



Public Safety

Makassar Journey Map Series 2018-2019

About This Series

Building Healthy Cities (BHC) is a USAID-funded learning project in four Smart Cities in Asia – Indore, India; Makassar, Indonesia; Da Nang, Vietnam; and Kathmandu, Nepal. BHC is testing how to successfully apply urban planning approaches that improve the social determinants of health in complex systems.

BHC uses exploratory data collection, multisectoral engagement, and citizen participation. This systems approach informs project activities and the prioritization of city-funded workplans. The combined impact should improve the lives of all residents in these three cities and reduce preventable mortality.

BHC is using several tools and processes to create coalitions and organize its approach in each city. One key process is systems mapping to illustrate the key dynamics (patterns underlying problems) and define key entry (or 'leverage') points to address social and environmental determinants of health. Another way that BHC is documenting citizen experiences in each city is through Journey Maps.

The Journey Maps apply 'design thinking' approaches, which are often used to tailor products to intended customers; citizens are like customers in that they pay taxes or fees to use city services. BHC has adapted this tool to document the experience (or 'journey') of citizens who are trying to overcome one service issue in each city, over time, updated on a quarterly basis. The specific topics were identified during the first year of activities in each city and fit within the larger context shown in the systems maps. BHC is using these Journey Maps to track citizen and city official perspectives, and to document change at the neighborhood level.

BHC is training people in each neighborhood to develop and use these Journey Maps and on grassroots advocacy techniques. By bringing the citizen experience directly to city planners, BHC hopes to better align municipal planning with community priorities such as safe water, clean air, hygiene, traffic safety, and other key components of healthy urban living.

Life of Project Journey Map Summary

BHC is concluding the Journey Maps in 2021. This process brought insights into day-to-day service availability for Makassar residents, and created a regular dialogue with the community and city offices about the causes, consequences, and potential solutions to persistent urban health-related issues.

This 2-year map followed a short but successful journey. The informal gathering of hawkers on the Sunu Street sidewalk forced pedestrians to walk in the road, resulting in unsafe conditions for both pedestrians and drivers. BHC used this map to share citizen concerns with the city, who then prioritized relocating the hawkers to the newly built Karebosi Hawkers Center. Funds were also set aside to repair the now empty sidewalk and street where the hawkers were previously located.





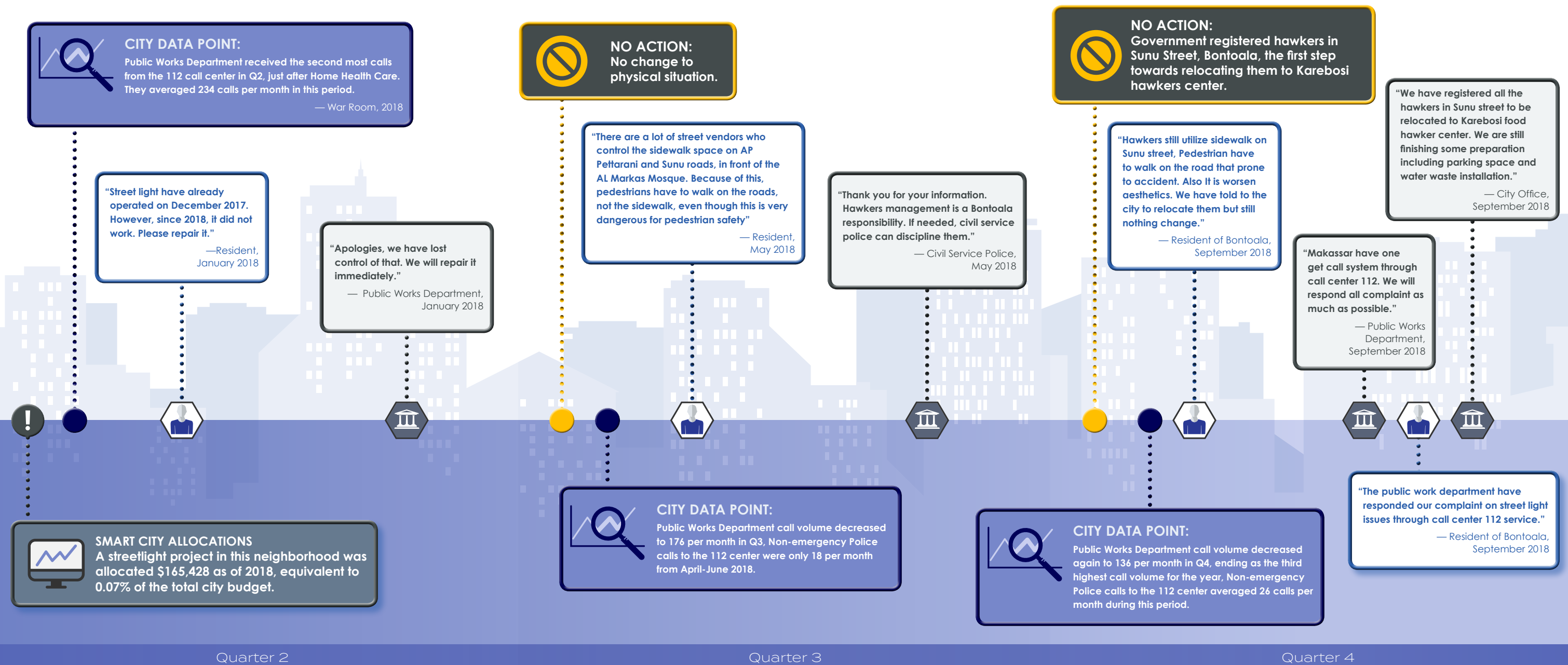
Makassar Journey Map #3 – Public Safety

YEAR 1 Many city-dwellers take walkable sidewalks for granted. But when these pedestrian areas are absent or do not function, they can deeply undermine the core of healthy communities. In Makassar, the government regulates street hawkers, but pedestrians are still crowded out on some sidewalks. Physical attributes like safe pavement and working street lights can make passing unsafe or undesirable, leaving many to choose to drive or to walk in the street, increasing the

risk of traffic accidents. BHC followed this journey in a sub-district that is heavily populated, with a large number of traditional market and business centers. The majority of those who live there are informally employed in the service sector, possibly among the street hawkers, which highlights the need to balance the growth of businesses with public safety and healthy, walkable streets.



Broken streetlights in Makassar (top). Street vendor stalls block pedestrian pathways (right).





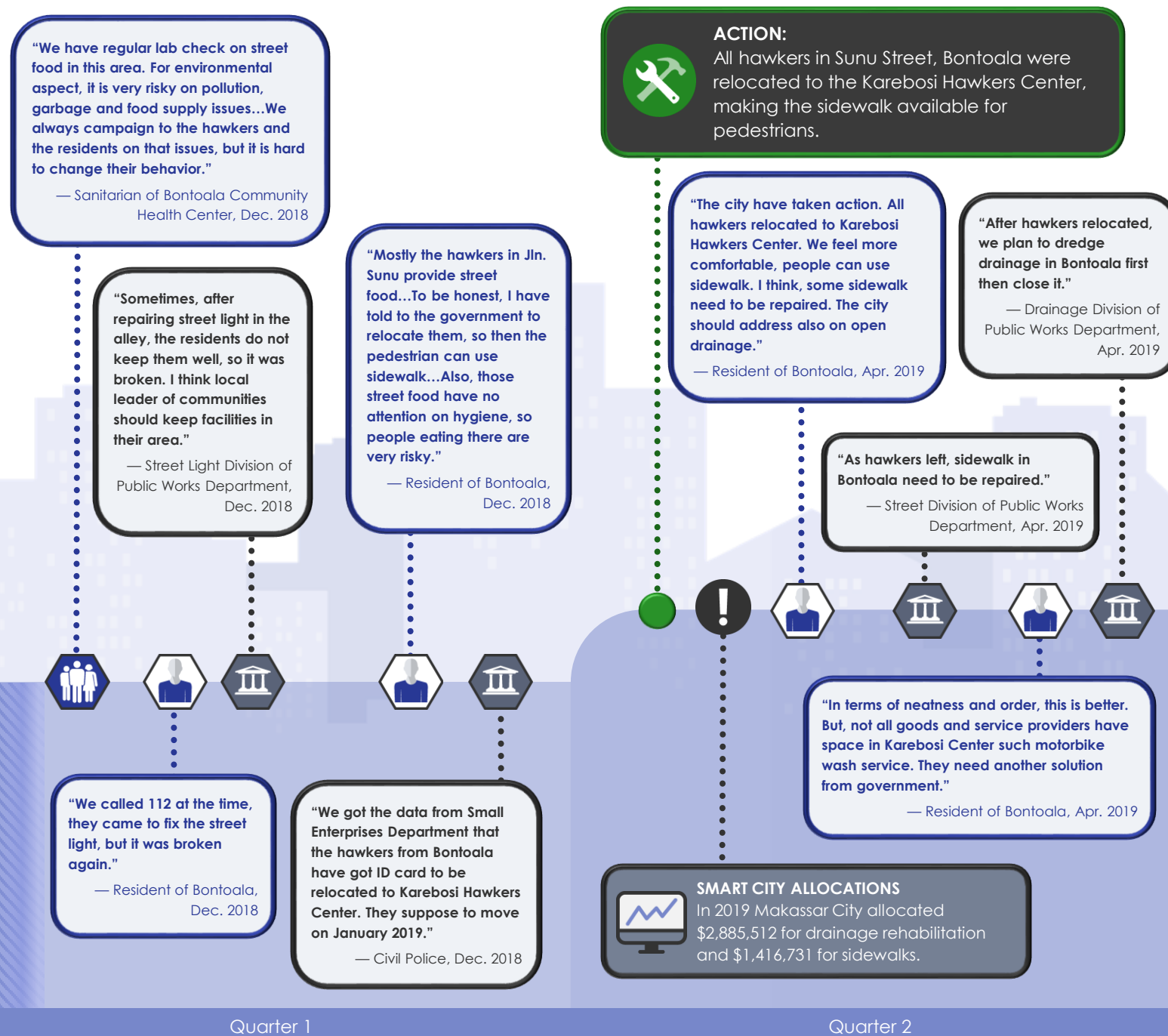
Makassar Journey Map #3 – Public Safety

YEAR 2 Many city-dwellers take walkable sidewalks for granted. But when these pedestrian areas are absent or do not function, they can deeply undermine the core of healthy communities. In Makassar, the government regulates street hawkers, but pedestrians are still crowded out on some sidewalks. Physical attributes like safe pavement and working street lights can make passing unsafe or undesirable, leaving many to choose to drive or to walk in the street,

increasing the risk of traffic accidents. BHC followed this journey in a sub-district that is heavily populated, with a large number of traditional market and business centers. The majority of those who live there are informally employed in the service sector, possibly among the street hawkers, which highlights the need to balance the growth of businesses with public safety and healthy, walkable streets.



Sunu Street is empty of hawkers(left), who have been moved to the new Karebosi Hawkers Center (right).



How Does This Story Connect to the Makassar Systems Map?

Systems Map Loop: Missed Connection

The Makassar Systems Map outlines many forces from around the system that influence the ability of city programs and policies to achieve positive results. Interestingly, the ability to achieve positive results in itself seems to be critical to the ability to foster broader positive change. As government programs are recognized to be ineffective, the level of community participation in these programs goes down. When citizen participation is low, it becomes increasingly difficult for the government to understand community needs and thus continue to design programs with a low level of fit or value to the citizens. When community members do not see a direct benefit of adopting programs/policies they continue the behaviors and practices that are comfortable to them, and the programs are not able to achieve their desired result. This, in turn, confirms community beliefs that there is little benefit to participating in government efforts for city improvement.

Example 1: In Makassar, community participation in annual Musrenbang meetings, designed to facilitate bottom up planning through community feedback, is low. At the village level, only 41.3 percent of residents participate. Low interest in Musrenbang is in part due to residents feeling that their proposed ideas are not prioritized by the government. As a result, the priorities selected through the Musrenbang do not really address the community needs.

BRIGHT SPOT: Other city programs do not have this problem and enjoy high community participation in program implementation. The Garden Alley Initiative for example, has broad community support and engagement. This is likely do to effective outreach by trusted community leaders, and the ability to experience a positive and beneficial transformation relatively quickly.

