

## Emergency situation Covid-19 in Barcelona

Summary of measures 09/04/2020

### What's happening?

- A global epidemic caused by a new virus that especially affects people with chronic illnesses and the elderly. Following the indications of the health authorities and in coordination with all the administrations, we have to avoid the contagions and preserve the health system for those who need it. It's necessary to remain at home and to only go out when it is essential, always taking precautions of cleaning and keeping the distances of safety. (Health information: [ASPB](#))
- We are undergoing the toughest days of the pandemic, now surpassing 150,000 people infected at the State level, even though the rhythm of the increase in infections and deaths has dropped considerably. We have been in confinement for 26 days, toughened by measures on 29th March, with the aim of flattening the curve of new infections to avoid collapsing the health system

- The figures as of 09/04/2020 at 11:30 were

	Infections	ICU	Deaths	Discharged
Catalonia	31,043	2,507	3,148	13,063
Spain	152,446	--	15,238	52,165
World	1,487,870	--	88,630	--

- At an international level, the United States continues to be the first country with the highest number of cases, surpassing 400 thousand cases, followed by Spain which surpasses Italy. Germany with close to 100,000 and France are the next as of 08/04/20.
- The Catalan Health Minister Alba Vergés announced on 02/04/20 that 47,373 patients have mild symptoms of COVID-19, a fact that foresees that the figures continue to grow.
- On 25/03/2020 in a report published by the Department of Health of the Generalitat 13,000 deaths were foreseen in Catalonia, in the worst of the scenarios, and 7,600 if the measures taken were effective [News](#)
- The number of infections and deaths continues to grow with respect to previous days, but at a clearly slower rate. So while the increase in infections had grown by 22%, this has now reduced to 3%. On Wednesday 08/04/20 the figures for deaths and infections rose again, but the increase continued to be much lower than the sharpest point on the curve, and a record was also achieved of the number of discharges in a day, with 4,813, and the number of discharges has now reached 33% of the total number infected.

Figures updated here: <https://www.rtve.es/noticias/20200324/curva-contagios-muertes-coronavirus-espana-dia-dia/2010514.shtml>

- The Generalitat de Catalunya has published an interactive map of the extension data of COVID-19 and allows you to see how social inequalities are also reproduced in health inequalities. [MAP](#)

- Today 09/04/20 Public Health Agency of Barcelona has published specific figures of the city.
- The figures for Catalonia and Spain only include the information provided by the hospital services. They are useful for analyzing the evolution of the pandemic, but because they do not account for data from other sources, such as funeral homes, they do not provide a global, more accurate picture of the real affectation on mortality.
- In this sense, through the Barcelona Public Health Agency, we have been able to carry out a specific analysis of the pandemic affect in terms of mortality in the city based on the figures provided by the funeral homes.
- As of 04/09/20 the figures indicate that in March there were 2,629 deaths in the city. In a normal March (the average over the last 10 years), mortality would have been 1,299 deaths, which gives us a difference of 1,330 deaths more than expected and that could be attributed to the epidemic. The worst affected group is those over 75 years old: 1,142 people out of 1,330. They account for 80% of the deaths.
- All the figures are made public and updated as the information is obtained on this website of the Public Health Agency of Barcelona:

- <https://www.aspb.cat/docs/COVID19aldiaBCN/>

### **Confinement situation**

- On 29/03/2020 the Board of Ministers decided to **toughen up the confinement measures**, making it only possible for workers in essential services to move around the city and creating a "recoverable paid leave" for all the workers of non-essential services [News](#) 29/03/20 This measure has been modified by the Government of the State which has decreed that as of Monday 13th April productive activities can be resumed provided they comply with the health requirements.
- It should be stated that the **first measures of confinement in Spain were taken prior to other European countries**. In Spain, the state of Emergency was declared when there were 120 deaths and 4,231 infected; in Italy confinement was 463 deaths and 9,172 infected; in France with 148 deaths and 6,633 infected, and in the United Kingdom, with less tougher measures, with 335 deaths 6,650 infected. ([link](#))
- From the City Council, despite having data confirming a huge reduction in activity, we had asked the state to go a step further and also reduce some activities such as works ([link](#)). The new decree of 29th March already included this and Barcelona City Council has begun to notify all the **13,000 works licenses** that were in force that they must be stopped. ([News](#) 30/03/20)



- Barcelona City Council stopped the 72 **public works** on 14th March [News](#). The Generalitat after various different contradictory announcements, finally on 27/03/20, announced that it would also halt public works.
- The indicators show that a large majority of the population is confined and that the stoppage of the activity is very large. In Barcelona:
  - o In Barcelona: **the use of the metro and bus has reduced by between 90% and 95%** ([news](#) of TMB) and car traffic **has gone down by around 80%**. There has been a reduction of 1.2 million journeys by private vehicles, and 2 million journeys by public transport each day. The number of accident has reduced by 89%.
  - o The implementation of free-of-charge public transport on 02/04/20 and which finishes on 10/04/20 has not represented an increase in demand.
  - o With the arrival of the Easter week, an increase in mobility is not foreseen, but the citizens are asked to not leave the city, for which police controls have been activated. [News](#) 02/04/20
  - o In Catalonia, the Department of Territory states that the indicators of mobility confirm the compliance of the confinement, with a drop of 90% in public transport [News](#) 26/02/20
  - o In the State, the traffic by train, plane or road has plummeted by between 85 and 90% [link](#)

#### **Measures to help avoid the health service collapse in terms of attention and material**

- Barcelona City Council, has placed itself at the service of the health authorities (Generalitat and State) so as to provide support in anything that is necessary, through the Health Consortium. And it is working with the assessment of **Doctors Without Borders**.
- We have activated the **Health Pavilions Programme** ([News](#) 26/03/20) with the double aim of:
  1. Placing **all our capacity, beyond the competences** of each area, to provide a response to the health crisis.
  2. **To advance in a preventive way** so as to avoid a scenario of a sanitary collapse
- This programme will be managed by a **Municipal Office** with municipal management and technical staff (20 people) located in the Parc Sanitari Pere Virgili. In addition, municipal workers from the offer of volunteers are working in the different pavilions (more than 50 people).
- It will coordinate **three types of actions**:
  - 1. The adaptation of **4 spaces** close to hospitals of reference (Vall d'Hebron, Hospital del Mar, Hospital de Sant Pau, Hospital Clínic) so as to respond to possible situations of collapse, which will function as extensions to these hospitals. **In 10 days the 3 Health Pavilions have been set up and put into operation**

- The **Pavilion of Vall d'Hebron** was set in motion on 31/03/20 and accommodates 132 patients.
  - The **Pavilion of Guinardó** associated with Sant Pau (100 beds in the first phase)
  - **Pavilion of Claror** (72 patients) associated with Hospital del Mar is already complete and ready. [News](#) 04/04/20.
  - **INEFC** associated with the **Hospital Clínic**: has now completed the adaptation of the space and will be ready to be set in motion on Friday 10/04/20 ([News](#) 08/04/20). For the time being, the Hospital Clínic is using a medically-prepared hotel, the Catalonia Barcelona Plaza, where up to 300 patients can be attended.
- 2. It will coordinate the availability of hotels, **Health Hotels**, to attend two needs: first of all, patients with mild symptoms or asymptomatic, patients who are autonomous or those who cannot be isolated at home due to difficulties in their environment; and secondly, to provide spaces of the sanitary staff to rest. In total 800 beds.
  - 3. All **the logistical support** linked to these centres: transfers, food, maintenance, etc.
  - **Strengthening the Public Health Agency of Barcelona**, to control the information regarding the evolution of the epidemic in the city. The reinforcement has meant an increase from 30 to 80 people from the agency to carry out tasks related to COVID, among which includes: receiving calls to clarify citizens' doubts (12 hours daily), to keep in contact with patients who are at home and with their contacts to explain procedures, special dedication to residences for the elderly to explain precautionary and isolation criteria, to gather all information, conduct surveys and participate in all activated working groups.
  - TMB (Metropolitan Transport of Barcelona) has promoted the project **Solidarity Buses**, more than 200 drivers of TMB have voluntarily offered to collaborate and TMB buses driven by volunteer workers, during the first three days 105 people have been transferred from the hospitals where they have been treated. [News](#) 03/04/20
  - Opening up the *Ateneus de Fabricació* (FabLabs) for producing individual protection equipment with 3D printers [News](#) 24/03/20

### **Measures to attend the Nursing Homes and Residences for the Elderly.**

- One of the main health concerns, where a focus could be produced with a highly sensitive population, are the **Nursing Homes and Residences for the Elderly**, which are the competence of the Generalitat, in which 11,000 people live. Once it was found that the human and material resources allocated so far by the Department of Work, Social Affairs was not enough, we proposed to the Generalitat to copy what was being done with the project of Health Pavilions. ([News](#) 27/03/20)

- During the weekend of 28th/29th March has operational team was set up that worked in a coordinated way between the City Council and Generalitat and with the advice of Doctors Without Borders with 3 lines of work:
  - o Moving people from residences towards hotels
  - o Disinfection of residences: Barcelona firefighters have already performed in a dozen residences disinfecting them
  - o Guaranteed staff sufficiency
- On 31/03/20 the office already counted on more than 40 people from the municipal staff but we are still request that the Generalitat provides more resources.
- On 01/04/20 there was the first appearance of a person in charge of the Ministry of Labour and Social Affairs and the first official figures of COVID-19 were given in Catalonia. This data is updated daily, according to this data as of 04/05/20 in Catalonia there are 252 residences with some cases that have tested positive and 335 symptomatic cases, and a total of 909 deaths. In Barcelona 70 residences with one or more cases tested positive and 241 deaths [News](#) 06/04/20.
- These figures from the Catalan Ministry do not match those that we have in the City Council, obtained through direct contact with the residences and that establish that in the city **70% of the residences have cases that tested positive**, that today, 08/04/02 there are 800 people with symptoms.
- Faced with the pressure on residences, Social Affairs has decided that residents without symptoms will be able to go to relatives' homes despite not having done the test. [News](#) 06/04/20
- Today 08/04/20 the Government of la Generalitat has announced that the Department of Health will lead the operation of an emergency plan for the residences for the elderly.
- From the City Council **we have requested a jump in scale** ([News](#) 08/04/20), offering to collaborate in the mass transfer of people living in residences to more suitable spaces with three goals:
  - o Remove the pressure on the residences
  - o Avoid new infections
  - o Achieve a better medical support for symptomatic people.
- It is necessary to go from 100 weekly transfers to 100 daily transfers, and we have detected 15 residences where urgent action is required. We have the capacity to do this: among the places in the Health Pavilions (225) and Health Hotels (445) we have more than 660 beds available, to which we could add the places freed in 4 residences that have been disinfected and are empty. This can be done urgently, which is why we have agreed with the Open Arms organization for their support so as to be able to do so.
- We have also distributed 300 tablets to facilitate communication between the elderly and their families and surroundings.

### Measures to attend the increase of deaths

- Given the increase in deaths caused by the pandemic of COVID-19, the City Council has worked with the Generalitat to establish a new decree to regulate funeral services ([News 27/03/20](#)):
- The new protocol establishes that **Barcelona City Council will coordinate all the funeral services in the city** during the health crisis and allows the strengthening of all services to guarantee a universal and basic service, improve the accompaniment of mourning and make the procedures more agile.
- A **unitary price of the basic service** has been established, which will be 2,450 Euros, which includes the transfer and custody of the deceased to funeral service offices and the subsequent burial or cremation. The price remains established at 1,948.10 Euros with regard to the funeral services and 540 Euros if they choose to have a burial or 550 Euros in the case of cremations.
- The increase in the services of funeral services, from 40 or 50 to 200 daily, as well as an increase in the preference for cremation (from 54% to 78%), has meant that to avoid the collapse of the service, an extraordinary measure has been taken of the possibility, if it is not possible to cremate in all the cases requested, for provisional burials to be made, for a period of two years and then to do the cremation, at no additional cost for the families. [News 06/04/20](#) Despite this prevention, today 08/04/20 it has not been necessary to activate this measure because we have been able to provide the service to cover all the needs.

### Measures to accompany the confinement of the population

- **To provide a voice to the city's kids, we have created Dear Diary** ([News 30/03/20](#)) The aim is to generate a space where the city's boys and girls can explain how they are living these days of confinement and share desires, ideas, wishes, creativity, etc.
- **To provide mutual support to the community, we have created - Barcelona from home:** A space has been created on the digital platform *Decidim.Barcelona* in which community initiatives are collected in the fields of Culture, Education, Sports, and Caring, as well as a forum for sharing proposals, and the Barcelona newspaper of kids ([News 20/03/20](#)). As of 27/03/2020 more than **200 citizen initiatives have been put forward** on this platform with more 24,000 visits since the website was started up.
- **Psychological and emotional support of the population** situation of confinement and increase of deaths causes an increase of people who can suffer anguish, stress or any psychological or emotional malaise. That is why Barcelona City Council is developing a series of actions ([News 27/03/20](#)):
  - o In accordance with the Official College of Psychology, a **telephone has been activated to provide emotional support** to the citizenship during the COVID-19 crisis. It will have up to 18 lines attended by expert psychologists and psychologists who are experts in emergencies.

- At the same time, support programmes have been strengthened or created **for specific groups**: self-employed, household workers or carers, municipal staff in essential services, young people, etc.
- **To promote physical activity at home, we have produced the campaign “Barcelona moves inside the home”**. The plan includes 7 different actions, among them it is worth highlighting the use of the *Decidim.Barcelona* platform to collect initiatives from the Municipal Sports Centres or the use of Betevé (the city's local TV channel) to broadcast spots about exercises to do at home. [News](#) 30/03/20

#### **Measures to take care of the carers**

- On 04/04/20 the first shipment of PPE-Personal Protective Equipment for essential service workers arrived from China began to be distributed. The aim is to continue to ensure that all work is done with maximum security. In total **12 tons of material**: 600,000 IIR surgical face masks, 5,000 overalls, 12,000 medical goggles and 9,600 surgical caps. Social Services, Firefighters, *Guàrdia Urbana* - the City Police, Municipal Markets, Mercabarna, Cemeteries, and Cleaning Services will be recipients of the material. [News](#) 02/04/20
- The material has been received at the municipal warehouse adapted during this crisis to receive donations and to centralise the logistics for its distribution.
- The Health Hotels programme, which is carried out thanks to the coordination with the Barcelona Hotels Association, contributes hotels and staff free-of-charge, **providing hotel accommodation to healthcare staff** in need.
- The ATM - the Metropolitan Transport Authority (in which the City Council participates) has approved **free-of-charge public transport** for the duration of the confinement, since the journeys are restricted to essential service personnel. [News](#) 31/03/20
- Public health workers have been provided, among other things, with **free parking** near medical centres. [News](#) 26/03/20
- The **Barcelona Cares** centre has launched a series of IT actions to **inform and advise the domestic workers carers**. [News](#) (01/04/20)

#### **Measures to reduce the impact on people and families in situations of vulnerability:**

- In the city we have 2,200 places for vulnerable people. We are enlarging them, and we have already reached 2,900 places.
- Initially **385 places** were provided of which 225 were the result of the adaptation of the **pavilions of the Trade Fair** with the logistical support of the Military Unit of Emergencies and the Barcelona Fire Department and the management of the Red Cross in addition to 3 new facilities (Pere Calafell 58 places, Dos de Maig 72 places for women + 72 places in the facility Sant Joan de déu). ([News](#) 23/03/20)
- Even though the services have not collapsed, in order to anticipate the increase in needs, an **additional 310 places have been activated**: a new pavilion with 225 places in the Trade Fair (managed by the Fundació Salut i Comunitat); ABD managed a facility for the homeless with the addition of 70 places; 15 places in the



framework of the Emergency Care Service for the Elderly (SAUV); A new hygiene and food service at the *Estació del Nord*. ( [News](#) 3/04/20)

- **200 tourist apartments** for vulnerable people thanks to the agreement with tourist accommodation operators. ( [News](#) 20/03/20)
- **Increase of 30% for meals on wheels** for people who need it (we have gone from 3,700 to 6,200 people) and soup kitchens open ( [News](#) 22/03/20). Added to this should also be highlighted the fact that the organization of Chef José Andrés, part of the World Central Kitchen charity initiative, has begun distributing 500 bags of meals a day in Barcelona in collaboration with IMSS (The Municipal Institute of Social Services). ( [News](#) 3/04/20)
- Distribution of the "Cash Card" of **Meal Grants**. Since 24th March we have started distributing the cash cards of the 30,000 meal grants. From the City Council we have made it clear that we are upset both with the delay as well as the method, which has required the workers and users to break their confinement. ( [News](#) 23/03/20 ). As of 01/04/20 two thirds of the "cash cards" for meals have been given out.
- Extension of **Telecare** which has almost 90,000 users (3,000 calls daily) and of the programme *Radars* (1,600 users) which monitors the people who live alone with the collaboration of the neighbourhood fabric ( [News](#) 21/03/20)
- Enlargement of the service **VinclesBCN** (2,400) which follows up all the people that have this service and moreover a Health channel for users has been created to attend the doubts of these people ( [News](#) 23/03/20) and a channel with the *Guàrdia Urbana* - the City Police ( [News](#) 20/03/20)
- **Re-adaptation of the Home care Service** for the elderly who live alone: the collaboration of the families has helped to reduce the demand for this service, in such a way that it has been possible to strengthen the care for the more vulnerable.
- We are collaborating with the Barcelona Social Services Consortium in the implementation of **special devices for the care of people with disabilities** affected by Covid-19. The Casa del Mar facility has been put into operation, where 17 people have been attended.
- Social emergencies with 9 Social Centres on duty which are open. About 1,000 care services are performed daily and during the crisis, until 04/3/20, **17,000 have been attended, of which 6,000 are emergency services, and in which 3,000 emergency aid has been provided** ( [News](#) 3/04/20)
- The **services for the attention of women** have been strengthened, especially those for victims of **domestic violence**. The City Council has attended 537 women from the specialized service in domestic violence during the first three weeks since the declaration of the state of emergency. During this period, emergency accommodation places will be guaranteed for women who suffer domestic violence in guest houses or tourist flats thanks to an agreement with the operator, Apartur, which will allow 200 flats to be added so as to care for vulnerable families if necessary. [News](#) 05/04/20



### **Measures to guarantee the right to housing:**

- **The rental charges for municipal public housing have been halted for 12,000 family tenants:** The Housing Institute (IMHAB) will not charge rent until July and then they will apportion the rents over a year and a half and adapt to the new economic conditions of each one. ([News](#) 24/03/20) This measure will be extended until the month of August ([News](#) 07/04/20). This measure also includes the suspension of rents for public housing depending on the AMB - Metropolitan Area of Barcelona.
- All the housing emergency services are active. **Evictions have been stopped**, at the request, among others, of the Mayor ([News](#) 16/03/20 Housing)
- We have requested that the State Government suspends the rental payments for the most vulnerable families ([News](#) 23/03/20 ). While the State regulation is carried out, we have sent a letter signed with the Trade Unions CCOO and UGT and *Barcelona Comerç* to the *President de la Cambra de la Propietat i del Col·legi d'Apis* (The Association of Real Estate Agents and Property Owners) in which the owners are asked to adapt their rentals to the new situation ([News](#) 30/03/20)
- On 31st March, 2020, a new package of social measures was published by the State Government that signified **a very important step forward in terms of rent** in line with what was claimed, even though it didn't satisfy our demands for a suspension. In Barcelona, 40% of the housing is rented (one of the highest percentages in Spain) and half a million families live in rent and will benefit from these measures: stopping special releases, extending months of contracts, microcredits at zero interest, etc. ( [News](#) 31/03/20)

### **Measures to reduce the impact on the family economy**

- The deadline for the payment of municipal taxes has been extended, facilities are provided to pay in instalments and individual plans will be made with municipal assessment [News](#) 26/03/20 To resolve doubts and make enquiries in this matter, we have set up the [Tax Office for tax assistance and advice for citizens and companies](#)
- The **nursery school fees** will not be charged (8,000 users), and the music schools and conservatory neither (2,000 users) ([News](#) 18/03/20)
- The **municipal sports centre fees** will not be charged (200,000 users) during the state of emergency. ([News](#) 19/03/20)
- The users of **Barcelona Energia** can delay the payment of their bills. [News](#) 31/03/20

### **Measures to reduce the impact on work:**

- According to figures from the Department of Labour, since the beginning of the crisis in Catalonia until 02/04/20 there have been 83,553 ERTO (Temporary Regulation of Labour) files that affect 617,558 workers, and in the area of

**Barcelona 60,379 files that affect 483,844 workers** (25/03/20). The updated figures are provided by the Department of Work and can be consulted at [this link](#).

- **Registered unemployment figures** show a high increase: in the State there are 302,365 more registered in comparison with the previous month, in Catalonia the increase is of 21,833 new people registered [at this link](#)
- The **Labour Rights Defence Points** will be reinforced. The Points will be offered in collaboration with the Trade Unions to attend doubts about labour risks or loss of work. [News](#) 24/03/20
- The website <http://barcelonactiva.cat/covid19> has been created that includes tools and resources from all the administrations to provide support to companies, SMEs, entities, self-employed and workers [News](#) 24/03/20
- The **telephone service 900 533 175 has been activated, a free-of-charge line** for providing guidance for the citizens and resolving questions about their labour situation. [News](#) 24/03/20
- **All contracts remain valid for the companies that supply goods and provide services for the City Council**, adapting the service to the current situation and guaranteeing liquidity, provided that employment is maintained and that no regulations are agreed. A contingency plan will be requested, in the case of essential services, to ensure the safety of the staff assigned to the tasks of the City Council. ([News](#) 16/03/20)
- Barcelona Activa has strengthened its online training and has tripled the number of enrolments [News](#) 01/04/20

### **Measures to reduce the economic impact**

- The deadline is extended for paying, appealing against or requesting the return of ALL municipal taxes for the duration of the state of emergency. [News](#): (16/03/20). Furthermore:
  - **Commercial waste tax.** The public price will not be charged to shops, restaurants, freelancers and companies that cannot open to the public during the state of emergency decreed by the Government.
  - **Fees for terraces.** They will be returned to all establishments affected by the days that they have not been able to carry out the activity during the state of emergency. If they have not yet been paid, the proportional part will be reduced.
  - **Changes in licenses.** In the second phase, the possibilities that the restaurant establishments will be able to adjust the demand for public space to the real needs will be studied, given the drop in consumption.
  - **Tax on stays in tourist establishments (IEET).** The payment is postponed until September.

- In addition to the measures promoted by the City Council, measures should also be added that are applied in all the Metropolitan Area's decrees issued by the AMB (Metropolitan Area of Barcelona) and aimed at self-employed people, SMEs and citizens in general. [News](#) 31/03/20
- The City Council has a major capacity in terms of procurement and in this sense, a role in the local economy that goes beyond regulation. That's why it has made a great effort to reduced **the time for paying the providers and suppliers to an average of only 20 days**, thus facilitating the liquidity and stability of the companies that work for the City Council. [News](#) 05/04/20

### **Measures to reduce the impact on the cultural sector**

- The City Council has defined a package of 10 measures to provide direct support to the culture sector ([News](#) 18/03/20) and to clarify doubts, the Culture Institute of Barcelona has set up a specific channel for people to contact ([News](#) 27/03/20). The 10 measures are:
- Call for an extraordinary subsidy of €1 Million especially for cultural-based initiatives.
- Festival Grec 2020. In this year's edition of the festival the maximum number of productions will be included of companies in the territory that have been cancelled since March 15 and while the state of emergency lasts.
- Fortnight of the Metropolitan Dance. The planned street dance shows will be rescheduled for July and will be included in other municipal programmes such as the Festival Grec or the Barcelona Cultural District.
- Advance of a part of the amounts of the postponed programming. The companies and artists that have scheduled shows that have been postponed due to the crisis will receive a part of the amounts contracted.
- An extraordinary investment of one million Euros will be allocated to increase the collections of the city's libraries.
- Sant Jordi and Món Llibre. All permits, including those for the pacification the streets and avenues of the city, will be provided to the Cambra del Llibre on the date that Sant Jordi is finally celebrated this year. The Món Llibre literary festival, which takes place at the CCCB and the Macba, will be held on 20th and 21st June.
- The calendar of major cultural events and music festivals in Barcelona will be reorganized, if necessary, to avoid cancellations.
- The call for the Barcelona Cultural District programme will be extended so that it can include the maximum number of productions cancelled during the state of emergency.
- Exemption of fees for audiovisual filming in the city until 31st December, 2020.
- Prioritization of ordinary channels of support for the cultural fabric, such as grants, programming and public communications.

### Measures to guarantee the food provision to the city

- 38 municipal markets open, with home delivery services ([News](#))
- The functioning of the Wholesale Market, Mercabarna, is guaranteed with its own [Contingency Plan](#) ensuring food for the metropolitan area.
- The loading and unloading has been made flexible and the limitation by tonnage of vehicles in the city has been eliminated.

### Measures to guarantee the functioning of the City Council

- We guarantee the full functioning of the City Council, provided that it can be done in the form of teleworking, ensuring the essential services in any circumstance
- A volunteer job bank opened up to reinforce the essential services (19/03/20) which already has 900 people enrolled as of 26/03/20.
- **The international action** of the City Council focuses on supporting municipal efforts in relation to COVID-19 [News](#) 01/04/20
- Since the entry into force of the Decree of State of Emergency on 14th March, both the **Guàrdia Urbana** and the **Barcelona Fire Department** have been reorganized to deal with the emergency situation, maintaining quality standards and adapting to the needs. Since 14th March, 17,000 charges have been filed for breaches of the confinement rules. It is worth highlighting the support work of both the **Guàrdia Urbana** and the **Firefighters** in all municipal projects for the attendance of people these days, such as the Health Pavilions, Hotels Health, Residences for the Elderly etc. [News](#) 06/04/20
- Mobility: Reinforcement of **public transport** so as to guarantee safe distances for people who have to travel. 75% reduction in the use of public transport
- **Closure of 400 municipal facilities:** Social and Civic Centres, etc. [link](#). However, services are being reinvented and, for example, Civic Centres are still open from home [News](#) 31/03/20
- The services of **cleaning, rubbish collection and waste treatment** (Non-furniture collection) have been adapted [News](#) 16/03/20 the services are functioning correctly [News](#) 28/03/20 in addition the cleaning teams have been strengthened as well as the disinfection of the containers for the waste collection [News](#) 01/04/20
- Closure of 148 parks and gardens
- **72 works in the public space** have been stopped: the public works directly and the *Guàrdia Urbana* are watching over the private works that are unable to guarantee the safety conditions fixed by the WHO. [News](#) 16/03/20
- The public bicycle service, *Bicing*, has been halted, and a recommendation has been made to the private services of Bicycles and Motorbikes to do the same if they are unable to guarantee the conditions of hygiene of the vehicles.



- The parking in regulated on-street areas (the green and blue parking areas) will not be fined during the period of restrictions.
- The Metropolitan Area of Barcelona has reduced the taxi service by 20% ([News](#) 25/03/20)
- The fines for the ZBE (Low Emissions Zones) which were to come into force on 1/04 have been postponed
- Cleaning, Rubbish collection and Waste treatment (No collection of furniture)
- Security and prevention: Guardia Urbana - city police, and Fire Department operative (092 - 112 for emergencies)
- 010 and channels of information and non-onsite attention. Postponed procedures with established deadline (*to clarify subsidies, ordinary and extraordinary*)
- Civic agents help to ensure the health measures ([news](#) 20/03/20)
- Recommendation to carry out procedures online or by telephone
- Compensation of transport tickets that have not been used ([ATM](#))
- Education: Virtual open-doors visits and registrations put back ([news](#) Consortium) and Olimpia campus ([news](#))
- Area of dogs open, The centre for adoption of dogs functions behind closed doors ([news](#) recreational areas 18/03/20)