Accomplishment Report 2011-2012





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QUEZON CITY
PHILIPPINES

QUEZON CITY
THE BAUTISTA ADMINISTRATION

ACCOMPLISHMENTS 2011 – 2012

Introduction

Two basic and urgent thrusts were the focus of the Bautista Administration during its first two years at the helm of the Quezon City Government. One was socioeconomic development, addressing the basic needs of marginalized City constituents. The other was creating a more resilient and economically vibrant Quezon City.

The Bautista Administration moved towards resiliency along two fronts: on the physical plane, in terms of disaster-risk mitigation, and on the economic plane, in terms of maintaining economic stability and creating and expanding development opportunities.

These responses faced squarely the challenges of a city with more than 200,000 informal settler families and being part of a metropolis that copes with the inundation wrought by strong and prolonged rainfalls that have become a persistent reality under today's weather systems for this part of the world. These also sought to take advantage of economic opportunities rising for the Philippine megacity that is dynamically growing in attractiveness as a live-work-and-play urban area.

Citizens' and wide institutional participation in promoting physical resiliency is being waged under a "green" and "blue" campaign. "Green" strategies are designed to preserve forest cover, increase green parks and open areas, and adopt sustainable building practices. "Blue" strategies are designed to keep waterways clean and unobstructed, both as flood-mitigation and health-

promoting strategies. The results have been best practices that have been presented in several international forums.

In a city where the greatest productive assets lay in its almost 3 million human resources, the objective of the Bautista Administration was to make as much of these resources as possible, positively contributing members of society. The task at hand meant creating greater entrepreneurial capacities even among the economically marginalized. It also meant not only creating more jobs, but also increasing the capacity of more constituents to be qualified for those jobs.

In this very competitive world, job creation and entrepreneurship stimulation demanded that Quezon City become a very desirable place to do business. Hence the strategies of the Bautista Administration to streamline its processes for doing business, step up its city promotional campaigns locally and internationally, and push for the development and expansion of central business districts.

Let us look at Quezon City's own fundamentals. Our city is the choice of business of 61,332 enterprises. This is the biggest number of registered businesses that no other local government in the Philippines can boast of. The number of new businesses rise by increments of more than 12,000 every year. On the aggregate, these businesses represent a pool of capital of more than Php 284 billion, which grows by about Php 5.43 billion each year. Altogether, these enterprises paid business taxes of Php 4.55 billion in 2011, which is the highest level that it has ever reached.

The Bautista Administration is working to make every piece of land in Quezon City, a productive asset. His aim is that eventually, none of the 500,000 real property units in our city will be paying an idle land tax, because each of these has become economically useful, including the local government's own City assets. He constituted special task forces to ensure that our city government's real property assets are not simply lists in our ledgers, but are to put to use to achieve socioeconomic good.

In 2011, Quezon City's real property tax collections reached Php 1.49 billion. Altogether, the City government had total revenue collections of Php 10.99 billion, or an increase of Php 1.46 billion over the previous year's collections. According to the Revenue Performance Evaluation Report of the Bureau of Local Government Finance, "the overall collection as of December 2011 registered the highest increase as compared with previous collections (including IRA) during the period 2008 to 2010. "

The City is also expanding its built-up areas. Last June 2011, the City government began the mandatory requirement for compliance with the Green Building Ordinance. The 2,967 projects started from 2011 to June 2012 projects are resulting in a built-up area of about 3.3 million square meters. We expect all of these to be environmentally compliant structures. Economic activity generated by construction was estimated by the Department of the Building Official at Php 198 billion, generating direct labor for at 132,024 people.

The City government has made it even easier to start a business in our City, reducing it to a 20-minute process, which further inspired the Business Permits and Licensing Office to slash down the process for renewals as well. Quezon City is also the first Philippine local government to fully connect to and operationalize the Philippine Business Registry, which automatically connects a new business here in Quezon City to web-based system connecting at least seven national government agencies.

The Mayor has also been able to obtain, from the City Development Council, the authority to enter into domestic and international investment agreements, pursuant to forging projects under Public-Private Partnerships.

The physical framework of growth is the Comprehensive Land Use Plan, a collective effort of the Executive Branch, especially the City Planning and Development Office; the City Development Council; the City Council; and all 142 barangays. The new City Zoning Ordinance shall provide the implementing teeth to the city's CLUP.

The City government shall also organize, through the participation of the Quezon City Council, a Local Investment Incentives Board, that shall systematically provide effective formulas for stimulating private sector interest in investment areas that will provide the greatest positive impact on our city and the most beneficial advantages on the quality of life of our people. Complementing this will be an Investment Promotions Center, that will actively and consistently promote our city as an investment destination.

The rest of this report details specific achievements in particular areas aimed at making Quezon City, the best place to be.

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Part I

STRENGTHENING GOVERNANCE CAPACITIES

Gaining recognition and learning from the world's best

The Quezon City Government has gained increasing global recognition for its advocacies for climate change mitigation initiatives, disaster resiliency, and balanced urban growth. Top city officials joined representatives from all over the world in attending the 2012 World Congress in Brazil last June 2012. As a chosen presenter, Mayor Herbert Bautista discussed the Benefits of Carbon-Financed Projects to the City, and joined the clamor of Rio+20 for stronger commitments for better environment management practices around the world.

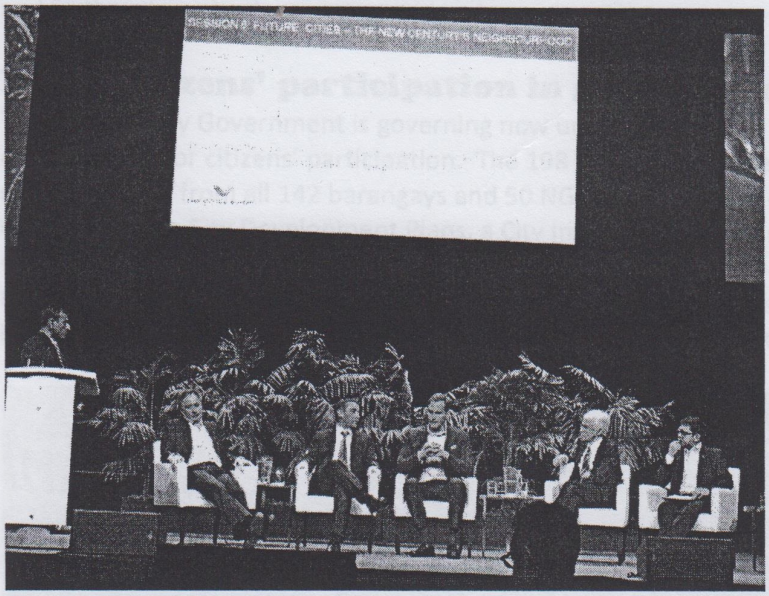


During the General Assembly at Belo Horizonte, Brazil, the World Mayors Council for Climate Change (WMCCC) elected Mayor Bautista as Vice Chair of the WMCCC, where he will lead not only Quezon City but be at the forefront of the initiatives of an 80-member council composed of local governments from all over the world.

Last June 2011, the City government signed in Bonn, Germany, its commitment to the Mexico City Pact, which aims to "scale up the role and efforts of cities globally to combat climate change." Our city became part of the 180 local governments worldwide that are one in this effort. Our city also participated in the 2nd World Congress on Cities and Adaptation to Climate Change which was also organized in Bonn at that time. At this forum, Mayor Bautista, as resource speaker, shared how the city's comprehensive development plan was anchored on disaster risk reduction and environmental management. He was also asked to speak in several plenary sessions and working groups, to further share our city's experiences with the 530 other participants from over 60 cities worldwide.

Quezon City is increasingly gaining a presence worldwide as a dynamic urban center. In February 2012, the Mayor headed a team who were invited to participate in Vancouver's first cities' summit, which focused on innovations driving smart cities. Last July, the Singapore Government invited Mayor Bautista as panelist for the 2012 World Cities Summit (WCS) organized by the Centre for Livable Cities. Speaking during the session on "Maintaining a Competitive Economy," the Mayor stated that the problems of economic imbalance and exclusion are particularly challenging for Quezon City because of its large poor communities, which constitute about a third of its population of almost 3 million.





To encourage more of the poor to become productive contributors to the local economy, he cited the following strategies of easing the process for starting new businesses, particularly those micro and small scale; the promotion of local government -national government and community partnerships where QC communities are trained to supply large orders of government institutions of products within these micro entrepreneurs' supply capabilities.

The Singaporean Government also invited the Mayor to lead a team of three officials from the QC-LGU to participate in the Inaugural Leaders in Urban Governance Program (LUGP) under the auspices of the Temasek University, from June 26 to 30, 2012. The Quezon City Team submitted as its project, "Sustainable Housing for the City's Poor." Given that housing for the poor remains QC's biggest urban challenge because informal settlements affect a third of the population, the team worked with other urban experts, the following issues and concerns affecting this problem: financial sustainability, so that more can benefit through a cycling of returns on investment; application of green principles for low-cost housing; and promotion of the quality of life of those resettled.

The City government is working with the World Bank on the Carbon Finance Capacity Building Program, which aims to establish knowledge on how to use carbon finance to fund climate change initiatives. Quezon City also became the conduit for other local governments in the Philippines to learn more about this proactive strategy to reduce greenhouse gas emissions.

Moreover, the City Government is benefitting from the technical inputs of World Bank experts on its aim to shift its streetlights to more energy-efficient lighting modes.

Furthermore, Quezon City was chosen as one of the 12 cities worldwide to be trained on and benefit from the use of the Local Government Self-Assessment Tool under the Making Cities Resilient Campaign of ICLEI and the United Nations International Strategy for Disaster Reduction (UNISDR). Our local government uses the Hyogo Framework Online Assessment Monitoring Tool to assess its level of resiliency.

The LGU's Environmental Protection and Waste Management Department has also been resource speaker at workshops of the UNISDR in Incheon, Korea and in Sidearjo, Indonesia in 2011 and 2012, to share with other cities, the results of the assessment done by stakeholders using the Hyogo Framework Tool. The implementation phases have been bringing down the assessment capacity to the barangay and further down to the community levels.

Broad citizens' participation in governance

The Quezon City Government is governing now under a very wide democratic space, with many opportunities for citizens' participation. The 198 -member City Development Council, which has representation from all 142 barangays and 50 NGOs and people's organizations, formulated Comprehensive City Development Plans, a City Investment Plan, and a Comprehensive Land Use Plan document which sets forth the major policies on the desired future physical development of our City for the next two decades. Moreover, active grassroots discussions at the barangay level are influencing the final direction of the city's Comprehensive Zoning Ordinance.





The late DILG Secretary Jesse Robredo was the Keynote Speaker at the Inaugural Session of the City Development Council under the Bautista Administration.

On August 23, 2012, the City Development Council mandated the creation of the Functional Committee on the Mainstreaming of Disaster Risk Reduction and Management (DRRM) and Climate Change Adaptation, so that these become intrinsic considerations in the city's development plans. This complies with the provision of two laws, Republic Act 9729 on Climate Change Adaptation and Republic Act 10121 on DRRM.

Quezon City's Housing Board, with its urban poor group representation, helps guide the city government's shelter programs and policies. Urban poor representatives are from Samahan ng Nagkakaisang Magkapitbahay ng Manresa, Alyansa ng Maralita sa Nova (Almanova), Doña Lualhati Cojuangco Homeowners' Association, and the Urban Poor Council of Leaders of Quezon City.

The Barangay Emergency Response Teams and our community-based leaders are the front act of our city's disaster risk management responses. The QC-DRRMC has even trained Junior Rescuers from the city's public schools on response protocols for different types of emergencies

In 2011, the Mayor reconstituted and made functional, the Quezon City Council for the Protection of Children, through the issuance of Executive Order No. 2, series of 2011. He rationalized the organization of all work towards children's welfare, under this umbrella organization, which is constituted by several subcommittees. The council is chaired by the Mayor himself and co-chaired by the Vice Mayor. It is participated in by a wide cross section of city departments, national government agencies, associations and foundations.

The City government's Community Partnership Programs facilitate health, nutrition, community education, livelihood and social justice campaigns, and work closely with barangay-based councils for these different advocacies.

The Community Relations Office (CRO) has tracked 1,493 communities within the four districts of Quezon City. From these communities, organizations are formed to forward a common interest or advocacy. There are already 4,117 nongovernment organizations and people's organizations in the city, distributed as follows:

NGOs/ PEOPLE'S ORGANIZATIONS IN QUEZON CITY, 2012

Districts	National Orgs (broad)	Local Orgs (City)	Bgy/ Community-level Orgs
1	26	120	410
2	26	71	1,935
3	95	58	548
4	198	214	416
TOTAL	**345**	**463**	**3309**

Source: Community Relations Office

The CRO has also accredited the following organizations, to enable them to participate in Local Special Bodies:

NUMBER OF ACCREDITED QUEZON CITY ORGANIZATIONS, BY TYPE
2012

Sectors	2007-2010	2010 to June 30, 2012
Urban Poor	164	210
HOA/Neighborhood Assistance	115	170
Charitable/Socio-Civic	33	15
Cooperatives	30	20
Women	36	28
Youth/Children/Sports	26	15
Senior Citizens/Elderly	26	75
Academe/Education	15	9
Transport	15	20
Socio-Cultural Development	9	7
Livelihood/Vendors	18	17
Labors/Workers	11	9
Religious	9	3
Social Justice/Peace and Order	34	19
Health and Sanitation	5	7
Business	3	5
Environment	9	5
Professional	6	4
Persons with Disability	11	10
Total	**575**	**648**

Source: Community Relations Office

We have also filtered down our gender and development campaigns through our 108 focal persons in the executive and legislative branches and 170 at the barangay level, and they are all given the opportunity to be represented in the City Gender and Development Council.

The Gender and Development Resource Coordinating Council has successfully conducted 83 training workshops attended by 4,533 participants from July 2010 to June 2012. These trainings focused on orienting and educating attendees on matters regarding gender rights, equality and justice. Skills-based trainings on gender sensitivity, gender planning, budgeting, mainstreaming, and trainers' training were also part of these. GAD Trainings were extended to 2,698 participants from other local offices and departments, 1,631 from barangays, 124 from national government agencies, and 80 from the Philippine Federation of Credit Cooperatives and the Local Government of Santiago-Isabela. This

establishes Quezon City as a prime source of education and orientation on gender and development within the city and even in Luzon.

Recognition was also given to barangays for their "Best GAD Practices", in coordination with Barangay Operations Center. From the 12 barangays that were evaluated and ranked based on their practices in gender and socially responsible governance, Barangay Greater Lagro ranked first place, Barangay Bagbag, second, and Barangay UP Campus, third.

Strong barangay role in development initiatives

Barangays in Quezon City have full fiscal autonomy over their share of real property tax collections.

REAL PROPERTY TAX (RPT) SHARES REMITTED TO BARANGAYS

QUARTER	PERIOD COVERED	
	2011	2012
1ST	422,246,698.86	446, 615,929.59
2ND	55,831,874.81	51,022,369.26
3RD	49,195,960.81	
4TH	77,160,100.21	
TOTAL	**604,434,634.69**	**497,638,298.85**
GRAND TOTAL	**1,102,072,933.54**	

Source: City Accounting Office

TOP BARANGAYS IN TERMS OF RPT SHARES
(2011 – June 2012)

Socorro	Php 31,267,187.09
Bagumbayan	Php 34,681,592.40
South Triangle	Php 25,493,541.67
Ugong Norte	Php 24,601,442.59
Sto Cristo	Php 16,810,605.31

Source: City Accounting Office

This means that some of Quezon City's barangays already earn the revenues of a small municipality. This shows how much strength and influence our barangays have in upgrading the development of their respective areas.

Capacity building for governance skills at the barangay level continues with the conduct of the course, *Harnessing Barangay Development Capacities*, a management training course developed by the Quezon City Government in coordination with the National College of Public Administration and Governance (NCPAG) of the University of the Philippines.

Skills training and knowledge building were also provided through series of training courses in environmental management, disaster-risk reduction and in dengue prevention and control.

Simplifying systems and processes for doing business

Our city is the choice of business of 61,332 enterprises. This is the biggest number of registered businesses that no other local government in the Philippines can boast of. On the aggregate, these businesses represent a pool of capital of more than Php 284 billion, which grows by about Php 5.43 billion each year.

BUSINESSES REGISTERED IN QUEZON CITY
2010 – June 2012

	Jan-June 2012	2011	2010
Renewed	48,542	48,567	45,401
New	6,293	12,765	12,487
TOTAL	**54,835**	**61,332**	**57,888**

Source: Business Permits and Licensing Office

REGISTERED BUSINESSES, BY TYPE
2011

Types of businesses	registration renewed	new	total
Contractors	13,389	4,654	18,043
Retailers	12,572	3,851	16,423
Hotels and lodging houses	5,820	443	6,263
Businesses with fixed rates	5,560	1,447	7,007
Wholesalers	4,501	1,151	5,652
Banks and financial institutions	1,867	219	2,086
Restaurants	1,761	526	2,287
Importers	1,234		1,234
Manufacturers, producers, repackers	803	99	902
Learning institutions	474	266	740
Amusement centers, bars	343	77	420
Exporters	199	30	229
Shopping centers	28	2	30
Franchise holders	16		16
Total types of businesses in QC	**48,567**	**12,765**	**61,332**

Source: Quezon City Information Technology Development Office

WHERE THE BUSINESSES ARE

2011

District 1	24.35%
District 2	28.52%
District 3	19.17%
District 4	24.70%
Citywide	3.26%

Source: Quezon City Information Technology Development Office

The city's Chief Executive has obtained authority from the City Development Council, to enter into domestic and international investment agreements pursuant to Public-Private Partnership projects.

To further encourage the growth of businesses in Quezon City, Mayor Bautista led formal ceremonies to fully operationalize the Philippine Business Registry (PBR) in Quezon City on March 19, 2012. This system streamlines more significantly the steps for starting a business in the city to as short as 30 minutes, with local government reforms complemented by systems innovations from the national government. This is the first local government-PBR link in the country.



Mayor Bautista and Trade and Industry Sec. Gregory Domingo greet the first QC business owner to register under the PBR-linked system.

The PBR is a government-initiated, web-based system that links a new business to at least seven government agencies, reducing the need for an entrepreneur to transact with several national agencies just to get his business fully operational. These are: the Securities and Exchange Commission, Cooperative Development Authority, Bureau of Internal Revenue, Social Security System (SSS), Home Development Mutual Fund (Pag-Ibig Fund), and Philippine Health Insurance Corporation (PhilHealth).

The Mayor constituted the Task Force Ease of Doing Business to integrate and coordinate the reform efforts over affected departments. Aside from streamlining new business registration, the business renewal process was also eased with an 'apply and delivery' arrangement for the renewed permits.

Executive Order No. 17 (series of 2011) directed the systems integration of the issuance of locational clearance by the Zoning Official, with the BOSS, which allows both permits to be obtained from the same location. The Executive Order also effectively reduced by more than 50% the processes and requirements for applying for construction permits, slashing out 78 steps in the process and reducing it to only 14 procedures, through a computer-based monitoring system at the Office of the Building Official. It also linked the Zoning Official's process with that of the Building Official on documentation requirements for construction permits. The process dispensed with notarial certifications on applications, reduced duplication and integrated several steps.

The process for applying for Occupational Permits was also streamlined, through the following reforms that allow companies to:

- Have their employees' stool and sputum examinations done at any one of the 86 accredited laboratories.
- Have the HIV/ AIDS seminar done for their employees at their company premises. The City Health Department will send the lecturer(s) at the agreed upon schedule.
- Submit their employees' photos for their Health Card. If the photo-taking is not done at the Health Department, the ID provided will be a "white" Health Card, and not a self-laminated card. This card is good only for one-year, while the self-laminated card has provision for 3-years' use.
- Pick up application forms for the Occupational Permit Cards from the Business Permits and Licensing Office, for all their employees. A company official can file these application forms as a group, after paying the required fees and providing the needed NBI and police clearances.

Guides for doing business in Quezon City are detailed in the website, *quezoncity.gov.ph*. Forms for applying for locational clearances, various construction permits, health permits, and City Assessor's documents are downloadable from the city website. The city government, through its Task Force Local Economic Development (LED), also publishes monthly, *QCBusinews*, and its corresponding website, *quezoncitybusiness.com*, for information related to the latest in the city's business scene. The TF LED is working at creating a systematic data base on City properties, to provide key information needed to determine their best use, and at systematizing the generation of City economic indicators. It is also focused on generating studies needed to jumpstart the development of key projects needed by the city.

Improving systems and capacities for revenue generation

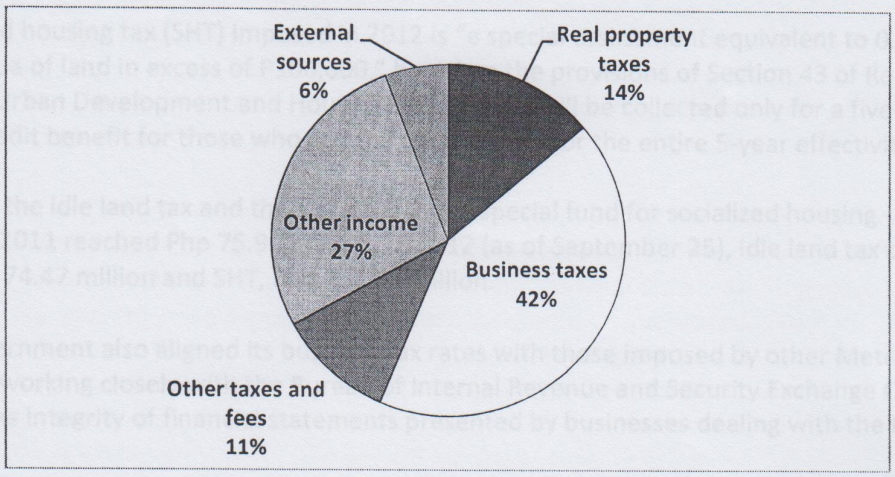
Based on the City Treasurer's Report, the City government's annual income in 2011 rose to Php 10.991 billion in 2011, an increase of 13.5 percent over 2010's Php 10.685 billion. The city government even increased its level of surplus, from Php 265 million in 2010, to Php 742 million in 2011. According to the Revenue Performance Evaluation Report of the Bureau of Local Government Finance, "the overall collection as of December 2011 registered the highest increase as compared with overall collections (including IRA) during the period 2008 to 2010."

ANNUAL REVENUE COLLECTION FOR THE GENERAL FUND
FY 2010 to June 2012
(in Php)

Revenue Source	2010	2011	January – June 2012
Real property taxes (City share)	1,309,605,551.47	1,491,869,457.92	1,408,570,187.27
Business taxes	3,851,033,851.28	4,556,338,201.17	3,292,003,968.34
Other taxes and fees	1,154,099,888.59	1,145,026,611.29	759,221,085.17
Internal revenue allotment	2,738,479,732.00	2,927,708,855.00	1,475,699,922.00
Other income	631,899,171.45	620,709,403.10	369,976,409.27
External sources	-	250,000,000.00	-
TOTAL ANNUAL INCOME	**9,685,118,194.80**	**10,991,652,528.57**	**7,305,471,572.05**
ANNUAL BUDGET	**9,420,000,000.00**	**10,250,000,000.00**	**11,000,000,000.00**
Surplus	*265,118,194.80*	*741,652,528.57*	

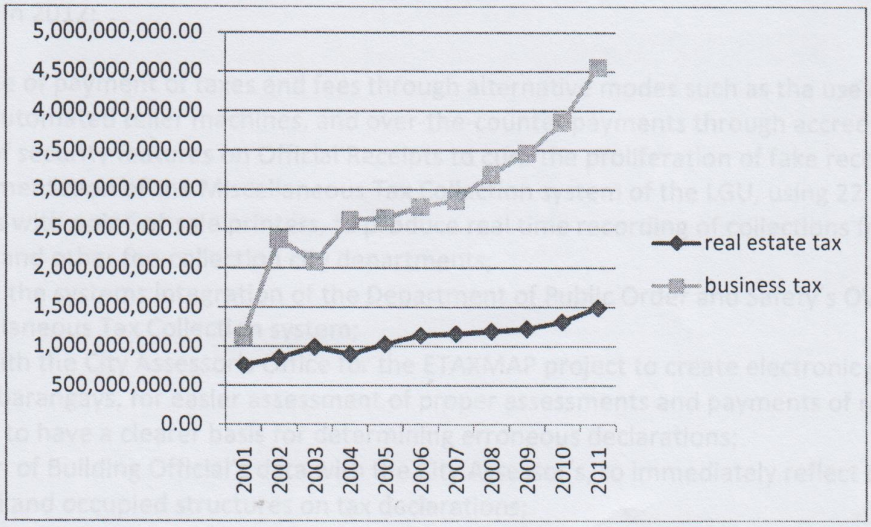
Source: City Treasurer's Office

SHARE OF REVENUE SOURCE TO TOTAL ANNUAL INCOME
2011



Source: City Treasurer's Office

TRENDS OF GROWTH
Real Property Tax and Business Tax Collections
2001 – 2011



Source: City Treasurer's Office

In 2011, the Quezon City Government began implementing Section 236 of the 1991 Local Government Code and a provision in the 1994 Quezon City revenue code, which imposed 3 percent and 1 percent tax rates, for idle lands. The idle land tax seeks to penalize land owners who do not make productive use of their properties and make these vulnerable to blight.

The socialized housing tax (SHT) imposed in 2012 is "a special assessment equivalent to 0.5% of the assessed value of land in excess of P100,000," based on the provisions of Section 43 of Republic Act 7279 or the Urban Development and Housing Act. The tax will be collected only for a five-year period, with a tax credit benefit for those who pay the tax faithfully for the entire 5-year effectivity period.

Collection of the idle land tax and the SHT goes into a special fund for socialized housing. Idle land tax collection in 2011 reached Php 75.96 million. In 2012 (as of September 25), idle land tax collection reached Php 74.47 million and SHT, Php 133.97 million.

The City government also aligned its business tax rates with those imposed by other Metro Manila cities, and is working closely with the Bureau of Internal Revenue and Security Exchange Commission, to validate the integrity of financial statements presented by businesses dealing with the local government.

Key components to raising revenues were reducing leaks of data in the systems, validating data with other agencies/units, and systematic updates of changes that affect a taxpayer's revenue status. The City government sought to strengthen the integrity and efficiency of its computerized systems that facilitate the city's processing and recording of revenue generation data, and promote general office efficiency. The following were examples of other initiatives done by the City Treasurer's Office and the Quezon City Information Technology Development Office, in coordination with several other departments, in 2012:

- Acceptance of payment of taxes and fees through alternative modes such as the use of internet banking, automated teller machines, and over-the-counter payments through accredited banks;
- Addition of security features on Official Receipts to curb the proliferation of fake receipts;
- Full implementation of the Miscellaneous Tax Collection system of the LGU, using 22 additional computers with point-of-sale printers, to produce real time recording of collections from satellite branches, and other fee-collection city departments;
- Facilitated the systems integration of the Department of Public Order and Safety's OVR system to the Miscellaneous Tax Collection system;
- Worked with the City Assessor's Office for the ETAXMAP project to create electronic parcels of the city's 142 barangays, for easier assessment of proper assessments and payments of real property taxes, and to have a clearer basis for determining erroneous declarations;
- Integration of Building Official's data with the City Assessor's, to immediately reflect the impact of completed and occupied structures on tax declarations;
- Immediate reporting of mechanical permits data to the City Assessor's Office, for the issuance of new tax declarations on machineries;

- Creation of a special team to compare City Treasury records of transfer tax payments, with those in recorded in the Land Registration Authority.

Improving overall competencies

In 2012, the City government participated in the Local Government Performance Management System (LGPMS), a tool used by the Department of Interior and Local Government, to enable Philippine local governments to self-assess their capabilities and limitations in the delivery of essential public services. It provides benchmarks that can be used for program prioritization, policy formulation and policy direction for development purposes of LGUs.

The City government's performance in fields of administration; policy-making and implementation; resource generation, allocation and mobilization; peace, security and disaster-resiliency; health and social services; business and investment promotion; environmental stewardship; people's participation, transparency and accountability, were measured and validated. From no previous ranking, the Quezon City Government ranked 8th among all the Highly Urbanized Cities in the Philippines, for its performance in 2011. The LGPMS cited the Quezon City Government's strengths in: development planning, resource allocation, support for business and entrepreneurship, support for local health boards and to education, and environmental governance.

Registers of birth, marriage, death court decrees and other legal instruments affecting the civil status of a person is the responsibility of the City Civil Registrar (CCR). Through the CCR's Data Management Solution System, the request for certified true copies takes only 10 minutes, from the 2 days it used to take at the time the process was done manually.

CITY CIVIL REGISTRY DOCUMENTS

2011 – May 2012

Type of Document	No. processed	Fees Collected
Birth	212,082	Php 8,140,685
Marriage	74,612	6,673,360
Death/ cemetery receipts	113,575	14,570,540
• Public cemeteries	17,877	8,595,700
• Private cemeteries	95,698	5,974,840
Court decrees/ legal instruments	41,614	10,609,750
TOTAL	441,883	Php 39,993,335

Source: City Civil Registrar

The Quezon City Information Technology Development Office also assisted other operating units gain greater efficiency through:

- Computerization of the recording process at the Senior Citizens Affairs Office;
- Development of a Document Management Tracking System for the Regional Trial Courts;
- Created the eBulwagan website for public access.

Moving towards greater utility resource efficiencies

The issues of waste and proper installation of utilities were addressed by the Administrative Management Office. In 2011, its action on illegal connections and unusually high water consumption led to savings in the LGU's water bill of Php1.16 million. Its action to deactivate dormant phone lines and overpayments led to savings of Php 816,092 in 2011. The QC-LGU pays telephone bills of Php 10.66 million annually, and water bills of Php 41.24 annually. Strategies to further prune these down, are being undertaken.

The City government has also pursued the direction of adopting alternative lighting sources, to bring down sustainably its electricity expenses. Streetlights constitute 64.88% of the city's annual electric consumption with an average monthly billing of Php 26,881,241.46. The City government's project, Energy Efficiency from Streetlighting, aims to reduce this burden by as much as 40% through the shift to more energy-efficient LED (light emitting diodes) lights. In 2012, as a first phase, it began the procurement of 3,800 LED luminaires to test their lighting and energy saving capacities in key areas of the city.

The City government has also made it a requirement for new city facilities to have rain-water harvesting facilities, to conserve water consumption. Moreover, the Environment Policy Council has recommended the efficacy of conducting an Energy Audit on city-owned buildings, to identify and develop remedies that will reduce energy use and operating costs of these buildings.

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Part 2

EMPOWERING MORE CONTRIBUTORS TO DEVELOPMENT

Shelter for the vulnerable homeless

Informal settlements and the onset of calamities converged on a particularly critical need of the city's vulnerable sector. In 2010, as many as 31,058 families of the city's poor were living in danger areas, where they could easily be washed away by flood waters, become victims of mudslides and who themselves could be responsible for obstructions on waterways that aggravate flooding and cause health and sanitation problems in surrounding areas. Thus, it became a priority policy of the Bautista Administration to put in tandem, housing and resettlement policies with disaster risk mitigation strategies as complement.

QUEZON CITY'S INFORMAL SETTLER FAMILIES

YEAR	NO. OF FAMILIES	NO. OF STRUCTURES
2010	232,430	188,390
2011	230,694	179,766
Jan-June 2012	239,605	186,301

Source: Urban Poor Affairs Office

INFORMAL SETTLERS IN DANGER AREAS
COMPARATIVE DATA FROM 2010 - JUNE 2012:

AREA	NO. OF FAMILIES		
	2010	2011	Jan- June 2012
Waterways	11,045	6,375	7,160
Transmission lines	3,108	4,483	7,586
Dumpsite	1,157	953	953
Under the bridge	532	745	745
Road right-of-way	9,082	9,243	13,396
MWSS pipelines	6,134	5,767	5,767
TOTAL	31,058	27,566	35,607

Source: Urban Poor Affairs Office

As a result of the City government's programs, 3,165 families were relocated from waterways and other danger areas during the period from 2011 to June 2012. The relocation is intended not only to save the families, but also to clear the waterways for dredging and other flood mitigation strategies that are of benefit to residents on a wider area.

Informal Settler Families Relocated
Out of Danger Areas

Period	No. of informal settler families relocated		
	From waterways	From other danger areas/ priority project areas	TOTAL
2011	710	1,065	1,775
2012 (Jan-June)	137	1,253	1,390
TOTAL	**847**	**2,318**	**3,165**

Source: Urban Poor Affairs Office

From 2011 to June 2012, a large number of these families were relocated from the following waterways:

- Nissan, San Juan River (82 families to NHA resettlement at Site 4, Southville 8, Rodriguez, Rizal; 12 families to Site 1; 27 families to Site 3)
- San Juan River (Timex), Bgy Sta Cruz (92 families to Site 4, Southville 8)
- Parkway, Bgy Apolonio Samson (17 families to Site 4, Southville 8)
- San Juan River accretion, Bgy Damayang Lagi [37 families to Site 4, Southville 8; 19 families to Site 3(1K1); 30 families to Site 3 (1K2)]
- Culiat Bridge 3, Bgy Ramon Magsaysay (24 families relocated to Site 4, Southville 8)
- Culiat Bridge 4, Bgy Bahay Toro (53 families to Site 4, Southville 8)
- Sitio Uno, Tullahan Creek (44 families to Site 4, Southville 8)
- Sitio Uno, Bgy North Fairview (27 families to Site 3)
- Ober da Bakod, (14 families to Site 4, Southville 8)
- Buwaya Creek, in Barangays Mangga and Tagumpay (143 families to Site 4, Southville 8; 3 families to Site 3)
- Bgy Bagong Silangan (189 families to to Site 4, Southville 8)
- Rolex, Bgy West Fairview (32 families to Site 4, Southville 8)
- Merry Homes (2 families to Site 4, Southville 8)
- Riverview, Bgy Batasan Hills (27 families to NHA Site 3)
- Dumalay Creek, Nova Proper (5 families to Site 1)
- Ermitanyo Creek, Bgy Mariana (3 families to Site 3; 2 families to Site 4, Southville 8
- San Beda Libis [34 families to Site 3 (1K2)]
- Hemady Street (52 families to SV* in Manggahan)
- Scout Tobias, Bgy Obrero [128 families to Site 3 (1K2)]

From 2011 to 2012, nine Bistekville projects were initiated. These new socialized housing communities have been designed to provide an aggregate of more than 2,714 dwelling units in an area of over 13 hectares. They are fulfilling the commitment of Mayor Bautista to provide 1,000 new dwelling units a year. Because the resources needed to create new communities are immense, as much as eight to ten times the total cost of the dwelling units (because of the relatively high cost of land in an urban metropolis, the cost of road and drainage networks, as well as the cost of other public infrastructure),

the City government forged various forms of partnerships including joint venture arrangements with land owners, partnerships with civic organizations who raise funds and undertake construction, as well as private businesses willing to front-end the construction costs.

The following table shows the status of these projects:

STATUS OF QUEZON CITY'S HOUSING PROJECTS
(as of June 2012)

Name of Project	Location (barangay)	Gross Land Area (sqm)	Total No. of Housing Units	Project Partners	Status (as of June 2012)
Bistekville 1	Payatas	14,573	353	Habitat for Humanity	93.92% completion of land development; perimeter retaining wall for completion; 22 housing units occupied; 20 of 56 housing units turned over to teacher-beneficiaries, with 36 more ready for turnover by September
Bistekville 2	Kaligayahan	48,876	977	Mrs. Ofelia Arce Phinma Property Holdings	47 housing units turned over to poor beneficiaries from Bgy Escopa and Bgy Obrero
Bistekville 3	Escopa II	6,414	108	For bidding	For contractor/ developer bidding
Bistekville 4	Culiat	9,200	220	For bidding	Proposed land development and road right of way acquisition in process; property already acquired by the LGU, awaiting transfer of TCT
Bistekville 5	Payatas	16,811	213	Ongoing negotiation	Property transfer to LGU in process; preparation of site development to follow
Bistekville 6	West Fairview	16,888	243	Ongoing negotiation	Problem of use as residential area is resolved
Bistekville 7	Novaliches Proper	2,130	-	Ongoing negotiation	Planning stage
Bistekville 8	Nagkaisang Nayon	2,130	-	Ongoing negotiation	Property for acquisition
Bistekville 9	Sauyo	19,900+	600	Ongoing negotiation	Property for acquisition
TOTAL		**136,922**	**2,714**		

Source: Office of the Secretary to the Mayor

Last August 30, 2012, 20 dwelling units at Bistekville I were awarded to teacher-beneficiaries. Habitat for Humanity constructed the units, which required 400 hours of sweat equity from the beneficiaries. Pag-Ibig Fund provided for the rest of the financing. Bank of Philippine Islands' contribution to the homes for teachers' project by providing interest-free seed money to start the construction. A total of 56 units are intended for teachers at Bistekville 1. Forty-seven housing units at Bistekville II were turned over to QC teacher-beneficiaries last September 24, 2012. The teacher-beneficiaries were from Holy Spirit Elementary School, San Bartolome Elementary School, and the Quezon City Polytechnic University (QCPU) San Bartolome Campus. Program beneficiaries finance their P400,000 housing units through the loan package offered by Pag-ibig Fund, which they will amortize over a maximum period of 30 years, depending on the age of the borrower.





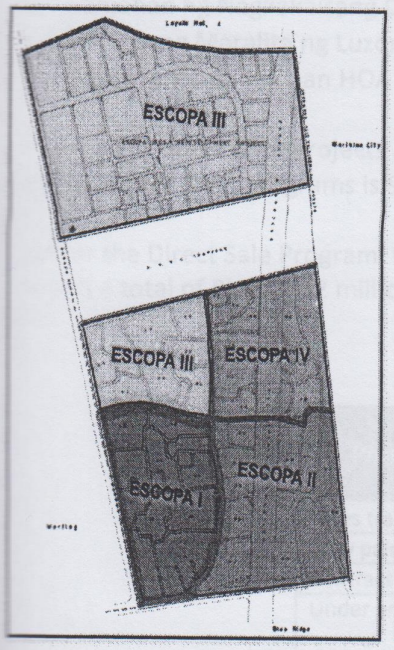
Proud new home owner teachers : Ms. Sara Jane Calma from Holy Spirit Elementary School and Ms. Gina Gapas from San Bartolome Elementary School pose in front of their Bistekville houses.

Below are some of the 47 other teacher-beneficiaries of Bistekville 2 housing units.



(R-L) Mayor Herbert Bautista, Pag-Ibig Fund President Darlene Berberabe, Habitat for Humanity President Charlie Ayco, Dep Ed Sec. Armin Luistro and BPI President Aurelio Montinola III sign the Memorandum of Agreement, detailing each institutional partners'roles for the teacher's housing project at Bistekville 1.

The Bautista Administration also took on the decades-old problem of finally putting the communities in Escopa in order. To resolve problems of expanding blight that grew from disorderly migration and uncompleted national initiatives, Mayor Bautista formed Task Force Escopa headed by Secretary to the Mayor Tadeo M. Palma, together with the Urban Poor Affairs Office, to come with workable solutions based on the actual living conditions of people in this area of Quezon City.



ESCOPA

Total land area		60,305 sqm.
Escopa I		14,121 sqm
Escopa II		16,925 sqm
Escopa III		10,992 sqm
Escopa IV		8,811 sqm
Roads (C5 & Tiazon)		9,456 sqm
Total generated lots		973
Escopa I	284	
Escopa II	264	
Escopa III	237	
Escopa IV	188	
Average lot size		32 sqm

Allocating funds of Php 2 million, Mayor Bautista ordered a new survey of Escopa I, II,I II and IV, which are partitions of the 6-hectare area, that resulted from a Batas Pambansa ruling in 1978. The partitions of land in Escopa II and IV were the easiest to put to order, based on the new subdivision plan. Escopa

I and III needed much more effort, to align lots with beneficiaries and provide needed roadways and drainage systems.

Bistekville 3 is located in Escopa II, occupying 6,414 sqm of its land area. The rowhouse design seeks to conform to the rolling terrain of the property, inspired by the houses in Santorini, Greece. The City government has also offered to the Department of Social Welfare, to design more viable dwelling units for the persons with disabilities who are now informal dwellers in what has become a blighted area in the DSWD compound in Escopa III.

Mayor Bautista is also endeavoring to resolve the decades-old problem of land tenure of residents of Krus na Ligas and San Vicente whose communities are in the campus of the University of the Philippines, but who cite histories of being occupants of the property even before the creation of the university. He constituted a City Task Force in-charge of initiating talks and working at solutions with officials of UP, including those that will need the help of Congress.

The Community Mortgage Program (CMP) supplements the city government's socialized housing development efforts. CMP provides for land acquisition by the occupying community association. The City government, through the Urban Poor Affairs Office, facilitates the implementation of this program. From 2011 to June 2012, about 1,255 informal settler families have been able to acquire land tenure through this program, with 24 projects taken out with an origination fee totaling Php 7.98 million. The biggest groups of beneficiaries have been the following:

- Samahan ng Nagkakaisang Damdamin ng Talon Payatas HOA (143 families)
- Samahang Maralita ng Luzon Area-1 HOA (261 families)
- Kaligayahan sa Looban HOA (149 families)

Forty-eight other CMP projects are being processed, for the benefit of 3,862 families. The collection efficiency for CMP programs is 97.8 percent.

Under the Direct Sale Program, for the same 1-1/2 year period, the following have been accomplished, worth a total of Php 39.82 million:

DIRECT SALE PROGRAM

Program Status	No. of beneficiaries	
	2011	2012 (Jan-June)
Titles transferred	61	34
Fully paid	101	70
Contract to sell signed	432	60
Under process	5 projects with 1,073 beneficiaries	

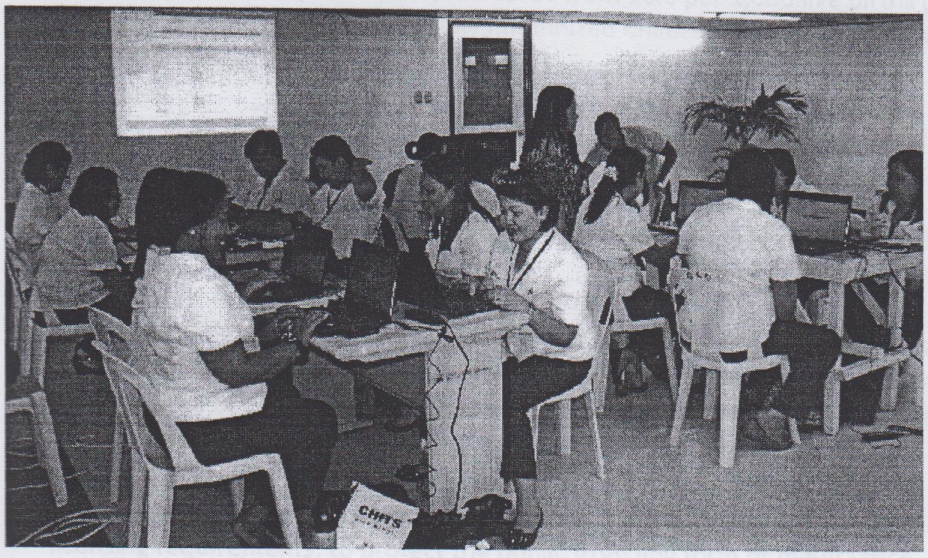
Source: Urban Poor Affairs Office

The records of the Subdivision Administration Unit (SAU) show 21 socialized housing projects, with approved development permits, in Quezon City for the period 2011 – 2012:

SOCIALIZED HOUSING PROJECTS WITH APPROVED DEVELOPMENT PERMITS
2011 – June 2012

NAME OF PROJECT/LOCATION	NO. OF BENEFICIARY	AREA OF PROJECT/SQ.M.
Divine Favor HOA	48	2,540.00
Handog Sa Iyo Anak HOA	32	968.00
Villa Consuelo HOA	71	3,133.00
Consuelo Heights HOA	12	457.00
M-Pillar Ville HOA	22	693.00
Sacred Heart of Jesus HOA	87	6,161.00
Tandang Sora Shrine HOA	51	1,906.00
Golden Hearts HOA	24	937.00
Grezar Ville HOA	73	3,500.00
Ville Phase I	139	4,772.00
Ville Phase II	198	6,848.00
Adelfa Visayas Ave. HOA	115	4,800.00
Damaso Ville HOA	24	809.00
Socialized Housing Project	236	16,815.00
Nueva Villa HOA	32	1,210.00
Sunrise Ville of Junji HOA	40	1,651.00
Lite Green Heights HOA	31	1,000.00
Bistekville II	1,004	48,876.00
Jorge Ville Homes	66	2,785.50
Samahang Masigasig Ka "SAMAKA KA" HOA	247	10,000.00
Singian Ville Phase III HOA	63	2,962.00
Subtotal 2011	***2,615***	***122,823.50***
A-One Homeowners Association	167	14,125.00
Int. Kabuhayan St. Muslim Neighborhood Assn.	49	1,983.00
Bistekville I	276	15,651.00
Mirandaville HOA	92	5,000.00
United Area C Talanay HOA	14	623.00
Subtotal 2012, Jan-June	***598***	***37,382.00***
TOTAL 2011 - 2012	**3,213**	**160,205.50**

Source: Subdivision Administration Unit



QC health workers underwent training on the Computerized Health Information System (CHITS

By automating these critica areas of public health data management, the burden c the community healthcare workers in manually lookin for the patients' records ar consolidating reports will b lessened, giving them more time to provide more healt care services to their patients.

Empowering children

Quezon City has almost a million children who are 14 years old and younger, and 825,468 who are aged 4 and younger. This is why the protection of children, and the promotion of their development is a priority governance concern of the Quezon City Government. As the most vulnerable sector of our constituency, they require all the safeguards we can muster to keep them safe from harm; as the foundation of our city's future, they must have all the nurturing, guidance, and stimulus needed for them to become valuable, contributing members of our society.

It was during my term as Vice Mayor that our city passed the landmark legislation entitled, "The Quezon City Child and Youth Welfare Ordinance" (SP-572, s. 97). It was through this ordinance that our local government acknowledged its obligation and pledged its commitment to children in all aspects of survival, development, protection and participation. Since then, at least 24 other ordinances have been passed by our City Council, 22 of which I have personally guided through their passage as the Presiding Officer.

I am glad that we are now codifying all these policies and legislation, so that they can be easier reference for all child welfare advocates. But legislation alone will not protect and promote our children's rights. We all have to act and work together to assiduously make sure that all these laws are indeed consistently followed and are real frameworks of action.

Improving access to expanded health care

The percentage of pregnant women provided with tetanus toxoid immunization increased from 90 percent in 2004 to 98 percent in 2011.

Although Infant Mortality Rate (IMR) increased from 10.0 per 1,000 live births (LB) in 2004 to 11.32 per 1,000 LB in 2011, the proportion of Fully Immunized Children (FIC) increased from 90 percent in 2004 to 101 percent (over target) in 2011.

The nutritional status of the young child improved, as indicated by the decline in the prevalence of severely and moderately malnourished from 2.6 percent in 2000 to 1.9 percent in 2011.

Also noteworthy is the increase in households with access to safe water, from 90 percent in 2004 to 96 percent in 2011.

The City government is addressing aggressively health issues related to maternal care and safe motherhood. From 2010 to 2011, maternal mortality ratios have increased from 57 for every 100,000 births in 2010, to 66 for every 100,000 births. The following measures have been undertaken by the City government to reverse this trend:

- In Quezon City, it is mandatory for private and public birthing homes and clinics to secure local licensing requirements, to protect the public from any form of malpractice. The City Health Department and the Business Permits and Licensing Office will conduct periodic inspections of birthing homes to ensure their compliance with this requirement.

- All health practitioners are required to deliver babies only in licensed medical facilities.

- All city health centers, including the seven lying-in clinics and barangay health stations, should be able to provide integrated essential and obstetric care according to acceptable standards for pregnant women and mothers, which should include: regular prenatal checkups, tetanus toxoid immunization, vitamin supplementation, family planning counseling and nutrition education.

- Organization of Women Watchers of Mothers and Babies (QCWWOMB) encourages community members especially from District 2, to provide a vigilant and active support system on women's health and safe motherhood intervention in their neighborhoods.

- Organization of advocacy campaigns in the form of:
  - Buntis Classes, Buntis Congress and Buntis Tour, which aims to educate pregnant women at the grassroots level and promote capacity-building among birthing attendants ('hilots,' midwives);
  - Private midwives assembly, to upgrade their quality of care
  - Hilot Congress, to encourage facility-based deliveries by skilled attendants
  - Maternal Summit Workshop, to forge effective referral systems for complicated deliveries

CITY HEALTH INDICATORS

INDICATORS	2010	2011
Maternal Mortality Ratio	57/100,000	66/100,000
Infant Mortality Rate	14.59/1,000 live births	11.32/1,000 live births
Tuberculosis Cure Rate	86%	
Case Detection Rate (TB)	56%	60%
Contraceptive Prevalence Rate	44%	60%
Malnutrition Rehabilitation Rate	28	23

Source: City Health Department

The City Government is upgrading the standards of five of its health centers, to be able to address the treatment needs of indigent patients with cancer and diabetes. These five health centers are designed to be fully equipped with dialysis machines, chemotherapy units, x-ray machines, plus other equipment needed by patients with these ailments. These health centers are:

- Toro Hills Health Center
- Novaliches Health Center
- Escopa Health Center
- Kamuning Health Center
- Doña Nicasia Health Center

Other new health centers are:

- Veterans Health Center in Bagong Silangan
- Melchora Aquino Health Center
- Krus na Ligas Health Center
- Pinyahan Health Center
- Payatas B Health Center
- Maligaya Health Center

This brings to 72, the total number of health centers constructed and operated by the City Government.

The maternal health interventions also help increase infants' capacity to survive and thrive. When looking at year-to-year improvements, infant mortality rate in Quezon City has decreased from 14.59 for every 1,000 live births in 2010 to 11.32 for every 1,000 live births in 2011. This is lower than the Philippine Medium-term Plan benchmark of 17 for every 1,000 live births.

The City government's infant and child care program focuses on the provision of a comprehensive health care package, particularly on immunization and nutrition. House-to-house coverage is being done to achieve the targeted immunization rate of all children. Outreach clinics are conducted in hard-to-reach communities or where defaulters are plentiful. The deployment of mobile clinics, as well as

coordinative programs with hospitals, as well as private clinics, augment the efforts of city health officers to expand their immunization coverage. The targets for immunization in 2011 have generally been surpassed, from 101 to 108 percent. For example, the target for a fully immunized child was 82,798 in 2011; the number inoculated was 83,796.

In addition to immunization, infant and child feeding stations were promoted. These include the promotion of breast feeding, with a breast feeding station set up at City Hall. Feeding and nutrition programs are also regularly done at the barangay level for identified malnourished children, along with the provision of vitamin supplementation.



The QC government, through the initiative of Vice Mayor Joy Belmonte, opened up a breastfeeding station within the city hall compound to provide a venue for employees and visitors to nourish their babies. This is also part of the city's campaign to promote breastfeeding among mothers, and even in workplaces.

On September 12, 2011, the City Government signed a Memorandum of Agreement with the University of the Philippines to implement the Computerized Health Information System (CHITS) in all QC health centers. CHITS is a health system solution provider for the city's 62 health centers, seven lying-in clinics, and three social hygiene clinics. The end users of the project are about 600 of the city's health personnel. The system helps health workers more easily monitor and report the incidences of diseases and injuries in their communities of assignment, aside from improving the data base on patients' records.

More than 500 health workers have been trained on seven health modules. The QC Information Technology Development Department has installed the program and deployed 244 computer units in health centers, and set up their internet connectivity.

The new Quezon City General Hospital opened its new 250-bed capacity building with expanded medical services last December 8, 2010. It is now a Level IV tertiary training hospital accredited by the Department of Health. The Philippine Health Insurance Corporation (PhilHealth) has accredited the

status of QCGH as a Center of Quality, for the next two years. The hospital has clinical departments in Surgery, Internal Medicine, Obstetrics-Gynecology, Pediatrics, Family Medicine, Anesthesiology, ENT-Head and Neck Surgery, Pathology, Opthalmology, Radiology, Psychiatry and Emergency Medicine. The hospital also has a Blood Bank as well as a Blood Collection Station, a Newborn Screening Center and an Ambulatory Surgical Clinic.

In 2011, hospital management attended a training conference in Singapore organized by the Hospital Management Asia, to upgrade their knowledge of best practices in the health care industry.
In 2011, QCGH attended to the needs of 80,960 patients, an increase of 17.2 percent over 2010's 69,037. From January to May 2012, the number of patients has reached 36,487. Emergency room services were required by 42,460 while 15,657 were admitted for hospital in-patient care in 2011. The bulk of admitted patients are for normal deliveries or pregnancy-related cases, followed by those with dengue fever and acute gastro enteritis.

For the hospital's out-patient services, the following were the leading causes of consultations in 2011:

- Pneumonia (4,361 cases)
- Hypertension (3,790 cases)
- Tuberculosis (2,945 cases)
- Otitis media (2,659 cases)
- Diabetes mellitus (2,633 cases)
- Urinary tract infection (2,119 cases)
- Acute upper respiratory tract infection (1,645 cases)

Upon Mayor Bautista's instructions, QCGH is bundling its services, to make these more affordable to indigent patients. The packaging of services will enable patients to better prepare for the cost of medical services and afford all those needed for the proper treatment of their ailments. The service packaging will include all expenses, from admission to discharge of patients plus medicines and such items as dextrose needed during their stay in the hospital. The packaged services will apply to frequently availed of procedures such as those for normal or cesarean birth deliveries, gall bladder operations and other common major and minor surgeries.

The Novaliches District Hospital has also been undergoing expansion. Upon the completion of Phase 1 and Phase 2 renovations, the hospital will have two major operating rooms, a minor operating room in the Emergency room area, a birthing complex, a neonatal intensive care unit, laboratory, radiology, pharmacology and rehabilitation areas. There will be a centralized oxygen supply and its own sewage treatment plant.

Total number of patients in 2011 was 53,471, compared to 2010's 45,228. In-patient admissions were 5,071 in 2010 and 4,658 in 2011. The majority of the patients are from barangays Bagbag, Gulod, San Bartolome and Sauyo. For adult patients, the leading causes of admissions are acute gastro enteritis and cerebrovascular accident. Among pediatric cases, the main causes of admission are pneumonia (primarily) and sepsis.

To enable more indigent Quezon City residents to avail themselves of needed medical care, Mayor Bautista has made it imperative that more City indigents are provided with health insurance. As a result of the Mayor's instructions, 80,000 indigent families in the City are now enrolled in PhilHealth, from 50,000 families in 2011. This means that about 400,000 underprivileged in QC are now covered by health insurance, which is the biggest among Philippine local governments.

Cooperative arrangements have also been made with private hospitals through Habang May Buhay Medical Missions coordinated by the Social Services Department with St. Luke's Hospital where 2,300 patients were assisted with medical checkups, and out-patient diagnostic services in 2011.

With dengue fever cases rising all over the country, the Quezon City Government has been intensifying its campaign for dengue-prevention and control. During periods of high disease incidence, the city's Health Department sets up dengue express lanes in the city's 72 health centers to provide immediate medical attention to suspected dengue cases, particularly those that occur in barangays placed under the alert threshold level.

As early as May 2011, Mayor Herbert M. Bautista launched a massive campaign on dengue prevention and control designed to integrate the approaches of city departments and enhance the involvement of communities in environmental clean-up drives to contain the spread of the disease. The program is a collective strategy of the poverty alleviation and welfare service thrust of the city government, a multi-departmental effort. It had the theme, "Malusog na Kapaligiran, Malusog na Mamamayan."

Twenty-seven barangays were the target of brigades from the Environmental Protection and Waste Management Department, Barangay Operations Center, Social Services Development Department, Community Relations Office, Urban Poor Affairs Office, Public Employment Services Office, Sikap Buhay Entrepreneurship Office, Office of Senior Citizens Affairs and the Health Department. Together, they mobilized 1,215 volunteers to wage an anti-dengue campaign on several fronts: education and prevention, clean up, early detection, and quick access to treatment.

Aside from information and education campaigns, clean-up drives and early illness detection training, barangay officials were also provided saplings of Neem tree, a known anti-mosquito repellent. Dengue brigades have been formed at the barangay level. The information and sanitation campaign underscores the importance of maintaining cleanliness and sanitation in reducing the number of potential breeding grounds for the dengue-carrying mosquitoes, which usually thrive on stagnant water on old tires, roof gutters, refrigerator drainers and indoor plants. This is a continuing campaign.

Dengue brigades formed in the barangays are tasked to check or reduce as early as possible the incidence of dengue cases in the city, especially in depressed communities. Even schools have deputized their own dengue "busters."

Volunteers conduct house-to-house information and education campaign to contain the disease, particularly in urban poor communities. Even actual house-to-house clean up was pushed, to more

intensely check areas that may be providing breeding grounds for the Aedes Aegypti mosquito. Supervised space spraying is also being conducted in areas with reported dengue cases.



Arming an integrated war against dengue in Quezon City;
the battle cry: "Malusog na Kapaligiran, Malusog na Mamamayan."



Providing social development interventions for better quality of life

In 2011, the Social Services Department served 1,551,932 people needing their services in 2011. From January to June 2012, the number of those assisted already reached 1,122,674. The following table shows how and what interventions or types of programs were availed of.

SOCIAL ACTION INTERVENTION PROGRAMS AND BENEFICIARIES

Programs/Seminars	2010	2011	2012 Jan-June	Total
1. Community Welfare Programs				
Child Welfare Programs	22,173	21,630	21,479	**65,282**
Youth Welfare Programs	9,409	7,503	3,964	**20,876**
Family Welfare Programs	72,045	87,941	15,932	**175,918**
Women Welfare Programs	11,047	10,170	3,306	**24,523**
Elderly Welfare Program	10,284	5,313	2,973	**18,570**
Disabled Welfare Program	18,583	8,450	2,509	**29,542**
Subtotal	***143,541***	***141,007***	***50,163***	***334,711***
2. Welfare and Relief Programs				
Public Assistance Program	33,432	41,023	7,988	82,443
Volunteerism & Auxilliary Program	9,782	13,245	1,538	24,565
Subtotal	***43,214***	***54,268***	***9,526***	***107,008***
3. Residential and Rehabilitation Programs				
Molave Youth Home and Reception Action Center	379	1,839	929	3,147
Sub Total	***379***	***1,839***	***929***	***3,147***
4. Vocational Development Programs				
Skills Training Programs	9,653	3,958	2,812	16,423
Labor and Employment Program	2,181	2,311	626	5,118
Sub Total	***11,834***	***6,269***	***3,438***	***21,541***
Grand Total	**198,968**	**203,383**	**64,056**	**466,407**

Source: Social Services Development Dept.

The Social Services Department initiated the program, Night Minding Center for Children, in 2009 and implemented it in earnest from 2010 to 2012. It is the first local government in the Philippines operating this type of program. This program provides a sanctuary for children 9 years old and younger, whose poor parents have to work at night and have no one else to take care of them. The facility recognizes the reality that some parents have to work in the evenings to augment their income. At the same time, it provides a much safer alternative to what is usually their common option: to bring

their children with them in the streets or let them fend for themselves. The NMC seeks to prevent such young children from being exposed to a hazardous environment, where they may become vulnerable to abuse, become victims of exploitation, sexual assault, traffic accidents and other forms of violence. The NMC is open from 6 pm to 6 am. The parents can leave their children anytime within those hours.

The target of the QC-LGU is to establish NMCs in QC barangays where vendors abound and where such facilities can be operated regularly. The program started with barangay Paang Bundok as the pilot area. The facility in Paang Bundok also covers barangays Masambong and Manresa. Another NMC has been put up in barangay Apolonio Samson, which also covers barangay Balingasa, and in barangay Central which covers Pinyahan, Malaya, South Triangle and San Vicente. Another six barangays are in the process of establishing their own NMCs: Socorro, Commonwealth, Fairview, South Triangle, Tandang Sora and Novaliches Proper.

The NMC becomes a conduit for other QC-LGU interventions that can help the family, such as skills and livelihood training, capital assistance as seed money for business, parent effectiveness training, education assistance to facilitate enrollment to formal or alternative education, and family counseling. The NMC represents an active partnership of the LGU, barangay, civic organizations, and QC residents who work together to keep the Center effectively operating for the welfare of poor QC families.

For street children, their option is the Micro Geo Net Centers, which is an activity center that intends to encourage these children not to stay in streets. The city government now has five Micro Geo Net Centers in place, which are in the following barangays: Paang Bundok, Central, Apolonio Samson, South Triangle and Pag-asa. The personnel in the following other barangays are being trained to operate such centers: Doña Imelda, Novaliches Proper, Socorro, Tandang Sora and Commonwealth.

Community outreach programs are designed to uplift the living conditions of distressed and disadvantaged families and their various members. The aims of the interventions are to help them become more self-reliant, have improved quality of life and become more contributing members of society. These include welfare programs for children and youth, families, women in particular, the elderly and the disabled.

The City government, through the SSDD, manages and subsidizes the operation of 276 daycare centers where 21,272 toddlers from 3 to 4 years old were enrolled in 2011-2012. All the children were provided with personal hygiene kits, school uniforms, school bags, IDs and school supplies. They also receive supplemental feeding for six months, and this was extended up to May 2012, with provisions given by the Department of Social Welfare and Development. Of these children, 12,048 were ready for kindergarten by March 2012.

Children of indigent parents who have to leave their babies and younger toddlers to be able to work, were also accommodated in Arugaan Day Care Centers.

From 2011 to 2012, the City Government ensured proper facilities for early childhood education through the following:

Construction and Repair of City Daycare Centers
2011 – June 2012

Number	District	Barangay/Area
New daycare centers		
1	1	Sinagtala
1		Sto. Domingo
1	2	Novaliches Proper
1		Sangandaan
1		Capri
2		Gulod
1		Bakas Compound, Bagong Silangan
1		Tagumpay Village, Bagong Silangan
1		Kaingin 2, Apolonio Samson
1		Nova Homes, Augustin
1		SAMAPINA, Pasong Putik
1	3	Old Balara
1		Quirino 2C
1	4	F. Manalo, Immaculate Conception
1		San Martin de Porres
Replacement of demolished centers		
1		NAMAPA, North Fairview
1	2	Narra Ville, Payatas
18	**TOTAL NEW**	
Daycare centers repaired		
16	1	
36	2	
9	3	
7	4	
68	**TOTAL REPAIRED**	

Source: Social Services Development Dept.

The City government continued the training of daycare workers with the two-year certificate course at Miriam College, where 122 are attending the program. In addition, 276 are being trained in specially produced "*Turo-turo*" modules, which is a Sesame Street-type of education for young children created by the City government under the Bautista Administration.

The city government also conducts regular programs to uplift the welfare of persons with disabilities, the elderly and women.



The daycare children under the City government's care now number more than 21,000. All daycare instructors are being professionalized through a specially developed, two-year university course.

For the welfare of women, the following were undertaken:

- 40 victims of human trafficking were provided with case management assistance, six were given capital assistance to enable them to start a business, while nine were referred to the DSWD under its Economic Recovery Program.
- 606 women in especially difficult circumstances were provided with case management services and with intensive counseling.
- 38 women's groups were organized in 2011, with 1,168 members. Two groups of women survivors of maltreatment were organized to serve as support groups to other women in similar circumstances.
- 10,618 women were provided with capability enhancement sessions, maternal and child care training, as well as skills training and livelihood assistance.

The following programs serve to uplift the plight of persons with disabilities:

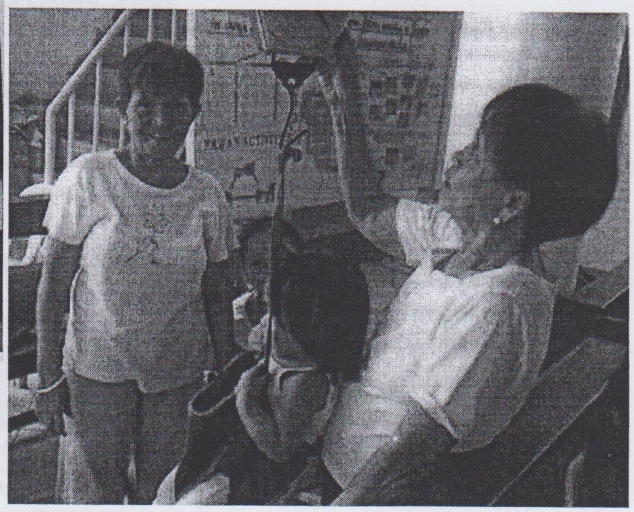
- 12,441 individuals attended and participated in advocacy and training programs on self and social enhancement on RA 9442 (Magna Carta for Disabled Persons); they were also provided with skills training and livelihood assistance.
- 4,850 persons with disabilities were registered in 2011 and were provided with IDs and booklets that entitle them to privileges.
- 200 children with disability were extended educational assistance at Php 6,025 per child.
- 65 persons with disabilities were provided with assistive devices (wheelchair, cane, crutches and/or hearing devices).
- 4 community-based rehabilitation centers were established in QC in 2011, with the one in Barangay Sauyo as the pioneer.

The contributions of senior citizens continue to be tapped in various city endeavors through the Senior Citizens Volunteer program. In 2011, 306 new volunteers were registered. Under this program, the seniors render 24 hours of volunteer work a month, at flexible hours. For this service, they receive special trainings to enhance their capabilities, become part of social and wellness privileges and activities and receive Php 2,500 a month as financial incentive. Their work may include tutoring young children, assisting library users, those with legal training can help with children in conflict with the law, or assist other senior citizens.

Other programs targeting seniors are the following:

- 81 children in need of special protection were extended services, with 21 referred to institutions providing long-term care
- 17,685 elderly were provided with self-enhancement sessions, community-based gerontology sessions, physical exercises and wellness programs.





Senior citizen volunteers, continue to help communities; in turn, they are entitled to many special privileges from the City government.

In 2011, the City government enacted Ordinance No. 2081 which exempts all senior citizens from parking fees in the first three hours of parking in establishments which charge fees for this.

Through the collaboration of the City government and the Government Service Insurance System, and the facilitation of the Office of the Senior Citizens Affairs, the provision of GSIS Personal Accident Insurance for the elderly has been continued. The coverage provides for entitlements and bereavement assistance for beneficiary-heirs in case of death of the senior citizen insured, and reimbursement allowance for medical expenses.

Senior citizens at least 77 years old, who are sickly or frail, are entitled to Php 500 Social Pension. As of June 2012, 402 such senior citizens were registered in the program.

To better coordinate activities and programs of many senior citizens organizations, the Bautista Administration has taken the initiative to unify senior citizens organizations under umbrella/federated organizations. The result is one organization per barangay, as the following table shows:

OSCA-registered Senior Citizens Organizations
2012

District	No. of Barangays	No. of Senior Citizen Organizations
1	37	37
2	30	30
3	37	36
4	38	37
Total	**142**	**140**

Source: Office of Senior Citizens' Affairs

The City government continued its program of giving recognition and assistance to centenarians. As of June 2012, the city had 38 living centenarians, who are given plaques, medals and Php 10,000 cash by Mayor Bautista. Every month thereafter, they receive Php 1,000 cash plus gifts on their birthdays and on Christmas.

DISTRIBUTION OF REGISTERED SENIOR CITIZENS BY DISTRICT
2010 - JUNE 2012

	2010	2011	2012 January - June
Dist 1	6,711	5,504	3,878
Dist 2	11,926	12,462	5,694
Dist 3	4,920	3,172	2,570
Dist 4	4,249	4,315	3,336
Total	**27,806**	**25,453**	**15,478**

Source: Office of Senior Citizens' Affairs

Improving the poor's ability to become economically productive

The City government's entrepreneurship program has three thrusts:

- Livelihood technology skills building
- Micro-financing
- Promotion of cooperativism

From January 2011 to June 2012, capacity building consisted of 135 training events participated in by 4,204 people. Awareness and orientation seminars were conducted for 1,689 participants in 114

events, while seven entrepreneurship and skills training events were conducted for 180 participants. Partners in the intermediate-level training programs were the Department of Trade and Industry, Product Development and Design Center of the Philippines, Department of Science and Technology, and Ka Entrep, an organization of microentrepreneurs designed to increase the capabilities of fledgling entrepreneurs in growing viable businesses.

As a result of these trainings, Sikap Buhay now has developed standard training modules and materials for the following livelihood programs:

- Rug making
- Smocked throw pillow making
- Paper beads and fashion accessories making
- Woven paper bag making
- Meat processing (for burger patties, embotido and skinless longganiza, corned beef and tocino)
- Bangus deboning
- Industrial soap making (for dishwashing liquid, powder detergent and fabric conditioner)
- Acapulco herbal soap making
- Native merienda making
- Chocolate moldings, pastillas and mallows making
- Peanut products making
- Novelty items and product giveaways production

The City government extends micro-financing through the Puhunang Pangkaunlaran ng Sikap Buhay. As of end-May 2012, total loan disbursements have reached Php 2.23 billion for 61,696 borrowers who are 98 percent female. If multiplied by the average household size of the City, the program has assisted 308,465 people or more than 10% of the population.

Todate, active borrowers of the program are 32,408. Repayment rate averages 97.67 percent, ranging from 94.34 percent for borrowers from Center for Community Transformation Credit Cooperative, to 100 percent, for Cooperative Rural Bank of Bulacan borrowers. Interest rate per month ranges from 1.5 percent per month, for Cooperative Rural Bank of Bulacan, to 3 percent, for Center for Community Transformation Credit Cooperative Inc.

Twenty-one clients of Sikap Buhay have now graduated to formal financing. Three of them have been approved by their banks for their loans of an aggregate Php 75,000.

STATUS OF MICROFINANCING PROGRAM

As of May 2012

Name of Micro-Financing Institution	Start of Partnership with QC LGU	Total Number of Cients (Since start of partnership)			Total Loan Disbursements (Since start of partnership)
		Male	Female	Total	
Cooperative Rural Bank of Bulacan (CRBB)	2002	10	16,843	16,853	Php 699,969,300.00
Novaliches Development Cooperative, Inc. (NOVADECI)	2002	0	2,239	2,239	37,356,639.00
ASA Philippines Foundation, Inc. (ASA)	2006	0	16,290	16,290	1,105,378,850.00
Center for Community Transformation Credit Cooperative, Inc. (CCT)	2007	566	10,748	11,314	189,563,325.00
Bagbag Multi Purpose Cooperative (BMPC)	2008	5	170	175	321,000.00
Caritas Savings and Livelihood with Values Credit Cooperative (CARITAS SALVE)	2008	217	4,118	4,335	64,310,782.00
Urban Program for Livelihood Finance and Training (UPLIFT)	2008	525	9,962	10,487	135,875,500.00
TOTAL		**1,323**	**60,370**	**61,693**	**Php 2,232,775,396.00**

Source: Sikap Buhay Entrepreneurship and Cooperative Office

LOAN TERMS OF SIKAP BUHAY MICROFINANCING PROGRAM, 2012

Name of Partner - MFI	Loan System	Age range of borrowers	Gender of borrower	Loan amount/ borrower	Interest per month	Mode of payment	Payment term
Cooperative Rural Bank of Bulacan (CRBB)	Individual loan	18 - 60	Women only	Php 3,000 to Php 50,000	1.5%	Weekly, during center meetings	6 months
	Group loan		Men and women	Php 20,000 to Php 150,000	2%	Post-dated check payments every month	1 year
ASA Philippines Foundation, Inc. (ASA)	Individual loan	18 - 55	Women only	Php 3,000 to Php 6,000	2.5%	Weekly, during group collection	6 months
Center for Community Transformation Credit Cooperative, Inc. (CCT)	Individual loan	18 - 55	Women only	Php 3,000 to Php 6,000	3%	Weekly, during fellowship meetings	6 months
Bagbag Multi Purpose Cooperative (BMPC)	Individual loan	18 - 60	Men and women	Php 3,000 to Php 15,000	2%	daily	3 months
Caritas Savings and Livelihood with Values Credit Cooperative (CARITAS SALVE)	Individual loan	18 - 55	Men and women	Php 4,000	2.5%	weekly	6 month
Urban Program for Livelihood Finance and Training (UPLIFT)	Individual loan	18-65	Men and women	Php 3,000 to Php 150,000	2.5%	Weekly, during group collection	2 - 6 months

Note: NOVADECI did not take on new clients in 2011
Source: Sikap Buhay Entrepreneurship and Cooperative Office

To further train the entrepreneurs from their start-up efforts to sustainable businesses, Sikap Buhay developed the program, "Husay Mag-business sa Sikap Buhay," which is a program designed to mentor entrepreneurs in product development (including one-on-one product consultations with professional product designers), linkage to markets and business promotion. To connect the entrepreneur-borrowers to markets, Sikap Buhay also organized five trade shows involving an aggregate 188 exhibitors who reported retail sales of Php 2.87 million.

Clients of Sikap Buhay are largely home-based, female entrepreneurs in the informal economy, who need the income to support their families. The following shows the profile of Sikap Buhay borrowers, based on respondents to the survey:

- Majority (37.26 percent) are ASA Philippines Foundation, Inc. borrowers
- 50.84 percent reside in District 2

- 57.13 percent are from the ages of 31 to 50
- 74.17 percent are married
- 50.80 percent have high school education
- 68.3 percent live in dwelling units that they own
- 17.57 percent have one child
- 44.37 percent are engaged in trading/ buy and sell
- 61.54 percent use their homes as places of business
- 60.64 percent have current total capital of Php 1,000 to Php 20,000
- If there is no access to PPSB loans, 26.12 percent of respondents would borrow from other members of their family or friends
- 43.90 percent have monthly incomes of Php 3,000 or less
- 75.29 percent of their businesses are not formally registered.

In celebration of their efforts to contribute to the productivity of the Quezon City economy, the City government organized its first, annual QC Microentrepreneurs' Day on May 3, 2012. The 1,000 participants were treated to free beauty and health and wellness services, free movie showing and raffle prizes.



In 2012, Sikap Buhay pursued its thrust to go into group financing. It has assisted organized market vendors, in coordination with the City government's Market Development and Administration Department, in acquiring temporary vending sites, uniform mobile vending stalls. These vendors are accredited vending associations. The first client group was the Metro Manila Vendors Association – Quezon City chapter, which was granted a total loan amount of Php 356,000 on behalf of 39 of its members.

QUEZON CITY VENDOR GROUPS WITH LOANS FROM THE "HANAP-BUHAY SA BANGKETA PROJECT 2012"

Vendor Group	Partner - MFI	No. of Vendors	No. of Approved Loans	Approved Loan Amount (Php)
Kristong Hari Vendors Association (Bgy. Commonwealth)	CRBB	41	20	Php 180,000 (Php 9,000 each x 20)
NHA - Elliptical Vendors Association Incorporated (Bgy. Old Capitol Site)	CRBB	35	10	Php 90,000 (Php 9,000 each x 10)
Philcoa - Creek Vendors Association (Bgy. San Vicente)	CRBB	11	4	Php 36,000 (Php 9,000 each x 4)
Lung Center Vendors Association (Bgy. Central)	Uplift Philippines	8	5	Php 50,000 (Php 10,000 each x 5)
GRAND TOTAL		**95**	**39**	**Php 356,000.00**

Source: Sikap Buhay Entrepreneurship and Cooperative Office

Sikap Buhay has also partnered with the Department of Labor and Employment in its Integrated Livelihood Program, by providing loans to groups with specific business activities. Total loans approved reached Php 4.21 million to 8 groups registered under DOLE's Work-trep program.

QUEZON CITY INFORMAL SECTOR GROUPS
WHICH HAVE RECEIVED GRANTS FROM DOLE THRU SIKAP BUHAY

Name & Address of Group	Nature of Business	No. of Members	Amount Granted & Released (Php)
Samahan ng Manininda sa UP Campus, Inc. *Brgy. UP Campus, Diliman*	Food/snacks vending	70 - 1st Batch	Php 700,000.00
		99 – 2nd Batch	990,000.00
			(500,000.00 partially released in 2011)
Commonwealth West Micro Enterpreneurs, Inc. *Brgy. Commonwealth*	Retail store, bigasan, computer shop, party needs, tricycle operation, food vending	50	500,000.00 (1st grant – 2010)
			700,000.00 (2nd grant -2011)
Escopa III Senior Citizens Org. *Brgy. Escopa III*	Sari-sari store, bigasan, computer shop, party needs, tricycle operation, food vending	60	600,000.00
Maranaw Traders Multi-purpose Cooperative Shopwise *Gen. Luis Street, Brgy. Nova Proper*	Cellphone accessories, RTW, shoes & bags, slippers/sandals	66	660,000.00
Samahan ng Kababaihan ng SMDP, *Zambales St., Brgy. San Martin de Porres*	Sari-sari store, food vending, cellphone accessories, rice retailing	49	no final amount indicated
Ramon Magsaysay Concerned Citizen for Development Assn. *#8 Antique St., Bgy. Ramon Magsaysay*	Sari-sari store, food vending, cellphone accessories, rice retailing	66	no final amount indicated
Samahan ng Kababaihan ng Pag-ibig sa Nayon *Selecta Drive, Brgy. Pag-ibig sa Nayon*	Beauty parlor, sari-sari store, vegetable/food vending	32	no final amount indicated
Sikap Tagumpay Ladies Association *Benitez St., Brgy. San Martin de Porres*	Rice retailing, sari-sari store, food vending, rugs making	55	550,000.00
GRAND TOTAL			**Php 4, 210,000.00**

Source: Sikap Buhay Entrepreneurship and Cooperative Office

Borrowers were also oriented on the benefits of acquiring micro insurance. To facilitate access, the City government signed a Memorandum of Understanding on October 11, 2011, with the Philippine

Life Insurance Association, the Philippine Insurers and Reinsurers Association, the Chamber of Mutual Benefits Association, and the Climbs Life and General Insurance Cooperative.

To promote cooperativism among its clients, Sikap Buhay organized the QC Cooperative Forum on May 24, 2012, which was attended by 162 participants. To celebrate 2012 as the International Year of Cooperatives, the City government hosted the National Show of Cooperative Force on February 18, 2012, participated in by 10,000 advocates. As a concrete show of support, the City government passed Ordinance no. SP-2098, series of 2011, creating the Quezon City Cooperative Development Council.

In addition to the Sikap Buhay's efforts, the Social Services Development Department also conducts training on vocational courses, in coordination with the City's barangays, DSWD-NCR, TESDA-NCR, the Presidential Action Center, the DPWH and various other national and local government and nongovernment agencies. This resulted in the following:

LIVELIHOOD TRAINING THRU SSDD
2011

Type of Courses	No. of Training Programs Conducted	No. of Trainees
Manpower Skills Training Courses	32	1,453
Soft Skills Training Courses	94	2,351
Productivity Skills Capability Building	21	452
TOTAL	**147**	**4,256**

Source: Social Services Development Dept.

The SSDD, as implementer of the Small Income Generating Assistance (SIGA) Capital Assistance program, provides Basic Business Management Training and capital assistance. The beneficiaries of this program totaled 417 with capital assistance amounting to Php 800,530.

Implementation of the Self-Employment Assistance Kaunlaran Program (SEA-K) helped 165 beneficiaries from barangays Payatas and Commonwealth, who were organized into nine SEA-K associations, who were eligible for Php 913,000 in total capital assistance.



Expanding access to job opportunities

The Public Employment Services Office (PESO) took a wholistic approach to job development. These consist of the following programs:

- Skills registration, which seeks to develop and maintain a skills data base of QC constituents and match these with employment opportunities at PHIL-JOBNET, an online, automated, job and applicant matching facility. Thus far, 18,529 have been registered. It also encouraged 97 companies to post their vacancies in this site.
- Vocational and career guidance programs were conducted for 22,381 graduating high school and vocational school students in the City's public schools.
- Labor education for 575 college graduates informed them of their rights and obligations under an employer-employee relationship.
- Direct matching activities through job fairs.

For its efforts, the QC-PESO was chosen as the "Outstanding LGU Partner in NCR" by the Philippine Overseas Employment Agency (POEA). The award was given for having complied with all four required initiatives: Pre-Employment Orientation Seminar, Information Dissemination, Anti-Illegal Recruitment Help Desk and other initiatives. QC-PESO garnered the highest overall rating of eighty percent (80%) on the activities accomplished for each initiative.

The QC-PESO was also given another award for its active participation in the campaign against illegal recruitment by the (POEA) Administrator Hans Leo J. Cadac on September 3, 2012 at the Quezon City Hall.

In 2011, the Department of Labor and Employment awarded the QC-PESO with the National Best PESO Award in the National Capital Region and was runner-up in the PHIL-JOBNET for having posted the highest number of job vacancies on its website.

JOB FAIRS CONDUCTED 2010 – MAY 2012

Type of Job Fair	Number Conducted		
	2010	2011	Jan-Jun 2012
Mega	4	6	5
Barangay	24	41	24
Call Center Job Fair	14	25	15
Mini-Job Fairs	169	162	54
Total	**211**	**234**	**98**

Source: Public Employment Services Office

NUMBER OF JOB SEEKERS ASSISTED 2010 – MAY 2012

Type of Job Fair	No. of Registered Job Seekers		
	2010	2011	Jan-June 2012
Mega	5,724	6,353	4,555
Barangay	8,163	10,629	7,263
Center Job Fair	33,944	64,017	6,043
Mini-Job Fairs	5,990	4,585	1,020
Total	**53,821**	**85,584**	**18,881**

Source: Public Employment Services Office

Quezon City's Task Force Business Process Outsourcing/ICTS conducted their call center training program in coordination with PESO and the Call Center Academy of the Philippines. They facilitated the registration of 495 aspirants, who were trained under the curriculum of the Task Force. The result was the placement of 242 trainees in available job openings.

In compliance with Ordinance No. SP-1531 that mandates that government-funded infrastructure projects should hire at least 50% of their unskilled and at least 30% of their skilled labor from Quezon City, the PESO facilitated the hiring of 2,605 workers for 404 city-funded infrastructure projects.

As assistance to overseas workers displaced by the crisis in the Middle East, Mayor Bautista initiated the program of giving assistance to overseas workers repatriated from Libya. About 200 OFWs registered for financial assistance of Php 5,000 as well as help in job placements and scholarship assistance for their children.

Labor protection of the most vulnerable inspired PESO to continue its Kasambahay Program, the Child Labor Program and the Anti-Illegal Recruitment Program. The Kasambahay Program registers househelp, about 159 from 8 barangays in 2011, and trains them in first-aid knowhow and home security. They are also the beneficiaries of the Alternative Learning programs. The Anti-Illegal Recruitment campaign was done through seminars in all barangays, where 2,125 participants attended. The Child Labor Program aims to stop the practice of using minors for menial labor, by giving livelihood opportunities to their parents.

Enhancing knowledge as an empowerment tool

The Quezon City Polytechnic University (QCPU) is the only tertiary-level educational institution funded and managed by the City government. In school year 2010 - 2011, the university had a total enrollment of 7,021, of which 69.40 percent or 4,873 were scholars of the local government under its Scholarship and Youth Development Program (SYDP). In SY 2011 – 2012, the student population had risen to 8,2835, with 58.90 percent of them SYDP scholars. The current faculty-student ratio is 1:41.

The university has also worked to expand its source of subsidy by tapping congressional party list groups (the Citizens Battle Against Corruption Scholarship) and the Philippine National Red Cross (Php 125,000 subsidy). To help launch the QCPU entrepreneurship program called "Happy Booster," Mayor Bautista allotted funds of Php 250,000 for the financing of outstanding students' entrepreneurial projects.

QCPU ENROLLMENT PROFILE
SY 2011 - 2012

	Sem 1 2011	Sem 2 2011	Sem 1 2012
College-degree courses			
Information Technology	3,445	3,132	3,329
Entrepreneurship	2,304	2,090	2,598
Industrial Engineering	947	849	1,242
Electronics and Communications Eng.	93	87	205
Technical Vocational education			
Techvoc	1,092	863	911
TOTAL ENROLLMENT	**7,881**	**7,021**	**8,285**

Source: Quezon City Polytechnic University

Of those enrolled, 852 graduated with college degrees while 731 completed their technical vocational courses in 2011. The vocational courses include: Automative Servicing, Building Wiring Installation, Consumer Hardware Servicing, Computer Programming, Computer Secretarial, Consumer Electronics Servicing, Dressmaking, Machine Operation, and Refrigeration and Air Condition Servicing.

QCPU PERSONNEL

2012

Type	Number of Personnel
Faculty	202
Administrative Staff	112
Consultants	16
TOTAL	**330**

Source: Quezon City Polytechnic University

To accommodate the university's growing enrollment, the City government funded the renovation and upgrading of the Technical Vocational Education Building, which now houses 5 lecture rooms, 12 laboratories, 4 demonstration laboratories, aside from the faculty room and administrative offices. The QCPU now has eight buildings, five in the main campus in San Bartolome, Novaliches, two in the San Francisco compound campus and one in the Batasan campus. The spread of campuses is intended to make the university accessible to its target students, the poor who aspire for higher education.



The City government has been very generous in its scholarship program, providing scholarship benefits of as much as Php 80,000 a year to a valedictorian graduate from high school, plus an annual stipend of Php 20,000. It has also expanded those eligible for scholarships to include not only valedictorians and salutatorians, but also to the rest of the top 10 graduates of each QC public school.

QUEZON CITY GOVERNMENT
SCHOLARSHIP BENEFITS
2010 - 2012

	2010		2011		2012	
	Scholarship benefits/ tuition fee subsidy (Php)	Stipend/ year (Php)	Scholarship benefits/ tuition fee subsidy (Php)	Stipend/ year (Php)	Scholarship benefits/ tuition fee subsidy (Php)	Stipend/year (Php)
Valedictorian	80,000	20,000	80,000	20,000	80,000	20,000
Salutatorian	30,000	30,000	80,000	20,000	80,000	20,000
1st to 8th Honorable Mention	none	none	30,000 (up to 3rd honorable mention only)	10,000 (up to 3rd honorable mention only)	30,000	10,000
Masteral/ Doctorate studies	40,000	30,000	40,000	30,000	40,000	30,000

Source: Scholarship and Youth Development Program

At the elementary and high school levels, Quezon City's public schools provided free education to 416,104 children. For them, the local government constructed and equipped 4,471 classrooms. At the elementary level, the classroom-student ratios were a comfortable 1:32 in Districts 1 and 4. In District 3, it is 1:46, while the very populated District 2 has to cope with an average ratio of 1:53 students. At the high school level, the congestion problem was more evident in District 2.

INDICATORS IN QUEZON CITY PUBLIC SCHOOLS

SY 2011-2012	PUBLIC SCHOOLS		TOTAL
	Elementary	High School	
Enrollment	264,535	151,569	416,104
Classrooms	2,860	1,611	4,471
Teachers	6,174	4,170	10,344
Teacher-Student Ratio	1:42	1:36	

Source: Division of City Schools Quezon City

CLASSROOM-STUDENT RATIO

As of July 2012	District 1	District 2	District 3	District 4
Elementary	1:32	1:53	1:46	1:32
High School	1:28	1:71	1:40	1:44

Source: Division of City Schools Quezon City

TEACHER-STUDENT RATIO

As of July 2012	District 1	District 2	District 3	District 4
Elementary	1:40	1:45	1:37	1:43
High School	1:30	1:36	1:28	1:32

Source: Division of City Schools Quezon City

To help alleviate the problem of classroom congestion, the Division of City Schools has placed some 10,000 students from six crowded high schools in a home schooling program. The City government allocated Php 20 million for this program. Home study is one of the Alternative Delivery Modes the Department of Education recommends for schools with excess enrollment, particularly those in urban centers. Under the program, students learn their lessons at home using modules based on the regular curriculum and meet with teachers only on Saturdays. Students who take this track, graduate with a high school diploma just like other regular students.

QC high schools that implemented the system in 2012 are Batasan Hills National High School, Commonwealth National High School, Holy Spirit National High School, Doña Rosario High School, North Fairview High School, and Judge Feliciano Belmonte Sr. High School.

Two mobile classrooms were also set up at President Corazon C. Aquino Elementary School until the completion of the construction of a new four-storey, 24-classroom school building there.

School officials are also negotiating with barangay officials of Barangay Batasan Hills for the use of the homeowners' association building for holding kinder classes.

At the secondary level, the Division of City Schools had considered implementing alternative delivery modalities/intervention programs such as open high school program, home study program and alternative learning system. All learning interventions, recommended by the Department of Education (DepEd), call for the use of conventional modules and adoption of an electronic learning management system (eLMS) in delivering the lessons and managing the learning group.

Target beneficiaries of the programs include learners beyond school age, repeaters, possible drop-outs, teenage parents, working parents, working students and learners with health problems and enrolment overflow.

The Division of City Schools is also considering the adoption of a transportation coupon system that will provide free transport services to students from overpopulated schools to their new schools. The free shuttle system will be provided by the city government to the students so as not to put additional financial burden to their families.

The division is also considering exploring the possibility of having night classes to address the problem of classroom shortage that may arise during the full adoption of the K+12 curriculum this school year.

QC ELEMENTARY PUBLIC SCHOOL PERFORMANCE INDICATORS SY 2011-2012

Cohort Survival Rate	Completion Rate	Promotion Rate	Drop out Rate	Graduation Rate	Retention Rate
82.24%	79.37%	93.78%	0.49%	96.51%	94.36%

Source: Division of City Schools Quezon City

To expand free access to educational references, the City government has 28 City libraries, with 11 directly supervised by the barangays. Most of them are located in the poorest areas of Quezon City. The libraries have a collection of 65,576 books with 188,315 users in 2011. To expand its source of references, the City Library has tied up with ElibraryUSA, their collection of which can be accessed by users through the internet, and through its regular book donation programs. It was also able to publish its first history book, "Quezon City: A Saga of Continuing Progress."

Increased interest in reading is being promoted through puppet shows, storytelling sessions (even for the hearing impaired), and "I Love to Read," a reading enrichment program. The City Library has also engaged in an Adopt-a-Library Project where it helps to organize and equip public libraries outside the city. Under this project, 18 municipalities have benefited.

Creating a safer city

The Quezon City Government has embarked on a massive streetlighting program throughout the city, involving 13,884 new lamps and the maintenance of 8,385 others. Better lit streets was an improvement that brought satisfaction to 63 percent of the population, according to a survey. In 2012, those streetlights will be gradually retrofitted into light emitting diodes (LED), for better energy efficiency and lower electricity consumption costs.

To make business more proactive partners in crime prevention, the City government requires all business establishments to install CCTV cameras in their premises as part of their requirements for obtaining and renewing business permits.

The City government is also embarking on a citywide pedestrian lane marking project, to make crosswalks more clearly marked for motorists and pedestrians, especially those along schools and dense commuter areas.

Other initiatives were also undertaken to respond to other security issues. The first forum on Anti-Trafficking in Quezon City was organized in 2011, together with the founding of the first Anti-trafficking Technical Working Group for the Local Inter Agency Council Against Trafficking composed of GADRCO, the Social Service Development Department, Office of the Mayor, Office of the Vice Mayor, Prosecutors Office, PESO and the Quezon City Police District. The technical working group would be committed to programs on and would function to assist local officials, NGO's and guests on preventive measures to fight trafficking as a form of violence against women and men of all ages. The first forum, attended by 150 people from City department/offices, PNP, NGO's and PO's, led to the signing of a City Covenant and plans for action from the Prosecutors Office and SSDD, among QC stakeholders, guests from DOJ, DSWD, QCPD, and ISS Philippines.

GADRCO has also continued providing free legal assistance from July 1, 2010 to June 30, 2012, being of help to 576 cases from across four districts and other locations, as shown in the tables below:

CASES PROVIDED FREE LEGAL ASSISTANCE

July 1, 2010 to June 30, 2012

Nature/Category of Cases	No.
VAWC/Human Rights (RA 9262)	229
Child Related Cases (RA 9344, 7610, birth right, custody, abandonment, child adoption)	30
Anti-Rape, Trafficking, Sexual Harassment (RA 8353, 9208, 7877)	19
Land CMP/Property	63
Other Cases (physical injuries, claims, theft, employment, grave threat etc.)	235
TOTAL	**576**

Source: Gender and Development Resource Coordinating Office

Creating a safer city

The Quezon City Government has embarked on a massive streetlighting program throughout the city, involving 13,884 new lamps and the maintenance of 8,385 others. Better lit streets was an improvement that brought satisfaction to 63 percent of the population, according to a survey. In 2012, those streetlights will be gradually retrofitted into light emitting diodes (LED), for better energy efficiency and lower electricity consumption costs.

To make business more proactive partners in crime prevention, the City government requires all business establishments to install CCTV cameras in their premises as part of their requirements for obtaining and renewing business permits.

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Source: Gender and Development Resource Coordinating Office

The Quezon City Police District works in close partnership with the City government. In 2012, QCPD has again been chosen as the National Capital Region Best Police District. QCPD had been awarded the same honor for four consecutive years (2006 to 2009) and in 2011 by the National Capital Region Police Office (NCRPO).

The Best Police District award criteria is based on the district's performance evaluation for the first two quarters of the year, written test of the NCRPO Skills Olympics and the district implementation of special projects and programs.

As of end-2011, the QCPD had uniformed personnel strength of 2,782. This gives Quezon City a police to population ratio of 1 policeman to 961 population (1:1,963) which necessitates an additional 2,570 policemen to meet the ideal police to population ratio of 1:500.

The QCPD uses technique to overcome the challenge of its lack in numbers. It is proud of its ability to use its 'people ware,' effectively optimizing these to cater to all levels of specific community requirements. Police personnel are assigned according to requirements of the QCPD's 12 police stations and the District's staff, administrative and different operating units. To maximize the utilization of QCPD's pool of talents and skills, personnel functions were classified in terms of administrative and technical descriptions. The QCPD's Electronic Data Processing system is used as reference for personnel assignment and dispatch.

POLICE TO POPULATION INDICATORS, 2011

UNIT	POPULATION (CY 2007)	LAND AREA (SQ. KM.)	POLICE STRENGTH	POLICE POPULATION RATIO	IDEAL POLICE POP. RATIO	lacking Policeman
QCPD	**2,679,450**	166.22	**2,782**	1: 963	1 : 500	**2,570**
POLICE STATION	POPULATION (CY 2007)	LAND AREA (SQ. KM.)	POLICE STRENGTH	POLICE POPULATION RATIO	IDEAL POLICE POP. RATIO	lacking Policeman
LA LOMA POL STN (PS-1)	173,185	8.69	124	1: 1,332	1: 500	216
BALER POL STN (PS-2)	198,150	11.09	149	1: 1,251	1: 500	240
TALIPAPA POL STN (PS-3)	428,205	22.83	151	1: 2,676	1: 500	696
NOVA. POL STN (PS-4)	341,785	20.00	150	1: 2,177	1: 500	527
FAIRVIEW POL STN (PS-5)	201,912	19.48	157	1: 1,195	1: 500	235
BATASAN POL STN (PS-6)	688,221	38.80	184	1: 3,603	1: 500	1185
CUBAO POL STN (PS-7)	111,431	5.05	146	1: 586	1: 500	32
PROJ. 4 POL STN (PS-8)	58,733	6.30	106	1: 386	1: 500	34
QUIRINO POL STN (PS-9)	172,793	17.59	105	1: 1,529	1: 500	232
KAMUNING POL STN (PS-10)	129,273	6.57	123	1: 1,186	1: 500	149
GALAS POL STN (PS-11)	151,549	5.28	113	1: 1,157	1: 500	190
EASTWOOD POL STN (STN 12)	24,249	4.54	70	1: 323	1: 500	(-22)

Source: Quezon City Police District Director's Report 2011

Conferences/dialogues were organized with banks, shopping malls, mass rail transit stations to beef up security arrangements and coordination in places where many people are vulnerable. Flyers against criminality were distributed to the public, to make them better aware of what they can do to avoid becoming targets of criminal elements. These were complemented with the revised maneuvers of the mobile patrol and MASCO and the activation of the bike and scooter patrol. Moreover, personnel performing office functions were required to render four hours extra duty on the street. Police assistance desks were set up in MRT and bus stations, for added security.

Increased deployment of police women and school information campaigns helped police work become more relatable to the general population. Anti- criminality/insurgency/ terrorism strategies include: Foot Beat patrol, Bike and Mobile Patrol, Oplan Pakitang Gilas, Oplan Bantay Banko, and Oplan Galugad.

The police partners with community organizations and barangay tanods to bolster security presence in communities. The police hold regular meetings with the members of the Quezon City Peace and Order Councils and Tulungan - Barangay at Pulis Ronda Patrol. They wage anti-drug abuse campaigns, such as the Pamilya Ko Ayaw sa Droga campaign, using school forums to work with faculty, students and their parents in drug abuse prevention.

In 2011, crimes against persons decreased by 6.51 percent, which can be attributed to the significant decrease in the number of reported physical injuries and rape incidents.

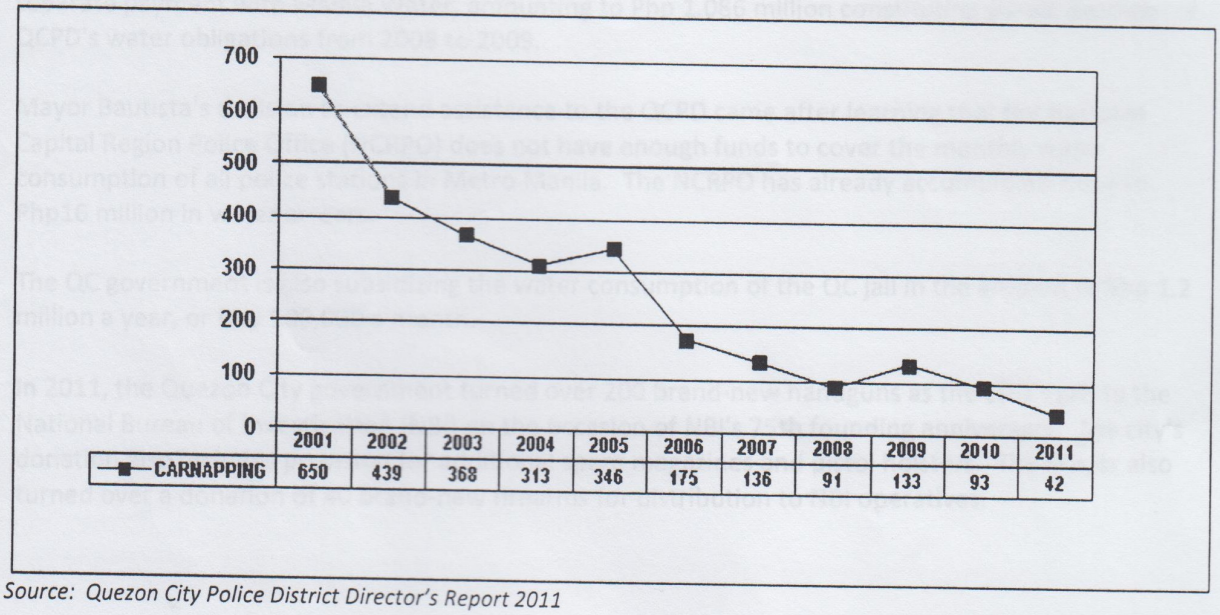
COMPARATIVE CRIME STATISTICS

Crime Categories	2010			2011			Variance		
	Rptd	Slvd	CSE	Rptd	Slvd	CSE	In Rpt	In %	CSE
Murder	147	43	29.25%	148	38	25.68%	1	0.68%	-3.57%
Homicide	130	47	36.15%	117	39	33.33%	-13	-10%	-2.82%
Physical Injuries	1,419	1,069	75.33%	1,661	1,205	72.55%	242	17.05%	-2.78%
Rape	90	87	96.60%	107	104	97.20%	17	18.89%	0.60%
Crimes VS Person	1,786	1,246	69.76%	2,033	1,386	68.18%	247	13.83%	-1.58%
Robbery	2,027	615	30.34%	2,307	680	29.48%	280	13.81%	-0.86%
Theft	2,106	1,381	65.57%	2,244	1,554	69.25%	138	6.55%	3.68%
Crimes Vs Property	4,133	1,996	48.29%	4,551	2234	49.09%	418	10.11%	0.80%
INDEX	5,919	3,242	54.77%	6,584	3,620	54.98%	665	11.24%	0.21%
NON-INDEX	1,818	1,703	93.67%	2,544	2254	88.60%	726	39.93%	-5.07%
TOTAL CRIME VOLUME	7,737	4,945	63.91%	9,128	5,874	64.35%	1391	17.98	0.44%

Source: Quezon City Police District Director's Report 2011

DECREASING TREND OF CARNAPPING OF 4-WHEELED VEHICLES

2001 - 2011



	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011
CARNAPPING	650	439	368	313	346	175	136	91	133	93	42

Source: Quezon City Police District Director's Report 2011

Crimes against property, likewise, have shown a down trend mainly due to QCPD's relentless anti-crime campaigns on identified critical areas that were defined during COMPSTAT evaluation meetings.

To promote more police power, the Quezon City government extended equipment and logistical support to the QCPD to enhance operational capability and keep up with the demands of maintaining peace and order. For the QCPD to have an edge in mobility and better chances of running after criminals, they were given 60 motorcycle units, 6 units Toyota Hi-lux 4x2 pick-up trucks, 8 units Toyota Avanza, and 30 units Toyota Vios. All vehicles were equipped with QCPD logo set markings, sirens, blinkers, public address and LTO registration.

To improve communications, the City government donated to the police force, 200 units of handheld radios with complete accessories, 500 pieces of battery packs for the handheld radios, and 50 units of mobile base radios. Aside from the vehicles and communication equipments, they were also provided with 100 units of PT 24/7 Pistol Cal. 40 Taurus, 100 units of M16 5.56 Rifle NORINCO, and 100 units of 24/7 Pistol Cal. 40 extra magazines.

The Quezon City government has also helped the QCPD with its utility bills. It made a partial settlement of the water arrears incurred in prior years by the QC Police District with the two concessionaries of the Metropolitan Waterworks and Sewerage System (MWSS). While the city is not obligated to do so, Mayor Herbert Bautista decided to extend the assistance as a gesture of the city government's continuing support and concern for the city police.

The City government has paid for Maynilad Water Services, Inc. of up to Php 955,788.56 as partial payment for the prior years' obligations by the city police from 2005 to 2009. The city also made separate payment with Manila Water, amounting to Php 1.086 million constituting partial payment of QCPD's water obligations from 2008 to 2009.

Mayor Bautista's decision to extend assistance to the QCPD came after learning that the National Capital Region Police Office (NCRPO) does not have enough funds to cover the monthly water consumption of all police stations in Metro Manila. The NCRPO has already accumulated close to Php16 million in water arrears.

The QC government is also subsidizing the water consumption of the QC jail in the amount of Php 1.2 million a year, or Php 100,000 a month.

In 2011, the Quezon City government turned over 200 brand-new handguns as the LGU's gift to the National Bureau of Investigation (NBI) on the occasion of NBI's 75th founding anniversary. The city's donation also includes provision for additional spare magazines and pistol holsters. The Mayor also turned over a donation of 40 brand-new firearms for distribution to NBI operatives.

♦♦♦♦♦

Part 3

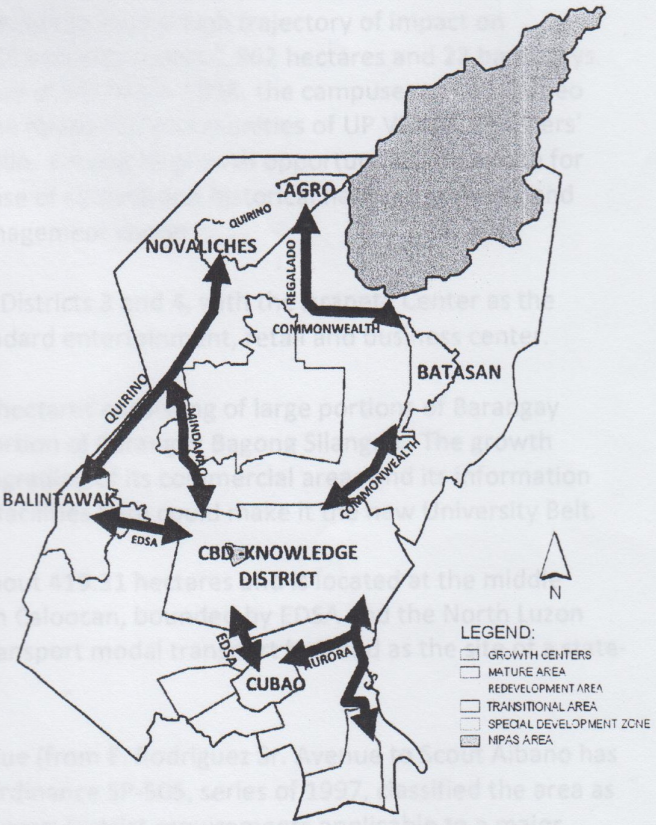
PRIMING UP THE CITY FOR GREATER GROWTH

Improving the physical framework of development

Planning the physical development framework reconciles the thrusts of city livability and economic growth and resilience, with disaster risk mitigation. These three thrusts are the basic pegs for development in Quezon City.

A city's fitness as well as capacity for and quality of growth, is best guided by its land use plan. On June 13, 2011, the Quezon City Council enacted Ordinance No. SP- 2069, which adopted the Comprehensive Land Use Plan (CLUP). The CLUP was a participatory exercise, embodying the policies and recommendations of the 198-member City Development Council, which has representation from all 142 barangays and 50 NGOs and people's organizations, and who were guided by the City Planning and Development Office. This legislation sets forth the major policies on the desired future physical development of the City for the period 2011 to 2030. The CLUP serves as the long-term guide for realizing the desired spatial patterns of growth by regulating the type and location of investments in specified areas.

It guides desirable economic activities toward areas where the local government desires for growth to be stimulated, defining the standards for this growth, and helping better spread developments in more parts of the city. Given that Quezon City has the largest expanse of green space in Metro Manila, the CLUP ensures the preservation of such spaces and balances this against the relentless demand for urban sprawl. Quezon City's land use plan also serves to lead developments away from identified high-rise areas, or along earthquake faultlines.



Source: City Planning and Development Office

The Plan identified the following points of interest in the city:

- Growth Centers
  - CBD–Knowledge Community District

- Cubao Growth Center
- NGC-Batasan Growth Center
- Novaliches-Lagro Area
- Balintawak-Munoz Area

- Non-growth centers
  - Mature Stable Residential Areas
  - Redevelopment Areas
  - Transitional Area

- Special Development Areas
  - The Payatas Special Development Area
  - The Banaue Special Development Area
  - Tomas Morato Development Area

Businesses in growth center areas shall enjoy priority in public investments and in investor facilitation assistance. Developments in these areas are expected to have a high trajectory of impact on surrounding communities. The CBD-Knowledge Community covers 1,862 hectares and 22 barangays. It embraces the QC-CBD area, as well as the vicinity of SM North EDSA, the campuses of UP, Ateneo and Miriam College, the Balara Filtration Plant, the residential communities of UP Village, Teachers' Village, Krus na Ligas, Loyola Heights and Xavierville. Among its growth opportunities are as site for national and international conferences, a showcase of cultural and historical heritage, a media and entertainment sub-district, and a knowledge management center.

The Cubao Growth Center covers 9 barangays of Districts 3 and 4, with the Araneta Center as the nucleus. The potential is as an international-standard entertainment, retail and business center.

The Batasan-NGC Growth Center covers 224. 23 hectares consisting of large portions of Barangay Commonwealth and Batasan Hills, and a small portion of Barangay Bagong Silangan. The growth potential of the area lies in the expansion and upgrading of its commercial areas and its information technology facilities. Expansion of tertiary-level facilities here could make it the new University Belt.

The Balintawak-Muñoz Growth District covers about 419.31 hectares and is located at the middle Westside portion of the City, at its boundary with Caloocan, bounded by EDSA and the North Luzon Expressway. Its growth potential is as a grand transport modal transport hub and as the site of a state-of-the-art, large-scale abattoir.

The 1.7 kilometer stretch of Tomas Morato Avenue (from E. Rodriguez Sr. Avenue to Scout Albano has been recognized as the City's 'restaurant row. Ordinance SP-505, series of 1997, classified the area as a Special Development Zone governed by the General District requirements applicable to a major commercial zone (C2), with additional requirements for parking.

The Quezon Institute Heritage Conservation area consists of 18.48 hectares owned by the Philippine Tuberculosis Society. While the QC property has been reclassified as a major commercial zone (C2), it has the potential for a Mixed-Use Development with a heritage conservation component.

The Payatas Special Development Area covers 915.83 hectares covering mostly Barangays Payatas and Bagong Silangan. The growth factor will emanate from highlighting and expanding the attractions of the environment management facilities in the area, and in converting more of the idle land into well-planned socialized housing communities.

One of the implementing tools of the CLUP is the new Zoning Ordinance, which updates the Zoning Ordinance enacted in 2004. The proposed Zoning Ordinance (PO11-163) was submitted to the City Council on August 25, 2011, and was subjected to hearings at the barangay level. Among its features are the following:

- It recognizes that land is finite and therefore promotes ways to maximize use of existing land by increasing density limits,
- It institutionalizes disaster-risk mitigation measures by prescribing :
  - 5-meter easements on both sides of fault lines; requirement of PHIVOLCS clearance for properties within 100 meters from the fault line
  - 10-meter easement both sides of Marikina River, San Juan-San Francisco River, Tullahan River
  - 3-meter easement both sides of creeks, esteros and streams
  - No structures within power transmission lines and aqueduct
  - Installation of beacon lights at topmost of buildings more than 10 storeys
- It seeks to promote mobility in the largest city of Metro Manila by prescribing setbacks on structures along roads identified for widening, and allowing no structures with the right-of-way of proposed roads

'Green lungs' as recreational, beautification, environmental and disaster-risk mitigation strategies

The Bautista Administration's priorities are the preservation of the city's green space, the clear delineation of danger areas (areas along earthquake faults and highly flood-prone areas) through conversion of such areas into parks, and the use of greenery to evoke natural visual and fragrance-based delineation of areas in Quezon City.

The CLUP considers open spaces with vegetative covers as the life-support systems of human settlements. Quezon City is endowed with the most extensive expanse of open spaces and greenery in Metro Manila.

Quezon City's parks are designed to assist in flood-mitigation strategies (by promoting the absorptive capacity of the unpaved and densely planted areas), provide free areas for recreation in communities,

provide breathing spaces in dense developments and keep structures and informal communities away from high-risk areas.

QUEZON CITY PARKS/OPEN SPACES

STATUS FROM 2011-JUNE 2012

STATUS	DISTRICT 1	DISTRICT 2	DISTRICT 3	DISTRICT 4	DISTRICT 5	DISTRICT 6	TOTAL
Undeveloped	42	42	32	36	66	50	268
Partially Developed	9	6	14	2	31	36	98
Developed	29	15	29	23	50	37	183
TOTAL NO. OF OPEN SPACES							**549**

Source: City Parks Development and Administration Department (PDAD)

PARKS DEVELOPED AND IMPROVED

2010 - MAY 2012

YEAR	DEVELOPED/ IMPROVED	TOTAL INVESTMENT (in Php millions)
2010	34	1,859,490.00
2011	52	1,077,728.50
Jan-May 2012	48	1,407,970.75

Source: City Parks Development and Administration Department (PDAD)



The following parks were upgraded and repaired in 2011:

- New Haven Village Park
- Blue Ridge A Park
- Interville Park in Barangay Culiat
- The park around the Bonifacio Monument in Novaliches

Quezon City's tree planting program helps fortify embankments, provides shade,

beautifies center islands and provides trees for disease prevention. From 2011 to June 2012, a total of 42,639 various species of trees have been planted in open spaces, with saplings provided by the Department of Environment and Natural Resources.

Tree-planting has also been part of the war against dengue, with 25 neem and eucalyptus trees and 1,250 such seedlings planted in 25 barangays with high incidences of dengue.

Three major center islands were beautified by the City government in 2012: those along Kalayaan Avenue, A. Bonifacio and Regalado Extension.

On the marching orders of the Mayor to preserve 3-meters' wide of embankments on waterways, as an environment-preservation and flood-mitigation strategy, the City Parks Administration Department has designed the development of 19 linear parks on 22 creeks and 7 rivers stretching an aggregate of 191,420 meters. Seven of these projects will be completed in 2012.

For the Quezon Memorial Circle, which is popular as a people's park, the City government has funded Php 43.67 million worth of projects, which consist of the following:

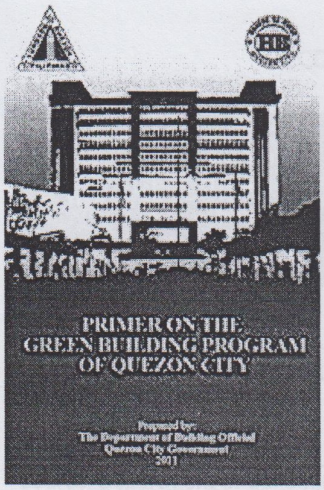
- Picnic area
- Development of the Flower Garden and the parking area near it
- Gazebo
- Improvement of drainage and water system
- Fabrication and installation of railings
- General improvement projects

In the City government's parks development program, the biggest hurdle are informal settlers who have made the open spaces their homes. In this case, resettlement programs have to complement the thrust to develop the parks.

Mayor Bautista's vision is to distinguish specific streets in Quezon City with particular species of trees, and plants with specific fragrances and colors, so that nature itself is able to create distinct areas in Quezon City which are feasts for all five senses.

Promoting sustainable infrastructure

Complementing the thrust towards maintaining a sustainable environment, the Quezon City Government adopted the Green Building Ordinance mandating the use of eco-friendly technologies and systems in the planning, design, construction, operation, and maintenance including the retrofitting of building projects. The ordinance recognizes that buildings are the biggest generators of greenhouse gases and produce adverse effects on the environment during construction and while operating. Compliance is mandatory for all buildings built in Quezon City from June 2011 onwards. Old buildings are required to comply as well, within three years from this starting date of implementation.



The Department of Building Official (DBO) has laid down the "Green Building" standards and requirements for compliance by those who will be applying for permits in the construction and renovation/retrofitting of buildings and other structures in QC.

The City government's policy specifies that construction of infrastructure should meet building standards of energy efficiency, cost effectiveness, ground water protection and mitigation of environmentally damaging impacts, which would also increase the demand for earth-friendly building materials. Green infrastructure should be the key planning framework in land conservation, urban planning and development. With these, the city is envisioned to have a network of green spaces with a healthy biodiversity existing among infrastructures.

GREEN BUILDING APPLICATIONS

As of July 2012

With Green Building Preliminary Certification (based on mandatory requirements)	3
With Building Permit (in the process of complying with mandatory requirements)	14
In process (no permit yet	18
TOTAL	**35**

Source: Department of the Building Official

TYPE OF STRUCTURES WITH GREEN BUILDING APPLICATIONS

(June 2011 – July 2012)

Office Buildings	17
Warehouses	5
Malls	4
School	1
Hotels	4
Apartelle	1
Condominium	1
Hospital	2

Source: Department of the Building Official

ECONOMIC INDICATORS FROM NEW CONSTRUCTION

2010 – June 2012

Year	No. of Permits Issued (new construction)	Estimated Built-up Area (sqm.)	Construction cost (at Php 12,000/sqm)	Projected Addition Estate Taxes (Php)	Estimated Economic Activity Generated/ Multiplier Effect (Php)	Direct Labor Generated (no. of people)
2010	790	796,137.17	9,553,646,040	71,652,345	47,768,230,200	31,845
2011	2,012	2,337,027.58	28,044,330,960	210,332,482	140,221,654,800	93,481
2012 (Jan – June)	955	963,577.87	11,562,934,440	86,722,008	57,814,672,200	38,543

Source: Department of Building Official

The 2011 to June 2012 projects are resulting in a built-up area of about 3.3 million square meters. Economic activity generated by the construction was estimated by the Department of the Building Official at Php 198 billion, based on a conservative Php 12,000 per sqm construction cost with direct labor generated at 132,024.

Building on the city's infrastructure

The vastness of the City's land area and the porousness of its boundaries, along with the large population that must be serviced, have created infrastructure support challenges. One of the biggest needs has been effective road interconnection, which facilitates the movement of people and the fruits of development in more parts of the city. From June 2010 to June 2012, the Bautista Administration has funded Php 1,235,963,064 worth of road improvement projects, which represent 40 percent of total infrastructure projects funded and implemented during this period.

Both the National, local government, and the Metro Manila Development Commission have responsibilities and obligations as far as road and flood infrastructure are concerned. The City government has been making the effort towards seamless coordination with the Department of Public Works-National Capital Region and the MMDA, to come up with harmonized priorities based just to make project identification and implementation faster and more responsive to overall public good for the city.

There have been determined thrusts towards road concreting, and connecting inner communities including community mortgage projects to give order to these new neighborhoods. More effective coordinative arrangements, with firmer commitments, have been forged by the City government with water utility companies, so that their programs for pipeline network expansion do not compromise roads paved.

Another is flood control. The viciousness of floods in putting people's lives at risk and bringing commerce to a halt, have placed the construction and repair of flood mitigation structures at the top

of the Bautista Administration's priority list. The responses being pursued by the local government include: full inventory of waterways throughout the city, accurate and up-to-date data base on those areas needing fortification of embankments and repair; construction and repair of ripraps; regular riverways cleanup, dredging and desilting; removal of informal structures within and along waterways; development of retention ponds; repair and improvement of the city's drainage systems. The Bautista Administration funded and implemented flood control and drainage improvement and repair to the extent of Php 496,722,709.04 during the period from June 2010 to June 2012, or 16 percent of the total infrastructure project funds.

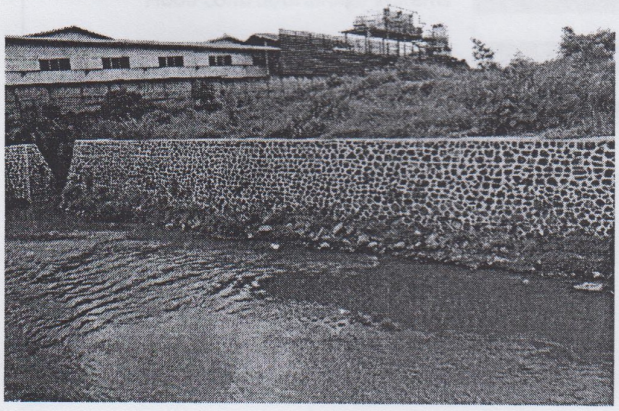
Among the major flood control projects implemented and completed are the following:

- Construction of grouted riprap and improvement of Tullahan River along barangays Capri, North Fairview, Gulod and San Bartolome .....Php 58,302,036.39
- Construction of grouted riprap along San Francisco River at barangays Damayan Lagi, Talayan, San Antonio, Sta. Cruz, Apolonio Samson and Masambong) ..... Php 29,780,099.55
- Construction of concrete retaining wall at San Juan River at barangay Roxas ..... Php 11,250,443.40
- Construction of grouted riprap along Culiat Creek ..... Php 4,226,692.31
- Construction of riprap along Botocan Creek ..... Php 1,670,200.00
- Construction of grouted riprap along Dario River .....Php 1,394,529.00

Ongoing are some of the city's major road and drainage improvement projects:

- Road and drainage improvement of Kaingin Road, bgy Apolonio Samson .....Php 27,259,753.90
- Road and drainage improvement of Malumanay Street, bgy. Teachers Village West.....Php 20,324,571.89
- Road and drainage improvement of G. Roxas St., barangay Manresa .....Php 16,047,272.70
- Improvement of road and drainage at Dr. Lazcano St., bgy. Laging Handa .....Php 13,330,942.69

These and supplying the gap in needed social infrastructure compose the projects funded by the City government from 2011 to June 2012. On the aggregate, Php 3.524 billion worth of infrastructure projects were bidded out during this period, of which 3,096,397,396.68 or 88 percent are either completed or ongoing implementation as of June 2012.

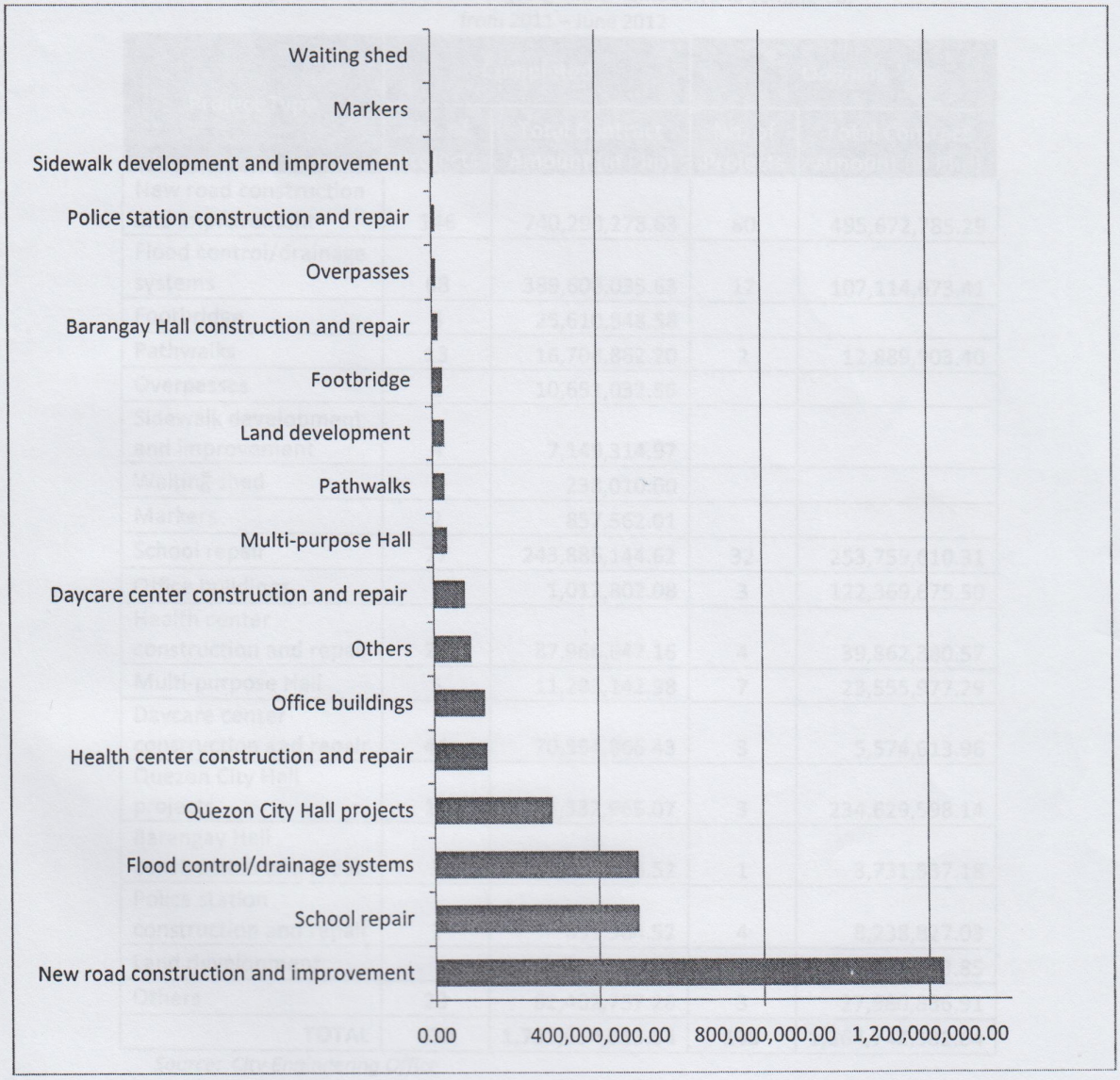


Riprap at Tullahan River



QUEZON CITY INFRASTRUCTURE PROJECTS

2011 - June 2012
Completed and Ongoing
Share in terms of Project Cost



Source: City Engineering Office

The following table shows completed and projects in process, by project type:

CITY GOVERNMENT-FUNDED INFRASTRUCTURE PROJECTS
(Bidded out, which are ongoing implementation and completed)
from 2011 – June 2012

Project Type	Completed		Ongoing	
	No. of Projects	Total Contract Amount (in Php)	No. of Projects	Total Contract Amount (in Php)
New road construction and improvement	146	740,290,278.63	60	495,672,785.29
Flood control/drainage systems	68	389,608,035.63	12	107,114,673.41
Footbridge	3	25,610,848.58		
Pathwalks	13	16,708,862.20	2	12,889,903.40
Overpasses	2	10,651,032.58		
Sidewalk development and improvement	4	7,149,314.97		
Waiting shed	1	238,010.60		
Markers	2	857,562.01		
School repair	77	243,885,144.62	32	253,759,610.31
Office buildings	1	1,012,802.08	3	122,369,675.50
Health center construction and repair	26	87,966,647.16	4	39,862,380.57
Multi-purpose Hall	5	11,283,142.98	7	23,555,977.29
Daycare center construction and repair	44	70,954,866.43	3	5,574,613.96
Quezon City Hall projects	14	51,332,965.07	3	234,629,598.14
Barangay Hall construction and repair	3	11,070,578.52	1	3,731,537.18
Police station construction and repair	1	631,964.52	4	8,238,827.03
Land development			1	29,362,113.85
Others	29	62,402,757.26	3	27,980,886.91
TOTAL	**439**	**1,731,654,813.84**	**135**	**1,364,742,582.84**

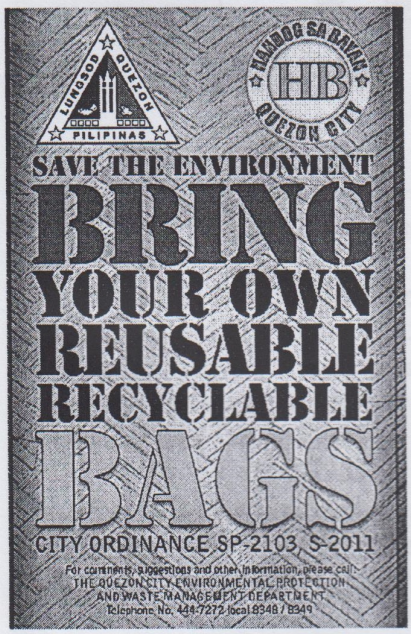
Source: City Engineering Office

Creating and maintaining a cleaner environment

In 2012, the Quezon City government passed three environmental protection ordinances which aim to effectively regulate the use of plastic bags in the city. Ordinance SP-2140 or the Plastic Bag Reduction Ordinance regulates the use of plastic bags, and violators are imposed an environmental fee. Ordinance SP-2130 mandates all business establishments that use plastic bags to display conspicuously in their stores, a notice that encourages their customers to protect the environment by bringing their own recyclable/reusable bags. Establishments found violating the ordinance face penalties. Ordinance SP-2127 bans plastic and styrofoam containers at Quezon City Hall, the Novaliches District Center, and at the two city hospitals, Quezon City General Hospital and Novaliches District Hospital.

Plastics carelessly thrown have been known to wreak havoc on waterways and drainage systems. In Quezon City, an estimated volume of 719 cu.m or the equivalent of 45 10-wheeler truckloads of plastic bags end up in the city's waste stream everyday. If these bags are freely given, people tend to be nonchalant about their use.

To address this problem, the Plastic Bag Reduction Ordinance will enforce a Plastic Recovery System Fee that charges and collects P2.00 per plastic bag used, regardless of its size. The collected fee will be part of a Green Fund that is intended to finance various initiatives for the benefit of the environment.



Reusable Bag users will be given incentives through a point system. Accumulated points can be used for purchase. Green Lanes are special counters for customers with reusable bags.

The implementing rules and regulations of the ordinances were formulated by the city's Environmental Protection and Waste Management (EPWMD), Business Permits and Licensing Office (BPLO), Market Development and Administration Department (MDAD), Barangay Operations Center (BOC) and the Liga ng mga Barangay.

The SM Group of Companies said that Quezon City's ordinance on plastic use regulation, is the most proactive among similar ordinances by local government units. The plastics ban at City Hall prohibits the use of plastics and other polystyrene packaging materials, including for program implementation, meetings and other activities. Violators are imposed fines.

Minimizing solid waste volume

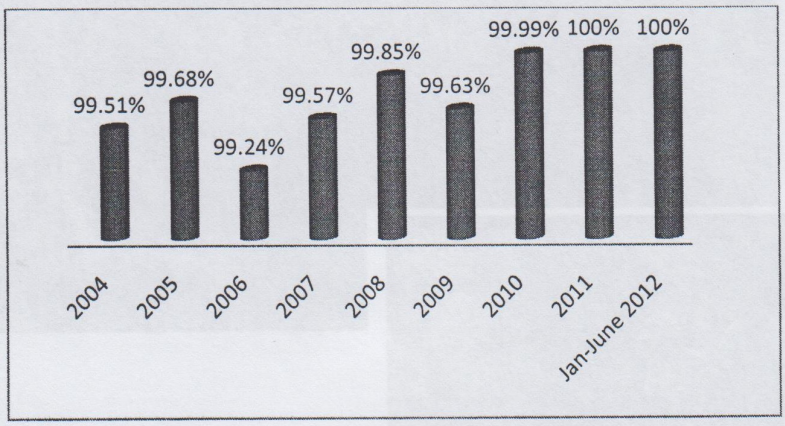
Solid waste collection in the city figures consistently high in net satisfaction ratings in surveys among constituents. To engage greater citizen participation in garbage volume reduction, waste segregation was made mandatory at the household level in 2011. A study done by SMART Research showed that 80.77% of households practice waste segregation at home. Comparing the period January to June 2011 (when segregation was not yet widely practiced) and the same period 2012, segregation has

resulted in total garbage volume reduction of 159,146 cubic meters, or more than the equivalent of an average one-month's worth of garbage.

Last March 6, 2012, the Quezon City Government was one of three LGUs in the National Capital Region, and one of 83 nationwide that was awarded with a Certificate of Recognition by 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.

Garbage collection efficiency in the city has been maintained at a 99% collection rate since 2004.

GARBAGE COLLECTION EFFICIENCY



Source: Environmental Protection and Waste Management Dept.

The new Quezon City Sanitary Landfill, owned and operated by IPM-ESI and servicing the entire city, started its operation in January 2011. It has three project components:

- Materials recovery and processing facility for waste reduction/ processing
- Engineered sanitary landfill for the disposal of residual wastes
- Maintenance and post-closure care of the Payatas Controlled Disposal Facility.

An average of 1,085 tons of residual wastes tons of waste per day end up at the landfill, or an average of 2,012,686 cubic meters of waste in 2011. In 2012, total wastes disposed is estimated to be 812,032 cubic meters for the first six months. Aggravating circumstances on the city's cleanliness are calamities such as fire and typhoons, and special events such as holidays and the election campaigns. As much 2,482 cubic meters of fire debris and 426.32 cubic meters of trash from cemeteries were collected in 2011.

In consonance with the Supreme Court's mandamus to clean up, rehabilitate and preserve Manila Bay, the Environmental Protection and Waste Management Department intensified its regular program to clean up the city's waterways. Cleaning up the four river systems that run through the city plus their

tributaries resulted in 3,315 cubic meters of waste taken out of the river systems from 2011 to April 2012.





DISPOSERS OF WASTE INTO THE LANDFILL

	% of total waste intake
6 City-government contracted haulers	78.6%
Accredited private haulers	16.2%
Barangays with own collection fleet	4.8%
Government institutions	0.4%
TOTAL	**100.0%**

Source: Environmental Protection and Waste Management Dept.

The volume of waste that ends up at the landfill is reduced through the effective implementation of the following programs:

- Materials recovery facility. The recovery rate from MRF stations range from 4 percent to 6 percent, equivalent to 63 to 67 tons per day. Recovered and diverted from the landfill were 24,370 tons of recyclable materials in 2011 and 11,448 tons in the first six months of 2012. This amount saved at least 107,454 cubic meters of landfill space or about three months' equivalent dumping space, using the rule of thumb that for every ton of wastes diverted, almost 2.4 cubic meters of airspace is preserved.

- Waste Markets, through partnerships with shopping malls, which set special days for these. From 2011 to June 2012, recyclables traded at these events reached 207,674.83 kilograms, from SM Fairview, SM North EDSA, SM Sta. Mesa and Trinoma.

- City Hall Waste Segregation Project. Mandatory segregation at the Quezon City Hall Compound has resulted in 45,184.5 of recovered recyclables worth Php 295,367 and 29,533.65 kilos of kitchen waste during the period from 2011 to June 2012.

- Hakot Bulasi sa Eswela. From 2011 to June 2012, the project was participated in by students from 33 public elementary and high schools. They bring recyclables to school and these are given points. Accumulated points are redeemed for goods on shopping day. Goods received are recorded in passbooks. During this period, 5676 students were able to exchange 29,044.14 kilograms of recyclables for Php 139,157.35 worth of goods. The top recyclables producing school was North Fairview High School, where 85 students produced 7,478 kgs of waste for which they earned the equivalent of Php 21,355.28.

All these waste reduction efforts have resulted in a waste diversion of 43% in 2011 and 55% in 2012.

WASTE DIVERSION
2011 – June 2012

Year	Population	Per capita	Estimated Waste Generation			Volume of solid waste disposed	Waste Diversion	
		Kg/day	Kg/day	Cu.m./day	Cu.m./yr	Cu.m./yr	Cu. m.	%
2011	2,837,215	0.71	2,023,956.00	9,637.89	3,517,828.29	2,012,686	1,505,142.29	43%
Jan-June 2012	2,915,772	0.72	2,098,493.76	9,992.83	1,818,694.59	812,032	1,006,662.59	55%

Source: Environmental Protection and Waste Management Dept.

Post-closure care of the old dumpsite is being undertaken to continue to ensure its safety and usability. Dumpsite slope of 410,500 square meters was already rectified to 1:3 ratio designed slope. About 64,331 square meters are now covered with vetiver grass (which firmly anchors the soil and greens the area). About 1,894 trees and 730 seedlings have also been planted on the site by various government employees, students and NGO people.

Reducing greenhouse gases

To reduce greenhouse gas emissions and transform the methane into electricity, the City government's biogas emission reduction facility has extracted 22,636 m^3/hr of biogas, of which 20,814 m^3/hr went to the flare line, while 768 m^3/hr went to the engine line to produce electricity. The average monthly flow is 1,886 m^3/hr from the 87 wells installed.

GREENHOUSE GAS EMISSION REDUCTION DATA

Verification No.	Verification Period	CERs (tCO^2 equivalent)
1st	1 March – 31 August 2008	30,243
2nd	1 September – 31 June 2009	76,888
3rd	1 July – 31 December 2009	47,970
4th	1 January – 31 March 2010	27,516
5th	1 April – 30 September 2010	59,976
6th	1 October 2010 – 31 March 2011	55,622
7th	1 April – 30 September 2011	60,475
	TOTAL	**358,690**

Source: Environmental Protection and Waste Management Dept.

A total of 37,716 kilowatt-hour of electricity was generated by the plant in 2011, resulted in power cost savings of Php 544,241 in the Payatas Disposal area. Since 2009, 34,646 kilowatt-hour of electricity has been used, saving the City government at least Php 2 million of its power cost needs. More electricity is expected to be generated once the plan of Pangea Philippines, which operates the biogas emission reduction plant, to upgrade the engine generator is implemented. The company has successfully negotiated the sale of electricity to Meralco, with the two-year contract signed last May 31, 2011. The Payatas Power Plant expansion was registered and approved by the Department of Energy on October 11, 2011.

To strengthen efforts toward cleaner air, the EPWMD formally launched the Quezon City Clean Air Program last July 22, 2011. Seven hundred participated in the event, including those from the government and private transport sectors, advocates of clean air initiatives, other government agencies and concerned members of the general public. They pushed for a 12-point program designed to provide greater teeth in the government's efforts to curb smoke belchers, close down unscrupulous emission testing centers, promote routes for electric vehicles and bike lanes, and ban open-pit burning and smog-creating activities.

Marking high-risk areas

As part of the Bautista Administration's responsibility to keep its residents safe, the Mayor has instructed the clear delineation of areas that are flood-prone and those that are along the West Valley faultline. Twenty-three public schools identified as lying in flood-prone areas are the subjects of critical alert during periods of heavy rain, and are the regular objects of inspection for damages by the City Engineering Office, and focus of repairs and retrofitting wherever necessary.

He constituted a Task Force West Valley Fault composed of the Department of Public Order and Safety, the city's Information and Technology Department, the City Engineering Office, the Assessor's Office

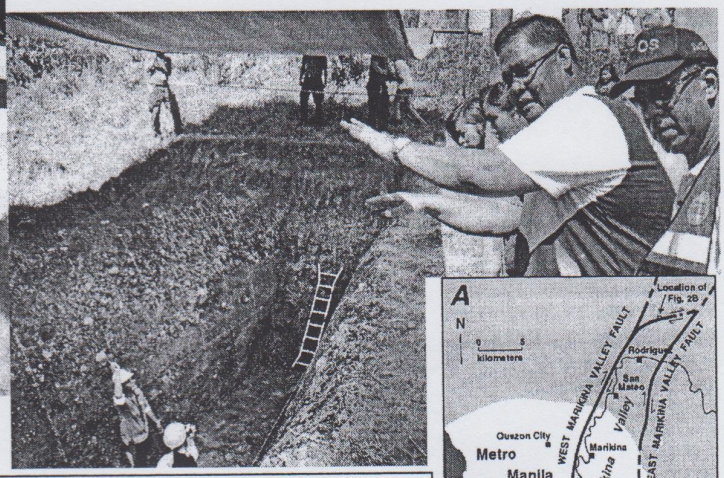
and the Subdivision Administration Unit to coordinate with the Philippine Institute of Volcanology and Seismology (Philvocs) to determine and accurately mark the West Valley faultline along Quezon City. The Information Technology Development Office created electronic hazard maps on the faultline, for easier use for studies and references. It is also archiving global positioning system (GPS) coordinates of landmarks pertaining to disaster preparedness. The Task Force is also regularly coordinating with the Metro Manila Earthquake Impact Reduction Study (MMEIRS) team.

In April 2011, the joint team began the tagging, marking and installation of physical markers on the actual location of the faultline, which runs along the periphery of the city from the downslope area of Violago Parkwoods in the northeast to Bagong Silangan to Ugong Norte in the southeast.



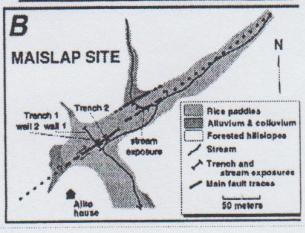
Marking of the faultline

A joint trenching activity conducted in March 2012 by the Quezon City Government and the Philvocs across the West Valley Faultline in barangay Bagong Silangan produced evidence of ground displacement, including abrupt change of sediment layers. The tests also revealed that at least two to three earthquakes had taken place in the area. The trenching activity was conducted to identify and determine ground rupture movements and slip rate estimates across the faultline.



Trenching in the faultline helps determine the extent of previous earth movements.

Mayor Bautista has insisted on the declaration of a danger zone within the seven-kilometer stretch of the faultline. "Our plan is to discourage the construction of structures within the 5-meter wide borders or buffer zone on both sides of the faultline. We are considering this buffer zone as nonresidential to avoid further damage in case of ground rupture," the Mayor declared.



Residents living along the faultline have been advised to relocate to safer areas. Affected are about 700 houses, both informal settlements and residents and upscale subdivisions. Owners of structures have also been advised to undertake retrofitting measures to ensure the stability of their structures.

In addition, the city government implements a Safe Building program, where the Department of the Building Official has been conducting inspection of structures to determine their structural integrity.

To help maintain a constant state of readiness, in preparation for calamities, the following measures were also undertaken:

- Organization and training of 142 Barangay Emergency Response Teams
- Development of Junior Rescuers, from Quezon City public high schools
- Training of Disaster Risk Reduction Management Council (DRRMC) members.

The following partnerships were also forged, to increase knowledge and capacity on resilience:

- With the Earthquake Mega-Cities Initiative (EMI), to enable Quezon City to adopt global-standard processes and systems for disaster-risk mitigation;
- With the Alliance of Seven (a group of 7 local governments which seek to have an integrated approach to disaster resilience from earthquakes; these are the LGUs where the West Valley faultline runs through).

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