I  COVID-19 Situation

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1. Outbreak of COVID-19

**Outbreak of COVID-19 in Korea and Community Spread**

- The first COVID-19 confirmed patient in Korea, reported on Jan. 20, 2020, was a female Chinese national (born in 1984) who had visited Wuhan, China. Before February 18th, for a month, the country had little concern for community spread as cases of transmission were clearly identified in those who had visited Wuhan (10 cases), came in contact with a confirmed patient or traveled overseas. The number of new cases only showed a gradual increase (30 cases in a month) and were confined to Seoul and the capital area.

- However, community spread became a reality after a member of the Shincheonji Church of Jesus in Daegu tested positive (Feb. 18). In response, the Busan Metropolitan City Government ramped up its efforts to contain COVID-19 by taking preemptive control measures, updating treatment manuals, and reorganizing infection prevention and control systems.

- Busan saw its first confirmed COVID-19 case on February 21st, 2020, a month after the outbreak of the first confirmed case in Korea (Jan. 20). The number of cases surged to 50 over the next five days (Feb. 25), which added surmounting pressure to patient treatment and contact tracing. However, since March 10th, a large number of patients have fully recovered, a welcoming development which allowed the city government to better cope with the outbreak regarding supply of patient beds, treatment and contact tracing.
COVID-19 Situation, Response and Key Developments in Korea

- Number of newly confirmed cases in Korea: highest daily record of 909 cases (Feb. 28), decreased to under 100 cases (Mar. 14)

- Timeline of Korea’s Response to COVID-19

<table>
<thead>
<tr>
<th>Date</th>
<th>Key Development &amp; Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dec. 31, 2019</td>
<td>27 cases of pneumonia of unknown origin were reported in Wuhan, Hubei Province, China.</td>
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<tr>
<td>Jan. 8, 2020</td>
<td>Wuhan government announced the cause of novel coronavirus as the first death took place.</td>
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<tr>
<td>Jan. 20</td>
<td>Korea saw its first COVID-19 confirmed patient. Korean government raised its infectious disease alert level from Blue (level 1) to Yellow (level 2).</td>
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<tr>
<td>Jan. 23</td>
<td>Chinese government locked down Wuhan, the epicenter of the outbreak.</td>
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<tr>
<td>Jan. 27</td>
<td>Korean government raised the national alert level to Orange (level 3) and launched the Central Disaster Management Headquarters.</td>
</tr>
<tr>
<td>Jan. 30</td>
<td>WHO declared the novel coronavirus outbreak a Public Health Emergency of International Concern (PHEIC).</td>
</tr>
<tr>
<td>Feb. 4</td>
<td>Korea began banning entry of all foreign nationals who had been to China’s Hubei Province, strengthened entry procedures and halted visa-free entry to Jeju Island from China.</td>
</tr>
<tr>
<td>Feb. 5</td>
<td>The 2nd confirmed patient in Korea fully recovered and was released from hospitalized treatment 13 days after testing positive, the first recovery in Korea.</td>
</tr>
<tr>
<td>Feb. 12</td>
<td>Korean government followed WHO decision to officially name the new coronavirus as COVID-19, designated Hong Kong and Macau as contaminated areas and enhanced entry procedures accordingly.</td>
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<tr>
<td>Feb. 18</td>
<td>A female Korean national aged 61 without any travel history tested positive as Patient No. 31.</td>
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<tr>
<td>Feb. 19</td>
<td>Cluster infection took place among those who came in contact with Patient No. 31 at Shincheonji Church in Daegu.</td>
</tr>
<tr>
<td>Feb. 20</td>
<td>The number of confirmed cases increased to over 100, with 1 deaths from</td>
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<tr>
<td>Date</td>
<td>Key Development &amp; Response</td>
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<tr>
<td>Feb. 22</td>
<td>The number of confirmed cases increased to more than 430 (231 cases from Shincheonji Church, 111 cases from Cheongdo Daenam Hospital) with 3 deaths.</td>
</tr>
<tr>
<td>Feb. 23</td>
<td>The number of confirmed cases increased to 600, with death toll at 5. Korean government raised its infectious disease alert level to the highest, Red (level 4).</td>
</tr>
<tr>
<td>Feb. 26</td>
<td>The number of confirmed cases in Korea exceeded 10 million with 12 deaths.</td>
</tr>
<tr>
<td>Mar. 11</td>
<td>WHO declared COVID-19 a pandemic.</td>
</tr>
<tr>
<td>Mar. 13</td>
<td>Korea recorded the 'highest' number of fully recovered patient (177 cases), with the number of the fully recovered exceeding the confirmed patients (Golden Cross).</td>
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<tr>
<td>Mar. 15</td>
<td>Korean government declared Daegu and Cheongdo as Special Disaster Zones.</td>
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<td>Mar. 17</td>
<td>Ministry of Education postponed kindergarten and elementary/middle/high school opening for the third time (~April 3).</td>
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<tr>
<td>Mar. 18</td>
<td>A small cluster infection of about 90 cases was reported in five nursing hospitals in Daegu. National Assembly of Korea passed supplementary budget of 11.7 trillion KRW to respond to COVID–19.</td>
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<tr>
<td>Mar. 19</td>
<td>Korean government expanded special entry procedures for all international arrivals (both Korean and foreign nationals) and convened the 1st Emergency Economic Council Meeting.</td>
</tr>
<tr>
<td>Mar. 21</td>
<td>Prime Minister announced statement on strict social distancing campaign.</td>
</tr>
<tr>
<td>Mar. 22</td>
<td>Korean government began conducting COVID-19 tests for all arrivals from Europe.</td>
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COVID-19 Situation, Response and Key Developments in Busan

- Number of newly confirmed cases in Busan: highest daily record of 22 cases (Feb. 23), no additional confirmed case on Mar. 17

- Number of people under Self-quarantine in Busan: highest daily record of 2,261 (Mar. 1), a decrease to 200 or less (Mar. 10)
<table>
<thead>
<tr>
<th>Date</th>
<th>Key Development &amp; Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan. 20</td>
<td>Launched Emergency Quarantine Team as the national infectious disease alert level was raised to Yellow (level 2)</td>
</tr>
<tr>
<td>Jan. 27-28</td>
<td>Hosted the Joint Emergency Meeting of City Government-Gu/Gun Offices-Related Institutions, presided over by the Mayor of Busan as the national alert level was raised to Orange (level 3)</td>
</tr>
<tr>
<td>Jan. 29</td>
<td>Established Disaster Response Support Headquarters against coronavirus</td>
</tr>
<tr>
<td>Feb. 3</td>
<td>Launched two-track emergency response system to implement quarantine and minimize economic impact • Busan Disaster and Safety Countermeasures Headquarters + Emergency Economic Recovery Response Headquarters</td>
</tr>
<tr>
<td>Feb. 4</td>
<td>Hosted the 1st Private-Public Joint Emergency Economic Meeting • Came up with preemptive response, including monitoring of local economy and establishing countermeasures</td>
</tr>
<tr>
<td>Feb. 5</td>
<td>Established a plan to provide medical equipment worth 0.3 billion KRW to 8 Chinese provinces and cities, including Busan’s six friendship/sister cities, along with Shandong Province and Shanxi Province.</td>
</tr>
<tr>
<td>Feb. 10</td>
<td>Hosted the Comprehensive Meeting for Coronavirus • Established countermeasures for each level of outbreak.</td>
</tr>
<tr>
<td>Feb. 12</td>
<td>Convened the 2nd Private-Public Joint Emergency Economic Meeting • Discussed tailored support to tourism industries and small and micro businesses.</td>
</tr>
<tr>
<td>Feb. 14</td>
<td>Signed the Agreement on Comprehensive Finance between Busan Metropolitan City Government-BNK Busan Bank • Extending loan maturity dates, applying special interest rates and providing emergency fund of 100 billion KRW irrespective of credit ratings.</td>
</tr>
<tr>
<td>Feb. 20</td>
<td>Hosted the 3rd Private-Public Joint Emergency Economic Meeting and announced measures to boost local tourism.</td>
</tr>
<tr>
<td>Feb. 24</td>
<td>Convened a meeting with 5 religious group leaders for COVID-19 and built consensus on refraining from religious events.</td>
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<tr>
<td>Feb. 26</td>
<td>Held the 4th Private-Public Joint Emergency Economic Meeting • Reviewed measures and tailored support for affected small and micro businesses.</td>
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<tr>
<td>Feb. 26</td>
<td>Convened Busan-Ulsan-Gyeongnam Joint Video Conference • Agreed on establishing a joint response system on the metropolitan region level, including COVID-19 information sharing.</td>
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<tr>
<td>Feb. 27</td>
<td>Offered emergency medical masks • Provided 33,000 medical masks to the vulnerable population, including patients suffering from kidney problems</td>
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<tr>
<td>Feb. 29</td>
<td>Conducted random night inspections of Shincheonji Church and related facilities • Gu-Gun office joint inspection, including closing down related facilities</td>
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<tr>
<td>Mar. 3</td>
<td>Designated the 1st Busan Clean Zone business • Aiming to ease citizens’ concerns and reaffirming a level of safety in Busan to revitalize small and micro businesses in neighborhoods</td>
</tr>
<tr>
<td>Mar. 3</td>
<td>Held the Joint Meeting of Related Institutions followed by a delay in kindergarten and school openings • To provide childcare support and prevent infection at private academies</td>
</tr>
<tr>
<td>Mar. 4</td>
<td>Convened the City Government-Gu/Gun Office Joint Emergency Meeting • Collaboration and cooperation to establish measures for quarantine and supply of medical masks</td>
</tr>
<tr>
<td>Mar. 5</td>
<td>Started operation of drive-thru screening clinics in Busan • Operating an increasing number of drive-thru screening clinics for rapid and safe testing</td>
</tr>
<tr>
<td>Mar. 8</td>
<td>Started providing emergency administrative support to pharmacies selling medical masks • Dispatched 700 city officials to 1,534 pharmacies</td>
</tr>
<tr>
<td>Mar. 9</td>
<td>Announced three measures to ease burdens on small and micro-business • Aiming to ease the burden of 1) rent 2) lack of funds 3) income decrease</td>
</tr>
<tr>
<td>Mar. 10</td>
<td>Launched a community donation campaign • Provided priority support to businesses that were visited by confirmed patients</td>
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<tr>
<td>Date</td>
<td>Key Development &amp; Response</td>
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</tr>
<tr>
<td>Mar. 11</td>
<td>Extended mandatory shutdown of Sincheonji Church facilities and ban on demonstrations • (prolonged) Mar. 11 – Mar. 24 (2 weeks)</td>
</tr>
<tr>
<td>Mar. 11</td>
<td>Implemented comprehensive monitoring of facilities with high-risk of infection, including multiuse facilities and workplaces with a large number of employees (Mar. 12-Mar. 27)</td>
</tr>
<tr>
<td>Mar. 12</td>
<td>Enhanced on-site support for swift execution of policy funds for COVID-19 • Meeting with commercial banks and dispatching of on-site support team</td>
</tr>
<tr>
<td>Mar. 18</td>
<td>Busan City Council passed the 1st supplementary budget of 225.8 billion KRW aimed at tackling COVID-19</td>
</tr>
<tr>
<td>Mar. 19</td>
<td>Started online briefing (to avoid person-to-person contact) as part of social distancing campaign measure</td>
</tr>
<tr>
<td>Mar. 24</td>
<td>Announced emergency supplementary budget for small and micro businesses</td>
</tr>
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II  Response to COVID-19

1. First City to Employ Two-track Response Model:
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2. Prompt Quarantine & Medical System
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1. First City to Employ Two-track Response Model: Quarantine & Economy

☐ Establish Prompt and Effective Two-track Emergency Response System to Conduct Quarantine and Minimize Economic Shock

- When the first confirmed case was reported in Korea, Busan launched the Emergency Quarantine Team and established a 24-hour Emergency Contact System in order to trace contact and prepare for the further spreading of the outbreak (Jan. 20).
  - 5 teams (including Infectious Disease Control Team), consisting of 27 officials + Infectious Disease Management Center, consisting of 9 officials, headed by Director General of Welfare & Health Bureau
- As the Korean government raised the infectious disease alert level to orange (level 3), Busan immediately responded by establishing the Disaster Response Support Headquarters in support of the Emergency Quarantine Team (Jan. 29).
  - 1 team of 2 groups, consisting of 11 officials, headed by Assistant Mayor for Public Safety
- The Busan Metropolitan City Government launched the Two-track Emergency Response System focused on quarantine and the economy, the first city in Korea, before a confirmed case took place. This shows the city government’s effort to pool the local community’s capacity together and minimize the impact of the outbreak on the local economy and society (Feb. 3).

- Emergency Response System is operating by two tracks: 1) Quarantine, by the Busan Disaster and Safety Countermeasures Headquarters*, and 2) economic measures to promote consumption and revitalize the local economy, by the Emergency Financial Support Response Headquarters**
  - 10 teams, including Administration Management Team, with participation from related institutions headed by the Mayor, and coordinated by the Vice Mayor for Administrative Affairs
  - 6 teams, including Export/Import Support Team, with participation from 40 related institutions, headed by the Mayor and coordinated by the Vice Mayor for Economic Affairs
Expand Response System upon the First Confirmed Case and Raising of the National Alert Level

- As confirmed cases were reported in Gyeongsangnam-do Province following Daegu City and Geongsangbuk-do Province, Busan Metropolitan City speculated about the possibility of future community spreading. The city government ordered the shutdown of Shincheonji Church facilities and delay of the Busan Transportation Corporation’s employment test (Feb. 21).

- Furthermore, Busan made a bold, preemptive, and comprehensive response to the spread of the virus. The city government reviewed the possibility of drawing up a supplementary budget to inject vitality into the shrinking local economy.

- Despite such efforts, Busan saw its first confirmed case in the evening of February 21, 2020. In response, the city government expanded the operations of the Busan Disaster and Safety Countermeasures Headquarters by adding a 24-hour emergency monitoring system.

- Since the first confirmed case occurred in Korea, several cluster infections took place (22 confirmed cases reported over 3 days). The Korean government raised the infectious disease alert level to its highest, red (level 4), and launched the Central Disease Control Headquarters headed by the Prime Minister as part of a special measure to curb community spreading.

- The city government further expanded the scale and scope of the Busan Disaster and Safety Countermeasures Headquarters’ work which was already in full operation since it preemptively launched.

- Expanded from 10 teams consisting of 40 officials to 1 division of 12 teams consisting of 78 officials / Delayed the opening of the World Team Table Tennis Championships (Feb. 25)
2. Prompt Quarantine & Medical System with Enhanced Treatment Facility

- Shorten Waiting Times and Provide Rapid Treatment with the Development of Real-time RT-PCR

- Korea Centers for Disease Control & Prevention (KCDC) analyzed the genetic sequence released by Chinese scientists and developed Real-time RT-PCR, a new testing measure (Jan. 13). Real-time RT-PCR considerably reduces testing times, which allows medical staff to provide quick treatment to prevent fatalities.

- Real-time RT-PCR greatly improved the speed and convenience of testing. It takes only six hours to receive results and requires just one test to confirm whether a testee is infected.

Pan-corona test, the existing method, takes 1–2 days and testees should go through two steps. However, the new method, RT-PCR, produces confirmed results in only six hours without any need to go through multiple testing stages. This gives enhanced capacity to effectively contain COVID-19.

- Since the first case was reported (Jan. 20), Busan participated in KCDC’s training (Jan. 17) and evaluation (Jan. 17–21) on the new testing method, along with other seven other regions in Korea, in order to trace contact and curb the spread of the virus. In addition, an enhanced response plan for 24h COVID-19 testing was established (Jan. 21).

- As the national infectious disease alert level was raised from blue (level 1) to yellow (level 2) (Jan. 20), Pan-corona virus tests were conducted on suspected cases and patients under investigation in Yeongnam area. (Jan. 22)

- As the national alert level was further raised from yellow (level 2) to orange (level 3) (Jan. 27), Busan reorganized the COVID-19 testing system and adopted the new method, RT-PCR, to facilitate a faster process.
To promptly respond to further spreading, Busan allowed private testing centers to conduct diagnostic tests to improve speed and convenience.

- Busan Metropolitan City Institute of Health & Environment conducts epidemiological investigations on cause and source of infection, and tests critical ill patients during the night.
- Private testing centers implement tests on specimen collected from medical institutions or screening clinics established at public healthcare centers.
- Private testing centers in Busan: Pusan National University Hospital, Seegene Busan Clinic

The national government raised alert level to the highest, red (level 4)(Feb. 23), after cluster of community infections in the city of Daegu and Gyeongsangbuk-do Province (Feb. 18), a surge in confirmed cases, and the first reported case in Busan (Feb. 21) took place. As the support system was expanded to the pan-governamental level, testing capacity was also enhanced to 24h testing.

> An increase to three teams consisting of 15 officials, Busan Metropolitan City Institute of Health & Environment

□ Conduct Prompt and Precise Epidemiological Investigations to Detect Sources of Infection and Control Transmission

Immediately after the first confirmed patient in Korea was reported (Jan. 20), Busan launched the Emergency Quarantine Team on COVID-19 to take a preemptive response (Since Jan. 21).

- Private-Public Joint Response Team consists of 10 city government officials from the Health Policy Division and specialists from the private sector for a prompt response to stem further spreading and conduct epidemiological investigations. A team of epidemiological specialists were allocated as part of the On-site Response Team.
- A designated government official conducts one-on-one monitoring of symptoms on those who came into contact with a confirmed patient in Korea by phone twice a day. Each individual is categorized to be put under active surveillance accordingly.

- The purpose of epidemiological investigations are to identify or confirm causes and sources of infection and transmission.

- Epidemiological investigations are conducted on confirmed patients and contacts when pathogens are detected once a confirmed patient develops symptoms as he/she goes through treatments and tests at screening clinics.

- Identifying contacts by tracing whereabouts of confirmed patients before being isolated in government-designated institutions for hospitalized treatment to stop the spread of the virus is crucial to epidemiological investigations.

- In particular, it is important to identify those who might have come in contact with confirmed patients using information on their whereabouts in order to put contacts under self-quarantine and monitoring to stop transmission and further spreading as quickly as possible.

- After a reported suspected patient tested positive at a screening clinic, a Private·Public Joint Response Team (consisting of 1 quarantine specialist, 4 epidemiological specialists from city government, and 23 administrative officials) was immediately dispatched on-site to conduct an investigation.

- To trace and identify contacts, interviews of patient, analysis of information, including CCTV footage and reviews of collected information were thoroughly conducted.

- To figure out transmission routes and source of infections, the travel history of a confirmed patients and his/her family members, and the possibility of infections occurring during normal daily schedule or at places, including workplaces, homes (accommodation), restaurants, medical institutions are all taken into consideration.
- Quarantine and disinfection are immediately carried out on all identified routes and places visited by a confirmed patient, and all contacts, including family members are placed under self-quarantine.

- As the number of confirmed cases in Korea skyrocketed since the first patient was reported, each local government started giving patient numbers to all confirmed cases, which was previously done at the national level. In addition, Busan effectively responded to increasing cluster infection cases on February 22 (11 cases) and 23 (22 cases).

- A sudden surge in contacts followed by rising cluster infections put pressure on investigation capacity, partly due to lack of personnel.

  (Number of Contacts) 160 on Feb. 23, 285 on Feb. 24, 639 on Feb. 25, 1,376 on Feb. 26, 2,059 on Feb. 27

- More epidemiological specialists (2→4→7 persons) and city officials were recruited* to make a targeted effort on prompt epidemiological investigations.

  Dispatched 2 more medical officers from public health centers and appointed 3 more epidemiological specialists to increase the number of personnel from the existing 2 city government officials.

- (Oncheon Church) It was confirmed that Patient No. 1, a member of Oncheon Church, actively participated in church activities. Additional confirmed cases took place and developed into cluster infections. In response, Busan conducted investigations on church members to identify the routes of transmission and any possible connection with Shinchoenji Church.

- The first confirmed patient in Busan (Feb. 21) was a member of Oncheon Church, and an additional 31 confirmed cases were reported among church members. Investigations on cluster infections were conducted.

- The church suspended its services and masses (Feb. 29) while looking into risk factors and putting all its members under self-quarantine.

- The city government made a concentrated effort to find out the source of infection by utilizing location information gathered from base station and DUR(Drug Utilization Review) data. (Feb. 14 – Feb. 17).
Inspection results showed that the Church Youth Camp was identified as the main cause of cluster infections.

- Busan also identified that other cluster infection cases took place at other institutions which originated from Oncheon Church. The city government traced contacts and conducted diagnostic testing. Confirmed patients found during the process were isolated for further observation.

○ (Asiad Nursing Hospital) After a staff member tested positive (Feb. 22), an epidemiological investigation was conducted (Feb. 22), which showed that there was a high risk for transmission within the entire hospital building.

- The city government and Yeonje-gu District Office designated that the hospital be placed under targeted control (Feb. 24). Epidemiological specialists and nurses from public health centers were dispatched to identify additional confirmed cases and put them under self-quarantine. Rigorous infection control was implemented to prevent further spread of the outbreak. The hospital was released from the targeted control measures once no further confirmed cases were reported (Mar. 11).

○ (Haeundae Sharing and Happiness Hospital) After a staff member tested positive (Feb. 24), targeted infection controls were implemented (Feb. 25) on the 6th floor of the hospital where the confirmed staff worked. However another staff member was also identified to be infected (Feb. 26), which led Busan to conduct another epidemiological investigation on the entire facility and staff working on the 5th floor.

- The 1st quarantine was conducted and part of the hospital was closed down. Admission of additional patients and visits were strictly limited while protective materials (masks, hand sanitizers, partitions, thermometers, rental cars) were promptly delivered. The hospital was released from targeted control once no additional cases were reported (Mar. 11).

○ (Suyoung Elementary School Kindergarten) After a staff member tested positive (Feb. 26), the On-site Response Team was
dispatched to complete diagnostic testing on all faculty members and students.

- 4 more confirmed cases were reported among the staff who were placed under self-quarantine. In response, 450 kindergarten and elementary school students and faculties were placed under active surveillance while the entire kindergarten and school were quarantined and disinfected. No additional cases were reported after such efforts were made.

○ (Three J Edu (language academy)) It was identified that a member of Oncheon Church, where the first cluster infection case took place in Busan, was associated with the academy. In addition, 4 more staff members who were placed under self-quarantine tested positive. In response, the remaining 35 staff at the academy received diagnostic tests and put under self-quarantined and the entire academy was disinfected. No additional cases were reported afterwards.

**Promptly Establish Treatment Facility with Medical & Quarantine Facility**

○ Busan Metropolitan City government established a phased plan on the operation of screening clinics and secured negative pressure and isolation rooms even before the first confirmed case took place.

- A meeting of medical institution leaders (Feb. 20) was convened to fully prepare for a possible outbreak. The meeting called for concerted efforts to establish more screening clinics and expand implementation of diagnostic tests on suspected patients for early detection.

* (Prior to the outbreak of confirms cases) 34 screening clinics (16 at public health centers, 18 at private medical institutions), and 32 specimen collection centers (16 at public health centers, 16 at private medical institutions) were being operated.

○ As the national infectious disease alert level was raised to the highest level (red, level 4), The **Meeting of Medical Institution Leaders and Heads of Related Institutions** was hosted to promote medical cooperation between private and public stakeholders (Feb. 24).
(Outbreak of confirmed case & alert level raised to red) 44 screening clinics (16 at public health centers, 28 at private medical institutions), 39 specimen collection centers (18 at public health centers, 21 at private medical institutions)

- Busan introduced 24-hour infectious disease response system at public health centers and expanded operation of screening clinics to private medical institutions. The city government also made efforts to fully utilize hospital beds, medical staff and patient transfer measures available at private institutions.

- Established 254 beds for isolation of infectious disease patients, pushed for transition of entire patient beds into negative pressure rooms

- The city government designated Busan Medical Center as a national infectious disease hospital to not waste precious time to initiate isolated treatment. Medical institutions joined forces to transfer all existing patients accordingly and to promptly respond to COVID-19.

* (Transition of Busan Medical Center into a national infectious disease hospitals) 254 patient bed
** (Transition of Busan Medical Center into a national infectious disease hospitals) 548 additional patient beds were secured (Feb. 28)

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<tbody>
<tr>
<td>548</td>
<td>210(38.3%)</td>
<td>212(38.6%)</td>
<td>309(56.3%)</td>
<td>385(71.2%)</td>
<td>471(85.9%)</td>
<td>507(92.5%)</td>
<td>548(100%)</td>
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</table>

- Established 254 beds for isolation of infectious disease patients, pushed for transition of entire patient beds into negative pressure rooms

<table>
<thead>
<tr>
<th>Target</th>
<th>Patient Beds in Negative Pressure Room</th>
<th>Transition Plan (After portable devices are secured)</th>
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<tbody>
<tr>
<td>254</td>
<td>48(18.9%)</td>
<td>106(41.7%)</td>
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<td></td>
<td>2.28</td>
<td>3.3</td>
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- Busan established further plans to secure precious time for treatment which includes separation of COVID-19 patients from others.

- The city government operated Emergency Medical Center,* which focused on infection control implemented on emergency patients with severe symptoms (Dong-A University Hospital) (Since Mar. 12)
  * (Condition) ① Separated zone for isolated patients (5 beds or more)
    ② Classification of patients before entering emergency room
Secure Patient Beds to Prepare for Surge in Confirmed Cases

- Public · private hospitals in Busan had a total of 95 patient beds in negative pressure rooms (for single patient) designed for treatment of infectious respiratory disease. Such patient beds were provided to COVID-19 confirmed patients as well as those suffering from respiratory diseases, including tuberculosis.

- Central Disease Control Headquarters identified that negative pressure rooms’ capacity could quickly fill when faced with a large-scale spread of infections. Considering an upward trend in confirmed cases, Central Disease Control Headquarters permitted the allocation of severe·extremely severe patients at general hospitals and university hospitals while allowing mild patients to be accommodated in general patient rooms under the condition that they are separated from other general patients (Feb. 23).

- The city government separated negative pressure rooms and isolation rooms to ensure efficiency of treatment. The city also secured more patient beds, both negative pressure rooms for hosting severe·extremely severe patients and isolation rooms for accommodating mild patients, at operating designated hospitals.

- While making full use of available patient beds in Busan, the city government set up a plan to allocate patients to negative pressure rooms or government designated hospitals located in other nearby cities in case of shortages of beds.

- For treatment of severe·extremely severe patients, the city government built temporary negative pressure rooms using portable negative pressure isolation devices. The city also provided protective gear and medical equipment including respirators.

- For treatment of mild patients, the entire building of Busan Medical Center was emptied to secure space for negative pressure and isolation rooms. As such, the city government made efforts to promote efficient use of personnel and equipment while minimizing exposure to the source of infection.
Operate Drive-thru Screening Clinics

- While the number of confirmed cases soared throughout the country, so did a demand for diagnostic testing. The Korean government responded by establishing a number of drive-thru screening clinics to conduct safe, efficient and extensive specimen collection.

- While general screening clinics could collect specimen for two persons/hour and 20 persons/day, drive-thru screening clinics are capable of handling 6 cases/hour and 60 cases/day, as the time required for disinfection and ventilation could be reduced.

  * Number of specimen collection per hour: (General) 2 cases / (Drive-thru) 6 cases

- Busan operated a total of three drive-thru screening clinics* which effectively reduced testing time and infection risks first in Haeundae-gu District (Mar. 3), followed by Buk-gu and Busanjin-gu District.

  * 20 medical staff dispatched at drive-thru screening clinics in Haeundae-gu, Buk-gu, and Busanjin-gu District collected a total of 300 specimen/day

Prevent the Spread based on thorough Self-quarantine System

- To contain community spreading based on early detection and prompt diagnosis, those who came in contact with confirmed patients were placed under self-quarantine for 14 days. The national · provincial government and police made concerted efforts to maintain and monitor those under quarantine.*

  * 1:1 monitoring by a designated government official twice a day, officials in charge of the city and gu-gun district monitor the quarantine operation process

  - Busan Human Resources Development Institute, a training institute for government officials, was designated and used as a temporary quarantine facility (64 rooms). Busan set up a plan to utilize private training facilities, including Busan Bank Training Institute (69 rooms) to prepare for further cases.

  * Up to 45 inpatients, 14 administrative staff, 2 medical staff (1 doctor, 1 nurse), 8 operation staff, 4 police officers

- Since Busan saw its first confirmed case (Feb. 21), a massive
cluster infection (55 cases) took place. The number of contacts surged accordingly, bringing the maximum daily figure to 2,261. However, the number went down considerably due to sustained and efficient control efforts.

* (As of March 25) 2,893 confirmed cases, 2,675 fully recovered, 2,675 released, 218 under treatment

- Volunteers for each gu/gun district were dispatched to deliver relief kits (food, infectious disease prevention kits) to those under quarantine. (since Mar. 8) The city government applied strict rules to those under self quarantine. For instance, those who violate the rules or leave the quarantine area could face prosecution. Furthermore, Busan raised the efficiency of self-quarantine using the Self-Quarantine Safety Protection App**

  **Self-Quarantine Safety Protection App**
  * (For Violators) ① Immediate notified by phone ② Requested to return (3 times) ③ Forced to return by police and fire authority ④ Reported to police
  ** (Safety Protection App Installation) Out of 131 persons under quarantine, 78(60%) installed the application. (As of 14:00, Mar. 18)

- Realign Treatment System in Response to Community Spread (Living and Treatment Support Center)

  - To be better prepared for the community spread of COVID-19 in Korea, the city government decided to maintain a early detection strategy and employ measures to minimize severe · extremely severe patients (Mar. 1).
  - Busan launched the Patient Management Team in charge of allocating patient beds based on severity in an aim to operate an efficient patient treatment system.

  * Confirmed cases are expected to increase continuously while speculation suggests community spreading would further increase.

  - Rapid spreading and high early transmission rate of COVID-19 led to a surge in the number of patients in a short period, and the majority of confirmed cases showed mild symptoms.
  - 81% of confirmed cases showed mild symptoms which didn’t require hospitalized treatment, while critical conditions might have quickly lead to aggravated symptoms or fatalities.
Initially, with limited patient beds, all confirmed patients were hospitalized for treatment without taking severity of symptoms into consideration. This caused shortages in patient beds and some patients developed aggravated symptoms or died while waiting to be admitted, as proper care was not provided during the waiting period.

- Medical system could only be sustained when the limited medical supplies are successfully delivered to patients in need of treatment and medical staff are protected from infection.

- In this regard, the city government established a system to:
  - Give priority for hospitalized treatment to severe and extremely severe patients to prevent aggravation and fatality.
  - Monitor mild patients promptly and provide medical support in case of emergency.

- Korean Hospital Association reviewed measures to treat patients with light symptoms at public institutions under medical staffs’ supervision.

- With a continuous increase in the number of confirmed patients, the city government made efforts to secure as many patient beds as possible while assigning asymptomatic and mild cases for treatment at living and treatment support centers, where prompt medical services are provided instead of being hospitalized.

- Patient Management Team (7 medical staff in 2 teams) classifies patient based on severity. Moderate-severe-extremely severe patients are immediately hospitalized for treatment (in negative pressure rooms or national infectious disease hospitals)

- Patient Management Team (Severity Classification Team) classifies patients into category of mild, moderate, severe and extremely severe based on medical diagnosis and test results. 2 doctors and 2 nurses

- Patient Bed Allocation Team transfers mild patients to living and treatment support center when chance of aggravated symptoms are low.

- Moderate-severe-extremely severe patients are immediately hospitalized at national infectious disease hospitals (Busan Medical Center) or government-designated institutions for hospitalized treatment > 1 doctor and 2 medical staffs.
Busan established plans for each stage of the outbreak, including operation of living and treatment support centers to isolate mild patients and provide medical support when 150 or more confirmed cases are reported (Mar. 3).

- In addition, the city government promptly realigned its treatment system. The Busan Human Resources Development Institute (64 rooms) was designated as a level 1 facility to dispatch personnel to provide medical services and operation on demand and secure medical equipment. The city also designated additional level 2-3* living and life treatment centers in preparation for further increases in confirmed cases of 300 or more.

* (Level 1) Busan Human Resources Development Institute – 64 rooms
  (Level 2) Busan Youth Hostel Arpina – 100 rooms
  (Level 3) Green Narae Hotel – 73 rooms

Busan mapped out a plan to relocate a temporary quarantine facility to the Busan Bank Training Institute once a living and treatment support centers was established at the Busan Human Resources Development Institute. The city government also reviewed precautions on the transferring of those subjected to quarantine, secured administrative officials and medical staff to be dispatched when necessary, and drew up measures for delivery of medical equipment and daily necessities, quarantine, disinfection and waste treatment processes (Mar. 10).

Safe medical system: Public Relief Hospital & COVID-19 Emergency Medical Center

The Busan government has designated and begun operating public relief hospitals in order to establish a safe and efficient medical system during the pandemic, as well as ease anxiety of the citizenry (Mar. 7).

* Public Relief Hospitals: 34 (6 Hospitalization & Outpatient, 28 Outpatient)
The Busan Metropolitan City Government has designated and begun operating emergency medical centers in order to provide required medical services to severely-affected patients in a timely manner.

* COVID19 Emergency Medical Center: Dong-a University Hospital

Busan has designated and begun operating special medical rooms for respiratory patients (outpatient/hospitalization) in order to reduce the risk of infections and provide swift and safe treatment.

**Inspection and intensive management of long-term care hospitals**

- The Busan government has set out a safe management plan for high risk facilities, including long-term care hospitals, as well as prepared cohort quarantine measures in order to prevent sporadic infection clusters.
  - 167 hospitals, patients (28,445), staff (13,667), caregivers (4,094)
- The city government has conducted a complete enumeration survey to check Chinese caregivers and their immigration history, and has excluded those caregivers from work. As well, the city has limited the number of visitors and conducted coronavirus tests on pneumonia patients. The Busan Metropolitan City Government has established a response system for cluster infections through overall and continued monitoring.
  - Tested 21 pneumonia patients (All negative)
  - Excluded any staff/caregiver who visited risky regions (overseas & Daegu) from work for 14 days (2 staff)

* (Asiad Hospital) Since 1 Staff was confirmed positive (Feb.23), the hospital was placed under cohort quarantine for two weeks and afterwards lifted without any further infections. This was reported as an exemplary cohort quarantine case.

**Intensive management of ‘Shincheonji’ church and cooperation with religious groups**

- The virus has started to rapidly spread in Daegu and Gyeongbuk regions due to the outbreak at ‘Shincheonji’ church. The City of Busan has put utmost measures to prevent any infection from the church in a preemptive manner (Feb.20).
The city government has announced the closing of all ‘Shincheonji’ related facilities in Busan at a press briefing (Feb.21). During the weekend of Feb.22~23, the Busan Metropolitan City Government inspected and closed all the facilities.

Around 50 public officials take part in checking and inspecting the closed facilities everyday. The Busan Metropolitan City Government has also announced an intensive management period (Feb.26~Apr.5). As a result, among confirmed patients, only 6 were from the Shincheonji church.

- Shincheonji: 17,057 (members + trainees)
  Conducted a complete enumeration survey (Feb.28~Mar.14)
  1:1 Monitoring of 3 positive cases

- Specially managed and tested 347 members of the church who worked at medical facilities and/or high risk facilities (kindergartens):
  1 positive cases

As the risk has been growing from religious activities, the Busan Metropolitan City Government, the City Council, and 5 major religious groups urgently held an emergency workshop and agreed to fully cooperate in conducting epidemiologic surveys and suspending religious activities (Feb.24).

□ Intensive management of high-risk facilities

- There has been a growing concern towards facilities that are exposed to cluster infections as sporadic cluster infection cases have been reported in Daegu and Gyeongbuk regions.
  - Reported 268 confirmed cases from long-term care homes, Gyeongbuk

- Hence, the city has conducted intensive monitoring (Jan.29) of 381 multi-purpose facilities, including medical facilities and long-term care hospitals, and temporarily closed social welfare facilities (Feb.28~Apr.8).

  - Providing 33,000 masks to the disabled (Feb.28), free lunch services for elderly (Feb.24), fumigation equipment

  * Conducted a complete enumeration survey & on-site inspection (Feb.6)
The Busan government has intensively managed the facilities to maintain inspections and secured additional staff to mitigate the absence of current caregivers.

- Controlling entrance/exit, checking temperatures and symptoms twice per day, managing staff entrance, strengthening fumigation, and allocating special budget for additional staff

Cluster infections in long-term care hospitals have been reported, so the Busan government has strengthened management, especially staff and caregivers, as the occurrence of a viral outbreak may lead to a high death rate.

- Established an active monitoring system: designating a manager for fumigation, banning entrance/exit of visitors, checking symptoms daily, and removing any staff members who exhibit symptoms

<intensive management of high-risk businesses and multi-purpose buildings

Sporadic cluster infection cases from hospitals and call-centers have been reported in central regions while the overall spreading of the virus has slowed.

* Call center (Mar.8~ Mar.17, 134 cases), church (Mar.9~, Mar.17, 47 cases)

In order to preemptively prevent such infections, the city government has carried out special inspections of multi-purpose buildings.

- Special Inspection Period (Mar.12~27)

* Designating a public official for managing 14,278 multi-purpose buildings, conducting on-site inspections, and fumigating

As well, the city of Busan has conducted special inspections of businesses that are high-risk in order to prevent similar cases as reported from call centers in Seoul.

- Inspecting hygiene practices, regularly fumigating facilities, checking temperature twice per day, keeping a safe distance within offices, and recommending remote work and flexible working hours

The Busan government has inspected entertainment facilities and private educational academies, and provided tailored financial support for those businesses closed as a result of the virus.

- Intensive inspection and fumigation of 1,618 sports-related facilities
As the central government has postponed the start of the new school year, the Busan Metropolitan City Government, the City Council, and the Busan Office of Education held an emergency joint meeting (Mar.3) and discussed contingency measures.

- Postponement of new school year: 1st (Mar.2~Mar.6), 2nd (Mar.9~Mar.20), 3rd (Mar.23~Apr.3)
- Joint on-site inspections (Mar.6~8): 902 facilities
- Emergency workshop with private educational academies (Mar.8): agreement to close academies
- On-site inspection (Mar.10) led by the Office of Education and thorough inspections of opened facilities (Mar.12~14)

Religious groups have agreed to voluntarily stop activities, however, some small churches have continued their services.

- The Busan government has continuously asked religious groups to voluntarily partake in preventative measures and follow health and safety guidelines, instead of implementing forced measures as this may cause a violation of religious freedom.
- Recommended adoption of online services, ban group dining, regularly fumigate, and provide safety guidelines
- While strengthening cooperation with religious groups, the City of Busan has investigated 75 big and 1,546 mid-small churches, conducted on-site inspections and fumigated the facilities.

□ Chinese foreign students

- In early February, the number of confirmed patients from Hubei province rapidly increased and secondary transmission was reported in Korea.
  - As Chinese students are expected to come back for the start of the new school year, the City of Busan has prepared relevant preemptive measures.
  - Investigating residences of Chinese students (5,453 Chinese students, 14 universities, Jan.30~), operating a support center (Jan.28~, SNS), and sharing information (establishing emergency contact list)

The city government has established an online group chatting system throughout SNS in order to gather feedback from and closely cooperate with universities, in addition to providing robust
administrative and financial support.
- Management of foreign students, operating an airport pick-up service (Feb.29~), supporting fumigation at universities (Feb.18) and residences of students (Feb.19~).
- Provision of masks (12,400), protective equipment (144), thermal cameras (11), fumigation equipment, meal boxes (10 universities), and monitoring of staff (Mar.2~)
- Providing self-quarantine facilities to those who do not have a proper residence, and monitoring all visitors from U.S. and Europe beginning Mar.22

□ Strengthening emotional resilience

○ The city government established the ‘COVID-19 Emotional Support Center’ (Feb.13), composed of experts since the beginning of the outbreak.
- Under the city government, mental health care welfare centers (16 centers, 215 staff) operate a support center service in order to provide mental healthcare to those in need.

○ Fear and anxiety in citizens have risen as the virus began to spread (Feb.21). This has weakened the overall vitality of society.
- In order to ease the anxiety of citizens, the city of Busan has established support measures and conducted an emergency survey of the emotional health of citizens (Mar.5~9, online survey: 1,030 citizens)

○ The Busan Metropolitan City Government has started a ‘Clean Zone Campaign’, and sought to raise morale of medical staff and citizens, promoted the need for volunteers, and sent out positive messages throughout the whole of society.
- Providing mental health care services, not only for those quarantined, but also for their families and expanding organizational support
- Conducting campaigns, collaborating with community hospitals, and promoting campaigns
3. Preeminent Emergency Financial Support Measures

☐ Emergency Financial Support Response Headquarters

- WHO declared ‘public-health emergency of international concern’ in order to implement global responses against COVID-19 (Jan.30).
  - Since the declaration, countries, including the US and Japan started to ban entry from China and other virus-hit nations.
  - The ROK government also banned foreign nationals from Hubei Province (Feb.4) in order to stop the virus from spreading.

- The city of Busan has established an ‘Emergency Financial Support Response Headquarters’ in a preemptive manner in order to prevent the economic hit and minimize economic damage, especially in the tourism and export sectors.
  - 40 institutes from 5 avenues: Export·Import·Tourism·Port/Logistics·Local Economy
  - The Mayor of Busan directly orders the headquarters to support the local economy, as well as designated the Vice Mayor of Economic Affairs as a deputy-head to minimize negative impacts on local economy.

- The Busan government held its 1st Emergency Financial Support measures meeting (Feb.4) in order to check the current status of the local economy and discuss response measures.
  - Mayor, Chairman of City Council, heads of relevant institutes and organizations, and entrepreneurs agreed to jointly respond to the crisis.
  - More importantly, the Busan Credit Guarantee Foundation has started to provide emergency financial grants to small and micro businesses regardless of credit ratings.
    * For tourism·MICE, festival related businesses: KRW 10B (max 50M for each business), interest rate: under 2.9%, guarantee rate: 0.5%, special grant (100M) for micro–small businesses, etc.

☐ Rejuvenating the Local Economy

- As the local economy has started to be impacted from the sluggish global economy, the Busan Metropolitan City Government urgently held the 2nd joint Emergency Financial
Support measures meeting (Feb.12) to review the situation and discuss practical measures in a detailed manner.
- Consumption sentiment shrunk, various events/festivals canceled, tourism industry and import/export businesses from China have been severely hit
  - The Busan government operates **domestic and international support centers** (Shanghai, Cheongdo, China) in order to monitor real time circumstances, and established an ombudsman system.
  - As well, **financial grants have been specified.** A 2.9% special guarantee measure has been adopted to **provide financial grants for all hard-hit businesses regardless of credit ratings**, especially for tourism and small micro businesses.
  - The city government has also **supported businesses to diversity target markets** as the situation is projected to prolong. As well, the City Government has conducted campaigns for floral businesses that have been struggled due to recently canceled events.
  - **For tourism/MICE businesses**, directly hit by the virus, the city government has requested the central government to provide **emergency support**, such as easing collateral conditions, so that businesses can rapidly receive credit loans.
  - Despite such efforts, the difficulties facing the tourism industry have deepened. In order to set out additional measures, the city government held the 3rd joint **Emergency Financial Support measures meeting** (Feb.20).
    - The city government and a major local bank, BNK Busan, have agreed to **provide financial grants and tax support to businesses connected to city events-festivals.** As well, they decided to **provide a total of KRW 400B grants to tourism-related businesses (100M max each)** and suspended local tax submissions.
  - For small micro businesses, the city government held the 4th joint **Emergency Financial Support measures meeting** (Feb.26) in order to draw up tailored support measures.
    - Total of 30 leaders from related institutes and government organizations participated and discussed support measures.
  - The city government and BNK have jointly established KRW
100B worth of special grants, together with the existing grants (KRW 400B), for suffering businesses.

- ‘Modoo Loan’ was established to target vulnerable overlooked businesses. Local banks have provided KRW 100B worth of financial support.

- As well, in order to ease tax burdens on small-micro businesses, the city government has suspended tax submissions and established a special tax reduction for landlords who agree to reduce or forgive rental fees.

- In order to offset decreased offline income, the city government has provided support to businesses to boost online marketing and promoted traditional markets to establish a platform for delivery and online marketing.

- The Busan government has temporarily reduced maintenance fees and suspended rent fees for underground shops operated by the government.

□ Emergency support measures for small-micro, self-employed businesses

- Spike in confirmed cases has significantly weakened economic activities and consumer sentiment. Local economy has been hit harder than was forecasted.
  - CSI (‘20.Jan) 104.2→(2.)96.9 /Manufacture BSI (‘20.1.)76→(2.)65
  - CSI of Busan (‘20.Jan) 100.5 → (2.)94.4

- Specifically, consumption has dramatically shrunk since social distancing campaign started.

- As small-micro businesses have been hit hard due to decreased incomes, tailored support measures have been urgently needed to stabilize the local economy.
  - Small-Micro, Medium businesses: Average 75.6% reduced incomes, manufacture: direct/indirect damage: 29%

- In order to alleviate further hardships, the city government has announced ‘Supportive measures for 3 major burdens (rent, decreased income, lack of resources)’ (Mar.9).
  - (Rent) Reduce 50% of rent for local properties and public facilities
- for 3 months (Worth: KRW 7.3B, 3,755 businesses)
- Provide 50% reduction (max KRW 2M) on property taxes for landlords who partake in ‘Good Landlord Campaign’ and support project cost for improving traditional markets

- (Resources) Provide additional special grants, together with previous KRW 100B special grants, and existing grants (KRW 400B)
- Establish ‘Modoo Loan (KRW 100B)’ and allocate additional special grants of KRW 100B by March
- A total of KRW 700B is expected to be provided
  - Held meeting with financial institutes headed by the Vice Mayor of Economic Affairs (Mar.11) and secured additional 10 staff to streamline the loan process
  - *(Administrative support) Revise administrative process to increase efficiency
- (Decreased Incomes) Extend 10% cashback reward for local currency (Dongbaekjeon) through July and expand volume from KRW 300B to 1T
  - The Busan Metropolitan City Government has also a secured emergency supplementary budget thanks to the active cooperation with the City Council and swiftly provide the resources to boost local economy.
- Together with the emergency supplementary budget from the Central Government (KRW 11.7T), Busan has allocated its 1st emergency supplementary budget (230.9B)(Mar.12~18)
  - Additional measures have also been adopted, such as reducing credit card processing fees, etc.

- Emergency Livelihood Aid
  - Due to the spreading of COVID-19, intense social distancing campaign (Mar.22~Apr.5) has continued. As a result, the local economy has been significantly hit, in particularly, small·micro businesses have been hit worst.
  - The city government forecasted such an impact and set out various support measures in a preemptive manner, however, as the situation prolongs, additional drastic measures are needed.
For small micro businesses, the city government has decided to provide emergency livelihood aid from April.

- (Target) KRW 1M cash grants for small businesses with annual income under KRW 300M (186,000 businesses)
- (Resources) Total KRW 185.6B: Disaster budget / 20% from budget of district offices
- (Staff) 205 Public Officials, 205 temporally employed youth

As well, the city government plans to support unpaid leave, special employment, and freelancers.

- Request national budget of 15.6B for 30,000 and secure 2nd municipal supplementary budget for the rest

The city government has provided tailored support to each business in order to minimize economic damage and alleviate the burdens of citizens, as well as put its utmost efforts into ending the virus from spreading by fully cooperating with the social distancing campaign.
4. Standing shoulder-to-shoulder to tackle the crisis

□ (Promotion) Transparent sharing of information and actively responding to fake news

- The city government has actively communicated with citizens since the inception of the outbreak (Jan.28) in order to ease anxiety.
  - The city government has aggressively responded to fake news in an earnest manner and shared precise information through SNS and city web site.

- As well, the Busan government has promoted relevant information in a transparent and preemptive manner by using municipal media outlets.
  - Daily briefings have been conducted since the first confirmed case reported. Relevant information and response processes have been promptly shared.
    - Daily Press Briefing: Daily Report (10:00), Daily Press Conference (13:30), Weekly Report (17:00)
  - The city government has established a ‘SNS Disaster Control Team’ and promoted the precise and prompt sharing of information by collaborating with relevant divisions.
  - ‘Dynamic Busan’, the English local newspaper, has featured a special COVID-19 edition for Mar. and Apr., and the Busan English broadcasting radio station reports real-time information to foreign residents. As well, a promotional safety video has been broadcasted through outdoor media boards.

- The city government has also created a ‘COVID-19 webpage’ under its official web site and provided information in a transparent and prompt manner.
  - Since the outbreak of the first confirmed case, the movement of patients has been posted on the web page.
  - ‘Special COVID-19 homepage’ has also been created so that citizens can easily access information.

▶ Provide overall information: daily status, movement of patients, screening clinics, clean zones, mask stocks
(Medical Supplies) Secure and distribute masks and hand sanitizers

- Demand of masks has spiked since the first confirmed case was reported in Korea (Jan.16). The situation has worsened in Busan since it had its first confirmed case (Jan.21).
- The central government raised the alert level to “red” as of Feb.23 and such a move spiked the demand for masks.
  - The central government has announced a special measure to stabilize mask demand and supply: 「Distribution + Supply + Consumption」 (Mar.5)
- The city government has consolidated management systems of medical supplies in order to be able to provide them in a stable and efficient manner.
  - secured medical supplies for the vulnerable
  - bought and donated masks, aside from the central government’s, and produced cotton masks
    * For elderly, children, pregnant women, the disabled and others who work in multi-purpose and/or high-risk facilities, etc.
- In spite of the difficult situation, the Busan Metropolitan City Government has effectively responded to the lack of medical supplies and eased the inconveniences of citizens thanks to preemptive and strategic measures.

(More than an act of charity), created a deeper sense of warm-hearted acts of charity within the community

- Citizens have increasingly participated in acts of charity, wishing for an early end to COVID-19. As a result, the city set up a distribution system for donations to take effective measures to cooperate with local fundraising organizations (Mar.6).
  * Fundraising organizations: Busan branch of the Community Chest of Korea, Busan branch of Korea National Red Cross etc.
- The city developed ‘a plan for the distribution and management of donations to tackle COVID-19 (Mar.8)’ to nurture a wide-spread charity culture and earn the trust of citizens through prompt donation distribution in a transparent way, as well as gather capabilities across the community to overcome the crisis.
Principle: put priority on influential projects targeting wide-ranging areas & quarantine-focused projects, / previously excluded projects in budget allocation

In line with this, the city, first in the country, formed the ‘COVID-19 Donation Committee’ to engage with Busan social welfare charity foundations, the Busan branch of the Republic of Korea National Red Cross in order to distribute donations in the right place at right moment (Mar.10).

- The committee decided to provide KRW9.92 million for 6 projects in the first meeting (Mar.10), KRW13.94 million for 4 projects and 133,000 donation items in the second meeting (Mar.19).

- Assistant Mayor for Planning & Coordination (Chairman), Assistant Mayor for Public Safety, External Relations, Director General of Welfare & Health Bureau, Director General of Administrative Management Bureau, Director General of Public Welfare & Labor Policy Bureau, social welfare charity foundations (fund-raising Div. Director, Distribution Div. Director), Korea National Red Cross (relief & welfare Div. Director).

(Volunteer Activity) Devotion and Engagement of the Community

- Busan established a 24-hour emergency contact system (Feb.12) in cooperation with the Busan City Volunteer Center for the effective and systematic support and management of volunteers by jointly operating a volunteer management team between private and public institutions.

- (Organization) leader: a total of 11 persons in 4 teams, including the city center president and city deputy director of the social integrity division in the city government

(Role) Analyze demand for volunteers/ recruit and dispatch them

- The city began to carry out a two-track campaign, ‘Tackling COVID-19’, aiming to enhance public emotional resilience together.

- Operate an on-line campaign named, ‘Good-bye COVID-19 and Welcome back to a safe Busan’ on social networking services by sharing messages of prevention guidelines, warm-hearted encouraging stories, mind soothing comments and cases that overcame the crisis

- Operate an off-line campaign to extend best wishes and voluntarily provide personal necessities to the vulnerable and healthcare staff through various private organizations (groups, firms, institutions) in
which 10 private organizations have brought encouragement and support to a total of 9,920 medical volunteers and the vulnerable

* 10 private organizations: (5 women’s associations, 2 volunteer groups, 2 firms, 1 institution)

- Across the city, a total of 21,190 volunteers have brought together their capabilities to devote themselves to stopping the spread of infections in the form of a PR campaign, support for self-isolated people, manufacturing face masks and supportive quarantine measures
  - Pursue support projects for front line workers collaborating with Busan City Volunteer Center and Korea Central Volunteer Service by producing and distributing cheer up kits, best wishes kits and handmade face masks, as well as providing goods for disinfection
  - Conduct targeted volunteer activities for each district and county

☐ (Clean Zone) Enhance civic awareness of COVID-19 while rejuvenating local economy

- Since the first confirmed case was found on Feb. 21 in Busan, public anxiety and fear has increasingly unfolded over COVID-19 due to a surge in patients in the local community.

- As each patient’s travel history has been disclosed in accordance with relevant infectious disease law, all facilities and businesses included in the record were stigmatized and negatively affected, as even after the period of quarantine and post-disinfection, the stigma has not disappeared.
  - The secondary damages to businesses and facilities where confirmed patients visited topped headlines of many media outlets, including a MBC news clip on Mar. 4 (No costumers over concerns of being infection…threatening livelihoods).

- In order to minimize the damage, the city government launched the “Busan Clean Zone” certification for disinfection-guaranteed facilities.
  - The visited facilities and stores are able to earn a safety certification by the city government after being thoroughly disinfected
  - The certification process is aimed at protecting the affected businesses as well as rejuvenating the local economy by relieving unchecked public anxiety and bias.
Busan Clean Zone – a total of 276 places (from Mar. 3 to 24)

» Concept: Facilities and stores visited by confirmed patients that are officially deemed to be safe by the city government after being fully disinfected

» Target: Disinfection-guaranteed buildings, facilities and stores visited by confirmed patients (verified by a public healthcare center)

» Procedure: Visit by confirmed patient – Disinfection-guaranteed – Certified as Clean Zone with the agreement of the store or facility owner

» Proven to be safe sign: 3 types (sticker, standing banner, wall banner)

Since the first introduction of the measure on Mar. 3, it has contributed to self-employed and micro business owners recovering from the damage and eased public anxiety.

- Most of the facilities and stores visited by confirmed patients intend to be certified as a Clean Zone • Disinfection-guaranteed rate stands at above 90%

- BUSAN CLEAN ZONE has gain the public’s trust and nation-wide attention, including various media outlets so that it has become an exemplary measure to other local governments

□ (solidarity and cooperation) Overcome COVID-19 through solidarity and cooperation beyond borders

1. Support for Daegu and Gyeongbuk Province

- Following the spirit of Busan’s message, ‘there are no borders for cooperation to overcome the COVID-19 crisis’, the city has supported the most affected areas of Daegu and Gyeong-buk province in cooperation with local districts and counties.

  - With more than 2,000 confirmed patients recorded in Daegu as of Feb. 29, Busan has provided the neighboring city with disaster relief funds & food like meat stew (Mar.4) and donated 500 protective suits to medical staff (Mar. 13)

  - The Busan Metropolitan City Fire & Disasters Headquarters dispatched a decontamination truck to the Hyungpoong Office of the National 119 Rescue Center (Mar.6) and offered disinfection products and 70 partitions for cohort isolation to the region (Mar.11).

  - The city government provided medical support, including transferring 14 patients with severe symptom from the region for hospitalized treatment and conducting around 400 epidemiological tests on Daegu citizens.
The Namgu public healthcare center provided medical personnel and equipment, such as negative pressurized testing booths to the Buk-gu public healthcare center in Daegu. (from Mar.11 to 24), while Geumjeong-gu provided first aid kits, snacks and 960 face masks to the community treatment centers (living and treatment support centers) in Daegu.

Cheer up activities for the two regions have continued, such as voluntarily fundraising from city officials and officials of Jin-gu district office, a supply of tomatoes by Gangseo-gu district office (Mar.6) etc.

In addition, residents’ associations in Jung-gu (Mar.16) and Youngdo-gu (Mar.12) donated food and funds, while other private organizations have continuously given protective supplies, including alcohol for sanitation, hand sanitizer, face masks and local gift vouchers to the region for supporting the community while they overcome the crisis.

2. Cooperation among Busan, Ulsan and Gyeongsangnam-do province

With a surge of confirmed cases concentrated in Daegu and Gyeongbuk province, emergency video conferences have been held to come up with response measures in the neighboring Dongnam area among Busan, Ulsan and Gyeongsangnam-do provincial governments. They announced an agreement for a joint response to tackle COVID-19 (Feb. 26).

※ The agreement includes:

1. Sharing information on confirmed patients: As a single living zone, acknowledging a need to share information on patients in a prompt and precise way, including their travel history, secure the necessary skilled personnel and set up a hotline

2. Mutual support of personnel and facilities for treatment and disinfection: Sharing information on available personnel and facilities and offering mutual support to respond to a potential lack of beds due to a sharp increase of patients

3. Joint response on Shincheonji Church: Sharing information on countermeasures to manage churchgoers and churches, and develop measures for a joint response in the area

Since then, the three regions decided on joint financial support of KRW 100M marked respectively for Daegu through the Korea Disaster Relief Association to help the vulnerable and those affected by the virus.
3. Cooperation between Busan Metropolitan Office of Education and private educational institutes

- As the Korean government delayed the start of the new school year from kindergarten to high school twice until Mar. 23rd to block local transmission, the Busan Metropolitan City Government, City Council and Office of Education held an emergency meeting to provide a joint response on Mar. 3rd.
  - In the meeting, joint countermeasures were developed which included disinfection support on multiuse facilities by teenagers, a supplementary budget bill, additional childcare services, recommendations for private educational institutes to shutdown and the setting up of a joint inspection team.
- Additionally, the city government conducted site visits of private educational institutes which did not participate in the shutdown, collaborating with the Office of Education and district and county offices to protect teenagers from Mar. 6th to 8th.
- The city held an emergency meeting with the Busan branch of the Korean Federation of Private Educational Institutes to overcome the COVID-19 crisis on Mar. 8th. In the meeting, the federation showed a strong commitment to adopting the shutdown recommendations, while the city released financial support for small institutes.
- On Mar. 10th, the Ministry of Education, Busan Municipal City Government and the Office of Education jointly implemented hygiene checks and disinfected the institutes.
- On Mar. 17th, the city held a meeting to learn more about the difficulties and suggestions from the affected institutes due to the shutdown.
  - Suggestions included tax exemptions on small institutes, streamlining procedures for the application of relief funds, revision on relevant laws, improvements of support funds to maintain employment, giving eligibility to the institutes as micro businesses to receive financial assistance.
Additionally, the city implemented joint checks on institutes alongside relevant public offices from Mar. 25th, while monitoring possible changes in the area due to further delays in the new school semester (Apr.6) to actively encourage intensive social distancing.

4. Cooperation with the City Council

Due to a rise in the infectious disease alert level to ‘Red’ by the central government on Feb. 23, a sharp increase of confirmed cases appeared in Busan (From 2 cases on Feb.21st to 38 on Feb.23rd).

To tackle the situation, the Busan Metropolitan City Council decided to promptly delay the 284th extraordinary session scheduled to be convened and largely reduced the session period by considering the need for an imminent response to COVID-19 and time needed to allocate a supplementary budget.

- The council made the decision for the first in its history, as well as was the first to allocate the supplementary budget among other provincial councils in order to overcome the healthcare crisis in its early stages.
  - Initially scheduled from Mar.2nd to Mar.13th - delayed from Mar.16th to 18th

The supplementary budget is designed to rejuvenate the local economy so it was swiftly executed following a non-stop process with the active support of all in order to end the COVID-19 crisis as soon as possible.

- In order for the swift allocation of funds, the standing committee agenda and review of the supplementary budget bill were expediently dealt with by the standing committee immediately after a plenary session.

Also, as citizens struggled to obtain face masks due to COVID-19, the council ran a campaign ‘to not purchase publicly available masks’ in order to give more opportunities to the vulnerable and those who face a higher risk.

5. Solidarity and Cooperation with International Community
① Sent a letter of comfort & offered medical supplies to sister city in China

- The city sent a letter of comfort to its 16 sister cities including ones in China following the spread of coronavirus that originated in Wuhan, Hubei province (Feb. 5th).
- As local transmission of the virus increased, China recorded 24,000 confirmed cases and 490 fatalities as of Feb. 5th. As a result, Busan decided to send relief supplies as a part of a humanitarian aid package.
- On Feb. 14th, the city expanded its targeted aid to 21 TPO member cities within China, except the 8 cities that previously received relief goods.
  - Sister city (Shanghai), friendship cities (Shenzhen, Tianjin, Beijing, Guangzhou, Chongqing), Shantung, Shaanxi, 21 TPO member cities
- On Feb. 20th, the city sent disinfectant goods to Chongqing and Shanghai
  - Shanghai: 10,000 face masks, 10,000 protective glove, 500 protective suits, 1,000 protective goggles
  - Chongqing: 10,000 face masks, 3,000 protective glove, 500 protective goggles
- Since then, the city has faced difficulty to provide additional support due to new confirmed cases in Busan, as well as a nationwide increase in patients.

② 'Received quarantine items from 9 of the Chinese provincial governments

- On Feb. 27th, sister cities in China sent a letter of comfort to Busan with the intention of providing medical support as confirmed cases increasingly appeared in the city and country.
- Busan has received letters of comfort and medical supplies from Shenzhen, Tianjin, Guangzhou, Shantung, Shaanxi, Chongqing, Heilongjiang, Xiamen etc. following 70,000 face masks from Shanghai on Mar. 4th.
As of Mar. 25th, the city has been supported with 519,744 face masks, 3,802 protective suits, 200 clinical thermometers which were carefully used for those most in need, such as the vulnerable and healthcare staff.

3. Built mutual trust by sharing experiences and international cooperation for a joint response to COVID-19.

- Korea and China have steadily overcome the crisis and built a deeper trust between the two states thanks to mutual cooperation and solidarity in fighting COVID-19.
- In addition, this experience has served as a good opportunity to strengthen our relationships with sister/friendship cities facing difficulties by sharing various experiences and information, as well as exchanging letters and medical supplies.

□ Active participation in social distancing campaign to end the pandemic

- As the virus has spread rapidly in the country, Professor Ki, Mo-ran, a doctor who leads the Korean Society for Preventive Medicine’s COVID-19 task force, suggested to launch a ‘social distancing campaign’ to prevent a potential lack of medical resources, including hospital beds, halt the increasing mortality rate and identification of new cases (end of Feb).
- In line with this, the Korean government actively began the campaign as part of a damage-minimizing strategy to prevent more confirmed patients with severe conditions and further casualties (Mar. 3).
- The campaign has proved effective in blocking the spread of the infection. Thanks to the active and voluntary participation of Korean people practicing civic awareness, Korea was able to halt cluster transmissions of the disease at a stable level.
- However, healthcare experts pointed out that local transmissions within the country have appeared as cluster outbreaks in specific...
religious institutions and businesses, while the number of new confirmed cases has been stagnated at around 100. Furthermore, taking into consideration the possibility of an influx of infections coming from overseas due to the sharp rise of viral infections across globe, leading to a prolonged pandemic, they suggested that the government should continue to be on alert and recommended carrying out the ‘social distancing’ campaign for the foreseeable future.

- In addition, on-going social distancing for the last three consecutive weeks has seen people show signs of suffering from fatigue leading to social distancing waning. It is thus necessary to come up with an action plan for sustainable social distancing framework that put less of a burden on people’s daily activities.

- Taking all the issues into account, the healthcare authorities in Korea first set out a plan to run a strict, short-term social distancing campaign to lower local transmissions to a level the current quarantine and public medical system can deal with, while at the same time, develop an additional plan for a daily quarantine system which can run parallel alongside normal economic activities and the daily lives of people in order to prepare for a further protracted pandemic (Mar.21).

- The central government has tried to trace patient’s movements early on to block secondary transmissions within the city, as well as seek out natural healing treatments for them, while reduce the existing infectious risk by carrying out an intensive social distancing campaign for fifteen days that considers the incubation period (14days) of the disease.

- Following this policy, Busan has also strongly encouraged its citizens to participate in the intensive campaign by complying with the rules, including refraining or cancelling social gatherings, travel and outdoor activities after work, except for grocery shopping or medical treatment. The city also highly recommended employers to avoid forming crowded workplaces by implementing policies, such as adjustments to commuting times, flexible
working hours and working from home (Mar.22-Apr.5)

- Also, the city government announced an administrative order that bans gatherings at facilities and ceases operations of facilities that fall into one of six categories of business that are at high-risk of infection due to their operational practice or those with a record of a cluster infection.

- The city has strongly recommended religious facilities, indoor gyms, entertainment venues (room salons, clubs, “colatheques” and other nightlife establishments) to cease operations for 15 days (from Mar. 22 to Apr.5)

- In the event of inevitable operation, the city government strongly recommended the facility to follow specific guidance released by the quarantine authority

- Blocking entry of persons with respiratory symptoms, maintaining distance between participants, wearing face masks etc.

- Busan implemented inspections of facilities with a risk of cluster infection, including religious facilities, indoor sports facilities and other entertainment establishments (room salons, clubs, “colatheques”, internet cafe and singing rooms), cooperating with the Busan Metropolitan Police Agency and district and county offices to check whether they are abiding by the quarantine guidance (Mar.22-Apr.5) rules.

- Violating the administrative order will result in a fine (3mil KRW), if a confirmed case is found, the facility may be responsible for compensation (damage costs) associated with hospitalization, medical treatment, as well as the fee for the facility’s disinfection.

- The city government has frequently encouraged citizens to follow ‘social distancing’ rules, including refraining from outdoor activities, crowded workplaces and the limited operation of certain facilities and businesses.
5. Efforts to Relieve Citizens’ Inconveniences

☐ Mask rationing system and support for designated pharmacies

- To prevent potential chaos caused by flocking citizens into the designated pharmacies on the first day of the face mask rationing system on Mar. 9, the city set up a field support system in cooperation with the Busan Pharmaceutical Association for a balanced mask distribution process and minimization of inconveniences to citizens (Mar.9).

  * Organized & operated field support team for pharmacies (from Mar.9~15) ▶ Supported 836 pharmacies on a daily basis
  * Helped with mask distribution, hand out PR material, listen to difficulties and implement assistance and monitoring duties

- Particularly, as single-owner stores were struggling with increased workloads, the city gave practical support by mainly allocating public officials and public service workers to around 250 stores where the owner runs the shop alone.

  * (City government) sent up to 250 public officials/day (Mar.9~29), (District/County) allocated up to 134 public service worker/day (Mar.16 ~ 29)

- Along with these efforts, the city sent out masks and coffee to 1,519 stores with the gratitude of citizens on Mar. 23rd to help relieve their fatigue.

☐ Job Creation for Youth in line with Designated Pharmacy Support

- Busan came up with support measures to sharply increase young part-time workers who have lost their jobs caused by the badly affected local economy due to the COVID-19 outbreak (Mar.).

  - The city has supported the affected youth by assigning them to work at the designated pharmacies to distributie public face masks over six weeks from Mar. 30th to Apr. 25th.
  - With 2.58bil KRW of the project’s budget filled up by the COVID-19
donation fund, a total of 250 young people aged 19 to 35 will assist with work related to public face mask sales at local pharmacies.

*Wage support for 1 month to 250 persons (8,590/hr KRW, 4-hour work/day)

○ Along with a flood of applications from local youth, many media outlets gave favorable commentary on this brilliant idea.

**Establish Digital Service ‘Internet Web’ for Providing Real-time Information on Face Mask Availability**

○ Busan, for the first time among public agencies in the country, started to offer information services via its web page to help people avoid visiting multiple stores to make their purchases and stand in a long line due to a lack of information of stores with mask stockpiles (Mar.11).

○ Health Insurance Review & Assessment Service launched an open-API type digital service providing real-time information about the availability of face masks at designated pharmacies as the country strives to solve a mask supply shortage.

* Offers a stockpile search function by district, dong, retailer, as well as shows the locations of authorized stores with mask stockpiles using an interactive map
* Displays real-time information on mask availability by using four different colors (green: 100 or more, yellow: fewer than 100, red: fewer than 30, grey: sold out)

○ Particularly, the web-based designed program can be easily accessed by people who are not familiar with mobile applications, which has helped to narrow the information gap between citizens.

- On prevention guidelines for self-quarantined voters (Center for Infectious Disease Control Headquarters/April 12)

☐ Voter Participation (As of April 15) (Unit: Person)

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<tr>
<th>Category</th>
<th>Voters in Self-quarantine</th>
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☐ Voter Management

- The measures apply to voters who have been ordered to self-quarantine by a director of a public health center before 18:00, April 14, 2020 and show no symptoms on election day.
  - (Exceptions) - Voters who either reported to or applied for expatriate voting, unregistered Korean/foreign nationals, and other disqualified persons

- Voters should apply by calling an assigned government official and receive a permit from a public health center director (17:20-19:00, April 15)
  - (Government official in charge of those in self-quarantine)
    - Notification of the final list (by 19:00, April 14, 2020) • Director of public health center, election officials, polling station managers, assigned officials in charge of those under self-quarantine
  - (Voters in self-quarantine outside of residential areas) Government officials in charge will confirm whether a voter is willing to vote, assess his/her status, and notify the list of voters • Public health center director, election officials

- Travel time should be less than 30 minutes (One-way travel, either on foot or by car) \*Voters are not allowed to use public transportation
  - Notice should be made using Self-quarantine Safety Protection App (Departure, Arrival). When unable to use the app, voters should send a text message or e-mail to an assigned official.

- (Voting) An assigned official should be designated. Voters should wait in a separate area and vote after other voters finish voting at the temporary polling booths.

- (Follow-up measures)
  - If a voter fails to arrive at a waiting room or make reports before/after voting, the voter could face prosecution.
- Assigned officials at polling stations should practice self-monitoring of symptoms after voting has finished (for 14 days).

□ Support from Busan Metropolitan City Government

○ (Identifying voters who wish to vote)
  - (Voters in self-quarantine at home) Official at gu-gun district office
  - (Voters in self-quarantine at facility) Official at Welfare Policy Division, Busan City Government

○ (Travel management)
  - (Voters in self-quarantine at home) Should 1) Either walk or drive to polling stations, 2) Make reports using the app (on departure, vote, and arrival) 3) Be under constant monitoring while traveling (Every 10 minutes by assigned staff)
  - (Voters in self-quarantine at facility) Should use ambulance provided by Fire & Disaster Headquarters

○ (Assigning officials at polling stations)
  - Gu-gun district should consult with National Election Commission office in each district.

○ (Waiting time)
  - A waiting area should be designated outside or in well-ventilated area (by polling station managers)

□ Outcome: 86.2% (722 persons) out of 837 of those who applied to vote complied with the basic guidelines, including wearing face masks.
### Evolution of COVID-19 Confirmed case

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<th>Confirmed case (B)</th>
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Frontline Photos of the COVID-19 Fight

- **[Jan. 28]** Visit to Busan Metropolitan City Medical Center responding to COVID-19
- **[Feb. 4]** Delivery of disinfectant items and gathering of opinions at Gukje Market
- **[Feb. 7]** Visit to BEXCO for site check of COVID-19 response process
- **[Feb. 13]** Site check of Nopo vehicle management office & disinfection work
- **[Feb. 13]** Site check of public bus garage & disinfection work
- **Visit to Private Taxi Association to check on-site response status**
- [Feb.14] Organized a flower market to support affected flower growers

- [Feb.18] Visit Busan Cinema Center to check on-site response status

- [Feb.19] Visit to affected businesses of COVID-19 fallout

- [Feb.20] Sujeong Market – Delivery of disinfectant items & gathering of opinions from merchants

- [Feb.21] Emergency response meeting among relevant institutions to deal with the first confirmed case in Busan

- [Feb.22] Press briefing after appearance of first confirmed case
▲ [Feb.24] Meeting with religious leaders from major 5 religions to stop the spread of COVID-19

▲ [Mar.3] Clean Zone designation (Dongnae Mimyeon)

▲ [Mar.5] Visit to handmade face mask production shop to give encouragement to volunteers

▲ [Mar.10] Given field briefing of Renewal Project of Gupo market

▲ [Mar.10] Visit to drive-through screening clinic in Buk-gu

▲ Clean Zone designation (Gupo Gukso 153, Dukcheon branch of Gongcha)
<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
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<tbody>
<tr>
<td>Mar.11</td>
<td>Haeundae Sharing and Happiness Hospital, released from cohort isolation</td>
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<tr>
<td>Mar.11</td>
<td>Visit to drive-through screening clinic in Jin-gu</td>
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<td>Mar.11</td>
<td>Site visit to contact center in Seomyeon</td>
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<tr>
<td>Mar.17</td>
<td>Visit to Busan Pharmaceutical Association to encourage public face mask sales</td>
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<tr>
<td>Mar.17</td>
<td>Surprise visit to designated pharmacies selling public face masks</td>
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<tr>
<td>Mar.17</td>
<td>AsiaD nursing hospital, released from cohort isolation</td>
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<tr>
<td>Date</td>
<td>Event Description</td>
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<td>Mar.19</td>
<td>Visit to temporary isolation facility at the Busan Human Resource Development Center</td>
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<tr>
<td>Mar.20</td>
<td>Visit to Public Health and Environment Research Institute to check on-site response status</td>
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<tr>
<td>Mar.23</td>
<td>Lunch at city cafeteria to promote social distancing campaign</td>
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<tr>
<td>Mar.23</td>
<td>Encouraging field medical staff in Busan Metropolitan City Medical Center via video call</td>
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