



# USAID

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## Performance Evaluation of the Palestinian Community Infrastructure Development Project



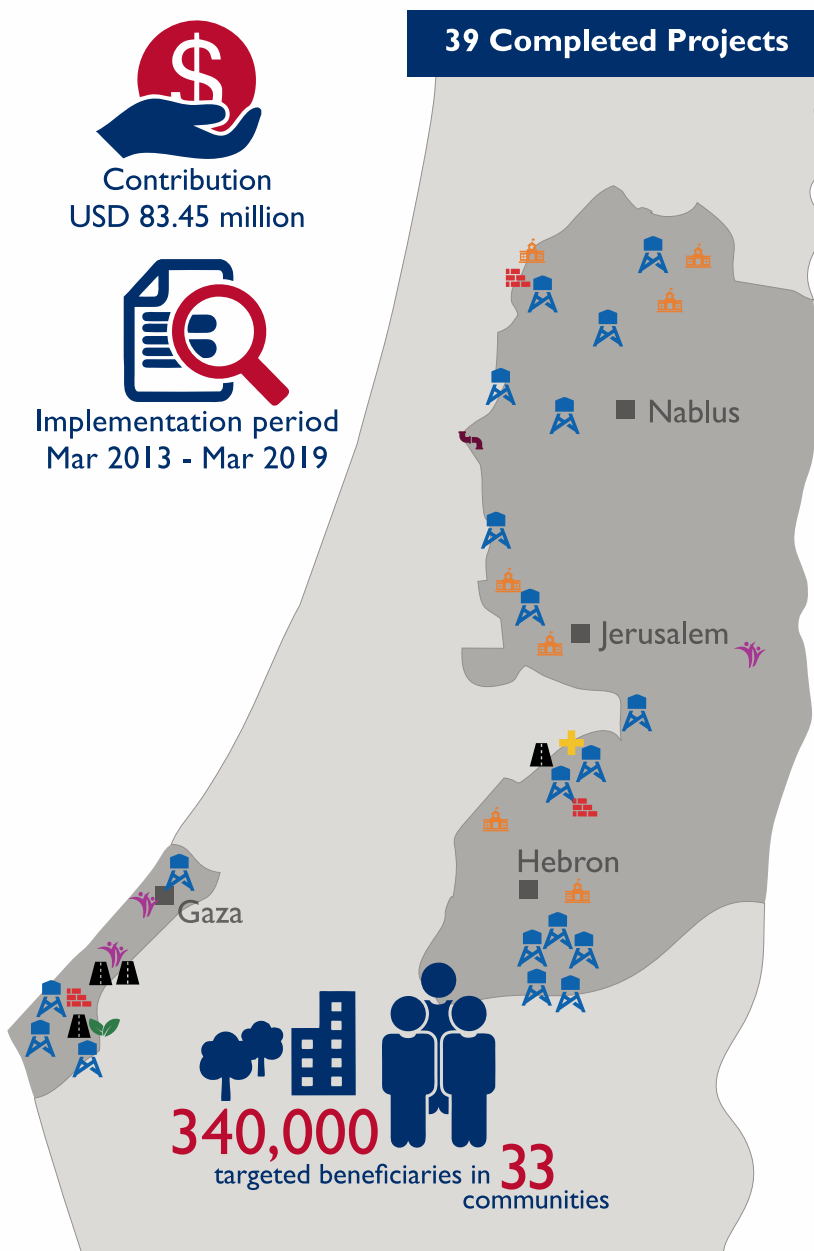
The **Palestinian Community Infrastructure Development (PCID)** program is supported by USAID West Bank/Gaza to increase access to water, sanitation and other community services through small and medium infrastructure projects in villages and other vulnerable and under-served communities throughout West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



Contribution  
USD 83.45 million



Implementation period  
Mar 2013 - Mar 2019



### PROJECT ACTIVITIES

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

### 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



Project Documents Reviewed



Key Informant Interviews

### 18 Communities Visited



Community Leader Interviews



Group Discussions

Household Survey Respondents



619

Community Observations



18



# Key Evaluation Results

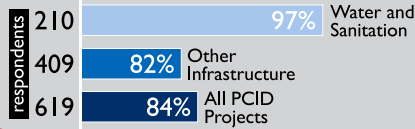
## FINDINGS

## CONCLUSIONS & RECOMMENDATIONS

**PCID projects are highly important to communities**

Standard infrastructure project output indicators are used by PCID and do not capture results in social assistance/community development interventions.

*Now that water is no longer the central daily concern, it is possible to start thinking about other possibilities.*



Female focus group participant, Ramallah district

- 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.

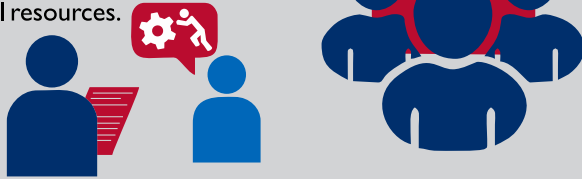


**High Levels of Ownership**

Sustainability and quality of construction works can be enhanced by consistently and uniformly applying the following procedures:

### 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.



- 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.



**High Levels of Satisfaction**

PCID can increase satisfaction by broadening feasibility studies and needs assessments to identify and take into account other planned projects in the community.

### 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 met your expectations? **100% said YES\***
- [619 respondents]

*\*includes responses 'to a great extent' and 'to some extent'*

- 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.



## 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

