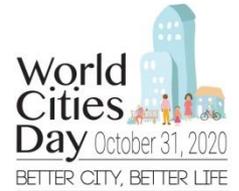




# World Cities Day



Valuing our communities and cities

## City Dialogue

### The resilience of Cities in times of COVID-19

Local projects and strategies focused on citizens

Murcia City Hall (Spain)

**City of Genoa (Italy)**

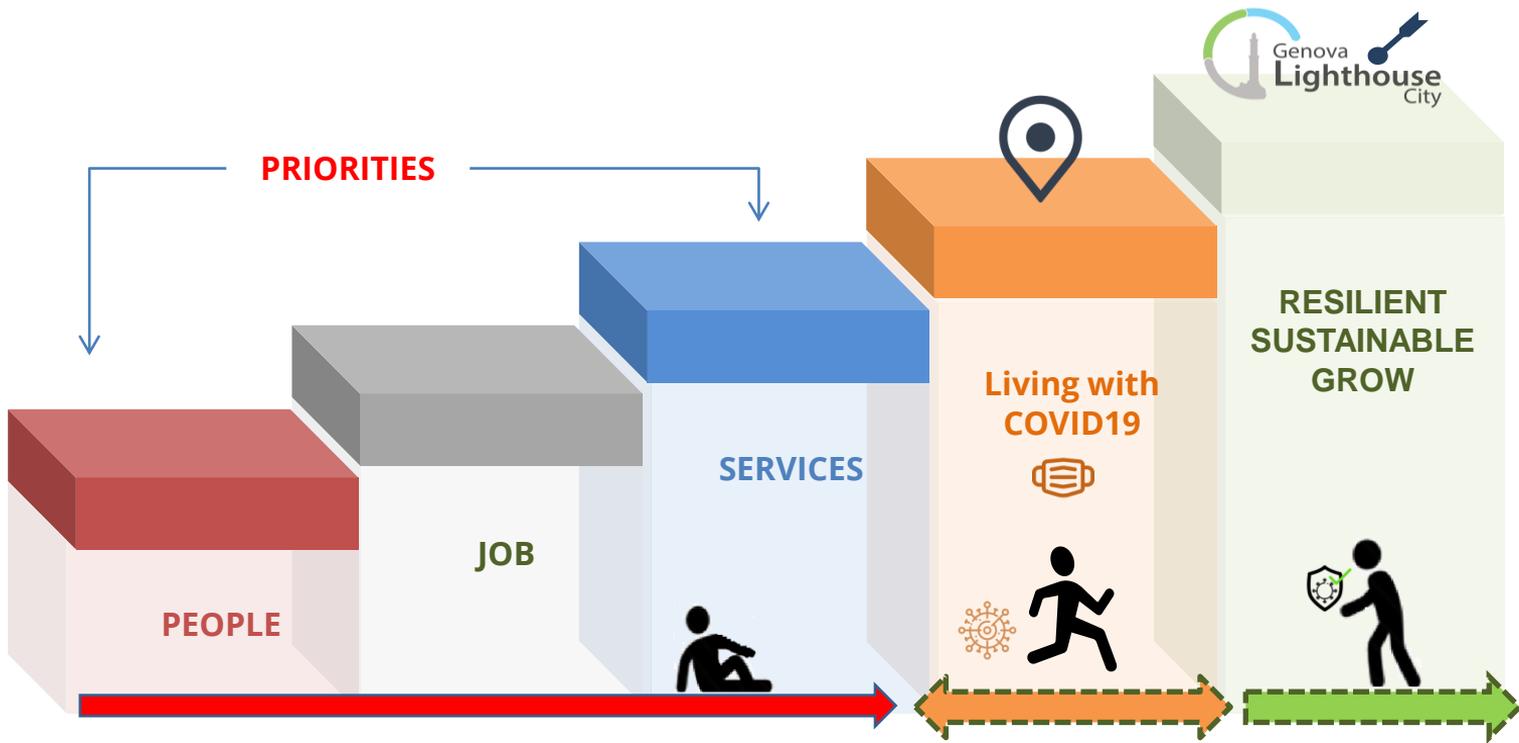
**Stefania Manca**

*Economic Development Department*



# COVID19 - GENOVA

## Measures to cope the emergency and the persistency of the COVID19





# PRIORITIES OF INTERVENTION



**PEOPLE**

**Citizenship and community**

**JOB**

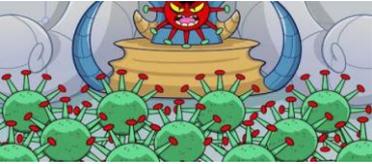
**Continuity management**

**SERVICES**

**Territory, Utility and Benefits**



# PEOPLE - Citizenship and community



## Martina and Leo fight the virus at home

Cartoon for the **kids** made by the Civil Protection of the City together with Lions' Club.



## Redesign of home services for the elderly and **disabled**

Redesign of educational activities for children followed by social services to ensure continuity in the service to people.



## Aid to **homeless** people

Increase of 70 places for the reception h24, Delivery of meals. Total number of guests 170.



## Video calls in **Residential Care Home**

Cisco computer media and tablets supplied some Residential Care Home needs to allow the elderly to see and talk to their families during the coronavirus emergency.



## Listening to the **elderly**

Over 100 calls per day received by municipal employees and volunteers in smartworking.



# PEOPLE - Citizenship and community



## Organized groups of Self-help

to foster **community resilience** in synergy with citizens.



## Safety and **public health**

The Local Police in support of Poste Italiane for retirement pensions by beneficiaries.



## Volunteering in support of the community

Home delivery of groceries and medicines to the most vulnerable people (over 100 volunteers and 1.400 deliveries in two weeks to the elderly, disabled and immunosuppressed).

Home delivery of meals for persons in quarantine who do not have autonomous aid and ultimately also for certain deprived persons (delivered over 3000 meals carried).



CRI delivery of personal belongings to GNV (Grandi Navi Veloci) guests on the **"Splendid" ship**, at the request of family members.

Call desk to offer accommodation to the sanitary employees (both the genoese and that ones arrived from other regions) to avoid morbidity and spread of the virus to their family members.



# JOB - Continuity management



**Municipality of Genoa in smartworking**  
2,800 employees engaged in day-by-day office activities and training courses on security, civil protection, anti-corruption via remote connection, video conferencing tools.



**Political activity via remote connection**  
Commissions and City Council streaming on Facebook  
14,951 people reached.



**Upgrading of telephone lines**  
Deviation of 856 numbers from fixed to mobile, increase mobile devices, configuration of groups of operators for the management of priority calls coming from citizens (Civil Protection, People Relation Office and the dispatch number 010.10.10, Family, Educational, Social, Tributes).



**Reception of social and health personnel**  
Availability of hotel and diocesan facilities to mitigate the risk of contagion of family members.



**Protection of operators**  
100,000 protective masks for municipal employees and transport operators, waste collection, local police, civil protection and volunteers involved in the delivery of groceries at home.



**Safety in construction sites even in emergency**  
Safe conditions of public works allow to keep the progress after the Morandi bridge collapse for the new bridge construction, complying with the provisions of the Government and the Commissioner for emergency prevention of contagion.



# SERVICES - Territory , Utility and Benefits



## **Territorial control**

The Local Police is engaged daily with checks aimed at compliance with the measures to contain the virus (controlled over 30,000 people) also through innovative initiatives such as the use of monitoring drones. Together with the Civil Protection works to raise awareness through messages spread with speakers in city streets.



**Patrolling** on weekends with the civil protection volunteers of the most attractive areas for walks (beaches, seaside walks, Park of the Forts, etc.).



**Support** to the border police of the Port in transferring to the station the arriving passengers from abroad with ferry ships that do not have possibility to reach their destination outside Genoa with own means.



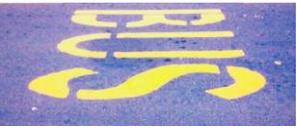
## **Sanitation and operational activities**

23 Amiu teams for sanitization, with non-polluting products, of roads and near pharmacies, hospitals, supermarkets and stations. The public company of urban hygiene AMIU manages the service of collection of infected waste at over 1,000 domiciled in quarantine.



## **Payment on public land**

Suspension of the payment of the parking to facilitate travel by private means of all those who have real mobility needs, limiting the crowding of public transport.



## **Local public transport**

coverage with remodulated frequencies of the entire network and time slots. Average bus fill rate less than 20%.



# SERVICES - Territory , Utility and Benefits

## Municipality transport



### Measures in favour of customers

- Service adapted to the decrease of the displacements but in measure less than proportional (- 40% against 85%);
- external and internal infographic with covid19 obligations i.e. mask and social distances;
- monitoring of passenger to limit boarding on vehicles if crowded on the main nodes of the network;
- additional reserve shifts to increase the service in case of crowding at specific times / lines;
- cleaning and sanitization of vehicles in storage at each return;
- cleaning and sanitization in stations and on Metro and Vertical Systems;

### Measures for the protection of personnel

- protocol on prevention of the spread of the virus and in the case of a positive employee;
- Smart *working for* office staff;
- Increased cleaning and disinfection of buses;
- disinfectant and surgical masks for the personnel;
- Separation of the driver's seat from the rest of the chained vehicle and the obligation of public access from the centre and rear doors;
- health insurance policy to cover the cost of hospitalization of staff.



# SERVICES - Territory Utility and Benefits



## Online services and Citizen's Dossier

The online Citizen's File provides data and services to citizens, as well as information on the health emergency and access to the e-health file.



## Demographic Services

Certificates available online, By appointment: living will, birth declarations and marriages in extremis  
Active on a daily basis: receiving death reports, issuing authorisations and cemetery services.



## #lorestoacasa ... and I read

56,000 e-books and audiobooks available free of charge in e-library of the Genoa Metropolitan Area



## At the theatre with a click

100 stories, performances, works and other cultural activities 90,000 views and 6,098 followers



## Virtual tours of the Museums

Video of the civic museums and adhesion to the initiatives of the Mibact for the continuous fruition of the historical-cultural patrimony of Genoa



# SERVICES - Territory , Utility and Benefits



## The school close to the children

The project made available to all children in the city, on the site of the Municipality of Genoa.



1200 teachers responded to the call of proximity to the children of the city with narrated fairy tales, puppets theatre, laboratory proposals, songs, dances, poems and much more, involving families and children through various communication channels.



## Project "Piece of school for home"

over 800 videos of fairy tales, artistic, musical, expressive workshops. 850 Genoese teachers engaged 10.000 daily views.



**Project "English Playing"**, in collaboration with the boys of Deledda International School, will soon allow children to learn the basics of the English language in a fun and entertaining way.



## Family support for food emergency

30.000 vouchers from 100 € per person. Over 350 affiliated shops. Online application support via dedicated toll-free number (22.922 phone calls received). Local police supervised the correct withdrawal of shopping vouchers on the 24 delivery stations identified



## Postponed municipal tax on advertising

400 advertising companies and commercial activities concerned.



## Deferred payment of the tourist tax

All owners of hotels and extra-hotel accommodation facilities affected by the municipal measure.

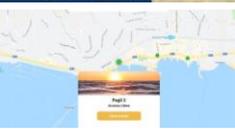
# Last measures on summer and early autumn



**New emergency bike lane and sustainable mobility measures - new smart move office**  
30km of green mobility up to 100 km forthcoming , including safe lanes in the crosswalks



**Re-opening of 46 kid gardens in the city**  
**Informative panel with health care** antiCOVID19 measures. Disinfections of the areas



**App Spiaggiati**  
**Real time info** on free place in the open beach of the city according to physical distancing regulations. 30.000 download in 1w



**Donation by the Lions club to the anti-violence centre for women**  
In addition to the surgical and washable masks, the anti-violence centers involved in the project will also receive disinfectants and detergents to return to work in compliance with the hygiene and health safety standards.



**Municipality of Genoa and the private social world united against old and new poverty**  
A Memorandum of Understanding with the Third Sector Forum to plan initiatives to combat new poverty and marginalization, starting with food insecurity



**New bus lane for students**  
8 new lane for the kids and young students, more buses in the city and surrounding



COMUNE DI GENOVA



Comune di  
Milano



CITTA' DI TORINO

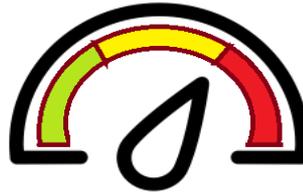
## MoU - Genoa Turin and Milan on Sustainable Resilience

The cities shared their strategies, measures to fight the COVID19 to find new opportunities to **grow more robust together especially on critical infrastructures, health and tourism**



Now...

Second wave of the COVID19 is running



Strengthen  
our public  
health  
assistance  
and  
facilities



New drive  
in and open  
point for  
sanitary  
check



hybrid  
restrictions  
on  
"movida"  
exposures  
and events



Increase of  
smartworking  
and it tools  
for schools  
and public  
employees



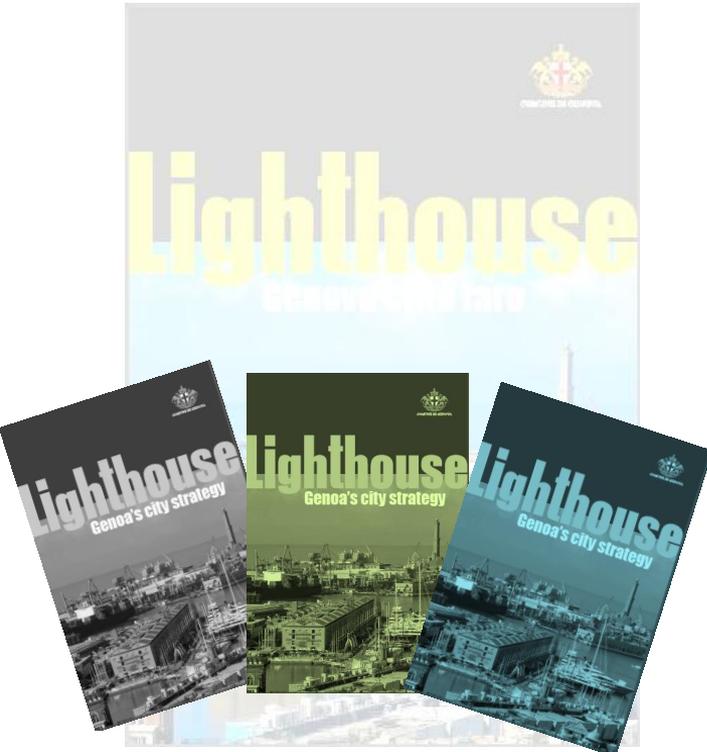
New  
facilitations  
for  
disadvantaged  
people



...



## ...and the **Future**



we approved a **strategy** to strengthen our **resilience** and we're finalising our action plan to better reboot and foster the sustainable resilient grow of the city.

Climate, demography and technology are the **key drivers** that guide our city strategy and action plan, with all interdependency, also on **health** issue.



# Strategy's Heritage



## 3 Drivers of change



*Climate*



*Demographic*



*Digital Transition*

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## 3 asset in the approved framework



*Innovative Development of Infrastructures*



*Urban Regeneration*



*Community - Enterprise*

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## 3 Goals



*Innovation*



*Anticipation*

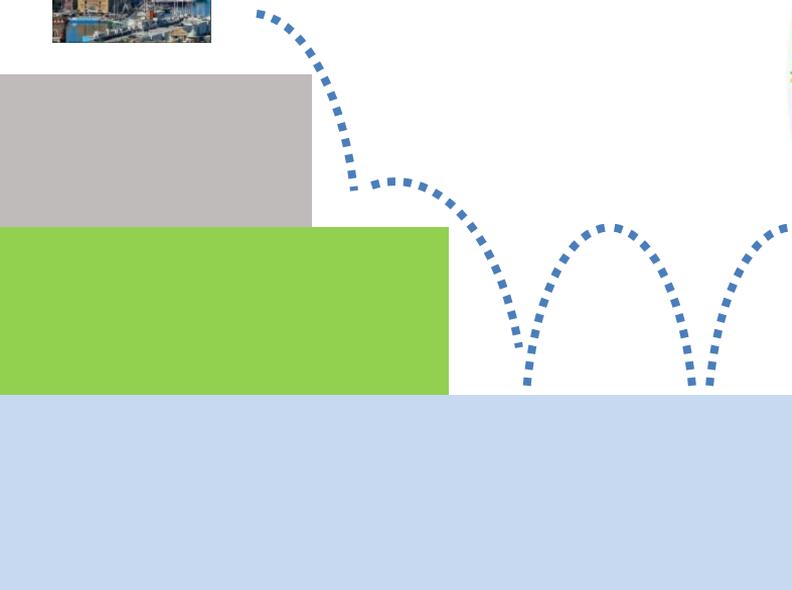
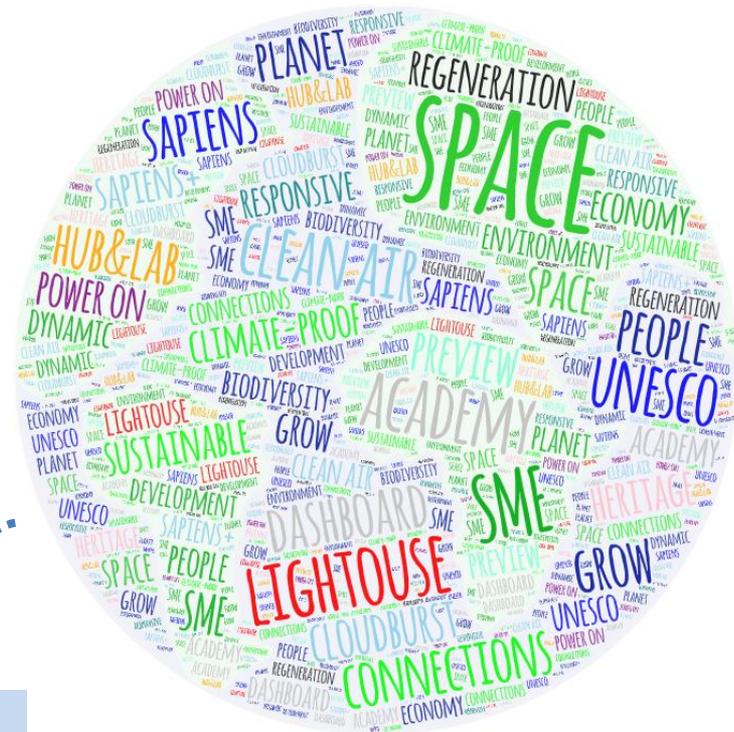
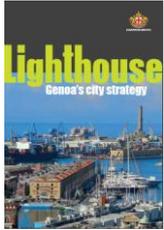


*Strengthening*



# ACTION PLAN GENOVA 2050

for a sustainable resilient city





# ASSET, Pillars and Focus of the Action Plan

<b>Asset</b>	GREY	GREEN	SOFT
<b>Pillars</b>	Innovative development of Infrastructure, Network and Communications	Urban Regeneration	Community Enterprise
<b>Focus</b>	AVANT GUARD FRUITION OF THE TERRITORY  OPTIMIZE AND RENEW THE INFRASTRUCTURES	REGENERATE THE URBAN FABRIC  CREATE MULTIFUNCTIONAL CONNECTIONS	INVESTMENTS on KNOWLEDGE, INNOVATIVE TRAINING, SOFT SKILLS  ENHANCE THE CITY ECOSYSTEM GOVERNANCE



# 15 Actions

Actions for Genova 2050, their correspondances to the Asset grey green and soft    and contribution to overcome cohabitation with COVID19 

<b>RIGENERAtion</b>   	<b>PLASTIC4BIO</b>  	<b>UNESCO SENTINEL</b>  	<b>RESPONSIVE</b> 
<b>SUSTAINABLE PATHS</b>   	<b>POWER ON</b>  	<b>GENOA PREVIEW</b>  	<b>SAPIENS+</b> 
<b>CLEAN AIR</b>   	<b>RIV.ECO</b>  	<b>HUB &amp; LAB</b>    	<b>SYNTOPICA2050</b>    
<b>CLOUDBURST</b>  	<b>DYNAMIC CONTROL</b>  	<b>LIGHTHOUSE ACADEMY</b>    	



COMUNE DI GENOVA

# GENOVA 2050



*Thank you*



*Stefania Manca*

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