

### Baseline Factsheet: Al-Kfarat Municipality

Governorate: **Irbid**

Treatment / Control\*: **Control**

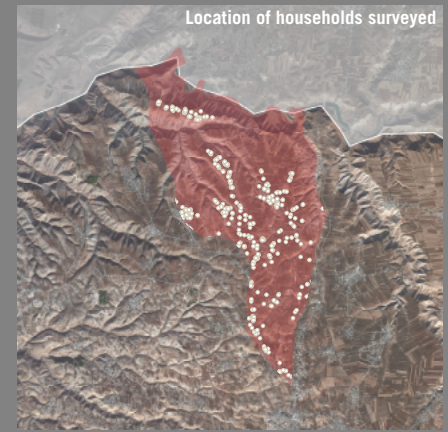
% of Syrian households assessed: **7%**

Average household size: **5.6**

Dependency ratio: **0.83**

% female headed household: **9%**

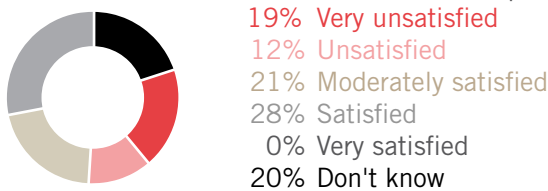
\*treatment: municipality where the World Bank has planned municipal service interventions, control: municipality where World Bank does not have planned municipal service interventions.



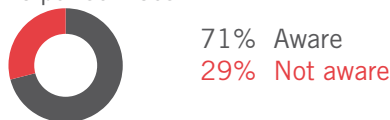
Information collected from 385 households living in Al-Kfarat municipality.

### Community Outreach

General level of satisfaction with the municipality:



Awareness of where to make a complaint about municipal services:

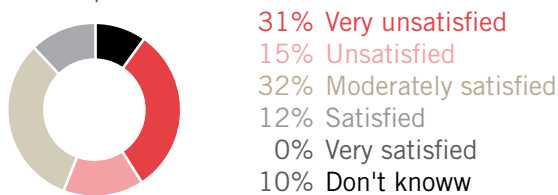


### Public Leisure Spaces

Frequency of park usage: **No park**

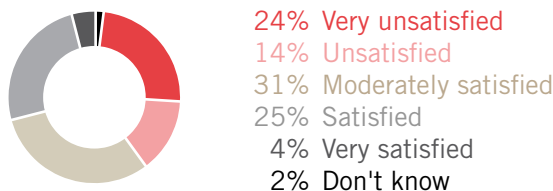
Average distance to the closest park: **15 minutes**

Level of satisfaction with availability / quality of public leisure spaces:

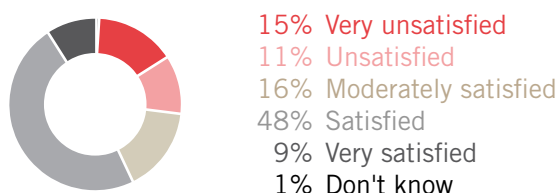


### Roads / Sidewalks and Public Illumination

Level of satisfaction with roads / sidewalks:

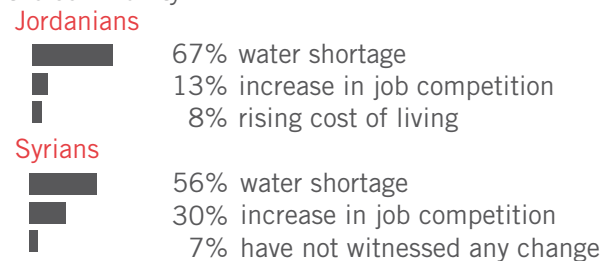


Level of satisfaction with public lighting:



### Perception of change in the community

Three most prominent changes observed since living in the community:

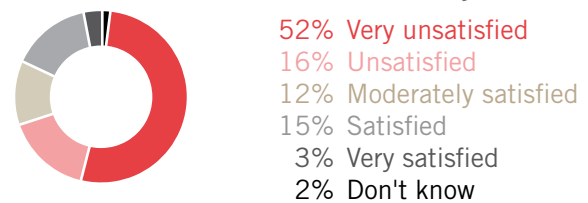


### Water

% of household with access to public water supply: **85%**

Frequency of water supply: **Once a week**

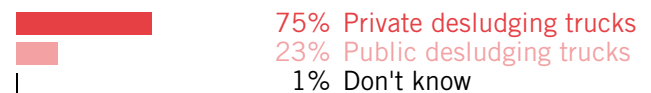
Level of satisfaction with water authority:



### Sanitation

% of household with access to sewer system: **1%**

Most prominent methods of discharging solid waste:



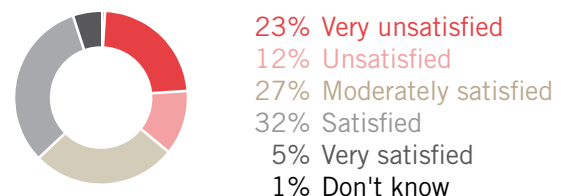
Average cost for desludging in the last six months: **104 JD**

### Waste Disposal

Average distance to the nearest garbage bin: **3 minutes**

Frequency of garbage collection: **Once a week**

Level of satisfaction with waste management:



### Baseline Factsheet: Al-Sho'aleh Municipality

Governorate: **Irbid**

Treatment / Control\*: **Treatment**

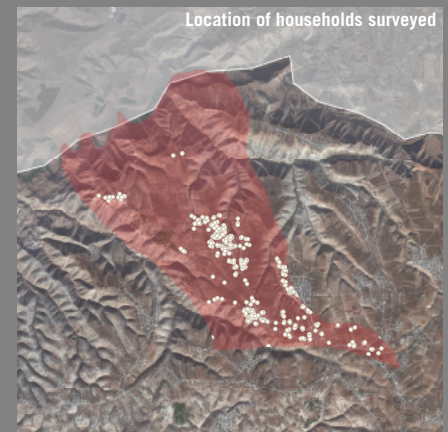
% of Syrian households assessed: **5%**

Average household size: **6**

Dependency ratio: **0.81**

% female headed household: **7%**

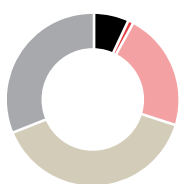
\*treatment: municipality where the World Bank has planned municipal service interventions, control: municipality where World Bank does not have planned municipal service interventions.



Information collected from 386 households living in Al-Sho'aleh municipality.

#### Community Outreach

General level of satisfaction with the municipality:



1% Very unsatisfied  
22% Unsatisfied  
39% Moderately satisfied  
31% Satisfied  
0% Very satisfied  
7% Don't know

Awareness of where to make a complaint about municipal services:



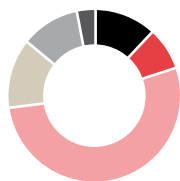
74% Aware  
26% Not aware

#### Public Leisure Spaces

Frequency of park usage: **Never**

Average distance to the closest park: **20 minutes**

Level of satisfaction with availability / quality of public leisure spaces:



8% Very unsatisfied  
53% Unsatisfied  
13% Moderately satisfied  
11% Satisfied  
3% Very satisfied  
12% Don't know

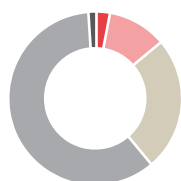
#### Roads / Sidewalks and Public Illumination

Level of satisfaction with roads / sidewalks:



5% Very unsatisfied  
25% Unsatisfied  
24% Moderately satisfied  
45% Satisfied  
0% Very satisfied  
1% Don't know

Level of satisfaction with public lighting:

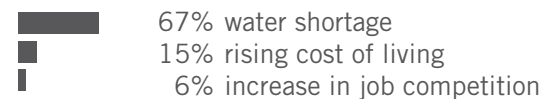


3% Very unsatisfied  
11% Unsatisfied  
25% Moderately satisfied  
60% Satisfied  
1% Very satisfied  
0% Don't know

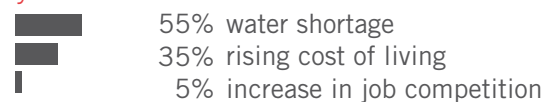
#### Perception of change in the community

Three most prominent changes observed since living in the community:

**Jordanians**



**Syrians**

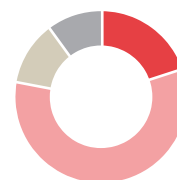


#### Water

% of household with access to public water supply: **86%**

Frequency of water supply: **Once a week**

Level of satisfaction with water authority:

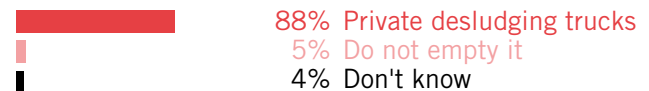


20% Very unsatisfied  
58% Unsatisfied  
12% Moderately satisfied  
10% Satisfied  
0% Very satisfied  
0% Don't know

#### Sanitation

% of household with access to sewer system: **4%**

Most prominent methods of discharging solid waste:



Average cost for desludging in the last six months: **109 JD**

#### Waste Disposal

Average distance to the nearest garbage bin: **5 minutes**

Frequency of garbage collection: **Everyday**

Level of satisfaction with waste management:



7% Very unsatisfied  
20% Unsatisfied  
25% Moderately satisfied  
48% Satisfied  
0% Very satisfied  
0% Don't know

### Baseline Factsheet: Al-Yarmook Al-Jadeedah Municipality

Governorate: **Irbid**

Treatment / Control\*: **Control**

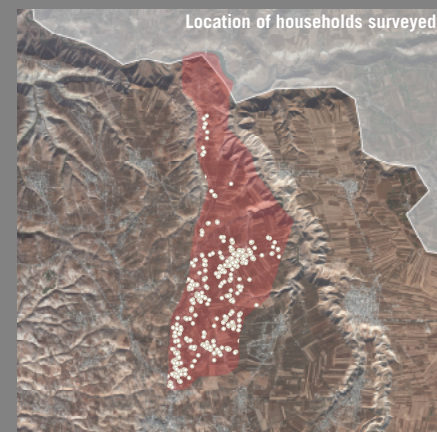
% of Syrian households assessed: **8%**

Average household size: **5.6**

Dependency ratio: **0.85**

% female headed household: **11%**

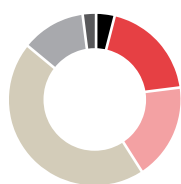
\*treatment: municipality where the World Bank has planned municipal service interventions, control: municipality where World Bank does not have planned municipal service interventions.



Information collected from 385 households living in Al-Yarmook Al-Jadeedah municipality.

#### Community Outreach

General level of satisfaction with the municipality:



19% Very unsatisfied  
18% Unsatisfied  
45% Moderately satisfied  
12% Satisfied  
2% Very satisfied  
4% Don't know

Awareness of where to make a complaint about municipal services:



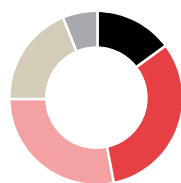
54% Aware  
46% Not aware

#### Public Leisure Spaces

Frequency of park usage: **Never**

Average distance to the closest park: **14 minutes**

Level of satisfaction with availability / quality of public leisure spaces:



32% Very unsatisfied  
28% Unsatisfied  
19% Moderately satisfied  
6% Satisfied  
0% Very satisfied  
15% Don't know

#### Roads / Sidewalks and Public Illumination

Level of satisfaction with roads / sidewalks:



25% Very unsatisfied  
22% Unsatisfied  
18% Moderately satisfied  
28% Satisfied  
6% Very satisfied  
1% Don't know

Level of satisfaction with public lighting:

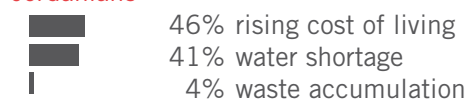


10% Very unsatisfied  
12% Unsatisfied  
28% Moderately satisfied  
39% Satisfied  
10% Very satisfied  
1% Don't know

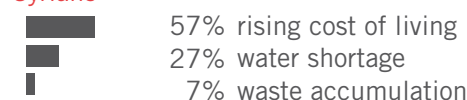
#### Perception of change in the community

Three most prominent changes observed since living in the community:

**Jordanians**



**Syrians**



#### Water

% of household with access to public water supply: **88%**

Frequency of water supply: **Once a week**

Level of satisfaction with water authority:

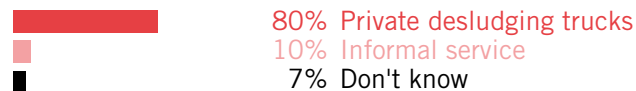


45% Very unsatisfied  
19% Unsatisfied  
15% Moderately satisfied  
15% Satisfied  
3% Very satisfied  
3% Don't know

#### Sanitation

% of household with access to sewer system: **1%**

Most prominent methods of discharging solid waste:



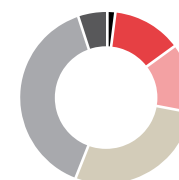
Average cost for desludging in the last six months: **94 JD**

#### Waste Disposal

Average distance to the nearest garbage bin: **3 minutes**

Frequency of garbage collection: **Once every two days**

Level of satisfaction with waste management:



13% Very unsatisfied  
13% Unsatisfied  
28% Moderately satisfied  
39% Satisfied  
5% Very satisfied  
2% Don't know

### Baseline Factsheet: Al-Za'atri and Al-Mansheah Municipality

Governorate: **Al Mafrq**

Treatment / Control\*: **Treatment**

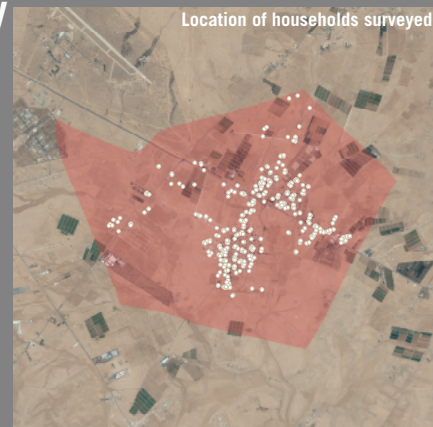
% of Syrian households assessed: **32%**

Average household size: **6.4**

Dependency ratio: **1.17**

% female headed household: **16%**

\*treatment: municipality where the World Bank has planned municipal service interventions, control: municipality where World Bank does not have planned municipal service interventions.



Information collected from 385 households living in Al-Za'atri and Al-Mansheah municipality.

#### Community Outreach

General level of satisfaction with the municipality:



11% Very unsatisfied  
25% Unsatisfied  
23% Moderately satisfied  
29% Satisfied  
0% Very satisfied  
12% Don't know

Awareness of where to make a complaint about municipal services:



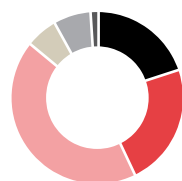
48% Aware  
52% Not aware

#### Public Leisure Spaces

Frequency of park usage: **No park**

Average distance to the closest park: **18 minutes**

Level of satisfaction with availability / quality of public leisure spaces:



23% Very unsatisfied  
43% Unsatisfied  
6% Moderately satisfied  
7% Satisfied  
1% Very satisfied  
20% Don't know

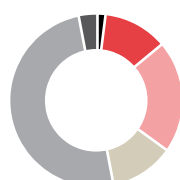
#### Roads / Sidewalks and Public Illumination

Level of satisfaction with roads / sidewalks:



15% Very unsatisfied  
24% Unsatisfied  
19% Moderately satisfied  
40% Satisfied  
1% Very satisfied  
1% Don't know

Level of satisfaction with public lighting:



12% Very unsatisfied  
21% Unsatisfied  
12% Moderately satisfied  
50% Satisfied  
3% Very satisfied  
2% Don't know

#### Perception of change in the community

Three most prominent changes observed since living in the community:

**Jordanians**

40% rising cost of living  
29% water shortage  
12% increase in job competition

**Syrians**

44% rising cost of living  
34% water shortage  
8% increase in job competition

#### Water

% of household with access to public water supply: **55%**

Frequency of water supply: **Once a week**

Level of satisfaction with water authority:



18% Very unsatisfied  
36% Unsatisfied  
11% Moderately satisfied  
16% Satisfied  
1% Very satisfied  
18% Don't know

#### Sanitation

% of household with access to sewer system: **0%**

Most prominent methods of discharging solid waste:

84% Private desludging trucks  
8% Do not know  
5% Do not empty it

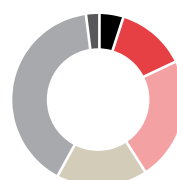
Average cost for desludging in the last six months: **84 JD**

#### Waste Disposal

Average distance to the nearest garbage bin: **4 minutes**

Frequency of garbage collection: **Once a week**

Level of satisfaction with waste management:



13% Very unsatisfied  
23% Unsatisfied  
17% Moderately satisfied  
40% Satisfied  
2% Very satisfied  
5% Don't know

### Baseline Factsheet: Bal'ama Al-Jadeedah Municipality

Governorate: **Al Mafraq**

Treatment / Control\*: **Treatment**

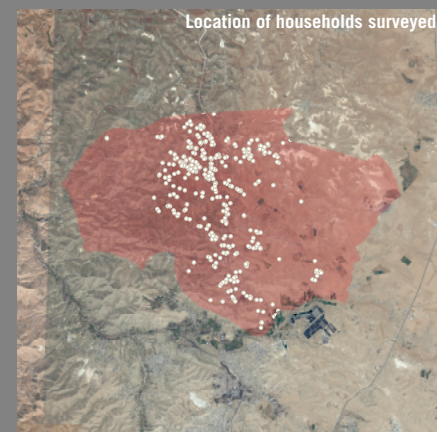
% of Syrian households assessed: **9%**

Average household size: **6**

Dependency ratio: **0.91**

% female headed household: **8%**

\*treatment: municipality where the World Bank has planned municipal service interventions, control: municipality where World Bank does not have planned municipal service interventions.



Information collected from 385 households living in Bal'ama Al-Jadeedah municipality.

#### Community Outreach

General level of satisfaction with the municipality:



26% Very unsatisfied  
11% Unsatisfied  
29% Moderately satisfied  
17% Satisfied  
0% Very satisfied  
17% Don't know

Awareness of where to make a complaint about municipal services:



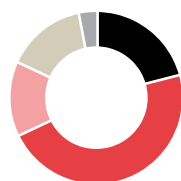
55% Aware  
45% Not aware

#### Public Leisure Spaces

Frequency of park usage: **No park**

Average distance to the closest park: **33 minutes**

Level of satisfaction with availability / quality of public leisure spaces:



47% Very unsatisfied  
14% Unsatisfied  
15% Moderately satisfied  
3% Satisfied  
0% Very satisfied  
21% Don't know

#### Roads / Sidewalks and Public Illumination

Level of satisfaction with roads / sidewalks:



31% Very unsatisfied  
14% Unsatisfied  
19% Moderately satisfied  
33% Satisfied  
1% Very satisfied  
2% Don't know

Level of satisfaction with public lighting:

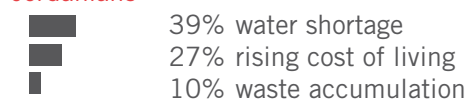


14% Very unsatisfied  
8% Unsatisfied  
17% Moderately satisfied  
55% Satisfied  
5% Very satisfied  
1% Don't know

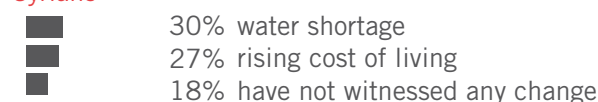
#### Perception of change in the community

Three most prominent changes observed since living in the community:

**Jordanians**



**Syrians**

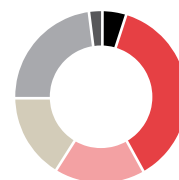


#### Water

% of household with access to public water supply: **87%**

Frequency of water supply: **Once a week**

Level of satisfaction with water authority:

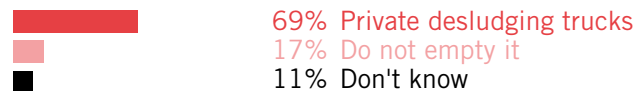


37% Very unsatisfied  
17% Unsatisfied  
16% Moderately satisfied  
23% Satisfied  
2% Very satisfied  
5% Don't know

#### Sanitation

% of household with access to sewer system: **0%**

Most prominent methods of discharging solid waste:



Average cost for desludging in the last six months: **80 JD**

#### Waste Disposal

Average distance to the nearest garbage bin: **2 minutes**

Frequency of garbage collection: **Once a week**

Level of satisfaction with waste management:



34% Very unsatisfied  
13% Unsatisfied  
17% Moderately satisfied  
30% Satisfied  
5% Very satisfied  
1% Don't know

### Baseline Factsheet: Gharb Irbid Municipality

Governorate: **Irbid**

Treatment / Control\*: **Treatment**

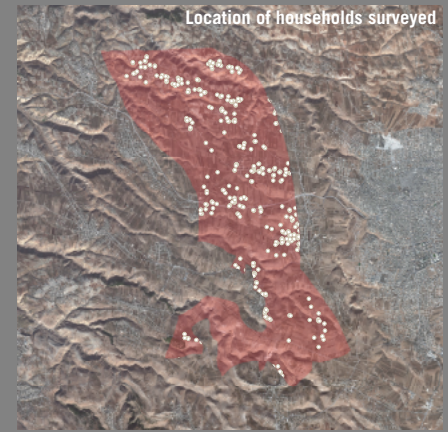
% of Syrian households assessed: **7%**

Average household size: **5.5**

Dependency ratio: **0.89**

% female headed household: **12%**

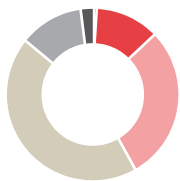
\*treatment: municipality where the World Bank has planned municipal service interventions, control: municipality where World Bank does not have planned municipal service interventions.



Information collected from 385 households living in Gharb Irbid municipality.

#### Community Outreach

General level of satisfaction with the municipality:



12% Very unsatisfied  
29% Unsatisfied  
44% Moderately satisfied  
12% Satisfied  
2% Very satisfied  
1% Don't know

Awareness of where to make a complaint about municipal services:



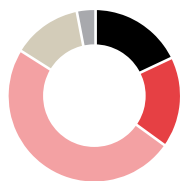
81% Aware  
19% Not aware

#### Public Leisure Spaces

Frequency of park usage: **No park**

Average distance to the closest park: **23 minutes**

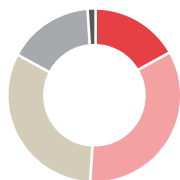
Level of satisfaction with availability / quality of public leisure spaces:



17% Very unsatisfied  
49% Unsatisfied  
13% Moderately satisfied  
3% Satisfied  
0% Very satisfied  
18% Don't know

#### Roads / Sidewalks and Public Illumination

Level of satisfaction with roads / sidewalks:



17% Very unsatisfied  
34% Unsatisfied  
32% Moderately satisfied  
16% Satisfied  
1% Very satisfied  
0% Don't know

Level of satisfaction with public lighting:

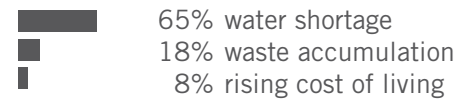


6% Very unsatisfied  
17% Unsatisfied  
26% Moderately satisfied  
41% Satisfied  
9% Very satisfied  
1% Don't know

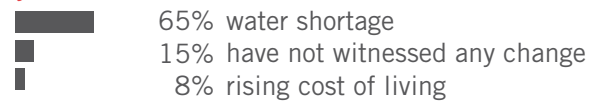
#### Perception of change in the community

Three most prominent changes observed since living in the community:

**Jordanians**



**Syrians**



#### Water

% of household with access to public water supply: **93%**

Frequency of water supply: **Once a week**

Level of satisfaction with water authority:

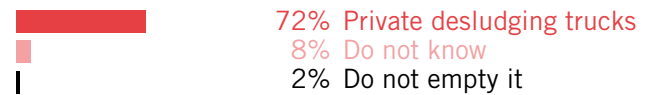


14% Very unsatisfied  
33% Unsatisfied  
34% Moderately satisfied  
16% Satisfied  
2% Very satisfied  
1% Don't know

#### Sanitation

% of household with access to sewer system: **17%**

Most prominent methods of discharging solid waste:



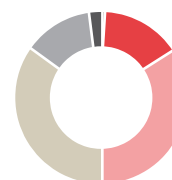
Average cost for desludging in the last six months: **90 JD**

#### Waste Disposal

Average distance to the nearest garbage bin: **4 minutes**

Frequency of garbage collection: **Once every two days**

Level of satisfaction with waste management:



15% Very unsatisfied  
34% Unsatisfied  
35% Moderately satisfied  
13% Satisfied  
2% Very satisfied  
1% Don't know

### Baseline Factsheet: Hosha Al-Jadedah Municipality

Governorate: **Al Mafraq**

Treatment / Control\*: **Control**

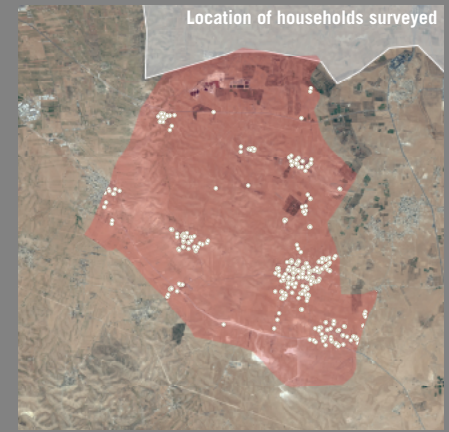
% of Syrian households assessed: **13%**

Average household size: **6.5**

Dependency ratio: **1**

% female headed household: **8%**

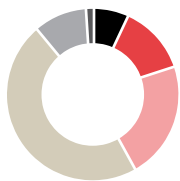
\*treatment: municipality where the World Bank has planned municipal service interventions, control: municipality where World Bank does not have planned municipal service interventions.



Information collected from 385 households living in Hosha Al-Jadedah municipality.

### Community Outreach

General level of satisfaction with the municipality:



13% Very unsatisfied  
22% Unsatisfied  
47% Moderately satisfied  
10% Satisfied  
1% Very satisfied  
7% Don't know

Awareness of where to make a complaint about municipal services:



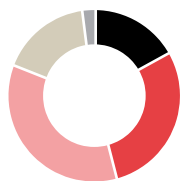
70% Aware  
30% Not aware

### Public Leisure Spaces

Frequency of park usage: **Never**

Average distance to the closest park: **19 minutes**

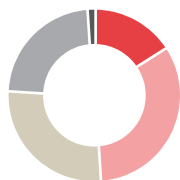
Level of satisfaction with availability / quality of public leisure spaces:



29% Very unsatisfied  
35% Unsatisfied  
17% Moderately satisfied  
2% Satisfied  
0% Very satisfied  
17% Don't know

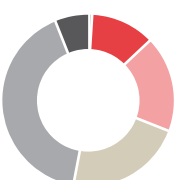
### Roads / Sidewalks and Public Illumination

Level of satisfaction with roads / sidewalks:



16% Very unsatisfied  
33% Unsatisfied  
27% Moderately satisfied  
23% Satisfied  
1% Very satisfied  
0% Don't know

Level of satisfaction with public lighting:

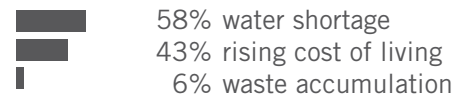


12% Very unsatisfied  
18% Unsatisfied  
22% Moderately satisfied  
41% Satisfied  
6% Very satisfied  
1% Don't know

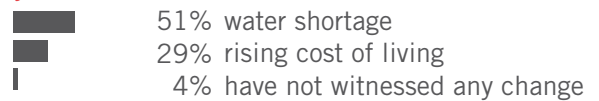
### Perception of change in the community

Three most prominent changes observed since living in the community:

**Jordanians**



**Syrians**

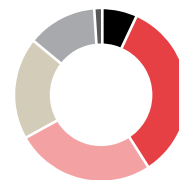


### Water

% of household with access to public water supply: **74%**

Frequency of water supply: **Once a week**

Level of satisfaction with water authority:

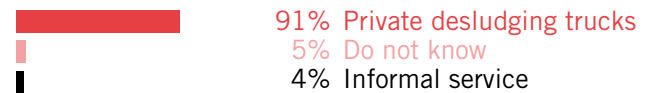


34% Very unsatisfied  
26% Unsatisfied  
19% Moderately satisfied  
13% Satisfied  
1% Very satisfied  
7% Don't know

### Sanitation

% of household with access to sewer system: **0%**

Most prominent methods of discharging solid waste:



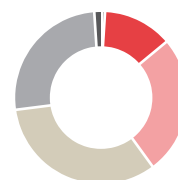
Average cost for desludging in the last six months: **49 JD**

### Waste Disposal

Average distance to the nearest garbage bin: **2 minutes**

Frequency of garbage collection: **Once every two days**

Level of satisfaction with waste management:



13% Very unsatisfied  
26% Unsatisfied  
33% Moderately satisfied  
26% Satisfied  
1% Very satisfied  
1% Don't know

### Baseline Factsheet: Irbid Al-Kubra Municipality

Governorate: **Irbid**

Treatment / Control\*: **Treatment**

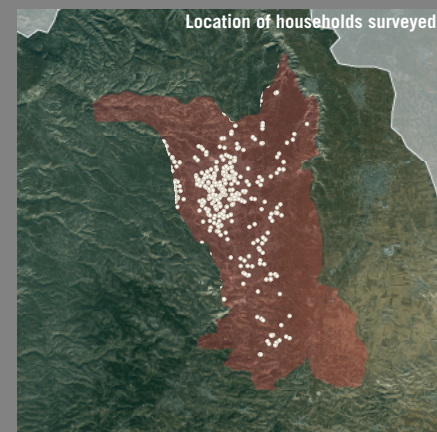
% of Syrian households assessed: **14%**

Average household size: **5.3**

Dependency ratio: **0.78**

% female headed household: **11%**

\*treatment: municipality where the World Bank has planned municipal service interventions, control: municipality where World Bank does not have planned municipal service interventions.



Information collected from 385 households living in Irbid Al-Kubra municipality.

### Community Outreach

General level of satisfaction with the municipality:



6% Very unsatisfied  
20% Unsatisfied  
43% Moderately satisfied  
27% Satisfied  
0% Very satisfied  
4% Don't know

Awareness of where to make a complaint about municipal services:



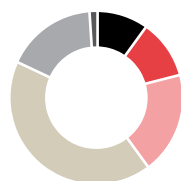
77% Aware  
23% Not aware

### Public Leisure Spaces

Frequency of park usage: **Never**

Average distance to the closest park: **16 minutes**

Level of satisfaction with availability / quality of public leisure spaces:



11% Very unsatisfied  
19% Unsatisfied  
42% Moderately satisfied  
17% Satisfied  
1% Very satisfied  
10% Don't know

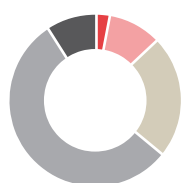
### Roads / Sidewalks and Public Illumination

Level of satisfaction with roads / sidewalks:



15% Very unsatisfied  
28% Unsatisfied  
29% Moderately satisfied  
28% Satisfied  
0% Very satisfied  
0% Don't know

Level of satisfaction with public lighting:

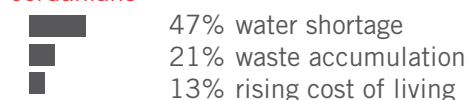


3% Very unsatisfied  
10% Unsatisfied  
23% Moderately satisfied  
55% Satisfied  
9% Very satisfied  
0% Don't know

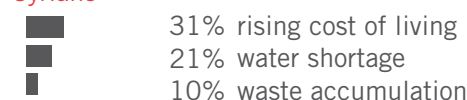
### Perception of change in the community

Three most prominent changes observed since living in the community:

**Jordanians**



**Syrians**

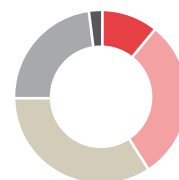


### Water

% of household with access to public water supply: **99%**

Frequency of water supply: **Once a week**

Level of satisfaction with water authority:

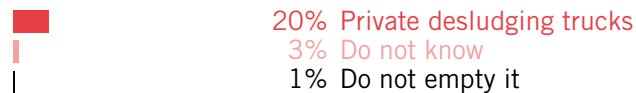


11% Very unsatisfied  
30% Unsatisfied  
34% Moderately satisfied  
23% Satisfied  
2% Very satisfied  
0% Don't know

### Sanitation

% of household with access to sewer system: **77%**

Most prominent methods of discharging solid waste:



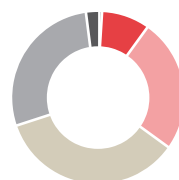
Average cost for desludging in the last six months: **81 JD**

### Waste Disposal

Average distance to the nearest garbage bin: **4 minutes**

Frequency of garbage collection: **Everyday**

Level of satisfaction with waste management:



9% Very unsatisfied  
25% Unsatisfied  
35% Moderately satisfied  
28% Satisfied  
2% Very satisfied  
1% Don't know



### Baseline Factsheet: Mafrq Al-Kubra Municipality

Governorate: **Al Mafrq**

Treatment / Control\*: **Treatment**

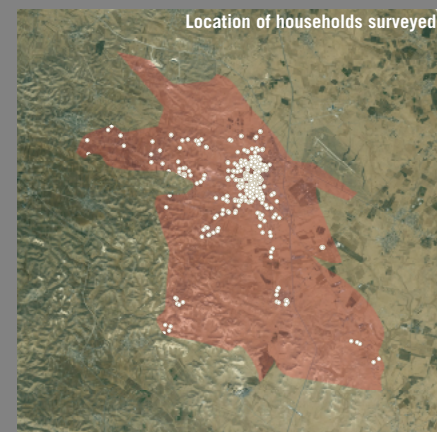
% of Syrian households assessed: **49%**

Average household size: **6.8**

Dependency ratio: **1.17**

% female headed household: **20%**

\*treatment: municipality where the World Bank has planned municipal service interventions, control: municipality where World Bank does not have planned municipal service interventions.



Information collected from 385 households living in Mafrq Al-Kubra municipality.

### Community Outreach

General level of satisfaction with the municipality:



12% Very unsatisfied  
13% Unsatisfied  
20% Moderately satisfied  
34% Satisfied  
3% Very satisfied  
18% Don't know

Awareness of where to make a complaint about municipal services:



38% Aware  
62% Not aware

### Public Leisure Spaces

Frequency of park usage: **Never**

Average distance to the closest park: **11 minutes**

Level of satisfaction with availability / quality of public leisure spaces:



32% Very unsatisfied  
18% Unsatisfied  
13% Moderately satisfied  
12% Satisfied  
0% Very satisfied  
25% Don't know

### Roads / Sidewalks and Public Illumination

Level of satisfaction with roads / sidewalks:



18% Very unsatisfied  
16% Unsatisfied  
22% Moderately satisfied  
37% Satisfied  
6% Very satisfied  
1% Don't know

Level of satisfaction with public lighting:

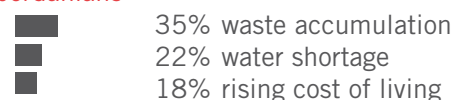


9% Very unsatisfied  
7% Unsatisfied  
21% Moderately satisfied  
46% Satisfied  
16% Very satisfied  
1% Don't know

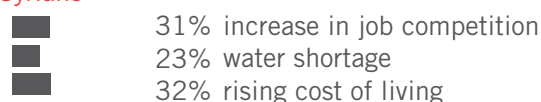
### Perception of change in the community

Three most prominent changes observed since living in the community:

**Jordanians**



**Syrians**



### Water

% of household with access to public water supply: **93%**

Frequency of water supply: **Twice a week (62%), Once a week (27%)**

Level of satisfaction with water authority:

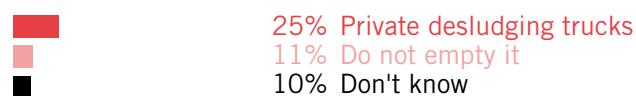


17% Very unsatisfied  
12% Unsatisfied  
15% Moderately satisfied  
40% Satisfied  
10% Very satisfied  
6% Don't know

### Sanitation

% of household with access to sewer system: **55%**

Most prominent methods of discharging solid waste:



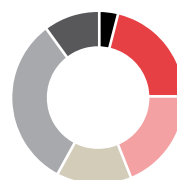
Average cost for desludging in the last six months: **96 JD**

### Waste Disposal

Average distance to the nearest garbage bin: **2 minutes**

Frequency of garbage collection: **Once every two days**

Level of satisfaction with waste management:



21% Very unsatisfied  
19% Unsatisfied  
14% Moderately satisfied  
32% Satisfied  
10% Very satisfied  
4% Don't know

### Baseline Factsheet: Al-Mazar Al-Jadeedah Municipality

Governorate: **Irbid**

Treatment / Control\*: **Control**

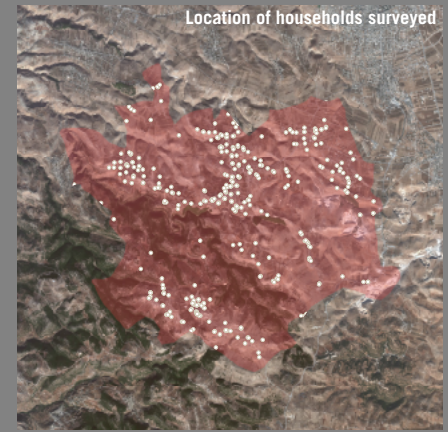
% of Syrian households assessed: **3%**

Average household size: **6.1**

Dependency ratio: **0.75**

% female headed household: **7%**

\*treatment: municipality where the World Bank has planned municipal service interventions, control: municipality where World Bank does not have planned municipal service interventions.



Information collected from 385 households living in Al-Mazar Al-Jadeedah municipality.

#### Community Outreach

General level of satisfaction with the municipality:



22% Very unsatisfied  
16% Unsatisfied  
21% Moderately satisfied  
15% Satisfied  
0% Very satisfied  
26% Don't know

Awareness of where to make a complaint about municipal services:



76% Aware  
24% Not aware

#### Public Leisure Spaces

Frequency of park usage: **No park**

Average distance to the closest park: **24 minutes**

Level of satisfaction with availability / quality of public leisure spaces:



50% Very unsatisfied  
15% Unsatisfied  
24% Moderately satisfied  
6% Satisfied  
0% Very satisfied  
5% Don't know

#### Roads / Sidewalks and Public Illumination

Level of satisfaction with roads / sidewalks:



42% Very unsatisfied  
16% Unsatisfied  
21% Moderately satisfied  
18% Satisfied  
2% Very satisfied  
1% Don't know

Level of satisfaction with public lighting:

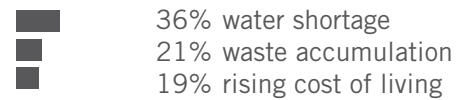


27% Very unsatisfied  
12% Unsatisfied  
16% Moderately satisfied  
39% Satisfied  
5% Very satisfied  
1% Don't know

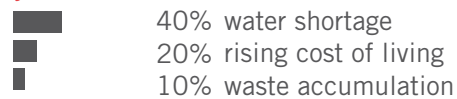
#### Perception of change in the community

Three most prominent changes observed since living in the community:

**Jordanians**



**Syrians**



#### Water

% of household with access to public water supply: **85%**

Frequency of water supply: **Once a week**

Level of satisfaction with water authority:

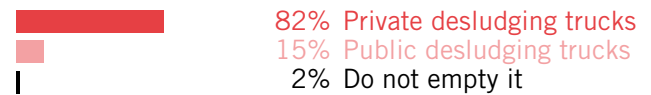


32% Very unsatisfied  
13% Unsatisfied  
30% Moderately satisfied  
22% Satisfied  
2% Very satisfied  
1% Don't know

#### Sanitation

% of household with access to sewer system: **0%**

Most prominent methods of discharging solid waste:



Average cost for desludging in the last six months: **96 JD**

#### Waste Disposal

Average distance to the nearest garbage bin: **4 minutes**

Frequency of garbage collection: **Once a week**

Level of satisfaction with waste management:



48% Very unsatisfied  
13% Unsatisfied  
16% Moderately satisfied  
20% Satisfied  
1% Very satisfied  
2% Don't know

### Baseline Factsheet: Al-Zarqa Municipality

Governorate: **Zarqa**

Treatment / Control\*: **Control**

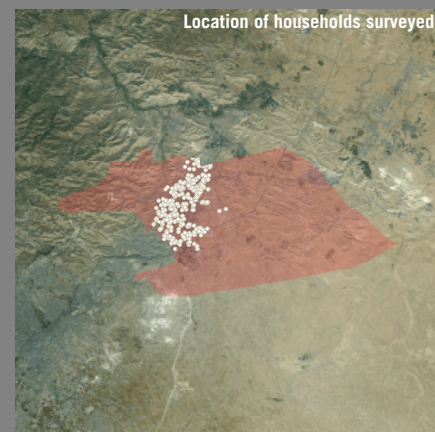
% of Syrian households assessed: **12%**

Average household size: **5.6**

Dependency ratio: **0.97**

% female headed household: **9%**

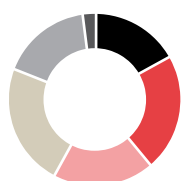
\*treatment: municipality where the World Bank has planned municipal service interventions, control: municipality where World Bank does not have planned municipal service interventions.



Information collected from 388 households living in Al-Zarqa municipality.

### Community Outreach

General level of satisfaction with the municipality:



22% Very unsatisfied  
19% Unsatisfied  
23% Moderately satisfied  
17% Satisfied  
2% Very satisfied  
17% Don't know

Awareness of where to make a complaint about municipal services:



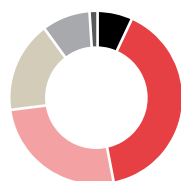
66% Aware  
34% Not aware

### Public Leisure Spaces

Frequency of park usage: **No park**

Average distance to the closest park: **17 minutes**

Level of satisfaction with availability / quality of public leisure spaces:



40% Very unsatisfied  
26% Unsatisfied  
17% Moderately satisfied  
9% Satisfied  
1% Very satisfied  
7% Don't know

### Roads / Sidewalks and Public Illumination

Level of satisfaction with roads / sidewalks:



41% Very unsatisfied  
14% Unsatisfied  
19% Moderately satisfied  
23% Satisfied  
3% Very satisfied  
0% Don't know

Level of satisfaction with public lighting:

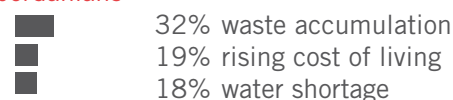


23% Very unsatisfied  
10% Unsatisfied  
19% Moderately satisfied  
39% Satisfied  
9% Very satisfied  
0% Don't know

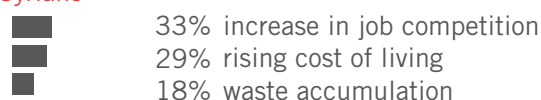
### Perception of change in the community

Three most prominent changes observed since living in the community:

**Jordanians**



**Syrians**



### Water

% of household with access to public water supply: **98%**

Frequency of water supply: **Once a week (38%), Twice a week (32%), Three times a week (20%)**

Level of satisfaction with water authority:

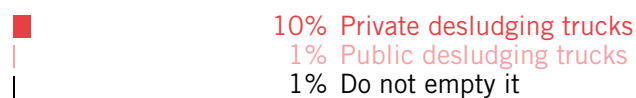


14% Very unsatisfied  
14% Unsatisfied  
19% Moderately satisfied  
38% Satisfied  
14% Very satisfied  
1% Don't know

### Sanitation

% of household with access to sewer system: **89%**

Most prominent methods of discharging solid waste:



Average cost for desludging in the last six months: **76 JD**

### Waste Disposal

Average distance to the nearest garbage bin: **3 minutes**

Frequency of garbage collection: **Everyday**

Level of satisfaction with waste management:



30% Very unsatisfied  
24% Unsatisfied  
19% Moderately satisfied  
22% Satisfied  
5% Very satisfied  
0% Don't know

### Baseline Factsheet: Al-Ramtha Al-Jadeedah Municipality

Governorate: **Irbid**

Treatment / Control\*: **Treatment**

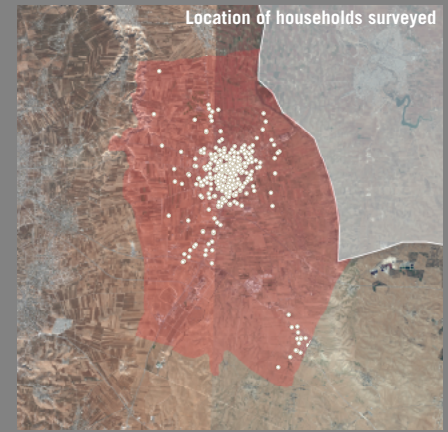
% of Syrian households assessed: **21%**

Average household size: **7.3**

Dependency ratio: **1.04**

% female headed household: **10%**

\*treatment: municipality where the World Bank has planned municipal service interventions, control: municipality where World Bank does not have planned municipal service interventions.



Information collected from 385 households living in Al-Ramtha Al-Jadeedah municipality.

#### Community Outreach

General level of satisfaction with the municipality:



28% Very unsatisfied  
17% Unsatisfied  
33% Moderately satisfied  
13% Satisfied  
1% Very satisfied  
8% Don't know

Awareness of where to make a complaint about municipal services:



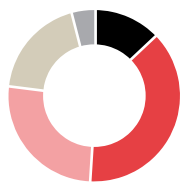
42% Aware  
58% Not aware

#### Public Leisure Spaces

Frequency of park usage: **Never**

Average distance to the closest park: **21 minutes**

Level of satisfaction with availability / quality of public leisure spaces:



38% Very unsatisfied  
26% Unsatisfied  
19% Moderately satisfied  
4% Satisfied  
0% Very satisfied  
13% Don't know

#### Roads / Sidewalks and Public Illumination

Level of satisfaction with roads / sidewalks:



29% Very unsatisfied  
19% Unsatisfied  
21% Moderately satisfied  
28% Satisfied  
2% Very satisfied  
1% Don't know

Level of satisfaction with public lighting:

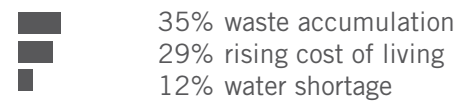


12% Very unsatisfied  
10% Unsatisfied  
27% Moderately satisfied  
40% Satisfied  
10% Very satisfied  
1% Don't know

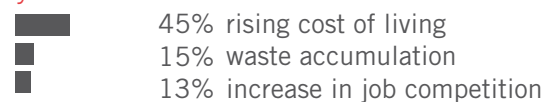
#### Perception of change in the community

Three most prominent changes observed since living in the community:

**Jordanians**



**Syrians**



#### Water

% of household with access to public water supply: **79%**

Frequency of water supply: **Once a week**

Level of satisfaction with water authority:

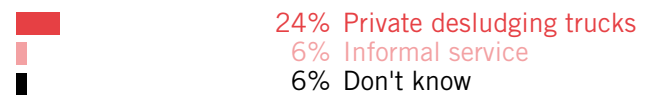


28% Very unsatisfied  
21% Unsatisfied  
22% Moderately satisfied  
19% Satisfied  
2% Very satisfied  
8% Don't know

#### Sanitation

% of household with access to sewer system: **63%**

Most prominent methods of discharging solid waste:



Average cost for desludging in the last six months: **94 JD**

#### Waste Disposal

Average distance to the nearest garbage bin: **4 minutes**

Frequency of garbage collection: **Once a week**

Level of satisfaction with waste management:



39% Very unsatisfied  
23% Unsatisfied  
17% Moderately satisfied  
17% Satisfied  
3% Very satisfied  
1% Don't know

### Baseline Factsheet: Rhab Al-Jadeedah Municipality

Governorate: **Al Mafraq**

Treatment / Control\*: **Control**

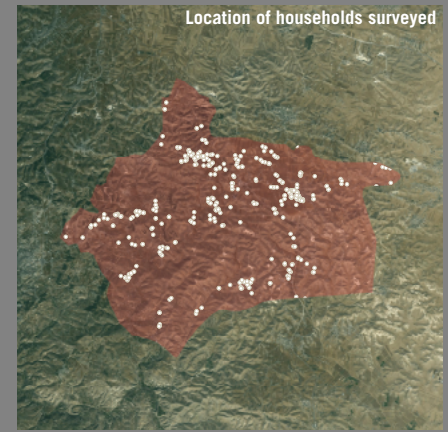
% of Syrian households assessed: **9%**

Average household size: **5.8**

Dependency ratio: **0.95**

% female headed household: **7%**

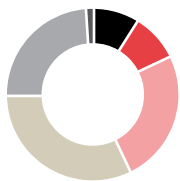
\*treatment: municipality where the World Bank has planned municipal service interventions, control: municipality where World Bank does not have planned municipal service interventions.



Information collected from 387 households living in Rhab Al-Jadeedah municipality.

### Community Outreach

General level of satisfaction with the municipality:



9% Very unsatisfied  
25% Unsatisfied  
32% Moderately satisfied  
24% Satisfied  
1% Very satisfied  
9% Don't know

Awareness of where to make a complaint about municipal services:



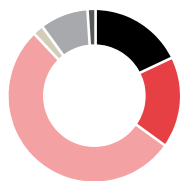
71% Aware  
29% Not aware

### Public Leisure Spaces

Frequency of park usage: **No park**

Average distance to the closest park: **23 minutes**

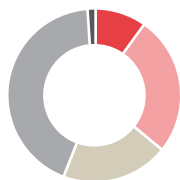
Level of satisfaction with availability / quality of public leisure spaces:



17% Very unsatisfied  
53% Unsatisfied  
2% Moderately satisfied  
9% Satisfied  
1% Very satisfied  
18% Don't know

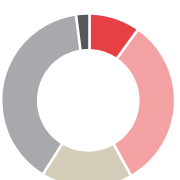
### Roads / Sidewalks and Public Illumination

Level of satisfaction with roads / sidewalks:



10% Very unsatisfied  
26% Unsatisfied  
20% Moderately satisfied  
43% Satisfied  
1% Very satisfied  
0% Don't know

Level of satisfaction with public lighting:

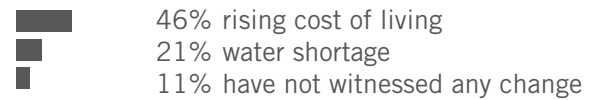


10% Very unsatisfied  
32% Unsatisfied  
17% Moderately satisfied  
39% Satisfied  
2% Very satisfied  
0% Don't know

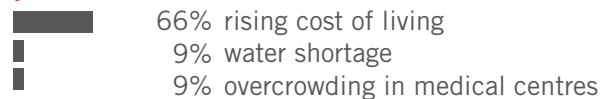
### Perception of change in the community

Three most prominent changes observed since living in the community:

**Jordanians**



**Syrians**

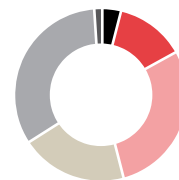


### Water

% of household with access to public water supply: **89%**

Frequency of water supply: **Once a week**

Level of satisfaction with water authority:

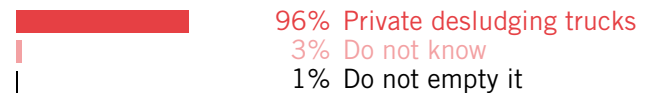


13% Very unsatisfied  
29% Unsatisfied  
20% Moderately satisfied  
33% Satisfied  
1% Very satisfied  
4% Don't know

### Sanitation

% of household with access to sewer system: **0%**

Most prominent methods of discharging solid waste:



Average cost for desludging in the last six months: **61 JD**

### Waste Disposal

Average distance to the nearest garbage bin: **3 minutes**

Frequency of garbage collection: **Once a week**

Level of satisfaction with waste management:



11% Very unsatisfied  
29% Unsatisfied  
20% Moderately satisfied  
36% Satisfied  
3% Very satisfied  
1% Don't know

### Baseline Factsheet: Sabha and Al-Dafianeh Municipality

Governorate: **Al Mafrq**

Treatment / Control\*: **Control**

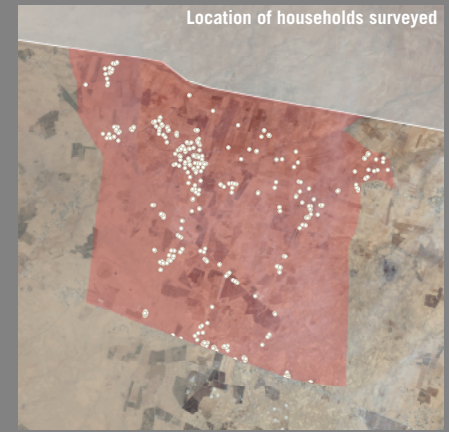
% of Syrian households assessed: **19%**

Average household size: **6.1**

Dependency ratio: **0.97**

% female headed household: **9%**

\*treatment: municipality where the World Bank has planned municipal service interventions, control: municipality where World Bank does not have planned municipal service interventions.



Information collected from 385 households living in Sabha and Al-Dafianeh municipality.

### Community Outreach

General level of satisfaction with the municipality:



21% Very unsatisfied  
26% Unsatisfied  
24% Moderately satisfied  
11% Satisfied  
1% Very satisfied  
17% Don't know

Awareness of where to make a complaint about municipal services:



55% Aware  
45% Not aware

### Public Leisure Spaces

Frequency of park usage: **No park**

Average distance to the closest park: **20 minutes**

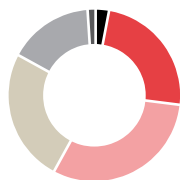
Level of satisfaction with availability / quality of public leisure spaces:



39% Very unsatisfied  
29% Unsatisfied  
10% Moderately satisfied  
3% Satisfied  
0% Very satisfied  
19% Don't know

### Roads / Sidewalks and Public Illumination

Level of satisfaction with roads / sidewalks:



24% Very unsatisfied  
31% Unsatisfied  
25% Moderately satisfied  
16% Satisfied  
1% Very satisfied  
3% Don't know

Level of satisfaction with public lighting:

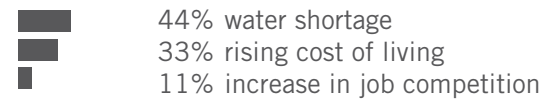


25% Very unsatisfied  
24% Unsatisfied  
21% Moderately satisfied  
27% Satisfied  
1% Very satisfied  
2% Don't know

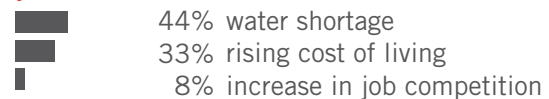
### Perception of change in the community

Three most prominent changes observed since living in the community:

**Jordanians**



**Syrians**

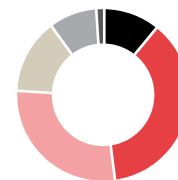


### Water

% of household with access to public water supply: **62%**

Frequency of water supply: **Once a week**

Level of satisfaction with water authority:

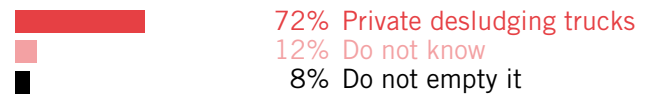


37% Very unsatisfied  
28% Unsatisfied  
14% Moderately satisfied  
9% Satisfied  
1% Very satisfied  
11% Don't know

### Sanitation

% of household with access to sewer system: **0%**

Most prominent methods of discharging solid waste:



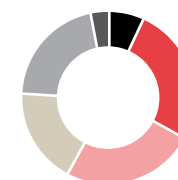
Average cost for desludging in the last six months: **78 JD**

### Waste Disposal

Average distance to the nearest garbage bin: **5 minutes**

Frequency of garbage collection: **Once a week**

Level of satisfaction with waste management:



26% Very unsatisfied  
25% Unsatisfied  
18% Moderately satisfied  
21% Satisfied  
3% Very satisfied  
7% Don't know

### Baseline Factsheet: Sahel Horan Municipality

Governorate: **Irbid**

Treatment / Control\*: **Treatment**

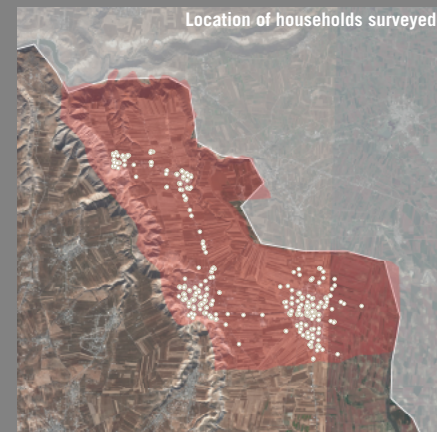
% of Syrian households assessed: **12%**

Average household size: **6.8**

Dependency ratio: **1.02**

% female headed household: **8%**

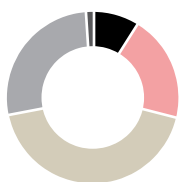
\*treatment: municipality where the World Bank has planned municipal service interventions, control: municipality where World Bank does not have planned municipal service interventions.



Information collected from 385 households living in Sahel Horan municipality.

### Community Outreach

General level of satisfaction with the municipality:



0% Very unsatisfied  
20% Unsatisfied  
43% Moderately satisfied  
27% Satisfied  
1% Very satisfied  
9% Don't know

Awareness of where to make a complaint about municipal services:



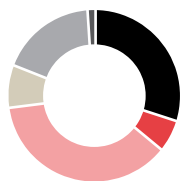
70% Aware  
30% Not aware

### Public Leisure Spaces

Frequency of park usage: **Never**

Average distance to the closest park: **24 minutes**

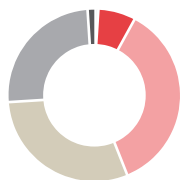
Level of satisfaction with availability / quality of public leisure spaces:



6% Very unsatisfied  
37% Unsatisfied  
8% Moderately satisfied  
18% Satisfied  
1% Very satisfied  
30% Don't know

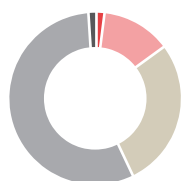
### Roads / Sidewalks and Public Illumination

Level of satisfaction with roads / sidewalks:



7% Very unsatisfied  
36% Unsatisfied  
30% Moderately satisfied  
25% Satisfied  
1% Very satisfied  
1% Don't know

Level of satisfaction with public lighting:

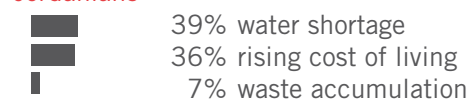


2% Very unsatisfied  
13% Unsatisfied  
28% Moderately satisfied  
56% Satisfied  
1% Very satisfied  
0% Don't know

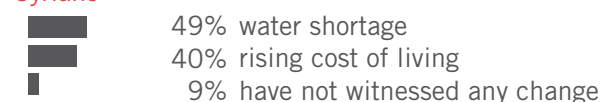
### Perception of change in the community

Three most prominent changes observed since living in the community:

**Jordanians**



**Syrians**

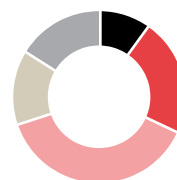


### Water

% of household with access to public water supply: **68%**

Frequency of water supply: **Once every two weeks**

Level of satisfaction with water authority:

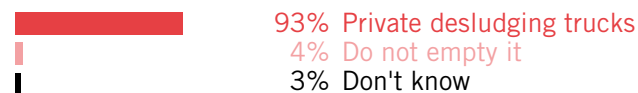


22% Very unsatisfied  
38% Unsatisfied  
14% Moderately satisfied  
16% Satisfied  
0% Very satisfied  
10% Don't know

### Sanitation

% of household with access to sewer system: **0%**

Most prominent methods of discharging solid waste:



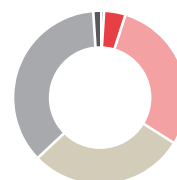
Average cost for desludging in the last six months: **130 JD**

### Waste Disposal

Average distance to the nearest garbage bin: **2 minutes**

Frequency of garbage collection: **Once every two days**

Level of satisfaction with waste management:



4% Very unsatisfied  
29% Unsatisfied  
29% Moderately satisfied  
36% Satisfied  
1% Very satisfied  
1% Don't know

### Baseline Factsheet: Al-Serhan Municipality

Governorate: **Al Mafrqa**

Treatment / Control\*: **Treatment**

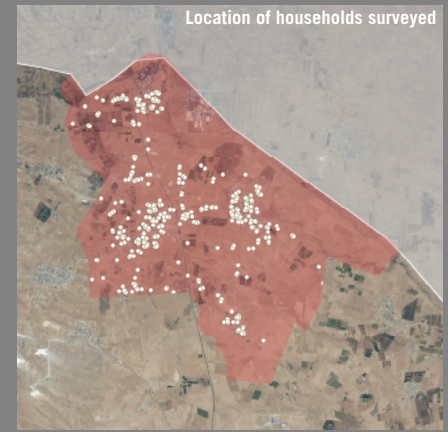
% of Syrian households assessed: **24%**

Average household size: **6.3**

Dependency ratio: **1.03**

% female headed household: **10%**

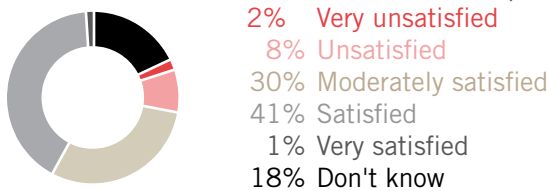
\*treatment: municipality where the World Bank has planned municipal service interventions, control: municipality where World Bank does not have planned municipal service interventions.



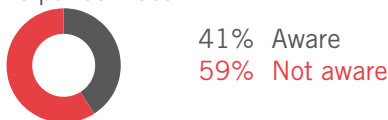
Information collected from 385 households living in Al-Serhan municipality.

### Community Outreach

General level of satisfaction with the municipality:



Awareness of where to make a complaint about municipal services:

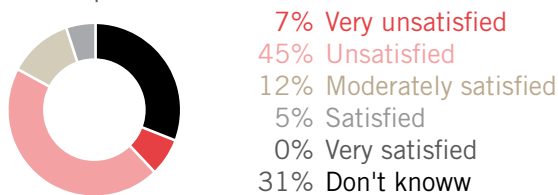


### Public Leisure Spaces

Frequency of park usage: **No park**

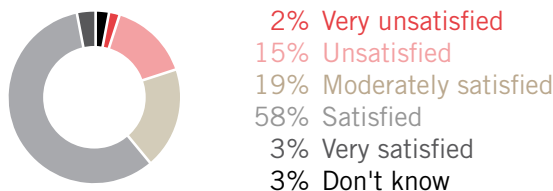
Average distance to the closest park: **29 minutes**

Level of satisfaction with availability / quality of public leisure spaces:

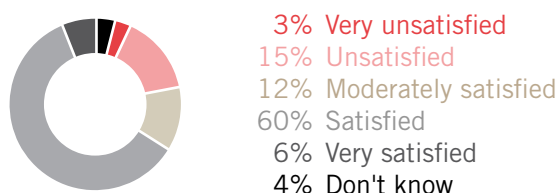


### Roads / Sidewalks and Public Illumination

Level of satisfaction with roads / sidewalks:

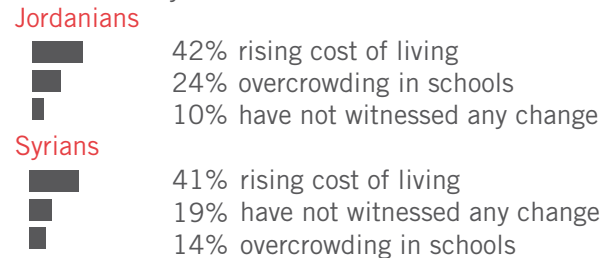


Level of satisfaction with public lighting:



### Perception of change in the community

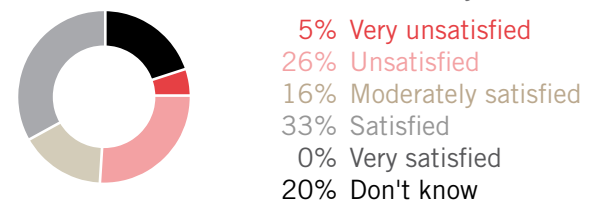
Three most prominent changes observed since living in the community:



### Water

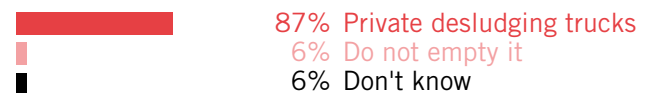
% of household with access to public water supply: **60%**  
Frequency of water supply: **Once a week**

Level of satisfaction with water authority:



### Sanitation

% of household with access to sewer system: **1%**  
Most prominent methods of discharging solid waste:



Average cost for desludging in the last six months: **53 JD**

### Waste Disposal

Average distance to the nearest garbage bin: **4 minutes**  
Frequency of garbage collection: **Once a week**

Level of satisfaction with waste management:

