

COMMUNICATION & RESOURCE ORGANIZING

How can Authorities use data to facilitate adjustments to the new normal and ensure that the public is aware of important information on COVID-19?

COVID-19 has resulted not only a tidal wave of information, but also a flurry of activities at the community, local, national and international levels responding to the pandemic.



Various forms of data ranging from COVID-19 global updates to community initiatives such as volunteer movements, real-time capacity of public areas, movement of citizens, etc – were proposed to/ being tracked, shared and disseminated to the public .



This Snapshot explores the various ways **Governments and local authorities** have approached the dissemination of information to the public as well as how the organized use of resource and data enables quick and targeted responses to issues arising in adjusting to the new normal.

SOLUTIONS SNAPSHOT

ACCESSIBLE & UP-TO-DATE INFORMATION



Many countries provide COVID-19 info to its public. E.g. Malaysia launched its own 'MySejahtera' app, while South Korea's app also included detailed info such as places the confirmed patient has visited (Digileader; WSJ). Authorities also make information available in multiple languages for inclusivity: Boston's text alert service - in 11 languages, Germany's 'Integreat' for refugees and migrants - with 7 languages (Covidnews.euocities).

COMBATING MIS- & DIS-INFORMATION



The Malaysian Communications and Multimedia Commission (MCMC)'s website, 'Sebenarnya.my', and its corresponding Telegram channel actively verify information to curb the spread of 'fake' news. (TheStar) Similarly, when misinformation or disinformation were discovered online, Taiwan authorities verify it within the hour to provide accurate information to the public. (Atlanticcouncil.org)

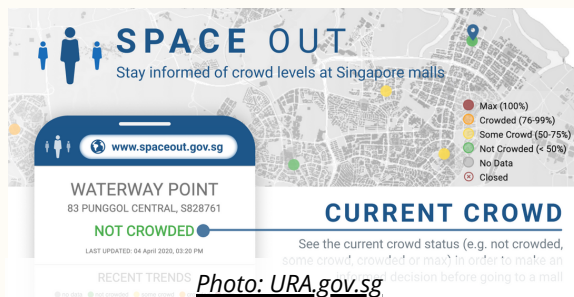
COLLECTIVE, LOCALIZED & ORGANIZED SHARING OF RESOURCES



In Malaysia, a barter trade system was utilized to avoid wastage of fresh produce and to ensure food aid to the needy (MalayMail). South Korea and Taiwan mapped the availability of face masks at pharmacies/stores. A Poland municipality released a virtual event calendar that list out all digital activities in the city (Themayor.eu). Local authorities match businesses with job-hunters (e.g. Ohio, California, Edinburgh).

REAL-TIME DATA FOR SOCIAL DISTANCING & CROWDS

Singapore authorities collaborate with mall operators, visualizing current crowd levels (URA.gov.sg). Auckland Transport's existing app is upgraded to show how many people are on its buses or trains at any given time (ourackland.aucklandcouncil). London's St Pancras railway station has adapted an existing design to now monitor social distancing in real-time (csengineermag.com).



HARNESSING PUBLIC INTELLIGENCE & PARTICIPATION



Hauts-de-France government launched a platform enabling citizen participation in initiatives within the region (OECD-OPSI.org). In Indonesia, a citizen reporting platform allows users to report problems directly to city government and businesses (CNNIndonesia; OECD-OPSI.org). Montreal authorities have launched an online feedback system for citizens to report suspicious activities such as public gatherings (Globalnews.ca; SPVM).