

Milano 2020 – Adaptation Plan

May 2020 | Comune di Milano



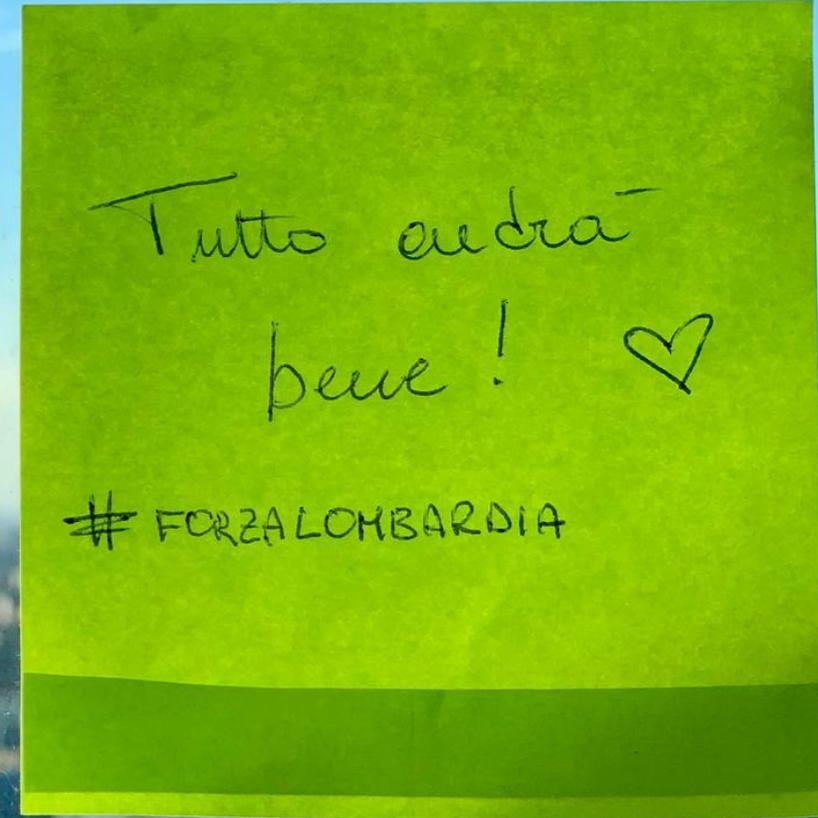
Introduction

A strategy for 'Phase 2' - un-locking

The strategy for 'Phase 2' will require a **radical change in citizens lifestyles and in the city organization**, due to social distancing and necessary precautions.

At every institutional level, national and international, discussions are ongoing regarding lifestyle change. Milan wishes to contribute to the debate.

We believe that it is our duty, as first major city hit by Covid-19 outside of China, to **propose concrete solutions to complement the global ones.**



Timeline – phase 1 and 2



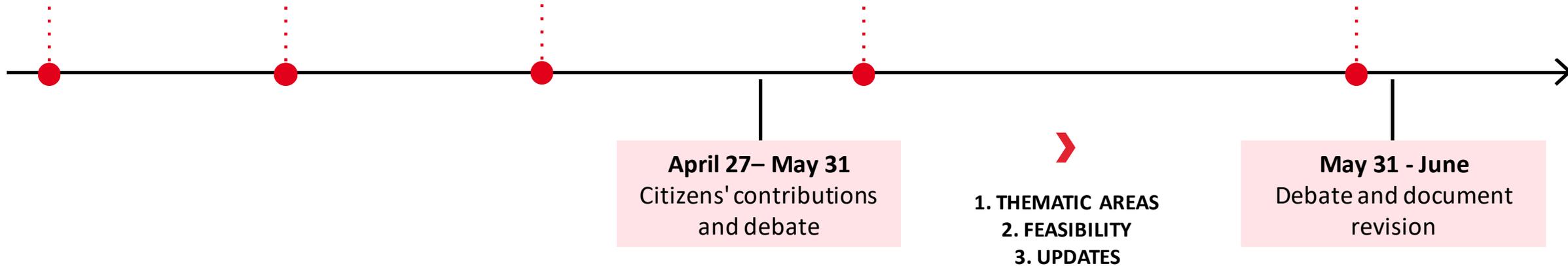
FEBRUARY 2020
Covid outbreak

MARCH 2020
Lock-down
and city
restrictions

APRIL 2020
Re-opening of bookshops,
stationers, agricultural and
industrial companies

MAY 2020
Gradual reopening of the
city; movement of
citizens under quotas

JUNE 2020
Re-opening of restaurants,
bars, hairdressers and
beauty centres



PHASE 1 | emergency management

PHASE 2 | gradual recovery

Envisioning and predicting scenarios

Emergency and change

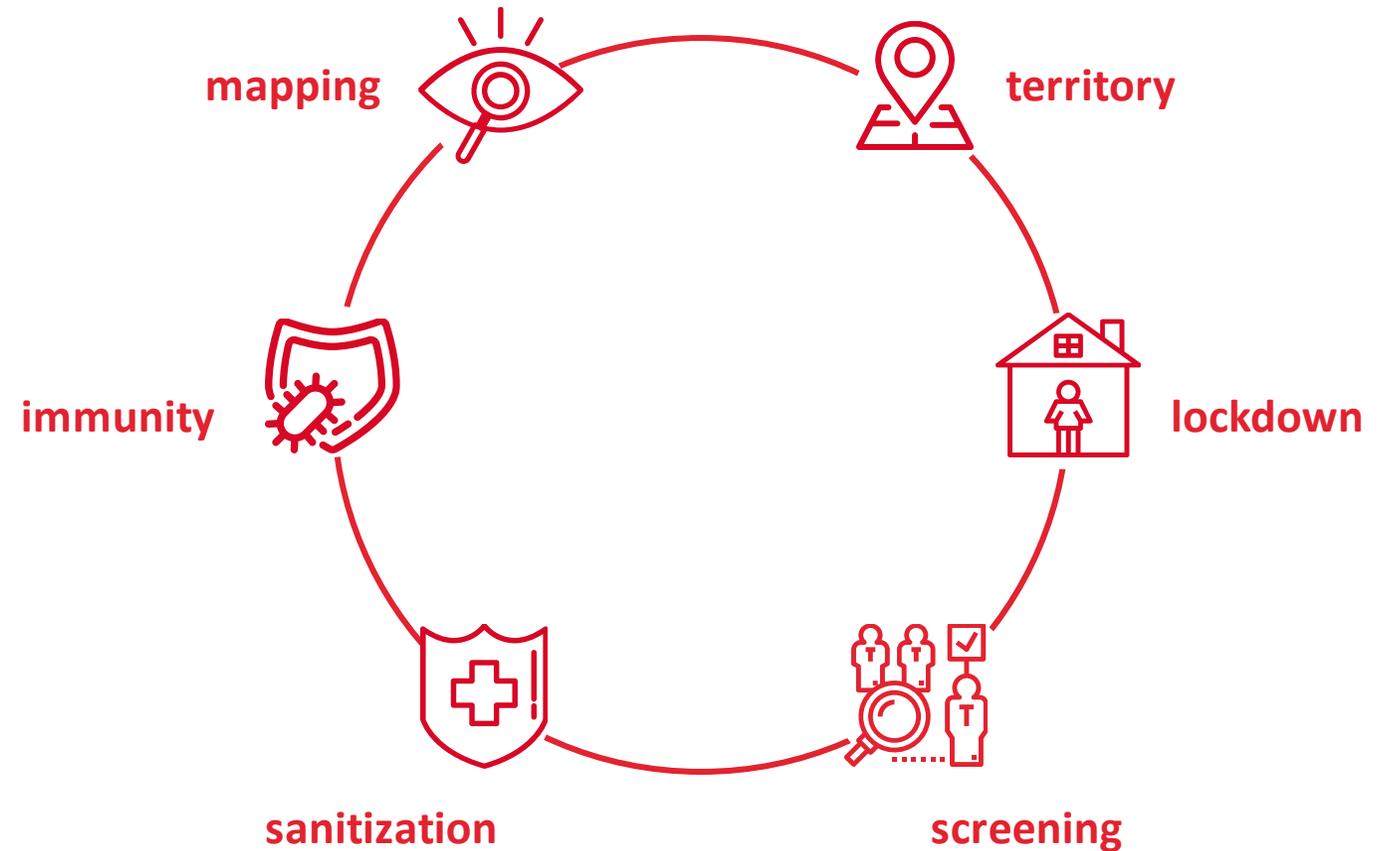
The Adaptation Strategy will operate in an **uncertain and constantly evolving environment**, so it must be **dynamic and identify different measures** according to the following reference scenarios:



Conditions needed for recovery

Key elements

In order to finally **come out of the lockdown phase** and **gradually resume daily activity**, it is necessary to ensure a positive development of the following conditions:



Target

In order to be effective, the strategy will have to take into account **the different population targets** under certain conditions

- **Health: virus POSITIVE or NEGATIVE**
- **Immunity: IMMUNE or NOT IMMUNE**
- **Age: YOUNG or OLD people**
- **Sanitary conditions: WITH or WITHOUT PATHOLOGIES**
- **Work status: ACTIVE or INACTIVE**
- **Economic situation: VULNERABLE or NOT**



— The context

Milan and the emergency

Milan's lifestyle is founded on **work, sociality, times and spaces sharing**, such that the city is particularly impacted by this health emergency, which greatly limits interactions.

This implies profound **damages to the city economy**. It is clear that the connecting fabric of the Milanese economy needs **programming and revitalization interventions** that must be compatible with a frame of limitations.



The context

Beyond the crisis

'Phase 2' is needed to bring us back to normalcy, but poses a set of fundamental questions:

*Which **societies and which communities** do we want to be and to build **after the crisis**?*

Is it our main goal to simply come back as fast as possible to what we had 'before'?

Are we looking to 'benefit' from the crisis and take a leap forward to improve our city and its quality of life?

*Is this goal reachable **given the limitations** that will be imposed for an indefinite period of time, probably long?*

The Adaptation Plan goes in the direction of a new, better normalcy and implies a **new sharing process**.

Mission

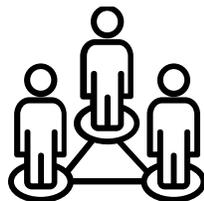
Maintaining a **perspective that considers investments and the protection of people as a unicum.**

Every available resource must be invested to:

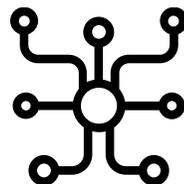
- **SUPPORT** | the productive system of the city, Milan's network of services, public investments
- **PROTECT** | people most in need, vulnerable groups, the elderly, children and teenagers
- **REDUCE** | bureaucracy
- **MAINTAIN** | smart working and high digitalization levels
- **RE-ORGANIZE** | city timetable, streets and public space use
- **RE-DISCOVER** | the neighbourhood dimension

Vision

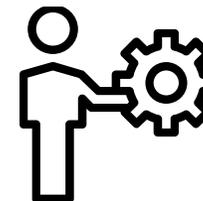
The adaptation strategy is based on the following:



**GOVERNANCE, RIGHTS
AND INCLUSION**



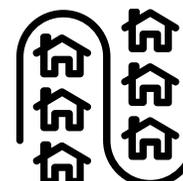
**ECONOMY, RESOURCES
AND VALUES**



LABOUR



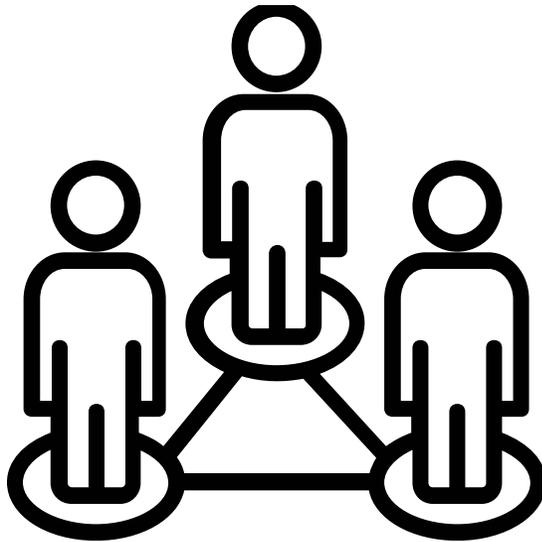
SUSTAINABILITY



**TIMING, SPACES AND
SERVICES**

Vision

GOVERNANCE, RIGHTS AND INCLUSION



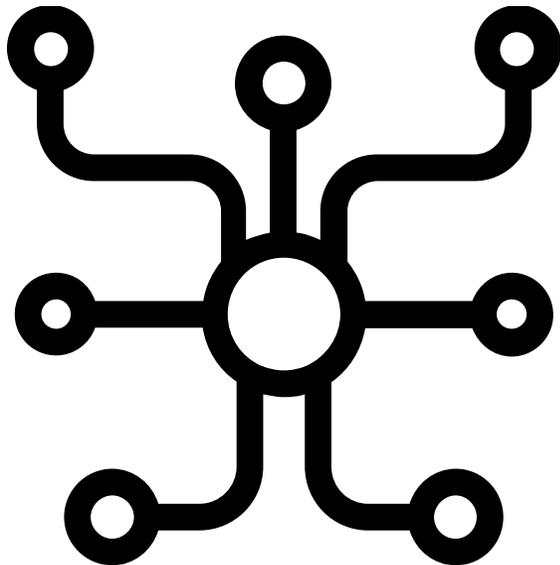
Grant the **participation of all those** that are part of the social fabric of the city through digital tools that allow **participation and a shared decision-making**

Grant **adequate measures to the most vulnerable subjects**, mapping and reorganizing the supply of healthcare on the ground

Prepare the city for an eventual return of the epidemic and manage **new forms of containment**

Vision

ECONOMY, RESOURCES AND VALUES



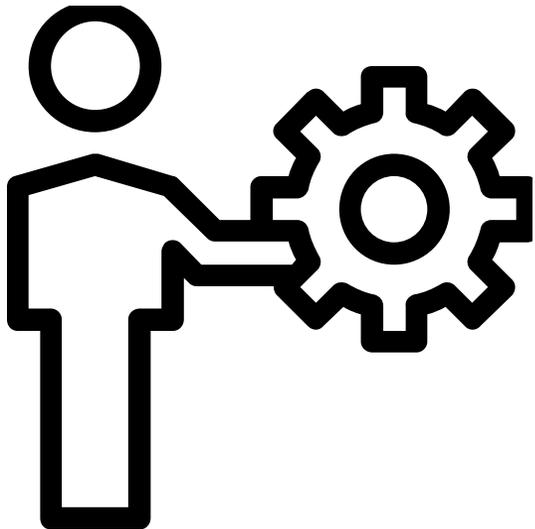
Support companies engaged in the **digitalization of services, production and distribution**, mobilize the production network to deal with the lack of resources (e.g. PPE) and **foster innovation**

Sustain the **restart of the building sector**

Support **social innovation and economic collaboration**, and identify new ways to create and provide culture, art and creativity

Vision

LABOUR



Define an **intervention plan in collaboration with the unions and the private sector representatives and national and regional services** to support a job market reintroduction plan

Strengthen smart working as ordinary system of working, ensuring a **balanced alternance of personnel** and facilitating **work-life balance policies**

Facilitate the **adoption of extraordinary security measures, screening sanification**, IPE plans for the personnel in coordination with the health authorities

Vision

SUSTAINABILITY



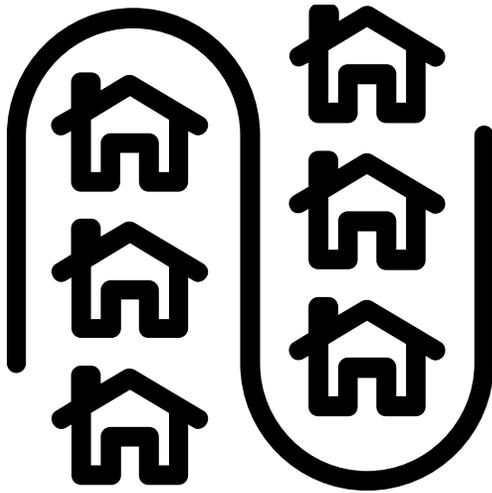
Set the direction of economic recovery pursuing the **goals connected to environmental transition**

Improve **air quality as precautional measure for health** and wellbeing policies and to consolidate the development of **sustainable mobility**, promoting alternative individual mobility means

Incentivate the restoring of local production, promote the development of new short integrated production lines

Vision

TIMING, SPACES AND SERVICES



Rethink the timing, the timetables and the rhythm of the city to spread the mobility demand over the 24 hours of the day

Adapt infrastructures, urban spaces and services open to the public **to physical distancing measures**

Grant **essential systems** of proximity in the range of 15 minutes walking from home to reduce movements, **enhancing the neighborhood dimension**

— Strategies, actions and projects

Adaptation assumes the implementation of the following policies:

1. **RYTHMS AND TIMING** | Maximize Flexibility
2. **MOBILITY** | Reduce movements and diversify mobility supply
3. **PUBLIC SPACE AND WELLBEING** | Reconquer space for leisure, sports
4. **DIGITAL SERVICES** | expansion and ease of access
5. **SERVICES AND NEIGHBOURHOODS** | Everything within 15 minutes walking
6. **CULTURE** | Spread Culture
7. **ECONOMIC ACTIVITIES** | Innovation and inclusion
8. **INFRASTRUCTURES, HOUSING AND PUBLIC WORKS** | Simplify procedures
9. **COLLABORATION AND ASSISTANCE** | Recover the collaboration spirit

1. Rythms and timing

GOAL

Maximize Flexibility

HOW?

- Update of the Time Regulatory Plan of the City to a new organization of public services;
- Extension of timetables for shops, restaurants and leisure activities;
- Incentives for the circulation of vehicles and people in 'flat' hours;
- Incentives to replicate cultural initiatives live in different moments of the day;

IMMEDIATE ACTIONS

HR and Services management by the Milan Municipality

Strengthen smart working as ordinary working modality in the Municipality of Milan. Increase measures of flexibility in timetables of workers and increase hours of opening for public services to smooth mobility, decrease occasions of social contact and favour life-work balance.

Smart working and desynchronization of work timetables

Coordinate with big and medium enterprises (private and public), to agree on policies that promote distance working and desynchronization of work timetables to facilitate movements supporting slow mobility

Schools timetables

Change entrance and exit hours from schools, to decongest the mobility system and guarantee distancing within classrooms and to provide the correlated services (canteens, gyms, etc.)

2. Mobility

GOAL

Reduce movements and diversify mobility supply

HOW?

- Limiting the quantity of movements and favouring smart working and intervening on city timetable;
- Increase security in the use of hired cars and Taxis;
- Improve and diversify the PT supply;
- Promoting the use of bicycles, scooter especially electric ones and pedestrian practices;
- Integrate public transportation and other systems;

IMMEDIATE ACTIONS

Limit public transportation

Signalling systems to grant the security distance and counting systems to communicate the saturation level of public transportation

Mobility Measures

updating of policies on the motor vehicles use (Area C and Area B and parking) with respect to the effective traffic flows and to the traffic timing

Open Roads Programme and diffuse cyclability

Create an infrastructure of pedestrian and cycling roads with signals, low costs and short realization periods, starting from the axis of San Babila-Sesto Marelli.

3. Public space and wellbeing

GOAL

Reconquer space for sports activities

HOW?

- Adequate the sidewalks to the physical distancing measures;
- Facilitate the opportunity to install outside tables of restaurants and bars on parking slots;
- Use gyms and open spaces within every school for the physical activity of children;
- Favour the use of outside public space for cultural and sport events;

IMMEDIATE ACTIONS

Reactivation of parks, sports centres and facilities

Gradual opening of parks and public gardens through access monitoring systems, agreements with sport organizations to organize activities in security. Start the procedures needed to open pools and summer facilities at least in the months of July and August, if allowed.

“Piazze Aperte” (Open Squares) in every neighbourhood

Develop large scale projects of tactical urban planning in favour of pedonalization, especially in proximity of schools and services and in neighbourhoods with less green areas, to facilitate physical activity and the children playing.

Outside spaces for commercial activities and bars

Implement the speed limit at 30km/h in the whole city to allow the increase in spaces for tables also on the sides of the road and instead of parking slots

4. Digital Services

GOAL

Expansion and ease of access

HOW?

- Simplify, expand and accelerate digital services to the citizen;
- Strengthen the ICT network;
- Rethink the logistic to favour the distribution of “km zero” goods;
- Promotion of online cultural initiatives;
- Strengthen of the online service of the municipal libraries system
- Digitalization of participative tools to sustain popular initiatives

IMMEDIATE ACTIONS

Analysis of the spreading and the needs of **connectivity** on the territory and intervention plan in collaboration with the private sector.

Restarting plan of **Registry Officy** through appointments from the Infoline, and provide support to the citizen for online services.

Data Integration to improve intelligence capacity and identify the intervention areas with more precision.

Move online services from the web to a mobile platform through a **Citizen App**.

Sharing of **digital education** activities through telematic modalities.

Increase the number of distribution points of **registry certificates** on the municipal territory.

Expand **Call Center 020202** activity and the use of technologies that allow to reach in a more direct way the citizen (es. Chatbot WhatsApp).

5. Services and neighbourhoods

GOAL

Everything within 15 minutes walking

HOW?

- Strengthen the public services in a proximity perspective;
- Organize complementary services for the students during the summer;
- Cooperate with the Lombardy Region to create services of territorial healthcare;
- Favour the delivery and shipping at home;

IMMEDIATE ACTIONS

Extraordinary Plan for Security in the municipality offices

Adopt a plan for the constant cleaning and sanification of the offices owned by the municipality, the distribution of PPE, personnel screening activities (serologic tests, swabs and temperature measuring) and the contact risk management in coordination with health authorities

Project summer services

Project the summer services, especially those regarding education and elderly care, considering a possibly larger demand, checking and upgrading where possible contracts, bids and union agreements.

Summer school

Organize new forms of summer schools as summer camps to promote educational activities outside and to support families

6. Culture

GOAL

Spread Culture

HOW?

- Strengthen proximity cultural services;
- Incentives for the organization of events and projects with limited capacity to be repeated in different neighbourhoods of the city;
- reorganization of museums and indoor cultural spaces considering the necessity of physical distancing;

IMMEDIATE ACTIONS

Estate sforzesca

'Estate sforzesca', the summer festival of cultural initiatives organized by the Municipality, reached its 8th edition, Being dedicated to music, theatre and dance, it can represent a platform to experiment new productive processes and new forms of access, quotas and relationships between the public and artists of the live exhibitions sector

7. Economic activities

GOAL

Innovation and inclusion

HOW?

- Support to the productive system of the city and the metropolitan area;
- Support hybrid enterprises that can reconvert in the production of PPE;
- Create a system with the touristic and commercial sector to promote Milan as “Safe City”;
- Progressive reopening of cultural and creative activities for tourism;
- Assistance to access the incentives and the national and regional facilitation

IMMEDIATE ACTIONS

Reorganization of the commercial and markets’ layout

Facilitate the collaboration between designers and shopkeepers for the reorganization of commercial spaces; prepare a new plan for the reopening of municipal markets;

Fondazione Welfare Ambrosiano services (FWA)

Assistance for people and small enterprises with social credit financing services, anticipation of layoffs, social services for location;

Territory Mutuality System

Restart the experiment conducted with FWA for a territory mutuality system in private public collaboration for an involvement of Workers Unions

YesMilano

Promote on the digital platform YesMilano, the topic of Milano Bella (Handsome Milan) and Milano Sicura (Safe Milan), involving all the actors of the surrounding cities.

8. Infrastructures, housing and public works

GOAL

Simplify the procedures

HOW?

- Reuse temporarily of infrastructures for the emergency management;
- Develop a plan for the construction sites of the city;
- Speed up and simplification of payments of SAL;
- Plan for public works for the triannual plan 2020-2022;
- make the decisions and procedures of the Municipality of Milan more dynamic and flexible;

IMMEDIATE ACTIONS

Dual Use Infrastructures

Reuse temporarily infrastructures and buildings to give a substantial contribute to the emergency management

- Milano school oasis, “Scuole aperte” (Open Schools). Use school buildings, especially during the summer months, to welcome people and use their green areas for activities of educational assistance
- Temporary Use – Realization and use of public buildings for temporary uses for the emergency management
- Promoting the use of apartments that haven't been rented or previously used to receive through convention modalities with Abitare Milano (Living Milan)
- Energetic communities, use and sharing of public heritage for a widespread energy production from renewable sources
- Use of receptive structures and buildings and other private and public structures for the management of emergencies

9. Collaboration and assistance

GOAL

Recover the collaboration spirit

HOW?

- Support collaborative economic systems realized with a bottom-up approach;
- Strengthen the civil protection system and the management of volunteers;
- continuity and upgrading of collaboration pacts;
- Activate design sector and Fab Lab for reorganization of activities;

IMMEDIATE ACTIONS

Mutual Aid Fund

Concentrate the activities of Corporate Social Responsibility in the Mutual Aid Fund coordinating the actions by the public administration, from citizens and private sector, in a new form of “Territorial Social Responsibility”

Food Aid

Readapt the logistic model developed in the Food Aid hubs for the phase 'new normalcy', giving a structure to permanent Hub to distribute food and resources to the most vulnerable families and to the organizations. Consolidate the relationships with partners (Croce Rossa Italiana, Banco Alimentare della Lombardia, Caritas Ambrosiana, Empori Solidali, Fondazione Cariplo, Programma QuBì)

Milano Aiuta – Milano Does Help

Maintain and strengthen some of the services launched with Milano Aiuta, especially those related to home assistance, collaborative services and grocery delivery.



Grazie.