Amman Is Listening Platform

Online participatory platform with interactive reachability maps responding to residents needs during a crisis and strengthens urban resilience.
Development Of The Idea

Over 15% of Amman residents lacked access to essential services like food and medicine during the total lockdown due to the covid-19 pandemic.

Citizens had difficulty reaching essential services on foot and were calling 911 for help. Records of emergency calls per day quadrupled—from 25,000 to 100,000—between March and April of 2020.

Jordan ranks 148 in its E-Participation Index, measured based on the availability of online information and e-decision making through directly involving citizens.

Furthermore, Amman is not a pedestrian-friendly city; urban design shortcomings, poor lighting, lack of proper sidewalks, and neighborhood regulations add to the challenge.
THE PROBLEM WE WANT TO SOLVE

1. Limited civic participation and sense of belonging to the city, low trust in government including GAM.

2. Lack of access to essential services by foot.

3. Limited crisis management and response capabilities.

We need Online participatory platform with interactive reachability maps responding to residents needs during a crisis and strengthens urban resilience.
Amman’s infrastructure is not pedestrian friendly. As ALP we need to providing solutions to encourage residents to navigate their city
Interactive Open data source Platform are used by city residents
Residents give feedback on service availability, city walkable infrastructure, and crisis impact.
Citizens feel that decisions consider their needs and feedback

Greater awareness of City Planners about residents’ views on city walkable infrastructure and public spaces and their conditions
City builds pedestrian-friendly infrastructure based on citizen’s reported needs

Better assessment about crisis impact on neighborhoods and their vulnerability
City designs crisis responses based on resident’s feedback
THE SOLUTIONS

Increased Public Participation
Build rapport between the municipality and residents and encourage collaboration between different communities.

Unified Open Data Platform
Create a single, user-friendly online platform that centralizes Amman’s open data.

Innovative Problem Solving
Improved urban resilience and city response to crisis.

Short Term Outcomes
Mainstreaming walkability and urban design improvements, we aim to improve overall well-being and quality of life for residents.

THE SOLUTIONS

**Institutionalized Public Involvement**
Establish an ongoing feedback loop with residents, maintaining an accurate, interactive map continually updated by and for the people.

**Resilience to Future Crises**
Effectively manage and mitigate the impacts of future crises. By leveraging data and citizen engagement, we intend to build a more resilient and responsive city.

**Enhanced Municipal Services**
Mainstreaming walkability and urban design improvements, we aim to improve overall well-being and quality of life for residents.
Bus terminal in Amman city
The development of interactive maps aligns with our short, medium, and long-term plans at Greater Amman Municipality. The interactive maps development will become a project titled "Amman is Listening", included in the strategic plan under the smart-city roadmap for the next five years. This project will promote equality and accessibility to the city, help transfer knowledge to other cities, and contribute to achieving our international commitments.

**SDG ADDRESSED**

**SDG 11: Sustainable Cities and Communities**

**SDG Target 11.1:** By 2030, ensure access for all to adequate, safe and affordable housing and basic services and upgrade slums

**SDG Target 11.2:** By 2030, provide access to safe, affordable, accessible and sustainable transport systems for all

**SDG Target 11.7:** By 2030, provide universal access to safe, inclusive and accessible, green and public spaces

**SDG Target 11.a:** Support positive economic, social and environmental links between urban.

**SDG Target 11.b:** Substantially increase the number of cities and human settlements adopting and implementing integrated policies and plans towards inclusion

**LOCAL ACTION:**

The development of interactive maps aligns with our short, medium, and long-term plans at Greater Amman Municipality. The interactive maps development will become a project titled "Amman is Listening", included in the strategic plan under the smart-city roadmap for the next five years. This project will promote equality and accessibility to the city, help transfer knowledge to other cities, and contribute to achieving our international commitments.
How will the mayor be involved in the project moving forward

The Mayor will include our idea, which is now titled "Amman is Listening", as a project in the strategic plan for the next five years.

The Mayor will sustain the project by establishing the innovation lab as a fully operating department. This department will obtain the benefits of horizontal communication with all internal and external sectors.

He will activate the "neighborhood volunteers committees" as part of the new Amman Municipality Law and develop a memorandum of understanding with several ministries to establish the open data source.
WORKING IN PARTNERSHIP WITH

National Center for Security  Crisis Management  Royal Jordanian Geographic center

Will help prepare the open data source and support the data analysis phase.

Civil Defense  Sustainable Community and Development Association

Will help the community organisation unit mainstream participatory processes.
CHALLENGES AHEAD

1. Roads Networks and Navigations
   - Update of building and street names (not 100% covered)
   - Partner with External Party, a map platform for navigation

2. Gathering all Datasets from entities
   - Telecommunications Company data sharing
   - Electricity and Water Distribution data sharing

3. Lack of public participation
   - Provide incentives and reward systems
WHAT’S NEXT

**Operational Processing**
- Finalize Datasets required
- Finalize MOU’s
- Create Unified Schema DB

**Product Processing**
- Finalize Product Roadmap
- Gather all technical team
- Start the technical Development Journey from Analysis and Design till Go live.
Together We can build a more robust City response to crises and enhance urban resilience by adapting a lean design approach.

Thank you!