

ARMENIAN RED CROSS SOCIETY

Testing of VCA Tool in Urban Community

Report

This study was conducted by the Armenian Red Cross Society (ARCS) within the framework of “Disaster Risk Reduction in Urban Communities” Project.

The Project is implemented with the financial assistance of Iranian Red Crescent and support of the International Federation of Red Cross and Red Crescent Societies (IFRC) in close cooperation with the Ministry of Emergency Situations of the Republic of Armenia (MES RA), Yerevan Municipality, particularly its Ajapnyak Administrative District, and the National Platform for Disaster Risk Reduction (ARNAP).

The aim of the study is to test “Vulnerability and Capacity Assessment” tool in Yerevan city to identify to what extent it is applicable in urban communities and what kind of adaptation measures are required to make it comprehensive and useful assessment tool for DRR activity of National Societies.



International Federation
of Red Cross and Red Crescent Societies



Iranian
Red Crescent Society

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ABBREVIATIONS

| | | |
|----------------|---|--|
| RA | - | REPUBLIC OF ARMENIA |
| IFRC | - | INTERNATIONAL FEDERATION OF RED CROSS AND RED CRESCENT SOCIETIES |
| MES | - | MINISTRY OF EMERGENCY SITUATIONS |
| RRS | - | REGIONAL RESCUE SERVICE |
| ARCS | - | ARMENIAN RED CROSS SOCIETY |
| DM/PM | - | DISASTER MANAGEMENT AND POPULATION MOVEMENT |
| UNDP | - | UNITED NATIONS DEVELOPMENT PROGRAMME |
| UN OCHA | - | UNITED NATIONS OFFICE FOR THE COORDINATION OF HUMANITARIAN AFFAIRS |
| UNISDR | - | UNITED NATIONS INTERNATIONAL STRATEGY FOR DISASTER REDUCTION |
| DRR | - | DISASTER RISK REDUCTION |
| VCA | - | VULNERABILITY AND CAPACITY ASSESSMENT |
| ARNAP | - | NATIONAL PLATFORM FOR DISASTER RISK REDUCTION |
| NGO | - | NON-GOVERNMENTAL ORGANIZATIONS |
| NS | - | NATIONAL SOCIETY |

INTRODUCTION

Along with development of humanity new risks and hazards emerge, that together with their negative impact may cause big disasters not only in rural but also in urban communities. Taking into consideration continuous increasing rate of urbanization in recent years, it becomes clear that implementation of DRR functions is necessary in urban communities as well. All those communities in the World that have been build without considering possible urbanization have currently numerous problems and high vulnerability toward natural and man-made disasters.

Urbanization brings numerous problems that as a chain reaction have impact on increasing disaster risks and on emerging of new risks. Those cases when urbanization exceeds possible projections and goes beyond acceptable limits are particularly dangerous. All consequences related to this phenomenon should be taken into consideration for further construction and development processes to diminish growth of disaster risk and vulnerability. Otherwise the situation worsens and is approaching irrevocable point which can be fatal for any type of urban community.

In DRR related projects implemented by the International Federation of Red Cross and Red Crescent Societies (IFRC) most attention was paid to rural communities, which are considered more vulnerable because as a matter of fact in compare with urban communities they have less resources and budget and consequently less capacities to respond to disasters or solve any other issues.

From the point of implementing different DRR Projects, rural communities in compare to cities have been usually considered more rational as their small population number and variety of issues allow donors, even with small budget, to carry out development, DRR, social and other related projects with high effectiveness. Assessment is one of the most important prerequisites for effective implementation of any project: in DRR project it is Vulnerability and Capacity Assessment (VCA). Only based on correct and detailed assessment results it possible to identify existing issues and gaps, carry out relevant planning and effective implementation of the project. It is logical that different RCRC National Societies initially tend to carry out VCA in DRR related projects.

Assessments implemented within IFRC led DRR projects are already regulated within one “Vulnerability and Capacity Assessment” tool for a long time, which is a process that ensures participatory approach. VCA implies an implementation of multilayer assessment in both rural and urban communities. However, experiences from different National Societies show, that over time it has been more adapted to rural communities. Observations show that in order to carry out VCA in urban communities there is a need for different approach which is identified and developed through this study. ARCS Disaster Management and Population Movement Department as an implementer of this study, based on its rich working experience in rural communities has initiated testing of VCA method and identified its applicability in urban communities.

2

VCA TOOLS

VCA is a well know participatory tool of IFRC, which is used for more than 15 years for conducting assessment in communities of different countries. This method of assessment is carried out with the aim to assess hazards, vulnerability as well as resilience capacities existing in the community. It implies involvement of management staff of the community, active residents and other stakeholders into the assessment process. VCA enables to define main functions of DRR which is possible to carry out in order to reduce negative impact of expected disaster. Integral methodology of VCA includes implementation of 14 tools in order to get complete picture, but in the urban context they are not fully applicable.

| 14 VCA tools according to the sequence | |
|--|--|
| 1. | Collection of data from secondary sources |
| 2. | Comparing initial and current data of the community |
| 3. | Semi-structured interviews |
| 4. | Discussions in focus groups |
| 5. | Visual observation |
| 6. | Mapping |
| 7. | Walking tour in community |
| 8. | Seasonal Map |
| 9. | Reflection of historical data |
| 10. | Assessment of families' living conditions |
| 11. | Analysis of families' livelihood |
| 12. | Analysis of institutional and social network |
| 13. | Listing/ study of individuals and organizations with full capacities |
| 14. | Schematic reflection of community data. |

Within the framework of this project, ARCS has tested VCA tools in Yerevan city. Based on the results, below presented table on applicability of the above mentioned tools in urban and rural communities was developed. Moreover, information about how relevant tools have been used during this study is also included in the table.

2.1. Table 1. Differences of applicability of 14 VCA tools in urban and rural communities

| In Urban communities | | | Applicability by ARCS within the framework of the Project |
|----------------------|---|--|---|
| 1 | Collection of Data from secondary sources | Agencies that provide sources of secondary data are more diverse, and volumes of information are incomparably large. Existing reports and studies are also multifarious. Based on the above mentioned points, there is a need to decide the volume of required information. Otherwise data analysis will take more time and resources. | Sources of secondary data in rural communities might be limited in number (Regional Municipality, Regional Rescue Service (RRS), non-governmental organizations etc.) which as a fact, in compare with Community Hall, do not obtain information containing tangible differences. Existing studies, reports and etc. could be considered as sources of secondary data. |
| 2 | Comparative assessment of initial and current data of the community. | This activity could be carried out in both urban and rural communities without making tangible changes. There is just a need to develop separate questionnaire for relevant cases. | This activity has not been implemented within the framework of the Project taking into consideration the fact, that our objective was to test the applicability of the tools in urban communities and not collecting information, analysis and defining risks. |
| 3 | Semi-structured interview could be conducted with both, management staff and individuals. For that reason, considerations are taken for both cases. | After interview with the Head of Administrative district, it becomes clear that information is very diverse and voluminous so that it cannot be provided from one source only. Thus, representatives from different departments of Municipality of Administrative district (at least 5 – 6 departments) should be engaged in interview process, to ensure comprehensive recorded information. In the city, during interview with residents, they have been specifying inefficiency of various utility services, and have been providing limited information about disasters. | In rural communities, conducting interview with 1 or 2 responsible people (Head of community, Deputy Head of community, Land manager, etc) is enough to receive necessary image. In urban communities residents are better aware over occurring disasters and their consequences being directly affected by them. |
| | | | This process was carried out by ARCS in two directions: interviewing Head of Administrative district and individuals. (See activities 2 and 7) Analysis of the results of interviews show that in urban communities residents prioritize DRR functions more and keen to participate in relevant events realizing that it is possible to reduce registered losses in agricultural area, which is directly related to their livelihood. |

| In Urban communities | | | Applicability by ARCS within the framework of the Project |
|----------------------|-----------------------------|---|--|
| 4 | Discussions in focus groups | <p>There are several problems arise while forming focus groups in urban communities, for example:</p> <ul style="list-style-type: none"> • Active residents • Ensuring participation of representatives of different districts and structures in one group, otherwise it will be a group consisting 150 – 200 people. <p>However, there are condominiums in urban communities, which are representing management units of buildings of all area of administrative district. Cooperating with Utility Department of administrative district they (unit of coordinating condominiums) respond to residents' complaints and recommendations. Meantime they are residents of building/ buildings of the certain area who are well aware of any issue and can be involved in focus groups. Therefore, in order to form focus group in urban communities, it is necessary to explore existing management system, particularly its levels.</p> | <p>Focus groups in rural communities are formed by community active residents and representatives of different structures. (school, kindergarten and etc.). Generally, comprehensive discussion about all areas and issues of the community is ensured through engagement of 15-20 people into the focus group.</p> <p>ARCS has ensured implementation of this process through engaging Heads of condominiums. See Activity 5.</p> |
| 5 | Visual observation | <p>This function is carried out with the same principle for both types of communities. Nevertheless, while 1 day is enough for conducting observation in rural community, in urban communities, based on the their scale, more time and resources will be required.</p> | <p>This process was not carried out based on the peculiarities of the assessment process.</p> |
| 6 | Mapping | <p>In urban communities, based on the existing various complex designed infrastructures, there are always different types of maps (for example, road maps, maps of types of buildings, maps of sewage system etc.) which can be used for risk mapping. In urban communities, there are also maps that contain detailed data developed as a result of various studies, that can be used as secondary sources. Related to development of maps, there are several problems, for example diversity and the volume of information do not allow to print the map in A4, A3 and sometimes in A2 formats. For that reason, division according to districts/sectors (to smaller parts) for big cities is recommended before carrying out mapping.</p> | <p>Generally, in rural communities, complex designed infrastructures and relevant maps do not exist, therefore for the implementation of this activity often there is a need for preparing new map, for example by reflecting on the flip charts from existing information. Generally maps containing general information is used in rural communities (basically exist). It is also possible to use Google maps by loading community map and make all notes on it. Areas of rural communities are not big, which make it possible to reflect all information with relevant notes in A4 format.</p> <p>Activities related to mapping have been conducted during discussions in focus groups to understand whether it is possible to develop map of risky zones of the administrative district. It became clear that it is possible, by putting together existing maps and community knowledge and experience over hazards and issues threatening areas under their subordination, and develop map of relevant area/ district as needed. Nevertheless, no such a map per se has been developed.</p> |

| In Urban communities | | | Applicability by ARCS within the framework of the Project |
|----------------------|--|--|--|
| 7 | Walking tour in community | Implementation of this function coincides with the principles of implementation of the 5 th Activity. | This activity has not been organized based on the assessment peculiarities. |
| 8 | Seasonal map | Development of seasonal map for both types of communities is carried out with the same principle. | Discussions during focus group meeting with involvement Heads of condominiums have taken place in regard to this process, and as a result seasonal map of hazard has been developed. |
| 9 | Reflection of historical data | Collection of historical data usually carried out through activities 1 st and 4 th , thus, there are organizational issues related to implementation of 1 st and 4 th activities in cities. However, there is a recommended approach, which is collecting historical data from local residents. | This process was carried out by the ARCS during various meetings. See in Activities 1 and 5. |
| 10 | Assessment of families' livelihood. | This assessment in the form of different questions is included into interviews' questionnaires to be carried out with residents, and as a result of their analysis, reflects general image over this issue. | This process was carried out by ARCS as a form of survey among residents. See in the Activity 7. |
| 11 | Assessment of Families' living conditions. | This analysis is carried out by analyzing relevant questions included into the questionnaires. | This process was carried out by ARCS through surveys among residents. See in the Activity 7. |
| 12 | Analysis of institutional and social networks. | The volume of information required to carry out similar analysis in urban communities is incomparably larger and frequently, in order to provide this information in a required form relevant authorities need some time. | The situation in rural communities is more simple and information provider is a Community Hall. However, additional information might be obtained from relevant department of Regional Municipality. |
| 13 | Listing/ study of individuals and organizations with full capacities | Collection of complete information about organizations and individuals in urban communities is incomparably difficult, meanwhile obtaining of such information from another organization like MES is totally another issue. Relations between authorities from one hand and organizations and individuals from another hand in urban communities are official, therefore every single process is time consuming. For this reason, it is recommended to carry our studies according to areas of interest. In our case, there is a National Platform for Disaster Risk Reduction (AR-NAP) in Armenia which can provide information about all organizations working in DRR. | Existing of similar structures and individuals in rural communities may play a significant role in DRR functions as the main rescue and other forces/ services are based in Regional Municipalities. For example, existence of Road Construction organizations will significantly reduce cases with closed roads in winter period. Collection of similar information in rural communities is accessible. |
| | | | Number of discussions in different beneficiary groups have been organized over this process in order to understand the differences of this analysis in urban and rural communities. |
| | | | As a result of numerous discussions organized in different beneficiaries' groups, it becomes clear, that state agencies are the main providers of similar information in rural and urban communities. |

| In Urban communities | | Applicability by ARCS within the framework of the Project |
|----------------------|--|---|
| 14 | Schematic reflection of community information. | The process of schematic reflection in both types of communities is carried out with the same principle. Indeed, in each case the content of scheme should be decided beforehand. Time consumption depends on the content and details of the information reflected in the scheme. |

Some main points that indicate principle differences of applicability of the tools are presented below as an analysis of the Table.

The main and/or priority source of information in urban communities can be Ministries of RA, particularly MES and City Municipality, as well as specialized government and non government structures, NGOs, etc, for example National Archive of Armenia, etc. In order to get more detailed information it is necessary to apply for relevant departments of the above mentioned structures.

There are also number of differences related to the questions included into the questionnaire. If in rural communities the questions are more of private nature and quite possibly that residents are aware , for example “is there a clinic in the village or not?”, “what type of clinic?”” etc., residents of urban communities can be aware only about state level institutions , and few people can be aware about private organizations. Thus, it means that as a result of survey we will not obtain complete information about medical institutions in Administrative district. This type of information can be provided only by the special department of City Municipality or Administrative district.

There are also utility services in urban communities that can provide detailed information. Nevertheless, in rural communities they do not exist, but there might be a staff person who possesses limited information.

Also, the main difference is that assessment process in urban communities is mostly more time consuming based on the complex infrastructure, density of population, multilayer management and etc.

3

ACTIVITIES CARRIED OUT DURING THE SURVEY

In order to efficiently carry out the study, number of meetings and discussions with responsible persons from different management levels have been organized.

4

INITIATING COOPERATION AND SELECTION OF TARGET COMMUNITY

ACTIVITY 1

First activities have been aimed at starting the Project. Within the framework of the Project, ARCS has sent official letters to MES RA and Yerevan Municipality. Letters have been addressed to the relevant structures with the aim to present the functions carried out within the framework of the Project and requesting cooperation. MES has responded with the readiness to cooperate, and based on the direction and peculiarities of the Project Yerevan Rescue Service was appointed as a working partner of the Project.

Ajapnyak was selected as a target district during mapping of the Yerevan city risky zones, and its management staff have also received relevant proposal for Yerevan Municipality to support and participate in the Project. Ajapnyak district is located in the North-West part of the city and covers an area of 2600 ha which is divided into 12 sectors. 110000 residents are living in Ajapnyak district. District's Administrative staff includes:

1. Trade, provision and advertizing,
2. Income registration and collection,
3. Financial,
4. Legal,
5. Human resources,
6. Education, Culture and Sport,
7. Organization of works with Utility and multifloor building management authorities
8. Urban Development and Land Management
9. Social security, Health and programs departments, and
10. Technical support staff.

All departments closely cooperate with relevant departments of Municipality, which are their coordinating authorities.

During the process of mapping risky zones, there was a need for collecting secondary sources data. In our case, it was Study on differences of rural and urban community hazards, vulnerability, infrastructure and services, carried out within the framework of the Project, where some data and analysis related to Administrative district have been presented in details.

In this stage, in parallel to the above mentioned process, the study of existing VCA questionnaires was organized by ARCS with involvement of the relevant Project experts, representatives of MES and

other stakeholder. As a result, it became clear that only rural community related points and questions exist in questionnaire, that need to be changed and adapted. However, the working group has decided to carry out an interesting study, meaning changing the most change controversial questions and leaving others as they are to see the responses during the survey. Interviewers' role was important in this process therefore it was decided to engage particularly experienced volunteer instructors in carrying out interviews with questionnaires (process is presented in Activity 3).

5

METHODOLOGY OF SELECTION OF BENEFICIARIES FOR INTERVIEWING.

ACTIVITY 2

The second activity was the first official meeting, that was organized with the Head of target Administrative district of Ajapnyak, and other officials (heads of departments of administrative district and etc.) During the meeting, Project objectives and activities in details have been presented accordingly, after which discussions over the functions of the Project, implementation stages and timetable have taken place. Interview using questionnaire prepared for Management staff was conducted with the Head of Administrative district in this stage (See Annex 1) As a result, sufficient information about Administrative district was collected. However, it is worth to note that it became possible to answer questions requiring more detailed information only with involvement of responsible persons from different departments and with the support of the staff. Head of Administrative district, being a resident of that community could also provide historical data.

Meeting was exploratory in nature; staff from both sides met each other and provided with contact information in order to organize and coordinate further activities. Territorial division of Administrative district was also included in the agenda with the aim to organize Project activities e.g. organizing and effectively carrying out interviews with residents.

As a result, with the joint effort from the part of ARCS representatives and several staff members of the Administrative district this activity was carried out. The priority issue of the team was to understand the principles and indicators of carrying out territorial division. First of all the minimum acceptable number of interviews was clarified based on the total number of residents currently living in this area, as presented below.

Afterwards, the following indicators of existing buildings in Administrative district was studied in details:

- Types and numbers,
- Spreading and density,

- Geographical location and etc.

During discussion in the first stage, precise indicators for basic division has been identified. They are:

- Territorial peculiarities
- Existing problems in the area
- Existing problems in buildings/residential houses
- Location of buildings/ residential houses
- Types of Buildings and residential houses

Using above mentioned indicators, the working group decided to divide administrative district into 5 territorial parts in the way that every part would include all existing types of specific characteristics and issues. Every part was named according to its characteristics:

1. Residential houses
2. 15th and 17th district
3. Emergency buildings
4. 16th district
5. Physics Institute area.

Division shows that it is impossible to involve similar number of residents or buildings in each group because there are different types of building in administrative district (see in Table 2) and as a result they are with different sizes and based in different geographical location.

Selection of buildings and/or residential houses was planned to carry out during the second stage following the pattern in the way that residents from all types of buildings and areas would have been engaged in interviews. This process was carried out in the following way. First, sample size was calculated using Slovin's formula (<http://www.statisticshowto.com/how-to-use-slovins-formula/>) where n is a sample size, N is a size of population, and e is a level of precision equals to 0.05 in our case.

$$n = \frac{N}{1 + Ne^2}$$

According to this formula, in order to have 95% precision, at least 398 households should have been interviewed. Taking into consideration total number of buildings and residential houses in administrative district, it was decided to select equal number of buildings and residential houses. Three households from every 109 multi floor buildings (overall 327 households) and one from residential houses (109 households) have been selected. As a result the sample size equals to 436.

Afterwards, taking into account the number of existing types of buildings and/or residential houses, houses have been selected accordingly in the way to ensure that they cover all the area. Moreover, proper distribution was ensured based on the number of streets, for example if the group involves 7 vertical and 8 horizontal streets and there is a need to select 45 houses, then 3 houses from every streets should be selected. ($45/15=3$) Suppose the number of houses in this street is 15, it is divided into 3, and then every 5th house should be visited. In the final stage addresses of those buildings and/or residential houses have been registered and the required list has been developed. In order to increase the effectiveness of visits, it was decided that volunteer instructors interview the next apartment or/ residential house in case the one from the list is not at home. It is recommended to use the Table of existing buildings in administrative district, prepared according to their type, location and other indicators. In our case similar Table was prepared jointly by ARCS and the staff of administrative district (see in Table 2) using maps that contain data about buildings.

5.1. Table 2: Data on existing buildings and/ or residential houses in Ajapnyak administrative district

| | Type of construction | Number of floors | Number of exits | Number of buildings in administrative district | Number of people (in one apartment in average) | Average number of people in the building | Location according to sectors |
|---|----------------------|------------------|-----------------|--|--|--|-------------------------------|
| 1 | Residential house | 1-2 | 1 | 3160 | 5 | 5 | (1, 2)* F, C, G |
| 2 | Multi floor 1 | 16 | 1 | 40 | 4 | 450 | A, B, C |
| 3 | Multi floor 2 | 12 | 2 | 9 | 4 | 270 | D, H, E |
| 4 | Multi floor 3 | 10 | 2 | 3 | 4 | 235 | C |
| 5 | Multi floor 4 | 9 | 1, 2, 3 | 66 | 4 | 160, 180, 204 | A, E |
| 6 | Multi floor 5 | 5 | 4, 6 | 56 | 4 | 235, 315 | F, D, H |
| 7 | Multi floor 6 | 5 | 9 | 1 | 4 | 480 | G |
| 8 | Multi floor 7 | 4 | 3, 6 | 157 | 4 | 135, 298 | D, E, F, G, H |
| 9 | Multi floor 8 | 3 | 3 | 7 | 4 | 95 | E |

* Maps of residential houses are not divided by sectors and have been inumerated during the study.

6

SELECTION OF VOLUNTEER INSTRUCTORS

ACTIVITY 3

In order to carry out an assessment process within the framework of the Project, it was planned to involve volunteer instructors. For that reason, meeting at the ARCS Headquarter aimed at selecting volunteer instructors was organized with Project staff participation. During the meeting the Project, activities to be completed by volunteer instructors and goals, particularly the VCA were presented. All questions included in the questionnaire developed for residents have been discussed in details, and clarifications have been made in order to have no uncertainty on behalf of volunteer instructors, thus ensuring clear understanding over the questionnaire. VCA process is carried out not only for the purpose of collecting information but also for testing and studying VCA tool in urban community. For that reason, clear understanding of the goals and the nature of activities by volunteer instructors, making notes and indicating all ongoing considerations was important. Parties agreed on the

timetable for implementation of further activities. Moreover, 12 selected volunteer instructors have been divided into 3 groups and one responsible and a contact persons were assigned to ensure further coordination of activities. Every group has received addresses of target buildings in their assigned area and relevant number of questionnaires. The number of distributed questionnaires to volunteer instructors was equal in order to complete all assignments in a scheduled time and present results together with marked notes and recommendations to ARCS (see in Activity 7).

7

SELF ASSESSMENT WITH THE STAFF OF ADMINISTRATIVE DISTRICT

ACTIVITY 4

Meeting with the Head of District and Heads of all departments of administrative district has been organized, during which self assessment was carried out based on the “Resilient cities” specific questionnaire, developed by UNISDR and adapted in place by UNDP, UNICEF, UN OCHA, World Vision, ARNAP and ARCS. The aim of the self assessment was to understand:

- The roles and responsibilities of the staff of administrative district in DRR related issues
- To what extent the financial and budgeting processes are adapted in implementing DRR events.
- What information is available in different departments of administrative district and how often it is updated.
- What functions are carried out in ensuring infrastructure maintenance and their continuous deployment during disasters.
- Existence of capacities of schools and clinics in administrative district.
- Legal and legislative parts of DRR related functions.
- What kind of DRR projects are implemented in administrative district.
- Impacts of climate change in administrative district
- Early warning and means for providing information to residents
- Capacities of implementation of recovery works after disaster and etc.

The aim of this process is also to develop an action plan in order to increase resilience of administrative district thus making it more prepared and resilient. Similar assessment was carried out in Stepanavan city in the past, and as a result of analysis of that assessment a Plan of Action has been developed (see in Annex 2). This assessment was too general and provides an opportunity for activities for all partners, and in our case, the aim was to test its applicability in big cities to understand the gaps and differences of questionnaire.

ARCS representatives and Project experts, ARNAP and MES representatives as well as volunteer

instructors have participated in the meeting. As a result it becomes possible to improve and maximally adapt questionnaires to Yerevan context (see in Annex 3).

8

MEETING WITH HEADS OF CONDOMINIUMS OF ADMINISTRATIVE DISTRICT

ACTIVITY 5

Meeting with Heads of condominiums of target buildings, around 42 people, was organized. Taking into consideration that participants have been sufficiently aware over the issues in administrative district, it was decided to test some VCA tools during the meeting e.g. mapping, development of seasonal map, role interview with resident and etc. With its format, the organization of such a meeting in the city is equivalent to the rural focus groups discussions. It becomes clear that in the process of mapping of the risk zones there are differences in information volume, the size of the scale of the hazards and area, existence of dangerous facilities and other significant differences. While conducting interviews with participants using questionnaires developed for residents, existing and/or threatening hazards to the administrative district have been revealed. In cities they are more household oriented: if in rural communities the priority are drought, frostbite, hail and other similar disasters, in cities residents prioritize apartment fires, damages of different supply systems (gas, drinking water and etc), floods and earthquake most. Seasonal map of all types of disasters and/ or hazards threatening administrative district have been developed and its process was carried out without any considerable difference. In our case, in order to assess risks in administrative district, formation of such a focus group was very important, as participants had multilateral approach toward the implemented process. Thus, they participate in discussions as residents, as an authorities working with different services and as a structure in providing services to existing buildings in their condominiums. During discussions it becomes clear that in administrative district, due to the contamination of drainage system during rainfall, there are puddles that cause inconveniency to the residents and hinder road traffic, which causes more dissatisfaction and complaints, but in rural areas puddles can cause lost of crop and etc.

9

METHODOLOGY OF STUDYING EXISTING SERVICES AND SYSTEMS IN ADMINISTRATIVE DISTRICT

ACTIVITY 6

Within the framework of the Project, while visiting utility services of administrative district, ARCS representatives have conducted assessment of services using special questionnaire (see Annex 4) and as a result, main differences between two types of communities have been revealed. Meetings have been organized with the following services based in administrative district:

1. Gaz supply
2. Water supply and sewage water disposal
3. Electric supply and waste management system and service representatives.

Police system has not been studied due to its special designation, and therefore there is a need to develop a special approach in working with similar structures.

In order to assess education and health systems, the role of ARCS might include encouraging and supporting the assesment process. Such structures are able to carry out an assessment and if necessary to provide information, understanding that it is in their interests.

During meetings and discussions it becomes clear that as a result of continuos urbanization, the workload on all systems is increasing, which brings additional problemsand increasing risk. It also becomes clear that the cooperation among above mentioned services in administrative district is weak (sometimes no cooperation at all), no plans with comprehensive response approach and etc. The reason is that they are private structures with their own strategy, plans, issues and interests. Existence of units of different services in administrative district is a big capacity, but they cooperate and/ or contact with each other only during specific cases and if necessary. As a result, it affects on the deterioration of coordination, which is directly related to the efficiency of implementing activities. Unlike rural communities, the main characteristics of urban communities are:

- Existence of complex structured systems of the above mentioned services, as a result of which recovery of emergency accidents is deteriorated accordingly.
- Existence of specialists, technical and special tools in place, which is considered as a capacity in disaster response

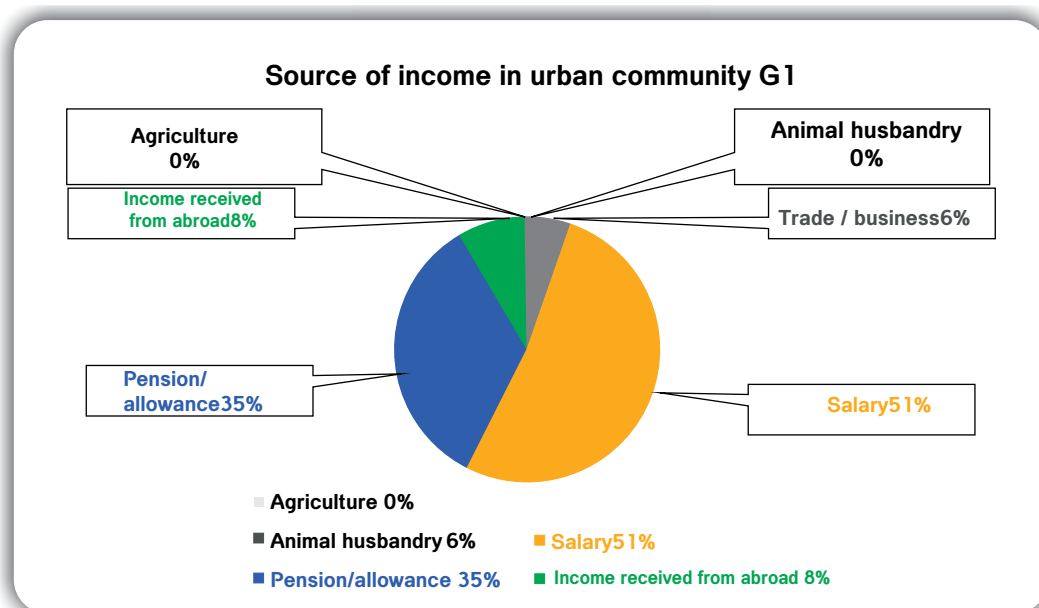
10

METHODOLOGY OF INTERVIEWS CONDUCTED AMONG RESIDENTS

ACTIVITY 7

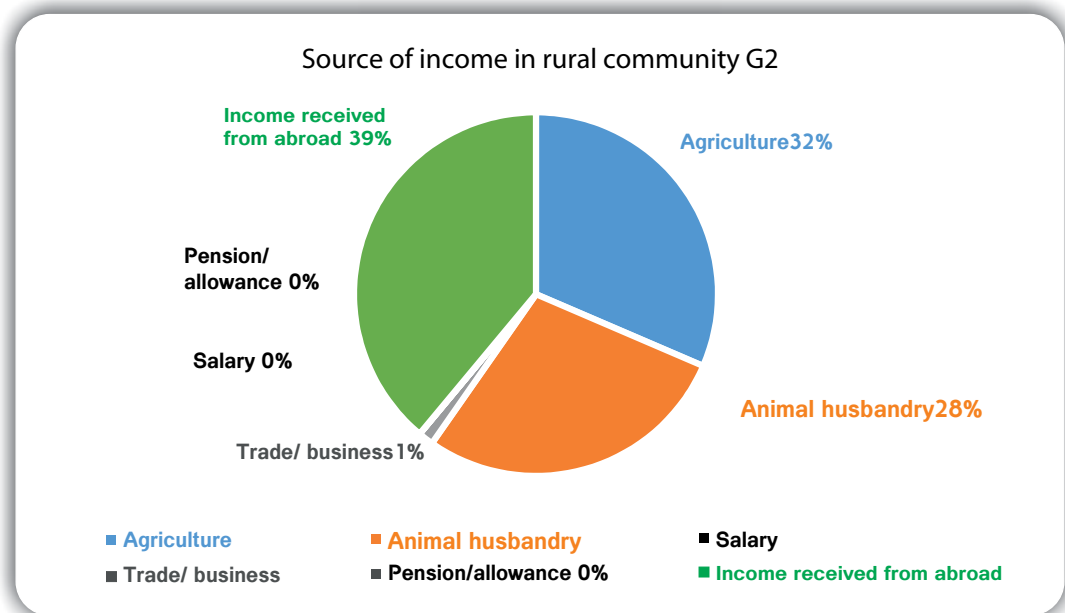
Interviews with residents have been conducted with questionnaires (see in Annex 5) and timetable prepared beforehand, according to which a group of 12 people should have been conducted more than 400 interviews. In order to meet residents, it was decided to start visits every day at 17:00, taking into account the fact that working hours are mainly set from 09:00 to 18:00. After interviews, there were number of considerations made by volunteer instructors about both the questionnaires and the process of interviewing residents. For example, in contrast to the rural communities, many of the respondents were reluctant to answer questions about their financial status and sources of income providing only general and approximate information and another part of the respondents prefer not to answer at all. There should be more trainings and awareness raising events organized in urban communities to make DRR related activities effective. Results of the survey implemented in the city have been compared with the results of VCA carried out by ARCS in 20 rural communities, which shows, that there is a considerable difference between urban and rural residents' responses, which have been presented in below imagined graphs.

Urban community. Answers to the question: What is the source of your income?



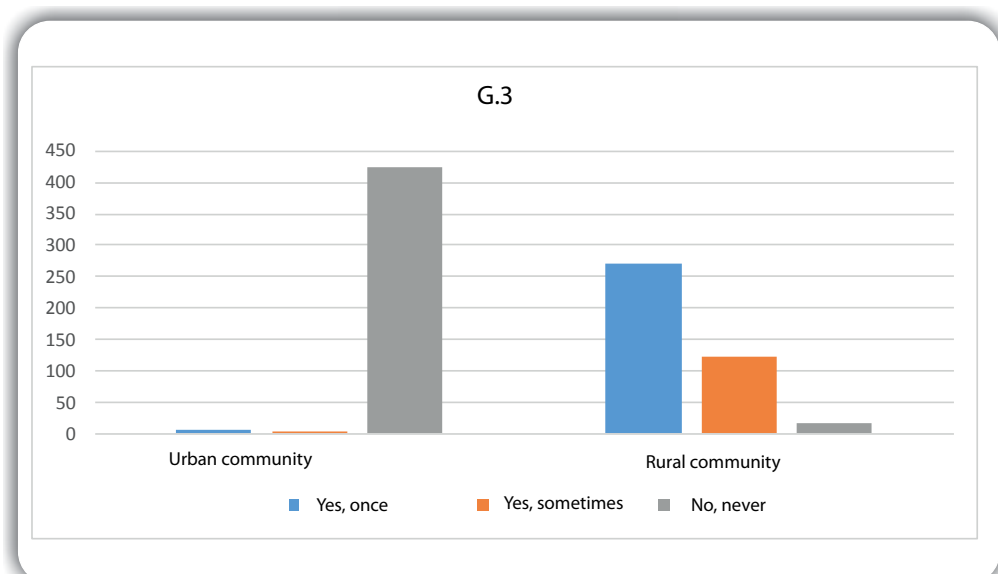
Responses from urban communities clearly show that salary is the main source of income for majority of respondents meanwhile for elderly people the main source of income is a pension.

This data proves the fact that people in urban communities do not bear direct losses from natural phenomena except of earthquake and large scale disasters, and therefore do not prioritize implemented DRR related functions.

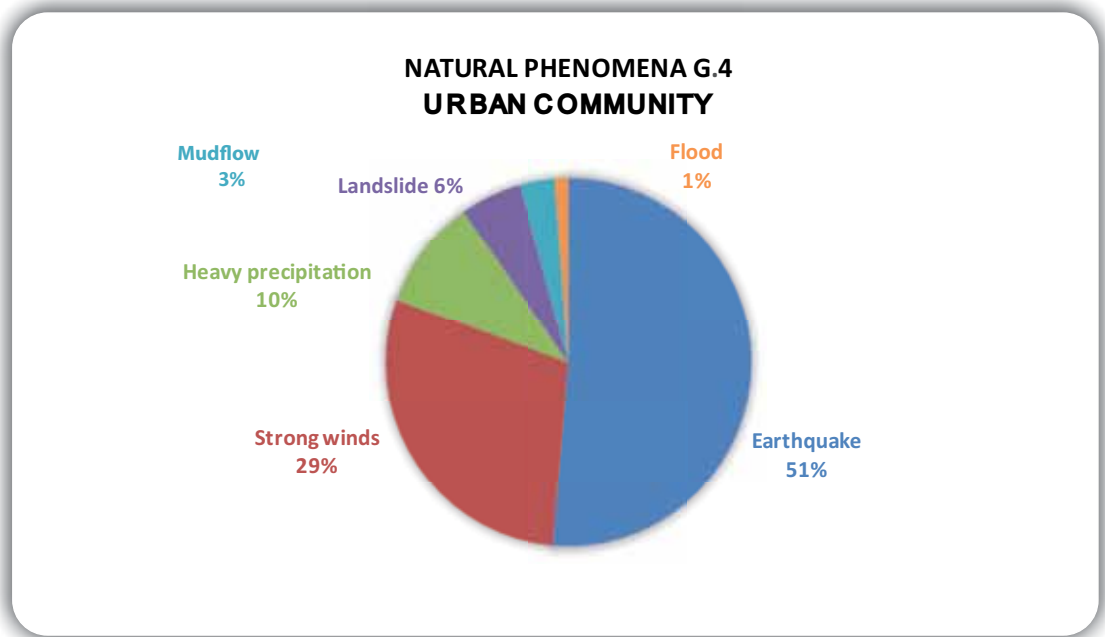


Graph 2 in contrast to urban communities shows an opposite data, more typical to rural communities. In G2 it is clearly shown that the main source of income of rural community residents comes from the income received from abroad, agriculture and animal husbandry, which prompts about their comparatively higher chances for losses from disasters, as agriculture and animal husbandry are permanently suffered from different types of disasters.

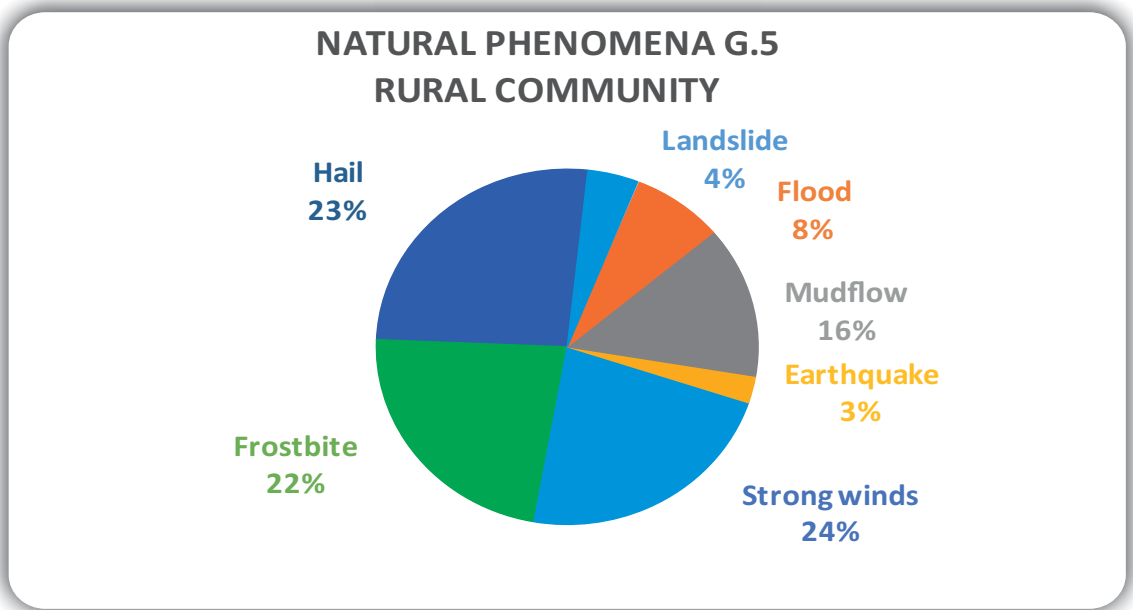
The above mentioned conclusion about residents losses is clearly reflected in the next graph, which is developed based on responses from “Do You or your family member have been directly affected by any type of disaster?” question (See Graph 3).



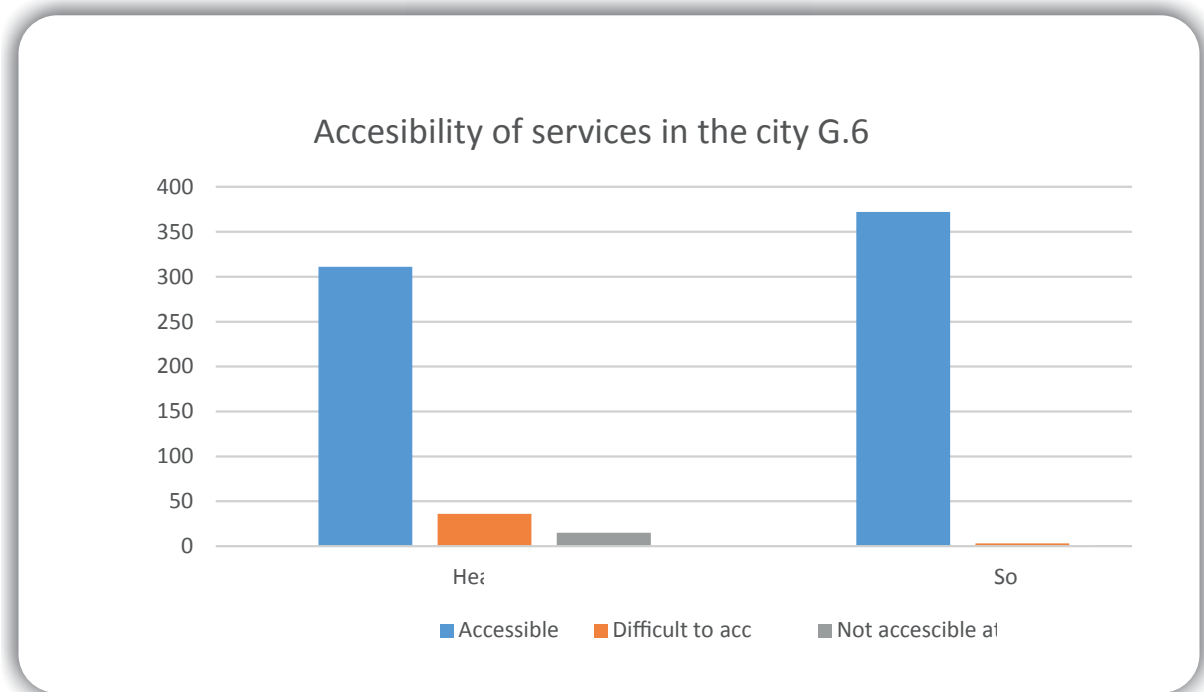
The next graph shows responses to “What kind of natural phenomena is typical fro your community” question. Majority of respondents in the city prioritize possible risk of earthquake as most of them are living in multi floor buildings which are more vulnerable toward earthquake in contrast to one or two floor residential houses in rural communities. In the cities, main natural phenomena typical to their communities, except of earthquake, do not directly affect residents’ source of income, which is not the case in rural areas.



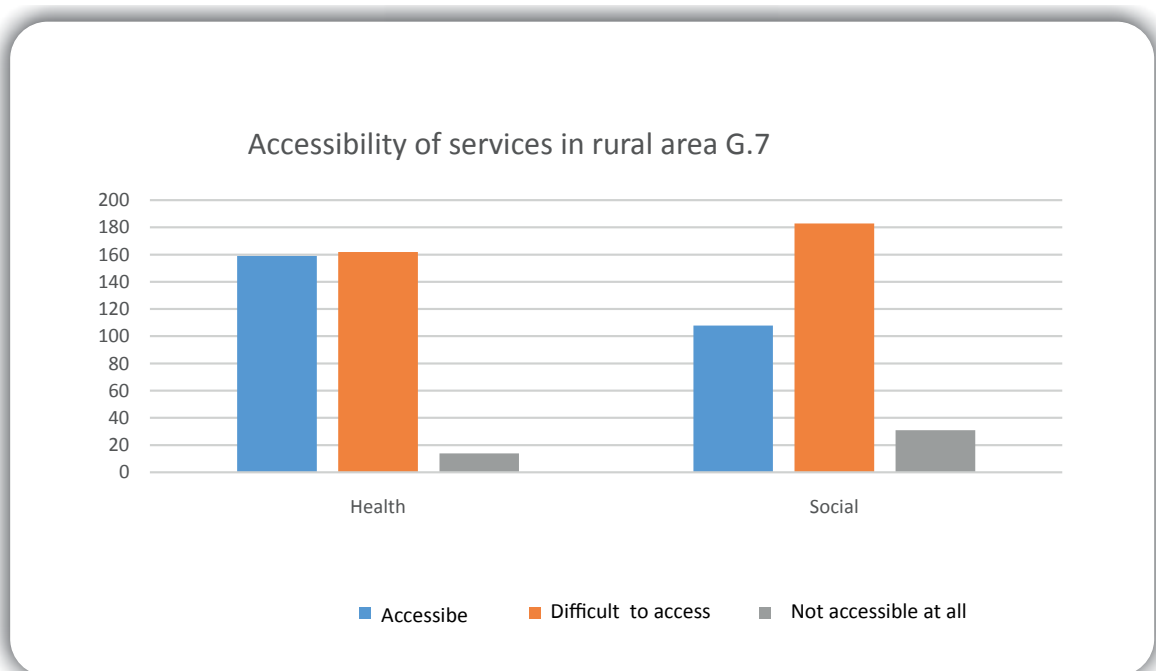
Rural community residents more prioritize those disasters that cause them material losses, which are hail, frostbite, strong winds and etc.



Related to accesabiltiy to some services, the image is similar in this case as well. Rescue and other services are difficult to access for residents from rural communities mainly due to their distant location from community.



Data on Health and Social services have been selected in order to have comparable data about services. Graph 6 shows, that very few people have no access or difficult access to those two services.



However, for more than half of residents from rural communities these services are difficult to access due to several obstacles. They are: existence of limited representations of services, their distant location and etc.

11

CONCLUSION AND RECOMMENDATIONS

Implemented works showed that VCA is possible to carry out in urban areas. VCA tools after some adaptation processes are mainly applicable for big cities with their content, organizational methodology and format, which deployment has ensured relevant results. Meanwhile our experience showed that as a National Society, it is advisable to carry out VCA in a specific part of such a big city like Yerevan (district, community and etc) and not in the whole city. Also, while carrying out VCA, it is more effective to focus on services, civil facilities and hazards. It will allow to effectively engage residents in the process taking into account their comparative indifference toward this field.

In big cities, as a challenge, we can mark out the analysis of collected information, data alignment and the process of developing recommendations. Usually, in rural communities action plan is developed based on VCA results, which is more directed to the hazards and/ or identification of the causes of their occurrence, prevention and preparedness and creates strong basis for implementation of further DRR activities.

ARCS based on its experience and current study comes to the conclusion that VCA and development of resilience plan based on self assessment results is a desirable approach (see Annex 1, example of Stepanavan city), which provides a possibility to deploy larger and more general DRR approaches/ solutions. Thus, in regard to cities there will be larger area for activities where ARCS should clearly set specific directions/ activities typical to its mandate, then be engaged in practical activities.

In this regard working in urban communities is more difficult and time consuming due to existence of various and complex infrastructures, administrative systems and etc., with which cooperation and carried out activities have their specificity and require special approach. Thus, it is recommended to start activities aimed at launching cooperation of implemented projects from high management level, then continue working with relevant appointed authorities, keeping appropriate coordination at all levels.

High scope of work should be taken into consideration during conducting VCA in cities, which implies involvement of as much human resources as possible and therefore it is recommended to involve volunteers' potential after relevant trainings which will make National Society more competitive in compare with different partners.

Finally, we come to the conclusion, that there is a need to have specific approach while working with beneficiaries (residents) based on the point that the number of population in cities is more multilayered, sources of income are also different in contrast to rural population. Such multiplicity and other differences entail significant change in priorities, attitudes and therefore activities of urban and rural population.

Annex 1

QUESTIONNAIRE

On community vulnerability assessment.

Developed for Heads of community

Community _____

1. Number of population of your community ` registered _____, existing _____, from which

- male _____ female _____
- below 18 years old _____
- from 18 to 63 years old _____
- older than 63 years _____

- Employable population _____ / woman _____, man _____ /,
- Permanently employed _____ / woman _____, man _____ /,
- Employed in seasonal work _____, / woman _____, man _____ /,
- Employed seasonal works abroad _____ / woman _____, man _____ /,
- unemployed _____ / woman _____, man _____ /
- pensioner _____ / woman _____, man _____ /

- With higher education _____ / woman _____, man _____ /
- With vocational training _____ / woman _____, man _____ /
- Craftsmanship _____ / woman _____, man _____ /
- High school _____ / woman _____, man _____ /
- Secondary school _____ / woman _____, man _____ /

- Single mothers _____
- Families that lost breadwinner _____
- Families with disabled members _____, _____ disabled
- Families receiving allowances _____
- Large families `4 children _____, 5 and more children _____
- Families living in temporary shelters _____
- Refugees _____

2. Indicate national minorities living in your community _____ / _____ people, ____% /
 _____ / _____ people, ____% / , _____ / _____ people, ____% / _____ / _____ people, ____% /

3. Number of Council of Elderly members in your community _____, from which

- man _____ woman _____

4. Number of staff in your Municipality _____, from which

- man _____ woman _____

5. Number of households in your community _____

6. Total area of your community _____, including

- Dwelling houses area _____, housing stock _____
- Industrial land _____
- Recreation zones _____
- Cultural historical areas _____
- Forest area _____, from which forest _____, brushwood _____
- Agricultural lands _____, from which arable land _____
hayfields _____, pastures _____, gardens _____

Other _____

7. Indicate water resources of your community (river, reservoir, either natural or man-made and etc.)

- _____
Name of the river _____ Length in the community etrotory _____
- _____
Name of the reservoir (natural, man-made) _____ Water surface area, volume of the water _____

8. Historical cultural monuments in your community. Their condition.

_____ :

_____ :

_____ :

9. Housing stock of the community consists of:

- Private stone residential houses ` 1 floor _____, 2 floors _____, 3 and more floors _____
- Multi floor stone buildings ` 2 floors _____, 3 floors _____, 4 floors _____, 5 and more floors _____
- Multi floor wood buildings ` 1 floor _____, 2 floors _____,
- Wood houses _____, _____
- Vagons/ containers _____, _____
- _____, _____

10. How would you assess general conditions of stone made multi floor buildings in your community, and why?

- Good _____%, _____
- Bad _____%, _____
- Normal _____%, _____

11. What are the problems related with stone made multi floor buildings?

12. How would you assess general conditions of residential houses in your community, and why?

- Good _____%, _____
- Bad _____%, _____
- Normal _____%, _____

13. What are the problems related with residential houses?

14. Indicate facilities, constructions and structures of you community.

Governmental, Educational, Health, Bridges, Large industrial

| | | | | |
|-----|-------|-------|-----------|--|
| 1. | _____ | _____ | _____ | _____ |
| | name | floor | condition | cause/ indicate construction/renovation date |
| 2. | _____ | _____ | _____ | _____ |
| | name | floor | condition | cause/ indicate construction/renovation date |
| 3. | _____ | _____ | _____ | _____ |
| | name | floor | condition | cause/ indicate construction/renovation date |
| 4. | _____ | _____ | _____ | _____ |
| | name | floor | condition | cause/ indicate construction/renovation date |
| 5. | _____ | _____ | _____ | _____ |
| | name | floor | condition | cause/ indicate construction/renovation date |
| 6. | _____ | _____ | _____ | _____ |
| | name | floor | condition | cause/ indicate construction/renovation date |
| 7. | _____ | _____ | _____ | _____ |
| | name | floor | condition | cause/ indicate construction/renovation date |
| 8. | _____ | _____ | _____ | _____ |
| | name | floor | condition | cause/ indicate construction/renovation date |
| 9. | _____ | _____ | _____ | _____ |
| | name | floor | condition | cause/ indicate construction/renovation date |
| 10. | _____ | _____ | _____ | _____ |
| | name | floor | condition | cause/ indicate construction/renovation date |
| 11. | _____ | _____ | _____ | _____ |
| | name | floor | condition | cause/ indicate construction/renovation date |
| 12. | _____ | _____ | _____ | _____ |
| | name | floor | condition | cause/ indicate construction/renovation date |
| 13. | _____ | _____ | _____ | _____ |
| | name | floor | condition | cause/ indicate construction/renovation date |
| 14. | _____ | _____ | _____ | _____ |
| | name | floor | condition | cause/ indicate construction/renovation date |

| | | | | |
|-----|-------|-------|-----------|--|
| 15. | _____ | _____ | _____ | _____ |
| | name | floor | condition | cause/ indicate construction/renovation date |
| 16. | _____ | _____ | _____ | _____ |
| | name | floor | condition | cause/ indicate construction/renovation date |
| 17. | _____ | _____ | _____ | _____ |
| | name | floor | condition | cause/ indicate construction/renovation date |
| 18. | _____ | _____ | _____ | _____ |
| | name | floor | condition | cause/ indicate construction/renovation date |
| 19. | _____ | _____ | _____ | _____ |
| | name | floor | condition | cause/ indicate construction/renovation date |
| 20. | _____ | _____ | _____ | _____ |
| | name | floor | condition | cause/ indicate construction/renovation date |

15. Indicate constructions and structures of your community (chemical factory, minings, Hydro-power stations and etc.) which could cause a threat to community and environment.

- _____
- name
- why
- _____
- name
- why
- _____
- name
- why
- _____
- name
- why
- _____
- name
- why
- _____
- name
- why
- _____
- name
- why

16. Existing areas for entertainment, recreation and sport in your community. Their condition.

- _____
- name
- floor
- condition
- cause/ indicate construction/renovation date
- _____
- name
- floor
- condition
- cause/ indicate construction/renovation date
- _____
- name
- floor
- condition
- cause/ indicate construction/renovation date
- _____
- name
- floor
- condition
- cause/ indicate construction/renovation date

- _____
name floor condition cause/ indicate construction/renovation date
- _____
name floor condition cause/ indicate construction/renovation date
- _____
name floor condition cause/ indicate construction/renovation date
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name floor condition cause/ indicate construction/renovation date
- _____
name floor condition cause/ indicate construction/renovation date
- _____
name floor condition cause/ indicate construction/renovation date
- _____
name floor condition cause/ indicate construction/renovation date

17. Indicate educational institutions in your community

| N | Type | Name | Number of children | Number of staff | comments |
|---|----------------------------------|------|--------------------|-----------------|----------|
| 1 | Kindergarten | | | | |
| 2 | School | | | | |
| 3 | High school | | | | |
| 4 | Vocational training institutions | | | | |
| 5 | Higher education institutions | | | | |
| 6 | Musical school | | | | |
| 7 | Art school | | | | |
| 8 | Other educational institutions | | | | |

18. According to you, which constructions and structures are most vulnerable toward disasters and emergency situations? Why?

- _____
name why
- _____
name why
- _____
name why
- _____
name why
- _____
name why

19. Heating sources of your community. Indicate the main source.

- Electricity _____ _____
- Gas _____ _____
- Wood _____ _____
- Other /specify/ _____ _____

20. Yours community service provider is: _____

Indicate the name of Electrical network center that provides the service

21. What are the problems related to energy? _____

22. Does your community gasified? Yes _____ Partly _____ % No _____

23. Percentage of population that use gas _____ %

if not everybody is supplied, then indicate the cause

24. What are the problems related to gas supply? _____

25. Where, how and with what resources the waste removal is organized? _____

26. What are the problems related to waste removal? _____

27. Water supply is provided by:

- Centralized water supply system _____ _____ %
- Transported water from one part of the community to another _____ _____ %
- Transported water from other community _____ _____ %

Indicate community

• Individual system _____ _____ %

Indicate water source

• Other /specify/ _____

28. Percentage of population supplied with water _____ %:

if not everybody is supplied, then indicate the cause

29. Drinking water is supplied

- Twenty-four-hour _____ _____ %
- According to the timetable _____ _____ %

30. Community has water collecting reservoir? Yes _____ No

What is a condition

31. Community has daily regulating reservoir? Yes _____ No

What is a condition?

32. Water quality control is carried out in community

Yes _____ No

By whom?

33. Is there sewage system in the community? Yes _____ No

34. What is a condition of community sewage system?

35. Is there sewage water cleaning system in the community? Yes _____ No

36. If yes, then in what condition is it? _____

37. What are the problems related to sewage system? _____

38. What kind of information sources are accessible in your community?

- Local radio (specify) _____
- Public radio _____
- Other radio (specify) _____
- Local TV (specify) _____
- Public TV _____
- Other TV (specify) _____
- Satellite TV _____
- Internet _____
- Printed Media _____
- Other (specify) _____

39. What kind of communication means are accessible in your community?

- Landline phone _____
- Mobile phone _____
- Internet _____
- Mailing _____
- Transport automobile, railroad, air _____
- Other (specify) _____

40. What transportation is used to connect with regional center and neighboring communities?

- Public bus Route _____
- Minibus Route _____

- Individual taxi _____
- Individual cars _____
- _____

41. If the communication is carried out through route transportation, then by whom is it organized and with what frequency?

| | | |
|-------|-----------|---------|
| route | frequency | by whom |
| route | frequency | by whom |
| route | frequency | by whom |
| route | frequency | by whom |

42. The closest point to your community is:

- Train station _____ km.
- Airport _____ km.
- _____ km.

43. Your community is located _____

Indicate the route

- On the road _____
- _____ km. from the road.
- _____

44. What are the problems related to intercommunity roads?

45. The length of your intracommunity roads is _____ km.

46. What are the problems related to intracommunity roads?

47. In the area of your community there are:

- _____ road bridge /specify their condition and significance _____

- _____ pedestrian bridge /specify their condition and significance/ _____

48. What are the problems related to bridges?

49. How accessible to your community the following services?

| | service | accessible | Difficult to access (cause) | Not accessible at all (cause) | Do not know |
|---|--------------------|------------|--------------------------------|----------------------------------|-------------|
| 1 | Fire- rescue | | | | |
| 2 | Health | | | | |
| 3 | Waste removal | | | | |
| 4 | Water supply | | | | |
| 5 | Police | | | | |
| 6 | Electrical Network | | | | |
| 7 | Sewage | | | | |
| 8 | Social | | | | |

50. Is there a clinic in your community? Yes _____ No _____

Indicate the name of clinic

Indicate the name of clinic

Indicate the name of clinic

51. Does your community provided by _____ Fire-rescue service? The closest point is located _____ :

52. Does your community is provided by police _____ department. The closest point is located at _____ :

53. What kind of vehicles and technical means exists in your community and what is a number of them?

- Passenger vehicles _____
- Truck vehicles _____

- Buses _____
- Minibuses _____
- Tractors _____
- Bulldozers _____
- Other (specify) _____

54. What kind of tools do you have to respond to disaster?

- Evacuation plan _____
- Disaster preparedness plan _____
- Local signs _____
- Special horn _____
- Telephone _____
- Early warning system _____
- Rapid response team _____
- Other (specify) _____

55. Hazardous facilities and organizations working in the community that employ 50 and more people.

| | number | Indicate the names of organizations, institutions, companies that employ 50 and more people. |
|---|--------|--|
| Factories | | |
| Manufactory | | |
| Limited Liability Company | | |
| CJSC, OJSC, GCJSC | | |
| Banks, financial organizations, credit and supporting organizations | | |
| Service organizations | | |
| Individual businessmen | | |
| Farms | | |
| Domestic services | | |
| Hotels | | |
| NGOs | | |
| Construction organizations | | |

56. According to you, percentage of poverty in the community is _____%:

57. According to you, Is deforestation a frequently happened phenomenon in you community?

Yes _____ Partly _____ No _____

Indicate cause _____

58. According to you, Is fire a frequently happened phenomenon in you community?

Yes _____ Partly _____ No _____

Indicate cause _____

59. Is there three planting activities in your community?

Yes _____ Partly _____ No _____

60. What are the problems related to preservation and restoration of forests?

61. What are the major historical and statistical data about disasters happened in your community?/ When they have been registered in your community and with what was the strength of them? (high, average, low) , what was the impact on your community?

_____ year _____
 disaster strenght which part of the community suffered the most?

Negative impact /what happened?

Which structures have responded?

_____ year _____
 disaster strenght which part of the community suffered the most?

Negative impact /what happened?

Which structures have responded?

_____ year _____
 disaster strenght which part of the community suffered the most?

Negative impact /what happened?

Which structures have responded?

_____ year _____
 disaster strenght which part of the community suffered the most?

Negative impact /what happened?

Which structures have responded?

_____ year _____
 disaster strenght which part of the community suffered the most?

Negative impact /what happened?

Which structures have responded?

_____ year _____
 disaster strenght which part of the community suffered the most?

Negative impact /what happened?

Which structures have responded?

_____ year _____
 disaster strenght which part of the community suffered the most?

_____ Negative impact /what happened?

_____ Which structures have responded?

_____ year _____
 disaster strenght which part of the community suffered the most?

_____ Negative impact /what happened?

_____ Which structures have responded?

_____ year _____
 disaster strenght which part of the community suffered the most?

_____ Negative impact /what happened?

_____ Which structures have responded?

_____ year _____
 disaster strenght which part of the community suffered the most?

_____ Negative impact /what happened?

_____ Which structures have responded?

62. According to you, when this phenomena/ hazards become dangerous for the community?

| | period, phenomena | winter | spring | summer | autumn | Cannot be said for sure |
|----|----------------------|--------|--------|--------|--------|-------------------------|
| 1 | | | | | | |
| 2 | | | | | | |
| 3 | | | | | | |
| 4 | | | | | | |
| 5 | | | | | | |
| 6 | | | | | | |
| 7 | | | | | | |
| 8 | | | | | | |
| 9 | | | | | | |
| 10 | | | | | | |
| 11 | | | | | | |
| 12 | | | | | | |
| 13 | | | | | | |

| | hazard | 1 | 2 | 3 | 1 | 2 | 3 | 1 | 2 | 3 | 1 | 2 | 3 | 1 | 2 | 3 | 1 | 2 | 3 | |
|----|--------|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|--|
| 11 | | | | | | | | | | | | | | | | | | | | |
| 12 | | | | | | | | | | | | | | | | | | | | |
| 13 | | | | | | | | | | | | | | | | | | | | |
| 14 | | | | | | | | | | | | | | | | | | | | |
| 15 | | | | | | | | | | | | | | | | | | | | |
| 16 | | | | | | | | | | | | | | | | | | | | |

66. What kind of events have been implemented in community in order to prevent these hazards and protect from them? (during the last 5 years)

- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____

67. What kind of events is possible to carry out in order to reduce the risk from threatening disaster?

- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____

68. Does local authorities have participated in disaster preparedness training? If YES, then indicate where and by whom it was organized?

69. Have disaster preparedness trainings been ever organized for residents of your community? If YES, then indicate when and by whom they were organized?

70. If YES, then have women been participated?

Yes _____ _____ %: No _____

71. According to you, is local government ready to respond in case of disasters?

Yes _____ Partly _____ No _____

72. According to you, do your community ready to withstand and respond in case of disaster or emergency situation?

Yes _____ Partly _____ No _____

73. According to you, who can provide significant assistance right after disaster before arrival of main forces?

- Local authorities _____
- Community residents _____
- Local businessman _____
- Trained volunteers _____
- Other /specify/ _____

74. According to you, which structure can play a significant role during disaster?

- Local authorities _____
- Government of RA _____
- Rescue Service _____
- Health system _____
- Social system _____
- Police _____
- Humanitarian organizations _____
- Church _____
- Do not know _____
- Other /specify/ _____

75. Your Age _____, Gender _____, Education _____ Specialization _____

76. Years of heading community _____

77. Your comments and recommendations _____

Existing problems in the community, their causes and possible solutions**1. Problem** _____

- Cause 1. _____
2. _____
3. _____
4. _____

Possible solution

1. _____
2. _____
3. _____
4. _____

2. Problem _____

- Cause 1. _____
2. _____
3. _____
4. _____

Possible solution

1. _____
2. _____
3. _____
4. _____

3. Problem _____

- Cause 1. _____
2. _____
3. _____
4. _____

Possible solution

1. _____
2. _____
3. _____
4. _____

4. Problem _____

- Cause 1. _____
2. _____
3. _____
4. _____

Possible solution

1. _____
2. _____
3. _____
4. _____

5. Problem _____

- Cause 1. _____
2. _____
 3. _____
 4. _____

Possible solution

1. _____
2. _____
3. _____
4. _____

6. Problem _____

- Cause 1. _____
2. _____
 3. _____
 4. _____

Possible solution

1. _____
2. _____
3. _____
4. _____

7. Problem _____

- Cause 1. _____
2. _____
 3. _____
 4. _____

Possible solution

1. _____
2. _____
3. _____
4. _____

8. Problem

Cause 1.

2.

3.

4.

Possible solution

1.

2.

3.

4.

9. Problem

Cause 1.

2.

3.

4.

Possible solution

1.

2.

3.

4.

10. Problem

Cause 1.

2.

3.

4.

Possible solution

1.

2.

3.

4.

Annex 2

STEPANAVAN CITY RESILIENCE ACTION PLAN

| Objective | | Activities | Implementation status | | | Responsible party | Supporting partners | Result, standards |
|--|--|---|-----------------------|-----------------|-------------------|--|--|---|
| | | | completed | current | planned | | | |
| National policy and legal framework for disaster risk reduction exist with decentralized responsibilities and capacities at all levels (HFA 1.1) | <ul style="list-style-type: none"> Introduction of Hyogo Framework for Action (HFA) and Disaster Risk Reduction (DRR) national strategy Provision of training of Community Resilience Team (CRT) members on HFA and DRR national strategy implementation approach and format Integrate Disaster risk management(DRM) into Stepanavan development projects Presentation of annual report on DRM activities by mentioning the link between HFA and DRR strategies Formulation of Stepanavan Community resilience team (CRT) with the participation of different actors and interested groups Development and approval of CRT technical regulations Development and approval of CRT Plan of action Inclusion of vulnerable groups (women, youth, disabled people, elderly, etc.) in DRM activities Development and implementation of collaboration mechanism as well as clarification of responsibilities for local interested parties which are included in DRM activities. | 11.02.2014 | 05-08.2014 | 31.12.2014 | DRRNP | UNDP, UNOCHA, UNICEF, WVA, ARCS | Availability of resilience/coordination specialists who were informed and trained during thematic meetings. | |
| | | 20.08.2014 | | | Municipality | RA-MES, Stepanavan Municipality | 1 completed training for CRT representatives | |
| | | | | | Municipality | Lore RT, CRT | | DRM is included in community development annual plans (annually updated). |
| | | | | | Municipality | DRRNP, Lore RT, CRT | | Report form is developed and approved. Report is presented. Annual information on implemented activities is provided. |
| | | | | | CRT, Municipality | DRRNP, UNDP, UNOCHA, UNICEF, WVA, | | CRT is formulated and approved by municipality. |
| A multi-sectoral National Platform for disaster risk reduction is functioning (HFA 1.4) | | | 02-06.2014 | | CRT, Municipality | DRRNP | CRT regulations and functional responsibilities are approved by the municipality. | |
| | | | 20.08.2014 | | CRT, Municipality | DRRNP, Lore RT | CRT plan of actions is approved by the municipality to be used as a methodic manual. | |
| | | | | 30.07.2014 | Municipality | DRRNP, UNDP, UNOCHA, UNICEF, WVA, ARCS | Vulnerable groups are included in CRT activities (reflected in CRT regulations and working reports) | |
| | | | | 31.12.2014 | Municipality | UNDP, UNOCHA, UNICEF, WVA, ARCS, DRR MT, Lore RT | Signing of MoU between beneficiaries. | |
| Essential 1: | | <i>Put in place organization and coordination to understand and reduce disaster risk, based on participation of citizen groups and civil society. Build local alliances. Ensure that all departments understand their role to disaster risk reduction and preparedness.</i> | | | | | | |
| Essential 2 | | <i>Assign a budget for disaster risk reduction and provide incentives for homeowners, low income families, communities, businesses and the public sector to invest in reducing the risks they face.</i> | | | | | | |
| Expected results | Activities | Implementation status | | | Responsible party | Supporting partners | Result, standards | |
| | | completed | current | planned | | | | |
| Dedicated and adequate resources are available to implement DRR activities and Projects at all administrative levels (HFA 1.2): | <ul style="list-style-type: none"> Mapping of means for community budget formulation and development of possible financial resource package for DRM, included DRR small projects Creation of a non-deductible reserve fund in the budget for emergency response and recovery | | | 31.12.2014 | Municipality | CRT, ARCS, WVA, UNDP, DRRNP | Further possible sources for budget formulation are clarified by review method. The mapping of sources conducted. At least one grant/DRR project is developed. | |
| | | | | 31.12.2014 | Municipality | CRT, Lore RT | The amount of allocated funds is cleared and approved by the Council of the Elders. | |
| Social development policies and plans are being implemented to reduce the vulnerability of populations living in risky zones. (HFA 4.2): | <ul style="list-style-type: none"> Exploration and mapping of most at risk population for implementation of socio-economic development projects Processing of inputs during community development project implementations, prioritizing the reduction of vulnerability of populations most at risk Study of available mechanisms of possible alternative financial services (e.g. saving and credit project, macro and micro insurance) Provision of alternative (private) investments, donor organizations, etc.) new financial streams for DRM by means of co-financing | | 30.07.2014 | | Municipality | CRT, Lore RT | The population mapping results and data are revealed and approved by the municipality. | |
| | | | | Upon projects | Municipality | CRT | Draft of events towards the reduction of community development hazards are included into the plans with the respective financing. | |
| | | | | 31.12.2015/2016 | Municipality | CRT | The field of alternative financing services is studied. Available/real and applicable services are revealed. | |
| | | | | 31.12.2015/2016 | Municipality | DRRNP, UNDP, UNICEF, WVA, ARCS, Local NGO | Alternative financial investment sphere is studied, potential donors are revealed. At least one DRM co-funded project is launched. | |

Essential 3: Update data on hazardous phenomena and vulnerability, carry out and distribute results of risk assessment reports.

| Objective | Activities | Implementation status | | | Responsible party | Supporting partners | Result, standards |
|--|--|-----------------------|------------|------------|-------------------|------------------------------|---|
| | | completed | current | planned | | | |
| Risk assessments on national and local levels based on data over hazardous phenomena and information about vulnerability are accessible and include risk. (HFA 4.3): | <ul style="list-style-type: none"> Implementation of community vulnerability and capacity assessment, upgrade of explorations into the community development projects (Local level risk management by means of methodology implementation) Implementation of disaster risk professional assessment in the main spheres of development (assessment of seismic risk, etc) Upgrade of mechanisms for periodical assessment, analyzing and monitoring of community hazards Provision of information about community disaster risks | | 25.06.2013 | | Municipality | CRT, Lore RT, WVA | Reviewed and updated community development plans are available, based on vulnerability curve assessments (VCA). |
| Relevant information on disasters is available and accessible at all levels, to all stakeholders (HFA 3.1): | | | | 31.12.2015 | Municipality | NAS RA, UNDP, WVA, RA MES SP | The results of seismic and other risks assessment are validated |
| | | | | 31.12.2015 | Municipality | CRT, Lore RT, DRR MT, ARCS | The developed mechanisms are approved in accordance with LSG/municipality respective regulations, |
| | | | | 01.06.2015 | Municipality | CRT, Lore RT, DRR MT | The information availability mechanisms are reviewed and clarified for the use/application of LSG |

Essential 4: Invest in and maintain non-failure deployment of critical infrastructure that reduces risk, such as drainage system

| Objective | Activities | Implementation status | | | Responsible party | Supporting partners | Result, standards |
|--|---|-----------------------|------------|------------|-------------------|----------------------------|---|
| | | completed | current | planned | | | |
| Planning of human settlements, non-failure deployment of critical infrastructures and management processes incorporate disaster risk reduction elements, including enforcement of building codes (HFA 4.4) | <ul style="list-style-type: none"> Mapping of important subsystems and extremely important public institutions in terms of risk management (LRM). Development and approval of inter-institutional collaboration mechanisms for sustainable activity of important subsystems and extremely important public institutions in terms of risk management Creation of reserve financial funds for ensuring the sustainable activity of important subsystems and extremely important public institutions in terms of risk management. Provision of activities to ensure the safety of extremely important public institutions and subsystems | | 25.12.2014 | | Municipality | CRT, Lore RT | The mapping tool has explored and validated all the vital/extremely important institutions by risk factor. |
| | | | | 31.12.2014 | Municipality | CRT, Lore RT, UNDP, UNOCHA | Mechanisms based on risk factor reduction and sustainability promotion are developed and approved jointly by LSG and cooperating parties. |
| | | | | 31.05.2015 | Municipality | CRT, Lore RT | The sources (budget, local taxes, funds, etc.) for creation of possible reserve funds with further review are explored. |
| | | | | 31.12.2015 | Municipality | CRT, Lore RT | Organization of safety strengthening events, availability of events activity plans approved by LSG. |

Essential 5: Assess the safety of all schools and health facilities and upgrade these as necessary

| Objective | Activities | Implementation status | | | Responsible party | Supporting partners | Result, standards |
|--|---|-----------------------|------------|---------------|-------------------------|-----------------------------------|--|
| | | completed | current | planned | | | |
| Local risk assessments based on specialized study are accessible for schools and health institutions. (HFA 2.1): | <ul style="list-style-type: none"> Vulnerability of assessment of the community preschools and health institutions Resilience assessment of schools, hospitals and health institutions to identify their resistance/ability to continue their activity in emergency situations Formulation of DRR teams at schools, clarification of responsibilities Development and approval of DRR and SP plans of preschools, schools, hospitals and health institutions based on risk assessment data. Development and implementation of disaster preparedness regular trainings plan in preschools, schools, hospitals and health care institutions. Implementation of community preparedness trainings for/with preschools, schools, health care institutions, including the issues of education continuity provision. | | 25.06.2014 | | Municipality | CRT, Lore RT, NAS RA, WVA | The results and data of professional assessment procedures of seismic and other risks are summarized based on VCA professional research. |
| | | | | 31.12.2015 | Municipality | CRT, Lore RT, NAS RA, UNICEF, WHO | The institutions are classified by their abilities to act in emergencies. |
| | | | | 31.12.2014 | School directory | UNICEF, WVA | DRR teams are formulated in cooperation with school directory and partners. |
| | | | | 31.12.2014 | Institution directory | UNICEF, WVA | The developed DRR and SP plans are reconciled with correspondent service of the municipality. |
| | | | | 31.12.2014/15 | School directory | CRT, Lore RT, UNICEF, WVA | The developed plans are reconciled with RS. |
| | | | | 31.12.2016 | Municipality, RA MES RS | CRT, Lore RT | The institutions have insured the possible participation of children and employees, the trainings have been held according to the plan. |

Essential 6: *Apply and enforce realistic, risk compliant building regulations and land use planning principles. Identify safe areas for low-income Citizens.*

| Objective | Activities | Implementation status | | | Responsible party | Supporting partners | Result, standards |
|--|---|-----------------------|-------------|-------------|-------------------------|--------------------------------|--|
| | | completed | current | planned | | | |
| Disaster risk reduction is an integral part of environmental policy and natural resource management and climate change adaptation (HFA 4.1). | <ul style="list-style-type: none"> Climate change influence risk assessment in city development context | | | 3.1.12.2016 | Municipality | CRT, Lore RT, DRRNP, WVA, UNDP | The events on climate change influence mitigation are included in city development plans according to the implemented assessment results. |
| | <ul style="list-style-type: none"> Development and implementation of programs on community environmental microclimate protection | | 3.1.12.2014 | | Municipality, RA MES RS | CRT, Lore RT, UNDP, WVA | 1-2 projects are implemented by LSG and cooperating actors. |
| | <ul style="list-style-type: none"> Development and implementation of community environmental and green plan | | 3.1.12.2014 | | Municipality | CRT, Lore RT, UNDP, DRRNP, WVA | According to developed and discussed plan, the city greening plan, the care after garden trees and planning of new ones, establishment of 2 new parks, organization of tree planting near main street should be ensured. |
| | <ul style="list-style-type: none"> Development and implementation of energy saving projects (alternative sources) | | | 3.1.12.2015 | Municipality | CRT, Lore RT, UNDP, DRRNP, WVA | At least 3 projects on modern alternative energy saving are launched (expert). |

Essential 7: *Ensure education programmes and training on disaster risk reduction are in place in schools and local communities.*

| Objective | Activities | Implementation status | | | Responsible party | Supporting partners | Result, standards |
|---|--|-----------------------|-------------|-------------|-------------------|----------------------|--|
| | | completed | current | planned | | | |
| School curricula, education material and relevant training include disaster risk reduction and recovery concepts and practices. (HFA 3.2) | <ul style="list-style-type: none"> Development and upgrade of educational materials into educational programs on community basic hazards, vulnerable elements, climate change and adaptation and their reduction | | | 3.1.12.2016 | Municipality | CMSA, Lore RT | Educational materials, consistent with state educational programs, are developed and introduced. |
| | <ul style="list-style-type: none"> Development and implementation of DRM training projects for different level officials and heads of the community. Organization and realization of DRR international day annual events. | | 3.1.12.2014 | | Municipality | CMSA, Lore RT, DRRNP | Community leaders/different officials are aware of DRM projects importance, DRR national strategy and HFA implementation formats and can apply their knowledge in everyday work. DRR international day is annually celebrated jointly with international and local partners. |

Essential 8: *Protect ecosystems and natural buffers to prevent hazardous phenomena, to adapt to Climate change*

| Objective | Activities | Implementation status | | | Responsible party | Supporting partners | Result, standards |
|--|--|-----------------------|-------------|---------|-------------------|---|--|
| | | completed | current | planned | | | |
| Disaster risk reduction is an integral part of environmental policy and natural resource management and climate change adaptation (HFA 3.2): | <ul style="list-style-type: none"> Development and implementation of policy and projects on local ecosystems (water resources, forests, watersheds, etc.) protection, recovery and sustainable management. | | 3.1.12.2015 | | Municipality | CRT, Lore RT, Forest management center, NGOs, UNDP, WVA | The policy on local resources and eco-systems protection, recovery and sustainable management is developed (expert) and implemented based on national policy. |
| | <ul style="list-style-type: none"> Organization of events for civic organizations and citizens to ensure their participation in ecosystem services recovery, protection and sustainable management procedures and activities. | | 3.1.05.2016 | | Municipality | CRT, DRRNP, Local NGOs, UNDP, WVA | Decision making participatory mechanisms are developed, introduced and active with inclusion of the society. The works are periodically presented in municipality official website and local mass media. |

| Essential 9: Set up early warning systems and establish relevant crisis management capacities. | | | | | | | |
|---|--|-----------------------|------------|-----------------|--------------------------|--|---|
| Objective | Activities | Implementation status | | | Responsible party | Supporting partners | Result, standards |
| | | completed | current | planned | | | |
| Early warning systems are in place for all major hazardous phenomena and are accessible for residents and organizations. (HFA 2.3). | <ul style="list-style-type: none"> Development and installment of early warning systems in community most important objects, schools, hospitals, etc. | | | 31.12.2015 | Municipality | RA MES, DRRNP, UNDP, UNOCHA | Early warning system installment project is developed. Early warning system is installed and covers the whole city. |
| | <ul style="list-style-type: none"> Creation of community crisis information and response management center | | | 31.12.2016 | Municipality | RA MES RS, ARCS, Lore RT, UNDP, UNOCHA | Community management point is established and functions in accordance with regional CMC. CMC development process (CMC decentralizing process) should be followed. |
| | <ul style="list-style-type: none"> Development, discussion and approval of community disaster response plan with beneficiary actors | | | 31.12.2014/2015 | Municipality | RA MES RS, ARCS, Lore RT, UNDP, UNOCHA | Community disaster response plan is developed and approved, needs to be reviewed annually. |
| | <ul style="list-style-type: none"> Implementation of response plan piloting and educational drills for training the specialists, with the inclusion of relevant governmental bodies, representatives of social institutions, citizens and volunteers. | | | 31.12.2015 | Municipality | RA MES RS, ARCS, Lore RT, UNDP, UNOCHA | Educational trainings are held according to plan jointly approved by RA MES regional RD. |
| Disaster preparedness and response plans are in place at all administrative levels, and regular training are held to test and develop disaster response programs (HFA 5.2). | <ul style="list-style-type: none"> Development of emergency/disaster response volunteer and rescue teams, provision with relevant materials and technique. | | | 31.12.2016 | Municipality | RA MES RS, ARCS, Lore RT | The rights and responsibilities of disaster response community volunteer teams are clarified and regulated. The plans for volunteer teams' capacity development and technical equipment provision are developed and approved by LSG and are periodically updated. |
| Essential 10: Ensure that after every disaster the needs and participation of affected population is at the center during recovery stage. | | | | | | | |
| Objective | Activities | Implementation status | | | Responsible party | Supporting partners | Result, standards |
| | | completed | current | planned | | | |
| Procedures are in place to exchange relevant information during disaster about hazardous phenomena, and to undertake post-disaster studies (HFA 5.4). | <ul style="list-style-type: none"> Creation of local professional team for social and psychological support to people who suffered after disasters (psychological, emotional). | | | 31.12.2016 | Municipality, MES RA RRS | CRT, Lore RT, DRRNP, RA Ministry of Health | The specialists were selected from local candidates and were trained. The specialists' data are put in the city official website and are available for the public. CMC specialists should actively engaged in the organization of education sessions. |
| | <ul style="list-style-type: none"> Development and localization of post disaster needs rapid assessment and response format. | | 31.12.2015 | | Municipality | CRT, Lore RT, UNOCHA | Post disaster needs assessment and response formats are developed, piloted and localized. The rapid assessment group, formulated by the specialists, is trained and approved by LSG. |

STEPANAVAN CITY RESILIENCE ACTION PLAN WAS DEVELOPED IN COOPERATION WITH THE REGIONAL RESCUES SERVICE DEPARTMENT OF MINISTRY OF EMERGENCY SITUATIONS (MES), CRISIS MANAGEMENT STATE ACADEMY OF MES, DRR NATIONAL PLATFORM, UNDP, UNICEF, UNOCHA, WORLD VISION ARMENIA, ARMENIAN RED CROSS SOCIETY, LORE RESCUE TEAM AND MUNICIPALITY OF STEPANAVAN.

Annex 3

City self-assessment questionnaire

| Priority directions | | Rating | Comments |
|--|--|--------|----------|
| Priority 1 Establish organizational and coordination mechanisms in order to define roles and responsibilities of all. To be done. 1. Establishment of Resilience Team based on the Mayor decision, 2. Terms of reference of the Team, 3. Definition of roles, 4. Organization of Training, DRR strategy | <ul style="list-style-type: none"> Knowledge in HFA and DRR | | |
| | <ul style="list-style-type: none"> Desire and readiness to work in this direction | | |
| | <ul style="list-style-type: none"> Knowledge in DRR strategy | | |
| | <ul style="list-style-type: none"> Existence of DRR Team with participation of different actors/ layers | | |
| | <ul style="list-style-type: none"> Local government decisions contribute to implementation of DRR functions. | | |
| | <ul style="list-style-type: none"> Do you participate at National DRR planning process? | | |
| Priority 2 Allocate a budget and encourage homeowners, low income families, communities, business community and general public to make investments for risk Assess possibility of ensuring DRR management fund in the city budget. Provide guarantees for ensuring low rate loans/ credits from banks. | <ul style="list-style-type: none"> Knowledge in community budget, financial mechanisms of its allocation and financial management procedure. | | |
| | <ul style="list-style-type: none"> Knowledge in sources of formation of community budget. | | |
| | <ul style="list-style-type: none"> Does Local government have resources for implementation of small-scale DRR projects? | | |
| | <ul style="list-style-type: none"> Does Local government have financial resources for responding to emergency situations and recovery? | | |
| | <ul style="list-style-type: none"> Do financial services accessible (for example saving and loan programs, macro and micro insurance) for population before disaster. | | |

| Priority directions | | Rating | Comments |
|--|--|--------|----------|
| <p>Priority 3 Update data on hazardous phenomena and vulnerability, carry out and distribute results of risk assessment reports. Study and analysis, Providing recommendations to Municipality (CRT).</p> | <ul style="list-style-type: none"> To what extent does the local government carry out detailed assessment of Disaster risk for major areas of development? | | |
| | <ul style="list-style-type: none"> How frequently does Local government inform community about tendencies in local hazardous phenomena and risk reduction events? | | |
| | <ul style="list-style-type: none"> To what extent Disaster risk management is integrated into local development plans? | | |
| | <ul style="list-style-type: none"> To what extent risk assessments conducted by the local governments is connected with those conducted by neighboring local government and Risk Management plans of the RA Government? | | |
| <p>Priority 4 Invest in and maintain non-failure deployment of critical infrastructure that reduces risk, such as drainage system</p> | <ul style="list-style-type: none"> To what extent existing and predicted disaster risk (including climate change risks) is taken into consideration in land management policy, housing construction and development infrastructure planning regulations <ul style="list-style-type: none"> housing construction communication system transport zenergy | | |
| | <ul style="list-style-type: none"> How properly does security of significant public facilities under high risk zones and risk of the impact of all hazardous phenomena assessed. | | |
| | <ul style="list-style-type: none"> How properly are events implemented in order to protect the most significant public institutions and infrastructures during disasters. | | |

| Priority directions | | Rating | Comments |
|--|--|--------|----------|
| <p>Priority 5 Assess the safety of all schools and health facilities and upgrade if necessary.</p> | <ul style="list-style-type: none"> Existence of DRR Team in schools. | | |
| | <ul style="list-style-type: none"> Existence of DRR and Civil protection plans in schools. | | |
| | <ul style="list-style-type: none"> To what extent local schools, hospitals and health institutions have been deserved special attention in the context of assessment of risk of “all possible phenomena”. <p>Indicate:</p> <ul style="list-style-type: none"> Schools Hospitals, health institutions. | | |
| | <ul style="list-style-type: none"> To what extent local schools, hospitals and health institutions are safe in order to continue their activities during emergency situations. <p>Indicate:</p> <ul style="list-style-type: none"> Schools Hospitals, health institutions. | | |
| | <ul style="list-style-type: none"> To what extent local government or other levels of governance are equipped with special programmes to regularly assess deployment, relevance to construction norms, general security, hydro meteorological risks and etc. <p>Indicate:</p> <ul style="list-style-type: none"> Schools Hospitals, health institutions. | | |
| <p>Priority 6 Apply and enforce realistic, risk compliant building regulations and land use planning principles. Identify safe areas for low-income citizens.</p> | <ul style="list-style-type: none"> To what extent land management regulations, construction, health and security norms, where the factor of risk is taken into consideration, are employed in all development areas and construction. | | |
| | <ul style="list-style-type: none"> To what extent the existing regulations are influential (for example land management plans, construction norms and etc) in order to support DRR activities in the area of your responsibility. | | |

| Priority directions | | Rating | Comments |
|---|---|--------|----------|
| <p>Priority 7 Ensure education programmes and training on disaster risk reduction are in place in schools and local communities.</p> | <ul style="list-style-type: none"> How often local government organizes awareness raising projects for communities in DRR and disaster preparedness. <p>Indicate:</p> <ul style="list-style-type: none"> Projects involve cultural diversity issue gender issues are taken into considerations in Projects. <ul style="list-style-type: none"> What is the level of retrainings organized by the Government for local government authorities and heads of communities? | | |
| | <ul style="list-style-type: none"> To what extent residents are aware about evacuation plans or evacuation exercises? | | |
| <p>Priority 8 Protect ecosystems and natural buffers to prevent hazardous phenomena, to adapt to Climate change</p> | <ul style="list-style-type: none"> To what extent do you aware on climate change and risk reduction processes? | | |
| | <ul style="list-style-type: none"> To what extent you are familiar with government policies and plans on Climate Change adaptation? | | |
| | <ul style="list-style-type: none"> To what extent local government supports restoration, protection of ecosystems and sustainable governance? <p>Indicate relevant points:</p> <ul style="list-style-type: none"> forests wetlands water resources river banks fishing | | |
| | <ul style="list-style-type: none"> To what extent NGOs and civil society participate in restoration of ecosystem services, protection and sustainable governance processes? | | |
| | <ul style="list-style-type: none"> To what extent private sector participates in implementation of environmental and ecosystem management projects? | | |

| Priority directions | | Rating | Comments |
|--|--|--------|----------|
| <p>Priority 9 Early warning systems are in place for all major hazardous phenomena and are accessible for residents and organizations. (HFA 2.3).</p> | <ul style="list-style-type: none"> Is there an early warning system in place? | | |
| | <ul style="list-style-type: none"> Is there a Disaster Response Plan? | | |
| | <ul style="list-style-type: none"> What is the frequency of training drills and exercises with involvement of relevant representatives of governmental institutions, civil society, local leader and volunteers? | | |
| | <ul style="list-style-type: none"> To what extent necessary basic resources like emergency situations accessories, defined evacuation directions and emergency situations response plans are accessible all the times? Indicate relevant point: <ul style="list-style-type: none"> Relief provision stock. Defined safe evacuation directions. Response plan or disaster preparedness community plan for all major hazardous phenomena. | | |
| <p>Priority 10 Procedures are in place to exchange relevant information during disaster about hazardous phenomena, and to undertake post-disaster studies</p> | <ul style="list-style-type: none"> To what extent relevant resources and experts are accessible to local governments in order to support psychologically (emotionally) and socially affected population. | | |
| | <ul style="list-style-type: none"> To what extent DRR events are taken into consideration in recovery activities (meaning reconstruction, livelihood recovery). | | |
| | <ul style="list-style-type: none"> To what extent response plan (or similar plan) integrates post disaster recovery and reconstruction strategy, needs assessments and livelihood recovery issues. | | |

Annex 4

Questionnaire for assessment of organizations

1. Full name of organization _____
2. Organization superior agency _____
3. Legal address of organization _____
4. Structural description of organization _____

5. Area of activity of organization _____

6. Brief description of organization activity _____

7. Strong factors of organization _____

 - Professional staff _____
 - Good building conditions _____
 - Relevant technical means _____
 - Sufficient budget _____
 - Transportation means _____
 - _____
 - _____
 - _____
 - _____
 - _____
 - _____
8. Weak factors of organization _____

 - Lack of specialists
 - Not satisfactory building conditions
 - Lack of technical means, deterioration

- Insufficiency of transportation means, deterioration
- Insufficient budget

- _____
- _____
- _____
- _____
- _____

9. Emergency situations in the occurred in the field and their causes (during the last 5 years)

9.1 _____ year _____

Emergency situation

cause

9.2 _____ year _____

Emergency situation

cause

9.3 _____ year _____

Emergency situation

cause

9.4 _____ year _____

Emergency situation

cause

9.5 _____ year _____

Emergency situation

cause

Existence of the {Plan of Action during emergency situations

Exists Does not exist

10. Section designated to Disaster Risk Reduction related events
in the organization budget

Exists Does not exist

11. Foreseen budget line designated for activities during emergency situations

Exists Does not exist

If exists, then are there financial resources?

Exists Does not exist

12. Management staff of the organization has participated in trainings on Emergency situations.

Yes No

13. Management staff has participated in DRR trainings. Yes No

14. Staff of the organization has participated in trainings on Emergency situations.

Yes No

15. Staff of the organization has participated in DRR trainings. Yes No

16. Organization has DRR Team. Yes No

If YES, then Team members have participated in relevant trainings,

Yes No Simulation exercises Yes No

EXISTING PROBLEMS IN THIS AREA, THEIR CAUSES AND POSSIBLE SOLUTIONS

1. Problem _____

- Cause 1. _____
- 2. _____
- 3. _____
- 4. _____

Possible solution

- 1. _____
- 2. _____
- 3. _____
- 4. _____

2. Problem _____

- Cause 1. _____
- 2. _____
- 3. _____
- 4. _____

Possible solution

- 1. _____
- 2. _____
- 3. _____
- 4. _____

3. Problem _____

- Cause 1. _____
- 2. _____
- 3. _____
- 4. _____

Possible solution

- 1. _____
- 2. _____

- 3. _____
- 4. _____

4. Problem _____

- Cause 1. _____
- 2. _____
 - 3. _____
 - 4. _____

Possible solution

- 1. _____
- 2. _____
- 3. _____
- 4. _____

7. Problem _____

- Cause 1. _____
- 2. _____
 - 3. _____
 - 4. _____

Possible solution

- 1. _____
- 2. _____
- 3. _____
- 4. _____

8. Problem _____

- Cause 1. _____
- 2. _____
 - 3. _____
 - 4. _____

Possible solution

- 1. _____
- 2. _____
- 3. _____
- 4. _____

Annex 5

QUESTIONNAIRE

For assessing community vulnerability and capacity
specified for community residents

Community _____ address _____

1. Which are historical and statistical data related to major disasters in your community? / When they have been registered in your community, what was the strength (high, average, low), was the impact on the community?

_____ year. - _____
disaster strength what part of the community was damaged the most

Negative impact / what happened

_____ year. - _____
disaster strength what part of the community was damaged the most

Negative impact / what happened

_____ year. - _____
disaster strength what part of the community was damaged the most

Negative impact / what happened

2. What is the main source of your family income?

- Agriuculture
- Animal husbandry
- Beekeeping
- Horticulture
- Fruit farming
- Production of agricultural products
- Ttrade/ business
- Industry
- Salary
- Pension/ allowance
- Income received from abroad
- Other /specify/ _____

3. What kind of information sources are available to you?

- Local radio
- Public radio
- Local TV

- Public TV _____
- Satellite TV _____
- Internet _____
- Printed Media _____
- Other /specify/ _____

4. What is the main source of your drinking water?

- Centralized
- Individual system
- Spring
- Transported water
- Other /specify/ _____

5. Water supply form is:

Twenty-four-hour According to the timetable hour _____ till _____

6. Your social status:

- Better off
- Average
- Deprived
- Other /specify/ _____

7. How much the following services are accessible for you?

| | accessibility, service | accessible | Difficult to access, why? | No accessible at all, why? | Don't know |
|---|------------------------|------------|---------------------------|----------------------------|------------|
| 1 | Fire - rescue | | | | |
| 2 | Health | | | | |
| 3 | Waste removal | | | | |
| 4 | Water supply | | | | |
| 5 | Police | | | | |
| 6 | Electric Network | | | | |
| 7 | Sewage | | | | |
| 8 | Social | | | | |

8. How would you rate waste removal in your community?

Very bad _____, Bad _____, Average _____, Good _____, Very good _____

9. Do you know by whom it is organized?

- Residents of the community _____
- Local government _____
- Businessmen _____

location absence of forest area deforestation mining

• Hail _____

cause

absence of anti-hail stations absence of hail protection nets absence of early forecast

• Frostbite _____

cause

absence of early forecast issues related to insurance

• Drought _____

cause

absence of irrigation irrigation issues absence of early forecasting issues related to insurance

• Rock waste _____

cause

• Heavy precipitation _____

cause

• Other _____

cause

13. What specific hazard threatens your community and what is the cause of it?:

• Dam failure _____

cause

• Emergency in factory _____

cause

• Emergency in Hydropower station _____

cause

• Emergency in trains _____

cause

• Environmental damage _____

cause

• Forest fire _____

cause

• Ceasefire violoation in the border _____

cause

• Other /specify/ _____

cause

14. What kind of events is necessary to carry out in order to reduce the risk of threatening disasters?

- _____
- _____
- _____

| | hazard | Natural hazard | | | | | | | | | Specific hazard | | | | | |
|----|-----------------------|----------------|---|---|---|---|---|---|---|---|-----------------|---|---|---|---|---|
| | | 1 | 2 | 3 | 1 | 2 | 3 | 1 | 2 | 3 | 1 | 2 | 3 | 1 | 2 | 3 |
| 7 | Communication network | | | | | | | | | | | | | | | |
| 8 | | | | | | | | | | | | | | | | |
| 9 | | | | | | | | | | | | | | | | |
| 10 | | | | | | | | | | | | | | | | |
| 11 | | | | | | | | | | | | | | | | |
| 12 | | | | | | | | | | | | | | | | |

18. According to you, who are the most vulnerable toward disasters and emergency situations (mark one option only)

- Disabled _____
- Elderly _____
- Children _____
- Other /specify/ _____

19. According to you, which structures, buildings and infrastructures are the most vulnerable toward disasters and emergency situations? (mark one option)

- school _____ _____
cause
- kindergarten _____ _____
cause
- municipality _____ _____
specify
- club _____ _____
specify
- bridge _____ _____
specify
- other /specify/ _____
specify

20. According to you, is local government ready to respond in case of disasters?

- Yes _____ Partly _____ No _____ Do not know _____

21. According to you, do residents of your community ready to withstand and respond in case of disaster?

- Yes _____ Partly _____ No _____ Do not know _____

22. According to you, are you ready to withstand in case of disaster?

Yes _____ Partly _____ No _____ Do not know _____

23. Do you aware how to behave during emergency situations?

Yes _____ _____ Partly _____ No _____

Specify source

24. Do you aware on First Aid basics?

Yes _____ _____ Partly _____ No _____

Specify source

25. According to you, who can provide significant assistance right after disaster before arrival of main forces?

- Local authorities _____
- Community residents _____
- Local businessman _____
- Trained volunteers _____
- Other /specify/ _____

26. According to you, which structure can play a significant role during disaster?

- Local authorities _____
- MES of RA _____
- Rescue Service _____
- Health Service _____
- Social Service _____
- Police _____
- Humanitarian organizations _____
- Church _____
- Do not know _____
- Other /specify/ _____

27. Have you participated in Disaster preparedness trainings? If YES, then specify, when, and by whom it has been organized? Yes _____ No _____

_____ year. - _____
_____ year. - _____

28. Would you like to be voluntarily involved in activities carried out before and after disaster.

Yes _____ No _____

If NO, then why? _____

29. If YES, then mark three options

- Carry out disaster preparedness and prevention activities _____
- Participate in organizing public awareness activities _____
- Participate in activities related to organizing evacuation drills _____
- Carry out social works in case of disasters _____
- Rescue those under danger _____
- Support saving property _____
- Provide affected people with shelter and food _____
- Provide first aid _____
- Notify others about the hazard? _____

30. Would you like to participate in awareness trainings?

Yes _____ No _____

31. About what type of disaster or emergency situation would you like to know about?

- Earthquake _____
- Flood _____
- _____
- _____

About what would you like to know related to disasters and emergency situations?

- Rescue activities _____
- Behavior rules _____
- First aid _____
- Evacuation _____
- Other _____

32. Your Age _____, Gender _____, Education _____

33. Are you employed? Yes _____ No _____

| | |
|---|---|
| Government structure _____ <input type="checkbox"/> | Pensioner _____ <input type="checkbox"/> |
| Private business _____ <input type="checkbox"/> | Unemployed _____ <input type="checkbox"/> |
| Industry _____ <input type="checkbox"/> | Housewife _____ <input type="checkbox"/> |

Your comments and recommendations

YEREVAN 2014