

ANNUAL REPORT
July 2020 - June 2021

QUEZON CITY GOVERNMENT

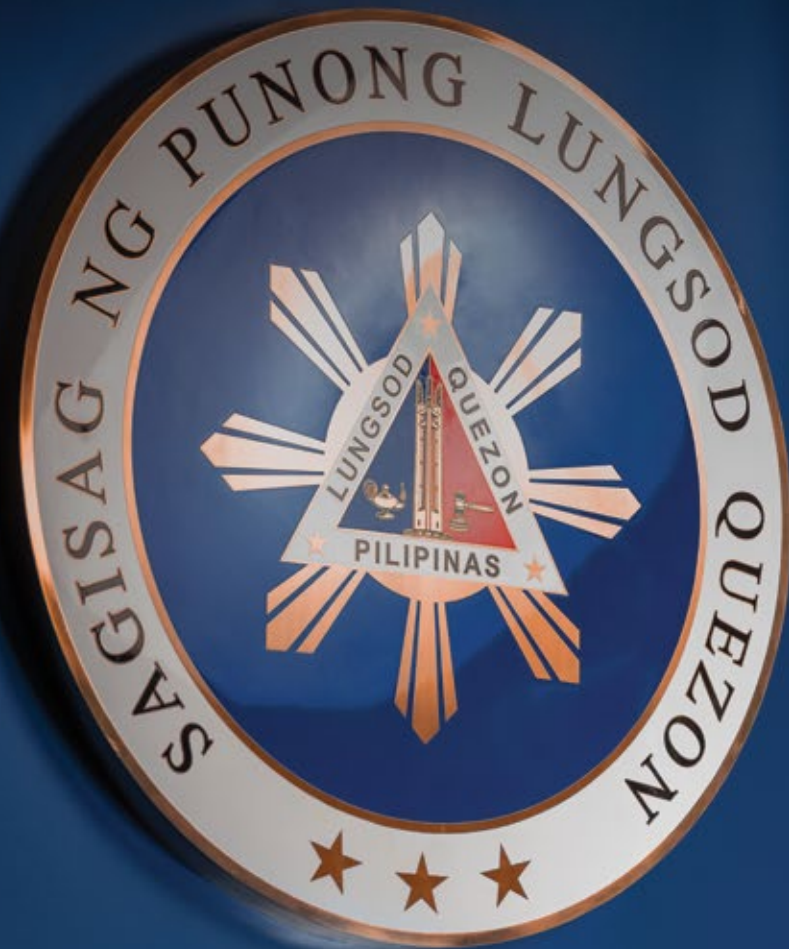
Navigating the Road
to Recovery

With a Special Report
on Quezon City's
fight against COVID-19



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MESSAGE OF THE MAYOR

If last year was akin to an episode of the Twilight Zone, this year I am reminded of Forest Gump's proverbial box of chocolates. "You never know what you're going to get." Indeed, just as we thought the worst was over, we were 'conquered by the Greeks' - Alpha, Beta, Gamma, Delta and possibly Lambda and Mu. The unexpected onslaught of Covid-19 variants threatened to wreak havoc once again on the once unpleasant but now strangely comforting routine we had learned to embrace - sanitizing our hands, using the pantry alternately, stepping on squares in the elevator, speaking to colleagues at a distance if not in front of a computer screen, in-person meetings encased in acrylic, sitting beside a wall of plastic on a bus. At least we could attend socials albeit in small groups and play sports outdoors. The fear we still harbored was slowly ebbing away as announcements of vaccine arrivals kindled the hope that had been tucked away into the farthest of reaches.

Intense preparations for our inoculation campaign had turned into a race for ventilators, oxygen tanks, hospital beds and Remdesivir as the metropolis was once more placed under hard lockdown. On cue, I had tested positive for the second time around. Isolation in one of our Hope facilities only pumped up the adrenalin and I found myself monitoring vaccination, ayuda distribution and all the other components of our Covid-19 response, even as my entire household was inflicted by the virus. More than 1000 average daily cases and an attack rate of nearly 40 per 100,000 would turn other knees to jelly, but our team of front liners was relentless. I remember messaging the City Epidemiology Surveillance Unit (CESU) chief Rolando Cruz every time he would send me an update: "Doc, should I panic?". He always gave me the same answer that I wonder why I even bother: "*Chill lang po. Laban lang.*"

Laban lang

As I write this days before my deadliest deadline, all the Covid-19 indicators suggest we are on the road to recovery – for the time being at least. Our average daily active cases, our average daily attack rate, our positivity rate, our reproduction number, our hospital care and utilization rate, our contact tracing ratio, even our daily number of tests – have raised our spirits sky-high. I no longer look at CESU's daily report with dread, but with anticipation. As we have learned all too well, any pandemic state is volatile, but at least confidence inspired by preparedness, has replaced fear and anxiety.

This year's accomplishments are quite surprising, even though covid-19 was on the upswing thus eating up precious resources and devastating our revenue streams. We are still on track towards fulfilling our international commitments in terms of climate change mitigation, particularly in the area of clean air and healthy diets; we succeeded in fulfilling all requirements towards CHED accreditation of the Quezon City University, thereby ensuring state-sourced funds for our students' tuitions; we inaugurated a system of shelters for our most vulnerable sectors like the abandoned elderly, victims of gender-based violence and abuse, and street families; we established a comprehensive food security program to address hunger and malnutrition; and we've carried out a large chunk of our campaign platform, including full automation of our city's frontline services, mass housing and security of tenure for our informal settler families, education assistance through quality gadgets and internet connectivity for our schoolchildren, upgrading of our network of health facilities, and professionalization of our workforce with health insurance thrown in for good measure.

The icing on the cake, however, was something that came as a total surprise – highest ratings from the Commission on Audit – a first in the city's history. Technically known as an 'Unmodified Opinion' or an 'Unqualified Opinion', this was something I had dreamed of achieving even when I was the city's vice mayor. To me, this is akin to what the Gerry Roxas Award is to a graduating student – a badge of excellence. This elusive COA opinion is a testament to our city's

Message of the Mayor

commitment to provide for the people's needs using the principles of good governance, chief among these is the wise and prudent use of the local government's resources. Through this COA opinion, we are several steps closer to winning back the public's trust and confidence in government. A relationship built on trust is to me, the best relationship of all - may this be between husband and wife, manufacturer and consumer, or between the government and the governed.

As we continue to tread on the path of reform, we hope that our example of leadership will be embraced by more and more of our city's leaders. Admittedly in a country where the leader is king, changing the paradigm to one in which the leader is servant, is an uphill battle. The question remains. Is it a battle even worth fighting? Again Dr. Rolando Cruz's words reverberate in my ear.

Laban lang

As we continue to plough on towards our goal of honest, efficient, responsive and people-centric governance, I'd like to leave you with the wisdom of Lt. Gen George Flynn of the US Marine Corps as quoted in the book 'Leaders Eat Last' by Simon Sinek.

"Leaders are expected to eat last because the true price of leadership is the willingness to place the needs of others above your own. Great leaders truly care about those they are privileged to lead and understand that the true cost of the leadership privilege comes at the expense of self-interest."

Sa mga mamamayan ng Lungsod Quezon, samahan po ninyo ako tungo sa landas ng tunay at patuluyang pagbabago.

Mabuhay po tayong lahat.

"Leaders are expected to eat last because the true price of leadership is the willingness to place the needs of others above your own. Great leaders truly care about those they are privileged to lead and understand that the true cost of the leadership privilege comes at the expense of self-interest."





MESSAGE OF THE VICE MAYOR

A blessed day, QCitizens!

Our second year in office came with the acknowledgment that our way of life has been drastically altered by the challenges of today.

While this realization may appear daunting and depressing, our goal to serve God and one another never faltered in crafting local measures and policies that provided needed support to the lives of our QCitizens. This pandemic has driven us to adapt and seek innovative means to ensure that the welfare of the general public is prioritized above all else, especially above personal interest.

The past year has pushed our city government to create strong, exceptional, and long lasting programs with the goal of achieving first class results for our beloved Quezon City. This is not just to meet the immediate needs of our QCitizens, but also to serve as an anchor of hope and a blueprint for a comprehensive approach to health disaster management for years to come.

The 21st City Council has always been a proactive partner of the executive department, led by the Honorable Mayor Joy Belmonte, in supporting and ensuring that the programs and projects of the City government will not only come to fruition, but that it will have a lifespan beyond our current leadership, by institutionalizing it through legislative action.

There will never be a day that I will not feel blessed and honored to have the Honorable Mayor Joy Belmonte at the helm as we continue to navigate an uncharted path to healing and recovery. She truly is a leader of strength as she vehemently refuse to let this pandemic push us down and continues to find ground-breaking approaches to overcome it.

To the 21st Quezon City Councilors, may we continue to work together and bring our beloved city in the pink of health and recovery. Let our passion to serve our constituents in Quezon City and our love for our country unite us as one body. In *Romans 14:19* "Let us therefore make every effort to do what leads to peace and to mutual edification." May we embody this verse to guide us as we continue to lead as the local legislators of our city.

May God bless you all, QCitizens!

HON. GIAN CARLO G. SOTTO
Vice Mayor

"Commit thy works unto the LORD, and thy thoughts shall be established"
Proverbs 16:3

III.

ABOUT QUEZON CITY
MISSION, VISION, CORE VALUES



Envisioned by the late
PRESIDENT MANUEL LUIS QUEZON as an ideal haven for diverse, well-planned urban development. Quezon City today is both the largest and most populous city in the National Capital Region.



Q C's population - and therefore its consumer and employment market - is generally young, educated, and employable. The City is the country's biggest market base and one of its largest providers of human resources.

A vast, teeming, highly-urbanized city, Quezon City hosts top-ranked higher-learning institutions, internationally-renowned specialty hospitals and medical centers, most media and entertainment networks, the national legislature, and other key national government agencies and offices.

The City's economy is dominated by small- to medium-scale business establishments and entrepreneurial activities, engaged mostly in manufacturing, the distribution of finished products, and the provision of basic services. QC also houses one of the fastest-growing ICT (Information and Communications Technology) sectors, becoming a location of choice for business process outsourcing firms, as well as related industries, including residential condominiums, restaurants, malls, and more.

Quezon City has consistently retained its income status, in terms of assets and revenues, while recently enriching online service delivery, through the unified QC e-services delivery system.

Alongside such technological advancement, the City nurtures the widest expanse of parks and open spaces, earning its reputation as the metro's green lung and model garden city. This eye toward sustainability is part of the strategy that evolves QC as a Quality Community.

This report documents the City's steadfast response to the continuing pandemic and other challenges, striving toward heightened social and economic recovery and resilience. QC harnesses an agenda of good, effective governance - data-driven, constituent-responsive, and developmentally-sound - to ensure its growth and the well-being of its citizens, in keeping with the noble dream that created Quezon City.

Vision

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

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.

Core Values

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

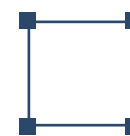
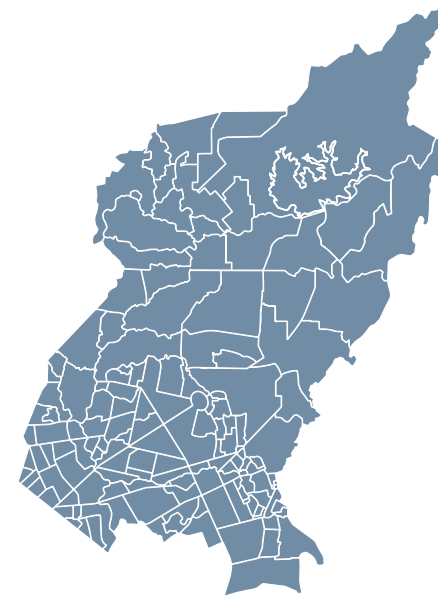
Quezon City by the Numbers:



Over 3 Million residents
- more than 1/5 of the regional population



166,950 employees at
36 IT Parks and Centers



Over 1/3 of Metro Manila's total land area



108 of the country's Top 1,000 Corporations



6 districts, covering 142 barangays, including 6 of the most populated



2.18M people contributed to the national labor force



IV.
THE QUEZON CITY
GOVERNMENT
EXECUTIVE
COMMITTEE

HON. MA. JOSEFINA G. BELMONTE
 City Mayor

HON. GIAN CARLO G. SOTTO
 Vice Mayor



ATTY. MARK ANTHONY C. ALDAVE
 Action Officer
 District 6 Action Office



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



SSUPT. GARY R. ALTO
 District Fire Marshall
 Bureau of Fire Protection



ENGELBERT C. APOSTOL
 Head
 Public Affairs and Information Services Department



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



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



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



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



DR. THERESITA V. ATIENZA, DEM
 University President
 Quezon City University



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



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



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



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



ATTY. NOEL EMMANUEL C. GASCON
 Head
 Internal Audit Service



WILLIAM R. BAWAG
 Action Officer
 Novaliches District Center District 5



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

IV. Quezon City Government: Executive Committee



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



ALBERTO C. FLORES
Action Officer
District 4 Action Office



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



ALBERTO M. GALARPE
Chairperson,
Liquor Licensing Regulatory Board



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



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



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



ATTY. THOMAS JOHN THADDEUS F. DE CASTRO
Action Officer
District 3 Action Office



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



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



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



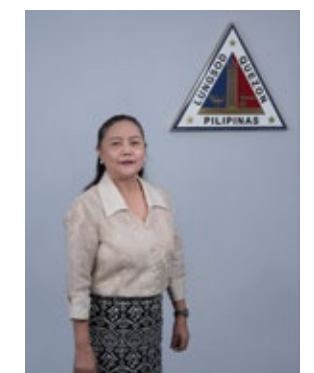
MARICRIS S. LAURETA
Head
Scholarship and Youth Development Program



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

IV. Quezon City Government: Executive Committee



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



MARIAN C. ORAYANI
 Budget Officer
 City Budget Department



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



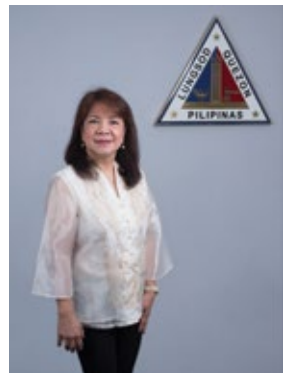
RICHARD S. SANTUILE
 Action Officer
 Task Force on Solid Waste
 Collection, Cleaning and Disposal
 Services Management



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



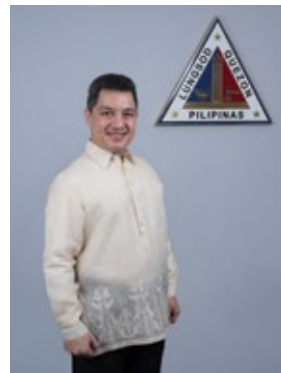
ATTY. ENRILE L. TEODORO
 Action Officer
 District 2 Action Office



NENA P. ORDOÑEZ
 Quezon City Business
 Coordinating Office



**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



MARIA TERESA A. TIRONA
 Action Officer
 Quezon City Tourism
 Department



**EMMANUEL HUGH F.
 VELASCO**
 Sustainable Development Officer
 Sustainable Development Affairs
 Unit



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



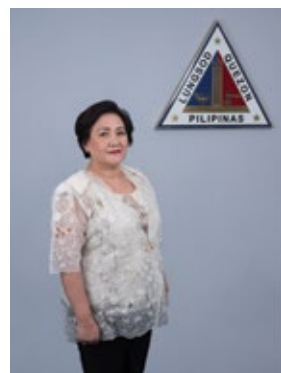
CARLOS I. VERZONILLA
 Head
 Radio Communications
 Service



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



EDGAR T. VILLANUEVA
 City Treasurer
 City Treasurer's Office



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



JSUPT. MIRASOL V. VITOR
 Jail Warden
 Quezon City Male
 Dormitory, Bureau of Jail
 Management and Penology



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

IV. Quezon City Government: Executive Committee



PBGEN. ANTONIO C. YARRA
District Director
Quezon City Police District

NATIONAL GOVERNMENT AGENCIES



RAUL B. ANGELES
Head
National Bureau of Investigation
Quezon City



HON. VIMAR M. BARCELLANO
City Prosecutor



HON. JUVENAL N. BELLA
Executive Judge
Metropolitan Trial Court
Quezon City



EMMANUEL D. BORROMELO
City Director
Department of the Interior
and Local Government
Quezon City



HON. CECILYN BURGOS-VILAVERT
Executive Judge
Quezon City
Regional Trial Court



CHRISTIAN O. FRIVALDO
Regional Director Philippine
Drug Enforcement Agency





V.
THE 21st CITY COUNCIL

DISTRICT 1



HON. ALEX BERNARD R. HERRERA
Chairperson
Committee on Patrimonial
and Proprietary Property



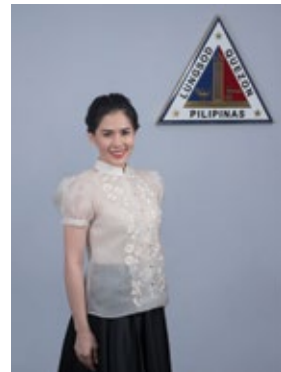
HON. LENA MARIE P. JUICO
President Pro-Tempore,
Chairperson,
Committee on Women, Family
Relations, and Gender Equality



HON. DOROTHY A. DELARMENTE, M.D.
Chairperson
Committee on Parks and
Environment



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. VICTOR V. FERRER JR.
Chairperson
Committee on Ways and
Means

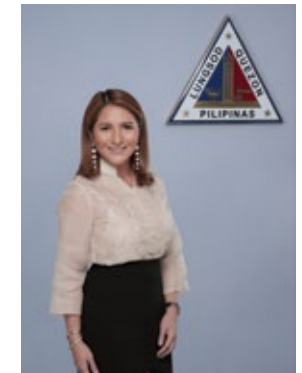
DISTRICT 2



HON. WINSTON 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



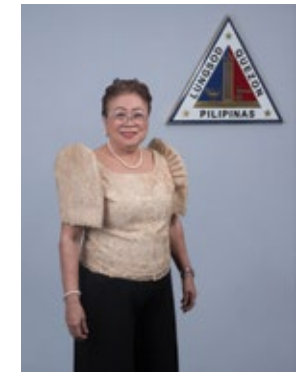
HON. EDEN DELILAH A. MEDINA
Chairperson
Committee on Tourism, Cultural
Affairs and Heritage



HON. RAMON P. MEDALLA
Chairperson
Committee on Transportation



**HON. FERNANDO MIGUEL F.
BELMONTE**
Chairperson
Committee on Trade, Commerce
and Industry



HON. ESTRELLA A. VALMOCINA
Chairperson
Committee on Micro, Small
and Medium Business and
Entrepreneurship Development

DISTRICT 3



HON. FRANZ S. PUMAREN
Majority Floor Leader
Committee on Laws, Rules
and Internal Government



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. WENCROM
BENEDICT C. LAGUMBAY**
Chairperson
Committee on Markets
and Slaughterhouses



HON. JORGE L. BANAL
Chairperson
Committee on Public Affairs,
Mass Media Information and
People's Participation



**HON. ORYZA
SHELLEY V. DE LEON**
2nd Assistant Minority Floor
Leader
Chairperson,
Committee on Public Order
and Security

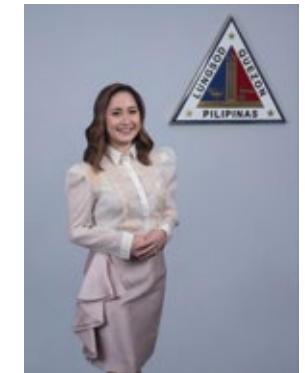
DISTRICT 4



HON. MARIA IMELDA A. RILLO
Chairperson
Committee on Games and
Amusements



HON. MA. AURORA C. SUNTAY
Chairperson
Committee on Social Services



HON. IRENE R. BELMONTE
2nd Assistant Majority Floor Leader
Chairperson,
Committee on Education, Science and
Technology



HON. RESTITUTO B. MALAÑGEN
Chairperson
Committee on Energy, Water
and Other Natural Resources



HON. IVY XENIA L. LAGMAN
Chairperson
Committee on City Planning, Building
and Zoning



HON. HERO CLARENCE M. BAUTISTA
Chairperson
Committee on Climate Change
Adaptation and Disaster Risk
Reduction

DISTRICT 5



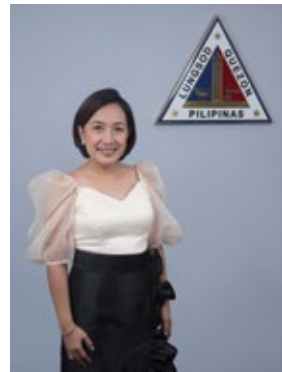
HON. JOSE A. VISAYA
Chairperson
Committee on Cooperatives



HON. KARL EDGAR C. CASTELO
Chairperson
Committee on Communications



HON. PATRICK MICHAEL D. VARGAS
Chairperson
Committee on Public
Works and Infrastructure



HON. SHAIRA L. LIBAN
Chairperson
Committee on Children's Affairs



HON. RAMON VICENTE V. MEDALLA
Chairperson
Committee on Information and
Communications Technology or
Cyber Technology



HON. ALLAN BUTCH T. FRANCISCO
Chairperson
Committee on Anti-Illegal Drugs

DISTRICT 6



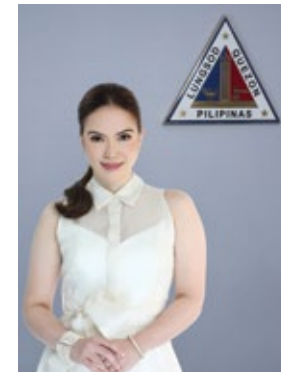
HON. MA. VICTORIA CO-PILAR
3rd Assistant Majority Floor Leader
Chairperson,
Committee on Urban Poor
and Human Settlement



HON. MELENCIO T. CASTELO, JR.
Chairperson
Committee on General Services



HON. ROGELIO P. JUAN
Chairperson
Committee on Senior Citizens Affairs



HON. DIORELLA MARIA G. SOTTO
Chairperson
Committee on Health and Sanitation



HON. DONATO C. MATIAS
Chairperson
Committee on Appropriations



HON. ERIC Z. MEDINA
Minority Floor Leader
Chairperson,
Blue Ribbon Committee

President, Liga ng mga Barangay



HON. ALFREDO S. ROXAS
Chairperson
Committee on Barangay Affairs

President, Pederasyon ng Sanguniang Kabataan



HON. NOE LORENZO B. DELA FUENTE III
Chairperson
Committee on Youth and Sports



VI.

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



VI. THE 14-POINT AGENDA OF THE QUEZON CITY GOVERNMENT



Mayor Joy Belmonte delivering for the State of the City Address 2020

Amid these ongoing trying times, Quezon City continues to be guided by its 14-point agenda. With projects no longer geared toward politics and palliatives, and policy no longer steered toward quick fixes and sound bites, QC goes onward, navigating the path to recovery and following its roadmap for effective governance.

The agenda is aligned with the Department of the Interior and Local Government's Comprehensive Development Plan for Local Governments, which identifies five sectors of endeavor. Mayor Joy Belmonte broke this down further into fourteen concrete goals, which the City faithfully pursues.

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 report examines Quezon City's progress in implementing the 14-point agenda during the past year.



VI. A HUMAN AND SOCIAL SERVICES



Mayor Joy Belmonte presenting the scale model of the Community Development Plan for in-City Housing Program to Sitio San Roque residents

Amid global events, the City government's Social Services cluster was responsive even to quieter challenges, facilitating and elevating protection, support, and - notably, this year - education for QCitizens.



Individual Activity for the Elderly in Bahay Aruga

Social Services

Sheltering the Elderly: Bahay Aruga

In response to the need for a temporary shelter for the abandoned, neglected, and abused senior citizens of Quezon City, Bahay Aruga was established in Barangay Kamuning in November 2020 as the first city-owned and managed facility for the elderly. The home can accommodate up to 20 senior citizens at a time.

In June 2021, Mayor Joy Belmonte mandated full COVID-19 vaccination for all Bahay Aruga clients and staff. A total of 31 senior citizens (11 in 2020 and 20 from January to July 2021) were provided shelter in Bahay Aruga.



Group Activity for the Elderly

Keeping Track: QC Registered Senior Citizens

As of June 2021, a total of 307,066 Senior Citizens were registered in the Office of Senior Citizens Affairs Office of Quezon City. Reconciliation is still being made for those who may have relocated or passed away.

Number of Registered Senior Citizens in Quezon City				
As of 2018	2019	2020	January - June 2021	Total
222,502	23,037	33,593	27,934	307,066

Source: Office of the Senior Citizens Affairs

Offering a Safe Haven: QC Bahay Kanlungan

2020 showed an alarming increase in domestic incidents, prompting the City government to target gender-based violence as one of its major priorities, admitting survivors during the pandemic. Quezon City's Bahay Kanlungan remained a safe haven for women, children, and LGBTs (Lesbian, Gay, Bisexual, Transgender), accommodating up to 54 clients at a time.



Dormitory for clients of Bahay Kanlungan



Dining Area

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Survivors were offered shelter, cordial assistance, and holistic services, such as free meals, hygiene kits, therapy, and counseling. The local government unit allowed trusted family members and friends to be involved in case conferences, ensuring the safe release of its clients.

Number of Rescued Victims, by Category												
Category of Victim	2018				2019				2020			
	SSDD	QC Protection Center	Q C P D	Total	SSDD	QC Protection Center	Q C P D	Total	SSDD	QC Protection Center	Q C P D	Total
Human Trafficking	220	-	2	222	276	-	79	355	72	-	27	99
Violence Against Women and Their Children (VAWC)	268	254	547	1,069	307	255	494	1,056	1,089	121	248	1,458
Maltreated Kasambahay	12	-	3	15	10	-	3	13	6	-	6	12
Total	500	254	552	1,306	593	255	576	1,424	1,167	121	281	1,569

Source: Social Services Development Department, Quezon City Protection Center, Quezon City Police District

While there was an increase in the number of reported incidences of domestic violence during the lockdown period in 2020, other types of abuse have gone unreported.

Providing Healing and Recovery: Quezon City Drug Treatment and Rehabilitation Center (TAHANAN)

The City government continued to improve its services in response to the issue of illegal drug abuse through the Quezon City Drug Treatment and Rehabilitation Center (QCDTRC-TAHANAN), providing dynamic and responsive client-centered programs geared towards healing and shaping maladaptive behaviors of drug dependents so that they can eventually be responsible and productive members of the community. TAHANAN has a 300-bed capacity and from July 2020 to July 2021, a total of 52 clients have completed the facility's rehabilitation program.



Orientation of Tahanan residents

Keeping Channels Open: Kabahagi Center for Children with Disabilities

The Kabahagi Center for Children with Disabilities electronically innovated its services in 2020 to provide children with special needs continued access to therapy, consultation, and other interventions

through Telemedicine and Telecoaching. Telecoaching was launched in July 2020 to provide rehabilitation services using digital platforms within the confines of the clients' homes. The service continuity plan of the center was initiated in adherence to the protocols and guidelines set by the Inter-Agency Task Force (IATF), World Health Organization (WHO), and associated professional organizations.

From January to June 2021, a total of 369 clients were served in the center. 235 of these children received assessments from the Telemedicine service while 134 children were accommodated in the Telecoaching program. The majority of child participants were from Barangay Batasan Hills, Barangay Bagong Silangan, Barangay Commonwealth, Barangay Payatas, and Barangay Holy Spirit.

Kabahagi Center also launched E-skwela, an educational campaign providing information on disability awareness, person with disability (PWD) rights, safety, and PWD inclusive programs, as well as home-based strategies for parents and communities to support children with disabilities. The program provided 321,473 learners full access to video and printed Information, Education, and Communication (IEC) materials.



Kabahagi Center in Barangay Batasan Hills

Number of Persons with Disability Registered During the Period by Type		
Types of Disability	2020	January – June 2021
Hearing Disability	812	366
Learning Disability	1,563	520
Intellectual Disability	27	71
Mental Disability	368	265
Orthopedic Disability	3,997	2,094
Physical Disability	97	1,130
Psychosocial Disability	3,072	1,398
Speech Impairment	434	192
Visual Disability	911	405
Total	11,281	6,441

Source: Persons with Disability Affairs Office

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The Persons With Disability (PWD) ID is renewable every 3 years. Registered PWDs are encoded in the Philippine Registry of PWD (PRPWD).



PWD ID Claimant

Ensuring Protection: New Molave Youth Home

Molave Youth Home is a residential and rehabilitation center for Children in Conflict with the Law (CICL) with pending cases before the Quezon City Family Courts. It provides temporary and secure custody of children by an interdisciplinary team of social workers, psychologists, doctors, nurses, teachers and house parents. To ensure the welfare and protection of the children with complete facilities and bigger dormitory space, the Molave Youth Home transferred to Barangay Payatas from Barangay NS Amoranto on May 18, 2021. The new facility, with one all-girls dormitory and 16 all-boys dormitories, can accommodate up to 340 CICL per day. As of September 15, 2021, there are 238 clients in the care of the Molave Youth Home.



New Molave Youth Home in Barangay Payatas



Social workers in MYH conducting case management

Number of CICL Served, by Age and Sex									
Age	2018			2019			2020		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
15 yrs old and below (community-based via the Barangay Councils for the Protection of Children)	101	15	116	104	16	120	18	3	21
15 to 18 yrs old (Molave Youth Home and community-based)	1642	162	1804	1539	162	1701	899	110	1009
Total	1743	177	1920	1643	178	1821	917	113	1030

Source: Social Services Development Department

In 2020, the Quezon City government catered to 1,030 CICL, ages 18 and below. This was 43.4% lower than the previous years, a continuing downtrend attributable to the effects of the pandemic, since, under quarantine, children aged 17 and below are restricted from public gatherings and outdoor activities.

Helping the Homeless: Processing Center

Recognizing the need to establish a holding center for homeless street dwellers and people affected by the lockdown due to COVID-19 pandemic, including locally stranded individuals (LSI), the City government was one of the only LGUs that immediately set up a temporary holding center or Processing Center in March 2020. This is now permanently located in Barangay NS Amoranto and a total of 1,465 individuals were served (473 in 2020 and 992 from January to June 2021).

Aiding the Displaced: Reception and Action Center (RAC)

Reception and Action Center (RAC) is the City government's 24-hour residential facility for displaced individuals needing temporary shelter, accommodating up to 60 individuals per day. Despite the limitations of the pandemic, the center was able to serve a total of 163 individuals (124 in 2020 and 39 from January - June 2021).



Social worker conducting center-based case management

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Number of Clients Served per Welfare Facility			
Facility	2019	2020	January – June 2021
Bahay Aruga	-	11	20
Bahay Kanlungan	255	121	64
Drug Treatment and Rehab Center (TAHANAN)	439	132	55
Kabahagi Center for Children with Disabilities	887	643	369
Molave Youth Home	1,519	914	123
Processing Center	-	473	992
Reception and Action Center	428	124	39
Total	3,722	2,418	2,494

Source: Social Services Development Department, Quezon City Protection Center, Quezon City Drug Treatment and Rehab Center

Number of Clients Served by Sector									
Sector	2018			2019			2020		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Solo Parents	250	5,419	5,669	373	7,447	7,820	593	7,992	8,585
Persons with Disability (PWD)	1,589	1,879	3,468	1,798	1,971	3,769	417	327	744
Senior Citizens	1,077	5,995	7,072	1,041	4,982	6,023	303	2,722	3,025
Children/Youth in Need of Special Protection (C/YNSP)	771	588	1,359	639	511	1,150	604	540	1,144
Children in Conflict with the Law (CICL)	1,743	177	1,920	1,643	178	1,821	917	113	1,030
Total	5,404	13,072	18,476	5,494	15,089	20,583	2,834	11,694	14,528

Source: Social Services Development Department

There was an increase in the Solo Parents served in 2020 as the City government provided an online platform for Solo Parent registration, making the application for Solo Parent ID possible even with COVID-19 restrictions.

The City government continued to respond to the needs of different vulnerable sectors by providing appropriate intervention and case management including counseling, financial/capital assistance, livelihood training, and life skills development.

Nourishing the Hungry: GrowQC Community Feeding

In response to the need for food during the height of the 2021 Modified Enhanced Community Quarantine (MECQ), a 12-day community-driven feeding program was initiated in May 2021 with the help of 319 day care workers and 4,114 volunteers. The GrowQC Community Feeding reached 355,737 affected families or about 1,067,019 individuals. The Task Force on Food Security, spearheaded by the Social Services Development Department, organized the program together with the parent-volunteers to ensure proper nutrition of children, encouraging families to grow vegetables using alternative urban farming methods such as pocket and vertical vegetable gardens. 21,875 kilograms of assorted vegetables were sourced from the city's urban farms for the program.



Community Feeding



Daycare Parent volunteers

Welcoming New Lives: Quezon City Birth Registration Online (QC BRO)

To address the issue of unregistered births, the City government implemented Quezon City Birth Registration Online (QC BRO), a web-based application empowering hospitals, Lying-in Clinics, and individual citizens to register births online.

QC BRO, the first in the country, offers time-saving efficiencies including 24/7 real-time acceptance and application processing. The City government's innovative solution aims to break prior barriers to birth registration, including interpersonal and societal conflict, along with the perception that home births were penalized, since birth registration typically takes place through hospitals.



Quezon City Birth Registration Online (QC BRO)

Number of Processed Civil Registration Documents by Type (Birth, Marriage, and Death)			
Document Type	2019	2020	January – June 2021
Birth	67,092	52,366	23,848
Marriage	15,465	10,264	5,625
Death	24,306	26,072	16,832

Source: City Civil Registry Department

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The significant decrease in Birth and Marriage registration may be attributed to the implementation of health and quarantine restrictions due to COVID-19, with some individuals or concerned facilities unable to transact and register their documents with the Local Civil Registry Office. The significant increase in the number of registered deaths in 2020 (est. at 33,500 for full year 2021) can also be attributed to the pandemic.

Providing for the Peaceful Disposition of the Fallen: Baesa Crematorium

With cremation being the recommended and proper approach in handling the remains of persons who passed due to communicable diseases, the City government converted the Baesa Cemetery into a public crematorium which became fully operational in March 2020.



Baesa Crematorium

The crematorium addressed the increasing demand for free cremation services, with two machines that manage up to eight cases a day over 26 days of operation every month. During the surge of COVID-19 cases from March to August in 2021, the facility handled up to 10 to 11 cases per day.

Number of Cremations		
March – December 2020	January – September 15, 2021	Total
1,696	1,652	3,348

Source : City Civil Registry Department

Offering Second Chances: No Woman Left Behind

The 'No Woman Left Behind' program was launched by the QC Gender and Development (GAD) Council, in celebration of Women's Month in March 2020. The gender-responsive City program seeks to help Women Deprived of Liberty (WDL) at the QC Female Dormitory regain their self-worth, empowering them toward better lives with education, wellness and healthcare, livelihood training, and psychosocial counseling.



Group Wellness activity for WDLs in the QC Female Dorm

With the support of the Polytechnic University of the Philippines and QC Division of City Schools, WDLs were assessed in terms of their educational attainment, with free education offered for those with unfinished levels of schooling.

The Bureau of Jail Management and Penology conducted free monthly laboratory tests for 187 WDLs, to screen their health condition and prepare medical assistance. A special vaccination rollout, through QCProtektodo, was also conducted in July 2021, vaccinating 600 WDLs and QC Female Dormitory officers against COVID-19.

Honoring Women: QC Women's Month Celebration

The QC Women's Month Celebration continued its annual festivities with the theme 'Babae, Tayo ang Pagbabago', highlighting the critical role of women in the adoption of the new normal and change in various fields. In partnership with the QC Schools Division Office, the Office of the City Mayor (OCM) conducted the QC TekiNanays digital literacy orientation, equipping 91 mothers with basic computer skills.

The Joy of Urban Farming program ran another free orientation for mothers, teaching them how to create organic fertilizer, compost, and pesticide, as well as supplying free starter kits for backyard gardens. Other activities included QC Hala-Moms, the 'Strike a Pose' contest, a TikTok dance challenge, essay-writing, poster-making, and the inspiring 'Women Icons' photo exhibit.



Mayor Joy Belmonte delivering her State of the Women's Address

Keeping the Children's Welfare in Mind: Children's Month Celebration

To celebrate Children's Month, in November 2020, the Quezon City Council for the Protection of Children (QCCPC) held the 8th Children's Summit through a series of webinars. An estimated 37,000 online viewers accessed three-part online seminars entitled 'Quarantalks QC: Para sa Bata'. To better understand how children in the city are coping during the pandemic, an online survey entitled 'Bata, Kamusta Ka?' was facilitated by the Quezon City Council for the Protection of Children.



Members of the QCCPC attending the State of the City's Children Report

As part of the City government's Four Gifts for Children commitment, the virtual State of the Children Report was held on November 27, 2020, with an estimated 44,000 viewers.

Staying on Course: Drug Abuse Prevention and Control Month Celebration

The kick-off celebration of Drug Abuse Prevention and Control Month was held on November 11, 2020, at the Carlos P. Albert Hall. Quezon City Anti-Drug Abuse Advisory Council (QCADAAC) members attended physically, while barangay officials and Barangay Anti-Drug Abuse Advisory Council (BADAC) members were present virtually.

QCADAAC provided Drug Testing to 1,242 individuals from the Oplan Kalinga Program, QC Female Dormitory, Plea Bargaining, Barangay Staff, and other individuals undergoing intervention, including Persons Who Use Drugs (PWUDs) from July 2020 to June 2021. A total of 8,056 individuals have undergone Drug Dependency Evaluation from July 2020 to June 2021.

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Expanding Assistance: Quezon City Bangsamoro Affairs Service

On August 11, 2020, Mayor Joy Belmonte signed Executive Order No. 36, Series of 2020, creating the Quezon City Bangsamoro Muslim Affairs Service. This upgraded the status of the Quezon City Muslim Consultative Council, enabling more responsive assistance and service on the frontline for the Bangsamoro community.

Profile of Bangsamoro People in Quezon City 2019 Survey			
District	List of Homeowners Association/ Communities/ Tribe	Estimated Number of Families	Estimated Number of Residents
I		3	329
II		7	1,550
III		1	83
IV		4	377
V		11	1,226
VI		9	2,905
Total		35	6,695

Source: Quezon City Muslim Consultative Council

Extending Financial Assistance: Increased Budgets

In keeping with Mayor Joy Belmonte's 14-point agenda – particularly the efficient delivery of social services – the approved budget for financial assistance provided to disadvantaged groups almost doubled in 2020, to Php218.55 Million from Php126.47 Million in 2019, reflecting an increase of 1,231 beneficiaries (or 2.81%) to 45,060 in 2020 from 43,829 in 2019.

Provision of burial assistance grew by more than sixfold, to 1,559 in 2020, as a consequence of COVID-19. Aid was extended to allow immediate cremation, in compliance with health protocols.

There was an increase in the amount of financial assistance for the following programs:

- Victims of disaster (fire victims): from Php1,000 to Php5,000 for renters; from Php2,000 to Php10,000 for owners
- Medical assistance: from Php3,000 to Php5,000
- Burial assistance: from Php10,000 to Php25,000 funeral package

There were also additional accredited funeral parlor partners in 2020, while the amount of financial assistance for children with disabilities augmented the educational support for distance learning of SPED students.



Extension of Medical Assistance

Category of Assistance	2019		2020	
	No. of Beneficiaries	Approved Budget (in Php)	No. of beneficiaries	Approved Budget (in Php)
Burial	234	300,000	1,559	62,500,000
Victims of Disaster	23,891	4,481,916	20,387	7,472,124
Medical Assistance	2,391	3,950,000	2,461	25,000,000
Children with Disability	500	3,500,000	484	1,016,000
Indigent Children	550	1,650,000	550	1,650,000
QC Centenarian	25	2,850,000	44	5,016,000
Social Pension for Indigent Senior Citizens	16,087	109,000,000	18,018	108,108,000
Death Benefits for Senior Citizens	151	755,000	1,557	7,785,000
Total	43,829	126,486,916	45,060	218,547,124

Source: Social Services Development Department, Office of the Senior Citizens Affairs

Housing and Shelter

Addressing Needs: Socialized Housing Program

Despite the challenges brought by the pandemic, the Quezon City government, through the Housing, Community Development, and Resettlement Department (HCDRD), remains committed to the City's Socialized Housing Program, addressing the housing needs of the City's Informal Settler Families (ISFs), homeless, and underprivileged.

As of 2019, the number of informal settler families in Quezon City increased to 213,978. A large section of the city population in need of adequate shelter consists of informal settler families occupying idle, public and private lands.

Public lands consist of parcels owned by different government agencies, designated open spaces, road right-of-ways, aqueducts, danger areas like dumpsites and easements of transmission lines, as well as rivers and creeks. Relocation is the only intervention option for those in danger zones and sites for government infrastructure projects. The Shelter Plan target of the city government is to ensure the security of tenure and to eliminate any threat of displacement of at least 10,000 ISFs by 2022.



Beneficiary of Direct Sale Program



Officers of Pitogo HOA from Barangay Payatas receiving Transfer Certificates of Titles

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Number of Families Benefited with Housing Projects July 2020 – June 2021		
Type of Program	No. of Beneficiaries	Remarks
Community Mortgage Program		
Take-out project	16	Security of tenure provided. Beneficiaries already occupying their assigned lots and beneficiaries who started paying their amortization to Social Housing Finance Corporation (SHFC)
Transfer Certificate of Title (TCT) Issued in the name of Homeowners' Association (HOA)	383	Titles of the property under the name of the Homeowners Association
Ongoing	1,456	22 Community Mortgage Program (CMP) projects whose applications are being processed
Direct Sale Program		
Transfer Certificate of Title (TCT) Issued	133	Awarded to beneficiaries
Contract To Sell (CTS) Issued	21	Issued to beneficiaries
Deed of Absolute Sale Issued	332	Executed by and between the City & beneficiaries
Contract Agreement Issued	144	For Socialized Housing Projects
Direct Purchase Program		
Kanejin Property	1,200	Land acquired & titled in the name of Quezon City
Nereo Mendoza Property	182	Land acquired & titled in the name of Quezon City
Wright Park Residences Development Corporation	207	Land acquired & titled in the name of Quezon City
Mariano M. Castillo Property	72	Land acquired & titled in the name of Quezon City
Tofemi Realty Corporation	750	For title transfer in the name of Quezon City
Relocation & Resettlement Program		
In-City	252	Relocated from danger areas to various Quezon City socialized housing projects
Off-City	318	Relocated from danger areas to NHA resettlement sites in Norzagaray, Pandi and San Jose del Monte in Bulacan

Source: Housing, Community Development and Resettlement Department (HCDRD)

The Community Mortgage Program is a financing program of Social Housing Finance Corporation (SHFC) which assists legally organized associations of underprivileged and homeless citizens to purchase and develop a tract of land under the concept of community ownership. Take Out Project is considered when the full/partial payment was released by Social Housing Finance Corporation (SHFC) to lot owner/s.

Fulfilling Dreams: Direct Purchase Program

The City government, through its Direct Purchase program, helped realize the dreams of 2,593 informal settler families situated in Barangays Payatas and Bagong Silangan by purchasing properties from Kanejin Corporation, Tofemi Realty Corporation, Castillo Property, Mendoza Property, and Wright Park Residences Development Corporation. The City also purchased the 46 housing units of Tradition Homes for the development of QC Transition Housing in Barangay Bagong Silangan.



Direct Purchase Program Beneficiary

The following properties located in Barangays Payatas, Baesa, Pasong Tamo, San Agustin, Nagkaisang Nayon, Bagbag, and Balingasa are included in future plans until the end of 2022 for the City government's Socialized Housing Program: LandBank/Ramawil properties, Prosperity properties, PNB properties, Univille property, Mapa property, Cambridge, and Tradition Homes.

Improving Efficiencies: Collection Intensification Program

The Housing and Community Development Resettlement Department, through its Accounts Management and Monitoring Section, targets an increase in Collection Efficiency Rating (CER) of the projects under the Community Mortgage Program. It is also tasked to monitor the payments of the City's beneficiaries of Quezon City Socialized Housing Projects.

The total amount collected under the Direct Sale and other Quezon City Socialized Housing Projects amounted to Php25.17 Million.

Ensuring Utilities: Water Connection and Electrification Program

Providing assistance to qualified program beneficiaries, the QC government saw to it that 14,299 homes were lit, while 3,040 were connected to the water supply, from July 2020 to June 2021.

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Health

Providing Free Medicine: Pharmacy Project

The Quezon City government continued to improve its provision of quality health services by launching the first central pharmacy in the Tatalon Health Center in September 2021. Through the central pharmacy, indigent citizens can regularly avail of free maintenance medicines and vitamins. Medicine dispensing units of the Quezon City Health Centers are replenished through a computerized utilization-based report to facilitate accurate purchasing, prevent overstocking and reduce the risk of wastage of supplies. Central pharmacies in each district are to be located at the following Health Centers:



Inauguration of the Central Pharmacy at Tatalon Health Center

Central Pharmacy Locations by District	
District	Pharmacy
I	Masambong Health Center
II	National Government Center (NGC) Health Center
III	Project 4 Health Center
IV	Tatalon Health Center
	Kamuning Health Center
V	Kaligayahan Health Center
VI	Sauyo Health Center

Source: Quezon City Health Department

Leading by Example: First LGU to Implement Health Food Procurement Policy

Fueled by its advocacy to promote the health, nutrition, and safety of its residents, employees and beneficiaries, Quezon City was the first local government unit in the country to establish a healthy food procurement policy. Mayor Joy Belmonte issued Executive Order (EO) No. 16 S-2021, the "Quezon City Healthy Food Procurement Policy," to positively affect the overall health and nutrition among its constituents.

The EO mandates all offices, departments, institutions, and task forces of the Quezon City government to ensure that all food and food supplies procured by the City government for its various offices, projects and programs comply with the QC Nutrition Standards. It also creates a healthy food system wherein healthy food and ingredients may also be sourced from the city's urban farms, and applies to all entities involved in the procurement process or supplying of food for the local government, including food suppliers.



Launching of the Healthy Food Procurement Policy

Giving Value: Increasing the Compensation of QC Health Workers

Quezon City raised the compensation of its Healthcare Workers (HCWs) in 2020 recognizing their critical role in the fight against COVID-19. This also enabled the City government to attract and retain qualified personnel.



QCGH providing healthcare service

256 Community HCWs were hired to further strengthen its workforce amid the pandemic. Under the City's contractual scheme, the Community HCWs received a monthly payment of at least Php13,000 per month, following the legal minimum pay prescribed by the Department of Labor and Employment (DOLE). This far surpassed their previous monthly allowance of Php3,500 to Php7,000, despite working 40 hours or more a week.

Contractual Healthcare Workers' Wages in Php		
Profession	2019	2020
Dentist, Nurse	20,000	32,053
Medical Technologist Reporting in the City's Molecular Laboratory	20,000	32,053
Medical Technologist/Food Drug Regulation Officer/Population Program Officer	20,000	22,316
Midwife, Driver	13,000	17,505
Laboratory Aide/Peer Educator/Encoder/Office Aide	VARIABLES	13,000
Community Health Worker	3,500-7,000	13,000

Source: Quezon City Health Department

Bolstering Our Healthcare Complement: Additional QC Healthcare Workers

In response to COVID-19, the City government increased the number of Healthcare Workers across all its 86 health facilities: 3 Hospitals, 58 Regular Health Centers, 8 Super Health Centers, 9 Lying-in Clinics, 4 Sundown Clinics and 4 Social Hygiene facilities.

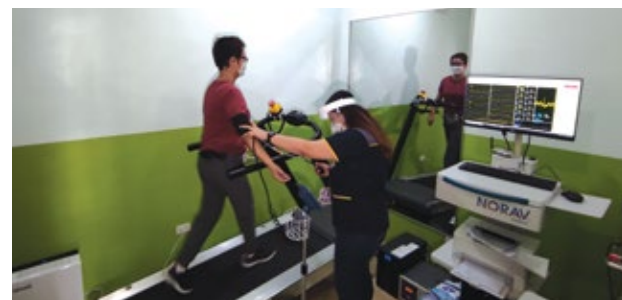
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Consolidated Healthcare Professionals and Non-Medical Staff						
Category	2018		2019		2020	
	Permanent	Contractual	Permanent	Contractual	Permanent	Contractual
Medical Doctors	97	60	120	156	116	221
Nurses	92	68	128	147	125	170
Midwives	159	2	189	35	188	36
Dentists	57	1	63	1	69	5
Community Health Workers	allowance scheme only			253		256
Non-medical Staff	99	111	392	517	440	619

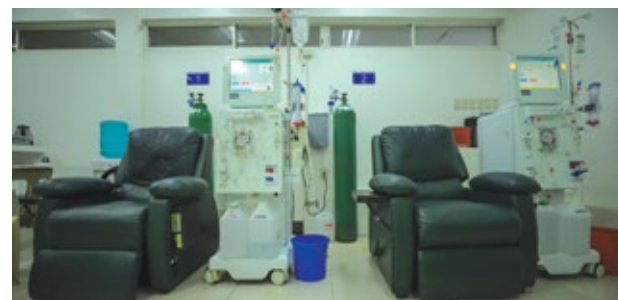
Source: Quezon City Health Department, Rosario Maclang Bautista General Hospital, Quezon City General Hospital and Novaliches District Hospital

Expanding Capabilities: Additional Medical Services in City Hospitals

The City government added more medical services and equipment at its various healthcare facilities including six dialysis machines for COVID-19 patients at the Quezon City General Hospital; Computed Tomography (CT) Scan, Respiratory and Heart Station with treadmill machine stations at the Rosario Maclang Bautista General Hospital (RMBGH), and Telemedicine in Novaliches District Hospital, among others.



Heart Station at RMBGH



Dialysis machines in QCGH

Number of Patients Served in Health Facilities								
Patients Served In Facilities	Quezon City Health Department		Quezon City General Hospital		Novaliches District Hospital		Rosario Maclang Bautista General Hospital	
	2019	2020	2019	2020	2019	2020	2019	2020
Inpatient	-	-	16,518	7,469	5,120	3,742	567	2,275
Outpatient	1,143,890	966,348	126,305	14,565	61,186	10,847	42,490	21,457
Emergency Room	-	-	127,707	59,082	34,606	25,698	5,561	14,598
Total	1,143,890	966,348	270,530	81,116	100,912	47,844	48,618	41,670

Source: Quezon City General Hospital, Rosario Maclang Bautista General Hospital and Novaliches District Hospital

The total number of patients across all health facilities decreased significantly in 2020 as more patients avoided the hospital; however, COVID-19 patients as a subset rose. Other reasons for the decrease include:

- Accommodation of potential and confirmed COVID-19 positive patients that required compliance to physical distancing protocols.
- Compliance with the required number of beds set within the standard distance per COVID-19 protocols.
- Marked decrease in the number of consultations and admission of non-COVID-19 cases.
- Infrastructure-related reasons in compliance with COVID-19 health protocols

Number of Hospital Beds by type As of June 2021				
Type	Quezon City General Hospital	Novaliches District Hospital	Rosario Maclang Bautista General Hospital	Total
ICU Beds	71	10	0	81
Normal Beds	122	37	107	266
Labor Beds	6	3	3	12
Others (Delivery Room, Operating Room, Recovery Room, PUI Ward, PUI ICU, PUI/COVID Pediatric Beds)	318	184	-	502
Total	517	234	110	861

Source: Quezon City General Hospital, Novaliches District Hospital & Rosario Maclang Bautista General Hospital

Number of Public and Private Health Facilities and Corresponding Bed Capacities in Quezon City As of December 31, 2020				
Facility	Public		Private	
	Facilities	Beds	Facilities	Beds
Clinics	94	183	995	1,070
Diagnostic Centers	44	44	108	127
Hospitals	15	5,827	40	3,095

Source: Quezon City Health Department

Protecting QCitizens

Ensuring Inoculations: Routine Immunization During COVID-19

To safeguard the health and well-being of children, the City government continued to implement the routine vaccination program despite the challenges of the pandemic. Health protocols that did not permit children to leave their homes, and parents choosing not to bring them to QC health centers due to the fear of the virus, resulted in significantly lower numbers of fully immunized children.

To protect the senior citizens of the city, more than 46,000 elderly residents were given free anti-pneumonia and flu vaccines in 2020. In addition, the City increased the budget allocation for medicines to provide for the maintenance requirements of senior citizens.



Flu Vaccination for Senior Citizens



Pediatric Immunization in QC Health Centers

Routine Pediatric Immunization Data				
	2019		2020	
Immunization Target	Immunized	%	Immunized	%
BCG (Bacille Calmette-Guerin)	84,756	158%	50,130	92%
HEPA B (Hepatitis B)	78,878	147%	47,549	87%
PENTA 1 (Penta Vaccine against diphtheria, tetanus, pertussis, Hepatitis B and Haemophilus Influenza Type B)	52,224	97%	36,658	67%
PENTA 2 (Penta Vaccine against diphtheria, tetanus, pertussis, Hepatitis B and Haemophilus Influenza Type B)	48,003	89%	29,942	55%
PENTA 3 (Penta Vaccine against diphtheria, tetanus, pertussis, Hepatitis B and Haemophilus Influenza Type B)	50,044	93%	28,612	53%

OPV 1 (Oral Polio)	80,137	149%	47,030	86%
OPV 2 (Oral Polio)	77,188	144%	43,215	79%
OPV 3 (Oral Polio)	75,574	141%	41,192	76%
IPV (Inactivated Polio Vaccine)	56,478	105%	37,705	69%
MEASLES (9 Months Old)	70,557	131%	39,850	73%
MEASLES (12 Months Old)	66,345	123%	33,001	60%
FIC (Fully Immunized Children)	64,219	119%	28,040	52%

Source : Quezon City Health Department

Donating "Likidong Ginto": Human Milk Bank Outreach Program

In line with its First 1,000 Days Advocacy Program promoting healthy motherhood from pregnancy to the first two years of the child, the City donated 7,000mL of pasteurized human milk to the Philippine General Hospital (PGH), through its Human Milk Bank, for the babies affected by a fire incident in Manila.

Despite the pandemic's impact on the number of milk letting activities, the Human Milk Bank continued to help provide a steady supply of pasteurized human milk through donations from private donors and the community. Since its inception, the milk bank has given breastmilk to over 5,238 children and babies, including COVID-19 positive infants as well as infants whose mothers are COVID-19 positive.



Infant receiving breastmilk donation from the QC Human Milk Bank

Number of Donors and Amount of Breastmilk Collected in the Human Milk Bank				
Category	2018	2019	2020	January - August 2021
Total number of mother donors	1753	1231	269	457
Total milliliters (mL) of breastmilk collected	118,334	129,735	22,145	33,800

Source: Quezon City Health Department

Targeting Zero: Early Screening for HIV/AIDS

In response to the "Zero at 2030" campaign which aims to stop the spread of human immunodeficiency virus (HIV) through prevention, control and treatment, the Quezon City Epidemiology and Surveillance Unit continued to conduct early testing in the 4 Social Hygiene and 4 Sundown Clinics of the City, screening 8,829 individuals for HIV/AIDS. Of these, 8,176 were non-reactive and 653 were reactive for HIV/AIDS.

The City Health Department ensured that individuals who tested positive for HIV/AIDS received treatment in the form

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of antiretroviral therapy (ART) and counseling. From July 2020 to June 2021, about 227 individuals enrolled in ART while a total of 8,785 patients underwent counseling.



Commemorating World AIDS day on December 1, 2020

Promoting Animal Welfare: QC Animal Care and Adoption Center

Recognizing the value and welfare of pet animals, the City government launched the new QC Animal Care and Adoption Center to provide better animal care services and rehabilitation. The new facility, one of the few animal care centers established by a local government unit, can accommodate 20 animals at a time. The City Veterinary Department continued to facilitate animal adoption and provide services such as spaying and neutering to reduce animal overpopulation, as well as enforce the City's Anti-Rabies Vaccination Program for animals.

The new QC Animal Care and Adoption Center, located in Barangay Payatas, rescued 3,973 dogs and cats. 300 of these animals were adopted from July 2020 to June 2021. A total of 2,733 dogs and cats were spayed and neutered, while 197,569 animals in the city were given anti-rabies vaccine shots during the same period.



QC Animal Care and Adoption Center



Anti-rabies vaccination

Education

Elevating Educational Standards: Quezon City University (QCU)

After 27 years, Quezon City University (QCU) became one of the first local universities in the National Capital Region (NCR) to receive its Certificate of Recognition as a full-fledged Higher Education Institution. This was awarded by the Commission on Higher Education (CHED), following the release of CHED's En Banc Resolution No. 105-2021, dated March 17, 2021. The institutional recognition also allows students to apply for a Tertiary Education Subsidy of up to Php20,000 per semester.

QCU further attained the Certification of Program Compliance (COPC), recognizing that its academic programs – specifically industrial engineering, electronics engineering, information technology, and entrepreneurship – are fully compliant with CHED policies, standards, and guidelines.

At the same time, QCU expanded its offerings, developing programs in public administration, early childhood, elementary and secondary education, management accountancy, and business administration, while growing its student population from 8,757 to 10,908 for the start of academic year 2021-2022.



QCU CHED Recognition marker



QCU Institutional Recognition awarding

Going Digital: Distance Learning During the Pandemic

To ensure continuity of learning despite the challenges brought by the pandemic, the Board of Regents approved the QCU Learning Continuity Plan (LCP), beginning the second semester of academic year 2020-2021. The Quezon City government allocated Php168.67 Million for the purchase of 8,250 laptops, for all QCU students and faculty members, along with Php25.49 Million for monthly data connectivity.

As the largest division in the National Capital Region, Quezon City supports the Department of Education's



Laptop for Teachers

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Schools Division Office, as it manages 158 public schools composed of 95 elementary schools, 19 Junior High Schools (JHS), 14 Stand Alone Senior High Schools (SHS), 29 Integrated JHS and SHS, and 1 Integrated Kinder-to-Grade 12 school.



QCU student recipient of laptop

The City government provided 10GB of data to tablet recipients and purchased over 68,000 tablets and monthly data connectivity for public school students, including those in Grades 4 to 6, to augment the initial 176,000 tablets given by the City. To support teaching personnel, the City purchased an additional 2,383 laptops for elementary and secondary public-school teachers. The City likewise provided 455,664 sets of school supplies to students from Kindergarten to Senior High School.

Despite the pandemic, student enrollment continued to rise as many students shifted from private school to public school.

Quezon City Public School Enrollment by School Year (SY)				
School Level	SY 2017-2018	SY 2018-2019	SY 2019-2020	SY 2020-2021
Elementary	263,695	261,081	253,450	259,092
Junior High School	144,272	149,293	151,784	159,769
Senior High School	14,853	17,655	18,808	27,111
Total	422,820	428,029	424,042	445,972

Source: Schools Division Office of Quezon City

Total Budget Allocated for Quezon City Public School System (in Php) by Calendar Year (CY)				
Budget Source	CY 2018	CY 2019	CY 2020	CY 2021
Special Education Fund (SEF)	1,520,000,000	1,601,000,000	2,902,251,032	1,809,800,000
General Fund	545,345,912	672,444,241	733,437,922	796,197,564
Total	2,065,345,912	2,273,444,241	3,635,688,954	2,605,997,564

Source: City Budget Department

The School Education Fund (SEF) budget difference between CY 2020 and CY 2021 is due to the SEF savings from previous years that were appropriated in CY 2020 in consideration of the demands of distance mode of learning.

Affording Educational Opportunities: QC Scholarships

In order to provide better learning and education opportunities to the students of the city, the local government provided scholarships for 16,632 learners for School Year 2020-2021. Of this total number, 6,990 or 42% belong to the Economic Scholar Category of scholars from indigent families, displaced or relocated families, and vulnerable and marginalized sectors of society. To efficiently process scholarship applications for SY 2021-2022, the city will be launching online scholarship applications through QC E-services in October 2021.

Number of Quezon City Scholars by Category	
Category	SY 2020-2021
Academic Scholarship – Rank 1-2	108
Academic Scholarship – Rank 3 to 10	223
Civic Leaders – Centrex	44
Civic Leaders – SK Official	8
Economic Scholarship	6,990
Senior High School – Overall Rank 1 to 3	70
Specialized Courses	31
Graduate Studies	94
FA – Academic Courses	1,194
Quezon City University Scholars	7,870
Total	16,632

Source: Quezon City Local Youth Development Office

Peace and Order

Removing Obstacles: Road Clearing 2.0

Quezon City passed Executive Order No. 9, series of 2020 which created Task Force Road Clearing 2.0 to ensure compliance with the guidelines of the road clearing initiative of the Department of the Local and Interior Government (DILG). The City conducted clearing operations within the barangay level to ensure that streets, sidewalks, and roads are free of any obstructions such as illegal parking and encroachments.



Clearing of road obstruction

The City successfully received a 'Pass' rating from the validation team of DILG for ten local roads with a total length of 5.94 km, which included South Zuzuarregui Street, Filinvest I Road, Ilang-Ilang Street, Dollar Street, Zabarte Road, Nueva Ecija Street, Examiner Street, San

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Pedro Bautista Street, KJ Street, and 13th Avenue. The City was also lauded for its good practice on bicycle lanes, specifically along Commonwealth Avenue, Quezon City Circle, and K-J Street.

In order to provide public access to alleys, the City government opened gates in seven areas, in coordination with the homeowners association of various subdivisions and villages in the city.

Moving with Dispatch: People's Law Enforcement Board

In order to address the backlogs of cases, the City government through the People's Law Enforcement Board cleared all dockets of aging cases. For the period of July 1, 2020 to June 30, 2021, a total of 152 PLEB clearances and applications were filed.

41 cases have been resolved against erring policemen who were meted out with penalties such as suspension ranging from 10 days to 1 year or dismissal from service.

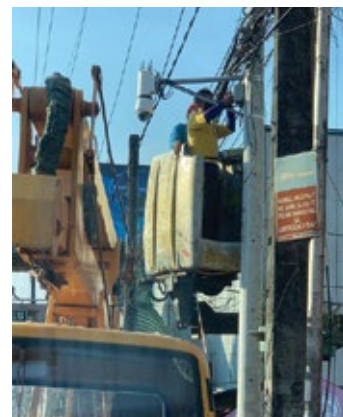


People's Law Enforcement Board Hearing

Improving Security: Project Aurora

In coordination with the national government, Project Aurora, or QC Unified Closed-Circuit Television (CCTV) Command System, is the City government's initiative to expand CCTV coverage to ensure the safety and security of its citizens.

The IP-Based Surveillance System features CCTV cameras installed within QC Hall Compound and in strategic locations within Quezon City with an identified City Command Center or Data Center. The CCTV system includes fixed bullet cameras, outdoor routers, network communication equipment, as well as headend equipment for the central system for management, recording, storage, and playback monitoring to a video wall matrix system.



Installation of CCTV

Digitizing Enforcement: No Contact Apprehension

To limit the involvement of traffic enforcers in apprehension and discourage corruption, while also ensuring better compliance with traffic rules and regulations by motorists, the City passed the Quezon City Traffic Management Code (City Ordinance No. SP-2785, S-2018) which promotes the no contact apprehension of traffic violators through the intelligent use of CCTV cameras installed in 14 key intersections. The no contact apprehension was handled by QPAX Traffic System for the initial implementation of its operations.



DPOS personnel manning the QPAX

Easing City Traffic: Reopening EDSA U-Turn Slots and Establishing Zipper Lanes

To address traffic congestion along EDSA, U-turn slots adjacent to the Quezon City Academy located in Nueva Ecija Street were reopened on December 18, 2020. Traffic enforcers were deployed and assigned to provide traffic directions and control. The re-opening of these U-turn slots brought significant improvement in the flow of traffic in that area of EDSA.



EDSA U-turn slot near QC Academy

The City government also implemented Zipper Lanes to ease traffic flow especially during peak traffic hours. Zipper Lane 1.0 was operational from December 31, 2020 until March 31, 2021, and covered Tandang Sora (Commonwealth) U-turn slot up to CP Garcia, Barangay Old Capitol Site, District V. From 5:30 AM to 11:00 AM, motorists had an alternative course and could bypass heavy traffic along Commonwealth Avenue, reducing their travel time by as much as 45 minutes.

Zipper Lane 2.0 opened on April 1, 2021 along Regalado Avenue, one of the most congested areas along Commonwealth Avenue due to its narrow width and high volume of travelling vehicles. The lane helped lessen road congestion brought about by the on-going construction of MRT-7.

Improving Anti-Cyber Crime Investigations: Digital Forensics Laboratory

The City government provided high-end forensic equipment for the Digital Forensics Laboratory of the QC Police District to aid the Philippine National Police, Quezon City District Anti-Cybercrime Team (PNP-QC-DACT) in its cybercrime investigations.

The PNP-QC-DACT now has more enhanced abilities in digital forensic examination, extraction and recovery of digital evidence or data from mobile devices, as well as photo and video enhancement, examination, and analysis.



Police officer using the high-end computer system in the Digital Forensics Laboratory

Sustaining Law Enforcement: Crime Volume Lowered

Despite the challenges posed by the pandemic, the Quezon City Police District (QCPD) remained relentless in keeping QC citizens safe and secure as it stepped up in performing its sworn duty to serve and protect. The implementation of anti-criminality operations and sustained enforcement of laws and ordinances resulted in a significant decline in crime incidents. From July 2020 to June 2021 crime volume for crime against person (murder, homicide, physical injury and rape) and crime against property (theft, robbery and car napping of motor vehicle and motorcycle) was reduced by 19.21 % or 558 incidents as compared from July 2019 to June 2020 with 2, 904 crime volume.

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Focus Crime Volume in Quezon City				
Type of Crime	Period Covered		Variance	
	July 2019 – June 2020	July 2020 – June 2021	in Numbers	in %
Murder	206	169	(37)	(17.96)
Homicide	35	35	0	0.00
Physical Injury	526	263	(263)	(50.00)
Rape	65	92	27	41.53
Robbery	585	474	(111)	(18.97)
Theft	1193	990	(203)	(17.01)
Carnapping of Motor Vehicle	24	25	1	4.16
Carnapping of Motorcycle	270	298	28	10.37
Total	2,904	2,346	(558)	(19.21)

Source: Quezon City Police District

Arrests and Confiscations: Campaign Against Illegal Drugs

The relentless campaign against illegal drugs from July 1, 2020 to June 30, 2021 resulted in the arrest of 3,983 drug personalities (1,785 drug users and 2,198 drug pushers) from 1,954 operations conducted. Php343,379,732 worth of shabu (50,497 grams), Php17,848,582 worth of marijuana (148,738 grams) and Php538,900 worth of ecstasy (317 tablets) were seized and confiscated with a total amount of Php361,767,215. These accomplishments have significantly decreased the supply of illegal drugs not only in the City but in the National Capital Region as well.

Number of Operations Conducted and Drug Personalities Arrested July 2020 – June 2021			
Operations Conducted	Drug Personalities Arrested		
	Used	Pusher	Total
1,954	1,785	2,198	3,983

Source: Quezon City Police District

Confiscated Drugs July 2020 – June 2021						
Items			National Capital Region Standard Price (in Php)			
Shabu (Grams)	Marijuana (Grams)	Ecstasy (Tablet)	Shabu	Marijuana	Ecstasy	Total
50,497	148,738	317	343,379,732	17,848,582	538,900	361,767,215

Source: Quezon City Police District

Implementing Strict Adherence: Campaign Against City Ordinance Violators

From July 2020 to June 2021, a total of 580,308 offenders were issued Ordinance Violation Receipts (OVR) by the Quezon City Police District for violations such as drinking in public places/streets, smoking in public, and violating curfew hours, among others.

Aside from conducting regular crime prevention patrols, policemen were also present in public areas such as markets, malls, and churches to ensure public observance of social distancing guidelines. For the period of January 1, 2021 to September 15, 2021, 68,279 offenders were issued OVR, while 2,715 were subjected to regular filing for a total of 70,994 cited and fined for violations.

Putting Out Fires: Fire Safety and Incidents

The Quezon City Fire District (QCFD) successfully deployed social media – 'Bureau of Fire Protection – National Capital Region (BFP-NCR) Fire District 5 Quezon City' on Facebook and 'Quezon City Fire District' on YouTube – as a platform for providing relevant information and education to the public, via their Brigada Eskwela sa Bahay videos. QCFD also established online application for Fire Safety Inspection Certificates and Fire Safety Evaluation Certificates and Renewals.

The Fire Safety Enforcement Branch of the Bureau of Fire Protection issued a total of 79,455 Fire Safety Inspection Certificates (FSIC) to applicants in 2020.



Fire drill at Barangay Bahay toro

Number of Fire Incidents and Estimated Damage		
QCFD Operations	July 2019 – June 2020	July 2020 – June 2021
Fire incidents	1110	924
Estimated damage	Php24,225,500	Php107,450,500

Source: Quezon City Fire Department

Disaster Risk Reduction and Management

Fortifying the City: iRISE UP (Intelligent, Resilient, and Integrated Systems for the Urban Population)

iRISE UP was established to integrate the City's Disaster Risk Reduction and Management information system, including collection and processing of data from early warning devices, remote sensors, data loggers, and field equipment dedicated for observation of weather parameters and monitoring of water levels in rivers.

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A Geographic Information System (GIS) dashboard was implemented to reflect the daily COVID-19 cases in the city, updated and projected 24/7 at the Quezon City Emergency Operations Center. In the battle against COVID-19, GIS is an effective tool to conduct accurate and data-driven situational analyses and risk assessments. Through information provided by iRISE UP, the Quezon City Disaster Risk Reduction and Management Council and the Operations Center carry out proper planning, preparation, and efficient response, strengthening the city's capability to rehabilitate and recover.

Adopting New Normal Protocols: Measures for the Rainy Season and Fire Situations

As a Gawad KALASAG awardee, the Quezon City government has recognized the need to review its preparedness measures for the rainy season and response protocols for fire situations, adopting a set of new-normal protocols.

In 2020, the Regional Evacuation Center and Training Facility was established as the education hub for the City's disaster preparedness. From July 2020 to June 2021, a total of 3,786 individuals were trained by the Quezon City Disaster Risk Reduction and Management Office (QCDRRMO). Majority (or 57%) of these training sessions were focused on special topics such as Emergency Medical Service Protocols, Contingency Planning, Basic Incident Command System, and Urban Search and Rescue Training Courses. The beneficiaries included schools, national government agencies, City government personnel, the private sector, and the barangays.



DRRMO Command Center



Number of Individuals Trained by QCDRRMO				
District	2018	2019	2020	January – June 2021
I	614	10,099	332	0
II	1,766	4,349	135	122
III	1,111	4,474	111	43
IV	10,546	12,583	1,309	1,454
V	7,123	8,473	209	0
VI	2,774	2,779	30	0

Others (Outside Quezon City, Private Sector)	977	502	41	0
Total	24,911	43,259	2,167	1,619

Source: Disaster Risk Reduction and Management Office

The notable increase in training beneficiaries between 2018 to 2019 shows the intensification of the City government in efforts to enjoin communities in fire and earthquake drills. However, in 2020 the COVID-19 situation hampered the conduct of traditional forms of exercises requiring physical interaction and leading to mass gathering, particularly evacuation drills. As a result, the conduct of trainings and exercises were lessened as alternative methods continue to be devised.

Number of Families Affected by Disaster by Category July 2020 – June 2021		
Category	Number of Families Affected	No of Evacuation Sites
Typhoon (Flood)		
Ulysses	2,704	53 sites (in 29 brgys.)
Rolly	921	33 sites (in 17 brgys.)
Habagat	27	1

Source: Social Services Development Department

Number of Families Affected by Disaster by Category July 2020 – June 2021		
Category	Number of Families Affected	No of Evacuation Sites
Fire	1,012	11 sites (47 incidents)

Source: Social Services Development Department

From July 2020 to June 2021, around 2,704 families were affected across 29 barangays by Typhoon Ulysses, 921 families within 17 barangays were affected by Typhoon Rolly, and 27 families were affected by Typhoon Habagat. About 1,012 families were victims of fire incidents and temporarily evacuated to 11 designated evacuation sites.

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Awarding of Tindahan ni Ate Joy

With the continuing impact of COVID-19, the City government's Economic Development cluster strove to help the City's residents stay afloat, especially through tax relief and digitalization of services.

Enhancing Business Convenience

Granting Relief To Taxpayers: Extended Payment Deadlines and Amnesty

In order to give continuous relief to taxpayers who have suffered tremendously from the pandemic, tax payers were given a reprieve as the city government extended payment deadlines for business and real property taxes without penalty. Likewise, amnesty was also given to delinquent tax payers.



Relief to Tax payers

Real Property Tax. The first quarter 2021 payment due on March 31, 2021 was extended until April 30, 2021 without the added burden of interest. Taxpayers paying in full the annual taxes due on or before April 20, 2021 were further given the 20% discount for prompt payment. Moreover, delinquent real property owners were granted amnesty from the payment of interests until March 31, 2021.

Business Tax. The surcharges and interest for delayed payment of second, third and fourth quarter 2020 business taxes were waived until March 31, 2021. Furthermore, the first and second quarter 2021 payments which were due on the 20th of January and April, respectively, were both extended until April 30, 2021, without surcharge or interest.

Transfer Tax. Sales, donation, barter, transmission of real propertya ownership through succession and any other similar mode of transfer of ownership made or occurring on January 15, 2020 and thereafter, were not be subjected to surcharge or interest during the period of and until the lifting of the declaration of State of Calamity in Quezon City.

Making Business Permit Application Easier: QC Biz Easy

In its commitment to continuously improve service delivery for businesses in the city, the City government shifted from a paper-based business permit application process to an Online Unified Business Permit Application System (OUBPAS) through QC Biz Easy. Launched on October 2, 2020, QC Biz Easy gradually transformed the process of business permit application from one that required physical queueing into a more convenient and socially distanced cybersafe queuing system.



QC Biz Easy Launching

To help taxpayers cope and adjust to the online system, the Business Permits and Licensing Department (BPLD) of the City government implemented various strategies combining online application, on-premise submission by securing an appointment online, and the drop box application system.

The City also amended the validity of Business Permits to anniversary date instead of December 31 to allow businesses to have additional time to process their permit renewal. The QC Business Permitting Process is fully ARTA (Anti-Red Tape Authority)-compliant. The improved process includes an online business one-stop-shop with unified business permit application form, barangay integration, online payment, and digital business permit. An automated delivery system is also being implemented—business permits are delivered to the registered business address, at no cost to the taxpayers.

Supporting Business: Growth and Mitigation in Challenging Times

The year-on-year rise in the number of registered business permits, whether new or for renewal, was dented in 2020 amid the pandemic. While other local government units suffered with more than a 50% drop in the number of registered businesses, Quezon City was able to encourage more businesses to continue their operations and even attract new businesses to set up shop in the City.



Business permits delivery

VI. B ECONOMIC DEVELOPMENT

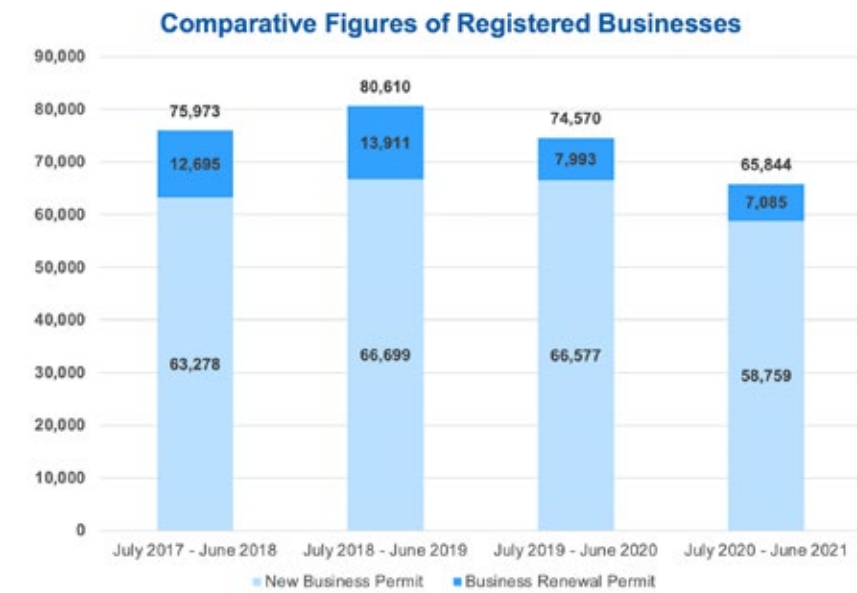
Innovations and programs introduced by the city provided clear benefits for businesses. Having an improved business permit application process through QC Biz Easy in combination with financial subsidies as well as policies that allowed resumption of operations for businesses that comply with health protocols all added up to maintaining a business friendly environment despite the pandemic.

In spite of the pandemic and the hard lockdowns, businesses continue to operate in Quezon City. Although the total number of Registered Businesses during the period of July 2020 to June 2021 was lower by 12% compared to the number of Registered Businesses in the preceding year, it is important to note that the first three quarters of the July 2019 to June 2020 period were all before the pandemic. The period of July 2020 to June 2021 had varying levels of quarantine classifications, lockdowns, and restrictions making the 12% decrease in Registered Businesses actually seem smaller than one would have expected given that many establishments were forced to temporarily or permanently halt operations, with their income significantly lower compared to their earnings before the pandemic.

Understanding the huge negative impact of the pandemic on businesses, the City government implemented various programs such as wage subsidies, promotion of buying local goods, and opening of markets in its unceasing effort to equip businesses and make them more resilient in these challenging times. In light of the pandemic, Quezon City remains steadfast in continuing to be the preferred destination for businesses.

Comparative Figures of Registered Businesses				
Types of Permit	July 2017 – June 2018	July 2018 – June 2019	July 2019 – June 2020	July 2020 – June 2021
New Business Permit	12,695	13,911	7,993	7,085
Business Permit Renewal	63,278	66,699	66,577	58,759
Total	75,973	80,610	74,570	65,844
<i>Business Permits and Licensing Department</i>				

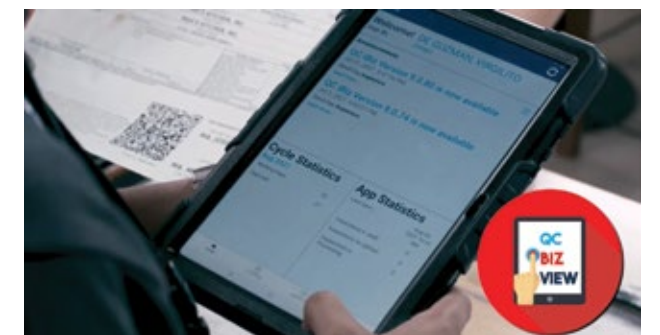
Number of Businesses by Size (Micro, Small and Medium Enterprises)				
Business Size	2018	2019	2020	January – June 2021
Micro	59,343	60,401	55,707	49,376
Small	10,858	11,128	11,603	9,209
Medium	4,875	5,383	5,917	4,504
<i>Business Permits and Licensing Department</i>				



Source: Business Permits and Licensing Department

Creating a Culture of Transparency: Automated Inspection Audit System (AIAS)

To strengthen compliance with regulatory requirements, the Business Permits and Licensing Department (BPLD) implemented an Automated Inspection Audit System (AIAS). The system randomly creates mission orders for personnel to audit, reducing familiarity with business owners. License inspectors use a tablet equipped with the Online Unified Business Permit Application System (OUBPAS) while conducting their inspection activities. Through this system, BPLD is able to monitor regulatory compliance, track the status of issued Mission Orders for Inspection, manage geo-tags for business locations, generate compliance reports immediately after inspection, and instantly transmit all data in real time. Among other innovations and programs implemented this year, the AIAS is a fine example of how the city highly values the time and resources of its businesses by constantly finding ways to streamline processes, eliminate red-tape, and enforce transparency and accountability.



Inspector using the AIAS tablet during audit

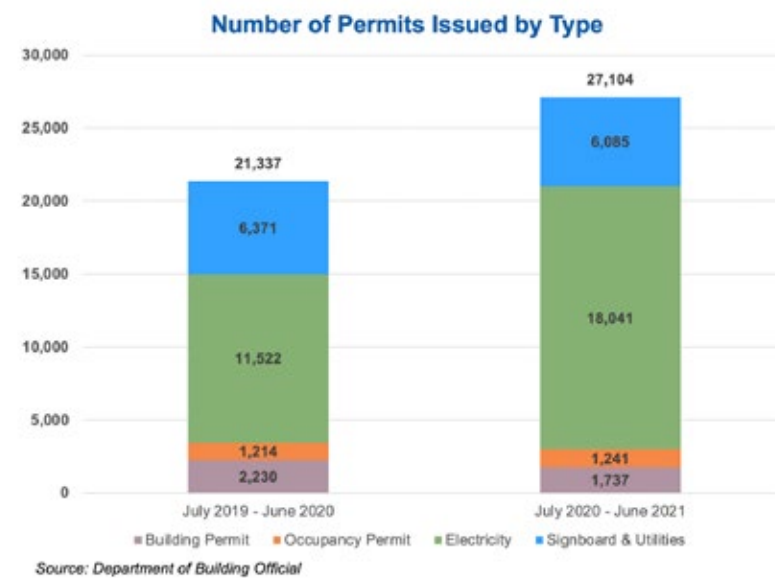
Streamlining Building Permits: QC Build Easy

QC Build Easy digitalizes the complex construction permit application procedure, simplifying, streamlining, and automating all processes, to make Quezon City the preferred business destination in a safe, sustainable, and resilient built environment.



VI. B ECONOMIC DEVELOPMENT

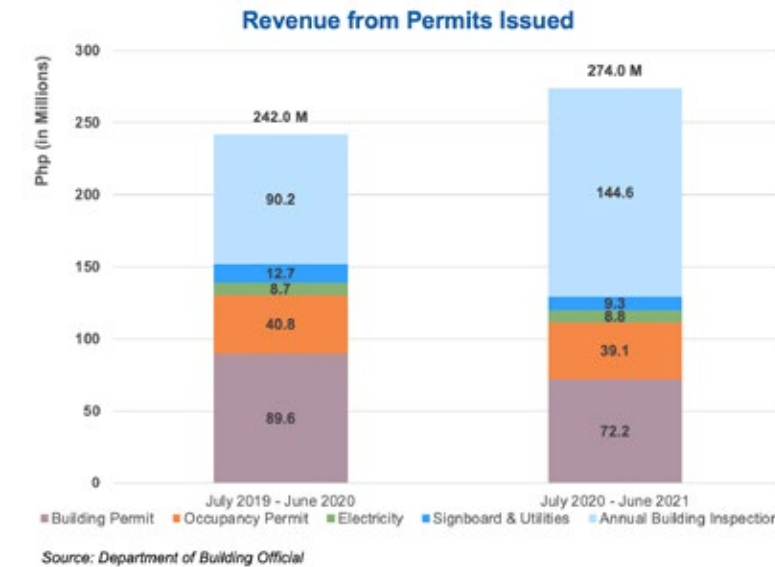
Building permit applicants may now generate the list of requirements specific to the construction project applied for, electronically upload documents, access the necessary application forms which are sent to the applicant through email, and set an appointment for physically submitting technical and legal documents to the QC Department of Building Official Receiving Section (One Stop Shop).



The creation of QC Build Easy resulted in a significant increase of the total number of issued permits from 21,337 to 27,104 which also resulted in an increase of financial income from Php242 Million to Php274 Million (see graph below).

There is also a notable increase with regards to the issuance of Certificate of Final Electrical Inspection (CFEI) which signifies a positive result of the creation of One-Stop Shop for getting electricity in Quezon City.

Number of Permits Issued by Type		
Type Of Permit	Number of Issued Permits	
	July 2019 - Jun 2020	July 2020 - Jun 2021
Building Permit	2230	1737
Occupancy Permit	1214	1241
Electricity	11522	18041
Signboard & Utilities	6371	6085
Total	21,337	27,104



Revenue from Permits Issued (In Million Php)		
Type Of Permit	July 2019-Jun 2020	July 2020- Jun 2021
Building Permit	89.6	72.2
Occupancy Permit	40.8	39.1
Electricity	8.7	8.8
Signboard & Utilities	12.7	9.3
Annual Building Inspection	90.2	144.6
Total	242.0	274.0

Building Up: Building Permits for New Construction

From July 2020 to June 2021, the Department of Building Official (DBO) issued 735 Building Permits for new construction projects, resulting in a built-up area of about 1.04 Million square meters. Economic activity generated by construction projects is estimated by DBO at Php12.5 billion, based on a conservative Php12,000 per sqm. construction cost with a direct labor generation for 41,668 workforce.

The number of Building Permits Issued this year is lower by 33% compared to last year due to the effects of the pandemic which resulted in hard lockdowns in the city.



Application drop off desk

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Building Permits for New Construction Projects		
Building Permit Data	July 2019 – June 2020	July 2020 – June 2021
Permits issued (for new construction only)	1,108	735
Estimated built-up area (in sqm.)	1,521,819	1,041,694
Construction cost (est. at Php12,000 / sqm.)	18,261,826,440	12,500,330,760
Projected Real Estate (collected Contractor's Tax) (in Php)	136,963,698	93,752,481
Estimated Economic Generated (Multiplier effect) (in Php)	91,309,132,200	62,501,653,800
Direct Labor Generated (# of laborers)	60,873	41,668
Upstream Workforce (est. at 1 person / Php1 Million material cost)	10,957	7,500

Source: QC Department of Building Official

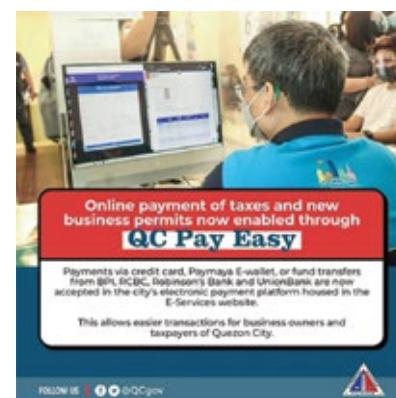
The number of Building Permits issued in the table above is exclusive for new construction only. The other building permits (renovation, addition, extension and interior renovation, etc.) are not included.

Building Responsibly for Tomorrow: Green Building Program

Under the City's Green Building Program, a total of 54 buildings were evaluated as compliant with the Green Building Ordinance of 2009 (Ordinance No. SP-1917), requiring the design, construction, or retrofitting of buildings, other structures, and moveable properties to meet minimum standards of green infrastructure – an integrated whole-building approach to the planning, design, construction, operation, and maintenance of buildings and their surrounding land space that helps mitigate the environmental, economic, and social impacts of buildings. Green infrastructure's emphasis is on site conservation and sustainable planning, water conservation and efficiency, energy efficiency and renewable energy, conservation of materials and resources, indoor environmental quality, and human health.

Making Payments Quick and Convenient: QC Pay Easy

In accordance with the Ease of Doing Business Act, the City government implemented QC Pay Easy, an electronic payment facility that enables taxpayers and business owners to conveniently pay for their real property dues and new business permit applications online via the City's QC E-Services portal. QCitizens can pay via Credit Card, Paymaya E-wallet, or instantly transfer funds from selected banks, saving time and effort while limiting face-to-face interactions. The City government continues the process of integrating QC Pay Easy with other online services.



QC Easy Pay

Growing the Tax Base: Intensified Real Property Inventory & Tax Mapping Operations (IRePITMO)

The Intensified Real Property Inventory and Tax Mapping Operations (IRePITMO) identified 17,905 new constructions and other discoveries that resulted in an increased tax base. A total Assessed Value of taxable new assessments reached more than Php11.693 Billion, equivalent to approximately Php311.6 Million in expected annual real property tax.

Appraised and Assessed Newly Discovered Properties (Building & Machinery)			
Particulars	July 2018 – June 2019	July 2019 – June 2020	July 2020 – June 2021
No. of RPUs (Real Property Units)	12,771	10,506	17,905
Assessed Value (in Php)	10,018,852,800	11,599,324,870	11,693,380,940
Estimated Tax Due (in Php)	248,619,289	276,712,674	311,638,087

Source: City Assessor's Office

Feeling the Pandemic Effect: Real Property Assessment Profile

The impact of the COVID-19 pandemic on real property tax revenues is now becoming evident, as reflected in the following statistics on real property tax base. This was caused directly by the economic slowdown and indirectly by the tax policy measures the City government has taken in response.

Number of Parcels / Real Property Units (RPUs)				
Property Type	As of June 2019	As of June 2020	As of June 2021	% Change 2020-2021
Land	285,408	288,857	292,128	1.13%
Building	368,958	378,309	396,360	4.77%
Machinery	6,586	6,732	6,851	1.77%
Total	660,952	673,898	695,339	3.18%

Source: City Assessor's Office

Market Value (in Php)				
Property Type	As of June 2019	As of June 2020	As of June 2021	% Change 2020-2021
Land	1,053,131,245,120	1,023,413,161,134	984,892,094,284	(3.76%)
Building	335,142,714,630	349,186,616,862	365,743,731,490	4.74%
Machinery	24,142,334,620	27,771,326,641	27,336,714,191	(1.56%)
Total	1,412,416,294,370	1,400,371,104,637	1,377,972,539,965	(1.60%)

Source: City Assessor's Office

VI. B ECONOMIC DEVELOPMENT

Assessed Value (in Php)				
Property Type	As of June 2019	As of June 2020	As of June 2021	% Change 2020-2021
Land	49,850,116,429	50,480,491,820	51,656,699,750	2.33%
Building	147,676,610,320	156,052,331,059	166,032,352,059	6.40%
Machinery	14,722,223,680	15,720,389,770	15,401,108,000	(2.03%)
Total	212,248,950,429	222,253,212,649	233,090,159,629	4.88%

Source: City Assessor's Office

Estimated Tax Due (in Php)				
Property Type	As of June 2019	As of June 2020	As of June 2021	% Change 2020-2021
Land	1,366,451,316	1,384,319,493	1,370,557,267	(0.99%)
Building	4,083,689,037	4,308,827,349	4,213,605,276	(2.21%)
Machinery	433,007,763	459,533,180	447,956,223	(2.52%)
Total	5,883,148,116	6,152,680,022	6,032,118,766	(1.96%)

Source: City Assessor's Office

Taking Perspective: Enhanced Tax Mapping Systems Project (ETAXMAPS Phase 4)

The City continued to upgrade its Tax Mapping System for public use, including the Quezon City Real Property Viewer – a web-based application that enables QCitizens to access their property and its related information, thus promoting government transparency. The system also allows the City Assessor and local government executives to access updated and real-time data, maps, and charts as a basis for city development planning.



E-Tax Mapping GIS Dashboard



E-Tax Mapping GIS Dashboard



Real Property GIS & Executive Dashboards can be generated, providing current real property-related information in the form of maps, graphs, and charts for decision-making purposes.

Because of this innovation, the Quezon City government was given a SAG Award by Esri, a global market leader in geographic information system (GIS) software.

Boosting Livelihood and Employment

Providing Seed Money for Micro Businesses: Tindahan ni Ate Joy

Launched in 2013, Tindahan ni Ate Joy is a livelihood program for solo parents, extending financial assistance worth Php10,000 for the establishment of micro businesses, such as mobile sari-sari stores. Beneficiaries include homebound mothers, solo parents, people with disabilities (PWDs), survivors of violence and abuse, and wives of drug dependents undergoing treatment in community rehabilitation centers.

Through the years, the program has helped 2,389 beneficiaries plus 600 in 2021 which include mothers of children with disabilities and victim-survivors of violence.

Helping with Capital: Small Income Generating Assistance (SIGA)

The Social Services Development Department's (SSDD's) capital assistance program is intended to help sari-sari store and other small business owners reestablish their enterprises through the pandemic. Applicants who successfully undergo thorough inspection and evaluation by the SSDD will receive up to Php5,000 cash assistance.



Tindahan ni Ate Joy Turn over ceremony



Distribution of Capital Assistance

VI. B ECONOMIC DEVELOPMENT

Livelihood and Capital Assistance by Category								
Category	2018		2019		2020		2021	
	No. of beneficiaries	Budget	No. of beneficiaries	Budget	No. of beneficiaries	Budget	No. of beneficiaries	Budget
Tindahan Ni Ate joy	194	1,940,000	90	900,000	589	5,890,000	600	6,000,000
SIGA	1225	2,450,000	582	2,550,000	1,800	9,000,000	3,800	19,000,000

Source: Social Services Development Department and Office of the City Mayor
***In response to the need to provide alternative sources of livelihood to more QCitizens, the Capital Assistance per qualified beneficiary increased from Php2,000 to Php5,000 in 2020.*

Jump-starting New Businesses: Pagkabuhayang QC

As of September 2021, 226 beneficiaries were identified and are set to receive a total Php3.85 Million worth of support from Pangkabuhayang QC, a recurring livelihood assistance program that extends options for starting a business to displaced, resigned, or reduced-salary employees, micro-entrepreneurs or vendors, persons with disabilities, laid-off overseas Filipino workers, and solo parents. Eligible beneficiaries choose what business to apply for, and receive the appropriate training and up to Php20,000 cash assistance, according to their business category.



Beneficiaries of Pangkabuhayang QC

Creating Sales Opportunities: QC Fresh Market

The QC Fresh Market program offered urban and rural farmers the opportunity to sell fresh produce to QCitizens, during times when eased quarantine restrictions allowed minimal public activities - from October 15 to 16, 2020, and again from May 31 to June 2, 2021, at the Quezon City Hall covered walkway; from November 6 to 7, 2020, at Robinsons Novaliches; and from February 27 to 28, 2021, at the Quezon Memorial Circle.



Fresh Market Caravan at the QC Hall covered walk

Providing Additional Livelihood: Hawkers Regulation and Development Campaign

In an effort to regulate hawkers and street vendors in Quezon City, the Market Development and Administration Department (MDAD) reactivated and strengthened its Hawkers Regulation and Development campaign which provided safer and more organized vending locations and additional livelihood for vendors and hawkers. The MDAD established 101 additional Temporary Vending Sites in 29 barangays, enabling livelihood for 1,810 vendors, along with 43 temporary

informal markets in 24 barangays, supporting 2,040 vendors. The reactivated and strengthened Hawkers Regulation and Development campaign generated Php3.46 Million, as of October 2020, from an income of only Php323,000.00 in 2019.

Public Markets in Quezon City As of August 24, 2021						
No.	Market	District	Lot Area (sqm)	No. of Occupied stalls	No. of Vacant stalls	Total no. of stalls
1	R.A Calalay Public Market	I	2,627	289	0	289
2	San Jose Public Market	I	420	50	2	52
3	Project 2 Public Market	III	2,000	61	14	75
4	Project 4 Public Market	III	2,000	157	0	157
5	Murphy Public Market	III	6,903	445	4	449
6	Roxas Public Market	IV	1,816	150	12	162
7	Galas Public Market	IV	12,280	799	49	848
8	Kamuning Public Market	IV	7,034	512	133	648

Source: Market Development and Administration Department

Bridging Financial Gaps: Emergency Employment Program

The Emergency Employment Program (EEP) provided temporary employment opportunities for displaced workers, whether domestic or overseas, professionals, or those belonging to the informal sector. Beneficiaries were able to engage in relief operations, the Libreng Sakay Program, community cleanup drives, and preparatory activities for urban farms, such as soil preparation, cleanup, composting, and plotting. This helped them bridge financial and employment gaps, while augmenting the city's calamity recovery program.

Beneficiaries of Emergency Employment Program		
July- December 2020	January - June 2021	Total
1,830	579	2,417

Source: Public Employment Service Office

The Public Employment Service Office's (PESO) Emergency Employment Program employed a total of 2,759 applicants in various job placements from July 2020 to June 2021. PESO also facilitated employment for other QCitizens.

VI. B ECONOMIC DEVELOPMENT

Employment data and Employment Facilitation			
Employment Facilitation	July - December 2020	January - June 2021	Total
Registered Applicants	4,154	5,146	9,300
Referred Applicants	7,531	3,604	11,135
Hired Applicants	2,817	2,030	4,847
Job Vacancies Solicited	8,955	9,615	18,570

Source: Public Employment Service Office

Empowering Livelihood Groups: Cooperative Building Program

Two new cooperatives were formed, having accomplished training and seminars mandated by the Cooperative Development Authority, as part of the Cooperative Building Program: the New Greenland Farmers Agriculture Cooperative from Barangay Bagong Silangan, and the QC Sewers Producers Cooperative from Barangay Sto. Cristo and Greater Lagro. The New Greenland Farmers Co-op received new weighing scales, while the QC Sewers Co-op supplied personal protective equipment to Quezon City hospitals, through the J. Amado Araneta Foundation.



Seminar for Cooperatives

In this manner, the Small Business and Cooperatives Development and Promotions Office helps community livelihood groups acquire more knowledge and organization.

Grabbing Opportunities: the “GrabBayanihan” Program

Grab Philippines partnered with the Quezon City LGU to bolster support for tricycle drivers, food establishments, and others struggling in the pandemic. In light of quarantine and physical distancing protocols, Grab Philippines added more driver partners and food merchants to cover more of the city, quickening transactions, supporting businesses, and enhancing safety and convenience for QC residents.



Grab driver beneficiary

The Grab Recovery Partnership or GrabBayanihan program was launched on July 6, 2020, and the most recent registration took place in June 2021 with 2,240 individuals.

Bottling Hope: QC Essentials

1,000 solo parents received Alcologne starter kits, along with training and marketing and sales assistance, to be able to produce and distribute Alcologne. This was the first batch of new entrepreneurs nurtured by the QC Essentials program, which provides both livelihood opportunities and pandemic-essential products for QCizens.



Alcologne training demo

The beneficiaries have already supplied 1,000 branded QC Essentials bottles to the Manila Water Foundation.

Tourism

Adapting to the Pandemic: Promoting Our People & The City

The City government continued to pursue its tourism industry as one of its economic drivers. In developing tourism in the city, the Quezon City LGU has been guided by the Tourism Development Plan and implemented a number of its objectives before the pandemic in 2020.

The Philippine tourism sector, being a labor-intensive sector, suffered the most from the crisis. Travel restrictions, both domestic and international, were followed with the implementation of the ECQ, which limited movements of people and halted the operations of establishments. Despite the challenges, the City was able to implement some of its programmed annual events and celebrated this through a seamless integration of technology to facilitate participation between live and virtual audiences.

Bringing Honor to the City: Made in QC

Made in QC is a compilation of local artisans, highlighting the City's homegrown enterprises and products, and supporting Micro, Small, and Medium Enterprises (MSMEs). *Made in QC: Volume 3* received the prestigious international Stevies Gold Award for Innovation in Government Publications, given in recognition of the achievements and positive contributions of organizations and working professionals worldwide.



Made in QC book launching

VI. B ECONOMIC DEVELOPMENT

Supporting e-Commerce Merchants: The Artisans Caravan

The Tourism Department has already mounted six metro-wide local artisans' fairs across various malls, through this spinoff of the *Made in QC* publication, a caravan that supports e-commerce merchants via mall trade fairs.



Made In QC The Artisans Caravan

Sharing Experiences: Stories of Hope

Stories of Hope featured winning stories from the online writing contest held in October 2020, open to all QCitizens. The coffee-table book, published by the Quezon City government, explores the experiences of the City's constituents, in this time of troubles.



Stories of Hope

Recognizing Heroes: Manuel Luis Quezon Gawad Parangal

The Quezon City LGU honored ten Community Heroes for their selfless acts of labor and commitment, in service of communities around the City, at the 18th Gawad Parangal Awards, during the annual Founding Anniversary celebration.

Awardees for the Individual Category:

1. Mr. Jay Angelo A. Pineda, Whiz Philippines Innovations
2. Dr. Esperanza Anita N. Arias, Quezon City Health Officer
3. Mr. Lamberto Q. Nolasco, Kingspoint Homeowners Association
4. Dr. Suan Jane Celo (Posthumous), Quezon City Health Department
5. Dr. Hilario John R. Mangoba (Posthumous), Sikap Bata Foundation



Gawad Parangal 2020

Awardees for the Group Category:

1. Bantay Bayan Foundation Inc.
2. Triskelion Riders Quezon City
3. Kingspoint Homeowners Association, Inc.
4. Integrated Bar of the Philippines QC Chapter

5. Metro Manila Persons with Disability Vendors Association, Inc.

Special Award

1. Michele Theresa Imperial Gumabao, 2nd Runner Up Miss Universe Philippines

Preserving Values: Rehabilitation of Heritage Sites

Despite the challenges the tourism sector faced, the department continued to monitor, conduct inspections, and recommend rehabilitation of our heritage and cultural sites.



Interior of the Quezon Heritage House

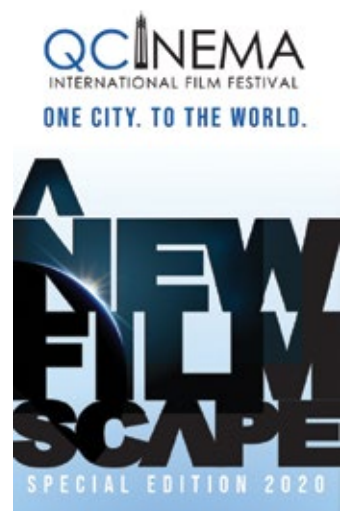
In the first quarter of 2021, the City government restored the Quezon Heritage House, revitalizing the connection it sustains to the past and time-honored social values, beliefs, customs, and traditions that deepen the Filipino sense of unity, belonging, and national pride.

A Contract of Commodatum, pertaining to the artifacts in the House, was renewed and signed by Mayor Joy Belmonte, Vice Mayor Gian Sotto, and the Quezon-Avanceña family, in August 2021. Originally situated on Gilmore Street, New Manila, the House was relocated to the Quezon City Memorial Circle in 2013, and was part of the agreement between the family of the late President Manuel Luis Quezon and the City. The Quezon Heritage House is living proof that history preservation is essential.

Streaming the New Filmscape: QCinema

QCinema turned the necessity of quarantine restrictions into an opportunity to reach more audiences across the nation, mixing virtual and physical screenings. In partnership with GMovies and UPSTREAM, the film festival was able to pull off a first-of-its-kind VOD (video-on-demand) streaming, providing hassle-free viewing.

Themed *QCinema: A New Filmscape*, the reinvented hybrid format thrilled film buffs with an impeccable lineup of internationally-acclaimed films and award-winning local titles. Now on its eighth year, QCinema was hailed for the fourth consecutive time as an unbeatable film festival in the country, while strictly adhering to health protocols.



QCinema



New Greenland farm in Brgy. Bagong Silangan

The City government's Environment and Climate Change cluster was elated to bring distinction to QC this year, garnering acclaim for Quezon City's urban farming and healthy food advocacies.

Creating a Strategic Roadmap: Local Climate Change Action Plan (LCCAP)

The City government completed the Enhanced Local Climate Change Action Plan (LCCAP) 2021-2050, underscoring its commitment to a sustainable urban future, aligned with the Paris Agreement. Quezon City has set out a strategic roadmap to build climate resilience, pursue carbon neutrality, advance green economic development, and provide a livable quality community, aspiring to become the Philippines' leading city in advancing inclusive, ambitious, evidence-based, and transformative climate actions.



Air quality monitoring sensors

Goalposts include a 30% reduction of greenhouse gas emissions by 2030, leading up to net-zero emissions by 2050. Mayor Joy Belmonte presented the City's initiatives on climate change and sustainability in various international fora, such as the World Cities Summit 2021 ('Ambitious Climate Action: Towards Net Zero Carbon Cities') and 'Championing the Climate Fight: The British Embassy' dialogue, with local chief executives through the Union of Local Authorities of the Philippines.

Taking a Breath: Improving the Quality of Air in the City

Low-cost air quality sensors were installed at eight dispersed locations, to determine Quezon City's baseline air pollution characteristics. This will guide the formulation of responsive clean-air interventions through the City's long-term program, following the QC Air Quality Management Plan (AQMP) Roadmap, in compliance with the C40 Clean Air Declaration and Breathelife Campaign.

Promoting Circular Economy: Trash to Cashback Program

The Trash to Cashback Program was introduced, inviting the public to trade recyclables for Environmental Points, which purchase goods and services from partner merchants.

This was undertaken by the Quezon City government, through the Environmental Protection and Waste Management Department (EPWMD), and with Basic Environmental Systems and Technologies, Inc. (BEST), to advance circular economy objectives, while strengthening the implementation of waste segregation at source and recycling, and boosting the recovery of plastic waste from the waste stream.



Quezon City Hall recyclables drop-off

As of July 2021, a total of 7,798 kilograms of recyclables were traded, with 27,417 Environmental Points earned at redemption booths in various locations in the City.

Volume of Recyclables Traded and Environmental Points Equivalent as of July 2021		
Location	Recyclables Traded (kg)	Equivalent Environmental Points Earned
Araneta Center	477.22	248.48
Barangay Socorro	520.38	2,132.80
Quezon City Hall	6,575.63	24,074.00
Novaliches District Center	224.46	962.00
Total	7,797.69	27,417.28

Source: Environmental Protection & Waste Management Department

Four biodigesters were distributed to community farms in the City, namely: KruNaLi Farm at Barangay Krus Na Ligas, Sharon Farm at Barangay Nova Proper, New Greenland Farm at Barangay Bagong Silangan, and Sunnyville Farm at Barangay Tandang Sora. These biodigesters can process 25 kilograms of organic waste every three days, generating methane gas that can be used for cooking, while the sludge and liquid can be used as soil conditioner for the farms.

VI. C ENVIRONMENT AND CLIMATE CHANGE

Transforming Trash into Cash: QC BasuHero

The QC BasuHero: House-to-House Recyclables Trading Activity was launched in May 2021, and has already collected 11,082 kg of recyclables, amounting to Php78,749, which benefited participating residents. HOA and barangay officers provided lists and route plans, which guided the Task Force on Solid Waste Management (TFSWM) Public Affairs Team and partner recyclers to the homes of QC citizens interested in trading their recyclables for cash.

The initiative was envisioned by the City government – through the TFSWM – to achieve greater participation from residents toward restoring a healthier environment, through proper waste segregation and recovery of recyclable materials.



Don Jose Heights Homeowners Association Inc. House to House Recyclables Trading

Tidying Up: Efficient Waste Collection

The Solid Waste Collection, Cleaning and Disposal Services project provided waste collection services for all Quezon City barangays, households and institutions on a dedicated schedule, as well as street sweeping and roadside cleaning operations. The Task Force on Solid Waste Management conducted an average of 422 trips per day.



Solid Waste Collection

Volume of Waste Collected in Quezon City				
Waste Collected	2018	2019	2020	January – August 2021
Cubic meters (cu. m.)	1,628,554	2,009,480	2,427,744	1,763,774
Kilograms (kg)	433,195,364	534,521,680	645,779,973	469,163,884
Tons	433,195	534,522	645,780	469,163
Tons per day	1,203	1,485	1,794	1,930

Source: Task Force on Solid Waste Management

From 2018 to 2019, recyclables collected came only from partner recyclers. From 2020 to 2021, the collected recyclables increased, with the additional volume coming from barangays.

Volume of Recyclables Collected in Quezon City				
Recyclables collected	2018	2019	2020	January – August 2021
Kilograms (kg)	1,263,661	1,404,207	7,191,173	8,676,121

Source: Task Force on Solid Waste Management

Changing Idle Land to Bountiful Fields and Gardens: New Greenland Farm

To expand efforts in promoting urban farming in the city and ensure food security among low-income families, the Quezon City LGU, through the City Council, passed Ordinance No. SP-2972, exempting landowners who develop and utilize their lots for urban agriculture from paying Idle Land Tax. The City government transformed the 11-hectare idle land in Barangay Bagong Silangan into the largest urban farm in Metro Manila, with more than 100 farmers growing crops.

The New Greenland Farm yielded 396 kg of vegetables worth Php78,555, using only an initial 1.5 hectares within just 45 days after its groundbreaking. By May 2021, the New Greenland Farmers had been officially registered with the Cooperative Development Authority, becoming the first urban farmer's cooperative in Metro Manila.

The City's Joy of Urban Farming Program also continues support the development of farming sites in every district, including the Krus na Ligas Urban Farm in Barangay Krus na Ligas, Villa Vienna Urban Farm in Barangay Lagro, Sitio Uno Urban Farm in Barangay North Fairview, and Sharon Farm in Barangay Novaliches Proper.



Transformation of Greenland



New Greenland Farm After

Generating New Food Sources: Aquaculture

Supplying an alternative source of protein production through aquaculture technology, the City provided 70 aquaculture units and 23,550 fingerlings as of August 2021, to help aquaculture farmers affected by African swine flu, in partnership with the Bureau of Fisheries and Aquatic Resources (BFAR).

VI. C ENVIRONMENT AND CLIMATE CHANGE

Quezon City Urban Agriculture Profile			
Particulars	2020	January – August 2021	Total
Land Area (in sqm.)	290,000	52,139	342,139
Urban Farms	166	137	303
Community Model Farms	6	1	7
Urban Farmers	868	1,307	2,238
Aquaculture Units	0	70	70
Seed Starter Kits & Seedlings Distributed	36,000	17,057	53,057

Source: The Joy of Urban Farming, Sustainable Development Affairs Office

Creating an Oasis: GORA Lane

The Green Open Reclaimed Areas Lane or GORA Lane, the City's 5.39-kilometer-long, first-ever pedestrian corridor, was inaugurated on May 27, 2021. Located along Dona Hemady Avenue, Scout Tobias and Mother Ignacia Avenue, GORA Lane provides access to three major roads: Aurora Boulevard, Quezon Avenue and EDSA. The corridor links the city's major transport hubs - LRT-Gilmore, MRT-Kamuning, and MRT-Q. Avenue - to residential and commercial districts, creating a new active transport route to alleviate mobility issues due to the pandemic while helping boost the economy.



GORA Lane along Hemady St. New Manila

GORA Lane offers an easily accessible oasis of green space where QCitizens can enjoy nature safely while appreciating public art installations and wayfinding signages that enhance their walking experience. The created pocket parks and improved sidewalks provide the public a free venue for their health and wellness activities.

Ensuring Safe Spaces Outdoors: Pandemic Adaptive Parks

Existing city parks were retrofitted to adapt to current needs and comply with health protocols, integrating hand-washing areas, public toilets, and physical-distancing-adaptive benches, picnic tables, and play equipment, as well as urban farming facilities. Nine parks with pandemic-compliant facilities and nine with urban farming facilities were completed, as of August 15, 2021.

The City continued to develop and rehabilitate parks, with 15 additional parks and open spaces added in the past year. Among the parks that were rehabilitated are Bernardo Park in Barangay Kamuning and Manresa Park in Barangay Manresa.



Children's play area at the Bernardo park

Revitalizing Our Waterways: Adopt-an-Estero Water Bodies Program

With the Adopt-an-Estero Water Bodies Program, QC strove for the rehabilitation of the San Juan River, through pollution cleanup, installation of portable toilets, chlorine dosing, bacteria-based water-quality treatment, flow improvement, and more.



Cleanup drive in Kalamiong Creek Barangay Bagong Silangan

Riverways Cleanup Operations were conducted for the four major river systems and tributaries flowing through the City, for sanitation and flood mitigation. TFSWM deployed volunteers to strategically conduct physical cleanup of rivers and creeks, removing objects and waste impeding water flow. Operations ran from Tuesday to Saturday, with a total of 3,019.85 cubic meters of waste collected from July 2020 to September 2021.

61 barangays joined the City-wide riverways cleanup, via Operation Linis-Ilog.

Sowing Seeds: 2021 Arbor Day Celebration

2,466 trees were planted during the Arbor Day 2021 five-day tree planting relay, which was held at the Payatas Controlled Disposal Facility Center, Barangay Payatas, from June 21 to 25, 2021.



Tree planting activity attended by QC officials

This was conducted by the Parks Development and Administration Department, with various local government officials and QC employees, sowing caballero, bamboo, bignay, and ilang-ilang seedlings, from the Department of Environment and Natural Resources.

VI. D INFRASTRUCTURE



Groundbreaking Ceremony of Gem 5 Housing Project in Barangay Baesa

The City government's Infrastructure cluster accomplished numerous projects, in particular, optimizing health establishments and engineering alternate transportation options for QC workers.

Getting to Work During Quarantine: Q City Bus Augmentation Program

In response to the community quarantine restrictions on the availability of public utility vehicles and the loss of income of many residents, the Quezon City government launched the Q City Bus Augmentation program to provide free public transportation which began on December 7, 2020. The city-wide integrated route network is the first of its kind operated by the government in the country, and has proven a reliable means of transportation amid pandemic restrictions, serving nearly 65,000 commuters a week along eight initial routes, as follows:



Q City Bus

1. Quezon City Hall to Cubao (and vice versa)
2. Quezon City Hall to Litex / IBP Road (and vice versa)
3. Welcome Rotonda to Aurora Boulevard / Katipunan (and vice versa)
4. Quezon City Hall to General Luis (and vice versa)
5. Quezon City Hall to Mindanao Avenue / Quirino Highway (and vice versa)
6. Quezon City Hall to Gilmore (and vice versa)
7. Quezon City Hall to Ortigas Avenue Extension (and vice versa)
8. Quezon City Hall to Muñoz (and vice versa)



Bike Helmet Distribution

As of September 2021, the Q City Bus Augmentation Program has served over 2.8 Million commuters since its launch in December 2020.

Pedaling in a Bike-Friendly City: QCikleta

To promote an active, sustainable and environment-friendly mode of transportation for residents and workers, and help ease traffic, the City expanded and improved its bicycle lane network. QCikleta solidified plans to upgrade the City's existing 55-kilometer bike lane network, aiming to add some two dozen roads to the current lanes, which include Commonwealth Avenue, Quezon Avenue, East Avenue and the Quezon Memorial Circle Elliptical Road. The nearly completed Phase 1 development involves 93 kilometers of buffered and protected bike lanes, using concrete separators or plastic jersey barriers, while Phase 2 will add over 80 kilometers of new lanes, to further improve interconnectivity.



QCiklets during the bike ride event

Mindful of the struggle of daily commuters amid COVID-19 restrictions, along with the increasing number of bicycle commuters (estimated at 19,000 per day and rising), QC intends to continue improving the bike lanes and installing complementary bicycle facilities and infrastructure, as Quezon City positions itself as a world-class cycling city.

To provide guidelines and policies on safe cycling, the City Council passed the Quezon City Safe Cycling Ordinance and Active Transport Ordinance in 2020. The City government also distributed 2,998 bicycle helmets and deployed 60 personnel to serve as bike patrols promoting safe cycling all. Due to the strict enforcement of the ordinance, there were more than 4,000 apprehensions due to violations for illegal parking, obstructions and disregarding bike lane markings.

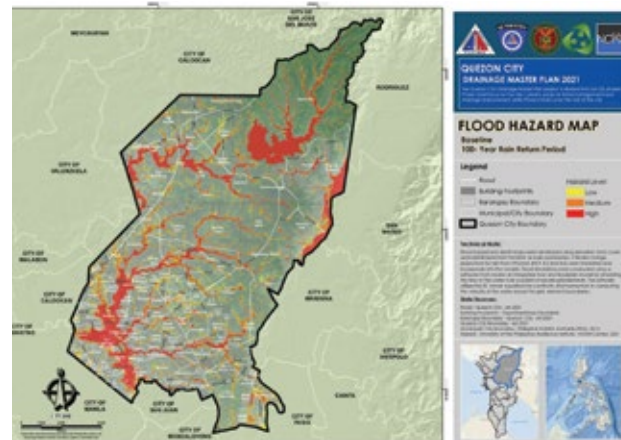
Preparing for Flooding and Disaster Response: QC Drainage Master Plan

Recognizing the need for an evidence-based plan that will help the city improve its facilities against flooding and its response during disasters, the Quezon City government partnered with the renowned UP-NOAH disaster research center, to craft a drainage master plan.

VI. D INFRASTRUCTURE

The partnership will develop an online-based decision-support system, which will provide real-time information for enhanced public service, emergency response, and other necessary decision-making capacities during floods and typhoons.

This is in fulfillment of the government's duty to create development plans for resource management and environmental issues, as mandated by the Local Government Code of 1991, Philippine Disaster Risk Reduction and Management Act of 2010, Philippine Climate Change Act of 2009, and other related laws.



Flood Hazard Map

Renovation of Essential Institutions

Improving Structures: Health Centers and Other Health Care Facilities

QC implemented 46 health-related projects across the City, amounting to Php277 Million, in line with its drive to provide better social services and ensure high-quality primary healthcare for the most vulnerable families and individuals.

39 health centers were rehabilitated, 37 of which feature COVID-19 triage areas, with a medicine-dispensing room, pharmacy, and milk feeding station.

Three public hospitals were upgraded, with the rehabilitation of the Quezon City General Hospital main building accomplished within the fiscal year. Construction work continues at the Rosario Maclang Bautista Hospital, as does the sewage system upgrade at the Novaliches District Hospital.



Newly renovated Banlat Health Center in Barangay Tandang Sora

Constructing Educational Facilities: Public Schools

With education as a priority of the City, the local government allocated a total of Php1.24 billion across 66 projects involving the construction and rehabilitation of school buildings, upgrading of electrical systems, construction of other school facilities and structures. Construction is ongoing on a four-storey building for the General Lucerio Geronimo Integrated High School, in Barangay Bagong Silangan. This is in partnership and coordination with the Department of Public Works and Highways (DPWH), with the major components



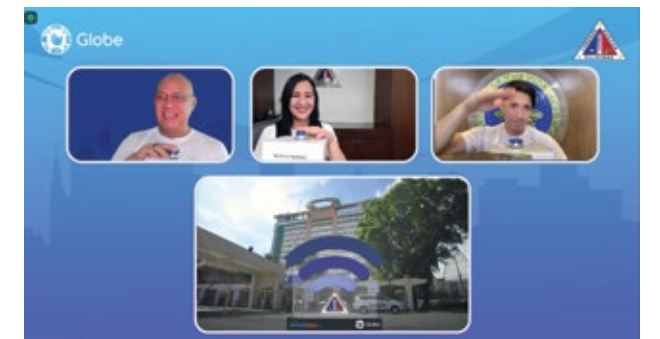
Gen. Licerio Geronimo Integrated High School

of construction work to be handled by the City. The DPWH will construct 16 classrooms, while the city will provide additional 13 classrooms, and eight laboratories, and other facilities. The infrastructure will also feature a rainwater reservoir and solar panels with inverter rooms.

An eight-storey building with a basement is slated to be erected at Bagbag Integrated High School, in Barangay Bagbag. The building will have 52 classrooms and 12 laboratories. Additionally, a 284-capacity auditorium, libraries for junior and senior high school, canteen and stage complete with dressing rooms. Other amenities include are parking lots with PWD slots, a rainwater collector, and water feature at the courtyard.

Connecting People: Community Wifi

Recognizing the importance of internet and connectivity in the new normal, the City government partnered with Globe Telecom to provide free one-hour daily internet connectivity in approximately 3,000 access points across 525 sites throughout the city, including barangay halls, health centers, public markets, malls and other establishments. This enables QCitizens to access City services and other information online.



Launching of the Community Wifi in partnership with Globe Telecom

Growing our Digital Backbone: Network Cabling in Quezon City Hall

The QC Hall Compound Fiber Backbone Data Network initiative, the first in a series of planned projects, aims to provide 10 Gbps internet fiber connections for the various civic center buildings. This will provide multiple departments with increased bandwidth and faster network speeds, to better serve QCitizens.



Network Cabling in Quezon City Hall

Maintaining Standards: QC Road Network and Drainage System

Quezon City continuously works to maintain its drainage system and its 946 kilometers of City roads, out of the nearly 2,326 kilometers of roads crossing the metropolis.

From July 2020 to September 2021, 46 road surface improvements and asphalt overlay projects amounting to Php257.69 Million, involving 25.79 kilometers of road, were contracted by the city. Other road and drainage improvement projects accounted for Php344.55 Million, across 35 projects, covering about 9.19 kilometers.

VI. D INFRASTRUCTURE

Length Of Existing Roads in Quezon City (kilometers) by Classification As of June 30, 2021							
Classification	District I	District II	District III	District IV	District V	District VI	Total
National Roads	48.92	19.80	37.31	63.78	19.14	25.82	214.77
City Roads	233.26	76.10	156.53	207.58	192.01	80.37	945.84
Private Roads	40.73	158.33	143.48	72.76	335.71	227.55	978.58
Barangay Roads	2.62	121.51	3.84	9.88	13.91	35.60	187.36
Total	325.53	375.74	341.16	354.00	560.77	369.34	2,326.54

City Roads (in Kilometers) by Pavement Type As of June 30, 2021							
Pavement Type	District I	District II	District III	District IV	District V	District VI	Total
Concrete	189.96	61.02	125.81	183.26	142.56	75.93	778.54
Asphalt	43.24	14.11	30.53	24.04	48.21	4.37	164.48
Unpaved	0.06	0.97	0.19	0.28	1.24	0.07	2.81
Total	233.26	76.10	156.53	207.58	192.01	80.37	945.84

Source: City Planning and Development Department

Developing Community Places: Parks and Open Spaces

For years, the City has been actively identifying public open spaces and developing them into community parks and recreational facilities for QCitizens. As of June 2021, a total of 614 parks and open spaces were identified, an increase of 15 from the prior year. Of the total number of parks, 275 have been developed, 69 partially developed in phases, and 270 remain undeveloped.



Park in Hayaville Subdivision Barangay Bahay Toro

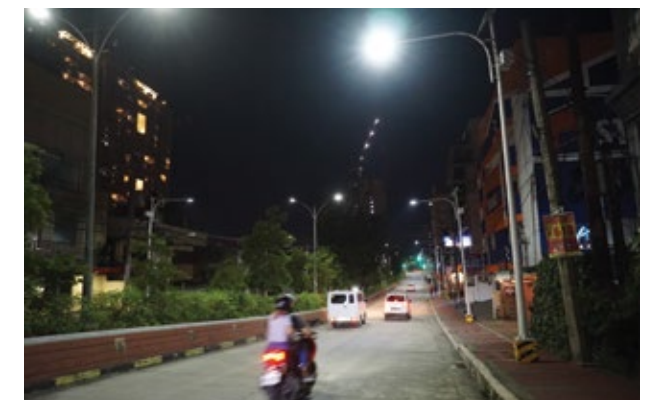
Parks & Open Spaces in Quezon City by Category As of June 2021							
Category	District I	District II	District III	District IV	District V	District VI	Total
Developed	41	23	44	36	71	60	275
Partially Developed	3	4	6	3	25	28	69
Undeveloped	42	49	31	36	59	53	270
Total	86	76	81	75	155	141	614

Source: Parks Development and Administration Department

Lighting the Way: QC Street Lights

In accordance with Quezon City's illumination program that aims for 100% illumination over all the streets and roads for safety and visibility, the City targets to install a total of 24,880 street lights across the six districts in 10 years.

Of the total 54,347 existing street lights within Quezon City, 27,197 are maintained by the City across various locations. 26,487 city street lights have already been replaced and converted into more efficient and energy saving LED lights. As of June 2021, an additional 421 streetlights were repaired and are operational.



Street lights along Roces Avenue

Quezon City Streetlights Inventory as of June 2021							
Type	District I	District II	District III	District IV	District V	District VI	Total
MERALCO Pole-mounted	6,545	2,414	3,493	4,787	5,917	3,994	27,150
City-maintained							
LED	4,240	2,601	2,989	6,759	5,484	4,414	26,487
Non-LED	128	67	331	103	32	49	710
Total City-maintained	4,368	2,668	3,320	6,862	5,516	4,463	27,197
Total	10,913	5,082	6,813	11,649	11,433	8,457	54,347
Proposed 10-year 100% Illumination Program Requirement							
Total	5,544	5,779	5,184	5,225	1,640	1,508	24,880

VI. D INFRASTRUCTURE

Making Services More Accessible: District Offices

To bring government services closer to the people, Quezon City prioritized establishing District Offices in each district, manned by action officers appointed by the Mayor, along with personnel from different department offices of the City government.

In 2020, the City acquired a 400 sqm property with a newly completed 7-storey building for the proposed District 3 Office in Barangay Marilag. For District 1, an existing 3-storey structure in Barangay Katipunan will be converted.



District 3 Action Office

Setting Priorities: Building Essential Infrastructure

Despite the reallocation of the bulk of the City's funds to address the Social Services needs of QCitizens due to the pandemic, the City government continues to pursue a broad range of essential infrastructure projects amounting to Php4.8 Billion.



Action Office inauguration

Consolidated Data on City Infrastructure Projects July 1, 2020 to September 15, 2021				
Project Type	No. of Projects	Description	Contract Price (in Php)	Status (as of September 15, 2021)
A. Vertical Projects (Building and other Structures)				
a. Health Centers & Hospitals	46	1 Hospital Rehabilitation (isolation facility)	277,363,086	1 completed
		1 Hospital building construction with COVID-19 triage area		1 ongoing
		2 Hospital Rehabilitation (upgrade sewage treatment plant, additional x-ray room)		2 ongoing
		1 Rehabilitation of E.R. bay and Construction of storage facility		1 ongoing
		1 Construction of Health Center		1 ongoing
		37 Health Center Rehabilitation (with COVID-19 triage area)		30 completed; 7 ongoing
		2 Health Center Rehabilitation (electrical system, animal bite treatment center)		2 completed
1 Construction of molecular laboratory	1 completed			

VI. D INFRASTRUCTURE

Consolidated Data on City Infrastructure Projects July 1, 2020 to September 15, 2021				
b. Schools	66	3 Construction of new building	1,237,963,758	3 ongoing
		7 Rehabilitation of building		1 completed; 6 ongoing
		13 Construction of other structures (gate, fence, covered pathwalk, waiting area, flagpole, stage, hand washing area, standard toilet facilities)		2 completed; 11 ongoing
		5 Renovation/ Rehabilitation (fence, gate, stage, training center)		5 ongoing
		37 Upgrading / rehabilitation of electrical system		20 completed; 17 ongoing
		1 Renovation of school building		1 for termination
c. City Government Facilities	11	7 Rehabilitation of office / buildings (various city hall offices, district office)	105,383,681	11 ongoing
		4 Rehabilitation (Aquino House, Heritage House, interactive center, reception house)		
d. Barangay Community Facilities (barangay hall, multi-purpose hall, daycare center)	26	16 Building Improvement/ Rehabilitation (barangay Hall, multi-purpose hall, covered court, senior citizen, daycare center)	291,041,034	5 completed; 11 ongoing
		10 Construction (multi-purpose hall, barangay hall, covered court)		10 ongoing
e. Housing	3	2 Construction 1 Land development	88,315,802	3 ongoing

Consolidated Data on City Infrastructure Projects July 1, 2020 to September 15, 2021				
f. Parks, recreation & Sports	41	2 Development (easement park, vertical garden)	420,075,297	2 completed
		25 Improvement of community park		3 completed; 22 ongoing
		8 Improvement / Rehabilitation (Belarmino Sports complex, pocket park, tennis court, covered court & stage, linear park strip, vertical garden, multi-purpose hall, playground)		8 ongoing
		5 Construction (GORA Lane)		5 completed
		1 Construction of multi-purpose hall (R.T. Gonzales Park)		1 for termination
g. Social Welfare Facilities	6	2 Building Renovation with COVID-19 Triage (Bahay Aruga, YMCA)	72,328,247	2 completed
		1 Conversion from old jail to Welfare Development Center		1 ongoing
		3 Improvement/ Rehabilitation (Bahay Kalinga Bldg., Sagip Batang Solvent Shelter, Drug Rehab & Treatment Facility)		3 ongoing
h. Protective Services (Police Station, Fire Station, Jail)	4	4 Rehabilitation of Police Station (building, electrical system, fence/jail tower)	49,449,135	4 ongoing

VI. D INFRASTRUCTURE

Consolidated Data on City Infrastructure Projects July 1, 2020 to September 15, 2021				
i. Other Buildings and Structures	5	2 Construction (Lucrecia Kasilag Performing Arts Building and vending Site)	44,944,337	5 ongoing
		1 Rehabilitation of infirmary facility		
		2 Rehabilitation of pump system		
j. Market	2	2 Construction of Kamuning & Galas Public Market	349,122,694	2 ongoing
k. Evacuation Center	1	1 Construction of 5-storey w/ deck evacuation center	148,944,773	1 ongoing
l. Columbarium	1	1 Construction of Baesa Columbarium with land development	159,786,761	1 ongoing
Total Vertical	212		3,244,718,606	
B. Horizontal Projects (Roads, Bridges, Slope Protector and Other Structures)				
a. Roads & Bridges	89	32 Concreting/ Rehabilitation with drainage improvement (8.62 kms.)	699,805,389	5 completed; 27 ongoing
		46 Asphalt overlay (25.79 kms.)		19 completed; 27 ongoing
		3 Concreting/ Rehabilitation of pathwalk/sidewalk, (0.57 kms)		1 completed, 2 ongoing
		7 Bike lane installation		2 completed; 5 ongoing
		1 Asphalt overlay (1.11 kms.)		1 for termination

Consolidated Data on City Infrastructure Projects July 1, 2020 to September 15, 2021				
b. Slope Protection and Flood Control	22	Retaining wall rehabilitation/ construction (4.019kms) Retaining wall with strut, box culvert, steel sheet piles) (0.890 kms)	855,420,068	9 completed; 13 ongoing
Total Horizontal	111		1,555,225,457	
Total	323		4,799,944,063	

VI. E INSTITUTIONAL DEVELOPMENT



Mayor Joy Belmonte and Vice Mayor Gian Sotto receiving the COA "Unqualified Opinion" report

Receiving the Commission on Audit's highest honor for financial reporting, the City government's Institutional Development cluster continued to form plans to shape the City's hopeful future.

Achieving a New Milestone: COA Awards "Unqualified Opinion"

A testament to Mayor Joy Belmonte's push for good governance, the Quezon City 2020 annual audit report earned a landmark 'unqualified opinion' from the Commission on Audit (COA) – a first in COA's history. For government entities, the unmodified audit opinion is the best mark and highest opinion the COA can provide.

This rating is issued only when the auditor believes a state office has fairly and appropriately presented, without identified exceptions, its financial statements, accurately disclosing all changes, accounting policies, and their applications, as well as the results of those policies.

Strengthening Internal Control: Internal Audit Service (IAS)

Under Executive Order No. 01 Series of 2019, Mayor Joy Belmonte established the Internal Audit Service (IAS), to provide independent, objective evaluation of the City's internal controls systems, facilitating effective, efficient, ethical, and economical operation, by auditing compliance, management, and operations.

With consistent reference to the Internal Audit Manual for LGUs – developed by the Department of Budget and Management (2016), in relation to the Revised Philippine Government Internal Audit Manual (2020) – IAS proactively conducts methodical Baseline Assessments of the Internal Control System (BAICS) within the executive branch of the QC local government's various departments, offices, and units.

Steering Quezon City to be a model of good governance, the Mayor issued Executive Order No. 3 Series of 2021, establishing the Task Force for the System of Processing Monetary Claims by Third Parties to the Quezon City government. Since its inception, IAS, with the City Administrator's Office, has streamlined the process flow of interdepartmental procedures for monetary claims, refining it over time, for the benefit of the City's internal and external stakeholders. IAS also established procedures on cash advances and helps ensure that Memorandum of Agreement (MOA) and other contract agreements are ratified by the City Council and Executive Orders are further strengthened by Ordinances when appropriate.

Planning for the Future: Local Development Plans

Aligned with Mayor Joy Belmonte's thrust of accountability, transparency, participative and effective governance, the local government of Quezon City updated and revised the following major planning and development documents:

- **Quezon City Ecological Profile** – the City profile serving as the principal data base for preparing all mandated City plans and programs
- **2021-2025 Comprehensive Development Plan (CDP)** – a multi-sectoral development plan to implement the Comprehensive Land Use Plan (CLUP) as well as the annual guide to public investments implemented through the Local Development Investment Program (LDIP) and the annual budget
- **2021-2023 Local Development Investment Program** – a program that allocates the investible portion of the annual general fund budget for implementing and funding development programs, projects and activities identified in the CLUP, the CDP as well as the Mayor's development initiatives
- **2021-2027 Disaster Risk Reduction and Management Plan (DRRMP)** – outlines the activities aimed at strengthening the capacity of the local government units (LGUs), together with partner stakeholders, to build the disaster resilience of communities and to institutionalize arrangements and measures for reducing disaster risks, in line with the national government's policies and strategies
- **2021-2050 Enhanced Local Climate Change Action Plan** – focuses on both climate change adaptation and mitigation and describes how LGUs plan to respond to climate change and mainstream such into local development plans



Comprehensive Development Plan Cover

VI. E INSTITUTIONAL DEVELOPMENT

- **Quezon City Local Development Plan for Children (LDPC)** – guided by mission, vision, goals and objectives of the Philippine National Strategic Framework for Plan Development for Children (Child 21), LDPC is an expression of the City's commitment to create a child-friendly city that implements the Convention of the Rights of the Child

All these mandated plans are aligned with the City's development vision, as well as with the local executive and legislative agenda, and regional, national, and global development goals, and take into account the changes brought about by the COVID-19 crisis. Through consolidated efforts of the City's planning and development stakeholders, these plans were organized with broadest constituents' consultations and fully integrate the umbrella document, Quezon City Comprehensive Land Use Plan 2011-2025.

Guaranteeing Completion: Contract Termination Review Committee

To ensure that only feasible and priority projects are undertaken, the City government created the Quezon City Contract Termination Review Committee (CTRC). The committee helps guarantee that only projects which can be completed are implemented. Terminated projects were not feasible either economically or technically, or significantly behind their intended completion dates.

As of June 2021, fifty-one (51) contracts have been terminated with a total savings of Php897 Million. This is part of the cost-saving strategy of the City to fund its COVID-19 efforts.

Contracts Terminated in Quezon City			
Particulars	July - Dec 2020	Jan - June 2021	Total
No. Contracts	41	10	51
Total Contract Amount (in Php)	1,371,436,158	188,834,241	1,560,270,399
Contract Amount Paid Prior to Termination (in Php)	639,412,125	23,855,043	663,267,168
Savings from Terminated Contracts (in Php)	732,024,033	164,979,198	897,003,231
<i>Source: Procurement Office</i>			

Streamlining Steps: Procurement Process

In compliance with governing public procurement processes covering all forms of government purchases from goods to services to infrastructure projects, the local government streamlined its processes, requiring early submission of Project Procurement Management Plans (PPMP), consolidating purchases for common items, ensuring consistency and accuracy for similarly procured items, and institutionalizing Early Procurement Activity under GPPB Circular 06-2019.

Ensuring Responsiveness: District Action Officers

In the fulfillment of the City Mayor's 14-point agenda on delivering responsive, efficient and cost-effective social services, the Quezon City Council approved SP-3000, S-2021 establishing District Action Offices for each of the 6 Districts, supported by 42 co-terminus positions for their respective operations. Actions Officers for each District were likewise appointed by the Mayor to oversee district-specific concerns. City government departments will also assign personnel to provide services in the district offices.

Streamlining City Government Services: QCitizen ID

Launched in January 2021, the QCitizen ID (QCID) is a unified ID for all QC residents that enables the city to collect more comprehensive data about its residents, provide better services to citizens, allocate resources more efficiently and equitably, and prevent fraud. The QCID helps with the integration and linking of the City's many citizen databases and records. It also serves as a valid government-issued ID that can be used to access various services and benefits, including the Q City Bus, Pangkabuhayang QC livelihood and financial assistance program, scholarship program, healthcare, and other social services. The QCID will also replace the existing Senior Citizen, Persons With Disability (PWD), and Solo Parent IDs over time.



Senior citizens receiving their QCID card

Citizens are provided with a unique ID number, a free physical ID, as well a digital ID that can be accessed via the QCitizen mobile app. To facilitate citizen applications, this process may be completed online. As of September 15, 2021, over 390,000 citizens have been approved with over 110,000 IDs already printed and undergoing distribution.

Banking Land: Land Acquisition Program

To support future programs and projects, the City continues to acquire, hold and manage lands to locate various infrastructure and community facilities such as housing, schools, health centers, roads, barangay halls, landfill and structures for other public purposes. Land banking strategy is now being used to pool, hold and manage land resources and make such resources available for public use at the right time.

The Quezon City government acquired 15 lot parcels, with a total aggregate area of 82,460 square meters and a total acquisition cost of Php424 Million. 12 lot parcels were acquired with an acquisition cost of Php264 Million, and payment of just compensation for 2 additional lot parcels through court proceedings totaling Php36 Million were made. Php125 Million was appropriated by the City for the District 3 Action Office or the Mini-City Hall.

Protecting the City's Most Valuable Asset: Healthcare for the QC Workforce

The QC government partnered with Cocolife to provide healthcare service for all plantilla employees, entitling each to Php100,000-per-illness coverage in a year.

Under the procurement agreement with the government-owned Cocolife, the 6,000 plantilla personnel can avail of annual examination; outpatient services such as diagnostic procedures, minor surgeries, speech and physical therapy, prenatal and postnatal care; dental coverage; and life insurance. The City is exploring options to provide contractual employees with health insurance.

VI. E INSTITUTIONAL DEVELOPMENT



HMO cards for QC Hall employees

Bolstering the Team: Manpower Complement

To continue providing quality service to its constituents, the City maintains a total workforce of 19,266, of which 6,030 are in the Plantilla Position. Hiring of Contract of Service and Job Order personnel was increased to augment staffing in response to the pandemic. The gender distribution of the personnel complement is balanced and in line with gender equality at the workplace.



Personnel Selection Board screening of applicants

Personnel Complement					
Employment Status	Branch	Sex Distribution	As of June 31, 2020	As of June 30, 2021	
Plantilla Positions	Executive and Legislative	Male	3,179	5,963	3,202
		Female	2,784		2,827
Contract of Service and Job Orders	Executive	Male	4,674	9,213	4,656
		Female	4,539		5,418
	Legislative	Male	1,516	3,636	1,292
		Female	2,120		1,871
Total			18,912	19,267	

Source: Human Resources Management Department

In order to reward deserving employees and hire much needed staff, the City government approved 628 appointments and promotions during the last year. This was in part to manage the significant backlog of employees who had not been promoted for years.

Number of Issued Appointments		
Type of Appointment	July 2019 – June 2020	July 2020 – June 2021
Promotion	78	260
Internal Recruit (Employees transferring to other departments or offices)	72	295
External Recruit (Newly hired employees)	24	56
Reappointment (Co-terminus/appointed positions)	-	17
Total	174	628

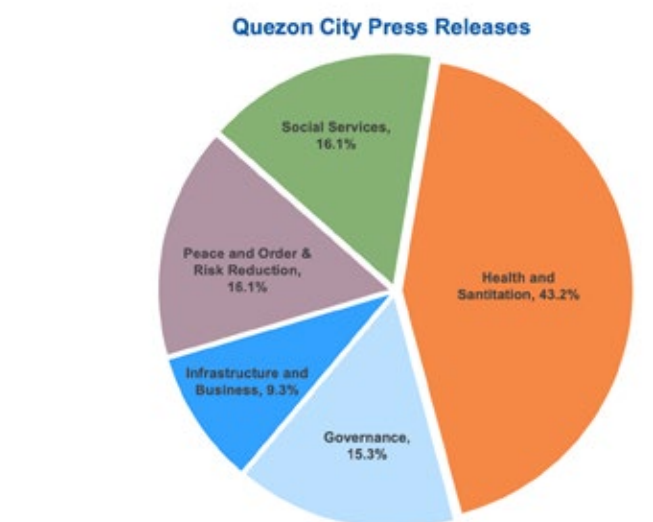
Source: Human Resources Management Department

Communicating with Our Constituents: Multimedia Usage and Platforms

The Quezon City government continues to focus efforts on disseminating vital information, addressing constituent concerns, and promoting programs and services related to pandemic response. Through the Public Affairs and Information Services, the City launched informative campaigns, amplified communications from the Mayor, and delivered key messages to help QC residents and workers avail of local government services, as it expands its reach in terms of traditional and digital media, tapping media companies to help achieve its objective of propagating government programs.

Informing the Public: Press Releases

Press Releases are the main channel to send out information about the City government's activities. For the period of July 2020 to June 2021, the Department generated 366 press releases focused on several topics including health, sanitation, social services, governance, peace and order, risk reduction, and infrastructure and business.



Source: City Budget Department

Growing Our Online Presence: Social Media Platforms

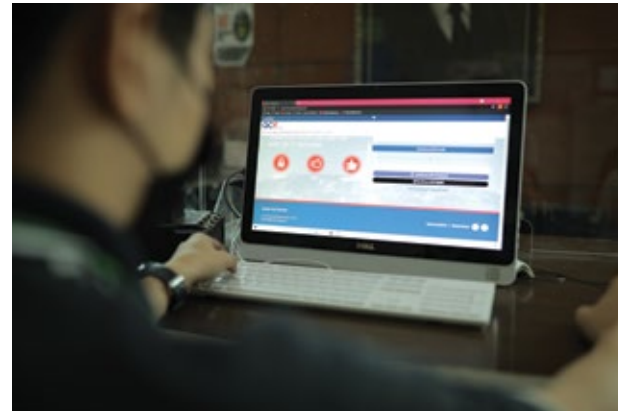
One of the efficient ways to quickly send out messages across to our Quezon City residents and other stakeholders is through our social media assets. The City government grew more than 700,000 followers on its official Facebook page and over 27,000 followers on Twitter.



VI. E INSTITUTIONAL DEVELOPMENT

Providing Online Convenience: QC E-Services

As part of Mayor Joy Belmonte's push for automation of public services, the City government has embarked on an ambitious and aggressive initiative to bring as many of its services online under a unified single sign-on QC E-Services system. Many services have already been successfully migrated online, including applications for Business Permit, Building Permit, QCitizen ID, Occupational Permit, Health Certificate, Sanitary Permit, QC Vax Easy (vaccine registration), Pangkabuhayang QC, Kalingang QC Para sa Negosyo, and Real Property Tax (RPT) payments. Recognizing the growing need to make even more services accessible to citizens, the City government continues to migrate other services as well. As of September 2021, over 1.4 Million QC E-Services accounts have already been created by citizens.



QC E-services main page

Making More Information Available: Quezon City Website

The City government undertook an overhaul of the QC website to provide more updated and useful information to QCitizens. The new website is better organized and more comprehensive, providing information on the various City Departments, programs, and services, helpful guides for citizens as well as a career portal powered by Kalibrr for applicants.

Expanding Ways of Contact: Helpline 122

QC enhanced its Helpline 122, to efficiently address the needs of QCitizens. Reinforced services include emergency assistance, COVID-19-related issues, social service assistance, domestic violence reporting, and other emergent concerns.



QCitizens Service Center

A new Customer Relationship Management (CRM) Ticketing System and Integrated Voice Recording System (IVRS) Service Menu was implemented as well, to consolidate all cases and report details. This ensures that all alerts, requests, and complaints are promptly endorsed to the appropriate departments and offices for immediate action.

Helpline 122 brings together the National Emergency Hotline number 911, Citizens' Complaint Center 8888, the email counterpart helpdesk@quezoncity.gov.ph, and the QCitizen Service Helpline, which has 24/7 direct two-way radio communication with all action units, such as the police, fire department, medical responders, traffic management, and barangays.



QCitizens Service Center operations area

The hotline also serves as a feedback channel, where citizens can report allegations of inefficient and corrupt practices within the jurisdiction of the City.

Helpline 122 Report July 2020 – June 2021	
Incidence	Number of Incidents
Emergency	
Police Assistance	169
Fire Incidents	203
Medical Emergencies	1,300
Road Accidents	1,443
Flooded	39
Total Emergency	3,154
Non-emergency	
Road Accidents (TVI only)	793
Traffic Situation	139
City Hall Assistance (Complaints, Public Assistance, etc)	8,863
Covid Concerns	3,399
Total Non-emergency	13,194
Grand Total (Emergency and Non-Emergency)	16,348

The City government also recorded 1,330 reports from Hotline 888 and a total of 8,351 email concerns have been processed and referred to different departments and offices for validation and immediate action.

VII.

**SPECIAL REPORT:
QUEZON CITY'S FIGHT
AGAINST COVID-19**



VII. SPECIAL REPORT: QUEZON CITY'S FIGHT AGAINST COVID-19



QC-Vax-Easy home page

Vaccination: QC Protektodo sa Bakunang Sigurado

Leading the Charge: Task Force Vax To Normal

As Quezon City continues to battle the challenges of the COVID-19 pandemic through a vaccination program, the Mayor's Executive Order no. 44, Series of 2020 - 'Establishing Task Force Vax to Normal, the Quezon City COVID-19 Vaccine Plan' - created a composite team to oversee and ensure the expeditious and orderly acquisition and distribution of vaccine.



COVID-19 Vaccination

Aiming to vaccinate each eligible QCitizen and achieve herd immunity, the task force is composed of: Administration, Legal & Human Resources; Supply & Infrastructure; Immunization; Data Management; Communication; Procurement & Finance; and Security.

Inoculating QCitizens: Vaccination Numbers

With approximately 2 Million citizens above 18 years old who are eligible for vaccination in the City, Quezon City set an aggressive target of 1.7 Million or 85% of its eligible population for vaccination to achieve population protection. As of September 15, 2021, Quezon City has administered 2,908,589 doses — 1,752,441 have been given the first dose and 1,156,148 have completed their second dose.

The City also launched the QC Protektodo website to provide citizens with information regarding COVID-19 and the vaccination program (<https://qcprotektodo.ph>). The site also provided a means for volunteer healthcare workers to register with the city to help augment the city's workforce.

Total Vaccines Administered in Quezon City as of September 15, 2021			
First Dose	Second Dose	Total	Fully Vaccinated Individuals
1,752,441 103.08% of 1.7 Million Target Population	1,156,148 68.01% of 1.7 Million Target Population	2,908,589	1,249,878 73.52%* of 1.7 Million Target Population
<i>*Includes 93,730 individuals who were vaccinated with the one-dose Janssen vaccine</i>			

The City recorded its highest number of individuals vaccinated with 55,508 inoculations in one day. As of September 2021, an average of 40 permanent and pop-up vaccination sites are open daily. More sites will continue to operate in each of the six districts in Quezon City every day, providing either first or second dose vaccinations.

Streamlining the Vaccination Process: The Three-Step Method

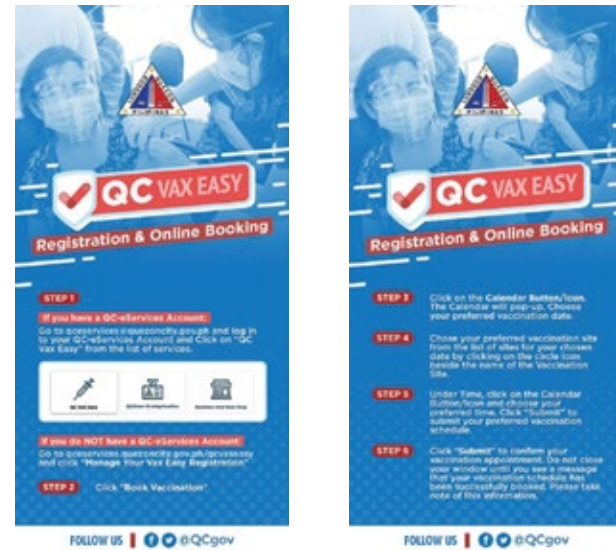
Vaccination time was reduced to one hour on average, due to observation, monitoring, and input from QCitizens and even the City Mayor, which helped speed up the procedure and minimize huge lines. The DOH recommended condensing the first five steps, without jeopardizing the vaccine's essential components, into a three-step method.

With health screening, immunization, and post-monitoring remaining among the stages, citizens and health staff alike said the process became more efficient and comfortable. The Quezon City government is constantly upgrading its processes, with the objectives of providing excellent service and serving as a model for other local governments.



3-Step Vaccination Process

VII. SPECIAL REPORT: QUEZON CITY'S FIGHT AGAINST COVID-19



Assisting in Registration and Scheduling: QC Vax Easy

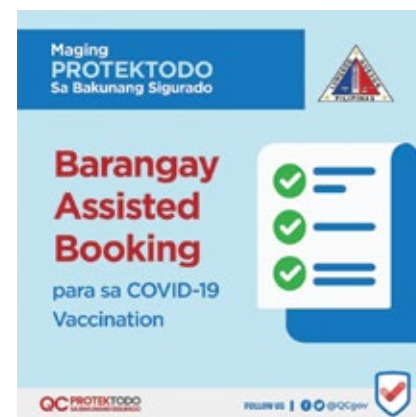
QC Vax Easy, the City's online vaccination registration and booking facility, accommodated 872,586 registrants as of September 15, 2021.

Residents can access the service at <https://qceservices.quezoncity.gov.ph/qcvaxeasy>. Once they create an account and input their personal information and priority sector, they receive confirmation that they are registered and waitlisted for vaccination. The easy-to-use system also enables QCitizens to self-book a time slot at selected vaccination sites, pending vaccine availability.

Booking Vaccinations Offline: Barangay Master List

Recognizing that many citizens have little or no access to technology, the City created a method of registration that did not require technology or an internet connection. Residents unable to register online can simply request to be included in their barangay's master list for immunization. The barangay will update them on their vaccination date.

On top of the permanent vaccination sites, the Health Department and Office of the City Mayor conducted daily pop-up vaccinations across QC's six districts, each handling up to 1,000 clients. Barangay-registered vaccine clients were taken to their nearest pop-up site for inoculation, with the second dose scheduled at the same venue. As of September 2021, at least 1.2 Million residents were vaccinated through this program.



Pioneering Jobs After Work: Bakuna Nights

In order to provide flexible vaccination schedules after work hours for employees and residents in the A4 priority category, the Quezon City government pioneered the Bakuna Nights initiative. As of September 2021, 113,262 doses have been administered to 64,264 individuals.

Bakuna Nights offered QCitizens much needed options to get vaccinated after daytime work hours without disrupting their time or focus on their jobs.

The program later expanded to include the full-day Bakuna All Day or Night campaign, to further accelerate vaccine rollout.

Partnering with the Private Sector: Mall Vaccination Venues and BPO Volunteers

As of September 2021, a total of 517,728 doses were administered across the City's shopping meccas, as QC collaborated with malls to host vaccination programs.

The campaign began in April, with a ten-day run at the SM North Edsa SkyDome, achieving an average of 600 inoculants per day. Araneta Coliseum earned a reputation as a mega-vaccination site, catering to at least 2,000 vaccine clients on a daily basis, with a high of 4,393 doses. The process time takes less than 25 minutes, from registration up until the 15 minute post-vaccination monitoring.

SM Malls, Robinsons Malls, Ayala Malls, Eastwood City, Fishermall, Waltermart, Eton Centris, Ever Commonwealth, and Araneta Coliseum all partnered to create 14 mall immunization sites, with the goal of averaging 1,000 jabs a day, made possible since the malls provide their own medical teams, supplementing the City's overstretched medical staff.

Quezon City also joined forces with leaders in the Information Technology-Business Process Outsourcing (IT-BPO) industry, to tap into their pool of employees with medical backgrounds, as volunteers in the immunization drive. Many BPOs employ physicians, nurses, medical technicians, and other healthcare professionals, and QC is home to almost a third of the Philippine BPO industry, so this provides a good number of medical personnel to rely on, as the country's vaccine supply stabilizes.



Bakuna Nights in QC Hall covered walk



Vaccination in Smart Araneta Coliseum

Total Vaccines Administered in Partner Institutions as of September 15, 2021		
First Dose	Second Dose	Total
336,272	181,456	517,728

Partnering with Homeowners Associations, Civic Organizations, & Parish Vaccinations: Additional Vaccination Sites

Quezon City partnered with about 130 Homeowners' Associations (HOA), subdivisions, civic organizations, and parishes, inoculating at least 70,000 residents, by September 15, 2021.

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Accelerating vaccine rollout, the City government briefed the HOA volunteer teams, helped them set up their sites, distributed vaccines, and monitored execution. The organizations themselves secured vaccination sites, recruited medical and non-medical community members and employees, and supplied consumables and other materials.



Vaccination in subdivisions and villages in partnership with HOAs

Individuals from not just within the HOA's boundaries, but nearby barangays were vaccinated. More and more QC HOAs are reaching out to avail of this arrangement.

Partnering with Government Agencies: Vaccinations for Government Personnel

In its collaborative endeavor to attain herd immunity, Quezon City issued invitations to vaccinate personnel from 90 QC government agencies and government-owned and -controlled companies, including the COA, DENR, Department of Agrarian Reform (DAR), and Philippine Statistics Authority (PSA). At least 20,000 employees are expected to be vaccinated, and potentially more, through future collaboration.



Vaccination at the Department of Agriculture

Administering to the Vulnerable: "Closed" Institutions

About 3,602 seniors and health workers from 'bubble' institutions or agencies were vaccinated as of September 15, 2021, as the City government strove to serve people who are vulnerable or otherwise unable to travel to vaccination sites, such as the elderly, differently-abled individuals, persons deprived of liberty, and the staff who care for them.

The endeavor was managed with the least possible disruption, in coordination with convents and seminaries such as St. Theresa's College and Siena College, institutions for the differently-abled like Child's World, the nine-home Nursing Home Federation of the Philippines, and health workers assigned at a psychiatric hospital.

Leaving No One Behind: House-to-House for Bedridden QCitizens

A total of 1,536 bedridden residents were inoculated, as of September 14, 2021, as QC doctors and health workers went house-to-house, administering vaccination to bedridden residents and those with comorbidities.



House to house vaccination for bedridden individuals

Aware that these very people are high on the immunization priority list - ranked A2 and A3 - the City continues devising initiatives to ensure that each and every resident is vaccinated, so that no QCitizen is left behind.

Getting Vaccinations in Vehicles: Drive-Thru & TODA Vaccination

In order to expand vaccination efforts, the City partnered with SM Malls, to open drive-thru vaccination in Districts 1 and 5. Citizens can stay in their cars, park in designated slots, and undergo the vaccination procedure, in no more than 45 minutes. This initiative reached as many as 500 pre-registered residents in the A1 to A3 priority groups in a single day. The City plans to open more drive-thru sites, to safely vaccinate more citizens. In addition, Quezon City established drive-thru vaccination for tricycle drivers and TODA Members. As of September 15, a total of 12,301 doses have been administered to 7,285 individuals.

Providing Vaccinations on Wheels: QC Protektodo Bus

Fully equipped with all necessary vaccination paraphernalia, the QC Protektodo Bus is a mobile vaccine center that has helped numerous residents, especially those in distant areas or with no means to go to designated vaccine sites. Roaming the City. As of September 15, 648 persons have been inoculated through this program.



QC Protektodo Bus

Boosting Digital Reach: Communication Efforts for the Vaccination Program

Quezon City maximized the power of digital communication, to provide the widest information dissemination regarding the pandemic, and encourage the public to get vaccinated against COVID-19. These efforts included daily updates on vaccination numbers, announcements through the City's website and Facebook page, SMS text notification on vaccination schedules, a responsive email facility for individual questions (qcvaxeasy@quezoncity.gov.ph), and multiple webinar series.



QC Government official Facebook page

The web series 'Sa Tootong Lang: What You Need to Know About COVID-19' was an information campaign to address vaccination hesitancy and boost vaccine confidence among QC residents, explaining vaccine effects and benefits.

'Quarantalks' discussed multiple aspects of the evolving quarantine status, including a series on entrepreneurship, which offered knowledge such as how to shift to digital payment and how to start an online food business, amid the pandemic.

COVID-19 Response

Dealing with Delta: Task Force Delta Variant

Quezon City established Task Force Delta Variant, to prepare for the threat posed by the highly-infectious, recent COVID-19 strain. The task force evaluates and reinforces the City government's present procedures, focusing on the following key areas:

VII. SPECIAL REPORT: QUEZON CITY'S FIGHT AGAINST COVID-19

- increased contact tracing
- increased testing capacity
- acquisition of needed equipment
- monitoring of medical capacity
- expansion of quarantine facilities
- mandatory case reporting
- continuous vaccination deployment
- strict monitoring of returning OFWs

Finding Hope in the Numbers: High Recovery Rate

Quezon City achieved a 90.7% recovery rate, documenting 134,936 individuals who recovered from the virus. As of September 15, 2021, the City recorded 12,491 active cases, which constitutes 8.4% of the total confirmed and validated cases.



Recovered patients in HOPE facility

Enabling Faster Results: QC Molecular Laboratory

As of September 2021, QC's molecular laboratory has conducted 79,686 tests, with a turnaround time of about one to two days. Established in 2020 and approved by the DOH, the lab has a daily capacity of 1,200 tests, significantly contributing to the City's quicker release of RT-PCR results.



Medical Technicians at the QC Molecular Laboratory

Targeting Areas for Selective Quarantine: Special Concern Lockdown

QC implemented 541 Special Concern Lockdowns, affecting an estimated 29,845 families and 79,419 individuals, from May 14, 2020 to September 15, 2021. This strategy avoids locking down entire barangays, which widely disrupts community livelihood. Instead, Special Concern Lockdown zeroes in on a specific location, where at least two households have active, probable, or suspected COVID cases within the last 14 days, as determined by the City's Epidemiology and Surveillance Unit (CESU).



Special Concern Lockdown in Barangay Sto. Nino

Said location can be a neighborhood, street, or even just a building, based on factors such as high population density, poor feasibility or contact tracing, and difficulty in implementing physical distancing measures and other health protocols (e.g., limited accessways, sharing of kitchen or toilet, and so on). Families in the affected area are required to undergo strict quarantine for 14 days.

The CESU conducts Rapid, Antigen, and/or RT-PCR testing, to ascertain the health and safety of the community. COVID-positive individuals are referred to either barangay isolation or the City's HOPE Community Caring Facilities. Essential items, such as food, infants' needs, household supplies, and hygiene items, are provided in lockdown areas.

Reinforcing Efforts: Contact Tracing

Given the importance of contact tracing in preventing the spread of the COVID-19 virus, the City hired at least 2,000 contact tracers through the Department of the Interior and Local Government - Quezon City (DILG-QC), and another 1,347 contact tracers through DOLE's Tulong Panghanapbuhay sa Ating Disadvantaged and Displaced Workers (TUPAD) program.



Contact Tracing

The total of 3,559 contact tracers - from CESU and those deployed from other agencies, along with the COVID Response Team from the Barangay Health Emergency Response Team (BHERT) and Quezon City's Disaster Risk Reduction and Management Office - conduct interviews, profiling, and initial public health risk assessments of COVID-19 cases and their close contacts. The City is able to achieve an average of 8 persons traced for each positive case.



CESU contact tracing

Quezon City also implemented BantAI COVID, an artificial-intelligence program that uses SMS texting to remotely monitor close contacts of COVID-19-positive patients. The AI instantly transmits any reported symptoms to one of its health coaches, who then assess the person's condition and extend healthcare services, via telemedicine.

Monitoring Cases: Satellite Contact Tracing Offices

Quezon City formed a network of six contact tracing satellite offices, one for each district of the city. The improved community surveillance substantially augments early identification of cases, disease tracking, and prompt implementation of pertinent measures, to control and avoid further transmission of the virus.

Reducing Physical Contact: Kyusipass Contact Tracing

Acknowledging the importance of contact tracing in mitigating and preventing the spread of the virus, Quezon City launched Kyusipass Contact Tracing App, via SafePass. This online app empowers citizens to conveniently present their personal information and health declaration, by simply displaying a QR code on their mobile phone. This negates having to constantly fill out paper documents, risking repeated physical contact.



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KyusiPass was implemented in City government offices, and expanded to businesses across QC, upon passage of City Ordinance SP-3019, amended by SP-3033. Business establishments can apply for KyusiPass inclusion through online registration.

Consulting from a Distance: QC COVID Telemed

The City launched the COVID Telemed system, enabling medical consultation by patients under quarantine with doctors via video call or SMS. With no need for physical contact, the Telemedicine system protects both users and medical professionals.

Accommodating COVID-19 Patients: QC Hospitals

Quezon City General Hospital revamped its chapel as an Intensive Care Unit ward, equipped with 21 beds and medical equipment needed for severe COVID-19 cases.

All Quezon City hospitals – Quezon City General, Novaliches District Hospital, and Rosario Maclang Bautista General Hospital – continue to accept and administer to high-risk COVID-19 patients, in dire need of medical attention.



QCGH converts the chapel into COVID19 ICU during the surge of COVID-19 cases

Number of Admitted COVID-19 Patients per QC Hospital		
City Hospital	2020	January – September 14, 2021
Quezon City General Hospital	942	945
Rosario Maclang Bautista General Hospital	155	460
Novaliches District Hospital	182	663

** numbers exclude suspect or probable cases*

Offering Hope: Additional Quarantine Facilities

In preparation for potential surges in COVID-19 cases, the Quezon City government expanded its HOPE Community Caring Facility to accommodate more citizens in need of immediate care and who are unable to undergo self-quarantine in their respective homes. There are currently 12 Community Caring Facilities established and designed to accommodate 1,733 patients. As of September 15, 2021, there is a 63.53% occupancy rate, although this has exceeded the critical level of 90% on several occasions.

Family rooms were also added to HOPE Facilities to accommodate families who can stay in one room. During their stay, complete meals, hygiene kits, and medicines are provided along with medical services by the dedicated healthcare workers.



HOPE Facility for mother with babies



Bed Capacity per HOPE Facility As of September 2021	
Facility	Bed Capacity
HOPE I	81
HOPE II	310
HOPE III	97
HOPE IV	176
HOPE V	45
HOPE VI	330
HOPE VII	160
HOPE VIII	76
HOPE IX	154
HOPE X	70
HOPE XI	66
HOPE XII	168
Total	1733

Quarantining Near Home: Barangay Quarantine Facilities

86 barangays opened quarantine facilities for their constituents, with a total bed capacity of 878, supplying QCitizens with options in addition to the City's HOPE Caring Facilities.

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Bed Capacity per District As of September 2021		
District	Number of Barangays with Facilities	Bed Capacity
I	15	125
II	4	75
III	27	249
IV	23	272
V	10	90
VI	7	67
Total	86	878

Ramping Up Capacity: Expansion of Community-Based Testing

Early detection is key to quickly mitigate the risk of further transmission, thus increasing the testing capacity of the City is an integral part of holistic COVID-19 response. QC expanded its testing capacity, with 23 sites across the City with a testing capacity of 4,000 tests per week. All testing sites were made accessible to the community and free of charge.

The sites are operational from Monday to Saturday, 9 a.m. to 3 p.m. Probable COVID-19 patients, close contacts of positive patients, and citizens experiencing symptoms are prioritized. Consideration is also extended to pregnant women, job seekers, dialysis patients, and individuals slated to undergo medical procedures.



Mobile Community Testing

Number of COVID-19 Tests Conducted by Type		
Type of Test	July – December 2020	January – September 15, 2021
RT-PCR	22,184	67,293
AntiGen	N/A*	7,477

*Antigen Tests were not yet accepted for COVID-19 screening

Providing Free Testing: Kyusi-Industriya, I.W.A.S. sa COVID-19! (Industry-wide Active Surveillance)

Through CESU, Quezon City provided free COVID-19 tests to employees of 45 private companies and government agencies within the city. This program prioritized establishments where large numbers of people gather, including contact centers, grocery stores, wet markets, banks, churches, malls, and similar organizations.



Kyusi Iwas COVID



CESU conducting mass testing in a private company

Mobile Testing Vehicles (MTVs) - equipped with generator, mini-laboratory, negative pressure, and self-decontamination area - were deployed to relevant worksites, conducting hundreds of Antigen Rapid Tests (AgRT) and Real-Time Polymerase Chain Reaction Tests (RT-PCR) per day. Confirmed cases were identified, and close contacts immediately quarantined, enabling prompt treatment and care for the patient, security for their colleagues, and continued safe operations for more QC businesses.

Financial Assistance

Helping the Community: Enhanced Community Quarantine Ayuda 1 and 2

Due to the sudden surge of COVID-19 cases, Enhanced Community Quarantine (ECQ) was implemented in NCR on two separate occasions. Quezon City distributed financial assistance to residents who were greatly affected by the renewed ECQ. This was done both times ECQ held sway to date in 2021, in April and August, with each qualified resident receiving Php1,000 up to a maximum of Php4,000 per family, depending on the number of family members.



Ayuda Pay-out

Helping the Jobless: Kalingang QC for Displaced Workers

As the pandemic continues to affect people's lives, the Mayor signed Executive Order No. 19, series of 2021 which grants Quezon City residents who lost their jobs or were unemployed during the ECQ implementation to a one-time financial assistance through the Kalingang QC program. Residents can apply for the assistance and present a proof that they did not receive salary or that their work is not permitted within the duration of ECQ. Priority is given to those individuals who will not receive any financial assistance during the ECQ period. Eligible applicants are entitled with Php2,000 which can help alleviate displaced workers' financial needs.



Kalingang QC sa Negosyo Awarding of beneficiaries

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Helping the MSMEs: Kalingang QC Wage Relief and Kalingang QC Para sa Negosyo

Quezon City expanded its financial assistance for MSMEs, augmenting the Kalingang QC Wage Relief Program that focused on micro enterprises with the Kalingang QC Para sa Negosyo Financial Assistance Program for Quezon City Small Enterprises. This aims to encourage continuous employment and help small businesses recover, thereby boosting the local economy, keeping businesses relevant, creating a multiplier effect in terms of money inflow, and promoting Quezon City as a business-friendly haven, even amid the pandemic.

Number of Beneficiaries Provided Financial Assistance and Total Amount As of September 15, 2021		
Financial Assistance Program	Number of Claimed Beneficiaries	Total Amount (in Php)
ECQ Ayuda 1 (April 2021)	792,834 families / 2,481,947 individuals	2,481,947,000
ECQ Ayuda 2 (August 2021)	795,050 families / 2,481,947 individuals	2,481,947,000
Kalingang QC for Displaced Workers	25,479 individuals	50,958,000
Kalingang QC Wage Relief Program (Micro Enterprises)	2,500 Micro Businesses / 6,380 employees	117,851,500
Kalingang QC Para sa Negosyo Financial Assistance Program (Small Enterprises)	297 businesses / 11,200 employees (estimated)	68,865,358

Helping the Heroes: Aid for Frontliners Who Test Positive for COVID-19

In recognition of the frontliners who constantly risked their lives during the pandemic, QC passed City Ordinance SP-3029, granting financial assistance to Quezon City frontliners who contract COVID-19. Patients who recover from the disease are given Php10,000, while Php20,000 is allotted to succor the families of the City's fallen heroes.

Helping Those in Government Service: Hazard Pay for QC LGU and Barangay Personnel

The City government acknowledges the commitment of the City's employees who continue to provide services despite the threat brought by COVID-19. City Ordinance No. SP-2923, S-2020 was passed, granting Php500 daily hazard pay to QC government personnel who physically report for work during ECQ. Similarly, City Ordinance SP-2926, S-2020 was passed, granting Php200 daily hazard pay to all barangay personnel who physically report for work during ECQ.

Helping the Compassionate: Allowance for Volunteer Medical Staff and Healthworkers

City Ordinance SP-3024 was passed, providing medical professionals, staff, and other healthcare workers who volunteer and lend their time in service to the citizens of Quezon City with a maximum of Php2,500 per day as allowance. These volunteers were deployed to the City's designated vaccination sites and assigned as health screeners or inoculators.

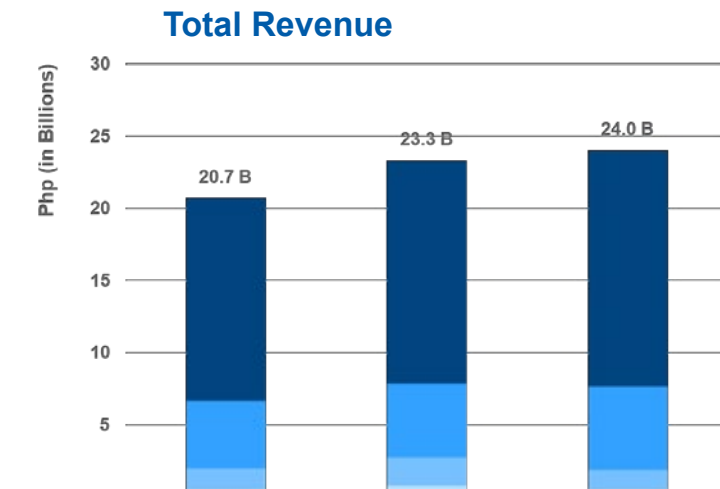




VIII.
FINANCIAL
HIGHLIGHTS



expenses were integrated into this year's budget. This was further increased to Php34.4 billion through a Supplemental Budget, with Social Services continuing to receive the bulk of the funding at Php17.3 billion or 50.3%. Personnel Services grew by 12% to almost Php6 billion, driven by the implementation of the third tranche of RA No. 11466 or the Salary Standardization Law of 2019.



	2018 (restated)	2019 (restated)	2020
■ Tax Revenue	14,029,659,423	15,446,985,731	16,344,226,173
■ Internal Revenue Allotment	4,650,499,676	5,121,804,938	5,749,443,441
■ Service and Business Income	1,469,530,499	1,940,237,064	1,362,699,412
■ Others	571,813,317	813,551,136	568,094,029
Total	20,721,502,915	23,322,578,869	24,024,463,055

Source: 2020 and 2019 Commission on Audit Annual Audit Report

Quezon City Maintains Its Strong Fiscal Standing

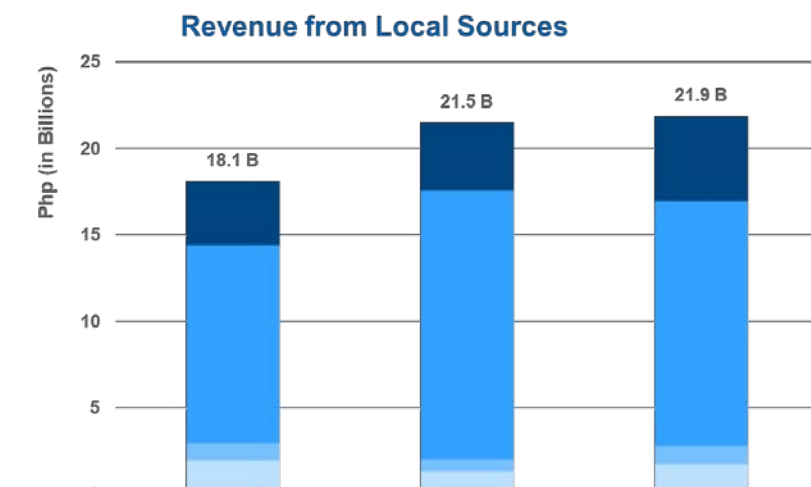
Despite the hard impact of economic adversities brought forth by the COVID-19 pandemic, the Quezon City government sustained its strong fiscal profile. Actual Collections of Php27.5 billion in 2020 were the most generated by the City in its history as various good governance initiatives helped offset the negative impact of numerous tax relief measures. Already the highest for Local Government Units in the country, Revenue from Local Sources increased slightly in the past year to Php21.9 billion. While the City's cash position decreased due to COVID-related spending, it remained robust at Php24.6 billion, above the 2019 pre-pandemic amount.

Substantial Increase in Non-Current Assets

The City government undertook a concerted effort to ensure that its assets were properly recorded. Donated lands with transfer certificate of titles, deed of donations and Sangguniang Panlungsod Resolutions were identified during a robust inventory conducted by the City's General Services Department and valued based on the latest zonal valuation of the Bureau of Internal Revenue (BIR). This led to a material increase in non-current assets amounting to over Php347 billion and contributed to Quezon City's status as the richest city in the Philippines based on asset size. On the other hand, corresponding Liabilities grew by less than Php10 billion as the City continued to remain debt-free.

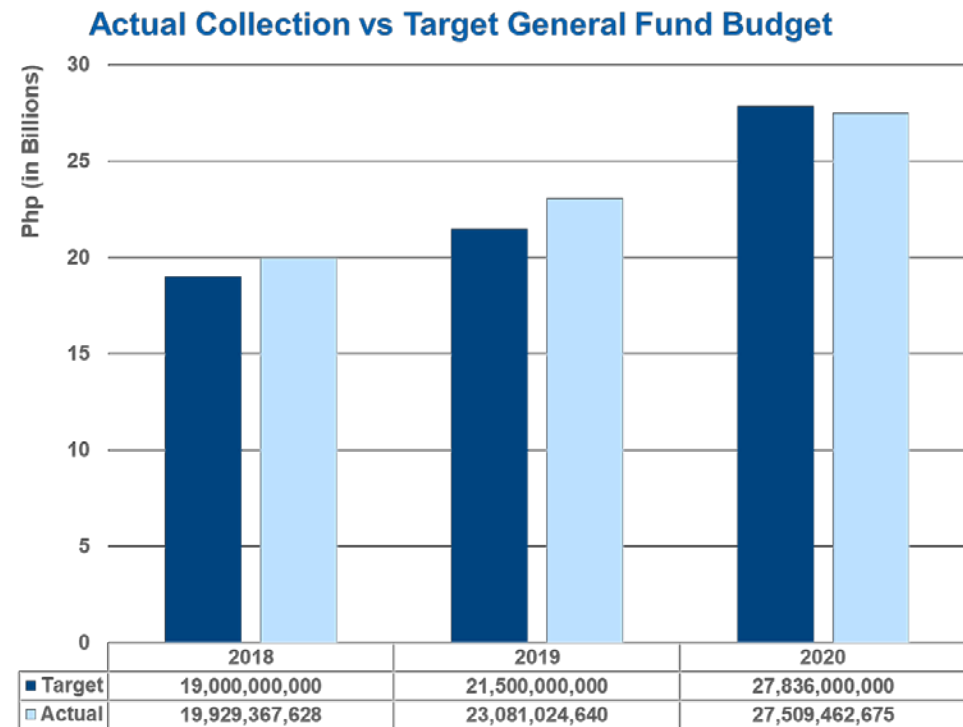
2021 Budget Continues Focus on Social Services

The approved initial 2021 Budget of Php28.7 Billion surpassed the record set the previous year as COVID-related

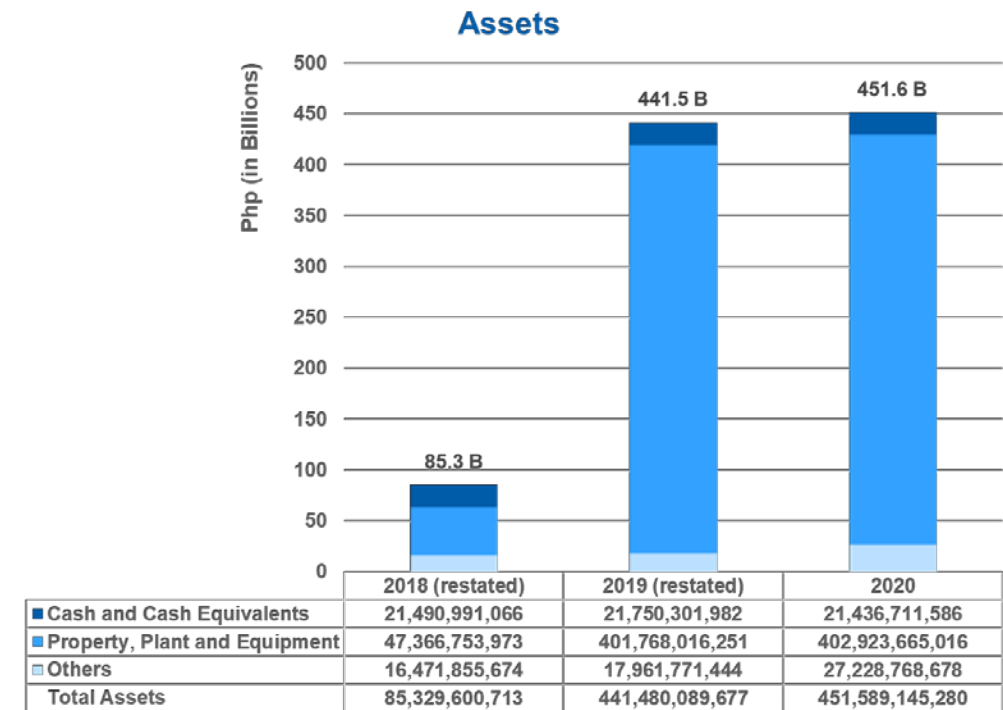


	July 2018 - June 2019	July 2019 - June 2020	July 2020 - June 2021
■ Real Property Tax	3,713,004,060	3,920,903,039	4,861,343,212
■ Business Tax	11,437,458,028	15,507,962,800	14,194,768,763
■ Other Taxes	991,987,491	750,516,209	1,048,622,199
■ Non-tax Revenue	1,985,229,271	1,325,636,317	1,751,263,144
Total	18,127,678,850	21,505,018,365	21,855,997,318

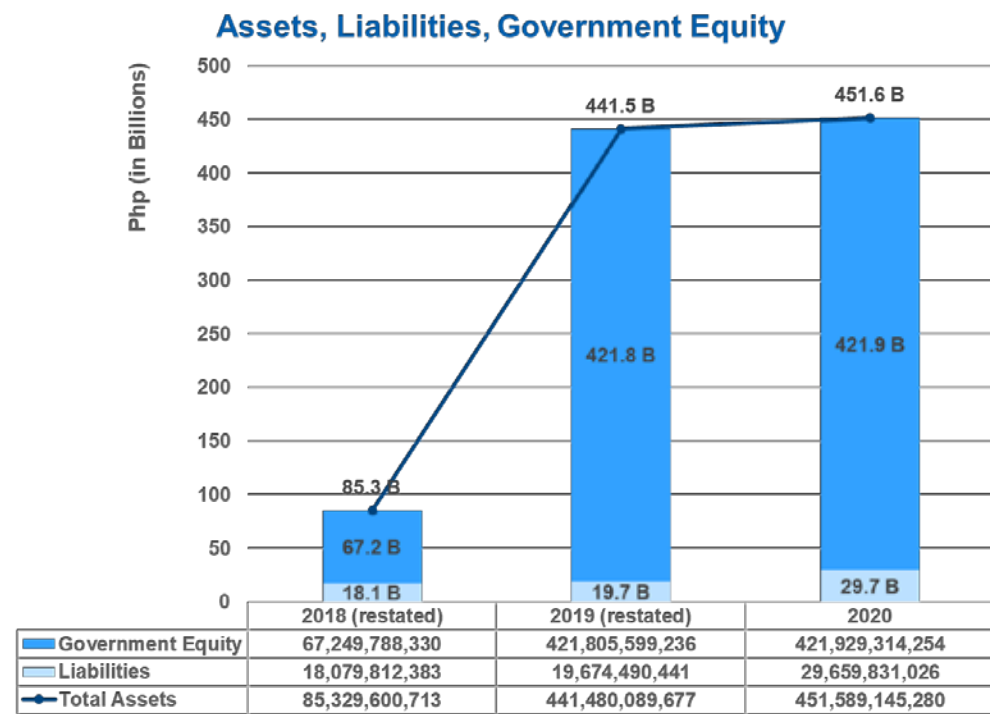
Source: City Treasurer's Office



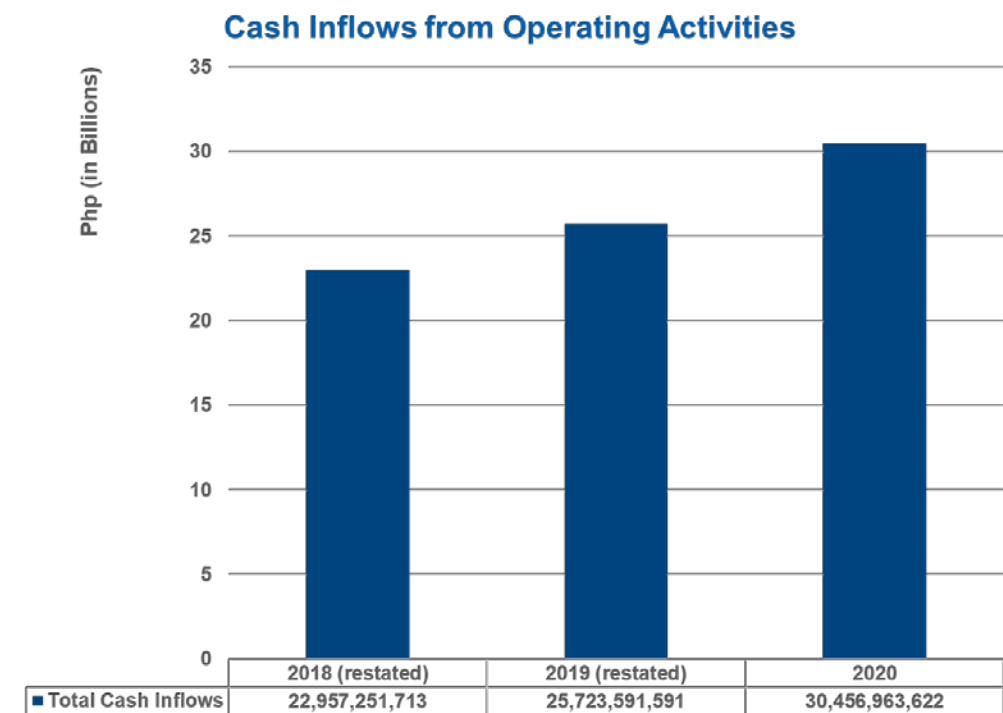
Source: City Treasurer's Office



Source: 2020 and 2019 Commission on Audit Annual Audit Report



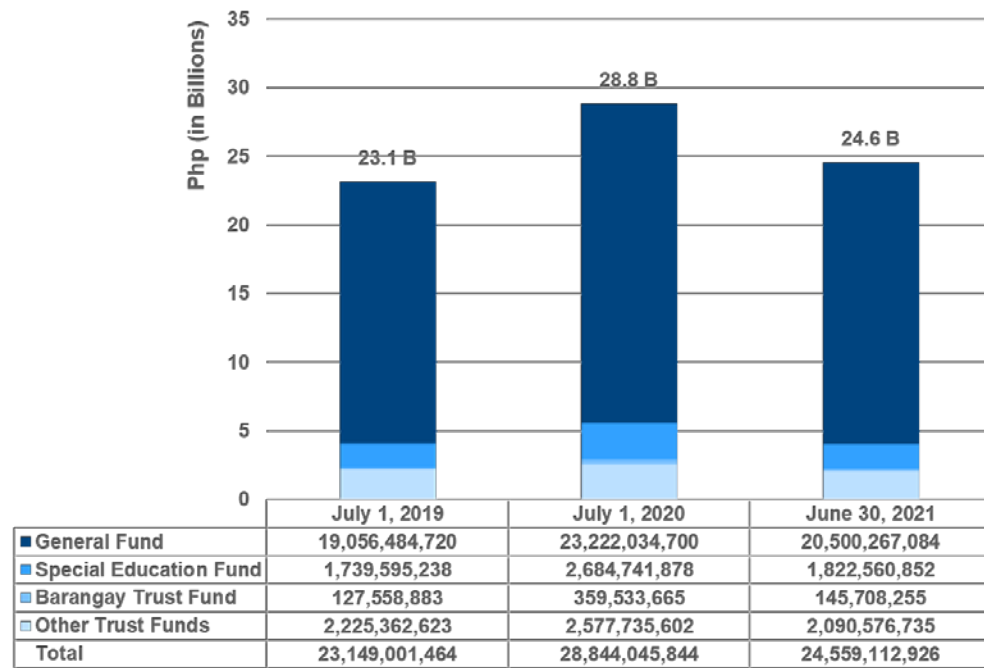
Source: 2020 and 2019 Commission on Audit Annual Audit Report



Source: 2020 and 2019 Commission on Audit Annual Audit Report

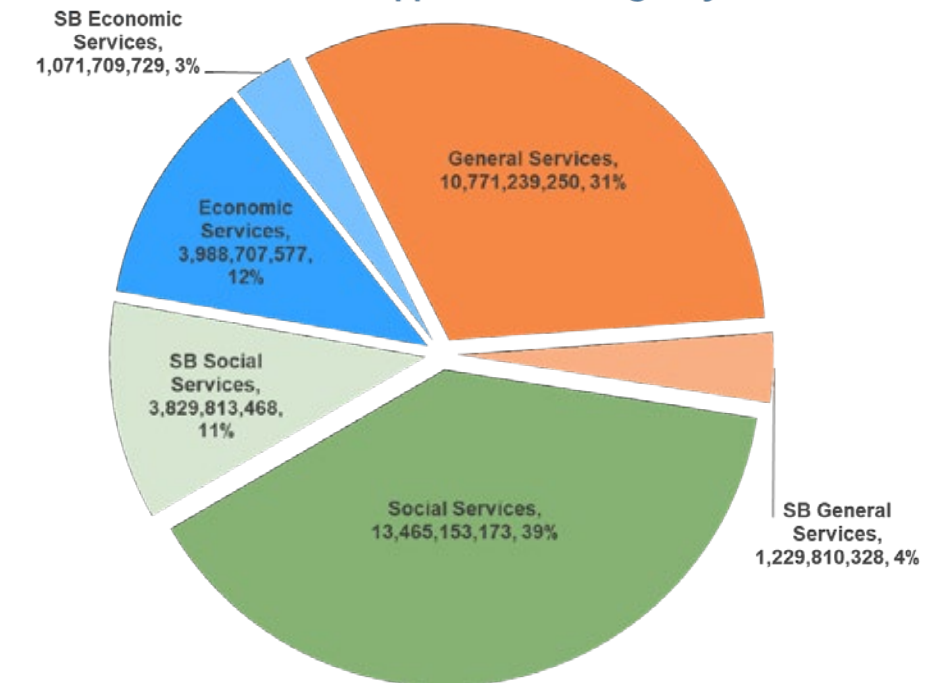
VIII. FINANCIAL HIGHLIGHTS

Cash Position



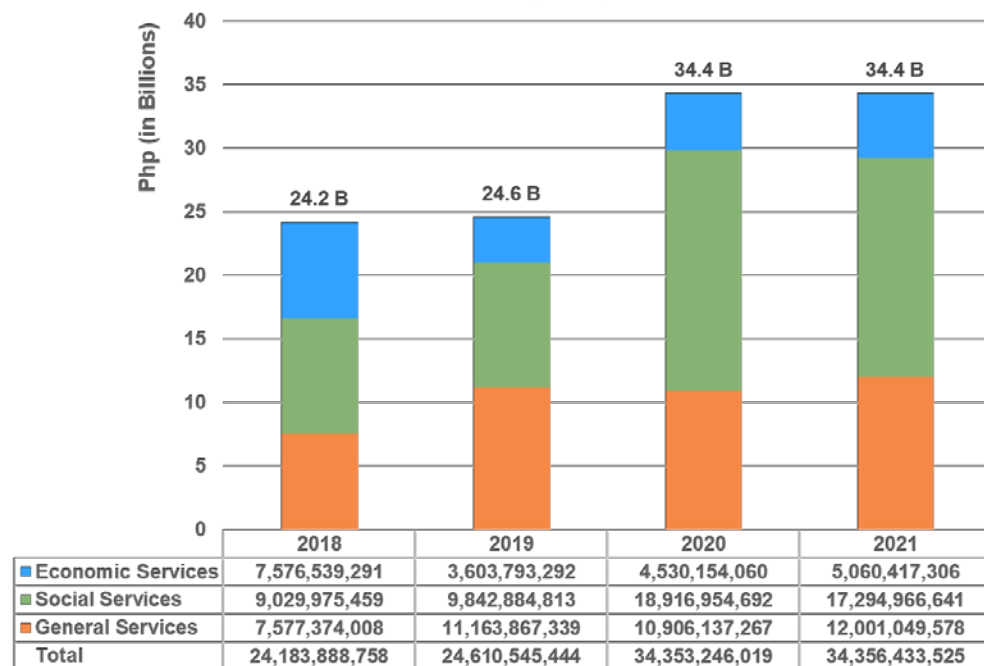
Source: City Treasurer's Office

2021 General Fund with Supplemental Budget by Service



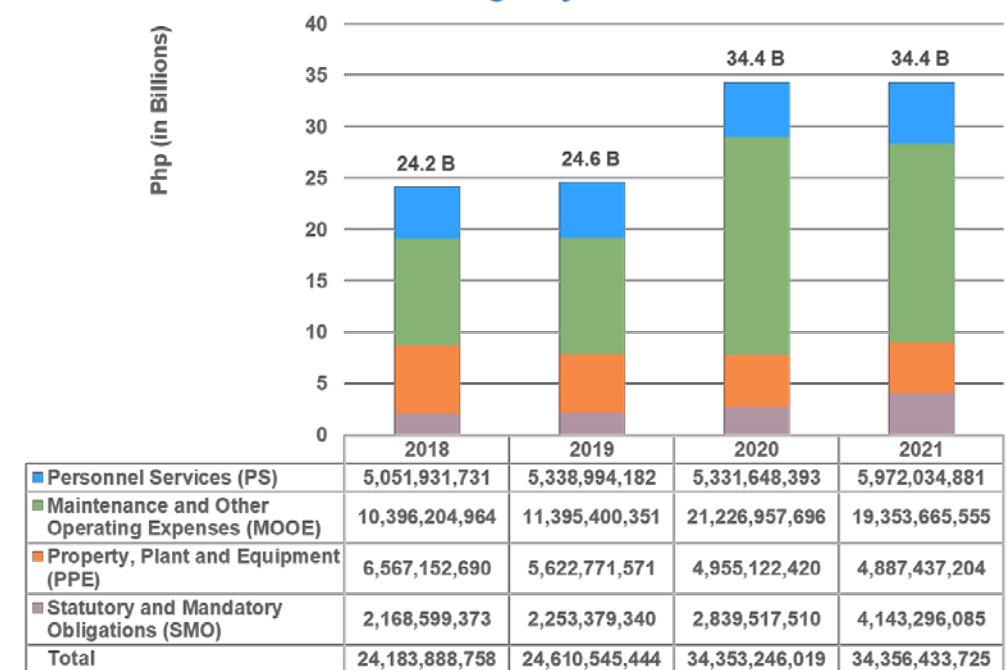
Source: City Budget Department

General Fund Budget by Service



* General Fund Budget includes Supplemental Budgets passed during the year
Source: City Budget Department

General Fund Budget by Account Class



Source: City Budget Department



IX.

EXECUTIVE REPORT

IX. EXECUTIVE REPORT



From July 2020 to September 2021, Mayor Joy Belmonte issued 36 Executive Orders, 28 Memorandum Circulars and 223 Office Orders. Below are highlights of some of the key Executive Orders passed during the time period that impacted the City most prominently.

EO No. 38 S-2020: Establishing the Quezon City District Action Offices

The Order designated an Action Officer for each District of Quezon City to provide quicker and more responsive service. In particular the Order tasks each District Officer with the following responsibilities:

- Supervise and coordinate the delivery of government services at the district level;
- Adopt measures to safeguard city properties in each district; and
- Make recommendations to the Mayor regarding development plans in their specific areas.

EO No. 44 S-2020: Creating Task Force “Vax to Normal”: The Quezon City COVID-19 Vaccine Plan

This Order created a Task Force to plan and implement the COVID-19 vaccination of Quezon city residents and workers. Among others, the Order empowered the City Government’s relevant departments to do the following:

- Develop and implement an information system for registering beneficiaries, administering and tracking the distribution of doses;
- Manage the storage, distribution and inventory of vaccines;

- Identify and develop vaccination centers in suitable places within the City;
- Ensure timely delivery of vaccines, syringes, personal protective equipment (PPEs) and other ancillary immunization supplies; and
- Monitor and oversee the implementation of the vaccine campaign and ensure efficient allocation of human resources, including medical and non-medical staff.

EO No. 45 S-2020: Mandating Health Protocols for Public Transportation

To mitigate the COVID-19 pandemic, this Order imposed critical health measures on public transportation in Quezon City, including the following:

- Wearing of face masks and face shields;
- Physical distancing; and
- Regular disinfection of high-touch surfaces.

EO No. 47 S-2020: Creating the Committee on Anti-Red Tape and Ease of Doing Business (CART-EODB)

This Order reconstituted the City’s Ease of Doing Business and Automation Task Force in support of the Anti-Red Tape Authority’s push for the institutionalization a Committee on Anti-Red Tape. The Committee has, among others, the following functions:

- Streamline all City government services
- Enable service delivery through physical or online one-stop shops
- Digitize or computerize transactions as far as practicable
- Enable electronic payment for City government services and transactions
- Monitor and periodically review the office or agency’s Citizen Charter
- Establish and manage a public assistance complaints desk

EO No. 4, S-2021: Mandating Strict Cyber-Security to Protect City Government Systems

This Order mandated the Office of the City Administrator and the Information Technology and Development Department to ensure best-practice cyber-security for the City’s online systems, including application security, information security, network security, data backup and recovery, operational security, and employee training.

EO No. 7, S-2021: Creating the Executive-Legislative Committee for Boundary Disputes

The concerned Committee has, among others, the following functions:

- Make recommendations to the City Council regarding the resolution of boundary disputes among barangays;
- Facilitate discussions between the concerned barangays and invite them to submit position papers regarding the dispute; and
- Act as a resource in case the City Council acts as a tribunal to resolve a barangay boundary dispute.

EO No. 15, S-2021: Establishing Task Force Delta Variant

This Order established a Task Force to combat the dreaded Delta Variant of the COVID-19 virus. Among the measures authorized by the Order are the following:

- Enhanced contact tracing and testing;
- Acquisition of additional supplies including antiviral drugs, high-flow oxygen machines and respirators; and
- Enforcement of mandatory reporting of suspect, probable and confirmed COVID-19 cases.

IX. EXECUTIVE REPORT

EO No. 16, S-2021: Establishing the City Healthy Food Procurement Policy

Among others, this Order requires that food items procured by the City Government comply with best practice nutrition standards. Also, the City should promote local sourcing of healthy food and food ingredients, conduct training and workshops for food suppliers, and develop urban agriculture.

EO No. 18 S-2021: Implementing Distribution of Financial Assistance in Respect of ECQ

This Order implemented the distribution of financial assistance or ayuda released by the Department of Budget and Management to Quezon City, for low-income families affected by the enhanced community quarantine (ECQ) in August 2021.

EO No. 19 S-2021: Kalingang QC Financial Assistance

This Order provided a one-time financial assistance of PHP2,000 to Quezon City residents that had lost their jobs during the enhanced community quarantine (ECQ) in August 2021.

EO No. 21, S-2021: Devolution Transition Committee

This Order creates a Committee to manage the process of devolving national government functions to the City Government as required by the Supreme Court in the Mandanas ruling. Among others, the Committee shall do the following:

- Prepare the QC Devolution Transition Plan in close coordination with the national government agencies (NGAs) concerned;
- Identify the functions, services, and facilities to be fully assumed and the programs, projects and activities to be devolved; and
- Develop measurable performance indicators and targets for the implementation of the devolution; monitor achievement of such indicators and targets; adjust the plan as may be necessary in response to developments.





X.
LEGISLATIVE
REPORT

X. LEGISLATIVE REPORT



The 21st City Council, with Vice Mayor Gian G. Sotto presiding, held 36 regular sessions and 3 special sessions, successfully enacting 347 resolutions and 68 ordinances, most of which were COVID 19-related measures. The measures of note are as follow:

SP-2950, S-2020, an Ordinance Imposing a Kalinga Fare for All Tricycles and Pedicabs-for-Hire in Quezon City During the Community Quarantine Due to Covid-19 Pandemic, allowed a provisional increased fare for tricycles, three-wheeled vehicles, e-trikes, and pedicabs, to sustain the needs of members of the Quezon City Tricycle Operators and Drivers Association during community quarantine.

SP-2956, S-2020, Supplemental Budget No. 4, in the amount of Php2,881,887,175, and **SP-2966, S-2020**, Supplemental Budget No. 5, in the amount of Php1,155,005,801, allotted funds for various maintenance and other operating expenses, along with property, plant, and equipment expenditures, in response to the COVID-19 pandemic and other purposes.

SP-3021, S-2021; SP-3020, S-2021; SP-2979, S-2020; SP-2981, S-2020; SP-2952, S-2020; SP-2951, S-2020 granted several tax-period payment extensions, while **SP-2982, S-2020** condoned surcharge and interest for delayed payments in 2020, as did **SP-3017, S-2021; SP-2995, S-2021 and SP-3018, S-2021**, for 2021.

SP-2954, S-2020, an Ordinance Providing Free Use of Tablets 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, provided for the free use

of tablets compliant with the minimum specifications for information and communication technology equipment, as mandated by the Department of Education, for about 180,000 students, including guidelines for distribution, monitoring, and exercise of diligence for their proper use.

SP-2974, S-2020, an Ordinance Strengthening the Basic Education Enhancement Program by Adopting the Blended Learning Delivery Mode in Quezon City Amidst the Coronavirus Pandemic, promoted blended learning in Quezon City, by ensuring distribution of printed learning materials to all day-care to K-12 student residents of Quezon City.

SP-2958, S-2020 provided protocols and requirements for individual and home quarantine, and defined the authority of the Quezon City Health Department in prescribing requirements for RT-PCR testing and the duration of the quarantine period, while **SP-2959, S-2020** provided guidelines for special concern lockdown of areas with clustered cases, defined as a neighborhood, street, or compound that has two (2) or more households with confirmed, suspected, or probable COVID-19 cases within the last fourteen (14) days.

SP-2964, S-2020, an Ordinance Allocating Funds for Contact Tracers as Part of the Barangay Health Emergency Response Teams, authorized barangays to engage up to 300 contact tracers under their Barangay Health Emergency Response Teams, under the supervision of the Quezon City Health Department, and allotted Php14,400,000 for their annual allowance, or about Php4,000 per month per contact tracer in Quezon City.

SP-2965, S-2020, Quezon City Face Shield Ordinance, and **SP-2987, S-2020** mandated the use of face shields in public and crowded places, and the strict observance of minimum health protocols on public vehicles.

SP-2972, S-2020 amended Ordinance No. SP-91, S-1993, or the Quezon City Revenue Code of 1993, granting idle tax exemption to landowners who devote and promote maximum utilization of their idle lands through productive urban agriculture, resulting in agricultural produce for personal or public consumption.

SP-2975, S-2020, an Ordinance Prohibiting Public Disturbance Noises During School Hours from Monday to Friday, 7:00 a.m. Until 5:00 p.m. in Quezon City and Providing Penalties for Violation Thereof, prohibited any person, natural or juridical, in Quezon City to engage in any activities that produce loud, excessive, disturbing, and unhealthy sound amplification beyond human tolerance that disrupt the conduct of online class during the school hours from 7:00 a.m. until 5:00 p.m., Mondays to Fridays, in order to help students focus on their lessons while at home.

SP-2976, S-2020, an Ordinance Promoting Responsible and Safe Kite-Flying in Quezon City and Providing Penalty for Violation Thereof, ensured that kite-flying in Quezon City will not be a hindrance and inconvenience to public utilities, especially in the middle of the pandemic.

SP-2978, S-2020 exempted Barangay Public Safety Officers and the people they apprehend from payment of medical evaluation and/or medical report fees at the Quezon City General Hospital, Novaliches District Hospital, and Rosario Maclang Bautista General Hospital, while **SP-2992, S-2020** granted a monthly incentive allowance of Php500.00 each to regular Barangay Public Safety Officers, for the years 2020 to 2022.

SP-2983, S-2020, an Ordinance Prohibiting the Indiscriminate and Improper Disposal of Face Masks and Other Covid-19 Protective Gear and Products in All Places Within the Territorial Jurisdiction Of Quezon City and Prescribing Penalties for any Violation Thereof was designed to further transmittal of the COVID-19 virus.

SP-2985, S-2020, an Ordinance Providing for Special Protection of Children Against Coronavirus Disease 2019 (Covid-19) by Setting Children Protection Hours Within the Territorial Jurisdiction of Quezon City, Providing Penalties for Violation Thereof, and for Other Purposes, prohibited minors to roam around or loiter in public places without lawful or justifiable reason, to protect children from exposure to the COVID-19 virus, while **SP-3003, S-2021** provided for new public safety hours for Quezon City, enabling the Honorable Mayor to amend such hours, based on the guidelines set by the Inter-Agency Task Force for the Management of Emerging Infectious Diseases.

X. LEGISLATIVE REPORT

SP-2986, S-2020 and **SP-2996, S-2021** extended suspension of the imposition of updated real property taxes, based on SP-2556, S-2016, pertaining to the new schedule of fair market values, until December 2022, to lessen the burden and protect the interest of property owners in the middle of the pandemic.

S-2988, S-2020, the QC Safe Cycling and Active Transport Ordinance of 2020, promoted the use of active transport and redesigned local roads as cycling lanes and walking paths, while ensuring that intersections are safe to cross and change directions at-grade, without use of any other infrastructure. It also created the Quezon City Bicycle and Active Transport Section, under the Department of Public Order and Safety – Green Transport Office, which is tasked to develop an incentive scheme for the promotion of active transport; establish a cyclist-and-active-transport-users database, which will be used to improve the program of the City; identify and establish cycling lane network and walking paths; and regularly conduct research, including walkability and bikeability studies of the City.

SP-2989, S-2020 amended Ordinance No. SP-2889, S-2019, recommending the maximum fees and charges of barangay clearances for doing business, under the Unified Barangay Revenue Code for all barangays.

SP-2971, S-2020 and **SP-2998, S-2021** created fifteen new plantilla positions, and amended the Quezon City University Charter of 2019, in order to further strengthen and enhance the programs of Quezon City University, through the introduction of institutional changes in its charter.

SP-2997, S-2021 approved the Institutional Development Plan for the calendar years 2021-2026 of the Quezon City University, which articulates the human, organizational, political, and economic sustainable development plans of the university, and promotes and strengthens the culture of social dialogue, participation, inclusiveness, convergence, and partnership.

SP-2999, S-2021, Quezon City Anti-Trafficking in Persons Ordinance of 2020, localized Republic Act No. 9208, as amended by Republic Act No. 10364, the 'Expanded Anti-Trafficking in Persons Act of 2012', and created the Quezon City Council on Anti-Trafficking, including its composition, duties, and functions, as well as a technical working group, a joint task force, an office under the Office of the City Mayor, and a shelter for victims of trafficking in Quezon City.

Aside from the establishment of a unified database, SP-2999, S-2021 also mandated the development of a manual of operations on the handling of trafficking cases, and a trafficking-in-persons prevention plan for the barangay and city level. It further instructed the Quezon City Council on Anti-Trafficking to institute a scheme rewarding or incentivizing those who give vital information that leads to the prevention and suppression of trafficking activities, and authorized the City Business Permits and Licensing Department to cancel business permits and licenses of establishments who engage in illegal trafficking activities.

SP-3000, S-2021, Quezon City District Action Office Ordinance, created mini city halls, with an organizational structure and clear duties and functions per district, bringing major customized services nearer to constituents, for more active, efficient, equitable, and coordinated government machinery at the ground level.

SP-3001, S-2021, an Ordinance Granting All Tricycle Operators and Drivers Associations (TODA) to Operate Person with Disability (PWD)-Friendly Motorized Tricycles-for-Hire Within Their Designated Zones/Routes, ensured that PWDs and the elderly sector will be properly accommodated by available public transportation.

SP-3002, S-2021, an Ordinance Institutionalizing a Comprehensive Program for Persons Deprived of Liberty (PDLs) at the Quezon City Jail Female Dormitory, Providing Funds Therefor, and for Other Purposes, recognized the rights of every woman deprived of liberty, and established a program that will give access to health care, medicine, and rehabilitation, education, livelihood, and reintegration programs, intended to help all those detained at the Quezon City Jail Female Dormitory.

SP-3007, S-2021, an Ordinance Providing for the Free Issuance of Certified True Copy of Certificate of Live Birth of Quezon-City-Born Children for the Purpose of Enrollment in Kindergarten, was formed to lessen financial burdens and encourage parents who are enrolling their children for the first time.

SP-3008, S-2021, an Ordinance Temporarily Suspending the Rent in City-Owned Markets on Pork Chicken Stallholders Affected by the Price Ceiling Provided Under Executive Order No. 124, S-2021, for the Effective Period of the Said Executive Order, helped vendors affected by the mandated price ceiling, and encouraged them to continue have meat products available for the benefit of consumers.

SP-3013, S-2021, an Ordinance Amending the Validity of Business Permits from December 31 of Every Year to One Year from Date of Issuance of Anniversary Date, Amending Further Ordinance No. Sp-g1,S-g3, Otherwise Known As the Quezon City Revenue Code of 1993, provided for the one-year validity of business permits, in line with the City's goal to be a preferred destination for businesses.

SP-3016, S-2021, an Ordinance Adopting a Rental Housing for Qualified Beneficiaries of Quezon City Socialized Housing Projects, provided greater housing opportunities to Quezon City residents, by creating a rental housing scheme for qualified beneficiaries, who are identified as those underprivileged, homeless, and informal settler families who cannot afford to purchase socialized housing. It also created a Beneficiary Selection and Arbitration Committee, a Rental Housing Trust Fund, and designated the starting monthly rent as Php800.

SP-3019, S-2021, an Ordinance Mandating the Use of the Kyusipass Contract Tracing Method through Safepass for All Residents and Non-Residents, and Establishments Within the City, Whether Public or Private, and Providing Penalties for Violation Thereof, provided for a contactless and easier contact-tracing method, integrated with the Quezon City Contact Tracing and Incident Management System, and mandated the use of QR Codes for entry to all establishments in Quezon City, including events such as bazaars, weekend markets, outdoor fairs, and similar activities.

SP-3024, S-2021, an Ordinance Granting Daily Allowance to the COVID-19 Vaccination Volunteer Medical Staff, provided for food, travel, and subsistence allowance for the City's volunteer medical staff serving at Quezon City vaccination sites, in the maximum amount of Php2,500 per day.

SP-3025, S-2021 and **SP-3026, S-2021** granted hazard pay to all personnel of the Quezon City local government who physically reported for work during the period of Enhanced Community Quarantine and Modified Enhanced Community Quarantine, in the amount of Php500.00 per day, as well as for all barangay officials and personnel, in the amount of Php200.00 per day.

Aside from the enactment of the above-mentioned measures, the legislative department also participated in the safety-seal certification of the City Hall Offices, to promote and ensure compliance with minimum public health standards.

By the end of June 2021, the offices of all 38 honorable city councilors, the Office of the Secretary to the Sangguniang Panlungsod, and the Office of the Vice Mayor were all individually safety-seal certified, by the Department of Interior and Local Government. The DILG later awarded the Legislative Department, through the Office of the Vice Mayor, a Mark of Distinction, in recognition of their laudable and innovative practices, in compliance with minimum health standards, as set under the Safety Seal Certification Program.



XI.
AWARDS AND
RECOGNITION

XI. AWARDS AND RECOGNITION

Quezon City was honored to earn global and local recognition for its people's tireless dedication.

International Awards, Citations, and Features

Stevies Gold Award for Innovation in Government Publications

- for Made in QC 3
- given at the virtual 8th Annual Asia-Pacific Stevie awards on July 14, 2021



Special Achievement Award in GIS (SAG)

- for the City Assessor's Office's ETax Mapping
- given at the virtual Esri User Conference Plenary Session on July 12, 2021



Carbon Disclosure Project (CDP) A-List City

- for sufficient climate data and actions reporting to the CDP-ICLEI Unified Reporting System
- the CDP captures the impact of each city's collective actions through standardized measurement of emissions, climate risks, and mitigation efforts
- given to just 88 cities globally, only two of which were from Southeast Asia

Featured as a Case Study on Integrated Food Systems

- cited for best practices on building food and nutrition resilience
- by Norway-based EAT, a global non-profit organization dedicated to transforming global food systems, and UNICEF

Featured for QC's green recovery plan, focusing on urban agriculture and livelihood

- by the Global Covenant of Mayors for Climate and Energy (GCoM) - in partnership with The New York Times - as well as in the EAT@Home Forum

National Awards , Citation, and Features

Unmodified Opinion from the Commission on Audit (COA)

- for Quezon City's 2020 Annual Audit Report
- the highest audit opinion the COA renders, indicating a government agency that has accurately disclosed all changes, accounting policies and their applications, as well as the results of those policies, conforming with required high standards
- This is the first time in history the COA has issued an Unmodified Opinion.

Special Citation, 2020 Most Business-Friendly Local Government Unit Awards

- acknowledges good governance in promoting trade and industry, coupled with accountability and transparency in public service
- given virtually via the 46th Philippine Business Conference and Expo on October 8, 2020



XI. AWARDS AND RECOGNITION

Highest Rank for Locally-sourced Revenue Generation Among Top 10 Cities

- cited by the Bureau of Local Government Finance for both 2019 and 2020, via its website. Tax revenues consist of real property tax, business tax, and other taxes.



Certificate of Compliance in the Local DRRM Councils and Offices (LDRRMCOs) Category

- for submitting QC's duly-accomplished Local Government Unit Self-Assessment Toolkit and its supporting Means of Verification (MOVs)
- given by the Office of Civil Defense – Department of National Defense, at the 22nd Gawad KALASAG (GK) Seal and Special Awards for Excellence in Disaster Risk Reduction and Management (DRRM) and Humanitarian Assistance 2021



2nd place, Best in Inter-operability (G2G) Category, 2020 Digital Governance Awards

- for *Intelligent, Resilient and Integrated Systems for the Urban Population (IRISE UP)*
- given by the Department of Information and Communications Technology

- recognizes an LGU's initiative to connect data and systems with other government offices, for the convenience of constituents and to improve public service delivery



Multiple accolades for the Quezon City Public Library (QCPL):

- Outstanding Public Library Hall of Fame
 - given by the National Library of the Philippines and The Asia Foundation
- Most Creative Project Award from The Local History Collector Website
 - for *QCPL Librarian*, which featured QCPL's full-text e-book collections during the 'Creative Given Tuesday: Digital Reading Workshop for Librarians' on April 6, 2021
- Cirilo B. Perez Award 2020
 - given by the Philippine Librarian Association Inc., at the online PLAI Congress on November 27, 2020
- Most Participative Innovators; Best Team; Most Collaborative; Most Diligent; Top1; and Leadership Awards
 - for QCPL Librarian
 - given by the Network of Emerging Filipino Library Innovators on October 20, 2020
- Top Performing Public Library in the Philippines – Barangay Category
 - for QCPL-Talipapa Branch
 - awarded by the National Library of the Philippines, with the Asia Foundation, on August 25, 2020
- 2nd Place Nationwide, ASEAN-ROK Yellow Apron Hashtag Reading Challenges
 - for reading sessions posted via Instagram across the ASEAN region, from January 15 to April 23, 2020

Maynilad Water Warrior Award for Advocacy Leadership

- for the Honorable Mayor Ma. Josefina G. Belmonte, as an 'environmental champion' who advocates for the country's natural resources, especially the protection of water and water-environment sustainability
- given at the virtual World Water Days Awards 2021, organized by Maynilad Water Services, Inc, the National Water Resources Board, and the DENR

XI. AWARDS AND RECOGNITION



Safety Seal Certificate

- for the Office of the City Mayor and various other Quezon City government departments and offices, for compliance with public health and safety protocols, as well as contact tracing protocols, through the KyusiPass, from the DILG

Mark of Recognition and Gratitude

- given by the Peace and Order Council

Shortlisted for the Galing Pook Awards 2020 Top 20 (as of 16 September 2021):

- Kabahagi Center for Children with Disabilities
 - for its community-based rehabilitation program for children with disabilities and special needs, especially TeleMedicine and TeleLearning
- QC Human Milk Bank
 - for the provision of 979,624ml of pasteurized human milk, donated by eligible breastmilk donors, helping 5,023 infants across the country
- Grow QQ: Kasama ka sa Pagkain, Kabuhayan, at Kalusugan
 - for its success as a sustainable food security program that promotes urban gardening and other means to grow food, for safer and healthier access to nutrition, as well as an alternative source of livelihood



A long-exposure photograph of a highway at night. The image shows multiple lanes of traffic with light trails from cars in various colors (blue, orange, red, white). In the center background, a tall, illuminated monument with a central column and two side columns is visible. The monument is lit up, and its reflection is visible on the road surface. The sky is dark, and there are some trees and foliage in the foreground and background.

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