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SPR Reading Guidance



Provision of Humanitarian Air Services in Mali

Standard Project Report 2017

World Food Programme in Mali, Republic of (ML)



World Food Programme

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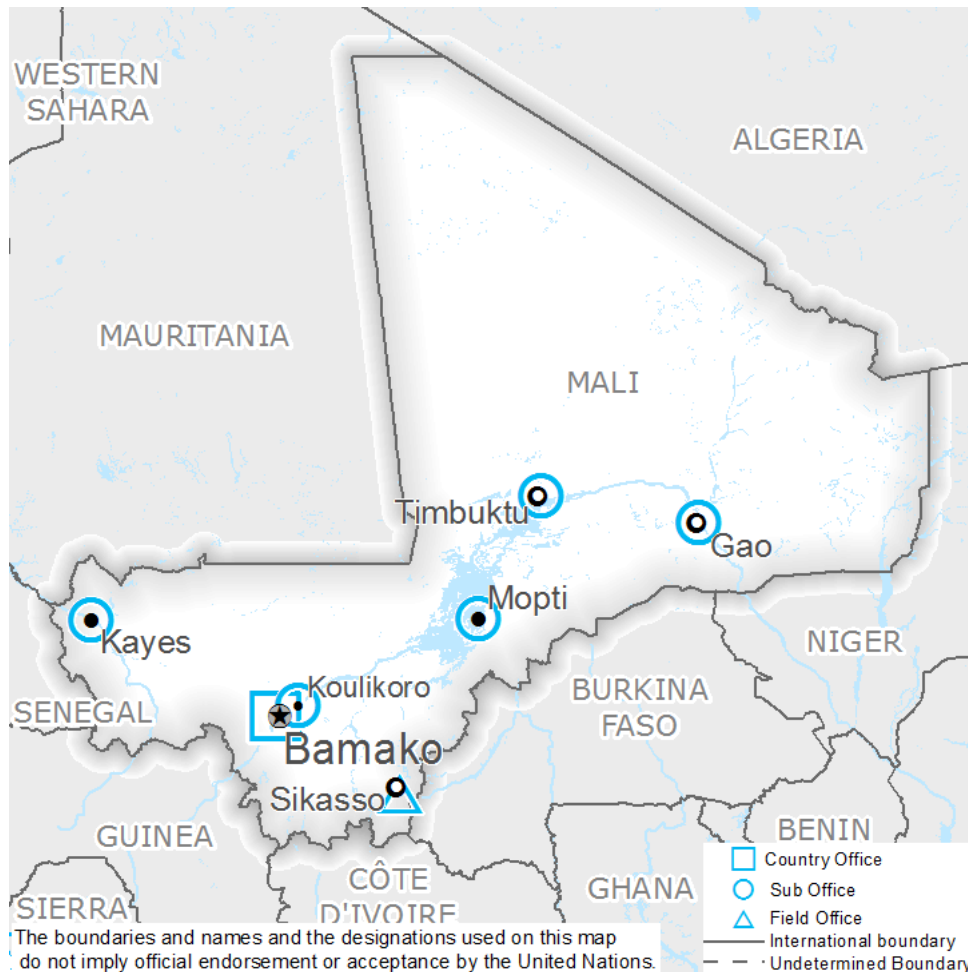
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Country Context and WFP Objectives



Achievements at Country Level

WFP provided life-saving food and nutrition assistance through in-kind and/or cash-based transfers (CBT) to 455,000 food-insecure people in 2017. As in 2016, in-kind distributions were implemented in the regions of Gao, Timbuktu, Kidal, Segou and Mopti, while CBT (vouchers) were used in the Timbuktu and Gao regions in collaboration with local traders and wholesalers. Transfer values were based on local market prices ensuring the equivalent value of the food basket.

WFP contributed to the stabilization of the food security in Mali by investing in resilient programming targeting the most vulnerable population. In 2017, WFP supported the Ministry of Agriculture to conduct the Integrated Context Analysis (ICA), which provided an in-depth understanding of areas of convergences for food security. The ICA was accompanied by the seasonal livelihood programming (SLP) and the community-based participatory planning (CBPP). Various agricultural assets were created and consequently, the productivity increased and household incomes improved. Smallholder farmers were trained on climate smart techniques and on the use of adapted technologies to improve their production and reduce post-harvest losses. The smallholder value chain for farmers' organizations was enhanced through WFP support linking and improving farmers' organizations access to large stable markets.

WFP also supported the Cost of Hunger study in Mali, which was completed in 2017, providing additional evidences for nutrition advocacy. It estimates that: (i) 34.3 percent of infant mortality cases in Mali are associated with undernutrition; (ii) children who are chronically malnourished have a 22.9 percent higher repetition rate than those that are not; and (iii) 47.3 percent of the current working-age population in Mali has suffered stunting. WFP will be

working with the Government of Mali to take into account the report recommendations and address these nutrition related issues.

Country Context and Response of the Government

Mali has an estimated population of 18 million people (*Direction Nationale de la population*, March 2017). With an expected 3 percent growth per year, the population will double in the next 20 years according to the *Institut National de la Statistique*. Mali is one of the least developed countries in the world, ranking 175 out of 188 on the 2016 United Nations Development Programme (UNDP) Human Development Index. Mali also ranks 156 out of 159 countries on UNDP's Gender Inequality Index. Half of the population lives on less than USD 1.90 per day. Life expectancy is 58.5 years and the mortality rate for children under 5 is 74.5 per 1,000 live births (UNDP, Human Development Report, 2016). In Mali, around 50 percent of children between the ages of 7 and 12 are enrolled in school, and 25 percent of children between the ages of 13 and 15 [1]. The socio-political and security crisis that Mali has been facing since 2012 has affected the supply of basic social services, especially education. About 500 schools have been closed during the 2016/17 school year due to insecurity, of which half are located in the central region of Mopti. School enrolment has substantially dropped throughout the country, especially in the regions of Kidal, Mopti and Segou, where a decrease of 50 percent was recorded [2].

In 2017, violence between armed groups increased, including among those who were part of the peace accords process. The north of the country remains firmly in the grip of the armed groups. Gao and Menaka regions are slipping out of control; the number of attacks against government forces, United Nations (UN) and civilians is uncountable. Security in Mopti is deteriorating day by day; inter-community clashes are reported in the areas around the border with Burkina Faso. Furthermore, 133,316 refugees still reside in camps in Mauritania, Niger and Burkina Faso, and 40,743 persons are internally displaced (Report on Population Movements, Protection Cluster Mali, November 2017).

The increased violence has led to population displacements, increased the vulnerability of local populations (livelihoods are lost, access to markets has become increasingly difficult, rights violations occur and access to basic services has decreased) and caused a direct impact on humanitarian access to affected population. WFP is working on a new access strategy for northern region along the Mauritanian border. At this point, insecurity continues to complicate WFP operations and in some cases, it has led to significant delays in food delivery.

As a result of the protracted political crisis, the deteriorating security situation in northern and central Mali, recurrent climate shocks (droughts and floods), chronic poverty and higher food prices (20-40 percent higher than prices in the same period in 2016), 25 percent of the population – 3 million people – are food insecure, of which 4 percent are severely food insecure according to the September 2017 *Enquête Nationale de Sécurité Alimentaire et Nutritionnelle* (ENSAN, National Food Security Survey). The regions in northern and central Mali are particularly fragile to food insecurity, some areas with a prevalence of more than 40 percent: Timbuktu (64.3 percent), Koro (61.7 percent), Tessalit (59 percent) and Menaka (57 percent).

Furthermore, the situation is still deteriorating with a projection of 4 million food-insecure people for June–August 2018, including 800,000 severely food-insecure people, particularly in the regions of Mopti, Gao, Timbuktu and Kidal. Due to below average rainfall throughout the year resulting in lower yields for the harvest, the food security situation risks to worsen even more during the upcoming lean season.

Malnutrition is a chronic problem that has been exacerbated by the crisis. The global acute malnutrition (GAM) rates are above the World Health Organization (WHO) alert threshold of 10 percent with the highest prevalence observed in the regions of Timbuktu, Gao, Taoudeni, Kayes and Bamako. According to the 2017 Standardized Monitoring and Assessment of Relief and Transitions (SMART) results, the prevalence of GAM is decreasing in the regions of Koulikoro, Segou and Mopti, while increasing in the region of Kayes.

The situation of chronic malnutrition remains a concern in the Sikasso region and acceptable at the district level of Bamako. For other regions, the situation is considered precarious. According to the 2013 Demographic Health Survey, 82 percent of children aged 6-59 months and 51 percent of women are anaemic. Vitamin A deficiencies are frequent, and 88 percent of children receive vitamin A supplements.

The Government of Mali responds to these challenges through a coordinated response under the 2016–2018 National Development Strategy – *Cadre Stratégique pour la Relance Economique et le Développement Durable du Mali* (CREDD). Under the CREDD, the Government prioritises peace and security, macro-economic stability, inclusive and sustainable economic growth, social development and access to basic social services, and institutional development and governance. Furthermore, to address food and nutrition insecurity, in January 2017, the Government of Mali developed the National Policy for Food and Nutrition Security – *Politique Nationale de Sécurité Alimentaire et Nutritionnelle* (PoINSAN) – with the overarching objective of ensuring food security for the

Malian population, and improving the nutritional status and resilience capacity of the most vulnerable populations.

The Government of Mali is implementing an effective social protection, which is a crucial link between humanitarian action and development. WFP provided technical support to the Ministry of Solidarity and Humanitarian Action during the development of social protection policy and its action plan covering the period of 2016–2018, and for the design of a simple unified register that will be used to register beneficiaries of safety net programmes.

[1] Out-of-school children and early school leavers in Mali, United Nations Children's Fund (UNICEF), 2017.

[2] Study conducted in 315 schools in the regions of Segou, Mopti, Timbuktu and Kidal. Rapid analysis of the needs related to education in the regions of Segou, Mopti, Timbuktu, Gao and Kidal, United States Agency for International Development (USAID), December 2016.

WFP Objectives and Strategic Coordination

WFP supports the Government of Mali in implementing its national strategies and achieving the national objectives, including Sustainable Development Goals (SDGs). WFP developed a portfolio of interventions aligned with the United Nations Development Assistance Framework (UNDAF) 2015–2019 and the SDGs.

PRRO 200719 focuses on a convergence strategy linking emergency food and nutrition assistance with stabilization programmes aimed at enhancing assets creation, access to markets and human capital development in communities vulnerable to food and nutrition insecurity.

Special Operation 201047 responds to challenges posed by the deteriorating security situation in the northern part of the country. The challenging context, coupled with the lack of safe and reliable air services in the country, restricted access for relief workers to project sites, thereby hampering the capacity of the humanitarian community to respond to emergency needs. Therefore, the United Nations Humanitarian Air Service (UNHAS) sustains the internal travel needs of the humanitarian community as the sole air transport in Mali for aid workers to reach remote project sites in the north.

In 2017, WFP started strategic review of its operations, supporting the Government in the elaboration of the Zero Hunger Review. In coordination with the Government and relevant stakeholders, a country portfolio evaluation was finalised in November 2017. Its results, along with those of the Zero Hunger Review, will support WFP's formulation of the Country Strategic Plan starting as of January 2019.

In support of government priorities, WFP collaborates with relevant government ministries to ensure alignment of its operations with the national policies and priorities on food security and nutrition, agriculture, social protection and education. WFP actively contributes to the operational implementation of the National Plan of Response to food insecurity during the lean season. WFP worked alongside the Government on National Nutrition Policies 2013–2021, to set up the National Nutrition Coordination Unit, which plays a key role in the planning, coordination and review of the multi-sectorial nutrition action plan covering the period of 2014–2018.

WFP coordinates its interventions with other partners at the country level. WFP co-leads the food security cluster with the Food and Agriculture Organization of the United Nations (FAO), in which both agencies coordinate emergency food security assistance and assessments among the United Nations (UN) agencies, non-governmental organizations (NGOs) and government partners. WFP and the Office for the Coordination of Humanitarian Affairs (OCHA) set up and co-lead a new inter-agency working group on emergency preparedness and response. In addition, WFP presided over the UN Communications Group.

To promote and improve nutrition in Mali, WFP works at the strategic and policy level with the United Nations Children's Fund (UNICEF), World Health Organization (WHO) and FAO under the Renewed Efforts Against Child Hunger and Undernutrition (REACH) and Scaling Up Nutrition (SUN) initiatives. Although REACH was closed in July 2017, a national nutrition coordination cell was put in place to continue and coordinate this initiative with the UN stakeholders. WFP also works with the private sector at the national level in order to ensure their involvement in nutrition and promote the production of nutrient-rich foods accessible to the local population. Specifically, WFP partners with Malian companies to produce fortified rice and complementary food for children.

WFP is an active member of other coordination groups comprised of government members, UN agencies and private and public-sector organizations. WFP serves as a technical and financial partner for social protection, food security, nutrition, humanitarian access and advocacy/communication coordination groups. WFP continues to collaborate with the World Bank, the African Development Bank and the European Civil Protection and Humanitarian Aid Operations (ECHO) to integrate WFP activities in the adaptive social protection approach that Mali is developing. This includes collaboration with the Government's *Jigisemejiri* programme [1].

WFP has been very proactive in leading the Humanitarian-Development-Peace nexus discussion among different organizations, agencies and platforms. In this context, WFP has developed strategic partnerships with the International Food Policy Research Institute (IFPRI), *Institut de Recherche pour le Développement* (IRD), *Institut National de Recherche en Santé Publique* (INRSP) and *Institut National de la Statistique* (INSTAT) to carry out nutrition and food security evaluations and surveys.

WFP is committed to gender equality and women's empowerment. WFP Mali is a member of the inter-agency thematic group on gender, which is under the lead of United Nations Entity for Gender Equality and the Empowerment of Women (UN Women) and composed of UN agencies, donors, NGOs and national stakeholders. The thematic group promotes the inclusion of gender concerns and women's participation in the implementation of the peace agreement in Mali, as well as on engagements and investments to support the recovery of conflict-affected regions. It has advocated for the integration of gender-based violence concerns and the UN Security Council Resolution 1325 agenda with the national government and the international community. In 2017, WFP and UN Women signed an agreement to promote climate resilient agriculture by mainstreaming gender issues. WFP Regional Bureau for West and Central Africa, in coordination with UN Women in Mali, launched a study on "Gender and Market", to better design, implement and monitor market interventions, with explicit objectives of exclusivity and better targeting of vulnerable populations. The main objective of this study is to improve understanding of the links between access to financial services for women, youth and vulnerable populations, and their role and ability to play in agricultural markets.

[1] *Jigisemejiri* programme: Government Social Safety Net Programme, which is supported by the World Bank and the United Kingdom's Department for International Development (DFID). It is focused on the implementation of conditional transfers associated with labour-intensive infrastructure activities, including asset creation.

Country Resources and Results

Resources for Results

In 2017, Mali operations were funded at 52 percent.

PRRO 200719 was funded at 49 percent, mainly through directed contributions from traditional donors as well as multi-year funding. In terms of activity funding, seasonal support through general distribution was financed at 76 percent, nutrition at 49 percent, resilience at 39 percent and school meals at 15 percent. Criteria used for funding activities was a blend of WFP's prioritisation for flexible funding and donor earmarking. WFP Mali prioritised life-saving and nutrition activities as a top priority.

Donor response for PRRO 200719 activities in 2017 was slightly lower compared with 2016. This can be attributed to a shift in donor priorities, as well as a consequence of the results of the *Cadre Harmonisé*, which outlined that fewer individuals required food assistance, compared to previous years. However, as a result of the resource mobilization strategy, which included donor outreach, communication, visibility and field visits, WFP Mali was able to receive significant contributions towards the end of the year for school meals and resilience activities.

Multi-year contributions received in 2015 for resilience activities were utilised throughout 2017. The predictability and flexibility of these funds enabled long-term contracting, local procurement at the appropriate time and proper planning, ultimately leading to efficiency gains both in project implementation and cost-savings.

Overall, this low level of funding affected the implementation of all PRRO 200719 activities, especially school meals, which was the least funded despite WFP reaching out to the donor community in the first quarter of the year. Due to lack of funding, WFP was forced to reduce assistance to only 595 schools, 30 percent of the original plan. Cash-based transfers introduced in some schools led to additional efficiency gains, reduced overall costs, and was well received by the school management committees and the local population.

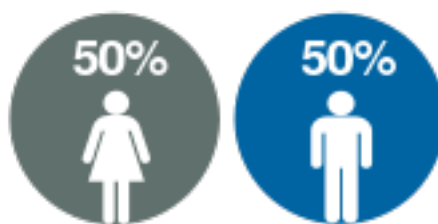
To respond to funding constraints, WFP reduced coverage of its nutrition, resilience building and school meals activities. Moreover, 90 percent of the planned activities under capacity development tool did not materialise.

In 2017, the United Nations Humanitarian Air Service (UNHAS) was financed at 95 percent. A good resource mobilization strategy resulted in multiple donors contributing to UNHAS operations throughout the year. Carry-over funding from 2016 covered the first three months in 2017. Cost recovery via ticket sales maintained similar trends compared to 2016 resulting in about 20 percent of the total income. In addition to this, successful resource mobilization efforts in the last quarter of 2017 received positive feedback from donors, which enabled UNHAS to secure funding for its operations through to June 2018.



Annual Country Beneficiaries

Beneficiaries	Male	Female	Total
Children (under 5 years)	85,873	105,676	191,549
Children (5-18 years)	132,616	94,584	227,200
Adults (18 years plus)	167,515	188,616	356,131
Total number of beneficiaries in 2017	386,004	388,876	774,880



Annual Food Distribution in Country (mt)

Project Type	Cereals	Oil	Pulses	Mix	Other	Total
Single Country PRRO	12,220	1,096	2,907	6,630	131	22,984
Total Food Distributed in 2017	12,220	1,096	2,907	6,630	131	22,984



Cash Based Transfer and Commodity Voucher Distribution (USD)

Project Type	Cash	Value Voucher	Commodity Voucher
Single Country PRRO	2,701,654	10,898,170	-
Total Distributed in 2017	2,701,654	10,898,170	-

Supply Chain

In 2017, WFP continued to strengthen the use of cash-based transfers (CBT), to support local food value chains and to promote national capacities through the management of the supply chain.

In 2017, CBT accounted for 38 percent of all WFP assistance. WFP selectively partners with local non-governmental organizations (NGOs), a mobile network company and banks to favour the use of CBT to the extent possible. For the school meals programme, CBT are distributed through Educational Animation Centres to local school management committees.

Procurement of cereals (sorghum, millet, rice) and cowpeas have been made locally from small producers, in line with the Smallholder Agricultural Market Support project, and with cereal traders. WFP procured nationally 12,882 mt in total, approximately 77 percent of which were linked to the local Global Commodity Management Facility (GCMF), located in Bamako and Mopti.

WFP started procuring and distributing locally fortified rice, of which 1,500 mt was distributed as part of the school meals programme. This result has been achieved through effective partnership with the local private sector, which helps to promote local economy and to reduce micronutrient deficiencies among schoolchildren.

WFP has also been requested by the Government to purchase, provide overland transport and storage for 2,067 mt of nutritional products under the national social protection programme. By doing this, WFP provided expertise in supply chain management to the Government to support national capacity strengthening.

Two hubs are used in Mali: Bamako to supply the southern regions (Kayes, Koulikoro, Segou and Sikasso) and Mopti for the central and northern regions (Mopti, Gao and Timbuktu). Kidal and Menaka are served from Gao, with security support from the United Nations Multidimensional Integrated Stabilization Mission in Mali (MINUSMA). Regarding international supplies, the Lomé corridor has been used for the international GCMF.



Annual Food Purchases for the Country (mt)

Commodity	Local	Regional/International	Total
Beans	673	-	673
Iodised Salt	-	105	105
Rice	1,500	-	1,500
Sorghum/Millet	762	-	762
Total	2,936	105	3,041
Percentage	96.6%	3.4%	

Annual Global Commodity Management Facility Purchases Received in Country (mt)

Commodity	Total
Corn Soya Blend	2,801
Ready To Use Supplementary Food	503
Sorghum/Millet	9,947
Vegetable Oil	285
Total	13,534

Implementation of Evaluation Recommendations and Lessons Learned

In 2017, WFP supported the Ministry of Agriculture to carry out the Integrated Context Analysis (ICA). The ICA is an analytical process that contributes to the identification of major national programmatic strategies, including resilience building, disaster risk reduction and social protection for the most vulnerable populations to food insecurity. It is based on historical trend analysis principles in a number of technical and sectorial disciplines, the results of which are superimposed to identify areas of overlap. Through the ICA process, recommendations were produced outlining the need to combine safety nets with food security objectives and disaster risk reduction activities, while also improving early warning and disaster preparedness.

The final evaluation for the community-based nutrition programme in Kayes region (SNACK) was conducted in June 2017 by the Institute for Research and Development (IRD). The main results showed an improvement in the situation and nutritional practices of communities in the project areas. Overall, the evolution of knowledge on breastfeeding, hygiene, growth and child health is largely positive comparing from the baseline survey in 2013. Some lessons learned from the SNACK programme include: i) community mobilization is necessary and important in order to improve the nutritional situation of children and women in the intervention sites; and ii) women's organizations are a very important vector of communication in the community approach. Women's participation has helped to raise awareness and community mobilization. Moreover, the SNACK evaluation highlighted the following recommendations: i) harmonise the operating practices of the community nutrition funds to facilitate ownership of

the project, ii) capitalise project results based on reports from different evaluations, and iii) document all evidence-based and effective interventions to design new projects. WFP is working with relevant partners to take action on the above recommendations.

In coordination with relevant internal technical teams in Headquarters and the regional bureau, in October 2017, WFP cash-based transfers (CBT) strategy was reviewed to enhance its internationalisation as integration with the Mali rapid response mechanism. The mission highlighted the following recommendations that are currently being addressed as part of WFP operations: i) register all beneficiaries targeted for an assistance longer than 3 months in SCOPE, including biometrics data; ii) develop detailed (step by step) standard operational procedures (SOPs) for each delivery mechanism highlighting different roles and responsibilities; and iii) consider mobile money as a potential CBT delivery mechanism only if and where there is network coverage.

In November 2017, a Country Portfolio Evaluation (CPE), commissioned and managed by the Office of Evaluation, was carried out. The CPE encompassed the entirety of WFP Mali activities during the last five years 2013–2017. It evaluated the performance and results of the portfolio as a whole and will provide evaluative insights to make evidence-based decisions about positioning WFP in the country and about strategic partnerships, programme design and implementation. It will help Mali country office in the preparation of its Country Strategic Plan and will provide lessons that can be used in the design of new operations. The CPE final report with recommendations is expected earlier in 2018.

As the lessons learned from the programme implementation and monitoring in 2017, it appeared that assets strengthened livelihoods and increased household incomes in assisted communities through recuperating natural resources, diversifying diet and increasing access to markets and basic services. In addition, the mixed modality of CBT during the post-harvest season and in-kind during the lean season was highly appreciated by communities. CBT also proved to be a cost-efficient and effective modality for the school meals programme. It was appreciated by communities and enabled schools to diversify their meals based on local customs and diet. The introduction of the fortified rice in school meals programme was also highly appreciated by communities because it fits with their eating habits.

Furthermore, as part of the review of third-party monitoring implementation, different advantages were outlined, including: access to beneficiaries in the most insecure areas and monitor distributions; flexibility in the implementation of monitoring; improving communication between WFP and cooperating partners; and promoting neutrality in the monitoring process. WFP will continue to utilise this monitoring approach, where and when necessary.

Story Worth Telling

In times of need – during conflict or post-conflict – school meals play an important role in providing children with nutritious meals, encouraging families to send their children to school, and more broadly, helping children regain their childhood. Several recent studies in Mali by the United Nations Children's Fund (UNICEF) and United States Department of Agriculture (USDA) highlighted that school canteens are considered by the communities as one of the main factors of improvement of the conditions of children's schooling and their setting up is recommended to encourage schooling in Mali, especially in this current Malian context where many obstacles stand in the way of children to school. Poverty and hunger should not be additional obstacles.

The Government of Mali has made canteens a priority since 2009 as part of national efforts to promote access to education for all, with the adoption of the National School Meals Policy. The National Centre of School Canteens created in 2011 allows to operationalise this policy. Although the 2012 political and security crises have disrupted plans for the consolidation and scaling up of school meals, their recognition as a safety net under the National Social Protection Policy adopted in October 2016 has given new momentum to the process.

According to Mr. Cheick Sadibou Camara, the principal of Yarga School in Kayes region, where school meals programme has been introduced since 2003, "if the school meals programme stops this year, many children will stop coming to school." School meals also help to convince parents to keep their young daughters in school.

Mariam and Ousmane both attend this school. Mariam is 12 years old and lives with her grandparents and her sister; she lost her parents at a young age. Her family is poor and struggles to make ends meet. "When I have lunch at school, I can better focus in class. At home, it is difficult. There isn't enough food for the whole family." Mariam's grandmother says that the meal Mariam used to receive at school enabled her to have at least one full, nutritious meal per day. She worries that if school meals are no longer provided at her granddaughter's school, the school attendance might drastically decrease causing the school to shut down. The incentive power of school meals on schooling is very strong. In some schools in Mali where the school meals programme had to be suspended due to lack of funding, attendance decreases were recorded up to 90 percent.

Ousmane is 11 years old and lives in a village about 3 km from the school. He has one brother and spends his summer holiday helping his parents cultivate their land. School holiday season coincides with the planting season in countries like Mali. School meals encourage parents to send their sons to school. "My favourite time of the day at school is lunch time. I love eating with my friends. I am always hungry when I get to school, but after the school lunch, I am fine for the rest of the day," he said.

Up to June 2017, almost 11 percent of the country's 13,846 schools had a school canteen thanks to the joint efforts of the Government, with its budget and partners, including WFP. WFP supported 965 schools focusing on areas with limited decentralised service capacity and the most difficult to access areas. Nearly 400 school canteens have been suspended since September 2016 due to funding constraints, and as a consequence, the number of covered children decreased from 176,000 to 109,000. In addition to school meals, WFP provides technical and financial support to the Ministry of National Education at the central and decentralised levels to increase national capacity in terms of planning and monitoring, and thus lay the groundwork for progressive ownership of all canteens by the Government.

Project Results

Activities and Operational Partnerships

The United Nations Humanitarian Air Service (UNHAS) in Mali provided flights to five destinations, operating out of Bamako with two medium-size fixed-wing aircraft, a 19-seater Beechcraft 1900 and another Beechcraft 1900 on ad hoc basis. Following a fleet revision at the end of January 2017, a Dornier 228 aircraft with short take-off and landing (STOL) capabilities replaced the Beechcraft 1900 for ad hoc flights. This enabled the service to access more remote areas such as Goundam, Niafounke, Bourem and Menaka, thus increasing the number of destinations to eight. UNHAS served main airports of Bamako, Timbuktu, Gao and Mopti, and continued to serve Menaka, a secondary airstrip in the country.

UNHAS enabled 150 humanitarian and donor organizations to access beneficiary populations. As in previous years, air services were coordinated with the European Civil Protection and Humanitarian Aid Operations (ECHO) Flight to better serve the increasing needs of the humanitarian community. Coordination with ECHO Flight focused on sharing flight schedules, airfield and safety information, and providing mutual support in the event of technical difficulties. With UNHAS aircraft based in Bamako and ECHO Flight aircraft based in Mopti, passengers of the two air operators connected in Mopti.

Periodic User Group Committee meetings were held to receive feedback and administrative guidance from users. In addition to these meetings, a Steering Group Committee, comprised of non-governmental organizations (NGOs), United Nations (UN) agencies, UNHAS and donor representatives, was established to provide financial guidance and take decisions related to the service.

In 2017, UNHAS worked in collaboration with several partners under the special operation, including the United Nations Multidimensional Integrated Stabilization Mission (MINUSMA) and other local and national actors. UNHAS coordinates closely with the Civil Aviation Authority for clearance on UNHAS flights in Mali.

In areas where UNHAS staff are not present, NGO focal points, such as Agency for Technical Cooperation and Development (ACTED) present in Menaka, *Solidarités Internationales* in Goundam, *Groupe de Recherche d'Etudes de Formation Femme Action* (GREFFA) in Bourem and *Medecins sans frontières* (MSF) in Niafounké, assisted UNHAS with passenger check-in and boarding, while MINUSMA managed airport security. UNHAS works in close coordination with the United Nations Department of Safety and Security (UNDSS) to ensure timely communication of the security situation at destinations and plans operations accordingly. UNHAS also worked with the International Committee of the Red Cross (ICRC) to exchange information on fuel availability or security at destination, as well as providing operational support when required.

In 2017, UNHAS invited staff from the Civil Aviation and partners (ACTED, MSF, GREFFA) to different aviation trainings such as Aviation Security. Furthermore, UNHAS Mali attended the Office for the Coordination of Humanitarian Affairs (OCHA) Humanitarian Air Services meetings on regular basis, with the objective of having a better coordination among different air operators.

Results

In 2017, Special Operation 201047 achieved its objective of ensuring that humanitarian staff could access remote field locations in a safe and timely fashion, so that vulnerable people in Mali received the urgent assistance they required.

In a country where road travel is difficult and often unsafe, United Nations Humanitarian Air Service (UNHAS) flights enabled access to a wider geographical reach, increased the number of personnel who could provide assistance, and improved the quality of humanitarian interventions.

From January to December 2017, UNHAS transported 10,368 passengers (per ticket issued, excluding transiting passengers). In addition, UNHAS performed three medical evacuations and transported 37.7 mt of light cargo. With an average number of 689 passengers per month in 2016, UNHAS transported an average of 863 passengers per month in 2017, marking a 25 percent increase.

Feedback from User Group Committee meetings focused on how UNHAS should amend flight schedule to better serve the humanitarian community. As a result, frequency of flights to Mopti was increased, as well as providing service on the route Gao-Timbuktu-Gao.

Significant challenges continue to hamper humanitarian operations, including continuing insecurity situation in the country and the poor road conditions. Thus serving secondary airstrips, such as Menaka, Niafounké, Bourem and Goundam, helped the humanitarian community to implement and monitor projects in deeper fields.

Performance Monitoring

In 2017, WFP Aviation Safety and Quality Assurance experts performed two monitoring missions to ensure that the operation maintains the highest standards of safety and compliance by the United Nations Humanitarian Air Service (UNHAS) and other operators.

In addition, a WFP Aviation Security (AVSEC) mission was performed in Mali in 2017. The objectives of the mission were to review UNHAS AVSEC operations and practices in Bamako, Mopti and Timbuktu, as well as following up on previous missions recommendations.

UNHAS monitors passenger and cargo traffic by using the electronic Flight Management Application (e-FMA) and the Performance Management Tool (PMT). Data collected includes information on traffic analysis, schedule reliability, and origin and destination traffic of the operation. With these tools, UNHAS evaluates efficiency and effectiveness of its service, while also identifying strategic and operational areas for improvement. Results and analysis from the PMT were regularly presented to the User Group Committee (UGC) members. As part of these results, UGC meetings were held in Bamako, Timbuktu, Gao and Mopti. This differed from previous years, whereas UGC meetings were organized only in Bamako. In order to further understand the needs of the humanitarian community, it was decided to also organize UGC meetings in the northern part of the country, where most humanitarian activities take place.

To obtain feedback from users, a Passenger Satisfaction and a Provision of Access Satisfaction surveys were conducted in August. The Passenger Satisfaction survey was administered by completing a form while boarding the aircraft and the Provision of Access Satisfaction survey was done online. In reference to the passenger satisfaction rate, 90 percent of the users were satisfied with the service. The Provision of Access Satisfaction survey was launched in August but with low participation, and did not draw any significant feedback.

Figures and Indicators

Data Notes

Cover page photo © WFP/ Alain Rakotovao

After a pre-flight routine and passenger boarding in Bamako, an UNHAS flight (Dornier 228) is getting ready to fly aid workers to Mopti.

Project Indicators

Output Indicators

Output	Unit	Planned	Actual	% Actual vs. Planned
SO1: Special Operation (Air Ops)				
Number of humanitarian organizations utilizing the service	agency/organization	120	150	125.0%
Number of needs assessments carried out	assessment	4	4	100.0%
Number of passengers transported	individual	8,400	10,368	123.4%
Percentage of passenger bookings served	%	95	98	103.2%
Percentage response to medical and security evacuation	%	100	100	100.0%
Quantity (mt) of cargo transported	Mt	36	38	105.6%