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Syrian Crisis Response - Monitoring and Evaluation Framework

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



Community Outreach

General level of satisfaction with the municipality:

0

19% Very unsatisfied

12% Unsatisfied

21% Moderately satisfied

28% Satisfied

0% Very satisfied

20% 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: 15 minutes

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



31% Very unsatisfied

15% Unsatisfied

32% Moderately satisfied

12% Satisfied

0% Very satisfied

10% Don't knoww

Roads / Sidewalks and Public Illumination

Level of satisfaction with roads / sidewalks:



24% Very unsatisfied

14% Unsatisfied

31% Moderately satisfied

25% Satisfied

4% Very satisfied

2% Don't know

Level of satisfaction with public lighting:



15% Very unsatisfied

11% Unsatisfied

16% Moderately satisfied

48% 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

l I 67% water shortage

13% increase in job competition

8% rising cost of living



56% water shortage

30% increase in job competition

7% have not witnessed any change

Water

% of household with access to public water supply: **85**% Frequency of water supply: **Once a week**

Level of satisfaction with water authority:



52% Very unsatisfied

16% Unsatisfied

12% Moderately satisfied

15% Satisfied

3% Very satisfied

2% Don't know

Sanitation

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



75% Private desludging trucks 23% Public desludging trucks

1% Don't know

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:



23% Very unsatisfied

12% Unsatisfied

27% Moderately satisfied

32% Satisfied

5% Very satisfied







Syrian Crisis Response - Monitoring and Evaluation Framework

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%



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 knoww

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



67% water shortage

15% rising cost of living

6% increase in job competition

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55% water shortage

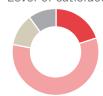
35% rising cost of living

5% increase in job competition

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 prominant methods of discharging solid waste:



88% Private desludging trucks

5% Do not empty it

4% Don't know

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









Syrian Crisis Response - Monitoring and Evaluation Framework

Baseline Factsheet: Al-Yarmook Al-Jadeedah Municipality

Governorate: Irbid

Treatment / Control*: Control

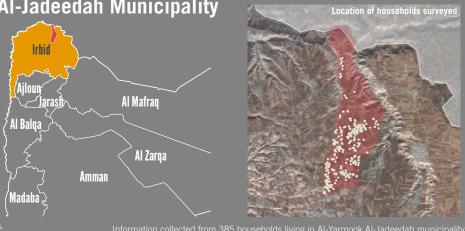
% of Syrian households assessed: 8%

Average household size: 5.6

Dependency ratio: 0.85

% female headed household: 11%

*treatment: municipality where the World Bank has planned municipal service interventions,



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 knoww

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



46% rising cost of living 41% water shortage

4% waste accumulation



57% rising cost of living 27% water shortage

7% waste accumulation

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 prominant methods of discharging solid waste:



80% Private desludging trucks

7% Don't know

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







Syrian Crisis Response - Monitoring and Evaluation Framework

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

Governorate: Al Mafrag

Treatment / Control*: Treatment

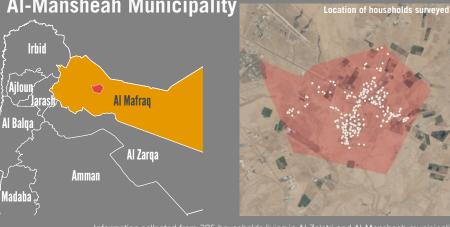
% of Syrian households assessed: 32%

Average household size: 6.4

Dependency ratio: 1.17

% female headed household: 16%

*treatment: municipality where the World Bank has planned municipal service interventions,



Community Outreach

General level of satisfaction with the municipality:

0

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 knoww

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

F

40% rising cost of living

29% water shortage

12% increase in job competition

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Syrians

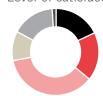
44% rising cost of living 34% water shortage

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 prominant 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









Syrian Crisis Response - Monitoring and Evaluation Framework

Baseline Factsheet: Bal'ama Al-Jadeedah Municipality

Governorate: Al Mafrag

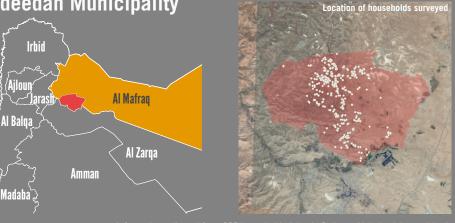
Treatment / Control*: Treatment

% of Syrian households assessed: 9%

Average household size: 6

Dependency ratio: 0.91

% female headed household: 8%



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 knoww

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

39% water shortage

27% rising cost of living 10% waste accumulation

Syrians



30% water shortage

27% rising cost of living

18% have not witnessed any change

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 prominant methods of discharging solid waste:



69% Private desludging trucks 17% Do not empty it

11% Don't know

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









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Syrian Crisis Response - Monitoring and Evaluation Framework

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,



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 knoww

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

l I 65% water shortage

18% waste accumulation

8% rising cost of living



65% water shortage

15% have not witnessed any change

8% rising cost of living

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 prominant methods of discharging solid waste:



72% Private desludging trucks

8% Do not know

2% Do not empty it

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









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Syrian Crisis Response - Monitoring and Evaluation Framework

Baseline Factsheet: Hosha Al-Jadedah Municipality

Governorate: Al Mafrag

Treatment / Control*: Control

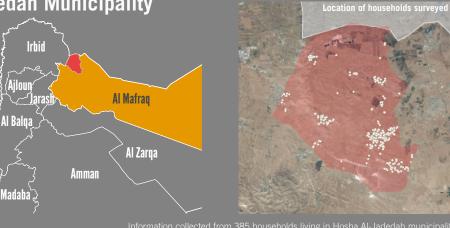
% of Syrian households assessed: 13%

Average household size: 6.5

Dependency ratio: 1

% female headed household: 8%

*treatment: municipality where the World Bank has planned municipal service interventions,



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 knoww

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

58% water shortage

43% rising cost of living 6% waste accumulation

O /O W



51% water shortage

29% rising cost of living

4% have not witnessed any change

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 prominant methods of discharging solid waste:



91% Private desludging trucks

5% Do not know

4% Informal service

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









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Syrian Crisis Response - Monitoring and Evaluation Framework

Baseline Factsheet: Irbid Al-Kubra Municipality

Governorate: Irbid

Treatment / Control*: Treatment

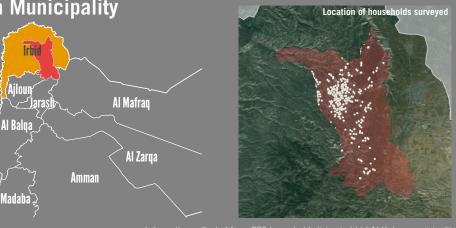
% of Syrian households assessed: 14%

Average household size: 5.3

Dependency ratio: 0.78

% female headed household: 11%

*treatment: municipality where the World Bank has planned municipal service interventions,



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 knoww

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

F

47% water shortage

21% waste accumulation 13% rising cost of living



31% rising cost of living

21% water shortage

10% waste accumulation

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 prominant methods of discharging solid waste:



20% Private desludging trucks

3% Do not know

1% Do not empty it

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









Syrian Crisis Response - Monitoring and Evaluation Framework

Baseline Factsheet: Mafrag Al-Kubra Municipality

Governorate: Al Mafrag

Treatment / Control*: Treatment

% of Syrian households assessed: 49%

Average household size: 6.8

Dependency ratio: 1.17

% female headed household: 20%





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 knoww

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

35% waste accumulation 22% water shortage 18% rising cost of living

Syrians

31% increase in job competition

23% water shortage

32% rising cost of living

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 prominant methods of discharging solid waste:



25% Private desludging trucks

11% Do not empty it

10% Don't know

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









Syrian Crisis Response - Monitoring and Evaluation Framework

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,





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Information collected from 385 households living in Al-Mazar Al-Jadeedah municipalit

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 knoww

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

36% water shortage

21% waste accumulation

19% rising cost of living



40% water shortage

20% rising cost of living

10% waste accumulation

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 prominant methods of discharging solid waste:



82% Private desludging trucks 15% Public desludging trucks

2% Do not empty it

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









Syrian Crisis Response - Monitoring and Evaluation Framework

Baseline Factsheet: Al-Zarga Municipality

Governorate: Zarga

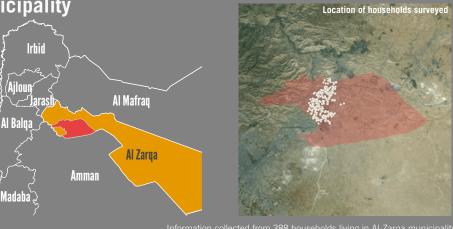
Treatment / Control*: Control

% of Syrian households assessed: 12%

Average household size: 5.6

Dependency ratio: 0.97

% female headed household: 9%



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 knoww

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

32% waste accumulation 19% rising cost of living 18% water shortage



33% increase in job competition

29% rising cost of living

18% waste accumulation

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 prominant methods of discharging solid waste:

10% Private desludging trucks 1% Public desludging trucks

1% Do not empty it

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









Syrian Crisis Response - Monitoring and Evaluation Framework

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,



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 knoww

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:

Aug. - Sept. 2014

Jordanians

35% waste accumulation 29% rising cost of living

12% water shortage



45% rising cost of living 15% waste accumulation

13% increase in job competition

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 prominant methods of discharging solid waste:



24% Private desludging trucks 6% Informal service

6% Don't know

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









Syrian Crisis Response - Monitoring and Evaluation Framework

Baseline Factsheet: Rhab Al-Jadeedah Municipality

Governorate: Al Mafrag

Treatment / Control*: Control

% of Syrian households assessed: 9%

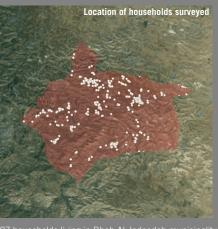
Average household size: 5.8

Dependency ratio: 0.95

% female headed household: 7%

*treatment: municipality where the World Bank has planned municipal service interventions,





Aug. - Sept. 2014

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 knoww

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

46% rising cost of living

21% water shortage

11% have not witnessed any change



66% rising cost of living 9% water shortage

9% overcrowding in medical centres

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 prominant methods of discharging solid waste:



96% Private desludging trucks

3% Do not know

1% Do not empty it

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









Syrian Crisis Response - Monitoring and Evaluation Framework

Baseline Factsheet: Sabha and Al-Dafianeh Municipality

Governorate: Al Mafrag

Treatment / Control*: Control

% of Syrian households assessed: 19%

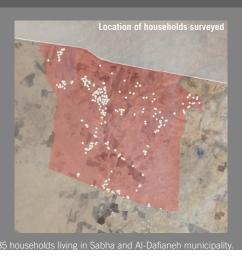
Average household size: 6.1

Dependency ratio: 0.97

% female headed household: 9%

*treatment: municipality where the World Bank has planned municipal service interventions,





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 knoww

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

F

44% water shortage

33% rising cost of living

11% increase in job competition



44% water shortage

33% rising cost of living

8% increase in job competition

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 prominant methods of discharging solid waste:



72% Private desludging trucks

12% Do not know

8% Do not empty it

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









Aug. - Sept. 2014

Syrian Crisis Response - Monitoring and Evaluation Framework

Baseline Factsheet: Sahel Horan Municipality

Governorate: Irbid

Treatment / Control*: Treatment

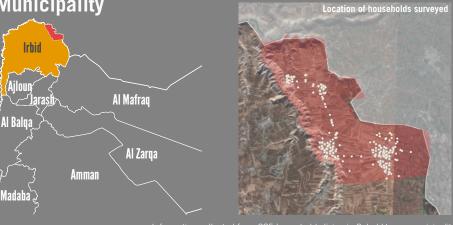
% of Syrian households assessed: 12%

Average household size: 6.8

Dependency ratio: 1.02

% female headed household: 8%

*treatment: municipality where the World Bank has planned municipal service interventions,



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 knoww

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

39% water shortage

36% rising cost of living 7% waste accumulation

Syrians



49% water shortage

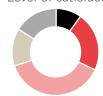
40% rising cost of living

9% have not witnessed any change

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 prominant methods of discharging solid waste:



93% Private desludging trucks

4% Do not empty it

3% Don't know

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







Aug. - Sept. 2014

Syrian Crisis Response - Monitoring and Evaluation Framework

Baseline Factsheet: Al-Serhan Municipality

Governorate: Al Mafrag

Treatment / Control*: Treatment

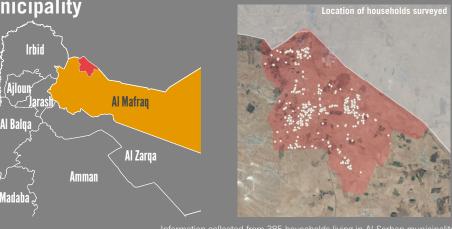
% of Syrian households assessed: 24%

Average household size: 6.3

Dependency ratio: 1.03

% female headed household: 10%

*treatment: municipality where the World Bank has planned municipal service interventions,



Community Outreach

General level of satisfaction with the municipality:



2% Very unsatisfied

8% Unsatisfied

30% Moderately satisfied

41% Satisfied

1% Very satisfied

18% Don't know

Awareness of where to make a complaint about municipal services:



41% Aware 59% Not aware

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:



7% Very unsatisfied

45% Unsatisfied

12% Moderately satisfied

5% Satisfied

0% Very satisfied

31% Don't knoww

Roads / Sidewalks and Public Illumination

Level of satisfaction with roads / sidewalks:



2% Very unsatisfied

15% Unsatisfied

19% Moderately satisfied

58% Satisfied

3% Very satisfied

3% Don't know

Level of satisfaction with public lighting:



3% Very unsatisfied

15% Unsatisfied

12% Moderately satisfied

60% Satisfied

6% Very satisfied

4% Don't know

Perception of change in the community

Three most prominent changes observed since living in the community:

Jordanians

F

42% rising cost of living

24% overcrowding in schools

10% have not witnessed any change



41% rising cost of living

19% have not witnessed any change

14% overcrowding in schools

Water

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

Level of satisfaction with water authority:



5% Very unsatisfied

26% Unsatisfied

16% Moderately satisfied

33% Satisfied

0% Very satisfied

20% Don't know

Sanitation

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



87% Private desludging trucks

6% Do not empty it

6% Don't know

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:



5% Very unsatisfied

15% Unsatisfied

19% Moderately satisfied

47% Satisfied

3% Very satisfied







