

# 5

## A resilient system is **robust**. In other words, it limits the spread of failure. What city **services** can increase robustness?

Imagine future cities populated with resilience hubs in different communities where they provide a myriad of services in times of crisis.

We've all watched essential services in our cities quickly adapt to our new normal. From grocery stores only allowing a certain amount of people at the time, to major employers like Walmart taking the temperature of their employees when they report to work, these places have turned into resilience centers overnight. In a short time span, they had to learn new ways to cater to the basic needs of the community while learning how to mitigate risk.

This reminds me of an emerging concept I've seen in cities: Resilience hubs. Though they vary in nature, programming, and scope, these hubs share a common goal to make their communities more resilient by providing education, services, and resources, and by connecting multiple organizations to work together. The cities of Berkeley and Portland have started some, and now Minneapolis is planning one, to name a few.

The quick ability of our grocery stores, pharmacies, restaurants, and businesses to respond to COVID-19 is commendable. However, it poses the question: would future cities see more resilience hubs spur at local scales to fill the gap in times of emergency between private providers of essential goods like food and medicine and the general public?

Imagine future cities populated with resilience hubs in different communities where they provide a myriad of services in times of crisis. In the event of a pandemic, they would be the place where essential groceries, medicine, testing, and health services are channeled through professionals who are highly skilled and trained at containing the spread of virus.

Staff at Atlanta restaurant, Forza Storico, prepare meals for workers at the six hospitals in the Emory Healthcare network that are treating COVID-19 patients.

Credit: Dustin Chambers

