



Bu Proje Avrupa Birliđi tarafından finanse edilmektedir.  
This project is funded by the European Union.



**YEREL YÖNETİM REFORMU  
PROJESİ (YR III)**  
LOCAL ADMINISTRATION REFORM  
PROJECT (LAR III)

## IMPLEMENTATION GUIDELINE FOR PUBLIC HEALTH STANDARDS IN PUBLIC TRANSPORT SYSTEMS

25.10.2021

National Expert: Dr. Volkan Recai ÇETİN

Key Expert: Prof. Dr. Hakkı Hakan YILMAZ

Reference to the Description of Action	
Component	Component 2: Capacity Building for New Metropolitan Municipality Model and Inclusive Local Governance Processes
Activity	A.2.2.1. Develop and implement local service delivery standards in order to simplify the processes for service provision
Output	Draft Implementation Guideline for Public Health Standards in Public Transport Systems



## Table of Contents

Abbreviations .....	3
<b>1. Introduction .....</b>	<b>4</b>
<b>2. Purpose and Scope.....</b>	<b>6</b>
<b>3. Implementation Guideline for Public Health Standards in Public Transport Systems .....</b>	<b>7</b>
3.1. Planning and Coordination.....	7
3.2. Implementation.....	10
3.3. Training and Awareness-Raising .....	19
3.4. Inspection, Monitoring and Review .....	21
<b>Annexes .....</b>	<b>25</b>
Annex-1. In-Service Training Form .....	25
Annex-2. Monitoring and Evaluation Form on Standards and Activities .....	26

## Abbreviations

Full Form in English	EN-Abbr.	TR-Ks.	Türkçe Açık Hali
Disaster and Emergency Management Agency	AFAD	AFAD	Afet ve Acil Durum Yönetimi Başkanlığı
United Nations Development Programme	UNDP	UNDP	Birleşmiş Milletler Kalkınma Programı
Ministry of Environment, Urbanization and Climate Change	MoEUCC	ÇŞİDB	Çevre, Şehircilik ve İklim Değişikliği Bakanlığı
Ministry of Labour and Social Security	MoLSS	ÇSGB	Çalışma ve Sosyal Güvenlik Bakanlığı
General Directorate of Environmental Management	GDEM	ÇYGM	Çevre Yönetimi Genel Müdürlüğü
Radio and Television Supreme Council	RTUK	RTÜK	Radyo ve Televizyon Üst Kurulu
Official Gazette	OG	RG	Resmî Gazete
Union of Municipalities of Turkey	UMT	TBB	Türkiye Belediyeler Birliği
Turkish Standards Institute	TSE	TSE	Türk Standartları Enstitüsü
Ministry of Transport and Infrastructure	MoTI	UAB	Ulaştırma ve Altyapı Bakanlığı
Transport Coordination Centre	TCC	UKOME	Ulaşım Koordinasyon Merkezi
General Directorate of Local Governments	GDLG	YYGM	Yerel Yönetimler Genel Müdürlüğü
Local Administration Reform	LAR	YYR	Yerel Yönetim Reformu

## 1. Introduction

Local Administration Reform Project Phase III (LAR III) is implemented by the United Nations Development Programme (UNDP). The co-beneficiaries of the project are the Ministry of Interior (MoI) and Ministry of Environment, Urbanization and Climate Change (MoEUCC). The project is funded by the European Union. The overall objective of the project is to maintain the implementation support for local administration reform process executed between 2003 and 2013 and ensure an effective, inclusive, accountable and participatory local governance which is in accordance with international standards in Turkey.

With the enactment of the Law No. 6360 in 2014, the need emerged for the improvement of consistent and simplified standards for service delivery by metropolitan municipalities (MMs) with increased and diversified functions and responsibilities. The Project aims to develop service standards in five areas to increase the efficiency of service delivery in areas under the responsibility of MMs in the functioning of this new MM model and to implement such standards through pilot applications.

One of the five areas in question was identified as public health in public transport services which stood out especially as a result of COVID-19 pandemic. It is observed that the protection of public health in public transport systems is an area that is taken into consideration with a reactive perspective predominantly in operational processes by municipalities. Many decisions to be implemented by municipalities are made, however there is need for the development of a policy, strategy and/or legislation prepared from a field-specific holistic perspective. Currently, practices are shaped in the framework of individual efforts and institutional capacity, resource and competencies of municipalities.

The regulation of this field to guide passengers to public transport including paratransit systems<sup>1</sup> by managing the pandemic period in a healthy manner and regaining trust in public transport after the pandemic, the development of service standards and the integration of the standards into planning, implementation and monitoring processes are of great importance.

In this frame, it was aimed to identify existing standards and practices, issues and areas that needs to be regulated firstly by conducting a comprehensive current situation analysis under the project. In this frame, fact-finding meetings with MMs and relevant central organizations and institutions, the findings obtained from semi-structured questionnaires answered by municipalities and international case studies were utilized. It was aimed to ensure that standards are guiding by observing a participatory approach, increase their applicability and integrate them into business processes by being easily adopted by practitioners. Also, a comprehensive legislation review was conducted, studies in academic literature were utilized and the measures taken in response to COVID-19 pandemic by municipalities were examined. With the findings obtained from these studies, "Current Situation Analysis Report" was prepared.

Following current situation analysis, the draft of "Report on Public Health Standards in Public Transport Systems" was prepared and firstly, the opinions and recommendations of

---

<sup>1</sup> They represent modes of transport including intermediate public transport systems such as taxis and minibuses, shuttle vehicles developed to ensure flexibility in terms of trip times, frequency and the number of passengers in urban public transport.

stakeholders on the report were discussed in the workshop held in Ankara with central government institutions and representatives of MMs. Following the workshop, seminars were held in selected MMs (Ankara, Balıkesir, Eskişehir, Gaziantep, Tekirdağ) to ensure a comprehensive information exchange and make evaluations for the implementation of agreed standards.

In this frame, the Implementation Guideline prepared to achieve service standards developed by benefitting from the findings obtained from the studies explained above in a more effective manner by our municipalities will be guiding for MMs and relevant public sector agencies in implementing public health standards in public transport.

## 2. Purpose and Scope

This Implementation Guideline is prepared to provide guidance for incorporating the 22 standards set with a participatory approach in planning, implementation, monitoring and evaluation processes by MMs for the protection of public health in public transport systems.

In the framework of laws regulating functions and responsibilities of municipalities and other organizations including the Law No. 5216 on Metropolitan Municipalities in relation to the protection of public health in public transport systems by MMs, Law No. 6331 on Occupational Safety and Health, Law No. 2918 on Road Traffic, Law No. 1593 on Public Health etc. and in the framework of relevant secondary legislation, many practices are implemented. Also, while regulations are not specifically implied in terms of public health in regulations of municipalities on public transport and they are not holistic and standardized, there are various regulations.

On the other hand, it is observed that activities on the protection of public health in public transport systems have not been standardized systematically and have not turned into a strategy or a guide and concrete policies and measures in this field are not generally included in strategic plans and emergency plans of municipalities.

Under the project, 22 standards were set under the following components to ensure that municipalities act with a planned and predictable approach in the context of a strategy, ensure unit, coordination and convenience in practice through a joint understanding between institutions and accordingly gain an increase in quality and efficiency in service delivery, ensure the protection and development of public health in the long term through monitoring, follow-up and evaluation processes.

- (i) Planning and coordination
- (ii) Implementation
- (iii) Training and Awareness-raising
- (iv) Inspection, monitoring and review

Standards for implementation were grouped under the themes of hygiene, contact and crowd management, occupational health and safety and they were limited to standards which directly affect public health in these fields. Standards set in the context of hygiene include standards for sanitation and disinfection, ventilation, waste management in terms of their sub-details.

Under this Implementation Guideline, the implementation steps and organizations to cooperate with in order to ensure the applicability of the standards, act between the central government and local administrations and in coordination at local level and easily integrate standards into strategic planning, implementation, monitoring and evaluation processes by MMs are elaborated. Also, in addition to basic laws mentioned below, secondary legislation that may guide municipalities in implementing standards, as long as it is not restrictive, was included as a reference for municipalities' regulations that may set an example in the field of transport and the guides published by public agencies.

## 3. Implementation Guideline for Public Health Standards in Public Transport Systems

### 3.1. Planning and Coordination

Theme	Planning, Coordination
Standard	<b>1.1. Preparing implementation plans on standards for the protection of public health in public transport; establishing coordination mechanisms and ensuring their operability</b>
Responsible Institutions	MoEUCC GDLG, MMs
Related Institutions	MoLSS, Mol, MoH, MoTI, TCC, Provincial Health Boards, TSE, MDMs

It is necessary to prepare detailed implementation plans including the functions and powers of stakeholders as well as protocols to follow and performance indicators for each standard by MMs in order for implementation principles and steps of identified standards relating to the protection of public health in public transport. Under this standard consisting of two phases;

- 1) In order to provide inter-institutional coordination and guide municipalities, “Guide for Preparing Implementation Plan for Public Health Standards in Public Transport” addressing principles and procedures for the implementation of standards by MoEUCC will be prepared.
- 2) Implementation plans will be prepared in compliance with policy and programme documents using the guide in question by MMs. If the guide has not been published yet, implementation plans are prepared in the framework of principles and procedures included in running process, needs, regulations and this Implementation Guideline.

In this frame;

- It is necessary to determine the method to follow in the implementation of each standard, responsible unit under the municipality and affiliated authorities, units to be cooperated with, protocols to follow in the implementation, monitoring and evaluation procedures and performance indicators.
- In this respect, it is necessary to conduct a current situation analysis by making evaluations on activities which are currently conducted in daily process relating to public health in public transport, workflows, protocols and regulations included in laws and directives, and identify the required regulations and needs for capacity building and budget source to provide standards.
- The roles and coordination mechanisms of the stakeholders are clearly determined to provide effective coordination between the central government and municipalities in all

standards and between municipalities and other institutions, and relevant units of municipalities for the successful execution of implementation plans.

- Municipalities include the objectives determined in this field and activities to be undertaken in their strategic plans and performance programmes (during preparation and revision processes). It is anticipated that implementation plans and activities included in performance programme substantially correspond to each other and implementation plans indicate methods and protocols relating to these activities.
- When preparing guidelines and implementation plans, it is possible to use manuals published by relevant ministries including particularly MoH and technical specifications published by TSE in the relevant fields (public transport vehicles, bus, minibuses, rail system, taxi stands and stations, the measurement and follow-up of service quality, sanitation, ventilation systems, waste management etc.).

**References:**

- Regulation on Procedures and Principles for Preparing Strategic Plans, Performance Programmes and Activity Reports in Public Entities (OG of 22.04.2021 issue 31462)
- Strategy and Budget Office of the Presidency (SBO) Strategic Planning Guide for Municipalities
- Strategy and Budget Office of the Presidency Guidelines for Analysis and Methods for Strategic Planning
- Ministry of Treasury and Finance (MoTF) Guide for Preparing Performance Programme
- Annual Central Government Budget Preparation Guides and other guides prepared by municipalities

Theme	Planning, Coordination
<b>Standard</b>	<b>1.2. Including the protection of public health in public transport in Emergency Plans, establishing necessary coordination mechanisms and ensuring their operability</b>
<b>Responsible Institutions</b>	MMs
<b>Related Institutions</b>	MoLSS, MoEUCC GDLG, MoI, MoH, MoTI, AFAD, Governorships, TCC, Provincial Health Boards, TSE, MDMs, UMT, Chambers (Chambers of Privately-owned Public Buses, Chambers of Minibus Drivers, Chambers of Shuttle Bus Operators, Chambers of Drivers)

Public transport systems are one of the areas that will be the most affected by emergencies such as earthquake, flood, fire, pandemic, terror etc. However, it is critical that the mobility is maintained in case of disasters and emergencies and public transport system keeps operating in an uninterrupted and healthy manner in terms of provision of first aid. Therefore, risk assessments and actions on the protection of public health in public transport systems should be also included in Emergency Plans prepared by MMs.

In this frame;

- Risk assessments are regularly conducted in the context of Emergency Plans and risk mitigation strategies are developed.
- Preventive and restrictive measures that will be taken during public health preparedness, emergency response (intervention) and recovery phases are included in plans.
- Routes that will be primarily held open in emergencies in plans are identified.
- The roles of stakeholders on public health in public transport are clearly identified to ensure effective coordination between the central government and municipalities and an effective coordination between municipalities, other institutions and relevant municipal units at local level so that plans can be effectively implemented.

**References:**

- Law on Occupational Safety and Health (OG of 30.06.2012 issue 28339)
- Regulation on Emergencies at Workplaces (OG of 18.06.2021 issue 28681)
- Regulation on Disaster and Emergency Response Services (OG of 18.12.2013 issue 28855)
- Regulation on Health Services in Disasters and Emergencies (OG of 25.05.2021 issue 31491)
- MoTF Public Internal Control Guide
- Internal control plans of municipalities

---

Theme	Planning
<b>Standard</b>	<b>1.3. Regulate obligations relating to public health in regulations and contracts on public services which are not directly provided by municipalities</b>
<b>Responsible Institutions</b>	MMs
<b>Related Institutions</b>	MoEUCC GDLG, MoTI, TSE, UMT

Requirements on transport services provided by municipalities through private sector and requirements on public health in regulations related to paratransit systems in which municipalities are responsible for regulating and granting a license are taken into account. In this frame;

- In the regulations that will be prepared by municipalities, the conditions of granting a license in terms of the protection of public health in different modes of transport in which service is provided by private sector and principles on the clauses that will be included in contracts are laid down.

As an example, essential conditions on sanitation of stops and features of ventilation systems, thresholds and rules that vehicles should be subject to in terms of occupational health and safety and obligations on occupational competences of drivers are elements that should be included in regulations and contracts.

**References:**

- Ankara MM Regulation on Privately-owned Public Buses
- Istanbul MM Directive on Student and Personnel Service Transport
- Secondary and tertiary legislation regulations of relevant institutions

### 3.2. Implementation

Theme	Hygiene
<b>Standard</b>	<b>2.1. Periodical sanitation and disinfection in all the components of public transport systems</b> <ul style="list-style-type: none"> <li>▪ <b>Public transport vehicles</b></li> <li>▪ <b>Stops, stations and waiting spots</b></li> <li>▪ <b>Personnel toilets</b></li> </ul>
<b>Responsible Institutions</b>	MoEUCC GDLG, MMs
<b>Related Institutions</b>	MoLSS, MoH, MoTI, TSE, Chambers (Chambers of Privately-owned Public Buses, Chambers of Minibus Drivers, Chambers of Shuttle Vehicle Operators, Chambers of Drivers)

To facilitate the preparation of implementation plans of municipalities, ensure efficiency, standardization and measurability, technical standards for sanitation and disinfection including subjects such as the procedures to be executed, the material to be used, surface and volumes to be cleaned, sanitation periods etc. (including reference and thresholds when necessary) should be prepared in order to implement them in different components of public transport systems with joint work of relevant organizations under the coordination of MoEUCC. In the framework of these standards, routine sanitation protocols are identified in implementation plans by municipalities.

When setting technical standards in this context and in sanitation and disinfection, the following practices are considered:

- Disinfecting areas that are often contacted in vehicles (handles, seat handles, door handles, validators, buttons etc.) through appropriate sanitizers and methods after routine sanitation
- Disinfecting the points that are often contacted in driver’s cabin (steering wheel, seat belt, console etc.) during work shift of drivers through appropriate sanitizers

- Designing vehicles in a manner that will be easily cleaned providing that passenger safety is also considered and opting for surfaces like plastic for car seats as far as practicable and not using flooring
- Disinfecting surfaces that are often touched at stops and waiting spots (seats, benches, turnstiles, ticket offices, touch screen surfaces and credit/bank card PIN keypads, kiosks, validators, door handles, buttons, elevators, escalators, waste bins etc.) through appropriate sanitizers and methods after routine sanitation
- Using disinfectants approved by MoH
- Providing training to personnel who use chemical substances for sanitation
- Opting for wet sanitation instead of dry sweeping and mechanical actions
- Using contactless faucet, liquid soap and paper towel units in personnel toilets as far as practicable

**References:**

- Regulation on Health and Safety Measures in the Studies with Chemical Substances (OG of 12.08.2013 issue 28733)
- Regulation on Safety and Health Measures To Be Taken at Workplace Buildings and Annexes (OG of 17.07.2013 issue 28710)
- MoH COVID-19 Pandemic Management and Response Guide
- MoLSS COVID-19 Pandemic Management and Action Plan Guide

Theme	Hygiene
<b>Standard</b>	<b>2.2. Ensuring access to hand sanitizers in vehicles and at stations and waiting spots</b>
<b>Responsible Institutions</b>	MoTI, MMs
<b>Related Institutions</b>	

- Contactless or treadle hand sanitizers are placed as far as practicable in mechanisms that are locked and may not be removed and at points that will be identified according to density in a manner that passengers and personnel can have access easily.
- Useful life of disinfectants is monitored, and their refill is periodically conducted.
- Hand sanitizers approved by the MoH are used.

**References:**

- MoH COVID-19 Pandemic Management and Response Guide
- MoLSS COVID-19 Pandemic Management and Action Plan Guide

Theme		Hygiene
<b>Standard</b>	<b>2.3. Ensuring clean air circulation in closed areas in public transport systems</b> <ul style="list-style-type: none"> <li>▪ <b>Public transport vehicles</b></li> <li>▪ <b>Closed stations and waiting spots</b></li> </ul>	
<b>Responsible Institutions</b>	MoEUCC GDLG, MoTI, MMs	
<b>Related Institutions</b>	MoH, Ministry of Industry and Technology (MoIT), TSE	

To facilitate the preparation of implementation plans of municipalities, ensure efficiency, standardization and measurability, technical standards including subjects such as ventilation systems to be used, filters, frequency of circulation, sanitation procedures etc. should be developed through joint work of relevant organizations firstly under the coordination of MoEUCC by considering technical, economic and environmental factors.

When setting technical standards in this context and in the installation, operation and maintenance of ventilation systems, the following practices are considered:

- Arranging ventilation systems of vehicles to utilize clean air taken from outside in maximum, taking into account that ventilation systems meet the standard in the procurement of new vehicles
- Ensuring ventilation in vehicles which are technically and economically possible by completely taking clean air from outside, keeping the changing frequency of in-vehicle air high in other vehicles
- Establishing ventilation systems for completely renewing ambient air at closed stations like subways etc. and waiting spots of personnel at regular intervals
- Providing top-down clear air in vehicles to ensure a clean air flow
- Designing ventilation systems in personnel toilets as window ventilation as far as practicable or in a manner that ambient air can be often totally renewed
- Cleaning ventilation systems at regular intervals

**References:**

- Regulation on Health and Safety Requirements in Using Work Equipment (OG of 25.04.2013 issue 28628)
- MoH COVID-19 Pandemic Management and Response Guide
- MoLSS Guidelines for Ventilation and Air-Conditioning Systems during COVID-19 Period
- Eskişehir MM Regulation on Principles of Public Transport by Bus

Theme	Hygiene
Standard	<b>2.4. Specifying constraints on eating and drinking and the level of speaking voice in vehicles</b>
Responsible Institutions	MoTI, RTUK, MMs
Related Institutions	

- While eating and drinking is not possible in any case due to obligation to wear mask during the pandemic, rules for limiting eating and drinking in vehicles during the post-pandemic period and rules for adopting the concept “Quiet Travel” because there is a relation between speaking voice volume and droplet spread are laid down by MoTI and MMs.
- On this subject, visual and audible warnings are given inside vehicles and at stations and mandatory public messages to be prepared by the MoTI are published.

**References:**

- Regulation on Principles and Procedures of Broadcasting Service (OG of 02.11.2011 issue 28103)
- MoH COVID-19 Pandemic Management and Response Guide
- Regulation on Privately-owned Public Buses, Minibuses and Minibus Taxis (Public Transport Vehicles) Operating within the Boundaries of Kocaeli MM
- Kocaeli MM Regulation on Principles of Taxi Stands and Commercial Taxi Transport

Theme	Hygiene
Standard	<b>2.5. Waste collection and disposal</b>
Responsible Institutions	MMs
Related Institutions	MoEUCC GDLG, MoEUCC GDEM, MDMs

In the framework of “Regulation on Waste Management” and “Regulation on Zero Waste”, protocols on non-medical waste collection and disposal are laid down.

**References:**

- Regulation on Waste Management (OG of 02.04.2015 issue 29314)
- Regulation on Zero Waste (OG of 12.07.2019 issue 30829)
- Circular No. 2020/12 on “COVID-19 Measures in the Management of Personal Hygiene Material Waste such as Disposable Mask, Gloves” of MoEUCC

- MoH COVID-19 Pandemic Management and Response Guide
- MoLSS COVID-19 Pandemic Management and Action Plan Guide

Theme		Contact and Crowd Management
Standard	<b>2.6. Arranging the number of passengers in vehicles in a manner that will take into account public health</b>	
Responsible Institutions	MMs	
Related Institutions	MoI, MoH, MoTI	

The number of trips and routes should be arranged by municipalities by taking into account peak and off-peak hours to converge passenger densities aiming at protecting public health in vehicles.

- Maximum number of passengers will vary by ventilation standards, features of vehicles and conditions of the pandemic. The maximum number of passengers should be identified and announced for each vehicle by different conditions and capacities of vehicles in accordance with technical specifications of vehicles and local conditions.

**References:**

- MoH COVID-19 Pandemic Management and Response Guide
- Konya MM Regulation on Commercial-line Minibus-Bus Operations

Theme		Contact and Crowd Management
Standard	<b>2.7. Reducing contact of personnel with passengers and each other</b>	
Responsible Institutions	MoTI, MMs	
Related Institutions		

In the framework of standard, the following practices are considered:

- Creating transparent cabins in vehicles as far as practicable to minimize contact of drivers with passengers during the trip or placing covers
- Communicating road works, new route information and other necessary information to passengers electronically as far as practicable
- Providing similar information for passengers through in-vehicle systems

- Organizing watchkeeping and working hours to minimize contacts of personnel at stations and waiting spots and improving their physical environment
- Placing covers and microphone systems to reduce contact between personnel and passengers in areas where service is provided such as ticket offices, information points etc.

**References:**

- MoH COVID-19 Pandemic Management and Response Guide
- MoLSS COVID-19 Pandemic Management and Action Plan Guide
- Ankara MM Regulation on Privately-owned Public Buses

Theme		Contact and Crowd Management
Standard	2.8. Mitigating crowd at stations and platforms	
Responsible Institutions	MoTI, MMs	
Related Institutions		

- Planning, necessary marking and audible warnings are made to ensure that there is no crowd in closed areas.
- Mobile applications on travel planning should be actively used to inform passengers instantly on such matters as route and fare changes etc.

**References:**

- MoH COVID-19 Pandemic Management and Response Guide

Theme		Contact and Crowd Management
Standard	2.9. Scaling up fare collection systems	
Responsible Institutions	MoTI, MMs	
Related Institutions	TCC	

It is critical to ensure the integration of types of public transport implemented by municipalities to prevent physical money exchange and ensure monitorability or outsourced to the private sector in the framework of contracts into automatic fare collection systems. The integration of paratransit transport vehicles into these systems through a regulation to be made by MoTI will

be useful for both hygiene, contact, crowd management and recording, monitoring and evaluation of transport system.

- While the municipality has been involved in fare collection system of public buses, rail systems in many MMs, resistance is encountered in integrating paratransit transport modes like minibuses into systems. Therefore, the transport vehicles will also be integrated into these systems as far as practicable through a regulation to be made by the MoTI and TCC decisions.
- To ensure monitorability, promoting the use of personal transport cards will be useful.
- Interoperable systems should be established in different public transport modes.

**References:**

- MoH COVID-19 Pandemic Management and Response Guide
- Denizli MM Regulation on Commercial-line Minibus-Bus Operations
- Kayseri MM Regulation on Public Transport

Theme		Contact and Crowd Management
Standard	<b>2.10. Ensuring that passengers use information and communication technologies in travel planning in maximum</b>	
Responsible Institutions	MoTI, MMs	
Related Institutions		

- Mobile applications for travel planning which will strengthen communication with passengers to operate public transport services in a more efficient manner and facilitate crowd management are developed in a manner that will include different urban transport systems.
- The establishment of necessary tracking systems in vehicles is ensured to include paratransit systems like minibus etc.
- Measures are taken so that persons with disabilities can also use information systems.

Theme		Contact and Crowd Management
Standard	<b>2.11. Guiding passengers to travel at off-peak hours</b>	
Responsible Institutions	MMs, Governorships	

<b>Related Institutions</b>	
-----------------------------	--

Demand management measures that will assist in spreading the demand across the day should be taken.

- Work hours in public and private sector are an important factor shaping the passenger density. It is recommended that governorships cascade work hours in a manner that will spread the passenger density.
- The spread of demand across the day may be ensured by making travelling at off-peak hours attractive through discount in public transport fares at regular intervals by MMs.

**References:**

- Regulation on Road Traffic (OG of 18.07.1997 issue 23053)
- Regulation on Coordination Centres of Metropolitan Municipalities (OG of 15.06.2006 issue 26199)

<b>Occupational Health and Safety</b>	
<b>Theme</b>	
<b>Standard</b>	<b>2.12. Taking into consideration factors that will affect public health in recruitments and other health controls</b>
<b>Responsible Institutions</b>	MMs
<b>Related Institutions</b>	Provincial Directorates of Health

- Procedures and principles of matters that will be evaluated in health controls before personnel is provided with working document (areas related to driver safety and public health such as alcohol and substance addiction, mental health and diseases etc.) are laid down by municipalities through directives.
- In addition to first recruitments, examination and screenings are executed in a manner that their cost will be set off by employees at regular intervals.
- In addition to periodical tests for the identification of substance addiction, in case of reasonable doubt, tests are made through biological samples such as hair, blood, urine etc.

**References:**

- Law on Occupational Safety and Health (OG of 30.06.2012 issue 28339)
- Regulation on Medical Requirements of Learner Drivers and Drivers, and Examinations (OG of 26.09.2006 issue 26301)

- Directive on Sanitary Requirements of Drivers of Commercial Vehicles and Public/Freight Transport Vehicles and Their Screening and Examination in Istanbul Urban Transport

Theme		Occupational Health and Safety
Standard	2.13. Relevance of vehicles and assignment processes in terms of occupational health and safety	
Responsible Institutions	MoLSS, MMs	
Related Institutions	MoEUCC GDLG, MoIT, MoTI, TSE	

The preparation of an implementation guideline for ensuring occupational health and safety in public transport systems by MoLSS will be useful.

When preparing the Implementation Guideline in this framework and in practice, the following issues should be considered:

- Ensuring periodical checks of emission and noise values of vehicles in terms of occupational health and safety and environmental impacts
- Keeping drivers' exposure to vibration under the threshold to be identified by executing the maintenance of vehicles regularly
- Protecting health of drivers who are exposed to prolonged sitting time by designing driver seat and driving systems in vehicles ergonomically
- Arranging lighting in vehicles in a manner that will not distract and exhaust driver
- Placing internal and external cameras into vehicles
- Arranging working hours, watchkeeping and days off for drivers in a manner that will take into consideration health conditions
- Ensuring drivers' rotation between busy and little busy lines in terms of stress management

#### References:

- Regulation on Exhaust Gas Emission Check (OG of 11.03.2017 issue 30004)
- Regulation on Type Approval of Exterior Noise Emissions and Exhaust Systems of Motor Vehicles (OG of 30.11.2000 issue 24246)
- Regulation on Vibration (OG of 22.08.2013 issue 28743)
- Regulation on Protection of Employees from Risks Related to Noise (OG of 28.07.2013 issue 28721)
- Regulation on Privately-owned Public Buses, Minibuses and Minibus Taxis (Public Transport Vehicles) Operating within the Boundaries of Kocaeli MM

- Eskişehir MM Regulation on Principles of Public Transport by Bus
- Denizli MM Regulation on Commercial-line Minibus-Bus Operations

### 3.3. Training and Awareness-Raising

Theme	Training
Standard	<b>1.1. Providing training on public health standards and practices to personnel</b>
Responsible Institutions	MoTI, MMs
Related Institutions	Provincial Directorates of Health

- MMs should provide in-service training on standards for public health, implementation plans, protocols, basic legislation on public health, basic occupational health and safety rules and emergency plans to drivers and other personnel in coordination with provincial directorates of health at the start of employment and periodically.
- When implementation plans are updated in the context of needs (Standard 4.3), training on new practices and protocol should be provided to personnel working in relation to updated field.
- Training sessions on mode of transport in question (in various provinces, rails systems etc.) in cases where a part of public transport system is operated by the MoTI should be provided by the Ministry.
- The following points are determined when making annual planning for in-service training courses:
  - Training subjects
  - Duration of training courses according to subjects
  - Calendar planning for training courses to be carried out in more than one session
  - Competency (academic and professional training) of the personnel (of trainers when the service is outsourced) who will provide training
  - Number of personnel and participants who are the target group of the training

In this frame, it is required in the planning of training to fill the forms included in Annex-1.

#### References:

- MoLSS COVID-19 Pandemic Management and Action Plan Guide
- Regulation on Privately-owned Public Buses, Minibuses and Minibus Taxis (Public Transport Vehicles) Operating within the Boundaries of Kocaeli MM

Theme	Training
Standard	<b>1.2. Providing in-service training to drivers</b>
Responsible Institutions	MMs
Related Institutions	

- When planning in-service training for drivers, theoretical and practical training sessions on the following subjects are regularly included:
  - Defensive, safe and economic driving techniques, surveillance of vulnerable road users
  - Technical specifications of vehicles
  - Basic legislation related to their functions
  - Basic occupational health and safety rules
  - Disaster, emergency and crisis management
  - First aid and rescue
  - Communication with passengers
  - Stress management
- It is required in the planning of training to fill the forms included in Annex-1.
- The competency of the drivers is inspected with examinations held after the training courses. The clarity and objective evaluation are ensured by determining the specifications of the examinations as well as principles and procedures relating to preparation and evaluations of examinations by way of arrangements to be carried out in the municipality.

**References:**

- Regulation on Privately-owned Public Buses, Minibuses and Minibus Taxis (Public Transport Vehicles) Operating within the Boundaries of Kocaeli MM
- Vocational Qualifications Authority - National Vocational Standard for Urban Public Transport Bus Driver-13UMS0378-3
- Vocational Qualifications Authority - National Vocational Standard for Metrobus Driver-13UMS0335-3
- Vocational Qualifications Authority - National Vocational Standard for Urban Rail Systems Engine Operator-14UMS0405-4

Theme	Awareness-raising
-------	-------------------

<b>Standard</b>	<b>1.3. Raising passengers' awareness on public health standards and practices</b>
<b>Responsible Institutions</b>	MoH, MoTI, MMs
<b>Related Institutions</b>	RTUK, Provincial Directorates of Health

- Awareness on public health standards and practices for passengers in public transport should be raised in coordination with provincial directorates of health by MoTI and MMs in vehicles and at stations through announcements, boards, travel planning applications, social media etc.
- It will also be useful to publish mandatory public messages in relation to the protection of public health in public transport systems that will be prepared by the MoH.

**References:**

- Regulation on Principles and Procedures of Broadcasting Service (OG of 02.11.2011 issue 28103)
- MoH COVID-19 Pandemic Management and Response Guide

### 3.4. Inspection, Monitoring and Review

Theme	Inspection, Monitoring
<b>Standard</b>	<b>4.1. Evaluating passengers' opinions and complaints</b>
<b>Responsible Institutions</b>	MoTI, MMs
<b>Related Institutions</b>	

- Easy and effective communication mechanisms are created to receive the requests, evaluations and complaints of the society relating to public health services in public transport.
- It is possible to use call centres, online systems, mobile applications and kiosks to be placed in crowded stations for the communication in question.
- Necessary measures are taken to ensure that persons with disabilities also communicate their request, evaluations and complaints.
- Assignment is executed to conduct a preliminary examination on which units opinions and requests will be referred to from the municipality and affiliated administrations.

- A maximum period is specified to examine opinions and requests which are referred to relevant units.
- A monitoring system is created for the solution of requests and problems.
- Feedback is provided to passengers in relation to the evaluation of their requests and complaints.

**References:**

- Kayseri MM Regulation on Public Transport
- Regulation on Privately-owned Public Buses, Minibuses and Minibus Taxis (Public Transport Vehicles) Operating within the Boundaries of Kocaeli MM

Theme		Inspection, Monitoring
Standard	4.2. Follow-up and inspection of adaptation to public health standards in public transport	
Responsible Institutions	MoEUCC GDLG, MMs	
Related Institutions	MoH, MoI, MoTI, TCC	

It is necessary to create monitoring and inspection mechanisms for compliance with public health standards in public transport and establish inspection procedures, officer and sanctions.

In this frame;

- Principles and procedures on monitoring and inspection are laid down through a regulation that will be prepared by receiving opinions of relevant institutions, mainly MoH under the coordination of the MoEUCC.
- In the framework of the regulation in question, principles and procedures are determined by MMs relating to inspection for compliance of the society with standards and sanctions to be implemented in public transport regulations and other relevant secondary and tertiary regulations (regulations on health, municipal police etc.).
- Both routine and unplanned spot site inspections are conducted by MMs in accordance with the provisions relating to inspections and sanctions included in the legislation and contracts signed with business operators.
- Inspections are conducted by relevant units of the municipalities (transport, health and municipal police units) in coordination.
- Notices and complaints received through communication channels included in Standard 4.1. are evaluated.
- Onboard cameras and vehicle tracking systems are utilized.

- The compliance criteria for public health standards and implementations should be included in the criteria relating to measurement and evaluation of service quality in public transport.

**References:**

- Law on Misdemeanours (OG of 30.03.2005 issue 25772-bis)
- Regulation on Road Traffic (OG of 18.07.1997 issue 23053)
- Bursa MM Regulation on Taxi-Public Minibus-Minibus Shuttle Vehicles and Privately-owned Public Transport Vehicles

Theme		Monitoring, Review
<b>Standard</b>	<b>4.3. Evaluate and report compliance with standards, periodically review their applicability and effectiveness in terms of changing conditions and revise standards and implementation plans when required</b>	
<b>Responsible Institutions</b>	MoEUCC GDLG, MMs	
<b>Related Institutions</b>		

It is necessary to review and revise if necessary the standards and implementation plans according to changing conditions, restrictions, targets for service quality, new technologies and passengers' requests on regular basis.

In this frame;

- Municipalities prepare annual "Monitoring and Evaluation Report on Implementation of Public Health Standards in Public Transport" to evaluate compliance with standards, identification of problems encountered in the implementation and review the applicability and effectiveness of standards and implementation plans.
- In accordance with Standard 1.1., reporting on compliance with standards are conducted in accordance with activity reports as it is provided that policies and activities will be included in strategic plans and performance programmes relating to standards determined.
- In addition to annual evaluations, standards and implementations plans are also reviews during recovery period after disasters and emergencies. The course of COVID-19 pandemic is also another factor which will require review in the implementation.
- Municipalities prepare monitoring and evaluation report by filling "Monitoring and Evaluation Form for Standards and Activities" included in Annex-2 for each standard.
- Municipalities submit the monitoring and evaluations report which they prepared to MoEUCC along with the activity reports. MoEUCC evaluates municipalities' compliance

with standards and revision proposals relating to standards and revises the standards when necessary.

- Municipalities performs necessary changes in implementation plans when required after monitoring and evaluation process.
- The evaluations of actualizations relating to compliance with service standards are also included in annual Local administrations General Activity Report by MoEUCC.

**References:**

- Regulation on Procedures and Principles for Preparing Strategic Plans, Performance Programmes and Activity Reports in Public Entities (OG of 22.04.2021 issue 31462)
- SBO Strategic Planning Guide for Municipalities
- MoTF Guide for Preparing Performance Programme
- Court of Accounts Activity Reports Evaluation Guide

## Annexes

### Annex-1. In-Service Training Form

<b>Subject of Training</b>	
<b>Objective of Training</b>	
<b>Target Group</b>	
<b>Number of Personnel to Receive Training</b>	
<b>Content of Training</b>	<ul style="list-style-type: none"><li>• ....</li><li>• ....</li><li>• ....</li></ul>
<b>Duration of Training</b>	Theoretical training: ..... hour(s) Practical training: ..... hour(s)
<b>Training Planning*</b>	
<b>Competency of Trainers**</b>	
<b>Training Materials</b>	

\* The duration and calendar of training courses on the basis of subjects will be written for training courses to be provided in more than one session.

\*\* Academic and professional competences of trainers that will be required will be written.

## Annex-2. Monitoring and Evaluation Form on Standards and Activities

<b>Standard ....</b>			
<b>Strategic Goal *</b>			
<b>Strategic Objective*</b>			
<b>Responsible Unit(s)</b>			
<b>Evaluation Period</b>			
<b>Relevant Activities Included in the Performance Programme</b>			
...1. ...2. .....			
<b>Performance Indicators relating to the Activities under Standard included in the Performance Programme</b>			
<b>Indicator</b>	<b>Baseline</b>	<b>Target</b>	<b>Actualization</b>
<b>Activities Carried out under the Standard</b>			
<ul style="list-style-type: none"> <li>•</li> <li>•</li> <li>•</li> </ul>			
<b>Activities which have not been carried out during evaluation period under the standard</b>			
<ul style="list-style-type: none"> <li>•</li> <li>•</li> <li>•</li> </ul>			
<b>Basic Problems Encountered</b>			
<ul style="list-style-type: none"> <li>• ..</li> </ul>			

<ul style="list-style-type: none"> <li>• ..</li> </ul>	
<b>Need for Revision of Standard</b>	<input type="checkbox"/> <input type="checkbox"/> Yes No
<b>Recommended Revised Standard</b>	
<b>Need for Revision of Implementation Plan</b>	<input type="checkbox"/> <input type="checkbox"/> Yes No
<b>Recommended Change in Implementation Plan</b>	
<b>Other Opinions and Evaluations</b>	
<ul style="list-style-type: none"> <li>• ...</li> <li>• ...</li> </ul>	

\* This indicates relevant strategic goal and objectives included in the Strategic Plan.