Global Responses to COVID-19 in slums and cities

Practices from around the world

GSG Urban Poverty and Housing
Working Document
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• Importance of coordination and monitoring across stakeholders and interventions

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• Increased financial support to low income workers
• Uptake of UBI for financial assistance

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• Social innovation, social enterprises and creative responses
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  • Drive in movie theatres of Iran
  • Response from Social enterprises
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• Re-imagining transport to maintain risk free mobility
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• Country-level and City-level examples:
  • Argentina, Brazil, Ecuador, Peru, Mexico, India (Kerala), Indonesia, Philippines, Thailand, Vietnam, Naples, Amsterdam, Bangladesh, Colombia, Quito, Helsinki, Singapore, Seattle, Pune, Uganda, Slovakia, Nairobi, Zambia, Sri Lanka, Toronto, Melbourne, Tel Aviv, Ghana, Costa Rica

• Re-opening strategies
  • Mexico, Colombia, London, Paris, Italy, Netherlands, Belgium, Colombia
Why slums are at high risk

• High population densities contribute to rapid and broader spread of infection which accelerates transmission
• Household overcrowding makes behaviors like social distancing difficult
• Poor living conditions exacerbate transmission slowing behavior
• Limited access to health services
• Reliance on crowded transport services increases contagion risk
• Working in the informal sector poses risks
• House large share of the urban population that make up the demographic dividend
Lessons from Ebola

- Effective case management to maintain belief and trust to prevent outward mitigation
- Implement and laud successful treatment innovations. A positive feedback loop is essential for building trust in treatment units
  - In Liberia, Survivors were paraded in communities to emphasize the role of TUs in saving lives
- Debunk rumors through data. Community youth, pastors, imams should be trained in conducting daily door-to-door surveillance
- Practice safe burials
  - In Liberia, a Muslim burial team was formed to handle bodies in protective suits while allowing the appropriate ablutions.
- Impose curfews
  - The Liberian Government imposed a 9 p.m. to 6 a.m. restriction, which curbed evening movements. They cleared offices of the country’s largest employer, the government. Municipalities took a hit to major sources of revenue when we prohibited the rental of public venues for events.
- Begin developing a post-crisis recovery plan mid-crisis
The response requires coordination and monitoring across stakeholders and interventions

- **Non-government actors** are key in mobilizing, gaining trust, providing food and other essentials to households
  - Includes identification and engagement of community organizations and leadership as well as NGOs or civil society organizations working in the affected areas

- Require **multi stakeholder emergency committees**, with representatives from government, community organizations, and religious organizations to coordinate emergency response measures

- **Emergency services** need to be provided and reached inside the community

- Vital to **generate information** regarding the number of inhabitants, their demographic characteristics and needs

- **Actions directed** at taking care of children and other dependents that may need care

- **Mobilize resources** for massive testing and isolation (e.g. outside the slum) of those testing positive

- **Isolate entire neighborhoods** if needed to treat it as a unit
Different categories of Responses

Across countries and cities
• Ensure coordinated emergency response and maintain surveillance by identifying and targeting hotspots

• Ensuring smooth and tailored communication through trusted channels given the diverse nature of norms, languages and culture

• Centralizing and institutionalizing successful initiatives taken by community members and social enterprises

• Investing in building stronger communities and institutional capacity for higher resilience to future shocks

• Leveraging their budgets, human capital, infrastructure and manpower available to deepen access to basic services

• Preparing carefully designed re-opening plans
Financial support
Vouchers and cash transfers to provide a social safety net

- The Government of Brazil will distribute vouchers worth R $600 to all informal workers that don't receive resources from the two flagship cash transfer programs.

- The state of Uttar Pradesh in India will provide compensation to poor workers via online payments if they lost their job due to the pandemic.
  - Vegetable vendors, construction workers, rickshaw pullers, autorickshaw drivers, and temporary staff at shops will be targeted by this measure.
Increased financial support to low income workers

- The Panama government is exploring ideas for transferring money to those who do not have a bank account and converting IDs into a debit card
  - Eg. using an ID, e-purse, or online membership to open a bank account
  - Convert ID into a debit card to provide economic assistance to buy groceries, first need implements and medicines
- Ireland has rolled out a simple application form for unemployment support for workers affected
- Pakistan is scaling up the Ehsaas (Social Safety Nets) Program based on information already available with the National Registry, and disbursing amount for 4-months in one tranche
- Leveraging existing mobile money platforms (e.g. M-Pesa)
- Governments in Africa are leveraging mobile money and digital finance for payment transactions and cash transfers
UBI and Cash transfers to help the poorest among lockdowns

• Many emerging countries, including Mexico and Brazil, already have a long and successful experience with near-unconditional cash transfers to the poor as the most efficient way to deliver poverty relief. This experience should now be harnessed to make expanded and unconditional programs available more broadly, at least though the lockdowns and the gradual easing of restrictions.

• New Delhi’s crisis response has introduced cash transfers to particularly vulnerable groups.

• Universal cash transfers will take substantial resources. In time, savings can be made by cutting back on much less efficient poverty relief in the form of subsidized fuel and food.
Latin America’s social schemes encourage stay home behavior

• Preventing the transmission of the virus in people who survive informal jobs requires, in the immediate term, the provision of cash transfers that allow them to survive, as is being done in the Dominican Republic with the Stay at Home Program, without needing to leave the home and getting exposed to the risk of acquiring the virus that causes COVID-19

• The experiences that exist in maternity homes in urban slums and in rural areas in several Latin American countries can serve as models for organizing isolation care centers.

• Field epidemiology teams in each health district should test each person living with someone who has already been diagnosed, to isolate them and monitor their symptoms, and actively track other potential contacts
Ensuring basic services: Water, Hygiene, Education and Nutrition
Ensuring continued nutrition and education for children

- The Bolivian government introduced the Bono Familia program
  - It feeds children of low-income families who will not have school breakfast during this time of quarantine
  - Delivered in April, US$ 72.6 will be paid for each child in elementary school

- The Kerala state government will deliver food ingredients for mid-day meals to over 300,000 children
  - It reaches those in 33,115 anganwadis (rural child care center) closed due to the COVID-19 pandemic
  - They are delivering this for ten days. The materials are being packed and distributed by the teachers themselves

- New York has distributed hundreds of mi-fi internet access points to families so kids could keep up with their education

- Some schools, e.g. in Washington DC, continue to remain open to provide meals to children
Ensuring clean water, access to utilities and securing finance to keep them going

- In Colombia, Water services are being provided free of charge for families in a state of vulnerability.

- In El Salvador President Bukele, declared a series of social measures including a 90 day moratorium for public services, credit cards and mortgages for those who have been negatively affected by COVID19. Repayment of this moratorium would be done over the next 24 months.
Hygiene and Handwashing

- In Mathare, Kenya, hand washing stations have been set up
- Rwanda is flooding its capital, Kigali, with portable sinks for hand-washing
  - At bus stops, restaurants, banks and shops
- In Brazil, hand washing stations have been installed by the local communities to wash hands before entering the favela
- Czech Republic and Haiti are proposing masks for everyone
- Sudan is making their own hand sanitizers and distributing it for free
  - The neighborhood resistance committees that helped to organize the uprising against al-Bashir have been making their own hand sanitizers using alcohol normally reserved for making illegal liquor and distribute them for free in their communities
Transparent information sharing, communication and campaigns
Fight rumors with awareness campaigns

- The Liberia Country Programme is broadcasting a weekly talk show on ECOWAS radio with updates from the NPHI
  - This is in partnership with the Liberian Ministry of Health (MOH) and the National Public Health Institute (NPHI)
- Cities Alliance runs outreach in informal settlements across greater Monrovia
  - Social mobilisers on vehicles with loudspeakers, raising awareness about basic hygiene measures, waste management
  - Target gender-related issues, where messages have been pre-recorded in Liberian English and other local languages
- In Sierra Leone, they are using culturally tailored education messages
- Sudanese health experts at home and in the diaspora have made videos for social media explaining what the virus is and how to avoid infection.
- Pakistan is sending COVID-19 awareness message on cell phones replacing ring tones to help raise awareness among the 165 million subscribers.
  - Most TV channels are running frequent public service massages to raise awareness.
Leverage Creative media platforms

• Songs for awareness have seen a surge across the world
• Popular music has found its way in raising awareness through songs in Africa
• Pakistan is using culturally tailored videos to reach people of all ages
• Leveraging phone access and messaging, in Sudan, cellphone service providers deliver prevention messages to callers before connecting them
Responding to vulnerable populations: Migrants, refugees, women and children
Targeted social protection: Migrant, and vulnerable populations

- West Bengal and Delhi Governments have set up temporary shelters for poor, migrants at schools and community centers

- Texas Legal enforcement announced that they would temporarily halt evictions to prevent people from losing their homes

- Pakistan’s Prime Minister’s ‘Coronavirus Relief Fund’ is set up to channel charitable donations towards the most needy and vulnerable. It has already seen an outpouring of generosity across Pakistan

- Pakistan is registering youth under the PM’s ‘Corona Relief Tiger Force’ led by young Senators
  - The Force will assist in quarantine management, identifying the poor, and delivering food/ration to them etc.
Targeted social protection: Domestic violence towards women and children

- Uttar Pradesh has launched campaign “Suppress Corona, Not Your Voice” which advertises the police’s domestic violence hotline
- Expand shelter and temporary housing for survivors
  - Canadian government earmarked $50 million funding for GBV shelters and sexual assault centers
- Encourage virtual and informal support networks
  - Platforms like MyPlan from US, iCan from Canada and SAFE from Netherlands can be scaled up. In areas with low internet, options for text (WhatsApp) based networks can be encouraged. These help women and children feel connected and supported, and alert perpetrators that women and children are not isolated
- Build strong violence related first response systems
  - Through community trainings, target informal support groups including neighbors and friends, and exploring virtual options like phones and internet
Singapore’s migrant workers

• The vast majority of these cases are in the overcrowded dormitories that house more than 300,000 of Singapore's roughly 1 million foreign workers

• Singapore is now testing more than 3,000 migrant workers a day and hopes to expand that number

• For dormitories where the assessed risk of infection is extremely high, efforts are focused on isolating those who are symptomatic even without a confirmed COVID-19 test to allow quick medical care to these patients

• Extensive screening in the dorms with finding many workers who are infected with COVID-19 but who didn't appear sick

• The government is trying to find alternative accommodations for people in the hardest-hit dorms
Response in Refugee camps

• Camps have partnered with organizations and started constructing isolation and treatment facilities, with the goal of ensuring the availability of 1,900 beds to serve both refugees and host communities in the coming weeks. Information-sharing has been expanded through a network of more than 2,000 community volunteers, religious leaders and humanitarian workers.

• Angola has started a blog called Histoires de Lovua (French for ‘Stories from Lovua) to share vital information about how to stay safe in the pandemic with fellow refugees in the Lovua settlement.

• Stockpiling essential medicines and medical equipment, including oxygen concentrators, and distributing soap for the general community. Also stepped up training of staff in early identification, notification, case management and contact tracing.

• Chad: The International Organization for Migration (IOM) has partnered with local traditional town criers and troubadours to ensure that the most rural communities across the country are informed about COVID-19 transmission and preventive measures.

• In Jordan’s refugee camps, stipulations on when people can go to the shops, leave their homes, and leave the camp have been put in place. They have drawn marks on the ground themselves to define the two-meter mark when they’re queuing.
Appeals to governments from organizations in Refugee camps

- Medical staff won’t be able to treat patients in a camp without the right equipment, and now would be the. Organizations are working to **procure personal protective equipment and hand sanitizer for health care workers and community outreach workers** and will get these stocks into camps as soon as possible to prepare for potential market shortages and travel limitations.

- Organizations are trying to increase the frequency of water trucking or **providing mobile cash or vouchers for the most vulnerable** to access private water and other supplies.

- Governments must first **lift any phone and internet restrictions** that are sometimes imposed on camps and can limit communication. Along with aid groups, governments should then create information campaigns that cater to displaced communities using an SMS system to send texts in local languages.

- **Monitoring places where people typically gather** — like water points and clinics — and going there to provide information on social distancing and hygiene practices.

- **Appointing COVID-19 focal points within country programs** to coordinate with national health ministries could help ensure refugees and displaced people aren’t left behind in government plans.
Leveraging data and technology
Leveraging data for transparency, monitoring and response

• Govt of Honduras has set up a central online portal resource

• El Salvador has set up a Tableau web responsive tool to monitor and track COVID cases
  • This allows users to contrast the number of PCR tests to detect COVID-19 vs. the number of confirmed cases, geographical location of confirmed cases, as well as health containment centers and collection centers for donation of food and household goods for them

• Dashboard using government data to track COVID-19 cases in Côte d’Ivoire: location, total number, and recoveries.
Contact tracing and movement tracking

• The US state of Kansas is tracking residents' locations via a platform called Unacast, which compares aggregated GPS data from before and after the implementation of social distancing and grades each county on its compliance.

• Moscow is planning to use smartphone geolocation functions to track foreign tourists' movements through the city to prevent outbreaks of COVID-19 after Russia reopens its borders.

• South African Government revises phone tracking plans. The new regulations provide judicial oversight and aim to ensure that emergency provisions expire when the ‘state of disaster’ ends.

• The State Disaster Management Authority of the Indian state of Andhra Pradesh, in collaboration with other government agencies, is developing tools to track the travel history of people who have tested positive for COVID-19 and those who are under quarantine.
Enforcing quarantine

• In order to enforce mandatory 14-day quarantine orders, Kenyan authorities have been tracking mobile phones of people suspected to have COVID-19.

• The Kazakhstani ministry of health requires the 8,000 or so Kazakhstani citizens currently under quarantine to use the SmartAstana tracking app, which enables officials to ensure that they remain in isolation.

• The city of Almaty relies on video surveillance technology called Sergek, produced by the local telecommunications firm Korkem Telecom to find people who break quarantine. So far, these two cases are the only examples of the government employing new surveillance technologies as anti-pandemic tools.

• New Zealand’s lockdown protocol includes a system to allow the police to monitor the whereabouts of travelers returning home. On arrival at the border, incoming travelers are asked for a contact mobile number. Once Welfare has ensured they have suitable accommodation, they receive a text from NZ Police asking them to consent to tracking; if they do, they are required to turn on location services to allow police to monitor their compliance with quarantine.
Ensuring accountability in emergency funds

Ensure complementarity in expenditure across various sources

When there is a need for exceptions, protocols also need to be enhanced

Financial reporting arrangements should link to outputs and outcomes

Civil society can help improve accountability
Cities adopting smart tech to build resilience

- Drones are being used for communication and enforcement of social distancing rules and delivery of medical supplies
- Artificial Intelligence is being leveraged for remote temperature sensing
- Start-ups are enabling autonomous last mile delivery
- Real time dashboards are reflecting crowdsourced location tracking data
Singapore is leveraging technology to monitor crowd levels at parks

• With parks and green spaces are still open, people of Singapore can now track crowd levels in real-time with an interactive webpage developed by Nparks
China is using drones to fight COVID

- Drones originally designed to spray pesticides for agricultural applications were adapted in China to spray disinfecting chemicals in some public spaces and on epidemic prevention vehicles traveling between impacted areas.
- They are being used to deliver medical samples and significantly reduce unnecessary human contact throughout the transport cycle. It can also speed feedback for critical tests needed by patients and medical workers.
- Drone delivery of consumer items can ensure that people have access to food and other goods - and make it easier for citizens to keep to recommendations limiting human contact.
Singapore using robots to maintain safe distancing in parks

- Singapore is piloting a robot dog to help promote safe distancing in parks, gardens and nature reserves to lower the risk of exposure to coronavirus

- Spot, which is controlled remotely and fitted with safety sensors that detect objects and people in its path, is being deployed over a 3km stretch in the River Plains section of Bishan-Ang Mo Kio Park for two weeks during off-peak hours

- The four-legged robot is also being tested at the Changi Exhibition Centre community isolation facility to deliver essential items such as medicine to patients

- A recorded message is broadcast from Spot to remind park visitors to observe safe distancing measures. It will also be fitted with cameras – enabled with GovTech-developed video analytics – to estimate the number of visitors in parks. These cameras will not be able to track and/or recognize specific individuals, and no personal data will be collected
Singapore leveraging tech to trace and re-open safely

- Technology has played a key role in tackling coronavirus in Singapore through its Safe Management Measures that are required in the workplace before selected economic activities can resume after what it calls its “circuit breaker” period.
- For example, organizations must use the SafeEntry visitor management system developed by GovTech to record the entry and exit of all staff and visitors entering the workplace.
- SafeEntry is a national digital check-in system that logs the name, NRIC and mobile number of individuals visiting hotspots and venues providing essential services, as well as the information of people working at places providing essential services.
- All employees should also download and activate the TraceTogether app, to help the Ministry of Health quickly identify potential close contacts of Covid-19 patients and reduce transmission.
Community led initiatives
Community led initiatives

• In absence of public transport system, in Bangladesh, a group of CSO partnered with health ministry to provide free shuttle service to all the healthcare providers

• Argentina’s president calls in priests to help prepare slums for COVID-19
  • Seven priests, who live and minister in the slums of Argentina’s capital met with President Alberto Fernandez and filmed a video urging people to stay home

• Telemedicine/e-health centers with a UANs working 24/7 that directly connect to a doctor for concerns and advice regarding COVID-19. This reduces load on medical facilities.

• In Colombia, the local government and different civil society organizations joined efforts to launch a Hackathon to provide solutions
  • Aims at mobilizing critical workers at the same time as reducing contagion among citizens
Building on community culture and trust to create acceptable and scalable responses

- In many low- and middle-income countries, **governments can repurpose existing buildings such as shuttered schools, shops, and community centers to provide emergency shelter.**
  - They can turn city parks and sports facilities into living spaces for the isolation or care of nearby slum communities and stop forced evictions, as “de-densification” or “decanting” measures will lead to the unintended consequence of further spreading COVID-19

- In Malaysia, communities in informal settlements are very resilient because they are close-knit and well organized. While the spreading of mutual-aid networks in better-off cities where neighbors did not previously know each other is encouraging, **informal settlements have always functioned through communal living, and this will be these communities’ best weapon against COVID-19.** Governments need to bring in these key partners to deliver public health messages and coordinate the response

- Volunteers across Africa — such as those with Shack/Slum Dwellers International’s Know Your City project — **conduct community censuses that should be leveraged to disseminate vital public health information.** Communities can monitor the spread of the coronavirus and decide on the use of available space for quarantining.
Community groups in Asia are stepping up to respond on the frontlines

- **Community surveys and monitoring to track the impacts** of the virus on the poor, identify vulnerable families and individuals within the community and determine who needs what assistance
- **Monitoring the impacts of government regulations and interventions**, and coordinating with local government agencies
- **Setting up community kitchens, food banks and buying staple foods in bulk**, to distribute and support vulnerable and virus-infected households
- **Raising funds to support specific vulnerable communities** and providing cash assistance
- **Promoting community-level quarantine in crowded settlements** where household-level quarantine is impossible
- **Distributing accurate information about the virus** and how to keep safe and prevent its spread
- **Stitching face masks and personal protective equipment** and producing hand-sanitizers
- **Keeping in touch with locked-down and quarantined communities** and sharing virus news by phone, video chat and instant messaging applications like Line, Messenger and WhatsApp
- **Developing systems for exchanging basic goods and necessities between communities or networks** when the usual supply systems close down or are off limits during lockdowns
- **Using community savings and credit groups** to help families survive and meet their families’ urgent food and medicine needs, with loans and savings withdrawals, or reducing expenses by suspending loan repayments or reducing interest on loans
Homegrown responses by community members

• Expanding non-traditional sanitation means through initiatives taken by NGOs
  • Examples include pee-poo bags and dry toilets

• Curfew imposed by the local communities in Brazil
  • They go around and watch people to make sure they are staying in

• Sierra Leone developed home-made personal protective equipment (PPE) during Ebola
  • They used plastic bags for gloves, sugar or rice sacks to wrap around their body, wellington boots to cover their feet, and woolen facemasks

  Following a burial, they also washed their hands and feet with soap and water, and boiled their boots in lime
Expanding health services and testing capacity
Expanding health services and improving diagnosis

- Nigeria has created a tool that allows users to self-assess their risk category based on symptoms and exposure history.

- South Africa’s WhatsApp chat runs an interactive bot to answer common health questions and has reached 3.5 million users in 1 month.

- In Argentina, App COVID-19 allows people to self-test for coronavirus.
  - Citizens also learn about the development of the pandemic and the measures adopted by national authorities to contain the advancement of the virus. On the first day of launching, 500,000 people already took the test with the app.
Testing and Self Evaluation

- The Afghan Ministry of Public Health and Ministry of Telecommunications and Information Technology have launched the "corona.asan.gov.af" software to provide health advice in three English, Dari, and Pashto; using the questions embedded in the software users can evaluate themselves for the virus.

- Germany's federal agency responsible for disease control and prevention, the Robert Koch Institute, has teamed up with the health technology start-up Thryve to develop an app called Corona-Datenspende ("data donation") that works with a variety of smartwatches and fitness wristbands.
South Korea is asking for public participation in testing. The city of Goyang has led an innovative contact-free, drive-through testing method. The city opened a facility in a parking lot where people can simply roll down their windows and get swabbed by medical personnel in protective gear.

In the 3,300-person town of Vò, Italy, researchers pursued a fully comprehensive testing strategy that involves testing and retesting every single resident. Half the individuals who tested positive had no symptoms. Since they were identified early, they could be quarantined along with anyone they came in contact with. Health authorities now believe they have essentially stopped the spread of the illness in this small community.
Mumbai and Delhi turn public attractions into quarantine facilities

- From ritzy racecourse to people’s planetarium, Mumbai is turning iconic sites into emergency coronavirus wards to tackle a chronic bed shortage.
- Indian cities are enlisting vast spaces including stadiums in New Delhi and Pune as quarantine centers. A sports village built for the World Military Games in Hyderabad more than a decade ago has been rapidly repurposed as a hospital.
- A 5,000-seater stadium was converted into a 500-bed quarantine facility.
- Nehru Planetarium, a favorite day trip for school children who gaze up at stars and planets hovering on a massive dome-shaped universe, a landmark now requisitioned for quarantine.
- Beds were also installed in a nature park in the heart of the city, commonly called the lungs of Mumbai. The park - which usually offers respite from city crowds and dusty heat - sits next to Asia’s largest slum, Dharavi, where coronavirus cases have spiked among the cramped settlements.
- A massive exhibition ground in suburban Goregaon - host to 20 million visitors a year at trade fairs touting everything from gold to housing - has also been turned over for quarantine.
- A quarantine tent has come up at the car park area and an ICU (intensive care unit) tent is coming in the members’ enclosure at the Royal Western India Turf Club.
- In Mumbai, more than 30,000 beds to quarantine the nearly 20,000 people it expected to see with mild symptoms by the end of May, and 6,400 beds for more serious cases, which are expected to total 10,500.
Collaborations with international and local organizations
Collaborations for quick action

- MIT’s SENSEable City Laboratory has partnered with the Ecuador Government to develop CURA; **repurposed, 20-foot shipping containers that address the shortage of intensive care units (ICUs)** to treat COVID-19 patients at a third of the pre-bed cost.

- Wuhan’s **temporary hospital is built from temporary buildings and shipping containers**. The 1,000-bed hospital was built in just eight days.

- Waste picker organizations such as Asociación Nacional de Recicladores in Colombia and SWACH in India are **promoting gloves and masks to prevent physical contact with trash and to keep a distance** from people as well as from waste that is known to have been generated by COVID victims. The Global Alliance for Waste Pickers has been crowdsourcing global guidance and sharing best practices for waste pickers on their **site**.

- The **South African Waste Pickers Association** is asking people to separate their waste at the household level, and also to **wrap tissues or contaminated waste in another layer of bags** to limit the exposure to waste workers.
Data and mapping: UN-Habitat interventions

• Kenya: supporting the Government’s effort to collect data and improve access to water and sanitation facilities in informal settlements, and to prevent COVID-19 spreading through urban transport systems

• Ethiopia: helping to supply water to waster pickers in the capital Addis Ababa who are at risk of infection. They are also conducting rapid mapping of community assets, spaces and vulnerable hotspots to allow appropriate responses

• Iraq: Working with UN partners, they contribute to an online platform that provides government endorsed information on COVID-19

• Tunisia: supporting the development of a Leave No One Behind mobile app to provide a one-stop-shop information portal on COVID-19 to allow vulnerable communities to easily access essential services provided by the State

• Egypt: using riverbank filtration technology which is easy to operate and maintain to extend affordable access to clean water and sanitation

• Sri Lanka: supporting provincial councils and local authorities to establish a service provision database, facilitating online discussions with local authorities on their emergency response and training them on online reporting of services they provide
UN Habitat initiatives in informal settlements

- Ensuring safe transport and repurposing buildings to isolate those infected are other priority areas
- UN-Habitat is assisting with data collection, mapping of existing and emerging hot spots and analysis working with its network of local and global partners
- Technical advice and online tools for cities, local leaders and communities
- Direct programming in informal settlements to improve access to food and basic services including water, sanitation and hygiene and entrepreneurship for local solutions
- Public awareness-raising through targeted, accurate information in local languages. The recovery phase will focus on providing expert policy advice, knowledge sharing and urban recovery programmes to improve services and infrastructure in informal settlements and to sustain the gains made
Mwanza scheme: tackling Tanzania through health and education initiatives

- UN-Habitat and the EIB will provide 14 dedicated handwashing stations to reduce the spread of COVID-19 in informal settlements in the Mwanza region of northern Tanzania.
  - Two thirds of people in the regional capital live in informal settlements and COVID-19 cases have already been confirmed in Mwanza.

- The multiple tap handwashing stations will each include a 5,000 litre water tank, wash basins and soap will be placed in public places, markets and health centres.
  - The new handwashing stations will be managed by trained volunteers from the local community who will provide guidance on effective handwashing. The volunteers will be provided with personal protective equipment, including face-masks and gloves, to reduce the risk of infection.

- The Mwanza scheme will be supported by public health and education activities, including proper hygiene and handwashing practices.

- The project will be implemented by the Mwanza Urban Water and Sanitation Company (MWAUWASA) which will also install 100 additional water standpipes in vulnerable communities and suspend water disconnections for the duration of the coronavirus pandemic.
Cities Alliance, with support from the Swiss Development Cooperation (SDC), and in partnership with AVSI Foundation, Arua Municipal Council (AMC) and the Uganda Bureau of Statistics (UBOS), is working in Arua to support local authorities managing migration and integration of refugees.

The project includes the collection of accurate data on the migrant population, which will allow the city to improve planning and budgeting, and help communities become more resilient.
UN Habitat guideline for response in informal settlements

- Declare an end to all forced evictions of informal settlements and encampments and ensure implementation
- Impose a prohibition of any emergency processes, such as ‘de-densification’, that involves the removal of large numbers of people
- Ensure all residents have access to an adequate, affordable and proximate supply of water, toilets, showers, sanitation services, soap, hand sanitizer, disinfectants, and masks
- Provide residents with assistance in establishing or strengthening local community structures so that they can effectively work alongside governments
- Develop emergency plans to assist residents in conjunction with community leaders and residents and ensure these plans are well communicated. Community leaders must be provided with education and training
- Ensure residents have non-discriminatory access to public and private health services proximate to their communities and ensure that testing for COVID19 is free of charge
- Ensure housing providers provide rent abatements to those affected by COVID-19 and prohibit the cutting off of water and electricity services to households unable to pay their bills
- Lock-down provisions should not affect essential services that are commonly provided by the local informal economy
- Undertake public education campaigns and ensure residents have access to information on a regular basis
- Ensure any emergency financial aid offered to those in the formal economy affected by the pandemic is also made available to those in the informal economy
Revising Disaster preparedness metrics and scorecard

• Governments, especially at the local level, need to plan and strategize to deal with all hazards, including biological ones, and to address gaps in their preparedness and develop response capacity.

• Better data collection will allow city leaders to prepare for future episodes where once unthinkable metrics become normal.

• The Scorecard has been augmented by the development of a Public Health Addendum which provides guidance to local governments on the wider issues of management and recovery in case of biological hazards, including a pandemic.

• In cities like Lisbon, Kampala and Greater Manchester, the Disaster Resilience Scorecard has proved to be a useful tool helping cities to establish their public-health system resilience baseline and to frame an action plan.

• UN-Habitat’s City Resilience Global Program provides hands-on support to local governments in urban planning and building resilience to all types of hazards.
Clean air policies take priority among governments

- Leaders of some of the world’s biggest cities, including London and Milan, are already repurposing city centres to use cleaner energy and technology.

- They are encouraging to get out of cars, to make more journeys on foot, by bike or — in the long term — via public transport, by investing in infrastructure that makes this possible.

- Republic of Korea is introducing a Green New Deal that seeks a new way of life after the pandemic to tackle climate change and air pollution alongside other elements of the UN sustainable development goals, such as inequality and poverty, and to look beyond our borders.

- The region is seeing increasing co-operation with Japan and China to address regional air pollution.
Bloomberg helps city leaders collect data to inform pandemic response

- As mayors in the United States put together their plans to reopen and revive their local economies, the set of metrics have developed in partnership with Johns Hopkins will allow them to focus their resources on communities in need.

- These new resources aim to help city leaders analyze data in seven key areas that should enable better pandemic-related decision-making moving forward, including:

1. Status of infection local rate
2. Capacity of the healthcare system
3. Status of testing and contact tracing system
4. Levels of compliance with public health safety measures
5. Protection and preparedness of emergency workers
6. Protection and preparedness of congregate facilities such as nursing homes and prisons; preparedness levels for business reopening
UN-Habitat’s innovative tracker platform to assess how ready the world’s cities were for the COVID-19 pandemic

• The city-based COVID-19 Readiness and Responsiveness tracker platform uses global metrics to provide critical and often unavailable information from cities around the world. The tracker provides information that is critical for protecting populations and informing resilience and recovery strategies and future responses to global pandemics.

• The COVID-19 Readiness and Responsiveness tracker for cities is a unique scoring mechanism that integrates a range of data points to provide a COVID-19 Readiness Score and a COVID-19 Responsiveness Score on a scale of 0-100.

• The Readiness Score is based on five core indicator areas: public health capacity, societal strength, economic ability, infrastructure, and national collaborative will. Meanwhile the Responsiveness Score is based on: spread response, treatment response, economic response and supply chain response. The input data is normalized to provide comparison between cities.

• The tracker, available at [https://unhabitat.citiiq.com/](https://unhabitat.citiiq.com/) is powered by the CitiIQ platform which is capable of sourcing, translating and communicating both the Readiness and Responsiveness scores of cities.
Ensuring food security, increase distribution and engaging low income workers
Measures taken by city governments to ensure food security

- **Food distribution at neighborhood level** is being scaled up by public administrations and supported by community/non-governmental actors that are stepping up activities to support public efforts.

- Food hubs and e-commerce using Information and Communication Technology (ICT) platforms or informal networks are providing effective alternatives to support distribution to consumers, retailers, caterers and producers.

- **Local governments and other food system participants** are taking actions to improve the food environment (i.e. what physically surrounds people and which is fundamental for the availability of and access to nutritious food).

- Urban administrations **promote education campaigns** for responsible food purchase behavior, for reducing food waste, and activate innovative mechanisms for sourcing and distributing food to vulnerable people (e.g. alternatives to school feeding programs where schools are closed).
Ensuring safe and continuous food distribution

• The municipality of Wuhan has been improving the “Vegetable basket” project to guarantee food supply during the lockdown. Wuhan has cultivated 20 000 hectares since February 2020, mainly with fresh vegetables, and will continue to recover local production step by step, consistent with the quarantine policy.

• The e-commerce plays an important role in linking farmers with consumers, the municipality of Wuhan collaborates with the private sector to facilitate online purchase and delivery of food.

• The municipality of Milan, in collaboration with other organizations, has developed the “Food Aid Systems” to compensate for the restrictive measures taken to limit the spread of the virus. A temporary food supply infrastructure has been created including a one logistic center at the Food Bank hubs with storage capacities and vehicles and minibuses for food delivery.

• New York city government, nonprofit and community organizations, academic institutions and private industry are setting center-agency teams in the city government to ensure a coordinated response.
Innovative solutions ensure wide access of food

- Rikolto, the municipality of Quito is facilitating access to food through food hub mobile units utilizing municipal buses, partnering with food banks, communication campaign for responsible food purchasing and mapping the food access vulnerability

- In Lima, a mobile wholesale market service distributes food in eight districts of the Lima Metropolitan area. The city is also working with the Municipal Enterprise of Market to monitor market prices and avoid speculation

- In Montevideo, citizens and local organizations are implementing a traditional model of home deliveries of food, fruits and vegetables called “ollas populares” – some directly from producers to consumers, with special attention to vulnerable people

- In Brazil, popular and community restaurants kept functioning and expanded their distributions to reach all the marginalized populations

- The municipality of Chía in Colombia, created a space for those who wish to donate nonperishable food using a digital platform or a municipal call center dedicated exclusively for this initiative
Indore Is Deploying Its Swachh Bharat Machinery to Deliver Groceries under lockdown

• The Indore Municipal Corporation (IMC) has been doing home deliveries of essentials since the first week of April 2020. Every day, a team comprising a driver, a helper and a volunteer from an NGO is set out to collect garbage and also hand out and collect grocery order forms.

• Orders ranging from 5,000 to 20,000 are collected on an average per day. The order forms eventually reach the specified grocery stores to be delivered to homes. To be chosen, a grocery store must have delivery staff as well as a vehicle for delivery.

• For shops that do not have vehicles, the IMC has arranged private vehicles, such as auto-rickshaws that are lying unused. Shops that fail to deliver orders in time lose their license to work during the lockdown and have their curfew passes revoked.

• Initially, when fewer grocery stores were linked to the service and when the lockdown had resulted in a high volume of deliveries, the system was unable to cope. Now, the number of grocery stores linked with the service has risen from 200 to 1,000, and the early hiccups, such as late deliveries, have been resolved.
Ahmedabad: Ration and food packets at doorstep for the vulnerable communities and vegetables on wheels

• The Amdavad Municipal Corporation has been making various efforts to make sure essential services are not disrupted. The corporation collaborated with Amul to deliver over 14,990 tetrapacks of milk, distributed 1,64,981 free food packets to the homeless, and 1,712 food packets to senior citizens.

• Over 11,100 free packets of vegetables and 7,792 grocery kits were also given to those in need. For those in quarantine, 28,281 free cooked food packets and 5,387 grocery kits were also distributed. To meet the needs of the citizens, the corporation also plied 164 vehicles under their project, Vegetables on Wheels, selling over 42,578 kg of vegetables since the lockdown.

• AMC has also allowed outlets such as Big Bazaar, Reliance Retail, Osia Hypermarket, and D-Mart to deliver vegetables and groceries. The corporation has released Helpline numbers for people to access these services.
BMC Mobile Vans and a pool of grocery stores to deliver groceries & veggies at doorstep in Bhubaneswar

• In an effort to ensure that people get groceries and vegetables during the ongoing lockdown period, the Bhubaneswar Municipal Corporation (BMC) has rolled out mobile van service for the delivery of essentials at doorstep.

• People can order groceries and vegetables over the phone by dialing the phone numbers of the BMC mobile vans. The civic body has made 120 such vans operational to supply groceries & vegetables and is proposing to increase the number to 200.

• In addition to these, the Bhubaneswar Municipal Corporation (BMC) has also formed a pool of 28 stores for home delivery of food items and other essential goods to prevent gatherings at markets. The BMC has also provided a list of WhatsApp numbers of these outlets which can be contacted for placing orders. People can send a list of items they require along with their address for delivery and pay the bill after receiving the articles.
Karnataka Chief Minister BS Yediyurappa recently launched a helpline service for home delivery of essential items and groceries in a bid to ensure that people remain indoors amid the coronavirus pandemic. The helpline will operate through call and on WhatsApp. Customers can send their grocery list on 08061914960.

The chief minister said that around 5000 delivery agents will be roped in from various private agencies who will help with the door-to-door delivery. The service was an initiative of the Bruhat Bengaluru Mahanagar Palike (BBMP). A 9-step manual of how to go about placing an order through this helpline number has been shared by the BBMP commissioner.
In Pune Zilla Parishad, temporary cards to help 80,000 people access PDS food grain

- In the first innovation of its kind to help masses access government benefits during the pandemic lockdown, the Pune Zilla Parishad will provide temporary ‘ration cards’ to more than 80,000 undocumented people in the district, so they can receive foodgrains under the Public Distribution System (PDS).

- The scheme, which will use one-time Aadhaar authentication, will also enable the home delivery of grains at the gram panchayat level, and will include individuals belonging to the Primitive Tribes and the transgender community who are often left out of the ambit of such benefits.

- The job of identifying the beneficiaries has been given to the village police patil, who maintains records of outsiders in a register. The only verification that will be carried out is that of the kitchen of the beneficiary to prove that they qualify for the scheme. The gram panchayats will home-deliver the rations to avoid crowding. An estimated 120 tonnes of grains will be distributed.
Auto Drivers to Deliver Groceries and Medicines In Bangalore Amidst COVID-19 Lockdown

• Three Wheels United (TWU) has launched a programme for **auto drivers to provide delivery services for people who are in need of essential goods** like medicines and groceries in Bengaluru

• Three Wheels United is providing their participating auto drivers with a guaranteed minimum income during this coronavirus pandemic. **This has been done since auto-rickshaw drivers have generated less revenue due to decreased activities.** The company, other than supporting the auto drivers, is also helping individuals, especially old people by providing them with essential services. It is also helping local shops make money by connecting them to consumers in need
International cooperation for food security

• The international community must increase funding for food-relief and social-protection measures and this support must come quickly to avoid longer term food shortages

• Invest in local agricultural production. Disruptions to local and regional food-production systems should be mitigated swiftly, particularly at critical times in the planting season, when the distribution of inputs such as fertilizer is crucial

• Other investments should aim to help poorer countries build up three months’ worth of strategic food reserves, and supporting market systems for food and non-food crops alike would help poorer countries to become more resilient

• Alleviate disruptions to global food and agricultural produce supply chains by supporting regional and local logistics hubs

• Incentivize the private sector to fund agro-processing and ag-tech companies. Resources should be channeled rapidly toward investment opportunities that are emerging as a result of the pandemic, especially for innovative value-chain solutions
City Region Food System Toolkit

• They provide guidance on how to assess and build sustainable city region food systems. It includes support material on how to: define and map your city region; collect data on your city region food system; gather and analyse information on different CRFS components and sustainability dimensions through both rapid and in-depth assessments; and how to use a multi-stakeholder process to engage policymakers and other stakeholders in the design of more sustainable and resilient city region food systems.

• The CRFS assessment is aimed to help strengthen the understanding of the current functioning and performance of the city region food system. It forms the basis for further development of policies and programs to promote the sustainability and resilience of CRFS.

• The toolkit is developed by RUAF and the Food and Agriculture Organisation of the United Nations with support of the CGIAR Research Program on Water, Land and Ecosystems and Laurier University.
Nairobi linking informal vendors for food distribution

The Food System Department of Nairobi, Kenya applied the City Region Food System Indicators (supported by Mazingira Institute, RUAF, FAO, and the CGIAR WLE programme),

They collected data on food traders and monitored agriculture training and outreach and showed that it is the informal sector that makes the food system work.

The general response of government was to shut everything down, including food markets. A curfew stopped “mama boga” (women vegetable sellers) getting the supplies they need early morning and selling in the low-income neighborhoods after dark. CRFS indicators showed women are the main informal sector distributors and they operate at that time.

It is tremendously important to keep on documenting information from the informal sector and try eventually to re-establish links to the City officials.
Zambia multi-stakeholder management for food distribution

• In Kitwe, Zambia, restricted transportation and/or physical distancing has affected the supply and distribution of fresh food, mainly fruits, vegetables, meat and dairy products.

• The risk is to significantly lower farm gate product prices and to increase farm level losses particularly for perishable products. The challenges faced by the country regarding food supply are mainly being dealt by the central government.

• Nevertheless, despite the limited power of the local government, the multi-stakeholder platform that has been created by the city to coordinate actors in the CRFS is becoming instrumental in fostering coordination among actors in the supply chain in defining strategies and coordinated actions to mitigate COVID-19 impacts and dealing with post pandemic scenarios.
Sri Lanka’s coordinated approach to maintain food hubs for farm products

- In **Colombo, Sri Lanka**, there is a strong alignment between the measures introduced by a government taskforce to ensure sufficient availability of staple foods (and fruits and vegetables, since there has been no shortage of this) and the CRFS approach.

- The taskforce is taking a systemic approach to ensure that communities have access to food using alternative supply chain linkages by coordinating with multi-stakeholders across administrative boundaries.

- It addresses issues such as farmers’ access to inputs, food affordability, waste management and establishing hubs for the distribution of farm products.
Toronto leveraging local efforts and advocacy to respond to farmers markets and community gardens

- The vulnerability assessment of Toronto’s food system, completed in 2018, has helped frame the action towards engaging food system actors more broadly and at a community-level.

- In the fall of 2019, Toronto adopted food as a lens that each division must report on. Despite this increased food awareness in Toronto, the biggest impact of COVID-19 has been on the increased demand on emergency food provisions for low-income, homeless and unemployed.

- Local efforts are emerging to meet the growing need for food and has led to many organizations pivoting their services to emergency food provision. The services provided at through these agencies includes food hampers, food boxes and meal preparation and distribution by commercial and community kitchens.

- The Toronto Food Policy Council has focused advocacy efforts on re-opening farmers markets and community gardens which were closed since they were not designated essential services by the provincial government. The advocacy efforts of urban food growers in Toronto and surrounding region resulted in the re-opening of community gardens in Ontario.
Melbourne’s farmers using online channels to overcome shocks in food system

- The Victorian state government is providing emergency food boxes to vulnerable people, but government response has been patchy.

- Some farmers markets in Melbourne have been closed down by local governments, reducing opportunities to buy fresh local food and leaving farmers without their usual sales outlets. There have also been significant price increases for some fruits and vegetables (also because of recent drought and bushfires).

- An alliance of social enterprises, the Moving Feast collective, provide food relief to low income households by delivering produce boxes, emergency meals and backyard gardening kits. There has been a huge increase in farmers and farmers markets going online on the Open Food Network to overcome physical distancing restrictions.

- A city region food system approach could help Melbourne to strengthen the resilience of its food system to these multiple shocks. Local production and distribution of food within the city region could increase fresh food supply and reduce dependence on more distant sources of food.
Quito leveraging local organizations and private enterprise maintain smooth service access

- Improving operation of the wholesale market and retail distribution
- Introducing controls on prices and on speculation for financial gain
- Regulated shopping hours at municipal markets
- Adoption of bio-protection measures for all parties
- Partnerships with the private sector to enable neighborhood shops to re-open (currently only 45 per cent of shops are open)
- Establishing shelters for the homeless (many of whom are Venezuelan migrants)
- Strict controls on informal sales (47% of Ecuador’s workforce are in informal jobs, INEC 2020)
- Special permits allowing food transportation vehicles to circulate during the lockdown (alongside vehicles for health workers, police, fire service, security, and basic services), as the general population can use vehicles only on one day per week and at restricted times
- Delivery of food to vulnerable people who are registered users municipal social programmes
- The geographic information system (GIS) of Quito’s food system, generated with the support of RUAF and WLE in 2018, have been very helpful for visualizing the problem of food during the crisis, and formed the basis of maps that allow the municipality to target assistance where it is needed most
- Private enterprise has played a role in the donation and delivery of food rations, in partnership with the municipality, the Food Bank of Quito and other humanitarian aid organizations
Social safety nets and strict enforcement in Africa

- **Kenya** announced tax relief and voluntary reduction of salaries of senior state officers
- **Nigeria** is using an existing *National Social Register* to map and identify *vulnerable groups* for conditional financial help
- The **Rwandan government** has announced a safety net, including through food distribution in Kigali, although details and any help that might be offered outside of the capital remain unclear
- South Africa’s human settlements, water, and sanitation minister announced that her department would *increase the provision of water* and sanitation measures in high-density public areas, informal settlements, and rural areas
- In the **Democratic Republic of Congo**, **Kenya**, and **Uganda**, security forces have used excessive and, in some cases, deadly force to enforce stay-at-home orders
- The African Commission laid out *critical measures* that should be incorporated into national Covid-19 response strategies. They include the right to health, access to information, and temporary judicial measures to reduce the number of prisoners
Social innovation, social enterprises and creative responses
Opportunity for changing urban designs that maximize space while maintaining distance

- **A Micromarket 16-square grid design for a tiny marketplace** that can be quickly and cheaply assembled in public squares, allowing people to shop local while also following social distancing guidelines.

- Each micro market consists of just three stalls - each selling a different kind of produce - organised around the grid, which holds a maximum of six customers at a time.

- The stalls have separate counters for orders and collection, and the marketplace has one entrance and two exits. "Friendly, smaller markets are needed in more points across cities and towns ... this could be applied to most Western societies,"

- The idea of organizing urban infrastructure around social distancing principles also underpins a new maze-like design for a crowd-free public park by Studio Precht, an architecture studio based in Austria.

- Their Parc de la Distance was conceived as a proposal for a vacant lot in Vienna but could be replicated on any unused patch of urban land, of any size, the architects said.

- The paths in the park are 2.4 metres (8 feet) apart, with 90-cm (35-inch) hedges dividing them, allowing visitors to experience the benefits of green space while remaining at a safe physical distance.
Drive in movie theatres of Iran

• The pandemic has brought back something unseen in Iran since its 1979 Islamic Revolution: **a drive-in movie theater**

• The drive-in theater now **operates from a parking lot** right under Tehran’s iconic Milad tower

• **Workers spray disinfectants on cars that line up each night** here after buying tickets online for what is called the “Cinema Machine” in Farsi. They tune into the film’s audio via an FM station on their car radios
Response from social enterprises

- Karma Healthcare Services India: upgraded/adapted to help address COVID-19 by providing contact-less audio-video consultations and referrals, a phone helpline, and awareness campaigns, reducing the need for in-person engagement.

- ARMMAN India: In response to hospitals shutting down or reducing their OPD capacities, armman is leveraging mobile technology to provide Pan-India Free Virtual OPD for Antenatal and Paediatric Queries.

- AlTibbi, Jordan: In collaboration with the Ministry of Health, they have launched a Corona dedicated hotline, accessible to all Jordanians. By dialing 111, users can get connected to certified doctors and obtain medical assessment from home.

- Opendedream, Thailand: Created an anonymous data collection tool to identify covid hotspots. Currently has 30,000 users. Smartphone users can store their state of health and possible symptoms on their devices.

- SEWA (women’s association), India: Scaled up procurement of farm produce from the small and marginal farmers for RUDI. The objective is to ensure that they get cash to ensure food security and plan for the next season. Livelihoods options for remote working of the informal sector - The focus will be on developing an alternative livelihood measure which helps their value chain run during the pandemic or future disasters.
Response from social enterprises

- **HewaTele, Kenya**: Hewa Tele is providing medical-grade oxygen to Nairobi's COVID-19 isolation hospital, with a set of cylinders dedicated solely to that facility.

- **Safe Hands, Kenya**: The immediate provision of the tools for rapid mass sanitation for free (hand sanitizer, soap, face masks and surface disinfectant). They have simultaneously launched a massive consumer education campaign to drive behavior change.

- **Food Flow, South Africa**: Food Flow purchases vegetables and food products directly from small-scale farmers or producers (those not a part of large retail supply-chains) using donor funding. Food Flow then matches the farmer with a community organization in their vicinity who distributes harvest bags or cooks a meal for their beneficiaries.

- **mPharma, Ghana**: The organization launched a price control program for chronic patients dubbed "Mutti Keep My Price". The Mutti Keep My Price program for patients on chronic medications will help patients choose between a 3 month or 6-month price control plan.

- **Connect Hear, Pakistan**: ConnectHear is helping deaf individuals across Pakistan access all of the government's advice regarding COVID-19 through interpretation services.
Vietnam’s Rice ATM

• Hoang Tuan Anh has invented a new way of distributing free rice, around the clock, to people who are out of work and have no money to feed their families, while still ensuring social distancing during the pandemic.

• The "Rice ATM“ machines he invented, distribute a bagful of rice at the press of a button, were first put into operation in Ho Chi Minh City in early April, and they are both a mechanism for distributing free rice and a gimmick for attracting rice donations.

• Unlike real ATMs, these don't require any kind of card – anyone who needs a bag of rice can help themselves.
Solidarity food baskets of Naples

• A group of street singers were out of work and penniless decided to revive an old Neapolitan tradition, in which housewives would lower basket from the windows of their city apartments to collect the things they purchase from food vendors in the street down below

• In their new version, if people have something to give to the poor and hungry and homeless, they drop it down in these "solidarity food baskets."

• If someone comes along who is hungry, he can help himself from those baskets to whatever is on offer: bread, cans of tuna, coffee, sugar, pasta, parmesan. Initially, the street singers helped manage the whole thing and also to deliver donated items to the baskets of hungry families lowered down from their apartments above

• But now the "solidarity baskets" filled with goodies go up and down and the exchange of kindesses carry on by themselves, without anybody managing at all
Start-ups in India creating tailored solutions

- Asimov Robotics, a start-up based in Kerala, has deployed robots at entrances to office buildings and other public places to dispense hand sanitizer and deliver public health messages about the virus.

- Other robots are also being deployed in hospital isolation wards to carry food and medicines, which eases the pressure on medical staff.

- In early April, the Indian government launched a COVID-19 tracking app called Aarogya Setu which uses GPS and Bluetooth to inform people when they are at risk of exposure to COVID-19.

- Start-ups including KlinicApp and Practo are providing COVID-19 tests at home and online consultation with doctors through their platform.
Start-ups in India creating tailored solutions

- In response to the shortage of ventilators for critical care, start-ups such as Nocca Robotics, Aerobiosys Innovations and AgVa Healthcare are developing low-cost, easy-to-use, and portable ventilators that can be deployed even in rural areas of India.

- Start-ups are also supporting the government’s public information campaign on coronavirus by developing technology platforms to disseminate government notifications. The Kerala state government launched an app called GoK-Kerala Direct using a platform developed by Qkopy. It sends COVID-19 updates and travel information via phone notifications, and via SMS to older phones for the less than half of India’s population without smartphones. These messages are delivered both in English and in Malayalam, the local language.

- Start-ups such as Marut Dronetech have partnered with state governments to test the use of drones to monitor adherence to social distancing rules.
Start-ups in India creating tailored solutions

- The hygiene of public spaces is another area of notable innovation. Start-ups such as Aqoza technologies and PerSapien claim they have developed chemical formulations that disinfect public spaces.

- Aqoza’s approach, developed during an outbreak of Nipah virus in Kerala in 2018, is a water-based sanitiser disinfectant, while Airlens minus Corona from PerSapien is a machine which the company claims dispenses ionised water droplets to oxidise the viral protein.

- Another startup, Droom, claims it has come up with a special anti-microbial coating called Corona Shield, which inhibits the growth of microorganisms such as bacteria, algae, yeast, moulds, and mildew on the surfaces of vehicles. It is being tested by police in Gurugram in Haryana state.
Smart cities framework to leverage technology and prepare response

- India’s Integrated Command and Control Centres (ICCC), which are an integral part of smart cities, have been playing an immensely significant role in making the fight against COVID-19 a highly viable one.

- Through the use of sensors, technology, and the data mined from them, state and central governments are using this to keep a check on how their efforts are paying off. It is also being used to monitor movements across states.

- Smart cities have facilitated creation of war rooms. These war rooms by using a strong network of surveillance cameras along with location-based services are aiding in providing updated information to the public. In cities like Tirupati these command centers are also facilitating deliveries of essential goods and groceries.
Smart cities framework to leverage technology and prepare health response

- One way of monitoring citizen’s movements is through the use of heat maps.
- Governments are actively using this technology along with geo-fencing to keep tabs on movement, especially those of suspected cases, or residents of containment zones. They are also using this to monitor periodic health status. Technologies like GIS have also been used to map each positive COVID-19 case.
- GPS systems are deployed to track health care workers in real-time and draw up containment plans.
- Smart cities like Mangaluru, Nagpur, Kanpur and Agra, have provided telemedicine services through centralized portals.
- These portals have been helping citizens to access medical help, without having to step out. These facilities have also eased the burden on healthcare systems and freed up hospital beds.
Adapting cash transfers for financial relief in Africa

- Map the risk to inform the response to COVID-19 early on. Policymakers should preemptively identify the communities that are most in need of health and financial support. Using existing census or household survey data, governments can identify high-risk populations.
- Shift to e-payments, or bundle cash transfers. Delivering transfers electronically is generally faster, cheaper and more secure than in-person cash distribution.
- Expand existing cash transfer programs to newly at-risk communities.
- Use cash distribution points to share health messaging.
- Use phone surveys to monitor pandemic’s spread and economic impact.
Re-imagining transport to maintain risk free mobility
Maintaining mobility and changes in transport infrastructure

• Istanbul has deployed a hygiene fleet of 40 vehicles and hundreds of personnel to sanitize and re-sanitize public and municipal facilities. The fleet is responsible for cleaning municipally owned public spaces too.

• In Switzerland, some buses have separated drivers from passengers with temporary barricades. In both Europe and China, bus operators have started using floor markings to indicate safe distances between riders.

• In many cities, more than 76 kilometers (47 miles) of street closures will now take effect each weekday to give people alternatives to commuting through the public transit system. The temporary new cycling routes add to the city’s 500 kilometers (310 miles) of permanent bike lanes.
Pedaling through the pandemic

- **Italy:** *Floors of metro cars and buses will be marked* out with circles showing passengers the right level of distance to maintain.

- The city will **encourage stores to stay open throughout the evening and the start of the school day will be staggered**, with different classes starting at various points between 8 a.m. and 10 a.m. To help students catch up with missed classes, meanwhile, the city also wants to set up summer schools over the long break, which normally starts in the second week of June and continues until September.

- From May 4, the Belgian capital’s entire city core will be a **priority zone** for **cyclists and pedestrians**, one in which cars cannot exceed a speed of 20 kph and must give way in the roads to people on foot or on bikes.
Seattle makes space for more bike lanes

• Nearly 20 miles of Seattle streets will permanently close to most vehicle traffic by the end of May, Mayor Jenny Durkan announced.

• The streets had been closed temporarily to through traffic to provide more space for people to walk and bike at a safe distance apart during the coronavirus pandemic.
Cairo curbing air pollution

• The government is moving forward with plans to expand the Greater Cairo subway network to accommodate 6 million passengers a day by 2025, up from 3.5 million
• It plans to give grants to private car owners to help them convert their vehicles to run on natural gas
• Continue production at factories and other industrial institutions while applying high environmental standards
• Expanding a bicycle-sharing project that started in Fayoum city, north of Cairo, in February
• The project, backed by the U.N. Development Program, the Global Environment Facility and the Dutch government, gives students who commute to university classes access to a stand of a dozen shared bicycles at four locations in the city
UK and European cities include more bike lanes

- Berlin included 14 miles (22 km) of new bike lanes almost overnight
- Athens plans to allocate 50,000 square meters of public space for cyclists and pedestrian. The scheme includes a four-mile “grand walkway” uniting archaeological sites in the historic center. Pavements will be widened, boulevards pedestrianized, squares enlarged and traffic banned from areas beneath the Acropolis
- In Budapest, 12 miles of temporary bike lanes have been introduced on some of the city’s busiest roads over a month
- Around 20 miles of temporary bike lanes have been set up across Paris
- Dublin city council has set aside swathes of Ireland’s capital for pedestrians and cyclists to facilitate physical distancing in a “temporary mobility plan” that may become permanent
- Authorities in Milan have said 22 miles of streets will be transformed over the summer as part of a scheme to reallocate space from cars to cycling and walking
- Rome’s council has approved the construction of 93 miles of temporary and permanent cycle routes as a way to be more sustainable while allowing people to adhere to physical distancing rules
Country level examples

Interventions in Urban areas
Argentina

- Establishing multi stakeholder emergency committees, with representative from government, community organizations, religious organizations, etc. to coordinate emergency response measures at the neighborhood level
- Community quarantine where in the poorest slums, no one is allowed to enter or leave
- Emergency shelter provided for people over 70
- Repurpose chapels for emergency shelter for the elderly
- “Puntos Solidarios” in the Municipality of Quilmes installed to provide lunch for vulnerable families
Argentina

- Local organization distribute food bags to children who miss free school meals
- The military brought mobile kitchens and is providing more than 40K meals a day in municipalities of the great Bs As area
- Installation of mobile ATMs with specific times for vulnerable people to withdraw cash
- Incentive the use of electronic payments where possible
- Whatsapp group managed for the Government with info for slum inhabitants
- Free wifi spots to increase connectivity
- President engaged religious leaders to spread messages on COVID-19 prevention
Buenos Aires’s Barrio 31 is strengthening its social and urban policy

• Invest in **improving structural conditions** by building and improving infrastructure, and moving families into new housing

• **New health centers** are set up with close tracking of electronic medical records

• Use **surveys and workshops** to engage and inform people

• **Designated spokespersons from neighborhood** to keep the myths and misinformation away. Door to door brochures are used to reach distance areas

• The **Secretariat sends WhatsApp messages, makes customized calls** and use mobile loudspeakers in public areas

• The **digital content is customized** to use phrases and icons that are familiar to the community

• **Targeted care for at risk populations** through identification, communication and targeted action; people over 70, living in overcrowded homes, those with preexisting conditions, essential duty personnel

• **Comprehensive care plan for senior adults** to be distanced and Health security persons designated to safely move the at risk population

• **Designated call takers, immediate secretariat notification and follow up team set up for women and children's safety from domestic violence**

• **Health checkpoints staffed by promoters with phone communication** with neighbors for early detection, immediate transfer to designated health center and confirmed cases transferred to designated hospital
Brazil

• Local and federal initiatives to maintain school feeding, PPE and Hygiene items distribution, free water utilizes, installation of hand washing stations, targeted communication and awareness campaigns involving community leaders

• Construction of subsidized housing and temporary suspension of mortgage payments for Minha Casa Minha Vida beneficiaries; temporary resettlement of at-risk groups to government-managed facilities

• Whatsapp news channel on COVID19

• Handwashing stations installed at entry points to favelas

• Delivery of food and hygiene kits to needy residents
Ecuador

- Cash transfers to be paid in April and May to 400,000 families with incomes below USD$400/month
- Social security payments delayed for 90 days
- Distribution of food transfer to families in need (through Ministry of Agriculture)
- Free provision of water through water tanks for households not connected to the system in Duran
Mexico

• Targeted social protection *in* Mexico City
• Network of professionals convened by the City Government to do daily phone check-ins with elderly population that live alone, and delivery food and medicines
• Provision of Medical Kits and Mobile Clinics (Unidades Moviles) to attend symptomatic patients
• Jalisco has made available *mobile testing units*
Peru

- District municipalities have been charged with the responsibility of purchasing and delivering food aid to their vulnerable residents.
- Implementation of decentralized Supply Points of essential goods for vulnerable areas.
- Implementation of a mobile market, in order to transit vulnerable areas providing essential good.
- Creation of a temporary shelter “Casa de Todos” (Home for All) for homeless people in Lima. Provision of temporary housing for homeless people (in Lima, a temporary shelter has been built inside the Plaza de Toros de Acho (bullfighting arena).
- Creation of the Program “Cocina para todos” (Kitchen for All), to help feed vulnerable people.
- Implementation of the Program “Comida para todos” (Food for All), which enabled the delivery of essential goods to areas of extreme poverty and vulnerability.
- Provision of drinking water and temporary bathrooms in vulnerable areas, including in Cantagallo, where the Shipibo Conibo, an ethnic group that migrated from the Amazon rain forest some 20 years ago reside.
Kerala, India

• The local village council galvanised local health and community workers and opened a *community kitchen* to feed the people in isolation.

• Using a *local helpline and two WhatsApp groups*, the council encouraged local villagers to *accommodate people* who were in isolation and didn't have enough space for social distancing at home.

• Covid-19 care centers in all districts to *accommodate outsiders who were stuck* and had been advised to isolate.

• Two-dozen families vacated floors and even homes for this. Everyone in isolation now has to observe a *28-day quarantine*.

• *Rigorous contact tracing*, using detailed "route maps" of people coming in from abroad.

• *Health workers supported people with special needs* and the elderly living alone. Counsellors made more than 340,000 telephone calls to personnel working in affected areas to counsel them on how to handle stress.
How did Kerala do it?

- Robust public health system, and a culture of thriving grassroots democracy with power devolving effectively to the village councils.
- Community outreach, rigorous contact tracing and mass quarantine.
- Experience with tackling two consecutive floods and an outbreak of the vicious Nipah virus in the last three years.
India’s Informal settlements require unique solutions

• The **densely cramped settlements** have no possibility for social distancing or frequent handwashing

• Approx. 450 million informal workers, accounting for 80% of India’s workforce are stuck away from their homes in the village

• The slums have a **large number of TB patients**

• A majority of the population lives without formal documentation and are unable to access the free food distribution and other social schemes

• Community organizations are **collecting donations to complement Government Relief packages** for the most vulnerable populations

• The assistance is being provided in the form of food items like rice, wheat, dal, oil and vegetables, distributed in packets that can last an average family for 10-15 days

• In Ahmedabad and Pune, **local organizations working on issues of shelter, housing and food are partnering** to manage the scale of operations and respond quickly
Indonesia

- Community groups in Jakarta are collecting data on community needs, raising funds, promoting kampung-wide rather than household quarantine, distributing information about the virus and initiating several projects to directly address people's needs.

- Communities are producing own hand sanitizers to give to community members, distributing spice drinks from Jogja to help people maintain their stamina, spraying disinfectant in kampungs and distributing information about the Corona virus and government policies.

- When community members experience virus symptoms and have to be quarantined inside their houses, we help provide family meals during their isolation.

- By April 14th, local organizations had given cash assistance to 452 families (out of a target of 800 needy families) with a total of US$ 37 per family. The idea of the cash assistance is to enable the family to stay home and keep safe from the virus.

- Yogyakarta is organizing a lot of online meetings to keep in close touch with the communities through WhatsApp messages, phone calls and video chats.

- Developing plans to help the communities assess their needs, strengthen their capacity to help each other, and develop community-driven plans to address needs that come up and to help their own most vulnerable neighbors.
Philippines

- The government has a Social Amelioration Program to provide food packs and cash support of US$150 to qualified families.
- The Homeless People’s Federation is planning to organize a pandemic response with member communities across the regions, using the funds from ACCA and SDI for housing loans which have already revolved. They plan to use part of the money to assist communities with their immediate needs and part will be kept for longer-term economic and health revival.
- Communities are partnering with several NGOs and religious and corporate donors to identify the most needy families and help distribute to them food packs, frozen chicken meat, rice and cash assistance in communities around Metro Manila.
- Iloilo: A night curfew is in effect from 8pm to 5am, and a 24-hour curfew is in effect for the elderly and children below 18 years old. Those who violate the curfew are arrested.
- Each barangay (sub-district) has set up checkpoints at their boundaries and nobody is allowed to go outside their own barangay.
- Informal settlements and in homeowners associations, people have put up barricades and are guarding them around the clock, to keep strangers from coming inside their community and possibly bringing in the virus.
Thailand

• Local networks are discussing what kind of support it can arrange for communities with their collective community welfare fund, to which all community members have been contributing 30 baht (US$1) per month for many years.

• The Thai Government announced a basic income for daily-wage and informal workers of 5,000 baht ($156) per month, for the next three months.

• The government will also provide individuals access to low-interest loans, to tide their families over the crisis.
Vietnam

- Hoang Tuan Anh has invented a new way of **distributing free rice, around the clock**, to people who are out of work and have no money to feed their families, while still ensuring social distancing during the pandemic.

- The "Rice ATM" machines he invented, distribute a bagful of rice at the press of a button, were first put into operation in Ho Chi Minh City in early April, and they are both a mechanism for distributing free rice and a gimmick for attracting rice donations.

- Unlike real ATMs, these don't require any kind of card – anyone who needs a bag of rice can help themselves.
Naples

- A group of street singers were out of work and penniless decided to revive an old Neapolitan tradition, in which housewives would lower a basket from the windows of their city apartments to collect the things they purchase from food vendors in the street down below.

- In their new version, if people have something to give to the poor and hungry and homeless, they drop it down in these "solidarity food baskets."

- If someone comes along who is hungry, he can help himself from those baskets to whatever is on offer: bread, cans of tuna, coffee, sugar, pasta, parmesan. Initially, the street singers helped manage the whole thing and also to deliver donated items to the baskets of hungry families lowered down from their apartments above.

- But now the "solidarity baskets" filled with goodies go up and down and the exchange of kindnesses carry on by themselves, without anybody managing at all.
Bangladesh

• UNFAO is working with the community federations in North and South Dhaka to try to track the impacts of COVID-19 on the poor and learn about how they are coping and what they need

• They are connecting with community women to monitor prices of basic food sold near slum communities, the economic impacts of the virus and other government interventions

• Jhenaidah has kept only a few markets open at certain times of the day for people to get fresh food

• All public gatherings, including praying together during Ramadan, have been suspended
Colombia

- **Municipalities are delivering food aid** to their vulnerable residents through decentralized supply points located in vulnerable districts “localidades”

- **Creation of temporary shelters for vulnerable population** in main cities like Bogota where recreation centers are being used

- The **GoC developed measures to attend the COVID-19 emergency**, such as:
  - i) freeze the increment in the monthly rent payment during the quarantine to low and middle income; ii) provide a framework for mortgage grace periods; iii) promote negotiations between tenants and landlords to freeze the monthly rent payment; iv) forbid eviction process, and iv) create a rental housing subside for poor households families during the quarantine period and up to 2 more months

- The **GoC defined a basic income, above 50 USD, to cover minimum needs** for the low-income population registered on the national data base of poorest population (SISBEN)

- The government has developed **subsidies for small and middle size companies** regarding:
  - i) Grace periods for depots rent and mortgages payments, ii) grace periods for property tax and sales tax payment (Industry and Commerce Tax -ICA-) for up to 3 months; ii) Offset rate for credits to small and medium-sized companies (MIPYMES) with sales below 300.000.000 million COP (preference for companies dedicated to tourism and commerce services)
Amsterdam, Netherlands

- The initiative ‘Everybody connected’ makes 1000 refurbished laptops and 1350 internet connections available to elderly people and citizens with a low budget who lack these facilities.
- The platform www.wijamsterdam.nl connects community initiatives (300+).
- Domestic violence victims will be able to reach out to their pharmacy by using a special word. This process is developed together with the national government and pharmacies.
- There are daytime and night shelters at different locations available for homeless people to ensure that people do not spend much together in one room.
- Vulnerable families are moved to hotel and hostel rooms.
- The city tries to reach out as much as possible to groups that do not speak Dutch in their mother tongue. The city stays in close contact with main contact persons of civil society groups and for example religious organizations.
- The City of Amsterdam announced an emergency measure and bought 3250 chrome books and 450 wifi-hotspots, which were distributed among schools. Students can borrow these devices as long as the schools are closed. There is one laptop available for each family.
Amsterdam’s economic measures

- The city set in place a **measure to support local independent entrepreneurs**, among which freelances, with income support and company credit so that they can better continue their company.

- **Support for initiatives such as Farmers & neighbors**, where people collectively buy from a local/nearby farmer.

- The City of Amsterdam has **informed owners of accommodations that they do not have to pay the rent for a period of three weeks**. The national government has announced a support package. Through the national government sport clubs can apply for a one time subsidy of EUR 4,000.

- The City has **announced a 50 million euro emergency fund** to take the necessary measures during the Coronavirus.

- The City has decided **to not ask fees to entrepreneurs at local markets**. Because of security measures, not all entrepreneurs can continue their fixed spots at the local market and thus fees are suspended.

- The City of Amsterdam will **not send reminders or debt collection agencies** for unpaid rent to entrepreneurs who are renting municipality property.
Amsterdam’s social measures

- The City of Amsterdam provides free parking space for health care workers who are fulfilling crucial work during the corona crisis. Almost 4700 parking licenses have been granted.

- To counteract loneliness a phone line has been set up for citizens to call and talk to staff members of the municipal public transport company.

- An office is opened for art projects that respond to the Corona crisis. Applicants are encouraged to reach out to citizens (digitally) and reflect on the current crisis. The amount differs from 1500 – 5000 euros.

- Action plan for watchdog role on Coronavirus Surveillance in Amsterdam to protect Digital Rights.

- Start of R&D for Unlock Amsterdam, to analyze which tech can be used to ease the lockdown-process.

- Map the risks in supply chain’s, ie. The supply chain for public safety.
KOTAKU: Indonesia’s slum upgradation program

• Rich education and mass media reach out campaigns led by government, NGOs and civil societies
  • Banners and websites with context based messages
• Intensive Internal Coordination Through Online Video Conferencing (PIU, NMC, Advisory, Provincial Management, City Coordinator Team)
• Socialization of COVID 19 SOP through Webinars for Provincial Managements and City Coordinator Team
• Community monitoring of health and housing conditions through geo-spatial data, communication system connecting people to local governments, auto data analysis, transparency and data sharing
• Community led initiatives distributing masks, buckets, soap, food, disinfectant equipment, and neighborhood self quarantine spots
Indonesia, Kampung

• Developed adaptive preventative measures to work with the local government by involving influential community leaders like the local mosque imams

• Strategically placing low-cost public water containers with soap holders throughout kampungs (slums) and community awareness programs
Response in Buenos Aires: Health

- health systems were restructured to increase installed capacity and diversify emergency support channels

- To increase installed capacity, the city doubled the number of intensive care beds, added a further 600 general hospital beds, 790 beds in isolation centres, and installed 18 febrile emergency units outside hospitals to screen patients with Covid-19 symptoms

- Over 5,500 rooms in 80 hotels were made available to house repatriated citizens for mandatory 14-day quarantine as part of a hotel relocation policy to keep potential cases separated from the general population.

- To diversify emergency assistance channels, the city's “Boti” whatsapp chatbot for government services support was upgraded, reducing pressure on traditional emergency response services

- Further technological improvements to remote attention and monitoring within the health system have been made, including the enabling of digital prescriptions and digital medical records,
Response in Buenos Aires

• **470 community kitchens have had food provisions increased by a third**; local churches and clubs have been converted into shelters; new house payments for hundreds of families in vulnerable neighbourhoods have been suspended; local businesses are offered training and support to provide services online.

• **33 social inclusion centres and a further 7 shelters** provide beds, food, showers and leisure activities - while respecting social distancing - for the city’s homeless people.

• The city’s **gender violence helpline has been reinforced**, along with available refuges and halfway houses. **Gender perspectives** are mainstreamed across all Crisis Management working groups

• **Social distancing markings** between seats are set out on public transport; commuters and transport staff must wear masks at all times and **health controls are in place at busy junctions**. The main Constitution station uses **thermal cameras** to measure passenger temperatures
Helsinki using trust, data and quick targeted action

- Relying on local and international networks for city-to-city collaboration
- Digital cultural services for its population in its aim to maintain urban life and reduce the mental health impacts from social distancing and isolation
- Schools have been closed since March 18, although pre-schools and grades 1-3 were allowed to remain open to allow critical personnel to work. To maintain the quality of its school system, the city leveraged its impressive digital technology platforms to create digital classrooms for students
- Teaming up with NGOs and the church, the city ensured that each and every one of its elderly residents above 70 years of age may get personalized services, including support in their shopping for food or pharmacy needs
- Supporting the creative industries, which are a mainstay of the economy and especially vulnerable
- Three-month rent-free periods in city-owned properties for entrepreneurs
- City Hall maintains a special Operations Group that collects data through various digital technology platforms and runs scenario analysis to inform decision-making
- The city has transferred civil servant staff from non-critical to critical functions to keep the social and health services high-functioning throughout the crisis.
- Effective delivery of measures has been supported by the trust-based relationship between local government and citizens that allows the administration to act efficiently
Singapore’s reopening

• Businesses that have been allowed to reopen must meet tighter safety measures including spacing out employees and avoiding staff gatherings

• Locations including offices, factories, hospitals, hotels and hairdressers are also required to use a contact tracing app called SafeEntry that registers the arrival and departure of employees and visitors. The app will also be gradually rolled out to taxis as well
Pune’s slum redevelopment

• The Pune Municipal Corporation (PMC) has decided to redevelop slums in core city areas to decongest these locations and reduce the population density

• The Pune Municipal Corporation (PMC) will execute the slum rehabilitation projects instead of giving them to private builders

• The slum rehabilitation authority (SRA) will carry out the redevelopment of the slums at the same location. The PMC has around 25 SRA schemes across the city

• PMC's data shows that slums are an integral part of the city's habitat. Over 40% of the citizens - nearly 11 lakh people - live in these slums

• The civic administration is also looking at using the existing schemes as shelters. Nearly 700 flats will be used to shift slum dwellers who are not able to follow social distancing norms in their slum pockets
An all-women team holds key positions that are crucial in the response to the crisis, including the Ministry of Health. Minister Jane Ruth Aceng has recently launched the Tonsemberera campaign, which means “don’t come near me, keep your distance”, to encourage citizens to adopt safer behaviour in public spaces.

On 12 May 2020, communities in the informal settlements of Kinawataka and Kasokoso, and informal vendors at the Nakawa Market, in Kampala, received a donation of tarpaulins hand-washing stations and protection supplies, in support to the Government’s efforts to fight the coronavirus.

The donation included 840 tarpaulins for the Nakawa vendors who, due to the COVID restrictions, are required to live in the market.

Health centers in the settlements have also been provided with personal protection materials including masks, gloves, and sanitizers, while health teams engaged in community sensitization were also equipped with protective gear.
Slovakia’s quick action and public interaction to encourage safe distance practices

• The most important was the government’s quick decision to institute a national lockdown effective March 16, 10 days after the country confirmed its first coronavirus case. The country also secluded itself by closing all airports and implementing mandatory quarantine for citizens returning from abroad.

• Slovaks acted voluntarily without the need for large-scale coercive enforcement. The response by the country’s political elites contributed to this compliance. Though Slovakia saw partisan conflict over who was responsible for the lack of preparation, there was no disagreement about the seriousness of the threat or the need for the lockdown.

• Experts credit the media as crucial to Slovakia’s success. The universal use of face masks— instituted early despite the dismissive attitude of the World Health Organization— has become a symbol of Slovakia’s response to the coronavirus. The government officials led by example, no Slovak politician, news reporter, or celebrity would be seen in public without a mask.

• The coronavirus crisis has also increased readership of the more serious media outlets. This allowed the mainstream media to dominate public discourse.
Tefe, Brazil imposes strict measures in absence of a national policy

• As the death toll rose from less than 7,000 to more than 10,000, local authorities began adopting stricter anti-virus measures

• The riverside community of Tefe in the Amazon region was among the first, with a lockdown decree specifying criminal charges for residents leaving home except for visits to hospitals, pharmacies and supermarkets.

• The mayor imposed it because only about half of Tefe's 60,000 residents complied with an earlier recommendation by the governor of Amazonas state to take virus precautions.

• Over the next three days, the governors of the northern and northeastern states of Maranhao, Para and Ceara decreed lockdowns for their capital cities as intensive-care units filled with COVID-19 patients
Latin America’s response leveraging community health workers

• This is the case of community health agents operating on behalf of Brazil’s national Saúde da Família program. These workers are typically more trusted than other public officials in the communities where they operate, and trust is critical to spreading health-related campaigns and in convincing locals to adhere to public health directives.

• Community health workers are best-placed to visit hard-to-reach patients, including in informal settlements.

• Attributed to their personal relationships with the people they serve, their words are more convincing than a message delivered by radio or WhatsApp.

• Have specialized knowledge about the neighborhoods they serve and ideally suited to tailor health campaigns to local realities.

• Cities can also convert under-used and distressed assets into serviceable “low-intensity” medical facilities.
Pune cleaning slum toilets daily

- Civic body wants the common loos — many located in slum pockets — to be cleaned at least five times a day.
- There are currently 69 containment zones within the municipal corporation’s limits with over 155 community toilets between them.
- Supervisors have been told to ensure the facilities are sanitised throughout the day. They have also been asked to upload photos of the toilets into the PMC’s mobile app.
- Community toilets serve thousands of people in the city’s slum pockets where many households are still without attached loos.
- Besides regular cleaning, teams have been told to ensure each toilet has functional wash basins, adequate supply of water and soap.
- There are over 1,200 such toilets within PMC limits. The municipal corporation has also installed hands-free wash basins at hotspot localities within Patil Estate slums, Parvati Darshan and at Covid Care Centers.
Tel Aviv’s tech based approach

• Developed a dedicated dashboard to provide an overview of the COVID-19 situation, including the number of people sick, critically ill, in quarantine, or recovered as well as to highlight hotspot areas.

• Set up a city’s helpline so that decision-makers can shift resources and priorities as needed – queries related to food, for example, were high in the early phase. Originally an internal tool, aspects of it were then opened to residents.

• 106 app to report issues such as scooters blocking the pavement, which feeds into the city’s real-time situation report.

• The DigiTel Residents’ Club service, which provides citizens with discounts and targeted information via an app, text and email, has been key to keeping people informed.

• To further harness start-up talent, Tel Aviv held its first international virtual hackathon in early April, in collaboration with the Global Resilient Cities Network (GRCN).
Vietnam’s rapid testing

• Vietnam’s rapidly scaled-up in laboratory testing and contact tracing

• The country implemented “a broad-based communications strategy that builds public support

• The country is seeking an economic rebound as international trade moves away from China, it aims to strengthen Vietnam’s international positioning and reputation, and boost public confidence in the government
Ghana’s effective and innovative response

- In Ghana, the government has had more than 161,000 people tested, the region’s second highest rate after South Africa

- The country’s corps of community health workers help it respond effectively. The WHO is studying some of Ghana’s techniques, including the potentially time saving practice of “pool testing,” in which multiple blood samples are tested together and processed separately only if a positive result is found

- They were proactive in using their own budget to get a grip on the outbreak and drawing from a government emergency fund rather than waiting for international aid
Costa Rica’s effective institutions

• Strong and unified health care system, and a centralized government that mobilized effectively to provide basic services and support

• With a history of fast response, people trust the government, trust the state to help them with a crisis, so the degree of compliance was higher

• Costa Rica has a universal health care system, and services including water and electricity have not been privatized, these have helped the country to cope with and contain the virus and the economic fallout
Nairobi taking a multi target approach

- Complete household mapping conducted for disease patterns and monitoring in Kibera, Lang’ata, Mukuru with only parts of Mathare continuing
- Additionally, 5,100 community health workers have been distributed all over Nairobi as well as 720 community health units that have mapped out every single place in the city
- Contact tracing is currently ongoing in Nairobi for those who have tested positive for Covid-19, with contact tracing in a multi-agency team; a disease surveillance team, security agencies and the national command center
- Deployed health workers at all border points to identify and isolate any suspected Covid-19 case as part of a management and containment program
- A dedicated Ngara Health Centre and South B Clinic for testing of truck drivers and all hotel workers within Nairobi as well as mapping out all communities in the county putting in place 2,400 hand wash stations, complete with liquid soap and sanitizers
- Rolled out free mass testing in various sub-counties in Nairobi
- Mbagathi Hospital and Kenyatta National Hospital have been dedicated for treatment of Covid-19 infected persons with 55 staff deployed to man the 58 quarantine facilities which were handed over to the new office by the ministry
- Began household registration on April 30, to map all households that need maternity care, child care, emergency treatment and chronic diseases
- Giving free Uber/Bolt rides to pregnant mothers during this Covid-19 period
Bangalore's swift response

• The city sealed Padarayanapura, a slum was the first to be sealed. This stern decision ensured cases did not spread to other areas as had happened in Dharavi in Mumbai

• The city started testing primary and secondary contacts and even random sampling, even before the Central government made it a norm

• Special mention was given to the Sachidanand Committee which closely examines all cases and suggests the best treatment model. Early training disseminated by the Rajiv Gandhi University of Health Sciences to all health professionals

• Victoria Hospital was recognized as a role model for the treatment methods adopted, usage of ventilators, dividing Covid-19 and non-Covid patients. The hospital also ensured that the staffers treating patients did not leave the premises by providing them proper accommodation

• Success factors
  • Swift declaration of containment zones
  • Establishment of fever clinics and Covid-19 hospitals
  • Use of technology and field staff in contact tracing
  • Creating teams of medical experts for better treatment
  • Bengaluru followed Kerala model in contact tracing
Karachi’s communities self organize to respond

• Communities self-organize to get rations to the most vulnerable

• The lockdown’s impact on livelihoods of those living in informal settlements were quickly recognized and people donated generously. Ration parcels consisting of flour, rice, sugar, cooking oil, and tea were distributed to families of six to cover a period of 7-10 days

• The well organized communities also have stronger links with civil society and government organizations and with political parties and can access relief in bulk more easily

• Households with members who had permanent jobs were not given any rations; those that had successful businesses were given 50% of the ration; day wage laborer and those living in extreme poverty were given 100%.

• Drawing from these lessons, the Urban Resource Center (URC) Karachi has proposed that the Union Council (UC), which is the lowest rung of local government and which is usually ignored, should be developed and made proactive by higher levels of government and that all relief could be distributed through it
Colombia’s red SOS flags

• Colombians have been sending out an eye-catching SOS — with encouragement from local politicians.

• In a sprawling mountainside slum in Soacha, just south of the capital Bogotá, needy families tie or hang something red from their doors, windows and balconies — a red T-shirt, a red dishtowel, even red pajamas — as a distress signal to neighbors who may be willing and able to provide them with food.

• “They will ask: ‘Do you need tomatoes? Take some! Do you need onions? Take the onions!’

• Soacha’s "red-rag movement," which started in March, was the brainchild of Mayor Juan Carlos Saldarriaga.

• Saldarriaga began organizing massive food handouts in March. Soacha’s city hall has so far handed food to 350,000 families, but city workers can distribute rice, beans, pasta and other provisions to only about 6,000 families per day. So the mayor called on the neediest to fly makeshift red banners from their doors and windows as a signal for immediate help.

• Since then, the red-rag movement has spread to Bogotá, Medellín, Barranquilla, Florencia and other cities. Under a similar initiative in Guatemala, families that are going hungry fly white flags.
India reimagines streets for walkers and cyclists

• An advisory issued by the Ministry of Housing and Urban Affairs recommended the pedestrianization of up to three markets in each city, and adding more bicycle lanes

• While cities worldwide ease lockdown restrictions, some are closing roads to vehicles, adding bicycle lanes, widening pavements and handing over parking spaces to cafes

• Authorities in India can also use unclaimed and under-utilized public spaces to increase walkability

• Under India’s Smart Cities program that aims to make 100 urban centers more livable and sustainable, some cities had already been promoting public transit and bicycle lanes

• The southern Indian city of Chennai has carved out more than 100 km (62 miles) of pedestrian-friendly streets

• Small-ticket items like non-motorised transport infrastructure expansion and improvements that got left out in the scramble for metro and light-rail will now see renewed interest
Chennai’s Response team for each municipal division

• The Greater Chennai Corporation has come out with a micro plan by forming a COVID-19 Response Team for each of the 200 divisions in the city

• The micro plan has been worked out after a meeting held by senior officials with the assistant engineers/junior engineers and assistant executive engineers

• The division-level Response Team would consist of Divisional Health Officer, medical officer of the Urban Primary Health Centre, sanitary inspector, tax collector, licence inspector and conservancy inspector. The team would meet every day and analyse all the issues related to pandemic management, including clinical care of the patients, contact tracing, quarantine, intensive disinfection, containment measures, intensive door-to-door surveillance for fever and distribution of Kabasura Kudineer, zinc and vitamin C tablets and provision of masks

• A second-line response team will monitor the effective functioning of the division-level response team has been formed at the unit level to be headed by the jurisdictional assistant executive engineer. The team would have unit health officer, sanitary officer, assessor, conservancy supervisor, and a police official from the particular police station for enforcing home isolation and home quarantine

• The team would organise fever camps, contact tracing and fleet management for shifting patients to hospitals and home isolation
Re-opening strategies
Paris ramping up testing and monitoring

- Shops and factories reopened, along with some schools operating with reduced class sizes
- Some parks, green spaces and walkways have reopened. The city has reserved some streets for pedestrians and bicycles. Outside exercise is allowed again
- Red zone due to the high number of COVID-19 cases there, has begun distributing 2.2 million masks
- Masks are compulsory on public transport and stickers on seats mark out social distancing. Passengers who do not comply face a 135 euro ($150) fine
- Security forces are monitoring station entrances to prevent crowding. Bus stops and metro stations have been equipped with hand gel dispensers
- Officials want to cut daily passenger numbers to 1.5-2 million, down from 5 million pre-lockdown. Employees who cannot work from home have to work shifts and travel at off-peak hours on authorized time slots
- Testing has been ramped up in areas with a high number of cases
- The city is aiming for the “quarter-hour city”, where most daily needs are within a short walk, bike ride or public transport commute, to reduce congestion and pollution, and improve quality of life
Italy maintaining distance in social spaces

• Shops, restaurants, cafes and hair salons reopened on May 18 after a 10-week lockdown.

• Friends can now meet up and restaurants can serve if tables are at least 2 metres (6.5 ft) apart.

• Unlimited travel is now permitted in individual regions. The government has said it will allow travel between regions on June 3 when it will also open Italy's borders with Europe

• Italy first started easing restrictions on May 4 when factories and building sites were allowed to reopen

• Schools will remain shut until September, leaving families facing childcare problems

• Milan has announced an ambitious scheme to turn streets over to cycling and walking
Netherlands ensuring face masks and small groups

- Across the Netherlands, primary schools reopened on May 11 with classes split in two groups attending on alternate days. Parents have been asked to walk or cycle children to school to avoid overburdening public transport.
- People aged over 70 who live by themselves are now allowed to receive one or two regular visitors.
- Facemasks are mandatory on public transport.
- Restaurants, cafes, cinemas, theatres and concert halls can reopen on June 1 for a maximum number of 30 customers who have to book in advance. This will be increased to 100 from July 1.
Belgium prioritizing bikes and tracing

- In Brussels, pedestrians and cyclists have priority over vehicles in the city center to enable social distancing as the lockdown eases, according to local media.
- Cordons have been placed on streets to create one-way routes.
- Belgium has allowed most shops to reopen with strict hygiene rules, but bars, cafes and restaurants remain shut until June. Beauty salons, hairdressers and tattoo parlors are also closed.
- Schools started reopening.
- In Antwerp, port workers will begin testing wristbands developed by a Belgian technology company that could help with social distancing requirements by giving a warning signal if people get too close. Developers believe the bands could also help with contact tracing if someone becomes infected.
Colombia extending bike lanes and restrictions

• Bogota has added more than 100km of temporary bike lanes to its already extensive network, closing some roads to do so.

• The initiative announced just before the March 20 lockdown was aimed at easing crowding on buses to curb the spread of the virus.

• Colombia opened its construction and manufacturing sectors.

• In Bogota, children aged 6 and older are now allowed to go out three times a week to exercise for 30 minutes between 2-5pm. Adults under 60 are allowed out before 10am to exercise for one hour.

• Bogota's gender-based lockdown – where women and men are allowed out on alternate days.
London is banning cars on busiest roads as lockdown eases

- London is planning to ban cars on the busiest roads to manage the return of tens of thousands of commuters to the streets of the financial district.
- It has drawn up proposals for 12- or 24-hour closures for cars on its main artery routes to widen pavements for walking and bike lanes, and to allow safe queueing for shops and cafés.
- Plans to do it in phases
Mexico’s phased approach with strict monitoring

- Mexico’s government said 269 coronavirus-free towns will reopen next week as part of a gradual nationwide return to a “new normal”, while auto, construction and mining industries will be allowed to resume.
- The phased reopening will follow a red, amber, yellow and green “traffic light” system.
- They are primarily in remote areas away from industrial centers.
- The “green” traffic light status meant that social distancing should still be applied, although schools and public spaces like churches, museums, cinemas and restaurants would reopen.
- Sanitary filters will be erected around towns.
- Health protection measures for workplaces and training for employees will be introduced.
- “Red” areas included Mexico City and the surrounding metropolitan area, is home to 22m people, where the authorities say the pandemic has peaked but cases will nevertheless continue to grow for some weeks. Only essential activities will be allowed to operate.
Live data dashboards leveraged by cities in the United States for decision making and information sharing

- **Baltimore, MD**: [COVID-19 city operations data tracking](#) — Provides concrete steps and information about how Baltimore City set up data tracking systems to support the city’s management of service delivery and emergency food access during the city’s coronavirus response.

- **Boston, MA**: The city’s Department of Innovation and Technology’s Citywide Analytics Team developed and launched two dashboards — the **first** includes a day-by-day breakdown of the spread of COVID-19 in Massachusetts and tracks daily updates from the state’s public health department for the number of COVID-19 cases, and the **second** includes information specific to the city, including total daily cases, recovered cases and total cases over time.

- **Cambridge, MA**: The city’s [COVID-19 Data Center](#) site, developed as a collaboration between data analytics, communications, and subject matter experts, is being used to keep residents, staff, and decision makers informed about pandemic trends. Cambridge’s data site includes a user-friendly navigation menu and its data visualizations include how the city compares to state and national trends.

- **Chicago, IL**: The “Chi COVID Coach” is a [mobile-friendly, web-based health app](#) developed by the City in partnership with Google and MTX. Chicago residents are asked to register their information through the app, even if they do not have symptoms, to allow the Chicago Department of Public Health (CDPH) to communicate directly with them and provide them with important information and guidance.

- **Kansas City, MO**: [Surveying Our New Work From Home Employees](#) — Methodology and the actual questions that DataKC, the city’s central data team, used to conduct a survey of its city employees about working remotely.

- **King County, WA**: A [user-friendly data dashboard](#) that provides the public access to data, analysis, and information in areas such as education, food, health, housing, transportation, and public safety.
Policy initiatives in the United States for the homeless and vulnerable population

- **Boston, MA**: Mayor Marty Walsh announces subsidized housing for 1,000 homeless, at-risk Boston families
- **New York, NY**: City to put 6,000 homeless, some COVID-19 positive, into local hotels
- **Portland, OR**: COVID-19 guidance for people experiencing homelessness without shelter
- **San Francisco, CA**: San Francisco increases COVID-19 protections for homeless residents and people living in single room occupancy hotels
- **Seattle, WA**: King County and Seattle expand COVID-19 emergency housing to create additional shelter space and temporary housing options for people who are unable to isolate and recover in their own homes, or do not have a home
USA: Food support for families in need

- **Augusta, GA**: Augusta mayor and nonprofits partnering to provide 25,000 meals weekly
- **Charlotte, NC**: Charlotte-Mecklenburg Schools providing free meals for students during school closings over coronavirus
- **Chicago, IL**: All Chicago Public Schools to offer free meal pickup during coronavirus closure
- **Houston, TX**: Houston launches food delivery program to serve 1,000 people with disabilities amid COVID-19 pandemic
- **Lansing, MI**: Monthly “drive-thru” mobile food pantries continues to provide food support for low-income Lansing families
- **Little Rock, AR**: Little Rock’s massive effort to feed kids amid the pandemic — an in-depth look at Little Rock’s program, including a break down of the operations and division of labor behind the effort
- **Seattle, WA**: Seattle to invest more than $7 million to help get food to seniors, homeless residents — Note: Funding from federal stimulus bills (CARES Act and Families First Coronavirus Response Act).
- **Washington, DC**: D.C., Md. and Va. schools offer learning plans, free meals for students during coronavirus closures
- **In rural areas**, school districts are experimenting with providing free meals along bus routes
USA: Support to small businesses

• **Durham, NC:** [COVID-19 relief for small businesses](#) — website centralizes all relevant COVID-19 information for small businesses and connects small businesses to available grant and loan programs.

• **Gilbert, AZ:** City-developed searchable map of Gilbert’s small businesses with ways residents can support specific businesses.

• **Hillsboro, OR:** Crisis funding for small businesses and employees to apply for emergency business support grants, loans, and rental assistance.

• **Little Rock, AR:** Mayor Scott announces new [Small Business Emergency Assistance Program](#), made up of $500,000 to assist Little Rock small businesses, plus zero-interest loans and potential loan forgiveness.

• **Philadelphia, PA:** The city of Philadelphia and the Philadelphia Industrial Development Corporation (PIDC) launched the [COVID-19 Small Business Relief Fund](#), a grant and loan program to support struggling and barely afloat businesses in the city. **Update:** As of March 30th, the city is no longer accepting relief fund applications from businesses with $500K or more in revenue; micro-enterprise grants will continue.

• **New York, NY:** Interest-free loans and other financial assistance for small business owners in New York City affected by COVID-19.

• **Salt Lake County, UT:** Salt Lake County opens up new business relief hotline, launched by their COVID-19 Economic Impact & Recovery Team.

• **San Jose, CA:** San Jose moves forward with moratorium on evictions, proposes financial aid for small businesses.

• **Tulsa, OK:** Tulsa offers $1.1 million in loans to small businesses.

• **Washington, DC:** Mayor Bowser and the Council of the District of Columbia investing $25 million in the COVID-19 Recovery Effort and the DC Small Business Recovery Microgrants Program.
Relief Funding & Support for Individuals and Families in Need

- **Atlanta, GA:** Mayor Bottoms announces fund with Georgia’s Own Credit Union to provide grants during COVID-19 crisis
- **Baltimore, MD:** New diaper-delivery service for vulnerable families for two months — plans to distribute 500,000 diapers to nearly 10,000 vulnerable young children across the City
- **Dallas, TX:** Dallas City Council approves $13.7 million in rent, mortgage, and utilities relief for residents in need
- **Jacksonville, FL:** City to pay $1,000 to Jacksonville residents most impacted by coronavirus — this new, local stimulus package is the result of a $160 million federal CARES grant the city received to fund COVID-19 relief
- **King County, WA:** King County Executive Constantine transmits emergency legislation to fund child care services for first responders and other essential workers.
- **Louisville, KY:** The One Louisville: COVID-19 Response Fund will support both individuals & community-based organizations that need help as a result of the outbreak. The city is raising funds in partnership with philanthropic and community partners, as well as corporate and civic donors. See Mayor Greg Fischer’s tweet about the fund [here](#).
- **New Orleans, LA:** Partnership with the New Orleans Business Alliance to stand up a relief fund for gig economy workers impacted by loss of income
- **Newark, NJ:** $1 million Emergency Housing Assistance Fund created to provide low-income residents struggling due to coronavirus up to $1K each to help pay rent or utilities
- **Philadelphia, PA:** Philadelphia is launching a COVID-19 Emergency Rental Assistance Program to help people who have lost income because of COVID-19 pay their rent. Payments are made directly to the landlord.
- **Pittsburgh, PA:** Mayor announces COVID-19 funding for residents and small businesses — From over $12M in federal funding (Emergency Solutions Grant and Community Development Block Grant)
- **San Diego, CA:** Childcare support for essential workers expanded: $10 million in CARES Act funding directed to provide childcare for essential workers during the coronavirus pandemic response ($5M county commitment + $5M city match)
- **San Jose, CA:** San Jose approves a new coronavirus relief fund to help the city receive federal resources for those affected by the pandemic
- **Seattle, WA:** Seattle will provide $800 each in supermarket vouchers to thousands of families during coronavirus crisis
- **St. Paul, MN:** St. Paul will provide emergency cash assistance for up to 1,000 families and 300 small businesses that have lost income because of the COVID-19 pandemic
Slides added in this edition
India reimagines streets for walkers and cyclists

• An advisory issued by the Ministry of Housing and Urban Affairs recommended the pedestrianization of up to three markets in each city, and adding more bicycle lanes

• While cities worldwide ease lockdown restrictions, some are closing roads to vehicles, adding bicycle lanes, widening pavements and handing over parking spaces to cafes

• Authorities in India can also use unclaimed and under-utilized public spaces to increase walkability

• Under India’s Smart Cities program that aims to make 100 urban centers more livable and sustainable, some cities had already been promoting public transit and bicycle lanes

• The southern Indian city of Chennai has carved out more than 100 km (62 miles) of pedestrian-friendly streets

• Small-ticket items like non-motorised transport infrastructure expansion and improvements that got left out in the scramble for metro and light-rail will now see renewed interest
Revising Disaster preparedness metrics and scorecard

- Governments, especially at the local level, need to plan and strategize to deal with all hazards, including biological ones, and to address gaps in their preparedness and develop response capacity.

- Better data collection will allow city leaders to prepare for future episodes where once unthinkable metrics become normal.

- The Scorecard has been augmented by the development of a Public Health Addendum which provides guidance to local governments on the wider issues of management and recovery in case of biological hazards, including a pandemic.

- In cities like Lisbon, Kampala and Greater Manchester, the Disaster Resilience Scorecard has proved to be a useful tool helping cities to establish their public-health system resilience baseline and to frame an action plan.

- UN-Habitat’s City Resilience Global Program provides hands-on support to local governments in urban planning and building resilience to all types of hazards.
Clean air policies take priority among governments

- Leaders of some of the world’s biggest cities, including London and Milan, are already repurposing city centres to use cleaner energy and technology.

- They are encouraging to get out of cars, to make more journeys on foot, by bike or — in the long term — via public transport, by investing in infrastructure that makes this possible.

- Republic of Korea is introducing a Green New Deal that seeks a new way of life after the pandemic to tackle climate change and air pollution alongside other elements of the UN sustainable development goals, such as inequality and poverty, and to look beyond our borders.

- The region is seeing increasing co-operation with Japan and China to address regional air pollution.
Bloomberg helps city leaders collect data to inform pandemic response

- As mayors in the United States put together their plans to reopen and revive their local economies, the set of metrics have developed in partnership with Johns Hopkins will allow them to focus their resources on communities in need.

- These new resources aim to help city leaders analyze data in seven key areas that should enable better pandemic-related decision-making moving forward, including:

  1. Status of infection local rate
  2. Capacity of the healthcare system
  3. Status of testing and contact tracing system
  4. Levels of compliance with public health safety measures
  5. Protection and preparedness of emergency workers
  6. Protection and preparedness of congregate facilities such as nursing homes and prisons; preparedness levels for business reopening
UN-Habitat’s innovative tracker platform to assess how ready the world’s cities were for the COVID-19 pandemic

- The city-based COVID-19 Readiness and Responsiveness tracker platform uses global metrics to provide critical and often unavailable information from cities around the world. The tracker provides information that is critical for protecting populations and informing resilience and recovery strategies and future responses to global pandemics.

- The COVID-19 Readiness and Responsiveness tracker for cities is a unique scoring mechanism that integrates a range of data points to provide a COVID-19 Readiness Score and a COVID-19 Responsiveness Score on a scale of 0-100.

- The Readiness Score is based on five core indicator areas: public health capacity, societal strength, economic ability, infrastructure, and national collaborative will. Meanwhile the Responsiveness Score is based on: spread response, treatment response, economic response and supply chain response. The input data is normalized to provide comparison between cities.

- The tracker, available at https://unhabitat.citiiq.com/ is powered by the CitiIQ platform which is capable of sourcing, translating and communicating both the Readiness and Responsiveness scores of cities.
Chennai’s Response team for each municipal division

- The Greater Chennai Corporation has come out with a micro plan by forming a COVID-19 Response Team for each of the 200 divisions in the city.

- The micro plan has been worked out after a meeting held by senior officials with the assistant engineers/junior engineers and assistant executive engineers.

- The division-level Response Team would consist of Divisional Health Officer, medical officer of the Urban Primary Health Centre, sanitary inspector, tax collector, licence inspector and conservancy inspector. The team would meet every day and analyse all the issues related to pandemic management, including clinical care of the patients, contact tracing, quarantine, intensive disinfection, containment measures, intensive door-to-door surveillance for fever and distribution of Kabasura Kudineer, zinc and vitamin C tablets and provision of masks.

- A second-line response team will monitor the effective functioning of the division-level response team has been formed at the unit level to be headed by the jurisdictional assistant executive engineer. The team would have unit health officer, sanitary officer, assessor, conservancy supervisor, and a police official from the particular police station for enforcing home isolation and home quarantine.

- The team would organise fever camps, contact tracing and fleet management for shifting patients to hospitals and home isolation.