

# 2020 Best Practices Inventory Online Platform

## West Orange Township

### Printable Questions

001	Core Competencies	Personnel	
	<p>The Fair Labor Standards Act (FLSA) is a federal law requiring that overtime pay must be paid for all hours over 40 hours in a work week except for those employees classified as exempt and thus not entitled to overtime. Management employees such as elected officials, managers/administrators, municipal clerks, CFOs, public works superintendents, police chiefs and other department heads are typically classified as having exempt status and thus not entitled to overtime pay. Other municipal employees may also be classified as exempt under the FLSA (please consult labor counsel for detailed guidance). Exempt status also precludes overtime pay for time worked during emergencies, attendance at night meetings and participation in training sessions. Compensated leave time in lieu of cash payments is considered a form of overtime pay unless such leave is utilized in the same pay period. Does your municipality not pay overtime to employees classified as exempt under the FLSA?</p>		<p>[1.00] Yes [0.00] No</p>
002	Core Competencies	Personnel	
	<p>Has your municipality reviewed and updated its employee personnel manual/handbook by resolution or ordinance within the past three years or upon the conclusion of each of your municipality's collective negotiated agreements (CNAs)? If yes, please provide in the Comments section the date of the meeting at which the personnel manual was updated. If not yes, please type "Did Not Answer Yes" into the comment box.</p>		<p>[1.00] Yes [0.00] No</p>
003	Core Competencies	Budget	
	<p>Does your municipality complete an initial draft of its annual budget no later than the first week of January (or first week of July if an SFY municipality), and obtain input in crafting the draft budget from elected officials and department heads as appropriate to the form of government?</p>		<p>[1.00] Yes [0.00] No</p>

004	Core Competencies	Budget
	Has your municipality created an accumulated absence liability trust fund pursuant to N.J.A.C. 5:30-15.5?	[1.00] Yes [0.00] No [1.00] N/A
005	Core Competencies	Budget
	Does your municipality annually review 1) its fee schedules against revenue collected, and 2) its fee ordinance(s) to determine whether fees need to be brought more in line with expenses?	[1.00] Yes [0.00] No [1.00] N/A
006	Core Competencies	Financial Administration
	The Government Electronic Payment Acceptance Act (N.J.S.A. 40A:5-43 et seq.) and its implementing regulations (N.J.A.C. 5:30-9.1 et seq.) set forth requirements for municipalities accepting credit cards, debit cards, and other electronic fund transfer mechanisms as means of collecting payment. In part, N.J.A.C. 5:30-9.9 limits any surcharges or convenience fees charged by a municipality for handling and processing the transaction. Is your municipality adhering to N.J.A.C. 5:30-9.9 when charging surcharges or convenience fees relating to electronic payment acceptance?	[1.00] Yes [0.00] No [1.00] N/A
007	Core Competencies	Capital Projects
	Has your municipality adopted a capital program as defined by N.J.A.C. 5:30-4.2, meaning a moving, multi-year plan and schedule for capital projects (including prospective financing sources) and, when pertinent, first year operating costs and savings?	[1.00] Yes [0.00] No
008	Core Competencies	Capital Projects
	If your municipality charges administrative fees for off-duty police traffic safety personnel on a public works or utility project, are such fees set by ordinance at an amount not exceeding the municipality's actual costs for administering the off-duty work? See Local Finance Notice CFO 2000-14 for further guidance.	[1.00] Yes [0.00] No [1.00] N/A

009	Core Competencies	Transparency	
Are your municipality's codified and uncodified ordinances, including all current salary ordinances, available online?			[1.00] Yes [0.00] No
010	Best Practices	Transparency	
Does your municipality have an official social media account or accounts and, if so, is there a written policy establishing guidelines on access, use, and permitted content?			[0.50] Yes [0.00] No
011	Core Competencies	Procurement	
Do your municipality's professional services contracts include a "not to exceed" amount?			[1.00] Yes [0.00] No
012	Best Practices	Procurement	
If your municipality contracts with an insurance broker for health insurance, and said contract exceeds the Local Public Contracts Law bid threshold, is your municipality's health insurance broker being procured through a competitive contracting or sealed bid process conducted pursuant to the Local Public Contracts Law?			[0.50] Yes [0.00] No [0.50] N/A
013	Best Practices	Procurement	
Insurance broker fees dependent on the amount of health insurance premiums or fees paid by the municipality are vulnerable to abuse as brokers could face conflicting incentives in seeking lower-cost health insurance alternatives. If your municipality contracts with an insurance broker for health insurance, is the structure for broker payments set at a flat-fee rather than on a commission basis to mitigate the risk of a broker recommending more expensive health insurance coverage to earn higher fees?			[0.50] Yes [0.00] No [0.50] N/A

014	Core Competencies	Cybersecurity	
			[1.00] Yes [0.00] No
A cybersecurity incident response plan is a set of instructions to help detect, respond to, and recover from network security incidents. These plans address areas such as cybercrime, data loss, and service outages. Does your municipality have a cybersecurity incident response plan?			
015	Core Competencies	Cybersecurity	
			[1.00] Yes [0.00] No
Are all municipal employees receiving ongoing cybersecurity training in malware detection, password construction, identifying security incidents and social engineering attacks?			
016	Core Competencies	Ratables/PILOTs	
			[1.00] Yes [0.00] No [1.00] N/A
Before formalizing negotiations and entering into a Long-Term Financial Agreement, does your municipality have at least one staff member or contractually-retained professional evaluate all proposed Long-Term PILOTs to assure that the proposed agreement is a net-benefit to the municipality?			
017	Best Practices	Environment	
			[0.50] Yes [0.00] No
If your municipality has a combined sewer overflow (CSO) system, has the conversion to a non-CSO overflow system been incorporated into your municipality's capital improvement program? If your municipality does not have a CSO system, is it undertaking affirmative measures to reduce stormwater runoff? Non-CSO municipalities answering Yes should explain these measures in the Comment Box.			

018	Core Competencies	Financial Administration
	<p>Pursuant to N.J.S.A. 40A:5-14(d), a local unit's investment policies shall be based on a cash flow analysis prepared by the CFO, with those policies being commensurate with the nature and size of the funds held by the local unit. Has your municipality conducted a cash flow analysis of its deposited and invested funds, and, based on that analysis, does your municipality's cash management plan set policies for your municipality's investments that consider preservation of capital, liquidity, current and historical investment returns, diversification, maturity requirements, costs and fees associated with the investment and, when appropriate, policies of investment instrument administrators?</p>	<p>[1.00] Yes [0.00] No [1.00] Prospective</p>
019	Best Practices	Budget
	<p>Does your municipality periodically review the historical activity and balances of all trust fund accounts not created through public referendum (i.e. open space) to determine the need for, and adequacy of, each account? Only answer N/A if your municipality does not have any non-referendum trust funds.</p>	<p>[0.50] Yes [0.00] No [0.50] N/A</p>
020	Core Competencies	Budget
	<p>Is your municipality ensuring that insurance reimbursements are credited back to the budget appropriation line item in the budget in accordance with N.J.S.A 40A:5-32, instead of applied as miscellaneous revenue not anticipated? Compliance with this statutory obligation relieves pressure on current year appropriations. Only answer N/A if your municipality had no insurance reimbursements in 2019 or 2020.</p>	<p>[1.00] Yes [0.00] No [1.00] N/A [1.00] Prospective</p>
021	Core Competencies	Capital Projects
	<p>Has your municipality reviewed all completed capital project bond ordinances for remaining balances that can be cancelled by resolution, and revert to their respective balance sheet accounts?</p>	<p>[1.00] Yes [0.00] No [1.00] Prospective</p>

022	Best Practices	Financial Administration
Are monthly cash-flow statements prepared to assist in identifying and managing liquidity risk and used to conduct regular stress test forecasting payments based on known due dates and anticipated revenues received during the same period?		[0.50] Yes
		[0.00] No
023	Best Practices	Budget
Has your municipality reviewed individual grants receivable and appropriated to 1) ensure all grants are appropriately charged; 2) receivables are collected in a timely manner; and 3) considered cancelling any expired or otherwise stale grants? Doing so minimizes or avoids fund balance depletion due to use of current fund cash to cover grant expenses. Only answer N/A if your municipality does not have any grants receivable and appropriated.		[0.50] Yes
		[0.00] No
		[0.50] N/A
024	Best Practices	Personnel
In the event of a staff vacancy, municipalities should ensure there is backup to critical positions through cross-training staff and/or entering into shared services agreements with other local units. Has your municipality 1) cross-trained staff for multiple functions to the extent permitted by employee titles, labor agreements and Civil Service, as applicable; and/or 2) entered into a shared service agreement with another municipality or local government entity for the provision of staffing as may be needed?		[0.50] Yes
		[0.00] No
025	Best Practices	Personnel
Has your municipality established by ordinance an anti-nepotism policy that, at minimum, prohibits hiring the immediate family members of elected officials, department heads, or supervisors?		[0.50] Yes
		[0.00] No
026	Core Competencies	Procurement
Has your municipality reviewed with legal counsel and other appropriate officials (e.g. engineer; purchasing agent) the boilerplate language in its bid or RFP documents to ensure such language meets legal requirements under the Local Public Contracts Law and pay-to-play, along with other relevant statutes and caselaw?		[1.00] Yes
		[0.00] No
		[1.00] Prospective

027	Core Competencies	Transparency
	Does your municipality maintain an up-to-date municipal website containing at minimum the following: past three years adopted budgets; the current year proposed budget (including the full adopted budget for the current year when approved by the governing body); most recent annual financial statement and audits; notification(s) for solicitation of bids and RFPs; and meeting dates, minutes and agendas for the governing body, planning board, board of adjustment and all commissions?	[1.00] Yes [0.00] No
028	Core Competencies	Transparency
	N.J.S.A. 34:13A-8.2 requires public employers, including municipalities, to file with the Public Employment Relations Commission (PERC) a copy of all contracts negotiated with public employee representatives. This includes, but is not limited to, collective bargaining agreements, memoranda of understanding, contract amendments, and "side letter" or "side bar" agreements. Copies of same may be emailed to contracts@perc.state.nj.us. Has your municipality filed all current contracts with PERC? Only answer N/A if your municipality does not have any employee labor unions.	[1.00] Yes [0.00] No [1.00] N/A
029	Core Competencies	Cybersecurity
	Does your municipality perform off-network daily incremental backups with weekly full backups of all data?	[1.00] Yes [0.00] No [1.00] Prospective
030	Unscored Survey	COVID-19 Response
	How has the COVID-19 crisis impacted your municipality's cash flow and/or anticipated surplus going into 2021? Please select one answer only.	[0.00] Significantly [0.00] Moderately [0.00] Minimally [0.00] Not at all

031	Unscored Survey	COVID-19 Response
	Has your municipality had to make any reductions in expenditures due to COVID-19? If so, please include under Comments the departments or programs impacted by COVID-19 related spending reductions. If the answer is no, insert None under Comments.	<input type="checkbox"/> [0.00] Yes <input type="checkbox"/> [0.00] No
032	Unscored Survey	COVID-19 Response
	Has your municipality received any CARES Act funding from the State, your county government, or directly from the federal government? Please state under Comments the dollar amount of such funding, the source(s), and whether such funds have been partially or totally disbursed to the municipality; if none please insert \$0 under Comments.	<input type="checkbox"/> [0.00] Yes <input type="checkbox"/> [0.00] No
033	Unscored Survey	COVID-19 Response
	Please select the one most critical area in which your municipality currently requires technical non-monetary assistance.	<input type="checkbox"/> [0.00] Public Health <input type="checkbox"/> [0.00] Social Services <input type="checkbox"/> [0.00] Affordable Housing <input type="checkbox"/> [0.00] Economic Development <input type="checkbox"/> [0.00] Public Safety <input type="checkbox"/> [0.00] Shared Services <input type="checkbox"/> [0.00] Other (fill-in under Comments)

034	Unscored Survey	COVID-19 Response
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In reviewing your municipality's operations during the COVID-19 pandemic, what is the department, division, office or other area of municipal operations that has been most strained by the pandemic?

[0.00] Health and Human Services  
 [0.00] Public Works  
 [0.00] Public Safety  
 [0.00] Municipal Court  
 [0.00] Environmental Utilities  
 [0.00] Other (fill-in under Comments)

035	Unscored Survey	COVID-19 Response
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Provide one procedure or process that your municipality developed in response to the pandemic that it intends to keep after the COVID-19 emergency concludes.

036	Unscored Survey	COVID-19 Response
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Is your municipality providing grants to small businesses impacted by COVID-19? If so, please provide under Comments the total number of businesses approved for grants thusfar, the total amount in grants approved, and a link to the grant program guidelines. If your municipality is not providing grants, please insert N/A under Comments.

[0.00] Yes  
 [0.00] No

037	Unscored Survey	Alcoholic Beverage Licensing
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Have any liquor licenses for Type 33 plenary retail consumption licenses (e.g. bars) been sold in your municipality by private sale during 2019 and 2020? If yes, please state the date of sale along with sale price for each license under Comments. If no, please insert the number zero under Comments.

[0.00] Yes  
 [0.00] No

038(a)	Unscored Survey	Shared Services
<p>Is your municipality currently in negotiations with another local government or board of education to either provide or receive one or more of the following shared services? If the fact that negotiations are taking place has not yet been made public, this question may be answered No. (a) Police</p>		<p>[0.00] Yes [0.00] No</p>
038(b)	Unscored Survey	Shared Services
<p>Is your municipality currently in negotiations with another local government or board of education to either provide or receive one or more of the following shared services? If the fact that negotiations are taking place has not yet been made public, this question may be answered No. (b) Fire</p>		<p>[0.00] Yes [0.00] No</p>
038(c)	Unscored Survey	Shared Services
<p>Is your municipality currently in negotiations with another local government or board of education to either provide or receive one or more of the following shared services? If the fact that negotiations are taking place has not yet been made public, this question may be answered No. (c) Dispatch</p>		<p>[0.00] Yes [0.00] No</p>
038(d)	Unscored Survey	Shared Services
<p>Is your municipality currently in negotiations with another local government or board of education to either provide or receive one or more of the following shared services? If the fact that negotiations are taking place has not yet been made public, this question may be answered No. (d) Public Works</p>		<p>[0.00] Yes [0.00] No</p>
038(e)	Unscored Survey	Shared Services
<p>Is your municipality currently in negotiations with another local government or board of education to either provide or receive one or more of the following shared services? If the fact that negotiations are taking place has not yet been made public, this question may be answered No. (e) Health Department / Board of Health</p>		<p>[0.00] Yes [0.00] No</p>

038(f)	Unscored Survey	Shared Services
<p>Is your municipality currently in negotiations with another local government or board of education to either provide or receive one or more of the following shared services? If the fact that negotiations are taking place has not yet been made public, this question may be answered No. (f) Construction Code Enforcement</p>		<p>[0.00] Yes [0.00] No</p>
039	Unscored Survey	Shared Services
<p>Does your municipality handle the entirety of its public safety and emergency dispatching with its own employees? If Yes, please indicate in the Comments what, if anything, has been done to explore a more regional approach to dispatch along with any barriers. If the answer is No, please list under Comments the other local government entities and/or private entity and the dispatching services each provides for the municipality.</p>		<p>[0.00] Yes [0.00] No</p>
040(a)	Unscored Survey	Shared Services
<p>Does your municipality currently provide a chief financial officer, tax collector, tax assessor, municipal clerk, qualified purchasing agent, certified public works manager, municipal treasurer, and/or a public works superintendant to another municipality pursuant to a shared services agreement, Please answer yes if the following position is being provided pursuant to a shared services agreement and indicate under Comments list each municipality where this position is being provided. If the following position is not being provided, select No and insert N/A into Comments. (a) Chief Financial Officer</p>		<p>[0.00] Yes [0.00] No</p>
040(b)	Unscored Survey	Shared Services
<p>Does your municipality currently provide a chief financial officer, tax collector, tax assessor, municipal clerk, qualified purchasing agent, certified public works manager, municipal treasurer, and/or a public works superintendant to another municipality pursuant to a shared services agreement, Please answer yes if the following position is being provided pursuant to a shared services agreement and indicate under Comments list each municipality where this position is being provided. If the following position is not being provided, select No and insert N/A into Comments. (b) Tax Collector</p>		<p>[0.00] Yes [0.00] No</p>

040(c)	Unscored Survey	Shared Services
<p>Does your municipality currently provide a chief financial officer, tax collector, tax assessor, municipal clerk, qualified purchasing agent, certified public works manager, municipal treasurer, and/or a public works superintendant to another municipality pursuant to a shared services agreement, Please answer yes if the following position is being provided pursuant to a shared services agreement and indicate under Comments list each municipality where this position is being provided. If the following position is not being provided, select No and insert N/A into Comments. (c) Tax Assessor</p>		<p>[0.00] Yes [0.00] No</p>
040(d)	Unscored Survey	Shared Services
<p>Does your municipality currently provide a chief financial officer, tax collector, tax assessor, municipal clerk, qualified purchasing agent, certified public works manager, municipal treasurer, and/or a public works superintendant to another municipality pursuant to a shared services agreement, Please answer yes if the following position is being provided pursuant to a shared services agreement and indicate under Comments list each municipality where this position is being provided. If the following position is not being provided, select No and insert N/A into Comments. (d) Municipal Clerk</p>		<p>[0.00] Yes [0.00] No</p>
040(e)	Unscored Survey	Shared Services
<p>Does your municipality currently provide a chief financial officer, tax collector, tax assessor, municipal clerk, qualified purchasing agent, certified public works manager, municipal treasurer, and/or a public works superintendant to another municipality pursuant to a shared services agreement, Please answer yes if the following position is being provided pursuant to a shared services agreement and indicate under Comments list each municipality where this position is being provided. If the following position is not being provided, select No and insert N/A into Comments. (e) Municipal Treasurer</p>		<p>[0.00] Yes [0.00] No</p>

040(f)	Unscored Survey	Shared Services
<p>Does your municipality currently provide a chief financial officer, tax collector, tax assessor, municipal clerk, qualified purchasing agent, certified public works manager, municipal treasurer, and/or a public works superintendant to another municipality pursuant to a shared services agreement, Please answer yes if the following position is being provided pursuant to a shared services agreement and indicate under Comments list each municipality where this position is being provided. If the following position is not being provided, select No and insert N/A into Comments. (f) Qualified Purchasing Agent</p>		<p>[0.00] Yes [0.00] No</p>
040(g)	Unscored Survey	Shared Services
<p>Does your municipality currently provide a chief financial officer, tax collector, tax assessor, municipal clerk, qualified purchasing agent, certified public works manager, municipal treasurer, and/or a public works superintendant to another municipality pursuant to a shared services agreement, Please answer yes if the following position is being provided pursuant to a shared services agreement and indicate under Comments list each municipality where this position is being provided. If the following position is not being provided, select No and insert N/A into Comments. (g) Certified Public Works Manager</p>		<p>[0.00] Yes [0.00] No</p>
040(h)	Unscored Survey	Shared Services
<p>Does your municipality currently provide a chief financial officer, tax collector, tax assessor, municipal clerk, qualified purchasing agent, certified public works manager, municipal treasurer, and/or a public works superintendant to another municipality pursuant to a shared services agreement, Please answer yes if the following position is being provided pursuant to a shared services agreement and indicate under Comments list each municipality where this position is being provided. If the following position is not being provided, select No and insert N/A into Comments. (h) Public Works Superintendent</p>		<p>[0.00] Yes [0.00] No</p>
041	Unscored Survey	Shared Services
<p>If the answer to any subpart in Question 40 is yes, did one or more of the identified shared service agreements result in the dismissal of a tenured official? If yes, please insert under Comments the position or positions where an agreement resulted in the dismissal of a tenured official. If no or N/A, please also insert No or N/A under Comments. See LFN 2018-3R for more information on this provision of the Common Sense Shared Service Act.</p>		<p>[0.00] Yes [0.00] No [0.00] N/A</p>

042	Unscored Survey	Environment
<p>How much did your municipality spend on operational costs associated with managing and treating stormwater runoff in the prior fiscal year, and how much did your municipality appropriate toward same for the current fiscal year? Examples of such costs include street cleaning, conveyance system clean-out, routine maintenance of storm drains and outfall pipes, and stormwater runoff-related educational programs. For projects with definite but ancillary stormwater runoff benefits, describe those benefits under Comments. Also list under Comments the FCOA codes your municipality is using to classify these stormwater-related prior year expenditures and current year appropriations.</p>		

043	Unscored Survey	Environment
<p>Please list which projects in your municipality's most recent adopted capital budget, if any, are associated with stormwater management. State "None" if no project fits this criteria or "N/A" if your municipality has not adopted a capital budget in the most recent fiscal year.</p>		

044	Unscored Survey	Environment
<p>Is your municipality considering establishing a stormwater utility, authorizing a sewerage authority or MUA to establish a separate stormwater operation, or joining a regional stormwater utility? If the answer to the above is "Yes", please explain under Comments where your municipality is in the process. If the answer to the above is "No", please explain under Comments the reason(s) why your municipality is not currently pursuing the creation of a stormwater utility.</p>	<p>[0.00] Yes [0.00] No</p>	

045	Unscored Survey	Environment
<p>What type of residential recycling program does your municipality have? Select only one.</p>	<p>[0.00] Single-stream [0.00] Dual-stream (source-separated) [0.00] Other (fill-in under Comments)</p>	

	Unscored Survey	Environment
046		
	Has your residential recycling program changed from single-stream to dual-stream in the past two years?	<input type="checkbox"/> [0.00] Yes <input type="checkbox"/> [0.00] No
047	Unscored Survey	Environment
	If your residential recycling program is single-stream, is your municipality considering a conversion to dual-stream recycling?	<input type="checkbox"/> [0.00] Yes <input type="checkbox"/> [0.00] No <input type="checkbox"/> [0.00] N/A
048	Unscored Survey	Environment
	Is recycling in your municipality picked up utilizing a truck with an automated single-arm?	<input type="checkbox"/> [0.00] Yes <input type="checkbox"/> [0.00] No <input type="checkbox"/> [0.00] N/A
049	Unscored Survey	Opportunity Zones
	Is your municipality aware of any real estate development projects or businesses that will be using the Opportunity Zone tax incentive or receiving an Opportunity Fund investment? Only answer N/A if your municipality is not located within an Opportunity Zone.	<input type="checkbox"/> [0.00] Yes <input type="checkbox"/> [0.00] No <input type="checkbox"/> [0.00] N/A
050	Unscored Survey	Opportunity Zones
	If your municipality knows of any projects that are using or will be using the Opportunity Zone tax incentive, please include the name of each project, the full address, a short description that includes the primary developer (if applicable), estimated value of the development (i.e. total permitted value), and the project's status (if known) on the Excel form provided on DLGS's Best Practices webpage. Upload the Excel form using the "Attach File" button toward the bottom of your screen. If you have uploaded the Excel form, type "File Uploaded" in the Comment Box. If you have not uploaded the Excel Form, type NA in the Comment Box.	

051	Unscored Survey	Planning & Econ. Devt.
Does your municipality have a minimum lot size requirement of one acre or more for new residential development?		[0.00] Yes [0.00] No
052	Unscored Survey	Planning & Econ. Devt.
Does your municipality place annual limits on the total allowable number of permits or dwellings for new single family construction?		[0.00] Yes [0.00] No
053	Unscored Survey	Planning & Econ. Devt.
Does your municipality place annual limits on the total allowable number of permits or dwellings for new multi-family construction?		[0.00] Yes [0.00] No
054	Unscored Survey	Planning & Econ. Devt.
Does your municipality have an urban growth or containment ordinance or policy in place?		[0.00] Yes [0.00] No
055	Unscored Survey	Planning & Econ. Devt.
Does your municipality currently have a development moratorium or a set of regulations that effectively create a development moratorium?		[0.00] Yes [0.00] No
056	Unscored Survey	Planning & Econ. Devt.
Does your municipality currently have a ban on mobile homes?		[0.00] Yes [0.00] No

057	Unscored Survey	Planning & Econ. Devt.
Does your municipality have any restrictions on the pace of residential development (i.e. number of units that can be added each year)?		[0.00] Yes [0.00] No
058	Unscored Survey	Planning & Econ. Devt.
Inclusionary zoning ordinances require developments to provide a percentage of the residential units constructed/developed/created be set-aside and available to low- and moderate-income households. Does your municipality have an inclusionary zoning ordinance in place?		[0.00] Yes [0.00] No
059	Unscored Survey	Planning & Econ. Devt.
Density bonuses encourage the production of affordable housing by allowing developers to build more units than would ordinarily be allowed on a site by the underlying zoning code, in exchange for a commitment to include a certain number of below-market units in the development. Do you offer a density bonus for affordable housing development?		[0.00] Yes [0.00] No
060	Unscored Survey	Planning & Econ. Devt.
Please describe the general attitude of your residents toward additional affordable housing development? (Select only one answer)		[0.00] Strongly Favorable [0.00] Favorable [0.00] Neutral [0.00] Unfavorable [0.00] Strongly Unfavorable [0.00] Don't Know