STATE OF PALESTINE

ANNUAL REPORT

التقرير السنوي

2013
A Message from the Mayor of Ramallah

A year has passed, crowded with events and achievements, which our Board and staff worked tirelessly to accomplish, in order to meet what we promised in the year 2013. In November of 2012, which was our first month functioning as elected Municipal Council, was spent in meetings that constructed the mechanism of action for the Ramallah Municipality. We have a long history, following the footsteps of the previous council, and dedicating our efforts towards enhancing the city of Ramallah for hundreds of years now.

We faced several challenges and obstacles; we succeeded in overcoming some and failed in others, but nothing has stopped us from aiming for the provision of excellent services and events.

We have achieved success in several areas; namely in the area of zoning and urban planning, where we have started a new expansion plan, that relied heavily on feedback from citizens and experts, in order to find new areas to meet the growing demand for land and housing construction, trade and services. Moreover, and starting with the Tireh, the infrastructural development project started connecting buildings to the public sewer system. In the area of economic development, the first phase started with the development of the municipal fund system through an advanced strategy in the area of local economic development.

The municipality also embarked on the development and preservation of the historic center (old town) in Ramallah, within the project entitled “Preserving Heritage: Investment in Human Resources for the Rehabilitation and Management of Historical Sites.” The project was designed and executed in partnership with Riwaq Center for Architectural Conservation. In terms of the environmental and public health issues, the municipality has continued to develop its supervisory education activities among school students. We also continue to promote Ramallah locally and globally through existing
twinning relationships, and investment in the service of the city and its institutions to open new horizons. We are also delighted to announce the first GIS managed zip code and address system for the city of Ramallah. In the area of institutional development, we have begun to take practical steps to launch the strategic development plan for the next 20 years, as we updated the strategic plan for the municipality of Ramallah.

In terms of the development of public and rehabilitation services, we have succeeded, in agreement with our partners, to facilitate the completion of crafts and industry licensing; health functions were transferred from the Ministry of Health to the Ramallah municipality, and the final design of the modern public service center was completed, and will see the light in mid-2015. The center will start offering morning and evening shifts, in order to meet the needs of citizens and provide them with the best services.

We offer you our first annual report for the current session of the Municipal Council, in order to introduce you to our work and hear your feedback. Your comments will be a catalyst for the development of our services, and meet the expectations and ambitions for a better Ramallah.

Musa Hadid
Mayor of Ramallah
The Vision for the City of Ramallah
A unique and advanced city, beautiful and green, safe and prosperous, environmentally friendly, preserving the natural and cultural heritage, attracting tourism and investment, an innovative space for the culture and the arts, containing intellectual, political, and cultural diversity and respect for human rights.

The Vision for the Municipality of Ramallah
A pioneering municipality in its distinct and fair distribution of services, that works professionally and transparently with all the institutions of the city on the basis of partnership and integration.

The Mission of the Municipality of Ramallah
To provide excellent services to the residents and visitors to Ramallah, and continue advancing the city and keep it open and vibrant, and able to keep pace with and contribute to the achievement of sustainable development on the basis of rights and justice in the provision of services, and based on community partnership.

Executive Management

Director General of the Municipality of Ramallah / Ahmed K. AbuLaban
Director of the Administrative Department / Elie Saba Baba
Director of the Public Relations Department / Maha Shehadeh
Director of the Cultural Affairs and Community Department / Fatin Farhat
Acting Director of the Department of Health and Environment / Melvina AlJamal
Director of the Department of Geographic Information Systems and Information Technology / Safa Al Dweik
Director of Finance / Sulaiman Ghoneim
Director of Projects / Uday Al Hindi
Director of Buildings and Urban Planning / Osama Hamdeh

Director of Internal Control / Maher Boulous Al Natour
Head of Bidding and Procurement / Saleh Azar
Head of Complaints Unit / Saqr Hanatcheh
The Committee for Naming and Numbering

At the end of 2013, the Committee for Naming and Numbering of streets and buildings has been re-activated in order to complete the work in the areas of expansion in the city of Ramallah, the committee comprises members of the municipality council, namely; Sameh Abdul Majid, Ala’ Abu Ein, Hassan Abu Shalbak, Nijmeh Ghanem, Faisal Darras, Omar Assaf, and city members: Lisa Taraki, Issa Shehadeh, Adrian Faramand, Yousif Farhat, Samaa Heikal, Samir Hishmeh, Mohammed Almasr, Ghasan Abdullah, Ziad Ezzat and Nada Rabah.

The Committee for Ramallah’s Municipal Public Library

Through the formation of an advisory council for Ramallah’s Municipal Public Library, Ramallah Municipality aims to consult with a group of experts, consultants, academics and researchers with a direct relationship and interest in culture, education and technology, in addition to decision-makers to encourage community participation in first assessing then improving the performance of the library in terms of providing services and keeping up with the news technological advances in the related fields.

The members of the Committee are: Raji Al Najami, Nahla Koura, Salma Al-Bizri, Afaf Harb, Abdul Karim Abu Khashan, Liana Qweider, Fatima Badwan, Faris Giacaman, Abla Nasir, Abdul Rahim Al Sheikh, Amer Saad and Adrian Dagher.

Committee for the Beautification of the City:

Is a consulting committee in support of the municipality, which submits recommendations to the municipal council on the subject of general cleanliness and greenness of the city, which include the sustainable development of the city. The committee takes into account the economic, social and environmental conditions in the preparation and implementation of development plans.

The members of the committee are: Adel Boulos, Doha Al Masri, Emile Ashrawi, Sameh Abboushi, Reem Musleh, Khalid Elyan, Salwa Barghouti-Faqih, Issa Totah, Kamal Shamshoum, Ameen Thalji, and the following members of the Municipal Council, Harbi Al Froukh, Ameen Inabi and Kamal Dabes.

The Sub-committees of the Municipal Council

Projects Committee
Chairman of the Committee: Musa Haddad
Members: Nadia Haba, Ala’ Abu Ein, Ramzi Abu Al Ezam.

Organizing Committee
Chairman of the Committee: Musa Haddad
Members: Hassan Abu Shalbak, Nijmeh Ghanem, Omar Assaf.

Finance Committee
Chairman of the Committee: Nijmeh Ghanem
Members: Sameh Abdul Majid, Ala’ Abu Ein

Administrative Affairs Committee
Chairman of the Committee: Ramzi Abu Al Ezam
Members: Kamel Dabes, Iman Assaf

Tender Committee
Chairman of the Committee: Hassan Abu Shalbak
Members: Faisal Darras, Maher Hanania

Appraisal Committee
Chairman of the Committee: Faisal Darras
Members: Ala’ Abu Ein, Amene Hassari

Committee on Health, Environment and Beautification of the City
Chairman of the Committee: Harbi Al Froukh
Members: Kamel Dabes, Ameen Inabi

Advisory Committees

Committee for Cultural and Community Affairs
Chairman of the Committee: Omar Assaf
Members: Ameen Inabi, Sameh Abdul Majid.

Committee of Public Relations and Media
Chairman of the Committee: Kamal Dabes
Members: Faisal Darras, Maher Hanania

Taxes Commission
Chairman of the Committee: Nada Haba

Internal Control Committee
Chairman of the Committee: Ameen Inabi
Members: Sameh Haba, Sameh Abdul Majid

Committee for Old City Affairs and Cultural Heritage
Chairman of the Committee: Nada Haba
Members: Harbi Al Froukh, Nijmeh Ghanem, Janet Mikhail.

Delegates of the Municipal Council for Service Bodies and Institutions

Jerusalem District Electricity Company: Musa Haddad
Jerusalem Water Undertaking: Musa Haddad, Kamel Dabes.
Joint Services Council for Solid Waste Management: Sameh Abdul Majid
The Mahmoud Darwish Foundation: Musa Haddad, Ameen Inabi
Unit of Joint Cooperation for the Municipalities of Ramallah, Al-Bireh and Betunia: Musa Haddad, Hassan Abu Shalbak, Faisal Darras.
Palestinian Medical Complex: Ala’ Abu Ein
The annual report between your hands displays the achievements of the Municipality of Ramallah in 2013, which are the result of effective implementation of the set strategic goals. The report begins with the first strategic objective.

In order to keep pace with the urban evolution witnessed by the city of Ramallah, Ramallah Municipality monitors the biggest budget for the development of infrastructure, zoning and urban planning in the city, and aims to achieve its vision for a prosperous, developed city that attracts investment. To achieve that end, the municipality has worked on achieving developments on multiple fronts.
1. Development of Infrastructure

The Development of a Road Network

2013 witnessed the rehabilitation of 15 streets that are 4 kilometer in length, and included establishing a road network with sidewalks (3.2 km) long, and rehabilitated infrastructural networks, water, telecommunications, electricity and installation of lighting costing around 2.5 million Shekels.

<table>
<thead>
<tr>
<th>Street Name</th>
<th>Length</th>
<th>Accomplishment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Havana</td>
<td>320</td>
<td>Paved</td>
</tr>
<tr>
<td>Majed Abu Sharrar</td>
<td>560</td>
<td>Paved</td>
</tr>
<tr>
<td>Al Jaheth</td>
<td>100</td>
<td>Paved</td>
</tr>
<tr>
<td>Sharhabeel Bin Hasanah</td>
<td>140</td>
<td>Paved</td>
</tr>
<tr>
<td>Mousa Al Alami</td>
<td>120</td>
<td>Paved</td>
</tr>
<tr>
<td>Al Shobak</td>
<td>200</td>
<td>Rehabilitated</td>
</tr>
<tr>
<td>New Delhi</td>
<td>260</td>
<td>Paved</td>
</tr>
<tr>
<td>Al Karmel</td>
<td>160</td>
<td>Paved</td>
</tr>
<tr>
<td>Al Shobak</td>
<td>200</td>
<td>Rehabilitated</td>
</tr>
<tr>
<td>Shatila</td>
<td>200</td>
<td>Paved/New Sidewalk</td>
</tr>
<tr>
<td>Fayez Al Sayegh</td>
<td>150</td>
<td>Paved</td>
</tr>
<tr>
<td>Jamal Abdul Naser</td>
<td>120</td>
<td>Paved</td>
</tr>
</tbody>
</table>

Creating Public Stairways

This project aims to serve the population in different areas in the city. The project included Sidon Street stairway (12m wide and 35m long), and Mee’ar Street stairway (8m wide and 60m long), and Abrham Street stairway. The project as included setting up the walls, chairs and planting basins to beautify the space.

Creating and Rehabilitating Public Squares and Intersections

Following its vision to honor the leaders of the Palestinian national struggle and its symbols through naming some city streets after them, the municipality continues the rehabilitation of those areas in the city to facilitate traffic, ensure safety on the roads, as well as beautify the city through the artwork and landscaping.

Prisoners of Freedom Square

In order to revive the political prisoner cases, Ramallah Municipality named the intersection in front of the Movenpick Hotel, and the intersection of Michelangelo and Emile Habibi streets. The intersection is beautified through expanding sidewalks, planting an olive tree in the middle. The renovations have significantly alleviated traffic in that area.

Haidar Abdel Shafi Square

In honor of the National leader Haidar Abdel Shafi, the municipality named the square, which is situated opposite the Water Undertaking Company, after him, after finishing the 9 diameter expansion of the square. The intersection helped alleviate traffic in a significantly congested area.

Karim Khalaf Square

This square was established in memory of the past mayor of Ramallah, Karim Khalaf (1976-1980). Karim Khalaf was a national figure who was subjected to an assassination attempt at the hands of the Israeli occupation in 1980, in addition to being under house arrest. The square is located near the home of the late Karim Khalaf in Tokyo Street, near the Ramallah Cultural Palace. The field includes fountains of water and greenery. The square also helps regulate the movement of traffic.

King Abdullah II Square

In the presidential headquarters in Ramallah, and during a meeting with President Mahmoud Abbas, Mayor Masa Hadid handed King Abdullah II the decision to name a square after him, following a direct demand from the President. The square is an expression of great appreciation of the king and the people of Jordan for their support in the recognition of Palestine in the United Nations as a non-member observer.

The King Abdullah II Square is located near the Ramallah Cultural Palace, and includes a striking 13-meter column topped with a hawk sculpture, which represents the prophet’s family (Quraysh). Surrounding the column, greenery, ceramic artwork, and pathways were created, in addition to new pavements, improved services and street lighting.
Installing Prepaid Parking Meters

Prepaid parking meters have contributed to easing traffic congestion and facilitating commercial traffic in the city center. The project succeeded in helping the public find parking in the city center and received a positive response because it enabled people to park their cars in congested shopping areas at a nominal fee. In order to continue improving the project, the municipality has been working on adding new options for users of the prepaid parking system. Those who prefer an alternative to coins, the municipality is now offering parking cards charged with 30 shekels. The cards are available at the municipal building.

Improving Driving Safety in the City

The municipality was keen to work on the provision of a network of roads in the city in order to provide safety and security for drivers and pedestrians. The municipality has installed over 500 traffic lights and signs at different locations in the city including signs to indicate parking and right of way, in addition to signs for people with disabilities.

- **Identifying lanes (35 km)**
  - To provide traffic safety and guidance, the municipality has painted identifying road lines for vehicles and pedestrians in different locations in the city, at a length of 35 km. The work included painting crossings, pavements, road signs, parking spots, intersections, and speed limit signs on major streets, crossings, and in front of schools.

Emergency Traffic Plan

With the increasing traffic congestion in the city center and the various neighborhoods, the municipality had to initiate a study to create an emergency traffic plan in order to reduce traffic congestion, while maintaining driver and pedestrian safety. Through the creation of new intersections and rehabilitating risky streets, the study also aims to identify parking areas. In order to improve the situation, the municipality began with achieving short-term goals, namely:

- **Minimizing traffic congestion**: by increasing the capacity of the existing streets through changing driving directions in several areas from two-way to one-way.
- **Traffic Safety**: identifying the dangerous streets and intersections in the city and working on improving these intersections.
- **Parking**: identifying areas of prepaid parking, free parking and no parking.

Preparing a Strategic Traffic Plan

In collaboration with the Unit of joint cooperation for the municipalities of the three cities (Ramallah, Al-Bireh and Betunia) and in cooperation with the German Foundation for Development, a vision has been developed to improve the road network and transportation for and between the three cities. The vision focused on the indispensability of a network of roads and transportation that offers a comprehensive and effective way to serve both citizens and visitors, and contributes to facilitating the movement of people and goods, improving use of the road network, reducing the rates of accidents, and providing environmentally friendly transportation.

Within this vision, actors involved have prepared a traffic plan that includes short - medium, and long-term goals. The short - medium term goals include developing the existing network of roads and transportation through finding solutions for current problems in the network, while the long-term goals focus on putting together a strategic plan to serve the three cities for the next 20 years.

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3. Development of a Sewage and Drainage Network

Al Tireh Sewage Project

In 2010, and at a cost of two and a half million dollars from the Municipal Fund and the Ministry of Finance (through the Ministry of Local Government), a 22-kilometer sewage network has been created for Al Tireh neighborhood, basin 10, which also includes areas outside Al Tireh neighborhood. The station serves the largest area possible with a capacity of two thousand cubic meters per day, and without the need for pumping stations. In fact, pumping stations were removed and converted to work through natural liquefaction. The aforementioned removal helped eliminate health hazards.

Rehabilitation of the Sewerage Network

In the year 2013, the Municipality of Ramallah held a special meeting with Al Tireh area residents who are beneficiaries of the sewage network; during which the importance of beneficiaries’ fees and contribution was discussed in relation to enabling the municipality to complete its work on the station. The municipality also launched a media campaign to encourage the residents to link their homes with the network through private contractors, and follow the guidelines set by the municipality. Residents have begun to do so at the beginning of this year.

Rehabilitation of Storm Water Network

Within the rainwater drainage hole project, the municipality has conducted rehabilitation work on the main line of sewage for the city that is situated on Al Shobak Street in Ein Munjid neighborhood. The project was funded through a cooperation agreement between the municipality and the city of Toulouse and the Adour Garonne water Agency in France. The year has also witnessed the rehabilitation of sewer lines on Sha’tila Street that constitutes the main line for the industrial zone. Moreover, 2013 witnessed the maintenance of multiple manholes, in addition with dealing with about 80 cases of flooding during a very difficult winter.

The Signing of an Agreement with the Polish Representative Office to Finance the Sewerage Project

Ramallah Municipality has signed an agreement with the Polish representative office in Palestine, to finance a sewerage project in Al Khalil Musa Street in the industrial area, at an estimated cost 36 thousand Euros. Eng. Musa Hadid signed the agreement in the presence of Basia Ninó, an expert on policy development at the Polish representative office. The agreement is part of the municipality’s efforts to find enough funding to rehabilitate the system in the entire city.
4. Development of the City’s Lighting Network

As part of the annual plan for the development and rehabilitation of the lighting network in the city of Ramallah, the network was expanded at about 6 km, and the municipality has installed 120 units with new lighting in different streets. The municipality has also rehabilitated older networks at about 4 km in addition to fixing street and traffic lights.

Use of Renewable Energy

The project aims at using an alternative energy project to generate eco-friendly, solar powered electrical energy, at strength of 15 kilowatts per hour. The experiment is the first of its kind in this area. The project was carried out with partial funding from the municipality of San Fernando in Spain as part of the twinning agreement with the Municipality of Ramallah, signed in 2004. The German Technical Cooperation granted more funding.

Opening Ein Munjid School:

As part of the municipality’s plan to build new schools in different areas in the city and in order to facilitate the movement of students to their schools, the Ministry of Education and the Municipality of Ramallah School opened a school in Ein Munjid.

Ramallah Municipality allocated a piece of land for the school, while the Ministry of Education, with funding from the German Development Bank, established the school. The school building consisted of two floors with an area of 916 square meters featuring administrative rooms and services, in addition to scientific laboratories, and two classrooms. The first floor area of 380 sqm includes 15 classrooms and a library, in addition to parking and a playground.

The school also includes greenery and facilities for students with disabilities.

Rehabilitation and Maintenance of Schools through an Annual Maintenance Tender

This project includes maintenance of public schools in the city to keep them safe, and provide better conditions for students and the educational process as a whole. At a cost of 700 thousand shekels, from the taxes collected from the residents of the city, the schools included in the project for 2013 were Aziz Shaheen School, Ramallah Secondary School for girls, Houwari Abu Medien School, Faisal Husseini School, and Ein Munjid School. The maintenance work included painting, expanding, establishment of health units, windows, corridors, and other miscellaneous work.
6. Zoning

Buildings System

In 2013, Ramallah municipality prepared a semi-final draft of proposed amendments to the building management system for the Ramallah municipality, so as to contribute to the organization of the construction in the city to keep pace with the urban development of the city. The amendments took into account the needs of the city and its geographical nature to provide the appearance of an urbanized setting. The draft recommended adopting a number of regulatory policies (apart from the administrative services, conditions for the excretion of the apartments ... etc.), which aim to preserve the rights of the apartment residents and provide necessary services, and reduce licensing procedures and follow-up by the owners.

Control Procedures and Inspection

The year 2013 witnessed stricter inspection of construction sites and buildings, to confirm their compliance of all the conditions necessary for the protection and security on construction sites in order to reduce the risks.

7. Urban Planning

Redistribution of Land for Expansion

This expansion and redistribution project for the structural planning of the city of Ramallah is considered the first of its kind. The municipality requested the expansion since its land is only about 11,290 acres. The Ministry of local Government approved adding 2,400 acres of the municipal boundaries of Ramallah.

The New Expansion Plan

With the aim of finding new areas to meet the growing demand for land for the construction of residential and commercial centers, office buildings and services, a physical plan for expansion was launched as part of the Municipal Councils vision and in consultation with the relevant resident bodies. The plan includes:

- Branching out commercial areas and centralized services eases the pressure on the current trade center of the city, which suffers from a severe crisis due to the rapid growth of the city, new residential areas that meet the needs of the city's high population growth due to natural increase and migration towards the city, new service areas which include sites for parks, public areas, shopping and social activities, locating public schools to meet the criteria required to provide classrooms and courtyards.

- Those areas are planned to house two shopping malls consisting of plazas, commercial areas and offices, in addition to the large residential area, at flexible investment rates that respond to the original value of the land allocated. There are also proposed tourist sites with relatively large spaces in addition to the area of high-rise building, which increase investment opportunities in these areas. The idea of the redistribution of land in the region comes for the purpose of taking advantage of the legislation that permits the use of (30%) of the plot without any compensation, and redistribute the land in the area to improve plots in compliance with articles 28, 30, 31 of law 79 year 1996 for the regulating cities and enabling local authorities to implement mandatory partitioning for the public interest.
ny registration procedures through the Ministry of Economy, in order to strengthen the investment climate and contribute to facilitating licensing procedures and encouraging the environment for investment in compliance with the World Bank criteria.

In this context the Ramallah municipality signed a memorandum of understanding on simplifying the registration process for companies, within the framework of reforming and improving the environment for business and to ease and accelerate the procedures for the establishment of economic privacy. The Minister of Economy Dr. Jawad Al-Naji, the Mayor of Ramallah Musa Hadid, the President of the Chamber of Commerce of Ramallah Khalil Rizek, President of the Chamber of Commerce of Nablus Ahmed Hashem, and the resident representative of the IFC Yusuf Habash signed the memorandum at the Ministry of Economy.

This will serve to encourage investment and the development of an investment environment for business, with a focus on the analysis, study and evaluation of the current registration system in both Ramallah and Nablus and the roles of those bodies involved in it, also, making the necessary amendments to reduce the number of operations and the time to register new projects.

Partnership with the Private Sector:

The Municipal Council adopted guidelines for strengthening the partnership with the private sector by employing outsourcing services, or through the creation of scenarios that run/relay BOT. Within this framework, Al Haramjeh commercial building was received in the old city after the time with the previous investor came to an end.

8. Local Economic Development

In order to organize local trades and industries to regulate occupations and industries in the city of Ramallah, the Municipal Council adopted special conditions for specific entities like restaurants, cafes, carwash stations, hotels, wedding halls, yards, parking lots, banks, cab companies driving schools. In 2013, and in desire to simplify procedural regulations, the municipality assigned a doctor through the Health Department to inspect and assist in licensing of industries within his specialty.

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The Municipal Fund development fund has confirmed Ramallah Municipality for first phase of the local economic development project, where the municipality has proposed a draft for the strategic plan in the area of local economic development. (Details)

The Development of the City’s Investment Climate

Ramallah municipality was adopted as a Pilot project to facilitate company registration procedures through the Ministry of Economy, in order to strengthen the investment climate and contribute to facilitating licensing procedures and encouraging the environment for investment in compliance with the World Bank criteria.

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The Study of The Establishment of An Industrial City:
The Ramallah municipality discussed the study conducted by the Palestin-
ian Economic Policy Research Institute – MASS, that proposed transferring
the industries in Ramallah and Al-Bireh area to a new industrial zone. During
the meeting, the Institute presented the major themes of the study: deter-
mining the reality of existing industries and the obstacles they faced, and
the factors necessary for the transfer of the current industries from their place
to the new industrial area, and the at-
tractions for investment in new indus-
trial zones. The debate comes in the
light of the problem of industrial areas
overlapping with residential areas in the region, and ergo the difficulty of
encouraging investment. At the end of
the meeting, discussants were unani-
mous on the need for a detailed study
to determine the location and type of
target industries, space, and action and
necessary regulations for a new zone.
The Ramallah Shopping Festival
Ramallah municipality and Chamber of Commerce and industry of Ramal-
lah and Al-Bireh, launched the 2013 Ramallah Festival shopping, during a
press conference at the Chamber of Commerce, in the presence of Minister
of Economy Dr. Javad Naji, Governor
of the Ramallah and Al-Bireh, Dr. Laila
Ghannam, the Ramallah municipality Council members and representatives of
the private sector and institutions of the city and the media. The Festival,
which is the first of its kind, was held in Ramallah (from 1-31/8/2013). It provid-
ed opportunities for discount shopping
which was great for residents at such a
difficult economic circumstance. It also
helped revive the trade and economic
movement in the city.
The Festival’s message stressed that Pal-
estinian market, rather than the Israeli,
should be the destination for every Pal-
estinian. The festival included various
events, including the festivities tent on
Bint Jbeil street at the city center, which
included shopping offers from compa-
nies and factories, the promotion of the
local products, a group of women’s hand
made embroidered clothing and handicrafts. Moreover, the Bank of Palestine, the festival’s official spon-
or, provided gifts for children, in addi-
tion to a hospitality week which aimed to
promote the restaurants, hotels and
guesthouses in the area by offer-
ing unprecedented discounts, fashion
week (Ramallah fashion days, and dis-
counts on clothing, shoes...Etc.), back
to school week (stationary and all nec-
essary back to school supplies accom-
panied by artistic and cultural events).

Over 300 shops and restaurants partici-
pated in the festival.
The Ramallah Shopping Festival is or-
ganized by the municipality and the
Chamber of Commerce and industry for Ramallah and Al-Bireh, with sup-
port from the German Agency, under the auspices of the Bank of Palestine, in
cooperation with the Federation of Palestinian Chambers of Commerce
and industry, and the Consumer Pro-
tection Association of Ramallah and
Al-Bireh, and sponsored by Ajyal radio
station network radio, and Zamn press.
The cultural heritage project is a step towards the institutionalization and development and preservation of the architectural heritage in the city of Ramallah. The municipality, and in partnership with Riwaq Center for architectural conservation, has launched a plan for the development and preservation of the historic center (old town) of Ramallah as part of its project entitled “investment in human resources for the rehabilitation and management of historic city centers” which is currently applied in the three cities in the region: Ramallah, Bethlehem in Palestine and Sult in Jordan. The studies conducted as part of the project also examine the elements of the architectural heritage in the historic center of Ramallah, and prepares development schemes for the protection and regeneration of the area in consultation with interested parties and stakeholders.

Moreover, a survey was conducted on most of the historic buildings in the city in order to evaluate their conditions and their architectural style that contributed in shifting Ramallah from a rural village to town then a city characterized by pluralism and openness.

In the next phase of the project, the municipality will develop a plan through including the list of projects that seek municipal implementation over the next five years, in order to promote the old town area including residential, commercial and cultural priorities for the population and community, as well as to guide the organization of rehabilitation, reconstruction and development. In 2013, the municipality adopted the rehabilitation of streets in the old town including paving Al Shaqra Street.
The Municipality of Ramallah aims to maintain the level of hygiene in the city by increasing the number of cleaning crews and facilities in public areas such as the city center and residential neighborhoods. Through the buying sophisticated, state of the art cleaning tools and machines, the municipality aims to improve the health and environmental situation in the city and beyond. The aforementioned efforts drive towards the goal of 24/7 clean Ramallah, a logo recently adopted by the municipality. The work is being done through multiple changes listed below.
1. Developing The Municipal Waste Management System

A 24/7 Clean Ramallah

The implementation of a 24/7 clean Ramallah is being conducted through a cleaning crew working around the clock to clean up the city and provide new waste baskets and containers, cleaning up empty land (90), expanding the area being cleaned, establishing a waste collection service in the new neighborhoods (Diplomatic and Al Rihan Neighborhoods), and organized over 22 volunteer campaigns to clean up the city. It was also agreed that the management of waste in the streets is to be shared along with the municipalities of Al Bireh and Beitunia. Lastly, a study has been conducted on proposed fees to be collected from services offered to factories.

Redistribution of Waste Containers in the City

The municipality has been working to develop the management system for solid waste collection in the city despite the removal of some of the containers in the city. Most of the large containers were removed, and replaced with small containers, especially in those places where the container occupies a major space that impedes the movement of vehicles and pedestrians. In cooperation with the Department of geographic information systems at the Ramallah municipality, the solid waste department has developed an intelligent system for solid waste containers to facilitate follow-up to requests and complaints from citizens and document the variables relating to the system of waste collection. Waste containers were renumbered in the city via a code for the waste collection path, in addition to street numbers for easy distribution and collection of waste containers, since the city is divided into six regions for waste collection vehicle routes.

Increasing the Collection of Waste During Holidays

Due to the influx of a large number of visitors from neighboring towns and villages to Ramallah during holidays, and in order to maintain the cleanliness of the city and its civilized image, the municipality has been working to increase the collection of waste by increasing the number of street cleaners and waste collection vehicles, who continue to work until 3:30 am. During the day before Eid, solid waste department crews worked for 24 consecutive hours until the morning of the first day of Eid al-Adha.

Cardboard Recycling

The Ramallah municipality is continuing endeavors to start applying a modern advanced system for the collection and recycling of cardboard and paper waste, which would reduce the quantities of waste, which are posted daily. The municipality launched an agreement with a specialized company to operate the city’s first recycling station, and set a mechanism for cardboard collection, which will be implemented in several phases. The first phase will include the collection of cardboard in the center of the city, then will be extended to include department stores and factories. Beautiful containers have been designed and are to be placed in multiple locations, which are emptied daily. The municipality has already discussed the above issues with major producers of cardboard waste in the city of Ramallah, which are mainly stores and malls, factories, grocery stores, supermarkets, schools, and instructed them to follow the recycling code.
torture upon ingesting. Also, the pesticides previously used were only for dogs, which are able to recognize them through smell and stay away. The meeting concluded a quick but merciful solution should be created to deal with the increasing number of animals. This municipality has resumed its campaigns against stray animals through hunting in coordination with security authorities to guarantee the protection of citizens. The hunting is mostly implemented of twice a week in areas that receive the most complaints.

Follow-up on the Treatment of Environmental Issues

Some areas of Ramallah have recently suffered from health issues resulting from environmental factors like dumping of wastes indiscriminately in the territories, or failing to install proper drainage of domestic waste. Ramallah municipality has taken several steps to address the health issues, such as providing notices that explain dangers, followed by coerced removal, in addition to a 50 dinars fine. If the responsible party does not comply, they are transferred to municipal court, which study the case and assign the appropriate fine and sentence. Moreover, the party causing those issues will be denied any pending patents or transactions. The municipality received around 750 complaints concerning the environment, 60 of which have been transferred to municipal court, 70 violators were informed of committing an environmental hazard, and 70 fines have been set.

In order to ensure safety standards in the city’s food establishments, The inspection department in the Ramallah municipality in cooperation with the Commission on Public health and Safety, the Ministry of Health, Ministry of National Economy, Ministry of Agriculture, has been conducting inspection tours of the shops selling poultry, meat and fish, in order to make sure the source of the meat being slaughtered is from licensed slaughterhouses, under veterinary and medical supervision, to ensure their readiness for human consumption, not to mention the focus on hygiene in the shops. The Ramallah municipality has participated in activities conducted by the Committee on Public health and Safety in Ramallah and Al-Bireh, as part of four specialized committees, formed to undertake field trips in towns and villages, in order to ensure the safety of the vegetables, fruits, other vegetables, and recalling and destroying food that is unsafe. The work of the inspection commissions is usually more intense during the two weeks before Ramadan and throughout, especially for pickle shops and sweets, juices and grocery stores, restaurants, bakeries and food factories, in order to check on the both prices and safety.
Ramallah municipality has worked to implement several projects for environmental awareness throughout the year aimed at the city's residents, especially school students, with the purpose of imparting life skills for students during the teaching process, and transferring these skills to transform into positive behavior, and help them understand and deal with the rapid development of various aspects, and make them more aware of the environment in which they live in, while embedding a sense of responsibility towards the town and its environment.

The Ramallah municipality's project for environmental education with schools for the year 2012-2013, includes the implementation of several activities aimed to raise environmental awareness and change in daily practices towards the environment and in line with environmental concepts raised in the Palestinian educational curriculum, offered to 2,500 students aged between 6-10 years from several different schools in the city of Ramallah. The number of schools participating in the project are 10 schools: Arabic Evangelical Episcopal School, Al Ahliyyah College, Al Mostaqbal Schools, Friends School for Girls, Faisal Husseini School, St. George's school, Houari Boumediene School, the Ramallah Girls School, the Ramallah Boys and Evangelical Lutheran School.

These activities are conducted with grades I, II, III and IV for the fifth consecutive year, with support from Palestine Telecommunication Group. The activities guide students on methods of reducing, reusing and recycling waste, through a game show for students on about how to separate solid waste, in addition to teaching them how to com-post Al Qayqab Park.

Healthy and Eco-friendly Schools for 2012-2013
The program was implemented in cooperation with the Directorate of Education in Ramallah and Al-Bireh, in addition to the steering Committee for the program, with the support of the National Beverage Company. The activities of the program are being conducted with 11 schools: Arabic Evangelical Episcopal, Friends School for Girls, Ein Misbah Boys School, the Ramallah Secondary School for Boys, the Ramallah School for Boys, St. Joseph High school, Faisal Husseini School, Houari Boumediene, Arabic Evangelical Episcopal School, Al-mostaqbal school, St. George's school, Ramallah School for Girls, Ramallah School for Boys, Ein Mishab Boys School, and Al Ahliyya College.

The participating schools implemented various environmental activities, such as volunteer agricultural campaigns both inside and outside the school, volunteer campaigns to clean up school yards and streets near schools, healthy food for all schools, awareness seminars in different areas, agricultural basins in school gardens, drip irrigation systems, building plastic houses within the school, paper recycling operations and learning the plant breeding process, incubators, and environmental projects made from solid waste. There were also environmental fairs with participation from parents in addition to the community.

Environmental Contest in Drama for 2012-2013
Aiming to raise environmental awareness among students, an environmental competition using drama was created. The contest was announced at the beginning of the school year, and aimed at the fifth and sixth grade students, entitled "the phenomenon of burning waste", its disadvantages and how to reduce them. Nine schools participated in the competition: Faisal Husseini School, Houari Boumediene, Arabic Evangelical Episcopal School, Al-mostaqbal school, St. George's school, Ramallah School for Girls, Ramallah School for Boys, Ein Mishab Boys School, and Al Ahliyya College.

The Ramallah municipality worked to develop the theatrical skills for teachers and students in line with the main objective of the contest, and provided trained professionals in the field of theater for every school, with support from Juthoor Institute for Health and Social Development, as well as training exercises and games and theatrical techniques (sound, lighting, costumes, and decoration), and help in the production through out the project's implementation.
The Closing Ceremony of the Ramallah Municipality Projects for Environmental Education for the Academic Year 2012-2013

Ramallah municipality celebrated the conclusion of environmental education projects with the students for the academic year 2012-2013, at the Ramallah cultural Palace in the presence of the partner institutions in the project: the Education Directorate in the province, and supporting actors for different projects, namely: The National Beverage Company, PADEL, Juthoor Institute for Health and Social Development, in addition to the school heads, teachers and members of the Steering Committee and the Executive Committee of the program. The ceremony included the official presentation of major events and activities in the participating schools participating, followed by a short film of the environmental activities of the participating schools, then several plays. The winners were announced at the end of the ceremony.

Winners of Environmental Education Projects for 2012-2013 were:
- First place (a tie): Friends School for Girls, and the Ramallah School for Girls (both middle and high school).
- First Place: Faisal Husseini School
- Second Place: Arabic Evangelical Episcopal School
- Third Place: St. George's School

The Healthy and Eco-friendly School Flag

Every year, the Ramallah municipality installs a flag for the most environmentally friendly school based on the role of the management, teachers and students in enhancing health and improving their school’s environment. In 2013, Ramallah municipality raised at the Friends School for Girls for their efforts in providing a healthy and clean environment for the students, as well as their unique activities concerning environmental preservation and recycling of waste and the use of manual work and art.
5. Environmental Camp
Organized by the Municipality of Ramallah and the Environmental Education Center-Belt Jala, the environmental camp was held for the fifth consecutive year. Students’ ages 11-14 years participated at the camp held in the Family Garden. The camp created a group of friends who form a bridge between the municipality and the local community, and aims to raise awareness among students about global environmental issues. The project was in cooperation with a number of institutions: The Department of Environmental Affairs, the Palestinian Hydrology Group, The Right to Play Foundation, Defense for Children International, the Directorate of Health, the Ministry of National Economy, The Jerusalem Water Undertaking of Ramallah and Al Bireh, The Environmental Center for Energy and Environmental Research, The Environmental Information Center, The shared services board for solid waste management in Ramallah and Al-Bireh, Ramallah’s First Group (Al Syriah), Department of Agriculture, Young Artists Forum, Ma’am Development Forum, Asayel Group, and Al Kasabeh Theater/Cairo Amman Bank covered partial expenses.

6. Volunteer Day Campaign
National Tree Day was celebrated with the participation of 7 schools in the city that helped in planting trees on Al Tirah Street. Global hygiene day was observed in cooperation with the Centre for Environmental Education and incorporated several volunteer campaigns from 8 schools that participated in painting sidewalks. A volunteer campaign was held with Birzeit University students to clean the city after the damage caused by a massive blizzard in the winter of 2013, where a delegation from the Students Affairs Department and the Ramallah municipality along with dozens of students participated in the campaign as part of their national and social responsibility.

7. The Green City
Ramallah municipality formed a ‘Committee for a clean and green Ramallah’, which submits recommendations to the Municipal Council to take into consideration in regards to the cleanliness of the city, gardening territory which includes the sustainable development of the city, while taking into account the economic, social and environmental development and implementation plans. The Committee includes Kamal Shamshoum, a professor at Birzeit University, and pediatrician Dr. Amin Thalji, the businessman Adel Boulos, Director of the Friends kindergarten Doha Al Masri, community activist Emile Ashrawi, architect Sameh Abboushi, Reem Musleh, an expert in environmental engineering, Executive Director of the First Ramallah Group Khaled elayyan, Salwa Barghouti, former School Director, jurist and environmental engineer Issa Totah, in addition to the members of the Committee on health and the environment from the Municipal Council, Fami Al Faroukh, Ameen Inabi, and Kamal Daibes. The Commission will promote the city as a green, clean, healthy, and environmentally friendly city.
8. Beautifying the City

Ramallah municipality’s efforts to beautify the city included planting thousands of flowers in fields, parks, streets, municipal facilities, public institutions and schools of the city, as well as cultivating over 300 trees in various parts of the streets and municipal facilities, as well as Aziz Shahin and Bashir Barghouti, Mahmud Darwish and Ahmed Yassin fields with various flowers and plants, both seasonal and permanent.

Production of winter seedling
Production of about 63,000 seedlings of plants between flowers and shrubs and trees produced approximately 12,000 seedlings.

Plastic House:
A new plastic house area of 240 square meters was created in order to obtain higher productivity and better quality; the Arboretum is dedicated to the production of roses of various kinds.

Trimming trees:
- Using the crane in 38 locations
- Manual trimming in 18 locations

Decorating the city during festivals and religious events

Christian Holidays
The Ramallah municipality decorated the City for the Christmas period for 35 days starting with Christmas tree lighting ceremony until the end of the year 2013. The decorated area was increased in multiple streets and key intersections and fields. The height of the Christmas tree was extended by 2.5 m from last year. The municipality has also decorated the city during Easter, decorating areas in front of churches, streets and main squares as well as 2 municipal facilities, the city center and the old town.

Islamic Holidays
In compliance with the annual plan of decorating the city during Islamic holidays, the municipality decorated the city the night before the first day of Ramadan until two weeks after the Eid, and decorated the city’s 5 days prior to Eid al-Adha, and 5 days later, and more extensive areas in front of mosques, streets, fields and municipal facilities and the city center and the old town.

9. Organizing Shopping Centers

Street Vendors and Store Fronts
The municipalities of Ramallah, Al Bi-reh and Beitunia issued a joint resolution to move forward with firm steps to remove obstructions and violations, and allow citizens to walk on the side-walks. To implement the resolution, the municipality of Ramallah began the campaign for immediate removal of encroachments on public property, confiscated, and took legal action towards anyone who did not adhere to the campaign without any exceptions, which prevented the presence of street vendors in the city center which block buses, and prevented businesses from using sidewalks to offer goods. The campaign was launched in cooperation with the Joint Committee, the police, the Chamber of Commerce.

The Ramallah Public Market experience
Following a campaign to organize the center of Ramallah and demolish barriers on the pavement, the municipality created an alternative ensuring space for owners and shoppers and customers, rather than imposing vendors on streets and sidewalks, block traffic and pedestrians. Although the municipality was keen to meet all requirements and conditions that ensure the market’s success, including choosing a site not far from the field of Yasser Arafat, established modern market includes 173 booths, service facilities and a cafeteria, with fair distribution of facilities. Priority was given to people with disabilities, freed prisoners, and women workers, but the market flopped for inability to collect fees.
10. Strengthening Capacities for Emergencies and Crises

Emergency Services During a Snowstorm

After assessing the emergency procedures in the winter 2012, the municipality developed a strategic plan to deal with emergency situations in the year 2013, which translated on the ground in the emergency operations room at the Ramallah municipality, and crews inside the headquarters and the field during the Alexa blizzard of 2013. Before the blizzard an operating room was set up, and an emergency team ensuring the readiness of equipment and machinery, and volunteers for the campaign.

The operating room began to work all day everyday of the storm, in addition to a daily plan of action depending on priorities, updated daily, and the harnessing all human and material needs for the campaign. After Alexa hit, and as a result of the accumulation of snow, an implementation plan was set for the first 72 hours after an assessment of how to manage and deal with the storm, and further institutionalize and develop emergency operations room. Afterward the decision to invest a million shekels was issued by Municipal Council. In regards to service delivery during the storm, it boiled down to removing snow from streets, addressing the impact of falling trees, and providing relief to people at different levels of crises, and the providing services to institutions.

The municipality offered systematic and ongoing operations, and provided the name of the street and building and apartment numbers in operations following crises. It is also equipped with machinery and equipment, and uses modern technology (GIS). It is also a qualified and dedicated public service, regularly received calls even after the end of the storm, and its willingness and ability to provide relief services outside the city of Ramallah.

100 Cities Able to Defy Disasters

The Ramallah municipality was awarded membership of the network of 100 cities able to face challenges, with the aim of strengthening their capacity to better deal with shocks and mounting pressure in the twenty-first century. The network has around 700 world cities applying for membership. 372 cities applied for membership, and 33 were selected in the first stage, including Ramallah and the city of Byblos in Lebanon as the only Arab cities. The jury that examined requests consisted of former US President Bill Clinton and former Nigerian President Olusegun Obasanjo.

11. Establishment and Development of Public Parks

Garden of Hope

As part of implementing the motto, a park for every district, the municipality established the garden of hope in the Jadwal area at about 550 sqm, with simple designs that abide by the topographic nature of the area where its situated. The park contains a children’s play area and a sitting area, and is equipped with wooden benches and barriers of protection of children and a variety of games.
The Opening of Horsh Rodana

The largest park in Ramallah was opened by the Ramallah municipality (June 2013) in the presence of the Secretary-General of the Presidency Tayeb Abdel Rahim on behalf of President Mahmoud Abbas. Horsh Rodana Park is on the intersection of Jacques Chirac and Moscow Street, by the plot near the Recreational Ramallah Compound. Horsh Rodana was designed to increase green space and family picnic facilities within an area of more than 7 acres.

The Horsh was constructed in two phases; the first included the restoration and building of the barriers as well as cultivation of forest trees in non-wooded areas, and installing wooden benches. The second phase included the construction of health units, a guardroom, parking, safe and healthy places for barbecue, and allocating space for building a children’s playground within the forest. The forest receives families between 11 am and 12 pm.
Ramallah municipality has transformed cultural action from scattered projects to large integrated events. The municipality adopted global change early on through the involvement of local government institutions in the cultural sphere and towards breaking the monopoly of the official authorities. The municipality was able to become a real partner in the project. The municipality was able to provide a space that mixes governmental organization with creativity in a way that gathers multiple cultural units and projects and expose them to the public.
Wein A'a Ramallah Festival 5

The Ramallah municipality hosted the fifth edition of the Wein A’a Ramallah Festival (22-30/8) and adopted a “from us to us” theme, for Palestinians from the different countries of the world. The focus on 2013 was hosting Palestinian artists living in historic Palestine or in exile, in order to introduce the local public to those artists that have worldly fame but remain largely unknown at home.

The audience celebrated on the opening night with Duzan and Awtar Bands from Jordan, and the artist Sabreen Kalam. The second day of the Festival, families, children and young people from different parts of Palestine gathered to enjoy martial arts and performances by Al Shohob and the Palestinian circus school, in addition to a Taekwondo team from Korea. The second event was with Palestinian artist Tamer Abu Ghazaleh coming from Egypt, and performing modern music that speak of hope, challenge love and insecurity, along with Palestinian rapper Tarek Abu Kweik’s whose songs address the concerns of the daily life of the people.

The Festival continued at the Rashid Hadadin Square and attracted an audience with Robai’e Al Jalil Band and Maqamat Al Quds on the third day of the Festival. On the fourth day Eqa’at Al Balad Band performed for passersby at the city center, followed by Nawa Band that performed music by the Palestinian artist Rohi Khammash.

The Festival was suspended on its fifth day to mourn the martyrs that fell at the Qalandya refugee camp, then and resumed with events for children on its sixth day with a play for children at the Khalil Sakakini Center, poetry and music by Tarek Hamdan, and a display for the artist Jamil Al-Sayeh. The Festival completed its activities with a musical show by Palestinian artist Victor ghanam with Jaco Müller, an artist from Holland. Also, the Palestinian singer Kamilya Jubran came from France. The event took place at the Mahmoud Darwish Museum. The festival concluded with the Hanin Band of Palestine, as well as previously postponed events for Nisan children’s choir, as well as an evening with poet Ahmad Dahbour.

For Nisan children’s choir, as well as an evening with poet Ahmad Dahbour. The municipality thanked the festival’s sponsors and strategic partners in social responsibility: the main sponsor, Bank of Palestine, and Al Watanieh Mobile Grand Park hotel who were silver sponsors, and in cooperation with: The Popular Art center, Basem and Mona Hishmeh Institute, Ramallah’s Family Foundation in America, with the support of the Qat-tan Foundation, and under the auspices of the media: Palestine TV and Satellite Channel, Raya FM, and Palestine 24 Network. Palestine TV aired a number of events live on Palestine channel, as well as local media coverage.

The municipality has invited all citizens to attend the Festival for free, and thanked the members of the cultural Committee at the Festival: Ibrahim Atari, Emile Ashrawi, Eman hammouri, Khalid Alyaan, Khalid Katamesh, Ramzi Abu Redwan, Tarek Al Arabi, Mahmoud Abu hashhash, Nader Galal, Nireen Naffa.

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Thousands of children participated in the Nowar Nissan Festival, which was organized by the municipality, Tamer Institute for community education, the Popular Art Center and First Ramallah Group. The festival was launched to mimic fictional Fantasia, in the spirit of music and paintings, in addition to a march for children and their parents from the front yard of Rashed Hadadin Square the old town which hosted the children of the city and its visitors through stories and wonder. The municipality served as an umbrella for the Festival, in the context of its plan to activate the role of children and youth in the city, through building their own programs and facilities to accommodate cultural, creative and sport activities. Partner institutions worked to broaden the base of partners to include a selection of cultural centers and clubs in the city of Ramallah.

The partner institutions in the 2013 Festival are: Riwaq Foundation, AlQattan Foundation, Ashtar theater production and training, Children's Council of Ramallah, French Cultural Center, the Goethe Institute, the Orthodox Club, Ramallah Youth Club, The Islamic Club of Ramallah, Rowad Al Ghad, Qadora Camp Youth Club, and the Kamanjati.

The 6th Olive Festival:

In November 2013, the Ramallah municipality organized the 6th olive Festival, which comes as part of the municipality's efforts to strengthen its ties with the local community to assert the symbolic value of the olive tree and its role in promoting survival and resilience. The festival was launched in partnership with Bisan Center for Research and Development and the Environmental Education Center. The Festival attempted to reiterate the values and principles related to the symbolism of the olive tree as a shield defying the Israeli occupation and settlers, and in support of land and farmers, and local products that opens new markets. The festival included the opening of the market stalls to display and market olive oil and olive products cooperatives, in addition to hand-made products from different towns and villages. The festival also featured folk art performances from The Edward Said Conservatory, a few Dabkeh groups from various schools and sketches from Al Hara Theater Group. The MBC channel covered the events of the festival.

Christmas Tree Lighting Ceremony

The tree lighting ceremony in Ramallah included performances by choirs from the city schools (The Evangelical School Children Choir, Catholic School Choir, Friends Girls School Choir, St. Joseph School Choir), and was attended by the PM Dr. Rami Hamdallah, and Dr. Leila Ghannam, Governor of Ramallah and Al Bireh, in addition to a number of officials and families that represent the different Christian denominations. Despite stormy and rainy weather, the ceremony attracted a large crowd, which further emphasizes cultural, religious and political pluralism in Ramallah.
The Ramallah municipality launched its third international volunteer work camp with the participation of a number of local volunteers from Ramallah and other Palestinian cities, European countries, in addition to some Arabic States. Participants in the program did different volunteer work such as painting sidewalks, and cleaning and planting streets and city squares, in addition to participating in artistic and cultural events.

The camp included a variety of trips that took place between 14-22/8 to Nablus, Hebron, Bethlehem and the Jordan Valley, where the volunteers were briefed on the realities of life under occupation. They also met with some Palestinian personalities such as Sameeh Hammoudeh, and a member of the PLO Executive Committee Dr. Hanan Ashrawi.

More than 20 young people originally from Ramallah came to the city from the United States and participated in the construction and planting of Horsh Rodana. The participation of those young people comes within the “Project Hope,” which is annually sponsored by Ramallah’s families in the diaspora through the American Federation of Ramallah. During the period of work in Horsh Rodana near the Ramallah compound for recreational activities, the participants worked with the Ramallah municipality crews at the site, and contributed to tiling and cleaning the space in addition to building stone fences. Municipal facilities provided the necessary support to guarantee the success of the project, and also provided the opportunity for the volunteers to visit Ramallah and other Palestinian cities in order to look at the Palestinian issue closely, through a program that included local trips to Jerusalem and Bethlehem, to see life under Israeli barriers and checkpoints. The program also included meetings with Palestinian personalities, such as member of the Executive Committee of the Palestine Liberation Organization Hanan Ashrawi, and the mayor of Ramallah members of the Municipal Council. During past camps, the municipality organized volunteer work in Ein Mizrab and Ein Tarfida, some of the oldest water sources in the city.
The opening of The Ramallah Recreational Complex

The opening of the Ramallah recreational complex was attended by sport experts, in addition to the mayor of Ramallah and members of municipal council, the previous mayor of Ramallah and the mayor of Betunia, in addition to a crowd of residents, along with the participating sport teams and clubs and sports institutions, and foreign diplomatic missions and international institutions in the city. The opening ceremony was also attended by the Secretary-General of the Higher Council for Youth and Sports, General Jibril Rajoub, who commended this achievement, and noted the efforts of the Ramallah municipality both past and present, stressing that the Higher Council will contribute building a Sports Center for people with disabilities. During the opening ceremony, Foniat for folklore and folk dance performed, as well as Al Shihab team for martial arts. Participants also included the Palestinian artist Abdul Rahman Al-Alqam. The program concluded with a friendly football game between the youth teams of the Ramallah First Group and a team from the Palestinian Sport Youth program.

The complex is located on (7.5) acres owned by the municipality of Ramallah, near major streets and transport, and public service sites in the city. The complex has hosted many sporting events and cultural activities, as well as trainings for a number of clubs and local teams. The major events in the past included the third stage of the Palestinian Cup, a football match between Ramallah municipality and the Employee Affairs Department, and multiple other matches between local teams.

The foundation for the recreational complex was put in 2009 and was to be implemented in five phases. Phase 1: ABSA indoor sports gym that contains a 1010 square meters, multi-purpose stadium, designed according to international standards for a range of sports such as basketball, volleyball, handball, football, fitness, games and other sports. There is also seating for 400 people. The Center is a result of a partnership between the Municipality of Ramallah and the IBSA Forum (Indonesia, Brazil and South Africa) and was financed and implemented by UNDP. Phase 2: stadiums and arenas, including a 540 square meter outdoor multi-purpose area. In addition, seating for 200 people. The venue is specifically for amateurs and families. This phase also included building squares, green areas and places to sit and walk.

Phase 3: A Paralympics Center that aims to integrate persons with disabilities in the sport complex. The Palestinian Paralympics committee has done the first stage of its construction. The fourth phase will be continued in 2014 and includes building a floor for the headquarters of Youth Club, the Young Artists Forum, with the support of UNDP, in addition to building multi-purpose rooms that serve the many organizations of the city and hosts various events by residents. The fifth and final stage is planting the garden in the forest behind the Paralympics center.
The current Municipal Council supported the development of the municipal public library. This matter is of utmost priority in order to promote the cultural sector in the city. The municipality has developed a plan for the development and rehabilitation of the public library in terms of form and content. As part of the development, the staff took courses in how to use the Dewey decimal classification system, in addition to convening a workshop to train both new and old staff on using the LYBSIS system, which are both used in the library.

A new set of books has been bought with donations from the Abdul Ha- meed Shoman Foundation, several institutions, institutions and individuals. The library launched a plan to reorganize its content, including a complete inventory of books and references, and the reclassification of children’s books, in addition to weeding some books and donating them to several libraries like Khurbet Bani Harith Cultural Center, Samaritan Museum, Ein Arn, Library, and Ramallah First Group. The library has introduced a special Cutter system to provide author names and statements of responsibility to the Dewey Decimal system of classification.

Library Seminars

The cultural program organized by the library was entitled “The Cultural Salon” and included several lectures and seminars for the public in different themes, including: An Archival History of Ramallah by Dr. Sawsan Hammoudah, Honak Samarkand by Asa’d Al Aasad, and a lecture entitled “Earthquakes in Palestine and their mitigation” by Dr. Jalal Al Dabeek.

Childrens Programs

The library has multiple cultural activities targeting children through the program “welcoming my children,” including: storytelling, learning through play, art of folding paper (origami). The program was launched in cooperation with the Japanese Consulate, where Dr. Waleed Basha gave a workshop on making math fun through origami, in addition to a cultural contest for school students. The library has also organized workshops on puppet games and creative writing. Also, and within its program to encourage reading, visits to schools were conducted to familiarize them with the library, in addition to a lecture on the importance of reading and ways to encourage it, in collaboration between the library and the school.

Al A’ayleh Park (Family Park)

The park has hosted many birthday parties for children from the Ramallah area, in addition to trips and summer camps to enjoy the garden and indoor games, along with a special festive day for the Star Mountain Rehabilitation Center. For the fifth consecutive year, the environment camp for the Department of Health and the Environment was held. Also, by virtue of its position, the garden was the perfect place to hold the “Think of Others” campaign to collect donations in kind for poor families during Ramadan of 2013, in Jerusalem, Ramallah and Al-Bireh. Naturally, it was a location for dabke teams to train, in addition to music practice for Al Kamanji, and it also hosted a delegation from Bahrain with Al Fononiat Group. Visitors this year were over 6,000 people.
Yallah Al Hadeeqa Activity (Let’s Go to The Park)

For the second consecutive year, the municipality has been launching events in public parks to encourage residents to visit and take their families. Musical, artistic and literary events have been held for children in various city parks in the period between October and November of 2013. This year’s program included Al A’aila Park, Yousef Qaddoura Park, Horch Rodana Park, the Ramallah complex for recreational activities and the Ottoman Courtyard. The events targeted children between ages 5-14. Over 1000 children attended the activities.

The Ramallah Cultural Palace:

The Ramallah cultural Palace facilities hosted art, cultural, political, educational and academic events in the city of Ramallah in Palestine throughout the year. The Palace hosted events including Palestine International Festival organized by the popular Art Centre, the Ramallah Contemporary Dance Festival, Erzal Folklore Festival for the Ramallah First Group, the Olive Festival that was organized by a Municipality of Ramallah, and the play “Kingdom of Light” by YWCA in Ramallah, and the play “Oman Court”. The Ramallah Youth Club. The Cultural Palace hosted global events such as the Orchestra of the city of Trondheim and the Edward Said National Conservatory of music and the Circus school, and a Gerald Mercier dance, free drawing, The Young Environmental Journalist program where kids learned how to write about the environment, and the challenge of reading in English with the support of the British Council. The Ottoman Court Library participated in the national reading week, under the slogan “If they pluck our ideas, we’ll plant ten more.”

The Ottoman Court

Ottoman Court is one of the most important facilities that organize community activities that target different segments of the community. Multiple programs for children, young people and different institutions were organized, including an art exhibition for fifth and sixth grade students in various elementary schools in Ramallah carrying the theme «cities» in cooperation with the city of Muscatine, that resulted in an exhibition that was held in the garden, and was transferred to the city of Muscatine in the United States.

The Ramallah cultural Palace facilities hosted art, cultural, political, educational and academic events in the city of Ramallah in Palestine throughout the year. The Ottoman Court Library participated in the national reading week, under the slogan “If they pluck our ideas, we’ll plant ten more.” School visits continued to the Ottoman Court Library. Lastly, the German-French Cultural Center screened films for children, where they got to vote for the best movies in terms of colors, characters, etc.

Dialogue Café

The Ramallah dialogue Café continued its events throughout the year 2013, in cooperation with the city and various dialogue cafes throughout the world. The café communicated with nine capitals of the world using real-time communication technology. The project contributed to the transfer and exchange of knowledge and experiences between different segments of society with their counterparts abroad. A series of meetings were held, including an artistic meeting with Khalil Sakakini Cultural Center with Amsterdam, a talk about the role of women in public life with America, specialized talks among youth – Lisbon, specialized talks among seniors, and interviews about architecture and technology in partnership with Birzeit University and other events aimed at various social sectors. The project brings together four partners: Cico, Municipality of Ramallah, Palestinian Businesswoman’s Forum, and the Palestinian telecommunication company. This project is the first network-based advanced system, and is the first and only in the region to enable the communication and the exchange of views and ideas, through face-to-face communication, and benefit from the experience of others. The café project, a managed through big screens TVs, and can be used at schools and universities, social organizations, cultural, educational, and medical centers.
The Ramallah municipality signed an agreement with the Institute for Palestine Studies to publish and promote the city of Ramallah in the context of the Ramallah municipality’s twinning relationships with other cities that have similar museums and centers, and facilitating the visits of museums and scientific centers in those cities. The municipality will also contribute to the cost of such constructions, in addition to identifying spaces and estimating the cost of construction and operation. The municipality was to provide all the expertise, resources, and information necessary for consideration through its twinning relationships with other cities that have similar museums and centers, and facilitating the visits of museums and scientific centers in those cities. The municipality will also contribute to the cost of such a study, and would provide a suitable lot of land for a museum. And will include segments of the community, especially students, teachers and parents, the study to ensure the compatibility of the center with their needs and expectations.

5. The Interactive Science Museum

The Ramallah municipality and the Qattan Foundation signed a memoran- dum of understanding to conduct a comprehensive study on the cre- ation of an interactive science museum in Ramallah, which would be a haven to stimulate critical thinking, with an interactive atmosphere that offers scientific concepts and activities which will appeal to people of all ages, especially children, in informal contexts. The study, by the John and Helen Qattan center concerned developing research and education in science, and extending the nature and scope of its educational activities and its linkages to the city and its history, geography and social trans- formations, in addition to identifying spaces and estimating the cost of construction and operation. The municipality was to provide all the ex- pertise, resources, and information necessary for consideration through its twinning relationships with other cities that have similar museums and centers, and facilitating the visits of museums and scientific centers in those cities. The municipality will also contribute to the cost of such a study, and would provide a suitable lot of land for a museum. And will include segments of the community, especially students, teachers and parents, the study to ensure the compatibility of the center with their needs and expectations.

In the context of the memorandum of understanding signed between the Institute for Palestine studies and Ramallah municipality, an introductory workshop was held to promote and explain the concept of electronic archiving. A group of employees at the Department of community and Cultural Affairs and some people interested in the subject archives participated. Under the agreement, the Foundation oversees the archive building of the Ramallah municipality’s historical archive, and the trains its personnel to fill the electronic database and make it accessible to researchers and interested audiences, as well as the conservation and maintenance of historical documents to protect them from damage and loss. The workshop resulted in preparing three researchers to start working on the subject of electronic archiving, under the supervision of the Institute for Palestine studies.
“Painting Our Return”
Ramallah and Al-Bireh, Betunia municipalities launched a mural entitled “Painting Our Return,” within efforts to enhance cooperation between the three municipalities on the cultural and artistic level. The mural was to celebrate the Palestinian Nakba on its sixty-fifth anniversary. This project aimed to raise the awareness of students in national issues, and promoting their participation in public life through creative expression.

School students from 7-9 grade in three cities participated in drawing the mural from 9 am to 1 pm on Tuesday, May 14, 2013.

Hosting the Decentralized Solidarity Delegation
Evening of Solidarity with The Political Prisoner Marwan Barghouthi

The Ramallah municipality hosted a delegation from a number of French cities (decentralized solidarity delegation) that organized a campaign to demand the release of Palestinian prisoners Marwan Barghouthi. The delegation was officially greeted at the Ramallah municipality, followed an evening at the Mahmoud Darwish Museum. The evening included a word from the Mayor, a word from the Undersecretary of the Ministry of local government, and one from the Palestinian Ambassador to France, followed by a touching letter from Marwan Barghouthi that was read by his wife, Fadwa Barghouthi, and finally a word from President of the decentralized solidarity delegation. The event included performances from Al kamanjati, then a reading of three poems from the poetry of Mahmoud Darwish by Mr. Majed Bamieh in French, and finally a musical performance featuring the hosted delegation.
FOURTH STRATEGIC OBJECTIVE

Institutional Development and Capacity Building for The Achievement of Operational Excellence

The Ramallah municipality is working hard on implementing its vision to achieve operational excellence at the internal level, in order to reflect the massive amount of work being conducted to offer services for the public, and ease operational procedures on multiple levels. The municipality has accomplished the following.
In order to promote and develop its institutional organization, the municipality held a workshop for institutional development to upgrade its services in parallel with upgrading the strategic plan for the next 20 years through strengthening mechanisms to monitor and activate the aforementioned plans. This workshop complemented the first phase of this activity through institutional assessment using an assessment tool, developed by global organizations. The evaluation focused on three main areas: leadership, management, service delivery that included community and identified nine competencies of efficiency. The municipality used the outcome of the evaluation process as a basis for developing strategies for the institutional development of the municipality. The outcome also influenced the creation of the methodology of conducting analysis to identify the strengths, weaknesses, opportunities and threats, and then identify key issues in each of the nine competencies of efficiency derived from three assessment areas, and then compiled similar cases and their analysis. Lastly, the team selected the objectives of institutional development and formulated expected outputs and implementation indicators.

2. Updating the General Organizational Structure

The updating of the General organizational structure included the development and conversion of some units, eight in particular:

- Department of Buildings
- Department of Urban Planning
- Financial Affairs Department
- The Department of Health and Environment
- Public Relations Department
- Administrative Service Department
- Projects Department
- Department of Community and Cultural Affairs
- Department of Geographic Information Systems and Information Technology

3. Capacity-Building

The Annual Training Program

In terms of the importance of training as a means of improving performance and developing the skills of employees, in addition to keeping abreast of the developments in the fields of science and technology, the municipality launched its annual training program through workshops with local and international participation. The chart below shows participants in their fields of expertise.

1. The Institutional Development Plan

2. Updating the General Organizational Structure

3. Capacity-Building

Participant | Workshop
--- | ---
Imad Alhaid | National strategy for environmental education and awareness
Maha Alshweih, Sayy Harasheh | Communications
Hamid Badia | Real estate
Khamis Alzainith | Conflict resolution
Dana Haidar, Noha Ghwezen | Management of natural heritage in Palestine
Uthman Diagez | Administrative skills
Hammy Aljashar, Adam Alisa | Event management
Majed Al-Kilani | Solar and renewable energy
Sana Baraksh | Social Media and networking
Haroon Qasrawan, Khalid Ibrahim | Human affairs and infrastructure
Sana Baraksh | Social Media and networking
Haroon Qasrawan, Khalid Ibrahim | Human affairs and infrastructure
Sana Baraksh | Social Media and networking
Maher Al-Nasour | Enhancing the participation of local authorities in the fight against corruption
Dirar Darwish | Repairing documents and old manuscripts
Maher Al-Nasour | Uplift and renewable energy
Maha Shihadeh, Hamzeh Dalia | Strategic Communications
Maher Al-Nasour | Enhancing the participation of local authorities in the fight against corruption
Dirar Darwish | Repairing documents and old manuscripts
Maha Shihadeh, Hamzeh Dalia | Strategic Communications

Syrian version of the annual training program

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2. Updating the General Organizational Structure

3. Capacity-Building

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Syrian version of the annual training program
International Participation

<table>
<thead>
<tr>
<th>Participants</th>
<th>Workshop</th>
<th>Country</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fatin Farhat</td>
<td>Training in cultural institutions in urban and regional development</td>
<td>France</td>
</tr>
<tr>
<td>Osama Hamideh, Issa Al Sayegh</td>
<td>Real-estate Amman, Jordan</td>
<td>Jordan</td>
</tr>
<tr>
<td>Deed Seirafi</td>
<td>Workshop on cultural heritage Amman, Jordan</td>
<td>Jordan</td>
</tr>
<tr>
<td>Sami Owidah</td>
<td>Independent Culture for Democracy Amman, Jordan</td>
<td>Egypt</td>
</tr>
<tr>
<td>Sulieman Ghoneim, Jeries Fawadleh</td>
<td>Louis Lightning Festival Amman, Jordan</td>
<td>France</td>
</tr>
<tr>
<td>Osama Hamideh, Issa Al Sayegh, Anas Hassan, Sameera Abu Ghazaleh</td>
<td>Road Planning Amman, Jordan</td>
<td>Jordan</td>
</tr>
<tr>
<td>Sulaiman Ghoneim, Jares Fawadeh</td>
<td>Business registration procedures Amman, Jordan</td>
<td>Egypt</td>
</tr>
<tr>
<td>Ahmad Khatib, Sami Owidah</td>
<td>Exchange of experiences in the area of city beautification Norway</td>
<td>Norway</td>
</tr>
<tr>
<td>Fadi Abu Farha</td>
<td>Training course on operation and maintenance of wastewater plants Amman, Jordan</td>
<td>Jordan</td>
</tr>
<tr>
<td>Salta Al Dweik</td>
<td>Workshop to debate prospects for work on GIS in Palestine Beirut, Lebanon</td>
<td>Jordan</td>
</tr>
<tr>
<td>Hala Keleh</td>
<td>Library Arts Mantes, France</td>
<td>France</td>
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<tr>
<td>Zeina Sbiti, Marlean Khalil</td>
<td>Conference on the dissemination of ideas and participation Portugal</td>
<td>Portugal</td>
</tr>
<tr>
<td>Fatin Farhat</td>
<td>Meeting with the cultural centers in Korea Korea</td>
<td>Korea</td>
</tr>
<tr>
<td>David Sennik</td>
<td>Workshop on cultural heritage Amman, Jordan</td>
<td>Jordan</td>
</tr>
</tbody>
</table>

5. Programs for Job Creation during the Summer

Considering the large number of summer visitors, and in order to meet the need of residents, especially under such difficult economic circumstances, the municipality of Ramallah ran a summer employment program which included 55 special contracts to intensify work in the areas of solid waste collection, parking meters, libraries, updating data, weeding, pruning, cleaning, and road projects.

6. Annual Break of the Fast in Ramadan

The municipality observed and celebrated Labor Day by throwing a party for its employees and members of the municipal council at the Family Park. The attendees stressed that the Palestinian labor movement is different from others in that it is seeking freedom and liberation from an occupation. The mayor thanked all the employees and distributed gifts.

7. Annual Labor Day Celebration

The municipality hosted a large meal and artistic events for both active and retired members of the municipal council. The event took place at Horsh Raddana Park.

8. Honoring Retiring Employees

During Labor Day, two retiring employees, Abdul Mon’em Hanafieh and Zohdi Asha’al were celebrated. The mayor thanked them for their services in a speech.
Updating Databases

Within the project of updating various data, the Ramallah municipality worked on a comprehensive guide for the modernization of housing and facilities of all types, by comparing it with the data received from the property tax from the Chamber of Commerce and Industry at Ramallah and Al-Bireh. After comparing the process it was clear that an update is required in order to increase the accuracy of the municipality's data.

Discussion of Issues with Court of Auditors

The Municipality hosted the Head of Financial and Administrative Oversight Institute, Dr. Samir Abu Zneid and an accompanying delegation to discuss the financial situation of the municipality, and the difficult economic situation in the region, in addition to working with municipality on the recruitment of support and funding for projects by expand its local, Arab and international circle. The Institute's staff proposed to provide assistance in institution building. It is worth noting that the Ramallah municipality is treated as a local government bodies. The Court of Auditors checks finances at local government institutions annually.

10. Ramallah Municipality Scholarships

As part of an agreement between the municipality and UNRWA, it received scholarships for 10 students who do not carry a refugee identification card at the Educational Science College and the Women’s Community College respectively. Also, the municipality granted 5 scholarships for children of their employees, and 10 for city residents at Al Quds Open University. The students were chosen according to conditions set by the municipal council and their high school’s grade point average.

11. Honoring Women on the International Women’s Day

On March 8th, the mayor of Ramallah, Eng. Musa Hadid, honored the women employees at the municipality by giving them flowers and thanking them for their work.

12. Developing Financial Resources

Study on the Cost of Services

To examine the costs of the services provided by the municipality, it hired a consultant to study the cost of six main services and tariffs approved for fees like, waste collection, sewage, street lighting, sidewalks, parking meters and use of the Ramallah cultural Palace. Among them was the first phase of a study of the financial cost of waste collection, funded by the German Agency for the three municipalities (Ramallah, Al Bireh, Betunia). The final draft were received and the results showed that the municipality will levy a quarter of the cost of waste collection from citizens only, due in 2014 to complete the second part of the study, which looks at ways of finding solutions to cover the cost of the waste collection service.

1. Honoring the Emergency Team

The municipality honored the members of the emergency team for their tremendous efforts and efficient response during the snowstorm (Alex) in 2013. The municipality thanked the team for their extraordinary efforts in helping residents of the city who were in many different emergency situations and risks. In a speech, Musa Hadid, the mayor of Ramallah, said that those teams reflect the spirit of the municipality, in its dedication to service the city and its residents.

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13. The Development of Public Services

Expand Public Services Center/City Hall

After the expansion of the public services center in the municipal building in 2012, the center’s capacity expanded and it was able to facilitate services to a larger number of services to customers, especially at the beginning of each year during the promotional discount on annual fees for the municipality, using a machine to organize the waiting line, and a special section to inquire about fees and issues. Moreover, and at the department of Buildings and Urban Planning and projects, the municipalities created a section to inquire about the fees, transactions and trades and industries, Health consultation for industries was relocated to the Public Services Center. The property tax section was rehabilitated and a guard was hired.

Facilitating E-Services at the Public Services Center

In order to ease the procedures of inquiring about fees and services, the municipality started using e-services, where residents can obtain a username and password, and see their information and required payments online.

City Hall

In order for residents to be able to apply for services and pay fees after work hours, the municipality extended city hall hours from 9:00 am to 8:00 pm except on Fridays. The space also has booths for the Jerusalem Water Undertaking, Jerusalem Electric Company, PALTEL and ATMs for several banks.

14. Promoting Transparency and Accountability

The Ramallah municipality streamlined process steps within the framework of the promotion of transparency and accountability, with the adoption of the Internal Oversight Unit’s guide, and an external audit process whose results are published and budget revised in the media (see annexes), and invest- ment controls and auditing by the Court of Auditors and the local govern- ment. The City Council also approved the launch of public meetings and public hearings of bids, and publishes action plans and budgets, and published annual reports and audited and published budgets. The decisions of the Municipal Council are regularly in the media, and the adoption of transpar- ent procedures for recruitment, in ad- dition to activating the complaints unit. Finally, a study was conducted to study the environment of accountability in the municipality, and two transparency guides were issued for employees.

The First Community Accountability Forum

In September 2013, the Ramallah municipality held its first Community Accountability Forum at the Ramallah cultural Palace, and in partnership with the Local Government Program for the development of civil society and the German Forum GTZ. The forum was attended by Mayor of Ramallah Eng. Musa Hadid, and other mayors, in addi- tion to the German representatives in Palestine ‘Barbara Wolf, and repre- sentatives from a number of civil socie- ty organizations and the media, as well as a number of local and international experts in the area of accountability. Various discussions were held about the four main aspects of societal account- ability: transparency, participation, re- sponsiveness and control, in addition to a workshop on youth participation at the local level. The Forum also included a presentation of the play “Think of Others,” in addition a performance by West Bank Rap. The forum concluded in announcing recommendations, and an- nouncing the winners of a photography contest that was held in cooperation with the Goethe Institute in Ramallah. The winners were, Mahmoud Eleyan from Jerusalem in the first place, Omar Shilleh from Gaza in second place, and Ameen Saeb from Ramallah in third place. Issam Rimawi won the award for the most “liked” picture on Facebook.
Updated Strategic Plan 2012-2015
The year strategic plan for the municipality of Ramallah was put together in 2012. The Ramallah municipality had made real effort that resulted in the following strategic objectives: infrastructural development, zoning and urban planning, promotion of the health and environmental issues and improving them, contributing to the cultural and community development, institutional development and capacity-building for achieving operational excellence, and enhancing the status of Ramallah both locally and globally.

In 2013, Ramallah municipality held a strategic plan workshop attended by the mayor and members of the Municipal Council and the Executive management, as well as a wide variety of participants from the local community and city institutions. The workshop lasted for three days, as part of integrating institutions in developing a clear vision on the municipal strategy for years 2014-2015. During the workshop, the participants reviewed the achievements of the municipality for the year 2013 and the challenges faced by the Municipal Council and the municipality, in efforts to conceive a comprehensive strategy that reflects the aspiration of the citizens of the city, through representatives from large segments of the community. The workshop is within the framework of joint cooperation between the municipality and the global communities.

Detailed Annual Work Plan for 2014:
In accordance to the strategic plan for the years 2014-2015, the workshop brought together executive heads and come up with a detailed action plan for 2014 alongside a budget. The directors of departments who wrote detailed plans for each service separately and included the main objectives and main activities and sub-activities, indicators, and the budget for each department set the plan. They also discussed the plans in detail, and come up with a detailed annual work plan for 2014.

Strategic Development Framework 2015-2035:
The Ramallah municipality was selected as a Pilot model for a strategic development framework for the next twenty years 2015-2035.

Smart City Project
The Ramallah-Smart City project’s draft aims to link all parts of the city of Ramallah, by creating a network that provides visitors and residents access to Internet via Wi-Fi services anytime and anywhere within the city for free.

The evaluation of technical and financial offers, which were submitted by the companies involved in the project, was done through experts at the Ministry of Communications, Birzeit University and community members, in addition to a number of municipal staff. The final report of the project was presented to the Municipal Council, which adopted the recommendations of the technical Committee regarding vision and goal of these services provided by the project, the main service specification, the stages of study, and the analysis of the current situation in terms of the cost of current services and the providing of new services.

E-Government Project
Through the E-government project, the municipality seeks to change all its services from paper-based to web-based and electronic. Through reconsidering its structure to ease the process for both residents and partner institutions, the municipality resurrected the Information Technology department to oversee the transformation. For starters, the municipality updated its internal network and began using the “Web based Workflow” in order to start delivering services electronically. In cooperation with the German international cooperation Foundation, a director was hired for the project, and equipment was purchased for the preparation and processing infrastructure, in addition to covering the costs of the preparation of municipal policies.

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16. Information Technology and GIS

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The Committee for Naming and Numbering
In 2013, the Commission for naming and numbering in Ramallah was asked to review the current names of the streets of the city and the geographical spread, and their definition, specifying the unnamed streets, studying naming proposals, with the intention to complete the naming project. A Sub-committee was established and composed of: Lisa Taraki, Omar Assaf, Nijmeh Ghanem and Samir Hishmeh, who reviewed all proposals under specifications reformulated by the sub-committee. A technical team was assigned to study new areas, in order to number the streets of the Rehan residential suburb, the diplomatic quarters, police areas, and the United Nations development program, and document those numbers in the municipal geographic database, in order to view the streets lacking numbers, and develop an action plan to direct the expansion areas, buildings, numbering externally and internally, and review the boundaries and names of the Ramallah area. The Sub-committee for naming and numbering in Ramallah then issued a study on areas of Ramallah, and submitted a proposal in line with the urban development plan. The recommendations to Municipal Council were as follows: change the name of the central area from downtown to City Center and expansion of its boundaries to include part of Batan Al Hawa, in addition to integrating the regions of Al Kreinah and Askarieh annexation of part of Al Tireh. Naming the areas of Ahmad Al dej, Al Echir, Thahir Al Kheir, Khanoq and Mawajeer the Wad Area. Adjusting the limits of the Al Masyoon to include the cultural Palace and Al Birweh Park. The Municipal Council adopted the recommendations of the Sub-committee, and the city was divided into eight main areas:

- The New Ramallah
- Al Wad
- Al Itha’a
- Al Tireh
- The City Center
- Batan Al Hawa
- Al Mayyoun
- The Industrial Area

Internal Numbering
In 2013, the crews of the Ramallah municipality conducted the process of internal numbering for housing, aiming to provide a specific address to each facility or housing, and made sure the internal numbering process is finished, and the inventory of what has been destroyed by residents, in order to prepare a plan to update the numbering, with awareness messages to citizens to preserve the numbering plates.

The Ramallah Zip Code Campaign
Ramallah municipality celebrated the launching of the Zip code campaign along with the Ministry of Information and Communication Technology, at a ceremony at the Ramallah municipal- ity, with the participation of the Com- munications Minister Safaa Eddine and representatives of government bodies and civil security. Upon the stamp of approval given by the Ministry of communications, the municipality to developed a methodology to install a zip/postal code to each housing unit and establishment, which will be applied by the Ministry and circulated to opt for its pivotal role in granting every citizen a full address with its own consistent naming stand- ards. The project is considered nation- ally essential for mail delivery, and one of the most important elements of modern urbanization. In the pre- sent times, zip codes are the only was to facilitate further public and private institutions, and communication with citizens and other instructions, and mail services to each Citizen, to facili- tate the exchange of mail and parcels around the world and other purposes. The Ministry of communications is de- veloping a national system of regional coding which divides the Palestinian West Bank and Gaza Strip to 900 postal code areas, of which 10 are for the city of Ramallah, the municipality built this encoding following the improvement of streets and building.
The Ramallah municipality signed a cooperation agreement with PALTEL group within the postal code project. Under the Convention on cooperation between the two sides, the promotion of the new addressing system occurred through various advertising media for both Jawwal and PALTEL, across print publication and the distribution of guidelines for the project, which helps both companies update addresses in Ramallah, train to the new addressing system, in addition to the commitment of the Group companies using the updated headlines within their systems.

It should be noted that the implementation of this project is the embodiment of the strategic partnership between the Palestinian group and the municipality, which has been going on for years.

Providing Expertise to Government and Private Sector Institutions

The Ramallah municipality held several meetings on the Palestinian zip code project with partners from the private sector (both mobile and communications) and security services (security, civil defense, police, national security), local municipalities (Nablus, Dora, Qabatiyeh, Abu Dis, Al-Bireh, Betunia), in addition to spreading the idea at the first Community Accountability Forum.

GIS Application

Of the most important applications of the municipality in order to provide information for visitors, the following are intended for the staff of the municipality are:

- The Navigation system helps municipal officials and citizens navigate the city and access certain addresses or specific services with maps and detailed instructions on how to get there. This system works, through providing the shortest route, taking traffic laws and the topography of the streets into account. The system can be used through the website link for the Ramallah municipality www.ramallah.ps or municipality of Ramallah for the Ramallah municipality www. ramallah.ps or municipality of Ramallah.

- The program contributes to facilitating movement for citizens, visitors and tourists using the electronic site map of Ramallah, along with all relevant information, such as the name of the roads, traffic lights, the presence of hospitals, schools, cultural institutions, and GIS facilities; highlight the most important tourist sites, restaurants, hotels, banks and others.

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Tourist Map

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The program is designed to allow the cultural events (Cultural Festival application setting for cultural events) and services with maps and detailed instructions on how to get there. This system works, through providing the shortest route, taking traffic laws and the topography of the streets into account. The system can be used through the website link for the Ramallah municipality www.ramallah.ps or municipality of Ramallah.

Photographing all of the City Buildings to Facilitate Recognition

The Ramallah municipality contains the most important tourist sites, restaurants, hotels, banks and others. The program is designed to allow the cultural events (Cultural Festival application setting for cultural events) and services with maps and detailed instructions on how to get there. This system works, through providing the shortest route, taking traffic laws and the topography of the streets into account. The system can be used through the website link for the Ramallah municipality www.ramallah.ps or municipality of Ramallah.
Utilization of GIS in Emergency Response

The Department of geographic information systems and information technology has created a special interactive application that provides the city’s addresses to all national institutions in response to various emergencies. In addition to the addresses, this application provides services, which help emergency crews access specific address/addresses through detailed directions provided with illustrative maps for access paths to their destination by the most direct route.

This application was announced during the workshop entitled “the readiness of the city of Ramallah for 2013-2014”, organized by the Municipality of Ramallah in the presence of the Governor of Ramallah and Al-Bireh, Dr. Laila Ghannam, the Mayor of Ramallah Musa Hadid, and representatives of the city.

The effectiveness of this application was proven by crews working in the operations room of the municipality during the snowstorm, in which any person contacting the operating room was only supplying the receptionist with the street name and number, its/its apartment number, and the application provided the emergency team with detailed directions with maps for faster access of the most secure tracks. If a citizen didn’t know the street name, he would only provide the operator with his name (if he was the owner of the property) or the owner’s name, and the operator would be able to obtain the address, afterwards, the operator directs crews to provide the service. This experience demonstrated the importance of using GIS techniques in the Ramallah municipality operations room in saving a lot of time and effort, and ensures faster access to citizens.

The municipal-ity provides citizens with the ability to search for any address through an interactive GIS applications on the geographic information systems section page: www.ramallah-gis.ps but what distinguishes the Google system is that it also provides land navigation services that help citizens and visitors to access specific services.

17. Nomination for Local and International Awards

The New Expansion Project Won the Award for Excellence and Innovation

The Ramallah municipality won second place in the Palestine Award for Excellence and Creativity, for the project entitled “the New Expansion Project for the Ramallah municipality” accomplished by the Ramallah municipality staff. A delegation from the municipality received the award chaired by Sameh Abdel Majed, then the acting head of the Ramallah municipality, and former Mayor of Ramallah Janet Mikhail and the project team.

The City Council considered this a proud achievement by the Ramallah municipality, and expressed their appreciation for the great efforts of the technical team. Featuring the project on national level helped provide new spaces and public areas that could not be provided without the redistricting, which in of itself preserved many lands from damages and saved the municipality approximately 60 million dollars. The redistricting also contributed to the development of investment and opened new horizons for creativity, in addition to providing space for the municipality’s urbanization project.
FIFTH STRATEGIC OBJECTIVE

Enhancing the Status of Ramallah Locally and Globally
The municipality is constantly forging new relationships with various cities in world to enhance the status of Palestine and put the Palestinian cause on the map. The municipality is striving to intensify its activities domestically and internationally through signing several agreements and memorandums of understanding with the global cities, which contributed to the expansion of the network of international relations of the municipality, and gained the support of all kinds of expertise for important projects within the city.

The Ramallah municipality picked the fruits of this vast network of relations through the signing of work plans with 3 French municipalities on municipal building and developing relationships with global institutions in various activities, including a membership in global cities, indicators and participation in Conference of Islamic capitals and cities in Saudi Arabia. Representatives from the municipality also attended a conference of local authorities in Turkey, and the European Conference of local authorities for Palestine in France. The municipality also welcomed several delegations from twinning cities, many ambassadors and representatives of foreign States.

Domestically, the municipality seeks to strengthen the relationship with the community through local municipalities, and signed a memorandum of understanding with Al Thahrieh Municipality to share with them some of its expertise. The municipality also held several meetings in several cities to discuss joint projects.

The municipality also continues to built relationships with its families in the diaspora, through publishing in the Federation of Ramallah in the United State’s magazine “This is Ramallah,” in addition to the Federation’s annual visit to the city. In 2013, The Ramallah municipality witnessed a lot of activity and communication with audiences through publications, most notably its newsletter, and publications of the Center for Tourist Information, the monthly calendar of cultural events and other media campaigns.

1. Domestic Relationships

The Campaign to Support Jerusalem

In a campaign launched by the Municipal Council, the Ramallah municipality supported the steadfastness of the city of Jerusalem through defending its Arabism and fundraising for their institutions. A committee consisting of members from the Municipal Council was formed to work with the city to support the fight against the Jerusalem settlement and demolition campaigns, theft, and other Israeli attacks. The committee was headed by Sameh Abdel Majeed, Deputy Mayor of Ramallah, Amin Enabi, Omar Assaf and Harbi Al Froukh.

Municipal meetings were held with the institutions of the city in order to set up a joint Commission from the municipality, city institutions and cultural and community workers and others, who will work to achieve the objectives of the campaign by uniting with the official effort to support Jerusalem, look for aspects that can contribute to support the Holy City and support the mechanisms used.

Council members contributed 25,000 shekels in support of the campaign, also, and in agreement with the Bar Association in Ramallah; the municipality workers donated a workday that resulted in an 80,000 NIS contribution.
Strengthening Relationships with Local Municipalities

Signing of a Cooperation Agreement with Al Thahrieh Municipality

The Mayor of Ramallah, Musa Hadid, and Al Thahrieh mayor Akram Hamza Abu Alaan, signed a cooperation agreement aimed to provide cooperation in a number of areas in order to ensure better services for citizens. The agreement was set to promote the concept of local government in the development of joint action between local authorities, and enable them to acquire the abilities and experiences needed to do so. The agreement contains the provision of expertise, by the Ramallah municipality, in multiple areas, including in the field of international relations, networking, and other professional and cultural areas.

Public Meetings with Citizens

The first mass gathering at Qaddoura refugee camp

The municipality held a series of meetings with the community outside the municipal building. The Municipal Council held a rally in Qaddoura. The meeting was held in commemoration of Al Nakba, and affirming the rights of refugees to return to their land and their hometowns that they were forced out of, and to support of our people in Palestinian refugee camps. The meeting was at the headquarters of the people's Committee of Qaddoura, and discussed a number of issues. The municipality heard concerns and suggestions from both the committee and the audience. A tour of the camp was conducted in order to see first-hand the most important problems facing citizens. The municipality representatives then visited the Youth Center, were they learned about the Center's activities, and discussed how to work on revitalization the relationship with the Ramallah municipality through various events and activities.

Interview with Birzeit University Housing Society in Al Tireh

The Ramallah municipality held a meeting with the Birzeit University Housing Society to discuss a number of issues, which confirmed its commitment and its willingness to cooperate with the people and meet the necessary requirements to serve the integrative organization in the city, and the need to form a Committee at each district to transfer their problems to the Municipal Council. During the meeting, the Mayor discussed a number of issues including disturbances cause by reckless drivers, traffic lights and necessary intersections.

Meeting with Citizens on the Development of the Ramallah Recreational Complex

The Ramallah municipality held a meeting about on the development of the recreational complex of Ramallah, in implementation of the Municipal Council's decision to consult residents on communal issues, and listen to their views. During the meeting, attended by representatives of civil society and citizens of the city who are direct beneficiaries of the project, the municipality indicated the importance of community participation in various municipal projects, including a project to develop the recreational complex during its fourth phase. The municipality suggested developing the complex at Ein Al kurzum on 7.5 acres, which includes the gym area, 2 multi-use stadiums that seat 400 spectators, outdoor gardens and the Paralympics Center for disabilities, in addition to evaluating environmental and social impacts which may arise during the implementation of the project, and the proposed preventive measures.
Meeting with Citizens on the Rehabilitation of Jaffa Street

The Ramallah municipality held a meeting with citizens on Jaffa Street in regards to its rehabilitation project-phase 2. The municipality discussed the importance of community participation in the discussion of various municipal projects, including the infrastructural rehabilitation project in Jaffa Street «phase II», which is the main entrance to the city.

and cultural nature under the heading “investment cooperation and twinning agreements for the Ramallah municipality.” The Director of public relations, Maha Shehadeh, held a presentation on the municipality’s international relations through conventions and twinning projects, the fruits of cooperation in the fields of infrastructure, environment, culture, exchange of experiences and technical difference between local enterprises and their counterparts in other cities. Later on, a discussion was held to explore ways to boost relations between local institutions and similar organizations in cities which the municipality has twinning or cooperation agreements with. Participants expressed their willingness to boost ties, thanks to the initiative of the municipality that presented many points of contact, and suggestions for several investments through further cooperation, in addition to material and moral support for the work of the institutions through forming a committee to follow up with the local institutions in their field of expertise.

A meeting on The Establishment of an Educational Center in Collaboration with Birzeit University

During the consultative meeting in Ramallah municipality, in the presence of the Chairman of the Board of Trustees of Birzeit University Dr. Hanna Nasser, The President of the University Dr. Khalil Al Hindi, and Qassam Kharb, the Vice President of Community Affairs, who discussed the idea of creating an educational center in the city of Ramallah through a partnership with Birzeit University. The major idea was approved, so the University is developing the project concept paper for discussion in order to finalize the agreement.

Meeting With The City Institutions in Regards to Investment Cooperation and Twinning Agreements

The Ramallah municipality held a meeting with a number of organizations of the city from different artistic and cultural backgrounds to discuss the importance of twinning and cooperation agreements.

Al-Quds Open University

The Ramallah municipality discussed a number of common themes with a delegation from Al-Quds Open University, headed by Chairman of the Board of Trustees Adnan Samara and the President Dr. Younis Amer. The municipality is ready to cooperate with the university on a number of areas. In turn, Mr. Samara presented the mayor Musa Hadid with a trophy, and congratulated him on his election, and promised to continue the allocation of seats for municipality’s employees and their children to study Al-Quds Open University.

Strengthening Relationships with Palestinians in 48 Areas

Reception of a Delegation from the Municipality of Shefa Amr’s Women’s Basketball Team

The Ramallah Municipality hosted a match between Shefa Amr’s Women’s Basketball Team and the First Ramallah Group Women’s team at the Ramallah Municipal Stadium. The delegation included the players and the club management team led by Jeries Hanna, the acting Mayor of Shefa Amr, and the First Ramallah Group Women’s team and its management, in addition to members of the Palestinian Federation of basketball, who were hosted at a dinner attended by the Major-General Jibreel Rjoub, the head of the Palestinian Olympic Committee. The event was carried out to promote communication with Palestinian people in the territory and developing relationships to include different areas of cooperation with Palestinians in 48 areas, including sports and culture.
Reception of a Delegation from Baqa Al Gharbieh
The Ramallah municipality welcomed a delegation from the «Golden Generation» organization from Baqa Al Gharbieh led by the Mayor Morsi Abu Mokh and included more than 130 members of the Assembly, delegation was received by the Committee on public relations in the municipality, and the Chairman of the Committee on public relations Kamal Daibes, who expressed appreciation of the visit of the delega- tion hoping to be open for visits and stays. And for his part, Abu Mokh took pride in this visit, saying its not a visit from host to guest, but between Pal- estinians, despite the occupation and division. During the reception, a film about Ramallah was viewed, in ad- dition to distribution of publications about the city and the municipality and souvenirs. The Ramallah Center for Tourist Information offered a guided tour of the facilities and the city's high- lights.

The Mayor’s Participation in the Annual Conference of the American Federation of Ramallah, Palestine
Eng. Musa Hadid, the mayor of Ramal- lah, attended the annual Conference of the American Federation of Ramal- lah, Palestine, where he spoke about the municipality’s achievements, and called Ramallah’s families to come to the city and participate in its economic development through the promotion of investment in the city and strengthening the relationship between the families and the city.

3. International Relations
The Development and Expansion of the Network of Relations with World Cities
The Signing of 3 Work Plans with French municipalities
The signing of these agreements was conducted through a municipal delega- tion to France chaired by Mr. Musa Hadid, Municipal Council member Ka- mal Dalbes, Maher Hanania, and direc- tor of public relations Maha Shehadeh. Three action plans were signed with each of the municipalities of Toulouse, Epinay-sur-Seine and Bordeaux, France.

Bordeaux-Ramallah
Eng. Musa Hadid and Mayor Alain Ju- ppe of Bordeaux, signed a plan of ac- tion, within the cooperation agreement signed between the two municipalities in 2007. The plan will support coop- eration activities in the areas of com- petence for each of the municipalities, through the involvement of partners from institutions and associations in both cities, urban development and tourism development project, and the exchange of experience in the design and construction of public spaces. The plan includes the redevelopment of the historic centre (draft «RE-CENT- ER» in the city of Bordeaux and the de- development of the old city of Ramallah) and help renovate an old building to open a cultural center in Ramallah, and the ongoing training for the official tourist information center of Ramal- lah in Bordeaux, and the future of the tourist information centers, and a joint production of a movie to promote the city of Ramallah by professionals from the city of Bordeaux and the city of Ra- mallah.
Toulouse-Ramallah
The municipality signed an agreement worth 180,000 Euros with the municipality with Toulouse for the establishment of a network of rainwater in the city for the year 2013-2014, and rehabilitation of the sewage systems. The project will be implemented with financing from the Ramallah municipality and the municipality of Toulouse with Toulouse Water (Adour Garonne), within a plan of action that seeks to achieve a partnership based on specific process steps in order to proceed and develop targets. Among the objectives to be pursued for the period 2013-2015, is to focus on joint cooperation in the areas promoting cultural exchange, through a follow-up with series of artistic events such as art exhibitions, circus arts, music, dance or theater, with an emphasis on the importance of exchanging visits for artists, residences in cities, and new research projects in the areas of Visual Arts/Audio, cinema and museums. The municipality will work on deepening cooperation in the field university exchanges, with the aim of supporting the movement of students through travel, and support the visits of students in Toulouse, with a focus on youth in the framework of mutual meetings and visits by athletes, and interest in sustainable urban development.

Epinay-sur-Seine-Ramallah
The plan, signed by Ramallah and Epinay-sur-Seine, will be working on a project to make the city both aesthetically beautiful and eco-friendly. The plan also includes conducting studies on establishing “Fantasy Gardens” for a year, followed by signing a three-year action plan to create a similar Park (Garden) in Ramallah. The agreement also includes networking between cultural institutions in the two cities, and cooperation in the fields of art and music.

Paris-Ramallah
A number of topics were discussed by the delegation of the municipality with the Deputy Mayor of Paris for External Relations Pierre Chapira, where joint cooperation will focus on projects related to archives and libraries, and exchange of experiences in the field of protocol and communications, and the field of modern technologies for the public, as well as projects related to the use of solar energy, water and sanitation. During their visit, the municipal delegation attended workshops and meetings with mayors and members of municipal councils, in addition to museums and archive infrastructure projects in those cities.

The municipalities of Ramallah and Nablus signed a memorandum of understanding with the Brazilian Lavramento and Page municipalities respectively, during a reception organized by the municipality of Ramallah for the Brazilian delegation that included Brazilian mayors, businessmen, journalists, and the Governor of the city of Rio de Sol. During the ceremony, a final statement of the local representatives in the Forum was signed.

The agreement included forging relationships with Palestinian municipalities, especially where there is a convergence between Palestinian and Brazilian affairs, in addition to working towards the revitalization of institutions in Brazil and Palestine to cooperate in several areas. The meeting came as a result of the Special Forum that was held in Brazil at the end of the year 2012, which recommended further cooperation between the Brazilian and Palestinian municipalities.

The Signing of a Memorandum of Understanding with the Brazilian municipality of Lavramento during the Signing Ceremony of the Final Communiqué of the Forum of Local Authorities

The municipality Ramallah signed an agreement with the munici- pality with Toulouse for the establish- ment of a network of rainwater in the city for the year 2013-2014, and reha- bilitation of the sewage systems. The project will be implemented with fi- nancing from the Ramallah municipal- ity and the municipality of Toulouse with Toulouse Water (Adour Garonne), within a plan of action that seeks to achieve a partnership based on specific process steps in order to proceed and develop targets. Among the objectives to be pursued for the period 2013-2015, is to focus on joint cooperation in the areas pro- moting cultural exchange, through a follow-up with series of artistic events such as art exhibitions, circus arts, mu- sic, dance or theater, with an emphasis on the importance of exchanging visits for artists, residences in cities, and new research projects in the areas of Visual Arts/Audio, cinema and museums. The municipality will work on deepening cooperation in the field university exchanges, with the aim of support- ing the movement of students through travel, and support the visits of students in Toulouse, with a focus on youth in the framework of mutual meetings and visits by athletes, and interest in sustainable urban development.
Giving the Key to the City of Ramallah to Personalities Supporting the Palestinian Cause

The Mayor of Ramallah delivered the key to the city of Ramallah to the Nigerian President. President Mahmoud Abbas (Abu Mazen) granted the President of Nigeria Goodluck Jonathan the key to the city of Ramallah, after a meeting between them at the headquarters of the Palestinian Presidency in Ramallah on the 29th of October 2013. The Mayor of Ramallah Musa Hadid delivered the key to President Jonathan, in recognition of his country's positions toward the Palestinian issue, and support of the rights of the Palestinian people to freedom and independence.

Key to the City of Ramallah to Paris’s Mayor and Unveiling Mahmoud Darwish's Painting

Eng. Musa Hadid, the Mayor of Ramallah, delivered the key of the to Paris’s Mayor Bertrand Delanoe during his tour at the Mahmoud Darwish Museum and Al Birweh Garden as a final stop on his visit to the Palestinian territories. President Mahmoud Abbas granted honorary Palestinian citizenship to Delanoe, along with his gift of a duplicate sign to the museum that was unveiled following the ceremony. The Mayor of Paris also visited the grave of President Yasser Arafat and paid his respects.

Ramallah Municipality Receives a Delegation of Mayors and Brazilian Entrepreneurs

The municipality received a delegation, which included three Brazilian mayors and Palestinian businessmen living in Brazil. The visit came within the framework of support for the Palestinian people and the efforts of Brazil, especially through inviting Palestinian organizations to participate at the Brazilian Social Forum. The Brazilian mayors thanked the municipality of Ramallah for hosting them and taking them round in the city, and spoke of the strong relationship between Brazilian and Palestinian, and stressed their full support for the rights of the Palestinian people to freedom and independence and a Palestinian State.

Attendees learned about each other’s cities through three short films followed by a discussion regarding exchange of experiences and cooperation in various fields.

A Delegation of the Union of Municipalities of Turkey and the Union of Cities and Local Authorities in the Middle East and West Asia

The municipality received a delegation from the Federation of Turkish cities and local bodies for the Middle East, and the Union of Municipalities of Turkey, to discuss the development of the relationships with cities and local authorities in Turkey. The delegation was led by Secretary General of the union Mohammad Doman, accompanied by Chief Executive of the Association of Palestinian local authorities Issam Akel. The meeting stressed the desire to deepen the relationships between Palestinian and Turkish cities, through learning about programs and initiatives and developing strategies for advancement, in addition to launching several twinning agreements between Turkish and Palestinian cities.

The visit included a tour for the delegation in the city, where they visited President Arafat’s grave, Horsh Raddana, Ramallah Recreational Complex, Mahmoud Darwish Museum and the Cultural palace.
The municipality received a delegation of German municipalities, including in municipalities of Cologne, Bonn, Mannheim and Jena, and the Direc- tor of the local governance programs at German Technical Cooperation Ul- rich Nitschke, within the framework to develop the relationship between the municipalities in cultural, economic and academic aspects. The Ramallah mu- nicipality emphasized their quest to de- velop international relationships, and said new relationships with cities in Germany. During the visit, the munici- pality of Bonn gave a presentation sign- ing a cooperation agreement with Ra- malh, in order to facilitate the coopera- tion within the framework of the development of the agreement signed by the municipalities in June 2007, and implemented under several projects, including the construction of the Ramallah Tourist Information Center. The Cultural and Community Affairs Department offered a summa- ry of the cultural situation in the city, and the Public Relations provided a summary the services offered at sev- eral levels, including communication with citizens, and working on the Arab and international levels through coop- eration, and the French city of Bordeaux that has been in a twinning re- lationship with Ramallah since 2004. The delegation of Trondheim included representatives from different institutions in the city for culture and music and society. The delegation thanked the municipality for hosting them, and hoped to develop the relationship between the two cities in a number of cultural and educational fields. Mayor Oetter opened the debate with the municipality’s willingness to work with the municipality within the action plan signed between the two sides, and commended the special re- lationship that was formed eight years ago, in addition to the popular and po- litical support from the city of Trond- heim to the Palestinian people.

The Ramallah municipality discussed with a delegation from the municipal- ity of Bordeaux - France, in order to activate the coopera- tion between the two cities in a number of areas related to infrastructure, cul- ture and park projects. The delegation considered this visit to be in support of the Palestinian peo- ple, and break the siege imposed on the Palestinians due to Israeli policies.

The delegation visited for three days, which included a tour of the city and a series of meet- ings, organized by the municipality with a number of cultural and youth centers.

A Delegation from German Municipalities

The Ramallah municipality received a delegation from the municipality of Epinay-sur-Seine, in order to activate the coopera- tion within the framework of the development of the agreement signed between the two cities in a number of areas related to infrastructure, culture and park projects. The delegation visited for three days, which included a tour of the city and a series of meet- ings, organized by the municipality with a number of cultural and youth centers.

A Parliamentary Delegation from Argentina

The Ramallah municipality received a parliamentary delegation from Argent- ina, who visited Palestine to witness the daily life of the Palestinian people and the occupation’s policy of harass- ing and clamping down on Palestinian cities. The delegation included deput- ies from Buenos Aires, Viajil’s Mayor, government officials and deputies in Parliament, personalities from political parties and religious leaders, business- men, and journalists from Argentina. The delegation considered this visit to be in support of the Palestinian peo- ple, and break the siege imposed on the Palestinians due to Israeli policies. The delegation considered this visit to be in support of the Palestinian people. A parliamentary delegation from Argentina visited Palestine, aimed to present an overview of their constituencies, municipal projects con- cerning urban planning, sanitation, en- vironment and cultural and community projects and international relations. The head of the delegation and mem- ber of the Municipal Council of Epinay- sur-Seine, who is also responsible for the External Relations File Bernadette Gauthier, thanked the host, saying the mayor had sought to develop a rela- tionship with the Mayor of Ramallah through joint visits between officials of the two cities in previous years, and expressed willingness of the Epinay- sur-Seine municipality to coopera- te with the Municipality of Ramallah in areas related to infrastructure, cul- ture and park projects. The delegation visited for three days, which included a tour of the city and a series of meet- ings, organized by the municipality with a number of cultural and youth centers.
The Ramallah municipality received a delegation from the city of Arhus in Denmark, in the presence of the Deputy Mayor, Rabee’ Azad Ahmed, and the Chairman of the Department of International Relations of Fatah Abdullah Abdullah. The municipal delegation welcomed the delegations’ position in supporting the Palestinian people and their just cause, expressing hope to develop a relationship with the municipality of Arhus. Abdullah hoped that this visit succeeds in strengthening relations between the Danish and Palestinian peoples in the areas of culture, development and infrastructure. The delegation included academics, representatives of universities, trade unions, Youth Parliament, Scouts, journalists and directors of the music school and the school of Arts and crafts, and the Director of the circus in the city of Arhus.

The Danish delegation’s visit came to complement the talks between the city of Arhus, Denmark’s second largest city, and the city of Ramallah, which was started last year with the aim of reaching an agreement in the near future between the two countries, during the visit by the Danish delegation of the municipality and representatives of Danish parties from Arhus to Palestine.

A delegation from the Ramallah municipality participated in the 13th General Islamic Capitals and Cities Conference, which took place in Saudi Arabia, and was held in the Secretariat of the Holy City of Mecca. Board members Harbi Al Froukh and Faisal Darras attended the Conference, which opened with an official announcement of the Saudi King Abdullah bin Abdul Aziz initiative that supported the Palestinian municipalities participating in the Conference, as a token of support of the steadfastness of the Palestinian cities who are members of the Organization of Islamic Capitals and Cities. The Ramallah municipality set up its own wing in the conference’s exhibition, which included a set of booklets issued by the municipality’s Environmental Awareness Campaign through its Environmental Education project with the schools of the city, and brochures promoting tourism from the Ramallah Center for Tourist Information, in addition to the annual reports which document the engineering and infrastructural works. Prince Khaled Al-Faisal Bin Abdul Aziz, and the Royal Prince Mansur Bin Muteb Bin Abdul Aziz, and Arabic and Islamic delegations participating in the Conference visited the wing. The municipality’s delegation also met with Mecca’s mayor Dr. Osama Albar, who thanked the municipality for its support of the relationship between the Saudi and the Palestinian people.
The three-day conference included business meetings with delegations representing several European cities associated with twinning agreements or cooperation with the municipality, including the municipalities of Paris, Bordeaux, Toulouse and Epinay sur Seine, and the Mayor of Liege in Belgium. The delegation also met with the heads of State and representatives of several French and European cities.

Participation in the Conference of Local Authorities in Diyarbakir-Turkey

Ramallah municipality, represented by member of the Municipal Council Amin Inabi, at the Conference titled “Local Authorities and their role in the peace process,” held in the city of Diyarbakir for two days.

The Conference focused on the role of municipalities in peacemaking, centralized and decentralized concepts in their work. Inabi presented a paper on the history of the Palestinian municipal elections from 1976-2012, and the role of national and municipal services under the occupation, the performance of municipalities and their work in the current difficulties, in addition to the suffering of the Palestinian people due to Israeli settlement policies and the apartheid wall, highlighting the suffering of Palestinian political prisoners in Israeli jails.

Membership in the Global Cities Index

After the municipality’s participation in the workshop on Urban Indicators Standard for cities in Jordan, which was organized by Indicators of World Cities, in cooperation with the Amman City Government and the Arab Urban Development Institute, Ramallah municipality joined the body as a member, and is currently establishing the municipal urban observatory unit. Both Jordan and Palestine, in addition to the United Arab Emirates, Saudi Arabia, Oman, Qatar, Bahrain, Yemen, Iraq, Egypt and Sudan, and a delegation of Turkey, attended the workshop. The meeting aimed at standardizing measurement methods to remove the gap between municipalities and cities dealing with data and indicators at all levels in the region.

Participation in the European Conference of Local Authorities for Palestine in France

The Ramallah municipality participated in the European Conference of Local Authorities for Palestine, which was held in the northern city of Dunkirk. The delegation included mayor Musa Hadid, member of the Municipal Council Hassan Abu Shalbak, and the Director General Ahmed Abu Laban. The delegation’s presentation focused on the municipal sector as the only sector in which has withstood all kind of struggles in various stages and continued to provide services to citizens, especially the occupation dismissed the chairpersons and members of the elected municipal councils in the early 1980s, during the first intifada, and during the Israeli invasion of Palestinian cities and imposing curfews.

The municipal delegation also addressed the challenges facing local authorities and the decentralization of local governance and municipal capacity for development at all levels to be able to carry out its functions.

Communicating with Embassies and Foreign Diplomatic Missions in Palestine

Reception of the French Consul: the municipality welcomed the new French Consul Herve Magro, and the French Consulate team. During the meeting, the new Consul was introduced to Ramallah, and the relationships that connect Ramallah municipality with a number of municipalities. The two sides agreed to strengthen cooperation between the French Consulate and the Ramallah municipality and strengthen ties with French cities and towns.

Reception of the British Consul: the municipality welcomed the British Consul, General Vincent Finn, who spoke about the work of the British Embassy in Palestine through the Consulate and the British International Development Foundation and the British Council. Finn stressed their readiness for developing the relationship between the Ramallah municipality and the municipality of Hounslow, which was signed in 1988, and widening the relationship to include other British cities. In addition to strengthening academic ties between schools and universities in Palestine in Britain.

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Reception of Egyptian Ambassador: the municipality received the Egyptian Ambassador Yasser Othman and discussed the cooperation between the Embassy and the municipality of Ramallah under the current situation, including scholarships for Palestinian students, and appreciating the Egyptian contribution in Al Omam Park.

Reception of Chilean Ambassador: the municipality received the Ambassador of the Republic of Chile to the State of Palestine, Francisco Bernales, and discussed the possibilities of strengthening the relationship with the city and the Republic of Chile. The Chilean Ambassador expressed his country’s readiness to work on several projects with the Ramallah municipality, including the city street development, participation in the corner at the park, and the establishment of a new park in the city.

Reception of the Jordanian Ambassador: the municipality welcomed the Jordanian Ambassador Awad Sarhan and discussed a number of common issues with him, most notably the King Abdullah II Square. Sarhan confirmed the importance of Jordan’s recognition of the State of Palestine, and stressed Jordan’s readiness to support the joint committees formed by the Jordanian and Palestinian sides to reflect State practices, noting that Jordan had taken steps through meeting in Palestine instead of Jordan.

Receiving representatives of Malta, Cyprus, India and Australia in the State of Palestine: The Mayor of Ramallah, Mr. Musa Hadid, welcomed the Head of the Malta Representative Office Mark Patch, and the Head of the Cyprus Representative Office Anthony Samots, Head of the Indian Representative Office PS Mubarak, and the Representative of Australia to the State of Palestine, Tom Wilson. In separate meetings, the mayor welcomed the representatives, and their desire to identify areas of work with the Ramallah municipality in order to open new horizons for cooperation. A number of the meetings discussed common themes, showing a film about municipal projects, in addition to discussing providing scholarships to study in Malta in the field of information technology, and consulting experts and volunteers in the areas of e-services to municipalities, and the possibility of developing a relationship with the Ramallah municipality through the signing of cooperation agreements with cities in Cyprus and India.

Reception of the Ambassador of Palestine in Tanzania: During its reception of the Palestinian Ambassador to Tanzania, received Dr. Nasri Abu Jaish, the municipality expressed its appreciation of the opening of the street in the name of President Yasser Arafat in the Tanzanian capital Dar Al Salaam, which reflects the diplomatic efforts for peace and friendship between the two states. Ramallah municipality sent a thank you letter to Dar Al Salaam for this step. Abu Jaish expressed the readiness of the Palestinian Embassy in Tanzania to support the efforts of the Ramallah municipality in advancing its relationship with Tanzania, specifically with the city of Dar Al Salaam.

Reception of the Ambassador of Palestine in Italy: the Ramallah municipality received the Ambassador of Palestine in Italy Mai Al Keleh who followed up on the relationship between Ramallah and the Italian municipalities of Castillo and Naples, and stressed the need for further cooperation.
Opening New Corners at the Garden of Nations

The Ramallah municipality and the Dutch representative commission opened a new corner for the Netherlands at the Garden of Nations. During the ceremony, the mayor thanked the two artists who dedicated artwork for the garden. The Garden symbolizes the friendly relations between the people of the world through multiple corners in the park, and knowledge sharing with cities and people of the world. The representative of the Netherlands, Mrs Birgitta Tazelaar, said that this inspiring work by distinguished artists shows enthusiasm. Tazelaar also thanked the municipality and its crews for their great work. The artists, who were present at the ceremony, said that art is the only way to bring and express peace and beauty.

Achieving Quality Projects with Global Communities

The Ramallah Municipality held a meeting with the Cooperative Housing Foundation in Ramallah, in the presence of General Manager Lana Abu Hijleh, to compile preliminary understandings between the Ramallah municipality and the US Agency for international development. The municipality expressed its desire to cooperate with international organizations to serve the public interest and develop the city. Abu Hijleh expressed the organization’s willingness to work with Ramallah and other municipalities within a true partnership to serve the city and develop the services provided to citizens.

In another meeting, the municipality discussed a number of common issues with a delegation from the Infrastructure and Community Planning programs, which expressed an interest in working with the Ramallah municipality on projects related to public services and neighborhood committees and municipality.

Discussion of Joint Projects with International Institutions

The Ramallah municipality held a meeting with the US Agency for international development, in the presence of Michael Harvey, former Director General of the Agency, to discuss projects that will improve the level of services provided by the municipality in various areas, such as sewerage projects in Baten Al Hawa, and the rehabilitation of the old town, and the circular intersection in cooperation with the municipalities of Betumia and Al Bireh, and the Manartha project to solve the parking problem in the city center and many other vital projects. The Director General of the Agency, Harvey, said that the planning and implementation of these projects on the ground was astounding, and praised the municipality. Harvey confirmed their desire to work with the municipality in future projects.

Discussion of a Number of Joint Projects with the United Nations Development Program

Ramallah municipality met with the Special Representative of the Director-General’s program of assistance to the Palestinian people, UNDP Frode Mauring and an accompanying delegation, the shared cooperation opportunities in multiple projects, and willingness to identify the city’s needs with the United Nations, in addition to continuing work on existing projects. The Ramallah municipality has collaborated with UNDP on a number of projects, including the rehabilitation of the Ramallah cultural Palace, the rehabilitation of the wastewater treatment plant, and the Ramallah recreational sports complex project ABSA.

Discussing the Impact of Urban Planning on the Property Tax with JICA

The Ramallah municipality discussed the subject of urban planning and its impact on property tax, with a delegation of experts from the Japan International Cooperation Agency JICA, headed by Soji Yama, seven experts in the field of speculation and urban planning, JICA representatives and the Director of Coordination Raslan Yassin. The Japanese expressed their readiness cooperate with the Ramallah municipality concerning urban planning, within JICA’s plan to work with a number of Palestinian municipalities.
Budgeting within World Bank Standards
Through the Ministry of Local Government, a delegation from the World Bank, which included public sector experts and the head of the World Bank’s mission to Palestine Pierre Misali, viewed the budgeting system in the municipality that works in compliance with World Bank indicators. The Ministry of Local Government and the World Bank selected the municipality as a case study to examine criteria for the budgets of the central authority and local authority and their impact on one another, and examine the criteria approved by the national authority, and its relationship with the local authority in terms of funds transferred from Central Government to local authorities.

Infrastructure Projects in Cooperation with Aneera
A delegation from the Development of the Infrastructure of the Palestinian Society (Aneera), examined its ability to support the municipality’s needs that fit within the objectives of the program. A discussion was held about the nature of the program, which supports the water and sanitation sector, community service for schools, health and libraries and community centers. Aneera also expressed interest in supporting the establishment of municipal projects related to education and culture.

Cooperation with the Embassy of Japan and the delegation from JICA
Deputy Representative of Japan in Palestine, Makoto Hon-da, and a delegation from the Japan International Coop-eration Agency (JICA), led by its Executive Director Tanaka Izumi, discussed cooperation with the municipality, par-ticularly in the area of infrastructures, sanitation projects with in health and environmental projects. The two sides discussed prospects for cooperation; the Japanese side lis-tened to a detailed explanation about the sewage plants in Baten Al Hawa. The delegation then went on a tour at the proposed site for construction of the purification and filtration stations at Baten Al Hawa and Al Tireh.

A World Bank Delegation Briefed on the Ramallah Munici-pality Partnership Experience with Private Sector
A delegation from the World Bank and Ernst and Young Company, were briefed on the municipality’s experience with the private sector. The meeting discussed the draft put forth by the World Bank and the Islamic Development Bank to develop guidelines on partnership with the private sector and Palestinian municipalities, and to improve the services provided by municipalities. During the meeting, a presenta-tion was conducted on several projects carried out by the municipality in the private sectors, in addition to planned future projects with the aim of improving the quality of services provided and the reduction of fi-nancial costs of operation.
4. Honoring Ramallah

**The Martyrs’ Memorial**

In Appreciation of the spirit of the martyrs of Palestine, the Ramallah municipality built a memorial in the old city across from the Ottoman Court building. The Commission on the Commemoration of Ibrahim, Myasar and Ali Al Aruri funded the memorial. The Palestinian artist Nabil Anani’s artwork was also installed to reflect national spirit of the memorial.

**Shrine for the Martyrs of the Savoy**

In memory of the martyrs of the Savoy, the municipality created a shrine for the bodies of the martyrs of the Savoy, since the new Ramallah cemetery hosted a number of the bodies of Palestinian martyrs. The number of martyrs who died in the operation in 1975 was eight. The shrine was design based on simplicity, choosing elements from nature such as the olive tree, as well as a mosaic design of the phoenix. A poetry line rested underneath that read “I’m a phoenix rising from the ashes/ my wounds are the sun and my blood is all pride.”

**Planting a Tree for the Political Prisoner Al-Issawi in Honor of the Prisoner’s resistance**

Samer Al-Issawi father, the Ramallah municipality and the Environmental Education Center planted a tree symbolizing all prisoners in Israeli jails during a tree-planting event organized by the municipality and the Environmental Education Center in Al Tireh. During his meeting with the Mayor of Ramallah, Al-Issawi’s father expressed appreciation and pride in this step because the trees in the ground represent the steadfastness of the prisoners. Mr. Musa Hadid said that the Palestinian people need prisoners like Al-Issawi to remind the whole world that the Palestinian people’s rights, dignity and freedom were stolen, and that this event is a simple expression by the Ramallah municipality and the Center for Environmental Education, and teachers and students in support of Al-Issawi and all prisoners in Israeli jails.
Honoring the Ramallah Youth Club

The Mayor of Ramallah gave tokens of appreciation to the Ramallah Youth Club represented by Club President Mohammed Hamad, in the presence of members of the Municipal Council and the Municipal General Director Ahmed Abu Laban, the founding Board of the Club and a number of its members. During the ceremony, Hadid said a word of thanks and appreciation to the Club for their efforts and service to the city of Ramallah, and significant contribution to voluntary work in various areas in the city, adding that the Club was among the first to meet the call to volunteer with the Ramallah municipality on several events, most recently the “Wein A Ramallah” Festival, Ramallah International Volunteer Work Camp, and the Ramallah Shopping Festival.

Honoring the Former Municipal Council

During a ceremony headed by the Mayor of Ramallah Mr. Musa Hadid, the council thanked Ms. Janet Michael, the former Mayor and the former City Council members for what they have accomplished during their mandate, and stressed that the new council will continue to work in the old council’s footsteps. Mr. Hadid spoke of the late Board members Nihaya Hama and Fuad Al Husari. During the ceremony, Janet Michael thanked the municipal council for their generous gesture and blessed the new victory, and thanked all the staff who have worked with the previous Board, and President Mahmoud Abbas and Prime Minister Dr. Salam Fayyad for their unlimited support, and the Ministry of Local Government, the police and citizens. Previous members received tokens of appreciation.

Awarding the Order of Merit and Excellence to the Former Mayor of Ramallah

President Mahmoud Abbas gave Janet Michael, the previous Mayor of Ramallah, the Order of Merit and Excellence, in recognition of her role and participation in the process of building the institutions of the State, service delivery to citizens during the time at the Ramallah municipality. Michael thanked President Abbas for his appreciation for her work, and said that his support continues to encourage excellence, whether in the public or private sector, pointing out that without the support of its sovereignty, the municipality couldn't have achieved its goals. Ms. Michael dedicated her achievement and appreciation to the Ramallah municipal, represented by the former and current Boards and executive management, and encouraged them to continue succeeding.
Granting Morgantini an Honorary Citizenship

During the Ramallah International Volunteer Work Camp, Mayor Maysa Hadid granted the activist and former Vice President of the European Parliament, Luisa Morgantini, an honorary citizenship for her role in supporting the Palestinian cause.

In a ceremony at Horsh Raddana, Morgantini expressed her pleasure and pride of this citizenship and wished to develop deeper relationships between Ramallah and Italian cities. Morgantini said that Ramallah is one of the most important Palestinian towns that have influenced so much of her life, as well as the life of Italian volunteers and others, noting that the Palestinian people lead a life of dignity and honor, wherever they are.

Honoring the Norwegian activist Artheron

The mayor of Ramallah honored the Norwegian activist Venke Artheron for her distinguished role in networking and cooperation between Ramallah municipality and the municipality of Trondheim, Norway, where she played a major role in the twinning between municipalities, and assured lasting relationships through the exchange of experiences and official delegations, be it youth, cultural and community activities. Mr. Hadid said that he values this expression of solidarity with the Palestinian people and their just cause, and the cooperation of friendly countries with Palestine in achieving justice. President Mahmoud Abbas granted Ms. Artheron an honorary Palestinian citizenship as recognition of the prominent role she played and excellence in the service she helped provide for the Palestinian people.
Media Releases for the Ramallah Municipality

In order to create a successful and effective channel of communication between citizens and municipality, it has continued to inform the citizens of all municipal projects in accordance with the principle of transparency through various means including:

**Annual Report 2013:** the annual report is an account of the municipality’s work and achievements throughout the year 2012, which outlined major projects undertaken within the strategic goals. The report was distributed to public and private sector.

**Ramallah’s Municipality Newsletter:** in 2013, three issues of the newsletter included brief biographies of accomplished projects, news, events and activities, ranging from infrastructural projects, to community and cultural events, and other institutional development affairs and international and domestic relations.

**Brochures and Bulletins:** the municipality issued a number of brochures including releases from the Ramallah Center for Tourist Information and awareness publications for municipal services, focusing on awareness messages that addressed different aspects of municipal services, with the aim of educating citizens about the licensing requirements for buildings and craft industries, buying or renting real estate, the annual fees for municipal and environmental awareness bulletins on the Ramallah municipality projects for health and environmental education for children in schools.

**News:** the municipality continues to communicate with citizens effectively and almost daily with news on events and activities published in newspapers, television, radio stations and websites, in addition to updates on Facebook and Twitter.
The Municipal Council Communicates Transparently with Citizens

The Municipal Council took a number of steps to achieve the principle of transparency in communication with citizens through:

**Public Meetings:**
The mayor and members of the Municipal Council of Ramallah meet with citizens through public meetings that the Municipal Council holds in multiple locations of the city, in order to hear their opinions and complaints. The first meeting was in commemoration of Al Nakba.

**Media Campaigns:**
The Ramallah municipality launched many awareness campaigns to educate citizens in several areas regarding cleanliness, the environment, and other related public services, such as licenses, buildings, information campaigns, and cultural and artistic programs organized by the Ramallah municipality throughout the year.

**Publication of The Decisions of The Municipal Council of Ramallah:** The municipality issues a weekly publication of decisions of the meetings of the Ramallah municipality, in order to inform citizens on major decisions and to enhance transparency. Decisions are published on the website of the municipality of Ramallah www.ramallah.ps and also on the Ramallah municipality official page on Facebook.

**Public Hearing:**
The council adopted a decision to hold a public meeting open to citizens, broadcast live via satellite and Palestine TV, and open to the media, in addition to inviting people to attend the public meeting during the session. Then the municipality publishes a recording of the public meeting on its website and Facebook page.

**Website:**
The Ramallah municipality updates its website www.ramallah.ps with news about the city, and also links, such as the directory of institutions in the city and information on tourist and economic life in Ramallah, and copies of the photo archive to the Ramallah municipality.

**Municipality Page on Facebook and Twitter:**
Through this page the municipality communicated with the public through social networking sites such as Facebook and Twitter, through highlighting news and events, and responding to incoming messages to the municipality.

You can view all the publications of the municipality through the website: www.ramallah.ps
6. Promotion

Ramallah municipality used several promotional tools to promote its achievements on an infrastructure level, in addition to events, cultural activities and public services. The methods were:

- **Electronic Screens**: TV promotional materials on 3 screens.
- **Promotional Panels (BILL BOARDS)**: printing and installation of more than 60 promotional and awareness panels throughout the year.
- **Promotional Film about Ramallah**: the municipality produced promotional films for the municipality of Ramallah in Arabic and English.
- **Books and Publications**: the municipality acquired a set of publications by Palestinian photographers and authors to portray all aspects of Palestine. These books are given to dignitaries visiting the municipality.

7. Promoting Tourism

**The Ramallah Tourist Information Center**

The Ramallah Center for tourist information is located in the old town, opposite the Town Hall, and aims to provide information and services to residents and visitors. The Center also provides visitors with tourist maps of the city of Ramallah and other Palestinian cities, and publications on Ramallah and tourist facilities, a calendar of events and artistic and cultural activities in the city each month, as well as some publications and promotions around the city. The Center provides a variety of gifts and materials that bear the name “Ramallah,” and you can buy them at nominal prices that go towards the promotion of the city of Ramallah. The center also participates in conferences and events around the world, and organizes city tours for visitors and guests. Chapter 3 of the report presents you with data on the number of visitors to the Center and their nationalities.

**The Sustainable Tourism Development Project**

The Ramallah municipality participates in the project for the promotion of tourism in the city, and has developed to become a source of social and economic development, including tourism and community. The project falls within the plan supported by the Japanese International Cooperation Agency and in partnership with the Ministry of Tourism and Antiquities, and provides technical support by Japanese experts, surveys of tourist services, infrastructure, personnel and monitoring contributions to economic development. It will also conduct a survey to see what interests tourists, and their available services and expectations. The results of the surveys will clarify challenges, opportunities and requirements that would contribute to the development of tourism. The Ramallah municipality also participated in a training program entitled “Sustainable Tourism Development” to learn from the Japanese experience on boosting tourism, in addition to the means of effective promotion to encourage it.
CHAPTER III

General Data
Tenders

Administrative Bidding
- Tender for general insurance
- Tender to offer cleaning services and building of municipal facilities

Tenders for Infrastructure
- Tender for work on local roads in different sites of the city
- Tender on building steps in various sites of the city
- Bid for school maintenance
- Bid for rehabilitation of the sewer line at the corner of Khalil Musa Abdul Hamid Shoman streets

Tenders for paints of streets and sidewalks

Tenders for Consultants
- Tender to offer engineering services for the development of business in the industrial area
- Tender to offer engineering services for infrastructural development in the new expansion project

Tenders for the Supply of Machinery
- Tender for the supply of waste car compressor

Tender for Annual Supplies
- Tender for the supply of fuel
- Tender for the supply of asphalt mixtures
- Tender for supply sanding and similar services
- Tender to supply materials for sidewalks and islands
- Tender to supply traffic signs
- Tender to supply waste bins and containers
- Tender to supply electrical accessories

Other Bids
- The Smart City project
- Bid to move waste from the garbage dump in Ramallah

Complaints unit:
Ramallah municipality established a special unit to receive complaints from citizens at the municipal building. The unit was prepared to allow citizens to submit their observations and complaints and computerize them, and then offering reports on complaints received and the follow-up mechanism, including contacting relevant authorities in the municipality and providing the needed service for citizens.

Data from the Complaints Unit

<table>
<thead>
<tr>
<th>Distribution</th>
<th>Kind of Complaint</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health and Environment Dept (257)</td>
<td>55 Waste</td>
</tr>
<tr>
<td>18 Parking fines &amp; ST. violation</td>
<td>46 Stray dogs</td>
</tr>
<tr>
<td>120 Health hazards</td>
<td>9 Plans</td>
</tr>
<tr>
<td>Dept of Architecture (389)</td>
<td>31 objecti ons</td>
</tr>
<tr>
<td>13 lighting</td>
<td>49 streets</td>
</tr>
<tr>
<td>15 filling</td>
<td>56 building code violation</td>
</tr>
<tr>
<td>Financial Dept (26)</td>
<td>1 late bill</td>
</tr>
<tr>
<td>4 objections</td>
<td>3 repairs of fees</td>
</tr>
<tr>
<td>3 licenses</td>
<td>1 bill board</td>
</tr>
<tr>
<td>Administration Dept (156)</td>
<td>1 customer and staff service</td>
</tr>
<tr>
<td>4 objections</td>
<td>1 withdrawal of complaints</td>
</tr>
<tr>
<td>6 pre-paid</td>
<td></td>
</tr>
</tbody>
</table>

Organizational factors
- The number of licenses issued 225
- Total licensed spaces 383602
- New building 329976
- Amended building 53626
- Number of transactions total 349
- The number of transactions for apartments 41

Geometrical data:
- The number of licenses issued 225
- Total licensed spaces 383602
- New building 329976
- Amended building 53626
- Number of transactions total 349
- The number of transactions for apartments 41
Data from Ramallah Tourist Information Centre
The graph shows the number and nationality of visitors

The number of visitors to the Ramallah Center for Tourist information who signed the visitor's logbook: 1515
Total number of visitors to the Center in the year 2013: 6294

Result: 7671 Visitors
### Financial Data

<table>
<thead>
<tr>
<th>Year</th>
<th>Revenue</th>
<th>Expense</th>
<th>Profit</th>
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</thead>
<tbody>
<tr>
<td>2020</td>
<td>10000</td>
<td>5000</td>
<td>5000</td>
</tr>
<tr>
<td>2021</td>
<td>12000</td>
<td>6000</td>
<td>6000</td>
</tr>
<tr>
<td>2022</td>
<td>15000</td>
<td>7500</td>
<td>7500</td>
</tr>
</tbody>
</table>

**Structural Plan for the New Expansion**

[Map of the new expansion area]

- Area: 1200 sq km
- Population: 500,000
- Key infrastructure: roads, utilities, housing

[Legend for map: various symbols and colors indicating different zones]