HEALTHY, SMART, AND RESILIENT CITIES AND COMMUNITIES

Digital Infrastructure for E-Governance and The Environment

Pacific Forum
Session 9 of Virtual Forum Series
Adapting Covid-19: Indonesia, The United States, and The Indo-Pacific
Wednesday, December 1st 2021
On January 21st 2021, Samarinda has been 353 years old

While Samarinda City Government was 61 years old on the same date

Sources: Samarinda City, 2020
Pemerintah Kota Samarinda

2017

Pengurusan Kelurahan

Kepetuan Pemerintah Samarinda
Hornor: 55101/IXI/2017

PERPUTUSAN WALIKOTA SAMARINDA
Nomor: 385/IX/2016

KETERANGAN

MASTERPLAN SAMARINDA SMART CITY

PENGURUSAN KELURAHAN

WALIKOTA SAMARINDA

METERING:


METERING:


Pemerintah Samarinda

2017

Pengurusan Kelurahan

WALIKOTA SAMARINDA

METERING:


SMART CITY PLUS

SMART ENVIRONMENT
- City greening
- JENGRINDA (used oil management)
- Kesuma Cinta

SMART ECONOMY
- Behambinan – local marketplace
- Local tax digitalization and Point of Sale (POS) implementation
- Public Service Mall

SMART GOVERNMENT
- Command Center, connected to citywide CCTVs and 112 ambulance service (24/7 ambulance service)
- Fibre optic network between government agencies (1.5 GB bandwidth, ideally above 2 GB)
  - Tier 1 Data Center
  - Social security number-based system api.samarindakota.go.id
- All government agencies, including district and sub-district government bodies, and clinics use samarindakota.go.id subdomain

SMART LIVING
- Publicly accessible 45 CCTVs via samarindakota.go.id
- Free wi-fi access in public spaces (Citra Niaga, city parks)
- eKelurahan service : e-kelurahan.samarindakota.go.id
- Integration of sikda and PCare BPJS Kesehatan

SMART BRANDING
- Citra Niaga Marketplace revitalization
- Smart branding masterplan
- Smart branding logo
- Tourist attraction (Festival Mahakam, etc.)
- Rembuk pariwisata
- Mahakam Travel Mart

SMART SOCIETY
- 112 Hotline as reporting channel for the public
- Integration of Student Enrolment Database and other education-related data
<table>
<thead>
<tr>
<th>Service Type</th>
<th>Target</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agencies, Official Residence</td>
<td>41</td>
<td>41</td>
<td>41</td>
</tr>
<tr>
<td>Districts</td>
<td>10</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>Sub-districts</td>
<td>59</td>
<td>6</td>
<td>59</td>
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<tr>
<td>Unit of local technical implementation</td>
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<tr>
<td>Health Facilities</td>
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<td>12</td>
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<td>Closed-circuit Television</td>
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<td>Secondary School</td>
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<td>Mall of Public Service</td>
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<td>1</td>
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<tr>
<td>Local Court</td>
<td>1</td>
<td>0</td>
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</table>

**Total:** 290 290 290
Public Service:
samarindakota.go.id
e-kelurahan.samarindakota.go.id
tte.samarindakota.go.id

Data:
data.samarindakota.go.id

Covid-19:
corona.samarindakota.go.id
bantuan.corona.samarindakota.go.id
ssn.samarindakota.go.id
Since March 2020 Single 112 Hotline launched and supports Samarinda City in reducing the COVID-19 infection.

1. There are **19.117** calls filed in 2020 that support Samarinda City in succeeding tracing and tracking activities.

2. The Hotline has became initial platform to promote Telemedicine in the Samarinda City.

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4. The Hotline has also utilize to ensure the aid distribution while citizens reporting COVID-19 cases.

**122 Incoming Call Related to COVID-19**

<table>
<thead>
<tr>
<th>Category</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>COVID-19</td>
<td>19.117</td>
<td>8.439</td>
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</table>
STATUS OF COVID-19

First Spike

Current Status (after improving citizen collaboration & participation)
COVID-19 RESPONSE STRATEGIES

Strategy 1: Health management
- Testing and tracking increase
- Vaccination increase
- Clinics to serve as quarantine clinics

Strategy 2: 112 strengthening
- Worker training
- 112 infrastructure and equipment procurement
- COVID-19 response capacity improvement
- Data on positivity rate, recovery rate and death
- Spatial distribution by district and sub-district

Strategy 3: Website development
- Regulations and advice on COVID-19
- Beneficiary of support during the pandemic
- Data provision for national and provincial governments’ websites

Strategy 4: Community-based response
- Neighborhood, sub-district and district-level COVID-19 task force strengthening
- District-level corpse handling team
- Clinics’ telemedicine
- Support by district and sub-districts
- COVID-resilient villages
- Bed increase in clinics and hospitals
- Additional bed provision by private hospitals
- Oxygen tank increase

Strategy 5: Facility improvement
- Support by district and sub-districts
- COVID-resilient villages
- Bed increase in clinics and hospitals
- Additional bed provision by private hospitals
- Oxygen tank increase
Instead of working in silos, a collaborative approach that involves a wide range of stakeholders is a key success in reducing COVID-19 Impact.

Yes, the 112 hotline was a bigger help for us but if we zoom in to the smallest level, a collective work within citizens is the true power that made Samarinda City survive up until now.

In terms of utilizing digital infrastructure in reducing COVID-19 impact, apparently, it doesn’t mean supposed to be a sophisticated platform or tool, it could be simply reactivating or improving existing infrastructure.

What we learned from our journey in addressing the COVID-19 spike as well as utilizing digital advantages, there are no magic tools that made our city survive unless our robust connection and coordination.

It also applied to delivering e-governance that is most likely linked to the smart city topic, the system won’t work even we have built the most sophisticated machine but without a talented pilot.

What we have done in Samarinda is not only focuses on the hardware or platform but also on the backend process includes relevant policies that deal with the data management system as well as roles and responsibilities (collecting, managing, shorting, validating, distributing, updating, etc) that will be mandated to the agencies or operational entities.

By doing so, no matter it’s a new or old model tools, it will work.
Thank You