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“Resilience is about scaling up existing responses to meet new needs in times of crisis. In Milan, the foundations for the pandemic resilience were built in the past years and they are based on three long-term strategies.”

– Piero PELIZZARO, Municipality Milan



Image Source: <https://twitter.com/demescope/status/1344666562444341249/photo/1>

SUSTAINABLE RESPONSES TO THE COVID-19 PANDEMIC



Image Source: Wikimedia Commons. April 19, 2020. A food basket for the needy hung in Bologna, Italy, during the COVID-19 crisis. Image by Pietro Luca Cassarino. <https://www.flickr.com/photos/184568471@N07/49797489096/>

INTERSECTING INFORMALITY, PROSPERITY, COMMUNITIES





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### **Resilience from theory into practice. Elements from the Milan experience**

Resilience is about scaling up existing responses to meet new needs in times of crisis. Our experience in Milan is very a practical one: To be resilient means to be able to deliver in an emergency situation. The foundations for this resilience were built in the past years are based on three long-term strategies.

#### **digital infrastructures (top-down)**

Three years ago, Milan has launched a “digital agenda” to improve our external digital services to the people. During the pandemic, the municipality was able to serve more people that way.

#### **food initiative via food app (bottom-up)**

The Milanese were able to move up to 1 million meals per day (basic needs), connecting to the local farmers, which had been mapped. Some of these initiatives begin to turn

into new services – new business for the new normal.

#### **mobility**

During the lockdown, the restrictions of access to public space have just highlighted how precious public space as a common resource is. Over the last two months, Milan municipality has launched two initiatives: “open street” and “open square.” Both initiatives follow the logic of tactical urbanism that allows to test and to explore potential new conditions for public space. One outcome was 40 km long bike line that was rather quickly implemented.

When an emergency comes, we don’t have to reinvent the wheel, but we need to scale what we already have to the new needs. As a municipal institution, we do not have the time to discuss all the options; instead we have to quickly respond to the demands.

For future studies to come, we need to look further into the unpredictable in order to find solutions on how to act and to better manage these situations. We ought to incorporate in to these studies the higher risks for our community, like climate change and pandemics.