we are
number
one
>>>





2015
2016

QUEZON CITY
GOVERNMENT
ANNUAL REPORT

The Bautista Administration



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MESSAGE OF THE MAYOR

We Are Number One!



In July 2016, Quezon City was adjudged the Most Competitive City in the Philippines. We were not only number 1 among highly urbanized cities, we were ranked number 1 overall, among 1,389 other local governments in the Philippines. It was no less than the National Competitiveness Council that conferred on us this honor based on our city's performance in three pillars of competitiveness, as calculated by the Cities and Municipalities Competitiveness Index. Quezon City was ranked number 1, in terms of Infrastructure; number 2, in terms of Government Efficiency; and number 3, in terms of Economic Dynamism.

We received another good news, just days before our city celebrated its Foundation Day last October 12, 2016. In ceremonies graced by no less than the President of the Philippines, Rodrigo Roa Duterte, Quezon City was recognized by the Philippine Chamber of Commerce and Industry as the Most Business Friendly City of all Category 1 or highly urbanized cities of the Philippines.

These awards are a challenge. We have set the bar very high. Now we must work harder and smarter to improve on our performance. We must now compete with the best that we have achieved so far.

> ***"Mas malaking hamon na ito sa ating lahat. Pero ang pinapakita rin nito ay kaya nating maging pinakamagaling at pinaka-progresibo. Itong lahat ay para makinabang ang ating mga taong pinaglilingkuran."***

Quezon City Government Annual Report 2015-2016

Projecting Quezon City internationally

We are making the Quezon City brand more and more recognized, and more and more respected, not only in the Philippines but also in other parts of the world.

Last September 2016, our city hosted a global mayoral forum, following the pace set by Barcelona in Spain and Quito in Ecuador. This was the Third Global Mayoral Forum on Human Mobility, Migration and Development attended by 58 mayors, governors, prefects and other local officials from 24 countries, and co-organized by at least seven international agencies.

This was a recognition of Quezon City's strong programs for migrants, whether these are departing OFWs, or those who are coming back here to settle. Let us recognize the Public Employment Services Office, which incidentally has reached the Hall of Fame of the Philippine Overseas Employment Administration's national achievement awards, for tirelessly organizing the forum and for its aggressive strides in promoting employment and job opportunities in the city.

The following October, the Quezon City Government hosted a dinner for ASEAN master crafts designers who were featured in the special exhibit, "ASEAN Crafts to the World," at the ASEAN Master Craft Designers Festival in conjunction with Manila FAME 2016.

Taking this further, in February 2017, Quezon City played host to the 2017 Metro Manila Tourism Summit, to make Quezon City more visible among tourism promoters and stakeholders. Both events were organized by the City Government's revitalized Tourism Department, which has launched a new slogan, "QC welcomes you," and is using more extensive social media campaigns to encourage people to come and enjoy what the city has to offer.

These are part of the City Government's efforts to embrace and prepare for the demands of ASEAN integration. In keeping up with the challenges of ASEAN integration, our city programs must look for the advantages we can gain in this thrust of opening up economies. We must look at it as a way of boosting employment, tourism and marketing opportunities for our people, beyond our geographic boundaries, and of gaining new talents, expertise, and knowledge, as well as opening our doors wider for the infusion of new capital from our ASEAN neighbors.

I have also directed the Public Employment Services Office to obtain data on foreign nationals working in our city. I have instructed them to research on skills and expertise in-demand in other ASEAN countries, so that we can guide our qualified people to take advantage of these. In addition, we must encourage the opening up of more language schools, especially those that teach ASEAN languages other than English.



I thank the City Council for passing Resolution No. SP-6419 urging the City Government to conduct a forum on ASEAN integration with all Quezon City schools that offer language courses, an initiative of Councilors Allan Reyes, Alyson Medalla and Jaime Borres.

Council Resolution No. SP-6480 is another supportive resolution that will lead us toward forging sister-city relationships with cities in other ASEAN nations, for cultural, economic and social development networking. This was introduced by Councilors Allan Reyes, Allan Butch Francisco, Franz Pumaren, Donato Matias, Alexis Herrera, Vincent Belmonte and Alyson Medalla. It was Councilor Lena Marie Juico who, together with our Public Employment Services Office, pushed for the creation of the Quezon City Migrants Center, to ensure that those who are planning to work abroad fully understand and are prepared for what they are getting into.



Aligned with National Government priorities

We have been proactive in aligning our city government's thrusts with those of the National Government: which are peace and order, disaster risk reduction, traffic management in Metro Manila, upgrading of telecommunications services, and poverty alleviation.

For immediate response to emergency situations, we have now operationalized QC 122, a fast 24/7 hotline that will mobilize quick response from our emergency teams, whether this is a crime situation, fire, a health emergency or other situations that need urgent action. The call center agents who are taking the calls are graduates of our city government's call center training program for near-hires, so we've provided an employment loop for one of our scholarship courses.

QC 122 is a component of our Public Safety Modernization program that has operationalized our fully equipped command center at the new Disaster Risk Reduction and Management building. We have been working to make up for the relative smallness of our police force by the City Government's millions of pesos worth of donations to the Quezon City Police District to improve their crime-fighting and prevention capabilities. Over the years, we have been making continuing donations in the form of vehicles, gasoline subsidy, hand-held radios and other communication equipment, firearms and ammunition, as well as various other logistical and training support.

Now, we are set to give more strength to our police force by providing them these additional items: 500 pistols, 500 bullet-proof vests, 50 more mobile cars and 150 motorcycles. To be funded by our Supplementary Budget shall be an equipment for digital face composite sketches, and an anti-cyber crime satellite facility to better capacitate the police with today's modern cyber criminals.

Our barangays must also be ready for action, particularly for emergency situations. That is why I have directed that funding be provided for the procurement of 146 ambulances to be fielded to all of our barangays, so that each of them can respond very quickly to resolve life-threatening situations.

A key component of the Duterte Administration's Peace and Order program is its strong and aggressive anti-drug campaign. We can see that our Vice Mayor and Quezon City's anti-drug czar, Joy Belmonte, has been up to this challenge, as she has tirelessly led the operationalization of a multi-dimensional response to address drug-related issues, from prevention to education to rehabilitation and to crime mitigation. I fully support the city's anti-drug campaigns. We passed Ordinance No. SP-2460, last December 2015, which requires that all officials, employees and staff of the various operating units of the local government as well as those of the city's 142 barangays, must not possess or use illegal drugs.

It takes a wide network of stakeholders to prevent drug addiction. This is why I call on all the teachers and parents to work determinedly to lessen the vulnerability of our children to the lure of drugs. *Ang ating mga barangay naman ang mga tainga at mata sa mga pangyayari sa mga komunidad. Gawing mas matindi ang inyong pagmamasid sa mga pushers at users.*



Ang ating dagdag na tagamasid ay mga Barangay-based Anti-Drug Councils. Ang ating QCDAAC ay nag-talaga ng mga focal persons sa bawat barangay na nakatutok sa mga programang kontra droga. Binibigyan sila ng dagdag na kaalaman ng data base na naka-base sa lahat ng mga barangay, upang magkaroon ng integrated drug profiling system na kunektado sa data base ng pulis. Magtulungan tayong lahat upang maging mas epektibo ang ating laban kontra droga!

On the issue of traffic management, I fully support the vesting of emergency powers on the President to enable his Administration to act quickly with solutions. I also commend his Cabinet members for facilitating the implementation of much needed major road infrastructure solutions.

On the part of the LGU, we need to update the QC Traffic Management Ordinance, based on the study of Metro Manila by the Japan International Cooperation Agency. It will enable us to align QC traffic strategies with the program for emergency powers for President Duterte.

However, as we analyzed the problem, we have realized that, not all the solutions are engineering responses. We have been explaining to key officials of the Duterte Administration that there are roadblocks to key government road projects. And these are the 37,027 informal settler families living in road right of ways.

Under the national government's policy of "no resettlement, no eviction," they must be given housing solutions through an allocation of funding in the National Budget to the tune of Php 13.33 billion over a 4-year period to resettle these families. We have been mobilizing an inter-agency technical committee to work towards realistic solutions to these problems, including those ISFs occupying water pipelines, university spaces, and transmission towers. We hope that a responsive budget for socialized housing can be included in the National Budget as early as possible, otherwise many of our country's development initiatives can be compromised.



Being prepared and helping other local governments recover from disaster

Another problem that affects all of us are calamities. It is time that we give due recognition to the men and women of the various departments working under the umbrella of the Disaster Risk Reduction and Management Council, who risk their lives and work even under unstable conditions, to be able to save lives and restore order in our city.

We have had our Shake Drills to prepare for the Big One. The Department of Public Order and Safety and the DRRM Action Team have replicated the lessons over a wide sector, in barangays, in home owners' associations meetings, supermarkets, offices and schools. Even children as young as daycare toddlers and those in pre-school have to master "duck, cover and hold," as well as know how to react during disasters. We must take seriously the lessons and advice we are given to prepare and cope with emergency situations. These lessons must always be top of mind.

We are not only inward looking in our DRRM efforts. Kailangan mabilis at lubos din tayong tumulong sa ating kapwa. We have adopted it as another dimension of Quezon City's mission to help other local governments rise and gain back their ability to govern, as quickly as possible from calamities. The latest was Batanes where we sent our Disaster Assessment Reaction Team (QC DART) to determine what assistance they needed most, after the destruction wrought by typhoon Ferdie.

We also adopted the municipalities of Baler in Aurora, Bambang in Nueva Vizcaya and San Miguel in Bulacan, which were all devastated by typhoon Lando in 2015. Altogether, aside from humanitarian and medical missions, our city government has provided Php 52.55 million to fund the repair and reconstruction of critical, damaged infrastructure to help these local governments get back on their feet.



Networking with the world for resiliency

The Environmental Protection and Waste Management Department, works in complementarity to support the objective of Building a Resilient Quezon City, and of turning Quezon City into a low-carbon emission city. Quezon City is the only Philippine city that has been invited to become a member of C40, which is a network of the world's megacities committed to addressing climate change.

As part of this network, I have been invited to become an Ambassador of C40, to be able to champion the advocacies of climate change to other cities of the world, as well as learn and share successful lessons. I invite the Vice Mayor and our City Councilors to actively participate in this international network to promote a cleaner and safer environment.

It is in our greenhouse gas mitigation initiatives that we have had ground-breaking achievements, such as our becoming a clean energy producer through the electricity generated by our biogas emission reduction plant, which is reputed to be the only successful clean development mechanism in Southeast Asia.

We are continuing the shift of our 25,193 streetlights into light-emitting diodes or LED. Thirty-five percent of these have already been converted, enabling our city government to save Php 1.6 million a month in electricity bills.

I have directed the members of our Environment Policy Council to work faster toward the installation of solar panels especially in our bigger schools, which eventually may be adaptable in all our public facilities.

Upgrading of telecommunications services

We hear the President's exasperation at slow internet speeds and areas with no coverage. It is not only his frustration; it affects many of us as well. Dialogues with telecommunications companies have pointed to the limited areas available for their cell sites and slow approval of regulatory permits as causes of poor service and slow development. These are problems where we can contribute solutions, as a local government.

We have to rationalize the process for granting special permits to the telecommunications facilities, balancing ease of issuance with the protection and promotion of public good.

I have offered the use of our city properties as possible cell sites, so that where these structures are viable, we can be provided with free and fast internet services. These will be especially beneficial in our public schools, in our barangay offices and in our health centers especially where we are promoting the comprehensive use of CHITS or the computerized health information tracking system.

Conclusion

All the tasks required of us from day-to-day and the innovations demanded for continuously better services are all challenges which everyone in all operating units of the Quezon City Government must live up to. We must continue the effort to raise the level of public service performance. We cannot have 20th century performers in a 21st century world. Mapag-lulumaan talaga tayo if we cannot retool our people and reconfigure our organizational units.

Therefore, I have asked the City Council to help us in our organizational rationalization efforts, especially as it affects the City Legal Department, the City Health Department, the Novaliches District Hospital, the Barangay Operations Center and the Community Relations Office, and the Quezon City Polytechnic University.

I thank the City Council for its support for the rationalization effort and the updating of policies and standards, such as those contained in the new Market Code and Veterinary Code, and through the progress being made in the formulation of the Sanitation Code and Building Code. All will help localize standards, while making these relevant legislation akin to modern needs.

Let us continue working as a team. Let us be inspired by all that we have achieved. At the same time, let us be challenged, because we know we can continue to do better!

Maging number one tayo sa puso, sa kusa, sa saloobin, sa malasakit at pagmamahal ng ating lungsod at ng ating bayan. Isapuso natin, na sa Quezon City, lahat panalo!

MAYOR HERBERT M. BAUTISTA

AWARDS RECEIVED BY THE QUEZON CITY GOVERNMENT UNDER the BAUTISTA ADMINISTRATION



AWARDS RECEIVED BY THE QUEZON CITY GOVERNMENT UNDER THE BAUTISTA ADMINISTRATION



























AWARDS RECEIVED BY THE QUEZON CITY GOVERNMENT UNDER THE BAUTISTA ADMINISTRATION

● **2017 OpenGov Recognition of Excellence Awardee at the Philippine OpenGov Leadership Forum 2017 conferred by Singapore-based OpenGov Asia, which has initiated a series of awards for the public sector in ASEAN, for leaders who are leading their localities through digital transformation.**

● **Excellence in Disaster Risk Reduction and Management (DRRM) and Humanitarian Assistance Award 2016 for the highly urbanized city category for the Quezon City Disaster Risk Reduction and Management Council, conferred at the 18th Annual Regional Gawad Kalasag in 2017**
- Quezon City Department of Public Order and Safety (DPOS) was also named as second best government emergency management team (GEM - urban category)
- Barangay Sto. Cristo in Quezon City was the Best Barangay Disaster Risk Management Committee (urban category)
- Melencio M. Castelo Elementary School in Batasan was the Best School in the Public School category

● **2016 Most Competitive City in the Philippines, from the National Competitiveness Council**
- 1st Place in Government Infrastructure
- 2nd Place in Government Efficiency
- 3rd Place in Economic Dynamism

● **2016 Most Business Friendly Local Government Unit (Level 1 – Highly Urbanized City), from the Philippine Chamber of Commerce and Industry**

● **2016 First eGov Award for Digital Finance, at the 8th National ICT Summit organized by the National ICT Confederation of the Philippines and the Department of Interior and Local Government**

● **2016 Winning Excellence Award, given by the Asian Hospital Management Awards, to the Quezon City General Hospital**

● **2015 LGU Eco Champion, under the National LGU Eco Champions Project of Green Convergence and Kagawaran ng Kapaligiran at Lakas Yaman**

● **2015 Special Achievement in GIS (SAG) Award at the Esri International User Conference in San Diego, California, USA, for its Enhanced Tax Mapping Systems**

● **No. 1 Economically Most Dynamic City in the Highly Urbanized City Category, National Competitiveness Council, 2015**

● **2015 Seal of Child-friendly Local Governance, conferred by the Council for the Welfare of Children in 2016**

● **2015 Kapit-Bisig Award as Outstanding Partner from the Bangko Sentral ng Pilipinas**

● **2014 Manila BAYanihan Award (city category) by the Department of Interior and Local Government (DILG) for Quezon City's role in the clean up of Manila Bay and the city's waterways**

● **2014 Galing Pook Governance Award for Outstanding Local Government Program on Socialized Housing**

● **2014 Galing Pook Governance Award for Outstanding Local Government Program on the Pioneering Health Clinic for STI/HIV, Klinika Bernardo**

● **2014 elevated to Hall of Fame and Best PESO-NCR-Highly Urbanized Cities, Quezon City Public Employment Services Office (PESO), conferred in 2015 by the Department of Labor and Employment**
- Best PESO in NCR for the Labor Supply and Demand Profile program
- Best in Child Labor program implementation

● **2014 Luminaries Award for Quezon City's carbon footprint reduction initiatives and its waste-to-energy biogas plant in Payatas, as among the best in innovation in environment advocacy**

● **2014 Regional Environmental Compliance Audit Award (NCR) of the DILG, for the city government's level of compliance to the six key legal provisions of Republic Act No. 9003 or the Ecological Solid Waste Management Act of 2000**

● **2014 Top Developer Award for Quezon City's socialized housing programs, from the Home Development Mutual Fund (Pag-Ibig)**

● **2014 awards from the Department of Interior and Local Government (DILG) and the National ICT Confederation of the Philippines:**
- 2nd place, 3rd eGov Awards for Customer Empowerment (G2C category) for QC's Computerized Health Information Tracking System (CHITS)
- 2nd place, 3rd eGov Awards for Business Empowerment (G2B category) QC's mobile money real property tax payment program

● **2013 awards from the DILG and the National ICT Confederation of the Philippines:**
- 3rd place for Government to Business Category (G2B) in the 2nd eGovernance Awards (2013 Jessie Robredo Awards for Excellence in ICT for Good Governance) for its Point-of-Sale (POS) Tax Collection system

● **2013 Recognition of Quezon City's outstanding contribution to and support of Sustainable and Inclusive Urban Development, from the United Nations Development Program (UNDP) at the 8th Forum of the World Alliance of Cities against Poverty, in Dublin, Ireland**

● **2012 Certificate of recognition from the Department of Environment and Natural Resources (DENR) for sustained good performance in the implementation of the Republic Act 9003 through segregation at source, deployment of dedicated units as well as the establishment and operationalization of Materials Recovery Facilities**

● **Quezon City was among the Top 10 performing Highly Urbanized Cities ranked nationwide on Local Governance Performance Management System (LGPMS) and awarded the Seal of Disaster Preparedness, from the Department of Interior and Local Government, 2012**

● **2011 National Best PESO Award, Highly Urbanized Category, for the Public Employment Service Office (PESO), from the Department of Labor and Employment**



Quezon City Government Annual Report 2015-2016

Quezon City and Global Alliances









With international organizations on migration

The Quezon City Government hosted the "3rd Global Mayoral Forum on Human Mobility, Migration and Development," last September 29 to 30, 2016. The delegates of the forum unanimously agreed to support the "Quezon City Commitment to Action" – a document which consolidated the resolutions and agreements of the mayoral forum.









The Quezon City Commitment to Action calls upon the global community to "continue as a productive, dynamic, open and beneficial process of dialogue, networking, and platform for learning, sharing and collaborating between and among local M&D actors together with national governments, international organizations, and civil society and migrant groups". Mayor Herbert Bautista considers the Commitment as an integral contribution of QC to the dialogue in addressing the issue of human mobility, migration and development

The Mayoral Forum on Mobility, Migration and Development is an annual gathering of municipal and regional leaders aimed to promote global policy dialogue, foster exchanges of experience and strategize collectively to address the governance of migration.

The 3rd Global Mayoral Forum discussed issues on supporting the role of diaspora in furthering development in communities of origin and destination, particularly on engaging the challenges and opportunities on building data on diaspora, providing local support for migrants, managing diversity and mitigating xenophobia, fostering social-cultural-economic inclusion and growth, applying new technologies to facilitate communication and how these concerns are addressed by regional, city and municipal governments.

The city's Public Employment Services Office partnered with the Commission on Overseas Filipinos to organize the event in the Philippines, together with the International Organization for Migration, the World Bank, the Joint Migration and Development Initiative, the United Nations Institute for Training and Research, the United Nations Development Programme, the United Nations Human Settlements Programme, and the United Cities and Local Governments.

With leaders of C40

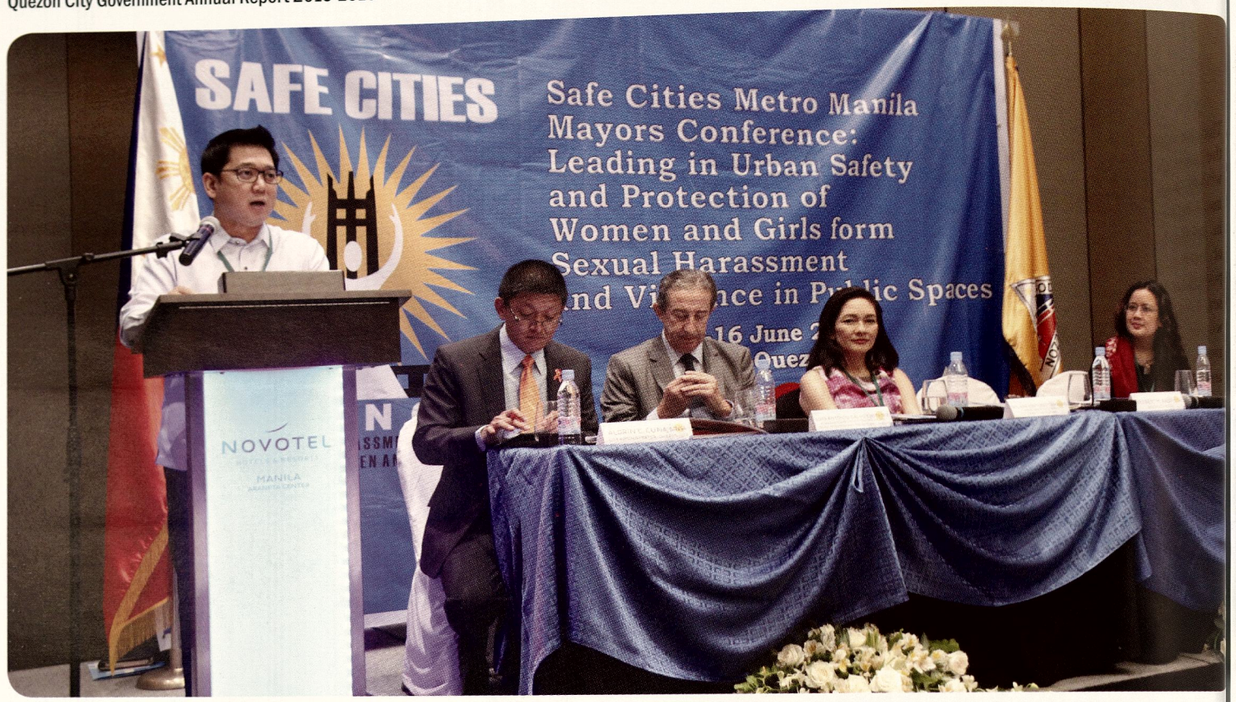


Quezon City Mayor Herbert M. Bautista participated in the sixth biennial Mayors Summit in Mexico City from November 29 to December 2, 2016. The Summit brought together C40 mayors from all over the world and hundreds of urban and sustainability leaders to advance urban solutions to climate change and highlight the leadership role of cities in addressing climate change.

Mayor Bautista shared the city government's initiatives toward a low-carbon city. He joined other city leaders in signing the Global Covenant of Mayors for Climate and Energy.

Quezon City is the only Philippine city that has been invited to be a member of C40. This organization is a network of the world's megacities committed to addressing climate change. More than 80 cities are linked by this network, representing over 600 million people and one quarter of the global economy. The role of C40 is to support cities to collaborate effectively, share knowledge and drive meaningful, measurable and sustainable action on climate change.

Ms. Frederika C. Rentoy, Head of the Environment Protection and Waste Management Department (EPWMD), participated in the 10-day exchange program which gathered 17 Urban Sustainability Directors from 16 countries. This program aims to highlight and advance city climate action by facilitating best practices and strengthening relations between local climate change leaders. The exchange program is a partnership between the US State Department and Bloomberg Philanthropies.



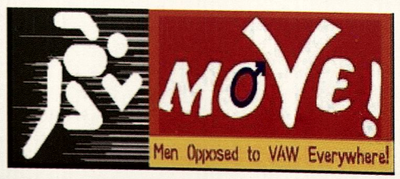
With United Nations Women

Mayor Herbert Bautista and UN Women joined hands with Men Opposing Violence against Women. He has encouraged all men to speak out against street harassment and sexual violence against women in Philippine cities. He asserted that men can be agents of change. Men are key in eliminating all forms of gender-based violence particularly street harassment and sexual violence in our city streets.

The Quezon City government hosted the event entitled, "Building Image through Safe Cities and Safe Communities." It served as the kick-off activity of Men Opposed to Violence Everywhere (MOVE) for the 18-day Campaign to End Violence Against Women, which is held every year from November 25 to December 12.

The Quezon City government partnered with UN Women to implement the Safe Cities and Safe Public Spaces Global Initiative. QC is the first city in Metro Manila to join over 24 cities around the world in the program to stop street harassment and sexual violence against women in public spaces with the support of the Spanish Cooperation for International Development (AECID).

The city government, through City Administrator Aldrin Cuña, shared its successful initiatives and programs at the subsequent Global Summit for Safe Cities in Mexico City.



With the United Nations in the fight against AIDS

Quezon City Mayor Herbert M Bautista was invited as panelist at the forum, "Fast-Track Cities: Cities ending the AIDS epidemic" held in New York last June 6,2016.

Quezon City has been recognized by international agencies as a breakthrough city, in terms of its sustained and innovative approaches to mitigate the AIDS epidemic. He said that QC's AIDS investment plan has been based on evidence of the prevalence of AIDS in the city and anchored on the Universal Health Care Framework.

The city has quadrupled its investments in 2 years' time on human and facilities resources devoted to this disease, from more peer educators to more nurses and doctors and putting up 3 sundown clinics. The city government's efforts have attracted private and international funding support, adding more than Php 30 million to the LGU's Php 24 million annual investment.

Aside from UNAIDS, officials of UN Habitat, UNDP, UNFPA, ILO, UNESCO, UNODC and mayors of Algeria, Argentina, Brazil, various African states, Mexico, India, Morocco, France, the Netherlands and Panama also participated in the global conference.

The city's HIV program is shaped by the latest epidemiological mapping, which pinpoints the communities most affected by the epidemic. As in many other cities, the majority of new infections are among key populations, such as men who have sex with men (MSM), transgender women, people who inject drugs and sex workers. HIV prevalence among men who have sex with men increased from under 1% in 2007 annually to nearly 7% in 2013.

Quezon City is a model for the ASEAN's Getting to Zero cities initiative. In December 2015, it initiated the Metro Manila Mayors Compact, encouraging other city leaders to adopt a Fast-Track approach. By February 2016, the League of Cities of the Philippines, which is chaired by the Quezon City mayor, adopted a resolution supporting the strategies that will end the AIDS epidemic by 2030 in all its member cities.



With USAID for technology innovations

City Administrator Aldrin C. Cuña, representing the Quezon City Local Government, was among the guest panelists in the discussion on "Technological Solutions for Urban Development" organized by the United States Agency for International Development (USAID). It is part of the "2016 International Conference on Urban Development: Accelerating Resilience and Inclusive Growth."

Quezon City shared its experience in the use of electronic payments to solve governance challenges in the city and provide an efficient, transparent and innovative way in real property tax payments and disbursements of allowances.

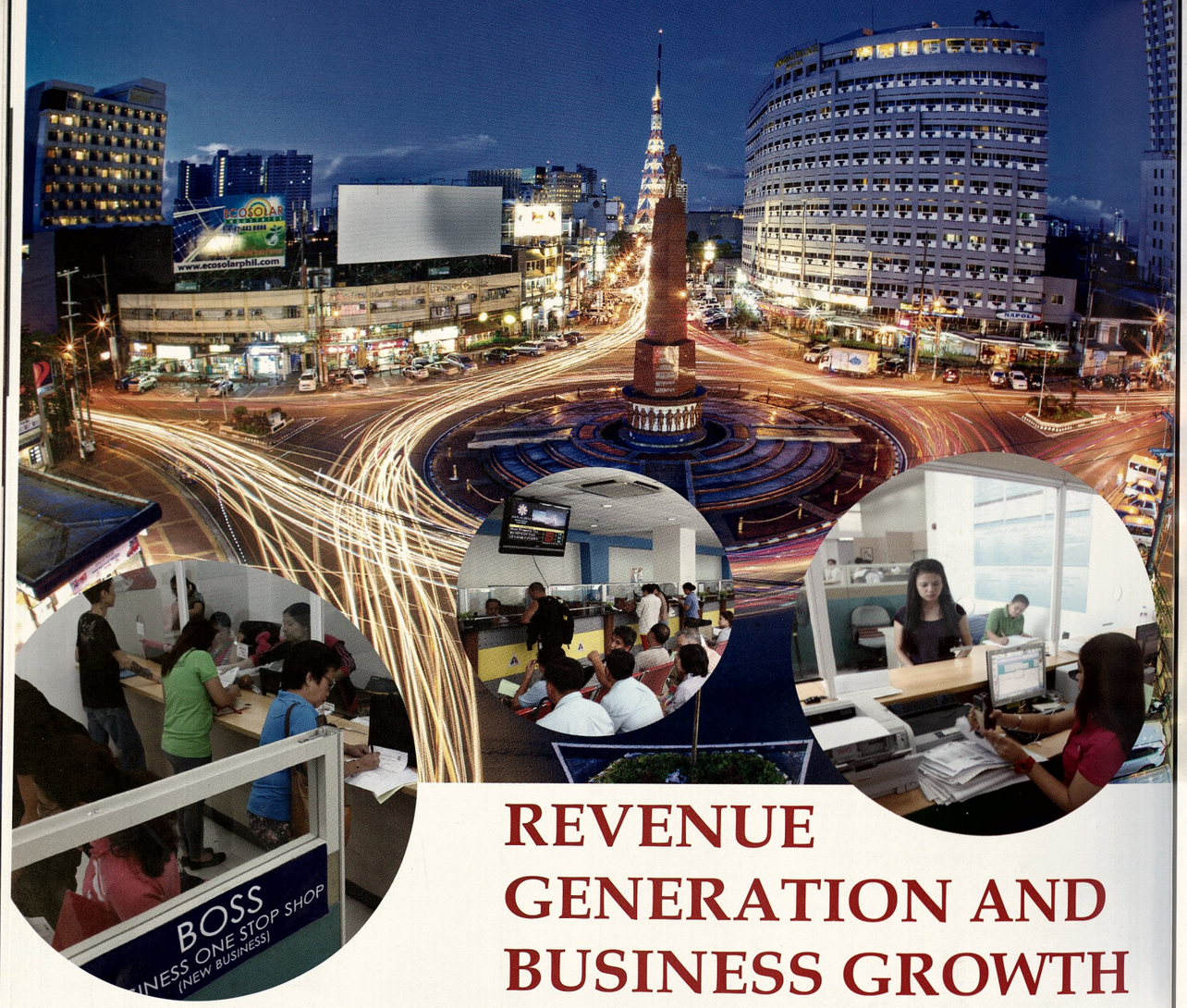
The conference aimed to foster multi-disciplinary discussions on various issues related to urbanization, which included improvement of water access and sanitation services, enhancing business climate for investments, promoting social inclusion in urban environments,



financing urban developments, and feeding urban populations. It also encouraged participants to form networks of partners to promote public and private sector collaboration in achieving livable, safe and economically vibrant cities.

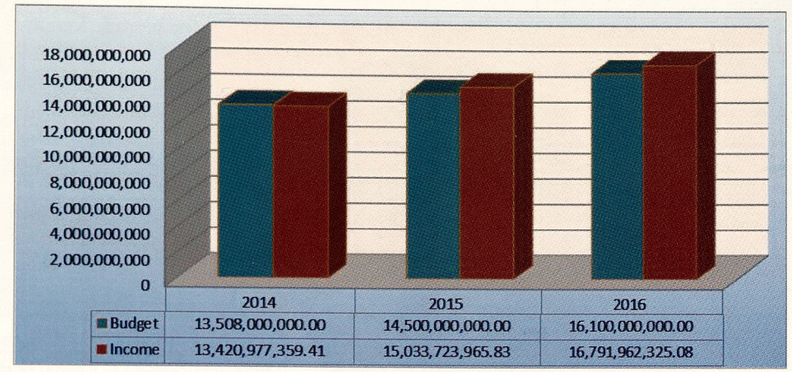
An estimated 1,200 international and local experts, business leaders, change makers from the national and local governments, representatives from donor agencies and professional organizations, as well as students of urban development attended the conference.

USAID helped Quezon City develop its mobile money ecosystem, which is now being used for convenience in paying business and real property taxes, scholarship stipends and teachers' allowances.



REVENUE GENERATION AND BUSINESS GROWTH

In 2016, the Quezon City Government reported a record high in annual income of Php 16.79 billion, surpassing its budget target by Php 691.96 million. Total city collections reached Php 18.83 billion, of which Php 8.30 billion (or 44%) represented business tax collections, while total real property tax collections (including the barangay share and the amount that goes to the Special Education Fund) reached Php 3.97 billion (or 21%). Internal Revenue Allotments contributed Php 3.28 billion (or 17%).



Annual Revenue Collections (Php)
2011 – 2016

NATURE OF COLLECTIONS	2011	2012	2013	2014	2015	2016
Total Real Estate Tax	3,252,093,726	3,467,299,921	3,625,770,982	3,508,112,641	3,754,763,875	3,974,140,578
Business Tax	4,557,026,447	5,118,422,985	5,868,486,018	6,656,111,159	7,560,300,271	8,300,170,082
General Fund – Local & External Sources	10,991,652,529	11,420,819,971	12,464,037,371	13,604,022,881	15,659,276,564	16,779,736,814
Total City Collection	12,761,674,424	13,189,980,886	14,337,675,264	15,471,985,767	17,682,764,670	18,830,255,967
Gross Collection	12,857,078,076	13,695,966,515	14,422,595,950	15,528,589,262	17,860,424,959	19,453,015,498

SOURCE: CITY TREASURER'S OFFICE

MILESTONES AND ACCOMPLISHMENTS

Record high annual income of **Php 16.79 billion**, surpassing budget target by **Php 691.96 million**

Fair Market Values adjusted, after 21 years, in compliance with requirements of law

Real property tax shares of **142 barangays** reach **Php 709,645,360**, an increase of **10.14%** over the previous year

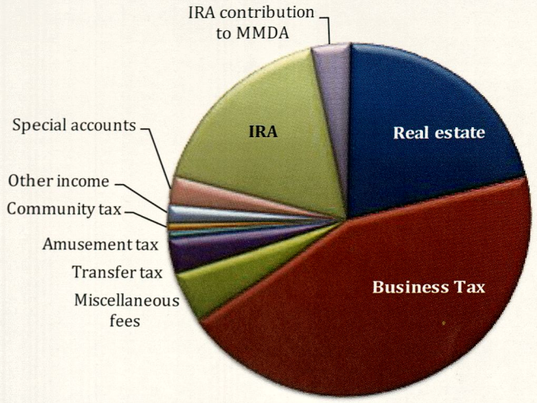
Online business registration system in place, the **first** in the Philippines

Number of registered businesses reached **69,204 in 2016**, still the highest that has been recorded by any local government in the Philippines

Online payment systems through Land Bank and BancNet, now available for **business and real property tax payments**, in addition to mobile money payments

Fifteen revenue-generating and financial management departments pass rigorous **international certification** requirements

Tax and Other Income Sources, 2016



	Amounts in Php
Real estate tax (total)	3,974,140,578.32
Business tax	8,300,170,082.50
Miscellaneous fees	905,143,176.46
Transfer tax	618,163,045.59
Amusement tax	124,073,848.65
Community tax	149,994,273.94
Other income	317,531,972.26
Special accounts	503,920,689.55
Internal Revenue Allotment	3,276,982,295.00
IRA contribution to MMDA	660,136,005.00

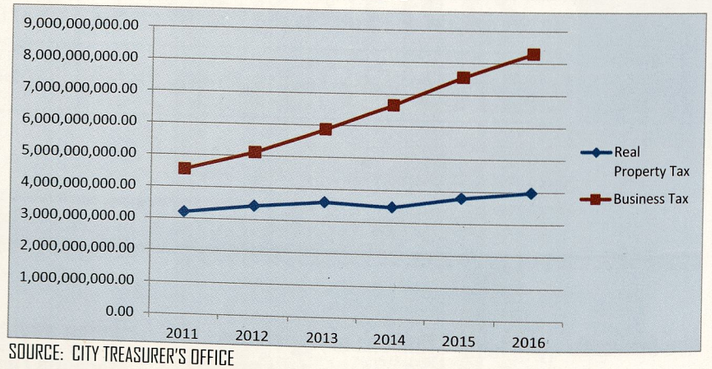
The positive collection performance was the result of a combination of fiscal discipline, consistent programs to curb leakages in collection (such as the reassignment of permanent personnel to prevent fraternization, the introduction of new security features in official receipts, filing of graft cases against errant employees), tax collection measures that discourage unproductive use of assets (such as the idle land tax that seeks to encourage land owners to make use of their lands rather than leaving them vacant and vulnerable to informal settlers), and the provision of added convenience in tax payments (online and mobile money payments; special lanes for senior citizens, pregnant women and the handicapped; special onsite real property tax collection in subdivisions; use of tax branches for small business tax payments; and branch office operation in SM North EDSA for city taxpayers).

The tax collection effort was also buttressed by operational improvements in the City Assessor's Office. The reclassification of exempt properties which were, upon being tax mapped, found to be utilized as taxable, as well as inventory of Quezon Government-owned properties, resulted in 739 real property units being declared as taxable, with an assessed value of Php 975,882,630.

Internal efficiency was enhanced with the operationalization of the following programs that automated several services: Quezon City Real Property Assessment and Taxation System (QCRPATS); Enhanced Tax Mapping Systems (eTax Maps) which is geographic information systems-based; FAAS-TD transaction monitoring system; scanning, digitization and electronic certification of tax declarations (eCTC). These resulted in shorter processing times, simplified recording and filing systems and facilitated retrieval of information.

eTaxMaps serve as visual tools for the City Assessor to produce the necessary land values maps, as well as in the assignment of values. The project copped the Special Achievement in GIS Award (SAG) at ESRI's 2015 International User Conference in San Diego, California. It was also finalist in the 4th eGov Awards in the G2C category at the National ICT Summit organized by the National ICT Confederation of the Philippines and the Department of Interior and Local Government in 2015.

Real Property and Business Tax Collections
2011 - 2016



SOURCE: CITY TREASURER'S OFFICE

The eFAAS involves the digitization of the fie appraisal A digital version of the Field Apprais and Assessment Sheet (FAAS) used by the Ci assessors to store and process property apprais and assessment data, and supports the daily up dating of property records and generation FAAS, tax declarations and notices and asses ment roll.

The Quezon City Government manages the data base of 606,551 real property units (RPUs). Operational efficiencies have resulted in the growing base of taxable RPUs, as the following table shows:

Number and Assessed Values of Taxable Real Property Units in QC

Year	Total no. of RPUs	Assessed Values (in Php) Land	Building	Machinery	Total Assessed Value (Php)
2014	573,666	44,239,453,790	120,186,648,560	9,378,334,480	173,804,436,830
2015	590,209	44,146,724,420	123,988,664,790	10,555,296,230	178,690,685,440
2016	606,551	44,341,257,660	127,743,546,240	11,545,611,470	183,630,415,370

SOURCE: CITY ASSESSOR'S OFFICE



In 2016, the City Assessor 's Office processed 57,206 transactions, encoded 73,831 FAAS and issued 67,507 tax declarations and notices of assessment.



In 2016, after 21 years, Ordinance No. SP-2556 was passed and approved, for the Revision of Quezon City's Schedule of Fair Market Values. This was estimated to result in a Php 58 billion increase in assessed value equivalent to approximately Php 2.1 billion increase in real property tax dues.

This was the result of a series of public consultations with property owners, barangay officials and various other stakeholders who were made aware of the requirements of law, the basis of the assessment process, as well as the various options available.

The Department of Finance (DoF) and the Commission on Audit (CoA) recommended that the city government revise its outdated real property valuation system, citing Republic Act No. 7160, or the Local Government Code of 1991, which requires adjustments to property values every three years. The particular provision reads: "The city assessor shall undertake the general revision of real property assessments... and shall apply the new assessment level of 5% for residential and 14% for commercial and industrial classification, respectively."

The increases in fair market values took note of areas of socialized housing, flood-prone areas, and other areas that could not be made productive, which were imposed minimal if any increases at all.

Registered Businesses, by Type of Business Activity 2016

Business Activity	No. of businesses
Contractor	20,255
Retailer	16,488
Proprietor, lessor and operator of hotels/motels and other lodging houses	7,180
Wholesaler	6,724
Other business and business with fixed rates	4,621
Restaurant and eating establishment	3,364
Financial institutions-banks, pawnshops, insurance, security & stocks dealers	2,924
Multiple activity	2,144
Learning institution	2,116
New businesses not elsewhere classified	1,127
Manufacturer/producer/repacker	1,026
Importer	629
Amusement center, establishment, bars, gaming activities & social recreation	459
Exporter	88
Proprietor, lessor and operator shopping center & private market	50
Franchise holder	9
TOTAL	69,204

SOURCE: INFORMATION TECHNOLOGY AND DEVELOPMENT OFFICE







In 2015, the Quezon City Government launched its new portal, QC eServices, giving business owners a 24/7 facility to register their new corporations, partnerships, foundations and cooperatives from anywhere they are. The online business registration system is the first-of-its-kind service to be offered by a local government unit (LGU) in the Philippines.

The service innovations are part of the city's effort to streamline services and an expansion of the city's initiative in ease of doing business in the city. These innovations seek to make transactions with the city government more constituent-friendly and are expected to improve transparency, reduce potential leakage of government funds, as well as make a 24-hour tax and fee payment operations possible.

In 2015 and 2016, the city government amped up its innovations in tax payments. This improves on the GCash platform, under the "Scaling Innovations in Mobile Money" project (SIMM). In January 2014, Quezon City officially began receiving payments for real property taxes through mobile money, enabling taxpayers to pay their tax obligations using G-cash thru the mobile money system, instead of queuing at City Hall. This convenience was extended to business taxpayers in 2015, who can also pay their quarterly business taxes due at Quezon City Hall, using their mobile phones.

On September 22, 2016, the city government went live with the online payment of Real Property Taxes through Landbank's ePayment Portal, another landmark in improving governance services in QC.

The QC Online payment system provides QC taxpayers added convenience when settling their real property taxes and business taxes by using their ATM or Debit cards via the QC e-Services Portal and Landbank ePayment Portal. This payment system is accessible 24/7 anywhere the taxpayer is located. It is available for use by taxpayers with ATM accounts with Landbank and other BancNet member banks, as well as those with debit cards with these banks.

Internationally certified

The revenue-generating and financial management departments and offices were encouraged to attain higher levels of efficiencies by being required to pass the quality standards demanded by the International Organization for Standardization (ISO), an independent, nongovernment organization which is recognized as the world's largest developer of voluntary international standards. The standards help operating units increase productivity while minimizing errors and waste. Compliance with these standards means that the city's services conform to minimum standards set for such services internationally.













Fifteen departments passed the rigorous certification requirements, after an "assessment of the processes and activities demonstrated evidence that the organizational units have adhered to the legal and regulatory obligations and contractual agreements by applying best-practices of Quality Management System ISO 9001:2008, with the aim to protect communities and consumers."

The 15 departments and offices which received ISO certification include the Business Permit and Licensing Office (BPLO), Accounting Department, Assessor's Office, City Budget Department, Civil Registry office, General Services Department, Personnel Department, City Planning Office, City Treasurers office, City Tourism Affairs Office, Department of Building Official, Liquor Licensing and Regulatory Board, Market Development Administration Department, City Administrator's office and the General Procurement office.

A quality management system (QMS) is a set of policies, processes and procedures required for planning and execution (production/development/service) in the core business area of an organization. (i.e. areas that can impact the organization's ability to meet customer requirements.) ISO 9001:2008 is the Quality Management System adopted by QC-LGU.

It means that these 15 departments have developed detailed, understandable and workable instructions which define both expectations and actions to achieve stated quality goals.

Regulating and upgrading markets for the benefit of consumers

The City Government oversees the operation of 8 city-owned markets, as well as the operation of private markets. A continuing area of concern has been the Balintawak Markets, because of the retail of double-dead meat, as well as various structural and environmental deficiencies. The owners of 8 markets in this area were called to a series of meetings to bring their attention to their deficiencies, the persistent inability to comply, and warning of closure should deficiencies persist.







Among the deficiencies in five of these markets were structural problems that endanger public safety, as pointed out by the Building Official; lapses in cleanliness, lack of proper sewage treatment and waste management systems that resulted in severe pollution of nearby waterways, as reported by the Environmental Protection and Waste Management Department (EPWMD); lack of vermin and pest control, as well as improper storage and display of food items, which could cause illness and epidemic, as warned by the City Health Department.

Vendors were also very disorganized, occupying roads and contributing to traffic congestion.

The City Government closed the erring markets in 2016, because of continued lack of compliance to national and local laws. The traffic management around the area remained and continue to be strictly enforced by the Department of Public Order and Safety and the Metro Manila Development Authority.

The local government has long pointed out the need for these markets to upgrade, not only for health and sanitation needs, but also to keep up with the developments in the Balintawak area. The property owners can enjoy significant economic gains and consumers can enjoy better and products and services, if the markets are properly and safely built and more cognizant of their impact on the environment.

The joint inspection team for all public and private markets in the city is composed of employees of the Market Development Administration Department, the City Health Department, the EPWMD, the Department of Building Official and the City Fire Department.







Heeding its own dictum on market upgrading, the city government has implemented the following programs for the city-owned markets:

- Upgrading of the Murphy Public Market in barangay San Roque. The latest addition in 2016 was the construction of a 3-storey multipurpose building, with Congressional funds from the office of Representative John Jorge Banal, the Department of Public Works and Highways, and Barangay San Roque

- Rehabilitation and improvement of the Project 4 Public Market, to provide or new stalls for chicken, meat and fish and new comfort rooms

- Continuing improvement of the Kamuning Public Market, with 337 new stalls constructed in 2016, new comfort rooms, installation of new sewerage treatment system, and electrical system upgrading

- Development of Public Private Partnership arrangements to transform dilapidated city-owned public market buildings into multi-level mixed-use facilities, compliant with green building technology. This enables the local government to maximize use of its property assets while providing better service to consumers.

MILESTONES AND ACCOMPLISHMENTS

URBAN TRANSFORMATION

Expansion of the city's built-up area by **4.02 MILLION** square meters

241 more buildings being certified as "green" structures

337 city infrastructure projects completed, and **84** more ongoing

86 center and directional islands newly landscaped

78,111 new trees planted throughout the city

85 open areas have become parks, adding to the **211** parks developed throughout the city

22,894 streetlights now illuminated by energy-saving light-emitting diodes (LED), resulting in total savings in electricity expenses of **PHP 10.43 MILLION** annually

54 flood-mitigating infrastructure projects constructed on waterways along **20** flood-prone barangays, with **12** more projects being completed





51,040 kgs. of trash recycled and segregated by Batang Eco savers from **36** city public schools, earning for them **PHP 300,502** in cash

3,492 cubic meters of solid waste collected from riverways, cleaning up the waterways and preventing their obstruction

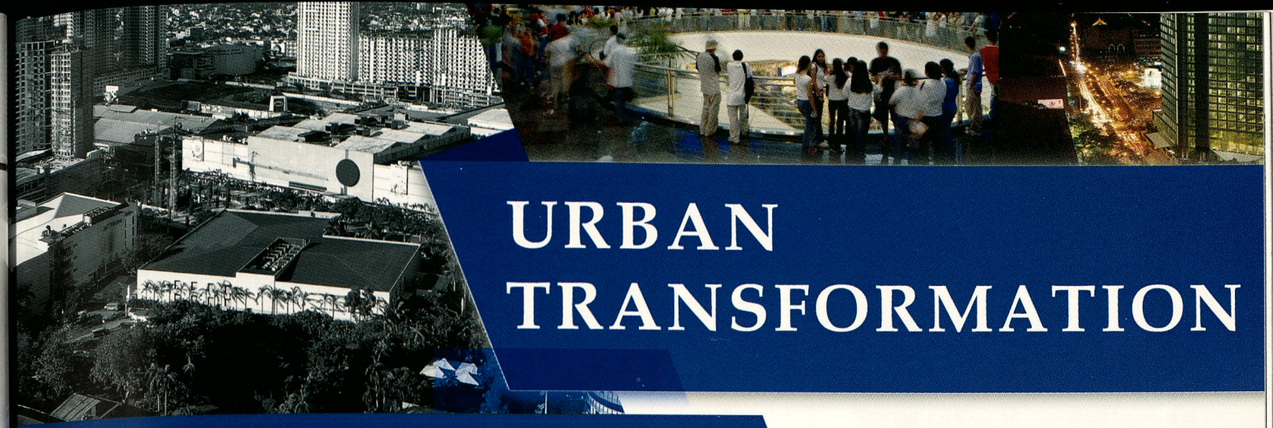
Diverted from landfill through recycling by barangays, trading posts and Payatas waste pickers were



69,315 kgs. of paper, **25,995** kgs. of plastic, **5,731** kgs. of glass, and **17,741** kgs. of metal

3.91 MILLION pieces of plastic bags recovered and potentially saved from polluting waterways by Plastic Reduction Program, yielding **PHP 143.60M** in Green Fund for environmental projects

167 new road, sidewalk and drainage projects pave easy access to more communities, with **188** more ongoing



URBAN TRANSFORMATION

Working for balanced development

More central business districts and green parks are rising, as the city works carefully to balance its land use. The city's Comprehensive Land Use Plan (CLUP), which lays down the zoning framework of Quezon City, was favorably endorsed by the Metro Manila Council of the Metro Manila Development Authority (MMDA) to the Housing and Land Use Regulatory Board (HLURB) last October 2016. The city's Zoning Ordinance (SP 2200, series of 2013), is the principal instrument for enforcing the locational policies and the performance standards of the CLUP.



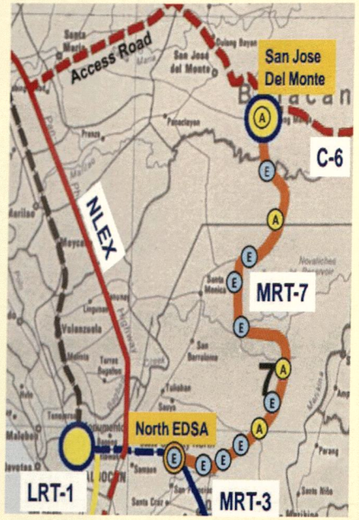




Quezon City Mayor Bautista is co-chair of the Urban Triangle Development (TriDev) Commission, which is charged with the development of the new central business district at the North and East Triangles. From what were once blighted, unproductive areas are rising several mixed-use developments that are aligned with the character of this CBD as environmentally sustainable, while highly responsive to modern-day needs. Vertis North is the biggest development in this new CBD, covering 29-hectares. The project was launched in 2013, and now, the Php 12 billion investments for phase 1 are mostly ready for use, including the 440-room SEDA Vertis North hotel, as well as residential and office buildings. Beside it is Eton Centris, which is expanding to fill up its 12-hectare property, with the rise of five BPO office buildings, interspersed with parks, commercial spaces and exhibition/conference venues.

Quezon City's portion along Circumferential Road 5 is also bustling with new developments. On the city's boundary with Pasig, along the waterfront, an old factory site will be developed into a new township of the Ayala Land – Eton Properties joint venture. The estate is envisioned to be the greenest waterfront development in eastern Metro Manila, with more than 50% of open space comprising "pocket parks" in between residential, office and commercial facilities. In all, the estate's gross floor area (GFA) is estimated at 1.77 million square meters. The development will be developed in at least two phases, with the first phase to be accomplished from 2017 to 2021.

The old factory sites in Balintawak are also experiencing a new life with the convenience to be brought by Metro Manila Skyway Stage 3, one of the connector roads of the South Luzon Expressway (SLEX) to the North Luzon Expressway (SLEX). Once fully operational, it will significantly reduce travel time from Buendia to Balintawak from 2 hours to 15 to 20 minutes. It is expected to decongest EDSA and other major roads in Quezon City such as Quezon Avenue and Araneta Avenue. The skyway will lead to the 11-hectare development of Cloverleaf, an Ayala Land project, which will see skyscrapers of residential units and retail spaces.



Other major road infrastructure and transport projects will spread developments in more areas of the city. These include:

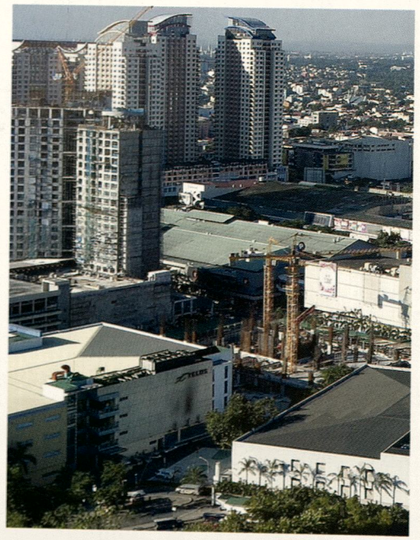
- NLEX – C5 Segment 8.2, which is a 7.5 km, 4-lane expressway from Segment 8.1 at Mindanao Avenue to Republic Avenue, turning right to Luzon Avenue to Commonwealth Avenue in Quezon City. The project includes two interchanges in Mindanao and Regalado Avenues, as well as three vehicular overpasses at Quirino, Sauyo and Chestnut Avenues. It will reduce travel time from Mindanao Avenue to Commonwealth Avenue, from 45 minutes to 10 minutes.

- MRT 7, which is a 22.8 kilometer rail system connecting commuters from Quezon City directly to San Jose del Monte, Bulacan, is already being implemented. This railway will cover 14 stations, 12 of which are in Quezon City, including the common station that will link it to MRT 3. The route is from North Avenue to Commonwealth Avenue, Regalado Avenue and Quirino Highway, up to the proposed intermodal transport terminal in San Jose del Monte. Another rail project is the LRT 2 East Extension, which is a 4.2 km elevated guideway connecting Santolan Avenue in QC to Masinag in Cainta, Rizal.

- Southeast Metro Manila Expressway (C6). Its first phase is a 34-km toll road that will run from Skyway/ FTI in Taguig to the Batasan Complex in Quezon City. Motorists who use this road will be able to bypass the congested Batasan-San Mateo road and have easy access to the 20-lane Commonwealth Avenue.

Economic stimulus from new construction

The Department of Building Official issued 2,876 permits for new construction from 2015 to 2016, which has given rise to new built-up areas covering 4.02 million square meters. Their projected real estate values will reach Php 362.21 million. At a conservative estimate of construction costs at Php 12,000 per sqm, the new construction activities will generate economic multiplier effects reaching Php 241.48 billion, as a result of employment, purchase of construction materials, purchase/lease of equipment, and generation of consumer spending from jobs generated.



The following table compares the impact of new construction over a three-year period, from 2014 to 2016.

Impact of New Construction Activities

Year	Permits issued for new construction	Estimated built-up area (in sqm)	Construction cost (at Php 12,000 per sqm)	Project real estate (in Php millions)	Estimated economic activity generated (multiplier effect) (in Php millions)	Direct labor generated (number of people)	Upstream workforce (at 1 person per Php 1M material cost)
2014	1,590	2,728,738	32,744.85	245.59	163,724.27	109,150	19,647
2015	1,444	1,846,824	22,161.89	166.21	110,809.45	73,873	13,297
2016	1,432	2,178,053	26,136.64	196.02	130,683.19	87,122	15,682
TOTAL	**4,466**	**6,753,615**	**81,043.38**	**607.82**	**405,216.91**	**270,145**	**48,626**

SOURCE: DEPARTMENT OF BUILDING OFFICIAL

In total, fees paid for building permits, safe building inspections, green building evaluations and signboard permits generated Php 313.30 million in additional revenues for the city government, from 2015 to 2016. There were 128 'big ticket' applicants issued permits from 2015 to 2016. This refers to those applications with assessed and paid permit fees over Php 300,000. Of these, 2 were residential projects, 52 were a mix of residential and commercial structures, and 48 were commercial buildings.

In the implementation of the city government's Green Building Program, 241 were evaluated, of which 209 were issued with building permits, 173 were passed the requirements for a preliminary Green Building certificate and 22 merited the Green Building Final certification. The advocacy for 'green building technology' was enacted as an ordinance in 2009 and made compliance mandatory in 2011, by the City government to ensure that structures in Quezon City use processes and materials which are environment friendly and energy efficient at the same time. Green buildings are designed to reduce the overall impact of the built environment on human health and the natural environment by: efficiently using energy, water, and other resources; protecting occupant health and improving employee productivity; and reducing waste, pollution and environmental degradation.

Green Building, Status of Applications 2015 - 2016

Type of Application	BP	FP	with Building Permit	with Submitted Preliminary Mandatory Requirements (ongoing evaluation)	with Preliminary Certificate	with submitted Final Mandatory Requirements (ongoing evaluation)	with Final Certificate
Commercial	158	69	139	28	130	50	19
Institutional	47	16	40	26	21	14	2
Industrial buildings	32	13	26	11	21	12	1
Voluntary	4	1	4	3	1	1	0
TOTAL	**241**	**99**	**209**	**68**	**173**	**77**	**22**

SOURCE: DEPARTMENT OF BUILDING OFFICIAL

To complement the private construction activities, the Quezon City Government also raised its investments in public infrastructure, having invested Php 3.48 billion from 2015 to 2016, with 377 of these projects already completely constructed, while 84 others are ongoing. Road improvement and construction alone, which is usually packaged with sidewalk and drainage construction improvements, account for Php 1.279 billion or 36.75% of these investments. Quezon City has the largest number of interconnected roads in Metro Manila.





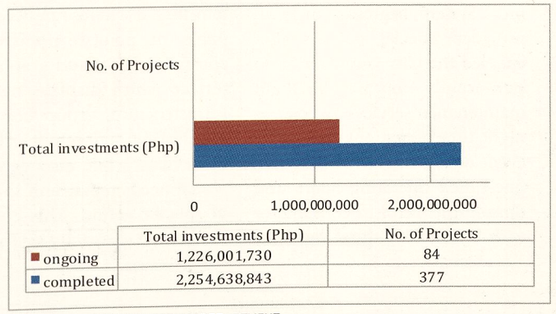


City Road Infrastructure Projects 2015 – 2016

	Completed		Ongoing	
	No. of Projects	Investments (Php)	No. of Projects	Investments (Php)
Asphalt Overlay	24	67,811,828		
Concreting	7	15,872,803		
Road improvement with drainage, sidewalk	167	958,383,385	21	227,875,229
Pedestrian overpass/underpass/ bridge	1	1,426,607	1	5,898,744
Steel barriers/ barricades	2	3,005,031		
TOTAL	**201**	**Php1,046,499,654**	**22**	**Php233,773,973**

SOURCE: CITY ENGINEERING DEPARTMENT

Quezon City Investments in Public Infrastructure Projects (total, in Php) 2015 - 2016



	Total investments (Php)	No. of Projects
ongoing	1,226,001,730	84
completed	2,254,638,843	377

SOURCE: CITY ENGINEERING DEPARTMENT

Lighting up the city

The City Government embarked on its massive project to transform gradually, the lighting system of its more than 50,000 streetlights to more energy-efficient lighting systems, to reduce the millions of pesos in electricity expenses for street-lighting alone. At the same time, the project supported the Bautista Administration's advocacies to reduce greenhouse gas emissions and promote a safer city.

Energy Efficient Streetlighting Program
Status of Retrofitting into Light-emitting Diodes
2014 - 2016

No. of Streetlights Retrofitted into LED				
District	2014	2015	2016	Total 2014-2016
1	873	24	587	1,484
2	4	479	259	742
3	148	633	316	1,097
4	2,424	191	498	3,113
5	0	843	454	1,297
6	99	830	286	1,215
Total	**3,548**	**3,000**	**2,400**	**8,948**

SOURCE: TASK FORCE STREETLIGHTS

The next phases of retrofitting will provide for the retrofitting of 5,620 streetlights in 2017 and an additional 6,516 more in 2018. Retrofitting into LED reduces the GHG emissions by at least 50%. The next table shows the decreasing power consumption from streetlights, compared to the time the program was conceptualized in 2010. The theoretical projected savings since 2010 is Php 7,841,718 annually.



Electricity Expenses for Streetlights

Streetlight Type		2010 No. of streetlights	2010 Amount (Php M)	2015 No. of streetlights	2015 Amount (Php M)	2016 No. of streetlights	2016 Projected Amount (Php M)
Flat-rate Meralco-owned	Ornamental (HPS)	3,722	69.60	-	-	-	-
	Pole-mounted (HPS)	26,700	147.23	26,800	145.92	26,803	125.51
Metered City-owned	Ornamental (HPS)	17,743	122.52	17,650	113.76	15,916	96.67
	Ornamental (LED)	-	-	6,306	26.92	8,948	23.07
	Total	**48,165**	**Php 339.35**	**50,756**	**Php 286.60**	**51,667**	**Php 245.25**
Average electricity expense per bulb, monthly		**Php 587.13**		**Php 470.55**		**Php 395.56**	

SOURCE: TASK FORCE STREETLIGHTS

Installation of a Control Management System, beginning in 2014, provided special features that enabled the City Government to significantly improve streetlight maintenance services. It ensures night-time operations even in the event of streetlight malfunction, fine-tuned operating hours and dimming control in consonance with available natural light, to further save on energy. The system uses a wireless network capable of point-to-point mesh communication and graphic interface which displays network infrastructure, group configure monitoring and remote control of devices, while also detecting which needs repair and the type of specific action. This contributed to the electricity savings.

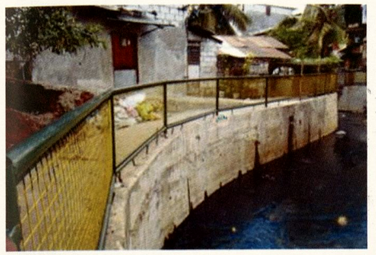


Multiple solutions for flood prevention

Flood-mitigating infrastructure was also enhanced, through the construction of retaining walls, grouted riprap, concrete canals and box culverts to solidify embankments and keep flood waters at bay. These consisted of 50 completed and 10 ongoing projects. Total local government investments in flood control have reached Php 467.7 million.



Lagarian Creek, Bgy. Kalusugan



Kalamiong Creek at Atis St., Extension Bgry. Payatas



San Miguel HOA, Sitio Pugot Brgy.Bagong Silangan

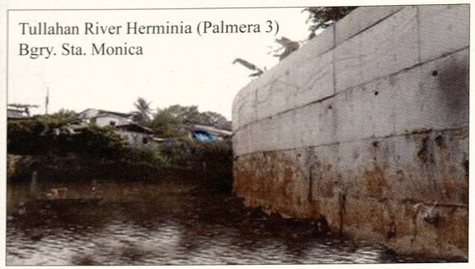


Cursilista St., Bgy. Sta. Lucia

City Flood Control Infrastructure 2015 – 2016
(Php 467.70 M investments)

Type	Completed Projects: No. of Projects	Completed Projects: Waterways of Barangays Covered	Ongoing Projects: No. of Projects	Ongoing Projects: Waterways of Barangays Covered
Concrete retaining wall	32	Bagong Silangan Commonwealth Payatas Tatalon Kalusugan Gulod Greater Fairview North Fairview Sta. Monica Sta. Lucia Culiat Apolonio Samson	5	Payatas Bagong Silangan North Fairview Sta. Lucia Apolonio Samson
Grouted riprap	12	Bahay Toro Batasan Hills Bagong Silangan Amihan West Kamias Quirino 2A Kamuning Greater Fairview	1	Pasong Tamo
Concrete canal	3	PhilAm-West Triangle North Fairview	1	Greater Fairview
Combination retaining wall, grouted riprap, bridge railings, footbridge	1	Holy Spirit		
Combination retaining wall and grouted riprap	1	Commonwealth	1	Commonwealth
Box culvert, grouted riprap	1	San Bartolome	2	Sta. Lucia Pasong Tamo

SOURCE: CITY ENGINEERING DEPARTMENT


Tullahan River Herminia (Palmera 3)
Bgry. Sta. Monica



Flood control projects are complemented with projects which protect embankments, not only from erosion but also from illegal incursions. The city government's strategy has been to develop embankments into linear parks or inner roads, whichever is appropriate for the area.

It is guided as well by a study determining the original width and pathways of river channels, and working to restore these as an effort to mitigate overflowing and flooding. This has involved a resolute effort to identify and demolish formal and informal structures that have been illegally erected on the waterway paths and embankments. Poor families that have to be moved out become part of the City government's priority resettlement program.

The management of waterways is a multi-department concern of the local government. While barangays and communities are primarily responsible for the maintenance of clean and unobstructed waterways in their areas, the City Government has also created the Task Force Waterways to develop and maintain a comprehensive, structured and sustainable response to the city's perennial flood problem. It is headed by the Secretary to the Mayor and has members from the following departments: City Engineering; Housing, Community Development and Resettlement, Social Services, Health and Environmental Protection.





The Environmental Protection and Waste Management Department regularly deploys its Riverways Cleaning Operations Group for daily cleanup operations from Monday to Fridays, from 6am to 11 am. In 2015, solid waste collected from Quezon City's rivers reached 1,824 cubic meters requiring 2,622 trips of the garbage trucks. In 2016, the cleanup operations collected less at 1,668 cubic meters, which could be taken as an indication that more people have taken to heart the information materials produced on the harm of trash in waterways. The automatic trash rake installed at Balingasa Creek at the boundary of barangays Manresa and Masambong augment the waste collection effort. The department also conducts riverways profiling to indentify possible sources of domestic and industrial pollution along the city's waterways.

The cleaned-up San Francisco River became the site of a boat-racing event, Palaro sa Ilog 2016, in celebration of the Feast of San Pedro Bautista. This is another indication of the improving state of the city's waterways.

Riverways cleanup of waterways even outside Quezon City, is a multi-awarded undertaking of the Quezon City Government. In 2015, the local government and EPWMD received a plaque of appreciation for contributing to the cleanup of the Pasig River, from the Kapit Bisig para sa Ilog Pasig. Also, in 2015 the LGU was nominated as a recipient of the Department of Environment and Natural Resources (DENR) National Capital Region's "Kampeon ng Ilog Award" for its part in the MANATUTI River System Management Initiative. The LGU was also recognized for its commitment to clean up and rehabilitate Manila Bay by the Manila Bay Site Coordination Management Office.



Managing the landfill

The responsibility of cleaning up the city is made easier by the City Government's management of its own landfill. The Payatas Engineered Sanitary Landfill received a total of 645,090 metric tons of waste in 2016, an increase of about 2.4% from that of the previous year. This is the highest recorded annual waste volume since 2002. This required 199,767 trips for the garbage trucks to haul over a one year period. On a daily average, garbage collection trucks have to do 542 trips a day to collect trash and bring these to the disposal facility. Daily waste disposed of reached Php 1,762.54 metric tons in 2016.

Power generated by the Biogas Emission Reduction Plant in Payatas reached 17,765.66 megawatts (MWh) in 2016. Of this, 14,360 MWh was sold to the grid for income from electricity sales of Php 63.76 million. The Quezon City Government's share is Php 3.04 million.







BIOGAS EMISSION REDUCTION PROJECT

Quarterly report of energy generated from the Biogas Emission Reduction Project

2016	Main Line	Flare Line	Engine Line	Waste Disposal	Street Lights (KWh)	Total Electricity (KWh)	Energy Exported to Grid (KWh)	Ave. Gen-Set Capacity (kw)
1st Qtr.	2,577.19	173.84	1,387.06	-	893.60	893.60	1,136,100.00	522.01
2nd Qtr.	2,529.90	30.66	1,295.95	-	669.00	669.00	1,127,782.00	517.05
3rd Qtr.	2,612.78	15.37	1,568.61	-	756.30	756.30	1,296,327.00	587.18
4th Qtr.	2,581.37	-	1,842.17	-	705.50	705.50	1,266,208.00	578.30
Total	**10,301.23**	**219.88**	**6,093.79**	-	**3,024.40**	**3,024.40**	**4,826,417.00**	**2,204.54**

SOURCE: ENVIRONMENTAL PROTECTION AND WASTE MANAGEMENT DEPT.

PAYATAS GREENING PROJECT- ANNUAL TREE PLANTING PROGRAM

Year	No. of trees planted	Area covered	Vetiver grass (sampling)	Area covered	Total area covered	% Tree covered area	% Vetiver grass covered	%Total covered area
2011	1,894	473.50	209,124	52,281	5.28	0.16	17.43	17.58
2012	1,776	444.00	192,993	48,248	10.14	0.31	33.51	33.82
2013	2,652	663.00	130,000	32,500	13.46	0.53	44.34	44.87
2014	3,920	980.00	174,500	43,625	17.92	0.85	58.88	59.74
2015	1,846	461.50	0	0	17.97	1.01	58.88	59.89
2016	5,993	1498.25	7,000	1,750	18.29	1.51	59.47	60.97
Total	**18,081**	**4,520.25**	**713,617**	**178,404**				

SOURCE: ENVIRONMENTAL PROTECTION AND WASTE MANAGEMENT DEPT.

Summary of the accomplishments of the Biogas Emission Reduction Project 2016

Total Power Generated	17,765.66 MWh
Total Power Sold to Grid	14,360.40 MWh
Total Sale of Electricity to Grid	Php 63,760,010.91
QC Share from Sales of Power	Php 3,044,400.86
Power Supplied to QC	190.37 MWh
Power Consumption Saving	Php 2,746,974.17

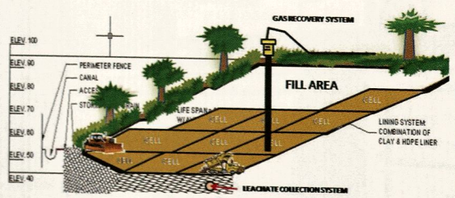
SOURCE: ENVIRONMENTAL PROTECTION AND WASTE MANAGEMENT DEPT.

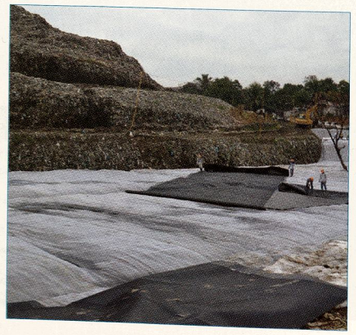
Planting of trees is part of the City Government's post-closure program for the Payatas landfill. From 2015 to 2016, over nearly 2,000 sqm of landfill was planted with 7,839 trees. These were in addition to the 12,088 trees planted over 3,274 sqm of the landfill (covering both the closed disposal facility and the present landfill area). Vetiver grass also covers 59.47% of the landfill area. This landfill revegetation program reduces the production and release of greenhouse gases.





SANITARY LANDFILL OPERATION





In addition, the following improvements were also made as part of the maintenance and post-closure program of the Payatas Landfill: improvement and repair of leachate collection system, improvement and repair of drainage system, slope protection and erosion control, putting of asphalt overlay, development of access roads, land development filling and compaction, installation of perimeter fence with vertical garden, installation of prefabricated plant box and improvement of security post.



Developing open spaces

Quezon City has about 556 open spaces all over the city. Of these, 211 were developed and 76 are partially developed. From 2015 – 2016, the number of developed parks increased by 23, with 62 having undergone rehabilitation and improvement. Forty-nine other parks projects are ongoing. Repaired and maintained were 117 other parks.







Tree Inventory under Biodiversity Profiling
2016

Area in Quezon City	No. of trees tagged
Quezon Memorial Circle	2,542
Quezon City Hall compound	720
Ninoy Aquino Parks and Wildlife	6,029
University of the Philippines Diliman campus	1,192
La Mesa Eco Park	3,221
Miriam College	1,124
FEU-FERN College	511
Public elementary and high schools	5,216
Total	**20,555**

SOURCE: ENVIRONMENTAL PROTECTION AND WASTE MANAGEMENT DEPT.

The Parks Development and Administration Department (PDAD) has also been continuing its 3-year program for the beautification and greening of the city's center islands, intersections, entry points, as well as underpasses and overpasses. The program began in 2013. Partnerships have been formalized with the Metro Manila Development Authority (which has jurisdiction over national roads), the Road Board (for the complementary lighting of these center islands and roadways), and the Department of Environment and Natural Resources (for the free plant materials and trees).

The EPWMD's biodiversity profiling program records 20,555 trees which have been tagged all over Quezon City. The trees are tagged using handheld Global Positioning System (GPS), with corresponding coordinates that will be projected through Geographic Information Systems (GIS). From 2015 to 2016, the city's greening program added 72,711 new saplings. These were planted in the campuses of 41 public schools, 27 parks and various road sides.





In memory of past mayors of the city, parks were renamed and monuments were erected in honor of the following mayors of Quezon City:

- Norberto S. Amoranto (mayor from January 1, 1954 - March 31, 1976, making him the mayor with the longest term in Quezon City): a park, an avenue and a barangay have been named after him. His monument was sculpted by Frederick Caedo.
- Nicanor A. Roxas (mayor from April 28, 1949 - January 6, 1950): the Dapitan Park in barangay Sta. Teresita was renamed after him. His monument was sculpted by Priscillano "Jun" Vicaldo Jr.
- Ponciano Bernardo (mayor from December 24, 1946 - April 28, 1949): the park in barangay Pinagkaisahan was named after him. His monument was sculpted by Jose "Al" Giroy.
- Ismael Mathay Jr. (mayor from June 30, 1992 - June 30, 2001): a monument was installed in his honor at Greenmeadows III Park. His monument was sculpted by Jonas Roces.

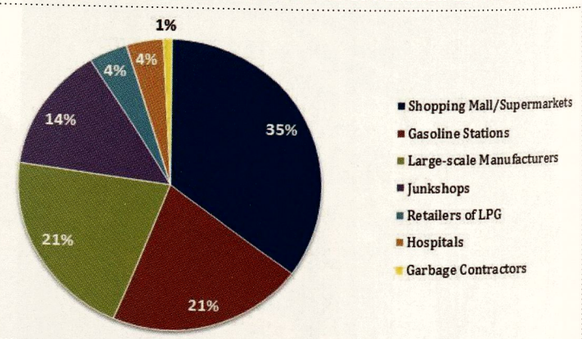
Controlling pollution

To make sure that business establishments conform to pollution control standards set by government, the local government requires that businesses secure environmental clearances (EC). From 2015 to 2016, a 15.36% increase in compliance was noted as a result of the strengthened efforts of the Task Force Manila Bay Inspection Team to distribute Notices of Compliance, and Notices of Violations to businesses operating without the clearance. ECs are prior requirements for the renewal of business permits and sanitary permits.

Majority of those not recommended for the issuance of the EC are private markets because of their repeated violations of relevant national laws and ordinances, particularly the absence of pollution control facilities, unsanitary market conditions, and lack of clearances from the Department of Environment and Natural Resources and the Laguna Lake Development Authority.

The classification of risk is based on the level of pollution the business operations can contribute to the degradation of the environment. The higher the risk, the more strict the requirements for pollution control facilities.

High-risk Businesses in terms of Pollution Control





Other complaints related to pollution control that have been acted upon are noise nuisance from live bands, odor from waste water treatment facilities and other sources.

Free emission testing activities along busy city streets complements the local government's campaign for clean air. To increase awareness about the impact of vehicles on air quality, the EPWMD organizes a Transport Summit annually. In 2016, this conference incorporated several biking events to celebrate Clean Air Month. A constant participant is the Firefly Brigade, a volunteer organization of cyclists who promote biking for mobility, to promote clean air and sustainable communities. Another with the same advocacy is the National Bicycle Organization who are intent on promoting a bike-friendly Philippines.

Enforcement of environmental laws is through deputized police non-commissioned officers and deputized environmental enforcers who include some barangay officials.

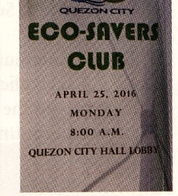
Active youth participation

As force multipliers, students from the city's public elementary and high schools are trained to become Junior Environmental Advocates. This enables them to become better aware of the country's and the city's environmental laws and programs, and their repercussions and impact. Forty-six public schools in the city have their own deputized Junior Environmental Advocates. The schools participate in the annual Pasiklaban ng Kalinisan sa Eskwelahan.

Batang Eco Savers establish waste segregation and recycling programs in all public schools. The students earn cash from the trash recycled. In 2016, the EPWMD awarded the 10 Batang Eco-Savers Clubs, based on their volume of waste recycled. The top 10 recyclers were able to exchange 28,473.65 kilos of garbage for an aggregate of Php 149,462.23 from this effort. In all, the 36 participating schools were able to monetize 51,040.30 kilos of trash for an income of aggregate income of Php 300,502.88.

The Basura Monster book reading session, coupled with relevant games, aims to educate kids on the significance of proper waste disposal. This activity in 2016 was conducted for 120 daycare children, and coordinated by the Office of Councilor Elizabeth Delarmente and the Social Services Development Department.











Micro Entrepreneurship and Employment

The Quezon City Government has been growing entrepreneurs for many years now. The most important objective is to raise the ability of families to be able to support themselves. This will gain further strength through the framework of Ordinance No. SP 2364 authored by then Councilor Bong Suntay, and Councilors Godie Liban and Pinggoy Lagumbay, which will guide the transition of the Sikap Buhay Entrepreneurship Cooperatives Office (SBECO) into the Small Business Development Promotions Office.

While still continuing to nurture the backyard, micro entrepreneurs, the new office will provide them with the stimulus and the leverage to gain the capacity to become higher value producers so that they will continue to find a viable niche in an ASEAN liberalized economy.

SBECO has become the key lifeline of the city's micro entrepreneurs for many years now, because it serves as their accessible channel for business loans, training and marketing assistance. The objective has been to help them from startup to become formal businesses able to raise their own capital. The financing program called Puhunang Pangkaunlaran ng Sikap Buhay (PPSB) has been partnering with six micro finance institutions since 2002. It extends collateral-free loans that have reached an aggregate of Php4,823,795,099. Of the 90,824 clients served, 97.37% are female.

Microentrepreneurs ready for bigger loans are assisted through representations made by SBECO with other financing partners, possibly Bayan Academy's financing arm and Makati Bank's micro financing arm.

LOAN TERMS OF MICRO-FINANCING INSTITUTIONS IN THE PPSB PROGRAM



Name of Partner-MFI	Loan System	Age	Gender	Loan Amount (In Php)	Interest per Month	Mode of Payment	Payment Term
ASA Philippines Foundation, Inc. (ASA)	Individual loan	18-55	Women only	3,000 to 6,000	2.5%	Weekly payment on group collection	6 months
Bagbag Multi-Purpose Cooperative, Inc. (BMPC)	Individual loan	18-60	Men & Women	3,000	2%	Daily payment	3 - 4 months
Caritas Savings and Livelihood with Values Credit Cooperative (CARITAS SALVE)	Individual loan	18-60	Men & Women	4,000	2.5%	Weekly payment	6 months
Center for Community Transformation Credit Cooperative, Inc. (CCT)	Individual loan	18-60	Women	3,000 to 6,000	3%	Weekly payment	6 months
Urban Program for Livelihood, Finance and Training (UPLIFT)	Individual loan	18-65	Men & Women	1,000 to 5,000	2.5%	Weekly payment on group collection	3 - 6 months
Ka SAGANA ka Development Center	Individual loan	18-40	Women	5,000-with existing business 3,000-w/o business	5%	Weekly payment	4 - 6 months

SOURCE: SIKAP BUHAY ENTREPRENEURSHIP COOPERATIVE OFFICE

MILESTONES AND ACCOMPLISHMENTS

micro entrepreneurship and business



Php 4.82 billion worth of loans extended to micro entrepreneurs

90,824 livelihood borrowers capitalized

40,284 small entrepreneurs continue to grow



20,252 individuals given capacity building and livelihood trainings

121 trade exhibitors given access to formal markets

30,553 provided jobs through employment facilitation services, plus 446 placed through Jobstart program



3,150 workers hired for city infrastructure projects

17,989 new skills recorded in Skills Registry Program

1,055 household helpers oriented/ educated in Kasambahay Program



2,023 overseas applicants oriented on Anti-Illegal Recruitment Program



1,262 provided training for near-hires in city government's call center training program

STATUS OF MICRO-FINANCING UNDER THE PPSB

2016 (cumulative as of November)

CONDUIT/PARTNERS	START OF PARTNERSHIP W/ QC-LGU	TOTAL NO. OF CLIENTS			TOTAL LOANS DISBURSED (in Php)
		MALE	FEMALE	TOTAL	
Cooperative Rural Bank of Bulacan (CRBB) (Maintained)	2002	12	17,315	17,327	737,478,900.00
Novadeci Credit Cooperative (Maintained)	2003	0	2,239	2,239	37,356,639.00
ASA Philippines Foundation	2006	0	23,732	23,732	2,551,263,000.00
Center for Community Transformation Credit Cooperative	2007	951	18,078	19,029	774,380,347.00
Caritas Salve Credit Cooperative	2008	549	10,440	10,989	150,203,395.00
Uplift Philippines	2008	867	16,466	17,333	572,791,818.00
Bagbag Multi-Purpose Cooperative	2008	5	170	175	321,000.00
Total		**2,384**	**88,440**	**90,824**	**4,823,795,099.00**

SOURCE: SIKAP BUHAY ENTREPRENEURSHIP COOPERATIVE OFFICE

CAPACITY BUILDING PROGRAMS THRU SBECO, 2016



TYPE OF TRAINING	NO. OF EVENTS	NO. OF PARTICIPANTS		
		MALE	FEMALE	TOTAL
Livelihood Trainings *(Kasanayang Pangkabuhayan ng Sikap Buhay)*	41	226	1,184	1,410
YouthBiz	3	84	161	245
Cooperative Activities	5	34	290	324
Entrepreneurial/Business Skills Training/Seminar	23	97	719	816
Product Friday Demo	4	11	49	60
Financial Literacy Program	1	1	34	35
Microinsurance Advocacy	3	4	71	75
Total	**80**	**457**	**2,508**	2,965

SOURCE: SIKAP BUHAY ENTREPRENEURSHIP COOPERATIVE OFFICE



LIVELIHOOD TRAINING PROGRAMS THRU SSDD, 2016

TYPE OF SKILLS TRAINING	NO. OF PARTICIPANTS		
	MALE	FEMALE	TOTAL
Wiring installation	272	368	640
Food and beverage preparations	51	59	110
Meat processing	17	33	50
Soap making	72	477	549
Dress making	12	129	141
Paper recycling	9,584	1,324	10,908
Stuff toy making	251	1,228	1,479
Candle making	1,098	294	1,392
Hilot (wellness massage)	835	295	1,130
Electrical installation and maintenance	21	7	28
Basic hand sewing	60	50	110
Rag making	1,880	360	2,240
Total	**13,729**	**3,558**	17,287

SOURCE: SIKAP BUHAY ENTREPRENEURSHIP COOPERATIVE OFFICE

Annual trade shows are organized by the City Government to promote small business owners' products to a broader public. These are 3-in-one marketing events that support three sectors; Filipino producers and service providers, Filipino inventors whose ideas may spawn new business ventures, and cooperatives and group enterprises that provide community-based economic opportunities. The trade show in 2016 was participated in by 121 exhibitors who were able to generate sales of Php 3,867,134 and gained exposure to new buyers.

The trade shows are held simultaneously with training and education events, including those for orientations on the Barangay Micro Business Enterprise Law, basics of entrepreneurship, finance 101, small store marketing and innovation ideas for MSMEs.

On a micro-scale, we also have public partnership programs for our micro and small businesses. Sikap Buhay calls these B2B or Business-to-Business and B2H or Business-to-Household programs. These are matching programs between formal businesses and household producers. These have involved groups of households in barangays Apolonio Samson, Holy Spirit, Project 4, Commonwealth, Payatas and Botocan. They produce various products for Mori Notes, MRT, Blue Border, Smart and Lactum.

Our latest public-private partnership (PPP) for small business is the partnership with Coca Cola Bottling Company and TESDA for the Sari-Sari Store Training and Access to Resources (STAR) program. It provides sari-sari store owners, especially women retailers, with training in basic entrepreneurship and how to get access to business capital.

Another department of the City Government that provides livelihood training as part of the local government's effort to lift the plight of poor families is the Social Services Development Department. They are part of the social welfare effort to keep families together by providing solutions to their economic needs. Trainees may come from families of children enrolled in the city's public daycare facilities, solo parents, parents and guardians of youth in vulnerable groups or other disadvantaged children.



All vulnerable sectors are encouraged to become economically self-supporting. The Persons with Disabilities Affairs Office has been promoting, as part of its advocacy, the thrust of enhancing the capability of persons with disabilities or PWDs to become entrepreneurs. Their products are showcased in an annual fair that is held as part of the National Disability Prevention and Rehabilitation Week. The PDAO also maintains a system of referrals and endorsements of PWD applicants to government and private institutions, for employment and livelihood and skills training.

The legislative support for this effort is Ordinance No. SP-2512, enacted in 2016, introduced by Councilor Star Valmocina, which provides the basic framework for the development programs in the city's informal sector, including those for PWDs.

The City Government's multi-award-winning Public Employment Services Office (PESO) has been consistently achieving its mission of being a multi-employment service facility, as well as an operating unit in-charge of addressing all employment-related concerns within the city.

It has been providing several programs which aim to strengthen and expand the existing employment facilitation service machinery of the government particularly at the local level. The PESO is linked to the Department of Labor and Employment (DOLE) for coordination and technical supervision, and linked to the national employment service network.

PROGRAMS FOR PUBLIC EMPLOYMENT

PROGRAMS		2014		2015		2016	
		Registered	Placed	Registered	Placed	Registered	Placed
Regular Employment Facilitation Services	Local	11,464	10,678	12,797	13,834	12,769	11,004
	Jobs Fair	19,448	3,423	15,807	3,712	17,924	3,068
Workers Hiring for Infrastructure Projects (WHIP)		1,190	1,190	1,649	1,649	1,501	1,501
Special Program for the Employment of Students (SPES)		2,914	979	2,495	1,105	5,660	1,244
Government Internship Program (GIP)			300		306		306
Career Guidance Program	No. of School Conducted	42		22		26	
	No. of Student Participants	18,301		10,753		14,163	
Labor and Management Education Program	No. of Seminars Conducted	3		4		4	
	No. of Participants	375		573		579	
Skill-Lista Program/Skills Registry System (SRS)		16,712		10,838		7,151	
Quezon City Kasambahay Program		1,566		1,000		55	
Workers in the Informal Sectors (WIS) Program/SSS Advocacy		576		400		248	
Tripartite Industrial Peace Council (TIPC) (meeting conducted)		12		12		12	
Anti-Illegal Recruitment (AIR) Program		1,057		1,020		1,003	
Overseas Filipino Workers and Family Circle		49		131		57	
Alternative Learning System (ALS)	No. of Brgy. Based ALS Center	9		8		10	
	No. of Learners Passers	34		32			
Call Center Training		113		662		600	
JobStart Program		700	205	400	381	163	65

SOURCE: PUBLIC EMPLOYMENT SERVICES OFFCE

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milestones and accomplishments

UPLIFTING THE LIVES OF VULNERABLE SECTORS

199,500 disadvantaged individuals assisted by the City Government's social services programs



23,420 toddlers cared for in 294 daycare centers

312 children cared for in 7 Night Minding Centers, keeping them safe at night while their parents work

2,712 children rescued from abuse and neglect

3,896 youth workers organized into youth groups

11,688 young people provided with capacity-building training

18,468 adults given parent

7,500 fathers given empowerment and reaffirmation training

534 organized into solo parent groups

1,428 women in difficult situations provided protective and case management services

126 elderlies protected from abusive situations

15,027 elderlies provided with capacity-building training

3,600 senior citizens become productive again as volunteers



78 living centenarians enjoy their **Php 100,000** 100th birthday cash gift and their **Php 1,000** monthly allowance

1,006 differently abled people provided immediate assistance and rehabilitation services

400 PWD children provided educational assistance

350 PWDs given access to community-based rehabilitation

340 PWDs gain skills on rehabilitation therapy and other activities

11,680 were given PWD ID Cards, to enable the differently abled to avail of various privileges

22 well-developed socialized housing communities replace blighted dwelling spaces for **5,032** families; these homes are rising over 18.1 hectares of land within the city, with **1,879** housing units fully completed

23,537 informal settler families saved from danger areas, and resettled in National Housing units

859 families now have land tenure, from completed community mortgage programs in 2016





The Quezon City Government continues to provide welfare programs and services that aim to empower and uplift the lives of socially-disadvantaged individuals, their families and communities, and turn them into self-reliant and productive members of society.

Caring for the children



One of the city's social welfare and services agenda is the promotion of the growth and development of the city's children and the youth. Under the Social Services Development Department (SSDD)'s Child Welfare Program, thousands of young children, including infants, toddlers, and preschoolers, were provided Day Care Services in the city's 294 Day Care Centers. Aside from the Center-based program, the SSDD also implements a Home-based program, through its Supervised Neighborhood Play (SNP). The city has a total of 18 SNPs that serve about 270 children.



Three new daycare centers were constructed during the period 2015 – 2016. These were the Sinagtala Daycare Center in barangay San Antonio, the Masagana Daycare Center and the Greater Lagro Daycare Center. Ongoing is the construction of three more: the 3-storey daycare center at Duyan-duyan, the daycare center along Castañeda Street in UP campus and the new Arugaan and Yakap Center at barangay Central.



The SSDD also manages, in partnership with nongovernment organizations and the barangays, Night Minding Centers that provide a safe place for children nine years and below, whose parents work as vendors, parking attendants, scavengers, and others who have to earn livelihood in the evenings, and have no reliable adults to care for them overnight. Added to the City Government's four existing Night Minding Centers at Barangays Commonwealth, Tandang Sora, Old Balara, and Socorro were three more which opened at Barangays Libis, Fairview and Batasan Hills.

Intervention and diversion programs for children in conflict with the law (CICL), are community-based programs that adhere to the provisions of Republic Act 9344 or the Juvenile Justice and Welfare Act of 2006. The QC-LGU's Molave Youth Home (its Bahay Pag-Asa, which the City Government set up even before the law requiring it was enacted) continues to provide treatment and rehabilitation for youth delinquents. Another similar facility is the Reception & Action Center (RAC) at Diamond Hills Subdivision in Barangay Payatas. This facility caters not only to the youth but also to displaced individual/ groups, abused children and women.



The department also organizes the youth into groups to undergo training programs in self-enhancement, leadership, life skills training, peer counselling and team building. In 2016, the department has organized 15 groups with 974 members who underwent these trainings.

SSDD also organizes socio-cultural activities every year, such as the Youth Summer Camp, a three-day live-in supervised program to promote children's rights, and the Children & Youth Summit. About 500 participants, composed of students and out-of-school youth from the city's 6 districts, attended the summit on November 25, 2016 at Amoranto Sports Complex – Theater.



Expanding services for the elderly

The City Government has seen to it through Ordinance no. 2355, series of 2015, that one percent of the city annual budget must be set aside for seniors. The QC government is the first local government unit in the country to come up with such an ordinance.

Mayor Bautista said the money can be used to expand the programs and projects that will benefit the seniors and persons with disabilities. This includes the setting up of schools and the hiring of SPED (special education) teachers for mentally challenged individuals, adding that PWDs must get the same education as regular students. "The teaching of PWDs must be at par with the education that regular students get", the mayor stressed.

The ordinance further provides that senior citizen associations in the barangay, which are registered with the Office of the Senior Citizens Affairs (OSCA) can submit proposed plans and activities that the city government can fund. Senior citizens can receive the budget in the mode of duly approved programs, projects and activities that shall meet the basic needs and be beneficial to the senior citizens. The 1 percent of the total annual budget shall be "proportionately divided among senior citizens and PWDs", since seniors are usually more in number than the PWDs.

Recognizing their role in nation-building, the ordinance aims to provide senior citizens with programs, projects and activities that include medical/dental services, fitness and wellness, social services, livelihood and employment, legal assistance, and recreation. The budget of the SSDD covers home health care and assisted living.

In Quezon City, with their OSCA card, senior citizens are entitled to free parking in business establishments, and can use pay restrooms for free. They can also watch movies for free, up to two films every Monday and Tuesday, and only from opening until 5 p.m.

Indigent senior citizens (numbering 820 in 2016) receive monthly stipend of Php 500 to augment their expenses for daily needs. This Social Pension program implements the provisions of Republic Act 9994 or the Expanded Senior Citizens Act of 2010. Qualified are those aged 60 years and older who are sickly, frail or with disabilities.

Centenarians in QC receive the biggest perks: when they celebrate their 100th birthday, they get Php100,000 as well as a certificate recognizing their hundredth birthday, a monthly allowance of Php1,000, a cash gift of Php1,000 on every succeeding birthday, and Php1,000 every Christmas.



An ordinance approved in 2015 also grants senior citizens a new tax break: when they sell their house and lot in Quezon City, they are no longer required to pay transfer tax. This applies only if the citizen has been living in the same place for 10 years or more, and the benefit can only be availed of, if the senior citizen can buy or build a new home 18 months after selling their old home.

The city's government's efforts to provide senior citizens greater access to quality health services also include enrolment to the Community Health Information Tracking System (CHITS) to ensure the provision of integrated health programs and services to the city's elderly residents.

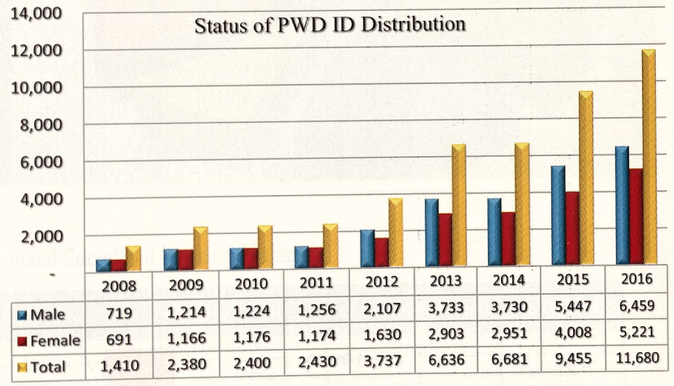
The city government is also hiring retirees on part-time basis, under its Galing Pook-recognized Senior Citizens Volunteer Program, as tutors for public schools, caregivers for health centers, value formation teachers for day-care centers and as support staff in the city's department of public order and safety for retired military and police officers. The program has been described as a pioneering effort by a local government unit.

The Office of Senior Citizens Affairs further provides capacity-building to enable the elderly to be productive. OSCA coordinates with SSDD and SBECO for the livelihood training in such projects as soap making, candle making, fashion jewelry fabrication and production of novelty items.

For integrated assistance to senior citizens, the OSCA succeeded in organizing the various senior citizens associations in the city into the Quezon City Unified Senior Citizens Association.

Leveling the playing field for the differently abled





	2008	2009	2010	2011	2012	2013	2014	2015	2016
Male	719	1,214	1,224	1,256	2,107	3,733	3,730	5,447	6,459
Female	691	1,166	1,176	1,174	1,630	2,903	2,951	4,008	5,221
Total	1,410	2,380	2,400	2,430	3,737	6,636	6,681	9,455	11,680

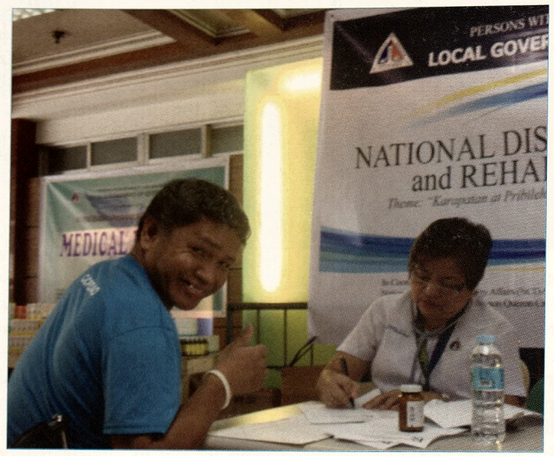
QC-PDAO participated in the Handog sa Bayan, Serbisyong Caravan, a project of the City Mayor where basic services like medical and dental missions, free reading glasses, SSS registration, Philhealth registration, birth right registration, senior citizen ID registration, PWD ID Registration and other basic services were brought to people in the barangays. Under the program, one barangay is visited every Saturday for the whole year.

So that disability does not become a hindrance to productivity, livelihood training was organized for the differently abled. In addition, conducted annually is the "Pangkabuhayan Bazaar para sa May Kapansanan " where 30 exhibitors in 2016, sold a variety of products from food, wellness, clothing, fashion, footwear, arts and handicrafts mostly made by PWDs and PWD organizations.

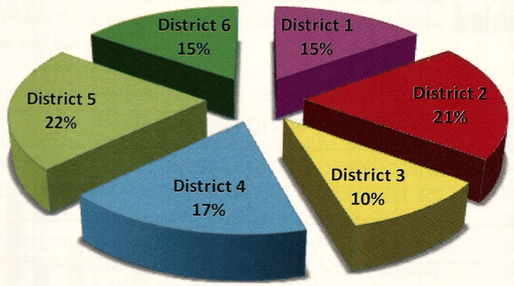
QC-PDAO established partnership with various groups and individuals to help promote their causes and advocacies, as well gain support and other resources.

Quezon City has a Volunteer and Citizenship Desk (QCVCD), otherwise known as the Bayanihang Bayan sa Quezon City (BB sa QC) Program under which was organized the PDAO Volunteer and Orientation for Volunteer on "early detection, identification and intervention for children with intellectual impairments."

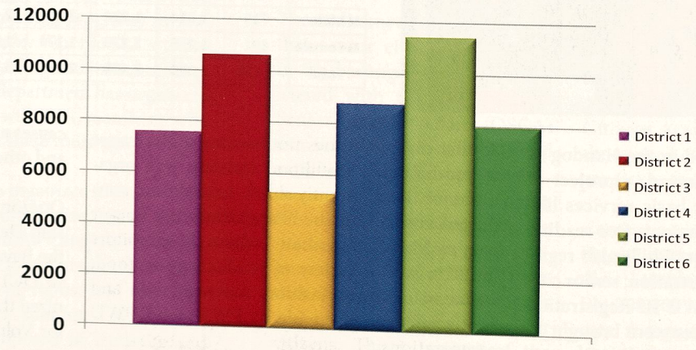
In 2015, a Memorandum of Understanding (MOU) was signed by Mayor Herbert Bautista, Councilor Jessica Daza and cinema operators for the full implementation of Resolution No. SP-6096, S-2014 "Resolution Urging All Cinema Operators Within QC to Grant Free Cinema Admission to PWD Of The City Every Monday And Tuesday"











Total No. of Persons with Disabilities by District in Quezon City

Safe shelter in new, well developed communities

Quezon City's multi-awarded socialized housing program called Bistekville is resulting in the development of 184,096 sqm of land, to provide well-developed housing units in 22 communities for 5,032 poor families. The massive effort has completed the construction of 1,879 units, all in-city and majority of which are onsite. This assures no dislocation for the families, while uplifting their status of living from blight.

Thirteen more project sites totaling 133,254 sqm have been identified as appropriate for housing developments which can accommodate an additional 5,026 families. These are simultaneously being processed for acquisition by the City Government.





Proposed Socialized Housing Projects

No.	PROPOSED PROJECTS	LAND OWNER	LAND AREA (in sqm)	NO. OF UNITS
1	BISTEKVILLE-23 PASONG PUTIK (OFF-SITE)	SANTOS-AZUELO	1,943	58
2	BISTEKVILLE-24 BALINGASA (ON-SITE)	PANGILINAN	1,668	84
3	BISTEKVILLE-25 SAN AGUSTIN (ON-SITE)	MAPA	39,757	1,500
4	BISTEKVILLE-26 B. SILANGAN (OFF-SITE)	MADLANGBAYAN	6,633	200
5	BISTEKVILLE-27 BAESA (ON-SITE)	SIMON	5,565	100
6	BISTEKVILLE-28 PASONG TAMO (OFF-SITE)	AYALA	2,697	126
7	BISTEKVILLE-29 STA LUCIA (ON-SITE)	BERNARDINO	1,382	66
8	BISTEKVILLE-30 OLD BALARA (ON-SITE)	DR. GARCIA	21,914	942
9	BISTEKVILLE-31 NAGKAISANG NAYON (OFF-SITE)	GALANG	6,364	300
10	BISTEKVILLE-32 GULOD (OFF-SITE)	BENITEZ	29,973	999
11	BISTEKVILLE-33 BAESA (ON-SITE)	PROSPERITY	8,657	348
12	BISTEKVILLE-34 PASONG TAMO (OFF-SITE)	GABRIEL	2,892	129
13	BISTEKVILLE-35 FAIRVIEW (ON-SITE)	TANCO	3,809	174
TOTAL			**133,254**	**5,026**

SOURCE: HOUSING, COMMUNITY DEVELOPMENT AND RESETTLEMENT DEPARTMENT

The housing program is sustainable. Continuous fund generation is assured through the collection of the socialized housing tax, the idle land tax, collections from direct sale, and amortizations paid by the housing beneficiaries since none of the housing projects is a doleout.

Financing Schemes Available for QC Socialized Housing Units

Package Price	Php 450,000.00
Cashout	Php 10,000.00 (for miscellaneous expenses: Meralco, Maynila, Annotations, Notary, Certified True Copy... Etc)
Loanable Amount	Php 450,000.00
Payment Period (Max.)	30 years
Age Limit (Max.)	Up to 70 years old
THRU PAG-IBIG FUND	**FOR MEMBERS ONLY**
Interest Rate	4.5 % (for those with monthly income of Php15,000 & below)
	6.0 % (for those with monthly income above Php 15,000)
Monthly Amortization for 30 years	Php 2,424.20 (@ 4.5% Interest ; incl. MRI & Fire)
	Php 2,942.10 (@ 6.0% Interest ; incl. MRI & Fire)
THRU HDHP OF SHFC	**FOR ISFs ALONG WATERWAYS / DANGER AREAS ONLY**
Interest Rate	4.5%
Mo. Amortization	Php 1,312.34 during 1st year, with an increase of 10% until the 11th year; Php 3,061.06 from 11th year until the 30th year (inclusive of MRI and Fire Insurance)
THRU IN-HOUSE (QC-LGU) FINANCING	
Interest Rate	5.1%
Monthly Amortization	Php 1,500 during 1st year, with an increase of 10% until the 5th year; Php 2,500.00 from 6th year until the 30th (inclusive of MRI and Fire Insurance)



Collections from Payments of Beneficiaries
Quezon City Socialized Housing Projects
2014 – 2016

Name of Project	No. of Beneficiaries	Total Collection (in Php)
Bistekville 1	190	100,897,998.16
Bistekville 2	702	401,792,661.10
Bistekville 3	98	969,170.00
Bistekville 4	266	249,020.00
Bistekville 5	58	262,185.00
Bistekville 6	108	2,727,681.05
Bistekville 7	90	264,140.00
Bistekville 8	105	72,010.00
Total	**1,617**	**Php 507,234,865.31**

SOURCE: HOUSING, COMMUNITY DEVELOPMENT AND RESETTLEMENT DEPARTMENT

The socialized housing tax, enacted by the City Council through Ordinance No. SP-2095, series of 2011, imposes a 0.5% tax on the assessed value of all lands in excess of Php 100,00. It yields about Php 250 million a year. The idle land tax, which is based on a national law, yields about Php 70 million a year. It is a 3% tax on the assessed value of all idle lands located along national roads and 1% on those lands located in other areas. Collections from direct sale of community mortgage projects generate about Php 20 million a year. All the proceeds of these collections are deposited in a special account dedicated for socialized housing purposes.

In terms of return on investment, collections from Bistekvilles 1, 2, 3 and 6, including collections from inhouse financing, have reached Php 570 million. Expected collection in 2017 is Php 230 million, from Bistekvilles 1 to 9, excluding inhouse-funded projects.

In its resolve to maintain the Bistekville communities as livable neighborhoods, the City Government has made estate management an integral part of the post-development stage of all of its socialized housing projects. Estate management units organized among the housing beneficiaries themselves assures cooperation, abeyance to regulations, maintenance of the subdivision, and organized channel for the extension of basic services by the City Government.

Even community mortgage programs (CMP) have been put in better order. For a long period of time, program beneficiaries of CMP were left to do their own reblocking of property parcels and constructing their houses in whichever way, without the necessary plans and building permits. This perpetuated the blight in their communities. As a reform measure, the city's Housing Community Development and Resettlement Department (HCRDRD) made it a point, not only to facilitate the processing of land titles but also to make sure that the resulting subdivision will be properly parceled out, with adequate right-of-ways, and with dwelling units constructed that are livable and within residential building standards. Architectural plans for various housing options were prepared and approved by the Local Housing Board; moreover, engineering permits to construct were properly secured.

Direct Sale Program Project Status
1990 - 2016

Community Mortgage Program	No. of Projects	No. of Beneficiaries
• Taken-out Projects	283	12,883
• On-going Projects	78	5,955
• Non-Government Organizations	172	7,957
• National Housing Authority	19	1,492
• Housing Guaranty Corporation	6	918
Subtotal	558	29,205
Direct Sale Program	**24**	**6,050**
Total	**582**	**35,255**

SOURCE: HOUSING, COMMUNITY DEVELOPMENT AND RESETTLEMENT DEPARTMENT

Quezon City Resettlement Program
Summary of Relocated Families
2010 - 2016

Year	Waterways	Other Danger Areas/ Infra Projects/ Priority Projects	North Triangle	Total
2010	398	160	4,385	4,943
2011	884	1,990	910	3,784
2012	931	1,737	748	3,416
2013	2,075	967	306	3,348
2014	2,717	1,001	315	4,033
2015	1,810	1,125	-	2,935
2016	597	481	-	1,078
Total	**9,304**	**7,384**	**6,664**	**23,537**

SOURCE: HOUSING, COMMUNITY DEVELOPMENT AND RESETTLEMENT DEPARTMENT

Active partnership with the National Housing Authority (NHA) assured the generation of more housing units, especially for those living in danger areas as well as those impeding critical government projects, who needed to be moved out as quickly as possible. From 2010 to 2016, a total of 23,537 families were relocated to NHA resettlement sites in Southville 8 in San Isidro, Rodriguez, Rizal; in San Jose Heights and in Southville 6 in San Jose del Monte, Bulacan; in St. Martha Estate Homes in Bocaue, Bulacan; in Teresa, Rizal; in Morong, Rizal; in Muzon, Balagtas, Bulacan; in Pandi, Bulacan; as well as in Tala and Camarin in Caloocan. Of this total, 4,013 families were relocated during the period 2015 to 2016. For those local governments in need, Mayor Bautista saw to it that the appropriate assistance was given to the recipient local governments to access additional requirements in social, health, educational and security services required by the families moving in.

The relocation of families allowed the opening up of right of ways in Culiat Bridge, in Don Francisco Street in Old Balara, in Blue Ridge B, along the Tullahan Bridge along Commonwealth Avenue, and in barangay Apolonio Samson, among various areas. It also moved people living in waterways of Damayang Lagi and the Tullahan River, among various waterways.

To make sure that resettlement communities are livable, 113,548 applicant families have been assisted by the City Government in securing their electrical and water connections. Of this number, 83,633 households were assisted during the Bautista Administration.



MILESTONES AND ACCOMPLISHMENTS

Health and Well-being

Improved maternal health through decreasing death rate for pregnant women, from a peak of 97 per 100,000 live births in 2012 to *49 per 100,000* live births in 2016

Lower number of teenage pregnancies, from 10,544 in 2011 to 7,727 in 2016

- *98%* are now facilities-based deliveries
- *99%* of deliveries are attended to by skilled health personnel
- *109% to 118%* compliance (9 to 18% above target) to the requirements for tetanus toxoid vaccines, prenatal visits and post-partum visits

Increased coverage of PhilHealth for pregnant teens, from 27% in 2015, to 69% in 2016

- ✓ *110%* accomplishment (10% above target) for fully immunized children
- ✓ Higher TB detection rates and successfully cured cases
- ✓ *98%* of households have access to safe water supply
- ✓ *99%* of households have sanitary toilets



Health and Well Being

The Quezon City Government continues to provide welfare programs and services that aim to empower and uplift the lives of socially-disadvantaged individuals, their families and communities, and turn them into self-reliant and productive members of society.

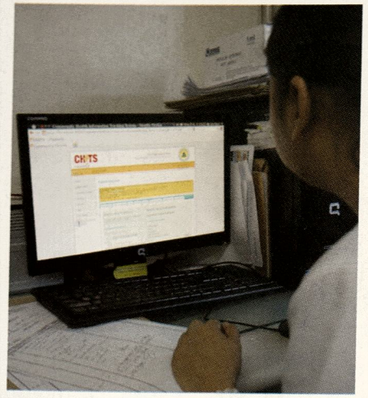


Safer births

These have been made possible through the strict implementation of the ordinance in Quezon City prohibiting home births and requiring professional health practitioners to perform deliveries only in health facilities. The Quezon City ordinance is meant to prevent the three major causes of maternal mortality: hypertension, hemorrhage, and unsafe abortion. "These problems can be prevented and can be addressed through adequate medical care such as the presence of skilled birth attendants, emergency obstetric care, when necessary, and access to family planning services," the ordinance reads.

In addition, in February 2017, Mayor Bautista issued an executive order designating the Service Delivery Network (SDN) to improve the provision of maternal, newborn child health and nutrition services in Quezon City. This covers all public and private hospitals, lying-in clinics, and city government health centers. The City Health Department partnered with UNICEF to pilot the SDN operationalization in District 2, which has the highest number of maternal deaths and adolescent pregnancies. Eventually, this was operationalized in other areas of Quezon City.





This system of interventions saved the life of an adolescent pregnant woman who was anemic and was hemorrhaging after giving birth in a basic obstetric and newborn care facility. Immediately she was transferred to a Comprehensive Emergency Obstetric and Newborn Care facility that could address her needs, through the use of CHITS or the city government's Comprehensive Health Information Tracking System. A vehicle was provided for her transfer and highly skilled health professionals were ready to treat her. Blood for transfusion was readily available in the nearby barangay through their blood reserves provided by bloodletting activities.

The City Government's approach to effect a larger impact on prevalent health issues is to partner with the private sector and international agencies for innovative programs, as well as to be aggressive in the formulation and implementation of policies that will significantly reduce health risks.

Addressing adolescent pregnancies

The Gabayan ng Ina multisectoral approach addresses adolescent pregnancies through education to in-school and out-of-school youth, interventions to prevent pregnancies, care of pregnant teens and values formation for responsible parenthood. Health workers were also trained and educated on effective ways to relate to the youth through the Batang Ina, sino ka ba? Program.

To encourage them to get the proper professional care, pregnant teens were enrolled in PhilHealth (from 27% PhilHealth-covered pregnant teens in 2015, this had risen to 69% in 2016). Because of the finding that teen pregnancies are more prevalent in very poor communities, the Gabayan ng Ina on Wheels was launched in District 2, reaching out to teens in Bagong Silangan and Batasan Hills.

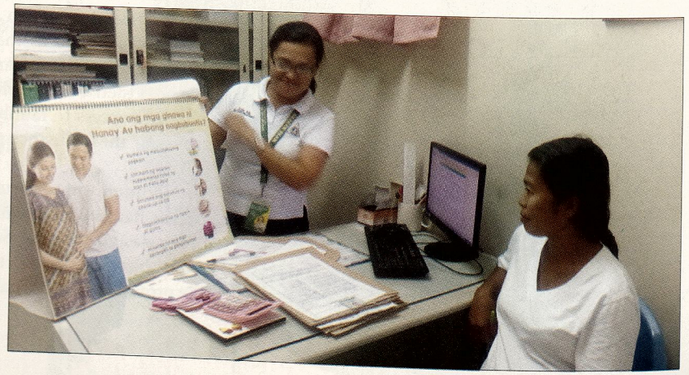


The Quezon City General Hospital has reserved every second Wednesday of each month for teens to undergo their prenatal checkups.

QC Teen Health Quarters at the National Government Center (NGC) was inaugurated in February 19, 2016. It is a place where young people can hang out (tambay), get information and education for their health needs, benefit from outreach activities, and engage in confidence-building exercises.

The City Government partners with UNICEF for the production of communication programs that reach out to teens on health issues. Such productions include stage plays dealing with HIV/AIDS, theater acting workshops and plays, and videos on teen pregnancies.





Caring for babies and young children

Ensuring the health of children starts at the time they are conceived up to the time they reach 2 years old—often called the 'First 1,000 Days.' To respond to this challenge, the Health Department is implementing the Batang 1000 Program in collaboration with various medical and health organizations. The objective is to ensure the optimum nutritional status of pregnant women, especially those who are nutritionally-at-risk, and their newborns until they reach the second year. Through the health centers, 487 mothers and their babies were enrolled in this program in 2016.



For infants needing mother's milk but not available from their own, the QC-LGU has a Human Milk Bank at the Quezon City General Hospital (QCGH). More than 1,000 healthy mothers with babies at least six months old have been regularly donating breast milk, leading to a supply of 67.18 liters in 2016.

The Handog sa Malusog na Bata (HMB) program provides certificates to newborn babies in Quezon City, which entitles them to receive free, complete immunization against measles, mumps, rubella, diphtheria, tetanus, pertussis, hepatitis B, tuberculosis, polio, diarrhea and meningitis. This continues the care of children through the Service Delivery Network.

Caring for adults, the elderly

QCGH implements a community-based program called Puso Mo, Alaga Ko, where people who are susceptible to or are suffering from heart ailments are listed and profiled, and given advice on how best to go about their daily activities.

Sick, elderly patients identified in barangays, health centers and referred to the Health Department by the Office of Senior Citizens Affairs are checked through home visits. They undergo risk assessment, nutritional assessment and counselling, given free medical consultation and dental checkups, checked on blood sugar levels, given free medicines. Those needing hospital care are provided free transportation in coordination with the barangays. Those not registered are assisted with PhilHealth and enrolled for their senior citizens card.

The QCGH's Department of Family Medicine, on the other hand, dedicates all first Fridays of the month for diagnostic needs of senior citizens in communities. A geriatric consultant is available for any specialized consultations needed.

Facing the challenges of HIV/AIDS



To more effectively respond to the increasing number of HIV cases in the country, the Department of Health augmented its capacity by creating Satellite HIV treatment facilities. The city government's Klinika Bernardo is such a satellite treatment hub, able to provide antiretroviral therapy. Other QC social hygiene clinics (SHC) where HIV patients can be diagnosed and enrolled for antiretroviral therapy are : Bernardo SHC, Project 7 SHC, Batasan SHC and Klinika Novaliches.

The QC Service Delivery Network System for People Living with HIV (PLHIV) provides an added network of other health facilities, hospitals, social services, and NGO support which PLHV may need. The SDN also links with schools for HIV/AIDS education to mitigate the prevalence of the disease among young people.

Aiming for excellence

In 2016, the QCGH was conferred the Excellence Award under the category, "Cost Reduction / Waste Elimination" for its project, "Unequalled Consumption of Blood Typing Sera (Anti-A, Anti-B and RH)." This was given by the Asian Hospital Management Awards, a prestigious ceremony which recognizes and honors hospitals in Asia. It received 322 entries from 92 hospitals in 15 countries.

The Seal of Excellence refers to the quality label awarded to private lying-in clinics in Quezon City which achieved all the essential indicators of the Department of Health for Maternal Newborn Child Health and Nutrition (MNCHN) services. Of 97 private clinics, 88 have been monitored and four have fully complied with these requirements. Six which cannot comply will be reclassified into medical clinics.

AHMA Asian Hospital Management Awards

Public health modernization

The Quezon City Government's public health modernization program also includes the adoption of the real-time computerized health information tracking system (rCHITS), the significant upgrading of City public health facilities, modernization of the two LGU-managed hospitals (QCGH and Novaliches District Hospital), aside from the conferment of the Seal of Excellence to private lying-in clinics.

rCHITS, which is used by city health workers for real-time record documentation and information transmission among health centers and the two city-managed hospitals, has three integrated components: electronic medical records, mag-ina referral system, and birth registration tracking system. It is particularly useful for the fast referral of patients from a health center to a hospital, and for sending digitized birth registration records from rCHITS to the Births dashboard of the Local Civil Registry.

In line with the increased capacity of QCGH to undertake surgeries, the Intermediate Care Unit (IMCU) of the Department of Internal Medicine was set up to accommodate patients from the ICU, before they are transferred to the clinical wards. This room is equipped with hospital beds, patient monitors, ecg machine, emergency cart and basic amenities. The hospital also has a new Minimally Invasive Surgery Section, following the trend towards less invasive surgeries.

City Managed Health Facilities

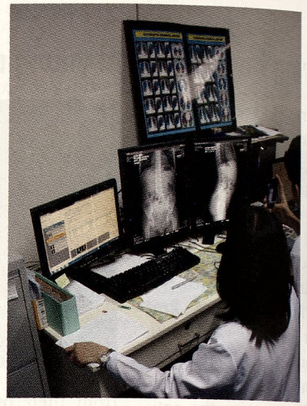
TYPE OF HEALTH FACILITY	TOTAL NUMBER
Regular Health Center	57
Super Health Center*	7
City Employees Clinic	1
Dialysis Clinic	5
Social Hygiene Clinic	3
Sundown Clinic	2
Lying-in Clinic	7
Microscopy Center	33
Hospitals	2

All Super Health Centers have Lying-in Clinics

New and Improved Health Facilities
(completely constructed and ongoing) 2015-2016

Name of Health Center	Barangay
3-storey Kalayaan Health Center	Doña Imelda
Child Center	Commonwealth
2-storey Bahay Aruga	Kamuning
Renovation Projects	
Batasan Lying-in Clinic	Batasan Hills
Betty Go-Belmonte Lying-in Clinic	Holy Spirit
Kamuning Lying-in Clinic	Kamuning
Arsenia J. Maximo Lying-in Clinic	Novaliches Proper
San Francisco Lying-in Clinic	Damayan
Murphy Lying-in Clinic	San Roque
Sta. Lucia Lying-in Clinic	Sta. Lucia

SOURCE: : CITY ENGINEERING DEPARTMENT





The QCGH also has upgraded its facilities and equipment for physical therapy and rehabilitation medicine, for radiology, for neurosurgery and other forms of surgery, and for pediatric patients. Its compound houses the Center for the Protection of Abused Children and Bahay Kalinga, a special section for HIV patients needing followup treatment after confinement at the hospital. QCGH will also have a new Out-Patient Department building.

The Novaliches District Hospital, a Level 1 hospital, on the other hand, has installed a centralized oxygen supply system, and an integrated Hospital Information Management System including electronic medical records and clinical information system. It is also upgrading its operating rooms, neonatal intensive care unit, as well as pediatric and medical intensive care units, along with the targeted installation of new equipment at the radiology, rehabilitation and dental clinics. It is a maternal and health care institution, where the majority (83%) of its admissions in 2016 were in pediatrics, newborn care and obstetrics-gynecology.

Patients Treated at QCGH

	2014	2015	2016
In-patient	14,042	14,960	15, 709
Out-patient	91,744	94,727	98,163
Emergency	46,980	50,105	60,999
Total	**152,766**	**159,792**	**174,871**

SOURCE: QUEZON CITY GENERAL HOSPITAL



Patients Treated at NDH

	2014	2015	2016
In-patient	5,120	5,340	5,112
Out-patient	42,652	44,523	45,550
Emergency	24,431	25,236	25,338
Total	**72,203**	**75,099**	**76,000**

SOURCE: NOVALICHES DISTRICT HOSPITAL





PERSPECTIVE
ROSARIO MACLANG - BAUTISTA HOSPITAL

The city's Public Health Modernization program committed by Mayor Bautista will see the City Health Department building at the City Hall compound undergo major renovations, to make public service areas roomier to accommodate its large number of clientele in need of health services and advice.

In addition, six new diagnostic clinics have been funded to expand the services of the health centers in Project 4, Toro Hills, Kamuning, Apolonio Samson, Commonwealth and Fairview.

The construction of another city-managed medical center, the Rosario Maclang Bautista General Hospital along Batasan Road, began its planning and negotiations in 2016. Construction will start in February 2017, for the 100-bed, 3-storey tertiary hospital which is scheduled to be completed within one year. Target beneficiaries are residents of District 2.



Empowering Through Education

Our school system supports 420,475 students in elementary and high school. There is a slightly improving teacher-to-student ratios, as a result of the addition of city-paid teachers, and student-to-classroom ratio, as a result of our continued construction of more classrooms and school buildings. The classes are handled by 7,458 elementary, 5,883 secondary and 945 senior high school teachers. Manning the other human resource needs of the Division Office are 458 national-paid and 835 city-paid nonteaching personnel.

This school year, we have added 61 new classrooms and improved much needed water, sanitation and electrical facilities. Ongoing are construction of more school buildings for four high schools, to further accommodate the senior high school program, and two elementary schools. In addition, 12 school repair projects were undertaken

Implementing the senior high school program

Senior high school (SHS) implementation in Quezon City is a multi-stakeholder set of programs and activities. As part of the preparatory activities, the First Education Summit was organized in 2015 with the slogan, "#GoKto12-TayosaQC." It highlighted the commitment of education and city officials to the full operationalization of SHS requirements in the city. It also provided stakeholders the different directions the program was to take in QC. As a pre-event to the summit, the QC Industry Linked SHS Program workshop was held, focusing on IT TechVoc and the Local Economic Development Plan of QC, identifying IT industry as a major contributor to the local



economy. The QC Division of City Schools then proceeded to a writeshop with the city's advanced computer training center, Korphil, to develop course curriculum for competencies in business communication, service culture and systems thinking, all related to technology.

milestones and accomplishments

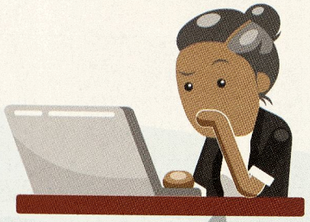
EMPOWERING THROUGH EDUCATION



187,744 pupils supported through elementary school

151,209 students supported through high school

1,670 students graduated from the city university in 2016



44,802 adults, including senior citizens, assisted in free lessons in digital literacy

Wide array of courses developed for senior high school



3,060 provided scholarships in 2016 for college and graduate studies programs

15,946 enrolled in alternative learning classes, almost doubling previous year's enrollment



9 branch libraries established, plus 53 Little Free Libraries

7,334 new classrooms and 141 school buildings added to QC school system from 2015 to 2016

Quezon City Public School Enrollment Statistics
SY 2014 – 2017

District	SY 2014 - 2015			SY 2015 - 2016			SY 2016 - 2017		
	Elem	HS	Total	Elem	HS	Total	Elem	HS	Total
1	36,074	22,830	58,904	28,182	21,435	49,617	32,761	22,857	55,618
2	72,962	41,471	114,433	69,197	40,547	109,744	67,135	42,026	109,161
3	25,603	11,713	37,316	22,925	11,303	34,228	23,423	11,343	34,766
4	26,642	21,914	48,556	23,039	20,568	43,607	25,672	21,805	47,477
5	59,612	34,276	93,888	41,371	33,271	74,642	23,970	34,995	58,965
6	36,468	17,649	54,117	33,555	17,265	50,820	14,783	18,183	32,966
Total	257,361	149,853	**407,214**	218,269	144,389	**362,658**	187,744	15,1209	**338,953**

SOURCE: DIVISION OF CITY SCHOOLS, QUEZON CITY

Basic Education Resources
SY 2014 - 2016

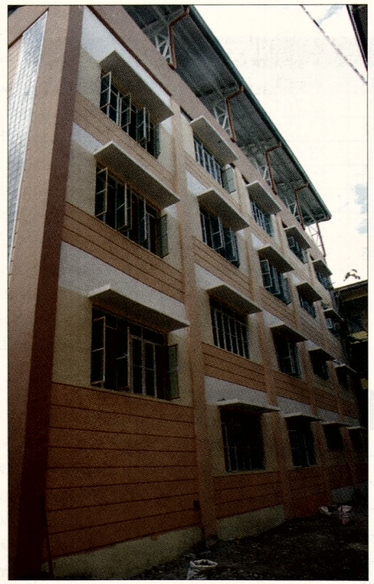
Resources	Level	S.Y. 2014-2015	S.Y. 2015-2016
Classrooms	Elementary	3,661	3,710
	Secondary	2,134	2,214
Seats	Elementary	187,700	171,185
	Secondary	103,050	99,975
Water Sanitation Facilities	Elementary	3,762	3,781
	Secondary	2,499	2,849
Computers	Elementary	1,035	3,192
	Secondary	1,782	7,386

SOURCE: DIVISION OF CITY SCHOOLS, QUEZON CITY









School Building Construction
2015 – 2016

Name of School	No. of classrooms	Barangay
Completely constructed		
Ernesto Rondon High School	12	Project 6
San Francisco High School	12	Sto. Cristo
Justice Cecilia Muñoz High School (extension)		Payatas
San Diego Elementary School	30 (with 2 labs)	Batasan Hills
Fairview Elementary School	7, with canteen	Fairview
Ongoing construction		
Ernesto Rondon High School		Project 6
Batasan National High School	12 (with 6 labs)	Batasan Hills
Pres. Corazon Aquino Elem. School	17 (with 2 labs)	Batasan Hills
Manuel A Roxas High School		Paligsahan
North Fairview High School	20 (with 6 labs)	North Fairview
New Era Elementary School		New Era

SOURCE: CITY ENGINEERING DEPARTMENT



To guide school officials, guidance counselors and teachers in assisting students in their choice of appropriate tracks and strands, Ordinance No. SP 2400, series of 2015, was enacted, institutionalizing a Career Advocacy Unit in all public schools in QC.

Among the partnerships forged for SHS are the following:

- With the Magna Anima Education System for the setting up of SHS courses in Arts and Design – Creative Arts at the Kamuning Elementary School, Performing Arts at the San Francisco High School, Sports Track at the Belarmino Sports Complex, and the Maritime Track (which also involves a partnership with the Philippine Transmarine Carriers Inc.) at the Ismael Mathay Senior High School.

- The Media Arts track is designed to open doors to careers in broadcasting or film production as production staff, technical assistant or contributing writer. The Maritime Track will provide the stepping stone to be seafarers or seamen. The Sports Track will help graduates become sports coaches, fitness instructors, tournament officiators, and sports and fitness practitioners. The Performing Arts Track are for those who want to be performers, musicians, community arts workers or be involved in theater production.

- With the Philippine National Police and the Bureau of Fire Protection for tech voc training programs on Public Safety and Security Services. The fourth-year high school students underwent 300 hours of on-the-job training at the Bureau of Fire Protection and another 300 hours at the Department of Public Order and Safety (DPOS). Four have now passed the national certification test on public safety and security and are employed at DPOS.

The training is designed to provide them skills and attitudes necessary to become security guards, firefighters, forest rangers, military men and traffic enforcers.



Other SHS courses developed include Hospitality and Tourism, and Automotive Technology, both at the Alejandro Roces Senior High School. Graduates have been employed as sales personnel, service crew in fastfood outlets, cashiers at restaurants, staff at an events place, insurance company financial adviser, mechanics, and collection agent. One went on to pursue a Food Technology course in college.

A special program called Center for Entrepreneurship and Technology was developed for students, teachers and community residents to enhance their tech voc skills and pass national certifications needed for such jobs as computer system servicing, bread and pastry production, wellness (hilot) massage, hair dressing, and others, which are based on the training standards of the Technical Education and Skills Development Authority (TESDA).

To help expand capacity and knowledge on the development of the SHS program, the SHS technical working group mentored 20 other cities across the country for the effective implementation of the program. Mayor Bautista, who was then League of Cities president, tasked the City Administrator, City Budget Officer, Schools Division superintendent, City Council chairperson of the Committee on Education and the School Board Secretariat head to mentor the following cities: Cagayan de Oro, Marikina, Dipolog, Dagupan, Santa Rosa in Laguna, Himamaylan in Bacolod, Sorsogon, Catbalogan, Cebu, Tagum (in Davao), Muntinlupa, Isabela, Tabuk, Koronadal, Balanga, Biñan, Calbayog, Ioilo, Muñoz, and Tacurong.

For its part, the sole City Government-managed university, Quezon City Polytechnic, also begun implementing the K to 12 (Senior High School) program in SY 2016 to 2017. The following tracks were enrolled in by 741 students that year: STEM (Science, Technology, Engineering and Mathematics), ABM (Accountancy, Business and Management), and Tech Voc.

In addition, the university begun offering weekend and night classes to working students from government agencies, including those granted college scholarships by the QC-LGU.





QCPU ENROLLMENT
SY 2014 – 2016

Courses	SY 2014-2015	SY 2015-2016	SY 2016-2017
General Education	4,515	9,351	5,085
BS Information Technology	1,440	2,726	2,958
BS Entrepreneurship	1,164	3,000	3,095
BS Industrial Engineering	567	1471	1721
BS Electronics and Communications Engineering	141	478	590
Technical and Vocational courses	441	742	15
Senior High School			1,425
Total	**8,268**	**17,768**	**14,889**

SOURCE: QUEZON CITY POLYTECHNIC UNIVERSITY

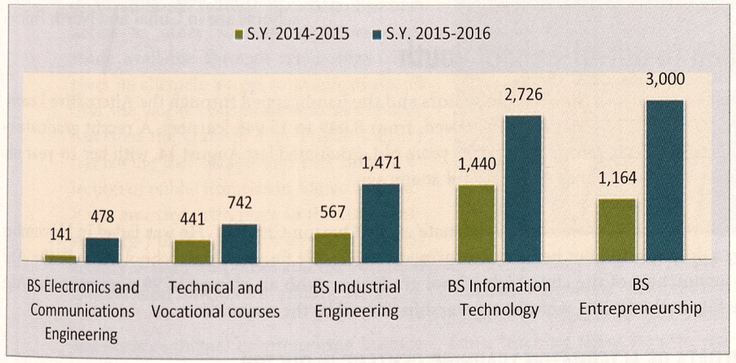
NUMBER OF QCPU SCHOLARS
SY 2014 - 2016

Scholarship	SY 2014-2015	SY 2015-2016	SY 2016-2017
100% coverage of tuition fee	3,906	3,741	3,514
50% coverage of tuition fee	4,088	4,217	3,558
Total	**7,994**	**7,958**	**7,072**

*includes 745 Senior High School students/scholars



QCPU TOTAL NUMBER OF GRADUATES
SY 2014 – 2015 and SY 2015 - 2016



QUEZON CITY POLYTECHNIC UNIVERSITY



Aside from scholarships provided to 6,600 QCPU students in SY 2015-2016, the Quezon City Government supports 7,006 other scholars for their college education, and 21 others for their graduate studies. The scholarships provide substantial incentives for students who excel in high school, to pursue their college education even if they are otherwise economically incapable.

Scholars, in turn, are expected to engage in civic involvement through community projects that benefit their respective communities, and volunteer in various advocacy projects relevant to the city.

Scholarships Offered by the Quezon City Government
SY 2014-2015 and SY 2015-2016

Beneficiaries	Annual Benefits	No. of Scholars 2014-2015	No. of Scholars 2015-2016
Valedictorians and salutatorians of QC public high schools	Up to Php 80,000 for tuition and other fees Php 20,000 stipend	381	320
First to eight honorable mention of Quezon City public high schools	Up to Php 30,000 for tuition and other fees Php 10,000 stipend	1,058	1,231
Quezon City Polytechnic University students	50% and 100% tuition fee discount Php 3,000 stipend	5,800	6,600
Elected officials of the Sangguniang Kabataan	Up to Php 8,000 for tuition and other fees Php 3,000 stipend	129	20
HB Center for Excellence (CENTREX)	Up to Php 8,000 for tuition and other fees Php 3,000 stipend	125	84
QC public high school graduate with 80% general weighted average and college undergraduate	Up to Php 8,000 for tuition and other fees Php 3,000 stipend	1,547	2,124
City Council – SYDP scholars	Up to Php 8,000 for tuition and other fees Php 3,000 stipend	1,698	3,227
Graduate studies scholarship program	Up to Php 40,000 for tuition and other fees Php 30,000 stipend	18	21
TOTAL SCHOLARS		**10,756**	**13,627**

SOURCE: SCHOLARSHIP AND YOUTH DEVELOPMENT PROGRAM



Division of Schools EC is implementing the Madrasah Education Program, as a response to the call for global commitment on Education for All. It is guided by the Roadmap for Upgrading Muslim Basic Education, of which one major component is Arabic Language and Islamic Values Education (ALIVE) offered in public schools.

In Quezon City, this program is offered in 15 elementary and two high schools, and attended to by 1,333 students in SY2016-2017. Schools offering Madrasah are the following elementary schools: Culiat, Commonwealth, North Fairview, Holy Spirit, Melencio Castelo, Doña Josefa Marcos, Diosdado Macapagal, Rosa Susano, Fairview, Camp Crame, Bagong Pag-Asa, Doña Juana, Betty Go Belmonte, Villa Verde, and Bagong Silangan. The two high schools are in Culiat and North Fairview.

Expanding the benefits of education to out-of-school youth

The Division of City Schools also promotes the welfare of out-of-school youth, seniors and the handicapped through the Alternative Learning System (ALS). Over the last three years, ALS enrollment has markedly increased, from 8,049 to 15,946 learners. A recent graduate of the ALS Center at Barangay Matandang Balara is Estrelita Biay-Varona, who, at 73 years old, graduated last August 14, with her 16-year old granddaughter, Princess Victoria Varona. That shows very clearly that ALS is useful at any age.

Another top ALS achiever is Victorio Principe, a 20 year old who was once an inmate at the Quezon City Jail. He was jailed in November 2013 after he was caught working as a courier for a drug group. But he has transformed his life. He finished high school through the ALS program while in prison. He became one of the topnotchers of the city's high school graduates, with an average of 99 percent in the ALS equivalency exam. He has been given full scholarship at the QCPU with the scholarship offered by the mayor.

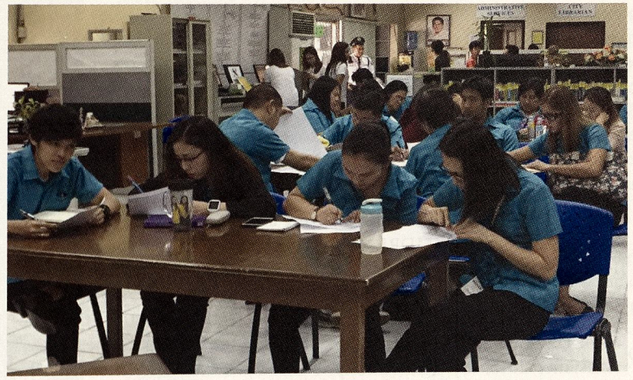
CONSOLIDATED DATA OF ALTERNATIVE LEARNING CENTERS IN QUEZON

District	School Based	Barangay Based	LGU/NGO	Extension Learning Center	Total
1	11	5	3	0	19
2	15	9	10	3	37
3	7	10	5	3	24
4	17	5	1	4	33
5	17	7	1	0	18
6	10	4	2	0	23
Total	**79**	**40**	**28**	**7**	**154**

SOURCE: DIVISION OF CITY SCHOOLS, QUEZON CITY



Libraries as added centers of learning



The Quezon City Public Library (QCPL) and its branches provides not only books and traditional reading materials, but also access to other sources of information made available through technology. This gives its clientele access to publications all over the world. Businessworld newspaper has cited the Quezon City Public Library has having the "largest and best book collection of public libraries in Metro Manila." It was awarded third place in the 2016 Outstanding Public Libraries by the National Library of the Philippines and the National Commission for Culture and the Arts.

The library's impact on promoting literacy and knowledge buildup even among the most marginalized, cannot be underrated. Every day, at least ten street kids visit the library, where they read books, color illustrations, play, and watch educational videos with the guidance of library staff and volunteers. "These small library guests, who usually visit the QCLIC in slippers, shorts and sando, enjoy learning new words, explore the world through reading, and learn the values they will be proud of when they grow old," head librarian Emelita L. Villanueva said. "Aside from teaching them how to read, we listen to their life stories and sentiments, give inspiring advice if needed," Villanueva added.

To augment the formal education of children, and make learning creative and more interactive, the QCPL conducts educational storytelling, arts activities, puppet shows and film showing. For those who cannot come to any of the city's 20 libraries, the QCPL has a mobile library that goes to barangays with no established libraries and to public schools with no libraries. The main library contains more than 18,131 books as well as video materials on Philippine culture and traditions. Visited by the mobile library in 2016 has been 25 elementary schools with 1,230 pupils and 15 high schools with 716 students.



Disaster Risk Mitigation



In December 2016, at the Metro Manila Disaster Risk Reduction Management Council (MMDRRMC) 18th Annual Regional Gawad Kalasag: Search for Excellence in Disaster Risk Reduction and Management (DRRM) and Humanitarian Assistance 2016, the Quezon City Disaster Risk Reduction and Management Council was the best in the highly urbanized city category.

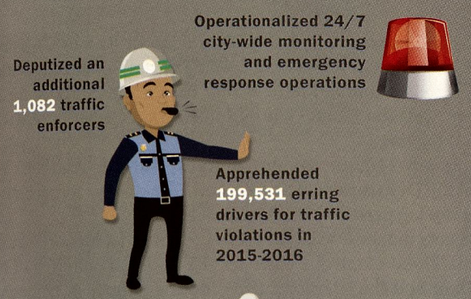
The Quezon City Department of Public Order and Safety (DPOS) was also named as second best government emergency management team (GEM - urban category). Barangay Sto. Cristo in Quezon City was the Best Barangay Disaster Risk Management Committee (urban category) and Melencio M. Castelo Elementary School in Batasan was the Best School in the Public School category.

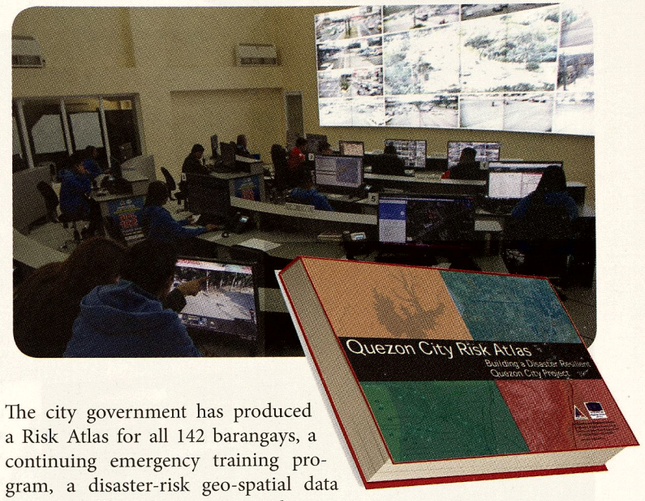
Gawad Kalasag is the country's leading annual awards for outstanding contributions in the field of disaster risk reduction and management and humanitarian support. Its main objective is to strengthen and improve the practice of the disaster risk reduction and management and humanitarian response and assistance of individuals, groups, or institutions which have showcased an extraordinary courage and heroism in times of emergencies.

Mayor Bautista has made disaster preparedness on top of his list of governance initiatives to lessen the impact of any calamities. Quezon City created its own disaster-risk reduction management office (QCDRRMO) through Ordinance No. SP-2290, S-2014 which mandates its functions, duties, and responsibilities.

Quezon City has a Comprehensive Disaster Risk Reduction and Management Plan, which includes detailed risk assessments for earthquake and flood hazards. The Plan delineates hotspots, puts in place an emergency management system, as well as provides for a 6-year investment plan with priorities. Its coverage is up to year 2020, with the plan organized along four major thematic areas: preparedness, response, prevention and mitigation and rehabilitation, as provided for in the national law, the Disaster Risk Reduction and Management Act.

MILESTONES AND ACCOMPLISHMENTS
DISASTER RISK MITIGATION





The city government has produced a Risk Atlas for all 142 barangays, a continuing emergency training program, a disaster-risk geo-spatial data base, as well as various situational assessment reports.

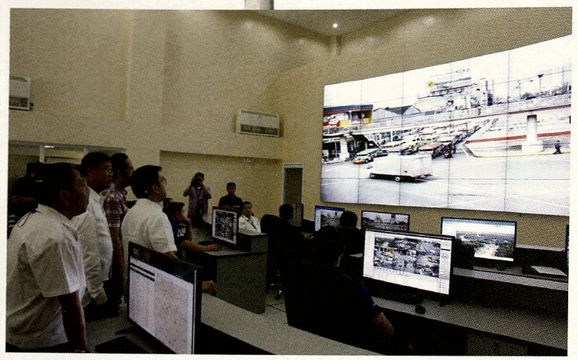
In 2016, the city government launched its 24/7 Emergency Operations Center (EOC), which boasts of an integrated surveillance and emergency response system designed to improve not only the city's crime watch and prevention mechanism but also that of the city's response capabilities during disasters and other emergency situations and vehicular traffic monitoring. It has a quick response mechanism linking action units of the Bureau of Fire Protection, the Quezon City Police District, and city government action teams from the Department of Public Order and Safety, the City Health Department, the Engineering Department, and the Environmental Protection and Waste Management Department.

The EOC is housed at the new QC Disaster Risk Reduction Management building at the Quezon City Hall compound. "What the city is having is an integrated, seamless and end-to-end operation emergency system, making it one of the country's most advanced systems to date," said Gen. Elmo San Diego, head of the Department of Public Order and Safety.

In 2017, the EOC ICT infrastructure shall be linked to the city's 141 public schools, 65 health centers, fire stations, district offices and other critical government installations.

Part of the city's new emergency response system is the telephone hotline for QC: that is 122. The EOC features an underground fiber optic cable deployment on national roads, back up wireless communication network, high-definition surveillance cameras, computer-aided dispatch application system, LED display boards erected on major roads of the city and a 36 kw solar hybrid system, which acts as an emergency power supply for the city's emergency operations center in cases of prolonged power outage during calamities.





A total of 243 units of high definition IP surveillance cameras with video analytics of face recognition, vehicle and crowd counting, license plate recognition, flood monitoring, video image enhancement are being deployed in major intersections and primary hotspots all over the city.

Aside from the emergency operations center, the QC DRRMC has also operationalized the following:

- Continued operation of Radio Control Spider Base on 24-hour continuous contact with the Central Traffic District Command, Traffic Enforcers (Ranger Units), Metro Traffic Base of the MMDA, for traffic situations, and the Flood Control Information Center of MMDA, for flood monitoring
- Continuous 24-hour monitoring watch with Pag-Asa, with Project Noah of the Department of Science and Technology, and various news updates during periods of heavy rainfall.
- Close coordination with the management of La Mesa Dam and the Marikina Flood Control Center for the hourly monitoring of the La Mesa Dam and the Marikina River, during periods of typhoons and heavy rainfall.









In August 2016, as part of the QC Government's Public Safety Modernization Program, QC Mayor Herbert Bautista signed a Memorandum of Agreement (MOA) with the Land Transportation Office (LTO) for a partnership to enforce the No Contact Apprehension (NCA) Program. Mayor Bautista, together with LTO Chief Gen. Edgar Galvante, entered into an agreement for closer coordination and implementation of the No Contact Apprehension Program.

The Program was adapted by the QC Government to interconnect the QC Government's traffic apprehension database with the LTO's Information System (LTO IT system) on Motor Vehicle Registration System and/or Driver's Licensing System to ensure effective traffic apprehension enforcement. Under the terms of the MOA, the QC Government commits to support the LTO by providing local traffic violation information, assist in improving traffic systems, assist in implementing road safety rules and regulations, and support the drive against the illegal use of motor vehicles (MV), including colorum vehicles, car theft, illegal importation and other unlawful use of MVs. The LTO in turn shall allow the QC Government access and make queries in the LTO IT System as part of the data sharing efforts.



The Disaster Risk Reduction and Management Office has been conducting simulation exercises to enhance the preparedness capability of all Quezon City residents and establishments, from children to employees, consumers, community residents and business owners. Participants in these training and orientation programs have been officers and staff of all 142 barangays, public and private schools, churches, hospitals, business establishments, and homeowners' associations.

The seminars include: earthquake and fire drills; community risk assessment workshops; multi-hazard simulation drills for fire, floods and landslides; search and rescue courses, first aid; and advance cardio vascular life support training.

The Quezon City Government also participates actively in Metro Manila-wide earthquake drills, as one way of testing the preparedness of its various stakeholders and their ability to coordinate well with each other.

QC DRRMC continuously conducts training to hone the skills in disaster preparedness, rescue and risk reduction and management of barangay officers and volunteers, who will serve as force multipliers during disasters. The department has also extended its trainings to schools, home-owners associations (HOA), and private companies.

The QC DRRMC has conducted preparedness trainings and seminars in various places around the city including residential areas involving HOAs, schools, private companies, malls and shopping center, and government agencies.

The practice during emergency drills help identify the weaknesses of the existing plans and procedures, assure the predictable response during emergency, and keep the public aware of what is expected of them during an emergency.











The DRRMC has designated the Quezon Memorial Circle as the site for the tent hospital that will be set up during an emergency. They have also trained skilled personnel in the barangays and other residential areas to implement a color coded triage system for disaster victims.

In 2015, the city government enhanced its disaster preparedness efforts with the help of multiple national government agencies, the United Nations Development Program and the Australian Government. This was through the formulation of the Metro Manila Earthquake Contingency Plan and the handover of Multi-Hazard Maps to local government units in Metro Manila.

This is part of the Greater Metro Manila Area Ready Project or "GMMA READY" which is designed to build up the resilience of communities against disasters and climate risks through the generation of science-based and updated disaster information, and development of land use and contingency plans to guide decisions, investments, and local actions.



To help strengthen the resilience of poor communities during calamities, the city government partnered with MOVE-UP (Moving Urban Poor Communities towards Resilience), an urban disaster risk reduction project implemented by a consortium of international NGOs composed of Action Against Hunger Philippines, Plan International Philippines, CARE Philippines and Assistance and Cooperation for Community Resilience and Development (ACCORD).

The project, with funding support from the European Commission - Humanitarian Aid & Civil Protection (ECHO) under its Humanitarian Action Plan (HIP) for Southeast Asia and the Pacific program, aims to demonstrate systems and models of Alternative Temporary Shelter (ATS), introduce resilient livelihoods and risk transfer modalities to improve the disaster risk reduction and management plans of major cities in Metro Manila.

Helping other local governments recover

The goal of the city's DRRM efforts is to immediately restore and improve people's means of livelihood and enable them to continue economic activities as soon as possible after a calamity occurs. The reconstruction of damaged infrastructure is being done in accordance with the principle of "Building Back Better," especially for public utilities and installations.

The city government's efforts are not only directed inwards. It has also been helping other local governments, especially poor municipalities, get back on their feet through social, environmental, health, as well as engineering and structural rehabilitation and construction. The QC-LGU either sends substantial monetary support, or sends a multi-department team, or both, depending on what would be the most effective form of assistance to the LGU.

The more than Php 107 million worth of grants was sourced from the city's local disaster risk reduction management fund and authorized by a resolution of the City Council. The QC government has been providing and will continue to provide this assistance to other LGUs.









Quezon City Post-calamity Rehabilitation Assistance to Cities/Municipalities
2015 - 2016

City/municipality assisted	Type of Calamity/ year of occurrence	Amount of assistance from QC-LGU (Php)
Baler, Aurora	Typhoon Lando, 2015	1,517,480
San Miguel, Bulacan		25,992,769
Bambang, Nueva Ecija		4,528,464
Bulan Sorsogon	Typhoon Nona, 2015	20,507,637
Pola, Oriental Mindoro		6,471,884
Basco, Batanes	Typhoon Ferdie, 2016	1,189,765
Itbayat, Batanes		1,315,825
Ivana, Batanes		2,082,977
Mahatao, Batanes		7,503,740
Apayao	Super typhoon Lawin, 2016	123,165
Cagayan		4,527,455
Isabela		14,791,872
Kalinga		16,632,424
	Total	**Php 48,167,223**



Safety and Security

The pioneering anti-drug campaign

The thrust of Quezon City's anti-drug campaign is to save the lives of dependents. "If we can avoid an unnecessary bloodbath, we will. Our stand is if we can save a life, then save a life and help them change instead," Vice Mayor Josefina "Joy" Belmonte, the city's anti-drug czar said. The city government is adopting measures that support and complement the national government's strong campaign against dealers and pushers of illegal drugs, and save the users at the same time.

The local government is engaging communities as networks to strengthen its resources to address the massive drug problem. The Quezon City Anti-Drug Abuse Advisory Council (QCADAAC), through the leadership of Vice Mayor Joy Belmonte, saw the potential of community organizations as partners for a community-based rehabilitation program that can immediately provide intervention for the rehabilitation of former drug users.

The program taps religious organizations, civil society groups, the Quezon City government and the Department of Interior and Local Government (DILG) Quezon City Field Office to work together to formulate and implement a community-based rehabilitation program (CBRP).

Established linkages such as the Ugnayan ng mga Barangay at Simbahan (UBAS), a DILG initiative for the inclusion of the religious sector for transparency and accountability, provides the City much-needed support for the CBRP.

The QCADAAC began its initiatives with the launch of a database system called Quezon City Illegal



Drugs Abuse Profiling System or QC IDAPS as a major step in the rehabilitation program. This highly secured information system aims to profile all the Oplan Tokhang surenderees to account them for drug dependency evaluation (DDE) in order to identify the most suitable intervention for them - Community Based Rehabilitation, Facility Based Rehabilitation through the city's TAHANAN or admission to a mental institution.

MILESTONES AND ACCOMPLISHMENTS IN SAFETY AND SECURITY

Integrated approach to drug rehabilitation and prevention on full-court press

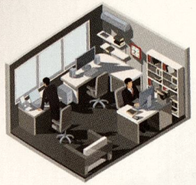


Quezon City Illegal Drugs Abuse Profiling System endorsed nationally, adopted as innovative solution by other LGUs



Expansion of Tahanan Drug Rehabilitation underway; new, bigger second site being acquired

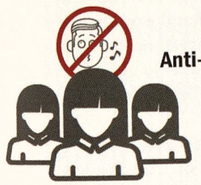




Drug-free workplace ordinance put into motion

Full logistical, training and scholarship support to police force continuing; QC biggest contributor





Anti-cat calling ordinance seeks to penalize harassment of women and other vulnerable sectors

New Justice Hall building undergoing expansion; old Justice Hall building being renovated at LGU expense



The profiling system is stationed at barangays that is networked to a mother server at QCADAAC and is mirrored to police stations and the Quezon City Police District (QCPD). The database, which is treated with utmost confidentiality, includes biological data, electronic finger printing and ID tagging. The profiling also seeks information on family and socio economic aspects to ensure that appropriate assistance can be provided to surrenderees.

"The standard set of information about surrenderees in the profiling system can help us make policies and focus our resources to better address rehab efforts and social services to their families. For the cops, the shared database allows them to study other variables related to law enforcement. It is this computerized database that makes our private program unique. We are the only LGU with something like this," Vice Mayor Belmonte said.

"The Philippine Drug Enforcement Agency is also linking with our database. What makes us unique also in Quezon City is the coordinated efforts of the DILG, QCPD, DDB, barangays and QCADAAC," she added.

When the Vice Mayor deposited the program, integrated drug abuse profiling system called "Katok ng Pagbabago" in the Local Governance Academy's Innovative Solutions Bank, Mayor Carmen Cari of the Baybay City, Leyte was the first to withdraw the program from the Innovative Solutions Bank, because she considered the innovation to be a relevant contribution in the campaign against drugs in her municipality. The Innovative Solutions Bank is a program of the DILG, which encourages exemplar local governments to share their successful policies and best practices with other location governments so that the programs can be more easily replicated, with a much wider beneficial impact.

At the onset, barangays hosted fitness program, community service and spiritual counselling. After a series of consultative meetings and multi stakeholder planning led by QCADAAC, the community-based treatment and care services has been standardized.

Barangay Novaliches Proper, led by Punong Barangay Asuncion Visaya, is a working example of the city's CBRP, as well as the adoption of the DILG's Mamamayang Ayaw Sa Anomalya, Mamamayang Ayaw Sa Iligal na Droga or Masa Masid Program, which aims to involve communities in the fight against illegal drugs, corruption and criminality.

With the organization of their Masa Masid Team (MMT), composed of various stakeholders in the community, the barangay created three sub committees - Advocacy and Education, Information Gathering and Reporting and Community Based Rehabilitation Program (CBRP), which will handle different aspects of the program.

Among the diversion activities created and implemented by the barangay for the surrenderees are physical fitness, family values formation and clean-up drive. Families of the surrenderees were also involved in the activities, especially during counselling.





An 'Adopt-a-Victim' program was also launched, to encourage members of the community to take part in helping out their kabarangays in their journey towards rehabilitation and renewal.

In September 2016, Quezon City was handpicked for the launch of the DILG's Mamamayang Ayaw Sa Anomalya, Mamamayang Ayaw sa Ilegal na Droga o Masa Masid, being the first city in the National Capital Region to have a community-based rehabilitation program akin to the Department's Masa Masid.

Vice Mayor Belmonte said at the barangay level, community-based programs catering to the youth, unemployed and other sectors are being implemented. These include information drives, sports clinics and Zumba classes. She admitted that these are band-aid solutions since drug victims' problems can only be solved through full treatment, community integration and livelihood opportunities.

To expand the city's drug rehabilitation facilities, Mayor Bautista has ordered the maximization of the available area of the city-managed Tahanan Drug Rehabilitation Center to include a new ward building, another area for the mess hall and activity center, and a two-storey staff house. He has also instructed the City Planning and Development Office to negotiate for the acquisition of another property in Payatas of at least 3,000 sqm to build a bigger rehabilitation complex.

The city government is also partnering with private stakeholders and the Technical Education and Skills Development Authority (TESDA) for alternative training systems for drug dependents who complete the rehabilitation process. Life after drug dependency brightened with the city government's partnership with San Miguel Corporation. Drug users in Quezon City who have surrendered under the Oplan Tokhang campaign and completed their rehabilitation may be employed in the Metro Rail Transit Line 7 (MRT-7) project, which is expected to take three years to finish. They can be qualified to work in utility or as flagmen, or as construction workers, depending on their skills. The MRT-7 project will consist of 14 stations, most of them located in Quezon City. It is expected to serve over 800,000 passengers daily.

Determined to make the Quezon City Government an example of a drug-free workplace, Quezon City Mayor Herbert M Bautista signed into law, Ordinance No. SP-2460, last December 2015. Ordinance No. SP-2460, S-2015, otherwise known as the "Quezon City Drug Free Workplace Ordinance of 2015" is in response to the strong nationwide campaign against prohibited drugs launched by the current administration. The ordinance requires that all officials, employees and staff of the various operating units of the local government as well as those of the city's 142 barangays, must not possess or use illegal drugs.



Testing cannot be refused, otherwise sanctions under Republic Act 9165, the Dangerous Drugs Act, will be imposed. Protocols have also been adopted by the City Personnel Office for actions on individuals whose tests are positive. Dir. Erwin Ogario, regional director for NCR of the Philippine Drug Enforcement Agency (PDEA), said that the ordinance is a first among local governments, as he noted that the mayor had enjoined other LGUs to enact a similar legislation.

The QCDAAC has also provided the Quezon City Division of City Schools with a set of a manuals that will guide teachers in public schools on how to identify possible indicators of drug use among students and what to do in case such problems are identified. Three other manuals, in age-appropriate language, aid teachers in educating young students about illegal drugs and how to avoid being lured into drug abuse.

Working together for peace and security

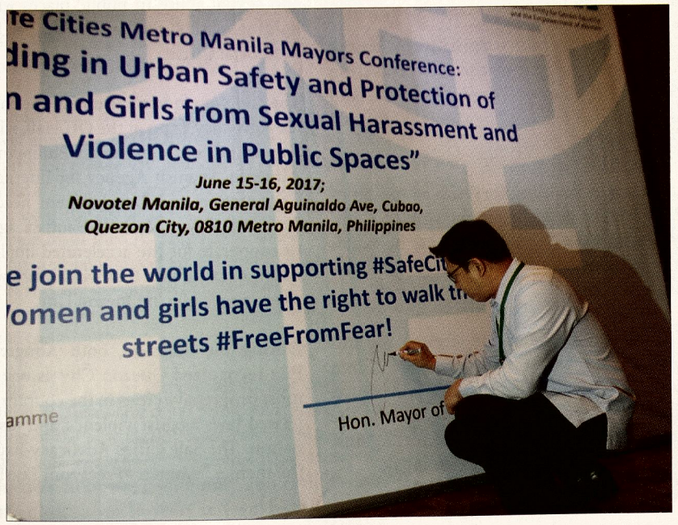


A Quezon City Peace and Order Multi-stakeholder Summit was held last August 15, 2016, to foster improved coordination among various institutions, agencies and other stakeholders to bring about a more peaceful Quezon City. In his welcome speech, Mayor Herbert Bautista underscored the continuous and consistent support of the City Government for the police force, the Bureau of Fire, and the National Bureau of Investigation.

Despite being city of 2.9 million residents, 500,000 transients, and 67,000 registered business establishments, Quezon City has one of the lowest police to population and fire fighter to population ratios in the country. Mayor Bautista said, "We have been working to make up for the relative smallness of our police force by the City Government's millions of pesos worth of donations to the Quezon City Police Department to improve their crime-fighting and prevention capabilities. Over the years, we have been making continuing donations in the form of vehicles, both cars and motorcycles, gasoline subsidy, hand-held radios and other communication equipment, firearms and ammunition, as well as various other logistical support. City government has even funded the on-the-job training of new police recruits, to help reduce the disparity in police per civilian ratio in the city, through a subsidy of Php 5,000 allowance per rookie cop. In all the years even when I was still Vice Mayor, Quezon City has not reneged on its duty to support the police force."

"Our assistance has not been limited to the QCPD. We have donated firearms to the National Bureau of Investigation and to the Bureau of Jail Management and Penology. The City Government has also donated fire-fighting equipment, fire trucks and even constructed fire stations for the Bureau of Fire Protection. I have directed the City Planning and Development Office to look for more properties where we can build additional fire stations," Bautista added.

No to violence against women



Mayor Bautista signed into law the city's amended gender and development code, making Quezon City the first local government in the country to penalize the street-level harassment of women.

The ordinance, also known as the anti-catcalling ordinance, imposes a fine and jail term for acts considered as sexual harassment of women in public spaces.

The primary objective of this law is to change the cultural mindset of males toward females while empowering women at the same time. The law also supplements other national laws that protect the interest of women such as the Anti-Sexual Harassment Act of 1995 as well as



harmonize with the provisions of Republic Act No. 9710 or the Magna Carta of Women.

Introduced by Councilor Lena Marie Juico, the ordinance was approved by the City Council on March 7 and signed into law by Mayor Bautista on May 16.

Under the measure, light violations, such as cursing, catcalling, repeatedly asking the subject for a date or her contact number, or taunting a woman with constant talk about sex, which tend to ridicule, humiliate or embarrass the woman, are punishable with a fine of from Php 1,000 to P5,000 or a jail term of up to one month.

Stalking, making offensive mouth, hand or body gestures with the intention to demean or threaten a woman are considered medium violations with the same range of penalties. Severe violations include acts such as unnecessary touching, pinching or brushing against the subject's body; public masturbation or lascivious exhibition directed at a woman, and inserting any object into the genitalia, anus or mouth of any person whether of the same or opposite sex.

For a third offense, persons who commit light and medium violations will be jailed for 11 up to 30 days or asked to pay a fine of Php 5,000 while those who commit severe violations will be jailed from six months up to a year. These penalties were the maximum allowed under the Local Government Code.

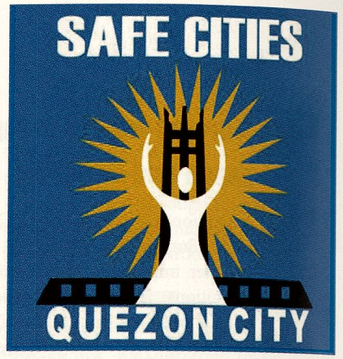
Female victims of sexual harassment may file a complaint in the women's desk in police precincts. They can also seek help by calling the QCPD's Women and Child Protection hotline: 436-72-11.

To implement the city's measures on women and child protection in the community level, the city government has also operationalized Barangay Councils for the Protection of Children, and Violence against Women (VAW) desks.

Complementing this legislative measure is the establishment of the QC Protection Center for Gender-Based Violence and Abuse at the Quezon City General Hospital compound.

The 2-storey building serves as a One-Stop-Shop facility and shelter for women, children and LGBT (lesbians, gays, bisexuals and transsexuals) who are victims of violence and abuse.

Vice Mayor Joy Belmonte stressed the importance of the facility for women, children and LGBT victims of violence and abuse. She said the facility would augment the protection given by the Violence Against Women (VAW) units of the barangay.





Noting that one out of four women is a victim of domestic violence, the vice mayor said that the facility would provide better security for victims seeking shelter and protection.

Quezon City is the pilot city of the United Nations Entity for Gender Equality and the Empowerment of Women or UN Women. It kicked off the campaign against harassment and sexual abuse in public places with the lighting of 1000 sky lanterns at the Quezon Memorial Circle.

The city government also held the Safe Cities Advocacy Expo at the QC Hall, with UN Resident Coordinator to the Philippines Ola Almgren, Spanish Agency for International Cooperation and Development head Juan Pita and Mayor Herbert Bautista agreeing to cooperate for the accelerated implementation of programs that will ensure women safety, especially in Quezon City.

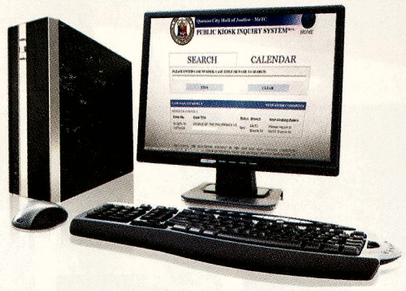
During the occasion, both Almgren and Pita recognized Quezon City as one of the most progressive cities in the country which passed laws against violence and discrimination. The Safe Cities Advocacy Expo had the theme: "Women #FreeFrom Fear!"



In 2014, the Quezon City Government constructed a new 6-storey hall of justice, which houses the prosecution service, offices of parole and probation, public attorneys and the office of the Integrated Bar of the Philippines –QC chapter. This is now being extended with a six-storey annex building. In addition, underway is the renovation of the old justice hall building, from basement to the fourth floor.

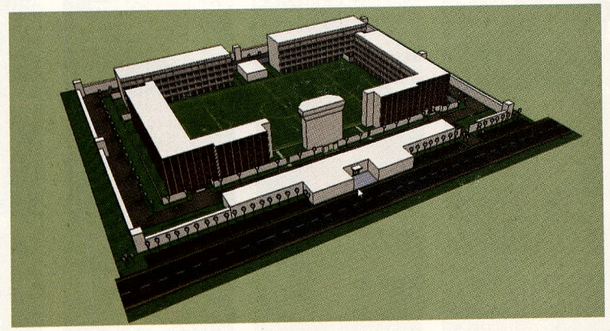
eCourts were first launched in Quezon City in 2013. The electronic court system aims to speed up the assignment and verification of cases, while eliminating possible sources of corruption. The program, files cases in an information system that highlights the oldest and those requiring the most urgent action. It notifies judges of deadlines, and provides them templates of resolutions, decisions and orders so they can be issued more quickly.

To reinforce the digitized system, the courts have also hired case decongestion officers specifically tasked to ensure the clearing of case backlogs. Among the first to be deployed were those for Quezon City, which has also started using an e-subpoena system for police officers called upon by the courts.



According to the Supreme Court, when the e-subpoena system was first used in selected courts in Quezon City and two other cities in 2015-2016, the attendance rate of police witnesses reached a high of 97 percent in Quezon City; and in all the three areas combined, still a good 77 percent.

The city government has also donated to the Bureau of Jail Management and Penology, a portion of a 3.4 hectare property in barangay Payatas, to serve as the site of the new city jail. Mayor Bautista was authorized through a City Council resolution to enter into a Deed of Usufruct with the BJMP to utilize a QC Government property for the construction and development of the new, state of the art Quezon City Jail. The QC Government acquired the property for P120M in 2015.



Under the Usufruct Agreement, the QC Government will allow the BJMP the use of the 2.4 has. portion for a more expansive QC Jail able to comfortably accommodate at least 6,000 inmates. The remaining 1 hectare will be used for social services facilities for the community. Aside from the QC Jail facility, there are plans to construct a fire station, a rehabilitation facility and a health center. Also included in the plans is the development of an area for food establishments and lodging places for visitors which is expected to foster economic activities in the community.



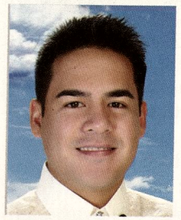
The BJMP will be responsible for the construction of buildings, structures, facilities and other improvements on the property. The construction of the new facility shall be compliant to Human Rights standards and will undergo social preparation that will involve various stakeholders from the community and civil society. The Usufruct Agreement will cover 25 years and will be renewable for another 25 years.

QUEZON CITY
SANGGUNIANG PANGLUNSOD

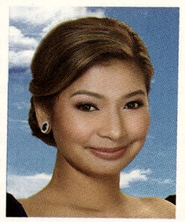


Vice Mayor and Presiding Officer
Ma. Josefina G. Belmonte

DISTRICT 1



Councilor
Anthony Peter D. Crisologo



Councilor
Lena Marie P. Juico



Councilor
Elizabeth A. Delarmente



Councilor
Victor V. Ferrer, Jr.



Councilor
Oliviere T. Belmonte



Councilor
Alexis R. Herrera

DISTRICT 2



Councilor
Precious Hipolito Castelo



Councilor
Voltaire L. Liban III



Councilor
Ramon P. Medalla



Councilor
Ranulfo Z. Ludovica



Councilor
Estrella C. Valmocina

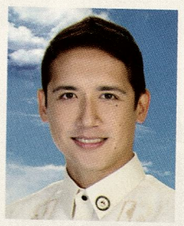


Councilor
Roderick M. Paulate

DISTRICT 3



Councilor
Allan Benedict S. Reyes



Councilor
Gian Carlo G. Sotto



Councilor
Kate Abigael G. Coseteng



Councilor
Jose Mario Don S. De Leon



Councilor
Franz S. Pumaren



Councilor
Eufemio C. Lagumbay

DISTRICT 4



Councilor
Marvin C. Rillo



Councilor
Raquel S. Malañgen



Councilor
Irene R. Belmonte



Councilor
Ivy Xenia L. Lagman



Councilor
Maria Aurora C. Suntay



Councilor
Hero Clarence M. Bautista

DISTRICT 5



Councilor
Jose A. Visaya



Councilor
Karl Edgar C. Castelo



Councilor
Julienne Alyson Rae V. Medalla



Councilor
Godofredo T. Liban II



Councilor
Andres Jose G. Yllana, Jr.



Councilor
Allan Butch T. Francisco

DISTRICT 6



Councilor
Marivic Co-Pilar



Councilor
Melencio T. Castelo, Jr.



Councilor
Rogelio P. Juan



Councilor
Diorella Maria G. Sotto



Councilor
Donato C. Matias



Councilor
Eric Rey Z. Medina



Ex-officio

Councilor
Ricardo B. Corpuz

KEY LEGISLATION ENACTED BY THE QUEZON CITY COUNCIL, 2015 - 2016

Codification of ordinances, and amendments to Codes

Ordinance SP-2518, s. 2016, creating the Local Building Code of Quezon City, to strengthen the provisions of the National Building Code of the Philippines (Presidential decree no. 1096)

Ordinance SP-2501, s.2016, amending Ordinance SP-1401,s. 2004, entitled "An Ordinance providing for a City Gender and Development Code," to harmonize this with the provisions of Republic Act 9710, otherwise known as "The Magna Carta of Women," and to adopt the UN Women's Safe Cities and Safe Public Spaces initiatives

Ordinance SP-2508, s. 2016, providing guidelines for the Urban Design Code of Quezon City

Ordinance SP-2398, s. 2015, amending Section 138, article XXIV of Ordinance SP-1444 s.2004, otherwise known as "The Quezon City Traffic Management Code," in order to exempt all kinds of vehicles using alternative fuels from the coverage of the vehicular volume reduction scheme

Ordinance SP-2503, s. 2016, amending Ordinance SP-1735,s. 2006, otherwise known as "The Sanitation Code of Quezon City"

Ordinance SP-2389, s. 2015, adopting the Quezon City Veterinary Code

Ordinance SP-2459, s. 2015, revising the Quezon City Market Code, regulating the establishment, classification, operation and administration of public market activities in the city

Ordinance SP-2514, s. 2016, amending certain portions of Ordinance SP-2337, s. 2014, entitled "The Quezon City Tricycle Management Code"

Creating new bodies, governance policies

Ordinance SP-2500, s. 2016, creating the Quezon City Migrants Resources Center

Ordinance SP-2411, s. 2015, creating the Human Rights Action Center under the Office of the City Mayor

Ordinance SP-2441, s. 2015, the Barangay Hall of Justice Ordinance

Ordinance SP-2536, s. 2016, providing for additional requirements in the conduct of public sale/ auction of delinquent real properties

Providing guidelines for zoning, city development

Ordinance SP-2488, s. 2016, amending Ordinance SP-2069, s. 2011, otherwise known as "The Quezon City Comprehensive Land Use Plan (CLUP)"

Ordinance SP-2502, s. 2016, enacting the Comprehensive Zoning Ordinance of 2016

Promoting the welfare of the vulnerable and marginalized

Ordinance SP-2402, s. 2015, establishing the Quezon City Home for the Aged and Hospice, under the supervision and management of the Social Services Development Department

Ordinance SP-2409, s. 2015, establishing the Work for Equity Program, for the beneficiaries of the socialized housing program of Quezon City LGU

Ordinance SP-2414, s. 2015, mandating all business establishments and offices in QC to provide for parking slots for the exclusive use of senior citizens and persons with disabilities

Ordinance SP-2541, s. 2016, establishing the Quezon City Shelter Home for Senior Citizens, which shall shelter abandoned, neglected, vagrant and homeless seniors

Ordinance SP-2542, s.2016, increasing to Php 100,000 the cash incentive to each registered QC senior citizen who reaches the age of 100

Ordinance SP-2544, s.2016, granting death benefit welfare assistance of at least Php 5,000 to bereaved families of registered senior citizens of QC

Ordinance SP-2430, S-2015, requiring all funeral establishments to disclose to clients all intended services and corresponding costs, before rendering any service

Ordinance SP-2494, s. 2016, mandating a budget allocation for senior citizens of at least 1% of the General Fund budget of the city

Ordinance SP-2557, s.2016, mandating the QC-LGU to set aside at least 1% of its General Fund for the programs, projects and activities of persons with disabilities, beginning 2017

Ordinance SP-2463, s.2015, appropriating funds to the Quezon City Persons with Disability Affairs Office (QC-PDAO) to cover the cost of a clinical special education needs assessment of indigent children

Ordinance SP-2470, s. 2015, penalizing any person impersonating or falsely representing oneself as a person with disability (PWD) or as a senior citizen, to be able to use reserved places for these individuals

Ordinance SP-2512, s. 2016, providing for the basic frameworks for the development of workers in the informal economy of the city

Ordinance SP-2404, s. 2015, establishing a barangay skilled worker data base

In addition are numerous ordinances in support of the Quezon City Government's shelter programs, authorizing the mayor to purchase land for the city's socialized housing program, penalizing professional squatting, approving subdivision plans for community mortgage programs, and many others.

Promoting a healthy citizenry

Ordinance SP-2381, s. 2015, providing for free pneumococcal vaccines to all registered Quezon City senior citizens

Ordinance SP-2396, s. 2015, requiring all offices and establishments in QC with 50 or more female employees of reproductive age, to provide lactation stations

Ordinance SP-2456, s. 2015, providing for a community-based mental health program and delivery system in QC

Ordinance SP-2446, s.2015, mandating the implementation of Water, Sanitation and Hygiene projects in all QC daycare centers

Ordinance SP-2456, s.2015, providing for a community-based mental health program and delivery system in Quezon City

Ordinance SP-2545, s.2016, amending Ordinance SP 1582, s. 2005, directing all drugstores and pharmacies to strictly enforce the "no prescription, no dispensing of anti-TB drugs policy"

Ordinance SP-2419, s. 2015, amending Ordinance SP-2333, s. 2014, establishing guidelines for the creation of a Barangay Health Management Council, for the purpose of expediting priority health programs

Ordinance SP-2426, s. 2015, establishing a Level 1 General Hospital at Barangay Batasan to be known as the Rosario Maclang Bautista General Hospital

Ordinance SP-2504, s. 2016, amending Ordinance SP-1053, s. 2001, otherwise known as the ordinance for STI, HIV, and AIDS prevention and control

Ordinance SP-2413, s.2015, creating the City Veterinary Department, from the Veterinary Services Division

Ordinance SP-2385, s. 2015, controlling the dog population through castration within the territorial jurisdiction of Quezon City

Ordinance SP-2445, S-2015, providing guidelines for the registration and accreditation of Quezon City barangay health workers to qualify for the benefits under Republic Act 7883

Ordinance SP-2393, s. 2015, institutionalizing water break time in all private and public schools, from daycare to high school, in Quezon City

Waging an effective anti-drug campaign

Ordinance SP-2460, s. 2015, implementing the drug-free workplace program, mandating the conduct of authorized drug testing by all offices of the Quezon City Government, including its 142 barangays

Ordinance SP-2537, s. 2016, mandating the establishment of drug testing laboratories at the Quezon City General Hospital, Novaliches District Hospital, Quezon City Health Department, and at the Quezon City Drug Treatment and Rehabilitation Center (Tahanan)

Ordinance SP-2538, s.2016, creating the Quezon City Special Anti-Illegal Drugs Education Center

Ordinance SP-2539, s. 2016, mandating business establishments within the territorial jurisdication of Quezon City to adhere to a "Drug-free Quezon City" policy

Ordinance SP-2540, s.2016, institutionalizing the Quezon City Integrated Drug-abuse Profiling System (QC-IDAPS)

Ensuring public safety and disaster risk mitigation

Ordinance SP-2395, s. 2015, regulating the transport of children by motorcycle in any street in the city

Ordinance SP-2467, s. 2015, prescribing the maximum load for motorcycle riders, in accordance with the motorcycle owners' manual for personal safety

Ordinance SP-2485, s. 2016, mandating all motorists traversing Quezon City to subscribe to the clean and clear license plate number policy

Ordinance SP-2468, s. 2015, incorporating the needs of vulnerable sectors in the disaster risk reduction and management response

Ordinance SP-2469, s. 2015, directing the Parks Development Administration Department in coordination with the Environmental Protection and Waste Management Department, Task Force Streetlights, cable companies and Meralco, to undertake the periodic pruning of trees to prevent disasters during typhoon season

Ordinance SP-2510, s. 2016, creating a Task Force to regulate and monitor the installation of electric poles and distribution lines, to ensure safe and proper maintenance

Ordinance SP-2549, s. 2016, establishing a mandatory seismic retrofitting program for Quezon City-owned and barangay-owned buildings, particularly those built before the 1990 earthquake

Ordinance SP-2450, s. 2015, strengthening youth participation and representation in local disaster risk reduction and management

Ordinance SP-2429, s. 2015, mandating all establishments and other organizations in Quezon City to establish a text scheme to religiously inform and update their employees and members about the latest weather condition.

Promoting a sustainable environment

Ordinance SP-2397, s. 2015, amending Ordinance SP-1512, creating the Quezon City Solid Waste Management Board

Ordinance SP-2398, s. 2015, exempting all kinds of vehicles using alternative fuels from the coverage of the vehicular volume reduction scheme, amending Section 138 of the Quezon City Traffic Management Code

Ordinance SP-2399. S. 2015, providing incentives for the planting and maintenance of vegetation on building walls and rooftops, repealing Ordinance SP-1940, s. 2009

Ordinance SP-2447, s. 2015, creating the Quezon City Green Transport Regulatory Office under the Department of Public Order and Safety

Ordinance SP-2490, s. 2016, providing for the installation of electric vehicle charging and power bank stations at the Quezon City Hall compound

Ordinance SP-2522, s. 2016, amending chapter XI: Collection and Disposition of Fines of City Ordinance SP-2350, s. 2014, otherwise known as the Environmental Protection and Waste Management Code of Quezon City

Promoting culture and nurturing heritage

Ordinance SP-2421, s. 2015, creating the Quezon City Museums Advisory Council

Ordinance SP-2428, s. 2015, declaring the Quezon Heritage House located at the Quezon Memorial Circle as a Local Heritage site

Ordinance SP-2435, s. 2015, declaring Santuario de San Pedro Bautista compound at Barangay Damayan, District 1, as a local heritage site

Ordinance SP-2439, s.2015, declaring Maginhawa Street and adjacent streets as a tourism district of Quezon City to be known as the Maginhawa Art and Food Hub

Ordinance SP-2453, s. 2015, declaring Quezon City Chinatown at Banawe Street, as a tourism district of Quezon City

Ordinance SP-2457, s.2015, creating a special account out of the tourism fees and amusement taxes collected by the City Treasurer's Office, to be known as the Tourism Development Social Account

Ordinance SP-2458, s.2015, prescribing fees and charges for the use of units and spaces within the Quezon City Museum complex inside the Quezon Memorial Circle

Compliance with national laws

Ordinance SP-2556, s. 2016, approving the Schedule of Fair Market Values of lands and basic unit construction for buildings and other structures for real property assessment in Quezon City, in accordance with the provisions of the Local Government Code of the Philippines

Designating special occasions

Ordinance SP-2551, s. 2016, declaring the last Sunday of May of every year as Quezon City Bike Day

Ordinance SP-2416, s. 2015, declaring the month of December as Buwan ng Bayanihang Bayan sa Lungsod Quezon (volunteer month)





Awards
of the 18th and 19th
Quezon City Council

Most outstanding Sangguniang Panlungsod in the National Capital Region, winning the 2015 Local Legislative Award at the national level.

Most outstanding Sangguniang Panlungsod in the National Capital Region, winning the 2012 Local Legislative Award at the regional level.

The award recognizes the exemplary performance of sanggunians, particularly of cities and municipalities, for legislating measures that help build the foundation of meaningful local administration and development.

The award is granted at every term of local elective officials, i.e. every three years, and the assessment for the 2015 award covers the period July 1, 2013 to June 30, 2015. The award criteria include (1) effectiveness of the legislative agenda, (2) availability of legislative documents, (3) efficiency of performance of the sanggunian, (4) quality of office set-up and staff complement, (5) legislative citations and awards and (6) capacity development for legislators and staff.

CITY MAYOR
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ASSISTANT CITY ADMIN FOR OPERATIONS
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4th Floor, High-rise Building
988-4242 local 1106

CHIEF OF STAFF FOR OPERATIONS
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12th Floor High-rise Building
988-4242 locals 1204 / 1208 / 1218 / 1219

CHIEF OF STAFF FOR ADMINISTRATION
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SENIOR ADVISERS TO THE MAYOR

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988-4242 local 1213

Mr. Aprioniano Boongaling, Jr.
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988-4242 local 1206

Dr. Victor B. Endriga
12th Floor High-rise Building
988-4242 local 1100

Mr. Manuel N. Sabalza
12th Floor High-rise Building
988-4242 locals 1212 / 1216

CITY DEPARTMENTS AND OFFICES

ACCOUNTING DEPARTMENT
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GENERAL SERVICES DEPARTMENT
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924-3595 (telefax)

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INFORMATION TECHNOLOGY AND DEVELOPMENT OFFICE
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MARKET DEVELOPMENT AND ADMINISTRATION DEPT
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NOVALICHES DISTRICT CENTER
Mr. Tadeo M. Palma
Officer-in-Charge
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222-8766/227-9262/419-1409/938-3816
(direct lines)

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TREASURER'S OFFICE
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Galas Branch
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715-5584

La Loma Branch
Mayon St., La Loma
731-4097

Novaliches Branch
Novaliches District Center, Jordan Plains Subd.,Brgy. Sta. Monica
419-0511

Talipapa Branch
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455-6904

TASK FORCES AND SPECIAL OPERATING UNITS

AMORANTO SPORTS COMPLEX
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Officer-in-Charge
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373-4661/374-2587/374-2593

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Board Chairman
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261-0863

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OFFICE OF SENIOR CITIZENS AFFAIRS
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PAYATAS OPERATIONS GROUP
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988-4242 local 8123

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QUEZON MEMORIAL CIRCLE PARKS OFFICE
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SCHOOL BOARD SECRETARIAT
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988-4242 local 1207

SPECIAL DESIGN GROUP
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SUBDIVISION ADMINISTRATION UNIT
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TASK FORCE AMUSEMENT TAX
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TASK FORCE SOCIALIZED HOUSING AND BLIGHTED AREAS
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TASK FORCE STREETLIGHTS
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988-4242 local 8405

TASK FORCE WATERWAYS
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TRICYCLE FRANCHISING BOARD
Hon. Oliviere T. Belmonte
Chairman
Ground Floor, Legislative Wing
988-4242 local 8135

EDUCATIONAL INSTITUTIONS

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QUEZON CITY POLYTECHNIC UNIVERSITY
Sec. Salvador M. Enriquez, Jr.
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City Auditor
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Executive Judge
Hall of Justice Bldg., City Hall Compound
924-3938

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Head
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926-3903

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Blood Center: 433-6568

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Hall of Justice Bldg., City Hall Compound
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Emergency Hotline 117

QUEZON CITY HALL POST OFFICE
City Hall Annex Bldg.
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922-8142

QUEZON CITY MUSLIM CONSULTATIVE OFFICE
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Executive Officer
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District Director
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Camp Major Gen. T. Karingal, Sikatuna Village
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Chief
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921-2797 / 922-9308 (direct line)

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924-3138

CITY COUNCIL

DISTRICT 1 COUNCILORS

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Hon. Elizabeth A. Delarmente
Room 202, 2nd Floor, Legislative Wing
988-4242 locals 8215 / 8216

Hon. Oliviere T. Belmonte
Room 207, 2nd Floor, Legislative Wing
988-4242 locals 8223 / 8224

Hon. Lena Marie P. Juico
Room 204, 2nd Floor, Legislative Wing
988-4242 locals 8217 / 8218

Hon. Victor Ferrer, Jr.
Room 205, 2nd Floor, Legislative Wing
988-4242 locals 8259 / 8260

Hon. Alexis R. Herrera
Room 203, 2nd Floor, Legislative Wing
988-4242 locals 8213 / 8214

DISTRICT 2 COUNCILORS

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988-4242 locals 8225 / 8226

Hon. Voltaire Godofredo Liban III
Room 211, 2nd Floor, Legislative Wing
988-4242 locals 8229 / 8230

Hon. Roderick M. Paulate
Room 210, 2nd Floor, Legislative Wing
988-4242 locals 8227 / 8228

Hon. Ranulfo Z. Ludovica
Room 213, 2nd Floor, Legislative Wing
988-4242 locals 8235 / 8236

Hon. Ramon P. Medalla
Room 209, 2nd Floor, Legislative Wing
988-4242 locals 8231 / 8232

Hon. Estrella C. Valmocina
Room 212, 2nd Floor, Legislative Wing
988-4242 locals 8233 /8234

DISTRICT 3 COUNCILORS

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988-4242 locals 8243 / 8244

Hon. Gian Carlo G. Sotto
Room 226, 2nd Floor, Legislative Wing
988-4242 locals 8245 / 8246

Hon. Franz S. Pumaren
Room 309, 3rd Floor, Legislative Wing
988-4242 locals 3005 / 3006 / 3027

Hon. Eufemio C. Lagumbay
Room 216, 2nd Floor, Legislative Wing
988-4242 locals 8241 / 8242

Hon. Jose Mario Don S. De Leon
Room 217, 2nd Floor, Legislative Wing
988-4242 locals 8239 / 8240

Hon. Kate G. Coseteng
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988-4242 locals 8247 / 8248

DISTRICT 4 COUNCILORS

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988-4242 locals 8237 / 8238

Hon. Marvin C. Rillo
Room 220, 2nd Floor, Legislative Wing
988-4242 locals 8255 / 8256

Hon. Irene Belmonte
Room 222, 2nd Floor, Legislative Wing
988-4242 locals 8257 / 8258

Hon. Raquel S. Malañgen
Room 223, 2nd Floor, Legislative Wing
988-4242 locals 8249 / 8250

Hon. Ivy L. Lagman
Room 218, 2nd Floor, Legislative Wing
988-4242 locals 8251 / 8252

Hon. Hero M. Bautista
Room 221, 2nd Floor, Legislative Wing
988-4242 locals 8253 / 8254

DISTRICT 5 COUNCILORS

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988-4242 locals 3009 / 3010

Hon. Julienne Alyson Rae V. Medalla
Room 310, 3rd Floor, Legislative Wing
988-4242 locals 3007 / 3008

Hon. Godofredo T. Liban, II
Room 307, 3rd Floor, Legislative Wing
988-4242 locals 3001 / 3002

Hon. Andres Jose G. Yllana, Jr.
Room 312, 3rd Floor, Legislative Wing
988-4242 locals 3011 / 3012

Hon. Allan Butch T. Francisco
Room 313, 3rd Floor, Legislative Wing
988-4242 locals 3013 / 3014

Hon. Karl Edgar C. Castelo
Room 314, 3rd Floor, Legislative Wing
988-4242 locals 3015 / 3016

DISTRICT 6 COUNCILORS

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988-4242 locals 3003 / 3004

Hon. Diorella Maria G. Sotto
Room 315, 3rd Floor, Legislative Wing
988-4242 locals 3017 / 3018

Hon. Ma. Victoria C. Pilar
Room 316, 3rd Floor, Legislative Wing
988-4242 locals 3019 / 3020

Hon. Rogelio P. Juan
Room 317, 3rd Floor, Legislative Wing
988-4242 locals 3021 / 3022

Hon. Melencio T. Castelo, Jr.
Room 319, 3rd Floor, Legislative Wing
988-4242 locals 3023 / 3024

Hon. Donato C. Matias
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988-4242 locals 3025 / 3026

EX-OFFICIO MEMBER
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922-3229 (direct line)

OFFICE OF THE CITY SECRETARY
Atty. John Thomas S. Alferos III
City Secretary
Ground Floor, Legislative Wing
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to 8336

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quezoncity.gov.ph
quezoncitybusiness.com

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