

**Environmental and Social Assessment for EBRD  
Brownfield: Category B Project  
Amman Bus Project, Jordan**

**NON-TECHNICAL SUMMARY (NTS)**



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**FINAL DOCUMENT**

**REV 3**

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## LIST OF ACRONYMS

AVT	Amman Modern Vision for Transportation
CCTV	Closed-circuit Television
CLO	Community Liaison Officer
CMTC	Comprehensive Multi-Transport Company or Al-Mutakameleh Multi-Transport Company
E&S	Environmental and Social
EBRD	European Bank for Reconstruction and Development
EHSS	Environmental, Health and Safety and Social
ESAP	Environmental and Social Action Plan
ESMP	Environmental and Social Management Plan
ESP	Environmental and Social Policy
EU	European Union
GAM	Greater Amman Municipality
GBVH	Gender-based Violence and Harassment
GHG	Greenhouse Gas
GVAP	Gender and Vulnerable Groups Action Plan
MoEnv	Ministry of Environment
NTS	Non-technical summary
OHS	Occupational Health and Safety
PWD	Persons with Disabilities
RP	Resettlement Plan
SEP	Stakeholder Engagement Plan

## 1 INTRODUCTION

The Greater Amman Municipality (GAM), is planning to develop the Amman Bus Project, which is a public transport operation project within the City of Amman.

The Project, which includes the operation of new diesel and electric buses in the City will improve the reliability, safety, and quality of public transport services for users, as well as improve air quality through reduced carbon emissions and better fuel efficiency, in compliance with objectives and commitments of the city. The investment in the new buses will result in a significant reduction in emissions (clean air and greenhouse gas (GHG) related) from the urban bus sector.

GAM is anticipating securing financing from the European Bank for Reconstruction and Development (the “EBRD” or the “Bank”) hence the project is being developed in accordance with the EBRD Environmental and Social<sup>1</sup> Policy (ESP) (2019)<sup>2</sup>. The Project is categorised “B” in accordance with EBRD ESP and an Environmental and Social (E&S) Assessment was undertaken, and this report is the Non-Technical Summary (NTS) which provides a description of the project and describes the potential benefits and impacts associated with the procurement and operation of the buses and construction and operation of the bus depot facility. It also describes how these will be mitigated and managed through all phases of the project’s development. In addition, it provides a summary of the public consultation activities and the approach to future stakeholder engagement.

## 2 THE PROPOSED PROJECT

In order to upgrade and improve the quality, reliability, and safety of the public transport services within the City of Amman, GAM intends to purchase new 133 Euro V diesel buses and 17 battery electrical buses and develop a ticketing system and real-time information system integrated with the existing systems but with some improvements.

The new buses will operate as an addition to the existing Amman Bus – Phase I fleet of 135 buses operating in Amman for a little more than a year now in 11 out of the GAM 22 districts through 27 routes and operating for long hours. The new buses will cover the entire GAM 22 district area through selected 34 additional routes.

A depot will be required for the new buses to be stored when not in use. The depot location is not yet decided but either i) a new depot will be required or ii) the existing depot being developed by the operator of Phase 1 may be used, if they are selected as the operator of the new buses.

The diesel buses are expected to be supplied by Q1 2022, and operated by Q2 2022. The new buses are expected to consist of two types of buses: 9 metre length and 12 metre; both with a specific number of seat as well as handles for standing bus users. The timeline for the supply and operation of the electric buses is still undefined. Example photo of these buses is provided below:

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<sup>1</sup> The ESP (2019) defines social as “issues which pertain to project-affected people and their communities and workers and related to socioeconomic status, vulnerability, gender, gender identity, human rights, sexual orientation, cultural heritage, labour and working conditions, health and safety and participation in decision making.”

<sup>2</sup> Available at <https://www.ebrd.com/documents/comms-and-bis/environmental-and-social-policy.pdf>



Figure 1: Examples of the New Amman Buses

The commissioning date of these buses as well as the operation schedule and route will be announced and will be made available through the Amman Bus mobile application. These buses are planned to be on a par with normal bus fares in Amman. The operator of these new buses is still not selected.

Since 2019, the Amman Modern Vision for Transportation (AVT) established and owned by GAM, undertakes development of public transportation into a more reliable, time punctual, cleaner and smart media for transportation. AVT currently is the developer and main manager of the Amman Bus. The operator of the existing Amman Buses is the consortium of Gursel and Comprehensive Multi-Transport Company or Al-Mutakameleh Multi-Transport Company (CMTC).

### 3 THE AMMAN BUS RIDERSHIP AND SATISFACTION SURVEYS

The E&S Consultant (ECO Consult) assigned by EBRD undertook a satisfaction and ridership survey to obtain the views of the users of Amman Bus service. The questionnaire was distributed amongst 400 passengers of different user groups and resulted in encouraging and insightful findings. The main findings of this survey are summarised below.

- Most of the respondents are regular passengers - travelling to work or education - during weekdays excluding weekends, paying on average 1.35 JD for an average duration of 45 minutes.
- Overall, 70% of the users are satisfied with the Amman Bus service. The remaining 30% indicated they were not satisfied with the service in terms of in terms of availability, frequency, duration of the journey, safety, and cleanliness. They also indicated that the mobile application and bus stops should be improved.
- Social media is the main platform used to express opinions and feedback.
- Key elements of public transport user satisfaction include: safety/security, system (supply and reliability), frequency, comfort, clarity and availability of information, driver behaviour, and cleanliness.
- Some differences were found based on gender. Examples:
  - Males preferred cleanliness of the bus, heating and cooling, comfort of the seats, and engine noise elimination.
  - Female users, on the other hand, agreed with male users about the importance of proper ventilation and heating/cooling systems.
  - Females highlighted the importance of cleanliness in general and bus cleanliness in particular, road safety (no accidents), availability of maps and information about the routes and schedule.
- The Amman Bus operator should work to improve the bus environment, especially the air quality, heating/cooling, and overall cleanliness of the bus since it is a leading concern among bus riders.

- Avoid using upholstered seating to facilitate the cleaning process and allow users to wipe their own seats before sitting.
- Female drivers are not preferred since this was thought not to be culturally appropriate and reduces their safety. Probably this leads to considering behavioural change and awareness raising campaigns before putting female drivers in front of the driving wheel since the stereotype thinking would not help in turning this into a successful opportunity.

It is important to undertake such satisfaction surveys for the Amman Bus at least once every two (2) years to gather the opinions of current users and eventually increase ridership by addressing complaints about the service and attract new users. Results can be used as guidance for bringing in improvements.

## 4 ENVIRONMENTAL BENEFITS, ADVERSE IMPACTS AND MITIGATION MEASURES

### 4.1 Key Benefits

The Amman Bus Project helps upgrade and improve the sector and brings in uncountable major strategic national level benefits. These are summarised below:

- Contribute to Jordan's development and economic growth, increase accessibility to job opportunities, and improve accessibility between governorates and growth areas.
- The Amman Bus is an important pilot project being implemented in Amman that can be applied in other locations throughout Jordan.
- These new buses are expected to improve the reliability and quality of public transport services for users, as well as improve air quality through reduced carbon emissions and better fuel efficiency, in compliance with objectives and commitments of the city. The investment in the new buses will result in a significant reduction in emissions (clean air and GHG related) from the urban bus sector.
- The Amman Bus will facilitate movement and accessibility of women and with the installed Closed-circuit Television (CCTV), is also expected to provide a safer means of transport for women and children.
- Improved passenger and public health and safety
- Take into account needs of people with special needs such as people with disabilities which brings significant improvements to their lives and opportunities

### 4.2 Key Issues

<b><i>In relation to the Amman Bus:</i></b>
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- the Amman bus service brings in numerous E&S benefits. In comparison to other means of public transport in Amman, the service is safer, more reliable, and improvements are being implemented constantly. In general, there are no key negative issues to be considered regarding the Amman buses.
- In order to maximise the positive impacts and benefits of the Amman buses and avoid any potential issues or disadvantages, the Technical and E&S Consultants assigned by EBRD for this Project provided specifications to be used in the tender for the procurement and supply of the new bus fleet, including Environmental, Health, Safety, and Social (EHSS) specifications, which are in line with all relevant European Union (EU) regulations (including emissions standards, safety, fire safety, disabled access etc.).
- Additional measures to enhance the benefits of the Amman Bus Project include:
  - Actions in relation to women empowerment and employment on the Amman Bus.
  - Developing and applying a code of conduct for drivers as well as a feedback/complaints mechanism.
  - Implementing driver behavioural change and road safety programme to ensure controlling and stopping the behavioural issues undertaken by drivers and reflected by complainants/inspections such as smoking and eating on the bus, unsafe driving, and others.

- Implementing the Stakeholder Engagement Plan (SEP) for the Project. Using the SEP as a basis, prepare a communication and Awareness plan in relation to the Amman Bus Project to encourage and mainstream the use of public transport. This plan shall also cover actions to enhance driver's awareness and behaviour, the customer service charter and messages to change behaviour around Gender Based Violence and Harassment (GBVH).
- However, it must be noted that the Amman Bus applies new methods for payments (ticketing system with no-cash on bus), tracking of bus routes (through mobile application), social media for feedback and updates (Facebook and others), and other smart applications, platforms. These may not be preferable methods for some passengers due to different reasons (age, access to smart phone, confidence and trust, others). In addition, due to limited number of outlets (mostly bus stations) where the cards could be obtained and charged, this may result in reduced usage of the Amman Bus Services. Tickets can be issued and charged using the mobile application but this requires access to smart phone.

In order to mitigate such issues, awareness campaigns could be implemented; additional information and maps provided regarding bus routes and schedule could be provided on buses, at bus stops, and in terminals; and increase the number of ticket sales outlets to increase accessibility. As part of the planned intelligent transport system, develop a suitable and usable mobile application for the Amman Bus Project which reflects user feedback based on ridership surveys, consultation, and complaints.

***In relation to the Amman Bus Depot Facility:***

- Impacts from the construction and operation of the new bus depot: Potential impacts could include risk of pollution to soil and groundwater resources, risk on archaeology sites, occupational health and safety risks to workers, dust emissions, noise nuisance and others. during construction, the potential negative impacts are temporary and short-terms and generally could be mitigated with the proper management of civil works and activities. The extent and significance of potential negative impacts during operation phase should be assessed through an E&S site assessment.
  - Review with the Ministry of Environment (MoEnv) the location permit and environmental permitting requirements for the bus depot facility.
  - Undertake and submit an E&S assessment for the proposed depot location to EBRD for non-objection.
  - The construction contractor and operator shall develop and implement an Environmental & Social Management Plan (ESMP) for the bus depot facility (construction and operation) and for the bus operations. This shall also include other plans such as Occupational Health and Safety (OHS), Emergency Preparedness and Response, Depot traffic assessment and management plan, and others as required.
  - In addition, the Technical and E&S Consultants assigned by EBRD for this Project provided specifications to be used in the tender(s) for the design, engineering, construction, and operation of the Amman Bus Depot Facility, including Environmental, Health, Safety, and Social (EHSS) specifications, which are in line with all relevant European Union (EU) regulations (including emissions standards, safety, fire safety, disabled access etc.).
- Potential physical and/or economic displacement due to the new bus depot that will be built as part of the Project. There is a potential that the land to be used for the depot is acquisitioned leading to potential physical and/or economic displacement. This could lead to loss of permanent land ownership, relocation of permanent residents or temporary land users, and loss of income and livelihoods of land users.

For this reason, the following mitigation and management measures are considered:

- Undertake consultation activities with local community to inform them about the planned depot, facilities, schedule, operations, timeline, and grievance mechanism.
- As part of the selection of the depot location, avoid physical and economic displacement as far as possible via the depot site selection process
- If needed, GAM/AVT to appoint qualified consultant to develop a Resettlement Plan (RP), to ensure land acquisition and compensation meet national related legislations and the objectives of ESP 2019

- Appoint a person to be the primary point of contact within GAM/AVT regarding the land acquisition and compensation programme
- At completion of land acquisition and compensation as well as livelihood restoration – if triggered- GAM/AVT to audit the completed programme and report to EBRD.

***In relation to the Greater Amman Municipality (GAM), Amman Modern Vision for Transportation (AVT), and other parties including the Operator and Construction Contractor, etc.:***

The E&S Consultant assigned by EBRD undertook a thorough audit of the institutional and EHSS governance framework and capacities of these entities and in accordance with the ESP 2019, provided several measures to raise their capacities and ability to comply with good international practice, ESP 2019, EU standards, and national legislations. This also includes corporate E&S action measures to be implemented by GAM.

## **5 THE KEY ACTION AREAS AND MEASURES FOR THE PROJECT**

An Environmental and Social Action Plan (ESAP) was developed in order to align the project with the EBRD ESP 2019. The ESAP sets out the programme, identifies those responsible and defines success criteria, and as such provides a framework for monitoring the implementation of the measures.

The proposed action areas are expected to result in improved EHSS performance and risk management and benefit enhancement across the Amman Bus operations and related stakeholders (GAM, AVT, Operator, Contractor, etc).

## **6 ENGAGEMENT WITH STAKEHOLDERS**

Stakeholder engagement is an ongoing process involving (i) the client’s public disclosure of appropriate information so as to enable meaningful consultation with stakeholders, (ii) meaningful consultation with potentially affected parties, and (iii) a procedure or policy by which people can make comments or complaints. This process should begin at the earliest stage of project planning and continue throughout the entire life of the project.

A Stakeholder Engagement Plan (SEP) has been developed with the objective of identifying key stakeholders and ensuring that, where relevant, they are informed in a timely manner of the Amman Bus updates, plans, improvements, and any potential impacts. The SEP also identifies a formal feedback and grievance mechanism to be used by stakeholders for dealing with complaints, concerns, queries and comments.

The SEP is a living document and will be updated as required. It will also be reviewed periodically during project implementation and updated as necessary.

The SEP includes the following:

- Identification of stakeholders and other affected parties;
- Public consultations and information disclosure requirements;
- Overview of previous engagement activities;
- SEP programme/strategy including methods of engagement and resources;
- Grievance mechanism with a template for provision of comments/complaints and resolution forms.

Stakeholders could be individuals and organisations that may be directly or indirectly affected by the project either in a positive or negative way, who wish to express their views.

All general comments, queries and grievances can be submitted to GAM and AVT through the communication channels provided in the following section.

The grievance form (in Arabic and English) is presented below and will be made available on the web site, Social Media, and in hard copy in bus stops and terminals. Anonymous lodging will also be made possible (grievance boxes). The link and disclosure location details will be included in an updated version of this document.

**Grievance Form:**

<b>Grievance Form</b>	
<b>Reference No.</b>	
<b>Full Name:</b>	
<b>Contact Information</b>  Please mark how you wish to be contacted and add contact details	<input type="checkbox"/> <b>By Post:</b> <input type="checkbox"/> <b>By Telephone:</b> <input type="checkbox"/> <b>By E-mail:</b> <input type="checkbox"/> <b>Other (please specify)</b>
<b>Description of Concern, Incident or Grievance</b>	<b>What is your concern/grievance/what happened? Where did it happen? Who did it happen to? What is the result of the problem?</b>
<b>Date of concern, incident, or grievance</b>	
<input type="checkbox"/> <b>One-time incident/grievance (date)</b> <input type="checkbox"/> <b>Happened more than once (how many times?)</b> <input type="checkbox"/> <b>On-going (currently experiencing problem)</b>	
<b>What would you like to see happen to resolve the problem?</b>	
<b>Signature:</b>	
<b>Date:</b>	
<b>Please insert this form in one of the grievance boxes</b>	



## 7 CONTACT DETAILS AND REPORTING

Throughout the Project, all stakeholders can contact the Amman Bus Project throughout the contact details provided below.

<b>Contact Details for GAM</b>	<p>a. GAM Complaints Direct Line: 0096264636111</p> <p>b. GAM Complaints E-mail Address: shakawi.dwn@ammancity.gov.jo</p> <p>c. GAM's Social Media platforms (Facebook and Twitter)</p> <ul style="list-style-type: none"> <li>- <a href="https://www.facebook.com/cityofamman/">https://www.facebook.com/cityofamman/</a></li> <li>- <a href="https://twitter.com/GAMtweets">https://twitter.com/GAMtweets</a></li> <li>- <a href="https://www.instagram.com/cityofamman/">https://www.instagram.com/cityofamman/</a></li> </ul> <p>d. Hawa Amman Radio (FM 105.9)</p> <ul style="list-style-type: none"> <li>- GAM's Smart Phone Application: GAMAPP</li> </ul>
<b>Contact Details for CLO</b>	<p>Eng. Osama Abdel lateif Abu Rumman CLO for Amman Bus Project Greater Amman Municipality Environmental Studies and Awareness Department Mobile Number: 00962798686111 Hot line of GAM: 065528783 / 065343690 CLO Email: Osaksr99@gmail.com</p> <p>Female Community Liaison Supporting the CLO: Salsabeel Saif Aldeen Mohammad Obeidat Greater Amman Municipality Environmental Studies and Awareness Department Mobile Number: 0795500850 Email: salsabeel.obedat@gmail.com</p>
<b>Contact Details for AVT</b>	To Be Determined – Will be disclosed once available.
<b>Contact Details for Amman Bus</b>	To Be Determined – Will be disclosed once available.
<b>Contact Details for Anonymous Calls</b>	To Be Determined – Will be disclosed once available.
<b>Link for downloading the Amman Bus disclosure and update documents (NTS, SEP, and others)</b>	To Be Determined – Will be disclosed once available.