

Milano



Comune
di Milano



Coronavirus Speaker Series:

Sharing Knowledge to Respond with Resilience

Cities on the Frontlines: Government Responses and Continuity

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Institutional decision-making levels

1. National

- a. National Government
- b. Parliament
- c. Civil Protection
- d. ISS

DL 23 feb 2020 – CoVid-19 Containment
DPCM 8 mar 2020 – Lombardy and provinces "orange zone"
DPCM 9 mar 2020 – Extension to national territory
DPCM 11 mar 2020 – New restrictions
DL 17 mar 2020 – «Cura Italia»

L 5 mar 2020 – CoVid-19 Containment
DL 2 mar 2020 – Aid for Families, Workers and Firms
DL 8 mar 2020 – Measures for Judicial Activity
DL 9 mar 2020 – Health System Strengthening

Decree n.371 5 feb 2020 – Creation of a tech-scientific committee
Ocdpc 631 6 feb 2020 – Return students from areas under risk
Ocdpc 637 21 feb 2020 – Increase in HC personnel, increase in voluntary activities
3 mar 2020 – Operational guidelines to deal with the emergency

ISS COVID-19 n.1/2020 – Guidelines on isolation
ISS COVID-19 n.2/2020 – Guidelines on hygiene procedures in HC activities
ISS COVID-19 n.3/2020 – Guidelines on urban waste management
ISS COVID-19 n.4/2020 – Guidelines on Residential Care Facilities

2. Regional

- Coordinating and negotiating with national authorities
- Management of Health System
- Explanation of norms, communication to citizens

3. Local

- Implementation of norms
- Communication with citizens
- Aid to vulnerable citizens

COVID-19 emergency – Local organization



[Mayor's Decree 10/2020 11 mar](#) – Application of emergency measures, guaranteeing the maintainance of essential services, and tax relief for commercial activities

[Mayor's Decree 11/2020 12 mar](#) – Stop of payment parking system

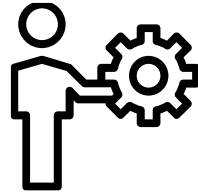
[Mayor's Decree 12/2020 13 mar](#) – Ensuring main citizens' needs, closure of public green spaces to avoid agglomeration of people

[Mayor's Decree 13/2020 16 mar](#) – Aid to vulnerable citizens. Empty buildings owned by the Municipality are designated to welcome fragile people who need to isolate.

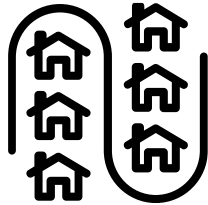
[Mayor's Decree 14/2020 16 mar](#) – Suspension of Limited Traffic Zone. Vehicles used to deal with the emergency can now pass in pedestrian areas

COVID-19 emergency – Local organization

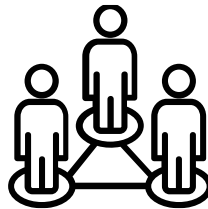
The Municipality of Milan has organised its action on three levels:



1. Emergency management



2. Support for the community not infected but forced to quarantine



3. Task Force working on Plan Zero for when the emergency ends

1. Emergency management

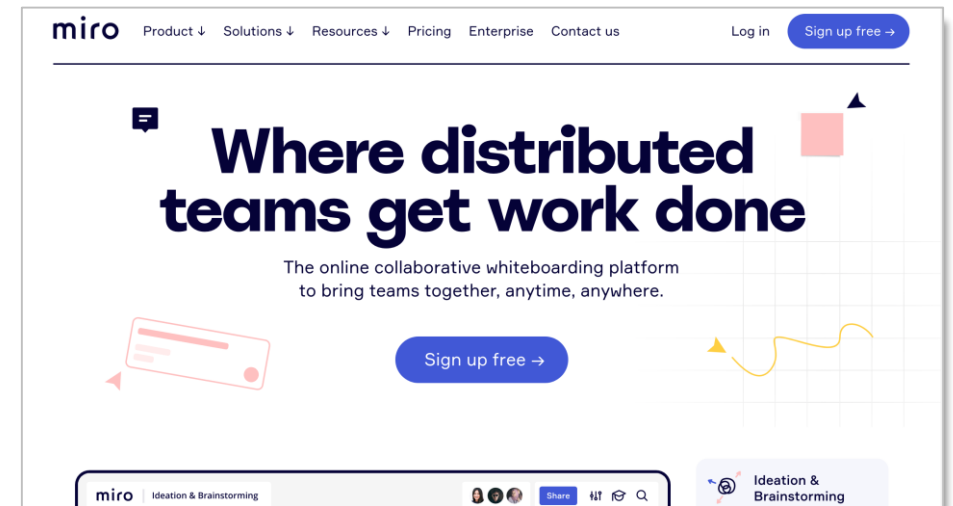
Smart working



In line with the hashtag that was created at the beginning of the COVID-19 emergency **#Milanononsiferma** (lit. Milan doesn't stop), the city is trying to **design a new digital routine**, shaping work, events, meetings and initiatives on new online formats.



Several local Departments are exploiting [Microsoft OFFICE 365](#) (particularly **Teams** – to make group call and alignment - & **Planner** – to track activities and deliverables)



The City Resilience Department is also using [MIRO](#), an online collaborative tool online.

1. Emergency management

Mobility



As far as mobility is concerned, the **Municipality of Milan** has implemented some regulations until 25 March:

- Suspension of the traffic ban in restricted traffic areas and in preferential lanes reserved for public transport; ———→ [Link to regulation](#)
- Suspension of areas B and C (central areas of Milan where there are usually a number of access restrictions for certain types of vehicles). ———→ [Link to regulation](#)

1. Emergency management

Education



Milanese Schools planned streaming lessons, video call, radio lessons and talks



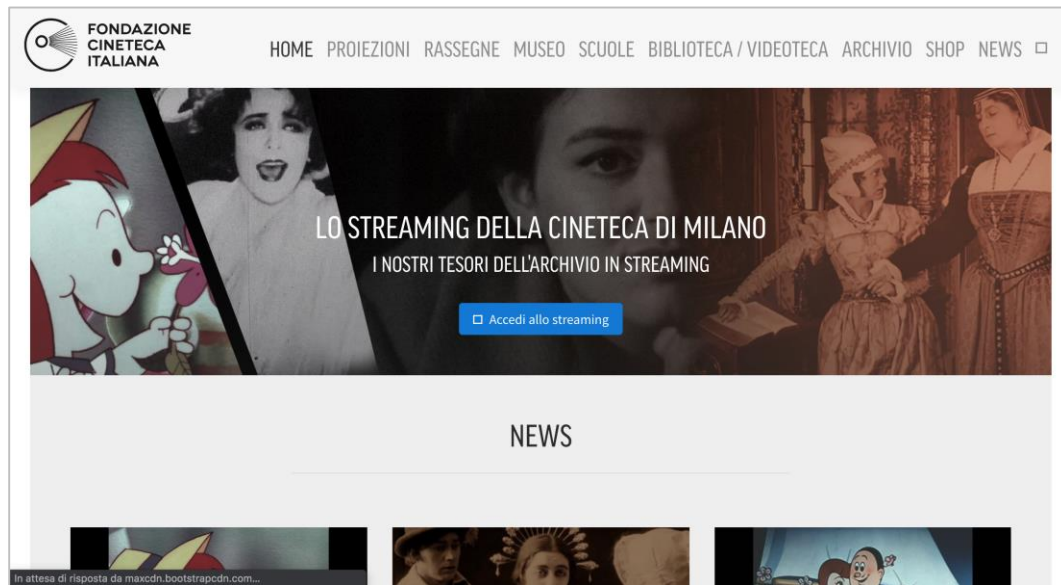
On 11 March, the Mayor issued an [order containing regulations on economic measures](#) to support Milanese families. These also include provisions relating to fees for the school catering service in Milan.

1. Emergency management

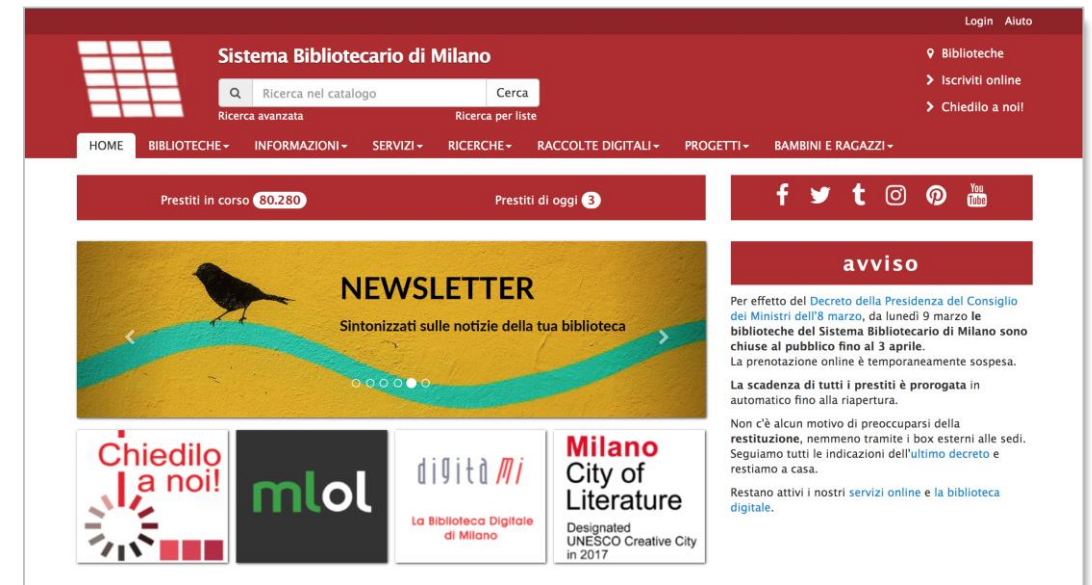
Free online services



When the local Government decided to stop many activities such as shops, schools and offices, **it suddenly put a lot of effort on maintaining as much as possible a normal stream of activities**. Teachers are for example giving **live and streaming lessons** to their pupils, many municipal museums are **delivering virtual visits** to their galleries.



[Cineteca di Milano](#) has made available its free streaming film catalogue to face the COVID-19 emergency.



[The libraries of the City of Milan](#) have made available over 33,300 free downloadable e-books.



1. Emergency management

Administration Services



Access modalities to Administration Services have been changed to avoid unnecessary contact.

However, services are still active:

- **Registry Office** is still open for appointments. All Identity Cards are now valid until 31° August
- Most of the **services are online**, as now citizens can file more than 120 types of request from home
- **Social Services** offices related to situations of need are still open, while non-urgent issues have been postponed.
- Some services for **homeless people** are not suspended (dormitories, public showers, CASC), but follow specific procedures

1. Emergency management

Tax payment



The law-decree «Cura Italia» (DL 17 mar 2020) provides strong economic support to the whole population:

- A **redundancy fund** procedure has been set for all employees
- a lump sum **compensation of 600€** to all freelance workers (to compensate for March losses)
- **Suspension of all tax payments and contributions** for March and April for all the sectors which have been hit the most by the crisis (Tourism, Restaurants and Events, ...)
- **Suspension of all tax payments and contributions** for March for firms whose turnover is lower than 2 million Euros

Also Milan's Mayor Giuseppe Sala adopted by decree some fiscal measures, between them:

- **TARI** (tax on waste) is now split in four payments rather than two
- Payments for **public housing** are delayed
- **COSAP** (Public Space Use tax) dates of payment are redefined
- Refund for **Kindergarten taxes** paid
- Refund for **School Canteen taxes**

1. Emergency management

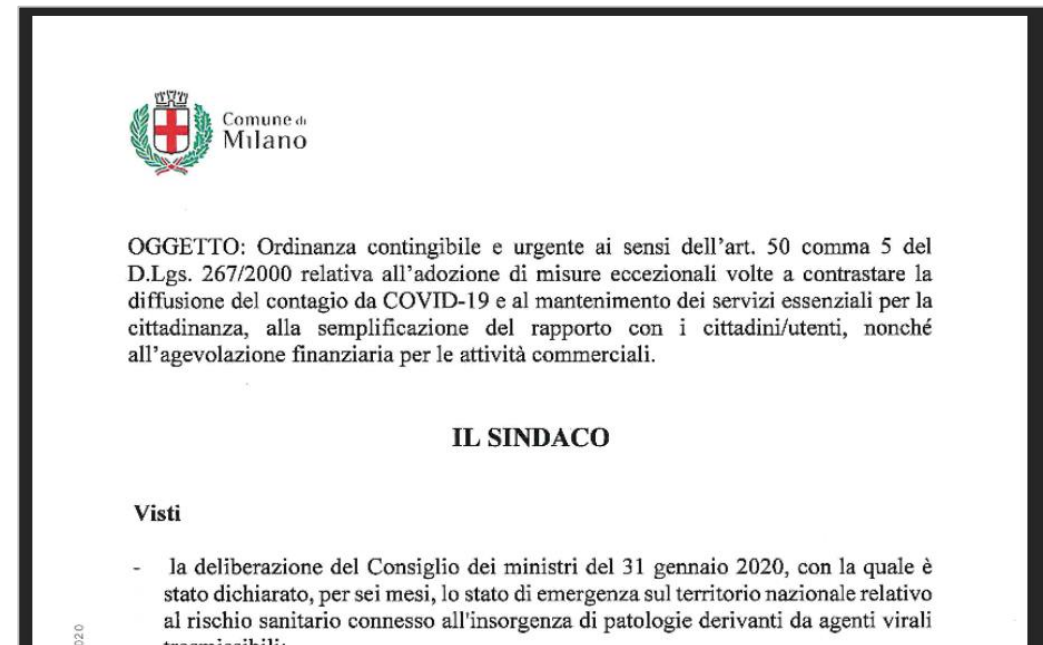
Facilitation and solidarity



The Municipality is sustaining an entire class of workers such as **freelancers, shopkeepers, restaurateurs** who are facing a terrible period of crisis and who could be out of work after the COVID-19 emergency.



The Mayor of Milan has set up [a mutual aid fund](#) to help those most in need and to support the resumption of the city's activities.



[Payments for the first three 2020](#) instalments of rents and concessions for commercial, cultural, youth, sports and leisure and business properties have been postponed. The Tari, the waste tax, can be paid in 4 instalments instead of two.

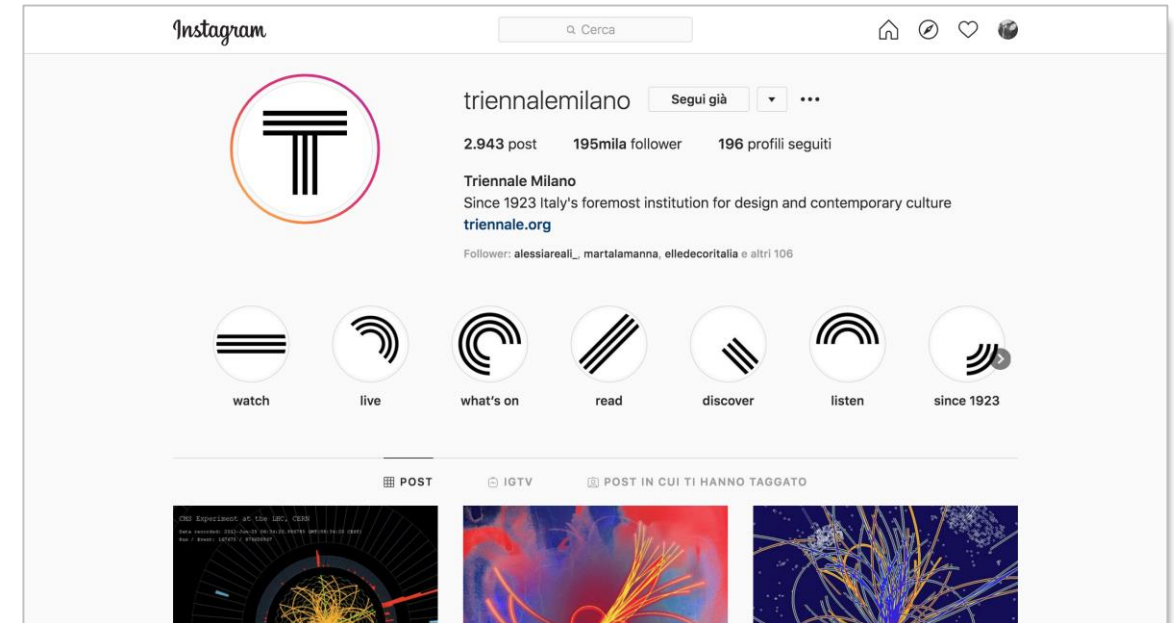
1. Emergency management

Tourism & events



The Covid-19 emergency is putting the entire tourism industry to the test and the whole country is trying to **support and sustain it**.

The Municipality of Milan decided to postpone some important events – such as the **spring Design Week 2020** – and maintain other cultural appointments virtually. It's not an easy choice, but the priority is to preserve Milan business model in order to guarantee salaries to the workers and to improve its resilience in the future.



Triennale di Milano is addressing the COVID-19 emergency by exploiting its website and social channels to present activities on streaming.

2. Support for the community not infected but forced to quarantine

Assistance for the elderly and those at risk

Personalized **support** has to be given to the most vulnerable individuals, who have to be protected from the virus. A **telephone support** project has been organized in order to aid who feels alone. The elderly can also receive **drugs** via **free shipment** or buy **groceries** and receive them at home without additional costs.



The Municipality of Milan is collaborating with the Civil Protection Services to deal with the emergencies arising from the spread of Covid-19 and support the most fragile people. [It has activated a volunteer network.](#)



NGOs in Milan are reorganizing to provide help to most fragile people even in this difficult situation, thanks to cooperation with the Municipality.

2. Support for the community not infected but forced to quarantine

Assistance for people in economic difficulty



Milano Ristorazione, which usually provides the meals for students in public schools, is redirecting its efforts with the Municipality to be closer to poor families and homeless people.

Seven hubs have been established in order to **provide food every day** to the families who live in poverty, in a cooperation between the Municipality and private firms. The Municipality destined also a **residence** to host people who might need to quarantine and do not have a home.

3. Task Force working on Plan Zero for when the emergency ends



The city is working to **predict the post-emergency phase** in order to **mitigate consequences and damages** of the “after” phase. At the same time, the Municipality is thinking on the long run: What can we **learn** from this experience? How to **increase the resilience** of the City to epidemic shocks?



Green
Wayfinding



Digital
Infrastructure



Environmental
Transition

Other projects and initiatives

Many new initiatives have been born in Italy, to support different categories of citizens and accompany them during this period of stress and anxiety.

Some categories that we have identified are:


- . Free services
- . Online repository of initiatives
- . Social initiatives
- . Flashmob and neighbourhood initiatives
- . Open calls for ideas
- . Online courses and didactics
- . Virtual events
- . Awareness raising and fundraising

Source: <https://solidarietadigitale.agid.gov.it/#/>

Note the presentations are organized for the purpose of knowledge sharing and do not necessarily represent the views of the organizers


MID + AGID

Entra con SPID



Solidarietà digitale

[Come funziona](#) [Come aderire](#)



A causa della grande risposta all'iniziativa sulla solidarietà digitale e alle centinaia di offerte che stanno arrivando in queste ore, l'istruttoria e la pubblicazione potrebbero richiedere qualche giorno. Ci scusiamo per l'attesa

Coronavirus:
**la digitalizzazione a supporto
di cittadini e imprese**

Imprese e associazioni hanno messo e metteranno a disposizione servizi gratuiti. Scopri i servizi e le soluzioni innovative cui puoi accedere grazie all'iniziativa di solidarietà digitale del **Ministro per l'Innovazione tecnologica e la Digitalizzazione**.

Elenco dei servizi disponibili

SMART WORKING

Connexia


CONNEXIA

Di cosa si tratta
Connexia mette a disposizione per due settimane l'uso gratuito della piattaforma di smart working Webex, a tutte le realtà che lo richiederanno. Al termine del periodo non ci sarà alcun obbligo o costo per l'utente

Come aderire
Per attivare il servizio bisogna inviare una richiesta alla mail cloud@connexia.com indicando il nome dell'azienda e nomi, cognomi e indirizzi email delle persone che dovranno schedare le sessioni

CONNETTIVITÀ E SERVIZI

Windtre Business


**BUSINESS**

Di cosa si tratta
Windtre Business mette a disposizione dei propri clienti la possibilità di aderire ad un piano tariffario con Minuti e Giga illimitati sia per nuove linee mobili che per linee già esistenti che necessitano di estendere il basket di Giga disponibili e lavorare da remoto. I costi del passaggio al... [leggi tutto](#)

Come aderire

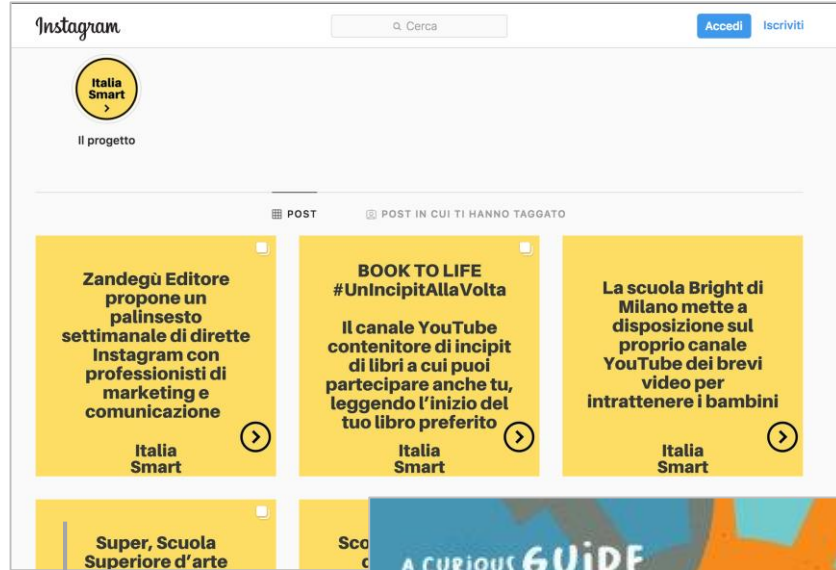
SERVIZI

Amazon Web Services

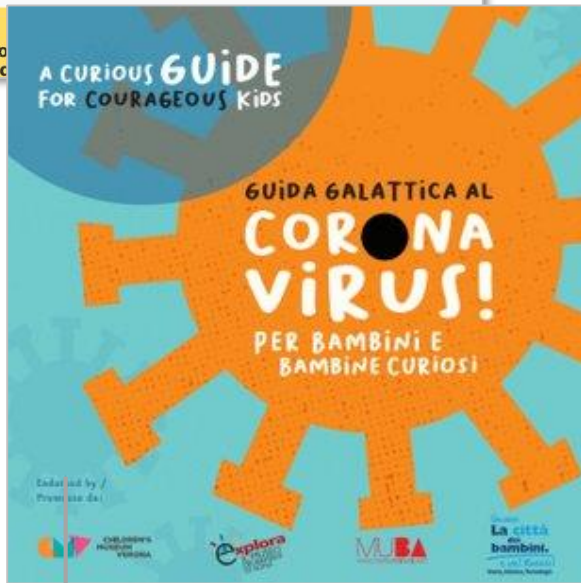


Di cosa si tratta
Amazon Web Services (AWS) mette a disposizione di Pubbliche Amministrazioni, Organizzazioni non governative e non profit, Startup e Imprese impattate dall'emergenza COVID-19 i propri servizi di cloud computing (attraverso crediti promozionali AWS), il proprio supporto e la propria assistenza per... [leggi tutto](#)

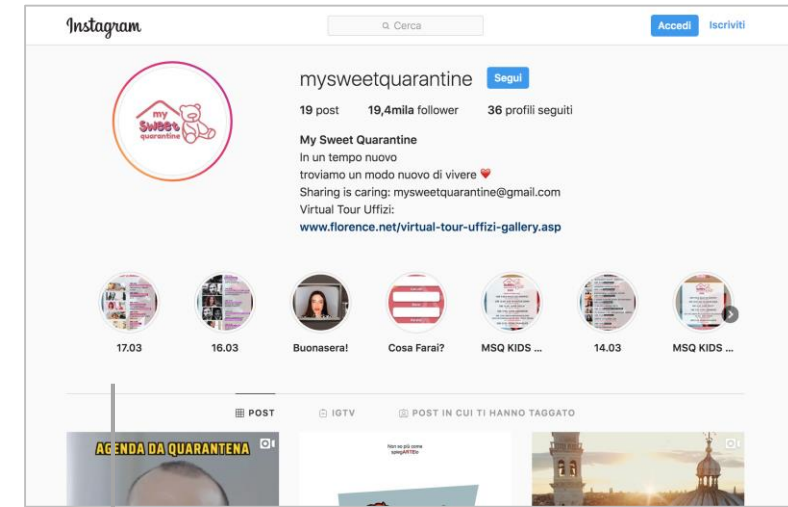
Other projects and initiatives



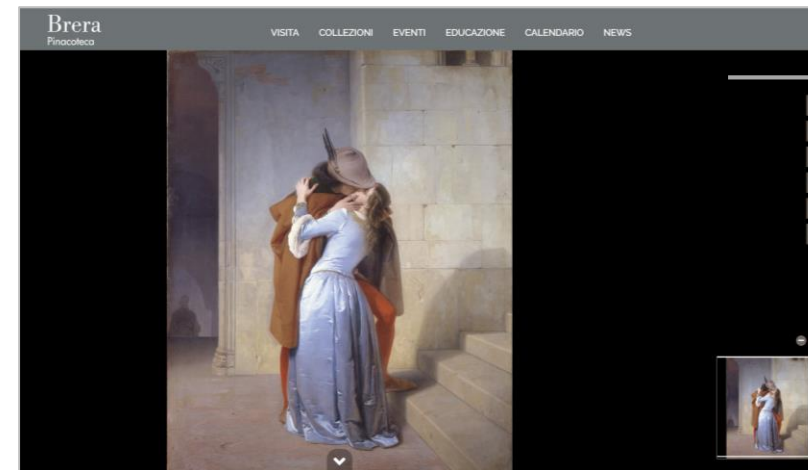
@Italia_smart,
Instagram
repository of
initiative



<https://www.mdb.it/guida-galattica-al-corona-virus/>



@mysweetquarantine
online calendar of initiatives



Pinacoteca di Brera,
Virtual visit





[-> Link Video](#)

Sentinel-5P Nitrogen Dioxide tropospheric column

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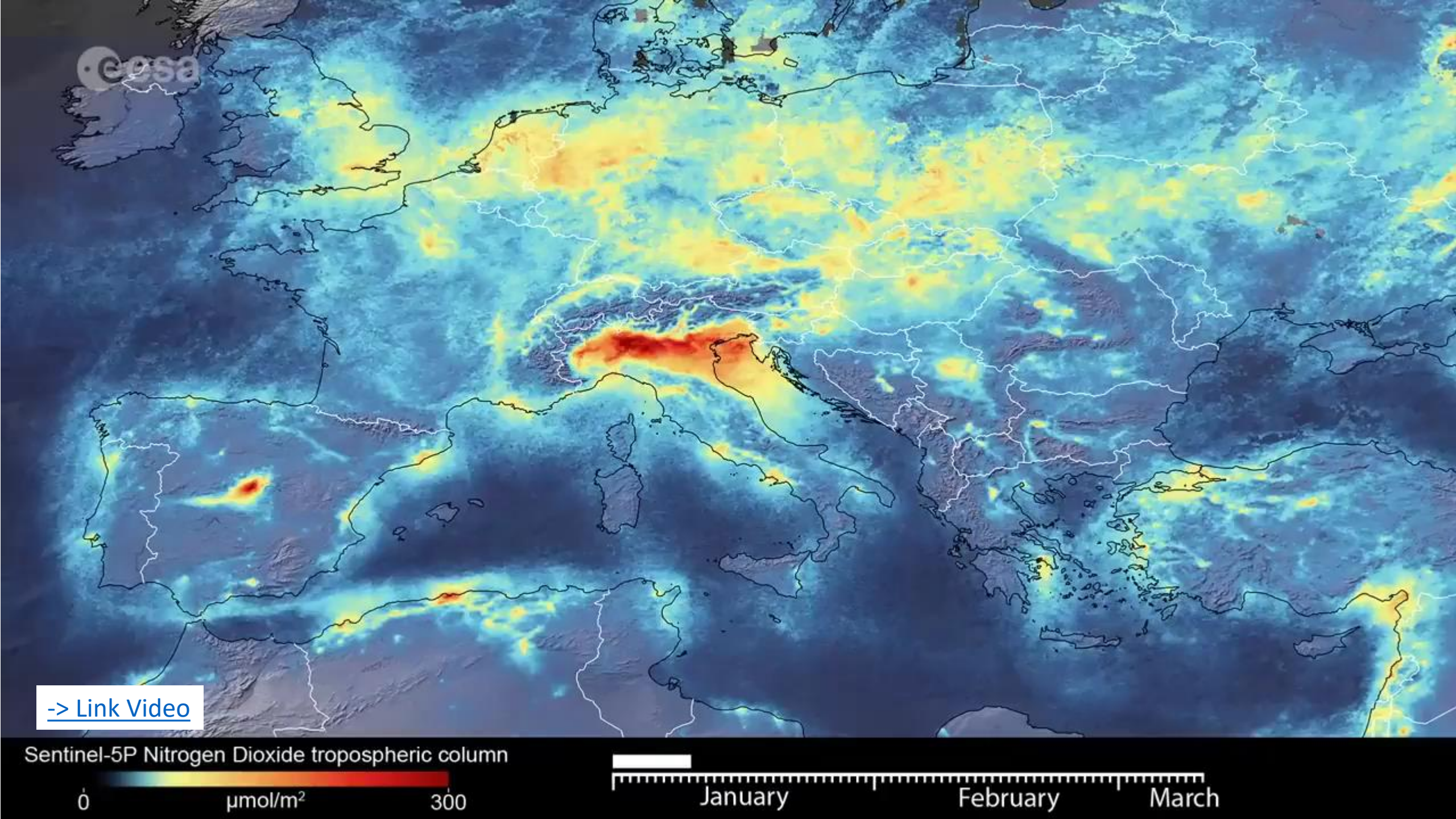
$\mu\text{mol}/\text{m}^2$

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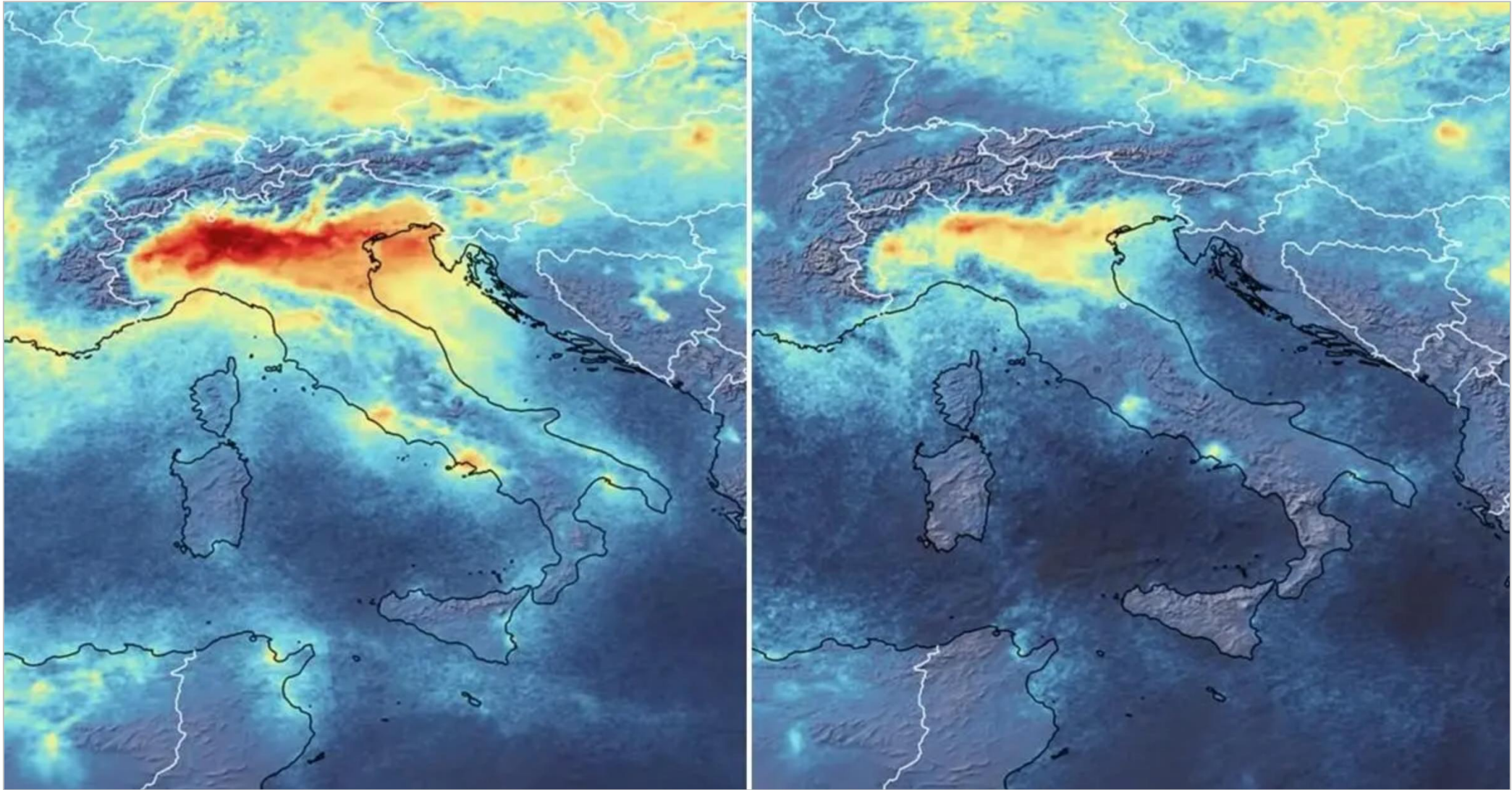
January

February

March



NO2 drop over Italy



Source: <https://www.youtube.com/watch?v=ARpxtAKsORw>

A large rainbow flag is hanging across a balcony railing. A white cloth is pinned to the center of the flag. The railing is made of dark metal bars. In the background, there is a green lattice fence and some indoor plants.

#Milanononsiferma

#Italianonsiferma

#iorestoacasa

ANDRA
TUTTO BENE

Thank you.