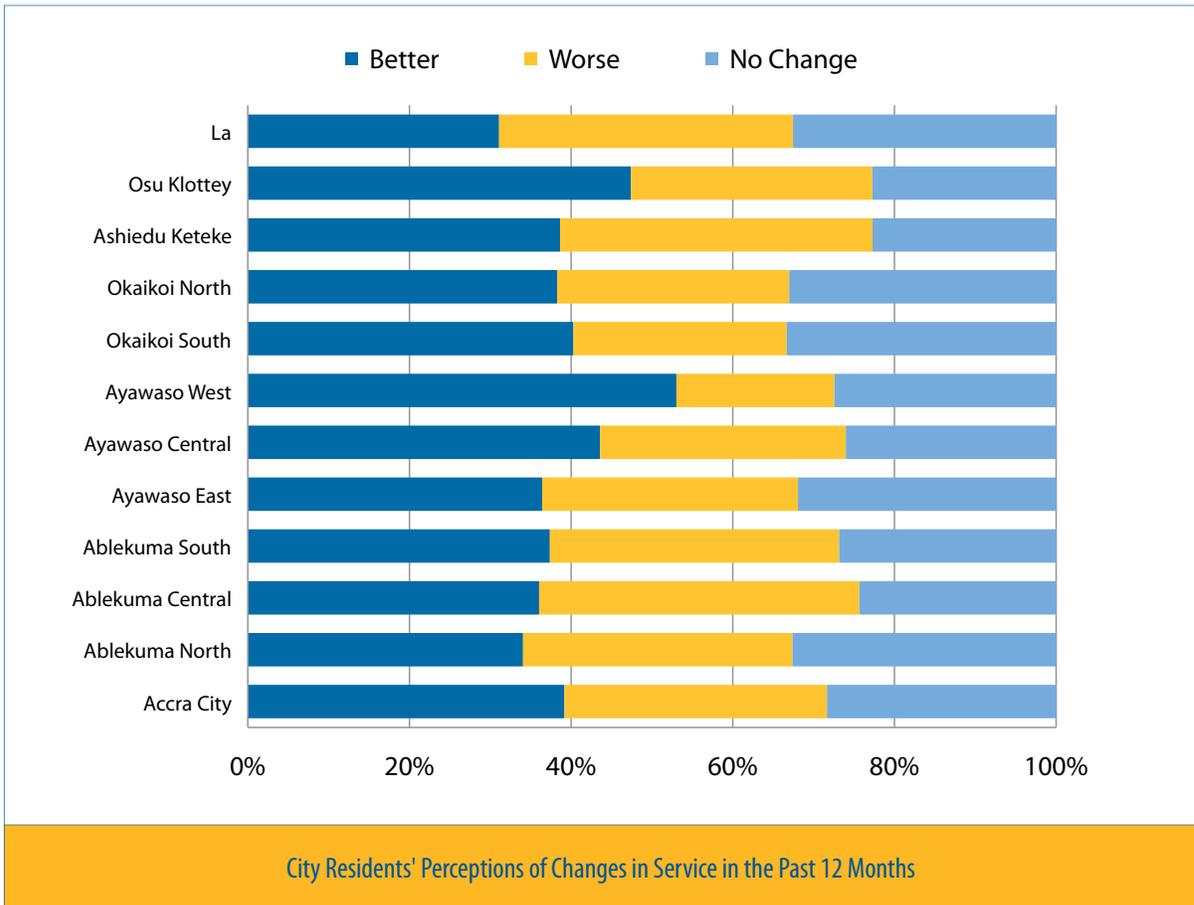


GIS Map: Residents Reporting Satisfaction and Dissatisfaction with Refuse Collection Services

Households relying on individual collectors are much less satisfied; only 48% report being satisfied with this service.

months. Approximately 39% of households in the City report that the service has improved. This perception is widely held across the sub-metros, but is strongest in Ayawaso West where 53% of residents report this.

- **Residents at large think refuse collection services have improved over the past 12**



- **Households served by Zoomlion are more inclined to say service has improved over the past year;** more than 55% of households served by Zoomlion consider service to have improved. By contrast, 40% of households served by other agents consider service quality to have improved. And, amongst households which use communal refuse bins, just 31% say service quality improved over the past year.



Zoomlion Refuse Mobile Container

vice problems are generally not addressed.

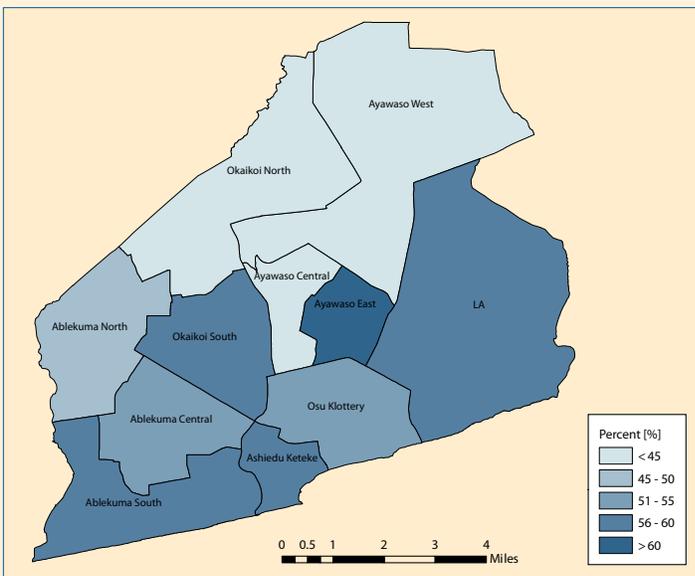
As is the case with other services, very few households (11%) say they lodged a complaint about the service over the past 12 months. Of those who did lodge a complaint, most directed their complaint to their Assembly Member. Regardless of where they lodged their complaint, most residents (62%) reported that there was no effective response to their complaint. Only 18% of residents who lodged a complaint say that the problem they reported was fixed. However, the picture is rather different for households who are serviced by Zoomlion and who lodged a complaint. Amongst these households, 33% reported that their problem was addressed and fixed.

- Residents' complaints about the ser-

A SPECIAL ISSUE — Residents' Willingness To Pay For Refuse & Solid Waste Collection

City residents consider refuse and solid waste collection to be a high priority. They rate it the 3rd most important of the 7 services. They generally report being willing to pay a fee, or a higher fee, in order to receive improved service. Almost half of all City households – regardless of whether they have home-based pick-up or not – say they would be willing to pay, or pay more, for better service. A further quarter of all City households say they are "not sure" whether they would be prepared to pay

a fee or a higher fee. Since some portion of this undecided group would likely be willing to pay, or pay more, if they were certain a more reliable and reasonable quality service would be provided, the percentage of households willing to pay for this service is probably higher than 50%.



Households [%] Relying On Communal Refuse Bins Who Are Willing To Pay For Refuse Collection Services

- Households which currently do not have home-based pick-up are especially willing to pay a fee for improved service. Of the households which rely on communal bins and collection points for refuse and waste disposal, 51% say they would willingly pay a fee, and 31% say they are "not sure" about paying a fee, but are likely to if assured access to a reliable, good quality service.

Policy Implications

- **The Survey findings suggest that the City Administration should accord moderate resources and attention to Refuse and Solid Waste Collection services at the present time.**

City residents consider it their third most important service (out of 7), and their satisfaction level with the service is moderate, relative to other services. The City Administration has received, and is likely to continue to receive, considerable support in providing this service via the Zoomlion service which provides both general cleaning in the City and home refuse pick-up services. Seeking a continuance and possible expansion of Zoomlion services would probably be advisable.

- **Residents overwhelmingly (80%) believe that the population needs to be educated not to litter and throw rubbish in the gutters and drains and in the streets.**

The City Administration could respond to this by launching a broad based education campaign to reduce littering. While considerably fewer residents (10%) believe that the problem could be solved by providing more litter bins in public places and thoroughfares, this measure probably also warrants some consideration.

- **The City Administration might consider expanding refuse pick-up services to homes by either introducing or increasing fees for this service.** Households, including those reporting lower monthly incomes, are largely willing to pay a fee, or a higher fee, for

improved service. Since households who rely on communal waste bins or refuse collection points for service express a greater willingness to pay, priority should be given to expanding pay-for-service programs in these areas.

- **Attention should be given to expanding or replicating the Zoomlion service model.** This is because satisfaction with home-based refuse collection service is considerably higher when Zoomlion is the service provider.

- Concentrated pockets of dissatisfaction with this service, which is ranked #3 in terms of priority by residents, are readily identified on the GIS map of survey responses. Targeting remedial measures to these pockets of dissatisfaction would very likely work quickly to improve residents' perceptions of, and satisfaction with, the City Administration.



Overflowing Communal Refuse Bin, Ablekuma South



WATER

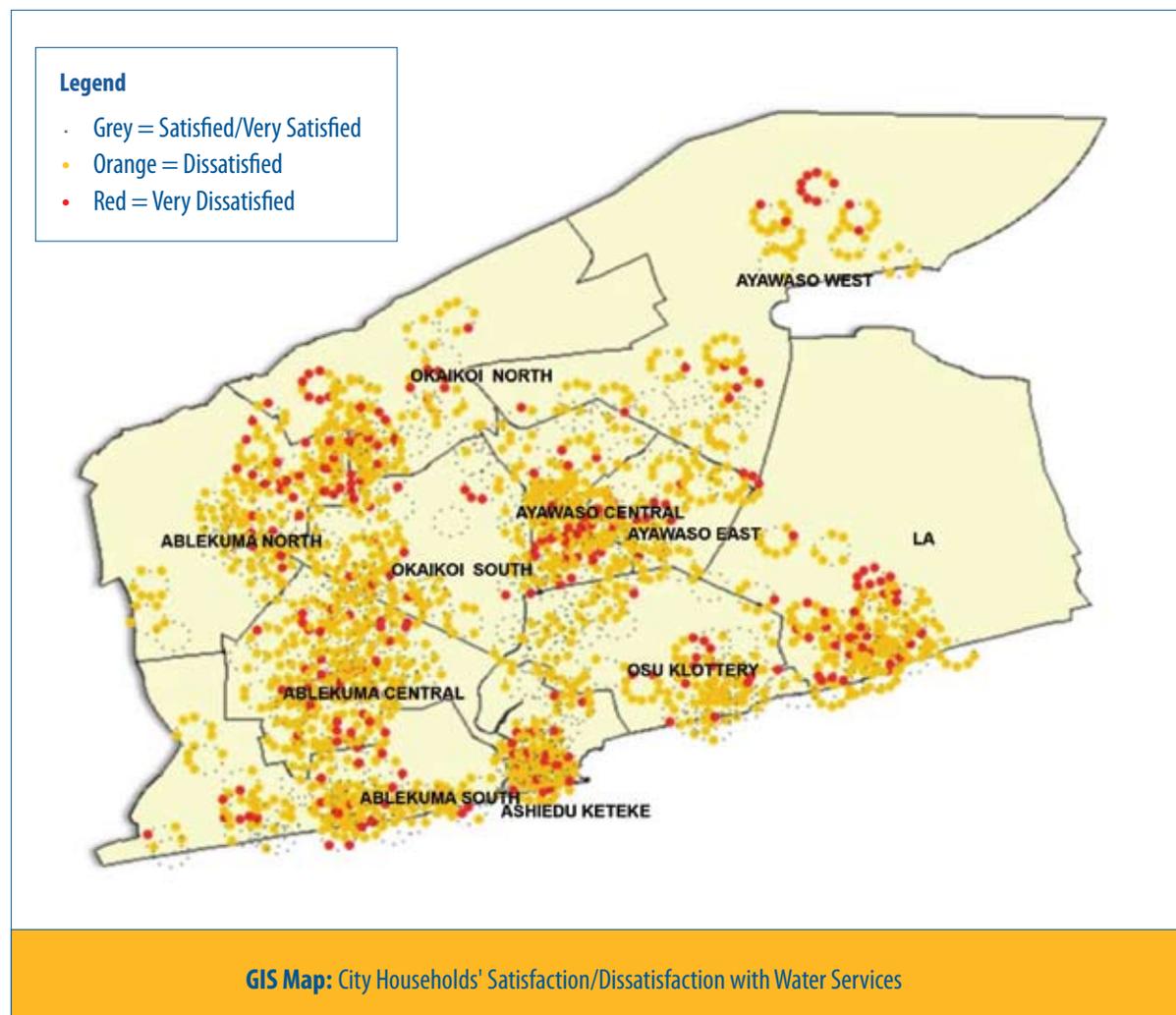


Private Water Vending Truck, La Sub-Metro

Residents' Service Priority Rating: 4th (out of 7 services)

City residents at large consider water services to be of moderate importance, ranking it their 4th priority out of the 7 services. All sub-metros rank the service this way except for Ablekuma North.

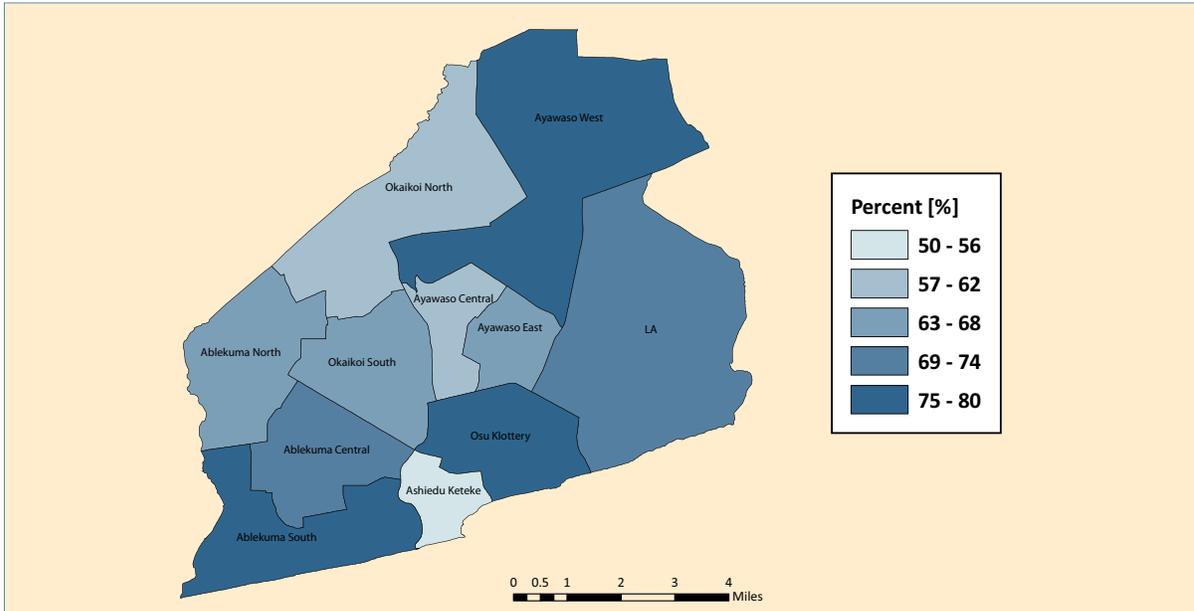
- Water services are known to be a much-discussed issue amongst Accra residents and it is, at first glance, somewhat surprising that residents do not accord water services a higher priority. However, water's lower-than-expected rating is likely explained by the fact that a significant percentage of City households (68%) have connections to the Ghana Water Company Limited (GWCL) service and are generally moderately satisfied with this service. It is the smaller percentage of households (32%) that do not have a GWCL connection that express high levels of dissatisfaction with this service.



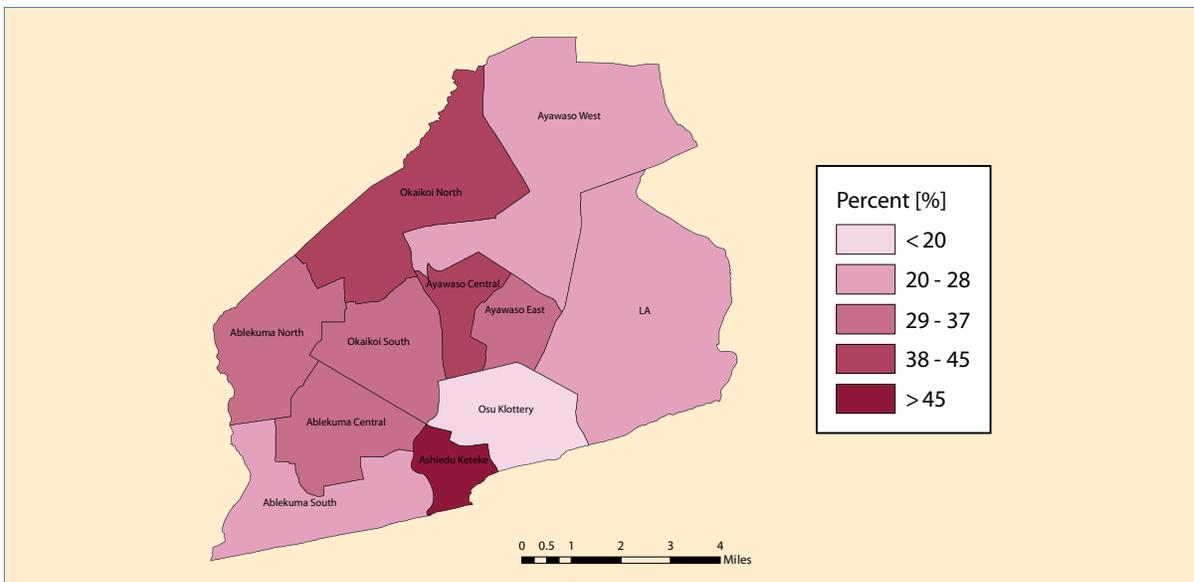
Organization of This Section

This discussion of water services is separated into 2 parts. Part 1 reports on the responses and opinions expressed by households who receive their water from the Ghana Water Company Limited (GWCL). This is a majority (68%)

of the City's households. Part 2 of the section focuses specifically on the responses and opinions of the 32% of City households which do not have a GWCL connection and who obtain their water from a variety of providers and sources.



Households [%] With Water Connection to Ghana Water Company Limited (GWCL), by Sub-Metro



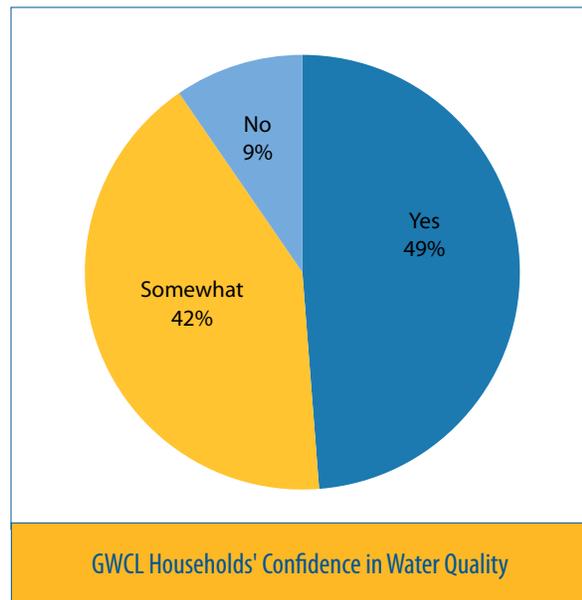
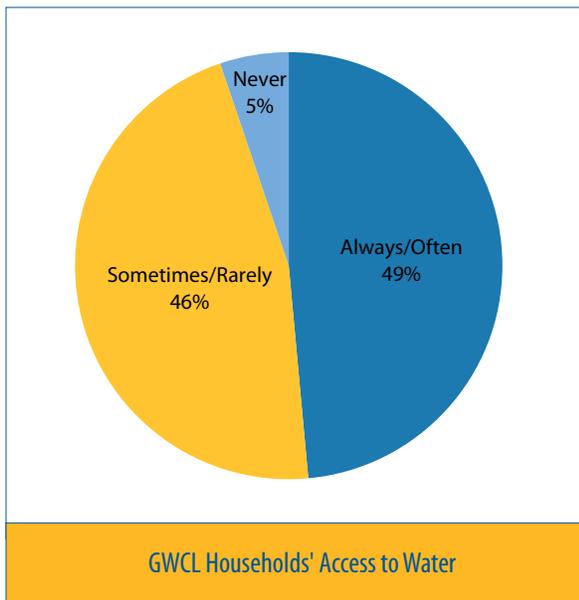
Households [%] Without Water Connection to Ghana Water Company Limited (GWCL), by Sub-Metro

PART 1: Households with Ghana Water Company Ltd. Service

Residents' Responses Across The City at Large

- **A majority (68%) of City households receive their water service from the Ghana Water Company (GWCL).**
- **Almost half of households with GWCL connections say they have had sufficient access to water over the past 12 months;** 49% of households report they have "always" or "often" had sufficient access to water. Some 46% of households say they "only sometimes" or "rarely" had sufficient access to water over the past year. And, 5% of households say they "never" had sufficient access to water over the past year.
- **Most households (89%) with GWCL connections have a water meter in their house,** and in almost all cases (95%) they say the meter is operational.

- Almost all the households (96%) say they receive a water bill from the GWCL regularly once a month.
- **Slightly more than half of GWCL households (57%) say they "usually" pay their water bill.** Some 43% of households say they "sometimes" or "never" pay their water bill. No clear reason could be determined as to why households do not pay their bill; they variously answered that "the water bills are not accurate", or that they are "unhappy with the quality of water", but most elected not to respond to the question at all. An insignificant number responded saying they "couldn't afford to pay the bills".
- Households largely trust the quality of water – assessed by turbidity, odor and water pressure – provided by the GWCL. Almost half (49%) of households say they trust it and 42% say they "somewhat" trust it. Just 9% of households say they categorically do not trust the water quality. Amongst all households, 57% of households



say their water only "sometimes" has a cloudy, rusty or muddy color, 23% say their water "sometimes" has an odor, and just 33% report that they "sometimes" have low water pressure.

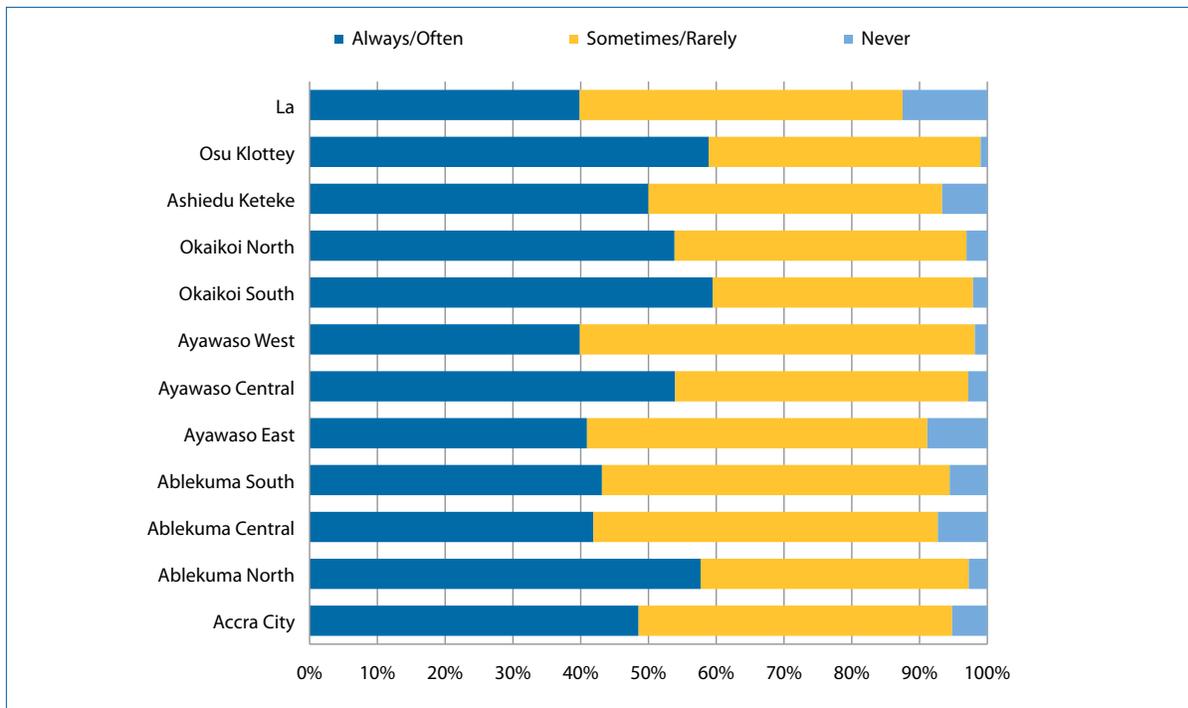
- **Very few households appear to have illegal connections to GWCL water services.** Asked if they know of anyone in their neighborhood who has an illegal connection to the GWCL or has a booster pump to draw extra water from GWCL pipes, only a very few households (less than 3%) responded that they did. Asked if they thought such practices were acceptable, over 90% of households said they disapproved of such practices.
- **Very few GWCL households (4%) have received a schedule from GWCL showing days/times when they are scheduled to receive water service.**



Water Sachet Vendor, La Sub-Metro

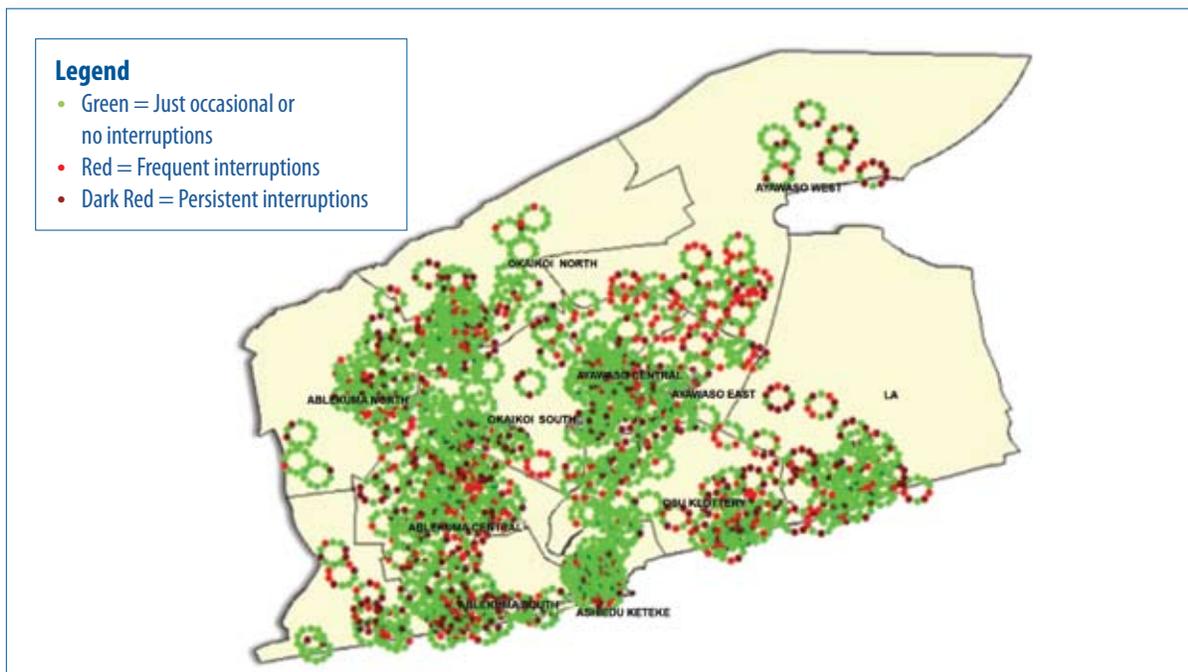
Residents' Responses Across The Sub-metros

- **The percentage of households with GWCL connections differs considerably across sub-metros.** Connection rates are highest in Osu Klottey (80%), Ablekuma South (79%) and Ayawaso West (75%). Connection rates are lowest in Ashiedu Keteke (50%) and Ayawaso Central (58%).
- **GWCL Households' perceptions of whether they have had sufficient access to water over the past 12 months differs widely across sub-metros.** Households in Osu Klottey, Okaikoi South, and Ablekuma North report higher levels of sufficiency, with almost 60% saying they "always" or "often" had access over this period. By contrast, only around 40% of households in La, Ayawaso West and Ayawaso East say they had sufficient access to water over this period. The survey is not able to pinpoint what factors account for differences in sufficiency, but explanations could include differences in the frequency of water interruptions and/or higher demand and usage rates across sub-metros.



GWCL Households' Sufficiency in Water Supply over the last 12 months, by Sub-Metro

- Households across all sub-metros experience interruptions in their GWCL water supply, but the frequency of interruptions varies across sub-metros. As the GIS Map, below, shows, many households report experiencing only infrequent interruptions, described as "just



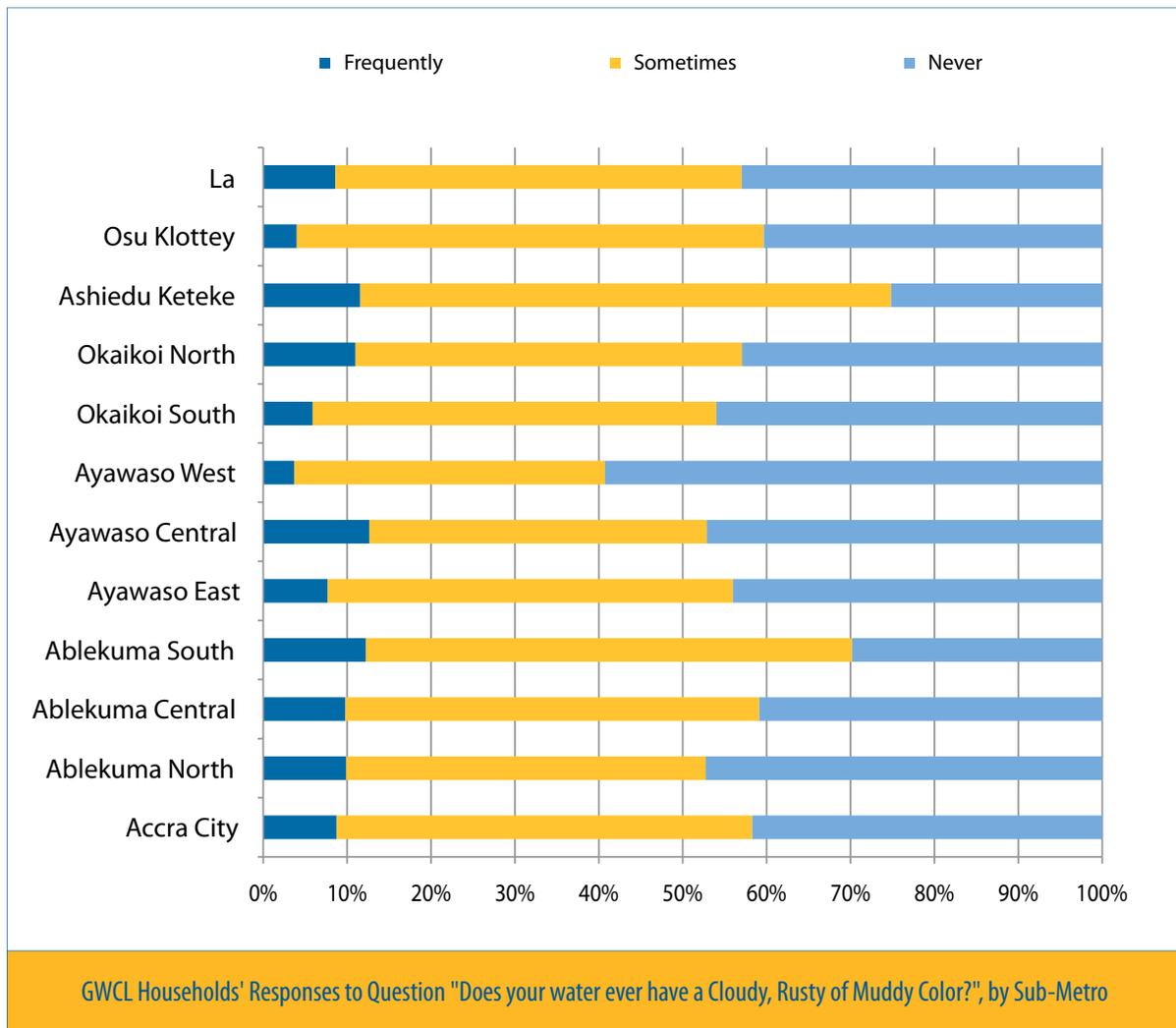
GIS Map: Frequency of Water Interruptions in GWCL Connected Households

occasional" or "no" interruptions. Households that experience frequent interruptions – around half the time – tend to be concentrated more in south-west Ayawaso West. Households having persistent interruptions – almost every day – are concentrated more in Ablekuma Central and Ablekuma South, in Osu Klottey, north-east Ayawaso West, and along the borderline of Ayawaso Central and Ayawaso East.

- **Water quality seems to vary quite considerably across sub-metros.** Using a layperson's assessment of water quality, by which quality is assessed by turbidity, color, odor and pressure, some sub-metros report lower quality water than others. A high percentage of house-

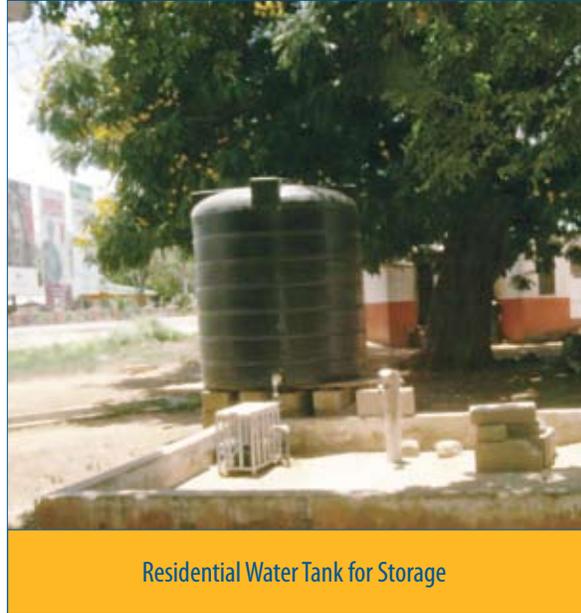
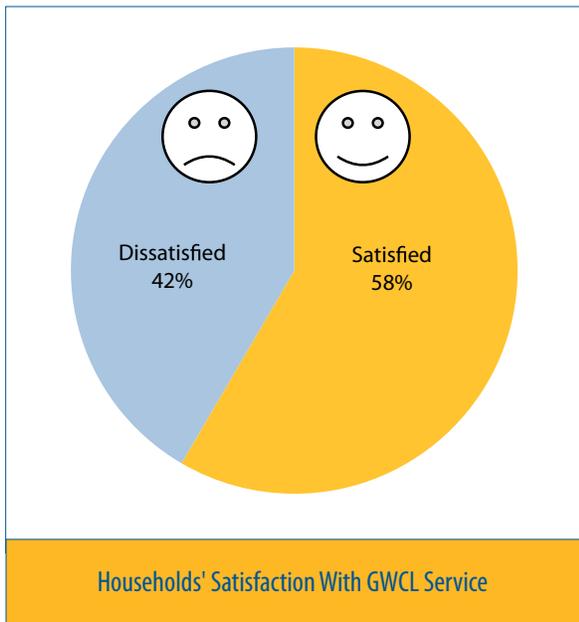
holds in Ashiedu Keteke (75%) and Ablekuma South (70%) for instance, report that their water "frequently" or "sometimes" has a cloudy, rusty or muddy color. By contrast, only 41% of households in Ayawaso West report this. More households in Ashiedu Keteke (39%) than in Ayawaso West (22%) say their water "sometimes" or "always has a "bad smell".

- **Water pressure seems to vary across sub-metros.** One third of GWCL households report that they sometimes have low water pressure. However, in Ayawaso East and La, 48% and 42% of households, respectively, report having generally "low" or "very low" water pressure. The incidence of low water pressure is much less in Okaikoi South (22%) and Osu Klottey (24%).



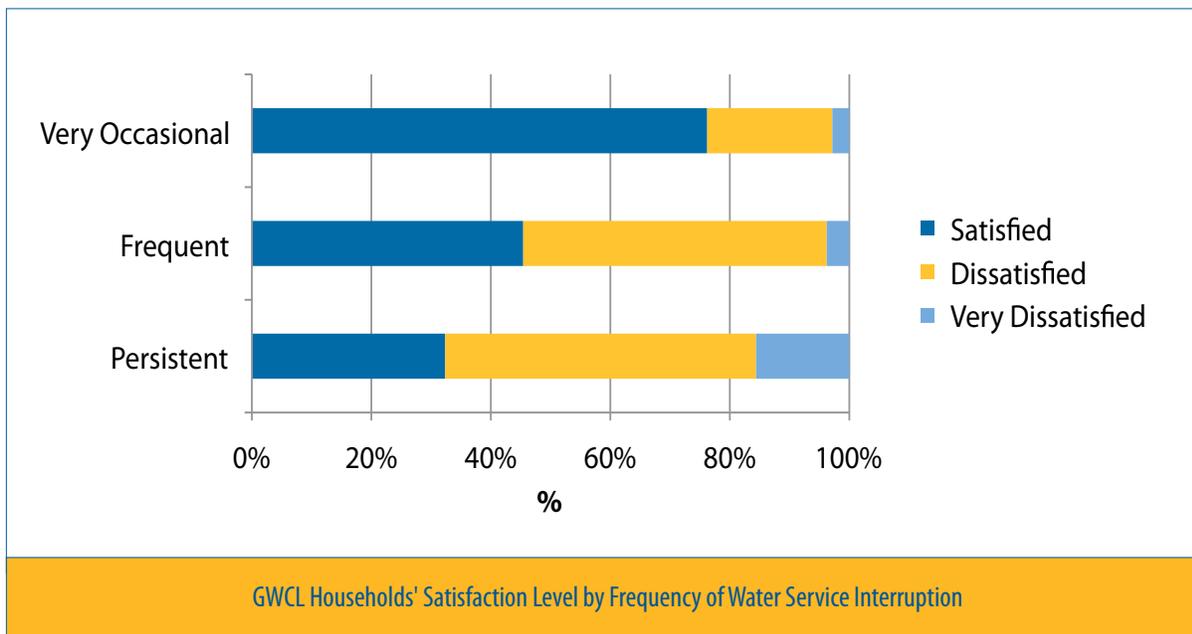
City Residents' Satisfaction with GWCL Service

- **Satisfaction with GWCL service is relatively high** with 58% of households reporting that they are "satisfied" or "very satisfied" with the service.
- Households' level of satisfaction with



GWCL water service is strongly linked to the reliability of their water supply. Households which experience only occasional interruptions in service are, predictably, most satisfied with the service.

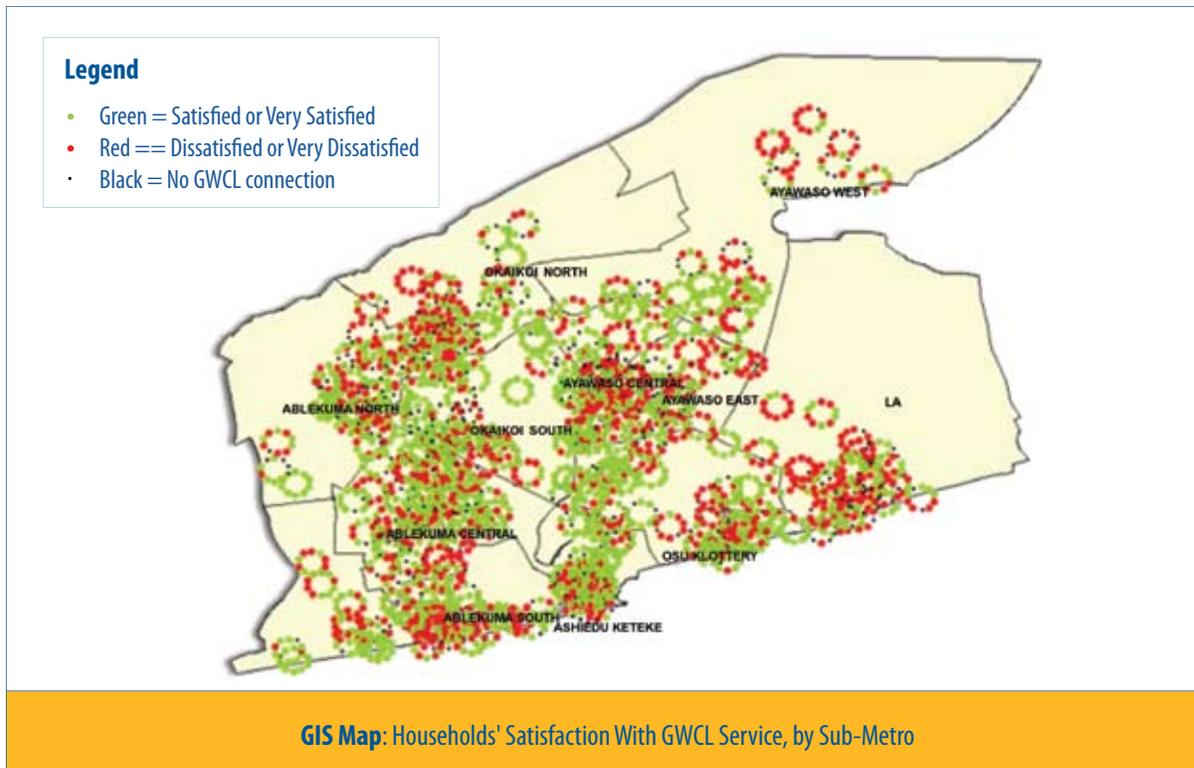
- **Households are, overall, moderately satisfied with GWCL's efficiency and responsiveness to clients.** Only one third (33%) of households say they are satisfied with its effectiveness in fixing service problems. But, 42%



of households say they are satisfied with the honesty of GWCL staff. Households have a more positive perception of the helpfulness of GWCL staff; over 52% say staff are generally helpful.

- As is the case for other services, GWCL clients do not tend to lodge complaints or report problems with the service. Only 6% of GWCL

households say they lodged a complaint about service over the past 12 months. Of those who lodged complaints, 75% report that no effort was made by GWCL to fix the problem. Some 13% report that some effort was made to fix the problem, and just 11% report the problem was addressed and fixed.



Policy Implications For Ghana Water Company Ltd.

- **Although 58% of households say they are satisfied with GWCL service, this satisfaction level could be increased significantly if interruptions in the water supply were reduced.** Over half (51%) of GWCL clients report that they "rarely" or "never" have sufficient access to water. It would be most strategic to work to reduce water interruptions in areas where they are reported to be most frequent (occurring almost every day), which is in Ablekuma Central, Ablekuma South, Osu Klottey, north-east Ayawaso West, and the borderline areas of Ayawaso Central and Ayawaso East.

- **Residents' satisfaction levels would likely also be increased if they had more certainty about when service interruptions are likely to occur.** GWCL has already worked to institute an area-based scheduling system for the interruptions and has tried to inform households of their service schedule. However, there are reportedly difficulties in maintaining these schedules. Also, only a very small percentage of households (4%) report having received a service schedule. It would, therefore, be worthwhile exploring other methods of informing clients about pending service interruptions. One possible system might be introduction of a telephonic messaging system which would text information to clients about likely service interruptions and explain the cause.

- **GWCL should work to improve its record of responding to, and effectively fixing, service interruptions and problems.** Currently, very few clients report complaints and problems

but, of those who do, 75% say that no effort was made to address their complaint and the problem remained unfixed. Improved efforts to address client complaints should go hand-in-hand with efforts to encourage clients to report service problems (presently very few do). One possible measure would be the introduction of a telephone hotline which clients could use to report problems.

- **GWCL could do a great service to the City if it sought to improve equity in service coverage.** Currently, service is positively correlated with monthly household income; the higher a household's income the more likely it is to have GWCL service. Relatively poorer sub-metros are less well-served. The GIS map in Part 2 shows where service coverage is lower and where new services would need to be focused to ensure more equitable coverage. These areas are Ashiedu Keteke; west-central Okaikoi North; central Ayawaso Central; east-central Ablekuma North; and central-west Ayawaso East. Expansion of these services could be, at least in part, financed by fees paid by these households. The Survey shows there is a strong willingness to pay for improved water service amongst households which are not connected to GWCL; more than 50% report such a willingness. This willingness to pay transcends household income levels. Expansion of service to these underserved areas could also be supported through increased efficiencies in fee collections, specifically by ensuring collections from the 43% of GWCL-connected households that say they do not usually pay their water bills.

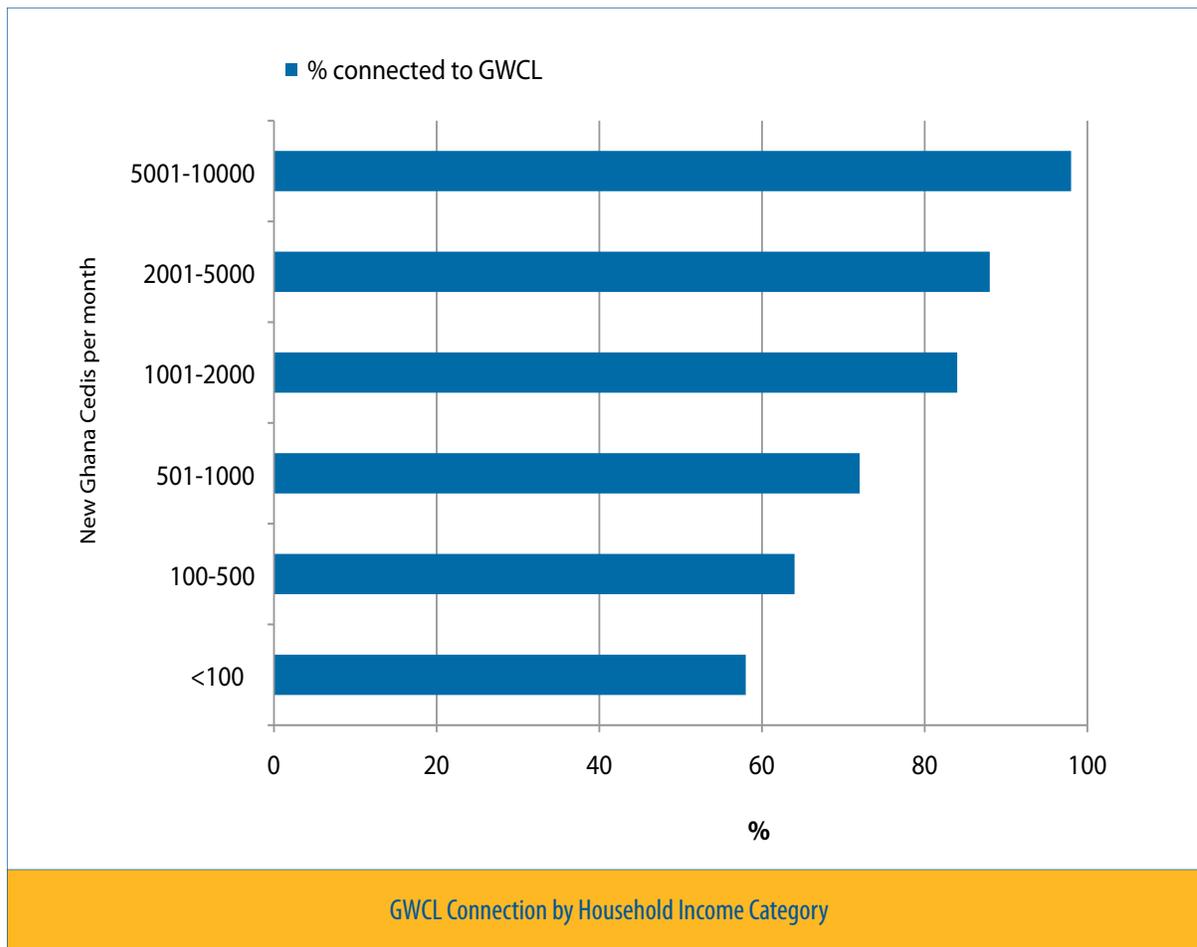
PART 2:

Households' without Ghana Water Company Ltd. Service

- **Households with lower monthly household incomes are much less likely to have a connection to the Ghana Water Company Ltd.** Around 57% of households with monthly incomes below 100 new Ghana Cedis have a GWCL connection compared to over 70% of households with monthly incomes between 501-1,000 new Ghana Cedis. 83% of households with monthly incomes between 1,001-2,000 new Ghana Cedis have a GWCL connection.

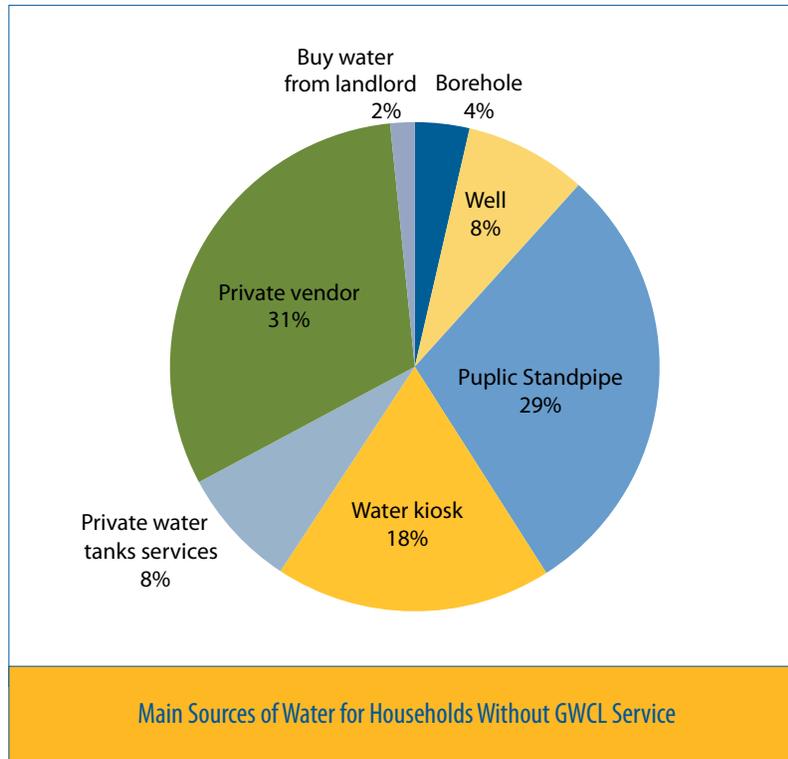
Residents' Responses Across The City at Large

- **One third (33%) of City households do not have a connection to the GWCL.** These households obtain their water from a variety of sources including fee-based public standpipes, private vendors selling moderate quantities of



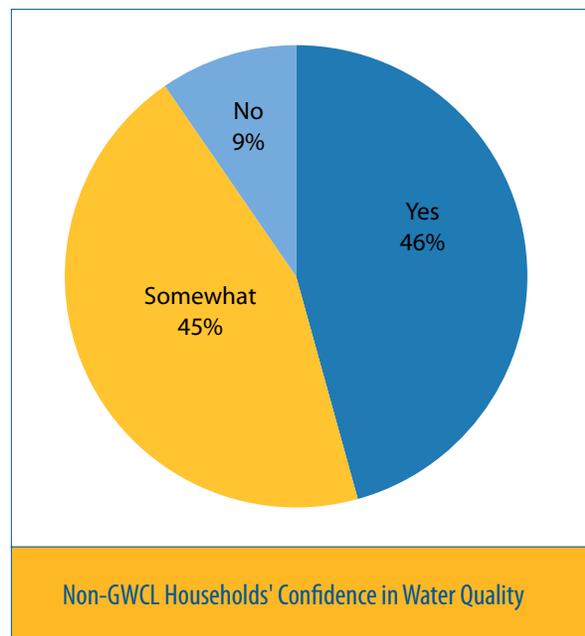
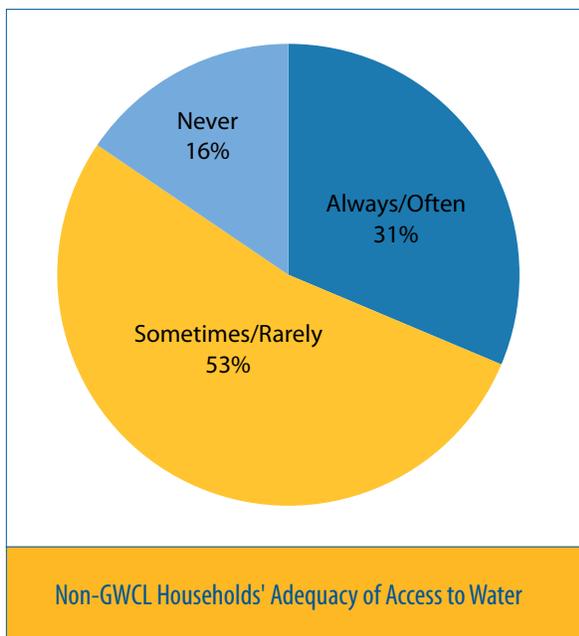
water, large-scale vendors selling tanker-sized quantities, water kiosks selling buckets and bottles of water, boreholes or wells, and small-quantity plastic sachet bags of water. Households rely most heavily on private vendors and public standpipes for water, although water kiosks are also heavily used. Only a small percentage of households rely on boreholes (4%) or wells (8%).

- **Only one third (31%) of households without GWCL service report that they "always" or "often" had sufficient access to water over the past 12 months.** More than half of households (53%) say they "only sometimes" or "rarely" had sufficient access over the same period, and 16% say they "never" had sufficient access to water when they needed it.



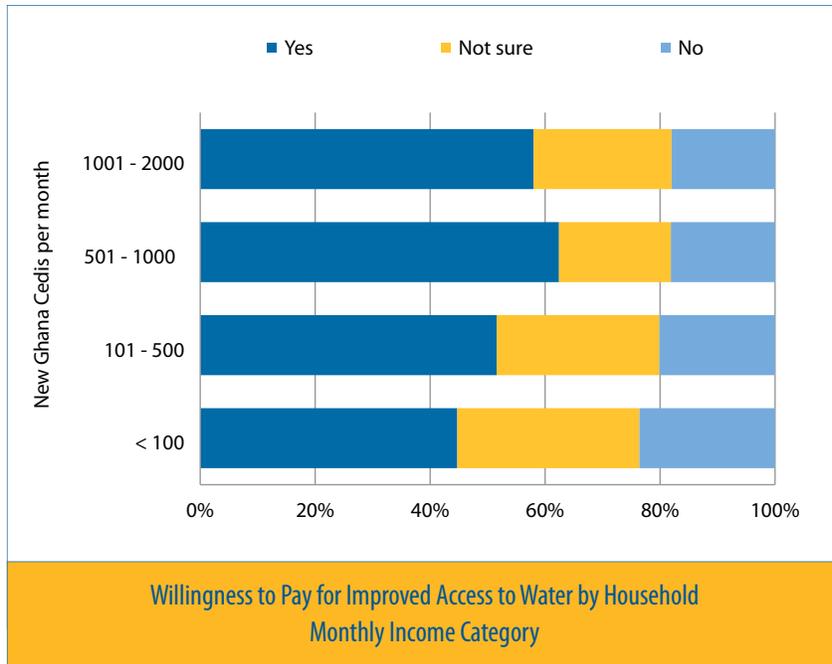
- Households that receive their water from sources other than GWCL generally trust the quality of that water; 46% say they trust it; 45% say they somewhat trust it, and just 9% report that they do not trust it.

- A sizeable percentage of households which do not have GWCL service say they would be willing to pay a fee to have better access to water. Just over half of households say they



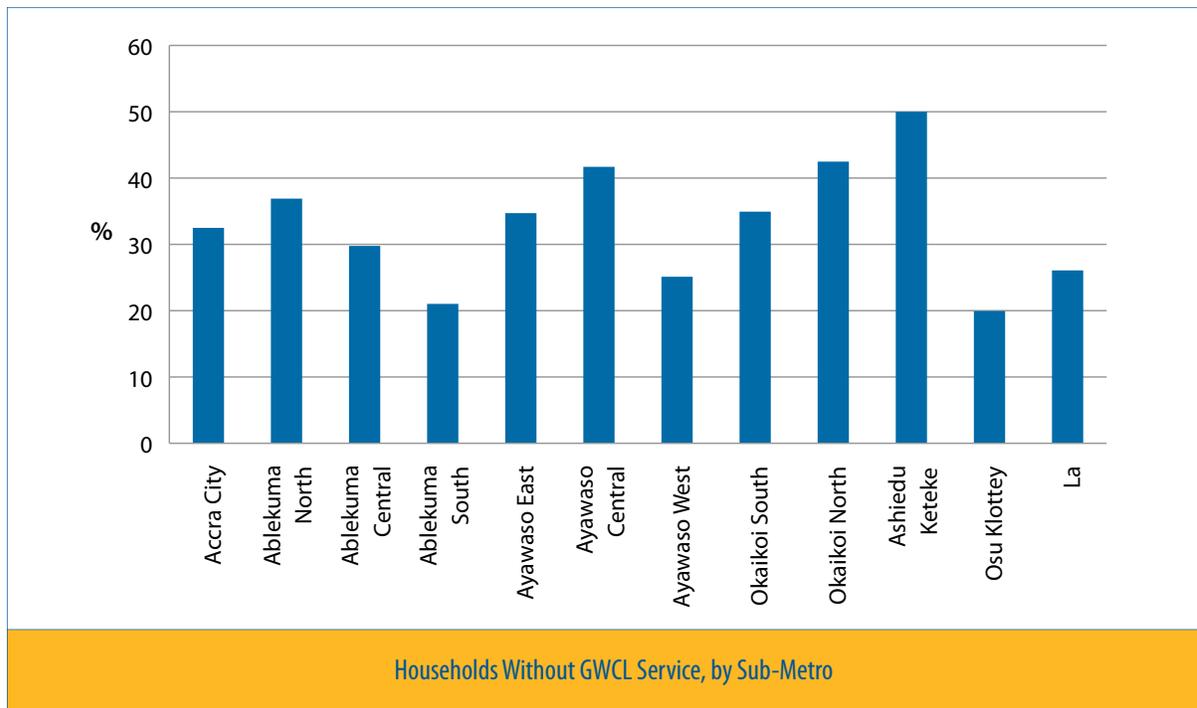
would be willing to pay a fee to have better access to water, and a further 26% of households say they are "not sure" if they are willing to pay for better access to water. It is reasonable to assume that a fairly sizeable proportion of this "not sure" group would be persuaded to pay a fee if they were sure that a reasonable quality service was to be provided.

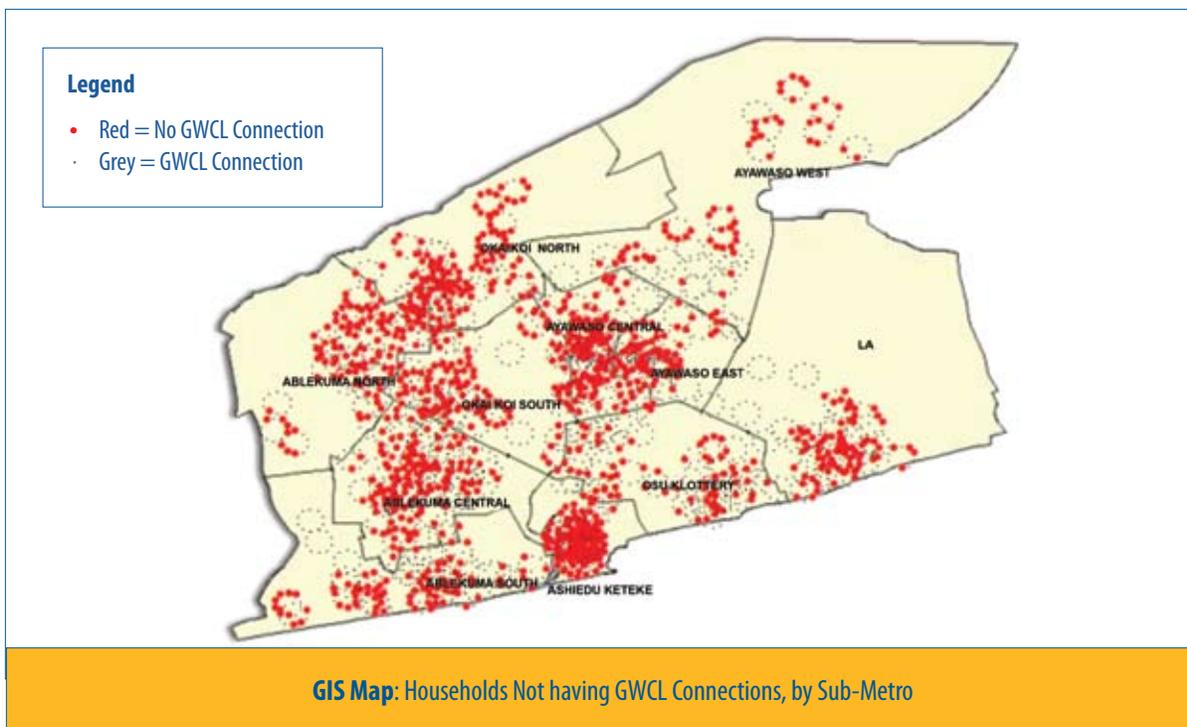
- The willingness to pay for better access to water spreads across all household income groups. 60% of households reporting monthly incomes between 501 - 1,000 new Ghana Cedis say they would be willing to pay, and 52% of households reporting monthly incomes between 101 - 500 new Ghana Cedis report similarly. Even amongst households reporting the lowest monthly incomes (< 100 new Ghana Cedis), 41% express a willingness to pay a fee.



Residents' Responses Across The Sub-Metros

- One third of City households do not have GWCL service. While these households are spread across all sub-metros, they are more





concentrated in Ashiedu Keteke (49%), Okaikoi North (41%), Ayawaso Central (40%), Ablekuma North (35%) and Ayawaso East (34%).

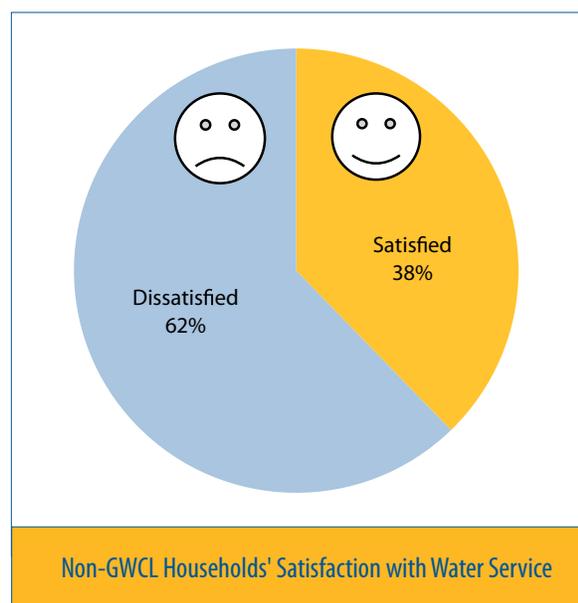
- There is some difference across sub-metros in how households' without GWCL service source their water. In Okaikoi North, Ablekuma South and Ablekuma North households rely more heavily on private vendors selling moderate quantities of water. Households in Ashiedu Keteke and Ayawaso Central rely more on public, fee-based standpipes.
- Reliance on boreholes and wells is limited across all sub-metros and is not concentrated in any particular locality.

City Residents' Satisfaction With Service

- **Households that do not have GWCL service are, rather surprisingly, moderately satisfied with water service** relative to the other services. 38% of these households say they are satisfied with the service. This satisfaction level

is the 3rd highest level of the 7 services, after Basic Education and Public Markets

- **Household satisfaction levels, however, vary quite considerably across sub-metros.** They are higher than average in Ablekuma North (53%) and Osu Klottey (48%), and lower than average in La (17%) and Ayawaso East (26%).



Policy Implications

- **The City should accord a moderate to high level of resources to improving water services at this time particularly for households without an existing GWCL connection.**

Water Services are a moderately high priority for city residents who rank it 4th out of the 7 services in terms of importance. Satisfaction levels are also moderate relative to other services, being the 3rd highest level of the 7 services. However, access to potable water for citizens is one of the Millennium Development Goals and, beyond that,

plays an important role in reducing disease and ill-health. For these reasons, it would be wise for the City to consider this a moderate/high priority.

- **It is important that the City Administration encourage the Ghana Water Company Limited to expand its service with a view to ensuring more equitable service coverage.** Currently, access to GWCL services is positive-

ly correlated with higher monthly household income. Relatively poorer sub-metros and areas within sub-metros are less well-served. The GIS



Water Storage Tank in Private Residence, Ayawaso West

Map in Part II of this section shows where GWCL service coverage is lower and where expansions in service coverage should be targeted. These areas are Ashiedu Keteke; west-central Okaikoi North; central Ayawaso Central; east-central Ablekuma North; and central-west Ayawaso East. The City might consider helping subsidize the expansion of services to poorer underserved areas by seeking additional national or external funding.



PUBLIC MARKETS



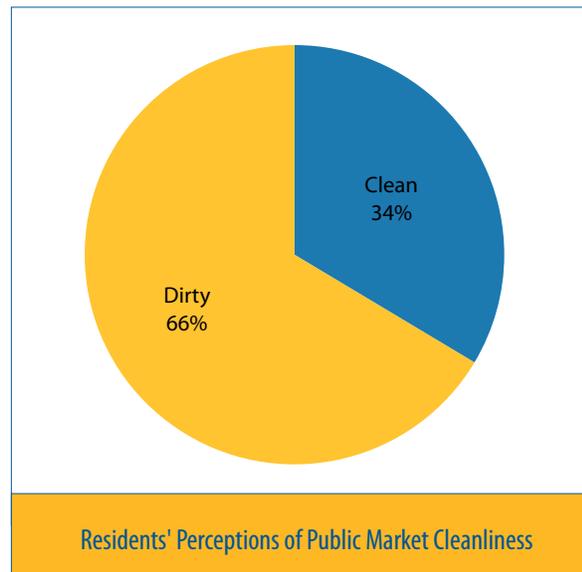
Market Vendor, Ashiedu Keteke

Residents' Service Priority Rating: 5th (out of 7 services)

City residents at large accord lower priority to public market services, rating it 5th out of 7 services. Only in one sub-metro, Ayawaso West, do residents assign a higher importance to markets, saying it is their 3rd highest priority service.

Residents' Responses Across The City at Large

- **Public markets are vital commercial centers for many City residents who use them extensively.** Slightly more than 67% of households report shopping at the markets at least once a week, and over half of this group of households say they use them several times a week. Some 13% of households report using them daily. Just 25% of households say they do not use the markets at all.
- A majority (67%) of market users consider the organization and layout of the markets to be adequate. One third (33%) of users say market organization and layout is poor.
- Crowding in the markets is considered a problem by users. 62% of users find them "crowded" and 22% consider them to be "very crowded".
- **Cleanliness of the markets is an issue for users,** most of whom purchase food items there. Two thirds (66%) of users say the markets are "dirty" or "very dirty".



Residents' Responses Across The Sub-Metros

- **Market usage differs considerably across the sub-metros.** Amongst users who shop at the markets at least once a week, usage rates are highest in Osu Klottey (75%) and Okaikoi South (74%). Usage rates are considerably lower in Ayawaso West (53%) and Ayawaso East (55%).

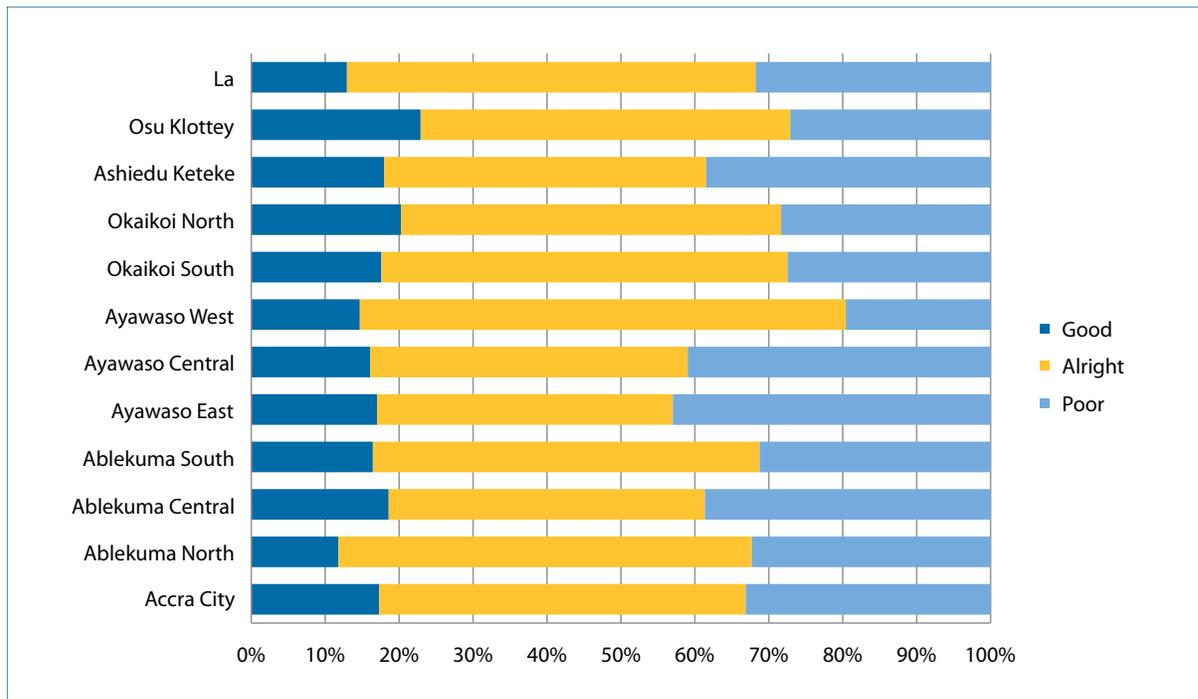
- These differences in usage rates to some extent reflect residents' proximity to markets; public markets are not provided in each sub-metro so residents of some sub-metros may need to travel some distance to reach the nearest public market.
- Market users' perceptions of the organization and layout of public markets are notably different across sub-metros. A third or more of market users residing in Ablekuma North, Ablekuma Central, Ablekuma South, Ayawaso East, Ayawaso Central, Okaikoi North, Ashiedu Keteke, and La say market organization and layout is "poor". The lowest opinions of market organization and layout are held by residents of Ayawaso East and Ayawaso Central where 41% of users consider it to be "poor". Only in Osu Klottey do more than 20% of market users

consider public market organization and layout to be "good".

- **Crowded public markets are more of an issue in some sub-metros than others.** Close to a third of users in Ashiedu Keteke (30%) and Okaikoi South (29%) report that the markets are "very crowded". By contrast, just 13% of users in Ayawaso West and 16% in Ablekuma South



Public Toilet Facilities Serving Public Market



Residents' Perceptions of Market Organization & Layout, by Sub-Metro

consider the public markets they use to be "very crowded".

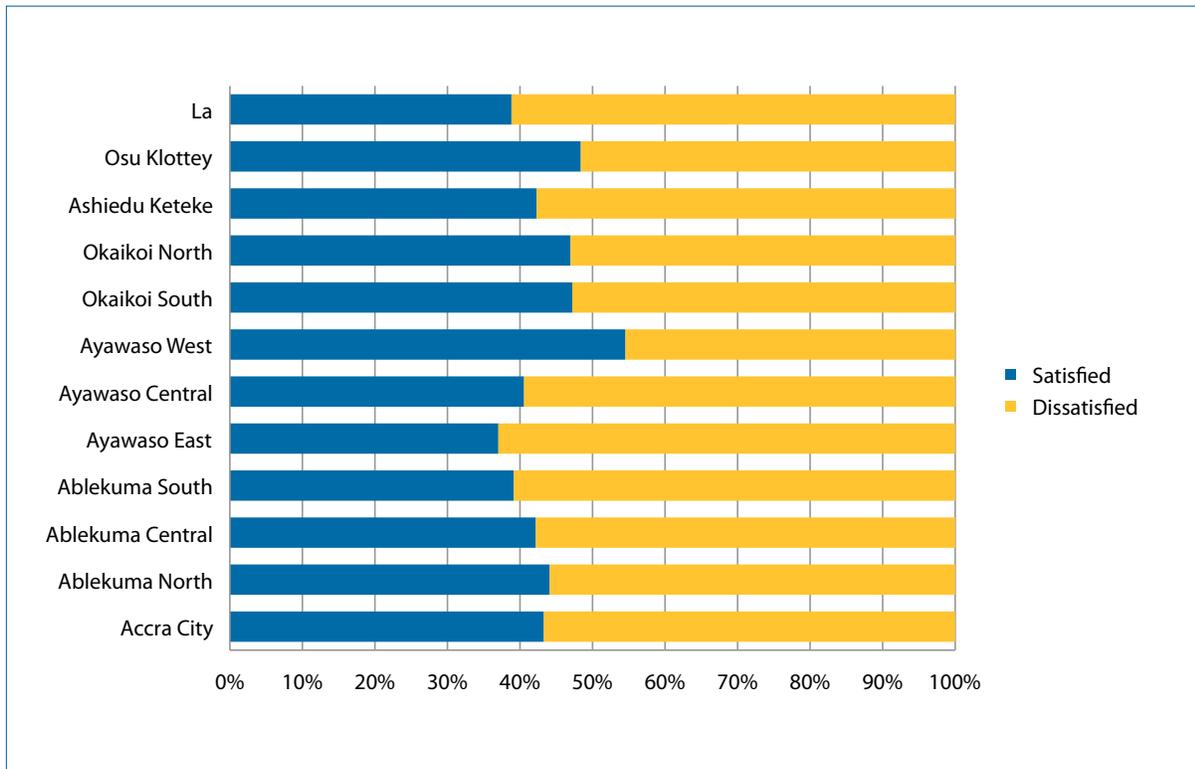
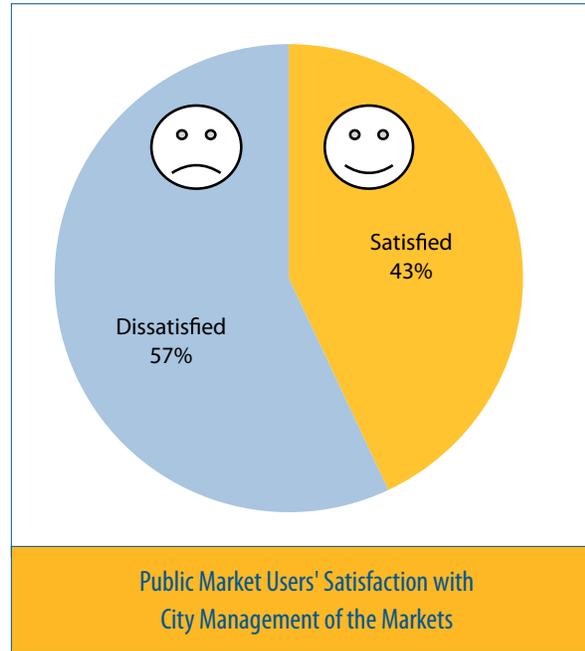
- **Dirtiness of public markets is a universal concern.** Close to two thirds of public market users in all sub-metros report that they are dirty.

- User dissatisfaction with City management of public markets is highest in Ayawaso East (63%), La (61%) and Ablekuma South (61%).

City Residents' Satisfaction With Service

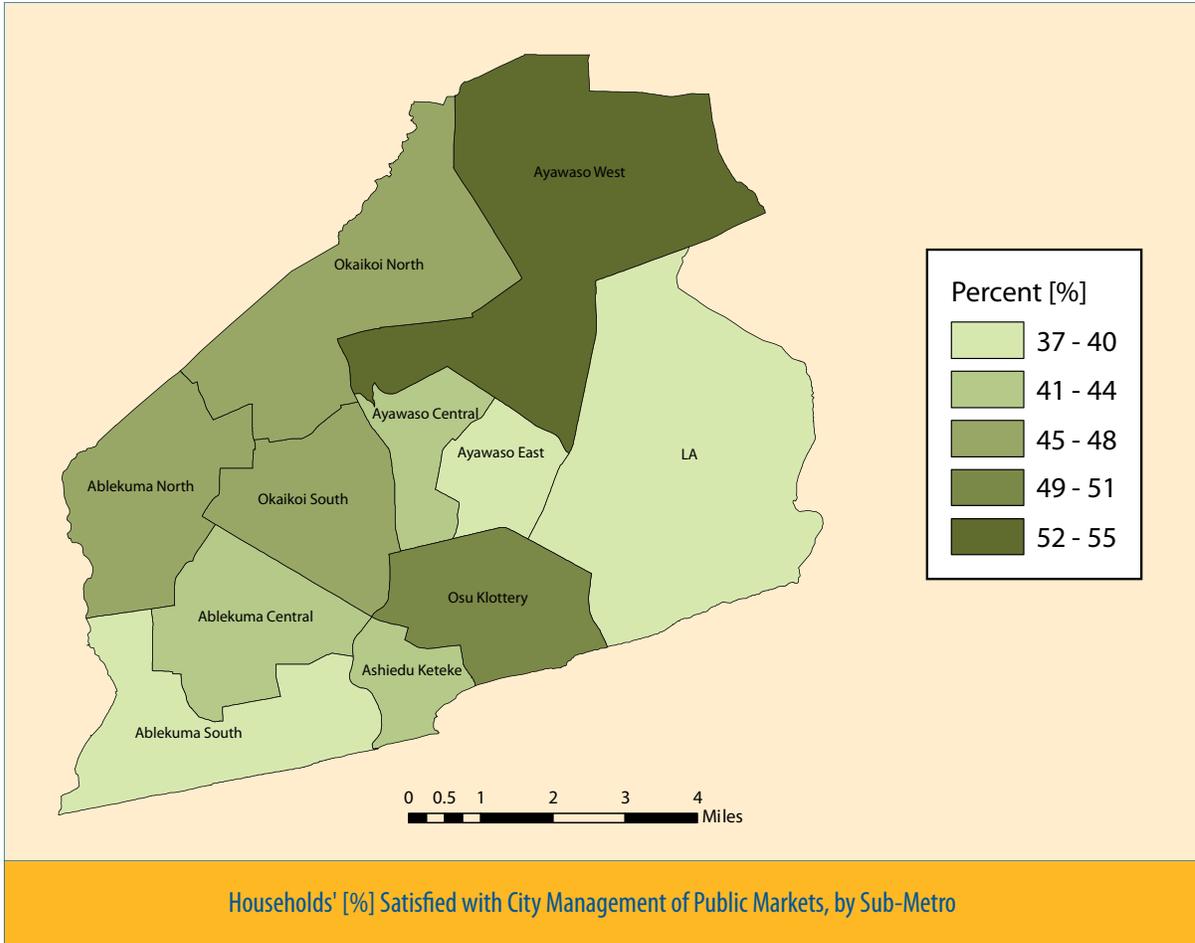
- **Users of the public markets are fairly satisfied with the City's management of public markets;** 43% consider the City's management of this service to be "alright" or "very good".

- Users' satisfaction with City management of public markets is considerably higher in Ayawaso West, at 55%, than in other sub-metros.



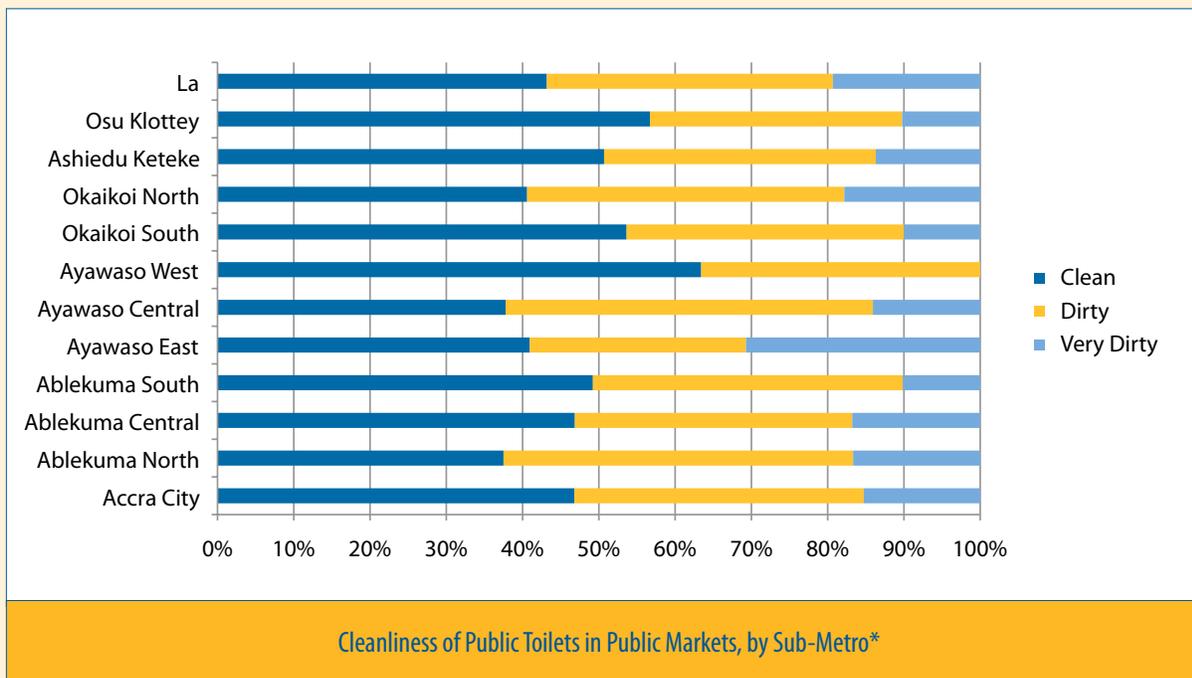
Market Users' Satisfaction/Dissatisfaction with City Management of Public Markets, by Sub-Metro

- The map, below shows, by sub-metro, Ablekuma South, Ayawaso East, and La are the localities where households are more or less satisfied with public markets. Households in Ablekuma South, Ayawaso East, and La are the sub-metros where dissatisfaction is higher.



A SPECIAL ISSUE — Public Toilet Facilities in Public Markets

- **Provision of public toilet facilities near markets seems to be more or less adequate.** Well over half (60%) of public market users report that public toilets are located near the markets they use. 22% of users say they don't know if such facilities are available. Just 18% of users say such facilities are not available at the market they use.
- **Provision of public toilet facilities seems adequate for public markets where usage rates are highest;** in Ashiedu Keteke and Ayawaso Central 74% and 69% of users, respectively, report that these facilities are available.
- Cleanliness of public toilet facilities serving market areas is an issue for residents of many sub-metros. Amongst all public market users, 40% consider the toilet facilities "dirty" or "very dirty", while 35% consider them "clean". 25% of public market users say they "don't know" if these facilities are clean or dirty which probably means they don't use the facilities.
- **Cleanliness of public toilet facilities serving market areas is a particular issue for residents of Ayawaso Central, Okaikoi North and Ayawaso East.** In Ayawaso Central 62% of those who express an opinion about the condition of these facilities say they are "very dirty" or "dirty". Conditions are evidently also unhygienic in Okaikoi North and Ayawaso East as 59% of residents in both sub-metros say the facilities are "very dirty" or "dirty". Possibly, conditions are most grave in Ayawaso East as a much higher percentage (31%) of residents here than elsewhere consider the facilities to be "very dirty".



* Data include only market users and only users who said they knew of these facilities.

Policy Implications

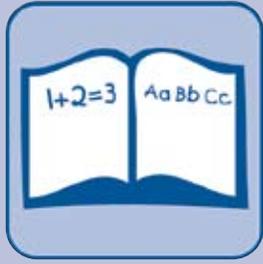
- The Survey findings suggest that the City should accord relatively lower attention and resources to public market services than to some of the other services at this time. This is both because residents rate it a lower priority service (it is rated 5th out of 7 priority services), and because users of market services are fairly satisfied with the service; some 43% of public market users are satisfied with the service, which means it has the 3rd highest satisfaction level of the 7 services.

- However, targeting some modest efforts to improving market cleanliness – both general cleanliness and cleanliness of public toilet facilities serving the markets – would very likely increase overall satisfaction with this ser-

vice whilst requiring relatively low investments. Focusing these efforts specifically on markets in Ayawaso East and Ayawaso Central would be most strategic given the higher percentage of residents in these sub-metros reporting unclean conditions.



Roadside Furniture Market, Korle Bu, Ablekuma South



BASIC EDUCATION



Public School Children

Residents' Service Priority Rating: 6th (out of 7 services)

Residents at large consider City administered basic education services –school furnishing, building maintenance, school toilet facilities, school security and, more recently, management of the school feeding scheme – to be a lower priority. They rate it 6th in order of importance out of the 7 services. The lesser importance residents accord this service reflects the fact that they are highly satisfied with the service.

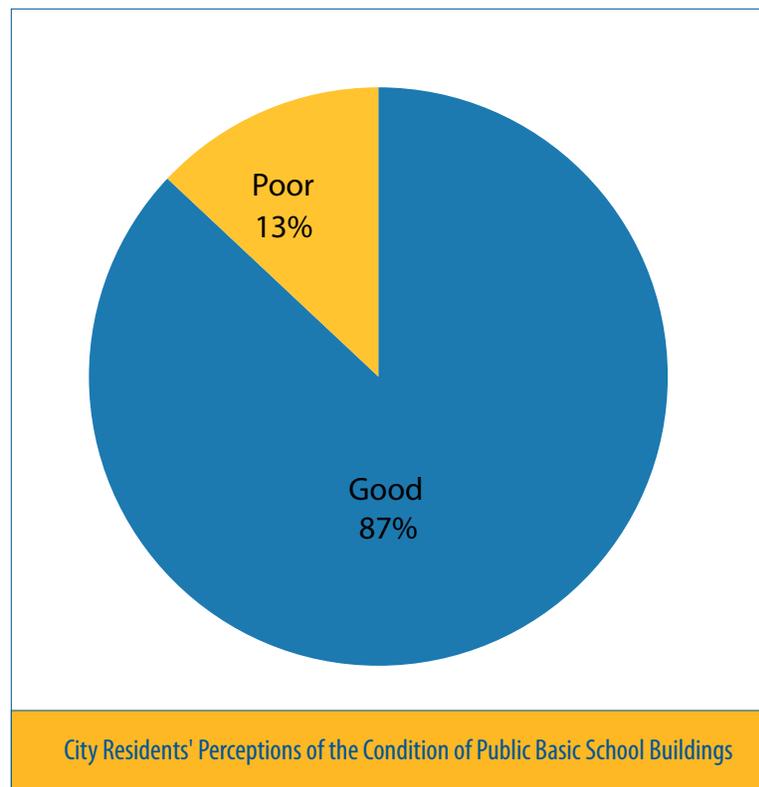
Residents' Responses Across The City At Large

- Slightly more than half of City households report having at least one child of basic school age (6 – 14 years). Of these households, 60% send their children to public basic schools and almost 40% send them to some form of private basic school. A very small percentage of households – just 2% -- say they have basic school-aged children not attending school, but largely report that these children will commence school in the next year.

- City households with children attending a public basic school report very positively on the City's education services.** Some 87% say public school buildings are in "good" or "very good" condition; 84% report that the availability and quality of school furniture is "good" or "very good"; 81% think their children's public schools have adequate and separate boys' and girls' toilet facilities; 84% say the toilet facilities are kept in "reasonable" or "good" condition; over two thirds

(68%) say their children's school has piped water; almost all (94%) consider the school and its grounds to be safe and secure for children; and some 90% say their children's school/s do a good job of managing their waste and refuse.

- Households with children attending public basic schools also report positively on the



quality of education provided in those facilities. Of these households, 20% think the quality is "good" and 72% "satisfactory". Just 8% think education quality is "poor". Teacher attendance rates appear to be high, with 94% of households rating them "good" or "satisfactory".

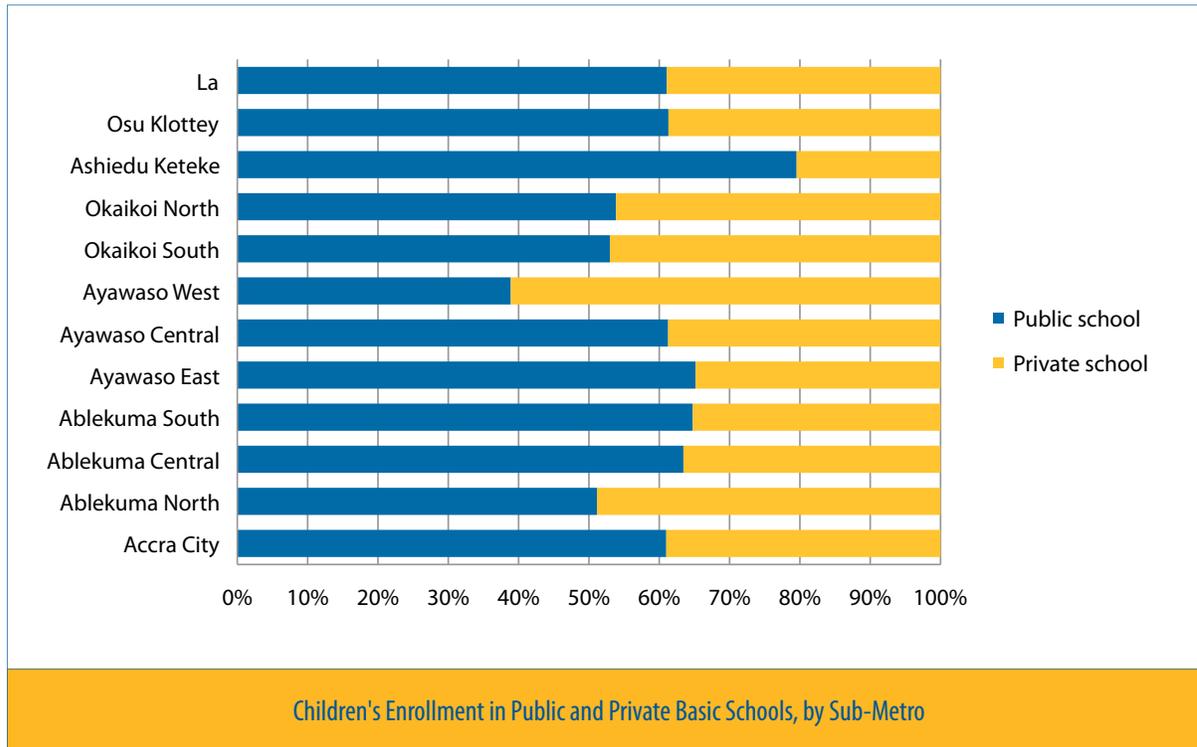
- The vast majority of households (90%) report being well engaged with, and informed about, their children's school through their participation in school meetings, PTA meetings and other school activities.

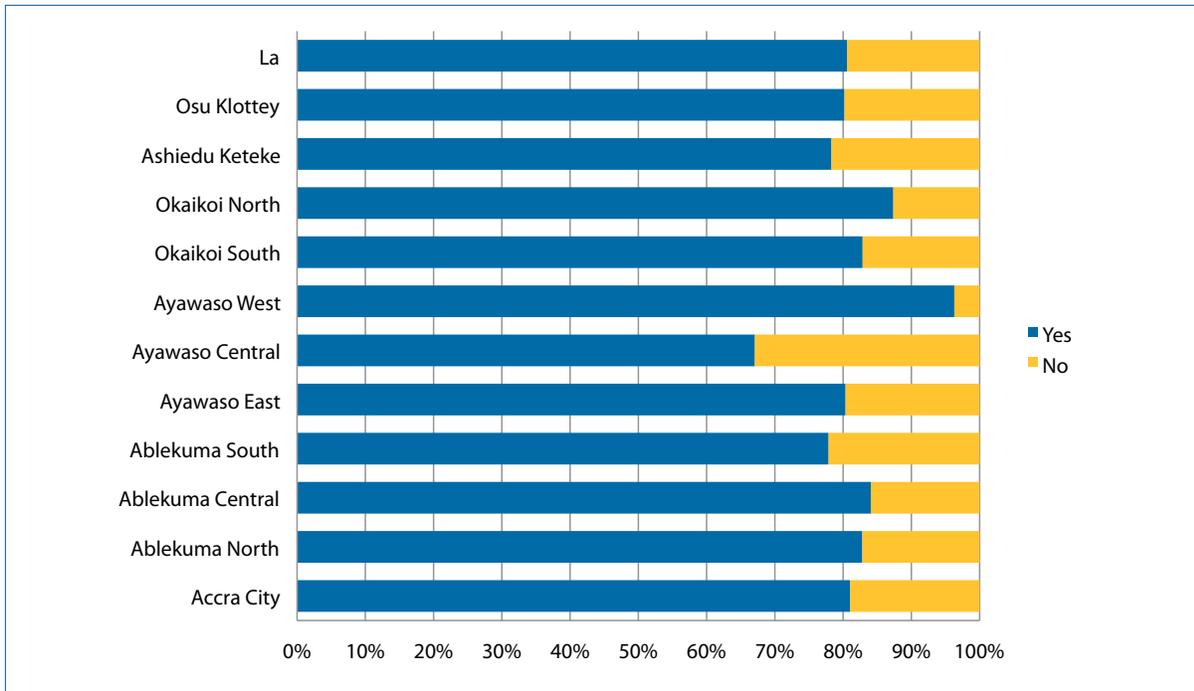
Residents' Responses Across The Sub-Metros

- Children's enrollment rates in public basic schools differ quite significantly across sub-metros. Children are more likely to be enrolled in public basic schools in Ashiedu Keteke than children in other sub-metros; here 80% of households use public schools. The enrollment rate in public basic schools is also higher, at 64%, in Ablekuma South and Ayawaso East. Private

school enrollment rates are highest in Ayawaso West where 64% of households say their children attend private basic schools.

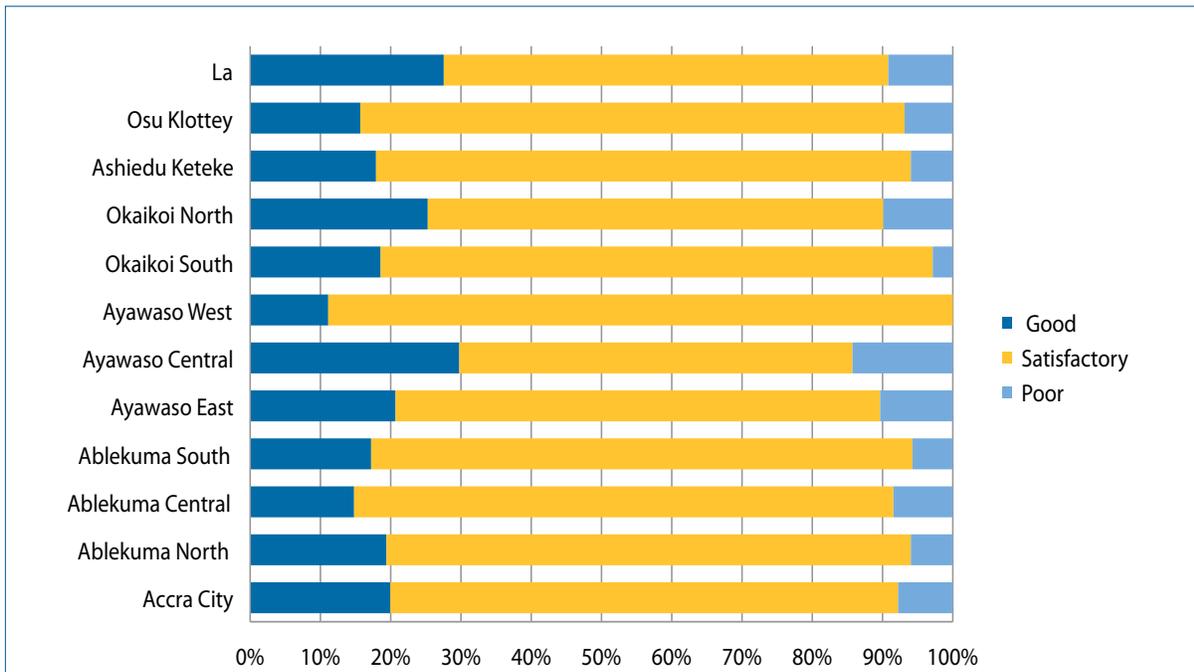
- **In all sub-metros, households with children in public basic schools report positively on the City's education services.** However, some variations in opinions are evident across the sub-metros. In terms of the conditions of school buildings, perceptions are uniformly high, but range from positive response rates of 81% in Ablekuma Central to 84% in Ashiedu Keteke to 96% in Ayawaso West. Households in Ayawaso East and Ayawaso Central are slightly less positive than the other sub-metros regarding the availability and condition of school furnishing, with almost 25% of households considering it to be "poor" or "very poor". The largest difference between sub-metros regarding public basic school conditions is in terms of toilet facilities. In Ayawaso West a mere 4% of households think that their children's school/s do not have adequate and separate toilets. This contrasts with rates of 33% in Ayawaso Central and 22% in Ayawaso East and Ashiedu Keteke.





Availability & Adequacy of Separate Toilet Facilities for Girls & Boys, by Sub-Metro

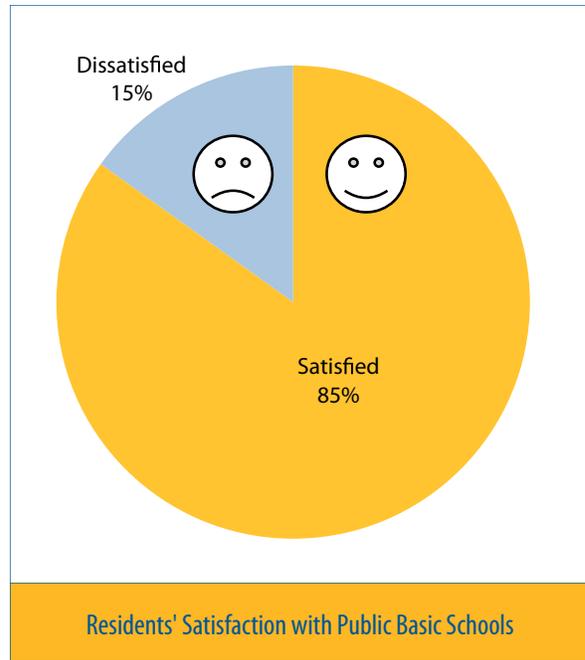
- Most of the households with children attending public basic schools consider the quality of education provided in those schools to be "satisfactory" or "good"; 92% report this.



Quality of Education in Public Schools, by Sub-Metro

City Residents' Satisfaction With Service

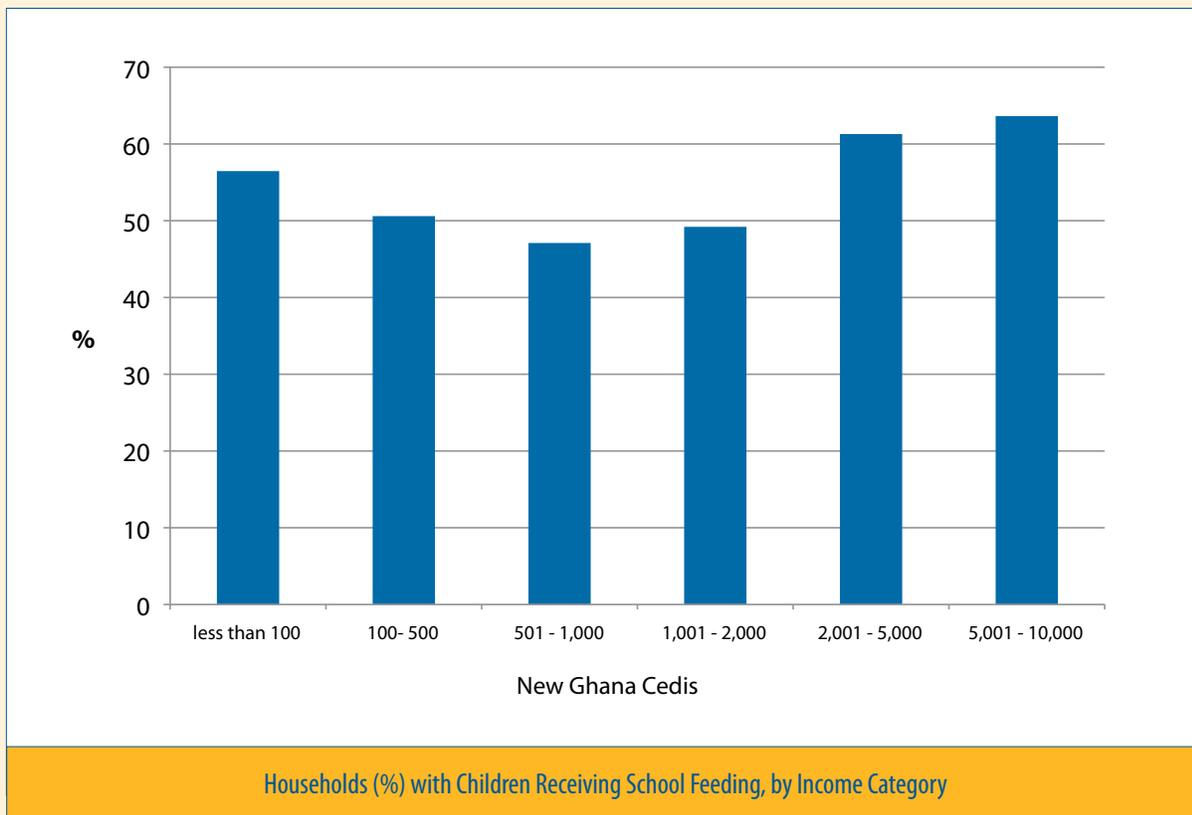
- **City residents are highly satisfied with the City's delivery of public basic school services.** Households with children attending basic public schools have a satisfaction level of 85% with this service. Residents across the City report the same satisfaction level (85%). This is by far the highest satisfaction level recorded for any of the 7 services, and is almost 20 percentage points higher than the satisfaction level reported for any other service.
- There is some, but very limited variation in satisfaction levels across sub-metros.



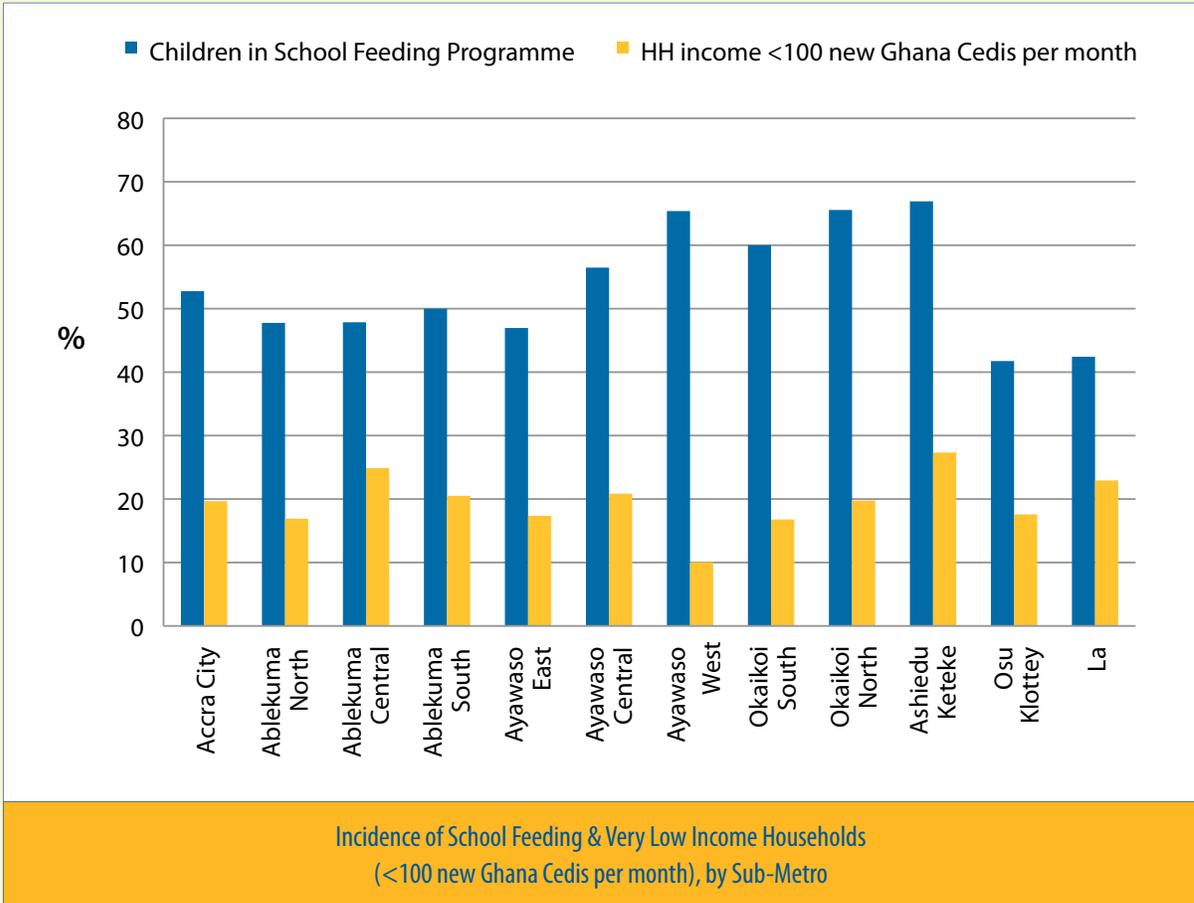
Primary School Children School Attending Class

A SPECIAL ISSUE — The School Feeding Program

- The school feeding scheme is a popular program and is intended to improve children's learning in school by providing them with some free nutritional food each school day. The school feeding scheme is intended to benefit children from poorer families.
- More than half (53%) of City households with children attending public basic schools report that their child/ren receive food at school through the school feeding program.
- **Across the sub-metros, households whose children participate in the school feeding program consider the operation and quality of the school feeding program to be good; 88% of households say it is "good" or "very good".**
- The school feeding program is also reaching some children attending private basic education schools. This coverage is low, and is principally in Ayawaso Central and Okaikoi North.
- **The school feeding program in public schools does not seem to be sharply-targeted to students from less wealthy households.** Some 60% of children from households whose monthly incomes are in the 2,001-5,000 and 5,001-10,000 new Ghana Cedis categories seem to receive food under the program. Yet, only round 50% of children from households in the lowest two monthly income categories report participating in the school feeding program.



- Program coverage levels do not appear to be closely linked to the incidence of very low income households (those earning < 100 new Ghana Cedis per month) in the sub-metros. For instance, program coverage is high in well-off Ayawaso West where 65% of households report that their children receive coverage, but only 10% of households are very low income households. Similarly, in Okaikoi North some 66% of households report that their children receive coverage, but only 20% of households are very low income households. This being said, program coverage is highest, at 67%, in Ashiedu Keteke where the incidence of very low income households is highest at 27%. Program coverage is lowest, at 42%, in La where a relatively high percentage (23%) of households are very low income households.



Policy Implications

- **At this time, the City Administration need not invest significant additional resources or energies in improving this service across the City at large.** This is because residents are highly satisfied with the City's performance on this service, and because they accord it low priority (it is rated 6th out of the 7 services).

- **However, it would be strategic for the City to give some priority to improving school facilities in Ayawaso Central.** Here, a somewhat higher percentage of residents rate the facilities "poor" or "very poor". The school facility in this sub-metro that stands out as needing the most immediate attention is toilets. Across the City at large, 80% of residents consider the provision

and condition of toilet facilities to be "good" or "very good". By contrast, just 63% of households in Ayawaso Central consider these facilities to be "good" or "very good".

- **There is some considerable scope to sharpen the targeting of the school feeding program** so that coverage of children from households in the lowest income category is raised. It is children from these households whose school attendance and learning is most likely to be improved through a school feeding program. Thus, the program will be more efficient and effective the more finely targeted it is to children from lower income households.



School Toilet Facilities



ROADS



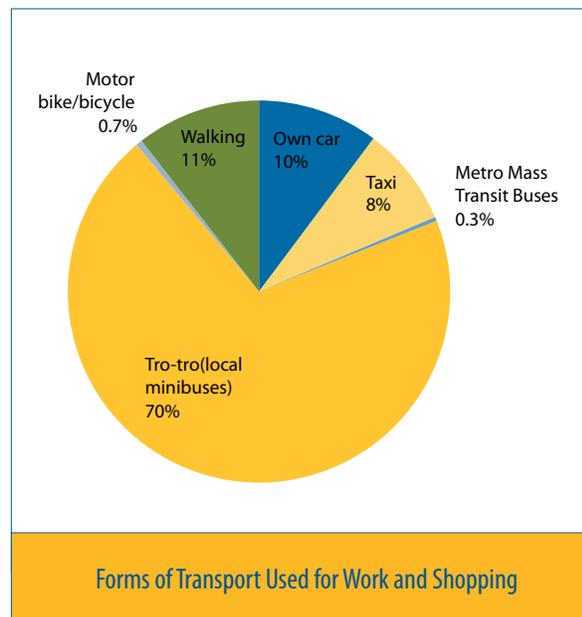
Road to Ablekuma North Sub-Metro Office

Residents' Service Priority Rating: 7th (out of 7 services)

City residents consider roads to be their lowest service priority, rating it 7th out of the 7 services. Residents in all sub-metros accord this service low priority, except in Ablekuma North. Here, residents have a markedly different opinion about the priority of roads and consider it their highest (#1) priority.

A Note for Readers: It is very probable that City residents are not fully aware that different authorities are responsible for construction and maintenance of different roads in the City. Secondary roads are the responsibility of the City, while the principal commuter roads are the responsibility of national authorities. The Citizens' Report Card Survey did try to tease out differences in residents' opinions of national roads and secondary roads by asking separate questions about "main" (national) roads and "neighborhood" (secondary) roads. Structuring the Survey questions this way probably has helped residents distinguish between national and secondary roads, but undoubtedly did not fully resolve the issue. The Survey findings should thus be considered bearing this in mind.

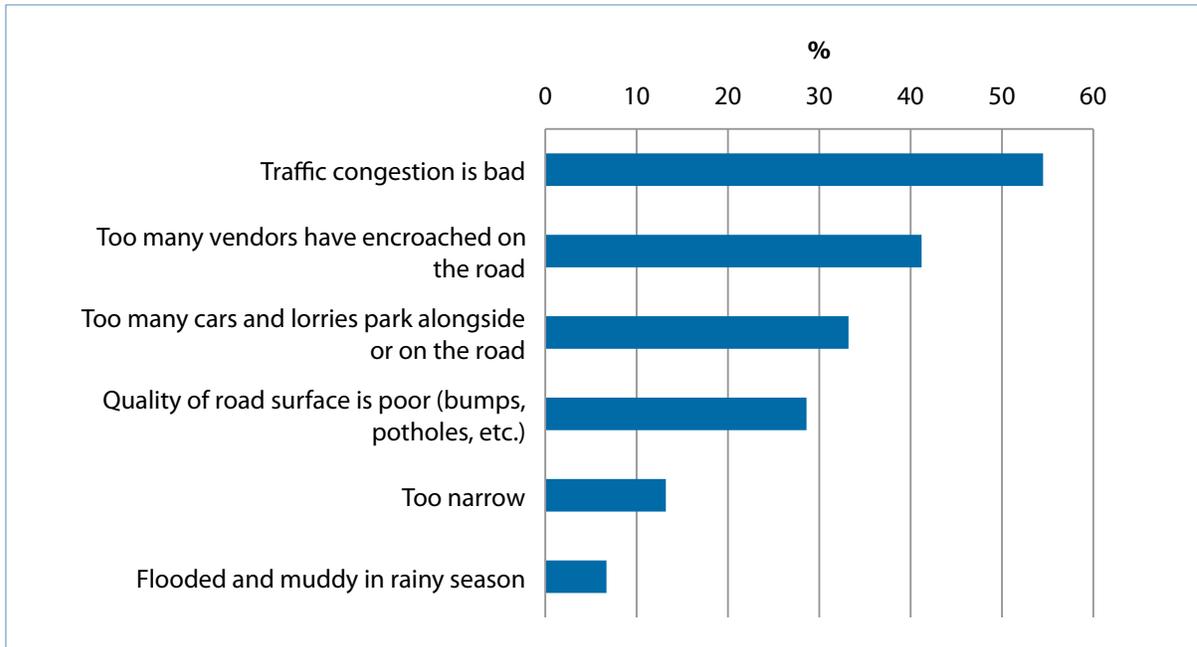
choice of a small percentage (8%) of residents, and a remarkably small percentage (0.3%) rely on metro mass transit buses. Only 11% of residents say they habitually walk to work and to shop.



Residents' Responses Across The City at Large

- City residents are very mobile, commuting both to work and shop. Most residents rely on a variety of transportation to get to work and to go shopping, foremost amongst which is the tro-tro or local minibus. This is the main form of transport for 70% of commuters. A relatively small percentage (10%) of City residents commute using their own cars. Taxis are the usual

- Almost 62% of City residents say the condition of the "main roads" in the City at large is "good" or "very good".** Factors such as narrowness of roads, quality of road surface and periodic flooding of surfaces are not widely considered to be a problem on the main roads.
- The major problems with the "main" roads include bad traffic congestion, encroachment of



Residents' Identification of the Principal Problems with "Main" Roads

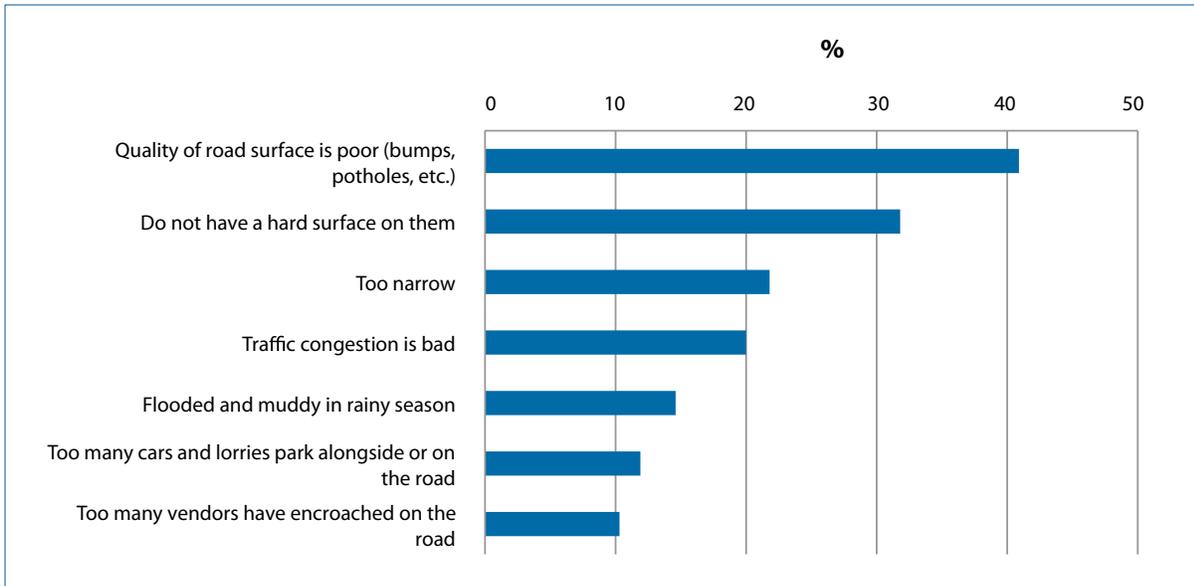
vendors on the roads, and vehicles parked on or alongside the roads, in that order of importance. 55% of City residents say traffic congestion is bad, 41% identify the encroachment of vendors on roads as being a serious problem, and 33% say lorries and cars parked on or alongside the road are a serious problem.

- **When asked specifically to assess traffic congestion on the "main" City roads, almost all City residents (97%) responded that it is "bad" or "very bad".**

- Residents think "neighborhood" (secondary) roads are in poorer condition than the City's "main roads"; 51% consider their neighborhood roads to be in "poor" or "very poor" condition.



Traffic Congestion on "Main" Commuter Road



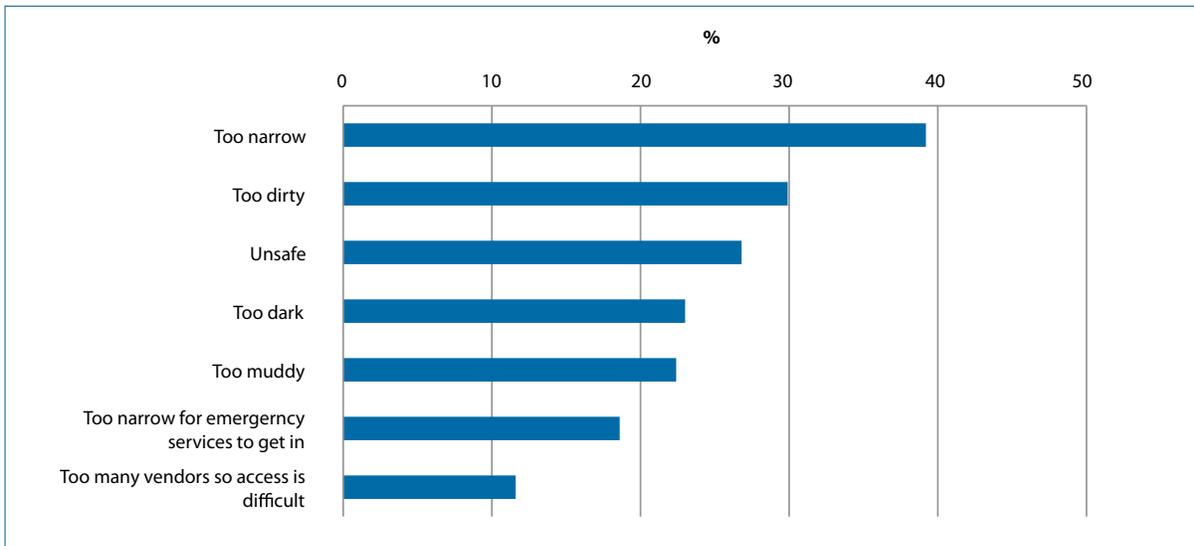
Residents' Identification of the Principal Problems with "Neighborhood" Roads

• **Residents consider the bad condition of "neighborhood" roads to be a significant issue.** Around 41% of residents report that the biggest problem with their neighborhood roads is the quality of the road surface (it has bumps, potholes etc.). Some 32% of residents say that their neighborhood roads do not have a hard surface on them (i.e., are dirt roads). Residents do not think that traffic congestion, vendor

encroachment on roads, and cars and lorries parked on or alongside roads, are significant problems on their neighborhood roads.

- Alleys are fairly widespread in the city with 38% of residents reporting that they have them in their neighborhood.

- A majority of residents (93%) are unhap-



Residents' Identification of the Principal Problems with Alleys

py with the condition of alleys in their neighborhood. Almost 40% of residents think the alleys are "too narrow", 30% say they are dirty, and 27% say they are unsafe or too dark.

- Well over half (57%) of residents consider the provision of street lighting in the City to be inadequate or poor.

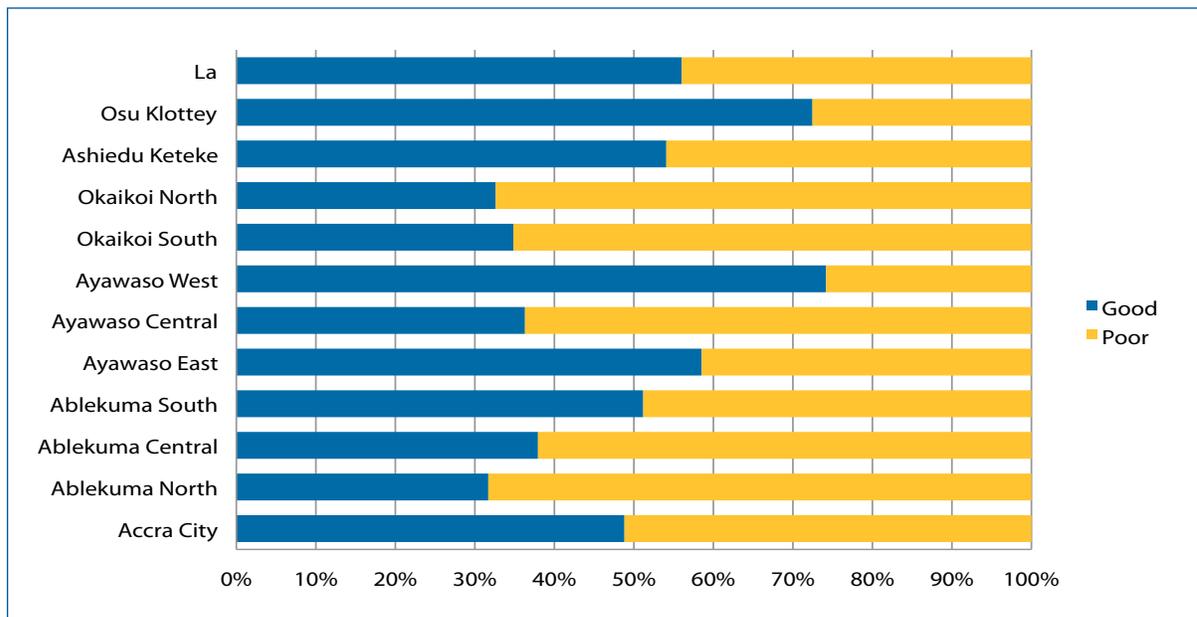
Residents' Responses Across The Sub-Metros

- **Residents' principal mode of transportation for commuting to work and going shopping differs considerably across sub-metros.** To some considerable extent this reflects wealth differences across the sub-metros. Residents of Ayawaso West are much more likely than other residents to rely on privately owned vehicles; 37% use their own cars. Tro-tros are the dominant form of transport for residents of Ablekuma North, Okaikoi North and Okaikoi South where around 80% say they habitually use them. Very few residents appear to have the option of using a bus service, but utilization

rates are highest in Ayawaso East. Residents living in the poorer sub-metros of Ashiedu Keteke and Ayawaso Central are most likely to walk to work or to do their shopping; 28% of residents in Ashiedu Keteke and 17% in Ayawaso Central say this is their principal means of getting around.

- City residents in most sub-metros consider the City's "main" roads to be in good condition. However, opinions on this vary somewhat across sub-metros, likely reflecting the populations' different levels of reliance on these roads. Residents of Ashiedu Keteke (69%), Ayawaso East (67%) and Osu Klottey (67%) are more likely to say the roads are in "good" condition. A somewhat lower percentage (57%) of residents in Okaikoi North and Ayawaso West consider the "main" roads to be in "good" condition.

- **Residents' opinions of the condition of "neighborhood" roads vary considerably across the sub-metros.** Slightly less than three quarters of residents in Ayawaso West (74%) and Osu Klottey (72%) think their "neighborhood" roads are in good condition. By contrast, only around a third of residents of Ablekuma North (32%), Okaikoi North (33%) and Okaikoi South (35%) hold this opinion.



Residents' Opinions of the Condition of "Neighborhood" Roads, by Sub-Metro

- **Residents in different sub-metros attribute problems with their "neighborhood" roads to different factors.** In Ashiedu Keteke and Osu Klottey – the "down town" sub-metros – residents identify the main problems with their roads as being bad traffic congestion. 36% of residents in Ashiedu Keteke and 31% of residents in Osu Klottey identify this as a serious problem. Elsewhere, in Ablekuma North and Okaikoi South sub-metros, residents consider the condition of roads to be the main problem. In

the "down town" sub-metros of Ashiedu Keteke (76%) and Osu Klottey (63%) report that traffic congestion is bad or very bad in their neighborhood. However, 60% of residents in Okaikoi North and Ablekuma North also report that traffic congestion is bad in their neighborhood. Traffic congestion appears to be much less of a problem in Ayawaso West and Okaikoi South where only 46% and 45% of residents, respectively, report this to be a problem.



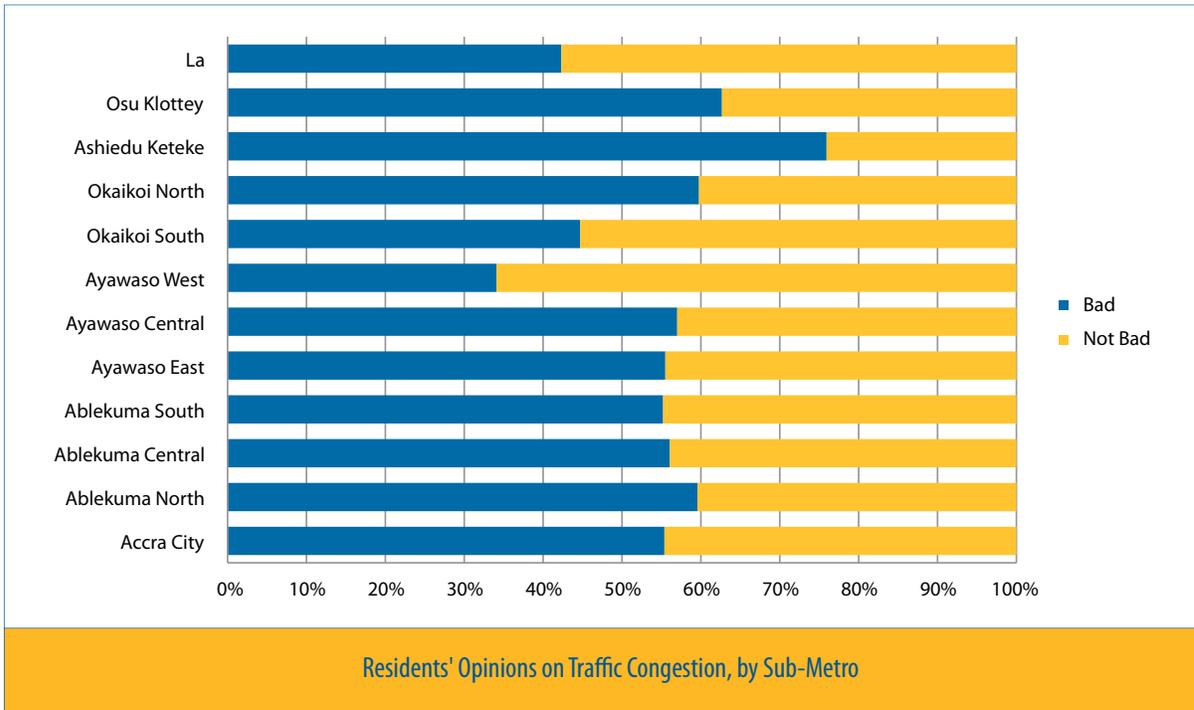
Ablekuma North – Good Street Layout but High Incidence of Unpaved Roads (Google Earth Map)

Ablekuma North, more than half of households say the main problems with their roads are that they are in poor condition (have bumps, potholes, etc.) and are not paved, while 26% say the roads are flooded and muddy in the wet season. And, in Okaikoi South, 52% of households say the quality of their roads is poor (have bumps, potholes, etc.); 44% say the roads are not paved, and 25% say the roads are muddy and flooded in the wet season.

- Traffic congestion is reported to be much worse in some sub-metros than others. Not surprisingly, a higher percentage of residents in

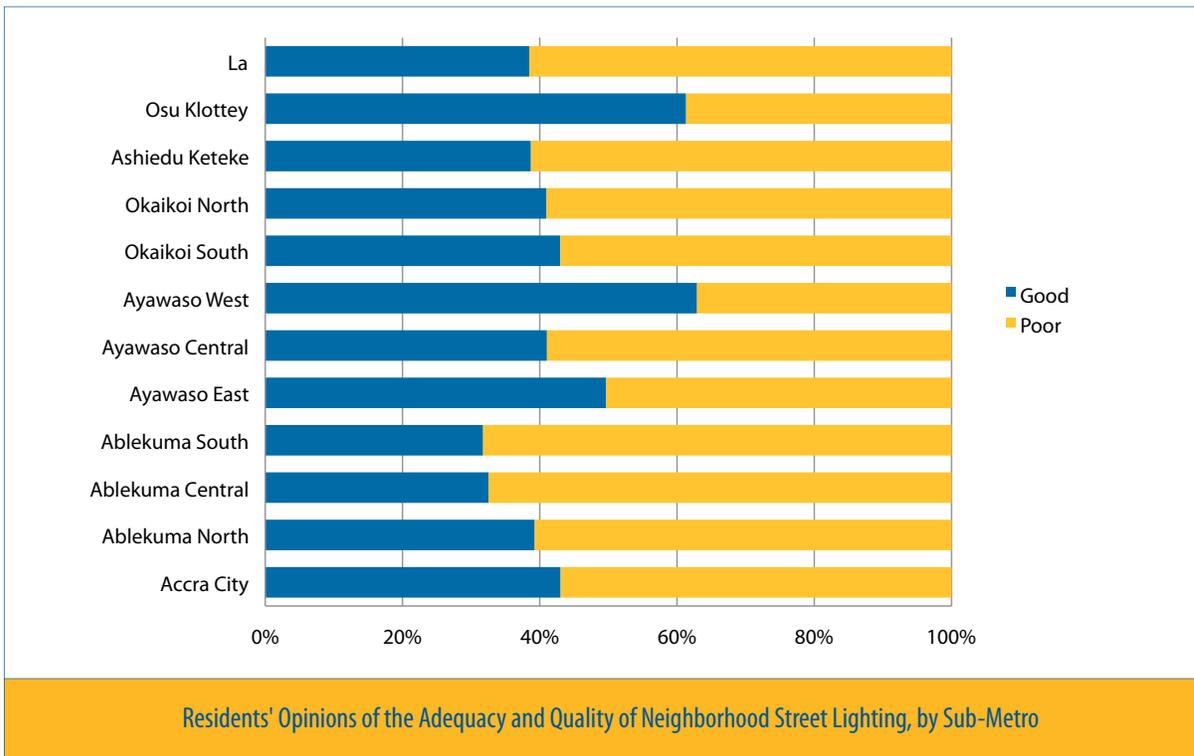
- Residents in different sub-metros identify different problems with the alleys in their neighborhoods. Households in Okaikoi South and Ayawaso Central are most concerned about the uncleanliness of the alleys. Residents of Osu Klottey and Okaikoi South are most concerned about unsafety. And, residents of Ashiedu Keteke and Osu Klottey are most concerned about crowding and encroachment of vendors in the alleys.

- **Residents of different sub-metros have different opinions about the quality and adequacy of street lighting in their neighbor-**



hood. Over 60% of residents in Ayawaso West and Osu Klottey consider street lighting to be good in their neighborhood, while only around a third of residents in Ablekuma South and Ablekuma Central say this is the case in their neigh-

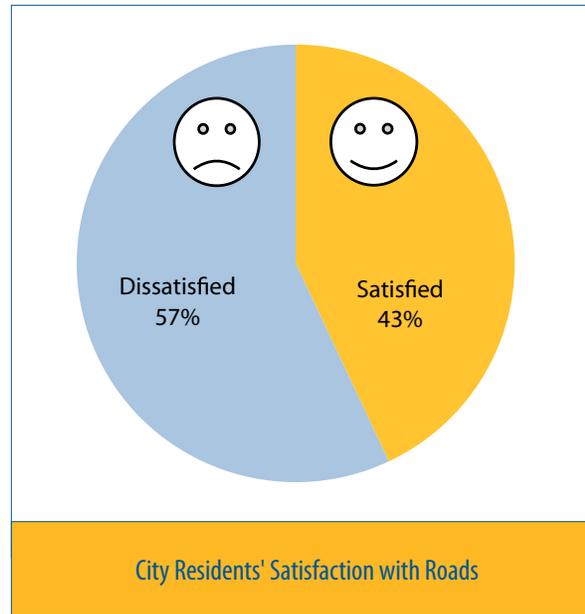
borhood. This difference of opinion across sub-metros likely reflects differences in the provision and maintenance of neighborhood street lighting between the areas.



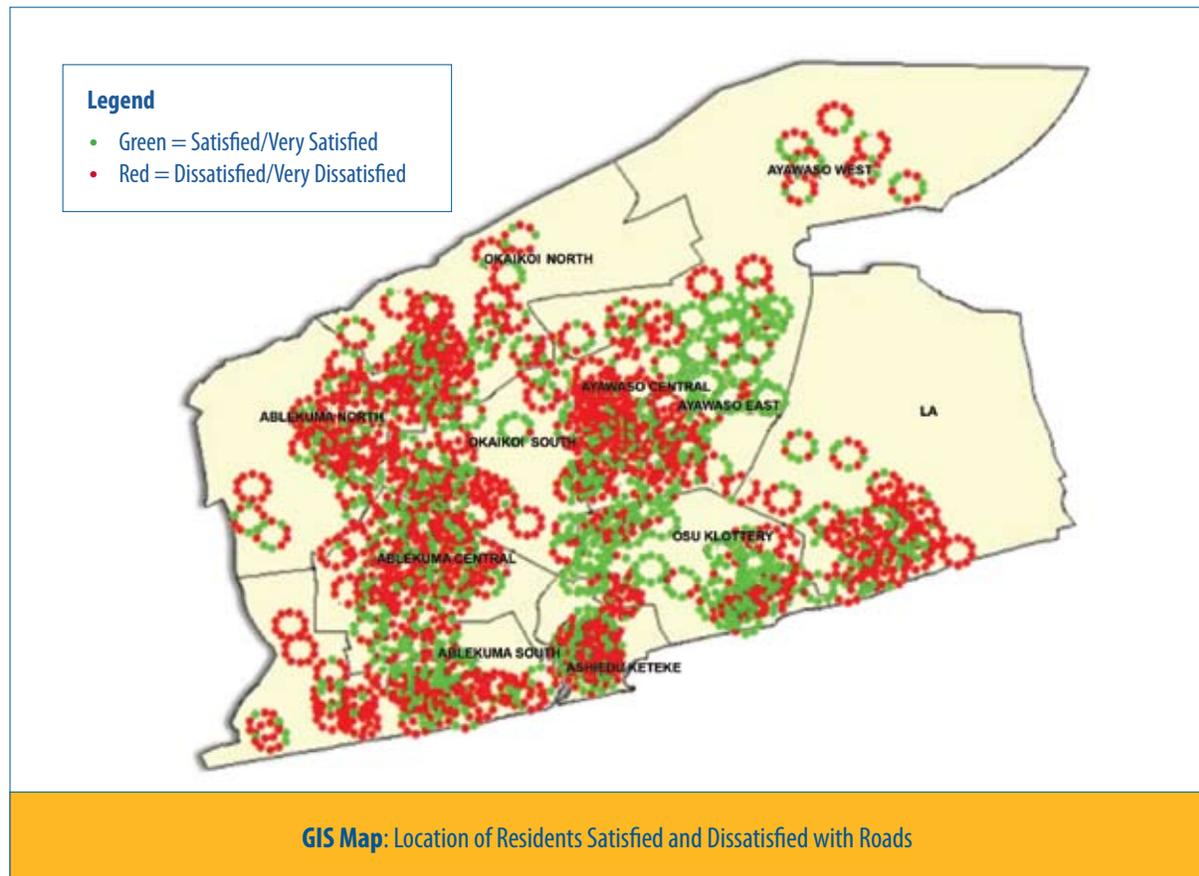
City Residents' Satisfaction With Service

• City residents' satisfaction with roads is moderate relative to the other services; 43% of residents report being satisfied with the roads. The GIS Map, below, shows that satisfaction and dissatisfaction is fairly evenly spread across the City, except in parts of Ayawaso West and Osu Klottey where dissatisfaction is more evident in the west and south east areas of the respective sub-metros.

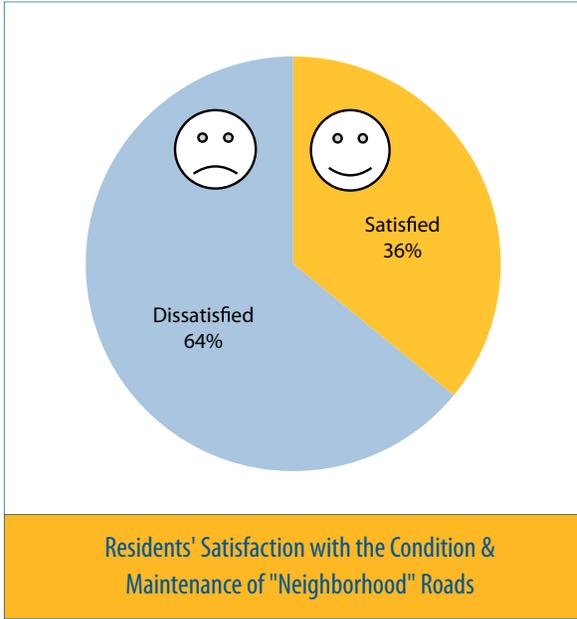
• City residents' satisfaction levels, however, differ somewhat depending on whether they are considering the condition and maintenance of "main" roads or just "neighborhood" roads. Residents' satisfaction with the condition and maintenance of "neighborhood" roads, at 36%, is considerably lower than their satisfaction with



all roads ("main" and "neighborhood" roads combined). The City Administration is responsible for the "neighborhood" roads.



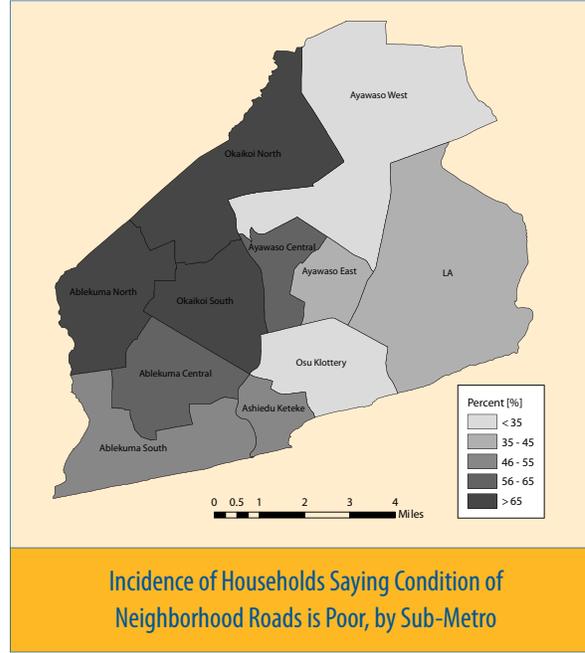
GIS Map: Location of Residents Satisfied and Dissatisfied with Roads



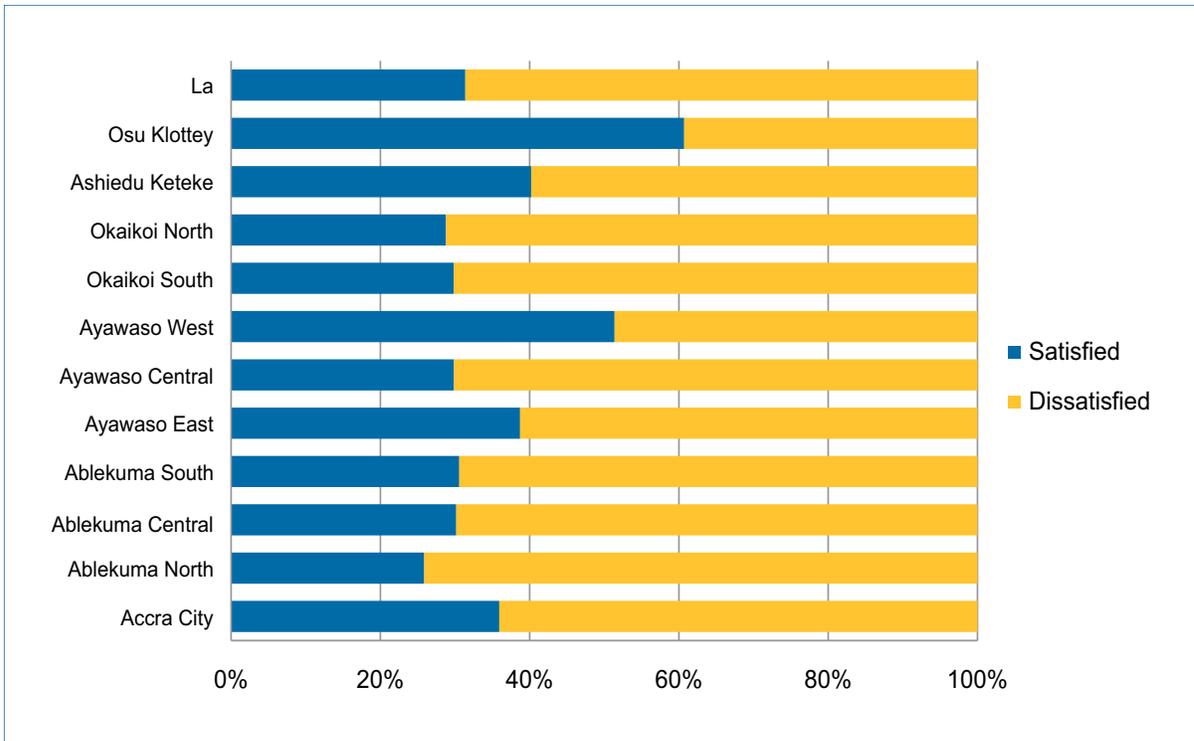
Residents' Satisfaction with the Condition & Maintenance of "Neighborhood" Roads

- City residents' satisfaction with "neighborhood" roads differs considerably across sub-metros. Satisfaction levels are highest in Osu Klottey and Ayawaso West where 61% and 51% of residents, respectively, report being satisfied with the condition and maintenance of roads.

Satisfaction levels are much lower in Ablekuma North, Ayawaso Central and OkaiKoi South where 70% or more of residents say they are "dissatisfied" or "very dissatisfied" with the condition and maintenance of roads.



Incidence of Households Saying Condition of Neighborhood Roads is Poor, by Sub-Metro



Residents' Satisfaction with the Condition & Maintenance of their "Neighborhood" Roads, by Sub-Metro

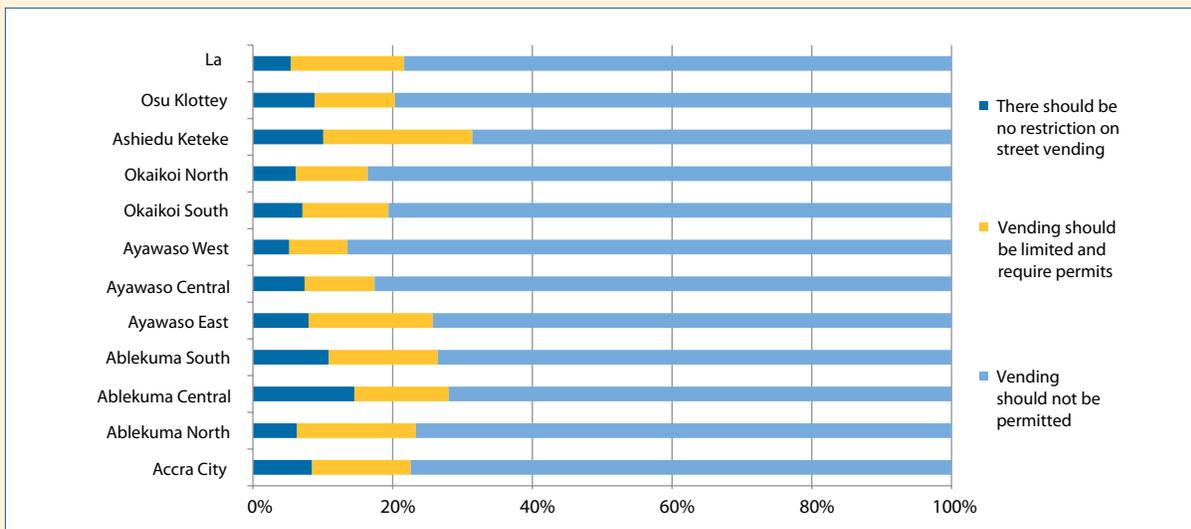
A SPECIAL ISSUE — Roadside Vending

Vendors are a ubiquitous presence on, or alongside, most roads in the City. They are also a very strong presence in alleys in certain sub-metros. They fill residents' need for fast service – for refreshing drinking water in sachets during long traffic commutes, for instance – but also contribute to congestion, littering and unsafety on the roads.



Roadside Vendor Selling Cloth

- **City residents generally consider roadside vendors to be a problem.** Indeed, City residents at large say roadside vendors are the second biggest problem with roads. (Residents consider traffic congestion to be the biggest problem.)
- **Over two thirds (77%) of residents say roadside vendors should not be permitted to sell their goods on the roads,** in alleys, and on street pavements. This opinion is widely held across sub-metros, but is slightly more prevalent amongst residents of Ayawaso West, Ayawaso Central, and Osu Klottey.
- Some 14% of residents hold a more moderate view on roadside vending and say that "only a few" vendors should be allowed and that they should be regulated by a fee-based permit system. This opinion is held mainly by residents of Ashiedu Keteke, Ayawaso East and Ablekuma North.
- Just 8% of residents are of the opinion that anyone should be able to be a roadside vendor.



Residents' Opinions on Roadside Vendors, by Sub-Metro

Policy Implications

- **The City Administration should accord a lower level of importance and relatively few resources to the quality and maintenance of "neighborhood" roads at the present time.**

This is because residents rate roads their lowest priority (7th out of 7 services) amongst the services, and also because residents are moderately satisfied with the service relative to the other services. Some 36% of residents are satisfied with "neighborhood" roads, placing it 4th (it is tied with Refuse and Solid Waste) in order of satisfaction level.

- **It would be strategic to target some efforts to improving "neighborhood" roads specifically in Ablekuma North.** This is because residents of this sub-metro differ sharply from the other sub-metros in that they rated roads their top priority service. They also have the lowest satisfaction level with roads of any sub-metro. Additionally, more than half of Ablekuma North residents report that the condition of their roads is "poor" (bumpy, potholed, unpaved, etc.)

- **Roadside vending should be sharply curtailed,** possibly by introducing a licensing fee for vendors. Residents consider roadside vendors to be the 2nd most significant problem



Traffic Congestion, Korle Gonno, Ablekuma South

with the roads, and more than three quarters of residents (77%) say that vendors should not be allowed to sell their products on or alongside the roads or on street sidewalks.

RESIDENTS' PERCEPTIONS OF AMA OFFICIALS

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AMA OFFICIALS

RESIDENTS' PERCEPTIONS OF AMA OFFICIALS



Accra Metropolitan Assembly Office

Residents' Perceptions of AMA Officials

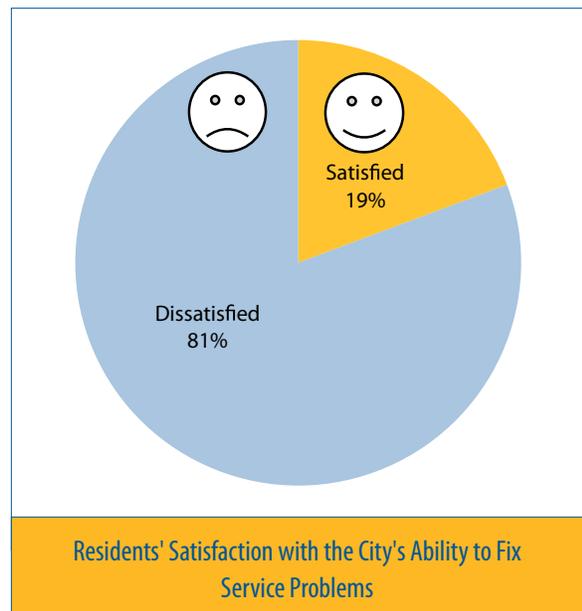
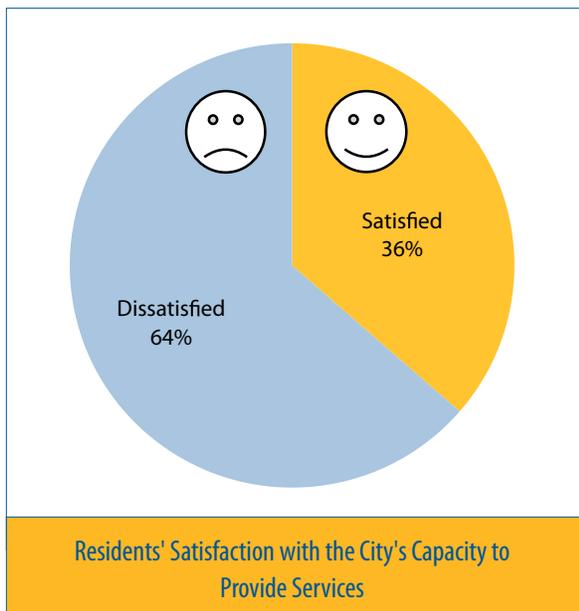
The Citizens' Report Card Survey included a special section which gathered perceptual information from respondents on City officials. Survey respondents were first asked to give their opinions on the performance and comportment of City officials. They then responded to questions designed to gather information about their connections with, and perceptions of, local Assembly Members. Additionally, a short series of questions gathered information on residents' perceptions of the adequacy of the City's budget, their willingness to pay higher taxes, and their readiness to consider other sources of taxation. This part of the Report presents the findings from this section of the Survey, both for the City at large, and for individual sub-metros.

Residents' Perceptions Across The City At Large

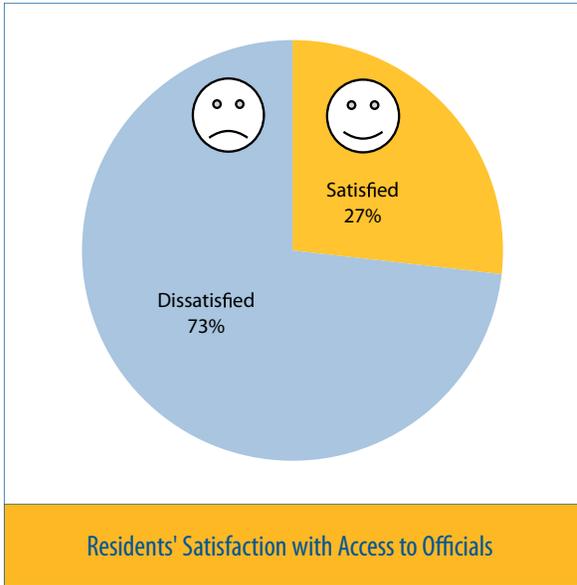
- **Residents' perceptions of the City administration, its executive officers, and its ability to deliver services is uniformly low.** In general, only around 25% of residents hold positive opinions and report being satisfied with the City administration and the performance of its officials.

- **Residents' satisfaction with the City administration's capacity to provide services is low.** Just 36% of respondents report being satisfied with the City's performance in providing core services; 64% report being dissatisfied.

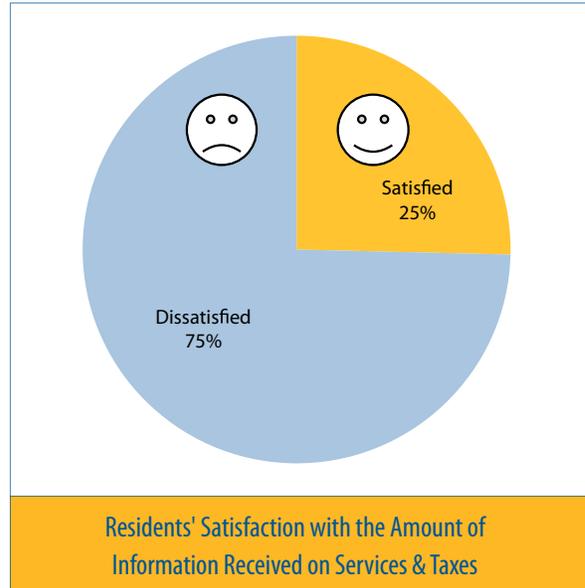
- **Residents are least satisfied with the City administration's ability to fix problems with service delivery;** just 19% report being satisfied. This means 81% of residents are dissatisfied with the City Administration's capacity in this area.



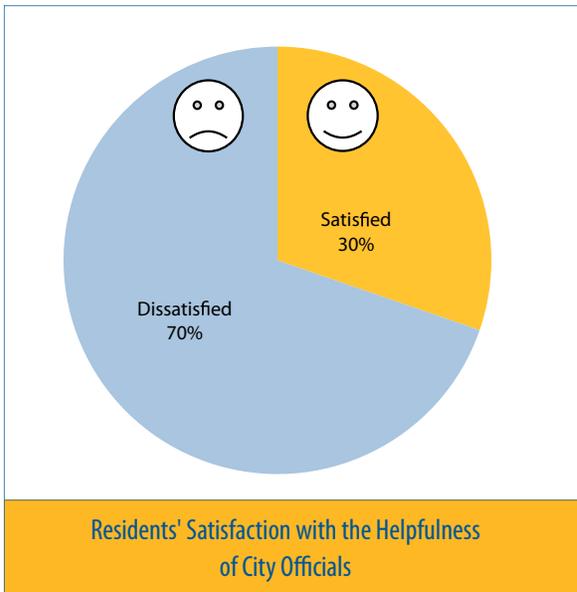
- **Residents' satisfaction with their access to City officials is low.** Just over 27% of respondents are satisfied with their ability to reach or access City officials when they need to request a service, report a problem, or lodge a complaint.



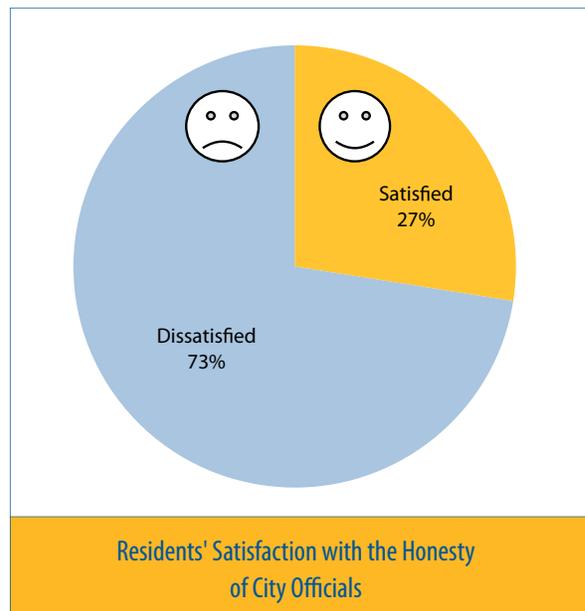
- **Only one quarter (25%) of residents say they are satisfied with the amount of information they receive from the City on these issues; three quarters of residents (75%) say they are dissatisfied with the amount of information they receive.**



- **Residents generally consider City officials to be unhelpful.** Only 30% of residents report being satisfied with the helpfulness of City officials.



- **Most residents have a low opinion of the honesty of City officials.** Almost three quarters (73%) of respondents report being dissatisfied with the honesty of City officials, and just 27% say they are satisfied.



- **There is widespread dissatisfaction with the City's provision of information on service coverage and delivery, and also on local tax-**

- **City residents are generally out of touch with their Assembly Members and have little confidence in them as representatives.** Households report having only very limited contact with their Assembly Members. Across the City at large, just 13% of respondents said that they had had some contact with the Assembly Member for their electoral area over the past year.

- Residents also generally do not consider the Assembly Members to be effective in their positions. Only 17% of survey respondents think that their Assembly Member works hard to improve services in their neighborhood. This means that 83% of respondents do not think their Assembly Member works hard to improve services in their neighborhood.

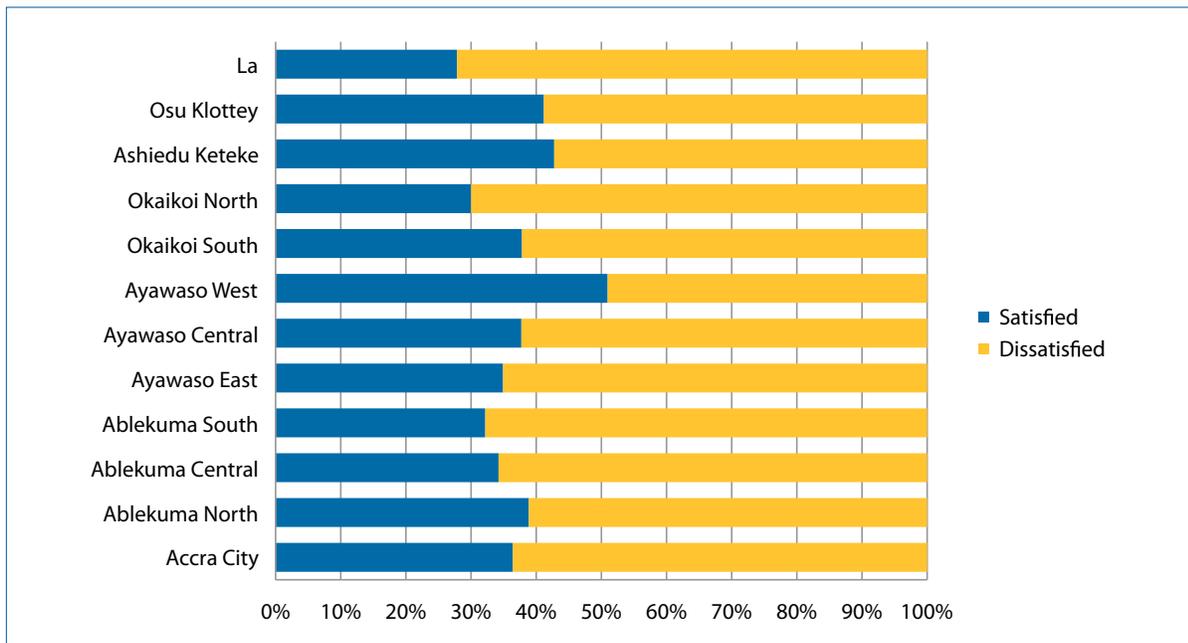
vice problems, provide information, and respond to concerns. However, some variations in these perceptions are observed across the sub-metros.

- **Residents' satisfaction with the City's capacity to deliver services varies considerably across sub-metros.** Satisfaction levels are considerably higher in Ayawaso West, where over half of respondents (51%) report being satisfied. Somewhat surprisingly given Ashiedu Keteke residents' dissatisfaction with the provision of certain services, 43% of residents report being satisfied with the City's capacity to deliver services. Satisfaction levels are very low in La and Okaikoi North where just 28% and 30% of residents, respectively, report being satisfied with the City's capacity to provide services.

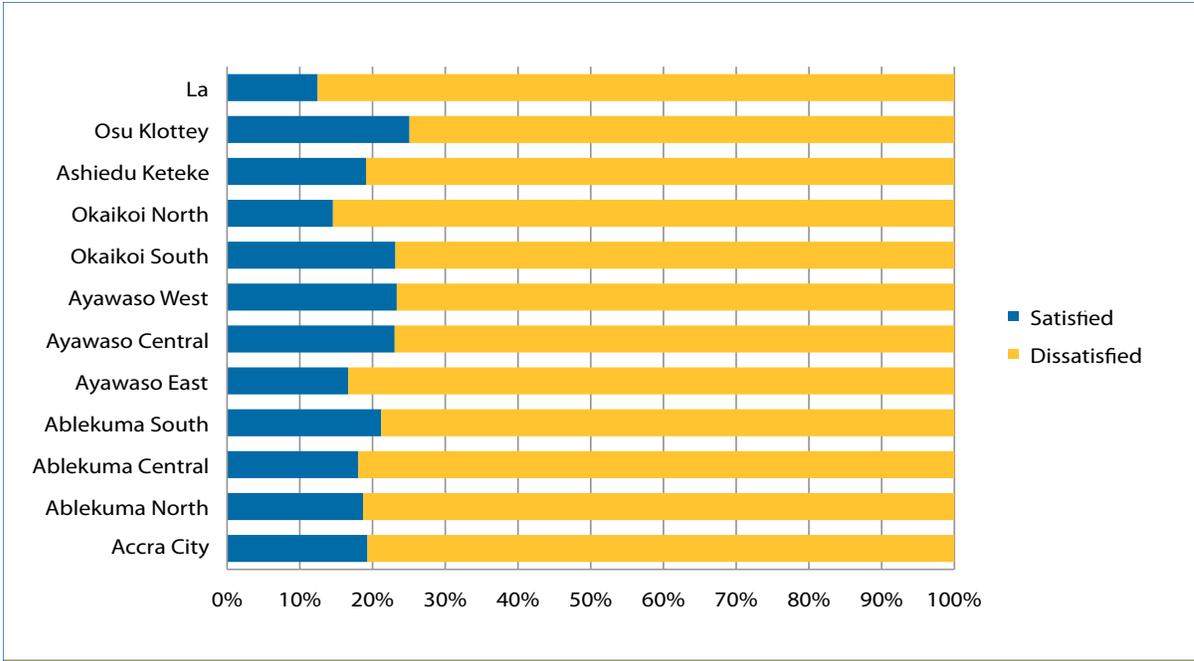
- Residents in the different sub-metros are uniformly dissatisfied with the City's ability to fix problems with service delivery. Little variation in this opinion is evident across sub-metros. In no sub-metro do more than 25% of residents report being satisfied with the City on this issue. Satisfaction levels are lowest on this in La (12%), Okaikoi North (15%) and Ayawaso East (17%).

Residents' Perceptions Across The Sub-Metros

- **Residents of the different sub-metros generally have similar, low, perceptions of the City's ability to deliver services, fix ser-**



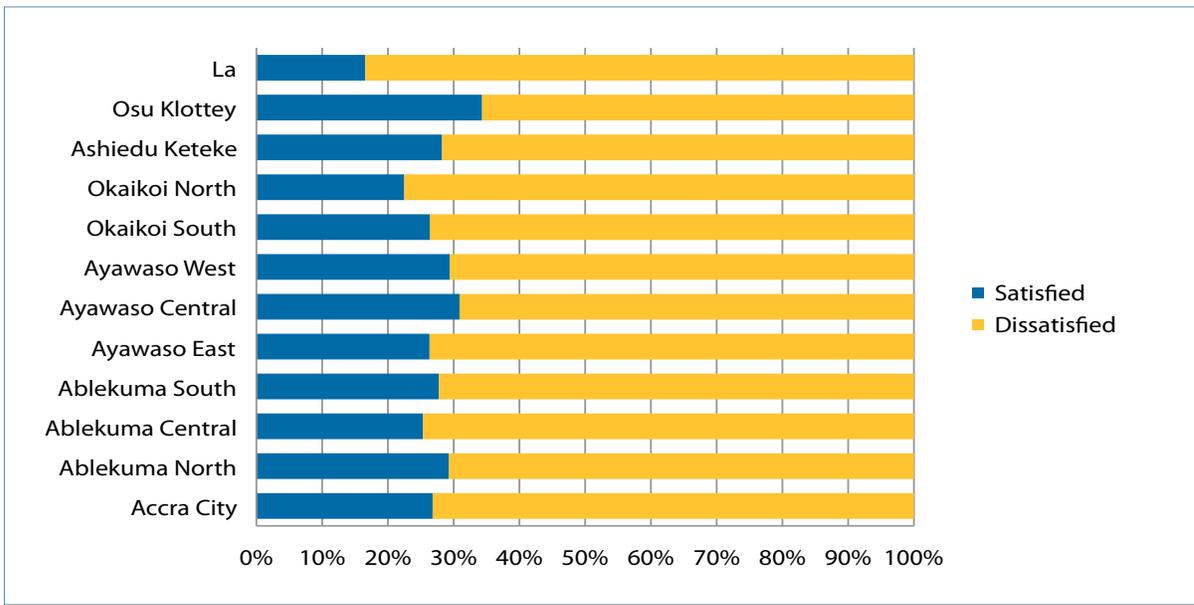
Residents' Satisfaction with City Services, by Sub-Metro



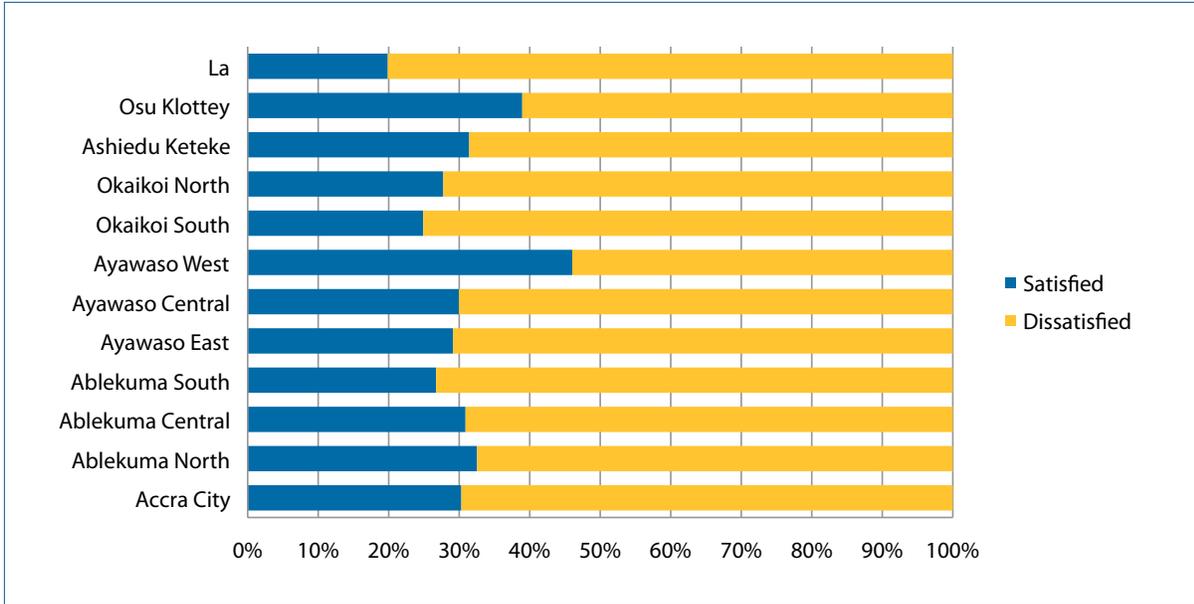
Residents' Satisfaction with the City's Ability to Fix Service Problems, by Sub-Metro

• **Residents in all sub-metros are uniformly dissatisfied with their ability to reach City officials when they want to request a service, report a problem, or lodge a complaint about a service.** This is the case even in Ayawaso West

where residents generally report high levels of satisfaction with services. The highest levels of dissatisfaction in this regard are reported in La and Okaikoi North where 83% and 78% of residents, respectively, report being dissatisfied.



Residents' Satisfaction with their Access to City Officials, by Sub-Metro

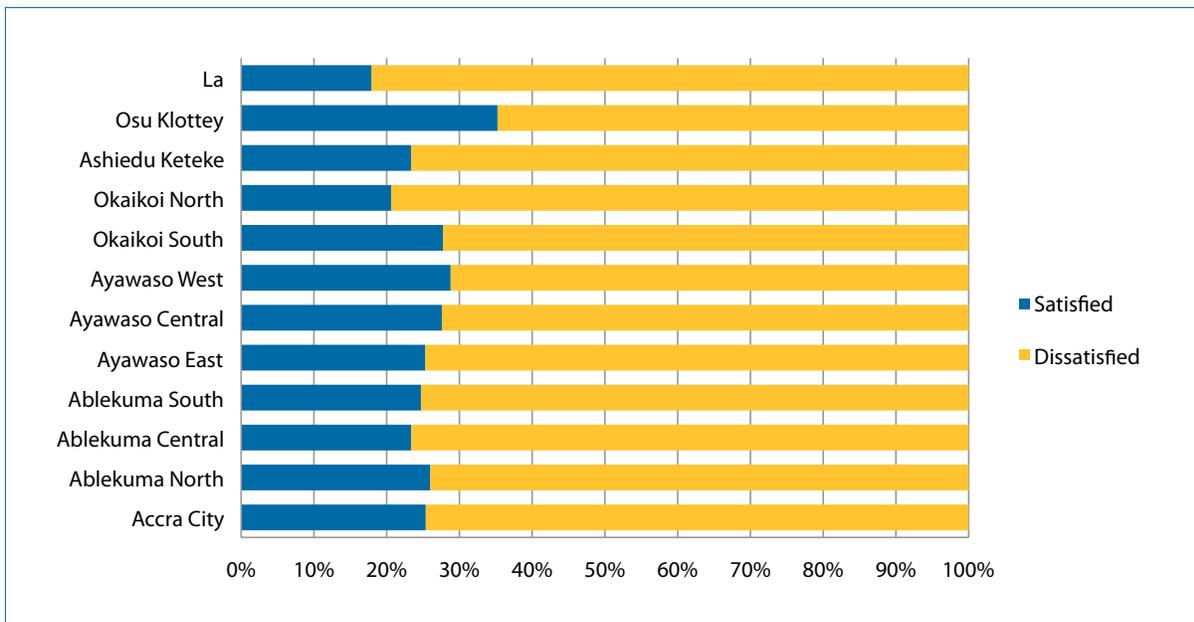


Residents' Satisfaction with the Helpfulness of Officials, by Sub-Metro

• There is some variability across sub-metros in satisfaction with the helpfulness and responsiveness of City officials, although satisfaction levels are generally low. Residents in Ayawaso West report the highest level of satisfaction (43%) with the helpfulness of City officials. Ayawaso West's satisfaction level contrasts

with those in La (20%), Okaikoi South (15%) and Ablekuma South (27%).

• Households in all sub-metros would clearly like to receive more information from the City on service provision and local tax issues. Residents in Osu Klottey are most satisfied



Residents' Satisfaction with the Amount of Information Received on Services & Taxes, by Sub-Metro

with the amount of information they receive, yet their satisfaction level is only 35%. In La, a mere 18% of residents report being satisfied with the amount of information they receive from the City on service provision and local tax issues.

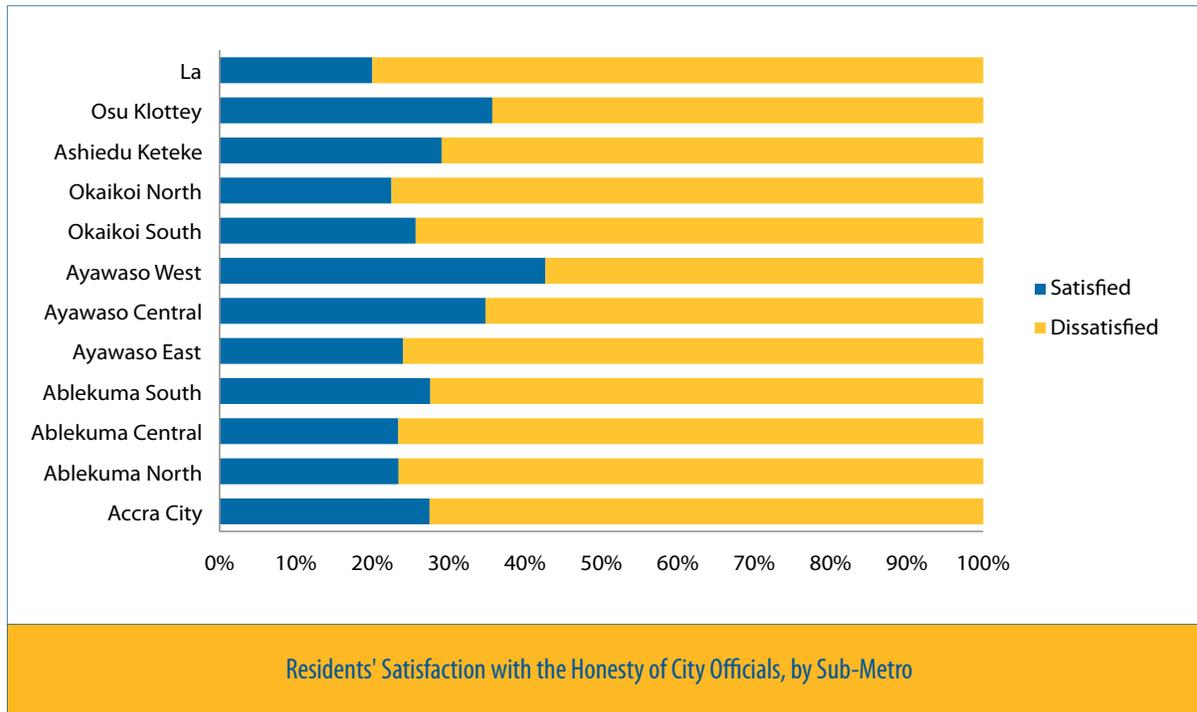
- Residents in different sub-metros have slightly different perceptions about the honesty of City officials. Perceptions are somewhat more positive in Ayawaso West where 43% of residents say they are satisfied with the honesty of City officials. In Osu Klottey and Ayawaso Central slightly more than 35% of residents report being satisfied. Satisfaction with the honesty of City officials is lowest in La, Okaikoi North, Ablekuma Central, and Ablekuma North where only around 20% of residents report being satisfied with the honesty of City officials.

- Residents in all sub-metros have very limited contact with their Assembly Members and most do not believe their Assembly**

Members work hard to improve services in their neighborhood.

- In general, only around 13% of residents in the sub-metros report having had some contact with their Assembly Member over the past year. Only in Okaikoi South and Okaikoi North do a slightly higher percentage (18%) of residents report having had contact with their Assembly Members over the past 12 months.

- A very high percentage of residents in each of the sub-metros say they do not think their Assembly Member works hard to improve services in their neighborhood. In Okaikoi South, 24% of residents – the highest percentage of any sub-metro -- think their Assembly Member works hard to improve services in their neighborhood. In Ablekuma North just 7% of residents say their Assembly Member has worked hard in this regard.



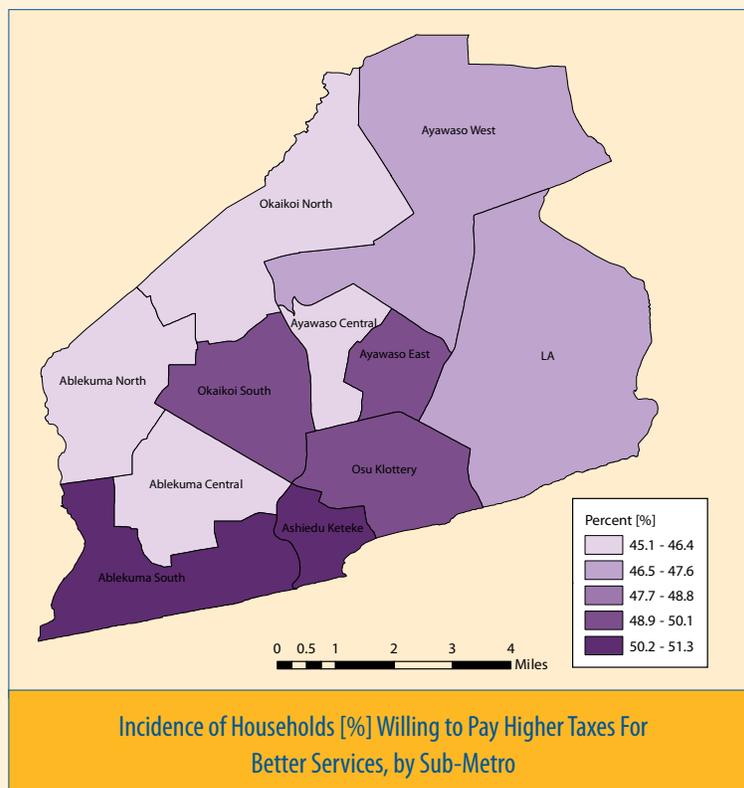
A SPECIAL ISSUE — Residents' Willingness To Pay

- **City residents appear to have some confidence that the City Administration can improve its performance and enhance service coverage and quality.** Although City residents express widespread and deep dissatisfaction with the City Administration on some key performance indicators, a sizeable percentage of residents express a willingness to pay more taxes to improve services. Residents' confidence in the City may stem, in part, from the fact that City residents at large believe that the delivery of some core services (refuse and solid waste removal, toilets and sanitation, markets, and water) improved over the past 12 months.

- Residents are uncertain on whether the City Administration's budget is sufficient to provide all the services needed by its residents. Around 45% of residents think the City does have sufficient funds while 36% say they "don't know", and 19% say it does not.

- **Close to half (48%) of residents would be willing to pay higher taxes to the City** if they were assured that they would receive better services. This level of willingness to pay was more or less uniform across all the sub-metros and showed no significant variation between wealthy and less wealthy sub-metros.

- When asked what kinds of new taxes they most favored as a means of raising additional revenues for the City, some 22% of residents said they would support the introduction of new local taxes (on the sale of items such as tobacco, alcohol, etc.), and 21% favored a new, or increased, tax on large businesses. Support for increased taxation of small businesses was very low.



Policy Implications

- **It is important that the City Administration work to improve City residents' perceptions of its officials, which are currently very low.** Perceptions are low both in terms of perception of the City Administration's ability to deliver and maintain services, and in terms of the City Administration's culture of service (accessibility, helpfulness, honesty of officials, and communication). These issues evidently need to be addressed across the City at large, but need particular attention in La and Okaikoi North where perceptions are considerably lower than in other sub-metros. Improving residents' perceptions will obviously depend on improvements being made in service coverage and quality as well as in officials' service culture. However, the opportunity also exists to improve perceptions simply by communicating more frequently and effectively with City residents, particularly on their identified service priorities.

- While residents' perceptions of the performance and effectiveness of the City Administration is generally low, some clear, and even "quick win", opportunities exist to turn things around. **An immediate, low-cost, potentially high return approach would be to significantly increase the City Administration's communication and outreach to City residents.** Increased dissemination of information on the Administration's programs and activities using existing media channels with high penetration levels – radio, television, newspapers – should certainly yield solid returns. The findings emanating from this Citizens' Report Card Survey provide a ready vehicle on which to launch such communications. The Survey has provided a statistically representative sample of households with the opportunity to identify their priority services, express their satisfactions and dissatisfactions, and give their opinions on City management issues. As such, **this Survey presents an opportunity for the City Administration to acknowledge that it has "heard" residents' views and to confirm that it plans to consider how it might best address residents' priorities and concerns.** Given Survey respondents'

overwhelming interest in receiving feedback on the Survey findings, the dissemination of the Survey findings also provides an opportunity to engage directly with residents across the City at large and within the respective sub-metros. **In the medium-term, implementation of a broader and deeper communications strategy, which not only presents information to residents but seeks their comments and views too, should be pursued.**

- Residents expressed deep dissatisfaction with their ability to reach officials when they need a service, want to report a service problem, or make a complaint. They also rated the City's ability to fix service problems extremely low. Given that dissatisfaction levels were highest in these two areas it suggests that the City Administration should give particular attention to addressing these issues. **An effective first remedial step might be to introduce a simple and quick central system – possibly a telephone hotline -- which residents could use to report problems and lodge complaints.** This would reduce the existing confusion amongst residents as to where they should report problems and lodge complaints about services. Information about the introduction of such a hotline would need to be widely and repeatedly circulated. However, if such an approach is introduced, it will be imperative to concurrently work to improve service agencies' timeliness and effectiveness in responding to the reported problems.

- A number of the Survey findings, including residents' low perceptions of City officials' helpfulness and honesty, suggest that **there is a need to work to strengthen a "service culture" amongst officials, and particularly amongst front-line officials who deal most directly with the public.** This could be done by providing on-going training programs for officials; by rewarding and acknowledging officials and units that implement a "service culture"; and by providing opportunities for residents to report incidences of disrespectful treatment or dishonesty with impunity.

ABOUT THE CITIZENS' REPORT CARD SURVEY



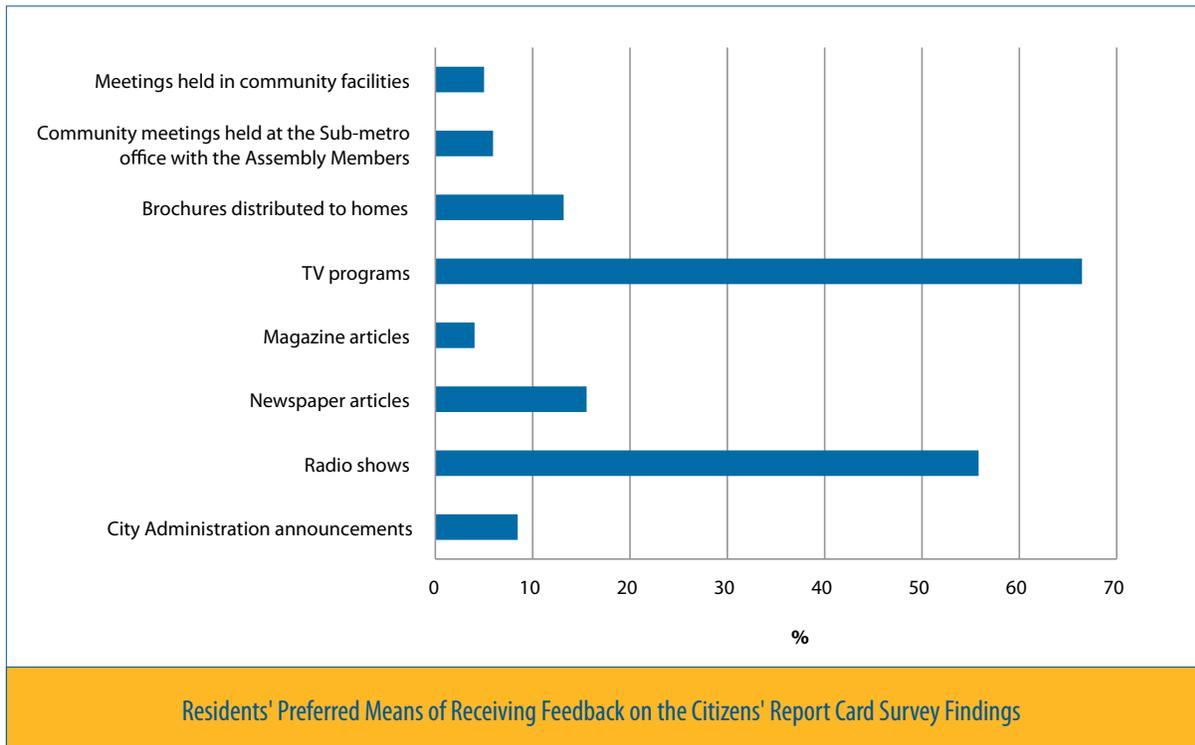
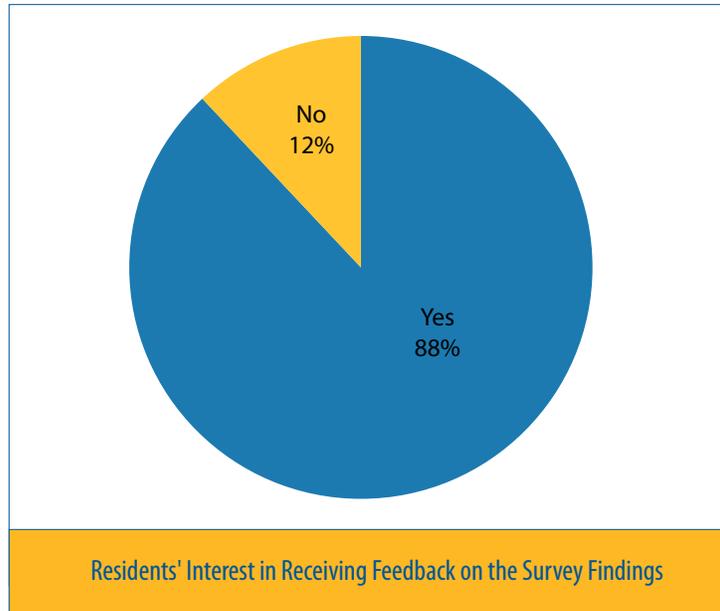
FEEDBACK



Water Causeway, Ayawaso East

Feedback on the Citizens' Report Card Survey

- Survey respondents said they were very interested in receiving feedback on the information collected by the Survey. 88% of all Accra City respondents said they would like to know about the findings.
- Residents said they would prefer to receive feedback on the Survey via TV and/or radio. When asked how they would most like to get feedback on the survey, almost 66% of respondents favored TV programs and 56% radio. Only 16% of respondents prefer newspaper articles and 13% brochures.



ABOUT THE SURVEY DESIGN



Downtown Ashiedu Keteke

About The Survey Design

Survey Questionnaire Development

- The Survey Questionnaire was developed with great care drawing on information gathered from a range of sources including: extensive in-depth interviews with a large number of AMA officials, including officials working in sub-metro offices; working meetings held with officials from the Ghana Water Company Ltd., discussions with World Bank Task Team Leaders and country counterparts working on World Bank-supported operations in the urban municipal services and water sector; broad-based consultations with a range of NGOs working in the municipal services and water sector; and reviews of reports and documents prepared on municipal services in the AMA. Additionally, 4 focus group meetings were held with community members and Assembly Members in different sub-metros to gather input for questionnaire development.
- A draft version of the Survey Questionnaire was pilot tested to 50 randomly selected households in the City to ensure that the questions were clear and easily comprehended by respondents, and that they gathered the expected information. A few refinements were made to the Survey Questionnaire following the pilot testing, but it was found to be very robust.

Sample Design

- The Citizen Report Card Survey's target population was all residents of the Accra Metropolitan Area aged 18 years and older.
- The survey sought to cover a representative sample of adults residing in the City, and ensure that residents in each of the 11 City

sub-metros were represented with statistical precision.

- A stratified multistage probability sample design was used. The Explicit Strata were the 11 sub-metros. The Primary Sampling Units were the 2000 Census Enumeration Areas (EAs); 366 EAs were drawn for the sample. The Secondary Sampling Units were 10 households systematically selected in each EA. In total, the sample size was 3,660 households.
- The predetermined number of EAs per sub-metro was drawn based on probability proportional to size, using the power allocation rule. This was done in order to slightly decrease the allocation of EAs to the larger sub-metros and slightly increase the allocation to the smaller sub-metros.

Sample Realization

- The survey sample comprised 3,660 households in the City.
- The allocation of interviews across each of the sub-metros is shown below:

| | |
|------------------|------|
| Ablekuma North | 430 |
| Ablekuma Central | 290 |
| Ablekuma South | 390 |
| Ayawaso East | 300 |
| Ayawaso Central | 307 |
| Ayawaso West | 363 |
| Okaikoi South | 219 |
| Okaikoi North | 349 |
| Ashiedu Keteke | 339 |
| Osu Klottey | 292 |
| La | 381 |
| Total | 3660 |

- No substitution of EAs was undertaken in the survey.
- On completion of the field work, weights were calculated according to the sample realization using the 2009 population projection estimates obtained from the Ghana Statistical Service.
- Trained and experienced survey field workers, overseen by field supervisors, conducted face-to-face interviews at each households.
- The Survey Questionnaires were printed in English and Ga, but survey field workers were proficient in several other languages and could conduct the Survey in other languages as necessary.

Fieldwork

- Field work maps and data incorporated into Google Earth were used to identify the households to be interviewed in each EA.
- Field work maps, like the one below, were produced to enable the fieldwork teams to accurately navigate in the field.
- No substitution of selected households was allowed. Repeat visits were made to households until an appropriate respondent was found in that household.
- Accuracy of field work was monitoring using GIS points. Use of GIS also allowed for development of the area spatial maps included in this report.





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