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SANITARY CRISIS COVID-19

SUMMARY OF THE MEASURES ADOPTED BY THE CITY OF MADRID

(as of March 30, 2020)

Announcement of the Mayor of Madrid (March 12)

- Appeal to citizens to keep civic behaviour and to stay at home, following the requirements of the Health Authorities.
- Call to attend to the recommendations in case of contagion.
- Appeal to the non-extension of hoaxes through social networks.
- Call to avoid possible contagion scenarios.
- Appeal to the solidarity of young people.

Source: <https://www.madrid.es/UnidadWeb/NxC/BandoAlcalde120320.PDF>

Administrative and fiscal organization of the City Council:

- Maintenance order for basic municipal public services.
- Face-to-face work only for those essential activities to provide the service (see annex I).
- Extension of administrative deadlines.
- The collection of Vehicle Tax and Garage Tax is postponed.
- The budget structure is adapted to what is established in the National Decree to face the economic and social impact of COVID-19.
- Measures are taken regarding public procurement derived from the situation caused by COVID-19.

Civil protection:

- Declare the Orange emergency level of the Municipal Emergency Plan (PEMAM).
- Enable the Madrid Municipal Police to adopt the necessary measures to guarantee strict compliance with all the agreements made in this emergency situation.
- The essential municipal public services will continue to be provided (Municipal Police, Fire Department, SAMUR-Civil Protection (Ambulances), Mobility agents, Madrid Calle 30 (Madrid beltway road), Mercamadrid (Madrid central market), Funeral Service, and Madrid's Municipal Transport Company).
- The activity is suspended in senior centres, municipal schools and socio-educational centres, in the network of libraries, cultural centres, municipal theatres and sports centres.



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Social emergency measures

- HOMELESS PEOPLE AND REFUGEES: A hotel has been set up in Arganda del Rey and a hostel in Chamberí to serve asylum seekers and homeless people without symptoms. Those who present symptoms of illness will be transferred to the Villa de Vallecas asylum seekers centre and the Juan Luis Vives homeless centre in Vicálvaro, except when needing hospital admission.
- HOMELESS PEOPLE: Extension of the winter campaign for two additional months until May 31 to protect the homeless, providing 479 places. 150 of them will be in an IFEMA Pavilion that has been prepared for the occasion.
- FOOD AT HOME FOR THE ELDERLY: Emergency contracts for the distribution of meals at home to people at risk (elderly, sick) or vulnerable.
- FOOD AT HOME FOR VULNERABLE CHILDREN: 500 meals a day are being delivered to minors who attended Infant Schools of the Madrid City Council.
- HOME PURCHASE: The municipal markets of Madrid offer home delivery of groceries to avoid trips for people at risk.
- CONSTRUCTION OF A PROVISIONAL HOSPITAL IN IFEMA FOR NON LIFE-THREATENING CASES: 3 pavilions at the Madrid Fair become a provisional hospital against the virus, with up to 5,500 beds.
- HEALTHCARE PERSONNEL: Free special bus line to take volunteers and health workers to the temporary IFEMA Hospital.
- FUNERARY SERVICES: Authorization as a morgue of the Ice Palace (Ice Rink).
- GENDER-BASED VIOLENCE: All social devices are maintained, and a campaign has been carried out to remind the population that measures continue in force out despite the confinement.
- ADOPT A GRANDFATHER: Volunteers answer a phone 24 hours a day to talk and accompany elderly people who are alone at home.

Guarantee of supply of essential goods and products:

- Trucks of more than 18 tons are allowed to circulate through the city without prior authorization.
- The activity of Mercamadrid (Madrid Central Supply Market) is maintained and access control is reinforced.



Mobility:

- Free parking in municipal parking spaces is allowed for health professionals from public and private hospitals. (March 14).
- Parking fees are released in the vicinity of hospital areas. (March, 15th)
- Subsequently, parking fees are released throughout the city, after the confinement of the population by the state alarm decree. (March 16)
- The provision of the public bicycle service, BiciMad, is suspended (March 15).
- The provision of the taxi service is reduced to 50% on working days, except for taxis intended to transport disabled or vulnerable people (March 16).

Cleaning and waste:

- Massive street cleaning, hosing down the floors with disinfectant and bleach, particularly in crowded areas.
- All necessary measures are taken to guarantee the services of waste collection, street cleaning, and urban furniture and security devices maintenance.

Attention measures for citizens and the economic fabric:

- SPORTS: The coaches of municipal sports centres will offer free classes through the Instagram account "I train at home".
- ECONOMY: A reduction of 63 million in taxes (IBI and IAE) has been decreed for companies in the leisure, catering, commerce and travel agencies that maintain employment.
- HOUSING: Monthly rent collection will be postponed for all 6,000 tenants in municipal subsidized housing units. Any planned eviction will also be postponed.
- Moratorium on taxes such as the tax on vehicles, garage fees or ATM fees.
- Closure of the Citizen Attention offices. Online and telephone attention is maintained 24/7.
- MADRID SALE AL BALCÓN (Madrid goes out to the balcony): A space for citizen initiatives to improve the quality of life of Madrid residents during the state of alarm. There are already 300 initiatives that have been collected.
- CONECTA JUVENTUD 2.0 (Youth connected 2.0): Initiative that seeks to promote among young people the practice of healthy leisure from home during the health emergency caused by COVID-19.
- ES EL MOMENTO DE LA SOLIDARIDAD VECINAL (Time for neighbour solidarity): Municipal campaign that calls for solidarity between neighbours to alleviate the mandatory isolation of Madrid households in the face of the coronavirus crisis. The city encourages anyone who wants to help their older or disabled neighbours in tasks such as taking down the garbage, walking the dog and buying bread or other essential items.
- FRUIT FOR SANITARIES: The municipal markets of Madrid, essential in supplying food to the city, have started a solidarity initiative to thank the health workers for their effort to curb the effects of COVID-19. They have distributed several tons of fruit to them.
- CULTURE AT HOME: The cultural spaces of the City Council maintain their presence on websites and social networks, making their most outstanding activities known so that they are available to citizens at any time of the day.



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Suspension of activities:

- The operation of the sessions of the District Municipal Boards is suspended.
- The operation and activities of the District facilities Districts are suspended.
- The operation of the flea markets of the Districts is suspended.
- The authorization of civil marriages is suspended at the Madrid City Council.
- The operation of the street terraces of hotels and restaurants is suspended.
- The Rastro flea market in Madrid is suspended.
- All culture and tourism activities are suspended: libraries, museums, sports centres, tourist offices, viewpoints, etc.
- The opening of the Zoo and the Amusement Park is suspended.
- All non-priority activity in the Social Area is suspended.
- The city's 134 parks and playgrounds have been sealed.

Official mourning:

- Due to the large number of deceased people, official mourning days have been declared since March 29. Flags will wave at half-mast.



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ANNEX I - Essential services that keep with municipal personnel on site.

General Administration:

- Access, surveillance, cleaning and maintenance of all municipal offices.
- Coordination and direction of all management units.
- Online entry register.
- Services provided to guarantee the moving of people and material.
- Maintenance of the data processing centre.
- Juridical services.
- Computer support.
- Social care for citizens, economic, legal and contracting services.
- Attention to municipal markets, merchants and hoteliers.
- Online training for the unemployed.
- Human resources: Payroll of the personnel. Appointment and removal of interim officials.
- Payment management and guarantee the correct operation of the city's financial and economic system.
- Ensure the publication of the Official Gazette of the Madrid City Council.
- Auditor / Controller: Personnel to carry out the required procedures in the management procedures.
- Attention to the requests of courts and tribunals.

Environmental services:

- Collection of household and commercial waste and dead animals, personnel of recycling centres.
- Street cleaning, Urgent Cleaning Service and maintenance of urban furniture.
- Waste treatment.
- Service of irrigation networks, drinking fountains and hydrants, surveillance of the channel and the facilities of the Manzanares river.
- Incidents related to tree risk, irrigation breakdowns in green areas with leaks or significant water losses.
- Replacement of trees of the city and maintenance of tree plantations in municipal nursery.



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Mobility:

- Management of the Mobility Management Centre (tunnels, beltway road M-30).
- Maintenance of traffic elements and technologies.
- Transport authorizations and transport of dangerous goods.
- 100% of the staff of Mobility Agents.
- Information on the NO2 Protocol and road signs.

Town planning

- Service of control and conservation of buildings against structural pathologies.

Safety and conservation

- Conservation, maintenance and surveillance of buildings for educational use.

Social services:

- Emergency care for socio-residential exclusion.
- Essential services on public roads (SAMUR Social).
- Municipal Reception Centre for homeless people
- Socio-residential care.
- Emergencies and care for migrants and care for refuge and asylum.
- Emergencies in the provision of alternative accommodation.
- Attention to Families with Minors at risk.
- Family Meeting Points and Parental Intervention Centre, Child Care Centre, Centre for adolescents and young people of the Madrid City Council.
- Service for municipal nursing homes, Municipal Day Centres, Caretakers' Rest Centres.
- Food and home help, senior citizen telecare, laundry.
- Services against isolation and mistreatment of the elderly.
- Disabled citizens' emergency services.
- Service for prevention and care against gender violence, including crisis centre.



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Public roads:

- Emergency in road infrastructures and access roads to Calle 30 (Madrid beltway ring).
- Urban Tunnels Control Centre, service galleries and lighting management.
- Maintenance of the public lighting service.
- Emergency care and surveillance in urban tunnels.



ANNEX II – Bylaws and legislation

(Full text of rules and laws can be consulted [here](#)):

Decree of the Mayor of Madrid on internal organization of the City Council (except civil protection and emergencies) (March 12)

Decree of the Mayor of Madrid on extending administrative deadlines of all kinds. (March 12)

Decree of the Mayor of Madrid on civil protection. (March 13).

Decree of the Mayor of Madrid to guarantee the supply of essential goods and products (March 14).

Decree of the Mayor of Madrid to allow free parking in municipal parking spaces for health professionals from public and private hospitals in the COVID-19 health crisis (March 19)

- Decree of the Vice-mayor's Government Area suspending the operation of the sessions of the District Municipal Boards. (March 10th)

- Decree of the Vice-Mayor's Government Area suspending the operation and activities of the centres attached to the Districts. (March 11th)

- Decree of the Vice-mayor's Government Area by which the operation of the flea markets of the Districts is suspended. (March 12)

- Decree of the Vice-Mayor's Government Area suspending the authorization of civil marriages at the Madrid City Council (March 16).

- Decrees of the district councillors suspending the operation of the terraces of hotel and restaurant watchmen (March 13).

- Decree of the councillor of the Central District suspending the Rastro street market in Madrid. (March 13).

- Decrees of the Culture, Sports and Tourism Government Area suspending activity in all its centres (libraries, museums, sports centres, tourist offices, viewpoints, etc.) (March 11 and 12).

- Decree of the Family, Equality and Social Welfare Government Area suspending all non-priority face-to-face activities in its centres. (March 11th).

- Decree of the Environment and Mobility Government Area suspending the opening of the Zoo and the Amusement Park to the public (March 12).

- Decree of the Environment and Mobility Government Area on Cleaning and Waste (March 14)

- Decrees of the Environment and Mobility Government Area approving measures on the operation of regulated parking and BiciMad (March 15).

- Decree of the Environment and Mobility Government Area on taxis (March 16).



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- Decree of the Finance and Personnel Government Area by which the Municipal Central Treasury Fund is closed (open to the public) (March 13).
- Resolution of the Finance and Personnel Government Area adapting the budget structure to that established in the state decree to face the economic and social impact of COVID-19 (March 20).
- Resolution of the of Finance and Personnel Government Area adopting measures in the area of public procurement derived from the situation caused by COVID-19 (March 19).
- Decree of the mayor extending the decree of March 12, 2020 defining the services of the Madrid City Council. (March 25).
- Decree of the Finance and Personnel Government Area extending the Decree of March 11, 2020 and establishing a set of organizational and preventive measures in Madrid City Council offices(25 of March).
- Decree of the Vice-Mayor Government Area extending the suspensions already adopted while the state of alarm lasts (March 26).
- Agreement of the Governing Board exempting the staff of the City Council from obtaining the waiver to exercise a second activity during the period of duration of the state of alarm (March 26)
- Decree of the Mayor declaring official mourning days from March 29 (March 29).
- Decree of the Mayor adapting services to Royal Decree 10/2020, adapting to Madrid City Council services (situation of Madrid City Council staff). (March 30th).



#THANKYOU MADRID. YOU'LL MAKE IT POSSIBLE.