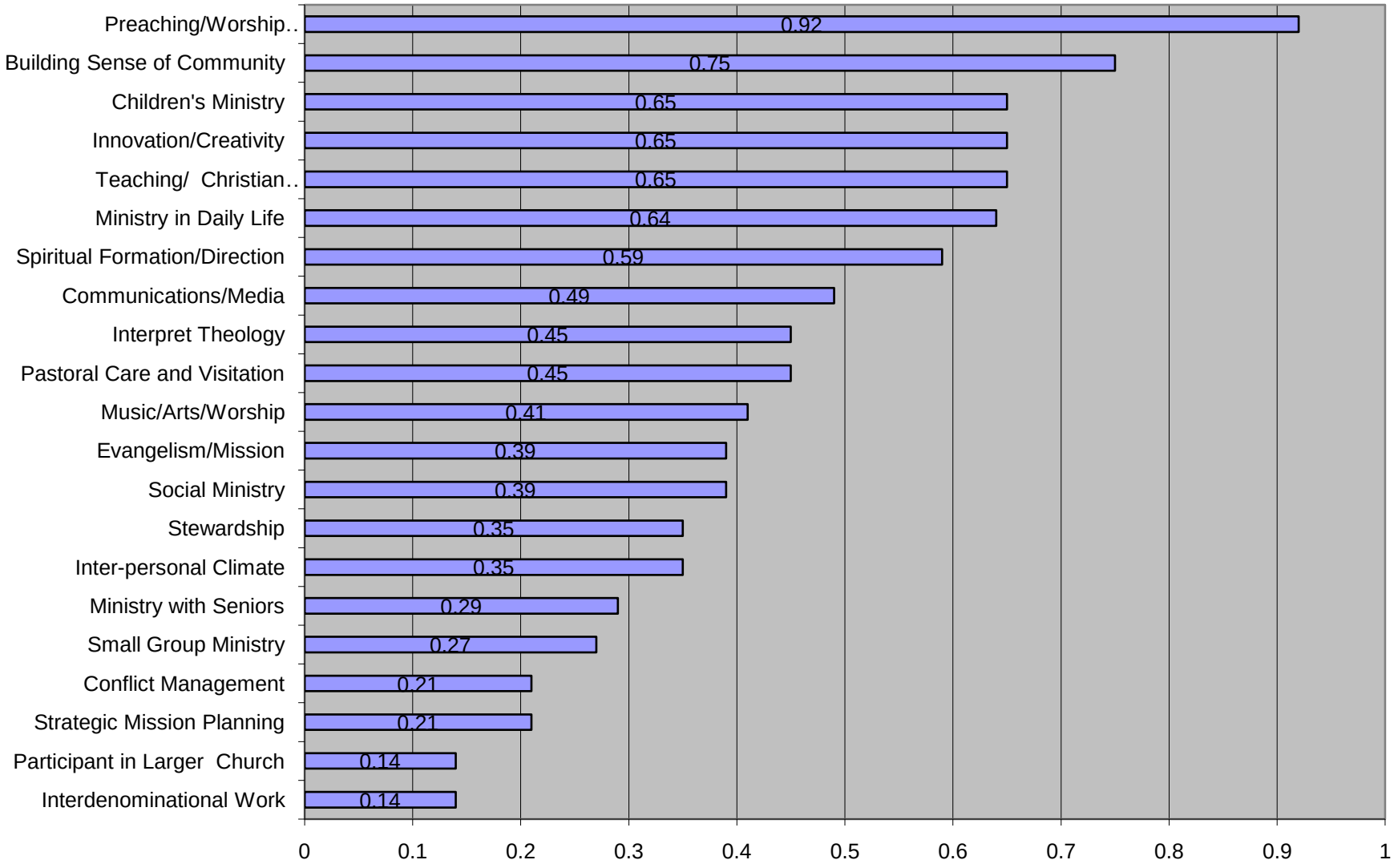SURVEY #2: OUR LEADERHSIP NEEDS (192 responses)