

Cairo Metro Line 3, Phase 3 Finalization of Environmental and Social Impact Assessment (ESIA)

Stakeholder Engagement Plan



May 29, 2012

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1 COVER SHEET

The cover sheet shows typical street situations in areas where the Metro Line 3, Phase 3 will be implemented.

2 INTRODUCTION

The design, alignment and construction of Line 3 – Phase 3 of the Greater Cairo Metro system will directly and indirectly affect hundreds of thousands of metropolitan households and residents, daily commuters and frequent travelers, local small and medium businesses, farmers and property owners, local government, transportation and other public service providers proximate to the new line. These are the immediate stakeholders of this project. Transportation and traffic flows, recreational areas and markets, schools, medical and religious facilities, access to neighborhoods and buildings, personal safety and well-being through exposure to increased noise, disruption and pollution will all be significantly affected by the planned design, alignment and construction of the Metro line and stations in the highly-congested urban neighborhoods of Line 3 – Phase 3.

The benefits of enhanced transportation for residents and commuters, neighborhoods and businesses, from the *operation* of Metro Line 3 – Phase 3 are widely appreciated. Greater Cairo's experience with Lines 1 and 2 confirm that. The design, alignment and construction of the Metro project over several years in specific locales can, however, be an enduring hardship, hazard to safety and well-being, or permanent detriment. These negative environmental and social impacts might be considerable. It is important then that the design, alignment and construction aim to mitigate these negative impacts and community disruptions to the extent possible and feasible.

In mitigating these impacts, the project should establish and sustain sincere, open and transparent dialogue with these immediate stakeholders. The objectives of this stakeholder engagement and dialogue are:

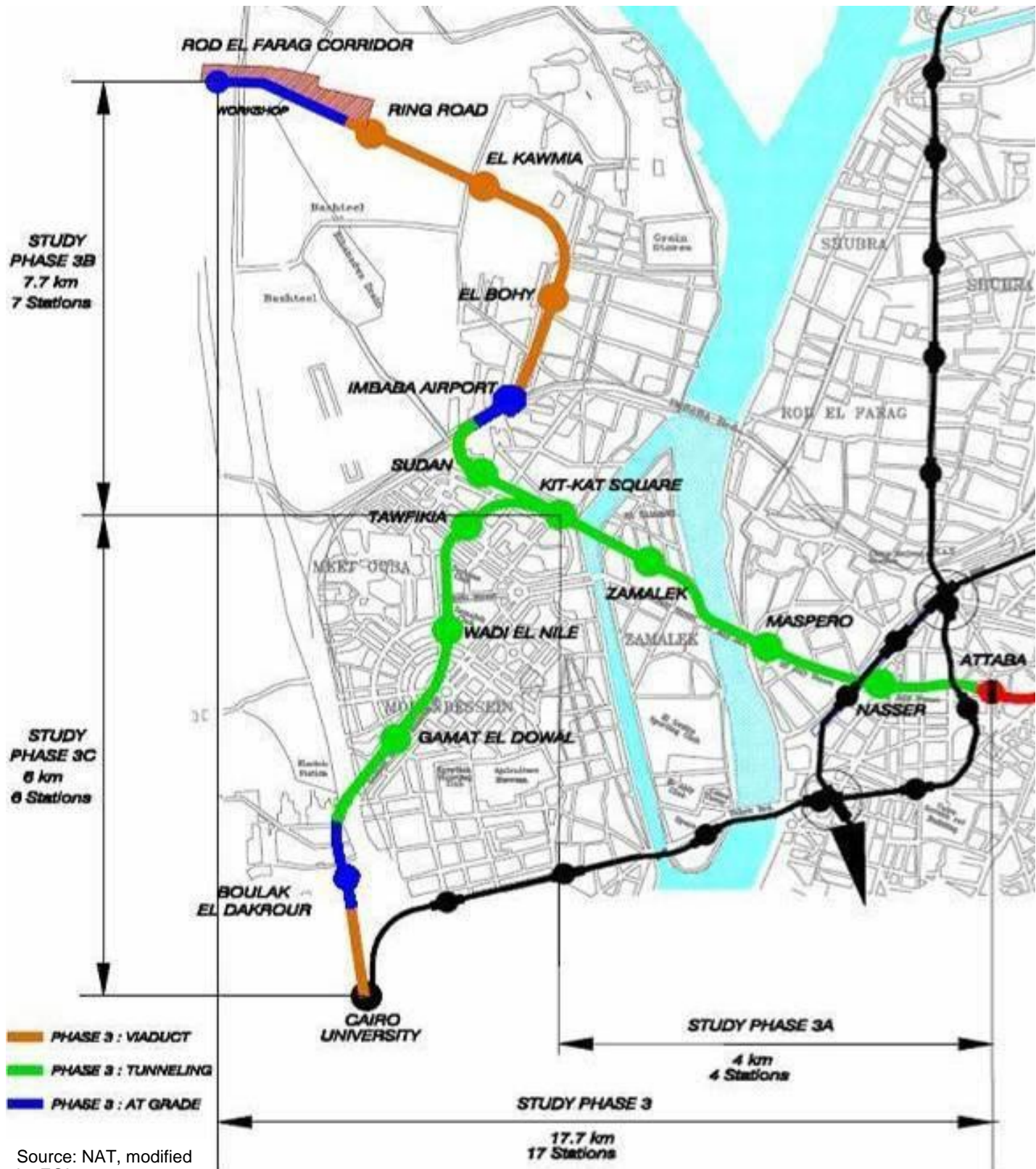
- i) to disseminate key and sufficient information on the planned design, alignment and construction of the Metro line;
- ii) to invite, listen to and demonstrate respect for stakeholder views and constructive suggestions regarding design, alignment and construction;
- iii) to respond satisfactorily to stakeholder response and input, and
- iv) to ensure sustained and satisfactory operation of communication channels and ombudsperson representation that respond in a timely, positive manner to legitimate stakeholder complaints and community concerns throughout the intrusive construction phase.¹

Together, this comprises the stakeholder engagement process.

This document sets out a plan for stakeholder engagement by the project and responsible authorities in the final design, alignment and construction of Metro Line 3 – Phase 3. Phase 3 comprises three (3) sub-phases of construction in different neighborhoods of Cairo and Giza governorates (*see map*):

¹ The Great Cairo Metro authority already maintains public information and response systems for the operating of subway Lines 1, 2 and 3 – Phase 1. Hence, this document only plans for stakeholder engagement through the completion of Line 3 – Phase 3 construction.

Map indicating the type of alignment and stations of the Metro Line 3, Phase 3



- **Sub-phase 3A** – From Attaba Station and including the new stations of Nasser, Maspéro, Zamalek, and Kit-Kat. The subway line and all stations of Sub-phase 3A will be underground.
- **Sub-phase 3B** – West from Kit-Kat station and north to new stations at Sudan Street, Imbaba, El-Bohy Street, El-Qawmy, Ring Road, and Rod El-Farag Corridor. From the only underground station (Sudan St.) of Sub-phase 3B, the subway line will rise above ground and run along a high, elevated viaduct for 4.2 kilometers until it descends to ground level for the marshaling yard and final planned station at Rod El-Farag Corridor. The Imbaba, El-Bohy, El-Qawmy, and Ring Road stations will all be elevated.
- **Sub-phase 3C** – South from Sudan station to the new stations of Tawfikiya, Wadi El-Nil, Gamae3 Dowal al-Arabiya, and Bulaq El-Dakroul and ending at the existing, Line 1 station of Cairo University. Until the next-to-final station at Bulaq El-Dakroul, the subway line and stations of Sub-phase 3C – like Sub-phase 3A – are all underground. The Bulaq El-Dakroul station will be at ground level and the Cairo University station will adjoin the current, elevated station there.

The nature and magnitude of potential community disruptions and adverse impacts during the construction of specific stations and segments of Line 3 – Phase 3 are identified in Annex 2.

In general, the underground tunneling of the subway line in *sub-phases 3A and 3C* reduces the scope, area and timeframe of adverse social and environmental impacts in these neighborhoods. All underground stations are, however, excavated from above (“cut-and-cover”) and the impacts and disruptions proximate to station construction sites may be considerable even if temporary.

The design, alignment and construction of the elevated subway line and stations in *sub-phase 3B* will, however, be significantly intrusive in the highly-congested neighborhoods with very few or no alternative thoroughfares of Imbaba and southern El-Waraq districts of El-Giza. The safety and well-being of local stakeholders during elevated construction here may be significantly at risk. Construction will be disruptive for an extended time and distance (5.2 km) in these areas and not limited to station sites alone. Highly-elevated stations might also present real and enduring impediments to access by elderly and differently-abled persons. It is important that the project and this *Stakeholder Engagement Plan* (SEP) give particular attention to the design, alignment and construction of sub-phase 3B.

Finally, this *Stakeholder Engagement Plan* incorporates and builds upon the initial stakeholder participation activities organized by the consultant EQI in October and December 2011. These included:

- i) a field survey in October 2011 of 225 households (an average of 15 households proximate to the stations and alignment of each of the fifteen Metro stations of Line 3 – Phase 3) that sought their opinions regarding the planned Metro service and construction and their concerns regarding adverse impacts and community disruptions,
- ii) three (3) scoping meetings held in October 2011 in Zamalek, Imbaba and Mohandessin, and
- iii) a public disclosure meeting on the findings of the ESIA held in December 2011 in Zamalek.

These initial engagement activities are included below in “Table 1: Initial and Proposed Activities / Mechanisms for Formative Engagement with Stakeholders prior to Construction” and documented in Annexes 3 and 4.

3 GUIDING PRINCIPLES OF STAKEHOLDER ENGAGEMENT

This plan for stakeholder engagement actively seeks informed and inclusive dialogue and exchange of views between responsible authorities and those citizens and communities most affected – directly and indirectly – by the design, alignment, construction and operation of Metro Line 3 – Phase 3. This dialogue should include the promise that all stakeholders' views and proposed alternative solutions will be respectfully considered and will influence final decisions and the choice of solutions on priority issues of concern. These are “best practices” in stakeholder engagement for responsible governance.

Key guiding principles of this Stakeholder Engagement Plan include:

- a. Stakeholders should be fully informed of and invited to participate actively in key decisions regarding the design, alignment, construction and operation of public services that will markedly impact their lives, their well-being and their communities.
- b. Public consultations should be conducted in or very proximate to affected communities, especially those communities at significant risk of adverse social impacts and extended disruption during construction;
- c. Public Consultation should be conducted in neutral place where invited stakeholders feel comfortable to participate and where no power relation/dynamics threats may affect the process negatively.
- d. Announcements of public consultations should be locally prominent (large posters displayed in numerous public locations) within the affected communities and placed at least 3 days prior to the scheduled event. Announcements in national newspapers alone are not adequate publicity for most categories of local stakeholders;
- e. Announcements of public consultations should be accompanied with the circulation of background materials about the project to serve for the specific purpose of the consultation. This may include executive summary about studies (e.g. ESIA) or any suitable materials that help stakeholders to get prepared for the discussion. The types of materials to be circulated should fit with the nature of the communities and the capabilities of the targeted population (e.g., materials should be in the mother language of the targeted communities, in communities with high level of illiteracy, materials should focus on illustrative drawings rather than written text)
- f. Stakeholder engagement should be a long-term commitment by local government and responsible authorities. It should be well planned, begin prior to the completion of design and alignment decisions, continue actively throughout the construction phase, and be effectively institutionalized for sustained dialogue and responsiveness to stakeholder needs and concerns during service operations;
- g. Engagement must be inclusive: Care should be taken to identify, invite and engage with *all* categories of local stakeholders, particularly those categories (e.g. special needs citizens, local transportation providers, low-income households) who may be unable or intimidated to attend public consultations and lack effective representation. Special attention should also be given to those who might be affected negatively by the project are involved and that their concerns are taken into consideration.
- h. The promise from responsible authorities that stakeholder inputs and contributions will be listened to and fully considered in making final plans and decisions that mitigate risk, lessen adverse impacts and disruption, and enhance accessibility and community benefit. Responsible authorities should communicate their readiness to alter plans if proposed changes are compelling and inform stakeholders how their input affected decisions.
- i. Public disclosure of plans, information and expected impacts / disruptions should be honest, understandable and transparent to local stakeholders, including persons of

- lesser education. Local stakeholders should not be misled and responsible authorities should not make false promises.
- j. Stakeholder engagement should be managed by capable organizational staff who have facilitation, communication and conflict resolution skills.
 - k. Public consultation should be carefully and efficiently documented and records should be kept for the project documentation purposes. This includes pictures, registration forms (when applicable), comments sheets, copies of the announcements...etc.

The EIB and AFD require a formal Environmental Impact Assessment that includes a meaningful, transparent and culturally appropriate public consultation of affected communities and provides for a timely disclosure of appropriate information in a suitable form. There should be evidence that the views expressed in the public consultations have been considered. For projects outside the European Union, national law sets the minimum disclosure, consultation and participation requirements of the Bank. Public consultations and information disclosure to be undertaken by NAT therefore will have to comply with the requirements of the legislation of Egypt and best international practice, as described in requirements of the European Investment Bank (EIB), the International Finance Corporation (IFC) and the guidelines of the Agence Française de Développement (AFD). Specific EIB and IFC guidance used in the preparation of this SEP includes:

- The EIB Statement of Environmental and Social Principles and Standards¹ (2009)
- IFC – Guidance Note 1. Social and Environmental Management Systems (July 2007)
- IFC – Guidance Note 4. Community Health, Safety and Security (July 2007).

EIB guidelines for public consultation and stakeholder engagement also stipulate inter alia that:

- Any natural or legal person affected, or perceived to be affected, by a decision of the EIB may lodge a complaint to its Secretary General, either in writing or through the internet. The Complaints Office ensures the centralized handling and registration of complaints, a structured investigation, internal and external reporting and a pro-active approach (Annex 1) proposes a formal administrative procedure of a complaint redress mechanism) and
- If the affected party is not satisfied with how the complaint is dealt with by the internal EIB process, s/he may lodge a complaint concerning maladministration against the Bank with the European Ombudsman (EO). Maladministration covers the failure to act in accordance with the requirements of the Bank, including applicable legislation and/or respect for human rights and the principles of good administration.

4 KEY LOCAL STAKEHOLDERS

This stakeholder engagement plan includes information outreach, disclosure and dialogue with – and satisfactory responsiveness to – each of the following primary and secondary stakeholders:

Primary stakeholders in this context are defined as those persons who are directly affected by the construction of the Metro line, either because they depend on it for their livelihoods or they are directly involved in its usage in some way. These are:

- Local residents (owners and tenants) of affected communities and commuters to/from these communities²;

² For analytical purposes, it is useful to unpack stakeholders of owners and users of lands according to their legal ownership status. This is important because their entitlements according to the Egyptian law vary from the legal to the squatter ..etc.

- Small business owners/managers and leading employers in the affected communities;
- Community-based NGOs/CBOs/CDAs and informal groups of local citizens in affected communities, which also may include advocacy associations and representatives of elderly and differently-abled citizens with special access needs;
- Real estate and farm property owners proximate to or directly affected by the Metro line construction;
- Public and private transportation providers (bus, micro-bus, tuk-tuk) that serve the affected communities;
- School, youth center, and hospital administrators of facilities in the affected communities;

Secondary stakeholders in this context would be those with a more indirect interest, such as those involved in institutions or agencies concerned with approval or managing the resource. These are:

- NAT and EEAA representatives (both are approval agencies for the ESIA);
- Other national line ministries and government authorities identified by NAT and EEAA, as:
 - Authorities responsible for utilities (Holding Company for Potable Water and Wastewater, Electricity Holding Company, Cairo Telecommunication Authority, Egyptian Gas Company, Cleaning and Beautification Authority etc.)
 - Supreme Council of Antiquities (SCA)
 - Traffic Department- Ministry of Interior
 - Nile Research Institute- Ministry of Irrigation and Water Resources
 - General Organization for Physical Planning (GOPP)
 - National Organization for Urban Harmony (NOUH)
 - Ministry of Housing, Utilities and Urban Communities (MOHUUD)
 - Ministry of Agriculture and Irrigation
 - Ministry of Local Development (MOLD)
 - The Egyptian General Authority for Land Surveys (EGALS)
 - Supreme Council of Armed Forces
 - National Council for Human Rights (NCHR)
 - Compensation Assessment Commission
- Governorate and local administrative officials and municipal executives of the affected Idaras of Cairo and El-Giza governorates;
- Elected representatives and local opinion-leaders of the affected Idaras and communities;
- Elected Local People Assemble members and Parliamentarians³
- Media representatives and journalists (Annex 4).

Public outreach, announcements and consultations of this stakeholder engagement plan will be fully cognizant of each of these categories of local stakeholders. Stakeholder engagement should assure that all categories are adequately informed of and invited to participate in the public consultations or other, contingent meetings at their request. Their concerns and opinions will be respectfully heard and addressed. The final report of the public consultations (see *Table 1, # 9 below*) will clearly document who has been consulted and the key issues raised by each of these stakeholder categories.

³ These are not currently in force in Egypt but should be included because some of the old ones (from before the dissolution of these assemblies after the revolution) are still regarded as important stakeholders.

5 PLAN FOR FORMATIVE ENGAGEMENT WITH STAKEHOLDERS PRIOR TO CONSTRUCTION

The plan for formative engagement with stakeholders prior to the onset of construction includes two (2) stages of activities and mechanisms for public disclosure and input.

- *Stage 1*, led by EQI between October and December 2011, included a household survey (n=225 households), three (3) scoping meetings for public information and opinion, and a public disclosure meeting of initial ESIA findings.
- *Stage 2*, planned for June – August 2012, responds to public inquiries and information requests not fully addressed during the Stage 1 public events and offers new information (e.g. exact station siting and line alignments) not previously presented. *Stage 2* activities will also include: i) two (2) meetings with local officials and responsible authorities to present and finalize the plans, rationale and proposed schedule for Stage 2 stakeholder engagement activities; ii) two (2) additional public consultations closer to priority affected communities and additional station sites; iii) public dissemination of factsheets – in print and via NAT website – on the design, alignments, construction timeframe, and expropriations required for each station and segment of Line 3 – Phase 3; iv) public presentations of *draft* plans for community liaison, monitoring and risk mitigation, and grievance mechanisms planned for implementation by NAT and partner NGOs from start to completion of line construction, for public disclosure and comment prior to finalizing, and v) a final report of all public consultations with final recommendations for sustained stakeholder engagement through the completion of Line 3 – Phase 3 construction. *Stage 2* stakeholder engagement will add contingent meetings with local communities and differently-abled citizens with special access concerns as needed to satisfactorily respond to information requests and needs best addressed in open dialogue.

As mentioned in the introduction to this plan, the design, alignment and construction of the elevated subway line and stations in *sub-phase 3B* will be significantly intrusive in the highly-congested neighborhoods with very few or no alternative thoroughfares of Imbaba and southern El-Waraq districts of El-Giza. Special attention therefore should be given to those areas, which can be categorized as “hot spots”. The following box summarizes the situation in these areas:

Box: “Hot Spot” areas of Sub Phase 3B

Construction of the Elevated Metro Line in El-Muneera and Waraaq El-Arab, El-Giza (Sub-phase 3B)

Construction planning and stakeholder engagement in the affected communities along the elevated line of Sub-phase 3B – from Imbaba station to the Ring Road station – should be especially attentive. Unlike the localized, “spot” disruptions caused by “cut-and-cover” construction of underground stations and lines, construction of the elevated line and stations from Imbaba station to the Ring Road will be significantly disruptive throughout the length of the Metro line here. The impacts on traffic flow and potential for community disruption will be especially acute, as the elevated line will pass for several kilometers down the middle of two of the principal thoroughfares -- El-Bohy Street and El-Qawmya Street – in the very congested communities of Muneera (Imbaba qism) and Waraaq al-Arab (El-Waraag markaz). There are few or no alternate routes for traffic in these areas. The great majority of streets and lanes here are too narrow for vehicles. The elevated line will also displace public recreation areas, open spaces and parking for which there are few or no local alternatives. Construction of the elevated line will be intrusive here and will markedly amplify construction in these highly-congested neighborhoods. Alleviating the disruption and mitigating the risks of adverse socio-economic impacts of the elevated Metro construction in El-Muneera and Waraaq al-Arab – for all categories of local stakeholders – should be a NAT and local government priority.

NAT partnerships with capable, local NGOs for community liaison, risk mitigation and public grievance management are strongly advised for sustained stakeholder engagement from start to completion of Sub-phase 3B construction.

The proposed schedule of *Stage 2* activities are summarized below and includes:

1. **August 2012:** Public dissemination of printed factsheets of the design, station and line alignments, passenger access, construction timetable, and expropriations required for Line 3 – Phase 3. Separate factsheets will be prepared and disseminated for each station by NAT. The Consultant is expected to provide technical advice on the content and design of the factsheet to make sure that the content, structure and presentation go in line with the stakeholders engagement and disclosure requirements and standards of the EIB and the AFD. Electronic versions of these same factsheets will be available for download from the NAT and the Consultants website (*Table 1, #5 & #6*):
2. **August 7th to 9th, 2012:** Two (2) public consultations to be held in the vicinity of Zamalek station (Cairo) and El-Bohy station (Giza). Public notice and invitation to the consultations will be posted in large posters in the affected communities and areas proximate to these stations and line segments. The invitation posters will be specific to each location and clearly indicate the place, date/time, and agenda of the consultation (*Table 1, #7*). Time-wise this should be implemented together with the finalization of the Resettlement Framework Policy draft, elaborated separately by the consultant EcoConServ.
3. **End September, 2012:** Public Disclosure Workshop. Completion of draft final report (English/Arabic) of Stage 1 and Stage 2 formative engagement with stakeholders prior to construction, with final recommendations for sustained dialogue with and responsiveness to stakeholders through the completion of construction (*Table 1, # 8*). The Public Disclosure Workshop constitutes the final stage of the ESIA documentation. The final ESIA document – which was provided to EEAA and NAT for discussion of revisions one month before this event – then will be posted to the website of NAT.

The implementation of these events including the involved costs are under the responsibility of NAT. The consultant is prepared to offer technical and financial support to NAT in planning and implementing of these public consultations at their request.

Table 1 below provides key details, rationale and schedule of each activity and mechanism of Stage 1 and Stage 2 stakeholder engagement prior to construction.

Table 1: Initial and Proposed Activities / Mechanisms for Formative Engagement with Stakeholders *prior to Construction*

#	Type of Engagement Activity or Mechanism	Stakeholder Audience / Participants	Description, Purpose and Schedule
1	Household Survey proximate to planned locations of Phase 3 Metro Stations – <u>Stage 1</u> stakeholder engagement.	Household survey (total 225 households) conducted proximate to each of the 15 station sites for Line 3 – Phase 3. Average of 15 household surveys per station.	<p>Description: Field survey with questionnaire of 15 households proximate to stations and along the line route to/from each of the 15 stations in Line 3 – Phase 3, for a total of 225 households surveyed.</p> <p>Purpose: To assess local resident awareness and opinions regarding Line 3 – Phase 3 implementation and solicit residents' identification of adverse impacts of planned alignment and construction. The EQI report of survey findings and maps of surveyed households are included in Annex 3. Survey findings were also used to complete socio-economic description of project areas: housing, public transportation use, property status, etc.</p> <p>Completed: October 2011.</p>
2	Initial Scoping Meetings (3) – <u>Stage 1</u> stakeholder engagement (organized by EQI)	<ul style="list-style-type: none"> • Governorate & idara officials of affected districts. • NAT / EEAA representatives. • EQI representatives. • Local residents and business owners. • NGO and youth coalition representatives. 	<p>Description: Three (3) initial meetings for public information on the initial ESIA study and survey, comment and inquiry – one for each Sub-phase (3A, 3B and 3C) of Phase 3 – were held in Cairo (Zamalek) and Giza (Imbaba and Mohandessin) governorates in October 2011, organized and led by EQI. These initial meetings are incorporated into the <i>Stakeholder Engagement Plan</i> as <u>Stage 1</u> of Line 3 – Phase 3 stakeholder engagement. The EQI report of these scoping meetings, with important highlights, is included in Annex 4.</p> <p>Purpose: Information disclosure and facilitation of public dialogue between responsible government authorities and local residents / businesses / community organizations. Identified priority concerns of local stakeholders.</p> <p>Completed: October 24-25, 2011.</p>
3	Public Disclosure Meeting (1) of initial ESIA Study – <u>end of Stage 1</u> stakeholder engagement.	<ul style="list-style-type: none"> • Governorate & idara officials of affected districts. • Cabinet, technical line ministry and authority representatives. • NAT / EEAA representatives. • EQI representatives. • Local residents and business owners. • Media representatives. 	<p>Description: A public disclosure meeting to present results of the ESIA study for public comment and questions and allow NAT officials to respond to public questions and concerns, chiefly regarding expropriation, was held in Cairo (Zamalek) in October 2011, organized and led by EQI. Minutes of this meeting, prepared by EQI, are also included in Annex 3. This meeting completed <u>Stage 1</u> of planned stakeholder engagement.</p> <p>Purpose: Information disclosure and facilitation of public dialogue between responsible government authorities and local residents / businesses / community organizations. Identified priority concerns of local stakeholders.</p>

#	Type of Engagement Activity or Mechanism	Stakeholder Audience / Participants	Description, Purpose and Schedule
			tified priority concerns of local stakeholders Completed: December 28, 2011.
4	Community Factsheets on Metro Line 3 – Phase 3 design, map, construction, and resettlement. <i>Separate factsheet for each Phase 3 station⁴.</i>	Printed and electronic fact-sheets for public dissemination to: <ul style="list-style-type: none"> • Governorate & district officials, elected representatives of affected districts. • NGOs, activists, advocates and community groups. • Local residents, businesses and organizations. 	<p>Description: ESIA Team prepares a fact-sheet for each Metro station, including the Metro line segments that connect to that station. Each printed factsheet will be two (2) sides of a single A4 sheet.</p> <p>Each factsheet will clearly describe with map: i) location of station and alignment of line, ii) general description and timetable of planned construction of that station and line segments, iii) planned temporary and permanent expropriations and resettlements specific to this area (if any), iv) cross-section drawing of elevated Metro station and line (if applicable), v) planned traffic diversions and traffic impacts, vi) station access for elderly and special needs citizens, vii) responses to key questions heard during Stage 1 engagement specific to this locale, viii) contact information / hotline for inquiries and complaints. 500 copies of each factsheet will be printed by NAT for distribution and electronic version of each factsheet will be available online for download.</p> <p>Purposes: Dissemination of printed and electronic informational factsheets will: i) respond directly to stakeholder questions and requests for printed information during Stage 1 stakeholder engagement, and ii) support local officials with clear, standardized information to respond to frequently-asked questions.</p> <p>Proposed Schedule: Sub-phase 3B fact-sheets to be printed week of August 1-5. Electronic versions (PDF) to be posted online for download immediately upon completion. Dissemination of printed factsheets starting from Stage 2 public consultations.</p>
5	Stage 2 Public Consultations (2) in <i>Priority Sub-phase Locations</i>	<ul style="list-style-type: none"> • Governorate & idara officials of key selected districts. • Elected local representatives. • NAT / EEAA representatives. 	<p>Description: ESIA Team and NAT conduct additional four (2) public consultations – one each in Zamalek and El-Muneera (Imbaba district) for Authority (NAT) officials to address local concerns.</p> <p>Public consultations to be advertised at least</p>

⁴ It is recommended that the consultant will prepare 2 priority factsheets that would be needed for the public consultations that will be held – as “models” for NAT to replicate in completing the preparation of factsheets for each Metro station in Line 3, Phase 3.

#	Type of Engagement Activity or Mechanism	Stakeholder Audience / Participants	Description, Purpose and Schedule
		<ul style="list-style-type: none"> • Grontmij / EcoConServ consultants and representatives (ESIA Team). • Local residents and business persons, commuters. • NGOs, activists, advocates, and community groups. • Media representatives. 	<p>5 days in advance by contacts with local officials, NGOs and community groups and prominent placement of 30+ posters in each of the priority sub-phase areas.</p> <p>Purposes: i) Respond to key questions and public information requests received during <u>Stage 1</u> stakeholder engagement, ii) disseminate Line 3 – Phase 3 factsheets, and iii) publicize contact information and sustained stakeholder engagement activities through completion of Line 3 – Phase 3 construction.</p> <p>Proposed Schedule: August 7-9, 2012</p>
6	Contingent Stakeholder Meeting(s) or Communications as needed ⁵	<ul style="list-style-type: none"> • Local stakeholders with priority concerns & issues not satisfactorily resolved / answered in preceding public consultations. • Concerned NGOs / community groups. 	<p>Description: Contingent meetings with local stakeholders / residents to respond to priority concerns and issues not adequately resolved / answered in the public consultations or by other Stakeholder Engagement activities / mechanisms.</p> <p>Purpose: Demonstrate respectful commitment to stakeholder engagement principles and responsiveness to outstanding stakeholder questions and concerns.</p> <p>Reach certain groups of stakeholders who were not able to join the public consultations for various reasons</p> <p>Proposed schedule: As needed.</p>
7	Final Report of Public Consultations (2011-2012) for Metro Line 3 – Phase 3 with recommendations for Sustained Stakeholder Engagement through the completion of Line 3 – Phase 3 construction	<ul style="list-style-type: none"> • Governorate & idara officials of key selected districts. • Elected local representatives. • NAT / EEAA representatives. • EIB and ADF representatives. • NGOs, activists, advocates and community groups. • Local residents, businesses and organizations. 	<p>Description: ESIA Team to prepare final report (English/Arabic) of all public consultations for Metro Line 3 0- Phase 3 held in 2011 and 2012. Final report to include: i) resolution of key issues and concerns identified by stakeholders, ii) recommendations to NAT to mitigate adverse impacts, and iii) recommendations for sustained stakeholder engagement through completion of Line 3 – Phase 3 construction.</p> <p>Purpose: Documentation of public consultations in stakeholder engagement process; model template for enhanced stakeholder engagement reporting.</p> <p>Proposed schedule: August 10-15, 2012.</p>
8	Disclosure of Documentation	<ul style="list-style-type: none"> • Governorate & idara officials of key selected districts. • Elected local representatives. • NAT / EEAA representatives. 	<p>Description: Consultant Team to prepare Final Disclosure of the Final ESIA Report and presentation of other relevant documents to NAT and EEAA.</p> <p>Disclosure Process:</p> <p>Final Document of the ESIA (English and Ar-</p>

⁵ The inclusion of contingent meetings in the STE is mainly for NAT appreciation of what “responsiveness” entails. By specifically including it in the STE, NAT are demonstrating a real commitment to stakeholder responsiveness.

#	Type of Engagement Activity or Mechanism	Stakeholder Audience / Participants	Description, Purpose and Schedule
		<ul style="list-style-type: none"> EIB and ADF representatives. NGOs, activists, advocates and community groups. Local residents, businesses and organizations.. 	<p>abic) will be sent to NAT and EEAA one month in advance to the event and will include: i) the Final ESIA Report with all Annexes (ESMP, RAP, Stakeholder Engagement Plan, Public Consultation Report) ii) other related background information as e.g. minutes of meetings with NAT, photo gallery, important correspondence etc.)</p> <p>Written feed back will be discussed and incorporated – if relevant – into the Final ESIA.</p> <p><i>Disclosure Event:</i></p> <p>The Disclosure Event inform of a Workshop will finalize the ESIA process. (This will not constitute the finalization of the public consultation process, which is ongoing).</p> <p>Purpose: Disclosure event will be the basis for NAT, EEAA and EIB/AFD for the final agreement of the ESIA.</p> <p>Proposed schedule: End September, 2012.</p>
9	NAT Website	For enhanced public access to design and construction information on Line 3 – Phase 3 and updating of construction timetable / schedule.	<p>Description: Online access via NAT website (www.nat.org.eg) to the Final ESIA Document, electronic factsheets (available for download), frequently-asked questions (FAQs), and contact information for Line 3 – Phase 3 construction issues and complaints.</p> <p>Proposed Schedule: From July 31, 2012. onwards.</p>

6 PLAN FOR SUSTAINED DIALOGUE WITH AND RESPONSIVENESS TO STAKEHOLDERS THROUGH COMPLETION OF CONSTRUCTION

Opposition to the Metro from some residents in Zamalek was evident in the Oct 2011 and Dec 2011 consultations. The SEP addresses this opposition directly by holding a 2nd public consultation in Zamalek. This consultation will communicate to Zamalek residents that construction of, minimally, an emergency exit and ventilation shafts on Ismail Mohamed Street will be required. If marked opposition again appears at this August 2012 consultation, it is recommended to react on these groups during the Phase 2 consultations by running the following strategy.:

1. If there are less than 5-10 vocal opponents of the Zamalek station at the August consultation, and they do not significantly disrupt that meeting, NAT might choose to ignore them. That is one strategy. That strategy might, however, anger the opponents and encourage them to mobilize greater opposition to the station in future months, before construction begins.
2. For this reason, NAT should be ready to engage the Zamalek opponents in dialogue to clearly identify with them their specific concerns and help guide them to solutions to these concerns, when their fears and concerns actually materialize, so that they will accept the

Zamalek station. Therefore a separate meeting with opponents should be implemented. The purpose of the separate meeting would be to: i) meet with the opposition to identify its leaders and to assess the "strength", will and number of opponents, ii) clearly identify and define each of their reasons for opposing a Zamalek station, and iii) invite them to help identify measures / actions that might be taken to address and mitigate these "negative" impacts of an operating station.

Continued meetings with opponents may be very important, and NAT should be ready to take initiative in proposing future meeting. In post-revolution Egypt, it is important that NAT demonstrate responsiveness to opponents' concerns -- and how to defuse anger and promote calm, respectful dialogue.

3. If opposition persists, NAT's best response might be to identify Zamalek constituents / groups and likely metro-users that would favor a subway station in Zamalek and suggest that they begin a campaign of public education and awareness-raising in Zamalek on the importance and value of this station. Following such a "campaign", NAT could again meet this fall with Zamalek opponents to see if they are still determined to oppose the station. If "yes", then NAT might propose that a public referendum of Zamalek residents and commuters to/from Zamalek be held to vote on the station or, alternatively, a serious and impartial public opinion poll be conducted on the island of Zamalek. Opponents and advocates of the station -- and NAT -- would all agree beforehand that the results of the democratic referendum or public opinion poll would determine whether or not a Zamalek station would be built.
4. In all cases, the decision should be made democratically. If NAT / the government want a station in Zamalek, they should be ready to support a public awareness and support mobilization campaign in favor of a Zamalek station. Otherwise a small number of opponents would be successful in blocking this station.

It is important that NAT and local government continue public service announcements and regular disclosure of construction plans and schedules from start to completion of Line 3 – Phase 3 construction in all affected communities. Prior announcement of construction plans and expected disruptions in specific areas will facilitate local adjustments to reduce adverse impacts, mitigate risks and diminish stress. Media announcements and press conferences by NAT in advance of each Sub-phase construction are generally satisfactory for this purpose (see Table 2, #3).

Special attention should be provided in situations, where it will be necessary to re-build mosques. For this activity, the following procedures are proposed:

1. EcoConServ will identify the mosque's leadership, ownership, staffing and associated activities.
2. The potential for conflict and friction with mosque leadership could be greatly reduced by a prior meeting between NAT and the mosque leadership, perhaps facilitated by EcoConServ. It will be therefore important, that NAT meet privately with the leadership of El-Bohy mosque to inform them of plans to demolish this mosque and build a new mosque farther up the street.
3. NAT might invite the mosque's principals to participate in a design committee for the replacement mosque. Inviting real participation from the mosque principles in designing the new mosque might positively contribute to greater cooperation and accommodation. Having El-Bohy Mosque informed and in agreement to the construction of a

new mosque prior to the consultation is important -- and would likely contribute to a more successful consultation.

4. This may need more than one meeting between NAT and the mosque principals. The residents of the apartment building on El-Matar Street (near Imbaba Station) that is to be demolished might also be invited to El-Bohy Mosque for the second meeting.

Soliciting community recommendations and cooperation to avoid or lessen expected disruptions and mitigate risks, monitoring specific situations and problems, and responding effectively to local stakeholders' grievances after construction problems, adverse social and environmental impacts, and significant disruptions and accidents occur, strongly recommends that NAT establish the following two mechanisms and initiatives for sustained dialogue with and responsiveness to local stakeholders during construction:

❖ ***NAT Ombudsperson and Public Liaison Office:***

The ombudsperson in public service authorities is the citizen advocate and principal contact person for citizen grievances and community complaints to the authority. The role of the ombudsperson is to effectively represent and advocate for the complainant(s) before the responsible persons, offices and decision makers within NAT and to facilitate a timely and satisfactory response and solution to specific grievances. The priority responsibility of the ombudsperson is to:

- i. ensure that each legitimate complaint and grievance is satisfactorily resolved by NAT, and
- ii. identify specific community leaders, organizations and citizen groups for enhanced dialogue and communication by NAT's public liaison office to avoid or lessen resentments and respond effectively to general concerns and issues.

The public liaison office – not the ombudsperson – is responsible to communicate NAT's views and positions to citizens and communities and to maintain effective dialogue and communications with local leaders and organizations. Soliciting community recommendations and cooperation to avoid or lessen disruptions and mitigate risks, monitoring specific situations and generalized disruptions resulting from construction in affected communities, and communicating with local government and public service entities (schools, youth clubs, medical services, etc.) to maintain good community relations is the responsibility of the NAT public liaison office (see *Table 2, #1*).

All grievances and communications received by the NAT Ombudsperson and Public Liaison Office will be registered and the actions taken / responses given will be tracked and recorded for each. Proper administration and internal records of stakeholder complaints and communications are essential for transparency and quality of NAT responsiveness and reporting to stakeholders on the resolution of grievances.

❖ ***Partnership with Community-based or Advocacy NGOs or Citizen Groups in Communities of Greater Disruption or Opposition:***

An effective public liaison office is sufficient to sustain dialogue and communications with – and monitor construction impacts in – most communities and neighborhoods in the path of underground construction for Line 3 – Phase 3. The alignments and limited construction areas of most underground stations and the availability of alternative traffic routes should reduce the scope of adverse impacts and disruptions during construction of Sub-phases 3A and 3C. The notable exception here is the proposed underground station in Zamalek that faces vocal opposition from some residents resistant to any metro station on the island of Zamalek.

Construction of the elevated viaduct and stations of Sub-phase 3B, however, is expected to be significantly disruptive with greater risk of adverse impacts and accidents over an extended distance and timeframe. This context strongly recommends *closer*, more proximate and frequent monitoring, communications and dialogue with local residents and affected communities than the public liaison office at NAT headquarters can provide alone. In this context, NAT is urged to establish a partnership with one or more capable, community-based associations, advocacy NGOs or citizen groups with a local presence in the affected communities. The roles and responsibilities of the partner NGO, association or citizen group in this “public-private” partnership are:

- To be the closest contact for citizen grievances, complaints, and notification to NAT of problems and adverse impacts resulting from construction.
- To monitor regularly and report frequently – to both NAT and the community – the status of specific impacts, disruptions and risks and the initiatives of contractors and citizens to resolve or less these impacts.
- To notify NAT immediately of specific problems as they occur and anticipated risks of adverse impacts for which a proactive response by NAT or local government authorities is advisable.
- To amplify and disseminate NAT communications, information and public responses back to local stakeholders and communities.
- To facilitate local stakeholder communications with the NAT ombudsperson and public liaison office – and NAT responsiveness to specific issues.

This partnership between NAT and one or more NGOs, citizen groups or associations would continue from start to finish of construction in these priority communities. In addition to the specific roles and functions listed above, this partnership offers NAT other important benefits. By supporting this partnership, NAT is communicating its clear commitment to maintaining effective communications with local communities and stakeholders and responding effectively to the problems and impacts of construction. The local partner also relieves NAT’s public liaison office of sole responsibility for communicating with and responding to citizens. The partner association would share this responsibility. Finally, a capable partner organization or local citizen group would be able to advise NAT on the specific content of its communications to enhance their effectiveness and favorable reception by local stakeholders (see *Table 2, #2*).

Table 2 on the following pages summarizes and presents additional details for each of these component activities or mechanisms of engagement for sustained NAT dialogue with and responsiveness to stakeholders during the construction of Line 3 – Phase 3:

- i) NAT ombudsperson and public liaison office,
- ii) partnership with community-based NGOs, citizen groups or advocacy organizations with a local presence in priority communities, and
- iii) media representatives and journalists.

The table also proposes training and technical assistance to NAT to establish both its ombudsperson and public liaison functions and effective partnership with one or more capable local organizations or citizen groups.

Table 2: Proposed Activities / Mechanisms for Sustained Dialogue with and Responsiveness to Stakeholders through Completion of Construction

#	Type of Engagement Activity or Mechanism	Stakeholder Audience / Participants	Description, Purpose and Schedule
1	Ombudsperson (citizen advocate) and public liaison services <i>within NAT</i> for grievance response, information disclosure, community / media announcements and briefings, and community relations.	<ul style="list-style-type: none"> • NAT • Governorate & idara officials of key selected districts. • Elected local representatives. • Local residents, businesses and commuters. • NGOs, activists, advocates, and community groups. • Media representatives. • EIB and AFD. • Other national government entities. 	<p>Description:</p> <p>NAT establishes a Grievance Redress Mechanism, which allows it to respond timely and accurately to the citizen's complaints.</p> <p>NAT appoints ombudsperson (citizen advocate) and establishes public liaison services within the authority to respond effectively to grievances during construction, provide information disclosure, prepare community / media announcements and briefings, and ensure good community relations and NAT responsiveness to Metro construction issues and disruptions.</p> <p>These NAT offices to be responsible for:</p> <ul style="list-style-type: none"> ✓ <i>Direct NAT liaison, information disclosure and public relations during construction in communities not served by the public-private partnership described in #1 above.</i> ✓ <i>Liaison and communication with partner NGOs in specific locales – under the public-private partnership described in #1 above.</i> ✓ <i>Public disclosure, announcements and information dissemination by NAT to media, other government authorities and donor (EIB/AFD) agencies.</i> <p>Proposed schedule: Services established and operating as permanent offices / functions of NAT.</p> <p>Suggested training / technical assistance to NAT⁶: Training and technical assistance would be provided – <i>on request</i> – to NAT to prepare work-plans and establish these offices, prepare job / office descriptions of responsibilities and task manuals, prepare and support office staff to effectively implement their functions and responsibilities (including internal reporting), oversee and assure quality of office services.</p>
2	Community monitoring and liaison for risk mitigation and response to <u>adverse</u> social & environmental impacts and significant disruptions during	<ul style="list-style-type: none"> • NAT: the direct client and contractor of monitoring services. • Community-based or tertiary NGO: monitoring servi- 	<p>Description: NAT contracts with competent community-based and/or tertiary NGO to monitor and liaise with NAT – in a timely and effective manner – for risk mitigation and response to adverse social and environmental impacts and significant community disruption</p>

⁶ The listed description in blue indicates training suggestions to improve NAT's capacity in handling the STE in a sustainable way.

#	Type of Engagement Activity or Mechanism	Stakeholder Audience / Participants	Description, Purpose and Schedule
	<p>Line 3 – Phase 3 construction <u>in select locales</u>.</p> <p><i>A public-private partnership with community-based or tertiary NGO.</i></p>	<p>ces provider.</p> <ul style="list-style-type: none"> EIB / AFD: as informed by NAT. Local and national government entities and other authorities: as informed by NAT. Local residents, businesses and commuters. Local transportation and public service providers. 	<p>during Metro Line 3 – Phase 3 construction <u>in selected locales at greater risk of disruption and adverse impacts</u>.</p> <p><i>This partnership for monitoring, liaison and risk mitigation would be conducted only in select locations and timeframes, and not for all of Line 3 – Phase 3 construction.</i></p> <p>Annual report of monitoring, liaison and risk mitigation by this public-private partnership prepared jointly by NAT and partner NGO for public dissemination and information disclosure to stakeholders.</p> <p>Purposes: i) To provide NAT with enhanced (more timely, more aware) monitoring and risk mitigation of adverse impacts and significant community disruptions resulting from Metro line construction – and enhanced liaison with local communities, residences and businesses – <i>in locations and neighborhoods at greater risk</i>; ii) To delegate a share of responsibility for construction monitoring, liaison and risk mitigation – and the organizing/holding of community outreach, dialogue and briefing initiatives, <i>as needed</i>; iii) to support public disclosure <u>by NAT</u> of impacts / disruptions and the conduct of this public-private partnership for community monitoring, liaison and risk mitigation.</p> <p>Proposed schedule: From start to completion of active construction <i>in specific locales</i> with significant risk of community disruption and adverse impacts.</p> <p>Suggested training / technical assistance to NAT and partner NGO(s): Training and technical assistance might be provided by sub-contractor to NAT in recruiting and selecting partner organization(s), preparing TORs, supporting and liaising effectively with partner organization(s) in supporting these functions.</p> <p>Training and technical assistance would also be provided to the selected partner organization(s) to effectively monitor adverse impacts and community disruptions, liaise with NAT, mitigate risks, organize/conduct community outreach and dialogue initiatives <i>as needed</i>, and report annually on the activities and conduct of this public-private partnership for community monitoring and liaison for risk mitigation and response.</p>

#	Type of Engagement Activity or Mechanism	Stakeholder Audience / Participants	Description, Purpose and Schedule
3	NAT press conferences and media briefings; Press stories on roles and performance of partner NGOs and NAT ombudsperson and public liaison offices.	<ul style="list-style-type: none"> Local residents, businesses and commuters. NGOs, activists, advocates, and community groups. Media representatives. Governorate & idara officials of key selected districts. Elected local representatives. 	<p>Description: NAT issues press announcements with maps of affected areas and the timeframe of construction before work begins in each Sub-phase (3A, 3B, 3C). Press announcements provide contact information for NAT ombudsperson and partner NGOs for community liaison, risk mitigation and monitoring. Regular media briefings and press conferences by NAT, and press interviews with partner NGOs in local communities, report on: i) NAT engagement with local stakeholders and responsiveness to community appeals and risk mitigation; ii) the supporting roles of partner NGOs and dissemination of annual reports on monitoring, liaison and risk mitigation by the public-private partnership; and iii) the roles and services of NAT ombudspersons and public liaison office in sustaining dialogue and responsiveness to mitigate construction disruptions.</p> <p>Proposed schedule: In advance of construction in each Sub-phase. Press stories every 3-6 months during construction of Line 3 – Phase 3.</p>

Annex

Annex 1

Proposal of a Grievance Redress Mechanism

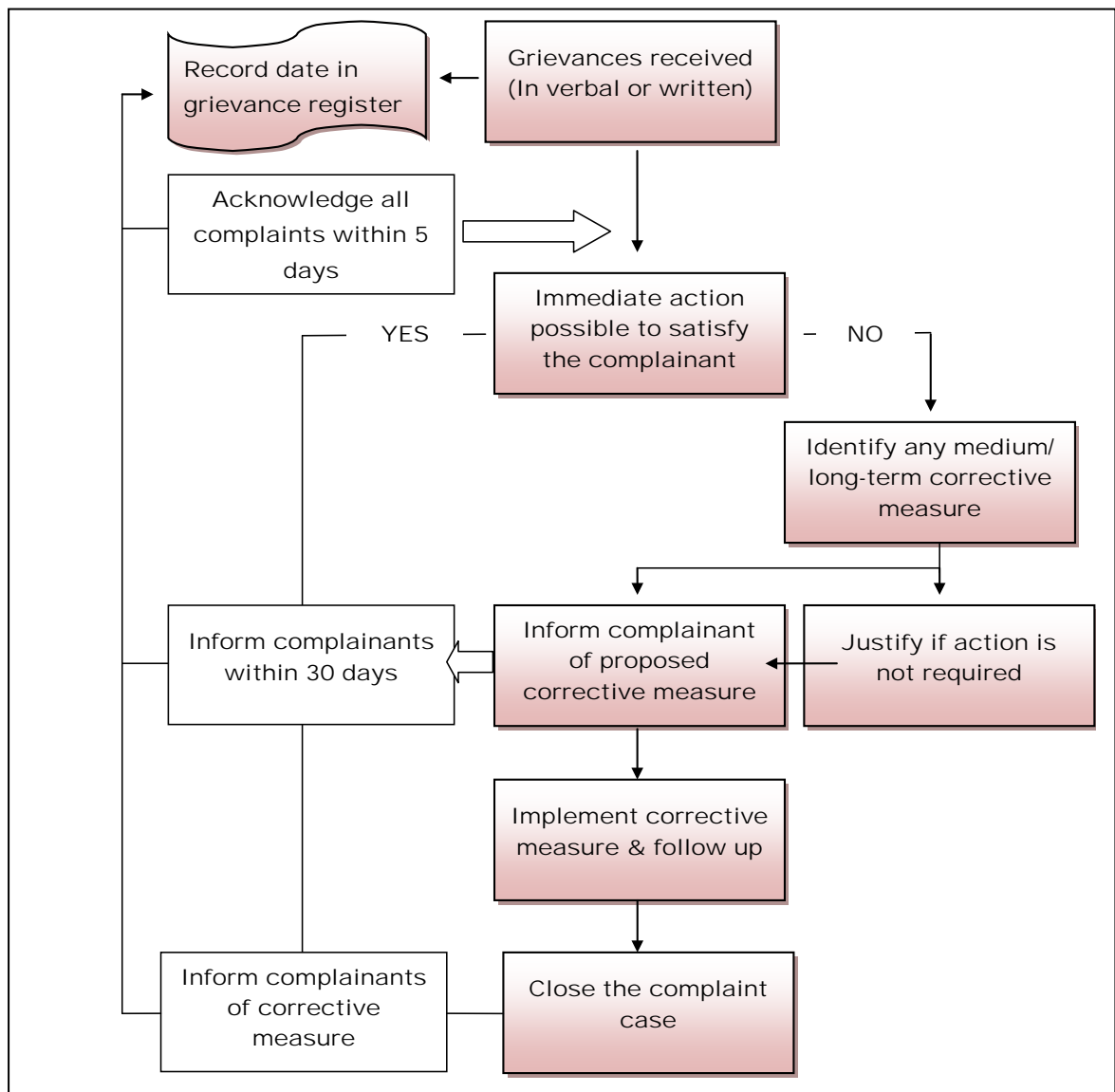
Proposed Grievance Redress Mechanism

All grievances received verbally or in written shall be recorded in a grievance register, handled by the respective section in NAT. It is of importance to react as quickly as possible to the grievance of the citizens.

A best practice standard is to acknowledge all complaints within 5 days. Due to the different character of the complaints the complaints often cannot be resolved immediately. In this case medium or long-term corrective actions are required, which need a formal procedure recommended to be implemented within 30 days:

1. The complainant has to be informed of the proposed corrective measure.
2. In case if a corrective action is not required, the complainant has also to be informed accordingly.
3. Implementation of the corrective measure and its follow up has to be communicated to the complainant and recorded in the grievance register

The following flowchart for processing grievances summarizes the proposed procedure.



Annex 2

Nature and Magnitude of Potential Social / Community Disruptions by Metro Station and Segment, Line 3 – Phase 3

NATURE AND MAGNITUDE OF POTENTIAL SOCIAL / COMMUNITY DISRUPTIONS BY METRO STATION AND ITS SEGMENTS**Community Character**

The potential change of the community character through the provision of the Metro line is in direct relation to the acceptance of the Metro line, as the acceptance of the Metro line may be influenced from the character of communities in/near the area of influence. The Metro Line 3, Phase 3 passes through communities which are mainly urban, and (for the far northern part of 3B) suburban in nature. These communities affected by all stations and alignments of the Metro line 3, Phase 3 have different characteristics. The stations and alignments go through high-density urban mixed use residential areas, industrial areas, commercial areas, suburban residential areas and rural and open spaces. The provision of a new Metro line will influence the community character and have an influence on the development of the areas, where the Metro line passes through.

It can be expected that the change of the community character is important in sub-urban and rural areas, where the Metro line will stimulate the development of new settlements, commercial activity and new traffic routes. Contrary to this, it can be expected the community character of Zamalek with its noble traditional restaurants, its villas and high class apartments might create more resistance to the construction of a Metro line in their area, because the resident population fears negative social intrusion by this public transport system. Another reaction might be expected from the Boulac El Dacrou area, with its informal settlements. Acceptance of the Metro line is expected to be high, because it provides a cheap and comfortable transport means, the increase in business and the improvement of the accessibility between the Boulac and the Giza area contributes to the acceptance by the population.

In addition to the difference in the community character will the acceptance be influenced by the magnitude of physical loss of community components (e.g., removal of homes/residents, institutions), or changes in the community environment (e.g., noise, air quality levels; demographic change etc.). The concern here is with the community's ability to deal with change in a way that maintains or enhances its social and cultural characteristics.

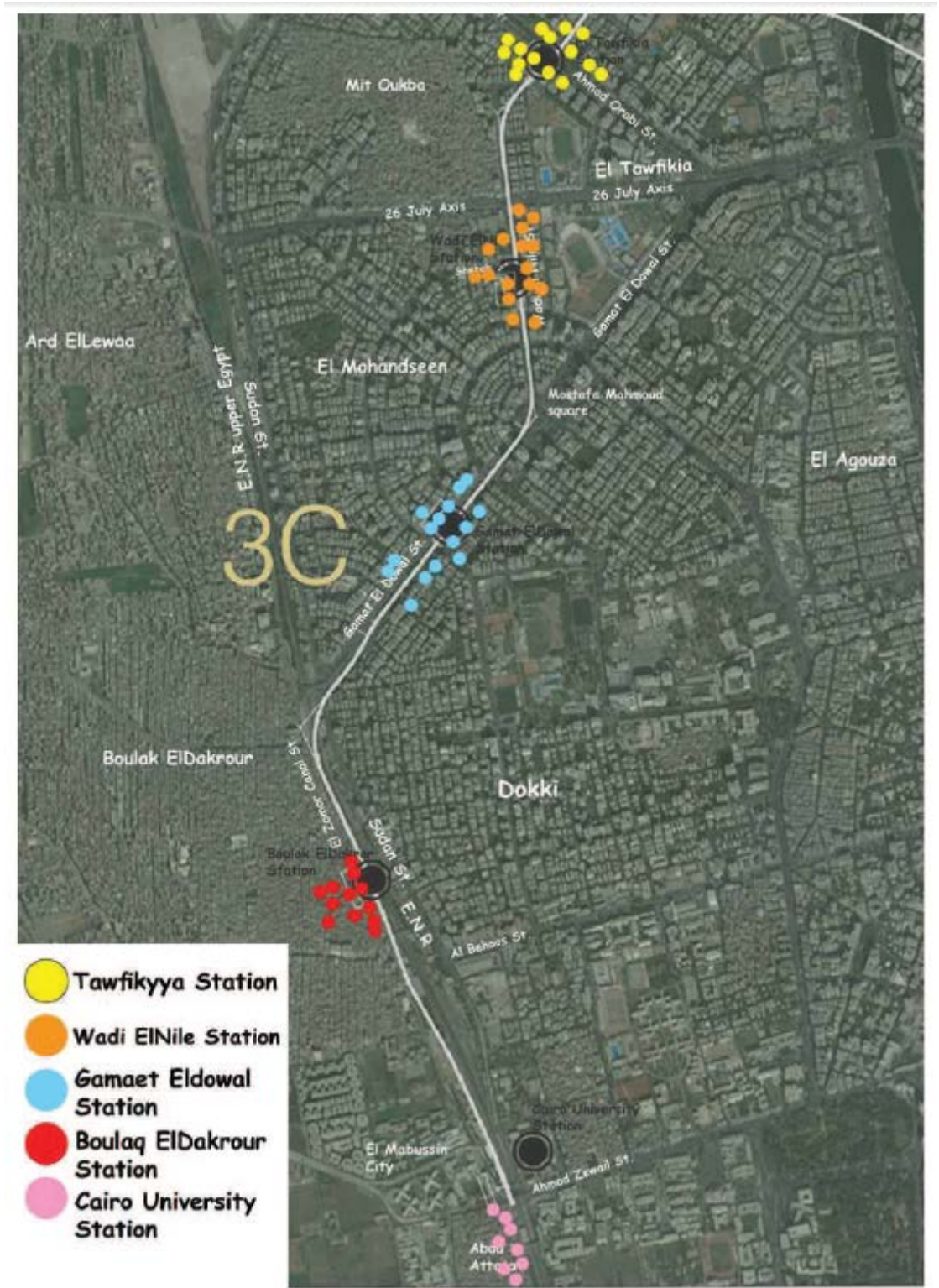
Estimation of the Magnitude of disruption

For the stakeholder engagement it is of importance to estimate the Nature and Magnitude of Potential Social / Community Disruptions by Metro Station and Segment, This will help to deal with the effected population during the public consultations. Anticipated concern of the citizens can be discussed and measures for mitigation can be proposed in advance.

One problem might be that It is difficult to determine the degree of impact to community disruption due to underground provision, because most of the stations are already exposed to traffic, and noise, bad air quality etc. and the impacts related to this. It can be expected that in areas, where the Metro line is elevated, the main driver on community disruption from the Metro line will be visual effects and noise resulting from the construction and operation and the structural support systems as the utility and traffic diversions that will be required.

Annex 3

EQI Report of Social Survey, October 2011



EQI Study: Results of social survey

A total of 225 questionnaires were administered to households in different project sites. Approximately 15 households were interviewed around each proposed station and along the route to the next proposed station. The project area included phase 3A (Nasser, Maspero, Zamalek, Kitkat), phase 3B (Sudan, Imbaba, El Bouhy, El Wehda, Ring Road, Rod El Farag Corridor) and phase 3C (Tawfiqiya, Wadi El Nil, Gamet El Doual El Arabia, Boulak El Dakrour, Cairo University). A total of 65 households were interviewed in section 3A, 74 in 3B and 86 in 3C. Hence, 50 household questionnaires were administered for project sites falling under Cairo Governorate as opposed to 175 in project sites falling under Giza Governorate.

Profile of the Sample

An analysis of the findings reveals that about 40% of the selected sample in each phase is female reaching 49% in phase 3C. In addition, about one third of the sample (30%) are 30 to 49 years of age while 23% are 50 to 59 years of age and 32% are over 60 years of age. Only 7% of the sample is younger than 30 years of age.

A further breakdown of the findings reveals that about 34% of the sample has between 2 to 3 members in their families, 38% have between 4 to 5 members, while 8% have only 1-2 members. Moreover, 17 % have more than 5 family members and this was found to be in Imbaba and Boulak El Dakrour areas.

On the other hand, about one third of the sample (35%) has been living in their neighbourhoods for periods ranging from 20-39 years while those living in their neighbourhoods for 40 to 50 years represent 25% and 36% in Zamalek, Nasser and Maspero. Furthermore, about 16% has been living in their neighbourhoods for up to 10 years. This is higher (28%) for areas like Imbaba extending to the Ring Road and Rod El Farag Corridor as these areas were previously agricultural land and urban expansion has only recently extended there. Only 14% however, have lived in their neighbourhoods for more than 50 years increasing to 20% in areas like Nasser, Zamalek and Maspero.

Concerning educational attainment, data findings reveals about 28% of the total sample who have never received any formal education (i.e. they are either illiterate, or they barely read and write). This percentage for the same category increases to 39% in Imbaba and the Ring Road area. About 8% of the sample has received basic education (primary and preparatory). In addition about 14% who have received secondary education. Almost a half (50%) of respondents have university degrees or higher and this percentage increases to 63% for the same category in areas like Zamalek and Maspero.

Findings for occupation reveal that almost half of the total sample (44%) is outside the labor force, namely either retired or housewives. More than a quarter of the total sample (29%) are engaged in top managerial and technical positions, 14% in technical assistance and administrative work, and about 9% in services, retail and trade. Only 4% work in agricultural, handicrafts and manufacturing related businesses.

Less than half of the total sample (43%) earns EGP 1000 per month. This category reaches 60% in Imbaba and Rod El Farag Corridor. Another 21% of the total sample earns a monthly income ranging between EGP 1000 to EGP 2000. Moreover, 15% and 21% earns a monthly income ranging between EGP 2000-3000 and more than LE 3000 respectively. In phase 3A those who earn more than EGP 3000 are 35%. Out of the entire sample 97% were found not to receive any financial support. A total of 97% of the total sample said they do not receive any financial support.

Housing Conditions

Analysis of the findings revealed data on housing conditions, access to infrastructure and public facilities. These include age of buildings, appearance, construction material, and type of residence. For apartments in buildings, data collected include average number of apartments in buildings, average size of apartments, number of rooms, as well as size of gardens/green spaces if any. For all interviewed households, data include access to infrastructure (sanitation, piped water and electricity), household utilities and appliances including TV, radio, fridge, washing machine, electric fans, air conditioners, microwaves, as well as vehicles).

About 15% of all interviewed households live in buildings that have been constructed for 20 years most of which lie in areas that exit on phase 3B (Sudan, Imbaba, Rod El Farag Corridor). For the latter, 32% of buildings have been built for 20 years. Furthermore, 47% of interviewed households live in buildings that have been built between 21 and 50 years, and 33% from 51 to 80 years. In Zamalek, Kitkat and Maspero i.e. phase 3A, the percentage for the same category reaches 56%. As for those buildings that have been built for more than 80 years, about 33% can be found along line 3A.

About half of the sample (51%) believes their buildings to be in good condition. Another 36% see they live in buildings of moderate condition and only 13% of the sample think the buildings they live in are in poor condition. This is truer for areas which lie on line 3C such as Boulak El Dakrou, and Bein El Sarayat near Cairo University where 22% of the sample there believe their buildings to be in poor condition. This can be explained by the fact that 87% of total buildings in the sample are constructed of cement, while only 13% are made of mud brick or other building materials like wood. Moreover, 91% of the total sample lives in apartments in a building as opposed to only 7% who live in separate houses, and about 2% live in one room only.

A further breakdown of the findings reveals that about 58% of the buildings whose households were represented in the sample are comprised of two to five floors. This reached 69% for Imbaba area. In addition, 37% of the sampled households live in buildings with six to eleven floors. This reached 62% in areas like Zamalek and Nasser. This can be verified by the prevalence of larger buildings there as well as in areas like Wadi El Nil and Gamet El Doual El Arabia. On the other hand, the average number of apartments/residential units per building is closely related to the area under study. For example about 26% of buildings in Imbaba, Boulak El Dakrou and Rod El Farag Corridor comprise 5 residential units on average. Another 33% of the sample have 6 to 11 residential units/apartments and about 26% of buildings have more apartments than mentioned and these are found in Nasser, Zamalek and Gamet El Doual El Arabia.

About 50% of total sample live in middle sized apartments (up to 100 m²) and another 30% live in apartments ranging in size from 100 m²-150 m². Only 20% live in apartments larger than 150 m². Furthermore, 43% of apartments comprise one to two rooms. Another 37% have 3 rooms and only 19% have three or more rooms. This percentage rises in line 3A to 34% where older and vintage like buildings exist and usually these comprise more than three rooms. It is noteworthy to mention that only three households out of the entire sample (225 households) have a garden. Two of the three gardens are of a size that ranges between 50 m² to 100 m² and one garden is 100 m² or more.

As for access to infrastructure and public utilities, about 94% of households are connected to public sewage network, 97% have access to piped water and %100 have access to electricity. Common facilities owned by the majority of households include TV, radio, refrigerators, washing machine and electric fans. About 42% of households have air conditioners and only

21% have a microwave. In addition, 41% of families possess cars and 9% possess bicycles or motorcycles.

Property Status

Findings from this section reflect data on kinds of property, legal status of property, ownership types and sources of ownership and legal status of land for proprietors and average rent for leased residential units or land. Nearly half of the entire sample (48%) lives in privately owned units. Another 48% live in apartments with contractual arrangements using the old rent system, and 4% in the new rent system and only 2% illegally occupy their units. A total of 64% of the sample bought their units and 33% inherited it from parents.

As for types of land ownership, 73% of the sample privately own their land and 12% are state owned and another 13% belong to the Religious Endowment Authority and only 2% of the land in the sample belongs to insurance companies. As for the those that are tenants who make up 52% of the sample, findings reveal that 63% of them pay a monthly rent of EGP 30 or less and this is because the majority of project sites are in old areas where rent is considerably lower. Another 15% pay between EGP 31-50, 13% pay between EGP 51-100, and 6% pay between EGP 101-200. Moreover, 3% pay a monthly rent of more than EGP 200.

Transportation

The most frequently used method of transportation mentioned in the sample is the use of private cars (31%). Another 24% said they use public transportation especially the micro-bus and only 10% said they use taxis. As for the use of the metro only 8% of respondents said they use it on a daily basis, about 5% said they use the metro about 3 to 4 times a week. Another 9% said they use it 1 to 2 times per week and another 9% use the metro less than 5 times per month.

When asked about the information they know about the metro project for phase 3 line 3, 45% of respondents expressed that they had no idea about the project and were not aware of it which indicates a need for action to steer awareness campaigns to define project stages in these areas.

On the other hand, 47% of the sample said they worked in the same district there they live. An additional 31% work in the same Governorate and only 22% work outside their Governorate. In 64% of the cases, the length of time it takes respondents to get to work can reach 30 minutes daily, and 18% of respondents said it takes them between half an hour and an hour. As for the kinds of transportation used forgoing to work, 31% use their private cars to go to their workplaces and 34% use public transportation

Impact of Project

When asked about the economic impact of the project about 48% of the sample indicated that the project will bring about an economic improvement to the livelihoods of any by providing job opportunities, contribute to upgrading living conditions and raise the value of property and real estate in the areas under study. Another 11% said that the project will decrease the value of transportation fees whereby citizens will be able to reach different parts of Cairo in a short time at a reduced cost. However, 37% of the sample does not see any major positive impact of the project on the economy.

Concerning the positive effects of the project on the public services and utilities, 62% of the sample said the project will bring about a general improvement in services and public facilities especially transportation where it concerns safety, speed, linking districts and areas to other parts of the city, and reducing traffic congestion.

Respondents were also asked about the negative impact of the project, if any, or about the entire project. To this 70% of the entire sample was not opposed to the project at all whereas 30% had concerns on the following issues:

- 38% expressed a concern for the negative environmental effects of the project and flow of traffic during construction of the project.
- 23% have concerns regarding the livelihood of commercial and service-related enterprises and establishments which may have to be put on hold during project implementation.
- 26% were afraid of losing their residence in case of resettlement and losing the social network that has been built over the years in their neighbourhood.
- 20% voiced their concern for the need for the construction of garages near the metro stations and were apprehensive about the increase of street peddling which they see will increase with the construction of the metro stations.

These concerns need to be addressed and dealt with in accordance with a clear mitigation plan for dealing with these issues. This should be done in light of a community dialogue using a variety of communication tools to reach out to all concerned stakeholders.

Moreover, about 60% of the sample do not see any negative impact of the project whether during implementation or operations. The remaining 40% of the sample were not opposed to the project either but see there will be some negative effects during implementation and operations for example, noise from the drilling and digging was mentioned as well as the threat of the construction and digging on the buildings especially the older ones and those in informal areas. This is in addition to the traffic diversions and congestion, spread of street peddlers that will ensue around the metro stations and increased solid waste disposal as well.

Resettlement

Interviews with respondents in areas expected to resettle revealed that 73% of the sample do not know of the laws regulating land acquisition, compensation and resettlement. When asked about resettlement in case it is required, 19% of respondents indicated their strong opposition to the idea and were adamant about holding onto their current residential units. Their reasons for this have to do with compensation being inadequate to cover the current costs of a new apartment. Other reasons have to do with the proximity of the residence to the workplace. About half of the sample (47%) said they worked in the same neighbourhood where they lived. Other reasons mentioned the social support system and network created along the years and the strong ties created with the community and neighbourhood.

However, 8% of respondents were not able to answer definitively but 31% were found to agree to the idea of resettlement and receiving compensation without any prior conditions. The majority of these respondents own houses that are old lease and would like to get rid of the building as they see the compensation in case of resettlement higher in value than the current returns on rent. In addition, there were those respondents who also welcomed the idea of resettlement as they currently live in dilapidated apartments and favour moving to a new place that is better. Moreover, nearly three quarters of those who may need to resettle (73%) agreed but on the following conditions:

- 53% of them live in Imbaba and Maspero and would like to be compensated with a residential unit in the same neighbourhood, same living space and conditions and near various services including schools, commercial establishments and markets.

- 31% see the need for in-kind compensation with a suitable residential unit or monetary compensation but to be received prior to the resettlement itself.
- 32% see the importance of having resettlement in areas where there is full housing services and in main streets as these respondents live in areas with the mentioned conditions.
- 10% expressed their need to be resettled in areas that are not in the desert.

When respondents were asked about how they think these problems can be overcome they emphasized that appropriate compensation is a residential unit with the same specifications, space and location as the ones they currently live in or suitable financial compensation at the current market value of the property. For the latter they require either cash compensation or cheques for immediate payment but before resettlement. Concerning how respondents would like to be compensated, 52% preferred in-kind compensation as opposed to 13% who did not know what is their preferred choice and another 17% who could not exactly determine which method would be appropriate for them and 9% said they preferred cash compensation.

Moreover, 100% of respondents who may have to be resettled requested that they would be in need of financial support in addition to the compensation to be able to resettle more adequately. They mentioned that there may be additional costs they have to bear when resettling. This may include the need to move their children to different schools, losing jobs that are close to their homes, transportation costs and costs for the removal of furniture and belongings. For this 44% of respondents said they would need to receive this financial support for up to one year and another 33% said for more than one year and 23% said they would financial support for six months only.

As for locations where resettlement is preferred 73% of respondents said they would prefer to resettle in the same district as opposed to 23% who said they would not mind resettling but in the same governorate and about 5% said they would not mind resettling in any location.

Annex 4

EQI Report of Initial Scoping Meetings (October 2011) and ESIA Public Disclosure Meeting (December 2011)

***EQI Study: Scoping meeting for section 3A
24 October 2011 at Engineers Syndicate Club, Zamalek from 10:30
am to 13:00***

The meeting was attended by 41 residents representing the different areas around the metro line phase 3, sector 3A. An engineer from the Environment Department attended but came in late.

The main findings of this public hearing:

- Zamalek residents who were present in the meeting were totally opposed to the idea of the metro in Zamalek. They were against the idea of constructing a station in Zamalek claiming that it will affect the overall standard of their neighbourhood.
- The majority of Zamalek residents fear increased traffic congestion and diversion due to the construction of stations even if it is temporary and any changes that may occur to the nature and style of the neighbourhood. This was said in light of the street peddlers that will be attracted to stand by the metro stations creating more traffic, noise and changes to the overall scenery of the Zamalek. Also the problem with garages and lack of parking space was also mentioned as a problem that will occur as a result of the metro station being where it is proposed.
- From the presentation given on behalf of the National Tunnels Authority and EQI, it was clear that the study should focus on the sustainability of the project from a development perspective and to work on mitigating the negative effects on the living conditions of the community.
- The EIA tackled many issues including air, water, soil, noise, construction, flora and fauna, cultural heritage sites which were each dealt with by specialists.
- The ESIA showed revealed the demographics of each area where the line will pass through, the infrastructure of the area and the extent to which the infrastructure will be affected by the implementation of the project.
- The study also focused on obtaining the opinion of the interviewees on the metro project and the public hearing is a continuation of collection of opinions to get a glimpse of the issues and concerns raised by the implementation of the project in the selected areas where the route is proposed.
- According to the preliminary findings of the survey, about 60% to 70% of residents use interviewed use the metro in all areas however, this percentage significantly drops to 15% to 20%, in areas like Zamalek and Mohandiseen (Gamaet El Dowal El Arabia Street) where residents there usually use their own private means of transportation.
- The part of the survey findings which was most controversial is the loss of residence due to the construction of the metro stations. Residents raised the issue of receiving adequate compensation that allows them to benefit from similar services to the ones that surround their current residential areas. For example, they do not only need to be relocated in an apartment that is the same size but also that it is located in the vicinity and not somewhere on the outskirts of the city, in the desert. They also stressed the need for the relocation to encompass services like schools, shops, clinics and markets. About 65% of the interviewed residents agreed to be relocated and resettled but with the above mentioned conditions.
- Attendees requested that invitations to the public hearing not be limited to newspapers and personal invitations only but to also include the internet and news bulletins of NGOs especially where it concerns NGOs in Zamalek. This will allow for a better representation of the communities under study.

- One of the attendees emphasized the viability of some buildings to withstand digging and in this case the Spanish Embassy was mentioned as a heritage site that should not be damaged or lost. Eng. Tarek responded by saying that there are negotiations taking place with the Ministry of Foreign Affairs and there are technical measures to ensure that the building is well supported during the digging.
- Another statement made by one of the attendees asked about the mudslides that took place in Bab El Shaariya, indicating that they occurred three times. Eng. Tarek said that this was due to a human error from the person working on the machine.
- Another question posed had to do with the removal of construction waste and waste resulting from the digging from narrow streets like Ismail Mohamed and Brazil street given that the trucks carrying such waste are usually trucks that can load about 12 tons of waste. The reply to this question was that removal of waste takes place usually from 12 pm to 6:00 am at a time when there is little traffic. However, people said this would impact their sleep patterns as this is the time when most residents would be asleep.
- The problem of groundwater table was mentioned particularly with reference to Zamalek being an island and soil is predominantly mud. The audience mentioned the 1992 earthquake and its impact on buildings and what effects might ensue from the digging and vibrations of the project on the buildings.
- Were parking spaces and garages included in the design of the project to overcome the problem of traffic congestion during implementation?
- People in the audience were apprehensive about the public hearing saying that already decisions have been made and wondered what the point of the meeting was. The reply was that opinions and remarks will be taken into account and survey results were emphasized.
- This problem has to do with the lack of credibility and trust on the part of the community towards governmental agencies and projects and needs to be addressed carefully.
- Audience requested compensation that is adequate to the current market value of the real estate property or land. This could either be in the form of financial compensation or in-kind compensation but that in all cases compensation should take place prior to implementation of the project.

***EQI Study: Scoping meeting for section 3B
25 October 2011 at El Bohy Mosque in Imbaba from 10:00 am to
12:30***

It was noticed during the meeting that those residents who attended the meeting are those who either oppose the metro project, or have concerns which need to be clarified. On the other hand those residents who welcomed the metro project did not attend the meeting but wished the project proceeds at a fast pace. Residents from both sides of the spectrum (those who oppose and those who accept the metro project) requested that a brochure be designed and printed illustrating the route of the line with simple maps indicating the station locations and where the digging and traffic diversions will take place. They also indicated that the brochure should include a brief summary on the type of construction that will take place as well as timeframes for the implementation of the different construction activities. This was mentioned as a means to enhance credibility between the residents and the project.

The number of attendees reached 96. Attendees comprised 11 officials represented by Deputy Governor for District Affairs, District Chiefs of Dokki, El Haram, North Giza, Boulaq, General Director of Health for the North Giza District, General Director for Protocol at the Cabinet of Ministers, General Director for Television and Radio, Secretary for the Imbaba Community Council Coalition, General Director for the Environmental Impact Assessment Department at EEAA, Director for the Information Centre at North Giza, the office of the District Chief, Monitoring and Follow up Directors, Assistant District Chief of North Agouza.

Engineers from the National Tunnels Authority, and the Cleaning and Beautification Authority and cleaning workers who are also residents of the area and the community.

- General Mahmoud Ashmawy relayed greetings on behalf of the Governor of Giza, Dr. Ali Abdel Rahman and congratulating residents on the metro line phase 3. He indicated that it is not possible especially after the January Revolution to work in a community without the participation of its residents highlighting the importance of the meeting. He expressed his concern for the metro line phase 3 which passes through Imbaba the buildings of whom would not withstand digging underground and would cause the demolition of buildings. However, he was relieved when he found out that the Imbaba section of the metro line would be dealt with in a different way than the other routes and will be constructed through flyovers.
- This was followed by a presentation by Eng. Tarek Aboul Wafa, Undersecretary for Ministry of Transport and Head of the Central Department at the National Tunnels Authority highlighting the entire phase 3 project but presenting in detail the 3B route which is the section concerned with this area. Eng. Aboul Wafa compared the use of the underground metro as opposed to other means of transportation above ground which has a more negative impact on pollution.
- One of the attendees expressed his concern for the use of agricultural land for the workshop stations near the Ring Road and tackling the problem of land tenure and proprietorship as opposed to using land near Abou Rawash area which is desert land. Eng. Aboul Wafa indicated that for trains are not like cars where you can just park them on a vacant plot of land but require about EGP 600 million for each km used by a train.
- Eng. Shoukry Hussein of EQI explained the purpose for the ESIA study which also includes the holding of public hearings with the community. He indicated to the fact that public hearings have already been carried out in Zamalek and another one will follow in Mostafa Mahmoud Mosque. He continued to say that Law 4 of the Ministry of the Environment stipulates that ESIA studies must be carried out to gauge the negative and positive impacts of the project on the community to mitigate the negative effects. He

outlined the components of the study which include air, soil, noise and vibration measurements as well as interviews with the community to acquaint them with the study and to hear their opinions regarding any part of the study or project.

- After the presentation of the ESIA study, Eng. Shoukry Hussein welcomed the audience to discussion and questions. Among the questions asked were:
 - Will the schools (both private and public schools) towards the west of the Ring Road be demolished?
 - The agricultural area which is approximately 85 feddans is comprised of about 50 to 60 families not one or two individuals who live and work on it. What will become of them?

Eng. Tarek responded to this by indicating the Governorate's concern for re-housing the population there and as for the land there will be compensation for it. He indicated that during the land surveying, the surveyors were attacked several times. However, the surveyors were able to determine the exact amount of land needed and it ranges from 25 to 30 feddans and not 85 feddans. He also indicated that this stage is still under study.

- One member of the audience indicated that this land is reclaimed land and to this General Ashmawy responded confirming what was previously said during the public hearing that not a single individual or family will get hurt as a result of this project.
- Another member of the audience indicated that previously he was compensated for land near the Ring Road that should have been EGP 100 per meter but was given instead EGP 10 per meter so the compensation should be congruent to the real value of the land.
- Why is the route from Sudan Street to Imbaba Airport Street?

Eng. Aboul Wafa said that the identification of routes and stations is carried out by technical experts. He also said that the project will begin in the middle of 2013 and the bids can go to Egyptian companies specializing in bridges. In this way both local and international expertise collaborates together.

- There is lack of information about the project and its phases and activities. Women from the audience who were doubtful about whether or not they will be relocated indicated that they had little if none at all concerning information about the project and where demolitions will occur.

To this the reply was that only two buildings in Imbaba would be demolished.

- Compensation should be prior to the implementation of the project and that compensation is suitable and congruent to the current value of land and real estate.
- A hotline was requested by attendees to respond to any complaints and concerns that may arise during implementation of the project and that may need further clarification.
- with an introduction by the Deputy Governor of Giza, followed by a presentation on the project by Eng. Aboul Wafa of the National Tunnels Authority and Eng.

***EQI Study: Scoping meeting for section 3C
25 October 2011 at Mostafa Mahmoud Mosque Charity Organization,
Mostafa Mahmoud Square, Mohandiseen from 13:30 to 15:00.***

The meeting was attended by 88 individuals. The same official representatives who attended the El Bohy public hearing also attended this meeting (see above). Audience represented an array of stakeholders including youth coalitions, NGOs, and members of the community as well as regular visitors of Mostafa Mahmoud organization and who are also residents of the area who read the advertisement and were interested to attend.

The meeting began Shoukry Hussein of the consultant firm, who presented the main findings of the survey in the specific route.

The main outputs of this public disclosure:

- Survey findings reveal that 40 to 50 % of the respondents unaware of the project. However, about 75% said they think the metro project will bring about a general up-grading of the community in which it will be implemented.
- Compensation was a primary concern for the audience for this route. This was said in light of the temporary suspension of commercial enterprises and services which will be affected by the implementation of the project and ensuing traffic diversions.
- The impact of utilities and public facilities affected by the project during project implementation.
- Audience mentioned the lack of sewage system in Boulaq El Dakroul and as such it should be a priority for the government not the metro in spite of the fact that the metro project was seen as an important one.

To this the Deputy Governor replied that the Giza Governorate is currently undergoing the sewage network for Giza areas that lack the service and that the metro project should be implemented together or in parallel with other projects such as the sewage project.

- One member of the audience explained his satisfaction with the overall metro project as being a national project to take pride in but voiced his concern with the suspension of livelihoods as a result of traffic diversions or relocation which may ensue as a result. He also said that previous experience with compensation in other projects is negative and the compensation is never congruent to the actual market value so this is a prime concern.
- A question was posed as to the metro project being well coordinated with the Cairo Plan project in 2050.
- Audience asked if studies have been carried out investigating the negative impact of the project on the socio-economic structures of the communities in which the project will take place.
- The amount of investment taking place for the metro project was criticized indicating that the metro project will continue to work in a city that is already overcrowded and that similar investments could have been allocated to other projects that work on another level and that is extending horizontally and establishing new cities which would also create job opportunities.

To this the reply was that projects should work in parallel. Eng. Aboul Wafa gave an example that if you had a sick child would you leave it entirely without trying to help it and focus on a new child who is not sick? He said that Egyptians have been hearing about a new capital for years and nothing has taken place but in the meantime Cairo needs solutions. As for investments the EGP 12 billion allocated for the metro project they cover 8 years and are grants from the European Bank, the World Bank and French Development Agency. The rest are loans over a 30 year period. The National Tunnels Authority repays these loans from the returns of the ticket fees and not from the national budget.

- One member of the audience was afraid for the well being of the Awqaf buildings near Wadi El Nil Station.

The reply was that investigations are being carried out and measures to overcome problems with foundations are being dealt with by injecting the soil to make it withstand different pressures.

- Concerning Boulaq El Dakroul station, members of the audience who live there near Zomor canal indicated that the existence of the canal open as it is with a metro station near it is detrimental.

The reply to this was that Zomor canal may be covered and other alternatives for the canal are being investigated. Negotiations with the Ministries of Agriculture and Irrigation are currently taking place to discuss the issue of Zomor Canal.

- One member of the audience asked whether the routing can be modified particularly in Wadi El Nil as it is very busy. The reply was that technical experts are the ones who investigate and identify where the stations and routing should take place.
- NGO present expressed their willingness to help in the project and asked what would be their role if NGOs are included as partners in the project.

The reply was that the communities can benefit from awareness and communication campaigns informing them of the project throughout different phases.

- The audience also asked about the timing of the project activities. The reply was that for the coming six months studies will be completed followed by the bidding process which should bring project implementation to the year 2013.

***EQI Study: General public Disclosure Session
28th of December, 2011 at Engineers Syndicate Club, Zamalek from
10:30 am to 13:00***

An advertisement in Al Gomhorriya newspaper was done indicating the time and date of the public disclosure and inviting all to attend. Local administration, the governorate and EEAA were invited. Attending the meeting were a total of 91 persons. Attendees represented the community, government officials, media and EQI.

The community was represented by 41 persons, 1 from the popular council, 14 from the governorate, 1 from EEAA, 25 from NAT, 3 from the media and 6 from EQI. Government representation came from the following:

- Governorate
- Local administration
- EEAA
- NAT

Those who were not able to attend said they could not attend either because they were busy with their children's' mid-year exams or because they were out of town. The panel comprised Eng. Tarek Aboul Wafa, Undersecretary for the Ministry of Transportation and Head of the Central Department of Planning at NAT, Eng. Radi Ahmed Amin, Dokki District Chief, Mr. Abdel Aziz Tolba, District Chief for Boulaq El Dakrou, Eng. Mahmoud Allam, Infrastructure Projects Director at EEAA and Eng. Shoukry Hussein, Field Operations Director at EQI.

The meeting started with presentations given by Eng. Tarek Aboul Wafa of NAT and Eng. Shoukry Hussein of EQI. Eng. Tarek presented the study results and opened the floor for discussion to see the opinions of the audience and officials. He began by saying that much of his presentation has been presented in previous meetings but what is new is what is being done for metro line 3. He talked of what has been executed for metro line 3 and identified the station locations and that the first phase of metro line 3 will be inaugurated in February 2012 (Attaba/Abbassia).

This was followed by Eng. Shoukry Hussein of EQI who presented the final results of the socio-economic and environmental study. He presented the aim of the study which is to look into the constraints of the project and to propose mitigation measures for the impact of the project. He indicated that the study relied on good communication with the community. The study focused on listing peoples' expectations of problems and measures to mitigate these problems and negative impact of the project on the communities in which the metro stations will be established. He said this is done with the aim of optimizing the benefits of the project by decision makers and assisting them to avoid the negative consequences of the project on the community and working towards sustainable development.

The presentation highlighted the metro line 3 with all its stations and routes and photos of the proposed stations were presented. The presentation included reflecting on the positive impact of the project whether during implementation of the project or during actual implementation of the route. Examples were given which included job opportunities, reducing of noise and traffic, reducing air pollution, reducing the costs of transportation, saving time and effort etc.

The presentation also included photos of the three previous public disclosure sessions which were carried out in the neighbourhoods of Mostafa Mahmoud, El Bouhy and Zamalek. The presentation shed light of the issues previously noted such as the fear of expropriation, appropriate compensation, relocation and resettlement, societal and community ties and changes in neighbourhoods which was a feared repercussion in the neighbourhood of Zamalek for example.

Other issues mentioned included the proximity of Nasser station to the proposed Maspero, the fear on the fragility of some buildings from the digging and construction works and traffic diversions. In addition, topics related to the elderly and special needs commuters were also mentioned. All these issues were addressed in the study so as to mitigate as much as possible these concerns or problems.

Eng. Tarek responded to these issues and said that the studies are still concerned with mitigating these negative effects and even more concerned with resettlement of those individuals who need to be relocated taking into consideration appropriate compensation for them according to the law. He also said that within the next two months there will be a RAP to take into consideration all what was mentioned in the previous public disclosure meetings. This includes compensating businesses and enterprises, services prevalent in the communities that will get affected. This also entails having a clear plan for the routes, safety of buildings during construction and also having a plan for monitoring throughout the implementation of the project.

Questions posed by the audience during this meeting are summarized as follows:

- Mr. Mahmoud Kennawy representing Boulaq Aboul Ela community posed a question on Maspero station. He asked for a clear answer to a question he asked before in the previous public disclosure sessions held a couple of months ago. He reiterated the issue of resettlement and if it would be carried out only for houses/residences or also for businesses. He made reference to the fact that the metro passes through 26th of July Street which also houses the foundations of 6th of October Bridge. He indicated that if there will be no demolishing of houses then there is no problem especially as residents of Maspero, they see no urgent need for the proposed Maspero station as there is the existing Nasser station which covers the entire area. However, if proposed Maspero station is established there is no problem. But, if there is demolishing of houses/buildings then they have the right to know where resettlement will take place and how much the monetary compensation will be.

Eng. Tarek Aboul Wafa replied that the digging will take place 35 m deep and will not impact the surface of the road where the pillars of the bridge are. He also indicated that Attaba station lies beneath the Opera Central and has not been affected. He added that there are hotels and buildings in El Gueish street and that the NAT is investigating and gauging impact of digging on buildings.

- Mr. Kennawy insisted to know whether the building he lives in will be demolished or not before he leaves the meeting. In the event that his building is removed he would like to know how much he will get compensated and this should be the benefit of his attending the meeting.

Eng. Tarek Aboul Wafa replied by saying that he does not know where Mr. Kennawy's house is and he asked him to approach the map in order to show him the removal/demolition points after which Mr. Kennawy was assured that his house is not among those to be demolished.

- Mr. Tarek Ismail is a resident of Wadi El Nil Street in Mohandessin and he indicated that it would have been favourable if at this public disclosure meeting there was a map illustrating the demolition points so as not repeat questions. However, he did ask whether the Awqaf buildings are to be demolished as he said they are in bad condition.

Eng. Tarek Aboul Wafa indicated that for the phase three metro line, there are only two spots which are to be demolished, one in Maspero and another one in Imbaba. There are a few buildings that lie on the way of the railway tracks. He added that there will be alternative housing for these residents in the area near Imbaba airport and which are better houses than the ones they live in now.

- Mr. Adham from Warrak introduced himself as a resident of the workshop area (agricultural land) indicating his content as to the public disclosure meetings and the open dis-

cussions which shows a change in the way issues are handled in the country. He posed the following questions and remarks:

- When will work start on the workshop area?
- They read in the newspapers that the Supreme Council of Armed Forces promised that the 84 feddans of the workshop area will be reduced to 25 feddans instead.
- In areas where the metro will be elevated to move on a bridge how do neighbouring people live and will they open their windows to find the metro in front of them?
- Will the compensation for resettlement be according to market price and will the committee concerned with compensations be formed from the governorate/local administration?

Eng. Tarek Aboul Wafa replied that he remembers well Mr. Adham's question well from previous public disclosure meetings and that he will repeat his answer. Concerning the workshop area where heavy equipment will be placed, it will be in east Cairo on an area about 55 to 60 feddans. This area of land belongs to the military factory 81 and currently the land is being assigned for NAT. The study will be completed by July 2012 and the exact boundaries of the workshop area cannot be determined now but will be determined within 3 months. As for compensation for land or houses, there is law 10 for the year 1990 which deals with compensation and relocation of land and houses, stipulating the rules and conditions governing these aspects and rights of people.

Eng. Shoukry Hussein intervened with a comment which reflected the urgent need for information on resettlement and as a result of these public disclosure meetings there will be a RAP.

- Eng. Mohamed Saleh Helal of the faculty of Engineering asked that special needs persons and their needs be taken into consideration when designing metro stations and indicated his dismay at Tahrir metro station and El Shohadaa metro station which were the first stations to be constructed in Cairo and which totally lack elevators which are necessary for special needs commuters.

Eng. Tarek Aboul Wafa confirmed that for metro line 3 phase 3, these issues will be addressed. Eng. Shoukry Hussein indicated that in the study undertaken, a part of it was dedicated to the elderly and special needs commuters.

- Ms. Laila Abdel Moatamed is a resident of El Mattar Street (Imbaba Airport) and introduced herself as a resident of one of the buildings which will be demolished. She asked the following questions and remarks:
 - Which are the two building blocks that will be demolished? (She asked this after she said 4 blocks of buildings will be demolished but she knows they are two).
 - How much are the compensations?
 - Why is the metro in this area elevated and why is it not underground like in other areas?
 - What if I do not leave my house will I be evacuated by force?

Eng. Tarek Aboul Wafa answered that until now there is no clear decision on which block to demolish until the study is completed. However, Eng. Tarek assured the audience that before anyone leaves his/her home there will be another home with the same specifications and conditions. He went on to say that the new homes will be even better and that part of the land on which Imbaba airport lies will be used to construct the new buildings. The buildings will be constructed on our expenses and we have previous experience in building homes especially for the workers of "Dereesa" who live near the railways. These people used to live in huts and shanty slums and houses were built for them that were an incredible improvement to what they lived in before to the extent that the engineers of the railway tracks wanted to buy these houses. This is an example of how things can be solved.

Eng. Shoukry intervened and said that trust and credibility must be prevalent when we talk. NAT undertakes studies and it does not want to incur extra costs and does not want to go into troubled waters. However, it conducts these engineering studies to see what are the best ways and solutions for the metro route whether elevated or underground and to see what is most suitable for the residents and the community. He added that monetary compensation will be paid and alternative land purchased on which to construct buildings which will be better. He also said that none can remove someone from his home unless he/she agrees to this and this is the law so nobody should be worried because the law will protect them. However, Eng. Shoukry went on to say that worries and concerns are appreciated and reflect points well taken. He reiterated that no one will leave their homes without their approval and in that case to a better house. He said that this is not himself speaking or Eng. Tarek speaking, this is the law speaking. He added that in the study recommendations were made so that alternative houses are in the same location even though the law does not stipulate this. Eng. Shoukry said this recommendation came as a result of the societal and communal ties which were evident throughout the responses of the sampled families.

- Mr. Ezzet Othman of Block # 10, Mattar Street, Imbaba intervened to say that it could have been wiser for the study rather than look at aspects reflecting the societal and communal dimensions to seek alternative measures for example as with the metro taking place underground or for the route to take place behind Khaled Ibn Al Waleed School. If still there are no alternative solutions to these problems then everybody will agree to the resettlements.

Eng. Tarek replied that all alternatives were investigated for the metro route since 2007 and prior to suggesting that the metro be elevated to run through a bridge, there was a plan to have it run its course underground. However, with that course in place there would have been a removal of 600 apartments. Eng. Tarek said he believes that solving the problem of 20 families as is the case now with the metro route running elevated through a bridge is better than trying to solve the problem of 600 families had the old route been implemented. He went on to add that this study which was undertaken to reduce the number of removals and demolitions cost 1.5 Euros.

- One member of the audience said that people are worried and require a map and definitive lists with all the names of those who may have to be relocated. He said this is better than saying that resettlement is pending the study results because it does not give a comprehensive and satisfying answer for those concerned.

Eng. Shoukry added that although worries and concerns are in place, questions on the same topic are being repeated and have been answered. In spite of this Eng. Tarek has said more than once that the exact buildings which will be demolished have not yet been determined. Exact identification of the buildings will take place within 3 months. He went on to say that this public disclosure meeting is the final meeting to present the study and to get to know the opinions of the communities and not for taking decisions.

Eng. Tarek mentioned that concerning Law 10/1990 it EGALS that is responsible for taking the appropriate measures for expropriation and in providing the lists of residents who will be relocated indicating the area owned by each tenant and tenants have up to 60 days to correct the area if the tenant finds that the area next to his or her name does not correspond to the actual size of land.

After the audience stopped asking questions, Dokki District Chief intervened to assure the audience and said that things have changed after the Egyptian Revolution and nobody should be afraid. He also pointed out to the fact that the study was repeated after the revolution and whatever the community wants will be carried out.

Annex 5

Information on Local and Regional Media, useful for information dissemination to stakeholder

**National, Regional and Local Media Representatives
Contact List**

NO	Company	Contact NAME	Tel	Fax
Newspapers				
1	Al Ahram	Sherif Gaballah	012 396 1482	27703626
2	Al-Ahram Al-Economic	Ahmed Saleh	010 1118874	25762422
3	Al-Ahram Weekly	Assem Al-Kersh		25786089
4	Aharam Massaey	Mostafa Khaled	012 4515 451	2770 5075
5	Nesf El-Donia	Ashraf Sayed	010 1869 320 27705 214	25786833
6	Al-Akhbar	Elham Abul Fath		25782510
7	Akhbar El-Youm	Yehya Naguib		25782510
8		Mohammed Fathallah		25781555
9	Al-Gomhouria	Hamdy Handal	0123941216 25781800 - 25781333 25781666	25781555
10	Al-Masaa	Riad Seif El Nasr	2578 3333	25781555
11	Al-Massaeya	Adly Moharam		27955909
12	Al Dostour	Karam Aslan	010 543 1600 333 79008	333 79766
13	Al-Mossawer	Ahmed Ayoub		37620028
14	Rose Al-Youssef	Ibrahim Ramadan		27925540
15	October	Olfat Nour		25778448
16	Al-Wafd	Mostafa Ebeid		37602007
17	Al-Ahrar	Ashraf Abdel Hamed		24823027
18	Middle East News Agency (MENA)	Reham Abdel Gawad		23935055
19	Al-Masry El-Youm	Abdel Hakem El Aswany		27926331
20	Horeyaty Magazine	Kadry El Haggar		25781613
21	Dar El-Helal	Safaa Lowis		33459533
22	Nahadat Masr	Sahar Abdel Ghany		37620028
23	Al Gamaher Newsspaper	Moustafa El Sayed fayed	010 1975 328	37625272
24	Al Osboo	Jihan Hussein		25794056
25	Al Nahar	Mohamed Ali	010 9449550	27926940
26	Business Monthly	Cam McGrath		
Media				
27	News Sector - Egyptian Television	Mr. Ibrahim Sayad		25770060
28	Nile TV	Mrs. Hala Hashesh		25750372
29	Egyptian Broadcast Sector	Zeinab Mahrous		22671315
30	Chief Of Egyptian TV			25759629