



# QUEZON CITY GOVERNMENT

Rising Above Adversity  
Through Better Governance

**ANNUAL REPORT**  
July 2019 - June 2020

With Special Report on  
Quezon City's Covid -19 Response  
January - October 2020



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## MESSAGE OF THE MAYOR

**M**y first crack at politics happened in high school. I ran for student council president in my senior year. After the winner was proclaimed, my mother Betty Go-Belmonte advised me: "Hold on to the ideals with which I raised you. Be consumed by love for the people you serve. Value truth and honesty above all else. Fear nobody but God. Live a life of duty and sacrifice."

How is it possible that, despite ideals rooted in "service above self," politicians have come to acquire such a distasteful reputation? We often see them as persons addicted to power and money, that value their personal interests above all else, fear nothing whatsoever, and enjoy lives of opulence and privilege.

Then, as now, I wanted to tear down this dark image and build something brighter. Let's go back to the basics of public service - the basics that derive from the wisdom of our mothers.

Let's restore the trust of our people in government. Show them that the government exists to protect them and promote their welfare. Chip away at their frustrations. Erode their cynicism. Empower them once again to dream of a future full of hope - knowing that the government is on their side.

In our first year in office, we set out on a gargantuan task. We sought to overhaul our government, from bureaucratic deadweight to a government that works swiftly and efficiently.

To this end, we put in place a 14-point agenda of governance when we first took our oath. This agenda sets out deliverables, based not on whim but on evidence-based planning, goal-setting, and performance indicators.

As our first act under this agenda, we established the City's Internal Audit Services (IAS) to improve our organization's governance processes. Other significant housekeeping initiatives followed, which providentially led to more prudent fiscal spending. This made it possible for us to provide for our people's basic needs, come the COVID-19 pandemic.

Other significant reforms aimed to facilitate transactions and keep corruption at bay. We intend to have a fully automated and interconnected system for all frontline services by year's end.

On the other hand, to enable better service to our people, we need to care for those who deliver these services - our government employees. We gave personnel that had languished on temporary contracts for decades the opportunity for permanent employment. We increased the wages of government workers to livable standards. Other benefits such as HMO insurance are currently in the works.

In the area of social services, we hastened the delivery of emergency services to people in desperate circumstances. In the past, it took many months for fire victims to receive financial aid - we now provide such aid within five working days. We provided an all-in funeral package to indigent citizens. We ensured speedy release of medical aid. We enabled digital disbursement of educational assistance. Also, we provided security of tenure for our informal settler families, distributing land rights to hundreds of families.



My seat had barely warmed when several challenges unique to our times were thrust upon us. African Swine Fever affected many of our backyard piggeries, leading to loss of livelihoods for hundreds. Also, many ambulant vendors lost income during the national government’s mandated street clearing operations.

Through the bayanihan spirit of cooperation among the public and private sector, we faced these challenges. We contained the spread of swine fever. We gave financial aid to the backyard farmers and helped them find alternative means of income. We successfully cleared our roads. Little did we know that these trials were meant to prepare us for a far greater challenge - COVID-19.

From March 2020, when Quezon City recorded its first case of the disease, Team QC’s response to the virus quickly evolved from alarm to resolute struggle. We deployed effective measures against the disease, including precisely-targeted lockdowns of streets and neighborhoods; community-based testing sites; mobile testing units; and a massive contact tracing team. We also distributed millions of food packs to needy families, in addition to direct financial assistance through the Kalingang QC program and QC Social Amelioration Program.

While COVID-19 is still very much a part of our lives, it does not seem so fearsome now, not so invincible. In COVID-19 cases per capita, across 17 Metro Manila local governments, we have improved from 3rd place in April to just 15th place, currently.

In the months to come, we will continually enhance our services. Since the new normal requires online connectivity, we will soon install community wifi in our barangays. We will renovate our health centers to make medical assistance available, even in the wee hours of the night. We will strengthen our 122 emergency number, to give quicker responses to accidents and crimes.

Still, even with much of our finances reprogrammed to address the pandemic, we press on to give the people what we promised, and then some. Always mindful of our mothers’ wisdom, we continue to uphold duty and sacrifice, for the sake of our beloved Quezon City.



*Let’s restore the trust of our people in government.  
Show them that the government exists to protect  
them and promote their welfare.*



**MA. JOSEFINA G. BELMONTE**  
QUEZON CITY MAYOR





## MESSAGE OF THE VICE MAYOR

A blessed day to everyone!

Our goal to serve has never been tested as much as it has been this past year. No one can dispute that our first year in office has been challenging and definitely groundbreaking, with this pandemic that has plagued not just the City or our country, but the entire world.

Despite all these challenges, this year has filled me with gratitude, as we recognize that we are surrounded with people that God has blessed with the wisdom, determination, and strength to courageously face this pandemic. I am blessed to have Joy Belmonte as our Mayor during this time. With her tenacious leadership, the City has been one of the better, if not the best, performing cities during these trying times. Quezon City remains a frontrunner, as we continue to implement localized measures, customized to the needs of our constituents, frontliners, and local businesses.

I would also like to give thanks to our 38 honorable councilors of the 21st Quezon City Council, for their unfailing commitment to serve our constituents, even in the midst of this public health crisis. The strong relationship and close coordination between our executive and legislative branches have resulted in the timely passing of relevant local measures that are instrumental in our fight against COVID-19, with around 74 COVID-19-related measures passed since early March 2020. All in all, the 21st City Council has already passed 471 measures, with 102 ordinances and 369 resolutions, as of 14 September 2020.

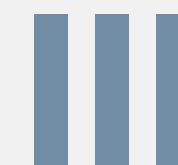
With our goal of strengthening families, I am very thankful, as well, that, as a co-chairperson of the Quezon City Anti-Drug Abuse Advisory Council, I have been placed in a position that handles the prevention, treatment, and rehabilitation of those suffering from illegal drug abuse. We have remained steadfast in our commitment to continue protecting families, especially from the long-term and far-reaching effects of illegal drug addiction. We have maintained and improved our drug-clearing programs, gearing toward a drug-free QC. Out of 142 barangays, we presently have 71 drug-cleared barangays, with 39 barangays that have already passed revalidation from PDEA.

Last, but definitely not least, I am very grateful for all our stakeholders and partners in the private sector that did not hesitate to lend a helping hand to the Quezon City government. No words will be enough to express our eternal gratitude for your invaluable help and partnership in our COVID-19 fight, and onward on our path to success.

May our hearts continue to be filled with gratitude and kindness, as we approach another chapter in our lives. May all of you continue to be blessings to others, giving Glory to God, to His Name, and to His Kingdom!

Jesus be with you all, QCitizens!

**GIAN CARLO G. SOTTO**  
QUEZON CITY VICE MAYOR



## ABOUT QUEZON CITY



# RISING ABOVE ADVERSITY THROUGH BETTER GOVERNANCE



As the largest city in the metropolis, Quezon City is, in many ways, a microcosm of Metro Manila. Our strategic location and cosmopolitan vibe stem from a long history of world-class urban planning and development, as envisioned by our founder, the late President Manuel Luis Quezon.

Our land area of 16,112 hectares is politically subdivided into 142 barangays, distributed across 6 districts. Located in the northeast portion of Metro Manila, Quezon City is bounded to the north by Caloocan and San Jose Del Monte in Bulacan province; to the east by

Marikina and San Mateo, Rizal; to the south by Pasig, Mandaluyong, San Juan, and Manila; and to the west by Valenzuela, Caloocan, and Manila.

A highly-urbanized city, Quezon City nurtures top-ranked institutions of higher learning, key national government agencies and offices, media and entertainment giants, and internationally-renowned specialty hospitals and medical centers.

Home to over three million residents, the City has the largest population in Metro Manila, comprising about 24% of the regional population. Quezon City is also one of the largest providers of human resources in the country, contributing up to 1.67 million employable personnel assets.

Every year, more than 20,000 graduates of our prime tertiary academic institutions join the productive human resource pool in various fields.

The City's population is generally young, with more than 40% belonging to the youth bracket. Our consumer and employment market is therefore predominantly young as well, reflective of Quezon City's vibrant, dynamic appeal. Diversified businesses, residential condominiums, restaurants, malls, and other facilities create a consortium of conveniences predominant among our major urban growth areas.

This report has been put together even as we navigate the perilous waters of the COVID-19 pandemic. Thankfully, through the good governance and forward planning enacted in 2019, we have so far risen above the tide of adversity. We remain confident in our ability to sustain the well-being and continued growth of the City and our citizens.

## OUR VISION

To sustain Quezon City as a Quality Community - a progressive and peaceful, clean and orderly place, conducive and hospitable to living, employment, and business.

## CORE VALUES

- Competence
- Commitment
- Creativity
- Caring
- Integrity
- Political Will
- Cooperation

## OUR MISSION

To provide quality service, making Quezon City an ideal community where people live, work, and do business in a hospitable, progressive, and peaceful environment.








# IV


## THE QUEZON CITY GOVERNMENT EXECUTIVE COMMITTEE

Office of the City Mayor  
**MA. JOSEFINA G. BELMONTE**  
Mayor

Office of the Vice Mayor  
**GIAN CARLO G. SOTTO**  
Vice Mayor




**ROWENA T. MACATAO**  
Chief of Staff  
Office of the City Mayor




**RICARDO T. BELMONTE JR.**  
Secretary to the Mayor  
Office of the City Mayor




**JOSEPH EMILE P. JUICO**  
Assistant Secretary to the Mayor  
Office of the City Mayor




**MICHAEL VICTOR N. ALIMURUNG**  
City Administrator  
Office of the City Administrator




**DON FRANCIS D. JAVILLONAR**  
Assistant City Administrator  
for Fiscal Affairs  
Office of the City Administrator




**ALBERTO H. KIMPO**  
Assistant City Administrator  
for Operations  
Office of the City Administrator




**ATTY. LORD A. VILLANUEVA**  
Assistant City Administrator  
for General Affairs  
Office of the City Administrator




**ALEX A. ABILA**  
Action Officer  
Amoranto Sports Complex




**ATTY. JOHN THOMAS S. ALFEROS III**  
City Secretary  
Office of the Secretary to the  
Sangguniang Panlungsod




**ENGLEBERT C. APOSTOL**  
Officer-in-Charge  
Public Affairs and  
Information Department




**DR. ESPERANZA ANITA E. ARIAS**  
Officer-In-Charge  
Quezon City Health  
Department




**RAMON T. ASPRER**  
Head  
Housing, Community  
Development and  
Resettlement Department




**SSUPT. JOE FERDINAND L. BANGYOD**  
District Fire Director  
Quezon City Bureau of Fire Protection




**FE B. BASS**  
Officer-in-Charge  
General Services Department




**WILLIAM R. BAWAG**  
Action Officer  
Novaliches District Center




**DR. ANA MARIA V. CABEL**  
Head  
Quezon City Veterinary  
Department



**DR. RICHARD JOSEPH C. CABOTAGE**  
Chief of Hospital  
Rosario Maclang Bautista  
General Hospital




**RENATO R. CADA**  
Officer-in-Charge  
Quezon City Person's with  
Disability Affairs Office




**ATTY. RAFAEL VICENTE R. CALINISAN**  
Executive Officer  
People's Law Enforcement  
Board







**DEXTER C. CARDENAS**  
Officer-in-Charge  
Task Force for Transport and Traffic Management




**SALVADOR G. CARIÑO JR.**  
Head  
City Civil Registry Department




**ATTY. ORLANDO PAOLO F. CASIMIRO**  
City Attorney  
City Legal Department




**MARIZA G. CHICO**  
Officer-in-Charge  
Quezon City Public Library




**ARCH. LUCILLE H. CHUA**  
Officer-In-Charge  
City Architect Department




**DR. JENILYN ROSE B. CORPUZ**  
Schools Division Superintendent  
Schools Division Office




**RICARDO B. CORPUZ**  
Head  
Barangay and Community Relations Department




**ENGR. ZALDY A. DELA ROSA**  
Action Officer  
Quezon Memorial Circle




**PIERANGELO A. DOMINGUEZ**  
Officer-In-Charge  
Quezon City Local Economic Investment and Promotions Office



**DR. VICTOR B. ENDRIGA**  
Officer-in-Charge  
Quezon City University



**ARCH. NANCY C. ESGUERRA**  
Head  
Parks Development and Administration Department



**ALBERTO C. FLORES**  
Action Officer  
District 4



**ALFREDO M. FORONDA**  
Executive Director  
Quezon City Anti-Drug Advisory Council



**ATTY. DOMINIC B. GARCIA**  
Officer-in-Charge  
Procurement Department



**ATTY. NOEL EMMANUEL C. GASCON**  
Head  
Internal Audit Service




**ATTY. SHERRY R. GONZALVO**  
City Assessor  
Office of the City Assessor



**ATTY. BAYANI V. HIPOL**  
Officer-in-Charge  
Office of the Senior Citizen Affairs



**RET. COL. HADJI JAMEEL JAYMALIN**  
Head  
Quezon City Muslim Consultative Council



**JSUPT. SEVERINO KHITA**  
Jail Warden  
Quezon City Male Dormitory, Bureau of Jail Management and Penology



**DR. LUZVIMINDA S. KWONG**  
Officer-in-Charge  
Novaliches District Hospital



**MARICRIS S. LAURETA**  
Head  
Scholarship and Youth Development Program



**RET. COL. PROCOPIO G. LIPANA**  
Action Officer  
Market Development and Administration Department



**RANULFO Z. LUDOVICA**  
Action Officer  
Task Force Disiplina



**FE P. MACALE**  
Head  
Social Services and Development Department



**RUBY G. MANANGU**  
Head  
City Accounting Department



**KARL MICHAEL E. MARASIGAN**  
Head  
Disaster Risk Reduction and Management Office



**JULIENNE ALYSON RAE V. MEDALLA**  
Head  
Education Affairs Unit



**PBGEN. RONNIE S. MONTEJO**  
District Director  
Quezon City Police District




**SHERYLL ANNE C. MUNDO**  
Action Officer  
Public Affairs and Information Services Department




**MARIAN C. ORAYANI**  
Budget Officer  
City Budget Department



**JSUPT. MARIA LOURDES P. PACION**  
Jail Warden  
Quezon City Female Dormitory, Bureau of Jail Management and Penology



**PAUL RENE S. PADILLA**  
Officer-in-Charge  
Information Technology and Development Department



**ATTY. MARK DALE P. PERRAL**  
Officer-In-Charge  
Department of Building Official



**ROGELIO L. REYES**  
Head  
Public Employment Service Office



**ARCH. PEDRO P. RODRIGUEZ JR.**  
Head  
City Planning and Development Office



**DR. JOSEPHINE B. SABANDO**  
Hospital Director  
Quezon City General Hospital



**RET. GEN. ELMO DG SAN DIEGO**  
Head  
Department of Public Order and Safety



**MA. MARGARITA T. SANTOS**  
Head  
Business Permits and Licensing Department



**RICHARD S. SANTUILE**  
Action Officer  
Task Force on Solid Waste Collection, Cleaning and Disposal Services Management



**RONALD L. TAN**  
Officer-in-Charge  
Human Resource Management Department



**ENRILE L. TEODORO**  
Action Officer  
District 2



**MARIA TERESA A. TIRONA**  
Action Officer  
Quezon City Tourism Department



**EMMANUEL HUGH F. VELASCO**  
Sustainable Development Officer  
Office of the City Mayor



**ENGR. ISAGANI R. VERSOZA, JR.**  
Officer-in-Charge  
City Engineering Department



**CARLOS I. VERZONILLA**  
Head  
Radio Communications Service



**EDGAR T. VILLANUEVA**  
City Treasurer  
City Treasurer's Office



**ANDREA VALENTINE A. VILLAROMAN**  
Head  
Environmental Protection and Waste Management Department



**MONA CELINE MARIE V. YAP**  
Officer-in-Charge  
Quezon City Small Business and Cooperatives Development and Promotions Office





V

THE 21<sup>ST</sup> CITY  
COUNCIL

DISTRICT 1



**Hon. Tany Joe L. Calalay**  
Chairperson  
Committee on Labor, Employment  
and Overseas Filipino Workers



**Hon. Nicole Ella V. Crisologo**  
Chairperson  
Committee on People with  
Special Challenges



**Hon. Dorothy A. Delarmente**  
Chairperson  
Committee on Parks and  
Environment



**Hon. Victor V. Ferrer Jr.**  
Chairperson  
Committee on Ways and  
Means



**Hon. Alex Bernard R. Herrera**  
Chairperson  
Committee on Patrimonial  
and Proprietary Property



**Hon. Lena Marie P. Juico**  
President Pro-Tempore,  
Chairperson  
Committee on Women, Family Relations,  
and Gender Equality

DISTRICT 2



**Hon. Fernando Miguel F. Belmonte**  
Chairperson  
Committee on Trade, Commerce  
and Industry



**Hon. Winston "Winnie" T. Castelo**  
Chairperson  
Committee on Subdivisions,  
Housing and Real Estate



**Hon. Voltaire Godofredo L. Liban III**  
1st Assistant Majority Floor Leader,  
Chairperson  
Committee on Civil Service,  
Appointments and Reorganization



**Hon. Ramon P. Medalla**  
Chairperson  
Committee on Transportation  
Tricycle Franchising Board



**Hon. Eden Delilah A. Medina**  
Chairperson  
Committee on Tourism,  
Cultural Affairs and Heritage



**Hon. Estrella A. Valmocina**  
Chairperson  
Committee on Micro, Small and  
Medium Business and Entrepreneurship  
Development



DISTRICT 3



**Hon. Jorge L. Banal**  
Chairperson  
Committee on Public Affairs,  
Mass Media Information and  
People's Participation



**Hon. Kate Abigail G. Coseteng**  
1st Assistant Minority Floor Leader,  
Chairperson  
Committee on Ethics and  
Privileges



**Hon. Matias John T. Defensor**  
Chairperson  
Committee on Justice and  
Human Rights



**Hon. Oryza Shelley V. De Leon**  
2nd Assistant Minority Floor Leader,  
Chairperson  
Committee on Public Order  
and Security



**Hon. Wencerom Benedict C. Lagumbay**  
Chairperson  
Committee on Markets and  
Slaughterhouses



**Hon. Franz S. Pumaren**  
Majority Floor Leader,  
Chairperson  
Committee on Laws, Rules  
and Internal Government

DISTRICT 4



**Hon. Hero Clarence M. Bautista**  
Chairperson  
Committee on Climate Change  
Adaptation and Disaster Risk  
Reduction



**Hon. Irene R. Belmonte**  
2nd Assistant Majority Floor Leader,  
Chairperson  
Committee on Education,  
Science and Technology



**Hon. Ivy Xenia L. Lagman**  
Chairperson  
Committee on City Planning,  
Building and Zoning



**Hon. Restituto B. Malarigen**  
Chairperson  
Committee on Energy, Water and  
Other Natural Resources



**Hon. Maria Imelda A. Rillo**  
Chairperson  
Committee on Games and  
Amusements



**Hon. Ma. Aurora C. Suntay**  
Chairperson  
Committee on Social Services

DISTRICT 5



Hon. Karl Edgar C. Castelo  
Chairperson  
Committee on Communications



Hon. Allan Butch T. Francisco  
Chairperson  
Committee on Anti-Illegal Drugs



Hon. Shaira L. Liban  
Chairperson  
Committee on Children's Affairs



Hon. Ramon Vicente V. Medalla  
Chairperson  
Committee on Information  
Technology or Cyber Technology



Hon. Patrick Michael D. Vargas  
Chairperson  
Committee on Public Works  
and Infrastructure



Hon. Jose A. Visaya  
Chairperson  
Committee on Cooperatives

DISTRICT 6



Hon. Melencio "Bobby" T. Castelo  
Chairperson  
Committee on General Services



Hon. Ma. Victoria Co-Pilar  
3rd Assistant Majority Floor Leader,  
Chairperson  
Committee on Urban Poor  
and Human Settlement



Hon. Rogelio "Roger" P. Juan  
Chairperson  
Committee on Senior  
Citizens Affairs



Hon. Donato C. Matias  
Chairperson  
Committee on Appropriations



Hon. Eric Z. Medina  
Minority Floor Leader,  
Chairperson  
Blue Ribbon Committee



Hon. Diorella Maria G. Sotto  
Chairperson  
Committee on Health and Sanitation



EX-OFFICIO



**Hon. Noe Lorenzo B. Dela Fuente III**  
Chairperson  
Committee on Youth and Sports



**Hon. Alfredo S. Roxas**  
Chairperson  
Committee on Barangay Affairs







# VI

## THE 14-POINT AGENDA OF THE QUEZON CITY GOVERNMENT



# THE 14-POINT AGENDA OF THE QUEZON CITY GOVERNMENT

Mayor Joy Belmonte delivering her first State of the City's Address on October 7, 2019



Our 14-point agenda is Quezon City's roadmap for effective governance, founded on sound, scientific data and careful planning. Projects will no longer be driven by politics or the pursuit of palliatives. Policy will no longer be shaped by quick fixes or media-friendly sound bites. As stated in Mayor Joy Belmonte's inaugural address:

*"... We will serve with our heart; but to hit our goals, we have to plan with our heads."*

The agenda is based on the Department of the Interior and Local Government's Comprehensive Development Plan for Local Governments, which identifies five main sectors of endeavor. Under each sector, the City has outlined a total of fourteen concrete goals.

*"... We will serve with our heart; but to hit our goals, we have to plan with our heads."*

## Human and Social Services

1. Deliver responsive, efficient, and cost-effective social services.
2. Build more homes.
3. Provide better healthcare.
4. Ensure high-quality education.
5. Empower citizens of every gender and social class.
6. Build a safer and more resilient city.

## Economic Development

7. Make Quezon City the preferred destination for businesses.
8. Create new jobs across more businesses.
9. Develop growth hubs.

## Environment and Climate Change

10. Build a livable, green, and sustainable city.

## Infrastructure

11. Build essential infrastructure.

## Institutional Development

12. Be a model of good governance.
13. Professionalize and strengthen the Quezon City workforce.
14. Listen to our citizens and understand what they need.

This annual report will explore our progress so far in following our 14-point agenda, from July 2019 to June 2020.



VI. A  
HUMAN AND  
SOCIAL SERVICES

Mayor Joy Belmonte reading books with kids during the celebration of the Children's Month 2019.



While social services have always remained at the forefront of the City's agenda, the COVID-19 pandemic has made it more crucial than ever to nurture, protect, and shelter our citizens.

1. Delivering Responsive, Efficient, and Cost-effective Social Services

Establishing Mini City Halls and Decentralizing Services

To ensure the provision and immediate delivery of quality services for all residents across Quezon City, Mayor Joy Belmonte has started decentralizing local government services to bring them closer to the people by designating mini city halls within the six districts' area of jurisdiction.

For District 5, the Novaliches District Center (NDC), which manages the implementation of the local government's programs and projects and caters to the needs of our citizens in the Novaliches area, was rationalized. In addition, a seven (7) storey building was acquired in the heart of the city's 3rd District. The District Office is located on a four hundred square meter (400sqm.) property in Barangay Marilag.

Furthermore, Mayor Joy Belmonte signed Executive Order No. 38, S-2020 establishing District Action Offices in Districts 1, 2, 3, 4, 5, and 6 and assigning District Action Officers to oversee the operations of every satellite office.

Connecting Our Citizens

As more and more services move online, being connected becomes increasingly important. The recently launched QCWifi project aims to provide free wifi access throughout Quezon City, including local government premises and open public areas. A user need only connect to the '@QCWifi' network, when in proximity to one of the two thousand existing wifi access points operated by Globe Telecom, with thousands more to be added in the coming year.

The initial rollout makes use of Globe's Quick Connect service to provide one-hour free internet access per day. Once linked to the QC eServices platform, those with QC eServices accounts will receive more access, with more features made available to QC residents.

The program is also open to private entities that may wish to donate or install their own access points, which will be integrated with the existing network, as well as increase the free wifi coverage available to the public. Those requiring even more internet usage than what is available will have the option of a paid service, using the same access points.

This project supports Quezon City's goal to provide dependable, value-added services, both online and offline, to its residents and visitors.

Expanding Social Services

The City's Social Services Development Department (SSDD) served 261,084 individuals from disadvantaged sectors in 2019, through various welfare programs and services which cater to children, youth, families, women, persons with disability (PWD), and senior citizens. Some of these programs are daycare services, community outreach operations, disaster relief and medical assistance, capability and skills training, and protective services of abandoned/abused women, PWDs, and senior citizens.

Improving Financial Assistance

Financial assistance for people victimized by fire increased considerably. The City also addressed the delayed distribution of cash aid, which previously took months to disseminate. Victims now receive financial help within three to five days following the incident. The following table shows the comparative increase in financial aid.



Paymaya Scholars



VI. 14-Point Agenda of the Quezon City Government : A. Human and Social Services

Financial Assistance for the Fire Victims	July 2018 to June 2019	July 2019 to June 2020
Families Assisted	1,724	6,504
Families Assistance (Php)	1,000.00 (Renters)	5,000.00 (Renters)
	2,000.00 (Owners)	10,000.00 (Owners)



Distribution of financial assistance to fire victims



Being more responsive to the plight of our poorest citizens, the City government also increased medical assistance and burial assistance. The following table shows the comparative increase in medical and burial assistance.

Medical Assistance	July 2018 to June 2019	July 2019 to June 2020
Individuals Served	1,231	2,219
Families Assistance (Php)	3,000.00	5,000.00 to 10,000.00
Burial Assistance	July 2018 to June 2019	July 2019 to June 2020
Bereaved Families Served	220	790
Families Assistance (Php)	10,000.00	25,000.00

2. Building More Homes

Providing Security of Tenure

The City government, through the Housing and Community Development and Resettlement Department, awarded land titles and housing units to qualified beneficiaries. From July 2019 to June 2020, 95 beneficiaries from Asamba, Sitio Pajo, Bagong Silangan Proper, Escopa III, San Antonio, Sitio Ruby, and Tawid Sapa 1, 2, and 3 received their transfer certificates of title, issued under their names. Meanwhile, 171 beneficiaries were issued deeds of absolute sale.

On the other hand, socialized housing projects in Barangay Bagbag, Barangay Nagkaisang Nayon, and Barangay Balingasa provided permanent housing for 2,652 families.

The City also acquired several parcels of land, which will be distributed to various urban poor associations. In 2020 alone, the City acquired a total of 154,092 square meters of land area in Barangays Payatas and Bagong Silangan, which benefited 2,861 families. The City government is further preparing plans for land acquisition in 2021, in Barangays Pasong Tamo, Silangan, Sangandaan, and Baesa.



Social Services Development Department Head Fe Macale leads distribution of food assistance to QC residents last December 2019.



The city government acquired lands for distribution to urban poor associations and informal settler families.



Establishing Safe Shelter

When Metro Manila was placed under Enhanced Community Quarantine in March 2020, Quezon City was one of the first local government units to put up a holding center for homeless street dwellers, displaced workers, locally stranded individuals, and other persons affected by the lockdown.

Social workers, police officers, and other essential personnel rendered round-the-clock service at our temporary facility at the Quezon Memorial Circle, to ensure the welfare of our guests. As of July 2020, the holding center had served 473 individuals.

3. Providing Better Healthcare

The Quezon City Health Department provides quality and comprehensive health care services to communities to improve their quality of life through effective and efficient delivery of basic services. The Health Department operates 10 Super Health Centers, 56 regular Health Centers, 4 Social Hygiene Clinics and 4 Sundown Clinics.

The city also manages three hospitals, namely: Quezon City General Hospital, Novaliches District Hospital, and the Rosario Maclang Bautista General Hospital. These hospitals deliver the highest possible care and treatment to all Quezon City residents.

The City’s various health facilities ensure quality health services are continuously provided, amid the threat brought by the pandemic. Minimum health protocols are followed to ensure the safety of health care workers and their clients.

Health Facilities	Number of Patients
Quezon City Health Department	1,143,890
Novaliches District Hospital	72,251
Rosario Maclang Bautista Gen. Hospital	80,461
Quezon City General Hospital	146,107
Total	1,442,709

Total Number of Patients Served in all Quezon City Health Facilities from July 2019 to June 2020.

Employing More Healthcare Professionals

The City government hired more public health workers to serve our constituents, mostly under permanent employment. Also, the City offered higher salaries, to uplift the workers’ living conditions and sustain morale. The following table shows the comparative increase in the number of healthcare workers.

Category	As of December 2018		As of December 2019	
	Permanent	Contractual	Permanent	Contractual
Medical Doctors	51	7	65	9
Nurses	70	0	81	0
Midwives	146	0	173	32
Dentists	54	0	59	0
Community Health Workers	Allowance Scheme Only		0	253



The city government beefed up its healthcare system by hiring additional health care workers and supported them with competitive salaries, allowances, and hazard pay.



Supporting Our Senior Citizens

Mayor Belmonte increased the yearly allocation for medicine and supplies by almost 400%, to Php2.2 Billion. This enabled more than 300,000 senior citizens to receive free maintenance medicine for ailments like hypertension and diabetes.

Fast-tracking HIV Response: Zero at 2030

With 6,099 HIV cases reported among QC residents from 1984 to 2019, the City Epidemiology and Disease Surveillance Unit (CESU) rolled out “Zero at 2030,” which aims to prevent the spread of HIV through prevention, control, and treatment.

The campaign’s present target is to ensure that, by 2022:

- 90% of residents with HIV know their status,
- 90% of those who are HIV-positive get treatment,
- and 90% of those who are on HIV treatment stay treated.

Our goal is zero new cases, zero HIV-related deaths, and zero discrimination, by 2030.



House-to-house distribution of maintenance medicines for Senior Citizens.





Mayor Joy Belmonte and Vice Mayor Gian Sotto led the campaign against HIV during the launch of Zero at 2030.

4. Ensuring High-Quality Education

In support of the Department of Education’s “new normal,” the City allocated Php2.9 Billion from its Special Education Fund to ensure that learning continues in Quezon City. This includes over Php400 Million for construction, repair, and rehabilitation of school buildings.

The City’s public school enrollment reached over 100% compared to the previous year, despite pandemic uncertainties.

Quezon City Public School Enrollment by School Year				
Level	S.Y. 2017-2018	S.Y. 2018-2019	S.Y. 2019-2020	S.Y. 2020-2021 as of Sept. 17, 2020
Elementary	263,695	261,081	253,450	242,950 2,593 SPED (NON-GRADED)
Junior Highschool	144,272	149,293	151,784	158,941
Senior Highschool	14,853	17,655	18,808	26,950
Total	422,820	428,029	424,042	431,434

The delivery of education to 431,434 public elementary and secondary students will be through blended and distance learning modalities. The following table shows the comparative increase in the budget for public schools.

Total Budget Allocated For Quezon City Public School System by Budget Source (In Php)			
Year	Special Education Fund	General Fund	Total
2017	1,700,000,000.00	472,750,554.00	2,172,750,554.00
2018	1,520,000,000.00	545,345,912.00	2,065,345,912.00
2019	1,601,000,000.00	672,444,241.00	2,273,444,241.00
2020	2,902,251,031.55	733,437,922.97	3,635,688,954.52

Enabling Distance and Blended Learning

The City government turned over 176,000 Samsung tablets to the Quezon City Schools Division Office, for public junior and senior high learners. These tablets come with a 10GB monthly data allocation, preloaded applications, learning modules, emergency contact numbers, and special safety features, to ensure these gadgets are used only for learning purposes.

With respect to higher education, over 9,000 students have enrolled at Quezon City University, despite the ongoing crisis. The University’s Board of Regents, under the leadership of Mayor Belmonte, approved a substantial supplemental budget for support programs, including a high-tech Learning Management System and laptops on loan to students and faculty.



The city government through its Special Education Fund procured 176,000 Samsung tablets for the use of junior and senior public school students as part of its efforts in the implementation of distance learning.

Sustaining Scholars

More than 16,000 individuals benefited from the City’s scholarship program SY 2019-2020, a 15.32% jump from the 14,000 scholars accommodated in SY 2018-2019.

Forty-nine percent or 8,206 of the scholars are from indigent families; families displaced or relocated due to demolition, environmental hazards, and danger zones; and vulnerable and marginalized sectors such as persons with disabilities, kasambahay, ALS graduates, solo parents, and children in conflict with the law.



In keeping with Mayor Belmonte’s plan to strengthen internal governance and make service delivery faster and more convenient, the disbursement of the scholars’ allowances has been automated, through PayMaya. This eases the manual release of allowances, and enables scholars to receive their stipends in the comfort and security of their homes.



Scholars of the city government have been receiving their allowances through PayMaya, an online payment account application.

Supporting Teachers and Non-Teaching Personnel

The city government continuously supports the 16,087 teaching and non-teaching personnel in the 156 public schools. Timely disbursement and release of their monthly allowances is now through their Landbank of the Philippines accounts. To ensure the implementation of the learning continuity plan and support the blended learning education, the city purchased laptops for the use of the teachers. The annual physical and medical checkup of the teachers is also covered by the city government thru the Quezon City Public School Teachers Association. The table below shows the various teacher support programs:

Support Provided	Description
Php1,000.00	Monthly load allowance for data, call or text
3,210	Laptops for teachers’ use
Php1,500.00	Monthly supplemental Allowance for public school teaching and non-teaching personnel
Php3.5 Million	Financial Assistance to the Quezon City Public School Teachers’ Association (QCPSTA) for various activities and welfare programs and the medical check-up of public-school teachers



World Teacher’s Day Celebration at the Smart Araneta Coliseum on September 30, 2019

5. Empowering Citizens of Every Gender and Social Class

As part of the City’s goal to achieve gender equality, Mayor Belmonte initiated various programs that give marginalized sectors - including solo parents, women in difficult circumstances, and members of the LGBT community - access to programs, services, and most importantly, protection and empowerment.

The Tindahan ni Ate Joy program extended livelihood assistance to 600 solo parents and survivors of gender-based violence and abuse.



The Tindahan ni Ate Joy program continues to distribute livelihood packages for women and members of the LGBT community.



Leading the charge toward inclusivity, the Mayor also formed the Committee on Decorum and Investigation (CODI). The CODI will uphold the dignity of QC Hall employees by acting promptly on sexual harassment cases.

### Protecting Women and Children

The QC Protection Center (QCPC) is a one-stop crisis center with a multi-disciplinary team that extended quality care and treatment to 255 women in 2019, providing free legal, medical, and psychological assistance and intervention for victims and survivors of domestic abuse and sexual harassment.

The QCPC initiated Task Force Magdalena, together with the QC Police District, QC General Hospital, QC Business Permits and Licensing Department, and the SSDD. Task Force Magdalena inspected and raided QC establishments, entertainment bars, videoke bars, and spas suspected of human trafficking and illicit sexual activity. From January to March 2020, the group:

- conducted 6 major operations,
- rescued 34 females and 15 males, and
- arrested 15 suspects, whose cases were filed in court.

After the QCPC's temporary suspension in March due to COVID-19, it re-opened in May, following a rise in reported domestic violence during the quarantine period. It is based within the Quezon City General Hospital compound. A temporary shelter is also being built to better respond to the needs of victims of domestic violence.

### Providing Holistic Services for Children with Disabilities

The QC Center for Children with Disabilities (Kabahagi) focused on the plight of children with disabilities. From July 2019 to March 2020, Kabahagi catered to 417 children, providing free healthcare, empowerment, and livelihood services for their families.



The QC Center for Children with Disabilities in SB Park, Brgy. Batasan

### Providing Free Online Legal Assistance

In partnership with online legal resource MyLegalWhiz, the city government established an online legal assistance program to make legal resources, documents, city ordinances, and other information more accessible to residents.

## 6. Building a Safer and More Resilient City

### Strengthening Our Emergency Capabilities

Our emergency Helpline 122 supported the local government in responding to 13,888 incidents across the city from July 1, 2019 to June 30, 2020, along with 4,376 COVID-related concerns. We provide 24/7 medical services and consequence management via QC Helpline 122. Complaints received through the national government's 8888 Citizen's Hotline were likewise processed and referred to different departments for immediate action, including 438 allegations of inefficiency or corrupt practices, as well as commendations and requests for assistance.



The city improved its emergency response through the Radio Communications Office.

Following the evacuation of residents due to the Taal Volcano eruption from January 12-19, 2020, our Task Force Taal Relief Operations donated 300 partition tents, 360 mattresses, and 360 blankets to victims residing in Tanauan and Sto. Tomas, along with breast milk from the City's Milk Bank, for infants and toddlers in the evacuation areas of both towns. The task force was led by the QC Disaster Risk Reduction and Management Council (QCDRMC).





The Quezon City Disaster Risk Reduction and Management Office led by Karl Michael Marasigan immediately extended assistance to families affected by the Taal volcano eruption last January 2020. The city brought partition tents and mobile showers for the evacuees.



The Quezon City Fire District (QCFD) continued to effectively improve its services for the public. From July 1, 2019 to June 30, 2020, the QCFD established four additional fire stations, in Batasan, Bagong Silangan, Krus na Ligas, and Kingspoint.



Additional fire stations were turned over for faster and efficient fire emergency response.



Nine additional fire trucks were likewise awarded to the QCFD, achieving a total of 34 serviceable fire trucks. The QCFD also launched a public information arm, to teach citizens about fire safety, as well as SAFEQC (Stay Alert, Focused, and Empowered, Quezon City), an avenue for the public to reach the fire department online. Lastly, in cooperation with other city departments, the QCFD led disinfection operations across QC, to help prevent the spread of COVID-19.

QCFD Operations	2018	2019	as of August 2020
Fire Incidents	1,057	1,034	834
Estimated Damage (Php)	29,282,500.00	28,456,500.00	21,047,000.00
Estimated Affected Households	161	168	94

Clearing Our Roads

The Mayor’s Executive Order No.13 S-2019 created Task Force Sixty Days, aiming to clear the City’s roads in accordance with President Rodrigo Duterte’s directive. By the end of the mandated sixty-day period, Task Force Sixty Days had cleared a total of 100 roads across the City, and turned these over to the respective barangays for continued implementation. The city’s outstanding efforts were acknowledged as we received a ninety percent (90%) rating from the Department of the Interior and Local Government (DILG). Task Force Sixty Days’ notable accomplishments include:

- a. clearing public markets, talipapas, and sidewalk vendors, to open up roadways and sidewalks to vehicular and pedestrian traffic;
- b. clearing residential, business, and government building encroachments into sidewalks, easements, and roadways;
- c. clearing guard houses, signage, and welcome arches causing obstructions on roads and sidewalks;
- d. removing illegally-parked and abandoned vehicles from roadways and parking lots;
- e. coordinating with establishments, particularly national government agencies, on the discontinuation of parking on roadways and sidewalks;
- f. removing piled-up garbage on sidewalks and roads;
- g. rescuing street dwellers and peddlers;
- h. implementing displacement strategies for vendors cleared from roadways, such as Sari-Sari Kyusi and Market on Wheels;



As mandated by President Rodrigo Duterte, the city government cleared roads and removed obstructions in its streets in August 2019.



- i. implementing displacement strategies for informal settlers living on roadways and sidewalks;
- j. harnessing involvement of barangays in the road-clearing effort;
- k. establishing thirteen Bayanihan sa Lansangan road networks, primarily meant as alternate routes for motorists; and
- l. increasing the number of registered market vendors from 950 to 3200, within the sixty-day period.



To support micro and small entrepreneurs, the City government launched Sari-Sari Kyusi last December 2019. Meanwhile, in order to provide fresh produce to its residents, Fresh Market on Wheels was implemented



Controlling Crime

Quezon City Police District (QCPD) anti-criminality operations, police operations, and sustained enforcement of laws and ordinances caused an overall drop in overall recorded crime incidents. While the rates of murder and homicide increased, it should be noted that a significant percentage of these deaths are suspected to be connected to drug-related crime.

Comparative Crime Statistics				
Types of Crime	July 1, 2018 - June 30, 2019	July 1, 2019- June 30, 2020	Increase/decrease in numbers	Increase/decrease in percentage
Murder	111	210	+99	+89.19%
Homicide	31	35	+4	+12.90%
Physical Injury	828	565	-263	-31.76%
Rape	317	231	-86	-27.13%
Crime Against Person	1,287	1,041	-246	-19.11%
Robbery	683	624	-59	-8.64%
Theft	1,719	1,229	-490	-28.50%
Carnapping	53	24	-29	-54.72%
Motorcycle Theft	254	273	+19	+7.48%
Crime Against Property	2,709	2,150	-559	-20.63%
Index Crime Volume	3,996	3,191	-805	-20.15%
Non-Index Crime Volume	9,071	7,027	-2044	-22.53%
Total Crime Volume	13,067	10,218	-2842	-21.80%

The City implemented a Unified Ordinance Violation Receipt (UOVR) process, making the process of apprehension and fine/penalty collection smoother and easier for both violators and the City government, through the Department of Public Order and Safety (DPOS) and Task Force on Transport and Traffic Management (TF-TTM). An OVR Redemption Center was also created, as the depository for all driver's licenses and plates confiscated by duly-deputized enforcers, pending violators' payment of fines or penalties.



Unified Ordinance Violation Receipt (UOVR)

QCPD Accomplishments on Campaign Against City Ordinance Violations (July 2019 to June 2020)						
Police Station (PS)	Ordinance Violation					Total
	Public drinking	Smoking ban	Public nudity / half-nakedness	Minors violating curfew hours	Other ordinance	
PS 1	348	350	119	6	25,978	53,801
PS 2	1,488	12,428	1,406	91	22,162	37,574
PS 3	158	4,645	1,218	115	29,294	35,430
PS 4	63	687	30	98	54,366	55,244
PS 5	30	543	30	6	23,635	24,244
PS 6	669	6,190	6,241	332	59,694	69,526
PS 7	12	14,597	173	023	5,403	20,191
PS 8	32	286	7	106	16,309	16,657
PS 9	81	6,213	315	137	8,559	15,274
PS 10	65	6,954	182	134	20,686	28,024
PS 11	2,911	6,322	1,279	15	43,127	53,773
PS 12	35	766	80	1,063	26,230	27,126
<b>Total</b>	<b>5,892</b>	<b>59,981</b>	<b>11,080</b>	<b>2,126</b>	<b>335,443</b>	<b>436,864</b>

QCPD Accomplishments on Campaign Against City Ordinance Violations (July 2019 to June 2020)				
Police Station (PS)	Ordinance Violation			Total
	Persons warned	Persons fined	Persons charged	
PS 1	53,740	61	0	53,801
PS 2	34,602	2,932	40	37,574
PS 3	28,079	2,859	4,492	35,430
PS 4	53,397	1,797	50	55,244
PS 5	20,136	713	3,395	24,244
PS 6	68,728	764	34	69,526
PS 7	18,358	1,827	6	20,191
PS 8	16,404	202	51	16,657
PS 9	14,972	183	119	15,274
PS 10	27,230	764	30	28,024
PS 11	53,309	445	19	53,773
PS 12	26,895	229	2	27,126
<b>Total</b>	<b>415,850</b>	<b>12,776</b>	<b>8,238</b>	<b>436,864</b>

The UOVR is also applied to impose discipline for quarantine protocol violations, such as non-wearing of face masks and face shields, and non-compliance with physical distancing requirements. This has proven effective - from January to August 2020 alone, a total of Php37,499,216 was collected from 58,741 paid UOVR receipts, and a gradual decrease in the number of arrests relative to health protocols was observed.

The Quezon City Anti-Drug Abuse Advisory Council (QCADAAC), under the Office of the Vice Mayor, spearheaded clearer and more effective procedures on barangay drug clearing. On September 20, 2019, the QCADAAC, together with the DILG, Philippine Drug Enforcement Agency (PDEA), DDB, and the Philippine National Police (PNP), issued a memorandum circular on the procedure for application of certification as a drug-cleared barangay, and localized revalidation of drug-cleared barangays. The concerned parties agreed on the simplification of documentary requirements and procedures for drug-clearing.

From July 1, 2019 to June 30, 2020, a total of 2,359 police operations were conducted that resulted in the arrest of 5,493 persons (3,002 users and 2,491 pushers), while 28 illegal drug personalities died during police operations. The following tables show the police operations against illegal drugs.

Police Station (PS)	Operations Conducted (July 2019 to June 2020)	Arrested		Total	Died in Police Operation		Total
		User	Pusher		User	Pusher	
PS 1 La Loma	169	228	70	298	0	0	0
PS 2 Masambong	296	369	243	612	1	0	1
PS 3 Talipapa	245	562	290	852	0	0	0
PS 4 Novaliches	264	404	407	811	6	6	12
PS 5 Fairview	148	345	199	544	0	0	0
PS 6 Batasan	295	426	216	642	7	3	10
PS 7 Cubao	213	115	242	357	0	2	2
PS 8 Project 4	96	81	145	226	0	0	0
PS 9 Anonas	186	180	148	328	0	1	1
PS 10 Kamuning	206	78	281	359	0	2	2
PS 11 Galas	119	160	123	283	0	0	0
PS 12 Eastwood	60	50	34	84	0	0	0
DDEU/DHQ	62	4	93	97	0	0	0
<b>Total</b>	<b>2359</b>	<b>3002</b>	<b>2491</b>	<b>5493</b>	<b>14</b>	<b>14</b>	<b>28</b>

Two new QC Police District stations, Bagong Silangan (PS-13) and Holy Spirit (PS-14), were activated, to address the security and protection needs of QC residents. Policemen from the existing police community precincts under these new stations will be complemented by 258 newly-downloaded uniformed personnel from the Regional Mobile Force Battalion of the National Capital Region Police Office and District Mobile Force Battalion. These additional police stations will improve peace and order, most especially in Barangays Bagong Silangan, Payatas, Holy Spirit, Culiati, Pasong Tamo, and New Era.





Two new Quezon City Police Stations were activated.



#### Adopting a New Peace and Order and Public Safety Plan

Further improvements and developments in peace, order, and public safety in Quezon City are laid out in the 2020-2022 Peace and Order and Public Safety (POPS) Plan, adopted by the Quezon City Peace and Order Council in October 2019, and approved by the Quezon City Council in November 2019. The POPS Plan is divided into six priority areas: anti-criminality, anti-illegal drugs, anti-insurgency, crisis management, public safety, and access to justice.



Peace and Order and Public Safety (POPS) conference held last October 2019.



## VI. B ECONOMIC DEVELOPMENT

To extend services to all residents,  
Business Centers in malls were opened.



The COVID-19 pandemic challenged the City's economic sector. Nonetheless, the City forged ahead with key initiatives geared toward making Quezon City the preferred destination for businesses, creating new jobs across more businesses, and building growth hubs. These initiatives included ensuring ease of doing business, promoting tourism, building a green and sustainable city, fostering livelihood and employment, and forging partnerships with the business community.

payment centers at Robinson's Novaliches, Robinson's Galleria, Robinson's Magnolia, Ayala Fairview Terraces, Ali Mall Cubao, and Fisher Mall in Quezon Avenue. This provided taxpayers with accessible and near-home payment venues, where they may conveniently pay taxes, fees, and other charges.

### 1. Ensuring Ease of Doing Business

#### Opening New Satellite Offices Closer to The People

Partnering with socially-responsible companies, the City Treasurer's office opened new satellite offices and





City Treasurer's office opened new satellite offices



**Making Business Permit Application Easier: BOSS and QC Biz Easy**

The Business Permits and Licensing Department (BPLD) upgraded and streamlined its processes, systems, and services, resulting in an increase in permit applications, a surge in the number of new businesses registered, a significant reduction in turnaround time for processing new business and renewal applications, monumental leaps towards BPLD's full automation system, and minimized risk of COVID-19 exposure through online transactions.

BPLD's initiatives included the improvement of the Business One-Stop Shop (BOSS), making the business application process more effective and efficient. A unified business permit application was incorporated, wherein all ancillary offices involved in the business application process, such as BPLD, Zoning Administration Unit (ZAU), Department of Building Official (DBO), Environmental Protection and Waste Management Department (EPWMD), Bureau of Fire Protection (BFP-QC), and the City Cultural and Tourism Affairs Department, among others, were co-located in a single place, allowing the simultaneous review and validation of applications for business registrations and renewals, thus making the processing time much faster. The BOSS also features an organized and automated queuing system, which classifies transactions into single and multiple applications, reducing the number of waiting applicants.

Other notable initiatives of the BOSS include:

- joint inspection activities and enforcement;
- adoption of Quick Response (QR) codes, usage of e-signatures, and a newly-designed business permit plate;
- online appointment system; and
- e-response system.

Recently, BPLD launched the QC Biz Easy Unified Online Business Permit Application, through which businesses can apply for and monitor the status of their permit application, from the comfort of their homes or offices. They can also opt to have their permits delivered right to their doorstep. What was once a grueling task for business owners has been streamlined and made easy, through the BPLD's continuous automation efforts.

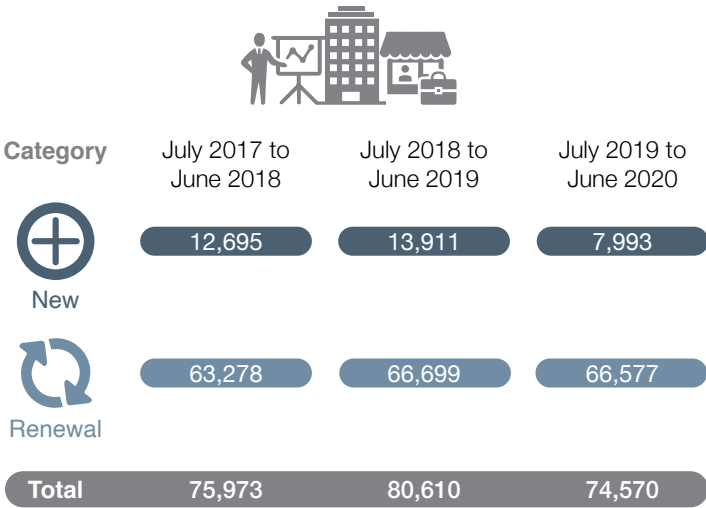


As part of its efforts to automate and digitize its business processes, the Business Permits and Licensing Department led by Margarita Santos launched the QC Biz Easy which is a unified online business permit application.

Business permit applications for new and existing businesses increased by 22.40% in February 2020 - the height of business tax payments - as compared to the same period in 2019; during the period, new business applications grew from 1,554 to 2,332, while business renewals grew from 27,561 to 33,305.

Initial data prior to the pandemic showed strong growth in new business registration and steady business renewals. However, the COVID-19 pandemic shutdown completely halted operations from March 16 to May 30, 2020, significantly impacting operations of many businesses and the corresponding business permit applications, particularly micro businesses. This is reflected in the figures below.

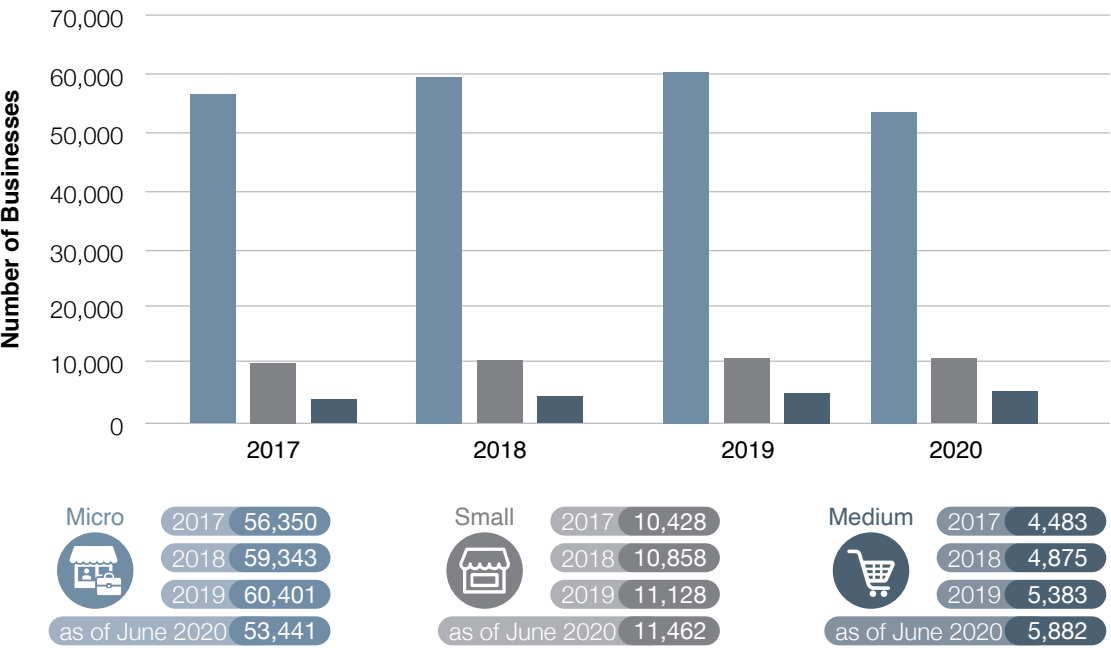
**Business Permit Applications by Category  
(July 2017 to June 2020)**



Source: QC ITDD



Micro, Small and Medium Enterprises



Making Market Vendor Registration More Efficient

The Market Development and Administration Department (MDAD) provided stalls in public markets and temporary vending sites to 1,620 vendors. This initiative started after clearing operations were conducted in August 2019, and is continuously being developed and improved, in order to provide better programs for market vendors. Other initiatives, like Barangay Market Zones and arrangements with private lot owners, were likewise enacted. As of June 30, 2020, a total of 8,166 Market Vendors and 9,613 Hawker vendors were registered.



After the clearing operations last 2019, the local government also ensured that market vendors are properly registered with the city.

More Real Property Taxes to Fund City Programs

The City Assessor identified 8,037 additional taxable real property units (RPU), amounting to approximately Php8.51 Billion and an estimated tax due of Php442.83 Million. The growth in this year's tax base is due primarily to significant new constructions and discoveries, brought about by our Intensified Real Property Inventory and Tax Mapping Operation (IRePITMO) project, and changes in ownership and classification.

The city also installed a real property viewer system and established the Enhanced Tax Mapping Systems (ETAXMAPS) for the easy identification of particular parcels of land, whether vacant or with existing improvements, and view related attributes of a particular property selected. Moreover, it upgraded the capability of appraisers for discovery, appraisal, and assessment of undeclared, misclassified, and unaccounted properties. This system also includes thematic maps as part of its output for RPT maps, assessment, and payment for land, building & machinery, map of political districts and idle lands, and overlapping properties.



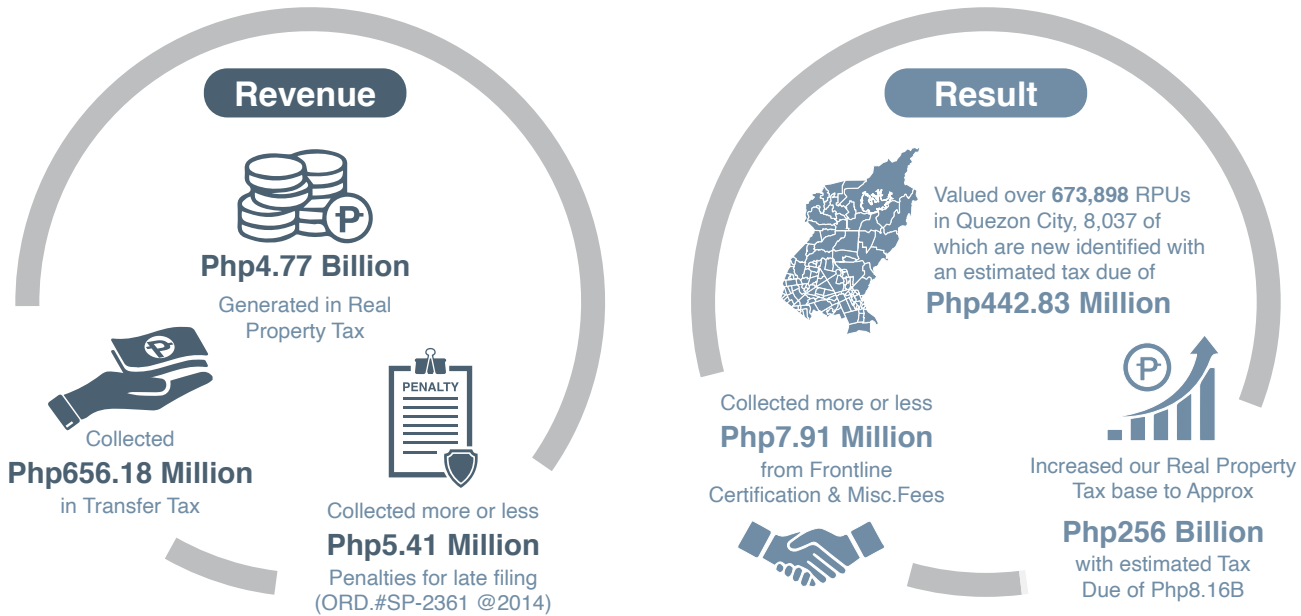
Launching for the KIOSK for Property Transfer Assistance Program

Property Types	No. of Parcels / RPUs		
	as of June, 2019	as of June, 2020	% Change
Land	285,408	288,857	1.21%
Building	368,958	378,309	2.53%
Machinery	6,586	6,732	2.22%
Total	660,952	673,898	1.96%

Property Types	Market Value (Php)		
	as of June, 2019	as of June, 2020	% Change
Land	1,053,131,245,120	1,023,413,161,134	-2.82%
Building	335,142,714,630	349,186,616,862	4.19%
Machinery	24,142,334,620	27,771,326,641	15.03%
Total	1,412,416,294,370	1,400,371,104,637	-0.85%

Property Types	Assessed Value (Php)		
	as of June, 2019	as of June, 2020	% Change
Land	49,850,116,429	50,480,491,820	1.26%
Building	147,676,610,320	156,052,331,059	5.67%
Machinery	14,722,223,680	15,720,389,770	6.78%
Total	212,248,950,429	222,253,212,631	4.17%

Property Types	Estimated Tax Due (Php)		
	as of June, 2019	as of June, 2020	% Change
Land	1,366,451,316	1,384,319,493	1.31%
Building	4,083,689,037	4,308,827,349	5.51%
Machinery	433,007,763	459,533,180	6.13%
Total	5,883,148,116	6,152,680,023	4.58%



Making The Building Permit Process More Efficient: QC Build Easy

The Department of the Building Official (DBO) pioneered an Online Application and Appointment System for all services offered by the department, through QC Build Easy. This improved accessibility enables applicants to transact with the department anytime, anywhere, even in their own homes. Continuing reforms and improvements in the DBO are expected to aid the fast-tracking of permit issuance and subsequently ensure building safety. These include:

- one-stop shops for as-built permit applications, which reduced processing time to 9 working days for simple as-built applications and 15 working days for complex as-built applications, which previously took more than 20 working days;
- one-stop shop for excavation for utilities permit and certificate of final electrical inspection. This reduced processing time from 7 working days to 3 working days for excavation for utilities, and from 10 working days to 7 working days for electrical installations

For the period from July 2019 to June 2020, construction projects across the City resulted in a built-up area of about 1.5 million square meters. The City estimates that the construction-generated economic activity is worth at least Php18 Billion, based on a conservative Php12,000 per square meter.

Permits Issued	Estimated built-up area (in sqm)	Construction Cost (@Php12,000/sq.m) (Php)	Projected Estate (in sqm)	Estimated economic generated (multiplier effect) (Php)	Direct labor generated	Upstream workforce (1 person / Php1M material cost)
1,108	1,521,819	18,261,826,440	136,963,698	91,309,132,200	60,873	10,957

2. Promoting Tourism



During its 80th foundation anniversary, the Tourism Department led fun activities for citizens and local government employees.





During its 80th foundation anniversary, the Tourism Department led fun activities for citizens and local government employees.



### Honoring Our History: Quezon City's 80th Foundation Anniversary

Quezon City's 80th Foundation Anniversary, on October 12, 2019, highlighted historic milestones, and the valuable contributions of residents and stakeholders to the economic, cultural, and social development of the city. This month-long celebration began with the enthronement and arrival of the Our Lady of the Most Holy Rosary - La Naval de Manila at the Quezon City Hall grounds, followed by activities which were participated in by QC Hall employees and the city's constituents.

Last year's 80th City Foundation celebration was also quite unique, as the city played host to the Miss Earth International Competition.



Miss Earth Candidates

Miss Earth is an annual international environmental-themed beauty pageant competition, promoting environmental awareness, conservation, and social responsibility. The contest is the third-largest beauty pageant in the world, in terms of the number of national-level competitions to participate in the world finals. Last year's crowned winners were: Miss Fiji (Bronze winner), Miss Philippines (Silver), and Miss Ghana (Gold).

To drum up interest and participation of QCitizens from all walks of life, the QC Government hosted the PISTA SA KYUSI at the QC Circle's Liwasang Aurora. Lined up for two days were various activities to showcase the prowess of our constituents from the 142 barangays and highlighting the talent of our own

QCG employees, in different sporting events like the 5km Fun Run and the Zumba-marathon, the Bench-painting competition, the BbQ Grilled cook-off, Fruit & Vegetable carving contest, the Battle of the Bands, and the Cocktail mixed-drink competition.

The culminating event of the 80th Foundation anniversary was the 17th Manuel Luis Quezon Gawad Parangal Awards, which was held at the Hyundai Hall at the Arete Museum of the Ateneo de Manila University campus.

Now on its 17th Annual MLQ Gawad Parangal, Quezon City has previously given recognition to some of the most illustrious personalities of the country: former presidents of the Philippines, several magistrates of the Supreme Court, government and public servants, corporations, educational institutions, journalists, doctors, actors, and artists. It also puts on a pedestal the feats of ordinary citizens: civic leaders; cultural workers; educators; community organizers; and advocates of the poor, human rights, and the environment.

### Encouraging Literature and the Arts

To promote QC as a premier tourist destination, the Tourism Department published four books: the "Quezon City Guide," "The Quezon City Food Journal," "Made in QC," and "Walking the City of Literature."

For the third consecutive year, in 2019, the QCinema International Film Festival was hailed as the country's top local film festival. In only its seventh year, our official film festival bested all long-running and top-billed film festivals, by featuring outstanding local full-length and short film entries, and a stellar line-up of Asian films and award-winning international titles.



QCinema International Film Festival

### 3. Fostering Livelihood and Employment

#### Controlling the African Swine Fever Outbreak

When the sudden surge of African Swine Fever (ASF) affected the city, we were dedicated to fight and control this threat, as currently there is no approved vaccine for this disease. Sanitary measures were employed, including early detection and humane culling of animals. With this, we provided aftermath support to the affected sectors. A total of Php17,649,000 was distributed to 564 hog owners, as financial assistance for the 5,993 culled pigs, and to encourage them to engage in new livelihood opportunities. Executive Order No. 1, Series of 2020 established and provided policies for the containing of ASF among retailers, groceries, and supermarkets. Training sessions were likewise conducted for these establishments, on appropriate sanitary and quality control practices to contain the spread of the disease.





Distribution of financial assistance to hog raisers and inspection of meat market vendors.

Providing Employment

Apart from its regular employment facilitation activities, PESO remained relevant during the pandemic with emergency employment and re-tooling initiatives. During this time, an estimated 1,900 were employed and an estimated 700 more employees were trained for urban agriculture.

Period covered	Applicants hired in regular employment facilitation	Applicants hired on the spot in job fairs
July-December 2019	3,612	938
January-August 2020	3,073	262
Total	6,685	1,200



Employment programs and job fairs were conducted for QC residents who are unemployed.

Promoting Urban Farming and Food Security

Through the QC Food Security Task Force, the City partnered with the Department of Agriculture to support efforts in urban agriculture. Through our Joy of Urban Farming and GrowLokal projects, the City has released over 36,000 seed starter kits to QC residents. As of July 2020, approximately 299 square meters of potential urban agriculture land has been identified. Moreover, the City now hosts 166 demo farms and 6 community model farms. In partnership with the Department of Agriculture, the city will also be providing aquaponic technology as an alternative livelihood.



The city advanced its urban agriculture programs through the Joy of Urban Farming by providing starter kits and trainings.

4. Forging Partnerships

Ensuring Better Value in Major Projects

The Investment Affairs Office spearheaded reviews of major city transactions, including various long-term public-private partnerships and joint venture contracts. Among projects reviewed were:

- integrated Solid Waste Management (SWM) facility;
- no-contact apprehension;
- footbridge donation, redevelopment, monitoring, and maintenance; and
- solar energy in QC public schools.

Encouraging Business Growth

Recognizing the important role of the private business sector in economic growth, the Local Economic Investment Promotions Office (LEIPO) rationalized incentives and investment priorities to attract investors into Quezon City, particularly those identified as providing greater value-added benefits to the City and its people.

This year energetically began with pre-work, workshops, and consultations for the first-ever QC Investors’ Summit, targeting C-level executives of medium and large enterprises.



## VI. C ENVIRONMENT AND CLIMATE CHANGE

*Tree-planting events were regularly conducted as part of the city's environmental initiatives.*



Quezon City's busy population thrives with lifestyle, recreational, and economic ventures. Hence, our environmental initiatives are vital, to mitigate the pollution and climate change arising from these activities. Collectively, these initiatives help build a livable, green, and sustainable city.

### 1. Honoring Our International Commitments

#### Aligning with The Paris Agreement to Mitigate Climate Change

The City initiated its Climate Action Planning (CAP) Program towards 30% emissions reduction, including projects on energy, transport, waste, and other ambitious climate action. These projects include:

- installation of solar power in fifty public schools (under the C40 Cities Finance Facility Program);
- feasibility studies on low carbon development (under City-to-City Collaboration with Osaka City); and
- amendment of the Green Building Ordinance (through C40's Building Energy 2020 Technical Assistance Program).

### Building a Cleaner and Greener City



Mayor Joy Belmonte joined the C40 Cities convention as the sole representative of the Philippines.



C40 Clean Air Cities



Quezon City signed the C40 Clean Air Cities Declaration in October 2019, committing to the establishment of an air quality monitoring network, for the development of targeted and effective policies/programs.

Together with 69 cities, regions, and countries around the world, the City joined the BreatheLife Campaign, led by the World Health Organization (WHO), United Nations Environment, and Climate and Clean Air Coalition, to build public support from cities in implementing air quality and climate change policies that will achieve WHO Ambient Air Quality Guideline values.

The TAME-BC (Clean Air for a Sustainable Future: A Transdisciplinary Approach to Mitigate Emissions of Black Carbon in Metro Manila, Philippines) cooperation agreement has further been established with international non-governmental organizations, national government agencies, and the academe, to assess black carbon pollutants and their effect in Quezon City.



Together with other leading cities around the world, Quezon City also signed the C40 Good Food Declaration last October 2019, during the C40 World Mayors Summit in Copenhagen, Denmark. The declaration aims to increase healthy plant-based food consumption.

A partnership with ImagineLaw was initiated for the Quezon City Healthy Food Procurement Project, which aims to establish a nutrition criteria policy to encourage a healthy diet and limit food that contributes to unhealthy meals. This project is supported by Resolve to Save Lives, an initiative of Vital Strategies which is supported by Bloomberg Philanthropies, the Bill and Melinda Gates Foundation, and the Zuckerberg-Chan Foundation.

## 2. Gearing Up Green

### Promoting Green Transportation

Quezon City, in partnership with the Department of Energy (DOE), distributed almost 300 e-trikes to a number of beneficiaries from various barangays. This project promoted energy efficiency and clean technologies in the transport sector. The City also provided necessary training for each recipient, and other incentives to make e-trike operation more sustainable for the drivers.

The City established a Green Zone Area, comprising five Barangays in District IV, wherein fifty e-trikes are the only tricycles allowed to travel within the routes. This addressed the Barangays' transportation need, as there were no existing tricycle associations in the area.



The city distributed almost 300 e-trikes to a number of beneficiaries from various barangays

### Banning Plastic

Acknowledging the urgency to address the extensive usage of plastic waste, Quezon City enacted SP-2868, S-2019 - a total ban on the distribution of plastic bags - and SP-2876, S-2019, a prohibition on the distribution and use of single-use plastic and disposable materials, including cutlery for dine-in purposes, in all hotels and restaurants.



Quezon City Council Enacted Ordinance No.2868, S-2019 and SP-2876, S-2019 which bans the use of plastic products in the city.

## 3. Developing Green Spaces

### Restoring Nature

Various tree-planting programs were implemented, which aim to increase the vegetation cover of the City, as well as maintain and beautify our public open spaces, such as parks, center islands, and directional islands. As of the second quarter of 2020, the City has identified a total of 599 parks and open spaces.

Furthermore, we have planted 1,706 different native tree species and 26,495 ornamental plants throughout the City since July 2019. This has increased the City's green cover by 0.50%, in accordance with the plan to expand our green cover by 3% over the next three years.

A city-wide planting of edible and fruit-bearing trees was also launched, as part of Quezon City's food security response for the pandemic. A ceremonial tree-planting event was also conducted in celebration of World Arbor Day, last June 25, 2020.



Tree planting program



Revitalizing Our Waterways

The City completed the San Francisco River Easement Park last year. The park will not only provide the community with a new open space, but also contribute to the target of reclaiming and developing the City’s waterway easements.

Located in Barangay Sta. Cruz, District 1, the park was funded through Quezon City’s Php5,100,000 Performance Challenge Fund reward, for winning the DILG’s 2018 Seal of Good Local Governance.

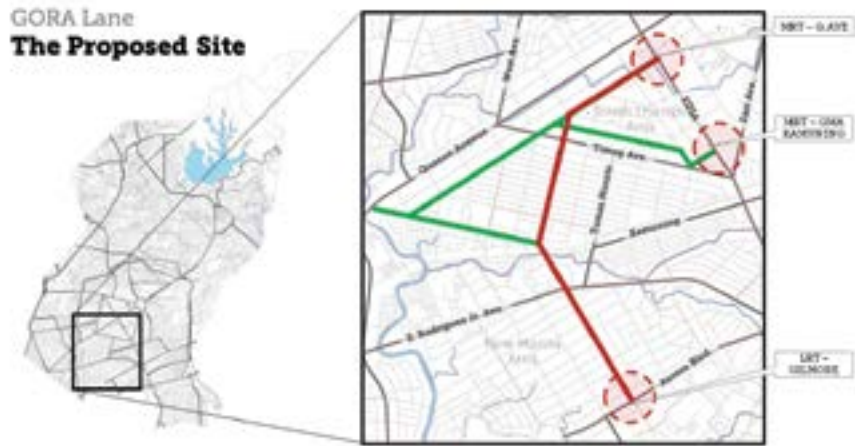


San Francisco River Easement Park



Encouraging Foot Traffic

The City has bidded out GORA Lane, a pedestrian-oriented promenade from Aurora Boulevard to EDSA, via Dona Hemady Street, Scout Tobias Street, and Mother Ignacia Avenue. This will connect the City’s major transportation hubs - MRT-Q.Ave, MRT-GMA Kamuning, and LRT-Gilmore - providing the public with a safe alternative access route for active transport. It will also activate the area, as the development will include pocket parks, wayfinding features, and points of interests such as public art installations.



GORA Lane roadmap

GORA Lane was made possible through the Department of Budget and Management’s Php98.6M ‘Green, Green, Green Local Assistance Support Fund’, which will complement the impending surge of construction engendered by President Duterte’s ‘Build, Build, Build’ program.

4. Cleaning Up the City

Our Task Force on Solid Waste Collection, Cleaning, and Disposal Services Management was established, to supervise the city’s solid waste management programs and compliance monitoring, through Executive Order No. 3, Series of 2020.

Ensuring Efficient Waste Collection

The Solid Waste Collection, Cleaning, and Disposal Services project is currently being implemented, which entails the provision of waste collection services to all Quezon City barangays, households, and institutions on a dedicated schedule, as well as street sweeping and roadside cleaning operations.

This project also included the transition from open dump trucks to 96 compactor dump trucks, significantly improving employee safety as well as spillage, odor, and vector control. An average of 401 trips are conducted daily, and 7,351 cu.m. - equivalent to an estimated 1,125,907 tons of waste - are collected per day, as of June 30, 2020.



New garbage trucks were also procured by the city to improve its solid waste collection and management efforts.

Year	Volume of Waste Collected
2019	2,009,480 tons
2020 (as of June 30, 2020)	1,125,907 tons

Riverways clean-up operations are also being conducted at the four major river systems and tributaries flowing through the City, for sanitation and flood-mitigation purposes. Since July 2019, a total of 650 cu.m. of waste have been collected.

Rehabilitating Our Environment

The Payatas Controlled Dump Facility (PCDF) post-closure care project, covering an estimated 23 hectares, was implemented to prevent poor site degradation and release of hazardous emissions. Continuous physical routine inspections and maintenance activities are conducted to determine the necessary measures needed to elevate Payatas to a livable community that will eventually be bustling with economic activity.

Our QC Task Force Manila Bay (TFMB) was reconstituted to clean up, rehabilitate, and preserve Manila Bay, through Executive Order No. 39, Series of 2019, in compliance with directives of the Supreme Court’s Continuing Mandamus. This addressed four thematic clusters, namely solid waste, liquid waste, informal settler families, and IEC Activities of LGUs within the Manila Bay region.

Quezon City garnered a score of 96.12% in the 2019 Manila Bay Clean-Up, Rehabilitation, and Preservation Program (MBCRPP) Compliance Assessment, garnering Php200,000 from the Department of the Interior and Local Government’s 2019 Manila Bayani Awards.

VI. D  
INFRASTRUCTURE



Ground breaking Bagbag Integrated School

Building essential infrastructure makes available the facilities necessary to deliver services effectively and efficiently. Each infrastructure project aims to effectively address the needs of our constituents and facilitate economic growth.

These projects include:

- education, health, housing, protective, and social welfare facilities;
- barangay and community facilities;
- parks, recreation, and sports facilities;
- construction and maintenance of the City’s road and transportation networks;
- drainage and flood control systems;
- water, power, and telecommunication utilities;
- environmental protection and sanitation structures; and
- government offices and other facilities.

To provide policy directions and coordinate the activities of the different offices involved, the Mayor issued Executive Order No. 29 in September 2019, reconstituting the Infrastructure Committee.

1. Growing Our Fixed Assets

City-owned infrastructure such as buildings, facilities and other structures are accounted as the City’s vertical fixed assets. As of August 31, 2020, there are a total of 4,892 verified units of buildings and other structures owned by the City, with an estimated value of Php9.366 Billion.

Many of these non-movable assets are office buildings (23% or 1,122 units), school buildings (18% or 868 units), and sports facilities (15% or 732 units). Those classified as “Other Structures” are composed of outposts, waiting sheds, playgrounds, concrete arches, gazebos, comfort rooms, and such other minor structures located in different sites throughout the City.

Vertical Fixed Assets (Buildings and Other Structures) Verified as of August 31, 2020					
Type	No. of Units	Estimated Value (Php)	Type	No. of Units	Estimated Value (Php)
Office Buildings	1,122	2,091M	Health Facilities	94	527M
School Buildings	868	5,352M	Markets, Slaughter Houses	10	39M
Sports Facilities	732	993M	Other Structures	2,066	364M
Total				4,892	9,366M

Status of Infrastructure Projects Contracted Out by the Previous Administration

When the administration of Mayor Joy Belmonte took the reins of governance for Quezon City, the following infrastructure projects, comprising 330 contracts worth Php6.45 Billion, were already contracted out by the previous administration, and ongoing implementation:

Infrastructure Projects Contracted Out but not Completed Before June 30, 2019				
Project Type	No. of Projects	Description	Contract Price (Php)	Status (as of October 15, 2020)
Vertical Projects (Buildings and Other Structures)				
Health Centers & Hospitals	1	1 hospital improvement (QCGH Outpatient Bldg)	35.32M	completed
Schools	67	3 school building construction	802.99M	ongoing
		36 building improvement & repainting		29 completed, 7 ongoing
		5 upgrading of electrical system		2 completed, 2 ongoing,
		14 construction of other structures (fence, stage, gazebo, multi-purpose hall, etc.)		1 terminated
		2 improvement of stage and AVR room	209.94M	3 completed, 11 ongoing
		1 land development (T Sora Sr HS)		completed
		1 construction of 7-sty academic bldg at QCU main campus		ongoing
		5 renovation of other buildings at QCU main and San Francisco campuses		ongoing
				completed



City Government Facilities (office, etc.)	24	7 construction of office building, archive center, central warehouse, convention center, perimeter fence and gates	2,427.12M	1 completed, 6 ongoing
		2 renovation works (Old Hall of Justice, common toilets at Main building)		1 completed, 1 ongoing
		9 retrofitting works at Main building (structural, electrical, etc.)		ongoing
		5 improvement of office buildings		2 completed, 3 ongoing
		1 improvement of road (at archive, warehouse)		ongoing
Barangay & Community Facilities (bgy hall, multi-purpose hall, day care center)	22	20 building construction (3 barangay halls, 12 multi-purpose buildings, 1 barangay justice hall, 4 day care centers)	313.92M	12 completed, 6 ongoing, 2 for termination
		1 construction of elevator		for termination
		1 improvement of multi-purpose hall		ongoing
Housing	56	26 housing units construction	1,042.00M	1 completed, 17 ongoing, 8 for termination
		1 housing units improvement		completed
		1 construction of multi-purpose hall		completed
		28 land development		7 completed, 15 ongoing, 6 for termination
Parks, Recreation & Sports Facilities	49	6 construction projects at Amoranto Stadium (arena, swimming pool phase 1 & 2, parking building, access road)	338.83M	1 completed, 5 ongoing
		18 development / improvement of community parks		16 completed, 2 ongoing
		6 development of plaza and monuments		4 completed, 2 ongoing
		5 QMC outer sidewalk improvement, development of mini park (2), greening at EDSA and Quezon Avenue, linear park development		4 completed, 1 ongoing
		6 construction of tennis and covered basketball courts, swimming pool		4 completed, 2 ongoing
		6 improvement of covered basketball courts		5 completed, 1 ongoing
		2 installation of movable goals (58 total units)		1 completed, 1 ongoing
Social Welfare Facilities	3	2 building construction (Molave Youth Home phase 1 & 2)	209.47M	ongoing
		Improvement of Tahanan Drug Rehabilitation Center		completed
Protective Services Facilities (fire station, police station, jail)	5	2 fire station construction 1 police crime lab improvement 2 jail dormitory construction (phase 1 & 2)	104.58M	3 completed, 2 ongoing
Cemetery	1	1 road improvement at Baesa Crematory	24.87M	ongoing
Other Buildings and Structures	2	2 construction of materials recovery facility, TODA (Tricycle) terminal	8.26M	1 completed, 1 ongoing
Total Vertical	230		5,517.30M	

Horizontal Projects (Roads, Bridges, Slope Protection and Other such Structures)				
Roads & Bridges	77	66 concreting with drainage improvement (17.10 kms)	624.61M	50 completed, 16 ongoing
		2 asphaltting (3.7 kms)		completed
		5 drainage improvement (1.7 kms)		3 completed, 2 ongoing
		3 sidewalk improvement (1.4 km)		completed
		1 rehabilitation of various footbridges		ongoing
Slope Protection and Flood Control	18	13 retaining wall construction (2.5 kms)	289.20M	12 completed, 1 ongoing
		5 riprapping (0.4 kms)		ongoing
Others	5	4 streetlights installation 1 fence construction	22.11M	2 completed, 3 ongoing
Total Horizontal	100		935.92M	
Total	330		6,453.22M	

Status of Infrastructure Projects Initiated by the Current Administration

Infrastructure projects procured or commenced during the period from July 1, 2019 to October 15, 2020 total 137 contracts, worth Php1.08 Billion. These involve constructing new facilities and improving or rehabilitating existing ones.

In the City’s efforts against the spread of COVID-19, several of these infrastructure projects were designed to provide the necessary facilities to prevent, contain, and treat infections from this virus:

- the conversion of a multi-purpose building into a molecular laboratory to help speed-up processing of specimens (RT-PCR),
- the rehabilitation of the old building at QC General Hospital to create additional spaces needed in its operation amid the pandemic,
- the provision of triage areas in 37 out of the 40 health centers being renovated, and the renovation of Bahay Aruga in Barangay Kamuning and the YWCA building in Barangay Holy Spirit to accommodate senior citizens and women and children, respectively, who were stranded due to the travel ban imposed as a safety health protocol.

Infrastructure Projects Procured or Commenced from July 1, 2019 to October 15, 2020				
Project Type	No. of Projects	Description	Approved Budget/ Contract Price (Php)	Status (as of October 15, 2020)
Vertical Projects (Buildings and Other Structures)				
Health Centers & Hospitals	43	1 rehab of QCGH old bldg	19.99M	completed
		2 hospital completion (RMBGH), STP upgrading (NDH)	27.81M	ongoing procurement
		37 health center rehab with COVID-19 Triage area	143.19M	ongoing
		3 health center rehabilitation	4.35M	2 ongoing 1 ongoing procurement
Schools	23	2 building rehabilitation	29.79M	ongoing procurement
		14 improvement of electrical system	35.48M	ongoing procurement
		7 construction of other structures (covered court, stage, toilet, hand washing facility, covered walk, etc.)	41.05M	ongoing procurement
City Government Facilities (office, etc.)	2	1 rehabilitation of roof deck (DRRMO) 1 renovation of office (Vice Mayor)	9.76M	ongoing procurement
Barangay & Community Facilities	4	1 bgy hall construction (Damayang Lagi) 1 bgy hall rehabilitation (West Kamias) 1 multi-purpose hall construction, 1 multi-purpose hall rehabilitation	42.49M	ongoing procurement
Parks, Recreation & Sports Facilities	17	12 rehabilitation of community parks	95.09M	ongoing procurement
		2 installation of vertical garden, roof top garden		ongoing procurement
		2 development of easement park		1 completed, 1 ongoing procurement
		1 rehabilitation of Quezon House at QMC		ongoing procurement
Social Welfare Facilities	3	1 renovation with COVID triage area of Bahay Aruga as shelter for Senior Citizens Locally Stranded Individuals	4.72M	ongoing
		1 renovation with COVID triage area of YWCA building as shelter for Women and Children Locally Stranded Individuals	7.17M	ongoing
		1 renovation of multi-purpose hall for Senior Citizens, Bgy Pinagkaisahan	3.5M	ongoing procurement
Protective Services Facilities	1	1 rehabilitation of Infirmary at Camp Karingal QC Police Headquarters	4.21M	ongoing procurement
Other Buildings and Structures	3	1 conversion of multi-purpose building as Molecular Laboratory	7.54M	ongoing
		1 construction of Lucesia Kasilag Performing Arts Building	34.31M	ongoing procurement
		1 construction of retaining wall at Animal Pound, Bgy Payatas	4.29M	ongoing procurement
<b>Total Vertical</b>	<b>96</b>		<b>514.74M</b>	

Horizontal Projects (Roads, Bridges, Slope Protection and other such Structures)				
Roads & Bridges	28	1 concreting of pavement 22 concreting with drainage improvement	278.0M	ongoing
		5 Construction of "Gora" Lanes	96.62M	ongoing
Slope Protection & Flood Control	6	1 construction of concrete canal and box culvert	49.99M	ongoing
		5 construction of concrete retaining wall	51.97M	ongoing
Others	7	7 provision of bike lanes	88.07M	ongoing
<b>Total Horizontal</b>	<b>41</b>		<b>564.65M</b>	
<b>Total</b>	<b>137</b>		<b>1,079.39M</b>	

## 2. Building Up Our City

### Improving Hospitals and Health Centers

The provision of infrastructure for the treatment, isolation, and testing of suspected or infected individuals plays a vital role in the fight against COVID-19. To this end, the City implemented 40 COVID-19-related infrastructure projects, totaling Php187.83 Million, including the following:

- renovation of the old building at QC General Hospital
- reconfiguration of the Rosario Maclang Bautista Hospital at Barangay Batasan Hills
- establishment of a Molecular Laboratory in Barangay Teacher's Village East
- rehabilitation of 37 health centers equipped with triage areas

Under our COVID-19 response plans, we converted ten (10) school buildings – QC University buildings, KorPhil building, and the LWUA building, as well as 40-footer container vans – as Temporary Isolation Facilities (HOPE Facilities). Nine (9) of these isolation facilities were implemented by the City, while the Department of Public Works and Highways designed the container van.

### Prioritizing Education

29 schools, with a total of 167 buildings and cost of Php460.71M that were programmed for repainting and improvement, were completed by August 2020; three others are still ongoing or on hold.

This administration has also prioritized the construction of 2 new school buildings, a four-storey building with basement in Barangay Bagong Silangan, and an eight-storey structure with basement in Barangay Bagbag.



Ground breaking of the Bagbag Integrated High School



Number of Schools and Classrooms per District (As of SY 2018-2019)							
District	1	2	3	4	5	6	Total
Elementary Schools							
No. of Schools	22	13	17	13	18	12	95
No. of Classrooms	667	729	530	456	859	574	3,815
Secondary Schools (Junior and Senior High Schools)							
No. of Schools	14	6	8	14	11	6	59
No. of Classrooms	481	407	268	439	377	225	2,197

Serving Our Youth in Need: Molave Youth Home



Perspective of the New Molave Youth Home in Barangay Payatas

Committed to providing a safe and comfortable home for children in conflict with the law (CICL), the City government established a child-friendly home where they are given quality care, protection, love, and comfort. Originally established in 1973, the Molave Youth Home (currently in Barangay NS Amoranto) is a 24-hour residential and rehabilitation facility for minors with pending cases before the Quezon City Courts (also known as Children In Conflict with the Law or CICL).

To better serve the needs of children-residents, the City government is about to complete the construction of a new 4-storey, 4,800 sqm Molave Youth Home building in Diamond Hills Subdivision, Barangay Payatas, amounting to Php202.91 Million, and equipped with facilities as follows:

- 16 dormitories for boys and 1 for girls, housing up to 340 CICLs
- eight special education classrooms and a library
- a conference room for online court hearings
- living, dining, and recreational areas, including a full-sized outdoor basketball court at the roof deck
- a medical clinic and a prayer room, to support physical and spiritual well-being

Decongesting and Improving Jails: Quezon City Female Dormitory

To give female Persons Deprived of Liberty (PDLs) a safe and comfortable home while serving their time, the City constructed the Php74.50 Million “Tahanan ng Bagong Pag-asa” female dormitory (pending completion) inside Camp Karingal in Barangay Sikatuna.

Upon transfer of the female PDLs to the new building, congestion rate was more than halved, from 1,289% to 522%. Since then, the congestion rate has been further reduced to 281%, with a population of approximately 766.

Our city further supported the Bureau of Jail Management and Penology with Php10.1 Million for the purchase of beds, cabinet lockers, and a generator set. We also supply the PDLs with an additional Php7.6 Million worth of yearly food provision.

Making Public Markets Better

The redevelopment of City-owned public markets, namely Galas and Calalay (Frisco) Markets is also in the various stages of planning and design. Plans for the redevelopment of Galas Public Market have been prepared and forwarded to the Department of Public Works and Highways (DPWH), which, in a joint agreement, has begun the structural work. Completion work shall be undertaken by the City.

Retrofitting Quezon City Hall Main Building

Started during the previous administration, the ongoing retrofitting and renovation of the 50-year-old, 14-storey (with basement) City Hall Main Building is intended to upgrade its structural stability, in conformance with the standards of the National Structural Code.

The structural retrofitting approach involves steel-plate-casing of strategic columns and the provision of thickened shear walls at the outer sides, from foundation footing up to the second-floor ceiling. Among many more improvements - listed in the following chart - electrical and air conditioning systems are being retrofitted for energy efficiency, and cables for data and telephone connectivity are to be improved.

Still ongoing is the architectural renovation component. Relocation of affected offices is scheduled to give way for these rehabilitation works.



Quezon City Hall Main Building

QC Hall Main Building Retrofitting and Renovation	Contract Price (Php)	Status (as of October 2020)
Structural Retrofitting Phases 1 and 2 including replacement of elevator units and extension of 2 units at west wing up to 15th Floor	43,600,000.00 8,996,898.96	ongoing ongoing
Electrical Retrofitting Phases 1, 2 and 3	73,684,220.00 198,270,651.44 71,684,220.00	ongoing ongoing ongoing
Airconditioning System Retrofitting Phases 1, 2 and 3	99,312,673.21 8,959,141.17 8,561,837.00	completed ongoing ongoing
Architectural Retrofitting Phases 1 and 2	150,528,810.39 43,129,389.65	ongoing ongoing
Improvement of 3rd Floor Phases 1 and 2	13,603,689.98	completed
Improvement of 15th Floor	33,214,947.98	completed
Renovation of Common Toilets Phases 1 and 2	31,737,091.73 8,446,634.22	completed completed
Total	793,730,205.73	

Building a Convention Center

Awarded and started during the previous administration, the planned Convention Center located at the City Hall Compound is a Php1.24 Billion facility being constructed over three phases. The structural component is almost completed and the architectural phase is ongoing. The finishing phase will commence upon substantial completion of the architectural base elements.

QC Convention Center	Contract Price (Php)	Status (as of October 2020)
Structural (Phase 1)	293,198,088.68	ongoing
Architectural (Phase 2)	803,987,251.21	ongoing
Finishing (Phase 3)	140,808,778.80	not yet started
Total	1,237,994,118.69	

Renovating the Quezon City Hall of Justice

The renovation of the original Hall of Justice building, amounting to Php258.55 Million, started with the fourth-floor offices and courtrooms. The major portion of work involving the lower floors and basement has yet to commence, as we are awaiting transfer of affected courtrooms and offices, so as not to interrupt daily operations. The City government had previously completed the new extension building of the Hall of Justice.

3. Providing Essential Public Places

Distribution of Parks and Open Spaces

Public parks and open spaces provide free areas of leisure and recreation in communities and serve as places of greenery. With its position as the green lung of the metropolis, our city enjoys the distinction of having the largest number and area of parks and open spaces in Metro Manila.

Our biggest number of community parks is in Districts 5 and 6, in compliance with the subdivision law during the development of the small- and medium-sized subdivisions in these districts. In other districts, most of the older subdivision projects involved large tracts of land, resulting in fewer open space parcels, but with larger land area.

As direct beneficiaries, barangays and, in some communities, homeowners' associations help maintain these parks and open spaces.



Quezon City Memorial Circle

Parks and Open Spaces (as of August 2020)	Dist. 1	Dist. 2	Dist. 3	Dist. 4	Dist. 5	Dist. 6	Total
Developed	39	23	43	27	72	60	264
Partially developed	2	4	6	1	24	28	65
Undeveloped	42	48	31	36	60	53	270
Total	83	75	80	64	156	141	599



Developing Community Spaces

From July 2019 to September 2020, through the Parks Development and Administration Department (PDAD), the City repaired and maintained a total of 154 parks. The PDAD also regularly maintains various monuments, shrines, and historical landmarks. The City also undertook various parks and open spaces development and improvement projects. Special projects included the San Francisco River Easement Park and Gora Lane projects.

4. Taking Care of Our Thoroughfares

Managing Our Roads

Of the total 2,324 kilometers (kms) of existing roads in the City, only about 945 kms are classified as city-owned roads, acquired partly by purchase, but mostly by donation of previous owners or subdivision developers. It is primarily these city roads that the City government is responsible for maintaining and improving.

From July 2019 to September 2020, the City completed 58 road improvement projects with a total cost of Php452.56 million, comprising 12.02 kms of pavement concreting with drainage system installation, asphaltting of 3.72 kms, and the improvement of 3 road drainage systems and 3 sidewalks. 46 other projects are still ongoing.

Length of Existing Roads (in kilometers) by Classification, Per District							
Classification	Dist. 1	Dist. 2	Dist. 3	Dist. 4	Dist. 5	Dist. 6	Total
National	48.60	19.80	37.31	63.78	19.69	25.74	214.91
City	233.40	75.89	156.53	207.43	191.82	80.37	945.43
Private	40.65	158.33	143.48	72.76	334.78	227.28	977.29
Barangay	2.62	121.60	3.84	9.88	14.05	35.30	187.30
Total	325.27	375.62	341.17	353.85	560.34	368.69	2,324.94

Length of Existing City Roads (in kilometers) by Pavement Type, Per District							
Pavement Type	Dist. 1	Dist. 2	Dist. 3	Dist. 4	Dist. 5	Dist. 6	Total
Concrete	186.31	60.38	123.95	176.78	137.66	75.82	760.90
Asphalt	47.03	14.54	32.39	30.37	52.90	4.48	181.70
Unpaved	0.06	0.97	0.19	0.28	1.26	0.07	2.83
Total	233.40	75.89	156.53	207.43	191.82	80.37	945.43

Preventing Erosion and Controlling Floods

To prevent erosion along banks of waterways and mitigate flooding of adjacent communities, slope-protective structures are built along the sides of our waterways. Out of 2.8 kms of concrete retaining walls proposed for construction in 2019, 2.5 kms have been constructed.

This 2020, six slope protection projects worth Php101.96 Million - including the construction of a reinforced concrete canal and box culvert - have been bidded out and are ongoing implementation.

Mapping Out a Citywide Bike Lane Network



Concept Artwork for the QC Bike Lane

With the increasing number of bikers in the City due to limited transportation options, especially during this time of the pandemic, we are fast-tracking the City Bike Lane Network project. We have identified new lanes to improve route connectivity.

Bicycle circulation will connect to and extend from similar circulation systems on adjacent existing streets, placed in areas where space allows. To ensure bikers’ safety, signage, painted lanes, and bike parking areas will be included in the network. The City Council also passed Ordinance SP-2942, S-2020, or the Bicycle Riders Helmet Ordinance of Quezon City, to protect and support the cycling public, complementary to Ordinance SP-2636, S-2017, or The Road Safety Code of Quezon City, which was introduced by Mayor Belmonte during her time as Vice Mayor.

The bike lane network is intended to cover 174.63 kms of major thoroughfares. The first phase, consisting of 7 bike lane development projects worth Php88.07 Million, has commenced and will immediately provide 93 kms of bike lanes.

Phase 1		Phase 2			
Location	Length (km.)	Location	Length (km.)	Location	Length (km.)
Commonwealth Avenue	15.50	West Avenue	4.20	NIA Road	2.00
Elliptical Road	2.10	Timog Avenue	3.80	Examiner Street	1.50
Quezon Avenue	12.00	Mindanao Avenue	4.32	CP Garcia Avenue	5.00
East Avenue	3.70	Visayas Avenue	0.48	Sct Chuatoco Street	3.20
BIR Road	0.86	Tomas Morato	3.60	Mother Ignacia Ave.	4.70
Agham Road	0.88	Roces Rotonda	0.24	Sgt. Esguerra Street	2.60
Road 10	0.92	Matalino Street	1.04	E. Lopez Sr. Drive	0.90
Mindanao Avenue	3.28	Malingap Street	1.40	Central Avenue	4.34
North Avenue	0.40	Maginhawa Street	4.80	Katipunan-White Plains	6.92
Visayas Avenue	4.12	V. Luna Avenue	3.40	White Plains Avenue	2.00
Roosevelt Avenue	5.74	Xavierville Avenue	3.20	Del Monte Avenue	7.18
Congressional Avenue	12.00	Chico-Langka Street	2.36	North Avenue	1.40
Luzon Avenue	1.62	Karnias Road	2.80	Road 1	1.73
Tandang Sora-Katipunan Avenue	8.20	Kamuning Road	2.60	Total	81.7
Aurora Boulevard	5.60				
E. Rodriguez Sr. Avenue	10.40				
Kalayaan Avenue	5.60				
Total	92.92				

Brightening Our Streets

The Streetlight Services and Management Division of the General Services Department maintains the existing 26,776 streetlights installed in various streets and main thoroughfares throughout the City. This includes the repair or replacement of busted lamps and posts, relocation of posts as deemed necessary or requested by residents, and trimming of tree branches that block lighting scope.

From July 1, 2019 to June 30, 2020, the City installed solar-powered LED streetlights in Barangays Escopa 1, San Roque, Socorro, and Pasong Tamo. The City also installed 455 new streetlight posts and repaired 2,557 non-working units.

With the goal of achieving a 100% illumination level of all city roads and main thoroughfares, an estimated 24,880 smart LED streetlights are planned to be installed in remaining unlit parts of streets in the City. The plan also includes the retrofiting of 26,776 LED-type existing streetlights into smart LED ones. Coupled with intensive monitoring, preventing illegal tapping, and prompt action on defective and busted lamps and damaged posts, this ten-year program - estimated at Php4 Billion - envisions a service level that meets our constituents' desires for a safe city.

Type	Quantity per District						Total
	Dist. 1	Dist. 2	Dist. 3	Dist. 4	Dist. 5	Dist. 6	
MERALCO Pole-mounted	6,545	2,414	3,493	4,787	5,917	3,994	27,150
City							
LED	4,077	2,488	2,920	6,730	5,463	4,388	26,066
Non-LED	128	67	331	103	32	49	710
Total City	4,205	2,555	3,251	6,833	5,495	4,437	26,776
Total Existing	10,750	4,969	6,744	11,620	11,412	8,431	53,926
Proposed 10-year 100% Illumination Program Requirements	5,544	5,779	5,184	5,225	1,640	1,508	24,880

VI. E  
INSTITUTIONAL  
DEVELOPMENT

City government officials led the flag-raising ceremony during the Philippine Independence Day held last June 12, 2020.



An important concept in political science, institutional development means internally improving the government's ability to make effective use of available human and financial resources. It implies enhancing efficiency, rooting out corruption, and making data-driven decisions.

Under the goal of institutional development, the City has three specific agenda items:

- to make the City government a model of good governance;
- to professionalize and strengthen the Quezon City workforce; and
- to listen to our citizens and understand what they need.

1. Being a Model of Good Governance

In the past year, the City implemented various initiatives to strengthen the process of governance, including creating a strong internal audit office, and helping clean up the procurement process.



Ensuring Effective and Efficient Government

At the very beginning of the Mayor’s term, she issued an Executive Order establishing the Internal Audit Service (IAS).

The IAS conducts performance audits, which evaluate the City’s programs and projects to determine if they can work better, more efficiently, and more effectively. The IAS uses laws and known best practices as examination criteria, and makes recommendations when it finds opportunities for improvement.

Since its inception, the IAS has audited 343 infrastructure projects, with a total cost of Php5.77 Billion, and completed 20 goods and services audits, with a total cost of Php761.82 Million. This adds up to 363 performance audits, covering a total amount of Php6.53 Billion.

In its audits, the IAS addressed vital issues, including the following:

- ensuring that procurements follow required delivery schedules or milestones, in amount and quality required;
- compliance with the Revised Implementing Rules and Regulations of Republic Act 9184, otherwise known as the Government Procurement Reform Act;
- establishment of proper and careful planning, to ensure that project objectives are attainable, and to avoid difficulties during implementation;
- reviving stalled projects by calling attention to lacking implementation requirements; and
- verifying successful delivery of projects in compliance with contract terms, before payments to contractors/ suppliers are made. This avoids payments for projects which are not operational.

In particular, the IAS helped the Mayor create the Contract Termination Review Committee, under Executive Order No. 16, Series of 2020. Since our City unfortunately inherited a large number of long-suspended, defunct, or infeasible projects, this committee assists the Mayor in determining which of these projects may be promptly terminated, so as to free up funds for more effective purposes.

Cleaning Up the Procurement Process

The City implemented a transparent bidding process, which includes non-government organizations and the IAS as observers to the proceedings of our bids and awards committees, to ensure the fairest price is attained.

In 2019, our City saved an estimated Php57.87 Million on the procurement of goods and services. The City publicly bidded out a total of 473 goods and services projects, attracting 562 bidders, with 369 lone bidders. With improvements in the procurement process implemented in 2020, the city has already saved an estimated Php48.21 Million on goods and services in the first six months of the year. We publicly bidded out a total of 45 goods and services projects, attracting 95 bidders, with only 15 lone bidders. Unfortunately, public bidding was significantly impacted by the COVID-19 health crisis, and the need for emergency procurement under the Bayanihan Heal As One Act.

For infrastructure projects primarily bidded out during the previous Administration, the City saved an estimated Php13.31 Million in 2019. These savings came from 266 bidded projects, with a total value of Php9.74 Billion. During the first half of 2020, the city already saved an estimated Php36.1 Million from 12 publicly-bidded projects, with a total value of Php411.33 Million.

2. Professionalizing and Strengthening the Quezon City Workforce

The City has implemented a performance-based and meritocratic human resources management system. Part of this system includes timely hiring and promotion of permanent employees.

As of June 30, 2020, the City government has a total complement of 18,540 personnel. This is divided among permanent (plantilla) employees and contractual employees, many of which were added to respond to the COVID-19 pandemic.



Hiring and Rewarding Competent Government Workers

The Mayor reconstituted the Human Resource Merit Promotion and Selection Board, steered by the QC Human Resource Management Department and officials from, among others, the City Council’s Committee on Civil Service, Appointments, and Reorganization.

The Board assists the Mayor and Vice Mayor in the judicious and objective selection of personnel for employment, as well as for promotion. The Board abides by the Administrative Code’s principle that appointments in the civil service should be made only according to merit and fitness.

In the past, the Promotion and Selection Board (PSB) met very rarely, creating a large backlog in the City’s personnel requirements. Many important positions were left vacant, or had their functions carried out by temporary contractual staff, with no security of tenure and corresponding low morale. Under the Belmonte administration, the PSB conducted four sessions covering 173 plantilla positions in a single year, allowing the City to permanently employ numerous additional personnel to provide efficient and effective public service.

The reinvigoration of the PSB also allowed the just promotion of deserving QC employees, encouraging them to reach their personal as well as professional goals. The PSB aligns with the Mayor’s objective to strengthen the Quezon City government workforce, by providing our employees with the assistance they deserve, in recognition of their commitment to public service.



Personnel Selection Board



### Improving Government Service by Giving Workers Livable Wages

Workers that do not make enough to feed their families are workers easily co-opted by the forces of corruption. Unfortunately, before this administration, Quezon City government salaries for contractual and job order workers had remained stagnant for many years. Seeking to change this regrettable state of affairs, in January 2020, Mayor Belmonte issued Memorandum Circular No. 4 – “Livable Rates for the Contract of Service (COS) and Job Order (JO) under the Executive Branch of Quezon City.”

This issuance improved the livelihoods of 5,030 long-time contractual employees, raising their basic salaries to Php13,000 per month. The City also raised the monthly allowances of 256 community healthcare workers - previously barely surviving under meager salaries as low as Php3,500 per month - to a minimum of Php13,000 per month. The City also gave an additional 15 physicians permanent positions, with salaries as high as Php59,353 per month. This measure enabled the City government to underscore the vital role of healthcare workers in providing public service.

### 3. Listening to Our Citizens and Understanding What They Need

The last and most vital item on the City government’s agenda is to identify, in a concrete and measurable way, the needs of our citizens. This is the concept of data-driven decision-making, a method of governance that underpins the entire 14-point agenda.

Prioritizing the needs and welfare of our constituents, the City has established accurate baseline data, to ensure that programs are tailor-fitted to our targeted constituents.

To this end, the City has interconnected the databases of our Information Technology Development Department, Social Services and Development Department, Office of the Senior Citizens Affairs, and Persons with Disability Affairs Office, enabling us to more efficiently identify and respond to the needs of over 700,000 households.

### Empowering Citizens as We Work Towards Development

As we gear towards an inclusive and participatory government, Quezon City intensified its move to involve more civil society organizations (CSOs) thus accrediting a total of 1,693 CSOs.

CSOs are also included in the city’s development council (CDC), which crafts the city’s development programs. Together with other city government officials, 50 representatives from the CSO are members of the CDC. This proves that the city acknowledges the importance of people’s organizations in improving our services.

### Bringing QC Services Online

In line with our commitment to be responsive to the citizens, Quezon City has laid the groundwork for bringing its services online, through its QC E-services system. This initiative aims to put, under one umbrella, all online services, including online Business and Building Permit Applications and RPT payments, among others. The city is working on migrating all services online, including the release of the QCID, which will be managed through this system. This will be relevant in making a unified system within the city, and at the same time provide effective and efficient services to our residents.



QC Civil Society Conference







# VII

## SPECIAL REPORT ON QUEZON CITY'S COVID-19 RESPONSE



# SPECIAL REPORT OUR COVID-19 RESPONSE JANUARY TO OCTOBER 2020



## Background

The Coronavirus Disease (COVID-19), previously named n-COV 19, is an infectious disease that started in Wuhan, China in December 2019. A month after, or on January 30, 2020, the first case of the disease in the Philippines was confirmed. Later on, the World Health Organization (WHO) officially declared COVID-19 as a pandemic after its continuous outbreak worldwide.

As COVID-19 struck, Mayor Ma. Josefina G. Belmonte, the City's lead frontliner, quickly responded to the situation by organizing concerned City offices to address the situation.

On January 31, 2020, Mayor Belmonte signed Executive Order No. 4-s2020, establishing the QC Task Force to Stop n-COV, the first in Metro Manila, to help prevent and control the disease through various efforts and strategies.

In February, she led the City in preparing its battle against the pandemic, mobilizing and training Barangay Health and Emergency Response Teams (BHERTS), and distributing personal protective equipment (PPEs) to the City's 142 Barangays.



*BHERT Training in preparation for COVID-19 pandemic*

To address the outbreak, President Rodrigo Duterte placed the country under a state of public health emergency on March 8, 2020 to facilitate measures such as mandatory reporting, quarantine, and disease control and prevention activities. The following day, Belmonte confirmed the first case of COVID-19 in the city.

A few days later (March 12, 2020), President Duterte placed Metro Manila under community quarantine, from March 15 to April 14, 2020.

The Mayor then issued successive Executive Orders, strengthening the Quezon City Epidemiology and Surveillance Unit (CESU), providing emergency measures against COVID 19, designating a unified command and incident management team, and enforcing price controls in Quezon City during the enhanced quarantine period, among others.

Also, amid the increasing number of cases in the City, Mayor Belmonte declared a state of calamity in Quezon City on March 13, 2020, after Resolution No. 8141 had been signed and approved by the City Council. With this, the Quick Response Fund (QRF) of the 142 barangays was released for the emergency procurement and distribution of goods and services to address the urgency of the situation.

Since then, the Quezon City government has been thoroughly addressing COVID-19, through efforts including food



packs distribution, disease management, contact tracing, healthcare workers provision, financial aid assistance, peacekeeping, law, and order, citywide decontamination, and employee support.

### 1. Managing the Budget for Immediate Responses

During the onslaught of the pandemic in March, the City had just begun implementing its 2020 budget. Due to the unprecedented uncertainties of the crisis, the City prioritized immediate responses to pressing needs, through emergency budget instruments such as supplementary budgets and quick response funds. With the execution of the 2020 budget deviating widely from its projected course, budgeting has become a reactive process.



*As soon as the national government has implemented strict community quarantine, the local government began its work of providing food relief to all its residents of more than three million people.*



Nevertheless, the City released a total of Php12.33 Billion as of September 2020, for programs dedicated to address COVID-19. This includes financial assistance for our vulnerable sector and distribution of food relief to citizens.

### 2. Allocating Food

#### Prioritizing Barangay and City Government Food Packs

With over three million residents, based on latest estimates, with thousands more unregistered or temporarily residing in the City, the City prioritized food relief since the start of the enhanced community quarantine. The City initially earmarked Php1 Billion in food assistance, for families most affected by COVID-19.

For the first batch of food relief, our barangays in all six districts, through the QRF, procured and distributed almost 700,000 food packs to all residents, especially indigent families.

For the second batch, the City prepared 400,000 food packs, based on the initial list of indigent families. However, even more families were identified during the distribution, so the City increased the number of food packs to more than 500,000.

Numbers continued to rise, as every barangay added more families to their list of recipients. For the third batch, we prepared more than 950,000 food packs - double the initial target amount - to cover more members of the informal sector, street dwellers, and stranded people in the City.

In April, the City Council also approved a supplemental budget of Php2.4 Billion, with Php697 Million to be spent on additional food packs.

In total, the City and the barangays distributed 4,125,898 food packs across all districts, ensuring that all indigent families were prioritized.

### Implementing Fresh Market on Wheels

On top of providing food packs - composed of non-perishable food like noodles and canned goods – the City also recognized the need for fresh food.

Through the Small Business and Cooperatives Development and Promotions Office (SBCDPO), the City implemented the Quezon City Fresh Market on Wheels program, bringing fresh produce, meat, and fish directly to sell in QC barangays, in partnership with The Veggie Drop-Off, Department of Agriculture, and Magsasaka Partylist.

Each barangay chose one of three market types to implement:

- pop-up, which involves ingress and setup by QC staff,
- roving, which uses a jeepney to sell at certain locations within the barangay, and
- supply-and-drop, which puts the barangay in charge of selling or distribution.

All market types were properly monitored to follow social distancing and quarantine guidelines.

From a one-day, two-barangay trial, the initiative expanded to over 70 barangays per week. The products also diversified from just produce, to include meat, fish, and other food. Vendors have given positive feedback, in terms of both turnout and sales. Displaced vendors were also able to sell their products, as part of the roving market.

The program catered to 104 of our 142 QC barangays, 70 of which have regular schedules. Some barangays set up their own initiatives adopting our concept, and



*With the displacement of workers, the city government extended financial support to its residents including vulnerable sectors.*



the rest already have their own local fresh markets. Over a couple of months, the program generated a total amount of sales of Php25 Million.

3. Extending Financial Assistance

The City Council approved five supplemental budgets as of September 2020, to help fund COVID-19 programs, including extending financial aid to QCitizens from our vulnerable sectors.

Financial Assistance Program	Number of beneficiaries (as of September 2020)	Amount (in Php)
Kalingang QC	607,070 individuals	1,214,140,000
QC Social Amelioration Program (SAP)	177,298 families	709,192,000
Kalingang QC para sa Negosyo/ Stimulus Package Small (Batch 1)	165 small business beneficiaries 3,700 employee beneficiaries	53,000,000
Kalingang QC para sa Negosyo/ Stimulus Package Micro (Batch 1)	1,271 microbusiness beneficiaries 4,036 employee beneficiaries	78,702,000

In May, the Department of Social Welfare and Development (DSWD) tapped the City to help disburse the national government’s financial aid, under the Social Amelioration Program (SAP). Despite the challenge in mobility due to the community quarantine, along with the risk of disease exposure, the City was able to distribute 100% of the funds. This translates into 377,584 qualified families, who received Php8,000 each.

However, the total number of beneficiaries covered by the DSWD SAP was only about half of the estimated 723,822 indigent families in the City, per the 2015 census (projected to 2020). To address this gap, the City launched a local version of the Social Amelioration Program - the QC SAP, through which qualified indigent families, left out by the national government program, were given Php4,000 cash assistance each.

Those whose livelihoods were badly affected by the pandemic were also enrolled under the Kalingang QC (KQC) program and given Php2,000 each, whether or not they had already been beneficiaries of the DSWD or QC SAP.

KQC initially covered drivers of public utility jeeps, tricycles, pedicabs, taxis, the Transport Network Vehicle Service (TNVS), and UV Express, as well as market vendors, laborers, household workers, and other daily wage earners affected by the ECQ. Coverage was later expanded to include solo parents, lactating mothers, persons with disability (PWDs), senior citizens, scholars, and sellers of dry goods and cellular phone accessories.

In July 2020, the SBCDPO and Local Economic Investment Promotions Office (LEIPO) partnered to launch the Kalingang QC sa Negosyo Wage Relief Program for Micro and Small Enterprises. The project aimed to boost the local economy, make businesses relevant, create a multiplier effect in terms of money inflow, and to promote QC as a business-friendly city amid the pandemic.

In Phase 1, an estimated Php131.7 Million total stimulus package was released, assisting:

- 165 small businesses, with 3,700 employee beneficiaries, and
- 1,271 micro businesses, with 4,036 employee beneficiaries.

4. Detecting the Virus with Enhanced Testing and Tracing

On the health front, the City Epidemiology and Surveillance Unit (CESU) led the battle against COVID-19, through coordination with the Department of Health, national government hospitals, local government hospitals, and private hospitals based in the City.



City Epidemiology and Surveillance Unit (CESU) led the charge against COVID-19.

Conducting Community-based Testing

To ensure the prompt detection of COVID-19, the City established community-based testing sites in all six districts.

Community-based COVID-19 Testing Sites (Number of tests conducted from April to October 21, 2020)						
District 1 (Toro Hills Covered Court)	District 2 (Commonwealth Health Center)	District 3 (Old Balara Covered Court)	District 4 (Amoranto Sports Complex)	District 5 (SB Plaza Novaliches)	District 6 (Talipapa Senior High School)	Total
1,120	2,558	2,245	4,298	3,712	6,556	20,489

Establishing Our Molecular Laboratory

Through the help of private donors, the City constructed its own molecular laboratory, which can process 1,000 tests per day, with only one to two days’ turnaround time. The lab is a long-term and multi-purpose investment, as it can determine vital medical information not only about COVID-19, but also cancer, tuberculosis, hepatitis, human immunodeficiency virus (HIV), dengue, and other medical conditions.

Equipment, extraction machines, and other needed facilities have further been procured by the City from donations of the private sector. Aside from the lab itself, the three-floor building will have its own data encoding area and sleeping quarters for facility workers.



The QC molecular laboratory will be manned by 20 members of our City Health Department (CHD), including medical technologists, pathologists, lab managers, and other staff. As of October 12, 2020, the laboratory has passed the proficiency test conducted by the Department of Health - Research Institute for Tropical Medicine.



With the help of the private sector, the city government established its own molecular laboratory which will now process the city's samples not only of COVID-19 but also other infectious diseases.

Improving Contact Tracing

As of September 2020, there are more than 400 contact tracers under CESU, including barangay-level contact tracers who are conducting house-to-house contact tracing of all suspected and positive COVID-19 cases.

The City further beefed up contact tracing efforts, by opening satellite offices and fielding more teams to help detect and stop the spread of COVID-19 in our communities. We established satellite contact tracing offices in the six districts, to intensify the monitoring of suspected, probable, and confirmed cases in barangays. The following table shows the location of the CESU Satellite Offices:

District 1	2nd Floor Project 6 Barangay Hall, Road 2, Barangay Project 6
District 2	Area A3 Talanay, Barangay Batasan Hills
District 3	Socorro Health Center, 15th Avenue, Barangay Socorro
District 4	Roofdeck, Laging Handa Barangay Hall, Barangay Laging Handa
District 5	3rd Floor Novaliches District Center, Barangay Sta. Monica
District 6	Senior Citizen Hall, Loboc St., NAPOCOR Village, Barangay Tandang Sora

On the same note, the City procured 15 additional vehicles, for faster mobility of our contact tracing teams.



An army of contact tracers were hired to conduct house-to-house swab test for possible COVID-19 patients.

Intensifying Swab and Rapid Tests

As of October 20, 2020, the City conducted a total of 65,537 swab tests, dating back from March of this year.

Testing capacities have been intensified, with the help of the national government, and we have similarly partnered with the private sector initiative Project Ark, toward conducting rapid tests for residents.

To speed up the processing and release of community-based testing results, the City government has joined forces with more laboratories, including the Chinese General Hospital, the Philippine Genome Center of the University of the Philippines Diliman, St. Luke's Medical Center in Quezon City, and Singapore Diagnostics.





Community-based testing sites were established in all six districts bringing testing closer to its residents.

Going on the Road with Mobile Community Testing Units

In partnership with the Philippine Chamber of Commerce and Industry - Quezon City chapter, the City procured two mobile trucks and turned them into mobile testing units, which can conduct both PCR and rapid diagnostic tests (RDT).

These mobile testing units are used to test areas with high attack rates and areas under special-concern lockdown. Each truck, manned by three to five people, has a generator, a mini-laboratory, negative pressure, and a self-decontamination area. The mobile testing units have been moving from one barangay to another since June 2020.

5. Containing the Spread of the Disease

Isolation of patients is one of the key strategies for controlling the spread of COVID-19. Hence the City set up several quarantine facilities. The City also initiated special lockdown strategies to complement its campaign against the disease.

Taking Care of the Afflicted

Individuals confirmed to be afflicted with COVID-19 are accommodated in the City's HOPE Community Caring Facilities. These are:

- HOPE 1 - first City quarantine facility in Metro Manila, which started operations on March 20 and has 49 rooms
- HOPE 2 - caters to 400 patients
- HOPE 3 - has a 90-bed capacity for mothers and babies affected by the pandemic
- HOPE 4 - a 336-bed facility in the QC General Hospital compound, which has 4 dialysis machines and 10 beds reserved for COVID-19 dialysis patients
- HOPE 5 - a 67-bed facility for mild and asymptomatic cases, located in the city-owned Talipapa Senior High School building



HOPE Facilities

The City is set to open another two facilities, in partnership with the Department of Public Works and Highways (DPWH).

Aligned with the national government's strategy to use public schools as quarantine facilities, DPWH is currently preparing more than 400 beds at the Emilio Jacinto Senior High School. It also funded the conversion of 16



container vans into a 64-bed isolation facility at the Quezon City University, for mild and asymptomatic COVID-19 patients.

This strategy is meant to help unclog hospitals, so they will be able to accommodate those who need advanced medical care. These isolation facilities helped boost the recovery rate of the City to 90%, as of October 17, 2020.

Aside from the over 1,300-bed capacity of our HOPE quarantine facilities, the City also has an additional 860 beds in isolation centers established by various barangays, for suspected and confirmed COVID-19 patients.

Targeting the Disease with Special Concern Lockdown (SCL) Areas

Upon recommendation of the CESU, following regular inspection and monitoring of cases in all barangays, Mayor Belmonte decided to adopt a strategy of placing compounds, streets, or neighborhoods under a micro-lockdown, known as a “Special Concern Lockdown.”

This strategy avoids locking down entire barangays, which has the effect of disrupting the livelihoods of large communities. Instead, the Special Concern Lockdown zeroes in on particular city blocks with a clustering of COVID-19 cases, or high-density populations too cramped to practice safe distancing, and are therefore at elevated risk of infection.

Families affected are required to undergo strict community quarantine for fourteen days or the duration of the lockdown period, while we conduct testing to ensure the health and safety of the community. During this period, the City provides essential items within these lockdown areas, such as food, infants’ needs, household supplies, and hygiene items. As of October 17, 2020, 67 SCL areas have been identified, fully supported by 24,000 food packs and free testing.

6. Providing Treatment

Quezon City has been relentless in battling the spread of COVID-19 in the City, equipping our manpower, hospitals, and barangays with the necessary training and equipment to effectively deal with the pandemic. The latest data from our QCESU shows 19,363 recovered COVID-19 cases, or 90% of our total 21,543 validated cases as of October 17, 2020. Our three local hospitals - Quezon City General Hospital (QCGH), Rosario Maclang Bautista General Hospital (RMBGH), and Novaliches District Hospital (NDH) - have played a huge role in this remarkable recovery rate.

Allocating Hospital Beds for Covid-19 Patients

The table below reflects our hospitals’ specific bed allotment for COVID-19 patients, with the remaining beds assigned to non-COVID wards.

QC Hospitals	Beds allotted for COVID-19 patients
QCGH	103
RMBGH	26
NDH	75

Private hospitals were tapped to help in admitting patients showing COVID-19 symptoms as early as March 2020. Since then, the City and private hospitals have worked closely together to fight the virus, with medical and non-medical personnel undergoing substantial training and lectures to familiarize themselves with managing COVID-19 patients.



The city improved facilities in its hospitals and isolation areas.

Equipping Hospitals

Making sure that City-owned hospitals were well-equipped to deal with the pandemic was a must. To improve hospital facilities and services, the City provided x-ray machines for the screening of suspected and probable COVID patients. Mechanical ventilators, additional hospital beds, baby bassinets, patient monitors, thermal scanners, air purifiers, and more were also purchased, to ensure quality healthcare.

Making Telemedicine Accessible

Our city’s three local hospitals and some health centers also established telemedicine programs, to make clinical consultation services accessible to the public, and to continue patient care amid the restrictive challenges of the pandemic. The strategy also aims to reduce foot traffic and exposure of vulnerable patients and staff within hospital premises, redirecting non-emergency and follow-up consultation to online conferences.



Online medical consultation

### 7. Issuing Localized Guidelines and Ordinances to Address the City's Unique Circumstances

Aside from enforcing the national government's general quarantine rules and measures, the City government crafted its own localized policies and ordinances to deal with the unique circumstances of the city, including its vast population of more than three million and huge land area. These specialized guidelines and rules included the following:

- Targeted measures were implemented to halt the virus spread, including the previously-discussed Special Concern Lockdown (SCL) areas.
- Public safety hours were imposed from 10 p.m. to 5 a.m., to limit the unnecessary movement of people outside of their residences.
- Selling and serving of liquor was restricted to specific times, including limitations for dine-in operations.
- Businesses with ten or more employees were mandated to craft a response plan, to manage suspected, probable, or confirmed COVID-19 cases among employees.
- Employers were required to supply workers with regular health screening, supervised by each establishment's mandatory Health Safety Officer, with suspected or confirmed COVID-19 cases to be promptly reported to the CESU.

The City Council, for its part, saw the need to institutionalize various localized policies, passing ordinances to guide implementation of SCL, protocols for individual quarantine, and lowering penalties for non-wearing of face masks in public places.

Our strict enforcement of these localized guidelines and ordinances has contributed to the drop in the number of COVID-19 cases in the City. In fact, as a measure of the City's success, the City's number of COVID-19 cases per capita dropped from 3rd highest in NCR in April 2020, to only 15th out of 17 cities/municipalities in NCR by September 2020.

### 8. Communicating Vital Information

To carry out effective health promotion, our Public Affairs and Information Services Department (PAISD) partnered with relevant offices, such as the City Health Department and the SBCDPO, in crafting critical information and educational materials.

The City implemented a 5-step risk communication strategy, namely: i) empathize and define; ii) bridge the city health and the public; iii) communicate action; iv) manage uncertainty through updates; and v.) sustain protocols as part of the new normal. In this light, the City produced infomercials, social media art cards, leaflets, flyers, streamers and tarpaulins, our Home Quarantine Guidebook, and many press releases.

The City launched innovative campaigns such as 'Why I Wear a Mask' and #StayAtHome. These campaigns encourage proper wearing of masks, observing social distancing, and choosing to stay at home, to reduce health risks and stop virus transmission. Supporting banners, posters, and leaflets were distributed among barangays and the public, and videos were played on the LED screens of various partner malls across the city.



*Dra. Esperanza Anita Arias briefing the Executive Committee on the health protocols*



*The city launched its 'Why I Wear a Mask' campaign and started distributing masks to residents.*



### Conducting Data Analytics

The city government partnered with OCTA Research Group, an independent and interdisciplinary research group, to conduct analysis of the trends and current case situations of the city. As of October 17, 2020, the City posted a record of 90% recovery rate out of its 21, 543 COVID-19 cases validated by the City Epidemiology and Surveillance Unit and District Health Offices.

Additionally, the reproduction rate - which indicates how contagious the disease is or the number of people who can get infected - has been consistently dropping, from .89 from September 6-12, to .67 on October 7-13. This is closer to the target of .50, set by the World Health Organization.

However, the City continues to be on guard, as the economy opens up and relaxes its community quarantine protocols, in order to prevent surges or possibility of a second wave of infection.

### 9. Supporting Health Workers

To protect and uplift the morale of health workers in Quezon City, and show that their dedication is valued, the City rolled out multiple programs and projects:

- free COVID-19 testing for all city government frontliners,
- hazard pay,
- increased salaries, particularly for medical professionals in quarantine facilities,
- free accommodation,
- QC Libreng Sakay, and
- distribution of PPE and face masks.

These initiatives were institutionalized through various city ordinances.

As soon as the pandemic erupted in March, the City partnered with Hotel Sogo (Quezon Avenue, Novaliches, and Banawe branches), Rainbow Place Dormitory, and other hotels, spending around Php3.14 Million to secure free accommodation for health workers and other frontliners. Health workers were also able to avail of free COVID-19 screening and priority admission to our HOPE Community Care Facilities.



To address the mobility needs of the City's frontliners and healthcare workers, the Mayor directed our Transportation Cluster to implement QC Libreng Sakay, at the start of the ECQ period. Six buses were dedicated to three national government hospitals and our three local government hospitals. Seventeen buses likewise ran four routes, covering thirty-five private and government-run hospitals throughout Quezon City.



Libreng Sakay Program



## 10. Fighting COVID-19 On All Fronts

The City battled the virus in every relevant area including preventive disinfection, managing the interment of the deceased, providing supplemental training, and planning for recovery.

### Preventive Disinfection

The Quezon City Disaster Risk Reduction and Management Office (QCDRRMO) regularly conducted disinfection and decontamination operations.

The QCRRMO, with the help of volunteer firefighters, prioritized the disinfection of facilities used in COVID-19-related operations, such as hospitals, care facilities, ambulances, and other utility vehicles. Schools, building facades, parks, roads, and other public spaces were likewise decontaminated. Quezon City also utilized our state-of-the-art unmanned firefighting vehicles to help in decontamination operations.

Our city has further drafted our own protocols for cleaning and disinfection operations, in accordance with guidelines under the Department of Health memorandum 2020-0157, such as the proper wearing of PPE for decontamination teams. Some barangays in the city have also initiated simultaneous sanitation and decontamination operations.

Since April 2020, our QCRRMO has sanitized more than 600 locations in the City.



'Disinfection efforts were also conducted since the start of the COVID-19 pandemic.

### Providing for Burials and Cremation

Due to the surge of COVID-19 cases in the country, the City government also prepared for deaths caused by the disease.

The City trained morticians and cremators in the City-owned crematorium in Baesa on safety protocols, such as proper use and disposal of Personal Protective Equipment, and how to safely handle cadavers. Also, the City offered burial and cremation services for free to indigent residents.



Baesa Crematorium



### Training BHERTS

The City provided special training to Barangay Health Emergency Response Teams (BHERTs) across 142 barangays. The BHERTs learned how to mobilize and provide immediate response to residents in need of assistance, especially at the height of the COVID-19 outbreak. They were also given instructions for isolation of suspected COVID patients, and to contact local authorities for transport to the nearest healthcare facility equipped to handle such cases.

The City government distributed 2,500 PPE sets to BHERTs, as well as other frontliners.

### Planning for Recovery

As the City transitions to this new normal, we have crafted a recovery plan to combat the COVID-19 pandemic. The plan's implementation is guided by Mayor Belmonte's 14-Point Agenda, the City's Comprehensive Land Use Plan (CLUP), and the current status of the City's Comprehensive Development Plan (CDP).

Our recovery plan seeks to implement various priority initiatives, covering the following sectors:

- a. **Economic** - We will focus on food security, health and pharmaceuticals, transportation, tourism, arts and culture, growth hubs and business, livelihood, and employment recovery.
- b. **Social** - While focusing on health amid the COVID-19 pandemic, we will also put a premium on services for indigents, providing livelihood, and advancing quality education for our citizens.
- c. **Environment** - We will prioritize sanitation and waste management - especially infectious wastes, disinfection, and general solid waste collection - use of green open spaces, flood and drainage management, environmentally-sustainable transport, and use of plastic products.
- d. **Infrastructure** - We will prioritize health facilities, including construction of new isolation and quarantine facilities, and hospital extensions to increase capacities, with flood control, housing, parks and open spaces, and school buildings in the pipeline until 2022.
- e. **Institutional** - We will focus on various initiatives, particularly with the objective of expanding the number of our health workers, epidemiologists, and other non-medical frontliners, to meet expected needs under COVID-19 conditions over the next two years.

Our recovery plan will be implemented in four semesters, across the remaining two years of the current administration, from July 1, 2020 to June 30, 2022.







# VIII

## FINANCIAL HIGHLIGHTS

FINANCIAL  
HIGHLIGHTS



Eastwood City

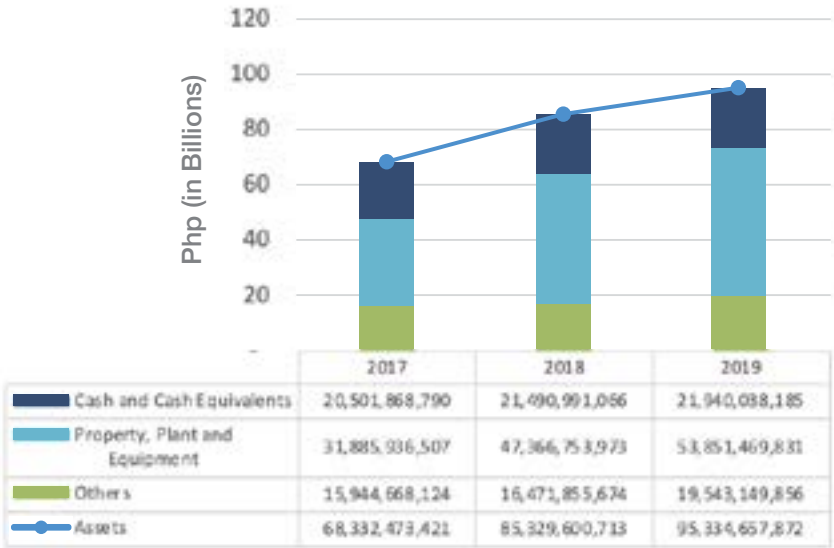
Quezon City's Financial Standing Weathers the Storm

Ably coping with inherited financial challenges, it was as if our current administration, from Day 1 of its governance in mid-2019, had been preparing for the unforeseen phenomenon of the COVID-19 pandemic.

Our initial Php27.8 Billion budget was the highest approved in the City's history. In response to the pandemic, this was further increased to almost Php34.5 Billion as of August 2020 through four supplemental budgets. In line with the Mayor's agenda, the City was able to allocate 55% of its total 2020 budget for social services.

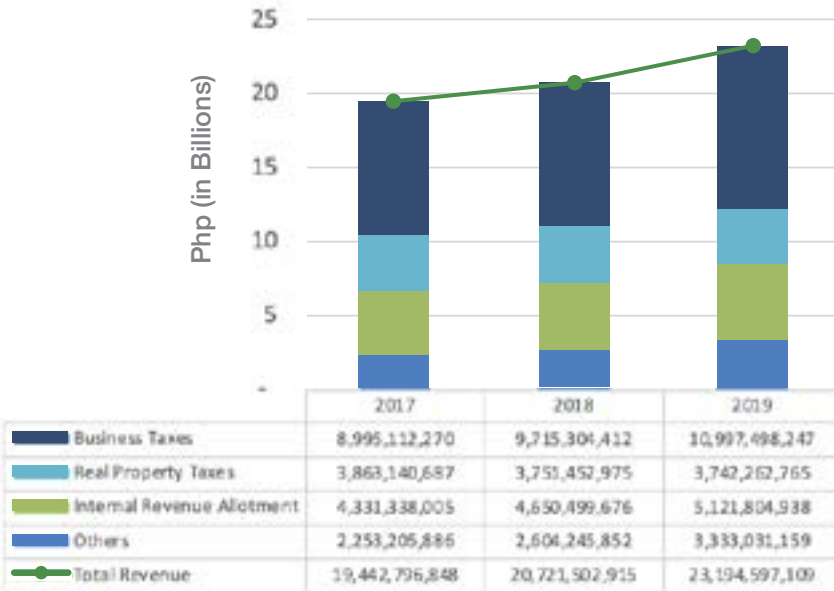
The City has also maintained its financial stability, growing its asset base and exceeding its collection targets for 2019. The City remains well-positioned to deliver quality services to its constituents, facing the financial demands of the pandemic with a cash position of Php28.8 Billion, as of June 30, 2020.

Assets



Source: Commission on Audit Annual Audit Report

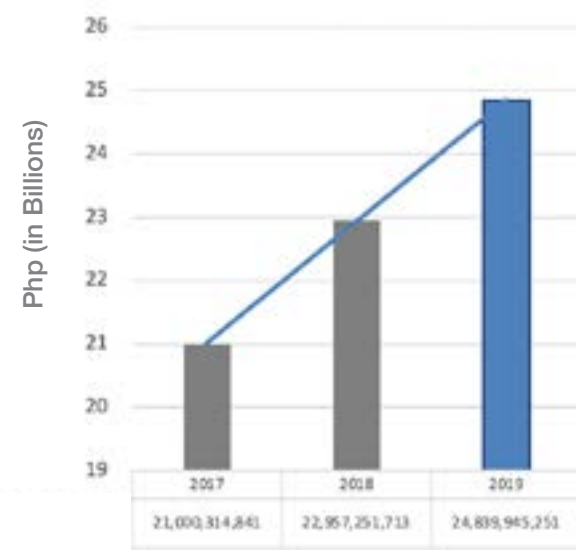
Revenue



Source: Commission on Audit Annual Audit Report

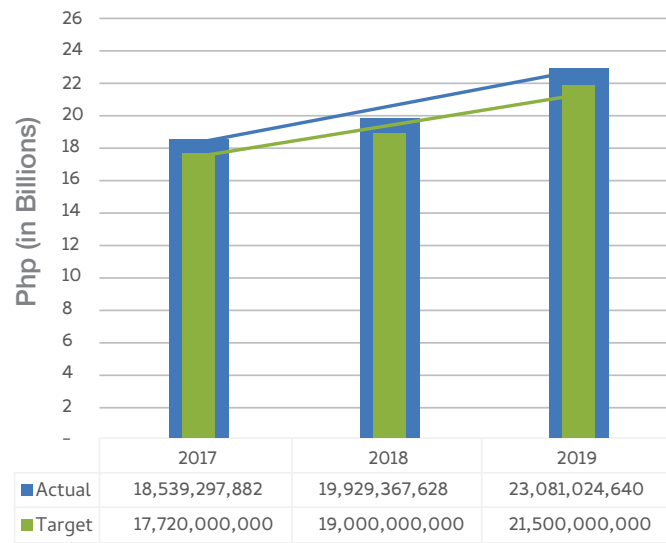


Cash Inflows from Operations



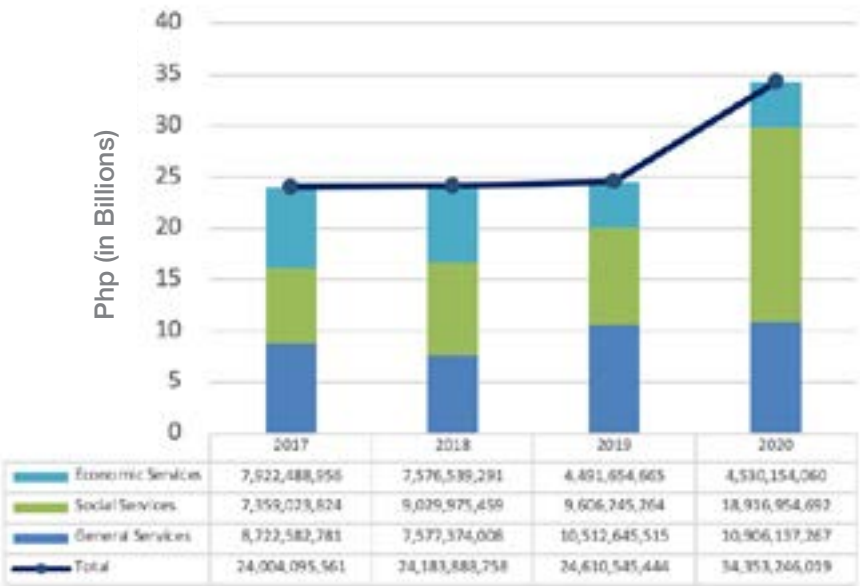
Source: Commission on Audit Annual Audit Report

Actual Collection vs Target General Fund Budget



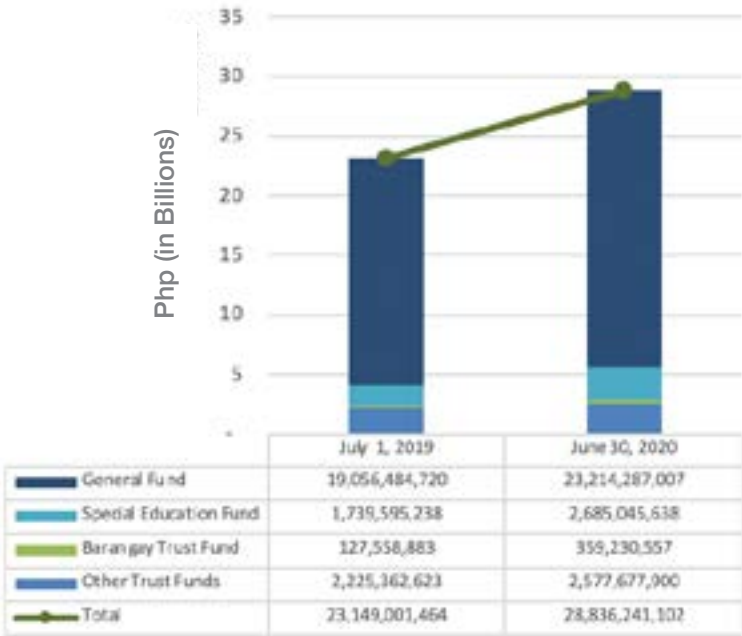
Source: City Treasurer's Office

General Fund Budget Allocation



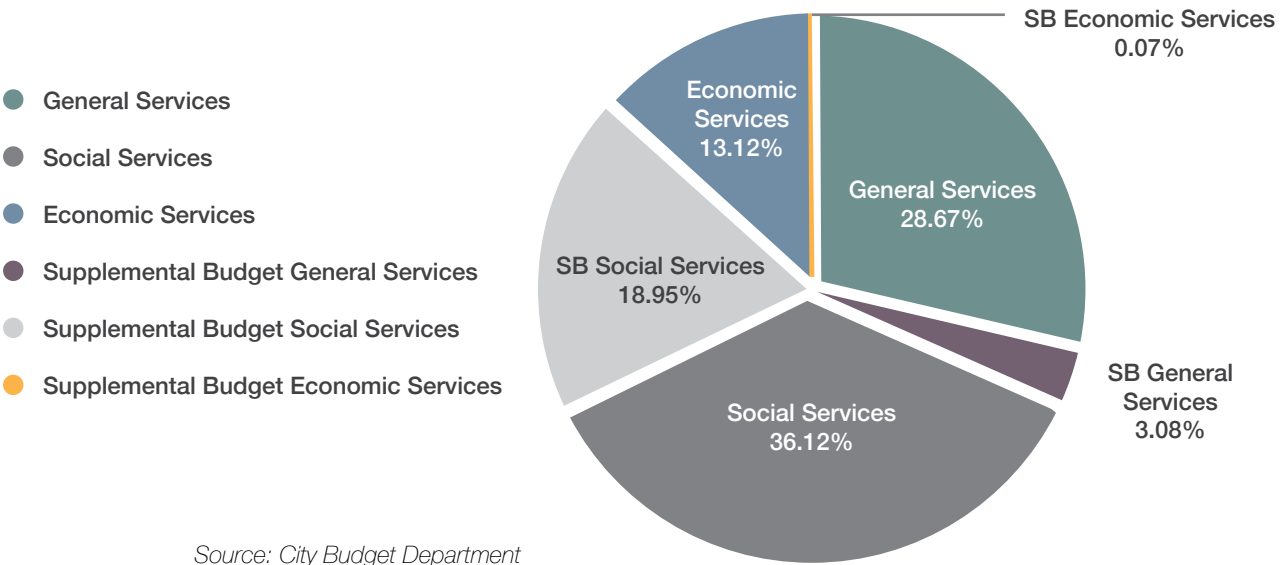
Source: City Budget Department

Cash Position



Source: City Treasurer's Office

2020 Budget Allocation



Source: City Budget Department

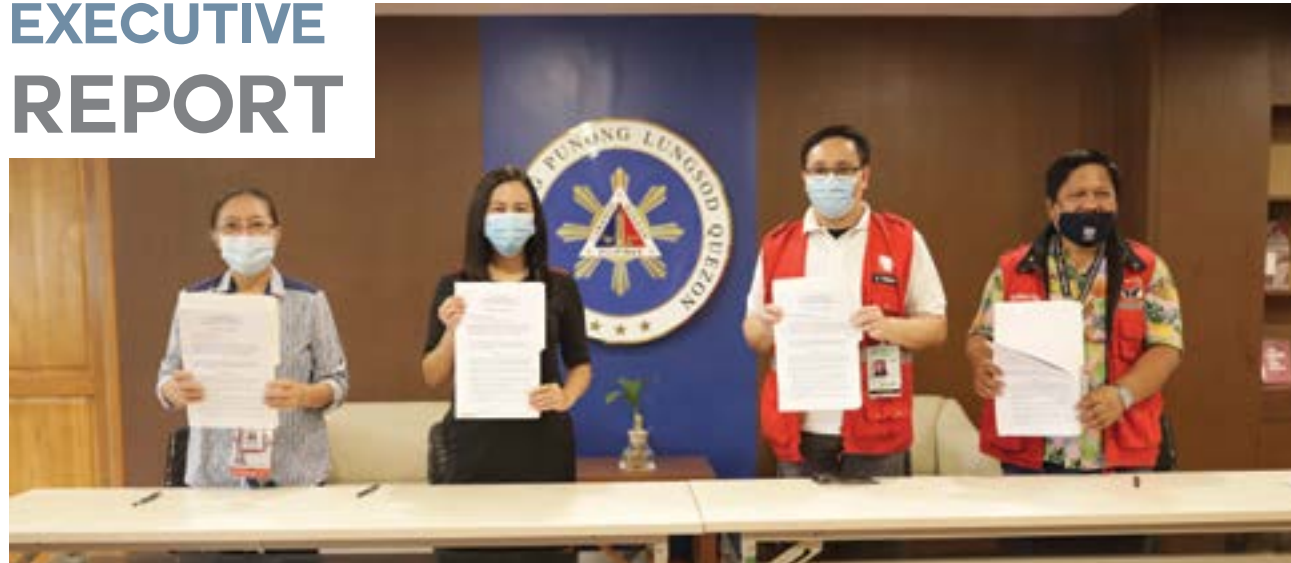


# IX

## EXECUTIVE REPORT



## EXECUTIVE REPORT



Below are highlights of some of the around eighty executive orders passed from 2019 to mid-2020 that impacted the City most prominently during the time period.

### **EO No. 9, s-2019: Creating the Quezon City Task Force for Transport and Traffic Management**

The Task Force for Transport and Traffic Management was formed to implement the Traffic Management Code and the Road Safety Code of Quezon City, specifically:

- regulation of tricycles and pedicabs
- orderliness and safety of all forms of public utility vehicle terminals, including identified loading and unloading points
- management of vehicular traffic

### **EO No. 36, s-2019: Creating the Ease of Doing Business (EODB) and Automation Task Force.**

The EODB and Automation Task Force's main priorities are:

- streamlining all city government services
- enabling service delivery through physical or online one-stop shops
- digitizing and computerizing transactions to the extent possible
- enabling electronic payment for city government services and transactions

The EO also mandated the co-location of related departments and offices engaged in starting a business, in the premises of QC Business One Stop Shop (BOSS), to serve the people efficiently and conveniently.

### **EO No. 48, s-2019: Creating the Quezon City Task Force Disiplina**

Task Force Disiplina's main function is the enforcement of city ordinances, rules, and regulations, pursuant to the 2011-2025 Comprehensive Land Use Plan, which envisions Quezon City as a community for living, working, and playing - affording inhabitants a high quality of living, a more prosperous economy, and a more livable cityscape that inspires a good sense of place and civic pride, and a well-governed constituency.

### **EO No. 50, s-2019: Creating the Quezon City Task Force on Urban Revitalization**

This task force will identify areas of priority for urban revitalization, consistent with the Mayor's agenda point of

developing growth hubs to bring prosperity to more people, as well as United Nations Sustainable Development Goals (SDGs):

- SDG No. 8 - to promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity, and innovation, and encourage the formalization and growth of micro-, small-, and medium-sized enterprises
- SDG No. 9 - to develop quality reliable and resilient infrastructure, including regional and trans-border infrastructure, to support economic development and human well-being, with a focus on affordable and equitable access for all
- SDG NO. 11, to make cities and human settlements inclusive, safe, resilient, and sustainable

The Task Force on Urban Revitalization will also set up procedures to effectively and transparently access and maximize public-private partnership potentials.

### **EO No. 9, s-2020: Creating the Quezon City Task Force Road Clearing 2.0.**

The Quezon City Task Force Road Clearing 2.0 was created in compliance with the requirements of DILG MC NO. 2002-027, to:

- monitor implementation of the directive at the barangay level
- craft strategies to ensure compliance and cooperation of Punong Barangays
- exact accountability and impose corresponding sanctions - after observance of due process - against non-supportive and/or non-compliant local officials and employees

### **EO No. 18, s-2020: Institutionalizing the Quezon City Epidemiology and Surveillance Unit**

This Order issued on 12 March 2020 created the first local government office exclusively focused on detecting and containing the spread of communicable diseases. In the months to come, this office became the City's spearhead in its battle against the COVID-19 pandemic.

### **EO No. 19, s-2020: Emergency Measures Against COVID-19**

This highly important Order, issued on 13 March 2020, established a wide range of vital measures to contain the pandemic, including a prohibition on mass gatherings, enforcement of social distancing, disinfection of public places and home quarantine guidelines.

### **EO No. 28, s. 2020: Establishing Enhanced Disease Surveillance**

This Order provided another critical measure in the fight against the pandemic, by strengthening the quarantine protocols for suspect or confirmed COVID-19 cases.

### **EO No. 27, s-2020: Establishing the Kalingang QC**

This Order established a financial assistance program for the vulnerable or displaced resident workers affected by the community quarantine, such as public utility drivers and market vendors. This Order exemplified the administration's focus on helping the most disadvantaged sectors in the midst of the pandemic.

### **EO No. 32, s-2020: Creating Task Force on Food Security**

The Food Security Task Force was created to ensure availability, access, stability, and utilization of food, and to promote consumption of nutritious food and better mental health for Quezon City citizens. Key functions of the task force include:

- formulation of the QC Food Security Plan
- promotion of an integrated urban farming program
- development and recommendation for legislation of appropriate incentive mechanisms for food security and agriculture zones





X

LEGISLATIVE  
REPORT





## LEGISLATIVE REPORT

*The City Council in session following social distancing protocols.*

The 21st Quezon City Council, headed by Vice Mayor Gian Carlo G. Sotto, issued 471 measures, including 102 ordinances and 369 resolutions in the past year. These measures supported the national and local government's development thrusts and our 14-Point Agenda.

Among those that were notably passed are the following:

1. **Ordinance No. SP-2874, S-2019**, or An Ordinance Prescribing for Standard Medical Assistance increased medical assistance up to Php10,000 for indigent residents and established a system that drastically reduces the processing time in giving of assistance;
2. **Ordinance No. SP-2873, S-2019** or An Ordinance Increasing the Financial Assistance for "Early Recovery" of Families Left Homeless in Fire-Razed Communities, increased the assistance provided by the City from Php2,000 to Php5,000 for house renters and Php5,000 to Php10,000 to residents;
3. **Ordinance No. SP-2865, S-2019** or The Free Mortuary Services Ordinance of 2019, provides for free mortuary services for indigent families by city-accredited funeral homes;
4. **Ordinance No. SP-2868, S-2019** amends the Environment Code of Quezon City and provided a mechanism for the utilization of the Green Fund from the Plastic Recovery System Fee. It also imposes a total ban on the distribution of plastic bags and of brown bags 2 years thereafter;

5. **Ordinance No. SP-2876, S-2019** or An Ordinance Prohibiting the Distribution and/or Use of Single-Use Plastics/Disposable Materials Including Cutlery for Dine-In Purposes in All Hotels and Restaurants in Quezon City prohibiting the use and distribution of single-use plastics and other disposable materials for dine-in purposes;
6. **Ordinance No. SP-2869, S-2019**, or the Solo Parents Affairs Office Ordinance of Quezon City aimed to institute a viable body to represent and advocate for solo parents, capable of ensuring the execution of the laws and ordinances in favor of solo parents;
7. **Ordinance No. SP-2872, S-2019** created the City Real Estate Management and Control Office or CREMCO in order to properly utilize the city's real properties, which requires careful and sensitive evaluation and inventory of all properties owned by the City Government;
8. **Ordinance No. SP2863, S-2019** or The Quezon City Freedom of Information Ordinance of 2019 provides for a local mechanism for its offices where the people's right to government information is respected and upheld;
9. **Ordinance No. SP-2882, S-2019**, or An Ordinance Providing for the Inclusion in the Scholarship Program of the Quezon City Government of All Qualified Residents and/or Employees Therein who are Studying Law, Medicine or Taking Up Post Graduate Degrees or those Accepted in International Study Programs that gives scholarship opportunities to deserving Quezon City Government personnel who are pursuing further studies;
10. **Ordinance No. SP-2891, S-2019**, or An Ordinance Amending Section 188 of Ordinance No. SP-2349, S-2014 Providing for Uniform Hospital Rates and Charges, for the Quezon City General Hospital (QCGH), Novaliches District Hospital (NDH), and Quezon City Health Department (QCHD) and to Adopt the same in Rosario Maclang Bautista General Hospital (RMBGH) that provides for uniform rates in all city hospitals to avoid confusion and promote transparency;
11. **Ordinance No. SP-2892, S-2019**, or An Ordinance Providing Maintenance Medicine for High Blood and Diabetes to All Residents who are in Need that will provide for free maintenance medicine for our Quezon City residents.

With the impending threat of COVID-19 in March 2020, the 21st City Council had to adapt, and act quickly. A state of calamity was immediately declared on 13 March 2020 during the 2nd Special Session, with the adoption of **Resolution No. SP-8141, s-2020**. The declaration authorized the release of the Quick Response Fund of the City, and of the 142 barangays needed for the emergency procurement and distribution of good and services and the programming and re-programming of funds for the repair and upgrading of public infrastructures and facilities as may be deemed necessary.

For the first time, this 2nd special session was also livestreamed in Facebook and the Sangguniang Panglungsod website for public viewing. Afterwards, the 21st City Council also adopted the use of videoconferencing apps to ensure that government services will not be hindered while ensuring the safety of its members and guests. On 13 April 2020, a videoconferencing app was first used during the 27th Regular Session to accommodate our city councilors that are vulnerable to exposure and infection.

By reason of the continuous conduct of council sessions and committee hearings, around **74 COVID-19 related measures** have already been passed since early March 2020, including the following:

1. Four Supplemental Budget Ordinances were immediately passed—**S-2956, S-2020; SP-2909, S-2020; SP-2921, S-2020; and SP-2922, S-2020**--to support the city's most vulnerable sectors and enable social services and welfare programs especially during the pandemic period;



2. Several tax period payment extensions were granted through Ordinance **Nos. SP-2952, S-2020; SP-2951, S-2020; SP-2930, S-2020; SP-2929, S-2020**; SP-2913, S-2020; SP-2910, S-2020; and SP-2906, S-2020 and a tax penalty amnesty through Ordinance No. SP-2915, S-2020 to incentivize the payment of taxes despite the declaration of community quarantine;
3. Ordinances enforcing and regulating Personal Protective Equipment were passed, including **Ordinance No. SP-2908, S-2020, An Ordinance Requiring the Use of Facemasks of Other Face Coverings in Public Places within Quezon City; reenacted by Ordinance No. SP-2936, S-2020 which expanded its coverage and further amended by Ordinance No. SP-2957, S-2020**, which amended the penalties provided therein;
4. Several ordinances were enacted to provide for specific protocols during the pandemic, particularly **Ordinance No. SP-2958, S-2020**, or the Quezon City Individual Quarantine Protocols During the COVID-19 Pandemic and Ordinance No. SP-2907, S-2020, An Ordinance Establishing Protocols for The Management of the Deceased During The COVID-19 Pandemic, and Ordinance No. SP-2959, S-2020, An Ordinance Providing Guidelines for Special Concern Lockdown Areas to Contain The Covid-19 Pandemic;
5. **Ordinance No. SP-2911, S-2020**, or the COVID-19 Anti-Discrimination Ordinance of Quezon City addresses the pervasive and unwarranted public stigma to COVID-19 patients by making it punishable to discriminate against suspected or COVID-19 positive patients;
6. **Ordinance No. SP-2950, S-2020**, An Ordinance Imposing A Kalinga Fare For All Tricycles And Pedicab-For-Hire In Quezon City During The Community Quarantine Due To Covid-19 Pandemic was enacted to help sustain the needs of 24,700 members of the Quezon City Tricycle Operators and Drivers Association during the restrictive period of the pandemic;
7. City-imposed liquor ban with penalties provided through **Ordinance No. SP-2928, S-2020**, as amended by **Ordinance No. SP-2938, S-2020**, as a preventive measure to help curb the spread of the disease;
8. **Ordinance No. SP-2937, S-2020** which provides for the establishment of a Molecular Laboratory for purposes of Coronavirus Disease 2019 Testing to further equip the city in its fight with COVID through infrastructure projects, ensuring faster test results for Quezon City constituents;
9. **Ordinance No. SP-2932, S-2020**, or An Ordinance Mandating the Quezon City Health Department to Adopt an Online Application, Enrollment, Renewal and Document Verification System in the Issuance Of Health Clearance in Quezon City is a timely legislation towards digitization to avoid long queues, thereby helping to avoid the spread of the virus;
10. Several ordinances providing for the grant of allowances, hazard pay and other emoluments: **Ordinance No. SP-2923, S-2020**, An Ordinance Granting Hazard Pay to Quezon City Government Personnel who Physically Report for Work During the Period of Implementation of Enhanced Community Quarantine Relative to the Covid-19 Pandemic; **Ordinance No. SP-2924, S-2020**, An Ordinance Granting of Special Risk Allowance To Frontline Quezon City Public Health Workers during the Period of Enhanced Community Quarantine Relative to the Covid-19 Pandemic; **Ordinance No. SP-2926, S-2020**, An Ordinance Granting Hazard Pay of Two Hundred Pesos (Php200.00) per Day to All Barangay Personnel who Physically Reported for Work in the Implementation of the Enhanced Community Quarantine (ECQ) in their Barangay relative to the Covid-19 Pandemic. These are all in recognition of the risks that our Quezon City Government personnel and other frontline public health workers face in the middle of the City's fight against the pandemic;
11. **Ordinance No. SP-2914, S-2020**, or An Ordinance Regulating the Selling of Basic Necessities During Calamities and Other Emergency Situation Occurring within the Territorial Jurisdiction of Quezon City ensuring that no hoarding of basic necessities will occur to the detriment of others.

12. **Ordinance No. SP-2935, S-2020**, or An Ordinance Requiring the Mandatory Covid-19 Testing for All Persons Deprived of Liberty (PDL) Before Admission to the Quezon City Jail and Other Similar Circumstances that requires for mandatory testing before a person is confined in jail to prevent our vulnerable people in jail from exposure.
13. **Ordinance No. SP-2955, S-2020**, or An Ordinance Providing Free Use Of Tablet to All Secondary Grade 7 to Grade 12 Public School Students of Quezon City in Preparation for Blended Learning for the School Year 2020-2021 that provides for free use of tablets for our students who were greatly affected by the pandemic.







# XI

## AWARDS AND RECOGNITION



# AWARDS AND RECOGNITION



Gawad Kalasag

The City garnered multiple, prestigious accolades, from July 1, 2019 to June 30, 2020.

**Hall of Fame, Most Competitive Highly Urbanized City in the Philippines**

from the Department of Trade and Industry, for the Cities and Municipalities Competitiveness Index, at the 7th Regional Competitiveness Summit, at the PICC

Ranked the Most Competitive Highly Urbanized City in the Philippines for our fourth straight year (from 2016 to 2019), Quezon City further received recognition as the:

- No. 1 Government Efficiency Pillar
- No. 1 Infrastructure Pillar
- No. 3 Economic Dynamism Pillar

**Hall of Fame, Outstanding Public Libraries with Special Programs and Outreach Services**

from the National Library of the Philippines

Our Talipapa branch likewise earned top marks in the barangay category, from the National Library of the Philippines with the Asia Foundation, serving 12,371 clients.

**2019 Seal of Good Local Governance**

from the Department of the Interior and Local Government (DILG)

Quezon City received this honor for the third time, for our continuing adherence and excellence in all seven areas of evaluation: financial administration, disaster preparedness, social protection, peace and order, business friendliness and competitiveness, environmental protection and tourism, culture, and the arts.

**2019 Search for the Cleanest and Greenest LGU in the NCR Finalist**

through Barangay Holy Spirit, under the Department of Environment and Natural Resources

**2019 Outstanding Hospitals Awards**

from the Philippines Hospitals Association, at the Manila Hotel on November 20, 2019

- Most Outstanding Level 1 Government Hospital: Novaliches District Hospital
- Outstanding Level 3 Hospital: Quezon City General Hospital

**2019 21st Gawad Kalasag Awards Top Disaster and Risk Reduction and Management Council in the Philippines, Highly Urbanized City Category**

from the National Disaster Risk Reduction and Management Council, at the PICC

The Quezon City DRRMC earned this honor for the fourth time, as well as Best Government Emergency Management Service for the second time, recognizing our city as the best provider of emergency services in the region.

**2019 21st Gawad Kalasag Multiple Awardee, for exemplary institutions**

- Best Local Hospital: Quezon City General Hospital
- Best Specialty Hospital: Philippines Children's Medical Center
- Best Civic Organization: World Mission Church of God
- Best Higher Education Institution: St. Paul University Quezon City
- Best Barangay DRRM finalist: Barangay Batasan Hills
- Best Public Elementary School finalist: Rosa L. Susano Elementary School

**2019 K-LIGTAS Best Electrical Safety Practice Award, LGU City Category**

from Meralco, at the 2019 K-Ligtas to the City, on December 19, 2019

We were recognized for our extensive implementation of city ordinance on the safe installation and maintenance of poles and distribution lines.

**2019 Gabi Ng Parangal**

from the Department of Health - Center for Health Development Quezon City received multiple awards for our programs:

- Best in HIV/AIDS and STI prevention and control
- Best in Dangerous Drug Abuse Prevention and Treatment
- Best in Safe Motherhood



Gabi ng Parangal 2019



**2019 Certified Gender and Development Local Learning Hub**  
from the Philippine Commission on Women (PCW), at the PICC on March 8, 2019

The PCW particularly noted our Social Hygiene Clinics, Sundown Clinics, and Protection Center.

**2019 Overall Champion, 1st DSWD-NCR Parangal Para Sa Pusong Magiting**  
from the Department of Social Welfare and Development

In this ranking of LGU disaster response operations, Quezon City placed in all seven categories:

- Best Overall
- Best in Yearly Accomplishment
- Best in One-Practice Narrative
- Best Presenter
- 2nd-Best Advocacy Campaign
- 3rd-Best Video Presentation
- 3rd-Best in Innovation

**Best Police District in NCR**  
from the NCR Police Office, at the 119th Police Service Anniversary Celebration

Our Quezon City Police District (QCPD) earned numerous awards, including:

- Best District Units: QCPD, for Project Double Barrel
- Best Station Unit: Kamuning Police Station (PS-10), for Project Double Barrel
- Most Firearms Confiscated
- Best Police Community Precinct: Payatas-PCP of Batasan Police Station (PS-6)

**2019 2nd-Top Performer (96.15%), Assessment of LGU Compliance to the Manila Bay Clean-Up Rehabilitation and Preservation Program**  
from the DILG-NCR

Our city was recognized for the continuing mandamus of saving Manila Bay, as well as:

- Exemplary Performance in the Informal Settler Families Cluster Indicator
- Exemplary Performance in the IEC and Institutional Arrangement Cluster

**2019 Recognition and Citations for Finance, among NCR LGUs**  
from the Department of Finance - Bureau of Local Government Finance

Our Quezon City Treasurer's Office was ranked:

- Top 1 for Total Local Revenue Collection
- Top 1 for Fees and Charges
- Top 3 for Real Property Tax Collection
- Certificate of Recognition for Timely and Accurate Submission of Electronic Statement of Receipts and Expenditures

**2019 OpenGov Asia Excellence Award for Innovative and Disruptive Use of Technology in Delivering Citizen-centric Services**  
at the Philippine OpenGov Leadership Forum

Our utilization of technology in governance was exemplified by our Batas QC App.

**2019 Dangal ng May Kapansanan Award 2nd Place**  
A validation of disability-inclusive governance, involving different programs and services of the city government that are accessible to PWDs, which will be conducted by DSWD-NCR and the regional board of judges.

**The Seal of Child – Friendly Local Governance**  
from the Council for the Welfare of Children in 2019

The city garnered a 100% rating in the Child-Friendly Local Governance Audit (CFLGA) of the Department of Interior and Local Government – National Capital Region (DILG-NCR). “The city flawlessly met the criteria based on the programs and projects implemented solely for the protection and development of every child.”



*Quezon City Memorial Circle at night*



# XII

## DIRECTORY





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