The Palestinian Community Infrastructure Development (PCID) program is supported by USAID West Bank/Gaza to increase access to water, sanitation and other community services through small and medium infrastructure projects in villages and other vulnerable and under-served communities throughout West Bank and Gaza Strip.

**39 Completed Projects**

- Contribution
  - USD 83.45 million
- Implementation period
  - Mar 2013 - Mar 2019

**340,000 targeted beneficiaries in 33 communities**

**Evaluation Sought to Answer**

- To what extent did PCID increase access to water, sanitation and community infrastructure services?
- Did PCID succeed in identifying and addressing community infrastructure needs in targeted sectors?
- How well are PCID projects utilized and sustained?

**Key Data Sources**

- 15 Project Documents Reviewed
- 50 Key Informant Interviews
- 18 Communities Visited

**Project Activities**

- Health
- Community Infrastructure
- Roads
- Sewage
- Education
- Agriculture
- Youth Center
- Water networks

**List of Acronyms:** PCID - The Palestinian Community Infrastructure Development, USAID - United States Agency for International Development
**FINDINGS**

- **PCID projects are highly important to communities**
  - 97% Water and Sanitation
  - 82% Other Infrastructure
  - 84% All PCID Projects

- **High Levels of Ownership**
  - Who’s responsible for this project?
    - The majority of community leaders interviewed said the village council/municipality is responsible; respondents said they have human and technical resources.

- **High Levels of Satisfaction**
  - What did community members say?
    - Is someone in your household using the services? 82% said YES
    - Is the project filling an urgent need in your community? 77% said YES
    - Did the project meet your expectations? 100% said YES

**CONCLUSIONS & RECOMMENDATIONS**

- **Standard infrastructure project output indicators are used by PCID and do not capture results in social assistance/community development interventions.**
  - Include indicators to measure results from social assistance projects (such as increased access to education, or utilization rates in new clinics).
  - Review and revise indicators and targets annually with USAID.

- **Sustainability and quality of construction works can be enhanced by consistently and uniformly applying the following procedures:**
  - Ensure all project designs reflect market availability of tools, equipment, spare parts and other materials needed for maintenance (especially in Gaza).
  - Ensure that contractors provide a manual for operation and maintenance before closure, including on-site training for key village personnel.
  - Require a maintenance plan as part of the close out of each project including responsibility and sources of finance.
  - Invest in training local contractors to strengthen skills and knowledge base.

- **PCID can increase satisfaction by broadening feasibility studies and needs assessments to identify and take into account other planned projects in the community.**
  - When conducting needs assessments, scope and consider links to and relationships with other future projects in the community.
  - Engineers should demonstrate that they have consulted with village/municipal council, USAID, other donors, and relevant PA ministries about planned projects in the community.

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**The PCID program has been effective in**

- Addressing basic needs for infrastructure to improve daily lives of people in Palestinian communities
- Channelling resources to small, vulnerable, and under-served communities
- Engaging the community and building a sense of achievement and progress

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