

Executive Summary



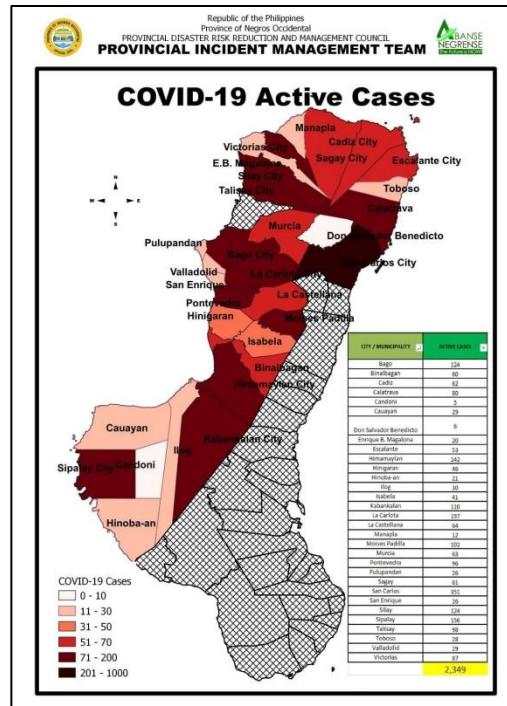
- A Community App Responding to Emergency Situation (CARES)

The whole world came to a halt in 2020, when all humanity unexpectedly came face to face with life-threatening challenges, one after another. Faced with the COVID-19 pandemic, the City Government of San Carlos grappled through survival plans and strategies, and creative solutions in tackling the problems brought about community participation and engagement. The government has been rigorously implementing the IATF protocols, along with its own initiatives, since the start of this pandemic. One thing stands out till now, and even made stronger, that citizen participation and cooperation in mandated protocols made the containment of the spread of the disease as manageable as possible.

The city had an alarming spike in COVID-19 cases in 2020 at 351. It was ranked with the highest number of COVID cases in Negros Occidental. While IATF protocols and the city's strategic measures helped mitigate the COVID spike, contact tracing has been a problem. The mayor tasked the LGU's Information Technology and Computer Services Office (ITCSO) to create a digital tool aligned with the IATF-prescribed system and technology and the national government's digital contact tracing app 'StaySafe', launched nationwide in September 2020.

The concept of VAMOS

"VAMOS" (Viral Assessment and Monitoring System) was conceived as a Verifiable Application Mode Operating System for contact tracing. The IT creators employed the Quick Response (QR) Code scanning and named this priority tool "VAMOS app". Its aim is for the systematic collection, analysis, and storage of information of persons to expedite contact tracing efforts in the event that a positive case of COVID-19 is reported in the city. Thus, this app is now the catalyst for the city's survival measures for emergency situations.



Human resource engagement with the Tech4Ed Program

Our distinct accomplishment overflowed to the harnessing of the potential of our scholars of the Tech4Ed Program. Noteworthily, our LGU adopted the Digital Literacy Course for out of school youths, PWDs, senior citizens, and OFWs of our city since 2015. These scholars attended digital literacy and skills training for six months to become professional digital workers. Now, they are deployed as co-implementors of the VAMOS app. This Tech4Ed Program has, indeed, found its niche and relevance during this time of life-threatening challenge. The app has not only helped curb the COVID scare but also provided employment to some of our Tech4ED Program scholars.

Link to the Vaccination/Resbakuna Program

One such beneficial feature of the VAMOS App is providing linkage to the Vaccination/Resbakuna Program. The recipients who are registered in the VAMOS App no longer need to register again online for the Resbakuna, since most of the residents have their own QR code or the VAMOS ID generated from the VAMOS App.

The Future of VAMOS App as C.A.R.E.S.: (Community Access to Reliable e-Services)

With always a heart for the good of its citizens, LGU-San Carlos has been known to have adopted the acronym C.A.R.E.S. in all its programs, as its brand of caring for its people. The VAMOS app is a digital platform for COVID-19 surveillance activities used initially for contact tracing, vaccine passport, and networking of data and communication. However, having tested and implemented it, VAMOS gave host to more than just contact tracing but other uses and service features such as news and announcements, emergency response, law enforcement, utility bills and payments, business permits and taxes, e-tickets, document tracking, events and reservations, tourism and marketing and many more exciting features making it an integral part of the life of its citizens and government, in particular. The VAMOS C.A.R.E.S. App will have self-sustaining features that are user-friendly, economically feasible, and will be upgraded from time to time as lifestyle demands.♦

ADOPTION IN LGU OPERATIONS

Policy and Adoption of the Technology

The City Mayor issued policy measures on the adoption and implementation of its local digital contact tracing app “VAMOS” as follows:

Executive Order No. 235, Series of 2020 issued on October 28, 2020, “*Directing all Government Offices and Barangays in the City of San Carlos to Use and Implement the VAMOS App*”.

Executive Order No. 243, Series of 2020 issued on November 9, 2020, “*Directing All Private, Business and Commercial Establishments to Use and Implement the VAMOS App*”.

Even before the IATF directive for LGUs to recommend strategic plans and strategies, San Carlos City has been proactive in its campaign against the spread of COVID-19 by taking various initiatives to care for its people and prepare for a worst-case scenario.

Synchronizing with the Inter-Agency Task Force (IATF)’s plan of integration of all contact tracing apps in one central system called staySafe.ph in December 2020, the LGU of San Carlos already implemented its VAMOS app for the management of emerging infectious diseases.

The VAMOS Community App Ordinance

The App has been billed on first reading for the promulgation of an Ordinance on August 26, 2021. The Ordinance will be about the reinforcing of the COVID-19 contact tracing system through the use of the VAMOS App, prescribing guidelines and procedures in the use thereof, providing penalties for non-compliance and for other purposes.

The Sangguniang Panlungsod has penned its legislation on the use of the VAMOS App to be imperative for every individual, all government offices, and private establishments in the city. This ordinance shall be known as “*VAMOS Community App Ordinance of San Carlos City, Negros Occidental*” whose primary purpose is to contain and avert the spread and transmission of the virus through the quick and immediate contact tracing of people who may have been possibly exposed to positive COVID-19 confirmed patients within the City of San Carlos.

This ordinance shall cover all business establishments, government offices, religious institutions, schools, residents, and non-residents within the territorial jurisdiction of the City of San Carlos, Negros Occidental, including public utilities and spaces such as, but not limited to, public markets, public terminal, and public transport.

For purposes of observing the provisions of this ordinance, barangays and establishments in San Carlos City are strongly enjoined to set up assistance centers to aid residents and other individuals in registering in the VAMOS App and obtaining their QR Codes.

Launching of “VAMOS”: A Community App Responding to Emergency Situation (CARES)

The “VAMOS App” made its launching on October 29, 2020. During the launching, the IT pool of programmers and computer experts from the Information Technology and Communication Services Office (ITCSO) oriented the users and explained its use based on the objectives of the App, such as:

- To keep an eye on citizens’ whereabouts
- To ensure that people follow quarantine protocols
- To avoid long queues
- To help students, workers, and residents stay safe
- To make it safer for customers to dine out

- To collect medical information
- To enlighten people on their likelihood of infection
- To register visitors from neighboring towns and cities
- To track the movement of residents
- To encourage people to use digital tools

Such information is gathered, collated, and managed by the Contact Tracing Task Force. All information furnished to the system strictly complied with the provisions of Republic Act No. 10173 or the Data Privacy Act of 2012. The VAMOS App aims to complement manual tracking and therefore expedite contact tracing with timely and accurate information, guided by the provisions of the Data Privacy Act. Such data are valuable for the LGU's frontline agencies to respond to emergencies with preparedness and to assess and monitor the solutions in addressing the problems encountered and in providing essential assistance to affected constituents.

The concept of VAMOS App was first introduced to the local chief executive, Sangguniang Panlungsod (SP) Members, and Barangay Captains during the Liga ng Mga Barangay meeting on October 12, 2020. Its official launching was made through promotional videos and advertisements via the ITCSO Facebook page, and the LGU Information Facebook page. A week-long meeting from November 9 to 13, 2020 was conducted online via Zoom with various juridical entities such as businesses, schools, and institutions. Dissemination drive was done in all government offices, barangays, and business establishments for compliance. Meetings in all barangays were also conducted for registration systems and procedures.

Human resource/implementors of the project

Community engagement and support are foremost the key to the successful implementation of the app. All community sectors take part in engaging contact tracing, monitoring, and evaluation of the effectiveness of the app.

IT Personnel

The IT Office has been proactively developing the App even before the IATF directives in response to the crisis. Successfully, the creators came up with their own version of the contact tracing app.

The highly qualified IT personnel who developed and maintained the VAMOS App, alongside with all other computer-related systems adopted by the LGU are the implementors, composing of System Analysts, Computer Programmers, Database Administrators, Network Administrators, and Computer Technicians. It is also worth mentioning that the LGU of San Carlos was the first in Negros Occidental to have developed the app, while other LGUs only have it on sub-contract.

Progressively, our LGU thru the Information Technology & Computer Services Office (ITCSO) is always thinking of ways to innovate, expand, redesign existing systems, and proceeds and improve the features of the app as a new challenge comes up. With their looking-forward approaches, the IT Group started its trainings on Basic Mobile Development Training on January 25–29, 2021 at the Negros Occidental Language & Information Technology Center (NOLITC) Extension Office. The training aimed to prepare resident computer programmers of ITCSO and other local offices to manage the mobile application plans of the city.

The VAMOS App created by our programmers was intended for contact tracing during this COVID-19 outbreak firstly, but it will now become VAMOS C.A.R.E.S. App, the city's official mobile application with new features.

TECH4ED Program Registrants

What made it distinct in the implementation of the Community App is that we utilize the products of our Tech4Ed Program. Our city government tapped the city's Tech4Ed Program human resources in the implementation of the VAMOS App. Some are now deployed in the Registration and Help Desks set up in each barangay. Two Tech4Ed Center Managers (Registrants) are assigned for each barangay. There are

other registrants assigned at the City Public Library, Public Transport and Terminal, City Public Market, and NOLITC (Negros Occidental Language and Information Technology Center).

It is noteworthy to mention that the LGU adopted the Digital Literacy Course for out of school youths, PWDs, senior citizens, and OFWs. The Tech4ED scholars have undergone digital literacy and skills training for six months to become professional digital workers. The LGU entered into a collaborative partnership with DICT for the Tech4ED Program on December 7, 2015. It was a concrete manifestation of our city's commitment to strengthen our people's capacity to gain sufficient and meaningful source of income. The project is mainly designed to complement the government's goal of achieving inclusive growth through bridging the gap between education and digital divide through the establishment of Tech4ED Centers serving as conduit for efficient delivery of government and other services.

Tech4Ed centers in 18 barangays (Barangays 1-6, Bagonbon, Buluangan, Codcod, Guadalupe, Ermita, Nataban, Palampas, Prosperidad, Punao, Quezon, Rizal, San Juan) were utilized as registration sites and their graduates were deployed to man the system. Training of Tech4Ed Center Managers on the use and operation of the system also was conducted. The utilization of the Tech4Ed human resources in the application of the contact tracing app paved the way to the strengthening of the Tech4Ed program. The government does not need to employ from other sources as it has its own skilled digital workers already to handle the job in the registration process for the contact tracing app and for other future uses. The Tech4Ed Program has seen its gains and will continue to be relevant in producing more skilled digital workers that would benefit both graduates and their families and government.

IT Equipment

This project is equipped with laptops and tablets plus printer for registration, computers for system development (Web Portal and Mobile Application), routers, switches, and cables for network connectivity.

Internet Connectivity

The IT group uses internet resources such as Wi-Fi, mobile data, cloud servers on a monthly subscription, and Google Cloud platform, known to provide computing resources and which our LGU IT office uses in its operations. Web Domain (also on monthly subscription) is also maintained to direct all users to the LGU website.

The 18 Barangays were provided internet connection for data transmission to the main server. The registrants just log in and transmit the data to the main server, which is processed real-time.

Link To The Vaccination/Resbakuna Program

The VAMOS App is providing linkage to the Vaccination/Resbakuna Program which conforms to DOH standards. The recipients who are registered in the VAMOS App no longer need to register again online for the Resbakuna, since most of the residents have their own QR code or the VAMOS ID generated from the VAMOS App. The basic information needed from the individual is already on hand for retrieval, except for the medical information as it needs to be updated from time to time. This expedited the registration process smoothly and speedily. Both the VAMOS and Resbakuna systems are integrated in a single portal used to process information through the system. The system can now automatically check if a positive case has been vaccinated or not.♦

IMPACT

The system has been in place for about ten months since its launching in October 2020. Through its operation, the city's population (individual, juridical and transportation sectors), from which 107,991 individuals have registered with their corresponding QR codes, has already benefited ease of access to emergency services. Individual response was impressive as well as the cooperation of the establishments made the VAMOS App useful and successful. The citizenry has now a grasp and understanding of how the app can save them from stress, pressure, and other expenses.

Environment

The project's beneficial effect on the environment is on the reduction of paper consumption for registration. The user just presents the ID and is saved the trouble of filling up forms. The users are saved the time and expenses to commute to the center for registration, if they opt to transact online. What used to be piles of printed materials and records are now electronic information accessible and downloadable at a click of the finger.

Since the operation is spread in 18 barangays, crowding en masse has been lessened and curbing the likelihood of contamination of their residents has helped in a way in the containment of the spread of the virus in their local communities. The app is aptly achieving its purpose of doing more with less. Wastage of consumables is decreased and helps in the conservation of the environment in a way.

Moreover, the use of cloud services is better for the environment and VAMOS App promotes green computing. Since cloud servers support many products at a time, it can efficiently distribute resources among many users. That means that the app can do more with less energy. By switching to cloud services, we were able to reduce office computing costs, energy use, and carbon emissions by 65–90% in our data center.

Political

In the political sphere, the policies and legislations of the government enforced and regulated the use of the app so much so that its objectives are attained in the speediest way possible. Utilization of the app facilitated vaccine assessment and generated reports and statistics which are up-to-date and accessible for timely decision-making and action of the government authorities in the resolution of the needs and problems of its citizens with regard to services.

The government's program earned the trust of its citizens as transparency has been known and shown in the transactions made. Data shared by its citizens are also protected so that they are encouraged to cooperate and feel confident that their personal data will be used for their good because the government can be trusted. Furthermore, the people can now be assured that their concerns will be attended to promptly by the agencies without having to wait in long queues, while the authorities now immediately act upon and provide the essential assistance requested by the affected constituents. Response to emergencies is now a text or call away using the app.

Socio-cultural

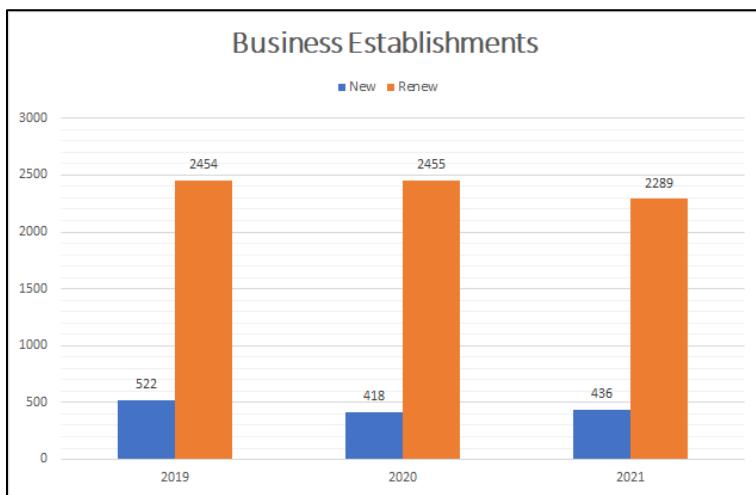
The online app facilitates for its users not only ease of access to services but also safety from exposure to risks on health during this pandemic ordeal. It encourages communication using the app in the social and cultural spheres. It is an initiation to a new e-lifestyle and culture. It may be difficult for some with no knowledge and skill on online transactions, but registrants are always on hand to assist and facilitate for them, especially its senior citizens and the marginalized.

Manual contact tracing may have its use but can be time-consuming and inefficient. Since the app is now the fastest form of data gathering and collation, factual data are obtained and would ascertain the required controls to be set in place immediately. This app will automatize the tracking process using smartphone apps while also exploiting Bluetooth low energy technology. The work of contact tracing is vital in identifying and containing the virus and to better protect the population.

Our Tech4Ed Program scholars-now-workers have assisted much in the implementation of the app systems, so much so that with their training, they have integrated what they learned in actual work adeptly and with more comprehension. The Tech4Ed Program has now produced the fruits of their endeavor and contributed the gains with the government by way of manpower pooling and services. Indeed, the proponents of the Tech4Ed Program will even be more motivated to produce the cream of the crop of digital workers.

Economy

While pandemics cause financial setback due to the imposition of quarantine and lockdowns in some areas worldwide, efforts to curb an impending economic collapse in our city include stay-safe protocols and control systems. Contact tracing helps our local businesses reset their priorities and adopt other ventures for business survival. Helpful data from our contact tracing and the cooperation of business operators enable their businesses to be open on purchase and order basis, strictly observing distancing and wearing of face masks and face shields. For dining, seat limitations are imposed. Companies are able to proceed with their operations with caution and cope with rotation of work or having skeletal work force because of quarantine and movement restrictions. During the imposition of GCQ, ECQ, and MGCQ, the data of businesses closed and reopened are as follows:



In 2019, the city foresaw a robust local economy with the registration of 522 new businesses. However, during the COVID spike due to ECQ and GCQ implementation in the year 2020, the number of new businesses dropped to 418. The economy had a minimal slowdown but through the contact tracing initiative and observation of policies, the problems of spread and contamination were readily addressed and contained. Hence, most businesses remained open until now and gradually picking up from economic troubles.

The VAMOS App has not only helped curb the COVID scare but also provided a lifesaving remedy to financial ills by way of providing employment to some of our Tech4ED Program scholars, while others are deployed on volunteer basis, truly showing how government cares for its people to survive this pandemic. In partnership with the government, Tech4ED Centers now provide employment to their graduates. Some of them have already found work in call centers outside of the city and other institutions. Our Tech4ED scholars conduct tutorials on registrations systems and procedures in malls and schools, distribute flyers, leaflets, and install tarpaulins in strategic areas. Already, our Tech4ED Program graduates have reached 2,594.

Percentage of use

Registered users of the VAMOS App from the actual population of San Carlos at 135,866 (2021) is approximately 109,616, as follows: individual - 108,029; juridical – 961; and transportation - 626. About 83,000 registering through the app availed of the vaccination.

The composition of the Registered Juridical per Organization Type is as follows: Association 1%, Business 48%, Cooperative 2%, Corporation 2%, Foundation 1%, Government 17%, Household 3%, NGO 2%, Partnership 2%, Religious 3%, and School 9%.

The composition of the Registered Land Transportation by type is as follows: Bus 12%, Jeep 4%, Motor (habal-habal) 2%, Motorcab 47%, Motorcycle 1%, Pedicab 2%, Tricycle 22%, UV Express 2%, and Others 9%.

VAMOS App Ratings

Mobile app usage has become more popular as mobile internet has been found to dramatically rise in terms of browsing and usage. Our statistics below show the beneficiaries' preference for e-commerce and e-marketing transactions. That is why, the VAMOS App will soon be upgraded to cater to this phenomenal mobile commerce.

Based on downloads and views, the following data have been generated:

3,565 downloads in IOS
20,305 downloads in Android
15,118 downloads in other devices

The users-cum-beneficiaries of the VAMOS App have shown their preference for mobile transactions.

With users already having QR Codes, over 1 million scans have been recorded. The users benefited largely in the use of the QR Codes in their personal purchases, entertainment, medical, and other contingency transactions.

The VAMOS App can also be best described as Care, Assistance, Relief, and Emergency Support (CARES) for contact tracing. It facilitates mass testing with the quick identification and immediate isolation of infected contacts. The app needs to be strengthened so as to address the problem of asymptomatic cases and super spreaders, which may have unknowingly bypassed even the strictest quarantine protocols. Doing this would help in avoiding lockdowns that are the reasons for individual economic insufficiency and lack, and eventually contribute to the collapse of the economy as a whole.

The app may not be the cure but is now the best solution to ensure that local communities become self-sufficient in handling their containment measures so as not to overwhelm our country's health care system and put to risk our already burned-out medical frontliners. The VAMOS App for contact tracing may provide a greater sense of security that the whole populace wanted assurance of. Keeping up with this capability on the local level may help build up its own preparedness in combating this pandemic and the handling of future outbreaks.

As a nation battered in pandemic, we are bettered in our collective and cooperative response to the challenge and in the care of one another. We have a great God offering us the wisdom to use for survival techniques and the qualities of being faith-filled and enduring till we all come out free and saved from this all.

Among other points why "CARES" is the magic slogan for the government is because the LGU sets its heart for its people as a whole human being. All its programs are geared towards the well-being of the citizenry. Noteworthy to mention then, that our city government has been recipient of various local, national, and international awards which are a humble indication that we strive for excellence in governance and for the good of our citizens. We encourage innovation in all our operations and constantly train our employees, our barangay officials, and some constituents on new facets of learning to help enhance our services. ♦

INTEROPERABILITY

VAMOS App traces its interoperability as contact tracer in its ability to exchange information with affiliated government agencies and with individual app users in accordance with the procedures defined by the public health authorities. The individual users are immediately notified if they tested positive for COVID-19 and have been in close proximity with another user who also tested positive. In this way, they are easily contacted for immediate transfer, quarantine, isolation or hospital confinement, whatever the case may be.

The LGU has now a centralized data bank connecting 18 Barangays to expedite the registration process. Integration of data from and to various offices such as Information Technology and Computer Services Offices (ITCSO), City Health Office, City Mayor's Office, City Hospital, and the City Disaster Risk Reduction Management Office (CDRRMO) has been made possible with access to information from the App. With this centralized database, timely reports and statistics are readily gathered.

How it works

There are two types of systems or applications involved in the process, the VAMOS Mobile Application for both Android and IOS devices and the VAMOS Web Portal. These two systems are able to communicate and exchange real-time data and make use of the information instantly.

Registration process for individual, juridical, transportation plus vaccination, scanning of QR codes, vaccine digital passport, and viewing of records are the main features of the VAMOS Mobile App.

Dashboard, statistics, generation of reports, and information management are the core functions of the VAMOS Web Portal.

Both systems use a centralized database stored in a cloud server which is stable, reliable and available 24/7.

Its effects

Interoperability of the two systems is designed to boost efficiency. A centralized data bank enables the 18 barangays and other registration sites including the vaccination sites to exchange data and expedite the registration process. Full visibility and access to resident's data for various sites and offices are the primary benefits of interoperability of the systems.

Without system interoperability, employee productivity can be hindered, processing and turn-around times can take a long time, and funds and resources can go wasted. Staff and vaccination teams work more productively since the systems are set up for maximum interoperability, with databases and other applications connecting and sharing information.

Contact tracing is now made functioning with the VAMOS App and rendered effective as to tracing leads and bringing the positive COVID-infected users to the health authorities for appropriate care and confinement. Without undue subjection to discrimination of the infected ones by other users, the information is held private between the health authorities and implementors of the App. It is only a report on the statistics that other users may be made aware of but not necessarily divulging the names of the affected ones.

Noteworthy effect is on the Resbakuna system which greatly reduced turnaround time, since most of the records are already available. Registrants are given the option to register online via the Mobile App and no longer need to go to the registration centers, thus physical contact is already avoided. The IT group designed the Resbakuna program which is in conformity with the DOH standards and integrated some features that are compatible with the LGU's requirements.

The Resbakuna report of vaccinated persons has been generated and furnished to local and national offices, especially the DOH. As of to date, total registered vaccinated persons are 32,314 achieving a 40.31 percent completion rate from the masterlist, classified under the following categories:

Category	Masterlist	SINOVAC		ASTRAZENECA		MODERNA		JANSSEN		TOTAL	Percentage
		1st Dose	2nd Dose	1st Dose	2nd Dose	1st Dose	2nd Dose	Fully Dose			
A1: Health Worker	2,415	125	1,681	37	84	4	0	46	1,977	81.86	
A2: Senior Citizens	9,031	144	744	1,079	532	128	125	739	3,491	38.66	
A3: Adult with Comorbidity	8,076	889	1,741	633	334	137	3	2,747	6,484	80.29	
A4: Frontline Personnel in Essential Sector	2,232	807	245	6	1	15	0	0	1,074	48.12	
A5: Poor Population	5,823	0	0	0	0	0	0	0	0	0.00	
B1: Teachers and Social Workers	532	0	0	0	0	0	0	0	0	0.00	
B2: Other Government Workers	460	0	0	0	0	0	0	0	0	0.00	
B3: Other Essential Workers	801	0	0	0	0	0	0	0	0	0.00	
B4: Socio-demographic Groups	8	0	0	0	0	0	0	0	0	0.00	
B5: Overseas Filipino Workers	35	0	0	0	0	0	0	0	0	0.00	
B6: Other Remaining Workforce	325	0	0	0	0	0	0	0	0	0.00	
C: Rest of the Population	2,576	0	0	0	0	0	0	0	0	0.00	
	32,314								13,026	40.31	

Basing on this COVID Vaccination Masterlist, the health authorities are immediately informed of the statistics and other updates. This will also serve as basis for the supply of the vaccines according to the information gathered from the App. Accordingly, should there be complaints on side effects and other precautionary feedback, the users and the implementors of Resbakuna can promptly refer to the generated list and crosscheck.

The VAMOS App and RESBAKUNA system have been found to be system-effective and serving its joint purpose of containing the spread of the virus by contact tracing and other protocols and implementing control procedures, such as vaccination, quarantine, and isolation. The implementation of the program has, indeed, provided an organized and smooth functioning of services by both government and health authorities.

Glad to note, the people are cooperating because of their trust in the government and health authorities. The gap has been bridged, especially with regard to locating and containing the spreaders, as both systems are now in place and functioning.

The information systems have now become an integral part of any organization's information management, be it the government, business, education, and religious sectors, to name a few, the tools that advance the effective delivery of services for individuals and communities, as has been proven by our VAMOS App and Resbakuna system.

Interoperability is an advantage in governance as agencies can connect and communicate with one another readily and being able to exchange information for common benefit. Such information exchange is now a must and a crucial factor in modern communication and economy. Exchanged data can also be interpreted for the understanding of the user. A patient, for example, can now be passed on to another health facility for more intensive care and avail of services from laboratories, clinics, pharmacies, and other medical departments.

VAMOS App just showed how its operational capacity as a system works, and how it really CARES.♦

COMPLIANCE TO DATA PRIVACY ACT

Declaration of policy

It is the policy of the City Government of San Carlos to protect its residents and visitors within its territorial jurisdiction against Covid-19, through an effective and efficient implementation of the contact tracing system which requires compliance of all government offices, barangay, private, and business sectors, residents, and non-residents of San Carlos.

VAMOS mobile mechanism

The VAMOS App is the official contact tracing mobile application introduced in the city. It is designed to register entities, such as individual, juridical, and transportation, for the monitoring of their activities for easier and faster contact tracing.

The constituents' whereabouts are kept tracked so as to readily assess situations and process resolutions and action on threats of transmission. The citizens are oriented on the application and are encouraged and instructed to use their VAMOS mobile application or ID to record their activities, such as going to public places, i.e., malls, markets, offices, churches, schools, government offices, and other buildings or establishments.

The app's objectives were explained to users when using the app with particular emphasis on keeping track of residents' whereabouts, registering visitors from neighboring towns and cities, and collecting medical information, all in the compliance of quarantine protocols, and safety measures for its citizens and visitors.

VAMOS Privacy Policy

The users are told the following upon registering on the app: **It is your right as data subjects to be informed on how we process your personal information.** This Privacy Policy applies to all entities who register via the mobile application. VAMOS deserves the right to update this policy from time to time.

Our Privacy notice

VAMOS collects the following information from you when you submit to us your personal data record as seen in the registration form you have completed.

The platform shall collect personal and sensitive personal information to ensure proper selection, management and deployment of staff. This platform shall collect the following:

FOR INDIVIDUAL	
INFORMATION TITLE	TYPE OF PERSONAL INFORMATION
Username	Sensitive Personal Information
Password	Sensitive Personal Information
First Name	Regular Personal Information
Middle Name Initial	Regular Personal Information
Last Name	Regular Personal Information
Mobile Number	Sensitive Personal Information
Telephone Number (Optional)	Sensitive Personal Information
Email Address	Sensitive Personal Information
Gender	Sensitive Personal Information
Birthdate	Regular Personal Information
Street	Regular Personal Information
Barangay	Regular Personal Information
City	Regular Personal Information
Province	Regular Personal Information
Photo	Sensitive Personal Information

FOR JURIDICAL	
INFORMATION TITLE	TYPE OF PERSONAL INFORMATION
Username	Sensitive Personal Information
Password	Sensitive Personal Information
Organization Name	Regular Personal Information
Organization Type	Regular Personal Information
Business Nature	Regular Personal Information
Street	Regular Personal Information
Barangay	Regular Personal Information
City	Regular Personal Information
Province	Regular Personal Information
Contact Name	Regular Personal Information
Contact Name's Position	Regular Personal Information
Mobile Number	Sensitive Personal Information
Telephone Number	Sensitive Personal Information
Email Address	Sensitive Personal Information
Photo	Sensitive Personal Information

FOR TRANSPORTATION	
INFORMATION TITLE	TYPE OF PERSONAL INFORMATION
Username	Sensitive Personal Information
Password	Sensitive Personal Information
Land Transportation Type	Regular Personal Information
Vehicle Name	Regular Personal Information
Vehicle Number	Regular Personal Information
Route	Regular Personal Information
Plate Number	Sensitive Personal Information
Vessel Name	Regular Personal Information
Voyage Number	Sensitive Personal Information
Port Embarkation	Regular Personal Information
Contact Name	Regular Personal Information
Contact Name's Position	Regular Personal Information
Mobile Number	Sensitive Personal Information
Telephone Number	Sensitive Personal Information
Email Address	Sensitive Personal Information
Photo	Sensitive Personal Information

It is important that we collect accurate information about the entity. If you feel that some of the information we collect is not necessary, please feel free to contact us so that our technical team can explain why the information is important.

WHY DO WE COLLECT YOUR PERSONAL DATA?

The Information Technology and Computer Services Office (ITCSO), as the Personal Information Controller (PIC), shall use your personal data to properly receive volunteer inquiries, forward them to appropriate internal units for action and response, in a legitimate format and in an orderly and timely manner.

DO WE SHARE YOUR PERSONAL DATA TO OTHER INSTITUTIONS OR ORGANIZATIONS?

YES, as the platform has three other Personal Information Processors (PIPs), namely:

- Office of the City Mayor
- City Health Office
- City Disaster Risk Reduction Management Office

with whom we may share your information solely for the purpose of contact tracing, data collection, organization, communication, and management, in accordance with the RA 10173 or the Data Privacy Act.

Together, the PIPs enable ITCSO to properly address inquiries, forward them to appropriate internal units for action and response, in a legitimate format and in an orderly and timely manner.

HOW DO WE SECURE YOUR PERSONAL DATA?

Only authorized ITCSO personnel as well as staff from the abovementioned data processors will have access to the personal information on a need-to-know basis, the exchange of which will be facilitated through generation of reports. These data will be stored in a secured database in accordance with the period provided by ITCSO.

All personal and sensitive information about you will be destroyed along with its erasure from the database, or in line with either the individuals upon ITCSO decision. All personal and sensitive information processed by the ITCSO and authorized personal information processors shall be kept under strict confidentiality for the entire period of retention.

HOW CAN YOU CONTACT US?

You have the right to ask for a copy of your personal information we hold about you, as well as to ask for it to be corrected, if you think it is erroneous. To do so, please contact Information Technology and Computer Services Office through the following channels:

Telephone Number:

SACATEL: (034) 312-6152

GLOBELINES: (034) 729-3086

E-mail Address: lgusccno.itcso@gmail.com

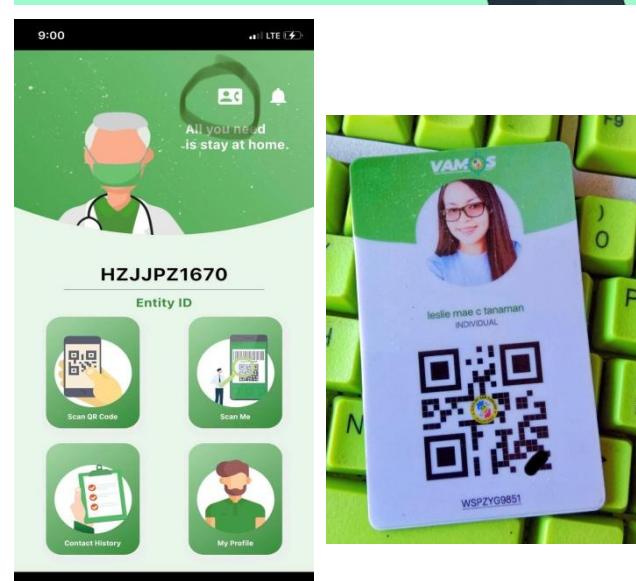
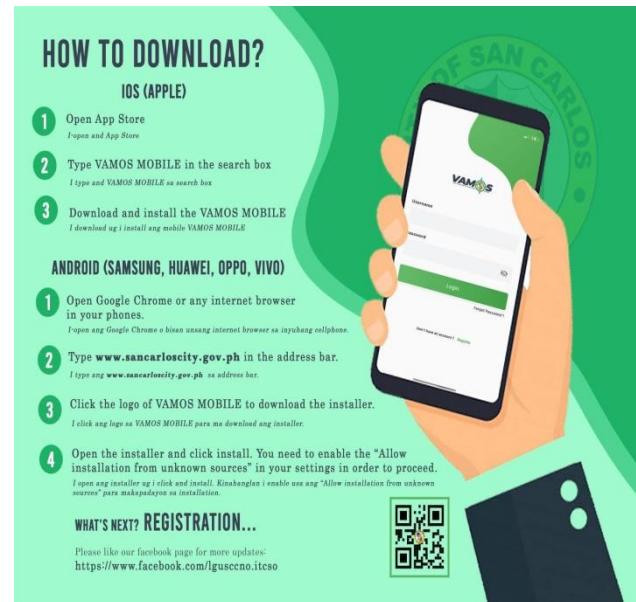
Facebook Page: www.facebook.com/lgusccno.itcso

Principles of trust

Adoption of the World Health Organization's tested principles and procedures on contact tracing makes it easier for an LGU to pattern them with the joint and close participation of local communities. The VAMOS App was first introduced to our local executives for approval and thereafter to the barangay level officials and their citizens. Trust is inculcated in this endeavor as the whole personhood is its objective. It requires voluntary submission of information details from a person for government use. A communication and feedback mechanism plays a vital role in obtaining trust from the local people. Working with community leaders makes the app readily acceptable to the public as soon as trust is built. Training implementors and orientation of the app's uses with stakeholders pave the way to a faster and much wider acceptance of the app.♦

ANNEXES

FEATURES OF THE VAMOS (VIRAL ASSESSMENT AND MONITORING SYSTEM) APP



VAMOS or Viral Assessment and Monitoring System is the official contact tracing mobile application of San Carlos City, Negros Occidental, designed to register entities such as individual, juridical and transportation for the monitoring of their activities for easier and faster contact tracing with the use of QR code technology.

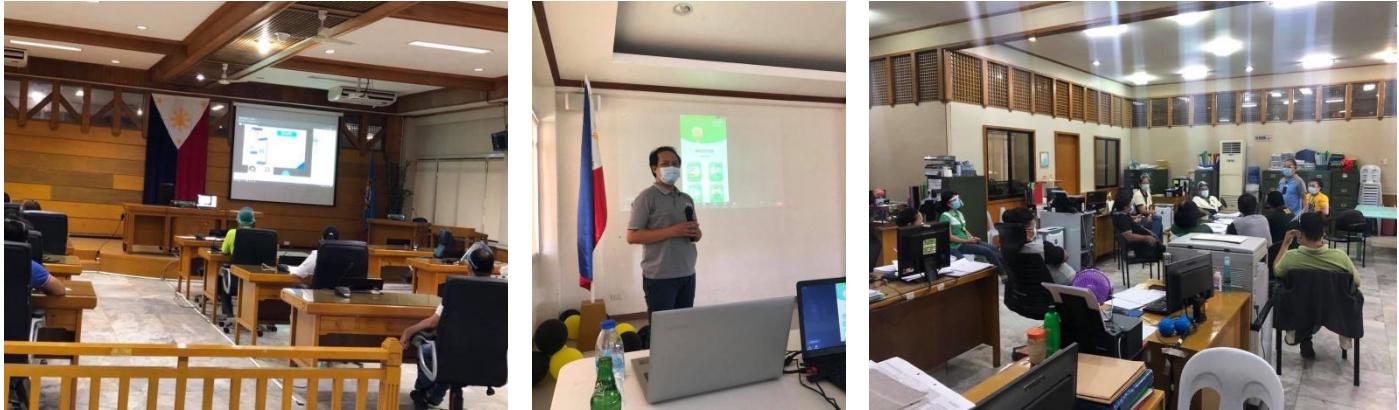
VAMOS REGISTRATION RECORDS

BARANGAY	INDIVIDUAL		JURIDICAL		TRANSPORTATION			
	2,020	2021	CATEGORY	2020	2021	CATEGORY	2020	2021
I	8,179	2,020	Association	7	2	Land		
II	5,298	1,965	Business	356	90	Bus	63	2
III	2,607	856	Cooperative	15	4	Jeep	21	5
IV	1,078	407	Corporation	98	11	Motor Habal-habal	9	3
V	4,149	1,425	Foundation	7	0	Motorcab	227	64
VI	3,941	1,078	Government	130	29	Motorcycle	2	4
Bagonbon	1,505	601	Household	24	1	Pedicab	9	2
Buluangan	5,707	1,988	NGO	15	4	Tricycle	117	20
Codcod	3,978	1,761	Partnership	19	1	UV Express	13	2
Ermita	1,070	520	Religious	22	6	Others	37	21
Guadalupe	6,115	964	School	56	36	Sea		
Nataban	2,068	477	Others	22	6		Banca	0
Palampas	4,555	1,396					Ship/Ferry	4
Prosperidad	2,975	789						
Punao	3,642	1,079						
Quezon	4,514	1,552						
Rizal	9,993	4,046						
San Juan	1,481	350						
Others	8,183	3,717						
TOTAL	81,038	26,991		771	190		502	124

VAMOS ID AND QR CODE



PHOTO DOCUMENTATION



The VAMOS App Launching (October 29, 2020) spearheaded by the ITCSO



VAMOS Registration of Individual, Juridical and Transportation

HUMAN RESOURCE ENGAGEMENT WITH THE TECH4ED PROGRAM



Tech4Ed Center Managers' Training on the VAMOS App and Manning the Registration Process



VAMOS APP: LINK TO THE VACCINATION/RESBAKUNA PROGRAM WITH TECH4ED CENTER MANAGERS AS REGISTRANTS



VAMOS SAN CARLOS!



OFFICE OF THE CITY MAYOR

EXECUTIVE ORDER NO. 235

Series of 2020

DIRECTING ALL GOVERNMENT OFFICES AND BARANGAYS IN THE CITY OF SAN CARLOS TO USE AND IMPLEMENT THE VAMOS (VIRAL ASSESSMENT AND MONITORING SYSTEM) APP

WHEREAS, the government is unrelenting in its efforts to contain the spread of COVID-19 and protect the health and ensure the safety of all Filipinos in this time of pandemic;

WHEREAS, the Inter-Agency Task Force for the Management of Emerging Infectious Disease (IATF-MEID) through Resolution No. 25 directs all local government units nationwide to focus on contact tracing of individuals who are exposed to COVID-19 positive patients;

WHEREAS, the Information Technology and Computer Services Office (ITCSO) of San Carlos has developed an application of QR code technology which makes contact tracing easier and faster;

WHEREAS, the application VAMOS (Viral Assessment and Monitoring System) will be for the use of all government offices as well as all barangays in the City of San Carlos;

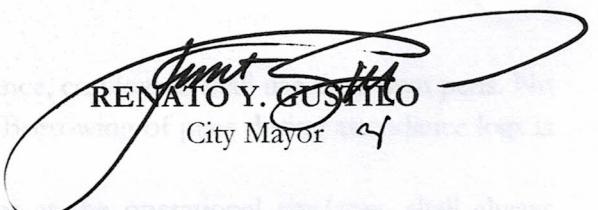
WHEREFORE, I, RENATO Y. GUSTILO, City Mayor of San Carlos City, Negros Occidental, by virtue of the powers vested in me by law, **do hereby order all offices and barangays in the City of San Carlos to use and implement the VAMOS app:**

The ITCSO and the Information Office shall take charge in the information campaign prior to and during the implementation of the system.

All city and barangays officials are directed to support and cooperate in the implementation of this program.

This order takes effect immediately.

Done in the City of San Carlos, No., on this 28th day of October, 2020.


RENATO Y. GUSTILO
City Mayor



OFFICE OF THE CITY MAYOR

EXECUTIVE ORDER NO. 243

Series of 2020

DIRECTING ALL PRIVATE, BUSINESS AND COMMERCIAL ESTABLISHMENTS TO USE AND IMPLEMENT VAMOS APP

WHEREAS, President Rodrigo Roa Duterte issued Proclamation No. 922, declaring a State of Public Health Emergency and Proclamation No. 929, declaring the State of Calamity throughout the country by reason of the spread of Corona Virus Disease or COVID-19 which has been declared by the World Health Organization (WHO) as pandemic;

WHEREAS, under Section 2 of Proclamation No. 922, all government agencies and Local Government Units (LGUs) are enjoined to render full assistance and cooperation and mobilize the necessary resources to undertake critical, urgent and appropriate response and measures in a timely manner to curtail and eliminate the COVID-19 threat;

WHEREAS, the COVID-19 pandemic has greatly affected the lives and economy of the people in the City of San Carlos in particular and the whole Filipino nation in general, hence, the urgent need to mitigate if not contain, the transmission of COVID-19;

WHEREAS, contact tracing plays an important role in containing outbreaks of infectious disease. A creative and systematic approach on contact tracing has become even more vital in view of the recent spike in the number of COVID-19 cases in San Carlos City;

WHEREAS, the City Government of San Carlos with its aim to expedite contact tracing efforts in the event that a positive case of COVID-19 is reported in the city, intends to employ the Quick Response (QR) Code scanning through the use of the VAMOS (Viral Assessment and Monitoring System) App developed by the City's Information Technology and Computer Services Office (ITCSO which makes contact tracing easier);

WHEREAS, Executive No. 235, Series of 2020 issued by the City Mayor directs all government offices and barangays in the City of San Carlos to use and implement the VAMOS APP;

WHEREAS, mandating its use has become imperative for every individual and all government offices as well as private, business and commercial establishments in the city;

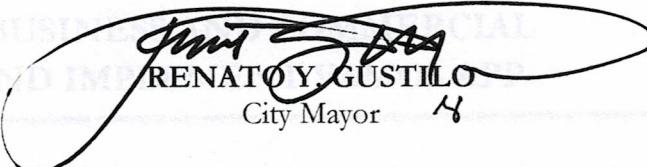
WHEREAS, the effective and efficient implementation of the contact tracing system requires the compliance of all concerned local government units, private and business sectors and the constituents of the city, specifically in the conduct of data gathering and processing of basic personal information as well as the ultimate use and implementation of the system within the territorial jurisdiction of the city;

WHEREAS, Section 12 of RA No. 10173, otherwise known as the Data Privacy Act of 2012, provides the criteria for lawful processing of personal information in times of national emergency to protect life and ensure public health and order;

WHEREFORE, I, RENATO Y. GUSTILO, by virtue of the powers vested in me by law as City Mayor of San Carlos City, Negros Occidental, **do hereby order all private, business and commercial establishments to use and implement the VAMOS app developed by the City's Information Technology and Computer Services Office (ITCSO).**

This Executive Order shall take effect immediately.

Done in the City of San Carlos, Negros Occidental, on this 9th day of November, 2020.


RENATO Y. GUSTILO
City Mayor

WHEREAS, President Rodrigo Roa Duterte issued Proclamation No. 922, declaring a State of Public Health Emergency and Proclamation No. 923, declaring the State of Calamity throughout the country by reason of the spread of Corona Virus Disease or COVID-19 which has been declared by the World Health Organization (WHO) as pandemic.

WHEREAS, under Section 7 of Proclamation No. 923, all government agencies and local government units (LGUs) are enjoined to render full assistance and cooperation and endeavor the necessary resources to undertake prompt, safe and appropriate response and measures in a timely manner with regard and attention the COVID-19 threat.

WHEREAS, the COVID-19 pandemic has greatly affected the lives and economy of the people in the City, as well as to public and the entire population in general; hence, the urgent need to mitigate such as best the transmission of COVID-19.

WHEREAS, contact tracing plays an important role in containing outbreaks of infectious disease. A direct and systematic approach in contact tracing has worked, even more, will be view of the recent spike in the number of COVID-19 cases in our province.

WHEREAS, the City Government of San Carlos, which aims to expedite contact tracing efforts in the event that a positive case of COVID-19 is reported in the city, intends to employ the QRS Response (QR) Code system, through the use of the VAMOS (Virus Assessment and Monitoring System) App developed by the City's Information Technology and Computer Services Office (ITCSO) which is now functional.

WHEREAS, Executive No. 201, dated 10 July 2020 issued by the City Mayor directs all government offices and bureaus in the City of San Carlos to use and implement the VAMOS App.

WHEREAS, maintaining the use has become imperative for every individual and all government offices as well as private, business and commercial establishments in the city.

WHEREAS, the efficient and effective implementation of the contact tracing system requires the compliance of all citizens and by extension, arms, private and business sectors and the constituents of the city, specifically in the context of data gathering and processing of basic personal information as well as the ultimate use and implementation of the system within the territorial jurisdiction of the city.



CERTIFICATE OF COMPLETENESS

This is to confirm that the **SAN CARLOS CITY, NEGROS OCCINDETA** have all the necessary documents to join the Digital Governance Awards 2021, with the following documents as follows:

- (a) VI_SanCarlosCity_G2P_VAMOSCares_ExecutiveSummary
- (b) VI_SanCarlosCity_G2P_VAMOSCares_Criteria1
- (c) VI_SanCarlosCity_G2P_VAMOSCares_Criteria2
- (d) VI_SanCarlosCity_G2P_VAMOSCares_Criteria3
- (e) VI_SanCarlosCity_G2P_VAMOSCares_Criteria4
- (f) VI_SanCarlosCity_G2P_VAMOSCares_Photos
- (g) VI_SanCarlosCity_G2P_VAMOSCares_Executive Order

Total Documents = Seven (7)

Final submission must be in PDF Format. Follow the filename prescribed above.

Checked and Reviewed by:


MARIA JENICA D. VILLABETO
LG00 III, DILG 6


HAZEL P. APISTAR
IIDB/DGA Focal, DICT 6

Certified and Endorsed by:


JUAN JOVIAN E. INGENIERO, CESO IV
Regional Director, DILG 6


MARIO P. CUÑADO
OIC-Regional Director, DICT 6

Kindly follow the filenames above.
Final Submission Portal for the G2C, G2B, G2G, and G2I = <https://bit.ly/3nyANiy>
Final Submission Portal for the G2P = <https://bit.ly/3Eh2nHd>
Do submit all of your checked documents there together with this Certificate of Completeness.