



Ramallah Municipality



Annual Report 2010

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A WORD BY THE MAYOR



Dear Citizens and friends of Ramallah

We present to you our second annual report for the past year which has exceeded its statutory phase. In our last report we introduced our accomplishments starting 2006 until the end of 2009. However, this report demonstrates new achievements that are now a reality all of us are enjoying and which designates our commitment to the citizens in the first place and to our city as well. It is worth mentioning that the Municipality has successfully shed away the image of being a “services establishment” only, and moved forward to becoming a modern facility which cares, activates and executes the various types of comprehensive developments, such as infra structure ones where it even reached the marginalized areas in the city, schools, and numerous environmental activities. It even reached out to children’s interests, promoted activities of their own such as marathons and other non- traditional programs. The municipality also supported the distinguished investments that erupted in the city and created new job opportunities and elevated the living standard. The municipality is currently involved in enhancing and beautifying the center of town through a comprehensive over whole plan of the city’s infrastructure; i.e. remodeling the late Arafat’s memorial square, by adding new architectural elements that would highlight our national cause and reveal a new standard of artistic and sentimental value of Ramallah.

Dear Residents,

Ramallah municipality has reinforced its role in promoting the folkloric and cultural level through its two programs “Wein A Ramallah”, “Al-Harajeh popular souk” and other numerous activities that took place here and there in order to make possible for all residents to take part and interact in such events; consequently strengthening their sense of belonging to the city itself, to its traditions and to its cosmopolitanism.

Dear Citizens of my city,

The year 2010 has witnessed extensive various structural schemes that were scattered around the city, which caused- at times- much inconvenience to many of you. We apologize for the matter, but at the same time we could not retreat from moving ahead with our plans and we stuck to our vision that this city should meet the terms of being a modern and developed one in order to comply with its major role as a central and international city. Achieving all this, the living standard would accordingly rise and would assist the Palestinian National Authority to have a civilized status in front of its friends and guests around the world; hence this will hit our goals in reinforcing the importance of our city locally and globally, and growing its multi activities.

Janet Michael,
Mayor of Ramallah

Municipal Council:



- Fahed S. Habash



- Mahmoud A. Ali



- Janet N. Michael,
Mayor



- Adnan A. Farmand



- Kamel M. Jbeil



- Ghazi H. Hanania



- Faisal H. Darras



- Ghattas J. Bosheh



- Fadwa M. Al-
Barghouthi

Executive bord

- Ahmad K. Abu Laban, General Director

Department heads

- Jad. J. Qandah, Health and Environment
- Sulaiman F. Ghneim, Financial Affairs
- Osama Y. Hamdeh, Planning and Development
- Elen S. Baba, Administrative Affairs
- Maha Shihadeh, Public Relations

- Faten Farhat, Cultural and Social Affairs

- Odai Al-Hindi, (Acting) Engineering and Project

- Anton Daho, IT consultant

• Internal monitor

Maher B. Al-Natour, Head of Internal Monitoring

RAMALLAH MUNICIPALITY VISION

A modern, pioneering, distinguished municipality, providing services professionally and with transparency in order to make Ramallah an international, beautiful, green, safe, environmentally friendly and child-friendly city, while preserving cultural heritage, and encouraging tourism and investment.

RAMALLAH MUNICIPALITY MISSION

The municipality strives to improve the quality of services, to meet needs, and to improve the living standards of city residents in order to achieve sustainable development.



• CHAPTER TWO

FIRST: INFRASTRUCTURE DEVELOPMENT AXIS

The year 2010 brought on huge efforts in the infrastructural development of the city of Ramallah, including projects in road construction, sewage network development, and lighting (you mean electricity) network expansion, in addition to the rehabilitation of the main streets and avenues. Funding for these projects came courtesy of several parties, most notably the Ministry of Finance (through the Ministry of Local Government,) the Municipal Development Fund, and the Ramallah Municipality Fund.

- **Road Construction:**
- **Rehabilitation of the Ein Misbah-Dar Ibrahim-Baten Al-Hawa road network**

The project involved rehabilitation and development of the 2,600 meters road network serving Ein Misbah, Dar Ibrahim, and Baten Al-Hawa, at a cost of \$1,660,000, courtesy of the Ministry of Finance through the Ministry of Local Government.



Ein Misbah Street



Dar Ibrahim Street



Baten Al-Hawa Street

• Ein Al-Joz Street

The Ein Al-Joz Street, a new 300-meter street that connects Ein Misbah and Damascus streets, was paved, at a cost of two million dollars courtesy of the Ministry of Finance (through the Ministry of Local Government) and the Ramallah Municipality.



After implementation



During implementation

• Jabra Al-Ankar Street

Jabra Al-Ankar Street, close to the Prime Ministerial Headquarters in Al-Masyoun and connecting the Mahmoud Darwish Square and the Aziz Shahin Square, was renewed. The 300-meter stretch received walls, gutters, sidewalks, and pavement. The project, at a cost \$360,000, was funded by the Ministry of Finance (through the Ministry of Local Government.)



During implementation



After implementation

ROAD CONSTRUCTION AND PAVEMENT FUNDED BY THE MUNICIPALITY

STREET NAME	LENGTH (meters)	COST (shekels)
Moscow St.	1,100	769,718
Saint Butros St.	370	189,000
Salah Khalaf St.	450	305,000
Al-Rajaa St.	600	360,500
Amman St.	520	217,750
Al-Qastal St.	253	105,000
Beethoven St.	280	156,000
Majed Abu Sharar St.	160	96,500
Ghandi St.	260	133,000
Najeeb Mahfouth St.	600	412,422
Abdul-Qader Al-Jazaeri St.	150	92,405
Athens St.	1,000	42,1457
Issa Al-Awwam St.	220	107,061
Quoliyqh and Rihana St.	230	81,677
Radana/Ministry of Housing St.	150	107,577
Sablan St.	90	47,122
Naji Al-Ali St.	360	163,378
Lorca St.	70	40,561
Patrice Émery Lumumba St.	105	63,104
Abu Thar Al-Ghafari St.	205	114,527
Jubran Khalil Jubran St.	250	107,577



Naguib Mahfouz Street



Moscow Street



Al-Raja Street



Beethoven Street



Ramla Street / Old City



Amman street



Naji Al-Ali Street



St. Peter's Street



Al-Etha'a Street



• City center rehabilitation

The Ramallah Municipality launched the largest rehabilitation campaign the city has witnessed in 30 years as part of the joint committee effort to rehabilitate the city center. The municipality focused on making the city center environmentally friendly with broadened sidewalks to facilitate pedestrian traffic.

The project is undertaken in partnership with the Palestinian Telecommunications Company (PaTel,) Jerusalem Electrical Power Company, and the Jerusalem Water Authority, in cooperation with the Ramallah-Al-Birch Governorate and the police force and includes comprehensive development of the infrastructure. Funding-approximately \$3 million-was courtesy of the Ministry of Finance (through the Ministry of Local Government,) the Ramallah Municipality, and service institutions, each covering one-third of the amount. As part of the project, the municipality recently restored Al-Irsal Street, providing the 300-meter stretch with sewage and gutter system repair, construction of sidewalks and re-pavement.



After implementation



Before implementation



City Center After implementation

During the rehabilitation, the municipality met twice with city center traders and business owners to discuss the project. In the first meeting, the municipality presented the project and explained its importance, and in the second, discussions standards of signage and canopies. The merchants thanked the municipality for the project, which serves their businesses, and some made suggestions that help facilitate commercial traffic.



Members of the municipality meet with city center traders and business owners

• Rehabilitation of Al-Narjis neighborhood in Al-Tireh

The municipality undertook a comprehensive 500,000-shekel rehabilitation campaign in Al-Narjis neighborhood in Al-Tire that included re-pavement of roads and renovation of sidewalks and covered Al-Walajeh, Nabi Saleh, Baghdad, and Tripoli streets. The municipality established a new, 650-square-meter fenced garden with two children's play areas and several family areas.



After implementation

• Muslim - Christian Cemetery

The Muslim-Christian Cemetery project was a pressing need for the city of Ramallah as existing cemeteries in the city and in Al-Bireh and Beitunia which has become congested. The first phase of the 8.5-acre project in Wadi Al-Deir in the southern part of the city is expected to cost \$1.5 million, presented by the Ministry of Finance (through the Ministry of Local Government.) The Ramallah Municipality purchased the land.



Christian and Muslim Cemetery

• Cemetery Rehabilitation

The municipality renovated cemeteries to preserve them as an important part of heritage and protect them from sabotage; they include

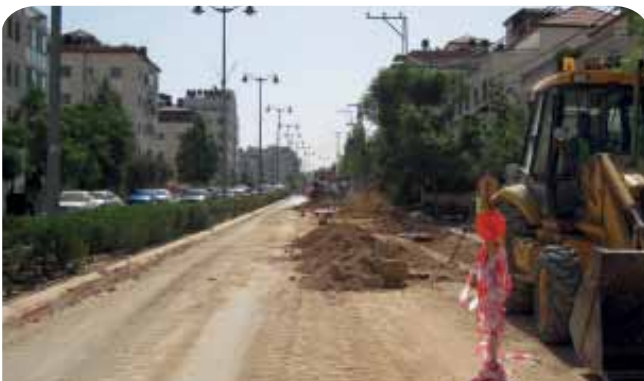
- Al-Qudairah Cemetery in Al-Qudairah neighborhood in the Old City.
- Dar Jiryes Cemetery in the Old City.



Al-Qudairah Cemetery

• Sewage network in Al-Tireh

After much planning, the sewage network project in Al-Tireh began this year. The project cost is estimated at \$4.1 million, of which the Ministry of Finance (through the Ministry of Local Government) provided 2.1 million, while the municipality is working to secure the remainder to finish the first phase of the project by collecting past due fees from area residents, which total \$1.4 million, while the remaining \$600,000 will be taken from the Municipality Fund. The project is scheduled to take one year and will connect all buildings in the area with the public sewage network.



During implementation

• Pavement Marking

As part of the plan to organize and beautify the city, safeguard residents on the streets, and organize traffic, the municipality continuously stripes streets and sidewalks, focusing on pedestrian crossings, especially in school districts and in front of centers and athletic clubs.



Pavement Marking

• Traffic signs

In order to organize traffic and observe safety, the municipality erected 1,000 traffic signs in major streets and intersections in Al-Tireh, Baten Al-Hawa, the Industrial Estate, Al-Masyoun, and Ein Munjed. The municipality covered the 285,000–shekel cost.



Traffic signs



Regulatory/ Destinations signs

• Regulatory/ Destinations signs

In order to facilitate the movement of residents and visitors inside the city, the municipality executed the directional signs project to direct drivers through main thoroughfares and to alleviate traffic congestion in the city center by indicating alternate routes.

• Naming and numbering project

Street naming

The municipality concluded the street naming project through the Naming and Numbering Committee, which comprised of representatives from the local community and a municipality crew. The committee implemented clear standards, including showcasing the Palestinian national and historical dimensions and highlighting the cultural face of the city and its history, in addition to international relations. Streets were named after Palestinian, Arab, and international personalities and cities, as well as Palestinian villages destroyed in 1948.

Standards for street naming were defined in accordance with the standards of the committee, which focused on the educational aspect of the project, adding brief definitions of the names. Street names belong to the following categories:

1. Destroyed villages and occupied cities
2. Scholars, writers, poets, and philosophers (Palestinian, Arab, and international)
3. Palestinian leaders and resistance icons
4. International relations: foreign cities and capitals
5. Arab relations: Arab cities and capitals
6. Arab and Muslim leaders and scientists
7. Institutions, personalities, families, and locations in the city of Ramallah



Street naming

• House numbering

The chosen numbering system was selected in coordination with the Ministry of Local Government and was based on existing maps. Municipality crews worked in the field to attach numbers to city houses and buildings. Funding for the project came from several donors, including individual contributions by Ramallah descendants living abroad, The Palestinian Investment Fund, the Municipality Fund, and the local community.



• Parking meters

At the beginning of 2010, and with the intent of organizing increasing traffic due to population expansion and economic and commercial growth, the municipality began installing parking meters in different areas, including the center and areas with high traffic volume. Trial operation began on 1 May 2010 and the official operation on 9 August 2010.

The project was launched during a ceremony on 29 April 2010 which was attended by the Minister of Local Government. Citations are written during periods specified by the municipality.

The project guarantees organization of parking in the city center and in congested areas at specific times and limit parking for extended periods.



Ramallah Municipality Mayor and Al-Bireh Governor
and the Minister of Local Government Ministry and Al-Bireh Municipality
Mayor and the Representative of the International Bank



Dr. Khalid Al- Qwasmī the Minister of Local Government
Ministry and Ramallah Municipality Mayor

Installation and operation of parking meters is meant to:

1. Organize traffic, especially parking in the city center and congested areas
2. Provide the largest possible numbers of designated parking spaces to decrease traffic
3. Activate commercial activity in the city center by providing parking close to commercial centers and guaranteeing that parking is for a limited duration
4. Decrease parking in reserved areas
5. Decrease random parking in congested streets in the city center by designating parking areas that do not impede traffic flow

• Al-Manara Compound

Al-Manara Compound is a service project located in the City Center (former location of the courthouse). The municipality had purchased a piece of land adjacent to the location and added it to the project, bringing 25,000 square meters in lot space in the Princess Alia neighborhood. The compound comprises of five floors underground, seven regular floors, two receded floors, and a roof, and will provide:

1. Twenty-four commercial shops
2. One-stop public services center
3. 500 private parking stalls
4. Four floors of office space

The first step of the project was a feasibility study, which studied the important and feasibility of the project. Construction cost in the first phase was close to \$3 million, provided by the Ministry of Finance (through the Ministry of Local Government). The overall cost is nearly \$8 million. Design plans, detailed plans, and bid documents have been completed, and the bid will be presented as soon as it's approved by the Ministry of Finance and the Ministry of Local Government.



The Design of the Project

• Ramallah National Exhibitions Center

The municipality plans to construct the first and largest specialized center for local and international exhibitions and has reserved a 2.75-acre lot of land for it. Overall cost is estimated at \$10 million, of which the Ministry of Finance (through the Ministry of Local Government) provided half for the first phase. The company that won the design competition is currently preparing the detailed plans for the project.

The National Exhibition Center will be distinguished architecturally, using a new roofing system (tent system) for the first time in the city. The structure will be erected in a strategic area in the southern side of Ramallah atop the Cultural Palace Hill, an area that can be reached from all West Bank cities. Also in the area is the Mahmoud Darwish Monument (Al-Barwah Garden).



The Design of the Project

• Ramallah Recreational Center

The municipality began the construction of the recreational center after reserving close to 1.75 acres of land. The project houses a gymnasium, an athletic center for people with special needs, a public garden, and an activities building.

Sports Hall:

After the celebration of laying the cornerstone of the gymnasium, supported by the India-Brazil-South Africa Forum through the United Nations Development Program, the municipality commenced work on the project, valued at one million dollars. The sports hall consists of a basketball court, bleachers, service amenities, and locker rooms. According to the Municipality's vision, this sports hall will be opened for public use. The Facility is also designed to be connected to the Sports Centre for the Disabled.



Sport hall



Sports Centre for the Disabled:

The municipality established a special athletic center for people with special needs in cooperation with the Palestinian Paralympics Committee as part of the Ramallah Recreational Center. The project's budget is \$190,000, provided by the Welfare Association, while finishing, estimated at \$150,000, will be financed by the Ministry of Finance, through the Ministry of Local Government.



Sports Centre for the Disabled

Additional plans for the city:

The municipality prepared an organizational plan for the city to add new areas to city limits and add commercial districts and office space. The plan covers close to 750 acres northeast of the city and is currently at the Higher Organizational Council awaiting final approval. The municipality is also working on amendments to organizational plans previously approved to convert some areas into commercial and office space and expand and add streets.



Lighting Network

In 2010, close to 100 new lighting poles of various sizes were installed in several streets, including Moscow, Naji Al-Ali, Jubra Al-Anqar, Al-Jadwal, Saad Al-Waqqas, and Batrisa Lumba, at an estimated cost of 500,000 shekels. The foundation has been set in the Jacques Chirac street for 30 fixtures (four are already operational,) leaving 60 fixtures to be installed. The budget of this project is nearly 80,000 shekels.

The lighting network in several other streets has been rehabilitated and strengthened, including Baten Al-Hawa, Ein Misbah, and Dar Ibrahim, a total stretch of 3 km and an estimated cost of 200,000 shekels. Work is underway on improving lighting in several inner city streets and street entrances with a budget of 300,000 shekels.

DESCRIPTION	QUANTITY
Installation of new poles of various sizes	100 poles
Repair of fixtures damaged by a traffic accidents	30
Installation of new lighting units	300 unit
Installation of raised cable network	2,000 meters
Installation of terrestrial cable network	2,500 meters
Maintenance of lighting units in several areas	350
Maintenance of raised and terrestrial cable networks	3,000 meters

SECOND: ENVIRONMENTAL DEVELOPMENT AXIS

Construction and renovation of public Parks

These projects stem from the municipality vision to raise environmental standards in the city by increasing green areas and recreational facilities for families and children and preserving trees and plants in the Palestinian nature scene, especially in light of rapid horizontal growth.

- **Mahmoud Darwish (Al-Barwah Garden)**

The municipality began construction on Al-Barwah Garden to commemorate the great departed poet Mahmoud Darwish. The garden is a three-acre space on top of the hill that houses the grave of the late poet. Al-Barwah includes the Mahmoud Darwish Monument, a museum, a multipurpose hall, an outdoor theater, a picnic area, and several pools, and is estimated to cost 10 million shekels, furnished by the Ministry of Finance (through the Ministry of Local Government) and the Mahmoud Darwish Fund.

During Al-Barwah Building



During Al-Barwah Building



Al-Barwah Design



During Al-Barwah Building

• Yousef Qaddura Garden

The Yousef Qaddura Garden is the largest recreational garden in Ramallah, constructed by the municipality after an agreement was reached with the Ministry of Education to use a 3,200-square-meter piece of land opposite the Orthodox Club in Ramallah. The project, designed by architecture students from the University of Birzeit, includes a services center, multipurpose hall, basketball court, and a cistern. Future additions include play areas for children, clinics, outdoor family areas, outdoor sports, and cafeteria.

The cost of the garden is approximately 2.5 million shekels, provided by the municipality and several local companies, using proceeds of the 2009 Children's Marathon, in addition to a donation from the Dutch representative office to purchase equipment for the playing area.



During the Building Phase



The Design of the Project

• Al-Tireh Terrace Garden

Al-Tireh Terrace Garden is a new garden occupying 600 square meters, and at a cost of approximately 300,000 shekels, covered entirely by the municipality.

The design of the garden takes into consideration the slope of the land to preserve the distinguished view from the hill. The top part of the garden includes a stage to be used for cultural and recreational activities and has seating for 150 people.

The rest of the garden is made up of several levels and includes sitting areas and a vegetation garden. Keen to preserve the nature of Al-Tireh, the municipality decided to use olive trees as central inhabitants.



During the Building Phase



The Design of the Project

• Baten Al-Hawa Garden

The 500-square-meter, 123,000 shekel garden was funded by the San Fernando Municipality in Spain, Ramallah's twin city. The municipality is offering a bid to import and install garden furniture and children's play sets.



The Design of the Project

• New sections at the Garden of Nations

The municipality opened the Malta Arts Corner at the Garden of Nations at a ceremony attended by the Maltese representative office, embassies of Tunisia and Cyprus, and the media. The Maltese display is a large stone decorated with gold leaf; the stone represents Palestinian resistance, and the gold, bright and reflective, refers to steadfastness. The celebration commemorated completion of the Garden of Nations, which includes corners for other countries, including Australia, China, Brazil, Poland, and Spain.



The Opening of the Maltese Arts Corner

• Al Qaser Garden

The municipality established the Palace Garden as part of its plan to cater to remote and marginalized areas, and focused in the design of the garden on the needs of families and children in Al-Narjis neighborhood.



The Design of the Project



During the Building Phase



Construction and rehabilitation of public squares

This project aims to commemorate the leaders and icons of the Palestinian resistance. The names of many of them have been used for main squares in the city, and preliminary designs for new squares have been completed, bids have been awarded, and construction is soon to begin. The Municipal Council approved several new squares—the Yasser Arafat Square in the city center, George Habash Square in Al-Tireh, and Mahmoud Darwish Square in Al-Masyoun, while the Basheer Al-Barghouthi Square in the Dar Ibrahim neighborhood opposite the First Ramallah Group has already been completed. The Aesthetics Department is preparing designs for several other squares, including Ahmad Yassin Square, Haidar Abdul-Shafi Square, Karim Khalaf Square, Abu Ali Mustafa Square, Prisoners Square, and Al-Qadeira Square.

• Yasser Arafat Square

This project stems from the municipality's keenness to bolster its social and national role in the Palestinian society and to pay tribute to the great achievements of the late President Yasser Arafat and his distinguished role in the Palestinian cause. The municipality dedicated the location, which holds great historical weight in the city of Ramallah, as a fitting tribute to the martyred leader set in the heart of the city he called home. The municipality signed a \$100,000-agreement with the Palestinian Mobile Communication Company (Jawwal) for the project.

• George Habash Square

This square, in memoriam of late leader George Habash, is set in a location in Al-Tireh overlooking his hometown of Al-Lod. Work on this project has already begun. Habash was known for deep love of his country, his people, his family, and his friends and his willingness to sacrifice dearly for the principles for which he worked diligently day and night.



During the Building of the George Habash Square



The Design of the George Habash Square

• Mahmoud Darwish Square

The Ramallah Municipality has begun construction of the square bearing the name of late great poet Mahmoud Darwish, located close to the prime ministerial compound in Al-Masyoun. The design mirrors the personality of the poet, using water, glass, and marble to symbolize modernity. The circular facility includes a pool, murals, and a lawn. The water moves in three different forms: spring, waterfall, and stream; flowing similar to Darwish's poems. The square and surrounding junctions were financed by the Ministry of Finance (through the Ministry of Local Government) and by PalTel.



The Design of the Mahmoud Darwish Square



During the Building of the Mahmoud Darwish Square

• Basheer Al-Barghouthi Square

This square, close to the Ramallah First Group, pays respect to the social role and intellectual impact of Al-Barghouthi at the political and national levels. The project was funded by the municipality and includes an ancient oil press, symbolizing Palestinian history and heritage, donated by Al-Dahu family.



In the middle of the city, which used to be the location of the old olive press

• Martyrs Monument

In memory of the martyrs of Ramallah, the municipality signed an agreement to establish the Martyrs Monument, funded by Al-Arouri family. The agreement was signed by Mayor Michael and Tayseer and Naseer Al-Arouri and resulted in a \$35,000 grant from Ibrahim Al-Arouri, his wife, Muyassar, and their son Ali to erect the monument, located in the Old City, adjacent to the Ottoman Courthouse.



The signing of the agreement for the construction of Martyrs Monument

Healthy Ramallah Project

• Environmentally friendly schools

Under the auspices of Health Minister Fathi Abu Mughli, the municipality, represented by Mayor Michael, raised the “Healthy and Environmentally Friendly Schools” banner for the year 2010 at the Ramallah Girls High School, 2009-2010 first place winner in the program, executed by the municipality in cooperation with the Ministry of Education, the Ministry of Health, and the World Health Organization, in addition to the program committee.

The municipality communicates with educational institutions in the city through projects to organize relations between the municipality and the education sector. A workshop was held with schoolmasters and school representatives during which construction projects in the school district were presented including educational, cultural, athletic, and environmental facilities that target students.



The raising of the flag at the Girls Friends School

• Agreement with the World Health Organization

The municipality signed an agreement with the WHO as part of the “Healthy and Environmentally Friendly Schools” program for the academic year of 2010-2011, executed by the municipality in cooperation with the Ministry of Education, the Ministry of Health, and the World Health Organization, in addition to the program committee. The WHO will provide \$10,000 to reward schools that successfully bolster health and environmental awareness, reward effective management of environmental resources, and reward distinguished contributions to the environment in accordance with millennium and sustainable development goals.

• Clean Ramallah 24/7

As part of its campaign to keep Ramallah clean round the clock, the municipality:

1. Implemented a three-shift system seven days a week, including holidays
2. Distributed a new kind of garbage receptacles as a trial
3. Increased the number of garbage cans and maintained them
4. Increased the number of cleaning employees



• The regional dump site project

The regional dump site project, handled by the Joint Council for Solid Waste Disposal in the Ramallah-Al-Bireh Governorate, is located in the Ramon area, categorized area C. The facility will take into consideration the health and environmental conditions of the site. The land will be purchased and an environmental impact study will be conducted. The project is expected to be completed in 2013.

THIRD: CULTURE, SOCIAL PARTICIPATION, AND CULTURAL HERITAGE AXIS

Thanks to the enormous experience accumulated over the years, and as part of its mission to develop its role and build a healthy relationship with the community, and thanks to suitable conditions that made Ramallah attractive at the political, economic, and cultural levels, the municipality has become qualified to play a developmental role in culture at the national and regional levels. The municipality focused in its cultural role on the following:

- Providing the necessary infrastructure to cater to local and foreign cultural activities through a network of cultural portals that cover the entire city and all social segments
- Supporting cultural and arts activities organized by the civil society by providing locations and financial and technical support
- Involving societal segments: the municipality worked to involve the widest possible spectrum of society in cultural activities by moving such activities from enclosed auditoriums to open-air locations



• “Wain a’a Ramallah” Festival 2010

“Wain a’a Ramallah” Festival 2010 comprises a set of arts and social activities with a clear identity that correspond with the social and cultural responsibility of the municipality and is one of the ways the Cultural Department at the municipality stays connected with the general cultural scene in the city through joint working relations. The festival lasted a week and activities included: courtyard activities, seminars and workshops, Ramallah exhibit, and Ramallah Windows. This year’s installment was distinguished for superb attendance and professional coverage by local and regional media.



The Wain a’a Ramallah Committee

• Al-Harajeh Market

As means to develop the Old City, the municipality and PalExpo launched a weekly “folk market” on Fridays from April to November 2010 open from 10:00 AM to 10:00 PM in Al-Harajh area near the Ottoman Courthouse building. Al-Harajeh Market reflects the traditions of the city and has created interaction on the streets, in addition to providing a proper forum for art and dance groups.



Al-Harajeh Market

• Ramadan nights in the old city

The municipality organized three Ramadan nightly festivities under the title “Ramadan in the Old City” that included performances by the Anwar Al-Quds Choir and Al-Kamanjati Musical Group, in addition to a photography exhibit in the Qandah estate and a storytelling session held in the Tamer Institute courtyard. The activities were sponsored by Jawwal, in cooperation with Al-Kamanjati Musical Group, Tamer Institute for Community Education, Ramallah Islamic club, Ramallah First Group, Ajab Box Theater, and the Ministry of Islamic Endowments.



A gathering during the event Ramadan Nights in the Old City

• Third Annual Olive Festival 2010

The municipality organized the third Olive Festival. The 2010 installment was part of Al-Harajeh Market activities and the included arts, cultural, and agricultural activities around the theme of olives.



The presentation of plaques of support to the participants of the Festival



A booth selling olive oil

• Lighting of the Christmas tree 2010

The municipality lit the Christmas tree in the municipal park in the presence of Prime Minister Salam Fayyad, presidential General Secretary Tayyeb Abdul-Rahim, and several governmental and religious personalities. The event enjoyed performances by several arts and religious bands that filled the city with the Christmas spirit



Picture of the festivities

Some of the children participating in the Tree Lighting Ceremony



• Archives and documentation project

The Archives Department of the municipality is home to extremely valuable documents that cover municipality operations since its establishment in 1912. Recent examination of the archive has revealed that the set of documents is complete, without loss of records. Documentation of the decisions made in the first council meeting in march 1912 are present, and documents covering all eras from that day to the present are intact, including the British mandate era, Jordanian rule, and Israeli occupation.

• Hosh Qandah rehabilitation

The municipality signed a memo of understanding with Riwaq Center for Architectural Conservation to renovate the Old City, considered an important historical heirloom and an attraction to visitors. The municipality is keen to rehabilitate infrastructure in the Old City in order to provide residents with necessary services. The municipality also wishes to attract local and international institutions to take residence in the Old City in order to incorporate it in the cultural scene, which not only attracts residents, but also visitors and tourists.



Hosh Qandah rehabilitation

As part of this vision comes the project to renovate and rehabilitate the Qandah estate, made up of a house and courtyard, in order to transform it into an open theatre for artists and a facility that may be used for workshops and seminars for arts and cultural institutions that lack a suitable meeting place.

Renovation of the estate, which occupies 109 square meters, will cost more than \$95,000, provided by Riwaq, the Papal Mission, and the municipality, and will be done in two stages, the first covering renovation and the second rehabilitation, to make the estate useful for artists and researchers and also for the residents of the Old City.

This project is an extension of a series of renovation and rehabilitation projects in the Old City, including the headquarters of Tamer Institute for Community Education and Al-Kamanjati Group. The estate is slated to become functional in the spring of 2011.

• Reading challenge workshop - English version

For the third consecutive year, the municipality organized the summer “reading challenge workshop” for reading in the English language, held in cooperation with the British Cultural Council. The month-long workshop, held at the Ottoman Courthouse building, attracted 50 students.



Storytelling project

In 2011, the municipality organized weekly meetings for storytellers and children and their families at the children’s library at the Ottoman Courthouse building. Additional sessions were held at city hospitals, clubs, and public squares.



• Support of arts activities

In 2011, the municipality sponsored a number of cultural activities, including the Ramallah Modern Dance Festival, organized by the First Ramallah Group in April 2010, and hosted several of its activities at the Ramallah Cultural Palace. The municipality also sponsored the International Palestine Festival of Music and Organized Dance, held by the Popular Arts Center. All activities of the festival were held at the Ramallah Cultural Palace.

The municipality participated in the Palestinian Culture Day, observed on March 13 of every year, the birth date of the late poet Mahmoud Darwish, and hosted dozens of cultural and arts activities in the city, providing facilities to ensure success of events held in outdoor spaces.

FOURTH: INSTITUTIONAL DEVELOPMENT AT THE MUNICIPALITY AXIS

The municipality works hard to develop its institutional structure in order to facilitate financial and service procedures for the public. The municipality established several new departments and mechanisms to save people time and effort, including:

Public service center

The center provides services in various fields and serves as the connection between residents and various departments at the municipality. The center makes obtaining municipality services faster and

increases the responsibility shouldered by employees, leading to better transparency. In 2010, 5,626 applications were filed through the center, including patent disclosures, travel permits, location plans, financial statements, and others. The center received 4,501 documents and issued 9,192.

In an effort to make the experience at the center as comfortable and pleasant as possible, the municipality provided an automatic number dispenser to organize the flow of customers. The municipality also:

- Introduced computers to issue documents, previously handwritten.
- Started electronic services through its website because manual services take considerably longer.
- Distributed more than 4,000 copies of the services guide to institutions and residents and posted the guide on its website to introduce to people the services, fees, required documents, and timeframe for each service.
- Conducted a study regarding customer satisfaction at the center, analyzed it, and took results into consideration.
- Installed a TV monitor at the Ramallah Unified Center that displays municipality achievements, services, and new announcements.
- Began monitoring employee attendance and procedures electronically.
- Hired additional employees in 2010 to improve effectiveness and productivity



The Public Sector Office Ramallah Municipality

Ramallah Unified Services Center—Old City

The municipality established the Ramallah Unified Services Center in the Old City to save time and effort in conducting resident transactions. Usage of the center increased compared with 2008-2009, averaging 1,500-2,000 bills monthly, thanks to advertisement through the media, increasing business hours, and adding new services in order to serve people better.



Ramallah Unified Services Center—Old City

• Internal improvements

- Upgraded computers and office machines and purchased additional machines to suit daily activities.
- Upgraded software, especially administrative and financial programs, to suit daily activities.
- All procedures are now conducted electronically.
- Implemented a new computerized financial system and new purchases system from the beginning of the year.

• The municipality also:

- Founded a nucleus for a legal library that includes laws and regulations adopted by the municipality.
- Organized weekly operation at the Municipal Court, resulting in the finalization of many cases and the execution of a large number of court decisions in cooperation with authorities.

• Capacity Building for employees

The municipality strives to develop and improve its employees by:

- Organizing training courses.
- Exchange programs with local and international experts.



Participants in a management course in Trondheim, Norway



Participants in a course on time management in Ramallah

	PARTICIPANT	LOCATION	COURSE
1	Farah Z. Kasabri	Ramallah	Geographical Information System
2	Amineh A. Abu Al-Ruub	Ramallah	Geographical Information System
3	Sami M. Uweidah	Ramallah	Geographical Information System
4	Olfette S. Shaheen	Ramallah	Customer service excellence
5	Fadi S. Atallah	Ramallah	Customer service excellence
6	Mousa F. Hanhan	Ramallah	Microsoft Excell 2003—advanced
7	Sahar. W. Ishtayyeh	Ramallah	Microsoft Excell 2003—advanced
8	Jihad M. Hamdan	Ramallah	Safety and health of municipality employees
9	Iyad Rafeeq Nakhleh	Ramallah	Safety and health of municipality employees
10	Ahmad S. Khatib	Ramallah	Safety and health of municipality employees
11	Maher B. Al-Natour	Jericho	Internal monitor
12	Iesa N. Al-Sayegh	Jericho	Urban planning and organization
13	Amal B. Al-Asbah	Ramallah	Strategic planning of human resources
14	Khader M. Al-Furoukh	Jericho	Advanced Excel
15	Majed I. Al-kilani	Al-Bireh	Preparation of electrical plans
16	Nuha F. Ghneim	Jericho	Use of computer software in project management
17	Odai A. Hindi	Jericho	Use of computer software in project management
18	Nadeem H. Danial	Jericho	Basics of human resources development

19	Maha H. Kueibni	Ramallah	Human resources management
20	Sahar W. Ishtayyeh	Jericho	Purchases management and asset evaluation
21	Anas A. Hasan	Ramallah	Engineering project management
22	Sultan S. Haboub	Al-Bireh	Surveillance systems, fire and burglary alarms
23	Majed I. Al-Kilani	Ramallah	Surveillance systems, fire and burglary alarms
24	Sulaiman F. Ghneim	Al-Bireh	External financial auditing
25	Muhammad F. Hussein	Ramallah	Use of “Censssinfo” database

COURSES ABROAD

	PARTICIPANT	LOCATION	COURSE
1	Khaled Ghazal	Jordan	Sewage station maintenance
2	Fadi F. Abu Farha	Jordan	Collection and examination of samples from sewage treatment plants
3	Maher B. Al-Natour	Trondheim	Introduction to municipality structure and procedures
4	Maha I. Rantisi	Jordan	Guest handling and protocol
5	Osama Y. Hamdeh	Brazil	Planning and urban needs
6	Sally A. Qattawi	France	Mediterranean cultural management
7	Maha I. Rantisi	Jordan	Effective communication
8	Fadi F. Abu Farha	Holland	Holland
9	Amineh A. Abu Al-Rub	Holland	Management of logistic activities and services and means to update
10	Suleiman F. Ghneim	Trondheim	Introduction to municipality structure and procedures
	TOTAL		27

Municipality Annual Plan 2011

Following the success it enjoyed and the ranking of “excellent” from the Financial and Administrative Monitoring Bureau, the municipality organized a workshop to prepare the annual work plan for 2011 and a first draft of the strategic plan 2011-2015. The three-day workshop that lasted an average of 10 hours a day discussed municipality achievements in 2010 and identified strengths and weaknesses for the year. The workshop was part of the municipality vision to become a modern municipality working on comprehensive development in the city and serving residents better. The following strategic objectives for the coming five years were determined:

- Contributing to economic growth
- Developing infrastructure and achieving operational excellence
- Elevating the city of Ramallah to international health standards
- Bolstering the standing of Ramallah locally and regionally

A detailed work plan for 2011 was also prepared and an estimated budget based on it was produced



Pictures of the workshop to discuss and plain the annual city plan of 2011

FIFTH: LOCAL AND INTERNATIONAL RELATIONS DEVELOPMENT AXIS

First: Ramallah on the world map

Communication with the world is handled by the Public Relations Department, which strives to bolster the image of Ramallah the city and Ramallah the municipality. The department, the link between the municipality and the people, increased international activity, signing several agreements and memorandums of understanding with international cities, which led to broadening of the municipality network of relations and securing financial support for several future projects in the city.

• Ramallah-Amman

The municipality held a meeting with the Greater Amman Municipality in which an agreement was signed with Amman Mayor, Omar Al-Maani, to exchange expertise. The Amman Municipality expressed willingness to utilize its experience to establish the Children's Museum in Ramallah and also to connect children's councils in the two cities. The Ramallah Municipality invited the Amman mayor to visit Ramallah; Mr. Maani promised he would.



Mayor of Palestine in Amman with Atta Al- Khire



Mayor of Amman, Omar Al- Maani

• Ramallah-Moscow

The municipality signed a cooperation agreement with the Administrative Department of Moscow during a delegation visit to the Russian capital. The agreement covers urban planning, energy, culture, social services, and several fields in economy and development.



The Mayor of Ramallah in Moscow with Dr. faid Mustafa



The signing of the cooperation agreement with the Mayor of Moscow



The Ramallah Municipality delegation in Moscow

• Ramallah-Napoli

The municipality signed an agreement of cooperation with the Italian city of Napoli during a delegation visit. The agreement is part of the effort to deepen relations between the two cities and exchange expertise and culture that began three years ago. Cooperation between the two cities has covered several fields, including the education sector, as teachers from Ramallah were sent to Napoli to attend training courses with the purpose of establishing a science museum in Ramallah. The signing of the agreement was attended by several Italian personalities, the president of the Palestinian community in Italy, the president of the Science Museum, and several university professors.



The Ramallah Municipality delegation in Napoli

• RAMALLAH-FRANCE

Ramallah-Paris

The Ramallah Municipality has ties with several French cities, including Paris, as the two sides exchange visits to strengthen relations. The Paris Municipality is scheduled to contribute a statue donated by a French museum to be placed in the Garden of Nations. Opening the French corner in the garden will be attended by the mayor of Paris. The two sides are expected to sign an agreement of cooperation at the end of 2011.



A delegation from the municipality in Paris

• Ramallah-Bordeaux

An agreement of cooperation has been signed by the municipalities of Ramallah and Bordeaux to establish a tourist information center in the Palestinian city, taking advantage of French experience in the field. Several meetings have been arranged between the two sides to define the main features of the center and the objectives for which it is to be established. The two municipalities cooperate in several other cultural and social fields.

• Ramallah-Lublin

The Ramallah Municipality signed a memorandum of understanding with the municipality of the Polish city of Lublin. The agreement covers several areas of cooperation, most notably introduction to each society's nature through the exchange of official delegations and workgroups and the exchange of expertise concerning city management, including urban development and planning. The two cities also agreed to support educational and cultural institutions and to exchange arts and youth programs, in addition to encouraging commercial activities between the two cities and research institutions and tourist agencies.

During the signing, an agreement was also reached to coordinate programs concerning childhood and youth through the Children's Council and the possibility of inviting a folkloric dance group to participate in the upcoming summer festival in the Polish city.



A delegation from the Ramallah Municipality to Lublin

• Ramallah-Casablanca

The municipality signed an agreement of cooperation with the City Council of Casablanca. The signing as the fruit of a historical relationship and cordial relationship between the Palestinian and Moroccan nations and facilitates cooperation in several areas, including development, the economy, and exchange of expertise. The two sides will increase cooperation in urban planning, environment, and scientific, technical, and cultural exchange.



Members of the Municipality participated in the 3rd Annual U.S.-Arab Cities Forum in Morocco

DELEGATIONS RECEIVED BY THE MUNICIPALITY

• Malta

The Ramallah Municipality received the president of the representative office of Malta, Mr. Alan Bugeja, and signed an agreement with him to open a Maltese corner in the Garden of Nations. The municipality also received Maltese artist Austin Camilleri; Umayyah Salman, student at the International Academy of Modern Arts/Palestine; and Palestinian artist Elias Nicola to produce the piece for the Maltese corner at the Garden of Nations.



The Maltese Representative Alan Bugeja, the Artist Austin Camilleri at the opening of the Maltese Corner in the Garden of Nations

• Toulouse-France

The Ramallah Municipality signed an agreement of cooperation with the municipality of the French city of Toulouse that covers several cultural and arts areas, in addition to financial support from the French city valued at \$100,000 for the sewage project.



A delegation from the city of Toulouse, France to Ramallah



A delegation from the city of Bordeaux

• Bordeaux-France

The municipality received a French delegation from the Bordeaux Municipality as part of the cooperation and friendship agreements between the two cities. The visit comes within a new project to extend the cooperation agreement to devise a work program for the coming three years. The two sides discussed a plan to establish a tourist information center, and the French delegation presented its own center as a model.

• Trondheim, Norway

The Ramallah Municipality received a delegation from its twin Norwegian city of Trondheim that included Trondheim Mayor, Rita Ottervik, the Trondheim Children's Council, and several Norwegian politicians and musicians.

The visit was part of the twinning agreement that aims to bolster cooperation in several cultural and educational fields. An agreement was reached to dedicate a corner at the Garden of Nations for the Norwegian city.



The delegation from Trondheim to Ramallah

The Ramallah Municipality arranged for the delegation to meet with Palestinian Legislative Council member Dr. Hanan Ashrawi at her office, where they were briefed on conditions in the Palestinian territories. The delegation also met with members of the Palestinian Children's Council and visited Al-Amari refugee camp before attending a photography exhibit prepared by children from both cities titled "Treasure Map," held at the First Ramallah Group. Norwegian artist Ann Helen took part in the exhibit.

• Buenos Aires, Argentina

The Ramallah Municipality received a delegation from the Buenos Aires Municipality at its headquarters in Ramallah, where the two sides discussed future cooperation potential and the possibility of signing a cooperation agreement in 2011.



A delegation from Buenos Aires, Argentina

- **German parliament members in Ramallah**

Mayor Michael, accompanied by members of the Ministry of Local Government and executives from GTZ, welcomed a delegation of German parliament members and briefed them on the general conditions in Palestine, particularly those affecting women, caused primarily by occupation.

- **IETM visit**

The Department of Cultural and Social Affairs arranged for a visit by members of the International Network for Contemporary Performing Arts (headquarters in Brussels,) which comprises more than 400 members specializing in performing arts from Europe and the Mediterranean basin. The goal of the visit was to learn about the Palestinian cultural scene and communicate with Palestinian artists and institutions to pave the road for cooperation and exchange.

- **Amman, Jordan**

The Ramallah Municipality received Mr. Amer Al-Bashir, deputy mayor of the Amman Greater Municipality, in a meeting meant to strengthen relations in several cultural, economic, and athletic fields. Arrangements are ongoing with the Greater Amman Municipality to sign an agreement of cooperation and partnership between the two cities.



The deputy mayor of the Amman Greater Municipality

- **Local delegations at the Ramallah Municipality**
Nazareth Municipality

A delegation from the Nazareth Municipality, led by acting Mayor Ali Salam, visited the Ramallah Municipality and the two sides agreed to begin work on a cooperation agreement that covers several axes, including preparation of a cultural youth program for both cities.

The Municipal Council informed Mr. Salam of the Ramallah municipality's keenness to preserve Palestinian history, prompting it to name several of its streets after Nazareth and other Palestinian cities inside Israel, in addition to personalities that left clear imprints on the history of the Palestinian cause, including Palestinian scholar Tawfiq Ziyad, former mayor of Nazareth.



A delegation from the city of Nazareth

TOURIST INFORMATION CENTER

This is the first tourist information center in the city, established thanks to a cooperation agreement between the Ramallah Municipality and the Bordeaux Municipality, signed in 2007, to take advantage of French experience in the field. An ancient building opposite the municipality headquarters was chosen and was renovated and rehabilitated by Riwaq Center in a manner suitable for the objectives of the tourist information center, which are:

- To invigorate tourist activity
- To provide tourists with information and services in the city of Ramallah
- To advertise activities and events in Palestinian cities
- To distribute printed materials about the city, including brochures, manuals, tourist maps, and the tourist guide



The Ramallah Tourist Information Center

- **Ramallah tourist map**

As a continuation of the naming and numbering project, the municipality produced the Ramallah tourist map, which highlights the most important locations in the city, including governmental and non-governmental institutions, consulates, representative offices, international institutions, municipality facilities, hospitals and medical centers, public squares, water springs, mosques and churches, police stations, schools, restaurants, hotels, and banks.



SIXTH: COOPERATION AMONG THE MUNICIPALITIES OF RAMALLAH, AL-BIREH, AND BEITUNIA AXIS

Cooperation unit between the municipalities of Ramallah, Al-Bireh, and Beitunia

In 2010, operation resumed at the Joint Cooperation Unit that leagues the municipalities of Ramallah, Al-Bireh, and Beitunia, the result of an initiative taken by the three parties. Despite limited resources, a work plan was established to develop institutional and service activities, most notably working on proper procedures to institutionalize the unit. The first phase resulted in the following:

- Definition of cooperation alternatives between the municipalities in a planning workshop in which were defined short-term, medium-term, and long-term cooperation avenues.
- Supplying the unit with an expert from German institution DED to help improve performance increase effectiveness.
- Taking the necessary procedures to establish joint committees in planning and organization and studying the possibility of establishing joint committees for the collection and handling of solid waste.
- Making arrangements to obtain funding through several activities, most notably for this year writing project proposals stemming from the investment plan for the development of the three cities. The projects include the traffic plan, the organizational plan, and the Ring Road project.
- Working on procedures to create an environment attractive to investment through several activities, including modernization of the organizational plan to cater to quality investment choices. Several meetings have already been held and the mechanism for this objective has been defined.

Ring Road project

The Ring Road project that will connect the three cities is currently at the advanced stages of design. The road is expected to connect the southern entrance of Ramallah with the northern entrance of Al-Bireh, going through Ramallah and Beitunia territories on the western side and is expected to alleviate dense traffic in the city center and contribute to improving traffic environment. The first phase of the project will cost nearly \$28 million.

Impediments facing the project

- A segment of the project was opposed by Israeli authorities because it lies within area C.
- Some sections have not yet been approved, and others require costly engineering alterations.

- **Joined purification plant and for Ramallah and Beitunia**

The feasibility study for this project has been presented and procedures are underway to prepare the municipalities to improve sewage service, including institutional procedures.

- **Relocation of sheep barns**

Part of the necessary studies for this project have been completed by the Cooperation Unit of the three municipalities, with the participation of the Ministry of Agriculture. The studies examined space requirements and activities inside sheep pens and preparation of a management system for them. A study is being conducted in coordination with the Ministry of Local Government and the Ministry of Planning to find the best possible location.

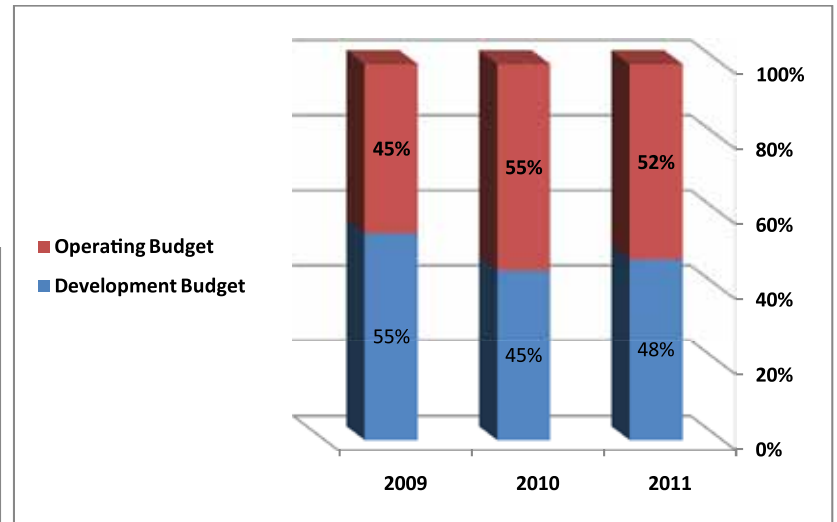
	BID	SOURCE OF FUNDING	VALUE OF BID (SHEKELS)
1	Al-Barwah Garden	Ministry of Finance/Mahmoud Darwish Fund	9,398,608
2	Importation and installation of road fencing	Ramallah Municipality	135,850
3	Rehabilitation of municipality warehouses	Ramallah Municipality	98,540
4	Jubra Al-Anqar St. roadwork	Ministry of Finance	325,530
5	Supervision of Al-Barwah Garden	Ministry of Finance/Mahmoud Darwish Fund	155,000
6	Importation and installation of traffic signs	Ramallah Municipality	285,000
7	Importation and installation of billboards	Ramallah Municipality	72,800
8	Importation of computers	Ramallah Municipality	43,068
9	Maintenance of government schools	Ramallah Municipality	404,575
10	Yousef Qaddura Garden Construction	Poland and several private institutions	1,867,742
11	George Habash Square	Ramallah Municipality	469,453
12	Yasser Arafat Square	Palestinian Telecommunications Company	225,000
13	Internal roadwork	Ramallah Municipality	1,859,497
14	Al-Tireh Amphitheater	Ramallah Municipality	299,330
15	Road barriers	Ramallah Municipality	825,000
16	Sidewalks	Ramallah Municipality	672,942

17	Importation and installation of directional signs	Ramallah Municipality	47,750
18	Asphalt grating	Ramallah Municipality	70,000
19	Yousef Qaddura Garden play sets	Poland and several private institutions	236,500
20	Engineering Services-recreational center	Ramallah Municipality	94,983
21	Importation of electrical supplies	Ramallah Municipality	472,775
22	Mahmoud Darwish Square	Ministry of Finance	585,000
23	Accounts auditing	Ramallah Municipality	11,000
24	Abu Thar Al-Ghafari	Ministry of Finance	52,497.5
25	Asaad Samaan St.	Municipal Fund/Ramallah Municipality	341,747
26	Rehabilitation of Cultural Palace	Ministry of Finance	575,000
27	Al-Sumaqqah Garden design	Ramallah Municipality	14,800
28	Sewage network-Jaffa St.	Toulouse, France	695,009

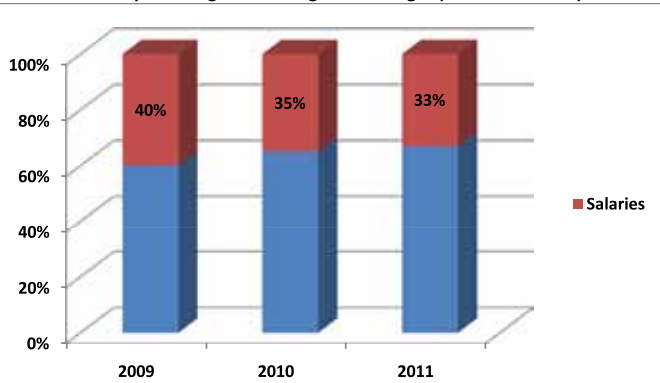
• THIRD CHAPTER

■ Industry and handicrafts data

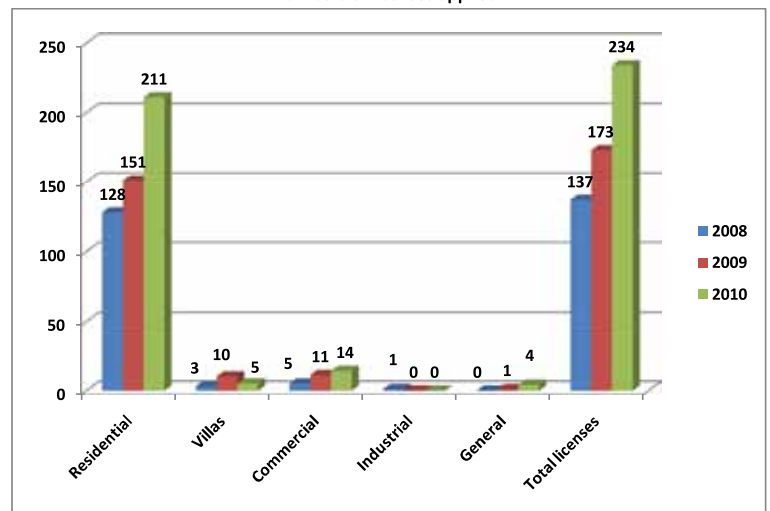
Development and Operating Budget determinants percentage from general budget (2009-2010-2011)



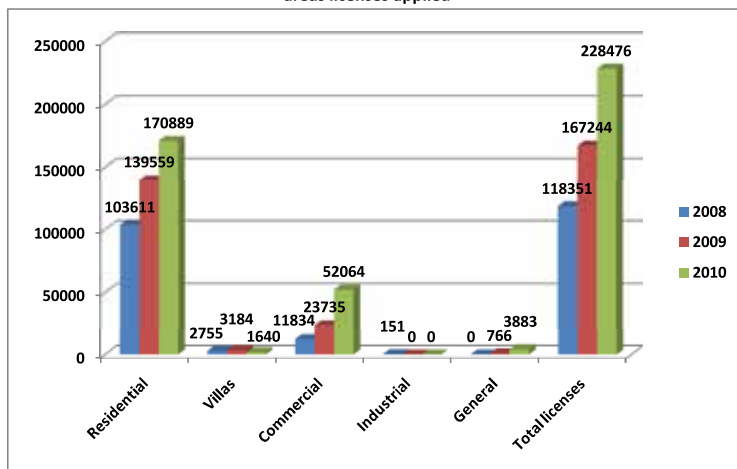
Salaries percentage from the general budget (2009-2010-2011)



Comparison issued licenses during the years (2009-2010-2011) according to the type and total numbers of licenses applied



Comparison areas licenses during the years (2009-2010-2011) according to the type and total areas licenses applied





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