Live Learning Experience: Beyond the Immediate Response to the Outbreak

Public Service Delivery, a Pillar to Address the Pandemic

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UCLG United Cities and Local Governments

metropolis

UN-Habitat
For a Better Urban Future
We are in the middle of the emergency response, but already thinking about recovery and increase city resiliency for future crises, with stronger structures.
Our challenges

- Dealing with the health emergency, taking care of our people, while ensuring the slightest impact in our social and economic fabric.
- Protective material for our forefront workers, to keep caring services on, and delivering basic services to vulnerable people.
- Making sure that Local Authorities are better involved in the response to future crisis. Governance foresight.
Three examples of our local response

- A provisional hospital at three Madrid Fair Pavilions (IFEMA) with 5,500 beds.
- Separate shelters for homeless people with and without COVID symptoms.
- 63 million euro cut in city taxes to help companies keep jobs.
Madrid, six months ahead

- Increased resilience capacity on urban crisis response.
- Capacity development on municipal civil servants in many areas (telework, procurement procedures, emergency management,...).
- Solidarity among neighbors, among generations. A stronger social fabric.
- A city able to deal with the economic consequences of this crisis: (social services, entrepreneurship, job creation, administrative procedures).
THANK YOU!