

Kyiv Urban Mobility Project

Stakeholder Engagement Plan (SEP)

Kyiv City State Authority

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(draft)

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ABBREVIATIONS AND ACRONYMS

CPF	Country Partnership Framework
ECA	Europe & Central Asia
ESF	Environmental and Social Framework
ESIA	Environmental and Social Impact Assessment
ESMF	Environmental and Social Management Framework
GRM	Grievance Redress Mechanism
KCSA	Kyiv City State Administration
M&E	Monitoring & Evaluation
MOF	Ministry of Finance
MoTC	Ministry of Transport
NGO	Non-Governmental Organization
PDO	Project Development Objective
PMU	Project Management Unit
SEP	Stakeholder Engagement Plan
TA	Technical Assistance
TOR	Terms of Reference
TRR	Troieshchyna Rapid Transit
USD	United States Dollar
WB	World Bank

1. INTRODUCTION

1.1. Project Background

- **Kyiv experiences growing population and increasing demand for public transport.** Kyiv covers an area of more than 835 km² and is developing its culture, policies, and strategies to reflect a European-looking Ukrainian market economy. Kyiv is growing both spatially and economically, which has increased pressure on legacy transport systems. Approximately 500,000 people regularly commute on a daily basis to the capital either for work, education, or other purposes. As the city continues to grow, it is experiencing rising levels of private car ownership and use as well as increasing pressure on public transport, which is at or near full capacity. The public transport network has not changed much since independence beyond continuous extension of metro lines, which in turn has exacerbated crowding. New trolleybus lines have been constructed recently, but in many cases, these have replaced tram lines that suffered from dilapidated infrastructure and correspondingly deteriorating competitiveness.
- **Major gaps in planning and barriers to implementing investments in new mass transit systems are degrading urban mobility in Kyiv.** Kyiv has a master plan that identifies proposed mass rapid transit routes as well as enhancements to major transport infrastructure such as roads and bridges. However, the configuration of these elements substantially dates from the late 1980s. Updates to the master plan have not kept pace with Kyiv's transformation since transition such that the relevance of historic plans is questionable. Importantly, gaps in the planning process are not entirely technical and reflect a complex political economy related to land development, institutional bottlenecks, and the influence of powerful stakeholders. Kyiv's track record of investment since transition is similarly mixed. Extension of existing metro lines has continued at steady pace – even during periods of crisis and severe fiscal constraint. However, the incremental benefit of longer metro lines is limited due to crowding constraints and the need for enhanced connectivity in Kyiv's urban core. The development of additional capacity for mass rapid transit is particularly critical to addressing burgeoning traffic congestion, deteriorating air quality, increase in travel time and costs, increase in road traffic crashes and casualties, and loss of productivity.
- **Mobility and access are key challenges that constrain economic development in sections of Kyiv and disproportionately affect lower income households, persons with impaired physical mobility, women, and youths.** Spatial disparity with respect to household income levels is clearly visible in Kyiv. Lower income levels – and lower car ownership levels - are predominantly found in Troieshchyna and Dniprovs'kyi to the east of the city center, on the Left Bank of the Dnipro river; to the south of the city in Khodosivka, Pidhirtsi and Romankiv; and on the western periphery of the city in Svyatoshyns'kyi. These areas also correspond to lower accessibility levels – a trip by public transport between Troieshchyna and the center of Kyiv takes on average from 90 to 120 minutes. In addition, most of the transport users from these areas make in average at least one transfer, which leads to additional travel costs due to the lack of fare integration and further challenges persons with impaired mobility given the absence of improved interchange facilities. Similarly, private marshrutkas often do not accept passengers benefiting from concession fares, implying that elderly and students have either to pay or to wait for extended periods of time. However, elderly and students are the two categories with the largest share of public transport users, and therefore more likely to be affected by the lack of accessibility: around 72% of students and 68% percent of elderly reported to regularly use public transport in Kyiv.

- **The World Bank Support to the Urban Transport Sector in Kyiv.** In 2016 the World Bank took stock of Kyiv’s urban transport system and published the “*Sustainable Urban Transport for Kyiv*” report that examined strengths and weaknesses along with proposed strategies for optimizing transport in Ukraine’s capital. A key finding of this work was that the service quality offered by Kyiv’s public transport system has declined due to the lack of investments and lack of responsiveness to the city’s spatial and economic changes. Underlying these outcomes have been institutional deficiencies in preparing technically sound projects that are able to intersect with available financing and funding. Based on this study and the Kyiv city mobility priorities, the World Bank initiated the Urban Mobility Project to address some of the existing institutional gaps identified in the study and provide much-needed investment to enhance the urban mobility in the Ukrainian capital.

1.2. PROJECT DESCRIPTION

1.2.1 Urban Mobility Project Objective

The development objective of the project is to enhance and demonstrate Kyiv City State Administration’s (KCSA) ability to prepare, and execute major investments in urban public transport that improve urban mobility, accessibility, and amenity in support of inclusive development for Kyiv’s residents.

The project is also well-aligned with Focus Area 1 of the Country Partnership Framework (CPF) “Making markets work”, tackling the issue of inadequate and ineffective infrastructure, lack of effective public investment management, and slow pace of reforms in the infrastructure sectors. The competitiveness of the Ukrainian economy also depends on the performance of the transport sector in its capital to support jobs creation and human capital increase through better accessibility to education and health.

1.2.2. Project Components

The Kyiv Urban Mobility Project will deploy and Investment Project Finance (IPF) loan from IBRD to the Kyiv City State Administration (KCSA) that will finance three components. The first component aims to develop and demonstrate KCSA’s ability to prepare major projects to the standard needed for crowding in finance from a broad range of sources. A second component aims at building KCSA’s implementation capacity on a relatively small-scale project so that larger projects become increasingly within reach. A third and final component will finance improvements to KCSA’s capabilities for using transport planning to shape Kyiv’s spatial fabric. Together these interventions are meant to prepare KCSA for delivery of the future Troieshchyna Rapid Transit (TRT) project which would provide a mass rapid transport connection that has been missing from Kyiv’s Troieshchyna district for 40 years. Detailed descriptions of each component are as follows:

The KUMP includes following components:

Component 1: Troieshchyna Rapid Transit (TRT) enabling preparations (US\$ ≈ 12 million)

Component 1 will build upon this work and support:

- (i) Detailed engineering assessment and design of a preferred mass rapid transit option that includes principles of universal access;
- (ii) Full social and environmental impact assessment and development of social and environmental instruments to manage impacts of the proposed TRT project;
- (iii) Development of tender documentation that reflects both commercial strategy for the TRT project’s delivery and provisions for managing social and environmental impacts;

(iv) Development and execution of public communications plans for the proposed TRT project including public consultations, proactive use of social media, and press releases via traditional channels;

Component 2: Construction of the tram line from Starovokzalna street to the "Palats Sportu" Kyiv Metro station with arrival to the Vokzalna square in Shevchenkiivskiy and Pecherskiy Districts of Kyiv and reconstruction of the Vokzalna square (US\$ ≈16 million)

Component 2 of the project will accordingly support:

- (i). Civil works for the 4 km Borshchahivka Rapid Tram connection;
- (ii) A first phase of civil works for the redevelopment of Vokzalna square focusing on universal access principles, pedestrianization enhancements, reallocation of parking space, and intermodal interchange facilities;
- (iii) Engineering designs or plans as required to enable complementary MFD approaches – likely focused on rolling stock leasing / maintenance solutions, completion of existing parking structure facilities and / or land use redevelopment for commercial purposes. The scope of this work will depend on the resolution of existing contractual obligations

Component 3: Strengthening Kyiv's transport planning systems (US\$ ≈2 million, IBRD financing of 100 percent)

This component will consist of technical assistance activities to support KCSA in updating and improving its planning practices and promoting better integration and collaboration across different stakeholders and organizations involved in transport and infrastructure. Key activities will include:

- (i) the update of the transport master plan to include stronger Transit Oriented Development approaches, green transport planning, planning towards universal access, and development of a comprehensive funding and financing strategy for urban transport to accompany it;
- (ii) the creation of a Strategic Projects Unit under the Mayor's office to support the implementation of the transport master plan and ensure strong coordination amongst KCSA entities and departments, transport operators, engage with the civil society and ensure continuous dialogue with all stakeholders;
- (iii) capacity development within the Directorate for the Construction of Road and Transport Structures and KCSA more broadly to meet financial management, procurement, and environmental / social standards required for IFI financed projects

This SEP is prepared to address ESS 10 and to provide a framework for appropriate stakeholder consultation and information disclosure for the activities proposed under the KUMP Project.

More detailed Stakeholder Engagement Plan for Component 1 will be prepared based on ToR developed during project preparation.

As for date of this SEP preparation, the KCSA considers different variants for the alignment (Saksaganskogo or Zhilyanska str.) and have not initial technical design reconstruction of Vokzalna square therefore this document prepared taking into account all possible alignment options and impacts which may appear during project implementation. .

The Project route spans about 4 km through urban landscape of the city center. There are no crossings with natural or man-made green areas (only singular trees on the side of the roads), water bodies, complex geological forms. Both streets considered for the alignment of the tram line are presently one-way streets with 4-5 lanes and pedestrian sidewalk on both sides. Far out lanes on both sides are usually used for parking of private cars. Streets have both residential and office buildings, numerous small businesses (pharmacies, barber shops, restaurants and cafes, press, parking lot etc.). There are multiple utility service lines of communal infrastructure pipes (telecommunication, water supply, sewage, district heating etc.) under the streets and their exact placement and available space will influence the choice of final alignment of the tram line. The tram line would end at Shota Rustaveli street. It also includes the main city center (Vokzalna square) is a central interchange hub, connecting the rail station, metro, buses, taxis and private cars. Vokzalna square is placed on a hill, with a small green area in the

middle of it. It's a very busy transport hub with poor traffic management overall, resulting in traffic jams and bad air quality. The square is comprised with many formal and informal business and trading entities and vendors.

1.3. Purpose and objectives of SEP

The purpose of the SEP is to provide a framework for appropriate stakeholder consultation and information disclosure in the context of the Urban Mobility Project which meets both the Ukrainian legislation and World Bank ESF requirements. The goal of the SEP is to facilitate project decision-making by involving project-affected people and other stakeholders in a timely manner so that these groups are provided enough opportunity to voice their opinions and concerns to shape both the design and implementation of the project to incorporate those concerns.

The overall objectives of SEP as stated in the ESS-10 are to:

- To identify the roles and responsibility of all stakeholders and ensure their participation in the complete project cycle;
- Establish a systematic approach to stakeholder engagements that will help KUMP identify stakeholders and build and maintain a constructive relationship with them, in particular project-affected parties;
- Assess the level of stakeholder interest and support for the project and to enable stakeholders' views to be taken into account in project design and environmental and social performance;
- Promote and provide means for effective and inclusive engagement with project-affected parties throughout the project life cycle on issues that could potentially affect them;
- Ensure that appropriate project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible and appropriate manner and format taking special consideration for the disadvantaged or vulnerable groups;
- Provide project-affected parties with accessible and inclusive means to raise issues and grievances and allow KUMP to respond to and manage such grievances.

1.4. Principles of Effective Stakeholder Engagement

The project's Stakeholder Engagement Plan (SEP) shall be informed by a set of principles defining its core values underpinning interactions with identified stakeholders. Common principles based on "International Best Practice" include the following:

- Commitment is demonstrated when the need to understand, engage and identify the community is recognized and acted upon early in the process;
- Integrity occurs when engagement is conducted in a manner that fosters mutual respect and trust;
- Respect is created when the rights, cultural beliefs, values and interests of stakeholders and affected communities are recognized;
- Transparency is demonstrated when community concerns are responded to in a timely, open and effective manner;
- Inclusiveness is achieved when broad participation is encouraged and supported by appropriate participation opportunities;
- Trust is achieved through open and meaningful dialogue that respects and upholds a community's beliefs, values and opinions.

2. REGULATORY CONTEXT

2.1. Ukrainian Legislation

Ukraine has the following legislation related to citizen/stakeholder engagement which covers both the right to access information and participation in policy development and decision-making:

- **Access to Information Legislation, Guidelines and Practices**

The Constitution of Ukraine guarantees the right to access for information for Ukrainian citizens (article 34, paragraphs 2 and 3). The Laws #2939 ‘On Access to Public Information’, #2657 ‘On Information’, and #183 ‘About state secret’ provide the regulatory framework for access to various types of public information. According to the Law ‘On Access to Public Information, information held by public authorities cannot be restricted, unless it is categorized as confidential, secret, or for internal use only. The restrictions must follow the ‘three-part test’ (tryskladovyi test) of public information, as stipulated in Article 6, paragraph 2. The Law mandates public institutions to create structural units or appoint freedom of information officers. The Law assigns the monitoring functions to the Secretariat of the Ukrainian Parliament Commissioner for Human Rights (Ombudsman’s Office). The violation of the right to request and obtain information to citizens is punishable by fines while the refusal to provide access for journalists in their work can be punished by a fine, or 3 years’ imprisonment (Article 171 of the Criminal Code). On the other hand, the punishment for revealing a state secret can reach up to 5 years’ imprisonment.

In the Council of Europe’s assessment, the access to information legislation in Ukraine is advanced and well developed. However, some drawbacks still exist which are accounted for primarily by the public servants’ lack of knowledge of the legal requirements and how to put them into practice. Another problem is that the responses provided are often of poor quality, incomplete or delayed. Finally, the administrative fees are somewhat high which disincentivize citizens from seeking information.

- **Ukrainian Citizen Engagement Legislation**

The procedures for public for public consultation are described in several government regulations: Regulation # 996 ‘On the Procedure for Consulting the General Public on Establishing and Implementing the Public Policy which specifies the form and methods for public consultations and distinguishes between direct consultations, such as conferences, meetings, seminars, web conferences, and indirect forms, such as public surveys. Regulation #234 as of April 8, 2015 spells out the specific procedures for conducting surveys and opinion polls by government executive bodies with the involvement of the local council. The results of the opinion poll should be published on the official website and should indicate the authors of the research, methods, conclusions and proposed solutions. The regulation allows public authorities to contract outside research organizations, individuals and think tanks to conduct the opinion polls and surveys. Regulation #976 ‘On the Procedure of Civic Expertise of the Activities of the Executive Bodies’ mandates public authorities to conduct consultations with the public at the request of NGOs, trade unions, public associations, employers and representatives of local administrative bodies. Finally, The Law on Local Self-Government (articles 4, 8, 13) is the main document that regulates the involvement of the general public at the local level.

- **Ukrainian Complaints Mechanisms**

Law #393 ‘On Citizens’ Appeal’ 147 defines (Article 3, paragraph 4) and regulates (Articles 16-19) the application of complaints mechanisms. Both national and local authorities are obliged to objectively consider citizens’ complaints, to compensate citizens for any breach of their rights and to provide justification for any decision taken in the examination of complaints. The violation of the abovementioned Law leads to the disciplinary, administrative or criminal liability of the public officials. An increasing number of public authorities, regional and city administrations develop online

mechanisms for the submission of complaints/grievances by citizens with emerging best practice examples, such as the city of Odessa.

In addition, Law #393 ‘On Citizens’ Appeal’ defines (Article 23-1) the legal concept of electronic petition, the procedure for its submission and consideration.

Citizens can apply to public authorities, local government with electronic petitions through the official website of the body to which it is addressed, or the website of a public association that collects signatures in support of the electronic petition.

The electronic petition must state the essence of the petition, must state the name, first name, patronymic of the author (initiator) of the electronic petition, e-mail address. The website of the relevant body or public association that collects the signatures must always indicate the date on which the collection of signatures began and the total number and list of persons who signed the petition.

2.2. World Bank Requirements

The World Bank’s Environmental and Social Framework (ESF)’s Environmental and Social Standard (ESS) 10 “Stakeholder Engagement and Information Disclosure”, recognizes ‘the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice’. Specifically, the requirements set out by ESS10 are the following:

- Borrowers will engage with stakeholders throughout the project life cycle, commencing such engagement as early as possible in the project development process and in a timeframe that enables meaningful consultations with stakeholders on project design. The nature, scope and frequency of stakeholder engagement will be proportionate to the nature and scale of the project and its potential risks and impacts. Borrowers will engage in meaningful consultations with all stakeholders.
- Borrowers will provide stakeholders with timely, relevant, understandable and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation. The process of stakeholder engagement will involve the following, as set out in further detail in this ESS: (i) stakeholder identification and analysis; (ii) planning how the engagement with stakeholders will take place; (iii) disclosure of information; (iv) consultation with stakeholders; (v) addressing and responding grievances; and (vi) reporting to stakeholders.
- The Borrower will maintain and disclose as part of the environmental and social assessment, a documented record of stakeholder engagement, including a description of the stakeholders consulted, a summary of the feedback received and a brief explanation of how the feedback was considered, or the reasons why it was not.
- A Stakeholder Engagement Plan proportionate to the nature and scale of the project and its potential risks and impacts needs to be developed by the Borrower. It must be disclosed as early as possible, and before project appraisal, and the Borrower needs to seek the views of stakeholders on the SEP, including on the identification of stakeholders and the proposals for future engagement. If significant changes are made to the SEP, the Borrower must disclose the updated SEP. According to ESS10, the Borrower should also propose and implement a grievance mechanism to receive and facilitate the resolution of concerns and grievances of project-affected parties related to the environmental and social performance of the project in a timely manner.

2.3 Gap Analysis between National Legislation and World Bank

The table below provides a brief analysis of the gaps and differences between the Ukrainian national legislation and World Bank requirements and details how these gaps will be addressed under the project.

Table 1: Gap Analysis between the Ukrainian Legislation and World Bank

Ukrainian legislation	World Bank	Project
The Ukrainian legislation does not provide for the development of a specific stakeholder engagement plan for public consultations.	Consultations with stakeholders and public involvement are an integral part in the development and implementation of the SEP	The project will carry out a comprehensive consultative process with Project Affected Persons, local and state authorities, other stakeholders as being required through public disclosure meetings, individual consultations and public consultations
The Ukrainian legislation have provisions that allow citizens to make complaints and grievances, but these provisions do not allow anonymity.	The World Bank ESF10 allows the option of anonymous provision of grievances	The project will employ the WB standard and allow anonymous submission of grievances and complaints
The Ukrainian legislation does not have special provisions to address the concerns of the vulnerable groups during the consultation process	The ESF10 specifically provides for the identification and engagement with the vulnerable groups that might be affected by the project to ensure that these groups also benefit from the project activities.	The SEP under the project will identify affected vulnerable persons and engagement mechanisms to ensure that their voice is heard and the concerns are addressed to the extent possible by the project ⁴ .

3. SUMMARY OF STAKEHOLDER ENGAGEMENTS

3.1 Consultations with Stakeholders to this SEP

Consultation is planned to be held with the communal enterprises that are likely to be engaged in the project implementation process, in particular:

- CE "Kyivmisksvitlo" – coordination on the placement of outdoor lighting on the adjacent streets;
- CC "Kyivavtodor" – strengthen the capacity of the roads on the adjacent streets, placement of storm drains;
- CE "Kyivblahoustrii" – improvement of the adjacent territory to the tram line;
- CO "Kyivzelenbud" – strategy for the development of the ecological initiative "Kyiv Zelenyi";
- DTEK "Kyivski Elektromerezhi" – agreement on connection to the electricity grid;

- CE "Tsentr Orhanizatsii Dorozhnoho Rukhu" – organization of the traffic on the roads, streets, which is carried out with the use of technical means of information and telecommunication and automated systems of management and supervision of traffic in accordance with the rules and standards, as well as on the basis of projects and schemes of organization of road traffic coordinated with the relevant units of the National Police; relevant holders of utilities.

Local non-governmental organizations, such as “Rada z urbanistyky Kyieva”, “Key City”, “U-Cycle”, “Urban Crew”, “Agenty Zmin”, “Khmarochos”, “Dostupno.UA”, “KARZ-12”, “Veloden”, “Urban Curators”, “CanActions”, “Ecodiya”, “Environment people law”, whose area of expertise is related to the urban development, development and optimization of transport systems, environmental, social and other initiatives are invited to participate.

This section will be revised following the public consultation.

3.2 Focus Groups and Interviews with Project-Affected Parties

To develop a better understanding of the public transportation conditions and challenges faced by project-affected parties, the project preparation team employed a local research firm that conducted focus group discussions and interviews with women, public transportation users, business owners. The focus groups were held in Borshagivka district of Kyiv and included 8 to 10 people to discuss these issues through semi-structured discussions. Each focus group session lasted about 1.5 hours. Group selection ensured a balanced representation according to the age and sex of the participant as well as stakeholder representation (students, parents of young children, older participants, etc). In total, 6 focus groups were held in Borshagivka district. The consultant also conducted in-depth stakeholder interviews and activity mapping in key areas likely to be affected by the project. These could prove useful to understand the patterns of behavior and activity characteristics of Old Town Square which will see an 80% decrease in transit passenger.

While the focus groups and interviews are still being processed and finalized, some of the preliminary findings indicate that there is an overall expectation that the project will address the problems identified by the stakeholders to make the Vokzalna square more resident-friendly. These problems include, among others, lack of parking space, lack of infrastructure to address the needs of the disabled and bicycle riders. The formal/informal traders and restaurant owners that are located along the proposed renovation routes are concerned about the anticipated flow of pedestrians which is likely to affect their businesses. Local activists expressed the concern that the project discussed at public hearing will differ significantly from the project implemented and they generally exhibited a low level of trust to Kyiv urban and transport authorities. Hence, they expressed a high interest in being involved in the project planning and implementation. The project team will use the findings from the focus groups and interviews in finalizing the details of the project design. The entire focus group and interview report can be found in [Annex 3](#) to this SEP.

Table 2: Focus Groups Discussions

Geographical Area	Group 1	Group 2	Focus group topics
Borshagivka	Female residents - PT users	Male residents - PT users	Possible impact of the project. What actions can reduce negative impact? How will they react to changes? Possible ways of their engagement.

Saksahanskogo (around Pankivska street)	Common residents	People that are employed in the area	Possible impact of the project. What actions can reduce negative impact? How will they react to changes? Possible ways of their engagement.
Shota Rustaveli street	Common residents	People that are employed in the area	Possible impact of the project. What actions can reduce negative impact? How will they react to changes? Possible ways of their engagement.

Table 3: In-depth interviews

Group of stakeholders	Time	Stakeholders	Interview Topics
Users in Syarovokzalna/ Vokzalna squares	<i>1-15 november</i>	Pedestrians; public transport, bicycle and individual transport users, people using parking, business owners, sellers	What tasks do they perform on Vokzalna square? What do they like or don't like in the area? What problems do they encounter here? What impact do they expect as a result of the project? What changes they are afraid of? How are they willing to engage with the project?
Stakeholders on Syarovokzalna/ Vokzalna squares	<i>1-15 november</i>	Pedestrians; public transport, bicycle and individual transport users, people using parking, business owners, sellers	Possible impact from the project. What can reduce negative impact? How will they react to change brought about by the project? Possible ways of their engagement.
Stakeholders on Saksahanskogo str	<i>1-15 november</i>	Pedestrians; public transport, bicycle and individual transport users, people using parking, business owners, sellers	Possible impact from the project. What can reduce negative impact? How will they react to change brought about by the project? Possible ways of their engagement.
Stakeholders on Shota Rustaveli street	<i>1-15 november</i>	Pedestrians; aactivists, public transport, bicycle and individual transport users, people using parking, business owners, sellers	Possible impact from the project. What can reduce negative impact? How will they react to change brought about by the project? Possible ways of their engagement.

3.3 Focus Groups and Interviews with Vulnerable Groups

The consultant, by means of face-to-face interviews, identified the needs and issues faced by the vulnerable groups which reside in the project area. These are mainly the representatives of the Roma population, the homeless, women with small children, people with motoric and visual disabilities as well as the elderly. The Roma and the homeless expressed a concern about the impact of the project on the Voklzalna Square where they have access to temporary shelter, free food and sanitation facilities. These groups are ready to engage with the project through the organization ‘Young People for Peace’ which represents the interests of the homeless and Roma. People with physical disabilities mentioned that the infrastructure is not sufficiently designed to address their disabilities. There is a general lack of wheel-chair-friendly infrastructure in the project-affected area. There should be more traffic signage for people with visual impairments as the Youth Library from the project-affected area is conducting many events that are targeted to these individuals. Similarly, the full report with the findings from these interviews can be found in Annex 3 to this SEP.

3.4 Engagements with NGOs

The consultant reached out to NGOs which have been active in the project-affected areas. The ‘Kyiv Bicyclists Association’ civil society organization is a major driver of the development of the bicycle infrastructure in Kyiv. Their activities are focused on the advocacy for urban solutions involving bicycles. The Bicyclists Association expressed their interest in the project and emphasized the importance of the provision of the bicycle infrastructure as an element of post-rehabilitation Vokzalna Square. The Association is willing to cooperate and provide advice on the development of the bicycle infrastructure.

‘Young People for Peace’ is another civil society organization operating in Vokzalna Square. Activists of this organization expressed their concern about the situation with homeless people in the city in general and in Vokzalna Square in particular. They also agreed to help to communicate with the homeless people to make sure that the project implementation is as little stressful for them as possible and to enable them to understand the project and express their opinions.

4. STAKEHOLDER IDENTIFICATION AND ANALYSIS

4.1. Identification of Stakeholders

Being a city-wide project, the project will affect all the users of the city in one way or another. But in line with the ESF10, this SEP categorizes the stakeholders into three groups in order to ensure a more efficient and effective stakeholder engagement: affected parties, other parties and vulnerable and disadvantaged groups.

- **Affected Parties**

The table below represents a summary of the individuals, social groups and organization who will be directly or indirectly affected by the project. The full list of organizations and businesses is provided as an annex to this SEP and will be complemented/edited as needed during project preparation and implementation.

Table 4: Project-affected Parties

Group	Stakeholder	Name
Groups of users	Pedestrians	
	People using public transport	
	People using train	
	People using bicycle	
	People using individual transport	
	People using taxi	
	People using parking	
	People living near street Shota Rustaveli, Zhilanska, Saksaganska and near Vokzalna square	

Businesses located in the project area (Vokzalna)	Tenants	Zavod Kuznia Na Rybalskomu Mcdonald's Ukraine Taskombank Ukrenergo K.Energo Pryvat Valentyn Plus Smachnoho Bon Appetit Shkhuna Central Design Office Toratorg Equoir Kyiv Central Bus Station
	Markets (both formal and informal traders)	Polissia Mall Ecomarket Mall Eva Mall Bread Kiosk Vitalux Pharmacies Network
	Restaurants	Varenychna Cafe Canteen
	Other services	National Lottery Pizzarium Food Delivery Service Pay Toilet, Finod Currency Exchange Booth
Businesses located in the area of ridership reduction (Starovokzal'na)	Tenants	Zavod Kuznia Na Rybalskomu Krokus Firm
	Markets (both formal and informal traders)	Furshet Mall Roshen Shop
	Restaurants	
	Other services	
Transport companies	Public transport	Metro (Kyivskiyi Metropoliten) Kyivpastrans Other Private Urban Passenger Carriers Other Private Long-Distance Passenger Carriers Ukrzaliznytsia (Ukrainian Railways)
	Taxi services	All Taxi Firms In Kyiv
Advertising companies	Owners of outdoor advertising structures installed in Vokzalna Square	Ekosvit Plus Prime Group Arhent Luvers Alter-V Oktagon-Outdoor Ukrayinska Reklama
Other institutions		State Special Communications Enterprise Kyivpastransservis School No. 78, Natural Science Lyceum No. 145, Central Synagogue Of Kyiv, "Grand" Lyceum, Honorary Consulate Of The Republic Of Ecuador In Ukraine And Kyiv. Communal Property Fund
	Tenants	Gmsi, Limited Liability Company,

Businesses located in the project area (Zhylyanska, Saksahanskogo)		"Grand" - Private Training and Production Branch "Eugene" - Limited Liability Company
	Markets (both formal and informal traders)	"Mama Doma" Grocery Store "Pan-Gourman" Mini Market
	Restaurants	Bruce Lee Restaurant, Volkonskyi, Zelyonka, "Mykola" network of bakeries
	Other services	Culture Institution "Kyiv National Academic Opera Theater"
Businesses located in the area of ridership reduction (Shota Rustaveli street)	Tenants	
	Markets (both formal and informal traders)	
	Restaurants	Eurasia, Milkbar, Moloko vid Fermera, Svit Kavy, Khlebnyi
	Other services	

- **Other Parties**

People, social groups and organizations who may have a possibility to influence and make decisions on implementation of the project and/or may have an interest in the Project. This group includes governmental entities, NGOs and private businesses who may benefit from the project.

Table 5: Other stakeholders

Group	Stakeholder
Ministries and government agencies	Ministry of Infrastructure of Ukraine Ukrzaliznytsia (Ukrainian Railways) Ministry of Interior of Ukraine KCSA Ministry of Culture of Ukraine Department of Transport Infrastructure Department of Urban Improvement Department of Land Resources Department of Urban Planning and Architecture CE "Kyivpastrans" CC "Kyivavtodor" CE "Kyivmisksvitlo" CE "Kyivblahoustrii" CO "Kyivzelenbud" CE "Tsentri Orhanizatsii Dorozhnoho Rukhu" CO "Instytut Heneralnoho Planu"
Utility providers	DTEK "Kyivski Elektromerezhi" Open JSC "Kyivvodokanal" Open JSC "Kyivhaz" Private JSC "Kyivspetstrans" and other utility providers (engineering networks of electric, water, gas supply, household waste collection).
Non-governmental organizations	NGO "Kyiv Bicyclists Association" NGO "Young People for Peace"

	NGO “Cedem” NGO “Cedos” NGO “Ecodiya” NGO “Ukrainian Society For Historic And Cultural Monuments” NGO “Rada z urbanistyky Kyieva” NGO “Key City” NGO “U-Cycle” NGO “Urban Crew” NGO “Agenty Zmin” NGO “Khmarochos” NGO “Dostupno.UA” NGO “KARZ-12” NGO “Veloden” NGO “Urban Curators” NGO “CanActions”
Other project developers	A Plus C Consult Ukraine Llc

- **Vulnerable and Disadvantaged Groups**

Disadvantaged/vulnerable individuals and groups are those who may do not have a voice to express their concerns or understand the impacts of a project, are sometimes excluded from stakeholder engagement. In the context of the Urban Mobility project, early stakeholder groups and interviews have identified that Vokzalna Square is also a location where people without shelter will go at night hours given perceived safety and security provided by the square’s level of activity and passenger flow. The proposed project would seek to mobilize a first line of response in the form of a “women’s center” in the vicinity of Vokzalna Station modeled on the example provided in Vienna Austria that leads the city’s efforts in supporting affected women and their children. Later interviews determined Roma and the homeless also use the Vokzalna Square as temporary shelter where they can get free food and sanitation facilities. Finally, people with physical and visual impairments are a vulnerable group that are hampered by poor accessibility and whose views the project would seek to integrate into the rehabilitation designs.

4.2. Stakeholder Interest and Influence

Stakeholders were analyzed in terms of their interest and project impact in order to better understand and manage them. Individual consultations and discussions will take place with those, who have high levels of interest and project impact; any changes occurring during the project implementation will be communicated to them individually. Individual consultations will also take place with the group with a medium project impact and a high interest in the project. The group with a low project impact and a high project interest will be involved in workshops.

Table 6: Analysis and prioritization of stakeholder groups based on the level of interest and influence over the project

	High ability or likelihood to influence or impact the project	Medium ability or likelihood to influence or impact the project	Low ability or likelihood to influence or impact the project

<p>High level of interest in the project</p>	<p>Tenants in the area of Vokzalna CE «Kyiv Metro» Kyivpastrans Ukrzaliznytsia, State Special Communication Enterprise Zavod Kuznia Na RybalskomU</p>	<p>Markets (both formal and informal traders) Restaurants Other services Advertising companies Activists from Shota Rustaveli Street, Synagogue of Kyiv</p>	<p>Pedestrians People using public transport People using train People using bicycle People using taxi People using individual transport People using parking People living near Vokzalna Vulnerable group People living near street Shota Rustaveli Zhilanska Saksaganska</p>
<p>Medium level of interest in the project</p>	<p>NGOs Press and Media</p>		<p>Academic institutions General public Tourists Jobseekers</p>
<p>Low level of interest in the project</p>			

4.3. Summary of Stakeholder Needs

The table below represents a summary of the needs of various stakeholders. The table shall be revised after the analysis of the focus group discussions is complete.

Table 7: Stakeholder Needs

Stakeholder groups	Risks and impacts by the project	Major activities	Communication channels	Special needs
Pedestrians	Inconvenient traffic over the square during construction	Pass through the square	Notices in transport vehicles Notifications in social media Posters at transport stops Workshops	Location close to meeting place of Vokzalna Exhibition of informative topics preferably in large letters and non-technical terms Preferred meeting time: after working hours (late afternoon)
Urban transport users	Transport stops may be repositioned Traffic jams due to the machinery operation or closures of public transit lanes Have a new type of public transport Afraid that tram may be at traffic jam	Change to other transport; wait for their transport	Notices in transport vehicles Notifications in social media Posters at stops Workshops	Location close to meeting place of Vokzalna and Palats Sportu Exhibition of informative topics preferably in large letters and non-technical terms Preferred meeting time: after working hours (late afternoon)
Suburban train users	Travel with the luggage may be difficult during construction	Wait for suburban trains Buy tickets for suburban trains	Notices in vehicles Posters and public notices Notifications in social media	Location close to meeting place of Vokzalna Exhibition of informative topics preferably in large letters and non-technical terms Preferred meeting time: after working hours (late afternoon) (however, it should still be possible to get home)

Long-distance travelers	Travel with the luggage may be difficult during construction	Wait for trains Wait for people from arriving trains Move via the railway station with suitcases and large bags	Notices in vehicles Announcements at the railway station Posters in trains	Location close to meeting place of Vokzalna Exhibition of informative topics preferably in large letters and non-technical terms
Local residents near Vokzalna	Noise from construction Afraid of their courtyards becoming dirty due to the construction	Pass through the square Use transport Use retail outlets close by	Notices in vehicles Notifications in social media Posters at stops Workshops	Location close to meeting place of Vokzalna Exhibition of informative topics preferably in large letters and non-technical terms Preferred meeting time: after working hours (late afternoon)
Individual transport users	Complex transit Reduced parking space Parking will be available far from the railway station	moving the streets where the tram will go	Notifications in social media Workshops Notifications in radio	Location close to meeting place of residence Preferred meeting time: after working hours (late afternoon)
Street hawking in Vokzalna Square	Loss of business Loss of the customers	Sell goods to the public	Radio announcements Individual consultations Posters and public notices Participation in public consultations Workshops	Location close to meeting place of residence Exhibition of informative topics preferably in large letters and non-technical terms Preferred meeting time: after working hours (late afternoon)
Local residents of Pankivshchy na district, new development	Construction noise Dust and dirt	Passing by Use shops nearby Rest	Public hearings Workshops on building rules	Location close to meeting place of residence Exhibition of informative topics preferably in large letters and non-technical terms

	<p>Construction poses danger for children</p> <p>Changing the image of the streets</p> <p>Tram noise Threat to buildings' integrity</p>		<p>Posts on social networks and the project's online page</p> <p>Billboards near their homes</p>	<p>Preferred meeting time: after working hours (late afternoon)</p>
<p>Residents of Shota Rustaveli Street</p>	<p>Construction noise</p> <p>Dust and dirt</p> <p>Construction poses danger for children</p> <p>Tram noise</p> <p>Changing the image of the street as it becomes pedestrian</p> <p>Historic buildings can be damaged due to construction</p> <p>The congestion on the street will disappear</p>	<p>Passing by</p> <p>Rest</p> <p>Used by organizations</p> <p>They look after their street</p>	<p>Public hearings</p> <p>Workshops on construction rules</p> <p>Individual advice to alleviate their concerns</p> <p>Posts on social networks and the project's online page</p>	<p>Location close to meeting place of residence</p> <p>Exhibition of informative topics preferably in large letters and non-technical terms</p> <p>Preferred meeting time: after working hours (late afternoon)</p>
<p>Restaurants and public catering facilities</p>	<p>Resettlement from the railway station</p> <p>Loss of the costumers in Starovokzalna Street</p>	<p>Sell their services to the public</p>	<p>Radio announcements</p> <p>Individual consultations</p> <p>Posters and public notices</p> <p>Participation in public consultations</p> <p>Workshops</p>	<p>Location close to meeting place of residence</p>

Taxi	Repositioning of parking areas	Transport passengers from / to the railway station	Radio announcements Posters Public notices Public consultation	Location close to meeting place of Vokzalna Exhibition of informative topics preferably in large letters and non-technical terms
Kyivpastrans Kyivskyi Metropoliten	Changes in public transport stops and routes may increase ridership and workload on the metro system (temporary) Kyivskyi Metropoliten has an idea to build a second exit to Vokzalna Square	Transport passengers from the railway station	Training workshops for employees Announcements and warnings Public consultation	Location close to meeting place of residence Preferred work hours
Private passenger carriers	Repositioning of stops for the project period	Transport passengers	Announcements: posters and navigation	Location close to meeting place of Vokzalna
Homeless people	Disappearance of the convenient space where they can be comfortable	Live in the railway station Make use of the square	Interaction via the CSO Individual invitations for consultation Individual consultations Texts in Braille	Location close to meeting place of Vokzalna
Advertising companies	Disappearance of the advertising space	Display outdoor advertising	Negotiation	Location close to their offices Business hours
Local governments (municipalities)	Interviews are required to understand this group	Implementation of new city projects in the district (?)	Individual conversations	Location close to their offices Business hours

5. STAKEHOLDER ENGAGEMENT PROGRAM

The Stakeholder Engagement Plan is an important component of the document expected to help engage all the stakeholders to the project and, by doing so, help the project become sustainable. The Plan will also provide for the engagement of vulnerable population groups that are unable to take part in the engagement directly for social, economic, or political reasons.

5.1 Engagement Methods to be Used

The suggested methods of the engagement and communication will help inform stakeholders, communicate with them, and minimize the potential risks:

- **Dedicated webpage/Facebook page:** A dedicated webpage/Facebook page will be created for the project on the KCSA website to enable users to find all the information about the project. The goal of the page is to provide core information and allay major fears at the conceptual stage. The page will also be used to publish the updated design documents and provide work progress updates. The community may also be able to find out about dates of public consultations via this platform.
- **GRM:** A grievance mechanism will be established in line with the World Bank's ESS-10 requirements. A dedicated grievance mechanism will be set up for the Project. The stakeholders will be able to raise grievances anonymously by phone or online via the dedicated webpage.
- **Project tours:** There will be project tours for media and local representatives of local governments. Visitor centers or demonstration tours will be organized at appropriate points of time at the construction stage; stakeholders representing media organizations or local governments will be selected.
- **Public Consultations.** Public consultations will be organized on the development of the project concept and the project implementation plan.
- **Workshops.** The project will be presented to the public in a series of workshops. The stakeholders will be able to influence the project by presenting their opinions at the workshop.
- **Surveys/Focus Groups.** Social surveys/focus groups were used to understand the expectations of the public from the project, but these tools may be used to understand the user satisfactions during implementation and upon project completion.

5.2 Stakeholder Engagement Strategy

Stakeholder engagement is an inclusive process that must be conducted throughout the project life cycle. The table below presents key stakeholder engagement activities to take place during the project preparation stage through to implementation and closure. Additional activities can be included following consultations with stakeholders and project clients if these are deemed useful and necessary. The KCSA will strive to provide relevant information to stakeholders with enough advance notice (5-10 business days) so that the stakeholders have enough time to prepare to provide meaningful feedback. The PMU will gather (written and oral comments), review them and commit to report back to stakeholders on how those comments were incorporated, and if not, provide the rationale for reasons for why there were not within 10 to 30 working days from the stakeholder engagement event.

Table 8: Stakeholder Engagement Plan

Project component	Topic of Consultation	Target Stakeholders	Issues Raised /Expected Decisions	Methods Used	Time-table/location/dates	Responsibilities
Preparation Phase						
All	Proposed project components	All	Issues with current status; proposed project improvements accessibility and mobility in the project area	Focus groups/interviews/workshops; public hearings; placement on the KCSA website	Prior to project appraisal	KCSA, World Bank team
All	Stakeholder engagement and communication and outreach plan	All	Agreement on/Disclosure of the SEP	Emails, letters to stakeholders with appropriate background information and SEP, posting on the KCSA website for		KCSA, World Bank team

Project component	Topic of Consultation	Target Stakeholders	Issues Raised /Expected Decisions	Methods Used	Time-table/location/dates	Responsibilities
				feedback, focus groups		
All	Project-related GRM system	All	Agreement on/Disclosure of the GRM system	Emails, letters to stakeholders with appropriate background information and SEP, posting on the KCSA website for feedback, focus groups	Prior to project appraisal	KCSA, World Bank team
All	All other ESF documentation: TORs for ESIA and RPF for the first component and ESIA and RPF for the second component	All	Agreement on/Disclosure of the relevant ESF documentation	Emails, letters to stakeholders with appropriate background information and SEP, posting on the KCSA website for feedback, focus groups	Prior to project appraisal	KCSA, World Bank team
Implementation Phase						

Project component	Topic of Consultation	Target Stakeholders	Issues Raised /Expected Decisions	Methods Used	Time-table/location/dates	Responsibilities
Component 1: Troieshchyna Rapid Transit (TRT) enabling preparations)	<p>Site surveys, hydrological study, and geotechnical investigation of the proposed Troieshchyna Rapid Transit (TRT) system alignment;</p> <p>Detailed engineering design of TRT civil works (exl. bridge);</p> <p>TRT systems engineering & specification (signaling, ITS, vehicle control);</p> <p>Detailed design of a bridge needed for crossing the Dnipro river;</p> <p>Public outreach and communications consultancy;</p> <p>Tender documentation; and</p> <p>Independent technical audit by international mass rapid transit, social, and environmental experts.</p>	<p>Ministry of Infrastructure of Ukraine Ukrzaliznytsia (Ukrainian Railways) Kyiv Avtodor, KCSA relevant departments; transport sector NGOs; general public</p>	<p>Seek common understanding/agreement on the component deliverables by critical clients/stakeholders</p>	<p>Emails, letters for background information; face-to-face meetings; deliverable presentations/workshops; presentation on the dedicated project website/Facebook page</p>	<p>As soon as each individual deliverable is complete</p>	<p>KCSA, PMU, PMU Communication and ESF specialists</p>

Project component	Topic of Consultation	Target Stakeholders	Issues Raised /Expected Decisions	Methods Used	Time-table/location/dates	Responsibilities
Component 2: Construction of the tram line from Starovokzalna street to the "Palats Sportu" Kyiv Metro station with arrival to the Vokzalna square in Shevchenkivskiy and Pecherskyi Districts of Kyiv and reconstruction of the Vokzalna square	Present the final project design and the works that will be carried out	Business owners/vendors/residents of the project area/NGOs representing the vulnerable groups and representatives of the vulnerable groups	Inform on the sequencing of activities and how stakeholder interests will be incorporated; Overview presentation of the ESF documentation and stakeholder engagement process	Public hearings; project launch workshop	Prior to the start of the works	KCSA, CE "Kyivpastrans" PMU, PMU ESF specialist/Communications Specialist
	Relocation of street vendors	Business owners/vendors	Discuss timing and sequencing of the relocation process/foreseen compensation if any	Workshop; roundtable	Prior to the start of the works	KCSA, CE "Kyivpastrans" PMU, PMU ESF specialist/Communications Specialist
	Information about works in neighborhoods	Residents; pedestrians	Inform about the timing of the works and expected duration	Public information boards; focus groups; information on the KCSA website/Facebook page	Prior to the start of the works in a neighborhood	KCSA, CE "Kyivpastrans" PMU, PMU ESF specialist/Communications Specialist
	Implementation Progress	Business owners/vendors/residents of the project area/NGOs representing the vulnerable groups and representatives of the vulnerable groups	Present implementation progress; seek feedback on progress and proposed changes to minimize the impact from construction on stakeholders;	Workshops/roundtables	Semi-annually	KCSA, CE "Kyivpastrans" PMU, PMU ESF specialist/Communications Specialist

Project component	Topic of Consultation	Target Stakeholders	Issues Raised /Expected Decisions	Methods Used	Time-table/location/dates	Responsibilities
			discuss grievances received and solved			
	Citizen satisfaction with the level of engagement	Business owners/vendors/residents of the project area/NGOs representing the vulnerable groups and representatives of the vulnerable groups	Seek feedback on the satisfaction with the project and level of engagement/consultations during implementation	Survey/focus groups	Annually	KCSA, CE “Kyivpastrans” PMU, PMU ESF specialist/Communications Specialist; survey firm
Component 3 - Strengthening Kyiv’s transport planning systems)	Update of transport model and master plan components	Ministry of Infrastructure of Ukraine Ukrzaliznytsia (Ukrainian Railways) Kyiv Avtodor, KCSA relevant departments; transport sector NGOs; general public	Seek feedback/agreement /buy-in on the components and proposed transport models; discuss roll-out	Emails, letters used to provide background information; Workshops; placement on the project webpage/Facebook page	Upon completion of deliverable	KCSA, KCSA PMU, PMU ESF specialist/Communications Specialist
	Development of fares policy and adjustment regime for Kyiv Public Transport;	Ministry of Infrastructure of Ukraine Ukrzaliznytsia (Ukrainian Railways) Kyiv Avtodor, KCSA relevant departments; transport sector NGOs; general public	Seek feedback/agreement /buy-in on the proposed fares policy; discuss roll-out	Emails, letters used to provide background information; Workshops; placement on the project webpage/Facebook page	Upon completion of deliverable	KCSA, KCSA PMU, PMU ESF specialist/Communications Specialist
	Development of accessibility design guidelines for public	Ministry of Infrastructure of Ukraine Ukrzaliznytsia (Ukrainian Railways)	Seek feedback/agreement /buy-in on the proposed	Emails, letters used to provide	Upon completion of deliverable	KCSA, KCSA PMU, PMU ESF specialist/Communications Specialist

Project component	Topic of Consultation	Target Stakeholders	Issues Raised /Expected Decisions	Methods Used	Time-table/location/dates	Responsibilities
	transport works that meet "Design for All" principles; and project identification;	Kyiv Avtodor, KCSA relevant departments; transport sector NGOs; general public	accessibility guidelines; discuss roll-out	background information; Workshops; placement on the project webpage/Facebook page		
Project Management	Overall project implementation	All	Present project implementation report; report on ESF documentation; grievances	Public Hearings; project website/Facebook page/video presentation	Annually	KCSA, KCSA PMU, PMU ESF specialist/ Communications Specialist

5.3. Roles and Responsibilities and Budget

The overall responsibility with the project implementation lies with the Kyiv City State Authority. The KCSA is planning on setting a dedicated Project Management Unit (PMU) to deliver complex transport projects, including the Urban Mobility Project. The project will provide technical assistance and support to the establishment of this unit, as well as the transfer of responsibility related to this project implementation, to serve as a pilot and as a demonstration project. This unit will also employ Communication and ESF consultants who will be individually responsible for the coordination of the stakeholder engagement and communications activities under the project. The project has a dedicated budget for communications activities to ensure the implementation of this SEP and the communications and outreach activities envisaged.

6. GRIEVANCE REDRESS MECHANISM

6.1. Objective of the GRM Mechanism

Addressing grievances raised by individual affected by World Bank-funded projects is an important component of managing project risks. A GRM can serve as an effective tool for early identification, assessment and resolution of grievances and therefore for strengthening accountability to beneficiaries. The GRM serves as an important feedback mechanism that can improve project impact and mitigate the undesirable ones. The project will use a citywide grievance redress mechanism applicable to all city-level projects (via 1551 hotline). An additional advantage of this existing mechanism is that most city residents are familiar with its interface and operating procedures. The PMU team will ensure, however, that the process below is followed when reviewing and responding to project-related grievances.

6.2. Grievance Investigation and Resolution Process

The Project will define a general Grievance Redress Mechanism (GRM) to manage all type of complaints. Grievances pertaining to compensation, economic displacement and livelihood restoration will be integrated into GRM. The GRM for Resettlement Action Plan will be developed during RAP preparation based on this GRM to allow affected persons to complain about any decision of activities regarding temporary or permanent loss of their land, assets or sources of income and their compensation. This mechanism will follow next principles:

The channels for filing in grievance form should be disclosed on official sources;

The KCSA will ensure that all PAPs will have equal opportunity to submit their grievance in accessible way.

The KCSA will provide an opportunity to submit a grievance anonymously;

The submitting and readdressing of the grievances will be free of charge for complainants.

Affected persons may raise a complain at any time of the RAP Process or project related activity.

In cases where the aggrieved individuals or group is not satisfied with the outcome of the amicable mechanism, they will always be able to file to the court at any stage in the resolution process;

All grievances will be registered and documented, and each grievance resolution process and communication will be systematically tracked;

The channels for filing complaints will be listed in SEP and RAP and communicated to the public during the consultations.

The GRM will be established at 3 levels:

Level 1. On the site. The technical supervisor will be responsible for collecting the grievance from local residents and Contractor`s employees. The channels for grievance submission will be disclosed near the construction site in big board format. For Contractor`s employees special grievance box will be available for submitting grievances (including anonymous). The technical supervisor will responsible for collecting grievances from Contractor`s personnel.

Level 2. PIU the complainant will be able to submit grievance to PIU on address:

04070014, Kyiv, Naberezhne Shose, 2

Tel. +38-044-528-30-11

Kyiv contact center. All stakeholders may appeal to the Kyiv contact center and leave their grievance regarding the document following the link <https://1551.gov.ua/feedback/> or call on 15-51.

Level 3. KCSA. Complainants may fill in online form following the link https://kyivcity.gov.ua/publiczna_informatsiya_257928/podati_zapit_onlayn_257949.html or fill in the template (Annex 2) and send to:

e-mail: zapyt@kma.gov.ua

postal address: 01044, Kyiv, Khreshatyk str, 36

The complainant may submit the grievance by telephone: (044) 202-76-00, (044) 202-76-42

The term of response will not exceed 10 working days. The KCSA will be able to extent the term of addressing grievance up to 20 working days (the complainant will be informed about extension).

6.3. Awareness Building

The information about the Grievance Redress Mechanism will be available at the KCSA website and will be included in the communications conducted with the project stakeholders, beneficiaries, project affected persons through the communications methods and tools that are part of this stakeholder engagement plan and communications plan under the project, including emails, website, workshops, face-to-face meetings.

6.4. Roles and Responsibilities for GRM

The responsibilities for the management of the GRM system include the following and may be updated from time to time in consultation with the ministerial management team and the World Bank task teams. These functions can either be performed by assigned staff, e.g. ESF/GRM Officer or be outsourced to an outside contractor in case the PMU capacity to handle the workload is exceeded.

- Overall management of the GRM system
- Developing and maintaining awareness-building
- Collection of complaints
- Recording complaints
- Notification to the complainant on the receipt and timeline to review a complaint
- Sorting/categorization of complaints
- Thorough review of the issues, including the causal link between project activities and alleged damage/harm/nuisance
- Decision-making based on such examination
- Processing appeals or continuous communication with complainants with the purpose to resolve issues amicably
- Publishing responses to complaints, unless otherwise is requested by complainants due to privacy or other concerns (see above 4.2)
- Organization and implementation of information materials and awareness campaigns
- Reporting and feedback on GRM results

6.5. Monitoring and Reporting on GRM Implementation

Policies, procedures and regular updates on the GRM system will be made available on the KCSA website. The PMU will regularly track and monitor the status of complaints to ensure that all grievances are resolved within the established time-frame. The PMU will also provide and publish semi-annual reports available to the World Bank team, and all stakeholders that would contain the following information:

- Status of establishment of the GRM (procedures, staffing, awareness building, etc.);
- Quantitative data on the number of complaints received, the number that were relevant, and the number resolved;
- Qualitative data on the type of complaints and answers provided, issues that are unresolved;
- Time taken to resolve complaints;
- Any issues faced with the procedures/staffing or use;
- Factors that may be affecting the use of the GRM/beneficiary feedback system;
- Any corrective measures suggested/adopted.

REFERENCES

Sustainable Urban Transport for Kyiv, the World Bank, 2016

World Bank Team Visit Reports

Draft Kyiv Urban Mobility Project - PAD as of 25-Oct-2019

Ukraine Handbook on Transparency and Citizen Participation, Council of Europe, December 2017

The World Bank Environmental and Social Management Framework, The World Bank, 2017

ESS10 Guidance Notes, The World Bank, 2017

Ukraine Country Partnership Framework for the period FY17-21

ANNEX 1 – GRIEVANCE/INQUIRY RECORD

GRIEVANCE/INQUIRY RECORD (Form A)				
<i>Instructions: This form is to be completed by staff receiving the inquiry or grievance and kept in the Project's file. Attach any supporting documentation/letters as relevant.</i>				
Date Grievance Received:			Name of Staff Completing Form:	
Grievance Received (check <input type="checkbox"/>): <input type="checkbox"/> National <input type="checkbox"/> Oblast <input type="checkbox"/> Rayon <input type="checkbox"/> City/Village				
Mode of Filing Inquiry or Grievance (check <input type="checkbox"/>): <input type="checkbox"/> In person <input type="checkbox"/> Telephone <input type="checkbox"/> E-mail <input type="checkbox"/> Phone Text Message <input type="checkbox"/> Website <input type="checkbox"/> Grievance/Suggestion box <input type="checkbox"/> Community meeting <input type="checkbox"/> Public consultation <input type="checkbox"/> Other _____				
Name of Person Raising Grievance: <i>(information is optional and always treated as confidential)</i>				
Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female				
Address or contact information for Person Raising Grievance: <i>(information is optional and confidential)</i>				
Location where grievance/problem occurred [write in]				
National:	Oblast:	Rayon:	Village:	
Brief Description of Grievance or Inquiry: <i>(Provide as much detail and facts as possible)</i>				
	Category 1	Social Safeguards		
	Category 2	Environmental Safeguards		
	Category 3	Grievances regarding violations of policies, guidelines and procedures		
	Category 4	Grievances regarding contract violations		
	Category 5	Grievances regarding the misuse of funds/lack of transparency, or other financial management concerns		
	Category 6	Grievances regarding abuse of power/intervention by project or government officials		
	Category 7	Grievances regarding MERP staff performance		
	Category 8	Reports of force majeure		
	Category 9	Grievance about project interventions		
	Category 10	Other		
Who should handle and follow up on the grievance:				
Progress in resolving the grievance (e.g. answered, being resolved, settled):				

**ANNEX 2 – Registry of Stakeholder Engagements and Feedback
RECEIVED**

ANNEX 3 – report on the focus groups and interviews

1. Component 1: Troieshchyna Rapid Transit (TRT) enabling preparations - general findings of the focus-groups with Troyeshchyna residents, June 2019

Nearly all problems that are mentioned during focus-groups, cause these two main problems: problems that are caused by city planning, problems that are caused by poor public transport service, general PT planning problems and other. Among the problems of specific groups that were mentioned during focus group discussions are safety (kids are not feeling safe in this overcrowded vehicles, sometimes kids are stuck between adults and can't see where they should alight or are afraid to ask driver to stop at the next stop), accessibility (wheelchair users, parents with strolls, retired people have problems with access to vehicles), gender-connected problems, student fares (student's season tickets are only for municipal transport).

In general, all respondents first of all were complaining on **traffic jams** on exit from and entrance to their district, that leads to **uncertainty** of time when people get to their work/study/other tasks in the city.

Problems that are caused by poor public transport service, in particular: high headways of the municipal routes; unpredictability of the PT routes - there are no schedules or routes are coming not in schedule at all; long waiting time; old vehicles without working conditioning and with poor accessibility; vehicles are overcrowded – not only at the peak hours; safety problems - nearly all focus groups members of PT – user's groups had experience of something being stolen from them in public transport; in addition, drivers could behave unsafe (regularly break traffic rules, race and try to catch over other vehicles, ride on “red” traffic lights color) and also could be rude to passengers.

That makes PT less comfortable and causes the fact that some Troyeshchyna dwellers switch to private cars – if they anyway are stuck in jams, at least they do it with higher comfort level.

Criteria for public transport

All groups were asked about criteria that ideal public transport should have, and afterwards out of all criteria they were asked to select top-3.

All groups had four main points in common: reliability (to be able to calculate travel time and be sure of this calculation) /lanes that are completely separated from general traffic; frequency (routes should have headways of 15 minutes and less); enough place inside (not to be overcrowded, to have enough capacity to handle route demand); comfort inside – to have temperature control, to be clean and tidy.

Besides, some groups mentioned as one of top-3 criteria: the duration of trip; good access to vehicle for all categories (especially people with strolls and disabled people); direct connection with other parts of the city - to be able to reach any destination they like with no or at least only one interchange.

Car users add that one more criteria is *to be sure that you'll reach your destination at the same time or little bit later than you'd drive by car.*

Perception and expectations from metro project.

One of the purposes of focus groups was to evaluate perception of metro being the most efficient kind of transport, to understand reasons why it is so known and dominant in district and what are main expectations out of it – to understand what could be transferred to solutions in other modes. As the survey has shown, all alternatives are significantly behind “metro to Troyeshchyna” option. In fact, none of it was accepted as alternative, but some are tolerable as “temporary replacement”. Expectation

of metro to Troyeshchyna was planted through generations of inhabitants, and their dream of metro is still dominant in perception of rapid transit to the right bank.

In general, any alternative would face requirement to look like metro – at least open-air metro line, and should be more reliable, with higher capacity to take all people that want to get to the city – and it would be highly appreciated for people to be able not to pay twice for interchange to other metro lines.

2. Component 2: Construction of the tram line from Starovokzalna street to the "Palats Sportu" Kyiv Metro station with arrival to the Vokzalna square in Shevchenkivskiy and Pecherskyi Districts of Kyiv and reconstruction of the Vokzalna square - general findings of the focus-groups and interviews with Project-Affected Parties, December 2019

Common problems

Security and financial considerations remain the key criteria influencing respondents' travel preferences. Traffic congestion and lack of road safety remain the largest issues, especially at peak hours. Key findings from focus group discussions highlighted that road safety issues are mainly driven by poor road infrastructure, particularly low road conditions under extreme weather conditions, poor road cleaning and limited street highlighting in selected areas of the city. This is further complicated by risky driving behavior, especially when using marshrutkas. At the same time, focus group respondents lamented the low compliance with street regulation, citing cars regularly parked on pedestrian crossing, sidewalks and preferential lanes. Finally, the majority of respondents is price-sensitive, citing the lack of one-ticket fare as one of the main barriers when using public transport due to frequent inter-change. The quality of service provided remains low. In addition to over-crowding and frequent issues, several respondents from the focus groups claimed that no air condition or heating is available or regularly being used on the bus, which becomes critical during extreme weather conditions during winter and summer. Finally, the lack of transportation alternatives remains a binding constraint, with several respondents citing the lack of alternatives in case of closure of the subway due to technical breakdown. However, the need for public transport alternatives is high, especially in light of potential environmental and social considerations and over-crowding issues.

Finally, there is a need to improve communication channels on public transport systems, including schedule and ticketing information. Focus group respondents similarly highlighted the importance of using digital platforms as well as social media to capture feedback from citizens and integrate their inputs to help improve road safety and public transport conditions in the city.

Perception of future project

Respondents are concerned that the final result might have little to do with the initial concept discussed with the citizens. Large city projects are considered to be at risk of deliberate misuse of money due to insufficient control or potential corruption. This can lead to use of the cheapest and low quality materials and technologies instead of originally budgeted ones, and therefore the final result will be of poor quality.

Stakeholders in the area of Saksahanskoho and Shota Rustaveli str.

Concerns about the construction stage were expressed by restaurant representatives. They expect potential livelihood issues causing significant reduction in the flow of customers during the construction stage, what is especially critical for restaurants with street terraces. Constraints on the circulation of private and freight transport is expected after tram is in operation. According to the respondents, possibility to get to the restaurant using private transport is critical for such clients as: people with limited mobility, parents with children, visitors who don't use public transport to get to VIP establishments.

The concept of the tram was well accepted by organizations which have smaller amount of car users among their customers or employees.

Stakeholders in the area of Vokzalna square

The area of Vokzalna square is the busiest interchange where wide variety of activities is happening, in particular, waiting train or public transport, food services, trade, etc.

According to the respondents, the square is perceived as an unpleasant place which you are forced to pass on the way to a railway or make a metro interchange. In case when the area of Vokzalna square is the shortest transit route, many people would choose longer but more comfortable detour. The area of Vokzalna square is strongly associated with the mess, crowds and pickpocketing.

Citizens expect that the reconstruction of the square will provide users at least with the basic services and improved infrastructure – such as safety, cleanliness, street infrastructure (toilets, rubbish bins), improvement of interchanges between different modes of transport, clear navigation for pedestrians and transport, inclusive design (to make square accessible for the groups with limited mobility, parents with children and others).

Citizens and vendors are those who might be affected more than others. Respondents expressed concerns over the possible access restrictions in use of the area of Vokzalna square during the reconstruction stage, such as: boarding the train and interchange for public transport. They see the possible risk in the absence of alternative pathways during construction or in insufficient communication about such pathways.

Vendors are concerned that they will lose part of their customers due to reduced pedestrian flows during the reconstruction stage. Another concern is that the current footprint of Vokzalna square can be changed and sale shops relocated from the current locations.

Future possibilities for engagement and collaboration

Representatives of commercial and other organizations at Vokzalna square expressed their interest in participating in discussions on the planning and implementation stage of the reconstruction more actively than Kyiv residents. Kyiv Metro and Ukrzaliznytsia are interested to be involved at all stages of the project preparation to be able to synchronize their own projects with KUMP.

Users (citizens) are willing to be engaged along project preparation and concept design development in particular. Citizens are concerned that the opinions of individuals will not be taken into account while project design being finalized.