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Introduction

The government plan of Bogotá highlights the importance of making Bogotá a more caring, inclusive, sustainable and conscious city. It is this same aspiration that permeates the efforts to respond to the COVID-19 emergency. Bogota has designed a public health strategy to treat and mitigate the propagation of COVID-19. This strategy is complementary to the efforts being implemented by the Health Ministry of Colombia. Likewise, the city has taken strong measures to face the socioeconomic impact caused by the emergency.
The Mayor of Bogotá has placed the health of the citizens at the core of the public agenda. Protecting their lives and ensuring that the health system has enough capacity to respond to the escalation of the virus has been at the heart of the decision-making process. This approach is consistent with Mayor Claudia Lopez’ vision to empower citizens as part of the solution to all the challenges the city faces. This is commonly known as citizens’ culture and is a distinctive sign of this administration. In the present circumstances, it has meant to create individual and collective consciousness around the responsibility of each citizen in the prevention, control and mitigation of the spread of COVID-19.

In that sense, a strong communication strategy has been instrumental in raising awareness and providing a sense of commitment to endure the challenges. With leadership, clarity and empathy, the Mayor herself, as well as all the district’s institutions, have focused on the needs and doubts of the citizens and have addressed them in a timely and direct way through different channels. By doing so, most of the population has complied with the difficult measures that have disrupted the normal functioning of the city and its inhabitants’ lives.

The first recorded case of COVID-19 was announced on the 6th of March in the city. This was also Colombia’s first reported case. On 12th March, the Mayor of Bogota issued a yellow alert to combat the spread of COVID-19. From that moment onwards, measures have been implemented to prevent and address the spread of COVID-19.

3,599 cases have been confirmed, which is the equivalent to 468,8 contagions per million inhabitants. Those cases are evenly distributed between men and women and 18,9% of them have recovered. The city has reported 136 deaths, which represents a 3,6% mortality rate and 17,3 deaths per million inhabitants.

The infected population distribution by age is the following:

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Number of Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-9</td>
<td>140</td>
</tr>
<tr>
<td>10-19</td>
<td>248</td>
</tr>
<tr>
<td>20-29</td>
<td>707</td>
</tr>
<tr>
<td>30-39</td>
<td>763</td>
</tr>
<tr>
<td>40-49</td>
<td>595</td>
</tr>
<tr>
<td>50-59</td>
<td>511</td>
</tr>
<tr>
<td>60-69</td>
<td>344</td>
</tr>
<tr>
<td>70-79</td>
<td>201</td>
</tr>
<tr>
<td>80+</td>
<td>90</td>
</tr>
</tbody>
</table>

*Source: Secretaría Distrital de Salud de Bogotá. 2020. 8th May 2020*
The main challenges that the city faces with respect to the humanitarian emergency are:

- Flattening the curve of infected population over an expanded period of time, and therefore avoiding the saturation and collapse of the health system.
- Increasing the number of health units, particularly Intensive Care Units.
- Increasing testing samples of COVID-19.
- Ensuring enough medical supplies for medical attention.
- Mitigating the effects of the social and economic contingency in vulnerable population groups.
- Preventing vulnerable people to fall people below the poverty line, the bankruptcy of companies and the rise of unemployment.

Before deepening on each one of them, the main responses have been the following:

- Increase health units: Repurposing of large spaces such as the main convention and exhibition center, as emergency hospitals;
- Acquiring 200,000 diagnostic tests to increase the testing capacity of the National Government;
- Creating an open data model, which allows citizens to consult the epidemic curve of the city;
- Set a 35% occupancy limit for the public transportation system;
- Lockdown drill (20th-24th of march) to prepare before National Quarantine;
- Setting up of a high-level scientific advisory group to inform decision-making;
- Strong communication campaigns #YoMeQuedoEnCasa and citizen pedagogy;
- Guaranteeing a basic income and cash transfers for more than 500,000 poor and vulnerable families;
- Differential aid package for vulnerable population groups such as Migrants and victims of conflict;
- Delivery services for primary goods: marketplaces, pharmacies, supermarkets.
- Actions to promote alternative means of transportation:
- Strengthening attention channels to prevent and deal with cases of violence against women or other violations of women’s rights
- Home care is prioritized for patients infected with COVID19
- Learn at Home Program from public school students.

PART I: Measures to contain the spread of COVID-19

Health Care Measures
The City Administration has taken advantage of the time gained during the lockdown. Bogotá started with a lockdown drill from 20 to 24 March which was extended with the declaration of quarantine measures made by the national government until May 11. The main purpose of the quarantine was to gain time in order to strengthen the response capacity of the city's health system.

Measures to avoid congestion in hospitals and reduce demand of health and emergency services:

- Transitional hospital center in Corferias. The city's main convention and exhibition center was remodeled as a transitional hospital for patients of low complexity, with conditions unrelated to COVID-19. This measure seeks to decongest clinics and hospitals in the city, so the system infrastructure is concentrated in the care of critically ill COVID-19 patients. On 20th of April, the hospital began operations with 1,200 beds, with a potential capacity of up to 5,000 beds.
- Home care is prioritized for patients infected with COVID19, to avoid congestion in health and emergency services and reduce the risk of contagion.
- A territorial approach to manage home care health service provision. The public and private network of health service providers agreed to pool financial resources and efforts to organize home care teams in each locality of the city to do epidemiological detection and prevention.
- In this regard, the Secretary of Health quadrupled the number of home care teams for the collection of COVID-19 diagnostic samples and the follow-up of positive cases and their families. Today the city has 97 home care teams in the city.
- Increase early discharges and home hospitalization programs.
- Limit visits to hospitalized patients (only one companion allowed per visit and reduced visiting hours).
- The Secretary of Health and the city’s four health networks will organize the home delivery of medicines, in order to avoid patients with chronic conditions who rely on certain medications to go out to hospitals to pick them up.
- Increase the installed capacity of intensive care units (ICUs).
- The city has been adapting its wards to put into place new beds for intermediate and intensive care patients. To this end, we have identified spaces to be reconverted in public hospitals of the city; managed donations of various kinds, and structured competitive processes for the purchase of medical and personal protective equipment. These efforts have been concurrent with those of the private healthcare sector, which has also adapted their facilities. Today the city has 565 ICU beds available for COVID-19 patients with an occupation of 33%. The demand of ICU beds has remained stable across time and the goal is not to exceed demand by more than 70%.
- Set criteria for not scheduling elective procedures that are not urgent.
With the purpose of improving diagnosis and epidemiological prevention, the following measures have been implemented:

- **Epidemiological Model**: Bogota is the first city in Colombia, and one of the first capital cities in the world, in making public the data and epidemiological model of the pandemic curve. "If we are going to make decisions that involve the life or death of the inhabitants of Bogotá, those decisions will be made among all based on the access to the same information," said Mayor Claudia Lopez.

The Secretary of Health of Bogota, with the support of epidemiological experts, developed a model that measures the Covid-19 curve and the impact of the virus on the citizens’ lives. This information was made available for citizens to check daily.

This information is real-time data and includes the following variables: the number of cases of contagion (by district, sex, age), cause of infection (imported, related or under study), hospital capacity (ICU beds available), the type of care that each sick person is receiving (at home, hospitalization or in intensive care unit), their level of severity, and the number of recovered patients and fatalities. Information is available in other realms such as daily percentage of occupation of the transport system. Lastly, citizens can consult projections modeled on hypothetical scenarios of the pandemic.

This data can be consulted in: [http://saludata.saludcapital.gov.co/osb/index.php/datos-de-salud/enfermedades-trasmissibles/covid1](http://saludata.saludcapital.gov.co/osb/index.php/datos-de-salud/enfermedades-trasmissibles/covid1)

- The city doubled its capacity to respond to phone calls to its local emergency phone line 123, which is the point of entry for home care services for patients in need of a COVID-19 diagnosis.
- The Secretary of Health engaged the top 33 students enrolled in the last semester of professional programs of Nursing and Respiratory Therapy, to provide support in the attention of the emergency phone line 123, managed by the Regulatory Center of Urgencies and Emergencies (CRUE)
- Additionally, the Secretary of Health issued a series of recommendations related to sexual and reproductive health during quarantine, for the purpose of preventing the spread of COVID-19, sexually transmitted infections and unplanned pregnancies during this mandatory preventive isolation period.

The measures related to protective equipment for health care personnel include:
To ensure an adequate supply of personal protective equipment for health personnel, a contract was awarded for the purchase of 4 million items of personal protection and disinfectants for public hospital staff (1,162,444 face masks, 1,830,834 hand gloves, 1,210,555 clinical gowns, 4,211 goggles, 10,516 disinfectants).

Acquisition of 12 innovative acrylic aerosol boxes to protect personnel in charge of intubating and extubating infected patients. These reduce exposure by blocking aerosols in different procedures.

Isolation Measures

The city issued a decree to implement a flexible work culture and home-office schemes. Private and public entities were advised to send their employees to work from home, whenever possible.

Simulacro Vital (Isolation Drill)
From Friday 20th March until Monday 23rd March the Mayor of Bogotá decreed a preventive isolation drill. During these 5 days, residents were banned from transiting and leaving their homes, except for urgent matters. The purpose of this drill was to assess whether the citizens understood the measure; understand the behavior of citizens, and the type of requirements needed in terms of provisions and citizen restrictions, in case a longer isolation period was eventually put into place.

Three tools were used:
- Street surveys
- Phone interviews to obtain more insights from citizens who remained in their homes
- Door to door in-depth interviews

The National Government announced later a compulsory nationwide lockdown from Wednesday 25th March until Monday 13th April 2020, and it has been progressively extended until 25th May 2020.

Please see a summary of the Quarantine Drill here.

In addition, from 13th April until 11th May, a new measure was implemented based on gender to prevent overcrowding in supermarkets, banks and notaries. Under this measure, called Peak and Gender, women were allowed to leave their homes on even days and men on odd days in order to buy groceries, and go to banks and notaries. Transgender individuals were allowed to leave their homes, on the day assigned based on their gender identity.

Isolation measures are explained in sign language (see video).
Differentiated territorial strategy:

From 11 May onwards, as part of the gradual opening up of the economy, a new strategy of territorial differentiation was adopted. While the rest of the city's localities began to implement a reopening, in the locality of Kennedy an orange alert was issued, which tightens the measures of social isolation for 14 days. This is due to the high number of infected people in this area of the city. The specific measures are:

- Three areas of this locality remain under restrictive quarantine. It will only be possible to leave the house to acquire services or goods of first necessity. It will not be possible to go outdoors to practice sports and people living in these areas will not be allowed to leave their houses to work.
- Families requiring food support will receive groceries delivered to their door by the City Authorities.
- Local teams from the Secretary of Health will be conducting mass COVID-19 testing house by house, epidemiological treatment and citizen pedagogy.

Mobility and Transport Measures

In terms of mobility, city authorities are working on preventing crowding in public transport and keeping the spread of the virus.

- Increased cleaning frequency and implementation of new cleaning standards for public buses and stations.
- Installation of hand washing facilities at the entrance of TransMilenio (BRT) stations
- Implemented procedures to highlight and report potential symptoms of COVID-19 in bus drivers and personnel linked to public transportation.
- Establishment of dedicated bike lanes on main streets for bicycles, aimed at decongesting public transport.
- The city hosted co-organized a hackathon initiative #MOVID19 to gather data scientists, transport and public health experts to come up with an answer to the question: With data analysis and impact monitoring, which initiatives could be implemented to improve mobility around the city, reduce the probability of transmission of COVID-19, and focalize services towards those who inexorably must use public transport.
- Removal of elements that are susceptible to contamination inside public buses such as carpets, seat covers, among others.

Justice and Security Measures
• Suspensions of visits to the District Jail, including regular guests invited for library activities. The service of virtual visits was enabled for persons deprived of their liberty.

• Restrictions imposed on the sale of alcoholic beverages in commercial establishments, in coordination with the regional government of Cundinamarca.

• Suspension of procedural terms of all administrative, sanctioning and disciplinary actions taken by all the entities and organizations of this sector.

Cemeteries and funeral services Measures

• The Public Utilities Administrative Unit (UAESP) does not allow people to enter cemeteries if at that time there is a funeral service taking place of a deceased person linked to COVID-19. Access to the cemetery is only allowed once the areas used for the funeral service are thoroughly cleaned and disinfected.

• In the event that a burial or cremation service not associated with COVID-19 is required on the same day that a public cemetery has programmed a funerary service for a COVID-19 linked case, public access to that cemetery will not be permitted. To regain access, the areas used for the funeral service need to be thoroughly cleaned and disinfected.

PART II: Measures to address the social and economic contingency

Social Assistance Measures

• To address the social contingency caused by the quarantine restrictions, the city launched the Home Solidarity Program (*Sistema Distrital Bogotá Solidaria en Casa*). This solidarity program pools resources from the private and public sector to provide a basic guaranteed income for poor families and assistance to vulnerable families and those individuals who are just above the poverty line for a limited time period.

• To this end, there are three lines of action:

  o Unconditional cash transfers- financial resources transferred to poor families through the banking system. The population can use those resources to cover the household expenses, for a limited time period.

  o Vouchers- which can be redeemable for goods and services in almost 100 supermarkets around the city.

  o Subsidies in kind- groceries and toiletries distributed directly to households, with a particular emphasis on those who, given their living conditions or geographical location, are unable to access the previous two channels.
• The aim was to benefit 350,000 poor families in the city and in addition, with the resources transferred from the National Government and with private donations, the initial goal was to benefit another 150,000 vulnerable families, for a total of 500,000 poor and vulnerable families that require a basic subsistence level of income in order to spend quarantine at home.

• This goal has been surpassed and thanks to the effort and solidarity of thousands of people, more than 502,000 families have received benefits during quarantine. 106,000 families have received groceries and the remaining 396,000 have received cash transfers.

• The program Transitional Contribution for Rent in the Emergency (Aporte Transitorio de Arrendamiento Solidario en la Emergencia) was launched on 30th April 2020, co-financed by the City Hall and the national Ministry of Housing. This program is aimed at poor and vulnerable families that rent or sublet and that in this emergency are at a greater risk losing the possibility of remaining in their homes due to their socio-economic conditions.

As part of this program, temporary cash transfers are given to informal workers and migrants who live in daily paid rent lodgings and also to poor and vulnerable families who have lost the ability to pay monthly rent.

• Characterization Surveys– Home Solidarity Program

Work is carried out in terms of identification and characterization of individuals that must be targeted in order to ensure an adequate distribution of subsidies. Particularly, identification of vulnerable population groups.

  o To this end, from 4th to 8th April a characterization survey for 13,000 families was carried out with the objective of revising and updating the sociodemographic and economic information available on potential beneficiaries who could receive benefits as part of the program Bogotá Solidaria en Casa.

  o Other individuals in need of characterization are people who do not appear in the census and who are unable to meet basic subsistence needs during quarantine.

  o These characterization surveys are a first stage in the characterization process of people in need in the areas of the city where information is not available, allowing the city to identify new population groups that can be included in the databases.

• Donations

The Mayor of Bogotá, Claudia López, invited citizens, businesses, and international
organizations to come together in a Donatón, an event to raise funds to address COVID-19 on Sunday 19th April. Donations will go to strengthen the health system of the city. Also, to help those most in need with groceries and cash transfers so that they can support themselves in what has been called, the “Quarantine for Life”.

During 12 hours of uninterrupted donations, more than 45,000 citizens, and over 150 businesses, business associations, international organizations, and artists came together to support this initiative, raising more than $ 51,696 million Colombian pesos (USD 13 million) in money and in kind. This is an unprecedented act of collective action in the history of Bogotá and Colombia.

Most of the donations where in kind: ventilators, hospital equipment, personal protective equipment and groceries for poor and vulnerable families. Also, beds and infrastructure for the reconversion process of Corferias, Bogota’s main convention and exhibition center, which has been reconverted into a temporary hospital for patients with conditions other that those linked to COVID-19.

“From this challenge that life has thrown at us, not the richest or strongest will come out, but the most supportive and disciplined. Bogotá has demonstrated today that we can both, set an example and inspire pride!”, the mayor stated during the event, praising the qualities that bogotanos have shown since the beginning of the Covid-19 pandemic.

*Please see a summary of the program Bogotá Solidaria en Casa [here](#).*

Additionally, the following is being implemented:

- Delivery of different attention and aid packages to vulnerable population groups, including children, youngsters, the elderly, migrants, indigenous people, victims of the armed conflict including displaced people, handicapped individuals, homeless individuals, recyclers, street vendors, women victims of violence, and sexual workers, among others, tailored to their specific needs.
- A new strategy is being implemented called, Brújula Express (Express Compass) to strengthen the bonding and attachment between parents and children through play. The activities are streamed online.
- Actions are being promoted of care and self-care in terms of food, nutrition, physical activity and promotion of healthy life during quarantine.
- Online training has been given to the religious sector on biosecurity protocols for providing humanitarian aid in health emergencies.
**Education Measures**

- The National Government announced the suspension of face-to-face classes nationwide from 16 March onwards. With the aim of ensuring the well-being, care and protection of children and youngsters, The Secretary of Education implemented the following strategies:

- Launched the initiative “Aprende en Casa”, (Learn at Home), so that students could continue learning with no disruptions, accompanied by their parents and care givers. The microsite was set up on the portal Red Académica, or Academic Network: [https://www.redacademica.edu.co/estrategias/aprende-en-casa](https://www.redacademica.edu.co/estrategias/aprende-en-casa).
  - Schools defined set dates to deliver learning material to students and families.
  - Two types of materials were delivered: physical material and digital resources. As physical material, the educational institutions provided parents with guides, workshops, documents, books and leaflets. Also, web addresses to access virtual resources.
  - There is specialized content for students with sensory-based disabilities and for deaf students.
  - Similarly, permanent communication channels were established with teachers (telephone, web platforms, text messages and e-mails), in order to talk about assigned school activities, learning difficulties, doubts or recommendations regarding the assignments.
  - Through Canal Capital, an open television channel owned by the city, a special slot called "Aprende en Casa" (Learn at Home) was created to ensure that people who do not have the possibility of using the Internet can continue to study and complement their learning process.
  - This slot is broadcast with exclusive content from Canal Capital and the Ministry of Science’s Todo es Ciencia (Everything is Science) series, but it will be renewed every week based on programmes produced in partnership with the Ministries of Education, Culture, Science and Information and Communication Technologies.
  - If a student develops any symptoms that affect his/her health, families should contact teachers and resume school work once the student’s condition has improved.
  - The Secretary of Education also delivers food vouchers for students of public schools, in replacement for the refreshments they usually receive at school. These monthly vouchers can be redeemed by families in
several supermarkets around the city and are worth 50,000 Colombian pesos (USD $13).

- In addition to “Learn at Home” initiative, Bogotá launched “Aprende en Casa Radio” (Learn at Home Radio). This initiative broadcasts a wide range of educational material via radio since April 17th 2020.
- The National Memory strategy designed the guide "Isolation, self-care and memory: we, the children, young people and families of Bogotá, are a source of national memory”. The aim is that students in quarantine, as agents of the construction of historical memory, can narrate the health emergency from their perspective.

**Gender-focused Measures**

- The response capacity of the Purple Line was tripled. This is a channel to provide guidance and legal and psychosocial advice 24 hours a day to prevent and deal with cases of violence against women or other violations of women’s rights via phone and WhatsApp.
- In addition, there are currently more than 60 lawyers and psychologists attending to cases of violence or psychological attention in person in different localities around the city.
- The strategy "Safe Spaces" was created in partnership with 630 stores and supermarkets to prevent and attend to cases of violence against women. When a woman arrives at the supermarket, she can contact the manager of the store who will give her two options: 1) If the woman needs to save her life, the person in charge will call the police in the quadrant to protect her and activate the Route of Attention, and will inform the Secretary of Women to follow up on the case. 2) If the woman only wants information on how to deal with her situation, the manager will provide her with some basic information and write down her name and phone number to report it to the Secretary f Women.
- With the support of the Mobile Justice Houses, the Family Commissariats are providing their services in some localities of Bogotá, in order to guarantee access to justice, and protection of victims of domestic violence. This is a joint effort between the Secretary of Security, Coexistence and Justice and the Secretary of Social Integration to reach areas of the city where there are no Family Commissariats nearby.
- Daily campaigns have been organized to protect people from discrimination based on gender identity or gender expression. In supermarkets, drugstores, shops and other commercial outlets information is handed out with the protocols established for the prevention and response in case of violence and/or abuse of authority towards LGBTI people.
• A strategy was launched to answer lactating mothers’ questions about breastfeeding during quarantine (See video).

**Housing Measures**

• Alternatives were defined in conjunction with the Bogota Real State Guild to support residential and commercial tenants and owners through payment agreements between landlords, owners and intermediaries aimed at addressing the situation in the real estate sector.

**Public Utilities Measures**

Since the 1980’s Bogotá has a stratification system applied according to housing characteristics. All neighborhoods in the city are classified in strata ranked from 1-6, with 6 being the richest neighborhood and 1 being the poorest. The idea is that higher income residents (strata 5 and 6) pay more for utilities to subsidize lower income neighborhoods (strata 1, 2 and 3).

• During the COVID-19 emergency, Bogotá created a transitional contribution scheme to alleviate the payment of public services for the poorest and most vulnerable citizens of the city.

  o Water and Sewerage - The Mayor's Office of Bogota through the public Water and Sewerage Company will give a discount of $15,056 Colombian pesos (USD $ 3.8. dollars -) reflected in the bill for April and May to households of strata 1, 2, 3 and 4. It is estimated that this discount covers an additional consumption of 1.41 cubic meters per month (basic unit of additional consumption) in water and sewage. Reconnection service due to non-payment will not be charged.

  o Gas- Gas users of strata 1 and 2 will receive a 20% discount on the total value of their bill. 10% of this value will be covered by the gas company Vanti, and an additional 10% will be covered by the Mayor's Office for residents who live in neighborhoods strata 1, 2, 3 and 4 during the months of April and May.

  o Electricity- Strata 1 and 2 households will have a total discount in the bill of 20%: 10% will be covered by Codensa and the remaining 10% will be covered by the Mayor's Office. Households in strata 3 and 4 will get a 10% discount covered by the Mayor's Office on the value to be paid in the billing cycle of April and May.
Suspension of service due to non-payment will be cancelled during quarantine.

- Waste management - The City of Bogotá will give a 10% discount on the bill for waste recollection for households in strata 1, 2, 3 and 4, for the April and May billing period.

- City cleaning: more than 400 washing and disinfection operations have been carried out in different parts of the city, including market places, outside health service units, pedestrian bridges, neighborhoods with high infection rates, and Transmilenio stations, among others. Some of this work has been done in conjunction with the private sector.

- Waste Management:
  - The campaign *Reciclar es la Salida* (Recycling is The Way) was launched to reduce the amount of waste and to teach citizens the correct way to dispose of waste for a person suspected or diagnosed with COVID19 and to reduce the risk of contagion from waste pickers.
  - Measures were issued for the disposal of waste such as batteries, medicines, lights bulbs, household pesticides, among others.
  - Implementation of actions in conjunction with waste recycling organizations to ensure service and follow-up and to avoid agglomeration.
  - Water, soap, gloves, face masks, hand sanitizer and other personal protection items were distributed to the waste picker community.
  - Implementation of protocols for health, sanitation and social distancing in sorting and processing stations and warehouses

**Economic Development Measures**

- Plan to support businesses in conjunction with the Bogotá Chamber of Commerce and the Secretary of Economic Development for the renewal of the commercial register and other payments due between March and April.
- Launch of the Bogotá Creates Line (Bogotá Crea), in partnership with Bancoldex, to support different innovation processes and technological transformation in MSMEs through an interest rate subsidy.
- On April 17, the Mayor's Office of Bogota and Bancóldex announced a local version of the Colombia Responde (Colombia Responds) line to relieve the cash flow to micro and small enterprises in the capital, with loans that will total a maximum of $220 billion Colombian pesos (approximately USD $ 51 million). As part of this program, micro-enterprises will be able to apply for loans of up to $200 million.
Colombian pesos (USD $51,300), and small and medium enterprises (SMEs) will be able to apply for loans of up to $1 billion Colombian pesos each (USD $257 million). Companies from any productive sector that have cash flow difficulties as a result of the emergency generated by covid-19 may apply.

- Among the benefits offered by this line of credit are the reduction of up to 2% in the interest rate offered by the financial intermediary under normal market conditions, support from the National Guarantee Fund and the monthly, quarterly and half-yearly amortization of capital payment, as well as grace periods of up to six months.
- Digital platforms such as BogoTech Abierta (Open BogoTech) are being strengthened to connect suppliers and entrepreneurs in the research, development and innovation ecosystem of Bogotá Region, in their search for solutions to the challenges of the industry in the context of COVID-19.
- The Bogotá Digital Transformation project is being led so that MSMEs can be digitized with business models to improve productivity and competitiveness with sales through e-commerce.

In partnership with the private sector the following has been agreed:

- Financing of productive units from informal vendors and micro enterprises through “angel investors”, which will have resources of up to 2.6 billion Colombian pesos (approximately USD 667 million) to finance and empower these businesses.
- In partnership with the Central Market (Corabastos), market places, grocery shops, and supermarkets, the city implements a daily follow-up on prices and supply of basic food staples in the city.
- The strategy Mercados Campesinos Móviles (Mobile Farmers’ Markets) was implemented to promote delivery of produce from farmer markets in order to ensure the supply of food and to support local farmers.
- The loading and unloading of food and household supplies, as well as the circulation of transport vehicles carrying these items, including motorcycles, will be allowed 24 hours per day every day in order to ensure the distribution of goods and emergency kits.

Tax Measures

- The final deadline for payment of property tax has been postponed until the 5th of June 2020 with a 10% discount, and until the 26th of June without a discount.
- The maximum deadline for payment of vehicle tax, with a ten percent (10%) discount, was postponed to July 3, 2020; and without discount the final deadline is July 24, 2020.
• The deadlines are adjusted for those who choose to pay the property tax by installments.
• The deadlines for taxpayers of the Industry and Commerce Tax (ICA) were postponed.

PART III: Measures implemented towards the partial reopening of the economy

On Monday 27th April the National Government issued a decree to authorize the partial and gradual reopening of some sectors of the economy. The first sectors that will reopen sequentially, are public works, private building construction companies, manufacturing companies and some commercial sectors.

Bogota created a plan in conjunction with business associations to coordinate the reopening process and to ensure that companies that return to work in person comply with biosecurity standards and mobility plans. In this regard, the platform Safe Mobility Plan (Plan de Movilidad Segura) – PMS- was launched so that businesses can register their mobility plans, and they must also register their projects and biosecurity protocols. Up to this date, more than 31,000 businesses have registered in this platform in the city. Once they register:

• The High Commission for Information and Communications Technologies (ICT) will validate the information registered by each company.
• The Secretary of Economic Development will verify that the commercial activity reported by the manufacturing company is eligible to reopen.
• The Secretary of Health and Transport validate the Safe Mobility Plan and the biosecurity protocols uploaded by each company.

Only those businesses that are authorized by the Bogotá City Hall, and comply with biosecurity and mobility protocols for their employees can restart operations in the city.

The Mayor of Bogotá called on citizens and employers to establish commitments to avoid the risk of contagion as much as possible:

Citizens' commitments:
• Use of face masks outside the home is compulsory.
• 1-meter distance (3ft) from other people.
• Moving around the city using alternatives to public transport (bicycle, carpool, walking) whenever possible.
• Washing hands and face every two hours.

Companies' commitments:
• Work-from-home schemes whenever possible.
• Guaranteeing the supply of face masks and hygienic conditions in the workplace.
• Take temperature at the entrance and exit of the work place.

The Bogotá Chamber of Commerce provides free advice to companies on the implementation of established protocols. The companies that do not comply with the biosecurity protocols that guarantee the health of their workers will be criminally denounced for falsehood in a public document and the establishment will be immediately closed.

**Biosecurity protocols required to restart business and commercial activities can be accessed in the following link.**

**Transpot and Mobility Measures**

En el marco de la reactivación progresiva de la economía y la reapertura gradual de la ciudad, el Gobierno Nacional ha autorizado a 2,3 millones de personas para salir a trabajar en Bogotá. Por esta razón es muy importante tomar precauciones adicionales en el sistema masivo de transporte, con el fin de prevenir que este se convierta en una fuente potencial de contagios. La Secretaría de Movilidad implementará las siguientes medidas:

**Acciones para controlar las aglomeraciones en el Transporte Público:**

Within the framework of reactivating progressively the economy and gradually reopening the country, the National Government has authorized 2.3 million workers to leave their homes to go to work in Bogotá. For this reason, it is very important to take additional precautions in the mass transport system, in order to mitigate the risk of infection in public transport. The measures implemented from April 27 2020 onwards are the following:

**Measures to control crowds in public transport**

• TransMilenio (BRT system) will operate at 35% of its capacity, maximum.
• In order to guarantee operation at 35% of the system’s capacity, from Monday 27 April 2020 the system will operate with 100% of the fleet from Monday to Friday, 70% of the fleet on Saturdays and 50% of the fleet on Sundays.
• Identify the stations and bus stops where the greatest flow of passengers may occur, taking into account the matrices of origin and destination of travel of personnel linked to the construction, manufacturing, commerce and health sectors.
In order to control the access of passengers to the stations, turnstiles will be verified, establishing a number of people allowed to enter within a time period. Once the 35% of the capacity is reached, the system generates an alert and passengers will not be allowed to enter the station until there is enough space available.

The availability of slots available will be identified through an algorithm used in videos generated by television closed circuit cameras installed in the stations, that allows to detect crowded areas inside the stations.

Bogotá will have a gradual and staggered schedule for restarting activities. Different opening hours were agreed in conjunction with the private sector in order to distribute the demand for transport and avoid over-crowding of public transport.

Likewise, the Police Code will be amended in order to update the authorized opening hours for businesses. Bogotá will be now open for 24 hours in 4 shifts of entry and exit:

- Essential sectors of the economy that have been operating since the start of quarantine, health care personnel, public servants, military and police force are the only groups authorized to use public transport between 6:00am and 9:00am.
- From May 11th onwards- Construction workers may use the system between 10:00 a.m. and 7:00 p.m.
- From 18th onwards- Manufacturing sectors may use the system between: 10:00 a.m. and 5:00 a.m.
- From May 25th onwards- Workers in the authorized commercial sectors may use the system between: Noon and 12:00 a.m.

In order to establish measures that promote social distancing within the integrated public transport system, both on the buses and at the bus stops and TransMilenio stations, the following has been implemented:

- The installation of 1,030 of the 3,300 fences outside the stations, in the transit corridors, and in the platforms in stations where there is a greater concentration of people, with the purpose of controlling crowding in a more efficient manner.
- Organization of entrance lines to stations to achieve gradual entry and for users to be located one behind the other with a minimum distance of 1 meter at the entrance to the station.
- Isolation of the operator’s cabin area to avoid contact and proximity to users using security tape.
- Only seated passengers are allowed inside buses and BRT system.
As a reference measure for distancing users inside the buses, more than 100,000 stickers will be placed on the seats of articulated, bi-articulated and zonal buses, indicating the seats and areas that should not be used to guarantee a safe distance between users.

Additionally, in order to continue controlling the influx of people and to have the greatest possible social distancing inside some buses of the System, mediators count passengers inside the buses at prioritized points according to demand.

- 400 members of the Bogotá Metropolitan Police and 530 police officers from the Mass Transit Command have been reassigned to the Integrated Public Transportation System in order to organize and control the access to stations and bus stops with the highest flow of passengers.

- The tasks carried out by the National Police include:
  
  - Outside the station, they corroborate that those who want to enter the system are in the exceptions established by the National Government. In the event that they find people who are violating quarantine laws, the police impose a fine and bans individuals from entering the system.
  - They verify that passengers carry face masks which is a requirement to enter the stations.
  - They organize the lines to enter the stations and buses to speed up the process and ensure passengers are at a 1-meter (3ft) distance from each other.

Prevention and disinfection measures related to transport:

- The speed limit was established at 50km / h as the maximum speed limit in the city, with some exceptions. This measure was implemented in order to prevent traffic accidents and avoid congestion in hospitals and health facilities.
- Daily disinfection of all buses in bus garages.
- Allowing car washes to operate in the city for cleaning and disinfection of vehicles.
- Also, new biosecurity and cleaning protocols established, which include disinfection points for public service vehicles (buses, taxis, trucks, scooters and bicycles).
- Establishing communication channels with users of the integrated public transport system so that they adopt self-care and distancing measures. Inside the buses, the following messages are reinforced: a seat between users, keeping the windows open, mandatory use of mouth masks, maintaining and respecting a distance between the bus operator and passengers.
- Strengthening communication campaigns and talks aimed at staff on proper handwashing and other prevention measures for COVID-19.
• Occupational Health and Safety staff in bus garages to assist and provide biosecurity elements to bus operators: face masks, gloves, hand sanitizer with an alcohol concentration of at least 70%.
• Use of contactless infrared thermometers to take temperature of bus operators at the entrance to bus garages.
• Classification and reporting of suspected cases with symptoms of ARI (Acute Respiratory Infections).

Actions to promote alternative means of transportation:
• Promote the use of micromobility (scooters and bicycles) as a safer transport alternative.
• In addition to the 500km (311 miles) of protected bicycle paths, that the city has enabled 80 km (50 miles) of lanes of the main streets of the city for the exclusive and permanent use of bicycles (cycle path). This has led to an increase in bicycle use in most of the most important arteries in Bogotá.
• Pedestrian paths have been implemented to increase the space available for pedestrians and allow social distancing.
• The loading and unloading of merchandise at unconventional times is being allowed.
• Alternatives are being analyzed to connect the demand for travel with different transport services, depending on the opening of the economic sectors.

Health care Measures

• As was mentioned above, the public and private network of health service providers agreed to pool financial resources and efforts to organize home care teams in each locality of the city to do epidemiological detection and prevention. Today the city has 97 home care teams in the city to take COVID-19 diagnostic samples, and to follow up on positive cases and their families.
• The goal is not to exceed 70% occupancy in ICUs for the treatment of patients with COVID-19

Additionally:
• Verify the compliance of established biosecurity protocols in manufacturing factories, construction sites, and commercial establishments in conjunction with the Secretary of Habitat and the Secretary of Economic Development.
• Verify the compliance of established biosecurity conditions and social distancing inside the TransMilenio BRT system.
• Enabling a team of 16 health professionals to continuously monitor and control the handling of food at the main Bogotá food market (Corabastos). In addition, they will be in charge of supervising that all merchants and users comply with
biosecurity protocols such as the permanent use of face masks, and to monitor the cleaning of commercial premises and cargo vehicles that enter the food market.

- In addition, in Corabastos and on the recommendation of the Secretary of Health, additional sinks were installed, alternate routes for the distribution of food were implemented in order to avoid crowds, and permanent announcements of all mandatory biosecurity protocols around the food market with a megaphone.

- The use of parks for sports and recreational purposes was initially forbidden during quarantine.
  - From 27th April onwards, citizens aged 18-60 are allowed to practice sports outdoors between 6:00AM and 10:00 AM as long as they remain at a maximum distance of 1 km (3280 ft) from their homes.
  - From 11 May onwards, children and youngsters aged 6-18 and older are allowed to practice sports and physical activity outdoors between 2:00PM and 5:00PM up to three times per week.

- The restriction Peak and Gender, whereby only men could go out to buy groceries and go to banks and notaries on uneven days and women on even days, is removed.

The implementation of these measures aims to achieve a new normality related to care in Bogotá.