



REG: SMART CITIES – INCLUSIVE CITIES CAPACITY BUILDING PROGRAM

STAKEHOLDER & ISSUES MAPPING REPORT

FEBRUARY 2022



ASEAN
AUSTRALIA
SMART CITIES
TRUST FUND
Asian Development Bank



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Department of Foreign Affairs and Trade





The logo for Ramboll, featuring the word "RAMBOLL" in white capital letters on a blue rectangular background.

The Asia Foundation

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Prepared by	Catherine Grant (Ramboll), Nicola Nixon (TAF), Sumaya Saluja (TAF), Hillary Yu Zin Toon (TAF), Rebecca Calder (TAF/Kore Global), Tamara Failor (TAF), Barbara Lama (Ramboll)
Checked by	Hillarie Cania (Ramboll)
Approved by	Antony Gibson
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ACRONYMS

AASCTF	ASEAN Australia Smart Cities Trust Fund
ADB	Asian Development Bank
ALPA	Activity Level Performance Assessment
ASEAN	Association of Southeast Asian Nations
DFAT	Department of Foreign Affairs and Trade (Australia)
GESI	Gender Equality and Social Inclusion
ICD	Inclusive Cities Dialogue
KII	Key Informant Interview
KPI	Key Performance Indicator
LGBTIQ+	Lesbian, gay, bisexual, transgender/gender diverse, intersex and queer
M&E	Monitoring and Evaluation
NGO	Non-Governmental Organization
PwD	Persons with Disabilities
TAF	The Asia Foundation
QPR	Quarterly Progress Report

GLOSSARY OF TERMS

Term	Definition
Inclusion	<p>Inclusion is the process of improving the terms on which individuals and groups take part in society—improving the ability, opportunity, and dignity of those disadvantaged due to their cultural, political, social or economic identity or ability.</p> <p>Efforts need to be made to include those traditionally or commonly excluded, including:</p> <ul style="list-style-type: none"> • persons with disabilities • women • unemployed male and female youth • sexual and gender minorities • the elderly • Indigenous Peoples • ethnic and racialized groups
Urban Governance	<p>Urban Governance refers to how government (local, regional, and national) and citizens/stakeholders decide how to plan, finance, and manage urban areas. It involves a continuous process of negotiation and contestation over the allocation of social and material resources and political power. [GSDRC¹]</p>
Political Economy Analysis	<p>Political Economy Analysis is about understanding the political dimensions of any context and actively using this information to inform policy and programming. Politics is the formal and informal ways through which contestation or cooperation occurs in a society. Political processes are dynamic and occur at all levels of society. Political economy analysis involves looking at the dynamic interaction between structures, institutions, and actors (stakeholders), to understand how decisions are made.²</p>
Inclusive City	<p>An Inclusive City has political, social, cultural and economic dimensions:</p> <p>Social: ensuring access to appropriate and affordable necessities such as housing, water and sanitation, public and private services</p> <p>Cultural: ensuring residents can safely express and engage culturally through language, food, festivals, religious events, dress, etc.</p> <p>Political: ensuring residents are represented and participate fully in decision-making that affects them</p> <p>Economic: providing residents with access to decent jobs, markets, capital, clients and consumers that enable them to have secure livelihoods</p>
Positive Deviance	<p>“Positive Deviance (PD) refers to a behavioral and social change approach which is premised on the observation that in any context, certain individuals confronting similar challenges, constraints, and resource deprivations to their peers, will nonetheless employ uncommon but successful behaviors or strategies which enable them to find better solutions.”³</p>

¹ <https://gsdrc.org/topic-guides/urban-governance/summary/> Urban Governance, Summary. Accessed on December 13

² Australian Government, Department of Foreign Affairs and Trade. 2016. Political Economy Analysis – Guidance Note. Accessed 09//2021 at <https://www.dfat.gov.au>.

³ https://www.betterevaluation.org/en/plan/approach/positive_deviance Positive Deviance, Better Evaluation. Accessed on December 8

INTRODUCTION



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1.1 PROGRAM (AASCTF)

In April 2019, the Asian Development Bank (ADB) approved the establishment of the ASEAN Australia Smart Cities Trust Fund (AASCTF) under the Urban Financing Partnership Facility, with financing provided by the Government of Australia, through its Department of Foreign Affairs and Trade (DFAT). Ramboll is engaged to implement activities under the AASCTF. The AASCTF program aims to build livable, resilient, and inclusive cities across Southeast Asia, while in the process identifying scalable best practices to be replicated across cities in Asia and the Pacific. The Fund acts as a mechanism for facilitating and channeling resources and financing for eligible projects, as well as activities agreed between DFAT and ADB for project preparation, implementation, and capacity development. Gender Equality and Social Inclusion (GESI) is a cross-cutting issue for the AASCTF. GESI outcomes to which the AASCTF is working towards include that city planning, service delivery, and financial management better meet the needs of women, people with disabilities, children, older persons, and members of other intersectional groups.

The AASCTF engages with a community of “bronze” level cities to raise their awareness, knowledge, and capacity to deploy smart solutions, with “silver” and “gold” cities targeted for greater investment, project implementation, and engagement. This Project entails conducting targeted dialogues across all AASCTF cities (i.e., bronze level cities) on the topic of “Smart Cities – Inclusive Cities” (also referred to as the Inclusive Cities Dialogues – ICD Project). This Project is a collaboration between Ramboll and The Asia Foundation (TAF).

1.2 BACKGROUND AND PROJECT RATIONALE

Across Asia, rapid urbanization is driving economic growth while at the same time posing significant challenges. Women and other marginalized groups are being left behind and afforded fewer opportunities. Their behavior and movement are constricted by a range of factors that impact on their livelihoods and well-being and curtail their potential contributions to economies and societies. Inequalities are similarly embedded in the governance of Asia’s cities, with limited opportunities for women and other less powerful groups to hold positions of political power, drive political reform agendas, contribute to policymaking processes, or participate in decision-making. The processes of urban governance are exclusive, and their benefits tend to be likewise. This is because most cities are planned and governed in ways that are gender-blind and fail to consider the adverse impact of planning decisions on vulnerable groups. Despite these challenges, opportunities are present to raise the awareness of city governments and officials to the importance of inclusive urban growth.

Through a series of regional dialogue workshops with key city actors pursuing reform or with decision-making roles, the proposed ICD Project will provide a platform for dialogue on the potential for planning and implementing more inclusive cities. A more inclusive city has several dimensions: a political dimension in which people have power and voice in the city, and in which their priorities matter; a technical dimension

that looks at changes to laws, policies, and the built environment; a normative dimension that focuses on social norms and values from verbal abuse in the street to changes of behavior among city officials; and a social dimension, which involves an understanding of the dynamics of interaction within shared public spaces and the potential for greater conviviality and diversity within them.

The ICD Project will also deliver an e-learning module on inclusive cities that consolidates the workshops into one product for broader dissemination by participating cities, partners, and champions therein.

Ultimately, the Project rationale is that through more attuned governance and leadership, legal and regulatory changes can be made that will empower women and marginalized groups and engage citizens in ways that make cities not only smarter, but more livable for all residents. The challenges of improving urban planning and implementation are complex. Successful efforts to improve urban planning must engage with multiple different actors within and outside the bureaucracy in order to facilitate change that is embedded and sustainable. The nexus between smart and inclusive cities is illustrated below and represents the core of this program and its rationale.



Figure 1: Intersection Between Smart and Inclusive Cities

Source: Own figure

1.3 AIMS OF THE SMART CITIES – INCLUSIVE CITIES DIALOGUE PROJECT

The overall goal of the Project is to facilitate dialogue among stakeholders on dynamics of exclusion to build consensus, incentivize actionable and participative reforms to strengthen inclusion on salient urban issues.

As shown in Figure 2, the Project will be designed based on early engagement with various actors during the stakeholder and issues mapping process that will inform the design and focus of a total of three regional dialogues, across three cohorts, and one final Inclusive Cities Event, in addition to the development of an e-learning product to consolidate the module content for broader uptake and dissemination. The dialogues will run between January and May 2022, with the Inclusive Cities Event and e-learning product to be delivered in mid-2022. All events (launch, dialogues, and Inclusive Cities Event) will be organised / delivered online with simultaneous translation.



DIALOGUES ON INCLUSIVE CITIES IN SOUTHEAST ASIA

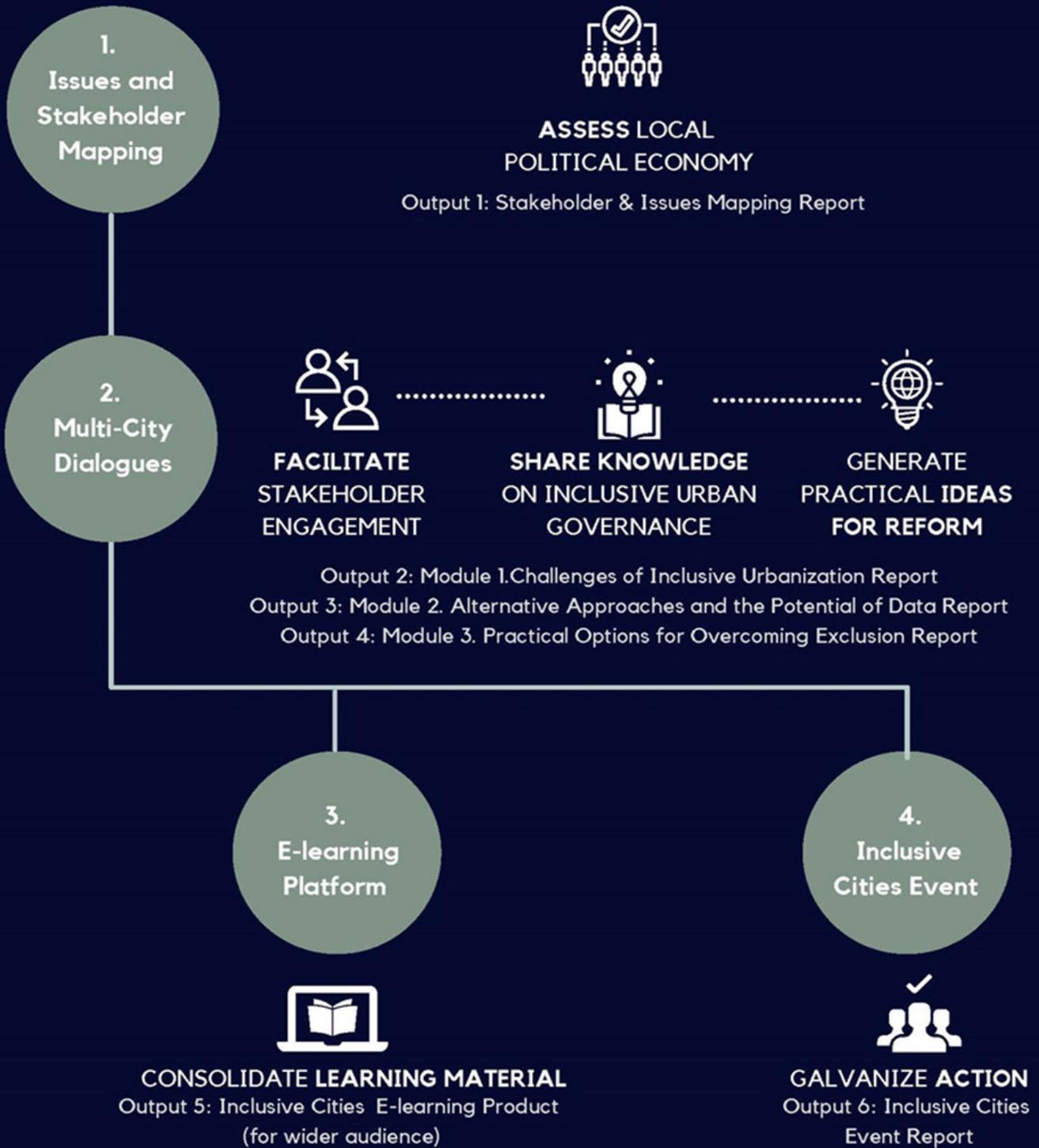


Figure 2: Smart Cities - Inclusive Cities Program Overview
Source: Own figure

The ICD Project will invite actors from 14 cities from the eight ASEAN countries that are part of the AASCTF to participate in the Project as focus cities (see Figure 3 which shows all AASCTF cities and identifies how they are tiered – gold, silver, and bronze⁴). These cities have been selected based on the following ADB and DFAT priorities:

- AASCTF has good traction; and
- AASCTF is yet to be fully engaged, but TAF has good relationships and networks and discussions / introductions with government on behalf of the AASCTF have commenced.

Cities where engagement was not yet initiated by AASCTF have not been included as focus cities in light of Project timelines. However, the Project recognizes that there may be cities that come onboard to AASCTF in the coming months, and while they may not be able to participate in the dialogue series, the invitation to these cities (and stakeholders therein) will be broadly issued for the final Inclusive Cities Event.

The focus cities for the ICD Project are:

Table 1: Project Focus Cities

Country	City
Indonesia	Makassar Semarang Banjarmasin
Vietnam	Hue ⁵
Cambodia	Battambang Phnom Penh
Philippines	Baguio El Nido Coron
Malaysia	Penang
Thailand	Chonburi
Laos	Kaysone Luang Prabang Pakse

⁴ Note gold and silver cities are eligible for bronze level AASCTF activities.

⁵ Ramboll and The Asia Foundation have been in communication with stakeholders in Hue. While stakeholders have communicated their interest, government protocols and the annual Tet Holiday in Vietnam might mean that we are unable to obtain approvals before the start of the multi-stakeholder dialogues. Ramboll and TAF will update the final status of Hue by end February 2022.

The ICD Project will also aim to showcase “demonstration cities” as speakers or document their work in case studies for the Project. These are additional cities that are not part of the AASCTF but are from the region and have pursued meaningful inclusive reform worth sharing with participating cities.



Figure 3: AASCTF and Smart Cities - Inclusive Cities Participating Cities

Source: Own figure

1.4 APPROACH AND INTENDED OUTCOMES

The Project approach seeks to build upon recent lessons in development practice, including:

- **Local ownership:** Dialogue that is led by local actors on issues that matter within individual cities is much more likely to gain traction and be acted upon. Participants will be more likely to utilize what they learn in an environment in which they lead the discussions and can share and test ideas in ways that are relevant to their role and the context in which they work.
- **Political feasibility:** Focus on issues that have salience among city residents, on which there is broad awareness among program stakeholders, both government and non-government. Topics will be identified on which interest exists or can be cultivated and where there are incentives for reform and collective action.
- **Inclusive process:** The principle of inclusion applies to both process and outcomes. The Project will start from the perspective of the participants, their concerns, challenges, and priorities. A range of consultations will be held in advance of the dialogues to inspire the structure and content with the views, interests, and expertise of those who will participate.

The Project is broken down into working tasks, with each task containing key activities and deliverables as shown in Table 2 below.

Table 2: Project Tasks and Associated Deliverables

TASK	KEY DELIVERABLES
Stakeholder and Issues Mapping	Output 1. Stakeholder & Issues Mapping Report
Program Delivery	Output 2. Module 1 Report Output 3. Module 2 Report Output 4. Module 3 Report
Inclusive Cities Event and E-Learning Module	Output 5: Inclusive Cities E-Learning Module & Event Report
Video Product	Video Product

The intended outcomes of the Project are to:

- Increase awareness of social exclusion and how it can be addressed.
- Galvanize action towards addressing social exclusion.
- Stakeholders in urban governance are better networked across the region.
- Increase engagement between civil society and government actors to address exclusion and marginalization.

1.5 PARTNERSHIP WITH THE ASIA FOUNDATION

This Project brings Ramboll's expertise and experience in the region together with that of The Asia Foundation.

Ramboll's core strengths in the collaboration includes bringing experts in gender equality and social inclusion (GESI) with experience working on AASCTF and other projects in the region to the team. The regionally specific expertise on GESI is complemented by Ramboll's extensive experience in smart city infrastructure within water, energy, buildings, and mobility. Ramboll team members bring smart concepts to the center of each project through our in-depth understanding of regional and country contexts, and our diverse skills and experience that enable us to assess and meet the evolving needs of the project and allow us to meaningfully connect our project under the AASCTF - ensuring streamlining and continuity at all levels and thus, delivering the results foreseen for this ambitious AASCTF program.

As outlined in the AASCTF GESI Strategy, working in collaboration is a keyway in which Ramboll and the AASCTF can maximize effectiveness and ensure value for money. This partnership between Ramboll and TAF is considered to exemplify the imperative to ensure that AASCTF activities are designed and implemented to meet the needs of vulnerable and marginalized groups in participating cities.

TAF's core strength is its long-standing presence and deep relationship with governments, civil society and private sector in Asia. TAF is particularly well-known for its politically economy analysis and expertise on inclusion, and for supporting coalitions for reform across the region. The TAF team brings technical expertise on political economy analysis, urban governance, gender equality and social inclusion, coalition building and policy reform, local knowledge, and relationships with a diverse set of local and national stakeholders. TAF will rely on this expertise to ensure that the dialogues and events are responsive to the local context and have the highest likelihood of achieving impact.

1.6 COORDINATION WITH AASCTF REGIONAL CAPACITY BUILDING AND NETWORKING ACTIVITIES

The ICD Project is implemented in the concert with the related 'Regional: Baseline Development and Capacity Building for AASCTF Participating Cities' project. As noted in the introduction, the AASCTF engages with cities using a tiered approach and which that project aims to support through establishing a solid baseline and activating bronze cities through a regional capacity building effort. It aims to develop a peer network of recipient bronze cities to foster increased exchange of knowledge and best practice in smart city development and implementation and increase the capacity for AASCTF to identify pilot cities and build a portfolio of demonstration/pilot project (silver cities) and investment grant initiatives (gold cities).

The ICD Project is pitched to complement the more general (i.e., on smart cities) focus of the other AASCTF-supported regional capacity building project, delving deeply into gender equality and social inclusion aspects of smart cities, which is a core cross-cutting theme of the AASCTF. For example, the ICD Project will develop an e-learning on the same topic, and which will be designed to dovetail with the related project's introduction to smart cities e-learning module by providing a "deep dive" into inclusion.

The two regional AASCTF projects work closely together to ensure alignment and minimize any potential duplication, including:

- Team Leads attending weekly coordination meetings with each other to provide updates on activities and share learnings and information;
- Collaboration of the respective national/country focal points associated with each of the projects;
- Mutual attendance at meetings with key stakeholders, as appropriate;
- Regular scheduled touch points to rationalize project activities.



Photo: The Asia Foundation

STAKEHOLDER & ISSUES MAPPING



Photo: Asian Development Bank

2.1 PURPOSE

The purpose of the stakeholder and issues mapping is to **assess the local political economies of focus cities** in order to identify the most appropriate participants for the dialogues and the most salient topics for discussion. Findings from this mapping exercise will inform the design, focus and content of the multi-city dialogues. It will do so by defining core inclusion issues in the region and identifying **potential areas for reform and stakeholders** who can **be encouraged to lead and support reform processes during the Inclusive Cities** dialogues.

2.1.1 APPROACH: ENGAGEMENT AND EARLY DIALOGUE

The ICD Project understands inclusive urban governance as requiring three elements, namely:

- efforts to understand, acknowledge, and address the urban development processes that intentionally or unintentionally exclude certain people or groups (or include them, but in unequal or disadvantaged ways);
- collaboration among civic, government, and market spheres, specifically, citizens and civil society, government and public sector institutions, and private sector businesses; and
- effective mechanisms for accountability and participation in how a city is planned and managed – furthermore, shifts in power are often necessary to improve equality and inclusion.

Fulfilling all three is complex and can rarely be achieved by unidirectional knowledge or resource transfers or through pre-defined solutions. Reforms are more likely if efforts are focused on local problems as defined, debated and owned by local actors; are brokered through local convenors with a stake in their outcomes; and are iterative and reflective in their design (see Figure 4)⁶. In response, the stakeholder and issues mapping process was designed to enable early engagement with key government (subnational and national level) and non-governmental actors (private sector and civil society) who have influence over or interest in urban decisions across the focus cities.

⁶ Putting theory into practice: how DFID is doing development differently, Overseas Development Institute, adapted from ODI Doing Development Differently Manifesto <http://doingdevelopmentdifferently.com/>

The stakeholder and issues mapping process applied a political economy lens to determine:

- What are the key inclusion issues across AASCTF cities on which there is evidence on, need for, and interest in reform?
- Have there been any efforts to promote inclusion on key urban governance issues?
- Who are the stakeholders who have influence over or interest in inclusive reform? What are their interests, levels of influence, and varied incentives?
- Which government and non-government stakeholders should be invited to the multi-stakeholder dialogues? How should they be grouped and how should interaction between stakeholders be designed in order to build momentum and/or coalitions for reform?

Stakeholder engagement is a core strategy for ensuring that the multi-city dialogues and inclusive cities event are politically informed and locally owned, and thus have the highest likelihood of stimulating positive change. The stakeholder and issues mapping process was therefore designed with the dual purpose of closing knowledge gaps while initiating early and continuous engagement with government and non-government actors from each city. By doing so the Project team can align the content and design of core activities to contexts and assure that these activities are co-created with local stakeholders.

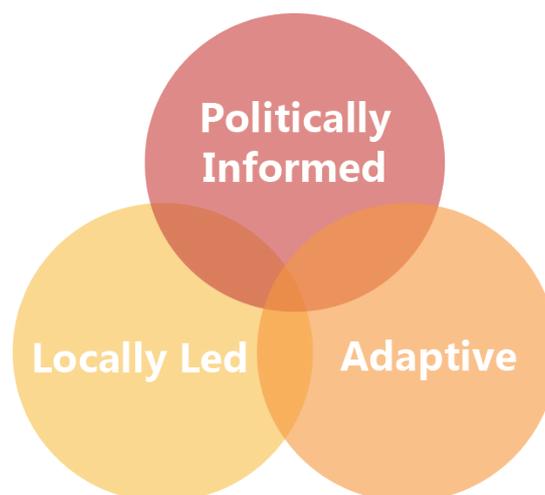


Figure 4: Key Principles for Designing and Implementing a Politically Informed Project

Source: Own figure

2.2 PROCESS AND TOOLS

The stakeholder and issues mapping process comprised three key stages, listed below:

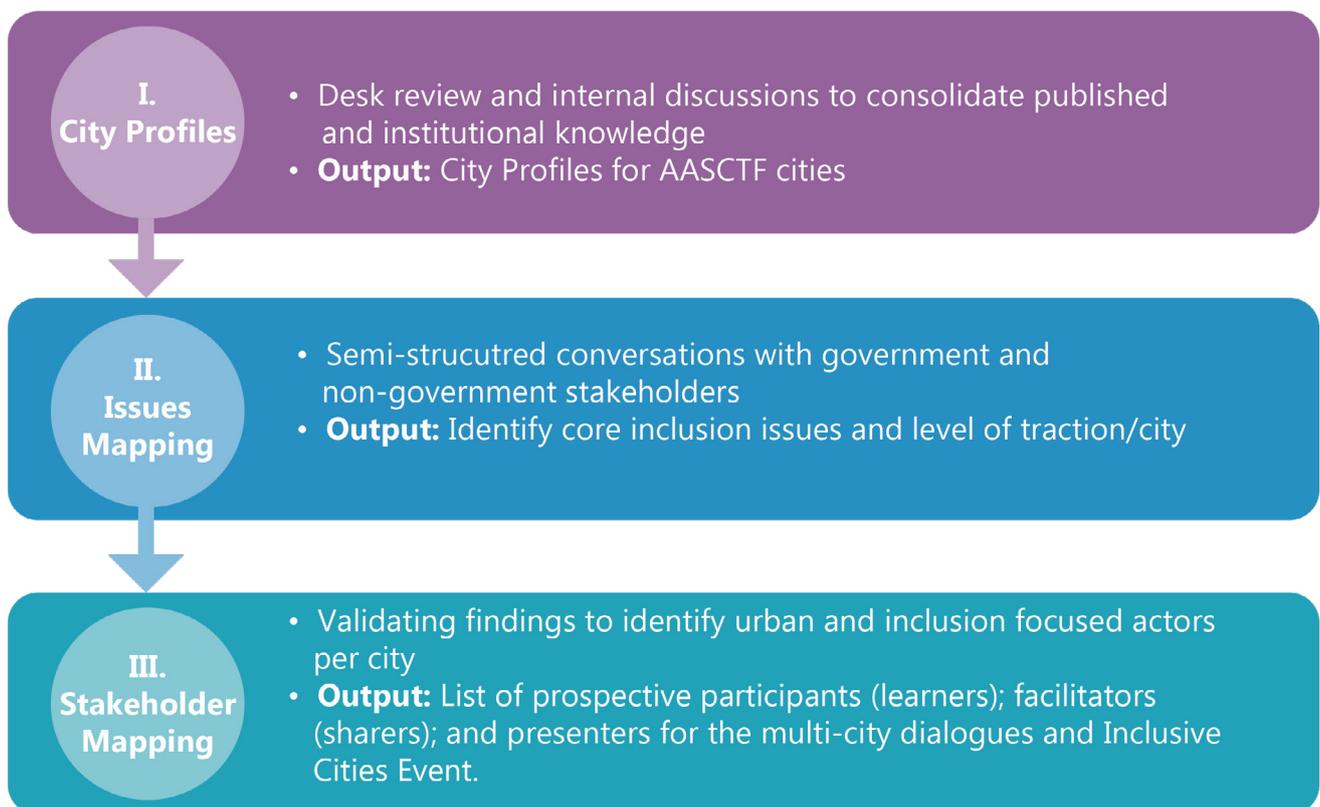


Figure 5: Development of City Profiles

Source: Own figure

2.2.1 STAGE 1: DEVELOPMENT OF CITY PROFILES

As a start, the team developed city profiles for each AASCTF focus city (see example in Figure 6). These profiles were based on a literature review of internal and published reports on each city, and notes from internal discussions with the broader TAF and AASCTF teams. Each city profile consolidated existing knowledge on urban governance frameworks, inclusion-focused commitments, or efforts (if any) by government and non-governmental stakeholders and listed relevant stakeholders and our institutional access to them. These profiles helped identify existing knowledge gaps and formed the basis for future engagement with city officials, civil society actors and other relevant actors in each city.

Example of City Profile Template

NAME CITY
AASCTF Engagement:
Background:
 (Any relevant information on economy, demographics, location/geography, impact of COVID-19 that contributes to a better understanding of the city)

Urban Governance:
 (Which are the agencies and actors who work on urban governance? What functions do they perform? Who do they report to?)

Inclusion focused commitments (e.g. strategic framework, action plan, policy, initiative etc.)
STAKEHOLDERS LIST – Government and non-government
 (Are there any stakeholders that we would potentially like to engage with. For example, civil society organizations that deal with disability, prominent women’s rights organizations, groups working with or representing the urban poor; government departments; relevant associations or chambers of commerce; etc.)

Name of Agency/Group	Name of individual (if available)	Current ADB/Ramboll partner? Y/N/Don’t know	Current TAF partner? Y/N/Don’t know	On which issues should they be contacted for?

Figure 6: Example of City Profile Template
 Source: Own figure

2.2.2 STAGE 2: ISSUES MAPPING

In October and November 2021, the country focal points facilitated over 20 conversations across 11 cities with representatives from local government, civil society, private sector, and media, in order to map key urban challenges, their impact on marginalized urban stakeholders, and what stakeholders viewed as key barriers to change (see Annex 3 – Semi-structured Interview Guide).

The Project team were interested in understanding the scale (how many people does the issue impact?) and depth (how profoundly does the issue impact city residents and in what ways?) of key challenges, and then focus on those issues that are experienced by or impact marginalized groups disproportionately, either because they experience the impacts more frequently than others or because they experience the impacts more profoundly (see Figure 7).

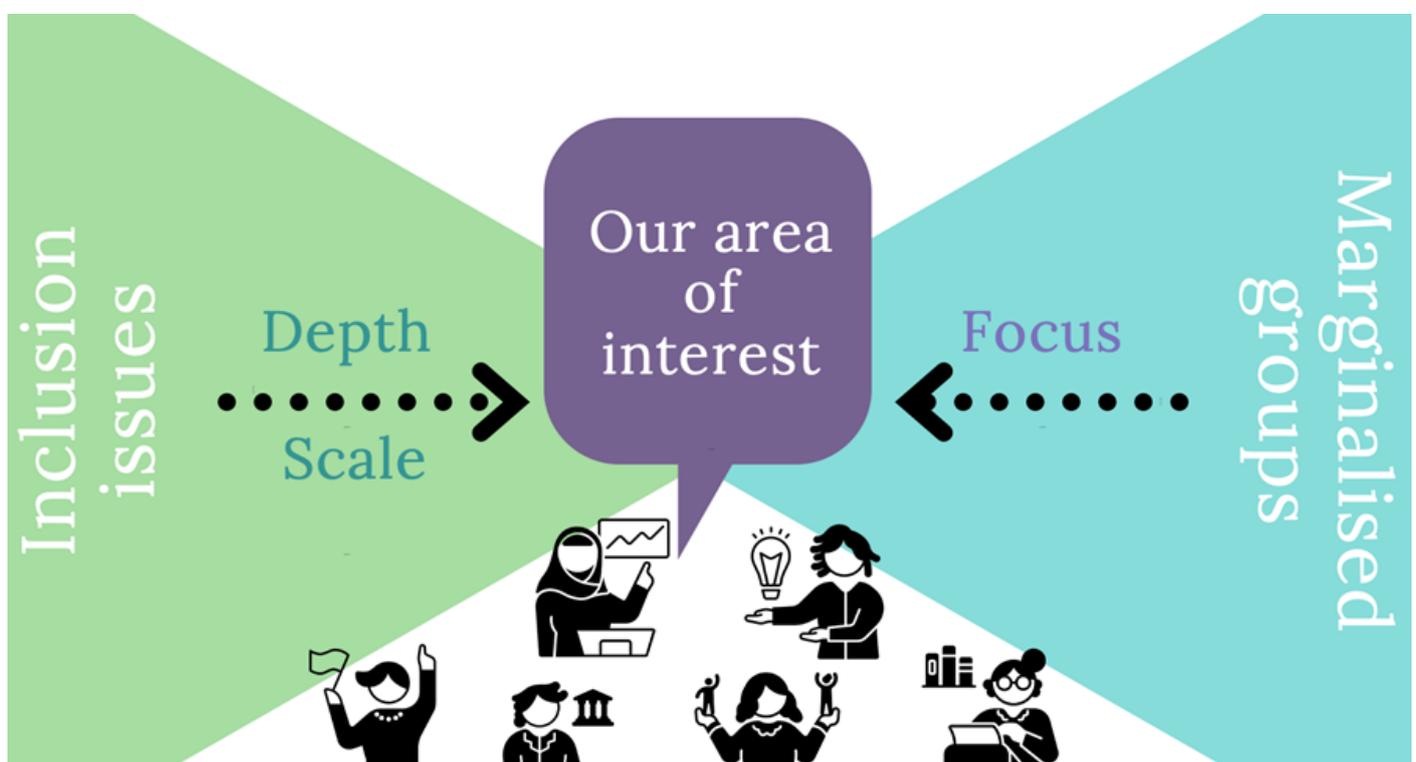


Figure 7: ICD Project Area of Interest

Source: Own figure

The issues mapping process identified three core urban governance challenges that had resonance across the region. The three core urban challenges highlighted by the issues mapping process are: access to services and quality infrastructure, safety and security, and poverty and unemployment (see Figure 8). These issues have a disproportionate impact on the wellbeing and opportunities of intersecting populations such as women and girls, people living with disabilities, migrants, and the urban poor. Stakeholders pointed to four factors contributing to further exclusion of marginalized groups.

They included:

- lack of resources,
- poor coordination between government actors,
- lack of data on marginalized groups or uptake on their issues, and
- low community engagement in decision-making.

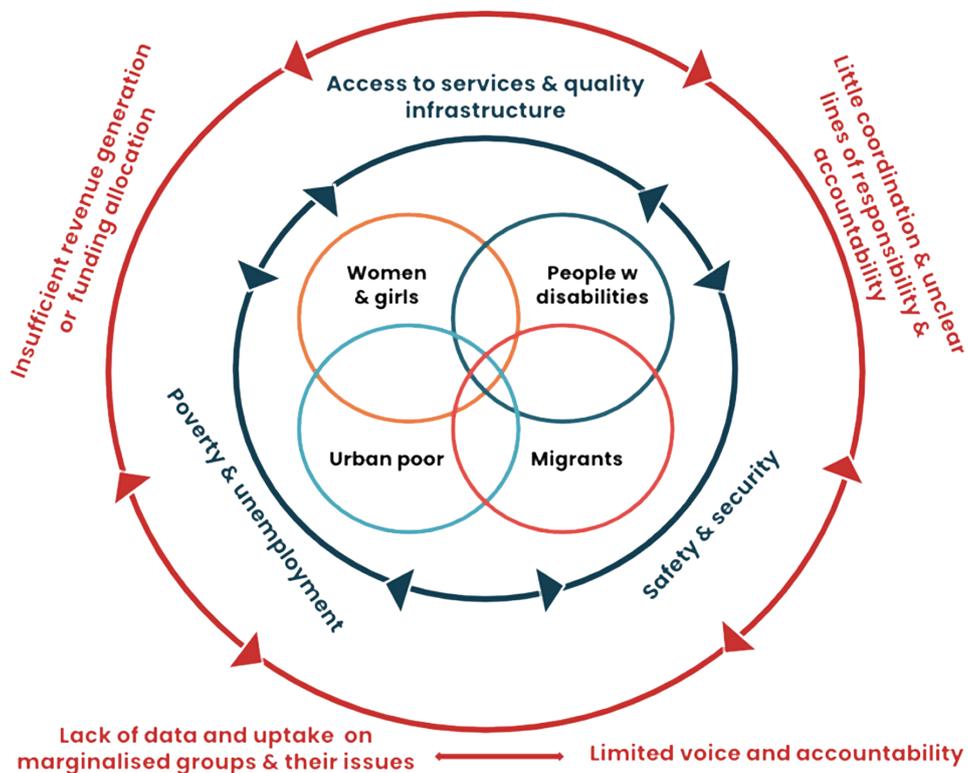


Figure 8: Issues Mapping Analysis

Source: Own figure

The following section provides a detailed description of these challenges, their likely root causes, the groups that face these issues more frequently or more profoundly, and opportunities for reform.

ISSUE 1: Access to Services & Quality Infrastructure:

The impact of flooding and other climate-related events was cited as a prime concern across most cities. Certain areas in each city are more prone to flooding such as low-lying areas or those close to the sea and rivers. Communities living in informal settlements, other urban low-income communities, and farmers living just outside the city center tended to be hit the hardest. They were also the most reliant on government support to withstand and rebuild from flooding. More recently, increased unpredictability and intensity of heavy rain caused by climate change is making these concerns more urgent. In Penang, El Nido, and Battambang stakeholders highlighted poor sewage and drainage systems as the underlying cause for periodic flooding. They felt the problem remained unaddressed because of underinvestment or lack of fiscal resources or because local and national governments were taking an unsystematic approach to drainage. In Baguio, stakeholders talked about recent efforts by the municipal government to solve this problem by requesting residents to vacate high-risk areas. However, the government did not provide alternative land or housing support to facilitate such relocation, thus resulting in little impact while also increasing levels of insecurity experienced by communities living in those areas.

Another long-standing concern is access to **public transport**. In smaller towns such as Pakse and Kayson, the only form of public transport are three-wheelers. In Kayson, respondents noted that the government had built bus stops, but they had not seen any buses. In larger cities, such as Penang and Makassar, more forms of public transport are available but were seen as either unreliable, badly connected or/and inaccessible. Notably, the lack of inclusive design of public transport systems severely impedes mobility of people living with disabilities and is likely negatively contributing to their opportunities and wellbeing. Even in cities such as Banjarmasin, where the mayor has made public commitments to support the rights of people living with disabilities, there has been limited progress. Civil society representatives pointed to the absence of lifts or ramps in government offices, school buildings, or bus stations, and lack of proper toilets or pedestrian walkways as evidence of poor execution or commitment. They noted processes for planning and designing urban infrastructure and services are ultimately exclusionary, and the needs of people living with disabilities, women, elderly residents, among others, are rarely factored in. Municipal governments on the other hand felt more strained in what they could achieve. For example, efforts to build and expand pedestrian walkways required negotiating with and compensating owners of existing structures, the cost of which is often too high for municipal governments.

*“Public services that cannot be enjoyed equally, especially for people with disabilities.”
Female, Women’s Rights Organization, Makassar, Indonesia*

In the Philippines and Malaysia, stakeholder highlighted waste management. Challenges include lack of sewage treatment plan for wastewater, poor management of existing landfills, continued use of open dumpsites, and no efforts to segregate waste. In Coron, for example, a representative from municipal government noted that despite the passage of laws such as the *Ecological Solid Waste Management Act* (2000), which prohibits the use of open dumpsite, the municipal government continues to use an open dumpsite as they are waiting for another agency to commence the construction of a sanitary landfill. In other cities, the lack of sewage treatment plans means households and businesses need to construct their own septic tank, though this is contingent on them having available vacant land to do so. For communities living in informal settlements the issue is particularly acute as they often don’t have septic tanks, which has a detrimental impact on their health and contributes to the further deterioration of water quality in the city. In El Nido, one respondent felt that improving the waste management system was not a priority for the municipal government but noted that the provincial government is implementing a Sustainable Tourism Project (STP) with support of the Asian Development Bank⁷.

Inadequate and unaffordable **health care** was a prominent issue in the discussions, particularly for smaller cities in Philippines and Indonesia. Stakeholders noted that existing hospitals, maintained by the provincial government or municipal government, have limited services and facilities, and largely provide basic maternal and child healthcare and first aid treatment. This lack of comprehensive, affordable, and accessible healthcare services has a disproportionate impact on the urban poor who are unable to afford the fees of private hospitals or cover the cost of traveling to the provincial capitals or capital cities, such as Manila. In emergencies, this becomes more challenging as families need to undertake longer journeys using multiple forms of transport to reach bigger cities. In Philippines, some stakeholders noted that one of the reasons for underinvestment in healthcare was because of political rivalries between the municipal and provincial government.

The COVID-19 pandemic has also increased disparities in access to education. Services provided by city governments such as compulsory school-going programs for children living with disabilities, children from poor families and the region, have been disrupted. The shift to online education, and increased levels of unemployment, means that many children, particularly those living in low-income householders are either severely lagging or have chosen to discontinue education all together.

⁷ ADB is supporting the Department of Tourism-led program by offering solutions and financing to address the immediate need for urban infrastructure and services, such as solid waste management, drainage and sanitation, and clean drinking water in El Nido (and Coron).

ISSUE 2: Safety and Security

Stakeholders echoed emerging research⁸ on the impact of the pandemic on women's safety and autonomy. Stakeholders attributed these challenges to increased financial insecurity, socio-cultural norms that normalize domestic and family violence, and lack of awareness among women. At same time, most acknowledged that gender-based violence was an important and poorly addressed urban issue prior to the pandemic. Some stakeholders also raised safe transport and access to public spaces as another challenge that restricted women's mobility and opportunities. Stakeholders from Phnom Penh noted that migrant women working in the city were at high risk of family violence with limited redressal mechanisms.

A few stakeholders were concerned about crime and poor law enforcement. Some attributed the problem to high rates of unemployment and return of migrant workers from neighboring countries due to the economic impacts of COVID-19. However, others emphasized the lack of adequate security measures, especially at night. One respondent talked about the challenge of holding local elites accountable for instances when they are breaking the law as an associated challenge.

ISSUE 3: Access to Decent Jobs and Income

The protracted nature of COVID-19 and the devastating economic impact it has had on the urban poor and marginalized communities was also echoed by most government and non-government stakeholders from the region. The pandemic has caused a sharp rise in unemployment and poverty rates. This has been felt more severely by those with lesser resources, savings, and access prior to 2020. Vendors, small business owners, construction workers, daily wage earners, and those working in the service sector were the hardest hit. Many experienced immediate loss of income, which further impacted people's access to decent housing and adequate education for their children. Even when movement restrictions were lifted periodically, many found it challenging to secure decent employment.

Vendors and small family businesses found it extremely challenging to keep operating during lockdowns or to re-start their businesses once lockdowns were lifted. Many of such businesses operate informally and out of rented locations or spots in the market, the cost of which became untenable for many. In Luang Prabang for example, the night market used to offer a good opportunity for women and ethnic minorities to earn a stable income by selling handicrafts. However, the closure of markets and sharp decline in customers due to COVID-19 led to the closure of many such businesses. As movement restrictions were lifted, the rent in the night market also went up, making it even harder for them to return. In Makassar and Battambang, those

⁸ Rohwerder, B. (2020). Social impacts and responses related to COVID-19 in low- and middle-income countries. K4D Emerging Issues Report 35. Brighton, UK: Institute of Development Studies.

working in the informal sector, female headed households and young people were particularly hard hit while having the least access to government relief efforts.

“Especially for female heads of household, because their name is not registered as the head of the family in the family card, they are excluded from government assistance program.”

Female, Member Indonesian Coalition for Women, Makassar, Indonesia

“The mayor has designed a program to reduce poverty by increasing the capacity of youth through skills training programs, encouraging entrepreneurship, improving health services for the poor, but with the impact of COVID-19 on the economy especially on vulnerable groups there is a need for more intensive and precise program design targeting vulnerable and marginalized groups.”

Male, Local Government Official, Makassar, Indonesia

Stakeholders noted that full time jobs were in short supply prior to the pandemic, and the urban poor already worked in insecure and precarious conditions for meagre wages. At the same time, as stakeholders from Pakse highlighted, cities continued to attract more people in search of economic opportunities despite the shortage of decent and secure jobs. During COVID-19 many of the students and prospective workers who had shifted to the city left, further reducing demand for goods in the city. Stakeholders emphasized the need for local and national governments to invest in creating more jobs.

“Ethnic students from Paksong district come to study at Champasack University have difficulties learning English and adapting to life at Pakse. These reasons make it difficult for them to get a job.”

Female, Educator, Pakse, Laos PDR

Cities in the Philippines and Laos that are highly dependent on tourism experienced a massive drop in customers and rise in unemployment as soon as the pandemic arrived. Stakeholders felt **dependence on a single sector** and the lack of investments in diversifying the economy was one of the reasons why their cities were badly hit and less able to recover. In Coron, for instance, the tourism “boom” led many people to shift livelihoods from traditional sources such as local fishing and dried fish making to working in the tourism industry. It also led to an increase in migrant workers who came to the city in search of better opportunities. Collectively, this increased the vulnerability of workers and businesses in Coron to the economic impacts of COVID19 with few alternative livelihood options. Simultaneously, a rise in foreign and domestic investment led to a sharp rise in land prices making ownership of land, particularly for the urban poor prohibitive. Many actors acknowledged that the municipal government is limited in what they can do given their resources and competing priorities.

In addition to these overarching issues, some cities highlighted inclusion issues that were significant to their specific context. In the Philippines, land remains highly contested between indigenous communities and municipal governments. In El Nido, for example, 90% of the municipality's land area is claimed by the indigenous ancestral domain. Different interpretations of the Indigenous People's Rights Act or IPRA (1997) have resulted in an impasse. While these issues are not represented in Figure 11, they will inform in the final design of the modules and cohorts

Underlying factors:

The previous section described some of the underlying factors that are causing identified inclusion challenges to persist. Broadly, these factors can be grouped into four broad themes:

Little horizontal and vertical coordination between government actors: Some representatives from city level government shared that they were disillusioned by the slow or indecision of actors with accompanying functions and larger resources at the state or central level. In one instance, local actors attributed lack of reform to party politics which resulted in the city no longer being a priority for the governor. In other contexts, such as Hue, the push for reform has been coming from the central government. In some cities like Penang, good vertical coordination is essential as the jurisdiction of all three inclusion issues identified in this analysis fall under the responsibility of the federal, not state, government. Others highlighted the lack of collaborative approach between agencies during the urban planning process at the local and subnational level. In Luang Prabang, stakeholders highlighted the need for improved horizontal coordination between the heritage authority, town authority, municipality, district tourism department, planning and investment, temples, and local communities. Many stakeholders also highlighted the lack of a master urban plan or lack of specific plans for improving accessibility and inclusion in cities. For example, in Kaysone and Luang Prabang, city officials themselves noted the lack of integrated urbanization plans and limited enforcement of the specific plans that exist.

"City government technical staff/bureaucrats at least those who are serious in doing their job tend to be disillusioned by slow or non-decision of those who wield the power to decide."

Female, Disaster Risk Reduction and Management Official, Baguio

Insufficient revenue, limited revenue generation responsibilities and lack of funding from subnational and/or central government: Officials at the city level often have limited revenue raising and spending functions and multiple competing priorities. This means that even if they are interested in pursuing inclusive reform, they often require the support of and investment from subnational or national level actors.

Lack of data on marginalized groups and limited uptake among decision-makers to address specific challenges:

Where cities use data to inform decision-making, the data itself often lacks adequate disaggregation or coverage to include the experiences and preferences of poor and marginalized communities. This means that services that are designed and delivered are often not accessible or responsive to the needs of certain disadvantaged groups, especially for people living with disabilities. This challenge was particularly prominent in Indonesia. Stakeholders did note that improvements in the quality and representativeness of data alone is unlikely to solve the problem, as many decision-makers lack awareness of the importance of applying an inclusion lens. Some decision-makers remain hesitant or actively discourage bringing the voice of local communities to decision-making processes. One respondent highlighted that the civil servants, for example, have a preference to receive direction from the top instead of adapting to the needs of the local community.

*“The data used is often not updated which affects the accuracy of program targets. There are many diverse sources of data but data from neighborhoods is not professionally managed.”
Female, Women’s Rights Organization, Makassar, Indonesia*

*“Urban policy is not reflective of what is needed on the ground. Political parties will push their priorities without consulting or understanding the current need of the local communities.”
Female, Civil Society, Penang, Malaysia.*

Limited consultation: Civil society in many cities highlighted the low levels of community engagement in urban planning. Decision making remains largely top-down and rarely inclusive of diverse perspectives. In some cities, stakeholders shared that there had been no consultations between the public and government.

*“The built environment is very male dominated as it is considered as a heavy-duty industry. During implementation of urban planning, spaces are built to only accommodate male.”
Female, Civil Society, Penang, Malaysia*

Civil society actors noted that frequent transfers within government institutions hamper their ability to develop relationships which weakens engagement between government and non-governmental actors. Each time a new official is appointed, civil society actors need to re-start their engagement and advocacy process.

Opportunities for reform:

Respondents highlighted different opportunities for reform to respond to ongoing challenges. These include:

- supporting the development of integrated urban planning;
- facilitating dialogue between government and local communities;
- encouraging national level finance ministries to allocate adequate resources on critical urban service gaps; and
- and identifying, understanding, and responding to the needs of specific marginalized populations.

Some cities highlighted ongoing partnerships with development agencies on tackling specific urban issues. This includes, for example, the work El Nido is doing with the ADB on sustainable tourism development or partnerships focused on building and upgrading inclusive infrastructure under the Partnerships for Infrastructure (P4I).

“The government (such as the Ministry of Interior and Ministry of Women Affairs) should raise awareness among local authorities who usually think violence against women is not a big problem.”
Male/Female, Civil Society, Phnom Penh, Cambodia

Finally, engagement with stakeholders also pointed to positive examples where specific actors had taken the initiative to promote inclusion. In Makassar for example, the new Mayor has shared his vision to make the city a role model of an inclusive and prosperous city. The Makassar City Government is currently preparing a road map for realizing this vision.

2.3 STAKEHOLDER MAPPING

The final stage of the stakeholders and issues mapping process focused on:

- Mapping the level of traction on core inclusion issues per city;
- Identifying actors performing core functions on urban governance;
- Mapping level of interest, influence, and incentives of key stakeholders;
- Identifying participants for the multi-stakeholder dialogues and categorizing them as learners and sharers.

Level of Traction:

The team began by determining the level of traction each city has when it comes to inclusion across each of the three core urban issues. The team selected traction based on:

- Is there awareness of inclusion problems and impacted groups?
- Are there plans and policies in place on inclusion?
- Has there been meaningful progress against those plans and policies?
- Are there other signs the authorities are proactively addressing inclusion issues?
- Is the city government collaborating or partnering with civil society to address inclusion issues?
- Other ideas?

Mapping actors performing core urban functions

For each city the ICD team will identify the following types of actors:

- **Political decision-makers** at the city and national level with high influence. These include both inclusion champions and are blockers (i.e., actors with high influence but low interest in pursuing inclusion reform) but could be potentially persuaded otherwise.
- Decision-makers on **resource allocation** on urban governance.
- Ministry/Departments focused on **social inclusion**.
- Municipal or other departments delivering **core urban services**, such as, solid waste management, street lighting, access to housing, flood management and response etc.
- Government **urban planners**, in particular actors with a decision-making roles or influence on where resources are allocated, who is involved in decision-making, and what information decisions are based on.
- **3-4 Civil society actors (city and national level)** working on improving urban safety, disability rights groups, and/or groups representing/working with migrants, the urban poor and/or communities living in informal settlements.
- **Private sector or development actors** engaged in urban development and/or delivery of urban services.

Mapping actor interest, influence, and incentives

Once key urban actors are identified, country focal points will map each actor based on their level of interest and influence. The purpose of this mapping exercise is to identify potential pathways of change to encourage inclusive reform. These pathways of change can include, for example:

- Identifying blockers (high influence, low interest) who could be persuaded to change their stance through focused dialogue.
- Strengthening power of civil society actors and community representatives (high interest, low-medium influence) by enabling networking and coalition building opportunities.
- Improving vertical coordination between high influence actors with low and high interest.

To protect the privacy of participants, the figures of stakeholder mapping in this section have been redacted from the publicly accessible version of this Report.

As noted in Section 1.4, there are several ways that city stakeholders may be involved in the ICD Project. Participants (sharers and learners) for the three multi-city dialogues and potential participants for the inclusive city event will be finalized based on the stakeholder mapping process. The figure below details the different levels of engagement during the ICD Project:

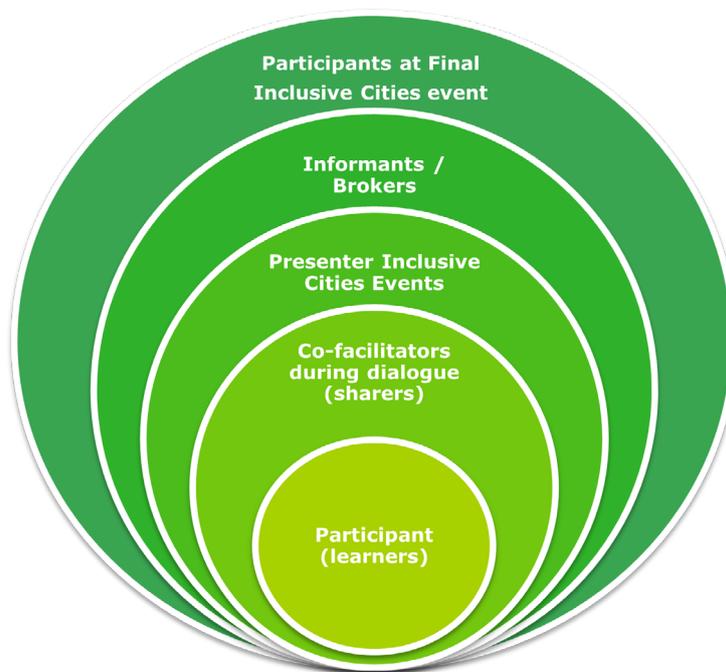


Figure 9: Levels of Participation

Source: Own figure

- **Participants or learners:** national and city level stakeholders identified through the actor mapping exercise who will be attending the dialogues.
- **Co-facilitators or sharers:** national and city level government and non-governmental inclusion champions or innovators.
- **Presenters Inclusive Cities Event:** national and city level government and non-governmental inclusion champions or innovators and high influence actors who can increase momentum on inclusive reform.
- **Informants/Brokers:** actors who might not be attending the dialogues or event but can help connect the ICD team to relevant stakeholders at the city or national level.
- **Participants at Final Inclusive cities Events:** these include actors from AASCTF cities and countries, who did not attend the dialogues but would benefit from the networking and sharing opportunities offered the event or high influence actors whose buy-in on potential reform would be beneficial.

2.3.1 PARTICIPANTS

Between October 2021 to January 2022, the ICD Project team have spoken to 24 individuals from government, civil society, and private sector from 12 cities. (See Appendix 1 for more detail). The information gleaned from these interviews assisted both the issues and stakeholder mapping, as provided in above sections.

Ultimately, this information and analysis has been utilized to define the list of participants proposed to attend the three multi-city dialogues. Work is ongoing at present to confirm participants' attendance, including in Thailand and Vietnam, where it is only recently that engagement with AASCTF has been substantially progressed to allow for the ICD Project engagement with officials, among others.

To protect the privacy of participants, the participant list presented in this section has been redacted from the publicly accessible version of this Report.

2.4 PRE-MODULE SURVEY AND PRELIMINARY RESULTS

The ICD pre-module survey analysis directly feeds into module development of the dialogues. The survey was shared with participants from all ICD cities with the purpose of understanding participant expectations, preferences, and comfort and fluency with technology. This survey has been shared with all invited participants, including government and non-governmental stakeholders. The analysis is based on responses from 12 participants, as the survey distribution is still in progress. These responses were collected within 12 January 2022 to 2 February 2022.

The pre-module survey has three primary objectives, namely:

- To learn more about the interests on the specific issues identified by the participants;
- To note participants' preference in terms of the time of the dialogues; and
- To find the most feasible way to conduct the dialogues online

Results

There have been 12 responses in total thus far, with most of the respondent from the Philippines. The rest of the respondents are from Cambodia, Laos, and Thailand.

There are two sections in the questionnaire. Section I seeks to capture background information on the participants including the country and cities they represent, their field of work, and their involvement with inclusive initiatives in their respective cities. Nearly a majority of the respondents are from civil society/ academia/ media, with a quarter of respondents from government. Half of the respondents are currently working on increasing inclusion in their cities.

Section II looks at the respondents' familiarity with the AASCTF, elicits their opinions on specific inclusion issues identified, and preferences on the logistics of the dialogues.

Over half of the respondents have not participated in activities related to the AASCTF. Respondents who have participated are through the AASCTF Smart City Survey and Flood Early Warning, Mitigation, and Information System Project. In terms of respondents' opinions on urban services, infrastructure, safety and security, and access to decent jobs, almost all of the respondents rate from moderately relevant to extremely relevant each of the inclusion issues in relation to their roles (see Figure 10, Figure 11, Figure 12, and Figure 13). These are common responses across the government officials, private sector, and civil society/ academia/ media. When prompted to name other issues, the respondents mentioned education, disability access, equal access to social services, local environment management and women empowerment.

SERVICES (eg. transportation, healthcare, education etc.)

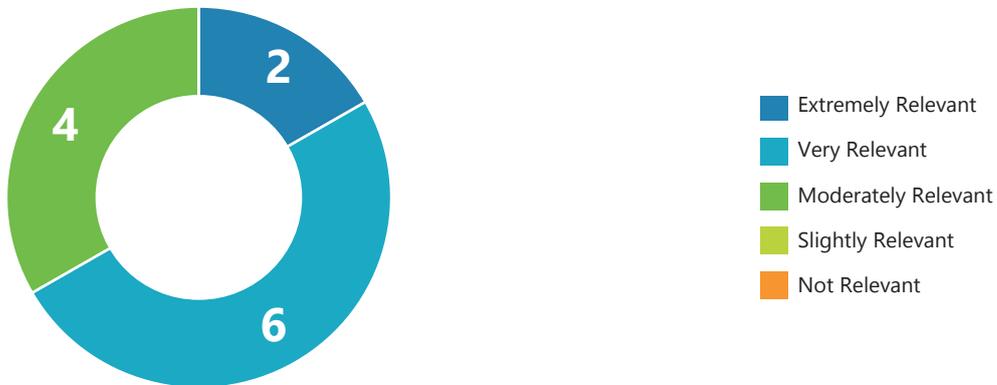


Figure 10: Survey Responses on Services Inclusion Issues
Source: Own figure

INFRASTRUCTURE (eg. pavements, roads, public spaces etc.)



Figure 11: Survey Responses on Infrastructure Inclusion Issues
Source: Own figure

SAFETY AND SECURITY (eg. physical and/or emotional security of women being able to stay out late at night; safe neighborhoods)

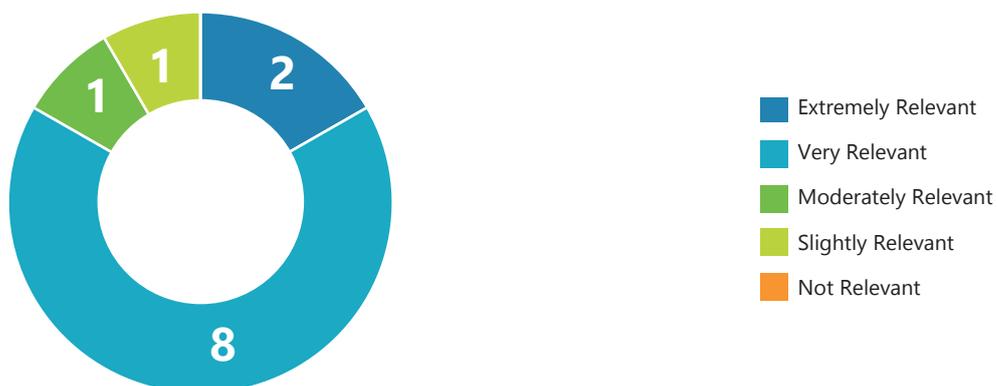


Figure 12: Survey Responses on Safety and Security Inclusion Issues
Source: Own figure

ACCESS TO DECENT JOBS (eg. opportunities and access to information about employment for women and people with disabilities)



Figure 13: Survey Responses on Access to Decent Jobs Inclusion Issues

Source: Own figure

The respondents also indicated the benefits they are expecting from the dialogues, including: gaining a deeper understanding of inclusion challenges in their cities; learning and sharing with other actors from other ASEAN cities; and identifying potential solutions for overcoming inclusion challenges. The ICD Project team hope to further encourage them to turn these expectations into actions through the dialogues.

The second part of the survey is to understand the preference and experience of the respondents in terms of online platforms. Almost all the respondents have participated in online workshops, forums, and events before. All of them are familiar with online platform such as Zoom. However, only a fifth of respondents know Google Jamboard and/or Mural. Half of the respondents have experience using online polls. Therefore, the dialogues will likely be hosted on Zoom and incorporated with other online tools that would ease access to the participants.

NEXT STEPS



3.1 MODULE DESIGN AND DELIVERY

During the preparatory phase, between January-February 2022 the ICD team will focus on inviting and confirming participants for the multistakeholder series, identifying speakers, distributing and analysing the results of the pre-module survey, finalizing the three participant cohorts, and completing the module design and production (see Figure 14).

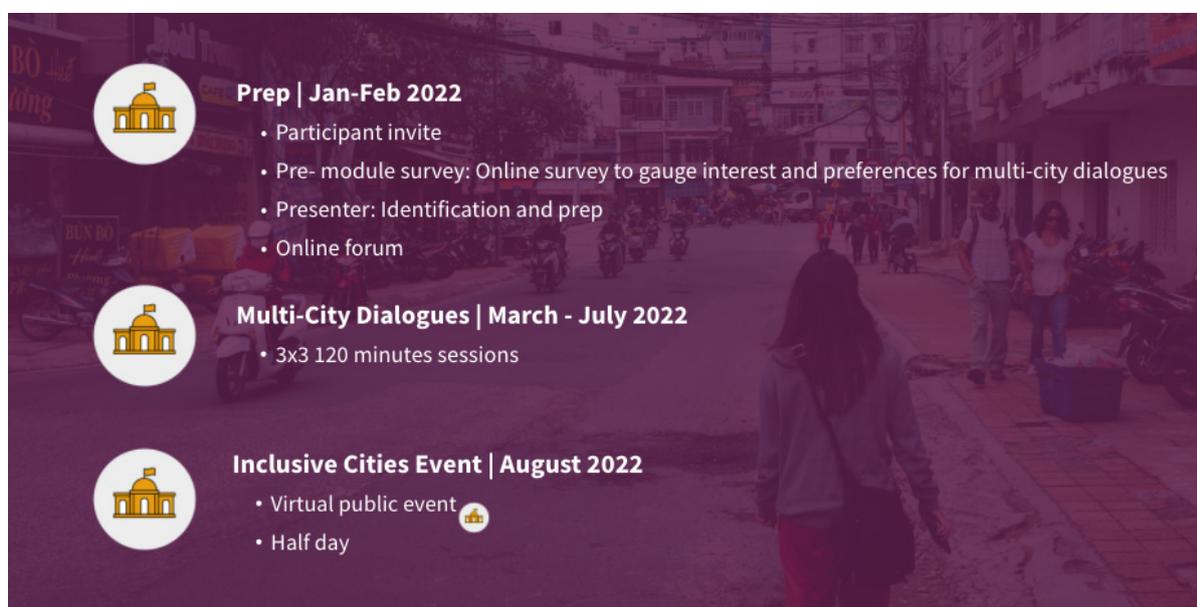


Figure 14: Key Activities and Timeline

Source: Own figure

The module design will be based on insights from the mapping process, on-going stakeholder engagement, and the pre-module survey results. Each module will be centered around one significant issue, namely:

- Module 1: Access to Infrastructure and Services;
- Module 2: Safety and Security; and
- Module 3: Access to Decent Jobs.

Figure 15, provides more details on the delivery schedule of each module by cohort.

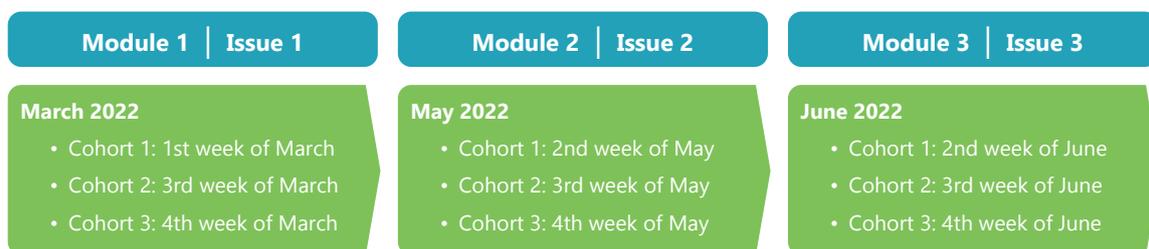


Figure 15: Module Timelines by Cohort

Source: Own figure

The issues (and modules) have been sequenced in a way to ensure conversations and learnings from each module can be built upon in the next module. For example, a key barrier for equitable access to decent jobs for persons living with a disability is the absence of accessible public transport. Similarly, poor safety and security restricts their access to public spaces and in turn reduces their access to equitable job opportunities.

Each module will work towards achieving three core objectives:

- **Objective 1:** Deepen participant understanding of the ways in which marginalized groups experience exclusion and discrimination in relation to issue, and why these issues continue to persist
- **Objective 2:** To learn from efforts (or the absence of efforts) to address exclusions in urban environments - what has worked, what hasn't and why?
- **Objective 3:** To facilitate discussions (and action) on potential solutions among participants.

Each module will be packaged in a 120-minute dialogue session and designed to maximize multi-directional dialogue and applied learning between participants. The modules will use practical and relevant examples from the stakeholder and issues mapping process. Where needed, modules will include notes on adaptation across the three cohorts. Drawing from the module objectives, each module will be divided into three sessions:

- **Session 1** will comprise of 2-3 short presentations from participants or external presenters on unpacking the nature of the problem and why it continues to persist.
- In **Session 2** speakers from session 1 will share examples of efforts they've taken to promote inclusion in their city and share reflections on what they learned from that process.
- In **Session 3** all participants will be divided into break out groups to discuss and apply learnings from the presentations in the previous sessions to their context. The Country Focal Points will facilitate breakout groups. The discussion in the breakout groups will center on five core questions:
 - » What resonated with participants?
 - » What have participants tried in their own cities?
 - » Who in their contexts have the power to influence change?
 - » Who else would need to be brought to the table to find or execute the solution?
 - » Are there any other factors or barriers that need to be considered?

As the ICD Project team continue these early dialogues with key stakeholders, we are seeking to identify potential participants - sharers, facilitators, learners - in the formal dialogue sessions planned for 2022, in which the emphasis will be on peer-to-peer learning on shared challenges.

As we receive participant confirmations, the ICD team will cluster participants into cohorts based on their role, level of influence, interest, and location. The clusters will aim to place participants in way that can maximize peer-to-peer learning on shared challenges and build momentum for reform. Participants will be grouped into three cohorts of 37-46 participants each. Participants will likely remain in the same cohort for all three dialogues.

As each dialogue will be co-facilitated with speakers, the ICD Project team will also work with speakers on their presentations to ensure they are comfortable, precise and confident. The Project team will consider other presenters from cities across the region to strengthen a case for inclusive urban governance, where needed.

APPENDICES



Photo: Asian Development Bank

APPENDIX 1: ENGAGEMENT LOG

Stakeholder Engagement

No.	Country	City	Date	Stakeholder	M/F
1.	Cambodia	Battambang	21/10/2021	Civil Society Organization (CSO)	M
2.		Phnom Penh	28/10/2021	CSO	M
3.			22/10/2021	CSO	M
4.	Indonesia	Banjarmasin	25/10/2021	City Official	M
5.			25/10/2021	CSO	F
6.			25/10/2021	CSO	M
7.		Makassar	25/10/2021	CSO	F
8.			25/10/2021	City Official	M
9.			Kaysone	21/10/2021	Provincial Official
10.	Laos	Luang Prabang	21/10/2021	Social Enterprise	F
11.			15/11/2021	City Official	M
12.		Pakse	29/10/2021	CSO	F
13.			16/11/2021	City Official	M
14.	Malaysia	Penang	10/11/2021	Private Sector	M
15.			10/11/2021	City Official	M
16.			10/11/2021	City Official	M
17.	Philippines	Baguio	20/10/2021	City Official	F
18.		Coron	4/10/2021	City Official	M
19.			27/10/2021	Private Sector	M
20.		El Nido	28/10/2021	Private Sector	M
21.			4/10/2021	City Official	F
22.	Thailand		Chonburi / Eastern Economic Corridor Region	12/12/2021	CSO
23.		11/1/2022		Academia	M
24.		31/01/2022		EEC Officials	F

Project Internal Engagement

No.	Event Type	Topic of Discussion	Date	Frequency	Participants from	Total No. of Participants
1	Kick off Meetings	Partner teams introductions	19/08/2021	1	Ramboll, TAF (regional), and Kore Global	7
		TAF Internal Kick-off meeting	19/08/2021	1	Ramboll, TAF (regional), and TAF (country focal persons/ CFPs)	15
2	Weekly Meetings	Weekly meeting between Ramboll and TAF on progress of the project	16/08/2021 to date	18	Ramboll and TAF (regional)	4-5
3	Country Onboarding Meetings	Introduction of Inclusive Cities to country focal persons of TAF offices	02/09/2021 to 14/09/2021	7	Ramboll, TAF (regional), and TAF (CFPs)	6-7
4	Core Team Internal TAF Meetings	Updates and discussion on the steps for the Inclusive Cities project management and progress	02/09/2021 to date	7	TAF and Kore Global	3-5
5	M&E Workshops	Agreed steps and timeline of M&E tools	31/08/2021	1	Ramboll and TAF (regional)	6
6	Stakeholder and Issue Mapping (SIM) Workshops	Discussion on how to identify issues in cities and related stakeholders who are potential participants	30/09/2021	1	Ramboll, TAF (regional), TAF (CFPs), and Kore Global	17
7	Preparation Meetings	Pre-meetings for workshops		2	Ramboll, TAF (regional), and Kore Global	6-7
8	SIM follow up meetings	Iterations of the SIM process and overseeing progress of each country	19/11/2021 to date	8	TAF (regional) and TAF (CFPs)	3-9
9	Workshop with donors	Presenting progress and discussion on approach on SIM process	19/10/2021	1	ADB, DFAT, Ramboll, TAF, and Kore Global	13
10.	External Meeting	Partnerships on Infrastructure	25/10/2021	1	TAF and Partnerships for Infrastructure	4

No.	Event Type	Topic of Discussion	Date	Frequency	Participants from	Total No. of Participants
11.	Onboarding Meeting	Introduction with Country Focal for Thailand from Ramboll	07/12/2021	1	Ramboll and TAF	4
12.	Module Development Meetings	Module structure and content development	11/1/2022 to date	3	TAF and Kore Global	5
		Module structure and content development	12/1/2022	2	Ramboll, TAF, and Kore Global	6
13.	Trouble-shooting meetings	Discussion on Hue and invitations to Vietnamese Government	18/1/2022	1	ADB Vietnam, Ramboll, and TAF	7
14		Discussion on Chonburi and invitations to the Thai Government	24/1/2022	1	Ramboll and TAF	5

APPENDIX 2: PRE-MODULE SURVEY INSTRUMENT

Section I. Background information

1. Which country are you based in?

- Drop down menu

2. Which city are you representing?

- Drop down menu

3. Where do you work?

- National government
- City government
- Civil Society/ Academia/ Media
- Private Sector
- International Development Actor
- Other (please specify)

4. Do you work on increasing inclusion?

- Yes
- No
- Don't Know
- Don't wish to answer

Section II. Participating in Inclusive Cities Dialogues

5. Have you participated in / been involved in any ASEAN Australia Smart City Trust Fund projects, events, webinars, surveys, etc.?

- Yes
- No
- Don't know

6. If you answered yes to Q5, please specify which kind of activity you have participated in: (open ended)

7. Are there any specific inclusion issues that you think are very important or particularly challenging in your role in terms of SERVICES (e.g., transportation, healthcare, education etc.)?

- Extremely relevant
- Very relevant
- Moderately relevant
- Slightly relevant
- Not Relevant

8. Are there any specific inclusion issues that you think are very important or particularly challenging in your role in terms of INFRASTRUCTURE (e.g., pavements, roads, public spaces etc.)?

- Extremely relevant
- Very relevant
- Moderately relevant
- Slightly relevant
- Not Relevant

9. Are there any specific inclusion issues that you think are very important or particularly challenging in your role in terms of SATETY AND SECURITY (e.g., physical and/or emotional security of women being able to stay out late at night; safe neighborhoods) ?

- Extremely relevant
- Very relevant
- Moderately relevant
- Slightly relevant
- Not Relevant

10. Are there any specific inclusion issues that you think are very important or particularly challenging in your role in terms of ACCESS TO DECENT JOB (e.g., opportunities and access to information about employment to women and people with disabilities)?

- Extremely relevant
- Very relevant
- Moderately relevant
- Slightly relevant
- Not relevant

11. If there are any other Inclusion Issues from above, please specify and how relevant they are. (open ended)

12. What do you hope to take away from the dialogues? Select all that apply:

- Gain a deeper understanding of inclusion challenges in your city
- Learning from other actors from your city
- Learning from other actors from other cities in your country
- Learning other actors from other ASEAN cities
- Identify potential solutions for overcoming inclusion challenges
- Building coalitions for reform
- Other

13. Have you participated in online workshops, forums, events before?

- Yes
- No
- Don't wish to answer

14. Are you comfortable using online platforms such as Zoom?

- Yes
- No
- Don't know
- Other (please specify)

15. Have you used any of the following tools: online boards such as Mural Jamboard, Miro etc.?

- Yes
- No
- Don't know
- Other (please specify)

16. If you answered yes to Q15, please specify which tools you have used: (open ended)

17. Have you used online polls on Zoom, Menti or others?

- Yes
- No
- Don't know
- Other (please specify)

18. If you answered yes to Q16, please specify which online polls you have used: (open ended)

19. What device would you be accessing the dialogues from? Select all that apply:

- Phone
- Tablet
- Laptop/Desktop computer
- Other

20. Each dialogue will be for 120 minutes. What time slot do you prefer to attend external meetings? Select all that apply?

- Morning (9.00 am – 12.00 pm)
- Afternoon (1.00 pm to 3.00 pm)
- Evening (4.00 – 6.00 pm)
- Other (please specify)

APPENDIX 3: SEMI-STRUCTURED INTERVIEWS

Semi-structured interviews (SSIs)

Note: These interviews are short and simple (30-45 minutes). They leave lots of room for you to probe and ask follow-up questions. You should feel confident adding in further questions during interviews in order to understand an issue or perspective in greater depth. Be as conversational as possible.

Semi-Structured Interview/Write-up Template	
Name of city and country	
Interviewee's name, title and organization	
Interviewer name / Gender	
Type of interview (in person or remote)	
Date	
Consent given for this interview (see below)	
Introduction to the research (5 mins)	<p>Thank you very much for giving me time to interview you. As I explained previously, my name is [your name] and I work with The Asia Foundation</p> <p>Today I am interested in talking with you about the issues faced by women and marginalized groups in [city]. We are collecting information for a series of consultations with government and non-government actors on inclusion issues in cities throughout Southeast Asia. This information will support us design series of upcoming dialogues with key stakeholders to build momentum for inclusive reform in cities in the region. These workshops are part of a collaboration between the Asia Foundation, Ramboll and the ADB, supported by DFAT.</p> <p>(If asked, this work is under the AASCTF program or the Smart Cities – Inclusive Cities Program is the ASEAN Australia Smart Cities Trust Fund' and is funded by the Australian Government)</p> <p>With your permission, I will record what you share with me. This will not be shared beyond the small team that is designing the inclusive cities workshops and event. Nothing you say to me will be attributable to you.</p> <p>Are you comfortable with proceeding with the interview (if yes, record above that consent was given to record)? Do you have any questions for me before we begin?</p>

	Questions	Responses
Question 1 (What - ISSUES)	<p>What do you feel are the main urban governance issues in this city? What would be the top 3 priority challenges from your perspective? Why?</p> <p>(Try not to lead the interviewee but, if necessary, you can probe on issues such as housing, transportation, safety/crime, natural disasters, livelihoods/poverty etc., or issues you have noticed from your research.)</p>	
Question 2 (Who- GROUPS)	<p>Thinking about the above issues [here you can repeat back the 3 priority issues they talked about above], does this affect everyone in the city equally, or are there some groups who experience these issues more or who are affected by these issues more? Which groups, and why? [Try to distinguish between 1. Whether all residents or only certain groups or residents experience this issue and 2. If all residents, whether some suffer more because of the problem.]</p>	
Question 3 (Why – BARRIERS)	<p>What do you think are the main barriers to addressing these issues/solving these problems? [Refer back again to the priority issues from Q1].</p>	
Question 4 (SOLUTIONS)	<p>Who is, or needs to be, involved in solving these problems? Why? [Refer back again to the priority issues from Q1].</p>	
Question 5 (Optional)	<p>What opportunities or promising approaches do you see for governments to address these priority problems?</p>	
Wrapping up (5 mins)	<p>Thank you so much for sharing your thoughts with me! Is there anything that I have not asked you that you think it is important for me to know? Do you have any further questions for me?</p>	

APPENDIX 3: SEMI-STRUCTURED INTERVIEWS

Makassar, Indonesia			Types of stakeholder engaged: City Official and CSO	
Q.1	Q.2	Q.3	Q4	Q5
Public services are not accessible by the people with disabilities. There is a weakly integrated data on vulnerable and marginalized groups. There is an increased unemployment especially due to the pandemic.	People with disabilities, the elderly, children (parents passed away with COVID-19), the poor, and female households especially because they are usually not registered as heads in the household registration since they are female. Unskilled community groups: there are skills trainings for youths, but the impact of the pandemic make it need better designed programs	CSOs have to start often from square one in terms of advocating since the position changes in the government happens frequently (including building personal relationships). Data is often neither updated nor properly managed with too many diverse sources which hampers targeted programs to benefit the people with disadvantages.	Institutions that should respond these issues include: Planning agency office; social services, women empowerment and child protection office; representatives of vulnerable and marginalized groups; NGOs working on issues of children, women, disability, and human rights; local government including Bappeda (Development Planning Agency – Sub-national level); Social Service Office, Administration and Population Office; Manpower Office; Education Office, Health Service Office; NGOs working for gender and development issues; academia; community-based organizations; and People with Disability Organizations	The new mayor's vision and mission is to make Makassar as a role model of inclusive and prosperous city. Currently, the Makassar City government is preparing a roadmap to realize Makassar as an inclusive city. Makassar has already had local regulations to support people with disabilities, particularly to participate in decision-making process and to access government programs, but still poor in terms of implementation.

Banjarmasin, Indonesia			Types of stakeholder engaged: City Official and CSOs	
Q.1	Q.2	Q.3	Q4	Q5
Human development: There is a lack of educators; and high number of unskilled rural migrants who do not have the skills to access formal employment. Accessible and disability friendly infrastructure is lacking. In health services, the accessibility is not inclusive enough for all types of disabilities.	Unskilled and uneducated migrants who do odd jobs and work in informal sectors are not accessing the education services leading to more poverty. There is a need to improve PwD's participation in urban development. Resident data collections do not usually capture PwDs and transgenders.	There is a mindset that disability-inclusive services are "additional burden". PwDs are only involved in the planning stage in the governance issues but not in monitoring and implementation. Current educators do not have the capacity to accommodate and optimize the teaching for each unique child.	The responsible institutions are city government; social office; regional offices; city cross-office forum; religious and community leaders (to alleviate social stigma especially for PwDs); and organizations for people with disability	Lambung Mankurat University provides higher education for people with disability. Government can support the program and create scholarships for it. The new regulation, Draft of Local Regulation for the Protection and Fulfilment of Persons with Disabilities Rights, will cover economic and political rights of PwDs. There should be an extensive network with development agencies to mainstream inclusive perspective to the city government.

Luang Prabang, Laos			Types of stakeholder engaged: Social Enterprise, City Official	
Q.1	Q.2	Q.3	Q4	Q5
The issues are zoning and master planning, less opportunities for local businesses to grow, coordination between different government stakeholders.	The issues impact on women and ethnic people (e.g., Hmong women would usually sell their hand made products but since the stores in night market have become expensive, they are struggling).	Too many different government departments are working on different issues and coordination is poor.	The following institutions should work on these issues: Heritage authority; Public Work Department; Heritage Department, tourism police, Department of Industry and commerce; handicraft association; Tourism department; Tour guide association.	COVID-19 an opportunity to redesign and rebuild LPB.

Kaysone, Laos			Types of stakeholder engaged: Provincial Official	
Q.1	Q.2	Q.3	Q4	Q5
The issues are unemployment, public transportation, me-too businesses i.e., copying someone else's business that seems to be/be thriving.	There is a government center for PwDs, but they do not have enough funding nor have information/ data on PwDs.	There is no consultation meeting between the public and private sector to tackle the urban development issues.	The following institution and individuals can work on these issues: provincial governor, private sector, business chambers, and Job recruitment agencies, FIDA International, Non-profit Association for Rural Mobilization and Improvement (NORMAI)	

Battambang, Cambodia			Types of stakeholder engaged: CSO	
Q.1	Q.2	Q.3	Q4	Q5
The issues are job loss due to COVID-19, rise in crime, floods, and impact on poor sewage systems	The following are the groups who became more vulnerable due to COVID-19: women with daily wages, market vendors, and construction workers, youths between 15 – 20, people living in slum areas, farmers, and people living near Sangke river	Restrictions that are in place due to the pandemic are impacting the economy. Some of the crimes are committed by the people with power or backed by someone with power. There is no budget allocation for repair and maintenance of the sewage	The following institutions are the stakeholders: City Hall, commune Sangkat, department of social affairs; Local and international NGOs- komar rikrey association, Cambodia Children Trust, Children Future International, Save the Children, Municipal police; Department of social affair and NGO (Banteay Srey; LICADO; ADhoc) which works on dealing with rape cases, Department of transport and public work (e.g.: they repair sewage system)	Budget allocation for sewage repair and maintenance should be raised. Rapid information dissemination related to natural disaster emergencies should be in place. The city has a high cost of living.

Phnom Penh, Cambodia			Types of stakeholder engaged: CSOs	
Q.1	Q.2	Q.3	Q4	Q5
<p>The city needs more efforts on safety and security. Roads and buses lack accessibility for PwDs. Information shared can't be accessed by people with visual impairments. Traffic accidents are very common.</p>	<p>Violence against women is there, and it is more common in the migrant worker households and when the women are not aware of their own rights. Other who are impacted are children, people living in slum areas (which are considered unsafe). There are petty crimes and late night gang fights.</p>	<p>Poverty is contributing to these issues. There is a social norm and cultural mindset of women and men (men can hit their wife). Lack of awareness of inclusion concept (e.g.: some commune chiefs do not know about this concept, so they build the commune hall without easing the accessibility of people with disability. There is no master plan on accessibility. Poor compliance by stakeholders (both state and nonstate actors including private construction developer and local government) on rules. Drivers still not following traffic laws. Poor and limited infrastructure such as pavement is contributing to traffic accidents.</p>	<p>The following are the stakeholders mentioned for the issues: Ministry of women affairs, Technical Working Group on Gender Committee on Gender-based Violence, ACCESS Program funded by DFAT (Australian Government), Commune/ Sangkat police (they implement commune safety policy), Municipal hall, Department of construction and land (mainstream accessibility concept in building and construction), Department of transport and public work (they allow people with disability to drive and permit people with disability to use vehicle which is designed for that specific group), Donors and NGOs, JICA developed an app for blind people to access bus service. Chinese Government donated buses. Handicap international should work with public bus authority to mainstream inclusion concept into national guideline on public transport.</p>	<p>There is a need to improve infrastructure (equip streetlights). The government (generally ministry interior and ministry of women affair) should raise awareness of local authorities who usually think violence against women is not a big problem. More awareness raising should be done on inclusion concept to all ministries. (E.g.: before policy is developed, they should use people-centric concept. One good example can be found in Sihanouk Ville city, it is observed that when the newly built road can serve different groups of people purposes (E.g.: there are roads for drivers and riders, pavement). There should be more budget allocation to local government to work on inclusion issue. The Ministry of Land Management, Urban Planning and Construction should put pressure on private sector to integrate inclusion concept into their building and construction and also build spaces for pedestrians. More efforts to raise driver's awareness at driving school.</p>

Coron, Philippines			Types of stakeholder engaged: City Official, private sector	
Q.1	Q.2	Q.3	Q4	Q5
<p>The most common issues are informal settlements along the coastal area, inadequate health care services, lack of diversity of economic activity, high price of land due to speculations, waste management, and narrow roads/ streets.</p>	<p>Informal settlements along the bay are contributing to the deterioration of the quality of the bay. Residents who are financially disadvantaged (majority of the population) are impacted since the healthcare places are far away and needs traveling. The fishermen livelihoods are dependent on the bay.</p>	<p>The requirements and the process or land acquisition and development is tedious and takes time. Municipal government has limited budget and competing priorities to expand health care services and facilities. More capacity of the municipal government is needed to implement the Ecological Solid Waste Management Act of 2000 and the Clean Air Act of 1999. There is a lack of willingness on the part of the provincial government to ensure that facilities and services provided by the hospital is up to the standards.</p>	<p>The followings are the institutions and individuals who should work on these issues: the Mayor, the Planning and Development Coordinator; national agencies such as the Department of Housing and Urban Development, the National Housing Authority, the Municipal Health Officer, the Provincial Government, the Provincial Health Officer, the Department of Health Provincial and Regional Offices, the Social Welfare and Development Office; Palawan State, University Extension Office for trainings, national agencies such as Department of Tourism, Dept of Trade and Industry, Dept of Labor; the Calamianes Association of Tourism Establishments, cooperatives, and NGOs providing livelihood and skills training to community members.</p>	<p>The DOT Loan from ADB should support sustainable tourism development, which both have infrastructure and capital development components. The Supreme Court Ruling on the Mandanas-Garcia petition which will increase the resources available to local governments.</p>

El Nido, Philippines			Types of stakeholder engaged: City Official, private sector	
Q.1	Q.2	Q.3	Q4	Q5
<p>The issues are indigenous community claiming 90% of the municipality land area through ancestral domain, narrow roads, no sewage treatment plan, floods, inadequate health care services, lack of diversity in economic activities and unequal economic opportunities for vendors</p>	<p>Business groups feel disadvantaged. Most especially senior citizens and the persons with disability are impacted by inaccessible roads and sidewalks. Small-scale fishermen are being impacted by the sewage treatment. Stay-home-spouses (who are usually women) and especially for people with less or no financial capacity to pay a private medical service provider are suffering. The tourism workers are hit hard by the pandemic. vendors cannot afford to pay for spots at a market.</p>	<p>There are different interpretations of the provisions of Indigenous People's Rights Act (IPRA). The cost of compensating property owners is high. It is not a priority for the municipal government. There is a lack of financial resources and consent of property owners to allow for the sewage treatment place. Political alliances are influencing decisions. There is no concrete plan for alternative. Affordability is an issue to rent a place in a market.</p>	<p>The followings are institutions and the individual who should work on these issues: the Mayor, the Municipal Council, the Department of Environment and Natural Resources, the Palawan Council for Sustainable Development, and the National Commission on Indigenous People, the Department of Public Works and Highways, the Municipal Environment and Natural Resource Officer, the provincial government, the El Nido-Taytay Managed Resource Protected Area (ENTMRPA), the Municipal Disaster Risk Reduction Council, the Municipal Engineering Office, the Municipal Health Office, the Department of Health, the Municipal Public Employment Service Office, the Municipal Tourism Office, the Dept of Labor and employment, the Dept. of Trade and Industry; the Municipal Social Welfare and Development Office, Palawan State University and the Technical Education and Skills Development Authority (TESDA) for the training and development of new skills</p>	<p>The Department of Tourism loan from ADB should support sustainable tourism development, which has a component on construction of STP. The provincial government is currently constructing also an STP that covers areas not included in the area planned for under the ADB loan.</p>

Baguio, Philippines			Types of stakeholder engaged: City official	
Q.1	Q.2	Q.3	Q4	Q5
<p>The issues are informal settlements along danger zones; Political considerations in decision making—non or delays in decision making on important policies because of vote considerations. Unresolved issues on ancestral domain claim affects property ownership.</p>	<p>Informal settlements along creeks causes flooding in some parts of the city while those living in areas with steep slopes are exposed to landslides. City government technical staff/ bureaucrats at least those who are serious in doing their job tend to be disillusioned by slow or non-decision of those who wield the power to decide. Also, the Baguio residents who are directly affected.</p>	<p>Political considerations and influence of those that have access to or has the ears of the key decision maker/s It is the impasse between the members of the indigenous community and the city government and their different interpretation of the Indigenous People's Rights Act.</p>	<p>The issues should be tackled by the Mayor, the City Council, the City DRRMO, Dept of Human Settlement and Urban Development, Dept of Environment and Natural Resource, the City Community, Environment and Natural Resources Office, the National Commission on Indigenous Peoples; the Dept of Justice (for legal opinion).</p>	<p>There is a need for a good spatial planning, and also an opportune time for the city govt to do it because it will soon revise its comprehensive land use plan.</p>

Penang, Malaysia			Types of stakeholder engaged: Private sector, city official	
Q.1	Q.2	Q.3	Q4	Q5
<p>There is a lack of collaborative approach between agencies hence it is difficult to have a sustainable management approach during urban planning process. Urban policy is not reflective of what is needed on the ground. Political parties will push their priorities without consulting or understanding the current need of the local communities. Lack of public participation during consultation process – very much top-down process. Transportation, floods, waste management are other issues that were brought up.</p>	<p>Local communities and local residence are affected. At the world heritage site some communities have been displaced due to the implementation of certain policies. Women's group are also affected as women's opinions are not taken into consideration. The build environment field is very male dominated as it is considered as a heavy-duty industry. During implementation of urban planning, spaces are built to only accommodate male .</p>	<p>Political will/change is the main barrier. If unable to get interest from the top level, then it will be difficult to bring the voice/opinion from the local communities. Bureaucracy/way of work within the government agencies hinder the process to solve these problems. Civil servants are not flexible in adapting as they receive directions.</p>	<p>Local community needs to be heavily involved and have an active role to push/pressure government to solve issues. NGOs and key agencies can help accelerate the process. Penang Green Council (GLC) and Heritage Trust has a strong presence in Penang.</p>	<p>To provide safe space for local communities and civil servants to voice out possible solutions. Government should conduct more dialogue sessions with relevant stakeholders on how to improve the flow/process of managing funds for implementing projects.</p>

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The ASEAN Australia Smart Cities Trust Fund (AASCTF) assists ASEAN cities in enhancing their planning systems, service delivery, and financial management by developing and testing appropriate digital urban solutions and systems. By working with cities, AASCTF facilitates their transformation to become more livable, resilient, and inclusive, while in the process identifying scalable best and next practices to be replicated across cities in Asia and the Pacific.



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